



Pharmacy Information System (PhIS) and Clinic Pharmacy System (CPS)

Full Based User Manual Patient Management

Version	: 10th EDITION
Document ID	: FB_U. MANUAL_PATIENT MANAGEMENT



PhIS & CPS Project
User Manual – Patient Management



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Reference ID : FB_U. MANUAL_ PATIENT MANAGEMENT-10th EDITION

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1.0 Introduction

1.1 Overview of PhIS

Pharmacy Information System or better known as PhIS, is a complete and comprehensive system that integrates pharmacy related services geared towards pharmacy excellence. PhIS implementation would transform most of current manual process to electronic system would benefit facility end user in the health care sector.

There are 12 modules to assist services delivery by the health care sector which comprises of:

1. Order Management
2. Inpatient Pharmacy
3. Outpatient Pharmacy
4. Medication Counselling
5. Ward Pharmacy
6. Pharmacy Inventory
7. Manufacturing of Cytotoxic Drug Reconstitution, Parenteral Nutrition, IV Admixture & Eye Drop, Radiopharmaceuticals and Extemporaneous
8. Adverse Drug Reaction & Drug Allergic (ADR & DAC)
9. Clinical Pharmacokinetics Services (TDM)
10. Drug Information & Consumer Education (DICE)
11. Medication Therapy Adherence Clinic (MTAC)
12. Data Mining (PhARM)

1.2 Purpose and Objectives

This user manual outlines the Patient Management sub-module and its key features and functionalities.

The primary objective is to guide user through the process of completing PhIS application process.

User will understand the following activities in details:

- Patient Registration
- Patient Quick Registration
- Visit Management
- Manage Duplicate Record
- Cancel Discharge Patient
- Clinical Summary
- Record Retrieval















1.3 Organised Sections

These are the sections within this document:





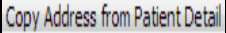



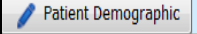
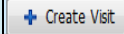
- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Patient Management
- Section 4 : Acronyms
- Section 5 : Links to Clinical Modules

2.0 Application Standard Features

2.1 PhIS Legend

Standard Legend			
	Login to PhIS		Logout from PhIS
	Close All Open Tabs		Refresh Screen
	Expand Menu		Collapse Menu
	Expand Module		Collapse Module
	Add/Create New Record		Save
	Close Window		Calendar Icon
	Save Transaction		Delete Record
 Export to Excel	Export Report From PDF file to Excel file		OK Button
	Yes Button		No Button
	Radio Button		Checkbox
	System Automatic Generate Record No.		Automatically Display/Retrieve Box
	Reset Login Screen		Show Help
 Home	Display Home Tab		Search Record
	Cancel		Dropdown Box
	Search Icon		Mandatory Field
	Edit Record		Empty Text Box
	Cancel Button		

Patient Management Module Legend

	Electronic Government Guarantee Letter (eGL) Verification		Merge Patient's Record
	Print Patient Label		Renew Visit
	Copy Patient Address		View Visit List
	Print Patient Sample Label		New Patient Transfer
	Edit Patient Demographic		Create Visit

Note

To learn more about Login Information, kindly click [Login Information](#) module for descriptive steps.

2.2 Latest Enhancement and Updates

Latest Functions	Page
To use auto complete function (keyin part of doctor's name) for discharge prescriber name similar as in Medication Order screen (when search on prescriber). When user type letter, system will automatically go to the matched character.	
Add delete button after upload patient image in patient registration.	
Add drop list down info My PR or My Kas at Patient ID. TBC check with DDSA data.	

3.0 Patient Management

Overview

The Patient Management module handles all the administrative events pertaining to patients comprises outpatient registration, inpatient admission, transfer and discharge. This module processes quick access to patient demographics and clinical summary. It also supports merge duplicate patient records.

User Group

This module is intended for registration staff and pharmacist. (subject to user assigned by the facility)

Functional Diagram

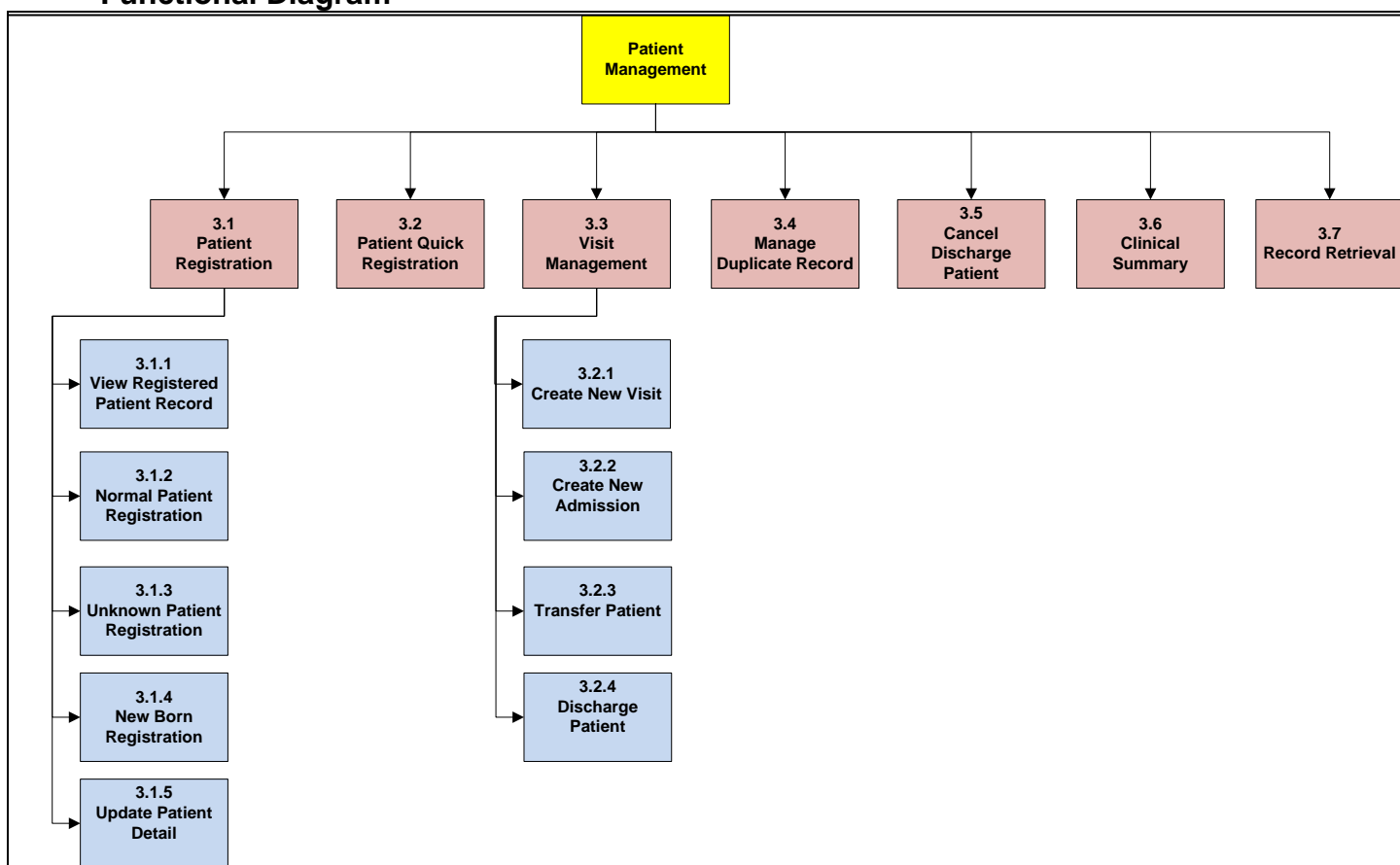


Table 3.0-1

Functional Description

Patient management comprises of five (4) main functions:

- **Patient Registration**

This function allows user to record and update patient personal information and contact information, allows in handling all the administrative events pertaining to patients comprises outpatient, registration and inpatient admission.

- **Patient Quick Registration**

This function allows user to perform quick registration for new patient and acknowledge patient.

- **Visit Management**

This function allows user to create visit, transfer and discharge. It also supports printing of patient label and visit label. Patients can be transferred within the ward or inter-ward. For other types of patient, new visit needs to be created.

- **Manage Duplicate Record**

This function provides user the capability to combine/merge information related to the same patient who currently captured under different patient records e.g. duplicate MRN, Patient Name and ID Number.

- **Cancel Discharge Patient**

To cancel the discharged process

- **Clinical Summary**

Clinical summary will show summary of patient visit and medical information for the selected patient. It also contains patient diagnosis and allergy information

- **Record Retrieval**

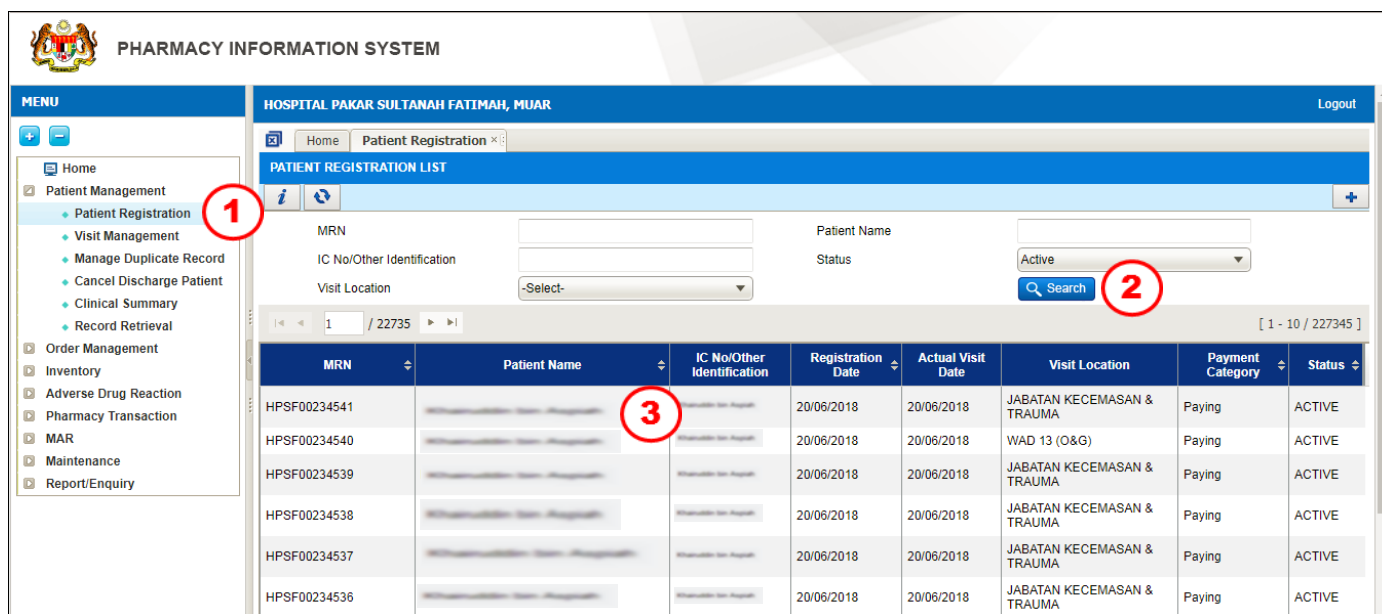
This function provides user to retrieve back the record of dispensing and print the prescription, balance medication sheet, drug label and worksheet.

3.1 Patient Registration

Patient registration is used to create new patient records in facility with Medical Record Number (MRN). It enable user to register for three (3) basic types of patient; i.e. normal patient, unknown patient and newborn.

3.1.1 View Registered Patient Record

This function is used to retrieve and view patient registration details



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

PATIENT REGISTRATION LIST

MRN: Patient Name: Status: Search:

IC No/Other Identification: Visit Location:

1 / 22735 [1 - 10 / 227345]

MRN	Patient Name	IC No/Other Identification	Registration Date	Actual Visit Date	Visit Location	Payment Category	Status
HPSF00234541	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234540	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	WAD 13 (O&G)	Paying	ACTIVE
HPSF00234539	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234538	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234537	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234536	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE

Figure 3.1.1-1 Patient Registration Listing Page

STEP 1

Click on 'Patient Management' and 'Patient Registration' sub-menu

Note

Various search criteria for existing Patient is provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: <ul style="list-style-type: none"> Type the MRN either full or partial: Example : HPSF00001234 or "1234"
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Visit Location	Visit Location	Allow to search by facility location e.g:

No	Field	Description	Remark
			<ul style="list-style-type: none"> Community Psychiatric Unit Daycare Wad 5,7,8,9,10,11,15 Dewan Bedah/Dewan Bedah Harian Dewan Bersalin/Dewan Bersalin HD Jabatan Bedah Mulut Jabatan Kecemasan & Trauma Klinik : <ul style="list-style-type: none"> Berhenti Merokok Dada Nefrologi Pakar ENT Pakar Kanak-kanak] Pakar Kulit Pakar O&G Pakar Ortopedik Pakar Pembedahan Pakar Perubatan MTAC Clinic Wad-wad 1-18 Wad ISO
d	Patient Name	Patient Name	Allow to search by patient full name or partial
e	Status	Status of patient at the hospital	Allow to search by status either Active or Inactive

Table 3.1.1-1

STEP 2

Click on  button to search the patient

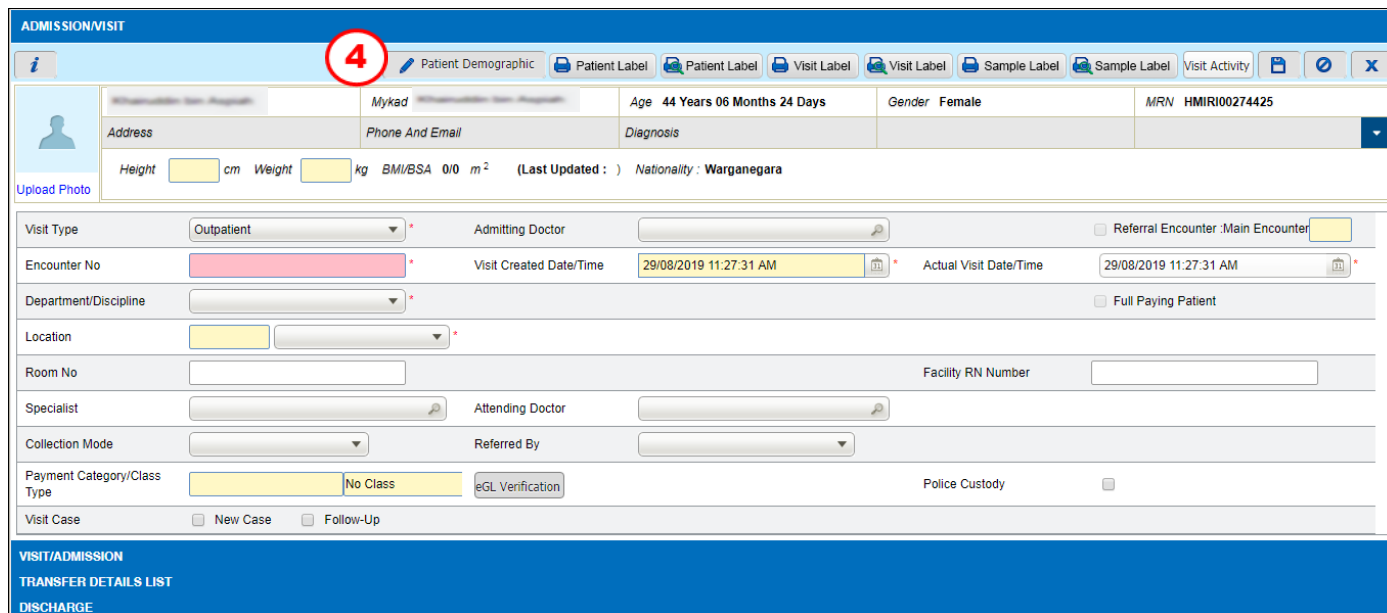
Note

Search result of current registered patient list will be displayed:

- **MRN**
- **Patient Name**
- **ID Number**
- **Registration Date**
- **Visit Date**
- **Visit Location**
- **Payment Category**
- **Status**

STEP 3

Double click on the selected patient as shown in Figure 3.1.1-1, new screen will display as shown in Figure 3.1.1-2



ADMISSION/VISIT

4 Patient Demographic Patient Label Visit Label Sample Label Visit Activity

Mykad Age 44 Years 06 Months 24 Days Gender Female MRN HMIRI00274425

Address Phone And Email Diagnosis

Height cm Weight kg BMI/BSA 0/0 m² (Last Updated :) Nationality : Warganegara

Visit Type Outpatient * Admitting Doctor Referral Encounter Main Encounter

Encounter No * Visit Created Date/Time 29/08/2019 11:27:31 AM * Actual Visit Date/Time 29/08/2019 11:27:31 AM *

