



Dotmark Medical Solutions (DMS) Front Office Manual

"Easy, Quick and Efficient"

At DMS we strive to facilitate and streamline all your enterprise needs to achieve excellent care delivery and clinical productivity.

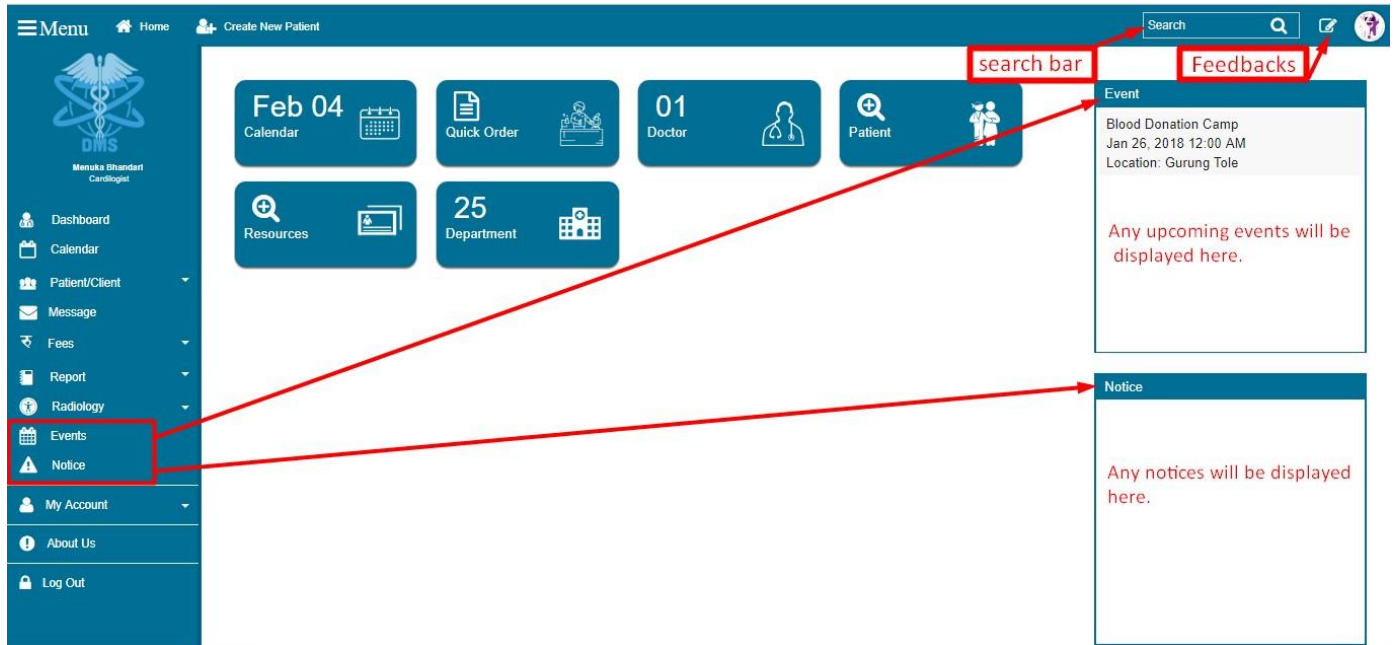
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Introduction

After logging in, you will be navigated to the DMS dashboard. DMS dashboard contains tools that can be used for many purposes. These all will be discussed in this manual.

Front office can scan NFC card directly to view the patient details from this screen. NFC card won't work on other screens.



Click on the icon on the top-right corner of the screen to view options related to the user account.

Clicking log out will sign you off from the session and redirect you to the log in page.



Feedbacks

Feedbacks for improving DMS system, error reporting and additional comments can be sent. Press feedback icon on the top right corner next to the Search bar and fill up the form.

Feedbacks

Name

Feedback Type

Please Select

Feedback

Your Feedback

Save

Cancel

Events and Notices

Upcoming events and notices can be easily added to the dashboard. On the side bar scroll down, find **Events** and **Notice**. Click on them and fill up the form as required and post it on the dashboard.

NOTE: Every account holder can view this on their dashboard and could be super useful, so it should be properly utilized.

Add Events

Start Time

End time

Venue

Description

Add Event


List of Events

Start time	Venue	Description	End Date	Action
No data available in table				

Add Notice


From

Start Time




To

End Time



Description



Add Notice

List of Notice

Start time	Venue	Description	End Date	Action
------------	-------	-------------	----------	--------

These messages will be posted for certain time only. **From** and **To** indicates start date and end date respectively of that message.

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Create a New Patient

- Click on the **Create New Patient** button on the top left of the screen as shown in the image below.

The screenshot shows the 'Create New Patient' form. At the top left, there is a 'Create New Patient' button. Below it, the 'Search or Add Patient' section is visible. The 'Who' section is expanded, showing various input fields for patient details. The fields are organized into two columns. The left column includes: Name (with a dropdown for 'Mr.' and a text input for 'Alish'), External ID (text input), DOB (text input with a 'Date Converter' button), Sex (dropdown menu with 'Unassigned' selected), Citizenship/Passport Number (text input), Drivers License Number (text input), Blood Group (dropdown menu with 'Unassigned' selected), City (text input), and Zone (dropdown menu with 'Unassigned' selected). The right column includes: Mother's Name (text input), Guardian's Name (text input), Emergency Phone (text input), Marital Status (dropdown menu with 'Unassigned' selected), Address (text input), District (dropdown menu with 'Unassigned' selected), and Father's Name (text input). Below the 'Who' section, there are checkboxes for 'Contact', 'Choices', 'Employer', 'Stats', and 'Misc'. At the bottom, there are 'Search' and 'Create New Patient' buttons.

- Click on the checkbox as shown in the figure below to reveal its content and fill up the patient details and press **Create New Patient** on the bottom of the page. Note that entering the age of the patient will auto convert the patient's age. To use this facility simply type the age of the patient in the D.O.B section and focus-out (click somewhere else) to convert age into date in yyyy-mm-dd format as shown in the image below.

The screenshot shows the 'Create New Patient' form with patient details filled in. The 'Who' section is expanded, showing the following details: Name (Mr. Alish, External ID), DOB (1991-05-25, Date Converter), Sex (Male), Mother's Name (Mother), Guardian's Name (Guardian), Citizenship/Passport Number (12345), Emergency Phone (9841123456), Drivers License Number (12345), Marital Status (Single), Blood Group (O+), Address (Kathmandu), City (Kathmandu), District (Kathmandu), Zone (Bagmati), and Father's Name (Father). Below the 'Who' section, there are checkboxes for 'Contact', 'Choices', 'Employer', 'Stats', and 'Misc'. The 'Employer' checkbox is checked, and the 'Employer' section is expanded, showing fields for Industry (Add, Unassigned), Occupation (Add, Unassigned), Employer Name (text input), Employer Address (text input), City (text input), State (Add, Unassigned), Postal Code (text input), and Country (Add, Unassigned). A red arrow points to the 'Employer' checkbox with the text 'Checkbox (click here to reveal its content.)'. At the bottom, there are 'Search' and 'Create New Patient' buttons.

