

# **User Documentation for the Hospital and Clinic Payment Digitalization System**

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## **1. Introduction**

### **Welcome to the Hospital and Clinic Payment Digitalization System!**

This system helps hospitals and clinics collect patient payments digitally and cash, making the process faster, easier, and transparent. All payments are automatically recorded and sent directly to the hospital's bank account, ensuring there is no cash handling, less risk, and better tracking of where the money goes.

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## **2. Purpose of the System**

- Digital Payments: Collect payments from patients through mobile apps, Cash, or online systems.
  - Transparency: Every payment is tracked and recorded.
  - Reports & Accountability: Simple reports show how much money was collected and where it went.
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## **3. Who Can Use This System?**

- Cashiers / Front Desk Staff: Accept payments from patients.
  - Administrators / Managers: View total collections and ensure money flow is correct.
  - Banker(Tsedey Bank CSO): for checking the cash balance on the Hospital and go for Collect it
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## **4. How It Works (Simple Explanation)**

1. A patient comes to the hospital or clinic.
2. The cashier enters the payment details into the system (Card Number, amount, service, patient info).
3. The patient chooses how to pay:

- Cash
  - Bank transfer(mobile Banking)
  - Mobile money (e.g., Telebirr, M-pesa, etc.)
  - Credit
  - Community Based Health Insurance(CBHI)
4. Payment is processed, and a receipt is automatically printed
  5. The system records the payment in real-time

## 5. System Requirements

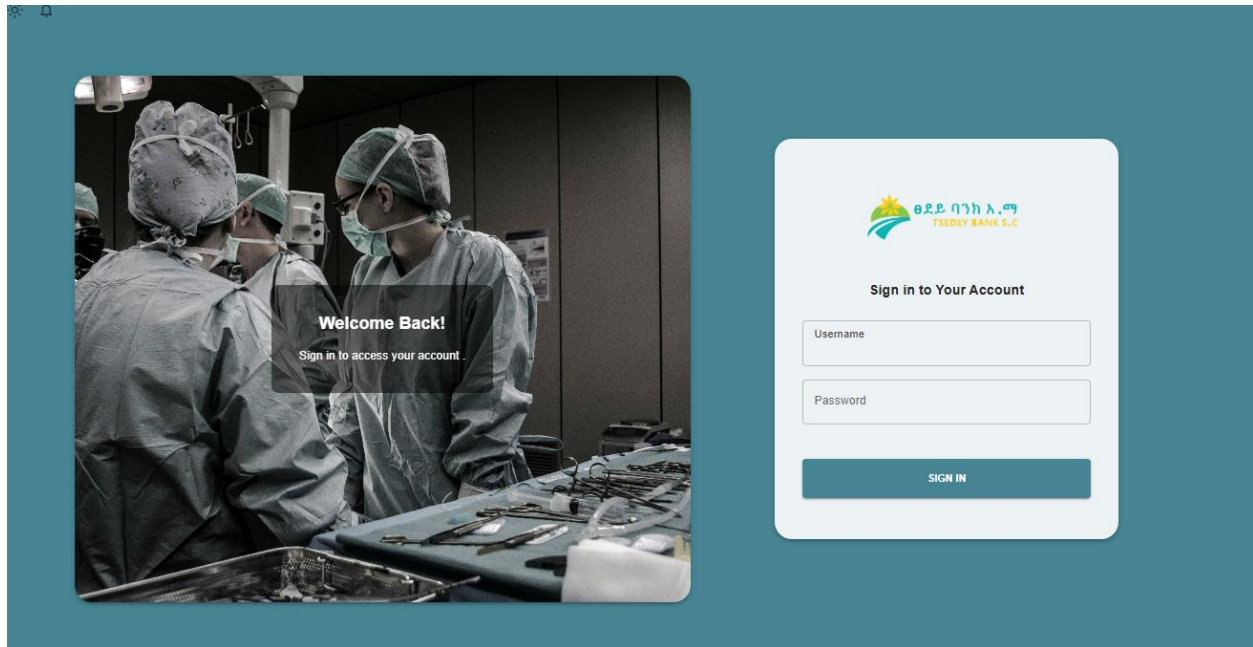
- Devices: Computer
- Network Connection: Required for real-time payment updates
- Printer (optional): For printed receipts
- Bank Account: To receive payments directly

