

SOP: KenyaEMR 3.x Billing Module

(Last update: Mar 2024)

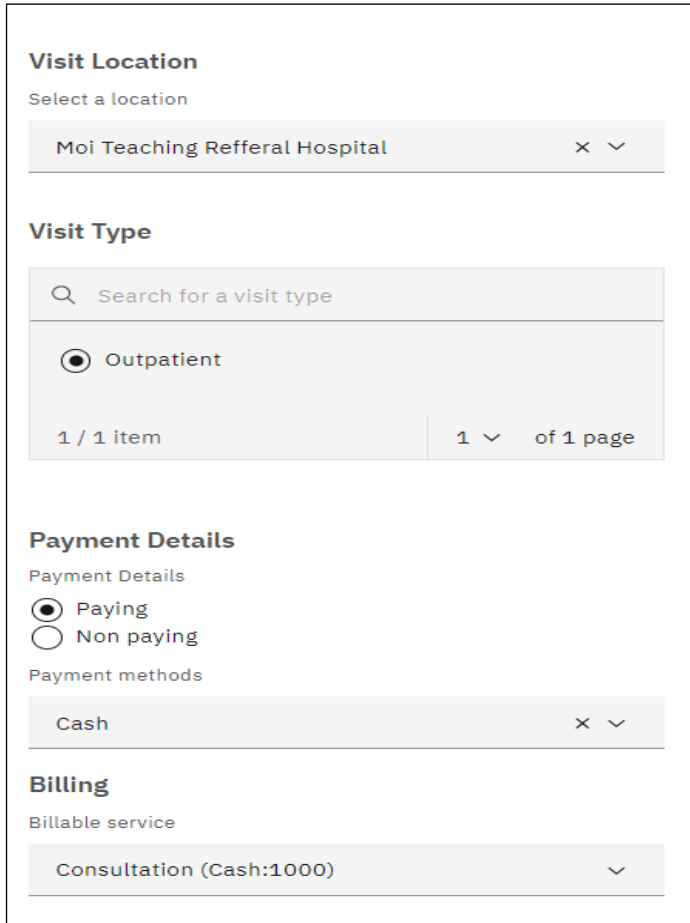
TASK:	To guide users on how to navigate Billing module in KenyaEMR 3.x
OBJECTIVE:	Effectively manage billing within a facility. Captures billing information from registration to client exit
WHO:	Finance department, Clinician, Nurses, Labtech and Pharmtech
REQUIRED MATERIALS:	Functional KenyaEMR 3.x Version 18.7.0 and above
SUMMARY:	The billing module in the KenyaEMR 3.x system streamlines the billing process by integrating it with patient records and clinical workflows. It allows healthcare providers to generate accurate invoices, submit claims to payers, and track payments efficiently. The module ensures compliance with billing regulations and facilitates revenue cycle management.

The following are key billing tasks supported in the Module:

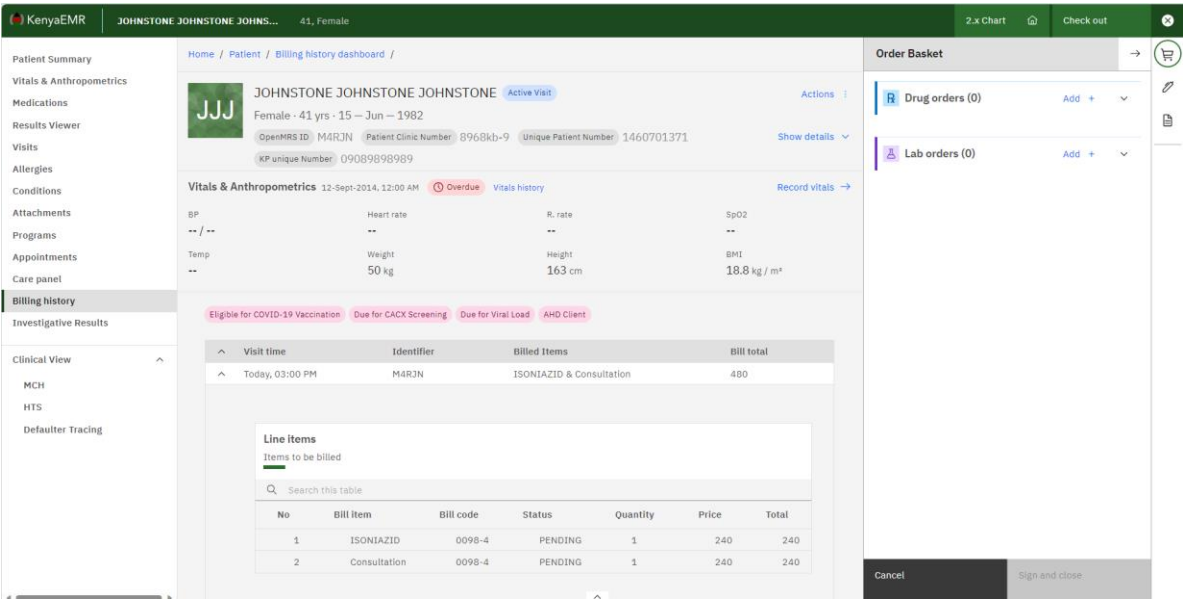
Registration Desk	Clinician Desk	Inpatient Desk	Morgue Desk
Task Definition			
Tasks <ul style="list-style-type: none"> Register/ Search patient Check-in (Billing) Administration - Specify billable service(s) Transfer Patient to next service point 	Tasks <ul style="list-style-type: none"> Search patient Record consultation services Order Laboratory services Create pharmacy Prescription. Order for patient admission 	Tasks <ul style="list-style-type: none"> Bill for admission Bill for daily charges (Discharge) 	Tasks <ul style="list-style-type: none"> Admission charges Record daily charges

The workflow described in this user guide assumes that all bills are generated from the respective service points and that all payments are conducted at the hospital's central Finance Unit for cash and non-cash payments.

PART 1: Consultation Desk

No	Task Description	Screenshot
1	<p>Key Tasks</p> <p>i. New Patient</p> <p>Refer to Patient Registration SOP available on our website</p> <p>Existing Patient</p> <ul style="list-style-type: none"> ● Search for the patient ● Click check in for the visit. ● Specify visit type ● Specify Payment Details ● Specify Payment methods (Cash, Mobile, Insurance) ● Select billable service. <p>ii. Queue patient for visit</p> <p>Specify Priority, status and service.</p>	 <p>The screenshot displays a web interface for patient consultation. It is divided into four main sections: Visit Location with a dropdown menu showing 'Moi Teaching Refferal Hospital'; Visit Type with a search bar and a radio button selected for 'Outpatient'; Payment Details with radio buttons for 'Paying' (selected) and 'Non paying'; and Billing with a dropdown menu showing 'Consultation (Cash:1000)'.</p>

PART 2: Consultation Desk

No	Task Description	Screenshot
1	<p>Key Billable Tasks</p> <p>iii. Search patient</p> <ul style="list-style-type: none"> Search patient from the system or locate patient from the Queue. <p>iv. Provide Consultation services</p> <ul style="list-style-type: none"> Clinical services provided in accordance with the patient presentation. This results into either of the following billable services. <ul style="list-style-type: none"> Laboratory order Pharmacy Order Minor Procedures Patient Admission Prescribed Procedures 	 <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="border: 1px solid black; padding: 10px; width: 45%; background-color: #e6f2ff;"> <p>Laboratory order:</p> <ul style="list-style-type: none"> - Add a lab order - Specify required lab test <p>Save order</p> <p>This will result into a bill created for that order</p> </div> <div style="border: 1px solid black; padding: 10px; width: 45%; background-color: #fff9c4;"> <p>Pharmacy Order</p> <ul style="list-style-type: none"> - Add new drug order - Specify prescription for each drug ordered in the order basket <p>Save order</p> <p>This action will create a chargeable bill for pharmacy service.</p> </div> </div>

