COMPREHENSIVE USER GUIDE TO
MYPATIENTS APPLICATION 2023

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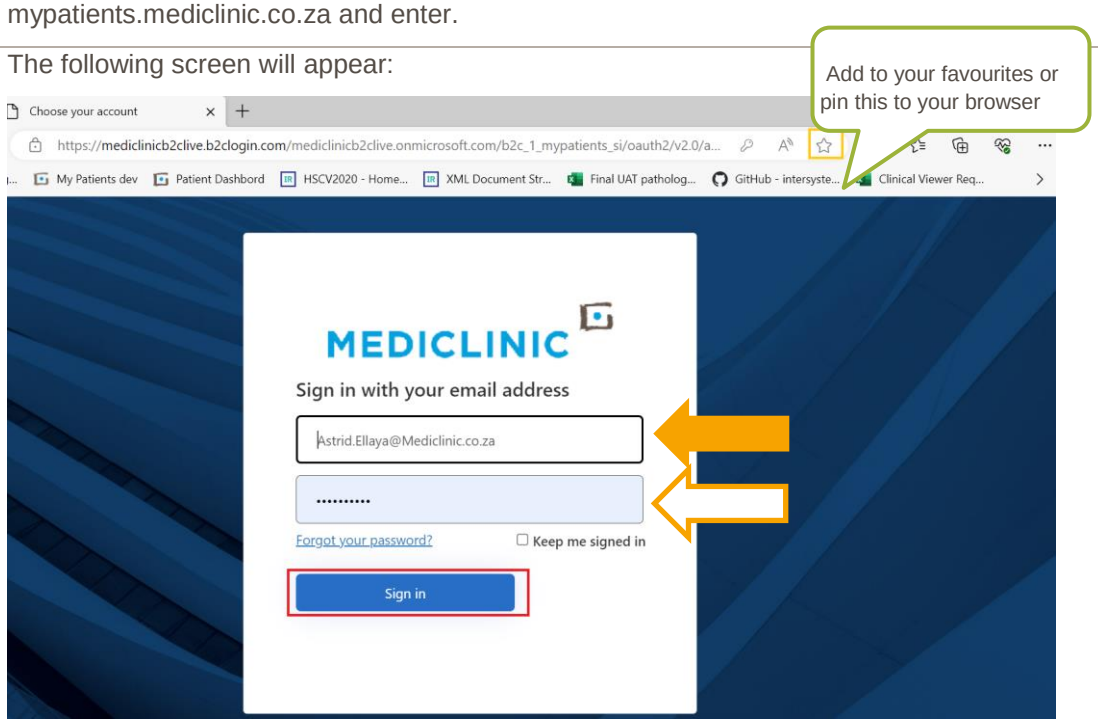
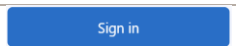
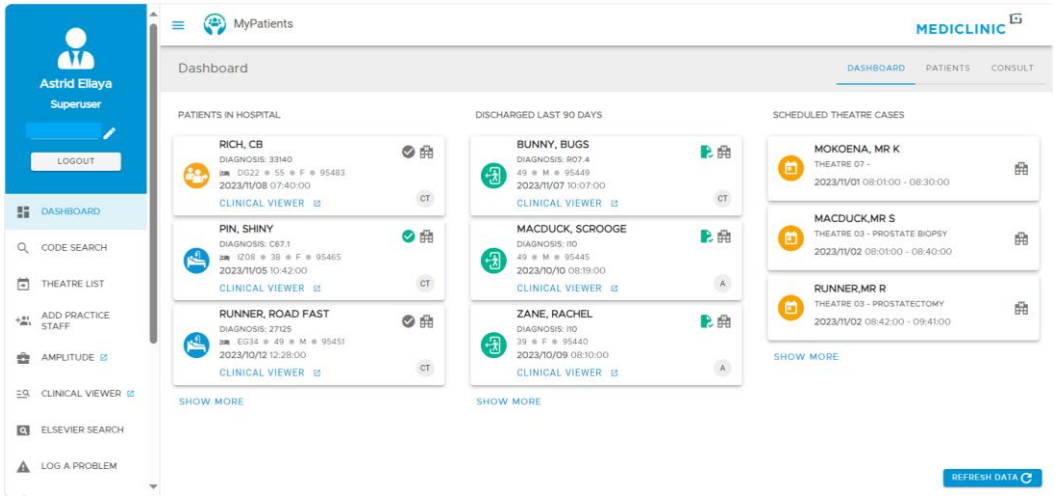
LOGIN TO MYPATIENTS

PROCEDURE TO LOGIN TO THE WEB APPLICATION

Follow these steps:

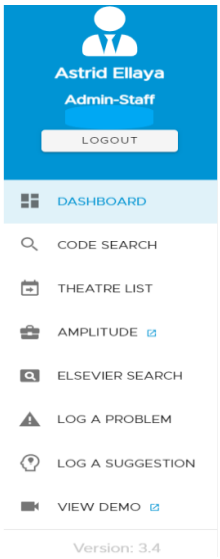
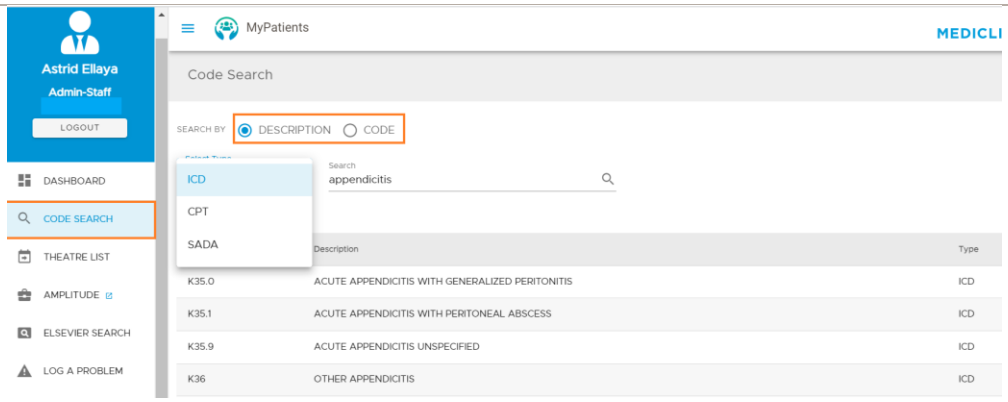
Step	Action
1	Open browser (chrome, edge or safari) via your smart device or computer, type in mypatients.mediclinic.co.za and enter.
Screen	The following screen will appear: 
2	Click in the **Username** field, type in your registered email address.
3	Click in the **Password** field and type in your temporary password if this is your first log in.
4	Click the  button.
Screen	When you see the following screen you have successfully logged in. 
5	Click on to load all the patients' information.

