



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

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## **Full Based User Manual Patient Management**

<b>Version</b>	<b>: 11<sup>th</sup> Edition</b>
<b>Document ID</b>	<b>: U. MANUAL_PATIENT MANAGEMENT</b>



PhIS & CPS Project  
User Manual – Patient Management



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Reference ID : U.MANUAL\_ PATIENT MANAGEMENT-11<sup>th</sup> E

Application reference: PhIS & CPS v2.3.1



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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

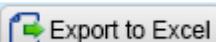
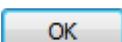
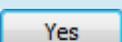
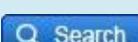
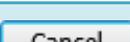
### 1.3 Organised Sections

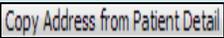
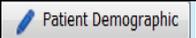
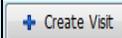
These are the sections within this document:

- 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	<input type="checkbox"/>	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

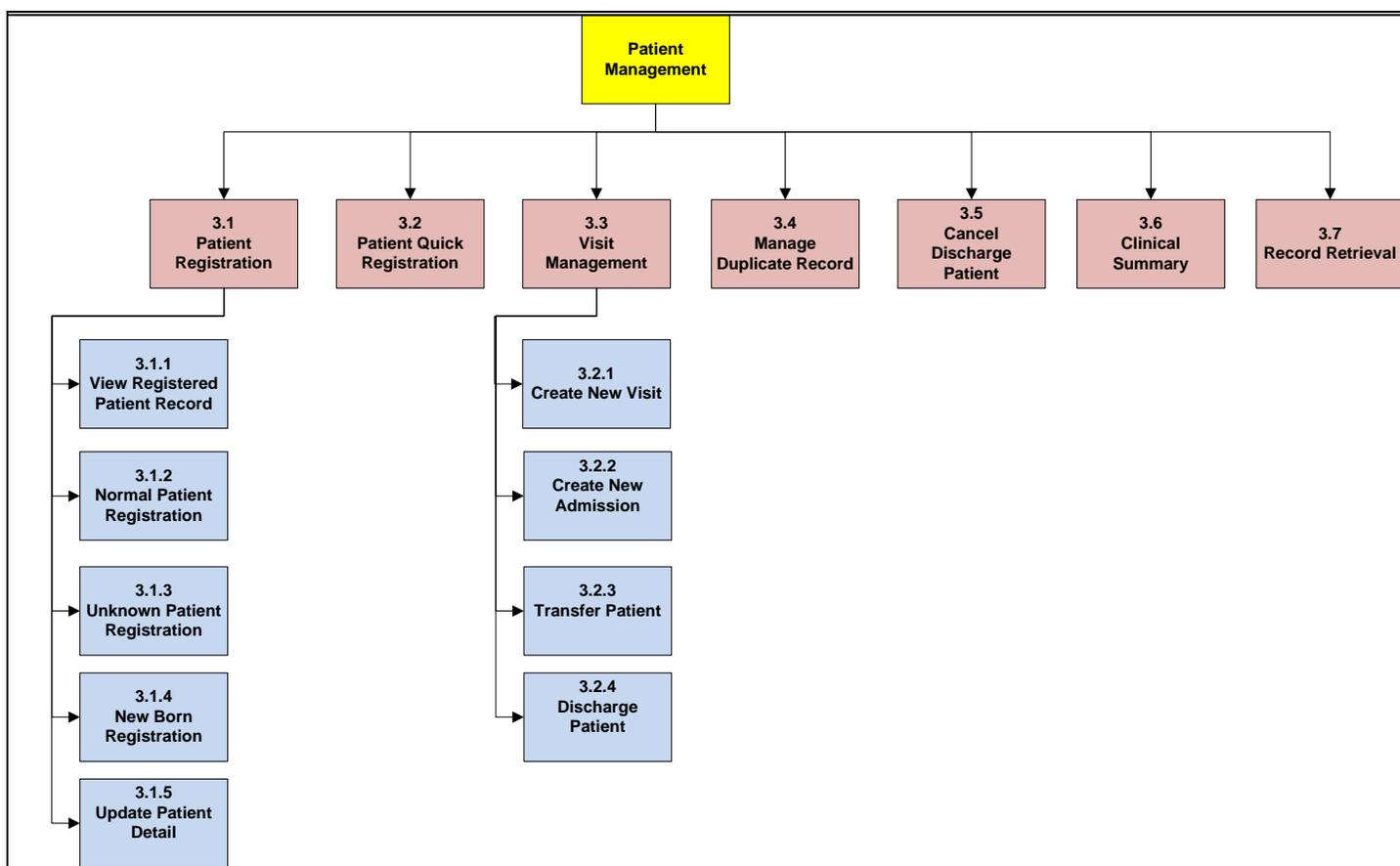


Table 3.0-1

## 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

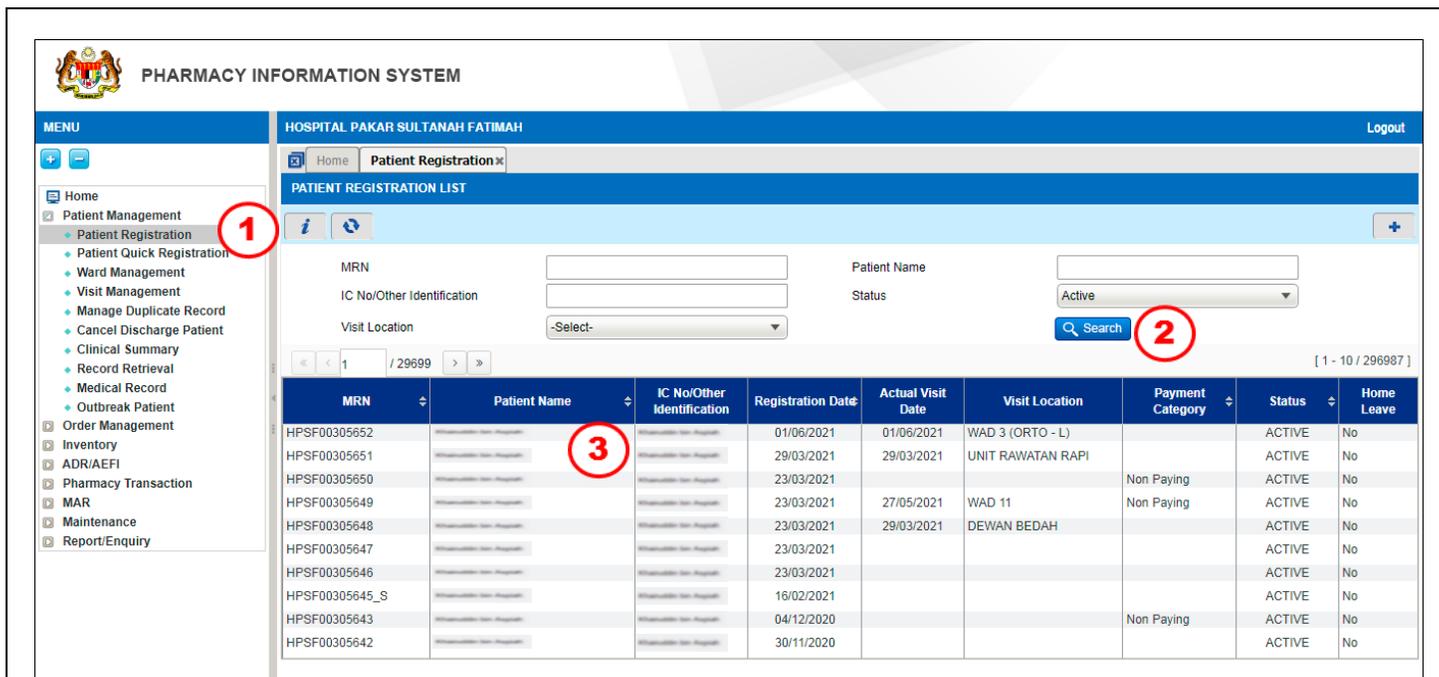


Figure 3.1.1-1 Patient Registration Listing Page

#### 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"> <li>Type the MRN either full or partial: <i>Example : HPSF00001234 or "1234"</i></li> </ul>
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"> <li>• Community Psychiatric Unit</li> <li>• Daycare Wad 5,7,8,9,10,11,15</li> <li>• Dewan Bedah/Dewan Bedah Harian</li> <li>• Dewan Bersalin/Dewan Bersalin HD</li> <li>• Jabatan Bedah Mulut</li> <li>• Jabatan Kecemasan &amp; Trauma</li> <li>• Klinik : <ul style="list-style-type: none"> <li>- Berhenti Merokok</li> <li>- Dada</li> <li>- Nefrologi</li> <li>- Pakar ENT</li> <li>- Pakar Kanak-kanak]</li> <li>- Pakar Kulit</li> <li>- Pakar O&amp;G</li> <li>- Pakar Ortopedik</li> <li>- Pakar Pembedahan</li> <li>- Pakar Perubatan</li> </ul> </li> <li>• MTAC Clinic</li> <li>• Wad-wad 1-18</li> <li>• Wad ISO</li> </ul>
d	Patient Name	Patient Name	Allow to search by patient full name or partial
e	Status	Status of patient at the hospital	Allow to search by status either Active or Inactive

**Table 3.1.1-1**

**STEP 2**

Click on  button to search the patient

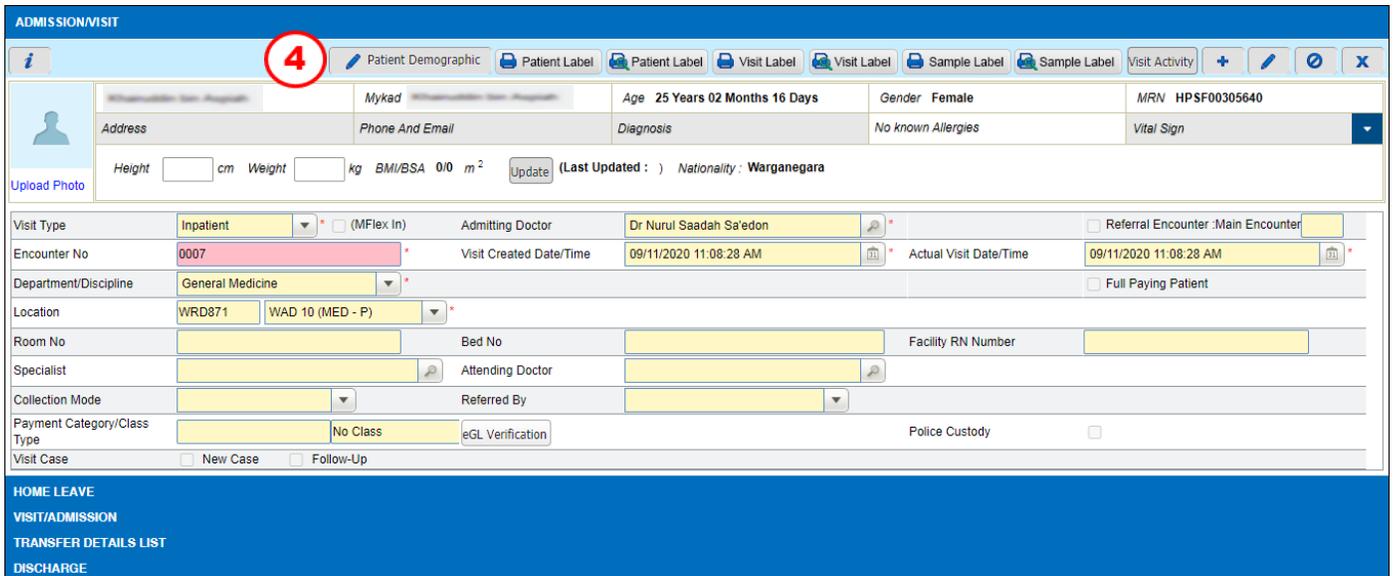
**Note**

Search result of current registered patient list will be displayed:

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

**STEP 3**

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



**ADMISSION/VISIT**

4 Patient Demographic Patient Label Patient Label Visit Label Visit Label Sample Label Sample Label Visit Activity + [Edit] [Refresh] [Close]

Mykad: [Field] Age: 25 Years 02 Months 16 Days Gender: Female MRN: HPSF00305640

Address: [Field] Phone And Email: [Field] Diagnosis: [Field] No known Allergies Vital Sign: [Dropdown]

Height: [Field] cm Weight: [Field] kg BMI/BSA: 0/0 m<sup>2</sup> Update (Last Updated: ) Nationality: Warganegara

Visit Type: Inpatient (MFlex In) Admitting Doctor: Dr Nurul Saadah Sa'edon Referral Encounter: Main Encounter

Encounter No: 0007 Visit Created Date/Time: 09/11/2020 11:08:28 AM Actual Visit Date/Time: 09/11/2020 11:08:28 AM

Department/Discipline: General Medicine Full Paying Patient

Location: WRD871 WAD 10 (MED - P)

Room No: [Field] Bed No: [Field] Facility RN Number: [Field]

Specialist: [Field] Attending Doctor: [Field]

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

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

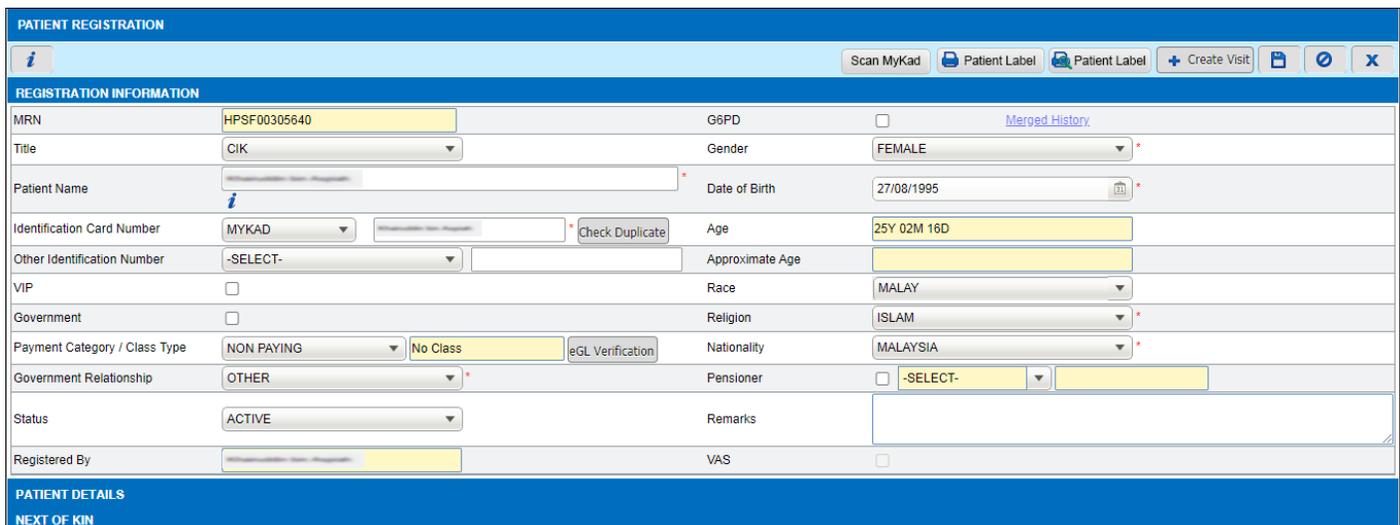
Visit Case:  New Case  Follow-Up

HOME LEAVE  
VISIT/ADMISSION  
TRANSFER DETAILS LIST  
DISCHARGE

**Figure 3.1.1-2 Admission/Visit**

**STEP 4**

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



**PATIENT REGISTRATION**

Scan MyKad Patient Label Patient Label Create Visit [Edit] [Refresh] [Close]

**REGISTRATION INFORMATION**

MRN: HPSF00305640 G6PD:  Merged History

Title: CIK Gender: FEMALE

Patient Name: [Field] Date of Birth: 27/08/1995

Identification Card Number: MYKAD [Field] Check Duplicate Age: 25Y 02M 16D

Other Identification Number: -SELECT- Approximate Age: [Field]

VIP:  Race: MALAY

Government:  Religion: ISLAM

Payment Category / Class Type: NON PAYING No Class eGL Verification Nationality: MALAYSIA

Government Relationship: OTHER Pensioner:  -SELECT- [Field]

Status: ACTIVE Remarks: [Field]

