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

Full Based

User Manual
Patient Management

Reference ID : U.MANUAL_ PATIENT MANAGEMENT-11th E

Application reference: PhIS & CPS v2.3.1

Table of Contents

1.0 Introduction

1.1 Overview of PhIS

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

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

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

1.2 Purpose and Objectives

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

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

User will understand the following activities in details:

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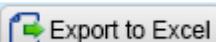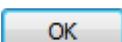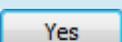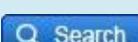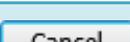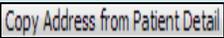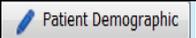
1.3 Organised Sections

These are the sections within this document:

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

2.0 Application Standard Features

2.1 PhIS Legend

Standard Legend			
LOGIN	Login to PhIS	Logout	Logout from PhIS
	Close All Open Tabs		Refresh Screen
	Expand Menu		Collapse Menu
	Expand Module		Collapse Module
+	Add/Create New Record		Save
X	Close Window		Calendar Icon
	Save Transaction		Delete Record
Export to Excel	Export Report From PDF file to Excel file	OK	OK Button
Yes	Yes Button	No	No Button
	Radio Button		Checkbox
SPUB56565698	System Automatic Generate Record No.	HPSF00088304	Automatically Display/Retrieve Box
C	Reset Login Screen	i	Show Help
Home	Display Home Tab	Search	Search Record
	Cancel		Dropdown Box
	Search Icon	*	Mandatory Field
	Edit Record		Empty Text Box
Cancel	Cancel Button		

Patient Management Module Legend

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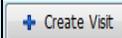
Note

To learn more about Login Information, kindly click Login Information module for descriptive steps.

2.2 Latest Enhancement and Updates

Latest Functions	Page

3.0 Patient Management

Overview

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

User Group

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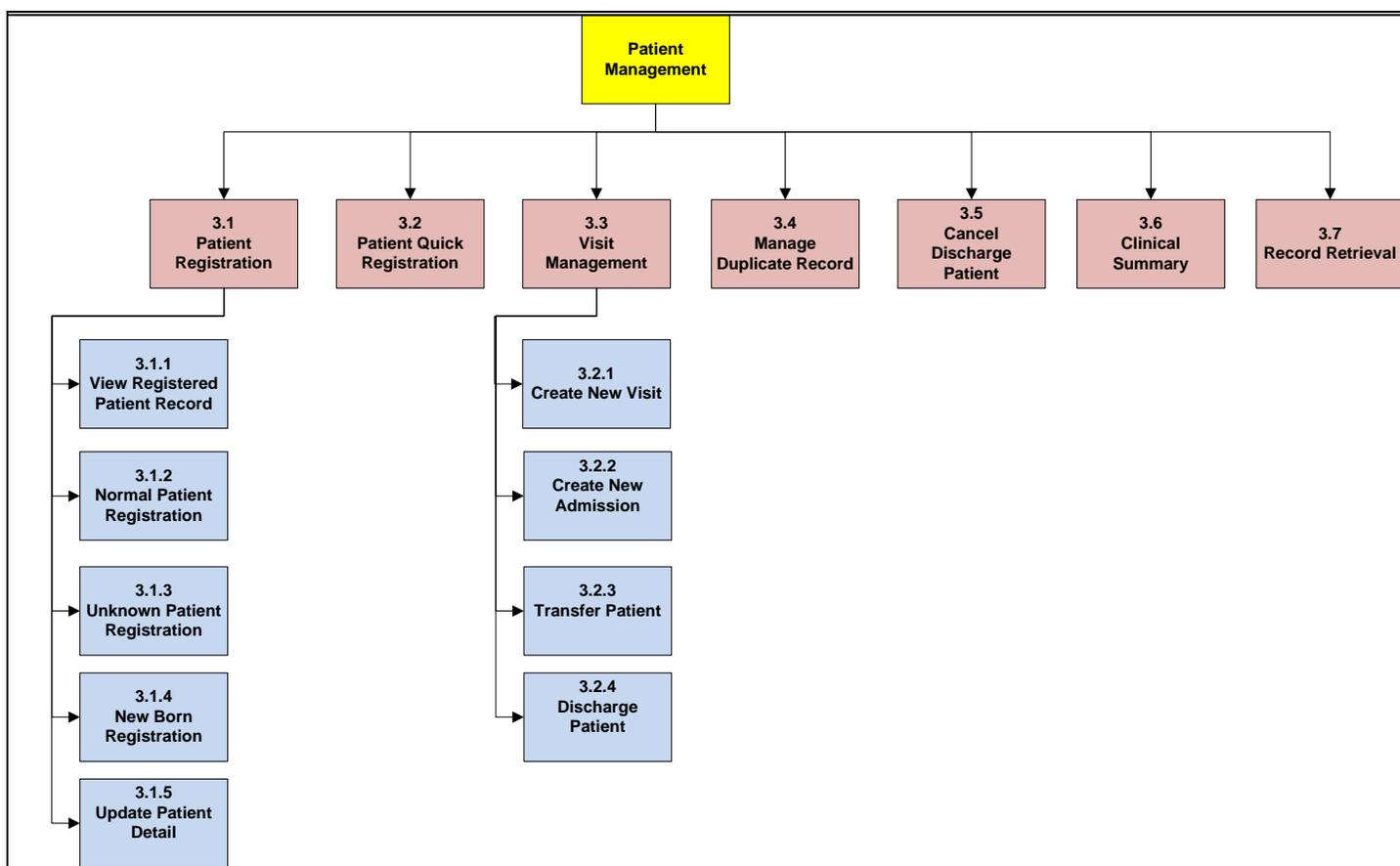
Functional Diagram

Table 3.0-1

Functional Description

Patient management comprises of five (4) main functions:

- **Patient Registration**

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

- **Patient Quick Registration**

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

- **Visit Management**

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

- **Manage Duplicate Record**

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

- **Cancel Discharge Patient**

  To cancel the discharged process

- **Clinical Summary**

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

- **Record Retrieval**

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

3.1 Patient Registration

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

3.1.1 View Registered Patient Record

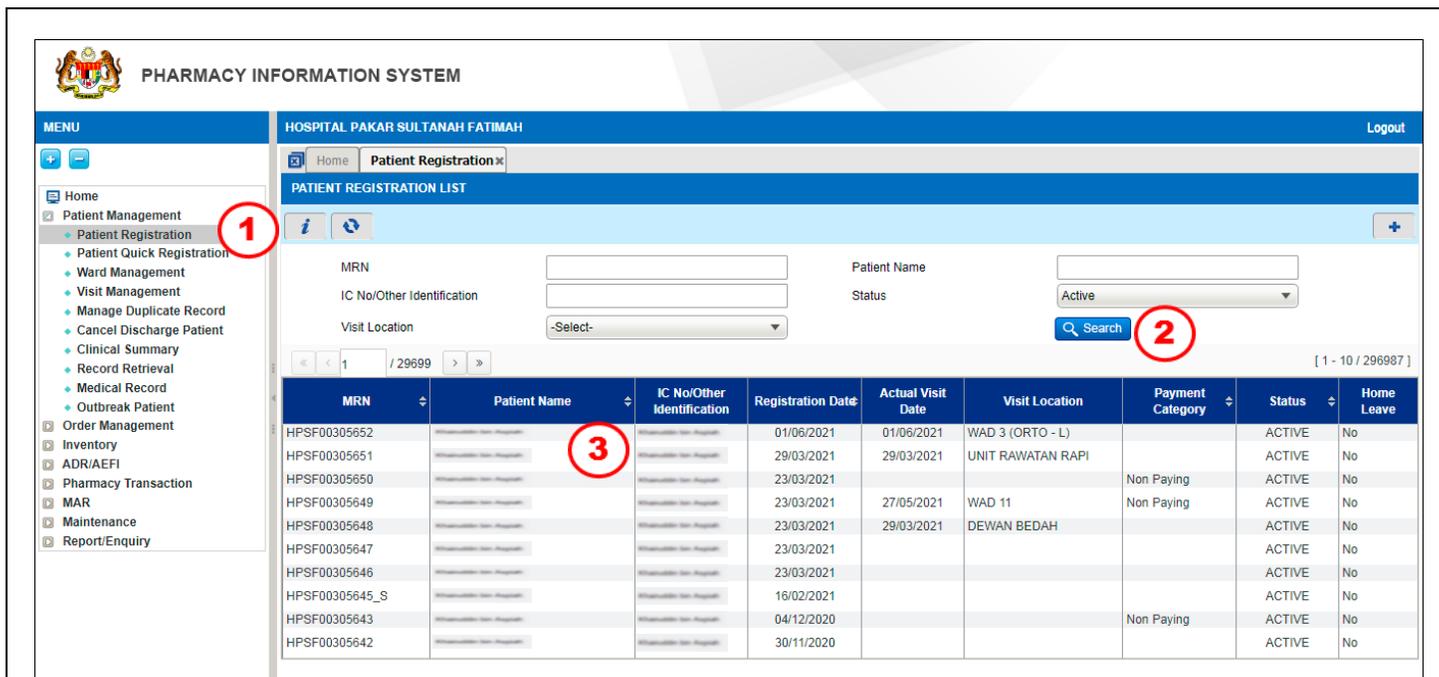This function is used to retrieve and view patient registration details

Figure 3.1.1-1 Patient Registration Listing Page

STEP 1
Click on 'Patient Management' and 'Patient Registration' sub-menu

Note
Various search criteria for existing Patient is provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: _Example : HPSF00001234 or "1234"_
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Visit Location	Visit Location	Allow to search by facility location e.g:

