



DH Survey User Requirements

v1.2

Code Free Soft Limited

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Modification History

Version	Description	By	Date
1.0	Document Creation	Elaine Hung	18/09/2023
1.1	Included permission setting in the requirement	Elaine Hung	19/10/2023
1.2	Sync Logic Modification	Elaine Hung	16/12/2023

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Overview

This assignment is to provide system implementation and system integration (SI&I), and System Maintenance and Support (SM&S) service of survey e-form data extraction and analysis.

SWD Analysis

Table I - SWD Analysis

SWD	Description
Stakeholder	<ul style="list-style-type: none"> - Patient: <ul style="list-style-type: none"> a. Fill the CEFS Survey form - Dental ("DH") User: <ul style="list-style-type: none"> a. Send CEFS Survey invitation to patient b. Export and import the CIMS Pilot Scaling Appt List data to DragOnce
Workflow	<ul style="list-style-type: none"> - CEFS Survey Sync Program - Manual Import Organization and Clinic Form List - Manual Import CIMS Pilot Scaling Appt List Data - Operation flow for Report Generation and Extraction <p>(Details in section of Operation Flow)</p>
Data	<ul style="list-style-type: none"> - Organization and Clinic Form data - CEFS Survey data - CIMS Pilot Scaling Appt List data

Page & Form Summary

Table II - SWD Analysis

#	Page / Form	Purpose
1	Master Form	Store the combined records from CEFS Survey records and CIMS Pilot Scaling Appt List records by the key field 'PMI'
2	CEFS Survey Form	Store all the raw CEFS Survey Form data synchronize from CEFS
3	CIMS Pilot Scaling Appt	Store all the raw CIMS Pilot Scaling Appt List data by user import
4	Organization and Clinic Mapping	Store the full list of Organization and Clinic for the purpose of reusing it in other records
5	Sync Log	Store all the synchronization Logs
6	Survey Report	A survey analysis report is used to display the overall performance based on the Master Form records
7	Operator Report	An Operator analysis report is used to display the operator performance based on the Master Form records
8	Organization Report	An Organization analysis report is used to display the organization performance based on the Master Form records

Operation Flow

Figure a - Operation Flow for CEFS Survey Sync Program

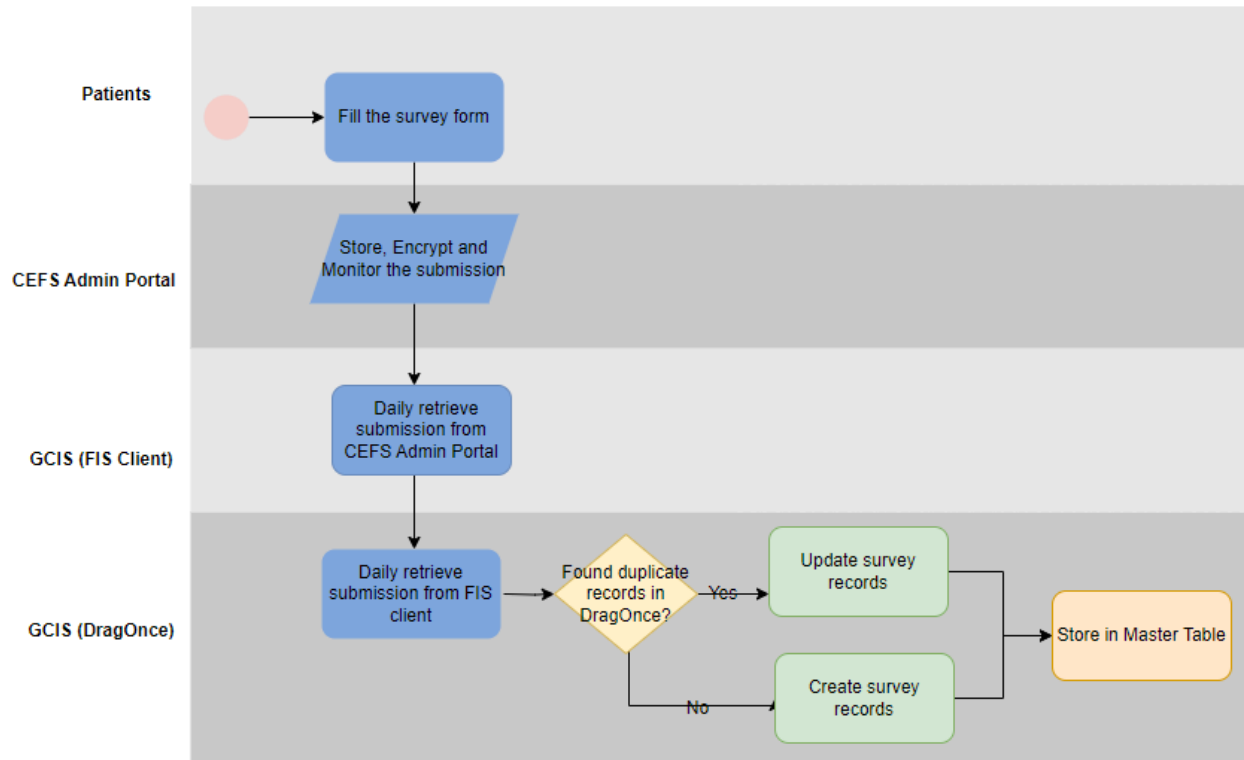


Table III - Operation Flow for CEFS Survey Sync Program

Process	Description
Patients fill the CEFS survey form (Out of DragOnce)	The clinic will send an SMS to their patients after the DH service has been completed, the patient can click the link and complete the CEFS survey form
Store, Encrypt and Monitor the submission (Out of DragOnce)	The submitted CEFS survey records will be stored in the CEFS Admin Portal
Daily retrieve submission from CEFS Admin Portal (Out of DragOnce)	The FIS Client will download the daily CEFS survey data
Daily retrieve submission from FIS client	DragOnce will develop a sync program to daily retrieve and decrypt the CEFS survey data from FIS Client in a specific time, the FIS

Process	Description
	CEFS survey data will be synchronized to DragOnce - CEFS Survey Form
Update survey records	After those survey data are synced to DragOnce, the system will compare the PMI number, if there are duplicate survey records, the system will get the latest survey record and update into the Master Form
Create survey records	After those survey data are synced to DragOnce, the system will compare the PMI number, if there are no duplicate survey records, the system will create a new survey record and pass to the Master Form

Figure b - Operation Flow for Manual Import Organization and Clinic List

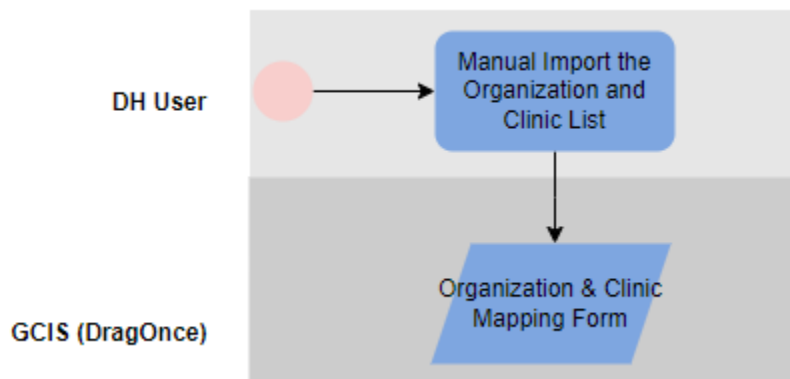


Table IV - Operation Flow for importing Organization and Clinic List

Process	Description
Manual Import the Organization and Clinic List	DH user manually import the Organization and Clinic List to DragOnce
Organization & Clinic Mapping Form	The imported Organization and Clinic List will be stored in the DragOnce - Organization & Clinic Mapping Form

Figure c - Operation Flow for Manual Import CIMS 2 Operator and Organization Data

