



Enterprise/Security Focused
"Cloud Confidence, Every Time."

Unlocking Limitless Potential through AI

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SHIVAKARMA INFOTECH SOLUTIONS PVT LTD

Hospital Management System Complete Functional Design Document

Company Profile:

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Specialization: Comprehensive IT Solutions for Healthcare, E-Commerce, CRM, Enterprise Applications, Cybersecurity, Digital Marketing, and Advanced Technology Solutions

1. Executive Summary & Project Overview

Project Vision: Shivakarma Infotech Solutions presents a revolutionary, cloud-based Hospital Management System designed to transform healthcare delivery across India's 70,000+ healthcare facilities. Our comprehensive HMS platform integrates cutting-edge technology with intuitive design to provide seamless multi-branch hospital operations, enhanced patient care, and superior operational efficiency with world-first location intelligence features.

Strategic Value Proposition & Market Impact

- **65% Reduction** in administrative overhead costs
- **70% Faster** appointment processing and management
- **Real-time Analytics** for data-driven clinical decisions
- **Multi-branch Unification** through single cloud platform
- **80% Improvement** in patient satisfaction scores
- **90% Reduction** in paper-based documentation
- **24/7 Accessibility** from any device, anywhere globally
- **Location Intelligence** for smart patient notifications

Market Opportunity & Healthcare Landscape

The Indian healthcare IT market is experiencing unprecedented growth, valued at \$2.7 billion in 2024 and projected to reach \$8.2 billion by 2028 (CAGR: 32%). With over 70,000 hospitals and healthcare facilities across India, including 43,000+ government facilities and 27,000+ private hospitals, there's an immense opportunity for





comprehensive digital transformation solutions. The post-COVID healthcare digitization push, government initiatives like Digital India and Ayushman Bharat, and increasing healthcare awareness present a perfect storm for HMS adoption.

Market Size & Revenue Potential

Healthcare Segment	Total Facilities	Digitization Rate	Market Opportunity
Private Hospitals (50+ beds)	12,000	25%	₹3,600 Crores
Government Hospitals	8,500	15%	₹2,550 Crores
Multi-specialty Chains	2,500	45%	₹1,125 Crores
Diagnostic Centers	15,000	20%	₹900 Crores
Total Addressable Market	38,000	26%	₹8,175 Crores



2. System Architecture & Technology Foundation

Enterprise-Grade Cloud-Native Multi-Tenant Architecture

Our HMS is built on a robust, scalable microservices architecture designed to handle multiple hospital branches seamlessly while ensuring data security, regulatory compliance, optimal performance, and 99.9% uptime availability.

React.js 18 + TypeScript

Node.js 20 + Express.js

MongoDB 7.0 Cluster

AWS/Azure Infrastructure

React Native Apps

Redis Caching

ElasticSearch

Apache Kafka

Docker + Kubernetes

GraphQL APIs

WebSocket Real-time

Blockchain Security

API Gateway



Load Balancer



Microservices



Database Cluster



Real-time Sync



Analytics Engine



Security & Compliance Framework

HIPAA Compliant

ISO 27001:2013

SOC 2 Type II

GDPR Ready

AES-256 Encryption

Multi-Factor Auth

Zero Trust Architecture

Blockchain Audit

Advanced Security Implementation:

- **Data Encryption:** AES-256 encryption at rest and in transit with HSM key management
- **Authentication:** Multi-factor authentication with biometric support and SSO integration
- **Access Control:** Role-based access control (RBAC) with attribute-based permissions
- **Network Security:** Zero-trust architecture with VPN and firewall protection
- **Audit Trails:** Blockchain-based immutable audit logs for all critical operations
- **Vulnerability Management:** Continuous security scanning and penetration testing
- **Compliance Monitoring:** Real-time compliance dashboards and automated reporting





3. Complete Module Architecture - All 17 Core Modules

Module 1: Advanced Patient Registration & Management System

CORE PATIENT MANAGEMENT FEATURES

- ▶ Comprehensive patient demographic data collection with real-time validation
- ▶ Unique Patient Identification Number (UPIN) generation with barcode support
- ▶ Multi-language patient registration (Hindi, English, 12 regional languages)
- ▶ Biometric integration (fingerprint, iris, face recognition) for patient identification
- ▶ Patient categorization (Inpatient, Outpatient, Emergency, VIP, Corporate)
- ▶ Family member linkage and relationship mapping with shared medical history
- ▶ Insurance verification and real-time eligibility checking
- ▶ Emergency contact management with priority levels and notification preferences
- ▶ Patient photo capture and document attachment system
- ▶ Advanced patient search with fuzzy matching and phonetic algorithms

Patient Registration Workflow:

Patient Arrival → Identity Verification → Document Scanning → Biometric Capture → Insurance Verification → UPIN Generation → Department Assignment → Consent Collection → Profile Activation → Welcome Communication

Database Schema: Patient_Master, Demographics, ContactInfo, InsuranceDetails, EmergencyContacts, PatientCategories, BiometricData, ConsentRecords

User Roles: Registration Officer, Patient Coordinator, Insurance Verifier, Biometric Operator, Supervisor, Patient Relations Manager

Key APIs: Patient Registration API, Search API, Duplicate Detection API, Insurance Verification API, Biometric Integration API



Module 2: Revolutionary Intelligent Appointment Management System

SMART SCHEDULING FEATURES

- ▶ AI-powered appointment scheduling optimization with resource allocation
- ▶ Real-time doctor availability management across multiple locations
- ▶ Dynamic time slot generation based on procedure types and durations
- ▶ Multi-channel booking (Web portal, Mobile app, Phone, Walk-in, WhatsApp)
- ▶ Recurring appointment scheduling for chronic care patients
- ▶ Group appointment scheduling for family consultations
- ▶ Specialist referral appointment coordination with automatic scheduling
- ▶ Emergency appointment override with priority queue management
- ▶ Telemedicine appointment integration with video consultation links
- ▶ Multi-department appointment coordination for comprehensive care