No	Field	Description	Remark
			• Community Psychiatric Unit
			• Daycare Wad 5,7,8,9,10,11,15
			• Dewan Bedah/Dewan Bedah Harian
			• Dewan Bersalin/Dewan Bersalin HD
			• Jabatan Bedah Mulut
			• Jabatan Kecemasan & Trauma
			• Klinik :
			- Berhenti Merokok
			- Dada
			- Nefrologi
			- Pakar ENT
			- Pakar Kanak-kanak]
			- Pakar Kulit
			- Pakar O&G
			- Pakar Ortopedik
			- Pakar Pembedahan
			- Pakar Perubatan
			• MTAC Clinic
			• Wad-wad 1-18
			• Wad ISO
d	Patient Name	Patient Name	Allow to search by patient full name or partial
e	Status	Status of patient at the hospital	Allow to search by status either Active or Inactive

Table 3.1.1-1

STEP 2

Click on [Q Search] button to search the patient

Note
Search result of current registered patient list will be displayed:

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

STEP 3

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

Figure 3.1.1-2 Admission/Visit

STEP 4

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

Figure 3.1.1-3 Patient Registration

Note

- *Nationality 'Bukan Warganegara' is highlighted in yellow box. Refer Figure 3.1.1-4.*

- *This Nationality can also be view in Pharmacy transaction screen.*

- *For* **i** *icon is for display details as below :*

  - *You are only allowed to use following characters a-z A-Z 0-9 / @ ~ ! * $ ^ & * ( ) - + { } | : - ' < > ? , ; . [ ] = *
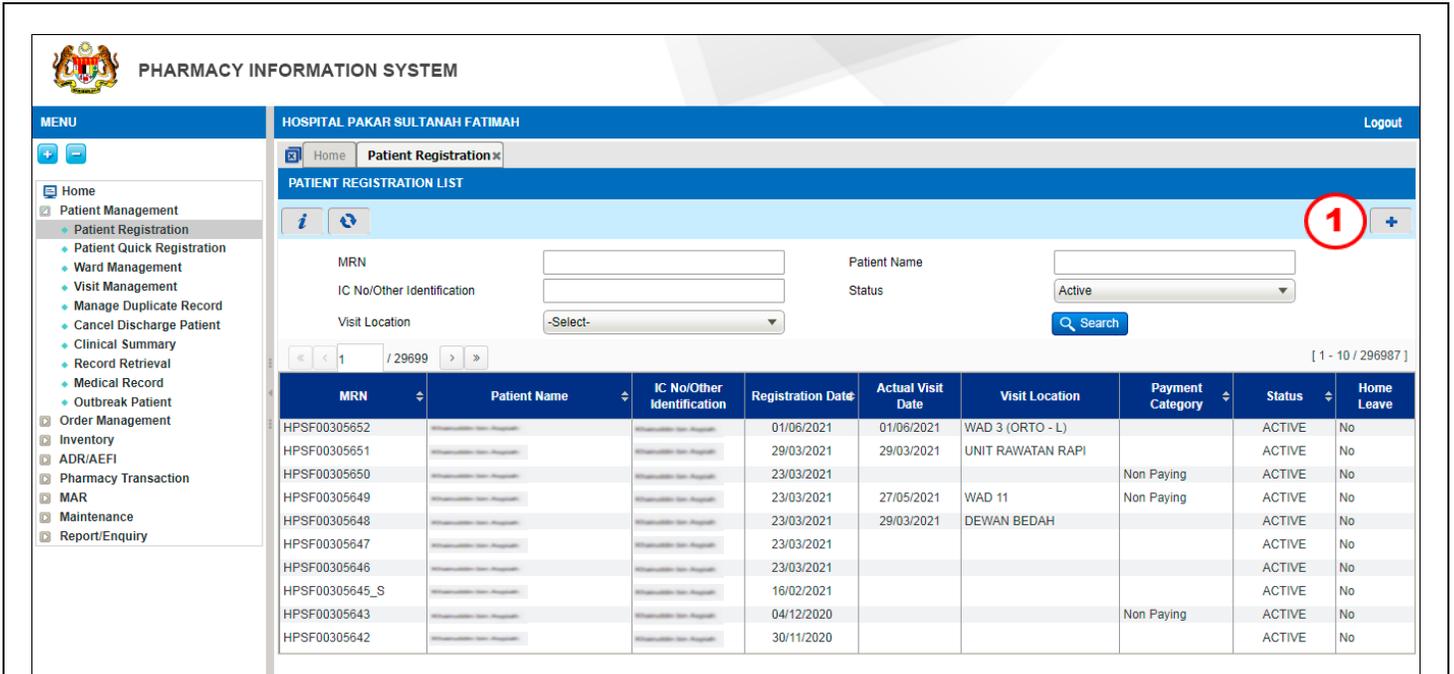

Figure 3.1.1-4 Nationality 'Bukan Warganegara'

3.1.2 Normal Patient Registration

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

Figure 3.1.2-1 Patient Registration Listing Page

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

STEP 1

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

- Registration Information as shown in Figure 3.1.2-2

- Patient Details as shown in Figure 3.1.2-2

- Next Of Kin as shown in Figure 3.1.2-2

Figure 3.1.2-2 Patient Registration

Figure 3.1.2-3 Patient Registration Information

STEP 2
Enter the *Patient Name* and select the *Title* from the drop down box:
- Cik
- 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 Sercive)*

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

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**

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*
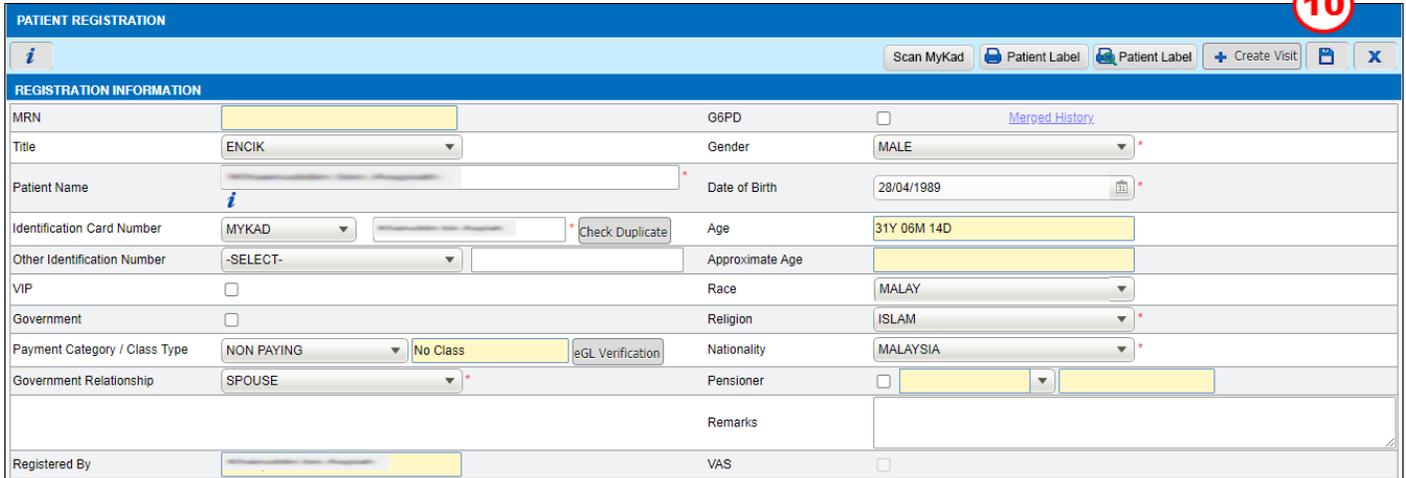
Figure 3.1.2-6 Patient Registration

STEP 10

Click on the [save icon] button to save record

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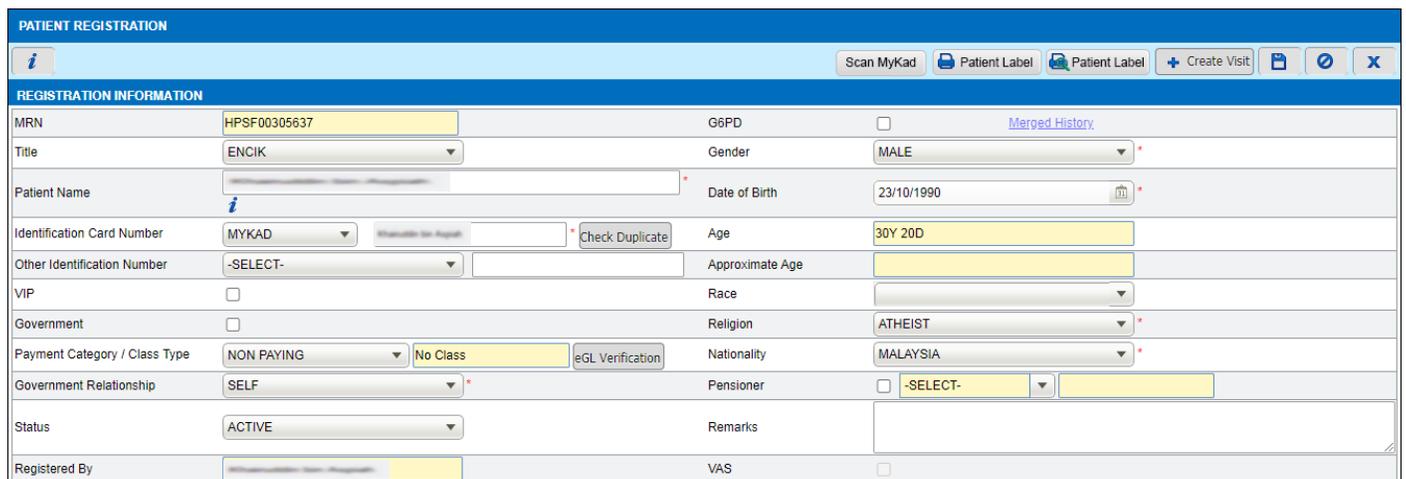
Figure 3.1.2-7 Patient Registration

