

CENTRAL VISAYAS ELECTRONIC HEALTH REFERRAL SYSTEM (CVe-HRS)



USER'S MANUAL 2nd Edition





The Central Visayas Electronic Health Referral System (CVe-HRS) is a web-based system that uses a stable internet connection and can be accessed through any computer, laptop, tablet or mobile phones with google services.

A. START-UP AND LOGIN A.I. Log in IT User Account:

To start, open the browser in your device and go to the Department of Health Region 7 Portal <https://mis.cvchd7.com/portal> and click **REFERRAL page** or you may go to <https://cvchd7.com/login>. You will arrive at the Login Page and will be asked for your login credentials.

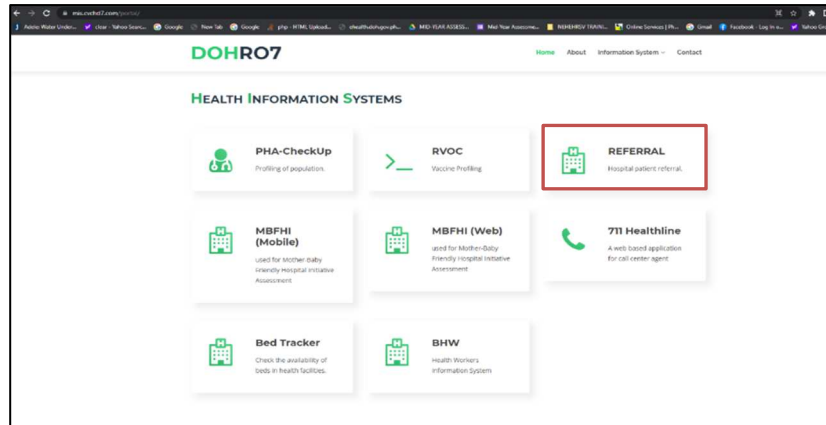


Figure 1. Screenshot on DOHRO7 Portal.

A.I.1. Log-in IT/ Admin Credentials:

- For Hospitals and Birthing Homes EMS and other pre-hospital partners: Please acquire your login credentials from your IT department or any CVe-HRS Point Person.
- For RHUs: Please acquire your login credentials from your respective CVe-HRS NDP Point Person.

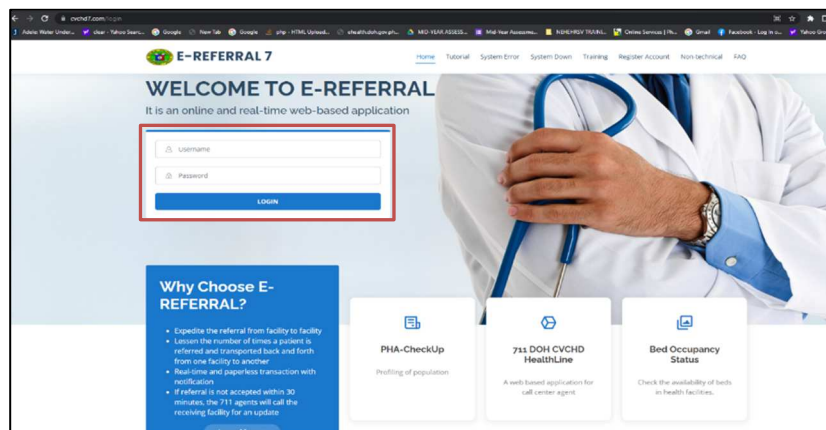


Figure 2. Screenshot on CVE-HRS Login Page.

A.I.2. Create New User's Account:

- Allows the IT personnel to create a User ID to access CVe-HRS.
- To add a new CVe-HRS new user account, click **Add User** menu and **Manage Users** button.

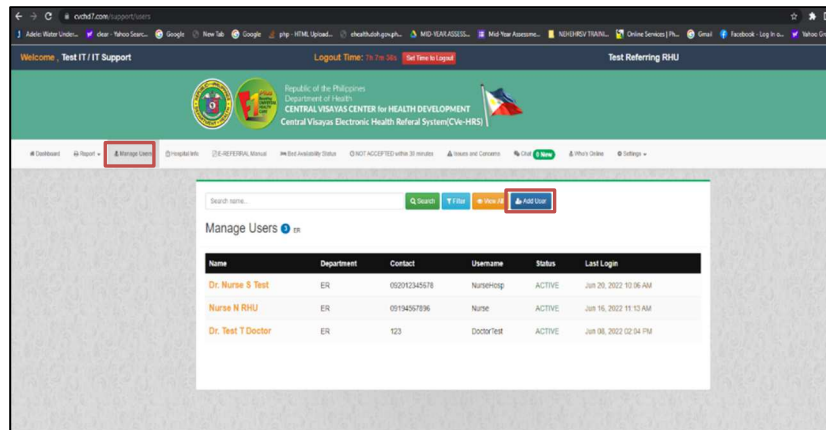


Figure 3. Screenshot on CVE-HRS Manage User Page.