REVOLUTIONARY LOCATION INTELLIGENCE

- ▶ Google Maps API integration for precise patient location tracking
- ▶ Real-time traffic analysis and route optimization algorithms
- ▶ Weather-based delay predictions and travel time adjustments
- ▶ Public transport integration with schedule coordination
- ▶ Automatic departure notifications via SMS, WhatsApp, and push notifications
- ▶ Geofencing alerts when patients reach hospital vicinity
- ▶ Parking availability notifications and reservation system
- ▶ Multi-modal transportation support (car, bus, auto, metro, walking)
- ▶ Accessibility route planning for disabled patients
- ▶ Emergency vehicle priority routing and hospital notifications

Smart Appointment Workflow:

Appointment Request → Availability Check → AI Optimization → Slot Allocation → Patient Location Registration → Confirmation → Pre-visit Reminders → Traffic Analysis → Departure Notification → Journey Tracking → Arrival Notification → Check-in → Queue Management

Database Schema: Appointments, DoctorSchedules, LocationData, TrafficUpdates, NotificationLogs, WaitingQueues, AppointmentTypes, SlotConfigurations

User Roles: Appointment Coordinator, Scheduler Administrator, Queue Manager, Patient Services Representative, Location Analyst

Key APIs: Scheduling API, Location Intelligence API, Notification API, Queue Management API, Calendar Sync API, Traffic Data API



Module 3: Comprehensive Electronic Medical Records (EMR) System

ADVANCED CLINICAL DOCUMENTATION

- ▶ Complete longitudinal patient health records with timeline view
- ▶ Digital prescription management with e-signature and drug interaction alerts
- ▶ Clinical decision support system with evidence-based recommendations
- ▶ Medical imaging integration with DICOM viewer and annotation tools
- ▶ Laboratory results integration with trending and graphical analysis
- ▶ Medication history tracking with adherence monitoring
- ▶ Allergy and adverse reaction management with alert systems
- ▶ Treatment plan templates with customizable protocols
- ▶ Progress notes with structured data entry and free-text options
- ▶ Discharge planning and summary generation with patient instructions

Clinical Documentation Workflow:

Patient Encounter → Vital Signs Recording → History Taking → Physical Examination → Assessment → Differential Diagnosis
→ Treatment Plan → Prescription Generation → Progress Monitoring → Outcome Documentation

Database Schema: MedicalRecords, ClinicalNotes, Prescriptions, Allergies, Diagnoses, TreatmentPlans, ProgressNotes, VitalSigns, ClinicalAlerts

User Roles: Physicians, Nurses, Clinical Specialists, Medical Scribes, Clinical Documentation Specialists, Quality Assurance Coordinators

Key APIs: Clinical Data API, Prescription API, Decision Support API, Imaging Integration API, Lab Results API, Clinical Alerts API



Module 4: Advanced Laboratory Management System (LMS)

COMPREHENSIVE LABORATORY OPERATIONS

- ▶ Advanced test ordering with clinical indication support and decision trees
- ▶ Barcode-based sample tracking throughout the entire laboratory workflow
- ▶ Automated result validation with delta checks and critical value alerts
- ▶ Quality control and quality assurance management with statistical analysis
- ▶ Laboratory equipment integration with bidirectional communication
- ▶ External laboratory network integration for specialized testing
- ▶ Regulatory compliance management (NABL, CAP, ISO 15189)
- ▶ Laboratory billing integration with test catalogs and pricing
- ▶ Specimen collection and transport tracking with chain of custody
- ▶ Reference lab management with result consolidation

Laboratory Testing Workflow:

Test Order Placement → Sample Requirements Verification → Patient Preparation Instructions → Sample Collection → Barcode Labeling → Transport to Lab → Accessioning → Pre-analytical Processing → Testing → Quality Control → Result Validation → Critical Value Alert → Result Release

Database Schema: LabOrders, TestCatalog, SampleTracking, TestResults, QualityControl, LabEquipment, ReagentInventory, ReferenceRanges

User Roles: Laboratory Technicians, Pathologists, Laboratory Supervisors, Quality Assurance Officers, Lab Information System Administrators

Key APIs: Laboratory Orders API, Results API, Equipment Integration API, Quality Control API, Inventory Management API



Module 5: Comprehensive Pharmacy Management System

ADVANCED PHARMACEUTICAL OPERATIONS

- ▶ Comprehensive drug inventory management with automated reordering algorithms
- ▶ Electronic prescription processing with clinical validation
- ▶ Advanced drug interaction checking with severity classification
- ▶ Automated dispensing system integration with robotic pharmacy support
- ▶ Controlled substance tracking with DEA compliance and audit trails
- ▶ Expiry date monitoring with automatic alerts and waste reduction
- ▶ Supplier management and procurement optimization with tender management
- ▶ Insurance formulary checking with prior authorization workflow
- ▶ Clinical pharmacy documentation and intervention tracking
- ▶ Unit dose dispensing with patient-specific packaging

Pharmacy Dispensing Workflow:

E-Prescription Receipt → Clinical Validation → Drug Interaction Check → Insurance Verification → Inventory Availability Check → Dispensing Authorization → Medication Preparation → Quality Check → Patient Counseling → Dispensing → Billing

Database Schema: DrugInventory, Prescriptions, DrugInteractions, DispensingRecords, PharmacyBilling, MedicationHistory, ControlledSubstances

User Roles: Pharmacists, Pharmacy Technicians, Clinical Pharmacists, Pharmacy Supervisors, Inventory Managers, Controlled Substance Officers

Key APIs: Prescription API, Drug Database API, Dispensing API, Inventory API, Clinical Decision Support API, Insurance Verification API





Module 6: Advanced Billing & Revenue Cycle Management System

COMPREHENSIVE FINANCIAL OPERATIONS

- ▶ Automated patient billing with real-time charge capture and validation
- ▶ Multi-payment gateway integration (Razorpay, PayU, CCAvenue, Paytm, PhonePe)
- ▶ Insurance claims processing with automated submission and tracking
- ▶ Revenue cycle analytics with key performance indicators and dashboards
- ▶ Accounts receivable management with automated collections and follow-up
- ▶ Payment plan setup with flexible installment options and tracking
- ▶ Financial reporting with real-time dashboards and executive summaries
- ▶ Cost center accounting with department-wise profitability analysis
- ▶ Price transparency tools with upfront cost estimates
- ▶ Charity care and financial assistance program management

Revenue Cycle Workflow:

Patient Registration → Insurance Verification → Pre-authorization → Service Delivery → Charge Capture → Coding → Claim Generation → Claim Submission → Adjudication → Payment Processing → Reconciliation → Denial Management

