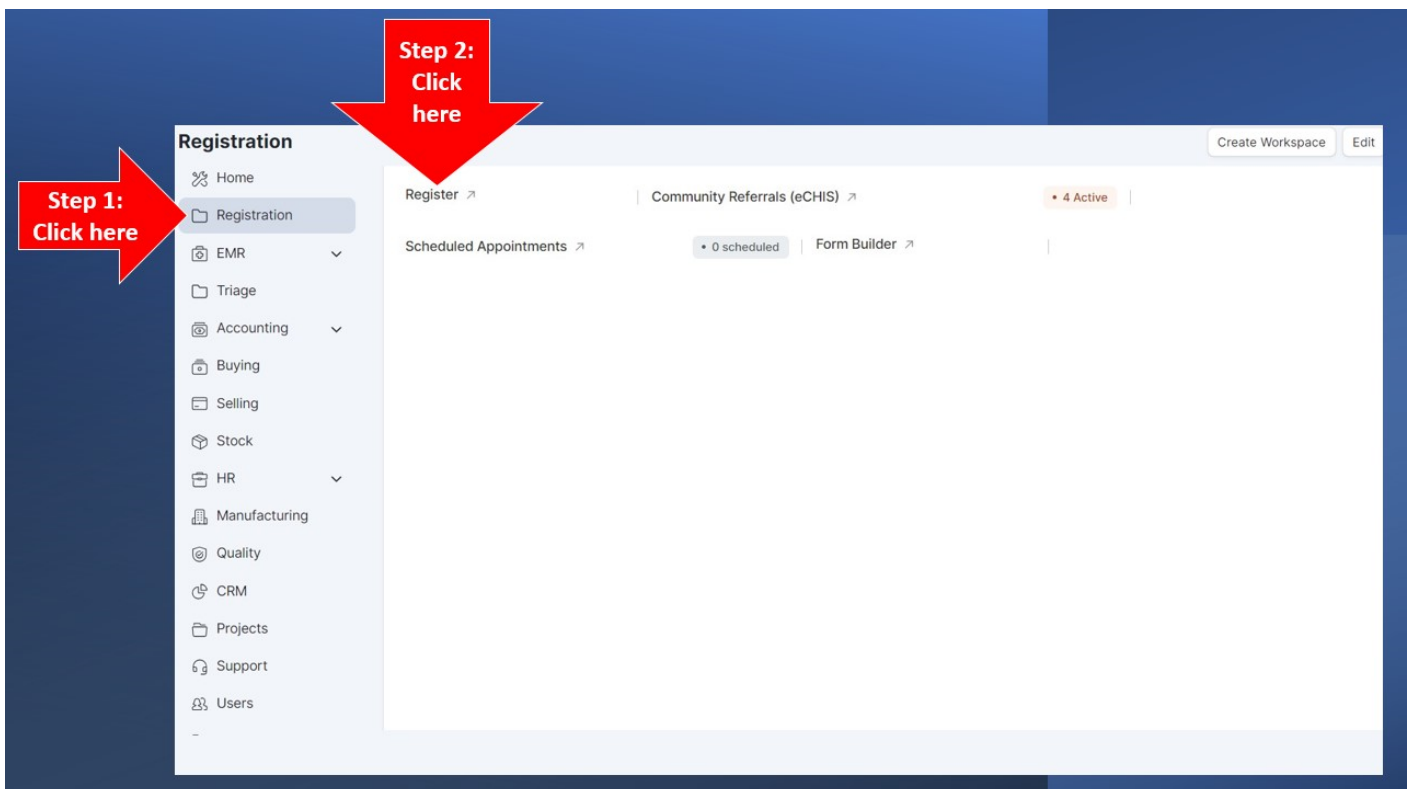


# Registration

The patient journey most often that not begins when the patient meets a healthcare provider or as soon as they step at the front desk of a healthcare institution. Accurate collection of information about the patient is the very important first step to ensure high quality healthcare is delivered.

