

■ HMIS Assistant & Guide – User Manual

Welcome to the **HMIS Assistant**. This tool is built right inside your Hospital Information Management System (HMIS) to help you, guide you, and answer your questions step by step. It has two main parts:

1. ■ **The Chat Assistant (Chatbot)** – Ask questions in simple language.
2. ■ **The Interactive Guide (Joyride)** – A step-by-step walkthrough directly on your screen.

1■■ Opening the Assistant

Look at the bottom-right corner of your HMIS screen. You'll see a blue chat bubble ■. Click it to open the chat window.

2■■ Talking to the Assistant (Chatbot)

The chatbot works like WhatsApp or SMS:

- Type your question in the input box.
- Press Enter or ► button.
- The assistant will reply.

■ What you can ask:

- Greetings (hello, hi, good morning)
- Patients (add, search, discharge)
- Billing (create bill, receipts, reports)
- Reports (daily, monthly)
- General HMIS help (reset password, navigate dashboard)
- Developer Tips (database, API)
- General health/HMIS questions

3■■ The Interactive Guide (Joyride Walkthroughs)

When you ask about a process (like Add Patient or Billing report), the assistant may respond with:
■ 'Let me guide you step by step' ■

Then, a blue highlight box will appear on your HMIS screen showing exactly where to click and what to do.

You can click Next to continue or Skip to stop.

4■■ Frequently Asked Questions (FAQ)

Stored in care_ke_faq table. Quick Q&A; examples:

- Q: How do I reset my password?
A: Go to Settings → User Profile → Reset Password.
- Q: Where do I find reports?
A: Click on Reports in the top menu.

5■■ Developer Tips (For IT/Support staff)

Stored in care_ke_developer_tips. Example:

- Q: database connection

A: ■ Dev Tip: Always use connection pooling for stability.

6■■ Unknown Questions (Improvement Mode)

If the assistant doesn't know the answer, it saves your question into care_ke_unknown_queries. The admin can later add it to the knowledge base to make the system smarter.

7■■ Safety Net

If there is a database error, the assistant will warn: '■■ Error connecting to knowledge base.' This means IT support must check the server.

8■■ Quick Example Interactions

You: Hi

Assistant: Hi there! ■ What would you like me to guide you on today?

You: Add patient

Assistant: Let me guide you step by step ■ (Joyride starts highlighting)

You: Reset password

Assistant: Go to Settings → User Profile → Reset Password.

You: Billing report

Assistant: Let me guide you step by step ■ (Joyride shows billing screen).

You: API

Assistant: ■ Dev Tip: Secure your API keys in environment variables.

■ Summary

The HMIS Assistant is:

- A chatbot for quick answers.
- A guide that shows you what to do on screen.
- A teacher that improves as you use it.

■ Even if you've never used a computer before:

1. Click the chat bubble ■
2. Say hello or ask your question
3. Follow the answers or on-screen guide.