

USER GUIDE FOR DOCTORS MyPatients application

CLINICAL SERVICES

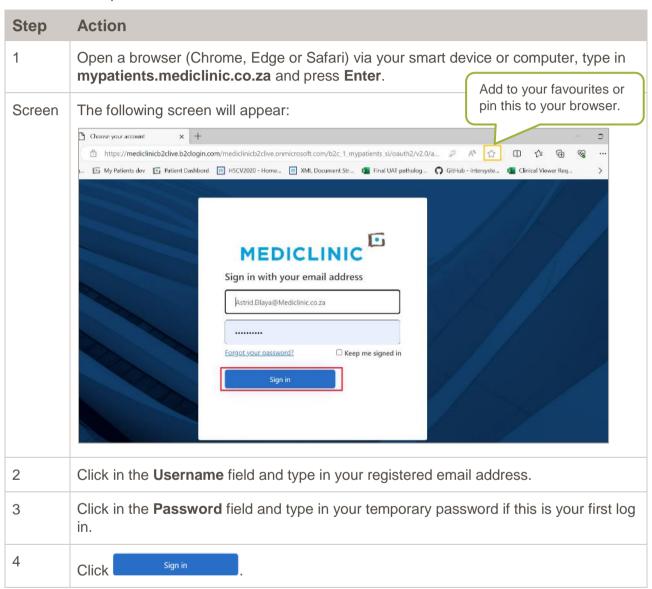
Contents

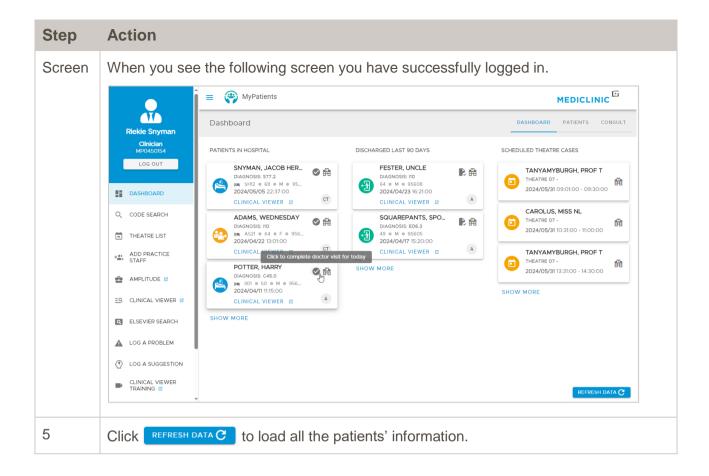
| Overview | |
|---------------------------------------|----|
| Log in to MyPatients | 1 |
| Application icons | 3 |
| Menu pane navigation | 4 |
| Dashboard tab | 9 |
| Overview | 9 |
| Dashboard layout | 9 |
| Patients tab | 10 |
| Overview | 10 |
| Filter | 10 |
| Search | 11 |
| Consult tab | 12 |
| Overview | 12 |
| Add a doctor to a patient's care team | 12 |
| Patients tab | 14 |
| Patient card and record layout | 14 |
| Abbreviations used in the application | 23 |

OVERVIEW

Log in to MyPatients

Follow these steps:





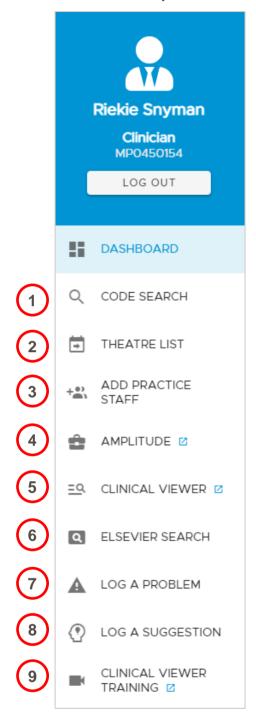
Application icons

The following icons are available in the application:

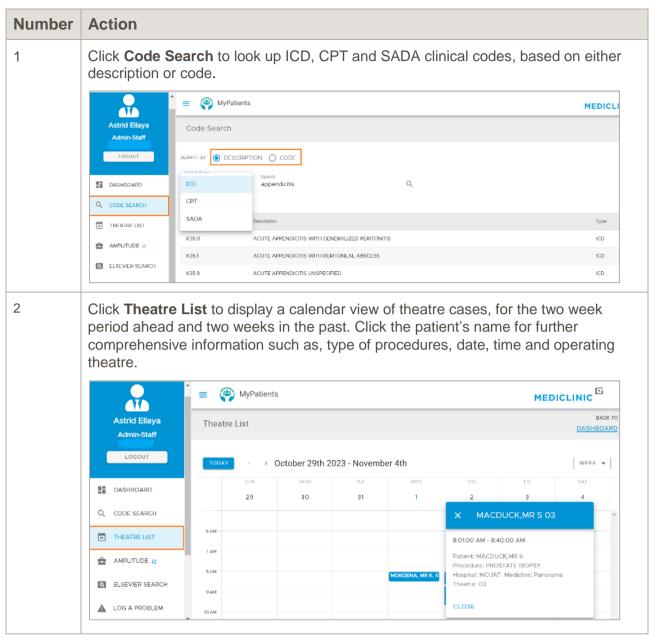
| Icon | Description |
|---------------|---|
| | Admitted patient |
| | Discharged patients |
| | Referred Patient |
| | Scheduled theatre case |
| A | Hospital name(hover over this to see the name of the hospital) |
| | The tick turns green once clicked. Use this to indicate which patients have been seen during ward rounds (resets every day) |
| 2 | Final billed icon- click once billing complete to indicated billed patients. |
| Α | Signifies that the you are the admitting doctor |
| СТ | Shows that you are an additional treating doctor or part of the Care Team |
| □ EG34 | Ward and bed number, e.g. Ward E bed number 34 |