The records personnel are usually the first point of contact for the patient. Their primary role is to register the patient into the system as accurately as practically possible, schedule them to the healthcare practitioners and determine modes of payments (in consultation with the finance department).

After successful login to Tiberbu, the following Homepage will be presented to you, depending with your user roles. Navigate to the Registration icon as shown below to begin registering a patient



Registration of a patient is only done after it has been reasonably determined that the patient does not exist either in the Client Registry or in Tiberbu.

## Step 1: Searching the Patient's Existence

A **Unique Identifier** is used to search a client in the Client Registry or Tiberbu. This is either the patient's ID Number, Birth Certificate Number or Passport Number

The Patients Records page will be loaded. On the left hand side, click on '**Register Patient**' ,

Go to **Register Patient > Select Patient Identifier Type > Input Selected Identifier Number**

The screenshot shows the 'PATIENT REGISTRATION' form in a web application. On the left is a sidebar with navigation links: '> REGISTER PATIENT' (highlighted in yellow), '> PATIENT LIST', '> APPOINTMENTS', '> REFERRALS', and '> IMPORT PATIENT'. A red arrow labeled 'Step 3: Click here' points to the 'REGISTER PATIENT' link. The main form area has a breadcrumb trail 'Records Workspace > new-patient'. The form title is 'PATIENT REGISTRATION'. Below the title is a 'SELECT PATIENT IDENTIFIER TYPE' dropdown menu with 'National Id' selected. A red arrow labeled 'Step 4: Click here and select identifier from the dropdown' points to this menu. Below the dropdown is an 'ENTER PATIENT IDENTIFIER NUMBER' section with a text input field containing the placeholder 'Enter identification number'. A red arrow labeled 'Step 5: Input Identifier Number here' points to this input field. A green 'Reset' button is located in the top right corner of the form area.

If the patient is found in the system, click on their details and proceed to create appointment for the patient

kapkatet.health.go.ke/app/records/patient-view-actions/2046251

Records Workspace > patient-view-actions > 2046251

Go back Patient - 2046251

Walk in Order Create Appointment

External File Search

Basic info

Patient Number 2046251

First Name \* Test

Middle Name (optional)

Last Name \* Kapkatet

Full Name Test Kapkatet

Gender Female

Old Patient Number

Gender

Blood Group

Date of birth \* Tuesday, October 1, 2013

National Id Number

Birth Certificate Number

Click here to create appointment

If the patient is not found on the system, register them as new patient following the process described below

## Step 2: Registering a New Patient

After searching the patient in the system using the unique identifier and they are not found , the system automatically opens the "Register New Patient" Page and a registration form is presented. This normally happens if the patient is visiting the facility for the first time.

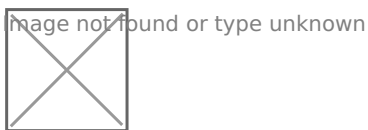
To begin Registering the patient, click on the "Click to Start" button as shown below:

Start Filing the form by providing accurate information in the fields presented.

**All fields marked \* and highlighted in Red are Mandatory. The form will not allow you to save until you fill the fields**

**Under the 'Insurance Schemes' section, add the payer of the patient and remember to set the relevant amount balances. If this section is left empty the system will default to cash payer mode for the patient by default.**

Once you complete filling the fields, click on the "Save" Button found either at the top or bottom of the form.



Successfully Saving the form will take you to the next step: Creating an appointment for the Patient

## Step 3a: Creating Appointment For A Patient

Creating an appointment enables you to schedule the patient to a service point.

All registered patients can be accessed by clicking on the 'Patients' link on the left hand menu and a list will be displayed on the right as shown below.

You can search for a specific Patient using a number of parameters namely the patient ID, patient names, phone number or even their email. The parameters to be used for search can be configured elsewhere.

