



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

Full Based User Manual Patient Management

Version	: 9th EDITION
Document ID	: FB_U. MANUAL_PATIENT MANAGEMENT



PhIS & CPS Project
User Manual – Patient Management



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Reference ID : FB_U.MANUAL_ PATIENT MANAGEMENT-9th EDITION

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1.0 Introduction

1.1 Overview of PhIS

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

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

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

1.2 Purpose and Objectives

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

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

User will understand the following activities in details:

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

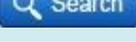
1.3 Organised Sections

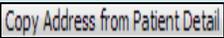
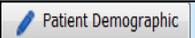
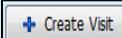
These are the sections within this document:

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

2.0 Application Standard Features

2.1 PhIS Legend

Standard Legend			
	Login to PhIS		Logout from PhIS
	Close All Open Tabs		Refresh Screen
	Expand Menu		Collapse Menu
	Expand Module		Collapse Module
	Add/Create New Record		Save
	Close Window		Calendar Icon
	Save Transaction		Delete Record
	Export 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

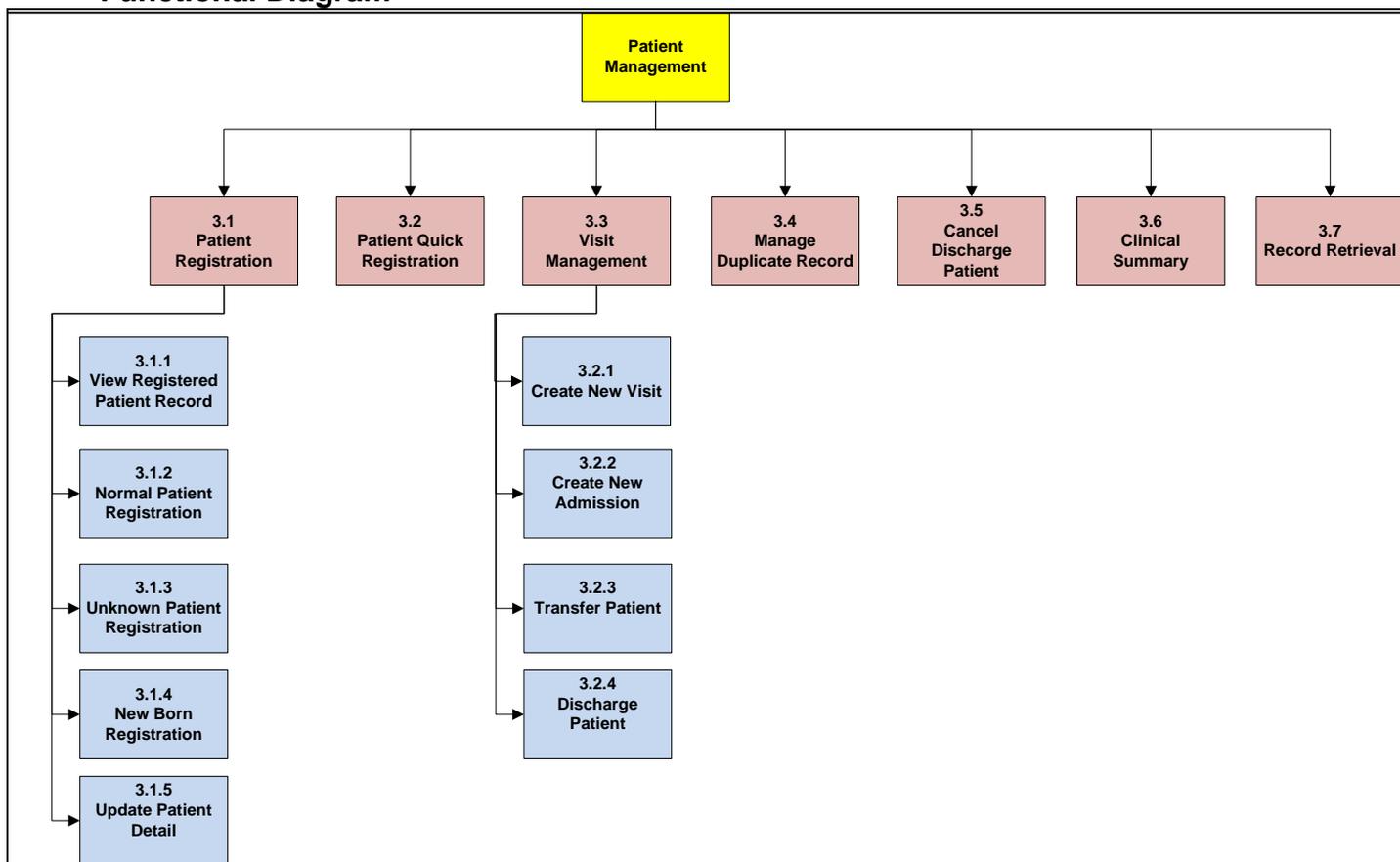


Table 3.0-1

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**

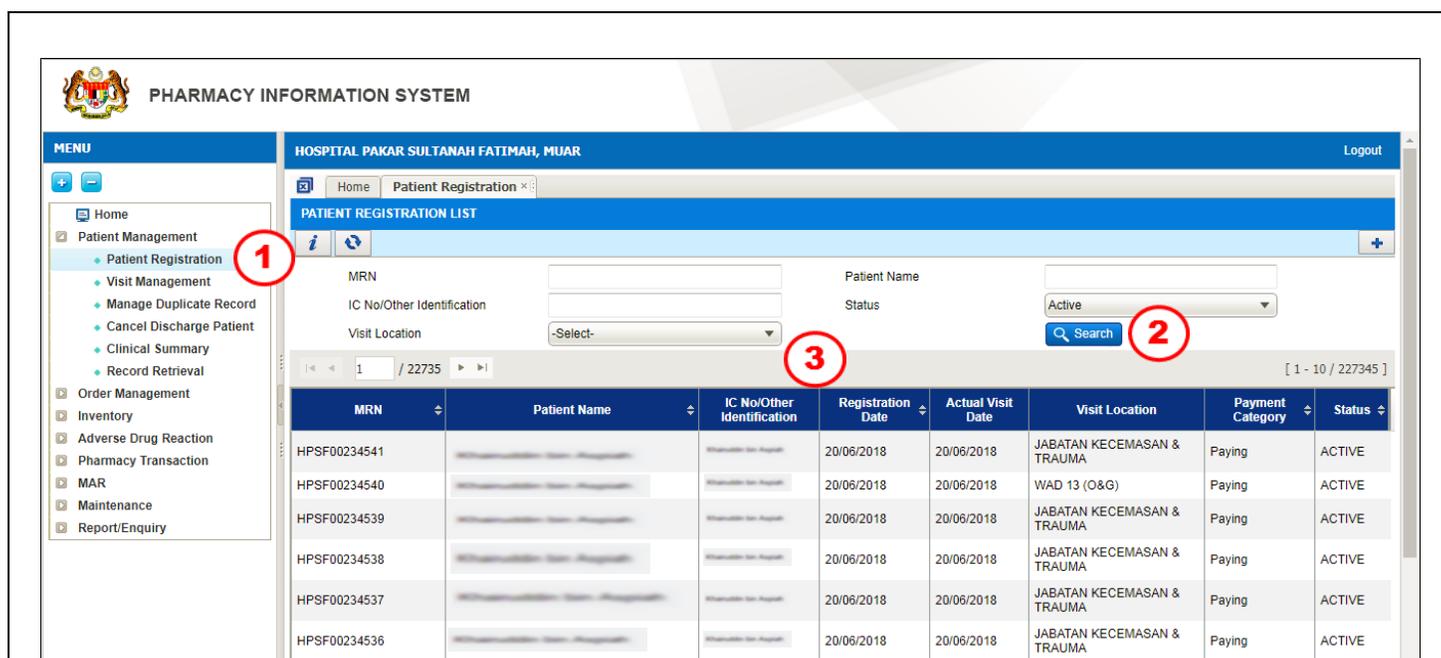
This function provides user to retrieve back the record of dispensing and print the prescription, balance medication sheet, drug label and worksheet.

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



The screenshot displays the 'PHARMACY INFORMATION SYSTEM' interface for 'HOSPITAL PAKAR SULTANAH FATIMAH, MUAR'. The left sidebar contains a 'MENU' with 'Patient Management' selected, and 'Patient Registration' highlighted with a red circle (1). The main area shows search filters for MRN, Patient Name, IC No/Other Identification, and Visit Location, with a search button circled in red (2). Below the filters is a table of patient records with columns: MRN, Patient Name, IC No/Other Identification, Registration Date, Actual Visit Date, Visit Location, Payment Category, and Status. The table shows six records for patients registered on 20/06/2018. A red circle (3) highlights the search criteria fields.

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

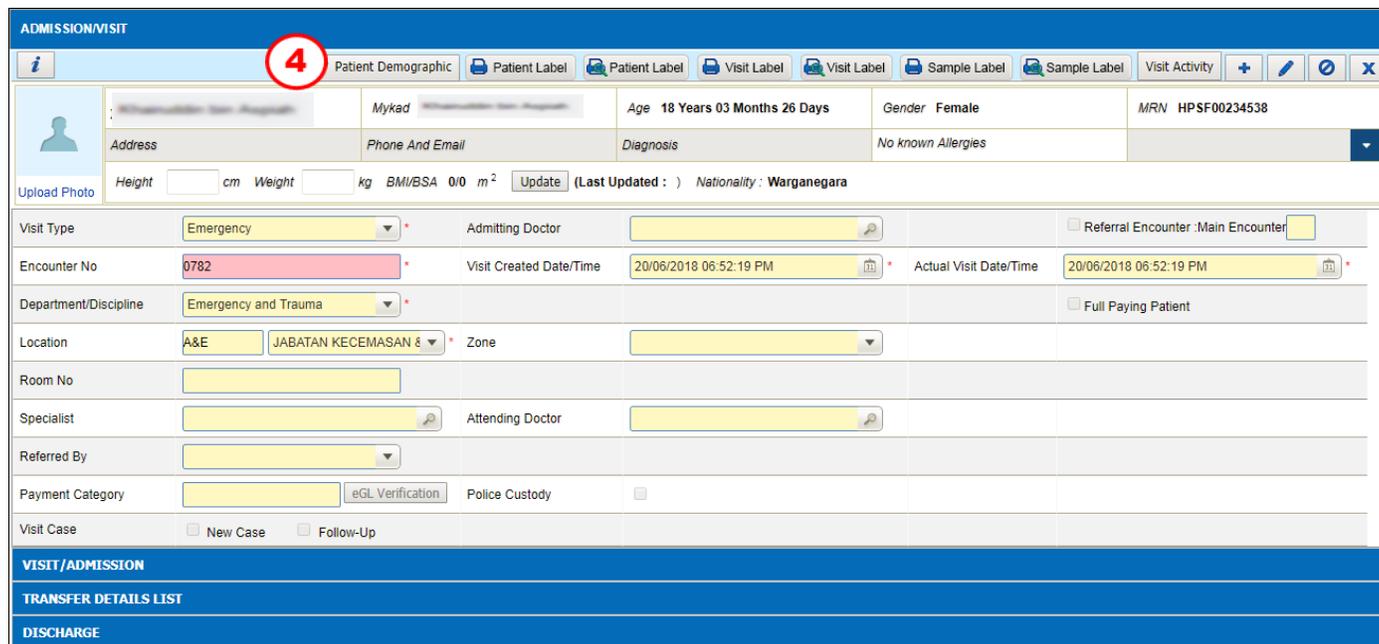
Note

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

4 Patient Demographic
 Print Patient Label
Print Patient Label
Print Visit Label
Print Visit Label
Print Sample Label
Print 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

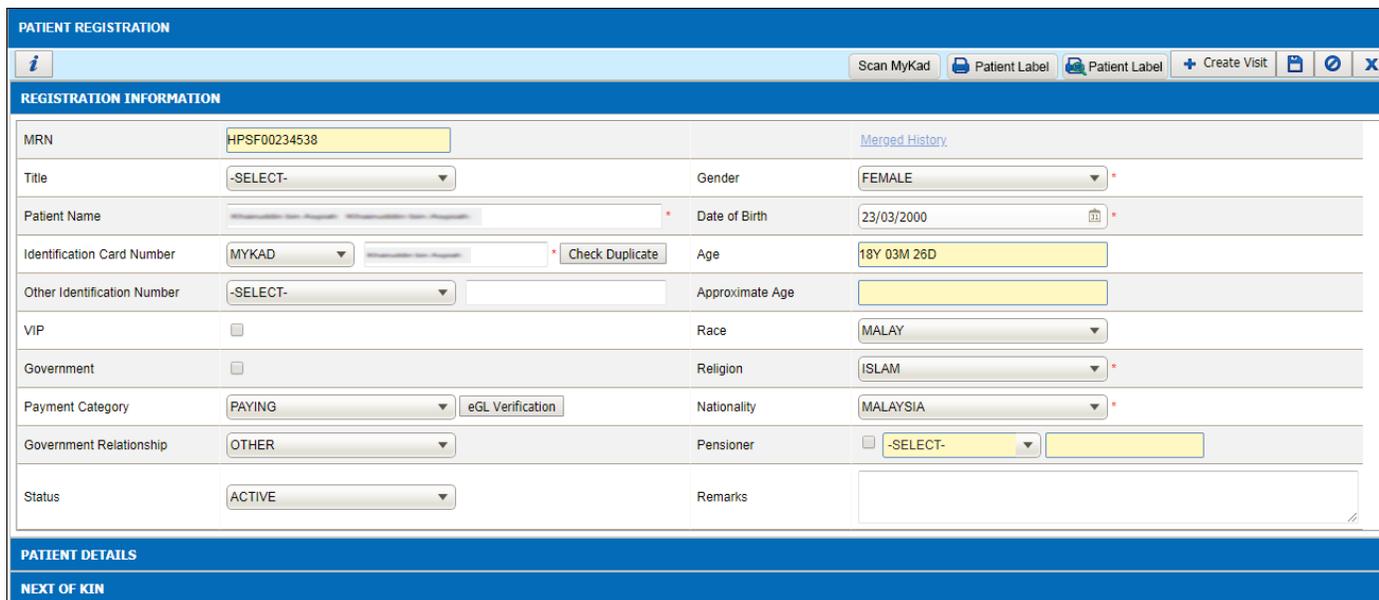
Visit Type: Emergency Admitting Doctor: [Redacted] Referral Encounter : Main Encounter:
 Encounter No: 0782 Visit Created Date/Time: 20/06/2018 06:52:19 PM Actual Visit Date/Time: 20/06/2018 06:52:19 PM
 Department/Discipline: Emergency and Trauma Full Paying Patient:
 Location: A&E JABATAN KECEMASAN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