3.1.3 Unknown Patient Registration

To register the unconscious or unidentified patient, perform the steps below.
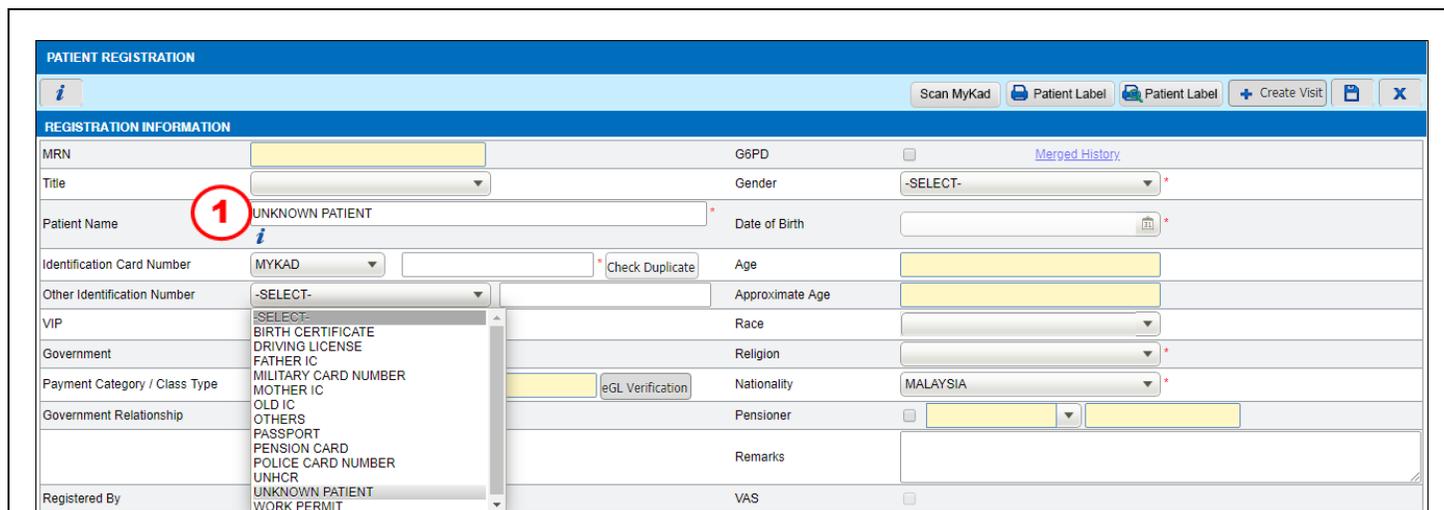
Figure 3.1.3-1 Patient Registration

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

STEP 1
Select Unknown Patient from ***Other Identification Number*** drop down box
- Birth Certificate
- Driving license
- Father IC
- Military Card Number
- Mother IC
- Old IC
- Passport
- Pension Card
- Police Card Number
- UNHCR
- Unknown Patient
- Work Permit

Figure 3.1.3-2 Patient Registration

STEP 2
Select and enter from *Gender* drop down box:
- Female
- Male
- Unknown

STEP 3
Enter *Approximate Age*

STEP 4
Click on the [💾] 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.
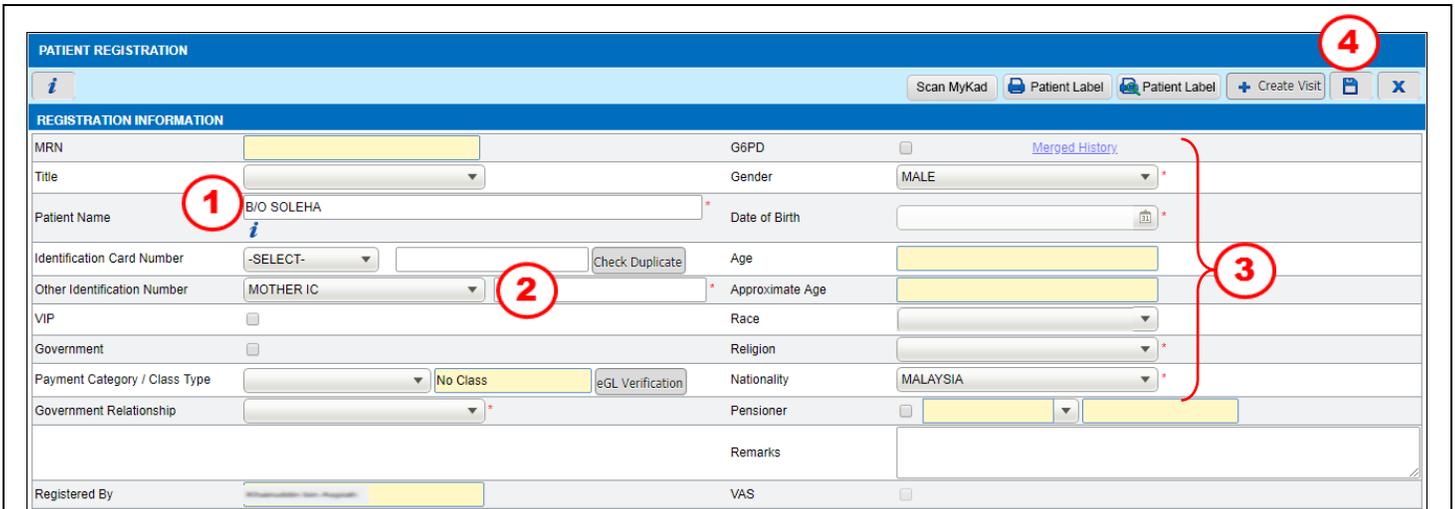
Figure 3.1.4-1 Patient Registration

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

STEP 1
Enter Baby of (mother 's/father's name) at **Patient Name** field

STEP 2
Select **Other Identification Number** as Mother IC/Father IC and enter the identification number

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

STEP 3
Select and enter mandatory field as below:
- *Gender*
- *Date of birth*
- *Religion*
- *Nationality*

STEP 4

Click on the save button to save record

Note

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

Note

OPTIONAL FIELDS – *Registration Information Section*
Below fields are optional. Please fill in accordingly where it is necessary.
- **VIP** – *To classify as VIP patient*
- **Government** – *To classify as Government employee*
- **Remarks**
- **Race** – *select from drop down box:*
    - *Bajau*
    - *Bidayuh*
    - *Bumiputra Sabah*
    - *Bumiputra Sabah Lain*
    - *Bumiputra Sarawak*
    - *Bumiputra Sarawak Lain*

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

3.1.5 Update Patient Details

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

Figure 3.1.5-1 Patient Registration

STEP 1
Click on 'Patient Management' and 'Patient Registration' sub-menu

STEP 2
Enter the search criteria field to search patient as per Table 3.1.1-1 (Page 11 - Page 12)

STEP 3
Click on [Search] button to search the patient and Admission/Visit screen will be appeared as per Figure 3.1.5-2

Figure 3.1.5-2 Admission/ Visit

STEP 4

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

PATIENT REGISTRATION

REGISTRATION INFORMATION

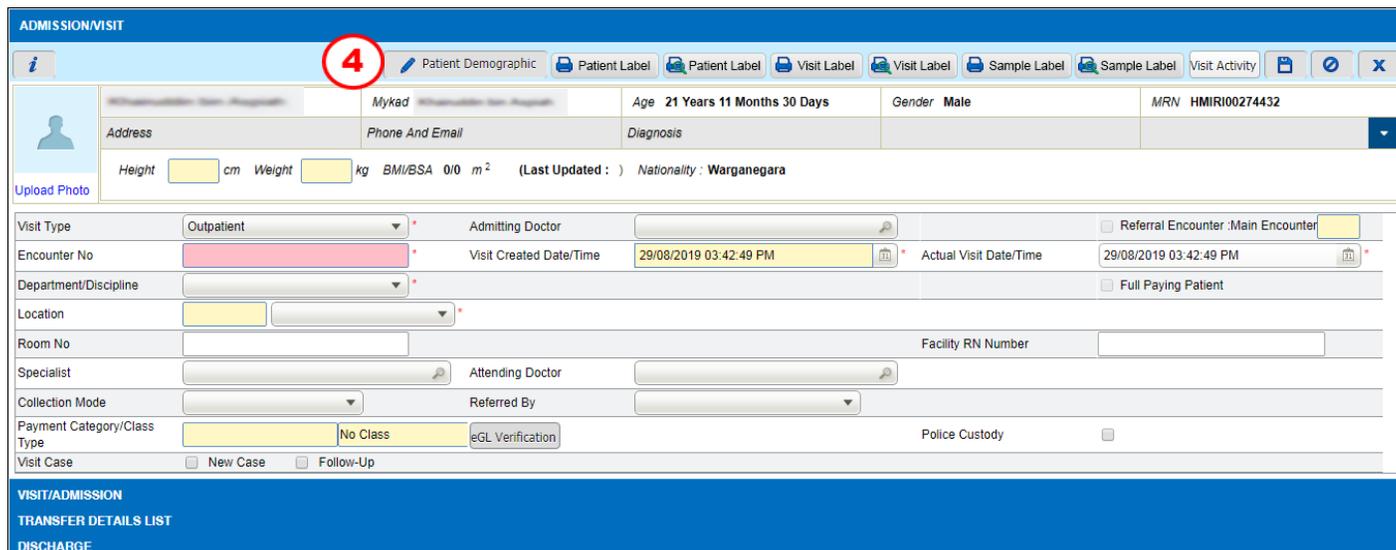| Field	Value	Field	Value
MRN	HMIRI00274432	G6PD	☐ Merged History
Title	▼	Gender	MALE ▼ *
Patient Name	ⓘ	Date of Birth	30/08/1997 📅 *
Identification Card Number	MYKAD ▼ [Check Duplicate] *	Age	21Y 11M 30D
Other Identification Number	-SELECT- ▼	Approximate Age	21 YEARS
VIP	☐	Race	MALAY ▼
Government	☐	Religion	ISLAM ▼ *
Payment Category / Class Type	▼ No Class [eGL Verification]	Nationality	MALAYSIA ▼ *
Government Relationship	▼ *	Pensioner	☐ -SELECT- ▼
Status	ACTIVE ▼	Remarks	
Registered By		VAS	☐

PATIENT DETAILS

Field	Value	Field	Value
Address 1	XXXXX *	Email	
Address 2	XXXXX	Contact Number(Mobile)	01093432477 * Please enter at least one contact number
Address 3		Contact Number(House)	
Postcode	16300	Contact Number(Office)	
State	TERENGGANU ▼ *	Marital Status	▼
City	🔍	Organization Name	
Country	MALAYSIA ▼ *	Education Level	▼
Occupation	🔍		

NEXT OF KIN

Field	Value	Field	Value
	[Copy Address from Patient Details]		
Name		Occupation	🔍
ID Number	-SELECT- ▼	Organization Name	
Relationship	-SELECT- ▼	Gender	-SELECT- ▼
Date of Birth	📅	Age	
Address 1		Email	
Address 2		Contact Number(Mobile)	
Address 3		Contact Number(House)	
Postcode		Contact Number(Office)	
State	-SELECT- ▼		
City	🔍		
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.

