



**SERIKALI YA MAPINDUZI ZANZIBAR  
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**EXTERNAL REFERRAL INFORMATION SYSTEM (ERIS)  
SYSTEM DOCUMENTATION**

# 1. Introduction

The **External Referral Information System (ERIS)** is a centralized digital platform designed to manage patient referrals, medical history review, medical board decisions, billing, and payments across healthcare institutions.

The system ensures **accountability**, **traceability**, and **efficient decision-making** by defining clear roles and approval workflows.

## 2. System Objectives

- To digitally register and manage external patient referrals
- To facilitate structured medical reviews and approvals
- To ensure transparency in billing and payment processing
- To improve coordination between hospitals, medical boards, and the Ministry of Health

## 3. System Users and Roles

Role	Description
Super Admin	System administrator with full configuration rights
Hospital User	Registers patients and medical history
Mkurugenzi	Reviews referrals and forwards to Medical Board
Medical Board	Reviews cases and provides medical assessment
Director General (DG)	Final approval authority
Bill Officer	Creates monthly and patient-based bills
Accountant	Records and manages payments

## 4. System Workflow Overview

1. Patient Registration
2. Medical History Submission
3. Mkurugenzi Review
4. Medical Board Review
5. DG Approval / Cancellation
6. Billing Management
7. Payment Management

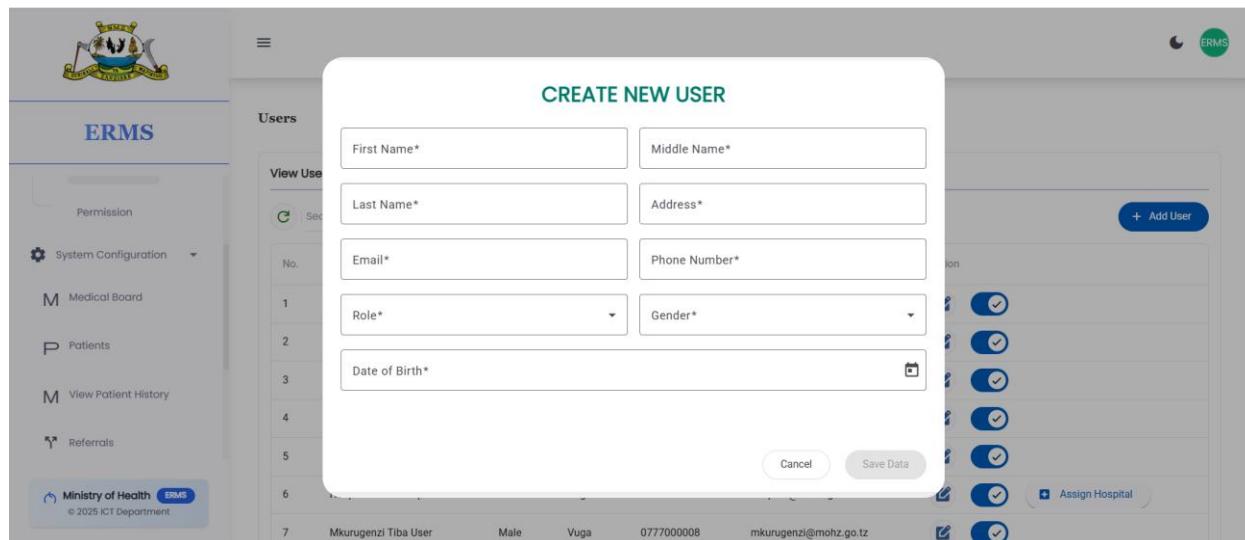
## 5. Super Admin Functions

### 5.1 User Management

The Super Admin is responsible for registering and managing all system users.

