# SOCCSKSARGEN ELECTRONIC HEALTH REFERRAL SYSTEM

# (SeHRS)

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## User's Manual

The SOCCSKSARGEN Electronic Health Referral System (SeHRS) is a web-based system that uses a stable internet connection and can be accessed through any computer, laptop, tablet or smart phone.

## A. START-UP AND LOGIN

### A.I. Log in IT User Account:

To start, open the browser in your device and type http://222.127.126.38/doh/referral/login. A list of Department of Heath – Center for Health Development IT personnel will pop-up for your Contact Person. You will arrive at the Login Page and will be asked for your login credentials.

Figure 1. Screenshot of Pop-up List of Contact Persons.

**A.I.1. Sign in** the Created IT User Account

- For Hospitals and Birthing Homes: Please acquire your login credentials from your IT department or any SeHRS Point Person.
- For RHUs: Please acquire your login credentials from your respective SeHRS Point Person.

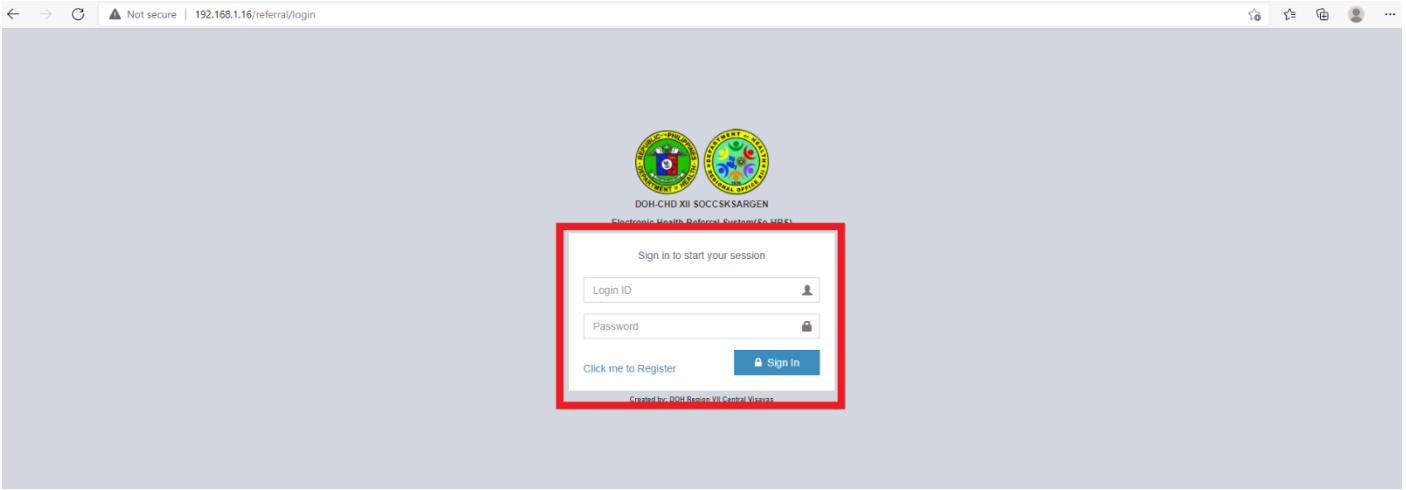


Figure 2. Screenshot on SeHRS Login Page.

**A.II. Create Doctor's User Account:**

- Allows the IT personnel to create User ID for doctor to access SeHRS.

To add a new SeHRS user account for Doctor, click **Manage Users** menu and **Add User** button.

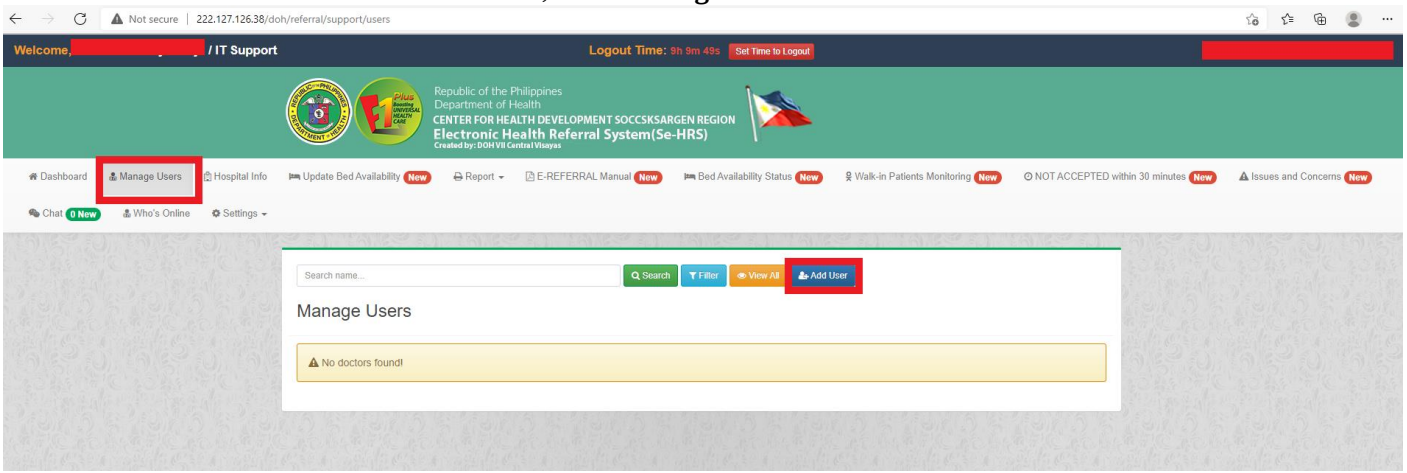


Figure 3. Screenshot on SeHRS Manage User Page.

**A.II.1.** Type in all the provided data and after entering all the data, click on **Save** button. To undo adding of new user account, click on **Cancel** button.

**A.II.2.** To edit certain User Account, input the user name on search box and click **Search** button, select user name. Enter the necessary changes, and then click **Update** button, for changes to take effect. To undo editing of an existing user account, click on **Cancel** button.

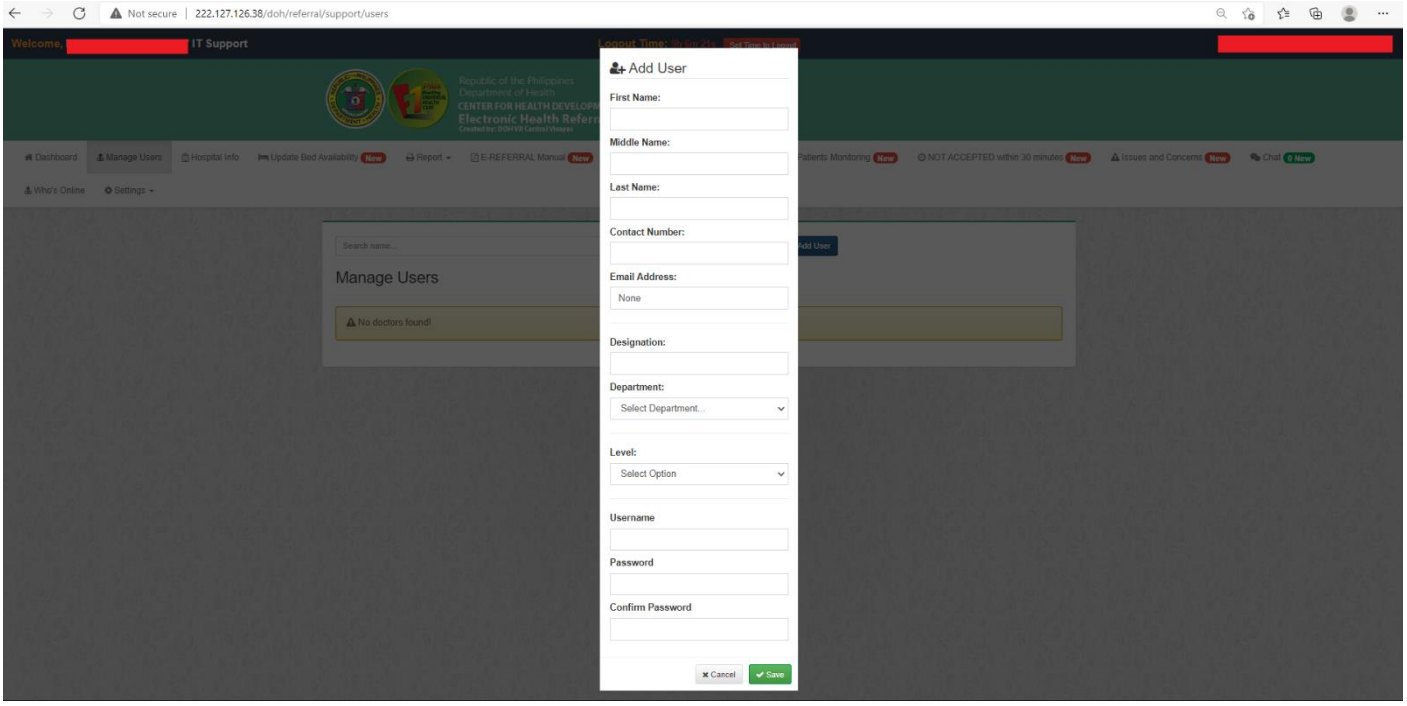


Figure 4. Screenshot on SeHRS Add User Page.

## B. REFERRING A PATIENT

### B.III. Created Doctor's User Account:

**B.III.1.** Log in Doctor's user account.

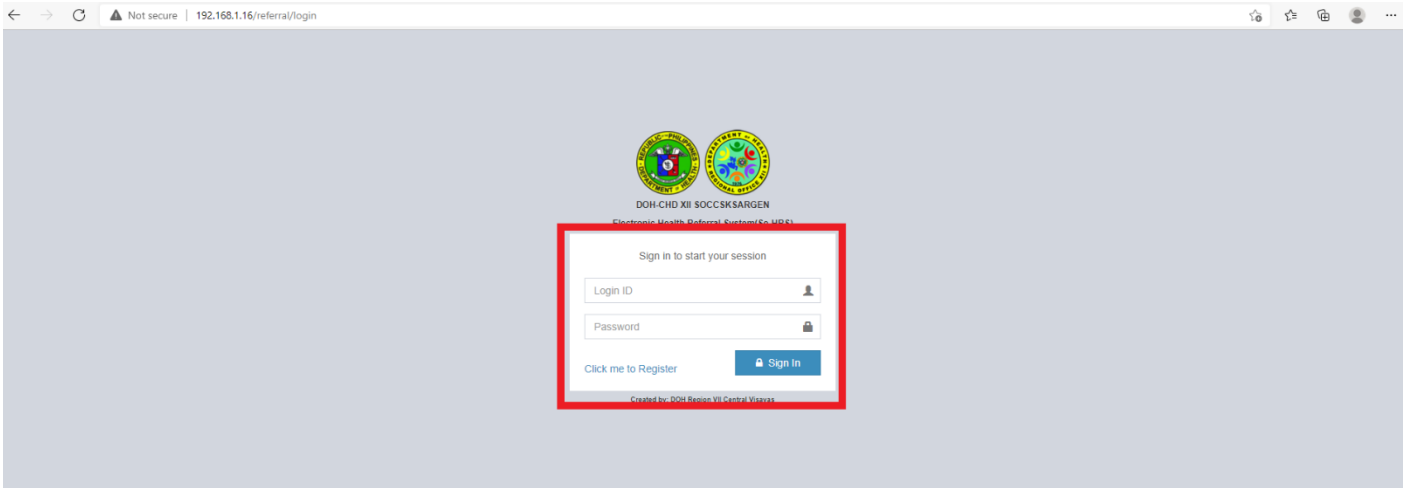


Figure 5. Screenshot on SeHRS Login Page.