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## 6. Getting Started

### 6.1. Logging In

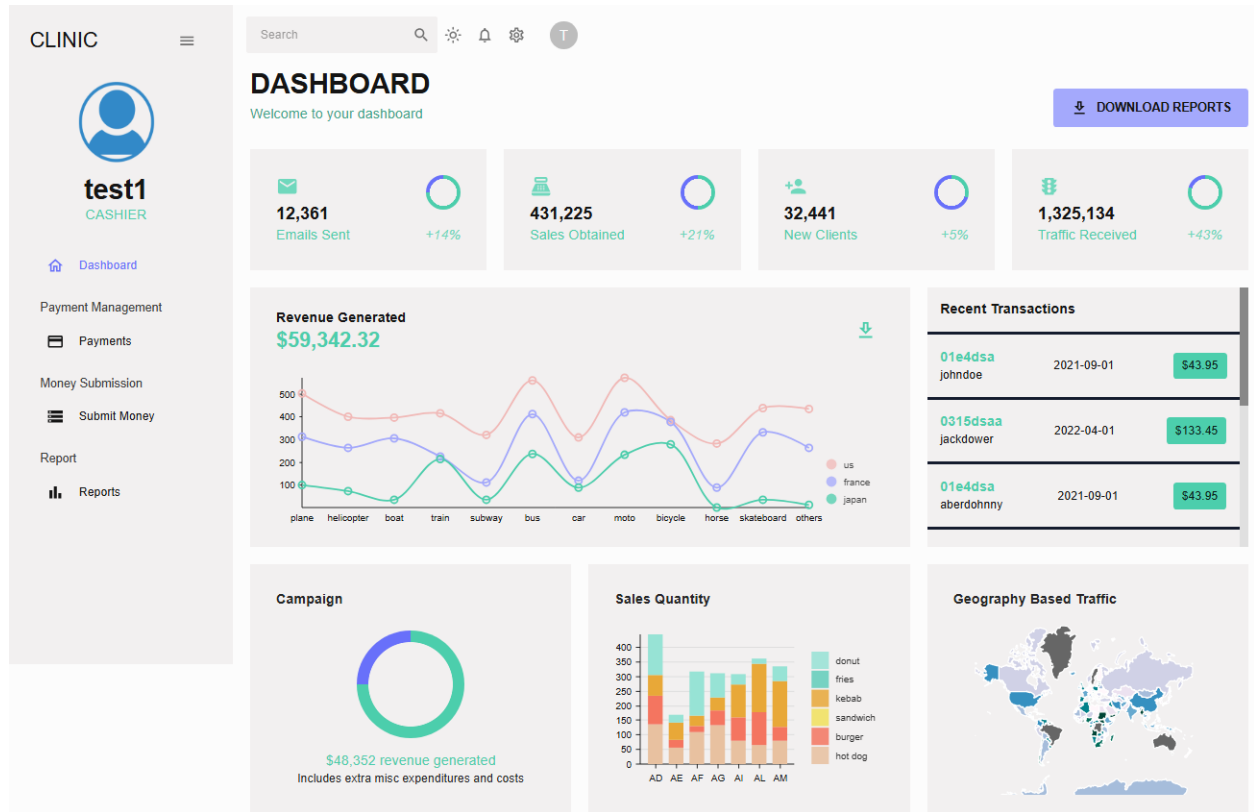
1. Open the system app on your device or go to the website: URL .
2. Enter your username and password.
3. Click Login.



