



# CENTRAL VISAYAS ELECTRONIC HEALTH REFERRAL SYSTEM (CVeHRS)

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## User's Manual





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

## A.START-UP AND LOGIN

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

To start, open the browser in your device and go to Department of Health Region 7 Portal <http://222.127.126.35/portal/> and click referral or you may go to <https://cvehrs.doh.gov.ph/doh/referral/login>. You will arrive at the Login Page and will be asked for your login credentials.

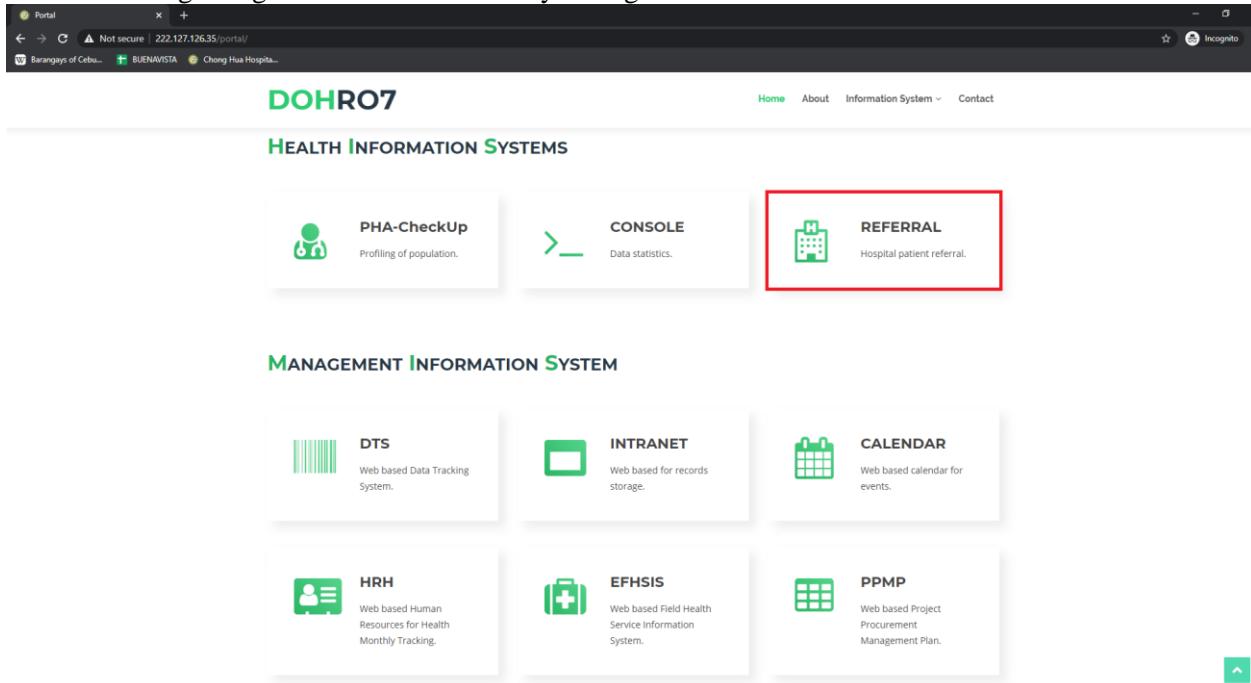


Figure 1. Screenshot on DOHRO7 Portal.

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

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

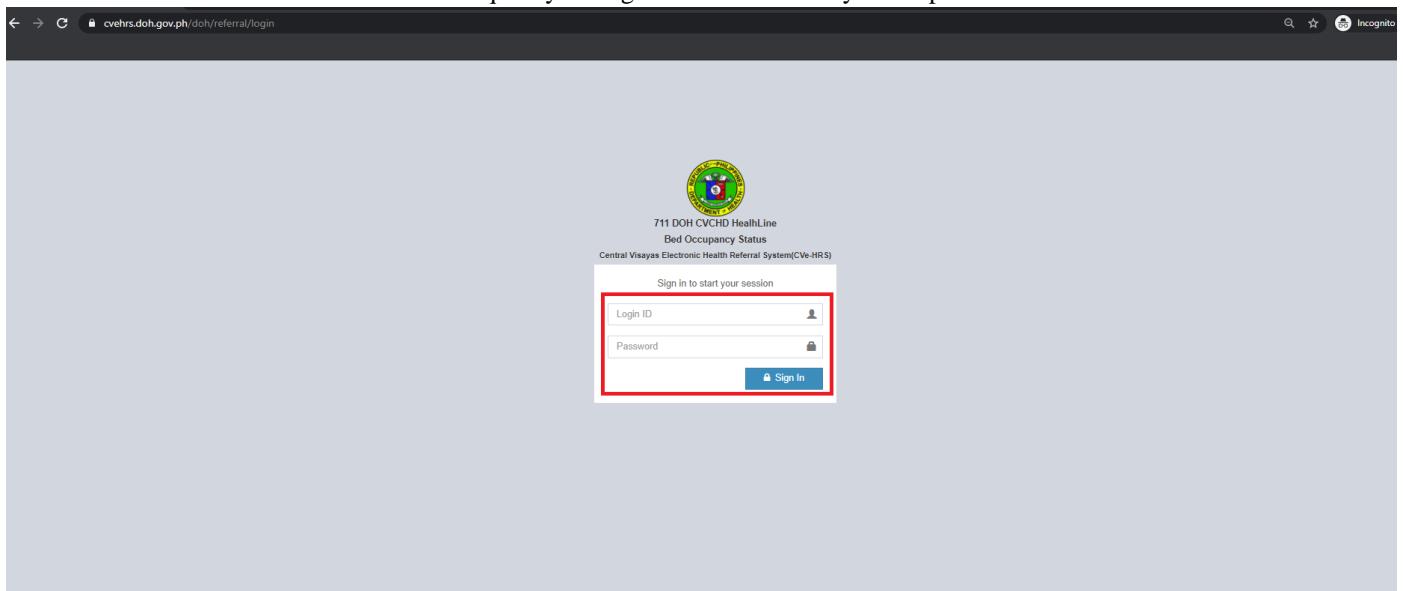


Figure 2. Screenshot on CVeHRS Login Page.



