



Job Aid: UPI Verification process using Ushauri Mobile Application

Last Update: 17th July 2023

Objective	Build users capacity on HIS by providing the tools and resources to aid systems navigation and use.
Task	Provide a guide on how to perform patient UPI verification using Ushauri mobile platform
Target Group	Facility staff, Clinician, Counsellors, HRIOs
Requirements	Active internet connectivity, Functional mobile device (Tablet or Phone)

Introduction

Ushauri mobile platform has been extended to include features that support patient UPI verification. This function facilitates seamless client verification in paper-based facilities (Non EMR sites). Such facilities can obtain and install the Ushauri application from Google Play store. This application is compatible with android mobile devices i.e., Tablet or Phone.

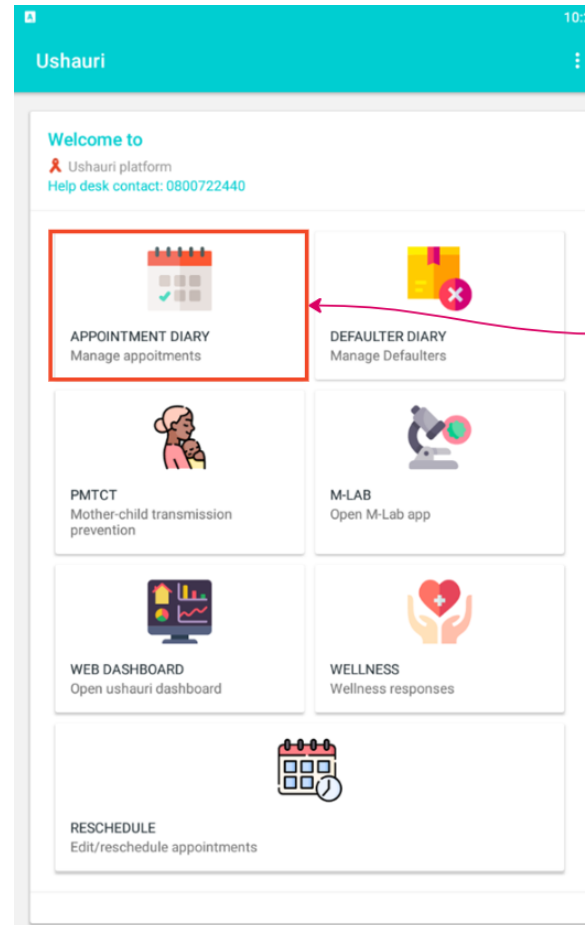
To access the application, your phone number must be pre-registered in the Ushauri central service. Use the registered number to sign up in the application while ensuring your instance is pointing to the production instance of the application.

For further support on sign up and access, contact KenyaHMIS Service desk on **0800 722 440**

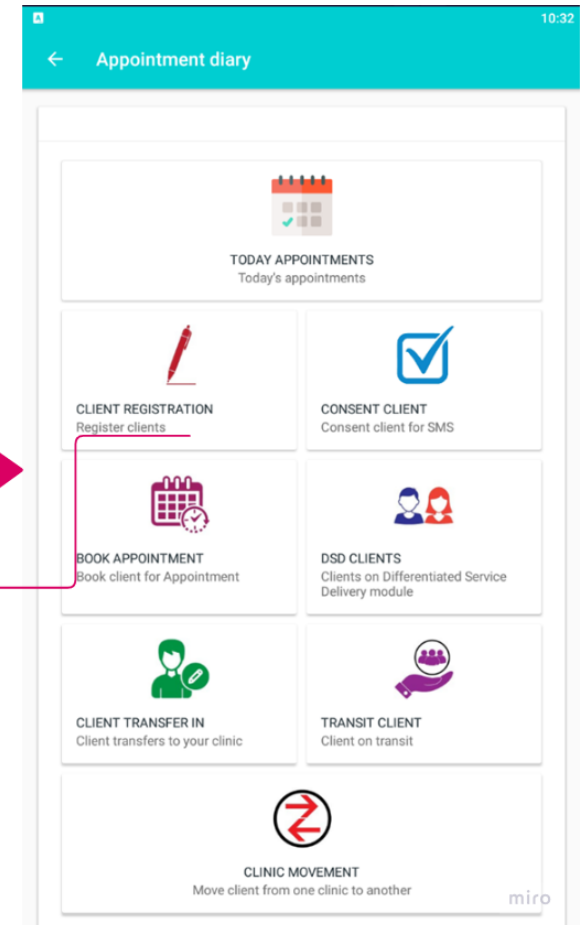
Accessing the Registration form

Launch the Ushauri application on your mobile device.

