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

Full Based

User Manual Patient Management

Reference ID : FB_U. MANUAL_ PATIENT MANAGEMENT-6th Edition

Application reference: PhIS & CPS v1.6.1

Table of Contents

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
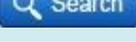- Clinical Summary
- Record Retrieval
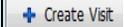
1.3   Organised Sections

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	Login to PhIS	**Logout**	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	OK Button
Yes	Yes Button	No	No Button
	Radio Button		Checkbox
SPUB56565698	System Automatic Generate Record No.	HPSF00088304	Automatically Display/Retrieve Box
	Reset Login Screen	*i*	Show Help
Home	Display Home Tab	Search	Search Record
	Cancel		Dropdown Box
	Search Icon	*	Mandatory Field
	Edit Record		Empty Text Box
Cancel	Cancel Button		

Patient Management Module Legend

eGL Verification	Electronic Government Guarantee Letter (eGL) Verification	Merge	Merge Patient's Record
Patient Label	Print Patient Label	Renew Visit	Renew Visit
Copy Address from Patient Detail	Copy Patient Address	Visit List	View Visit List
Sample Label	Print Patient Sample Label	New Patient Transfer	New Patient Transfer
Patient Demographic	Edit Patient Demographic	Create Visit	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
Change Patient Label format	page 37
Change Visit Label format	page 38
Add Nationality 'Bukan Warganegara'	page 10
'MC' in Clinical Summary rename to 'Medication Counselling'	Clinical Summary

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
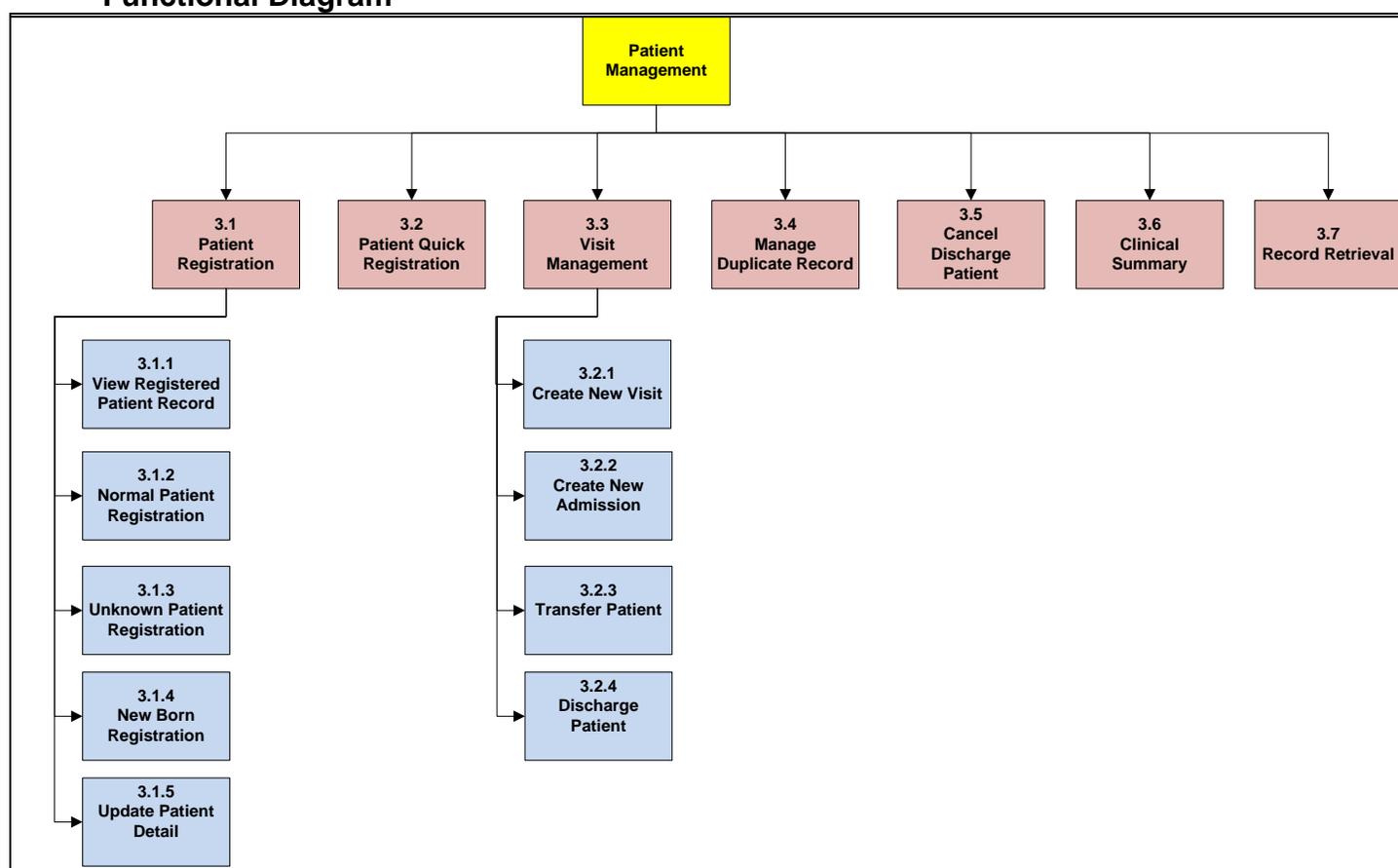
Table 3.0-1

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
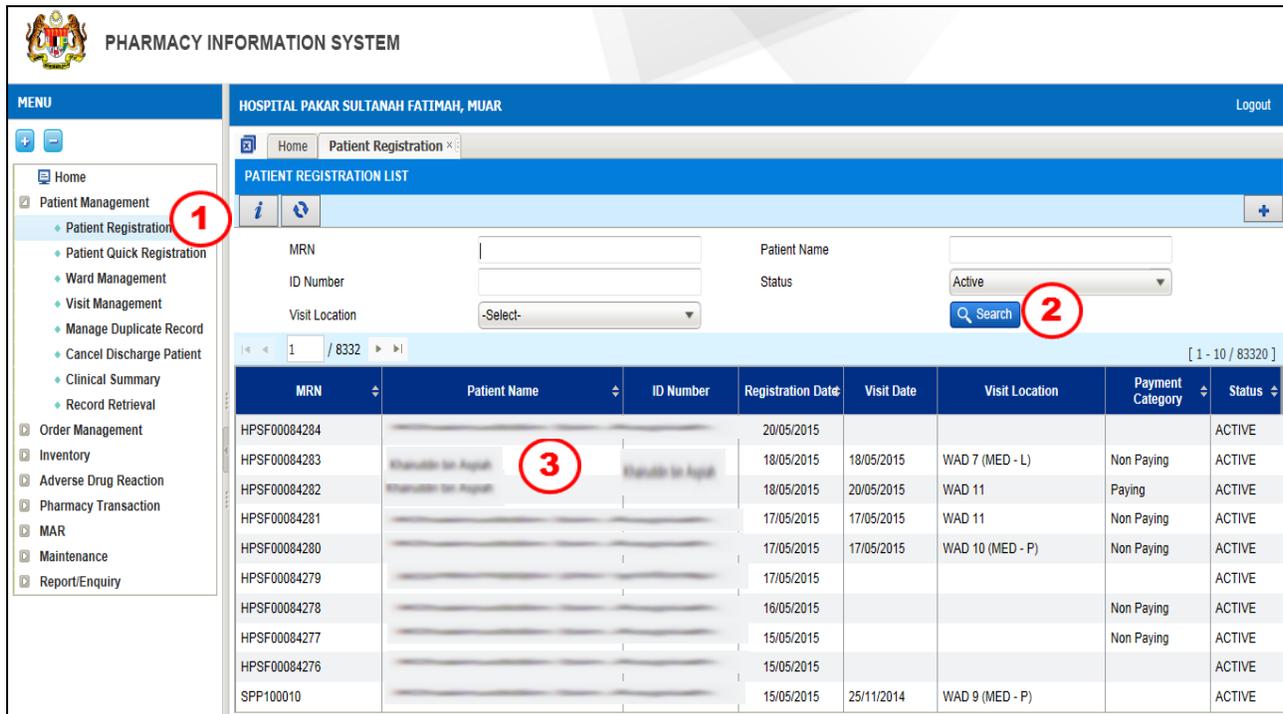This function is used to retrieve and view patient registration details

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: • 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
			• 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 :
			- 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 [Q Search] 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

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

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.*

Figure 3.1.1-4 Nationality 'Bukan Warganegara'