Menu pane navigation

From the **Home** screen you will see the following menu options:



If the menu is hidden, click the **Menu** icon the display it.



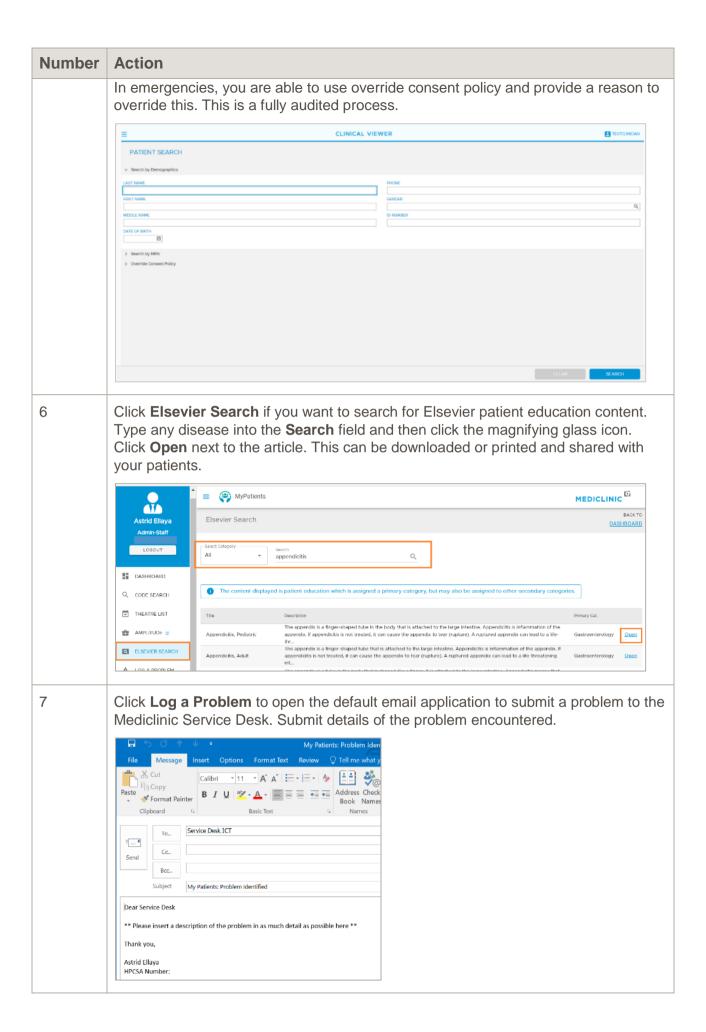
Number **Action** 3 Click Add Practice Staff to link a practice staff to a specific doctor's profile. This will allow those practice staff access to view that specific doctor's patients. This is mandatory for all doctors that share practice staff with other doctors or group practice doctors. This allows the practice to use a single log in and toggle between different doctors patients. Practice staff Add new logs in and Registration Add Doctor member, type can now also practice of staff logs in staff email see that complete staff address doctor's patients Click Add New Member. Type in the practice's staff registered email address, click **Submit**. Staff can also be removed by using the **Delete** function. MEDICLINIC 15 ■ MyPatients DASHBOARD Add Practice Staff Q CODE SEARCH My Practice Staff THEATRE LIST Add New Member astrid.ellaya@mediclinic.co.za AMPLITUDE Ø CLINICAL VIEWER B CANCEL ELSEVIER SEARCH LOG A SUGGESTION 4 Click **Amplitude** to go to the log in screen for the **Amplitude** system. MEDICLINIC **Mediclinic Clinical Outcomes Database** Use for Mediclinic patients only Log in AstridEllaya 5 Click the Clinical Viewer option from the menu in the left pane. This will open a new

browser and will open on the Patient Search screen in the Clinical Viewer. Type in

Note that you will only be able to see past hospitalisation if the patient has consented

the patient ID number or name and surname and click **Search**.

and if you are on the patient care team.