**B.III.2.** Once logged in, you will be directed to the **Dashboard** menu where you can see your monthly activity of referred, accepted and redirected referrals.

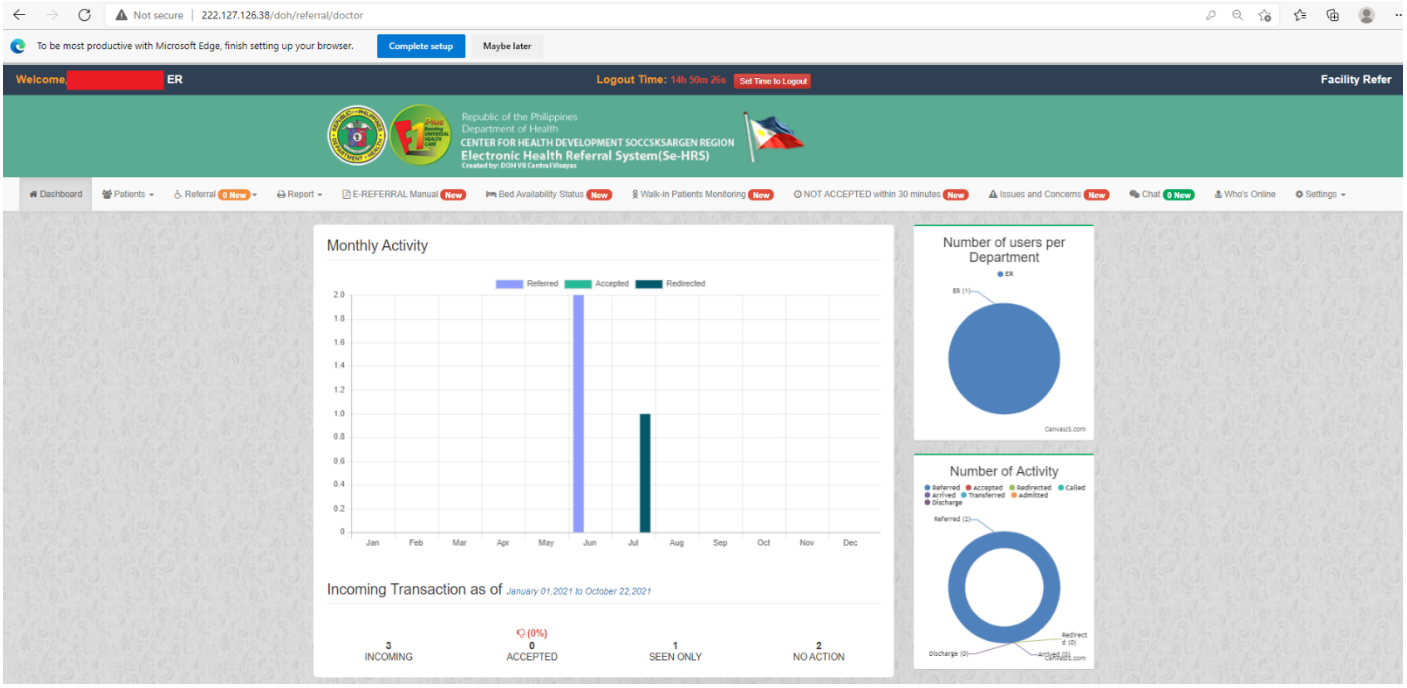


Figure 6. Screenshot on SeHRS Dashboard Page.

## B.IV. Adding or Searching Patient:

**B.IV.1.** Click on **Patients** menu, select **List of Patients** from the drop down list**.**

- **List of Patients** ○ Consist of a search bar that lets you search a patient when you are making a referral.

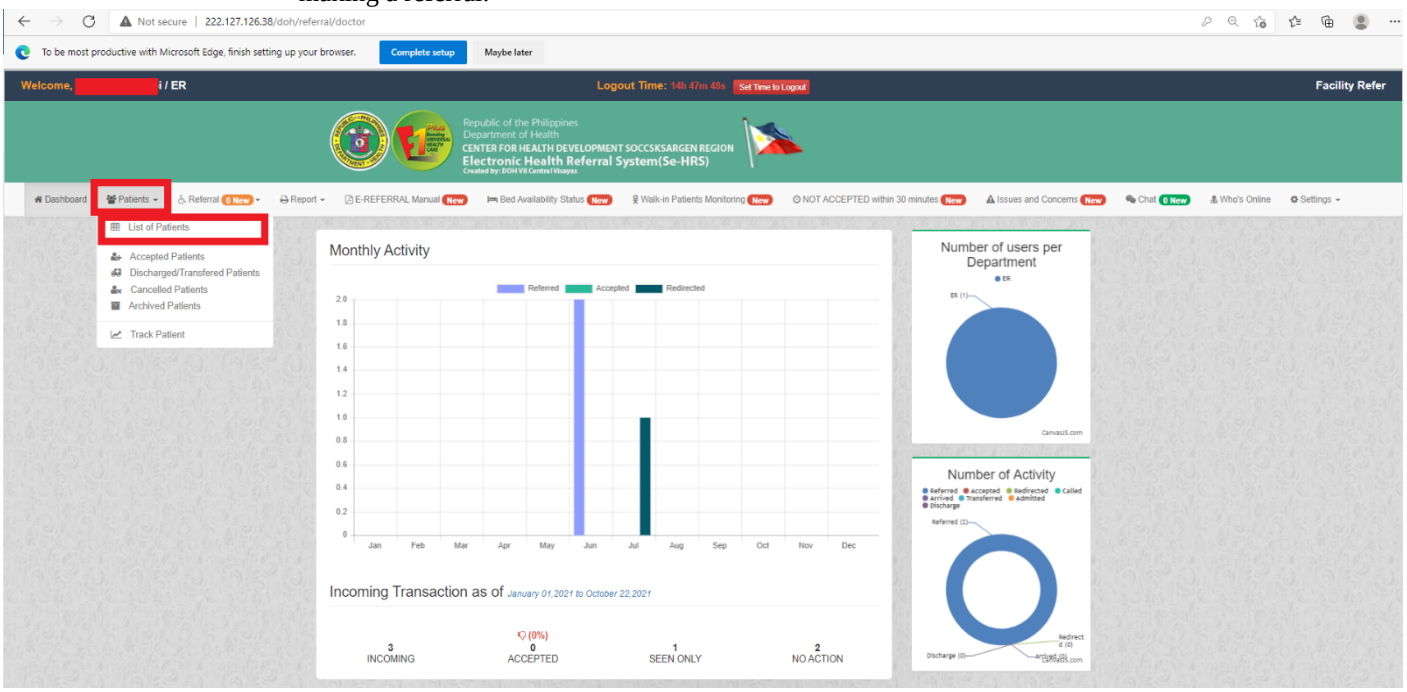


Figure 7. Screenshot on SeHRS Patient's Drop Down List Page.

**B.IV.2.** Click **Filter** button to let you search specific individuals based on the keyword that you type. If one is missing, it will not filter.

**B.IV.3.** If the "Patient not found" dialog appears, click **Add Patient** to add patient's information**.**

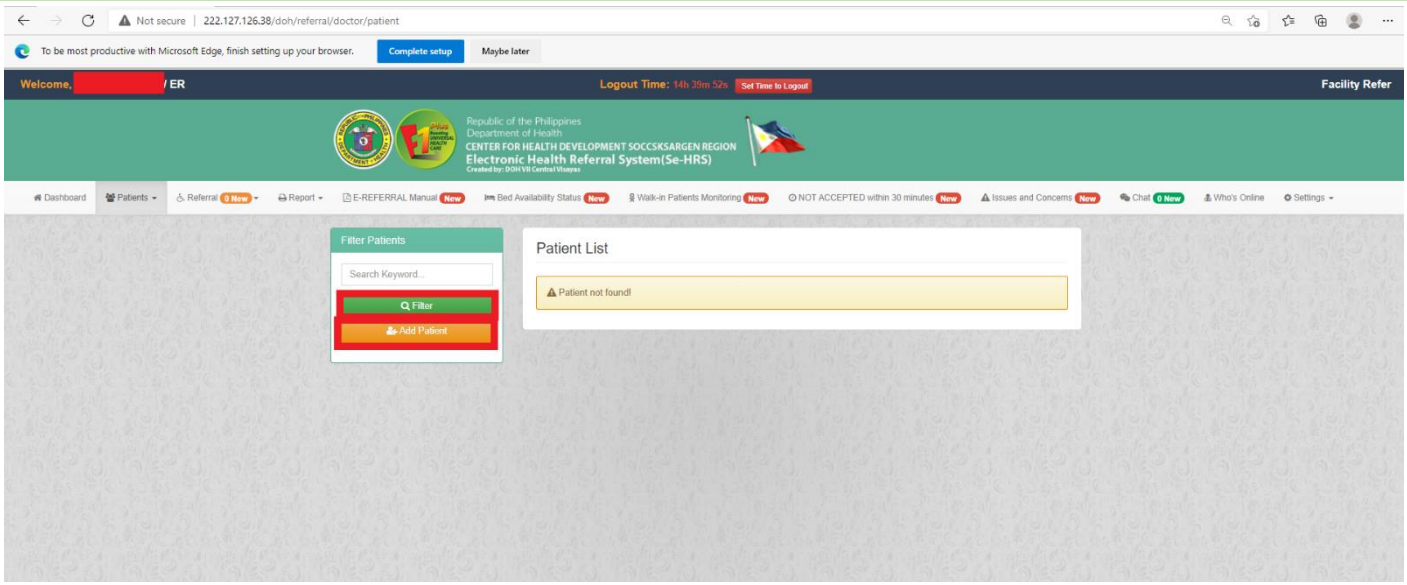


Figure 8. Screenshot on SeHRS List of Patient's Page.

**B.IV.4.** Fill-out the patient's profile form and click **Submit** button. To undo adding of a new patient profile, click on **Back** button.