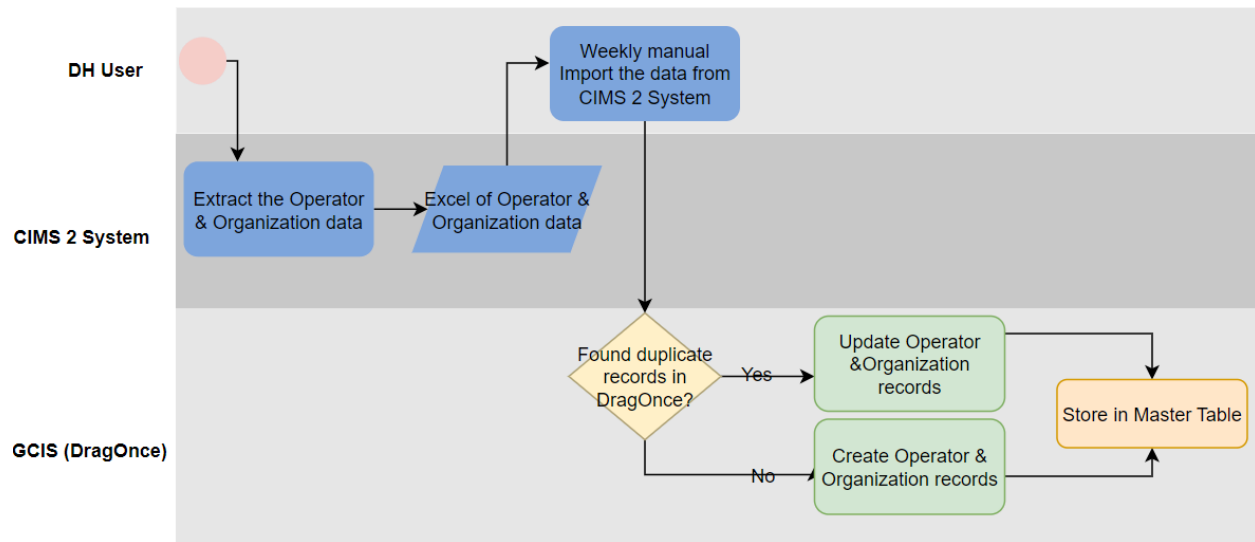


Table V - Operation Flow for Manual Import CIMS 2 Operator and Organization Data

Process	Description
Extract the Operator & Organization data (Out of DragOnce)	DH user needs to extract the Operator & Organization data from CIMS 2 System
Weekly manual import the data from CIMS 2 System	After extracting the Operator & Organization data, user needs to import the data into DragOnce manually - CIMS Pilot Scaling Appt List Form
Update Operator & Organization records	After those Operator & Organization data are imported into DragOnce, the system will compare the PMI number, if there are duplicate Operator & Organization records, the system will get the latest Operator & Organization record and update into the Master Form
Create Operator & Organization records	After those Operator & Organization data are imported to DragOnce, the system will compare the PMI number, if there are no duplicate Operator & Organization records, the system will create a new Operator & Organization record and pass to the Master Form

Figure d - Operation flow for Report Generation and Extraction

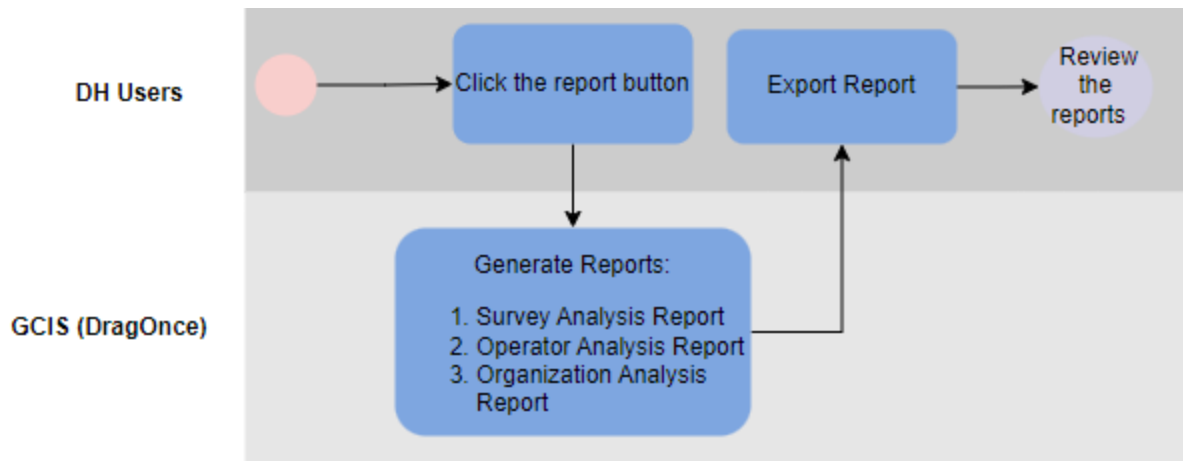



Table VI - Operation Flow for Report Generation and Extraction

Process	Description
Click the report button	DH user needs to click the report button so that the system will generate the reports
Generate Reports: 1. Survey Analysis Report 2. Operator Analysis Report 3. Organization Analysis Report	The DragOnce will generate 3 reports based on the records stored in the Master Form
Export Report	DH users can offline review the exported Excel reports accordingly

Scenarios to be Handled

Table VII - Case Scenarios to be Handled

#	Scenarios	Handling
1	Survey data sync before the Operator and Organization data	The Survey records will be created in the DragOnce, the Operator and Organization records will leave blank until the Operator and Organization data are imported into DragOnce



		The Operator and Organization records can base on the existing PMI to update the relative Operator and Organization information into the Master Form
2	Survey data sync after the Operator and Organization data	<p>The Operator and Organization records will be created in the DragOnce, the Survey records will leave blank until the Survey records are synced to DragOnce</p> <p>The Survey data can base on the existing PMI to update the relative survey information into the Master Form</p>

Sample Data Analysis

Please refer to the excel file: *DH Survey Form Test Case*.

Launch Board & Home Page

Figure e - Layout of Launch Board

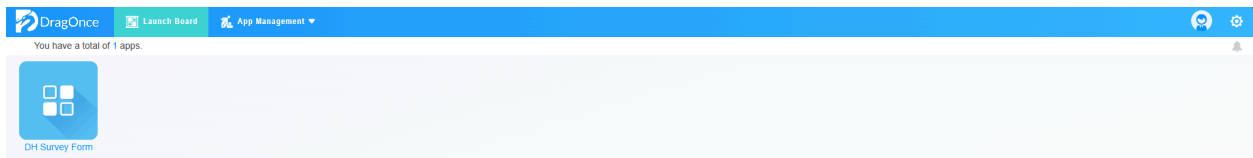
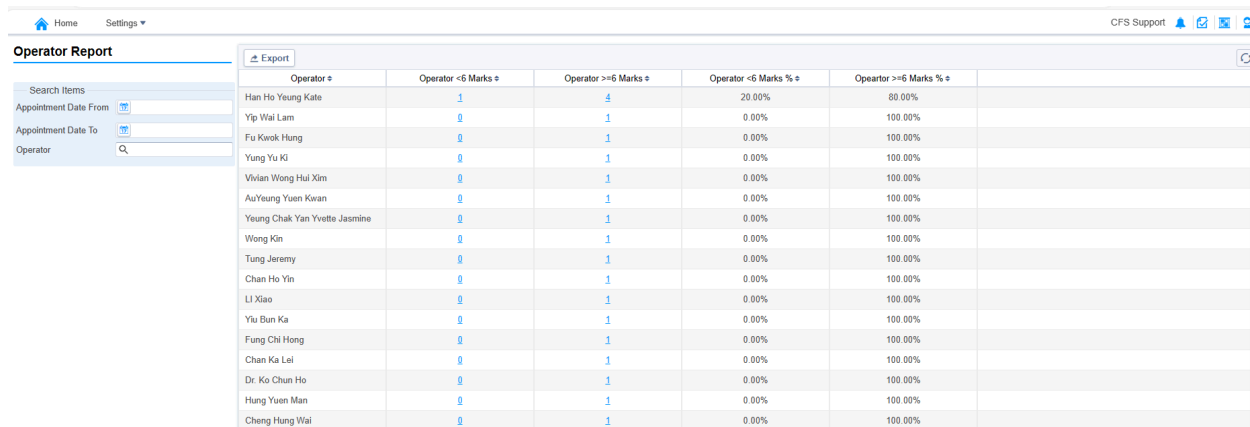


Figure f - Layout of Home Page



Figure g - Layout of operator report



The screenshot shows the 'Operator Report' page. On the left, there is a sidebar with search filters: 'Search Items', 'Appointment Date From', 'Appointment Date To', and 'Operator'. The main area displays a table with columns: 'Operator', 'Operator <6 Marks', 'Operator >=6 Marks', 'Operator <6 Marks %', and 'Operator >=6 Marks %'. The table lists 18 operators and their corresponding mark counts and percentages.

