

# **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

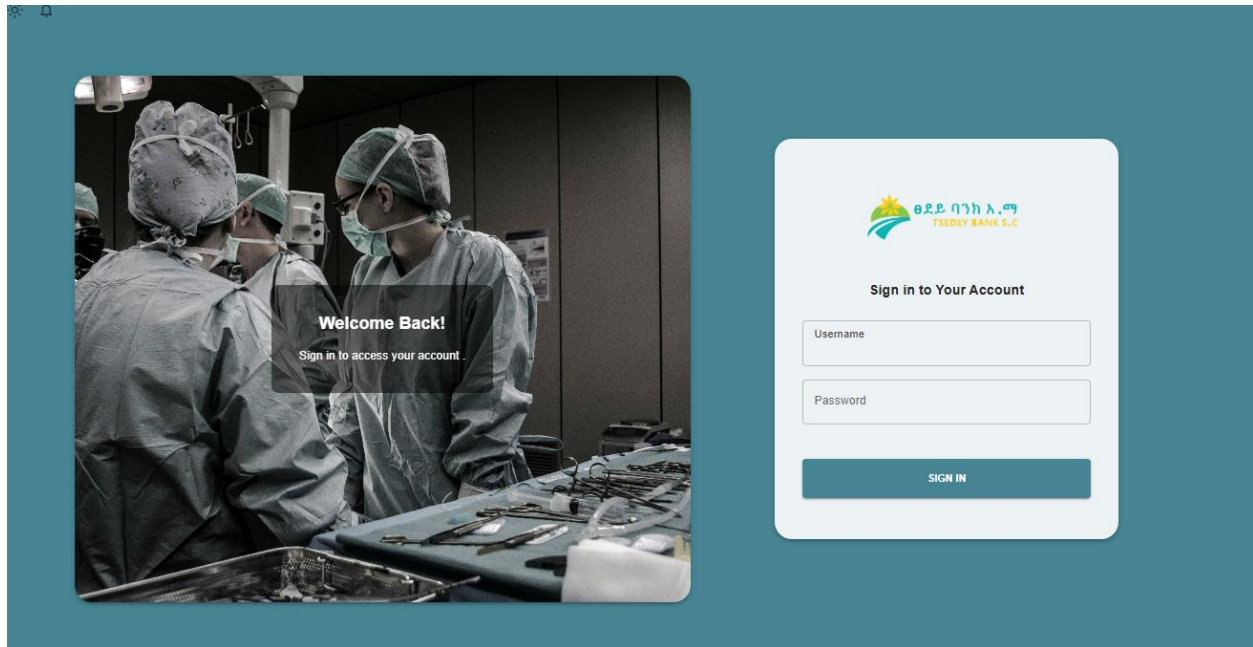
## **5. System Requirements**

- 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**

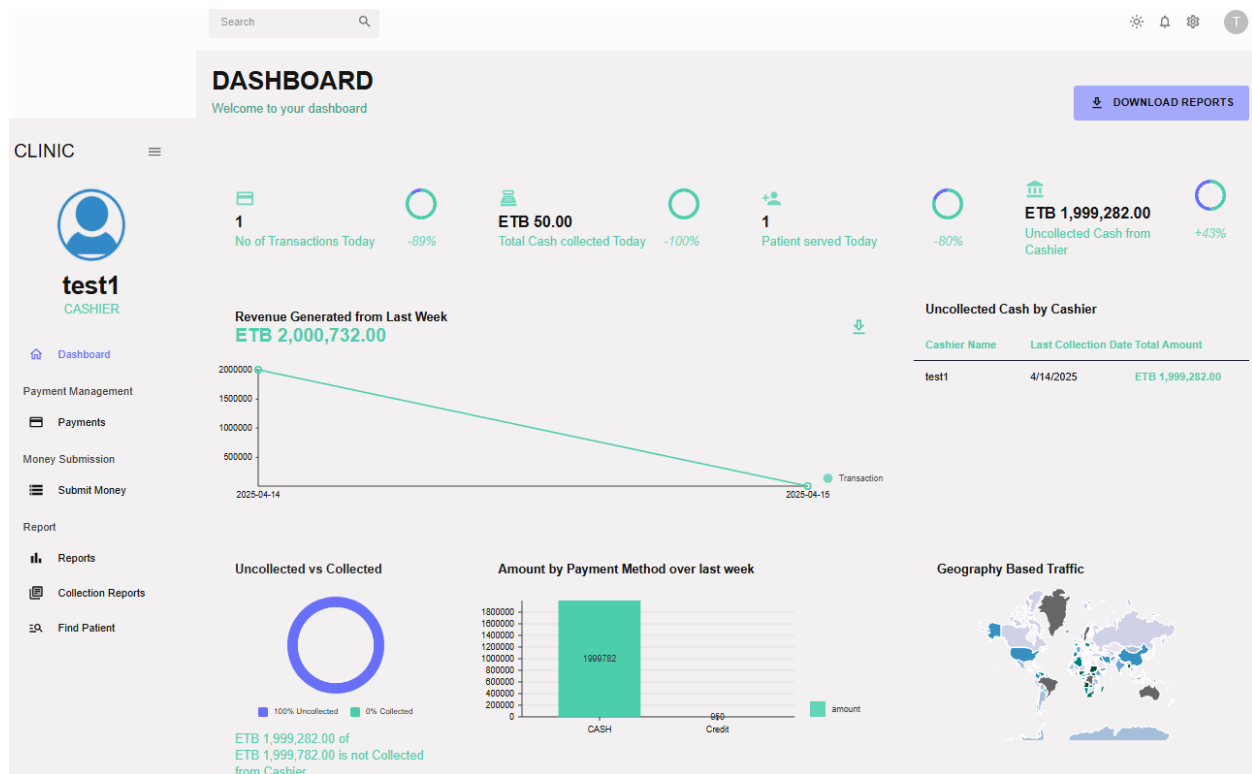
1. Open the system app on your device or go to the website: URL .
2. Enter your username and password.
3. Click Login.



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## 6.2. Side Bar 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.
- **Collection Reports:** Generates collected Cash from cashier reports for Cashier.
- **Find patient:** used for find the patient by receipted or card number
- **Profile:** Manage users preferences.



CLINIC

test1

CASHIER

Dashboard

Payment Management

Payments

Money Submission

Submit Money

Report

Reports

Collection Reports

Find Patient

Search

Hospital Payment Management

Card Number

Optional

Select Reason:

☐ Card
 ☐ Medicine/Drug
 ☐ Laboratory
 ☐ X-RAY
 ☐ Other

Payment Method

Description

CHECK RECEIPT

Payment Summary

CASH	ETB 50.00
Total	ETB 50.00

ID	Date	Receipt Number	Card Number	Amount	Payment Method	Reason	Coll
11	2025-04-15T08:23:22.8557645	TS_DB-CASH106213108	302	50	CASH	Card	

## 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

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 digital payment interface with a modal window titled "Payment Receipt". The modal contains the following text:

-----  
Hospital Payment Receipt  
-----  
Card Number : 15684  
Amount : ETB 500.00  
Method : CASH  
Reason : Medicine/Drug  
Description :  
Date : 4/15/2025  
-----  
Thank you for your visit!  
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At the bottom of the modal, there are two buttons: "CONFIRM" and "CLOSE". The background interface shows a form with fields for "Reason:", "Medicine/Drug" (checked), "La", "Drug Amount", "Method", "Option", and "CH". The bottom status bar displays the date and time "2025-04-15T08:47:36.2009571", the system identifier "TS\_DB-Digital1648074130", the number "1555", and the amount "200".

And the Receipt Look like these

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**HOSPITAL PAYMENT RECEIPT**

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**DB Tena tabiya**

Receipt NO: TS\_DB-CASH116274423

Address: Debre Brihan

Date: 4/15/2025

Cashier: test1

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<b>Patient Name:</b>	N/A
<b>Card Number:</b>	15684
<b>Payment Method:</b>	CASH

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<b>Reason</b>	<b>Price</b>
Medicine/Drug	500.00

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<b>Total In Figure</b>	<b>500.00</b>
<b>Total In Words :</b>	<b>Five Hundred birr</b>

This Receipt is invalid unless it is stamped.

