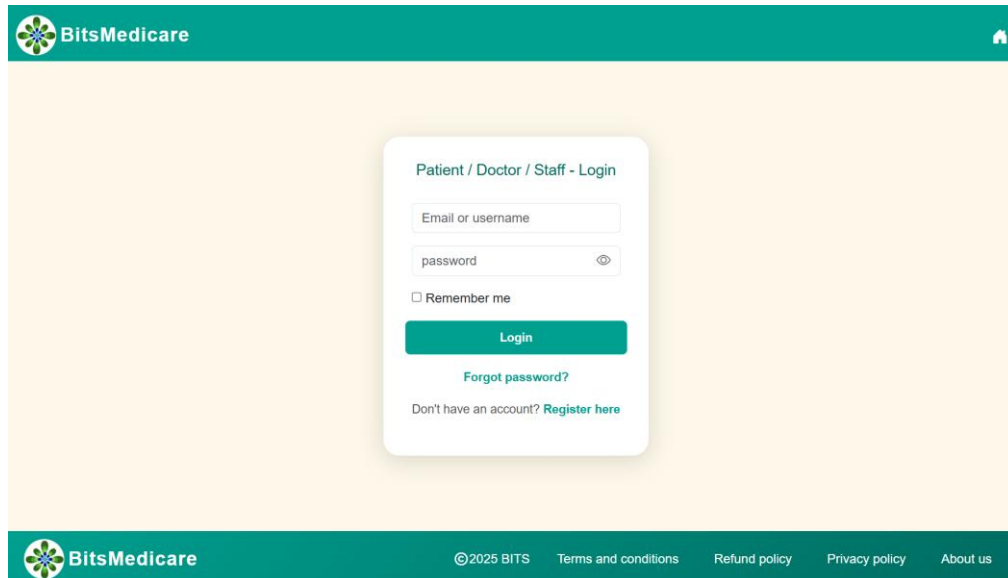


Hospital Management System – User Manual for user

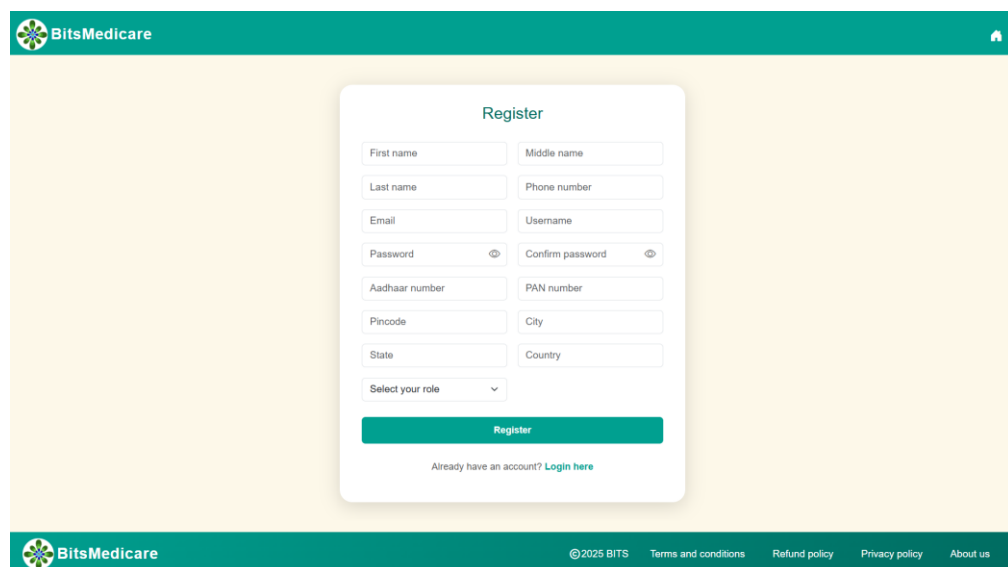
This user manual provides guidance for hospital administrators, doctors, and staff members on how to use the Hospital Management System effectively. The platform helps manage hospital operations such as appointments, patient visits, doctors, staff, billing, reports, and branch management through a centralized digital system.

