



CENTRAL VISAYAS ELECTRONIC HEALTH REFERRAL SYSTEM (CVeHRS)

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.

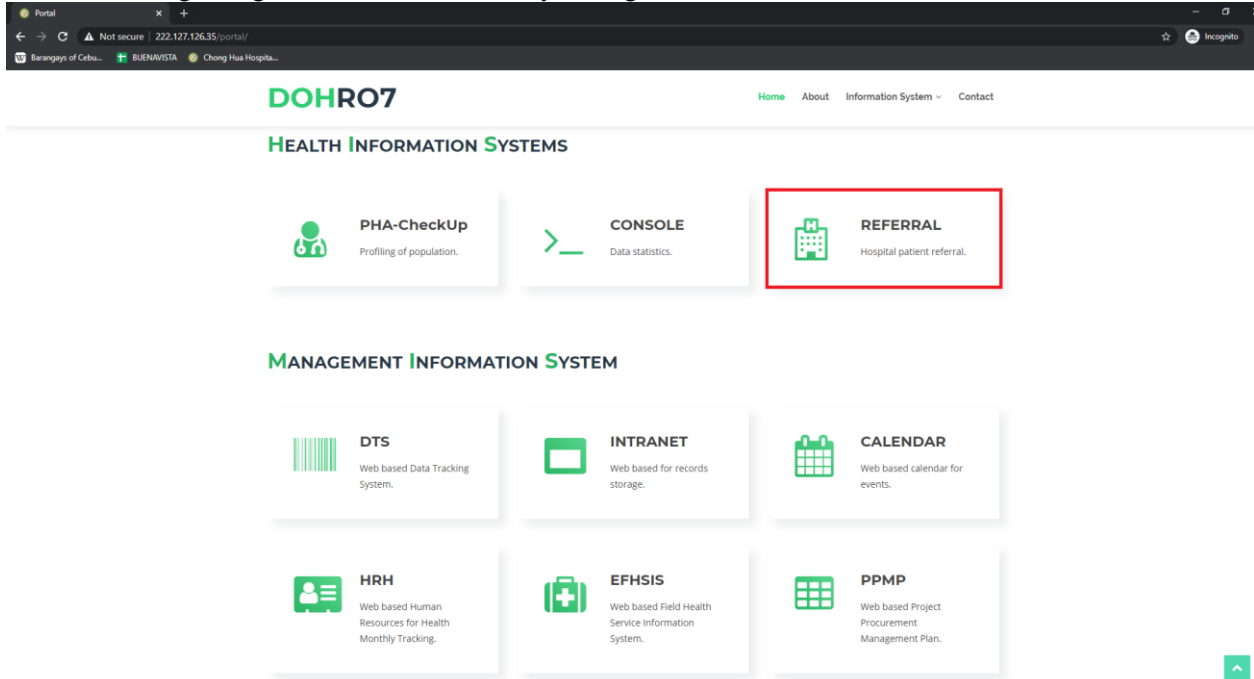


Figure 1. Screenshot on DOHRO7 Portal.

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.

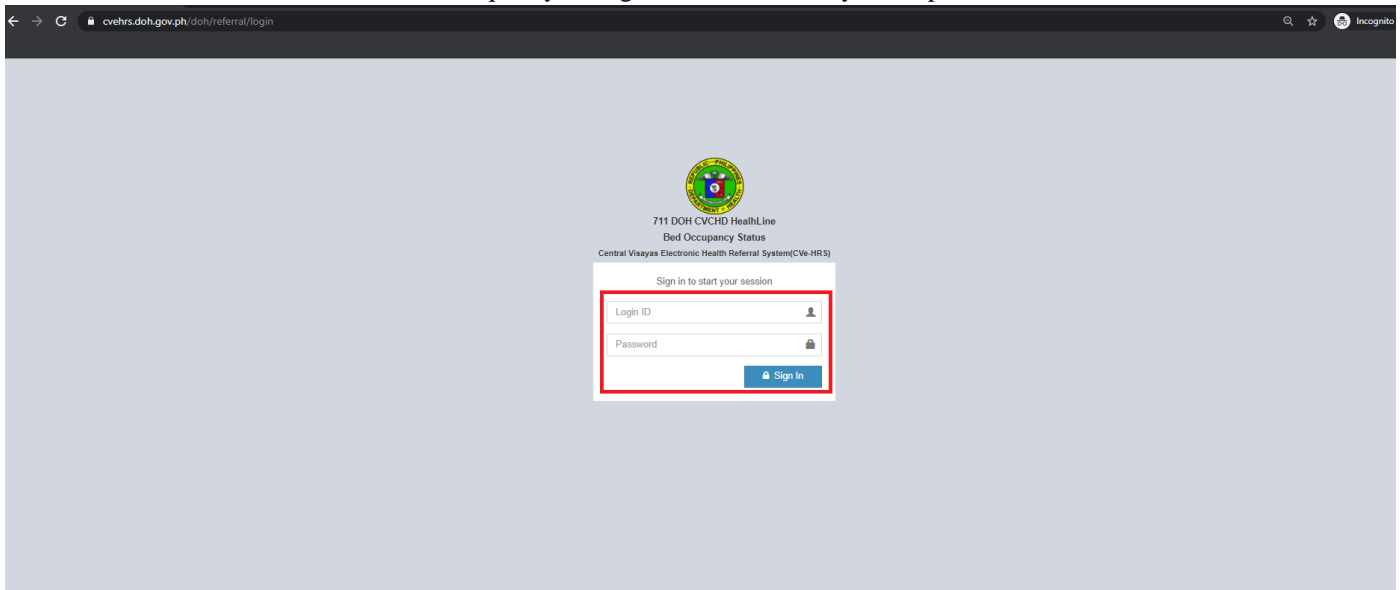


Figure 2. Screenshot on CVeHRS Login Page.



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.

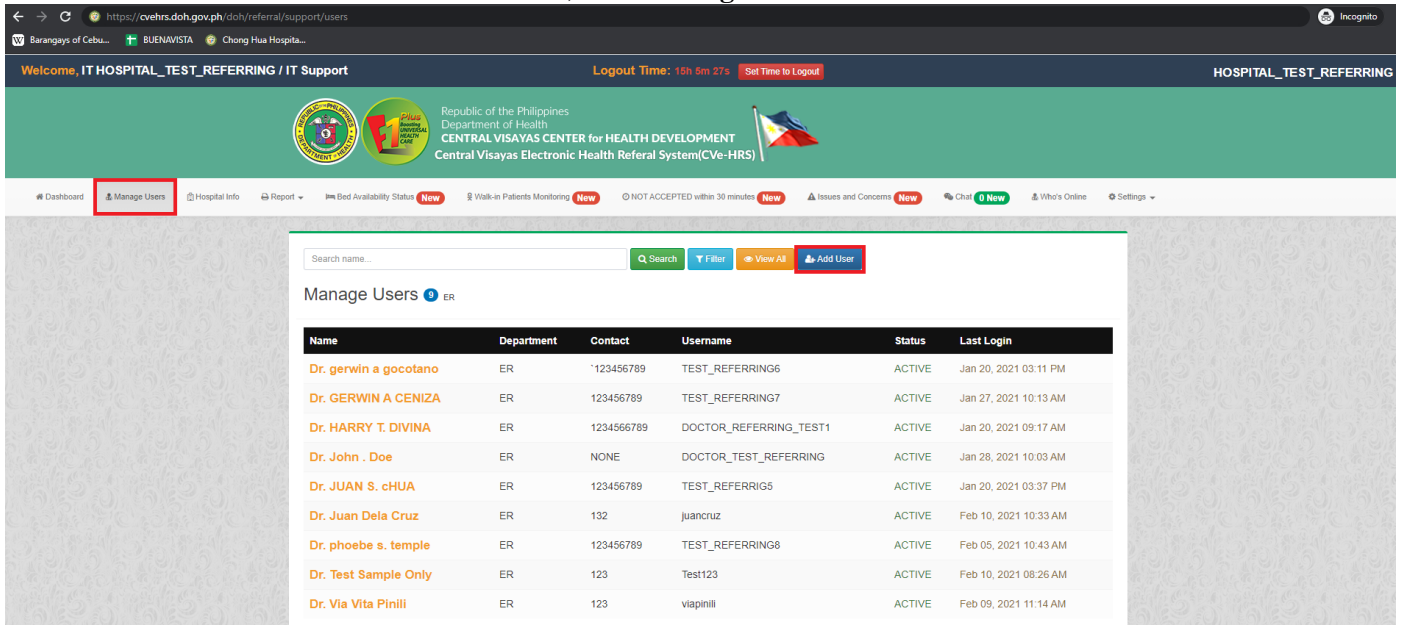


Figure 3. Screenshot on CVeHRS Manage User Page.

