# Lifeway Medical Centre Ltd — EMR User Manual

**Step-by-Step Guide for Staff & Patients**
**Document version:** 1.0
**Audience:** All roles (Receptionist, Doctor, Nurse, Lab, Radiology, Pharmacy, Admin, Patient)

## How to Use This Manual

Find your **role** in the Table of Contents. Follow the steps in order. **Bold** = what to click or type. If something does not work, go to **Troubleshooting** at the end for your role.

## Table of Contents



# 1. RECEPTIONIST

## 1.1 Logging In

• 1. Open the EMR in your browser (use the link given by the hospital).
• 2. Type your **username** (or email) in the first box.
• 3. Type your **password** in the second box.
• 4. Click **Login** (or press Enter).
• 5. You will see the **Receptionist Dashboard** with your name and quick action cards.

## 1.2 Registering a New Patient

• 1. On the Dashboard, click **Patient Registration**.
• 2. Fill in **Personal information**: First Name*, Last Name*, Middle Name, Date of Birth, Gender.
• 3. Fill in **Contact information**: Phone, Email, Address.
• 4. Optionally add Emergency contact and National ID.

• 5. If the patient has insurance: tick the option and fill Provider, Policy number, Coverage type, Valid from/to.

• 6. If the patient should access the Patient Portal: tick **Create Patient Portal Login** and enter **Email** (required).

• 7. Click **Submit** or **Register Patient**. Note the new Patient ID.

## 1.3 Creating a New Visit

• 1. Click **Create Visit**.

• 2. In the search box type the patient's name, Patient ID, or phone. Click **Search**.

• 3. Click the correct patient from the list.

• 4. Optionally set Visit type, Chief complaint, Payment type (Cash/Insurance), and link to an appointment.

• 5. Click **Create Visit**. You will be taken to Visit Details.

## 1.4 Opening an Existing Visit

• 1. Click **Visits**.

• 2. Use filters if needed (Status, Payment status). Click the visit row to open **Visit Details**.

## 1.5 Billing and Collecting Payment

• 1. Open the visit (Section 1.4). Scroll to **Billing & Payments**.

• 2. Tabs: **Summary** (totals), **Charges** (add services/MISC), **Payments** (collect here).

• 3. To add a charge: **Charges** tab → Add charge / Add MISC → Description and Amount → Save.

• 4. To collect payment: **Payments** tab → choose **Cash**, **POS**, **Transfer**, **Paystack**, or **Wallet** → enter Amount (and reference for POS/Transfer) → confirm.

• 5. Repeat until balance is zero. The doctor can only start consultation after required payments are recorded.

## 1.6 Pending Queue

• 1. Click **Pending Queue**. View visits with unpaid balance. Click a visit to open it and collect payment (Section 1.5).

## 1.7 Patient Verification

• 1. Click **Patient Verification**. See list of patients waiting for portal verification. Check identity and click **Verify** for the correct patient. Confirm.

## 1.8 Insurance Claims

• 1. Go to **Billing** → **Claims**. Enter **Patient ID** and click **Create claim** to create a draft. Use **Status** and **Provider** filters. Click **Submit** on a draft to submit. Use **Export PDF** if available.

## 1.9 End-of-Day Reconciliation

• 1. Click **End-of-Day Reconciliation** (or **Reconciliation**). Follow on-screen steps to close the day.

# 2. DOCTOR

## 2.1 Logging In

• 1. Open the EMR. Enter **username** and **password**. Click **Login**. You will see the **Doctor Dashboard**.

## 2.2 Finding and Opening a Visit

• 1. Click **View All Visits** or **Visits**. Find the patient/visit. Click the visit row to open **Visit Details**.

## 2.3 Starting the Consultation

• 1. On Visit Details, if you see “Registration payment required” or “Consultation payment required,” ask the patient to pay at reception. After payment is recorded, refresh the page.

• 2. Click **Start Consultation** or **Open Consultation**. You will be on the Consultation screen for this visit.

## 2.4 Filling the Consultation Form

• 1. Enter **History**, **Examination**, **Diagnosis**, **Clinical notes**. Use **Use Template** if available. Click **Save** (or **Save Consultation**).

## 2.5 Ordering Services

• 1. On the Consultation screen, find **Service catalog** or **Order services**. Search and add lab, radiology, pharmacy, or procedures. They are billed to the visit.

## 2.6 AI Clinical Notes

• 1. From **Visit Details** (not the consultation form), scroll to **AI Clinical Notes**.