1. Login pages



- Enter your registered email and password to access your account.
- Check the "**Remember me**" box to skip OTP verification for future logins. If you've forgotten your password, click "**Forgot password?**" to receive a password reset link via email.

2. Registration page



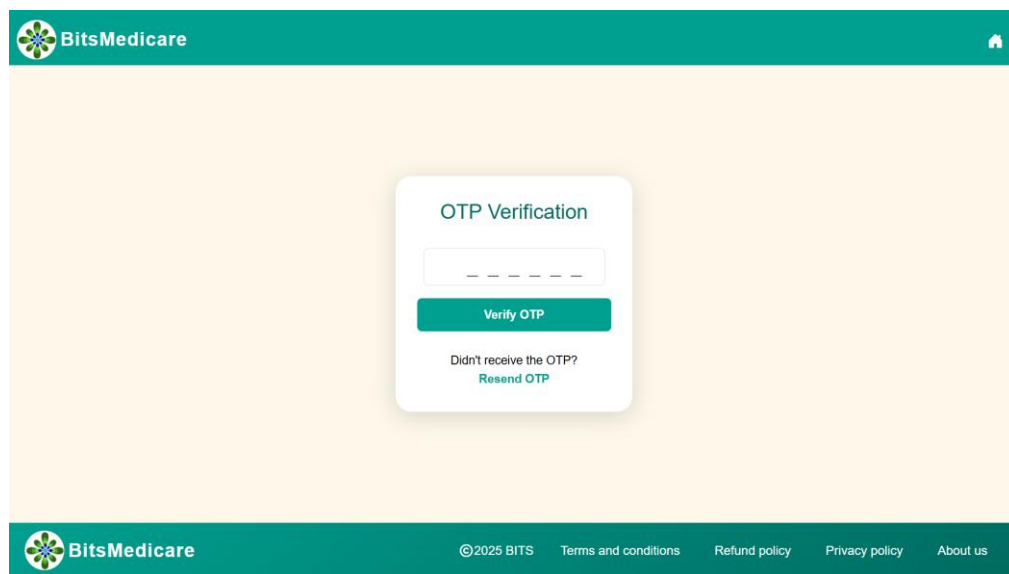
- Complete the registration form by entering your First Name, Middle Name (optional), Last Name, Phone Number (must be unique), Email ID (must be unique), Username (must be unique), Password, Confirm Password, Aadhaar Number, PAN Number, Pincode, City, State, Country, and select your role (Patient). After entering all required details, click the “Register” button to create your account. A One-Time Password (OTP) will be sent to the entered email ID for verification.

- Enter your Pincode to automatically fetch the corresponding City, State, and Country details.

Rules for Registration:

- Select your role as either Staff or Doctor. The dashboard and system access will be assigned based on the selected role. Once the account is created, the selected role cannot be changed later.
- The Password and Confirm Password fields must match. The password must contain at least 8 characters, including one uppercase letter, one numeric digit, and one special character.
- The Aadhaar Number and PAN Number must contain 12 and 10 characters respectively.
- You cannot register multiple accounts using the same email ID or phone number.

