HOSPIMATE

Hospital Management System (HMS) / Clinical ERP

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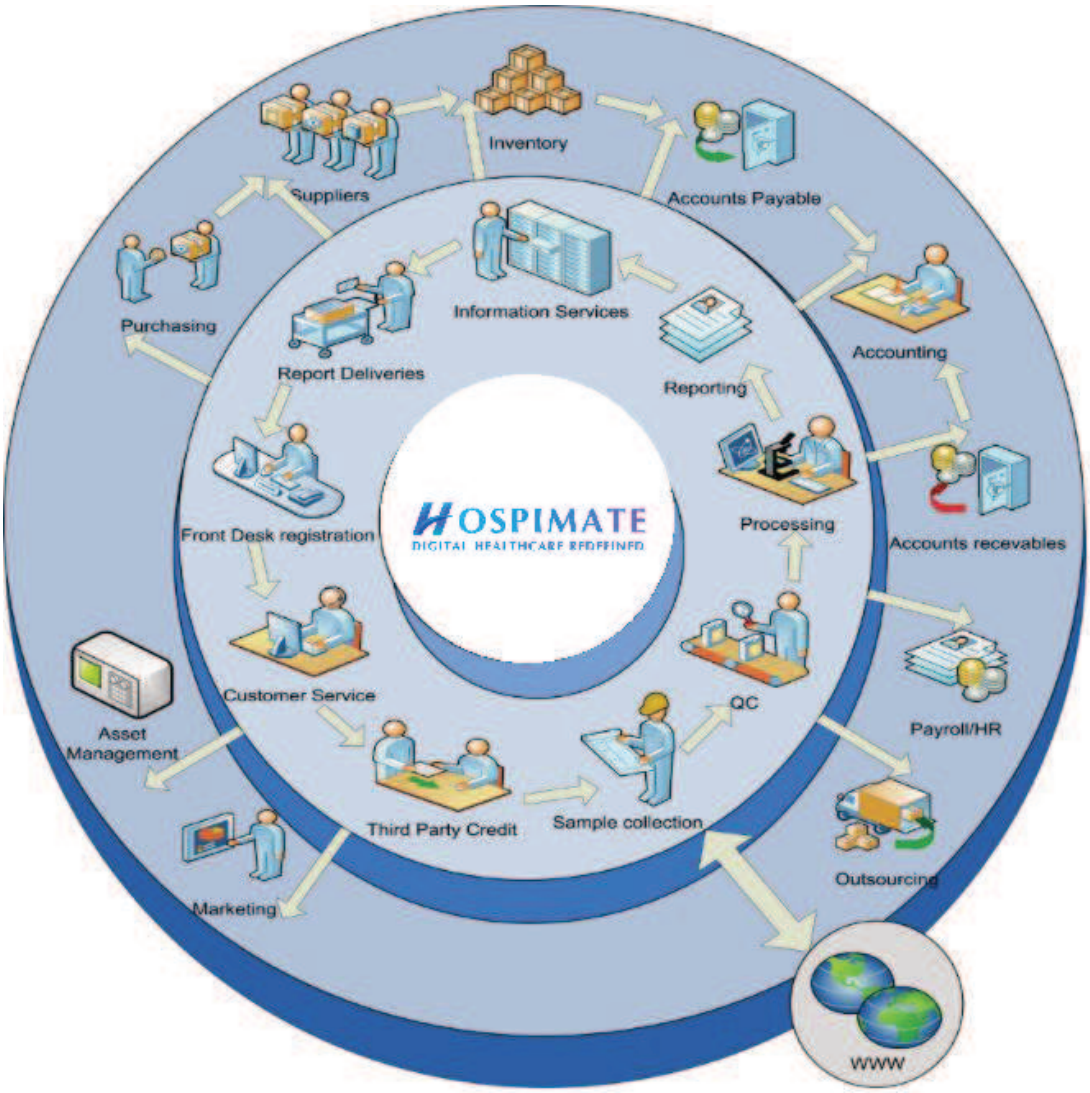
1. Product Overview

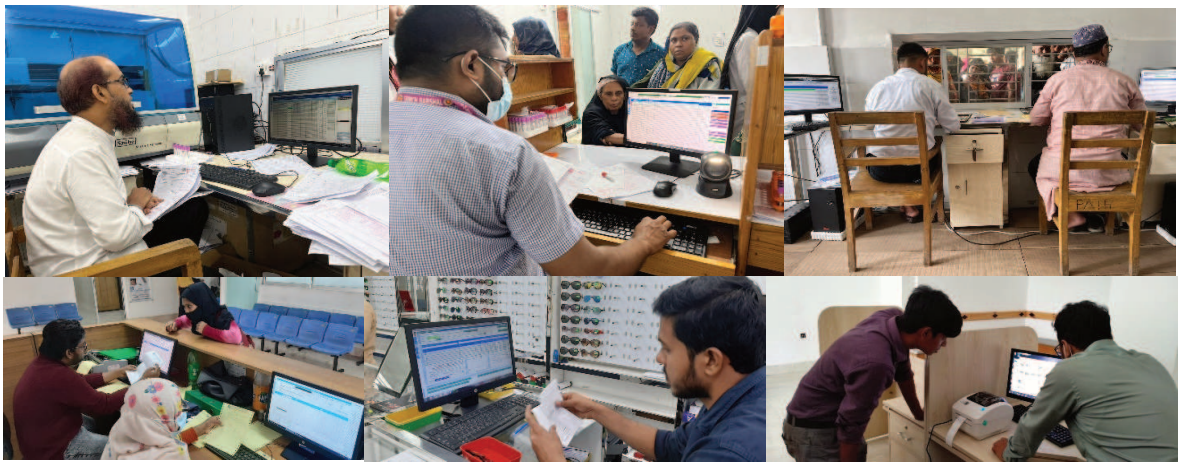
1.1 Introduction

HospiMate is a comprehensive Hospital Information Management System (HIMS) or ERP software designed to automate the functional, clinical, and administrative operations of hospitals and healthcare facilities. Developed by Excellence ICT, it serves as a central platform for managing patient data, billing, and internal workflows.

It is primarily focused on enhancing efficiency and reducing labor costs in healthcare facilities, with a strong presence in the Bangladeshi healthcare IT market.