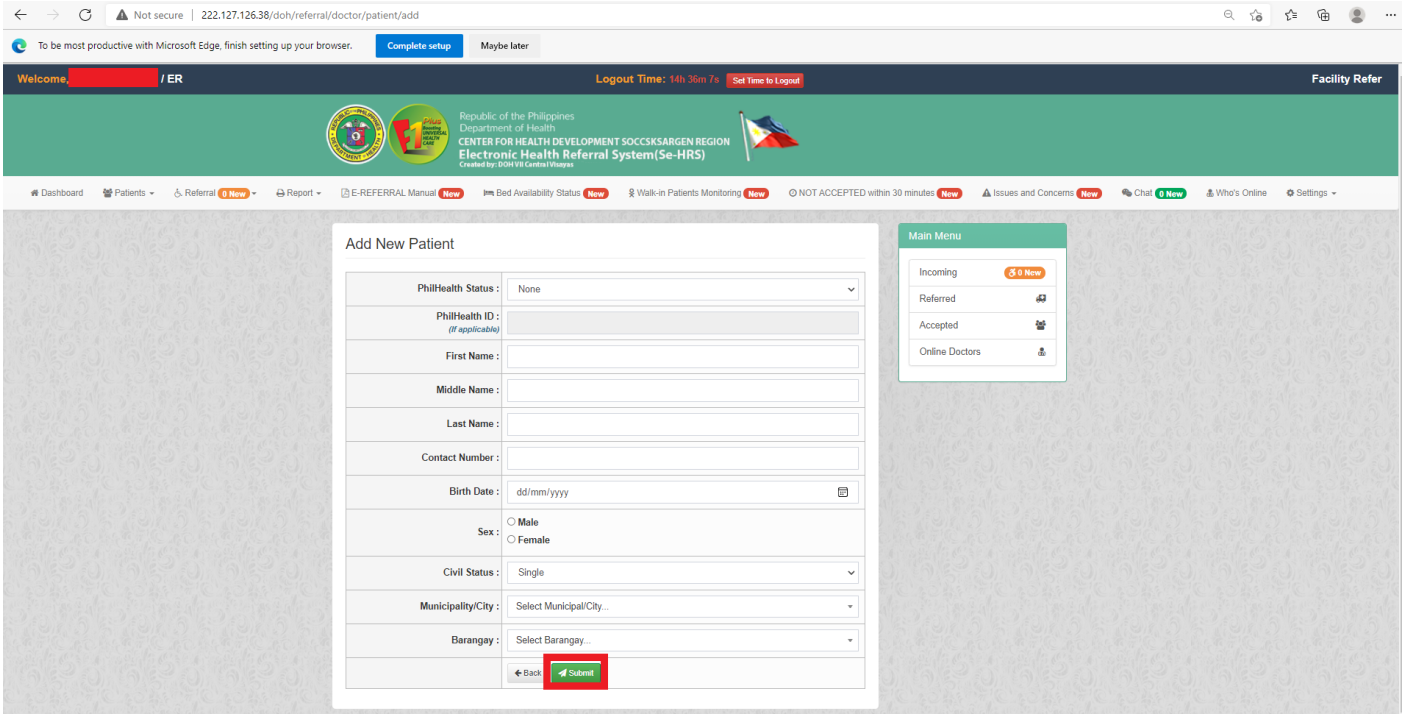


Figure 9. Screenshot on SeHRS Add New Patient's Page.

**B.IV. 5.** Once submitted, the created patient profile appears and now you may click the **Refer** button next to the patient details. *Click **Walk-in** button for walk-in clients/ offline referral, those who are not in the system but were referred from a facility.* You can click **VS/PE** to input the Vital Sign and Physical Examination of the patient. You can select Vital Sign and Physical Examination on the top part of the pop-up dialog window form upon clicking the button. You can submit the form if you are done inputting details by clicking the **Submit** button and **Back** button if you want to return to the Patient's Action Page.

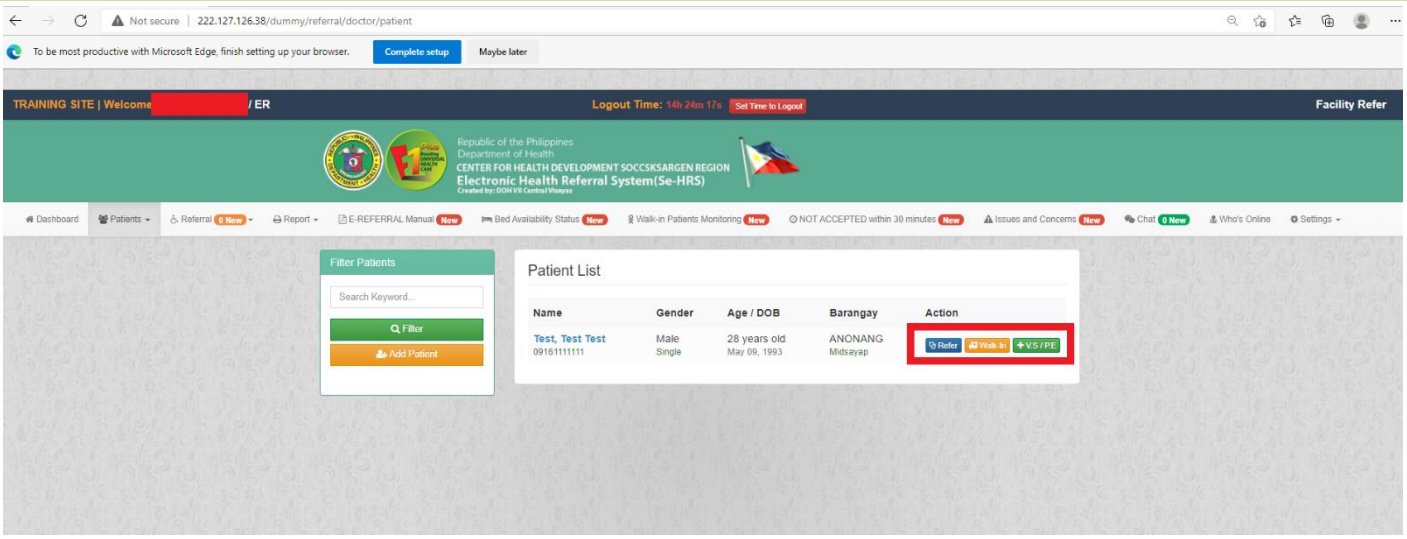


Figure 10. Screenshot on SeHRS Patient's Action Page.

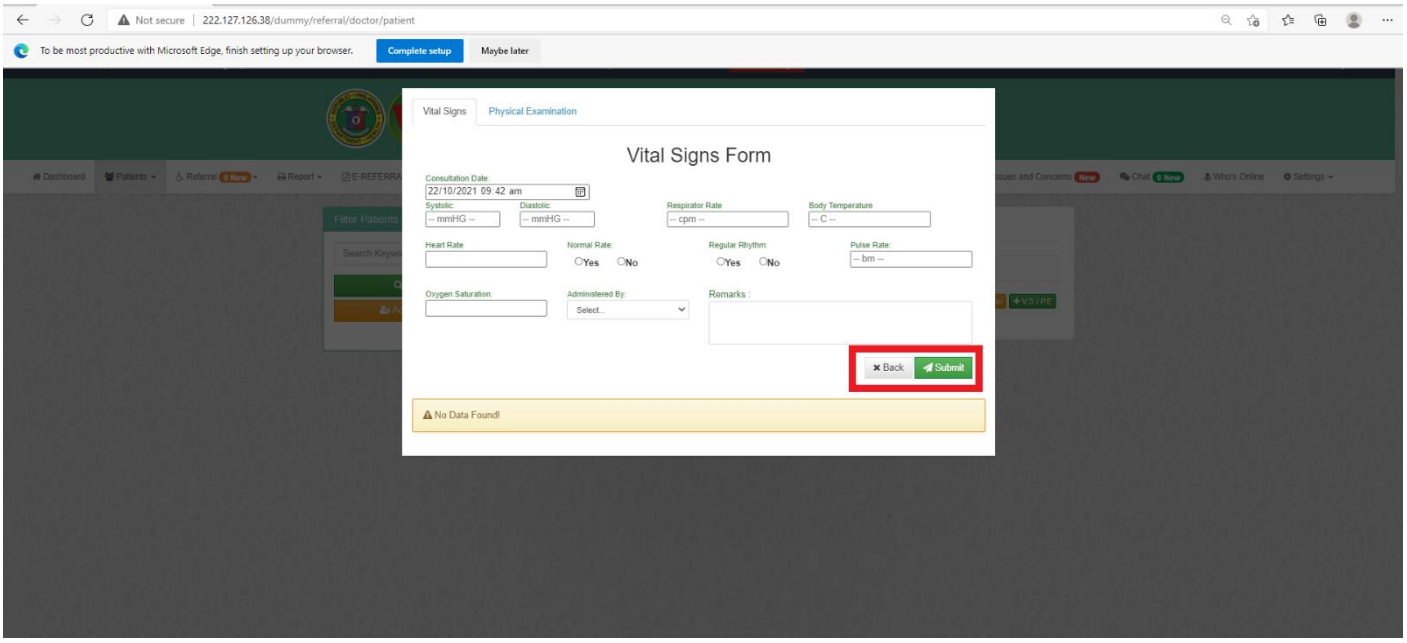


Figure 11. Screenshot on SeHRS Vital Signs Form Page.

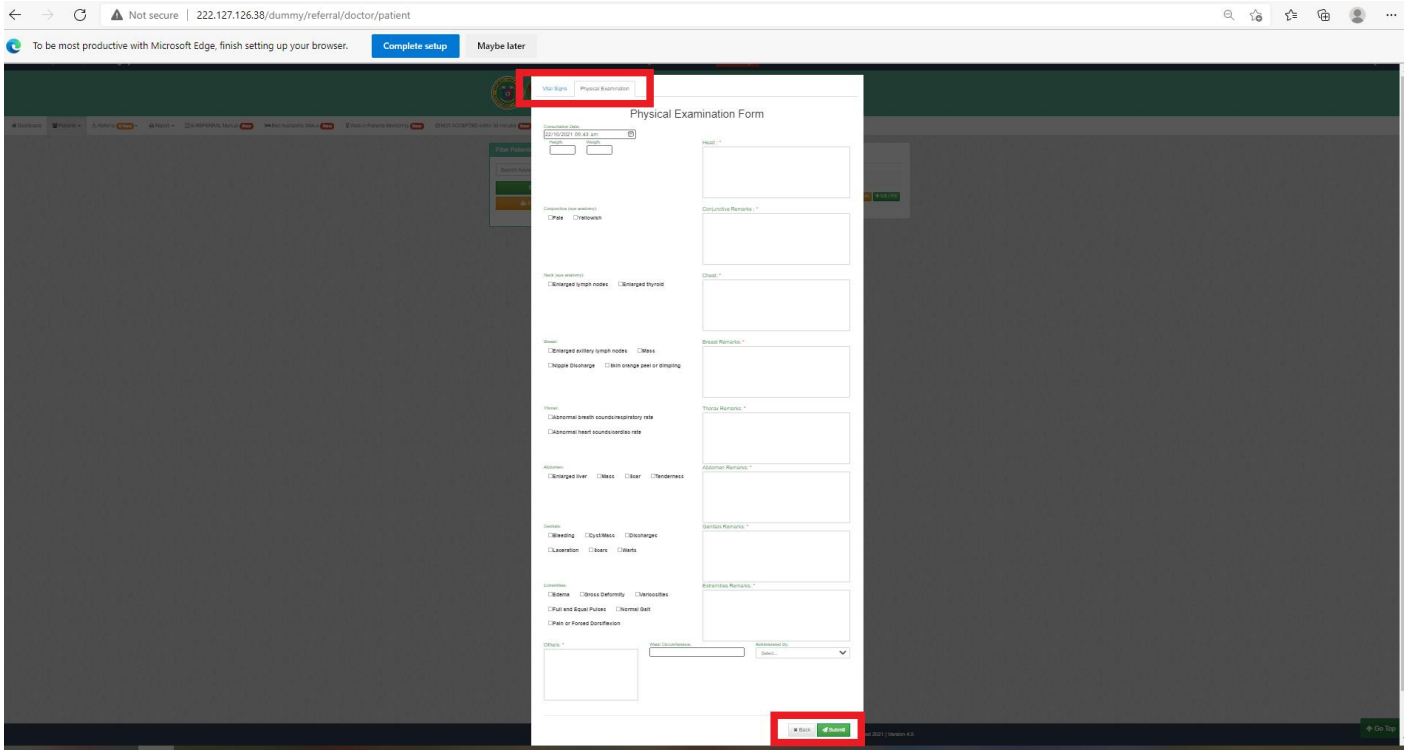


Figure 12. Screenshot on SeHRS Physical Examination Form Page.

