

# MYPATIENTS APPLICATION

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Digital Health Application Specialist  
Mediclinic Southern Africa



# AGENDA

- 1 INTRODUCTION
- 2 LOG IN AND FORGET PASSWORD NAVIGATION
- 3 BECOMING PART OF THE CARE TEAM & CONSULT FUNCTION
- 4 SENDING AND RECEIVING A NON-URGENT REFERRAL
- 5 GROUP PRACTICE FUNCTIONALITY
- 6 NAVIGATION OF CLINICAL VIEWER AND CARE CONNECT INFORMATION

# APPLICATION IMPLEMENTATION

• Old Doctors Portal Shut down

• 15<sup>th</sup> March Members Site Decommissioned

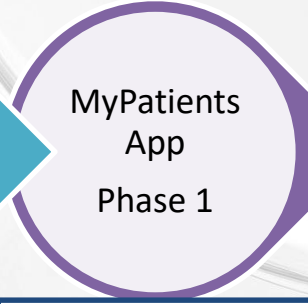


My patient tile  
2014

- Small user base 236
- Needed to be connected to Mediclinic network
- Technology needed to be updated and secure

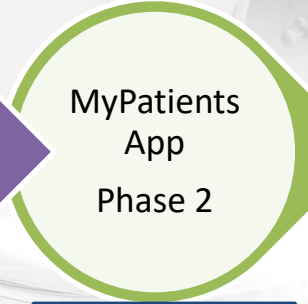


Added functionality  
2014- 2020



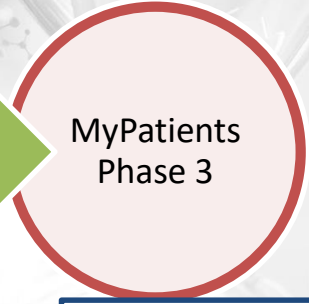
MyPatients App  
Phase 1

- June 2022 Individual Doctors practice and Nominated practice staff



MyPatients App  
Phase 2

- November 2023 group practices



MyPatients Phase 3

- March 2024
- Health Care Practitioners
- Physio, OT, Speech TX, Dieticians

# REGISTRATION

- Form is for both the HCP and for billing or practice staff details.
- The role for HCP is different from the role of Admin staff.

**MEDICLINIC**

## Registration Form - Access to My Patients Application

**Welcome Health Care Practitioners to Mediclinic MyPatients Application registration.**  
We are pleased to initiate your registration process, kindly complete the form accurately to finalize this. Please be reminded that your email will serve as your unique username thus no email address may be shared. Upon completion, anticipate an email containing a temporary password and access link. We warmly welcome you aboard!

**Personal Practice Number \***  
Please provide your Personal Practice Number

**Registration Number \***  
Please provide your Registration Number

**Profession/Specialty \***  
Please provide your Profession/Specialty

**Practice Information**  
Please enter your group practice details.

**Group practice name**

**Group practice number**

**Health Care Professional Information**  
Please enter your Health Care Professional Information

**Surname \***

**Name \***

**HCP unique email \***

**Practice staff Information**

**Total Practice staff you would like to add**  
Please indicate the amount of practice staff you would like to add. Please be reminded that your email will serve as your unique username thus no email address may be shared.

**Total contracted hospitals \***  
Please indicate the total number of hospitals you are contracting at.

**Practice Management Solutions \***  
Please select the Practice Management Solution currently used

# TO ACCESS THE WEB APPLICATION

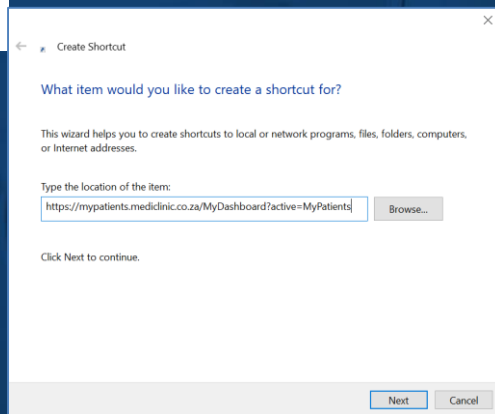
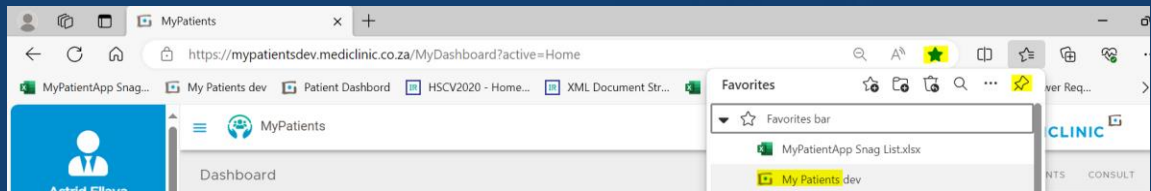
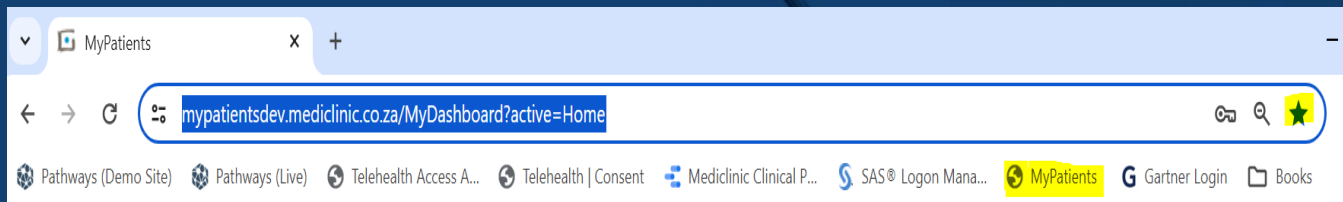


To log in,  
**scan the QR code.**

To log in, visit:

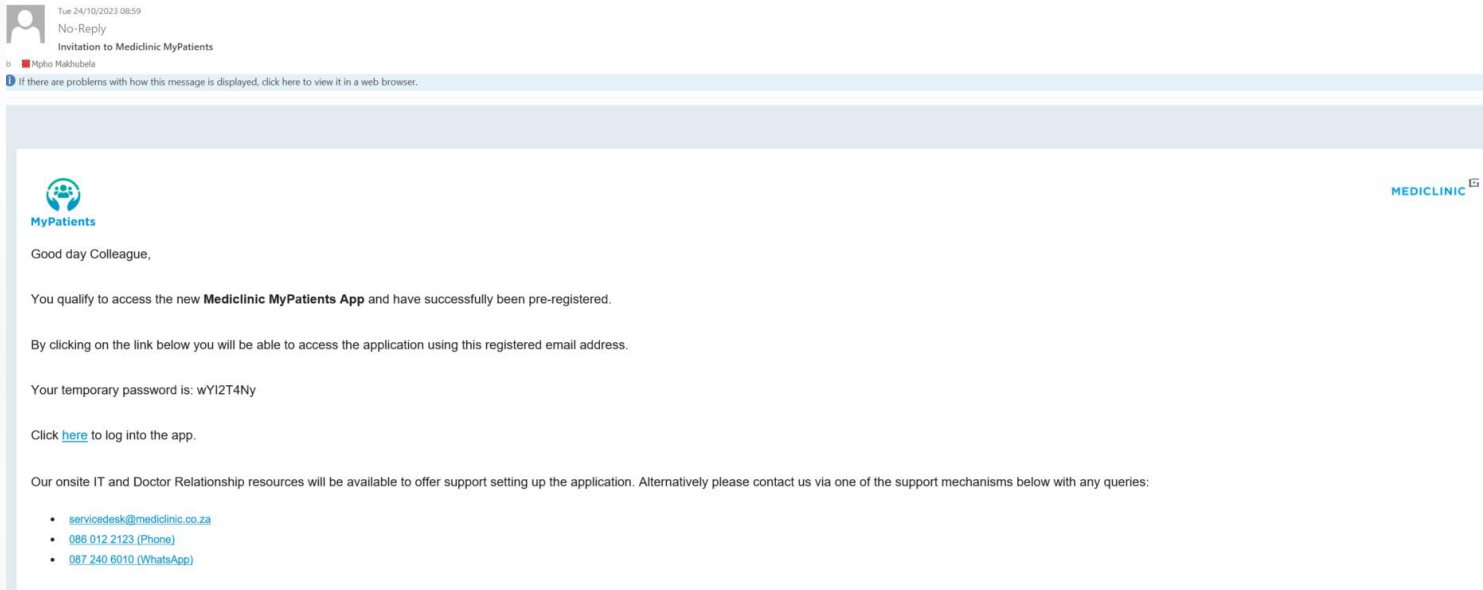
**<https://mypatients.mediclinic.co.za>**