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## 6.2. Dashboard Overview

- **Payments:** Shows all recent payments made by patients.
- **Submit Money:** Displays total money collected to the Bank or used for submit collection money to the Tsedey bank
- **Reports:** Generates Transactional reports for Cashier.
- **Profile:** Manage users preferences.



## 7. How to Collect Payments (Step-by-Step)

### 7.1. Receive Payment

1. Select **Payments** from the dashboard.
2. Enter:
  - Card Number
  - Detailed Patient information(Optional)
  - Reason(Service) :(Card, Medicine/Drug , X-RAY, Laboratory etc.)
  - Amount to be paid(for all selected Service Individually)

CLINIC

test1  
CASHIER

Dashboard

Payment Management

Payments

Money Submission

Submit Money

Report

Reports

Hospital Payment Management

Card Number Optional

Select Reason:

☐ Card ☐ Medicine/Drug ☐ Labratory ☐ X-RAY

Payment Method

Description

CHECK RECEIPT

ID	Date	Receipt Number	Card Number	Amount	Payment Method	Reason
12	2025-03-21T10:15:39.0028729	TS_DB-CASH343676456	5096	200	CASH	Card

Payment Summary

CASH	ETB 200.00
Total	ETB 200.00

## 7.2. Choose Payment Method

- Cash: Patient that have Cash in hand
- Digital: patient Who can pay through Mobile Banking , Telebirr, etc
- Credit: Organization Work with Cooperation with Hospital or Clinic inform of Credit
- CBHI: Community Based Health Insurance if you select CBHI then you have to select which Organization is it.
- Free Of Charge: Service given free for the Society or in Special Case

Payment Method

- CASH
- (CBHI)
- Credit
- Free of Charge
- Digital

- Description : write some Description about that transaction

## 7.3. Confirm Payment

- Confirm the receipt
- A receipt is printed
- The payment record appears instantly in the system history.

The screenshot displays a payment system interface. In the background, a form titled 'Payment Summary' is visible, containing fields for 'Card Number' (15684), 'Optional' (a button), 'Select Reason:' (with checkboxes for Card, Medicine/Drug, and another), 'Medicine/Drug Amount' (200), 'Payment Method' (CASH), and 'Description' (patien 001). Overlaid on this is a white modal window titled 'Payment Receipt'. The modal contains a dashed-line header 'Hospital Payment Receipt', followed by a list of transaction details: Card Number : 15684, Amount : ETB 200.00, Method : CASH, Reason : Medicine/Drug, Description : patien 001, and Date : 3/21/2025. Below the details is a dashed-line footer with the text 'Thank you for your visit!'. At the bottom right of the modal are two buttons: 'CONFIRM' and 'CLOSE'.

Card Number  
15684

Optional

Payment Summary

Select Reason:

☐ Card ☒ Medicine/Drug ☐

Medicine/Drug Amount  
200

Payment Method  
CASH

Description  
patien 001

Payment Receipt

-----  
Hospital Payment Receipt  
-----

Card Number : 15684  
Amount : ETB 200.00  
Method : CASH  
Reason : Medicine/Drug  
Description : patien 001  
Date : 3/21/2025  
-----  
Thank you for your visit!  
-----

CONFIRM CLOSE

And the Receipt Look like these

\*\*\*\*\*  
**HOSPITAL PAYMENT RECEIPT**  
\*\*\*\*\*

**DB Tena tabiya**

Address: Lorem Ipsum 8/24  
Date: 3/21/2025  
Manager: Lorem Ipsum

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**Card Number:** 15684  
**Payment Method:** CASH  
**Reason:** Medicine/Drug, Card  
**Description:** pasien 001

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Description	Price
Medicine/Drug	200.00
Card	50.00