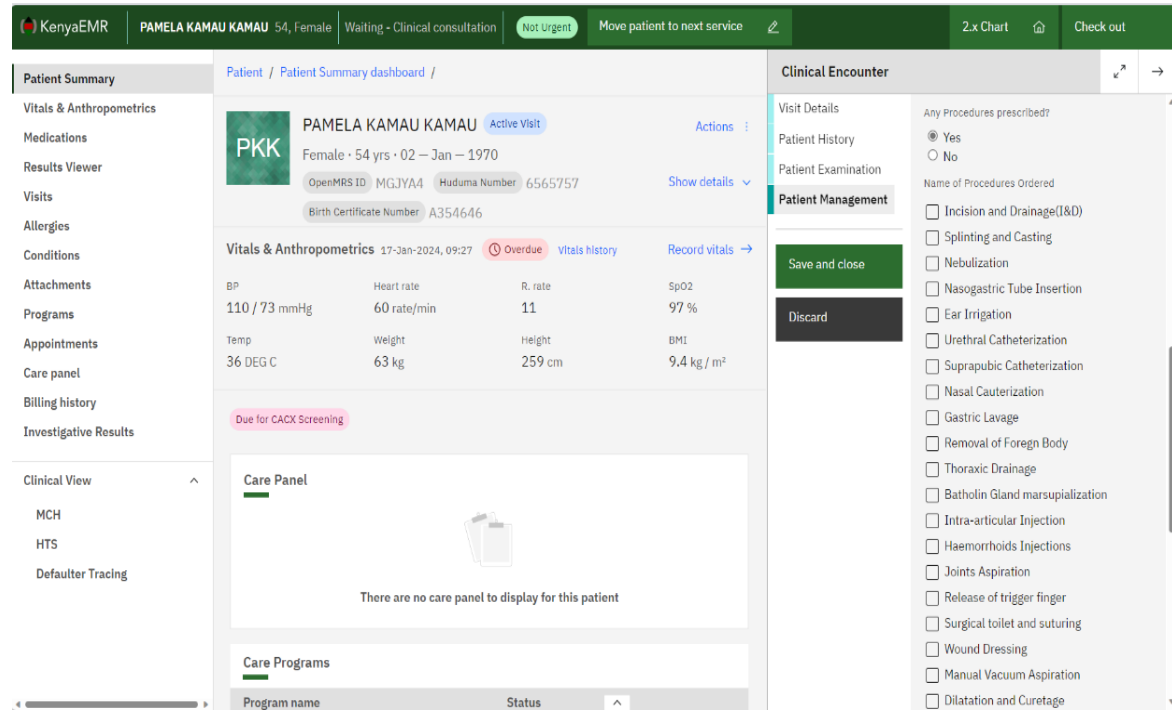
- Specify minor procedures in the clinical management form that will attract payment.

This action will create a chargeable bill for that specific service.

- Patient Admission

- Order for admission where patient condition demand so.

This action will create a chargeable bill for admission fees.



The screenshot shows the KenyaEMR interface for a patient named PAMELA KAMAU KAMAU, 54, Female, in a 'Waiting - Clinical consultation' state. The interface includes a top navigation bar with 'KenyaEMR', patient name, status, and actions like 'Move patient to next service'. The main content area is divided into several sections:

- Patient Summary:** Displays patient details (PAMELA KAMAU KAMAU, Active Visit), demographics (Female, 54 yrs, 02-Jan-1970), and identifiers (OpenMRS ID: MGJYA4, Huduma Number: 6565757, Birth Certificate Number: A354646).
- Vitals & Anthropometrics:** Shows vital signs for 17-Jan-2024, 09:27. BP is 110/73 mmHg, Heart rate is 60 rate/min, R. rate is 11, SpO2 is 97%. Temp is 36 DEG C, Weight is 63 kg, Height is 259 cm, BMI is 9.4 kg/m². A red 'Overdue' indicator is present for Vitals history.
- Care Panel:** A section titled 'Care Panel' with a message: 'There are no care panel to display for this patient'.
- Care Programs:** A table with columns for 'Program name' and 'Status'.
- Clinical Encounter:** A sidebar on the right with 'Patient Management' selected, showing a list of procedures with checkboxes. The 'Any Procedures prescribed?' section is set to 'Yes'.

v. Create Multiple Services/Drugs Orders (Adhoc Billing)

- While the patient is receiving clinical consultation, the clinician can create/order multiple other services and drugs for it to be billed to the patient. Here is how to perform this:

Steps 1: Click on “Billing History” (Billing History page will become visible within the patient chart)

Steps 2: Click on “Launch bill form” – This will open a form to the left of your screen as illustrated to your right.

Steps 3: Select category of the order then search for the Item – This will open a form to the left of your screen as illustrated to your right.

Steps 4: Select service/drug order item.

Steps 5: Save the items added and they should be visible in the patient Billing History panel.

This screenshot shows the KenyaEMR interface for patient Gifton Gifton Gifton. The left sidebar has 'Billing History' highlighted with a red box and the number 1. The main dashboard area shows a message 'There are no bills to display.' with a 'Launch bill form' button highlighted with a red box and the number 2. On the right, a 'Billing Form' window is open, showing 'Select category' with 'Stock Item' selected, highlighted with a red box and the number 3.

This screenshot shows the 'Billing Form' window in more detail. The search bar contains 'Ab' and the search results list 'Acetaminophen Qty:1 Ksh.10' which is highlighted with a red box and the number 4. The 'Billing Form' window on the right shows the 'Save & Close' button highlighted with a red box and the number 5.

NB:

- A patient bill alert will pop up if service provider tries to give services to a patient without payment of service/drug is receipt.

Billing History

Visit time	Identifier	Billed Items	Bill total
Today, 12:19 PM	MCUJE	ACETAMINOPHEN & Physiotherapy	2600

Line Items

Items to be billed

No	Bill item	Bill code	Status	Quantity	Price	Total
1	ACETAMINOPHEN	0140-4	PENDING	10	10	100
2	Physiotherapy	0140-4	PENDING	1	2500	2500

Patient Billing Alert

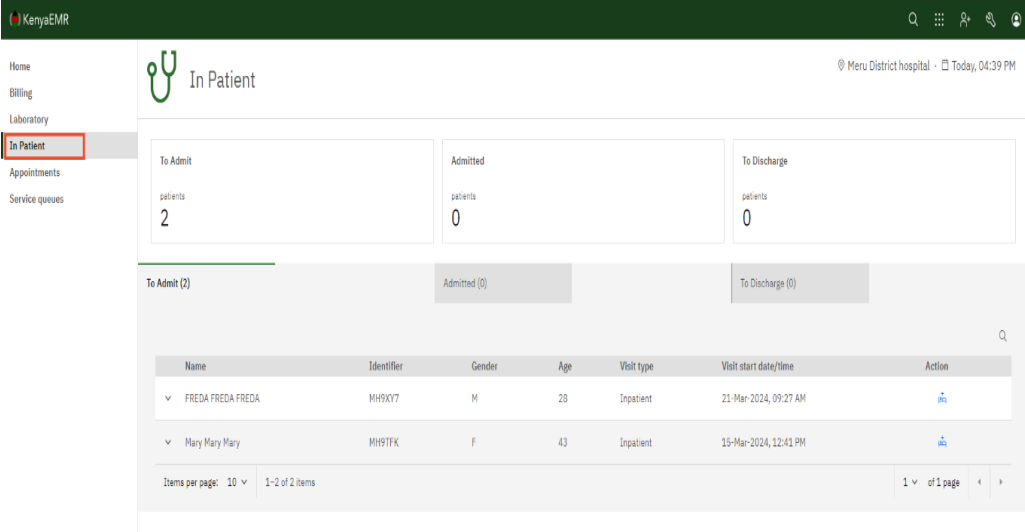
The current patient has pending bill. Advice patient to settle bill before receiving services

Item	Quantity	Unit price	Total
ACETAMINOPHEN	10	Ksh 10.00	Ksh 100.00

By clicking Proceed to care, you acknowledge that you have advised the patient to settle the bill.