- PIN THE APPLICATION TO YOUR BROWSER OR ADD TO YOUR FAVORITES



# CONFIRMATION OF REGISTRATION

HCP and nominated Staff will receive an email that contains your temporary password to the email provided.



# DELETED THE EMAIL, LOST THE EMAIL OR FORGOT YOUR PASSWORD



MEDICLINIC  
EXPERTISE YOU CAN TRUST.

Sign in with your email address

Email Address

Password

Forgot your password?  Keep me signed in

Sign in



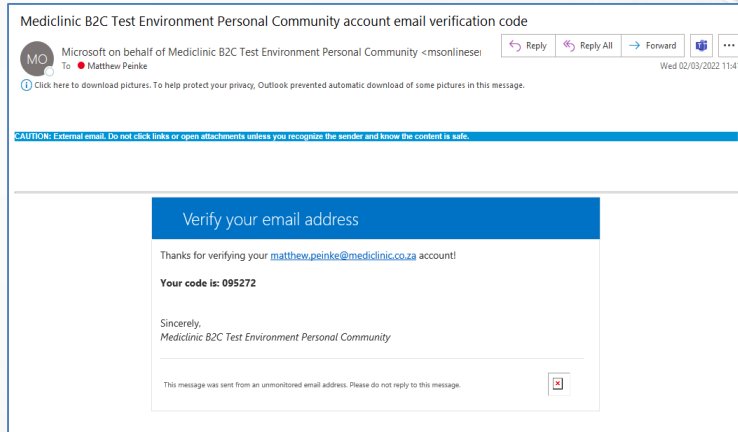
Cancel

MEDICLINIC  
EXPERTISE YOU CAN TRUST.

matthew.peinke@mediclinic.co.za

Send verification code

Continue



Mediclinic B2C Test Environment Personal Community account email verification code

Microsoft on behalf of Mediclinic B2C Test Environment Personal Community <msonlines@...>  
To: Matthew Peinke  
Wed 02/03/2022 11:41

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**CAUTION: External email. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

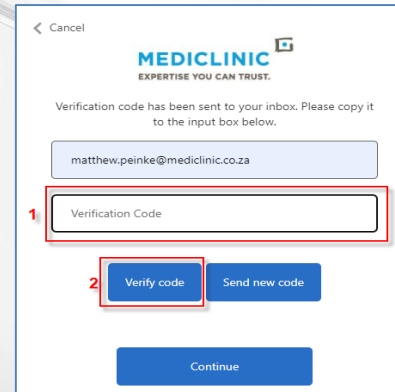
**Verify your email address**

Thanks for verifying your [matthew.peinke@mediclinic.co.za](mailto:matthew.peinke@mediclinic.co.za) account!

Your code is: 095272

Sincerely,  
Mediclinic B2C Test Environment Personal Community

This message was sent from an unmonitored email address. Please do not reply to this message.



Cancel

MEDICLINIC  
EXPERTISE YOU CAN TRUST.

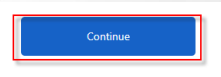
Verification code has been sent to your inbox. Please copy it to the input box below.

matthew.peinke@mediclinic.co.za

1 Verification Code

2 Verify code Send new code

Continue



Continue

# FIRST LOG IN

On first log in :

1. Accept Terms , conditions and Privacy policy
2. Opt in to receive in App referrals and SMS notifications and confirm Cell number. If the cell number is incorrect please contact DRM/PAM so that the emergency number details will be updated on PAS
3. Set a new password

<https://mypatients.mediclinic.co.za>



## OPT-IN FOR SMS NOTIFICATIONS

Do you want to receive SMS notifications from MyPatients? We recommend that you opt-in, as it's the fastest way to receive referral notifications.

You will receive these SMS notifications on 27846825250.

Yes, send me SMS notifications.

*If this number is incorrect, please update it with your Doctor Relationship Manager.*

**CONTINUE** CANCEL



# NAVIGATION



Astrid Ellaya

HCP  
STA0011037

LOG OUT

DASHBOARD

CODE SEARCH

THEATRE LIST

ADD PRACTICE  
STAFF

AMPLITUDE

ELSEVIER SEARCH

LOG A PROBLEM

LOG A SUGGESTION

CLINICAL VIEWER  
TRAINING

VIEW DEMO

## Code Search

BACK TO  
[DASHBOARD](#)

SEARCH BY  DESCRIPTION  CODE

Select Type  
ICD

Search  
pneumonia

Code	Description	Type
A40.3	SEPSIS DUE TO STREPTOCOCCUS PNEUMONIAE	ICD
B01.2	VARICELLA PNEUMONIA (J17.1*)	ICD
B05.2	MEASLES COMPLICATED BY PNEUMONIA (J17.1*)	ICD

## Elsevier Search

BACK TO  
[DASHBOARD](#)

Select Category  
Physical Medicine an...

Search  
hip

**i** The content displayed is patient education which is assigned a primary category, but may also be assigned to other secondary categories.