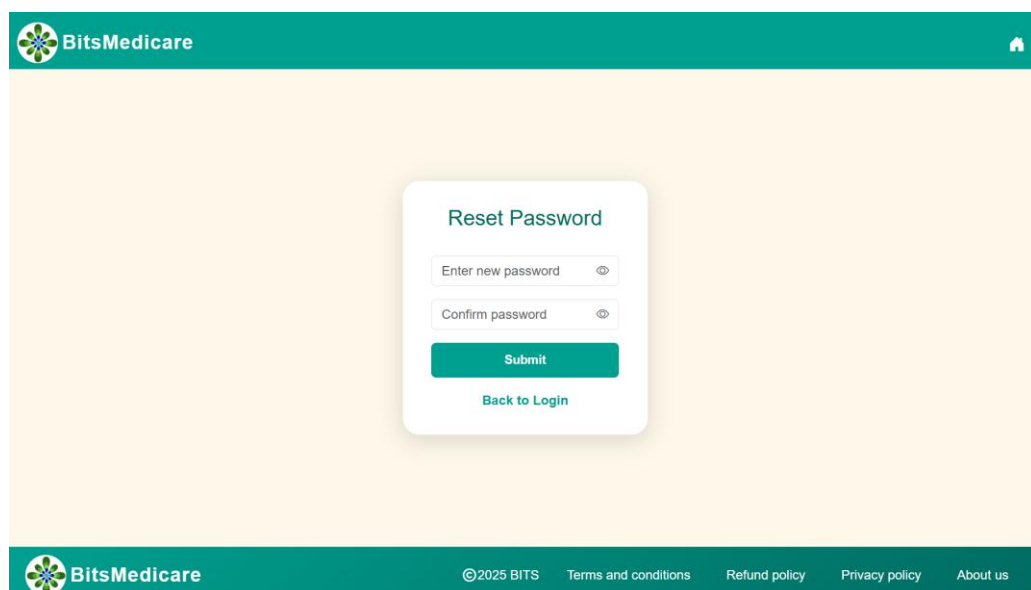
3. Verification page



The screenshot shows the OTP Verification page of the BitsMedicare application. The page has a teal header with the BitsMedicare logo and a home icon. The main content area is light orange and features a white card with the title "OTP Verification". Inside the card, there is a text input field with five dashes, a teal "Verify OTP" button, and a link "Didn't receive the OTP? Resend OTP". The footer is teal and contains the BitsMedicare logo, copyright information "©2025 BITS", and links for "Terms and conditions", "Refund policy", "Privacy policy", and "About us".

- Enter the One-Time Password (OTP) sent to your registered email address, then click "Verify OTP" to proceed. If you have not received the OTP, click "Resend OTP" to request a new code.

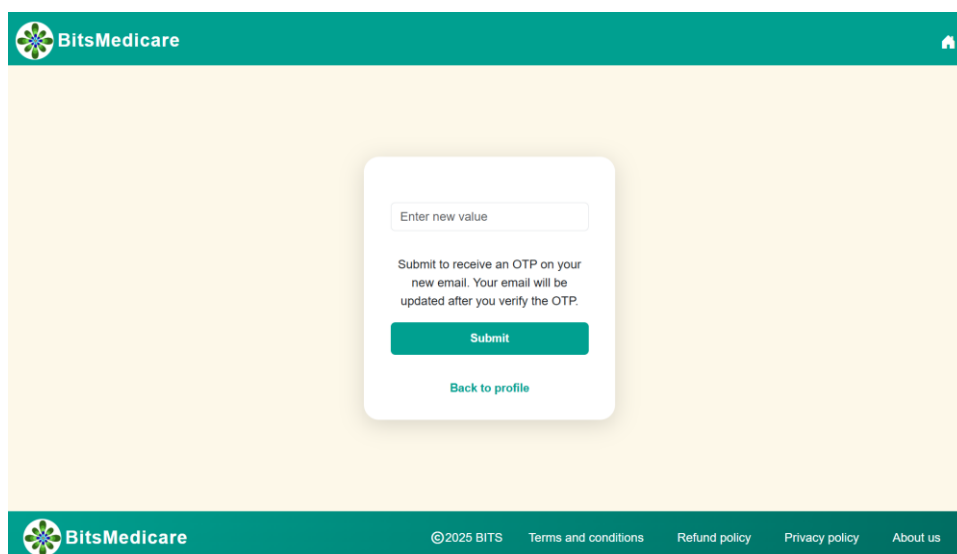
4. Password Reset



The screenshot shows the Password Reset page of the BitsMedicare application. The page has a teal header with the BitsMedicare logo and a home icon. The main content area is light orange and features a white card with the title "Reset Password". Inside the card, there are two text input fields labeled "Enter new password" and "Confirm password", each with an eye icon for toggling visibility. Below these fields is a teal "Submit" button and a link "Back to Login". The footer is teal and contains the BitsMedicare logo, copyright information "©2025 BITS", and links for "Terms and conditions", "Refund policy", "Privacy policy", and "About us".