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.

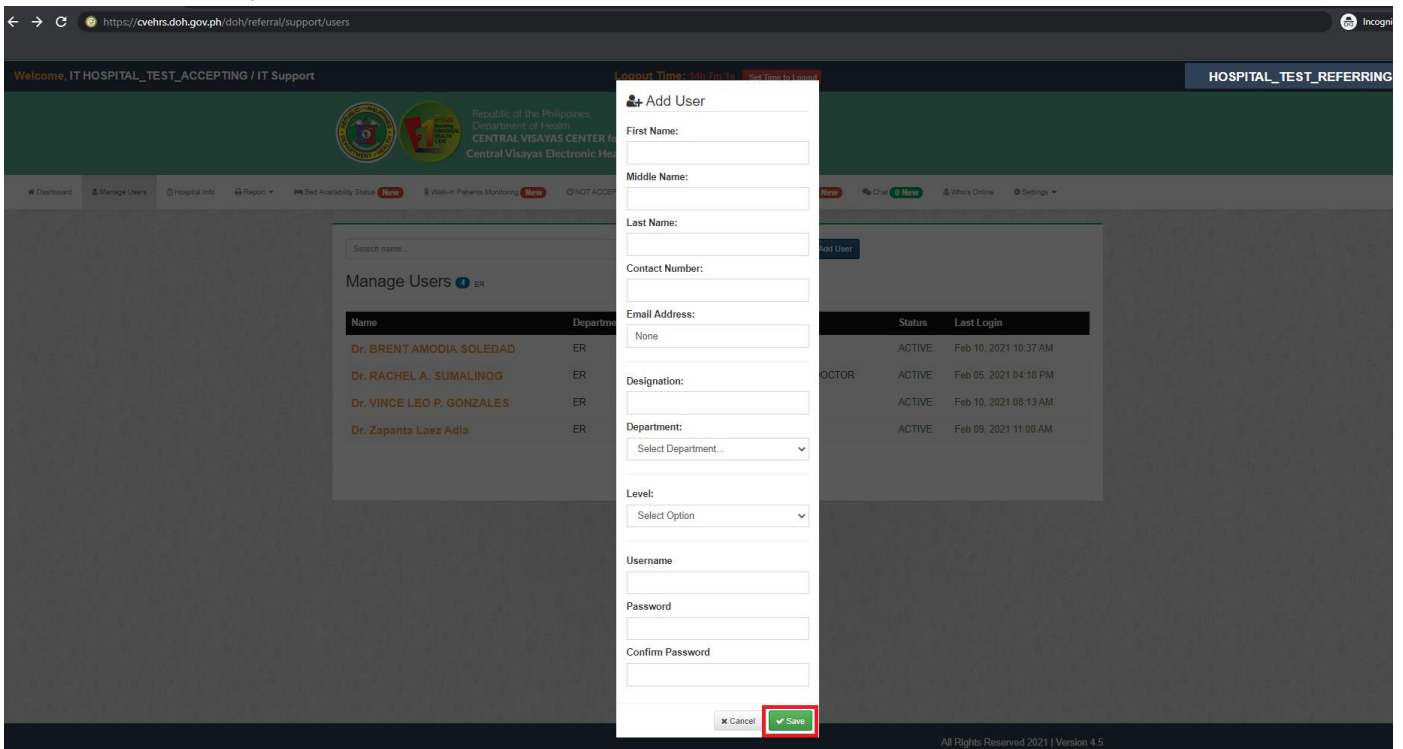


Figure 4. Screenshot on CVeHRS Add User Page.



B. REFERRING A PATIENT

B.III. Created Doctor's User Account:

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

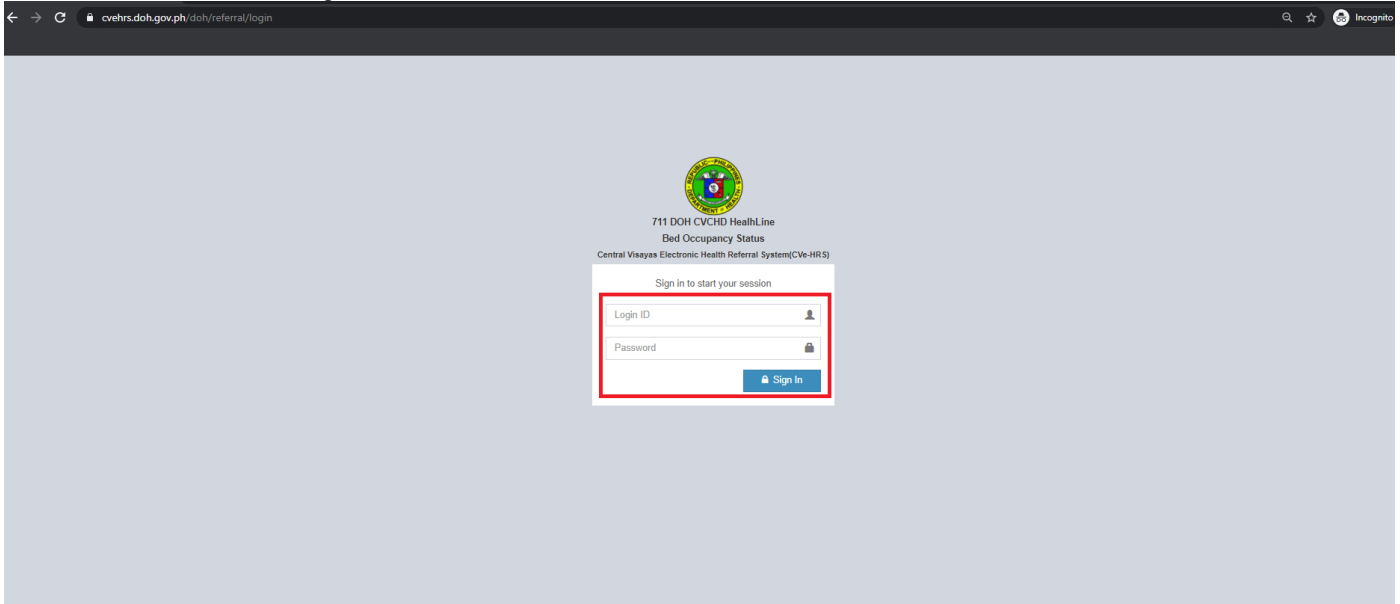


Figure 5. Screenshot on CVeHRS Login Page.

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.