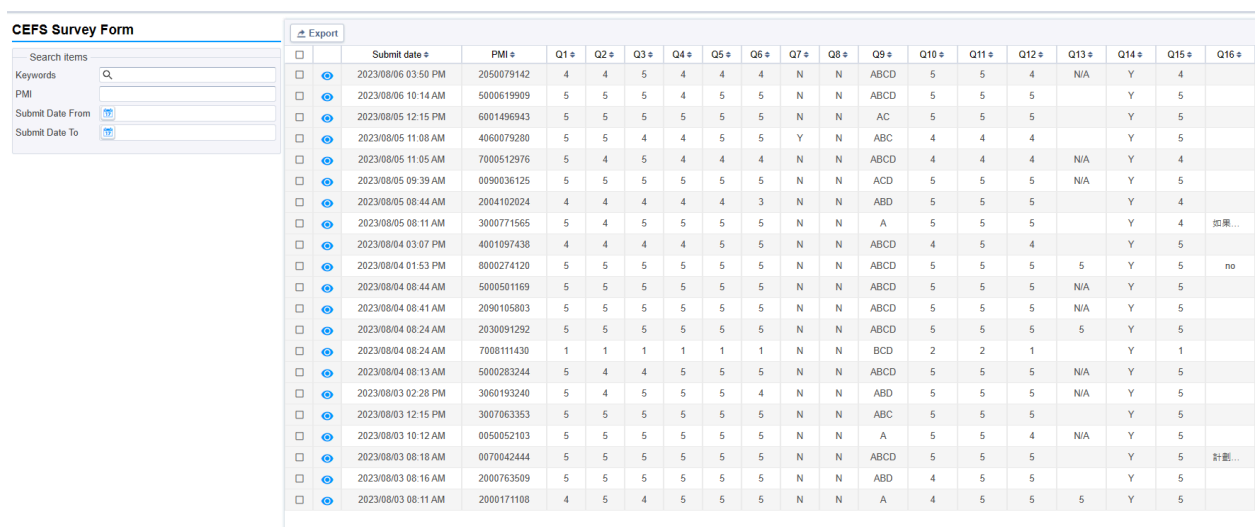
Operator	Operator <6 Marks	Operator >=6 Marks	Operator <6 Marks %	Operator >=6 Marks %
Han Ho Yeung Kate	1	4	20.00%	80.00%
Yip Wai Lam	0	1	0.00%	100.00%
Fu Kwok Hung	0	1	0.00%	100.00%
Yung Yu Ki	0	1	0.00%	100.00%
Vivian Wong Hui Xin	0	1	0.00%	100.00%
AuYeung Yuen Kwan	0	1	0.00%	100.00%
Yeung Chak Yan Yvette Jasmine	0	1	0.00%	100.00%
Wong Kin	0	1	0.00%	100.00%
Tung Jeremy	0	1	0.00%	100.00%
Chan Ho Yin	0	1	0.00%	100.00%
Li Xiao	0	1	0.00%	100.00%
Yiu Bun Ka	0	1	0.00%	100.00%
Fung Chi Hong	0	1	0.00%	100.00%
Chan Ka Lei	0	1	0.00%	100.00%
Dr Ko Chun Ho	0	1	0.00%	100.00%
Hung Yuen Man	0	1	0.00%	100.00%
Cheng Hung Wai	0	1	0.00%	100.00%

In each page (e.g. refer to Figure g), users can click the home button  Home for access to the Home Page or the launch board button  to return to the Launch Board.

Forms

1. CEFS Survey Form

Figure h - Layout of CEFS Survey Form



The screenshot shows the 'CEFS Survey Form' page. On the left, there is a sidebar with search filters: 'Search Items', 'Keywords', 'PMI', 'Submit Date From', and 'Submit Date To'. The main area displays a table with columns: 'Submit date', 'PMI', 'Q1', 'Q2', 'Q3', 'Q4', 'Q5', 'Q6', 'Q7', 'Q8', 'Q9', 'Q10', 'Q11', 'Q12', 'Q13', 'Q14', 'Q15', and 'Q16'. The table lists 20 survey entries with their corresponding dates, PMI values, and responses for each question.

Submit date	PMI	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16
2023/08/06 03:50 PM	2050079142	4	4	5	4	4	4	N	N	ABCD	5	5	4	N/A	Y	4	
2023/08/06 10:14 AM	5000619909	5	5	5	4	5	5	N	N	ABCD	5	5	5		Y	5	
2023/08/05 12:15 PM	6001496943	5	5	5	5	5	5	N	N	AC	5	5	5		Y	5	
2023/08/05 11:08 AM	4060079280	5	5	4	4	5	5	Y	N	ABC	4	4	4		Y	5	
2023/08/05 11:05 AM	7000512976	5	4	5	4	4	4	N	N	ABCD	4	4	4	N/A	Y	4	
2023/08/05 09:39 AM	0090036125	5	5	5	5	5	5	N	N	ACD	5	5	5	N/A	Y	5	
2023/08/05 08:44 AM	2004102024	4	4	4	4	4	3	N	N	ABD	5	5	5		Y	4	
2023/08/05 08:11 AM	3000771565	5	4	5	5	5	5	N	N	A	5	5	5		Y	4	如果...
2023/08/04 03:07 PM	4001097438	4	4	4	4	5	5	N	N	ABCD	4	5	4		Y	5	
2023/08/04 01:53 PM	8000274120	5	5	5	5	5	5	N	N	ABCD	5	5	5	5	Y	5	no
2023/08/04 08:44 AM	5000501169	5	5	5	5	5	5	N	N	ABCD	5	5	5	N/A	Y	5	
2023/08/04 08:41 AM	2090105803	5	5	5	5	5	5	N	N	ABCD	5	5	5	N/A	Y	5	
2023/08/04 08:24 AM	2030091292	5	5	5	5	5	5	N	N	ABCD	5	5	5	5	Y	5	
2023/08/04 08:24 AM	7008111430	1	1	1	1	1	1	N	N	BCD	2	2	1		Y	1	
2023/08/04 08:13 AM	5000283244	5	4	4	5	5	5	N	N	ABCD	5	5	5	N/A	Y	5	
2023/08/03 02:28 PM	3060193240	5	4	5	5	5	4	N	N	ABD	5	5	5	N/A	Y	5	
2023/08/03 12:15 PM	3007063353	5	5	5	5	5	5	N	N	ABC	5	5	5		Y	5	
2023/08/03 10:12 AM	0050052103	5	5	5	5	5	5	N	N	A	5	5	4	N/A	Y	5	
2023/08/03 08:18 AM	0070042444	5	5	5	5	5	5	N	N	ABCD	5	5	5		Y	5	計劃...
2023/08/03 08:16 AM	2000763509	5	5	5	5	5	5	N	N	ABD	4	5	5		Y	5	
2023/08/03 08:11 AM	2000171108	4	5	4	5	5	5	N	N	A	4	5	5	5	Y	5	

- a. It is a place to store all synchronized CEFS Survey raw data

- b. A workflow will be operated to decide the [Create] or [Update] action to map into the Master Form
- c. User can use different filters to search the CEFS Survey records
- d. User can click the eye icon to view each CEFS Survey form record

Figure i - Layout of Survey Form

Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons Service Opinion Survey

Survey Form

(A) Appointment booking and Registration Arrangement

Submit date

PMI

1. Convenience in booking appointment

2. Quality of customer service provided by the counter staff

3. Waiting time at clinic

4. Tidiness and comfortableness of clinic

(B) Scaling Service

5. Quality of customer service provided by dentist/dental hygienist

6. Quality of scaling service provided by dentist/dental hygienist

(C) Others

7. During your scaling appointment in private dental clinic, did the dentist/dental hygienist actively offer you other treatment or services?

8. During your scaling appointment in private dental clinic, did the staff (other than the dentist/dental hygienist) actively offer you other treatment or services?