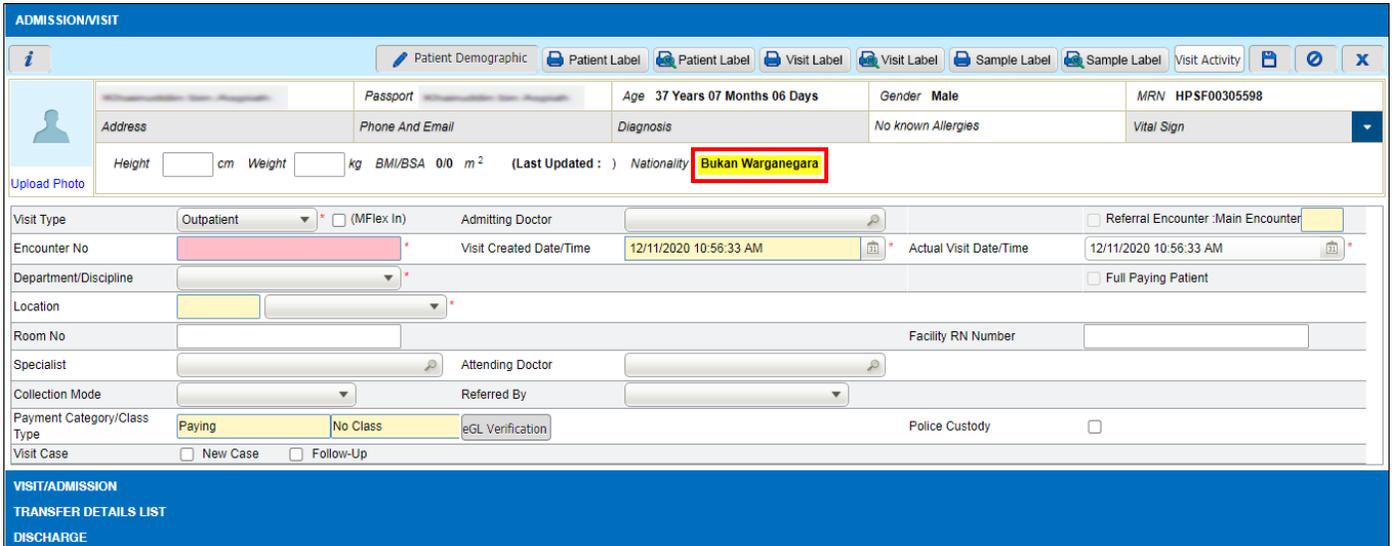
Registered By: [Field] VAS:

PATIENT DETAILS  
NEXT OF KIN

**Figure 3.1.1-3 Patient Registration**

**Note**

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



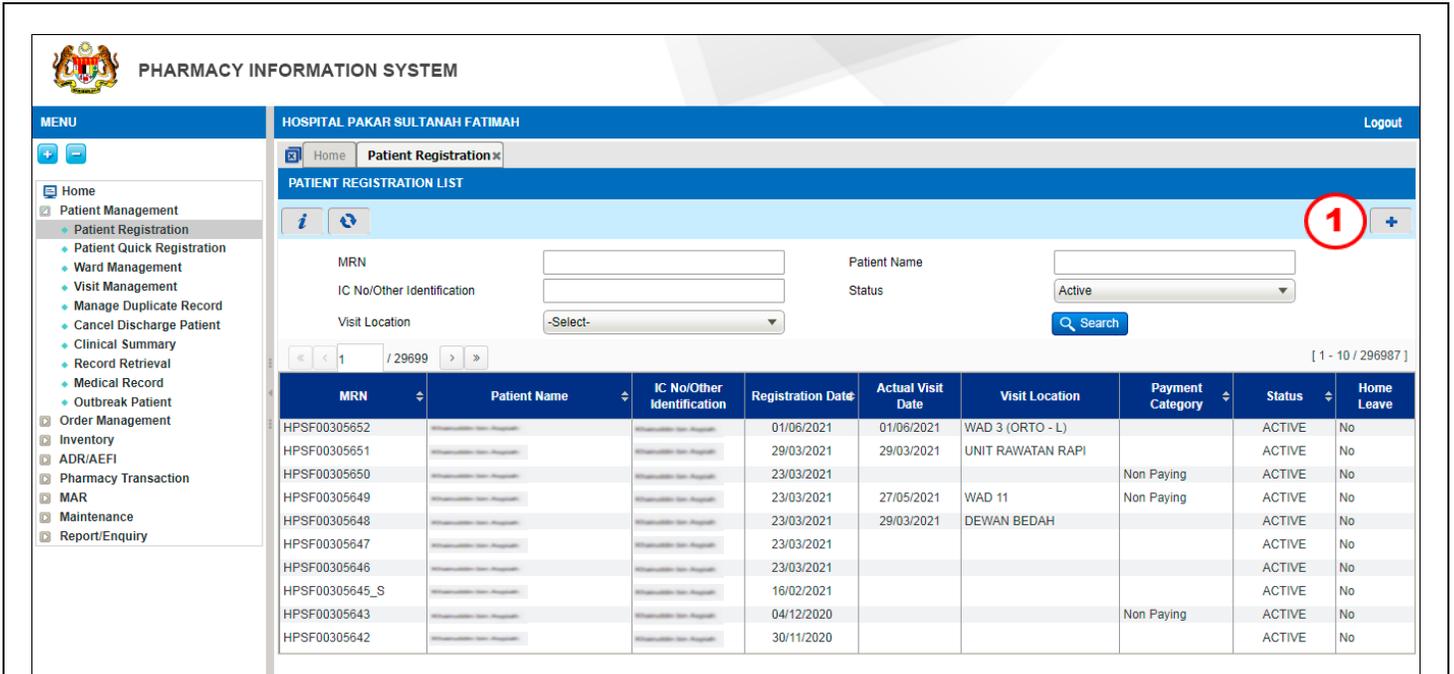
The screenshot displays the 'ADMISSION/VISIT' form in the PhIS system. The patient's nationality, 'Bukan Warganegara', is highlighted in a yellow box. The form includes fields for patient demographics, passport information, age, gender, MRN, address, phone and email, diagnosis, allergies, vital signs, height, weight, BMI/BSA, and visit details such as visit type, encounter number, dates, and location. The 'Bukan Warganegara' field is highlighted in yellow.

ADMISSION/VISIT					
	 Patient Demographic	 Patient Label	 Patient Label	 Visit Label	 Visit Label
 Sample Label	 Sample Label	 Visit Activity			
	Passport	Age 37 Years 07 Months 06 Days	Gender Male	MRN HPSF00305598	
Address	Phone And Email	Diagnosis	No known Allergies		
Height <input type="text"/> cm	Weight <input type="text"/> kg	BMI/BSA 0/0 m <sup>2</sup> (Last Updated : )	Nationality <b>Bukan Warganegara</b>		
Visit Type <input type="text"/> Outpatient * <input type="checkbox"/> (MFlex In) Admitting Doctor <input type="text"/>					
Encounter No <input type="text"/> * Visit Created Date/Time 12/11/2020 10:56:33 AM * Actual Visit Date/Time 12/11/2020 10:56:33 AM *					
Department/Discipline <input type="text"/> * <input type="checkbox"/> Full Paying Patient					
Location <input type="text"/> * <input type="checkbox"/> Referral Encounter :Main Encounter <input type="checkbox"/>					
Room No <input type="text"/> Facility RN Number <input type="text"/>					
Specialist <input type="text"/> Attending Doctor <input type="text"/>					
Collection Mode <input type="text"/> Referred By <input type="text"/>					
Payment Category/Class Type <input type="text"/> Paying <input type="checkbox"/> No Class <input type="checkbox"/> eGL Verification <input type="checkbox"/> 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

Home Patient Registration

PATIENT REGISTRATION LIST

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

[ 1 - 10 / 296987 ]

MRN	Patient Name	IC No/Other Identification	Registration Date	Actual Visit Date	Visit Location	Payment Category	Status	Home Leave
HPSF00305652			01/06/2021	01/06/2021	WAD 3 (ORTO - L)		ACTIVE	No
HPSF00305651			29/03/2021	29/03/2021	UNIT RAWATAN RAPI		ACTIVE	No
HPSF00305650			23/03/2021			Non Paying	ACTIVE	No
HPSF00305649			23/03/2021	27/05/2021	WAD 11	Non Paying	ACTIVE	No
HPSF00305648			23/03/2021	29/03/2021	DEWAN BEDAH		ACTIVE	No
HPSF00305647			23/03/2021				ACTIVE	No
HPSF00305646			23/03/2021				ACTIVE	No
HPSF00305645_S			16/02/2021				ACTIVE	No
HPSF00305643			04/12/2020			Non Paying	ACTIVE	No
HPSF00305642			30/11/2020				ACTIVE	No

Figure 3.1.2-1 Patient Registration Listing Page

**Note**

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

**STEP 1**

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

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

PATIENT REGISTRATION			
<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="Print"/> <input type="button" value="Close"/>	
REGISTRATION INFORMATION			
MRN	<input type="text"/>	G6PD	<input type="checkbox"/> <a href="#">Merged History</a>
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-"/> <input type="text"/>	Approximate Age	<input type="text"/>
VIP	<input type="checkbox"/>	Race	<input type="text"/>
Government	<input type="checkbox"/>	Religion	<input type="text"/> *
Payment Category / Class Type	<input type="text"/> <input type="text" value="No Class"/> <input type="button" value="eGL Verification"/>	Nationality	<input type="text" value="MALAYSIA"/> *
Government Relationship	<input type="text"/> *	Pensioner	<input type="checkbox"/> <input type="text"/> <input type="text"/>
Registered By	<input type="text"/>	Remarks	<input type="text"/>
		VAS	<input type="checkbox"/>
PATIENT DETAILS			
Address 1	<input type="text"/> *	Email	<input type="text"/>
Address 2	<input type="text"/>	Contact Number(Mobile)	<input type="text"/> * <i>Please enter at least one contact number</i>
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"/>
Address 2	<input type="text"/>	Contact Number(Mobile)	<input type="text"/>
Address 3	<input type="text"/>	Contact Number(House)	<input type="text"/>
Postcode	<input type="text"/>	Contact Number(Office)	<input type="text"/>
State	<input type="text"/>		
City	<input type="text"/>		
Country	<input type="text"/>		

Figure 3.1.2-2 Patient Registration

PATIENT REGISTRATION			
<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="Print"/> <input type="button" value="Close"/>	
REGISTRATION INFORMATION			
MRN	<input type="text"/> <b>2</b>	G6PD	<input type="checkbox"/> <a href="#">Merged History</a>
Title	<input type="text"/>	Gender	<input type="text" value="-SELECT-"/> * <b>6</b>
Patient Name	<input type="text"/>	Date of Birth	<input type="text"/> *
Identification Card Number	<input type="text" value="MYKAD"/> <b>3</b> <input type="text"/> <input type="button" value="Check Duplicate"/>	Age	<input type="text"/>
Other Identification Number	<input type="text" value="-SELECT-"/> <input type="text"/>	Approximate Age	<input type="text"/>
VIP	<input type="checkbox"/>	Race	<input type="text"/>
Government	<input type="checkbox"/>	Religion	<input type="text"/> * <b>7</b>
Payment Category / Class Type	<input type="text"/> <b>4</b> <input type="text" value="No Class"/> <input type="button" value="eGL Verification"/>	Nationality	<input type="text" value="MALAYSIA"/> * <b>5</b>
Government Relationship	<input type="text"/> *	Pensioner	<input type="checkbox"/> <input type="text"/> <input type="text"/>
Registered By	<input type="text"/>	Remarks	<input type="text"/>
		VAS	<input type="checkbox"/>

Figure 3.1.2-3 Patient Registration Information

## STEP 2

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

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

## STEP 3

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

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

### Note

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

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

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

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

## STEP 4

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

- Paying
- Non-paying

## STEP 5

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

- Child
- Father
- Foster Child
- Grandchild
- Handicapped dependent
- Mother
- Natural Child
- Other
- Parent

- Self
- Spouse
- Stepchild

**Note**

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

**STEP 6**

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

- Female
- Male
- Unknown

**STEP 7**

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

- Animism
- Atheist
- Bahaism
- Buddhist
- Christian
- Confucianism
- Taoism
- Undisclosed
- Hinduism
- Islam
- No information
- Others
- Sikhism

**Note**

- The [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.
- Click on [eGL Verification](#) button to allows eGL Verification

**OPTIONAL FIELDS – Registration Information Section**

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

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

- Pesara Polis
- Pesara Kesihatan Persekutuan
- Pesara Kesihatan Tentera
- Pesara Tentera
- **VAS** – VAS checkbox will ticked if patient has been dispensed with VAS (Value Added Service)

**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 <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px; font-weight: bold;">8</span>			
Address 1	<input type="text"/>	*	Email <input type="text"/>
Address 2	<input type="text"/>		Contact Number(Mobile) <input type="text"/> * Please enter at least one contact number
Address 3	<input type="text"/>		Contact Number(House) <input type="text"/>
Postcode	<input type="text"/>		Contact Number(Office) <input type="text"/>
State	<input type="text"/>	*	Marital Status <input type="text"/>
City	<input type="text"/>		Organization Name <input type="text"/>
Country	MALAYSIA	*	Education Level <input type="text"/>
Occupation	<input type="text"/>		

Figure 3.1.2-4 Patient Details

### STEP 8

Enter **Patient Details** section:

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

### Note

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

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

**OPTIONAL FIELDS – Patient Details Section**

Below are the optional fields:

- **Address**
- **Postcode**
- **City**
- **Occupation**
- **Email**
- **Marital Status**
- **Organization Name**
- **Education Level**

NEXT OF KIN <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">9</span>			
Copy Address from Patient Details			
Name	<input type="text"/>	Occupation	<input type="text"/>
ID Number	<input type="text"/>	Organization Name	<input type="text"/>
Relationship	<input type="text"/>	Gender	<input type="text"/>
Date of Birth	<input type="text"/>	Age	<input type="text"/>
Address 1	<input type="text"/>	Email	<input type="text"/>
Address 2	<input type="text"/>	Contact Number(Mobile)	<input type="text"/>
Address 3	<input type="text"/>	Contact Number(House)	<input type="text"/>
Postcode	<input type="text"/>	Contact Number(Office)	<input type="text"/>
State	<input type="text"/>		
City	<input type="text"/>		
Country	<input type="text"/>		

Figure 3.1.2-5 Next Of Kin

## STEP 9

Enter **Next of Kin** details:

Click on the [Copy Address from Patient Details](#) button if Next of Kin uses the same address as patient

Enter the rest of the fields:

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

### Note

Enter Next Of Kin details:

- **Name** – To enter next of kin name
- **ID Number** - Select either one of these ID Number drop down box:
  - Driving License
  - Military Card Number
  - MyKad
  - Old IC
  - Passport
  - Pension Card
  - Police Card Number
  - UNHCR
- **Government Relationship** - Select from the drop down box:
  - Child
  - Extended Family
  - Father
  - Foster Child
  - Friend
  - Grand Parent
  - Guardian
  - Mother
  - Others
  - Patient
  - Sibling
  - Spouse
  - Step Child
  - Unknown
- **Date of Birth** – Will be auto-generated when enters patient ID Number. The user will need to enter Date of Birth value if patient ID is not Mykad or Mykid.
- **City** - To enter City name
- **Country** - Select from drop down box:
  - Malaysia
  - Maldives
  - Mali
  - [Other list]
- **Occupation** - Select from drop down box:
  - Manufacturing
  - Medical and Health
  - Mining
  - [Other list]