Here,

- **Who** section contains primary details and if any mandatory field is missed out then a message will be displayed, and missing fields will be marked red.

The screenshot shows the 'Create New Patient' form with the 'Who' section selected. The form contains fields for Name, DOB, Sex, Citizenship/Passport Number, Drivers License Number, Blood Group, City, Zone, Address, District, and Father's Name. Several fields (Name, DOB, Sex) are highlighted in red, indicating they are required. A validation error message is displayed: '192.168.88.250 says: The following fields are required: First Name, Last Name, DOB, Sex. Please fill them in before continuing.' The message box has an 'OK' button. At the bottom of the form, there are buttons for 'Search' and 'Create New Patient'.

- **Contact:** This is the contact details of the patient.

The screenshot shows the 'Contact' section of the patient form. It contains fields for Postal Code (44600), Country (Nepal), Home Phone (014253485), Mobile Phone (9841256465), County (Unassigned), Emergency Contact (014265348), Work Phone (014726548), Contact Email (example@email.com), and Trusted Email (example@example.com).

- **Choices:** Patient's custom preferences.

☒ **Choices**

Provider:	Pankaj Awale ▼	Allow Voice Message:	Unassigned ▼
Referring Provider:	Sachit Bhandari ▼	Allow Mail Message:	Unassigned ▼
Pharmacy:	Godawari Pharmacy -- / God ▼	Allow Email:	Unassigned ▼
HIPAA Notice Received:	YES ▼	Allow Immunization Info Sharing:	Unassigned ▼
Leave Message With:		Allow Patient Portal:	YES ▼
Allow SMS:	Unassigned ▼	CMS Portal Login:	
Allow Immunization Registry Use:	Unassigned ▼		
Allow Health Information Exchange:	Unassigned ▼		
Care Team:	Unassigned ▼		

- **Provider:** This is the Doctor.
- **Referring Provider:** Provider referring to another provider.
- **Pharmacy:** Pharmacy that patient prefers.
- **HIPAA Notice Received:** The HIPAA Privacy Rule mandates that health care providers distribute a Notice of Privacy Practices to all patients. The Notice of Privacy Practices also describes the HIPAA defined patient rights related to use and disclosure of the individual's health information.
- **Leave Message With:** Not Applicable.
- **Allow SMS:** Not Applicable.
- **Allow Immunization Registry Use:** Not Applicable.
- **Allow Health Information Exchange:** Not Applicable.
- **Care Team:** Not Applicable.
- **Allow Voice Message:** Not Applicable.
- **Allow Mail Message:** Not Applicable.
- **Allow Email:** Not Applicable.
- **Allow Immunization Info Sharing:** Not Applicable.
- **Allow Patient Portal:** This option determines whether to give patient access to the patient portal or not. This configuration will appear on [Patient Demographic](#) page on top, next to the patient's name.
- **CMS Portal Login:** Not Applicable.
- **Employer:** Current employer of the patient.

☒ **Employer**

Industry:	DOTMARK ▼	Occupation:	Unassigned ▼
Employer Name:	Dotmark	Employer Address:	Bhanimandal
City:	Lalitpur	State:	Unassigned ▼
Postal Code:	44700	Country:	Nepal ▼

- **Stats:** Full background of the patient.

☒ **Stats**

Ethnicity:	Unassigned ▼	Race:	Unassigned Indo + Mongoloid Mix Indo Aryan Race Tibetan/Tibeto Burman Race ▼
Family Size:	<input type="text"/>	Financial Review Date:	<input type="text"/>
Monthly Income:	<input type="text"/>	Homeless, etc.:	<input type="text"/>
Interpreter:	<input type="text"/>	Migrant/Seasonal:	<input type="text"/>
Referral Source:	Unassigned ▼	VFC:	Unassigned ▼
Religion:	Unassigned ▼		

- **Misc:** Deceased status of the patient.

☒ **Misc**

Date Deceased:	<input type="text"/>	
Reason Deceased:	<input type="text"/>	

NOTE: Creating a new patient will first check if any existing patients matches the current detail of the patient, if non-item matches then click on Confirm Create New Patient.

Search or Add Patient

Hits	Name	External ID	DOB	Sex	Financial Review Date	Date Deceased
No matches were found.						

Confirm Create New Patient

- After creating new patient, you will be navigated to the **Patient Demographics** This page will contain all the personal information of the patient along with his/her appointments and medical reports (Future medical report of the newly created patient).

Patient Demographics

The following image illustrates how a patient portal can be configured and assigned. To allow **Patient Portal** access must be given from the **Choices** section which has been explained in **Create New Patient** section above.

Patient Demographics

Alis Khadka [Create Onsite Portal Credentials](#)

History | Report | Documents | Transactions | Issues | Ledger | External Data

Billing (collapse)

Patient Balance Due : 10.50
Insurance Balance Due : 0.00
Total Balance Due : 10.50

Demographics (collapse)

Who **Contact** **Choices** **Employer**

Provider: Pankaj Awale
Referring Provider: Sanjib Dahal
Pharmacy: Godawari Pharmacy - 7, Godawari 14, Malda / Lalpur

HIPAA Notice Received: YES
Leave Message With:
Allow SMS:
Allow Immunization Registry Use:
Allow Health Information Exchange:
Care Team:

Allow Voice Message:
Allow Mail Message:
Allow Email:
Allow Immunization Info Sharing:
Allow Patient Portal: YES
CMS Portal Login:

Generate Username And Password For Alis

User Name: Alis94
Password: y6@2#o [Change](#)
External ID: 111200000067
Pin: 2301
[Save](#) [Cancel](#)

Appointments (collapse)
None
(Issues not authorized)
Tracks (expand)

- This page enlists all the necessary information regarding the patient. All the future test results, charges and editing of the records can be managed from here.
- This page will be updated frequently with every visit the record history will be published here by the doctors or other responsible members.
- Any notes for that patient can be attached by clicking the **Notes** link and following the instructions (Click on the Patient name to come back to the demographics page).

Patient Demographics

Alis Khadka [Create Onsite Portal Credentials](#)

[History](#) | [Report](#) | [Documents](#) | [Transactions](#) | [Issues](#) | [Ledger](#) | [External Data](#)

Billing (collapse)

Patient Balance Due : 450.00
Insurance Balance Due : 0.00
Total Balance Due : 450.00

[Edit](#) **Demographics** (expand)

[Edit](#) **Notes** (expand)

[Edit](#) **Patient Reminders** (expand)

[Edit](#) **Disclosures** (expand)

[Edit](#) **Amendments** (expand)

Labs (expand)

[Add](#) **Appointments** (collapse)

None

[Edit](#) **Medical Problems** (collapse)

diabetes

[Edit](#) **Allergies** (collapse)

iodine (hives)

[Edit](#) **Medications** (collapse)

Metformin
SAFOLIN CAP
"ADHESIVE 4""

[Edit](#) **Surgeries** (collapse)

- The links below the name of the patient, as shown in the image below, gives further details of the patient.
- **History:** Click history tab to view the following page. This section contains general history of the patient, family's medical history, relative's medical history, lifestyle habits and other details. Click on the edit button to add or edit any of the contents.