REGISTRATION INFORMATION

MRN: HPSF00234538 [Merge 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: [Redacted] 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

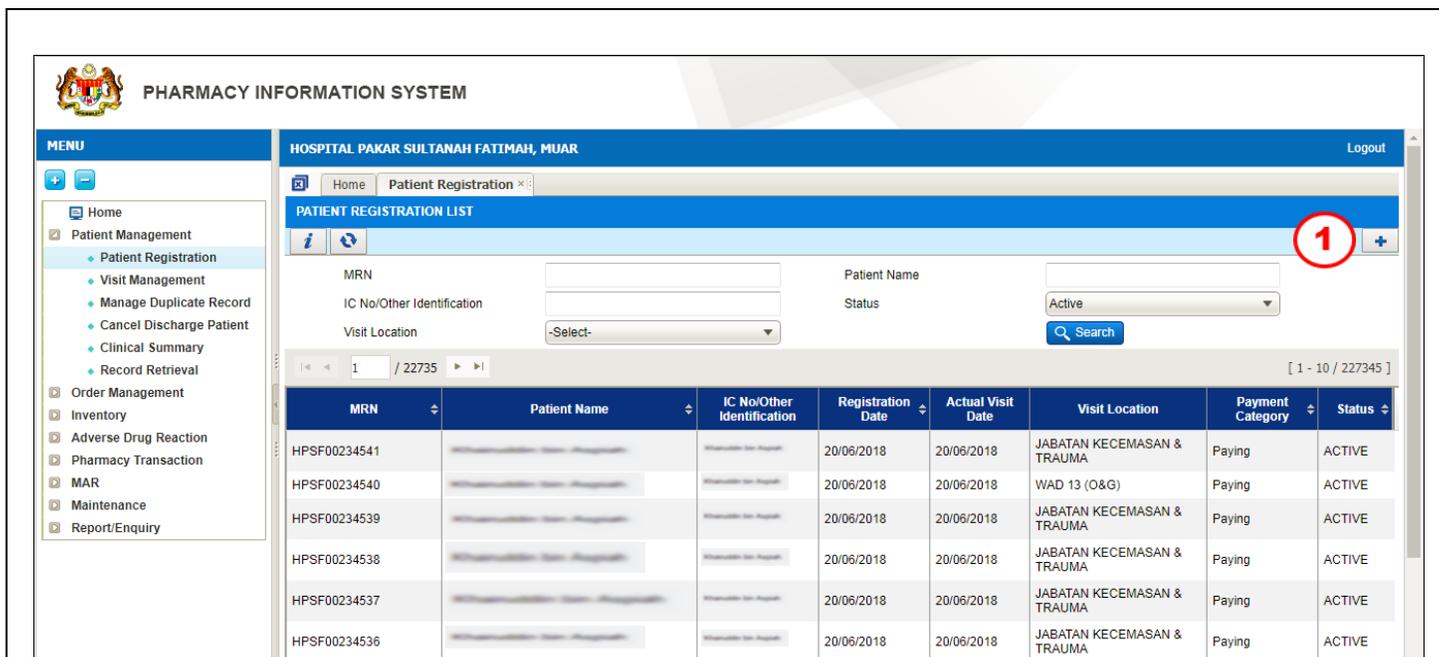
- Nationality 'Bukan Warganegara' is highlighted in yellow box. Refer Figure 3.1.1-4.
- This Nationality can also be view in Pharmacy transaction screen.

ADMISSION/VISIT					
<div style="display: flex; justify-content: space-between; align-items: center;"> Patient Demographic Patient Label Patient Label Visit Label Visit Label Sample Label Sample Label Visit Activity + </div>					
	Passport	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
<div style="display: flex; justify-content: space-between;"> Upload Photo Update (Last Updated :) </div>					
Visit Type	Emergency	Admitting Doctor		Referral Encounter :Main Encounter	
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			Full Paying Patient	
Location	FORENSIC FORENSIK	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 3.1.1-4 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

Home Patient Registration

PATIENT REGISTRATION LIST

MRN: Patient Name:
 IC No/Other Identification: Status: Active
 Visit Location: -Select- Search

1 / 22735 [1 - 10 / 227345]

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

Figure 3.1.2-1 Patient Registration Listing Page

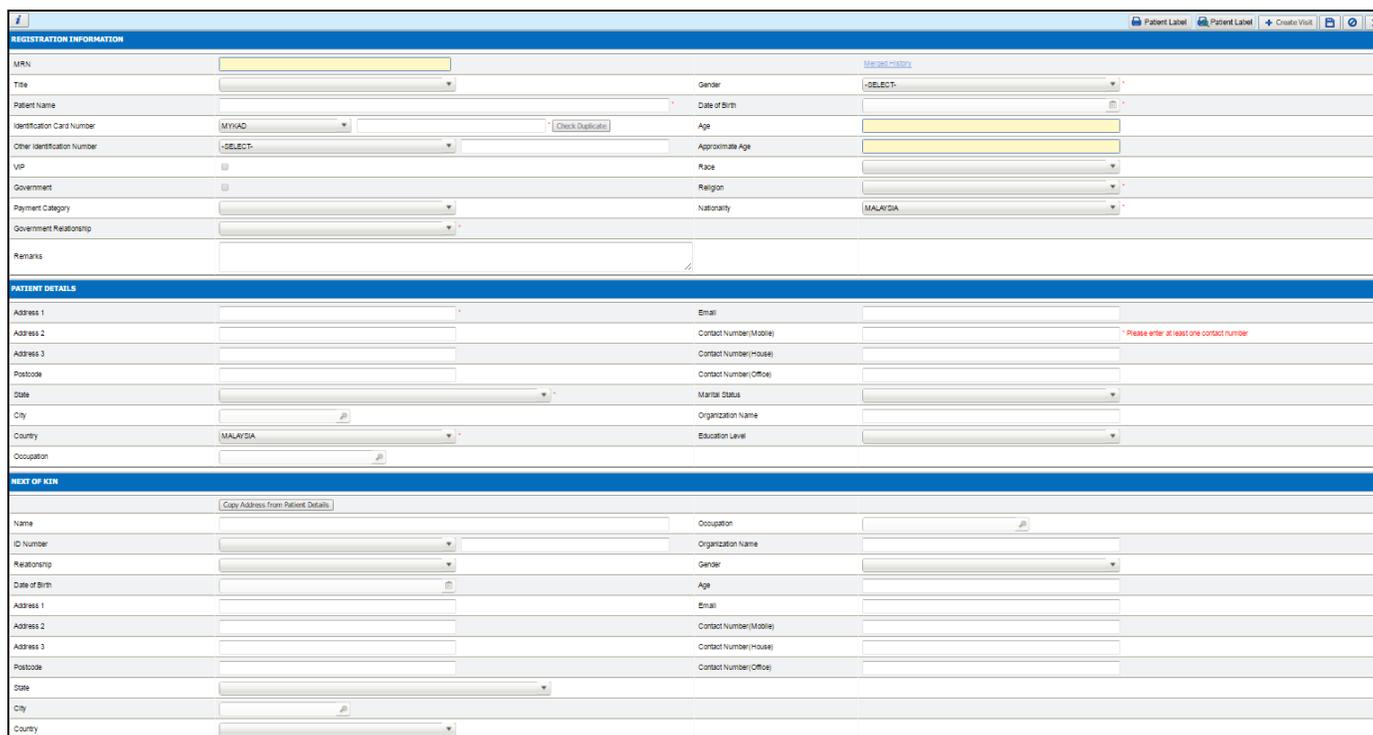
Note

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

STEP 1

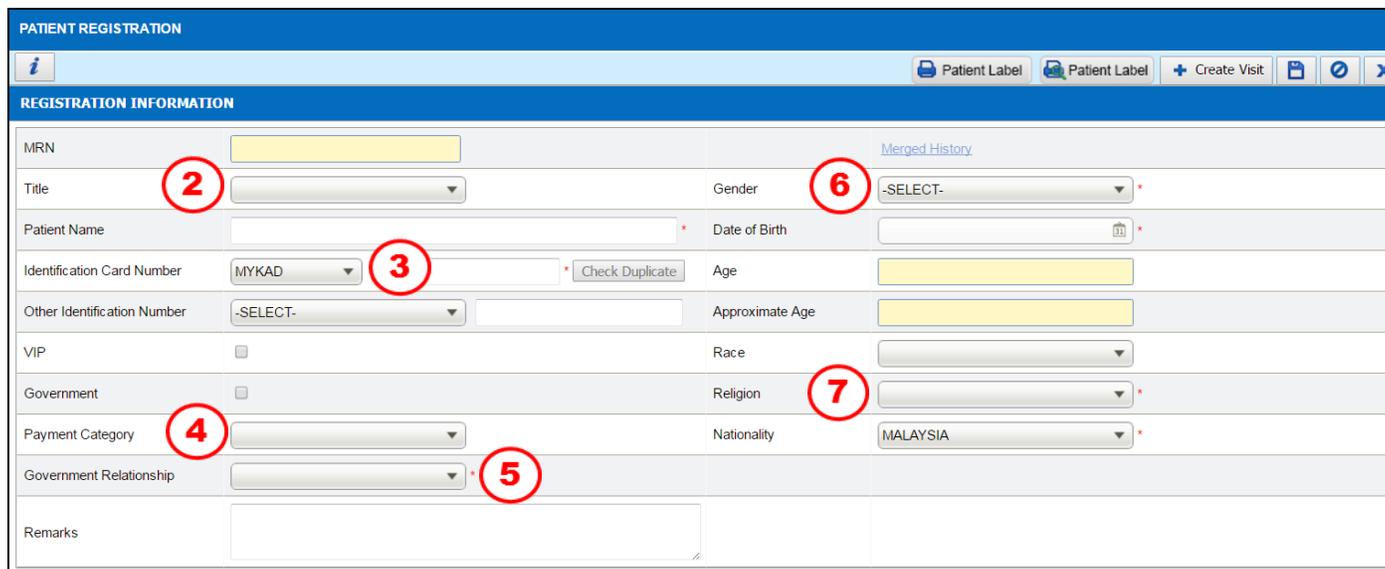
Click on the Create New Record  button for patient registration, three (3) sections will be displayed:

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



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

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: **2** (Title), **3** (Identification Card Number), **4** (Payment Category), **5** (Government Relationship), **6** (Gender), and **7** (Religion). The form also shows the MRN field, Date of Birth, Age, Approximate Age, Race, and Nationality (MALAYSIA) 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
- Tuan
- Puan
- Hajjah

STEP 3

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

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

Note

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

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

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

- Birth Certificate
- Driving license
- Father IC
- Military Card Number
- Mother IC
- 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			
<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"/>
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)**

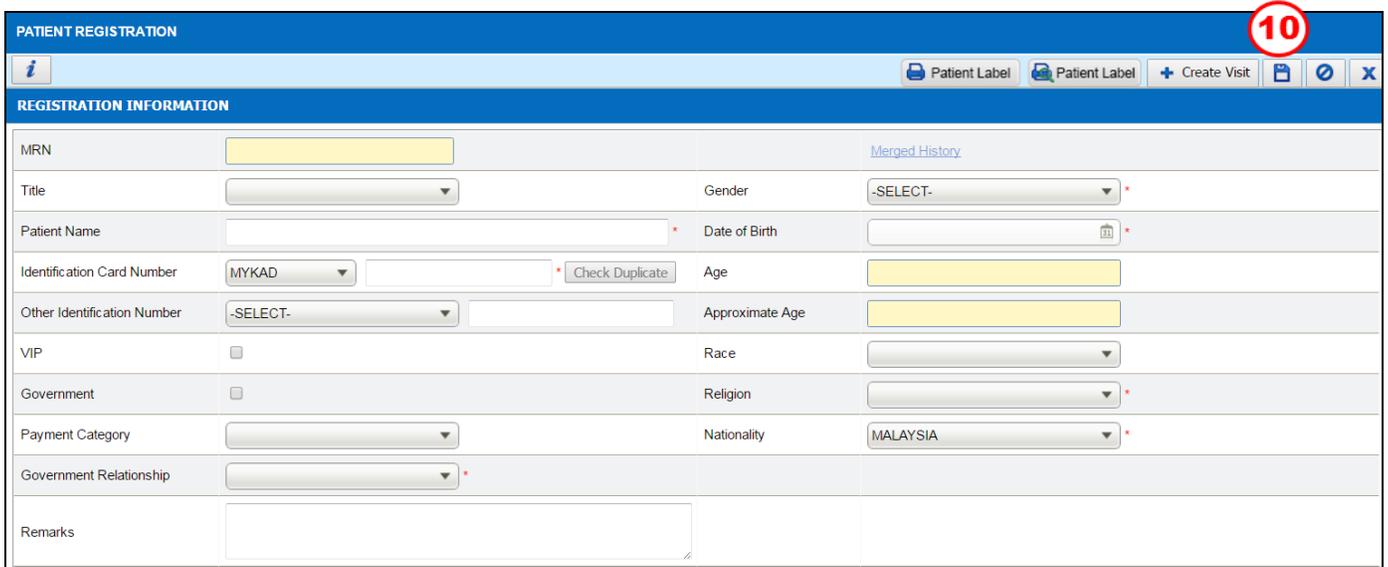
Note

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 10

REGISTRATION INFORMATION

MRN [Merged History](#)

