



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

Full Based User Manual Patient Management

| | |
|--------------------|--|
| Version | : 8th EDITION |
| Document ID | : FB_U. MANUAL_PATIENT MANAGEMENT |



PhIS & CPS Project
User Manual – Patient Management



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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

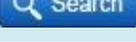
1.3 Organised Sections

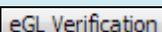
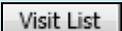
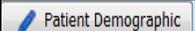
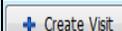
These are the sections within this document:

- 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 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 |
|  | 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 |
|------------------|------|
| | |
| | |
| | |

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

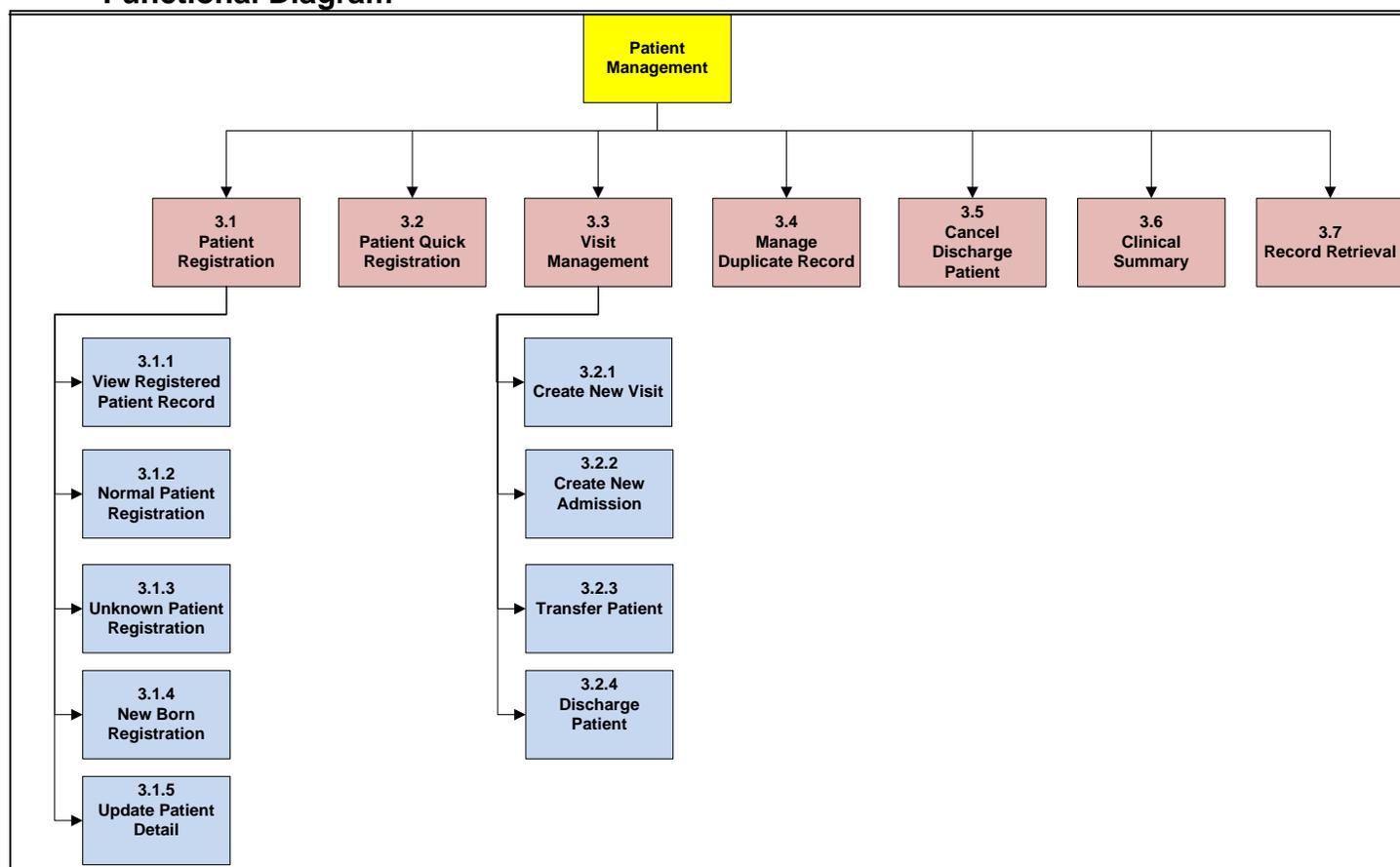


Table 3.0-1

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**

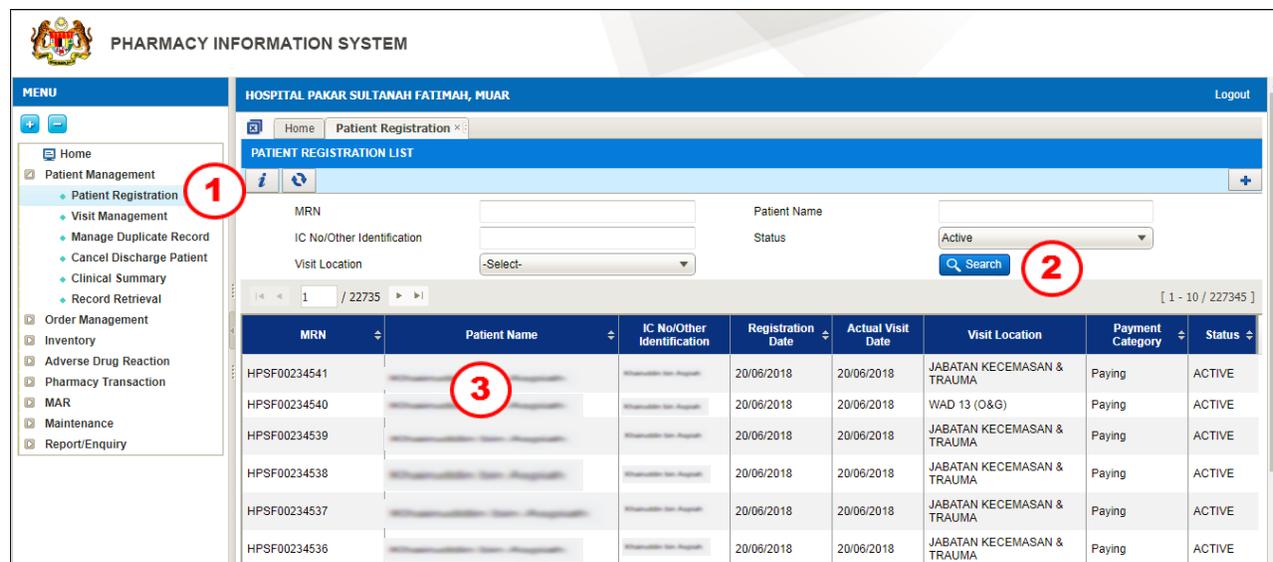
This function provides user to retrieve back the record of dispensing and print the prescription, balance medication sheet, drug label and worksheet.

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



| 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: <i>Example : HPSF00001234 or "1234"</i> |
| 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

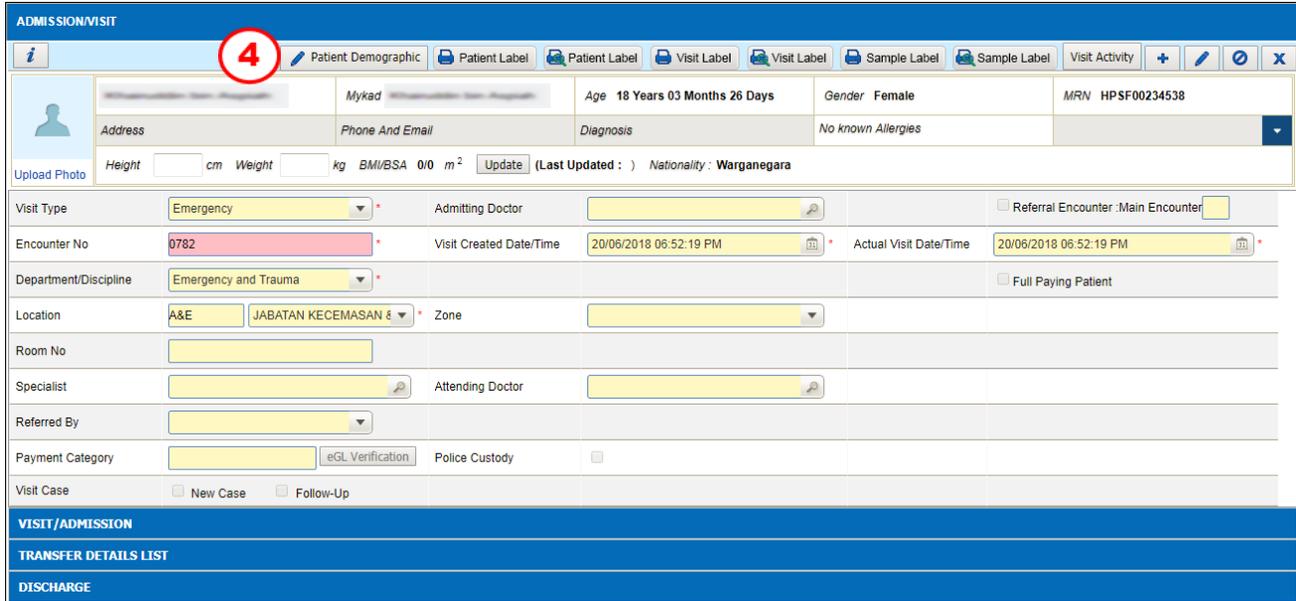
Note

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

Patient Demographic Patient Label Visit Label Sample Label Visit Activity

Mykad: [Redacted] Age: 18 Years 03 Months 26 Days Gender: Female MRN: HPSF00234538
 Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies
 Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated:) Nationality: Warganegara

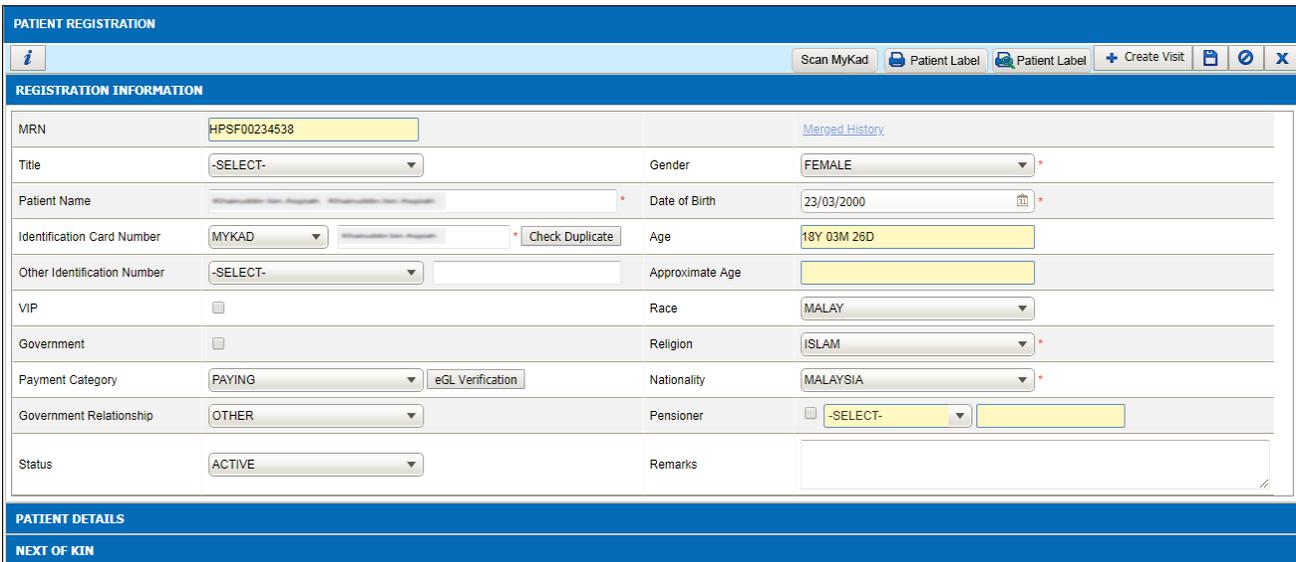
Visit Type: Emergency Admitting Doctor: [Redacted] Referral Encounter: Main Encounter
 Encounter No: 0782 Visit Created Date/Time: 20/06/2018 06:52:19 PM Actual Visit Date/Time: 20/06/2018 06:52:19 PM
 Department/Discipline: Emergency and Trauma Full Paying Patient
 Location: A&E JABATAN KECEMASAN Zone: [Redacted]
 Room No: [Redacted]
 Specialist: [Redacted] Attending Doctor: [Redacted]
 Referred By: [Redacted]
 Payment Category: [Redacted] 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 Create Visit