**B.IV.6.** After clicking the **Refer** button, you will be directed to a referral form wherein you will fill-out pertinent details of the referral. Once accomplished, click **Submit** button.

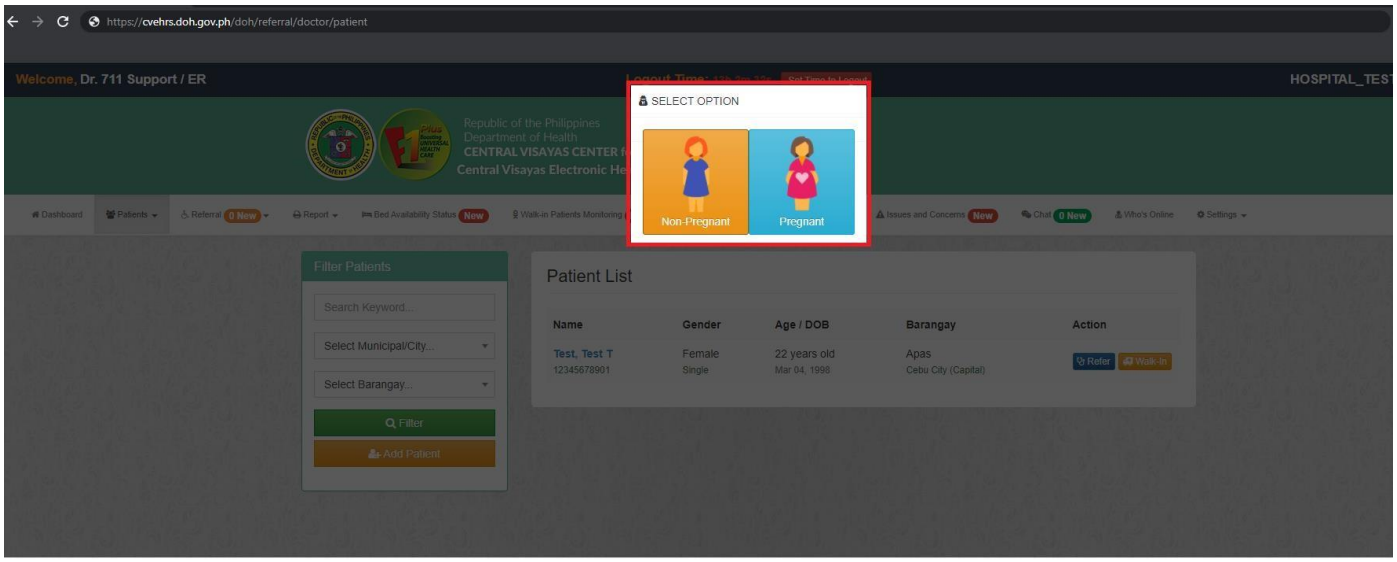


Figure 13. Screenshot on SeHRS Patient's Option Page.

**B.IV.7.** After clicking the **Refer** button, (female patient only) a pop-up dialog window will appear where you need to choose if the patient is "Pregnant" or "Non-Pregnant", after choosing you will be redirected to a referral form wherein you will fill-out pertinent details of the referral. Once accomplished, click **Submit** button.

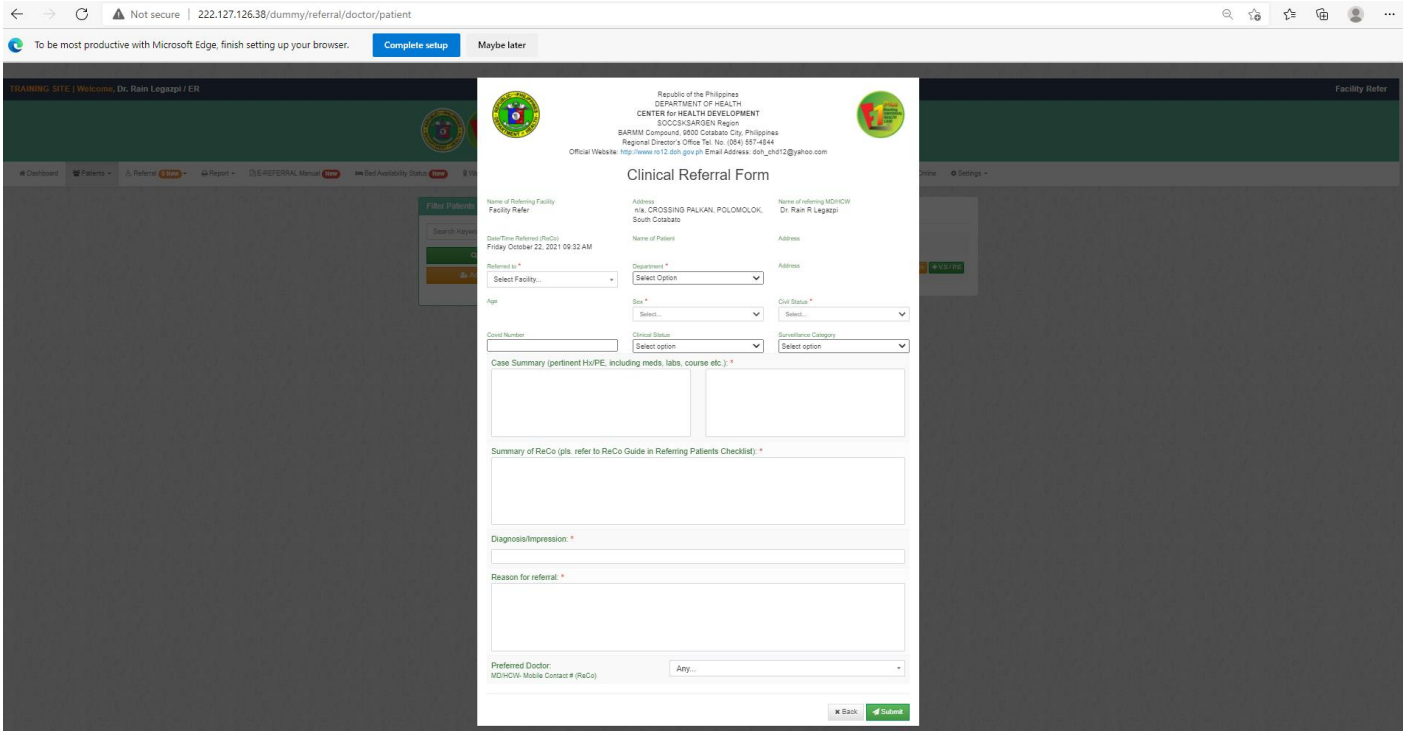


Figure 14. Screenshot on SeHRS Clinical Referral Form Page

**B.IV.8.** Click **Referral** menu and select **Referred Patients** from the drop down list to track the patient that has been referred to another facility.

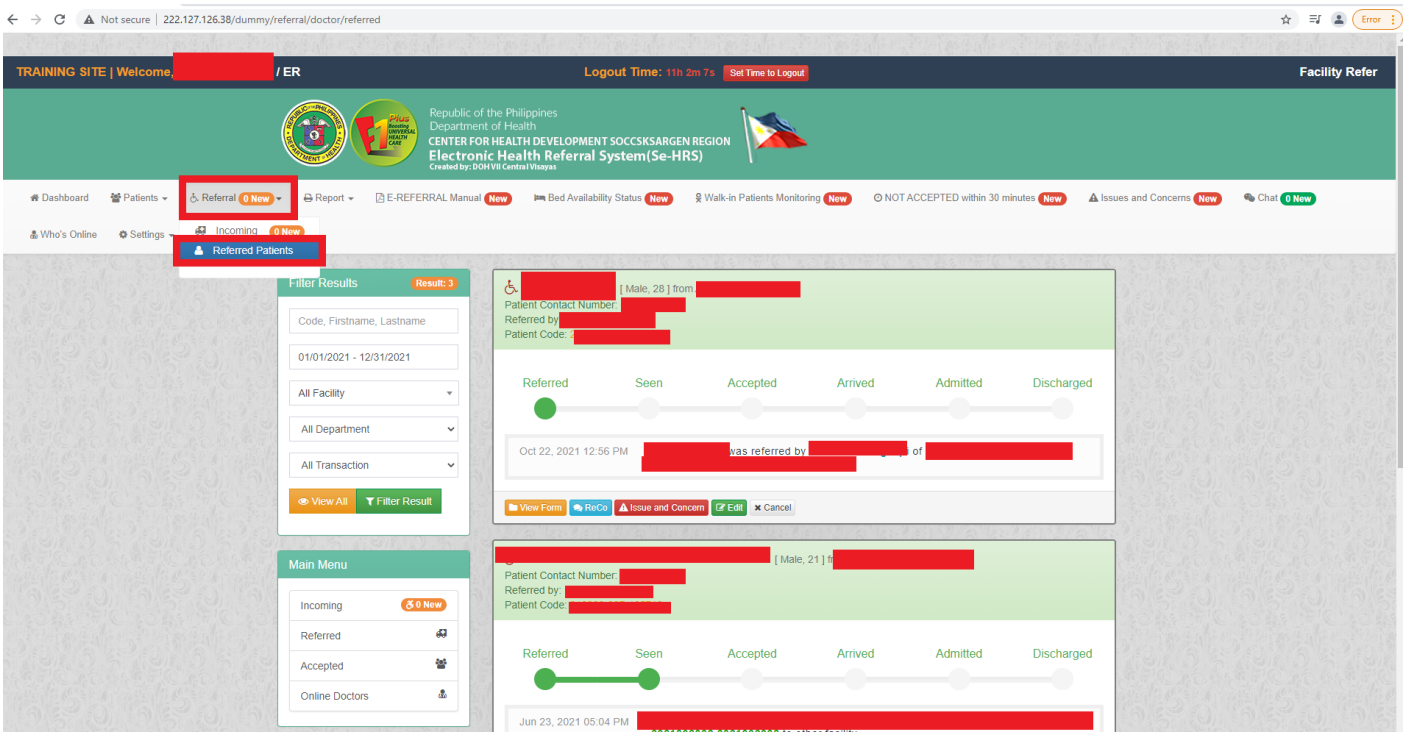


Figure 15. Screenshot on SeHRS Referred Patient's Page.