Number **Action** 8 Click Log a Suggestion to open the default email application to submit a suggestion to the application development team. Note We are constantly innovating and value your input. You can also use this to send suggestions via the Clinical Viewer. My Patients: New Suggestion - Messa File Message Insert Options Format Text Review 🗘 Tell me what you want to Paste of Format Painter Clipboard Clipboard Clipboard Calibri 111 A A A A A A Address Check Attach At Book Names Basic Text Clipboard Clip To.. MPAComms ī___ī Cc., Send Box. Subject My Patients: New Suggestion Dear My Patients App Owners, We value your opinion. ** Kindly provide us with descriptive details of your suggestion to enhance the application here... ** Astrid Ellava 9 Click Clinical Viewer Training to view a short video on navigating the Clinical Viewer content.

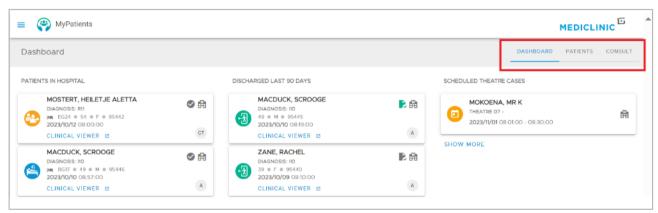
DASHBOARD TAB

Overview

Dashboard is automatically opened providing an overview of your three most recent patients under admitted, discharged and scheduled theatre cases. You will also see recent referrals on this view.

Dashboard layout

The following tabs will display on the right side of the **Dashboard** screen:

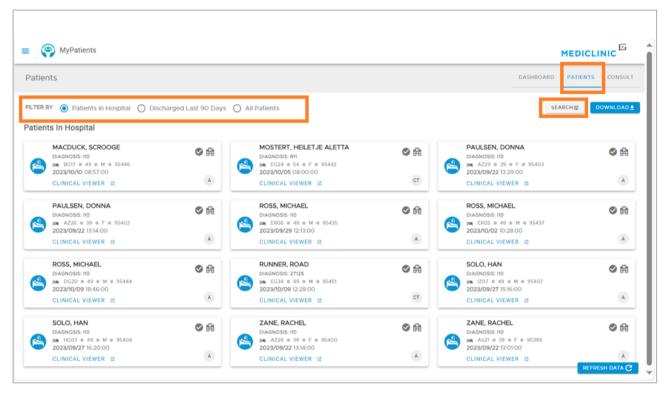


| Tab | Description |
|-----------|--|
| Dashboard | The Dashboard tab is automatically opened providing an overview of your three most recent patients under admitted, discharged and scheduled theater cases. You will also see recent referrals on this view. |
| Patients | Displays a full list of all the patients currently in the hospital, the patients that have been discharged and a combined view. |
| Consult | Allows you to search for a patient whom you are consulting, that you are not yet part of the care team on our Patient Administration System, this will automatically add you on to the care team. |

PATIENTS TAB

Overview

From the **Home/Dashboard** screen you can click on **Patients** tab. The following screen will display:



The following functions can be performed from this screen:

- Filter
- Search

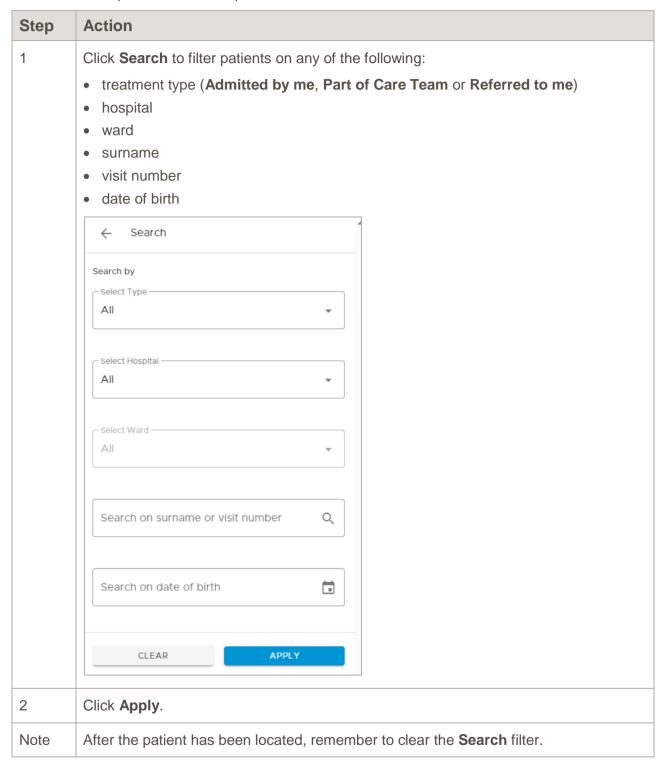
Filter

Filter according to which patients you want to view, note that each filter works independently. Use one of the following filters:

| Filter | Description |
|-------------------------|---|
| Patients in hospital | All admitted patients |
| Discharged last 90 days | Displays a full list of all the patients that have been discharged. |
| All patients | Admitted and discharged patients. |

Search

Follow these steps to search for a patient:



CONSULT TAB

Overview

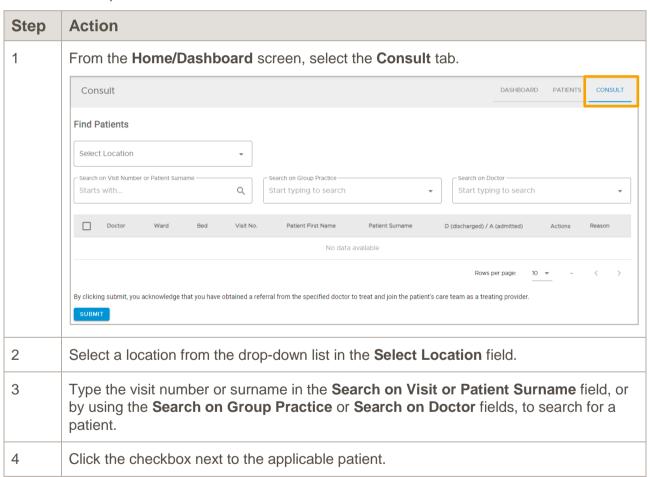
This functionality to allow doctors and staff to auto add themselves into a patients care team. It can be used to support existing process done by hospital Reception staff or Unit Admin Assistant.

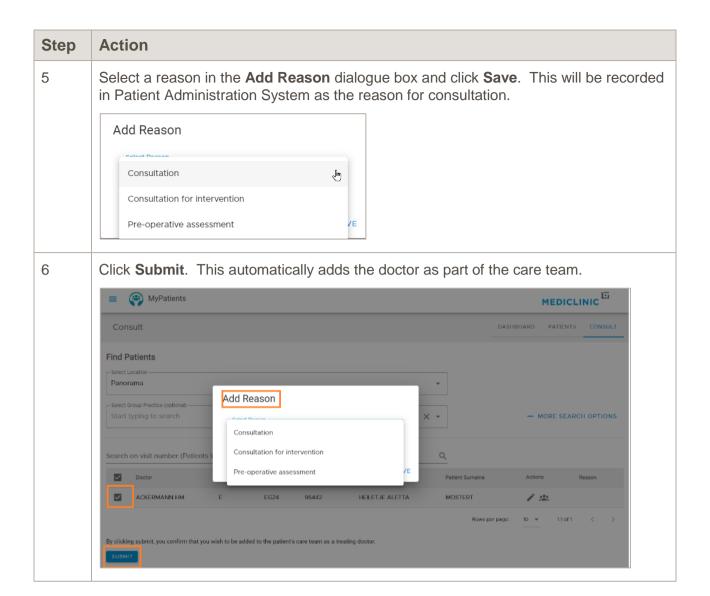
It can be used when consulting a new patient, for pre-operative review when a group practice is added on to a patients care team and can be used for locums or on-call cover.

This is recorded on the Patient Administration System and displays all doctors who are part of the care team.

Add a doctor to a patient's care team

Follow these steps:

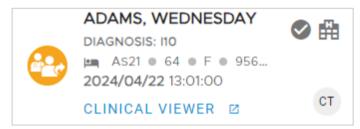




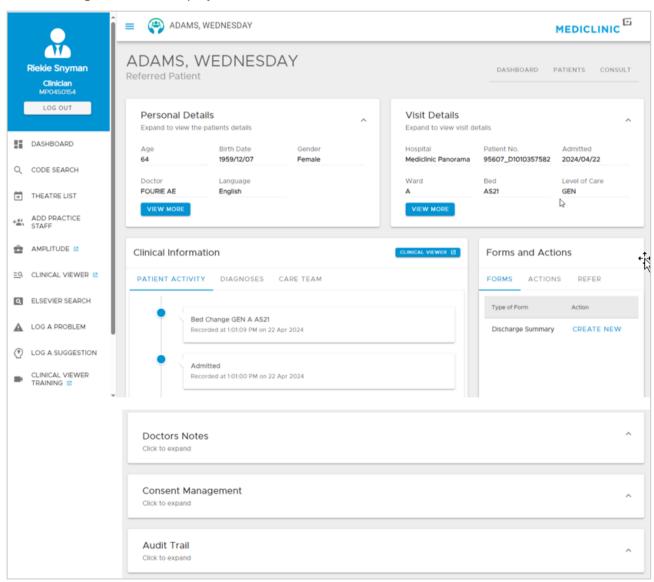
PATIENTS TAB

Patient card and record layout

Once a patient record has been located, click the patient card to open it.



