

ART SITES DIRECTORY SYSTEM

STANDARD OPERATING PROCEDURES

Purpose: To establish guidance in the deployment and utilization of ART Site Directory System to facilities that are supported by **'IMPLEMENTING PARTNERS** providing care & treatment to **PLHIV**.

Background: Facilities have been involved in care and treatment of clients through the various electronic medical records (EMR) systems available for use such as KenyaEMR, Ushauri among others.

While this has made client management easier, it has been a challenge accounting for clients who transfer from one facility to another. This is because most clients might not know the official name or MFL code of the facility they transferred from. A central ART Site Directory that can be shared widely with facilities and care and treatment implementing partners will therefore come in handy to provide the much-needed support when managing client transfers.

The solution is an ART Site Directory database and SMS platform which allows contact persons in the facility that provides ART services to a client who is on transit or transfer to query for information about the transferring facility. This solution leverages on SMS technology- a short code through which a user at the facility level will be able to query the Directory and receive information on Facility name their client visited, MFL code, Name of IP supporting the facility, and Contact details for the facility.

The ART Site Directory will also be digitized and made available via a database that will continuously be updated as often as new information on facilities offering ART services is provided. There will also be an administration dashboard which will allow creation of new facility details and updating of existing ones.

The key functionalities include:

1. Search/Query: by Facility MFL code and/or by Facility name
2. View contact details of the facility
3. SMS – to query for a facility by either MFL code of facility name
4. Admin dashboard: create new facility details, edit facility details, deactivate facility details and user management

Scope: This document outlines the processes and procedures for deployment of the ART Site Directory System. It provides guidelines on how the activity should be carried out effectively with support from implementing partners both at the county and national health facilities; and stakeholders at the county and national level.

This document shall also highlight the process flow of the ART Site Directory and how users can utilize the web and SMS platform.

Support & Points of Contact

Solution Partner:

1. Palladium Kenya will be responsible for providing support on the technology with the points of Contacts indicated below:
 - a) The following contacts will help with the Implementation level issues with the system:

Troubleshooting, Maintenance and Support
Service Desk: Phone: 0800 722 440 Email: help@palladiumgroup.on.spiceworks.com

- b) The following persons can help at the Adoption level/Partner level of the system:

Troubleshooting, Maintenance and Support	Project Support	Operation Support
Facility Admins and Partner ICT team	Partner ICT team	Partner ICT team

The Following will be the **SELECTION CRITERIA** to be met by any **FACILITY** under a **PARTNER** before the **ART Site Directory System** can be deployed to the said **FACILITY**:

Facility Level

The Facility should at least:

- Exists in the Master Facility Listing MFL
- Needs to be added into the ART Site Directory
- Need to manage transfer-in clients
- Have internet connectivity- to access web platform (is optional)
- A mobile phone with the SMS application

Operability Level

The Facility should at least have/be:

- An active facility that offers care and treatment of PLHIV
- Facility details, implementing partner and contact details ready
- A staff with IT knowledge to act as an administrator for the web tool.
- Skilled staff to utilize the SMS application to query for details from the system
- A facility computer or tablet
- Facility line for access of the system via SMS

The **ABOVE** stated selections criteria **MUST** be met without fail before any consideration of utility of the ART Site Directory System to the requesting facilities are considered.

- c) The following persons shall help at the Sub-county level of the system:

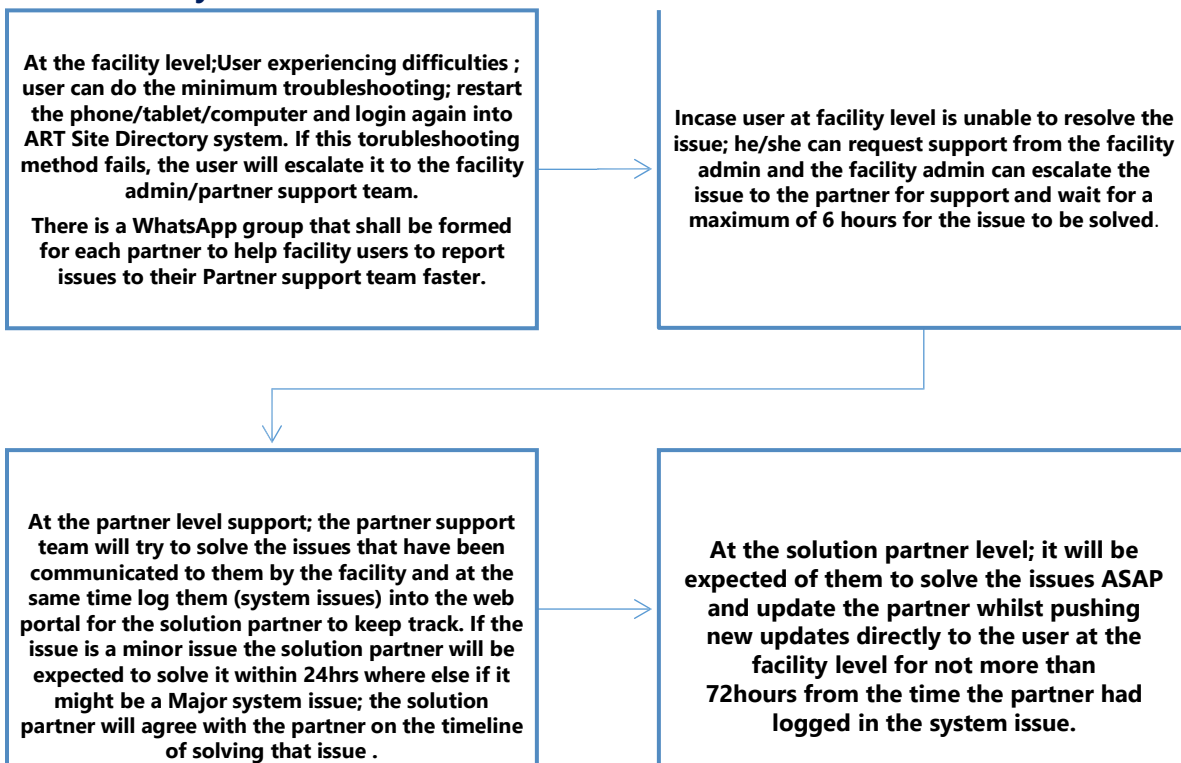
Troubleshooting, Maintenance and Support	Project Support	Operation Support
Sub-county Admins and Sub-county ICT team	Sub-county ICT team	Sub-county ICT team Solution partner

2. The ART Site Directory shall be updated as often as possible by the users that have the rights to perform the following roles:
 - a. Add or update facility details
 - b. Add or update user details
 - c. Remove or deactivate facilities and users

Support Request Process

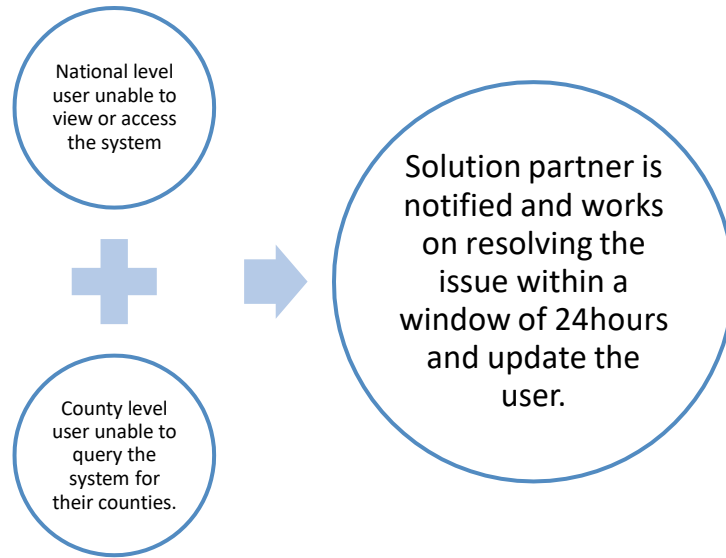
The following support chart flow shall be adhered to whenever a there's a system failure at:

+ Facility level:



Please see the points of contacts in regards to the issues you might be experiencing.