3.1.2 Normal Patient Registration
To register a new patient record, perform the steps below:

Figure 3.1.2-1 Patient Registration Listing Page

Note

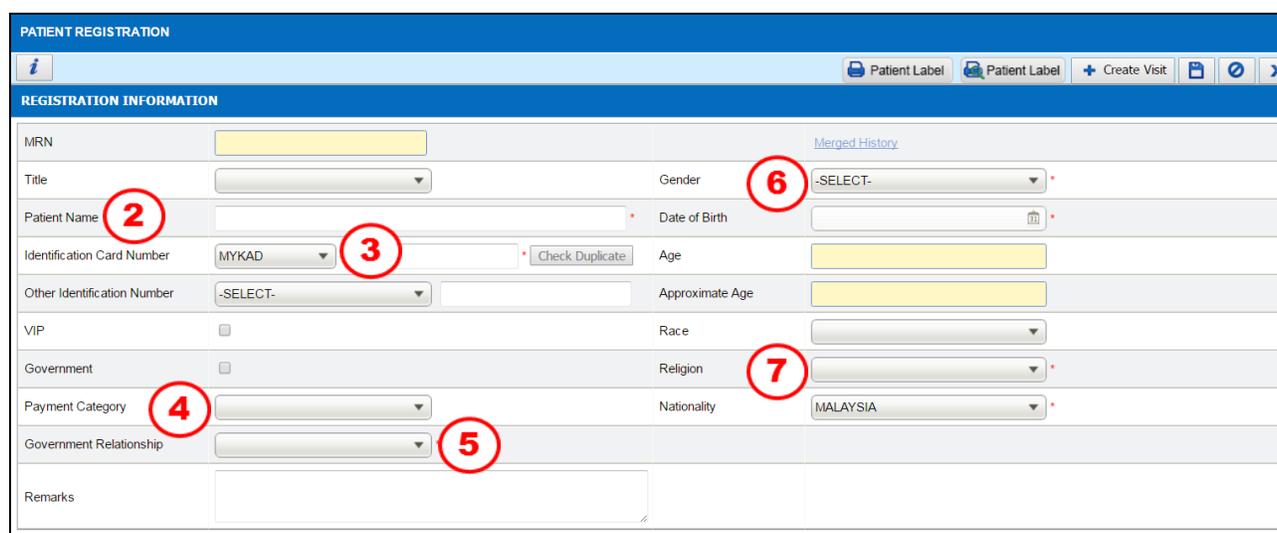*On this listing page, to search for existing patient records please refer to Table 3.1.2-1.*

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

Figure 3.1.2-2 Patient Registration

Figure 3.1.2-3 Patient Registration Information

STEP 2

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

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

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*
- *Old IC*
- *Passport*
- *Pension Card*
- *Police Card Number*
- *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
- Stepchild
- Father
- Foster child
- Handicapped dependent
- Parent
- Mother
- Self
- Spouse

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

- Hinduism

- Islam

- No information

- Others

- Sikhism

- Taoism

Note

- *The* Check Duplicate *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* Merged History *hyperlink to view patient merging history.*

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]*

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.

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***

- ***Organisation 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:*
    - *Manufacturing*
    - *Medical and Health*
    - *Mining*
    - *[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*

- *Spouse Name* – *To enter patient spouse name*
- *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**

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**
- **Organisation 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*
    - *Military Card Number*
    - *MyKad*
    - *Old IC*
    - *Passport*
    - *Pension Card*
    - *Police Card Number*

- *Government Relationship - Select from the drop down box:*
    - *Child*
    - *Father*
    - *Foster Child*
    - *Grandchild*
    - *Handicapped Dependent*
    - *Mother*
    - *Natural Child*
    - *Other*
    - *Parent*
    - *Self*
    - *Spouse*
    - *Step Child*

- *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*

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.*

Figure 3.1.2-7 Patient Registration

3.1.3 Unknown Patient Registration

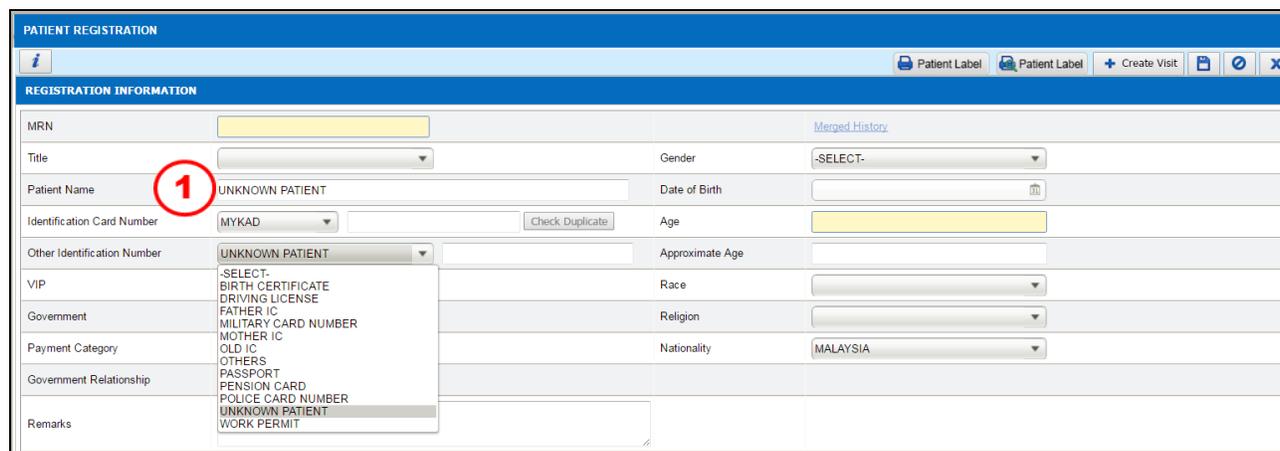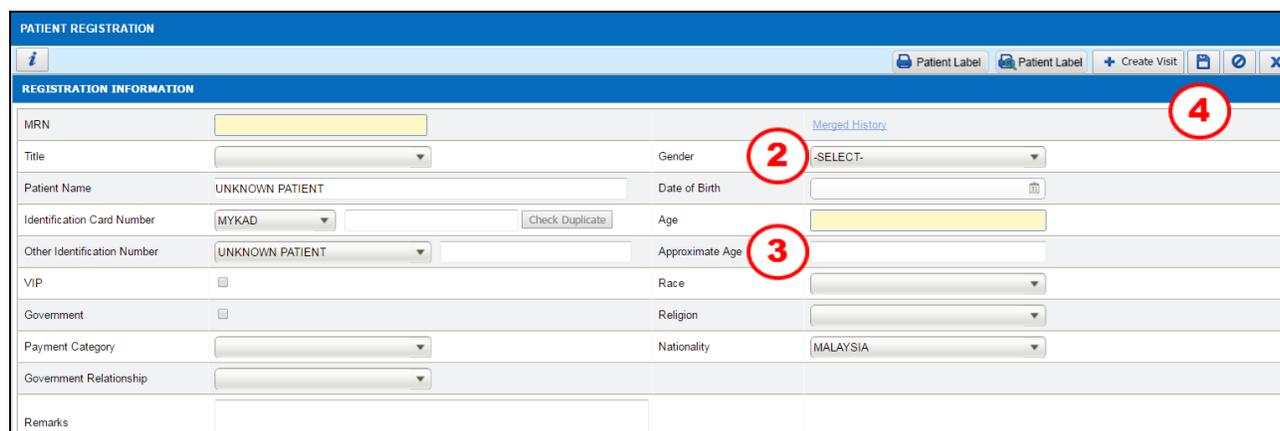To register the unconscious or unidentified patient, perform the steps below.

