

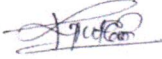




**AMALA INSTITUTE OF MEDICAL SCIENCES**
**AMALA NAGAR, THRISSUR**

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<b>Issued By:</b>	<b>Name</b>	<b>Fr.Julious Arakkal CMI</b>
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	<b>Signature</b>	



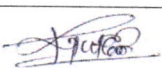
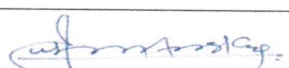


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**ADDENDUM**

Sl.No.	Section No.& Page No.	Details of the Addendum	Reasons	Signature of the preparatory authority	Signature of the approval authority
1.					
2.					
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16.					



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Preparation	Approval	Issue
IT Lead-IT Department	Director	Accreditation coordinator

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
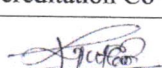
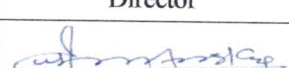
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2.	Accreditation Coordinator
3.	Chief Operating Officer
4.	IT Lead




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
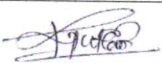
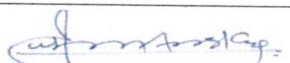
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should acknowledge the same and he /she should return the obsolete copies to the IT Lead.

If an amendment regarding any point is required, the person who prepared the manual should contact the Quality Coordinator, prepare the amendment, and get approval from the approval authority. It should be attached to the Master Copy, and details must be entered in its amendment sheet. The Quality Coordinator is responsible for issuing a copy of the amendment(s) to the controlled copyholder, and he/she should acknowledge the same. The Quality Coordinator should also enter the amendment details in the amendment sheets provided in the controlled copy. The manual is reviewed once a year and is updated as relevant to the hospital policies and procedures. Review and amendment can also occur as corrective actions to the non-conformities raised during self-assessment or assessment audits by NABH.

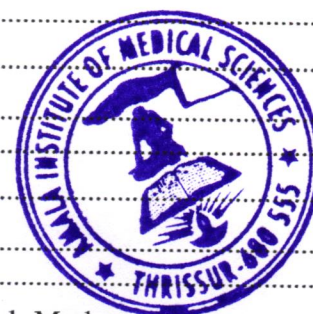




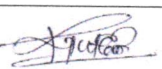
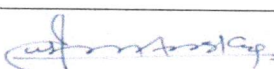
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
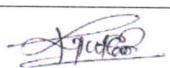
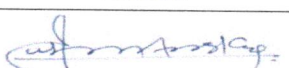
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**INTRODUCTION**

The IT Department aims to provide the highest degree of IT services and support to staffs in various departments. These services aim to help ensure that the best patient care is always available and that staff productivity is maintained at the highest level.

To achieve this mission IT Department is organized into the following sections.

- Hardware & Networking Support
- Software Development & Support

**ABBREVIATIONS:**

- IT: Information Technology
- HMS: Hospital Management System
- DVR: Digital Video Recorder
- CCTV: Closed Circuit Television
- PC: Personal Computer
- UTP: Unshielded Twisted Pair
- STP: Shielded Twisted Pair
- OFC: Optic Fiber Cable
- DICOM: Digital Imaging and Communications in Medicine
- ICU: Intensive Care Unit
- HIS: Hospital Information System

**LIST OF SERVICES PROVIDED:**

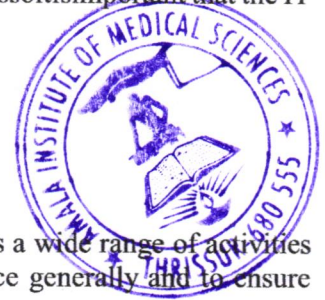
**Computer Services**



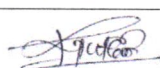
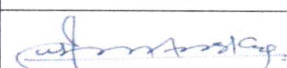
The IT Department offers its users access to a wide variety of Information Technology applications and services based on a comprehensive and modern IT networking infrastructure. These services range from hospital administration systems to specialized clinical databases. All of these systems are provided and managed by the IT Department and support the normal day to day working of the Hospital. Increasingly, Hospital staff have come to rely on these IT systems to be able to carry out their normal duties so it is important that the IT team ensures that these systems are reliable and available on a 24/7 basis.