Department/Discipline * Full Paying Patient

Location * Room No Facility RN Number

Specialist Attending Doctor

Collection Mode Referred By

Payment Category/Class Type No Class eGL Verification Police Custody

Visit Case ☐ New Case ☐ Follow-Up

VISIT/ADMISSION

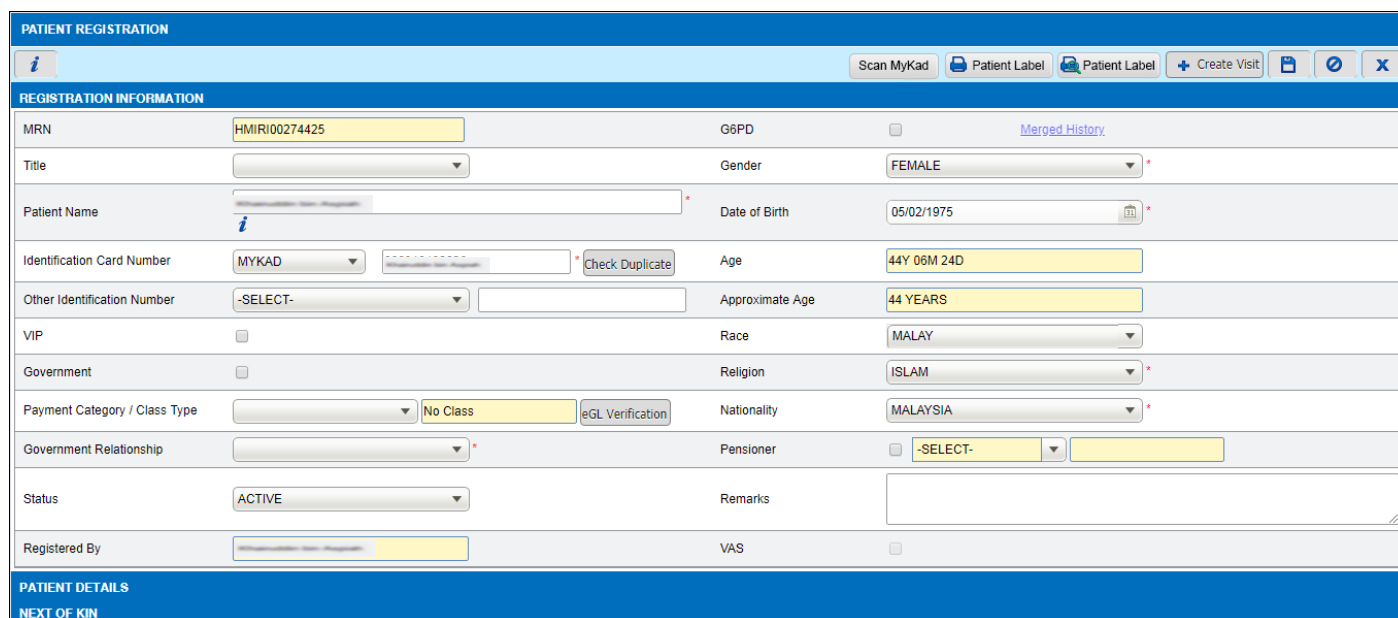
TRANSFER DETAILS LIST

DISCHARGE

Figure 3.1.1-2 Admission/Visit

STEP 4

Click on the **Patient Demographic** button to view patient detail information as shown in Figure 3.1.1-3



PATIENT REGISTRATION

Scan MyKad Patient Label Patient Label Create Visit

REGISTRATION INFORMATION

MRN HMIRI00274425 G6PD Merged History

Title Gender FEMALE *

Patient Name * Date of Birth 05/02/1975 *

Identification Card Number MYKAD * Check Duplicate Age 44Y 06M 24D

Other Identification Number -SELECT- Approximate Age 44 YEARS

VIP Race MALAY

Government Religion ISLAM *

Payment Category / Class Type No Class eGL Verification Nationality MALAYSIA *

Government Relationship * Pensioner -SELECT- *

Status ACTIVE Remarks


Registered By VAS

PATIENT DETAILS

NEXT OF KIN

Figure 3.1.1-3 Patient Registration

Note

- Nationality 'Bukan Warganegara' is highlighted in yellow box. Refer Figure 3.1.1-4.
- This Nationality can also be view in Pharmacy transaction screen.
- For  icon is for display details as below :
- You are only allowed to use following characters a-z A-Z 0-9 / @ ~ ! * \$ ^ & * () - + { } | : - ' < > ? , ; . [] = \



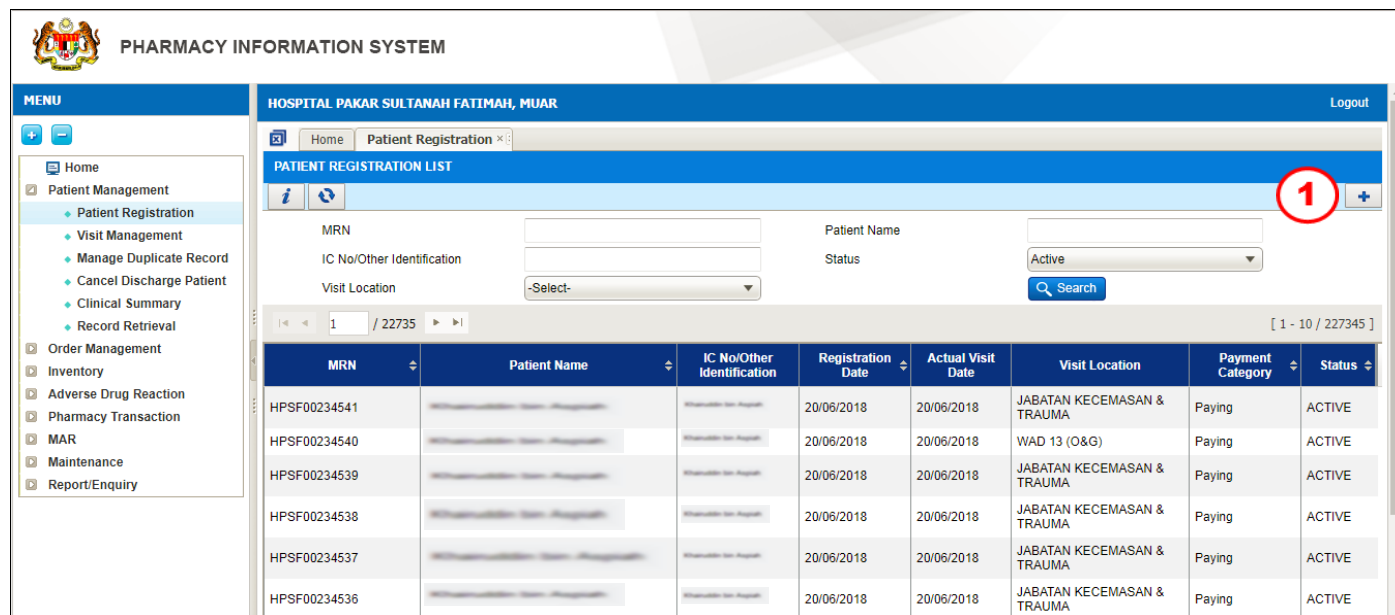
ADMISSION/VISIT										
		Patient Demographic		Patient Label	Patient Label	Visit Label	Visit Label	Sample Label	Sample Label	Visit Activity
	Passport	Age	28 Years 01 Months 28 Days	Gender	Male	MRN	HMIRI00274384			
Address	Phone And Email	Diagnosis	No known Allergies							
Height	cm	Weight	kg	BMI/BSA	0/0 m ²	(Last Updated :)	Nationality	Bukan Warganegara		
Upload Photo										
Visit Type	Outpatient	Admitting Doctor			Referral Encounter :Main Encounter					
Encounter No		Visit Created Date/Time	29/08/2019 11:46:33 AM		Actual Visit Date/Time	29/08/2019 11:46:33 AM				
Department/Discipline				Full Paying Patient						
Location										
Room No				Facility RN Number						
Specialist		Attending Doctor								
Collection Mode		Referred By								
Payment Category/Class Type	Paying	No Class	eGL Verification	Police Custody						
Visit Case	<input type="checkbox"/> New Case	<input type="checkbox"/> Follow-Up								
VISIT/ADMISSION										
TRANSFER DETAILS LIST										
DISCHARGE										

Figure 3.1.1-4 Nationality 'Bukan Warganegara'

3.1.2 Normal Patient Registration

To register a new patient record, perform the steps below:



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

PATIENT REGISTRATION LIST

MRN: Patient Name:
 IC No/Other Identification: Status:
 Visit Location:

1 / 22735 [1 - 10 / 227345]

MRN	Patient Name	IC No/Other Identification	Registration Date	Actual Visit Date	Visit Location	Payment Category	Status
HPSF00234541	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234540	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	WAD 13 (O&G)	Paying	ACTIVE
HPSF00234539	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234538	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234537	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234536	[REDACTED]	[REDACTED]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE

Figure 3.1.2-1 Patient Registration Listing Page

Note

On this listing page, to search for existing patient records please refer to Table 3.1.2-1.

STEP 1

Click on the Create New Record  button for patient registration, three (3) sections will be displayed:

- Registration Information as shown in Figure 3.1.2-2
- Patient Details as shown in Figure 3.1.2-2
- Next Of Kin as shown in Figure 3.1.2-2

PATIENT REGISTRATION			
Scan MyKad Patient Label Patient Label + Create Visit			
REGISTRATION INFORMATION			
MRN	<input type="text"/>	G6PD	<input type="checkbox"/> Merged History
Title	<input type="text"/>	Gender	-SELECT- *
Patient Name	<input type="text"/>	Date of Birth	<input type="text"/>
Identification Card Number	MYKAD <input type="text"/> Check Duplicate	Age	<input type="text"/>
Other Identification Number	-SELECT- <input type="text"/>	Approximate Age	<input type="text"/>
VIP	<input type="checkbox"/>	Race	<input type="text"/>
Government	<input type="checkbox"/>	Religion	<input type="text"/>
Payment Category / Class Type	<input type="text"/> No Class eGL Verification	Nationality	MALAYSIA *
Government Relationship	<input type="text"/>	Pensioner	<input type="checkbox"/> <input type="text"/>
Registered By		VAS <input type="checkbox"/>	
System Administrator			
Remarks			
PATIENT DETAILS			
Address 1	<input type="text"/>	Email	<input type="text"/>
Address 2	<input type="text"/>	Contact Number(Mobile)	<input type="text"/> * Please enter at least one contact number
Address 3	<input type="text"/>	Contact Number(House)	<input type="text"/>
Postcode	<input type="text"/>	Contact Number(Office)	<input type="text"/>
State	<input type="text"/>	Marital Status	<input type="text"/>
City	<input type="text"/>	Organization Name	<input type="text"/>
Country	MALAYSIA *	Education Level	<input type="text"/>
Occupation	<input type="text"/>		
NEXT OF KIN			
Copy Address from Patient Details			
Name	<input type="text"/>	Occupation	<input type="text"/>
ID Number	<input type="text"/>	Organization Name	<input type="text"/>
Relationship	<input type="text"/>	Gender	<input type="text"/>
Date of Birth	<input type="text"/>	Age	<input type="text"/>
Address 1	<input type="text"/>	Email	<input type="text"/>
Address 2	<input type="text"/>	Contact Number(Mobile)	<input type="text"/>
Address 3	<input type="text"/>	Contact Number(House)	<input type="text"/>
Postcode	<input type="text"/>	Contact Number(Office)	<input type="text"/>
State	<input type="text"/>		
City	<input type="text"/>		
Country	<input type="text"/>		

Figure 3.1.2-2 Patient Registration

PATIENT REGISTRATION			
Scan MyKad Patient Label Patient Label + Create Visit			
REGISTRATION INFORMATION			
MRN	<input type="text"/>	G6PD	<input type="checkbox"/> Merged History
Title	<input type="text"/>	Gender	-SELECT- *
Patient Name	<input type="text"/>	Date of Birth	<input type="text"/>
Identification Card Number	MYKAD <input type="text"/> Check Duplicate	Age	<input type="text"/>
Other Identification Number	-SELECT- <input type="text"/>	Approximate Age	<input type="text"/>
VIP	<input type="checkbox"/>	Race	<input type="text"/>
Government	<input type="checkbox"/>	Religion	<input type="text"/>
Payment Category / Class Type	<input type="text"/> No Class eGL Verification	Nationality	MALAYSIA *
Government Relationship	<input type="text"/>	Pensioner	<input type="checkbox"/> <input type="text"/>
Registered By		VAS <input type="checkbox"/>	
System Administrator			
Remarks			

Figure 3.1.2-3 Patient Registration Information

STEP 2

Enter the **Patient Name** and select the **Title** from the drop down box:

- | | |
|---------|----------|
| - Cik | - Tuan |
| - Encik | - Puan |
| - Haji | - Hajjah |

STEP 3

Select and enter patient's identification number from the **Identification Card Number** drop down box with below criteria:

- Mykad - for adult
- Mykid - for children below 12 years old

Note

Once **Identification Card Number** is entered, the below information will be auto-generated and displayed

- **Date of Birth** in dd/mm/yyyy format (e.g. 21/07/1991).
- **Age** in by year, month and day format based on current date (e.g. 22Y 10M 21D).
- For **Gender**, if the ID ends with even number, it represents Female. If the ID ends with odd number, it represents Male.

If Mykad or Mykid is not available, user will require to select from **Other Identification Number** drop down box and enter the necessary details according to their selection:

- Birth Certificate
- Driving license
- Father IC
- Military Card Number
- Mother IC
- MYKAS
- MYPR
- Old IC
- Others
- Passport
- Pension Card
- Police Card Number
- UNHCR
- Unknown Patient
- Work Permit

STEP 4

Select the **Payment Category** from drop down box:

- Paying
- Non-paying

STEP 5

Select the **Government Relationship** from drop down box:

- Child
- Father
- Foster Child
- Grandchild
- Handicapped dependent
- Mother
- Natural Child
- Other
- Parent
- Self
- Spouse
- Stepchild

Note

- **Government Relationship** is a mandatory field if **Payment Category** = 'NON PAYING'.
- This value will be verified online with HRMIS on patient eGL status.

STEP 6

Select the **Gender** from drop down box:

- Female
- Male
- Unknown

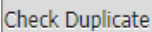

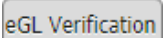
STEP 7

Select the **Religion** from drop down box:

- Animism
- Atheist
- Bahaism
- Buddhist
- Christian
- Confucianism

- Taoism
- Undisclosed
- Hinduism
- Islam
- No information
- Others
- Sikhism

Note

- The  button allows user to check patients records to determine if new patient has been registered in the facility.
- **Nationality** will be defaulted to Malaysia. Change to other country if patient is not Malaysian resident.
- Click on  hyperlink to view patient merging history.
- Click on  button to allows eGL Verification

OPTIONAL FIELDS – Registration Information Section

Below fields are optional. Please fill in accordingly where it is necessary.

- **VIP** – To classify as VIP patient
- **Government** – To classify as Government employee
- **Remarks**
- **Race** – select from drop down box:
 - Badang
 - Bajau
 - Baketan
 - Balau
 - Batang Ai
 - [Other List]
- **G6PD** – Deficiency enzyme of Glukosa-6-Fostat Dehidrogenase
- **Pensioner** – tick on checkbox and need to select drop down box:
 - Balu/Duda Persekutuan/Kesihatan Persekutuan
 - Balu/Duda Polis
 - Balu/Duda Tentera
 - Persara Persekutuan
 - Pesara Polis
 - Pesara Kesihatan Persekutuan
 - Pesara Kesihatan Tentera
 - Pesara Tentera
- **VAS** – Visual Analogue Scale

Status – By default, patient status will be ACTIVE, user is allowed to change it to INACTIVE.
Inactive patient's information contains history records for reference purposes. User is not allowed to create any transaction for this patient.

PATIENT DETAILS					
Address 1	<input type="text"/>	*	Email	<input type="text"/>	
Address 2	<input type="text"/>		Contact Number(Mobile)	<input type="text"/>	* Please enter at least one contact number
Address 3	<input type="text"/>		Contact Number(House)	<input type="text"/>	
Postcode	<input type="text"/>		Contact Number(Office)	<input type="text"/>	
State	<input type="text"/>	*	Marital Status	<input type="text"/>	
City	<input type="text"/>		Organization Name	<input type="text"/>	
Country	<input type="text" value="MALAYSIA"/>	*	Education Level	<input type="text"/>	
Occupation	<input type="text"/>				

Figure 3.1.2-4 Patient Details

STEP 8

Enter **Patient Details** section:

- **Address 1,2,3**
- **Postcode**
- **State**
- **City**
- **Country**
- **Occupation**
- **Email**
- **Contact Number (Mobile, House, Office)**
- **Marital Status**
- **Organization Name**
- **Education Level**

Note

- **Address 1, 2, 3** – To enter Address
- **Postcode** - To enter Postcode
- **State** - Select from drop down box:
 - Johor
 - Kedah
 - Kelantan
 - Luar Negeri
 - Melaka
 - Negeri Sembilan
 - Pahang
 - Perak
 - Perlis
 - Pulau Pinang
 - Sabah
 - Sarawak

- *Selangor*
- *Terengganu*
- *Wilayah Persekutuan Kuala Lumpur*
- *Wilayah Persekutuan Labuan*
- *Wilayah Persekutuan Putrajaya*

- **City** - *To enter City name*
- **Country** - *Select from drop down box:*
 - *Malaysia*
 - *Maldives*
 - *Mali*
 - *[Other list]*

- **Occupation** - *Select from drop down box:*
 - *Ahli Agama Am*
 - *Ahli Agama Lain Yg. Tak Dikelaskan*
 - *Ahli Agronomi Am*
 - *[Other list]*
- **Contact Number (Mobile)** *Enter at least one contact number*
- **Contact Number (House)**
- **Contact Number (Office)**
- **Marital Status** - *Select from drop down box:*
 - *Divorced*
 - *Married*
 - *Separated*
 - *Single*
 - *Widowed*
- **Education Level** – *Select from drop down box:*
 - *Nil*
 - *Primary*
 - *Secondary*
 - *Tertiary*
- **Organization Name** – *To enter organization name*

OPTIONAL FIELDS – Patient Details Section

Below are the optional fields:

- **Address**
- **Postcode**
- **City**

- **Occupation**
- **Email**
- **Marital Status**
- **Organization Name**
- **Education Level**

NEXT OF KIN
9

Copy Address from Patient Details

Name	<input type="text"/>	Occupation	<input type="text"/>
ID Number	<input type="text"/>	Organization Name	<input type="text"/>
Relationship	<input type="text"/>	Gender	<input type="text"/>
Date of Birth	<input type="text"/>	Age	<input type="text"/>
Address 1	<input type="text"/>	Email	<input type="text"/>
Address 2	<input type="text"/>	Contact Number(Mobile)	<input type="text"/>
Address 3	<input type="text"/>	Contact Number(House)	<input type="text"/>
Postcode	<input type="text"/>	Contact Number(Office)	<input type="text"/>
State	<input type="text"/>		
City	<input type="text"/>		
Country	<input type="text"/>		

Figure 3.1.2-5 Next Of Kin

STEP 9

Enter **Next of Kin** details:

Click on the Copy Address from Patient Detail button if Next of Kin uses the same address as patient

Enter the rest of the fields :

- **Occupation**
- **Organization Name**
- **Gender**
- **Age**
- **Email**
- **Contact Number (Mobile, House, Office)**

