



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.

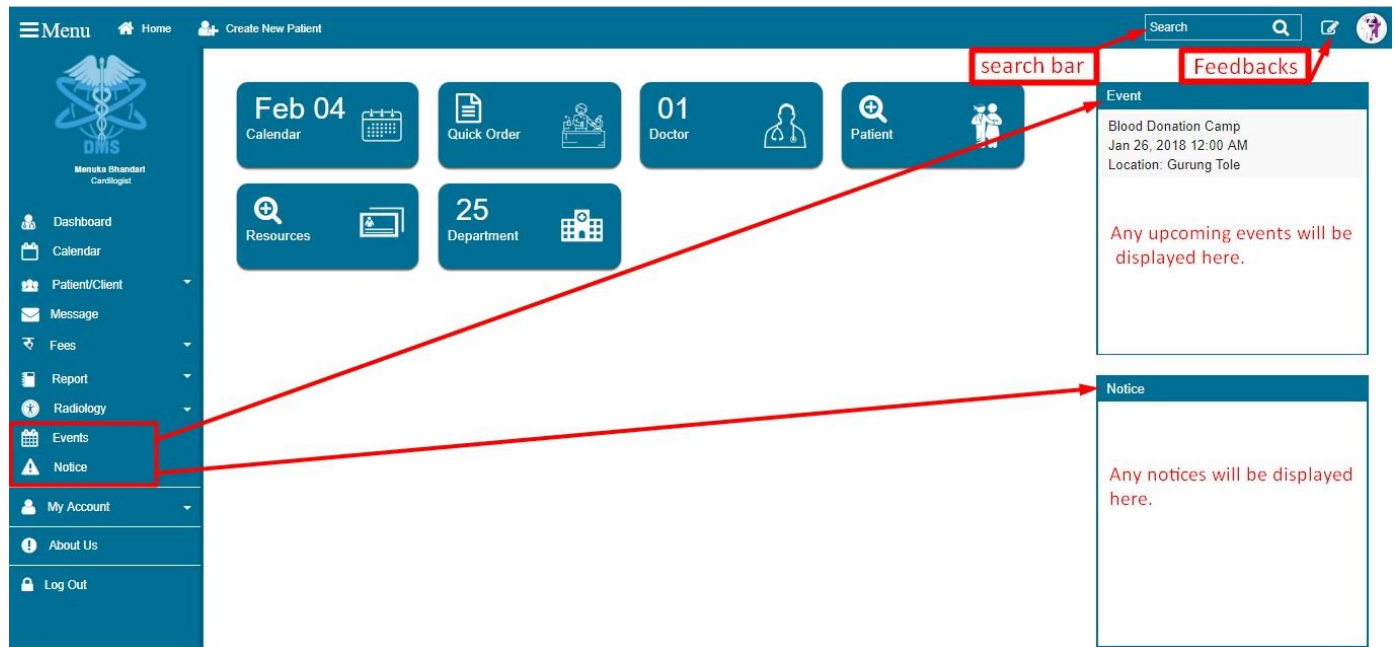
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Introduction

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 .

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, DOB, Sex, Citizenship/Passport Number, Drivers License Number, Blood Group, City, and Zone. The right column includes External ID, Mother's Name, Guardian's Name, Emergency Phone, Marital Status, Address, District, and Father's Name. There are also 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 fields for Name (Mr. Alish Giri), DOB (1991-05-25), Sex (Male), Citizenship/Passport Number (12345), Drivers License Number (12345), Blood Group (O+), City (Kathmandu), Zone (Bagmati), External ID, Mother's Name (Mother), Guardian's Name (Guardian), Emergency Phone (9841123456), Marital Status (Single), Address (Kathmandu), District (Kathmandu), and Father's Name (Father). Below the 'Who' section, the 'Employer' section is expanded, showing fields for Industry, Occupation, Employer Name, Employer Address, City, State, Postal Code, and Country. A red box highlights the 'Checkbox (click here to reveal its content.)' text. 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. The 'Who' section is active, and several fields (Name, Last Name, DOB, Sex) are highlighted in red, indicating they are required. A modal dialog box is open, displaying the message: '192.168.88.250 says: The following fields are required: First Name, Last Name, DOB, Sex. Please fill them in before continuing.' with an 'OK' button. The form includes fields for Name, DOB, Sex, Citizenship/Passport Number, Drivers License Number, Blood Group, City, Zone, Address, District, and Father's Name. There are also checkboxes for Contact, Choices, Employer, Stats, and Misc. Buttons for 'Search' and 'Create New Patient' are at the bottom.