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

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

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

The screenshot shows the 'Manage Users' page. At the top, there is a search bar with placeholder text 'Search name...', a 'Search' button, and a 'View All' button. Below the search bar is a table titled 'Manage Users' with columns: Name, Department, Contact, Username, Status, and Last Login. The table lists ten users, all of whom are ACTIVE. The users are: Dr. gerwin a gocotano, Dr. GERWIN A CENIZA, Dr. HARRY T. DIVINA, Dr. John . Doe, Dr. JUAN S. chUA, Dr. Juan Dela Cruz, Dr. phoebe s. temple, Dr. Test Sample Only, and Dr. Via Vita Pinilli. The last login times range from Jan 20, 2021 to Feb 09, 2021.

Figure 3. Screenshot on CVeHRS Manage User Page.

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

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

The screenshot shows the 'Add User' page. On the left, there is a 'Manage Users' sidebar. The main area contains a form with fields: First Name, Middle Name, Last Name, Contact Number, Email Address, Designation, Department (a dropdown menu), Level (a dropdown menu), Username, Password, and Confirm Password. At the bottom right of the form is a 'Save' button, which is highlighted with a green box. In the background, there is a preview of the 'Manage Users' table showing four users: Dr. BRENT AMODIA SOLEDAD, Dr. RACHEL A. SUMALINOG, Dr. VINCE LEO P. GONZALES, and Dr. Zapanta Laez Adia. The status column indicates they are all ACTIVE.

Figure 4. Screenshot on CVeHRS Add User Page.



## B. REFERRING A PATIENT

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

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

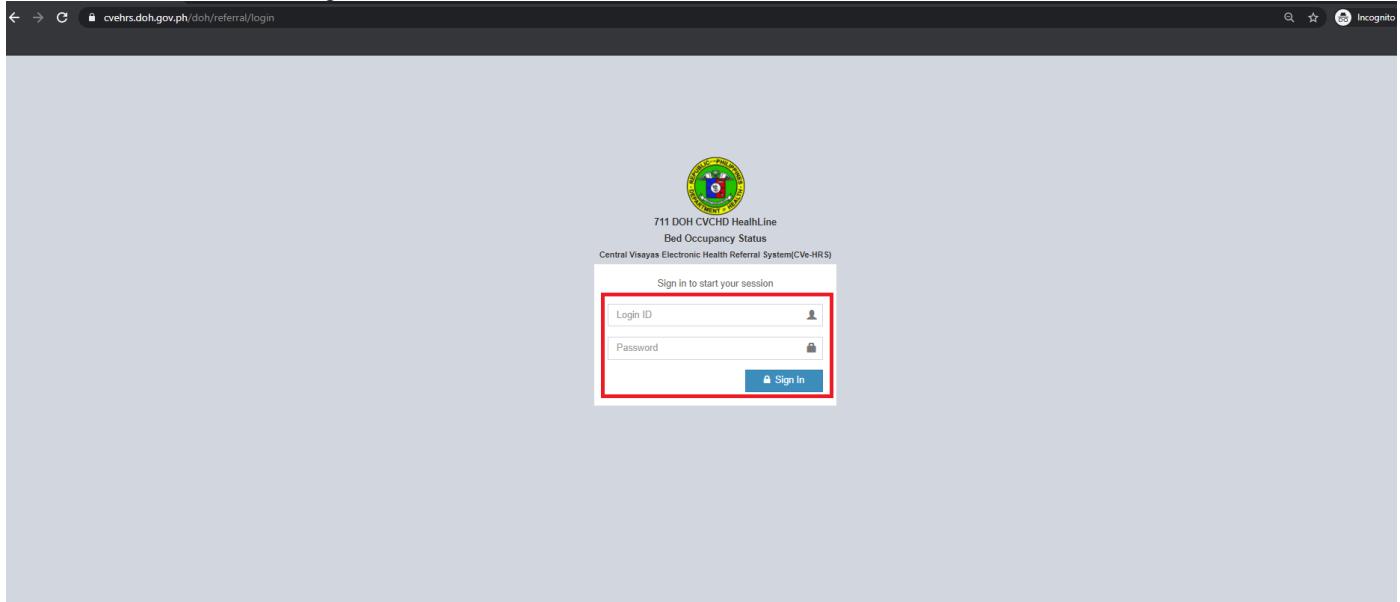


Figure 5. Screenshot on CVeHRS Login Page.