Title	Description	Primary Cat.
Hip Sprain	A hip sprain is a stretch or tear in one of the strong bands of tissue (ligaments) that connect the hip bone to the hip joint and pelvis. There are three types of hip sprains: A grade 1 sprain is a mildly stretched ligament. This injury causes pain and swe...	Orthopedics <a href="#">Open</a>
Hip Exercises	Ask your health care provider which exercises are safe for you. Do exercises exactly as told by your provider and adjust them as told. It is normal to feel mild stretching, pulling, tightness, or discomfort as you do these exercises. Stop right away if yo...	Physical Medicine and Rehabilitation <a href="#">Open</a>
Hip Stress Fracture	A hip stress fracture is one or more tiny cracks in the hip bone. This type of fracture happens because of repeated stress on the hip bone. Most hip stress fractures happen in the femoral neck. The femoral neck is the area of the upper leg bone (femur) th...	Orthopedics <a href="#">Open</a>

PATIENTS IN HOSPITAL

DISCHARGED LAST 90 DAYS

SCHEDULED THEATRE CASES

**MOSTERT, HEILETJE ALETTA**  
DIAGNOSIS: R11  
EG24 ● 54 ● F ● 95442  
2023/10/12 08:00:00  
CLINICAL VIEWER [↗](#)

**MACDUCK, SCROOGE**  
DIAGNOSIS: I10  
49 ● M ● 95445  
2023/10/10 08:19:00  
CLINICAL VIEWER [↗](#)

**MOKOENA, MR K**  
THEATRE 07 -  
2023/11/01 08:01:00 - 08:30:00

**MACDUCK, SCROOGE**  
DIAGNOSIS: I10  
BG17 ● 49 ● M ● 95446  
2023/10/10 08:57:00  
CLINICAL VIEWER [↗](#)

**ZANE, RACHEL**  
DIAGNOSIS: I10  
39 ● F ● 95440  
2023/10/09 08:10:00  
CLINICAL VIEWER [↗](#)

[SHOW MORE](#)

**RUNNER, ROAD**  
DIAGNOSIS: 27125  
EG34 ● 49 ● M ● 95451  
2023/10/09 12:28:00  
CLINICAL VIEWER [↗](#)

# PATIENTS TAB REPRESENTS ALL PATIENTS THAT HCP IS ALREADY ADDED AS PART OF CARE TEAM ON PAS

The screenshot displays the MyPatients web application interface. On the left is a blue sidebar with the user's profile (Astrid Ellaya, HCP, STA0011037) and navigation options: DASHBOARD, CODE SEARCH, THEATRE LIST, ADD PRACTICE STAFF, and AMPLITUDE. The main content area is titled 'MyPatients' and 'Patients'. It includes filter options: 'Patients In Hospital' (selected), 'Discharged Last 90 Days', and 'All Patients'. There are 'SEARCH' and 'DOWNLOAD' buttons. A list of 'Patients In Hospital' is shown with cards for Wendy Cockrell, Bronwyn Haarhoff, Heiletje Aletta Mostert, and Chase Watkin Jones. Each card displays diagnosis, age, gender, phone number, and visit date/time, along with 'CLINICAL VIEWER' and 'CT' links. A search sidebar on the right is open, showing filters for 'Select Type' (All), 'Select Hospital' (Mediclinic Panorama), and 'Select Ward' (All). It also has search input fields for 'Search on surname or visit number' and 'Search on date of birth', and 'CLEAR' and 'APPLY' buttons at the bottom.

**MyPatients**

Patients

DASHBOARD PATIENTS CONSULT

FILTER BY  Patients In Hospital  Discharged Last 90 Days  All Patients

SEARCH DOWNLOAD

### Patients In Hospital

**COCKRELL, WENDY**  
DIAGNOSIS: Z04.2  
40 • F • 95559  
2024/02/07 14:33:00  
CLINICAL VIEWER CT

**HAARHOFF, BRONWYN**  
DIAGNOSIS: A01.1  
J113 • 39 • F • 95574  
2024/02/22 09:39:00  
CLINICAL VIEWER CT

**MOSTERT, HEILETJE ALETTA**  
DIAGNOSIS: R11  
A511 • 55 • F • 95576  
2024/03/10 09:09:00  
CLINICAL VIEWER CT

**WATKIN JONES, CHASE**  
DIAGNOSIS: Z04.2  
FG02 • 33 • M • 95554  
2024/02/06 09:23:00  
CLINICAL VIEWER

Search

Search by

Select Type  
All

Select Hospital  
Mediclinic Panorama

Select Ward  
All

Search on surname or visit number

Search on date of birth

CLEAR APPLY

**MyPatients**

# PATIENTS CARD

## MOSTERT, HEILETJE ALETTA Admitted Patient

DASHBOARD PATIENTS CONSULT

### Personal Details

Expand to view the patients details

Age	55	Birth Date	1968/12/23	Gender	F
Doctor	RABIE J	Language	E		

VIEW MORE

### Visit Details

Expand to view visit details

Hospital	Mediclinic Panorama	Patient No.	95576_D1010355578	Admitted	2024/03/10
Ward	A	Bed	AS11	Level of Care	GEN

VIEW MORE

### Clinical Information

CLINICAL VIEWER

PATIENT ACTIVITY DIAGNOSES CARE TEAM

Bed Change GEN A AS11  
Recorded at 09:00:05 on 12 Mar 2024

Admitted  
Recorded at 09:09:00 on 10 Mar 2024

### Forms and Actions

FORMS ACTIONS REFER

Type of Form Action

#### Patient Details

### RUNNER, ROAD

<b>Personal Details</b>			<b>Contact Details</b>			<b>Visit Details</b>				
Age	49	Gender	Male	Work No.	0	Hospital	Mediclinic Panorama	Level of Care	Ward	Bed
Birth Date	1975/12/07	Employer		Home No.	0739232321	GEN	GEN	GEN	E	8224
ID Number	9555555555555555	Doctor	AS11	Email	runner.road@mediclinic.com	Patient No.	9555555555555555	Discharged	Not	Not
ID Type	9555555555555555	Doctor Role	Admitting	Address	20 RUNNING STREET, DISNEY CAFE TOWN 7624	9555555555555555	9555555555555555	Actual Method	Hospital Service	Referral Type
Occupation						Walk-in	SURGICAL	LOG (Estimated)	LOG (Actual)	Deceased
Language	English							No	No	No
								Y.O.	Weight	Height
								0 kg/m2	0 kg	0 m

<b>Medical Aid Details</b>			<b>Main Member Details</b>			<b>Next of Kin Details</b>											
Medical Aid	DISCOVERBY HEALTH	Plan Name	Classic Core	Membership No.	006412541	Surname	COYOTE	Title	MR	Initials	W	Name	9555555555555555	Relationship	FRIEND	Contact No.	9555555555555555
Authentication No.	Not available	Patient Dependent Code	05	Gender	Male	Bedroom	BROTHER	ID Number	9555555555555555	Other Contact		Name	CAROLINE 9555555555555555	Relationship	FRIEND	Contact No.	9555555555555555
				ID Type	9555555555555555	Work No.	0	Home No.	9555555555555555								
				Employer		Occupation		Address	20 RUNNING STREET, DISNEY CAFE TOWN 7624								



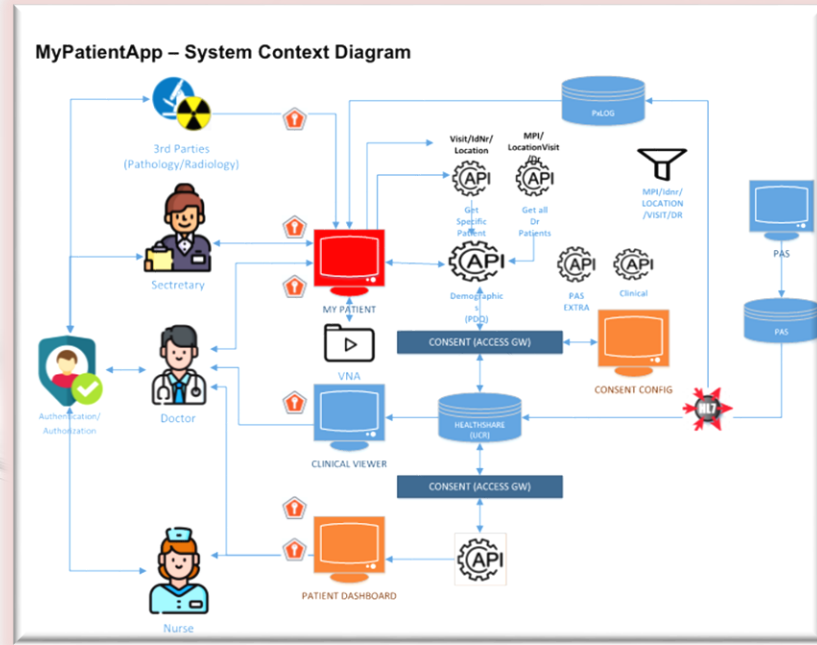
# THE APP FUNDAMENTALS

In order to view a Patients record on the Application the HCP must be added to the as either Admitting, treating , or additional treating provider for every patient on Patient Administration system.