Figure 3.2-1 Patient Registration List

Note

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

3.2.1 Register for new patient

Figure 3.2.1-1 Patient Registration List

STEP 1

Click on New Patient Registration button.

Figure 3.2.1-2 New Patient Registration

STEP 2
Insert the *Patient Name*

STEP 3
Insert the MYKAD at field *Identification Card Number*

STEP 4
Insert the *Date of Birth*

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

STEP 5
Select the *Visit Type*

STEP 6
Select the *Department*

STEP 7
Select the *Location*

STEP 8

Click at the button [💾] to save the record

STEP 9

Click at the button [X] 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

Figure 3.3.1-1 Patient Registration Listing Page

STEP 1
Click on 'Patient management' menu and followed by 'Patient Registration' sub-menu to create new visit for Inpatient

Note

- *User can also have the option to create visit by click on the* **Create Visit** *button in the 'Patient Registration' sub-menu after entering all mandatory fields.*
- *Visit location depends on location setup for that facility. Different facility may have different visit location.*
- *Visit location will be setup in facility and drop down box will be based on the facility data.*
- *On this listing page, user is allowing to random search with search criteria for existing Patient provided as below:*
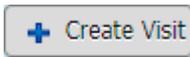
No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: • Scan the MRN using barcode scanner. • Type the MRN either full or partial: *Example : HPSF00001234 or "1234"*
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Visit Location	- Outpatient Pharmacy - Inpatient Pharmacy - General Medicine Clinic - Male Orthopedic Ward - Emergency and Trauma - Obstetrics and Gynecology (O&G) Ward	Able to filter by visit type
d	Patient Name	Patient Name	Allow to search by patient name
e	Status	Status of patient at the hospital	Allow to search by status either Active or Inactive

Table 3.3.1-1

STEP 2
Double click on selected patient

Note
- *User can enter patient name to narrow down the search. All patient names containing the key word typed will be listed as per Figure 3.3.1-1.*
- *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.*

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

VISIT ACTIVITY

Arrival Date/Time	29/08/2019 04:41 PM *
Registration Date/Time	29/08/2019 04:41 PM *
Appointment Date/Time	29/08/2019 04:41 PM *
Meeting Doctor Date/Time	29/08/2019 04:41 PM *

Total Waiting Time	0:00
Doctor/ Specialist Name	*
Remarks	
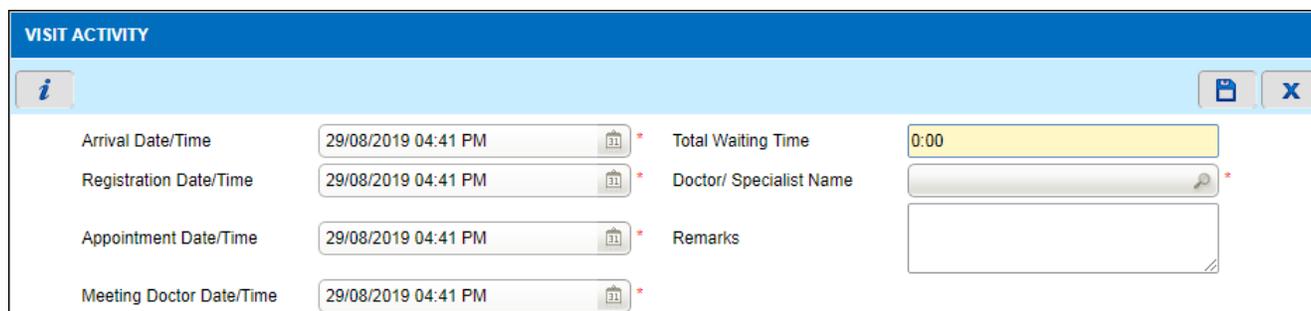
Figure 3.3.1-3 Visit Activity

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* ✏ Patient Demographic *button.*
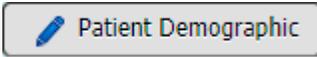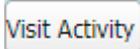
- *User can click* Visit Activity *button as shown in Figure 3.3.1-2 to view and enter total waiting time.*

- *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 - 1 / 1]
Encounter No	Visit/Admission Date	Visit Type	Visit Location	Discharge Date	Renew Visit
0001	29/08/2019	Outpatient	CLINIC MEDICAL (PAKAR 3)		Renew Visit

Figure 3.3.1-4 Renew Visit System

Note
- *Renew visit can be done by entering*
  - *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
Hospital Tanah Merah **(MYKAD)** **SXXXXXX XXX XXX XXXXX** XXXXX, XXXXX **17200 RANTAU PANJANG** **KELANTAN** 123456789 Umur: 66Y 10M 09D Tarikh Lahir: 28/02/1950 Lelaki Warganegara **htmh00068791** ‖‖ ‖‖ ‖‖‖‖‖‖‖ ‖‖‖‖‖‖‖‖ ‖‖‖‖‖‖‖‖ ‖‖ ‖‖ **Figure 3.3.1-5 Patient Label**	- *Facility name* - *Patient Name* - *MRN* - *Patient ID* - *Address* - *Contact number* - *Age* - *Date of birth* - *Gender* - *Nationality*
b. Sample Label	**Label details**
HPSF00032103 04/09/2014 KLINIK PAKAR PERUBATAN HPSF00032103 04/09/2014 KLINIK PAKAR PERUBATAN HPSF00032103 04/09/2014 KLINIK PAKAR PERUBATAN HPSF00032103 04/09/2014 KLINIK PAKAR PERUBATAN **Figure 3.3.1-6 Sample Label**	- *MRN* - *Date* - *Patient ID* - *Patient Name* - *Location*

c. Visit Label	Label details
 Figure 3.3.1-7 Visit Label	- *Facility name* - *Patient Name* - *MRN* - *Patient ID* - *Address* - *Contact number* - *Age* - *Date of birth* - *Gender* - *Nationality* - *Location* - *Date/Time*

Table 3.3.1-2

3.3.2 Create New Visit for Inpatient
This function is for create new visit for inpatient or in ward

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: • Scan the MRN using barcode scanner. • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Visit Location	- Outpatient Pharmacy - Inpatient Pharmacy - General Medicine Clinic - Male Orthopedic Ward - Emergency and Trauma - Obstetrics and Gynecology (O&G) Ward	Able to filter by visit type
d	Patient Name	Patient Name	Allow to search by patient name
e	Visit date	Visit date	Allow to search by visit date
f	Encounter No	Encounter No	Allow to search by Encounter No

Table 3.3.3-1

PHARMACY INFORMATION SYSTEM

MENU	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	

🔍 Search

[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

Patient Demographic | Patient Label | Patient Label | Visit Label | Visit Label | Sample Label | Sample Label | Visit List | Visit Activity | + | ✏ | ⊘ | ✕

	Mykad		Age 25 Years 01 Months 06 Days	Gender Male	MRN HMIRI00099143
Address	Phone And Email		Diagnosis	No known Allergies	

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

Upload Photo

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 ➕ New Patient Transfer button will be enabled, then click on the ➕ New Patient Transfer button

TRANSFER

⑥

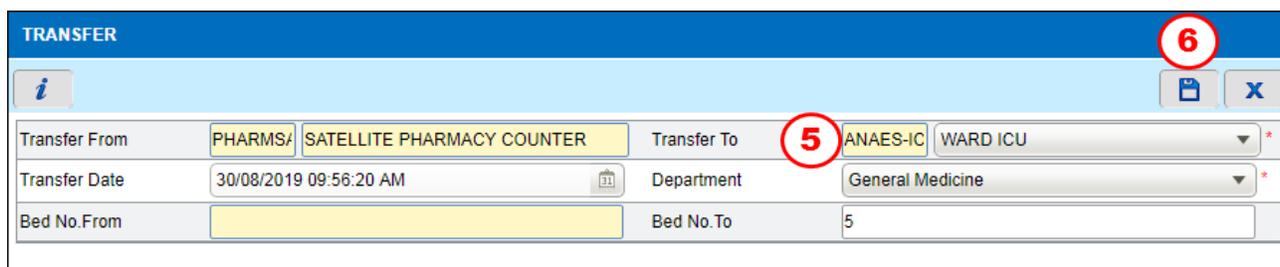| Transfer From | PHARMS/ | SATELLITE PHARMACY COUNTER | Transfer To | ⑤ | ANAES-IC | WARD ICU | ▼ |
| Transfer Date | 30/08/2019 09:56:20 AM | 🗓 | Department | | General Medicine | | ▼ |
| Bed No.From | | | Bed No.To | | 5 | | |

