**Management of e-Referral System**

Please provide who and how the system should be managed?

* Who is responsible for the system (what are the capabilities of health facilities)?

**DOH ICTU**

1. Responsible for system maintenance, which includes modifications for system enhancements, fixing system bugs, creating/updating admin accounts, etc.
2. Assess the readiness of the ICT infrastructure for facility/ies concerned for eReferral implementation;
3. Oversee the system, ensuring that the server that hosts the electronic referral system is up and running, and that all of the system features are functional. Ensure that the server's Internet connection is not interrupted and that the 711 health line, which responds to all system problems 24/ 7, is operational.
4. Provide immediate technical/troubleshooting assistance that is beyond the capacity of the hospital’s System Admin/ IT.

**Health Facility**

1. Health facilities will ensure the full utilization of the system by providing functional ICT equipment and there should be an IT personnel/Admin from the facility that can manage the system.

* Who will manage the system?

1. The system will be managed by the ICTU team from the implementation to monitoring and system updates.

* What resources are needed and who will provide?

1. To fully utilize the system, ICT requirements are needed which includes functional computer/ laptop/ tablet/ smartphones and internet connection(atleast 3mbps/ device).
2. These ICT requirements will be provided by the health facility itself.

**Maintenance and Troubleshooting**

Who will maintain the system?

1. The system maintenance will be handled by the ICTU Development Team. These includes but not limited to fixing bugs, errors and system updates.

Please provide guidance on troubleshooting

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| **Problem** | **Recommended Action** |
| How can we request for user credentials in our Facility? | **For IT/ admin account:** Please request your log-in credentials from any one of the 711 DOH CV CHD Health Line IT Tech Support Team. **For end-user accounts (i.e. Doctor, Nurse, Midwife, Medical Dispatcher etc.):** Please request your login credentials from your IT department or your respective CVeHRS Point Person. |
| Can we use user credentials in multiple accounts? | Each user will be given a credential.Account sharing is **not permitted.** |
|  | **One user = One User Credential** |
| Forget password | **For IT/ Admin Account:** To update account, send an email or call the 711 DOH CV CHD Health Line Tech Support Team. After setting up or updating your account, our Tech Support representative will contact you to provide an update on your reported issues. **For end-user account (i.e., Doctor, Nurses, Midwives, etc.):** You may request the IT Department or Admin from your facility to update your password or account information. |
| I want to update my account information. What do I do? |
| How can a user's account be deleted if he or she is no longer connected to the facility? | We cannot delete, however your CVeHRS/ eReferral Admin can manage the status of each user's account by signing in to their Admin Account. Just simply click the **"Manage Users"** menu (users directory will displayed); input the user name on **sear box**  and click search button, once the name is displayed select username you wish to deactivate. Then go to "**status field"** and change to "**Inactive"**  then click "**Update Button",** for changes to take effect. The user will no longer be able to log in to his/ her account after deactivated. |
| What is the best way for us to report issues or request user training? | For any encountered issues or training requests, please email us at dohcvchd711it@gmail.com with the subject "R**eporting Issue"** or **"Letter of Intent"** (for training request). Once we receive the email, 711 DOH CV CHD Health Line representative will respond or contact you as soon as possible. |
| Is there any app version for CVeHRS/ eReferral System | App is ongoing development. For now you can access via Google Chrome browser on you desktop, laptop , tablet and smartphone. |
| Can I refer my patient to two or more facilities at same time? | In referring a patient to more than 1 facility take note that you cannot refer a patient to various facility unless you were being redirected once. After being redirected once you can go to your dashboard click "Referral" menu then click referred patients then choose the patient that was being redirected. Click” Redirected to other facility" then select facility and select department" then click redirected. Then click view more under the patient history then repeat the process and refer to another facility. |
| Doctors credentials that connected to multiple facilities. | Doctor will require a user account for each facility where he or she is working to avoid system overwrite. However, while creating his or her user account, make a dash in the "last name" section of his or her user details (**e.g. Dela Cruz-GMPH).** |
| Cannot Access the system | Check if there are problem in logging in to the system or if other facility has the same concerns. If not check if the concerned facility has internet connection. Advise to restart their pc or their router. For “no internet connection” advise to call their facility IT or their internet provider to escalate their concerns about their internet.  If internet connection is not the problem still advice to restart their pc if problem still exist escalate the concern to the System Development Team to check if there are bugs or error in the system. Once the Development Team fixed the problem inform the facility to try to log in again if problem got resolve. |
| Chosen facility Department won’t reflect after submission of referrals. | System Bugs, escalate the concern to our Development Team. Once fixed informed the concerned facility that the problem is now fix so they can try to simulate on their end for confirmation. |