On admission the correct capturing of the doctors and other HCP involved in the stay is crucial, e.g. capturing the Anesthetist.

In the ward the UAA can do this using Ward Management (option 1645 in PAS) to update and add to the patients treating provider fields.

This is a critical touch point that involves vigilance between , Doctors, nursing staff , UAA and the Patient admin department.



# THREE MECHANISMS TO BE ADDED TO A PATIENTS TREATING PROVIDERS



MyPatients

consult

Patients

Location: Panorama

Search Practice (optional): [input field]

Select Doctor: ACKERMANN, HILGARD (UROLO)

Doctor	Ward	Bed	Visit No.	Patient First Name	Patient Surname
ACKERMANN HM	F	EG24	95449	HILGARD ALI FTTA	MOSTERT

Rows per page: [dropdown]

By clicking submit, you confirm that you wish to be added to the patient's care team as a treating doctor.

Forms and Actions

FORMS ACTIONS REFER

Select Location: Panorama

Select Doctor: [dropdown]

Notes: Please review this patient!

Enter the notes for referral: [input field]

29 / 255

SAVE

Unit Administration  
assistant or  
reception staff.

Can add an  
additional treating  
provider on PAS

Using the consult  
tab within the  
application.

Can create use the  
application to  
automatically be  
added on PAS

Receiving a referral  
within the  
Application.

Also automatically  
adds the HCP into  
the care team on  
PAS

# CONSULT – FOR NEW PATIENTS NOT YET TO FACILITATE ADDING ON TO THE CARE TEAM



DASHBOARD PATIENTS **CONSULT**

### Find Patients

Select Location  
Panorama

Search on Group Practice  
Start typing to search

Search on Doctor  
ALBERTYN, M (GYNAE) X

Doctor	Ward	Bed	Visit No.	Patient First Name	Patient Surname	D (discharged) / A (admitted)	Actions	Reason
<input checked="" type="checkbox"/> ALBERTYN M	H	HG03	95543	DAISY	DUCK	A: 2024/01/16		Consultation
<input type="checkbox"/> ALBERTYN M	H	HP20	95545	MOUSE	MICKEY	A: 2024/01/16		

Rows per page: 10 1-2 of 2

Select Location  
Panorama

Search on Group Practice  
Start typing to search

Search on Doctor  
ALBERTYN, M (GYNAE)

Doctor	Ward	Bed	Visit No.	Patient First Name	Patient Surname
<input checked="" type="checkbox"/> ALBERTYN M	H	HG03	95543	DAISY	DUCK
<input type="checkbox"/> ALBERTYN M	H	HP20	95545	MOUSE	MICKEY

By clicking submit, you acknowledge that you have obtained a referral from the specified doctor to treat and join the care team.

**SUBMIT**

### Add Reason

- Consultation
- Consultation for intervention
- Pre-operative assessment

# PHASE 3 NON-URGENT REFERRAL

☰ MOSTERT, ELSA MARIA MEDICLINIC

### Clinical Information

CLINICAL VIEWER

PATIENT ACTIVITY | DIAGNOSES | CARE TEAM

Discharge Summary  
Recorded at 3:35:17 PM on 1 Mar 2023  
VIEW SUMMARY

Bed Change GEN BG 02  
Recorded at 12:30:17 PM on 13 Feb 2023

Admitted  
Recorded at 12:30:17 PM on 13 Feb 2023

### Forms and Actions

FORMS | ACTIONS | REFER

Select Location  
Panorama

Select Doctor  
BOTHJA, JOHAN

Notes  
Second opinion needed!

Enter the notes for referral 22 / 255

SAVE

### Forms and Actions

FORMS | ACTIONS | REFER

Select Location  
Constantiaberg

Refer patient to HCP

Select Healthcare Professional  
Start typing to search

(AUDST)  
UGARCHUND, TRACY (DIET)

0 / 255

SAVE

Thursday • 13:17

MyPatients: ELSA MARIA MOSTERT (94983) has been referred to you by Caroline Antonie. Referred at 2023/05/04 13:17:53

