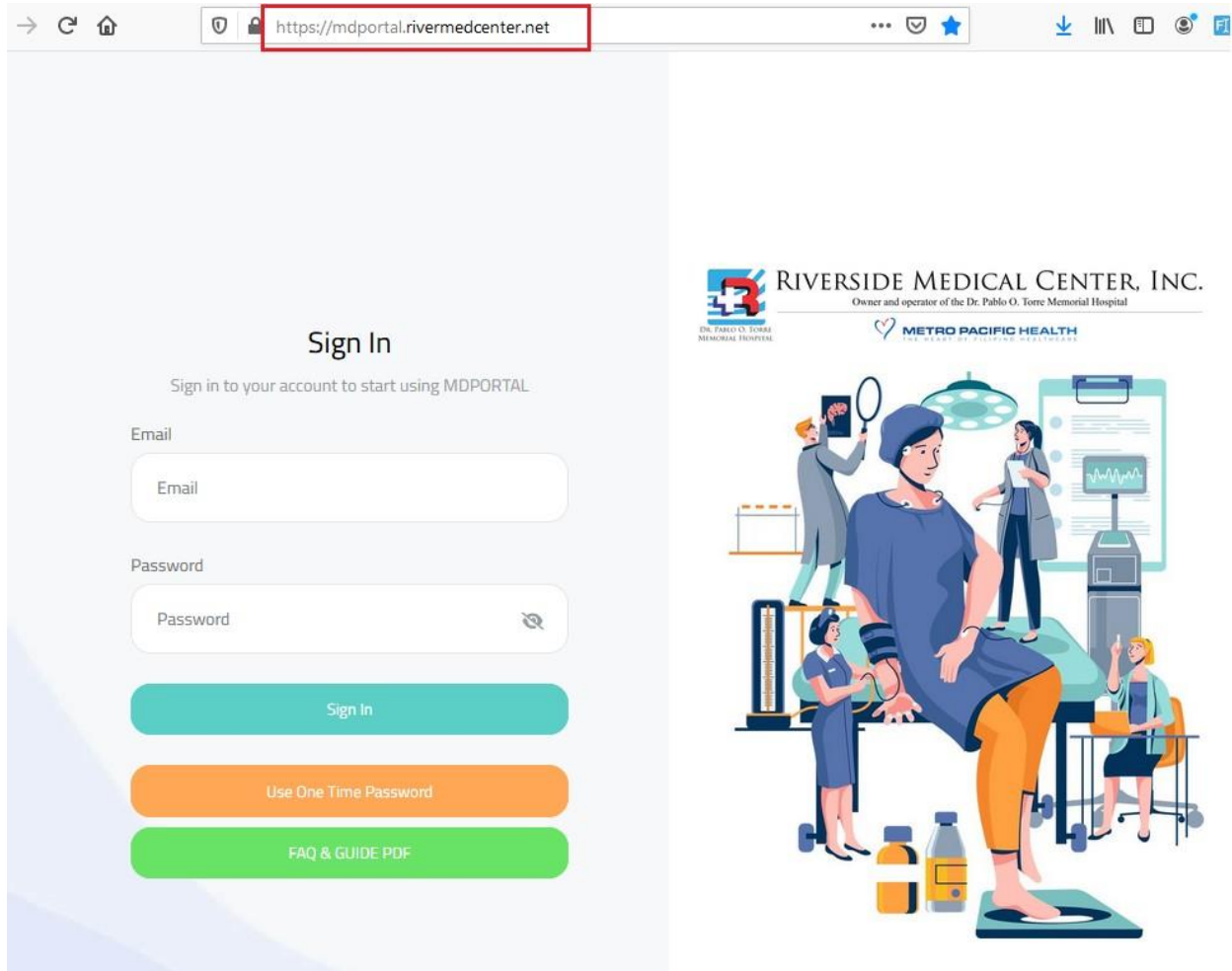# MD-PORTAL USER FAQ & GUIDE

1. What browser is needed to open the application?

    Example: Mozilla firefox, IE, Googlechrome, Opera etc.

2. What is the link of the App?

https://mdportal.rivermedcenter.net

3. How can the Doctor's register?

    Doctors or their secretary must send us their PRC #, Mobile # so that we can update their profile in Bizbox.

    I.T Phone # : **09988460608**

4.Can I Use Multiple Mobile #?

    You can only use one Mobile # for OTP and Patient Status Notification.