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

10

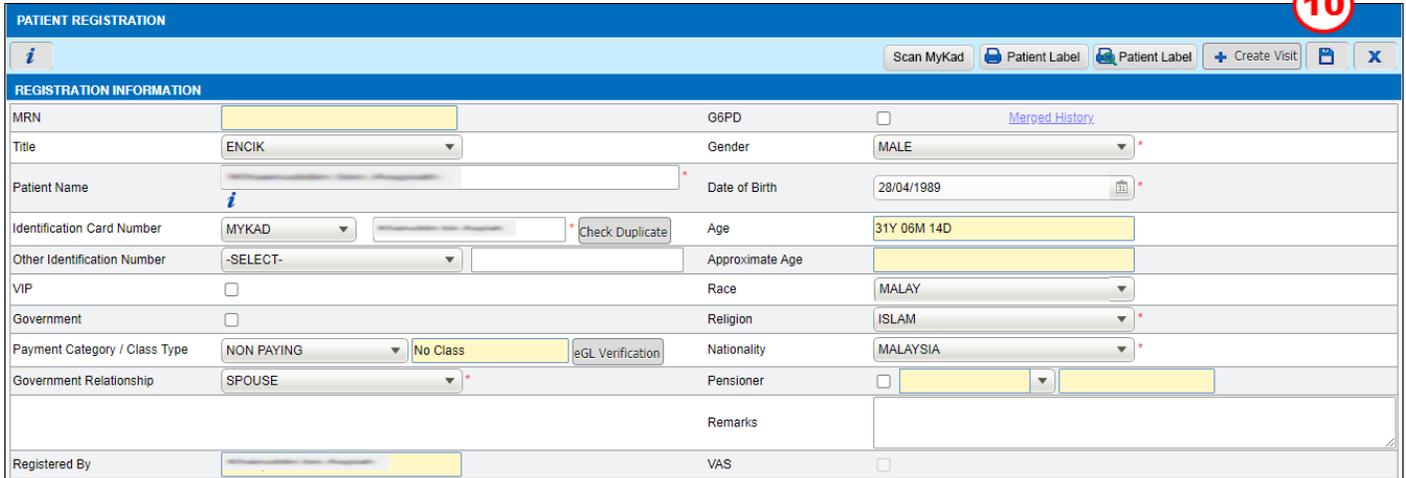


Figure 3.1.2-6 Patient Registration

**STEP 10**

Click on the  button to save record

**Note**

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

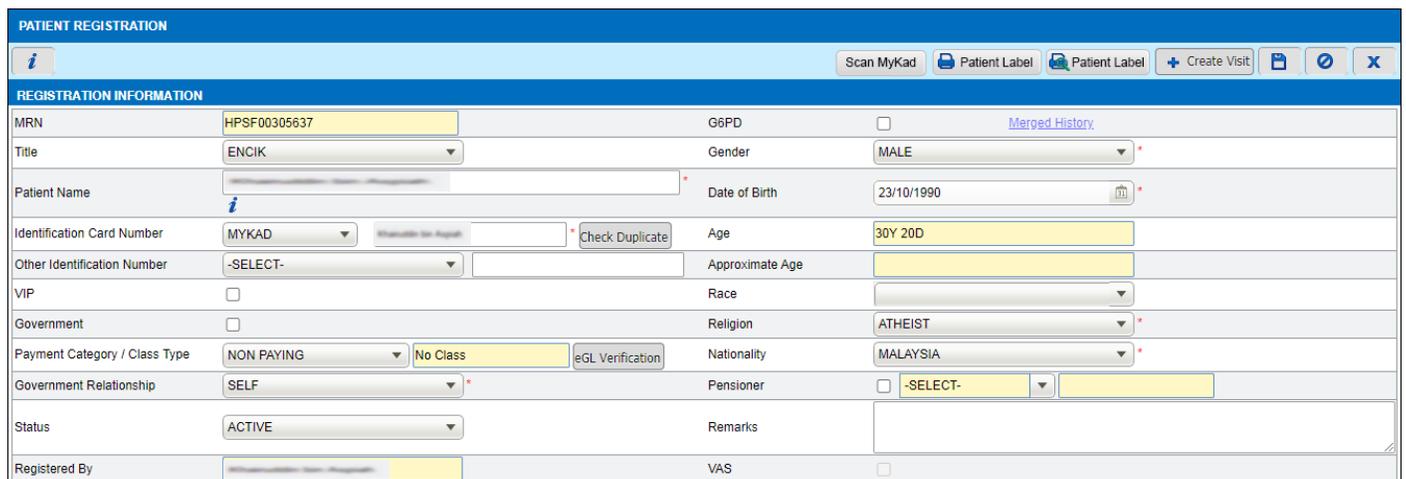
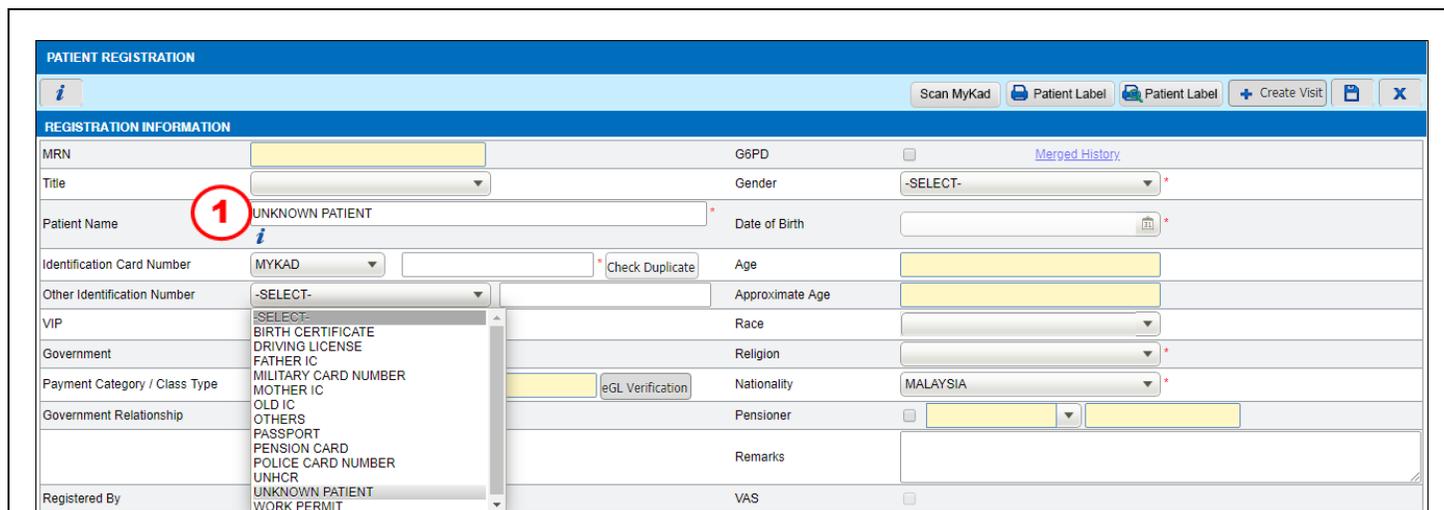


Figure 3.1.2-7 Patient Registration

### 3.1.3 Unknown Patient Registration

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



The screenshot shows the 'PATIENT REGISTRATION' form. The 'Other Identification Number' dropdown menu is open, and 'UNKNOWN PATIENT' is selected. A red circle with the number '1' is placed over this selection. The form includes fields for MRN, Title, Patient Name, Identification Card Number, Other Identification Number, VIP, Government, Payment Category / Class Type, Government Relationship, Registered By, G6PD, Gender, Date of Birth, Age, Approximate Age, Race, Religion, Nationality, Pensioner, Remarks, and VAS. There are also buttons for 'Scan MyKad', 'Patient Label', 'Create Visit', and 'Check Duplicate'.

Figure 3.1.3-1 Patient Registration

#### Note

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

#### STEP 1

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

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

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="Close"/>		4	
REGISTRATION INFORMATION			
MRN	<input type="text"/>	G6PD	<input type="checkbox"/> <a href="#">Merge History</a>
Title	<input type="text"/>	Gender	2 MALE
Patient Name	UNKNOWN PATIENT.MALE.35	Date of Birth	<input type="text"/>
Identification Card Number	-SELECT- <input type="text"/> <input type="button" value="Check Duplicate"/>	Age	<input type="text"/>
Other Identification Number	UNKNOWN PATIENT <input type="text"/>	Approximate Age	3 35
VIP	<input type="checkbox"/>	Race	<input type="text"/>
Government	<input type="checkbox"/>	Religion	<input type="text"/>
Payment Category / Class Type	<input type="text"/> No Class <input type="button" value="eGL Verification"/>	Nationality	MALAYSIA
Government Relationship	<input type="text"/>	Pensioner	<input type="checkbox"/> <input type="text"/>
Registered By		Remarks	
<input type="text"/>		<input type="text"/>	
Registered By		VAS	
<input type="text"/>		<input type="checkbox"/>	

Figure 3.1.3-2 Patient Registration

### STEP 2

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

- Female
- Male
- Unknown

### STEP 3

Enter **Approximate Age**

### STEP 4

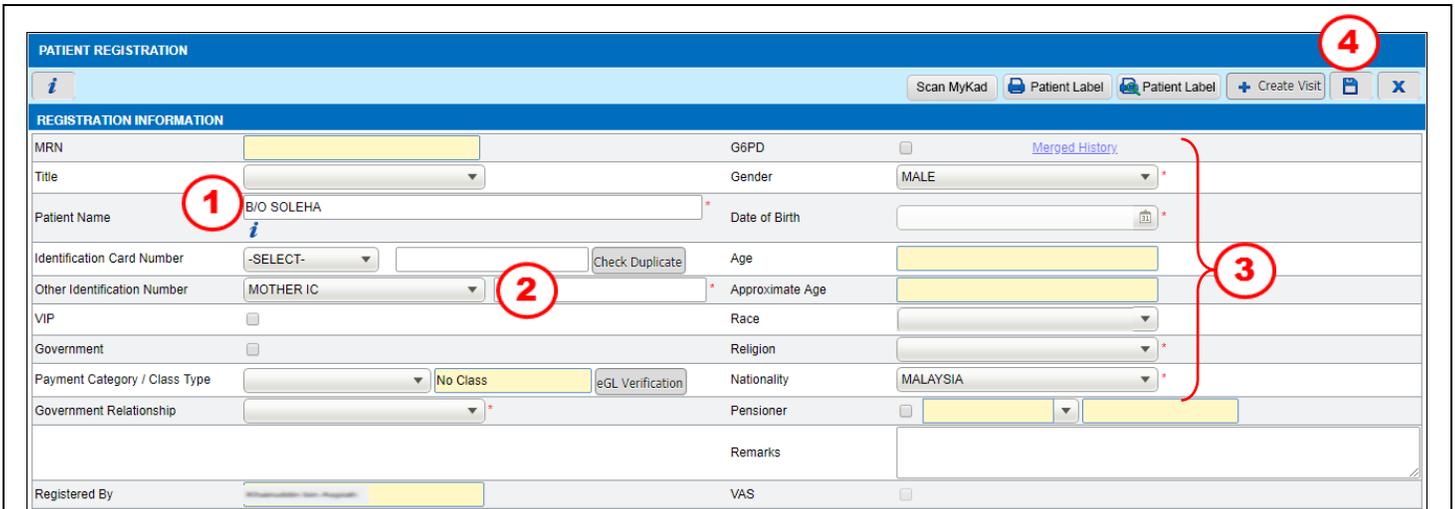
Click on the  button to save record

### Note

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

### 3.1.4 New Born Registration

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



The screenshot shows the 'PATIENT REGISTRATION' form with the following fields and annotations:

- 1**: Patient Name field containing 'B/O SOLEHA'.
- 2**: Other Identification Number dropdown menu set to 'MOTHER IC'.
- 3**: A bracket groups the Age and Approximate Age fields.
- 4**: A red circle in the top right corner of the form header.

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**

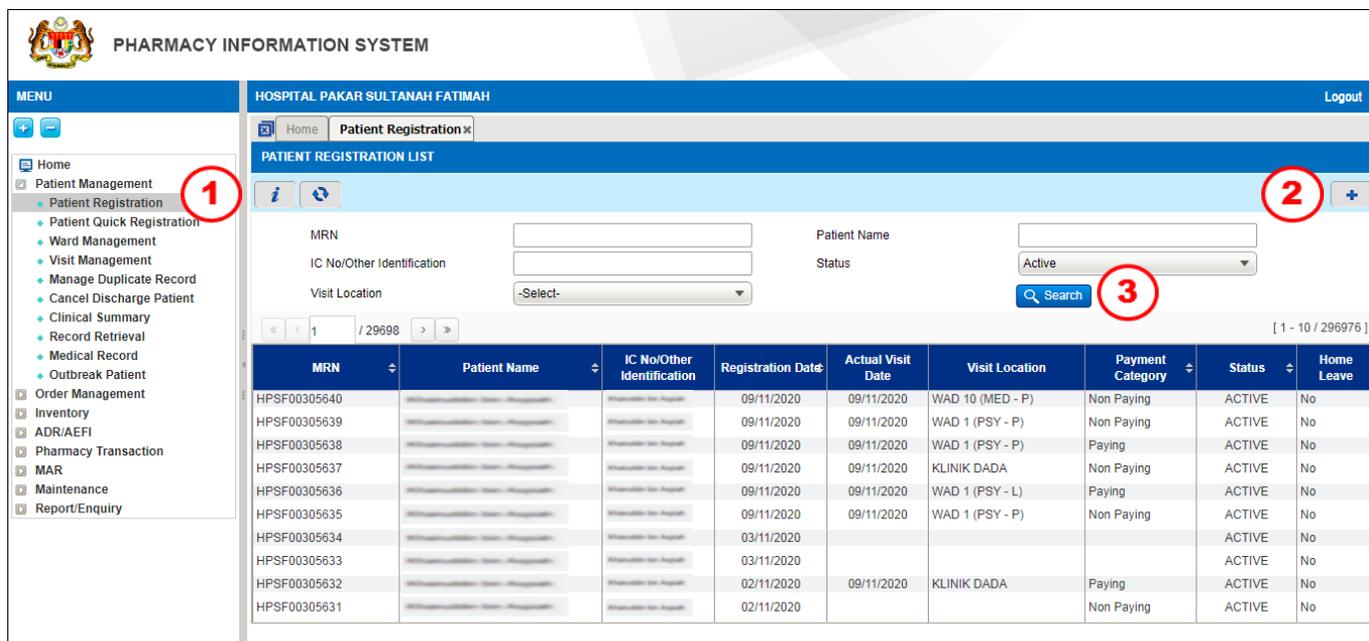
**OPTIONAL FIELDS – Registration Information Section**

*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.



MRN	Patient Name	IC No/Other Identification	Registration Date	Actual Visit Date	Visit Location	Payment Category	Status	Home Leave
HPSF00305640			09/11/2020	09/11/2020	WAD 10 (MED - P)	Non Paying	ACTIVE	No
HPSF00305639			09/11/2020	09/11/2020	WAD 1 (PSY - P)	Non Paying	ACTIVE	No
HPSF00305638			09/11/2020	09/11/2020	WAD 1 (PSY - P)	Paying	ACTIVE	No
HPSF00305637			09/11/2020	09/11/2020	KLINIK DADA	Non Paying	ACTIVE	No
HPSF00305636			09/11/2020	09/11/2020	WAD 1 (PSY - L)	Paying	ACTIVE	No
HPSF00305635			09/11/2020	09/11/2020	WAD 1 (PSY - P)	Non Paying	ACTIVE	No
HPSF00305634			03/11/2020				ACTIVE	No
HPSF00305633			03/11/2020				ACTIVE	No
HPSF00305632			02/11/2020	09/11/2020	KLINIK DADA	Paying	ACTIVE	No
HPSF00305631			02/11/2020			Non Paying	ACTIVE	No