## C.V. ACCEPTING AND REDIRECTING A REFERRAL

***C.V.1.*** Go to **Referral** menu and click **Incoming** from the drop down list. It will direct you to the list of incoming referrals. *A new referral is determined by its color green background.*

*Note: Incoming patients referred to a particular department can only be accepted by those registered doctors who are assigned in that department.*

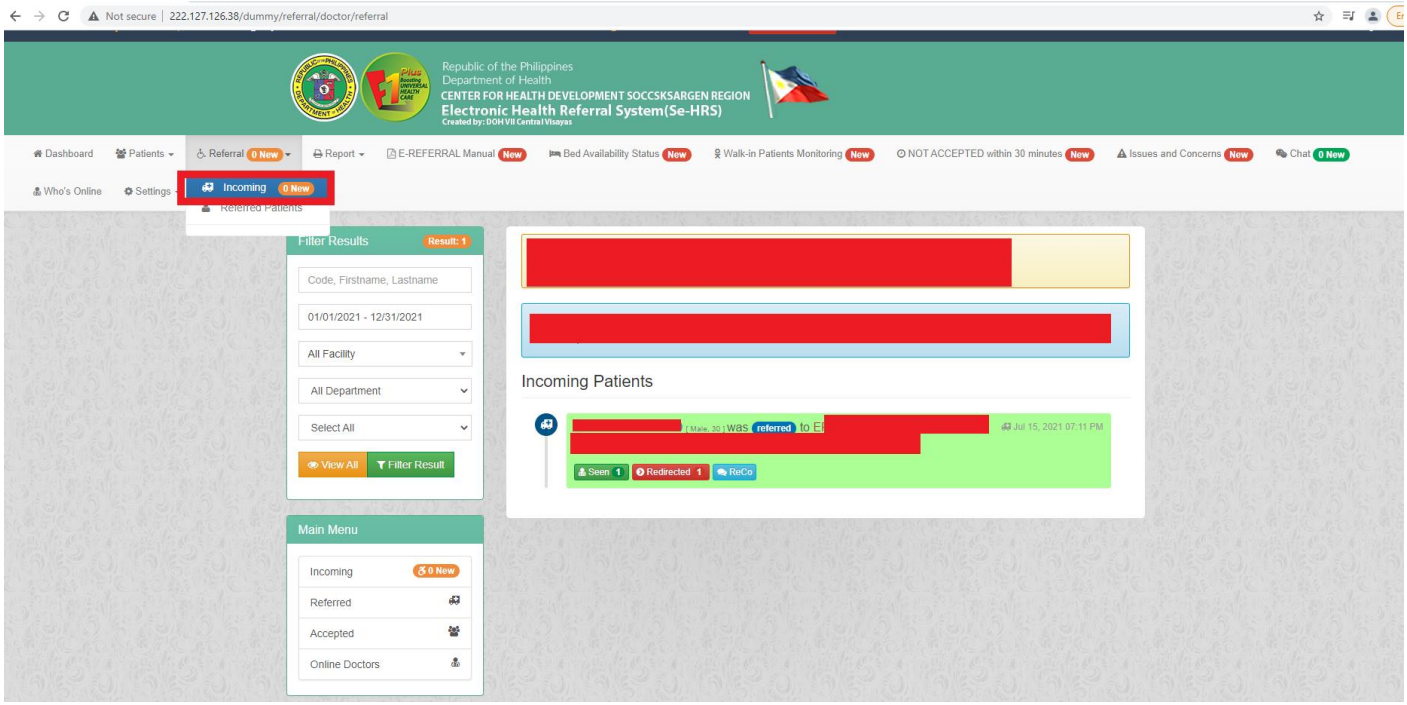


Figure 16. Screenshot on SeHRS Patient's Incoming Referral Page.

***C.V.2.*** Click the **View Form** button to see a patient's referral form.

***C.V.3.*** After clicking the **View Form** button, you will be directed to a referral form wherein it's either you will **Recommend to Redirect** (*enables user to recommend to refer the patient to another facility/ies)* or **Accept** *(enables user to accept referral from another facility/ies)* the patient. *Once viewed, it will be marked as "Seen" at the other end of the referral.*

***C.V.4.*** If you want to accept a referral, you may click the **Accept** button and add remarks once referral has been accepted.

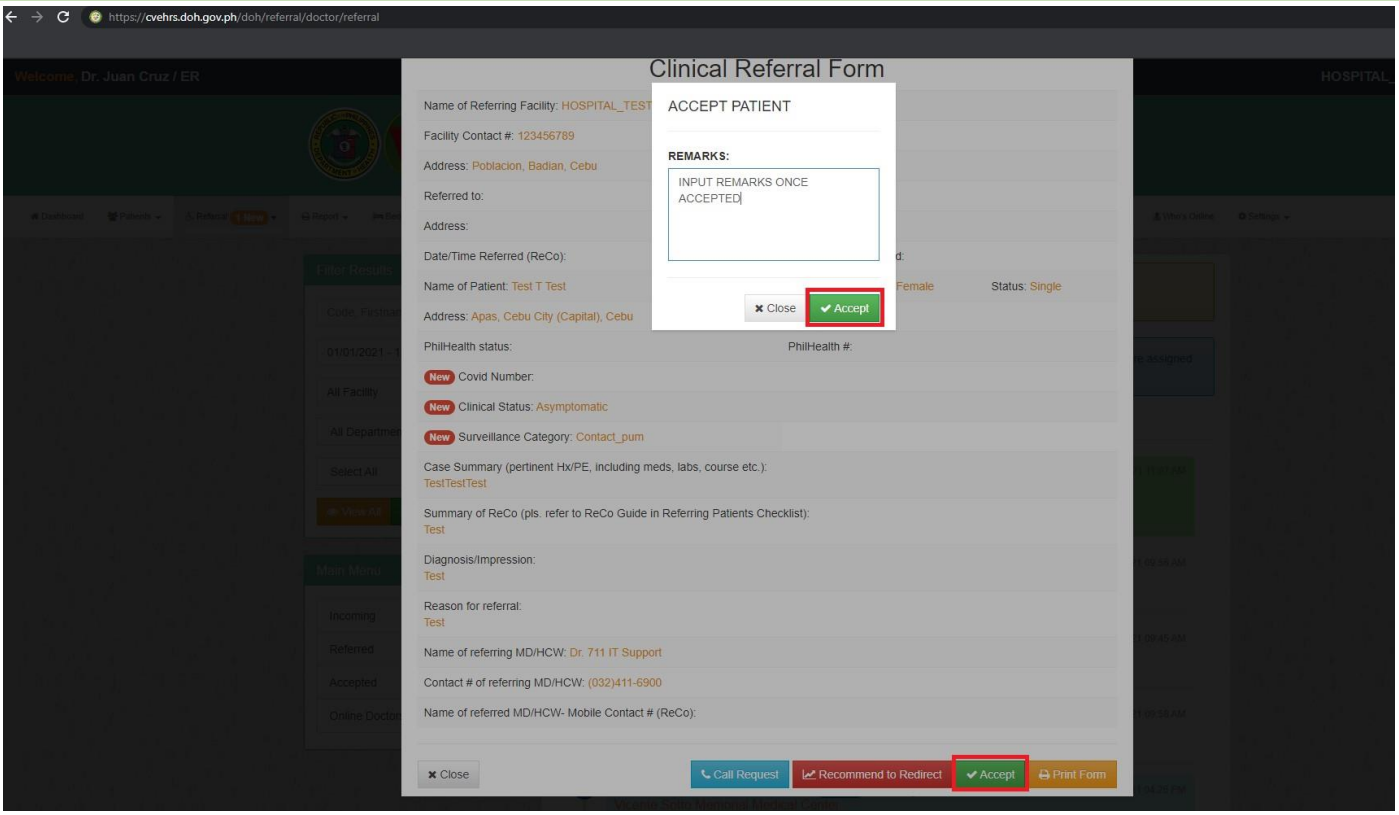

Figure 17. Screenshot on SeHRS Referral Option Page.

***C.V.5.*** To view the accepted patients list, Click **Patients** menu and select **Accepted Patients** from the drop-down list. There you can also notice five active buttons as follows:

- Patients Arrived
  - Enables the user to record the exact time of arrival of the referred patient and notifies the referring facility.
- Patient Didn't Arrive
  - You may click this button if the patient did not arrive for at least 4 hours after accepting the referral.
- Patient Admitted
  - Enables the user to record the date and time of admission and notifies the referring facility.
- Patient Discharged
  - Enables the user to record the date and time of the discharge and notifies the referring facility. *Only choose this option if a patient is discharged without admission.*
- Transfer Patient
  - Enables a user to refer the patient even if he/she is already accepted.

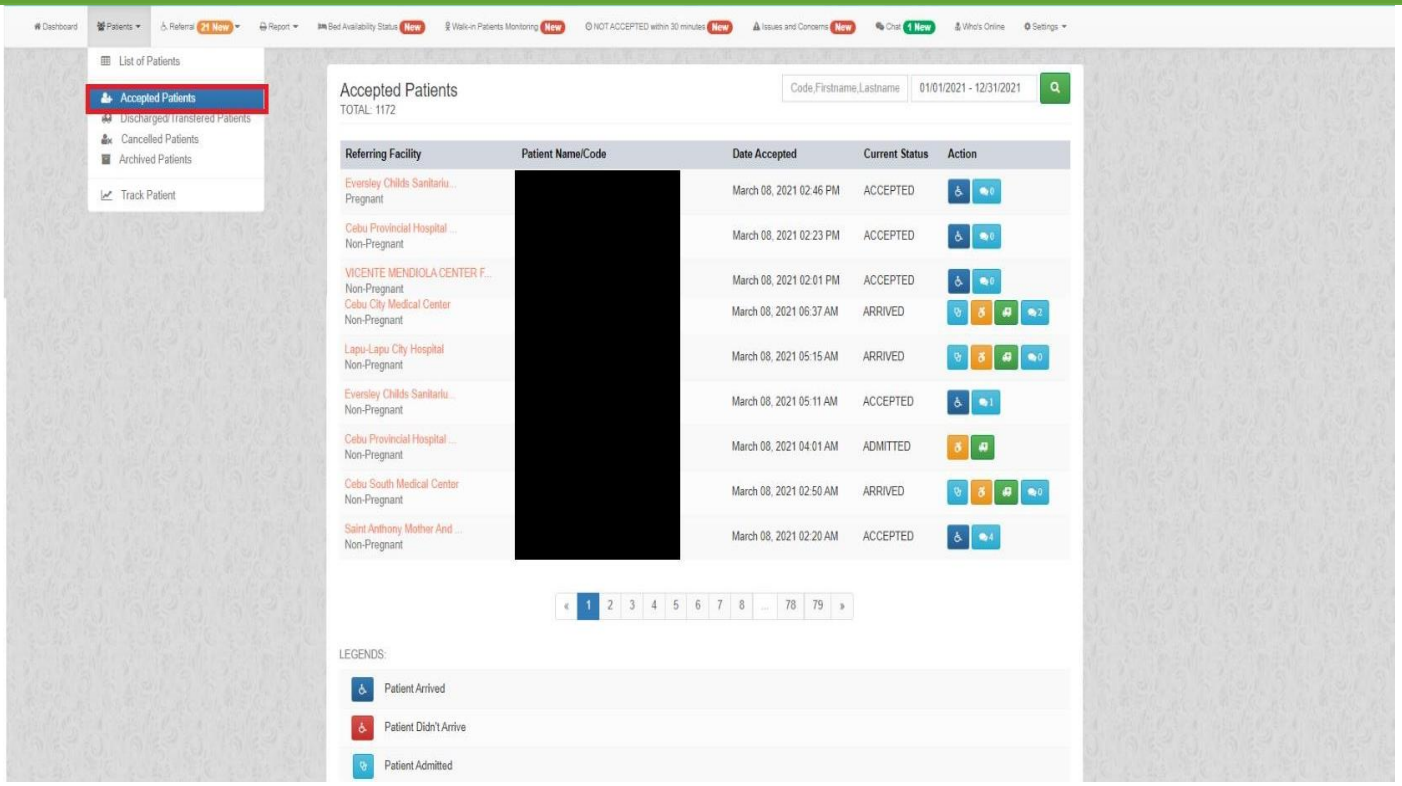


Figure 18. Screenshot on SeHRS Patient's Referral Option Page.

