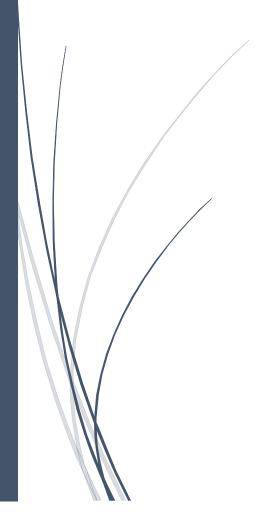
1/23/2024

LABORATORY INFORMATION SYSTEM

Lab Validation Document



SOFSCRIPT SYSTEMS & SERVICES LTD

A102-A WING, KAILASH INDUSTRIAL ESTATE, PARK-SIDE ROAD, VIKHROLI WEST, MUMBAI, MAHARASHTRA 400079







A102, Building No.2, Kailash Industrial Complex,
Off Parksite Colony, Vikhroli (W), Mumbai - 400 079. INDIA
Tel.: 4019 2626 CIN NO: U74140MH1988PLC046367
e-mail: sofscript@sofscript.com • www.sofscript.com

25/01/2024

VALIDATION REPORT

To, KLES Dr. Prabhakar Kore Hospital & MRC NH Service Road, Nehru Nagar, Belgaum- 590010.

This is to certify that the Laboratory Software developed by Sofscript Systems & Services Ltd is fully installed by our engineers at KLES Dr. Prabhakar Kore Hospital & MRC. This software is validated by us for all its features including software login, interfacing, authorization etc for proper functioning. All customization for the laboratory is also installed and validated by us. It is ready to use for operations.

For Sofscript Systems & Services Ltd,

Authorized Signatory





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LABORATORY INFORMATION SYSTEM

It is a system that focuses on sample management at the time of receipt, during registration, throughout the workflow process, and in storage or disposal. It additionally provides advanced data mining, automatic data validation, checks, and alert settings ensuring that data is captured correctly and is immediately accessible for analysis and reporting

Master

Login

Enter user ID and password



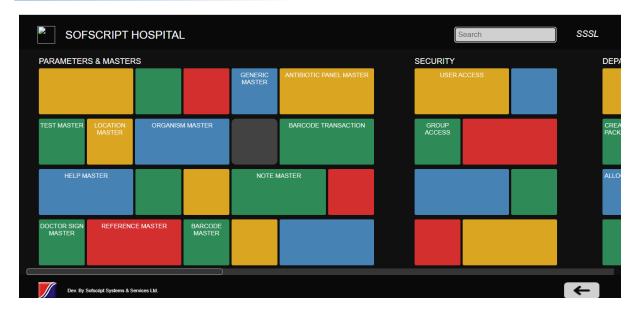
Medical → LIS

Click on LIS (Laboratory Information System)

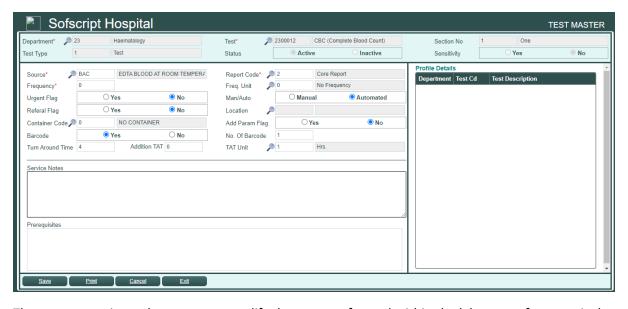








Test Master

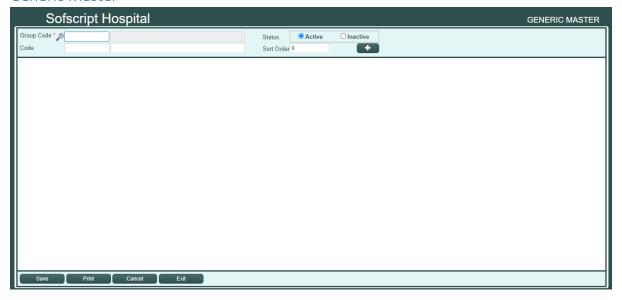


The test master is used to create or modify the tests performed within the laboratory for a particular department. Each test is identified by a unique test code. The user can select the laboratory department by pressing F2. The system displays a list of all departments. The user can select the department. Then the user can select a test by pressing F2. The system displays a list of all the tests created under that department. The user can select a test and the system displays all the information related to the test. The items marked as "*" are mandatory. The user can enter the description and the other attributes. The user can press F2 to display the help associated with the particular attribute.



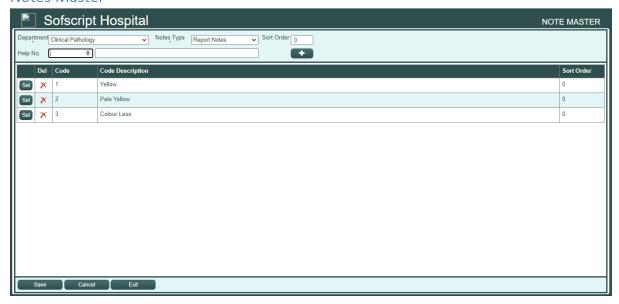


Generic Master



There are a lot of masters within the LIS which have only a code and a description. These masters are grouped and created/modified through the generic master. Each master has a predefined Group Code. Group codes are not editable. The user can select the group code through the help by pressing F2 or by entering the group code manually. The system displays the group description and the masters which have been created for the group. In the screenshot you can see that the user has selected the group "Source" and the system has displayed all the sources already created in the system. The user can only modify the description of the master created earlier by pressing F2. The user can add a new source by entering a code. The system asks the user to verify the creation of a new entry. Once the user verifies the same the user can enter the description. The display order is used for some specific masters in which they are to be displayed in a particular order. On clicking the "+" button the new record shall be added to the grid. The user can delete this record by clicking on the "X" button. Records already saved cannot be deleted. On save the master would be created and would be available in the appropriate programs.