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

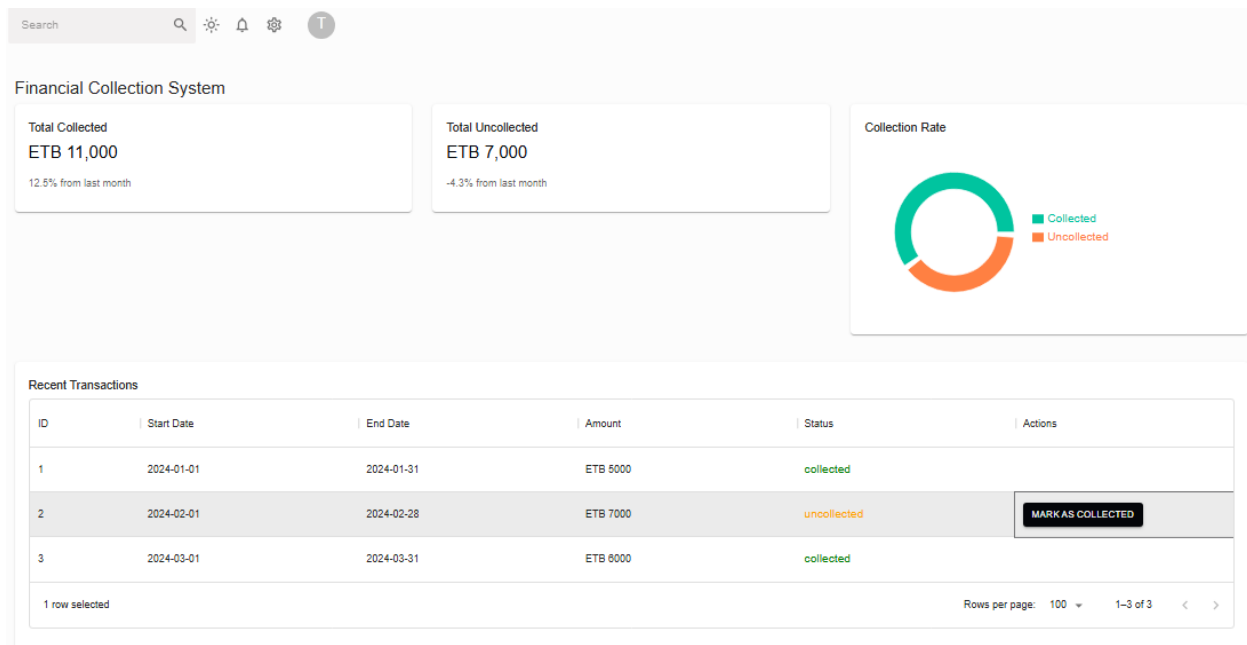
### *Purpose:*

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**
  - **Verify Employee**(The system validate both EmployeeID and Employee Full Name if the banker can access to collect money from cashier depend on data send to the Hospital from Tsedey bank)
  - **Click to sign** (it takes time you click to catch time of agreement)
  - **Date & Time of Collection (auto-filled)**
  - **Confirm Agreement**



ETB 1,999,782



### Payment Confirmation & Agreement

Amount to Collect: ETB 1,999,782.00



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

Employee ID \*

 TS1223 

Employee Name \*

 TESEMA LEMA 

**VERIFY EMPLOYEE**

Time Signature:

2025-04-15T08:52:06.986Z

**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:** TS1223  
**BANKER NAME:** TESEMA LEMA  
**MONEY AMOUNT:** 1,999,782.00  
**RECEIVED DATE:** 2025-04-15 , 08:58:53

**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 (2900)

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-CASH108941253	DB Tena tabiya	1050	Medicine/Drug	2000	CASH	-	2025-03-20T16:37:44...	test1
TS_DB-CASH108092121	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 Collection Report

The cashier can see the collection report that money collected from the cashier by giving it date range and click the **Request Report**

CLINIC

test1

CASHIER

Dashboard
Payment Management
Payments
Money Submission
Submit Money
Report
Reports
Collection Reports
Find Patient