• 2. Choose **Note type**: SOAP, Summary, or Discharge. Type or paste in **Transcript**. Click **Generate note**. Edit the result if needed. Click **Save approved note**.

## 2.7 E-Prescription

• 1. On Visit Details, scroll to **E-Prescription**. Search for a drug (type at least 2 letters), click to add. Fill **Dosage**, **Frequency**, **Duration** for each line.

• 2. If there are **Severe** drug interactions, enter an **Override reason** before saving. Click **Save**.

## 2.8 Closing the Visit

• 1. When done, click **Close visit** on the Consultation screen. Confirm.

## 2.9 Telemedicine

• 1. Click **Telemedicine** from Dashboard or Visit Details. Follow the steps to start or join a video call.

# 3. NURSE

## 3.1 Logging In

• 1. Open the EMR. Enter **username** and **password**. Click **Login**. You will see the **Nurse Dashboard**.

## 3.2 Finding a Visit

• 1. Use the search box: type patient name, Visit ID, or Patient ID. Click the visit (OPEN only). Or open **Visits**, filter by OPEN, then click a visit and click **Nursing** / **Nurse Visit**.

## 3.3 Nurse Visit Page

• 1. **Vital signs**: Enter temperature, BP, pulse, etc. Save.
• 2. **Nursing notes**: Type notes. Save.
• 3. **Medication administration**: Record medications given. Save.
• 4. **Lab sample collection**: Record when samples were collected. Save.
• 5. **Patient education**: Record education given. Save.

Use **Back to Dashboard** to return.

# 4. LAB TECHNICIAN

## 4.1 Logging In

• 1. Open the EMR. Enter **username** and **password**. Click **Login**.

## 4.2 Processing Lab Orders

• 1. Click **Lab Orders**. Open the order to process. Enter or upload **results**. Save/submit when done. **Lab Test Catalog**: view or manage tests if your role has access.

# 5. RADIOLOGY TECHNICIAN

## 5.1 Logging In

- 1. Open the EMR. Enter **username** and **password**. Click **Login**.

### 5.2 Processing Radiology Orders

- 1. Click **Radiology Orders**. Open the order. Upload or link **images** and complete the study. Save. Use **Radiology Upload Status** and **Radiology Study Types** if available.

## 6. PHARMACIST

### 6.1 Logging In

- 1. Open the EMR. Enter **username** and **password**. Click **Login**.

### 6.2 Dispensing Prescriptions

- 1. Click **Prescriptions**. Select a visit (or prescription). View the prescription; check warnings and doctor's override reason if any. Click **Dispense** (or **Mark as dispensed**). Confirm.

### 6.3 Drug Catalog and Inventory

- 1. **Drugs**: Add or edit drugs (name, code, dosage forms, prices). Save.
- 2. **Inventory**: View and update stock levels.

## 7. ADMINISTRATOR (ADMIN)

Admins can do everything Receptionists, Doctors, Nurses, Lab, Radiology, and Pharmacy can do. In addition:

- 1. **Audit logs**: View system activity (who did what, when).
- 2. **Backups**: Create or restore backups (usually IT/senior admin).
- 3. **System health**: Check system status.
- 4. **Reports**: Run and view reports.
- 5. **Service catalog**: Add or edit billable services.
- 6. **Revenue leak detection**: Monitor and resolve unbilled or under-billed items.
- 7. **Reconciliation** and **Insurance claims**: Same as Receptionist.

Use **Back to Dashboard** to return.

## 8. PATIENT (PATIENT PORTAL)

### 8.1 Logging In

• 1. Open the **Patient Portal** link. Enter **email** (or username) and **password**. Click **Login**. You will see **My dashboard**.

### 8.2 Dashboard and Sections

• - **My Appointments**: View, and if allowed, book or cancel.

• - **My Prescriptions**: View prescriptions (drug, dosage, instructions).

• - **Lab Results**: View released lab results.

• - **Radiology Results**: View released radiology results.

• - **My Wallet**: View balance. Click **Top up** → enter amount and payment method → complete payment. Use wallet to pay at hospital when reception selects Wallet.

• - **Telemedicine**: Join video call when the doctor has started one (allow camera and microphone).

• - **Visits**: View your visits and summary/charges/payments as allowed.

### 8.3 Logging Out

Use **Logout** when you finish, especially on a shared computer.

## 9. TROUBLESHOOTING BY ROLE

### Receptionist

• - **Forgot password:** Use "Forgot password" on the login page, or ask an Administrator to reset it.