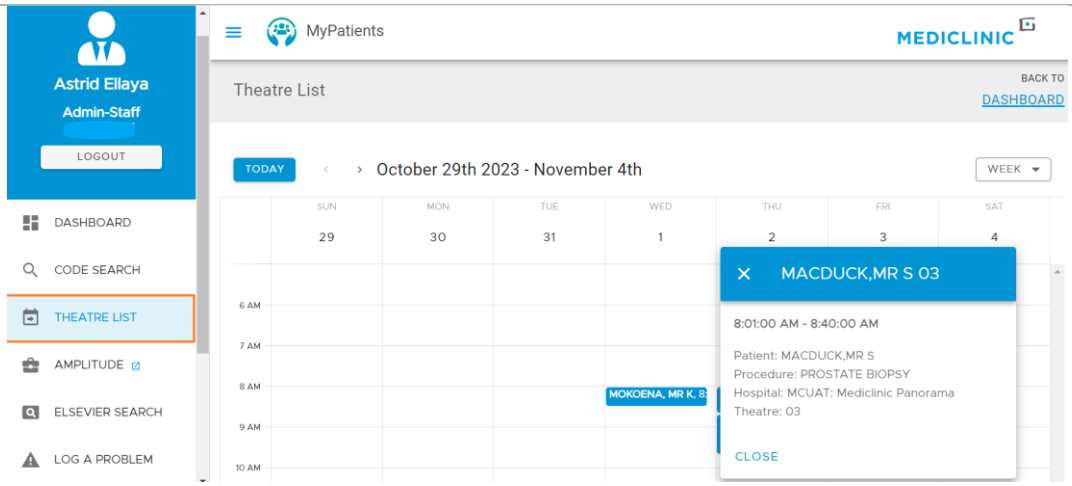
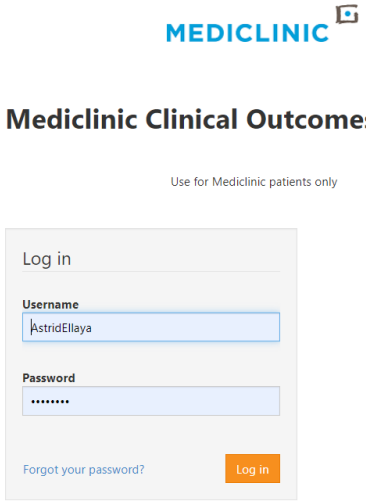
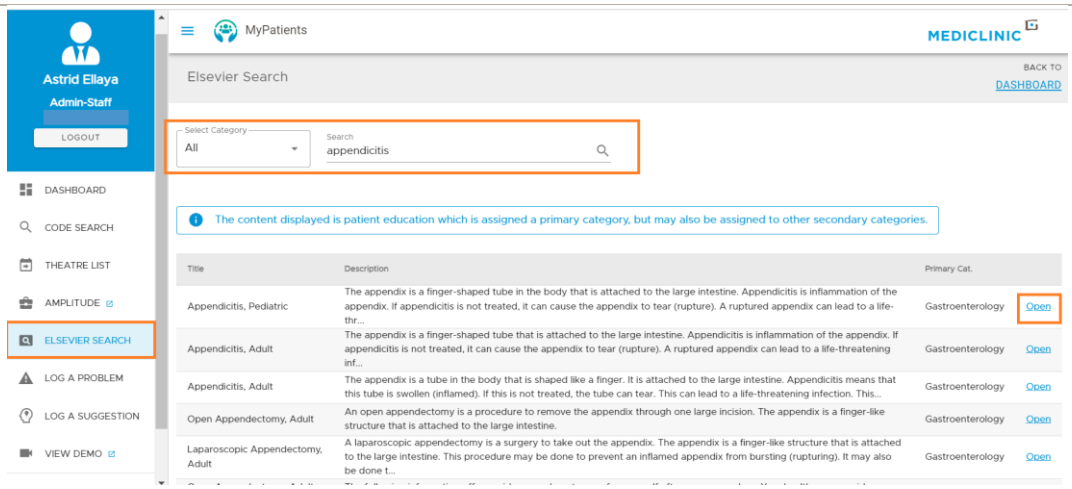
APPLICATION ICONS

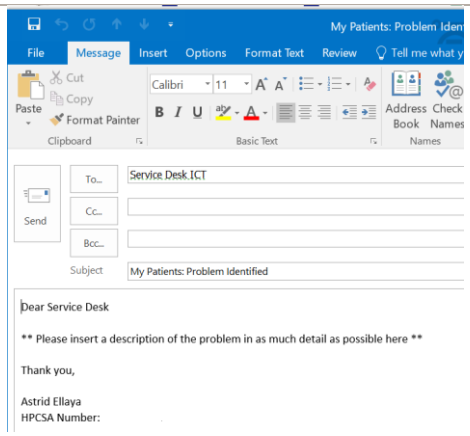
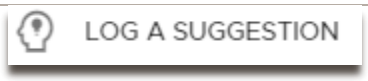
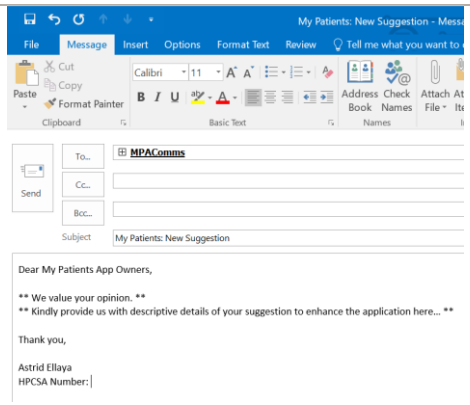
The icons are available within the application:

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

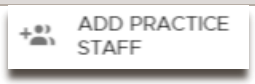
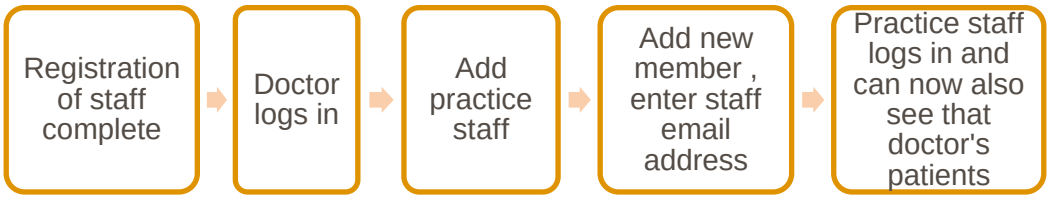
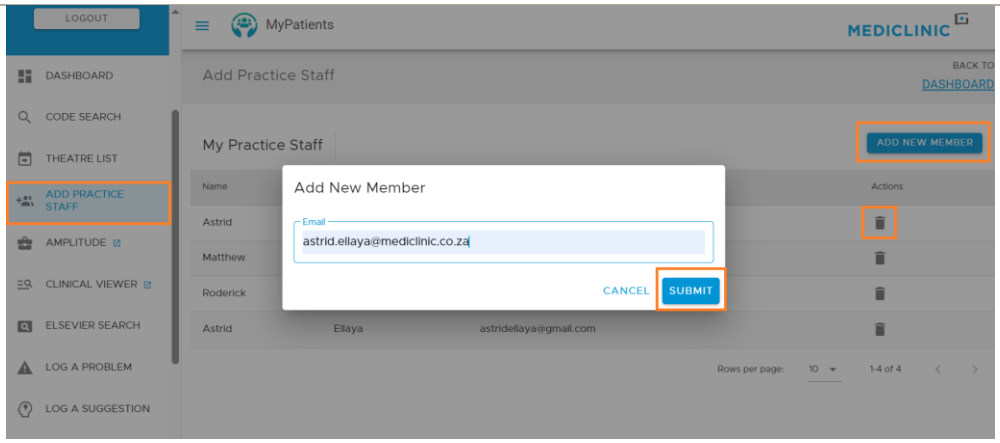
LEFT MENU PANE NAVIGATION

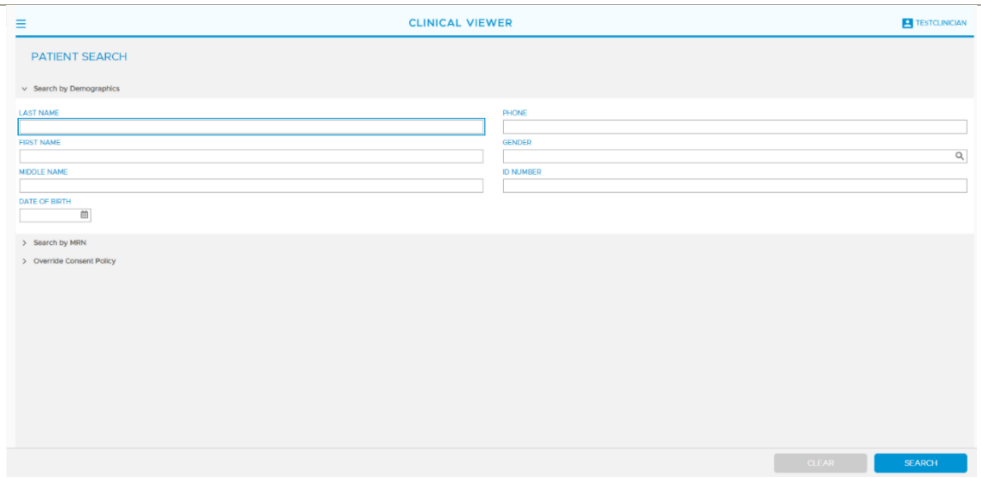
Step	Action
1	From the **Home** screen you will see the following menu options. If it is hidden click on ☰ to display 
2	Click on Code Search to look up ICD, CPT and SADA clinical codes, based on either description or code.
Screen	
3	Click on for a calendar view of theatre cases, for the two-week period ahead and two weeks in the past. Click on patients name for further comprehensive information such as, type of procedures, date, time and operating theatre.

Screen	
4	Click on links out to the Amplitude system.
Screen	
5	Click on enables you to search Elsevier patient education content. Enter any disease into the search field click on the magnifying glass, and then click on open next to the article. This can be downloaded or printed and shared with your patients.
Screen	

6	 Click on , which opens the default email client and allows you to submit a problem to our Service Desk. Please submit details of the problem encountered.
Screen	
7	 Click on opens the default email client and allows you to submit a suggestion to our application development team. We are constantly innovating and value your input. You can also use this to send suggestions via the Clinical Viewer.
Screen	
8	 Click on , this will open the application Demo video.

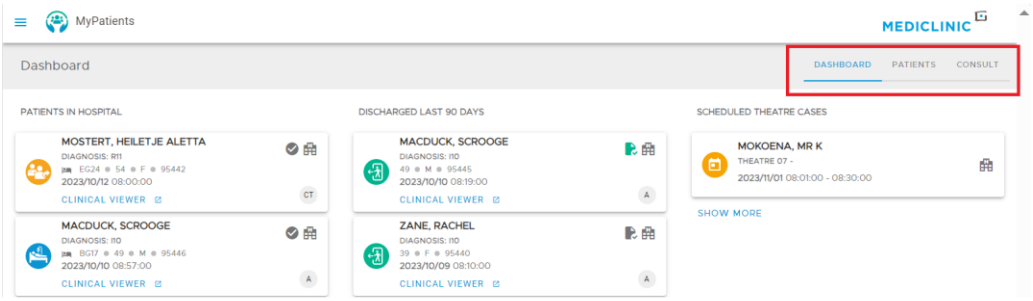
ADDITIONAL MENU ITEMS FOR DOCTORS

Step	Action
1	 Click on 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. 
2	Click on add new member. Enter the Practice's staff registered email address, click submit. You can also remove any added staff use the deflect function.
Screen	
3	Click on 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. Enter the patient ID number or Name and surname and click search. Note that you will only be able to see past hospitalisation if the patient has consented and if you are on the patient care team. In emergencies, you are able to use override consent policy and provide a reason to override this. This is a fully audited process.

Screen	
4	Click on to view a short video on navigating the Clinical Viewer content.

TOP RIGHT TAB NAVIGATION

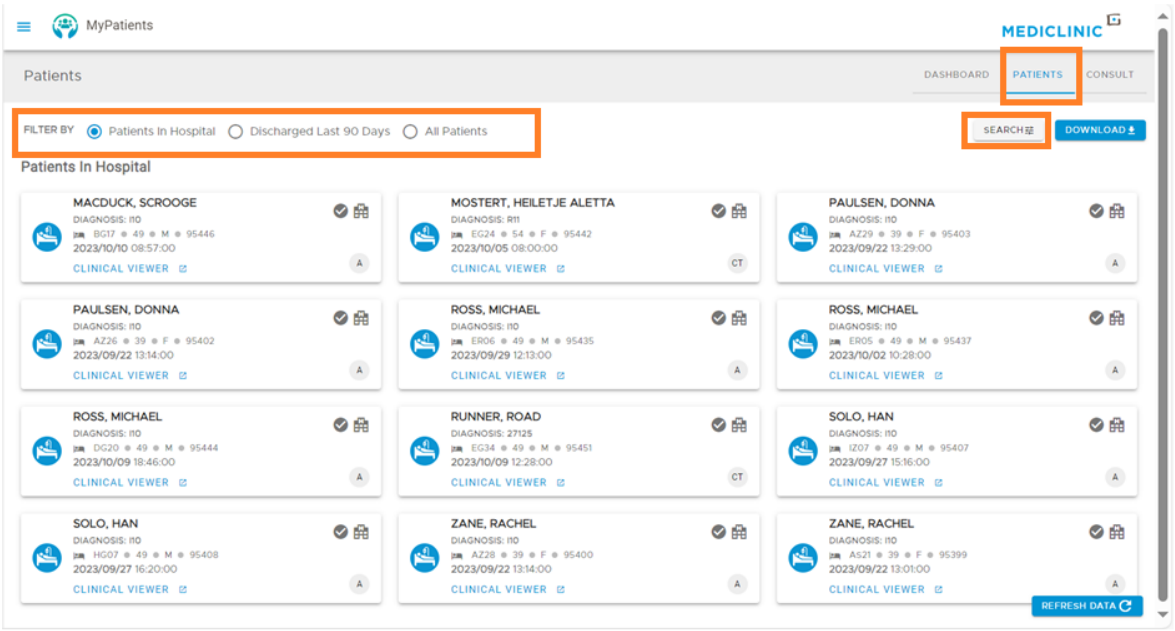
Follow functionality is contained within these:

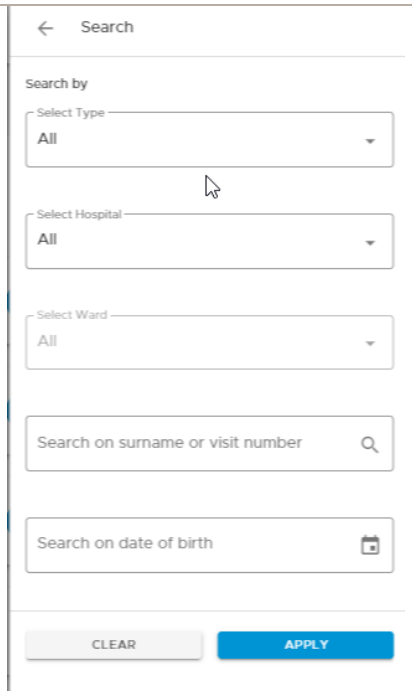
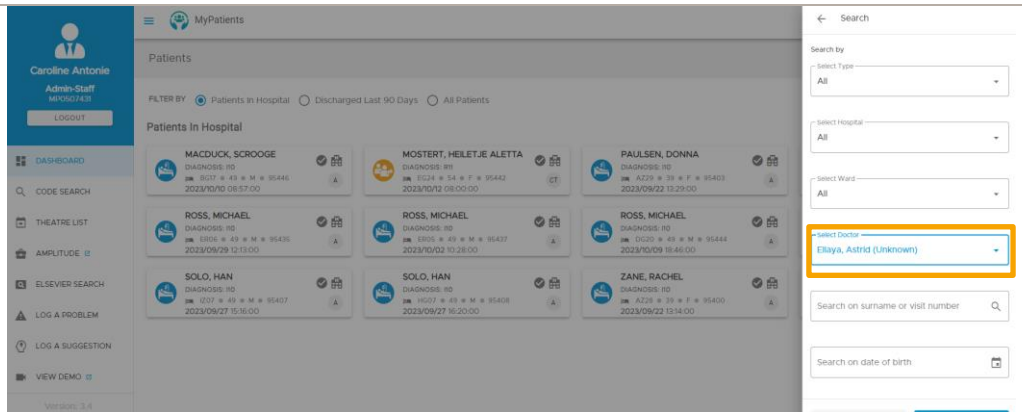
Step	Action
1	From the **Home/Dashboard** screen you can see three tabs. 
2	Complete the following fields:

Tab	Description
Dashboard	Dashboard 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 NAVIGATION

Follow functionality is contained within these:

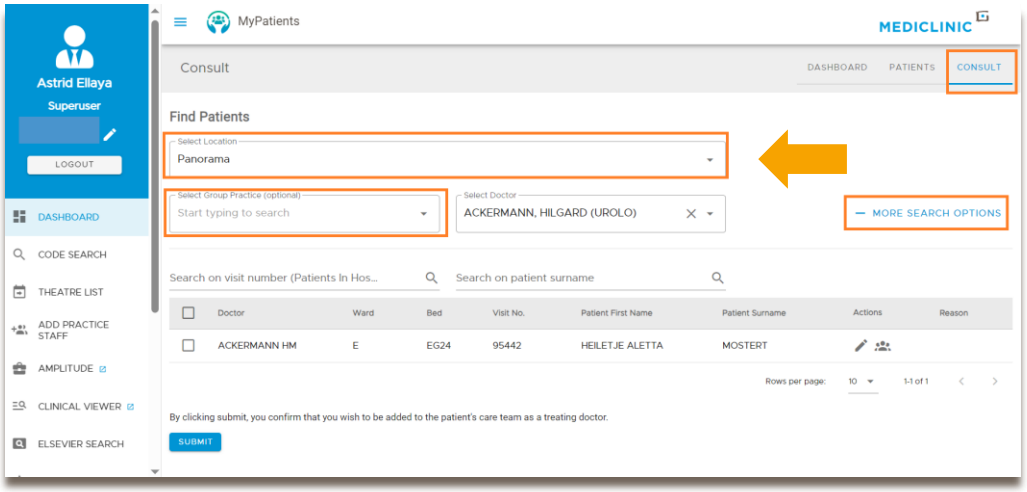
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Home/Dashboard screen you can click on patients tab.
 
</td></tr>
<tr><td>2</td><td>Filter according to which patients you want to view, note that each filter works independantly.
<table>
<tr><th>Filter</th><th>Description</th></tr>
<tr><td>Patients in hospital</td><td>All admitted patients</td></tr>
<tr><td>Discharged last 90 days</td><td>Displays a full list of all the patients that have been discharged.</td></tr>
<tr><td>All patients</td><td>Admitted and discharged patients.</td></tr>
</table></td></tr>
<tr><td>3</td><td>Click on Search which allows you to filter patients on either:
treatment type (admitting doctor, part of care team or referred),
hospital,
ward
surname
visit number
Or Date of birth.
Click on Apply
After the patient has been located, remember to clear the search filter.</td></tr>
</table>