The following screen will display:

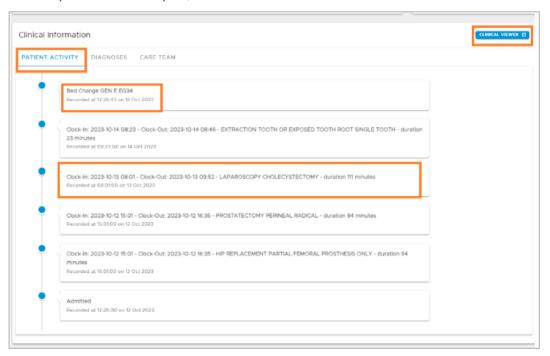


The following information can be viewed:

| Sections | Description |
|----------------------|--|
| Personal details | Contains the patients demographic and next of kin contact information. |
| Visit details | Displays body mass index if captured, level of care information, authorisation codes and medical aid and main member details. |
| Clinical Information | Contains patient activity timeline, diagnoses, care team information and a link that takes you directly to the patient medical record within the Clinical Viewer. |
| Forms and Actions | Discharge summary that can be generated and the Refer functionality. |
| Care Team notes | Contains all added notes, referrals and added diagnoses. This is visible to the whole care team. |
| Consent management | Allows you to view a list of hospitalisations within the Clinical Viewer, if the patient consented at admission previous records can be automatically seen. |
| | If they have not consented you can ask for consent at the bedside, type in the patients cell number they will receive and once time pin, enter this pin and consent will be activated. |
| Audit log | Allows you to view all doctors that have accessed the patient's records. |

Clinical Information

Once a patient card is open, scroll down the view the Clinical Information section.



The tabs provide the following information:

| Tab | Description | |
|-------------------|--|---------------|
| Patients activity | Displays bed changes including level of care and theater in and outimeline view. | ut times in a |
| Diagnoses | Displays coded ICD-10 diagnosis. Note that final coding occurs aft The primary diagnosis will be indicated as well as the priority of co the Patient Administration system). | Ü |
| | PATIENT ACTIVITY DIAGNOSES CARE TEAM | |
| | Date Code Description | Priority |
| | 2024/02/15 G81.9 HEMIPLEGIA UNSPECIFIED (Primary diagnosis) | 1 |
| | 2024/02/15 Z50.8 CARE INVOLVING USE OF OTH REHABILITATION PROCEDURES | 2 |
| | 2024/02/15 R41.8 OTH/UNSP SYMP SIGNS INVOLV COGNITIVE FUNCTION/AWARENESS | 2 |
| | 2024/02/15 E10.8 TYPE 1 DIABETES MELLITUS WITH UNSPECIFIED COMPLICATIONS | 0 |
| | ADD DIAGNOSIS INFO | |
| Care team | Displays all doctors involved in the patients treatment during admis | ssion. |

Submission of a confirmed diagnosis

This function allows a doctor or practice the ability to electronically submit ICD10 diagnoses and associated clinical information.

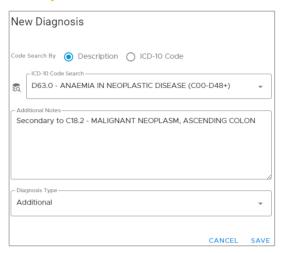
This information will assist with improving access to clinical information for the patients unified care record seen in the Clinical Viewer, as well as improved congruence between hospital and practitioner's diagnoses.

ICD10 codes are used not just for account raising, but also for data collection for clinical and risk management purposes.

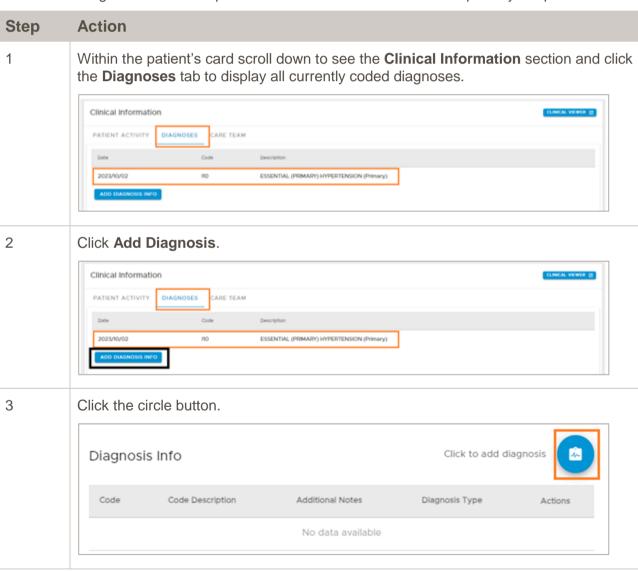
| Rules | Description |
|---|---|
| Confirmed diagnosis | Submit all confirmed diagnoses treated. |
| If any ICD10 code contains an (Dagger or +) | Add the primary linked diagnosis. |
| Timing if submission | Ideally submit these while the patient is admitted or within 2 days of discharge as we may not be able to capture or reflect this after final coding and billing takes place. |



Example



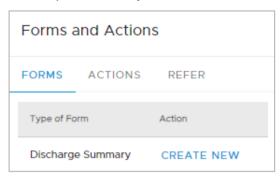
When submitting Anaemia in Neoplastic disease it must be linked to the primary neoplastic cause.