Note

Enter Next Of Kin details:

- **Name** – To enter next of kin name
- **ID Number** - Select either one of these ID Number drop down box:
 - Driving License - UNHCR
 - Military Card Number
 - MyKad
 - Old IC
 - Passport
 - Pension Card
 - Police Card Number

- **Government Relationship** - Select from the drop down box:
 - Child
 - Extended Family
 - Father
 - Foster Child
 - Friend
 - Grand Parent
 - Guardian
 - Mother
 - Others
 - Patient
 - Sibling
 - Spouse
 - Step Child
 - Unknown
- **Date of Birth** – Will be auto-generated when enters patient ID Number. The user will need to enter Date of Birth value if patient ID is not Mykad or Mykid.
- **Address 1, 2, 3** – User able to copy the address by clicking on the Copy Address from Patient Details button.
- **Postcode** – To enter postcode.
- **State** – Select from drop down box:
 - Johor
 - Kedah
 - Kelantan
 - [Other list]
- **City** - To enter City name
- **Country** - Select from drop down box:
 - Malaysia
 - Maldives
 - Mali
 - [Other list]
- **Occupation** - Select from drop down box:
 - Manufacturing
 - Medical and Health
 - Mining
 - [Other list]

- **Organization Name** – To enter organization or company name
- **Gender** - Select from drop down box:
 - Female
 - Male
 - Unknown
- **Age** – To enter age
- **Email** – To enter email
- **Contact Number** – To enter contact number

10


PATIENT REGISTRATION			
<div>  Scan MyKad Patient Label Patient Label + Create Visit Save Cancel </div>			
REGISTRATION INFORMATION			
MRN		G6PD	<input type="checkbox"/> Merged History
Title	ENCIK	Gender	MALE
Patient Name			
Identification Card Number	MYKAD	Age	30Y 04M 01D
Other Identification Number	-SELECT-	Approximate Age	
VIP	<input type="checkbox"/>	Race	MALAY
Government	<input type="checkbox"/>	Religion	ISLAM
Payment Category / Class Type	NON PAYING	Nationality	MALAYSIA
Government Relationship	FATHER	Pensioner	<input checked="" type="checkbox"/>
Registered By		Remarks	

Figure 3.1.2-6 Patient Registration

STEP 10

Click on the  button to save record

Note

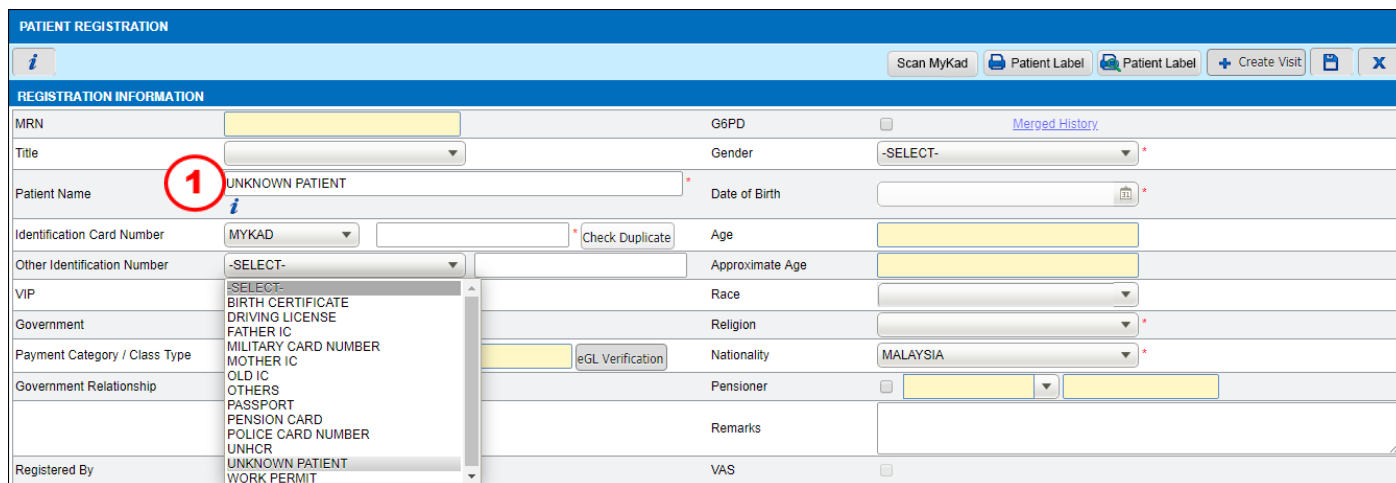
- **MRN** will be automatically generated by system when the patient record is saved. Refer Figure 3.1.2-7.
- **MRN** will be unique for each facility and will be based on facility code.

PATIENT REGISTRATION			
i		Scan MyKad Patient Label Patient Label + Create Visit	
REGISTRATION INFORMATION			
MRN	HMIRI00274425	G6PD	<input type="checkbox"/> Merged History
Title		Gender	FEMALE
Patient Name		Date of Birth	05/02/1975
Identification Card Number	MYKAD	Age	44Y 06M 24D
Other Identification Number	-SELECT-	Approximate Age	44 YEARS
VIP	<input type="checkbox"/>	Race	MALAY
Government	<input type="checkbox"/>	Religion	ISLAM
Payment Category / Class Type	No Class	Nationality	MALAYSIA
Government Relationship		Pensioner	<input type="checkbox"/> -SELECT-
Status	ACTIVE	Remarks	
Registered By		VAS	<input type="checkbox"/>
PATIENT DETAILS			
NEXT OF KIN			

Figure 3.1.2-7 Patient Registration

3.1.3 Unknown Patient Registration

To register the unconscious or unidentified patient, perform the steps below.



The screenshot shows the 'PATIENT REGISTRATION' form. The 'REGISTRATION INFORMATION' section is active. The 'Other Identification Number' dropdown menu is open, showing options: BIRTH CERTIFICATE, DRIVING LICENSE, FATHER IC, MILITARY CARD NUMBER, MOTHER IC, OLD IC, OTHERS, PASSPORT, PENSION CARD, POLICE CARD NUMBER, UNHCR, UNKNOWN PATIENT, and WORK PERMIT. 'UNKNOWN PATIENT' is selected. A red circle with the number 1 is around the selection. Other fields include MRN, Title, Patient Name, Identification Card Number (MYKAD), Date of Birth, Age, Approximate Age, Race, Religion, Nationality (MALAYSIA), Pensioner, Remarks, and VAS.

Figure 3.1.3-1 Patient Registration

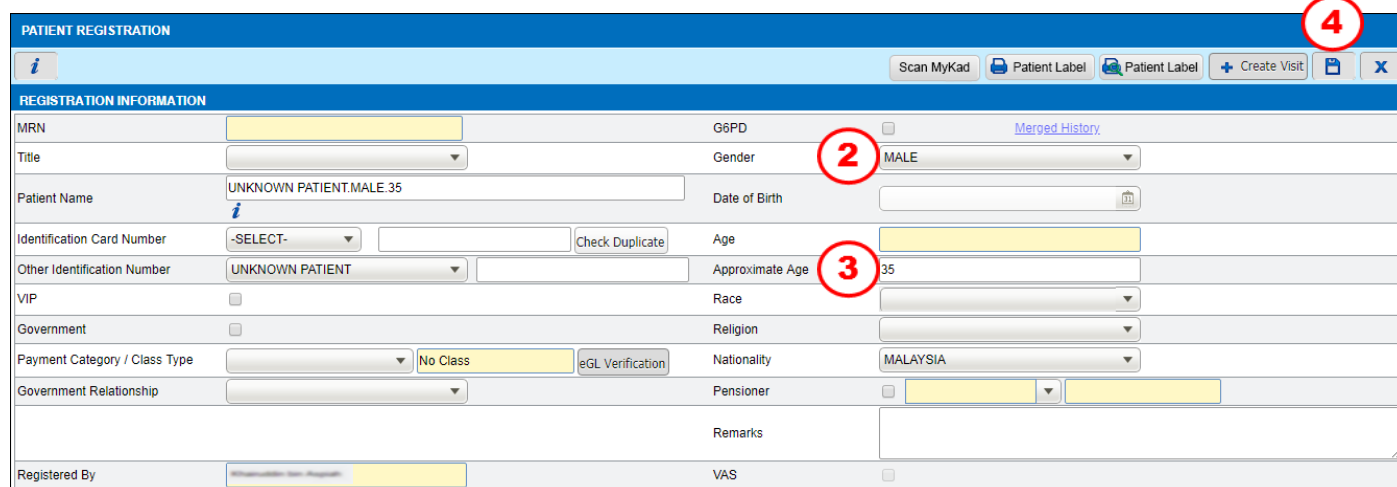
Note

- **Repeat Step 1** as in normal patient registration (Section 3.1.2) before performs Unknown Patient registration steps.
- If Unknown Patient is selected, all mandatory fields for Normal registration will be disabled.
- Enter other optional fields if information is available.

STEP 1

Select Unknown Patient from **Other Identification Number** drop down box

- Birth Certificate
- Driving license
- Father IC
- Military Card Number
- Mother IC
- Old IC
- Passport
- Pension Card
- Police Card Number
- UNHCR
- Unknown Patient
- Work Permit



The screenshot shows the 'PATIENT REGISTRATION' form. Callout 4 points to the top right corner containing buttons: 'Scan MyKad', 'Patient Label', 'Patient Label', 'Create Visit', and a save icon. Callout 2 points to the 'Gender' dropdown menu, which is currently set to 'MALE'. Callout 3 points to the 'Approximate Age' input field, which contains the value '35'. The form includes fields for MRN, Title, Patient Name (displaying 'UNKNOWN PATIENT.MALE.35'), Identification Card Number, Other Identification Number, VIP, Government, Payment Category / Class Type (set to 'No Class'), Government Relationship, Date of Birth, Age, Race, Religion, Nationality (set to 'MALAYSIA'), Pensioner, Remarks, Registered By, and VAS.

Figure 3.1.3-2 Patient Registration

STEP 2

Select and enter from **Gender** drop down box:

- Female
- Male
- Unknown

STEP 3

Enter **Approximate Age**

STEP 4

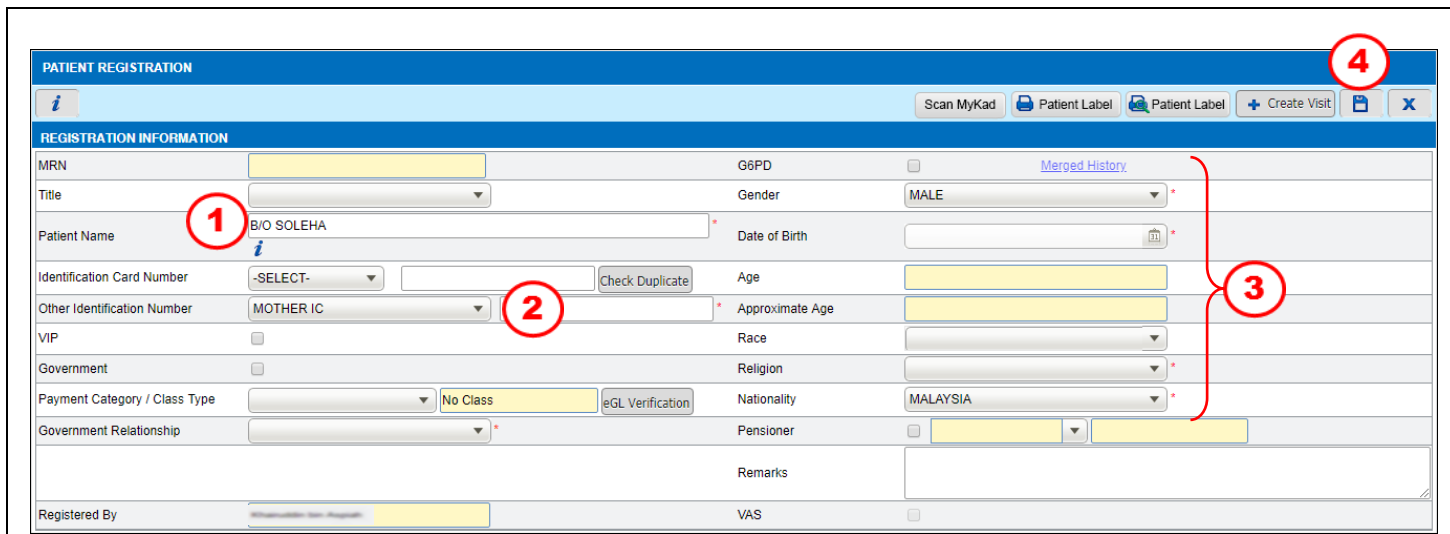
Click on the  button to save record

Note

- Upon unknown selection all mandatory field which use for normal registration section will be disable.
- Once **Other Identification Number** selected as Unknown, **Patient Name** will be automatically changed to UNKNOWN PATIENT.MALE.35

3.1.4 New Born Registration

New Born registration flow is the same as normal patient registration flow except ID number will be changed to Mother IC / Father IC Number.



The screenshot shows the 'PATIENT REGISTRATION' form. Callout 1 points to the 'Patient Name' field containing 'B/O SOLEHA'. Callout 2 points to the 'Other Identification Number' dropdown menu set to 'MOTHER IC'. Callout 3 points to the 'Date of Birth' and 'Approximate Age' fields. Callout 4 points to the top right corner of the form, near the 'Scan MyKad' and 'Patient Label' buttons.

Figure 3.1.4-1 Patient Registration

Note

- **Repeat Step 1** as in normal patient registration before performs New Born Patient registration steps.
- If Mother IC or Father IC Number is selected, mandatory field for MYKad will be disabled.
- Enter other optional fields if information is available.

STEP 1

Enter Baby of (mother 's/father's name) at **Patient Name** field

STEP 2

Select **Other Identification Number** as Mother IC/Father IC and enter the identification number

Note

Repeat the same process as **Normal Registration** from **Patient Details** section until **Next Of Kin** section.

STEP 3

Select and enter mandatory field as below:

- **Gender**
- **Date of birth**
- **Religion**
- **Nationality**

STEP 4

Click on the save  button to save record

Note

Age normally will be automatically generated as **New Born** upon selection of the **Date of Birth** as current date.

Note

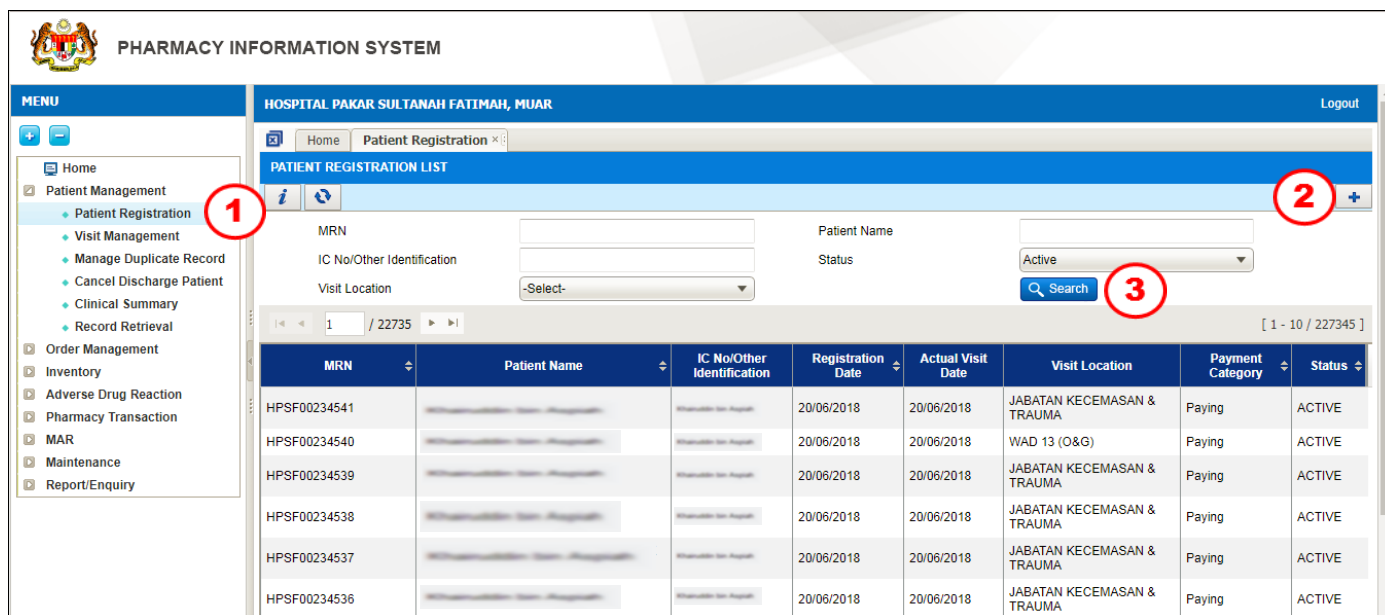
OPTIONAL FIELDS – Registration Information Section

Below fields are optional. Please fill in accordingly where it is necessary.

