



# **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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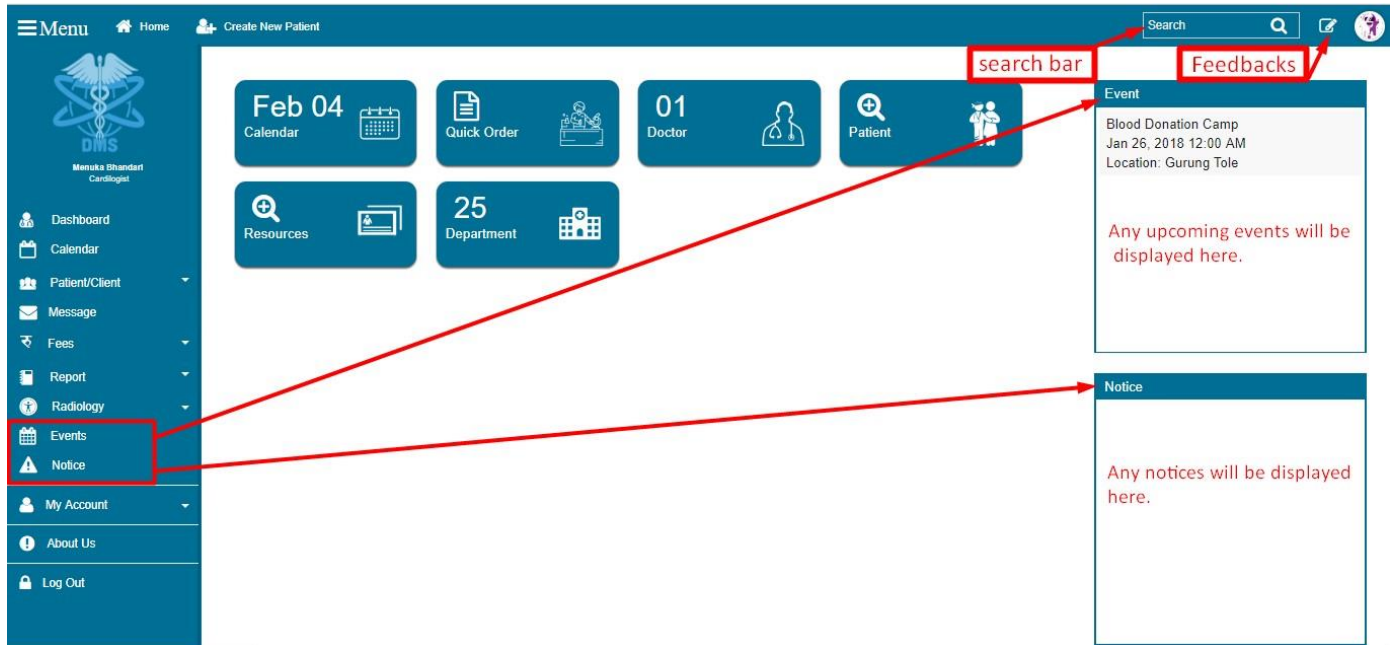
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# Introduction

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 .

# 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. The form is titled 'Search or Add Patient'. It has a 'Who' section with the following fields: Name (Mr. Alish, External ID), DOB (1991-05-25, Date Converter), Mother's Name, Sex (Male), Guardian's Name, 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). There are also checkboxes for Contact, Choices, Employer, Stats, and Misc. At the bottom, there are 'Search' and 'Create New Patient' buttons. A red arrow points to the 'Create New Patient' button.

- 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 the 'Employer' section expanded. A red box highlights the text 'Checkbox (click here to reveal its content.)'. The 'Employer' section includes fields for Industry (Add, Unassigned), Occupation (Add, Unassigned), Employer Name, Employer Address, City, State (Add, Unassigned), Postal Code, and Country (Add, Unassigned). At the bottom, there are 'Search' and 'Create New Patient' buttons. A red arrow points to the 'Create New Patient' button.

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. The 'Who' section is active, and several fields are highlighted in red, indicating they are required but missing. A modal message box is displayed over the form, stating: '192.168.88.250 says: The following fields are required: First Name, Last Name, DOB, Sex. Please fill them in before continuing.' The 'OK' button is visible in the message box. The form fields include: Name (with a dropdown and a red field), DOB (with a calendar icon and a red field), Sex (dropdown with 'Unassigned'), Citizenship/Passport Number, Drivers License Number, Blood Group (dropdown with 'Unassigned'), Address, City, District (dropdown with 'Unassigned'), Zone (dropdown with 'Unassigned'), and Father's Name. 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.