**ADDITIONAL INFORMATIONS:**

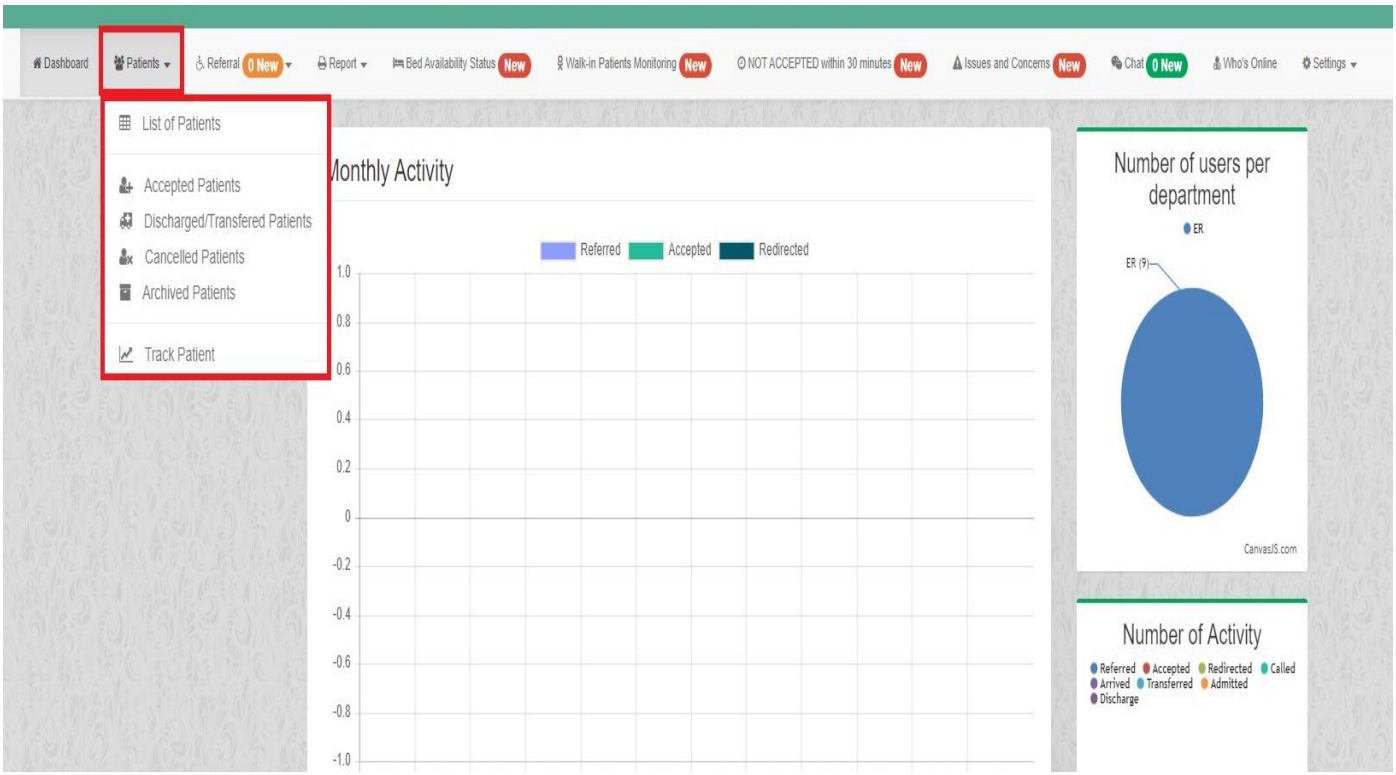


Figure 19. Screenshot on SeHRS Patient's Referral Option Page.

✓ **Patients**

- **List of Patients**
  - Consist of a search bar that lets you search a patient when you are making a referral.
- **Accepted Patients**
  - Consist of a list of patients accepted by your facility and its corresponding details.
  - You may search a patient-by-patient code, first name or last name and you can also filter the date.
  - Once you click on a patient's name, the corresponding referral form appears.
- **Discharged/ Transferred Patients**
  - Consist of a list of patients discharged or transferred by your facility from the ER/ OPD unit and its corresponding details. These patients have not been admitted yet. Please note that this is different from the normally discharged patients from the wards.
  - You may search a patient-by-patient code, first name or last name and you can also filter the date.
  - Once you click on a patient's name, the corresponding referral form appears.
- **Cancelled Patients**
  - Consist of a list of referrals cancelled by your facility and its corresponding details.
  - You may search a patient-by-patient code, first name or last name and you can also filter the date.
  - Once you click on a patient's name, the corresponding referral form appears.
- **Archived Patients**
  - Consist of a list of referrals that have been automatically archived due to inactivity after 72 hours. Inactivity means no action was done when referral was submitted.
  - You may search a patient-by-patient code, first name or last name and you can also filter the date.
  - Once you click on a patient's name, the corresponding referral form appears.
- **Track Patient**
  - Enables you to track a particular referral, once you provide its patient code.

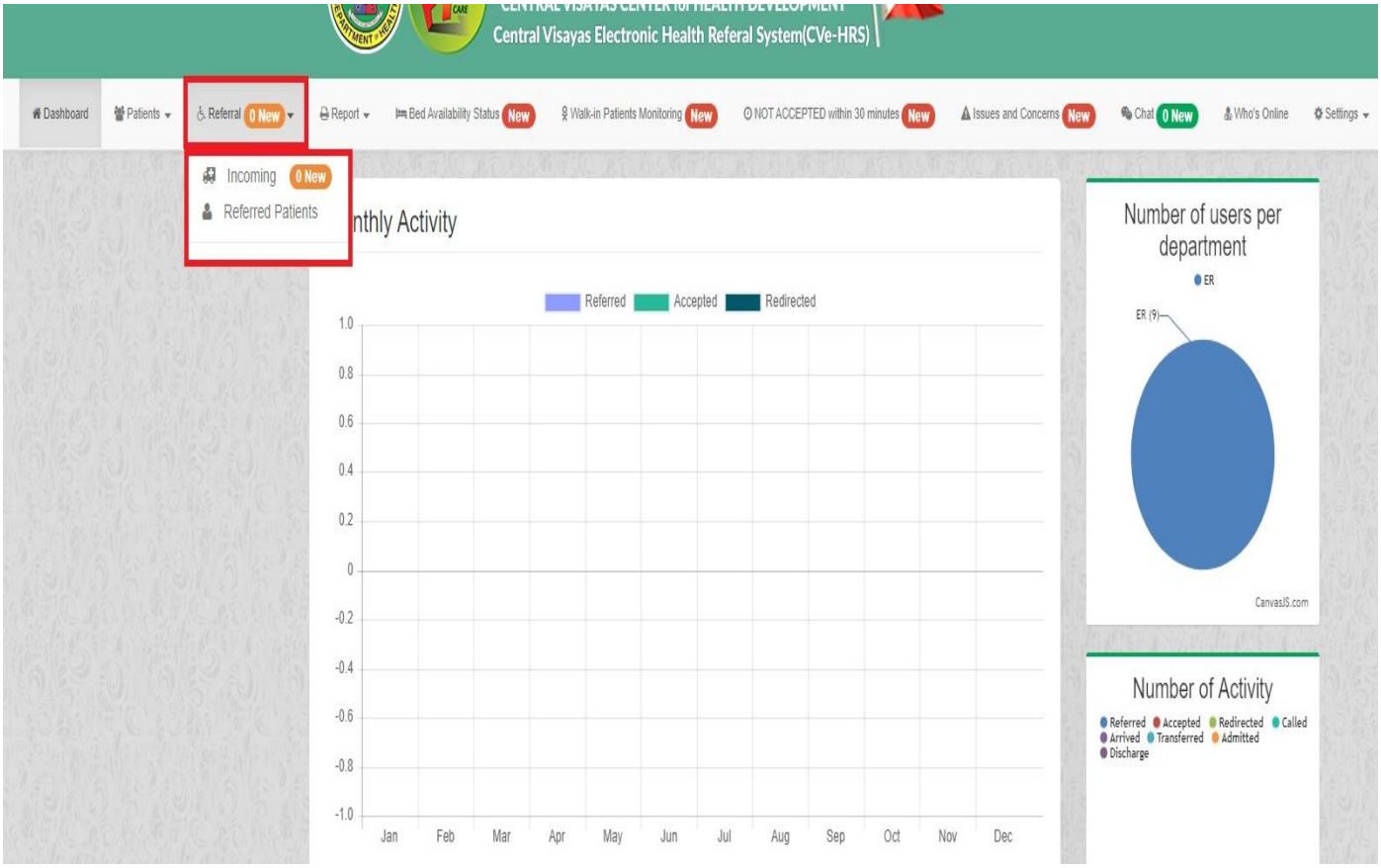


Figure 20. Screenshot on SeHRS Referral Option Page.

✓ **REFERRAL**

- **Incoming**
  - Consists of a list of incoming referrals to your facility and corresponding actions made.
  - You may search a patient-by-patient code, first name or last name and you can also filter the date.
  - Once you click on a patient's name, the corresponding referral form appears.
- **Referred Patients**
  - Consists of a list of outgoing referrals from your facility and corresponding actions made. You may also view here the referral pathway of each referral.
  - You may search a patient-by-patient code, first name or last name and you can also filter the date.