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
- Unknown Patient
- Work Permit

Figure 3.1.3-2 Patient Registration

STEP 2

Select and enter from *Gender* drop down box:

- Female

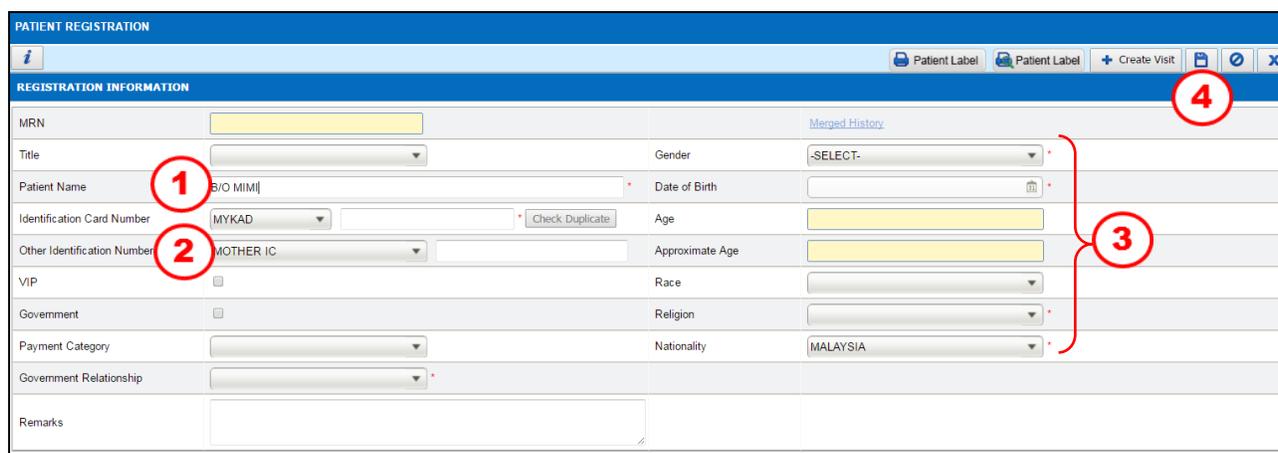- Male

- Unknown

STEP 3

Enter *Approximate Age*

STEP 4

Click on the [save] 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.30*

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.

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.*
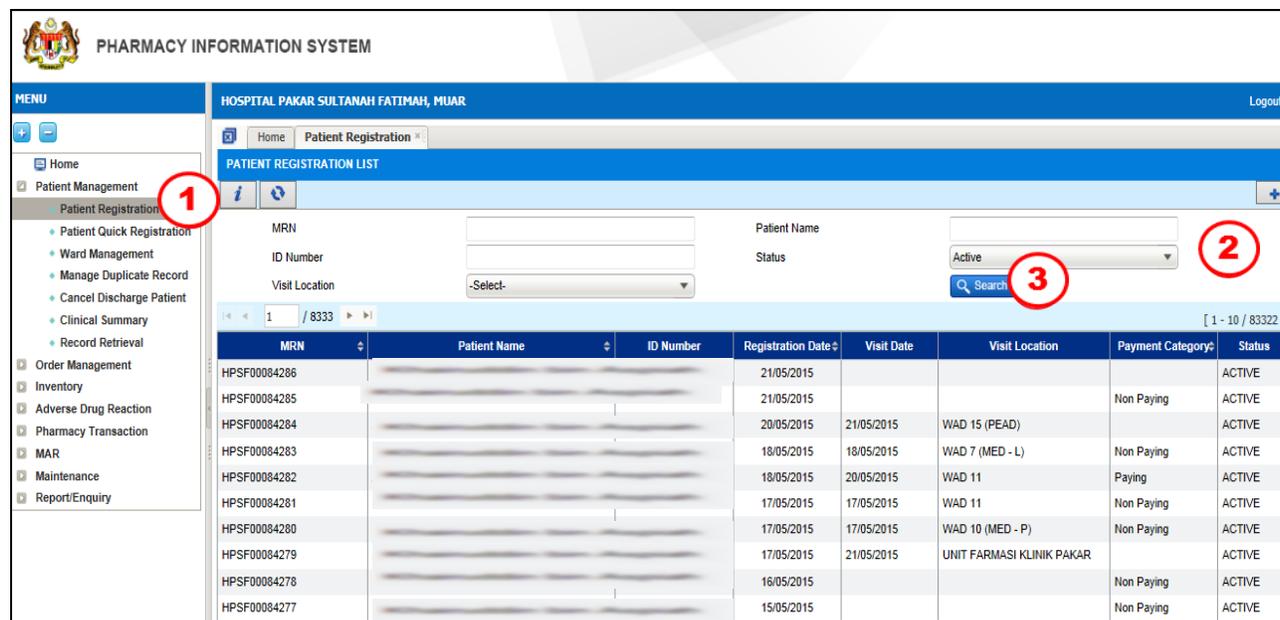
Note

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.

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

Figure 3.1.5-2 Admission/ Visit

STEP 4

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

PATIENT REGISTRATION

REGISTRATION INFORMATION	

Field	Field
MRN	Merged History
Title	Gender -SELECT-
Patient Name *	Date of Birth *
Identification Card Number MYKAD / Check Duplicate	Age
Other Identification Number -SELECT-	Approximate Age
VIP ☐	Race
Government ☐	Religion *
Payment Category / eGL Verification	Nationality MALAYSIA *
Government Relationship *	
Remarks	

PATIENT DETAILS

Field	Field
Address 1 *	Email
Address 2	Contact Number(Mobile) * Please enter at least one contact number
Address 3	Contact Number(House)
Postcode	Contact Number(Office)
State *	Marital Status
City	Organization Name
Country MALAYSIA *	Education Level
Occupation	

NEXT OF KIN

Copy Address from Patient Details

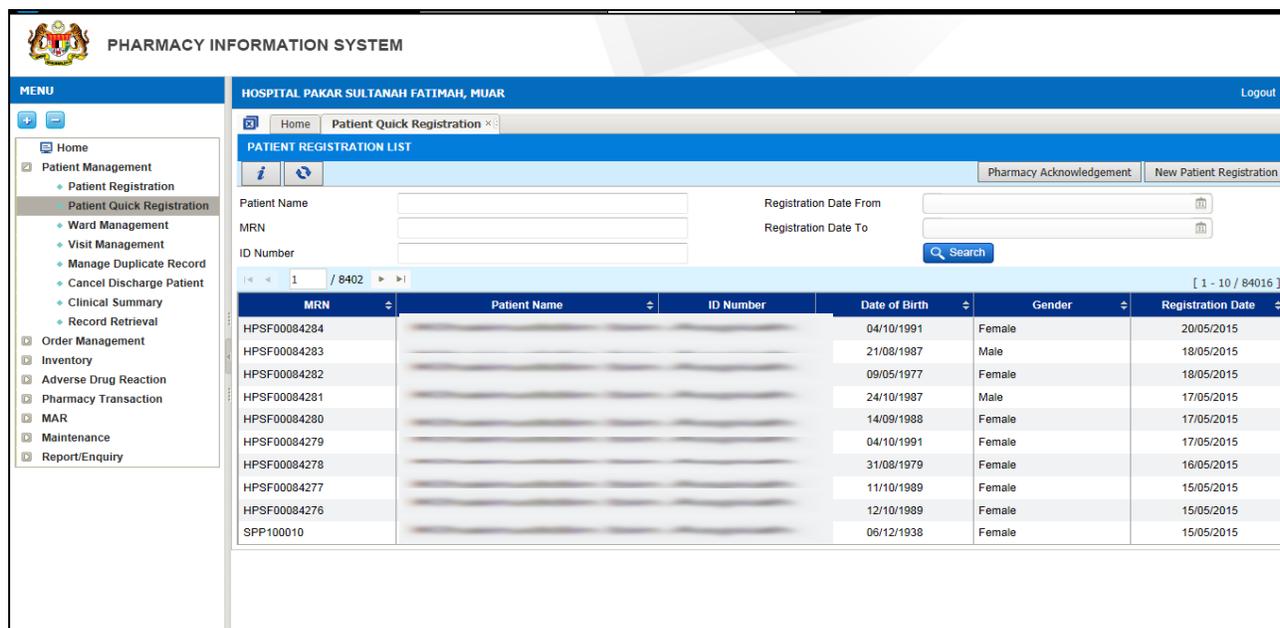| Field	Field
Name	Occupation
ID Number	Organization Name
Relationship	Gender
Date of Birth	Age
Address 1	Email

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.

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

Figure 3.2.1-1 Patient Registration List

STEP 1

Click on New Patient Registration button.

