



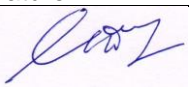



IT MANUAL

 SAIDEEP HEALTHCARE & RESEARCH PVT. LTD.	SAIDEEP HOSPITAL IT MANUAL IT Services Department Manual	Doc No	SDH/IT/01
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Amendment Sheet


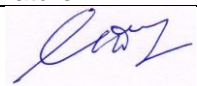
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Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	

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1. Scope

Information Systems Department provides for the software, hardware and support needs of the patient care providers. This support includes, but is not limited to, the installation of new software systems, along with the hardware and training necessary to utilize such systems, and ongoing maintenance of current hardware and repair of such hardware. The Information Systems Department is an important part of the decision team used in making selections of appropriate software systems to provide support in short and long-term planning for the patient care information needs of the organization. Department is responsible for overseeing the timely processing, completeness, and when necessary, the retrieval of all medical and non-medical data.

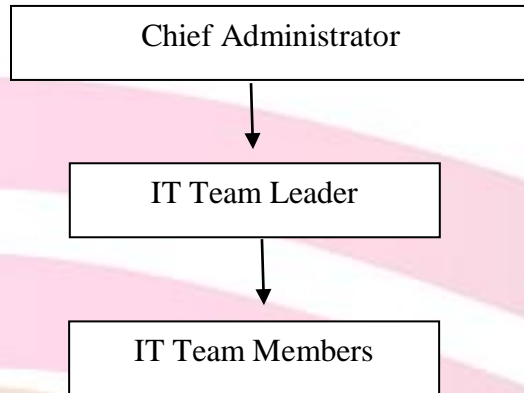
1.1. The scope of services also encompasses efforts made to provide:

- Improved data accuracy.
- Demonstrated balance of proper levels of security versus ease of access.
- Use of aggregate data, available through computerized reporting in the Medical Records/Health Information Management Department, to assist all healthcare providers with information that allows for identification of opportunities to improve performance.
- Accessibility of the medical record at all times to only those authorized persons with a need to know for patient care.
- All documents received will be placed in the chart as soon as possible to ensure timely access to this information.

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2. Organogram



3. HIS Access & Control Procedure

3.1. Purpose


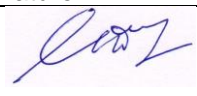
This procedure is to establish the process of control of access to HIS modules by staff.


3.2. Scope

The procedure defines the process for granting access (use ID creation) and privileges, modifying privileges and deleting the access of employees to the HIS.

3.3. Procedure

- A module is authenticated by giving a user id and a password for access.
- The user level – roles are given to each user to limit the access.
- The roles are decided by the Head of the Department

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- The log details, like the logging in and logging off timings of each user is noted for any future verification.
- The Password is decoded and stored, if there is any change in password, a letter from the Head of the department is given, the administrator resets the password.
- If any data is requested by anybody in the Hospital, we get proper requisition letter from the respective HOD and then provide the data.
- Hands on user training for each module are given when the module is installed in the system.
- If there is any change in the role of the employee while moving from one department to another, then the required module is authenticated for the user with the HOD's permission.
- The password is decoded and stored in the system, so as nobody in the IT section has a control over it, they could only reset it by giving a default password.

4. Management of Hardware Assets


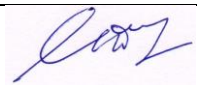
4.1. Purpose


This procedure is established to track, manage and maintain the IT related hardware assets of the hospital like computers, printers, UPS, Scanners etc.

4.2. Scope

The procedure covers the management of the physical components of computers and computer networks, from acquisition through disposal. Common business practices include request and approval process, procurement management, life cycle management, redeployment and disposal management

4.3. Procedure

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4.3.1. Hardware Acquisition Process—Any departments requiring new computer hardware, peripherals etc. will provide a written request to the EDP department. The same has to be approved by the Director. In case the EDP department does not have the required asset in stock or unused in another department; they will take approval of the director for purchase process. The specification will be finalized and at least three quotes will be submitted. Computers and laptops may be purchased from vendors based on pre-approved rates also.

4.3.2. Asset Register and Asset tagging – The EDP will maintain an up to date asset register with details of each asset with the following minimum particulars; make, model, configuration, serial number, asset tag number. Each of the asset will have an Asset Tag marked on a sticker or stenciled on the asset to identify it


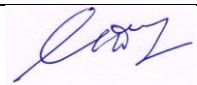
4.3.3. Annual Maintenance &warranty – The EDP staff maintain files regarding AMC coverage of IT assets and also maintain information on the warranty validity of these assets.


