



CARE 2000, a comprehensive solution for Healthcare Information Management System (HIMS), is targeted for medium to large size government and private hospitals. CARE 2000 is a one-point answer to the complex and sensitive hospital procedures, which link the front line operations to the hospital services.

CARE 2000 ensures first time, any time, right time approach and hence provides an easy to use and user friendly interface towards multi-dimensional and intricate healthcare operations.

CARE 2000 - HIMS consists of the following modules:

- Registration Patient Master Index
- Appointment Scheduling
- Consultant Clinics
- Patient Clinical Profiles
- Admission / Discharge / Transfer
- Accident & Emergency
- Operation Theatre team & Schedule Management
- Surgery Billing system
- Ward Functions
- Medical Records
- Patient Accounting & Billing
- Pharmacy Laboratories
- Radiology
- Nursing Procedures
- Management Information System
- Housekeeping
- Dietary
- Laundry
- Bio-Medical & Equipment Maintenance
- Blood Bank

CARE 2000 integrates all the front line operations pertaining to Registration, Appointments Scheduling Clinics, Wards, Day Care Unit, ICU/CCU/ PICUs, Operation Theatres, Laboratories, Radiology, Pharmacy, Blood Bank, Medical Records, ADT and Billing Services to the support services such as Materials Management, Finance, Engineering, Housekeeping, Laundry, Food Services, HRMS & Payroll.



CARE 2000 Registration / Patient Master Index

A centralized registration module which covers telephone registration, normal registration, accident and emergency registration, and new-born registration. Demographic data, sponsor information, billing information (insurance company, organization etc.) and other statistical data is captured by the package during Patient Registration. It then generates patient ID cards, bar code labels, registration form and assigns a Patient Index Number ("PIN") to each unique patient. PIN forms the referral point for all front line operations and support functions for obtaining patient information.

APPOINTMENT SCHEDULING CARE 2000 Consultant Clinics

A clinic creation module, which allows a hospital/ clinic to set-up an unlimited number of clinics by providing options to generate clinic and doctor schedules including doctor availability for appointment scheduling for that clinic. The system generates the doctor's booking diary with options to accept over booking. The available options allow generating the patient's attendance reports, capture medical information such as disease code etc. based on WHO standards (ICDS codes) or hospital/clinic's own disease codes, drug administration status, vaccination record, family history, allergies, past surgeries, baseline parameters, blood transfusion and associated medical/clinical data. The system enables the doctor to prescribe online pathology/ laboratory tests, x-ray examinations, procedures and drugs. These instructions are instantly communicated to respective units.

The pharmacy unit is automatically informed about the service to be provided and an option to repeat prescription or service at agreed intervals.

In addition to posting the service charges to respective ledgers it has options to generate invoices and accept payments at the clinic itself or at a centralized cash counter. The payments can be in local and/or foreign currency and billing can be initiated, either on the day of visit or posted to the patient's account. Bills can also be split between the patient and the Sponsor Company or insurance company as per the hospital/clinic's arrangement with the patient.

Clinical profiles

This module of CARE 2000 is a comprehensive system that provides options to store patient's clinical information. This forms an integral part of CARE's health management system, which integrates with Nursing procedures, Consultant Clinics and several other healthcare modules.

The module services clinics catering to family medicine, gastroenterology, cardiology, nephrology, dermatology, pediatrics, general surgery, urology, plastic surgery, ENT, orthopedics, obs/ gynecology, dentistry, physiotherapy, respiratory medicine and ophthalmology.



Care 2000 Admission, Discharge, Transfer (ADT)

ADT is a general-purpose module that can be implemented at an unlimited number of wards. It comprehensively facilitates record of in-patient and day-patient events ranging from admission to discharge. The key features of the sub-modules in the system include the ability to admit patients from multiple sources, provision of linkage to Bed Availability Graphics module and the facility to generate daily, monthly and annual statistics reports.

Admission

CARE supports admissions from clinics in OPD, accidents and emergency unit, external referrals, as well as transfers from other hospital/clinics. At the time of admission, the system links to “graphical bed availability” module and hence on-line bed allocation is possible. An extensive data field displays complete patient information, both in terms of personal and medical history and referral and payment details. This in turn is integrated to the front line and support services functions to ensure updated accurate information on-line for smooth functioning.