REGISTRATION INFORMATION

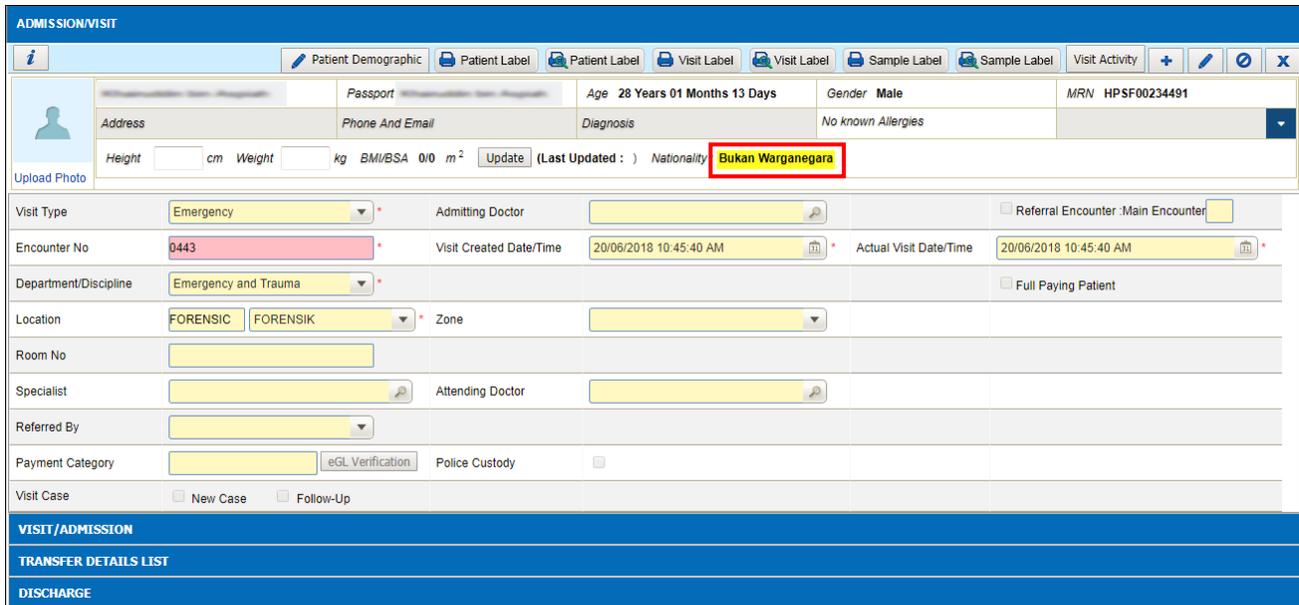
MRN: HPSF00234538 [Merged History](#)
 Title: -SELECT- Gender: FEMALE
 Patient Name: [Redacted] Date of Birth: 23/03/2000
 Identification Card Number: MYKAD [Redacted] Check Duplicate Age: 18Y 03M 26D
 Other Identification Number: -SELECT- Approximate Age: [Redacted]
 VIP: Race: MALAY
 Government: Religion: ISLAM
 Payment Category: PAYING eGL Verification Nationality: MALAYSIA
 Government Relationship: OTHER Pensioner: -SELECT- [Redacted]
 Status: ACTIVE Remarks: [Redacted]

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.



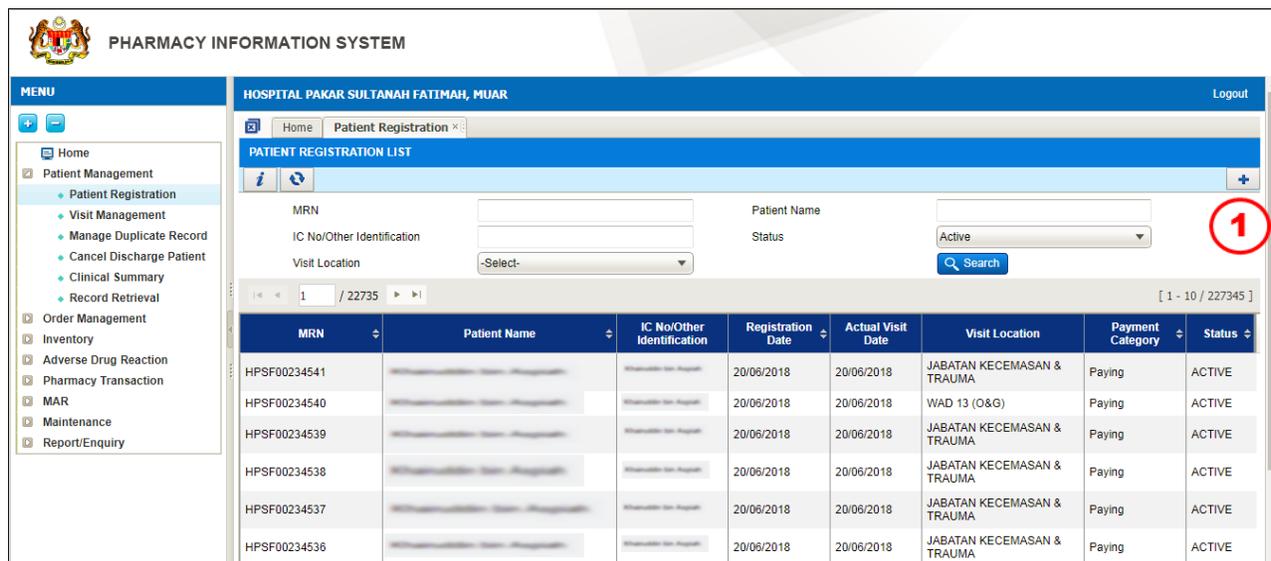
The screenshot displays the 'ADMISSION/VISIT' form in the PhIS system. The form is divided into several sections: Patient Demographic, Visit Information, and Transfer/Discharge options. The 'Nationality' field is highlighted in yellow and contains the text 'Bukan Warganegara'. Other visible fields include Patient Demographic (Age: 28 Years 01 Months 13 Days, Gender: Male, MRN: HPSF00234491), Visit Information (Encounter No: 0443, Visit Created Date/Time: 20/06/2018 10:45:40 AM, Actual Visit Date/Time: 20/06/2018 10:45:40 AM), and Transfer/Discharge options (eGL Verification, Police Custody).

| ADMISSION/VISIT | | | |
|---------------------------------------|-----------------------------------|------------------------------------|--------------------------|
| Patient Demographic | | | |
| Age | 28 Years 01 Months 13 Days | Gender | Male |
| MRN | HPSF00234491 | | |
| Address | Phone And Email | Diagnosis | No known Allergies |
| Height | cm | Weight | kg |
| BMI/BSA | 0/0 | m ² | |
| Nationality: Bukan Warganegara | | | |
| Visit Information | | | |
| Visit Type | Emergency | Admitting Doctor | |
| Encounter No | 0443 | Visit Created Date/Time | 20/06/2018 10:45:40 AM |
| Actual Visit Date/Time | 20/06/2018 10:45:40 AM | | |
| Department/Discipline | Emergency and Trauma | Referral Encounter :Main Encounter | <input type="checkbox"/> |
| Location | FORENSIC FORENSIK | Zone | |
| Room No | | | |
| Specialist | | Attending Doctor | |
| Referred By | | | |
| Payment Category | eGL Verification | Police Custody | <input type="checkbox"/> |
| 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

Logout

Home Patient Registration

PATIENT REGISTRATION LIST

MRN: Patient Name: **1**

IC No/Other Identification: Status: Active

Visit Location: -Select- Search

[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 3.1.2-1 Patient Registration Listing Page

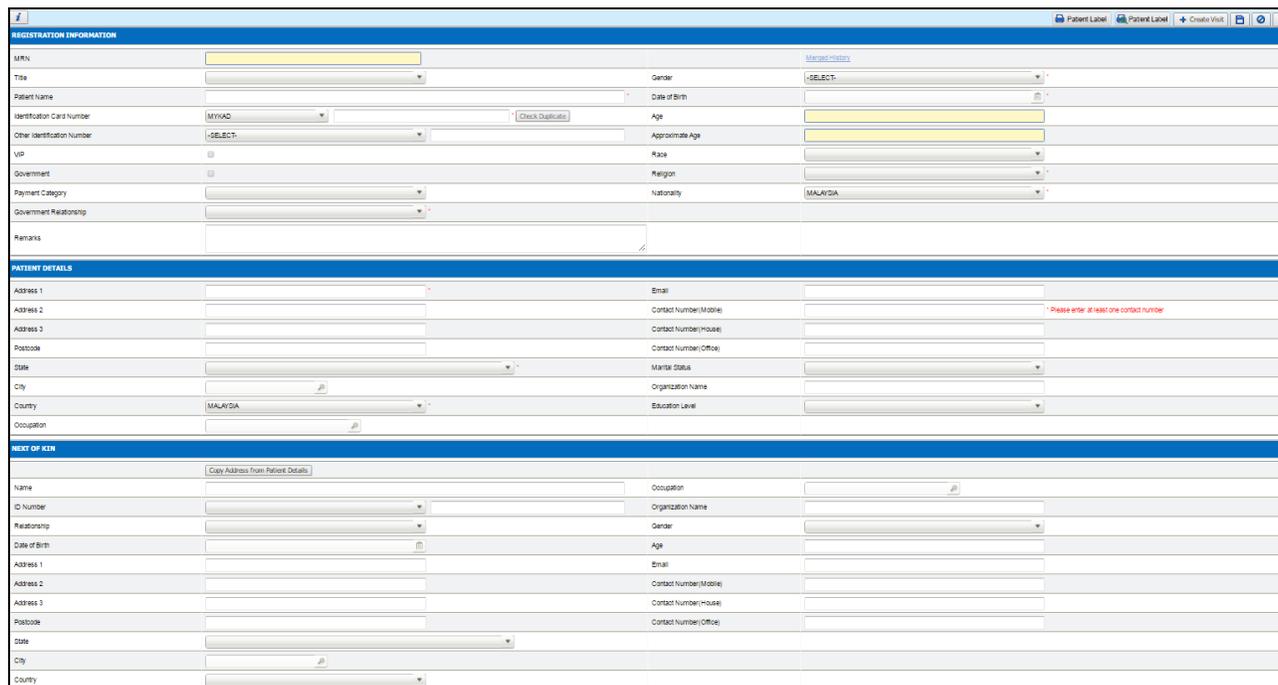
Note

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

STEP 1

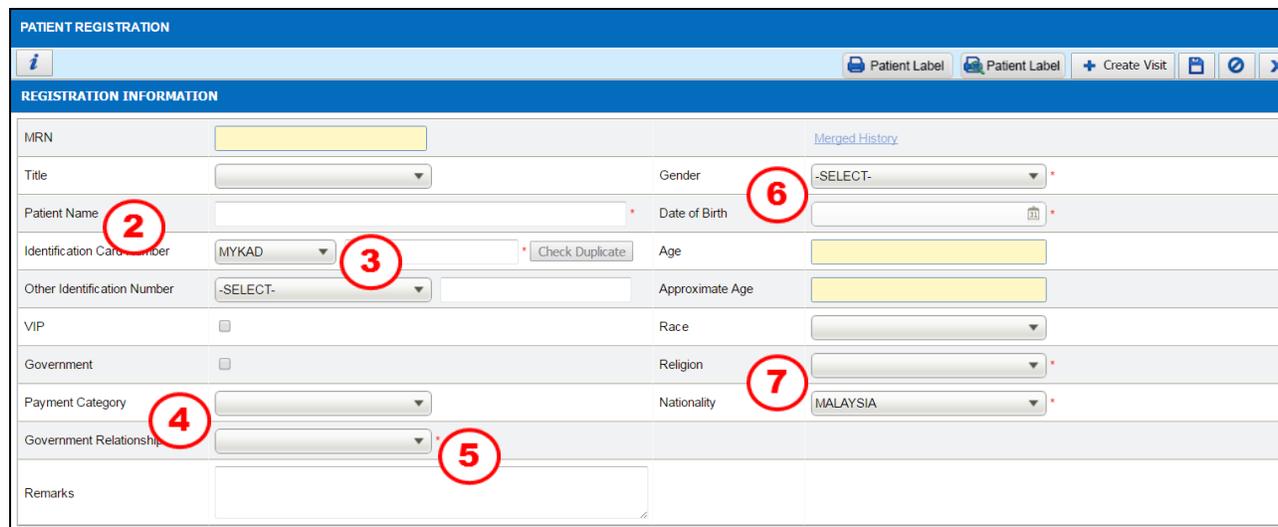
Click on the Create New Record  button for patient registration, three (3) sections will be displayed:

- 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



The screenshot displays the 'REGISTRATION INFORMATION' and 'PATIENT DETAILS' sections of the patient registration form. The 'REGISTRATION INFORMATION' section includes fields for MRN, Title, Gender, Patient Name, Date of Birth, Identification Card Number (MYKAD), Other Identification Number, Age, Approximate Age, VIP, Government, Race, Religion, Payment Category, Government Relationship, and Nationality. The 'PATIENT DETAILS' section includes Address 1-3, Postcode, State, City, Country, Email, Contact Number (Mobile, House, Office), and Marital Status. The 'NEXT OF KIN' section includes a 'Copy Address from Patient Details' button and fields for Name, ID Number, Relationship, Date of Birth, Address 1-3, Postcode, State, City, Country, Occupation, and Organization Name.

Figure 3.1.2-2 Patient Registration



This screenshot highlights specific fields in the 'REGISTRATION INFORMATION' section of the patient registration form. Red circles with numbers 2 through 7 are placed over the following fields: Patient Name (2), Identification Card Number (3), Payment Category (4), Government Relationship (5), Date of Birth (6), and Religion (7). The form also shows the MRN field, Title, Gender, Other Identification Number, Age, Approximate Age, VIP, Government, Race, Nationality, and Remarks fields.