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**TOTAL** **250.00**

\*\*\*\*\*  
**THANK YOU**  
\*\*\*\*\*

123456778963578021

## 7.4. Submit Money to Bank / Mark as Collected (New Section)

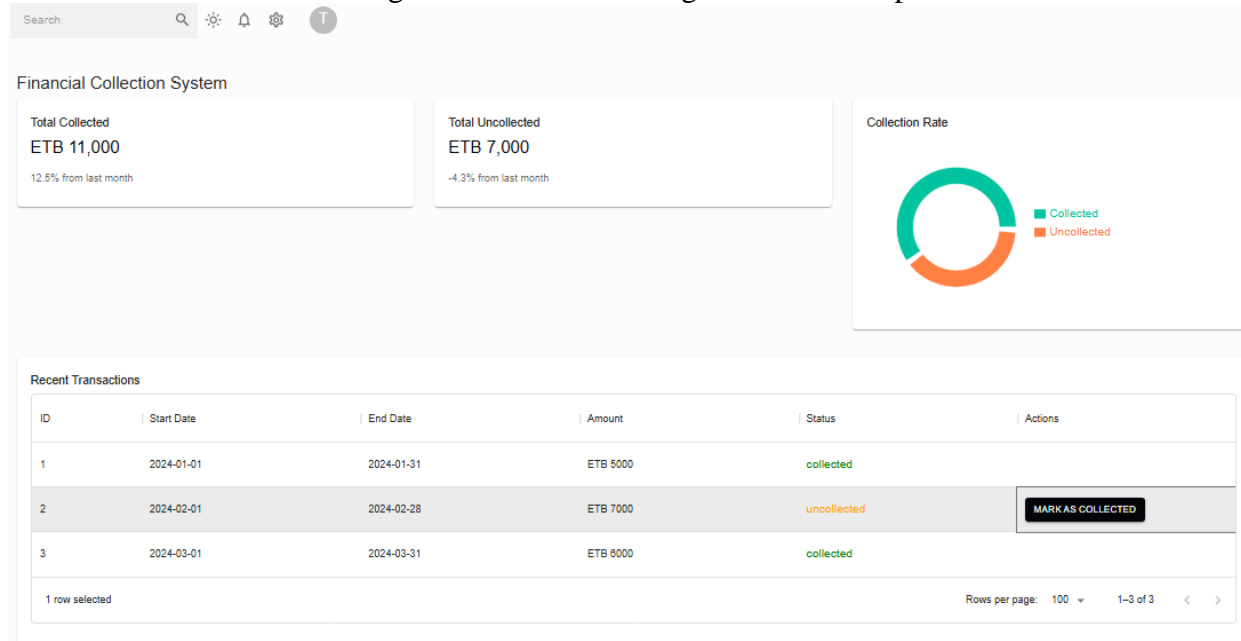
### *Purpose:*

To ensure safe transfer of cash from the hospital cashier to the banker (Tsedey Bank CSO), a formal collection and verification process is implemented.

### *Step-by-Step Process:*

1. **Submit Money Request**
  - The cashier selects the **Submit Money** option from the dashboard.

- Click the **Total Amount** being submitted based on agreed collection period .



## 2. Banker Arrives to Collect Cash

- When the banker (CSO) comes to collect the cash, the cashier clicks **Mark as Collected**.
- A pop-up window will appear, prompting the banker to fill in the following fields:
  - **Employee ID**
  - **Employee Full Name**
  - **Click to sign** (it takes time you click to catch time of agreement)
  - **Date & Time of Collection (auto-filled)**



- Confirm Agreement

-4.3% from last month

Payment Confirmation & Agreement

Amount to Collect: \$7000

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☐ I confirm receipt of the payment and agree to the terms of service

Employee ID \*

Employee Name \*

Electronic Signature:

CANCEL CONFIRM AGREEMENT

- After confirm the Agreement the Receipt printed and both Cashier and CSO(Banker) have to sign manually the agreement on the receipt in order to valid agreement