Patient History / Lifestyle

for Alis Khadka

[Edit](#) [Back To Patient](#)

[General](#) | [Family History](#) | [Relatives](#) | [Lifestyle](#) | [Other](#)

Risk Factors:	Diabetes	Exams/Tests:	Breast Exam	Abnormal
	Heart Disease		Cardiac Echo	Normal
	Depression		Retinal Exam	Normal
	Allergies		Flu Vaccination	Abnormal
	Asthma			

- **Report:** CCR as shown in the image below exchanges most relevant and timely clinical information about a patient among providers, institutions, or others. This has to be completed upon referral or transfer or other transition of a patient from one caregiver to another. To be completed by Physicians, Nurses, Ancillary providers (e.g., social work, physical therapy, occupational therapy). CCD is an electronic document exchange standard for sharing patient summary information. Summaries include the most commonly needed pertinent information about current and past health status in a form that can be shared by all computer applications, including web browsers, electronic medical record (EMR) and electronic health record (EHR) software systems.

Add/Edit Patient Transaction

Continuity of Care Record (CCR)
(Pop ups need to be enabled to see these reports)

☐ Use Date Range

Generate Report
Download

Continuity of Care Document (CCD)
(Pop ups need to be enabled to see these reports)

Generate Report
Download

- **Documents:** Click Documents to upload images files of the test conducted like x-rays or a pdf file of some kind. Select a category and upload a files related to the subject to keep record of the active patient.

Documents

Categories (Collapse all)

Categories

- Advance Directive
- CCD
 - CCDA
 - CCR
- Lab Report
- Medical Record
 - XRay_Neg
- Patient Information
 - Patient ID card
 - Picture
 - Patient Photograph
- Radiology
 - Image

NOTE: Uploading files with duplicate names will cause the files to be automatically renamed (for example, file.jpg will become file.1.jpg). Filenames are considered unique per patient, not per category.

Upload Document to category 'Image'

Source File Path: Choose Files No file chosen (Multiple Files can be uploaded at one time by selecting them using CTRL+Click or SHIFT+Click.)

Optional Destination Name:

Upload Download document template for this patient and visit

Fetch -- Select Template --

Select a department here to upload images.

This section will be displayed after selecting a category on the left hand side.

- **Transactions:**
- **Issues:**

Medical Problems

Back

Add Medical Problems

Title	Begin	End	Coding (click for education)	Status	Occurrence	Referred By	Modify Date	Comments	Enc
diabetes	2018-01-22		ICD10:E08.00 (Diabetes mellitus due to underlying condition with hyperosmolarity without nonketotic hyperglycemic-hyperosmolar coma (NKHHC))	Active	Early Recurrence (<2 Mo)		2018-01-23 11:21:10		1

Add Allergies

Title	Begin	End	Coding (click for education)	Status	Occurrence	Reaction	Referred By	Modify Date	Comments	Enc
iodine	2017-09-26		ICD10:E00.1 (Congenital iodine-deficiency syndrome, myxedematous type)	Active	Chronic/Recurrent	Hives		2018-01-23 11:21:54		1

Add Medications

Title	Begin	End	Coding (click for education)	Status	Occurrence	Referred By	Modify Date	Comments	Enc
Metformin	2003-06-17		ICD10:C54.2 (Malignant neoplasm of myometrium)	Active	Acute on Chronic		2018-01-23 11:22:36		1
SAFOLIN CAP	2018-01-23			Active	Unknown or N/A		2018-01-23 11:30:23		1

- **Ledger:** Front office do not have access to this option.
- **External Data:**

Searching an Existing Patient

Patients search can be done from the search bar or the create new patient page as shown in the image below.

The screenshot shows the DMS (Digital Medical System) interface. At the top, there is a search bar with the text 'alis' entered. Below the search bar, a table displays search results. The first result is 'Alis Khadka', a male patient with a phone number 9841805893, citizenship/passport number 78596, DOB 23/01/1993, ID 111100000010, PID 10, 2 encounters, 2 days since last encounter, and last encounter date 23/01/2018. A red arrow points from the search bar to the first result. Below the table, a message says 'Search found for alis.'.

Below the search results, there is a 'Search or Add Patient' section. It includes a 'Who' dropdown menu with 'A' selected. Below this, there are various input fields for patient information: Name, DOB, Sex, Citizenship/Passport Number, Drivers License Number, Blood Group, City, Zone, External ID, Mother's Name, Guardian's Name, Emergency Phone, Marital Status, Address, District, and Father's Name. A 'Search' button is highlighted with a red box. Below the search fields, a message says 'Matching patients will be displayed whos name contains letter 'A'.'.

After selecting a patient, A button will appear at the top of the page called active patient. This will stay active until it is cleared using the **Clear Active Patient** button as shown in the image below.

The screenshot shows the DMS patient demographics page for 'Alis Khadka'. At the top, there is a 'Clear Active Patient' button highlighted with a red box. Below this, the patient's name 'Alis Khadka' is displayed, along with a 'Create Onsite Portal Credentials' button. Below the patient's name, there are links for 'History', 'Report', 'Documents', 'Transactions', 'Issues', 'Ledger', and 'External Data'. Below these links, there is a 'Billing (collapse)' section with the following information: 'Patient Balance Due : 10.50', 'Insurance Balance Due : 0.00', and 'Total Balance Due : 10.50'. Below the billing section, there are several expandable sections: 'Demographics (expand)', 'Notes (expand)', 'Disclosures (expand)', 'Amendments (expand)', and 'Labs (expand)'. A red box highlights the 'Clear Active Patient' button with the text 'click here to clear active patient.'.

On the right side of the page, there is an 'Appointments (collapse)' section with the text 'None'. Below this, there is a message '(Issues not authorized)' and a 'Tracks (expand)' section.

Encounters

Encounter history stores all the active patient visits in the past.

Note: Make sure to select a patient to make this section visible. This patient will be an active patient in the DMS system until the Clear Active Patient button is pressed.

The screenshot shows the patient profile for Alis Khadka (DOB: 23/01/1993, Age: 25yrs). The 'Encounter History' dropdown menu is open, showing options: 'Encounter History', 'New Encounter', 'Past Encounter List', '23/01/2018-New Patient', and '23/01/2018-Established Patient'. A red box highlights the 'Active patient' label. Another red box highlights the 'Encounter' button.

New Encounter will display the following form. This encounter will be created for the active patient i.e. Alis Khadka, as shown in the image below. Please fill in the details as required and save it for future reference.

The screenshot shows the 'New Encounter Form' for Alis Khadka. The form includes fields for 'Visit Category' (New Patient), 'Facility' (Clinical Haematology), 'Billing Facility' (Clinical Haematology), 'Sensitivity' (Normal), 'Date of Service' (2018-02-01), and 'Onset/hosp. date'. There is a large text area for 'Consultation Brief Description'. On the right, there is a list of 'Issues (Injuries/Medical/Allergy)' with a list of medical history items: A: 2017-09-26 iodine, D: 2015-01-27 Broken molar teeth, P: 2018-01-22 diabetes, M: 2003-06-17 Metformin, M: 2018-01-23 SAFOLIN CAP, M: 2018-01-23 "ADHESIVE 4""", S: 2015-01-20 appendectomy. A note at the bottom right says: 'To link this encounter/consult to an existing issue, click the d Hold down [Ctrl] for multiple selections or to unselect down [Ctrl] button to select multiple issues.'