100+	1,000+	10,000+	7,000+	32+	500+
Installations (projects)	Active users	Bills produced per day	SMS sent per day	Comprehensive Modules	LIS Integrations





HospiMate can be implemented in all types of healthcare organizations namely:

- ✓ General/Specialized Hospital
- ✓ Clinic
- ✓ Healthcare Center
- ✓ Clinical Research Laboratory
- ✓ Reference Laboratory
- ✓ Doctor's Chamber
- ✓ Pharmacy
- ✓ Optics Shop

1.2 Special Features:

- **Barcode** and **QR Code** enabled. Barcode reading in all functional points
- **SMS** Integrated for **50+ events**
- Extra-ordinary **Queue Management** module with callout in Bengali and many other features
- **Integrated Inventory** and **Accounts**
- Wide range of **LIS Integration** (20+ Brands and 150+ Models)
- Integrated Reagent Management
- **PACS** Connectivity, Server and Viewer
- Online **Patient Portal**
- Mobile Application for both android and IOS
- Wide range of in-built **MIS reports** with Direct Print, save as Excel / PDF / RTF / E-Mail and Drill-down facility
- **Dynamic Printer selection** for different types of report
- Patient **EMR** with ID card and **document storage**
- Less than **10 seconds** to make a bill !
- **Accurate, precise, smooth** and **fast**
- Generic Look and Feel with **keyboard shortcuts**
- Comprehensive **searching** and **sorting** facility
- **Strong Security** mechanism with detail **Audit Trail**
- Very **less customization** required. Therefore, **Quick installation** and go live
- **Automatic** and simultaneous **data backup** in several media locations and types
- **Continuous R&D** with new thoughts and technologies

1.3 Benefits for different user groups:

Patient Service

- Barcode enabled in all functional points makes patient service process very fast and accurate
- Patient's photograph can be taken and printed in registration form instantly within a blink of eye; no-need of hardcopy scan, browse and tagging.
- Patient's reference documents (such as prescription, old reports, digital files, etc.) can be captured and stored in patient's file very easily.
- High-quality Patient's Registration Card can be printed instantly on PVC media

User Experience (UX)

- Automatic alerts based on user's role
- Very smooth operations with a high-level of user experience.
- Generic look and feel to ensure user comfort at highest level
- Font and Color (Graphics) are very soothing for long working hours
- Keyboard shortcuts for common functions
- Built-in Calendar next to all date fields for faster user-input
- Report drill-down facility with parameter memorization enables quick in-depth analysis.
- All necessary reports are bundled. Yet, customized per requirement.
- Direct printing with automatic printer-selection.
- Faster Searching and Sorting in all forms

Patient Experience

- On Registration, automatic SMS sent to patient's mobile containing the registration ID
- Automatic SMS sent to patient's guardian/attendant's mobile on IP Admission, Deposit, Bed Transfer and Discharge
- Mobile Apps to search for available tests/services, doctor's list, appointment, diagnosis result, etc.
- Web module to search for available tests/services, doctor's list, appointment, diagnosis result, etc.

Top Management

- Automatic SMS and/or E-mail on daily Revenue
- Reports designed on real-life business perspectives & analytical thoughts
- All necessary MIS reports are bundled. Yet, customized per requirement.
- MIS reports run in full-screen mode, no need to resize
- Reports with drill-down facility enables quick in-depth analysis. No need to run each report separately with putting the parameters repeatedly
- Reports can be viewed, directly printed, saved to MS Excel, PDF, MS Word or sent via e-mail
- Mobile App to view MIS reports

IT Management

- Multi-branch Distributed OLTP system for local or cloud deployment
- Daily automated Data Backup in several locations
- Self-Service automated Database tuning, system never slows down
- System health monitoring capacity
- All errors are logged for easier debugging
- All activities are audited for accountability
- Very strong software security & privilege mechanism
- Full features of world's no. 1 ORACLE® database
- Easy to deploy and maintain

Support Service

- Spontaneous support 24 / 7 via remote login
- Any issues resolved within 15 minutes of addressing by our expert service team
- All reports are customized per customer's requirements.
- Developed and supported by certified and industry's top-notch professionals with years of intensive domain experience
- Continuous R&D on quality improvement and feature enhancement to enrich with latest technologies and international standards

1.4 Risk Management (Backup / Recovery):

As we believe that data is an asset, we ensure high-level security with multi-layer protection.

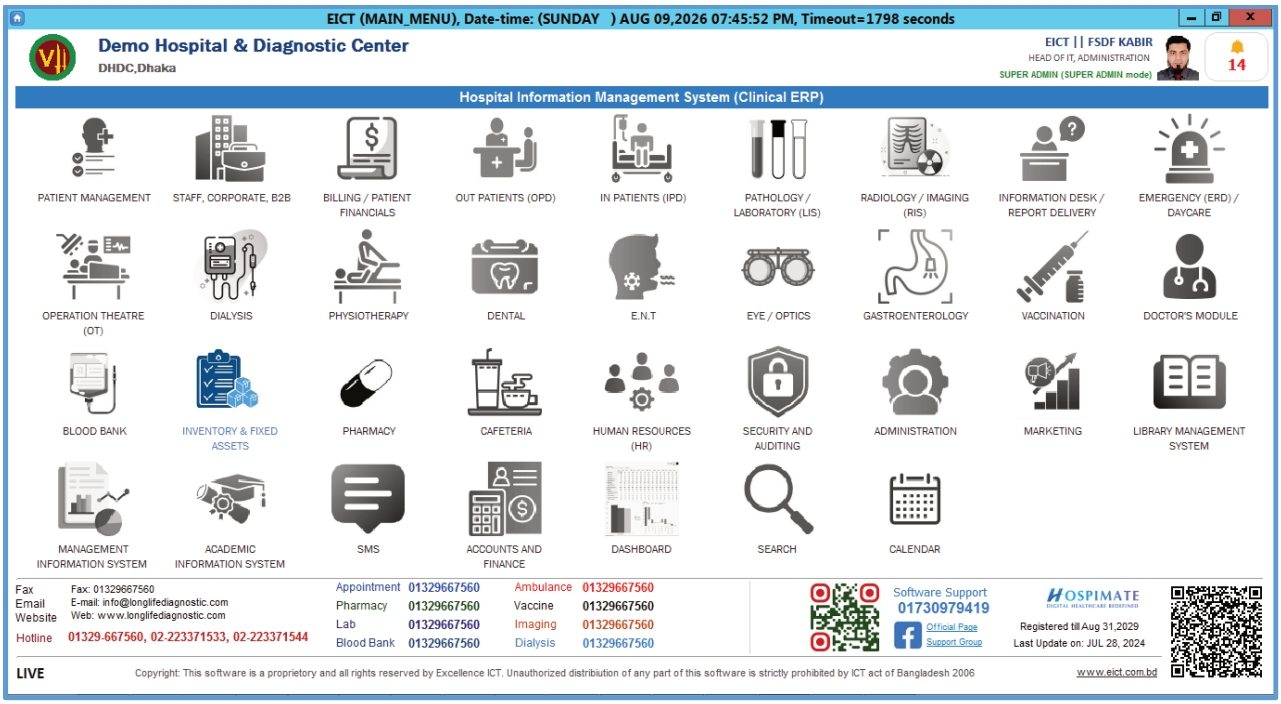
1. Daily, automated and Full Database Backup in several media locations (backup server, shared folder location in LAN, removable HDD, google drive, etc.)
2. In case of database failure, data will be restored within 30 minutes from backup files.
3. We ensure **99.9%** uptime/availability

1.5 Support Service:

- At the time of Implementation, training will be provided to all specially to IT personnel's and after live any further training session costing will be set upon mutual agreement.
- Client must provide online access to system to have instant support. In serious disaster of system physical presence of Excellence ICT's Professional will take less than 2 hours.
- Client will not get any access in database for security. If client forcefully want to have database access, then Excellence ICT will not be responsible for data and database.
- Client must ensure physical security of database, application, host connection, SMS servers & smooth network.
- Yearly Downtime of System **24 Hours** for any database or system maintenance which will take or place by approval of respective client.