Title Gender

Patient Name * Date of Birth *

Identification Card Number * Age

Other Identification Number Approximate Age

VIP Race

Government Religion

Payment Category Nationality

Government Relationship

Remarks

Figure 3.1.2-6 Patient Registration

STEP 10

Click on the  button to save record

Note

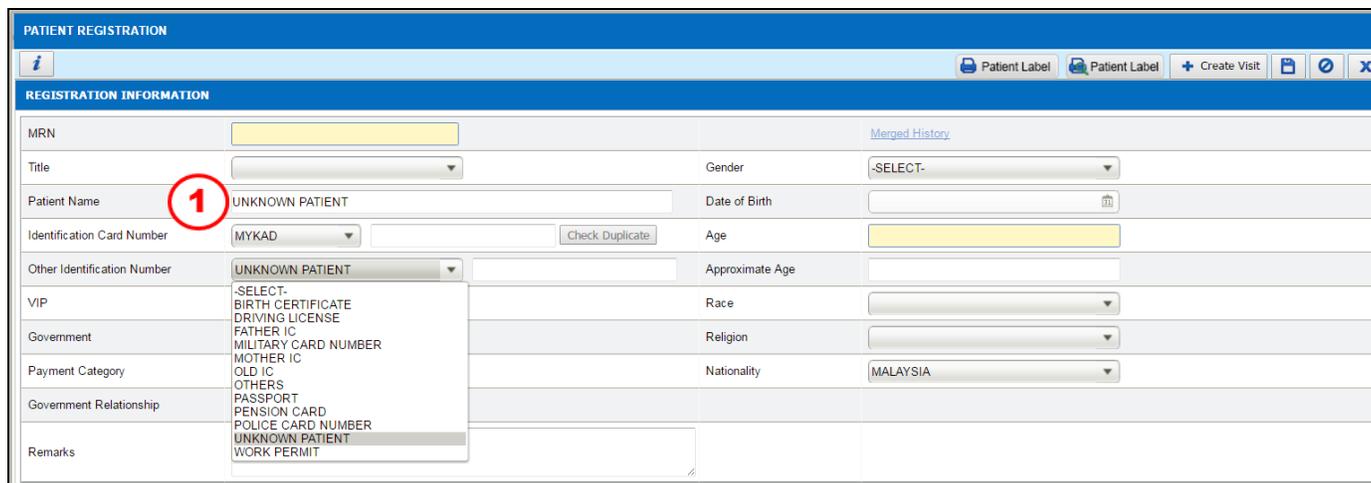
- **MRN** will be automatically generated by system when the patient record is saved. Refer Figure 3.1.2-7.
- **MRN** will be unique for each facility and will be based on facility code.

PATIENT REGISTRATION			
<input type="button" value="i"/>		<input type="button" value="Patient Label"/> <input type="button" value="Patient Label"/> <input type="button" value="+ Create Visit"/> <input type="button" value="Print"/> <input type="button" value="Refresh"/> <input type="button" value="Close"/>	
REGISTRATION INFORMATION			
MRN	HPSF00097404	Merged History	
Title		Gender	MALE
Patient Name		Date of Birth	19/09/1958
Identification Card Number	MYKAD	Age	57Y 11M 07D
Other Identification Number	-SELECT-	Approximate Age	
VIP	<input type="checkbox"/>	Race	-SELECT-
Government	<input type="checkbox"/>	Religion	CHRISTIAN
Payment Category	NON PAYING	Nationality	MALAYSIA
Government Relationship	FATHER	Status	ACTIVE
Remarks			

Figure 3.1.2-7 Patient Registration

3.1.3 Unknown Patient Registration

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



The screenshot shows the 'PATIENT REGISTRATION' form. The 'REGISTRATION INFORMATION' section includes fields for MRN, Title, Patient Name, Identification Card Number, Other Identification Number, VIP, Government, Payment Category, Government Relationship, and Remarks. The 'Other Identification Number' dropdown menu is open, showing options: -SELECT-, BIRTH CERTIFICATE, DRIVING LICENSE, FATHER IC, MILITARY CARD NUMBER, MOTHER IC, OLD IC, OTHERS, PASSPORT, PENSION CARD, POLICE CARD NUMBER, UNKNOWN PATIENT, and WORK PERMIT. A red circle with the number '1' is placed over the dropdown menu.

Figure 3.1.3-1 Patient Registration

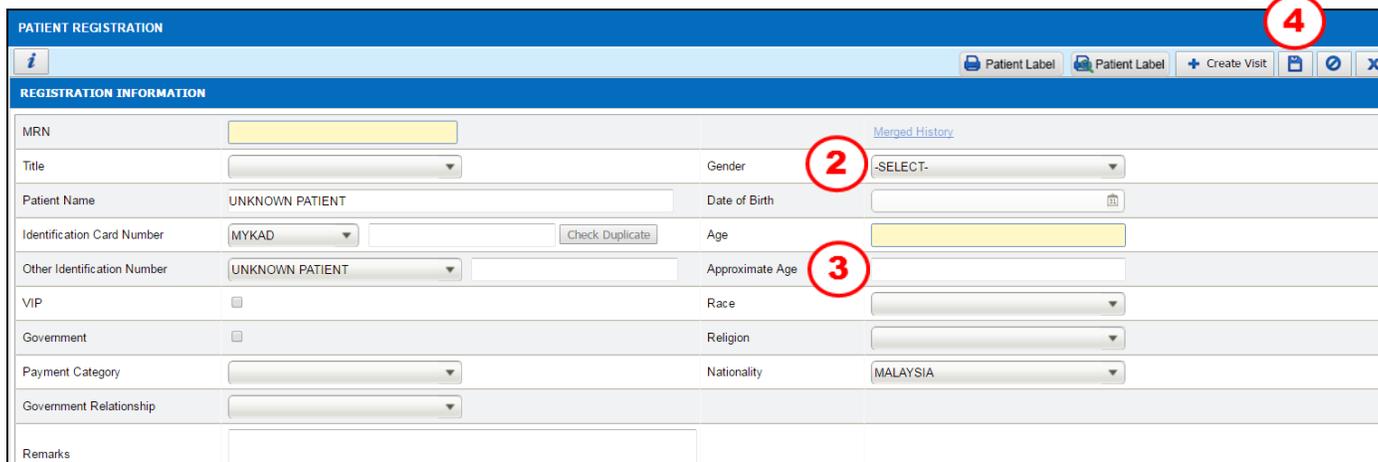
Note

- **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 form is divided into sections: 'REGISTRATION INFORMATION' and 'Merged History'. The 'REGISTRATION INFORMATION' section contains various fields for patient data. Annotations are placed on the form:

- Annotation 2:** A red circle around the 'Gender' dropdown menu, which currently shows '-SELECT-'.
- Annotation 3:** A red circle around the 'Approximate Age' input field.
- Annotation 4:** A red circle around the 'Create Visit' button in the top right corner of the form.

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

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

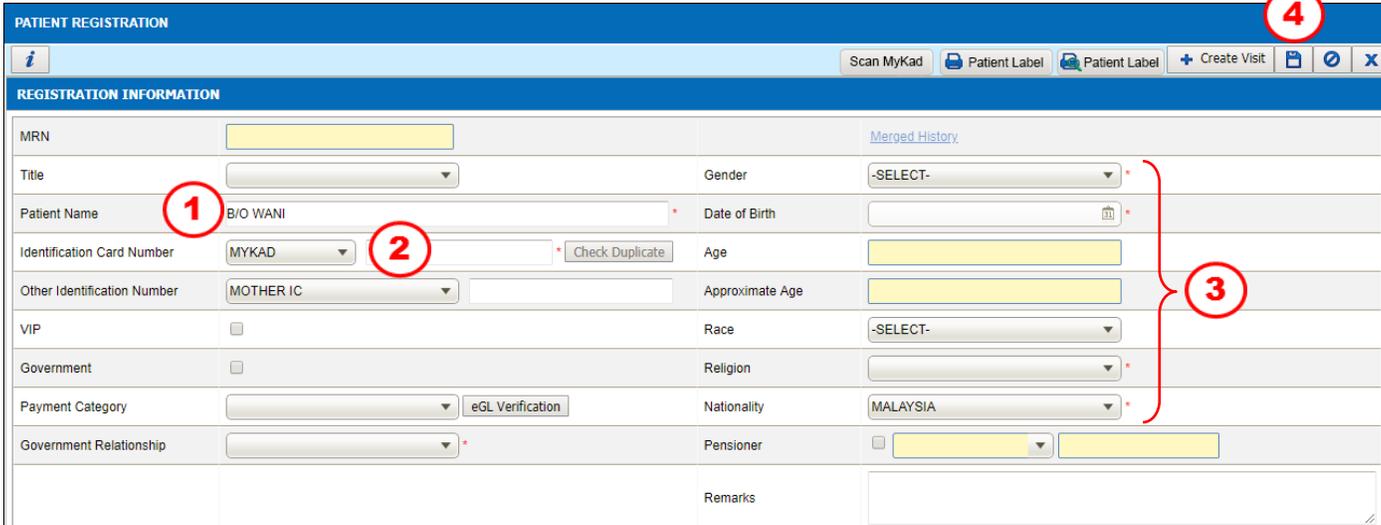
Click on the  button to save record

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 form is divided into several sections. The 'REGISTRATION INFORMATION' section contains the following fields:

- MRN: [Yellow input field]
- Title: [Dropdown menu]
- Patient Name: [Text input field with 'B/O WANI' entered, annotated with a red circle '1']
- Identification Card Number: [Dropdown menu with 'MYKAD' selected, annotated with a red circle '2']
- Other Identification Number: [Dropdown menu with 'MOTHER IC' selected]
- VIP: [Checkbox]
- Government: [Checkbox]
- Payment Category: [Dropdown menu]
- Government Relationship: [Dropdown menu]
- Gender: [Dropdown menu with '-SELECT-' selected]
- Date of Birth: [Date input field with a calendar icon, annotated with a red circle '3']
- Age: [Yellow input field]
- Approximate Age: [Yellow input field]
- Race: [Dropdown menu with '-SELECT-' selected]
- Religion: [Dropdown menu]
- Nationality: [Dropdown menu with 'MALAYSIA' selected]
- Pensioner: [Checkbox]
- Remarks: [Text area]

Annotations: A red circle '4' is in the top right corner. A red bracket groups the Gender, Date of Birth, Age, and Approximate Age fields, with a red circle '3' at the end of the bracket.

Figure 3.1.4-1 Patient Registration

Note

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

STEP 1

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

STEP 2

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

Note

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

STEP 3

Select and enter mandatory field as below:

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

STEP 4

Click on the save  button to save record

Note

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

Note

OPTIONAL FIELDS – Registration Information Section

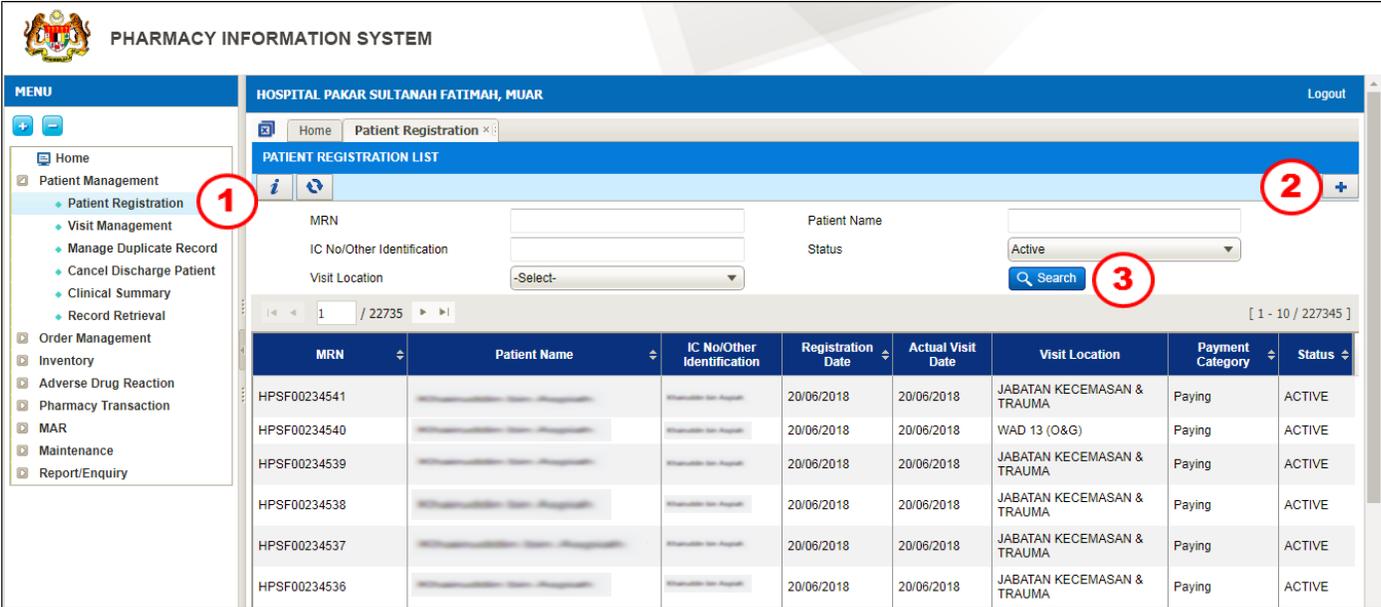
Below fields are optional. Please fill in accordingly where it is necessary.