- Type in all the provided and required data and click **Save** button once completed.
- To undo adding of new user account, click on the **Cancel** button.

Note: Doctors/ end-users connected to multiple facilities will require a user account for each facility where s/he is working to avoid system overwrite. However, section of "last name"

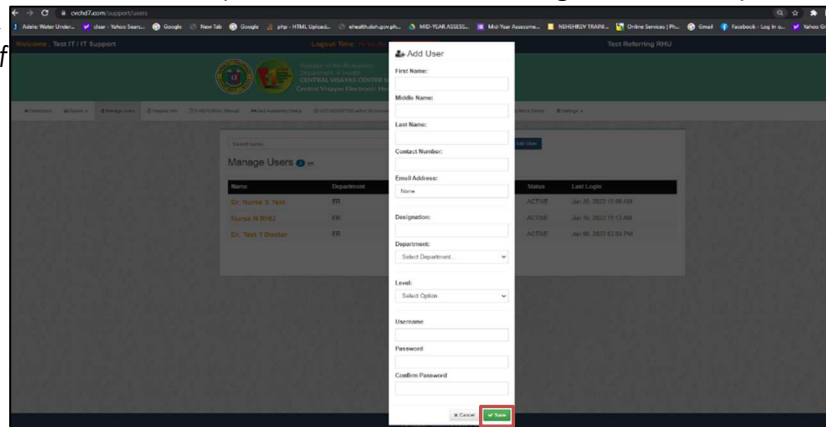


Figure 4. Screenshot on CVE-HRS Add User Page.

A.1.3.To Edit/ Update User's Account

- To edit a certain User Account, input the user's name on the **search box** and click **Search** button, select desired username. Enter the necessary changes, and then click the **Update** button, for changes to take effect.
- To undo editing of an existing user account, click on the **Cancel** button.
- To **DEACTIVATE** user's account, under the "status" field please select the **INACTIVE** function from the drop-down list.

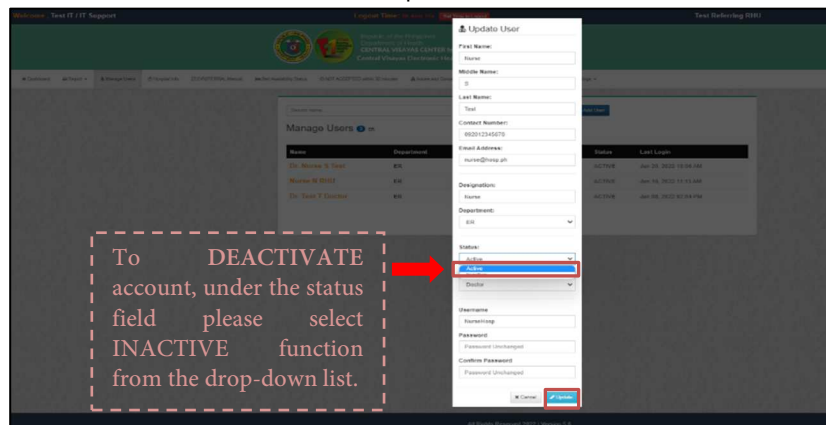


Figure 5. Screenshot on CVE-HRS Update User Page.

B. REFERRING A PATIENT

B.1.1. Log in Credentials:

- Log in your account.

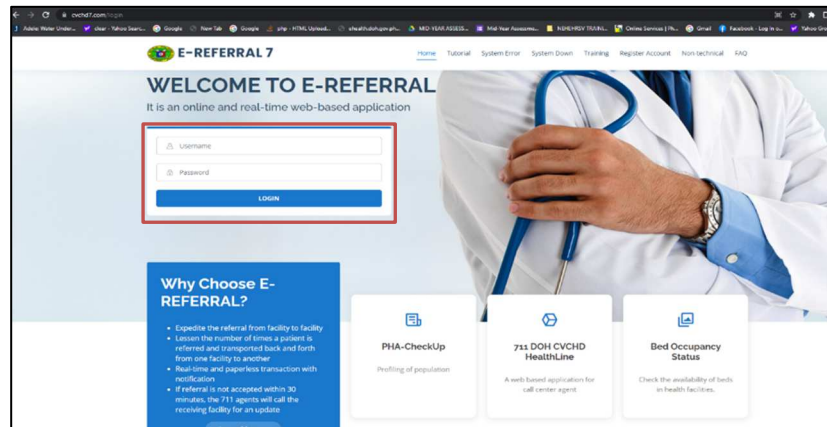


Figure 6. Screenshot on CVE-HRS Login Page.