13:17

Okay 👍 Thanks 😞 Nice

+ 📎 Text message 😊 🎤

MOSTERT, HEILETJE ALETTA

DIAGNOSIS: R11

EG24 • 54 • F • 95442

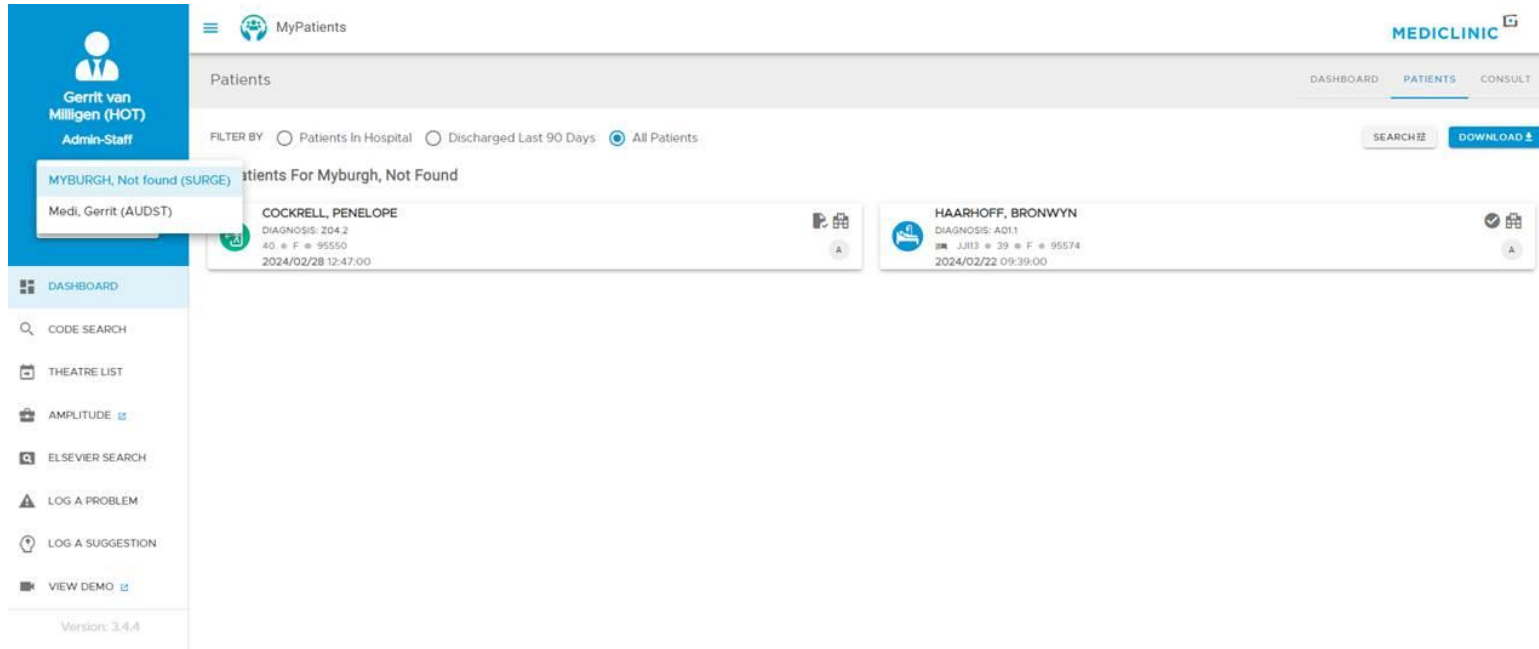
2023/10/12 08:00:00

CLINICAL VIEWER

CT



# GROUP PRACTICE STAFF ABLE TO SEE MULTIPLE HCP PATIENTS



The screenshot displays the MyPatients web application interface. On the left is a blue sidebar with a user profile for Gerrit van Milligen (HOT), Admin-Staff, and a menu with options: DASHBOARD, CODE SEARCH, THEATRE LIST, AMPLITUDE, ELSEVIER SEARCH, LOG A PROBLEM, LOG A SUGGESTION, and VIEW DEMO. The main content area is titled 'MyPatients' and 'Patients'. It includes a filter section with 'All Patients' selected, and search/download buttons. A search dropdown shows 'MYBURGH, Not found (SURGE)' and 'Medi, Gerrit (AUDST)'. The patient list contains two entries: COCKRELL, PENELOPE (diagnosis Z04.2, 2024/02/28 12:47:00) and HAARHOFF, BRONWYN (diagnosis A013, 2024/02/22 09:39:00).

**MyPatients**

**Patients**





DASHBOARD PATIENTS CONSULT

FILTER BY  Patients In Hospital  Discharged Last 90 Days  All Patients

SEARCH# DOWNLOAD#

MYBURGH, Not found (SURGE)  
Medi, Gerrit (AUDST)


patients For Myburgh, Not Found

 <b>COCKRELL, PENELOPE</b> DIAGNOSIS: Z04.2 AG • F • 95550 2024/02/28 12:47:00	 A
 <b>HAARHOFF, BRONWYN</b> DIAGNOSIS: A013 J313 • 39 • F • 95574 2024/02/22 09:39:00	 A

Version: 3.4.4

# ADD A PRACTICE STAFF (FOR GROUP PRACTICE OR MEDICLINIC DOCTORS THAT SHARE PRACTICE STAFF)

 DASHBOARD

 CODE SEARCH


 THEATRE LIST

 ADD PRACTICE STAFF

 AMPLITUDE 

Add Practice Staff BACK TO [DASHBOARD](#)

My Practice Staff [ADD NEW MEMBER](#)

Name	Surname	Email	Actions
Iloma	Ma		

Rows per page: 10 1-1 of 1

Add New Member

Email

[CANCEL](#) [SUBMIT](#)

# ADD ICD-10 DIAGNOSIS (DOCTORS AND STAFF)

For inpatients or recently discharged within in 1 week, must be prior to final billing.

Clinical Information CLINICAL VIEWER

PATIENT ACTIVITY **DIAGNOSES** CARE TEAM

Date	Code	Description
------	------	-------------

**ADD DIAGNOSIS INFO**

### New Diagnosis

Code Search By  Description  ICD-10 Code

ICD-10 Code Search

**I11.0 - HYPERTENSIVE HEART DISEASE WITH (CONGEST...**

Additional Notes

known with uncontrolled hypertension for 5 years

Comorbidity

Additional

Final

### Patient Diagnostic Notes

Please print out and include into patients file.

**Patient Details**

Hospital	Mediclinic Panorama
Patient Number	91186
Current Bed	W107
Patient Name	ALETTA KIES
Date of Birth	1935/12/13

**Patient Diagnoses**

Date Code(s) Added	2023/11/02
A01.1 - PARATYPHOID FEVER A (Additional)	
Notes: Test Diagnosis	

**Submitted By**

Full Name	Gerrit Admin on behalf of HELLMUTH WEICH
Registration Number	MP0435813
Role	Admitting



# CARECONNECT HIE ORGANISATION AND FOUNDING MEMBERS

CareConnect HIE is an independent Non-Profit Org  
CareConnect is **not a Mediclinic system** but rather an organization that facilitates the **flow of information** between 6 founding members

Patient Consent to Share with CareConnect occurs at admission is fundamental to us being able to access this information

## INFORMATION WE RECEIVE

Demographics

Medical Aid details

Care encounters and location

Treating doctor

Medication

Chronic Disease List (Future)

Admission related diagnostic and procedure codes

Funders	Healthcare Providers
Discovery Health	Mediclinic
Medscheme	Netcare
MMI (Momentum)	Life Healthcare

- DASHBOARD
- CODE SEARCH
- THEATRE LIST
- ADD PRACTICE STAFF
- AMPLITUDE [↗](#)
- CLINICAL VIEWER [↗](#)

CLINICAL VIEWER [↗](#) CT

**BUNNY, BUGS** ✓

DIAGNOSIS: R07.4  
📞 FZ39 • 49 • M • 95449  
2023/10/10 10:54:00

CLINICAL VIEWER [↗](#) CT

**MACDUCK, SCROOGE** ✓

DIAGNOSIS: I10  
📞 BG17 • 49 • M • 95446  
2023/10/10 08:57:00

CLINICAL VIEWER [↗](#) A

[SHOW MORE](#)

### CLINICAL VIEWER

#### PATIENT SEARCH

▼ Search by Demographics

LAST NAME	PHONE
<input type="text"/>	<input type="text"/>
FIRST NAME	GENDER
<input type="text"/>	<input type="text"/>
MIDDLE NAME	ID NUMBER
<input type="text"/>	<input type="text"/>
DATE OF BIRTH	
<input type="text"/>	

> Search by MRN  
> Override Consent Policy



ZANE, RACHEL

07/12/1983 - 39 Years - Female

Chartbook <<

Sorted by Encounter Date, Facility

- Clinical Summary
- Encounters
- Conditions
- Allergies
- Medications
- Patient Summary
- Vital Signs
- Lab Results
- Documents
- Diagnostic Studies
- Procedures
- Prosthesis and Implants
- Care Team
- Demographics
- Insurance



DIAGNOSES

Diagnosis	Encounter No	Facility	Encounter Date	Details
Essential (Primary) Hypertension	95400	Mediclinic Panorama	22/09/2023	⋮
Essential (Primary) Hypertension	95399	Mediclinic Panorama	22/09/2023	⋮
Dental Caries, Unspecified	95373	Medicross Germiston Theatre	22/08/2023	⋮
Fracture Of shaft Of Femur, Closed	95373	Mediclinic Panorama	17/08/2023	⋮
Influenza With Pneumonia Virus Not Identified	95373	Mediclinic Panorama	17/08/2023	⋮

< Previous Page 3 Next >



ALLERGIES

Allergen	Reaction	Facility	Last Updated
----------	----------	----------	--------------