• - **"Start Consultation" greyed out:** Registration (and consultation) must be paid. In Visit Details → Billing & Payments → Payments tab, record the payment. Refresh the page.

• - **Page not loading:** Refresh (F5). Check internet. Try another browser or clear cache.

• - **"Please select a patient":** Click a patient from the search results before clicking Create Visit.

• - **Payment not reflecting:** Refresh Visit Details. For Paystack/Wallet, wait a few seconds and refresh again.

• - **Patient not in search:** Confirm they are registered. Try name, Patient ID, phone, or National ID. Register the patient if not found.

### Doctor

• - **Forgot password:** Use "Forgot password" or ask an Administrator.

• - **"Start Consultation" disabled:** Registration/consultation must be paid. Ask reception to record payment; refresh Visit Details.

• - **Consultation form won't save:** Check internet. If "Registration payment required," reception must record payment first.

• - **AI Clinical Notes: "Enter transcript or bullet notes":** Type something in the Transcript box before clicking Generate note.

• - **E-Prescription: Cannot save with Severe interaction:** Change the prescription or enter an **Override reason**, then save.

• - **Page not loading:** Refresh (F5). Re-open the visit from Visits → same visit → Open Consultation. Use in-app links, not the browser back button.

## Nurse

- - **Forgot password:** Use “Forgot password” or ask an Administrator.
- - **Cannot find visit:** Ensure visit is OPEN. Search by patient name, Visit ID, or Patient ID.
- - **“Visit not found”:** Visit may be closed or link wrong. Go to Dashboard → Visits → correct OPEN visit → Nursing.
- - **Data not saving:** Click Save after entering data. Check for success message; note any error and report to IT.

## Lab Technician

- - **Forgot password:** Use “Forgot password” or ask an Administrator.
- - **Lab Orders empty or not loading:** Refresh. Confirm you are on Lab Orders. Check if doctors have placed orders.
- - **Cannot save results:** Fill required fields. Check internet. If “permission” or “lock,” wait and try again.

## Radiology Technician

- - **Forgot password:** Use “Forgot password” or ask an Administrator.
- - **Radiology Orders empty:** Refresh. Confirm you are on Radiology Orders.
- - **Upload/save not working:** Check file size and format. Check internet. Try Save/Upload again. Report permission errors to IT.

## Pharmacist

- - **Forgot password:** Use “Forgot password” or ask an Administrator.
- - **Prescriptions list empty:** Refresh. Select a visit that has prescriptions. Try opening visits from the list.
- - **“Dispense” greyed out:** Wait a few seconds (system may be checking). If still disabled, visit may not meet dispensing rules; check with reception or IT.
- - **Drug not in catalog:** Add it via Drugs (Drug catalog) if allowed, or ask Admin/pharmacist to add it.

## Administrator

- - **Forgot password:** Use “Forgot password”; if not available, another Admin must reset it.
- - **Staff report “button disabled”:** For consultation, ensure registration/consultation payment is recorded. For access, check user role and account. Use Audit logs if needed.
- - **Page not loading:** Refresh. Clear cache or try another browser. Report persistent failures to IT.
- - **Backup/restore fails:** Check permissions and server space. Follow on-screen message; contact IT with exact error.

## Patient

- - **Forgot password:** Use **Forgot password** on the login page. Enter your registration email. Check spam if no email. Contact hospital to verify email and request reset.

• - **“Invalid credentials”:** Check email and password (case-sensitive). If newly registered, account may need verification by the hospital.

• - **Dashboard/page blank:** Refresh (F5). Check internet. Clear cache or try Chrome/Edge. Contact hospital if it continues.

• - **No appointments/results/prescriptions:** Information appears after the doctor/hospital adds it. Wait or contact hospital.

• - **Wallet top-up not reflecting:** Wait 1–2 minutes and refresh Wallet. Keep payment receipt; contact hospital with transaction reference if needed.

• - **Cannot join telemedicine:** Allow camera and microphone. Use Chrome or Edge. Contact hospital for a new link if the link does not work.

## General Tips for All Users

• - **Log out** when leaving a shared computer.

• - **Refresh the page** (F5) if something looks wrong or a button stays disabled.

• - **Write down or screenshot** any error message before contacting IT or Admin.

• - For **password resets**, use the self-service link if available; otherwise contact your Administrator or the hospital.

**End of Manual.**

*Lifeway Medical Centre Ltd — EMR User Manual v1.0*