2. Modules, Functions & Features

1. Patient EMR Management	17. Vaccination Management
2. Staff, Corporate and B2B	18. Doctor's Module
3. Billing / Patient Financials	19. Blood Bank Management
4. Pathology / Laboratory Management	20. Inventory & Fixed Asset Management
5. Radiology / Imaging Management	21. Pharmacy Management
6. Information Desk	22. Cafeteria Management
7. Emergency / Daycare Management	23. Transport Management
8. Out Patient / OPD Management	24. Accounts Management
9. In Patient / IPD Management	25. Human Resources / HR Management
10. Operation Theatre / OT Management	26. Security & auditing
11. Dialysis Management	27. Administration
12. Physiotherapy Management	28. Academic Management
13. Gastroenterology Management	29. Library Management
14. Dental Management	30. Marketing Management
15. ENT Management	31. SMS Management
16. Optics Management	32. Management Information System (MIS)



2.1 Patient EMR (Electronic Medical Record) Management

Aggregates all history of a patient in a single place so that it can be shared among different modules such as doctor's prescription, IPD, etc.

Actions

- Patient Registration
- Patient Medical Records
- Patient Registration Card Print

Reports

- Date-wise Patient Registration
- Blank Registration Form
- Patient Sticker

Features

- Very fast registration
- Separate forms for Quick & Detail registration
- One-time registration, all history preserved in EMR against the registration number
- Standard Registration No. format includes Branch ID, Year, Month and Sequence

2.2 Staff, Corporate (CC) and B2B Management

Manages Staff, Corporate (CC) and B2B operations such as billing, discount, payment, due collection, policy setup, etc.

Actions

- B2B Information Setup
- B2B Payment
- CC Discount and Due Policy Setup
- CC Information Setup
- CC Discount & Due Policy Setup
- CC Due Collection

Reports

- B2B List
- B2B Order Summary & Details
- B2B Payment Summary & Details
- B2B Rate Chart
- CC List
- CC Staff List
- CC Discount & Due Policy
- CC Sales Summary & Details
- CC Current Due Summary & Details

Features

- Discount & Due Policy Management
- Bulk collection of Due bills at month end
- Easy tracking of Order, Sales & Payments

2.3 Billing / Patient Financial Management

Manages all operations of cash counter & billing departments such as invoicing, due collection, discount, package billing, refund, etc.

Actions

- OPD Ticket
- OPD Diagnostic Billing
- OPD Audio vestibular Billing
- OPD ENT Billing
- OPD Health Checkup / GAMCA Billing
- OPD Billing with Markup
- IPD Invoicing
- IPD Business Office
- Advance Receive Billing
- Advance Refund
- Registration Card Billing
- Bill/Item Cancel
- Bill Edit
- Bill Edit (Advanced)
- Bill View and Re-print
- Bill/Item Cancel Approval
- Due Collection
- Due Collection with Discount
- Discount on PAID Bills
- Inventory Functions

Reports

- My Collection
- Current Due Bills
- IPD Provisional & Final Bill
- IPD Doctor's Bill
- IPD Pharmacy Bill
- IPD Cafeteria Bill
- IPD Current Patient Bill Status
- IPD Patient Bill Summary & Details
- OPD Ticket Fee Collection Summary & Detail (Doctor, User, Dept. wise)

Features

- Very fast, accurate and simple billing with quick Item searching capacity
- Standard Invoice No. format includes Branch ID, Year, Month and Sequence
- Documents (Patients Photograph, Prescription, Reports, Images, Discount authorization/request reference, etc.) scan and attachment
- Billing of several patients simultaneously to serve the queue properly
- Easily manage IPD patient's Financials.
- Post-voucher activities are secured by access privilege and timeline.
- Services in progress cannot be cancelled from bills unless authorized
- Add referral information at runtime without leaving the billing form
- General/Special Discount facility, Package billing facility
- Report delivery date and time auto-calculation based on Urgency
- Consumable items identified and added to bill automatically

- Suggests items for recurring patients based on most recent bill
- Quick navigation between different billing screens
- Bill/Invoice is sent directly to printer
- Cashiers instantly views his/her Transaction Report
- Various Payment mode (Cash, Card, Cheque, Advance Adjust) facility
- Tagging the Doctor/Physiotherapist/service provider during billing
- SMS to patient's attendant/payee's mobile with payment and due info

2.4 Pathology / Laboratory Management

Manages all operations of Pathology department in a workflow architecture including bidirectional LIS integration of more than 100 analyzer models

Actions

- Analyzer Settings
- Antibiotic, Organism, Report Header setup (Master)
- Report Parameter setup
- Update Unit, Reference Value
- LIS Connectivity Status
- Reagent Consumption Entry
- Sample Collection
- Result Entry
- Report Finalization
- Inventory Functions

Reports

- Machine-wise parameters
- Day-wise Service Count
- Result Analysis
- TAT Report

Features

- Workflow based (Sample collection > send to lab > receive at lab > result entry > result verify > send to delivery > receive at delivery > report delivery)
- Worklist-based operations enable users to manage their work quickly and easily
- Less Turn-around-time (TAT)
- Comprehensive bidirectional LIS integration with 100+ different models of pathology machines
- Accurate result
- No mismatch between patient and sample
- Reagent & Stationary Requisition, Receive, Consumption, Inventory –all built-in
- Integration with QueueMate (Queue Management System) for sample Collection

2.5 Radiology / Imaging Management

Manages all operations of Radiology department in a workflow architecture including bidirectional RIS integration of more than 20 modality models

Actions

- Report Templates
- Image Capture
- Reporting
- Inventory Functions

Reports

- Day-wise Service Count
- Result Analysis
- TAT Report

Features

- Workflow based (Image Capture > send to lab > receive at lab > result entry > result verify > send to delivery > receive at delivery > report delivery)
- Worklist-based operations enable users to manage their work quickly and easily
- Templates can be set up for different radiologists for faster reporting
- Customized Templates Multi-language support
- Integration with QueueMate (Queue Management System) for Image Capture

2.6 Information Desk / Report Delivery

Manages all operations of Information Desk including Report Delivery

Actions

- Information Searching Panel
- Report Delivery
- Bed booking
- Appointment Entry
- Inventory Functions

Features

- Quick searching, sorting capability
- Faster report delivery
- Integration with QueueMate (Queue Management System) for Report Delivery

2.7 Emergency / Daycare Management

Manages all operations of Emergency / daycare department

Actions

- Bed Setup
- Admission
- Admission Update
- Bed Transfer
- Service Requisition
- Medicine Requisition

- Medicine Return
- Discharge Summary Entry
- Discharge
- Nurse station
- Inventory Functions

Reports

- Blank Admission Form
- Bed Information

Features

- Clearance for admission, transfer, discharge
- Quick admission, service, transfer and discharge
- Patient's guardian gets automatic SMS on Admission, Transfer and Discharge