Buttons: Cancel, Navigate back

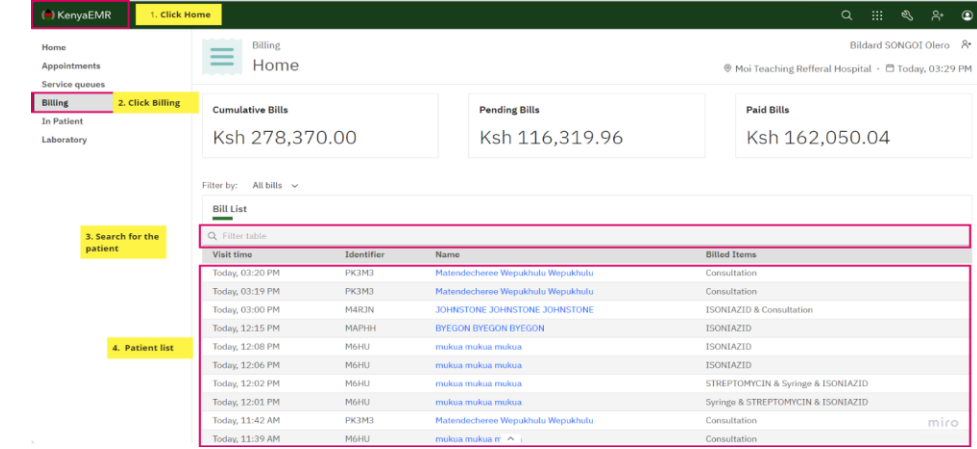
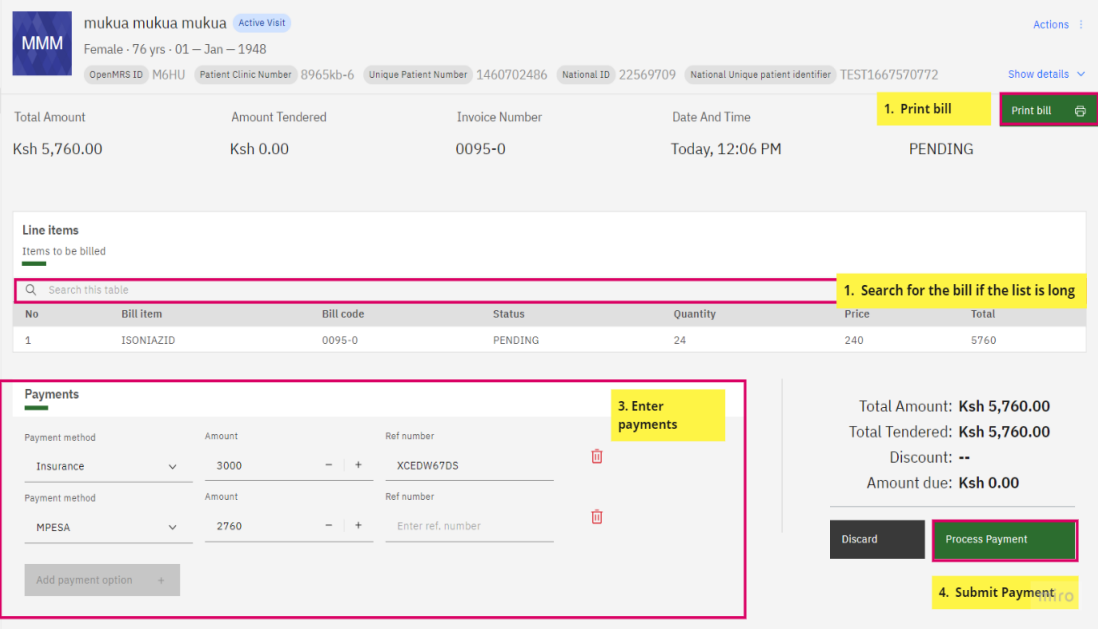
PART 3: Inpatient Department

No	Task Description	Screenshot
1	<p>Key Billable Tasks</p> <p>i. Search patient.</p> <ul style="list-style-type: none"> Search patient from the system or locate patient from the Inpatient Queue <p>ii. Update daily Billable Services</p> <ul style="list-style-type: none"> Billable services to be updated in the system include all consumables, commodities and prescriptions used on the patient during the entire stay in the ward. They may include: <ul style="list-style-type: none"> Pharmaceuticals and non-pharmaceuticals Drugs Bed charges. Procedures Dr. Fee etc 	 <p>The screenshot displays the 'In Patient' interface of the KenyaEMR system. It features a sidebar with navigation options: Home, Billing, Laboratory, In Patient (highlighted), Appointments, and Service queues. The main content area shows three summary boxes: 'To Admit' with 2 patients, 'Admitted' with 0 patients, and 'To Discharge' with 0 patients. Below these is a table of inpatients with columns for Name, Identifier, Gender, Age, Visit type, Visit start date/time, and Action. Two patients are listed: FRED A FRED A FRED A and Mary Mary Mary. The interface also includes a search bar, pagination controls (1-2 of 2 items), and a page indicator (1 of 1 page).</p>

PART 4: Morgue Department

No	Task Description	Screenshot
1	<p>Key Billable Tasks</p> <p>iii. Locate Deceased patient</p> <ul style="list-style-type: none"> ● Search patient from the system or locate patient from the Morgue Queue <p>iv. Update daily Billable Services</p> <ul style="list-style-type: none"> ● Billable services to be updated in the system include all consumables and commodities used in the body preservations in accordance with facility policies. <p>All the bills submitted will be used to generate an invoice payable upon demand.</p>	