- Click on the Appointment Diary. This will load the appointment Diary screen.
- Locate and click Client Registration



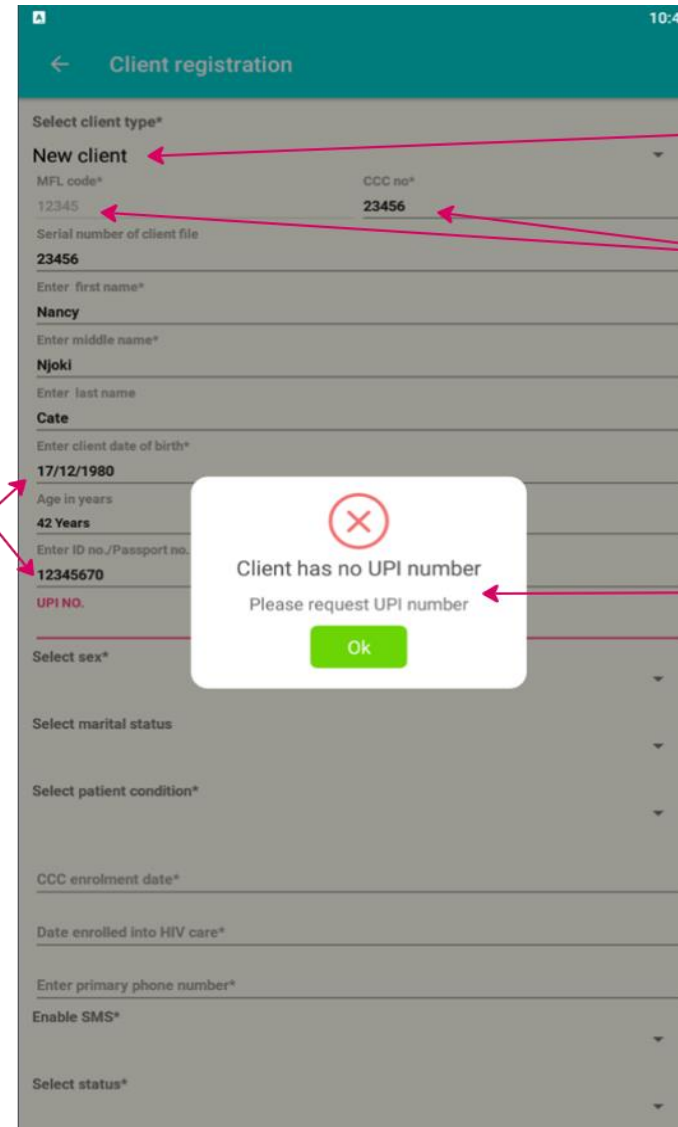
Click on the Appointment Diary to continue



Click on Client Registration to continue

Scenario1: New Patient without UPI Number

- First step is to check if the patient had registered already in the SCR. To do this, enter the patient Date of Birth and national ID Number.
- Tap the Tab or just tap on the next field. The application will query the MoH CRS server using the ID and check if it exists.
- If ID not found, the message shown will be displayed.
- Proceed with registration normally and request UPI at the end as shown in the next page.



If this is a new client, Select New Client from the drop down

Enter the MFL Code and client CCC No.

If this is a new client, you may skip the Name since this will be prefilled if it exists in the MOH CRS. Otherwise capture the name.

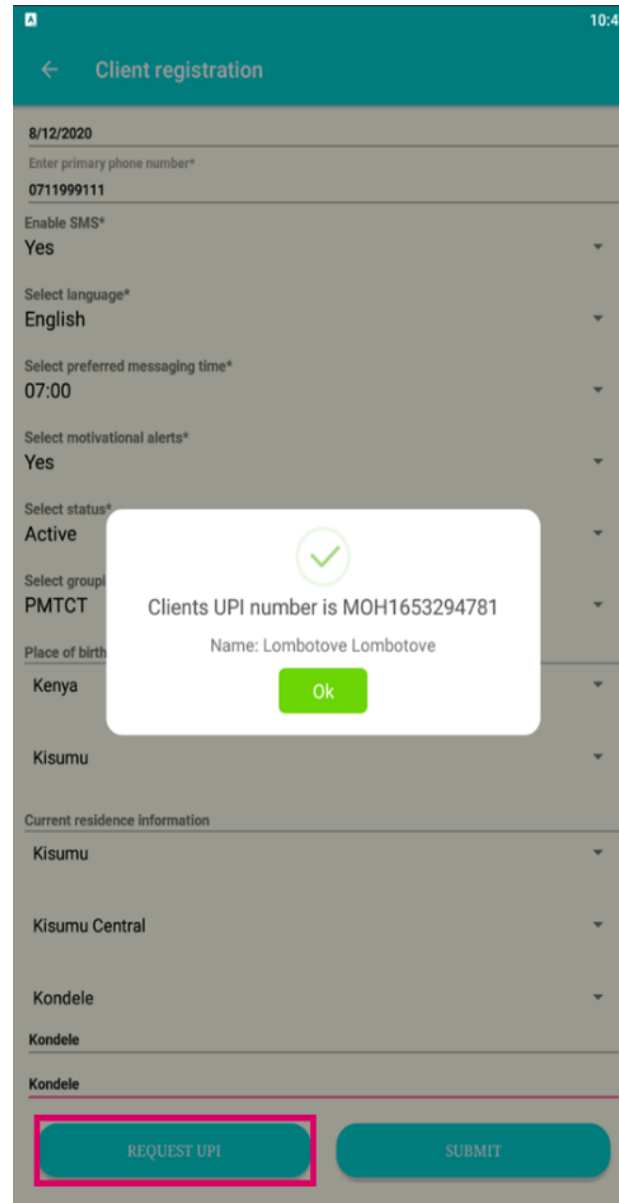
Enter the date of Birth and the ID number. The app will check if the ID exists in the CRS.