Sorted by Entered On, Medication



MEDICATIONS

Medication	Dose, Frequency and Route Instruction	Entered On	Details
Esmeron Vials 50mg/5ml		21/08/2023	⋮
Novorapid Vial 10ml(Frc)(P/ml)		21/08/2023	⋮
Panamor Supp 100mg	Insert One Suppository Per Rectum Once Dailyas	21/08/2023	⋮

**SOLO, HAN**  
07/12/1973 - 49 Years - Male

5807913: Retrieval Complete

Chartbook



Clinical Summary

Encounters

Conditions

Allergies

Medications

Patient Summary

Vital Signs

Lab Results

Documents

Sorted by Encounter Date, Facility

### DIAGNOSES

Diagnosis	Encounter No	Facility	Encounter Date	Details
Essential (Primary) Hypertension	95408	Mediclinic Panorama	27/09/2023	⋮
Essential (Primary) Hypertension	95407	Mediclinic Panorama	27/09/2023	⋮
Other Rupture Of Muscle (Nontraumatic),Shoulder Region	95261	Netcare Pinehaven Hospital	13/06/2023	⋮
Essential (Primary) Hypertension	95261	Netcare Pinehaven Hospital	13/06/2023	⋮
Hyperlipidaemia,Unspecified	95261	Netcare Pinehaven Hospital	13/06/2023	⋮

Page 1 [Next >](#)

### PROCEDURES

Operation Code	Operation	Procedure Date	Surgeon	Facility	Encounter No	Details
▼	Arthrocentesis, Aspiration And/or Injection, Major Joint Or Bursa (E.g. Shoulder, Hip, Knee, Subacromial Bursa); Without Ultrasound Guidance					
20610	Arthrocentesis, Aspiration And/or Injection, Major Joint Or Bursa (E.g. Shoulder, Hip, Knee, Subacromial Bursa); Without Ultrasound Guidance	13/06/2023	ADRIAAAN (ATTIE) CLOETE	Netcare Pinehaven Hospital	95261	⋮
▼	Arthroscopy, Shoulder, Surgical; Decompression Of Subacromial Space With Partial Acromioplasty, With Coracoacromial Ligament (I.e. Arch) Release, When Performed (List Separately In Addition To Code For Primary Procedure)					
29826	Arthroscopy, Shoulder, Surgical; Decompression Of Subacromial Space With Partial Acromioplasty, With Coracoacromial Ligament (I.e. Arch) Release, When Performed (List Separately In Addition To Code For Primary Procedure)	13/06/2023	ADRIAAAN (ATTIE) CLOETE	Netcare Pinehaven Hospital	95261	⋮
▼	Arthroscopy, Shoulder, Surgical; Distal Claviclectomy Including Distal Articular Surface (Mumford Procedure)					
29824	Arthroscopy, Shoulder, Surgical; Distal Claviclectomy Including Distal Articular Surface (Mumford Procedure)	13/06/2023	ADRIAAAN (ATTIE) CLOETE	Netcare Pinehaven Hospital	95261	⋮
▼	Catheter Placement In Coronary Artery(S) For Coronary Angiography, Including Intra-procedural Injection(S) For Coronary Angiography, Imaging Supervision And Interpretation;					
93454	Catheter Placement In Coronary Artery(S) For Coronary Angiography, Including Intra-procedural Injection(S) For Coronary Angiography, Imaging Supervision And Interpretation;	14/06/2023	ARTHUR KAGGWE MUTYABA	Netcare Alberton Hospital	1015629317	⋮

## PROCEDURES

* OPERATION	HIP REPLACEMENT TOTAL ACETABULAR AND FEMORAL PROSTHESIS	ANAESTHETIST	CRAVEN HP(MP0534188)
OPERATION CATEGORY		SURGEON(S)	LOUW AJ(MP0123137)
PROCEDURE DATE	17/08/2023	ASSISTANT(S)	VLOK GJ(MP0139041)
CARE PROVIDER	LOUW AJ		
FACILITY	Mediclinic Panorama		

## ENCOUNTERS

Encounter Type	Facility	Encounter No	Encounter Start Date	Encounter End Date	Discharge Destination	Care Provider	Authorisation Number	Insurance
Emergency								
Emergency	Mediclinic Newcastle	<a href="#">87688</a>	29/09/2023 10:08	29/09/2023 10:09	Normal - discharged by doctor	GAINSFORD N		⋮
Inpatient								
Inpatient	Mediclinic Panorama	<a href="#">95440</a>	05/10/2023 12:01	09/10/2023 08:10	Normal - discharged by doctor	FOURIE AE		⋮
Inpatient	Mediclinic Panorama	<a href="#">95439</a>	05/10/2023 12:01	05/10/2023 14:58	Normal - discharged by doctor	FOURIE AE		⋮
Inpatient	Mediclinic Panorama	<a href="#">95441</a>	05/10/2023 15:03	05/10/2023 15:04	Normal - discharged by doctor	FOURIE AE		⋮
Inpatient	Mediclinic Welkom Med.Centre Sub-Acute	<a href="#">52341</a>	29/09/2023 09:44	29/09/2023 09:45	Normal - discharged by doctor	FOURIE S JL		⋮
Inpatient	Mediclinic Welkom Day Clinic	<a href="#">60119</a>	29/09/2023 09:51	29/09/2023 09:52	Split or partial account	FOURIE PL		⋮
Inpatient	Mediclinic Welkom Day Clinic	<a href="#">60120</a>	29/09/2023 09:56	29/09/2023 09:56	Transfer out to other Mediclinic hospital	FOURIE PL		⋮
Inpatient	Mediclinic Newcastle	<a href="#">87683</a>	29/09/2023 10:01	29/09/2023 10:03	Transfer out to other Mediclinic hospital	GAINSFORD N		⋮
Inpatient	Mediclinic Panorama	<a href="#">95399</a>	22/09/2023 13:01			FOURIE AE		⋮
Inpatient	Mediclinic Panorama	<a href="#">95400</a>	22/09/2023 13:14			FOURIE AE		⋮
Inpatient	Medicross Germiston Theatre	<a href="#">95373</a>	22/08/2023 08:00			N No Specified Doctor or Specialist		⋮
Inpatient	Mediclinic Panorama	<a href="#">95373</a>	17/08/2023 12:42	21/08/2023 12:49	Transfer out to other facility	PIENAAR G		⋮
Outpatient								
Outpatient	Mediclinic Welkom Med.Centre Sub-Acute	<a href="#">52342</a>	29/09/2023 09:48	29/09/2023 09:48	Split or partial account	FOURIE S JL		⋮
Outpatient	Mediclinic Newcastle	<a href="#">87684</a>	29/09/2023 10:05	29/09/2023 10:05	Treatment deferred - Hospital related reasons	GAINSFORD N		⋮







## ACCESS MYPATIENTS APP FOR HEALTHCARE PRACTITIONERS

THE MYPATIENTS APPLICATION IS AVAILABLE TO HEALTHCARE PRACTITIONERS FOR QUICK AND EASY ACCESS TO PATIENT INFORMATION.

If you encounter any login issues, use the 'forgot password' function to reset your access to the MyPatients application.