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 [Save] to save the record

STEP 9
Click at the button [X] to close the existing screen

3.3   Visit Management

This function allows managing patient visits for both Outpatient and Inpatient such as patient admission, 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

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* [+ Create Visit] *button in the 'Patient Registration' sub-menu after entering all mandatory fields.*
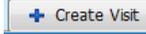
- *Visit location depends on location setup for that facility. Different facility may have different visit location.*

- *Visit location will be setup in facility and drop down box will be based on the facility data.*

- *On this listing page, user is allow to random search with search criteria for existing Patient provided as below:*

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: • Scan the MRN using barcode scanner. • 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	- 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 3.2.1-1.*

- *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.*

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

STEP 6

Click on the [Yes] button to save the visit

Figure 3.3.1-4 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* [Patient Demographic] *button.*

- *User can click* [Visit Activity] *button as shown in Figure 3.2.1-4 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 3.2.1-4.*

Encounter No	Visit/Admission Date	Visit Type	Visit Location	Discharge Date	Renew Visit
0004	09/12/2014	Outpatient	KLINIK PAKAR PERUBATAN		Renew Visit
0391	01/07/2014	Outpatient	KLINIK PAKAR ORTOPEDIK		Renew Visit
0373	01/07/2014	Outpatient	KLINIK PAKAR ORTOPEDIK		Renew Visit

Figure 3.3.1-5 Renew Visit System

Note

- *Renew visit can be done by entering*

  a) MRN

  b) Patient Name

  c) 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 3.2.1-1.*

- *After double click on selected patient, hyperlink for 'Renew Visit' will be appeared as Figure 3.2.1-5.*

- *Upon click on the hyperlink 'Renew Visit', system will be default to 'Admission/Visit' window.*

- *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.*

- *Patient visit is active until 12am except for inpatient and emergency patient.*

- *Upon click on the save* 🖫 *button Patient Label, Visit Label and Sample Label button will be enabled to allow printing from this screen.*
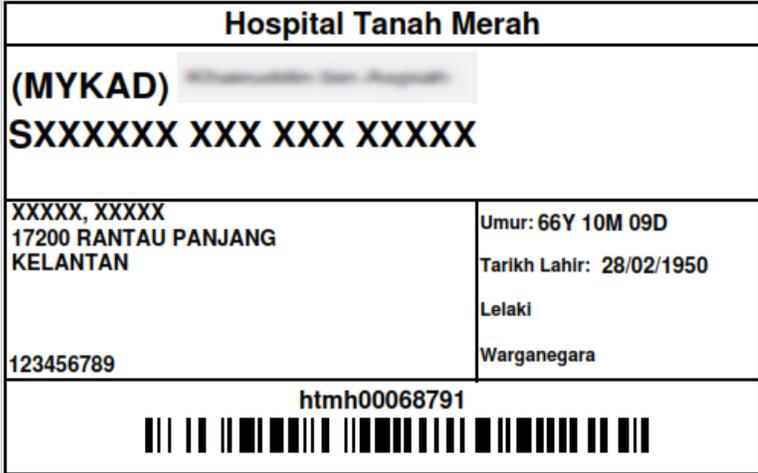
a. Patient Label	Label details
Hospital Tanah Merah **(MYKAD)** ~~Khaeruddin Sen Angkoh~~ **SXXXXXX XXX XXX XXXXX** XXXXX, XXXXX 17200 RANTAU PANJANG KELANTAN 123456789 Umur: 66Y 10M 09D Tarikh Lahir: 28/02/1950 Lelaki Warganegara htmh00068791 Figure 3.3.1-6 Patient Label	- *Facility name* - *Patient Name* - *MRN* - *Patient ID* - *Address* - *Contact number* - *Age* - *Date of birth* - *Gender* - *Nationality*
b. Sample Label	Label details
HPSF00032103 04/09/2014 KLINIK PAKAR PERUBATAN HPSF00032103 04/09/2014 KLINIK PAKAR PERUBATAN HPSF00032103 04/09/2014 KLINIK PAKAR PERUBATAN HPSF00032103 04/09/2014 KLINIK PAKAR PERUBATAN Figure 3.3.1-7 Sample Label	- *MRN* - *Date* - *Patient ID* - *Patient Name* - *Location*

c. Visit Label	Label details
Hospital Tanah Merah WAD 1 04/01/2017 12:34 PM **(MYKAD)** **SXXXXXX XXX XXX XXXXX** XXXXX, XXXXX 17200 RANTAU PANJANG KELANTAN 123456789 Umur: 66Y 10M 09D Tarikh Lahir: 28/02/1950 Lelaki Warganegara htmh00068791 **Figure 3.3.1-8 Visit Label**	- *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
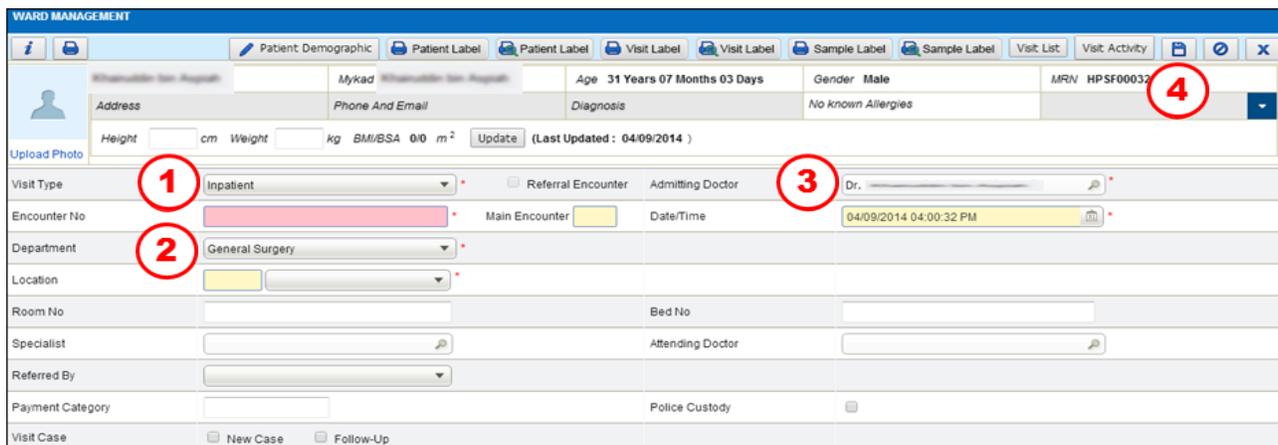
Figure 3.3.2-1 Ward Management

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 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

- ***Date*** *will be defaulted to system date.*
- ***Encounter No*** *will be auto generated.*
- ***Room No*** *and **Bed No** will be entered manually if applicable.*
- *Other fields such as **Specialist, Referred by** and **Attending Doctor** are optional.*
- *Patient visit is active until 12am except for inpatient and emergency patient.*

3.3.3 Transfer Patient

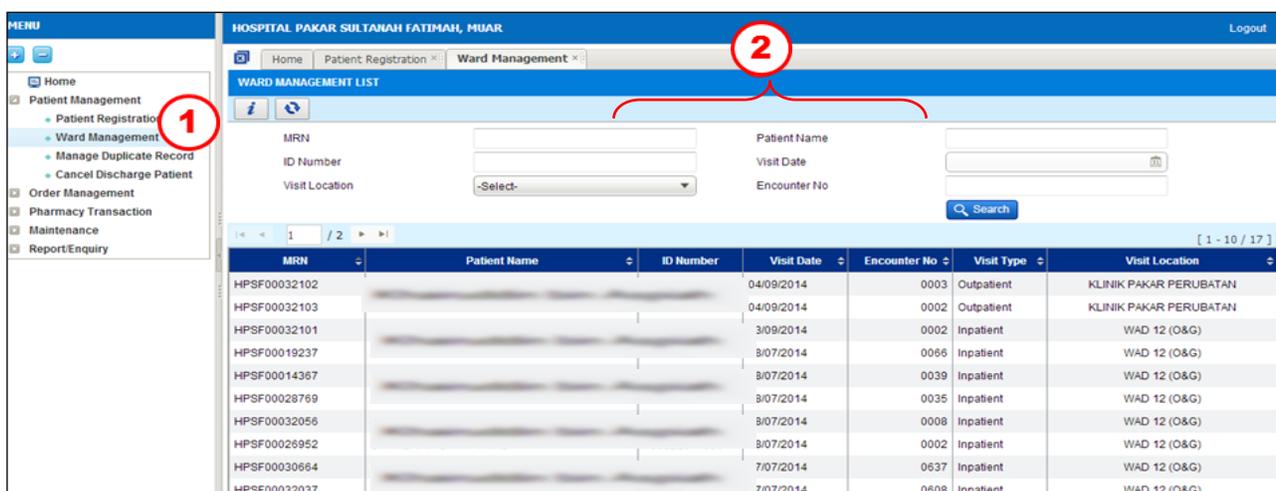This function is for transferring Inpatient from one Nursing Unit/Bed to another available location/ward/bed.
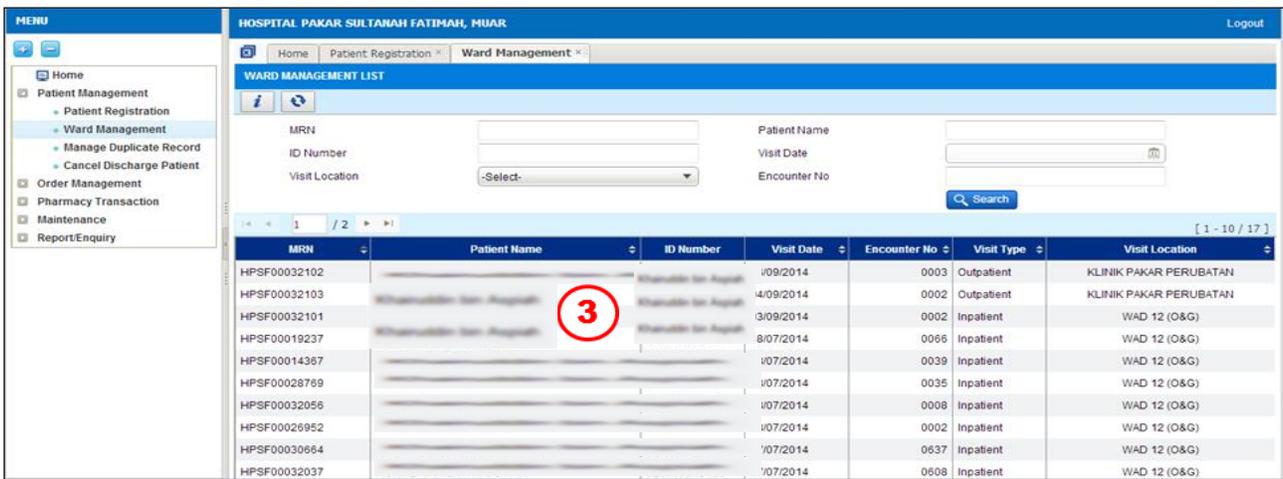