2.8 Out Patient / OPD Management

Manages all operations of Outdoor department

Actions

- Doctor Scheduling
- Appointment
- Inventory Functions

Reports

- Consultant List
- Consultation Summary
- Consultation Detail
- Fee Collection Summary
- Fee Collection Detail

Features

- Send SMS to consultant
- Patient gets automatic SMS confirmation on appointment
- Integration with QueueMate (Queue Management System)

2.9 In Patient / IPD Management

Manages all operations of In-Patient department

Actions

- Bed Setup
- Admission
- Admission Update
- Bed Transfer
- Service Requisition
- Medicine Requisition
- Medicine Receive
- Medicine Return
- Discharge Summary Entry
- Discharge
- Bill Entry
- Inventory Functions

Reports

- Blank Admission Form
- Bed Information

Features

- Clearance for admission, transfer, discharge
- Quick admission, service, transfer and discharge
- Patient's guardian gets automatic SMS on Admission, Transfer and Discharge

2.10 Operation Theatre / OT Management

Manages all operations of Operation Theatres

Actions

- OT Setup
- Booking
- Booking Cancel
- Booking Cancel Approval
- Booking Edit
- Nurse Station
- OT Summary Entry
- OT Bill Entry
- Inventory Functions

Reports

- OT Booking Log
- OT Booking Cancel Log
- OT Revenue
- OT Summary
- Surgery Checklist
- OT Nurse Station

Features

- Simpler OT Management
- Clearance for transfer
- Notification to OT nurses to prepare the designated OTs

2.11 Dialysis Management

Manages all operations of Dialysis department

Actions

- Modality Booking
- Modality Booking Cancel
- Modality Booking Cancel Approval
- Modality Booking Edit
- Nurse Station
- Patient Receive
- Dialysis Summary Entry
- Dialysis Bill Entry
- Inventory Functions

Reports

- Treatment Record

- Treatment Schedule

Features

- Simpler dialysis Management
- View pathology test results once verified
- Clearance for transfer
- Notification to nurses to prepare the modality

2.12 Physiotherapy Management

Manages all operations of Physiotherapy department

Actions

- Patient Analysis
- Treatment Reporting
- Update Treatment Record
- Treatment Summary
- Bill Management
- Inventory Functions

Reports

- Daily Statement
- Treatment Record

Features

- Easier patient management
- Treatment schedule generation
- Treatment record update
- Treatment record analysis
- Track absent patients and contact
- Send reminder prior scheduled date via SMS

2.13 Gastroenterology Management

Manages all operations of Gastroenterology (Endoscopy) department

Actions

- Bill Management
- Patient Receive
- Result Entry
- Inventory Functions

Reports

- Day-wise Service Count
- Result Analysis
- TAT Report

Features

- Foot-switch for image capture
- Image and/or video Capture
- 2 different report layouts (4 & 6 Images)
- Burn Images & videos to disk

2. 14 Dental Management

Manages all operations of Dental department

Actions

- Bill Management
- Patient Receive
- Result Entry
- Inventory Functions

Reports

- Day-wise Service Count
- Result Analysis
- TAT Report

Features

- Easier patient management
- Treatment schedule generation
- Treatment record update
- Treatment record analysis
- Track absent patients and contact
- Send reminder prior scheduled date via SMS

2.15 ENT Management

Manages all operations of ENT department

Actions

- Patient Receive
- Result Entry
- Inventory Functions

Reports

- Day-wise Service Count
- Result Analysis
- TAT Report

Features

- Easier patient management
- Treatment schedule generation
- Treatment record update
- Treatment record analysis
- Track absent patients and contact
- Send reminder prior scheduled date via SMS

2.16 Optics Management

Manages all operations of Dental department

Actions

- Eye Examine
- OPD Sales
- OPD Sales Return
- OPD Due Collection
- OPD Due Collection with Discount
- IPD Sales
- IPD Sales Return
- IPD Worklist
- Bill View
- Bill Edit
- Bill Edit (Advanced)
- Inventory Functions

Reports

- Eye Examination Report
- Spectacle Order Sheet

Features

- Very fast, accurate and simple billing system
- Barcode system enables faster and accurate billing
- Standard Bill/Invoice No. format includes Branch ID, Year, Month and Sequence
- Billing of several patients simultaneously to serve the queue properly
- Quick Item searching capacity
- Short expiry and R.O.L items are highlighted in all transaction forms to keep reminding the users
- Quick navigation between different billing screens
- Bill/Invoice is sent directly to printer
- Cashiers instantly views his/her collection
- Various Payment mode (Cash, Card, Cheque, Advance Adjust) facility
- Notification system allows manager / in-charge to be informed of bills being generated, R.O.L items, Expiry items, Purchase Requisitions, etc.

2.17 Vaccination Management

Manages all operations of Vaccination department

Actions

- Vaccination Schedule Management
- OPD Sales
- OPD Sales Return
- OPD Due Collection
- OPD Due Collection with Discount
- IPD Sales
- IPD Sales Return
- IPD Worklist
- Bill View

- Bill Edit
- Bill Edit (Advanced)
- Inventory Functions

Reports

- Vaccination Schedule
- Vaccination Summary
- Vaccination Details

Features

- easier patient management
- vaccination schedule generation
- vaccination record update
- vaccination record analysis
- track absent patients and contact
- send reminder prior scheduled date via SMS

2.18 Doctor's Module

Manages all operations of internal or outdoor doctors including prescription, discharge summary, death certificate, birth certificate, visit notes, etc.

Actions

- Master setup for prescription
- IPD Worklist
- IPD Visit Note Entry
- Discharge Clearance
- Discharge Summary Entry
- Birth Certificate Entry
- Death Certificate Entry
- OPD Appointment
- OPD Worklist
- Prescription Writing
- Inventory Functions

Reports

- OPD Worklist
- IPD Worklist
- Consultation Summary & Details

Features

- Template Creation
- Multi-language support
- Drug interaction detection
- Integrated with Pharmacy, EMR, Nurse Station, etc.
- View exam reports directly from Lab/Imaging

2.19 Blood Bank Management

Manages all operations of Blood Bank department

Actions

- Master Setup

- Dashboard
- Donor Registration
- Blood Collection
- Blood Screening
- Blood Requisition
- Blood Requisition Comparison
- Blood Receive
- Blood Issue
- Blood OPD Sales Entry
- Blood OPD Sales Return
- Blood IPD Sales Entry
- Blood IPD Sales Return
- Inventory Functions

Reports

- Blood Comparison Report
- Blood Sales Report
- Blood Sales Return Report
- Donor List

Features

- Contact donors on emergency blood collection
- Automatic donor name suggestion picked from diagnostics module
- Quick and easier management

2.20 Inventory & Fixed Asset Management

Manages all operations of Inventory. Integrated with all departments

Actions

- Company / Supplier Setup
- Item Group Setup
- Item Setup
- Discount Policy Setup
- Stockpoint Setup
- Stockpoint vs. Item Type Mapping
- Production Formula Setup
- Update Expiry Date
- Update Rate
- Update Re-order Level
- Barcode Label Print
- Batch to batch transfer
- Fixed Asset Initialize
- Fixed Asset Management
- Stock Initialize
- Requisition
- Requisition Approval
- Item Issue (Random)
- Item Issue (against Requisition)
- Item Receive
- Consumption
- Consumption Approval