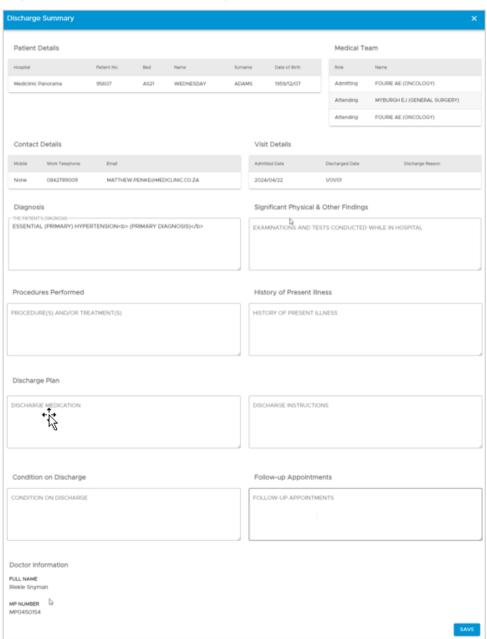
Forms and Actions

On the patient card you will see Forms and Actions for doctors.



Click **Create New** to generate a discharge summary that is pre-populated with the patient's information.

You are able to add clinical information into the fields provided. This can be saved and printed out to give to the patient upon discharge.



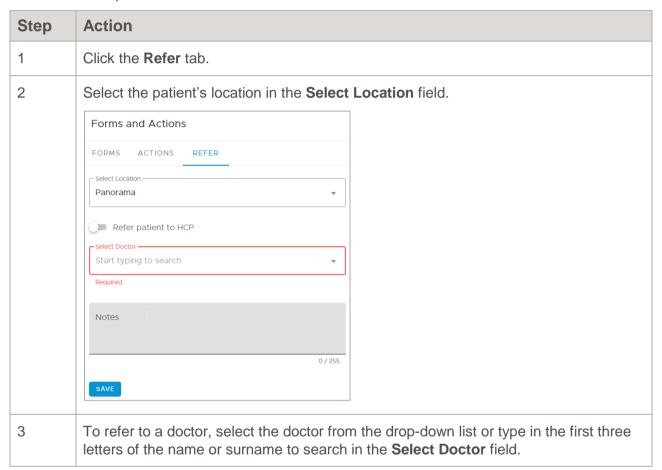
Refer

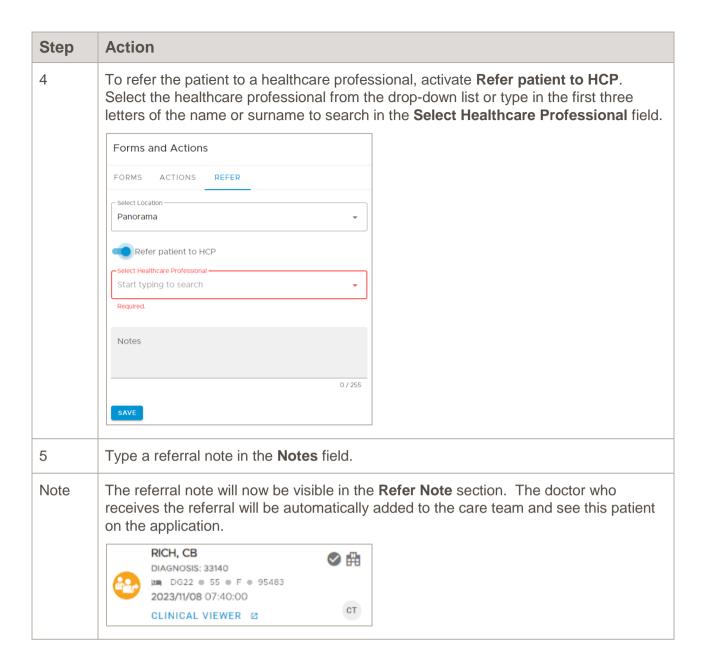
This function allows users to send a non-urgent referrals, and will automatcally add the doctor to the patient's care team. It can be also be used for on call cover or between doctors in a group practice that see each others patients.

Doctors can refer to other doctors or healthcare professionals. Healthcare professionals can only refer to other healthcare professionals.



Follow these steps:

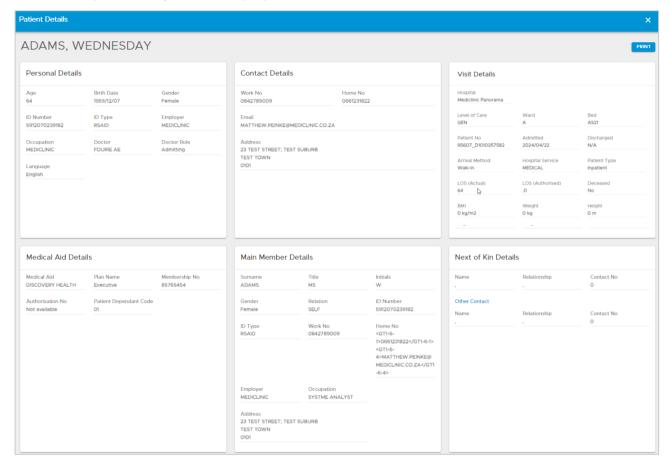




Personal and visit details

Within in a patients card, click View More to see the full visit and personal details.