- **VIP** – To classify as VIP patient
- **Government** – To classify as Government employee
- **Remarks**
- **Race** – select from drop down box:
 - Bajau
 - Bidayuh
 - Bumiputra Sabah
 - Bumiputra Sabah Lain
 - Bumiputra Sarawak
 - Bumiputra Sarawak Lain
 - Chinese
 - Dusun
 - Iban
 - Indian
 - Kadazan
 - Kebayan
 - Malay
 - Melanau
 - Melayu Sarawak
 - Murut
 - No Information
 - Orang Asli Semenanjung
 - Others

3.1.5 Update Patient Details

This function is used to edit and update existing patient records.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Patient Registration ×

PATIENT REGISTRATION LIST

MRN: Patient Name:

IC No/Other Identification: Status:

Visit Location:

[1 - 10 / 227345]

MRN	Patient Name	IC No/Other Identification	Registration Date	Actual Visit Date	Visit Location	Payment Category	Status
HPSF00234541	[Redacted]	[Redacted]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234540	[Redacted]	[Redacted]	20/06/2018	20/06/2018	WAD 13 (O&G)	Paying	ACTIVE
HPSF00234539	[Redacted]	[Redacted]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234538	[Redacted]	[Redacted]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234537	[Redacted]	[Redacted]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234536	[Redacted]	[Redacted]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE

Figure 3.1.5-1 Patient Registration

STEP 1

Click on 'Patient Management' and 'Patient Registration' sub-menu

STEP 2

Enter the search criteria field to search patient as per Table 3.1.1-1 (Page 11 - Page 12)

STEP 3

Click on button to search the patient and Admission/Visit screen will be appeared as per Figure 3.1.5-2

ADMISSION/VISIT

4

Patient Demographic

Patient Label

Patient Label

Visit Label

Visit Label

Sample Label

Sample Label

Visit Activity

Mykad

Age 21 Years 11 Months 30 Days

Gender Male

MRN HMIRI00274432

Address

Phone And Email

Diagnosis

Height cm Weight kg BMI/BSA 0/0 m² (Last Updated :) Nationality : Warganegara

Visit Type Outpatient

Admitting Doctor

Referral Encounter :Main Encounter

Encounter No

Visit Created Date/Time 29/08/2019 03:42:49 PM

Actual Visit Date/Time 29/08/2019 03:42:49 PM

Department/Discipline

Full Paying Patient

Location

Room No

Facility RN Number

Specialist

Attending Doctor

Collection Mode

Referred By

Payment Category/Class Type No Class

eGL Verification

Police Custody

Visit Case New Case Follow-Up

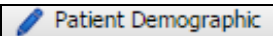
VISIT/ADMISSION

TRANSFER DETAILS LIST

DISCHARGE

Figure 3.1.5-2 Admission/ Visit

STEP 4

Click on the  button to edit record and Patient Registration screen will be appeared as per Figure 3.1.5-3















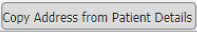




PATIENT REGISTRATION			
		Scan MyKad  Patient Label  Patient Label  Create Visit   	
REGISTRATION INFORMATION			
MRN	HMR/00274432	G6PD	<input type="checkbox"/> Merge History
Title		Gender	MALE *
Patient Name		Date of Birth	30/08/1997 *
Identification Card Number	MYKAD  <input type="text"/> 	Age	21Y 11M 30D
Other Identification Number	-SELECT- <input type="text"/>	Approximate Age	21 YEARS
VIP	<input type="checkbox"/>	Race	MALAY
Government	<input type="checkbox"/>	Religion	ISLAM *
Payment Category / Class Type	<input type="text"/> No Class 	Nationality	MALAYSIA *
Government Relationship	<input type="text"/> *	Pensioner	<input type="checkbox"/> -SELECT- <input type="text"/>
Status	ACTIVE	Remarks	<input type="text"/>
Registered By		VAS	<input type="checkbox"/>
PATIENT DETAILS			
Address 1	XXXXX *	Email	<input type="text"/>
Address 2	XXXXX	Contact Number(Mobile)	01093432477 * Please enter at least one contact number
Address 3	<input type="text"/>	Contact Number(House)	<input type="text"/>
Postcode	16300	Contact Number(Office)	<input type="text"/>
State	TERENGGANU *	Marital Status	<input type="text"/>
City		Organization Name	<input type="text"/>
Country	MALAYSIA *	Education Level	<input type="text"/>
Occupation			
NEXT OF KIN			
			
Name	<input type="text"/>	Occupation	
ID Number	-SELECT- <input type="text"/>	Organization Name	<input type="text"/>
Relationship	-SELECT- <input type="text"/>	Gender	-SELECT- <input type="text"/>
Date of Birth	<input type="text"/> 	Age	<input type="text"/>
Address 1	<input type="text"/>	Email	<input type="text"/>
Address 2	<input type="text"/>	Contact Number(Mobile)	<input type="text"/>
Address 3	<input type="text"/>	Contact Number(House)	<input type="text"/>
Postcode	<input type="text"/>	Contact Number(Office)	<input type="text"/>
State	-SELECT- <input type="text"/>		
City			
Country	-SELECT- <input type="text"/>		

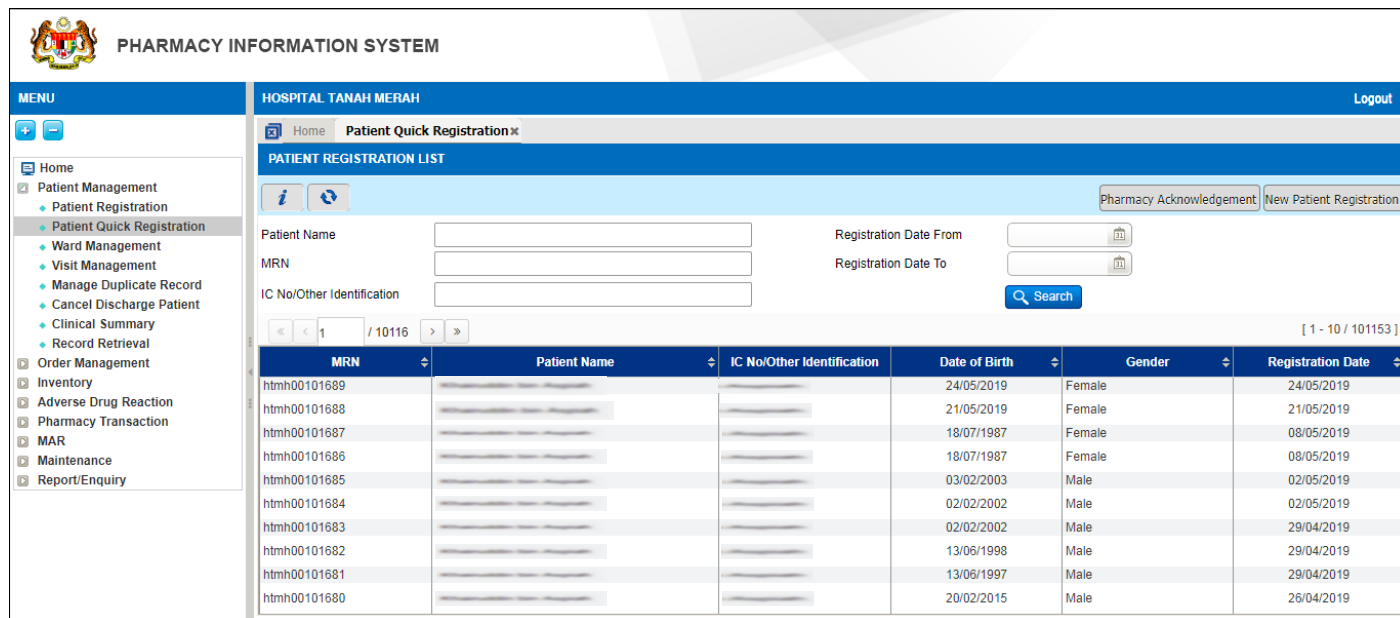
Figure 3.1.5-3 Patient Registration

Note

Update Registration Information section, Patient Details section and Next of Kin section as required. Click on the  button to save record.

3.2 Patient Quick Registration

This function allows user to perform quick registration for new patient and acknowledge patient.



The screenshot displays the 'PHARMACY INFORMATION SYSTEM' interface for 'HOSPITAL TANAH MERAH'. The left sidebar contains a 'MENU' with options like Home, Patient Management, Patient Registration, Patient Quick Registration, Ward Management, Visit Management, Manage Duplicate Record, Cancel Discharge Patient, Clinical Summary, Record Retrieval, Order Management, Inventory, Adverse Drug Reaction, Pharmacy Transaction, MAR, Maintenance, and Report/Enquiry. The main area shows the 'Patient Quick Registration' page with a 'PATIENT REGISTRATION LIST' table. Above the table are search filters for Patient Name, MRN, IC No/Other Identification, Registration Date From, and Registration Date To, along with 'Pharmacy Acknowledgement' and 'New Patient Registration' buttons. The table lists 10 patients with columns for MRN, Patient Name, IC No/Other Identification, Date of Birth, Gender, and Registration Date.

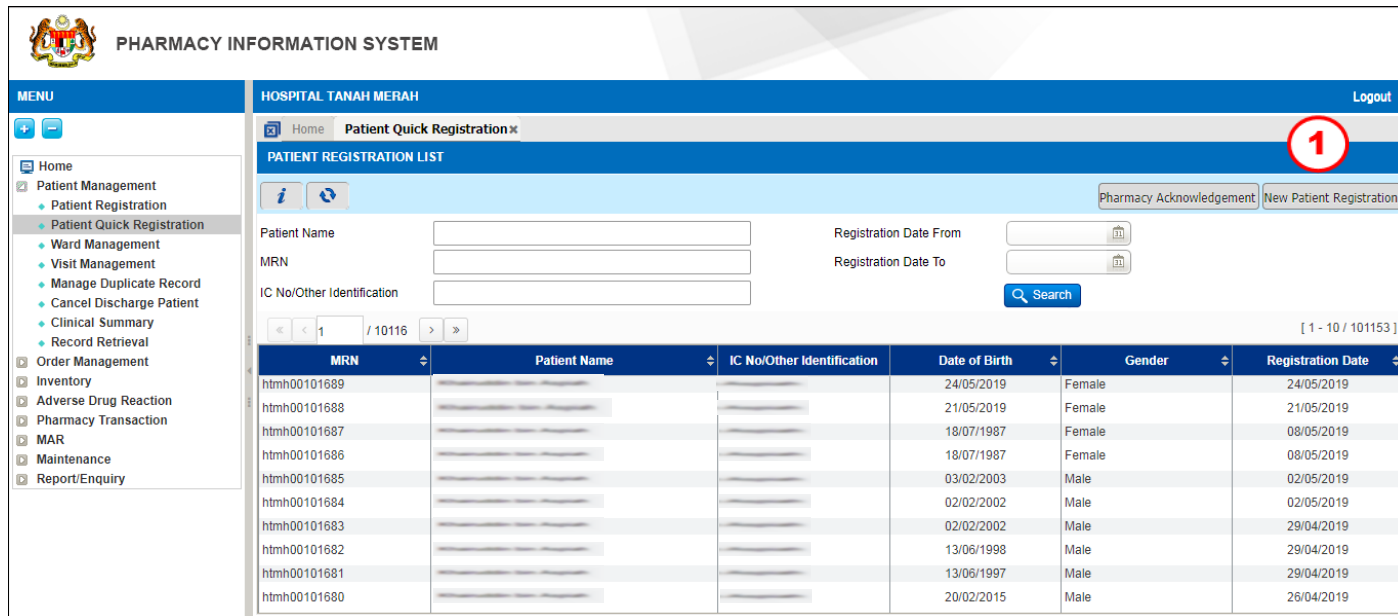
MRN	Patient Name	IC No/Other Identification	Date of Birth	Gender	Registration Date
htmh00101689			24/05/2019	Female	24/05/2019
htmh00101688			21/05/2019	Female	21/05/2019
htmh00101687			18/07/1987	Female	08/05/2019
htmh00101686			18/07/1987	Female	08/05/2019
htmh00101685			03/02/2003	Male	02/05/2019
htmh00101684			02/02/2002	Male	02/05/2019
htmh00101683			02/02/2002	Male	29/04/2019
htmh00101682			13/06/1998	Male	29/04/2019
htmh00101681			13/06/1997	Male	29/04/2019
htmh00101680			20/02/2015	Male	26/04/2019

Figure 3.2-1 Patient Registration List

Note

Refer to Figure 3.2.1, there are **Pharmacy Acknowledgement** and **New Patient Registration** buttons.

3.2.1 Register for new patient



PHARMACY INFORMATION SYSTEM

HOSPITAL TANAH MERAH Logout

Home Patient Quick Registration

PATIENT REGISTRATION LIST

Pharmacy Acknowledgement **New Patient Registration**

Patient Name Registration Date From

MRN Registration Date To

IC No/Other Identification

< 1 / 10116 >

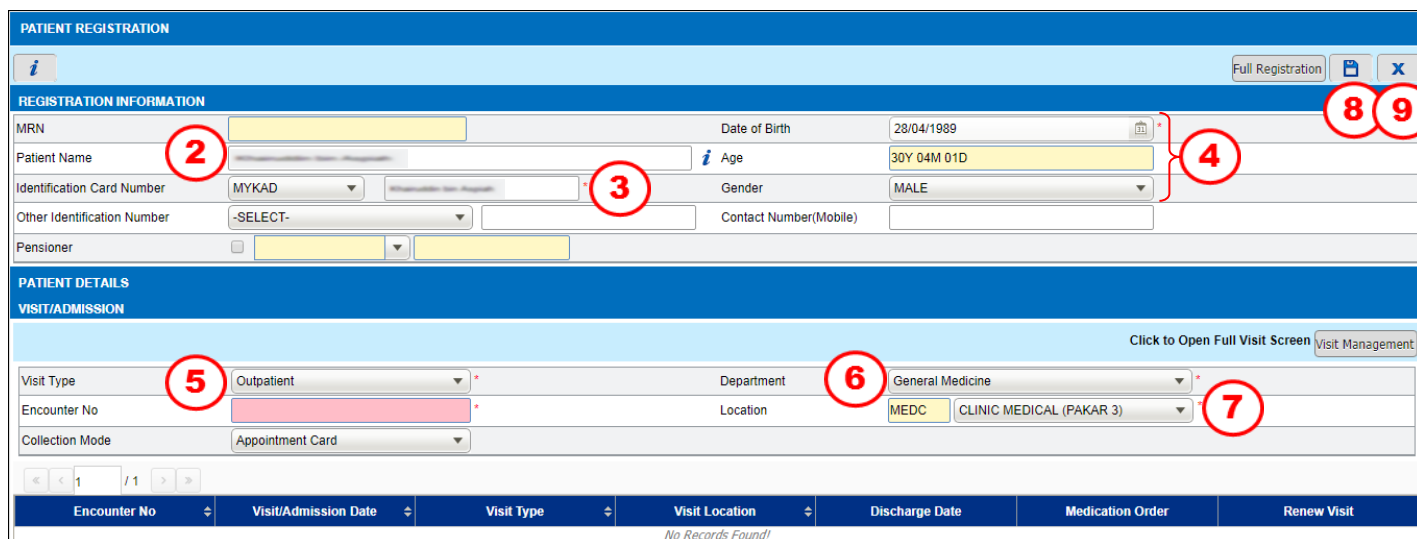
MRN	Patient Name	IC No/Other Identification	Date of Birth	Gender	Registration Date
htmh00101689			24/05/2019	Female	24/05/2019
htmh00101688			21/05/2019	Female	21/05/2019
htmh00101687			18/07/1987	Female	08/05/2019
htmh00101686			18/07/1987	Female	08/05/2019
htmh00101685			03/02/2003	Male	02/05/2019
htmh00101684			02/02/2002	Male	02/05/2019
htmh00101683			02/02/2002	Male	29/04/2019
htmh00101682			13/06/1998	Male	29/04/2019
htmh00101681			13/06/1997	Male	29/04/2019
htmh00101680			20/02/2015	Male	26/04/2019

[1 - 10 / 101153]

Figure 3.2.1-1 Patient Registration List

STEP 1

Click on **New Patient Registration** button.



The screenshot shows the 'PATIENT REGISTRATION' form. It is divided into two main sections: 'REGISTRATION INFORMATION' and 'PATIENT DETAILS'. The 'REGISTRATION INFORMATION' section includes fields for MRN, Patient Name, Identification Card Number (MYKAD), Date of Birth, Age, Gender, Other Identification Number, and Pensioner status. The 'PATIENT DETAILS' section includes fields for Visit Type, Department, Encounter No, Location, Collection Mode, and buttons for 'Click to Open Full Visit Screen' and 'Visit Management'. A table at the bottom shows a list of records with columns: Encounter No, Visit/Admission Date, Visit Type, Visit Location, Discharge Date, Medication Order, and Renew Visit. The table currently shows 'No Records Found!'.

Figure 3.2.1-2 New Patient Registration

STEP 2

Insert the Patient Name

STEP 3

Insert the MYKAD at field *Identification Card Number*

STEP 4

Insert the Date of Birth

Note

Date of birth, Age and Gender are auto default after insert the Identification Card Number.

STEP 5

Select the visit type

STEP 6

Select the Department


STEP 7

Select the Location

STEP 8

Click at the button  to save the record

STEP 9

Click at the button  to close the existing screen

Note

User able to set collection mode from drop down box:

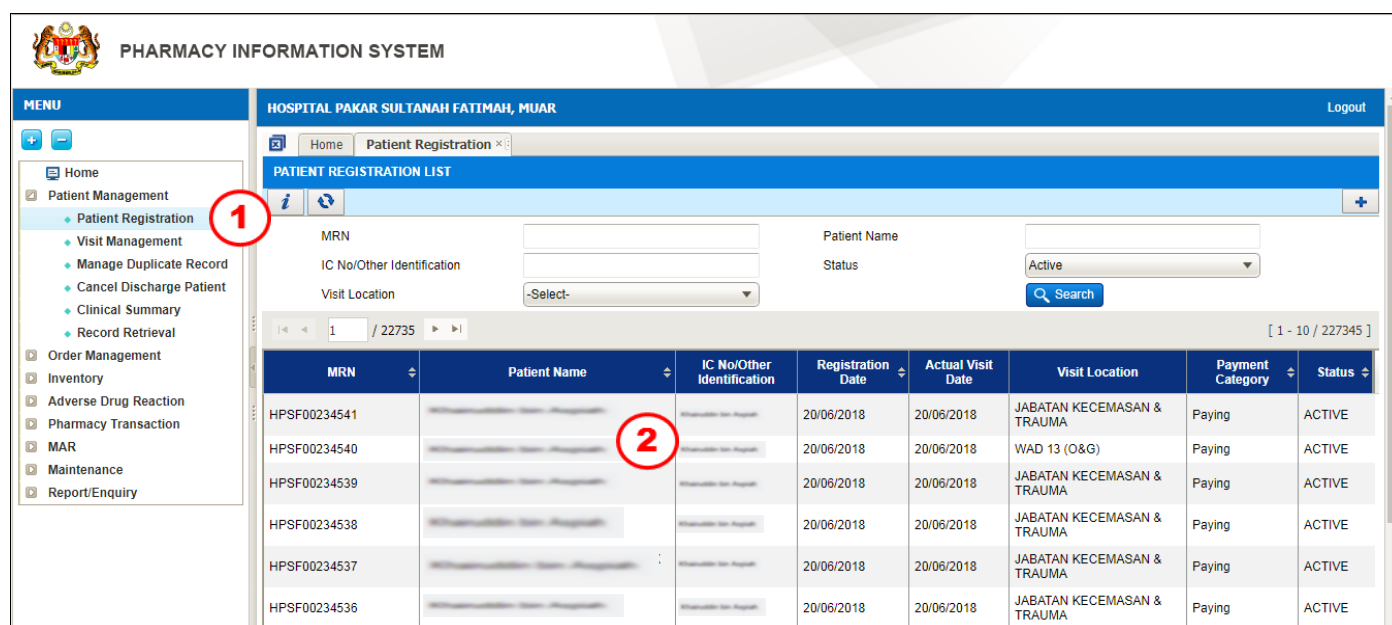
- Appointment Card
- Email and Take
- Fax and Take
- Normal Collection
- Others
- SMS and Take
- Telephone and take
- UMP
- Home Visit
- Leave and Collect

3.3 Visit Management

This function allows managing patient visits for both Outpatient and Inpatient such as patient admission, referred visit, discharge and transfer.