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

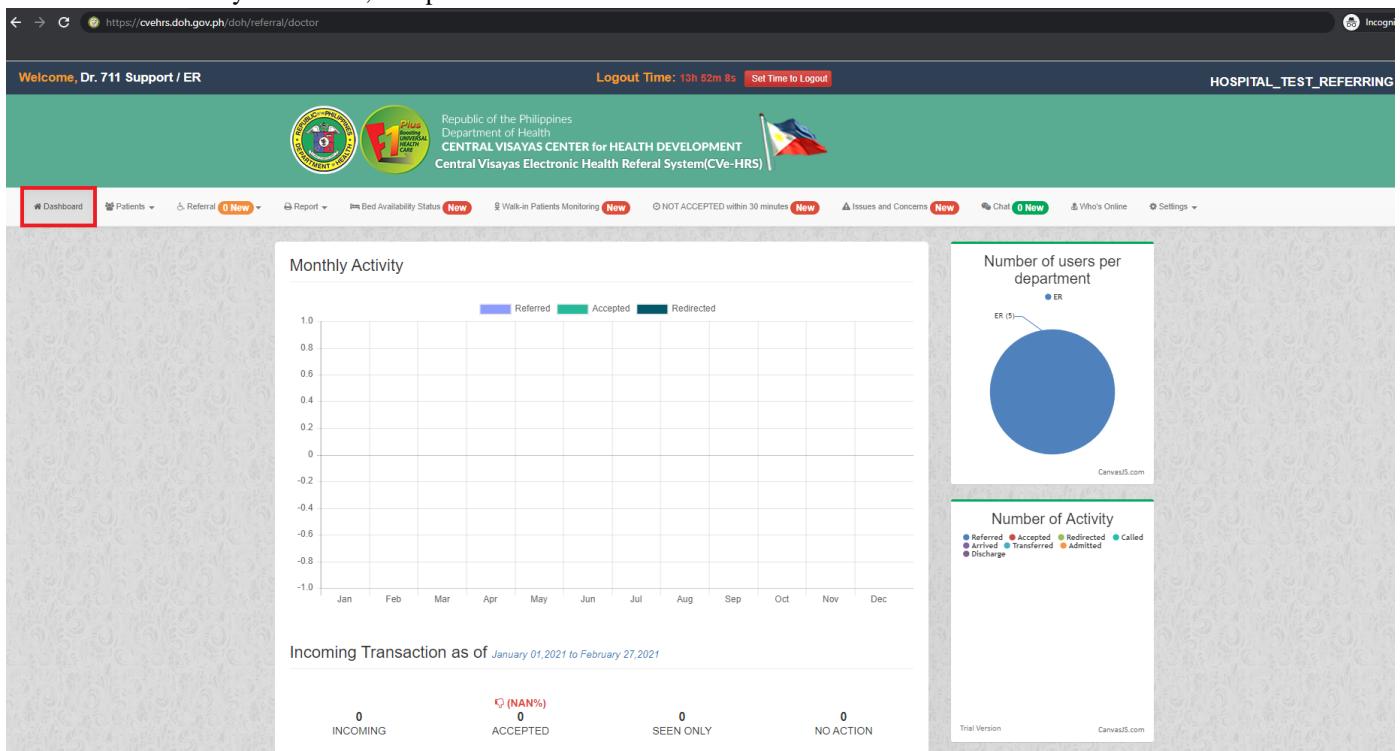


Figure 6. Screenshot on CVeHRS Dashboard Page.



## B.IV. Adding or Searching Patient:

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

- **List of Patients**

- Consist of a search bar that lets you search a patient when you are making a referral.

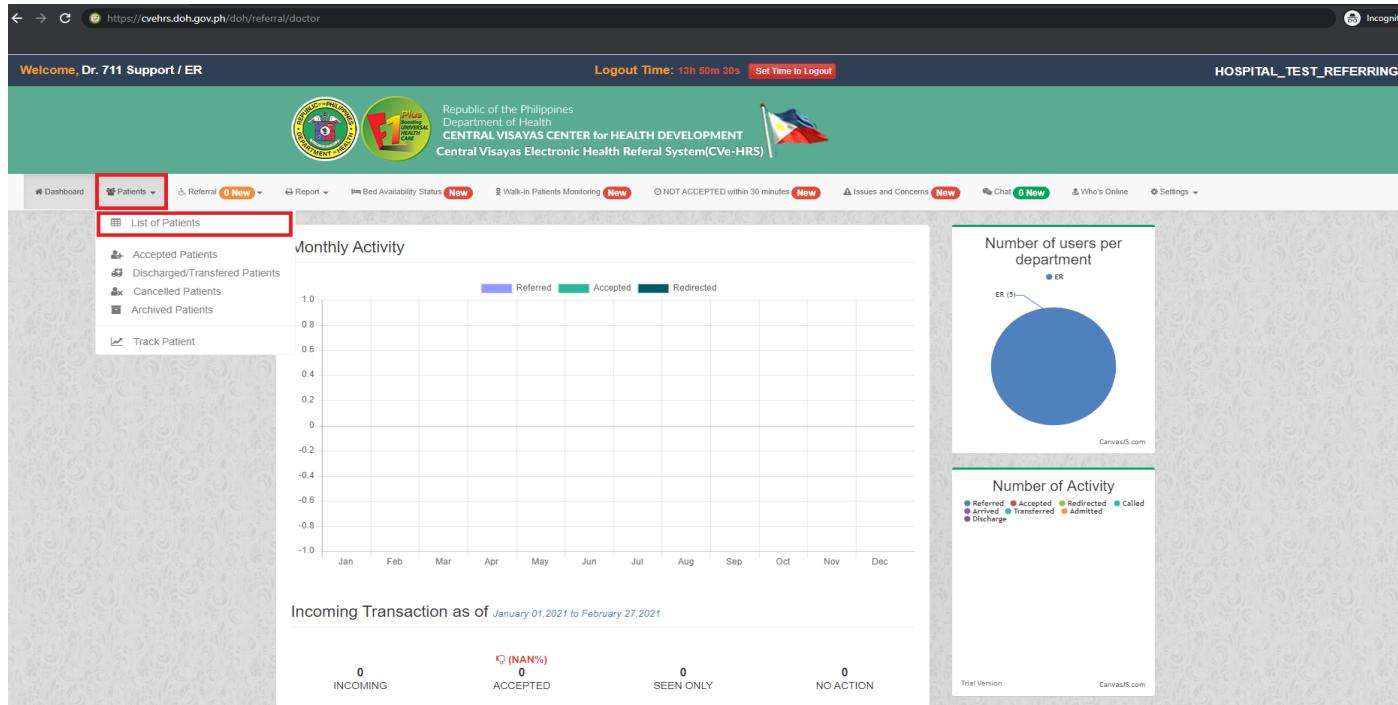


Figure 7. Screenshot on CVeHRS Patient's Drop Down List Page.

