

A cutting-edge  
Healthcare solution for  
Your hospital



**MEDIWARE**  
EFFICIENT HEALTHCARE MANAGEMENT SYSTEM

# A prescription for effective management

## MEDIWARE

EFFICIENT HEALTHCARE MANAGEMENT SYSTEM

Mediware is an efficient, multi-level healthcare management software that serves general and multi-speciality hospitals, high-tech labs, medical stores and all types of health centres. It provides applications to automate a variety of healthcare facilities, customisable features to meet the unique needs of your organisation and robust reporting and interactive features that provide a high return on investment. It's a veritable magic pill – the only software you need to ensure that your healthcare organisation remains healthy.

- 5 million patient records and 3,000 users
- Handles 20,000 out-patients and 12,000 in-patients per day
- Consistent performance for more than 5 years at multiple sites

# A unique operating model

## **Business Management Solutions**

### **Modules for Front Office Management**

- Out-patient Management
- Casualty Management
- In-Patient Management
- e-Appointment Booking
- Enquiry Desk
- Insurance Desk
- E-mail facility
- Connect Plus SMS
- Medical Record Management

### **Modules for General Management**

- General Store Management
- Pharmacy Store Management
- Pharmacy Billing
- Lab & General Billing
- Telephone Management
- Canteen Management
- Housekeeping & Laundry

### **Modules for Back Office Management**

- Management Information System
- Integrated Financial Management
- Integrated Payroll Management
- Asset Management & Maintenance
- Human Resource Management

## **Clinical Management Solutions**

### **Modules for Electronic Medical Records**

- Doctor's Desk
- Transcription & Discharge Summary
- Nurse's Station & Ward Management
- Theatre Management
- CSSD Management
- Cathelab Management
- Dialysis

### **Modules for Lab & Radiology Information System**

- Lab Results
- Blood Bank
- Medical Equipment Interface
- Radiology Reports

### **Picture Archiving & Communication System**

- Integrated DICOM Viewer
- DICOM Archive Engine
- Radiology Reports
- Telemedicine Interface
- DICOM Workstation
- DICOM Tele Workstation
- HL-7 Server
- MWL Server
- Modality Mediator



# Strengthening the healthcare systems

Mediware has several precise advantages over other healthcare management systems in improving efficiency at all levels. Here's what Mediware can do to strengthen your healthcare organisation and make life easy for patients and employees:

- Administrative workload can be streamlined
- Test results can be prepared on time
- Better control over nursing care and medical audit
- Restriction of pilferage and wastage of supplies
- Up-to-date bed management and allocation procedures
- Easy access to patient's clinical data for doctors
- Optimum return on resources
- Easy to use for healthcare employees
- Facilitates timely service and better care for patients

# The right dose of technology

Mediware has many customised features that helps provide better patient care and ensures higher efficiency in your organisation.

- Automated Messaging (Mobile SMS)
- Automated E-mail system
- Bar Code Integration
- Web-based appointment booking
- Attendance time capture interface
- International coding for diseases
- Medical Equipment interface
- Schemes and Packages
- Automatic Purchase Order in PDF format
- Electronic Medical Record
- Integrated with Telemedicine and PACS
- Supports Thick and Thin clients
- Supports Windows, Linux and Solaris servers



# A deep knowledge of healthcare domain

We listen to our customers, relying heavily on their specialised knowledge of healthcare processes and clinical best practice. We attach enormous importance to customer input, as it is essential to the introduction of solutions that are customised, practical and beneficial. An increasing number of healthcare provider organisations in India and abroad now rely on Medware to manage patient information and drive improvements in their core processes.

We are grateful to those organisations that have placed their trust in us to meet their strategic and operational information requirements. We remain committed to meeting their needs as they stand now and as they evolve over time.



# Customised solutions for every enterprise

Mediware is a flagship product of Datamate Infosolutions Pvt. Ltd., a leading provider of client-server & web solutions based in Cochin, India with over 800 installations across a range of verticals including hospitality, health, finance and automobiles.

A customised software development company, Datamate helps its global clientele meet their tactical, strategic and business goals through successful, cost-effective implementation, integration and support of software packages and technology infrastructure.