The screenshot shows a web application interface for managing patients. On the left is a sidebar menu with options: REGISTER PATIENT, PATIENT LIST (highlighted in yellow), APPOINTMENTS, REFERRALS, and IMPORT PATIENT. A red callout '1. Click here' with an arrow points to the PATIENT LIST option. The main area displays a list of patients. A red callout '2. Search the Patient Name' with an arrow points to the search bar at the top of the patient list. Another red callout '3. Click on Patient once found' with an arrow points to a specific patient entry in the list. The patient list table contains the following data:

ID	Name	Gender	Date of Birth	Status	
2046307	LENAH CHERUIYOT, +254710826614				
MOH8DQM63EVEJ	LENAH CHERUIYOT, +254710826614				
+ Create a new Patient					
Q Advanced Search					
3	2046314	Mary Ayabei	Female	1967-11-11	Active
4	MOH9N3E7JDZ9K	FREDDRICK SHREDDER	Female	2000-09-26	Active
5	MOH9N3YVK73MW	TEST WERE	Female	1998-10-09	Active
6	MOH8DQM63EVEJ	LENAH CHERUIYOT	Female	1988-09-29	Active
7	2046313	melody cheptoo	Female	2012-06-15	Active
8	2046312	kenya kapkatet	Female	1993-10-01	Active
9	2046311	Night Trial	Female	1983-10-05	Active
10	2046310	Trial Trial1	Male	1993-10-04	Active
11	2046309	Litein Test1	Male	1993-10-01	Active
12	2046308	Test Kapkatet	Female	2003-09-10	Active
13	2046307	LENAH CHERUIYOT	Female	1988-09-29	Active

Proceed to create an appointment for the patient. Once you click on the specific patient as shown above, you will be presented with a screen as shown below. Click on the 'Create Appointment' button.

kapkatet.health.go.ke/app/records/patient-view-actions/2046251

Records Workspace > patient-view-actions > 2046251

Go back Patient - 2046251

Walk in Order Create Appointment

External File Search

Basic info

Patient Number: 2046251

First Name \*: Test

Middle Name (optional):

Last Name \*: Kapkatet

Full Name: Test Kapkatet

Gender: Female

Old Patient Number:

Gender:

Blood Group:

Date of birth\*: Tuesday, October 1, 2013

National Id Number:

Birth Certificate Number:

You will be presented with the screen as shown below. The first section of the form is 'Availability' shown in blue.

demo.health.go.ke/app/records/new-appointment/MOH8DQM63EVEJ

Records Workspace > new-appointment > MOH8DQM63EVEJ

Availability Book

Cash Payer NHIF/Corporate

Consultant Clinic 1 - KP

Friday, October 13, 2023

PR-00001

PR-00001

Proceed

Demo Doctor [Rheumatology]

24 HOUR

1:59	2:14	2:29	2:44	2:59	3:14	3:29	3:44	3:59	4:14	4:29	4:44
4:59	5:14	5:29	5:44	5:59	6:14	6:29	6:44	6:59	7:14	7:29	7:44
7:59	8:14	8:29	8:44	8:59	9:14	9:29	9:44	9:59	10:14	10:29	10:44
10:59	11:14	11:29	11:44	11:59	12:14	12:29	12:44	12:59	13:14	13:29	13:44
13:59	14:14	14:29	14:44	14:59	15:14	15:29	15:44	15:59	16:14	16:29	16:44
16:59	17:14	17:29	17:44	17:59	18:14	18:29	18:44	18:59	19:14	19:29	19:44
19:59	20:14	20:29	20:44	20:59	21:14	21:29	21:44	21:59	22:14	22:29	22:44

- The first step is to select whether the patient will pay using cash or being covered by an insurance (**Step 1**).



- Next pick the specific clinic that you want to book the patient to. Click and select from the dropdown list(**Step 2**).
- Pick the date of the clinic appointment. It defaults to today's date for patients who have just walked in for example (**Step 3**)
- Select the clinician/doctor who is going to see the patient (**Step 4**).
- Either click on 'Proceed' (**Step 5**) so that the system automatically assigns a time to the appointment or pick from any of the time slots in the list (**Step 6**).

You will then be directed to the second part of the same screen: '**Book**'. Confirm the booking details, click on '**Click to Start**' and Save the form when prompted.