Figure 3.3.3-4 Transfer Details Screen

STEP 5

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

Note
- *When transfer the patient, system will check if there are existing referral visit exist. If exist, then alert the user to close the referral visit first before 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.
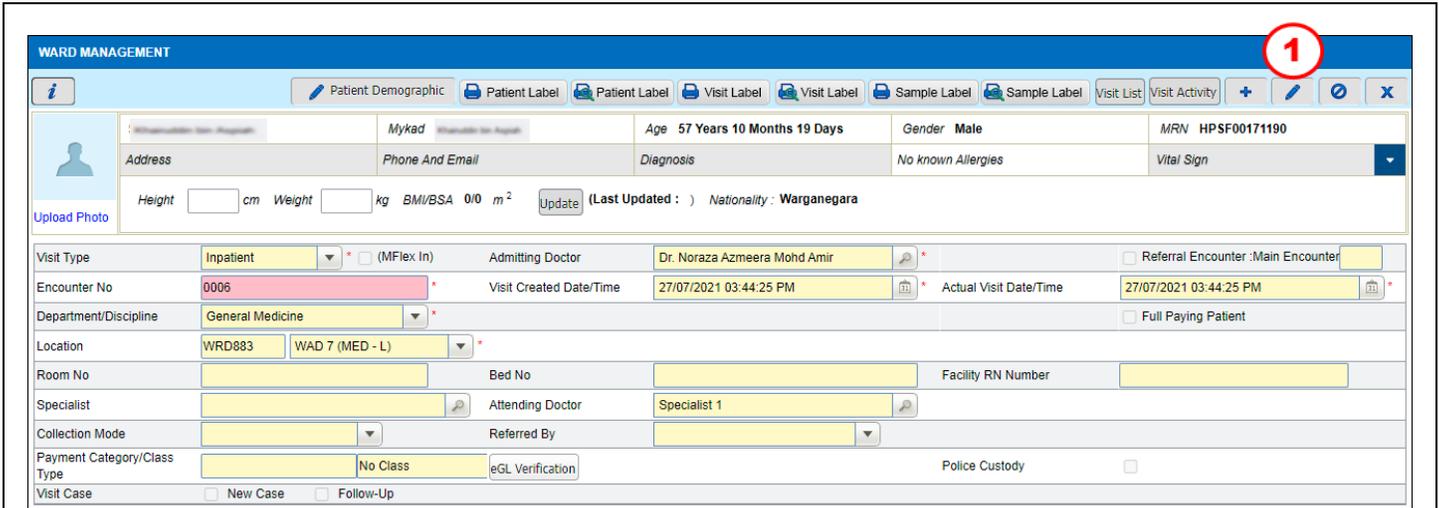
Figure 3.3.4-1 Discharge Patient Screen

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

STEP 1

Click on the [pencil icon] to button and scroll down for Discharge section
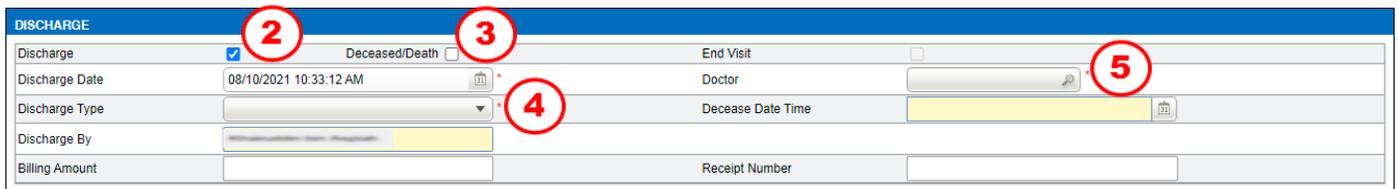
Figure 3.3.4-2 Discharge Screen

STEP 2
Select the *__Discharge__* check box

STEP 3
Select the *__Deceased/Death__* check box

__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.
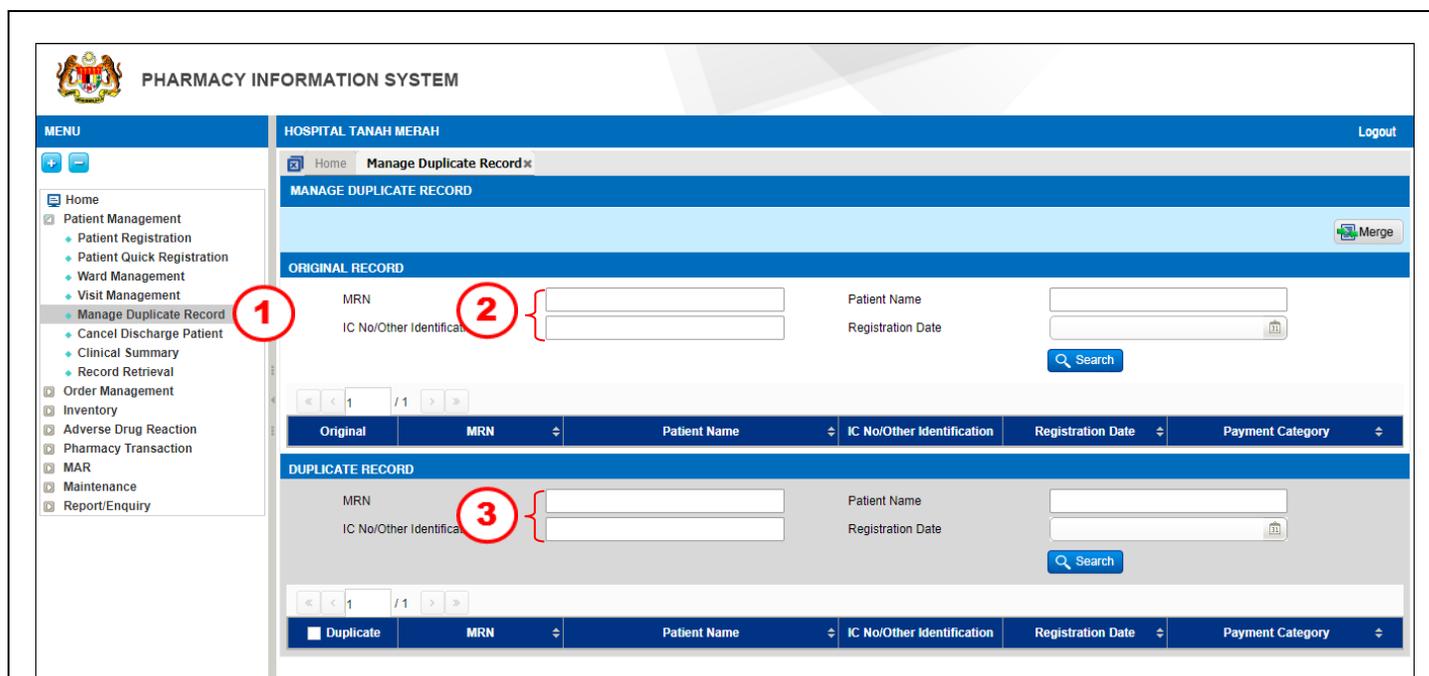
Figure 3.4-1 Merging Record Screen

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: • Type the MRN either full or partial: *Example : HPSF00001234 or "1234"*
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Patient Name	Patient's name	Allow to search by patient full name or partial
d	Registration Date	Date of registration	Allow to search by registration date

Table 3.4-1

STEP 3
Search on Duplicate patient section; Refer Table 3.4-1
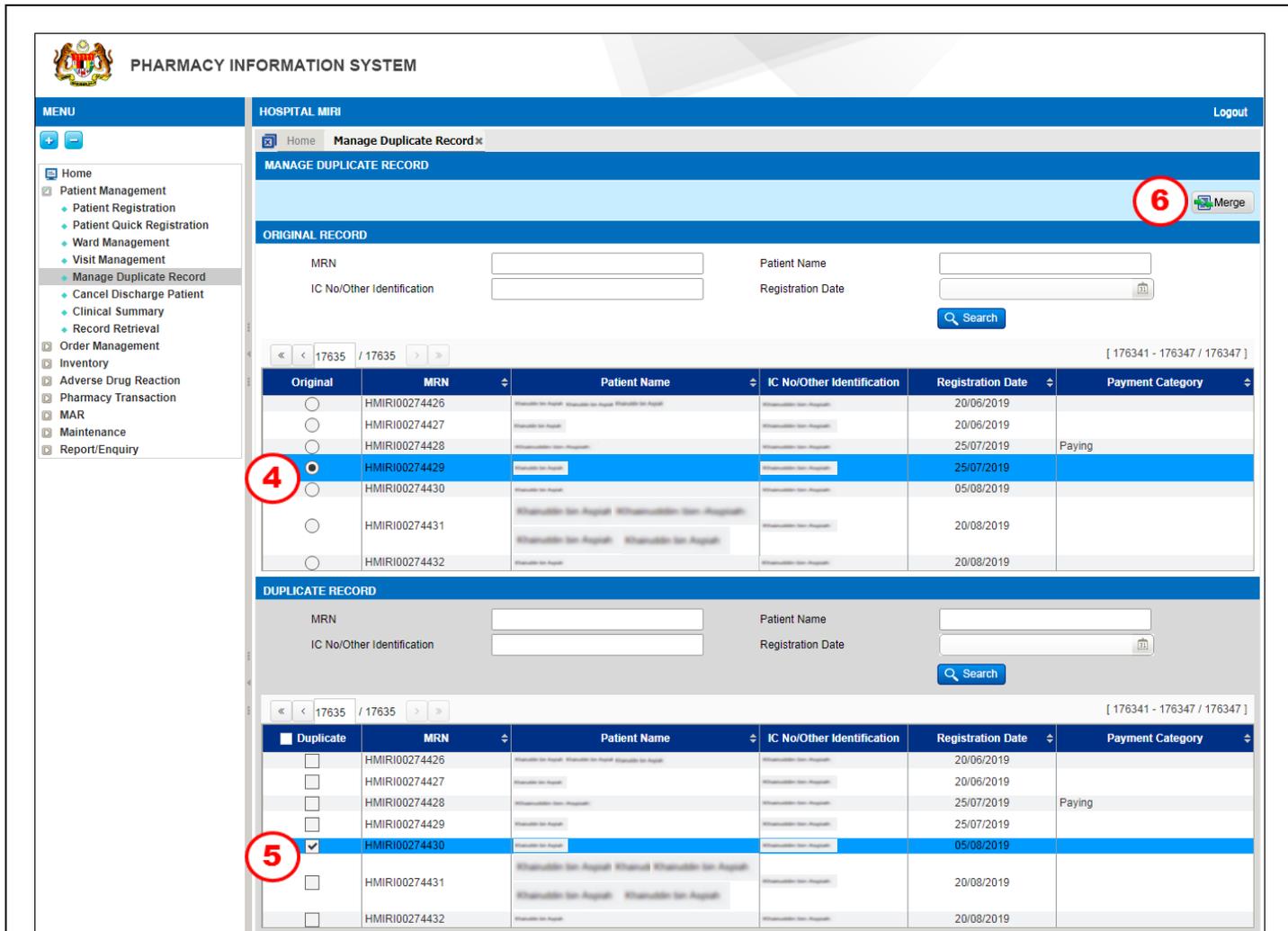
Figure 3.4-2 Merging Record screen