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

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

- Choices: Patient's custom preferences.

☒ **Choices**

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

- 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:	<input type="text" value="Unassigned"/>	Race:	<input type="text" value="Unassigned"/> <input type="text" value="Declined To Specify"/> <input type="text" value="American Indian or Alaska Na"/> <input type="text" value="Asian"/>
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:	<input type="text" value="Unassigned"/>	VFC:	<input type="text" value="Unassigned"/>
Religion:	<input type="text" value="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.						




- 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.

The screenshot displays the 'Patient Demographics' page for a patient named Alis Khadka. The page includes a navigation bar with links for History, Report, Documents, Transactions, Issues, Ledger, and External Data. A red box highlights the 'Create Onsite Portal Credentials' button, with a note stating: 'Patient portal login detail can be configured here. This access must be given while new patient is created or can be edited from the demographics(Edit)'. The 'Billing' section shows a balance due of 10.50. The 'Demographics' section is expanded, showing fields for Who, Contact, Choices, and Employer. The 'Choices' tab is selected, and a red box highlights the 'Edit' button with a note: 'Editing can be done from here'. A modal window titled 'Generate Username And Password For Alis' is open, showing fields for User Name (Alis94), Password (y6@2#o), External ID (111200000067), and Pin (2301). The 'Allow Patient Portal' checkbox is checked, and the 'CMS Portal Login' field is visible. The 'Appointments' section shows 'None' and 'Tracks' are expanded.

- 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

Heart Disease

Depression

Allergies

Asthma

Exams/Tests:

Breast Exam

Cardiac Echo

Retinal Exam

Flu Vaccination

Abnormal

Normal

Normal

Abnormal

- 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:

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 table has columns: Name, Sex, Phone, Citizenship/Passport number, DOB, ID, PID, Number Of Encounters, Days Since Last Encounter, and Date of Last Encounter. The first row shows 'Alis Khadka' with a male sex and other details. A red arrow points from the search bar to the first row of the table. Below the table, a message says 'Search found for alis.'.

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.

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. Below the button, the patient's name 'Alis Khadka' is displayed. To the right of the name, there is a button labeled 'Active patient. Click here from anywhere to navigate back to this page.' Below the name, there is a section for 'Billing (collapse)' which shows 'Patient Balance Due : 10.50', 'Insurance Balance Due : 0.00', and 'Total Balance Due : 10.50'. Below the billing section, there is a list of tabs: 'Demographics (expand)', 'Notes (expand)', 'Disclosures (expand)', 'Amendments (expand)', and 'Labs (expand)'. A red arrow points from the 'Clear Active Patient' button to the 'Active patient' button. Another red arrow points from the 'Active patient' button to the 'Billing' section. A third red arrow points from the 'Billing' section to the 'Demographics (expand)' tab.

Clear Active Patient

Alis Khadka (111200000067)
DOB: 1993-01-23 Age: 25yrs

Active patient. Click here from anywhere to navigate back to this page.

click here to clear active patient.

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)

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 highlight the patient's name, the dropdown menu, and the 'Active patient' label.

