



**SERIKALI YA MAPINDUZI ZANZIBAR  
WIZARA YA AFYA**

6 Health Office Road  
Mnazi Mmoja P.O.Box 236  
70467 Mjini Magharibi

Tovuti : [www.mohz.go.tz](http://www.mohz.go.tz)  
Barua pepe ; [info@mohz.go.tz](mailto:info@mohz.go.tz)

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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

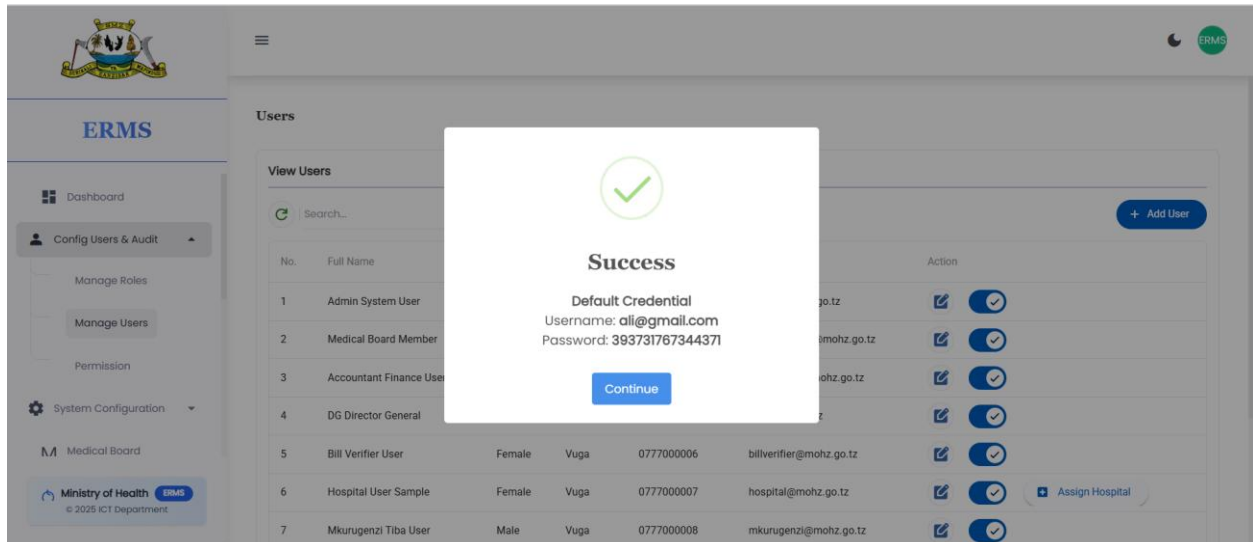
The screenshot displays the ERMS (Electronic Referral Management System) interface. A modal window titled "CREATE NEW USER" is open, allowing for the creation of a new user. The form includes the following fields:

- First Name\*
- Middle Name\*
- Last Name\*
- Address\*
- Email\*
- Phone Number\*
- Role\* (dropdown menu)
- Gender\* (dropdown menu)
- Date of Birth\* (calendar icon)

At the bottom of the modal, there are "Cancel" and "Save Data" buttons. The background shows the ERMS dashboard with a sidebar menu containing options like "System Configuration", "Medical Board", "Patients", "View Patient History", and "Referrals". A table of users is partially visible in the background.

No.	Name	Gender	Location	Phone Number	Email	Status
1						
2						
3						
4						
5						
6						
7	Mkurugenzi Tiba User	Male	Vuga	0777000008	mkurugenzi@mohz.go.tz	