4.3.4. Re-use and reconfiguration – Whenever assets are re-configured / upgraded the information regarding the same including details of spares / components used are updated in the asset register. The same applies when parts of the assets are re-used in any manner

4.3.4. Disposal of Assets – For condemning and disposing IT assets the department will raise a request to the EDP department; who will then assess the reparability or re-usability of the asset. In cases where the same is not possible they will recommend for condemnation and seek approval from the Director. On approval from the Director the same will be shifted to the IT scrap storage area. The contents of the scrap storage will be given to authorized e-waste disposal agencies / recyclers.

4.3.5. Records

Asset Register

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5. Management of Software Licenses

5.1. Purpose

This policy and procedure is to advise all the hospital departments on the proper and legal use of computer software and provide various strategies and tactics for managing software license assets and ensure statutory and legal compliances

5.2. Scope

It is the policy of Saideep Healthcare & Research Pvt. Ltd. that the hospital and its departments shall work diligently to prevent and combat computer software piracy in order to give effect to copyrights associated with the computer software as per laws of the land.


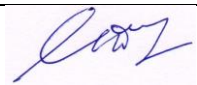
5.3. Definitions


Software License

A **software license** is a legal instrument (usually by way of contract law, with or without printed material) governing the use or redistribution of software. All software is copyright protected, except material in the public domain. A typical software license grants an end-user permission to use one or more copies of software in ways where such a use would otherwise potentially constitute copyright infringement of the software owner's exclusive rights under copyright law

5.4. Procedure

5.4.1. Software License Inventory - The EDP department will maintain the current inventory of the software licenses. The inventory taking will include the analyzing the various software products installed in all the hospital computers. The inventory list of the existing software license should include the

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following; product name, version, type of license, expiration date and purchase reference. Once further additional licenses are required and purchased same shall be included in the inventory.

5.4.2. Bi-Annual Audits of Installed Software – The EDP staff will conduct thorough audits of all software installed in the desktops and laptop computers used in the hospital. The audit will determine whether any of departments are using unlicensed software and also identify that software that are no longer required, and ensure action to eliminate unnecessary license expenses


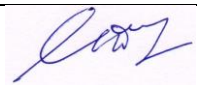
5.4.3. Software License File – The EDP department will maintain a file with proof of ownership for all installed software. These include paid invoices, download records, copies of Proof of Licenses / Certificate of Authenticity (especially for pre-installed software, OS etc.)


5.4.4. Records

- 1 Software Inventory Register
2. Bi-Annual Audit report

6. Storage and Backup

- ✓ The Data is stored in the Server and it is protected by a user name and password.
- ✓ Regular backups are taken on hourly basis and if there is a crash we will be able to recover data to that point of time. No loss of data.
- ✓ A physical backup of the server is taken once in 3 months in order to recover the database in case of failures.
- ✓ A source backup of the HIS modules are taken regularly on daily basis.
- ✓ There is a SAN storage box which takes care of all the data storage which includes for the servers like HIS,PACS& EMR
- ✓ A backup of the data is kept in another machine parallel, so as to minimize the time of recovery

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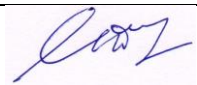
- ✓ We have a HDD backup, a secondary storage device, which is kept in a different location in the same campus.

7. User Training



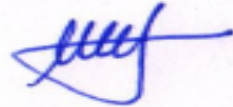

- ✓ Hands on user training for each module are given when the system is installed in the system.
- ✓ Periodically training is given to new employees for their respective modules.
- ✓ Common modules used by all the employees, are given for the training group.
- ✓ Existing employees are given training when an enhancement takes place in the existing modules.

8. Records in the Department



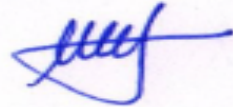

- A. IT Log Book
- B. IT Infra Detail Register
- C. Complaint Register
- D. Component and peripheral issue register
- E. Daily round Report Register
- F. Daily Meeting Register
- G. Hardware Interior Report (softcopy is maintained)
- H. IP Address Details (softcopy is maintained)
- I. HIS Training Record
- J. Service call register
- K. HIS Updation Report
- L. Biometric Backup


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Annual Documents adequacy & Change Requirements Review