B.IV.2. Click **Filter** button to let you search specific individuals based on their name, municipality/ city and barangay. If one is missing, it will not filter.

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

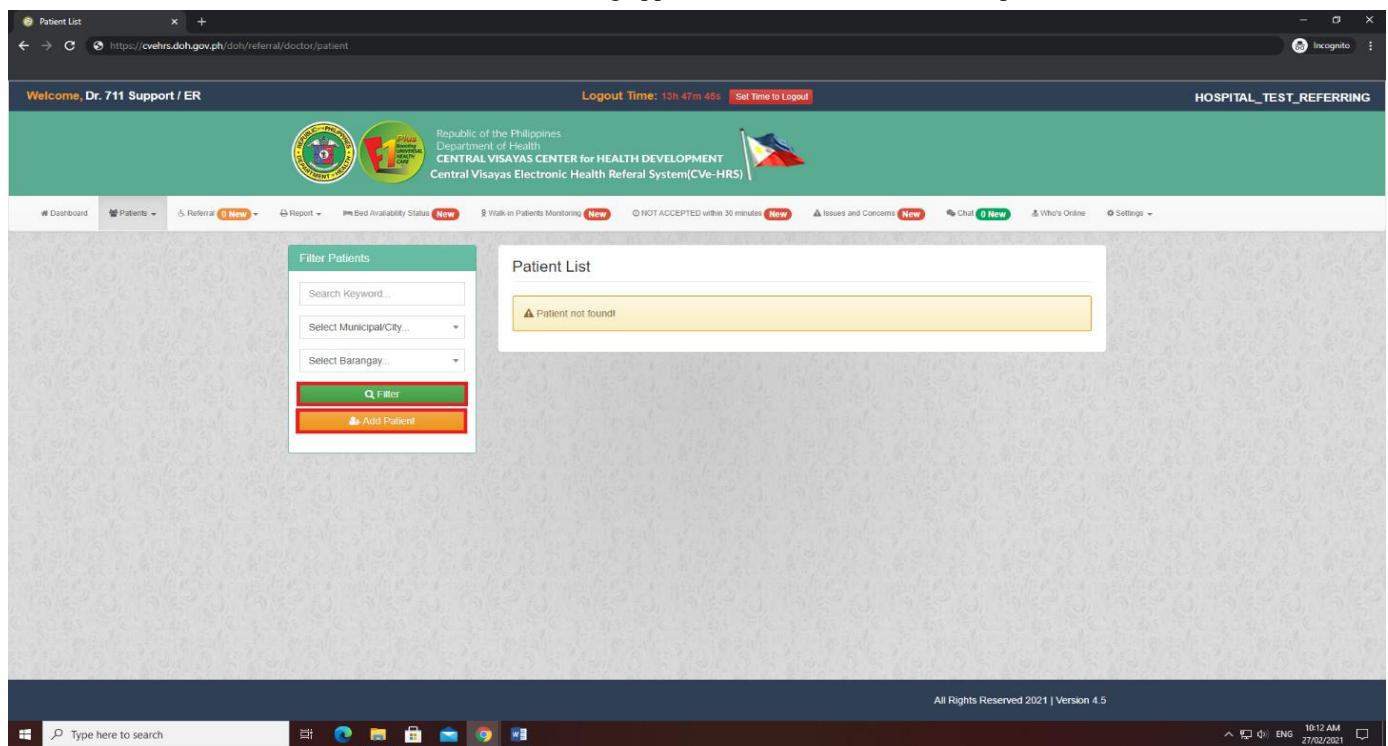


Figure 8. Screenshot on CVeHRS List of Patient's Page.



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

The screenshot shows the 'Add New Patient' page. The form fields include:

- PhilHealth Status: None
- PhilHealth ID: (If applicable)
- First Name:
- Middle Name:
- Last Name:
- Contact Number:
- Birth Date: dd/mm/yyyy
- Sex: Male (radio button selected)
- Civil Status: Single
- Municipality/City: Select Municipal/City...
- Barangay: Select Barangay...

At the bottom right of the form is a red-bordered 'Submit' button. To the right of the form is a 'Main Menu' sidebar with options: Incoming (5 0 New), Referred (1), Accepted (1), and Online Doctors (1).

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

**B.IV. 5.** Once submitted, the created patient profile appears and now you may click the **Refer** button next to the patient details. *Click Walk-in button for walk-in clients/ offline referral, those who are not in the system but were referred from a facility.*

The screenshot shows the 'Patient List' page. The table displays the following information:

Name	Gender	Age / DOB	Barangay	Action
Test, Test T 12345678901	Female Single	22 years old Mar 04, 1998	Apas Cebu City (Capital)	<span style="background-color: red; color: white; padding: 2px;">Refer</span> <span style="background-color: orange; color: white; padding: 2px;">Walk-In</span>

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



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

Figure 11. Screenshot on CVeHRS Patient's Option Page.