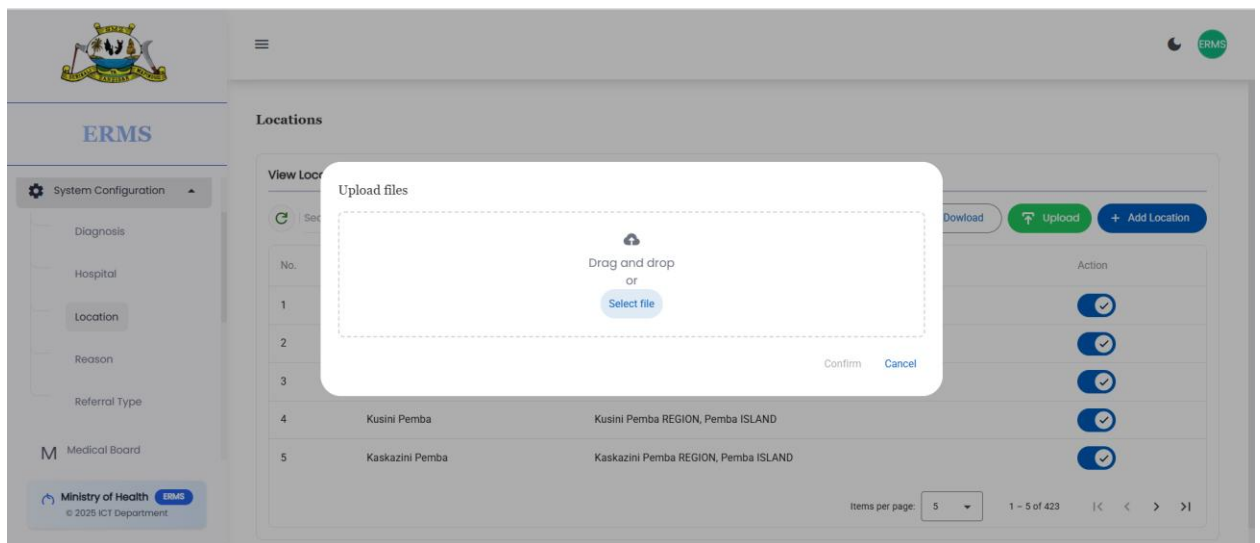
When success



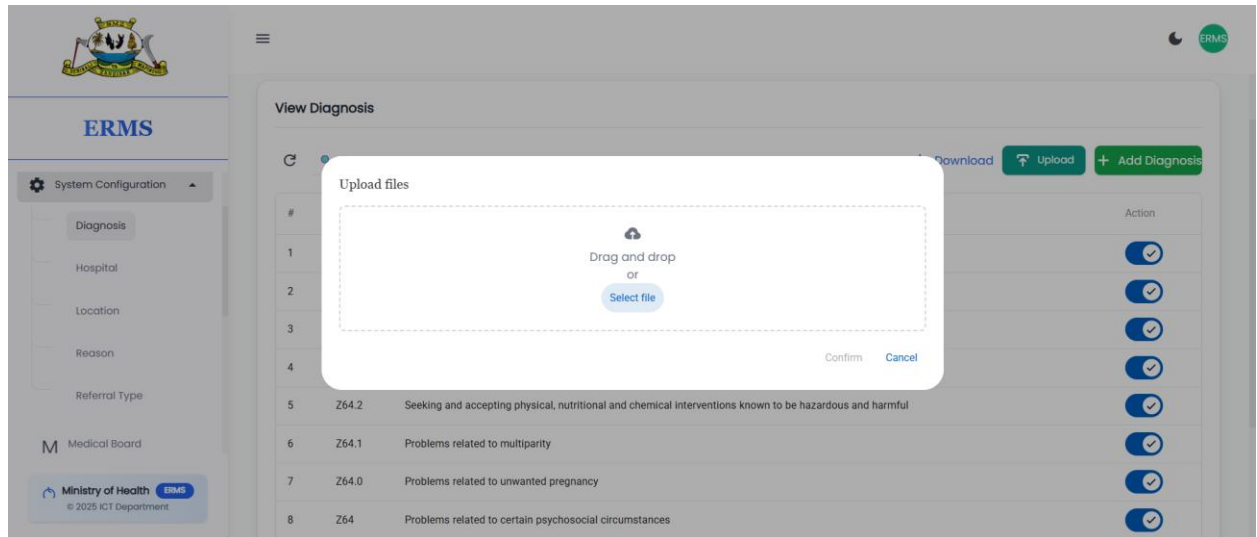
## 5.2 Master Data Management

The Super Admin manages system reference data including:

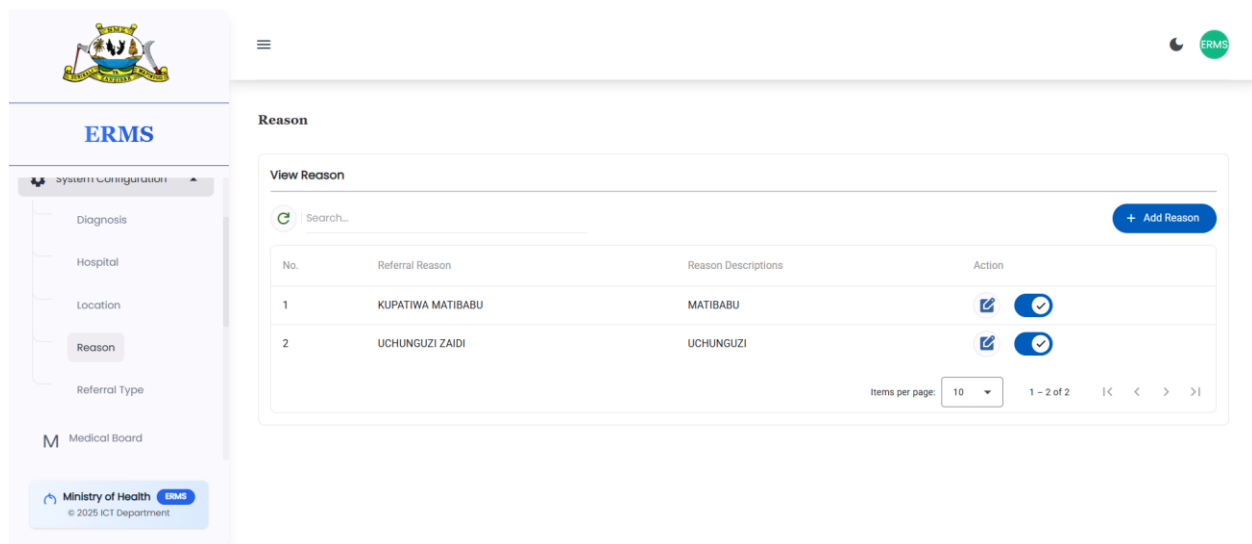
- Locations (Regions, Districts, Facilities)



- Diagnoses (ICD codes)