- **VIP** – To classify as VIP patient
- **Government** – To classify as Government employee
- **Remarks**
- **Race** – select from drop down box:
 - Bajau
 - Bidayuh
 - Bumiputra Sabah
 - Bumiputra Sabah Lain
 - Bumiputra Sarawak
 - Bumiputra Sarawak Lain

 - Chinese
 - Dusun
 - Iban
 - Indian
 - Kadazan
 - Kebayan
 - Malay
 - Melanau
 - Melayu Sarawak
 - Murut
 - No Information
 - Orang Asli Semenanjung
 - Others

3.1.5 Update Patient Details

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



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Patient Registration x

PATIENT REGISTRATION LIST

MRN: Patient Name:

IC No/Other Identification: Status:

Visit Location:

[1 - 10 / 227345]

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

Figure 3.1.5-1 Patient Registration

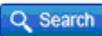
STEP 1

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

STEP 2

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

STEP 3

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

ADMISSION/VISIT					
4 Patient Demographic Patient Label Patient Label Visit Label Visit Label Sample Label Sample Label Visit Activity					
	Mykad	Age	18 Years 03 Months 26 Days	Gender	Female
Address	Phone And Email	Diagnosis	No known Allergies		
Upload Photo	Height	cm	Weight	kg	BMI/BSA 0/0 m ² Update (Last Updated :) Nationality : Warganegara
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="button" value="Scan MyKad"/> <input type="button" value="Patient Label"/> <input type="button" value="Patient Label"/> <input type="button" value="+ Create Visit"/> <input type="button" value="Save"/> <input type="button" value="Refresh"/> <input type="button" value="Close"/>			
REGISTRATION INFORMATION			
MRN	HTMH00101688	Merged History	
Title		Gender	FEMALE *
Patient Name	<input type="text"/>	Date of Birth	21/05/2019 *
Identification Card Number	MYKAD <input type="text"/>	Age	29D
Other Identification Number	-SELECT- <input type="text"/>	Approximate Age	<input type="text"/>
VIP	<input type="checkbox"/>	Race	-SELECT- *
Government	<input type="checkbox"/>	Religion	-SELECT- *
Payment Category	<input type="text"/>	Nationality	MALAYSIA *
Government Relationship	-SELECT- *	Pensioner	<input type="checkbox"/> -SELECT- <input type="text"/>
Status	ACTIVE	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"/> * 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	-SELECT- *	Marital Status	<input type="text"/>
City	<input type="text"/>	Organization Name	<input type="text"/>
Country	MALAYSIA *	Education Level	<input type="text"/>
Occupation	<input type="text"/>		
NEXT OF KIN			
<input type="button" value="Copy Address from Patient Details"/>			
Name	<input type="text"/>	Occupation	<input type="text"/>
ID Number	-SELECT- <input type="text"/>	Organization Name	<input type="text"/>
Relationship	-SELECT- <input type="text"/>	Gender	-SELECT- *
Date of Birth	<input type="text"/>	Age	<input type="text"/>
Address 1	<input type="text"/>	Email	<input type="text"/>
Address 2	<input type="text"/>	Contact Number(Mobile)	<input type="text"/>
Address 3	<input type="text"/>	Contact Number(House)	<input type="text"/>
Postcode	<input type="text"/>	Contact Number(Office)	<input type="text"/>
State	-SELECT- *		
City	<input type="text"/>		
Country	-SELECT- *		

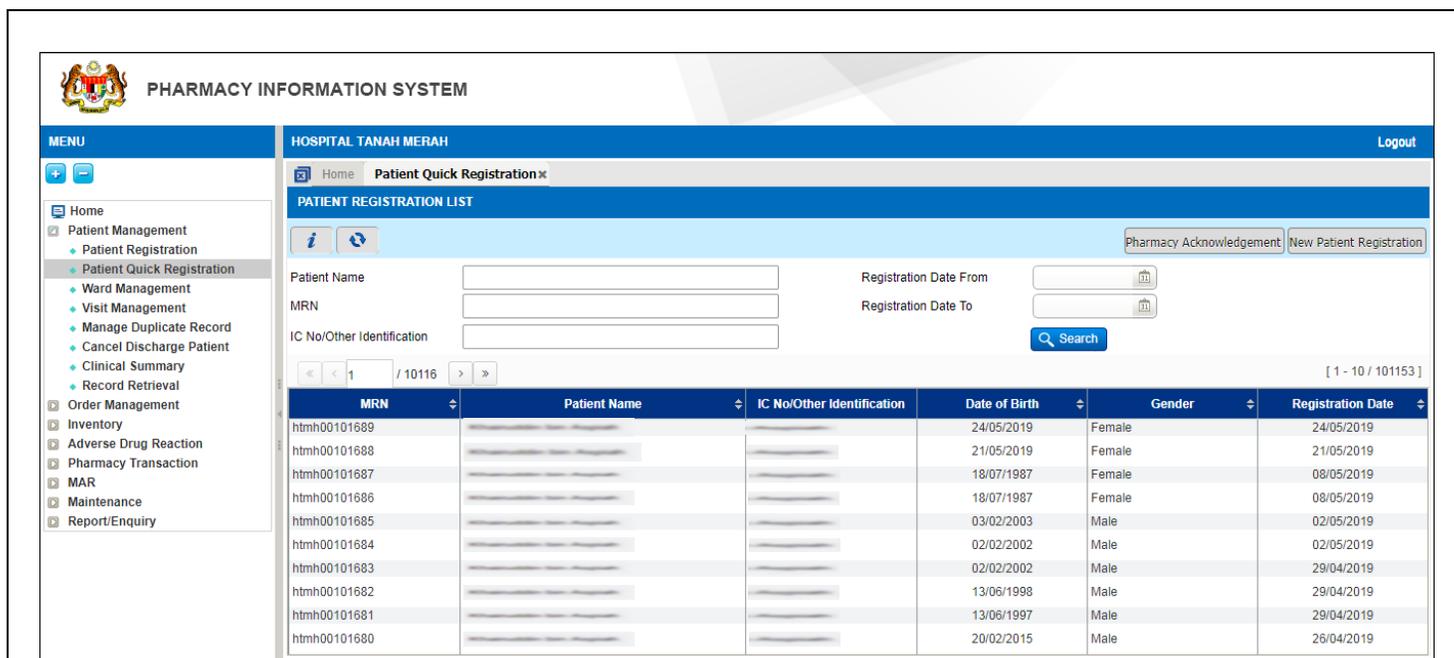
Figure 3.1.5-3 Patient Registration

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 TANAH MERAH Logout

Home Patient Quick Registrationx

PATIENT REGISTRATION LIST

Pharmacy Acknowledgement New Patient Registration

Patient Name Registration Date From

MRN Registration Date To

IC No/Other Identification

1 / 10116 [1 - 10 / 101153]

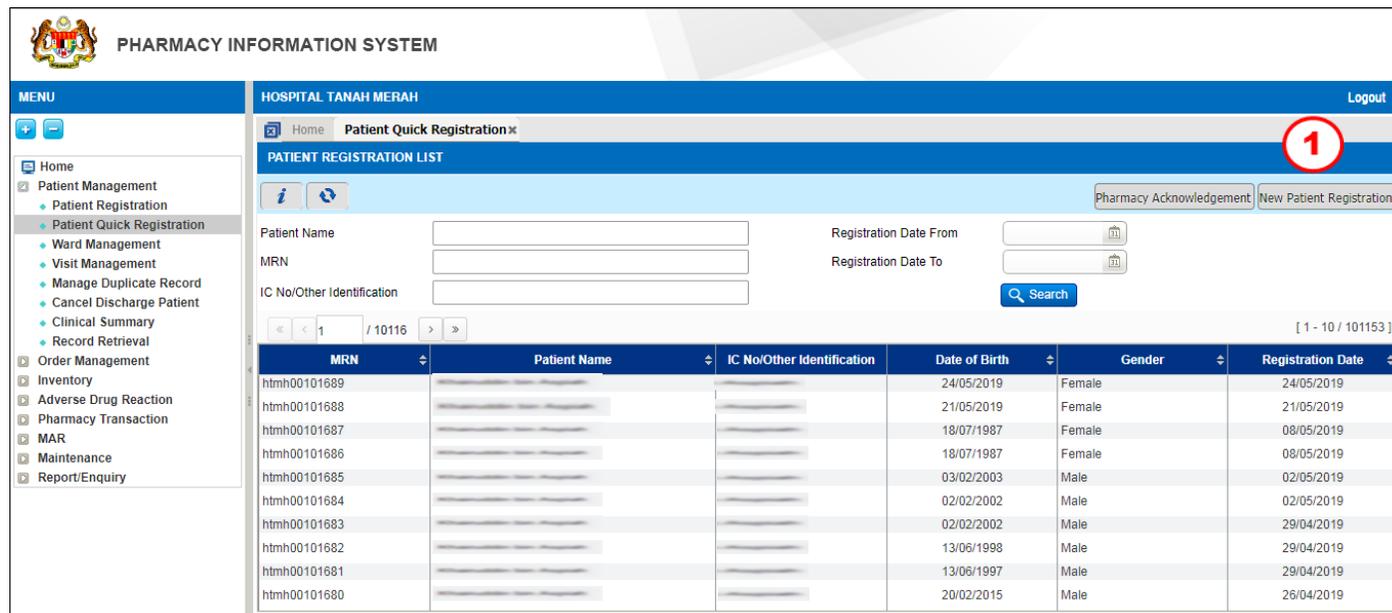
MRN	Patient Name	IC No/Other Identification	Date of Birth	Gender	Registration Date
htmh00101689			24/05/2019	Female	24/05/2019
htmh00101688			21/05/2019	Female	21/05/2019
htmh00101687			18/07/1987	Female	08/05/2019
htmh00101686			18/07/1987	Female	08/05/2019
htmh00101685			03/02/2003	Male	02/05/2019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

Figure 3.2-1 Patient Registration List

Note

Refer to Figure 3.2.1, there are and buttons.

3.2.1 Register for new patient



PHARMACY INFORMATION SYSTEM

HOSPITAL TANAH MERAH Logout

Home Patient Quick Registration x

PATIENT REGISTRATION LIST

Pharmacy Acknowledgement **New Patient Registration**

Patient Name Registration Date From

MRN Registration Date To

IC No/Other Identification

< 1 / 10116 >

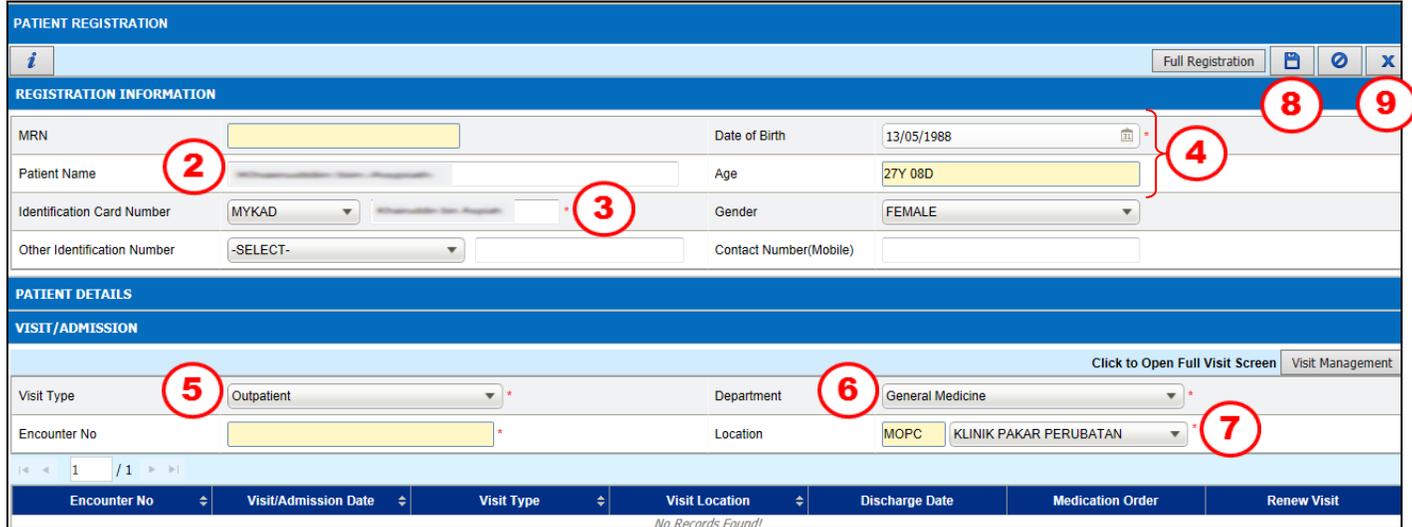
MRN	Patient Name	IC No/Other Identification	Date of Birth	Gender	Registration Date
hthmh00101689			24/05/2019	Female	24/05/2019
hthmh00101688			21/05/2019	Female	21/05/2019
hthmh00101687			18/07/1987	Female	08/05/2019
hthmh00101686			18/07/1987	Female	08/05/2019
hthmh00101685			03/02/2003	Male	02/05/2019
hthmh00101684			02/02/2002	Male	02/05/2019
hthmh00101683			02/02/2002	Male	29/04/2019
hthmh00101682			13/06/1998	Male	29/04/2019
hthmh00101681			13/06/1997	Male	29/04/2019
hthmh00101680			20/02/2015	Male	26/04/2019

[1 - 10 / 101153]

Figure 3.2.1-1 Patient Registration List

STEP 1

Click on **New Patient Registration** button.