B.1.2. Once logged in, you will be directed to the **Dashboard** menu where you can see your monthly activity of referred, accepted and redirected referrals.

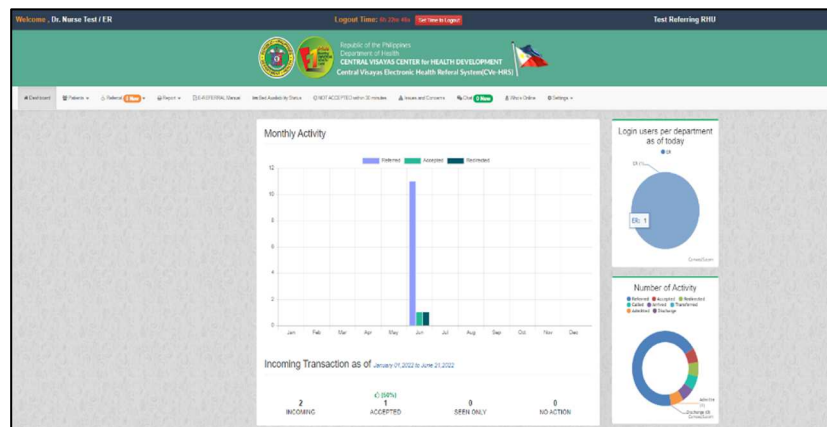


Figure 7. Screenshot on CVE-HRS Dashboard Page.

B.1.3. Adding or Searching Patient:

- Click on the **Patients** menu, select **List of Patients** from the drop-down list.
- **List of Patients**- Consists of a search bar that lets you search a patient when you are making a referral.

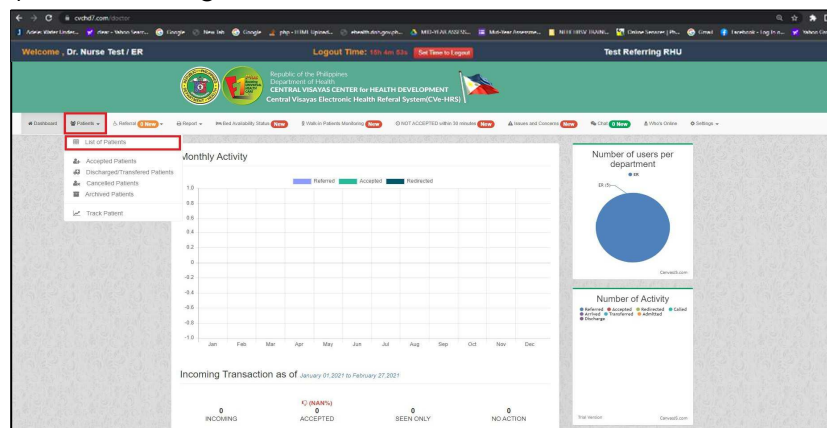


Figure 8. Screenshot on CVE-HRS Patient's Drop-down List Page.

B.I.4. The **Filter** button allows you to search specific individuals based on their Name, Region, Province, Municipality/ City and Barangay. If one is missing, it will not filter.

B.I.5. If the “Patient not found” dialog appears, click **Add Patient** button to add the patient's information.

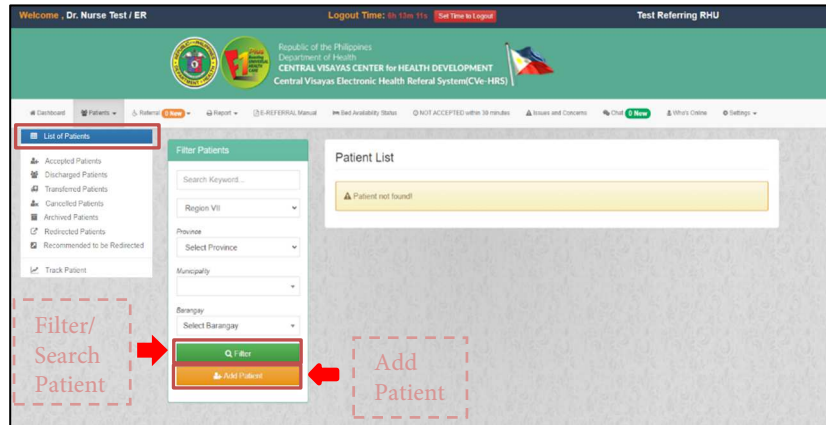


Figure 9. Screenshot on CVe-HRS List of Patient's Page.

B.I.6. Fill-out the patient's profile form and click the **Submit** button. To undo adding a new patient profile, click on **Back** button.