- Referral Reasons



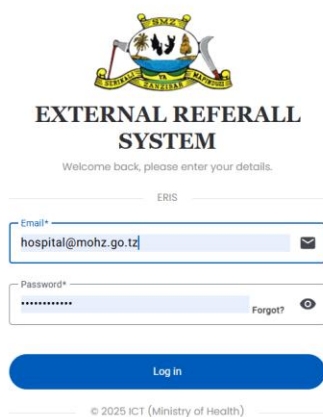
## 6. Hospital User Module

### 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



**EXTERNAL REFERRAL SYSTEM**  
Welcome back, please enter your details.

ERIS

Email\*  
hospital@mohz.go.tz

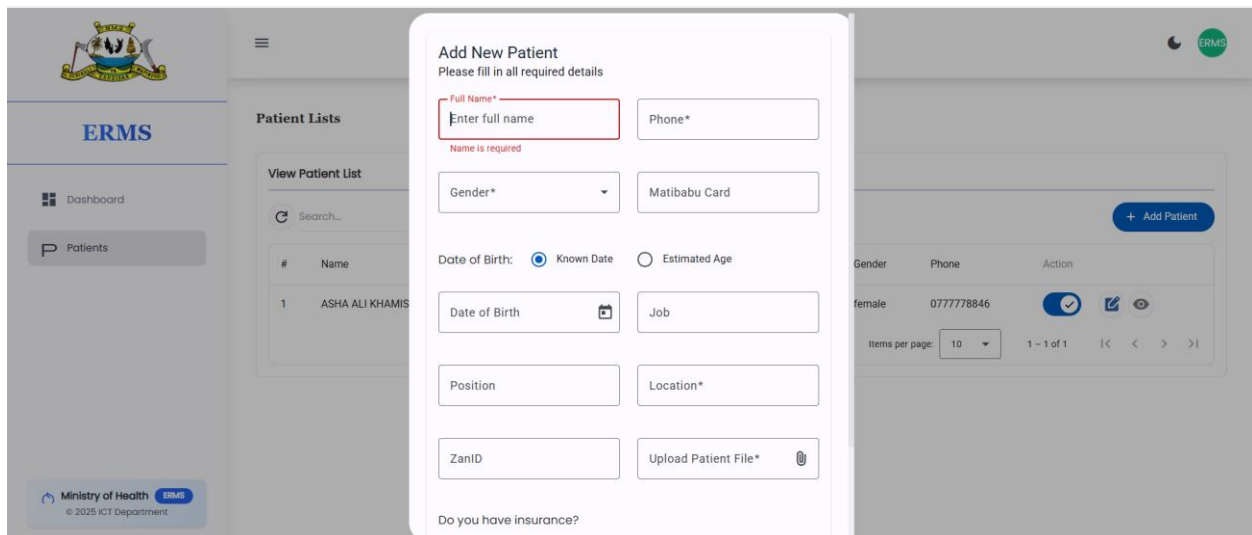
Password\*  
\*\*\*\*\*  
Forgot?

Log in

© 2025 ICT (Ministry of Health)



Select patients menu then add patient button



**ERMS**

Dashboard

Patients

Ministry of Health ERMS  
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**Patient Lists**

View Patient List

Search...

#	Name
1	ASHA ALI KHAMIS

**Add New Patient**  
Please fill in all required details

Full Name\*  
Enter full name  
Name is required

Phone\*

Gender\*

Matibabu Card

Date of Birth: ☒ Known Date ☐ Estimated Age

Date of Birth

Job

Position

Location\*

ZanID

Upload Patient File\*

Do you have insurance?

+ Add Patient

Gender	Phone	Action
female	0777778846	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Items per page: 10 1 - 1 of 1

## 6.2 Medical History Registration

Hospital users record patient medical history including:

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

**Add Medical History**

Referring Doctor\* File Number\*

Referring Date History of Presenting Illness\*

Reason\* Physical Findings\*

Investigations\* Management Done\*

Select Diagnoses\*

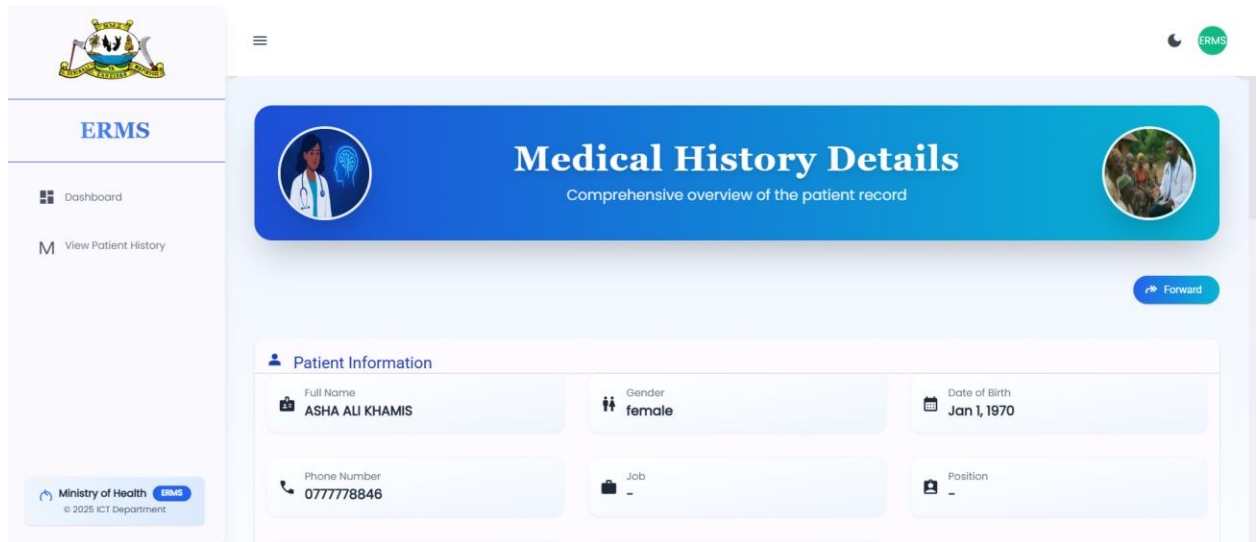
Upload History File  
Choose File No file chosen

## 7. Mkurugenzi Review Process

The Mkurugenzi reviews submitted referrals and medical history.