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'. A 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""", 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 with columns: Date, Issue, Reason/Form, Provider, Coding, and Insurance. The table shows one encounter on 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	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 displays a patient management interface for a patient named Alis Khadka. The top navigation bar includes buttons for 'Create New Patient' and 'Clear Active Patient', along with the patient's name and ID. 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 '23/01/2018-New Patient' and '23/01/2018-Established Patient' options are highlighted with a red box. A red label 'Encounter history list.' points to the dropdown menu. The main content area shows 'Patient Demographics' for Alis Khadka, with a 'Create Onsite Portal Credentials' button. Below this, there are links for 'History', 'Report', 'Documents', 'Transactions', 'Issues', 'Ledger', and 'External Data'. A 'Billing (collapse)' section is visible. On the right, there are sections for 'Appointments (collapse)' and 'Medical Problems (collapse)'. The bottom of the page shows the patient's balance due: 'Patient Balance Due : 450.00', 'Insurance Balance Due : 0.00', and 'Total Balance Due : 450.00'.

Create New Patient Clear Active Patient Alis Khadka (111100000010) DOB: 23/01/1993 Age: 25yrs

Encounter History

Encounter History

New Encounter

Past Encounter List

23/01/2018-New Patient

23/01/2018-Established Patient

Encounter history list.

alis

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

Add Appointments (collapse)

None

Edit Medical Problems (collapse)

Creating/Editing Appointments

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

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 (expand)

Edit

Notes (expand)

Edit

Disclosures (expand)

Edit

Amendments (expand)

Labs (expand)

Add

Appointments (collapse)

None

(Issues not authorized)

Tracks (expand)

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

Add Appointment

Return to Calendar

Patient

Category:

New Patient

All day event

Time 3 : 00 AM

duration 30 minutes

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:

Save

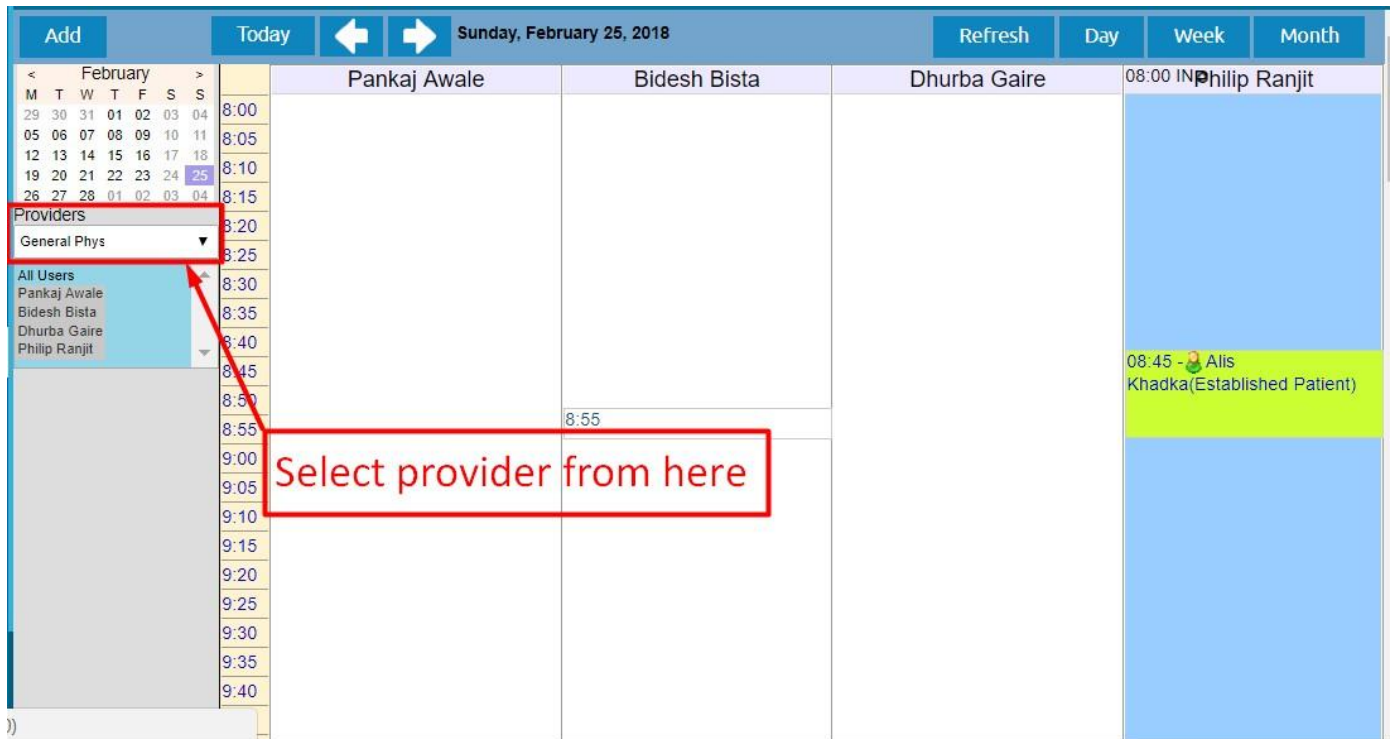
Find Available

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.



- **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 :

Laboratory Test

Diagnosis Codes :

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

Search Code

For: Search by: [Search](#) [Erase](#)

[Close](#)

[Click here](#)

- **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
radiology
General Bed(2)

There are no upcoming reservations in next 30 days
There are no upcoming reservations in next 30 days
There are no upcoming reservations in next 30 days

Reserve
Reserve
Reserve

Unavailable
Default
None

Unavailable All Day
Default
None

All Upcoming Reservations 0

Activate Windows
Go to Settings to activate Windows.

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

Activate Windows
Go to Settings to activate Windows.

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

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

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 links for 'History', 'Report', 'Documents', 'Transactions', 'Issues', 'Ledger', and 'External Data'. The main content area is divided into two columns. The left column contains sections for 'Billing' (collapsed), 'Demographics' (expanded), 'Notes' (expanded), 'Disclosures' (expanded), 'Amendments' (expanded), and 'Labs' (expanded). The 'Billing' section shows 'Patient Balance Due : 369.07', 'Insurance Balance Due : 0.00', and 'Total Balance Due : 369.07'. The 'Demographics' section shows 'Edit' and 'Demographics (expand)'. The 'Notes' section shows 'Edit' and 'Notes (expand)'. The 'Disclosures' section shows 'Edit' and 'Disclosures (expand)'. The 'Amendments' section shows 'Edit' and 'Amendments (expand)'. The 'Labs' section shows 'Edit' and 'Labs (expand)'. The right column contains sections for 'Appointments' (collapsed) and 'Tracks' (expanded). The 'Appointments' section shows 'Add' and 'Appointments (collapse)'. Below this, there are two appointment entries: '2018-02-25 (Sun) 8:45 am (-)' and '2018-02-27 (Tue) 4:20 pm (x)'. Both appointments are for 'Established Patient Philip Ranjit'. The 'Tracks' section shows '(Issues not authorized)' and 'Tracks (expand)'.

Records: Patient Record Request will simply 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 title. Below the header, there is a search bar with a dropdown menu set to 'Medline'. A red arrow points to the dropdown menu with the text 'Generic category of the search.' Below the search bar, there is a 'search bar' label and a 'Submit' button. At the bottom, 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:

Unassigned

 ▼ Patient:

Click to select

 Status:

New

 ▼

To:

Select Users From The Dropdown List

Select User

 ▼

Type message here

Send message

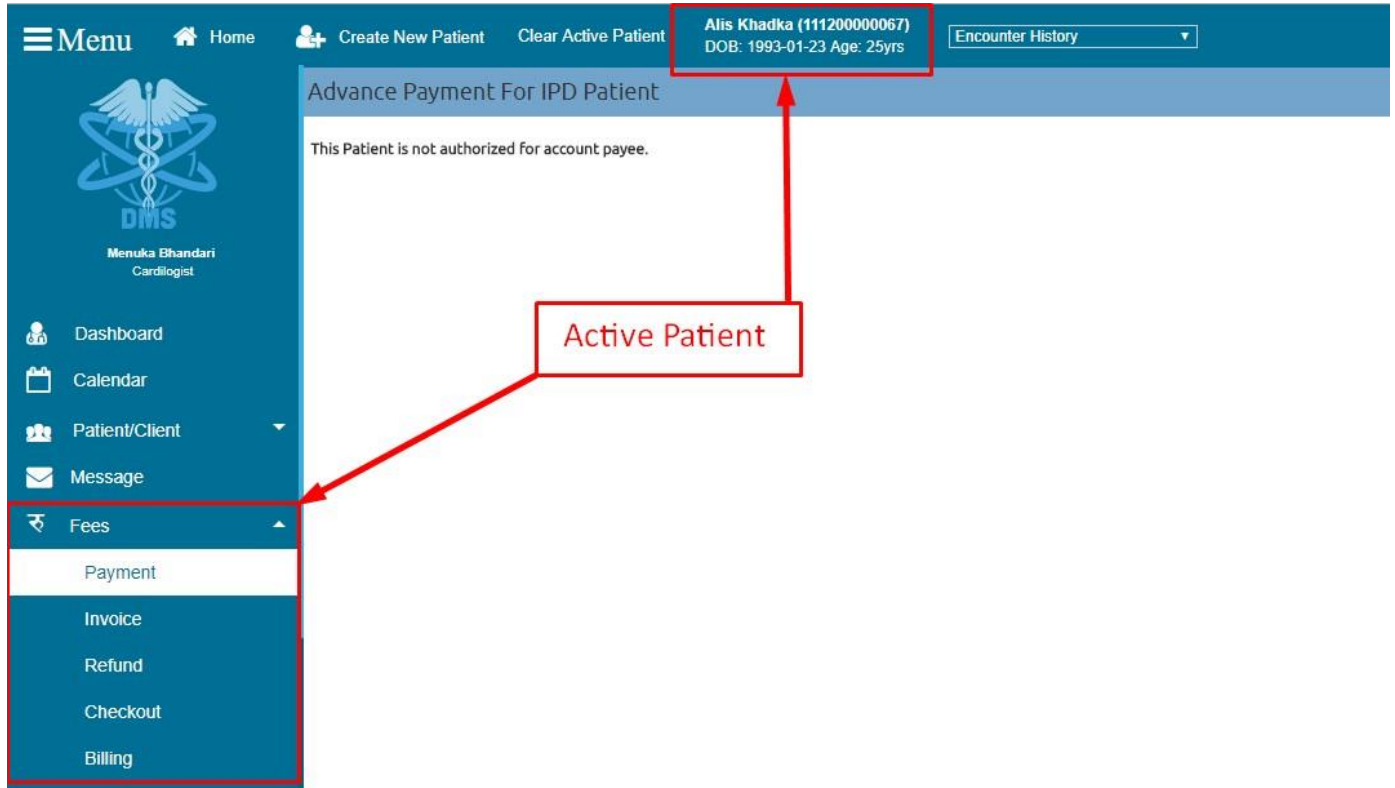
Cancel

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	Sub Total	Tax	Discount Amount	Total	Action
134	2073.74	2018-02-08	10.00	1.50	0.00	11.50	

Billing Invoice					
Date	Code	Description	Qty	Rate	Amount
2018-02-04	REG01	Patient Registration	1	10.00	10.00
Sub-Total					10.00
Discount (0.00%)					0.00
Vat(15%)					1.50
Total Amount					11.50
Payment Type					Cash
Paid Amount					15.00
Change Amount					3.50

Refund:

- Enter the required invoice id and click Submit. The following screen will be displayed.
- Click on the check box on the column Check, fill up Return Qty (Return Quantity) and Return Amount.
- Press Refund to proceed with the process. Please note that refund requires authorization from managers or supervisors.

Billing Sheet								
Invoice Id: 134		<input type="button" value="Submit"/>		Invoice: 134	Date: 2018-02-08	Tax Rate: 15 %	Discount: Rs. 0.00	
Check	Type	Item Name	Description	Qty	Return Qty	Rate	Paid Amount	Return Amount
<input type="checkbox"/>	Registration	Patient Registration	Patient Registration	1		10.00	11.50	
Payment Method: Cash						Return Amount		0.00

Billing Sheet

Invoice Id: 134

Check Type: ☒ Registration

Payment Method: Cash

Refund

Cancel Item ✕

Authorized By:

Password:

Reason:

Item Name	Return Amount
Patient Registration	11.50
Total	11.50

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.