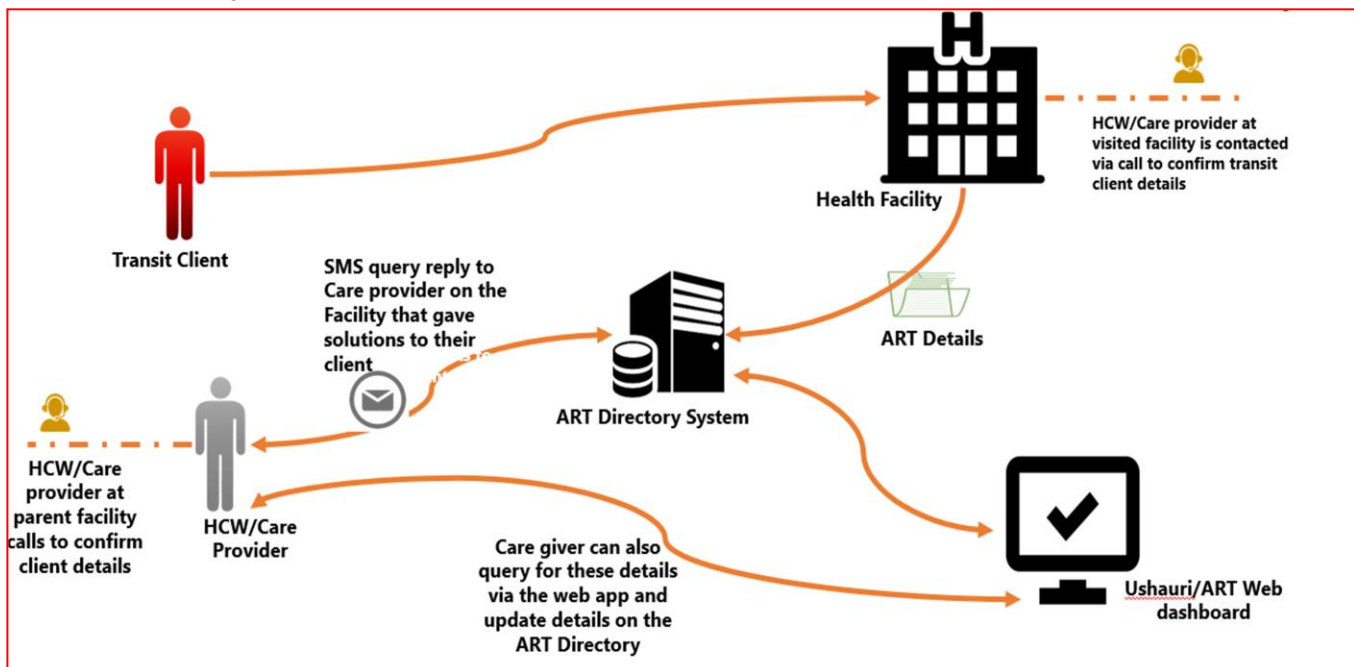
National and County Level



Please see the points of contacts in regards to the issues you might be experiencing.

How to use the ART Site Directory System

How the system works



Search for a Facility Using the SMS

Users can use the SMS function to search for a facility and get the details. Follow the process below:

- ✓ Access your phone messaging application
- ✓ Type 40149 on the send to part
- ✓ Type the following check/facility name/county name as shown on figure (a) below

NB: Once they have the details of the facility such as MFL code, the user can now use the MFL code to search for additional facility details such as contacts of the said facility

- ✓ The user can also search for a facility by sending the MFL code of the facility to 40149 as shown on figure (b) below

The system should respond by sending details of the facility being searched for as shown in the images below.