### 7.1 Actions Available

- View patient details
- Review medical history



**ERMS**

Dashboard

View Patient History

Ministry of Health ERMS © 2025 ICT Department

## Medical History Details

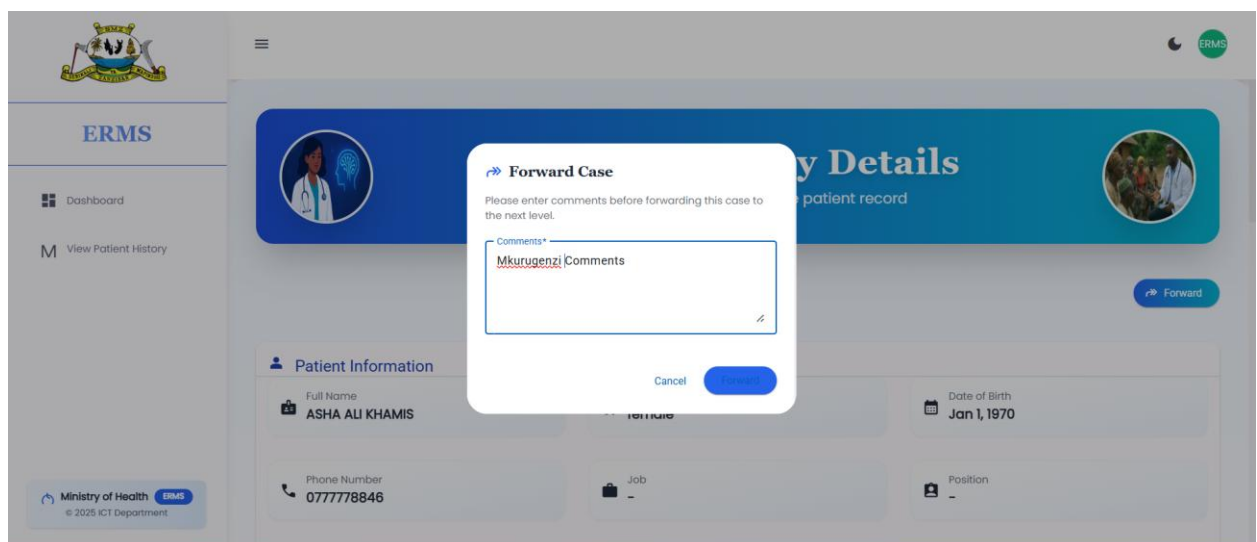
Comprehensive overview of the patient record

Forward

### Patient Information

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

- Add comments
- Forward referral to Medical Board



**ERMS**

Dashboard

View Patient History

Ministry of Health ERMS © 2025 ICT Department

## Medical History Details

Comprehensive overview of the patient record

Forward

### Patient Information

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

**Forward Case**

Please enter comments before forwarding this case to the next level.

Comments\*

Mkurugenzi Comments

Cancel Forward

## 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 (Electronic Referral Management System) interface. On the left is a sidebar with the Ministry of Health logo and navigation links: Dashboard, Medical Board, View Patient History, Range Report, and Search Report. The main area displays the 'Medical Board' section with a 'Patients List' table. A modal titled 'ADD PATIENTS' is open, featuring a dropdown menu for 'Select Patient(s)\*' with the selected patient 'ASHA ALI KHAMIS - 0777778846'. Below the dropdown are 'Cancel' and 'Save' buttons. The background table shows patient details including ID, name, gender, phone number, location, and status (CONFIRMED).