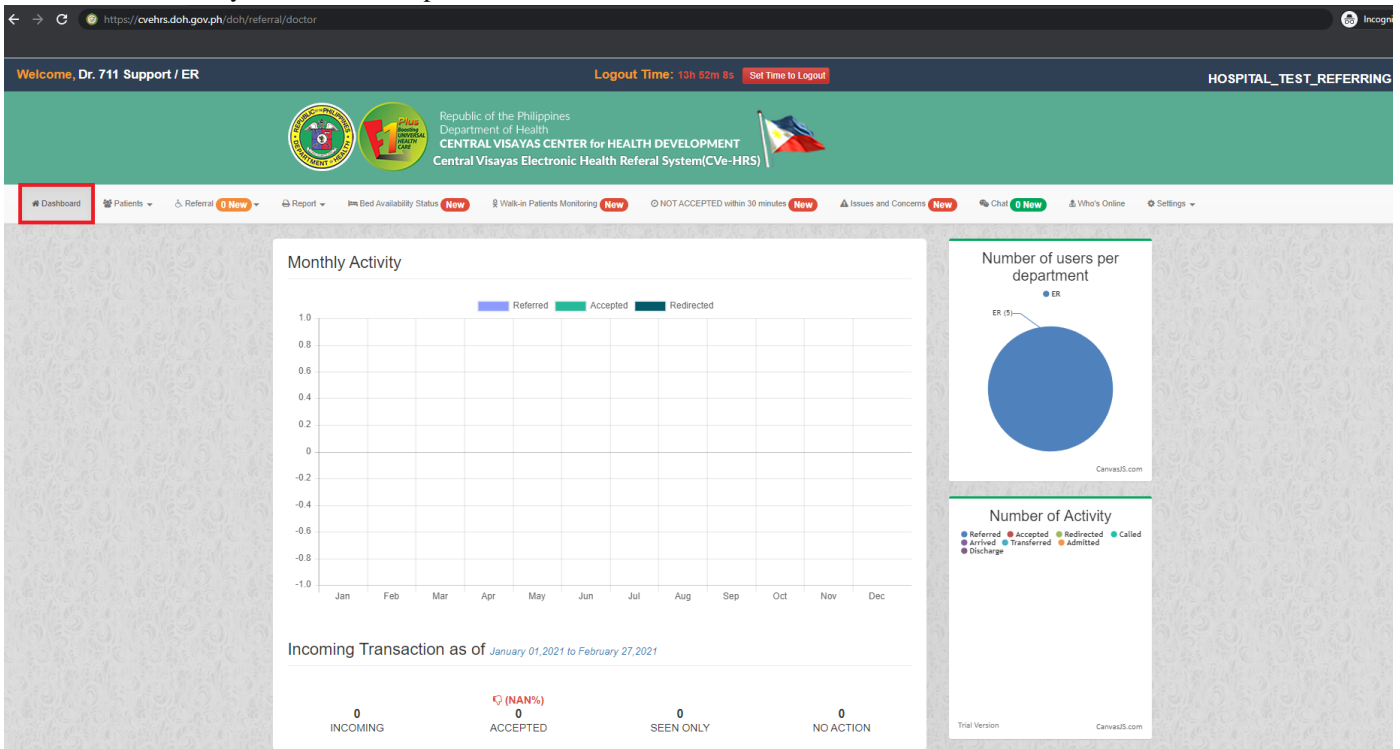


Figure 6. Screenshot on CVeHRS Dashboard Page.

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.

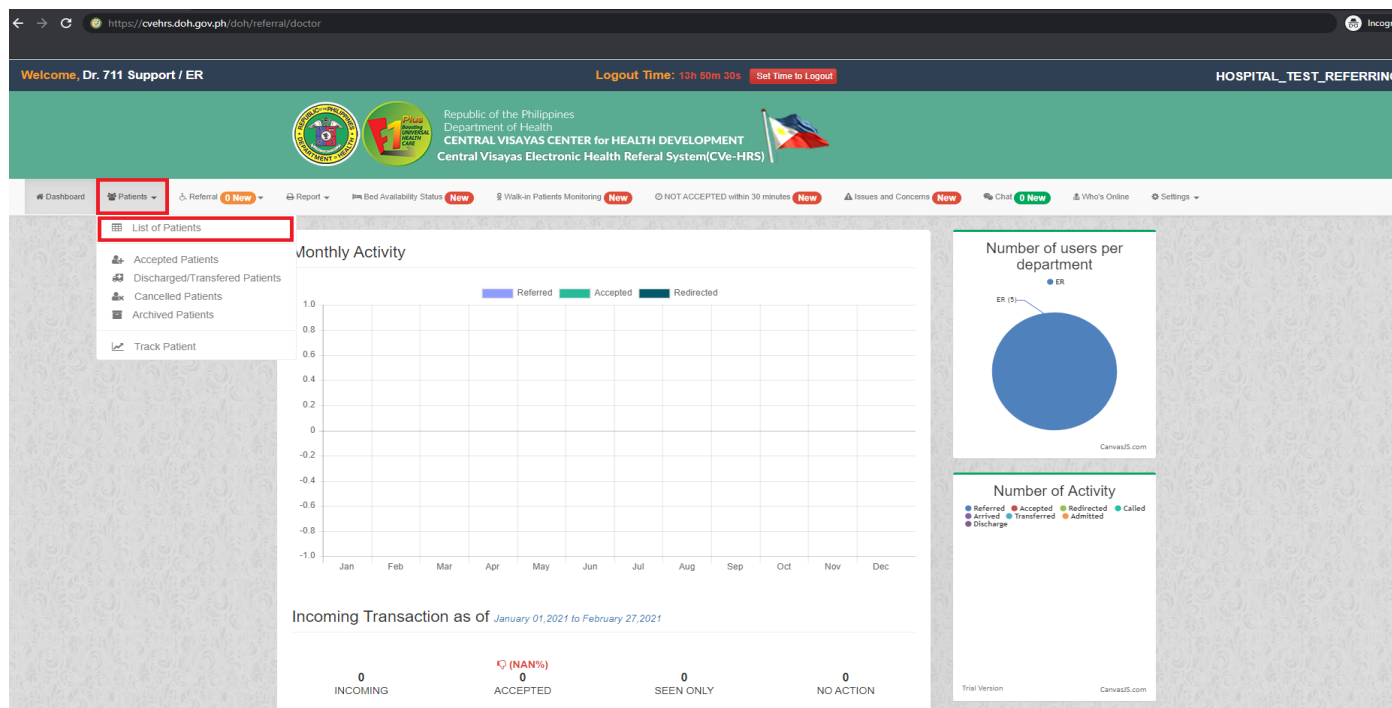


Figure 7. Screenshot on CVeHRS Patient's Drop Down List Page.

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.

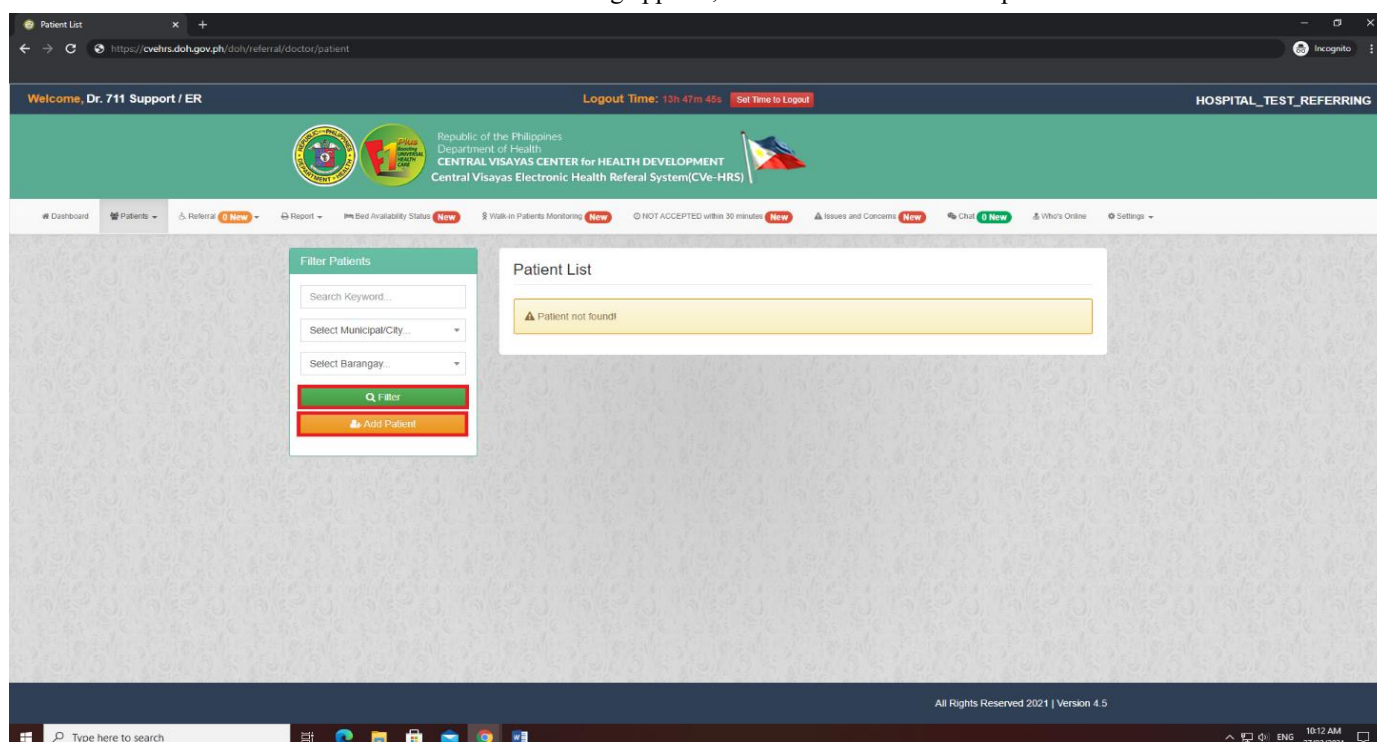


Figure 8. Screenshot on CVeHRS List of Patient's Page.