- Enter your new password in the "**Enter new password**" field, then re-enter the same password in the "**Confirm password**" field to verify. Click "**Submit**" to reset your password, or click "**Back to Login**" to return to the login page.
- Ensure your password meets the required criteria (at least 8 characters with one digit, one uppercase letter, and one special character).

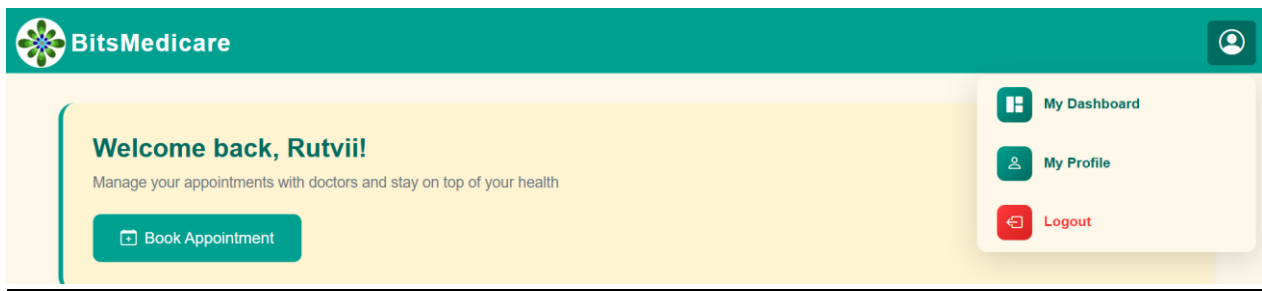
5. New credentials



The screenshot shows a web interface for BitsMedicare. At the top is a teal header with the BitsMedicare logo and a home icon. The main content area has a light yellow background. In the center is a white rounded rectangle containing a form. The form has a text input field labeled 'Enter new value'. Below the field is a message: 'Submit to receive an OTP on your new email. Your email will be updated after you verify the OTP.' There is a teal 'Submit' button and a teal link 'Back to profile' below it. At the bottom is a teal footer with the BitsMedicare logo, copyright information '©2025 BITS', and links for 'Terms and conditions', 'Refund policy', 'Privacy policy', and 'About us'.

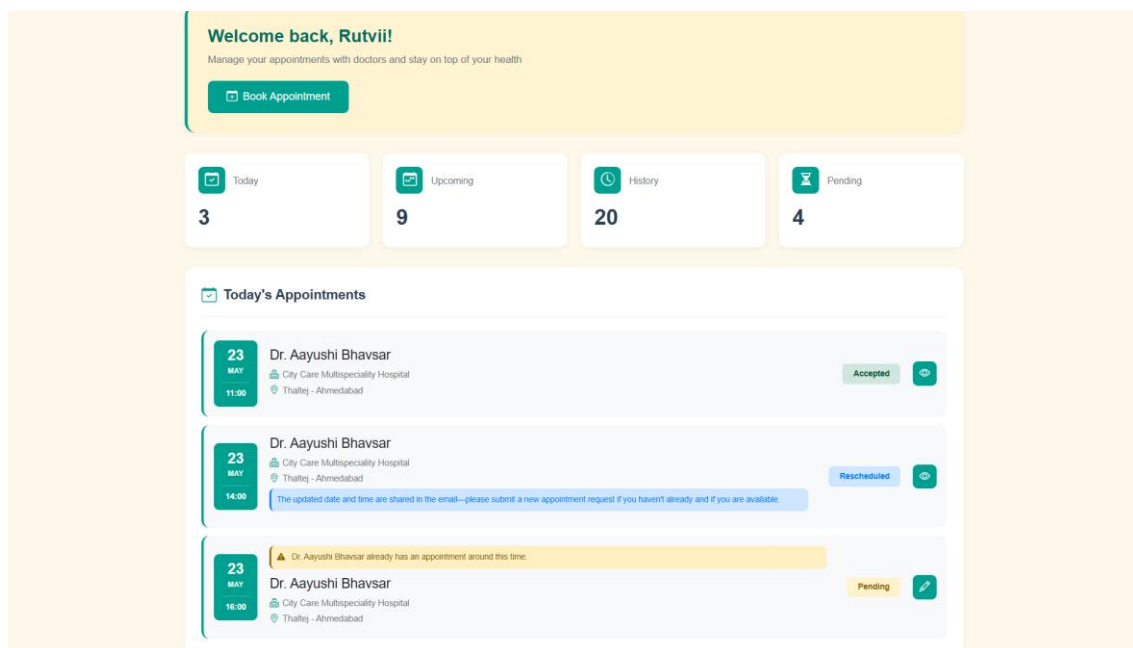
- To update your Email ID or contact number, enter the new value and click the “**Submit**” button. A One-Time Password (OTP) will be sent to the newly entered Email ID for verification.
- Your Email ID will be updated only after successful OTP verification.
- Users can update their account credentials and profile information from the **Profile** section.