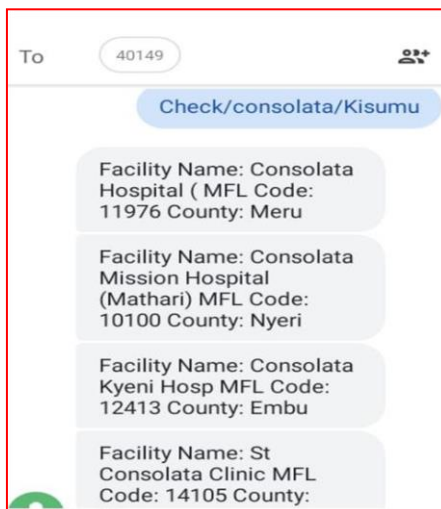


Figure a

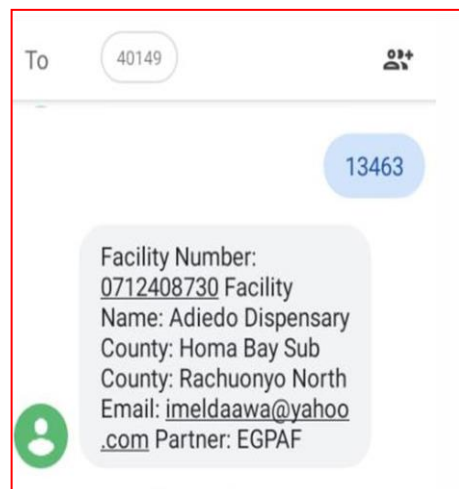


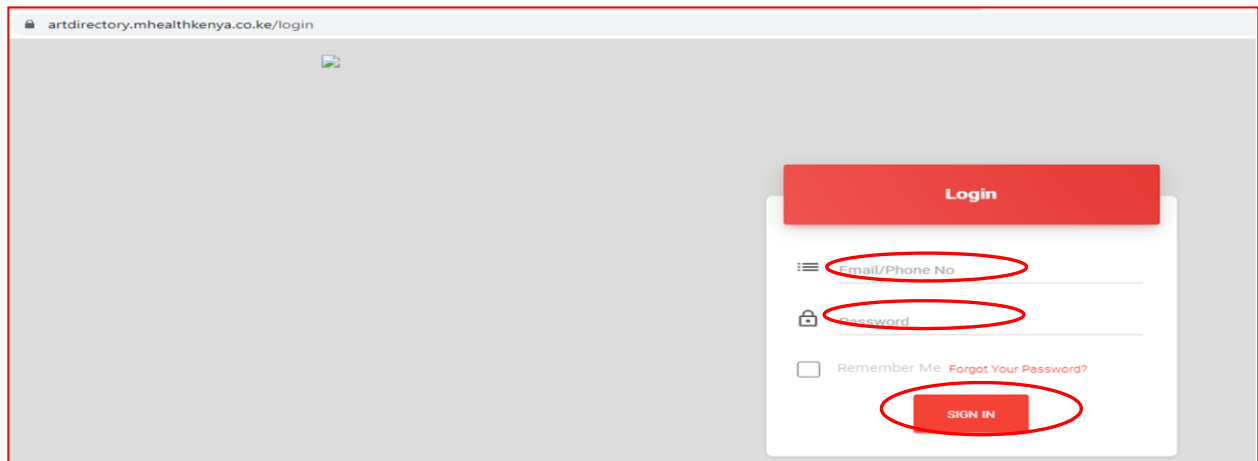
Figure b

Web Application and Dashboard

To Access the Web App system

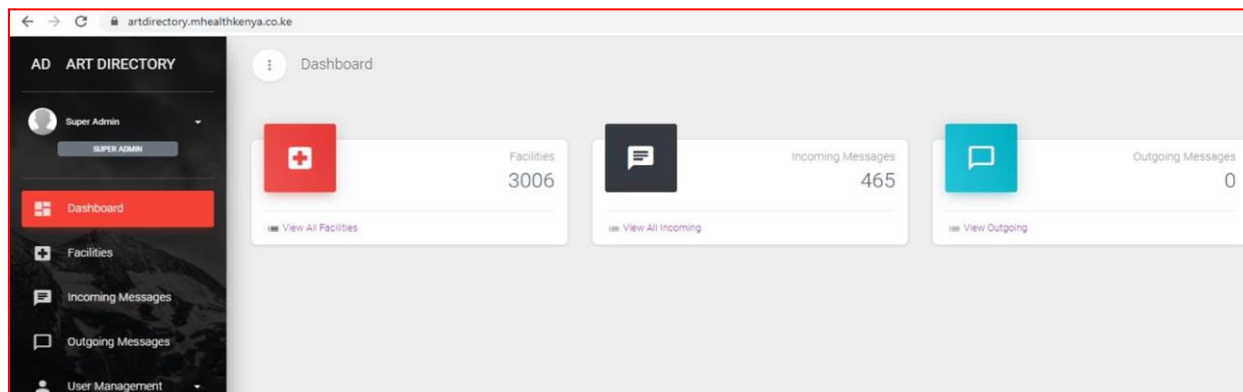
Access the ART Site Directory system can either via SMS or Web Application. To access the web application, follow the process below:

- ✓ Input the following url on the browser <https://artdirectory.mhealthkenya.co.ke/>
- ✓ Input correct *username* and *password* and click *sign in*