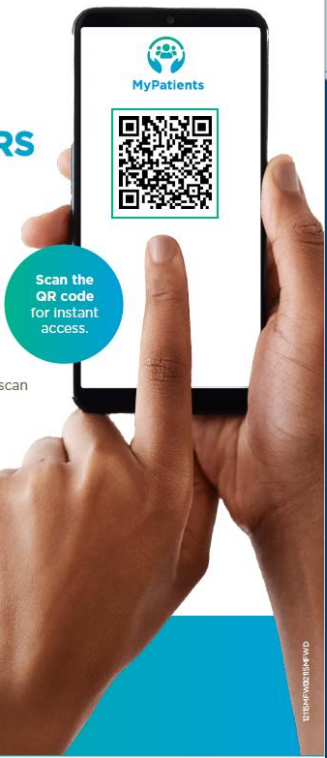
To learn more about our applications, scan the QR code below:



For further assistance or to register, contact your DOCTOR RELATIONSHIP MANAGER.

EXPERTISE YOU CAN TRUST.

www.mediclinic.co.za



## INTRODUCING THE MYPATIENTS APPLICATION

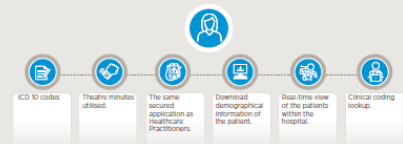
THE ONE TOOL EVERY PRACTICE SHOULD HAVE.

THE MYPATIENTS APP HAS REPLACED THE PATIENT TILE AND MEMBER SITE. HEALTHCARE PRACTITIONERS WILL NEED THE APP TO ACCESS PATIENTS' INFORMATION. TO ADHERE TO THE DATA PRIVACY REQUIREMENTS, THERE ARE SEPARATE ACCESS LOGINS FOR HEALTHCARE PRACTITIONERS AND PRACTICE MANAGERS.

### FUNCTIONS FOR HEALTHCARE PRACTITIONERS



### FUNCTIONS FOR PRACTICE MANAGERS



### HOW TO ACCESS THE MYPATIENTS APP

- Accessing the MyPatients app on your computer, tablet or smart phone:
- Step one:** Register via your Doctors Relationship Manager.
- Step two:** Once access has been granted, simply click on this link to navigate to the MyPatients app login screen: <https://mypatients.mediclinic.co.za>
- Step three:** Pin link onto browser for easy future access.

Kindly note that there are two roles in the application:

- Healthcare Practitioner Role:** This role grants the user the ability to see demographic and clinical data about the patient.
- Practice Administration Role:** This role grants the user the ability to see demographic information about the patient, as well as an ability to download the information for administrative purposes.

Both roles will log in using the same URL: <https://mypatients.mediclinic.co.za>

Scan the QR code to view demonstration video or click here: <https://mediclinic.link/ycv>



## YOUR PRACTICE MADE PERFECT WITH MYPATIENTS APP

THE EASY-TO-USE MYPATIENTS APPLICATION FOR SMART DEVICE OR PERSONAL COMPUTER IS REPLACING THE PATIENT TILE AND MEMBERS' SITE.

The app has been tailored to the convenience of Healthcare Practitioners and practice staff.

The MyPatients app features include the following:

- Access on the go. Useful information at your fingertips with a mobile and tablet web app.
- Clinical viewer gives Healthcare Practitioners access to clinical past hospitalisation from all Mediclinic hospitals and CareConnect Health Information Exchange members.
- Ability to refer and search for a patient in app.
- View of patient's location, demographic and medical aid details.
- Group Practice staff will have a single login and access to all the Healthcare Practitioners within the practice's patient information.
- Doctors have the ability to contribute towards the patient's diagnosis.
- Collaborative care - receive and send non-urgent referrals to other Healthcare Practitioners using the application.

### REGISTER FOR THE MYPATIENTS APP

- New Healthcare Practitioners and Practice staff. Contact your DRM for registration
- Scan the QR code to log in.



To log in, scan the QR code.



You can now access the Mother and Baby collaborative SASOG guidelines on [mypatients.mediclinic.co.za](http://mypatients.mediclinic.co.za)

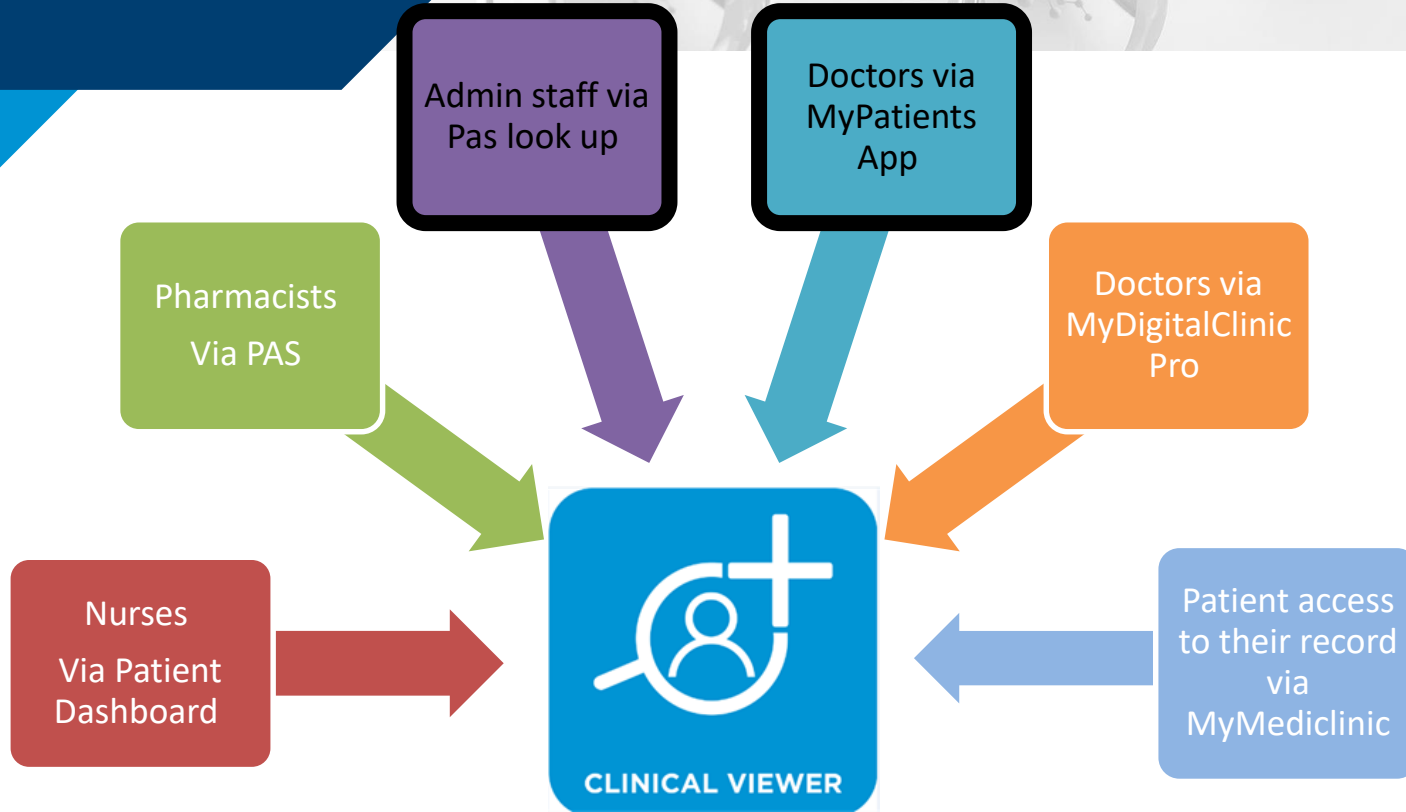
EXPERTISE YOU CAN TRUST.

