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**Introduction**

**About this User’s Guide**

This user guide explains the Patient Referral system – Hospitals Access after rebuilding for existing referral system to improve current electronic system’s process.

**Quick Tutorials**

This user manual is designed to help you understand how to use the Patient Referral system. Wherever possible, menu options have been explained through Quick Tutorials (QTs). A QT is a step by step description of a menu option. Screens and examples have been inserted to help you visually associate with the application interface.

**Icon Reference**

![Important information](image)

**About the Patient Referral system**

The Patient Referral system is a web based application that enables KFMC hospital to receive; process, control and monitoring transfer requests from the other specific hospitals and either accept or reject these requests depend on specific criteria.
Logging Screen

Logging into the Patient Referral system (Hospitals Access)

The Patient Referral System is a Web-based tool that can be accessed through a valid URL.

To login to the application

1. Type the correct URL (http://referral.kfmc.med.sa/DEFAULT.ASPX) in the Address bar of your Web browser and click Go.

2. In this screen, click on HOSPITAL icon.
3. Specify the **Region**, **City** and **Referred hospital** name.

4. Enter **Coordinator Name** and hospital **Password** generated by system manager.

5. Next, Click **Login** to login to the application.

The authentication in the Patient Referral System done through name server, so to login to the Patient Referral System the user should have an account defined in the process admin console.
**Change Login Password**

1. Hospital can change the password generated from system manager by click on **Change Hospital Password** link

2. Specify the **Region**, **City** and **Referral Hospital** name.

3. Enter **Current Password**, **New Password** and **Confirm New Password** for confirmation.

4. Click **Change Password**.

5. Click **Close**.
Hospital Login

After the user login successfully to the Patient Referral System, the Main screen will display as the following:

Using this screen Patient Referral System user will be able to perform the following:
1. Submit new request.
2. View all your requests.
3. View KFMC system Policy & Procedure
4. View KFMC system forms for completing requests.

New Referral Request

To submit new request, you need to complete the following step:

1. Login to the Patient Referral System and go to Hospital Menu > click on Submit New Request.

2. After pressing on "Submit New Request" The screen has be shown as below:
New Referral Request

**Patient Demographics Information**

- National ID / Iqama No:
- English Full Name:
- Arabic Full Name:
- Nationality:  
- Hiji Date:
- Date of Birth:
- Age:
- Gender:  
- Contact Number:
- Relative Full Name:
- Relative Contact Number:
- Relative Relationship:  

**Patient Medical Information**

- Current Location:  
- Ward No:
- Bed No:
- Referred To:

**Patient Diagnosis Information**

- Diseases (ICD10):
- Procedures (ICD10):

**Additional Medical Information**

- Attachment:  
- Other Co-Morbid Conditions:
- Investigation:
- Management:
- Services Required:

**Additional Information**

- Status:  
- Means of Transportation:  

**Referring Doctor**

- Full Name:
- Code:
- Specialty:
- Date:
- Referring Doctor Mobile:
- Phone:
- Extension:
- Email:

**Approval By**

- Consultant Degree Required:
- Full Name:
- Code:
- Position:
- Phone:
- Extension:
- Email:

[Submit Request] [Close]
3. This form helps the user to collect Patient Personal Information, Patient Medical Information, Patient diagnosis Information, Addition Medical Information, referral Doctor Information and Approved by.

4. To add new request, fill all request fields.

5. When, the user enters the national ID. The system will automatically retrieve patient personal information if any; otherwise they need to fill it manually.

6. Also, the user enters Hijri Date, the age and Gregorian Date will calculate automatically from the system and vice versa

7. In the Pane "diagnosis Information", the system will integrate with HIS ICD List.

8. Click Submit Request button.

9. The system will capture
   - Referred hospital name.
   - Coordinator name (Hospital or KFMC staff)
   - Referral Request date and time.
   - Medical Record Number (MRN) number from HIS if any.

After click Submit Request button, the request will be process and submitted successfully message will appear with print request option.

**Your request submitted successfully!**

Click ![here](#) to print your request!

10. Click on here link to print the request.
11. SMS message will send to patient mobile including referral ID, referral Date, Patient Name.

12. The request will show under KFMC system list to take decision.
View Request

The objective of this page is to view all available requests with their progress.

1. Login to the Patient Referral System and go to **Hospital Menu** > click on **View All Your Requests**.

![Hospital Menu](image)

2. After pressing on "View All Your Requests" the screen has be shown as below:

![Current Requests List for Hospital](image)

3. The system displays all available requests with count of requests number.
4. If the user wants to view all requests under certain tab, click on needed tab then **Search** button.
5. If the user wants to view certain request, fill available data then click search button.
NOTE

Using this screen the user will be able to perform the following:

1. View all current requests that is in progress, incomplete, accept, or reject.
2. View archived requests that accepted or rejected (closed requests).
3. Search for any request by National ID/Iqama No, Referral ID or request date.
4. View all information for specific request by click on:
   4.1. ID to print the request
   4.2. National ID/Iqama No to view patient treatment history.
   4.3. Files to view the attachment.
   4.4. Patient to view patient entered information.
Incomplete Request:

The objective of this page is to display all incomplete requests returned by doctors with requested missing needed information and allow the hospital to complete it.

1. Login to the Patient Referral System and go to Hospital Menu > click on View All Your Requests > click on Incomplete Requests tab > click on Search.

2. After pressing on "Incomplete Request" the below screen will appear:

Using this screen the user will be able to perform the following:
1. Display all incomplete requests returned by doctors
2. Display incomplete reason entered by doctor.
3. Allow hospital to attach the complete information.

3. On the certain request, click Browse to attach the needed file.
4. Click Complete Request > OK, to save complete data.
5. Once the referred hospitals add the complete attach, the request will be back to requested specialty doctor screen with completed data.
System Policy & Procedure

View Policy & Procedure:

The objective of this page is to display KFMC system Policy & Procedure file.

1. Login to the Patient Referral System and go to Hospital Menu > click on Policy & Procedure.

![Hospital Menu Menu](image)

2. After pressing on "Policy & Procedures" the screen has be shown as below:

<table>
<thead>
<tr>
<th>File Name</th>
<th>Description</th>
<th>Download File</th>
</tr>
</thead>
<tbody>
<tr>
<td>sample.pdf</td>
<td>Policy &amp; Procedure</td>
<td></td>
</tr>
</tbody>
</table>

NOTE

Using this screen the user will be able to perform the following:

1. View KFMC system Policy & Procedure file to read it.

3. Click Download File link to read it.
System Forms

View Forms:

The objective of this page is to view KFMC system forms which doctor may request to complete patient treatment and it is control by system manager.

1. Login to the Patient Referral System and go to Hospital Menu > Hospital Forms For Completing Requests.
   
   ![Hospital Menu](image)

   ![List of System Forms](image)

   Using this screen the user will be able to perform the following:
   1. Display KFMC available system forms.
   2. Check needed form.
   3. Download form.

2. After pressing on forms, the screen has be shown as below:

   ![Form Link](image)

3. Click Download file link to download the needed form on user computer.

4. Fill form data.

5. Go back to "Incomplete Request" page, then uploaded it with request.

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