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

The screenshot shows the 'Contact' section of the patient form. It contains the following fields: 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**

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

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

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



☒ **Stats**

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

- Misc: Deceased status of the patient.

☒ **Misc**

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

**Edit** **Demographics** (collapse)

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

Provider: Pankaj Awale  
Referring Provider: Sanjib Dahal  
Pharmacy: Godawari Pharmacy - / 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](#)

**Add** **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](#)

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

- 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:

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

Menu

Home

Create New Patient

alis

Q

[Help]

1 - 0 of

Name	Sex	Phone	Citizenship/Passport number	DOB	ID	PID	Number Of Encounters	Days Since Last Encounter	Date of Last Encounter
Alis Khadka	Male	9841805893	78596	23/01/1993	111100000010	10	2	2	23/01/2018

Search found for alis.

Create New Patient

Clear Active Patient

Alish Giri (111200000011)

DOB: 1991-05-25 Age: 26yrs

Encounter History

Search

Q

Search or Add Patient

Who

Name:

A

External ID:

DOB:

Date Converter

Mother's Name:

Sex:

Unassigned

Guardian's Name:

Citizenship/Passport Number:

Emergency Phone:

Drivers License Number:

Marital Status:

Unassigned

Blood Group:

Unassigned

Address:

City:

District:

Unassigned

Zone:

Unassigned

Father's Name:

Contact

Choices

Employer

Stats

Misc

Search

Create New Patient

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.

Menu

Home

Create New Patient


Clear Active Patient

Alis Khadka (111200000067)

DOB: 1993-01-23 Age: 25yrs

Encounter History

Search



DMS

Memuka Bhendari

Cardiologist

Dashboard

Calendar

Patient/Client

Message

Fees

Report

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 (expand)

Notes (expand)

Disclosures (expand)

Amendments (expand)

Labs (expand)

Add

Appointments (collapse)

None

(Issues not authorized)

Tracks (expand)



# 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'. Red boxes and arrows highlight the patient's name, the 'Encounter History' dropdown, the 'New Encounter' option, and the 'Encounter' button in the top right.

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 'New Encounter Form' is displayed. It 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'. A large text area for 'Consultation Brief Description' is on the left. 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""", and 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 encounter is dated 23/01/2018 and lists multiple issues: A: iodine, D: Broken molar teeth, P: diabetes, M: Metformin, M: SAFOLIN CAP, M: "ADHESIVE 4""", and S: appendectomy. The provider is Poudyal, Bishesh, and the coding is Appointment - 111100000003.

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	Appointment - 111100000003	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 top navigation bar of a medical software interface. The patient's name 'Alis Khadka' and ID '111100000010' are displayed. A dropdown menu for 'Encounter History' is open, showing options: '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 box. Below the dropdown, the 'Patient Demographics' section shows the patient's name and a 'Create Onsite Portal Credentials' button. To the right, there are sections for 'Appointments (collapse)' and 'Medical Problems (collapse)', both with 'Add' and 'Edit' buttons.

## Creating/Editing Appointments

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

The screenshot shows the 'Patient Demographics' section for 'Alis Khadka'. The 'Billing (collapse)' section shows the patient's balance due: 'Patient Balance Due : 10.50', 'Insurance Balance Due : 0.00', and 'Total Balance Due : 10.50'. Below this, there are sections for 'Demographics (expand)', 'Notes (expand)', 'Disclosures (expand)', and 'Amendments (expand)', each with an 'Edit' button. At the bottom, there is a 'Labs (expand)' section. On the right side, the 'Appointments (collapse)' section is highlighted with a red box. It contains an 'Add' button, a 'None' option, and a message '(Issues not authorized)'. Below this, there is a 'Tracks (expand)' section.

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 web-based appointment calendar. At the top, there are navigation buttons: 'Add', 'Today', navigation arrows, the date 'Sunday, February 25, 2018', 'Refresh', and view toggles for 'Day', 'Week', and 'Month'. Below this is a calendar grid for the month of February. The main area is a grid with columns for providers: 'Pankaj Awale', 'Bidesh Bista', 'Dhurba Gaire', and 'Philip Ranjit'. The rows represent time slots from 8:00 to 9:40 in 5-minute increments. A dropdown menu for 'Providers' is open on the left, showing a list of providers: 'General Phys', 'All Users', 'Pankaj Awale', 'Bidesh Bista', 'Dhurba Gaire', and 'Philip Ranjit'. A red box highlights the dropdown, and a red arrow points to it with the text 'Select provider from here'. The 'Philip Ranjit' column shows an appointment for '08:45 - Alis Khadka (Established Patient)'.