## AGREEMENT PAPER

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**HOSPITAL NAME:** DB Tena tabiya  
**CASHIER NAME:** test1  
**BANKER ID:** TS1515  
**BANKER NAME:** Kebede Tamesgen  
**MONEY AMOUNT:** 2,000.00  
**RECEIVED DATE:** 2025-03-24 , 08:30:23

**I confirm this agreement paper and agree to the terms of service**

CASHIER: \_\_\_\_\_

BANKER: \_\_\_\_\_

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## 8. Checking Payments and Reports

### 8.1. Daily Report

- Go to Reports > Report.
- Select Date Range mentioned as **Start date** and **end date** and click **request report**

- View all payments received between Start date and end date
- You can print or download the report ( Excel).

Search

### Payment Reports

Start Date \*  
03/20/2025

End Date \*  
03/20/2025

REQUEST REPORT

ALL (7050)
CASH (3250)
DIGITAL (0)
CBHI (0)
FREE SERVICE (0)
CREDIT (2000)

Ref No.	Hospital Name	Card Number	Service	Amount	Payment Method	Description	Date	Created by
TS_DB-CASH062559146	DB Tena tabiya	1050	Card	100	CASH	-	2025-03-20T16:28:31...	test1
TS_DB-CASH158541253	DB Tena tabiya	1050	Medicine/Drug	2000	CASH	-	2025-03-20T16:37:44...	test1
TS_DB-CASH106092121	DB Tena tabiya	10521	Medicine/Drug	200	CASH	-	2025-03-20T17:14:14...	test1
TS_DB-CASH567944629	DB Tena tabiya	9052	Medicine/Drug	200	CASH	-	2025-03-20T17:14:45...	test1
TS_DB-CASH1076382350	DB Tena tabiya	1051	Card	500	CASH	-	2025-03-20T18:03:24...	test1

Rows per page: 5
1-5 of 10

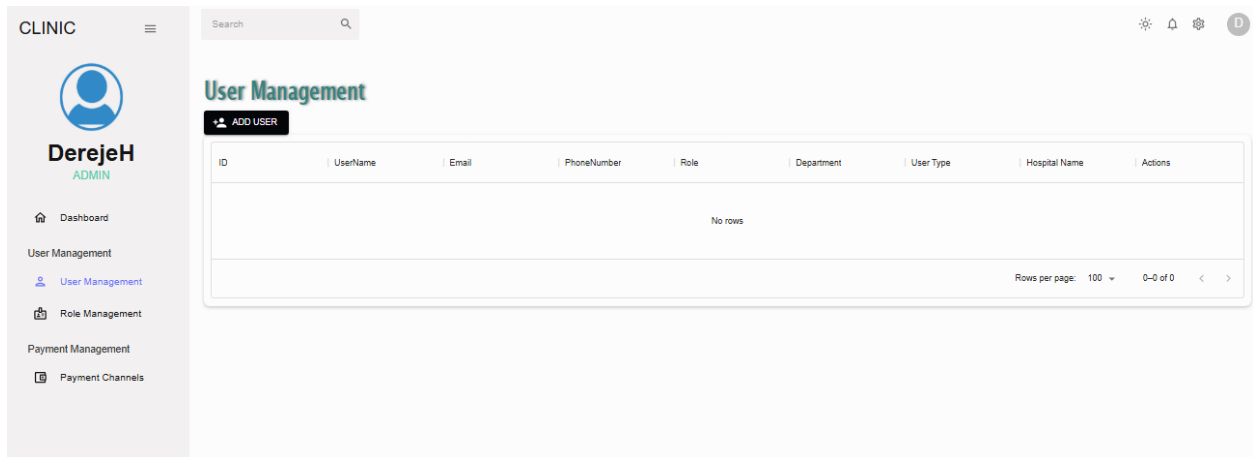
EXPORT TO EXCEL

## 9 .Admin Page

The **Admin Page** is the control center for system management. It provides authorized users (admins) with access to key features, including:

- **User Management** – Add, edit, or remove users and assign roles.
- **Role Management** – Create and manage user roles with specific permissions.
- **Payment Management** – Configure payment channels, methods, CBHI providers, and agreements.