Discharge

The discharge module is activated once the outstanding payment dues are settled. Once activated the discharge module automatically updates the bed availability and generates a discharge summary form in the hospital/clinic's standard format. Additional options are available to retrieve information from the patient's clinical database such as prescriptions, lab tests, X-ray reports, and drugs etc. Final observations and Doctor's notes can also be added to discharge summary report before activating the print request.

Transfer

Transfers can be inter-wards or intra wards and can be affected in single step or two steps as per the hospital/clinic's policy. The transfer module is linked to the “graphical bed availability” module, ensuring updated information on bed availability at all times. An option is also available to hold two beds for the same patient during surgery/treatment at ICU/ Speciality wards.

CARE 2000 A&E Emergency

This module allows rapid file creation initially for accident and emergency cases. At a later stage, demographic data and patient details are captured by the system. The system also captures information required for a statutory police report.



CARE 2000 OT Surgery

CARE's operation theatre module allows for scheduling and analysing the actual use of the operation theatres, theatre team, equipment and material used for surgical operations. Options are provided to create pre-operative procedures, operation resource requirements, surgeon details and operation theatre time schedules management. Planned resource requirements report is generated based on scheduled operations well in advance. The module covers the multiple surgery appointment booking. The system has options to capture post-operative information in terms historical data on operations by type of surgery, surgeon, operation time and materials used etc. Options are also available to display details of any past operations conducted on the patient.

CARE 2000 Ward

offers a utility to create unlimited general and speciality wards resources database for a hospital/clinic. Ward functions provide options for both routing and reporting exceptional medical and administrative needs for a patient. It provides options to record a patient's daily events including intakes, investigation, output, medication and vital signs. The module has options to record primary and secondary diagnosis as well as high-risk details of patient. Optionally clinical observations/profile details can also be entered. These details cover surgery, blood transfusion, serious diseases, vaccination, allergy, and baseline parameters with associated details. Options are provided to reserve clinics and operations theatres. Visiting doctor's notes can be entered and additional prescription for pathology tests, x-ray procedures and administration of drugs can be entered at the wards. Transfer and discharge details are properly recorded. Clinical profiles and Nursing procedures modules enhance ward functions to create clinical repository on ward patients.

CARE 2000 Medical Records

The medical records department is the custodian of patient records in a hospital. Patient history, patient file tracking and patient records tracking functions are provided in this module besides birth and death registration and pre-natal sub modules.

File Tracking This sub-module is an effective a tracking mechanism whereby patient file movements (issues, returns, pending requests, lost/found files) are monitored by the system. The module provides options to review file movements, its current location by Patient Identification Number (PIN) or name and thus files can be tracked quickly.

Birth and Death Registration This sub-module records and reports information regarding births/deaths in the hospital, which is used for preparation of the relevant certificates and report to authorities.

New Born Information This module captures extensive information from pre-natal to post-natal stages. It provides options to monitor the baby's health during



infancy and the attending medical staff details. Extensive options are provided to enter the profile of the parents and their medical history. Upon birth, a new PIN is issued for the new born and linked to mother for easy tracking.

CARE 2000 Patient Billing

The system ensures comprehensive and fully integrated automated billing system through an extensive "rate master" database, which holds service rates for various services offered and usage facilities. The package facilitates generation of services charge entries for registration, consultation, radiology, laboratories, physiotherapy, special investigations, bed charges, surgery, drugs and special services offered to patients. Other available options cover billing to (Employer) sponsor organizations & insurance companies, produce split bills, single and interim bills. Payment options include settlement of the bills in local and/or foreign currency, cash/ credit facilities, advance payments and details of charity and waiver given to the patients. The system exercises security controls by providing access only to authorized administrators who are allowed to operate the billing system, enter discounts, refunds and cancellations. This module also ensures regular tracking of balance amounts and also generates various revenue statements and integrates the same with the debtor's ledger module.