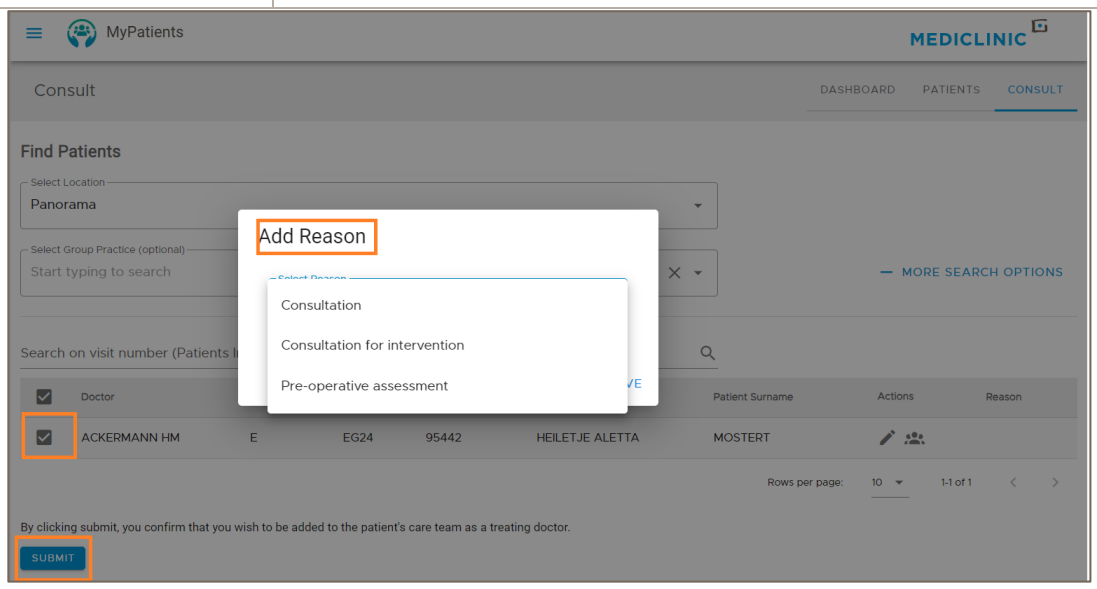
	
For practice staff that need access to view more than ones doctors patients	
4	Click on search, select which doctor from the drop down, click apply, you will now see only the selected doctors patients. This will remain applied only to that **specific patient filter page**, indicated by orange search button the . Clear the search once complete. You will also see the name of the doctor whos patients you are viewing.
Screen	

CONSULT

New functionality to allow doctors and staff to auto add themselves into a patients care team. Can be used to support existing process done by hospital reception staff or unit admin assistant. For use 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.

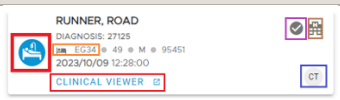
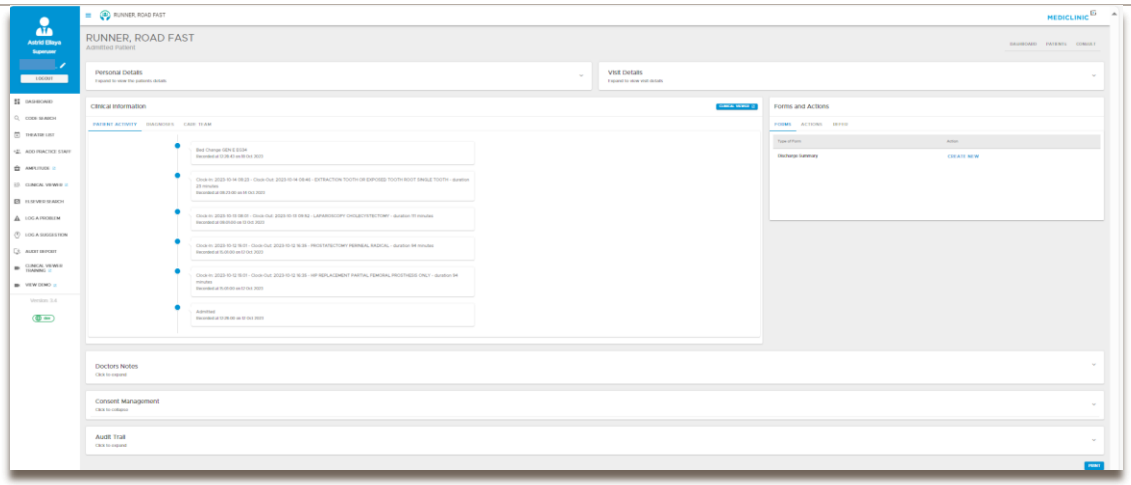
This is recorded on the patient admin system and you are able to see all doctors who are part of the care team.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Home/Dashboard screen you can Click on consult tab.
 

Select a location.</td></tr>
<tr><td>2</td><td>Select either group pratice or by a doctor. You can further filter using the patients visit number or surname.</td></tr>
<tr><td>3</td><td>Once you have found the correct patient</td></tr>
<tr><td>2</td><td>Complete the following fields:
<table>
<tr><th>Field</th><th>Action</th></tr>
<tr><td>box</td><td>Tick the box next to the patients name</td></tr>
<tr><td>Add a reason</td><td>Use the drop down box to add a reason; this will be recorded in Patient admin system as the reason for consultation.</td></tr>
<tr><td>Submit</td><td>Click submit, this automatically add the doctor as part of the care team.</td></tr>
</table></td></tr>
<tr><td>Screen</td><td> 
</td></tr>
</table>

PATIENTS CARD AND RECORD

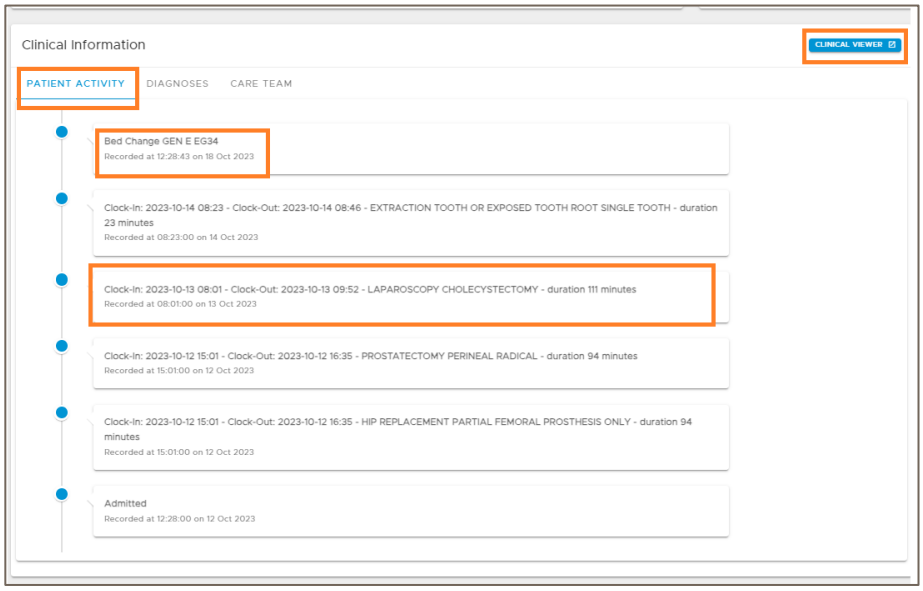
Follow functionality is contained within these:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click on the patient card 
</td></tr>
<tr><td>Screen</td><td> 
</td></tr>
<tr><td>2</td><td>
<table>
<tr><th>Sections</th><th>Description</th></tr>
<tr><td>Personal details</td><td>Contains the patients demographic and next of kin contact information.</td></tr>
<tr><td>Visit details</td><td>Displays body mass index if captured, level of care information, authorisation codes and medical aid and main member details.</td></tr>
<tr><td>Clinical inforamation</td><td>Contains patient activity timeline, diagnoses, care team information and a link that takes you directly to the patient medical record within the Clinical Viewer.</td></tr>
<tr><td>Forms and actions</td><td>Discharge summary that can be generated and refer functionality.</td></tr>
<tr><td>Doctors notes</td><td>Contains all added notes, referrals and added diagnoses. This is visible to the whole care team.</td></tr>
<tr><td>Consent management</td><td>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.</td></tr>
<tr><td>Audit log</td><td>Allows you to view all doctors that have accessed the patient’s records.</td></tr>
</table>
</td></tr>
</table>