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
- Tuan
- Puan

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
- Bahaim
- 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.

| PATIENT DETAILS 8 | | | |
|--|---------------------------------------|------------------------|---|
| 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**
- **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**

| 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 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

| PATIENT REGISTRATION | | | |
|---|--|--|---------------------------------------|
|  | |  Patient Label  Patient Label  Create Visit   | |
| REGISTRATION INFORMATION | | | |
| MRN | <input type="text"/> | Merged History | |
| Title | <input type="text"/> | Gender | <input type="text" value="-SELECT-"/> |
| Patient Name | <input type="text"/> | Date of Birth | <input type="text"/> |
| Identification Card Number | <input type="text" value="MYKAD"/> <input type="text"/> <input type="button" value="Check Duplicate"/> | Age | <input type="text"/> |
| Other Identification Number | <input type="text" value="-SELECT-"/> | Approximate Age | <input type="text"/> |
| VIP | <input type="checkbox"/> | Race | <input type="text"/> |
| Government | <input type="checkbox"/> | Religion | <input type="text"/> |
| Payment Category | <input type="text"/> | Nationality | <input type="text" value="MALAYSIA"/> |
| Government Relationship | <input type="text"/> | | |
| Remarks | <input type="text"/> | | |

10

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 | | | |
|---|--|--|--|
|  | |  Patient Label  Patient Label  Create Visit   | |
| REGISTRATION INFORMATION | | | |
| MRN | <input type="text" value="HPSF00097484"/> | Merged History | |
| Title | <input type="text"/> | Gender | <input type="text" value="MALE"/> |
| Patient Name | <input type="text"/> | Date of Birth | <input type="text" value="19/09/1958"/> |
| Identification Card Number | <input type="text" value="MYKAD"/> <input type="text"/> <input type="button" value="Check Duplicate"/> | Age | <input type="text" value="57Y 11M 07D"/> |
| Other Identification Number | <input type="text" value="-SELECT-"/> | Approximate Age | <input type="text"/> |
| VIP | <input type="checkbox"/> | Race | <input type="text" value="-SELECT-"/> |
| Government | <input type="checkbox"/> | Religion | <input type="text" value="CHRISTIAN"/> |
| Payment Category | <input type="text" value="NON PAYING"/> | Nationality | <input type="text" value="MALAYSIA"/> |
| Government Relationship | <input type="text" value="FATHER"/> | Status | <input type="text" value="ACTIVE"/> |
| Remarks | <input type="text"/> | | |

Figure 3.1.2-7 Patient Registration

3.1.3 Unknown Patient Registration

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

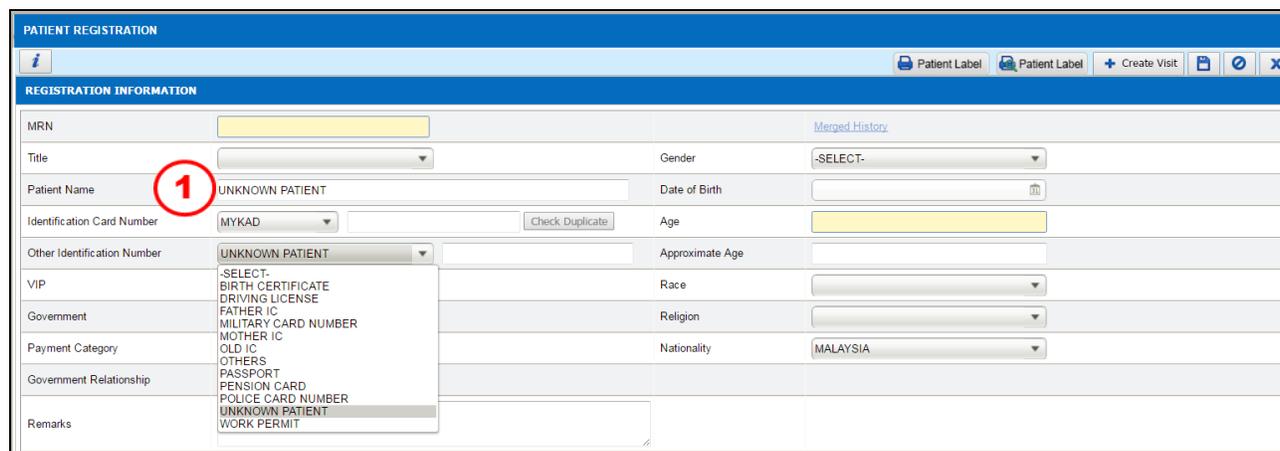


Figure 3.1.3-1 Patient Registration

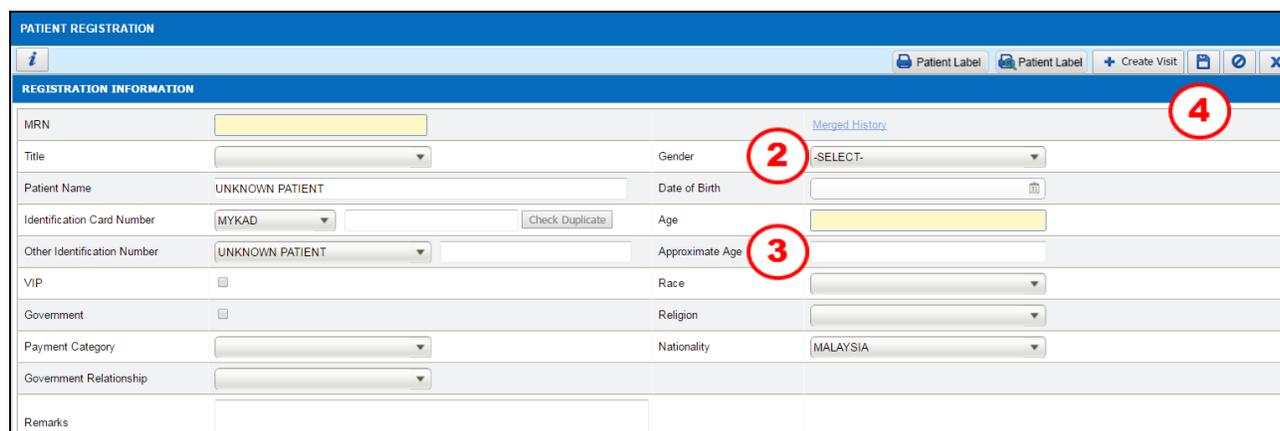
Note

- **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



The screenshot shows the 'PATIENT REGISTRATION' form. The 'REGISTRATION INFORMATION' section includes fields for MRN, Title, Patient Name (set to 'UNKNOWN PATIENT'), Identification Card Number (set to 'MYKAD'), Other Identification Number (set to 'UNKNOWN PATIENT'), VIP, Government, Payment Category, Government Relationship, Gender (set to '-SELECT-'), Date of Birth, Age, Approximate Age, Race, Religion, and Nationality (set to 'MALAYSIA'). A 'Check Duplicate' button is located next to the Identification Card Number field. A 'Merged History' link is visible in the top right. Three red circles with numbers 2, 3, and 4 highlight the Gender, Approximate Age, and the top right corner of the form respectively.

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

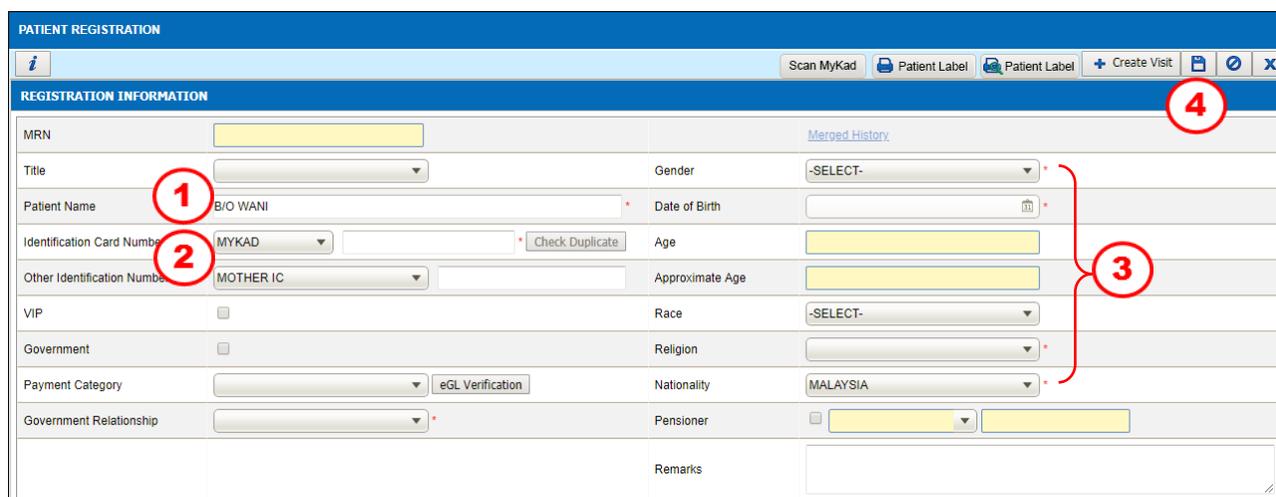
Click on the  button to save record

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.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.



The screenshot shows the 'PATIENT REGISTRATION' form. The 'REGISTRATION INFORMATION' section contains the following fields:

- MRN: [Empty text box]
- Title: [Dropdown menu]
- Gender: [-SELECT-]
- Patient Name: B/O WANI
- Date of Birth: [Calendar icon]
- Identification Card Number: MYKAD
- Age: [Empty text box]
- Other Identification Number: MOTHER IC
- Approximate Age: [Empty text box]
- VIP: [Checkbox]
- Race: [-SELECT-]
- Government: [Checkbox]
- Religion: [Dropdown menu]
- Payment Category: [Dropdown menu]
- eGL Verification: [Button]
- Nationality: MALAYSIA
- Government Relationship: [Dropdown menu]
- Pensioner: [Checkbox]
- Remarks: [Text area]

Red circles and a bracket highlight the following elements:

- 1: Patient Name field
- 2: Other Identification Number dropdown menu
- 3: Age field
- 4: Create Visit button

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

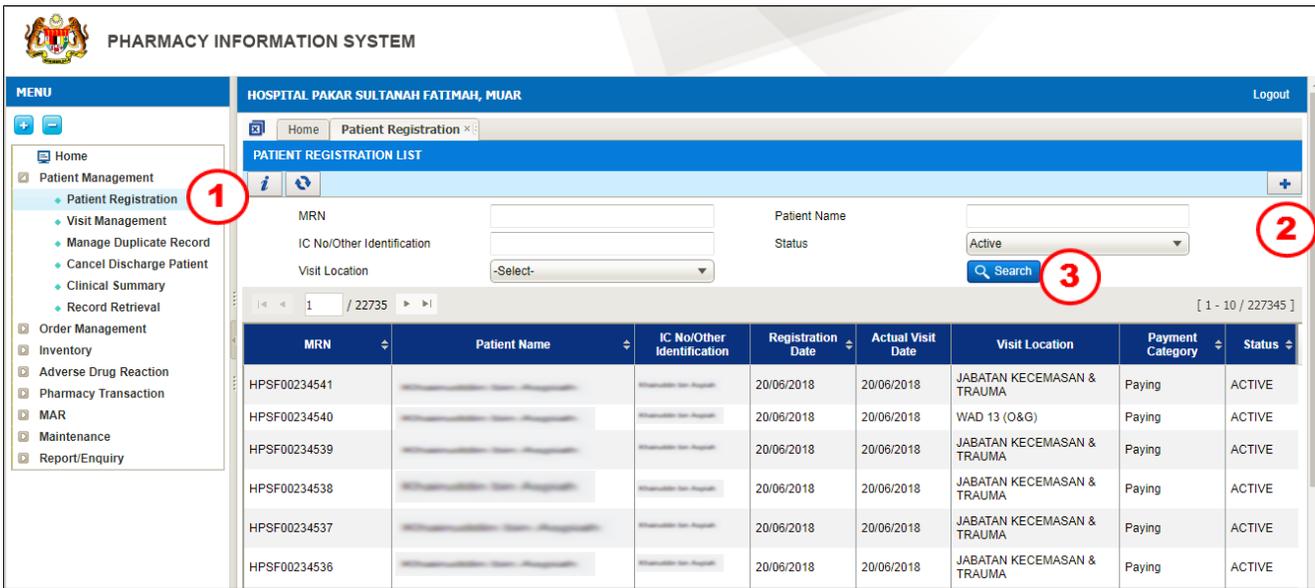
OPTIONAL FIELDS – Registration Information Section

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

Logout

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 | | | | | |
|  Upload Photo | Mykad Address Height <input type="text"/> cm Weight <input type="text"/> kg BMI/BSA 0/0 m ² Update (Last Updated :) Nationality : Warganegara | Age 18 Years 03 Months 26 Days Phone And Email BM/BSA 0/0 m ² | Gender Female Diagnosis No known Allergies | MRN HPSF00234538 | |
| Visit Type | Emergency * | Admitting Doctor | | Referral Encounter :Main Encounter | |
| Encounter No | 0782 * | Visit Created Date/Time | 20/06/2018 06:52:19 PM * | Actual Visit Date/Time | 20/06/2018 06:52:19 PM * |
| Department/Discipline | Emergency and Trauma * | | | Full Paying Patient | |
| Location | A&E JABATAN KECEMASAN & * | Zone | | | |
| Room No | | | | | |
| Specialist | | Attending Doctor | | | |
| Referred By | | | | | |
| Payment Category | eGL Verification | Police Custody | | | |
| Visit Case | <input type="checkbox"/> New Case <input type="checkbox"/> Follow-Up | | | | |
| VISIT/ADMISSION | | | | | |
| TRANSFER DETAILS LIST | | | | | |
| DISCHARGE | | | | | |