Notes Master



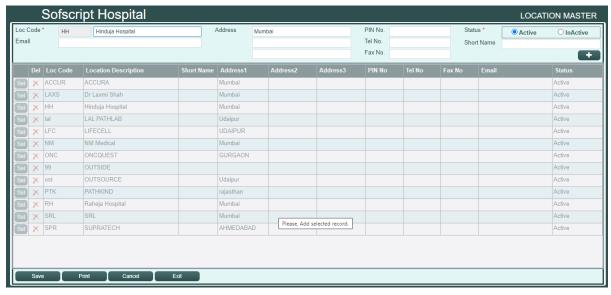
This screen is used to create different notes like Report notes, Technology notes, and Doctor notes for a particular department which is used in the reporting screen. The user can select the appropriate





department. Then select one of the 3 options: Report Notes, Technology Notes or Doctor Notes. The user can modify the description of the master created earlier. In the screenshot, you can see that the user has selected the notes to help under the Report Notes option for the clinical pathology department. The user can add the help of a new note by selecting the department and one of the 3 options. The system asks the user to verify the creation of a new entry. Once the user verifies the same the user can enter the description. Then the next code no and the relevant note help description. On clicking the "+" button the new record shall be added to the grid. The user can delete this record by clicking on the "X" button. Records already saved cannot be deleted. On save the master would be created and would be available in the appropriate programs.

Location Master

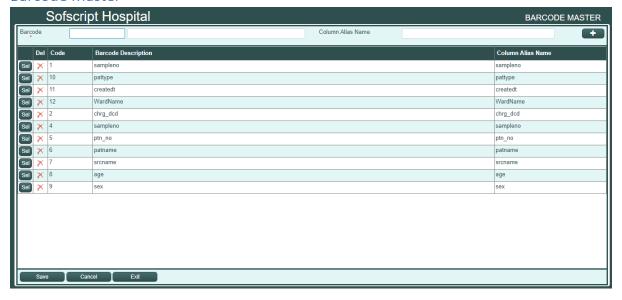


This screen is used to create a new location within the LIS. The location specifies where the sample is received from. The user can select the location type from the list. The location types are either Inpatient / Outpatient / Other. The user can select an existing location for modification by clicking the select button and selecting the location. The user can add a new location by entering a code. The system asks the user to verify the creation of a new entry. Once the user verifies the same the user can enter the location name, address etc. for the location. The ordering location is shown on the laboratory reports. On clicking the "+" button the new record shall be added to the grid. The user can delete this record by clicking on the "X" button. Records already saved cannot be deleted. On save the master would be created and would be available in the appropriate programs for sending tests to an outside lab.



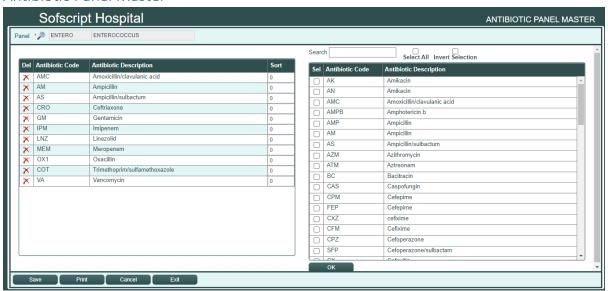


Barcode Master



This master is used for the printing of barcode label details. Users can fix what details they want to print in the Lab Sample Label based on the configuration details that are printed.

Antibiotic Panel Master



The user can create antibiotic panels which would be useful while reporting microbiology culture reports. The user can select an existing panel for modification by pressing F2 and selecting the panel. On entry, the system displays all the antibiotics assigned to the panel in the left-hand side table and on entire antibiotic list is in the right side table. The user can create a new Panel by entering a code. The system asks the user to verify the creation of a new entry. Once the user verifies the same the user can enter the panel name select the antibiotics to be added to the panel from the right-hand side list and click on the "OK" button. The antibiotics selected are added to the left-hand side table. The user can delete this record by clicking on the "X" image. On save the master would be created and would be available in the appropriate program.



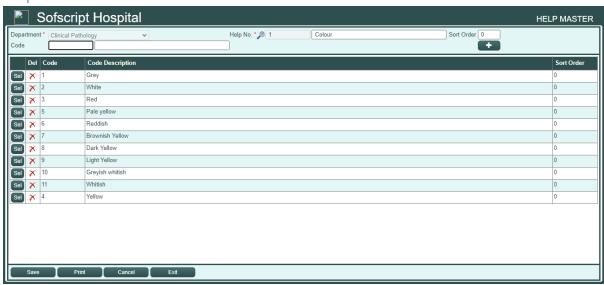


Organism Master



This screen is used to create a new organism and attach an antibiotic panel to the organism. The user can also attach a new panel to an existing organism. The user can select the organism by pressing F2 and selecting the organism from the help screen. The user can create a new organism by entering a code. The system asks the user to verify the creation of a new entry. Once the user verifies the same the user can enter the organism name and then select the antibiotic panel. On save the master would be created and would be available in the appropriate programs. It is the mapping of organisms with antibiotics.

Help Master

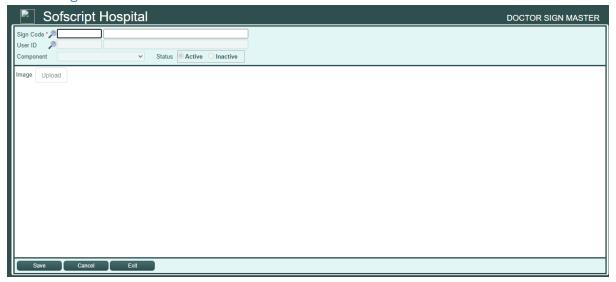


This screen is used to create a new help option for a particular component that is used in the reporting screen. The user can select the appropriate department and the Help no. The user can modify the description of the master created earlier by pressing F2. In the screenshot, you can see that the user has selected the help "Colour". The user can add a new help by entering a code. The system asks the user to verify the creation of a new entry. Once the user verifies the same the user can enter the description. Then the next code no and the relevant help description. On clicking the "+" button the new record shall be added to the grid. The user can delete this record by clicking on the "X" button. If any records are saved then the system will not be allowed to delete the record. On save the master would be created and would be available in the appropriate programs.



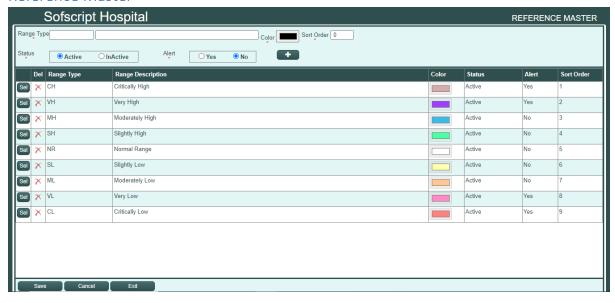


Doctor Sign Master



This master is used for the uploading of doctor signs which get printed automatically on authorising the reports. The user can select an existing Sign Code and User Code by pressing F2 and selecting the particular Doctor/User. This can be added to that doctor's sign. A code doctor name doctor user ID and footer are selected and the sign is uploaded from a JPEG file.