All the past encounters of the active patient will be displayed in this section. The following patient just have one encounter.

The screenshot shows the 'Past Encounters and Documents' section for Alis Khadka. It displays a table of past encounters. The table has columns: Date, Issue, Reason/Form, Provider, Coding, and Insurance. The first row shows an encounter on 23/01/2018 with the issue 'A: iodine, D: Broken molar teeth, P: diabetes, M: Metformin, M: SAFOLIN CAP, M: "ADHESIVE 4""", S: appendectomy', provided by Poudyal, Bishesh, with coding 'Registration - REG01' and insurance '23/01/2018'.

Date	Issue	Reason/Form	Provider	Coding	Insurance
23/01/2018	A: iodine D: Broken molar teeth P: diabetes M: Metformin M: SAFOLIN CAP M: "ADHESIVE 4"" S: appendectomy		Poudyal, Bishesh	Registration - REG01	23/01/2018

Active patient's encounter history will be displayed as a list in this dropdown as shown in the image below.

The screenshot shows the patient portal for Alis Khadka. At the top, there are buttons for 'Create New Patient' and 'Clear Active Patient'. The patient's name 'Alis Khadka' and ID '111100000010' are displayed, along with their DOB '23/01/1993' and age '25yrs'. A search bar contains the name 'alis'. A dropdown menu for 'Encounter History' is open, showing options: 'Encounter History', 'New Encounter', 'Past Encounter List', '23/01/2018-New Patient', and '23/01/2018-Established Patient'. The last two options are highlighted with a red box. A red label 'Encounter history list.' points to this dropdown. On the left, the 'Patient Demographics' section shows 'Alis Khadka' and a 'Create Onsite Portal Credentials' button. Below this are links for 'History', 'Report', 'Documents', 'Transactions', 'Issues', 'Ledger', and 'External Data'. The 'Billing' section is collapsed. Financial details are listed: 'Patient Balance Due : 450.00', 'Insurance Balance Due : 0.00', and 'Total Balance Due : 450.00'. On the right, there are sections for 'Appointments (collapse)' with an 'Add' button, and 'Medical Problems (collapse)' with an 'Edit' button.

Creating/Editing Appointments

Click on the add button to create an appointment as shown in the image below.

This screenshot shows the same patient portal for Alis Khadka. The 'Appointments (collapse)' section is expanded, showing an 'Add' button and the text 'None'. A red box highlights this section, and a red label '(Issues not authorized)' points to it. Below the appointments section is a 'Tracks (expand)' link. On the left, the 'Patient Demographics' section is visible. The 'Billing' section is collapsed. Financial details are updated: 'Patient Balance Due : 10.50', 'Insurance Balance Due : 0.00', and 'Total Balance Due : 10.50'. Below the billing section, there are expandable sections for 'Demographics (expand)', 'Notes (expand)', 'Disclosures (expand)', and 'Amendments (expand)', each with an 'Edit' button. At the bottom, the 'Labs (expand)' section is also visible.

Fill up the form, find the available date and press save.

Add Appointment

[Return to Calendar](#)

Patient

Category:

New Patient

Date:

2018-02-16

Title:

New Patient

Facility:

ER Department

Billing Facility:

ER Department

Patient:

Alis Khadka

Provider:

Pankaj Awale

Status:

- None

Room Number:

Comments:

☐ All day event

☒ Time

3

:

00

AM

duration

30

minutes

Save

Find Available

Cancel

Dashboard

Dashboard shows list of options that you can choose from,

Calendar

Select date and department (from the dropdown, below Providers) to view all the appointments of the Doctors. You can also create appointments by clicking on the time displayed as shown in the image below. On clicking on time, it will navigate user to the create new appointment page.

The screenshot displays a medical appointment calendar for Sunday, February 25, 2018. The interface includes a top navigation bar with buttons for 'Add', 'Today', navigation arrows, the date, 'Refresh', and view toggles for 'Day', 'Week', and 'Month'. On the left, a calendar for February shows the 25th as the selected date. Below the calendar is a 'Providers' dropdown menu, which is currently open, showing a list of providers: 'General Phys', 'All Users', 'Pankaj Awale', 'Bidesh Bista', 'Dhurba Gaire', and 'Philip Ranjit'. A red rectangular box highlights the 'Providers' dropdown, and a red arrow points to it with the text 'Select provider from here'. The main area of the calendar is a grid with time slots (8:00 to 9:40) and columns for each provider. Appointments are shown as colored blocks: a blue block for 'Philip Ranjit' from 8:00 to 8:45, a green block for 'Alis Khadka (Established Patient)' at 08:45, and a yellow block for 'Bidesh Bista' at 8:55. The interface also includes a '))' button at the bottom left.

Quick Order

Fill up the form as shown in the image below. Select required test (Eg: Laboratory or Radiology) from the list, search the test code and press **Save**. This will create procedure order for that patient with the selected provider.

Instant Procedure Order

Search Patient :
Name : Alis
Middle Name :
DOB : 1993-01-23
Sex : Male
Home Phone : 014253565
Mobile Phone : 9014528454
Emergency Phone : 014253565
Contact Email : aliskhadka@gmail.com
Zone : Bagmati
District : Unassigned

Search Code

For: Laboratory Test

Search by:

Search

Erase

Close

Priority : High
Status : Unassigned
Clinical History :
Procedure Type : Laboratory Test
Add Procedure
Laboratory Test
Click here
Diagnosis Codes :
Save Cancel

Doctor

This will list all the Doctors with their availability status. Select date to view list of Doctors for that date with their on-duty status.