CLINICAL INFORMATION

Follow functionality is contained within these:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Within the patients Card scroll down to see clinical information section:
 
</td></tr>
<tr><td>2</td><td>Filter according to which patients you want to view, note that each filter works independantly.
<table>
<tr><th>Tab</th><th>Description</th></tr>
<tr><td>Patients activity</td><td>Displays bed changes including level of care and theater in and out times in a timeline view.</td></tr>
<tr><td>Diagonses</td><td>Displays coded ICD-10 diagnosis, note that final coding occurs after discharge.</td></tr>
<tr><td>Care Team</td><td>Displays all doctors involved in the patients treatment during admission.</td></tr>
</table></td></tr>
</table>

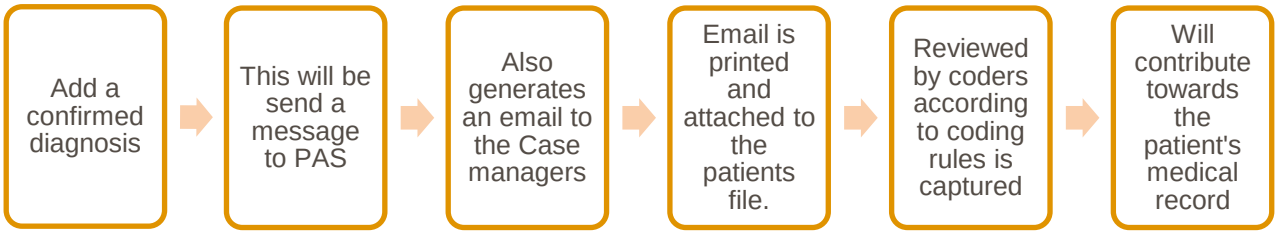
SUBMISSION OF A CONFIRMED DIAGNOSIS

This function allows a Doctor or practice the ability to electronically submit ICD-10 diagnoses and associated clinical information.

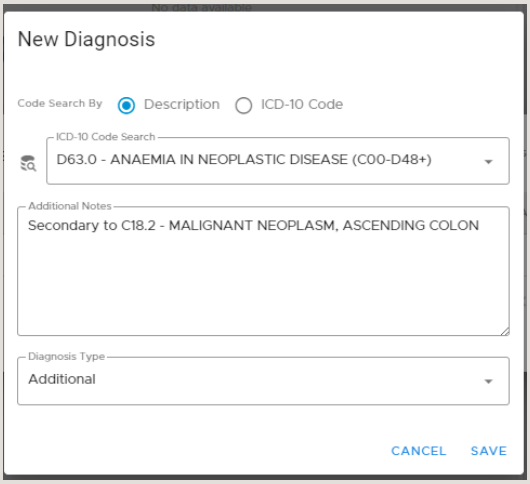
This information will assist with improving access to clinical information for the patients unified care record seen in the Clinical Viewer, as well as improved congruence between hospital and practitioner's diagnoses.

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

Rules	Description
Confirmed diagnosis	Please submit all confirmed diagnoses treated.
If any icd-10 code contains an (Dagger or +)	You will need to add the primary linked diagnosis.
Timing if submission	Ideally, please submit these while the patient is admitted or within one week of discharge as we may not be able to capture or reflect this after final coding and billing takes place.

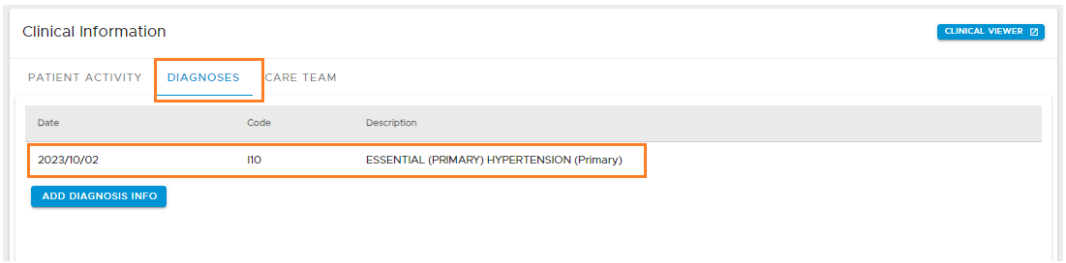
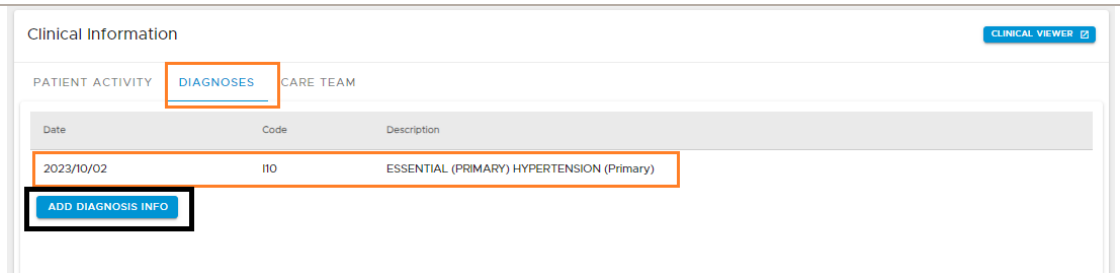