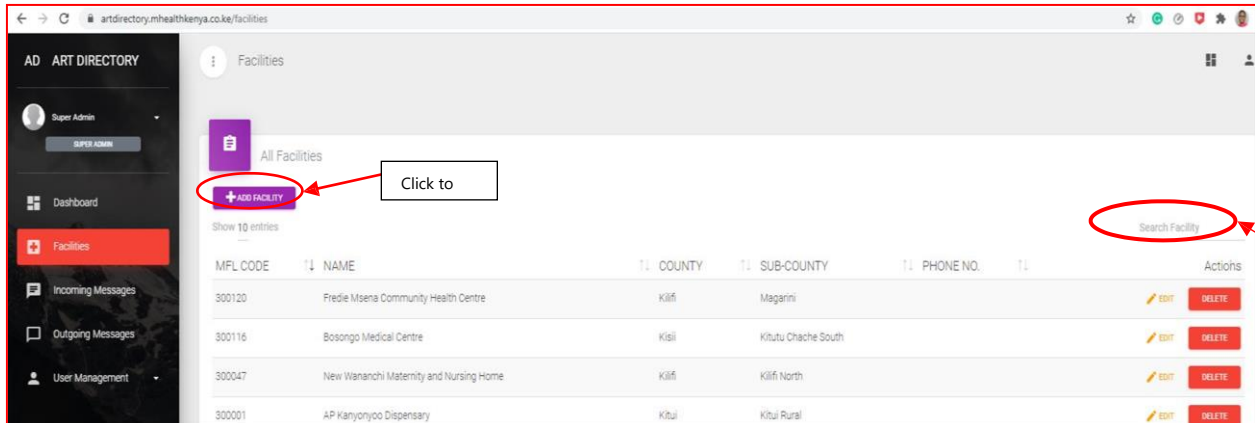
Dashboard

This shows the various data according to the user logged in. The dashboard allows viewing of the various menu options and the summaries of total No. of facilities, incoming messages and outgoing messages.



Facility Management

View Facilities: A user can view his/her facilities by clicking on the View Facilities link on the Facilities tab on the left-hand menu bar as shown in the next page.



Add Facility: An authorized user can add a facility by clicking on the Add Facility button on the facilities listing page above. Add details such as facility name, contact, MFL code, email address, location details, partner name

Search Facility: A user can search for a facility by typing the facility name, MFL code or phone number on the search Facility section.

Edit/Update Facility: Edit a facility by selecting a facility on the listing and click on the *Edit* button to update any of the facility's details. A user can edit/update facility name, partner, phone number, email address.

MFL CODE	NAME	COUNTY	SUB-COUNTY	PHONE NO.	Actions
300120	Fredie Msena Community Health Centre	Kilifi	Magarini		EDIT DELETE
300116	Bosongo Medical Centre	Kisii	Kitutu Chache South		EDIT DELETE

Click *Save* to save the facility details edited.

Edit Facility ✕

Facility Name *
Fredie Msena Community Health Centre

MFL Code * Phone No. *
300120

Alternate Phone No.

E-mail Address *





KILIFI MAGARINI

Location Sub Location

Clinic * Partner *
USAID

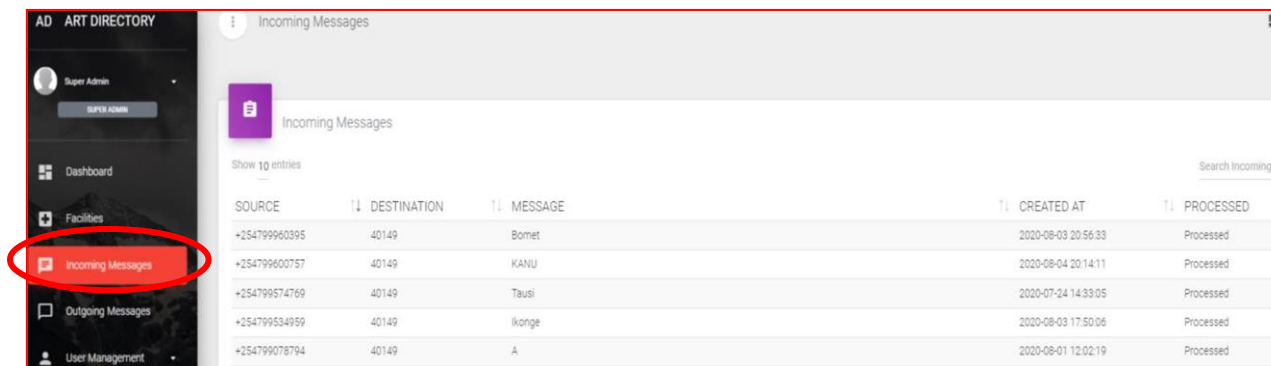
✕ CLOSE SAVE

Delete Facility: When a facility is no longer in operation, the user can delete them. Click on *Delete* button next to the facility name as shown below.