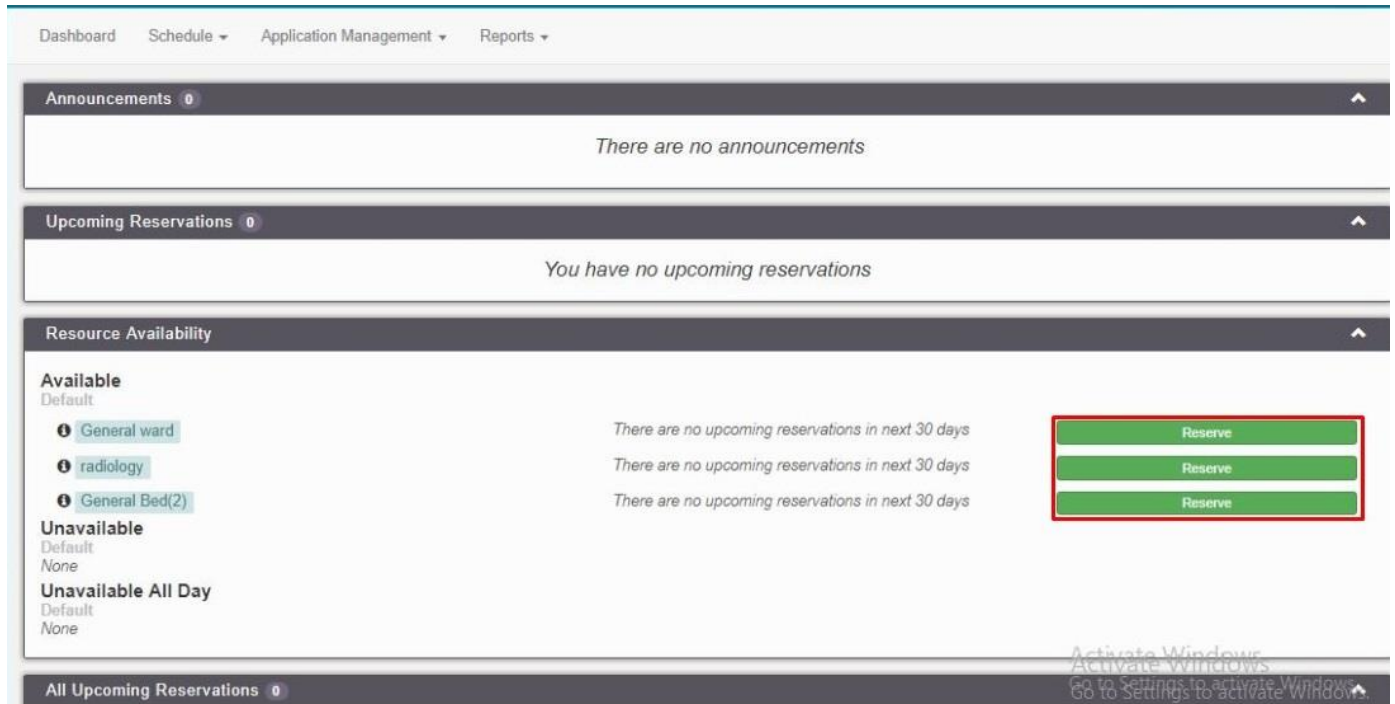
Today Sunday, Feb 25, 2018 On Duty Doctors				
Full Name	Role	Time From	Time To	Facility
Philip Shyam Ranjit	Physicians	08:00:00	-	General Physician

Patient

It shows list of all patients.

Resources

The Available resources are shown in Resource Availability table. You can add reservation if you want to reserve any wards.



Dashboard Schedule Application Management Reports

Announcements 0

There are no announcements

Upcoming Reservations 0

You have no upcoming reservations

Resource Availability

Available
Default

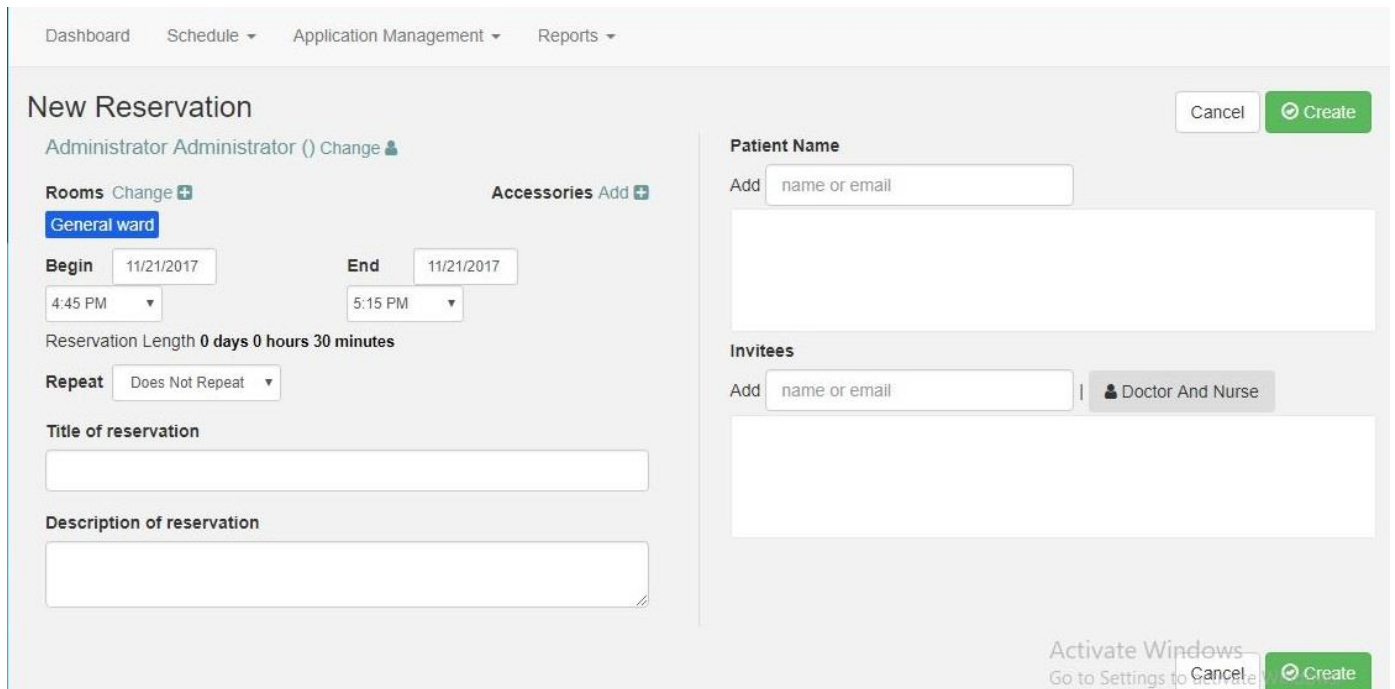
- General ward There are no upcoming reservations in next 30 days Reserve
- radiology There are no upcoming reservations in next 30 days Reserve
- General Bed(2) There are no upcoming reservations in next 30 days Reserve

Unavailable
Default
None

Unavailable All Day
Default
None

All Upcoming Reservations 0

Fill in the necessary fields to add a reservation.



Dashboard Schedule Application Management Reports

New Reservation

Administrator Administrator () Change

Rooms Change +

General ward

Accessories Add +

Begin 11/21/2017 4:45 PM

End 11/21/2017 5:15 PM

Reservation Length 0 days 0 hours 30 minutes

Repeat Does Not Repeat

Title of reservation

Description of reservation

Patient Name

Add name or email

Invitees

Add name or email | Doctor And Nurse

Cancel Create

The reservations are displayed on the Resource Availability, in the Resource section.

Dashboard
Schedule
Application Management
Reports

Upcoming Reservations 1

Today (1)

VIP reservation	Administrator Administrator	Tue, 11/21 4:45 PM	Tue, 11/21 5:15 PM	General ward
-----------------	--------------------------------	--------------------	--------------------	--------------

Tomorrow (0)

Later This Week (0)

Next Week (0)

Resource Availability

Available

Default

General ward

radiology

General Bed(2)

Available Until Tue, 11/21 4:45 PM

There are no upcoming reservations in next 30 days

There are no upcoming reservations in next 30 days

Reserve

Reserve

Reserve

Activate Windows

Go to Settings to activate Windows.