This screenshot shows the same ERMS interface with the 'Add Medical Board Information' modal open. The modal contains three input fields: 'Reason\*' with the value 'KUPATIWA MATIBABU', 'Board Comments\*' with the text 'Medical board Comments', and 'Select Diagnoses\*' with the value 'Discord with counsellors'. 'Cancel' and 'Save' buttons are at the bottom. The background 'Patients List' table is visible, showing the same patient data as the previous screenshot.

## 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

The screenshot displays the ERMS interface. On the left is a sidebar with the Ministry of Health logo, the ERMS title, and navigation links: Dashboard, Referrals, Range Report, and Search Report. The main content area shows the 'Medical board Info' section with a reference number (REF-2026-01-01-0001) and board type (Emergency). Below this is the 'Medical Histories (1)' section with a dropdown for 'History #1' showing 'File No: FILE 12233'. The 'Diagnoses (1)' section contains a table with one entry:

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

The status is 'Confirmed'. At the bottom right are 'Confirm' and 'Print' buttons. The footer shows 'Ministry of Health ERMS © 2025 ICT Department'.

- Add DG comments
- Confirm or Cancel referral

The screenshot shows the same ERMS interface as before, but with a 'CONFIRM STATUS FORM' modal open in the center. The modal contains the following fields:

- Status\*: Confirmed (dropdown)
- Select Hospital\*: Muhimbili Orthopaedic Institute (MOI) (dropdown)
- Description\*: Dg Comments (text area)
- Start Date\*: 1/2/2026 (calendar icon)
- End Date\*: 1/31/2026 (calendar icon)

At the bottom of the modal are 'Cancel' and 'SEND CONFIRMATION' buttons. The background interface is dimmed.

## 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 'CREATE NEW BILL FILE' modal form in the ERMS system. The form is overlaid on a blurred background of the main application interface. The modal contains the following fields:

- Select Hospital\***: A dropdown menu with 'Muhimbili National Hospital (MNH)' selected.
- Bill Amount\***: A text input field containing '30000000'.
- Upload File\***: A file upload field with a paperclip icon and the filename 'salehcv.pdf'.
- Bill Start Date\***: A date picker field showing '1/2/2026'.
- Bill End Date\***: A date picker field showing '1/31/2026'.

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

- Assign bill to patients

The screenshot shows the 'Add New Bill' modal form in the ERMS system. The form is overlaid on a blurred background of the main application interface. The modal contains the following fields:

- Select Referral\***: A dropdown menu with 'REF-2026-01-01-0001 - SALMA ALI SAID' selected.
- Total Amount\***: A text input field containing 'TZS 30000000'.
- Bill Period Start\***: A date picker field showing '1/2/2026'.
- Bill Period End\***: A date picker field showing '1/31/2026'.

At the bottom right of the modal are two buttons: 'Cancel' and 'Create Bill'.

## 10.2 Patient Bill Items

Each patient bill can include multiple bill items.

### Examples:

- Bed charges
- Treatment costs
- Investigation fees

The screenshot displays the ERMS (Electronic Referral Management System) interface. On the left is a sidebar with navigation links: Patients, View Patient History, Referrals, Month Bill, Payment, and Billing Report. The main content area is titled 'Bill Items' and contains a table with columns 'No.' and 'Description'. A modal form titled 'Add Bill Item' is open in the center, featuring two input fields: 'Description\*' with the text 'Bed Charges' and 'Amount\*' with the value '1000000'. Below these fields are 'Cancel' and 'Save' buttons. In the background, a table with an 'Action' column and a '+ Add Bill Item' button are visible. The footer includes the Ministry of Health logo and the text '© 2025 ICT Department'.

## 11. Payment Management (Accountant)

The Accountant records payment transactions against patient bills.

### 11.1 Payment Recording

- Record payment per month

**ADD PAYMENT**

Bill File\*  
TZS30,000,000.00

Amount Paid\*  
10000000

Payer\*  
John

Payment Method\*  
Bank Transfer / Wire Transfer

Reference Number  
REF-677888

Voucher Number  
V-0998884

Payment Date\*  
1/2/2026

Cancel Add Payment

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

**Bill Payments**

Total Bill File Amount: 31,000,000.00

Paid amount: 30,100,000.00

Total Balance: 900,000.00

Status: Mixed

**View Bill Payments**

Search...