6. Patient



- Navigate to your profile menu from the top-right corner of the dashboard to access profile settings and securely logout from your account.

6.1 Patient's dashboard



- The Patient Dashboard provides a summary of today's appointments, upcoming appointments, appointment history, and pending appointment requests.
- Separate sections are available for Today's Schedule, Upcoming Appointments, and Appointment History for easy appointment tracking.
- Click on "Book Appointment" to request an appointment with a doctor.
- Users can check whether appointment requests are Accepted, Rejected, Rescheduled, or Pending, and will receive email notifications when the doctor updates the status of the request. Only pending appointment requests can be edited.
- If the selected doctor already has an appointment at the requested time, an alert message will be displayed so the user can modify the appointment time.

6.2 Book appointment

- Select the Hospital, Branch, and Doctor from the available dropdown lists.
- Choose the preferred appointment date and consultation time.
- Enter symptoms and additional notes to help the doctor understand your concerns.
- Click the "Book Appointment" button to submit the appointment request successfully.

Book Appointment

Take the first step to better health

Hospital
Select Hospital

Branch
Select Branch

Doctor
Select Doctor

Date
dd-mm-yyyy

Time
--:--

Symptoms
Describe your symptoms briefly

Additional Notes
Any specific concern for the doctor?

Book Appointment

©2025 BITS
Terms and conditions
Refund policy
Privacy policy
About us

6.3 Patient's Profile

User_ID - PT2600002
Rutvi

Username
Rutvi

Email
3203.bits@gmail.com

Phone number
0987654321

Description
Very concerned about health

First Name
Rutvi

Middle name
kiranbhai

Last Name
Thakkarr

Emergency contact
6789012345

Adhar number
123456789012

Pan number
1234567890

Pincode
392001

City
Bharuch

State
Gujarat

Country
India

Address
Manjalpur, vadodara

Gender
Female

Date of birth
26-10-2003

Role
Patient

Blood group
O+

Height (in cm)
170

Weight (in kg)
45

Age
22

Medical history
dizziness

Allergies
dust

Medical reports

Reports 1

Reports 2

Upload Reports (PDF/ DOC/ DOCX)
(Relevant medical reports for diagnosis)