# Mediware Modules

## Business Management Solutions

### FRONT OFFICE MANAGEMENT

#### 1. Out-patient Management

##### Features

- Customer wise Parameterization
- Automated Messaging (Mobile SMS)
- Web based Appointment Booking (Mobile SMS)
- Web based Appointment Confirmation (Mobile SMS)
- Bar Code Integration
- ICD-10 (International Coding for Diseases)
- Automatic Consultation Fee Generation
- Patient Type/Scheme wise Consultation Fee
- Chart Status View
- MLC Entry
- Multiple Cash Collection
- Doctor's Visit Status
- Doctor's Leave Entry
- Finance Module Interface
- Security Settings
  - User Rights for Edit/Delete/Discount
  - Transfer Rights
- Managing of Medical Records
  - Chart In
  - Issued Files
  - Record Requisition
  - Missing Charts
  - Patient wise Chart Status

##### Reports

- Date wise Cash Collection Report
- Advance Booking
- Interface Report
- Chart In/Out Report
- Missing Chart
- Chart Movement
- Record Requisition
- Patient Status Report
- Rate Change Details
- Scheme Report
- Patient Query
- Visit Details
- MLC Register
- OP Registration
- OP Visit
- Cancelled Bills

- Birth/Death Register

#### 2. Casualty Management

#### 3. In-Patient Management

##### Features

- Customer wise Parameterization
- Scheme wise Patient Admission
- Company wise Credit Limit
- ICD
- Advance Room Booking
- Approximate Calculation for Monitoring Patient Outstanding
- Automated Discharge Summary in PDF format
- EPABX interface
- Automatic Doctor wise Visit Fee Generation
- Room Category wise Service Rates
- Part Billing
- Finance Module Interface
- Discharge Status
- Direct Telephone Line Enabled
- Facility to update rate charges in Procedures & Surgery
- Transfer Doctor
  - Single Patient
  - Multi Patient
- Security Settings
  - User Right for Edit/Delete/Discount
  - Transfer Rights
- Bed Status Updates
- Bed Allocation
- Bed Reservation
- Bed Shifting

##### Reports

- Date wise Cash Statement
- IP Registration
  - Department wise
  - Patient type wise
  - Insurance wise
- Interface Report
- Automated Patient Outstanding Calculation
- Discharge Bill Register
- Category wise Sales
- Doctor wise Sales
- Department wise Sales
- Patient Query
- Pending Bills
- Discharged Patient List
- Bed Transfer
- Part Bill Register
- Scheme Report
- Patient Status
- Concession Report
- Visit Register
- Bed Census
- Bed List

- Nursing Station Census

- Birth Register

#### 4. e-Appointment Booking

##### Features

- New Visit Booking
- Re-Visit Booking
- Visit Confirmation by SMS and e-mail
- Check Appointment Status by Patient
- Check Appointment Status by Doctor
- Check Availability Calendar-Based
- Check Nearest Availability

##### Reports

- Doctor wise Appointments
- Patient wise Appointments
- Visit-date-wise Appointments
- Booked Date wise Appointments

### GENERAL MANAGEMENT

#### 1. General Store Management

##### Features

- Re-order Level wise Purchase Order Preparation
- Automated E-mailing Facility for Purchase Order
- Internal Intends
- Preparation
- Authorization
- Quotation Linking
- Purchase Order Conversion
- Requisition Acknowledgments
- Medicine Production
- Quotation Entry
- Automated Purchase Order in PDF

##### Format

- Purchase Order wise GRN (Goods Receipt Note) Entry
- Purchase Return Claim
- Return Statements
- Damage/Expiry Medicine Returns
- Direct Stock Entry
- Multi mode Recorder Level for stock monitoring
- Automatic TAX calculation
- Generic/Combination wise Medicines
- Loose Quantity wise Stock Issue
- Multi mode TAX calculation
- Detailed Medicine Master Entry Linked with Category, Manufacture, Medicine type, Unit of Measure, Supplier, Rack and Doctor

## Reports

- Purchase Register
- Item wise Sales (Margin)
- Internal Indent Register
- Stock Monitoring Reports
- Stock Ledger
- Stock Aging ○ ABC Analysis
- Monthly Closing Stock
- FSN (Fast–Slow–Non Moving)
- Generic wise Stock
- Doctor wise Stock
- Expiry Medicines
- Zero Quantity Items
- Vendor Evaluation
- Performance Summary

## 2. Pharmacy Store Management

### 3. Pharmacy billing

#### Features

- Recorder level wise stock requisitions
- Internal Intends
- Requisition Acknowledgements
- Medicine Return Facility z Damage/Expiry Medicine returns
- Direct Stock Entry
- Multi-mode Re-order Level for Stock Monitoring
- Multi-mode Cash Settlements
- (Cash/Credit cards/Cheque)
- Payment Mode wise Bill Serial Generation
- Automatic Sales TAX calculation
- Generic/Combination wise Medicines
- Common Medicine Grouping in Billing
- Loose Quantity wise Stock Issue