MFL CODE	NAME	COUNTY	SUB-COUNTY	PHONE NO.	Actions
300120	Fredie Msena Community Health Centre	Kilifi	Magarini		 
300116	Bosongo Medical Centre	Kisii	Kitutu Chache South		 

Incoming Messages

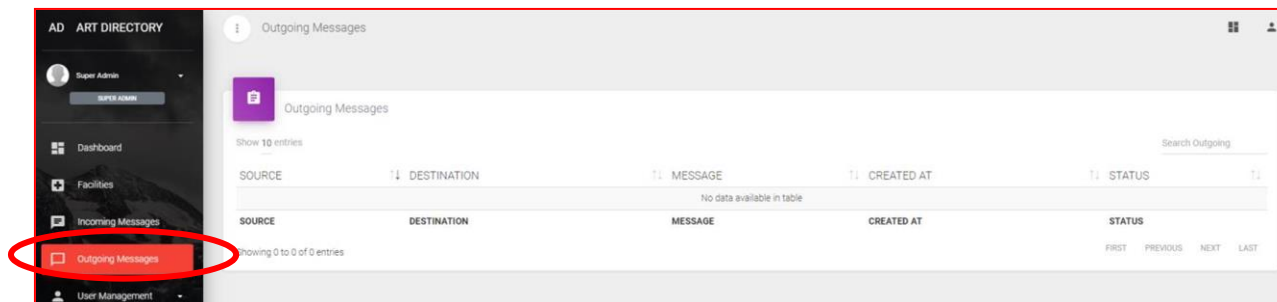
This page shows the users all the messages sent to ask about their facility- both processed and unprocessed. Access this module by selecting the Incoming Messages on the left-hand menu bar as highlighted below.



SOURCE	DESTINATION	MESSAGE	CREATED AT	PROCESSED
+254799960395	40149	Bomet	2020-08-03 20:56:33	Processed
+254799600757	40149	KANU	2020-08-04 20:14:11	Processed
+254799574769	40149	Tausi	2020-07-24 14:33:05	Processed
+254799534959	40149	Ikonge	2020-08-03 17:50:06	Processed
+254799078794	40149	A	2020-08-01 12:02:19	Processed

Outgoing Messages

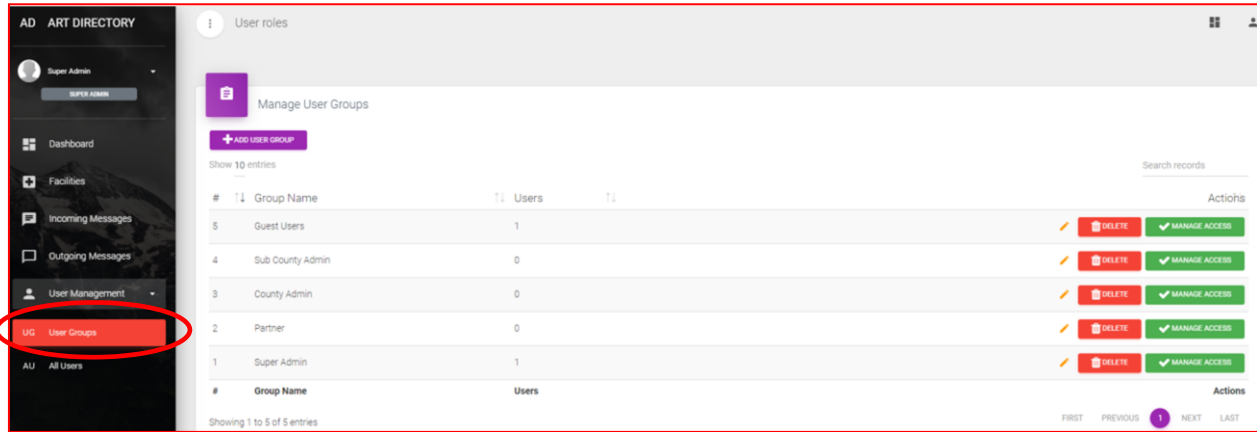
This page shows the user to view all messages sent to the facility numbers from the system.