Reference Master

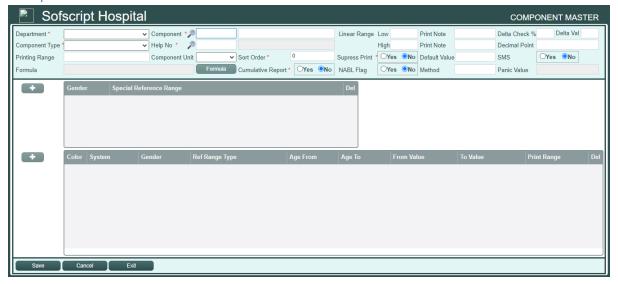


This master is used for the indication of critical value in the different colour codes. Users/doctors can easily understand result severity. On clicking the "+" button the new record shall be added to the grid. The user can delete this record by clicking on the "X" button. If any records are saved then the system will not be allowed to delete the record. On save the master would be created and would be available in the appropriate programs.





Component Master



The component master is used to create or modify the components that are used to make a template for a particular department and test. Each component is identified by a component code. The user can select the laboratory department. Then the user can select a component by pressing F2. The system displays a list of all the components created under that department. The user can select a component and the system displays all the information related to the component. The items marked as "*" are mandatory. The user can enter the description and the other attributes (Explained in Table 1).

Table 1

Sr.No	Fields	Description
1.	Department	Laboratory department
2.	Component	Unique Code to identify each component under a particular department selected.
3.	Component Type	Whether the component is 1. Numeric: the user can enter only numeric values in the component 2. Multiple Selection: the user can enter multiple sentences or can use the help option by pressing F2 3. Selection Text: the user can enter a short sentence or can use the help option by pressing F2 4. Variable Text: the user can enter multiple sentences. 5. Formula: the user can enter the formula which will be calculated and shown on the component value. 6. Display: this type is used for display purposes in the report 7. Header: this type is used as a header in the report 8. Footer: this type is used as a footer in the report
4.	Component Unit	These are the measurement units.
5.	Help No	This is the help option that will be available during reporting. This help option will be created from the help master.
6.	Linear Range	The user can specify the reportable range for the component. If the reported value is beyond this reportable range the text specified in the print note is printed on the report based on whether the reported value is beyond the high or low linear range.
7.	Formula	Some component value depends on the calculation of other component values. The calculation can be set over here. On the reporting screen as well as on print the user will get the calculated value.
8.	Delta Check%	The value of the delta check is a % value. The system compares the current result with the last result previous result and if the difference is beyond the % value specified then the system indicates that the component has failed the delta check
9.	Delta Value	The value of the delta check is a value. The system compares the current result with the last result previous result and if the difference is beyond the value





		specified then the system indicates that the component has failed the delta check
10.	Decimal Point	The value of the component on the reporting screen and print depends on
		the decimal point set over here.
11.	Sort Order	The order in which the components of the template of the test will be displayed
		is set over here.
12.	Printing Range	The range mentioned over here will be shown on the print under the reference
		range. This can be used when the component type is selection, multiple
		selection or variable text.
13.	Default Value	The value set over here will be shown on the reporting screen by default.
14.	Method	Method by which the test is performed which will be displayed on the print.
15.	NABL Flag	This option is just to indicate whether the test is NABL
		Accredited.
16.	Suppress Print	If this option is selected. The component will be shown on
		Reporting screen but will be suppressed on print.
17.	Cumulative	This option is checked so that the cumulative values of the component can be
		viewed.
18.	Special Range	U can set a special range for the component over here. By pressing the "+"
		button a row will be added. Select the gender and then write the special
		reference next to the gender. You can delete the row by pressing the "X"
		button.
19.	Normal Range	Here the normal range of the tests is set according to age and gender. By
		pressing the "+" button a row will be added and by pressing the "X" button a
		row will be deleted.
		Then by selecting adult (age > 1 year)/Paediatric (age < 1 year) enter from and
		to age normal low and normal high values, panic low and panic high values if
		required. Whatever is entered in the print range will be printed on the report
		and normal low and normal high values will be used for comparison.
		For Adult from and to age will be in years
		For Paediatric from and to age will be in days and then save

Template Master

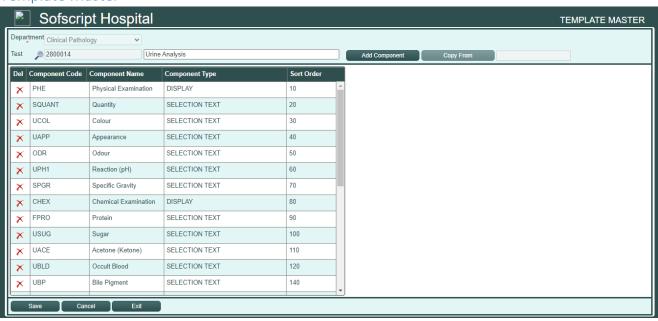


Fig 1





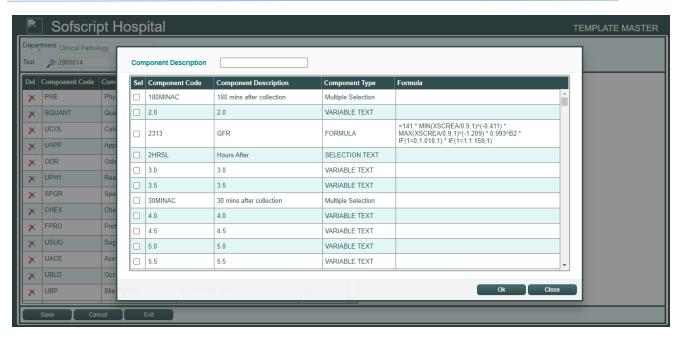


Fig 1.1

This screen is used to create a new template for a particular department and test which is used in the reporting screen. The user can select the appropriate department. The user can modify the description of the master created earlier by pressing F2. In the screenshot (Fig 1) you can see that the user has selected the template "ABSOLUTE BASOPHIL COUNT". The user can add a new template by selecting the department and selecting the test for which the template is to be created by pressing F2 (Fig 1.1). The system asks the user to verify the creation of a new entry. Once the user verifies the same, the user can add components by clicking the "Component" button. For selecting components the user can select the component and click OK(Fig 1.1). The user can delete the component by clicking on the "X" button. On save the master would be created and would be available in the appropriate programs.