Figure 3.3.3-1 Ward Management

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: • Scan the MRN using barcode scanner. • 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	- 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

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
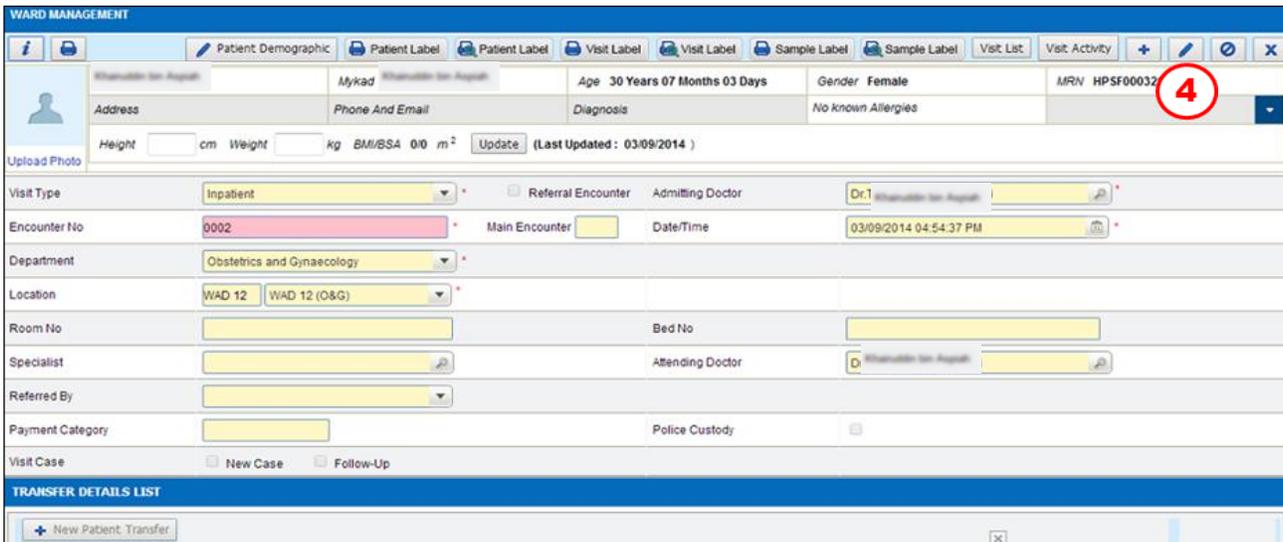
Figure 3.3.3-3 Transfer Details List Screen

STEP 4

Click on the edit ✏ button therefore ➕ New Patient Transfer button will be enabled, then click on the

➕ New Patient Transfer button

Figure 3.3.3-4 Transfer Details Screen

STEP 5

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

Note

Transfer date will be defaulted to current date and time.

STEP 6

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

3.3.4 Discharge Patient

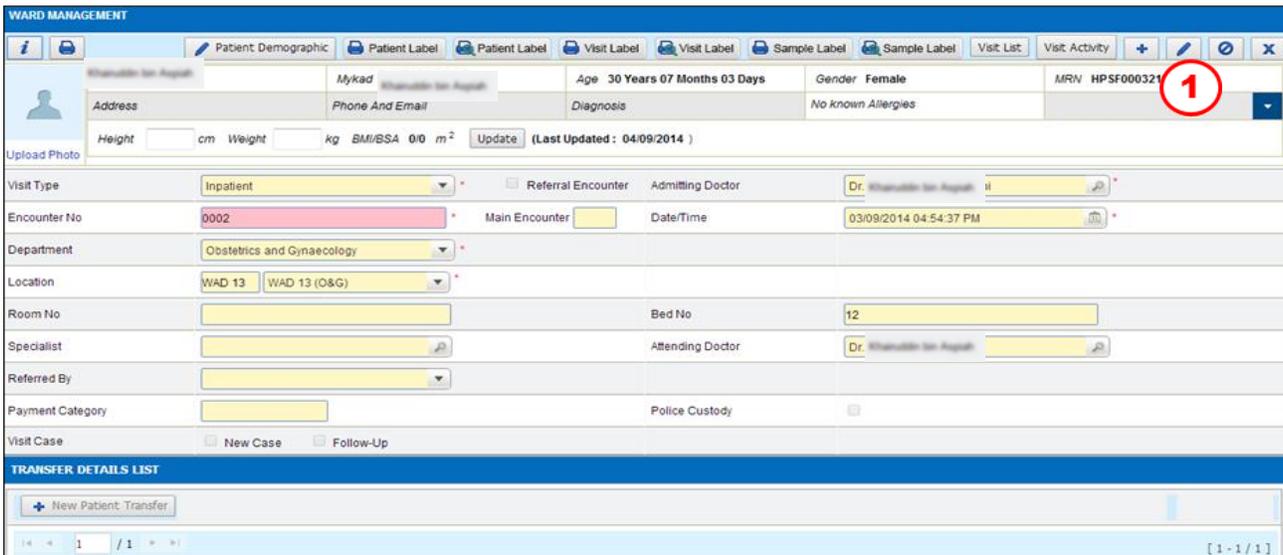To discharge patient from the ward, perform the steps below.

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 [pencil icon] to button and scroll down for Discharge section
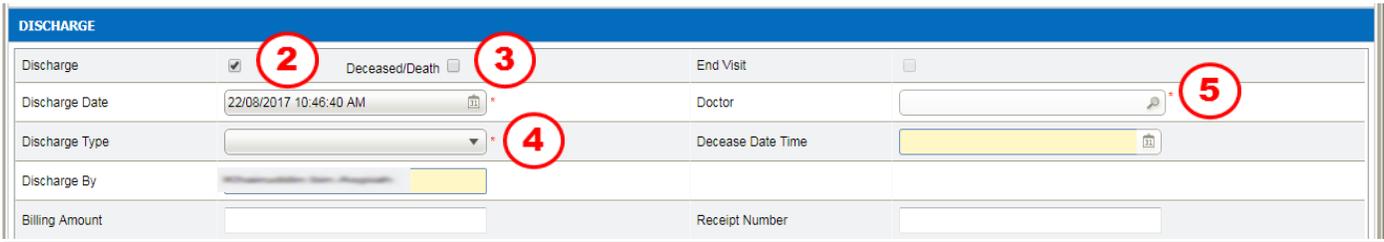