## 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 :

Middle Name :

DOB :  [Date Converter](#)

Sex :

Home Phone :

Mobile Phone :

Emergency Phone :

Contact Email :

Zone :

District :

Priority :

Status :

Clinical History :

Procedure Type :  [Add Procedure](#)

Laboratory Test :

Diagnosis Codes :

[Save](#) [Cancel](#)

Search Code

For:  Search by:

[Search](#) [Erase](#)

[Close](#)

## 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 <a href="#">←</a> <a href="#">→</a> Sunday, Feb 25, 2018 <a href="#">On Duty Doctors</a>				
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.

The screenshot shows the 'Resource Availability' section of the application. At the top, there are navigation tabs: Dashboard, Schedule, Application Management, and Reports. Below these, there are three main sections: 'Announcements' (0), 'Upcoming Reservations' (0), and 'Resource Availability'. The 'Resource Availability' section is expanded, showing a table with columns for 'Available', 'Unavailable', and 'Unavailable All Day'. The 'Available' column lists 'General ward', 'radiology', and 'General Bed(2)'. The 'Unavailable' and 'Unavailable All Day' columns are empty. To the right of the table, there are three green 'Reserve' buttons, each corresponding to a resource in the 'Available' column. A red box highlights these buttons. At the bottom of the page, there is a watermark that says 'Activate Windows Go to Settings to activate Windows'.

Fill in the necessary fields to add a reservation.

The screenshot shows the 'New Reservation' form. At the top, there are navigation tabs: Dashboard, Schedule, Application Management, and Reports. The form is titled 'New Reservation' and has a 'Cancel' button and a 'Create' button. The form is divided into two main sections: 'Rooms' and 'Patient Name'. The 'Rooms' section has a 'Change' button and a list of rooms: 'General ward', 'radiology', and 'General Bed(2)'. The 'Patient Name' section has an 'Add' button and a text input field. Below the 'Rooms' section, there are fields for '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', and 'Description of reservation'. At the bottom of the page, there is a watermark that says 'Activate Windows Go to Settings to activate Windows'.

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

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 <div> <div>0</div> <div>0</div> </div>	Dental <div> <div>0</div> <div>0</div> </div>	Pediatric <div> <div>0</div> <div>0</div> </div>	General Surgery <div> <div>0</div> <div>0</div> </div>
General Physician <div> <div>1</div> <div>0</div> </div>	ENT <div> <div>0</div> <div>0</div> </div>	Orthopedic <div> <div>0</div> <div>0</div> </div>	Gynecologist <div> <div>0</div> <div>0</div> </div>
Dermatologist <div> <div>0</div> <div>0</div> </div>	Psychiatrist (Neuro) <div> <div>0</div> <div>0</div> </div>	Cardiologist <div> <div>0</div> <div>0</div> </div>	Eyes Specialist <div> <div>0</div> <div>0</div> </div>
Neuropsychiatrist <div> <div>0</div> <div>0</div> </div>	Plastic Surgeon <div> <div>0</div> <div>0</div> </div>	MBBS <div> <div>0</div> <div>0</div> </div>	Endocrinologists <div> <div>0</div> <div>0</div> </div>
General Physician & Pulmonology <div> <div>0</div> <div>0</div> </div>	Radiologist <div> <div>0</div> <div>0</div> </div>	Psychiatrist <div> <div>0</div> <div>0</div> </div>	MD General Physician <div> <div>0</div> <div>0</div> </div>

# 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.' To the right of the dropdown is a 'Submit' button. Below the dropdown is a 'search bar' input field. At the bottom of the form, 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