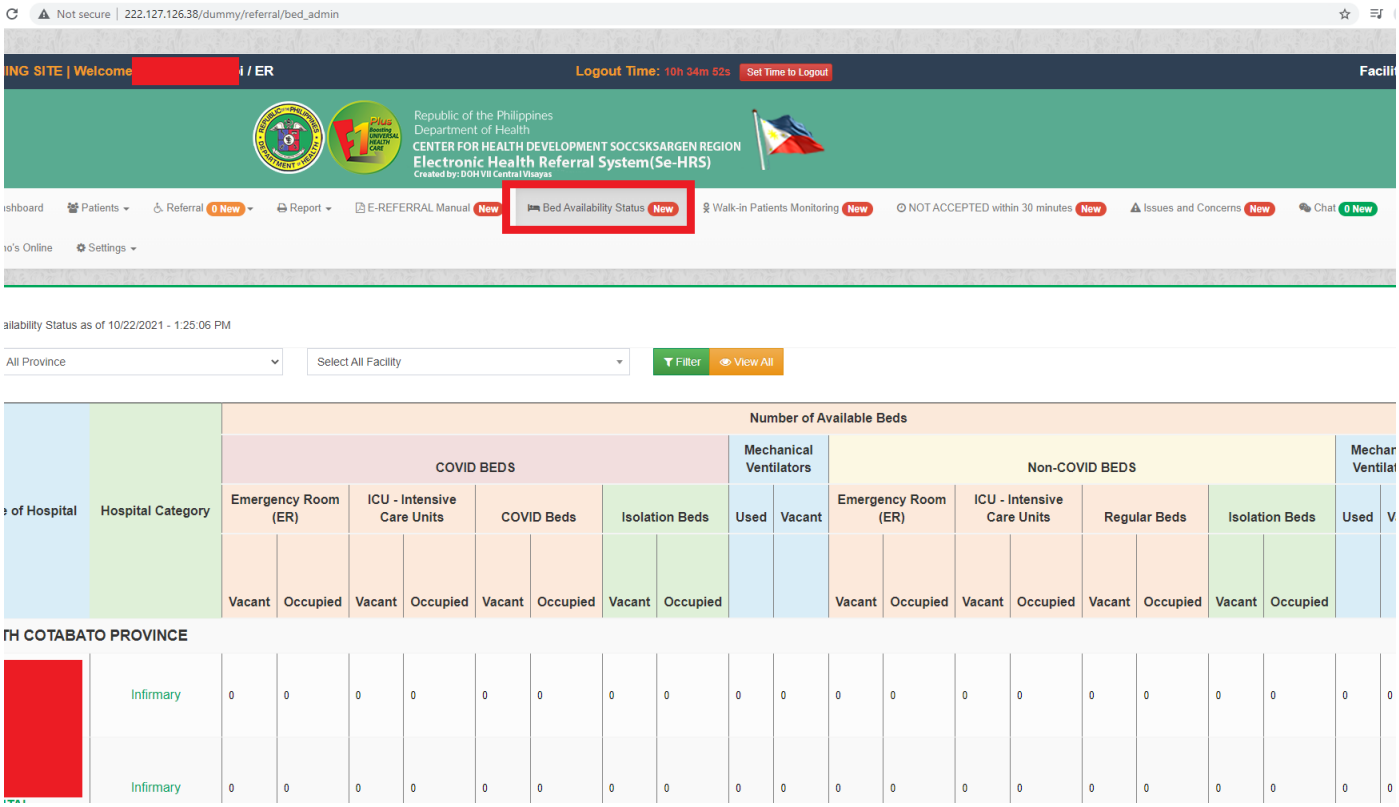


Figure 21. Screenshot on SeHRS Bed Availability Status Page.

✓ **BED AVAILABILITY STATUS**

- Every health facility can check the availability of bed status and bed capacity.
- You can view all or filter by Province and facility name.

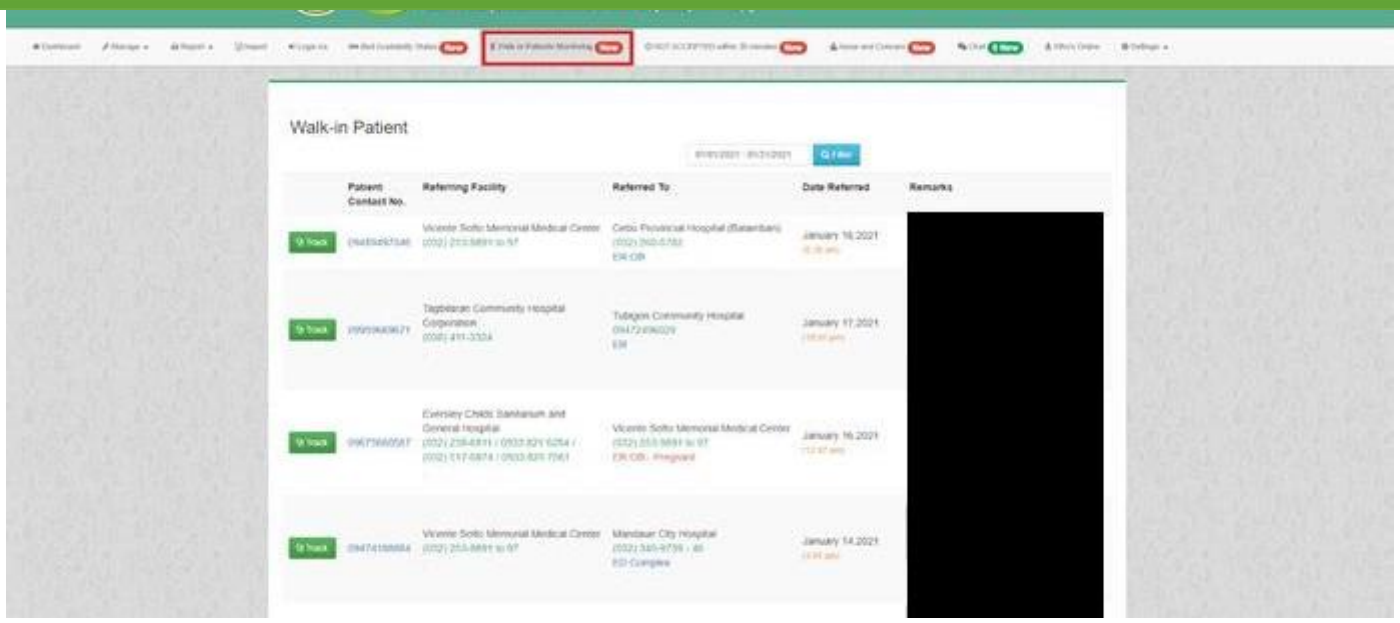


Figure 22. Screenshot on SeHRS Bed Availability Status Page.

✓ **WALK-IN PATIENTS MONITORING**

- Consist of a list of walk-in clients/ offline referrals by the health facilities and with corresponding remarks.
- You can filter by date range.
- Enables you to track a particular referral, once you click the **track** button.

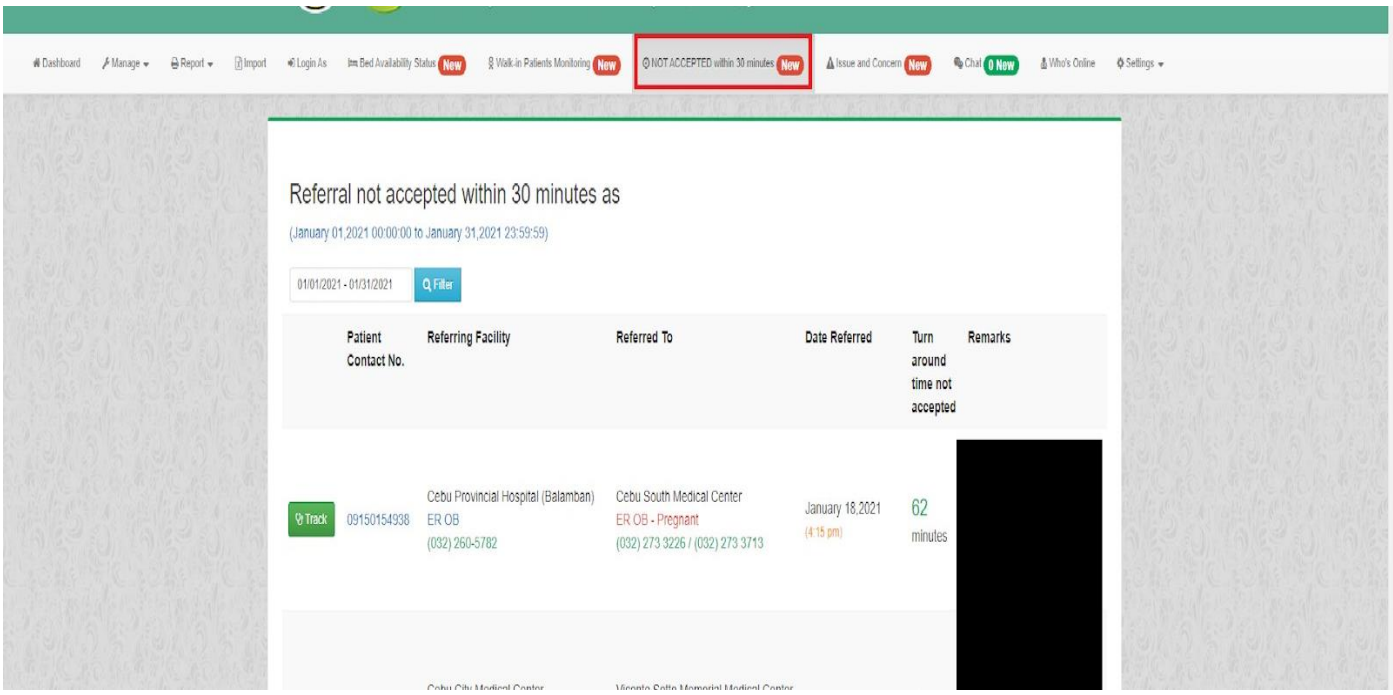


Figure 23. Screenshot on SeHRS Not accepted within 30 minutes Page.

✓ **NOT ACCEPTED WITHIN 30 MINUTES**

- Consist of a list of patients who are not accepted within 30 minutes or more by the health facilities and with corresponding remarks.
- You can filter by date range.
- Enables you to track a particular referral, once you click the **track** button.

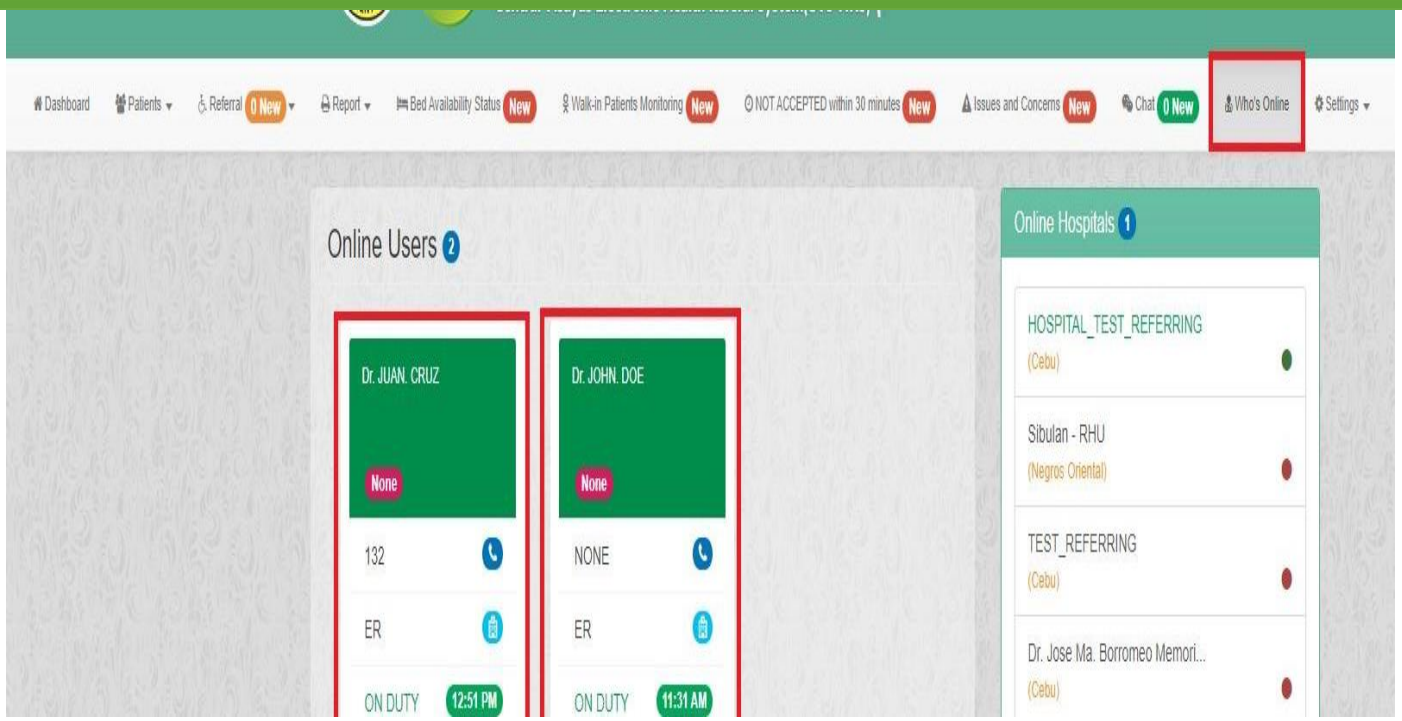


Figure 24. Screenshot on SeHRS Who's Online Page.