3.3.1 Create Visit for Outpatient

For all patients registered earlier, user will need to create visit to be assigned to respective clinics



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Patient Registration x Logout

PATIENT REGISTRATION LIST

MRN: Patient Name:
 IC No/Other Identification: Status:
 Visit Location:

[1 - 10 / 22735]

MRN	Patient Name	IC No/Other Identification	Registration Date	Actual Visit Date	Visit Location	Payment Category	Status
HPSF00234541	[Redacted]	[Redacted]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234540	[Redacted]	[Redacted]	20/06/2018	20/06/2018	WAD 13 (O&G)	Paying	ACTIVE
HPSF00234539	[Redacted]	[Redacted]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234538	[Redacted]	[Redacted]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234537	[Redacted]	[Redacted]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234536	[Redacted]	[Redacted]	20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE

Figure 3.3.1-1 Patient Registration Listing Page

STEP 1

Click on 'Patient management' menu and followed by 'Patient Registration' sub-menu to create new visit for Inpatient

Note

- User can also have the option to create visit by click on the button in the 'Patient Registration' sub-menu after entering all mandatory fields.
- Visit location depends on location setup for that facility. Different facility may have different visit location.
- Visit location will be setup in facility and drop down box will be based on the facility data.
- On this listing page, user is allowing to random search with search criteria for existing Patient provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: <ul style="list-style-type: none"> • Scan the MRN using barcode scanner. • Type the MRN either full or partial: <i>Example : HPSF00001234 or "1234"</i>
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Visit Location	<ul style="list-style-type: none"> - Outpatient Pharmacy - Inpatient Pharmacy - General Medicine Clinic - Male Orthopedic Ward - Emergency and Trauma - Obstetrics and Gynecology (O&G) Ward 	Able to filter by visit type
d	Patient Name	Patient Name	Allow to search by patient name
e	Status	Status of patient at the hospital	Allow to search by status either Active or Inactive

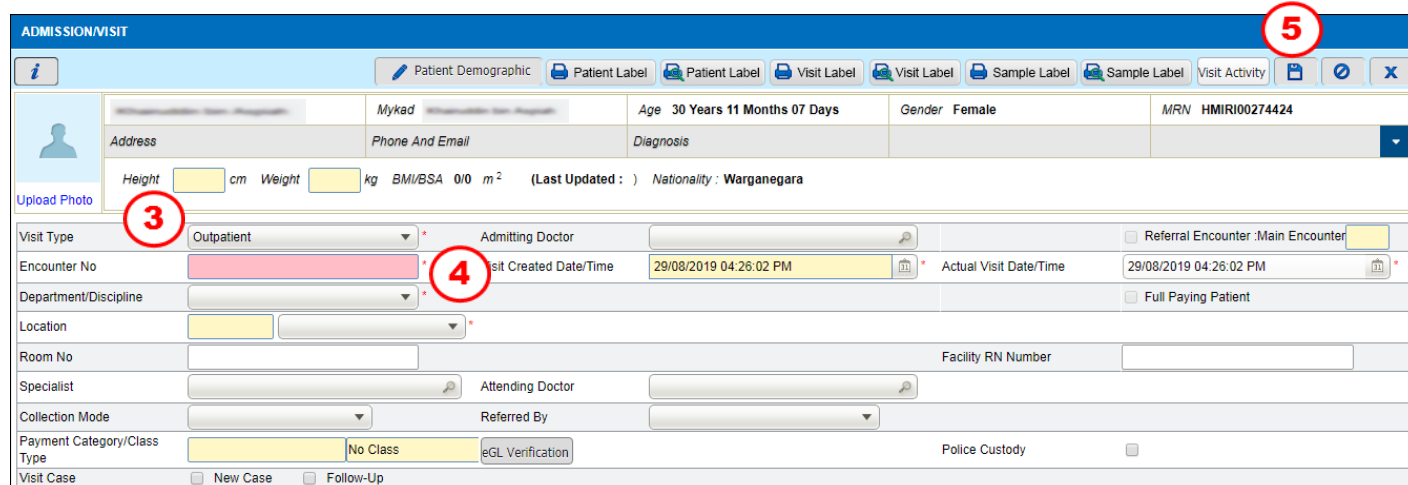
Table 3.3.1-1

STEP 2

Double click on selected patient

Note

- User can enter patient name to narrow down the search. All patient names containing the key word typed will be listed as per Figure 3.3.1-1.
- Multiple visits are allowed for all patient type except for inpatient. Inpatient type of visit need to be discharged before new visit can be created.



ADMISSION/VISIT

MyKad: [MyKad] Age: 30 Years 11 Months 07 Days Gender: Female MRN: HMIRI00274424

Address: [Address] Phone And Email: [Phone And Email] Diagnosis: [Diagnosis]

Height: [Height] cm Weight: [Weight] kg BMI/BSA: 0/0 m² (Last Updated:) Nationality: Warganegara

Visit Type: **Outpatient** (3) Admitting Doctor: [Admitting Doctor] Referral Encounter: Main Encounter [Referral Encounter]

Encounter No: [Encounter No] (4) Visit Created Date/Time: 29/08/2019 04:26:02 PM Actual Visit Date/Time: 29/08/2019 04:26:02 PM

Department/Discipline: [Department/Discipline] Full Paying Patient: [Full Paying Patient]

Location: [Location] Room No: [Room No] Facility RN Number: [Facility RN Number]

Specialist: [Specialist] Attending Doctor: [Attending Doctor]

Collection Mode: [Collection Mode] Referred By: [Referred By]

Payment Category/Class Type: [Payment Category/Class Type] No Class eGL Verification [eGL Verification] Police Custody: [Police Custody]

Visit Case: ☐ New Case ☐ Follow-Up

Figure 3.3.1-2 Admission/Visit

STEP 3

System will default to Outpatient in **Visit Type**, but user may change to other **Visit Type** from any of these drop down menu :

- Outpatient
- Daycare
- Emergency
- Walk-in
- Inpatient
- Outsource
- SPUB

Note

- Outpatient – for patient visit at outpatient clinic.
- Daycare – for patient to stay at day care ward.
- Emergency – for patient to register at emergency department.
- Walk-in – for patient walk-in to take medication from other hospital.
- Inpatient – for patient admitted to the ward.
- Outsource – patient from other facility, come and use services at other hospital.
- SPUB – for patient to collect SPUB medication at dispensing counter.

STEP 4

Select **Department** and **Location** from drop down menu

STEP 5

Click on the save  button to save record

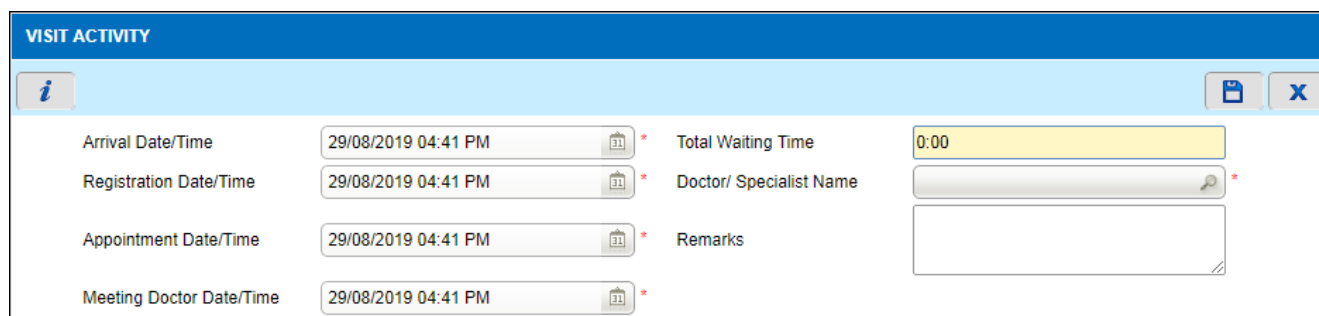
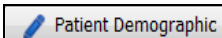
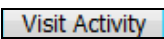




Figure 3.3.1-3 Visit Activity


Note

- **Date/Time** will be defaulted to system date.
- **Encounter No** will be auto generated by system.
- **Room No** and **Bed No** will be entered manually if applicable.
- Other fields such as **Specialist**, **Referred By**, and **Attending Doctor** is optional.
- User still can edit patient's data entered previously by click on the  button.
- User can click  button as shown in Figure 3.3.1-2 to view and enter total waiting time.
- Click  button to enter :
 - **Arrival Date/ Time**
 - **Registration Date/ Time**
 - **Appointment Date/Time**
 - **Meeting Doctor Date/Time**
 - **Total Waiting Time**
 - **Doctor/Specialist Name**
 - **Remarks**
- Upon click  button, system will be default to 'Visit Activity' window as shown in the Figure 3.2.1-3.

VISIT/ADMISSION					
<div> <div><</div> <div>></div> <div>1</div> <div>/ 1</div> <div>></div> <div>></div> </div>					[1 - 1 / 1]
Encounter No	Visit/Admission Date	Visit Type	Visit Location	Discharge Date	Renew Visit
0001	29/08/2019	Outpatient	CLINIC MEDICAL (PAKAR 3)		Renew Visit

Figure 3.3.1-4 Renew Visit System

Note

- *Renew visit can be done by entering*
 - MRN*
 - Patient Name*
 - ID Number*
- *User also can enter patient name to narrow down the search. All patient names containing the key word typed will be listed as per Figure 3.3.1-1.*
- *After double click on selected patient, hyperlink for 'Renew Visit' will be appeared as Figure 3.3.1-4.*
- *Upon click on the hyperlink 'Renew Visit', system will be default to 'Admission/Visit' window.*
- *For inpatient, user allow to create multiple visit as a referred visit.*
- *Outpatient visit will be active until 12am, except for day care and inpatient. For emergency visit, it will be active for 24hours from the date and time emergency visit is created.*
- *Upon click on the save  button Patient Label, Visit Label and Sample Label button will be enabled to allow printing from this screen.*

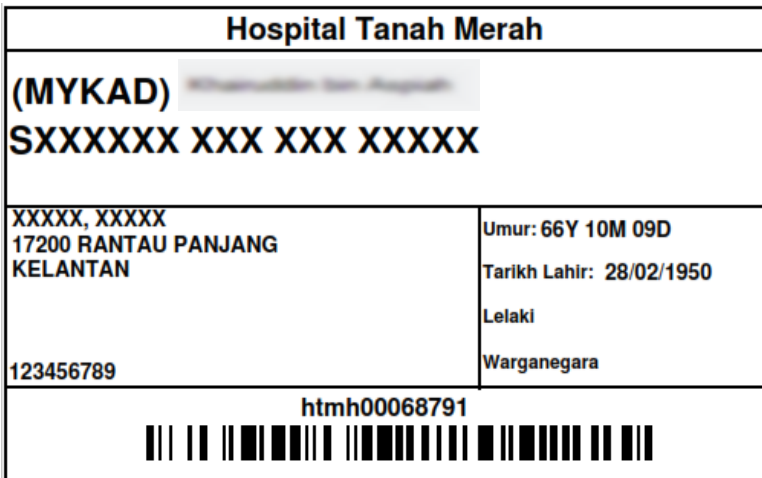
a. Patient Label	Label details
	<ul style="list-style-type: none"> - Facility name - Patient Name - MRN - Patient ID - Address - Contact number - Age - Date of birth - Gender - Nationality

Figure 3.3.1-5 Patient Label

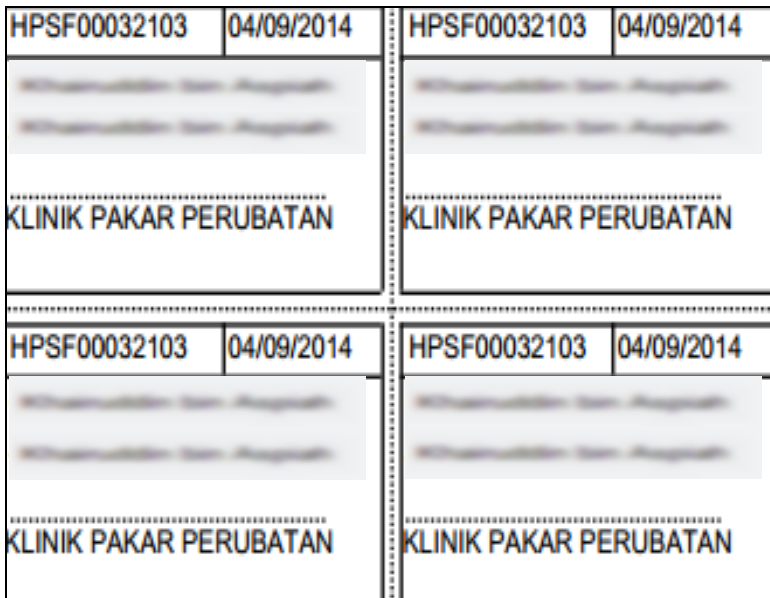
b. Sample Label	Label details
	<ul style="list-style-type: none"> - MRN - Date - Patient ID - Patient Name - Location

Figure 3.3.1-6 Sample Label

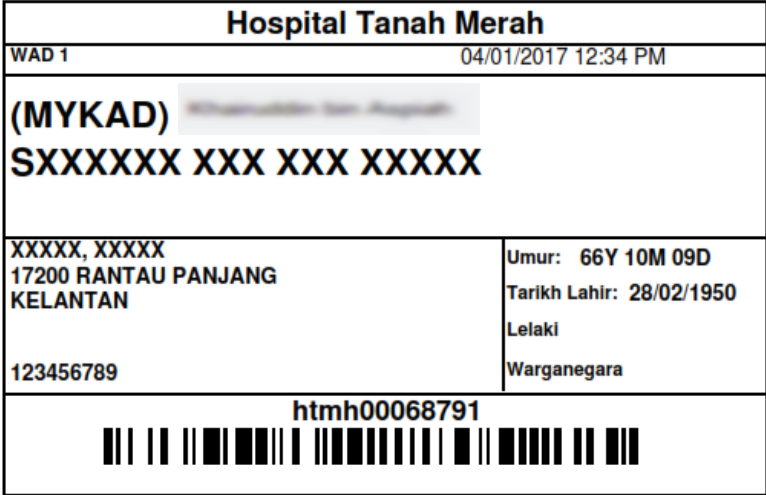
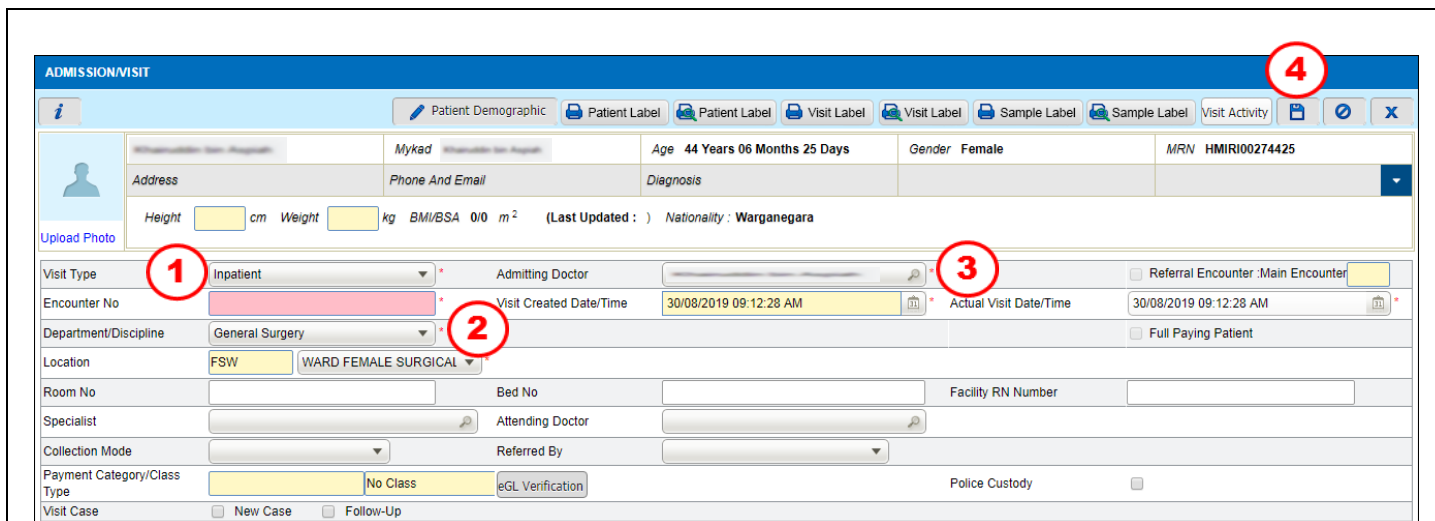
c. Visit Label	Label details
 <p>Figure 3.3.1-7 Visit Label</p>	<ul style="list-style-type: none"> - Facility name - Patient Name - MRN - Patient ID - Address - Contact number - Age - Date of birth - Gender - Nationality - Location - Date/Time

Table 3.3.1-2

3.3.2 Create New Visit for Inpatient

This function is for create new visit for inpatient or in ward



The screenshot shows the 'ADMISSION/VISIT' form. It includes fields for Patient Demographic, Patient Label, Visit Label, Sample Label, and Visit Activity. The form is divided into sections for Patient Information, Visit Information, and Patient Care. Red circles with numbers 1 through 4 highlight specific steps: 1. Visit Type (Inpatient), 2. Department/Discipline (General Surgery), 3. Admitting Doctor, and 4. The Save button (floppy disk icon).