#### Reports

- Date wise Cash Statement Report
- Financial Interface Supporting Report
- User wise Billing/Med Return
- Item wise Sales (Margin)
- Internal Indent Register
- Stock Monitoring Reports
- Stock Ledger
- Stock Aging
- ABC Analysis
- Monthly Closing stock
- Generic wise stock
- Doctor wise stock
- Date wise Billing Register
- Pharmacy Performance Summary
- Department wise Profit Analysis
- Expiry medicines
- Pending Bill Register for Pharmacy Outstanding Monitoring
- Average Sales Report

## 4. Lab & General Billing

#### Features

- Advance Collection
- Multi Counter Billing
- Fast Bill Printing
- Accepts Different Mode of Payment Like Cash, Customer Credit, Credit Card, Check or DD, Inpatient Credit and Complimentary
- Scheme & Package based Billing
- Customer Name and Rate in Scheme
- Request Based Billing (Request from Doctors' Desk or Ward)
- Credit Bill Collection

#### Reports

- Date wise Cash Statement Report
- Financial Interface Supporting Report
- User wise Billing
- Advance Report
- Procedure wise Summary
- Procedure Group Wise
- Procedure Category Wise
- Doctor wise Billing
- Customer wise Billing
- Pending Bills
- Cancelled Bills
- Refund Bills
- Credit Card Bill Details

## 5. Telephone Management

#### Features

- On-line call capture
- Multi tariff tasking
- Dialing Enable/Disable Link to In-patient Module
- Smart Call Routing System
- On-line User Manual and Help Menu

#### Reports

- Extension wise Call Status
- Junction wise Call Details
- Type wise Call Records
- Check-in/Check-out Status
- Call Rate History
- Telephone

## 6. Canteen Management

#### Features

- Sales
- Advance
- Cash Receipts
- Purchase Invoice
- Requisition from Store
- Stock Transfer
- Requisition from Kitchen
- Requisition Write off
- Damaged Goods (Store)
- Damage Goods (Kitchen)
- Physical Stock Adjustment

- Opening Stock
- Purchase Return

#### Reports

- Sales Register
- Sales Summary
- Group wise Sales
- Daily Diet Report
- Bill wise Sales
- Date wise Day Close
- Day Close wise Report
- Cancelled Bills
- Advance
- Cash Receipts
- City Ledger

## 7. Housekeeping & Laundry

### BACK OFFICE MANAGEMENT

#### 1. Management Information System

##### Reports

- Daily Performance
- Online Performance
- Doctor wise Income
- Customer wise Billing
- Director's Report
- Complimentary Bills
- IP/OP Collection
- Department wise Collection
- User wise Collection
- Counter wise Collection
- Credit Card billing Details
- Patient Type wise Discount
- Stock Report Category wise
- Stock Report Group wise
- Stock Report Item wise
- Visit Without transaction
- User wise log
- Modified log

#### 2. Integrated Financial Management

##### Features

- Parameter setup with cost-centre setting
- Multi branch menu
- Debtor/Creditor grouping
- Book keeping with online cheque printing
- Bill matching/unmatching
- Online receipt/voucher printing

##### Reports

- Day Book
- Bank reconciliation statement
- General Ledger & Sub ledgers
- Financial Statements
- (Trial Balance/P&L Statement/Balance Sheet)
- Profit/cost center reports

- Cash/fund flow statements
- Debtor management

### 3. Personal & Payroll Management

#### Features

- Provision to categorise employee type, employee grade, designation & dept.
- Index point calculation
- Multi- zone and company
- Debit master
- Loan advances & recovery
- Gratuity details
- Employee data bank with transfer history
- Duty planning
- Punch card device interface
- Interfaced to account

#### Reports

- Employee Checklist
- Attendance analysis
- Wage register
- Contract expiry report
- Pay slip
- Leave encashment & over time
- Bonus & allowance book
- Intra-company transfers
- Debit/loans/advance deducts
- GUI based analysis reports
- Interfaced to Financial Accounting module

### 4. Asset management & Maintenance

#### Features

- Purchase
- Transfer to Outlet
- Service Contract
- Service Calls Reports
- Item wise List
- Group wise List
- Transfer Register
- Purchase Report
- Service Calls Register