Figure 3.3.4-2 Discharge Screen

STEP 2

Select the **_Discharge_** check box

STEP 3

Select the **_Deceased/Death_** check box

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.
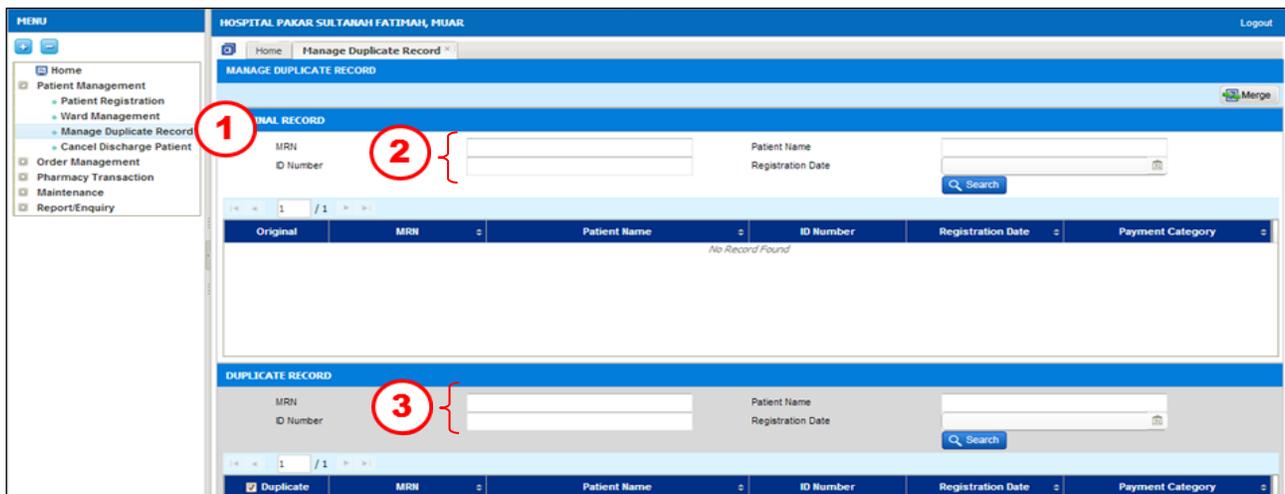

Figure 3.4-1 Merging Record Screen

STEP 1

Click on 'Patient Management' menu and followed by 'Find and Merge Duplication Patient 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:. _Example : HPSF00001234 or "1234"_
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
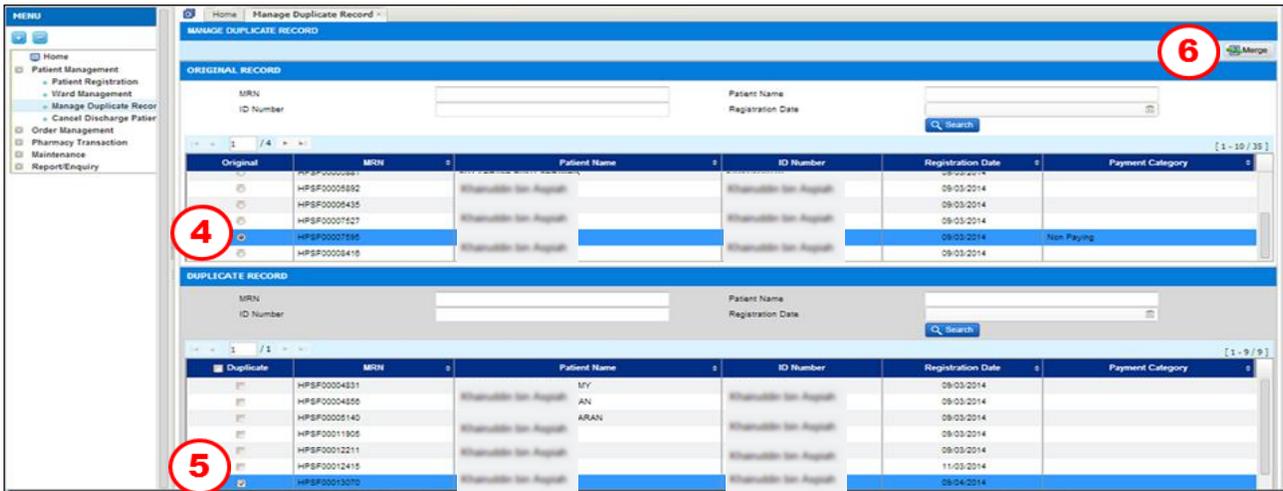
Search on Duplicate patient section; Refer Table 3.4-1

Figure 3.4-2 Merging Record screen

STEP 4

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

STEP 5

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

STEP 6

Click on [Merge button image] button and alert message will be displayed as per figure 3.4-2
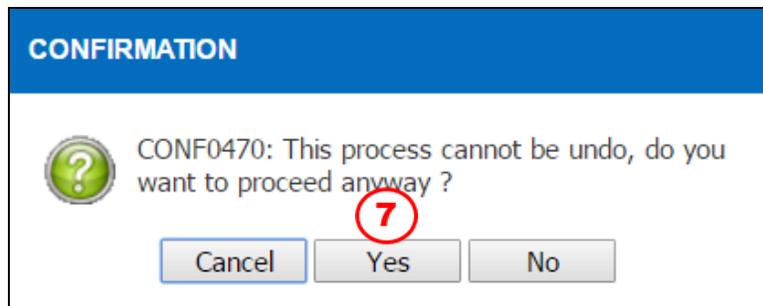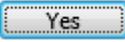

Figure 3.4-3 Merging Record Alert Message

STEP 7

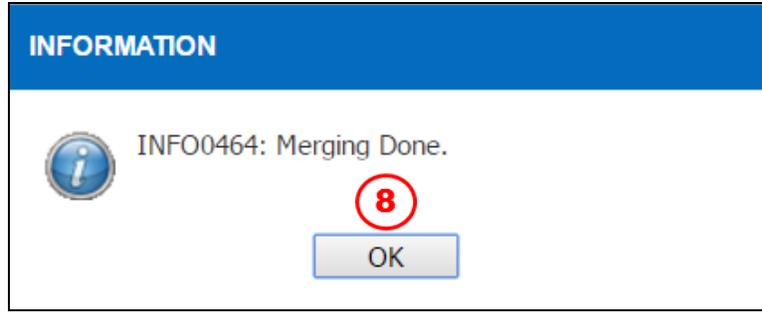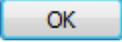Click on the [Yes] button to confirm the merging

Figure 3.4-4 Merging Record Alert Message

STEP 8

Click on the [OK] button to done the merging

3.5 Cancel Discharge Patient

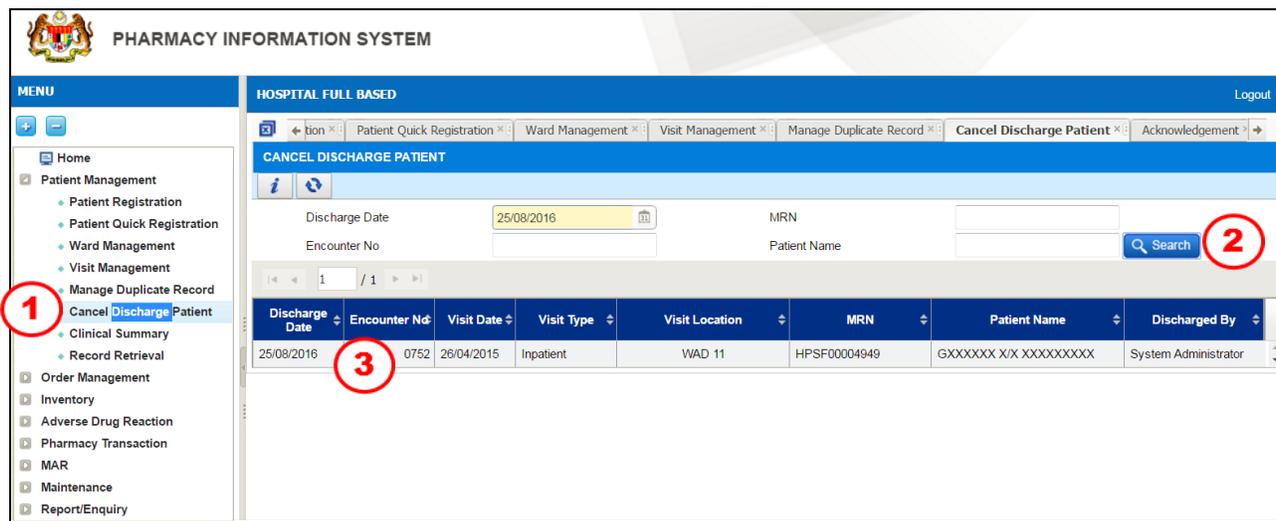This function used to cancel discharge/checkout of a patient