Checkout

Encounter: 2018-02-04-New Patient Select encounter 2018-02-27-Established Patient 2018-02-04-New Patient

Add Item Quantity

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

Customer PAN/VAT:

- 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: 2018-02-04-New Patient Corn Removal (small) Quantity:

Date	Type	Code	Item Name	Description	Quantity	Price	Tax	Sub Total
2018-02-08	items	1112000015	Catheterization out	1112000015 charge	1	100.00	5	105.00
2018-02-08	items	1112000032	Corn Removal (small)	1112000032 charge	1	400.00	5	420.00
Total								525.00

Customer PAN/VAT :

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

Checkout

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

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 :

- The screen below will be displayed after pressing Pay button.
- Click on an item to proceed with the payment.

Billing Sheet

Description	Rate(%)	Tax	Sub total	Total
VAT	15	1.50	10.00	11.50
HST	5	20.00	400.00	420.00
Grand Total			431.50	

Click on one item to 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 Rupees or in Percentage. Select one from the dropdown and enter allowed amount or value.
- Press save to proceed with the payment.

Invoice						
Invoice Id	Fiscal Year	Date	Sub Total	Tax	Discount Amount	Total
134	2073.74	2018-02-08	10.00	1.50	0.00	11.50

Note: Please make note of the invoice id. Invoice id will be used if patient requests a refund.

Check	Code	Description	Qty	Rate	Amount
<input checked="" type="checkbox"/>	REG01	Patient Registration	1	10.00	10.00

Notes :

Add notes here for future reference.

Is Private ☒ Yes ☐ No

Sub-Total10.00
Discount %000.00
Vat(15%)1.50
Total Amount11.50
Payment TypeCash
Paid Amount0.00
Change Amount0.00

SaveSave and Print

Billing :

=====

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 --

Submit

- 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

Submit Print CSV Export

Date & Time	User	Module	Action	Details
14/03/2018 02:39	Administrator Administrator	invoice	insert	170.00
14/03/2018 02:37	Administrator Administrator	invoice	insert	158.00
14/03/2018 02:36	Administrator Administrator	invoice	insert	315.00
14/03/2018 02:34	Administrator Administrator	invoice	insert	299.00
13/03/2018 03:19	Administrator Administrator	invoice	insert	399.00
13/03/2018 03:18	Administrator Administrator	invoice	insert	351.00
13/03/2018 03:15	Administrator Administrator	invoice	insert	105.00

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

Type: Collection

Amount: 2000

Submit

Confirm

Are you sure? Please provide your password

Username: Manoj

Password: *****

Yes Cancel

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 an 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	
Date	Bill No.	Invoice		Total Sales	Non Taxable Sales	Export Sales	Discount	Taxable Sales	
		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.

2. 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 Extermities			Lower Extermities	[Edit] [Add]
+ Spine			Spine	[Edit] [Add]
+ Upper Extermities			Upper Extermities	[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:	<input type="text" value="Group"/>
Name:	<input type="text" value="Blood Group"/>
Description:	<input type="text" value="Description of blood group."/>
Sequence:	<input type="text" value="0"/>
<div><div>Save</div><div>Cancel</div></div>	

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

Add / Edit

Radiology Type:	<input type="text" value="Radiology Order"/>
Name:	<input type="text" value="Body"/>
Description:	<input type="text" value="Body"/>
Sequence:	<input type="text" value="0"/>
Order From:	<input type="text" value="Radiology"/>
Identifying Code:	<input type="text"/>
Standard Code:	<input type="text"/>
Laterality:	<input type="text" value="Unassigned"/>
Taxes:	<input type="radio"/> HST <input type="radio"/> TINC <input checked="" type="radio"/> VAT
Is Refundable:	<input type="checkbox"/>
Fee:	<input type="text"/>
<div><div>Save</div><div>Delete</div><div>Cancel</div></div>	

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.

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Provides information about DMS.