**Functions include:**

- Create, update, deactivate users
- Assign system roles
- Reset passwords
  - ⇒ Create User



When success

The screenshot shows the ERMS application interface. On the left is a sidebar with various navigation options like Dashboard, Config Users & Audit, Manage Roles, Manage Users, Permission, System Configuration, Medical Board, and Ministry of Health. The main area is titled 'Users' and shows a table of users with columns for No., Full Name, Action, and a detailed view section. A modal dialog box is centered over the table, displaying a green checkmark icon and the word 'SUCCESS'. Below it, it says 'Default Credential' and provides a Username: ali@gmail.com and Password: 39373176344371. There is a 'Continue' button at the bottom of the modal.

## 5.2 Master Data Management

The Super Admin manages system reference data including:

- Locations (Regions, Districts, Facilities)

The screenshot shows the ERMS application interface. The sidebar includes Diagnosis, Hospital, Location (which is selected), Reason, Referral Type, and Medical Board. The main area is titled 'Locations' and shows a table of locations with columns for No., Name, and Action. A modal dialog box is overlaid on the table, titled 'Upload files'. It contains a large input field with a dashed border, a 'Drag and drop' placeholder, and a 'Select file' button. At the bottom of the modal are 'Confirm' and 'Cancel' buttons.

- Diagnoses (ICD codes)

#		Action
1	Z64.2	Seeking and accepting physical, nutritional and chemical interventions known to be hazardous and harmful
2	Z64.1	Problems related to multiparity
3	Z64.0	Problems related to unwanted pregnancy
4	Z64	Problems related to certain psychosocial circumstances

- Referral Reasons

No.	Referral Reason	Reason Descriptions	Action
1	KUPATIWA MATIBABU	MATIBABU	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
2	UCHUNGUZI ZAIDI	UCHUNGUZI	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

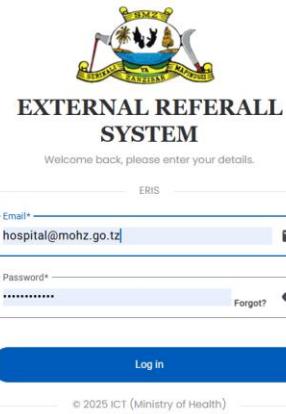
## 6. Hospital User Module

### 6.1 Patient Registration

Hospital users register patient demographic details including:

- Full name
- Gender
- Date of birth
- Contact details
- Location

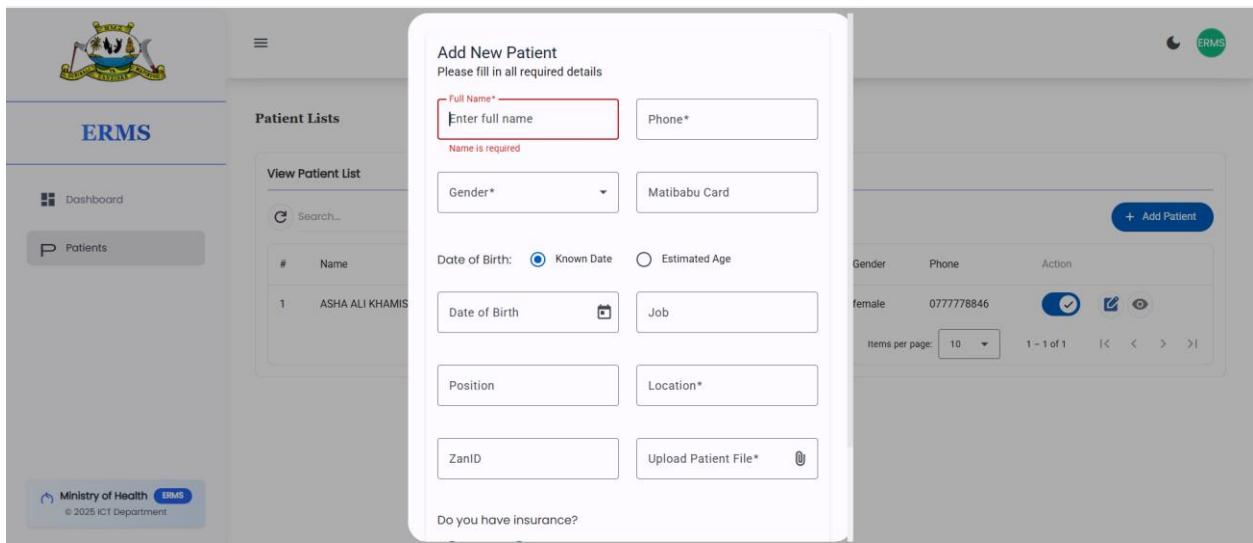
## Now we login as Hospital User



The screenshot shows the login page for the External Referral System (ERIS). It features the Tanzanian coat of arms at the top, followed by the text "EXTERNAL REFERRAL SYSTEM". Below this is a "Welcome back, please enter your details." message. There are two input fields: "Email\*" containing "hospital@mohz.go.tz" and "Password\*". A "Forgot?" link is next to the password field. A blue "Log in" button is centered below the fields. At the bottom, it says "© 2025 ICT (Ministry of Health)".



Select patients menu then add patient button



The screenshot shows the ERMS interface. On the left, there's a sidebar with "ERMS" branding, "Dashboard", and a "Patients" button which is highlighted. The main content area has a "Patient Lists" section with a "View Patient List" table showing one row for "ASHA ALI KHAMIS". To the right of this is a modal window titled "Add New Patient" with the sub-instruction "Please fill in all required details". It contains several input fields: "Full Name\*" (with a red border and error message "Name is required"), "Phone\*", "Gender" (dropdown), "Matibabu Card" (input), "Date of Birth" (dropdown with "Known Date" selected), "Job" (input), "Position" (input), "Location\*", "ZanID" (input), and "Upload Patient File\*" (button). At the bottom of the modal is a question "Do you have insurance?". To the right of the modal, there's a table listing patients with columns "Gender", "Phone", and "Action". One row is shown for "female" with phone number "0777778846".

## 6.2 Medical History Registration

Hospital users record patient medical history including:

- Referring doctor
- Presenting illness
- Investigations
- Management done
- Supporting documents

The screenshot shows the 'Add Medical History' form within the ERMS application. The form is titled 'Add Medical History' and contains several input fields:

- Referring Doctor\*
- File Number\*
- Referring Date
- History of Presenting Illness\*
- Reason\*
- Physical Findings\*
- Investigations\*
- Management Done\*
- Select Diagnoses\*

Below the form, there is a section for 'Upload History File' with a 'Choose File' button. The background shows a partial view of the 'Patient Info' and 'Medical History' sections of the application.

## 7. Mkurugenzi Review Process

The Mkurugenzi reviews submitted referrals and medical history.

### 7.1 Actions Available

- View patient details
- Review medical history

The screenshot shows the ERMS (Electronic Referral Management System) interface. At the top, the Kenyan coat of arms and the text "ERMS" are visible. On the left sidebar, there are links for "Dashboard" and "View Patient History". The main content area is titled "Medical History Details" with the subtitle "Comprehensive overview of the patient record". It features a doctor icon and a circular profile picture. Below this, a section titled "Patient Information" displays the following details:

Full Name	ASHA ALI KHAMIS	Gender	female
Date of Birth	Jan 1, 1970	Phone Number	0777778846
Job	-	Position	-

At the bottom left of the main content area, there is a footer bar with the text "Ministry of Health ERMS © 2025 ICT Department". A blue "Forward" button is located in the top right corner of the main content area.

- Add comments
- Forward referral to Medical Board

This screenshot shows a modal dialog box titled "Forward Case" overlaid on the previous medical history details page. The dialog box contains the following text: "Please enter comments before forwarding this case to the next level." Below this is a text input field with the placeholder "Comments\*" and the text "Mkurugenzi Comments". At the bottom of the dialog box are two buttons: "Cancel" and a large blue "Forward" button.

