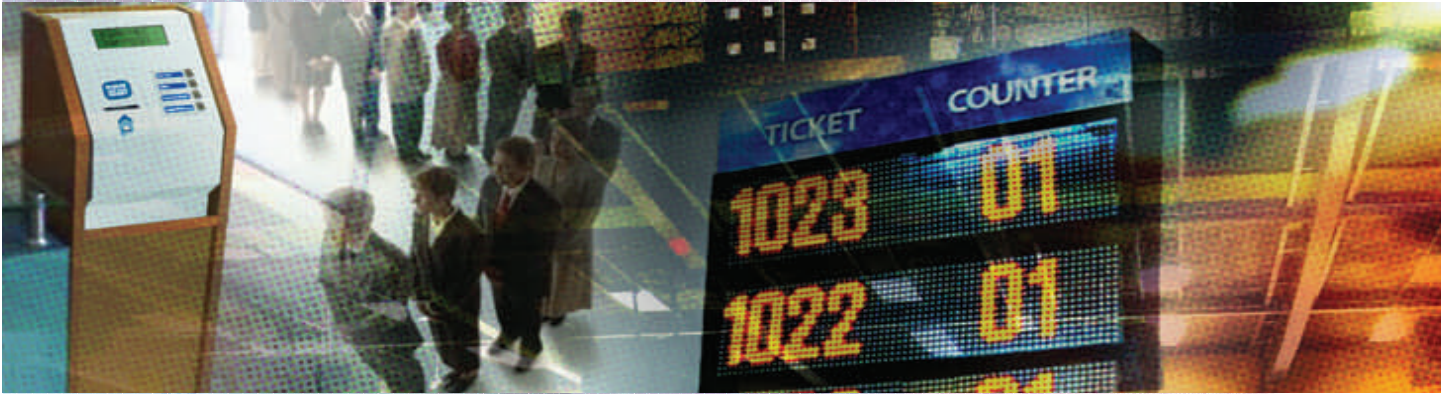# iQMS

Intelligent Queue Management System
for Hospital OPDs

ORGANIZED WAITING AREA

ENHANCED CUSTOMER EXPERIENCE

- ☑ **Micro-controller based System**
- ☑ **Effective solution for hospital OPDs**
- ☑ **Stand alone embedded system**
- ☑ **Helps in organizing waiting area**
- ☑ **Reduced manpower requirement**
- ☑ **Cost effective**

INTRODUCTION

iQMS from **BPS** is effective Queuing solution for Hospital's OPDs. It helps in handling large number of patients to be attended by a number of Doctors in an OPD.
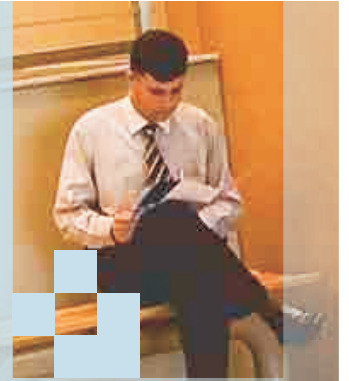
IQMS is stand alone system. it does not required any computer. It have its own CUP, Memory Chips and hardware.

Its communication system is based on Muti-tape Bus Wiring - New Technology for secure communication and reduced wires. All control and display units are designed in house for utmost reliability.

FUNCTIONAL DESCRIPTION

OPD's in the hospital have number of Reception Counter & Number of Chambers for Doctor's. Each chamber may be offered to different Doctor at different time slots.

Patient willing to consult any doctor can book his / her appointment at any reception counter. Attendant at reception counter inserts particular Doctor's chamber number & slot No. and commands for taken printout.

Each reception counter is wired to a Master Controller which stores all information and allots token no on every new booking. Master controller also up-dates each chamber of latest booking thus keeping Doctor's informed of waiting patients.

COMPONENTS - functions and selection

Depending on No of Chambers and daily flow of patient, No of reception counter is to be decided. Each counter will have one Reception Counter Terminal and one Printer.

Reception Counter Terminals (RCT) are table mounting type. They have heavy duty key board with 12 Keys (10 keys for Numbers and two function keys), LCD display with 16 Char. 2 line display, Parallel port Output suitable for Dot-matrix / Thermal printer.

Terminal BQ-RCT3 is suitable for printing 3" width paper. BQ-RCT2 is for printing 2" width paper. Printer with thermal printing or Dot-matrix printing can be connected with these terminals.

BQ-RCT2P is built in printer of 2" width thermal

Reception Counter Terminal & Token Printer

ADVANTAGE TO HOSPITALS

- **Reduced man power requirement & thus Save on operating cost.**

- **Effective time management for Doctors as instant display of issue of current token**

- **Ensures smooth sequential flow of patient & thus transparent queuing**

- **Easy ticket printing, Flexible system to customize as requirement**

- **Creates a good environment & enhances the goodwill of the hospital.**

OPDQSoft
Queue Management System Software -For organized OPD Experience

BPS offers new software based Queue Management System- OPDQSoft. It is a service toolkit for managing and continuously improving service delivery for large number of patients at hospital OPDs.

The automated system tracks each customer's movement from initial point of entry to the fir point of service delivery; giving managers ha ability to identify key events such service tim wait time exceptions, peak traffic, queue len best performing staff members and many m statistics.