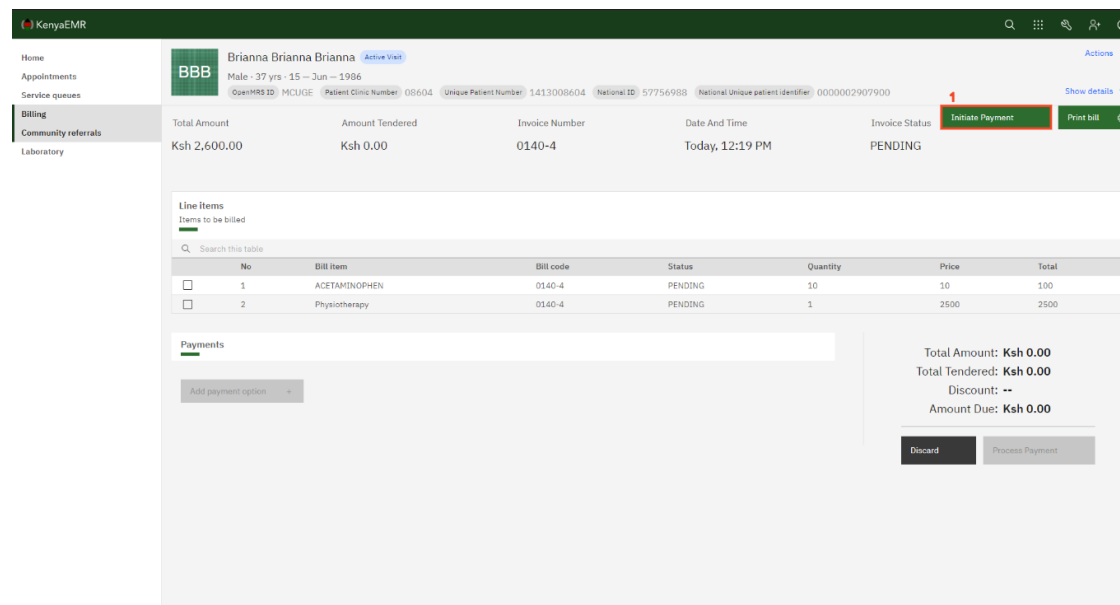
PART 5: Finance Department/ Cash Office

No	Task Description	Screenshot
1	<p>Key Billing Tasks</p> <p>Key tasks include:</p> <ul style="list-style-type: none"> - Locating patient - Print Bill - Receive payment - Print Receipt <p>i. Locate patient</p> <ul style="list-style-type: none"> • Click Home (1) • Locate and click Billing (2) • Search for patient by typing patient name or Identifier. (3) • Locate the patient and click on the name (4) 	 <p>The screenshot shows the KenyaEMR Billing Home interface. A sidebar on the left contains navigation options: Home, Appointments, Service queues, Billing (highlighted in yellow), In Patient, and Laboratory. The main content area displays 'Cumulative Bills' (Ksh 278,370.00), 'Pending Bills' (Ksh 116,319.96), and 'Paid Bills' (Ksh 162,050.04). Below this is a 'BILL List' table with columns for Visit time, Identifier, Name, and Billed Items. A search bar is present above the table. Yellow callouts indicate: '1. Click Home' on the sidebar, '2. Click Billing' on the Billing menu item, '3. Search for the patient' on the search bar, and '4. Patient list' on the table header.</p>
	<p>ii. Process Payment</p> <ul style="list-style-type: none"> • On the patient billing profile (shown), you can print the invoice. • Various payment methods are available to patient i.e. Cash, Mobile, Insurance • Once payment is completed, a receipt is printed. 	 <p>The screenshot shows a patient's billing profile for 'mukua mukua mukua'. It displays financial summary: Total Amount (Ksh 5,760.00), Amount Tendered (Ksh 0.00), Invoice Number (0095-0), and Date (Today, 12:06 PM). A 'Print bill' button is highlighted in yellow. Below is a 'Line Items' table with one item: ISONIAZID (Quantity 24, Price 240, Total 5760). A yellow callout '1. Search for the bill if the list is long' points to the search bar. The 'Payments' section shows two entries: Insurance (Amount 3000, Ref number XCEDW67DS) and MPESA (Amount 2760, Ref number Enter ref. number). A yellow callout '3. Enter payments' points to the MPESA entry. At the bottom right, a 'Process Payment' button is highlighted in green, with a yellow callout '4. Submit Payment' pointing to a 'Submit Payment' button.</p>

iii. Process Payments via Mobile Money

- **Step 1** :On the patient billing profile (shown), you can **initiate payment**.
- A pop window will show requesting for the user to enter the phone number making the payment in the following format 2547XXXXXXX or 25411XXXXXXX

- **Step 2**: Once you have entered the phone number correctly, enter the amount and click on **initiate payment**.



KenyaEMR

Home | Appointments | Service queues | Billing | Community referrals | Laboratory

BBB Brianna Brianna Brianna [Active Visit](#)

Male - 37 yrs - 15 - Jun - 1986

OpenMR ID: NCLJGE | Patient Clinic Number: 08604 | Unique Patient Number: 1413008604 | National ID: 57756988 | National Unique patient Identifier: 0000002907900

Total Amount	Amount Tendered	Invoice Number	Date And Time	Invoice Status
Ksh 2,600.00	Ksh 0.00	0140-4	Today, 12:19 PM	PENDING

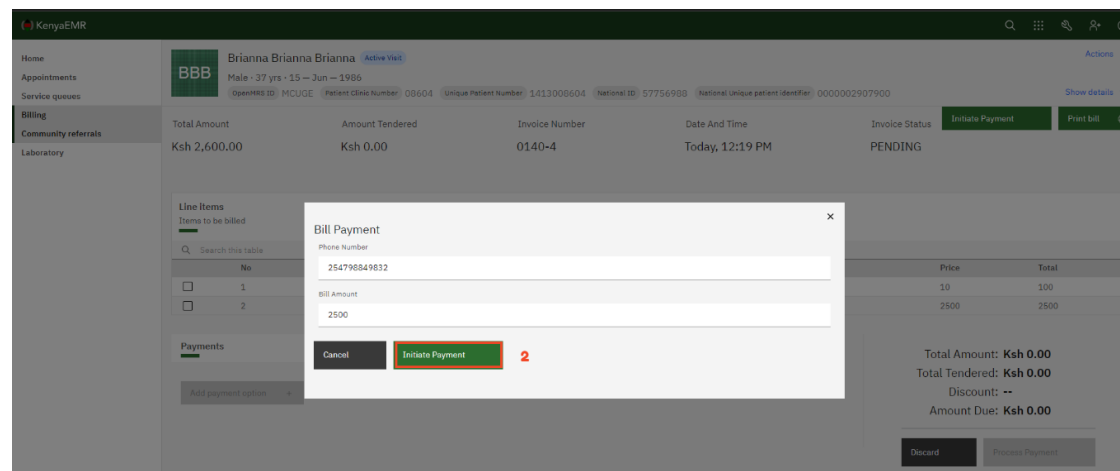
Line Items
Items to be billed

No	Bill Item	Bill code	Status	Quantity	Price	Total
1	ACETAMINOPHEN	0140-4	PENDING	10	10	100
2	Physiotherapy	0140-4	PENDING	1	2500	2500

Payments

Total Amount: **Ksh 0.00**
Total Tendered: **Ksh 0.00**
Discount: --
Amount Due: **Ksh 0.00**

Initiate Payment (highlighted in red) | Print bill



KenyaEMR

Home | Appointments | Service queues | Billing | Community referrals | Laboratory

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Payments

Total Amount: **Ksh 0.00**
Total Tendered: **Ksh 0.00**
Discount: --
Amount Due: **Ksh 0.00**