If the Patient ID number is not found in the Registry, this message will appear.

Capture the rest of the fields and click REQUEST UPI to obtain the UPI number. This will automatically be filled in the UPI NO field.

Requesting and obtaining a UPI Number

- Capture all the information as required on the registration form including the demographic details.
- Review entries in all the sections for consistency
- Once satisfied, click on REQUEST UPI button (see highlights on the figure). A message will pop up with assigned MoH UPI number. **(NB: This requires active internet access.)**
- Click OK. The UPI number obtained will be inserted in the UPI NO field automatically.
- Click Submit to Save the form.



Client registration

8/12/2020

Enter primary phone number*
0711999111

Enable SMS*
Yes

Select language*
English

Select preferred messaging time*
07:00

Select motivational alerts*
Yes

Select status*
Active

Select group*
PMTCT

Place of birth*
Kenya

Kisumu

Current residence information

Kisumu

Kisumu Central

Kondele

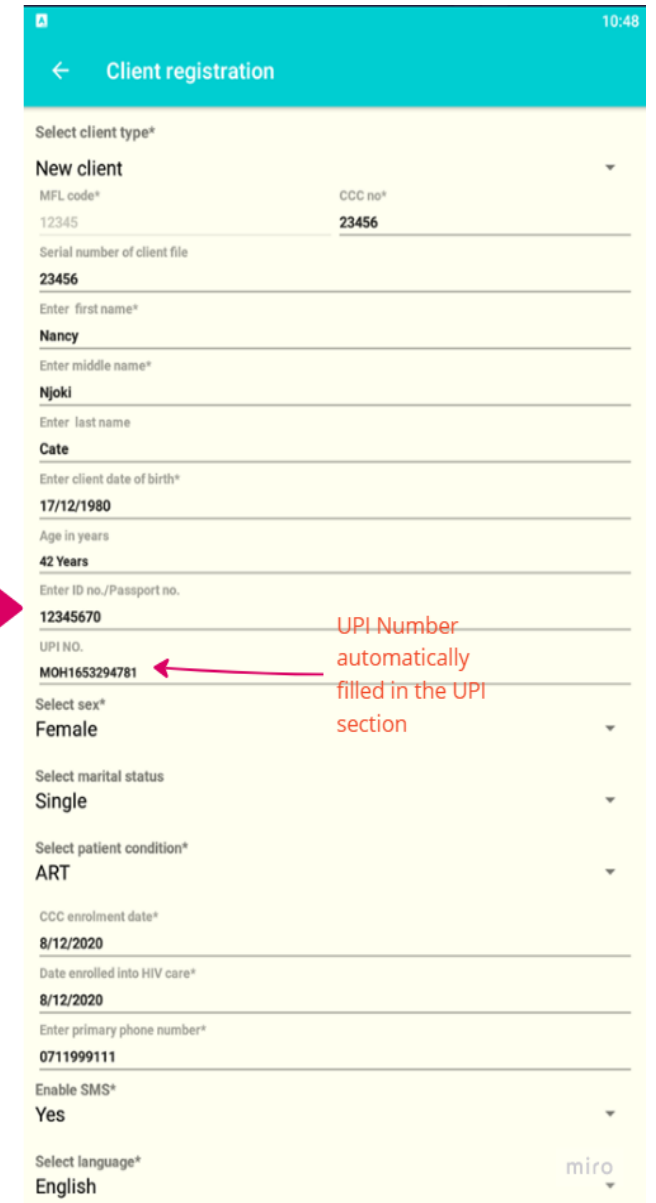
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REQUEST UPI