Figure 3.3.2-1 Admission/Visit

Note

Repeat **Step 1** until **Step 2** as Create Visit for Outpatient.

STEP 1

Select **Visit Type** as Inpatient from drop down menu

STEP 2

Select **Department/Discipline** and **Location** from drop down menu

STEP 3

Select **Admitting Doctor** from drop down menu

STEP 4

Click on the save  button to save record

Note

- **Visit Created Date/Time** will be defaulted to system date.
- **Referral Encounter : Main Encounter No** will be auto generated.
- **Room No** and **Bed No** will be entered manually if applicable.
- Other fields such as **Specialist, Referred By, Payment Category, Policy Custody, Visit Case** and **Attending Doctor** are optional.
- Patient visit is active until 12am except for inpatient and emergency patient.
- System will control that the editing of **Actual Created Date/Time** only valid on the same day of patient visit creation. It will be disable on the next day or after 12:00 midnight.
- When user create patient visit, the actual visit date will be defaulted to the current date and time.

3.3.3 Transfer Patient

This function is for transferring Inpatient from one Nursing Unit/Bed to another available location/ward/bed.

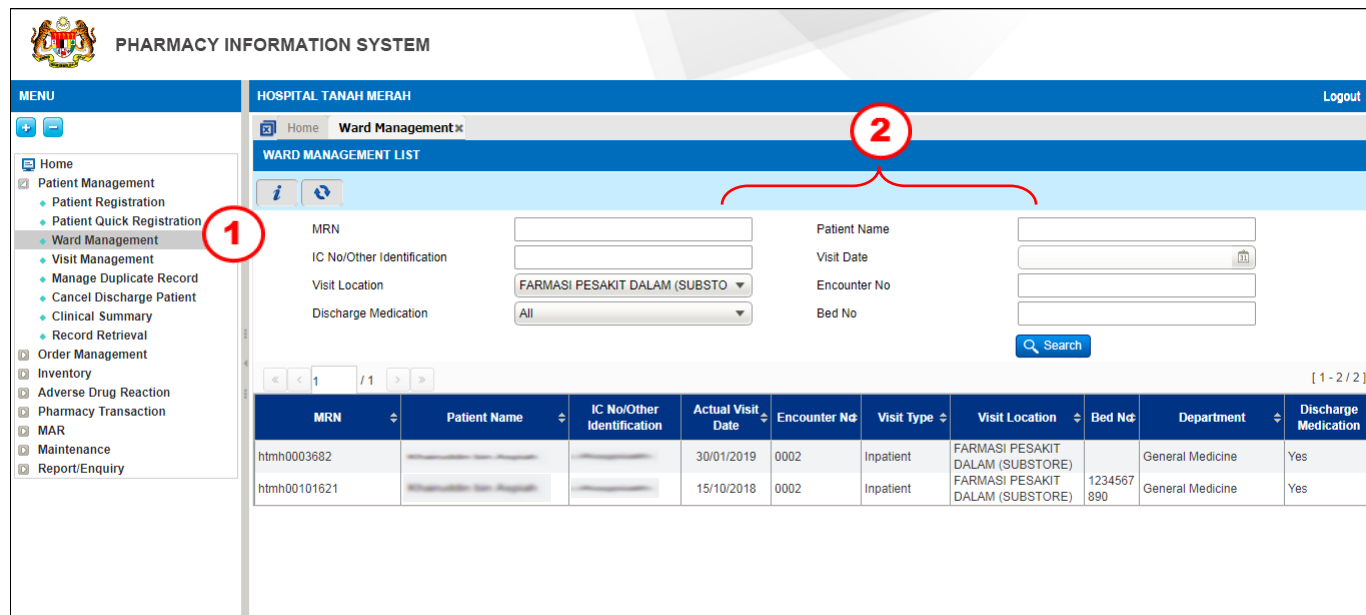


Figure 3.3.3-1 Ward Management

STEP 1

Click on 'Patient Management' menu and followed by 'Ward Management' sub - menu

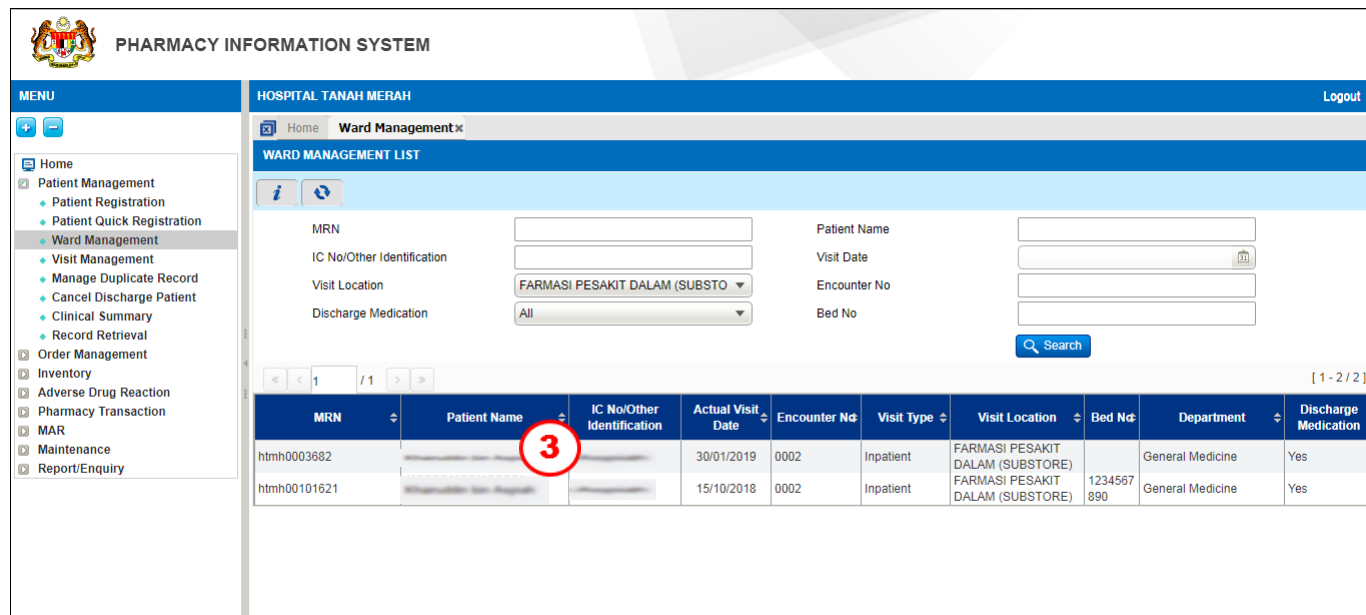
STEP 2

Search patient record based on :

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: <ul style="list-style-type: none"> Scan the MRN using barcode scanner. Type the MRN either full or partial: <i>Example: HPSF00001234 or "1234"</i>
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Visit Location	<ul style="list-style-type: none"> Outpatient Pharmacy Inpatient Pharmacy General Medicine Clinic Male Orthopedic Ward Emergency and Trauma Obstetrics and Gynecology (O&G) Ward 	Able to filter by visit type
d	Patient Name	Patient Name	Allow to search by patient name

e	Visit date	Visit date	Allow to search by visit date
f	Encounter No	Encounter No	Allow to search by Encounter No

Table 3.3.3-1



PHARMACY INFORMATION SYSTEM

HOSPITAL TANAH MERAH Logout

Home Ward Management x

WARD MANAGEMENT LIST

MRN: Patient Name:

IC No/Other Identification: Visit Date:

Visit Location: FARMASI PESAKIT DALAM (SUBSTO) Encounter No:

Discharge Medication: All Bed No:

Search

1 / 1

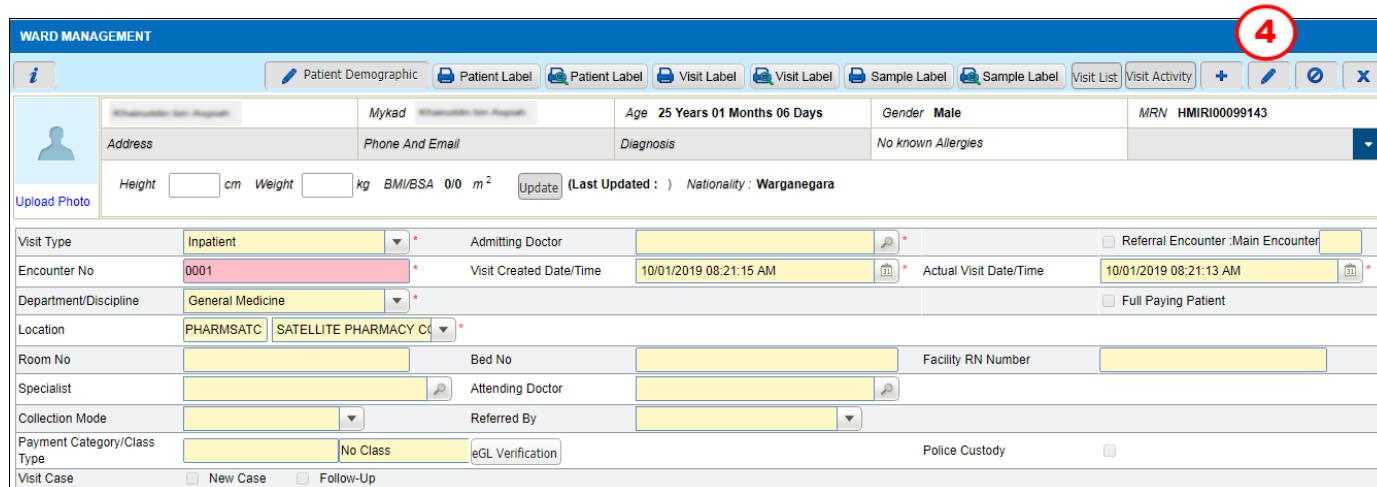
MRN	Patient Name	IC No/Other Identification	Actual Visit Date	Encounter No	Visit Type	Visit Location	Bed No	Department	Discharge Medication
htmh0003682			30/01/2019	0002	Inpatient	FARMASI PESAKIT DALAM (SUBSTORE)		General Medicine	Yes
htmh00101621			15/10/2018	0002	Inpatient	FARMASI PESAKIT DALAM (SUBSTORE)	1234567890	General Medicine	Yes

1 - 2 / 2

Figure 3.3.3-2 Ward Management Listing Page

STEP 3

Once patient details are listed down as per figure 3.3.3-2 double click on the patient name row



WARD MANAGEMENT

Patient Demographic Patient Label Visit Label Sample Label Visit List Visit Activity + - X

Mykad: Age: 25 Years 01 Months 06 Days Gender: Male MRN: HMIRI00099143

Address: Phone And Email: Diagnosis: No known Allergies

Height: cm Weight: kg BMI/BSA: 0/0 m² Update (Last Updated:) Nationality: Warganegara

Visit Type: Inpatient Admitting Doctor: Referral Encounter :Main Encounter:

Encounter No: 0001 Visit Created Date/Time: 10/01/2019 08:21:15 AM Actual Visit Date/Time: 10/01/2019 08:21:13 AM

Department/Discipline: General Medicine Full Paying Patient: ☐

Location: PHARMSATC SATELLITE PHARMACY C

Room No: Bed No: Facility RN Number:

Specialist: Attending Doctor:


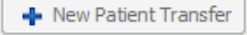
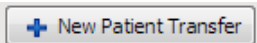
Collection Mode: Referred By:

Payment Category/Class Type: No Class eGL Verification: ☐ Police Custody: ☐

Visit Case: ☐ New Case ☐ Follow-Up

Figure 3.3.3-3 Transfer Details List Screen

STEP 4

Click on the edit  button therefore  button will be enabled, then click on the  button



TRANSFER 6			
<div> <i>i</i>   </div>			
Transfer From	PHARMS/ SATELLITE PHARMACY COUNTER	Transfer To	5 ANAES-IC WARD ICU *
Transfer Date	30/08/2019 09:56:20 AM	Department	General Medicine *
Bed No.From		Bed No.To	5

Figure 3.3.3-4 Transfer Details Screen



STEP 5

Select Transfer To from search  and enter bed number to be transferred

Note

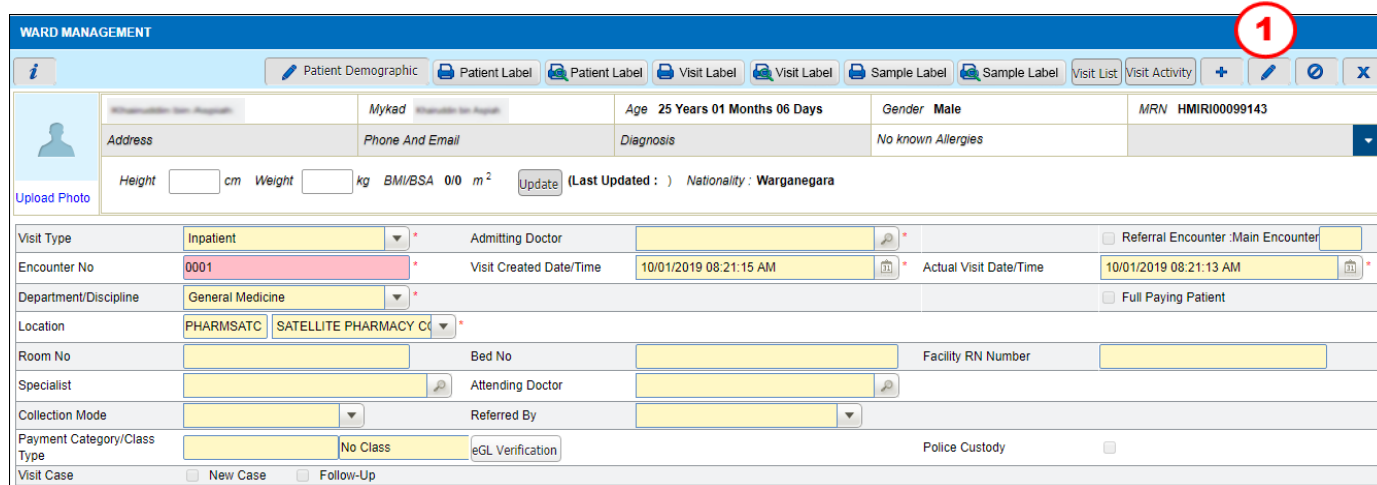
- When transfer the patient, system will check if there are existing referral visit exist. If exist, then alert the user to close the referral visit first before proceed to transfer.
- Transfer date will be defaulted to current date and time.

STEP 6

Click on the save  button and click on close  button to close existing screen

3.3.4 Discharge Patient

To discharge patient from the ward, perform the steps below.



WARD MANAGEMENT

1

Patient Demographic Patient Label Patient Label Visit Label Visit Label Sample Label Sample Label Visit List Visit Activity

Mykad Mykad Age 25 Years 01 Months 06 Days Gender Male MRN HMIRI00099143
 Address Phone And Email Diagnosis No known Allergies
 Height cm Weight kg BMI/BSA 0/0 m² Update (Last Updated :) Nationality : Warganegara


Visit Type Inpatient Admitting Doctor Referral Encounter :Main Encounter
 Encounter No 0001 Visit Created Date/Time 10/01/2019 08:21:15 AM Actual Visit Date/Time 10/01/2019 08:21:13 AM
 Department/Discipline General Medicine Full Paying Patient
 Location PHARMSATC SATELLITE PHARMACY C
 Room No Bed No Facility RN Number
 Specialist Attending Doctor
 Collection Mode Referred By
 Payment Category/Class Type No Class eGL Verification Police Custody
 Visit Case New Case Follow-Up

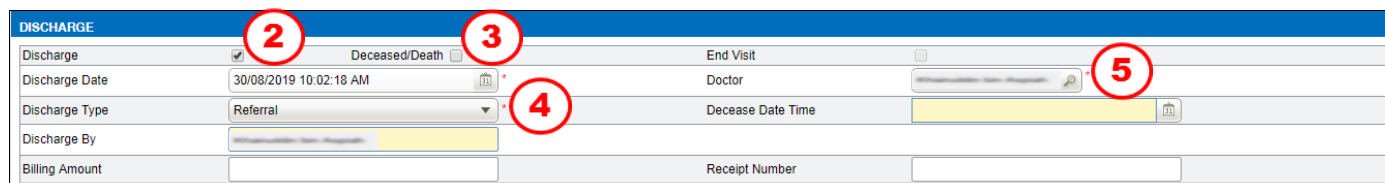
Figure 3.3.4-1 Discharge Patient Screen

Note

Repeat step 1 until 3 as per Transfer Patient section (Page 40-41)

STEP 1

Click on the  to button and scroll down for Discharge section



DISCHARGE


Discharge ☒ 2 Deceased/Death ☐ 3 End Visit ☐
 Discharge Date 30/08/2019 10:02:18 AM Doctor  5
 Discharge Type Referral 4 Decease Date Time
 Discharge By
 Billing Amount Receipt Number

Figure 3.3.4-2 Discharge Screen

STEP 2

Select the **Discharge** check box

STEP 3

Select the **Deceased/Death** check box

Note

This function is not a sequence after click on Discharge checkbox. After tick on Discharge, user can choose either discharge as deceased or discharge normal (select from drop down Discharge Type). If patient is discharge as deceased, no need to select on Discharge Type. Rephrase back the sequence flows.

STEP 4

Select either one of the these from **Discharge Type's** drop down menu:

- Absconded
- At Own Risk
- Decease
- Discharged Home
- Referral
- Discharged to ward

STEP 5

Select **Doctor** from drop down menu

Note

Only inpatient and emergency patient need to be discharged to stop patient visit.

3.4 Manage Duplicate Record

Those records need to merge into one record due to redundant record; user may use merging to merge patient record into one patient record.