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

Figure 12. Screenshot on CVeHRS Clinical Referral Form Pag



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

The screenshot shows the 'Referred Patients' section of the CVeHRS interface. At the top, there are navigation links like 'Dashboard', 'Patients', 'Referrals', 'Report', 'Bed Availability Status', 'Walk-in Patients Monitoring', 'NOT ACCEPTED within 30 minutes', 'Issues and Concerns', 'Chat', 'Who's Online', and 'Settings'. A red box highlights the 'Referrals' dropdown and the 'Referred Patients' link under it. The main area displays two patient records. Each record includes a patient photo, contact information, and a timeline of events. The first patient is a female, 23, from Pulpungan, Consolacion, accepted by Eversley Childs Sanitarium and General Hospital on Mar 09, 2021, at 12:47 PM. The second patient is a female, 47, from Lahug (pob.), Cebu City (Capital), accepted by Cebu City Medical Center on Mar 07, 2021, at 04:19 PM. Both records show a green timeline with 'Referred', 'Seen', and 'Accepted' points. Buttons for 'View Form', 'Seen 1', 'Travel', 'Rec', 'Issue and Concern', and 'Cancel' are also present.

Figure 13. Screenshot on CVeHRS Referred Patient's Page.

## C.V. ACCEPTING AND REDIRECTING A REFERRAL

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

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

The screenshot shows the 'Incoming' section of the CVeHRS interface. The top navigation bar is identical to Figure 13. A red box highlights the 'Referrals' dropdown and the 'Incoming' link under it. The main area displays a list of incoming referrals. Each entry shows a patient icon, the patient's name (e.g., 'WBS'), the status ('REFERRED'), the referrer ('Eversley Childs Sanitarium and General Hospital'), the acceptor ('[REDACTED]'), and the date and time of acceptance ('Mar 12, 2021 08:35 AM'). Below each entry are buttons for 'View Form', 'Seen 1', 'Travel', 'Rec', and 'Issue and Concern'. A blue box contains a note: 'Incoming patients referred to a particular department can only be accepted by those registered doctors who are assigned in that department.'

Figure 14. Screenshot on CVeHRS Patient's Incoming Referral Page.

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

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



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

The screenshot shows the 'Clinical Referral Form' interface. A modal window titled 'ACCEPT PATIENT' is displayed in the center. It contains a text input field labeled 'REMARKS:' with the placeholder 'INPUT REMARKS ONCE ACCEPTED'. Below the input field are two buttons: 'Close' and 'Accept'. The 'Accept' button is highlighted with a red box. The main form background shows patient details such as Name of Referring Facility: HOSPITAL\_TEST, Facility Contact #: 123456789, Address: Poblacion, Badlan, Cebu, Referred to: (empty), Address: Apas, Cebu City (Capital), Cebu, PhilHealth status: New Covid Number, New Clinical Status: Asymptomatic, New Surveillance Category: Contact\_pum, Case Summary (pertinent Hx/PE, including meds, labs, course etc.): TestTestTest, Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist): Test, Diagnosis/Impression: Test, Reason for referral: Test, Name of referring MD/HCW: Dr. 711 IT Support, Contact # of referring MD/HCW: (032)411-6900, Name of referred MD/HCW- Mobile Contact # (ReCo): (empty). At the bottom of the main form, there are buttons for 'Call Request', 'Recommend to Redirect', 'Accept' (highlighted with a red box), and 'Print Form'.

Figure 15. Screenshot on CVeHRS Referral Option Page.

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

- Patients Arrived
  - Enables the user to record the exact time of arrival of the referred patient and notifies the referring facility.
- Patient Didn't Arrive
  - You may click this button if the patient did not arrive for at least 8 hours after accepting the referral.
- Patient Admitted
  - Enables the user to record the date and time of admission and notifies the referring facility.
- Patient Discharged
  - Enables the user to record the date and time of the discharge and notifies the referring facility. *Only choose this option if a patient is discharged without admission.*
- Refer Patient
  - Enables a user to refer the patient even if he/she is already accepted.



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The screenshot shows the 'Accepted Patients' section of the CVeHRS system. The left sidebar has a red header 'Accepted Patients' with sub-options: Discharged/Transferred Patients, Cancelled Patients, Archived Patients, and Track Patient. The main area displays a table of accepted patients with columns: Referring Facility, Patient Name/Code, Date Accepted, Current Status, and Action. The table includes 1172 entries. A legend at the bottom defines icons for Patient Arrived (blue), Patient Didn't Arrive (red), Patient Admitted (green), Patient Discharged (orange), and Transfer Patient (purple).

Referring Facility	Patient Name/Code	Date Accepted	Current Status	Action
Eversley Childs Sanitaru...	Pregnant	March 08, 2021 02:46 PM	ACCEPTED	[Icons: Handicap, Call]
Cebu Provincial Hospital ...	Non-Pregnant	March 08, 2021 02:23 PM	ACCEPTED	[Icons: Handicap, Call]
VICENTE MENDIOLA CENTER F...	Non-Pregnant	March 08, 2021 02:01 PM	ACCEPTED	[Icons: Handicap, Call]
Cebu City Medical Center	Non-Pregnant	March 08, 2021 06:37 AM	ARRIVED	[Icons: Handicap, Call, Ambulance, Person]
Lapu-Lapu City Hospital	Non-Pregnant	March 08, 2021 05:15 AM	ARRIVED	[Icons: Handicap, Call, Ambulance, Person]
Eversley Childs Sanitaru...	Non-Pregnant	March 08, 2021 05:11 AM	ACCEPTED	[Icons: Handicap, Call]
Cebu Provincial Hospital ...	Non-Pregnant	March 08, 2021 04:01 AM	ADMITTED	[Icons: Call, Ambulance]
Cebu South Medical Center	Non-Pregnant	March 08, 2021 02:50 AM	ARRIVED	[Icons: Handicap, Call, Ambulance, Person]
Saint Anthony Mother And ...	Non-Pregnant	March 08, 2021 02:20 AM	ACCEPTED	[Icons: Handicap, Call]

Figure 16. Screenshot on CVeHRS Patient's Referral Option Page.