Search

### Collection Report

Start Date \*

04/01/2025

End Date \*

04/15/2025

☐ Show High Amount

REQUEST REPORT

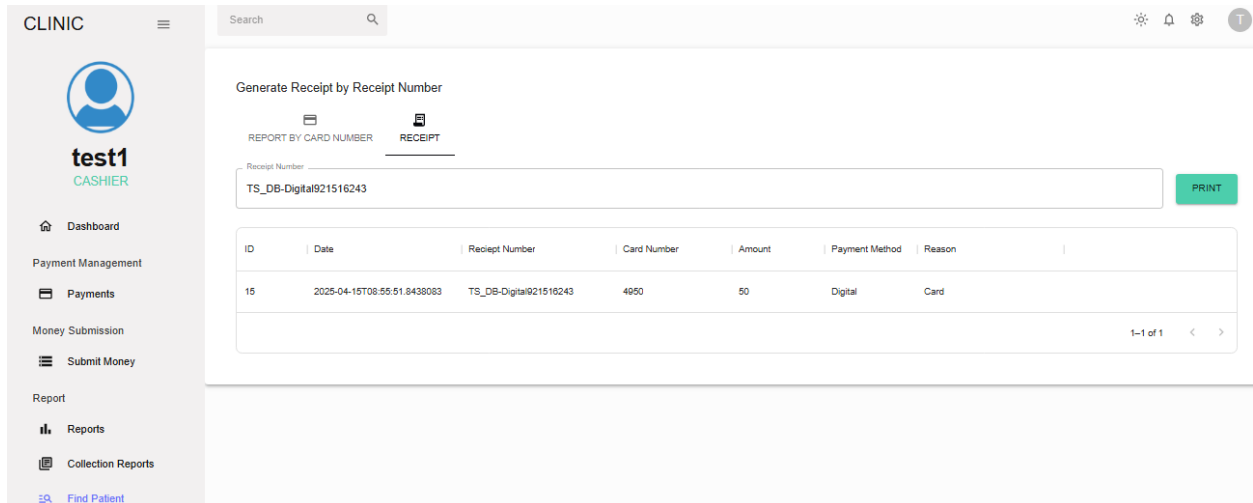
ID	Start Date	End Date	Amount	Collector	Cashier	Collected Date
1	2025-04-14T00:00:00	2025-04-14T00:00:00	500	tesema lema	test1	2025-04-14T10:16:39.398
2	2025-04-14T00:00:00	2025-04-15T00:00:00	1999782	TESEMA LEMA	test1	2025-04-15T08:56:53.482

Rows per page: 100
1-2 of 2

EXPORT TO EXCEL

## 10 Find Patient

The cashier can find patient by using receipted or can find them using card number