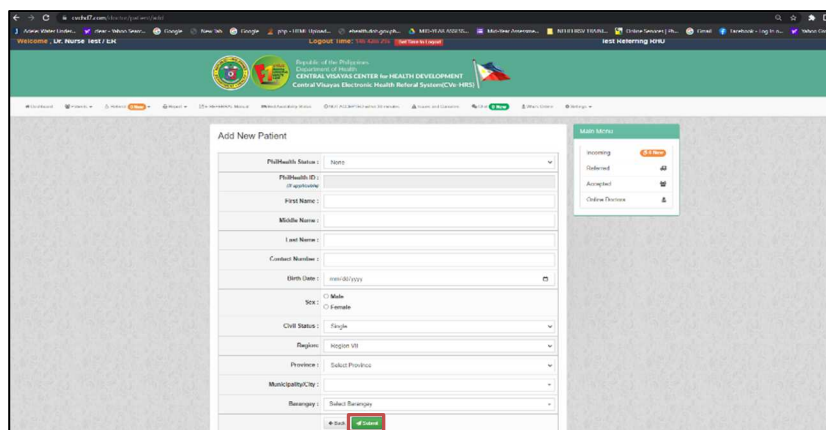


Figure 10. Screenshot on CVe-HRS Add New Patient's Page.

B.I.7. Once submitted, the created patient profile appears **Option 1**: click the **Refer** button to view the referral form where you can enter patient details and other pertinent information. **Option 2**: Click the **Walk-In** button for walk-in patient/ offline referrals, those who are not in the system but were referred from a facility.

Note: To tag the patient as Walk-in referral, you may use the same process as “Selecting or Creating a Patient” but you will choose the **Walk-In** button beside the **Refer** button and fill-out the clinical referral form.

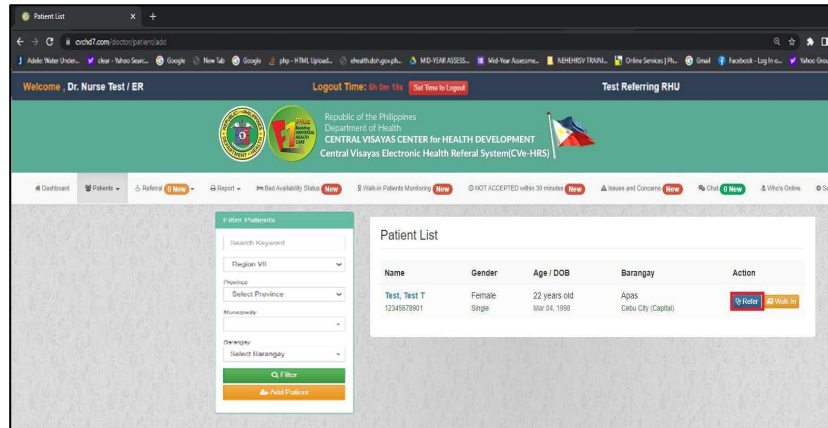


Figure 11. Screenshot on CVE-HRS Patient's Action Page.

B.I.8. 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 clinical referral form wherein you will fill-out pertinent details of the referral. Once accomplished, click the **Submit** button.

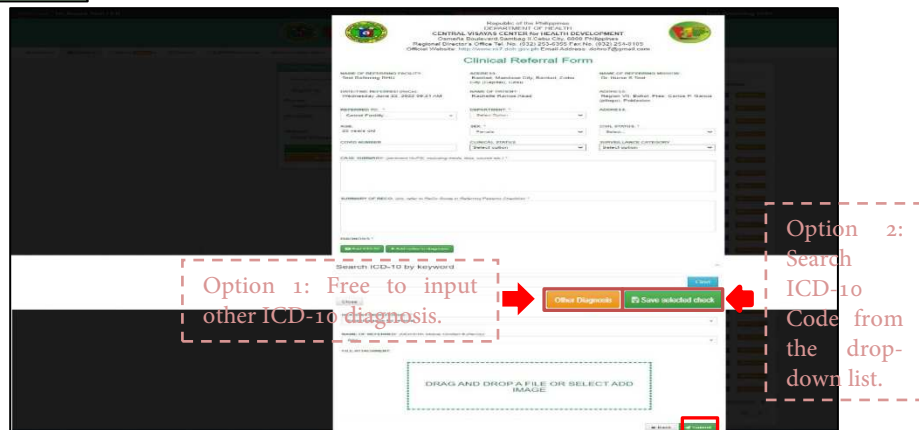


Figure 12. Screenshot on CVE-HRS Clinical Referral Form Page.

B.I.9. To view the referral submitted by your facility. Click the **Referral** button and select **Referred Patients** in the drop-down list to **TRACK** the patient that has been referred to another facility.