STEP 4

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

STEP 5

Select the Duplicate MRN [☑ Duplicate] check box as per figure 3.4-2
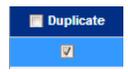
STEP 6

Click on [Merge] button and alert message will be displayed as per figure 3.4-3
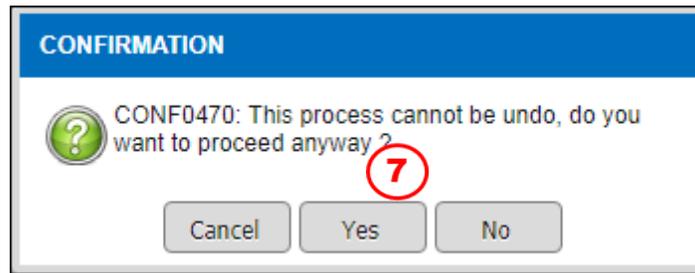
Figure 3.4-3 Merging Record Alert Message

STEP 7
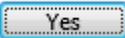
Click on the [Yes] button to confirm the merging
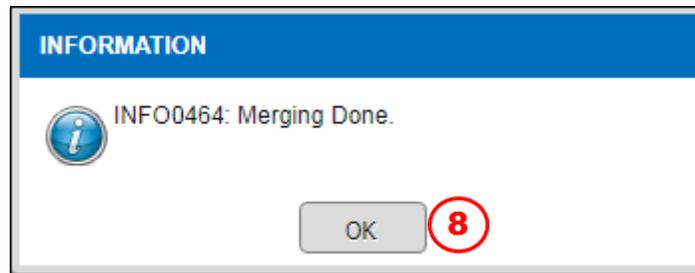
Figure 3.4-4 Merging Record Alert Message

STEP 8
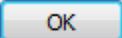
Click on the [OK] button to complete the merging

Figure 3.4-5 Patient Information

STEP 9

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

Note
System allowed to create using existing duplicate merging ID
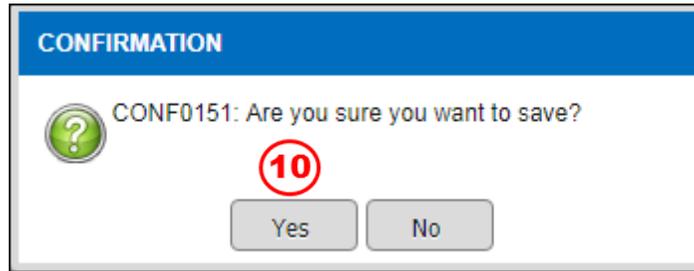
Figure 3.4-6 Confirmation Alert Message

STEP 10
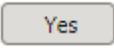
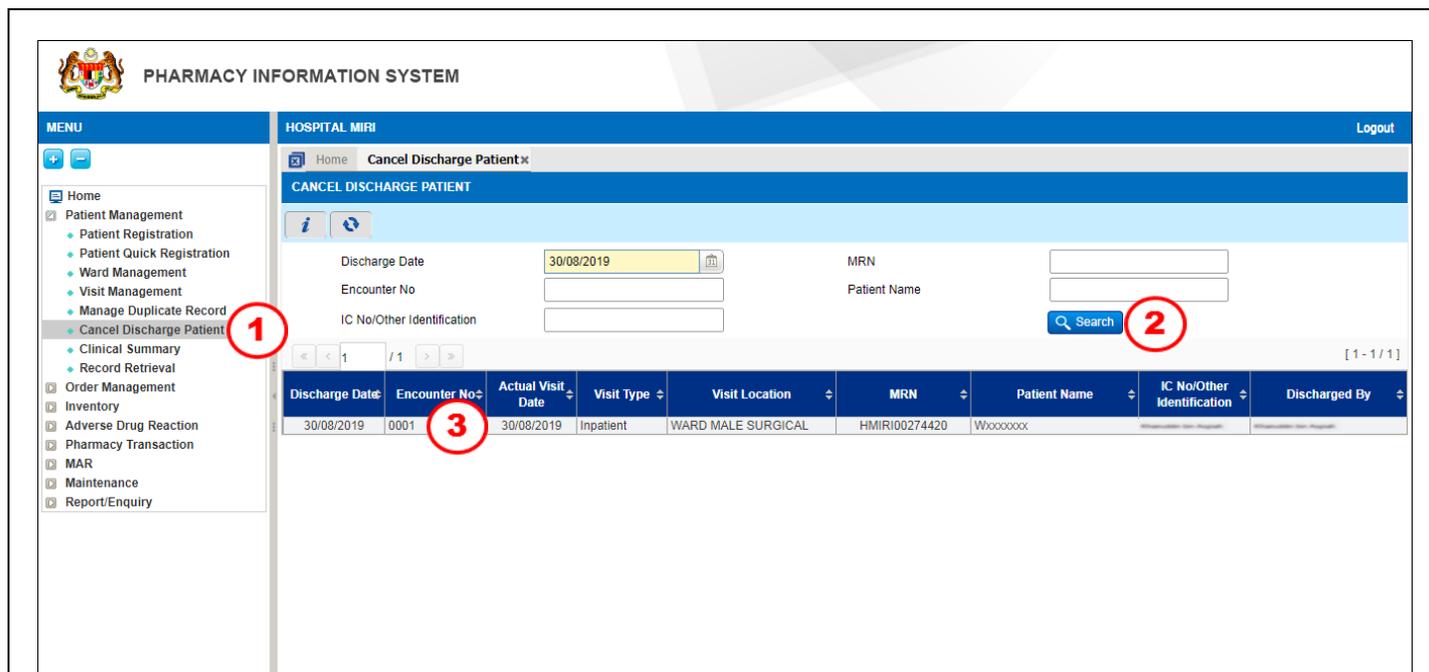Click on [Yes] button to confirm the transaction

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 [Search] button to search the patient

STEP 3
Double click on the selected patient record
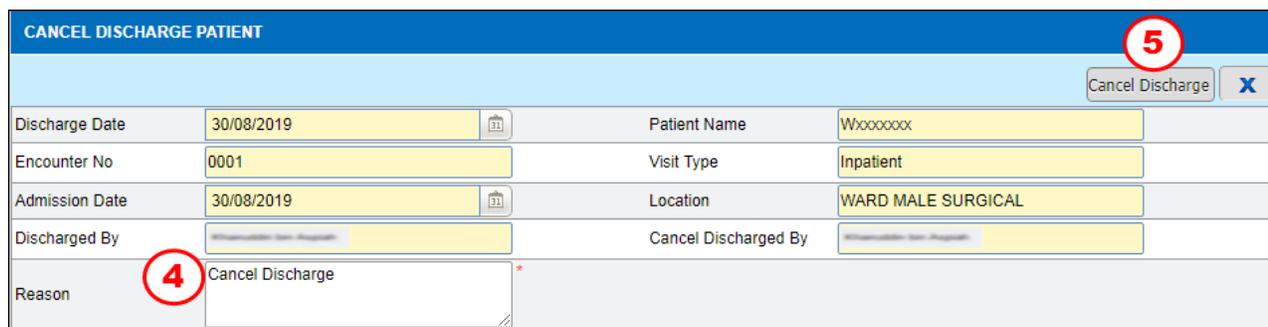
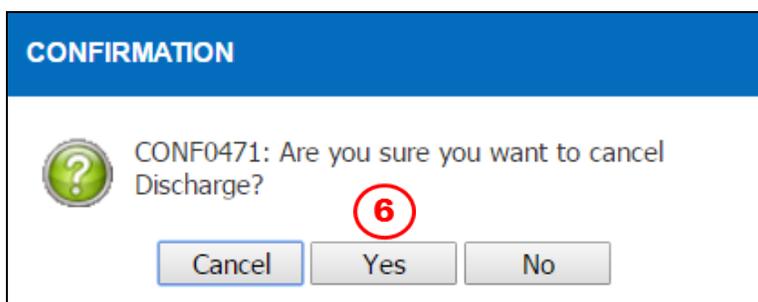**Figure 3.5-2 Cancel/Discharge-out Patient Record Screen**