Equipment Master

Sof	script	Hospital								EQUIPMENT	MASTER
Equipment* 🔎	ADVIA2120	ADVIA2120		Equipment Type*	TCP/IP	~					
Department Protocol Machine Hosting HandShaking		Upload ® Host Quer	y O Result Only	Parity Replace	COM1 V	10.243.28.62\	Parity* SThreshold Service Type	0	Max Speed" Aknowledge Char Service Name"	9600 Code 6 ADVIA2120	
Save	Print	Cancel	Exit								

This master is used for adding the different equipment machines which are used in the lab for testing. the sample and their details are to be filled in each of the respective boxes.



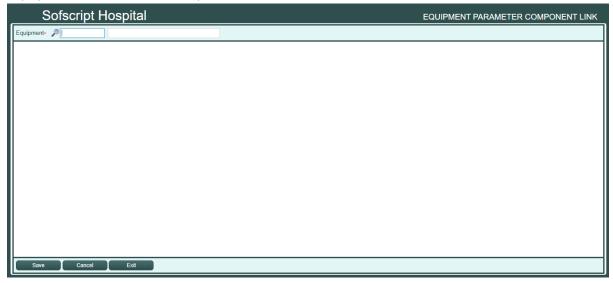


Equipment Parameter Master



Here we can select the equipment and add all the parameters of that particular machine and those machine parameters can be linked with system components that are used in reporting.

Equipment Parameter Component Link

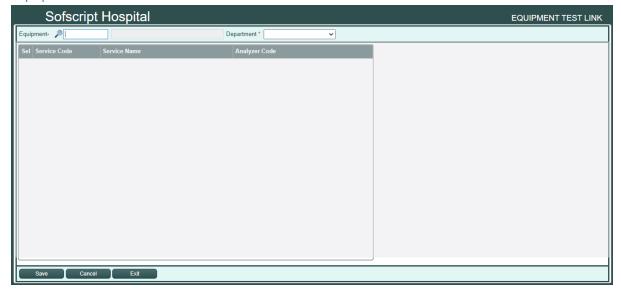


In this master parameters of the machine which we have set in the equipment parameter are mapped with the system components that are made in the component master.





Equipment Test Link



In this master, we choose the equipment and department and the tests of all that department will be seen against those tests, we have to map the code of the test which is defined in that particular equipment

Equipment Source Mapping

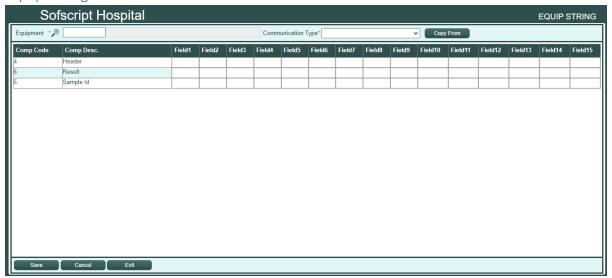


In this master we choose the equipment and all the sources that are defined in the generic master will be shown then against the particular source that is used against the particular test in the test master we have to map the source code that is defined in that particular equipment





Equip String



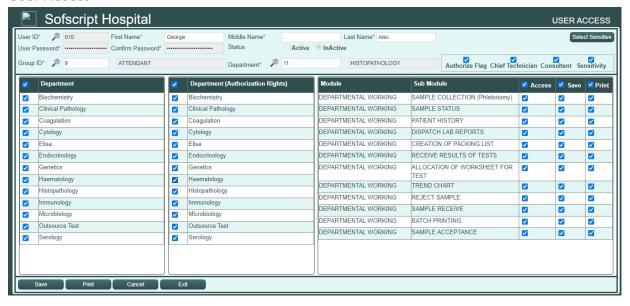
-> In this master we choose the equipment and we set up the string codes from machines against the field for header, result and sampleid.





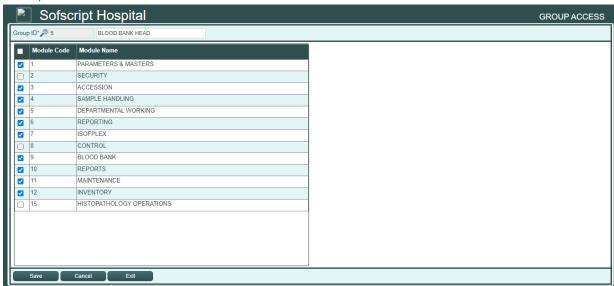
Security

User Access



his screen is used to create a new user or assign rights to an existing user. The user can select a user by pressing F2. The system displays a list of all the users created. The user can select a user and the system displays all the information related to the user. The items marked as "*" are mandatory. The user can create a new user by entering a user ID. The system asks the user to verify that he is creating a new entry. Once the user verifies the same the user can enter the user name and the other attributes (Explained in Table 1). The user can press F2 to display the help associated with the particular attribute. The table shows the Laboratory departments and in are the functions that are associated with the group ID assigned to the user.

Group Access



This screen is used to create groups as explained above in the LIS. The user can select an existing group by pressing F2 (Fig 1). The user can select a group and the system displays all the modules within the LIS the modules ticked are the ones this group has access to. The user can create a new group by entering a Group ID. The system asks the user to verify the creation of a new entry. Once the user verifies the same the user can enter the group name and select the modules the group has access to. A typical laboratory would have groups like Receptionists, Phlebotomists, Technologists, Senior Technologists, and Doctors etc.

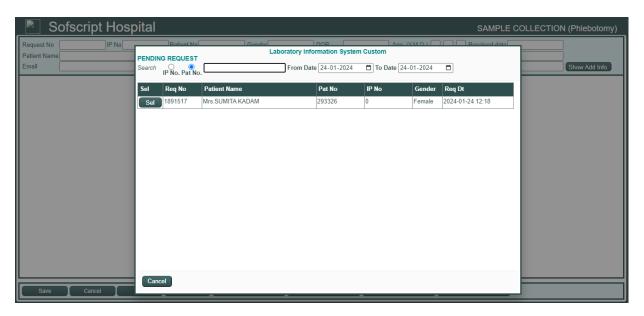




Transaction

Sample Collection

View Pending Request



The LIS is linked with the HIS system. The laboratory requests are generated in the HIS, and the sample and a printed request are received at the laboratory reception. The laboratory receptionist can enter the request number which is on the printed request or click on the view pending button. The system displays a list of all pending requests. The user can filter the requests based on the various criteria on the screen (e.g. Patient No or IP No). The user can click on the appropriate request.