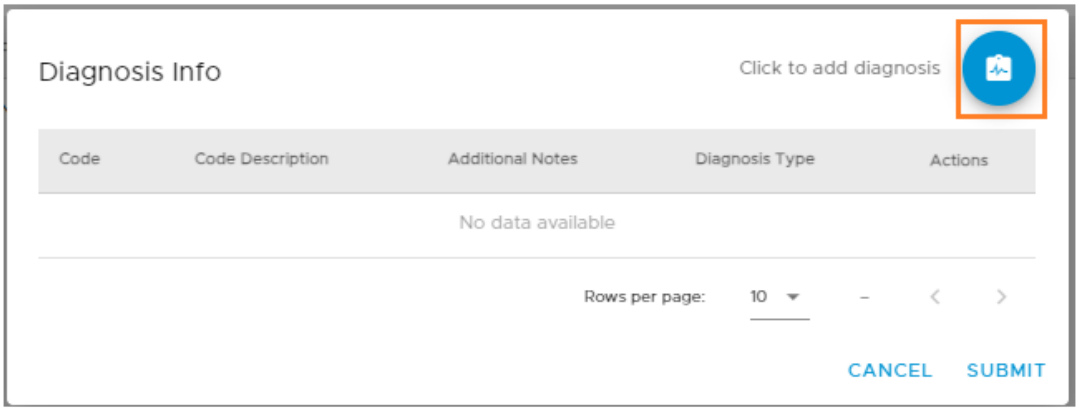
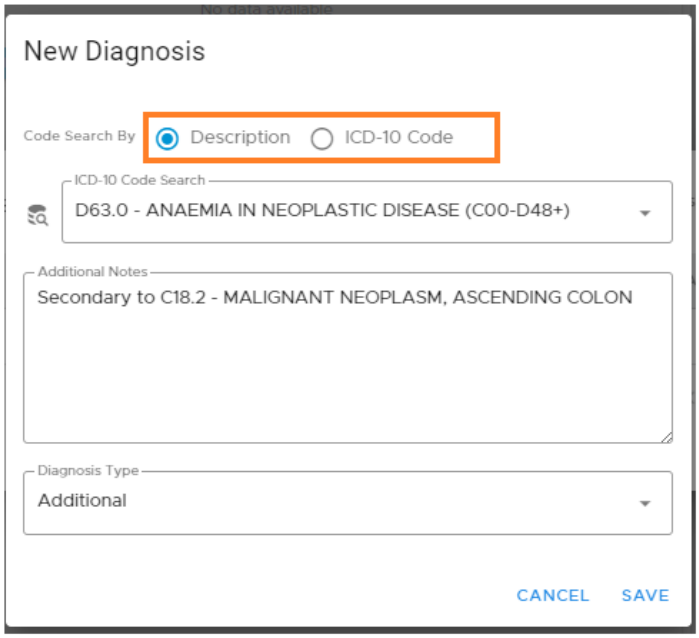
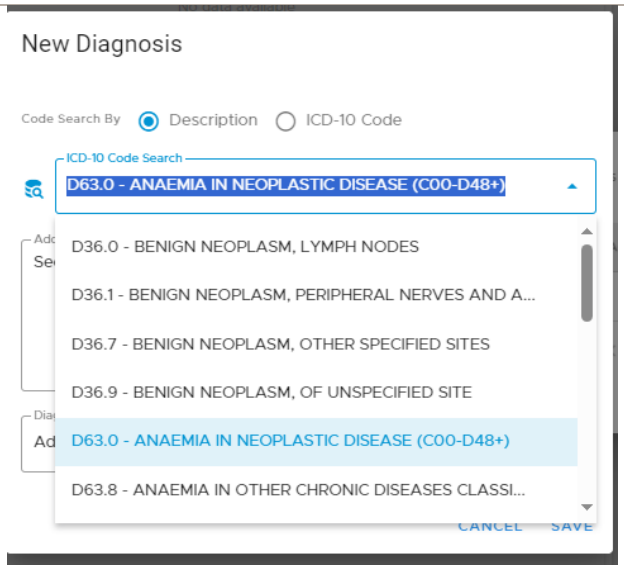
Example