CARE 2000 Pharmacy

CARE's pharmacy module is fully integrated with inventory module of Material Management system and the other modules. Prescriptions from consultant clinics, wards and any other operating unit of the hospital are automatically transferred to the designated pharmacy. This module records issue/sale of drugs to inpatients and outpatients, monitor issue of controlled drugs & narcotic drugs by identifiers, keep drug formulation and pharmaceutical codes, drug expiry dates and manufacturers batch control, drug preparation index and label printing facilities. In addition to this an effective inventory control option ensures automatic tracking of expiring drugs and stock replenishment statements for pharmacies and sub stores in the wards.

CARE 2000 Laboratories

Laboratory Information System (Labware) caters to the requirements of the chemistry/ haematology/microbiology/ anatomical pathology laboratories. The system facilitates procedure request registration, specimen login, preparation of work sheets, results entry validation against standard results based on age, sex etc. offers alerts for out of range results and flexible reporting. Integration with medical instrumentation can be provided optimally.

Care 2000 Nursing Procedures module is a comprehensive system that provides options to record Patient's nursing activity based information, in various wards, ICU's, RCU's, PICU's forming an integral part with Ward functions, Consultant Clinics and several other modules of the healthcare package. Nursing Procedures module updates the Electronic Medical Record repository of the



patient and hence creates an electronic database of the services delivered to a Patient from the date of admission till Discharge date.

CARE 2000 - Housekeeping - Housekeeping module provides the facility to manage and monitor the housekeeping activities in a hospital. It facilitates management of day to day housekeeping activities like patient room preparation, sweeping/mopping floors, dusting furniture, cleaning fixtures/ walls / windows / ceilings / bathrooms, etc. It enables monitoring of activities like the clean status of Wards/Departments, any major maintenance activities carried out by engineering services and daily waste disposal activities. It supports maintenance of sub-store inventory (i.e. inventory of toiletries and other cleaning material). It also caters to receipts and issue of material. It integrates with ADT module.

CARE 2000 Dietary module caters to the diet and food requirements of patients. The user can also monitor the supply and billing of food items to inpatients or their companions. The module also includes the billing in cafeterias/ kitchens for food and other items served to daily customers.

CARE 2000 Laundry module provides the users the facility to manage the washing activities of all types of linen used in the hospital. It facilitates receipts of linen from the main stores, issues and receipts of linen from wards/ departments of the hospital. It also supports all operations related to a washing department or an external washing agency. The module facilitates recording and reporting of linen detail covering number of washes and its present location. Etc.

CARE 2000 Bio-Medical & Equipment Maintenance module allows coding of each piece of equipment and thereby tracking them on their physical location and usage. The module also keeps a check on the periodic preventive maintenance schedules besides storing the data covering repair service repair calls along with the spare parts used for each service call. Preventive maintenance schedules can be generated. Vendor and Annual Maintenance Contract (AMC) details are integrated with purchase module of material management system, for follow up with vendors on warranty and post warranty coverage for services.

CARE 2000 - Blood Bank module enables efficient functioning, meticulous record keeping and safe transaction of whole blood or its components as per the norms laid down by the Food & Drugs Administration (F.D.A.) authority. It maintains a database of the stock by blood group along with the demographic details of the donors. The module also maintains a location wise donor list with address of donors enabling easy access of blood during emergencies. It links with A&E department, Wards, ICU. The module enables to build a shared Bloodbank activity between several hospitals and healthcare facilities.



CARE 2000 – Financial and Administration Management System

CARE 2000 – Financial and administration management is a complete integrated financial and Material management system. It fulfils all the administrative needs for example on line P&L, Balance sheet, Stock available, expired inventory, customer outstanding etc. It consists of the following subsystems.

CARE 2000-MMS Materials Management System automates the business operations around materials acquisition.

CARE 2000 – MMS- Purchasing CARE 2000 – MMS-Inventory CARE 2000 - General Ledger CARE 2000 - Accounts Receivable CARE 2000 - Accounts Payable CARE 2000 - Fixed Assets CARE 2000 – HRMS and Payroll

CARE 2000 purchasing automates the entire business process from purchase order creation till the stock updating, like Purchase order creation, GRN entry, Discounting, Costing and updating the stock. It is fully integrated with Inventory CARE 2000 – Inventory and CARE 2000 – General Ledger.