Figure 3.1.5-2 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 | | | |
|--|---|---|--|
| <input type="text"/> | | Scan MyKad Patient Label Patient Label + Create Visit | |
| REGISTRATION INFORMATION | | | |
| MRN | <input type="text"/> | Merge History | |
| Title | <input type="text"/> | Gender | <input type="text" value="-SELECT-"/> |
| Patient Name | <input type="text"/> | Date of Birth | <input type="text"/> |
| Identification Card Number | <input type="text"/> <input type="button" value="Check Duplicate"/> | Age | <input type="text"/> |
| Other Identification Number | <input type="text" value="-SELECT-"/> | Approximate Age | <input type="text"/> |
| VIP | <input type="checkbox"/> | Race | <input type="text"/> |
| Government | <input type="checkbox"/> | Religion | <input type="text"/> |
| Payment Category | <input type="text"/> | Nationality | <input type="text" value="MALAYSIA"/> |
| Government Relationship | <input type="text"/> | | |
| Remarks | <input type="text"/> | | |
| PATIENT DETAILS | | | |
| Address 1 | <input type="text"/> | Email | <input type="text"/> |
| Address 2 | <input type="text"/> | Contact Number(Mobile) | <input type="text"/> <small>* Please enter at least one contact number</small> |
| 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"/> | | |
| NEXT OF KIN | | | |
| <input type="button" value="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"/> |

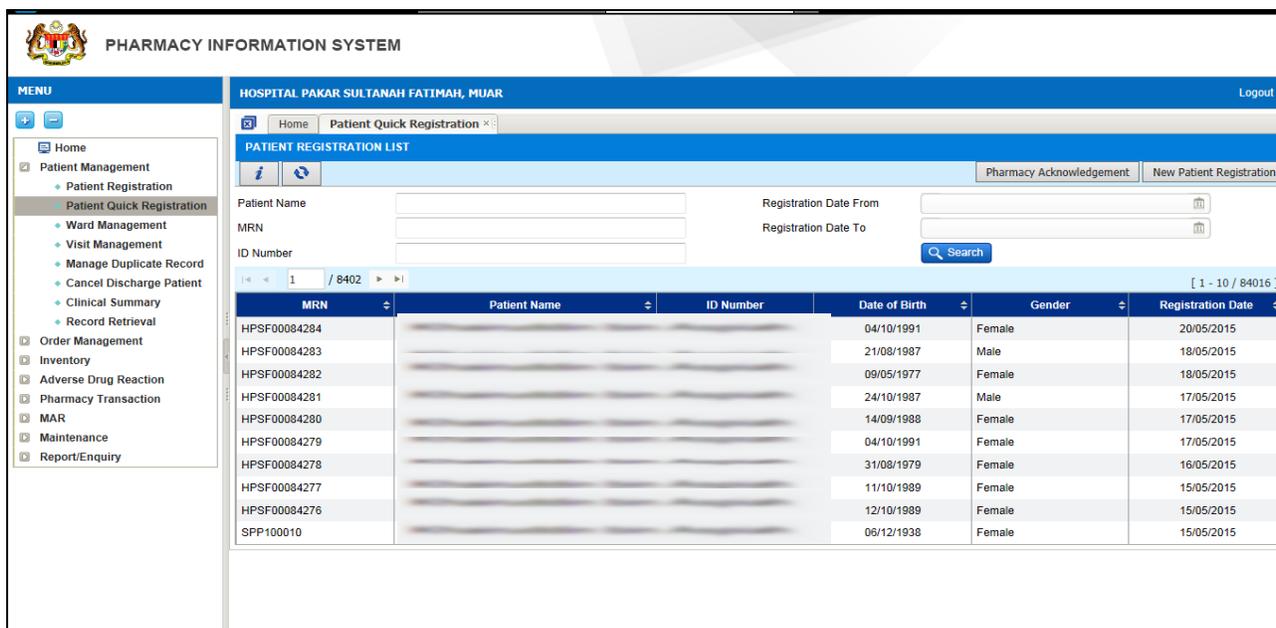
Figure 3.1.5-3 Patient Registration

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.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR Logout

Home Patient Quick Registration

PATIENT REGISTRATION LIST

Pharmacy Acknowledgement New Patient Registration

Patient Name Registration Date From

MRN Registration Date To

ID Number

1 / 8402 [1 - 10 / 84016]

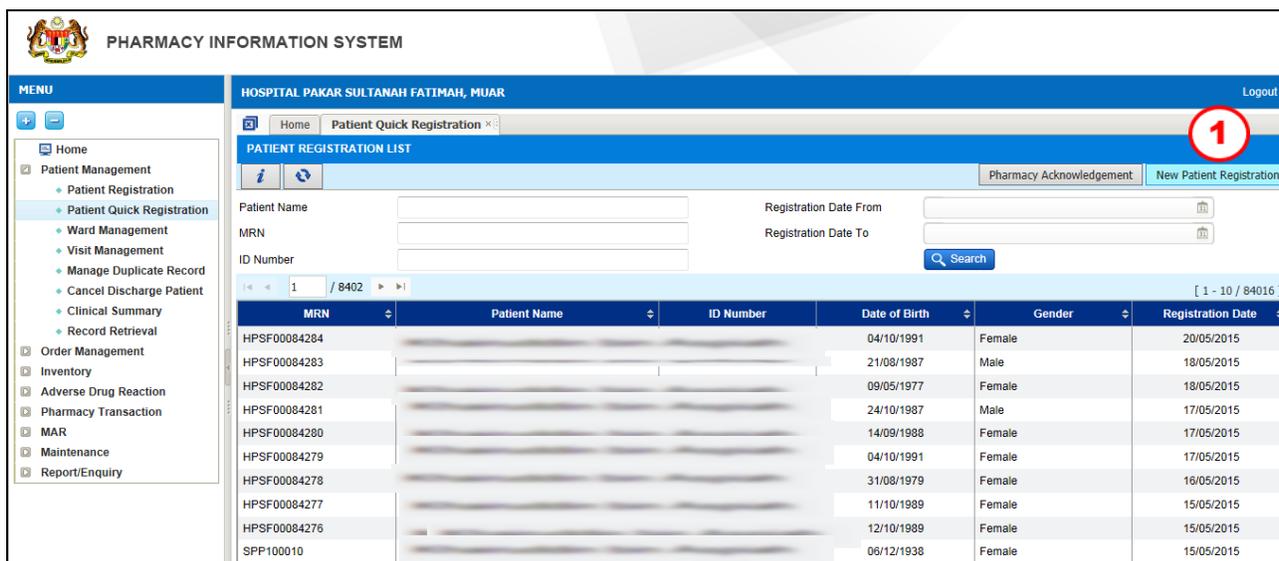
| MRN | Patient Name | ID Number | Date of Birth | Gender | Registration Date |
|--------------|--------------|-----------|---------------|--------|-------------------|
| HPSF00084284 | | | 04/10/1991 | Female | 20/05/2015 |
| HPSF00084283 | | | 21/08/1987 | Male | 18/05/2015 |
| HPSF00084282 | | | 09/05/1977 | Female | 18/05/2015 |
| HPSF00084281 | | | 24/10/1987 | Male | 17/05/2015 |
| HPSF00084280 | | | 14/09/1988 | Female | 17/05/2015 |
| HPSF00084279 | | | 04/10/1991 | Female | 17/05/2015 |
| HPSF00084278 | | | 31/08/1979 | Female | 16/05/2015 |
| HPSF00084277 | | | 11/10/1989 | Female | 15/05/2015 |
| HPSF00084276 | | | 12/10/1989 | Female | 15/05/2015 |
| SPP100010 | | | 06/12/1938 | Female | 15/05/2015 |

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 PAKAR SULTANAH FATIMAH, MUAR Logout

Home Patient Quick Registration 1

PATIENT REGISTRATION LIST

Pharmacy Acknowledgement New Patient Registration

Patient Name Registration Date From

MRN Registration Date To

ID Number

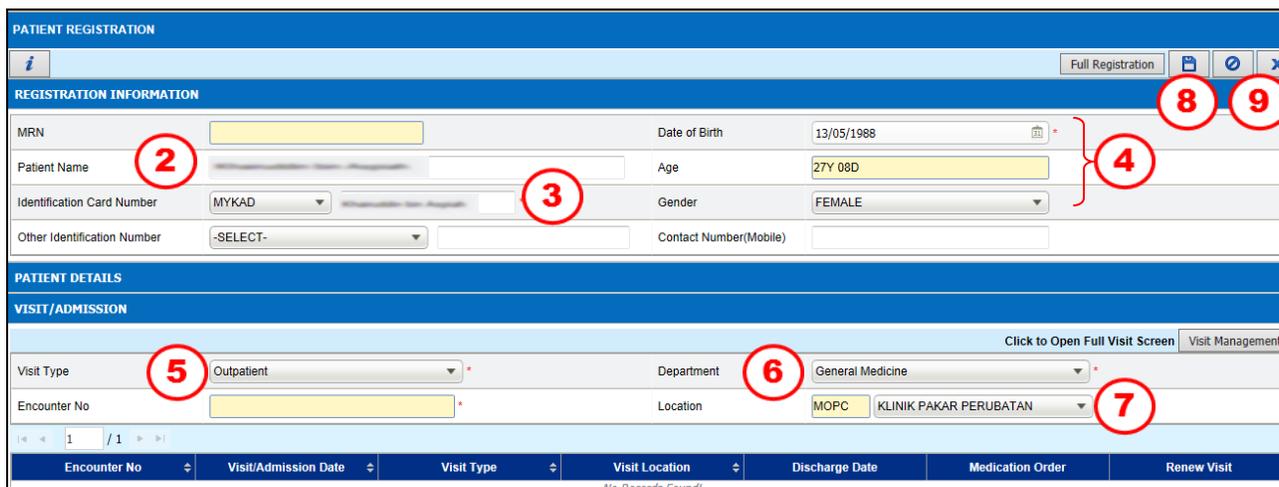
1 / 8402 [1 - 10 / 84016]

| MRN | Patient Name | ID Number | Date of Birth | Gender | Registration Date |
|--------------|--------------|-----------|---------------|--------|-------------------|
| HPSF00084284 | | | 04/10/1991 | Female | 20/05/2015 |
| HPSF00084283 | | | 21/08/1987 | Male | 18/05/2015 |
| HPSF00084282 | | | 09/05/1977 | Female | 18/05/2015 |
| HPSF00084281 | | | 24/10/1987 | Male | 17/05/2015 |
| HPSF00084280 | | | 14/09/1988 | Female | 17/05/2015 |
| HPSF00084279 | | | 04/10/1991 | Female | 17/05/2015 |
| HPSF00084278 | | | 31/08/1979 | Female | 16/05/2015 |
| HPSF00084277 | | | 11/10/1989 | Female | 15/05/2015 |
| HPSF00084276 | | | 12/10/1989 | Female | 15/05/2015 |
| SPP100010 | | | 06/12/1938 | Female | 15/05/2015 |

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, and Contact Number. The 'PATIENT DETAILS' section includes fields for Visit Type, Department, and Location. A table at the bottom shows a list of records with columns for Encounter No, Visit/Admission Date, Visit Type, Visit Location, Discharge Date, Medication Order, and Renew Visit. The current record is highlighted in blue. The text 'No Records Found!' is visible at the bottom of the table.

| Encounter No | Visit/Admission Date | Visit Type | Visit Location | Discharge Date | Medication Order | Renew Visit |
|--------------|----------------------|------------|----------------|----------------|------------------|-------------|
| 1 | | Outpatient | MOPC | | | |

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

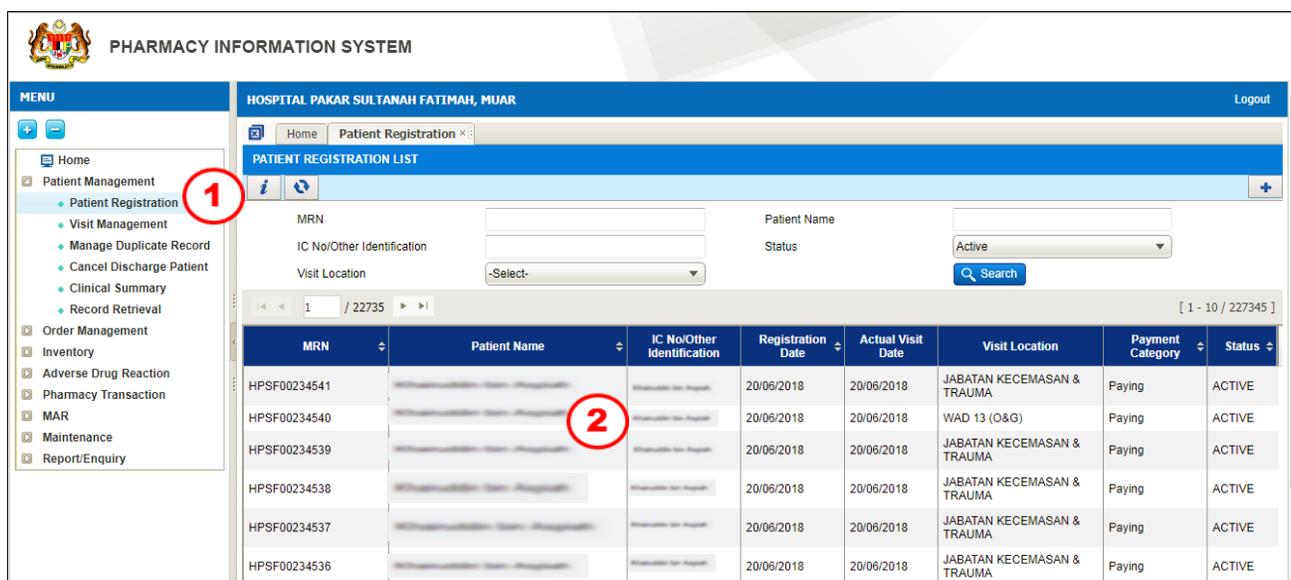
Click at the button  to close the existing screen