The screenshot shows the 'PATIENT REGISTRATION' form. It is divided into several sections: 'REGISTRATION INFORMATION', 'PATIENT DETAILS', and 'VISIT/ADMISSION'. The 'REGISTRATION INFORMATION' section contains fields for MRN, Date of Birth, Patient Name, Age, Identification Card Number (with a MYKAD dropdown), Gender, Other Identification Number, and Contact Number(Mobile). The 'PATIENT DETAILS' section is currently empty. The 'VISIT/ADMISSION' section contains fields for Visit Type, Department, Encounter No, and Location. At the bottom, there is a table with columns: Encounter No, Visit/Admission Date, Visit Type, Visit Location, Discharge Date, Medication Order, and Renew Visit. The text 'No Records Found!' is visible below the table. Red circles with numbers 2 through 9 are placed over various fields and buttons: 2 (Patient Name), 3 (Identification Card Number dropdown), 4 (Age field), 5 (Visit Type dropdown), 6 (Department dropdown), 7 (Location dropdown), 8 (Save button), and 9 (Close 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  to save the record

STEP 9

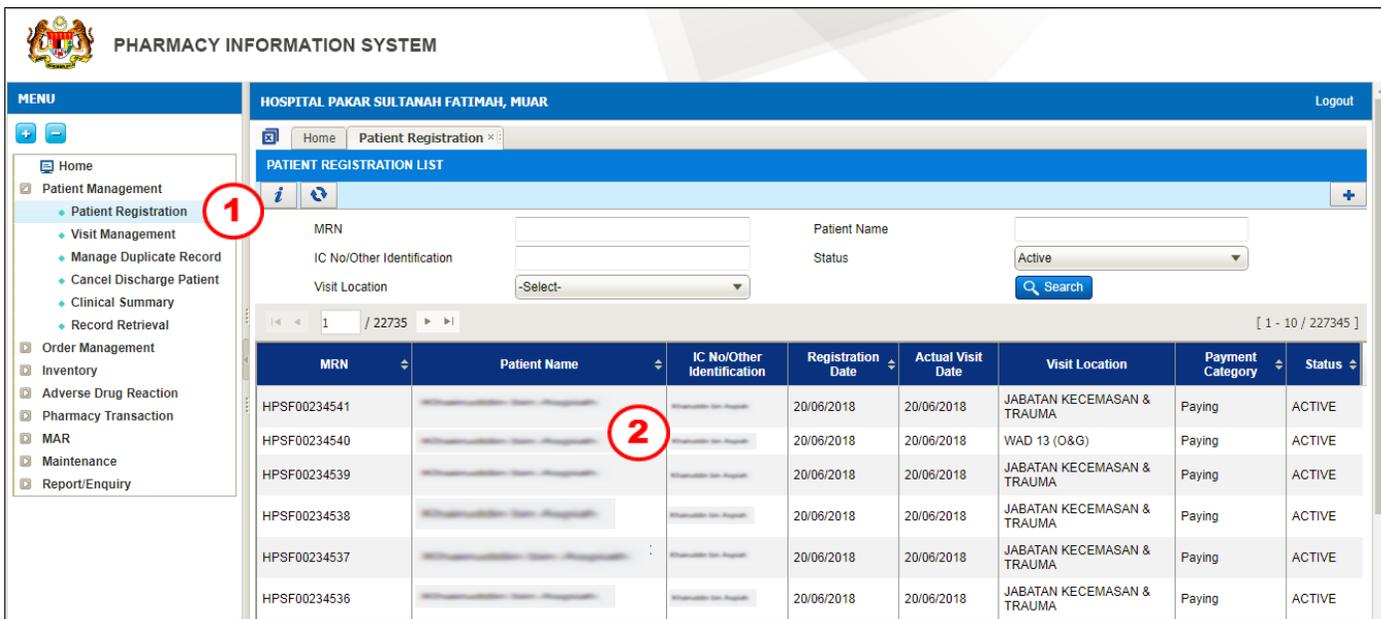
Click at the button  to close the existing screen

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 Patient Name
IC No/Other Identification Status Active
Visit Location -Select- Search

1 / 22735 [1 - 10 / 227345]

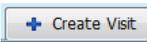
MRN	Patient Name	IC No/Other Identification	Registration Date	Actual Visit Date	Visit Location	Payment Category	Status
HPSF00234541			20/06/2018	20/06/2018	JABATAN KECEMASAN & TRAUMA	Paying	ACTIVE
HPSF00234540			20/06/2018	20/06/2018	WAD 13 (O&G)	Paying	ACTIVE
HPSF00234539			20/06/2018	20/06/2018	JABATAN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

Figure 3.3.1-1 Patient Registration Listing Page

STEP 1

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

Note

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

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

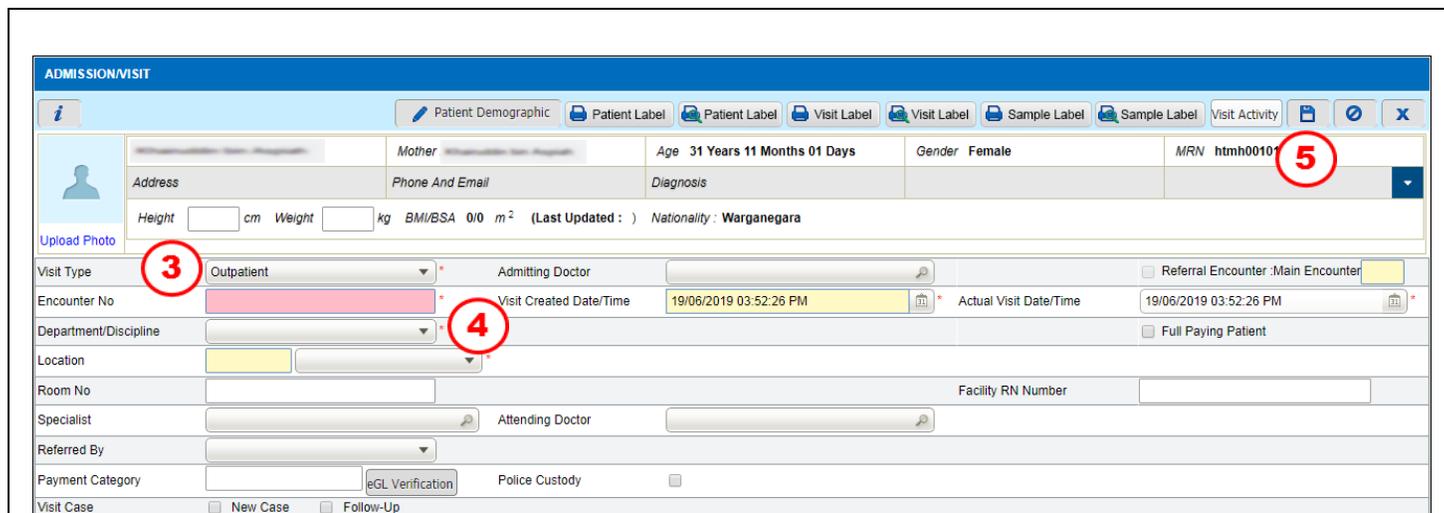
Table 3.3.1-1

STEP 2

Double click on selected patient

Note

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



ADMISSION/VISIT

MRN: htmh00101 **5**
 Age: 31 Years 11 Months 01 Days
 Gender: Female
 Nationality: Warganegara

Visit Type: **3** Outpatient
 Admitting Doctor: _____
 Referral Encounter :Main Encounter:

Encounter No: _____
 Visit Created Date/Time: 19/06/2019 03:52:26 PM
 Actual Visit Date/Time: 19/06/2019 03:52:26 PM

Department/Discipline: _____ **4**
 Location: _____
 Full Paying Patient:

Room No: _____ Facility RN Number: _____
 Specialist: _____ Attending Doctor: _____
 Referred By: _____
 Payment Category: _____ eGL Verification: 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

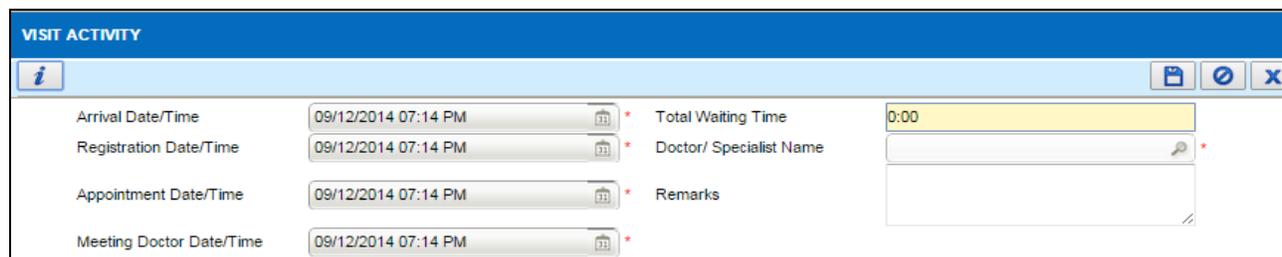
Select **Department** and **Location** from drop down menu

STEP 5

Click on the save  button to save record

STEP 6

Click on the  button to save the visit



The screenshot shows a window titled "VISIT ACTIVITY" with a blue header. Below the header is a toolbar with an information icon, a save icon, a refresh icon, and a close icon. The main area contains several input fields:

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 3.3.1-3 Visit Activity

Note

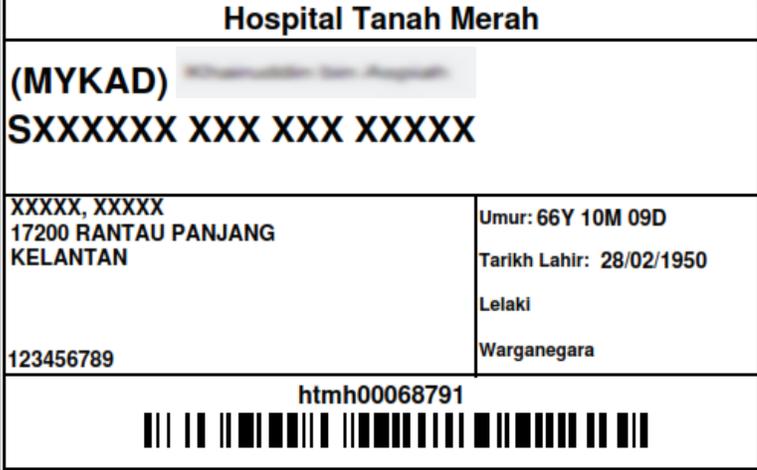
- **Date/Time** will be defaulted to system date.
- **Encounter No** will be auto generated by system.
- **Room No** and **Bed No** will be entered manually if applicable.
- Other fields such as **Specialist**, **Referred By**, and **Attending Doctor** is optional.
- User still can edit patient's data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

VISIT/ADMISSION					
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 3.3.1-4 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 3.3.1-1.
- After double click on selected patient, hyperlink for 'Renew Visit' will be appeared as Figure 3.3.1-4.
- Upon click on the hyperlink 'Renew Visit', system will be default to 'Admission/Visit' window.
- For inpatient, user allow to create multiple visit as a referred visit.
- Outpatient visit will be active until 12am, except for day care and inpatient. For emergency visit, it will be active for 24hours from the date and time emergency visit is created.
- Upon click on the save  button Patient Label, Visit Label and Sample Label button will be enabled to allow printing from this screen.

a. Patient Label	Label details
 <p style="text-align: center;">Figure 3.3.1-5 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

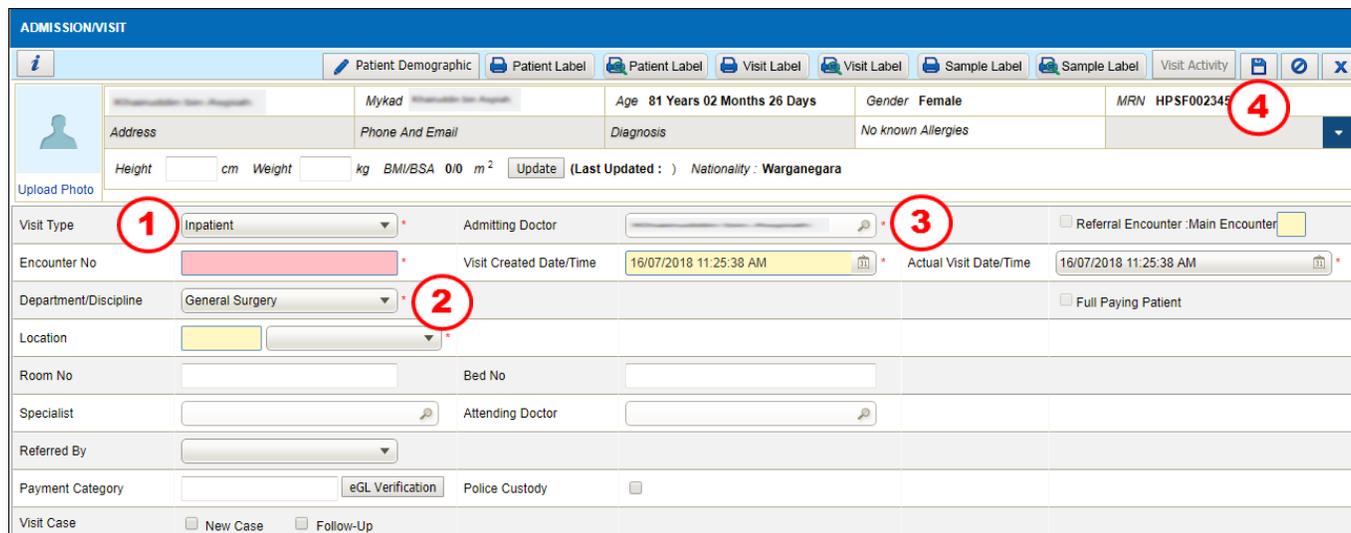
b. Sample Label	Label details
 <p style="text-align: center;">Figure 3.3.1-6 Sample Label</p>	<ul style="list-style-type: none"> - MRN - Date - Patient ID - Patient Name - Location

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

Table 3.3.1-2

3.3.2 Create New Visit for Inpatient

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



ADMISSION/VISIT					
Patient Demographic		Patient Label		Visit Label	
Patient Label		Sample Label		Sample Label	
Visit Activity		Save		Close	
	Mykad: <input type="text"/>	Age: 81 Years 02 Months 26 Days	Gender: Female	MRN: HPSF002345 4	
Address: <input type="text"/>		Phone And Email: <input type="text"/>	Diagnosis: <input type="text"/>	No known Allergies	
Height: <input type="text"/> cm Weight: <input type="text"/> kg BMI/BSA: 0/0 m ²		Update (Last Updated :) Nationality: Warganegara			
Upload Photo					
Visit Type 1	Inpatient	Admitting Doctor	<input type="text"/> 3	<input type="checkbox"/> Referral Encounter : Main Encounter	
Encounter No	<input type="text"/>	Visit Created Date/Time	16/07/2018 11:25:38 AM	Actual Visit Date/Time	16/07/2018 11:25:38 AM
Department/Discipline	General Surgery 2			<input type="checkbox"/> Full Paying Patient	
Location	<input type="text"/>				
Room No	<input type="text"/>	Bed No	<input type="text"/>		
Specialist	<input type="text"/>	Attending Doctor	<input type="text"/>		
Referred By	<input type="text"/>				
Payment Category	<input type="text"/>	eGL Verification	<input type="checkbox"/>	Police Custody	<input type="checkbox"/>
Visit Case	<input type="checkbox"/> New Case <input type="checkbox"/> Follow-Up				