Once you save this form, the scheduling of the appointment is complete. The system displays the amount of cash needed to be paid for the patient to proceed to the appointment. If the schedule is for a future date, the patient will get an SMS confirmation of the same details and a reminder may be scheduled as well.

After successfully booking an appointment, ask the patient to go to Billing and make the payment

Remember, the clinician that you book a patient to does not necessarily need to be the same one that actually has the encounter with the patient. Encounters will be tracked differently by the system.

### Step 3b: Retrieving An Appointment

To get a list of all appointments scheduled click on '**Appointments**' on the left hand menu as shown below (**Step 1**). You will be presented with a screen as shown below.

The screenshot shows the 'appointment-list' interface. On the left, a sidebar menu has five items: 'REGISTER PATIENT', 'PATIENT LIST', 'APPOINTMENTS' (highlighted with a red arrow and '1'), 'REFERRALS', and 'IMPORT PATIENT'. A red arrow labeled '2' points from the 'APPOINTMENTS' menu item to the main content area. The main content area has a header 'Records Workspace > appointment-list'. Below the header is a search bar 'Search Patient Appointment' with a red arrow labeled '3' pointing to it. Below the search bar are four filters: 'Search Practitioner', 'No date selected', 'Search Service unit', and 'Patient', with a red arrow labeled '4' pointing to the 'No date selected' filter. To the right of these filters is a green button labeled 'Reschedule and Block date' with a red arrow labeled '5' pointing to it. Below the filters is a table with 12 rows of appointment data.

	Name	Title	Patient Name	Status	Appointment Date	Service Unit
1	HLC-APP-2023-00063	LENAH CHERUIYOT with Demo Doctor	LENAH CHERUIYOT	Open	2023-10-13	Consultant Clinic 1 - KP
2	HLC-APP-2023-00062	melody cheptoo with Nancy Amayo	melody cheptoo	Open	2023-10-11	Consultant Clinic 1 - KP
3	HLC-APP-2023-00061	kenya kapkatet with Demo Doctor	kenya kapkatet	Open	2023-10-06	Consultant Clinic 1 - KP
4	HLC-APP-2023-00060	Night Trial with Demo Doctor	Night Trial	Open	2023-10-05	Consultant Clinic 1 - KP
5	HLC-APP-2023-00059	Trial Trial1 with Demo Lab	Trial Trial1	Open	2023-10-04	Consultant Clinic 1 - KP
6	HLC-APP-2023-00058	Test Nancy with Nancy Amayo	Test Nancy	Open	2023-10-04	Consultant Clinic 1 - KP
7	HLC-APP-2023-00057	JOSEPHINE WANGUI with Demo Doctor	JOSEPHINE WANGUI	Closed	2023-10-02	Consultant Clinic 1 - KP
8	HLC-APP-2023-00056	Test Kapkatet with Demo Doctor	Test Kapkatet	Open	2023-10-01	Consultant Clinic 1 - KP
9	HLC-APP-2023-00055	Test Kapkatet with Demo Doctor	Test Kapkatet	Open	2023-09-29	ENT Clinic - KP
10	HLC-APP-2023-00054	richard langat with Demo Doctor	richard langat	Open	2023-09-29	Consultant Clinic 1 - KP
11	HLC-APP-2023-00053	Brian Kiprop with DEMO RADIOLOGY	Brian Kiprop	Open	2023-09-29	ENT Clinic - KP
12	HLC-APP-2023-00052	beatrice bii with Demo Doctor	beatrice bii	Open	2023-09-29	Consultant Clinic 1 - KP

- A list of all recently booked appointments will be displayed with details (**Step 2**).
- You can search for the appointment using the appointment number, patient number or clinician (**Step 3**)
- You can also use other parameter to filter for all appointments e.g. appointments for a specific date, practitioner, service unit or patient (**Step 4**)
- In cases where you want to move all appointment fitting any criteria, you can use the green button (**Step 5**). This could be in scenarios where appointments for patient fall on a newly declared holiday . When this is done, the system will automatically alert all patients of the new change in their schedule.

After successfully retrieving an appointment, ask the patient to go to Billing and make the payment



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Revision #17

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