(D) Pilot Scheme

9. Reasons for joining the Pilot Scheme: (may choose more than one reason)

10. Number of available dental clinics

11. Distribution and convenience of dental clinic locations

12. Clarity of promotional information about the Pilot Scheme

13. Satisfaction with the handling of enquiries or complaints (if applicable)

14. If being invited again, are you willing to use dental services provided in the form of public-private partnership?

15. Overall satisfaction rating on the Pilot Scheme

16. Other comments (if any)

2. CIMS Pilot Scaling Appt

Figure j - Layout of CIMS Pilot Scaling Appt List Form

CIMS Pilot Scaling Appt

Search items

Keywords

PMI

Appointment Date From

Appointment Date To

Remarks

1. Please download the below template to import the Operator and Organization Data

2. Please ensure the Appointment Time format is DD/MM/YYYY

3. Please remove those examples before importing to DragOnce

CIMS Pilot Scaling Appt Template.xlsx

13.42 KB

Export

Import

		Appointment Time	PMI	Operator	Supervisor	Private Clinic Name (in CIMS)	Organization
<input type="checkbox"/>		2023/08/04	3001133798	Tim Chan	N/A	Metrodental - Tuen Mun Shop M...	Metropolis Dental Care Centre L...
<input type="checkbox"/>		2023/08/04	0500031591	Hung Daryl	N/A	DOS Dental - Tuen Mun Chi Lok...	DOS Dental Limited
<input type="checkbox"/>		2023/08/03	4001097438	Dr. Ko Chun Ho	N/A	Town Health Dental Centre (SW...	Town Health Dental Limited
<input type="checkbox"/>		2023/08/04	8001609560	Ng Sau Chi Shirley	N/A	Bayley & Jackson Dental Surge...	Bayley & Jackson Dental Surge...
<input type="checkbox"/>		2023/08/03	9000545207	Hung Daryl	N/A	DOS Dental - Tuen Mun Chi Lok...	DOS Dental Limited
<input type="checkbox"/>		2023/08/04	7000512976	Chan Ho Yin	N/A	Caritas Dental Clinics Limited - ...	Caritas Dental Clinics Limited
<input type="checkbox"/>		2023/08/05	5000619909	Yeung Chak Yan Yvette Jasmine	N/A	Healthy Smile - Quarry Bay Clinic	Healthy Smile Dental Clinic Limi...
<input type="checkbox"/>		2023/08/04	6001496943	Li Xiao	N/A	KOWAY Dental Clinic (KW)	Dr. Check Dental Clinic Centre ...
<input type="checkbox"/>		2023/08/02	2000763509	Yip Wai Lam	N/A	Quality HealthCare Dental Centr...	Quality HealthCare Dental Servi...
<input type="checkbox"/>		2023/08/03	2030091292	Hung Yuen Man	N/A	Human Health Medical Centre (...)	Poly Dental Service Limited
<input type="checkbox"/>		2023/08/04	8001274865	Tim Chan	N/A	Metrodental - Tuen Mun Shop M...	Metropolis Dental Care Centre L...
<input type="checkbox"/>		2023/08/05	2050079142	Cheng Hung Wai	N/A	Dental Service Centre - Causew...	Dental Service Centre Limited
<input type="checkbox"/>		2023/08/04	4060079280	Vivian Wong Hui Xim	N/A	Cedric And Jack Dental Care LI...	CJ Dental Holding Limited
<input type="checkbox"/>		2023/08/03	7001027964	Han Ho Yeung Kate	N/A	D-MER Dental Center (Sha Tin)	D-MER Dental Limited
<input type="checkbox"/>		2023/08/03	7008111430	Han Ho Yeung Kate	N/A	D-MER Dental Center (Sha Tin)	D-MER Dental Limited
<input type="checkbox"/>		2023/08/04	3000771565	Fu Kwok Hung	N/A	Dental Service Centre - Causew...	Dental Service Centre Limited
<input type="checkbox"/>		2023/08/05	3002247369	Luo Yating	N/A	Bayley & Jackson Dental Surge...	Bayley & Jackson Dental Surge...
<input type="checkbox"/>		2023/08/04	0090036125	Wong Kin	N/A	Joyful Smile Dental (Sai Wan Ho)	Joyful Smile Dental Clinic Limited

- a. It is a place to store all imported CIMS Pilot Scaling Appt List raw data

- A workflow will be operated to decide the [Create] or [Update] action and map into the Master Form
- User can use different filters to search the CIMS Pilot Scaling Appt List records
- The system will use the Private Clinic Name (in CIMS) to map with the Organization column in Organization and Clinic Mapping Form
- User can check the eye icon to review each CIMS Pilot Scaling Appt List record

Figure k - Layout of CIMS Pilot Scaling Appt List

CIMS Pilot Scaling Appt

Operator and Organization

Appointment Date

PMI

Operator

Supervisor

Private Clinic Name (in CIMS)

Organization

3. Organization and Clinic Mapping

Figure l - Layout of Organization and Clinic Mapping Form

Organization and Clinic Mapping								
Keywords <input type="text"/>		+ Add	Export	Import				
	Organization	Private clinic name in CIMS	Distribution by district	Locations	Telephone	Opening Hour	Remarks	
<input type="checkbox"/>	UMP Professional Management ...	UMP Dental Centre (Tuen Mun)	Tuen Mun	Shop 1070, Level 1, D-PARK, 3...	2940 1889	Monday - Friday: 09:00 - 13:30, ...		
<input type="checkbox"/>	UMP Professional Management ...	UMP Dental Centre (Yuen Long)	Yuen Long	Shop 11, G/F, Comet Mansion, ...	2478 3220	Monday & Tuesday: 09:00 - 13:...		
<input type="checkbox"/>	UMP Professional Management ...	UMP Dental Centre (Grandiose)	Sai Kung	Shop F92, PopCom, 9 Tong Ch...	2752 1176	Monday - Friday: 09:00 - 13:30, ...		
<input type="checkbox"/>	UMP Professional Management ...	UMP Dental Centre (Mong Kok)	Yau Tsim Mong	Rm 1925-1928, Argyle Centre, ...	2396 6288	Monday - Friday: 09:00 - 12:45, ...		
<input type="checkbox"/>	UMP Professional Management ...	UMP Dental Centre (Causeway)	Wan Chai	Address 15/F, 22 Yee Wo Street...	2895 6960	Monday - Friday: 09:00 - 13:00, ...		
<input type="checkbox"/>	UMP Professional Management ...	UMP Dental Centre (Central)	Central and Western	1401-1403, Wing On House, 71 ...	2507 1088	Monday - Friday: 09:00 - 13:00, ...		
<input type="checkbox"/>	Healthcare Management Limited	Yan Oi Tong Dental Centre	Sha Tin	Shop E, G/F, Cheung Hing Man...	6121 8910	Monday - Friday: 10:00 - 13:00 & ...		
<input type="checkbox"/>	Healthcare Management Limited	Smart Dental Centre (Kwun Tong)	Kwun Tong	Shop 112-113, Tsui Pak House, ...	2709 6705	Monday - Friday: 09:30 - 13:00 & ...		
<input type="checkbox"/>	Healthcare Management Limited	Health One Dental Centre	Yau Tsim Mong	Unit 1107-08, 11/F, T.O.P. 700 N...	2391 2208 / 2391 2210	Monday - Friday: 10:00 - 13:00 & ...		
<input type="checkbox"/>	Healthcare Management Limited	Yan Oi Tong Dental Centre	Kowloon City	Shop 2, G/F, Homanin Plaza, 8...	2111 3531 / 2111 3532	Monday - Friday: 10:00 - 13:00 & ...		
<input type="checkbox"/>	Healthcare Management Limited	Central Smart Dental Centre	Central and Western	Room 2010-11, Melbourne Plaz...	2810 5966	Monday - Friday: 10:00 - 13:00 & ...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Quality HealthCare Dental Centr...	Islands	Shop No. 18, G/F, Block 3, Tung...	2403 6613	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Quality HealthCare Dental Centr...	Yuen Long	Shop 25 Yucca Square G/F No...	2676 0668	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Quality HealthCare Dental Centr...	Kwai Tsing	Shop Unit 308D Level 3 Maritim...	2434 7090	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Quality HealthCare Dental Centr...	Kwai Tsing	Concession TSY 47, G/F MTR T...	2436 9900	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Bupa Dental Centre (Hong Kon...	Sai Kung	Shop G09-10 G/F PopWalk 12 ...	2623 3278	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Quality HealthCare Dental Centr...	Sha Tin	Unit 705-06 7th Floor Citylink P...	2699 6331	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Quality HealthCare Dental Centr...	Yau Tsim Mong	Rm 606-607 6/F HK Pacific Cen...	2366 5782	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Bupa Dental Centre (Kowloon S...	Yau Tsim Mong	Concession No. KOW 84, MTR ...	2314 8802	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Quality HealthCare Dental Centr...	Wan Chai	Suite 2405-06 24/F World Trade...	2838 9600	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Quality HealthCare Dental Centr...	Eastern	Suite 304 Oxford House, Taikeo...	2811 8639	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Bupa Dental Centre (Hong Kon...	Central and Western	Unit 1202 12/F Chuang's Tower ...	2297 0290	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Quality HealthCare Dental Servi...	Bupa Dental Centre (Hong Kon...	Central and Western	Unit 1603 16/F Admiralty Centre...	2529 8669	Monday to Friday: 09:15 - 13:30...		
<input type="checkbox"/>	Project Concern Hong Kong	Project Concern Hong Kong De...	Yuen Long	G/F, Wing C, Yuet Tai House Tin...	2776 9081	Monday & Wednesday: 09:00 - ...		
<input type="checkbox"/>	Project Concern Hong Kong	Project Concern Hong Kong De...	Wong Tai Sin	2/F, 1st Wan Shan (South) Esta...	2776 9081	Thursday: 19:00 - 21:30		
<input type="checkbox"/>	Project Concern Hong Kong	Project Concern Hong Kong De...	Sham Shui Po	Shop 113, Lei Cheng Uk arcade...	2776 9081	Tuesday, Thursday & Friday: 09...		
<input type="checkbox"/>	Project Concern Hong Kong	Project Concern Hong Kong De...	Eastern	Shop 406, Hing Man Shopping ...	2776 9081	Thursday & Saturday: 15:00 - 1...		
<input type="checkbox"/>	Project Concern Hong Kong	Project Concern Hong Kong De...	Eastern	Shop No. 1, G/F, Perfect Mount ...	2776 9081	Thursday: 10:00 - 13:00 / 15:00...		
<input type="checkbox"/>	Metropolis Dental Care Centre L...	Metropolitan - Tuen Mun Shop M...	Tuen Mun	Shop B, G/F, Bitt Hing Building...	2441 1259	Tuesday to Friday: 10:00 - 18:3...		