Sr.No	SOP /Doc No	Documents Name	Issue. No	Rev.No	Review Date	Change	Rev No	Revision Date	Reason for Change	Amendment	
1	SDH/IT/01	Scope	1	1	20-Nov-22	No Any change review completed	1	20-Nov-23	No Any change review completed	No Any Amendment History	
2		Organogam	1	1	20-Nov-22		1	20-Nov-23			
3		HIS Access & control Procedure	1	1	20-Nov-22		1	20-Nov-23			
4		Management of Hardware Assets	1	1	20-Nov-22		1	20-Nov-23			
5		Management of software licenses	1	1	20-Nov-22		1	20-Nov-23			
6		Storage Backup	1	1	20-Nov-22		1	20-Nov-23			
7		User Training	1	1	20-Nov-22		1	20-Nov-23			
		Original Date	Effective Date		Next date of revision		Issue NO				
		05 Mar 21	20 November 2023		20 November 2024		1				
Reviewed & Prepared By			Recommended By				Approved By				
Mr.Shivaji Pulate		Mrs.Shraddha suryavanshi		Dr.H.Kalgaonkar				Dr.S.S.Deepak			
IT Head		Quality Co-ordinator		Chief Medical Administartor				Chairman & Managing Director			
 											



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Mr.Shivaji Pulate		Mrs.Shraddha suryavanshi		Dr.H.Kalgaonkar				Dr.S.S.Deepak			
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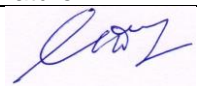
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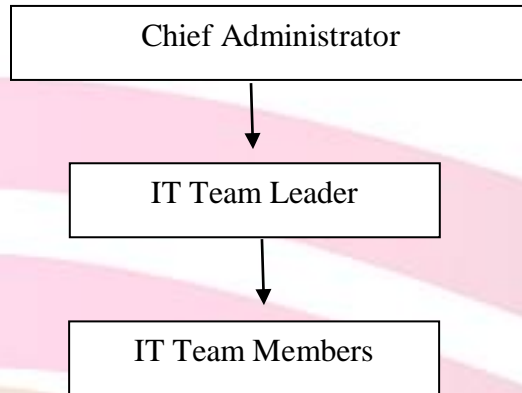
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2. Organogram



3. HIS Access & Control Procedure

3.1. Purpose


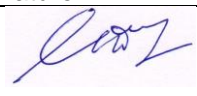
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4. Management of Hardware Assets


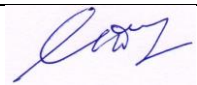
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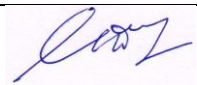
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4.3.5. Records

Asset Register

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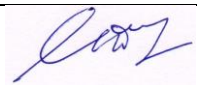
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following; product name, version, type of license, expiration date and purchase reference. Once further additional licenses are required and purchased same shall be included in the inventory.

5.4.2. Bi-Annual Audits of Installed Software – The EDP staff will conduct thorough audits of all software installed in the desktops and laptop computers used in the hospital. The audit will determine whether any of departments are using unlicensed software and also identify that software that are no longer required, and ensure action to eliminate unnecessary license expenses


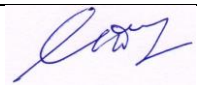
5.4.3. Software License File – The EDP department will maintain a file with proof of ownership for all installed software. These include paid invoices, download records, copies of Proof of Licenses / Certificate of Authenticity (especially for pre-installed software, OS etc.)


5.4.4. Records

- 1 Software Inventory Register
2. Bi-Annual Audit report

6. Storage and Backup

- ✓ The Data is stored in the Server and it is protected by a user name and password.
- ✓ Regular backups are taken on hourly basis and if there is a crash we will be able to recover data to that point of time. No loss of data.
- ✓ A physical backup of the server is taken once in 3 months in order to recover the database in case of failures.
- ✓ A source backup of the HIS modules are taken regularly on daily basis.
- ✓ There is a SAN storage box which takes care of all the data storage which includes for the servers like HIS,PACS& EMR
- ✓ A backup of the data is kept in another machine parallel, so as to minimize the time of recovery

Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	

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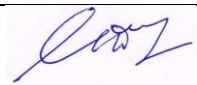
- ✓ We have a HDD backup, a secondary storage device, which is kept in a different location in the same campus.

7. User Training

- ✓ Hands on user training for each module are given when the system is installed in the system.
- ✓ Periodically training is given to new employees for their respective modules.
- ✓ Common modules used by all the employees, are given for the training group.
- ✓ Existing employees are given training when an enhancement takes place in the existing modules.

8. Records in the Department

- A. IT Log Book
- B. IT Infra Detail Register
- C. Complaint Register
- D. Component and peripheral issue register
- E. Daily round Report Register
- F. Daily Meeting Register
- G. Hardware Interior Report (softcopy is maintained)
- H. IP Address Details (softcopy is maintained)
- I. HIS Training Record
- J. Service call register
- K. HIS Updation Report
- L. Biometric Backup

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Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	