Database Schema: PatientBilling, InsuranceClaims, PaymentTransactions, RevenueReports, AccountsReceivable, PaymentPlans, InsuranceContracts

User Roles: Billing Specialists, Revenue Cycle Managers, Insurance Coordinators, Collections Specialists, Financial Analysts, Coding Specialists

Key APIs: Billing API, Payment Gateway API, Insurance Verification API, Claims Processing API, Financial Reporting API, Revenue Analytics API





Module 7: Advanced Inventory Management System

COMPREHENSIVE SUPPLY CHAIN MANAGEMENT

- ▶ Real-time inventory tracking across all hospital departments and locations
- ▶ Automated reorder point management with intelligent forecasting algorithms
- ▶ Vendor management with supplier performance analytics and scorecards
- ▶ Purchase order automation with approval workflows and electronic signatures
- ▶ Barcode and RFID integration for comprehensive asset tracking
- ▶ Expiry date monitoring with automated alerts and waste reduction strategies
- ▶ Cost analysis and budget management with variance reporting
- ▶ Multi-location inventory synchronization with transfer management
- ▶ Procurement tender management with vendor comparison tools
- ▶ Consignment inventory management with vendor-owned stock tracking

Inventory Management Workflow:

Demand Planning → Inventory Analysis → Purchase Requisition → Vendor Selection → Purchase Order Creation → Order Approval → Goods Receipt → Quality Inspection → Stock Update → Distribution → Usage Tracking

Database Schema: InventoryItems, StockMovements, PurchaseOrders, Vendors, AssetRegistry, MaintenanceSchedules, DepreciationRecords

User Roles: Inventory Managers, Purchase Officers, Store Keepers, Asset Managers, Maintenance Technicians, Procurement Specialists

Key APIs: Inventory API, Purchase Management API, Asset Tracking API, Vendor Management API, Analytics API, Maintenance API



Module 8: Comprehensive Human Resources & Payroll Management

ADVANCED EMPLOYEE MANAGEMENT

- ▶ Complete employee profile management with document digitization
- ▶ Biometric attendance integration with multiple device support
- ▶ Advanced shift scheduling with optimization algorithms
- ▶ Leave management with automated approval workflows
- ▶ Performance evaluation with 360-degree feedback systems
- ▶ Training and certification management with compliance tracking
- ▶ Medical license and certification monitoring with renewal alerts
- ▶ Employee self-service portal with mobile application
- ▶ Recruitment and onboarding automation with ATS integration
- ▶ Employee engagement surveys and analytics

HR Management Workflow:

Employee Onboarding → Profile Creation → Biometric Registration → Schedule Assignment → Training Completion → Performance Goal Setting → Attendance Tracking → Performance Evaluation → Payroll Processing → Benefits Management

Database Schema: Employees, AttendanceRecords, PayrollData, PerformanceReviews, TrainingRecords, LeaveApplications, BenefitsEnrollment

User Roles: HR Managers, Payroll Specialists, Recruitment Officers, Training Coordinators, Compliance Officers, Employee Relations Specialists

Key APIs: Employee Management API, Payroll API, Attendance API, Performance API, Training API, Compliance API



Module 9: Advanced Radiology Information System (RIS)

COMPREHENSIVE IMAGING MANAGEMENT

- ▶ DICOM image storage and retrieval with cloud-based backup
- ▶ Advanced imaging procedure scheduling with resource optimization
- ▶ Radiologist workflow management with workload balancing
- ▶ Structured reporting with customizable templates and voice recognition
- ▶ Critical findings alerts with automated communication protocols
- ▶ Image sharing with referring physicians and external specialists
- ▶ Quality assurance and peer review management with scoring systems
- ▶ Radiation dose monitoring and safety compliance tracking
- ▶ Contrast media management with allergy checking and documentation
- ▶ Equipment utilization tracking and maintenance scheduling

Radiology Workflow:

Imaging Order Placement → Patient Preparation Instructions → Appointment Scheduling → Patient Arrival → Equipment Assignment → Image Acquisition → DICOM Processing → Quality Check → Radiologist Assignment → Image Interpretation → Report Generation

Database Schema: ImagingOrders, DICOMImages, RadiologistReports, ImagingEquipment, RadiationDoses, QualityMetrics, ContrastProtocols

User Roles: Radiologists, Radiology Technicians, Imaging Coordinators, PACS Administrators, Quality Assurance Specialists

Key APIs: DICOM API, Imaging Orders API, Reporting API, Equipment Integration API, Quality Management API, Analytics API



Module 10: Comprehensive Blood Bank Management System

ADVANCED BLOOD BANKING OPERATIONS

- ▶ Donor registration with comprehensive screening and deferral management
- ▶ Blood collection scheduling with mobile unit coordination
- ▶ Blood component processing and separation tracking
- ▶ Automated cross-matching and compatibility testing
- ▶ Advanced inventory management with expiry tracking and rotation
- ▶ Transfusion monitoring with real-time adverse reaction reporting
- ▶ Quality control procedures with statistical analysis
- ▶ Blood bank equipment integration and maintenance tracking
- ▶ Temperature monitoring with cold chain management
- ▶ Emergency blood request protocols with rapid response

Blood Banking Workflow:

Donor Registration → Medical History Review → Physical Examination → Blood Collection → Testing (ABO, Rh, TTI) → Component Processing → Storage → Cross-matching → Pre-transfusion Testing → Blood Issue → Transfusion → Monitoring

Database Schema: Donors, BloodUnits, CrossMatching, TransfusionRecords, TestResults, InventoryTracking, TemperatureMonitoring

User Roles: Blood Bank Technicians, Transfusion Medicine Specialists, Donor Recruiters, Quality Officers, Blood Bank Supervisors

Key APIs: Donor Management API, Blood Inventory API, Transfusion API, Testing API, Quality Control API, Temperature Monitoring API



Module 11: Comprehensive Mobile Application Suite

PATIENT MOBILE APPLICATION

- ▶ Intuitive appointment booking with real-time availability and location intelligence
- ▶ Complete health records access with document upload and sharing
- ▶ Advanced prescription management with medication reminders and refill requests
- ▶ Laboratory results viewing with graphical trending and normal range indicators
- ▶ Telemedicine integration with video consultations and chat support
- ▶ Integrated bill payment with multiple payment options and receipt management
- ▶ Insurance claim tracking with real-time status updates
- ▶ Health tracking integration with wearables and fitness apps
- ▶ Emergency services with SOS features and emergency contact alerts
- ▶ Family member health management with shared access controls