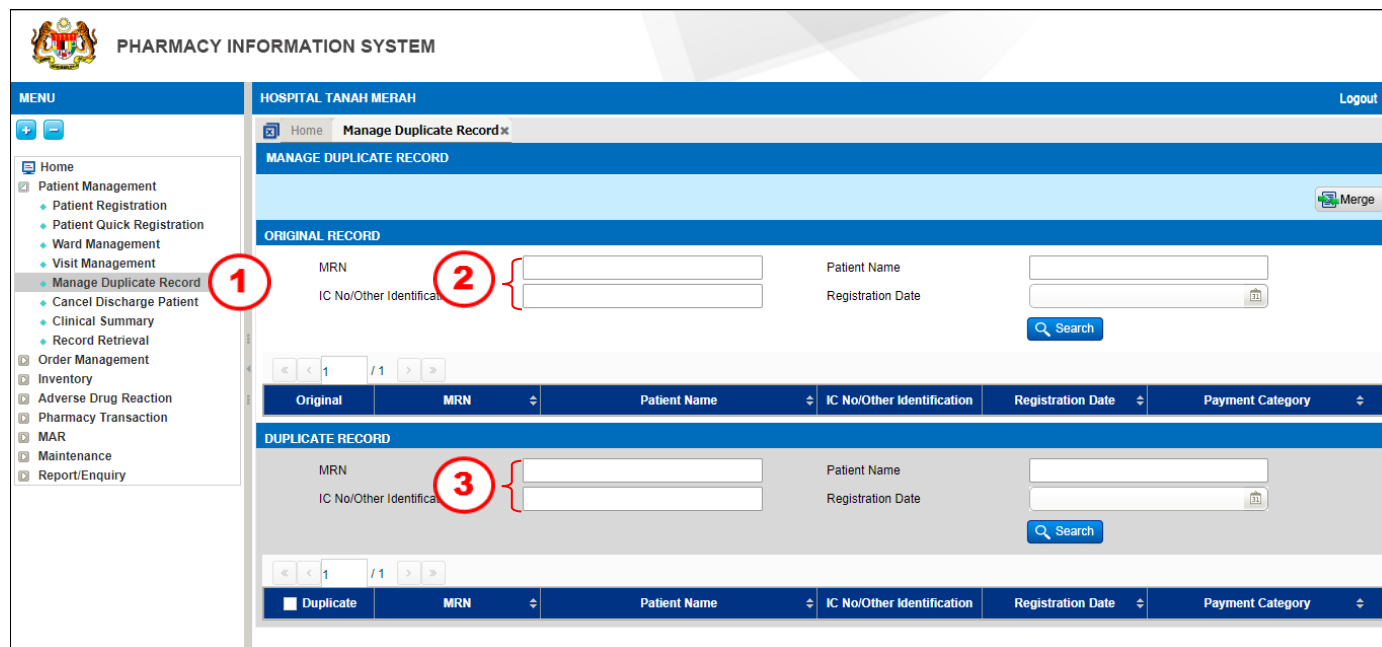


Figure 3.4-1 Merging Record Screen

STEP 1

Click on 'Patient Management' menu and followed by 'Manage Duplicate Records' sub-menu

STEP 2

Search on Original patient section

Note


Various search criteria for existing Patient is provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: <i>Example : HPSF00001234 or "1234"</i>
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Patient Name	Patient's name	Allow to search by patient full name or partial
d	Registration Date	Date of registration	Allow to search by registration date

Table 3.4-1

STEP 3

Search on Duplicate patient section; Refer Table 3.4-1


PHARMACY INFORMATION SYSTEM

HOSPITAL MIRI
Logout

Home
Manage Duplicate Record

MANAGE DUPLICATE RECORD
6
Merge

ORIGINAL RECORD

MRN: Patient Name:
IC No/Other Identification: Registration Date:
Search

17635 / 17635 [176341 - 176347 / 176347]

Original	MRN	Patient Name	IC No/Other Identification	Registration Date	Payment Category
<input type="radio"/>	HMIRI00274426	Khanzudin bin Angah Khanzudin bin Angah	Khanzudin bin Angah	20/06/2019	
<input type="radio"/>	HMIRI00274427	Khanzudin bin Angah	Khanzudin bin Angah	20/06/2019	
<input type="radio"/>	HMIRI00274428	Khanzudin bin Angah	Khanzudin bin Angah	25/07/2019	Paying
<input checked="" type="radio"/> 4	HMIRI00274429	Khanzudin bin Angah	Khanzudin bin Angah	25/07/2019	
<input type="radio"/>	HMIRI00274430	Khanzudin bin Angah	Khanzudin bin Angah	05/08/2019	
<input type="radio"/>	HMIRI00274431	Khanzudin bin Angah Khanzudin bin Angah	Khanzudin bin Angah	20/08/2019	
<input type="radio"/>	HMIRI00274432	Khanzudin bin Angah	Khanzudin bin Angah	20/08/2019	

DUPLICATE RECORD

MRN: Patient Name:
IC No/Other Identification: Registration Date:
Search

17635 / 17635 [176341 - 176347 / 176347]

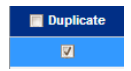
Duplicate	MRN	Patient Name	IC No/Other Identification	Registration Date	Payment Category
<input type="checkbox"/>	HMIRI00274426	Khanzudin bin Angah Khanzudin bin Angah	Khanzudin bin Angah	20/06/2019	
<input type="checkbox"/>	HMIRI00274427	Khanzudin bin Angah	Khanzudin bin Angah	20/06/2019	
<input type="checkbox"/>	HMIRI00274428	Khanzudin bin Angah	Khanzudin bin Angah	25/07/2019	Paying
<input type="checkbox"/>	HMIRI00274429	Khanzudin bin Angah	Khanzudin bin Angah	25/07/2019	
<input checked="" type="checkbox"/> 5	HMIRI00274430	Khanzudin bin Angah Khanzudin bin Angah	Khanzudin bin Angah	05/08/2019	
<input type="checkbox"/>	HMIRI00274431	Khanzudin bin Angah Khanzudin bin Angah	Khanzudin bin Angah	20/08/2019	
<input type="checkbox"/>	HMIRI00274432	Khanzudin bin Angah	Khanzudin bin Angah	20/08/2019	

Figure 3.4-2 Merging Record screen


STEP 4

Select the Original MRN  radio button as per Figure 3.4-2

STEP 5

Select the Duplicate MRN  check box as per figure 3.4-2

STEP 6

Click on  button and alert message will be displayed as per figure 3.4-3

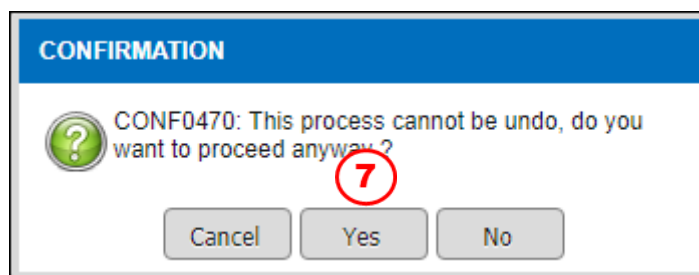


Figure 3.4-3 Merging Record Alert Message

STEP 7

Click on the  button to confirm the merging

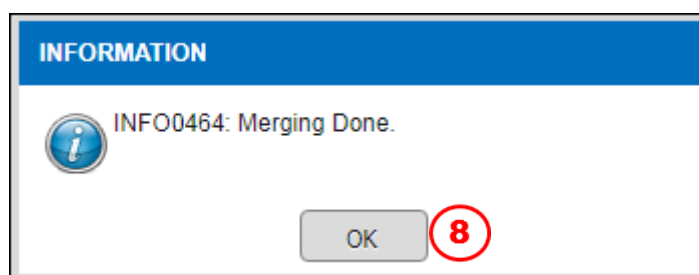


Figure 3.4-4 Merging Record Alert Message

STEP 8

Click on the  button to complete the merging

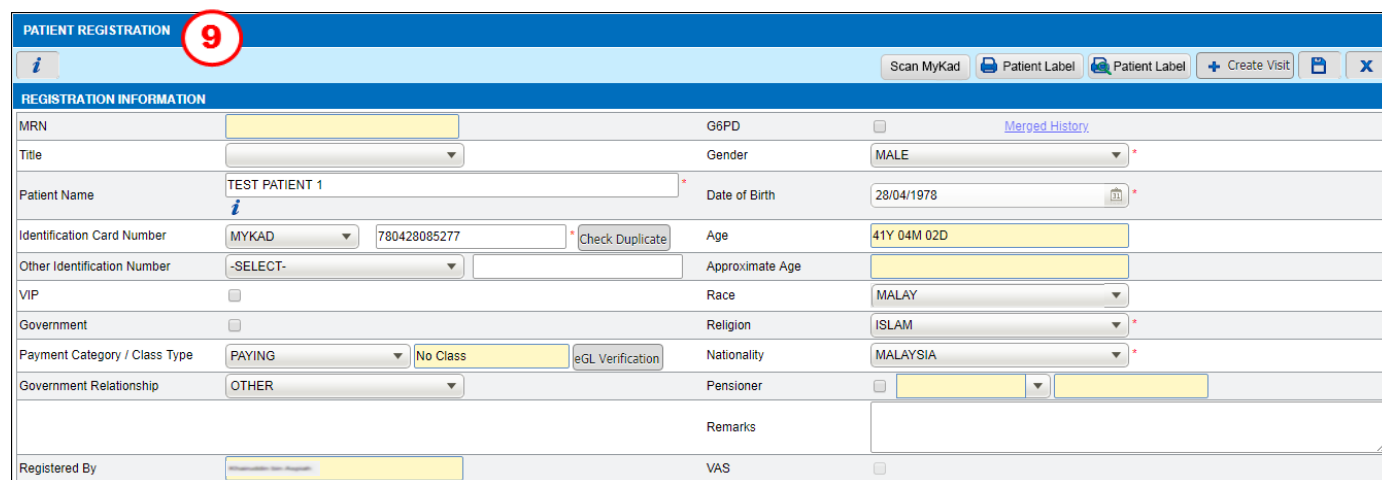


Figure 3.4-5 Patient Information

STEP 9

Go to Patient Management screen and create using the existing merge duplicate ID as per Figure 3.4-5

Note

System allowed to create using existing duplicate merging ID

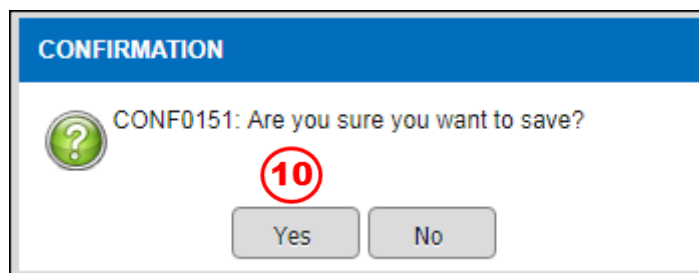
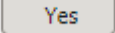


Figure 3.4-6 Confirmation Alert Message

STEP 10

Click on  button to confirm the transaction









PATIENT REGISTRATION			
<div>  Scan MyKad  Patient Label  Patient Label  Create Visit     </div>			
REGISTRATION INFORMATION			
MRN	HMIRI00274433		G6PD <input type="checkbox"/> Merged History
Title	<input type="text"/>	Gender	MALE
Patient Name	TEST PATIENT 1		Date of Birth 28/04/1978
Identification Card Number	MYKAD	780428085277	Age 41Y 04M 02D
Other Identification Number	-SELECT-		Approximate Age
VIP	<input type="checkbox"/>	Race	MALAY
Government	<input type="checkbox"/>	Religion	ISLAM
Payment Category / Class Type	PAYING	No Class	Nationality MALAYSIA
Government Relationship	OTHER	Pensioner	
Status	ACTIVE	Remarks	
Registered By	VAS		

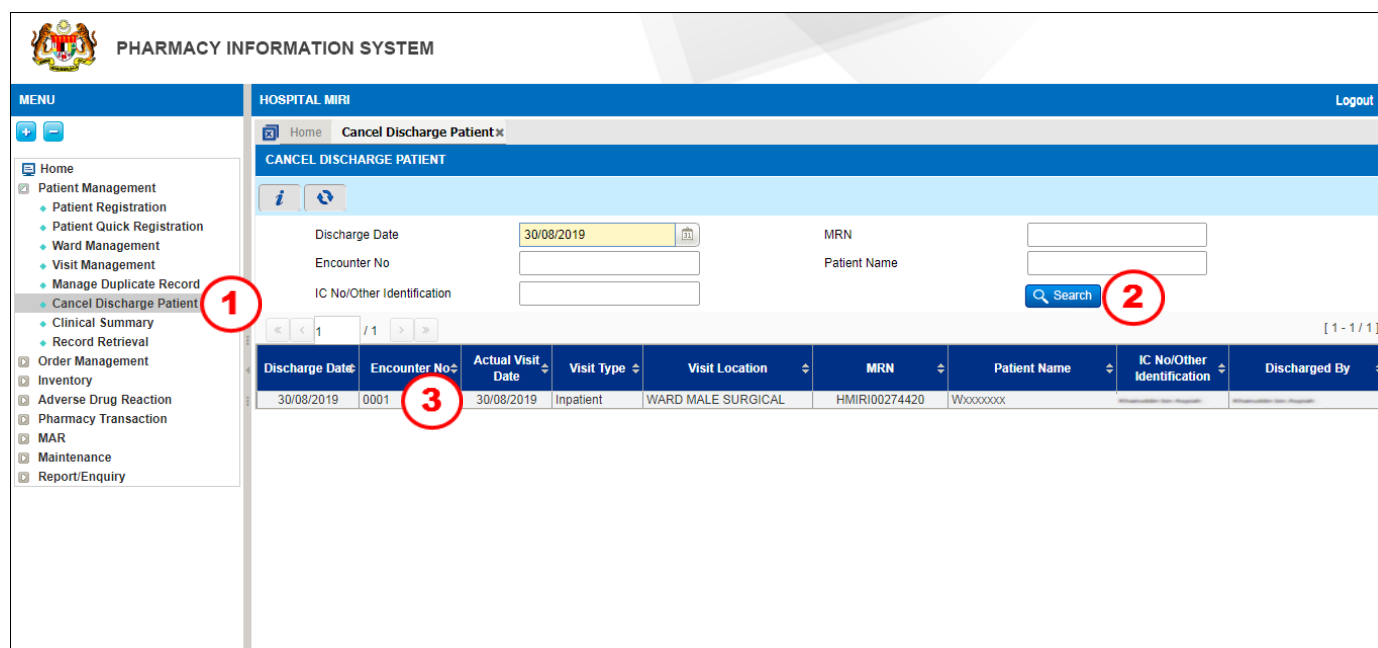
Figure 3.4-7 Patient Information

Note

Once click confirm record will be save as new record as per Figure 3.4-7

3.5 Cancel Discharge Patient

This function used to cancel discharge/checkout of a patient



PHARMACY INFORMATION SYSTEM

HOSPITAL MIRI Logout

Home Cancel Discharge Patient x

CANCEL DISCHARGE PATIENT

Discharge Date: 30/08/2019 MRN:

Encounter No: Patient Name:

IC No/Other Identification:

[1 - 1 / 1]

Discharge Date	Encounter No	Actual Visit Date	Visit Type	Visit Location	MRN	Patient Name	IC No/Other Identification	Discharged By
30/08/2019	0001	30/08/2019	Inpatient	WARD MALE SURGICAL	HMIRI00274420	Wooooooc		

Figure 3.5-1 Cancel/Discharge-out Patient Record Screen

STEP 1

Click on 'Patient Management' menu and followed by 'Cancel Discharge/Check-out Patient Records' sub-menu

Note

Various search criteria for existing Patient is provided as below:

No	Field	Description	Remark
a	Discharge Date	Checkout Date	To search by discharge date
b	Encounter Number	Visit Number	To search by visit number
c	Patient Name	Patient Name	Allow to search by patient full name or partial

Table 3.5-1

This process valid for patient discharge within same day only.

STEP 2

Click on button to search the patient

STEP 3

Double click on the selected patient record

CANCEL DISCHARGE PATIENT			
		<div style="text-align: right;"> Cancel Discharge X </div>	
Discharge Date	30/08/2019	Patient Name	Wxxxxxxx
Encounter No	0001	Visit Type	Inpatient
Admission Date	30/08/2019	Location	WARD MALE SURGICAL
Discharged By	Wxxxxxxx (User - Hospital)	Cancel Discharged By	Wxxxxxxx (User - Hospital)
Reason	<div style="border: 1px solid black; padding: 5px;"> Cancel Discharge </div>		

Figure 3.5-2 Cancel/Discharge-out Patient Record Screen

STEP 4

Enter reason for cancel discharge patient

STEP 5

Click on Cancel Discharge button to cancel discharge


CONFIRMATION	
	CONF0471: Are you sure you want to cancel Discharge?
<div style="display: flex; justify-content: space-around;"> Cancel Yes No </div>	

Figure 3.5-3 Cancel Discharge Alert Message

STEP 6

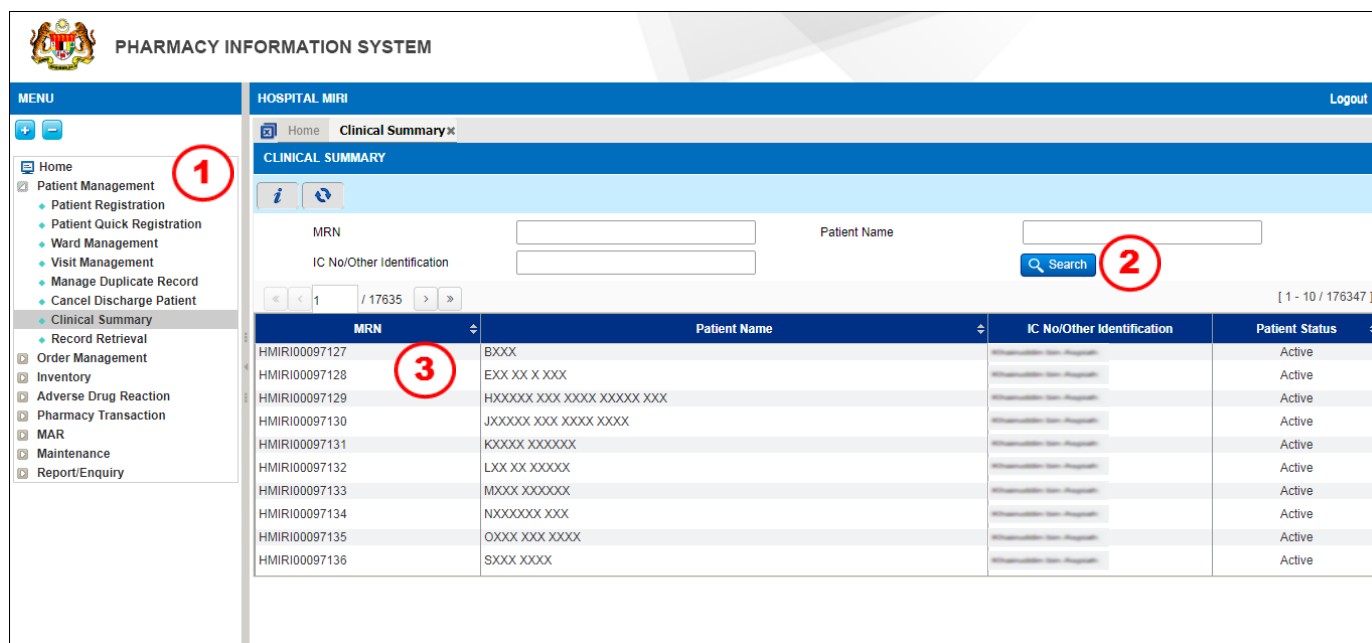
Click Yes button to confirm cancel Discharge

Note

User able to cancel the discharge patient within the same day of discharge date only.