5. What will the Doctors do if they want to change their phone # or email?

Contact I.T Phone # : **09988460608**

6. Login Instruction:

Doctors has 2 ways of Login

#1 Doctors can login using "Use One Time Password" it requires your PRC # after that your One Time Password will be sent to your provided mobile #. Using this login method will give you a new password each time you login using "One Time Password"
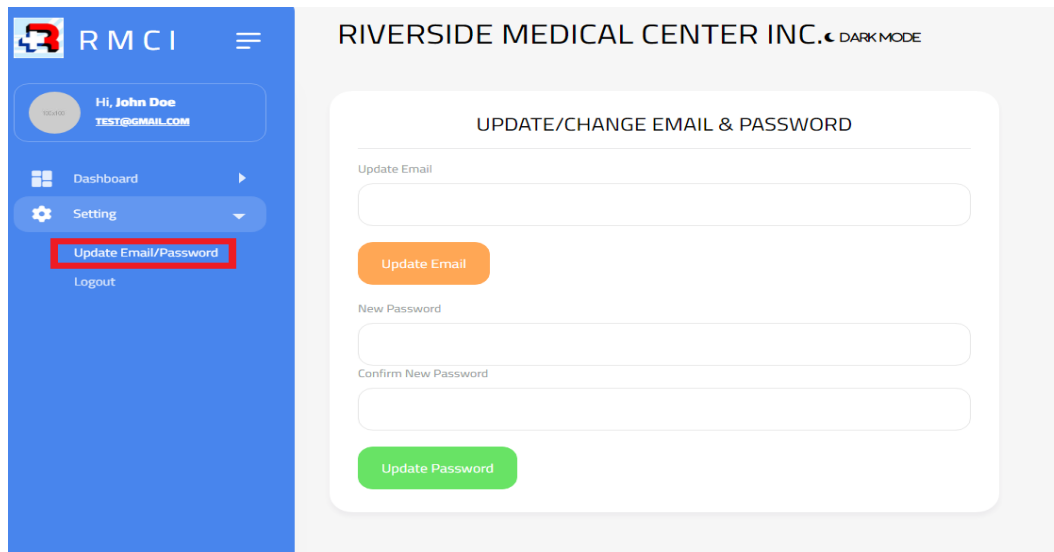
#2 Doctors can login using their email and password (Update first in settings) instead of One-Time-Password Login.
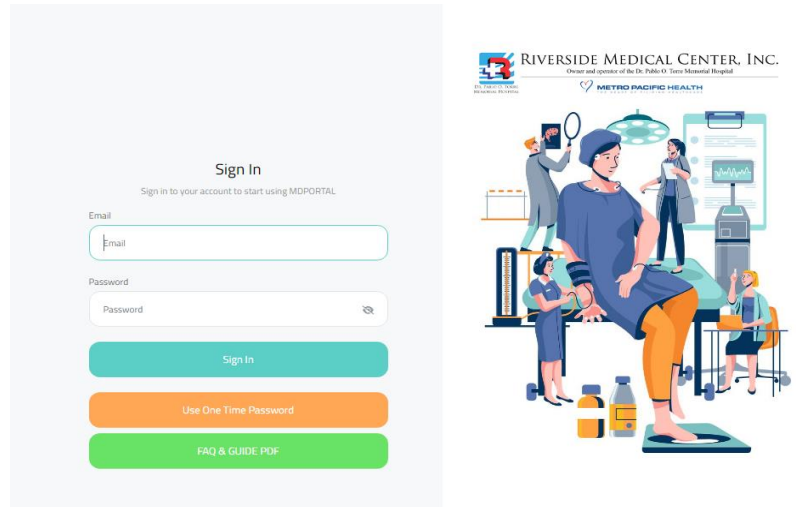
#3 Doctors should update their Email and password after their first login go to "Setting"

And click "Update Email/Password" after that they can now login using Email.

7. What are the Auto SMS or Text Message Notifications that the Doctors will receive from the application?

Once enrolled in the Application and added by the Nurse or Admitting staff in patient care journey. The Doctor will receive the following SMS:

- Doctor Role in Admitted Patient, Patient Station and Room Number.
- Room Transfer of Patient.

- Patient tagged as Possible May-Go-Home.
- Patient tagged as May-Go-Home.
- Patient tagged as Discharged.

8. Patient Examination Viewing

If a Doctor has an active Patient they can view their examination in the "Inpatient List" Tab they can also view their previous examinations in the "Discharge patient list" tab

9. When or how can the doctors settle their professional fee regarding their patients?

When the patient status has been updated to for-possible-may-go-home or may-go-home an sms will be sent to the doctors then they can settle their patients professional fee by clicking the "Professional Fee" Tab and clicking the money icon below "PF Pay" table header and submit their Professional fee after. If the Professional Fee has been approved by the billing an sms will be sent to the doctor.