Initiate Payment (highlighted in red) | Print bill

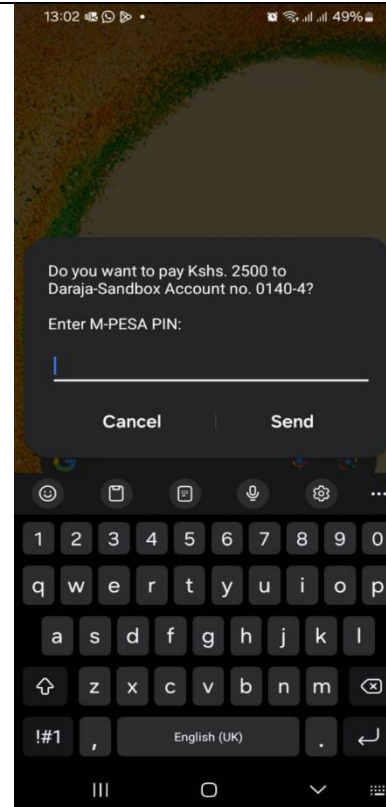
Bill Payment

Phone Number
254796849832

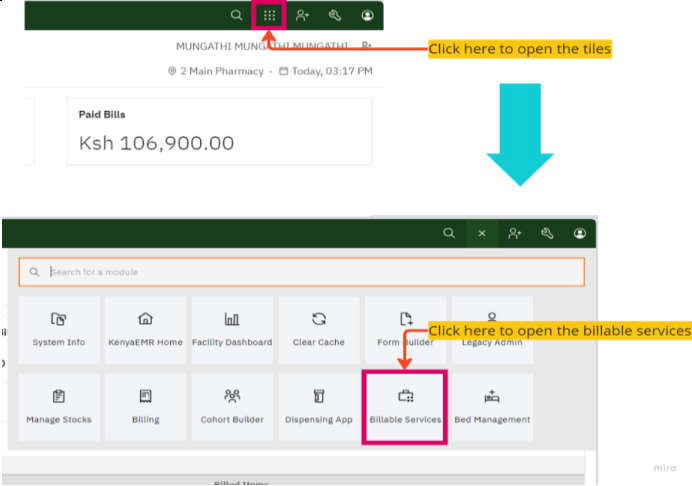
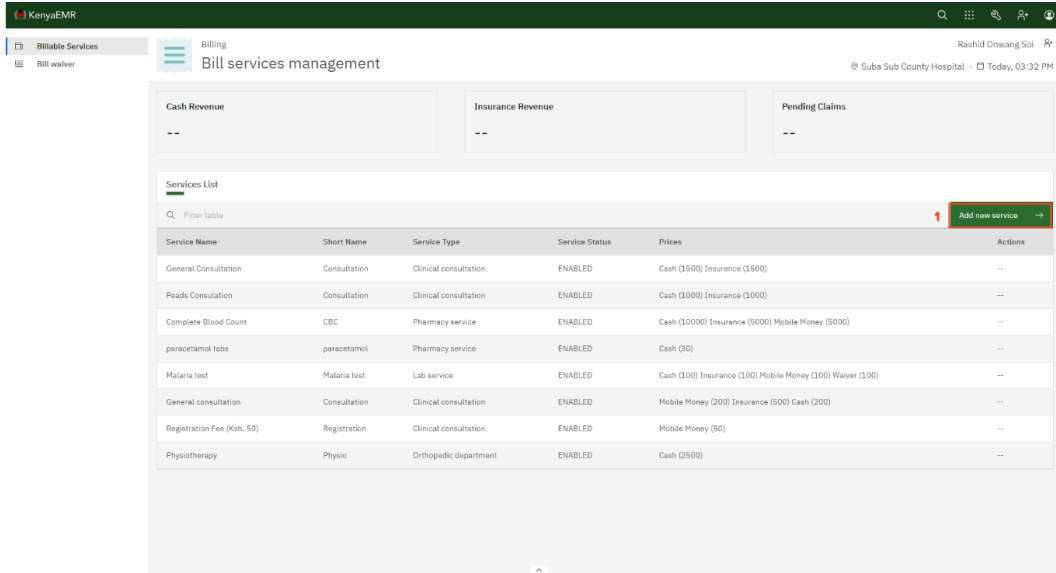
Bill Amount
2500

Initiate Payment (highlighted in red) | Cancel

- The phone number making the payment will receive an MPESA pin prompt with the amount to be debited from their MPESA account.