## 8. Medical Board Review

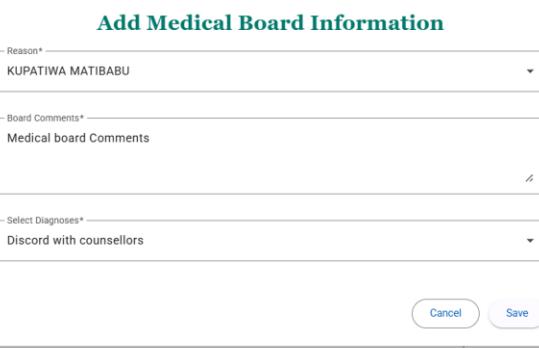
The Medical Board assesses the referral and provides medical evaluation.

## 8.1 Board Activities

- Review patient history
- Add diagnoses
- Add board comments
- Provide recommendation



The screenshot shows the ERMS application interface. On the left is a sidebar with navigation links: Dashboard, Medical Board, View Patient History, Range Report, and Search Report. The main area is titled 'Medical Board' and shows a table with patient information: SALMA ALI SAU, FEMALE, U777778846, Mjini Magnanbi REGION, Unguja ISLAND, Status: CONFIRMED. A modal window titled 'ADD PATIENTS' is open, containing a dropdown menu with the option 'ASHA ALI KHAMIS - 0777778846' selected. At the bottom of the modal are 'Cancel' and 'Save' buttons.



The screenshot shows the ERMS application interface. On the left is a sidebar with navigation links: Dashboard, Medical Board, View Patient History, Range Report, and Search Report. The main area is titled 'Medical Board' and shows a table with patient information: SALMA ALI SAU, FEMALE, U777778846, Mjini Magnanbi REGION, Unguja ISLAND, Status: CONFIRMED. A modal window titled 'Add Medical Board Information' is open, containing three input fields:

- 'Reason\*' dropdown: KUPATIWA MATIBABU
- 'Board Comments\*' text area: Medical board Comments
- 'Select Diagnoses\*' dropdown: Discord with counsellors

At the bottom of the modal are 'Cancel' and 'Save' buttons.

## 9. Director General (DG) Approval

The DG is the final authority in the referral process.

### 9.1 DG Actions

- Review all referral details

- Review medical board decision

**Medical board Info**

Reference number: REF-2026-01-01-0001  
Board Type: Emergency

**Medical Histories (1)**

History #1	File No: FILE 1233
History #1	File No: FILE 1233

**Diagnoses (1)**

#	Diagnosis Code	Diagnosis Name
1	Z62.5	Other problems related to neglect in upbringing

Status: Confirmed

Confirm Print

- Add DG comments
- Confirm or Cancel referral

**CONFIRM STATUS FORM**

Status\*: Confirmed

Select Hospital\*: Muhimbili Orthopaedic Institute (MOI)

Description\*: Dg Comments

Start Date\*: 1/2/2026

End Date\*: 1/31/2026

Cancel SEND CONFIRMATION

## 10. Billing Management

Billing activities begin **only after DG confirmation.**

## 10.1 Monthly Billing (Bill Officer)

The Bill Officer creates monthly billing records.

### Features include:

- Create bill per month
- Upload bill documents

The screenshot shows the ERMS software interface. On the left, there is a sidebar with various icons and links: Patients, View Patient History, Referrals, Month Bill (which is selected), Payment, and Reports. At the bottom of the sidebar, it says 'Ministry of Health ERMS © 2025 ICT Department'. The main area has a title 'CREATE NEW BILL FILE' and a dropdown menu 'Select Hospital' set to 'Muhimbili National Hospital (MNH)'. It contains fields for 'Bill Amount\*' (30000000), 'Upload File\*' (salehcv.pdf), 'No.' (1), 'Bill Start Date\*' (1/2/2026), and 'Bill End Date\*' (1/31/2026). Below the form are 'Cancel' and 'Save' buttons. In the background, there is a table titled 'Bills List' with columns 'details', 'Action', 'start: Jan 1, 2026', and 'end: Jan 31, 2026'. A blue button '+ Add Bill' is located in the top right corner of the main area.