## ADDITIONAL INFORMATIONS:

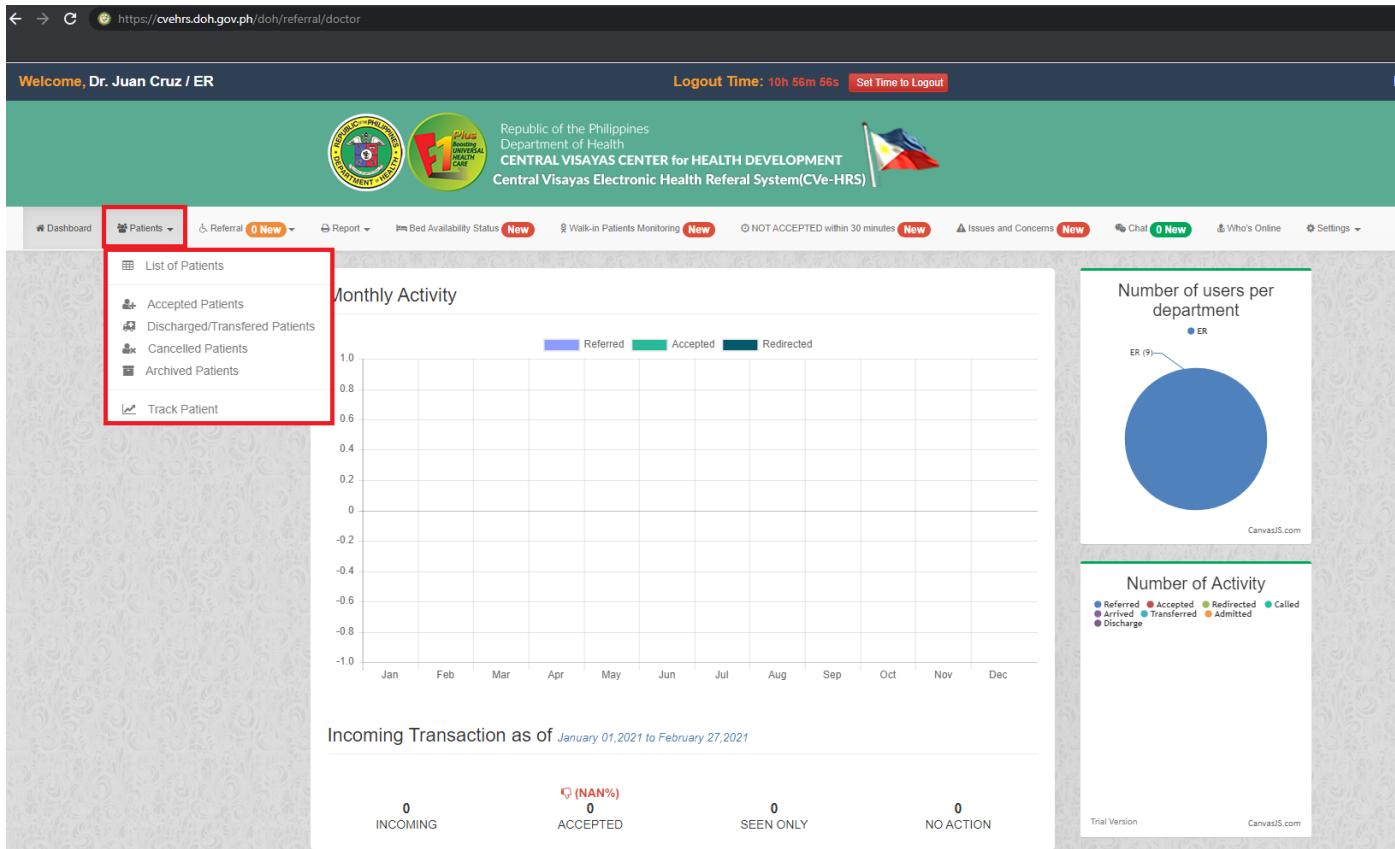


Figure 17. Screenshot on CVeHRS Patient's Referral Option Page.