Mobile App Workflow:

App Download → User Registration → Identity Verification → Biometric Setup → Profile Completion → Permission Configuration → Feature Access → Real-time Notifications → Offline Capability → Data Synchronization

Database Schema: MobileUsers, AppSessions, NotificationLogs, OfflineData, DeviceTokens, HealthMetrics, UserPreferences

User Roles: Patients, Healthcare Providers, Administrators, Family Members, Caregivers, Support Staff

Key APIs: Mobile Authentication API, Health Records API, Appointment API, Notification API, Payment API, Telemedicine API



Module 12: Advanced Communication & Notification System

MULTI-CHANNEL COMMUNICATION PLATFORM

- ▶ Intelligent SMS gateway integration with delivery tracking and analytics
- ▶ WhatsApp Business API for rich media messaging and chatbot support
- ▶ Advanced email automation with customizable templates and A/B testing
- ▶ Push notifications for mobile applications with deep linking
- ▶ In-app messaging with secure, encrypted communication channels
- ▶ Voice call automation for appointment reminders and follow-ups
- ▶ Multi-language support for diverse patient populations (15+ languages)
- ▶ Emergency broadcast systems for critical alerts and mass notifications
- ▶ Video messaging for personalized patient communication
- ▶ Patient portal messaging with secure provider communication

Communication Workflow:

Trigger Event Detection → Message Generation → Personalization Engine → Channel Selection → Delivery Scheduling → Message Transmission → Delivery Confirmation → Response Tracking → Engagement Analysis

Database Schema: MessageTemplates, CommunicationLogs, DeliveryStatus, UserPreferences, CampaignMetrics, EngagementAnalytics

User Roles: Communication Specialists, Marketing Coordinators, Patient Relations Officers, System Administrators, Clinical Staff

Key APIs: SMS API, WhatsApp API, Email API, Push Notification API, Voice Call API, Analytics API, Personalization API



Module 13: Comprehensive Vaccination Management System

ADVANCED IMMUNIZATION MANAGEMENT

- ▶ Complete vaccination schedule management with age-appropriate recommendations
- ▶ Vaccine inventory tracking with lot number and expiry monitoring
- ▶ Immunization record keeping with digital vaccination certificates
- ▶ Adverse event following immunization (AEFI) reporting and tracking
- ▶ Public health reporting with government portal integration (CoWIN, others)
- ▶ Vaccine cold chain monitoring with temperature logging and alerts
- ▶ Patient reminder systems for due and overdue vaccinations
- ▶ Population health analytics for vaccination coverage and trends
- ▶ Vaccine allocation and distribution management
- ▶ Mass vaccination campaign management with logistics support

Vaccination Workflow:

Patient Assessment → Vaccination History Review → Schedule Evaluation → Contraindication Check → Vaccine Selection → Inventory Verification → Consent Obtaining → Vaccination Administration → Record Documentation → AEFI Monitoring

Database Schema: VaccinationSchedules, VaccineInventory, ImmunizationRecords, AdverseEvents, ColdChainData, VaccineAllocation

User Roles: Vaccination Nurses, Immunization Coordinators, Public Health Officers, Vaccine Managers, Cold Chain Technicians

Key APIs: Vaccination API, Inventory API, AEFI Reporting API, Cold Chain API, Certificate API, Analytics API



Module 14: Advanced Medicine Management System

CLINICAL MEDICATION MANAGEMENT

- ▶ Advanced clinical decision support for medication therapy
- ▶ Comprehensive drug utilization evaluation and optimization
- ▶ Medication therapy management (MTM) with clinical interventions
- ▶ Pharmacovigilance system with adverse drug event monitoring
- ▶ Drug formulary management with P&T committee integration
- ▶ Clinical pharmacy interventions tracking and documentation
- ▶ Medication adherence monitoring with patient engagement tools
- ▶ Polypharmacy management with deprescribing recommendations
- ▶ Therapeutic drug monitoring with level optimization
- ▶ Personalized medicine support with pharmacogenomics integration

Medicine Management Workflow:

Clinical Assessment → Medication History Review → Drug Therapy Evaluation → Intervention Identification → Clinical Consultation → Therapy Optimization → Monitoring Plan → Patient Education → Follow-up Scheduling

Database Schema: MedicationTherapy, ClinicalInterventions, DrugUtilization, AdverseEvents, FormularyManagement, TherapeuticMonitoring

User Roles: Clinical Pharmacists, Pharmacy Directors, Drug Information Specialists, Medication Safety Officers, Antimicrobial Stewards

Key APIs: Clinical Decision Support API, Drug Database API, Intervention Tracking API, Analytics API, Pharmacogenomics API



Module 15: Advanced Clinical Data Analytics Platform

COMPREHENSIVE CLINICAL ANALYTICS

- ▶ Real-time clinical outcome analytics with predictive modeling
- ▶ Population health insights with disease surveillance and trending
- ▶ Predictive analytics for patient deterioration and readmission risk
- ▶ Quality measure reporting with benchmark comparisons
- ▶ Clinical research data support with research database integration
- ▶ Performance indicators tracking with automated dashboards
- ▶ Real-time monitoring with early warning systems
- ▶ Clinical pathway optimization with outcome analysis
- ▶ Risk stratification tools for various medical conditions
- ▶ Healthcare-associated infection surveillance and reporting

Analytics Workflow:

Data Collection → Data Validation → Data Processing → Analytics Engine → Pattern Recognition → Insight Generation → Dashboard Updates → Alert Generation → Report Distribution

Database Schema: ClinicalMetrics, PopulationHealth, PredictiveModels, QualityMeasures, OutcomeAnalytics, PerformanceIndicators

User Roles: Data Scientists, Clinical Analysts, Quality Managers, Research Coordinators, Business Intelligence Specialists

Key APIs: Analytics API, Reporting API, Predictive Modeling API, Benchmarking API, Quality Metrics API, Population Health API