Services under this section are:

- Technical Support

This includes support via phone or online system and also supports a wide range of activities that are undertaken to improve the Information Technology service generally and to ensure that the hardware infrastructure is robust and kept up to date.





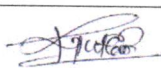
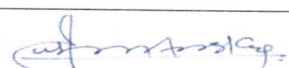
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- Hardware support**  
This includes hardware support for Servers, Computers, Laptops, Printers, Security Equipment (CCTV System, Access Card System), PC Interfaced Biomedical Devices (Lab Machines, ICUs Monitoring Devices, and other DICOM Devices)
- Networking**  
Assuring Network connectivity to various departments & Sections using different types of technologies (OFC, UTP, Wireless etc.)

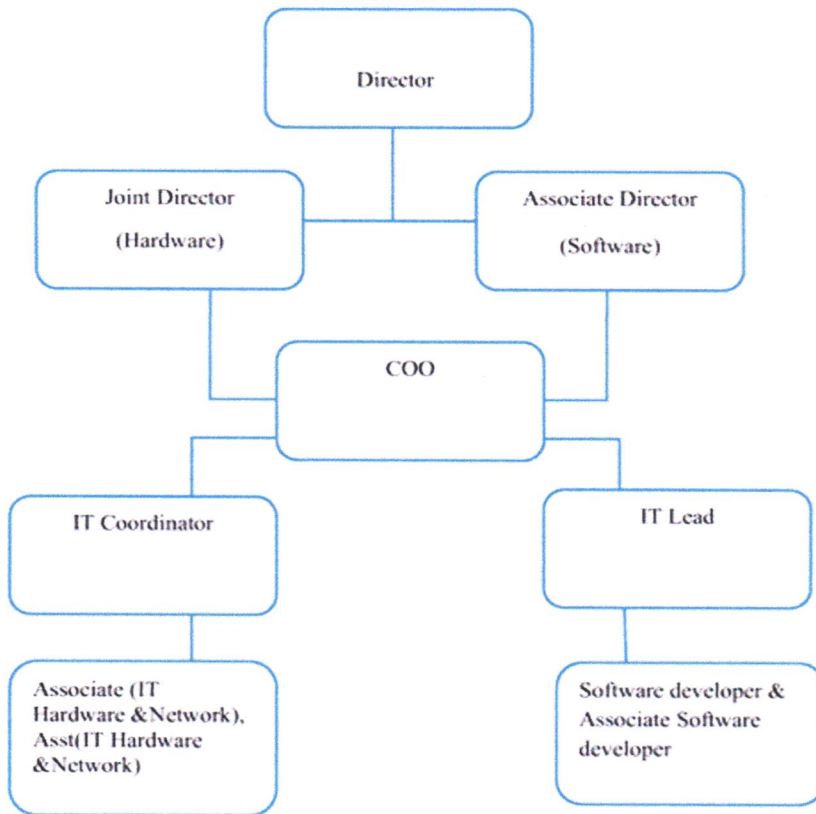
Each of these three areas work in close cooperation to ensure that the right amount of support and expertise is available to the Hospital users.



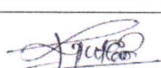
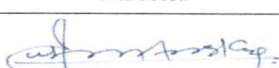



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**DEPARTMENTAL HIERARCHY:**

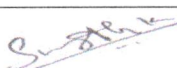

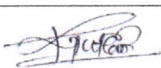
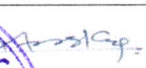