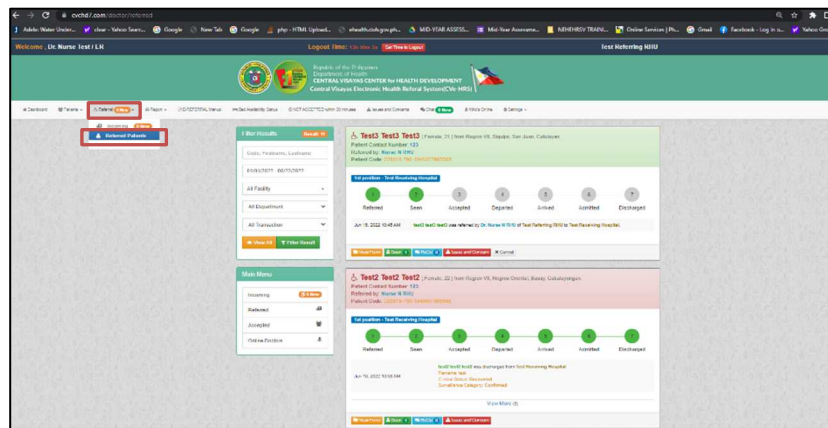


Figure 13. Screenshot on CVE-HRS Referred Patient's Page.



B.I.10. If the receiving facility rejects or denies the patient's referral, the referring facility will be notified, which means the referring facility must find another facility to refer the patient. To refer the patient to another facility just click the **Redirect to other facility** button and choose the facility name and the department where you wish to refer the patient then click the **Redirected** button.

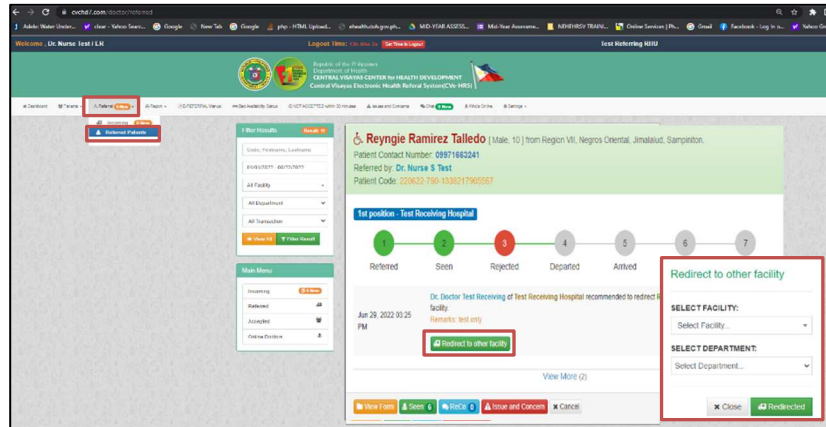


Figure 14. Screenshot on CVe-HRS Referred Patients Page/ Tracking.

View Form Button – to view the “**Clinical Referral Form**” where you can print and edit the form.

Note: Whoever encodes the patient's “clinical referral form” is the only one who can edit the form, you can no longer edit or make any changes after the patient is **accepted**.

Seen 1 Button – to see the records of those who have already viewed the clinical referral form.

ReCo 0 Button – to deliver a message to the receiving facility.

Issue and Concern Button – to input some issues and concerns regarding the receiving facility.

Redirected 1 Button – let you know that the patient has been redirected/ rejected.

Cancel Button – to cancel the patient's referral.

C. ACCEPTING AND REDIRECTING A REFERRAL

C.I.1. A notice message  and alert tone will be sent to the facility in the event of an incoming referral.

C.I.2. Go to the **Referral 1 New** menu and click **Incoming 1 New** 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. (Example: An OB doctors cannot accept an IM referral).

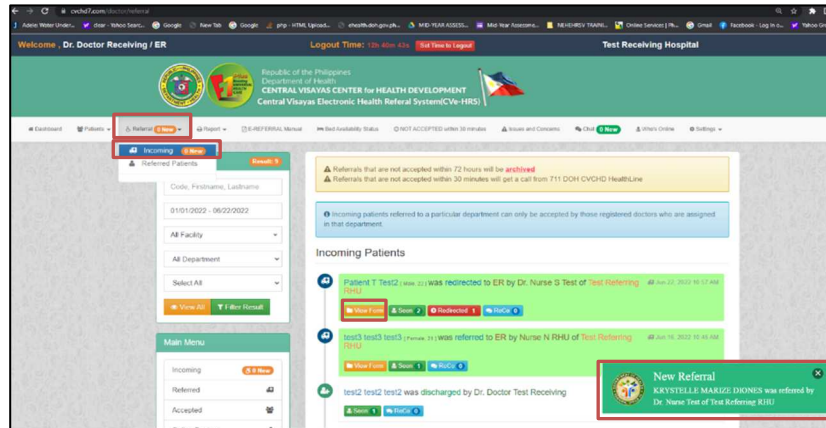


Figure 15. Screenshot on CVE-HRS Patient's Incoming Referral Page.

