| KFMC | PATIENT REFERRAL SYSTEM - VERSION 2.0 |

Hospital User Guide

Disclaimer

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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

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.
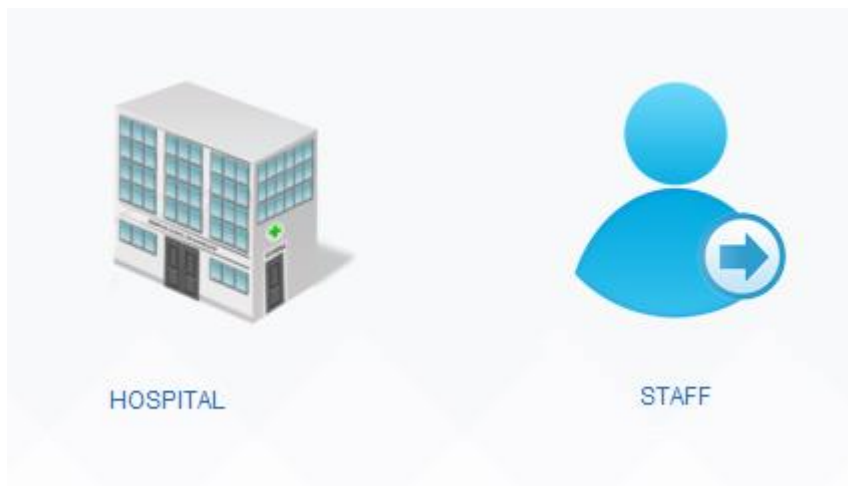
Logging Screen

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**.
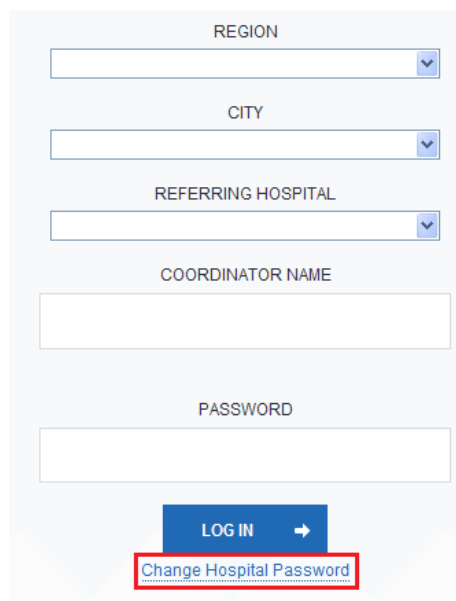
2. In this screen, click on **HOSPITAL** icon.

3. Specify the **Region**, **City** and **Referred hospital** name.

4. Enter **Coordinator Name** and hospital **Password** generated by system manager.
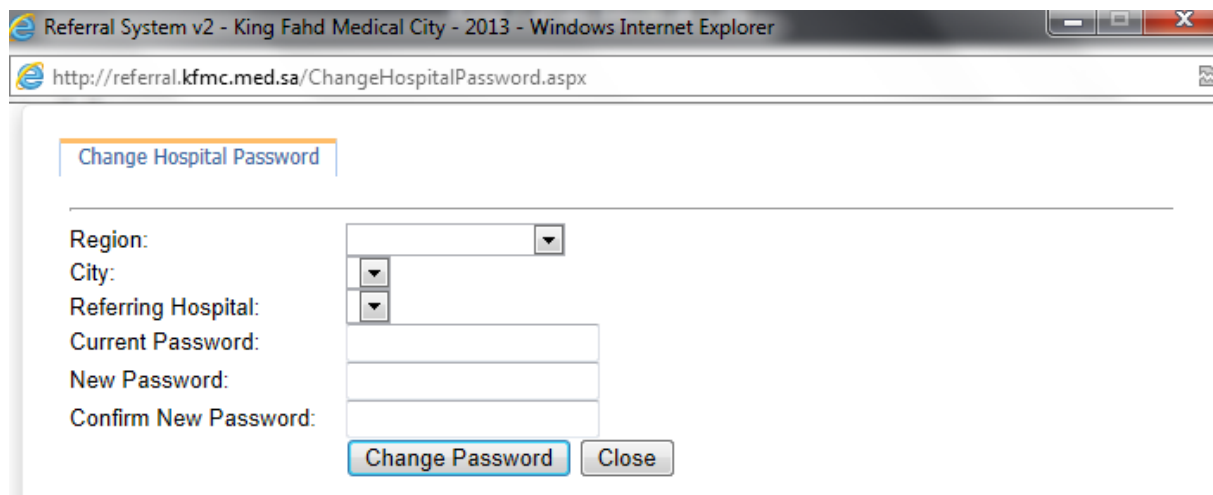
5. Next, Click **Login** to login to the application.