STEP 4
Enter reason for cancel discharge patient

STEP 5
Click on Cancel Discharge button to cancel discharge

Figure 3.5-3 Cancel Discharge Alert Message

STEP 6
Click Yes button to confirm cancel Discharge

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

3.6 Clinical Summary

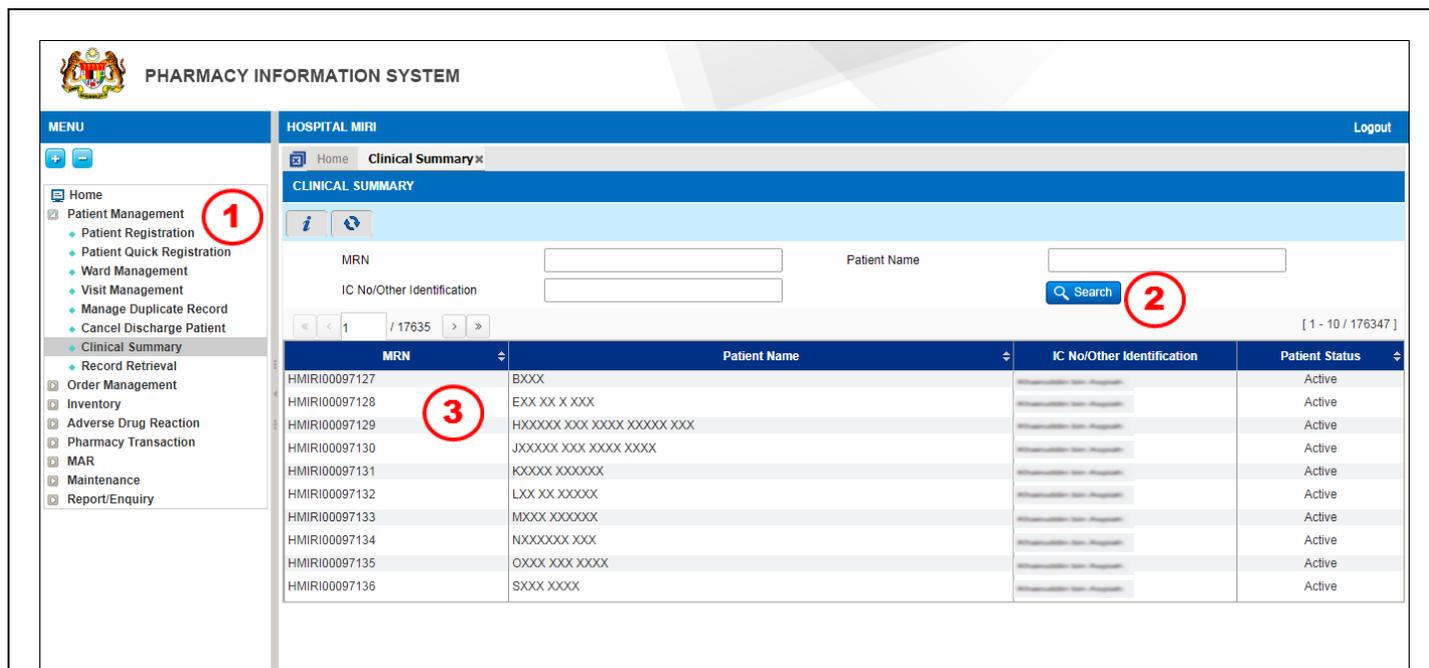This function allows viewing existing patient visit records and medication profile.

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: *Example: HPSF00001234 or "1234"*
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Patient Name	Patient Name	Allow to search by patient full name or partial

Table 3.6-1

STEP 2
Click on [Search] button to search the patient

STEP 3
Double click on the selected patient details listed down as per Figure 3.6-2

Figure 3.6-2 Clinical Summary

Note
- ***Clinical summary*** *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.
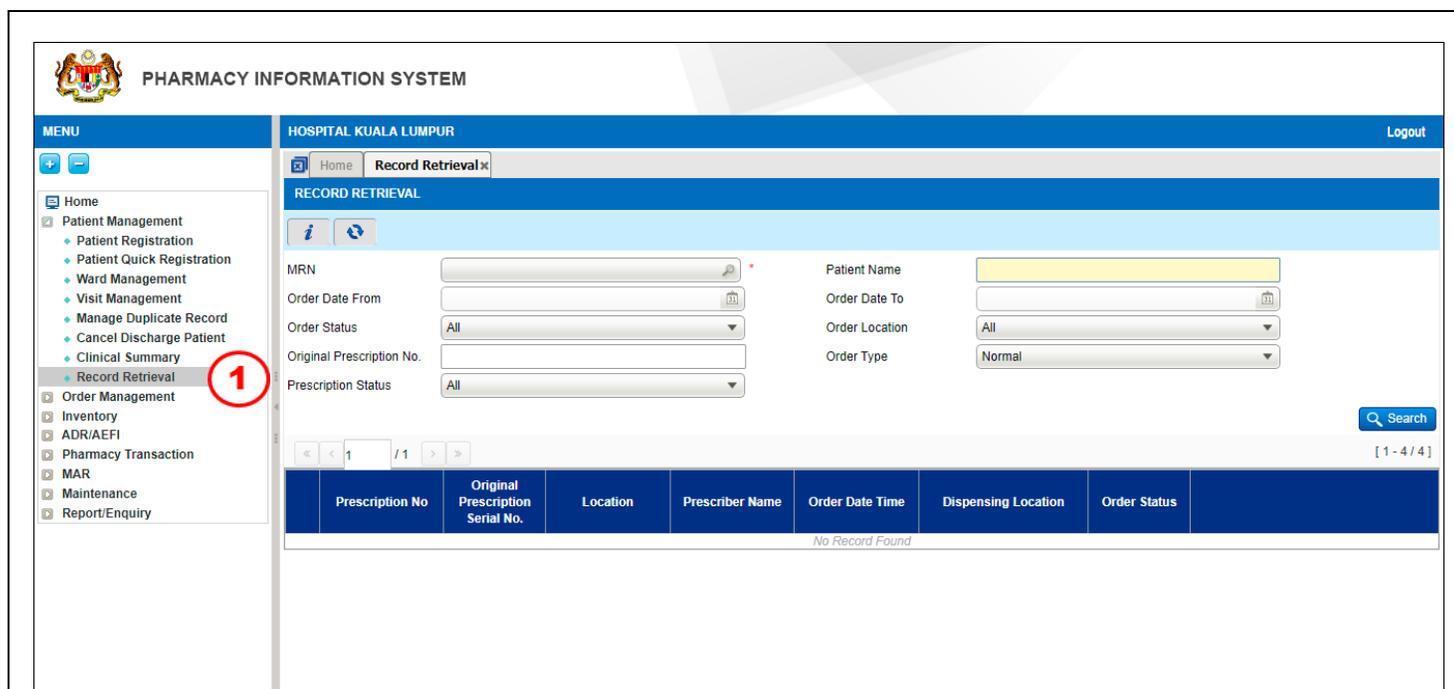

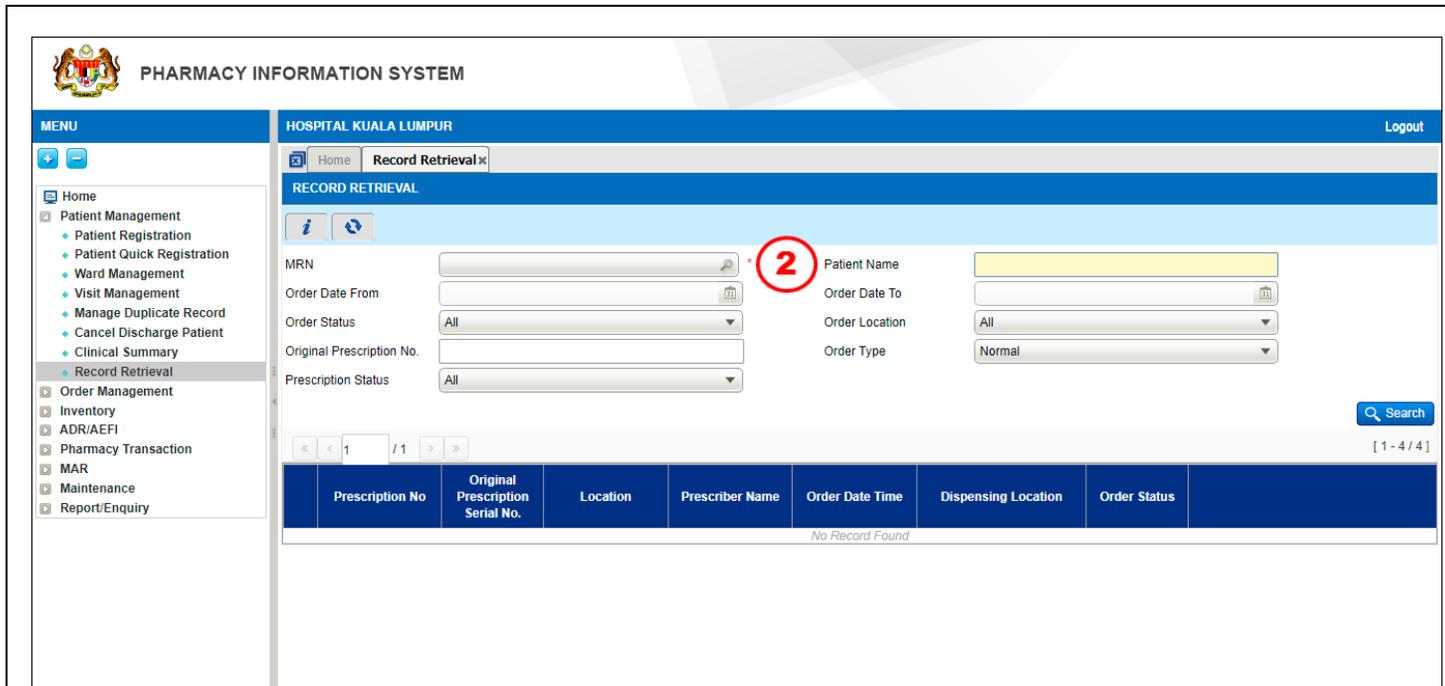**Figure 3.7-1 Record Retrieval**

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: • Type the MRN either full or partial: *Example : HPSF00001234 or "1234"*
b	ID Number	Identification Number	Allow to search by full or partial ID Number
c	Patient Name	Patient Name	Allow to search by patient full name or partial