Figure 3.1.5-1 Patient Registration

#### STEP 1

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

#### STEP 2

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

#### STEP 3

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

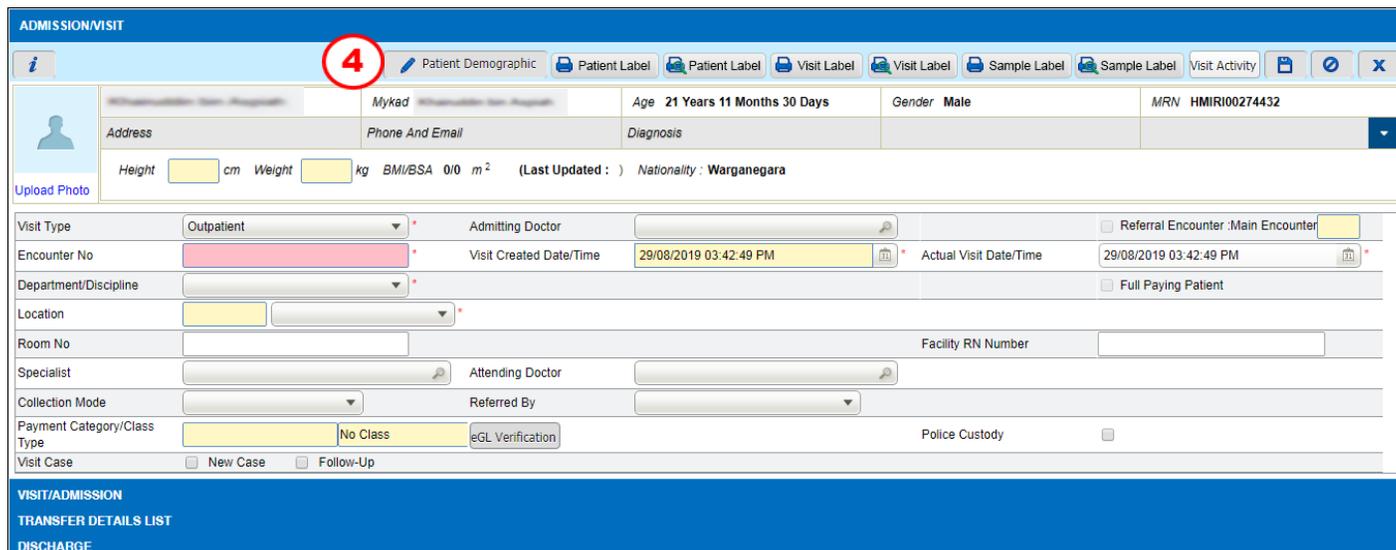


Figure 3.1.5-2 Admission/ Visit

## STEP 4

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

PATIENT REGISTRATION			
		Scan MyKad  Patient Label  Patient Label  Create Visit  	
REGISTRATION INFORMATION			
MRN	HMIRI00274432	G6PD	<input type="checkbox"/> <a href="#">Merged History</a>
Title		Gender	MALE *
Patient Name		Date of Birth	30/08/1997 *
Identification Card Number	MYKAD <input type="text"/> <input type="button" value="Check Duplicate"/>	Age	21Y 11M 30D
Other Identification Number	-SELECT- <input type="text"/>	Approximate Age	21 YEARS
VIP	<input type="checkbox"/>	Race	MALAY
Government	<input type="checkbox"/>	Religion	ISLAM *
Payment Category / Class Type	<input type="text"/> No Class <input type="button" value="eGL Verification"/>	Nationality	MALAYSIA *
Government Relationship	<input type="text"/> *	Pensioner	<input type="checkbox"/> -SELECT- <input type="text"/>
Status	ACTIVE	Remarks	
Registered By	<input type="text"/>	VAS	<input type="checkbox"/>
PATIENT DETAILS			
Address 1	XXXXX *	Email	<input type="text"/>
Address 2	XXXXX	Contact Number(Mobile)	01093432477 * <small>Please enter at least one contact number</small>
Address 3	<input type="text"/>	Contact Number(House)	<input type="text"/>
Postcode	16300	Contact Number(Office)	<input type="text"/>
State	TERENGGANU *	Marital Status	<input type="text"/>
City	<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- <input type="text"/>
Date of Birth	<input type="text"/>	Age	<input type="text"/>
Address 1	<input type="text"/>	Email	<input type="text"/>
Address 2	<input type="text"/>	Contact Number(Mobile)	<input type="text"/>
Address 3	<input type="text"/>	Contact Number(House)	<input type="text"/>
Postcode	<input type="text"/>	Contact Number(Office)	<input type="text"/>
State	-SELECT- <input type="text"/>		
City	<input type="text"/>		
Country	-SELECT- <input type="text"/>		

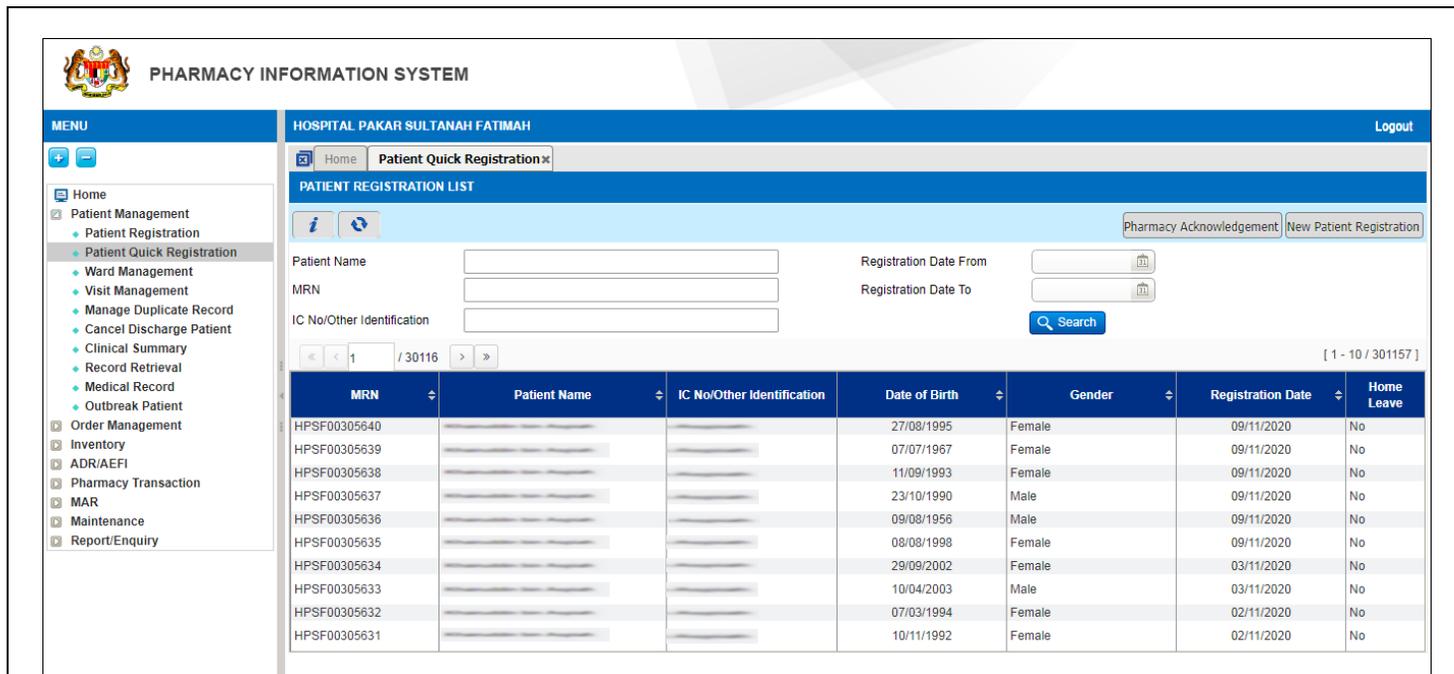
Figure 3.1.5-3 Patient Registration

### Note

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

### 3.2 Patient Quick Registration

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



**PHARMACY INFORMATION SYSTEM**

HOSPITAL PAKAR SULTANAH FATIMAH Logout

Home Patient Quick Registration

**PATIENT REGISTRATION LIST**

Pharmacy Acknowledgement New Patient Registration

Patient Name  Registration Date From

MRN  Registration Date To

IC No/Other Identification

< < 1 / 30116 > > [ 1 - 10 / 301157 ]

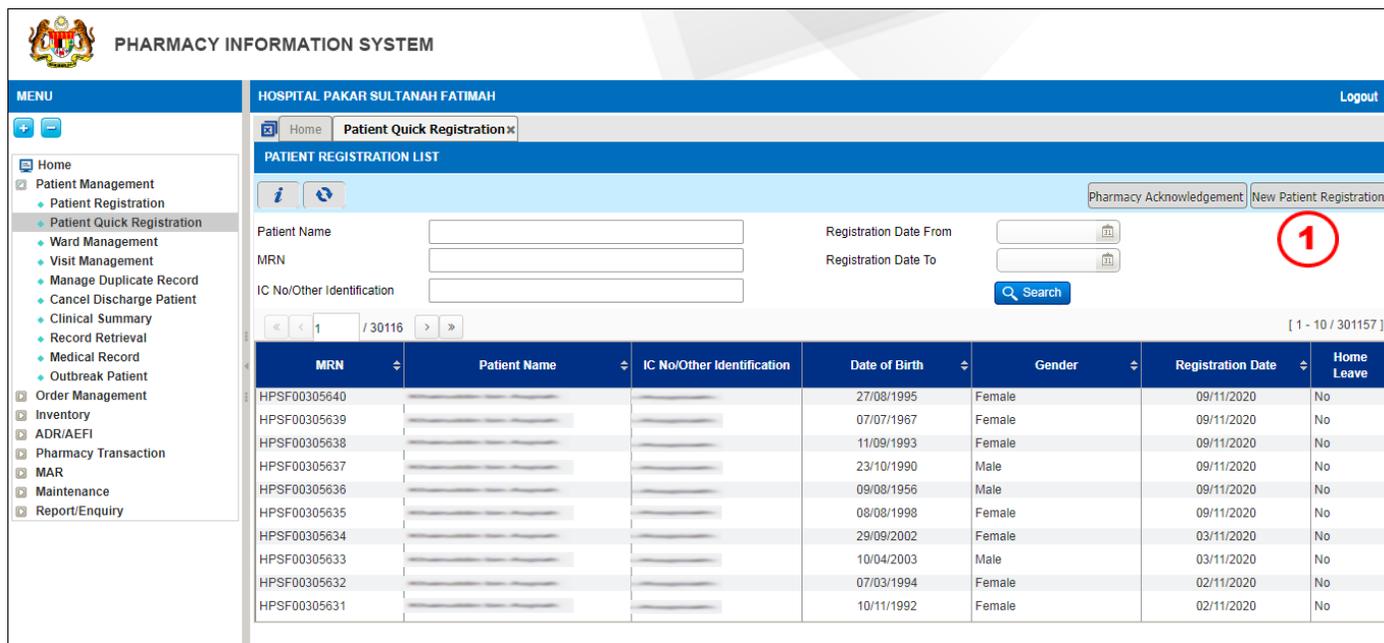
MRN	Patient Name	IC No/Other Identification	Date of Birth	Gender	Registration Date	Home Leave
HPSF00305640			27/08/1995	Female	09/11/2020	No
HPSF00305639			07/07/1967	Female	09/11/2020	No
HPSF00305638			11/09/1993	Female	09/11/2020	No
HPSF00305637			23/10/1990	Male	09/11/2020	No
HPSF00305636			09/08/1956	Male	09/11/2020	No
HPSF00305635			08/08/1998	Female	09/11/2020	No
HPSF00305634			29/09/2002	Female	03/11/2020	No
HPSF00305633			10/04/2003	Male	03/11/2020	No
HPSF00305632			07/03/1994	Female	02/11/2020	No
HPSF00305631			10/11/1992	Female	02/11/2020	No

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 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:

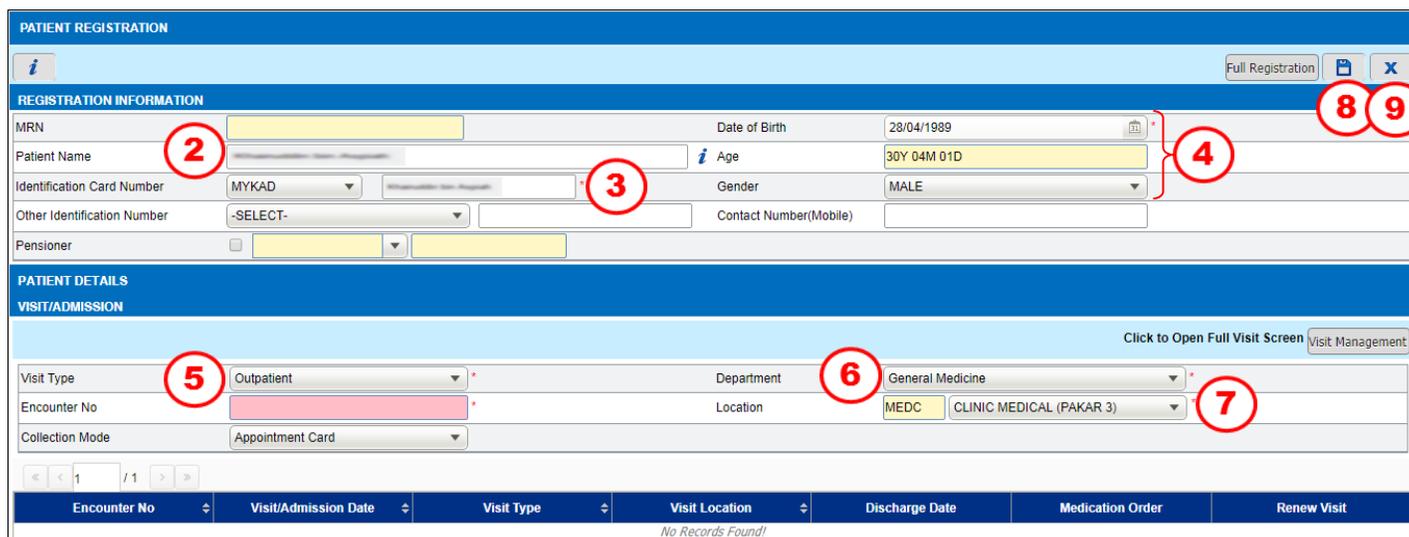
[ 1 - 10 / 301157 ]

MRN	Patient Name	IC No/Other Identification	Date of Birth	Gender	Registration Date	Home Leave
HPSF00305640			27/08/1995	Female	09/11/2020	No
HPSF00305639			07/07/1967	Female	09/11/2020	No
HPSF00305638			11/09/1993	Female	09/11/2020	No
HPSF00305637			23/10/1990	Male	09/11/2020	No
HPSF00305636			09/08/1956	Male	09/11/2020	No
HPSF00305635			08/08/1998	Female	09/11/2020	No
HPSF00305634			29/09/2002	Female	03/11/2020	No
HPSF00305633			10/04/2003	Male	03/11/2020	No
HPSF00305632			07/03/1994	Female	02/11/2020	No
HPSF00305631			10/11/1992	Female	02/11/2020	No

Figure 3.2.1-1 Patient Registration List

#### STEP 1

Click on **New Patient Registration** button.



**PATIENT REGISTRATION**

Full Registration

**REGISTRATION INFORMATION**

MRN:  Date of Birth: 28/04/1989

Patient Name:  Age: 30Y 04M 01D

Identification Card Number: MYKAD  Gender: MALE

Other Identification Number: -SELECT-  Contact Number(Mobile):

Pensioner:

**PATIENT DETAILS**

**VISIT/ADMISSION**

Click to Open Full Visit Screen

Visit Type: Outpatient Department: General Medicine

Encounter No:  Location: MEDC CLINIC MEDICAL (PAKAR 3)

Collection Mode: Appointment Card

[ 1 / 1 ]

Encounter No	Visit/Admission Date	Visit Type	Visit Location	Discharge Date	Medication Order	Renew Visit
No Records Found!						