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 **Q Search** button to search the patient

STEP 3

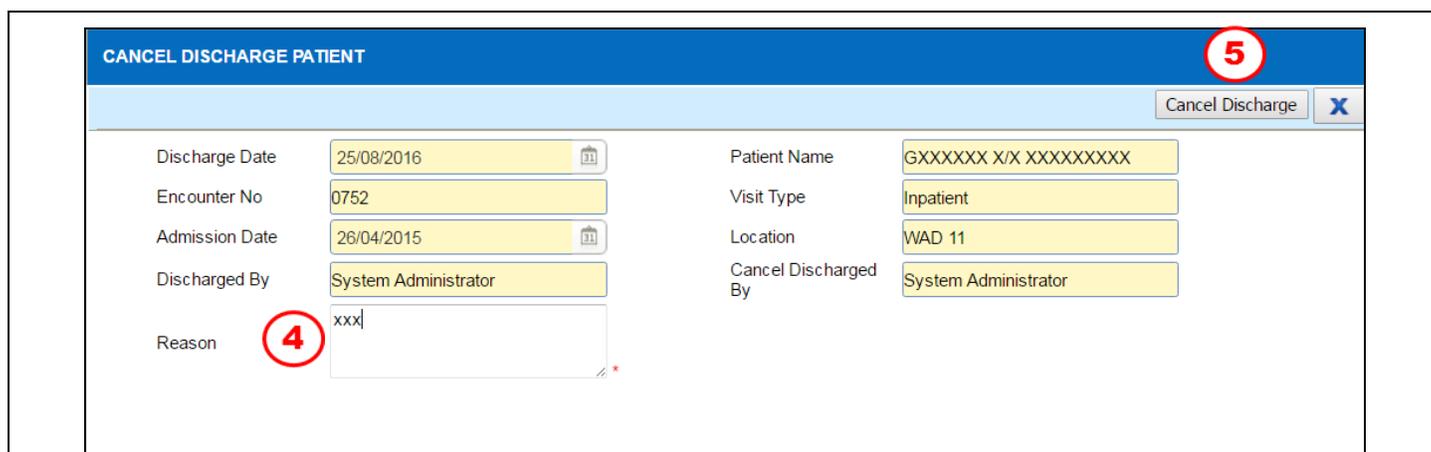Double click on the selected patient record

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

STEP 4

Enter reason for cancel discharge patient
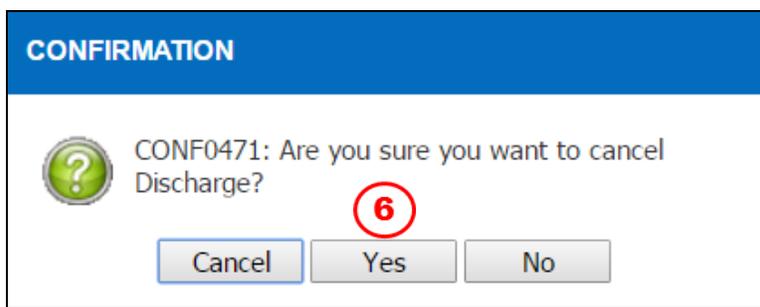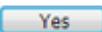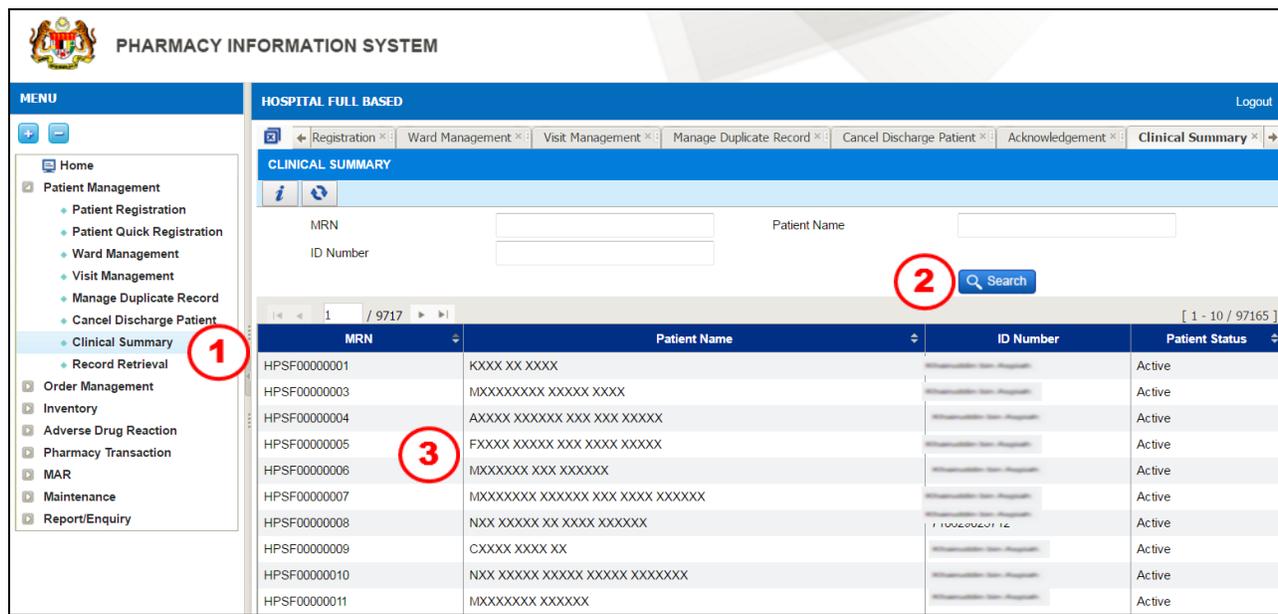
STEP 5

Click on [Cancel Discharge] button to cancel discharge

Figure 3.5-3 Cancel Discharge Alert Message

STEP 6

Click [Yes] button to confirm cancel Discharge

3.6 Clinical Summary

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

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: *Example: HPSF00001234 or "1234"*
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 [Q Search] button to search the patient

STEP 3

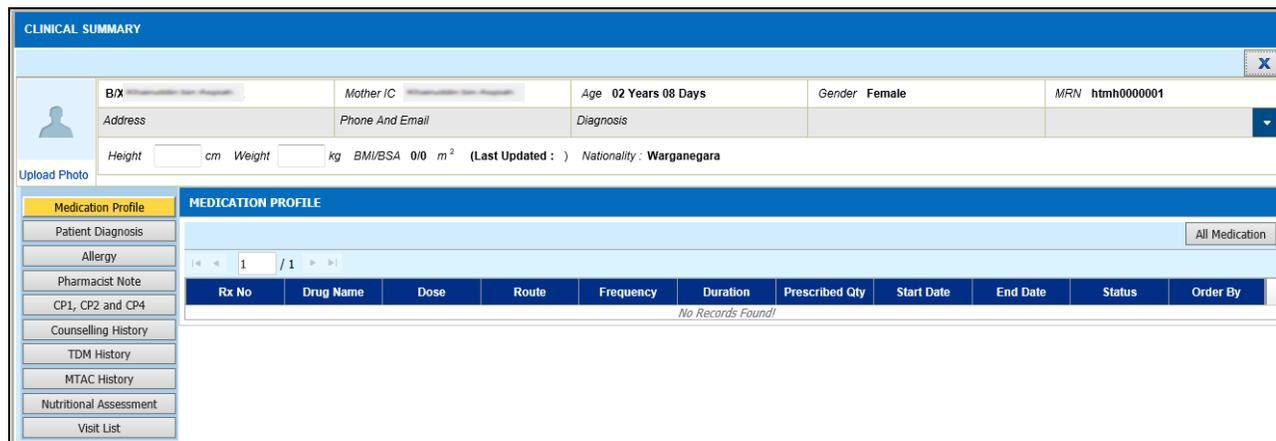Double click on the selected patient details listed down as per Figure 3.6-2

Figure 3.6-2 Clinical Summary

Note

- **Clinical summary** *screen will showed patient banner with the follow information:*