- Damage/Expired Entry
- Purchase Order Entry
- Purchase Order Approval
- Purchase Order Edit
- Purchase (against PO)
- Purchase (Random)
- Purchase Approval
- Purchase Edit
- Purchase Payment
- Purchase Payment Approval
- Purchase Return by GRN
- Purchase Return by Item
- Purchase Return Approval
- Production
- Production Approval
- Stock Counting
- Stock Movement (Transaction) Tracking
- Stock Position Analysis
- Stock Reconcile/Adjust
- Stock Reconcile/Adjust Approval
- Temperature Log Entry

Reports

- Company / Supplier List
- Item List
- Expiry List
- Top-N Analysis
- Purchase (GRN) Invoice
- Purchase summary
- Purchase Detail
- Purchase Return Log
- Requisition Log
- Stock Counting Log
- Stock Movement (Transaction) Summary
- Stock Movement (Transaction) Detail
- Stock Position summary
- Stock Position Detail
- Temperature Log
- Antibiotic Dispense Log
- Supplier Due Summary
- Supplier Due Detail

Features

- Quick and easier management
- Barcode facility
- Re-order criteria setup and suggestion list
- Automatic alerts shown to purchase managers regarding items to re-order, short expiry, etc.
- Merging of Duplicate Items
- Automatic suggestion on setting Sales Price based on parameterized Profit Margin
- On purchase, identify deviation of new purchase price from earlier purchase.
- Easier tracking of Inventory movement
- Smooth operations (Requisition, Purchase, Issue, Consumption, Depreciation and Reconciliation)

2.21 Pharmacy Management

Manages all operations of Pharmacy Outlets. Integrated with central Inventory Management System

Actions

- Basic Settings
- OPD Billing
- OPD Sales Return (Random)
- OPD Sales Return (by Bill)
- Due Collection
- Bill View & Re-print
- Bill Edit
- Bill Edit (Advanced)
- Due Collection (by Bill)
- Due Collection (by Customer)
- Due Collection with Discount (by Bill)
- Due Collection with Discount (by Customer)
- IPD Billing
- IPD Sales Return
- IPD Clearance
- IPD Worklist
- Inventory Functions

Reports

- Revenue Summary
- Sales Return Log
- Antibiotic Dispense Log
- Narcotics Drug Dispense Log

Features

- Very fast, accurate and simple billing system
- Barcode system enables faster and accurate billing
- Top quality report formats
- Standard Bill/Invoice No. format (example: 11711000024) includes Branch ID, Year, Month and Sequence
- Billing of several patients simultaneously to serve the queue properly
- Easily manage IPD patient's Medicine Issue and Return
- Post-voucher activities (Item Cancel / Discount / Referral / Contact No. Change, etc.) are secured by limiting the access privilege and timeline.
- Quick Item searching capacity
- Short expiry and R.O.L items are highlighted in all transaction forms to keep reminding the users
- Quick navigation between different billing screens
- Bill/Invoice is sent directly to printer
- Cashiers instantly views his/her collection
- Various Payment mode (Cash, Card, Cheque, Advance Adjust) facility

2.22 Cafeteria Management

Manages all operations of Cafeteria Outlets. Integrated with central Inventory Management System

Actions

- Basic Settings
- OPD Billing
- OPD Sales Return (Random)
- OPD Sales Return (by Bill)
- Due Collection
- Bill View & Re-print
- Bill Edit
- Bill Edit (Advanced)
- Due Collection (by Bill)
- Due Collection (by Customer)
- Due Collection with Discount (by Bill)
- Due Collection with Discount (by Customer)
- IPD Billing
- IPD Sales Return
- IPD Clearance
- IPD Worklist
- Inventory Functions

Reports

- Revenue Summary
- Sales Return Log

Features

- Very fast, accurate and simple billing system
- Barcode system enables faster and accurate billing
- Top quality report formats
- Standard Bill/Invoice No. format (example: 11711000024) includes Branch ID, Year, Month and Sequence
- Billing of several customers simultaneously to serve the queue properly
- Easily manage IPD patient's Food Issue and Return
- Post-voucher activities (Item Cancel / Discount, etc.) are secured by limiting the access privilege and timeline.
- Quick Item searching capacity
- Quick navigation between different billing screens
- Bill/Invoice is sent directly to printer
- Cashiers instantly views his/her collection
- Various Payment mode (Cash, Card, Cheque, Advance Adjust) facility
- Notification system allows manager / in-charge to be informed of actions being performed at cash-points.

2.23 Transport (Vehicle) Management

Manages all operations of Transportation department such as Ambulance, Parking, Staff Vehicle, Scheduling, etc.

Actions

- Vehicle Information
- Ambulance Fee Setup
- Parking Fee Setup
- Staff Vehicle Route Setup
- Ambulance Billing
- Parking Billing
- Bill Cancel
- Bill Edit
- Bill View
- Inventory Functions

Reports

- Revenue Report
- Staff Vehicle Monthly Report

Features

- Track hospital vehicles, driver schedules and fuel costs
- Ambulance trip billing integrated with patient accounts.
- Standard Bill/Invoice No. format includes Branch ID, Year, Month and Sequence

2.24 Accounts Management

Manages all operations of Accounts department

Actions

- Master Data setup
- Ledger Initialize
- Debit Voucher Entry
- Debit Voucher Edit
- Debit Voucher Approval
- Debit Voucher View
- Credit Voucher Entry
- Credit Voucher Edit
- Credit Voucher Approval
- Credit Voucher View
- Inventory Functions

Reports

- Cash Flow Statement
- Trial Balance
- Balance Sheet
- Profit-Loss Statement

Features

- Very fast, accurate and simple to manage
- Integrated with billing, inventory and payments

2.25 Human Resources (HR) Management

Manages all operations of HR department such as Employee Database, Attendance, Leave, Payroll, Letter, Rostering, etc.

Actions

- Master setup
- Person Setup
- Doctor, Consultant Setup
- Nurse Setup
- Student setup
- Teacher Setup
- Holiday setup
- Letter Template Setup
- Salary Head Setup
- Salary Setup
- Employee Scheduling
- Attendance Log
- Letter Preparation
- Letter Disbursement
- Leave Application Entry
- Leave Application Cancel
- Leave Application Approval
- Leave Initialize (One-time)
- Loan Management
- Promotion & Increment
- Salary / Bonus Process
- Salary / Bonus Approval
- Salary / Bonus Disbursement
- Inventory Functions

Reports

- Person Information (Single)
- Person Information (All)
- Attendance Log
- Attendance Summary
- Attendance Detail
- HR Letter
- Leave Summary
- Leave Details
- Leave Balance Summary
- Leave Balance Details
- Salary Sheet
- Salary statement
- Salary Summary
- Bonus Statement
- Bonus Summary
- Bank Note for Salary Transfer (Normal)
- Bank Note for Salary Transfer (BEFTN)
- OPD Doctor's List
- IPD Doctor's List

Features

- Faster employee searching
- Efficient Resource Management
- Proper Leave Management
- Self-orientation with colleagues for new employee

2.26 Security & Auditing

Manages all security aspects of software access, modification or financial activities. Role-based access privilege control.