- Assign bill to patients

The screenshot shows the ERMS software interface. The sidebar is identical to the previous one. The main area has a title 'Bill File Info' and a dropdown menu 'Select Referral' set to 'REF-2026-01-01-0001 - SALMA ALI SAID'. It contains fields for 'Total Amount\*' (TZS 30000000), 'Bill Period Start\*' (1/2/2026), and 'Bill Period End\*' (1/31/2026). Below the form are 'Cancel' and 'Create Bill' buttons. In the background, there is a table titled 'Bills List' with columns 'Amount', 'Period', 'Status', and 'Actions'. A blue button 'Filter Bills' is located in the top right corner of the main area.

## 10.2 Patient Bill Items

Each patient bill can include multiple bill items.

### Examples:

- Bed charges
- Treatment costs
- Investigation fees

The screenshot shows the ERMS application's 'Bill Items' module. On the left, there's a sidebar with icons for Patients, View Patient History, Referrals, Month Bill, Payment, and a Ministry of Health logo. The main area has a header 'Bill Items' and a sub-header 'View Bill Items'. A modal window titled 'Add Bill Item' is centered, containing fields for 'Description\*' (set to 'Bed Charges') and 'Amount\*' (set to '1000000'). Below the modal are 'Cancel' and 'Save' buttons. The main table area shows 0 rows of data with columns for Action, Description, Amount, and Date.

## 11. Payment Management (Accountant)

The Accountant records payment transactions against patient bills.

### 11.1 Payment Recording

- Record payment per month

- Allocate payment to bills
- Track payment status (Paid / Partially Paid)

## 12. Reporting and Documentation

The system generates official documents including:

- Referral letters

**SERIKALI YA MAPINDUZI YA ZANZIBAR**  
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Barua pepe: info@mohz.go.tz

KUMB: CDA.25/254/01      TAREHE: 31-12-2025

**MKURUGENZI MTENDAJI,**  
**MUHIMBILI NATIONAL HOSPITAL (MNH),**  
**DAR ES SALAAM, TANZANIA**

**KUH: KUMPATIA MATIBABU MGONJWA SALMA ALI SAID**

Tafadhalli naomba uhusike na mada ya hapo juu.  
Wizara ya Afya Zanzibar, inamleta kwenu kwa uchunguzi na matibabu zaidi mtajwa hapo juu.  
Kwa barua hili, tunaomba mumpokee na kumpatia matibabu stahiki **SALMA ALI SAID** kama tulivokubaliana.  
Gharama za matibabu zitolekwa na Wizara ya Afya kwa mujibu wa Mikataba na Muhimbili National Hospital (MNH).  
Wizara ya Afya inaomba taarifa fupi za maendeleo ya matibabu kwa mhusika ikiwemo Diagnosis, Tiba aliypewa, tathmini, na sababu ya kurudi mara nyingine.  
Alidha Wizara ya Afya inaomba ripoti kamili iwasilishwe mwishoni mwa matibabu.  
Naomba kuwasiliano kwa hatua.  
Ahsante,

- Medical board decisions

**Hospital (Doctor) Assessment**

**Referral Reason:**  
KUPATIWA MATIBABU  
MATIBABU

#	Diagnosis Code	Diagnosis Name
1	Z64.4	Discord with counsellors

**Medical Board Assessment**

**Board Decision / Reason:**  
KUPATIWA MATIBABU  
MATIBABU

#	Diagnosis Code	Diagnosis Name
1	Z62.5	Other problems related to neglect in upbringing

**Follow-Up Information**

#	Follow-Up Date	Status	Notes
1	February 2, 2026	Ongoing	content
2	February 2, 2026	Ongoing	other content

**Billing Summary**

- Billing statements



**ERMIS**

**Billing Summary**  
**Billing Period:** Jan 3, 2026 – Jan 31, 2026  
**Total Amount:** 100,000 TZS  
**Status:** Paid

M Medical Board	Description	Amount (TZS)
	KITANDA	100,000

**P Patients**  
**Billing Period:** Jan 2, 2026 – Jan 31, 2026  
**Total Amount:** 30,000,000 TZS  
**Status:** Paid

M View Patient History	Description	Amount (TZS)
	Bed Charges	1,000,000

**R Referrals**

**Month Bill**

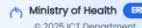
**Payment**

**Payments Information**

Total Bill Amount:	30,000,000 TZS
Total Amount Paid:	30,000,000 TZS
Outstanding Balance:	0 TZS