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' form with the following fields and options:

- PhilHealth Status: None
- PhilHealth ID: (If applicable)
- First Name: [Text Input]
- Middle Name: [Text Input]
- Last Name: [Text Input]
- Contact Number: [Text Input]
- Birth Date: dd/mm/yyyy
- Sex: Male, Female
- Civil Status: Single
- Municipality/City: Select Municipal/City...
- Barangay: Select Barangay...

Navigation buttons: [← Back](#), [Submit](#) (highlighted in red)

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 with a filter sidebar and a table of patients.

Filter Patients:

- Search Keyword: [Text Input]
- Select Municipal/City: [Dropdown]
- Select Barangay: [Dropdown]
- Filter: [Green Button]
- Add Patient: [Orange Button]

Patient List Table:

Name	Gender	Age / DOB	Barangay	Action
Test, Test T 12345678901	Female Single	22 years old Mar 04, 1998	Apas Cebu City (Capital)	Refer Walk-in

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



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.

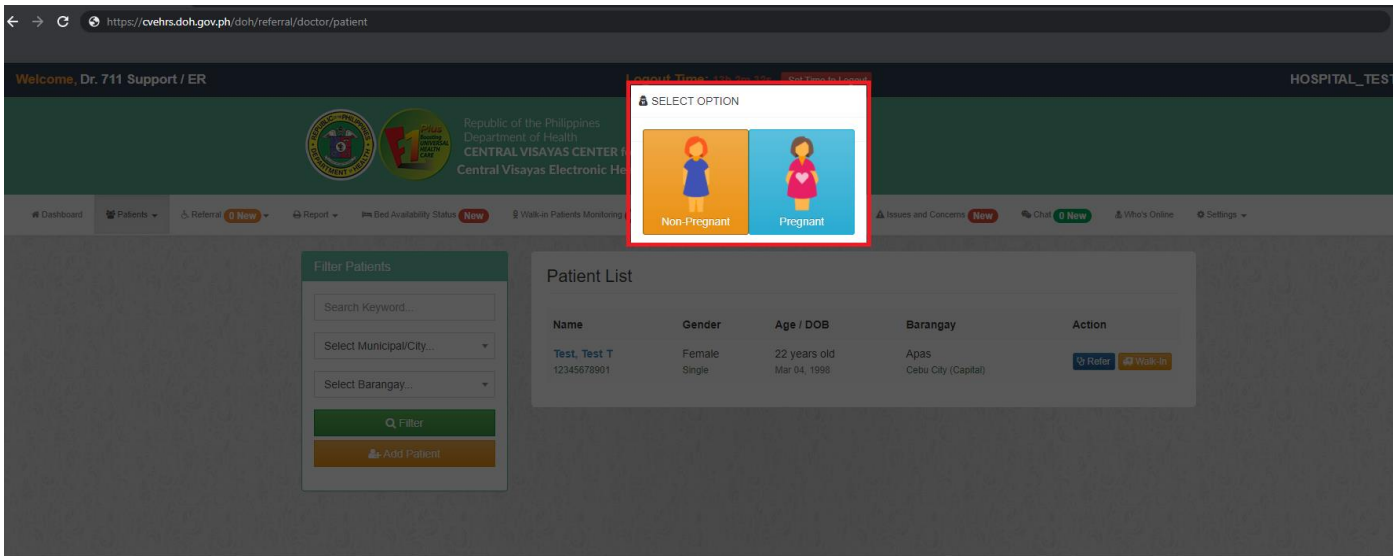


Figure 11. Screenshot on CVeHRS Patient's Option Page.

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.

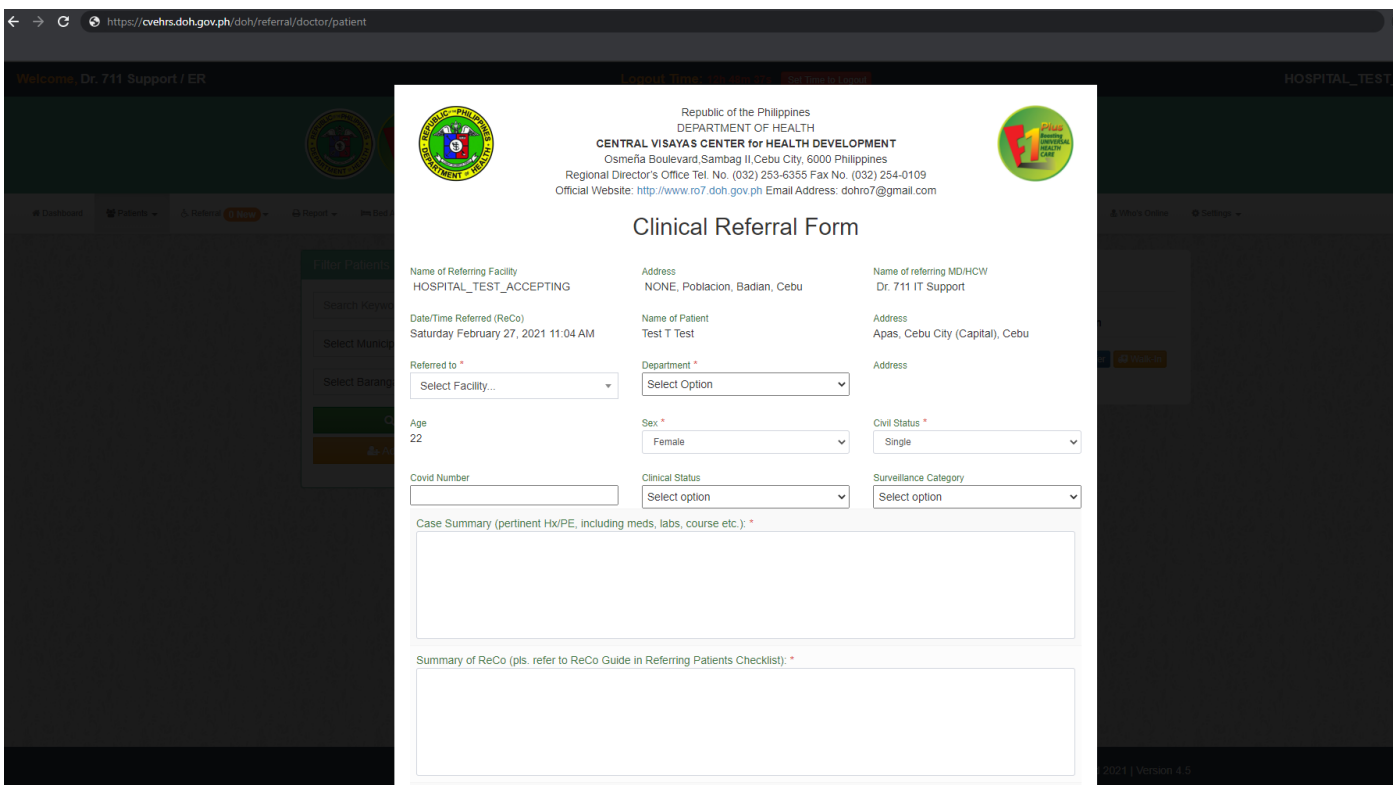


Figure 12. Screenshot on CVeHRS Clinical Referral Form Page



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.