# HEALTHCARE PROFESSIONAL BENEFITS

- Easier and quicker access to comprehensive, accurate and relevant patient and member information at the point of care.
- Delivering real-time clinical and benefit information.
- Better understanding of the patient upon referral from other physicians as the patient's historic health data will be available to the referred physician.
- Increased ability to foster innovation and create a shared culture of continuous improvement in the health system.



# STAKEHOLDERS ACCESS



# PATIENT DASHBOARD

## Patient Dashboard

Alexander Richard  

Mediclinic Panorama, All beds     


### 23 RESULTS

Group by unit and doctor // Wards & Theatres   

#### MRS. A. GREEN

36 Year(s) // Female  
Dr. A. Best  
AG09 // Cardio Thorac ICU // 93132  
Discovery Health, Coastal Saver  
Admitted: 23/03/2023 at 17:57    

#### MRS. A. QUINN

44 Year(s) // Female  
Dr. B. Skinner  
BG01 // Cardio Thorac high care // 93131  
Discovery Health, Coastal Saver  
Admitted: 23/03/2023 at 15:32 

#### CG08 // CARDIOLOGY

#### MRS. V. JOYCE

46 Year(s) // Female  
Dr. C. Ayala  
DG03 // Coronary ICU // 93134  
Bonitas Medical Fund, Bonstart  
Admitted: 23/03/2023 at 16:20   

#### MRS. J.L. HOLLIS


31 Year(s) // Female  
Dr. F. Meza  
AG06 // Cardio Thorac ICU // 93136  
Discovery Health, Coastal Saver  
Admitted: 23/03/2023 at 10:08 

#### JG11 // HIC GENERAL


#### MR. C. BOUVET

26 Year(s) // Male  
Dr. A. Best  
DG12 // Coronary ICU // 93137  
Bonitas Medical Fund, Bonstart  
Admitted: 23/03/2023 at 16:20 




#### MR. E. RICHMOND

78 Year(s) // Male  
Dr. A. Drummond  
BG13 // Cardio Thorac high care // 91018  
POLMED, Basic  
Admitted: 23/03/2023 at 19:59 

Version 01.01.01

Mrs. A. Green 

AG09 // Cardio Thorac ICU // 93132

- Online Clinical Assessment 
- Clinical Viewer 
- SMS Next of kin 

# PAS- PHARMACY

ACCESS VIA MM33 – DISPENSING

ACCESS VIA NEW MENU ITEM – MM1810

```
ARP022M PATIENT STOCK BILLING PHARMACY Wed, 14th Jun 2023 08:21:11
GRANTWIL MCUAT: Mediclinic Panorama

-----
95142 LAUBSCH Ward: 09 DISPENSARY Store 001
D95142 2023-06-14 ESSENTIAL (PRIMARY) HYPERTENSION Lang:
LOS: 0.0 Ave LOS: 3.0 BED: CG20 Dispensed Value:
Line Code Quant. Description/Label Presc Doctor L Value

-----
Bottom

Prescr. Doc :
F3=Prev F5=Generic F6=Prod Hist F7=Exit F8=Prd F10=Pat F11=Show F13=CV
MB A A 20/007
```

```
X2P500 MEDI-MENU - MCUAT: Mediclinic Panorama 23/06/14
GRANTWIL C1: CLINICAL PHARMACY - GRANT 08:22:16

-----
1748. Pharmacy Intervention History - CGIDRUGIN9
1747. Pharmacy Interventions - CGIDRUGINO
767. Relabelling of Emergency Cupb/ Free format label - ARP025
1491. Stock Holding: Manage Essential Stock - S0P094
- 10 INQUIRIES
379. Central Profile: View Product Master - S0P712
472. Dispensing: Maintain Drug Administration Abbrev - S0P763
1721. Distribution: View To Follow Replenish Products - S0P083
1732. Distribution: View/Print Patient Billing - S0P085
1. Doctors Inquiry - $LDR2
1810. Launch Clinical Viewer - S0P205
402. Market: Inquiry into MCC Market - S0P289
547. NAPPI/Medikredit Inquiry Product Master - S0P750
1088. Orders: Intra Group - View Availability at Hosp - S0P782
1729. Schedule Register Audit tool - S0P084
375. Stock Master Indicators: Recoverable flag - S0P011
More...

Enter choice Search
=>
F1=Help F3=Exit F10=Change Password

MB A A 22/005
```



# REFERENCES

[Digital 2023: Global Overview Report — DataReportal – Global Digital Insights](#)

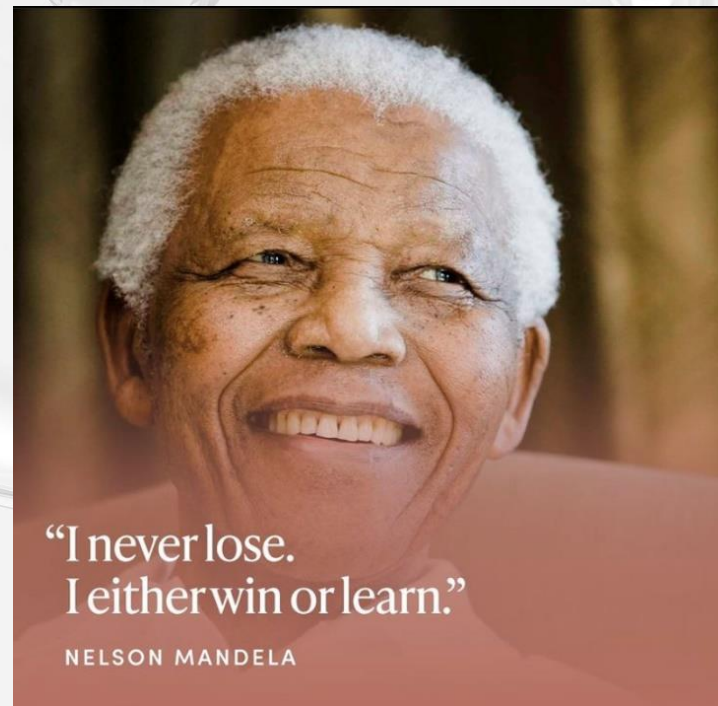
[Digital health \(who.int\)](#)

Menachemi N, Rahurkar S, Harle CA, Vest JR. The benefits of health information exchange: an updated systematic review. *J Am Med Inform Assoc.* 2018;25(9):1259-1265. doi:10.1093/jamia/ocy035

Cunningham WE, Ford CL, Kinsler JJ, et al. Effects of a Laboratory Health Information Exchange Intervention on Antiretroviral Therapy Use, Viral Suppression, and Racial/Ethnic Disparities. *J Acquir Immune Defic Syndr.* 2017;75(3):290-298. doi:10.1097/QAI.0000000000001385

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Effect of health information exchange on recognition of medication discrepancies is interrupted when data charges are introduced: results of a cluster-randomized controlled trial [Kenneth S Boockvar](#), et al





## PURPOSE

To enhance the quality of life.



## VISION

To be the partner of choice that people trust for all their healthcare needs.



## MISSION

To create value every day by providing cost-efficient, quality care and outstanding client experiences.

# THANK YOU



“Patients are empowered by the rise of digital technologies and are therefore becoming active decision-makers in their medical care process.”

- [Gray et al. \(2013\)](#)