### 9.1 User Management



The **Add User** functionality in the Admin Panel allows administrators to create new user accounts by entering essential user details such as username, email, phone Number , User type, Department , Hospital name, password, role, and other relevant information.

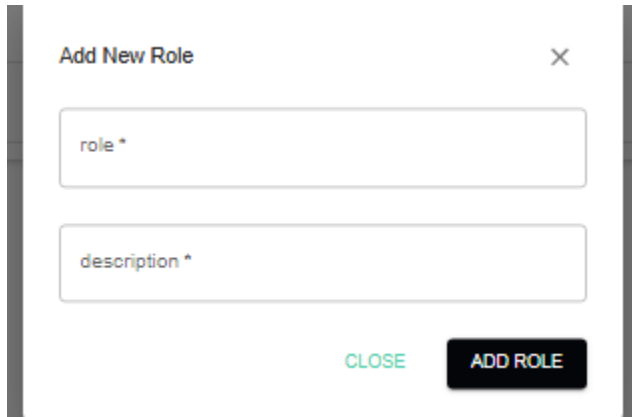
The 'Add New User' form is a modal window with a close button (X) in the top right corner. It contains the following fields and controls:

- Username \*** and **Email \*** text input fields.
- Phone Number \*** text input field.
- User Type \*** dropdown menu and **Department \*** dropdown menu.
- Hospital Name \*** dropdown menu.
- Password \*** text input field.
- Confirm Password \*** text input field.
- Role \*** dropdown menu.

At the bottom of the form, there are two buttons: a green **CLOSE** button and a black **ADD USER** button.

## 9.2 Role Management

The **Add Role** feature allows administrators to create custom roles that define user access levels and responsibilities within the system. Each role includes a **role** and a **description** to help identify its.

A modal window titled "Add New Role" with a close button (X) in the top right corner. It contains two text input fields: the first is labeled "role \*" and the second is labeled "description \*". At the bottom, there are two buttons: a green "CLOSE" button and a black "ADD ROLE" button with white text.

Add New Role X

role \*

description \*

CLOSE ADD ROLE

## 9.3 Payment Management

On the Payment Management Page

- The admin also can add the New Digital Payment channel ,
- Can add CBHI provider
- Can add the Organization with Agreement
- Can add new hospital services
- Can add new Payment method

By filling their field correctly

## Payment Management

### Digital Payment Channels

+ ADD DIGITAL PAYMENT CHANNELS

Name	Actions
No rows	
Rows per page: 100 ▾ 0-0 of 0 < >	

### CBHI Providers

+ ADD CBHI PROVIDERS

Name	Actions
No rows	
Rows per page: 100 ▾ 0-0 of 0 < >	

### Organizations with Agreements

+ ADD ORGANIZATIONS WITH AGREEMENTS

Name	Actions
No rows	
Rows per page: 100 ▾ 0-0 of 0 < >	

### Hospital Services

+ ADD HOSPITAL SERVICES

Name	Actions
No rows	
Rows per page: 100 ▾ 0-0 of 0 < >	

### Payment Methods

+ ADD PAYMENT METHODS

Name	Actions
No rows	
Rows per page: 100 ▾ 0-0 of 0 < >	

## 9. Benefits of the System

- No more cash handling, reducing theft or loss

- Instant payment confirmation
  - Easy reports for auditors and accountants
  - Direct bank deposits
  - Faster service for patients
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## 10. Troubleshooting

Problem	Solution
Can't log in	Check your username/password.
Payment not showing up	Refresh the page. Check your Network Connection
Receipt not printing	Check if the printer is connected and working.

## 11. Support & Help

- Call Support: +251
- Website: <https://tsedeybank-sc.com>