**Billing Period:** Jan 3, 2026 – Jan 31, 2026

Payer	Amount (TZS)	Payment Method	Reference	Date	Status
MR JOHN	20,000	Bank Transfer / Wire Transfer	REF-778999	Jan 1, 2026	Partially Paid

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All documents are printable and downloadable in PDF format



**ERMIS**

**Download Report**



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WIZARA YA AFYA

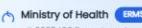
Individual Referral Report					
Referral No: REF-2026-01-01-0001					
<u>Patient Information</u>			<u>Hospital Information</u>		
Name:	SALMA ALI SAID	Hospital:	Muhimbili National Hospital (MNH)		
Gender:	female	Code:	HOSP005		
Date of Birth:	23	Address:	Dar es Salaam, Tanzania		
Phone:	0777635343				
Location:	Mjini Magharibi REGION, Unguja ISLAND				

**Medical History**

Referring Doctor: DR SLIM

**Presenting Illness:** A "History of illness," often called the History of Present Illness (HPI), is a detailed, chronological account of a patient's current symptoms, from their first appearance to the present, used by healthcare providers to understand the problem.

**Investigations:** chronological account of a patient's current symptoms, from their first appearance to the present, used by healthcare providers to understand the problem

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- Payment summaries

 ERMS

**Payments Information**

Total Bill Amount:	30,100,000 TZS
Total Amount Paid:	30,100,000 TZS
Outstanding Balance:	0 TZS

**M Medical Board**

**P Patients**

**M View Patient History**

**R Referrals**

**B Month Bill**

**Payment**

**Billing Period:** Jan 3, 2026 – Jan 31, 2026

Payer	Amount (TZS)	Payment Method	Reference	Date	Status
MR JOHN	20,000	Bank Transfer / Wire Transfer	REF-778999	Jan 1, 2026	Partially Paid
MR SMITH	80,000	Bank Transfer / Wire Transfer	REF-77526262	Jan 1, 2026	Paid

**Billing Period:** Jan 2, 2026 – Jan 31, 2026

Payer	Amount (TZS)	Payment Method	Reference	Date	Status
John	10,000,000	Bank Transfer / Wire Transfer	REF-677888	Jan 2, 2026	Partially Paid
PAUL	20,000,000	Bank Transfer / Wire Transfer	REF-222772	Jan 2, 2026	Paid

**Confirmed By:**  
DG General  
**Date:** January 1, 2026

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## Dashboard report

 ERMS

**DASHBOARD**

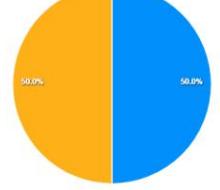
**MEDICAL BOARDS**: 1

**TOTAL PATIENTS**: 2

**TOTAL REFERRALS**: 2

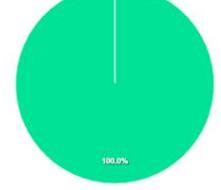
**TOTAL HOSPITALS**: 10

**Referrals by Hospitals**

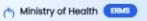


Muhimbili Orthopaedic Institute	50.0%
Jahaya Kilweve Cardiac Institute	50.0%
Muhimbili National Hospital	50.0%
Ocean Road Cancer Institute	50.0%
Kilimanjaro Christian Medical Centre	0.0%

**Referrals by Gender**



Male	0.0%
Female	100.0%

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## Conclusion

The External Referral Information System provides a secure, efficient, and transparent platform for managing patient referrals, medical evaluations, billing, and payments. It supports healthcare institutions in delivering accountable and well-documented referral services.