



VELAMMAL MEDICAL COLLEGE

HOSPITAL AND RESEARCH INSTITUTE

MADURAI - 625009

6.2.2

Policy Document on e-Governance

1. Introduction

The institute has been leading the way in implementing e-governance initiatives that prioritize meeting the needs of stakeholders and delivering exceptional services. One of the main objectives of the institute's e-governance efforts is to enhance transparency and ensure that all stakeholders have access to information. This policy represents a significant milestone in the institute's ongoing efforts to promote e-governance.

2. Vision and Objectives

The fundamental aim of this policy is to sustain and augment the e- Governance in our college. This policy endeavors to facilitate stakeholder access to a diverse range of services through online channels. The implementation of this policy will enhance the institute's operational efficiency and facilitate the transition towards a paperless work environment.

3. Applicability of the Policy

This policy is binding on all authorities of the institute, including bodies whose administration is primarily under the institute's control. Moreover, partnerships and joint venture companies associated with the institute are also subject to this policy.

4. Purpose

IT departments have launched various e-Governance initiatives to advance their respective objectives over the next several years. However, to ensure that the initiatives are effectively implemented and to provide stakeholders with cost-effective and efficient services, the institute has developed an e-Governance policy. This policy establishes a framework and execution of e-Governance systems and applications across the institute. The policy aims to drive proactive service delivery to stakeholders and increase their involvement in policy formulation.

5. List of software in e-Governance:

- i. Hospital information system (HIS): An integral component of health informatics, a hospital information system (HIS) is primarily dedicated to fulfilling the administrative requirements of hospitals. It is engineered to oversee and regulate all patient-related data, such as patient registration details, demographic information, billing records, laboratory reports, radiology reports, and discharge summaries. By centralizing all this information in a single electronic system, HIS streamlines hospital operations and enhances the accuracy, speed, and efficiency of

Prof. T. THIRUNAVUKKARASU, M.D., D.A.,
Velammal Medical College Hospital
and Research Institute
"Velammal Village"
Madurai-Tuticorin Ring Road
Anuppanadi, Madurai-625 009, T.N.



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medical processes. This allows healthcare providers to access, manage, and analyze patient data quickly and efficiently, which ultimately translates into improved quality of care for patients.

- ii. **Pharmacy Management (POS):** The pharmacy management system is a computer-based software that facilitates the management and maintenance of the medication utilization process in pharmacies. It provides a centralized platform for storing and organizing data that supports various pharmacy operations such as purchase order management, goods received note, item master, and price mapping. The pharmacy management system ensures that pharmacists can effectively track inventory, manage costs, and streamline the dispensing process, ultimately improving the quality of patient care. By automating these tasks, the system reduces the potential for errors, making it an indispensable tool for modern-day pharmacy operations.
- iii. **Pharmacy purchase management:** The pharmacy purchase management system is a powerful software application designed to streamline the medication utilization process in pharmacies. It provides an integrated platform for managing and maintaining different aspects of the pharmacy, including patient billing of medicine and stock maintenance.
- iv. **General Store application:** This software is an essential tool used for managing the financial aspects related to laboratory reagents and stationary. It enables the efficient tracking and management of billing-related data, including purchase orders, goods received notes, item master, and price mapping. The software streamlines the billing process, making it easier for users to generate accurate invoices and manage financial transactions.
- v. **Picture archiving and communication system (PACS):** This software is a specialized application designed to generate and manage radiology reports for CT, MRI, and X-ray scans. The software enables radiologists to create, edit, and share medical reports quickly and accurately.
- vi. **Biometric attendance Management :** This software is a comprehensive tool that helps to manage and maintain employee attendance records in healthcare facilities. It is designed to record the punch in and punch out time of all employees, including doctors, nurses, technicians, and other workers. Additionally, the software enables users to track available leave balances and applied leave, making it easier to manage employee absences.

Prof. T. THIRUNAVUKARASU, M.D., D.A.,
Dean

Velammal Medical College Hospital
and Research Institute
"Velammal Village"
Madurai-Tuticorin Ring Road
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The software provides an efficient and accurate way of tracking employee attendance, minimizing errors and reducing the risk of payroll discrepancies. It is an indispensable tool for healthcare facilities seeking to manage their workforce effectively and ensure the availability of staff for patient care.

- vii. Our college has installed Fortinet Firewall and antivirus software to enhance the security and protection of our computer network. The firewall is a hardware-based security system that monitors and controls incoming and outgoing network traffic based on a set of predetermined security rules. It acts as a barrier between our internal network and the external network, blocking unauthorized access and preventing malicious attacks. The antivirus software, on the other hand, is a specialized program designed to detect and remove computer viruses, malware, and other malicious software that can harm our network and compromise our data.
- viii. Career Management – Website: Velammal Medical College Hospital and Research Institute has a dedicated website that serves as an online platform for the college and hospital's information and updates. The website is regularly updated with the latest job vacancies available in the college and hospital, providing aspiring candidates with an opportunity to apply for positions that match their qualifications and interests.
- ix. Tally: At Velammal Medical College Hospital and Research Institute, we rely on Tally software to manage our financial operations. Tally is a powerful accounting software that enables us to manage various financial transactions, such as payroll, expenses, budgeting, and patient billing.

6. Language for e-Governance implementation

To ensure that all stakeholders can benefit from our e-Governance initiatives, our institute has established English language as the primary language for all applications and processes. We have also ensured compliance with national and international standards for information interchange, to promote seamless and efficient data sharing across systems. This has enabled us to deliver high-quality services to our stakeholders and improve our overall efficiency and effectiveness in e-Governance implementation.

7. Capacity Building: The IT department of Velammal is organizing regular training programs for its staff. Upon completion of the training, the staff will be requested to provide feedback.

8. Review and Audit: In order to ensure the quality and reliability of its software products, the software company has decided to conduct annual audits and obtain a

Dr. T. RINCHIVUKURASU, M.D., D.A.,
Velammal Medical College Hospital
and Research Institute
"Velammal Village"
Madurai-Tuticorin Ring Road
Anuppenadi, Madurai-625 009, T.N.

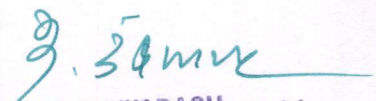


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validation certificate from a recognized authority. These audits will be carried out by qualified and experienced auditors who will thoroughly examine the software code and functionality to identify any potential issues or vulnerabilities. The validation certificate obtained after the audit will serve as a guarantee of the software's quality and compliance with standards.

9. Budgetary Allocation:

Our institute recognizes the importance of e-Governance and plans to allocate a portion of our budget towards this initiative. We intend to gradually increase the allocation over time, with the focus being on enabling stakeholder services through technology and providing the necessary infrastructure support.


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