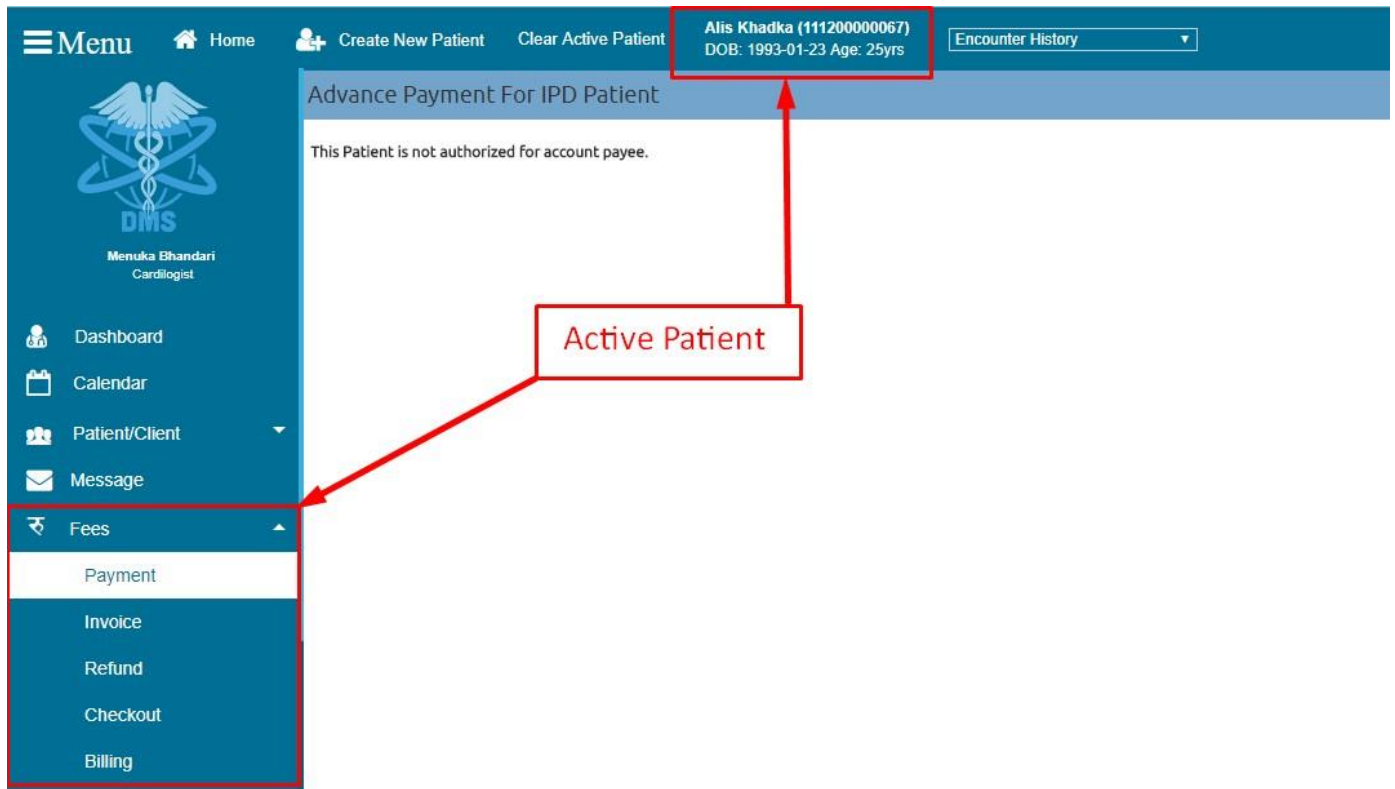
Send messageCancel

# 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

Suryabinayak Pharmacy  
Suryabinayak, Kathmandu, Bagmati, Nepal  
9820000001  
PAN :123789456



### INVOICE

Patient Name:	Cash Two	Transaction Date :	20/03/2018 00:00:00
Patient ID:	111200000162	Billing Number :	2073.74/35
Sex :	Other		
PAN :			
Address :	Sanepa		

Method of Payment: Check Payment/Cash/Credit Card/Account Payee

S.N.	Description	Batch No.	Expiry	Qty	Rate	Amount
1	Paracetamol (100 mg)	234	Mar - 2018	2	80	160
Print By : Pharmacy					Sub Total	160.00
22/03/2018 04:40:45					Discount 0%	0.00
#. : 4 Copy of Original						

- 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

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

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

**Buttons:** 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
<b>Total</b>								<b>420.00</b>

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
<b>Total</b>								<b>431.50</b>

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:

Amount:

**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 : <b>Expand</b>			
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 : <span>Expand</span>			
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 : <span>Collapse</span>		<b>Confirm</b> <span>✕</span>	
Type:	Collection	Are you sure? Please provide your password	
Amount:	2000	Username	Manoj
	<span>Submit</span>	Password	*****
	<span>Yes</span> <span>Cancel</span>		
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:

Description:

Sequence:

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"/>
<input type="button" value="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.