Table 3.7-1

Figure 3.7-2 Record Retrieval – MRN

STEP 2

Click on [_____] at **MRN** field and *Patient Search* screen showed as below:
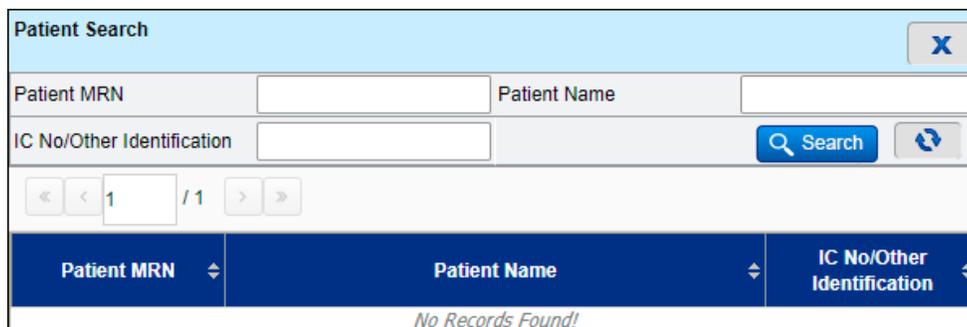
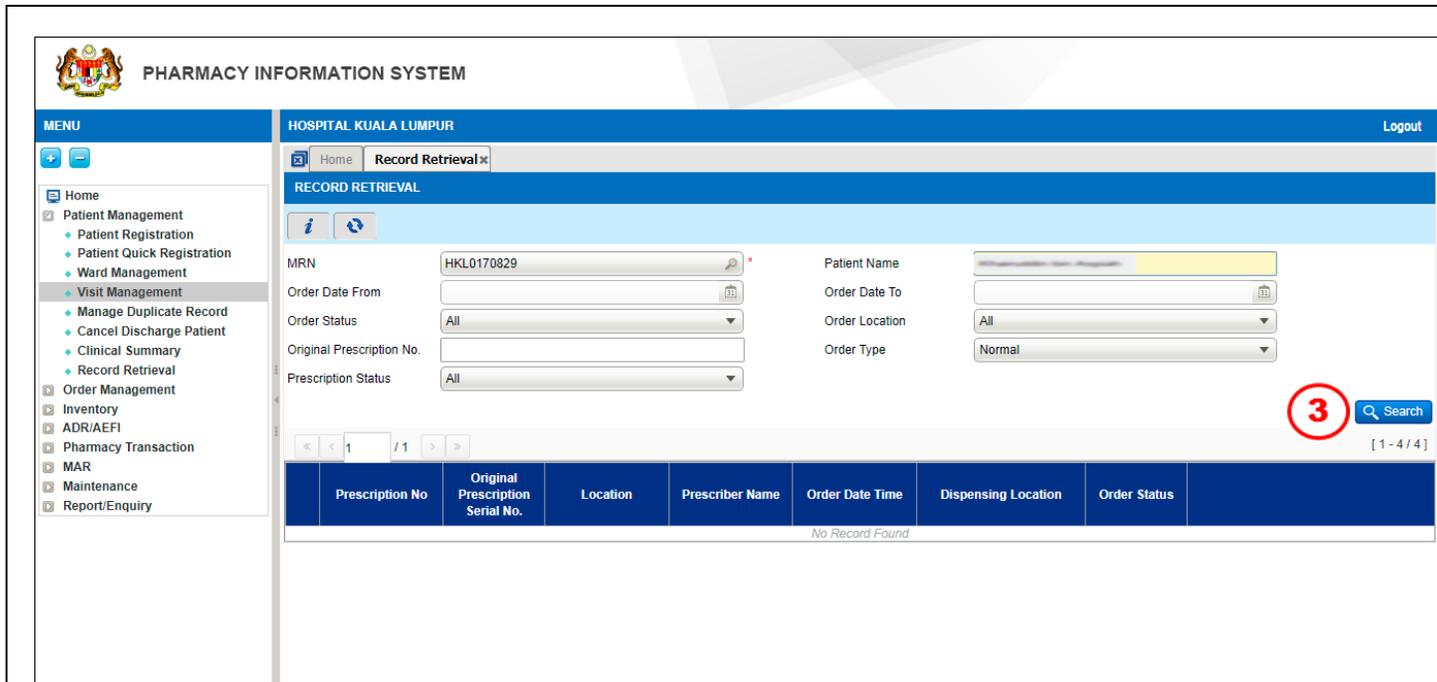**Figure 3.7-3 Record Retrieval – Patient Search**

Figure 3.7-4 Record Retrieval – Search record

STEP 3

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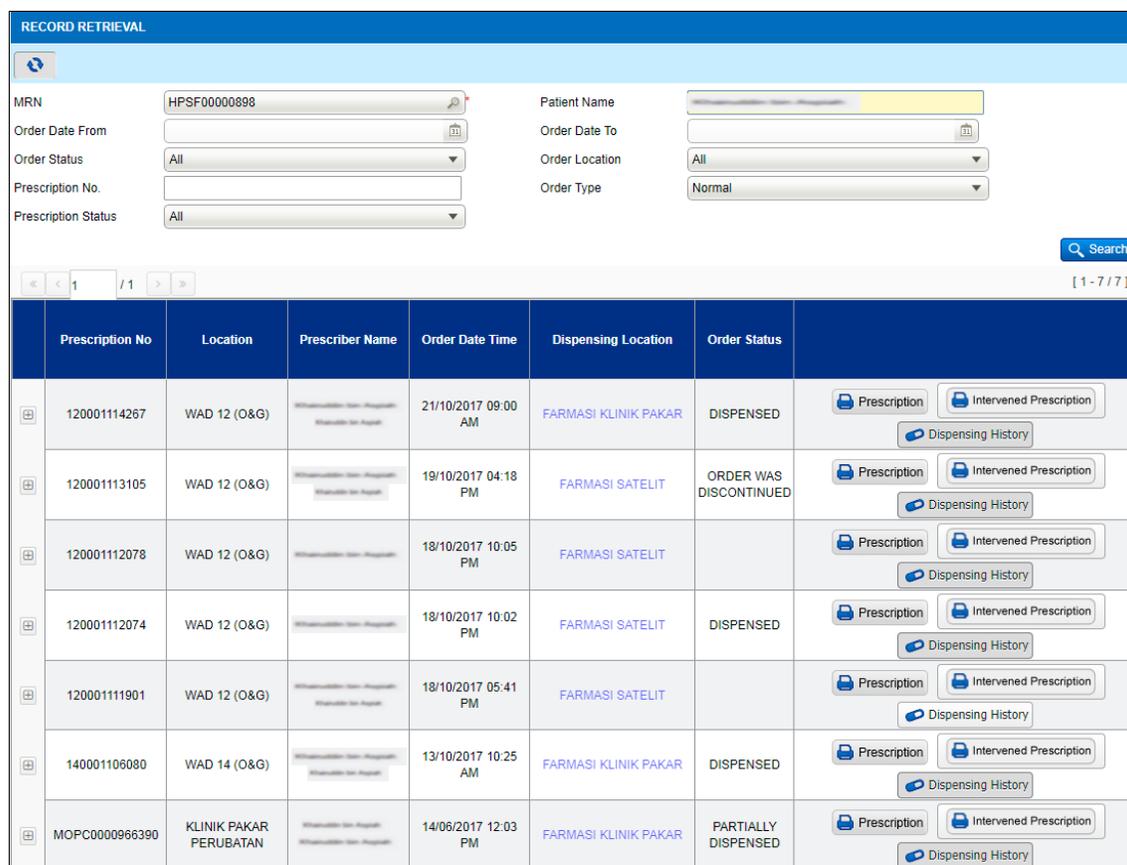
Figure 3.7-5 Record Retrieval – Listing of record

Note

- *Record Retrieval viewed by:*
    - *Prescription No*
    - *Original Prescription Serial No.*
    - *Location*
    - *Prescriber Name*
    - *Order Date Time*
    - *Dispensing Location*
    - *Order Status*

- *Click on* [🖶 Prescription] *button to re-print.*

- *Click on* [🖶 Intervened Prescription] *button to re-print intervened prescription*

- *Click on* [🔗 Dispensing History] *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

		Mykad	Age 39 Years 05 Months 02 Days	Gender Female	MRN HPSF00000898
Address		Phone And Email	Diagnosis	No known Allergies	Vital Sign
Height ___ cm Weight ___ kg BMI/BSA 0/0 m² Update (Last Updated :) Nationality : Warganegara					

Medication Profile |

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

PRESCRIPTION   [🖶 Patient sticker] [☐ ENGLISH] [✏] [Invoice] [Worksheet] [🖶 Worksheet] [Balance Medication Sheet] [🖶 Balance Medication Sheet] [Label] [🖶 Label]

Selection	Drug Name	Order Details	Order Qty	Supply Duration	Dispensed Qty
☐	Labetalol 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	Inpatient	Click Here	12	CDR Dispensing	Click Here
2	CDR Order	Click Here	13	Methadone Dispensing	Click Here
3	TDM Order	Click Here	14	PN Dispensing	Click Here
4	PN Order	Click Here	15	Order Management	Click Here
5	IV Order	Click Here	16	Patient Management	Click Here
6	Prepacking	Click Here	17	Radiopharmaceuticals	Click Here
7	Galenical	Click Here	18	Outpatient	Click Here
8	MTAC	Click Here	19	Special Drug Request	Click Here
9	ADR & DAC	Click Here	20	MAR	Click Here
10	Medication Counselling	Click Here	21	DICE	Click Here
11	Ward Pharmacy	Click Here	22		