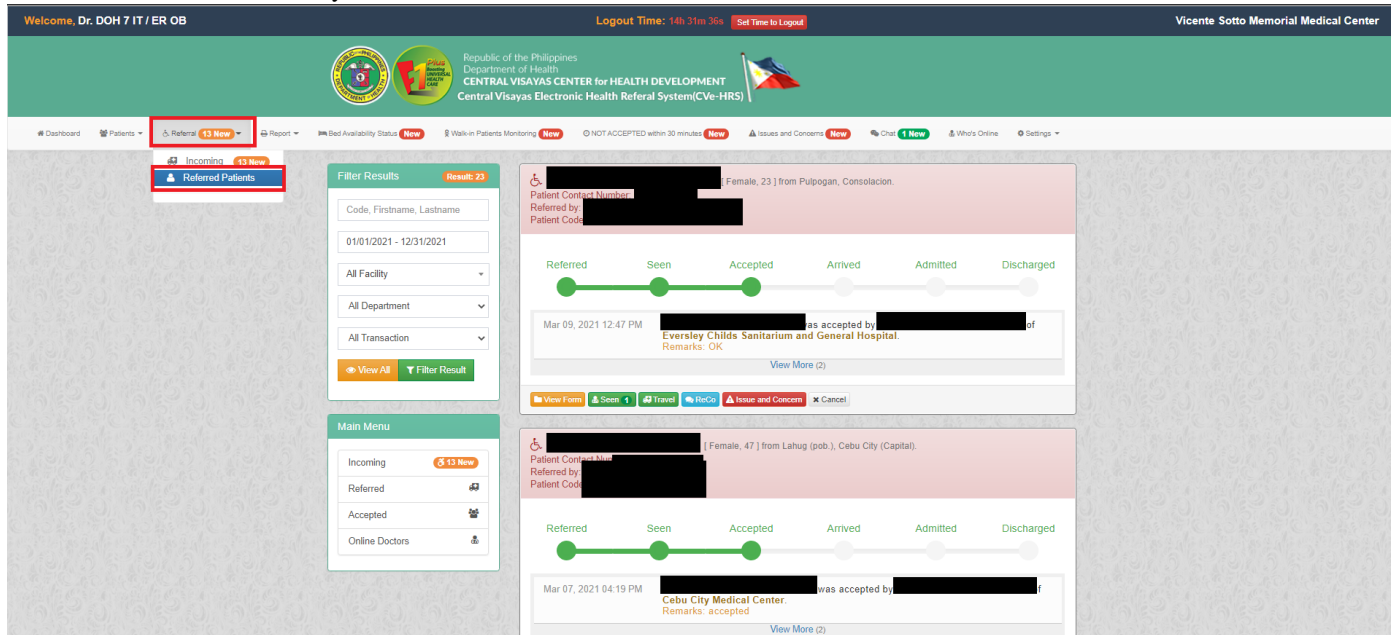


Figure 13. Screenshot on CVeHRS Referred Patient's Page.

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.

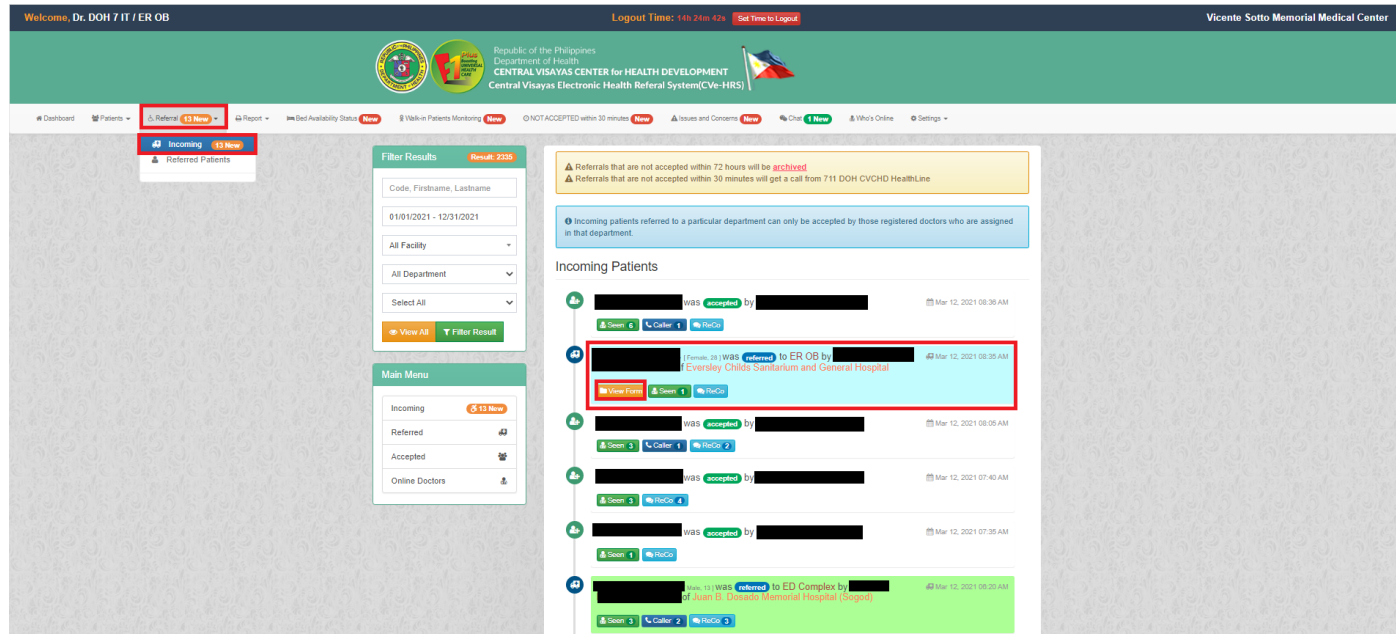


Figure 14. Screenshot on CVeHRS Patient's Incoming Referral Page.

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.

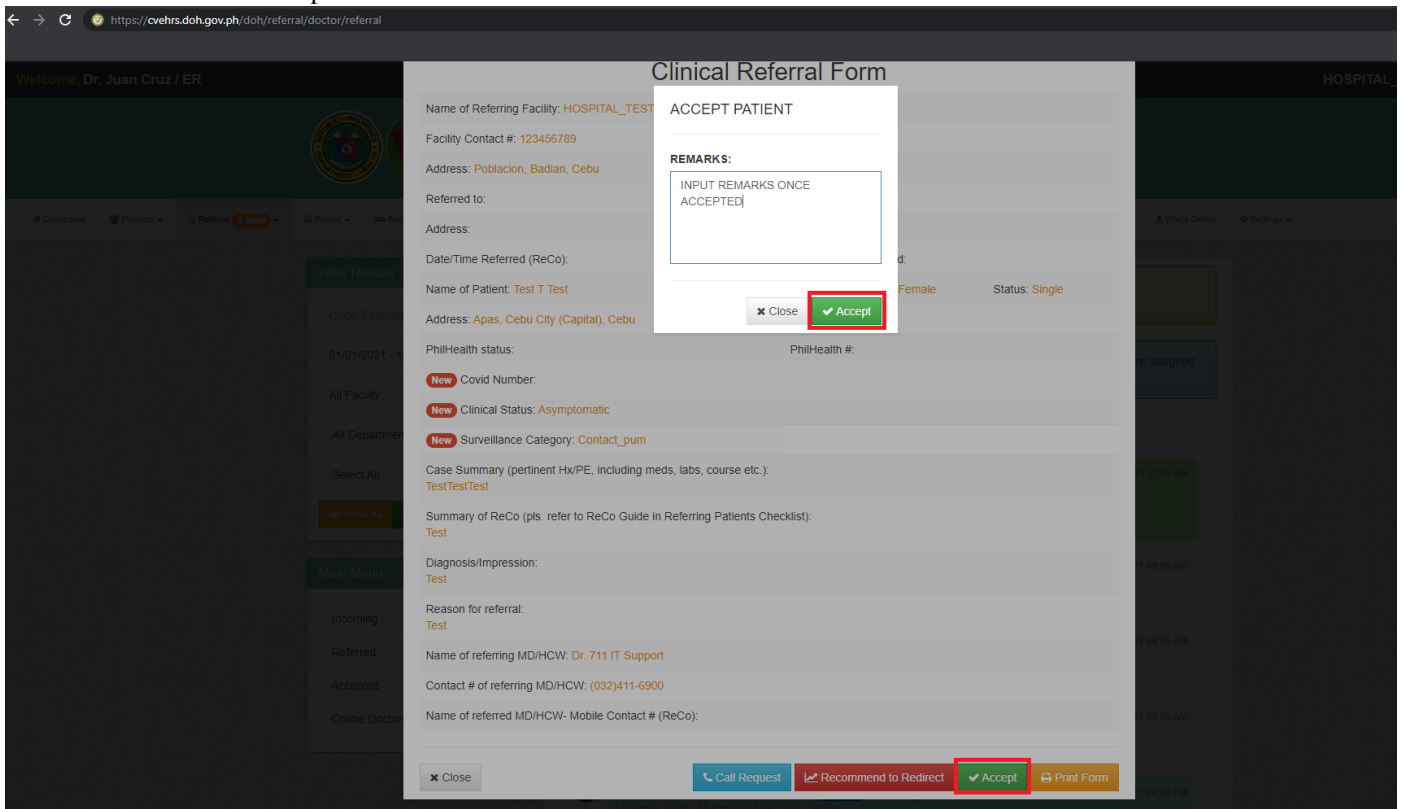


Figure 15. Screenshot on CVeHRS Referral Option Page.

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.