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

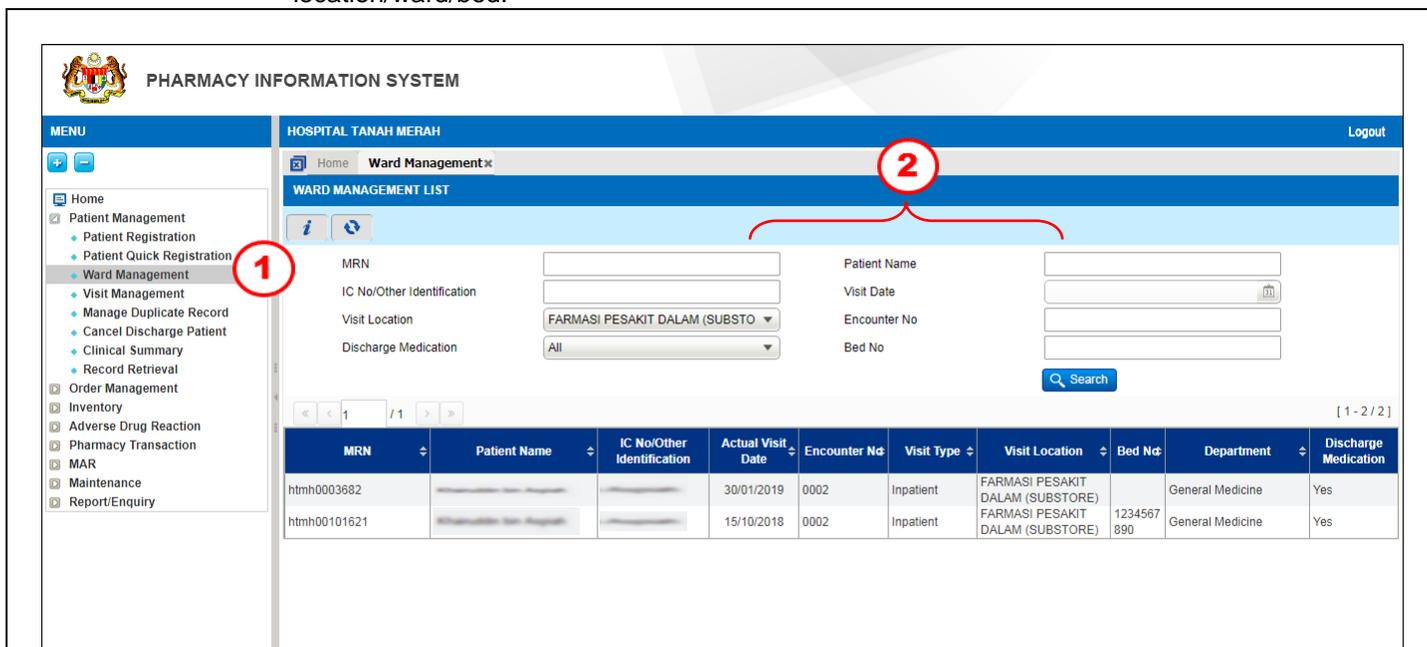
Click on the save  button to save record

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.



The screenshot shows the 'WARD MANAGEMENT LIST' interface. On the left is a 'MENU' with 'Ward Management' highlighted (marked with a red circle '1'). The main area contains search fields for MRN, Patient Name, IC No/Other Identification, Visit Date, Visit Location, Encounter No, and Bed No. A red circle '2' and a bracket highlight the search form. Below the search form is a table with the following data:

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

Figure 3.3.3-1 Ward Management

STEP 1

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

STEP 2

Search patient record based on :

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



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

Table 3.3.3-1

PHARMACY INFORMATION SYSTEM

HOSPITAL TANAH MERAH Logout

Home Ward Management x

WARD MANAGEMENT LIST

MRN: Patient Name:

IC No/Other Identification: Visit Date:

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

Discharge Medication: All Bed No:

[1 - 2 / 2]

MRN	Patient Name	IC No/Other Identification	Actual Visit Date	Encounter No	Visit Type	Visit Location	Bed No	Department	Discharge Medication
htmh0003682	[Red Circle 3]		30/01/2019	0002	Inpatient	FARMASI PESAKIT DALAM (SUBSTORE)		General Medicine	Yes
htmh00101621			15/10/2018	0002	Inpatient	FARMASI PESAKIT DALAM (SUBSTORE)	1234567890	General Medicine	Yes

Figure 3.3.3-2 Ward Management Listing Page

STEP 3

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

WARD MANAGEMENT

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

Mykad: Age: 20 Years 10 Months 09 Days Gender: Female MRN: htmh0003682 [Red Circle 4]

Address: Phone And Email: Diagnosis: No known Allergies

Height: 169 cm Weight: 69 kg BMI/BSA: 24.2 / 1.8 m² (Last Updated: 19/02/2019) Nationality: Warganegara

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

Encounter No: 0002 Visit Created Date/Time: 30/01/2019 10:46:26 AM Actual Visit Date/Time: 30/01/2019 10:43:48 AM

Department/Discipline: General Medicine Full Paying Patient

Location: FPD FARMASI PESAKIT DALAM

Room No: Bed No: Facility RN Number:

Specialist: Attending Doctor:

Referred By:

Payment Category: eGL Verification Police Custody

Visit Case: New Case Follow-Up

Figure 3.3.3-3 Transfer Details List Screen

STEP 4

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

button

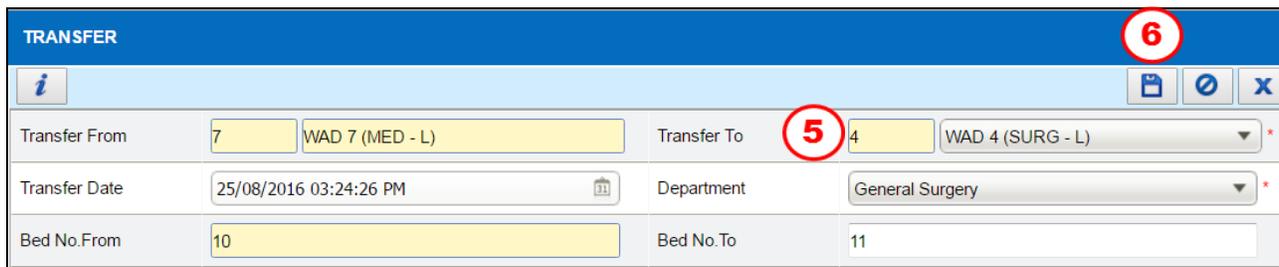


Figure 3.3.3-4 Transfer Details Screen

STEP 5

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

Note

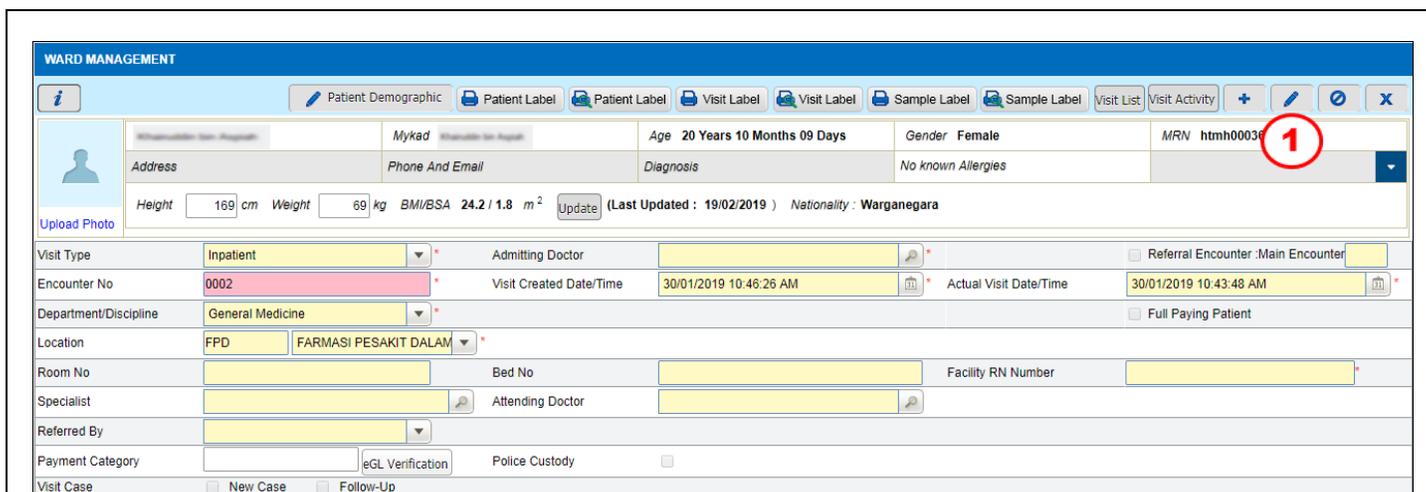
- When transfer the patient, system will check if there are existing referral visit exist. If exist, then alert the user to close the referral visit first before proceed to transfer.
- Transfer date will be defaulted to current date and time.

STEP 6

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

3.3.4 Discharge Patient

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



WARD MANAGEMENT

Mykad: Age: 20 Years 10 Months 09 Days Gender: Female MRN:

Address: Phone And Email: Diagnosis: No known Allergies

Height: cm Weight: kg BMI/BSA: 24.2 / 1.8 m² Update (Last Updated : 19/02/2019) Nationality: Warganegara

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

Encounter No: Visit Created Date/Time: 30/01/2019 10:46:26 AM Actual Visit Date/Time: 30/01/2019 10:43:48 AM

Department/Discipline: Full Paying Patient:

Location: FARMASI PESAKIT DALAM

Room No: Bed No: Facility RN Number:

Specialist: Attending Doctor:

Referred By:

Payment Category: eGL Verification: Police Custody:

Visit Case: New Case Follow-Up

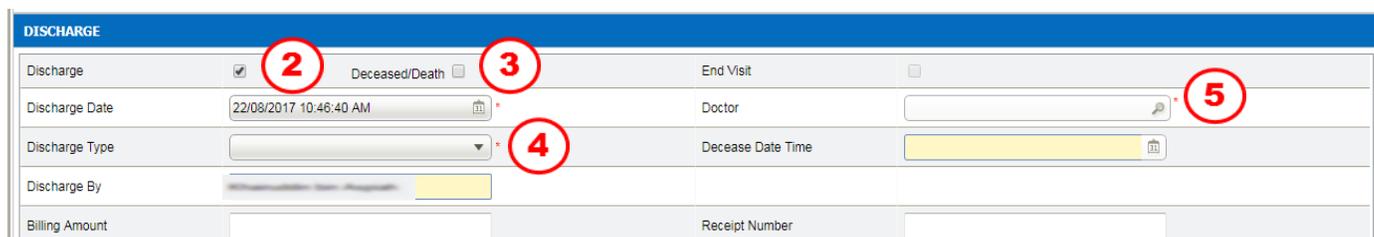
Figure 3.3.4-1 Discharge Patient Screen

Note

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

STEP 1

Click on the  button and scroll down for Discharge section



DISCHARGE

Discharge: **2** Deceased/Death: **3** End Visit:

Discharge Date: * Doctor: * **5**

Discharge Type: * **4** Decease Date Time:

Discharge By:

Billing Amount: Receipt Number:

Figure 3.3.4-2 Discharge Screen

STEP 2

Select the **Discharge** check box

STEP 3

Select the **Deceased/Death** check box

Note

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

STEP 4

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

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

STEP 5

Select **Doctor** from drop down menu

Note

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

3.4 Manage Duplicate Record

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

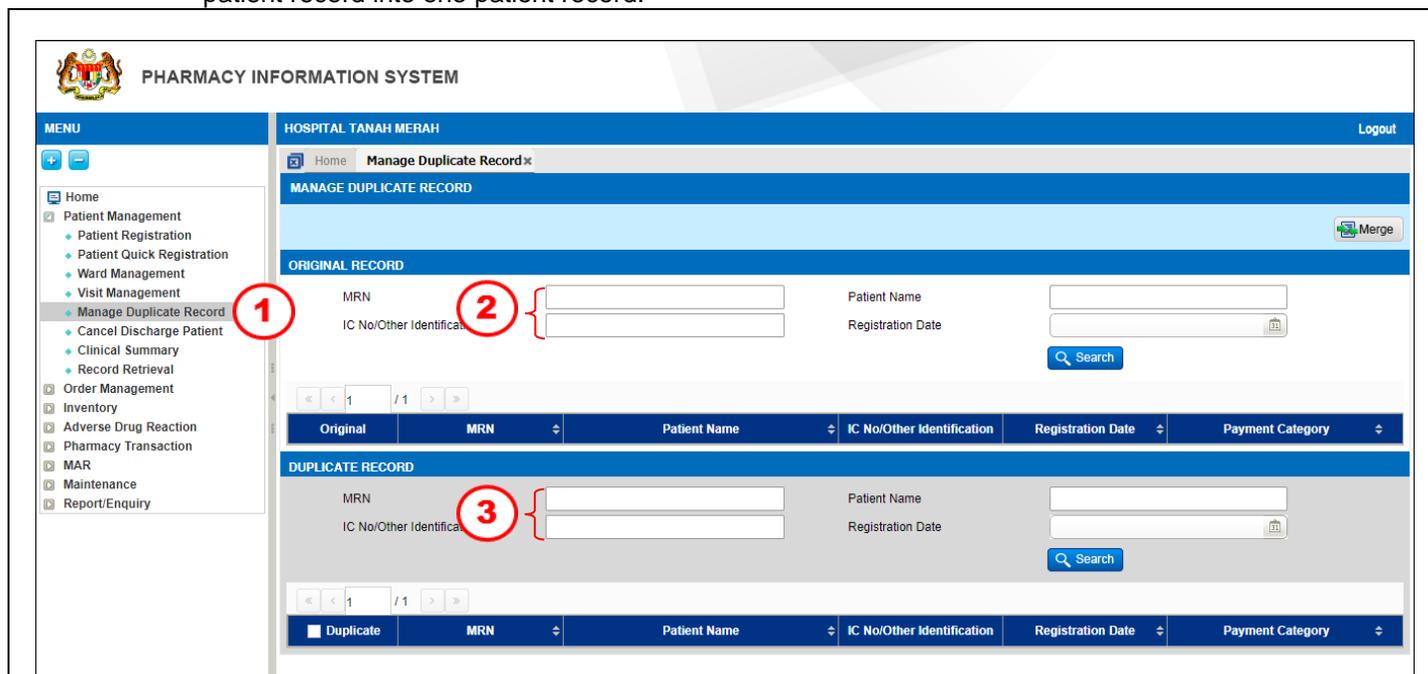


Figure 3.4-1 Merging Record Screen

STEP 1

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

STEP 2

Search on Original patient section

Note

Various search criteria for existing Patient is provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: <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