This can be printed for your record purposes.



ABBREVIATIONS USED IN THE APPLICATION

The following abbreviations are used in the application:

| Level of Care | Description |
|---------------|---------------------------|
| DAY | Day Admission |
| DCT | Day Clinic Ward |
| GEN | General Ward |
| HIC | High Care |
| ICU | Intensive Care Unit |
| LUX | Luxury Ward |
| MED | Private Ward Doctors Auth |
| MPT | Maternity Private Ward |
| N/A | No Ward Charges |
| NEO | Neonatal Ward |
| NHB | Neonatal High Care N |

| Level of Care | Description |
|---------------|--------------------------|
| NHA | Neonatal High Care A |
| NIC | Neonatal ICU |
| PSY | General Ward Psychiatric |
| PVT | Private Ward |
| REH | Sub-Acute Rehabilitation |
| SEM | Semi-Private ward |
| SIC | Specialised ICU |
| SMT | Semi-Private Maternity |
| STP | Sub-Acute Ward |
| VIP | VIP Ward |
| | |

| Speciality | Description |
|------------|---|
| ALLER | Allergologist |
| ANAES | Anaesthesiologist |
| CARDI | Cardiologist |
| CHLTH | Community Health Practitioner |
| CLINH | Pathologist (Clinical Haematologist) |
| CLINT | Clinical Technologist |
| CRTHS | Cardiothoracic Surgeon |

| Speciality | Description |
|------------|---|
| GERIA | Physician (Geriatric Medicine) |
| GYNAE | Obstetrician & Gynaecologist |
| GYNAO | Obstetrician & Gynaecologist (Gynae Oncology) |
| GYNEU | Obstetrician & Gynaecologist (Urogynaecologist) |
| HOMEO | Homeopath |
| INFEC | Physician (Infectious Diseases) |
| MATFO | Obstetrician & Gynaecologist (Maternal-Foetal Medicine) |

| Speciality | Description |
|------------|---|
| DENPR | Dentist |
| DERMA | Dermatologist |
| EMERG | Emergency Medicine Specialist |
| ENDOC | Physician (Endocrinologist) |
| ENTOL | Medical Otorhinolaryngologist |
| ENTSU | Otorhinolaryngologist (ENT) |
| FAMIL | Family Physician |
| GASTR | Physician (Gastroenterologist) |
| GASTRS | Surgeon (Gastroenterologist) |
| GENET | Physician (Medical Genetics) |
| GENPR | General Practitioner |
| GENSU | Surgeon (General Surgeon) |
| ALLER | Allergologist |
| ANAES | Anaesthesiologist |
| CARDI | Cardiologist |
| CHLTH | Community Health Practitioner |
| CLINH | Pathologist (Clinical Haematologist) |
| CLINT | Clinical Technologist |
| CRTHS | Cardiothoracic Surgeon |
| DENPR | Dentist |
| DERMA | Dermatologist |

| Speciality | Description |
|------------|---|
| MAXIL | Maxillo-Facial Surgeon |
| MEDON | Physician (Medical Oncologist) |
| MEDPR | Medical Practice |
| NEONA | Paediatrician (Neonatologist) |
| NEPHR | Physician (Nephrologist) |
| NEURO | Neurologist |
| NEURS | Neurosurgeon |
| NEURY | Psychiatrist (Neuropsychiatrist) |
| NUCLE | Nuclear Medicine Specialist |
| OCCHE | Physician (Occupational Health) |
| OCCME | Physician (Occupational Medicine) |
| ONCOL | Physician (Oncologist) |
| GERIA | Physician (Geriatric Medicine) |
| GYNAE | Obstetrician & Gynaecologist |
| GYNAO | Obstetrician & Gynaecologist (Gynae Oncology) |
| GYNEU | Obstetrician & Gynaecologist (Urogynaecologist) |
| HOMEO | Homeopath |
| INFEC | Physician (Infectious Diseases) |
| MATFO | Obstetrician & Gynaecologist (Maternal-Foetal Medicine) |
| MAXIL | Maxillo-Facial Surgeon |
| MEDON | Physician (Medical Oncologist) |

| Speciality | Description |
|------------|---|
| EMERG | Emergency Medicine Specialist |
| ENDOC | Physician (Endocrinologist) |
| ENTOL | Medical Otorhinolaryngologist |
| ENTSU | Otorhinolaryngologist (ENT) |
| FAMIL | Family Physician |
| GASTR | Physician (Gastroenterologist) |
| GASTRS | Surgeon (Gastroenterologist) |
| GENET | Physician (Medical Genetics) |
| GENPR | General Practitioner |
| GENSU | Surgeon (General Surgeon) |
| ОРНТН | Ophthalmologist |
| ORTHS | Orthopaedic Surgeon |
| ORTHTR | Orthopaedic Surgeon (Traumatology) |
| PAECA | Paediatrician (Cardiology) |
| PAEDE | Paediatrician (Endocrinologist) |
| PAEDI | Paediatrician |
| PAEDO | Paediatrician (Medical Oncologist) |
| PAEDS | Surgeon (Paediatric Surgeon) |
| PAEGE | Paediatrician (Gastroenterologist) |
| PAENE | Paediatrician (Paediatric Neurologist) (Neuropaediatrics) |