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

PATIENT REGISTRATION LIST

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

[1 - 10 / 227345]

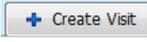
| MRN | Patient Name | IC No/Other Identification | Registration Date | Actual Visit Date | Visit Location | Payment Category | Status |
|--------------|--------------|----------------------------|-------------------|-------------------|----------------------------|------------------|--------|
| HPSF00234541 | [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 3.3.1-1 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 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: <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 |

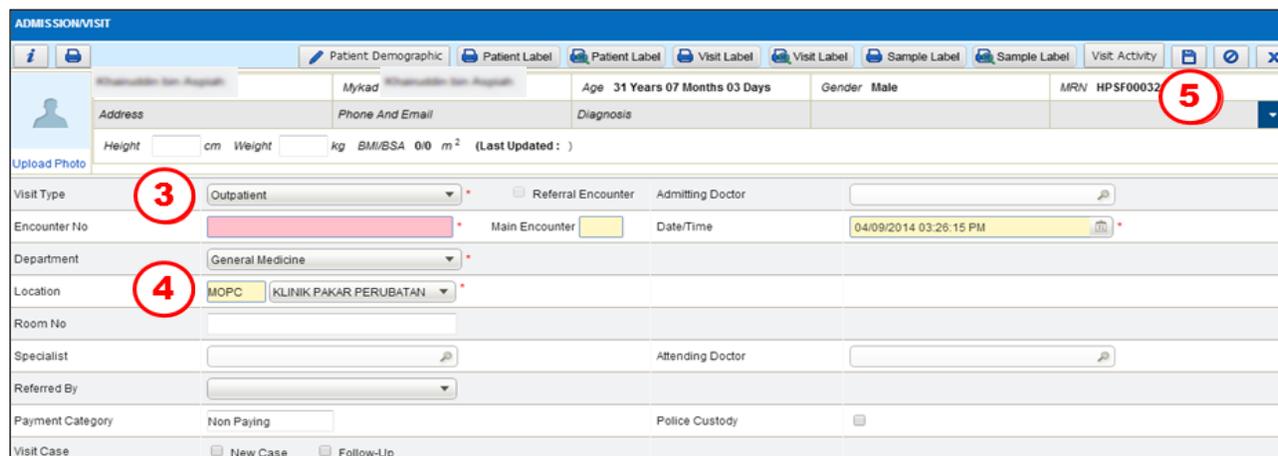
Table 3.3.1-1

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 3.2.1-1.
- 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.



| ADMISSION/VISIT | | | |
|---------------------|--------------------------------|----------------------------|------------------------|
| Patient Demographic | | Patient Label | |
| Patient Label | | Visit Label | |
| Sample Label | | Sample Label | |
| Visit Activity | | | |
| Mykad | Age 31 Years 07 Months 03 Days | Gender Male | MRW HPSF00032 |
| Address | Phone And Email | Diagnosis | |
| Height | Weight | BMI/BSA 0/0 m ² | (Last Updated :) |
| Visit Type | Outpatient | Referral Encounter | Admitting Doctor |
| Encounter No | Main Encounter | Date/Time | 04/09/2014 03:26:15 PM |
| Department | General Medicine | | |
| Location | MOPC | KLINIK PAKAR PERUBATAN | |
| Room No | | | |
| Specialist | | Attending Doctor | |
| Referred By | | | |
| Payment Category | Non Paying | 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

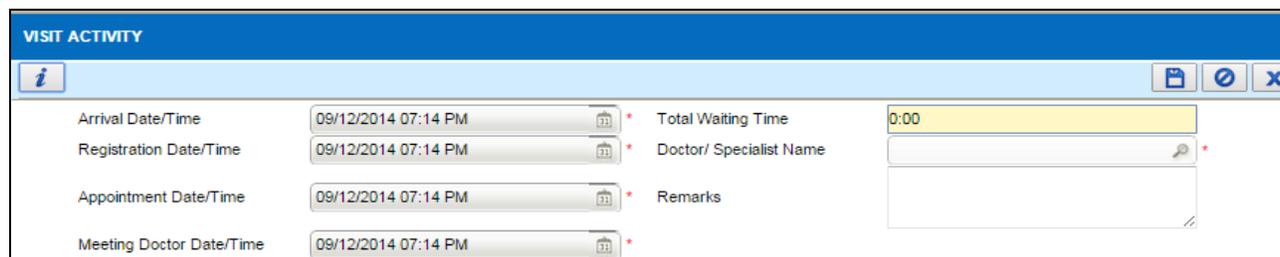
Select **Department** and **Location** from drop down menu

STEP 5

Click on the save  button to save record

STEP 6

Click on the  button to save the visit



| VISIT ACTIVITY | | | | |
|--------------------------|---------------------|---|-------------------------|------|
| Arrival Date/Time | 09/12/2014 07:14 PM | * | Total Waiting Time | 0:00 |
| Registration Date/Time | 09/12/2014 07:14 PM | * | Doctor/ Specialist Name | |
| Appointment Date/Time | 09/12/2014 07:14 PM | * | Remarks | |
| Meeting Doctor Date/Time | 09/12/2014 07:14 PM | * | | |

Figure 3.3.1-4 Visit Activity

Note

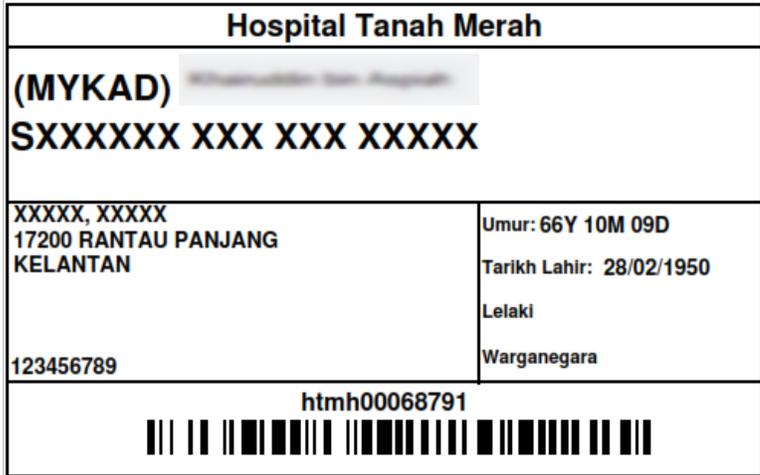
- **Date/Time** will be defaulted to system date.
- **Encounter No** will be auto generated by system.
- **Room No** and **Bed No** will be entered manually if applicable.
- Other fields such as **Specialist**, **Referred By**, and **Attending Doctor** is optional.
- User still can edit patient's data entered previously by click on the  button.
- User can click  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.

| VISIT/ADMISSION | | | | | |
|-----------------|----------------------|------------|------------------------|----------------|-----------------------------|
| 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.
- For inpatient, user allow to create multiple visit as a referred visit.
- Outpatient visit will be active until 12am, except for daycare 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 |
|---|--|
|  <p style="text-align: center;">Figure 3.3.1-6 Patient Label</p> | <ul style="list-style-type: none"> - Facility name - Patient Name - MRN - Patient ID - Address - Contact number - Age - Date of birth - Gender - Nationality |

| b. Sample Label | Label details |
|--|---|
|  <p style="text-align: center;">Figure 3.3.1-7 Sample Label</p> | <ul style="list-style-type: none"> - MRN - Date - Patient ID - Patient Name - Location |

| c. Visit Label | Label details |
|--|---|
|  <p>The image shows a visit label for Hospital Tanah Merah. It includes the following information: <ul style="list-style-type: none"> Facility name: Hospital Tanah Merah WAD 1: 04/01/2017 12:34 PM (MYKAD) SXXXXXX XXX XXX XXXXX Address: XXXXX, XXXXX, 17200 RANTAU PANJANG, KELANTAN Phone number: 123456789 Age: Umur: 66Y 10M 09D Date of birth: Tarikh Lahir: 28/02/1950 Gender: Lelaki Nationality: Warganegara Barcode: htmh00068791 </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 |

Figure 3.3.1-8 Visit Label

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

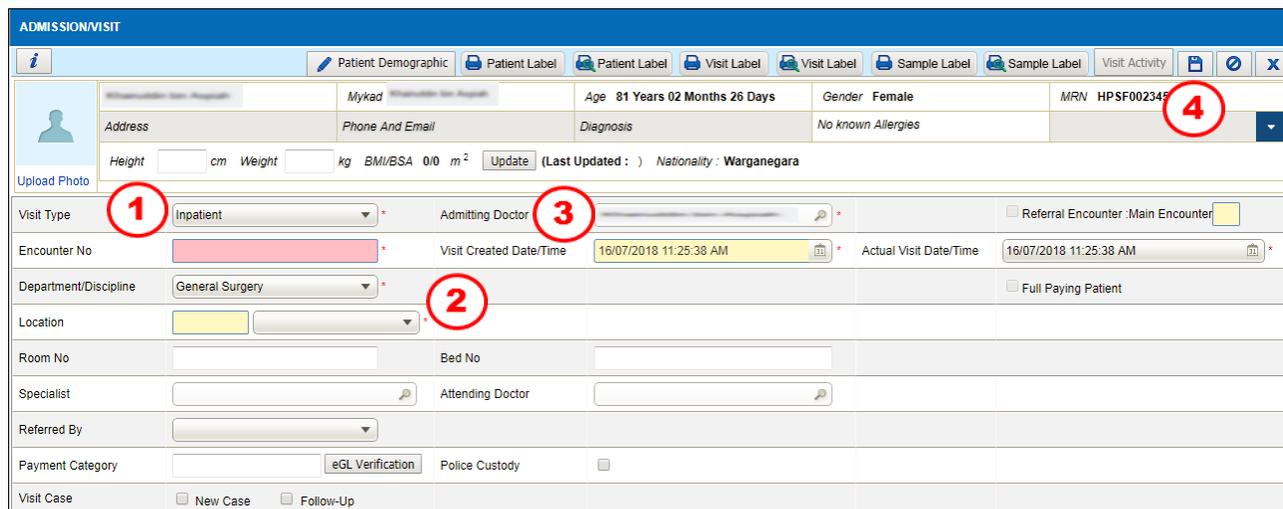


Figure 3.3.2-1 Ward Management

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/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.

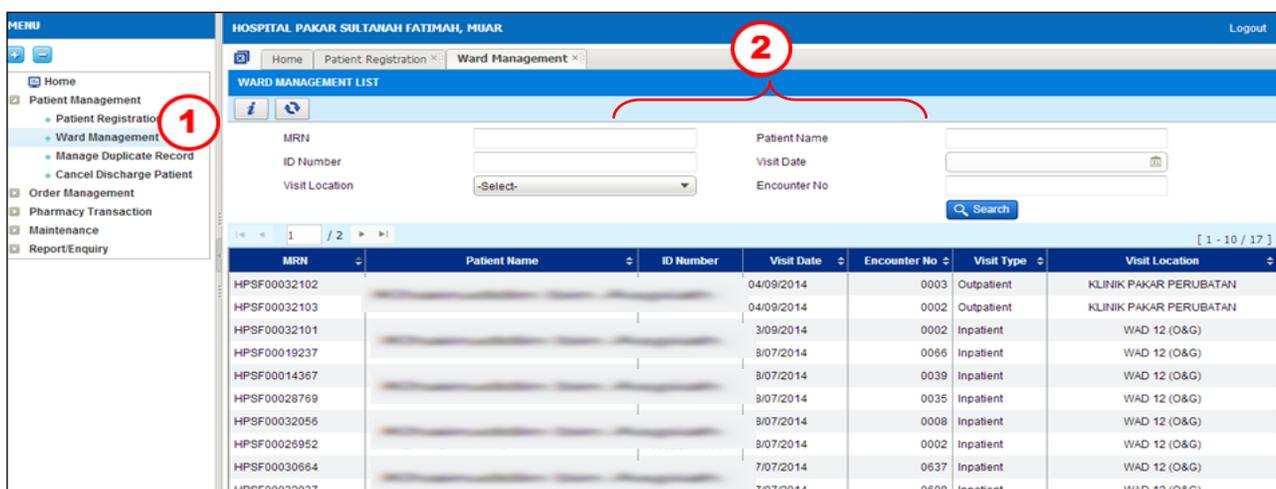


Figure 3.3.3-1 Ward Management

STEP 1

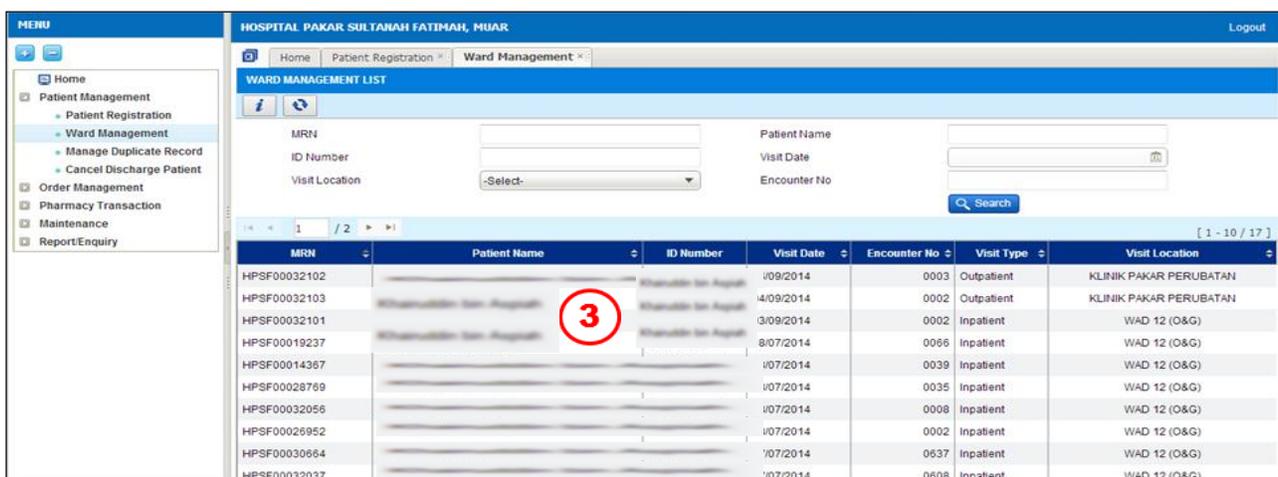
Click on 'Patient Management' menu and followed by 'Ward Management' sub - menu