No.	View PDF	Amount (TZS)	Paid amount (TZS)	Balance	Period	Status	Action
1	<a href="#">View PDF</a>	1000000.00	100000.00	900000.00	01/01/2026 - 31/01/2026	Partially Paid	<a href="#">View</a> <a href="#">Add</a>
2	<a href="#">View PDF</a>	30000000.00	30000000.00	0.00	02/01/2026 - 31/01/2026	Paid	<a href="#">View</a>

Items per page: 10 0 of 0 |< < > >|

## 12. Reporting and Documentation

The system generates official documents including:

- Referral letters



ERMS

- Medical Board
- Patients
- View Patient History
- Referrals
- Month Bill
- Payment

Ministry of Health
ERMS
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SERIKALI YA MAPINDUZI YA ZANZIBAR  
WIZARA YA AFYA

6 Barabara ya Health Office, SLP 236 MNANZIMMOJA  
POSTIKODI: 70467 Mjini Magharibi Zanzibar

Tovuti: [www.mohz.go.tz](http://www.mohz.go.tz)  
Barua pepe: [info@mohz.go.tz](mailto:info@mohz.go.tz)

KUMBI: CDA25/254/01
TAREHE: 31-12-2025

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

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

Tafadhali naomba uhusike na mada ya hapo juu.

Wizara ya Afya Zanzibar, inamleta kwenu kwa uchunguzi na matibabu zaidi mtajwa hapo juu.

Kwa barua hii, tunaomba mumpokee na kumpatia matibabu stahiki **SALMA ALI SAID** kama tulivokubaliana.

Gharama za matibabu zitapewa na Wizara ya Afya kwa mujibu wa Mkataba na **Muhimbili National Hospital (MNH)**


Wizara ya Afya inaomba taarifa fupi za maendeleo ya matibabu kwa mhusika ikiwemo Diagnosis, Tiba aliyopewa, tathmini, na sababu ya kurudi mara nyingine.

Aidha Wizara ya Afya inaomba ripoti kamili iwasilishwe mwishoni mwa matibabu.

Naomba kuwasiliana kwa hatua.

**Ahsante,**

- Medical board decisions



ERMS

- Medical Board
- Patients
- View Patient History
- Referrals
- Month Bill
- Payment

Ministry of Health
ERMS
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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  
Office Referral Fee 2,000,000 - Jan 31, 2026

- Billing statements



ERMS

M Medical Board

P Patients

M View Patient History

T Referrals

B Month Bill

Payment

Ministry of Health ERMS

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ERMS

Billing Summary

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

Total Amount: 100,000 TZS

Status: Paid

Description	Amount (TZS)
KITANDA	100,000

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

Total Amount: 30,000,000 TZS

Status: Paid

Description	Amount (TZS)
Bed Charges	1,000,000

Payments Information

Total Bill Amount: 30,100,000 TZS

Total Amount Paid: 30,100,000 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

All documents are printable and downloadable in PDF format

	<div>   </div>		
<div> <div>ERMS</div> <div> <div>M Medical Board</div> <div>P Patients</div> <div>M View Patient History</div> <div>T Referrals</div> <div>B Month Bill</div> <div>Payment</div> </div> <div> Ministry of Health ERMS © 2025 ICT Department </div> </div>	<div> <div>Download Report</div> <div>  <div> SERIKALI YA MAPINDUZI YA ZANZIBAR  WIZARA YA AFYA </div> </div> <div> <div>Individual Referral Report</div> <div>Referral No: REF-2026-01-01-0001</div> </div> <table> <tr> <td> <div>Patient Information</div> <div> Name: SALMA ALI SAID  Gender: female  Date of Birth: 23  Phone: 0777635343  Location: Mjini Magharibi REGION, Unguja ISLAND </div> </td><td> <div>Hospital Information</div> <div> Hospital: Muhimbili National Hospital (MNH)  Code: HOSP005  Address: Dar es Salaam, Tanzania </div> </td></tr> </table> <div> <div>Medical History</div> <div> Referring Doctor: DR SLIM  Presenting illness: A "History of Illness," often called the History of Present Illness (HPI), is a detailed, Investigations: chronological account of a patient's current symptoms, from their first appearance to the present, used by healthcare providers to understand the problem </div> </div> </div>	<div>Patient Information</div> <div> Name: SALMA ALI SAID  Gender: female  Date of Birth: 23  Phone: 0777635343  Location: Mjini Magharibi REGION, Unguja ISLAND </div>	<div>Hospital Information</div> <div> Hospital: Muhimbili National Hospital (MNH)  Code: HOSP005  Address: Dar es Salaam, Tanzania </div>
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- Payment summaries