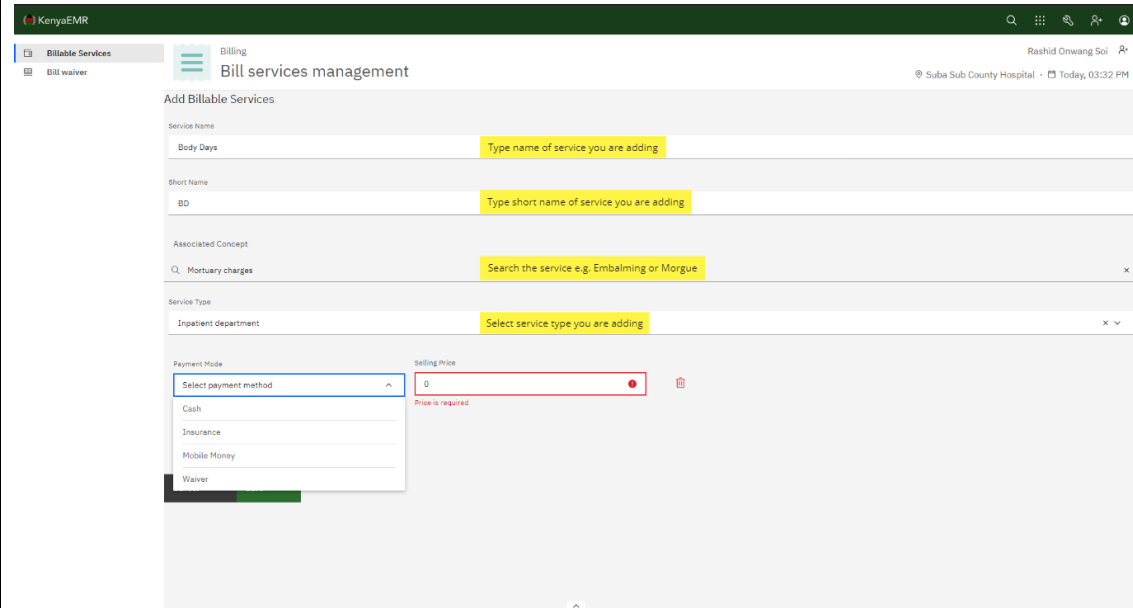


PART 5: Billing Configurations

No	Task Description	Screenshot																																																						
1	<p>Creating Billable Services</p> <ul style="list-style-type: none"> On the KenyaEMR Home Page, click on the Grid Icon on the top-right corner to display KenyaEMR applications then click on Billable Services <p>Step 1: Click on 'Add new service' button – the system will open new interface/form as shown in the next page.</p>	 <p>The screenshot shows the KenyaEMR Home Page. At the top right, there is a grid icon (three dots in a square) highlighted with a red box. A red arrow points to it with the text "Click here to open the tiles". Below this, a large blue arrow points down to a second screenshot. The second screenshot shows the application menu with the "Billable Services" tile highlighted with a red box. A red arrow points to it with the text "Click here to open the billable services".</p>  <p>The screenshot shows the "Bill services management" interface. It includes sections for "Cash Revenue", "Insurance Revenue", and "Pending Claims". Below these is a "Services List" table with columns for Service Name, Short Name, Service Type, Service Status, Prices, and Actions. An "Add new service" button is highlighted in red in the top right corner of the table.</p> <table border="1" data-bbox="919 1144 1822 1380"> <thead> <tr> <th>Service Name</th> <th>Short Name</th> <th>Service Type</th> <th>Service Status</th> <th>Prices</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>General Consultation</td> <td>Consultation</td> <td>Clinical consultation</td> <td>ENABLED</td> <td>Cash (1500) Insurance (1500)</td> <td>...</td> </tr> <tr> <td>Peads Consultation</td> <td>Consultation</td> <td>Clinical consultation</td> <td>ENABLED</td> <td>Cash (1000) Insurance (1000)</td> <td>...</td> </tr> <tr> <td>Complete Blood Count</td> <td>CBC</td> <td>Pharmacy service</td> <td>ENABLED</td> <td>Cash (10000) Insurance (5000) Mobile Money (5000)</td> <td>...</td> </tr> <tr> <td>paracetamol tabs</td> <td>paracetamol</td> <td>Pharmacy service</td> <td>ENABLED</td> <td>Cash (30)</td> <td>...</td> </tr> <tr> <td>Malaria test</td> <td>Malaria test</td> <td>Lab service</td> <td>ENABLED</td> <td>Cash (100) Insurance (100) Mobile Money (100) Waiver (100)</td> <td>...</td> </tr> <tr> <td>General consultation</td> <td>Consultation</td> <td>Clinical consultation</td> <td>ENABLED</td> <td>Mobile Money (200) Insurance (600) Cash (200)</td> <td>...</td> </tr> <tr> <td>Registration Fee (Ksh. 50)</td> <td>Registration</td> <td>Clinical consultation</td> <td>ENABLED</td> <td>Mobile Money (50)</td> <td>...</td> </tr> <tr> <td>Physiotherapy</td> <td>Physio</td> <td>Orthopedic department</td> <td>ENABLED</td> <td>Cash (2500)</td> <td>...</td> </tr> </tbody> </table>	Service Name	Short Name	Service Type	Service Status	Prices	Actions	General Consultation	Consultation	Clinical consultation	ENABLED	Cash (1500) Insurance (1500)	...	Peads Consultation	Consultation	Clinical consultation	ENABLED	Cash (1000) Insurance (1000)	...	Complete Blood Count	CBC	Pharmacy service	ENABLED	Cash (10000) Insurance (5000) Mobile Money (5000)	...	paracetamol tabs	paracetamol	Pharmacy service	ENABLED	Cash (30)	...	Malaria test	Malaria test	Lab service	ENABLED	Cash (100) Insurance (100) Mobile Money (100) Waiver (100)	...	General consultation	Consultation	Clinical consultation	ENABLED	Mobile Money (200) Insurance (600) Cash (200)	...	Registration Fee (Ksh. 50)	Registration	Clinical consultation	ENABLED	Mobile Money (50)	...	Physiotherapy	Physio	Orthopedic department	ENABLED	Cash (2500)	...
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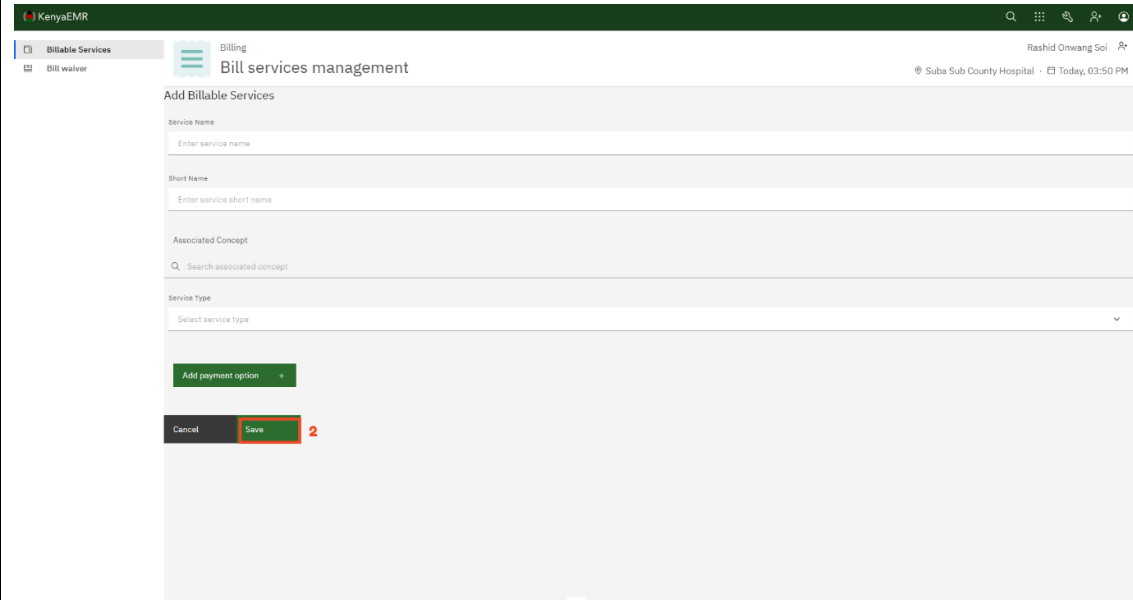
- Fill all the fields before saving the new service as shown in the image to your right.

Step 2: Save the new billable service – the system will redirect you to the services listing.



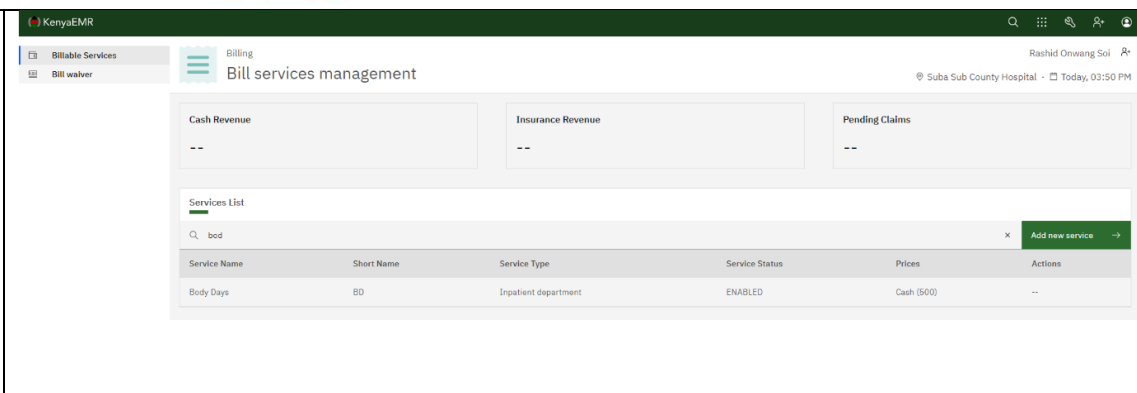
The screenshot shows the 'Add Billable Services' form in the KenyaEMR system. The form is titled 'Bill services management' and is located under the 'Billing' menu. The user is identified as Rashid Onwang Soi at Suba Sub County Hospital. The form fields are as follows:

- Service Name:** Body Days (highlighted with a yellow box, placeholder: 'Type name of service you are adding')
- Short Name:** BD (highlighted with a yellow box, placeholder: 'Type short name of service you are adding')
- Associated Concept:** Mortuary charges (highlighted with a yellow box, placeholder: 'Search the service e.g. Embalming or Morgue')
- Service Type:** Inpatient department (highlighted with a yellow box, placeholder: 'Select service type you are adding')
- Payment Mode:** A dropdown menu is open, showing options: Cash, Insurance, Mobile Money, and Waiver.
- Selling Price:** 0 (highlighted with a red box, placeholder: 'Price is required')



The screenshot shows the 'Add Billable Services' form in the KenyaEMR system, identical to the previous one but with the 'Save' button highlighted in red. The form fields are as follows:

- Service Name:** Enter service name
- Short Name:** Enter service short name
- Associated Concept:** Search associated concept
- Service Type:** Select service type
- Buttons:** 'Add payment option +', 'Cancel', and 'Save' (highlighted in red with a red '2' next to it).