- a. It is a place to store all imported Organization and Clinic raw data
- b. User can use different filters to search the Organization and Clinic records
- c. User can check the eye icon to review each Organization and Clinic form

Figure m - Layout of Organization and Clinic Form

Organization and Clinic Form

Organization	<input type="text"/>
Private Clinic Name in CIMS	<input type="text"/>
Distribution by District	<input type="text"/>
Locations	<input type="text"/>
Telephone	<input type="text"/>
Opening Hour	<input type="text"/>
Remarks	<input type="text"/>

4. Master Form

Figure n - Layout of Master Form

Master Form

Search Items: Keywords, Submit Date From, Submit Date To, Appointment Date From, Appointment Date To, PMI

Export

Submit Time	PMI	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Sum Q1-Q4	Sum Q5-Q6
3001133798																			
0500031591																			
8001609560																			
9000545207																			
8001274865																			
7001027964																			
3002247369																			
3000670585																			
1400077441																			
9000694471																			
4000991959																			
6001449877																			
4003525839																			
1001498177																			
9000352280																			
6001204084																			
1001802738																			
4001302874																			
8001802901																			
2023/08/06 03...	2050079142	4	4	5	4	4	4	N	N	ABCD	5	5	4	N/A	Y	4		17	8
2023/08/06 10...	5000619909	5	5	5	4	5	5	N	N	ABCD	5	5	5		Y	5		19	10
2023/08/05 12...	6001496943	5	5	5	5	5	5	N	N	AC	5	5	5		Y	5		20	10
2023/08/05 11...	4060079280	5	5	4	4	5	5	Y	N	ABC	4	4	4		Y	5		18	10
2023/08/05 11...	7000512976	5	4	5	4	4	4	N	N	ABCD	4	4	4	N/A	Y	4		18	8
2023/08/05 09...	0090036125	5	5	5	5	5	5	N	N	ACD	5	5	5	N/A	Y	5		20	10
2023/08/05 08...	2004102024	4	4	4	4	4	4	1	N	N	AND	5	5	5	Y	4		16	7

Total 40

1 / 1 | Show 100

- It is a place to store all the combined and the latest survey records and Operator and Organization records
- The Master Form records will be used to generate all the reports
- User can use different filters to search the Master Form records
- User can check the eye icon to review each Master Form Form
- The Submit time is the Survey Form submission time in CEFS
- The Creation Time shows the record creation time in Master triggered by (1) the Survey Form synchronization from CEFS OR (2) CIMS Pilot Scaling Appt. record creation
- The Last Edit Time shows the record latest modification time in the Master triggered by (1) the Survey Form synchronization from CEFS OR (2) CIMS Pilot Scaling Appt. record creation

Figure o - Layout of Master Form

Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons Service Opinion Survey

Survey Form

(A) Appointment booking and Registration Arrangement

Submit date

PMI

1. Convenience in booking appointment

2. Quality of customer service provided by the counter staff

3. Waiting time at clinic

4. Tidiness and comfortableness of clinic

(B) Scaling Service

5. Quality of customer service provided by dentist/dental hygienist

6. Quality of scaling service provided by dentist/dental hygienist

(C) Others

7. During your scaling appointment in private dental clinic, did the dentist/dental hygienist actively offer you other treatment or services?

8. During your scaling appointment in private dental clinic, did the staff (other than the dentist/dental hygienist) actively offer you other treatment or services?

(D) Pilot Scheme

9. Reasons for joining the Pilot Scheme: (may choose more than one reason)

10. Number of available dental clinics

11. Distribution and convenience of dental clinic locations

12. Clarity of promotional information about the Pilot Scheme

13. Satisfaction with the handling of enquiries or complaints (if applicable)

14. If being invited again, are you willing to use dental services provided in the form of public-private partnership?

15. Overall satisfaction rating on the Pilot Scheme

16. Other comments (if any)

Operator and Organization

Appointment Time

Private Clinic Name (in CIMS)

Operator

Organization

Reports

1. Survey Report

Figure p - Layout of Survey Report

Survey Report

Appointment Date From Appointment Date To

[Export](#)

	Q1-Q4	Q1-Q4	Q1-Q4 Total	Q5-Q6	Q5-Q6	Q5-Q6 Total	Q7-Q8	Q7-Q8	Q7-Q8 Total	
Marks	< 12	> =12		< 6	> = 6		YY/YN/NY	NN		
Count	1	20	21	1	20	21	1	20	21	
%	4.76%	95.24%		4.76%	95.24%		4.76%	95.24%		

Total 1

- a. The report data will be based on the Master Form records

b. Calculation Logic:

Table VIII - Calculation Logic for Survey Report

Field Row	#	Field column	Calculation Logic
Count	1	Q1-Q4 <12	<ul style="list-style-type: none"> - Within the appointment time - Count the number of survey if total marks of Q1-Q4 is below 12 marks - $(Q1+Q2+Q3+Q4)<12$
	2	Q1-Q4 >=12	<ul style="list-style-type: none"> - Within the appointment time - Count the number of survey if total marks of Q1-Q4 is higher or equals to 12 marks - $(Q1+Q2+Q3+Q4)>=12$
	3	Q5-Q6 <6	<ul style="list-style-type: none"> - Within the appointment time - Count the number of survey if total marks of Q5-Q6 is below 6 marks - $(Q5+Q6)<6$
	4	Q5-Q6 >=6	<ul style="list-style-type: none"> - Within the appointment time - Count the number of survey if total marks of Q5-Q6 is higher or equals to 6 marks - $(Q5+Q6)>=6$
	5	Q7-Q8 YY/YN/NY	<ul style="list-style-type: none"> - Within the appointment time - Count the number of survey if Q7 and Q8 is YY/YN/NY - $(Q7Y+Q8Y)+(Q7Y+Q8N)+(Q7N+Q8Y)$
	6	Q7-Q8 NN	<ul style="list-style-type: none"> - Within the appointment time - Count the number of survey if Q7 and Q8 is N - $Q7N+Q8N$
Total	7	Q1-Q4	<ul style="list-style-type: none"> - Within the appointment time - Count the number of survey Q1-Q4 <12 Marks and Q1-Q4 >=12 Marks - $(Q1-Q4 <12)+(Q1-Q4 >=12)$
	8	Q5-Q6	<ul style="list-style-type: none"> - Within the appointment time - Count the number of survey Q5-Q6 <6 Marks and Q5-Q6 >= 6 Marks - $(Q5-Q6 <6)+(Q5-Q6 >= 6)$
	9	Q7-Q8	<ul style="list-style-type: none"> - Within the appointment time