C.I.3. Click the **View Form** button to see a patient's referral form.

C.I.4. After clicking the **View Form** button, you will be directed to a patient's clinical referral form. Once viewed, it will be marked as "Seen" at the other end of the referral.

➤ In viewing the **Referral Form**, the following buttons are available:

Accept Button

- Enables users to accept referral from other facility/ies.

Recommend to Redirect Button

- Enables users to recommend to refer the patient to another facility.

Call Request Button

- Enables the users to notifies the referring facility to make a call to the receiving facility to further discuss pertinent patient information.

Print Form Button

- Allows users to print out the form.

C.I.5. If you want to accept a referral, you may click the **Accept** button and add remarks once referral has been accepted.

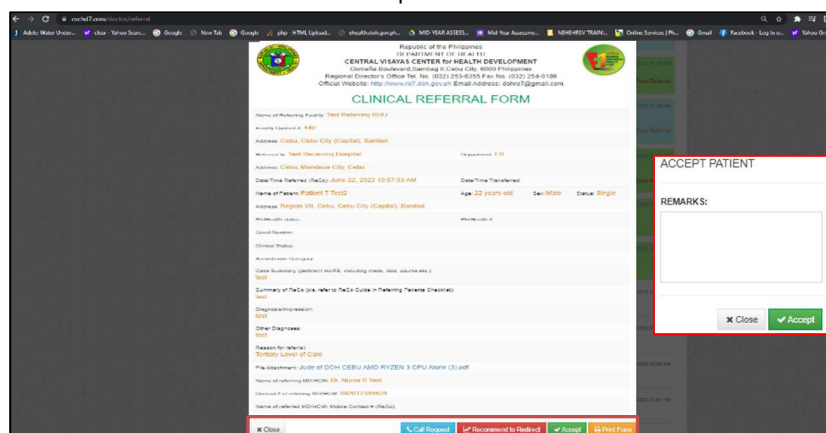


Figure 16. Screenshot on CVE-HRS Referral Option Page.

C.I.6. To view the accepted patient's list, click the **Patients** menu and select **Accepted Patients** from the drop-down list. There you can also notice five active buttons as follows:

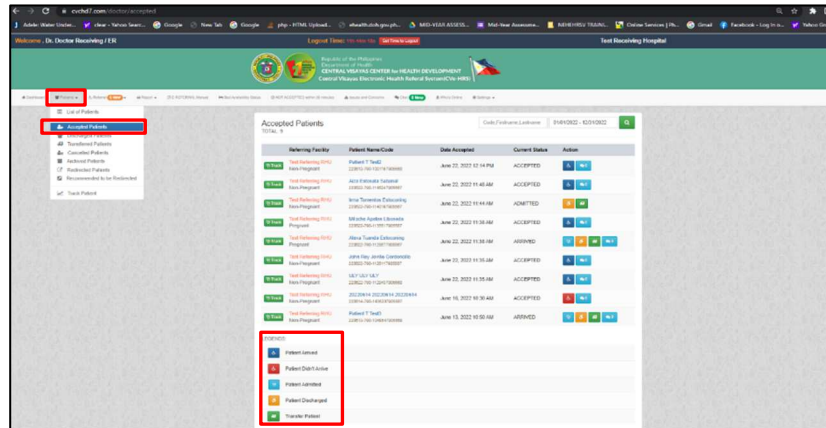







Figure 17. Screenshot on CVE-HRS Accepted Patients Page.

LEGENDS:

-  **Patients Arrived Button**
 - o Enables the user to record the exact time of arrival of the referred patient and notifies the referring facility.
 -  **Patient Didn't Arrive Button**
 - o The patient did not arrive for at least 8 hours after accepting the referral.
 -  **Patient Admitted Button**
 - o Enables the user to record the date and time of admission and notifies the referring facility.
 -  **Patient Discharged Button**
 - o Enables the user to record the date and time of the discharge and notifies the referring facility.
- Note:** Choose this option if a patient will be discharged or discharged without admission.
-  **Transfer Patient Button**
 - o Enables a user to refer/ transfer the patient to another facility/ies.