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**COMPETENCY MATRIX:**

Sl. No.	Name	Designation	Qualification	Experience
1	Sujith K Surendran	ITLead	MCA, Advanced Certificate Program for AI in Health Care(Thoery&Practical)	17 Years
2	Clint Baby	ITCoordinator	BSCHardwareSystemand NetworkAdministration	11 Years 5Months
3	Sanju Baby	Associate (IT Hardware&Network)	Diploma in computer hardware network engineering. NCVT certificateininformation andcommunication technology.	11years 9months
3	JomyJose	Associate (IT Hardware&Network)	DiplomainComputer Hardware and Maintenance	10Years
4	AkshayKumar TS	Associate (Softwaredevelopment)	DiplomainElectronicsand Communication	9 Years 10 Months
5	Sreekanth CA	Associate (IT Hardware&Network)	BTechElectronicsand Communication	7 Years
6	Lakshmipriya Sajeevan	Software Developer	MCA	3 Years 10 Months
7	NivyaKS	AssociateSoftware Developer	BCA , Diploma in ComputerEngineering	6 Years 10 Months
8	Gilton Joseph	Asst( IT Hardware&Netwo rk Support)	BCA, Diploma in ComputerHardware &Networking	8Years 6 Months
9	Shejin Johnson	Asst( IT Hardware&Network Support)	Diploma in ComputerHardware &Networking	6 Years

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10	Aljo Varghese	Associate(T)	Diploma in Computer Hardware Engineering	4 Years Months
11	Prince Davis	Asst( IT Hardware&Network Support)	Diploma in Electronics Engineering	1 Year

### **STAFFING PATTERN:**

Sl.No.	Designation	Working Hours	Number of Staff
1.	IT LEAD	8Hrs	1
2.	ITCOORDINATOR	8Hrs	1
3.	SYSTEMSUPPORTENGINEER	8Hrs	7
4	SOFTWARE DEVELOPER,ASSOCIATE SOFTWARE DEVELOPERS	8Hrs	3



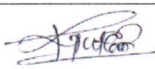
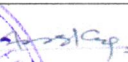
### **DUTIES AND RESPONSIBILITIES:**

#### **IT LEAD**


- Track all the IT issues reported to work with vendor for timely closure
- Work very closely with vendor for the enhancements and its implementation
- Identify the new enhancements and work to formalize the requirements
- Identify and develop internal applications
- Ensure that users are adequately trained for IT applications.
- Provide proper communication to the users
- Review institutions' websites and identify the changes required
- Review IT network and servers, and work with the network admin and support team for enhancement and resolving critical issues.

#### **IT COORDINATOR**

- Instituting protocols for the use of IT across departments and projects

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- Providing advice on the most suitable IT solutions and practices
- Evaluating and recommending software purchases to management
- Providing technical support for systems and networks
- Acting as a link between end users and higher-level support for installing and configuring software and hardware
- Working together with other professionals to maintain IT standards and functionality
- Monitoring and managing hardware and networking section duties
- Planning and implementing IT-related areas in new construction projects
- Maintaining licenses and upgrade schedules
- Monitoring and managing inventory for IT assets

#### **SOFTWARE DEVELOPER, ASSOCIATE SOFTWARE DEVELOPERS**

- Understand the current application and its functions
- Prepare user documents for the applications
- Train all new users regarding the application usage
- Train new functionalities to the users
- Attend any user issues/clarifications regarding the application usage. If there are application issues, please redirect the issues to vendor team. Accordingly update the issue tracker.
- Work with IT lead for any development activities
- User creations and access controls
- Understand the user requirements and communicate this with the development team

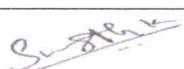

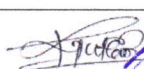

#### **SYSTEM SUPPORT ENGINEER**

- Installation and maintaining all Desktop/Server systems
- Handle issues related to application, OS, network, and hardware, providing efficient support
- Perform servicing of various peripherals like dot matrix printers, laser printers, scanners, etc.
- Installation and regular updating of applications and patches
- Provide support for database administration and IT asset management