CARE 2000 Inventory system is the complete inventory management system integrated with Sales order entry, CARE 2000 prescription issues and request module. In built alert is provided on expired drugs. It gives the complete stock movement and status reports.

CARE 2000 - General Ledger is a comprehensive system for the finance administrator providing the information at profit centre level and cost centre level. Various types of Financial analysis are provided e.g. Ratio analysis, Cash fund and Fund Flow.

CARE 2000-Accounts Receivable is Symphony's system for revenue accounting, billing and accounts receivables for the entire health system as well as each individual domain or organization.

CARE 2000-Accounts Payable is Symphony's system for payable accounting, billing from supplier and accounts payable for the entire health system as well as each individual domain or organization.

CARE 2000 – Patient Electronic Medical Record Management System

CARE 2000 – Clinical Profile EMR CARE 2000 – Lab test result EMR CARE 2000 – Procedures and Drug EMR CARE 2000 – PMI – EMR CARE 2000 – Clinical Speciality CARE 2000 – PEMR – Generator CARE 2000 – PEMR – Communicator CARE 2000 – EMR – HL7 adaptors

Care 2000 - Clinical Profile EMR module of *Care* is a comprehensive system that provides options to store Patient's clinical information upon each hospital visit.



Care 2000 – Lab test Results EMR module of *Care* is a comprehensive system that provides options to store laboratory test results and related information.

Care 2000 – Procedures and Drugs EMR module of *Care* is a comprehensive system that provides options to store clinical procedures and administered medication information

Care 2000 - PMI EMR module of *Care* is a comprehensive system that provides options to store Patient's demographic information.

Care 2000 - PEMR GENERATOR module of *Care* is a comprehensive system that generates the electronic document for the different information captured by the system for the purpose of communication.

Care 2000 - PEMR Communicator module of *Care* is an interface system that communicates the electronic medical records to the different servicing units.

Care 2000 - EMR HL7 Adapter module of *Care* is a comprehensive system that encodes and decodes the electronic document for the uploading and downloading information using HL7 format for communication with external systems.

Integration Modules-Optional Systems

Consultant Clinics to Diagnostics System Ward Functions to Diagnostics System Food Services to Purchasing System In-patient Systems to Decision Support System Out-patient Systems to Decision Support System Diagnostics Systems to Decision Support System Finance & Administration Systems to Decision Support System Medical Equipment Interface eBNF Interface DICOM Interface SMART CARD Interface PABX Interface for Telephone Charges Time & Attendance Recording System Interface

Some of our Healthcare Installations

INDIA

Hinduja Hospital, Mumbai
Asian Heart Institute, Mumbai
Guru Nanak Hospital, Mumbai
Ashwini Hospital, Solapur
Shushrut Hospital, Mumbai
MIT Hospital, Mumbai
Dr. Hedgewar Hospital, Aurangabad



MIDDLE EAST

Welcare Hospital, Dubai, UAE
 International Hospital, Bahrain
 Zulekha Hospital, Sharjah, UAE
 Dubal Hospital, Dubai, UAE
 Emirates International Hospital, UAE

AFRICA

Strategis Health
 Kenya, Zimbabwe, Malawi etc.

eServices@Symphony Pvt. Ltd., India 1st floor, "Saranya", Nagarjuna Hills Panjagutta, Hyderabad- 500082, INDIA Tel: + 91 - 40 - 55626187 / 55616188	Symphony Global Technologies plc, UK # 6, Oakley Street Chelsea London - SW3 5NN UK
F-501, 5th Floor, Remi Bizcourt, Plot # 9, Shah Industrial Estate, Andheri (W), Mumbai - 400058, INDIA Tel: + 91- 22 - 26735711/ 55020025	Symphony Africa (System Integration Ltd.) Symphony Place, Waiyaki Way Westlands, P.O.Box 14201 Nairobi, KENYA

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