			<ul style="list-style-type: none"> - Count the number of survey Q7-Q8 Y and Q7Y-Q8 N - $(Q7Y+Q8Y)+(Q7Y+Q8N)+(Q7N+Q8Y)+(Q7N+Q8N)$
%	10	Q1-Q4 <12	<ul style="list-style-type: none"> - Within the appointment time - The percent of $(Q1-Q4 <12) / (Total\ Q1-Q4)$
	11	Q1-Q4 >=12	<ul style="list-style-type: none"> - Within the appointment time - The percent of $(Q1-Q4 >=12)/(Total\ Q1-Q4)$
	12	Q5-Q6 <6	<ul style="list-style-type: none"> - Within the appointment time - The percent of $(Q5-Q6 <6) / (Total\ Q5-Q6)$
	13	Q5-Q6 >=6	<ul style="list-style-type: none"> - Within the appointment time - The percent of $(Q5-Q6 >= 6) / (Total\ Q5-Q6)$
	14	Q7-Q8 YY/YN/NY	<ul style="list-style-type: none"> - Within the appointment time - The percent of $[(Q7Y+Q8Y)+(Q7Y+Q8N)+(Q7N+Q8Y)] / (Q7Y+Q8Y)+(Q7Y+Q8N)+(Q7N+Q8Y)+(Q7N+Q8N)$
	15	Q7-Q8NN	<ul style="list-style-type: none"> - Within the appointment time - The percent of $(Q7N+Q8N) / (Q7Y+Q8Y)+(Q7Y+Q8N)+(Q7N+Q8Y)+(Q7N+Q8N)$

c. The report can be extracted into Excel format

Figure q - Survey Report in Excel Format

	A	B	C	D	E	F	G	H	I	J
1		Q1-Q4	Q1-Q4	Q1-Q4 Total	Q5-Q6	Q5-Q6	Q5-Q6 Total	Q7-Q8	Q7-Q8	Q7-Q8 Total
2	Marks	<12	>=12		<6	>=6		YY/YN/NY	NN	
3	Count	1	20	21	1	20	21	1	20	21
4	%	4.76%	95.24%		4.76%	95.24%		4.76%	95.24%	
5										

2. Operator Report

Figure r - Layout of Operator Report

Operator Report		Export			
Search Items		Operator	Operator <6 Marks	Operator >=6 Marks	Operator <6 Marks %
Appointment Date From		Fung Chi Hong	0	1	0.00%
Appointment Date To		Fu Kwok Hung	0	1	0.00%
Operator		Yip Wai Lam	0	1	0.00%
		Han Ho Yeung Kate	1	4	20.00%
		Wong Kin	0	1	0.00%
		Yeung Chak Yan Yvette Jasmine	0	1	0.00%
		AuYeung Yuen Kwan	0	1	0.00%
		Vivian Wong Hui Xim	0	1	0.00%
		Yung Yu Ki	0	1	0.00%
		Yiu Bun Ka	0	1	0.00%
		Li Xiao	0	1	0.00%
		Tung Jeremy	0	1	0.00%
		Chan Ho Yin	0	1	0.00%
		Cheng Hung Wai	0	1	0.00%
		Dr. Ko Chun Ho	0	1	0.00%
		Hung Yuen Man	0	1	0.00%
		Chan Ka Lei	0	1	0.00%

- The report data will be based on the Master Form records
- The report will provide an overview statistic of the Q5-Q6 of the survey form
- The report can drill down to view each survey record
- User can filter the records based on the Appointment date and Operator
- Calculation Logic:

Table IX - Calculation Logic for Operator Report

#	Field Column	Calculation Logic
1	Operator	<ul style="list-style-type: none"> The report will group by the operator
2	Operator <6 Marks	<ul style="list-style-type: none"> Within the appointment time Count the number of survey if total marks of Q5-Q6 is below 6 marks $(Q5+Q6)<6$
3	Operator >=6 Marks	<ul style="list-style-type: none"> Within the appointment time Count the number of survey if total marks of Q5-Q6 is higher or equal to 6 marks $(Q5+Q6)\geq 6$
4	Operator <6 Marks %	<ul style="list-style-type: none"> The percent of Operator <6 Marks $(Q5+Q6)<6 / [(Q5+Q6)<6+(Q5+Q6)\geq 6]$ The report will highlight the cell in red color if it exceed 30%
5	Operator >=6 Marks %	<ul style="list-style-type: none"> The percent of Operator >=6 Marks $(Q5+Q6)\geq 6 / [(Q5+Q6)<6+(Q5+Q6)\geq 6]$

- f. User can export the report into Excel format
- g. The Excel report will not highlight the cell in red colour

Figure s - Operator Report in Excel Format

A	B	C	D	E
Operator	Operator <6 Marks	Operator >=6 Marks	Operator <6 Marks %	Opeartor >=6 Marks %
Han Ho Yeung Kate	1	4	20.00%	80.00%
Yip Wai Lam	0	1	0.00%	100.00%
Fu Kwok Hung	0	1	0.00%	100.00%
Yung Yu Ki	0	1	0.00%	100.00%
AuYeung Yuen Kwan	0	1	0.00%	100.00%
Vivian Wong Hui Xim	0	1	0.00%	100.00%
Wong Kin	0	1	0.00%	100.00%
Yeung Chak Yan Yvette Jasmine	0	1	0.00%	100.00%
Tung Jeremy	0	1	0.00%	100.00%
Chan Ho Yin	0	1	0.00%	100.00%
LI Xiao	0	1	0.00%	100.00%
Yiu Bun Ka	0	1	0.00%	100.00%
Chan Ka Lei	0	1	0.00%	100.00%
Fung Chi Hong	0	1	0.00%	100.00%
Dr. Ko Chun Ho	0	1	0.00%	100.00%
Hung Yuen Man	0	1	0.00%	100.00%
Cheng Hung Wai	0	1	0.00%	100.00%

3. Organization Report

Figure t - Layout of Organization Report

Organization Report		Export					
Search Items	Organization	Org Q1-Q4 <12 Marks #	Org Q1-Q4 >=12 Marks #	Org Q7-Q8 Total no. of Y #	Org Q7-Q8 Total no. of N #	Org Q1-Q4 < 12marks % #	Org Q1-Q4 >=12marks % #
Appointment Date From	Healthy Smile Dental Clinic Limi...	0	2	0	4	0.00%	100.00%
Appointment Date To	UMP Professional Management ...	0	1	0	2	0.00%	100.00%
Organization	Joyful Smile Dental Clinic Limited	0	2	0	4	0.00%	100.00%
	Town Health Dental Limited	0	1	0	2	0.00%	100.00%
	CJ Dental Holding Limited	0	1	1	1	0.00%	100.00%
	D-MER Dental Limited	1	5	0	12	16.67%	83.33%
	Dental Service Centre Limited	0	2	0	4	0.00%	100.00%
	Quality HealthCare Dental Servi...	0	1	0	2	0.00%	100.00%
	Dr. Check Dental Clinic Centre ...	0	1	0	2	0.00%	100.00%
	Caritas Dental Clinics Limited	0	1	0	2	0.00%	100.00%
	Bayley & Jackson Dental Surge...	0	1	0	2	0.00%	100.00%
	Poly Dental Service Limited	0	2	0	4	0.00%	100.00%

- a. The report data will be based on the Master Form records
- b. The report will group by the organization
- c. The report can drill down to review each survey record
- d. User can filter the records based on the Appointment date and Organization
- e. The report will provide an overview statistic of the Q1-Q4 and Q7-Q8 of the survey form
- f. Calculation Logic:

Table X - Calculation Logic for Organization Report

#	Field column	Calculation Logic
1	Organization	<ul style="list-style-type: none"> - The report will group by the Organization
2	Org Q1-Q4<12 marks	<ul style="list-style-type: none"> - Within the appointment time - Under same Organization - Count the number of survey if total marks of Q1-Q4 is below 12 marks - $(Q1+Q2+Q3+Q4)<12$
3	Org Q1-Q4>=12 marks	<ul style="list-style-type: none"> - Within the appointment time - Under same Organization - Count the number of survey if total marks of Q1-Q4 is higher or equal to 12 marks - $(Q1+Q2+Q3+Q4)\geq 12$
4	Org Q7-Q8 Total no. of Y	<ul style="list-style-type: none"> - Within the appointment time - Under same Organization - Count the number of Q7Y+Q8Y
5	Org Q7-Q8 Total no. of N	<ul style="list-style-type: none"> - Within the appointment time - Under same Organization - Count the number of Q7N+Q8N
6	Org Q1-Q4 <12 marks %	<ul style="list-style-type: none"> - The percent of Org Q1-Q4<12 marks - $(Q1+Q2+Q3+Q4)<12 / [(Q1+Q2+Q3+Q4)<12+(Q1+Q2+Q3+Q4)\geq 12]$ - The report will highlight the cell in red color if exceed 30%
7	Org Q1-Q4 >=12 marks %	<ul style="list-style-type: none"> - The percent of Org Q1-Q4>=12 marks - $(Q1+Q2+Q3+Q4)\geq 12 / [(Q1+Q2+Q3+Q4)<12+(Q1+Q2+Q3+Q4)\geq 12]$
8	Org Q7-Q8 Total no. of Y %	<ul style="list-style-type: none"> - The percent of Org Q7-Q8 Total no. of Y - $Q7Y+Q8Y / (Q7Y+Q8Y+Q7N+Q8N)$ - The report will highlight the cell in red color if exceed 30%
9	Org Q7-Q8 Total no. of N %	<ul style="list-style-type: none"> - The percent of Org Q7-Q8 Total no. of N - $Q7N+Q8N / (Q7Y+Q8Y+Q7N+Q8N)$

g. User can export the report into Excel format

- h. The Excel report will not highlight the cell in red colour

Figure u - Organization Report in Excel Format

A	B	C	D	E	F	G	H	I
Organization	Org Q1-Q4 <12 Marks	Org Q1-Q4 >=12 Marks	Org Q7-Q8 Total no. of Y	Org Q7-Q8 Total no. of N	Org Q1-Q4 <12marks %	Org Q1-Q4 >=12marks %	Org Q7 & Q8 Y %	Org Q7 & Q8 N %
UMP Professional Management Limited	0	1	0	2	0.00%	100.00%	0.00%	100.00%
Bayley & Jackson Dental Surgeons Limited	0	1	0	2	0.00%	100.00%	0.00%	100.00%
Healthy Smile Dental Clinic Limited	0	2	0	4	0.00%	100.00%	0.00%	100.00%
Joyful Smile Dental Clinic Limited	0	2	0	4	0.00%	100.00%	0.00%	100.00%
CJ Dental Holding Limited	0	1	1	1	0.00%	100.00%	50.00%	50.00%
D-MER Dental Limited	1	5	0	12	16.67%	83.33%	0.00%	100.00%
Dr. Check Dental Clinic Centre Limited	0	1	0	2	0.00%	100.00%	0.00%	100.00%
Dental Service Centre Limited	0	2	0	4	0.00%	100.00%	0.00%	100.00%
Quality HealthCare Dental Services Limited	0	1	0	2	0.00%	100.00%	0.00%	100.00%
Poly Dental Service Limited	0	2	0	4	0.00%	100.00%	0.00%	100.00%
Town Health Dental Limited	0	1	0	2	0.00%	100.00%	0.00%	100.00%
Caritas Dental Clinics Limited	0	1	0	2	0.00%	100.00%	0.00%	100.00%

Runtime User Role Permission Setting

Page Permission

Table XI - Page Permission

Page	User Role	
	Administrator	Normal User
Master Form	✓	✓
CEFS Survey Form	✓	✓
CIMS Pilot Scaling Appt. List	✓	
Organization & Clinic Mapping	✓	
Sync Log	✓	
Survey Report	✓	✓
Operator Report	✓	✓
Organization Report	✓	✓

Record Permission

Table XII - Record Permission

Page	User Role					
	Administrator			Normal User		
	Create	Read	Update	Create	Read	Update
Master Form		✓			✓ [#]	
CEFS Survey Form		✓			✓	
CIMS Pilot Scaling Appt. List	✓	✓	✓			
Organization & Clinic Mapping	✓	✓	✓			
Sync Log		✓				

Survey Report		✓			✓	
Operator Report		✓			✓*	
Organization Report		✓			✓*	

Remarks:

Only Read the Master Survey Records

* Only Read on Table

Import & Export Permission

Table XIII - Import & Export Permission

Page	User Role			
	Administrator		Normal User	
	Import	Export	Import	Export
Master Form		✓		✓
CEFS Survey Form		✓		✓
CIMS Pilot Scaling Appt. List	✓	✓		
Organization & Clinic Mapping	✓	✓		
Sync Log				
Survey Report		✓		✓
Operator Report		✓		✓
Organization Report		✓		✓

Survey Form Synchronization File Specification

1. File Specification for Survey Form Synchronization Mapping

Table XIV - File Specification for Survey Form Synchronization Mapping

DH			DragOnce			Remarks
Column Name	Type	Value	Widget Name	Widget Type (Data Type)	Mapping Value	
id	String		PMI	String		
radiobox_1_comp	String	option1 option2 option3 option4 option5	1. Convenience in booking appointment	Integer	1 2 3 4 5	
radiobox_2_comp	String	option1 option2 option3 option4 option5	2. Quality of customer service provided by the counter staff	Integer	1 2 3 4 5	
radiobox_3_comp	String	option1 option2 option3 option4 option5	3. Waiting time at clinic	Integer	1 2 3 4 5	
radiobox_4_comp	String	option1 option2 option3 option4 option5	4. Tidiness and comfortableness of clinic	Integer	1 2 3 4 5	
radiobox_5_comp	String	option1 option2 option3 option4 option5	5. Quality of customer service provided by dentist/dental hygienist	Integer	1 2 3 4 5	
radiobox_6_comp	String	option1 option2 option3 option4 option5	6. Quality of scaling service provided by dentist/dental hygienist	Integer	1 2 3 4 5	
radiobox_7_comp	String	1 2	7. During your scaling appointment in a private dental clinic, did the	String/Single	Y N	

			dentist/dental hygienist actively offer you other treatment or services?			
radiobox_8_comp	String	1 2	8. During your scaling appointment in private dental clinic, did the staff (other than the dentist/dental hygienist) actively offer you other treatment or services?	String/Single	Y N	
checkbox_1_comp	Array	1 2 3 4	9. Reasons for joining the Pilot Scheme: (may choose more than one reason)	String/Single		E.g. 1, 2
radiobox_9_comp	String	option1 option2 option3 option4 option5	10. Number of available dental clinics	Integer	1 2 3 4 5	
radiobox_10_comp	String	option1 option2 option3 option4 option5	11. Distribution and convenience of dental clinic locations	Integer	1 2 3 4 5	
radiobox_11_comp	String	option1 option2 option3 option4 option5	12. Clarity of promotional information about the Pilot Scheme	Integer	1 2 3 4 5	
radiobox_12_comp	String	0 option1 option2 option3 option4 option5	13. Satisfaction with the handling of enquiries or complaints (if applicable)	Integer	0 1 2 3 4 5	
radiobox_13_comp	String	1 2	14. If being invited again, are you willing to use dental services provided in	String	Y N	

			the form of public-private partnership?			
radiobox_14_comp	String	option1 option2 option3 option4 option5	15. Overall satisfaction rating on the Pilot Scheme	Integer	1 2 3 4 5	
field_text_1_comp	String		16. Other comments (if any)	String/multiple line		