Sample Collection (Phlebotomy)

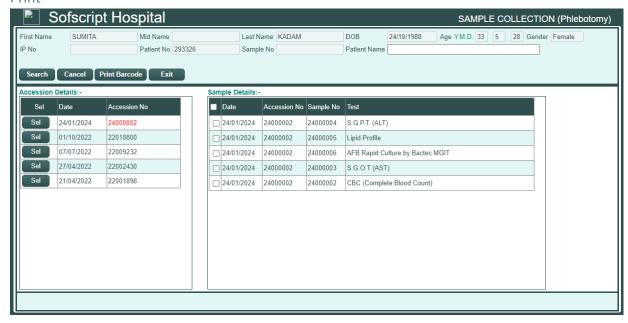


The LIS populates the patient details and accession details received from the HIS. The user can double-click to remove a particular test. The particular test will remain pending and can be accepted later. On click of "Save" the system generates an accession number and sample numbers and barcodes with sample no, patient demographics, department, and source printed on it if the barcode printer is connected for the tests selected.



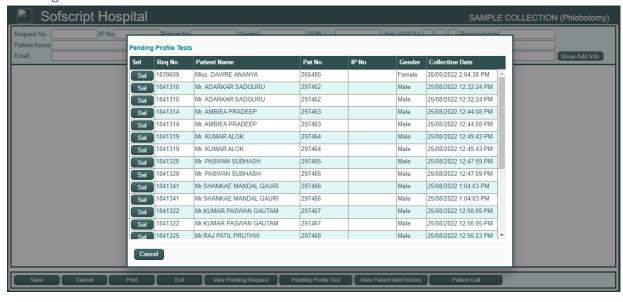


Print



If a reprint of the barcode is required click on the print button. The user can enter based on the various criteria on the screen (e.g. Patient No or In-Patient No, sample no). Select the appropriate accession and click on the print barcode.

Pending Profile Test



For the Profile Services, the laboratory profile requests are generated in the HIS and the sample along with a printed request is received at the laboratory reception. The laboratory receptionist can enter the request number which is on the printed request or click on the Pending Profile Test button.







The LIS populates the patient details and accession details received from the HIS. The user can double-click to remove a particular test. The particular test will remain pending and can be accepted later. On click of "Save" the system generates an accession number and sample numbers and barcodes with sample no, patient demographics, department, and source printed on it if the barcode printer is connected for the tests selected.

Patient Call

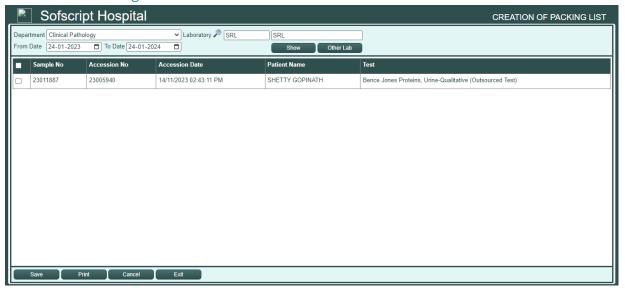


The patient Call screen is used for queue management. Users can see all the pending patients and call for sample collection. Users can see all patient statuses at a glance.





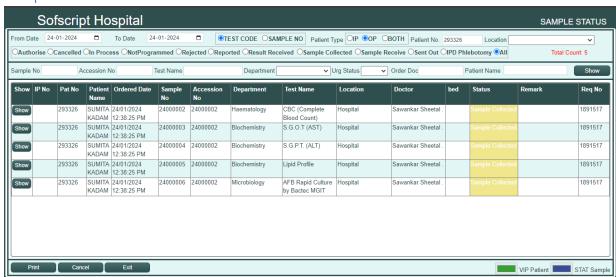
Creation of Packing List



This screen is used to create a packing list of the tests that are sent out. The user can select the department for which the packing list is to be created. The user can select the external laboratory to which the samples are to be sent and then click on "Show". The system displays a list of all the samples which include tests marked as sent out in the service master and whose default location is set to the location selected by the user. If the users want to send a test which is usually sent to another lab to the selected lab the user can click on "Other Lab". The user can select the lab and all the samples not yet sent out for that lab are added to the current table.

The user can select the samples that are being sent to the lab and click on "Save". The system generates a packing list for all the samples selected and the status of samples is changed to "Sent Out". The packing list user can also print the packing list by clicking on "Print". The user can select the external laboratory for which

Sample Status



This screen is used to see the status of the tests accessed in the laboratory for a given period. The screen works in two modes Search by Test Code In this option if a sample has 10 tests associated with it all the 10 tests are shown individually. Search by Sample No In this option if a sample has 10 tests associated with it even then only 1 record for the sample is shown.





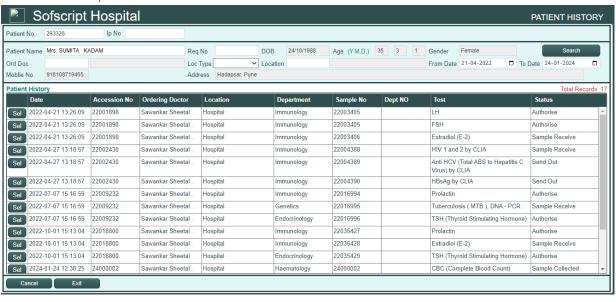
The user can select the date range and the mode and then click on "Show". The system displays all the records for the date range for the departments the user has rights. The user can further filter the data based on the various sample status or other filter criteria. The filter criteria are explained in Table 1.

The user can click on "Show" against the sample and the system does the following Search by Test Code. The system opens the reporting screen and the user can enter the report for the test Search by Sample No The system shows all the tests within the sample. The user can then click on "Show" and the system opens the reporting screen and the user can enter the report for the test.

Table 1

Sr.No	Field	Description
1.	All	All the Samples are showing irrespective of any status
2.	Collected	The sample is collected but not yet started any process
3.	In-Process	This is used only for Microbiology tests where there are multiple
		levels of authorisation.
4.	Reported	Report generated but not yet authorized.
5.	Authorised	The report is authorised.
6.	Sent Out	The test is sent to an external lab for processing.
7.	Rejected	Rejected from reject from reject screen.
8.	Result Received	The result was received from an external laboratory.
9.	Cancelled	Test cancelled using refund voucher in HIS.