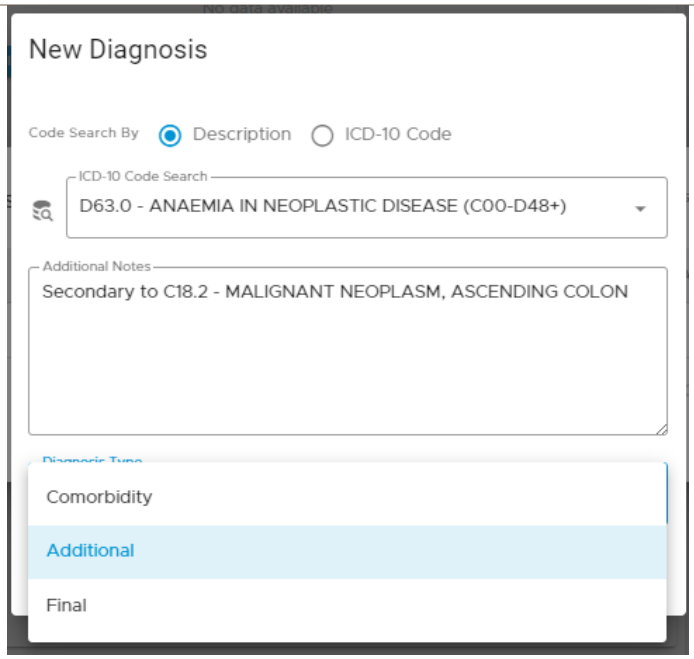


Example

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

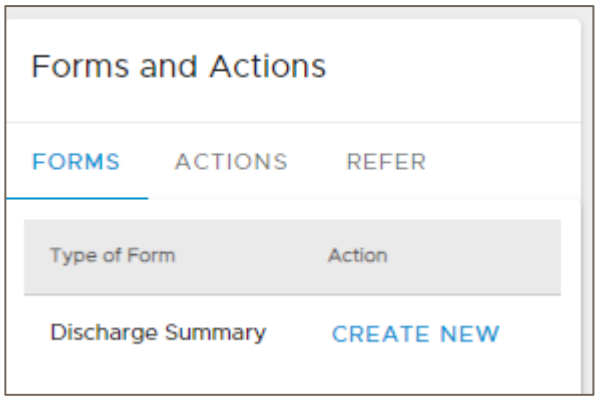
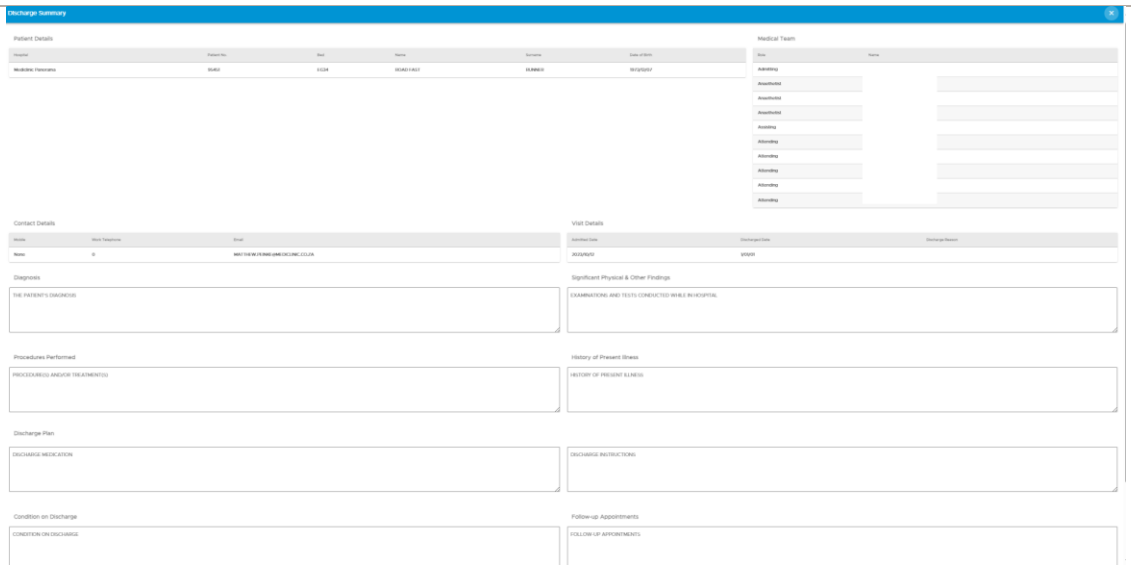
Step	Action
1	Within the patients Card scroll down to see clinical information section. Click on Diagnoses tab , this will display all currently coded diagnoses.
Screen	
2	Click on Add Diagnosis
Screen	
3	Click the circle button.

Screen	
4	Select between description or ICD-10 code. Enter additional notes regarding the diagnosis.
	
5	Enter either into the code search box. Select the corrent code.
screen	
6	Add additional notes regarding the diagnosis or primary cause.

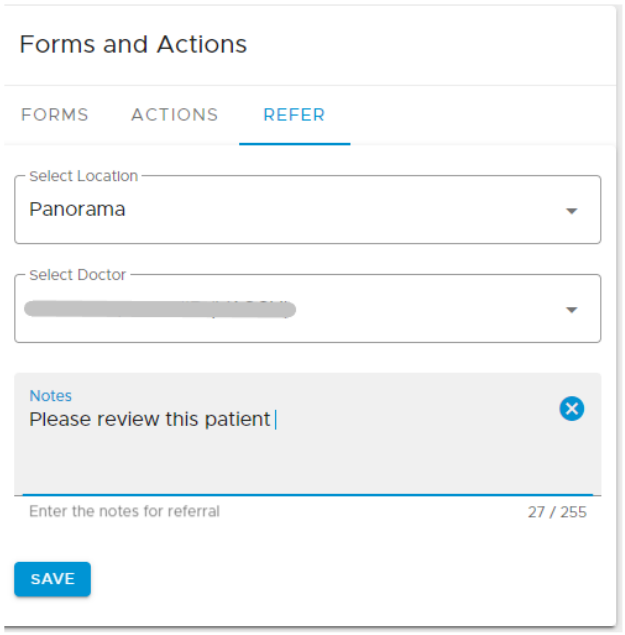
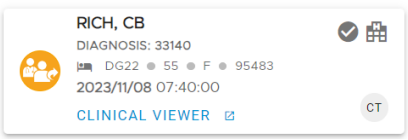
	Choose between Comorbidity, additional or final. Then click submit.
Screen	

FORMS AND ACTIONS

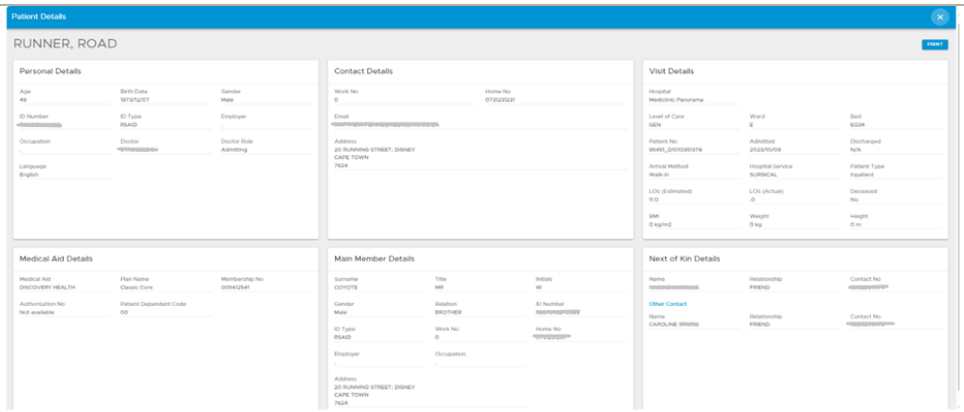
Follow functionality allows the doctor to send a Non-urgent referral to a specialist.

Step	Action
1	Within the Patient card you will see forms and actions for doctors. 
2	Click on 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.
screen	

REFER

Step	Action
1	**Click on refer tab. This is for non-urgent referrals and will automatcally add the doctor to the patients care team. Can be also be used for on call cover or between doctors in a group practice that see each others patients.** Referral is sent to the doctor on the app → A notification is sent to the doctor via sms → Doctor is added as part of the care team on PAS
2	Select the location that the patient is in. Select the doctor in the drop down list or type in the first three letters of the name or surname. Add a referral note.
Screen	
3	The referral note will now be visible in the doctor's note section. The Doctor who receives the referral will be automatically added to the care team and see this patient on the application.
Screen	

PERSONAL AND VISIT DETAILS

Step	Action
1	Within in a patients card. Click on view more to see the full visit and personal details. This can be printed for your record purposes.
Screen	

ABBREVIATIONS USED WITHIN THE APPLICATION

Level of Care	Description	Level of Care	Description
DAY	Day Admission	NHA	Neonatal High Care A
DCT	Day Clinic Ward	NIC	Neonatal ICU
GEN	General Ward	PSY	General Ward Psychiatric
HIC	High Care	PVT	Private Ward
ICU	Intensive Care Unit	REH	Sub-Acute Rehabilitation
LUX	Luxury Ward	SEM	Semi-Private ward
MED	Private Ward Doctors Auth	SIC	Specialised ICU
MPT	Maternity Private Ward	SMT	Semi-Private Maternity
N/A	No Ward Charges	STP	Sub-Acute Ward
NEO	Neonatal Ward	VIP	VIP Ward
NHB	Neonatal High Care N		

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

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)
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)

Speciality	Description
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)
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
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)
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)