Accepted Patients
TOTAL: 1172

Referring Facility	Patient Name/Code	Date Accepted	Current Status	Action
Evensley Childs Sanitaru ... Pregnant	[REDACTED]	March 08, 2021 02:46 PM	ACCEPTED	[Arrived] [0]
Cebu Provincial Hospital ... Non-Pregnant	[REDACTED]	March 08, 2021 02:23 PM	ACCEPTED	[Arrived] [0]
VICENTE MENDIOLA CENTER F... Non-Pregnant	[REDACTED]	March 08, 2021 02:01 PM	ACCEPTED	[Arrived] [0]
Cebu City Medical Center Non-Pregnant	[REDACTED]	March 08, 2021 06:37 AM	ARRIVED	[Arrived] [0] [Discharged] [0] [Transfer] [0]
Lapu-Lapu City Hospital Non-Pregnant	[REDACTED]	March 08, 2021 05:15 AM	ARRIVED	[Arrived] [0] [Discharged] [0] [Transfer] [0]
Evensley Childs Sanitaru ... Non-Pregnant	[REDACTED]	March 08, 2021 05:11 AM	ACCEPTED	[Arrived] [1]
Cebu Provincial Hospital ... Non-Pregnant	[REDACTED]	March 08, 2021 04:01 AM	ADMITTED	[Discharged] [0]
Cebu South Medical Center Non-Pregnant	[REDACTED]	March 08, 2021 02:50 AM	ARRIVED	[Arrived] [0] [Discharged] [0] [Transfer] [0]
Saint Anthony Mother And ... Non-Pregnant	[REDACTED]	March 08, 2021 02:20 AM	ACCEPTED	[Arrived] [4]

LEGENDS:

- [Arrived] Patient Arrived
- [Didn't Arrive] Patient Didn't Arrive
- [Admitted] Patient Admitted
- [Discharged] Patient Discharged
- [Transfer] Transfer Patient

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

ADDITIONAL INFORMATIONS:

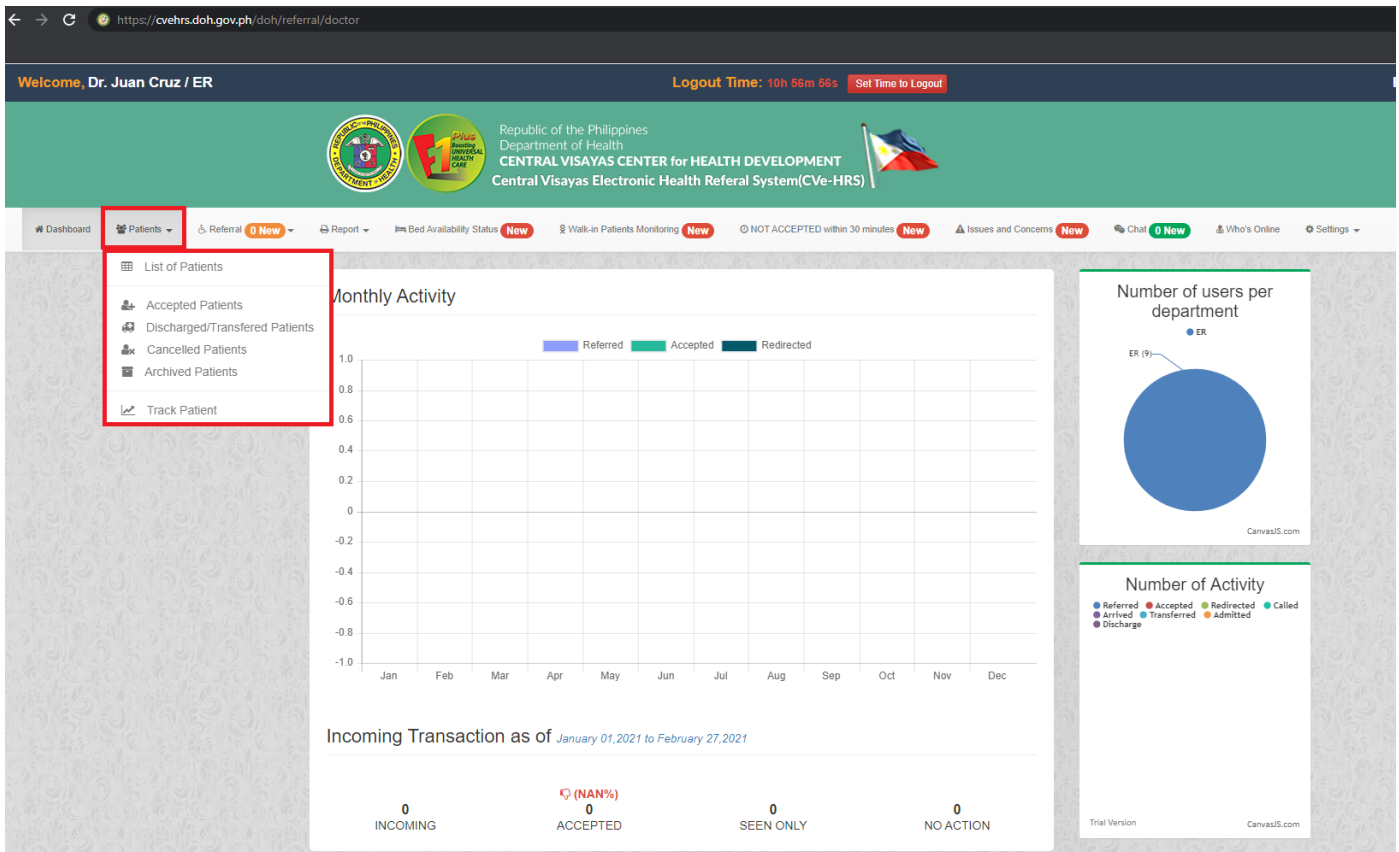


Figure 17. Screenshot on CVeHRS Patient’s Referral Option Page.

✓ **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.

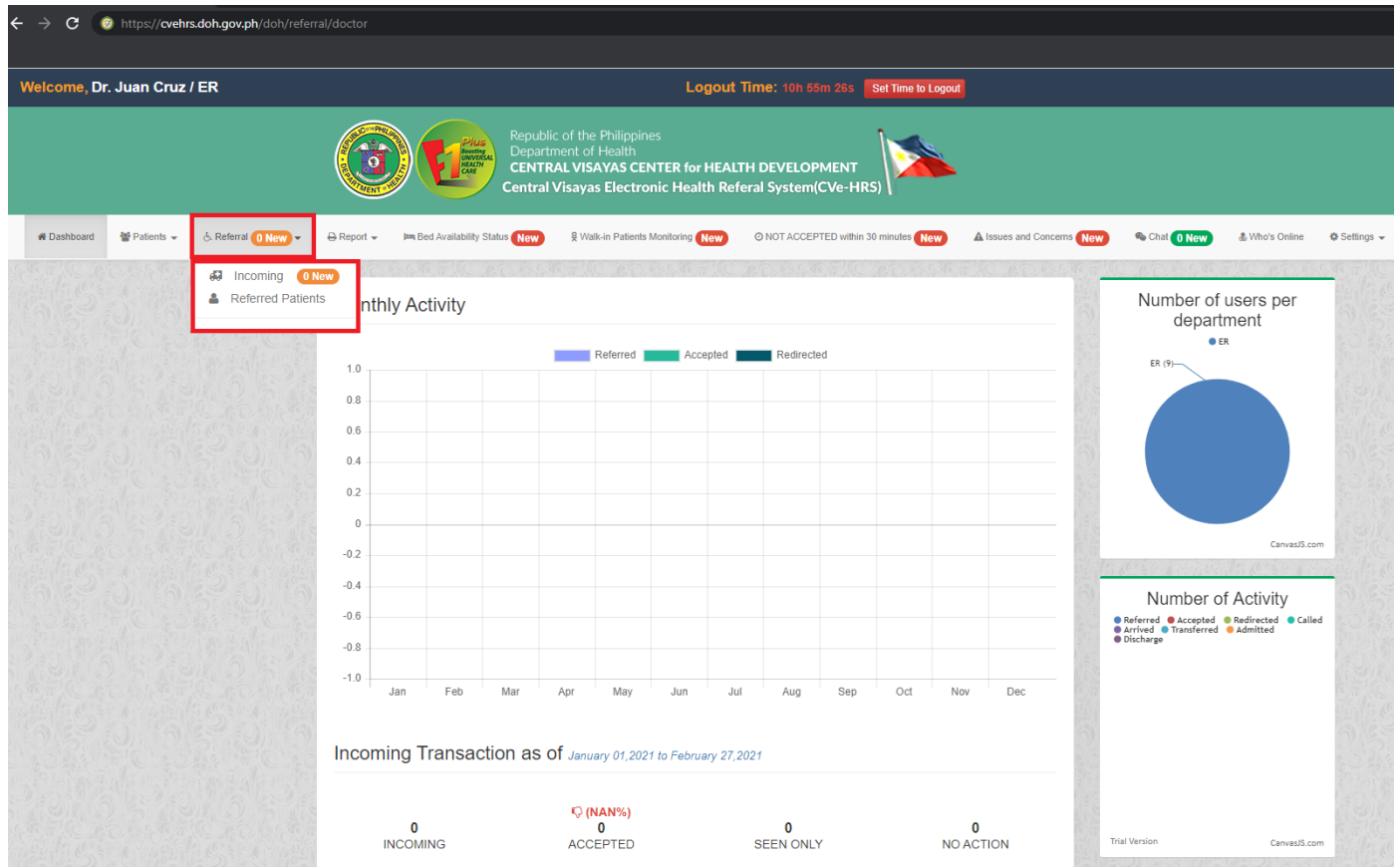


Figure 18. Screenshot on CVeHRS Referral Option Page.