| Speciality | Description |
|------------|---|
| MEDPR | Medical Practice |
| NEONA | Paediatrician (Neonatologist) |
| NEPHR | Physician (Nephrologist) |
| NEURO | Neurologist |
| NEURS | Neurosurgeon |
| NEURY | Psychiatrist (Neuropsychiatrist) |
| NUCLE | Nuclear Medicine Specialist |
| OCCHE | Physician (Occupational Health) |
| OCCME | Physician (Occupational Medicine) |
| ONCOL | Physician (Oncologist) |
| PSYCT | Psychiatrist |
| PSYTC | Psychiatrist (Forensic Psychiatrist) |
| PTHAN | Pathologist (Anatomical) |
| PTHCH | Pathologist (Chemical) |
| PTHCL | Pathologist (Clinical) |
| PTHFO | Pathologist (Forensic) |
| PTHHA | Pathologist (Haematology) |
| PTHMI | Pathologist (Microbiology)(Infectious Diseases) |
| PTHVI | Pathologist (Virological) (Infectious Diseases) |
| PULMO | Physician (Pulmonologist) |

| Speciality | Description |
|------------|--|
| PAENH | Paediatrician (Nephrologist) |
| PAEPU | Paediatrician (Pulmonologist / Pneumonologist) |
| PAERH | Paediatrician (Rheumatology) |
| PATHO | Pathologist (Anatomic and Clinical) |
| PHYSI | Physician (Internal Medicine) |
| PLAST | Plastic and Reconstructive Surgeon |
| PSCLIN | Psychologist (Clinical Psychologist) |
| PSEDU | Psychologist (Educational Psychologist) |
| PSYCC | Psychiatrist (Child Psychiatrist) |
| OPHTH | Ophthalmologist |
| ORTHS | Orthopaedic Surgeon |
| ORTHTR | Orthopaedic Surgeon (Traumatology) |
| PAECA | Paediatrician (Cardiology) |
| PAEDE | Paediatrician (Endocrinologist) |
| PAEDI | Paediatrician |
| PAEDO | Paediatrician (Medical Oncologist) |
| PAEDS | Surgeon (Paediatric Surgeon) |
| PAEGE | Paediatrician (Gastroenterologist) |

| Speciality | Description |
|------------|---|
| RADIA | Oncologist (Radiation Oncologist) |
| RADOL | Radiologist (Diagnostic Radiologist) |
| REPRO | Obstetrician & Gynaecologist (Reproductive Medicine) |
| RHEUM | Physician (Rheumatologist) |
| SPORT | Physician (Sports Medicine) |
| SURGE | Surgeon |
| THORS | Surgeon (Thoracic Surgeon) |
| UROLO | Urologist (Surgical Urologist) |
| VASCU | Surgeon (Vascular Surgeon) |
| PSYCT | Psychiatrist |
| PSYTC | Psychiatrist (Forensic Psychiatrist) |
| PTHAN | Pathologist (Anatomical) |
| PTHCH | Pathologist (Chemical) |
| PTHCL | Pathologist (Clinical) |
| PTHFO | Pathologist (Forensic) |
| PTHHA | Pathologist (Haematology) |
| PTHMI | Pathologist (Microbiology)(Infectious Diseases) |
| PTHVI | Pathologist (Virological) (Infectious Diseases) |

| Speciality | Description |
|------------|---|
| PAENE | Paediatrician (Paediatric Neurologist) (Neuropaediatrics) |
| PAENH | Paediatrician (Nephrologist) |
| PAEPU | Paediatrician (Pulmonologist / Pneumonologist) |
| PAERH | Paediatrician (Rheumatology) |
| PATHO | Pathologist (Anatomic and Clinical) |
| PHYSI | Physician (Internal Medicine) |
| PLAST | Plastic and Reconstructive Surgeon |
| PSCLIN | Psychologist (Clinical Psychologist) |
| PSEDU | Psychologist (Educational Psychologist) |
| PSYCC | Psychiatrist (Child Psychiatrist) |

| Speciality | Description |
|------------|--|
| PULMO | Physician (Pulmonologist) |
| RADIA | Oncologist (Radiation Oncologist) |
| RADOL | Radiologist (Diagnostic Radiologist) |
| REPRO | Obstetrician & Gynaecologist (Reproductive Medicine) |
| RHEUM | Physician (Rheumatologist) |
| SPORT | Physician (Sports Medicine) |
| SURGE | Surgeon |
| THORS | Surgeon (Thoracic Surgeon) |
| UROLO | Urologist (Surgical Urologist) |
| VASCU | Surgeon (Vascular Surgeon) |