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Medical Product Verify and Complaint Management System for Ngo's

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ABSTRACT

Today's world belongs to information technology. Information is worthwhile only if, it can be accessed at the right time, by the right person & is useful for the purpose defined. The purpose of Medical Product Complaint Management System (MPCMS) is to provide their prescription details and complaint registration easier one. This is an important tool to control and effectively manage the entire operation of patient details management and complaint registration in a very efficient manner and take it to the path of growth. The System deals with the collection of patient details and the prescription details and outputting it to the user through web application. The prescription details are stored into the database and when the user logs into the system they can view their prescription details. The user has been given a login to view the details and he can able to register the complaint in case of severe problems occurred due to the wrong prescription of medicines. The complaint will be submitted and it will be viewed by the NGO. The NGO is having separate login to view the complaints and he will be given the authority to accept/reject the complaint.

Keywords : Medical Product, Complaints, NGO, Prescription, Patient, MPCMS (Medical Product Complaint Management System).

I. INTRODUCTION

Effective complaint system can improve the patient's safety and leads to reduction in doing mistakes. The complaint management systems are therefore important to help improving the safety and livelihood of patients. This system is for complaint registering and acceptance of complaints by the NGO's therefore the users can be able to register the case easily and therefore the necessary action be taken. A non-governmental organization (NGO) is not the term commonly used for an organization that is a part of neither a government nor a conventional for-profit business. Usually set up by ordinary citizens, NGOs may be funded by governments, foundations, businesses, or private persons. Some avoid formal funding altogether and are run primarily by volunteers. NGOs are highly diverse groups of organizations engaged in a wide range of activities, and take different forms in different parts of the world. Some may have charitable status, while others may be registered for tax exemption based on recognition of social purposes. Others may be fronts for political, religious or other interest groups.

The system includes separate module for user and NGO logins. Each login is given authentication as the system involves handling medical data. In the routine functioning of a hospital, various types of

investigations are carried out. Carrying out number of tests and making the results available promptly is very crucial for assessing the patient's medical status and deciding on the further course of action. Patient's medical record data is critical for the analysis and research purposes and therefore it has to be stored and manipulated in an efficient manner. This data includes patient history, observation, diagnosis and therapeutic conclusions along with the tests details and serves as a source of information for any analysis and research. The purpose for this storing the medical data is for utilizing the patient's medical information and uses it for analysis thereby improving patient care.

When the user logs into the system, he can view all his medical data through 'medical prescription details module'. Since the data are stored in case of severe problems after the treatment, the user can register the complaint as he has the electronic proof. Further if the concerned doctor is not available and if there comes the need to take care of the person by some other doctor he can make use of the stored proof instead of searching the prescriptions and medical data from the form. Even if third party tries to login / alter the data he will be prompted to the error page as there were strong validations in the system.

II. LITERATURE SURVEY

A. Functional Description of Online Medical Management System Using Modern Technologies: Priyanka Patil, Sruthi Kunhiraman, Rohini Temkar, VES Institute of Technology, Chembur, Mumbai

As many web services are made available online, Almost every field is made online, web based applications can provide a boon to hospital management. The system should incorporate many things online that include the following Most importantly maintaining the patient's records in details including his disease, history, reports etc. which the doctor can access from anywhere using his login. The online storage can be implemented using cloud computing which provides a shared and secured access to all the resources shared. If a patient is currently admitted then that patient's current status (whether he is undertaking tests or in OPD etc.). Doctors can have this customized version of application on their tablets based on their speciality that can give them all the patient details in hand which can help manage their schedule by prioritizing each patient.

Doctor can also send pictures and videos of a patient's condition to other doctors for expert opinion if required; doctors can give online prescriptions to pharmacy directly specific to particular patient with their patient id. We can develop this application using android programming, android programming being open source the entire OS is open for usage and extension. Every person can view the website and should be able to register him/her providing all the necessary details required , the system will provide a Patient's ID to the patient and further actions can be taken based on the this patient ID .A patient can take the appointments online and know the availability of the doctor. Notifications about regular health check-ups and vaccinations can be sent to the patients and doctors. Website also contains page for online journals which include all the latest medical advances and also medical breakthroughs, unique cases for study and videos featuring several surgeries and research. The user can also check for tips. Using web technology it can be easy to provide all the above functionalities and making the management of patients efficient.

B. Handling e-complaints in customer complaint management system using FMEA as a qualitative system:

Negative customer perception often manifest as formal companies; while unknown percentages do not become so visible. Within a customer complaint management system, it is possible through careful

analysis to identify the flaws in the service standards, in the complaint handling procedure itself, and the finer points which help to formulate resolution methods. When major key problems persist, complaints may spread across a range of company activity, from operational employee performance to managerial handling of both policy and practice. A poorly managed and/or designed complaint system will inevitably impact on the company's profit and loss status, through excessive expenditures, damage to market reputation and declining income. As the ultimate goal of a company is to content customers, acquire an efficient profit margin, and have a long-lasting relationship with customers and improving market shares. They should handle the complaints within complaint management system and this system alone must be under the monitoring of customer relationship management system. The aim of this study is to identify these irregularities and to propose a strategy to minimize them. For improving reliability of the company we benefited from failure mode and effect analysis technique (FMEA) which lets preventive analysis of failures that may compromise credibility of the company. As a methodology model set of 30 questionnaires have been assigned for this reason and a case study of an airline has been chosen. Ultimately, using, 5-point likert scale and SPSS software, we were managed to administer the data and conclude the results.