✓ 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.



Bed Availability Status as of 3/9/2021 - 3:17:38 PM

Select All Province | Select All Facility

Name of Provider	Specialty	CIVIC BEDS								Non-CIVIC BEDS				Non-CIVIC BEDS		Name	Provider										
		Emergency Room (ER)	ICU	ICU-Subacute	ICU-Subacute	ICU-Subacute	ICU-Subacute	ICU-Subacute	ICU-Subacute	ICU-Subacute	ICU-Subacute	ICU-Subacute	ICU-Subacute	ICU-Subacute	ICU-Subacute			ICU-Subacute									
CEBU PROVINCE																											
UPDATING FORUM SHEET, THANK YOU		0	0	3	2	4	24	0	0	2	3	7	0	1	2	45	10	0	0	2	1	0	0	0	0	None	[Redacted]
None		0	0	0	2	21	37	0	0	1	3	0	4	0	2	6	12	0	2	1	1	0	0	0	0	None	[Redacted]
None		2	0	0	0	14	3	0	1	0	1	0	1	0	0	21	7	0	1	0	0	0	0	0	0	None	[Redacted]
None		0	0	0	0	0	0	0	0	0	0	3	1	0	0	7	3	1	0	0	0	0	0	1	0	None	[Redacted]
None		1	0	0	0	0	1	0	2	NA	NA	1	2	0	0	14	4	0	0	NA	NA	0	NA	0	NA	None	[Redacted]
None		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	None	[Redacted]
None		3	0	0	0	10	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	JOANNE CAROL MARIBLANCAN	[Redacted]
None		0	0	NA	NA	12	2	0	2	NA	NA	0	0	NA	NA	14	2	NONE	NONE	0	0	0	0	0	0	PINAS, LOUELLA MIREA, R.N.	[Redacted]
None		0	0	0	0	0	0	0	0	None	None	2	0	0	0	12	3	2	0	None	None	None	None	0	None	Att CHIEF	[Redacted]

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.

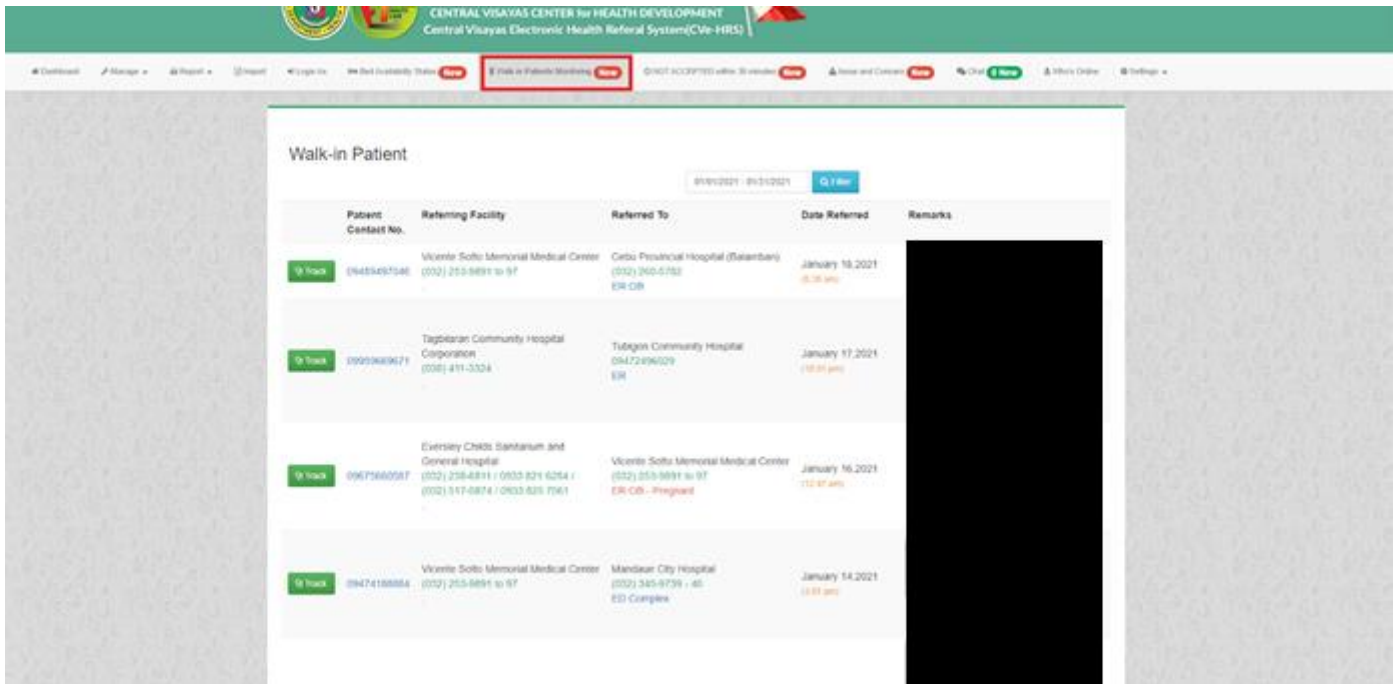


Figure 20. Screenshot on CVeHRS Bed Availability Status Page.

✓ **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.



Referral not accepted within 30 minutes as
(January 01,2021 00:00:00 to January 31,2021 23:59:59)

01/01/2021 - 01/31/2021

Patient Contact No.	Referring Facility	Referred To	Date Referred	Turn around time not accepted	Remarks
<input type="button" value="Track"/> 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	
<input type="button" value="Track"/> 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.