✓ **WHO'S ONLINE**

- Shows you a grid view of doctors from all participating facilities who are online and their status (on-duty or off- duty). This also shows you the specific contact number of each doctor and their assignments.

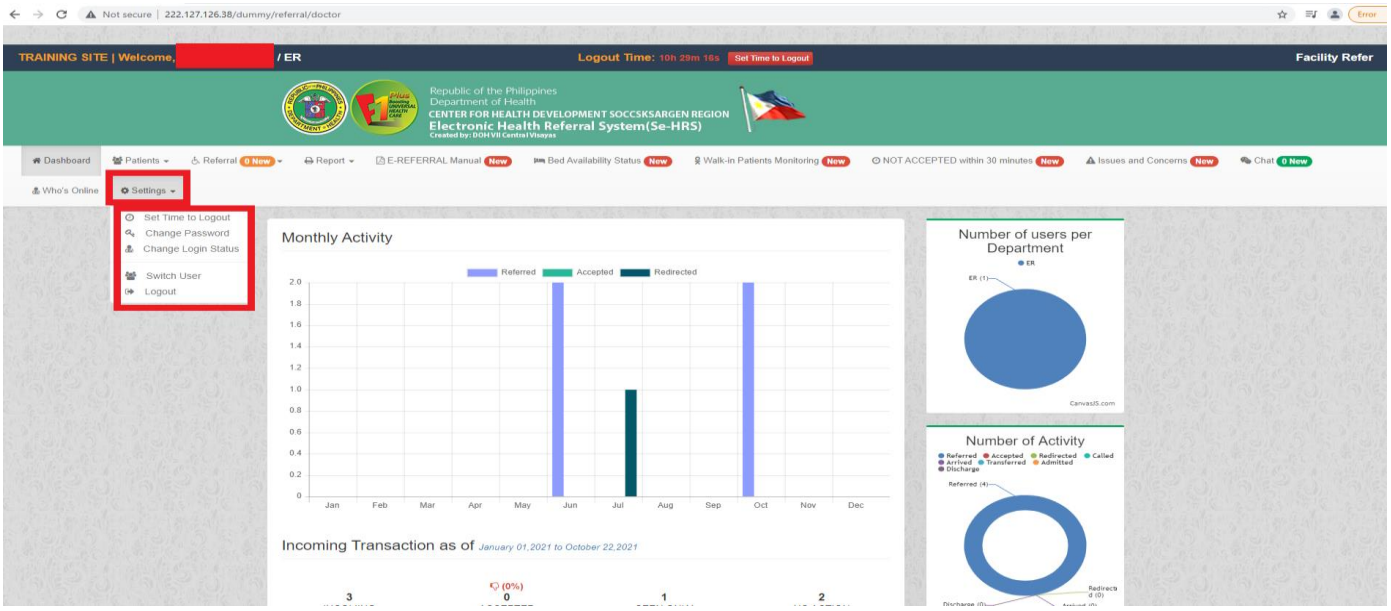


Figure 25. Screenshot on SeHRS Settings Page

✓ **SETTINGS**

- **Set Time to Logout**

▪ Enables you to set the time you want to automatically logout.

- **Change Password**
  - Enables you to change your current password.

**Channel Log in Status**

- Enables you to change your status from Off-Duty to On-Duty or vice versa.
  - **Switch User**
- Enables you to switch from user to another in the same browser.
  - **Logout**
- Enables you to exit from your account.

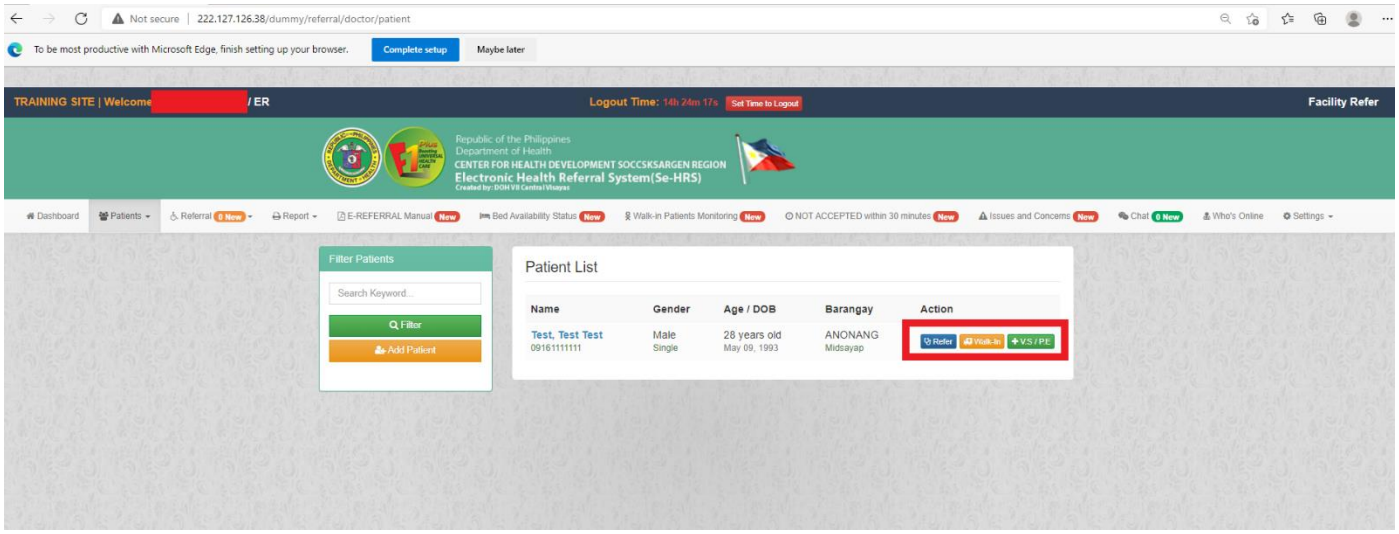


Figure 26. Screenshot on SeHRS Walk-in Referral Page.

➢ *For walk-in clients/ offline referrals, those who are not in the system but were referred from a facility, you may use the same process as "Selecting or Creating a Patient" but you will choose the "Walk-in" button beside the patient details and fill-out the referral form.*

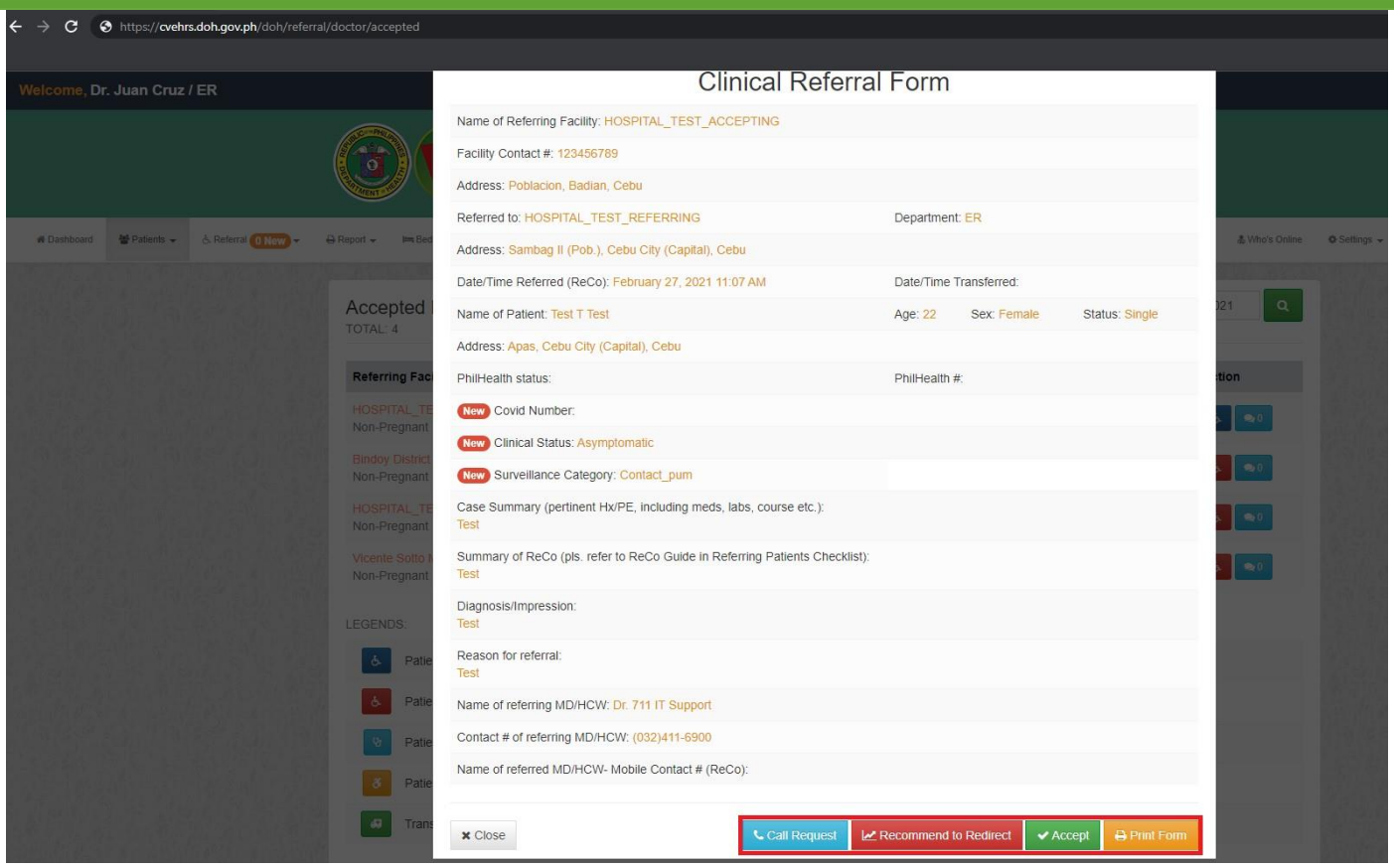


Figure 27. Screenshot on SeHRS Clinical Referral Form Page.

- In viewing the **Referral Form**, the following buttons are available: ○

**Accept**

- Enables user to accept referral from other facility/ies.
  - **Redirect**
- Enables user to recommend to refer the patient to another facility.
  - **Call Request**
- Allows user to notify the referring facility to make a call to the receiving facility to further discuss pertinent patient information
  - **Print Form**
- Allows user to print out the form.