1. Examples - JSON Format

Table XV - Examples - JSON Format

#	Example
1	<pre>{ "radiobox_1_comp": "option1", "radiobox_2_comp": "option2", "radiobox_3_comp": "option3", "radiobox_4_comp": "option4", "radiobox_5_comp": "option5", "radiobox_6_comp": "option1", "radiobox_7_comp": "1", "radiobox_8_comp": "2", "checkbox_1_comp": ["2", "3"], "radiobox_9_comp": "option1", "radiobox_10_comp": "option2", "radiobox_11_comp": "option3", "radiobox_12_comp": "0", "radiobox_13_comp": "1", "radiobox_14_comp": "option2", "id": "1000000114" }</pre>
2	<pre>{ "radiobox_1_comp": "option1", "radiobox_2_comp": "option2", "radiobox_3_comp": "option3", "radiobox_4_comp": "option4", "radiobox_5_comp": "option5",</pre>

	<pre> "radiobox_6_comp": "option1", "radiobox_7_comp": "2", "radiobox_8_comp": "1", "checkbox_1_comp": ["2", "1"], "radiobox_9_comp": "option1", "radiobox_10_comp": "option2", "radiobox_11_comp": "option3", "radiobox_13_comp": "1", "radiobox_14_comp": "option2", "id": "1000000111" } </pre>
3	<pre> { "radiobox_1_comp": "option2", "radiobox_2_comp": "option3", "radiobox_3_comp": "option4", "radiobox_4_comp": "option3", "radiobox_5_comp": "option2", "radiobox_6_comp": "option3", "radiobox_7_comp": "2", "radiobox_8_comp": "1", "checkbox_1_comp": ["1", "3", "4"], "radiobox_9_comp": "option4", "radiobox_10_comp": "option3", "radiobox_11_comp": "option2", "radiobox_12_comp": "option4", "radiobox_13_comp": "1", "radiobox_14_comp": "option3", "field_text_1_comp": "testing comment", "id": "1000000000" } </pre>
4	<pre> { "radiobox_1_comp": "option3", "radiobox_2_comp": "option3", "radiobox_3_comp": "option3", "radiobox_4_comp": "option3", "radiobox_5_comp": "option3", </pre>

	<pre> "radiobox_6_comp": "option3", "radiobox_7_comp": "2", "radiobox_8_comp": "2", "checkbox_1_comp": ["3"], "radiobox_9_comp": "option3", "radiobox_10_comp": "option3", "radiobox_11_comp": "option3", "radiobox_12_comp": "option3", "radiobox_13_comp": "1", "radiobox_14_comp": "option3", "id": "1000000113" } </pre>
5	<pre> { "radiobox_1_comp": "option5", "radiobox_2_comp": "option4", "radiobox_3_comp": "option3", "radiobox_4_comp": "option2", "radiobox_5_comp": "option1", "radiobox_6_comp": "option5", "radiobox_7_comp": "2", "radiobox_8_comp": "1", "checkbox_1_comp": ["4"], "radiobox_9_comp": "option5", "radiobox_10_comp": "option4", "radiobox_11_comp": "option3", "radiobox_12_comp": "", "radiobox_13_comp": "2", "radiobox_14_comp": "option5", "id": "1000000111" } </pre>

2. File Specification for Operator and Organization Form

Table XVI - File Specification for Operator and Organization Form

DH		DragOnce		
Column Name	Type	Widget Name	Widget Type	Remarks

			(Data Type)	
PDS Appt. Datetime	Datetime	Appointment Time	Date time	
PMI No.	String	PMI	String	
Operator	String	Operator	String	
Private Clinic Name	String	Private Clinic Name (in CIMS)	String	
-		Organization	String	<i>PDS mapping by Organization and Clinic Form</i>

3. File Specification for Organization and Clinic Form

Table XVII - File Specification for Organization and Clinic Form

DH		DragOnce	
Column Name	Type	Widget Name	Widget Type (Data Type)
Dental Organization	String	Organization	String
Name of Clinic	String	Private clinic name in CIMS	String
Distribution by district	String	Distribution by district	String
Locations	String	Locations	String
Telephone	String	Telephone	String/ Multiple Line
Opening Hour*	String	Opening Hour	String/ Multiple Line
Remarks	String	Remarks	String/ Multiple Line

CEFS Survey Form Sync Program Logic

1. Assumption

- a. If the CEFS field does not have value, the JSON will not contain the field name

(Refers to: JSON Sample: #1, #4, #5 field_text_1_comp and #2 radiobox_12_comp is not included in the JSON file)

- b. The handling between DragOnce's widget type & missing parameter in JSON

Table XVIII - Missing Parameter Handling

DragOnce's widget type	Handling
numeric	0 value
non-numeric	null value

2. Sync Logic

- a. DragOnce Sync Program ("the program") and FIS Client will be installed in a machine named SSync.
- b. FIS Client will download the data files from FIS.
- c. The program will process the downloaded data file.
- d. The program will create an archive folder in SSync.
 - i. Data files which successfully processed the synchronization will be moved to the archive folder.
 - ii. Otherwise, the program will immediately stop when encountering any sync errors.
- e. This is a scheduled operation for the FIS program and the Sync program. And it will process ONCE every day.
- f. The FIS program will be processed **at 03:00 (GMT +8)**, while the Sync program will be processed at **03:30 (GMT +8)**
- g. The DH IT department will manually handle the clearance of archived data.
- h. The program will generate a log file in the DragOnce's control report to state the log of processed data files. (for example success count, failed count, filename).



- i. The Sync operation start time in the Production Site would be on **2 Jan 2024**

Control Report

- a. The control report includes the logging of the Survey sync program.
- b. One record will be automatically generated on the platform upon completion of the sync program.
- c. In the event of any errors, an email will be sent to the specified DH email address after each synchronization completion.
- d. If no sync log is generated in a day, users should contact Code Free Soft Limited for further investigation.

Figure v - Control Report Layout

Sync Log of External System

Job Start Time

Job End Time

Processed CSV Name

Processed CSV 0 file (0.00 KB)

Processed CSV Hash Value

Operation Log 0 file (0.00 KB)

Total Processed Record Count

Successful Record Count

Failed Record Count

Checking for Failed Sync

Description of Failed Record

- e. There are some fields that will be included in the control report.
 - Job Start Time
 - Job End Time
 - Processed CSV Name
 - Processed CSV
 - Processed CSV Hash Value
 - Operation Log
 - Total Processed Record Count
 - Successful Record Count
 - Failed Record Count
 - Checking for Fail Sync
 - Description of Failed Record

- Synchronization fail
- Example for Description of Failed Record:
DH00995VKWK89TLK 2023-07-20-10-59-22.zip fail

Figure w - Control Report with synchronization fail

Failed Record Count	1
Checking for Failed Sync	1
Description of Failed Record	DH00995VKWK89TLK 2023-07-20-10-59-22.zip fail

Exceptional Cases Handling

Table XIX - Exceptional Cases Handling

#	Description	Example	Action
1	Q1 value is missing in JSON file	<pre>{ "radiobox_2_comp": "option3", "radiobox_3_comp": "option4", "radiobox_4_comp": "option3", "radiobox_5_comp": "option2", "radiobox_6_comp": "option3", "radiobox_7_comp": "2", "radiobox_8_comp": "1", "checkbox_1_comp": ["1", "3", "4"], "radiobox_9_comp": "option4", "radiobox_10_comp": "option3", "radiobox_11_comp": "option2", "radiobox_12_comp": "option4", "radiobox_13_comp": "1", "radiobox_14_comp": "option3", "field_text_1_comp": "testing comment", "id": "1000000000" }</pre>	Since radiobox_1_comp is a numeric value, the sync program will return 0
2	Q16 value is missing in JSON file	<pre>{ "radiobox_1_comp": "option2", "radiobox_2_comp": "option3", "radiobox_3_comp": "option4", "radiobox_4_comp": "option3", "radiobox_5_comp": "option2", "radiobox_6_comp": "option3", "radiobox_7_comp": "2", "radiobox_8_comp": "1", "checkbox_1_comp": ["1", "3", "4"], "radiobox_9_comp": "option4", "radiobox_10_comp": "option3", "radiobox_11_comp": "option2", "radiobox_12_comp": "option4", "radiobox_13_comp": "1", "radiobox_14_comp": "option3", }</pre>	Since field_text_1_comp is a non-numeric value, the sync program will return empty string

		"id": "1000000000" }	
3	Zip file Synchronization failure	DH00995VKWK89TLK_2023-07-20-10-59-22. zip sync fail	- Mark the fail records in control report - Send email to the Administrator