Unavailable

Default

Department

This will list all the different departments in the hospital along with number of doctors and nurses present in them.

ER Department 00	Dental 00	Pediatric 00	General Surgery 00
General Physician 10	ENT 00	Orthopedic 00	Gynecologist 00
Dermatologist 00	Psychiatrist (Neuro) 00	Cardiologist 00	Eyes Specialist 00
Neuropsychiatrist 00	Plastic Surgeon 00	MBBS 00	Endocrinologists 00
General Physician & Pulmonology 00	Radiologist 00	Psychiatrist 00	MD General Physician 00

Calendar

This section is described in the dashboard section above.

Patient/Client

Patient: This shows the list of all patients.

New/Search: Create a new patient or search existing patient as described in the **General** section above.

Summary: This will be visible once a patient is selected. Summary will display the patient's demographic page which has been explained above.

The screenshot shows the 'Patient Demographics' page for a patient named Alis Khadka. The page has a blue header with the patient's name and a 'Create Onsite Portal Credentials' button. Below the header, there are tabs for 'History', 'Report', 'Documents', 'Transactions', 'Issues', 'Ledger', and 'External Data'. The main content area is divided into two columns. The left column contains a 'Billing' section with a collapse button, showing 'Patient Balance Due : 369.07', 'Insurance Balance Due : 0.00', and 'Total Balance Due : 369.07'. Below this are expandable sections for 'Demographics', 'Notes', 'Disclosures', 'Amendments', and 'Labs'. The right column contains an 'Appointments' section with an 'Add' button and a collapse button, showing two appointments: '2018-02-25 (Sun)' at '8:45 am (-)' and '2018-02-27 (Tue)' at '4:20 pm (x)'. Both appointments are for an 'Established Patient' named 'Philip Ranjit'. At the bottom of the right column, there is a note '(Issues not authorized)' and a 'Tracks' section with an expand button.

Records: Patient Record Request will simple record the request of the patient.

Patient Education: Search any information on the web from here.

The screenshot shows the 'Web Search - Patient Education Materials' page. It has a blue header with the page title. Below the header, there is a search form. The form has a 'Search in' dropdown menu with 'Medline' selected. A red arrow points to this dropdown with the text 'Generic category of the search.' in a red box. Below the dropdown is a 'search bar' text input field. To the right of the search bar is a blue 'Submit' button. Below the search bar, there is a note: 'Please input search criteria above, and click Submit to view results. (Results will be displayed in a pop up window)'.

Chart Tracker: Track patients with this function. Enter the **Patient ID** to view the information.

Message

History of sent messages will be displayed here with details like from, patient, type, date and status. Click Add New to create message and send it to the respective patient.

Message and Reminder Center

Reminders

Show Reminders

Messages (See All)

Show All | Show Active | Show Inactive

From	Patient	Type	Date	Status
<input type="checkbox"/> Administrator Administrator	Alish Giri	Bill/Collect	2017-12-19	New

Add NewDelete

<< 1 of 1 >>

Message and Reminder Center

Reminders

Show Reminders

Messages (See All)

Type: Patient: Status:

To:

Type message here

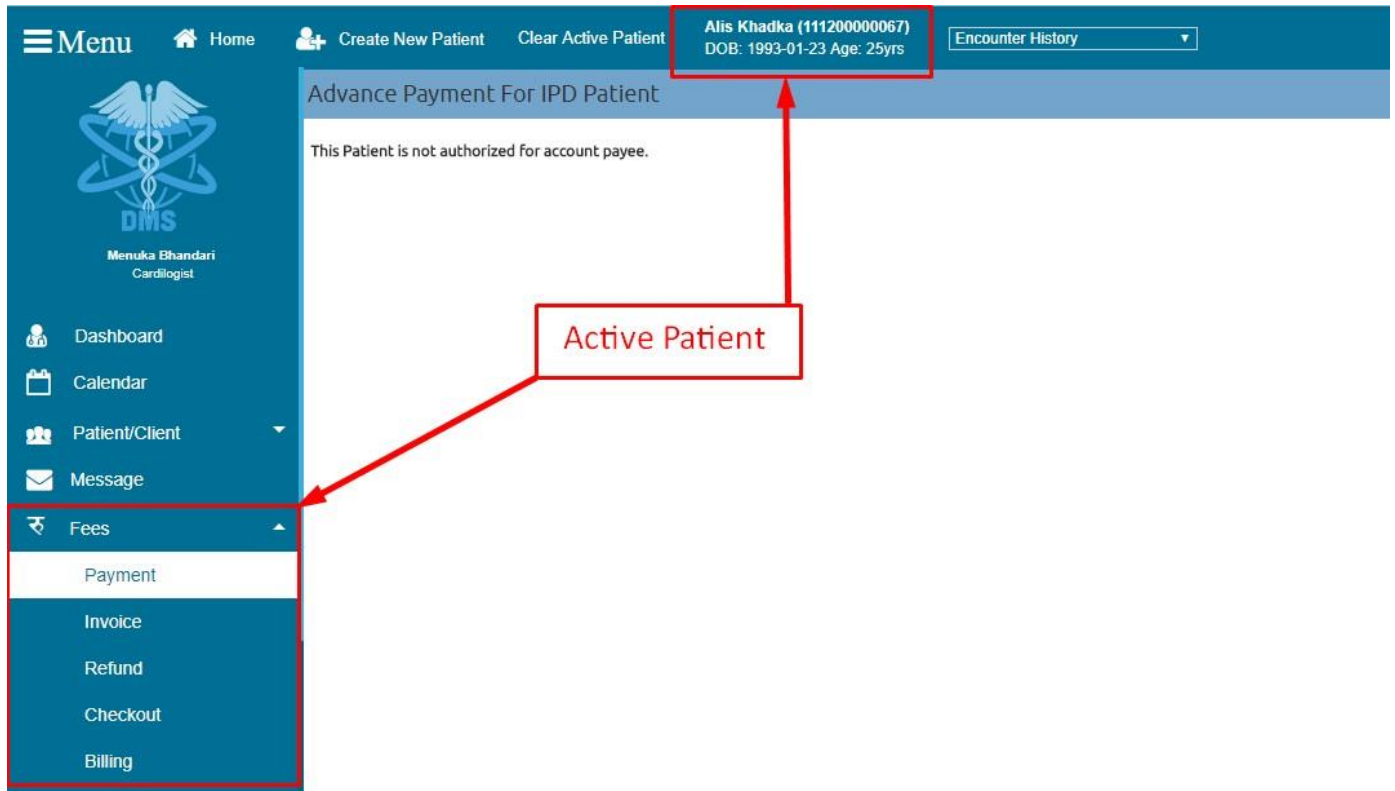
Send messageCancel

Fees

Note: Payment, Invoice, Refund and Checkout will only be visible when there is an **Active Patient** running in the system. In other words, user must select a patient to deal with the payments related role.

Payment:

- Payment can only be used for IPD patients.



Invoice:

- Invoice stores all the payment history of a patient. Payment is done through the checkout section below.
- Invoice can be reprinted from here.
- Invoice id is used in the refund.