Patient History

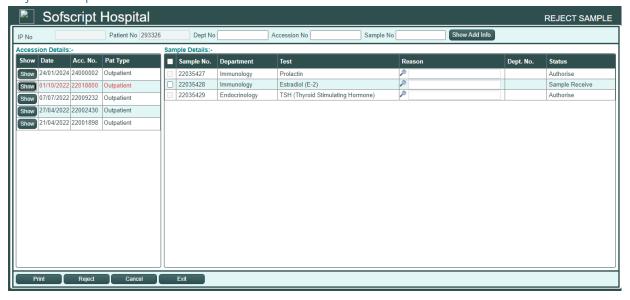


Using this screen the laboratory user can see the entire history of the patient for all the departments the user has access to. The user can search for a patient based on multiple search criteria (Patient No, Inpatient No, date, name etc.). The user can enter any or all of these search options and click on "Search". The system displays the list of patients found in the system based on the entered criteria. The system displays a list of all the tests accessioned for the patient and their current status. The user can click on the "Select" button for the appropriate test and the system displays the final report of the test. The system only displays the report for authorised tests rest of the status gives the pop Message "Only reported or authorised samples can be opened in a report."





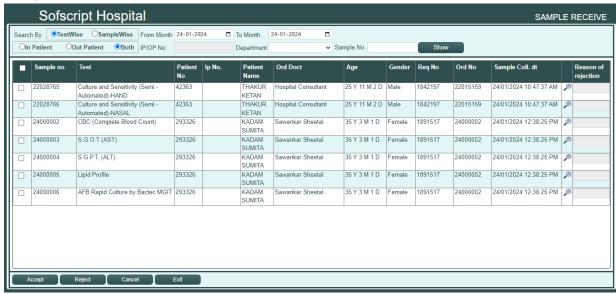
Reject Sample



Using this screen the laboratory user can reject the patient Sample. The user can search for a patient based on multiple search criteria (Patient No, Inpatient No, Dept. No, Accession No, Sample No).

The user can enter any or all of these search options and click on "Search". The system displays the list of accession details found in the system based on the entered criteria. Based on the selection show all services against that accession no. Users can reject those samples that are not entered results and the rejection remark is a mandatory field.

Sample Receive



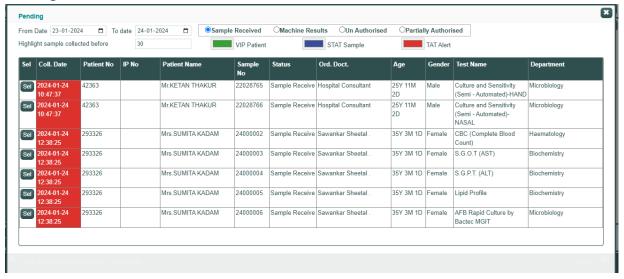
Using this screen the laboratory user can accept the samples in the department and process the future. Users can use this screen to reject a particular test and enter the rejection remark.





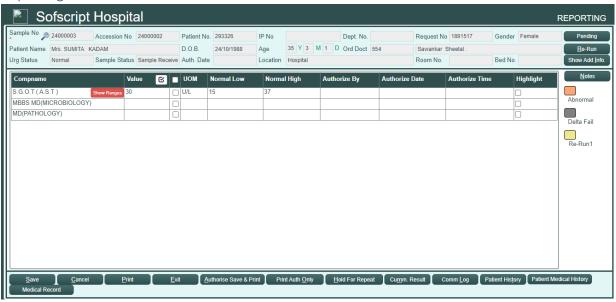
Lab Reporting

Pending



The user can click on the "Pending" Button. And see all pending result entry tests. Users can select appropriate samples and load them into the reporting screen

Reporting

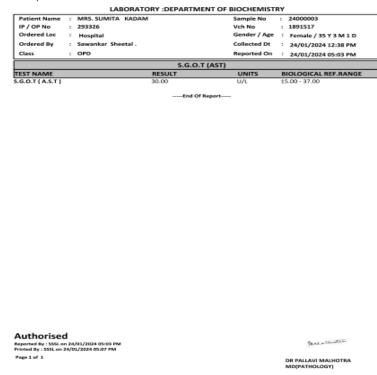


This screen is used for creating reports for all types of reports except microbiology culture reports. The. Selected patient details are loaded in the Reporting screen and the user can enter the values. if the test is automated then the system shall display the result received from the machines as runs. In case of multiple runs then the multiple run values will be available in the Re-Run button and the user has the authority to select the best value to be printed on the report. lab technician will save the report and the test will show the doctor's pending list for authorization. The user can then authorise the whole sample by clicking on "AUTH Save & Print" or can click the authorise box next to the component to authorise individual components and then click on "Save". On save the system displays the report which can be printed.



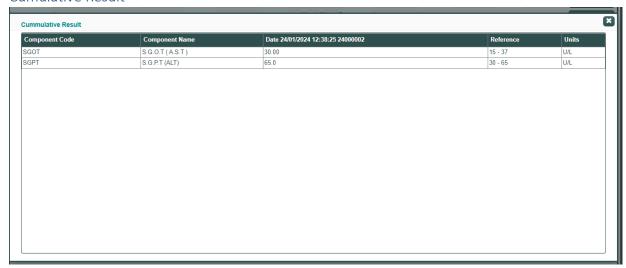


Print Report



The report can be printed by the user by clicking on "Print" or "Print Auth Only". If the user clicks on "Print" all the values entered in the report (including unauthorised values) shall be printed. Whereas "Print Auth Only" prints only authorised values.

Cumulative Result

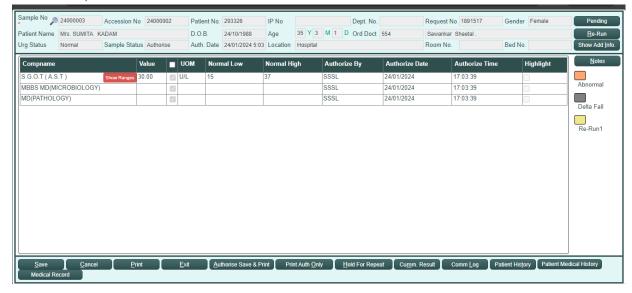


On clicking this button, the system displays the results of the patient for the department for which the report has been finalised for the last 1 month. The user can click on the "ALL" button to view all the results of the patient. Only components that have a cumulative print yes against them are displayed.



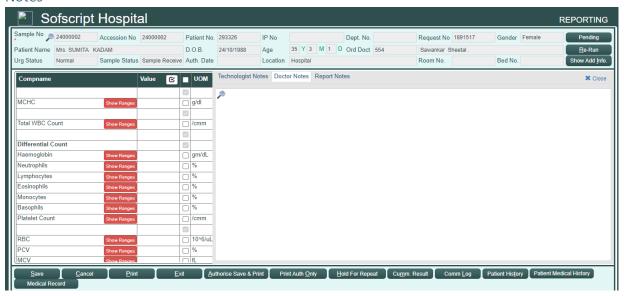


Hold for Repeat



The user can use this option If the sample needs to be further investigated and does not want it to be released by another user. When another user accesses the sample the system highlights to the user that the sample is on hold by the user.