### ✓ Patients

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

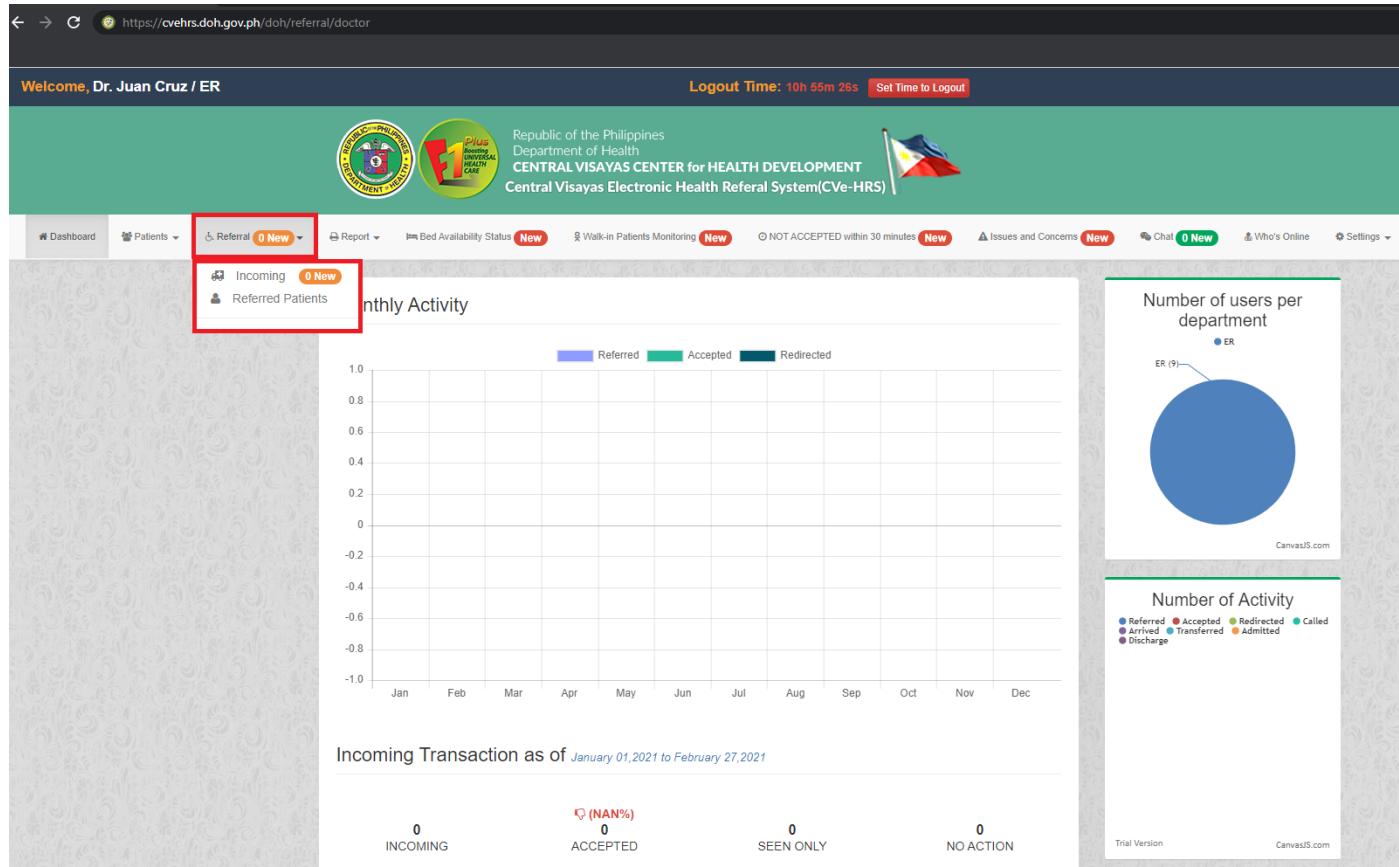


Figure 18. Screenshot on CVeHRS Referral Option Page.

## ✓ REFERRAL

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



Figure 19. Screenshot on CVeHRS Bed Availability Status Page

**✓ BED AVAILABILITY STATUS**

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



The screenshot shows a table titled "Walk-in Patient" with columns: Patient Contact No., Referring Facility, Referred To, Date Referred, and Remarks. The table contains four rows of data. Each row includes a green "track" button.

Patient Contact No.	Referring Facility	Referred To	Date Referred	Remarks
<a href="#">[track] 09458297548</a>	Vicente Sotto Memorial Medical Center (032) 253-8891 to 87	Cebu Provincial Hospital (Bantayan) (032) 240-5753 ER-OB	January 18, 2021 (10:36 am)	
<a href="#">[track] 09090609671</a>	Tagbilaran Community Hospital Corporation (038) 411-3324	Tutubon Community Hospital (034) 72496509 ER	January 17, 2021 (10:01 pm)	
<a href="#">[track] 09671660987</a>	Evesley Childs Santanum and General Hospital (032) 236-4811 / 0903 821 6254 / (032) 817-0874 / 0903 821 7961	Vicente Sotto Memorial Medical Center (032) 253-8891 to 87 ER-OB - Pregnant	January 16, 2021 (12:07 am)	
<a href="#">[track] 09474158884</a>	Vicente Sotto Memorial Medical Center (032) 253-8891 to 87	Mandaue City Hospital (032) 345-9759 - 46 ED Complex	January 14, 2021 (11:01 am)	

Figure 20. Screenshot on CVeHRS Bed Availability Status Page.

#### ✓ WALK-IN PATIENTS MONITORING

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



Patient Contact No.	Referring Facility	Referred To	Date Referred	Turn around time not accepted	Remarks
09150154938	Cebu Provincial Hospital (Balamban) ER OB (032) 260-5782	Cebu South Medical Center ER OB - Pregnant (032) 273 3226 / (032) 273 3713	January 18, 2021 (4:15 pm)	62	minutes
09167505192	Cebu City Medical Center ER TRAUMA (032) 255-7141	Vicente Sotto Memorial Medical Center ED Complex (032) 253-9891 to 97	January 18, 2021 (4:12 pm)	65	minutes

Figure 21. Screenshot on CVeHRS Not accepted within 30 minutes Page.

#### ✓ NOT ACCEPTED WITHIN 30 MINUTES

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



← → C https://cvehrs.doh.gov.ph/doh/referral/doctor/list

Welcome, Dr. Juan Cruz / ER Logout Time: 10h 33m 5s Set Time to Logout

Dashboard Patients Referral 0 New Report Bed Availability Status New Walk-in Patients Monitoring New NOT ACCEPTED within 30 minutes New Issues and Concerns New Chat 0 New Who's Online Settings

Online Users 2

Dr. JUAN. CRUZ None 132 ER ON DUTY 12:51 PM	Dr. JOHN. DOE None NONE ER ON DUTY 11:31 AM
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Online Hospitals 1

HOSPITAL_TEST_REFERRING (Cebu) ●
Sibulan - RHU (Negros Oriental) ●
TEST_REFERRING (Cebu) ●
Dr. Jose Ma. Borromeo Memori... (Cebu) ●
Anda - RHU (Bohol) ●
Guadalupe - RHU (Cebu) ●
RHU CEBU-REFERRING FACILITY (Cebu) ●
Department of Health - RO7

Figure 22. Screenshot on CVeHRS Who's Online Page.