#### **POLICIES AND PROCEDURES (APPLICABLE):**

##### **SECURITY POLICIES**

- To provide a set of rules, measures, and procedures aimed at ensuring confidentiality, integrity, and availability throughout the Trust in line with Trust standards and obligations
- To ensure that information is protected from unauthorized access, disclosure, modification, or loss, and that above all, confidentiality of patient data is not compromised
- Each user will be issued with a unique network login identification and password. This will allow access to the Hospital Management System
- Each user's access is limited to specific modules in the Hospital Management System and will be

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given sufficient access rights to undertake their job functions

- Users are prohibited from disclosing password information, whether it be accidentally or purposefully given to another user. In the event that access details are disclosed (either deliberately or accidentally), the owner of that access information must immediately change their password.
- It is essential that only authorized equipment is connected to the network. The reasons for this are to ensure that only tested and accredited equipment that meets performance, resilience, and security criteria is installed on the network. It is expressly forbidden for staff (other than IT Department staff) to connect any non-authorized equipment to the network. Examples of non-authorized equipment include: staff personal computing equipment (laptops, printers, scanners, etc.).
- Staff and others are prohibited from connecting or inserting any type of external electronic devices (e.g., pen drives, CD/DVD) into hospital workstations.
- For cybersecurity, we are using a firewall named **FortiGate**. The **FortiGate 100D series** delivers next-generation firewall protection. It protects against known exploits, malware, and malicious websites using continuous threat intelligence provided by FortiGuard Labs security services. It identifies thousands of applications, including cloud applications, for deep inspection into network traffic. It detects unknown attacks using dynamic analysis and provides automated mitigation to stop targeted attacks. It also provides industry-leading performance and protection for SSL-encrypted traffic.
- Operations Department will deactivate a userID when an employee resigns from their position

**Procedure for network and data security**

- Security of the physical environment. In HOSPITAL IT Department servers and data storage is in locked rooms.

**Storing And Retrieving Of Data**

- All applications required Employee Id and Password to access the database. The password rule ensures each employee need to reset their password periodically.



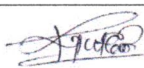
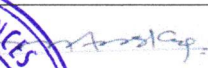
**DataBackup**

- Database-Daily, Weekly, Monthly, Yearly and Financial Year Backup


**Contribution To External DataBase**

- External database contribution is not available

Preventive Maintenance Activity	Frequency	Auto/Manual
Scan for viruses	Daily	Auto
Backup data	Daily	Auto
Clean LCD screen	Daily by Users	Manual
Defragment harddisks	During Preventive Maintenance- Quarterly / On-demand	Manual

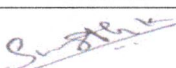

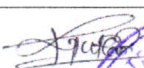
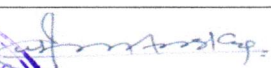
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Clean mouse	Dailyby Users	Manual	
Check for full hard disk volumes and remove unnecessary files	Monthly	Manual	
Update virus definition files	Monthly	Manual	
Check processor temperature,inspec the at sink and fan to ensure they are working	During Preventive Maintenance– Quarterly / On-demand	Manual	
Check hard disk for temperature and vibration	During PreventiveMaintenance– Quarterly / On-demand	Manual	
Clean exterior of case	During Preventive Maintenance– Quarterly / On-demand	Manual	
Clean exterior of monitor	Dailyby users	Manual	
Check and clean interior,motherboard and expansion cards if necessary	During Preventive Maintenance– Quarterly / On-demand	Manual	
Check internal connections and cables	During Preventive Maintenance– Quarterly / On-demand	Manual	
Cleankeyboard	Daily byusers	Manual	
Printer andscanner	Bi annually	Manual	

#### VALIDATION AND AUTHENTICATION DETAILS OF HMS

- All modules of HMS Application Validation and Authentication is UserWise/DepartmentWise
- The authentication is user defined password, and users recommended changing the password at least once in sixty days.
- Daily verification of daily database backup and ensure that the backups are copied to external media.
- The Systems Personnel reporting in regular timing are expected to check the above noted process is executed.
- Check the emails received during the previous night and forward them to the concerned departments
- Daily review of pending complaints and take necessary actions
- Verify the attendance of the department staff and take necessary actions in case of any deviations in shifts