Actions

- Object Setup
- Roles & Privilege Setup
- User Setup
- User Session Log

Reports

- Object-wise Access Privilege report
- Data Modification Log report
- User Information
- User-wise Access Privilege report
- User-wise Financial Access Privilege report

Features

- Quick User Creation, Maintenance and Privilege setup
- Administrator can reset password of a user based on request only, even he/she cannot view the user's password
- Copy all privileges at single-click and paste to a user of similar group of privilege
- Control Add, Edit, Remove, View privilege on any action form
- Control View, Print, Excel, PDF and Word publishing of any report
- View log of any user-session with details
- ultimate control over user actions

2.27 Administration

Manages all operations of Admin department

Actions

- Control Parameter setup
- Master Setup
- Referral / Consultant setup
- Service / Test Section, Group, Type Setup
- Service / Test Item Setup
- Service / Test Item Rate, Discount, Delivery etc. Setup
- Service / Test Package Setup
- Workstation Setup
- Birth Certificate Entry
- Death Certificate Entry
- Health Checkup Report Entry

- Inventory Functions

Reports

- Floor and Room Report
- Service Package List
- Service /Test Item List

Features

Manage software and organizational administrative tasks with simple interfaces from one place

2.28 Academic Management

Manages all operations of Academic departments

Actions

- Master Data Setup
- Teacher Setup
- Student Setup
- Nurse Setup
- Course setup
- Student Admission & Contract
- Fee Collection Entry
- Occasional Fee Entry
- Course Enrollment
- Exam schedule
- Exam Result Entry
- Student Loan & employment Contract
- Inventory Functions

Reports

- Student List
- Contract & Payment Summary
- Collection Information
- Student-wise Due Summary
- Fee-type wise Due Summary
- Loan & employment Report

Features

- Manage academic tasks with simple interfaces from one place

2.29 Library Management

Manages all operations of Admin department

Actions

- Author Setup
- Book & Journal Setup
- Publisher Setup
- Teacher Setup
- Student setup
- Book Issue-Return
- Clearance Certificate Issue
- Login Entry

- Return Overdue Check
- Inventory Functions

Reports

- Batch-wise student List
- Book List
- Department-wise Book Availability Status
- Fine Collection Summary
- Fine Collection Detail

Features

Manage library tasks with simple interfaces from one place

2.30 Marketing Management

Manages all operations of Marketing department including all kinds of Commission / Workshare payments

Actions

- Referral & PC Setup
- Referral & PC Merge
- MPO Setup
- MPO Merge
- Service Provider setup
- Service Provider Merge
- Common Workshare Policy setup
- Referral & PC Workshare Policy setup
- MPO Workshare Policy setup
- MPO Sales Target setup
- Service Provider Workshare Policy setup
- Special Service / Item Rate for specific Referral/PC
- Bill-wise Workshare status
- Workshare Payment (Item, Group-wise)
- Workshare Payment (Bill-wise)
- Workshare Payment Modify
- Workshare Payment Approval

Reports

- Referral/PC List
- Referral/PC Summary
- Referral/PC Summary (Date-wise)
- Referral/PC Detail
- Referral/PC Detail (Date-wise)
- Referral/PC Performance
- MPO List
- MPO Summary
- MPO Summary (Date-wise)
- MPO Detail
- MPO Detail (Date-wise)
- MPO Performance
- Service Provider List
- Service Provider Summary
- Service Provider Summary (Date-wise)
- Service Provider Detail

- Service Provider Detail (Date-wise)
- Service Provider Performance
- Workshare Payment Detail (OPD)
- Workshare Payment Detail (IPD)

Features

- Automatic Calculation of Workshare
- Precise control over workshare calculation formula / policy
- Quick Payment
- Analysis of Payables and Payments
- If formula changes, it does not affect previous payables
- Force payment option to bypass formula
- Integrated with Accounts module

2.31 SMS Management

Manages all SMS actions and logs

Actions

- SMS Settings
- SMS Campaign
- SMS Log Analysis

Reports

- SMS Summary
- SMS Details

Features

- Full control over SMS event, recipient and content
- 100% successful without any delay

2.32 Management Information System (MIS)

Provide in-depth analytical reports with dynamic parameter selection options

Brief Reports

- Daily Top-Sheet
- Daily summary
- Monthly Top-Sheet
- Monthly Summary
- Yearly Top-Sheet
- Yearly Top-Sheet
- Service Group Summary
- Service Section Summary
- Service Type Summary
- Service Summary
- User Summary

Detail Report

- Day-wise Patient Registration
- Exam Count
- Current Admission Status
- Day-wise Admission Status

- Day-wise Admission
- Day-wise Discharge
- Day-wise Discharge Advised
- Day-wise Unsettlement
- Day-wise Final Settlement
- Day-wise Discharge on death
- Day-wise Admission on Birth
- Day-wise Patient Statistics
- Month-wise Patient Statistics
- Year-wise Patient Statistics
- Turn-Around-Time (TAT) Report
- Dashboard Report
- System Overview Report
- Service Group & Date-wise Detail
- Service Type-wise Summary
- Service Type-wise Detail
- Service Type & Date-wise Summary
- Service Type & Date-wise Detail
- Day-wise Detail
- Service-wise Summary
- Service-wise Detail
- Service & Date-wise Summary
- Service & Date-wise Detail
- Year-wise Summary
- Year-wise Detail
- Month-wise Summary
- Month-wise Detail
- Day-wise Summary
- Referral & Date-wise Summary
- Referral & Date-wise Detail
- Referral-wise Summary
- Referral-wise Detail
- Current Due Bills
- Day-wise Due Summary
- Bill/Service Cancel
- Non-Cash Summary
- Day-wise SMS Log Summary
- Day-wise SMS Log Detail
- Pharmacy Item-wise Profit Summary

Features

- Simple click on summary fields to Drill-down reports. No need to close-open-input parameter-run detail reports.
- 100% Accuracy
- Automatic SMS and/or E-mail on daily Revenue
- Reports are designed based on real-life business perspectives and analytical thoughts
- All necessary reports bundled. Yet, new or old reports are customized per client's requirement.
- Reports run in full-screen mode, no need to resize
- Reports can be viewed, directly printed, saved to MS Excel, PDF, MS Word or sent via e-mail
- Best designed report module

3. Machine Integrations

Clinical Analyzers

Abbott
ALARIS MEDICAL SYSTEMS
arkray
BECKMAN COULTER
BioSystems
BIOWAY www.bioway.com.cn
DIESSE
DIRUI
Erba Mannheim
Stago
Snibe Diagnostic
Genrui
Hybribio
SIEMENS
HORIBA Medical
FRESENIUS KABI
LIAISON
mindray
OLYMPUS
PYROSTAR by Wako
Roche
sysmex
Vidas
YHLO
GP Getein Biotech, Inc.
RR Mechatronics Masters of Measurement
NIHON KOHDEN
ELITechGroup
nova biomedical
helena BioSciences Europe
MedicalSystem
BIOMÉRIEUX
analyticon