## Clinical Management Solutions

### ELECTRONIC MEDICAL RECORDS

#### 1. Doctor's Desk

#### 2. CSSD Management

#### 3. Medical Transcription & Discharge

#### Summary

#### 4. Theatre Management

#### Features

- Surgery Requisition
- Surgery Schedule

- Theater Blocking and releasing
- Surgery Entry
- Medicine Requisition against Surgery
- Procedure Requisition against Surgery
- Store Return
- Equipment Utilization in Surgery

#### Reports

- Theater Booking Status
- Surgery List
- Medicine Requisition Register
- Procedure Requisition Register

### 5. Nurse's Station & Ward Management

#### Features

- Visit Entry
- Service Entry
- Discharge Requisition
- Procedure Requisition
- Medicine Requisition
- Surgery Requisition
- Store Return
- Vital Signs
- Intake Output Entry
- Nursing Note
- Drug Schedule
- Nursing Procedure Schedule
- Transfer Doctor
- Bed Allocation
- Bed Reservation
- Bed Shifting
- Approximate Bill Calculation Reports
- In-patient List
- Stock List
- Store Requisition Register
- Patient service Report
- Medicine Requisition Register
- Procedure Requisition Register
- Medicine Requisition and Delivery Time Analysis
- Vital Signs Details
- Intake Output Details
- Nursing Note Details Birth Register

### LAB INFORMATION SYSTEM

#### 1. Lab Results

#### Features

- Medical Equipment Interface
- Multi mode Sample Number Generation
- More than 20 templates for Result Entry
- Age Group wise Normal Values
- Result entry Checking
- Test wise Item Consumption Calculation
- Procedure Group wise Result entry and printing
- Automated Result in PDF Format
- Automatic E-mailing Facility

#### Reports

- Patient wise Results
- Sample Collection Reports

- Lab Test Duration
- Test Result wise Normal Value Graph
- Pending Results
- Doctor wise Investigation Details
- Test Movement Details

### 2. Blood Bank

#### Features

- Opening Stock of blood
- Blood Donor Details
- Blood Donor Group Details
- Screening Test
- Cross Match Worksheet
- Blood Issue Details
- Blood Bag Return Details
- Replacement Marking
- Expiry Marking
- Voluntary Donor's Details
- Op Result Entry
- Op Result Checking

#### Reports

- Donors Register
- Donors Rejection Register
- Cross Match Register
- Patient wise Cross Match/Issue/Replacement Details
- Blood Issue Register
- Blood Stock Register
- Blood Donors' Back Typing Register
- Blood Donors' Positive Records Register
- Op Tests
- Screening Test Register

### 3. Medical Equipment Interface

### 4. Cathelab Management

### 5. Dialysis

## PICTURE ARCHIVING & COMMUNICATION SYSTEM (PACS)

#### ComPACS Features

- Fast, Secure and Reliable Storage of Studies
- Secured Authentication for Viewing Studies
- Real Time Backup Enhances the Reliability
- Advanced Search Engine
- Quick Retrieval of Studies to Workstations
- Flexible Report Generation
- File Attachment Support for Reports
- Notification for Scheduled Studies
- Work Bench Creation, Storage and Sharing Support
- SQL Server, Oracle & MySQL Database Support
- Connectivity to any Modality

# Equipment Interface

Medical equipments interfaced with Medware

- MWL Download Support
- HIS/RIS Integration Benefits

## Workstation Features

- Patient Browser
- Search Window
- Image Viewer
- 3D Viewer
- Reporting
- Workbench Creation and Sharing
- Event Board and Calendar

## RADIOLOGY INFORMATION SYSTEM

### Features

- Stylish, Interactive and Sophisticated GUIs
- HL7 Compliant
- Advanced Search Facility
- Patient Information Reconciliation Support
- Flexible Interface Support for External HIS Integration

### 1. DICOM Viewer

#### Features

- Preview any DICOM Files
- Create DICOM Directory and Files
- Convert any Format Image to DICOM
- Export and Import data to DICOM Directory
- Open any Kind of External Files
- Store all Images of a Patient
- Zoom, Annotate, Process, Colour and Transform Images

### 2. DICOM Server

### 3. Radiology Report

#### Features

- Multi-level Validation Support
- Provision to Export Reports to PDF
- File Attachment Support for Reports
- Print and search facility for reports
- Telemedicine Interface