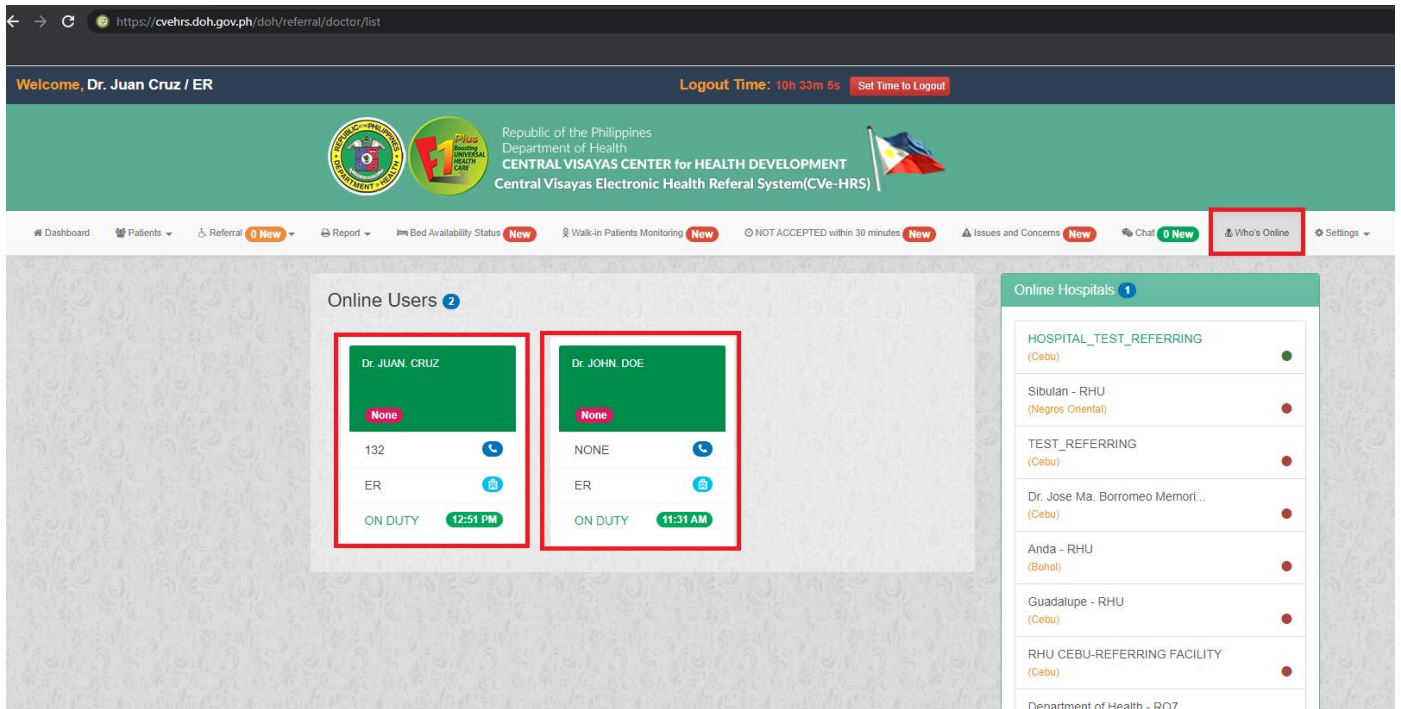


Figure 22. Screenshot on CVeHRS Who's Online Page.

✓ 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.

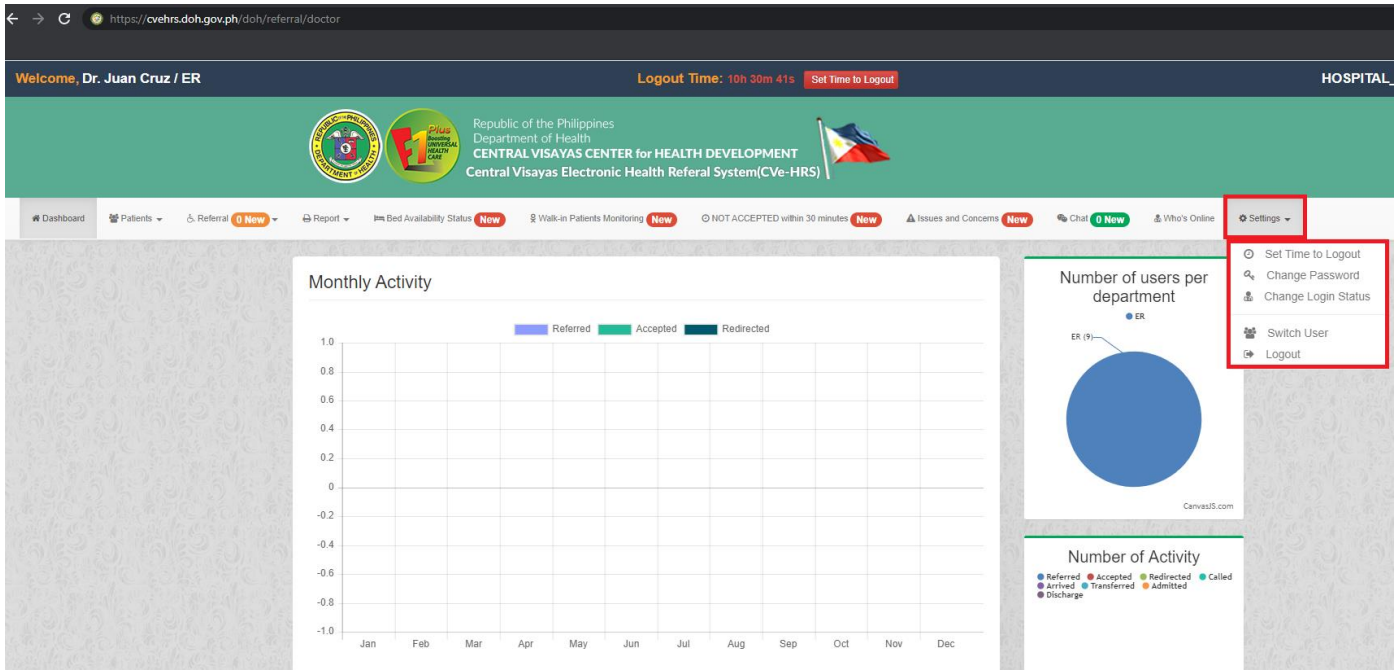


Figure 23. Screenshot on CVeHRS Settings Page

✓ 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.

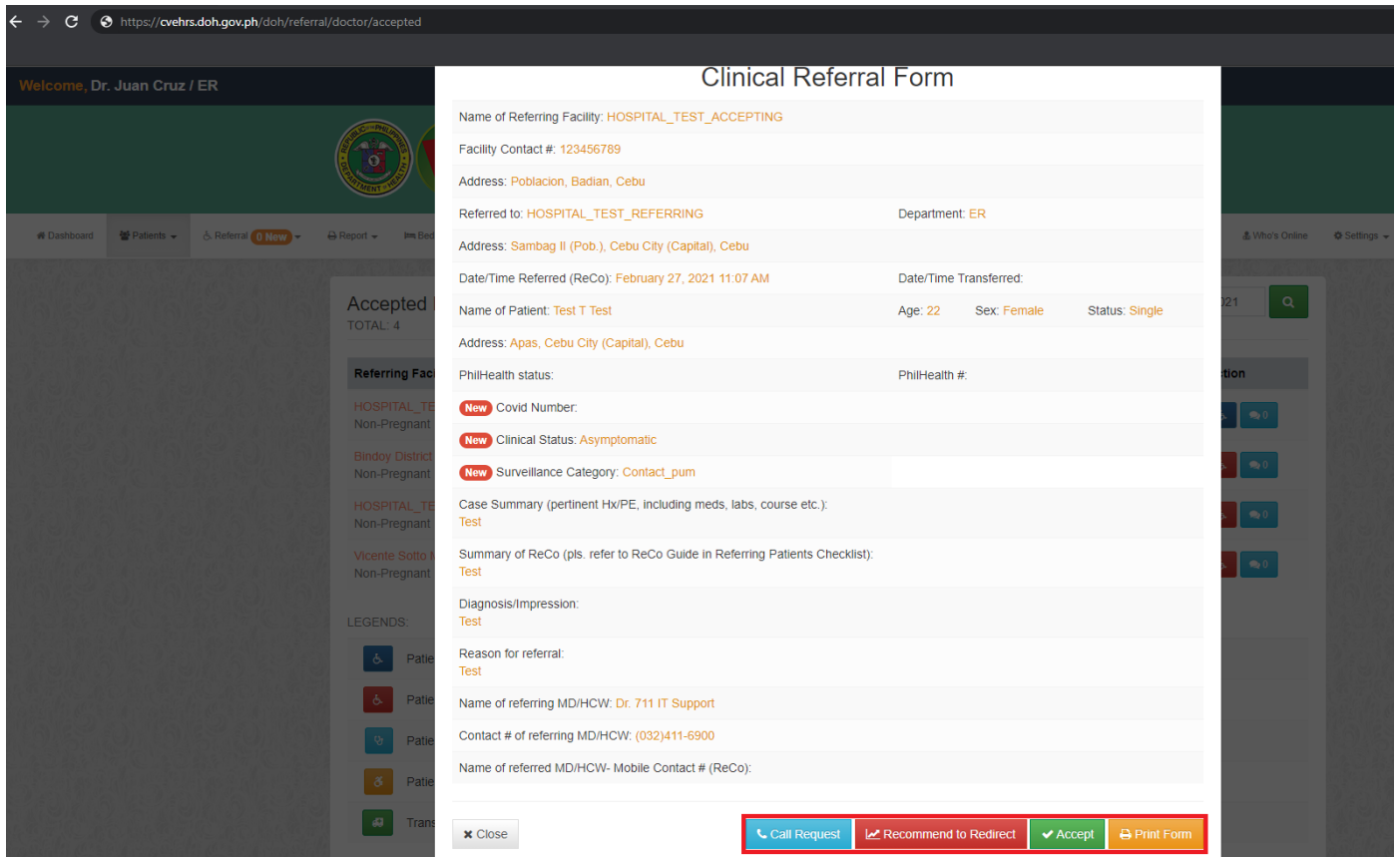


Figure 24. Screenshot on CVeHRS Walk-in Referral Page.

Name	Gender	Age / DOB	Barangay	Action
Test, Test T 12345678901	Female Single	22 years old Mar 04, 1998	Apas Cebu City (Capital)	Refer Walk-in

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.



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):

Buttons:

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.