Figure 3.2.1-2 New Patient Registration

#### STEP 2

Insert the **Patient Name**

#### STEP 3

Insert the MYKAD at field **Identification Card Number**

**STEP 4**

Insert the **Date of Birth**

**Note**

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

**STEP 5**

Select the **Visit Type**

**STEP 6**

Select the **Department**

**STEP 7**

Select the **Location**

**STEP 8**

Click at the button  to save the record

**STEP 9**

Click at the button  to close the existing screen

**Note**

*User able to set collection mode from drop down box:*

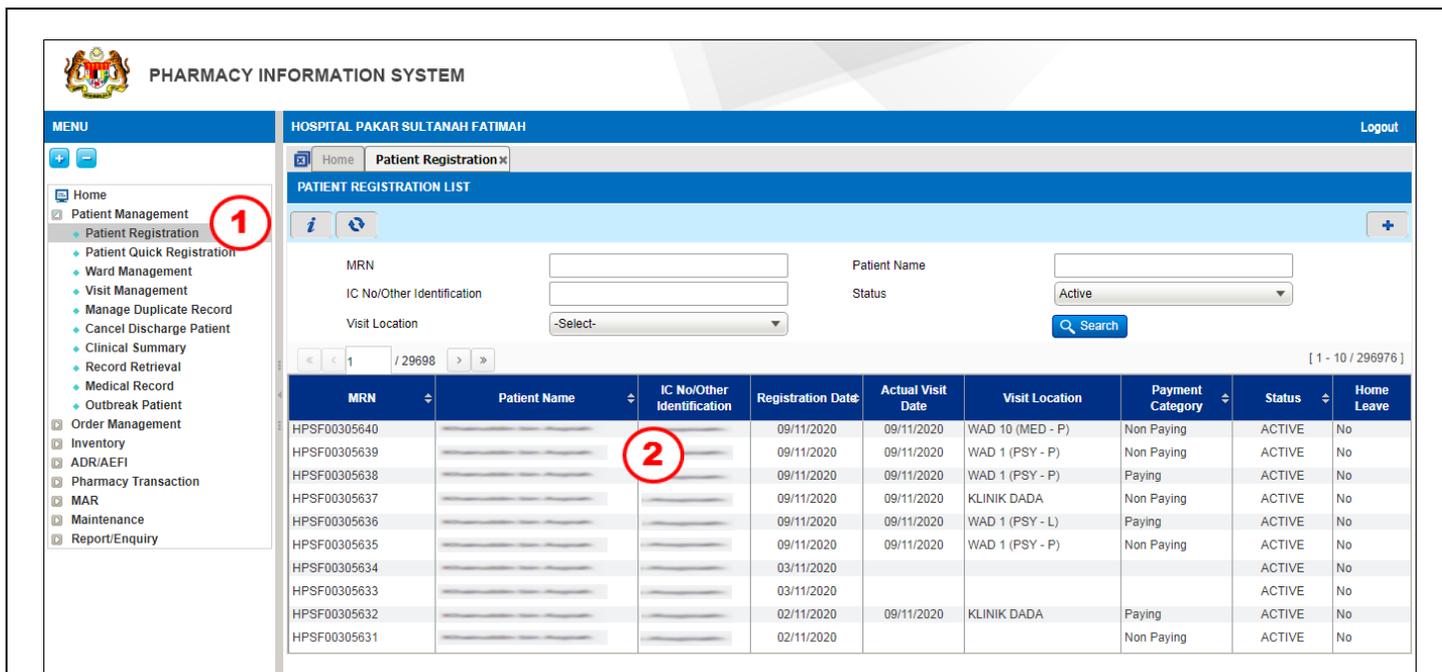
- *Appointment Card*
- *Email and Take*
- *Fax and Take*
- *Normal Collection*
- *Others*
- *SMS and Take*
- *Telephone and take*
- *UMP*
- *Home Visit*
- *Leave and Collect*

### 3.3 Visit Management

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

#### 3.3.1 Create Visit for Outpatient

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



**PHARMACY INFORMATION SYSTEM**

HOSPITAL PAKAR SULTANAH FATIMAH

Logout

Home Patient Registration x

**PATIENT REGISTRATION LIST**

MRN  Patient Name

IC No/Other Identification  Status

Visit Location

[ 1 - 10 / 296976 ]

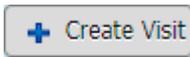
MRN	Patient Name	IC No/Other Identification	Registration Date	Actual Visit Date	Visit Location	Payment Category	Status	Home Leave
HPSF00305640			09/11/2020	09/11/2020	WAD 10 (MED - P)	Non Paying	ACTIVE	No
HPSF00305639			09/11/2020	09/11/2020	WAD 1 (PSY - P)	Non Paying	ACTIVE	No
HPSF00305638			09/11/2020	09/11/2020	WAD 1 (PSY - P)	Paying	ACTIVE	No
HPSF00305637			09/11/2020	09/11/2020	KLINIK DADA	Non Paying	ACTIVE	No
HPSF00305636			09/11/2020	09/11/2020	WAD 1 (PSY - L)	Paying	ACTIVE	No
HPSF00305635			09/11/2020	09/11/2020	WAD 1 (PSY - P)	Non Paying	ACTIVE	No
HPSF00305634			03/11/2020				ACTIVE	No
HPSF00305633			03/11/2020				ACTIVE	No
HPSF00305632			02/11/2020	09/11/2020	KLINIK DADA	Paying	ACTIVE	No
HPSF00305631			02/11/2020			Non Paying	ACTIVE	No

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"> <li>• Scan the MRN using barcode scanner.</li> <li>• Type the MRN either full or partial:  <i>Example : HPSF00001234 or "1234"</i> </li> </ul>
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Visit Location	<ul style="list-style-type: none"> <li>- Outpatient Pharmacy</li> <li>- Inpatient Pharmacy</li> <li>- General Medicine Clinic</li> <li>- Male Orthopedic Ward</li> <li>- Emergency and Trauma</li> <li>- Obstetrics and Gynecology (O&amp;G) Ward</li> </ul>	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

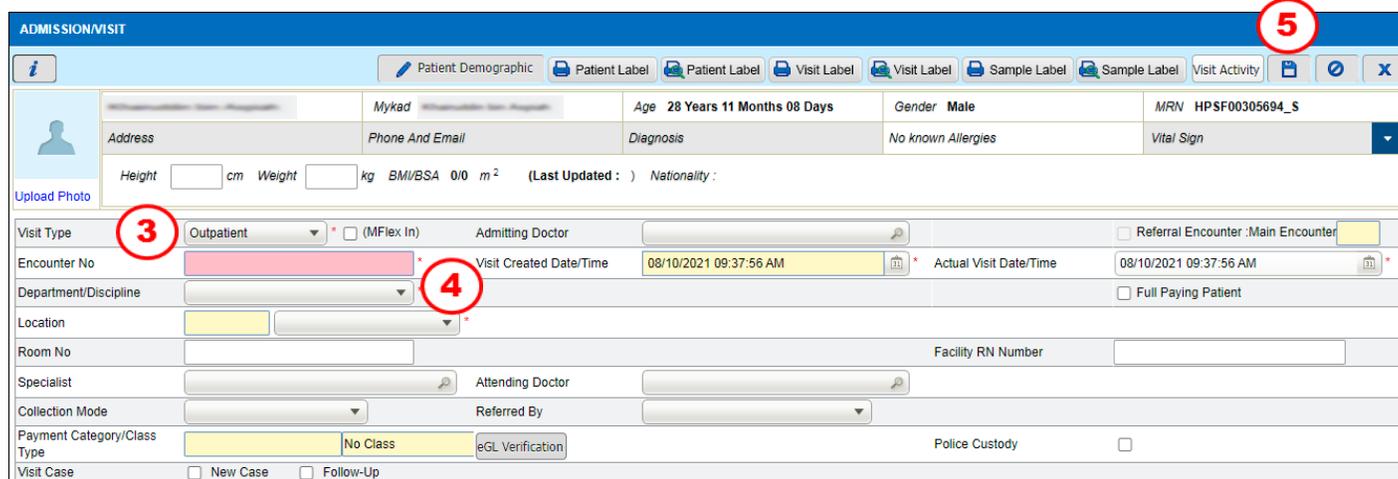
Table 3.3.1-1

**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 needs to be discharged before new visit can be created.



**ADMISSION/VISIT**

Mykad:  Age: 28 Years 11 Months 08 Days Gender: Male MRN: HPSF00305694\_S

Address:  Phone And Email:  Diagnosis:  No known Allergies Vital Sign:

Height:  cm Weight:  kg BMI/BSA: 0/0 m<sup>2</sup> (Last Updated: ) Nationality:

Visit Type: **3** Outpatient  (MFlex In) Admitting Doctor:  Referral Encounter: Main Encounter

Encounter No:  Visit Created Date/Time: 08/10/2021 09:37:56 AM Actual Visit Date/Time: 08/10/2021 09:37:56 AM

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

Location:

Room No:  Facility RN Number:

Specialist:  Attending Doctor:

Collection Mode:  Referred By:

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

Visit Case  New Case  Follow-Up

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.*

#### Note

For Methadone prescription which is in the form of coupon. The coupon provided to patient and patient can use the coupon to take Methadone Drug from any facility include NGO Facility. User able to use  (MFlex In) checkbox to create new visit for Methadone patient.

### STEP 4

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

### STEP 5

Click on the save  button to save record

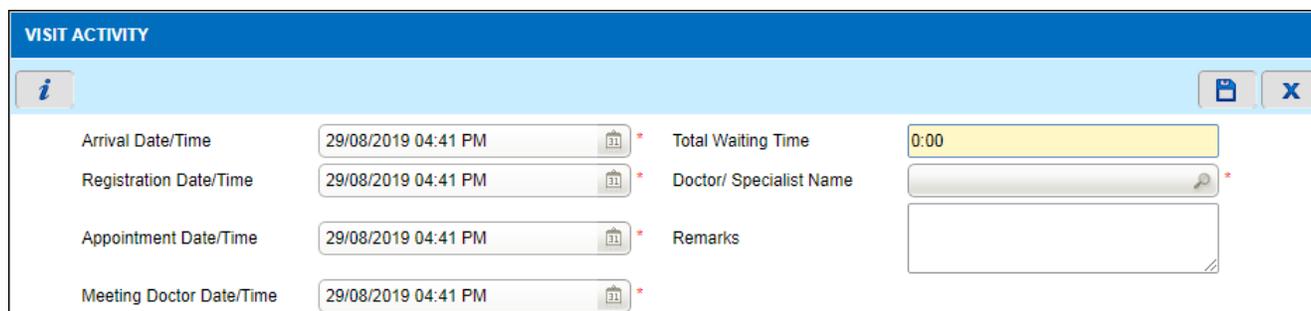
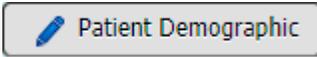
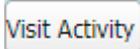


Figure 3.3.1-3 Visit Activity

#### Note

- **Date/Time** will be defaulted to system date.
- **Encounter No** will be auto generated by system.
- **Room No** and **Bed No** will be entered manually if applicable.
- Other fields such as **Specialist**, **Referred By**, and **Attending Doctor** is optional.

• User still can edit patient's data entered previously by click on the  button.

- User can click  button as shown in Figure 3.3.1-2 to view and enter total waiting time.
- Click  button to enter :
  - **Arrival Date/ Time**
  - **Registration Date/ Time**
  - **Appointment Date/Time**
  - **Meeting Doctor Date/Time**
  - **Total Waiting Time**
  - **Doctor/Specialist Name**
  - **Remarks**
- Upon click  button, system will be default to 'Visit Activity' window as shown in the figure 3.2.1-3.

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

**Figure 3.3.1-4 Renew Visit System**

**Note**

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

a. Patient Label	Label details
 <p>The image shows a patient label for Hospital Tanah Merah. It includes a header with the hospital name, a MYKAD number (partially redacted), and a long alphanumeric ID. Below this, there are two columns of personal information: address (XXXXX, XXXXX, 17200 RANTAU PANJANG, KELANTAN) and demographics (Age: 66Y 10M 09D, Date of Birth: 28/02/1950, Gender: Lelaki, Nationality: Warganegara). At the bottom, there is a unique label ID (htmh00068791) and a barcode.</p>	<ul style="list-style-type: none"> <li>- Facility name</li> <li>- Patient Name</li> <li>- MRN</li> <li>- Patient ID</li> <li>- Address</li> <li>- Contact number</li> <li>- Age</li> <li>- Date of birth</li> <li>- Gender</li> <li>- Nationality</li> </ul>

Figure 3.3.1-5 Patient Label

b. Sample Label	Label details
 <p>The image shows two identical sample labels for Klinik Pakar Perubatan. Each label is divided into four quadrants. The top-left and top-right quadrants contain MRN (HPSF00032103) and Date (04/09/2014). The bottom-left and bottom-right quadrants contain redacted patient names and the facility name 'KLINIK PAKAR PERUBATAN'.</p>	<ul style="list-style-type: none"> <li>- MRN</li> <li>- Date</li> <li>- Patient ID</li> <li>- Patient Name</li> <li>- Location</li> </ul>

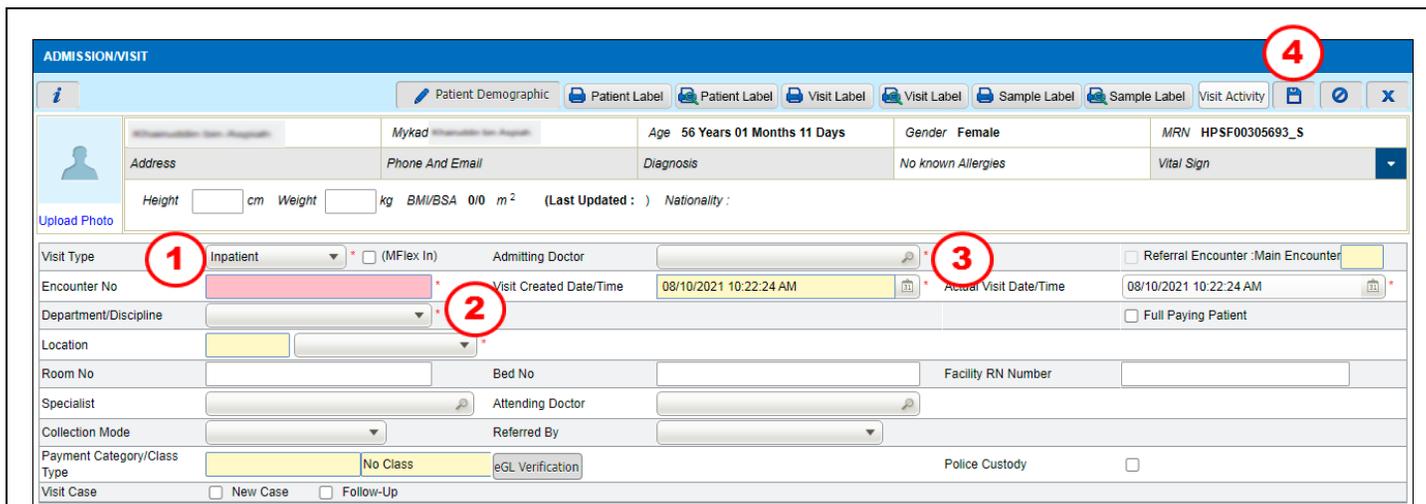
Figure 3.3.1-6 Sample Label

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

Table 3.3.1-2

### 3.3.2 Create New Visit for Inpatient

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



The screenshot shows the 'ADMISSION/VISIT' form. At the top, there are tabs for Patient Demographic, Patient Label, Visit Label, and Sample Label. The form contains several fields: Mykad, Age (56 Years 01 Months 11 Days), Gender (Female), MRN (HPSF00305693\_S), Address, Phone And Email, Diagnosis, No known Allergies, Vital Sign, Height, Weight, BMI/BSA, and Nationality. Below these are fields for Visit Type (Inpatient), Admitting Doctor, Referral Encounter, Encounter No, Visit Created Date/Time, Actual Visit Date/Time, Department/Discipline, Location, Room No, Bed No, Facility RN Number, Specialist, Attending Doctor, Collection Mode, Referred By, Payment Category/Class (No Class), eGL Verification, Police Custody, and Visit Case (New Case, Follow-Up). A save button is located in the top right corner.

Figure 3.3.2-1 Admission/Visit

#### Note

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

#### STEP 1

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

#### Note

For Methadone prescription which is in the form of coupon. The coupon provided to patient and patient can use the coupon to take Methadone Drug from any facility include NGO Facility. User able to use  (MFlex In) checkbox to create new visit for Methadone patient.