#### ✓ WHO'S ONLINE

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

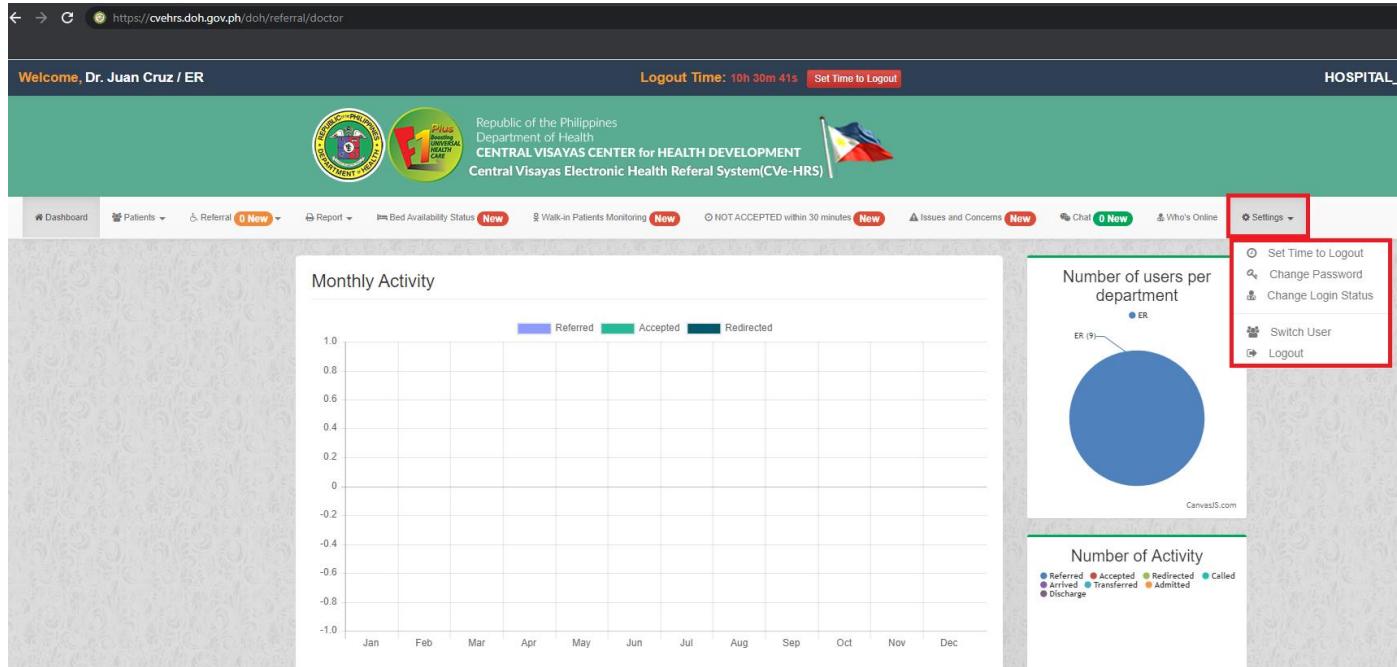


Figure 23. Screenshot on CVeHRS Settings Page

## ✓ SETTINGS

- **Set Time to Logout**
  - Enables you to set the time you want to automatically logout.
- **Change Password**
  - Enables you to change your current password.
- **Channel Log in Status**
  - Enables you to change your status from Off-Duty to On-Duty or vice versa.
- **Switch User**
  - Enables you to switch from user to another in the same browser.
- **Logout**
  - Enables you to exit from your account.



Welcome, Dr. 711 Support / ER

Logout Time: 13h 9m 42s Set Time to Logout

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Dashboard Patients Referral 0 New Report Bed Availability Status New Walk-in Patients Monitoring New NOT ACCEPTED within 30 minutes New Issues and Concerns New Chat 0 New Who's Online Settings

Name	Gender	Age / DOB	Barangay	Action
Test, Test T 12345678901	Female Single	22 years old Mar 04, 1998	Apas Cebu City (Capital)	<a href="#">Refer</a> <a href="#">Walk-In</a>

Figure 24. Screenshot on CVeHRS Walk-in Referral Page.

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



Welcome, Dr. Juan Cruz / ER

Clinical Referral Form

Name of Referring Facility: HOSPITAL\_TEST\_ACCEPTING  
Facility Contact #: 123456789  
Address: Poblacion, Badian, Cebu

Referred to: HOSPITAL\_TEST\_REFERRING      Department: ER

Address: Sambag II (Pob.), Cebu City (Capital), Cebu  
Date/Time Referred (ReCo): February 27, 2021 11:07 AM      Date/Time Transferred:

Name of Patient: Test T Test      Age: 22      Sex: Female      Status: Single  
Address: Apas, Cebu City (Capital), Cebu  
PhilHealth status: PhilHealth #:  
New Covid Number:  
New Clinical Status: Asymptomatic  
New Surveillance Category: Contact\_pum

Case Summary (pertinent Hx/PE, including meds, labs, course etc.):  
Test

Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist):  
Test

Diagnosis/Impression:  
Test

Reason for referral:  
Test

Name of referring MD/HCW: Dr. 711 IT Support  
Contact # of referring MD/HCW: (032)411-6900  
Name of referred MD/HCW- Mobile Contact # (ReCo):

Close Call Request Recommend to Redirect Accept Print Form

Figure 25. Screenshot on CVeHRS Clinical Referral Form Page.

- In viewing the **Referral Form**, the following buttons are available:
- **Accept**
    - Enables user to accept referral from other facility/ies.
  - **Redirect**
    - Enables user to recommend to refer the patient to another facility.
  - **Call Request**
    - Allows user to notify the referring facility to make a call to the receiving facility to further discuss pertinent patient information
  - **Print Form**
    - Allows user to print out the form.