C. An analysis of online customer complaints: implications for Web complaint management:

How businesses resolve customer-complaining behaviour effectively has been considered a "defensive marketing" strategy or a "zero-defections" strategy, which diminishes customer dissatisfaction. Handling customer dissatisfaction accompanies Web customer complaint management, which might be the critical issue for online customer service solutions and e-CRM (electronic customer relationship management). In this paper; the authors (1) investigate the current sources and causes of online complaints; (2) seek effective ways of handling customer complaints by examining different product types; and (3) provide guidelines for successful e-CRM. 1000 customer complaints from three different publicized e-business customer service centres and 500 complaints from online feedback systems were analyzed in this study. The research findings suggest that e-businesses should (1) provide excellent online customer services because customer service is the most important factor in online customer satisfaction; (2) respond to customers' requests/complaints quickly because the response speed is more important in online customer satisfaction than offline; and (3) employ strategies that are appropriate for the product category in question.

D. A Multimedia Medical Report Management System:

The goal of the MrBrAQue (Medical Report Browse and Query) project is to develop a system that enables effective management of a large collection of multimedia documents. The tools for consulting the report collection are presented in this paper. Our proposal is based on a paradigm, which we call orthogonal navigation that allows a user to dynamically build a hypermedia network of documents by means of queries over the document collection

E. Design of Medical Management Information System Based On Soa:

Medical retailers face the challenge of integrating their legacy systems within their stores and at the enterprise (or corporate) headquarters. This challenge becomes even more critical due to demanding customers who expect a rich experience both in the store and in other channels. In this paper, a few common scenarios and use cases in retail have been discussed. The paper puts forward a new design method of medicine management information system based on SOA. This new system

model makes full use of legacy applications and is flexible for future extensions. Experiment shows that real-time, intelligent performances and efficiency of operation are obviously improved.

F. Clinical Database Management Software (CDMS) for medical, diagnostic and research centres:

The Clinical Database Management Software (CDMS) is a state-of-the-art concept in integrated medical report recording and analysis for the medical and research fraternity. It revolutionizes the archiving and analysis of patient data and replaces the traditional passive and manual method of collecting patient data in text format with an active, online, easy-to-use pop-up and pull-down series of menus in an interactive mode in a very structured format. This new concept is the outcome of years of dedicated and continuous interaction with leading medical practitioners, research scientists and software specialists. Lacunae in the collection of patent clinical and research data and its management should now be a matter of the past. Flexibility and cost-effectiveness are the most important aspects of CDMS. The software is easily adaptable to a variety of database requirements and, with a minimum of modification of the source code, it can be configured to meet the very specific needs of the medical and research fraternity.

III. METHODOLOGY

In the proposed system, everything will be online. The patients will have separate login to avail services. The prescription details for that concerned patient will be available to them in their Medical Prescription Details module. The system provides high security by granting access rights to change the sensitive data.

- The prescribed data will be secured since authentication has been provided to view it.
- Medical complaint forms are there for registering the complaints in case of severe side effects.
- Less Time constraint for registering complaints.
- Once the complaint is accepted, the patient can register the case so that they can be given some fund in return to the mistakes done.

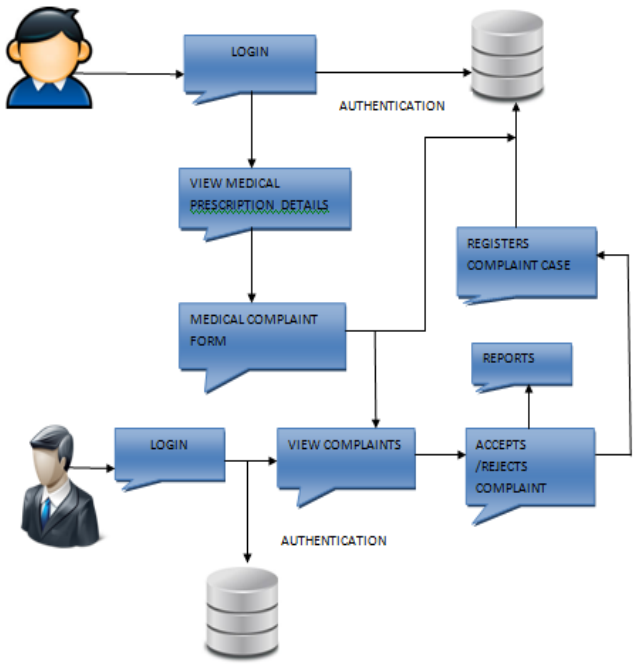

Figure 1 : System Architecture

IV. CONCLUSION

Thus the above mentioned system has been developed to satisfy all the requirements of the user. Since it gives the user an easy way to view prescription details and to register complaints it takes less time constraint to make the needful. The system is simple and easy to implement. Since there is high level of authentication, only right person can view and edit the details. By implementing this system, users can attain maximum benefit with less time constraint and energy.

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