    - *Function to Upload Photo*

    - *Name*

    - *MyKad*

    - *Age*

    - *Gender*

    - *MRN*

    - *Address*

    - *Phone and Email*

    - *Diagnosis*

    - *Allergic*

    - *Height*

    - *Weight*

- *At the left side, there is several options button:*

    - *Medication profile*

    - *Patient Diagnosis*

    - *Allergy*

    - *Pharmacist note*

    - *CP1, CP 2, and CP4*

    - *Counselling history*

    - *MTAC History*

    - *Nutritional Assessment*

    - *Visit list*

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.
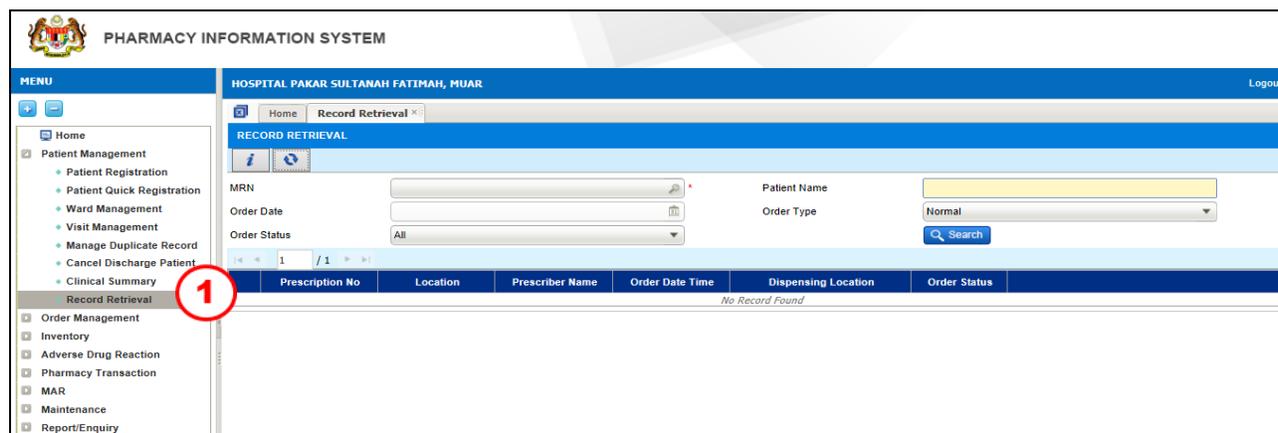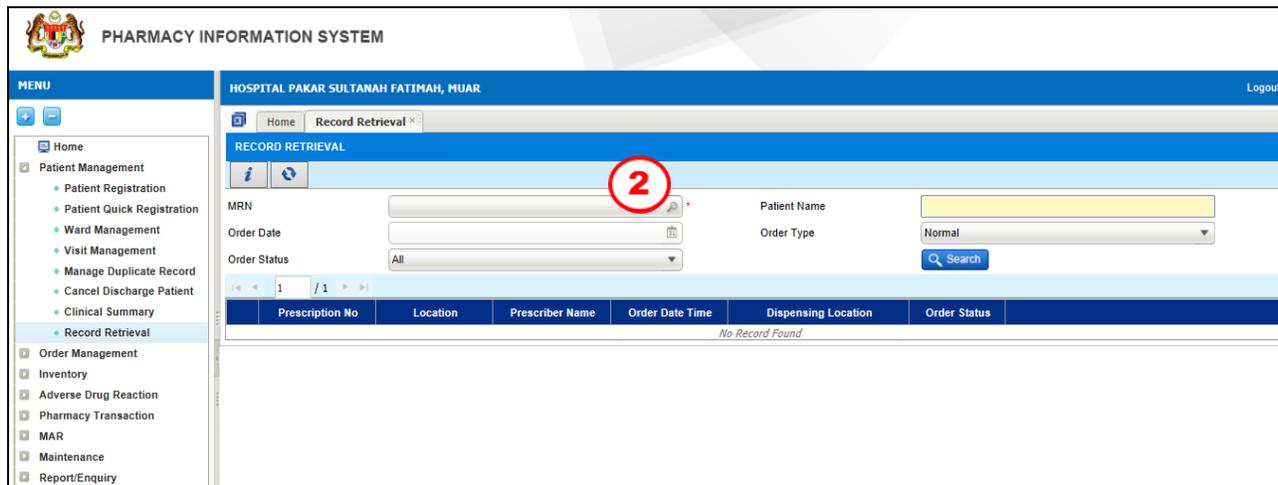

Figure 3.7-1 Record Retrieval

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: *Example : HPSF00001234 or "1234"*
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

Figure 3.7-2 Record Retrieval – MRN

STEP 2

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

Figure 3.7-3 Record Retrieval – Patient Search
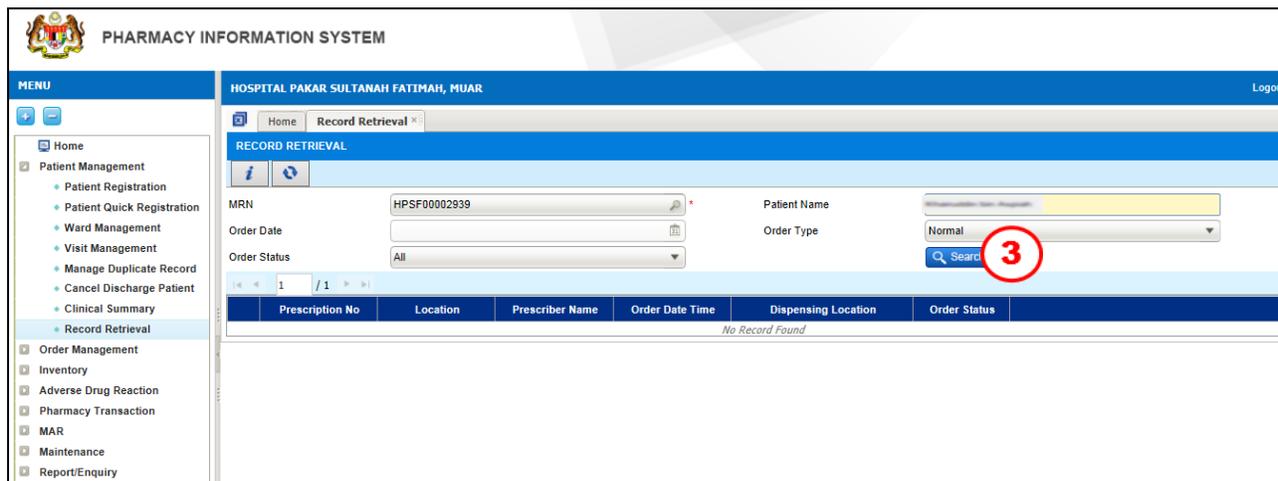
Figure 3.7-4 Record Retrieval – Search record

STEP 3

Click on [Search] button to search the Prescription No based on patient name/MRN and list showed as below:
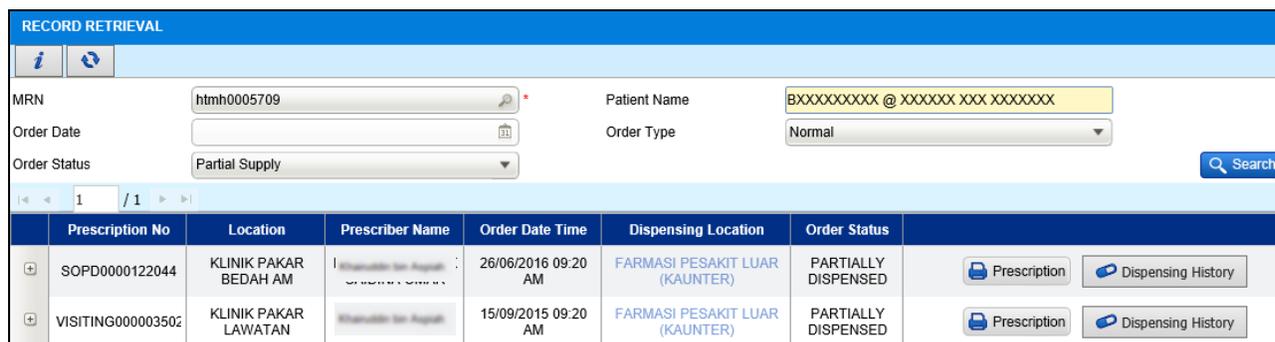
Figure 3.7-5 Record Retrieval – Listing of record

Note

- *Record Retrieval viewed by:*
    - *Prescription No.*
    - *Location.*
    - *Prescriber Name.*
    - *Order Date Time.*
    - *Dispensing Location.*
    - *Order Status.*
- *Click at [Prescription] button to re-print.*
- *Click at [Dispensing History] 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).

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		