Module 16: Hospital Information System (HIS) Core Platform

CENTRAL INTEGRATION HUB

- ▶ Master patient index (MPI) management with enterprise-wide patient matching
- ▶ Inter-departmental data sharing with real-time synchronization
- ▶ Unified user management with single sign-on (SSO) capabilities
- ▶ System integration and API management with monitoring
- ▶ Data backup and recovery with automated disaster recovery
- ▶ Advanced security and access control with role-based permissions
- ▶ Comprehensive audit logging with compliance reporting
- ▶ Performance monitoring with system optimization recommendations
- ▶ Configuration management with environment-specific settings
- ▶ Workflow orchestration with business process automation

HIS Core Workflow:

System Initialization → User Authentication → Permission Validation → Request Processing → Data Retrieval → Business Logic Execution → Response Generation → Audit Logging → Performance Monitoring

Database Schema: SystemConfiguration, UserManagement, AuditLogs, PerformanceMetrics, IntegrationEndpoints, SecurityEvents

User Roles: System Administrators, Database Administrators, Security Officers, Integration Specialists, Performance Analysts

Key APIs: Authentication API, Integration API, Configuration API, Monitoring API, Audit API, User Management API



Module 17: Advanced Facility Management System

COMPREHENSIVE INFRASTRUCTURE MANAGEMENT

- ▶ Intelligent bed management with real-time occupancy tracking
- ▶ Room scheduling and availability optimization with automated assignments
- ▶ Maintenance request management with work order automation
- ▶ Asset lifecycle management with depreciation and replacement planning
- ▶ Utility monitoring with energy consumption optimization
- ▶ Security system integration with access control and surveillance
- ▶ Environmental compliance tracking with regulatory reporting
- ▶ Space utilization analytics with optimization recommendations
- ▶ Emergency preparedness planning with evacuation protocols
- ▶ Visitor management with registration and tracking systems

Facility Management Workflow:

Facility Assessment → Resource Planning → Space Allocation → Maintenance Scheduling → Work Order Generation → Service Delivery → Quality Verification → Usage Analytics → Optimization Planning

Database Schema: FacilityAssets, MaintenanceRequests, SpaceAllocation, UtilityConsumption, SecurityEvents, VisitorLogs

User Roles: Facility Managers, Maintenance Technicians, Security Officers, Environmental Specialists, Space Planners

Key APIs: Facility Management API, Asset Tracking API, Maintenance API, Space Management API, Environmental Monitoring API

4. Revolutionary Location-Based Intelligence System

World's First Smart Departure Notification System: Our proprietary algorithm combines real-time traffic data, weather conditions, patient location, and hospital proximity to calculate optimal departure times. The system automatically sends personalized notifications via SMS, WhatsApp, or push notifications, ensuring patients arrive on time while minimizing waiting periods and optimizing hospital resource utilization.





Location Intelligence Features & Benefits

Feature	Capability	Patient Benefit	Hospital Benefit
Smart Departure Alerts	Real-time travel calculation	Reduced waiting time	Improved scheduling efficiency
Traffic-based Adjustments	Dynamic route optimization	Stress-free travel	Reduced no-shows
Weather Integration	Weather-based delays	Safe travel planning	Better resource planning
Parking Notifications	Availability alerts	Convenient parking	Improved patient experience

Multi-Branch Hospital Network Management

Unified Multi-Branch Command Center

Our cloud-native architecture enables seamless management of multiple hospital branches through a unified platform, providing real-time visibility, control, and analytics across the entire healthcare network.





Advanced AI & Machine Learning Integration

AI-POWERED HEALTHCARE SOLUTIONS

- ▶ Predictive analytics for patient deterioration and early warning systems
- ▶ Machine learning algorithms for diagnosis assistance and clinical decision support
- ▶ Natural language processing for clinical documentation and coding
- ▶ Computer vision for medical imaging analysis and anomaly detection
- ▶ Chatbot integration for patient queries and appointment scheduling
- ▶ Fraud detection algorithms for billing and insurance claims
- ▶ Resource optimization using machine learning for staff and equipment scheduling
- ▶ Drug discovery support with AI-powered research tools

5. Technology Infrastructure & Security Architecture

Enterprise-Grade Cloud Infrastructure

Complete Technology Stack:

- **Frontend Technologies:** React 18 with TypeScript, Redux Toolkit for state management, Material-UI for components, Progressive Web App (PWA) capabilities
- **Backend Technologies:** Node.js 20 with Express.js, GraphQL for flexible queries, RESTful APIs, Microservices architecture with Docker containerization
- **Database Solutions:** MongoDB 7.0 with replica sets for high availability, Redis for caching and session management, Elasticsearch for search and analytics
- **Cloud Platform:** AWS/Azure with auto-scaling, load balancing, disaster recovery, and multi-region deployment
- **Mobile Development:** React Native with native module integration for iOS and Android platforms
- **Real-time Communication:** WebSocket connections, Socket.io for real-time updates, Server-Sent Events (SSE)
- **Analytics & Big Data:** Apache Kafka for data streaming, Apache Spark for big data processing, Machine Learning pipelines
- **DevOps & Deployment:** Kubernetes for orchestration, CI/CD pipelines, Infrastructure as Code (IaC), Monitoring and alerting



Advanced Security Framework

Multi-Layer Security Architecture

Security Layer	Technology	Implementation	Compliance
Data Encryption	AES-256	At rest and in transit	HIPAA, GDPR
Authentication	Multi-Factor Auth	Biometric + Token	SOC 2 Type II
Access Control	RBAC + ABAC	Role & attribute based	ISO 27001
Network Security	Zero Trust	VPN + Firewall	PCI DSS
Audit Trails	Blockchain	Immutable logs	FDA CFR 21 Part 11

Integration & Interoperability Standards

HEALTHCARE STANDARDS COMPLIANCE

- ▶ HL7 FHIR R4 compliance for seamless healthcare data exchange
- ▶ DICOM integration for medical imaging systems and PACS connectivity
- ▶ ICD-10-CM and ICD-10-PCS coding standards implementation
- ▶ CPT coding integration for procedure billing and documentation
- ▶ SNOMED CT terminology integration for clinical concepts
- ▶ LOINC codes for laboratory and clinical observations
- ▶ Integration with major EHR systems (Epic, Cerner, Allscripts, NextGen)
- ▶ Government health portal integration (Ayushman Bharat, e-Sanjeevani, CoWIN)
- ▶ API-first architecture for seamless third-party integrations
- ▶ Electronic health record interoperability with health information exchanges
- ▶ Insurance provider API integration for real-time eligibility and claims
- ▶ Laboratory and imaging system integration with major vendors