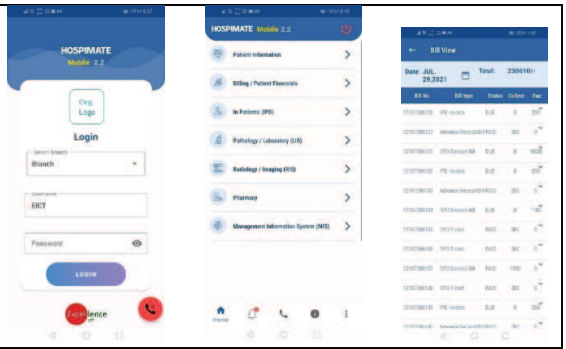
Attendance Devices

ZKTeco
Tipsoi
BioMax
ANVIZ POWERING A SMARTER WORLD
HIKVISION
Realand

4. Auxiliary Functional Modules

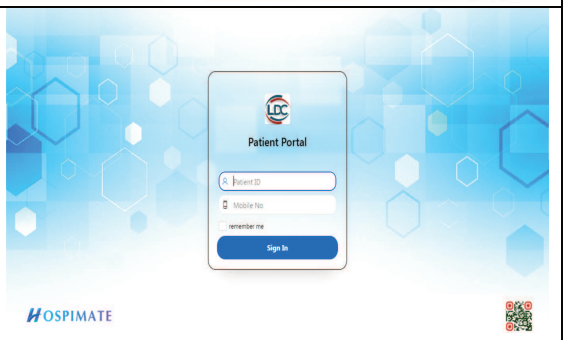
Mobile App

Integrated mobile app with key functions of core modules which needs operational mobility for authorized users such as owner, doctor, etc.



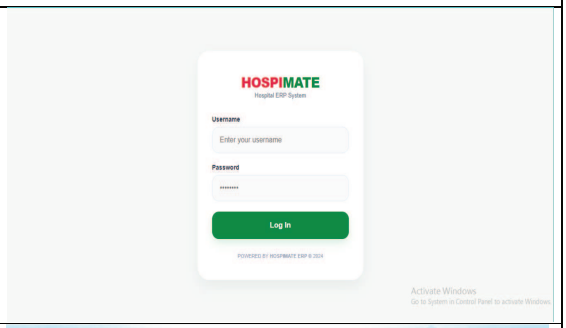
Online Patient Portal

Web portal for patients to download test reports, book appointments, profile update request, test requisition, etc.



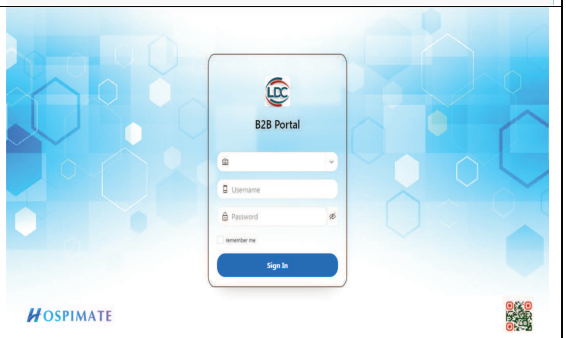
Online MIS Portal

Integrated web portal with key functions of core modules which needs operational mobility for authorized users such as owner, doctor, etc.



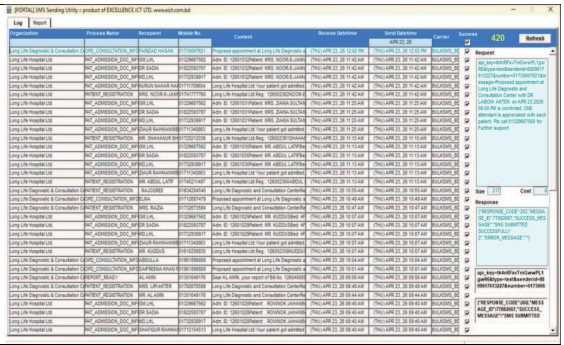
B2B Portal

Web portal for B2B organizations to download test reports, book appointments, view test chart, test requisition, due and payments etc.



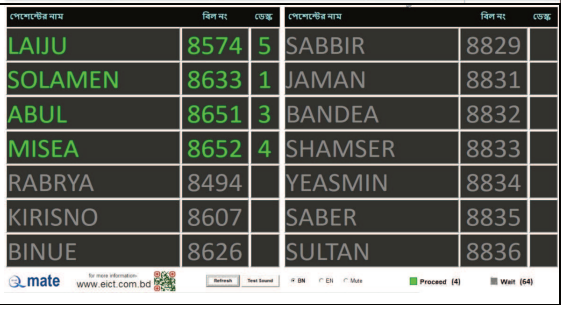
Real-time SMS System

Integrated System to send SMS to patient's guardian/attendant on IP Admission, Deposit, Bed Transfer and Discharge, Dues, etc.



Queue Management System

Extra-ordinary Queue Management module with callout in Bengali and many other features.



5. Case Study

" Streamlining complex operations in Sher-e-Bangla Medical College Hospital Barishal - one of the most crowded government hospital in Bangladesh "

Background:

The hospital administration manages the complex operations which requires smooth collaboration and precise information sharing among all groups involved. The main challenge they faced was ensuring every employee an immediate, consolidated access to the necessary, role-specific operational data required for a productive workday. The goal was to unify disparate informative channels into a single, modern, and high-performance digital tool to improve synchronization and overall hospital operational smoothness.

Our solution:

Excellence ICT developed HospiMate ERP, a full-featured digital platform. It serves as a central information hub, providing the workforce with instant access to vital operational intelligence through digitized tools.

Our Approach:

The way we implemented the solution focused on creating a resilient and scalable technical architecture capable of handling the high volume and diversity of data required for hospital operations.

Current Scenario:

Currently all the operations are carried out by HOSPIMATE. No tasks are done manually.

Success Rate:

98 %

Success Factors:

- Highly competent software solution
- Team collaboration on requirement collection
- Random customization
- Adequate Training
- User Feedback
- Spot revisions and update
- Phase-wise Rollout
- Proper infrastructural development support from client
- Tremendous cooperation from the user-groups

Issues Resolved:

- Long patient queues
- Time-consuming manual billing tasks
- Inadequate information delivered to patients about the service locations and time
- Fraud activities
- Data collection and Input errors in manual process
- 20-30% Repetitions of sample collection
- 20-25% errors in Lab Reports
- Time-consuming lab reporting caused unnecessary delay in report delivery
- Mismatch in lab workflow (sample collection > report preparation > dispatch > delivery)
- Anomalies in Purchase-Payment process
- Anomalies in Sales-Return process
- Anomalies in Stock IN-OUT-Adjustment process
- Unsynchronized stock status
- Loss of stock on inter-department indents

6. Remarkable Clients

More than **35** hospitals & **70** diagnostic centers and other **15** clinical organizations are using HospiMate nationwide. Below are some of them-