SOURCE	DESTINATION	MESSAGE	CREATED AT	STATUS
No data available in table				

User Management

This page allows adding of user groups and users e.g. county users, partner users, guests among others



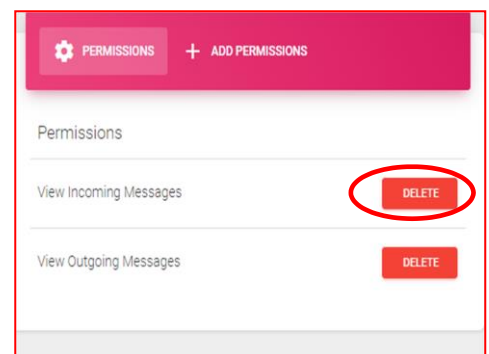
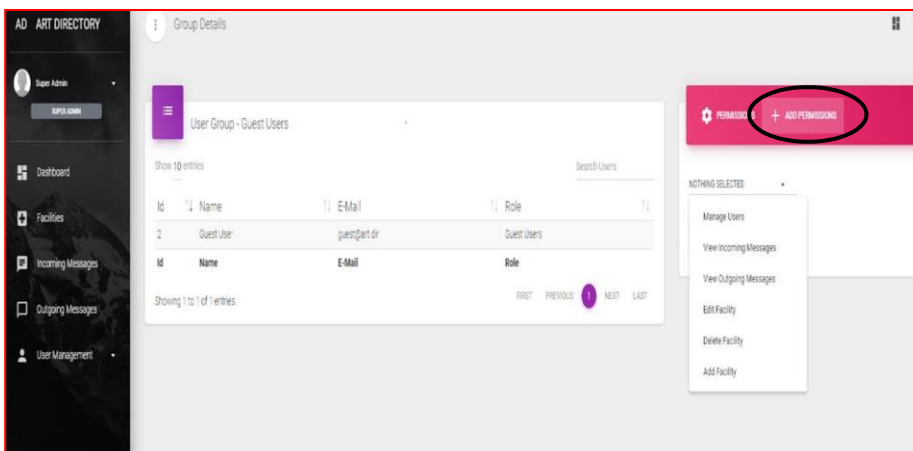
Add User Group: This page allows an admin user to add any of the user groups available for use in the system

Edit User Group: This page allows an admin user to edit user group details such as access permissions, name, email among others.

Delete User Group: This function allows the admin user to delete a user group that has been created in the system

Manage Access: This page allows the admin user to give various access permissions to the user group created.

- ✓ Click on *Manage Access*
- ✓ Add access permissions to the user group and *Add* details
- ✓ Click *Delete* to remove access permissions added for a user group



User Access

The system has various user access and roles each with different functions that they can perform in the system.

Super Admin User

This user type can perform the following functionality in the system:

- ✓ Dashboard: View dashboard summaries for No. of facilities, No. of incoming messages, No. of outgoing messages
- ✓ Facility Management: view facility listing, add, edit, delete facilities
- ✓ User Management: create, edit, delete users, manage access permissions, manage user groups, view users
- ✓ Outgoing & Incoming Messages: view or search for messages.

Sub-county Admin

This user type can perform the following functionality in the system:

- ✓ Facility management: can view, add, edit, delete facilities within their sub-county
- ✓ User Management: can view, add, edit, delete users
- ✓ Outgoing & Incoming Messages: view or search for messages for their sub-county

Partner User

This user type can perform the following functionality in the system:

- ✓ Facility management: can view, add, edit, delete facilities that they manage and support
- ✓ User Management: can view, add, edit, delete partner users and facility users
- ✓ Outgoing & Incoming Messages: view or search for messages for their facilities

Guest User

The guest user can view limited functionality in the system. This includes:

- ✓ Facility Management: search, view facility and facility details such as contacts

Updating the ART Site Directory

Routine update of the ART Site Directory shall be done quarterly while allowing for periodic updates as and when needed. This shall be done by the partner user (person responsible from the IP side), or the facility user of the facility being updated. The following details shall need to be updated periodically:

- ✓ Facility contacts – phone number and email address (Please see the **Facility Management** section of this document for the process to follow)
- ✓ Adding of a new facility (Please see the **Facility Management** section of this document for the process to follow)

Add, Edit or Delete Users (Please see the **User Management** section of this document for the process flow).