6. Complete Project Investment & Financial Analysis

Detailed Project Investment Breakdown - ₹2,00,00,000

Investment Component	Timeline	Investment (₹)
Phase 1: Development & Engineering (58%)	12 months	₹1,15,00,000
• Core System Development (17 Modules)	8 months	₹65,00,000
• Mobile Application Development (iOS & Android)	4 months	₹25,00,000
• Advanced Integration & API Development	3 months	₹15,00,000
• Comprehensive Testing & Quality Assurance	2 months	₹10,00,000
Phase 2: Infrastructure & Technology (12.5%)	12 months	₹25,00,000
• Cloud Infrastructure Setup & Optimization	12 months	₹12,00,000
• Security Implementation & Compliance	6 months	₹8,00,000
• Third-party Integrations & APIs	4 months	₹5,00,000
Phase 3: Office & Infrastructure Setup (17.5%)	12 months	₹35,00,000
• Office Space, Furniture & Utilities	12 months	₹20,00,000
• Development Workstations & Servers	Initial Setup	₹15,00,000
Phase 4: Sales & Marketing Operations (7.5%)	4 months	₹15,00,000
• Sales Team (4 professionals from Month 9)	4 months	₹10,00,000
• Digital Marketing & Brand Building	4 months	₹5,00,000
Phase 5: Training & Documentation (5%)	2 months	₹10,00,000
Total Project Investment	12 months	₹2,00,00,000



Revenue Model & Competitive Pricing Strategy

Market-Competitive Pricing Structure (40% Below Market Rate)

Hospital Category	Monthly Subscription	One-time + AMC
Small Hospital (30-50 beds)	₹30,000/month	₹9,00,000 + ₹1,80,000/year
Medium Hospital (51-100 beds)	₹51,000/month	₹15,30,000 + ₹3,06,000/year
Large Hospital (101-200 beds)	₹90,000/month	₹27,00,000 + ₹5,40,000/year
Multi-branch Network (200+ beds)	₹1,20,000/month	₹36,00,000 + ₹7,20,000/year
Enterprise Hospital Chain (500+ beds)	₹2,00,000/month	₹60,00,000 + ₹12,00,000/year
Specialty Hospitals (Cardiology, Oncology)	₹75,000/month	₹22,50,000 + ₹4,50,000/year

Sales Team Structure & Investment

Strategic Sales Team Deployment (Starting Month 9): Our dedicated sales team will begin market penetration during the final development phase, ensuring immediate revenue generation upon product launch.



Sales Team Composition & Monthly Investment

Position	Monthly Salary	Responsibilities	Duration
Sales Manager	₹80,000	Team leadership, strategy, and key account management	4 months
Enterprise Sales Executive	₹70,000	Large hospital acquisitions and corporate sales	4 months
Regional Sales Representative	₹60,000	Medium hospital coverage and regional expansion	4 months
Inside Sales Specialist	₹50,000	Small hospitals, lead qualification, and customer support	4 months
Total Monthly Sales Cost	₹2,60,000	Complete sales team operations	₹10,40,000

Investment Summary:

Total Project Cost: ₹2,00,00,000 | Sales Team Investment: ₹10,40,000 | Expected Break-even: **13 months**



7. Implementation Timeline

Phase 1: Foundation & Core Development (Months 1-3)

Deliverables: System architecture design, cloud infrastructure setup, database schema design, patient management module, basic EMR functionality, user authentication system, security framework implementation, and API gateway setup.

Team Size: 12 developers, 2 architects, 1 project manager

Phase 2: Clinical & Administrative Modules (Months 4-6)

Deliverables: Laboratory management system, pharmacy management, appointment scheduling with location intelligence, billing & revenue cycle management, inventory management, and basic reporting capabilities.

Team Size: 15 developers, 2 business analysts, 1 QA lead

Phase 3: Advanced Clinical & Specialized Modules (Months 7-8)

Deliverables: Radiology information system, blood bank management, vaccination management, medicine management, human resources & payroll, and advanced clinical decision support.

Team Size: 18 developers, 3 clinical specialists, 2 QA engineers

Phase 4: Mobile Applications & Integration (Months 9-10)

Deliverables: Patient mobile application, healthcare provider mobile app, administrative mobile app, communication system, real-time notifications, payment gateway integration, and third-party API integrations.

Team Size: 20 developers, 4 mobile specialists, 2 integration specialists

Phase 5: Analytics & Advanced Features (Month 11)

Deliverables: Clinical data analytics platform, HIS core system, facility management, multi-branch management capabilities, advanced reporting, and AI/ML integration.

Team Size: 15 developers, 2 data scientists, 1 DevOps specialist

Phase 6: Testing, Deployment & Go-Live (Month 12)

Deliverables: Comprehensive system testing, security audits, performance optimization, production deployment, user training, documentation completion, and 24/7 support setup.

Team Size: 10 developers, 5 QA engineers, 3 deployment specialists, 4 trainers



7. Revenue Projections & ROI Analysis

5-Year Revenue Projection & ROI Analysis

Year	Customers	Avg Revenue/Customer	Annual Revenue	Cumulative ROI
Year 1	30 hospitals	₹6,00,000	₹1,80,00,000	-10% (Recovery)
Year 2	75 hospitals	₹6,50,000	₹4,87,50,000	134% ROI
Year 3	150 hospitals	₹7,00,000	₹10,50,00,000	425% ROI
Year 4	250 hospitals	₹7,50,000	₹18,75,00,000	838% ROI
Year 5	400 hospitals	₹8,00,000	₹32,00,00,000	1500% ROI

Break-Even Analysis

Financial Milestones & Break-Even Analysis

Break-Even Point: Month 13 (1 month post-launch)

Monthly Revenue Required:

₹18,00,000 (Break-even)
₹30,00,000 (Profitability)

Market Share Target:

0.21% (Break-even)
0.35% (Profitability)

Customers Needed:

30 hospitals (Break-even)
50 hospitals (Strong profitability)

Revenue Milestones:

Month 13: ₹18L/month
Month 18: ₹45L/month
Month 24: ₹75L/month

Total Market Penetration 25,000 0.6% 150 customers ₹10,50,00,000



Break-Even Analysis & Financial Milestones

Financial Milestones & Break-Even Analysis

Break-Even Point: Month 13 (1 month post-launch)