Invoice						
Invoice Id	Fiscal Year	Date	Action	Sub Total	Tax	Discount Amount
109	2073.74	2018-03-20		100.00	13.00	0.00
						113.00

Billing Invoice						
INVOICE						
SN.	Date	Code	Description	Qty	Rate	Amount
1	2018-02-27	ham-pltlt1	Platelets	1	100.00	100.00
Sub-Total						100.00
Discount (0.00%)						0.00
VAT(13%)						13.00
Rounding						0.00
Total Amount						113.00
Payment Type						Cash
Paid Amount						120.00
Change Amount						7.00

Back Re-print

Refund:

Please make note of the **Bill Number**, displayed in the image below.

Bill number will be displayed in the receipt of the patient.

Print

Total: 1 sheet of paper

Print Cancel

Destination: Microsoft XPS Docu...
Change...

Pages: ☒ All
☐ e.g. 1-5, 8, 11-13

Layout: Portrait

Color: Color

+ More settings

Print using system dialog (Ctrl+Shift+P)

Report

Godawari Medcity Polyclinic Pvt. Ltd.
Thaliba, Godawari-14, Lalitpur, Bagmati, Nepal
01-5014713/01-5014573
VAT/PAN : 123456789

TAX INVOICE

Patient name: Alis Khadka
Patient Id: 111200000067
Sex: Male
PAN: Address: Kathmandu

Transaction Date: 2018-03-20 03:05:17
Bill Number: 2073.74/109

SN.	Code	Description	Qty	Rate	Amount
1	ham-pltlt1	Platelets	1	100.00	100.00
Sub-Total 100.00					
Discount (0.00%) 0.00					
VAT(13%) 13.00					
Rounding 0.00					
Total Amount 113.00					
Payment Type Cash					

Printed By:
Invoice Issue Date:

In words: One Hundred Thirteen Rupees Only

Author Signature

- Enter the bill number and click **Submit**. The following screen will be displayed for the full refund. Partial refund is not allowed.
- Press **Refund** to proceed with the process. Please note that refund requires authorization from managers or supervisors or any authorized person.

Billing Sheet

Invoice Id: 2073.74/109 Submit Invoice: 109 Date: 2018-03-20 Tax Rate: 13 % Discount: Rs. 0.00 Discount Rate: 0 %

Type	Item Name	Description	Qty	Rate	Paid Amount
Procedure Order	Platelets	ham-pltlt1 charge	1	100.00	113.00
Payment Method: cash				Return Amount	113.00

Refund

Billing Sheet

Invoice Id: 2073.74/109

✕

Cancel Item

Authorized By:

Password:

Reason *

Refund
Close

Type	Item Name	Rate	Paid Amount
Procedure Order	Platelets	100.00	113.00
Payment Method: cash		amount	113.00

Refund

Checkout:

- It keeps record of all the unpaid bills of the patient selected.
- The encounter option shows all the patient's visits and the amount that had/has been charged during the encounter. Please select an encounter and press **Pay** to proceed with the payment.
- Also note that patient's PAN or VAT can also be submitted with payment process. PAN or VAT id should be alphanumeric and 9-digit long.

Checkout

Encounter: 2018-02-04-New Patient Add Item Quantity Add Item

Select encounter

2018-02-27-Established Patient

2018-02-04-New Patient

Date	Item Name	Description	Quantity	Price	Tax	Sub Total
2018-02-04	Registration	REG01 Patient Registration	1	10.00	15	11.50
Total						11.50

Customer PAN/VAT:

Pay

- In addition, any additional item/items used by the patient can be added through the **Add Item** button as shown in the figure below.
- To remove an item, click on it and press delete. User can also update the item.
- To update, change the item and quantity and press **Update Item**.

Checkout

Encounter: 2018-02-27-Office Visit Add Item: Suture(2-3) Quantity: 2

Cancel Delete Item Update Item

SN.	Type	Code	Item Name	Description	Quantity	Price	Tax	Sub Total
1	items	1112000010	Suture(2-3)	1112000010 charge	2	150.00	5	315.00
2	Procedure Order	ham-pltits1	Platelets	ham-pltits1 charge	1	100.00	5	105.00
Total								420.00

Customer PAN/VAT:

Pay

Clicking on an item will display these buttons

- Notice the tax difference. In case of tax difference payment has to be done separately.

Checkout

Encounter: 2018-02-04-New Patient Add Item: Corn Removal (small) Quantity: 1

Add Item

Date	Type	Code	Item Name	Description	Quantity	Price	Tax	Sub Total
2018-02-08	items	1112000032	Corn Removal (small)	1112000032 charge	1	400.00	5	420.00
2018-02-04	Registration	REG01	Patient Registration	Patient Registration	1	10.00	15	11.50
Total								431.50

Customer PAN/VAT:

Pay

- You can add notes to the payment. Make it private or public as situation demands.
- Give discounts if any. Discounts can be given in Percentage only. Also note that if the total amount at decimal is less than or greater than 0.5 then it will be rounded to the nearest value. Therefore, the total amount will only be in 1.0 or 1.5 or 2 but not in between.
- Press save to proceed with the payment.

Invoice							
Invoice Id	Fiscal Year	Date	Action	Sub Total	Tax	Discount Amount	Total
109	2073.74	2018-03-20	Show Returned Invoice	100.00	13.00	0.00	113.00

Note: Please make note of the bill number which is made up of *fiscal year/invoice id*. Invoice id will be used if patient requests a refund.

Billing Sheet

Check	Code	Description	Qty	Rate	Amount
<input checked="" type="checkbox"/>	bcm-amyl1	Amylase	1	334.00	334.00

Notes :

Add notes here, if any.

Is Private ☒ Yes ☐ No

Sub-Total	334.00
Discount (%) <input type="text" value="00"/>	0.00
Taxable Amount	334.00
VAT (13%)	43.42
Rounding	-0.42
Total Amount	377.00
Payment Type	<input type="text" value="Cash"/>
Paid Amount	<input type="text" value="500"/>
Change Amount	123.00

Save

Save and Print

Report

Audit Trial

This is the activity log. All the information regarding invoices, refunds and changes in any price can be found here.

Activity can be viewed by selecting a date range, user and type of module. Press **Submit** to view the activity logs.

Report - Audit Trial

From: 2018-02-26

To: 2018-03-18

User: -- All Users --

Module: -- All Module --
-- All Module --
All Modules
invoice
refund
Pharmacy Invoice
Pharmacy Refund
EMR Invoice
EMR Refund

The logs can be printed as well as export in an Excel format.

Report - Audit Trial

From: 2018-02-26

To: 2018-03-18

User: -- All Users --

Module: invoice

Date & Time	User	Module
14/03/2018 02:39	Administrator Administrator	invoice
14/03/2018 02:37	Administrator Administrator	invoice
14/03/2018 02:36	Administrator Administrator	invoice
14/03/2018 02:34	Administrator Administrator	invoice
13/03/2018 03:19	Administrator Administrator	invoice
13/03/2018 03:18	Administrator Administrator	invoice
13/03/2018 03:15	Administrator Administrator	invoice

Billing

EHS Billing

Cash Register:

- Cash register contains records of cash history of the logged in user.
- The **Type** option will show three options, initial amount, closing amount and collection.
- *Initial amount* is the amount that the counter contains at the user arrival time. As soon as a user starts his/her shift the amount in the till should be entered using this option.
- Click on submit and enter your username and password. Please note that any user can log in and enter any type with any amount

Report - Cash Register

Cash Register : Collapse

Type:

Initial Amount ▼

Amount:

10000

Submit

Date	User	Type	Amount
------	------	------	--------

- After submitting the data and entering the username and password, the following screen will be displayed.