## DEPARTMENT : BIOCHEMISTRY

BRAND	MODEL	INTERFACED TESTS	COMMUNICATION
Hitachi	902 Auto Analyser	26	Bidirectional
Hitachi	904 Auto Analyser	26	Bidirectional
Beckman Coulter	Synchron CX	32	Bidirectional
Dade Behring	Dimension AR	19	Bidirectional
Dade Behring	Dimension RxL	19	Bidirectional
BioRad	D10	5	Bidirectional

## DEPARTMENT : IMMUNOLOGY

Beckman Coulter	Access Immuno Assay	63	Bidirectional
Roche	Elecsys 2010	17	Bidirectional
Abbott	AxSYM		

## DEPARTMENT : HEMATOLOGY

Beckman Coulter	ACT Diff Analyser	18	
Sysmex	KX 21	18	
Sysmex	KX 4500	18	
Sysmex	Xt 200i	30	
Horiba	Pentra 60C+	26	
Nihon Kohden	Celltac E	22	
Nihon Kohden	Celltac E MEK 7222K		
Nihon Kohden	Celltac F MEK 8222K		
Nihon Kohden	Celltac Alpha MEK		
Roche	Cobas b 221		
Abbott	CELL-DYN 3700		



# Client List

A good number of hospitals have already relied on Mediware to effectively manage their functions. Here are a few among them:

## Projects Outside India

Sl.No.	Customer	Bed Strength	Location	Installed Year
1	Royal Hospital	160	Sharjah, UAE	2008
2	Medcare Hospital	90	Dubai, UAE	2009
3	Medcare Clinic		Mir diff, UAE	2009
4	Al Zahrawi Hospital	25	RAK, UAE	On going

## Large and Medium Projects

Sl.No.	Customer	Bed Strength	Location	Installed Year
1	Pushpagiri Medical College	1400	Thiruvalla	2008
2	Lourdes Hospital	900	Ernakulam	2000
3	Ernakulam Medical Centre	400	Ernakulam	2007
4	Ananthapuri Hospital	450	Trivandrum	2005
5	P R S Hospital	400	Trivandrum	2006
6	Lisie Hospital	1200	Ernakulam	2000
7	Mother Hospital	400	Trichur	2002
8	West Fort Hospital	350	Trichur	2002
9	St. John's Hospital	350	Kattapana	2006
10	St. James Hospital	450	Chalakkudy	2005
11	Aswini Hospital	350	Trichur	2004
12	Muthoot Hospital	400	Kozhenchery	2006
13	Samariton Hospital	350	Pazhanganad	2001
14	Century Hospital	300	Chengannur	2006
15	Cochin Port Trust Hospital	250	Cochin	2004
16	P.V.S. Hospital	250	Ernakulam	2000
17	Upasana Hospital	250	Kollam	2004
18	Don Bosco Hospital	300	Parur, EKM	2007
19	Ansar Hospital	200	Kunnamkulam	2004
20	Parabrahma Hospital	200	Ochira	2003
21	Lakshmi Hospital	200	Ernakulam	2002
22	GEM Hospital	150	Trichur	2002
23	Kristhujayanthi Hospital	150	Vypeen	2006
24	Dhanya Hospital	100	Chalakkudy	2006
25	St. Vincent De Paul Hospital	150	Vypeen	2006
26	Shanthigiri Sidha Medical College	150	Trivandrum	2007
27	Fatima Hospital	100	Cochin	2007
28	Specialists' Hospital	100	Ernakulam	2007
29	BC Medical College	450	Mala	2007
30	Lakeshore Hospital(with NeST)	400	Cochin	2004
31	Kattanam Medical Centre	200	Mavelikkara	2008
32	Asha Hospital	150	Vadakara	2008
33	St. Joseph Hospital	400	Anchal	2009
34	West Fort Hi-Tech Hospital	450	Trissur	2009
35	Puspagiri Dental College	150	Thiruvalla	on going

## Mini Projects

Sl. No.	Customer	Bed Strength	Location	Installed Year
1	West Fort Ayurveda	100	Thrissur	2005
2	St. James Ayurveda	100	Chalakkudy	2006
3	KJK Hospital	100	Trivandrum	2002
4	Alappat Mission Hospital	100	Chalakkudy	2006
5	Chaithanya Hospital	100	North Parur	2002
6	M.V.J.M. Hospital	100	Perumbavoor	2001
7	Alphonsa Hospital	100	Angamaly	2004
8	Vathyayathu Hospital	100	Perumbavoor	2004
9	Lakshmi Hospital (SC)	100	Aluva	2003
10	Thomson Poly Clinic	100	Mala	2005
11	Lakshmi Hospital (SC)	50	Tripunithura	2003

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