3.6 Clinical Summary

This function allows viewing existing patient visit records and medication profile.



PHARMACY INFORMATION SYSTEM

HOSPITAL MIRI Logout

Home **Clinical Summary**

CLINICAL SUMMARY

MRN Patient Name

IC No/Other Identification Search

[1 - 10 / 176347]

MRN	Patient Name	IC No/Other Identification	Patient Status
HMIRI00097127	BXXX	XXXXXXXXXX	Active
HMIRI00097128	EXX XX X XXX	XXXXXXXXXX	Active
HMIRI00097129	HXXXXX XXX XXXX XXXX XXX	XXXXXXXXXX	Active
HMIRI00097130	JXXXXX XXX XXXX XXXX	XXXXXXXXXX	Active
HMIRI00097131	KXXXX XXXXXXX	XXXXXXXXXX	Active
HMIRI00097132	LXX XX XXXXX	XXXXXXXXXX	Active
HMIRI00097133	MXXX XXXXXXX	XXXXXXXXXX	Active
HMIRI00097134	NXXXXX XXX	XXXXXXXXXX	Active
HMIRI00097135	OXXX XXX XXXX	XXXXXXXXXX	Active
HMIRI00097136	SXXX XXXX	XXXXXXXXXX	Active

Figure 3.6-1 Clinical Summary Listing Page

STEP 1

Click on 'Patient Management' menu and followed by 'Clinical Summary' sub-menu

Note

Various search criteria for existing Patient is provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: <i>Example: HPSF00001234 or "1234"</i>
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Patient Name	Patient Name	Allow to search by patient full name or partial

Table 3.6-1

STEP 2

Click on Search button to search the patient

STEP 3

Double click on the selected patient details listed down as per Figure 3.6-2

3.7 Record Retrieval

This function provides user to retrieve back the record of dispensing and print the prescription, balance medication sheet, drug label and worksheet.

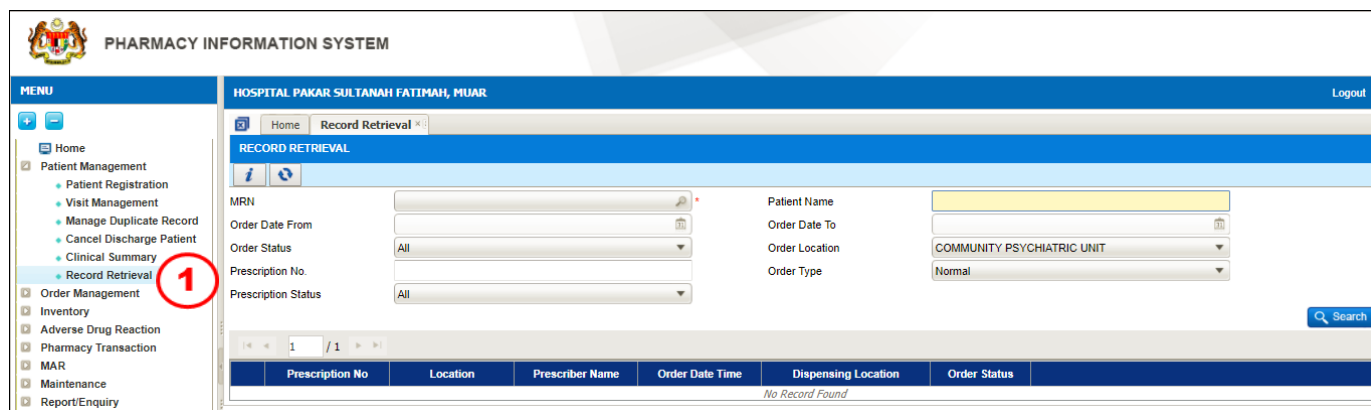


Figure 3.7-1 Record Retrieval

STEP 1

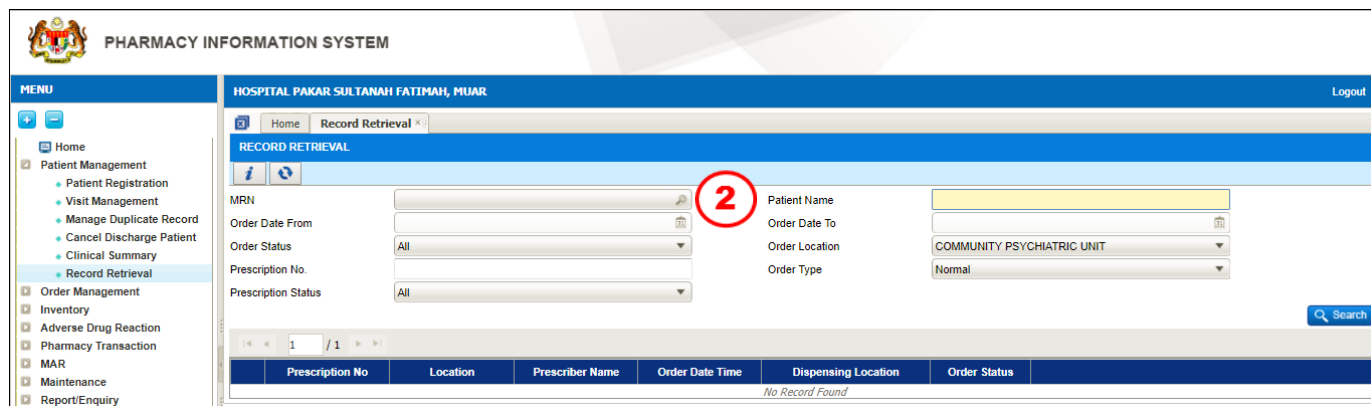
Click on 'Patient Management' menu and followed by 'Record Retrieval' sub-menu

Note

Various search criteria for existing Patient is provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: <i>Example : HPSF00001234 or "1234"</i>
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Patient Name	Patient Name	Allow to search by patient full name or partial

Table 3.7-1



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Record Retrieval

RECORD RETRIEVAL

MRN 2 Patient Name

Order Date From Order Date To

Order Status All Order Location COMMUNITY PSYCHIATRIC UNIT

Prescription No. Order Type Normal

Prescription Status All

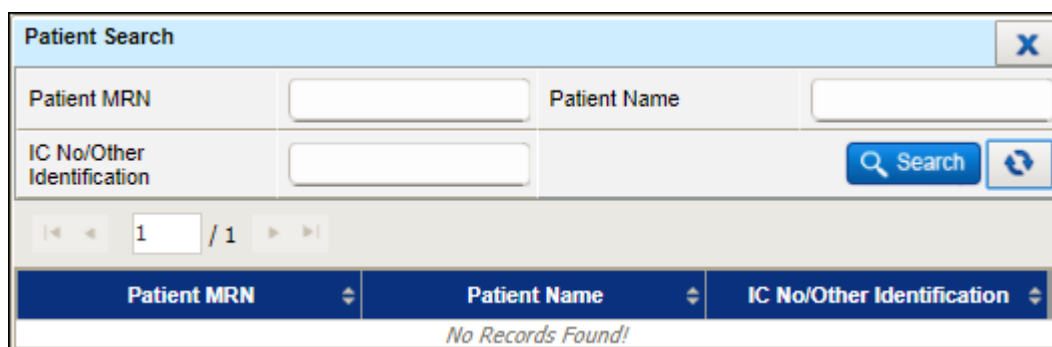
Search

Prescription No	Location	Prescriber Name	Order Date Time	Dispensing Location	Order Status
No Record Found					

Figure 3.7-2 Record Retrieval – MRN

STEP 2

Click on at **MRN** field and *Patient Search* screen showed as below:



Patient Search

Patient MRN Patient Name

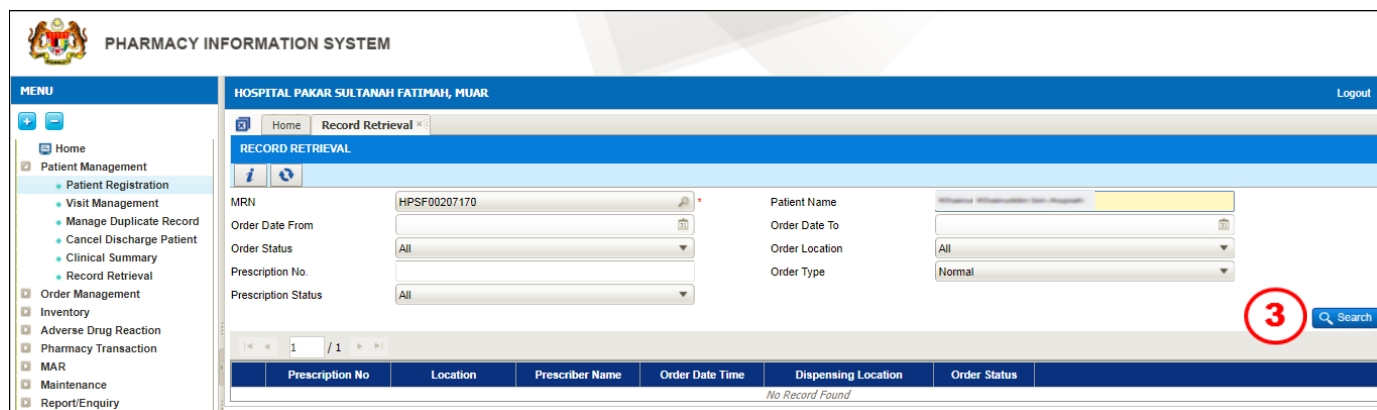
IC No/Other Identification

Search

1 / 1

Patient MRN	Patient Name	IC No/Other Identification
No Records Found!		

Figure 3.7-3 Record Retrieval – Patient Search



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Record Retrieval Logout

RECORD RETRIEVAL

MRN: HPSF00207170 Patient Name: [Empty]

Order Date From: [Empty] Order Date To: [Empty]

Order Status: All Order Location: All

Prescription No.: [Empty] Order Type: Normal

Prescription Status: All


1 / 1

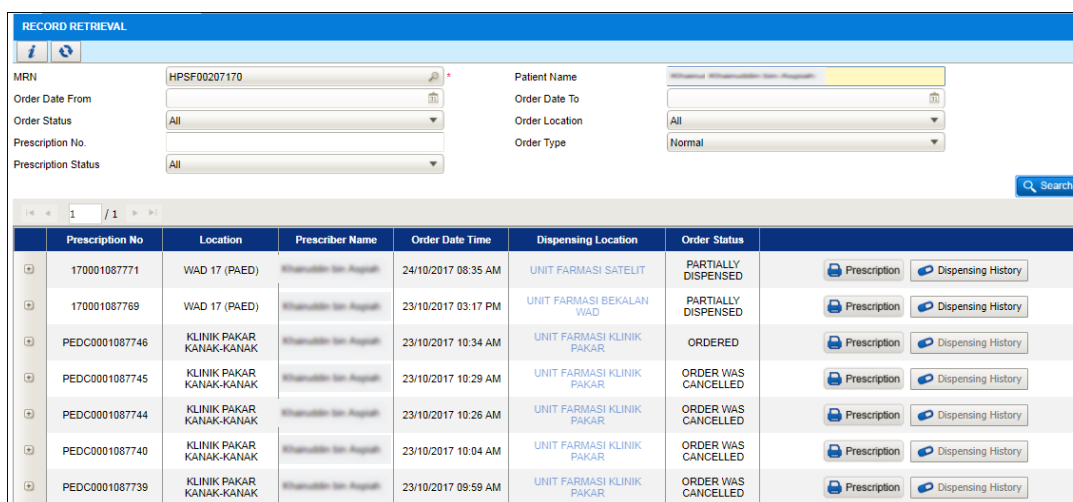
3 Search

Prescription No	Location	Prescriber Name	Order Date Time	Dispensing Location	Order Status
No Record Found					

Figure 3.7-4 Record Retrieval – Search record

STEP 3

Click on  button to search the Prescription No based on patient name/MRN and list showed as below:



RECORD RETRIEVAL

MRN: HPSF00207170 Patient Name: [Empty]

Order Date From: [Empty] Order Date To: [Empty]

Order Status: All Order Location: All

Prescription No.: [Empty] Order Type: Normal



Prescription Status: All

1 / 1

Prescription No	Location	Prescriber Name	Order Date Time	Dispensing Location	Order Status	
170001087771	WAD 17 (PAED)	[Empty]	24/10/2017 08:35 AM	UNIT FARMASI SATELIT	PARTIALLY DISPENSED	
170001087769	WAD 17 (PAED)	[Empty]	23/10/2017 03:17 PM	UNIT FARMASI BEKALAN WAD	PARTIALLY DISPENSED	
PEDC0001087746	KLINIK PAKAR KANAK-KANAK	[Empty]	23/10/2017 10:34 AM	UNIT FARMASI KLINIK PAKAR	ORDERED	
PEDC0001087745	KLINIK PAKAR KANAK-KANAK	[Empty]	23/10/2017 10:29 AM	UNIT FARMASI KLINIK PAKAR	ORDER WAS CANCELLED	
PEDC0001087744	KLINIK PAKAR KANAK-KANAK	[Empty]	23/10/2017 10:26 AM	UNIT FARMASI KLINIK PAKAR	ORDER WAS CANCELLED	
PEDC0001087740	KLINIK PAKAR KANAK-KANAK	[Empty]	23/10/2017 10:04 AM	UNIT FARMASI KLINIK PAKAR	ORDER WAS CANCELLED	
PEDC0001087739	KLINIK PAKAR KANAK-KANAK	[Empty]	23/10/2017 09:59 AM	UNIT FARMASI KLINIK PAKAR	ORDER WAS CANCELLED	


Figure 3.7-5 Record Retrieval – Listing of record

Note

- Record Retrieval viewed by:
 - Prescription No.
 - Location.
 - Prescriber Name.
 - Order Date Time.
 - Dispensing Location.
 - Order Status.
- Click at  button to re-print.
- Click at  button to view the **Dispensing History** and function to re-print will be display as Figure 3.7-6

- Balance medication sheet.
- Drug label.
- Worksheet.
- SPUB (if available).
- Invoice

DISPENSING HISTORY



XXXXXXXX @ XXXXXX XXX
XXXXXXXX

Mykad 480317030823

Age 68 Years 09 Months 23 Days

Gender Male

MRN htmh0005709

Address

Phone And Email

Diagnosis

No known Allergies

Height cm Weight kg BMI/BSA 0/0 m²

(Last Updated :) Nationality : Warganegara

Upload Photo

Medication Profile

Dispensed Date : 20/09/2015
Dispensed No : 092015_00468
Dispensed By
Prescription No : VISITING0000035022
Ordered By : DR MULIANIS BT. MOHD NOR

PRESCRIPTION

ENGLISH

Invoice

Worksheet

Worksheet

Balance Medication Sheet

Balance Medication Sheet

Label

Label

1 / 1

Selection	Drug Name	Order Details	Order Qty	Supply Duration	Dispensed Qty
<input type="checkbox"/>	Levothyroxine Sodium 100 mcg Tablet	200 mcg, OM, 4 Months, Oral 15/09/2015 09:18 AM - 13/01/2016 09:18 AM	240 tablet	30 Days	60 tablet
<input type="checkbox"/>	Ascorbic Acid 100 mg Tablet	100 mg, OD, 1 Months, Oral 15/09/2015 09:19 AM - 15/10/2015 09:19 AM	30 tablet	0 Days	0 tablet

Figure 3.7-6 Dispensing History

4.0 Acronyms

Abbreviation	Definition
PhIS	Pharmacy Information System
CPS	Clinical Pharmacy System
PM	Patient Management
eGL	Electronic Guarantee Letter
HRMIS	Human Resource Management Informasi System
MRN	Medical Record Number
MOH	Ministry Of Health

5.0 Links to Clinical Modules

No	Module	PDF Links	No	Module	PDF Links
1	Inpatient	Click Here	12	CDR Dispensing	Click Here
2	CDR Order	Click Here	13	Methadone Dispensing	Click Here
3	TDM Order	Click Here	14	PN Dispensing	Click Here
4	PN Order	Click Here	15	Order Management	Click Here
5	IV Order	Click Here	16	Patient Management	Click Here
6	Prepacking	Click Here	17	Radiopharmaceuticals	Click Here
7	Galenical	Click Here	18	Outpatient	Click Here
8	MTAC	Click Here	19	Special Drug Request	Click Here
9	ADR & DAC	Click Here	20	MAR	Click Here
10	Medication Counselling	Click Here	21	DICE	Click Here
11	Ward Pharmacy	Click Here	22		