ADDITIONAL INFORMATION:

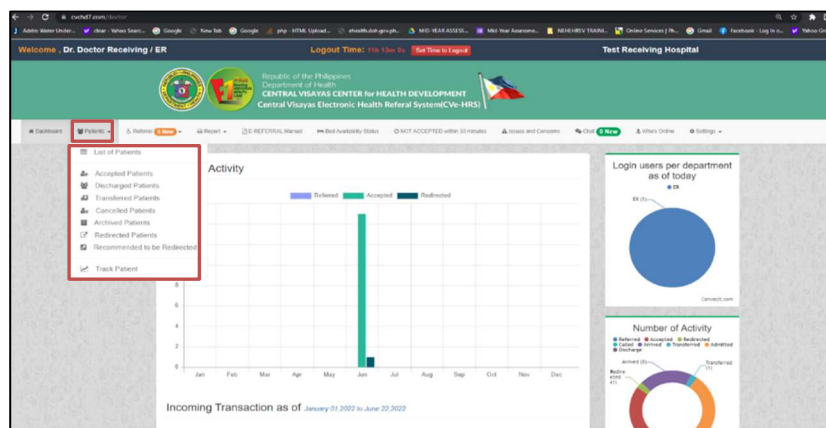


Figure 18. Screenshot on CVE-HRS Patient's Referral Option Page.

 **Patients MENU**

-  **List of Patients**
 - o Consists of a search bar that lets you search/ add a patient when



you are making a referral.



Accepted Patients

- Consists 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 clinical referral form appears.



Discharged Patients

- Consists of a list of patients discharged from your facility and its corresponding details.

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 clinical referral form appears.



Transferred Patients

- Consists of a list of patients being transferred to another 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 clinical referral form appears.



Canceled Patients

- Consists of a list of referrals canceled 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 clinical 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 the 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 clinical referral form appears.



Redirected Patients

- Consist of a list of referrals that were rejected or denied by your facility but were successfully forwarded by the referring facility to another facility, including the corresponding details.
- You may search a patient by patient code, first name or last name and you can also filter the date.



Recommended to be Redirected

- Consist of a list of referrals that were rejected or denied by your facility, including the 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 clinical referral form appears.

Track Patient

- Enables you to track a particular patient's referral or its, once you provide the patient code.

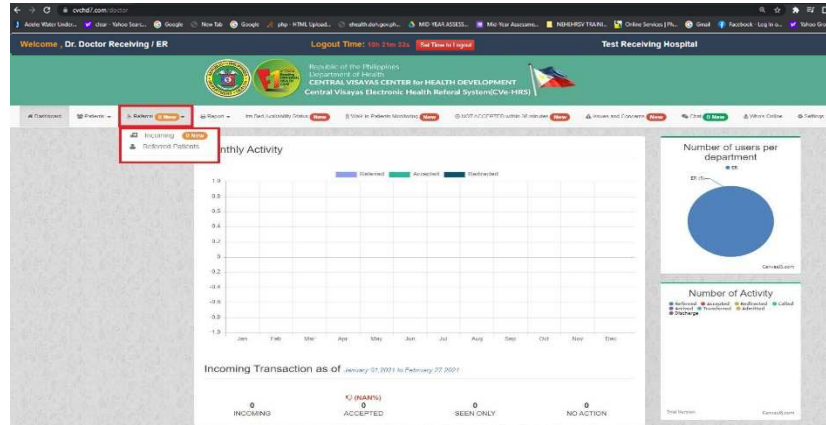


Figure 19. Screenshot on CVe-HRS Referral Option Page.

Referral 6 New **MENU**

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.

Referred Patients

- Consists of a list of outgoing referrals from your facility and corresponding actions made. You may also view and check the referral pathway of each referral.

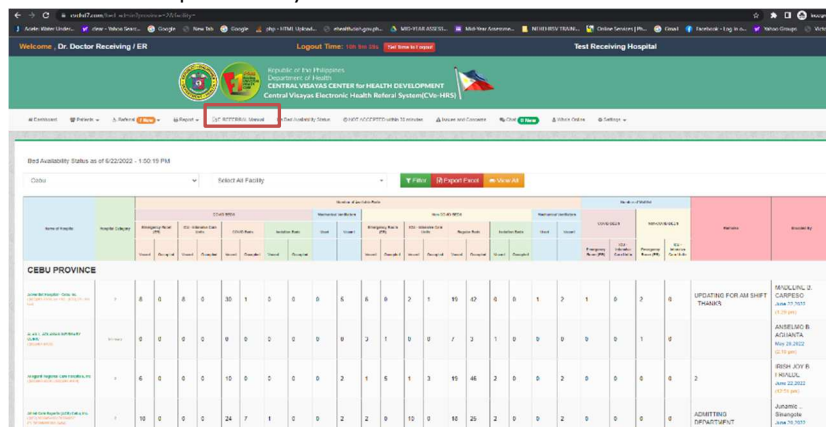


Figure 20. Screenshot on CVe-HRS Bed Availability Status Page.

Bed Availability Status **MENU**

- Every health facility can check the availability of bed status and bed capacity.
- You can view all or filter by Province and facility name.
- Mention that only the identified Bed tracker point person/s per facility can update the data reflected in this report.