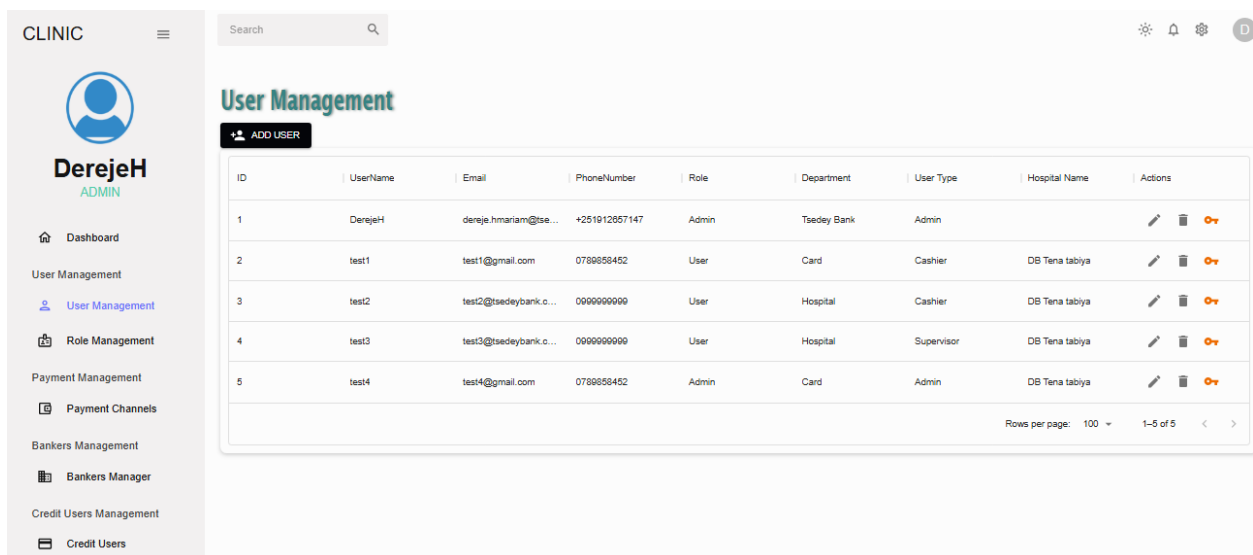


## 11 .Admin Page

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.
- **Bankers Management** - Upload the Bankers data in excel form
- **Credit User Management** – upload the credit user from the organization

### 11.1 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.

Add New User

Username \*

Email \*

Phone Number \*

User Type \*

Department \*

Hospital Name \*

Password \*

Confirm Password \*

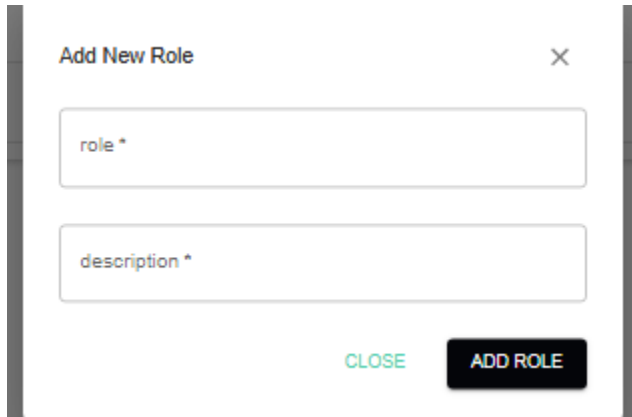
Role \*

CLOSE

ADD USER

## 11.2 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 screenshot of a modal dialog box titled "Add New Role" with a close button (X) in the top right corner. The dialog contains two text input fields: the first is labeled "role \*" and the second is labeled "description \*". At the bottom of the dialog, there are two buttons: a green "CLOSE" button and a dark blue "ADD ROLE" button.

### 11.3 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 < >	

## 11.4 Bankers Management

Upload the bankers' data in Excel format. The file should include all required columns as specified by the bank. This data is used during the collection process to verify whether each listed individual is a

legitimate employee of the bank.

#### Employee ID - Hospital Mapping

UPLOAD EXCEL



UPLOAD TO DATABASE

Viewing Registered

Employee ID	Employee Name	Phone	Email	Assigned As	Assigned By	Contact Method
ts1223	tesema lema	0953753505	bere@gmail.com	Collector	ME	EMAIL
ts1224	tesema lema	0953753506	bere@gmail.com	Collector	ME	EMAIL
ts1225	tesema lema	0953753507	bere@gmail.com	Collector	ME	EMAIL
Rows per page: 100 1-3 of 3 < >						

## 11.5 Credit User Management

This feature allows you to upload credit user information from various organizations using an Excel file. The uploaded file should include all required columns as defined by the system. After uploaded, click upload to database then the data is stored in the database and used to verify whether the credit users are associated with their respective organizations. This information also enables the system to search and determine the eligibility of each credit user during the collection process.

#### Credit Users

Organization \*

Option \*

UPLOAD EXCEL



UPLOAD TO DATABASE

Search By Employee ID

SEARCH

Viewing Registered

Employee ID	Employee Name	Phone	Email	Organization
ts1941	bereket Beyene	0925415426	bb@gm.com	Dashen Bank
ts1941	bereket Beyene	0925415426	bb@gm.com	Dashen Bank
343434341				string
string2	string	string	string	string
Rows per page: 100 1-4 of 4 < >				

## 12 . 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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## 11. Troubleshooting

<b>Problem</b>	<b>Solution</b>
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>