Choose File
No file chosen

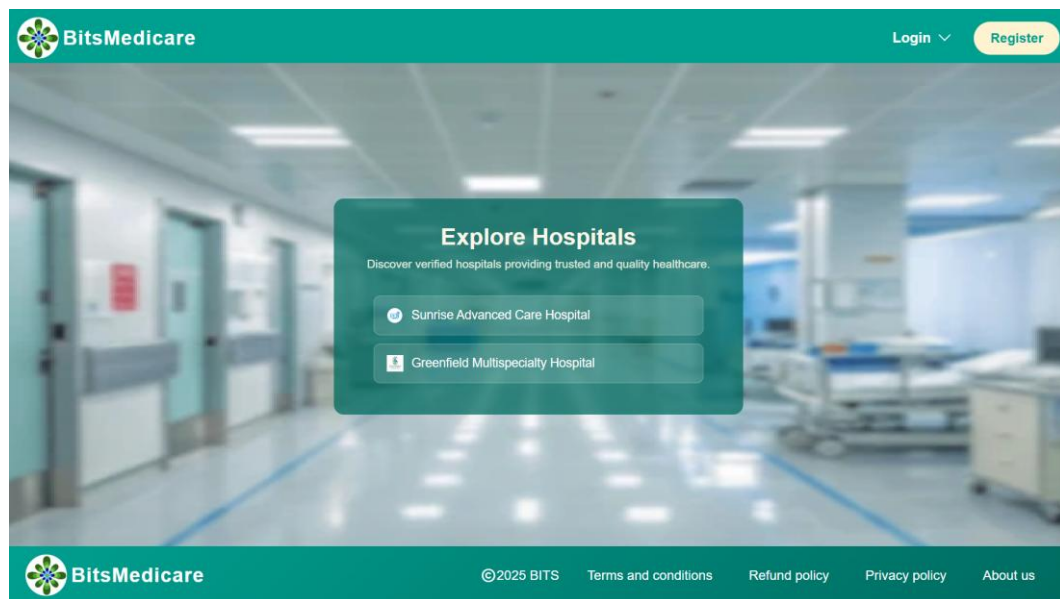
Delete account
Save Changes

©2025 BITS
Terms and conditions
Refund policy
Privacy policy
About us

- Update personal information such as name, contact details, address, gender, and date of birth.
- Manage medical details including blood group, height, weight, allergies, and medical history.
- Upload, view, download, or delete medical reports in PDF, DOC, or DOCX format.
- Click the “Save Changes” button to update profile information successfully.