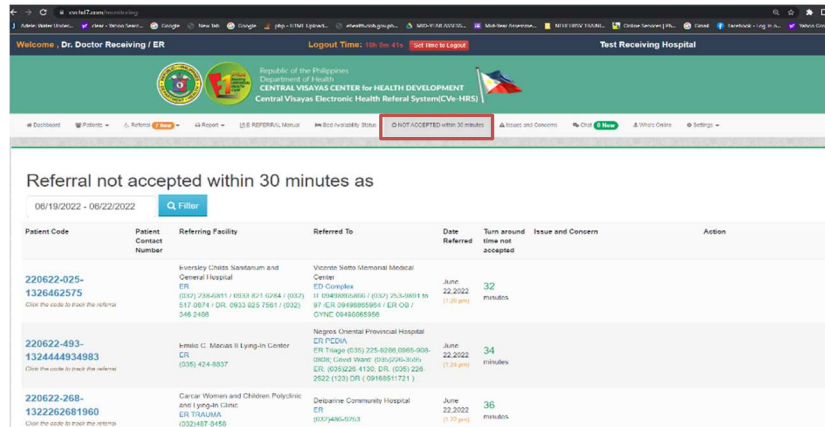


Figure 21. Screenshot on CVE-HRS Not accepted within 30 minutes Page.

NOT ACCEPTED within 30 minutes MENU

- o Consist of a list of patients who are not accepted within 30 minutes or more by the health facilities and with corresponding remarks.
- o You can filter by date range.
- o Enables you to track a particular referral, once you click the **patient code**.
- o If a referral has not been attended for 30 minutes from the time it was submitted, 711 contacts the receiving facilities for them to check and update the referral.

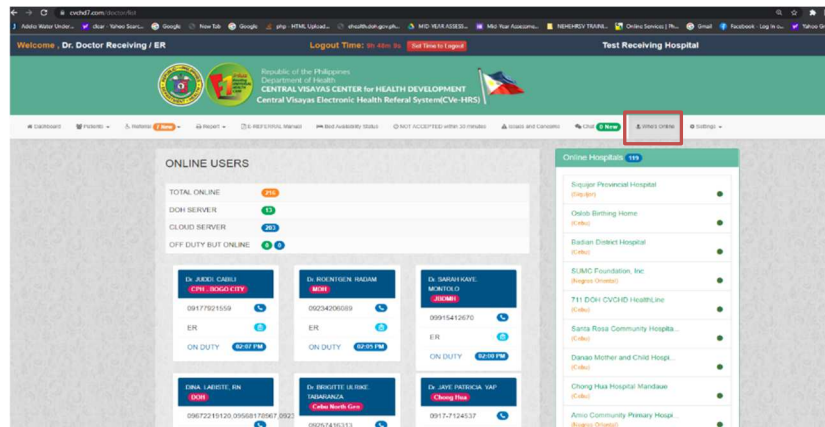


Figure 22. Screenshot on CVE-HRS Who's Online Page.

Who's Online MENU

- o Shows you a grid view of doctors and other focal health workers 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.

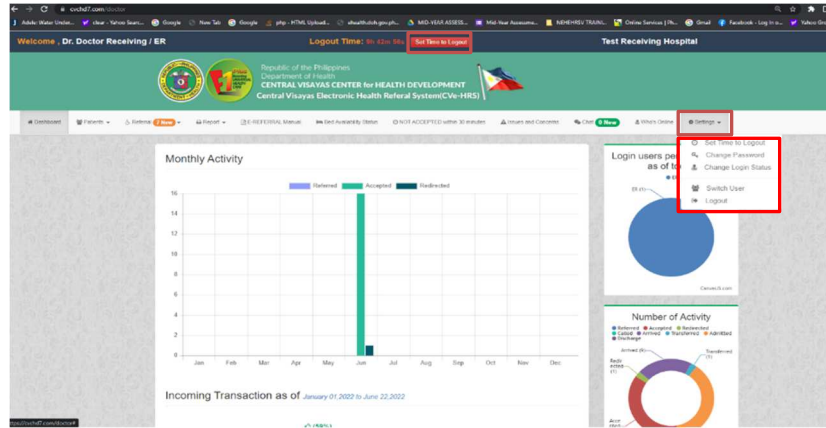


Figure 23. Screenshot on CVE-HRS Settings Page

Settings MENU

Set Time to Logout

- o Enables you to set the time you want to automatically logout.

Change Password

- o Enables you to change your current password.

Change Log in Status

- o Enables you to change your status from Off-Duty to On-Duty or vice versa.

Switch User

- o Enables you to switch from one user to another in the same browser.

Logout

- o Enables you to exit from your account

Set Time to Logout Button

- o Allows you to set the time at which you wish to log out of the system.