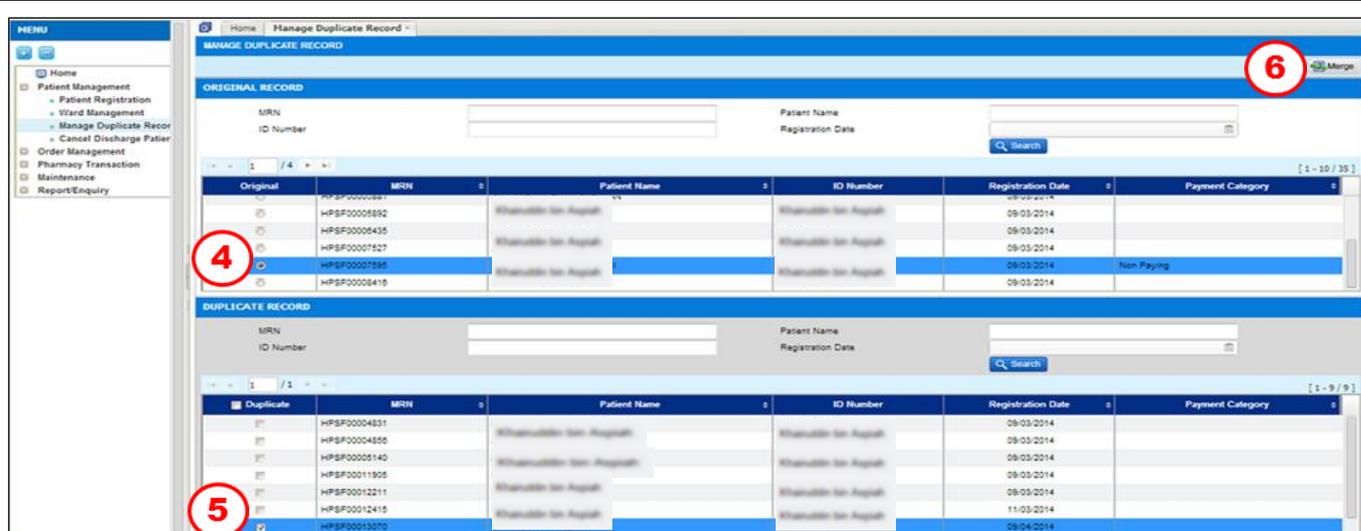
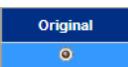
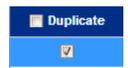


Figure 3.4-2 Merging Record screen

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 3.4-3

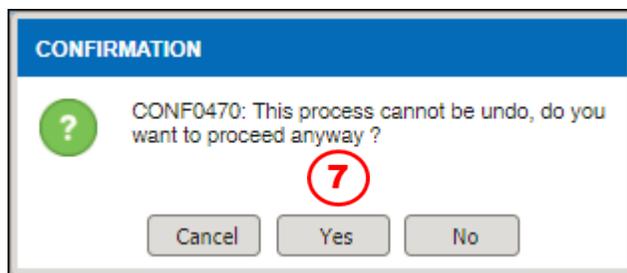
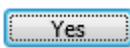


Figure 3.4-3 Merging Record Alert Message

STEP 7

Click on the  button to confirm the merging

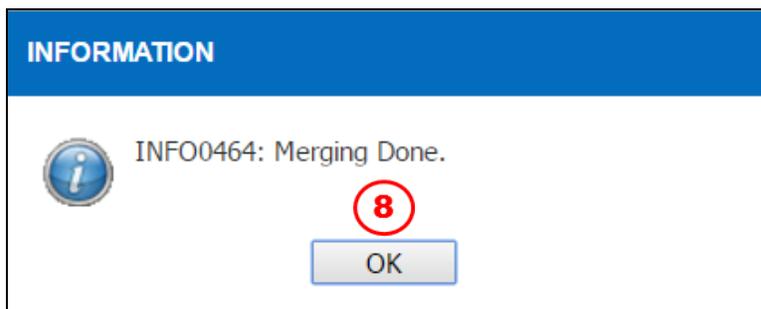
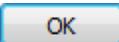
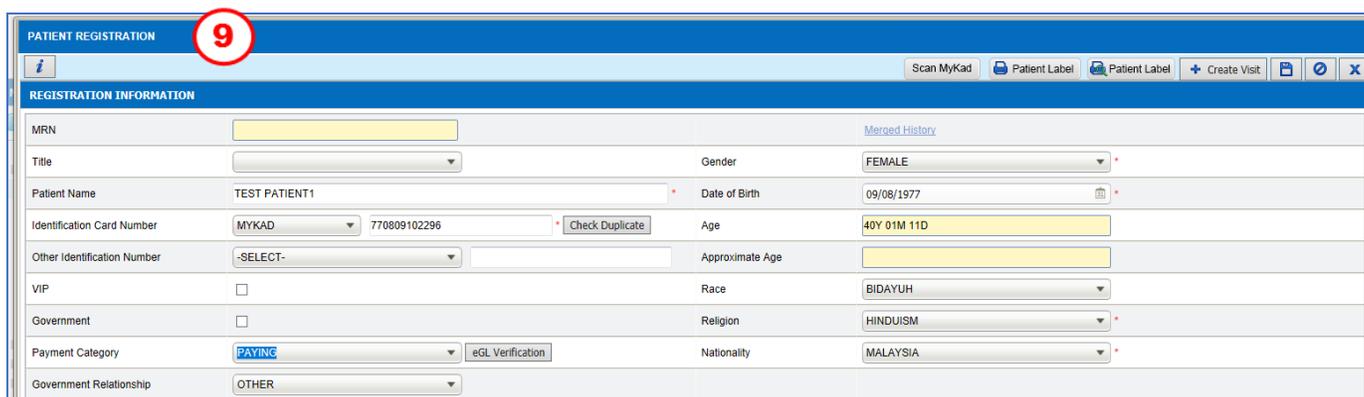


Figure 3.4-4 Merging Record Alert Message

STEP 8

Click on the  button to complete the merging



The form is titled "PATIENT REGISTRATION" and has a blue header with a red circle containing the number "9" next to an information icon. Below the header, there is a toolbar with buttons for "Scan MyKad", "Patient Label", "Patient Label", "Create Visit", and "X". The main area is titled "REGISTRATION INFORMATION" and contains a table of fields:

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

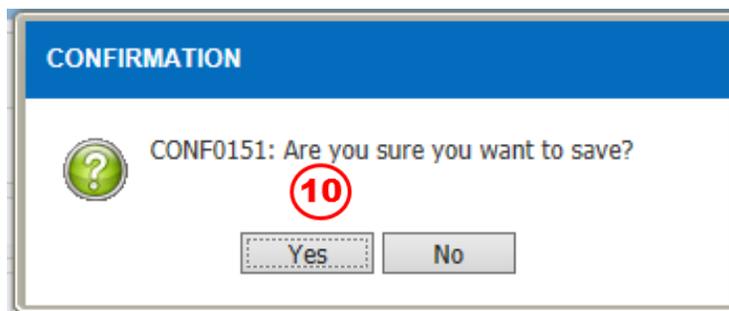
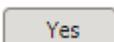


Figure 3.4-6 Confirmation Alert Message

STEP 10

Click on  button to confirm the transaction

PATIENT REGISTRATION			
MRN		HPSF00192573	Merged History
Title		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	
VIP	<input type="checkbox"/>	Race	BIDAYUH
Government	<input type="checkbox"/>	Religion	HINDUISM
Payment Category	PAYING	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

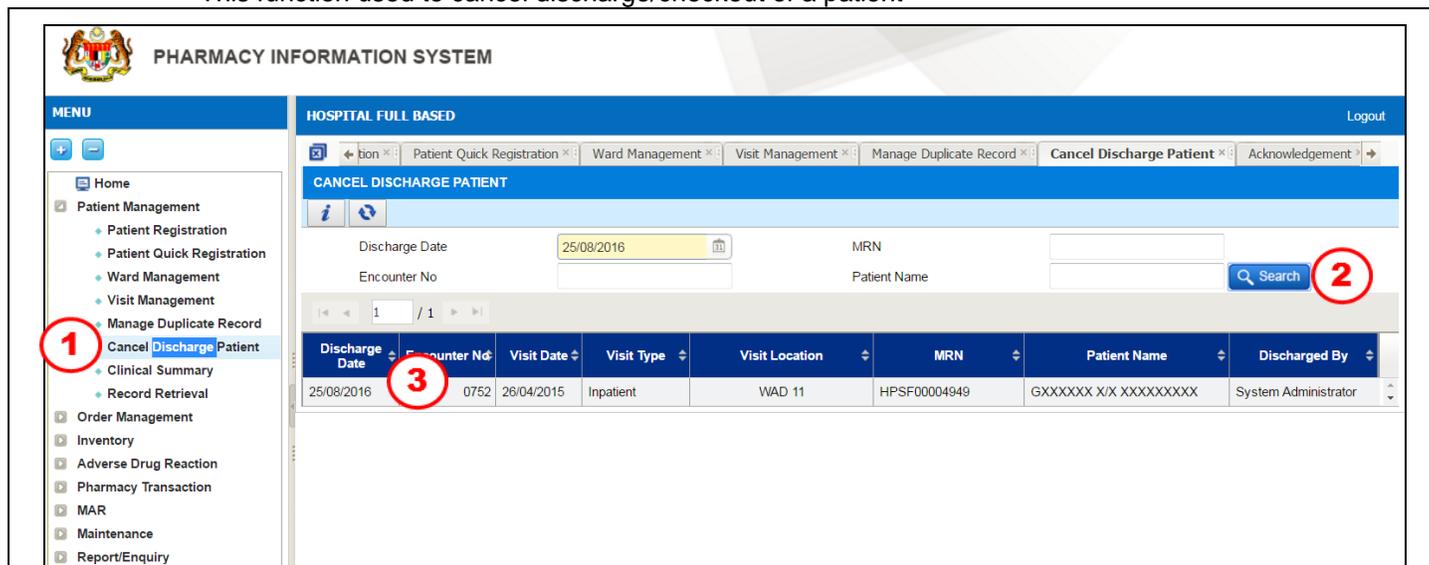


Figure 3.5-1 Cancel/Discharge-out Patient Record Screen

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

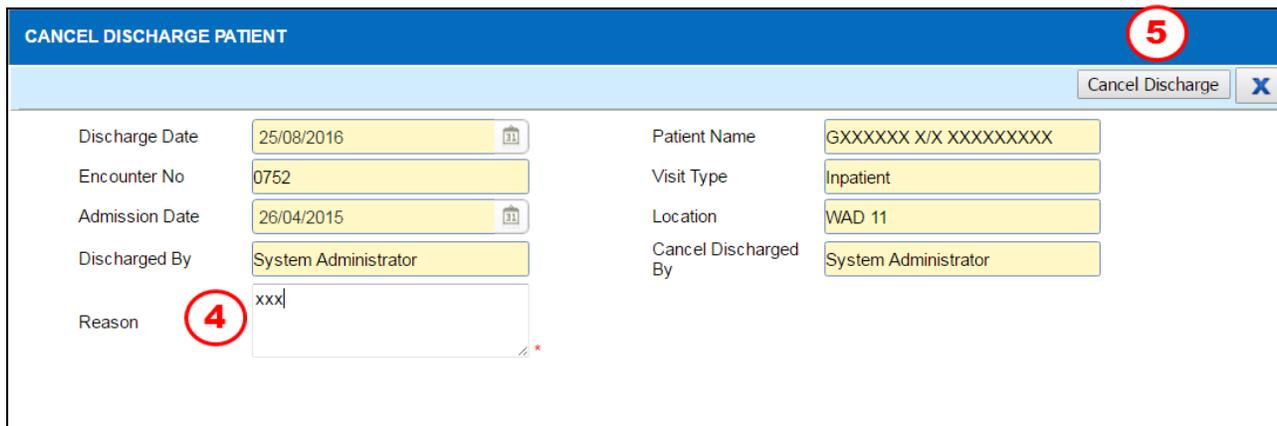


Figure 3.5-2 Cancel/Discharge-out Patient Record Screen

STEP 4

Enter reason for cancel discharge patient

STEP 5

Click on  button to cancel discharge

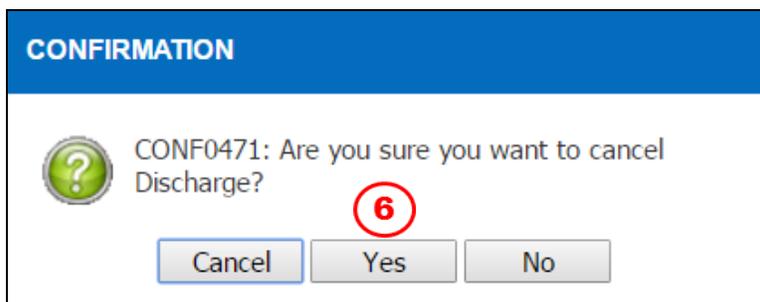


Figure 3.5-3 Cancel Discharge Alert Message

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.