#### 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"> <li>• Scan the MRN using barcode scanner.</li> <li>• Type the MRN either full or partial:  <i>Example: HPSF00001234 or "1234"</i></li> </ul>
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Visit Location	<ul style="list-style-type: none"> <li>- Outpatient Pharmacy</li> <li>- Inpatient Pharmacy</li> <li>- General Medicine Clinic</li> <li>- Male Orthopedic Ward</li> <li>- Emergency and Trauma</li> <li>- Obstetrics and Gynecology (O&amp;G) Ward</li> </ul>	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 PAKAR SULTANAH FATIMAH Logout

Home **Ward Management**

**WARD MANAGEMENT LIST**

MRN:  Patient Name:   
 IC No/Other Identification:  Visit Date:   
 Visit Location: WAD 10 (MED - P) Encounter No:   
 Discharge Medication: All Bed No:

[ 1 - 10 / 55 ]

MRN	Patient Name	IC No/Other Identification	Actual Visit Date	Encounter No	Visit Type	Visit Location	Bed No	Department	Discharge Medication	Home Leave
HPSF00041521			11/11/2020	0003	Inpatient	WAD 10 (MED - P)		General Medicine	No	No
HPSF00305640			09/11/2020	0007	Inpatient	WAD 10 (MED - P)		General Medicine	No	No
HPSF00022656			08/09/2020	0053	Inpatient	WAD 10 (MED - P)		General Medicine	No	No
HPSF00305523			07/09/2020	1553	Inpatient	WAD 10 (MED - P)		General Medicine	No	No
HPSF00148326			07/09/2020	1552	Inpatient	WAD 10 (MED - P)		General Medicine	No	No
HPSF00162816			07/09/2020	1501	Inpatient	WAD 10 (MED - P)		General Medicine	No	No
HPSF00078661			07/09/2020	1489	Inpatient	WAD 10 (MED - P)		General Medicine	No	No
HPSF00021514			07/09/2020	1483	Inpatient	WAD 10 (MED - P)		General Medicine	No	No

**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**

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

Address:  Phone And Email:  Diagnosis:  No known Allergies

Height:  cm Weight:  kg BMI/BSA: 0/0 m<sup>2</sup> Update (Last Updated: ) Nationality: Warganegara

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

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

Department/Discipline: General Medicine Full Paying Patient

Location: PHARMSATC SATELLITE PHARMACY C

Room No:  Bed No:  Facility RN Number:

Specialist:  Attending Doctor:

Collection Mode:  Referred By:

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

Visit Case:  New Case  Follow-Up

**Figure 3.3.3-3 Transfer Details List Screen**

**STEP 4**

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

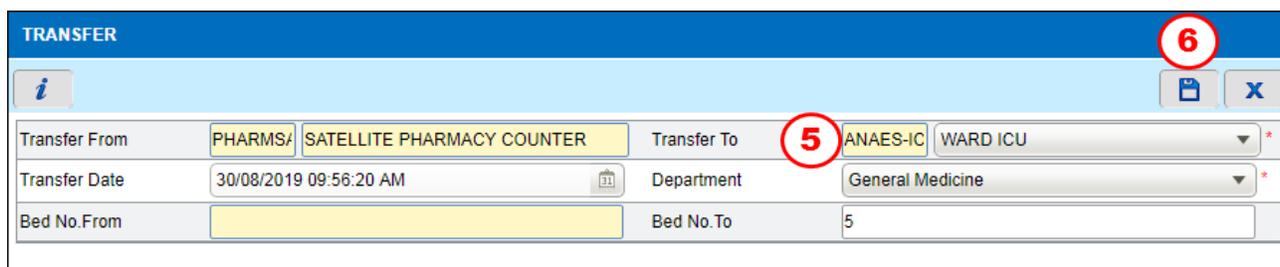


Figure 3.3.3-4 Transfer Details Screen

#### 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 proceeding 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.

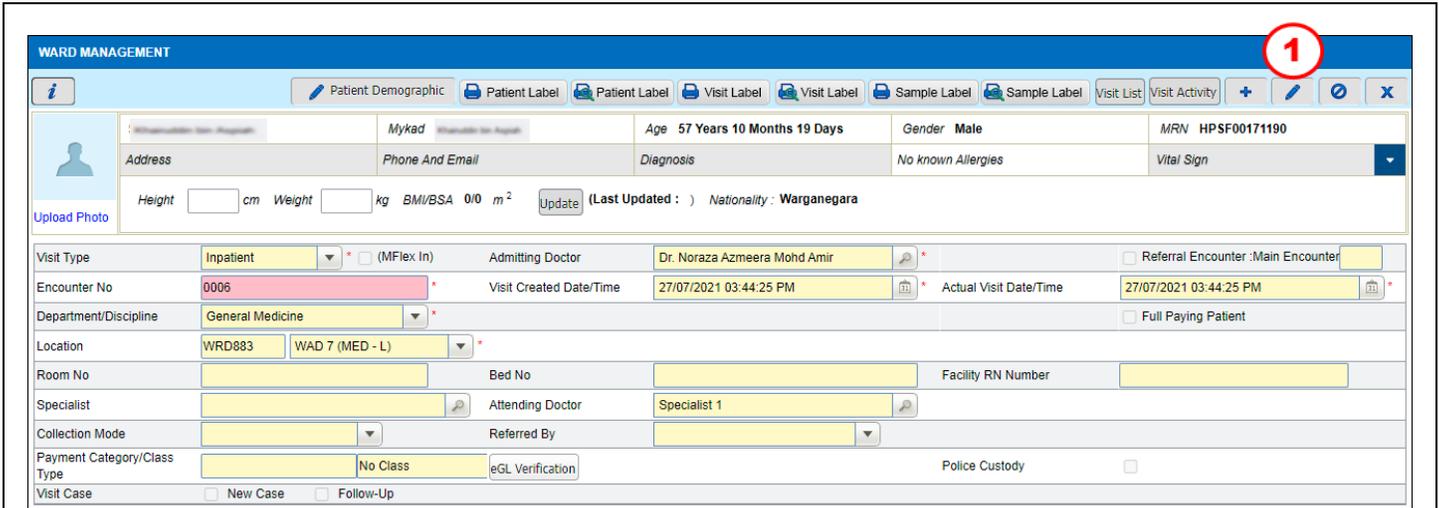


Figure 3.3.4-1 Discharge Patient Screen

**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

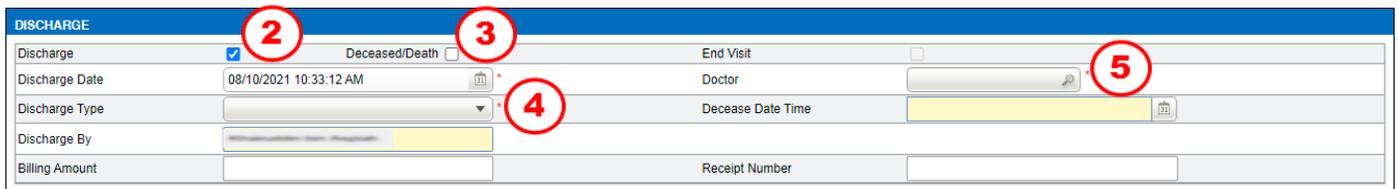


Figure 3.3.4-2 Discharge Screen

**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
- Discharged Home
- At Own Risk
- 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.

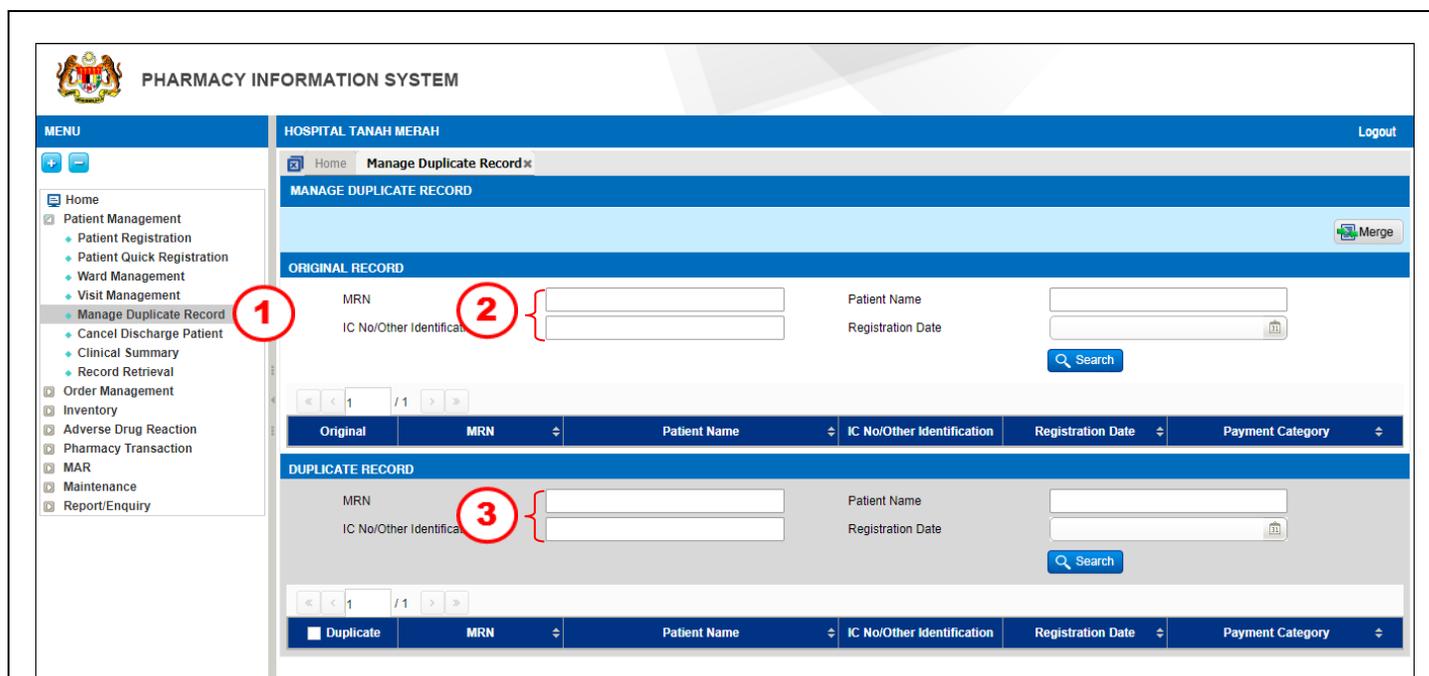


Figure 3.4-1 Merging Record Screen

#### STEP 1

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

#### STEP 2

Search on Original patient section

#### Note

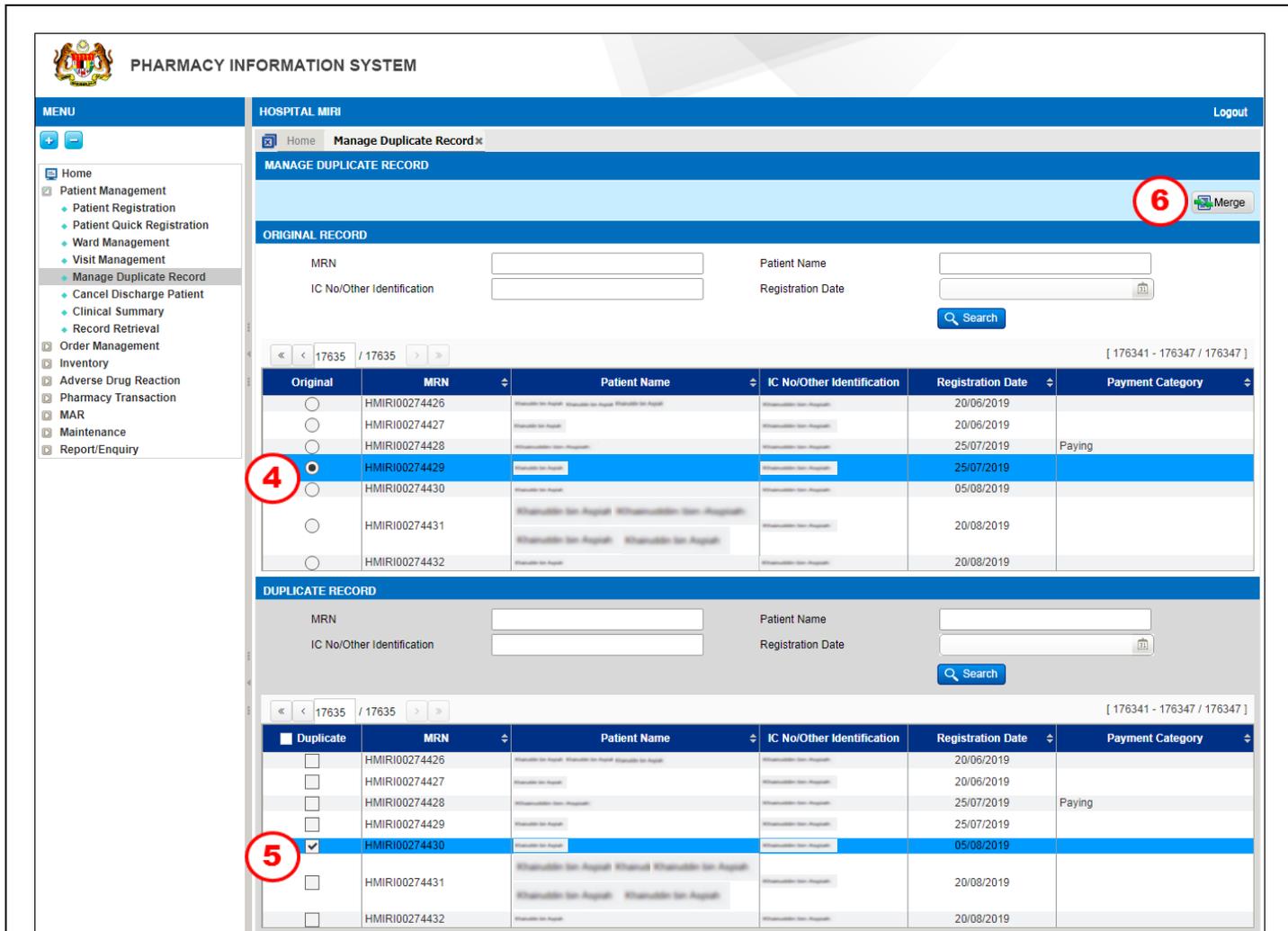
Various search criteria for existing Patient is provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: <ul style="list-style-type: none"> <li>Type the MRN either full or partial:  <i>Example : HPSF00001234 or "1234"</i> </li> </ul>
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

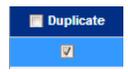


**Figure 3.4-2 Merging Record screen**

**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

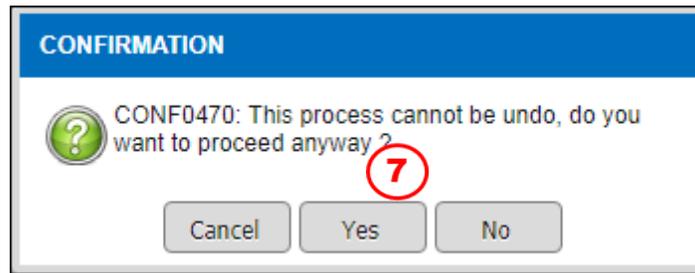
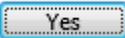


Figure 3.4-3 Merging Record Alert Message

**STEP 7**

Click on the  button to confirm the merging

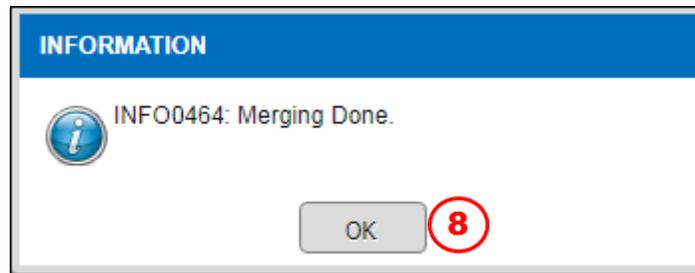
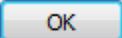
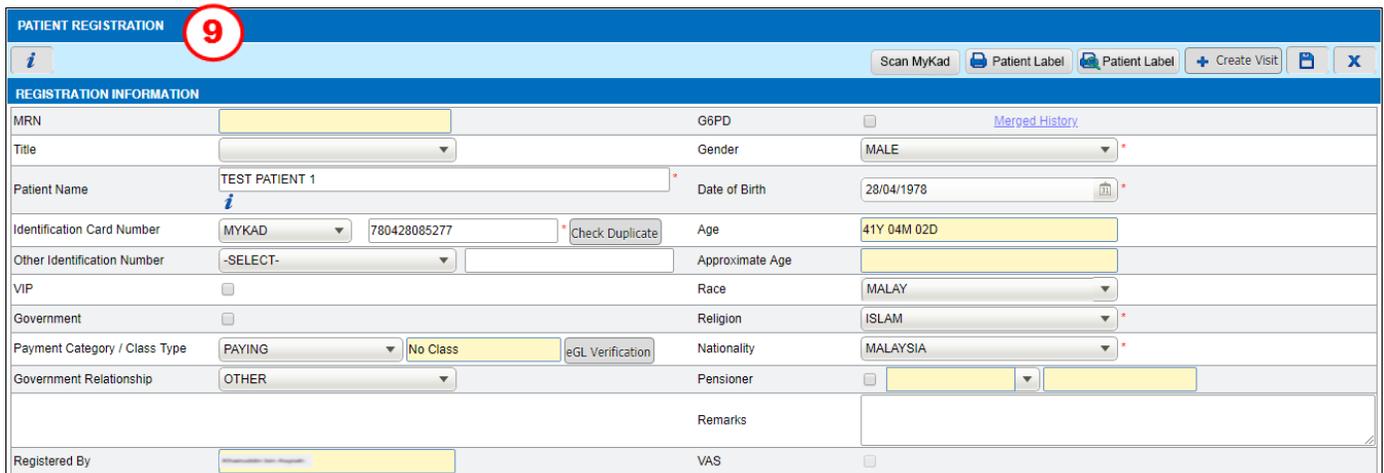