Report - Cash Register			
Cash Register : Expand			
Date	User	Type	Amount
2018-02-12	Menuka Bhandari	Initial Amount	10000
2018-02-12	Menuka Bhandari	Shortfall	-10000.00

- Now if a manager, supervisor or a person in charge comes to collect money off the till then the **Collection** option type should be selected to enter the amount.
- In this case, the collection is taken while Menuka is logged in so, this cash collection will be stored in Menuka's account as shown in the image below.

Report - Cash Register			
Cash Register : Expand			
Date	User	Type	Amount
2018-02-12	Menuka Bhandari	Initial Amount	10000
2018-02-12	→ Menuka Bhandari	→ Collection	-3000
2018-02-12	→ Menuka Bhandari	→ Collection	-2000
2018-02-12	Menuka Bhandari	Shortfall	-5000.00

NOTE: While entering username and password any user can enter his/her log in information. However, the **Amount** and its **Type** record will be stored in the logged in user, Menuka in this case as shown in the image below.

Report - Cash Register			
Cash Register : Collapse		<div> <div>Confirm</div> <div>Are you sure? Please provide your password</div> <div> <div>Username</div> <div>Manoj</div> </div> <div> <div>Password</div> <div>.....</div> </div> <div> <div>Yes</div> <div>Cancel</div> </div> </div>	
Type:	Collection		
Amount:	2000		
Submit			
Date			Amount
2018-02-12			10000
2018-02-12	Menuka Bhandari	Collection	-3000
2018-02-12	Menuka Bhandari	Collection	-2000
2018-02-12	Menuka Bhandari	Shortfall	-5000.00

- The **Closing Amount** is the remaining amount in the till at the end of a user shift.

Pharmacy Billing

Cash Register:

This is the same as in EHS Billing. Please refer to that above.

Sales Book:

This shows all the invoices that are dealt with in the provided time frame.

Report - Pharmacy Sales Book

From: 2018-02-26 To: 2018-03-19

Submit

Print

CSV Export

Invoice				Total Sales	Non Taxable Sales	Export Sales	Discount	Taxable Sales	
Date	Bill No.	Buyer's Name	Buyer's PAN Number					Amount	Tax(Rs)
15/03/2018	1	Surendra Long	123456789	549	129.3		0	400	20
15/03/2018	2	Surendra Long		420	0		0	400	20
15/03/2018	3	Surendra Long		672	0		0	640	32
15/03/2018	4	Surendra Long		399	0		20	380	19
15/03/2018	5	Surendra Long	123457987	410	0		10	390	19.5
15/03/2018	6	Surendra Long	123456789	410	0		10	390	19.5
15/03/2018	7	Hari Ram		420	0		0	400	20
15/03/2018	8	Nabina Gurung	125478598	18870	18423.153		1097	425.25	21.26
15/03/2018	9	Robin Tamang	985623568	9732	9731.627		403.37	0	0
15/03/2018	10	Hari Ram	123456789	408	0		11	389	19.45
15/03/2018	11	Robin Tamang		4054	4054		0	0	0
15/03/2018	12	Surendra Long	123456789	408	0		11	389	19.45
Total Amount				36752	32338.08		1562.37	4203.25	210.16

Sales Refund:

This shows all the refunds that are given in the provided time frame.

Report - Pharmacy Sales Refund

From: 2018-03-05 To: 2018-03-19

Submit

Print

CSV Export

Invoice					Total Refund
Date	Credit Note No.	Bill No.	Buyer's Name	Buyer's PAN Number	
Total Amount					

Please refer to the [Cash Register](#) section on the EHS billing.

Radiology

Configuration:

Types of Radiology Orders and Results

Configuration Group Orders Radiology Test Method

Name	Order	Code	Description	
+ Body			Body	[Edit] [Add]
+ Head			Head	[Edit] [Add]
+ Lower Extremities			Lower Extremities	[Edit] [Add]
+ Spine			Spine	[Edit] [Add]
+ Upper Extremities			Upper Extremities	[Edit] [Add]

Add Top Level

- Configuration controls all the tests that the Hospital conducts internally or externally.
- These tests can be categorized into groups, radiology order or other as required. Different topics will have different forms and their contents.
- Press **Add Top Level** to add new test as shown in the image below.

Add / Edit

Procedure Type: ▼

Name:

Description:

Sequence:

Group

Procedure Order

Discrete Result

Recommendation

Order Group

Save Cancel

Selecting **Group** shows the following form. Enter details and press save.

Add / Edit

Procedure Type: Group ▼

Name: Blood Group

Description: Description of blood group.

Sequence: 0

Save Cancel

Selecting Radiology order from the list shown above shows the following form. Fill the form to add related item.

Add / Edit

Radiology Type:

Radiology Order ▼

Name:

Body

Description:

Body

Sequence:

0

Order From:

Radiology ▼

Identifying Code:

Standard Code:

Laterality:

Unassigned ▼

Taxes:

☐ HST
☐ TINC
☒ VAT

Is Refundable:

☐

Fee:

Save

Delete

Cancel

This will save the file in the **Configuration** page. You can also edit this group or add different tests in this group using the **Add** button.

Types of Orders and Results				
Configuration Group Orders Lab Test Method				
Name	Order	Code	Description	
+ Biochemistry			Biochemistry	[Edit] [Add]
Blood Group			Description of blood group.	[Edit] [Add]
+ Haematology			Haematology	[Edit] [Add]
+ Immunology			Immunology	[Edit] [Add]
+ Microbiology			Microbiology	[Edit] [Add]
+ Parasitology			pst-logy	[Edit] [Add]
test1		Local Hospital Code	Description of the this test.	[Edit] [Add]

Add Top Level

Edit group or
Add different tests to that group.

Events

This topic is described in **General** section **1b**.

Notice

This topic is described in **General** section **1b**.

My Account

Password: Change your password here.

Password Change

Have you forgotton your password ? Please choose a new one here.

Full Name :	Bishesh Poudyal
Username :	bishesh
Current Password :	<input type="password"/>
New Password :	<input type="password"/>
Repeat New Password :	<input type="password"/>

Save

Customize your password here.

Authorizations:

Address Book: Most of the details of different departments in the hospital will be stored here.

Office Notes: Any users can add notes here. These notes will be stored here, and anyone can come here and view these notes.

Configure Tracks: Doctors update this section to keep records of varieties of tests like blood pressure test in different timings, its normal state for person of certain type and other in-depth details for other members to view. These records will be stored in the encounter history. Accessing this information from the **Encounters**, graph of that record will be displayed. This graph also can be printed if required.

About Us

Provides information about DMS.