The screenshot shows the 'Bill services management' dashboard in KenyaEMR. It features three summary cards: 'Cash Revenue' (---), 'Insurance Revenue' (---), and 'Pending Claims' (---). Below these is a 'Services List' table with a search bar containing 'bod' and an 'Add new service' button. The table has columns for Service Name, Short Name, Service Type, Service Status, Prices, and Actions. One row is visible for 'Body Days' with a short name 'BD', service type 'Inpatient department', status 'ENABLED', and price 'Cash (500)'.

Creating a Bill as a Waiver

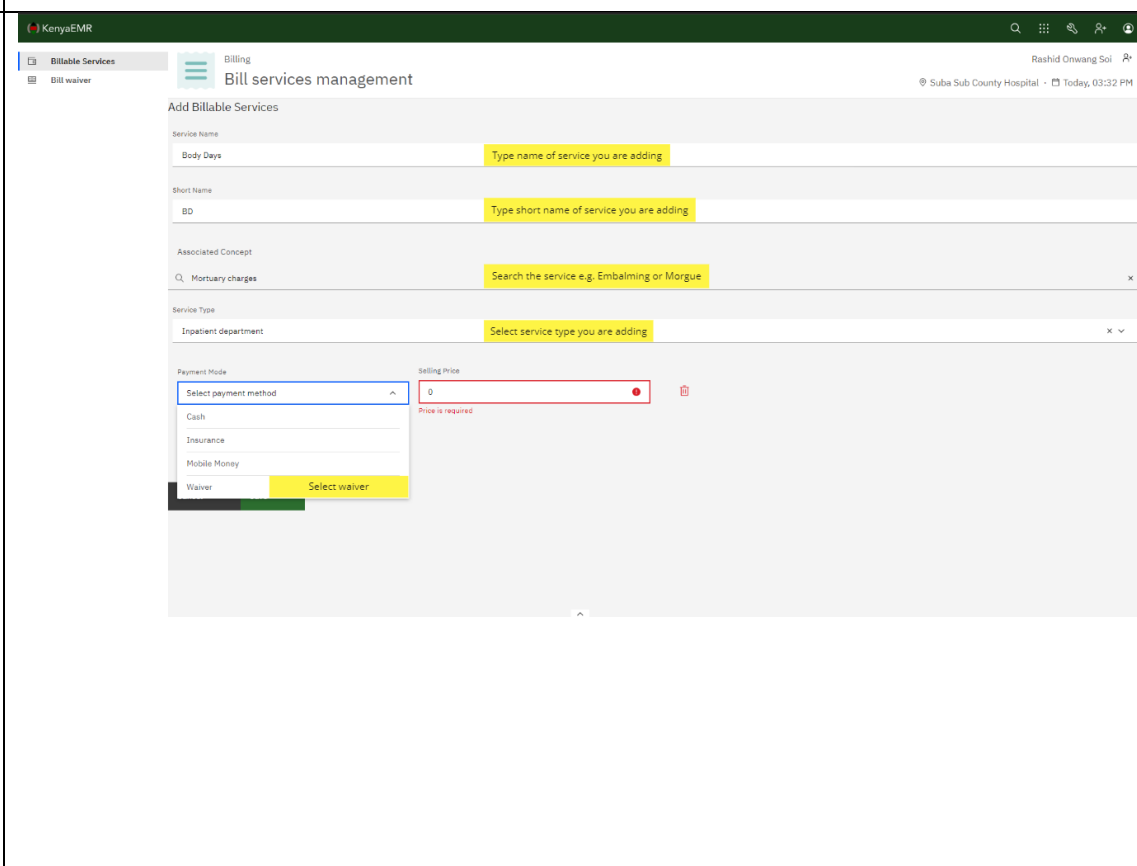
Step 1:

- Click on 'add new serve' button – the system will open new interface/form as shown in the next page.
- Fill all the fields before saving the new service as shown in the image to your right.
- Ensure that you select the **Payment mode as Waiver.**

Step 2:

- Save the new billable service – the system will redirect you to the services listing.

Save the new billable service – the system will redirect you to the services listing.

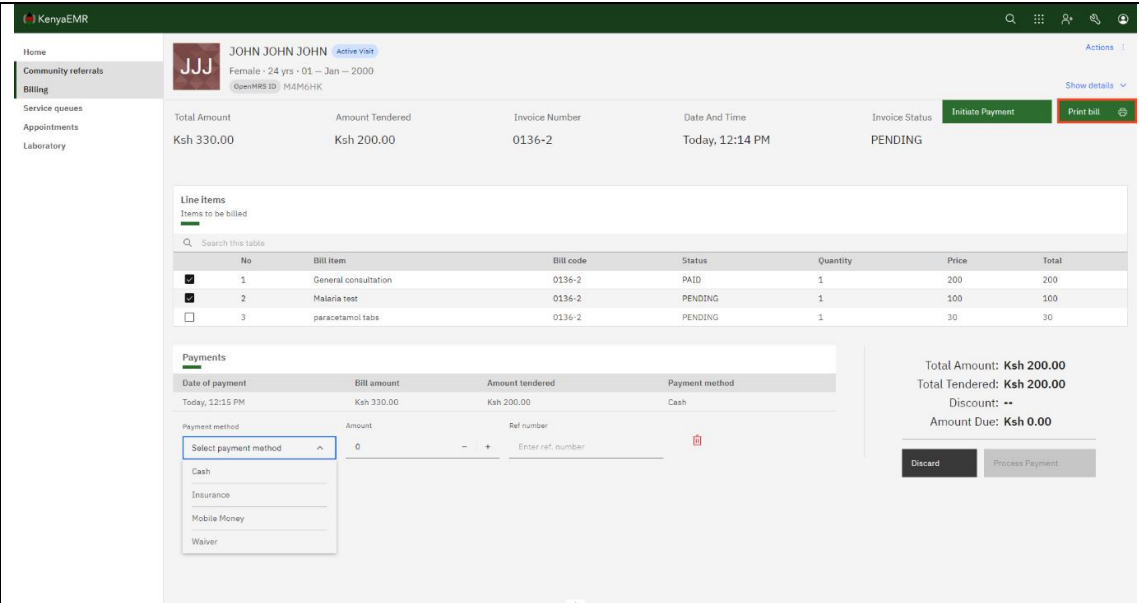


The screenshot shows the 'Add Billable Services' form in KenyaEMR. Fields include: 'Service Name' (Body Days), 'Short Name' (BD), 'Associated Concept' (Mortuary charges), and 'Service Type' (Inpatient department). The 'Payment Mode' dropdown is open, showing options: Cash, Insurance, Mobile Money, and Waiver (highlighted). The 'Selling Price' field contains '0' with a red error message 'Price is required'.

Printing a Bill

Print Bill:

- Click on 'Print Bill' button – the system will open a new interface/form as shown in the next page.
- Select and confirm the printer you would like to send the printout to.
- Click on print and get your printed copy of the bill.