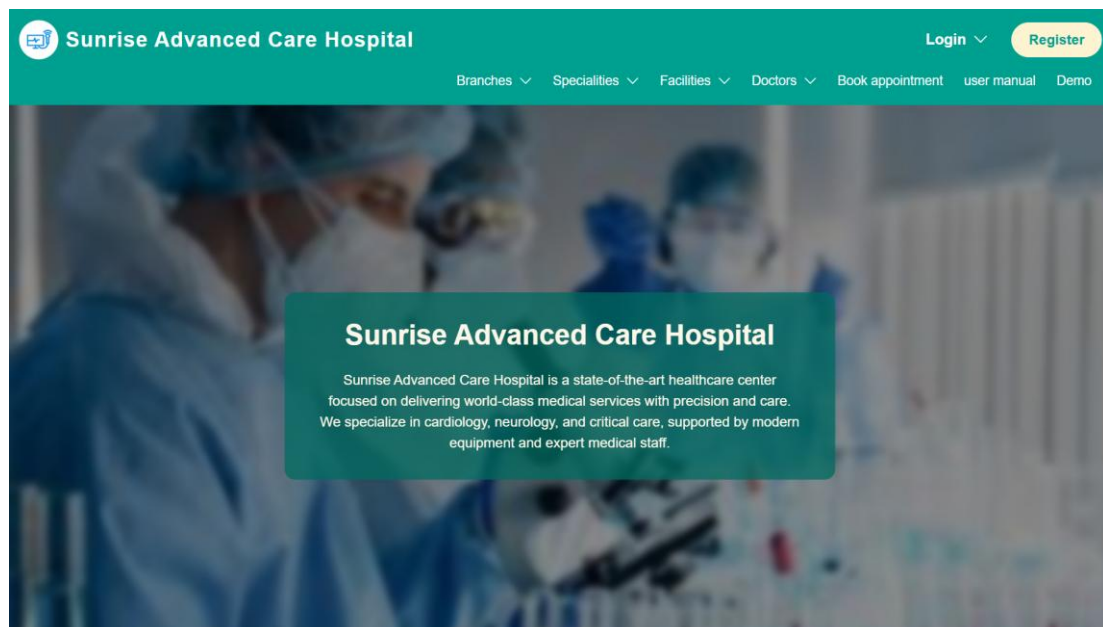
7. Home Pages Overview

7.1 Explore Hospitals Page

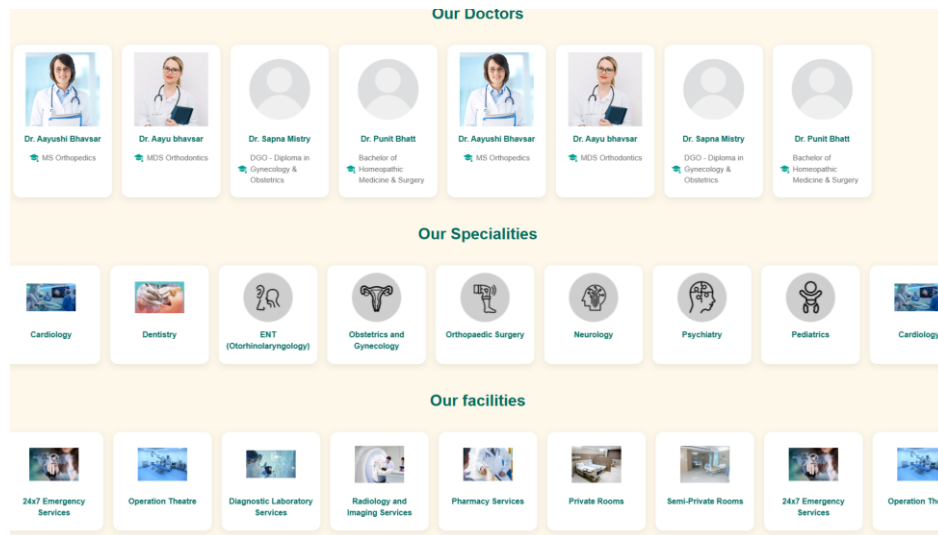


- The Home Page displays verified hospitals approved and managed by the Super Admin.
- Users can select a hospital to access healthcare services and proceed with appointment booking.
- Click on footer links to review legal policies

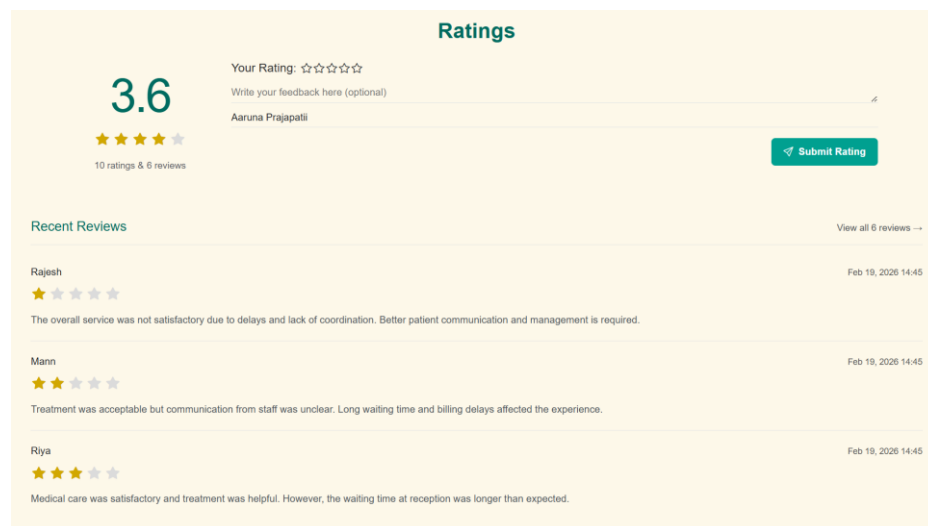
7.2 Hospital home page



- The Hospital Home Page displays hospital information, images, and an overview of the healthcare services provided by the hospital.
- The header section provides quick access to branches, specialties, facilities, doctors, and online appointment booking services.
- Users can click on a menu title and select a specific service, branch or doctor from the dropdown list to view detailed information.