SUBMIT

Pop-up message: Clients UPI number is MOH1653294781
Name: Lombotove Lombotove
Ok



Client registration

Select client type*
New client

MFL code*
12345

CCC no*
23456

Serial number of client file
23456

Enter first name*
Nancy

Enter middle name*
Njoki

Enter last name
Cate

Enter client date of birth*
17/12/1980

Age in years
42 Years

Enter ID no./Passport no.
12345670

UPI NO.
MOH1653294781

Select sex*
Female

Select marital status
Single

Select patient condition*
ART

CCC enrolment date*
8/12/2020

Date enrolled into HIV care*
8/12/2020

Enter primary phone number*
0711999111

Enable SMS*
Yes

Select language*
English

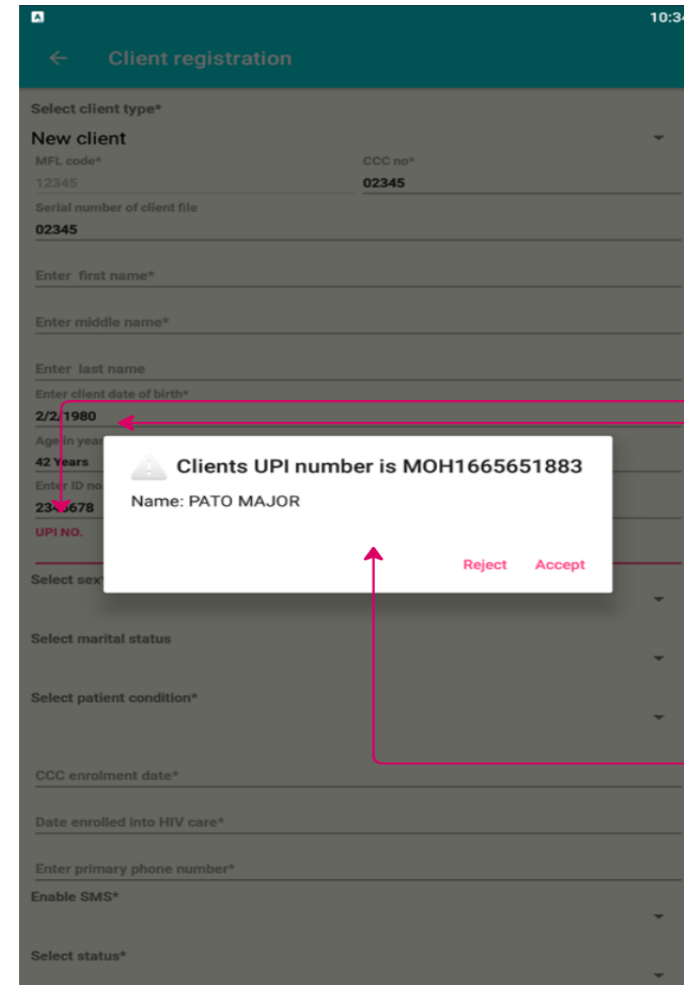
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UPI Number automatically filled in the UPI section

Scenario 2: Patient with existing UPI Number in the CRS

This describes how to validate the details of a patient with existing UPI Number in the CRS.

- Enter Patient's Date of Birth
- Enter the national ID Number as shown.
- Tap out of the ID field. This will trigger a search in the registry.
- If ID number is found in the registry, a message will be displayed as shown with the patient's UPI number and Name as return by the Registry server. **(NB: This requires active internet connection)**
- If the returned details match the patient's, click on **Accept** and proceed to fill the rest of the information. Click Submit to save details.
- If the details don't match, click **Reject** and check if the ID Number is captured correctly and revalidate.
- If the details still don't match, there is a chance the ID was verified elsewhere.
- Please contact the MoH Service desk to resolve.



The screenshot shows the 'Client registration' form in the KeHMIS application. The form is partially filled with the following information:

- Select client type***: New client
- MFL code***: 12345
- CCC no***: 02345
- Serial number of client file**: 02345
- Enter first name***: (empty)
- Enter middle name***: (empty)
- Enter last name**: (empty)
- Enter client date of birth***: 2/2 1980
- Age in years**: 42 Years
- Enter ID no**: 234 5678
- UPI NO.**: (empty)
- Select sex***: (empty)
- Select marital status**: (empty)
- Select patient condition***: (empty)
- CCC enrolment date***: (empty)
- Date enrolled into HIV care***: (empty)
- Enter primary phone number***: (empty)
- Enable SMS***: (empty)
- Select status***: (empty)

A modal message box is displayed over the form, containing the following text:

Clients UPI number is MOH1665651883
Name: PATO MAJOR

At the bottom of the modal, there are two buttons: **Reject** and **Accept**.

To validate if the patient exists in the MoH Client Registry, you need to capture the following fields:

If client is found, the UPI number and the name will be retrieved as shown. Accept if the details match the client. Otherwise reject and enter new details

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THE END