	Organization: **Sher-e-Bangla Medical College Hospital** Type: **Government Medical College & Hospital** Location: **Barishal** Implementation Year: **2025** Modules: **OPD Ticket, IPD Ticket, LIS (20 Analyzers), MIS, QueueMate, Pharmacy, Inventory, HRM, Website.**
	Organization: **Department of Immunobiology, Nutrition & Toxicology, ICDDR,b** Type: **Autonomous Healthcare Organization** Location: **Mohalhali, Dhaka** Implementation Year: **2020** Modules: **LIS (03 Analyzers)**
	Organization: **Combined Military Hospital (CMH)** Type: **Autonomous Hospital** Location: **Ramu, Cox's Bazar** Implementation Year: **2024** Modules: **OPD Management, Doctor's Prescription, MIS**
	Organization: **President Abdul Hamid Medical College Hospital** Type: **Private Medical College & Hospital** Location: **Karimgonj, Kishoreganj** Implementation Year: **2021** Modules: **OPD, IPD, LIS, Pharmacy, Inventory, HRM, Library Management, MIS**
	Organization: **Abdul Hamid Foundation Hospital** Type: **Eye Specialized Private Hospital (charity of Aristophrama)** Location: **Keraniganj, Dhaka** Implementation Year: **2022** Modules: **OPD, IPD, OT, Optics, LIS, Pharmacy, Inventory, Fixed Assets, Reagent Management, Accounts, HRM, MIS, Marketing**
	Organization: **Bangladesh ENT Hospital** Type: **Specialized ENT Private Hospital** Location: **Sobhanbag, Dhaka** Implementation Year: **2022** Modules: **OPD, IPD, OT, ENT, Inventory, HRM, MIS, Website**
	Organization: **Department of Paediatric Oncology, BSMMU** Type: **Government Medical College & Hospital** Location: **Shahbag, Dhaka** Implementation Year: **2022** Modules: **OPD, LIS (05 Analyzers), MIS, Patient Portal**
	Organization: **Department of Haematology, BSMMU** Type: **Government Medical College & Hospital** Location: **Shahbag, Dhaka** Implementation Year: **2018** Modules: **LIS (08 Analyzers), MIS**

	Organization: **Habib Hospital** Type: **Private General Hospital** Location: **Savar** Implementation Year: **2020** Modules: **OPD, IPD, LIS (10 Analyzers), Pharmacy, HRM, Accounts, MIS, Online Appointment, Marketing**
	Organization: **Habib Diagnostic & Consultation Center** Type: **Private Diagnostic Center** Location: **Savar** Implementation Year: **2024** Modules: **OPD, LIS (05 Analyzers), Pharmacy, HRM, Accounts, MIS, Online Appointment, Marketing**
	Organization: **Zaman Modern Hospital** Type: **Private General Hospital** Location: **Sherpur** Implementation Year: **2023** Modules: **OPD, IPD, LIS (04 Analyzers), HRM, MIS**
	Organization: **Dept. of Haematology, Rajshahi Medical College Hospital** Type: **Government Medical College & Hospital** Location: **Rajshahi** Implementation Year: **2022** Modules: **LIS (04 Analyzers)**
	Organization: **Long Life Hospital** Type: **Private General Hospital** Location: **Kalabagan, Dhaka** Implementation Year: **2021** Modules: **OPD, IPD, LIS (05 Analyzers), Pharmacy, HRM, Accounts, MIS, Marketing**
	Organization: **Long Life Hospital** Type: **Private Diagnostic Center** Location: **Kalabagan, Dhaka** Implementation Year: **2021** Modules: **OPD, LIS (08 Analyzers), Pharmacy, HRM, Accounts, MIS, Patient Portal, Marketing**
	Organization: **Souhardya Hospital** Type: **Private General Hospital** Location: **Badurtola, Cumilla** Implementation Year: **2024** Modules: **OPD, IPD, LIS (08 Analyzers), Pharmacy, HRM, Accounts, MIS, Marketing**
	Organization: **Barak PRP Medical Center** Type: **Private Medical Center** Location: **Dhanmondi, Dhaka** Implementation Year: **2023** Modules: **OPD, IPD, Pharmacy, HRM, Accounts, MIS, Marketing**
	Organization: **DG Lab** Type: **Private Diagnostic Center** Location: **Kishoreganj Sadar, Kishoreganj** Implementation Year: **2022** Modules: **OPD, LIS, HRM, Accounts, MIS, Marketing**

	Organization: **Onushu Physio** Type: **Private Physiotherapy Center** Location: **Dhanmondi, Dhaka** Implementation Year: **2026** Modules: **Billing, Physio Management, HRM, Accounts, MIS, Marketing**
Care Tech DIAGNOSTIC CENTER	Organization: **Care Tech Diagnostic Center** Type: **Private Diagnostic Center** Location: **Green Road, Dhaka** Implementation Year: **2026** Modules: **OPD, LIS, HRM, Accounts, MIS, Marketing**

7. Client Testimonials / Feedback

WE ARE VERY EXCITED TO SEE THEIR HAPPINESS

BRIG. GEN. DR. A. K. M. MOSHIUL MUNIR

DIRECTOR | SHER-E-BANGLA MEDICAL COLLEGE & HOSPITAL, BARISHAL

"We are excited to accomplish a total digital transformation in our organization. Many thanks to the team for their outstanding effort."

DR. MD ABU KAUSAR

MANAGING DIRECTOR | LONG LIFE HOSPITAL LTD. AND LONG LIFE DIAGNOSTIC CENTER LTD.

"HospiMate ERP has completely transformed our daily operations. The synchronization is seamless."

ADV. TUSHAR AHMED RIAD

DIRECTOR, HUMAN RESOURCES | PRESIDENT ABDUL HAMID MEDICAL COLLEGE & HOSPITAL, KISHOREGANJ

"we had a very old website which was lacking modern look. we hired them and they did an outstanding makeover. they are highly professional."

PROF. DR. ZILLUR RAHMAN

MANAGING DIRECTOR | BANGLADESH ENT HOSPITAL, SOBHANBAG, DHAKA

"We were looking for a smart software with good support service. e got both from Excelllence ICT. Thanks to them."

DR. MAHBUBUR RAHMAN, MP

MANAGING DIRECTOR | TMC MEDICAL CENTER AND LEAP PHYSIOTHERAPY CENTER

"Excellence ICT is a very efficient and hard-working team. We are using their software since 2018 and quite happy with their service. Good luck to them."

DR. MD. ALI KHAN

HEAD OF DEPARTMENT, HAEMATOLOGY | SHER-E-BANGLA MEDICAL COLLEGE & HOSPITAL, BARISHAL

"As a part of digital transformation of our hospital, we built our website for department of Haematology by Excellence ICT. They did a great job! we highly recommend them."

SHAMEEM MAZUMDER

IN-CHARGE | PATHOLOGY DEPT., CMC, CUMILLA

"We have to manage more than 1200 patients daily in our 6 collection booths in peak season. QueueMate helps us to make the queue disciplined and save time."

8. Contact Us

To know more updates on HOSPIMATE, connect us at-

https://www.facebook.com/excellenceictbd/

Or, visit us at-

https://eict.com.bd