Monthly Revenue Required:

₹18,00,000 (Break-even)

₹30,00,000 (Profitability)

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0.21% (Break-even)

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8. Revenue Projections & ROI Analysis

5-Year Revenue Projection & ROI Analysis

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Market Penetration & Customer Acquisition Strategy

Target Market Analysis & Penetration Strategy

Market Segment	Total Facilities	Target Penetration	Year 3 Target	Revenue Potential
Private Hospitals (50+ beds)	12,000	2.5%	80 hospitals	₹5,60,00,000
Government Hospitals	8,500	15%	25 hospitals	₹2,55,00,000
Multi-specialty Chains	2,500	4%	25 chains	₹1,87,50,000
Specialty Hospitals	2,000	3%	20 hospitals	₹1,47,50,000
Total Market Penetration	25,000	0.6%	150 customers	₹10,50,00,000



9. Competitive Analysis & Market Positioning

Comprehensive Competitive Analysis Matrix

Feature/Capability	Shivakarma HMS	HospitalRun	OpenMRS	Practo Ray	International Solutions
Location Intelligence	✅ World-First	❌ Not Available	❌ Not Available	❌ Not Available	❌ Not Available
Multi-Branch Management	✅ Advanced Cloud-Native	⚠️ Limited	⚠️ Basic	✅ Available	✅ Available
Mobile Applications	✅ Comprehensive Suite	⚠️ Basic Web App	❌ Limited	✅ Good	✅ Available
Indian Compliance	✅ 100% Compliant	⚠️ Partial	⚠️ Basic	✅ Compliant	❌ Limited
AI/ML Integration	✅ Advanced AI Platform	❌ None	❌ Basic	⚠️ Limited	✅ Advanced
Pricing (Medium Hospital)	₹51,000/month	₹45,000/month	₹35,000/month	₹85,000/month	₹1,50,000+/month
Implementation Time	4-8 weeks	8-12 weeks	12-16 weeks	6-10 weeks	16-24 weeks
Overall Rating	9.5/10	6.5/10	6.0/10	7.5/10	8.5/10

Unique Value Propositions

MARKET DIFFERENTIATION STRATEGIES

- ▶ **Revolutionary Location Intelligence:** World's first HMS with real-time travel optimization and smart departure notifications - no competitor offers this capability
- ▶ **Aggressive Pricing Strategy:** 40% lower cost than international solutions while maintaining enterprise-grade features and functionality
- ▶ **India-First Approach:** Built specifically for the Indian healthcare ecosystem with deep integration of local compliance, languages, and payment systems
- ▶ **Comprehensive Mobile Experience:** Full-featured native mobile applications for all stakeholders with offline capabilities and biometric security





- ▶ **Advanced AI Integration:** Built-in artificial intelligence for predictive analytics, clinical decision support, and operational optimization
- ▶ **Multi-Branch Cloud Architecture:** Seamless management of hospital networks with real-time synchronization and centralized analytics
- ▶ **Flexible Deployment Options:** Both SaaS subscription and perpetual licensing models with hybrid cloud support
- ▶ **Rapid Implementation:** 4-8 week implementation timeline compared to 16-24 weeks for international solutions

10. Risk Assessment & Mitigation Strategies

Comprehensive Risk Analysis & Mitigation Framework

Risk Category	Specific Risk	Probability	Impact	Mitigation Strategy
Technical Risks	Technology Obsolescence	Medium	High	Modular architecture, regular updates, cloud-native design
	Security Breaches	Low	Very High	Multi-layer security, regular audits, compliance certifications
Market Risks	Competitive Pressure	High	Medium	Unique features, aggressive pricing, superior customer service
	Regulatory Changes	Medium	Medium	Proactive compliance monitoring, flexible architecture
Operational Risks	Customer Acquisition	Medium	High	Strong sales team, pilot programs, referral incentives
	Cash Flow Management	Medium	High	Flexible payment terms, diverse revenue streams

11. Quality Assurance & Support Framework

Comprehensive Testing Strategy & Quality Assurance:

- **Unit Testing:** 95%+ code coverage with automated test suites using Jest and Mocha
- **Integration Testing:** Comprehensive API and database integration validation
- **Performance Testing:** Load testing for 50,000+ concurrent users using JMeter and LoadRunner
- **Security Testing:** Regular penetration testing and vulnerability assessments
- **User Acceptance Testing:** Real-world scenario testing with beta customers
- **Mobile Testing:** Cross-device and cross-platform compatibility across 50+ devices
- **Compliance Testing:** HIPAA, SOC 2, and regulatory requirement validation
- **Accessibility Testing:** WCAG 2.1 compliance for disabled users
- **Browser Compatibility:** Support for all major browsers including legacy versions
- **API Testing:** Automated API testing with Postman and Newman



- **Database Testing:** Data integrity and performance optimization
- **Disaster Recovery Testing:** Regular DR drills and business continuity validation

24/7 Support & Maintenance Infrastructure

SUPPORT & MAINTENANCE FRAMEWORK

- ▶ Three-tier support system (L1, L2, L3) with defined escalation protocols and SLA commitments
- ▶ Dedicated customer success managers for enterprise clients with quarterly business reviews
- ▶ Real-time system monitoring with proactive issue detection and automated alerting
- ▶ Comprehensive knowledge base with 500+ articles and video tutorials
- ▶ Regular training programs and certification courses for hospital staff
- ▶ Annual system health checks and optimization reviews with performance reports
- ▶ Emergency response team for critical system issues with 15-minute response time
- ▶ Continuous product updates and feature enhancements based on customer feedback
- ▶ Multi-language support in Hindi, English, and 12 regional languages
- ▶ Remote desktop support and on-site assistance for critical implementations
- ▶ Integration support for third-party systems and custom requirements
- ▶ Backup and disaster recovery management with 99.9% uptime guarantee

12. Future Roadmap & Innovation Pipeline

Year 2: AI & Advanced Analytics (2026)

Implementation of advanced AI for predictive analytics, clinical decision support, automated diagnosis assistance, and population health management with machine learning algorithms.

Year 3: IoT & Smart Hospital Integration (2027)

Integration with medical IoT devices, patient wearables, smart hospital infrastructure, and comprehensive environmental monitoring for next-generation healthcare delivery.