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

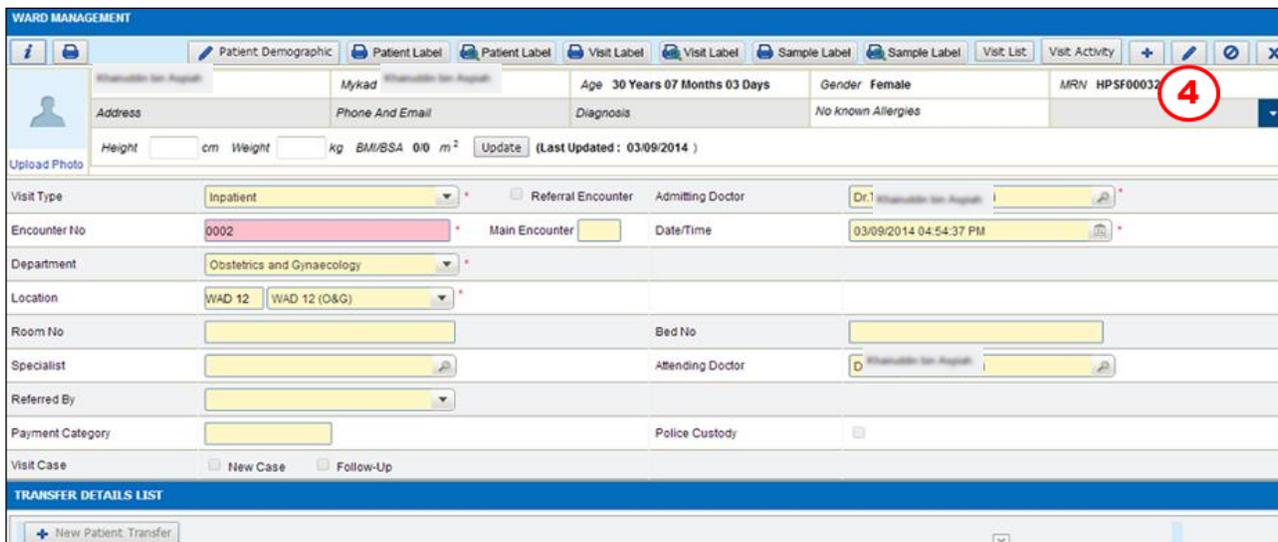


| MRN | Patient Name | ID Number | Visit Date | Encounter No | Visit Type | Visit Location |
|--------------|-----------------------|-----------------------|------------|--------------|------------|------------------------|
| HPSF00032102 | Khanawati bin Asyiqah | Phanawati bin Asyiqah | 09/2014 | 0003 | Outpatient | KLINIK PAKAR PERUBATAN |
| HPSF00032103 | Khanawati bin Asyiqah | Phanawati bin Asyiqah | 09/2014 | 0002 | Outpatient | KLINIK PAKAR PERUBATAN |
| HPSF00032101 | Khanawati bin Asyiqah | Phanawati bin Asyiqah | 09/2014 | 0002 | Inpatient | WAD 12 (O&G) |
| HPSF00019237 | Khanawati bin Asyiqah | Phanawati bin Asyiqah | 07/2014 | 0066 | Inpatient | WAD 12 (O&G) |
| HPSF00014367 | Khanawati bin Asyiqah | Phanawati bin Asyiqah | 07/2014 | 0039 | Inpatient | WAD 12 (O&G) |
| HPSF00028769 | Khanawati bin Asyiqah | Phanawati bin Asyiqah | 07/2014 | 0035 | Inpatient | WAD 12 (O&G) |
| HPSF00032056 | Khanawati bin Asyiqah | Phanawati bin Asyiqah | 07/2014 | 0008 | Inpatient | WAD 12 (O&G) |
| HPSF00026952 | Khanawati bin Asyiqah | Phanawati bin Asyiqah | 07/2014 | 0002 | Inpatient | WAD 12 (O&G) |
| HPSF00030664 | Khanawati bin Asyiqah | Phanawati bin Asyiqah | 07/2014 | 0637 | Inpatient | WAD 12 (O&G) |
| HPSF00032037 | Khanawati bin Asyiqah | Phanawati bin Asyiqah | 07/2014 | 0608 | Inpatient | WAD 12 (O&G) |

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

Khanawati bin Asyiqah | Mykad: Phanawati bin Asyiqah | Age: 30 Years 07 Months 03 Days | Gender: Female | MRN: HPSF00032101

Address: | Phone And Email: | Diagnosis: | No known Allergies

Height: cm | Weight: kg | BMI/BSA: 0.0 m² | Update (Last Updated: 03/09/2014)

Visit Type: Inpatient | Referral Encounter: | Admitting Doctor: Dr. Khanawati bin Asyiqah

Encounter No: 0002 | Main Encounter: | Date/Time: 03/09/2014 04:54:37 PM

Department: Obstetrics and Gynaecology

Location: WAD 12 | WAD 12 (O&G)

Room No: | Bed No:

Specialist: | Attending Doctor: D. Khanawati bin Asyiqah

Referred By:

Payment Category: | Police Custody:

Visit Case: New Case Follow-Up

TRANSFER DETAILS LIST

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

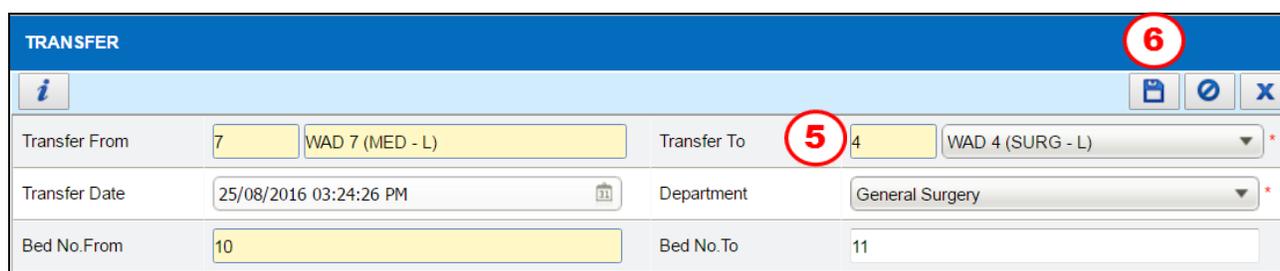


Figure 3.3.3-4 Transfer Details Screen

STEP 5

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

Note

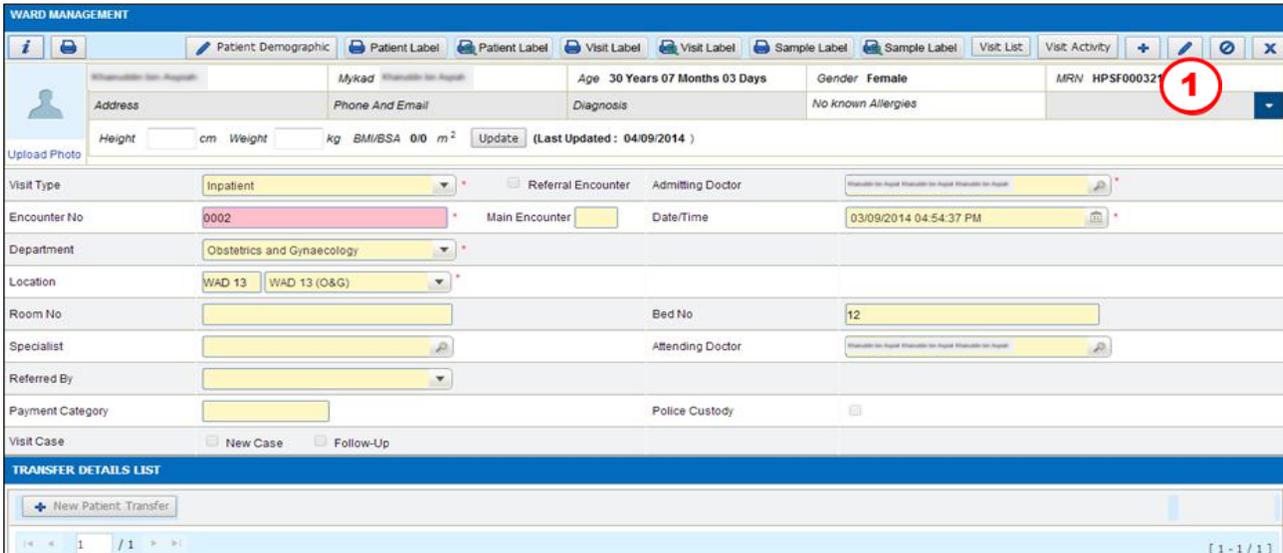
- When transfer the patient, system will check if there are existing referral visit exist. If exist, then alert the user to close the referral visit first before proceed to transfer.
- Transfer date will be defaulted to current date and time.

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.



The screenshot shows the 'WARD MANAGEMENT' interface. At the top, there are tabs for Patient Demographic, Patient Label, Visit Label, and Sample Label. Below these are fields for Patient Name (Mykad), Age (30 Years 07 Months 03 Days), Gender (Female), and MRN (HPSF00032). A red circle with the number '1' is placed around the MRN field. Other fields include Address, Phone And Email, Diagnosis, No known Allergies, Height, Weight, BMI/BSA, and an Update button. Below this is a section for Visit Type (Inpatient), Referral Encounter, Admitting Doctor, Encounter No (0002), Main Encounter, Date/Time (03/09/2014 04:54:37 PM), Department (Obstetrics and Gynaecology), Location (WAD 13), Room No, Bed No (12), Specialist, Attending Doctor, Referred By, Payment Category, and Police Custody. At the bottom, there is a 'TRANSFER DETAILS LIST' section with a '+ New Patient Transfer' button.

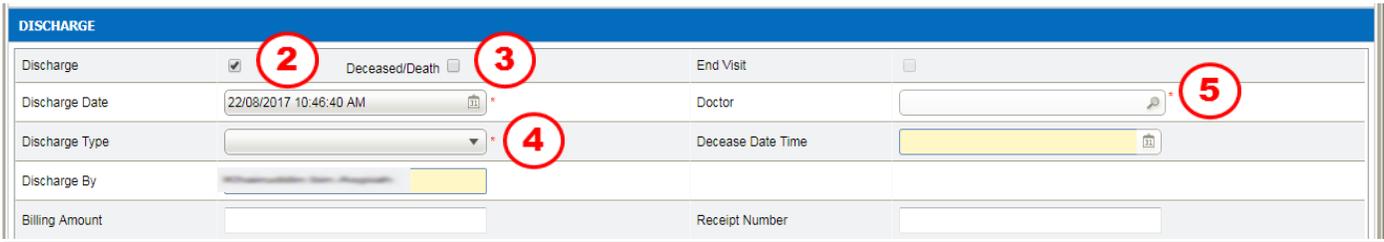
Figure 3.3.4-1 Discharge Patient Screen

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



The screenshot shows the 'DISCHARGE' interface. It has a blue header with the word 'DISCHARGE'. Below the header are several fields: Discharge (checkbox checked, circled with '2'), Deceased/Death (checkbox unchecked, circled with '3'), End Visit (checkbox unchecked), Discharge Date (22/08/2017 10:46:40 AM, circled with '4'), Doctor (field with a person icon, circled with '5'), Discharge Type (dropdown menu, circled with '4'), Discharge By (field), Billing Amount (field), and Receipt Number (field).

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.