10. What if the doctors want to change their Professional Fee Amount?

- If the fee has not been approved or if the patient has not been discharged, the fee can be changed freely.
- Changing the fee at this stage will update the previous fee status as cancelled. This means any previous fee that was in process but not yet finalized will be marked as cancelled in the system.
- If there is a need to cancel the fee after approval, the doctor (or whoever is responsible) must contact the billing department or billing personnel directly.

MD-PORTAL USER FAQ & GUIDE

11. Can the Doctors see their Professional fee that has been settled?

Doctors can view their Professional fee in the "Payment Fee" Module they just need to put the Date From and Date To and then click the "View Report" Button.

12. Make the application a shortcut

#1 Click the Settings of your current browser on the top right if android or bottom center if you are apple (Chrome, opera, Etc.).
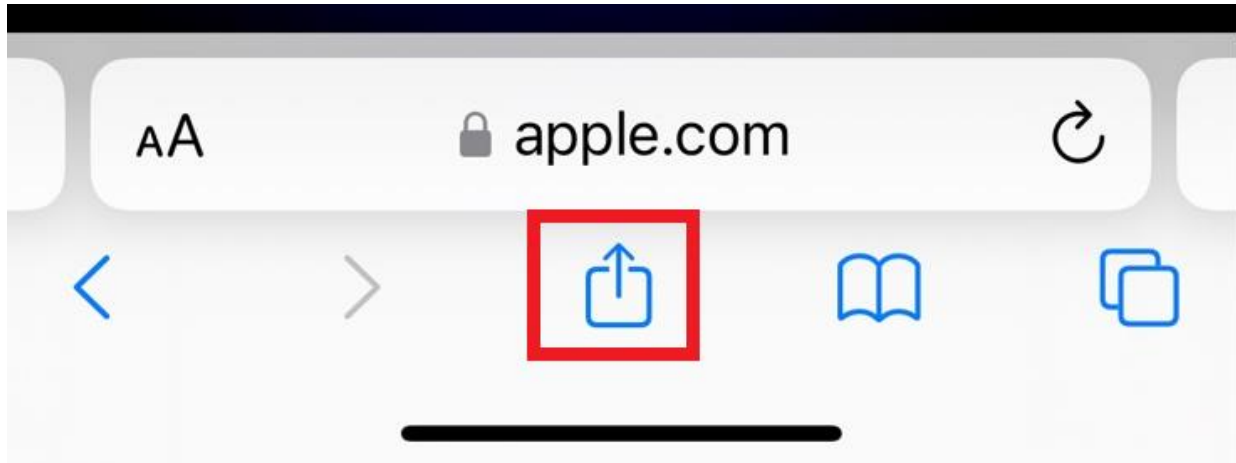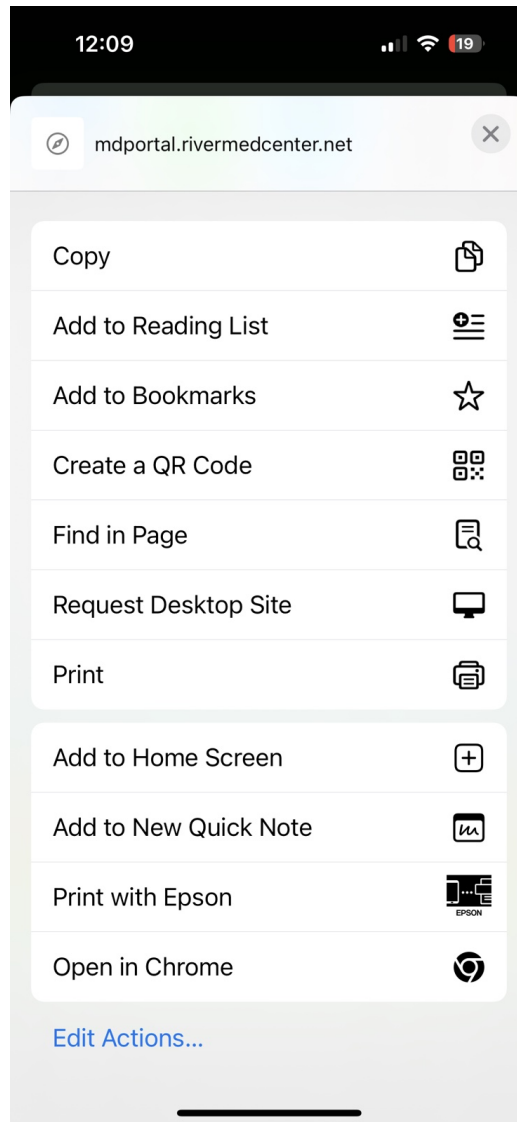
MD-PORTAL USER FAQ & GUIDE

#2 you should see this options and click "Add to Home Screen"

MD-PORTAL USER FAQ & GUIDE

#3 Click Add you should be able to see the application on the home screen of your phone