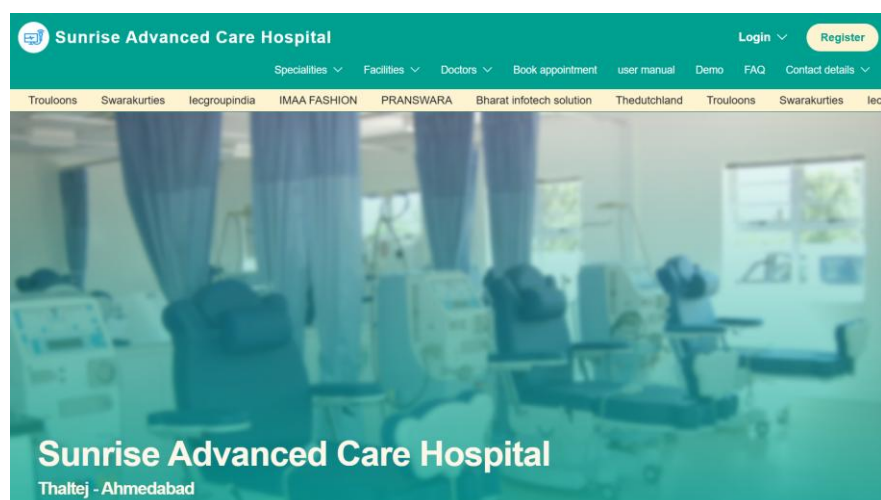


- The page displays available doctors, medical specialties, and healthcare facilities provided by the hospital.
- Users can click on a doctor, specialty, or facility card to view detailed information and related services.

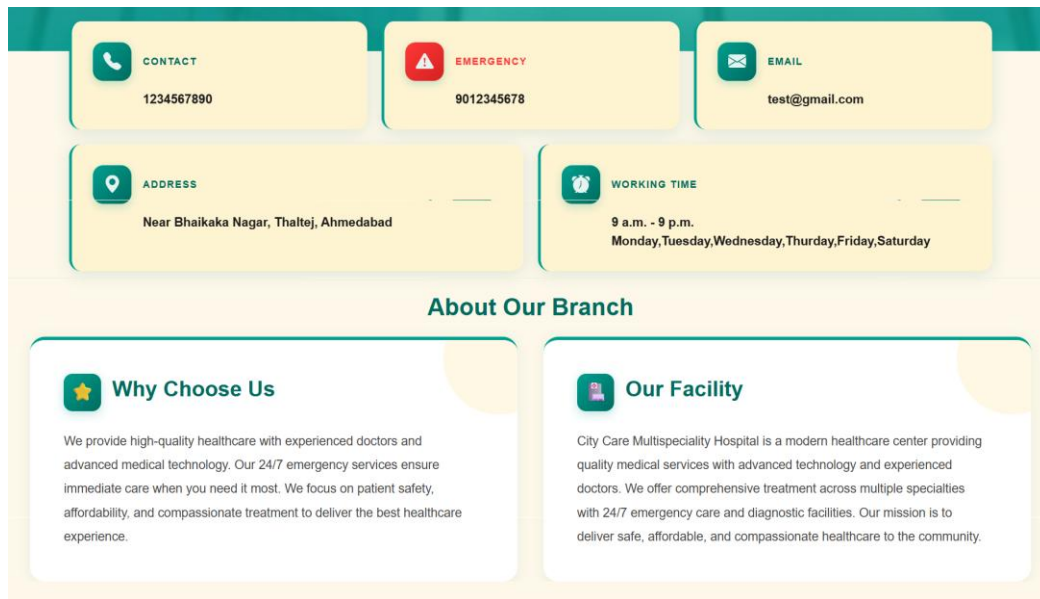


- Users can provide ratings and feedback based on their experience with the hospital services.
- Select the desired star rating and enter feedback in the provided text box (optional).
- Click the “Submit Rating” button to save the review successfully.
- Click on the “View All” option to view all submitted ratings and reviews.

7.3 Home page for Branch



- The Hospital Home Page provides an overview of the hospital’s services, specialties, doctors, and appointment booking options. It serves as the main landing page for patients and visitors to access hospital-related information quickly and efficiently.



- View hospital contact number, emergency contact details, email ID, and branch address.
- Check hospital working hours and available working days before visiting.
- The “About Our Branch” section provides information about hospital services and facilities.
- Users can easily access branch and communication details from this section.