KenyaEMR

Home JOHN JOHN JOHN Active Visit
Female · 24 yrs · 01 – Jan – 2000
OpenMRS ID: MAM6HK

Total Amount: Ksh 330.00 | Amount Tendered: Ksh 200.00 | Invoice Number: 0136-2 | Date And Time: Today, 12:14 PM | Invoice Status: PENDING

Line Items
Items to be billed

No	Bill Item	Bill code	Status	Quantity	Price	Total
<input checked="" type="checkbox"/>	1 General consultation	0136-2	PAID	1	200	200
<input checked="" type="checkbox"/>	2 Malaria test	0136-2	PENDING	1	100	100
<input type="checkbox"/>	3 paracetamol tabs	0136-2	PENDING	1	30	30

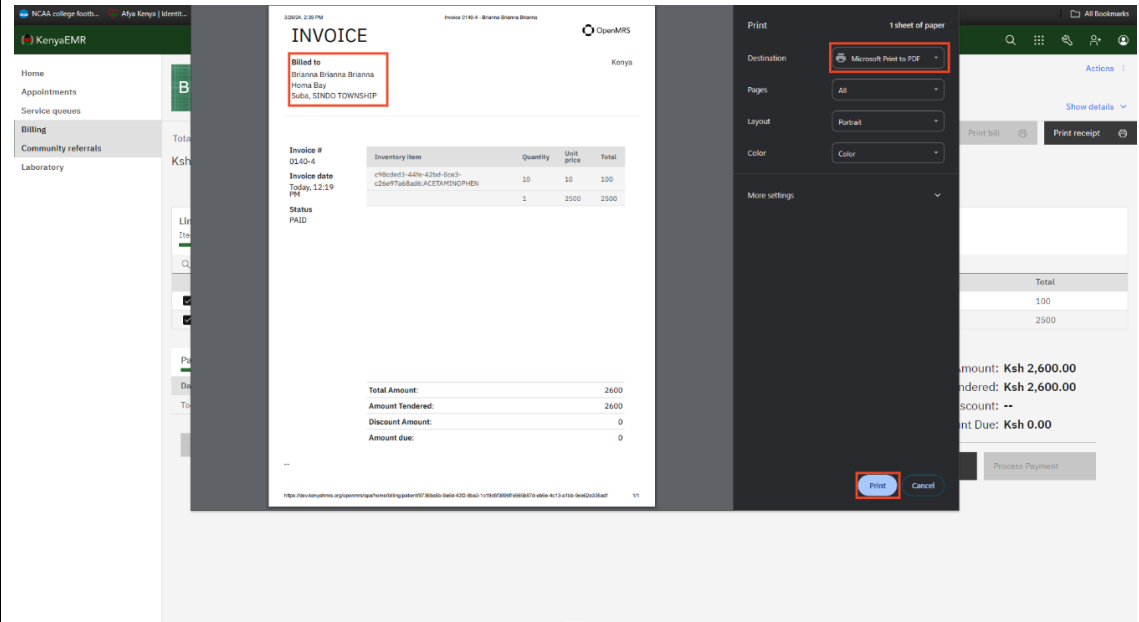
Payments

Date of payment	Bill amount	Amount tendered	Payment method
Today, 12:15 PM	Ksh 330.00	Ksh 200.00	Cash

Total Amount: **Ksh 200.00**
Total Tendered: **Ksh 200.00**
Discount: --
Amount Due: **Ksh 0.00**

Print bill

- NB: The bill printed will come as an invoice showing bills that are pending those already settled.



KenyaEMR

Home Appointments Service queues Billing Community referrals Laboratory

INVOICE

Billed to
Brianna Brianna Brianna
Homa Bay
Suba, SINDO TOWNSHIP

Inventory Item	Quantity	Unit price	Total
c48cde3-449-42bd-lice3-c24e97a68a26-ACETAMINOPHEN	10	10	100
	1	2500	2500

Total Amount: 2600
Amount Tendered: 2600
Discount Amount: 0
Amount due: 0

Print

Destination: Microsoft Print to PDF

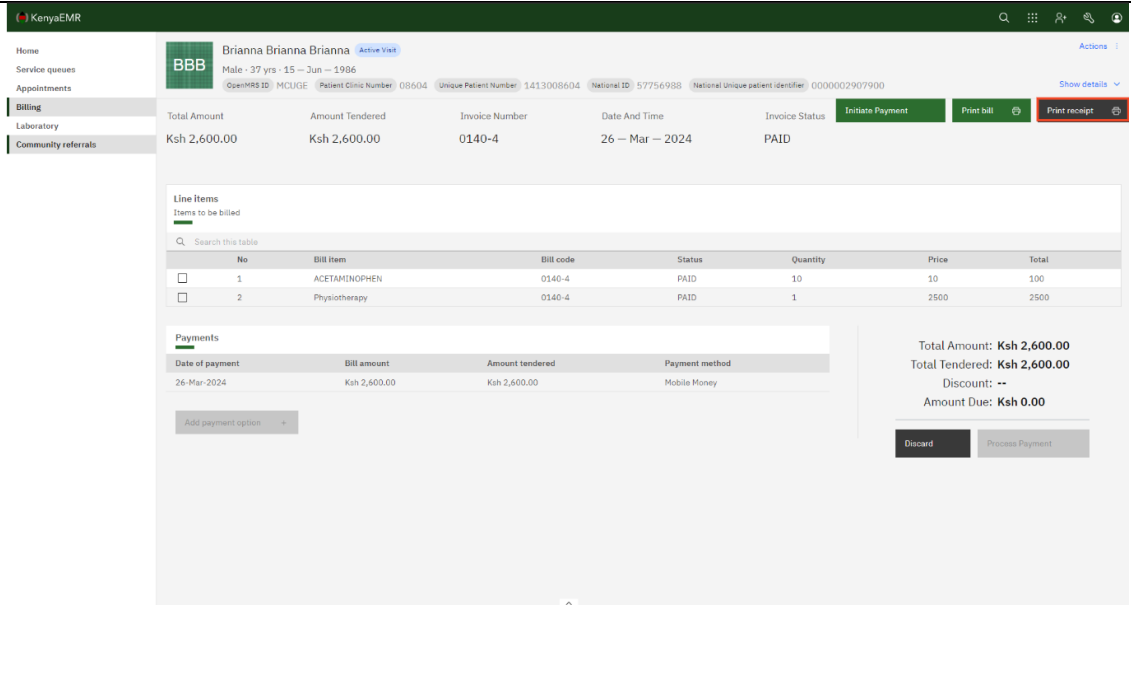
Pages: All
Layout: Portrait
Color: Color

Print bill | Print receipt

Print

Print Receipt:

- Click on 'Print Receipt' button – the system will open a new interface as shown in the next page with the receipt details.
- The receipt will have information on the Health Facility name, Patient name, Items on the receipt, amount and payment method used.



KenyaEMR

Home | Service queues | Appointments | **Billing** | Laboratory | Community referrals

BBB Brianna Brianna Brianna Active Visit

Male - 37 yrs - 15 - Jun - 1986

OpenMRS ID: MCLUGE | Patient Clinic Number: 08604 | Unique Patient Number: 1413008604 | National ID: 57756988 | National Unique patient identifier: 0000002907900

Invoice Summary:

Total Amount	Amount Tendered	Invoice Number	Date And Time	Invoice Status
Ksh 2,600.00	Ksh 2,600.00	0140-4	26 - Mar - 2024	PAID

Actions: Initiate Payment Print bill **Print receipt**

Line Items
Items to be billed

No	Bill Item	Bill code	Status	Quantity	Price	Total
<input type="checkbox"/> 1	ACETAMINOPHEN	0140-4	PAID	10	100	1000
<input type="checkbox"/> 2	Physiotherapy	0140-4	PAID	1	2500	2500

Payments

Date of payment	Bill amount	Amount tendered	Payment method
26-Mar-2024	Ksh 2,600.00	Ksh 2,600.00	Mobile Money

Total Amount: **Ksh 2,600.00**
Total Tendered: **Ksh 2,600.00**
Discount: --
Amount Due: **Ksh 0.00**

Buttons: Discard Process Payment