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- Periodic rounds to the user departments.
- Periodic meeting to review for smooth functioning of the departments.
- Provide application training to the new staff in each department.
- There is no specific schedule for training; however every new recruit were trained in their respective fields.
- Each and every staff in HOSPITAL has their own Respective Department wise Training at the time of their appointment. The periodical updating in IT environment like hardware and software changes, how to manage and use them in work location – the details will be notified to the staff periodically.
  - Coordinate with the Head of Department for any new Hardware and Software requirements.
  - Periodic Review of Applications, Database, Network, Servers, Firewall, Security, Backup, Communication, and Video Network (TV / Retreat Auditorium).
  - Periodic reports on mail from patients that have not been responded by the Chief, Chairman Office and other department.
  - Periodic reminder to the respective department about email replies.





**APPLICATION & SOFTWARE DETAILS**

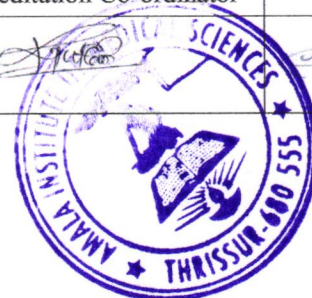
RDBMS : Microsoft SQL Server 2012  
 Development Tools / IDEs : Power Builder  
 Vendor : SAS, Microsoft  
 Operating Systems of Production Database  
 Environment : MS-Windows 2012 Standard 64bit  
 Operating Systems of DICOM Server  
 Environment : MS Windows 2012 Standard 32bit.  
 Operating Systems used in Deployment (Client Side)  
 Environment : MS-Windows 2012 Standard 64bit / XP Professional Service Pack 2


**HOSPITAL MANAGEMENT SYSTEM-HMS**

Hospital Management System that includes all the principal and important modules for a super-multi-specialty hospital. The various important modules as follows:

1. Front Office
2. Nursing Station
3. Laboratory Information System
4. Clinical Systems and Reports
5. Billing/Debtors Management
6. Creditors Management

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7. Account Management
8. Purchase Management
9. Inventory Maintenance
10. HR and Payroll Systems
11. Marketing Management System
12. MIS/Decision Support System (DSS)

### SOFTWARE UPDATION POLICY

If any departments need to update their existing software, they should first fill out the request form and forward it to the Head of the Department. After verification, the request form should be forwarded to the Department Priest In-charge. Subsequently, the request form should be forwarded to the IT Head through the IT Priest In-charge. The IT Team will analyze the requirements in discussion with the IT Priest In-charge and proceed accordingly.

### LAN Details

The LAN of the HOSPITAL is an Ethernet LAN. IT team has used star topologies. The LAN consists of approximately 300nodes. Most of the nodes have been categorized under the DOMAIN 'amalaims' and few are in workgroup.

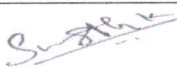


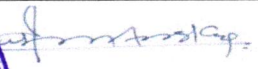
#### **HOSPITAL Backbone switches areconnected using OFCcables SingleMode /Multimode.**

Tail End Switches are connected using CAT6 Cables. The following peripherals have been used in the LAN.


1. Switches
2. OFCConverter
3. AccessPoints
4. Modems

### INTERNET

The LAN environment consists mostly of PC's working on Windows 7 operating systems. Most of the printers are Dotmatrix Printers and LaserJet (mono). While the LAN is used for shared printer sharing etc., Internet connectivity for the LAN is through a Linux Proxy Server. This server is installed with **Microsoft server OS.Awareaboutthefireandoccupation safetyaspects(referHICandSafetymanual).**

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


**GENERAL POLICIES**


Refer employee guidebook

OneAmala → Hospital → Updates → Quality Updates → **Employeeguidebook**

**LIST OF EQUIPMENT**

Sl.No.	Name of Equipment
1	Server(HMS)
2	Server(DICOM)
3	Backup Server
4	Network Storage Cloud
5	Switches
6	OFC Converters
7	Modems
8	Access Points

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