In addition, the OPDQSoft Reporting System and MIS reports provide top management with a real

Doctors Chamber Key Board with LCD Display

Each chamber will have terminal unit with Key Board & 16 Char. 2 line LCD display. It is connected with the Master controller. It displays last No. of token issued, Current Slot No, & Current Token No. On issuing of any new token, for the chamber and slot No, the display is up-dated. The key board has a master button [i] for calling in the next number.

There are three type of units available. BQDWM is wall mountable with membranes switches. BQDTM is table mountable with heavy duty keys. BQDTM-1 has only one heavy push button for calling in the next patient.

CENTRAL DISPLAY UNIT

If the waiting area for the patients are common to all chambers, Central display units are to be installed. This is connected with master controller and displays token No. against each Chamber No.
BQMDB-4 displays information for 4 chambers, BQMDB-6 is for 6 chambers. token No. with 3 digits are display. BQMDBS-4 & 6 are display board with display of token No. and Slot No.

Master Controller

Master Controller is the central processing unit. It receives request from all the Reception Counter. It generate token number for each chamber. It also instructs the printer of Reception Counter for printing the token with all the details. It also up dates Doctor chamber Display board on issue of any new number.

The unit has power supply unit built in and it powers all the terminals and doctors chambers. For power supply, it is to be

Token Display Board at Doctors Chambers

Token Display Board is provide out side the chamber or on the wall in the waiting room/ space.

When the Doctor intend to call in the next patient, the called number is displayed at this board. There are 3 digits of 7 segment bright LED.

BQLDS2 has two side display- 3 digits for token No. and 1 digit for Slat No.

ORDERING INFORMATION

Item			Description	Model No	Quantity Required.
RECEIPTION COUNTER	**TERMINAL KEY BOARD**		Table mounting type Heavy Duty Key Board, with **12 Keys**, **16 Char. 2 line LCD** display, **Parallel Port Output** suitable for **D**ot-**M**atrix / **T**hermal **P**rinter of **3" width** paper	**BQ-RCT3**	Each counter = 1 with Printer BQ-RCPD3 or BQ-RCTD3
			Table mounting type Heavy Duty Key Board, with **12 Keys**, **16 Char. 2 line LCD** display, **Parallel Port Output** suitable for **D**ot-**M**atrix / **T**hermal **P**rinter of **2" width** paper	**BQ-RCT2**	Each counter = 1 with Printer BQ-RCPD2 or BQ-RCPT2
			Table mounting type Heavy Duty Key Board, with **12 Keys**, **16 Char. 2 line LCD** display, **built in T**hermal **P**rinter for **2" width** paper	**BQ-RCT2P**	Each counter = 1
	PRINTER		**Dot-Matrix** printer for **3" width** paper with Serial Port input,	**BQ-RCPD3**	with BQ-RCT3
			Dot-Matrix printer for **2" width** paper with Serial Port input	**BQ-RCPD2**	with BQ-RCT2
			Thermal printer for **3" width** paper with Serial Port input	**BQ-RCPT3**	with BQ-RCT3
			Thermal printer for **2" width** paper with Serial Port input	**BQ-RCPT2**	with BQ-RCT2
DOCTOR'S CHAMBER	**IN CHAMBER**	**Display & Key Board**	**Wall mounting** Display Board with 16 Char. 2 line LCD display & **12 No. of membrane** switches for calling in patient	**BQ-DWM**	Each chamber = 1
			Table Mountable Display Board with 16 Char. 2 line LCD display & **12 No. of Heavy duty** switches for calling in patient	**BQ-DTM**	Each chamber = 1
			Table Mountable Display Board with 16 Char. 2 line LCD display & **1 No. of Heavy** duty push for Calling in patient	**BQ-DTM-1**	Each chamber = 1
	WAITING AREA	**TOKEN NO. DISPLAY**	**Double side** two inch height seven segment LED display- **3 digit** for **token No.** and **1digit Slot No.**	**BQ-LDS2**	Each chamber = 1
			Single side two inch height seven segment LED display- **3 digit** for **token No.** and **1 digit Slot No** .	**BQ-LDS1**	Each chamber = 1
			Single side two inch height seven segment LED display- **3 digit** for **token No.**	**BQ-LD1**	Each chamber = 1
Master controller			**Micro-Controller** based **C**entral **P**rocessing **U**nit suitable for up to **6 Reception Counter** & up to **32 Doctors Chambers**.	**BQMP2W4C**	Each station = 1
CENTRAL DISPLAY UNIT	**COMMON WAITING AREA**	**(OPTIONAL)**	Wall Mounting type Central Token No. display unit for up to **4 chambers** with **3 digit Token No.** display	**BQ-MDB-4**	Up to 4 Chamber = 1
			Wall Mounting type Central Token No. display unit for up to **6 chambers** with **3 digit Token No.** display	**BQ-MDB-6**	Up to 6 Chamber = 1
			Wall Mounting type Central Token No. display unit for up to **4 chambers** with **3 digit Token No.** & **1 digit Slot No.** display	**BQ-MDBS-4**	Up to 4 Chamber = 1
			Wall Mounting type Central token No. display unit for up to **6 chambers** with **3 digit token No.** & **1 digit Slot No.** display	**BQ-MDBS-6**	Up to 6 Chamber = 1
Junction BOX			For connecting between Reception Counter / Master Controller / Doctors Chamber Key Board and Token Display Board	BQMST4-2	No. of Doctor's Chambers + 1
Cables & Accessories			Cat 6 wire of 1/ 2 meter with both side terminals		As per Site Installation
			Cat 6 wire for connecting to each chamber with Master Controller		

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