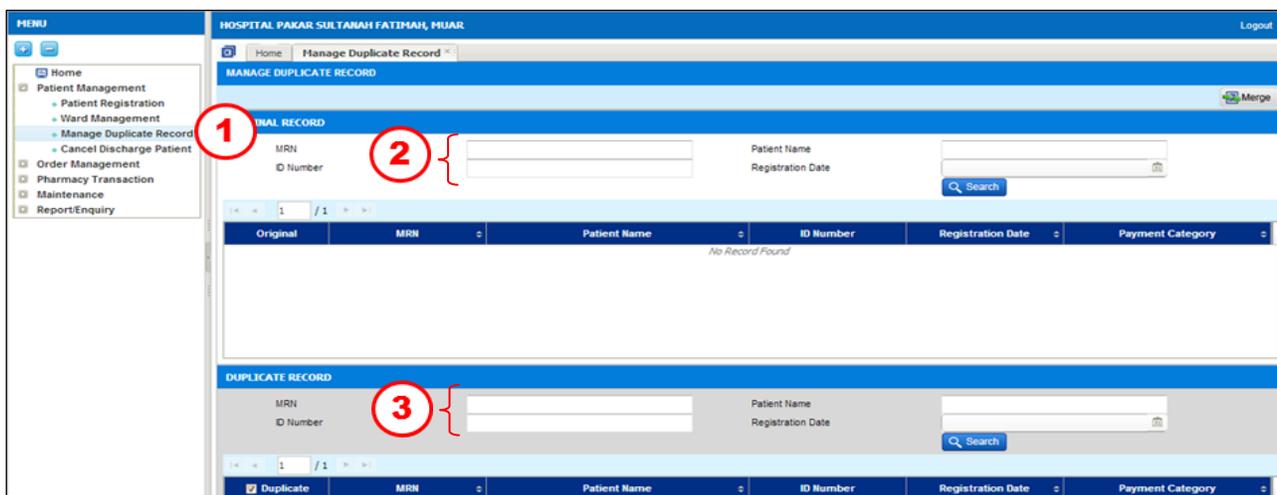


Figure 3.4-1 Merging Record Screen

STEP 1

Click on 'Patient Management' menu and followed by '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: <ul style="list-style-type: none"> 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

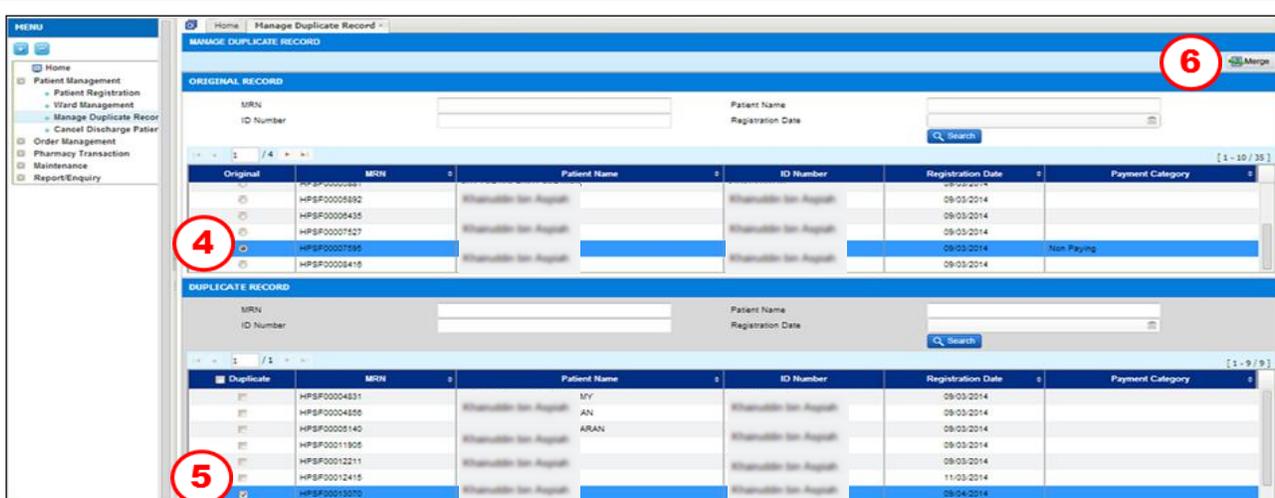


Figure 3.4-2 Merging Record screen

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 3.4-2

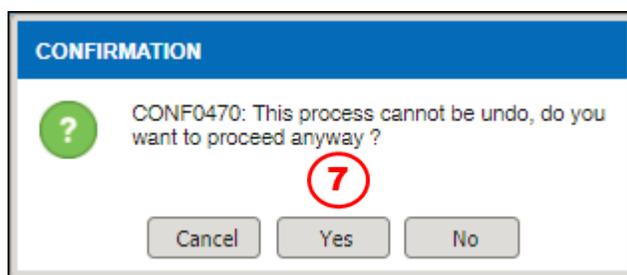


Figure 3.4-3 Merging Record Alert Message

STEP 7

Click on the  button to confirm the merging

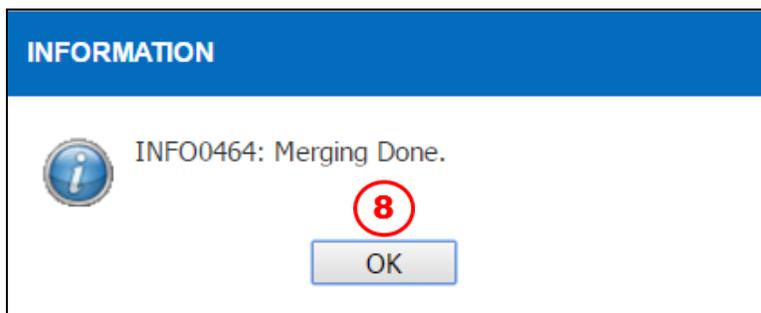
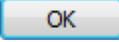
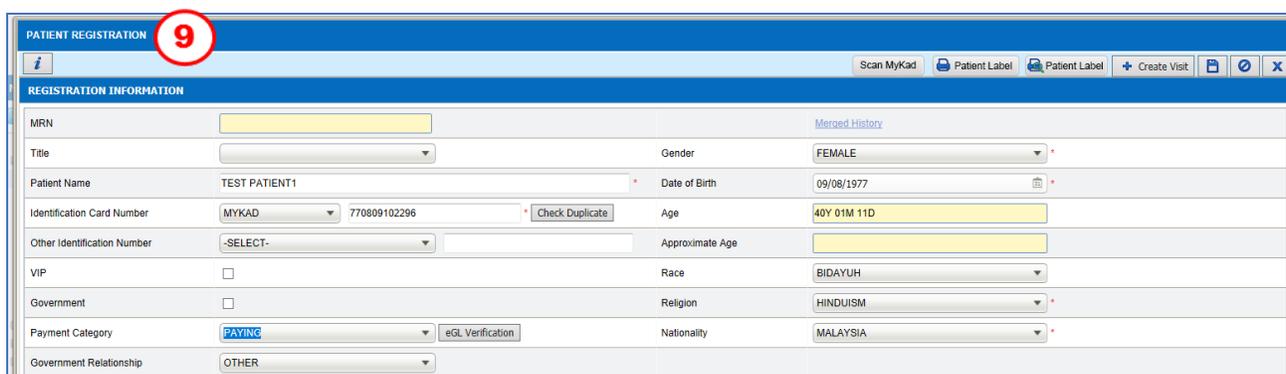


Figure 3.4-4 Merging Record Alert Message

STEP 8

Click on the  button to complete the merging



The form is titled "PATIENT REGISTRATION" and has a red circle with the number "9" next to the title. It contains several fields for patient information:

| REGISTRATION INFORMATION | | | |
|-----------------------------|--------------------------|-------------------------------|----------------------|
| MRN | <input type="text"/> | Merge History | |
| Title | <input type="text"/> | Gender | FEMALE |
| Patient Name | TEST PATIENT1 | Date of Birth | 09/08/1977 |
| Identification Card Number | MYKAD 770809102296 | Age | 40Y 01M 11D |
| Other Identification Number | -SELECT- | Approximate Age | <input type="text"/> |
| VIP | <input type="checkbox"/> | Race | BIDAYUH |
| Government | <input type="checkbox"/> | Religion | HINDUISM |
| Payment Category | PAYING | Nationality | MALAYSIA |
| Government Relationship | OTHER | | |

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

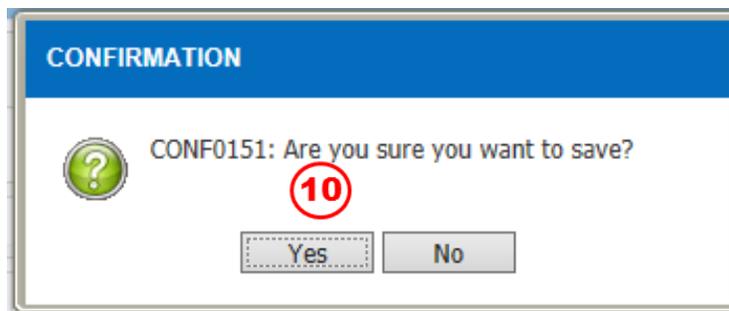
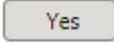


Figure 3.4-6 Confirmation Alert Message

STEP 10

Click on  button to confirm the transaction

PATIENT REGISTRATION

Scan MyKad Patient Label Patient Label Create Visit + + / [trash] [refresh] [close]

REGISTRATION INFORMATION

| | | |
|-----------------------------|---|--------------------------------|
| MRN | HPSF00192573 | Merged History |
| Title | | Gender: FEMALE |
| Patient Name | TEST PATIENT1 | Date of Birth: 09/08/1977 |
| Identification Card Number | MYKAD 770809102296 <input type="button" value="Check Duplicate"/> | Age: 40Y 01M 11D |
| Other Identification Number | -SELECT- | Approximate Age: |
| VIP | <input type="checkbox"/> | Race: BIDAYUH |
| Government | <input type="checkbox"/> | Religion: HINDUISM |
| Payment Category | PAYING <input type="button" value="eGL Verification"/> | Nationality: MALAYSIA |
| Government Relationship | OTHER | Status: ACTIVE |
| Remarks | | |

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

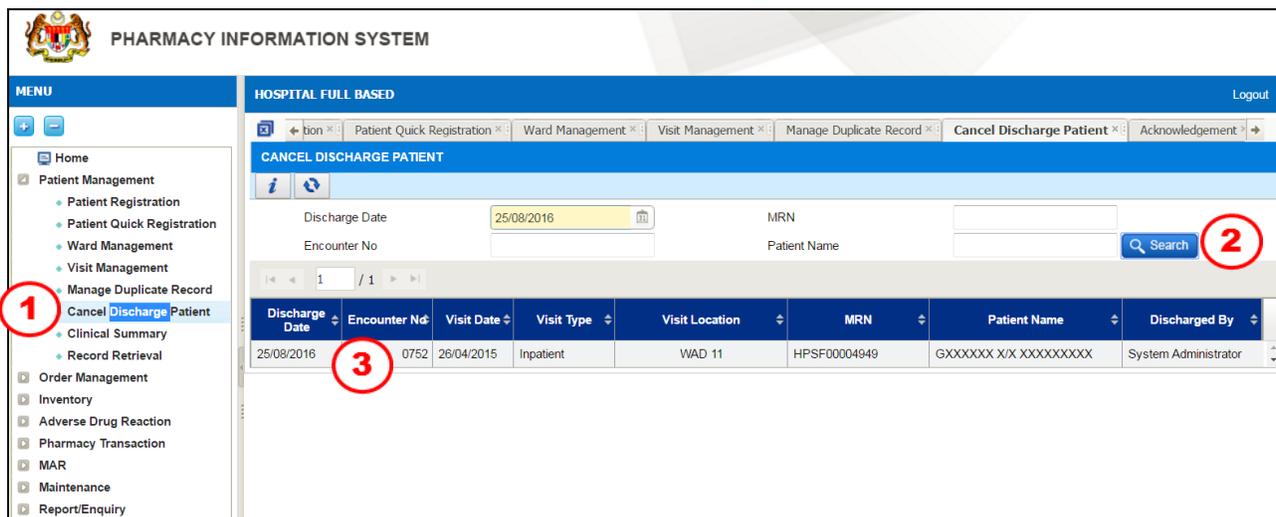


Figure 3.5-1 Cancel/Discharge-out Patient Record Screen

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

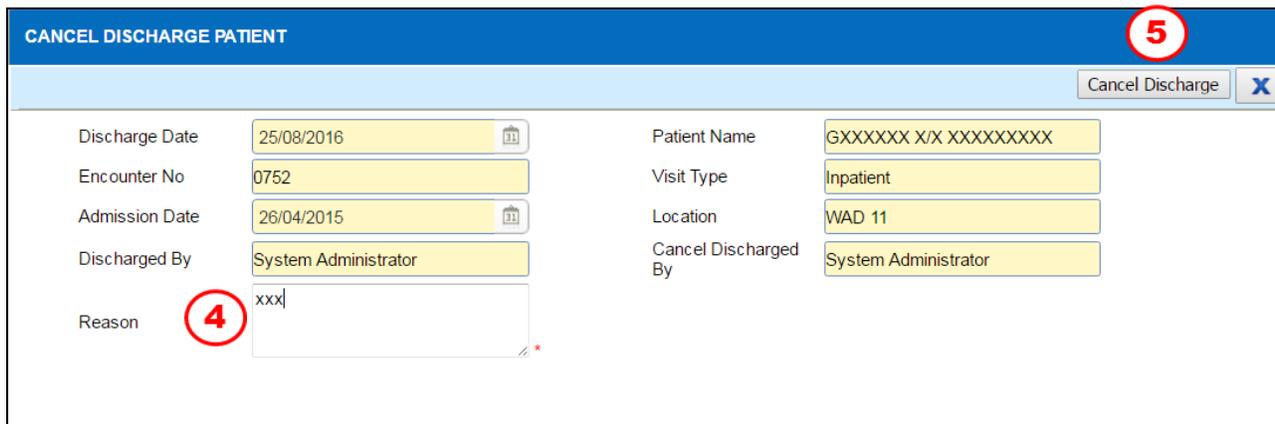


Figure 3.5-2 Cancel/Discharge-out Patient Record Screen

STEP 4

Enter reason for cancel discharge patient

STEP 5

Click on  button to cancel discharge

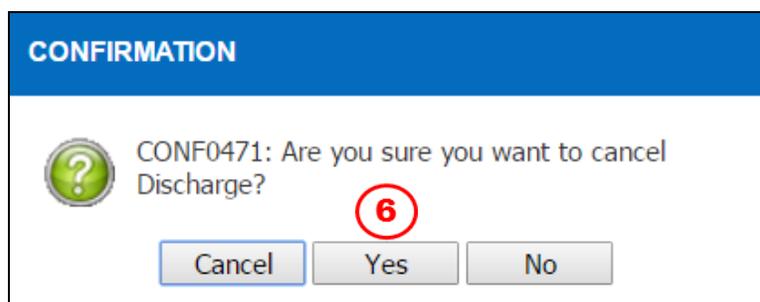
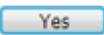


Figure 3.5-3 Cancel Discharge Alert Message

STEP 6

Click  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.