Figure 3.4-4 Merging Record Alert Message

**STEP 8**

Click on the  button to complete the merging



The screenshot shows the "PATIENT REGISTRATION" form. A red circle with the number "9" is placed over the title bar. The form contains the following fields:

MRN	<input type="text"/>	G6PD	<input type="checkbox"/>	<a href="#">Merged History</a>
Title	<input type="text"/>	Gender	MALE	*
Patient Name	TEST PATIENT 1	Date of Birth	28/04/1978	*
Identification Card Number	MYKAD <input type="text"/> 780428085277	Age	41Y 04M 02D	* <input type="button" value="Check Duplicate"/>
Other Identification Number	-SELECT- <input type="text"/>	Approximate Age	<input type="text"/>	
VIP	<input type="checkbox"/>	Race	MALAY	
Government	<input type="checkbox"/>	Religion	ISLAM	*
Payment Category / Class Type	PAYING <input type="text"/> No Class	Nationality	MALAYSIA	*
Government Relationship	OTHER	Pensioner	<input type="checkbox"/>	<input type="text"/>
Registered By	<input type="text"/>	Remarks	<input type="text"/>	
		VAS	<input type="checkbox"/>	

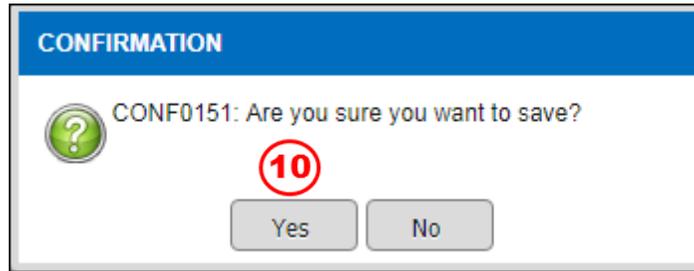
Figure 3.4-5 Patient Information

**STEP 9**

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

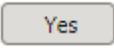
**Note**

System allowed to create using existing duplicate merging ID



**Figure 3.4-6 Confirmation Alert Message**

**STEP 10**

Click on  button to confirm the transaction

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

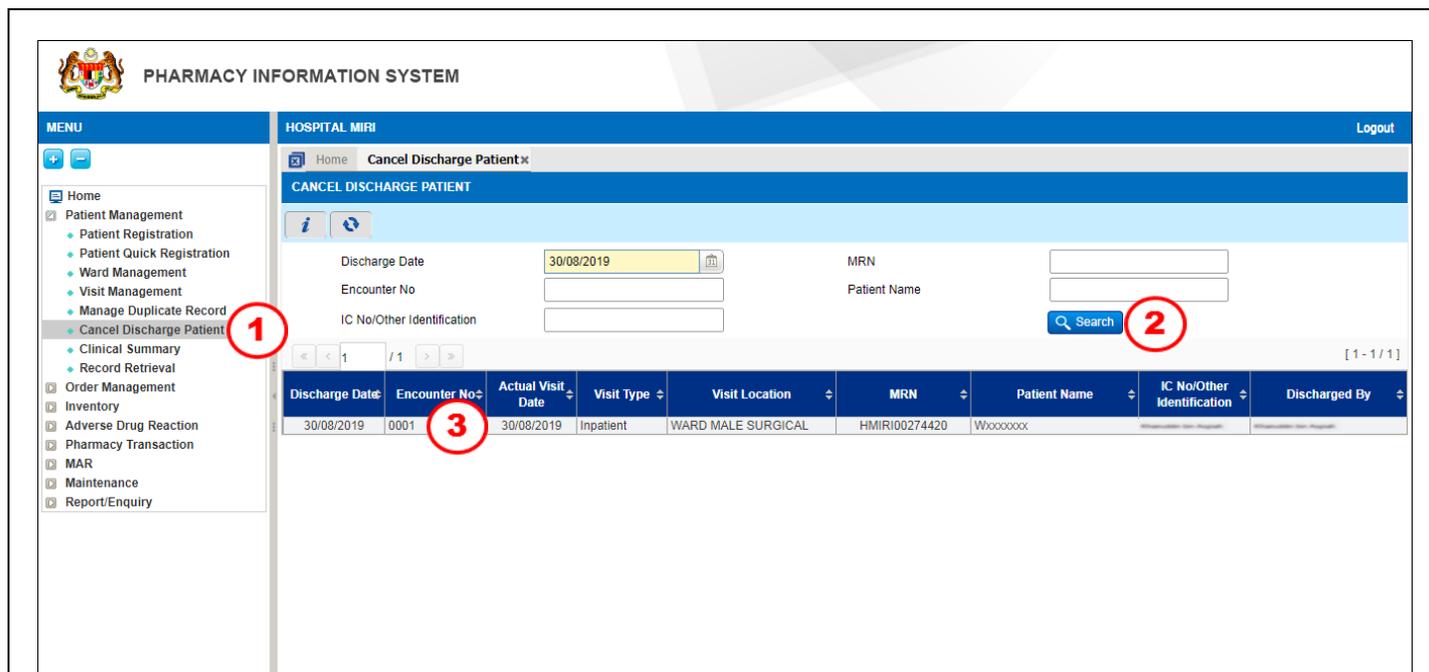
**Figure 3.4-7 Patient Information**

**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**

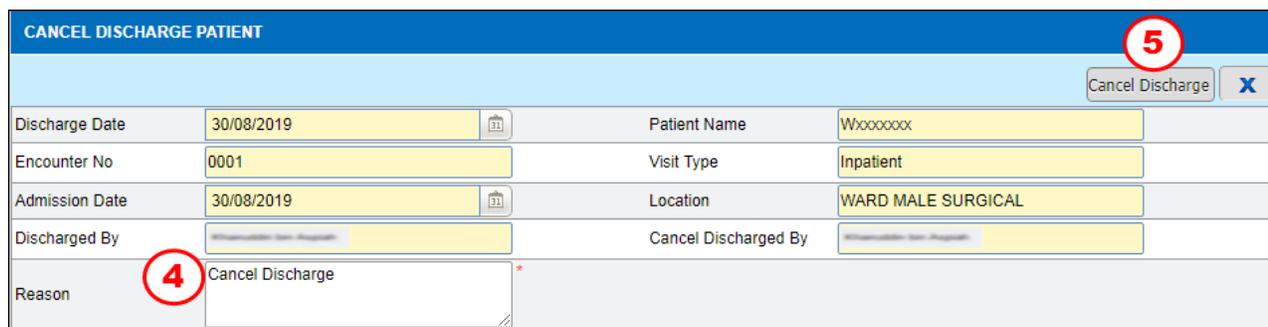
*This process valid for patient discharge within same day only.*

#### STEP 2

Click on  button to search the patient

#### STEP 3

Double click on the selected patient record



CANCEL DISCHARGE PATIENT			
Discharge Date	30/08/2019	Patient Name	Wxxxxxx
Encounter No	0001	Visit Type	Inpatient
Admission Date	30/08/2019	Location	WARD MALE SURGICAL
Discharged By		Cancel Discharged By	
Reason	Cancel Discharge		

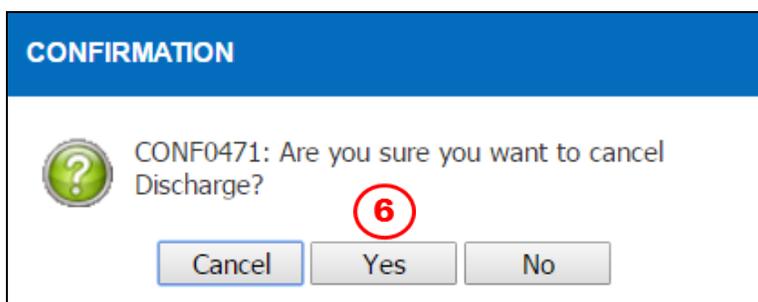
Figure 3.5-2 Cancel/Discharge-out Patient Record Screen

**STEP 4**

Enter reason for cancel discharge patient

**STEP 5**

Click on  button to cancel discharge



**CONFIRMATION**

CONF0471: Are you sure you want 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.

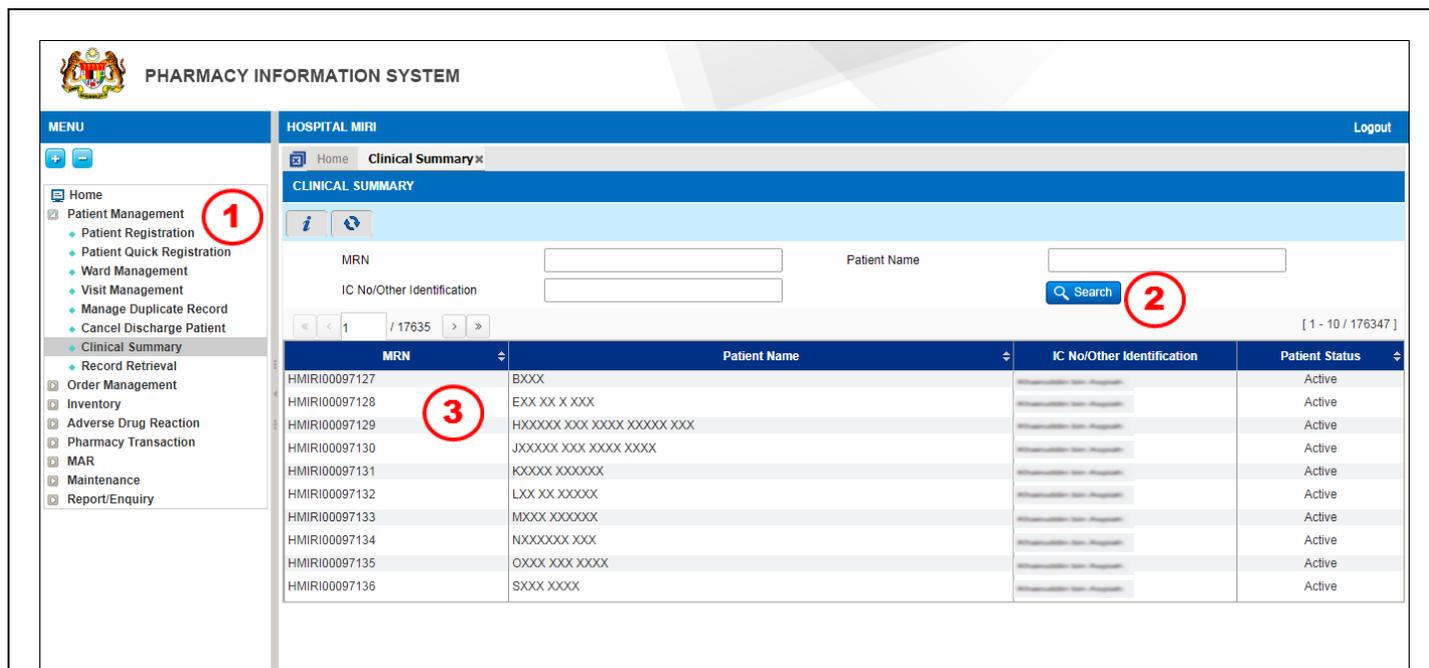


Figure 3.6-1 Clinical Summary Listing Page

#### 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: <ul style="list-style-type: none"> <li>Type the MRN either full or partial:  <i>Example: HPSF00001234 or "1234"</i> </li> </ul>
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**

  
Upload Photo

Mykad	Age 36 Years 02 Months 20 Days	Gender Male	MRN HKL00381462
Address	Phone And Email	Diagnosis	No known Allergies
Height <input type="text"/> cm Weight <input type="text"/> kg BMI/BSA 0/0 m <sup>2</sup> (Last Updated : ) Nationality : Warganegara			

**MEDICATION PROFILE**

All Medication
[ 1 - 3 / 3 ]

Rx No	Drug Name	Dose	Route	Frequency	Duration	Prescribed Qty	Start Date	End Date	Status	Order By
FKP0001526393	Metformin HCl 500 mg Tablet	1000 mg	Oral	BD (twice daily)	30 Days	120 tablet	02/06/2021 02:37:47 PM	02/07/2021 02:37:47 PM	VERIFIED	
FKP0001526393	Mecobalamin 500 mcg Tablet	500 mcg	Oral	TDS (3 times a day)	30 Days	90 tablet	02/06/2021 02:37:26 PM	02/07/2021 02:37:26 PM	VERIFIED	
FKP0001526393	Amlodipine 10 mg and Valsartan 160 mg Tablet	1 tablet	Oral	OM (every morning)	30 Days	30 tablet	02/06/2021 02:36:48 PM	02/07/2021 02:36:48 PM	VERIFIED	

Medication Profile

Patient Diagnosis

Allergy

Pharmacist Note

CP1, CP2 and CP4

Counselling History

TDM History

MTAC History

Nutritional Assessment

Visit List

Vital Sign

MyMAAT

Methadone Dose Checking

**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, CP2, and CP4
  - Counselling History
  - TDM History
  - MTAC History
  - Nutritional Assessment
  - Visit List
  - Vital Sign
  - MyMAAT
  - Methadone Dose Checking

