



Scope of IT Services

Our IT Department provides a wide range of services to support the hospital's clinical and administrative operations. These services include the design, implementation, and maintenance of information systems, technical support, and training to hospital staff. Our IT Department also ensures the security, integrity, and availability of patient data and hospital information systems.

Key Services:

1. Information Systems Management

Our IT Department is responsible for designing, implementing, and maintaining hospital information systems, including Electronic Health Records (EHRs), Laboratory Information Systems (LIS), and Radiology Information Systems (RIS) etc.. Our IT Department ensures that all information systems are running smoothly, efficiently, and securely.

Key Features:

- EHR implementation and optimization
- Laboratory information system support
- Radiology information system management
- Purchase and Inventory Management System
- HRMS (Human Resource Management System)
- MRD (Medical Records Department)
- Finance and Accounting

2. Technical Support

Our IT Department provides technical assistance and support to hospital staff, including help desk services, hardware and software support, and network troubleshooting. Our IT Department provides technical support to ensure that hospital staff can effectively use technology to deliver high-quality patient care.

Key Features:

- Help desk services for hospital staff
- Hardware and software support for clinical and administrative systems
- Network troubleshooting and resolution

3. Data Security and Compliance

Our IT Department ensures the security, integrity, and availability of patient data and hospital information systems, including compliance with regulatory requirements such as HIPAA. Our IT Department protects patient data and ensures that all information systems are compliant with regulatory requirements.

Key Features:

- Data encryption and access controls
- Compliance with HIPAA and other regulatory requirements
- Regular security audits and risk assessments

4. Network and Infrastructure Management

Our IT Department designs, implements, and maintains the hospital's network and infrastructure, including local area networks (LANs), wide area networks (WANs), and wireless networks. Our IT Department ensures that the hospital's network and infrastructure are running smoothly, efficiently, and securely.

Key Features:

- Network design and implementation
- Infrastructure maintenance and upgrades
- Wireless network support

5. VPN (Virtual Private Network)

Our IT Department enables access to provide secure remote access to hospital systems and data for their IT selected employees, application solution providers and consultants where they can access the system securely.

Benefits

Secure Connection: A secure, encrypted connection between the user's device and the hospital's network.

Remote Access: Our authorized personnel can access hospital systems and data from anywhere, at any time.

Data Protection: Our VPNs protect sensitive patient data and hospital information from unauthorized access.

Key Features

Encryption: Our VPNs use encryption protocols to protect data in transit.

Authentication: Our VPNs require users to authenticate before accessing hospital systems and data.

Access Controls: Our VPNs can be configured to restrict access to specific systems, data, or applications.

6. Application Development and Support

Our IT Department develops and supports custom applications, including clinical and administrative applications. Our IT Department provides application development and support services to meet the unique needs of the hospital.

Key Features:

- Custom application development for clinical and administrative needs
- Application support and maintenance
- Integration with other hospital systems

7. Web and Digital Operations

Our IT Department handles web operations which includes web management activities like domain, hosting, security associated services like web access firewall and other digital operations service which contains, digital signages, landing pages, social account management and many more.

8. Virtual Consultation

We are using outsourced services for doing virtual consultations named ICliniq which is a standard telemedicine platform that enables virtual consultations between patients and healthcare professionals, in compliance with the guidelines set by the Ministry of Health and Family Welfare (MOHFW), Government of India.

Key Features

1. Consult with doctors remotely: Patients can connect with doctors through video consultations, reducing the need for in-person visits.
2. Access specialist care: Patients can consult with specialists from various fields, including cardiology, dermatology, and more.
3. Share medical records: Patients can share their medical records and test results with their doctors, ensuring comprehensive care.

9. Training and Education

Our IT Department provides training and education to hospital staff on the use of information systems and technology. Our IT Department provides training and education to ensure that hospital staff can effectively use technology to deliver high-quality patient care.

Key Features:

- Training sessions for new employees
- Ongoing education and support for hospital staff
- Development of training materials and documentation

10. Disaster Recovery and Business Continuity

Our IT Department ensures the availability of information systems and data in the event of a disaster or disruption. Our IT Department develops and implements disaster recovery and business continuity plans to ensure that the hospital can continue to operate in the event of a disaster or disruption.

Key Features:

- Development of Disaster Recovery Plans
- Implementation of Business Continuity Plans
- Regular testing and exercises to ensure plan effectiveness

11. IT Project Management

Our IT Department manages IT projects, including planning, execution, and monitoring. Our IT Department provides project management services to ensure that IT projects are completed on time, within budget, and to the required quality standards.

Key Features:

- Project planning and initiation
- Project execution and monitoring
- Project closure and evaluation

12. IT Consulting and Advisory Services

Our IT Department provides IT consulting and advisory services to hospital staff and leadership to make informed decisions about new technology advancement, security risk factors and other key strategies.

Key Features:

- IT strategy development
- Technology assessments and recommendations
- IT governance and policy development

13. IT Governance and Compliance

Our IT Department ensures that IT systems and processes are compliant with regulatory requirements and industry standards. Our IT Department ensures that IT systems and processes are compliant with regulatory requirements and industry standards.

Key Features:

- Compliance with HIPAA and other regulatory requirements
- Adherence to industry standards and best practices
- Regular audits and risk assessments to ensure compliance.