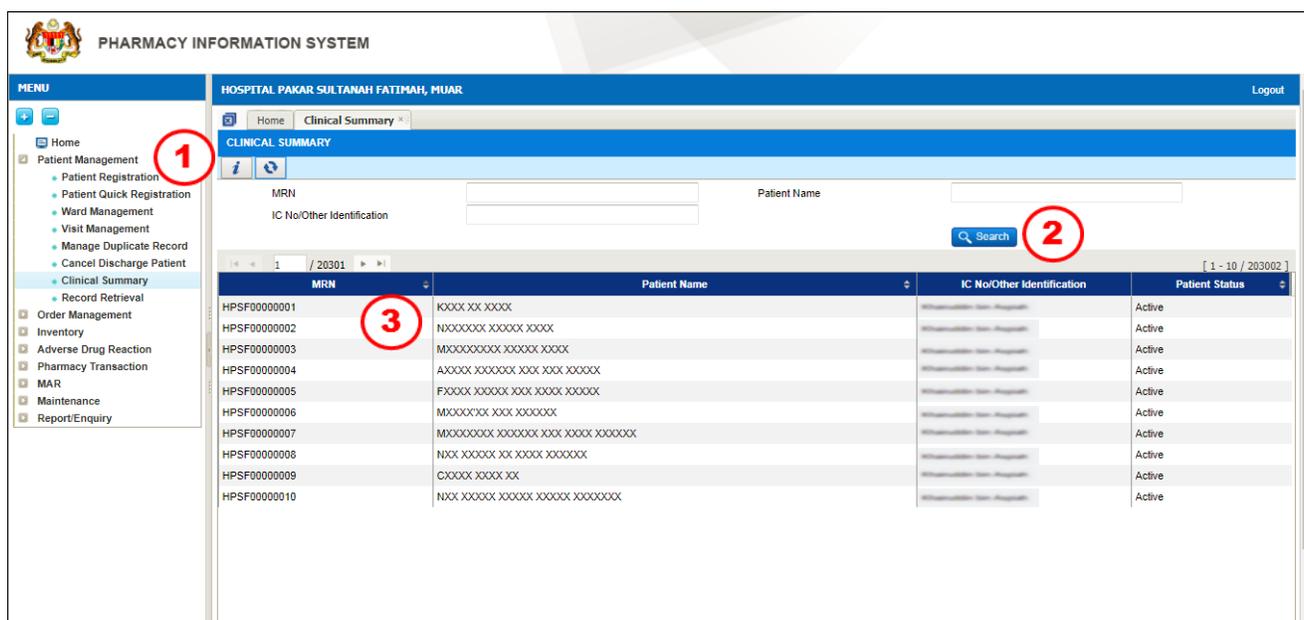


Figure 3.6-1 Clinical Summary Listing Page

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: <input type="text"/>	Age: 45 Years 09 Months 28 Days	Gender: Female	MRN: HKLM0006882						
Address: <input type="text"/>		Phone And Email: <input type="text"/>	Diagnosis: <input type="text"/>		No known Allergies						
Height: <input type="text"/> cm		Weight: <input type="text"/> kg		BMI/BSA: 0/0 m ² (Last Updated:)		Nationality: Warganegara					
Upload Photo											
MEDICATION PROFILE											
All Medication											<input type="button" value="All Medication"/>
< < 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** user able to view MAR link from Visit button- this MAR link will enable user to print the MAR chart and review back the View MAR for patient that has been discharged.
- 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.

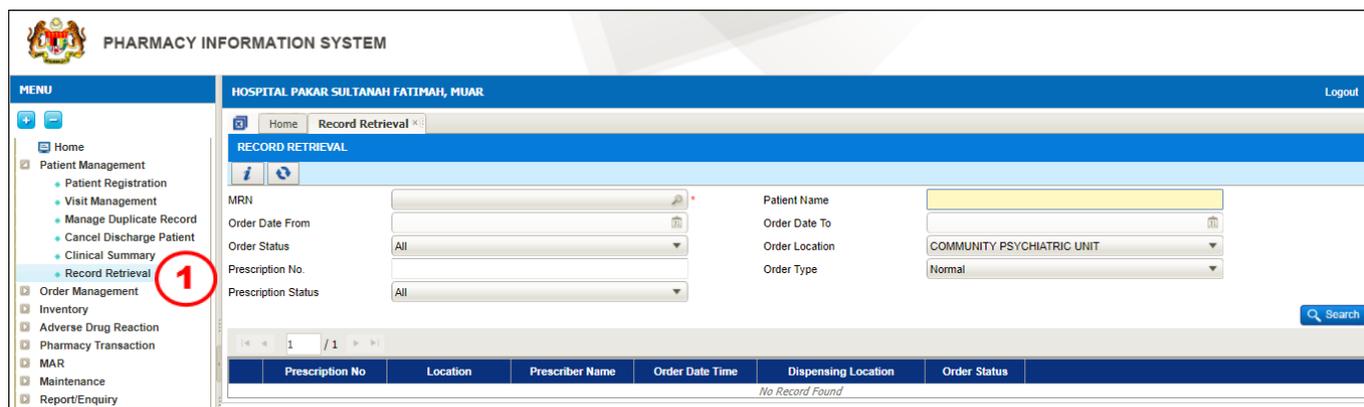


Figure 3.7-1 Record Retrieval

STEP 1

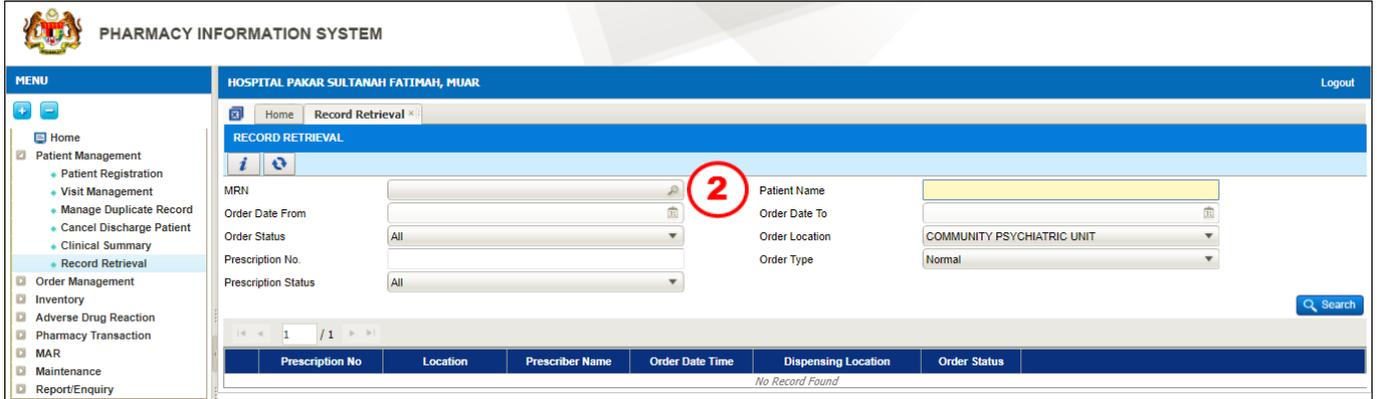
Click on 'Patient Management' menu and followed by 'Record Retrieval' sub-menu

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



The screenshot shows the 'PHARMACY INFORMATION SYSTEM' interface for 'HOSPITAL PAKAR SULTANAH FATIMAH, MUAR'. The 'RECORD RETRIEVAL' section contains several input fields: MRN (highlighted with a red circle and the number 2), Order Date From, Order Status (set to 'All'), Prescription No., Prescription Status (set to 'All'), Patient Name, Order Date To, Order Location (set to 'COMMUNITY PSYCHIATRIC UNIT'), and Order Type (set to 'Normal'). A 'Search' button is located at the bottom right. Below the search area is a table header with columns: Prescription No, Location, Prescriber Name, Order Date Time, Dispensing Location, and Order Status. The table currently displays 'No Record Found'.

Figure 3.7-2 Record Retrieval – MRN

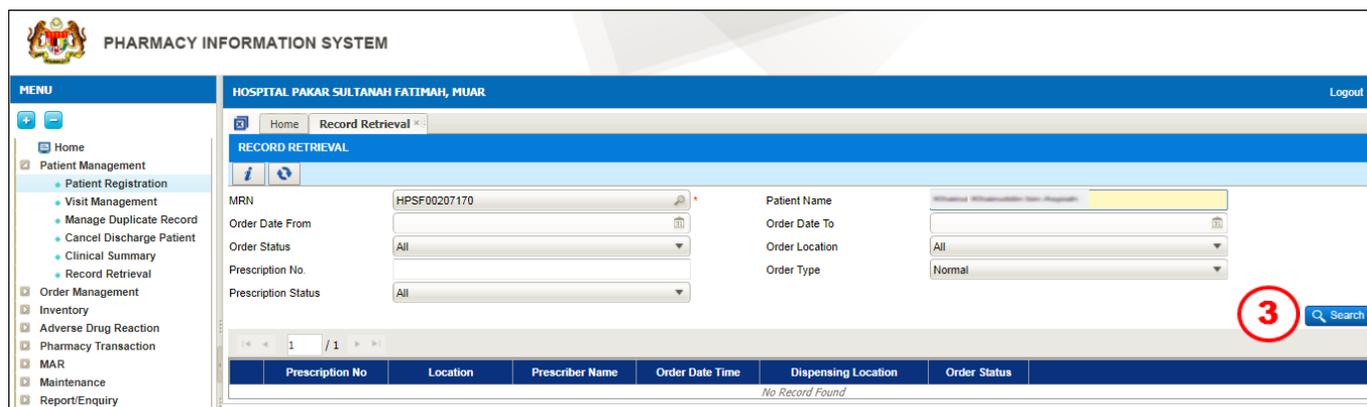
STEP 2

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



The 'Patient Search' dialog box features three input fields: 'Patient MRN', 'Patient Name', and 'IC No/Other Identification'. To the right of the 'IC No/Other Identification' field are a 'Search' button and a refresh button. Below the input fields is a pagination control showing '1 / 1'. At the bottom, there is a table header with columns: Patient MRN, Patient Name, and IC No/Other Identification. The table currently displays '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: [Empty] Order Date To: [Empty]

Order Status: All Order Location: All

Prescription No.: [Empty] Order Type: Normal

Prescription Status: All

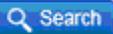
1 / 1

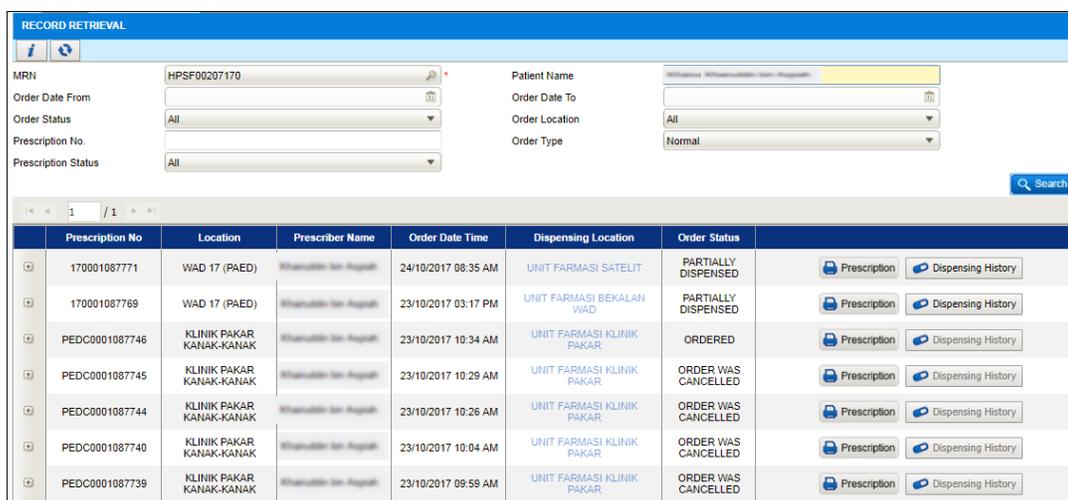
Search

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

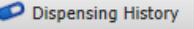
Click on  button to search the Prescription No based on patient name/MRN and list showed as below:



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

BXXXXXXXXX @ 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 <input type="text"/> cm Weight <input type="text"/> kg BMI/BSA 0/0 m² <input type="button" value="Update"/> (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	<i>Inpatient</i>	Click Here	12	<i>CDR Dispensing</i>	Click Here
2	<i>CDR Order</i>	Click Here	13	<i>Methadone Dispensing</i>	Click Here
3	<i>TDM Order</i>	Click Here	14	<i>PN Dispensing</i>	Click Here
4	<i>PN Order</i>	Click Here	15	<i>Order Management</i>	Click Here
5	<i>IV Order</i>	Click Here	16	<i>Patient Management</i>	Click Here
6	<i>Prepacking</i>	Click Here	17	<i>Radiopharmaceuticals</i>	Click Here
7	<i>Galenical</i>	Click Here	18	<i>Outpatient</i>	Click Here
8	<i>MTAC</i>	Click Here	19	<i>Special Drug Request</i>	Click Here
9	<i>ADR & DAC</i>	Click Here	20	<i>MAR</i>	Click Here
10	<i>Medication Counselling</i>	Click Here	21	<i>DICE</i>	Click Here
11	<i>Ward Pharmacy</i>	Click Here	22		