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**PRESS NOTE**

**Hospital Management Information System (HMIS) implemented in all the 695 hospitals and health units of Indian railways across the country**

**RailTel, Miniratna Central Govt. PSU of Ministry of Railways, executed the project in record time during the peak pandemic period**

**The milestone will make Railway health system more transparent, effective, efficient, accountable & patient-friendly**

**HMIS is a web-based, multi-module, feature-rich, extraordinarily sophisticated, complex software system giving a unique, novel and improved experience to hospital administration and patients**

**HMIS solution to cover the entire gamut of hospital administration with around 25 modules relevant to railway hospitals**

**HMIS solution fully compliant with Ayushman Bharat Digital Mission**

**HMIS patient mobile app has been launched for ensuring easy information access to patients related to their OPD registrations, doctor prescriptions, lab reports, self-registration, drug availability, lab test availability, specialty availability etc.**

**HMIS is another important step in country's journey towards digital transformation which will have a positive impact on the lives of more than 75 lakh railwaymen, pensioners and their families: Sh. Puneet Chawla, CMD, RailTel**

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In a mega milestone exercise of providing highly organized, fully computerized & comprehensively networked health care system for the benefit of employees, all the 695 hospitals and health units of Indian Railways across the country have been made more transparent, effective, efficient, accountable & patient-friendly with the implementation of an extraordinarily sophisticated software system called Hospital Management Information System (HMIS). The Web based, multi-module, feature-rich HMIS has been executed by RailTel, Miniratna Central Govt. PSU of Ministry of Railways in association with Centre for Development of Advance Computing (C-DAC). The unparalleled 100% coverage of Railway health system with HMIS has been accomplished by RailTel in a record time during the peak pandemic period.

The HMIS is an integrated clinical information system with the basic objective of improved hospital administration and patient healthcare. This will ensure a unique, novel and improved experience to hospital administration and patients.

HMIS has brought the entire Railways hospital management on a single architecture to provide faster and better healthcare. HMIS solution covers the entire gamut of Hospital Administration with around 25 modules that are relevant to Railway Hospitals including



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Clinical, Patient Services & Ancillary Modules viz OPD, IPD, Labs, Pharmacy, Referrals, Medical Examinations, Sick-Fit Certifications, Reimbursement of Medical Claims, Queue Management, Mobile app, Electronic Medical Record, Investigation, Admission Discharge System etc.

The features of the software extend from customizing clinical data according to the departments and laboratories, multi hospital feature that provide cross consultation, seamless interface with medical and other equipment. The patients will have the benefit of accessing all their medical records on their mobile device. As part of project implementation, the machines available in Railway Hospitals are also getting integrated to HMIS. With this integration, there is no requirement of manual data entry of lab test results and the results are directly received by patients on their mobile App.

The HMIS implementation on pilot basis was started in December 2020 and implemented in two phases which has just been completed in all hospitals/health units of Indian Railways. The usage of HMIS system in Railway Hospital is steadily increasing with the completion of execution of the project. While in July 2021, total activities (Registration+Doctor Prescription+Lab+Pharmacy+Inpatient Count) on HMIS was 172364 which increased to 752298 in Nov 2021 registering an increase of around 336%. It is further expected to increase continuously in future.

HMIS is going to address the fundamental needs of all the stakeholders. Patients will be able to get faster and hassle-free health care access. With entire medical data readily available, Doctors will be able to treat better with Clinical Knowledge support. Administrators will be able to take better decision with the systematic data going to be generated in HMIS.

Digitized healthcare not only provides faster and seamless service to beneficiaries but also eases pressure on the healthcare providers which is the need of the hour, especially with a pandemic at large.

Railway HMIS solution has also achieved significant milestone by fully complying with Ayushman Bharat Digital Mission which makes Indian Railways future ready for reaping the true benefits of digital revolution in health domain.

The web-based software of HMIS along with the data generated has been deployed/hosted over the RailTel cloud which is MeitY empaneled. This gives tremendous advantage in the form of accessibility of data including patient Electronic Medical Record across all Railway Hospitals, while ensuring security of data from unauthorized access. This platform is linked to the Unique Medical Identity (UMID) of employees, for which around 42 lacs UMID cards have been issued by Indian Railways to regular employees, pensioners and family members.

### **OBJECTIVES OF HMIS:**

HMIS is going to address the fundamental needs of all concerned stakeholders:

- Patient Satisfaction is the bottom-line of this whole project helping them to have ease of access to healthcare in hassle-free environment
- It will help Doctors in faster delivery of service with Clinical Knowledge support
- Administrators will be able to take better decision with the systematic and intelligent data that is going to be generated in HMIS
- All the Medical Equipment, Medical processes and various IT systems are going to be seamlessly integrated.
- Effective management of health facilities & their resources



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- Monitoring collective/individual performance of hospitals across the administrative channel
- Impart quality health care services to beneficiaries
- Improve the patient turn-around time
- Generate and maintain EMR (Electronic Medical Records) of all patients

RailTel has also facilitated provision of requisite infra on need base on some rail units.

HMIS makes use of best technology practices with adoption of latest and emerging technologies including Artificial Intelligence (AI) & Machine Learning (ML).

### **HMIS MOBILE APPS:**

HMIS Patient Mobile App has been launched for ensuring easy information access to patients related to their OPD Registrations, Doctor Prescriptions, Lab Reports, Self-Registration etc. With this the patients have been empowered to get easy access to all their Health Record anytime they need them. App will also notify the patient about availability of their test reports for download and medicines for collection. Through 'Self-Registration' process, patient can directly register for OPD by scanning the specialty specific QR code pasted outside the Doctor's room, without having to wait in queue at Registration counter. Registered patients can also check their queue number in the mobile app and the current status can be checked in the Queue Management display systems available in the hospital. Patients can also check the availability of Specialties, Medicines and Lab Tests in any Railway Hospital before visiting the hospital. Railway Medical Beneficiaries can also create Ayushman Bharat Digital Mission Health ID directly from the App.

**Talking about this project, Sh. Puneet Chawla, CMD, RailTel said,** "HMIS will be a sort of game changer for the health care system of Indian Railways. RailTel implemented the project on behalf of Indian Railway on a war footing scale and completed the task in record time despite Covid Pandemic. In fact, there was a time when a majority of members of the team working on the project was diagnosed Covid positive, yet the determination and dedication of the team succeeded in satisfactorily accomplishing the assignment. Implementation of HMIS is another important step in country's journey towards digital transformation and will have a positive impact on the lives of more than 75 lakh Railwaymen, Pensioners and their families".

### **About RailTel**

RailTel a "Mini Ratna (Category-I)" Central Public Sector Enterprise, is one of the largest neutral telecom infrastructure providers in the country owning a Pan-India optic fiber network covering several towns & cities and rural areas of the country. Along with a strong a reliable network of 60000+ RKM of Optic fibre, RailTel has two MeitY empaneled tier III data centers as well. With its Pan India high-capacity network, RailTel is working towards creating a knowledge society at various fronts and has been selected for implementation of various mission-mode projects for the Government of India in the telecom field. RailTel offers a bundle of services like, MPLS-VPN, Telepresence, leased line, Tower Co-location, Data center services etc. RailTel is also working with the Indian Railways to transform railway stations into digital hub by providing public Wi-Fi at railway stations across the country and total 6080+ stations are live with RailTel's RailWire Wi-Fi.



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