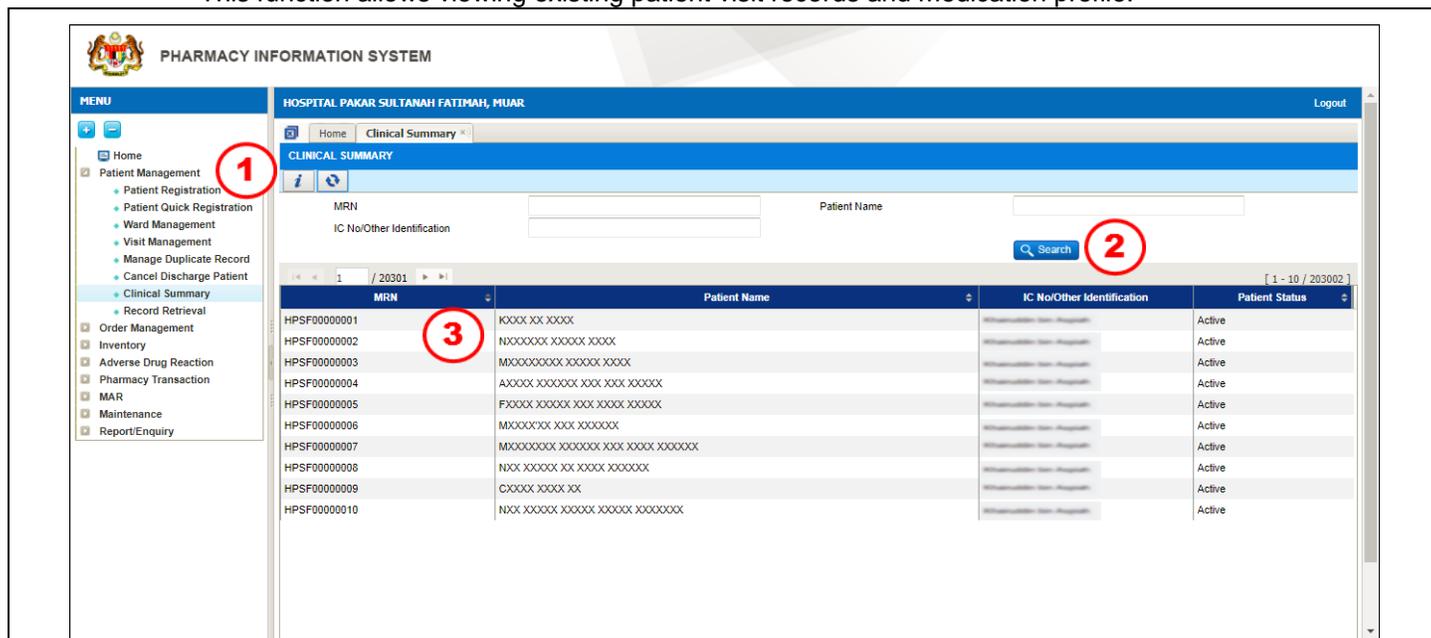


Figure 3.6-1 Clinical Summary Listing Page

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  button to search the patient

STEP 3

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

CLINICAL SUMMARY

Mykad Age 45 Years 09 Months 28 Days Gender Female MRN HKLM0006882
 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

< < 1 / 1 > > [1 - 0 / 0]

| Rx No | Drug Name | Dose | Route | Frequency | Duration | Prescribed Qty | Start Date | End Date | Status | Order By |
|---------------|-------------------------------------|---------|-------|------------------|----------|----------------|------------------------|------------------------|---------------------|----------|
| KP30000307828 | Metformin HCl 500 mg Tablet | 500 mg | Oral | BD (twice daily) | 150 Days | 300 tablet | 02/11/2017 02:38:21 PM | 01/04/2018 02:38:21 PM | PARTIALLY DISPENSED | |
| KP30000307828 | Ferrous Fumarate 200 mg Tablet | 400 mg | Oral | BD (twice daily) | 150 Days | 600 tablet | 02/11/2017 02:38:21 PM | 01/04/2018 02:38:21 PM | PARTIALLY DISPENSED | |
| KP30000307828 | Atorvastatin 20 mg Tablet | 20 mg | Oral | ON (every night) | 150 Days | 150 tablet | 02/11/2017 02:38:21 PM | 01/04/2018 02:38:21 PM | PARTIALLY DISPENSED | |
| KP30000307828 | Levothyroxine Sodium 100 mcg Tablet | 100 mcg | Oral | OD (once daily) | 150 Days | 150 tablet | 02/11/2017 02:38:21 PM | 01/04/2018 02:38:21 PM | PARTIALLY DISPENSED | |

Figure 3.6-2 Clinical Summary

Note

- Clinical summary** screen will show 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.

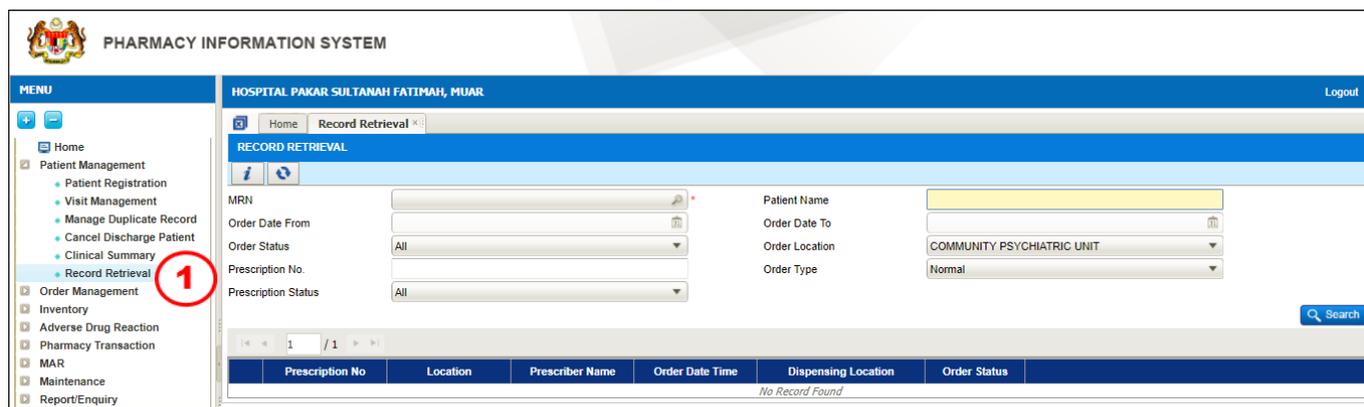


Figure 3.7-1 Record Retrieval

STEP 1

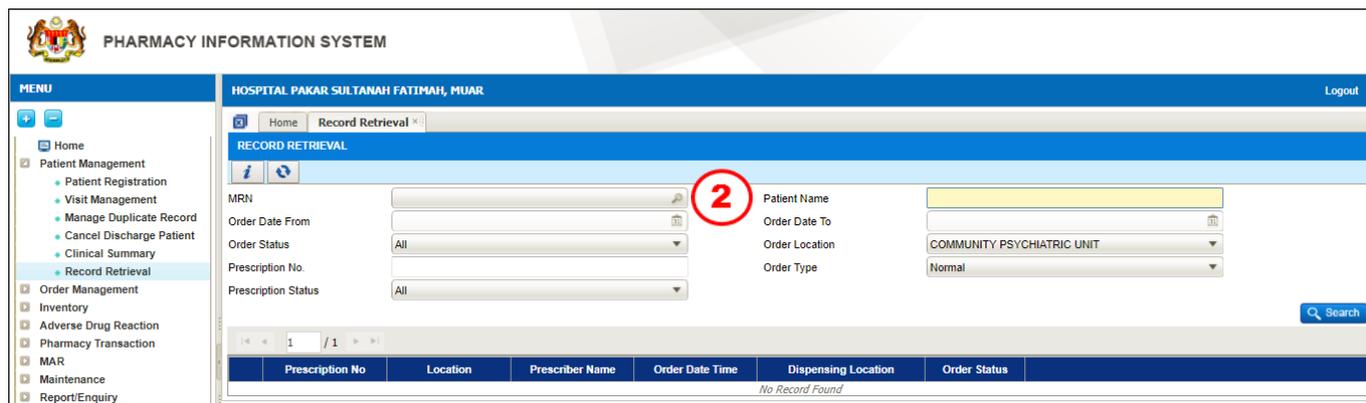
Click on 'Patient Management' menu and followed by 'Record Retrieval' sub-menu

Note

Various search criteria for existing Patient is provided as below:

| No | Field | Description | Remark |
|----|--------------|-------------------------------|--|
| a | MRN | Patient Medical Record Number | Search option: <ul style="list-style-type: none"> 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 Patient Name

Order Date From Order Date To

Order Status Order Location

Prescription No. Order Type

Prescription Status

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

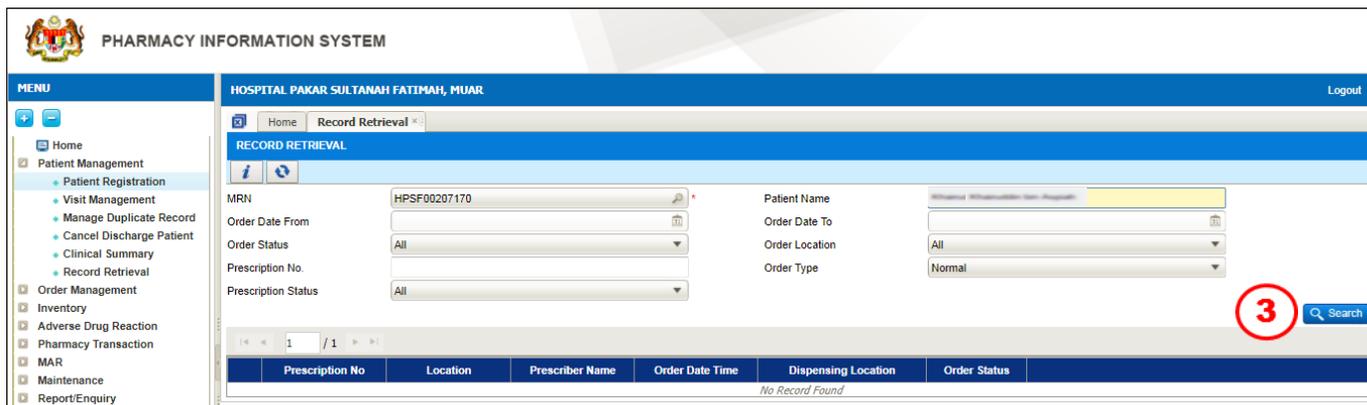
IC No/Other Identification

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

RECORD RETRIEVAL

MRN: HPSF00207170 | Patient Name: [Redacted]

Order Date From: [] | Order Date To: []

Order Status: All | Order Location: All

Prescription No.: [] | Order Type: Normal

Prescription Status: All

1 / 1

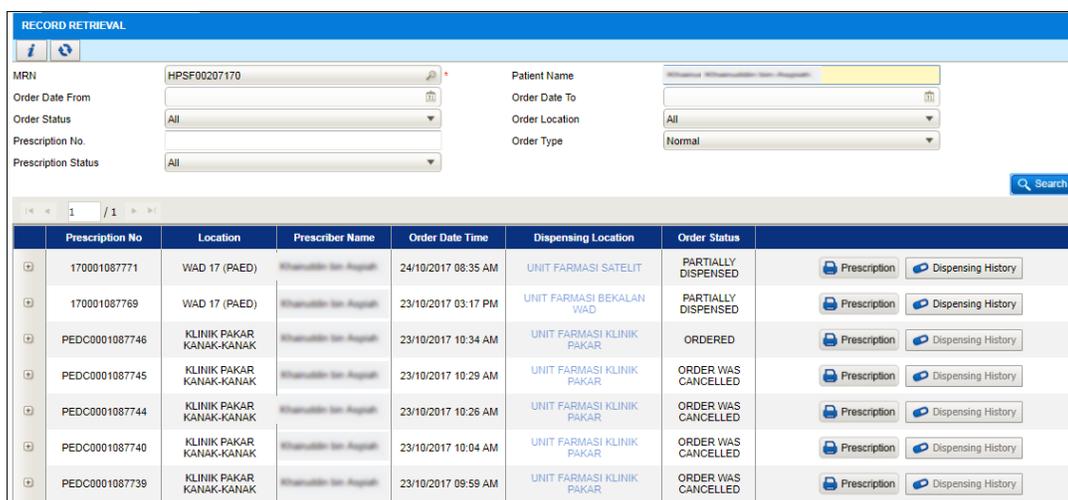
3 Search

| 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: [Redacted]

Order Date From: [] | Order Date To: []

Order Status: All | Order Location: All

Prescription No.: [] | Order Type: Normal

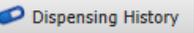
Prescription Status: All

1 / 1

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

X

| | | | | |
|------------------------------------|--------------------|--------------------------------|--------------------|-----------------|
| BXXXXXXXX @ XXXXXX XXX XXXXXXXX | Mykad 480317030823 | Age 68 Years 09 Months 23 Days | Gender Male | MRN htmh0005709 |
| Address | Phone And Email | Diagnosis | No known Allergies | |

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

[Medication Profile](#)

Dispensed Date : 20/09/2015
Dispensed No : 092015_00468
Dispensed By
Prescription No : VISITING000035022
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 | | |