Notes



Technologist Notes: If the technologist wants to make a note against the sample for future reference it can be entered in this box. This note is not printed on the report.

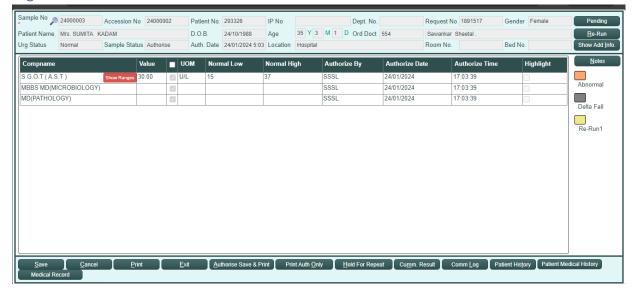
Doctor Notes: If the doctor wants to make a note against the sample for future reference it can be entered in this box. This note is not printed on the report.

Report Notes: Anything entered in this box is printed on the report under the heading of report notes.





Legends



The system can highlight abnormality in the patient report. The value column changes colour if any of the criteria is satisfied.

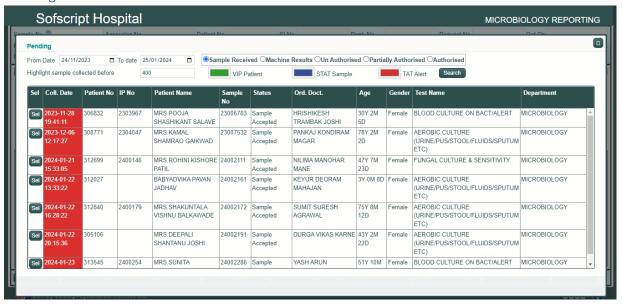
Abnormal: If the result is higher than the normal high value but less than the panic high value

If the result is lower than the normal low value but higher than the panic high value

Panic: If the result is higher than panic high or lower than panic low.

Microbiology Reporting

Pending List



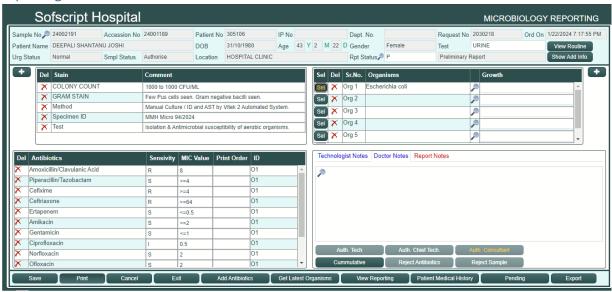
This screen is used for creating microbiology culture reports. The user can enter the sample number for which the report is to be generated or press F2 on the sample number text box to search for the appropriate sample no. The user can enter any identifying number of the patient (OPD No, Inpatient No) and click on search. Alternatively, the user can search for the patient by entering the name of the patient or various other criteria like date, location etc. The system shall display a list of all the patients satisfying





the entry criteria. The user can select the correct patient from the "Pending" button and Select the particular patient. The user can select the appropriate sample number by clicking on the row select button. The system shall display the patient details and if the test is automated then the system shall the results received from the equipment.

Reporting Screen



Any stain-related information regarding the result is displayed in the left-hand side box. The organisms isolated and their growth information if any are displayed in the right-hand box. The system shall allow a maximum of 6 organisms to be reported. The antibiotic sensitivity for the organisms isolated is displayed in the third box. The sensitivity can be reported as ("S", "R", "I"). The user can also enter each of the above manually by clicking on the "+" button next to the box. For selecting additional antibiotics, the user can select the antibiotic and click OK. The user can select the appropriate information from the help and the same shall be added to the report. In case the results were received from the equipment at different times after saving the record the user can view and select the appropriate information by clicking the "Get latest" button. The system displays the list of the organisms received from the equipment along with the no of antibiotic information sent by the equipment. The user can select the organism that is to be displayed in the report and also specify the order in which they are to be displayed in the report. The user can save the report by clicking on "Save". The system shall ask the user to select the report to be printed (All / Preliminary / Final / Amended). By default, the current report type shall be selected. The user can select the report type and print the report.

Detailed information on all buttons or entry fields on the screen is in Table 1.

Table 1

Sr.No	Field	Description
1.	Report Status	The user can specify 3 types of reports (Preliminary / Final / Amended). Preliminary reports can be changed even after authorisation. The final report cannot be changed once authorised. The user can issue an Amended report. No changes are possible after authorising an Amended report.
2.	Authorisation Level Auth Level 1 Auth Chief Technician Auth Consultant	The system has the ability of multiple levels of authorisation. There are 3 levels of authorisation as mentioned. The authorisation levels are configurable as per the laboratory requirements
3.	Cumulative	The user can see all the earlier culture reports of the Patient





4.	Reject antibiotics	The user can delete all the antibiotics from the grid by clicking on this button.
5.	Reject Sample	The user can delete the entire report of the sample by clicking on this button
6.	Technologist Notes	If the technologist wants to make a note against the sample for future
		reference it can be entered in this box. This note is not printed on the report.
7.	Doctor Notes	If the doctor wants to make a note against the sample for future reference it
		can be entered in this box. This note is not printed on the report.
8.	Report Notes	Anything entered in this box is printed on the report under the heading of
		report notes.

Normal Report

MICROBIOLOGY

: MR. VIJAY NAGNATH KEKADE IP / OP No : 2400247 Patient Name Ordered Loc ICU Bed No: 100.7 Gender : Male Ordered By : 75 Y 4 M 10 D : Dr. YASH ARUN BAHULIKAR : 280215 Class : Class B : ICU 100.7 Current Loc Received Dt : 24/01/2024 01:32 PM Authorised Dt : 24/01/2024 04:09 PM Sample No : 24002351 ; SR NO. 37/17 VIDYANAGARI SOC NEAR JAVAHAR BAKERY PUNE, , , PUNE, 411043

ZN STAIN (FLUID)

SPECIMEN PLEURAL FLUID

ZIEHL - NEELSEN STAIN (AFB) Acid fast bacilli not seen

-- End Of Report-

Dr. Sangita Joag

M.D.Path Reg No. 65483 Dr. Komal R. Mirlekar M.B.B.S. M.D. Micro Reg No. 2013/06/2224