ERMS

M

Medical Board

P

Patients

M

View Patient History

T

Referrals

B

Month Bill

P

Payment

Ministry of Health ERMS  
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Payments Information

Total Bill Amount: 30,100,000 TZS

Total Amount Paid: 30,100,000 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
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

Dashboard report



ERMS

Dashboard

Config Users & Audit

System Configuration

M

Medical Board

P

Patients

M

View Patient History

T

Referrals

B

Month Bill

Ministry of Health ERMS  
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DASHBOARD

MEDICAL BOARDS  
1

TOTAL PATIENTS  
2

TOTAL REFERRALS  
2

TOTAL HOSPITALS  
10

Referrals by Hospitals

50.0%

50.0%

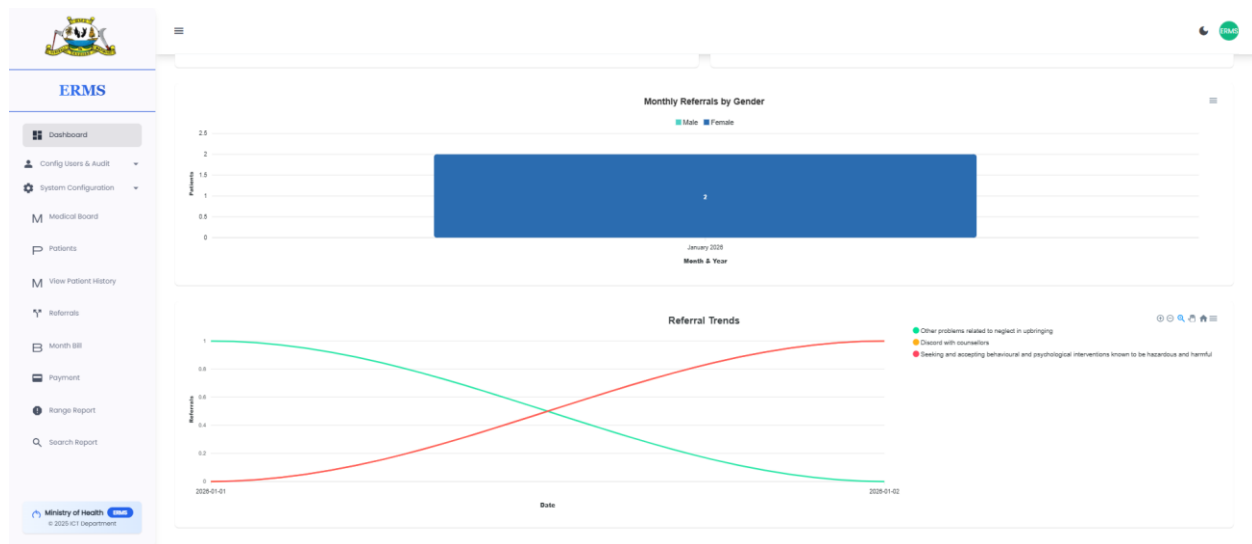
Muhimbili Orthopaedic Institute  
Jikaya Kikwete Cardiac Institute  
Muhimbili National Hospital  
Ocean Road Cancer Institute  
Kilimanjaro Christian Medical Centre

Referrals by Gender

100.0%

Male  
Female





## 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.