### 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.

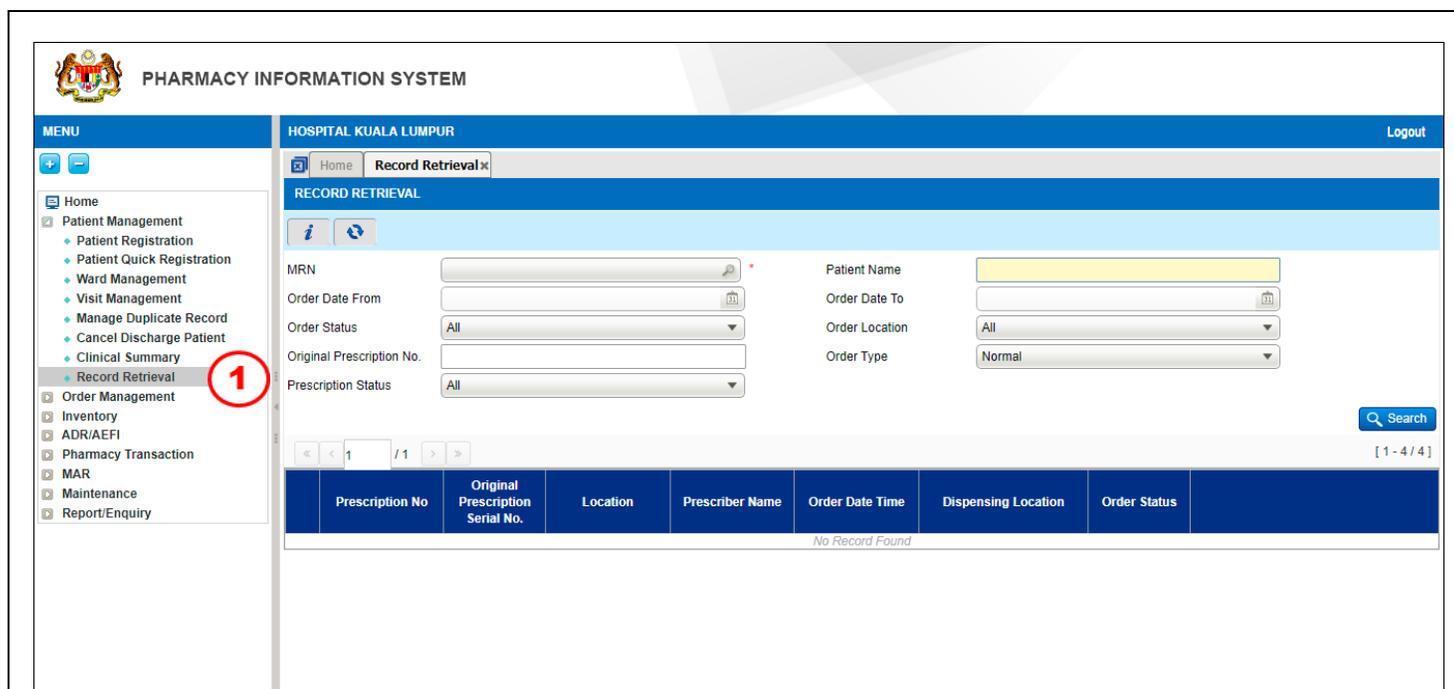


Figure 3.7-1 Record Retrieval

#### STEP 1

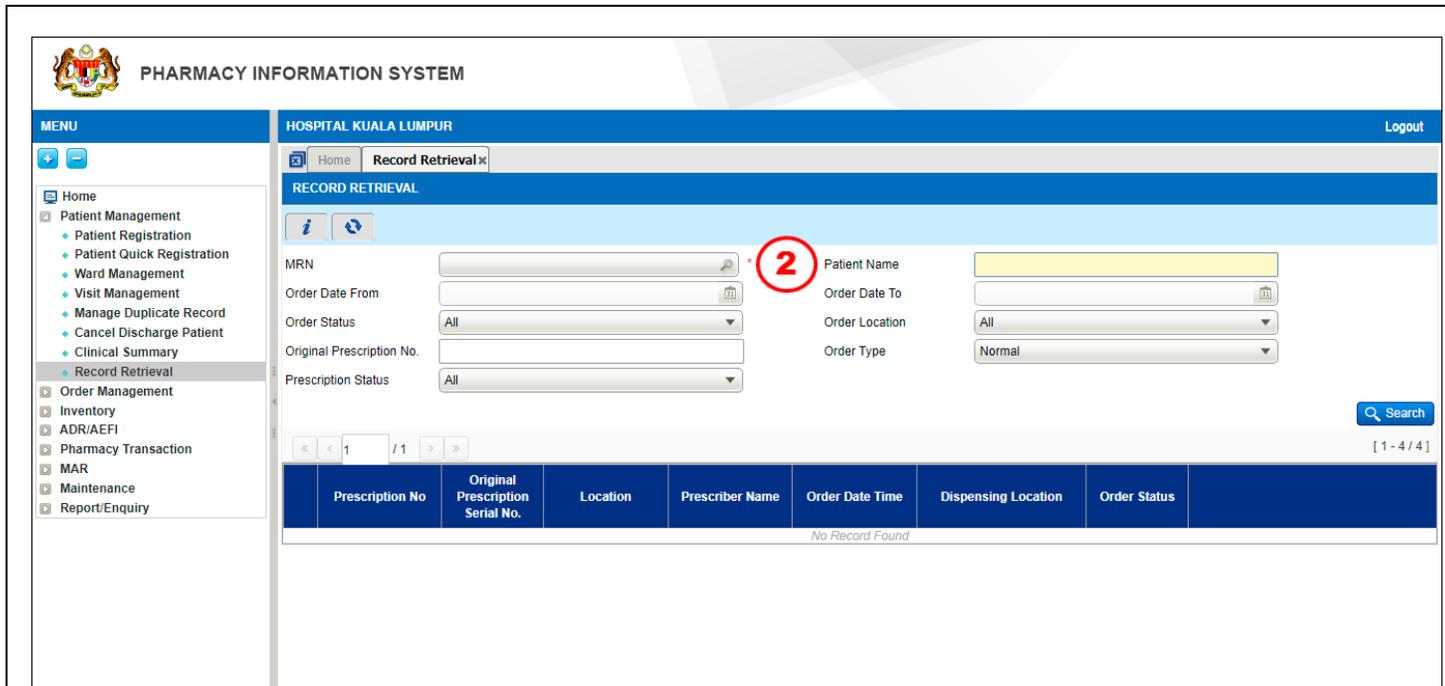
Click on 'Patient Management' menu and followed by 'Record Retrieval' sub-menu

#### 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"> <li>Type the MRN either full or partial:  <i>Example : HPSF00001234 or "1234"</i> </li> </ul>
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 KUALA LUMPUR Logout

Home Record Retrieval x

**RECORD RETRIEVAL**

MRN  \* 2 Patient Name

Order Date From  Order Date To

Order Status  Order Location

Original Prescription No.  Order Type

Prescription Status

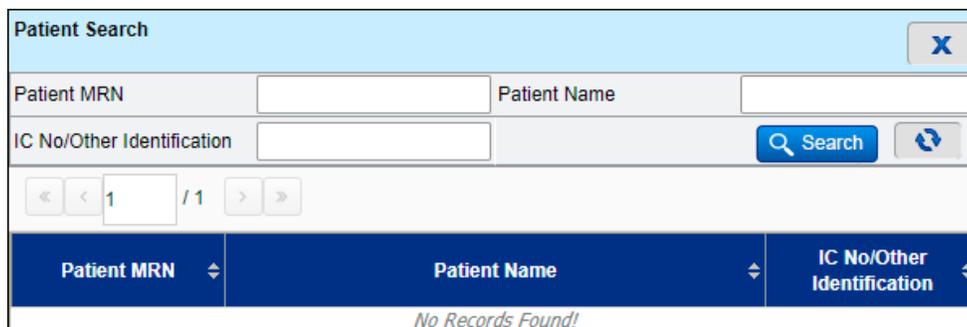
< < 1 / 1 > >

Prescription No	Original Prescription Serial No.	Location	Prescriber Name	Order Date Time	Dispensing Location	Order Status
<i>No Record Found</i>						

Figure 3.7-2 Record Retrieval – MRN

**STEP 2**

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



**Patient Search**

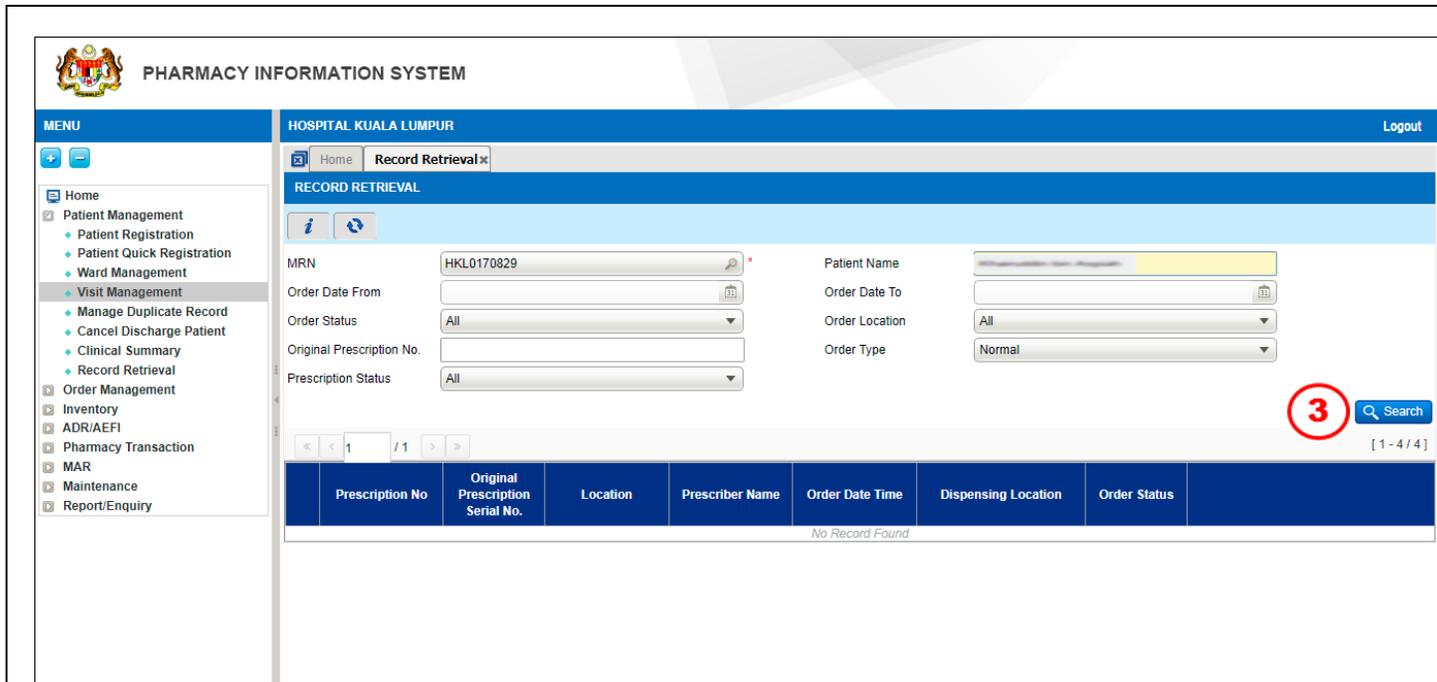
Patient MRN  Patient Name

IC No/Other Identification

< < 1 / 1 > >

Patient MRN	Patient Name	IC No/Other Identification
<i>No Records Found!</i>		

Figure 3.7-3 Record Retrieval – Patient Search



**PHARMACY INFORMATION SYSTEM**

HOSPITAL KUALA LUMPUR Logout

Home Record Retrieval x

**RECORD RETRIEVAL**

MRN: HKL0170829 Patient Name: [Redacted]

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

Order Status: All Order Location: All

Original Prescription No.: [Empty] Order Type: Normal

Prescription Status: All

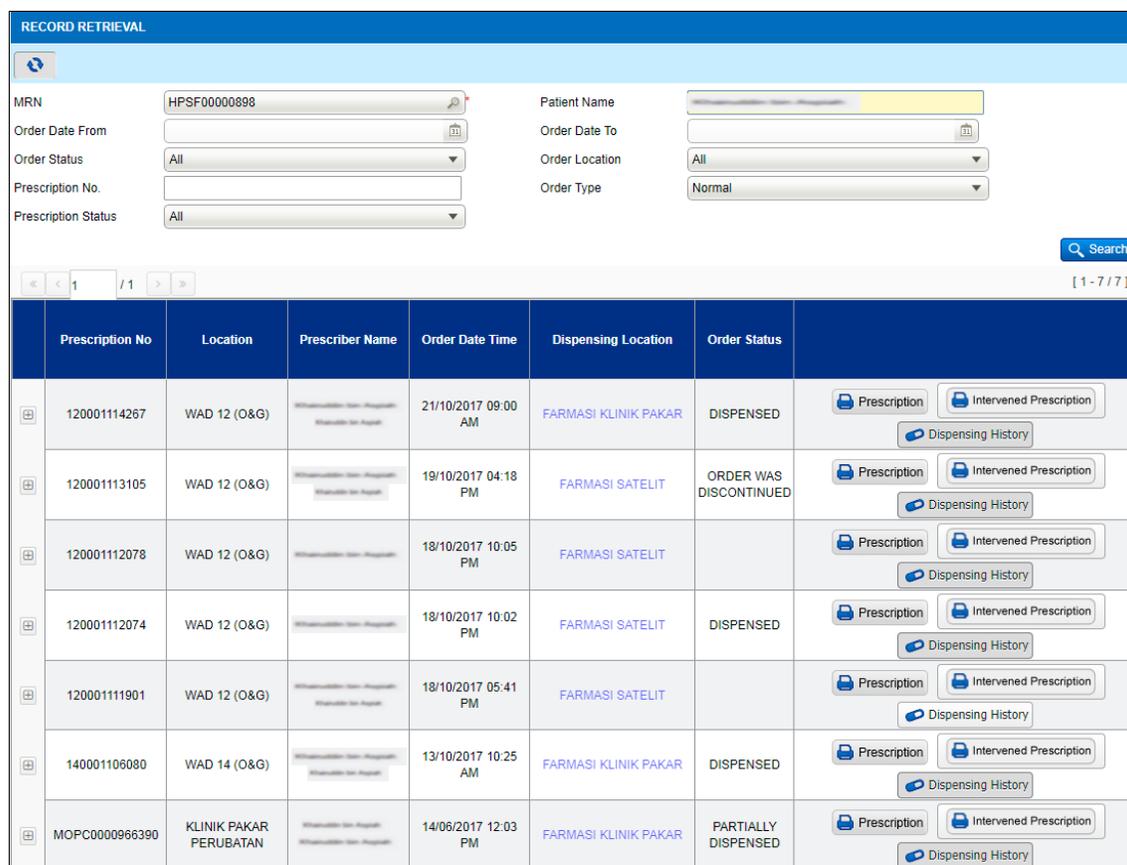
[ 3 ] Search [ 1 - 4 / 4 ]

Prescription No	Original Prescription Serial 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: HPSF00000898 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

[ Search ] [ 1 - 7 / 7 ]

Prescription No	Location	Prescriber Name	Order Date Time	Dispensing Location	Order Status	
120001114267	WAD 12 (O&G)	[Redacted]	21/10/2017 09:00 AM	FARMASI KLINIK PAKAR	DISPENSED	Prescription Intervened Prescription Dispensing History
120001113105	WAD 12 (O&G)	[Redacted]	19/10/2017 04:18 PM	FARMASI SATELIT	ORDER WAS DISCONTINUED	Prescription Intervened Prescription Dispensing History
120001112078	WAD 12 (O&G)	[Redacted]	18/10/2017 10:05 PM	FARMASI SATELIT		Prescription Intervened Prescription Dispensing History
120001112074	WAD 12 (O&G)	[Redacted]	18/10/2017 10:02 PM	FARMASI SATELIT	DISPENSED	Prescription Intervened Prescription Dispensing History
120001111901	WAD 12 (O&G)	[Redacted]	18/10/2017 05:41 PM	FARMASI SATELIT		Prescription Intervened Prescription Dispensing History
140001106080	WAD 14 (O&G)	[Redacted]	13/10/2017 10:25 AM	FARMASI KLINIK PAKAR	DISPENSED	Prescription Intervened Prescription Dispensing History
MOPC0000966390	KLINIK PAKAR PERUBATAN	[Redacted]	14/06/2017 12:03 PM	FARMASI KLINIK PAKAR	PARTIALLY DISPENSED	Prescription Intervened Prescription Dispensing History

**Figure 3.7-5 Record Retrieval – Listing of record**

**Note**

- Record Retrieval viewed by:
  - Prescription No
  - Original Prescription Serial No.
  - Location
  - Prescriber Name
  - Order Date Time
  - Dispensing Location
  - Order Status
- Click on  button to re-print.
- Click on  button to re-print intervened prescription
- Click on  button to view the **Dispensing History** and function to re-print will be display as Figure 3.7-6
  - Patient Sticker
  - Intervention
  - Invoice
  - Worksheet
  - Balance Medication sheet
  - Drug Label

**DISPENSING HISTORY**

*i* X

	Mykad <input type="text"/>	Age 39 Years 05 Months 02 Days	Gender Female	MRN HPSF00000898
Address <input type="text"/>	Phone And Email <input type="text"/>	Diagnosis <input type="text"/>	No known Allergies	Vital Sign <input type="text"/>
Height <input type="text"/> cm	Weight <input type="text"/> kg	BMI/BSA 0/0 m <sup>2</sup>	Update (Last Updated : ) Nationality : Warganegara	

Upload Photo Medication Profile

Dispensed Date : 24/10/2017    Dispensed No : 102417\_00267    Dispensed By :     Prescription No : 120001114267    Ordered By :

**PRESCRIPTION**

<< 1 / 1 >>

Selection	Drug Name	Order Details	Order Qty	Supply Duration	Dispensed Qty
<input type="checkbox"/>	Labelaloi HCl 100 mg Tablet	100 mg, TID, 2 Weeks, Oral 21/10/2017 08:59 AM - 04/11/2017 08:59 AM	42 tablet	14 Days	42 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>	<a href="#">Click Here</a>	12	<i>CDR Dispensing</i>	<a href="#">Click Here</a>
2	<i>CDR Order</i>	<a href="#">Click Here</a>	13	<i>Methadone Dispensing</i>	<a href="#">Click Here</a>
3	<i>TDM Order</i>	<a href="#">Click Here</a>	14	<i>PN Dispensing</i>	<a href="#">Click Here</a>
4	<i>PN Order</i>	<a href="#">Click Here</a>	15	<i>Order Management</i>	<a href="#">Click Here</a>
5	<i>IV Order</i>	<a href="#">Click Here</a>	16	<i>Patient Management</i>	<a href="#">Click Here</a>
6	<i>Prepacking</i>	<a href="#">Click Here</a>	17	<i>Radiopharmaceuticals</i>	<a href="#">Click Here</a>
7	<i>Galenical</i>	<a href="#">Click Here</a>	18	<i>Outpatient</i>	<a href="#">Click Here</a>
8	<i>MTAC</i>	<a href="#">Click Here</a>	19	<i>Special Drug Request</i>	<a href="#">Click Here</a>
9	<i>ADR &amp; DAC</i>	<a href="#">Click Here</a>	20	<i>MAR</i>	<a href="#">Click Here</a>
10	<i>Medication Counselling</i>	<a href="#">Click Here</a>	21	<i>DICE</i>	<a href="#">Click Here</a>
11	<i>Ward Pharmacy</i>	<a href="#">Click Here</a>	22		