

Transitioning an outpatient to an inpatient status.

If a healthcare center **does not** offer admission services, the forthcoming explanation pertaining to the use of the terms **consultation** and **admission** within this manual may be disregarded. In such instances, any reference to admission within this manual would not be applicable to such a center.

In this manual, the term **consultation** serves as an umbrella term that includes both **consultations** and **admissions**. These two events are managed through a unified interface, with minor variations to accommodate their unique requirements (for instance, the admission interface incorporates a discharge button).

While the interface largely remains consistent, there are instances where differentiation becomes necessary. In such scenarios, the term Consultation is specifically used when the interface is accessed for an **inpatient**, while Admission refers to the interface as it appears for an **outpatient**. An inpatient is a patient who stays in the hospital for one or more nights while receiving treatment. On the other hand, an outpatient is a patient who visits a healthcare facility for diagnosis or treatment but does not stay overnight.

Instructions :

1. Go to the homepage and click a consultation from either the **pending** or **ongoing** tables, or open an admission from one of the **admission ward** tables.
2. Click the More toolbar button. This moves the toolbar one level down to expose a different set of toolbar buttons.
3. Click the Admission toolbar button to expose the admission option buttons.
4. Select the appropriate option button, which has been pre-set the technical support team. Each button is configured with specific data, such as:
 - The cash portion of the transaction (applicable for both cash and medical aid patients)
 - The claimable portion of the transaction (only for medical aid patients)If you cannot find a button that corresponds to the type of consultation or admission you wish to create, please reach out the technical support team for assistance.
5. If your system is set up to use a single practice number (AHFOZ number), the Payments page will open. However, if your system is configured to use multiple practice numbers (AHFOZ numbers), the Practice Number Selection page will appear instead.

In this page, you will need to enter a valid practice number (AHFOZ number) and then click the Next toolbar button. If the practice number entered is valid, the Practice Number Selection page will close. If the number is not valid, the input field will reset, allowing you to try entering the practice number again. Once the correct practice number has been entered, the Payments page will open.

6. **Payment page** : The Payment page only opens on computers where the **Payment processing setting** is activated. If this setting is deactivated, transactions are processed on a credit basis (applicable only for patients with an enabled credit status), and subsequently, the Change page momentarily opens in place of the Payment page. For further details on the Payment processing setting, please [click here](#).

The Payment page facilitates the recording of transactions in either a single or multiple currencies, utilizing the system's three payment methods. These payment methods are :

- Cash
- Electronic (i.e. bank transfers, mobile money transfers)
- Credit

Upon capturing of the full payment, the Process button becomes green and triggers automatically. If the patient is on a medical aid policy, and the transaction being processed includes at least one claim, then the next window which opens is the Claimable Items page. Otherwise the Change page opens.

In the case that the Claimable Items page is opened, [click here](#) for instructions as to how to complete it.

Ultimately, whether the Claimable Items page is first opened or not, the payment capturing process ends with the opening of the Change page.

[Click here](#) for more information on the Payment page.

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