Year 4: Telemedicine & Remote Care Platform (2028)

Advanced telemedicine platform with remote patient monitoring, virtual consultations, home healthcare management, and chronic care coordination.

Year 5: International Expansion (2029)

Market expansion to Southeast Asia, Middle East, and African markets with localized versions, regional compliance features, and multi-currency support.



Emerging Technology Integration

NEXT-GENERATION HEALTHCARE TECHNOLOGIES

- ▶ **Artificial Intelligence & Machine Learning:** Advanced AI for patient outcome prediction, treatment optimization, and automated clinical documentation
- ▶ **Blockchain Technology:** Secure health record sharing, pharmaceutical supply chain tracking, and medical credential verification
- ▶ **Virtual & Augmented Reality:** Medical training simulations, patient therapy applications, and surgical assistance tools
- ▶ **Internet of Things (IoT):** Smart hospital infrastructure integration, patient monitoring devices, and environmental sensors
- ▶ **5G Technology:** Ultra-low latency communications for real-time medical applications and remote surgery support
- ▶ **Quantum Computing:** Drug discovery acceleration, complex medical imaging analysis, and genomic sequencing optimization
- ▶ **Digital Twins:** Virtual hospital modeling, patient digital replicas, and predictive maintenance for medical equipment
- ▶ **Edge Computing:** Real-time processing for critical care applications and reduced latency for life-saving interventions

13. Environmental & Social Impact

Sustainable Healthcare Technology & Social Responsibility

Environmental Benefits:

- 85% reduction in paper usage across hospital operations
- 65% decrease in patient travel through telemedicine
- Energy-efficient cloud infrastructure with carbon neutrality
- Optimized resource utilization reducing medical waste
- Digital prescriptions eliminating paper prescriptions
- Remote consultations reducing transportation emissions

Social Impact & Healthcare Accessibility:

- Improved healthcare accessibility in rural areas
- Better patient outcomes through predictive analytics
- Enhanced healthcare quality through standardization
- Job creation in healthcare IT sector (500+ jobs)
- Healthcare cost reduction for patients
- Digital literacy improvement among healthcare workers

Economic Impact:

- ₹500 crores in healthcare cost savings annually
- 15% improvement in hospital operational efficiency
- Reduced healthcare disparities across urban-rural divide
- Enhanced medical tourism through quality healthcare
- Support for government Digital India initiative
- Contribution to GDP through healthcare digitization



14. Regulatory Compliance & Certifications

Comprehensive Compliance & Certification Matrix

Compliance Standard	Scope	Status	Timeline	Certification Body
HIPAA Compliance	Healthcare Data Protection	Planned	Month 6	US Department of HHS
ISO 27001:2013	Information Security Management	Planned	Month 8	BSI/ISACA
SOC 2 Type II	Security & Availability	Planned	Month 10	AICPA
GDPR Compliance	Data Privacy	Built-in	Month 6	EU DPA
PCI DSS Level 1	Payment Card Security	Planned	Month 9	PCI SSC
Indian IT Act 2000	Digital Signatures & Cyber Law	Built-in	Month 3	Government of India

15. Investment Highlights & Strategic Advantages



Premier Healthcare Technology Investment Opportunity

Total Investment Required: ₹2,00,00,000 (2 Crores)

Expected 5-Year ROI: 1500% (15x return)

Break-Even Timeline: 13 months

Total Addressable Market: ₹8,175 crores by 2028





Why Shivakarma HMS is the Definitive Healthcare Investment

- ✓ **Proven Leadership Team:** 15+ years healthcare IT expertise with successful track record
- ✓ **World-First Innovation:** Revolutionary location intelligence technology with no competition
- ✓ **Complete Market Solution:** 17 comprehensive modules addressing all hospital operational needs
- ✓ **Scalable Cloud Architecture:** Built for unlimited growth and global expansion
- ✓ **Superior Profit Margins:** 70%+ gross margins with recurring SaaS revenue model
- ✓ **Predictable Revenue:** Subscription-based model ensuring consistent cash flows
- ✓ **Government Support:** Aligned with Digital India and Ayushman Bharat initiatives
- ✓ **Exit Strategy Potential:** Multiple acquisition opportunities in 3-5 years
- ✓ **ESG Compliance:** Strong environmental and social impact metrics
- ✓ **Risk Mitigation:** Diversified customer base and multiple revenue streams
- ✓ **International Expansion:** Ready for Southeast Asia and Middle East markets
- ✓ **AI-Ready Platform:** Future-proof architecture for emerging technologies

Strategic Partnership & Expansion Opportunities

GROWTH & PARTNERSHIP STRATEGY

- ▶ **Hospital Chain Partnerships:** Strategic alliances with major hospital groups (Apollo, Fortis, Max Healthcare)
- ▶ **Government Collaborations:** Public-private partnerships for government hospital digitization
- ▶ **Technology Integrations:** Partnerships with medical device manufacturers and software vendors
- ▶ **Insurance Company Alliances:** Direct integration with health insurance providers for seamless processing
- ▶ **Medical Tourism Support:** Specialized solutions for international patient management
- ▶ **Research Institution Collaborations:** Partnerships with medical colleges and research organizations
- ▶ **Startup Ecosystem:** Integration with healthcare startups for comprehensive ecosystem
- ▶ **International Expansion:** Strategic entry into Southeast Asia, Middle East, and African markets



16. Call to Action & Next Steps



Transform Healthcare. Transform Lives. Transform India.

Join Us in Revolutionizing Healthcare Delivery Across India

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Investment Highlights Summary:

- World's First Location-Intelligent HMS
- ₹2 Crore Investment → ₹32 Crore Annual Revenue by Year 5
 - 1500% ROI with 13-month break-even
 - 70,000+ hospitals in addressable market
- Government-backed Digital India initiative alignment



Immediate Next Steps:

1. Schedule detailed technical demonstration
2. Review comprehensive business plan and financial projections
3. Discuss investment terms and equity participation
4. Finalize partnership agreement and development timeline
5. Begin immediate development and team scaling

Together, let's build the future of healthcare technology!



Document Information:

Version: 2.0 | **Date:** July 2025 | **Pages:** Comprehensive Technical Specification

Classification: Confidential Business Plan - Prepared for Investor Presentation

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