Provisional Printed By: \$55L on 1/25/2024 11:15:17 AM

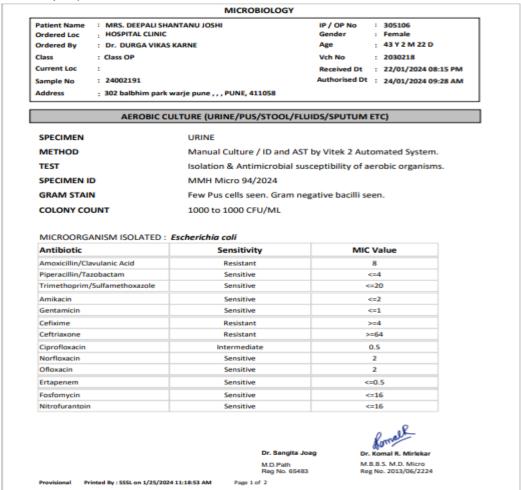
Page 1 of 1

The above screenshot indicates the normal report format



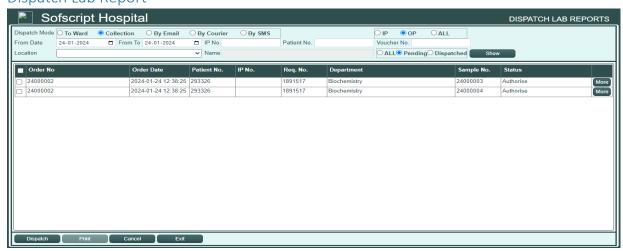


Sensitivity Report



The above screenshot indicates the Sensitivity of the organism and the antibiotics report format.

Dispatch Lab Report

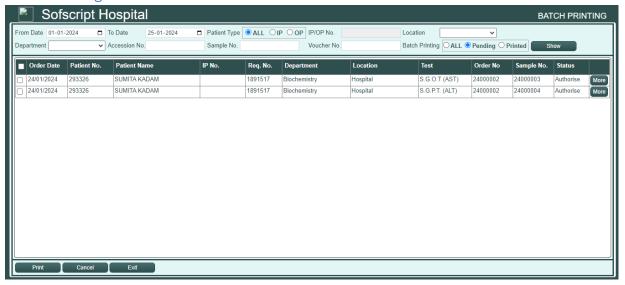


This screen is used for the report dispatch details capture. OP patients via By E-Mail, Courier, SMS, Patient collection and IP patients Sent to the Ward. Users can search for the patient through the IP.No | Patient NO | Voucher no. Users can select the appropriate patient and send a report to the patient.





Batch Printing

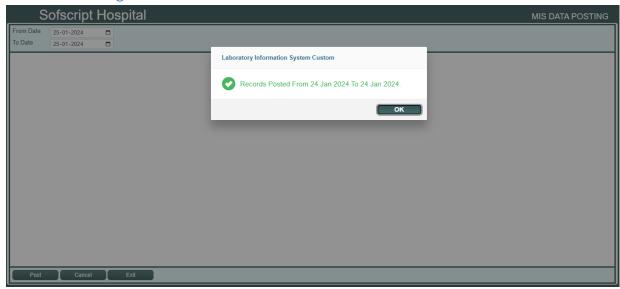


This screen is used for the Print Reports. Users can search for the patient through the IP.No | Patient NO | Voucher No | Accession No | Sample No. Users can select the appropriate patient and print the report.



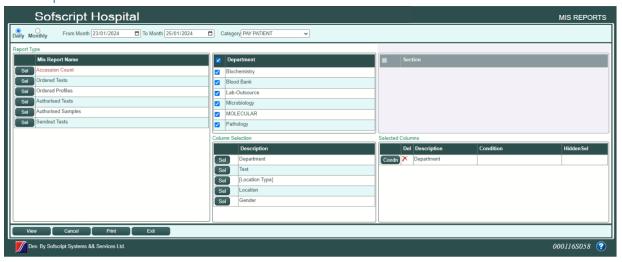
MIS Report

MIS Data Posting



This screen is used to post MIS Data for a particular date so that the MIS reports for different criteria can be viewed.

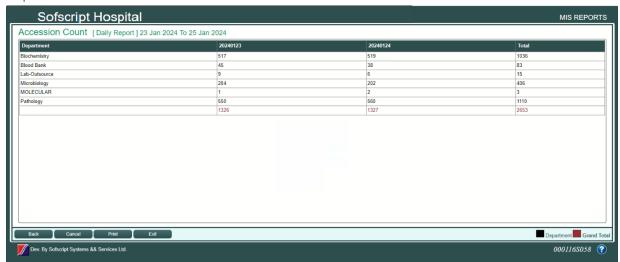
MIS Report



This screen is used to see the entire MIS Reports for different criteria. The user can search on multiple search criteria (Department, date, daily, monthly etc.). The User needs to select the MIS Report name and The user can enter any or all of these search options and click on "View | Print". The system displays the report based on the selected criteria.

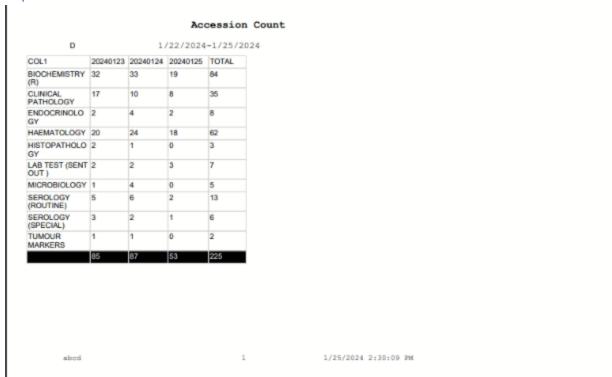


Report View



On this screen, the user can see the view data

Report Print

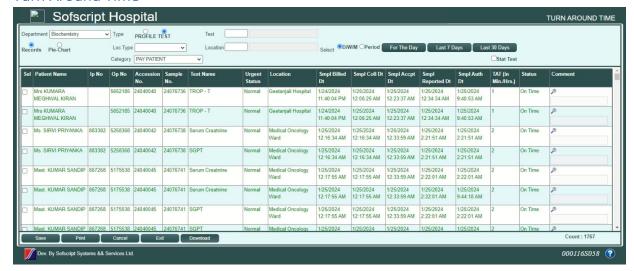


On this screen, the user can print a view of the data





Turn Around Time



In This report user can see the TAT of each service based on define in the service master. Users can Filter it on Profile and Test. Users can see the TAT for a Day | Week | or month by client the respective button and the date criteria.

End of Document