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 **Referred 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:


NOTE

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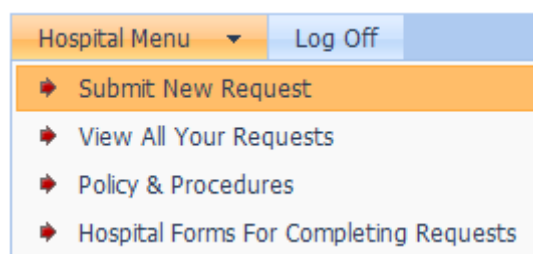
2. After pressing on " Submit New Request " The screen has be shown as below:

New Referral Request

Patient Demographics Information

National ID / Iqama No: `[                    ]`
English Full Name: `[                    ]`
Arabic Full Name: `[                      ]`
Nationality: ⦿ Saudi ◯ Non Saudi
Hijri Date: `[              ]`
Date of Birth: `[              ]` 📅   `[ Calculate Age ]`
Age: `[              ]`
Gender: ⦿ Male ◯ Female
Contact Number: `[ 966                ]`
Relative Full Name: `[                    ]`
Relative Contact Number: `[ 966                ]`
Relative Relationship: `[ Select One ▾ ]`

Patient Medical Information

Current Location: ◯ ER ◯ In-Patient ◯ ICU ⦿ Out-Patient
Ward No.: `[                  ]`
Bed No.: `[                  ]`
Referred To : `[                      ▾ ]`

Patient Diagnosis Information

Diseases (ICD10): 🖑 Search Diseases

Procedures(ICD10): 🖑 Search Procedures

Other: ⦿ Please See the Attachment
◯ Please Write The Disease Description
`[                          ]`

Additional Medical Information

Attachment:
◯ Attach a file ⦿ Manually `[              ]` `[ Browse... ]`
Other Co-Morbid Conditions: `[                          ]`
Investigation: `[                          ]`
Management: `[                          ]`
Services Required: `[                          ]`

Additional Information
Status: ⦿ Stable ◯ Unstable
Means of Transportation: ◯ Ambulance ◯ In Prison ◯ MedVac ⦿ Others

Referring Doctor

Full Name: `[                ]`
Code: `[                ]`
Specialty: `[                ]`
Date: `10/30/2013`
Referring Doctor Mobile: `[ 966            ]`
Phone : `966 [    ] - [        ]`
Extension: `[                ]`
Email: `[                ]`

Approval By

Consultant Degree Required!
Full Name: `[                ]`
Code: `[                ]`
Position: `[                ]`
Phone: `966 [    ] - [        ]`
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.

NOTE	• The Referral ID will garneted automatically for each request. • They have option to select from one to four specialties for one referral request (Single Referral -for one specialty- or Multiple Referral – for two, three or four specialties). • In case Multiple Referral Request, all the selected specialties will be listed and they need to determine one of them as Main Specialty.

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.

<div align="center">

Your request submitted successfuly!
Click 🖨 **here** to print your request!

</div>

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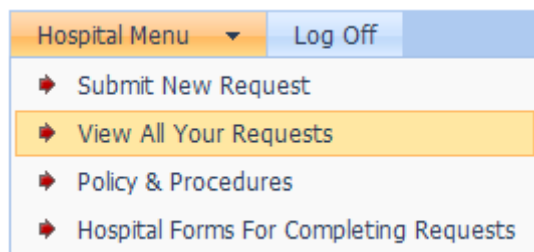
2. After pressing on " View All Your Requests " the screen has be shown as below:

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.

ID	Patient Name	National ID	Iqama	Request Date	Approved Date	Status	Files	
218	Alaa AG	1111111111		10/30/2013	10/31/2013	Approved	Files(1)	Patient
220	SAAD HAMOUD ALOUFI	1011894183		10/30/2013	10/30/2013	Approved	Files(0)	Patient

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:

NOTE

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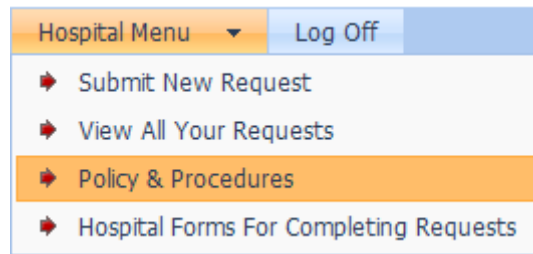
2. After pressing on " Policy & Procedures" the screen has be shown as below:

NOTE

Using this screen the user will be able to perform the following:
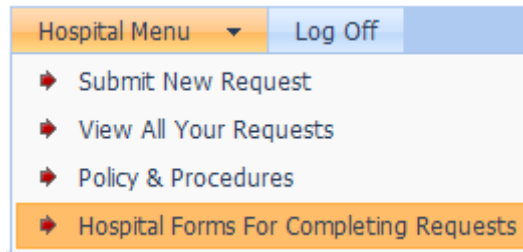1. View KFMC system Policy & Procedure file to read it.

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**.

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

NOTE

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.

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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