

How to navigate through service queues in KenyaEMR 3.x

Tasks:	To navigation of Facility Service Queues on OpenMRS 3.x
Objective:	Submit KenyaEMR Alcohol and Drug Abuse Screening
Who:	EMR user/HRIO/Data clerk
Required Materials:	Username, password, computer installed with KenyaEMR latest version
Version:	KenyaEMR Version 3.x (18.7.2)
Last Updated:	March 2024

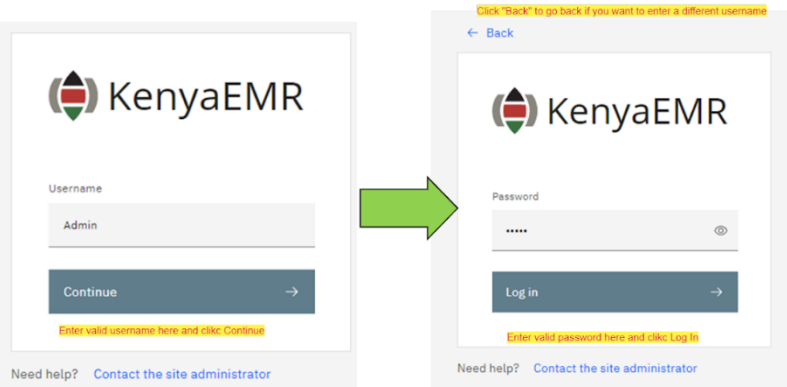

Introduction

This module supports management of patient during an active visit. It provides a line list of patients currently receiving services in the facility's various service points, the type of services they are waiting for, and the waiting time. In addition, it provides color-coded priority flags for each patient. This helps to identify patients who might require urgent attention.

Besides showing the number of scheduled appointments for the day, you can also filter and view line list by Services being waited for i.e. Triage, Clinical, Lab etc.

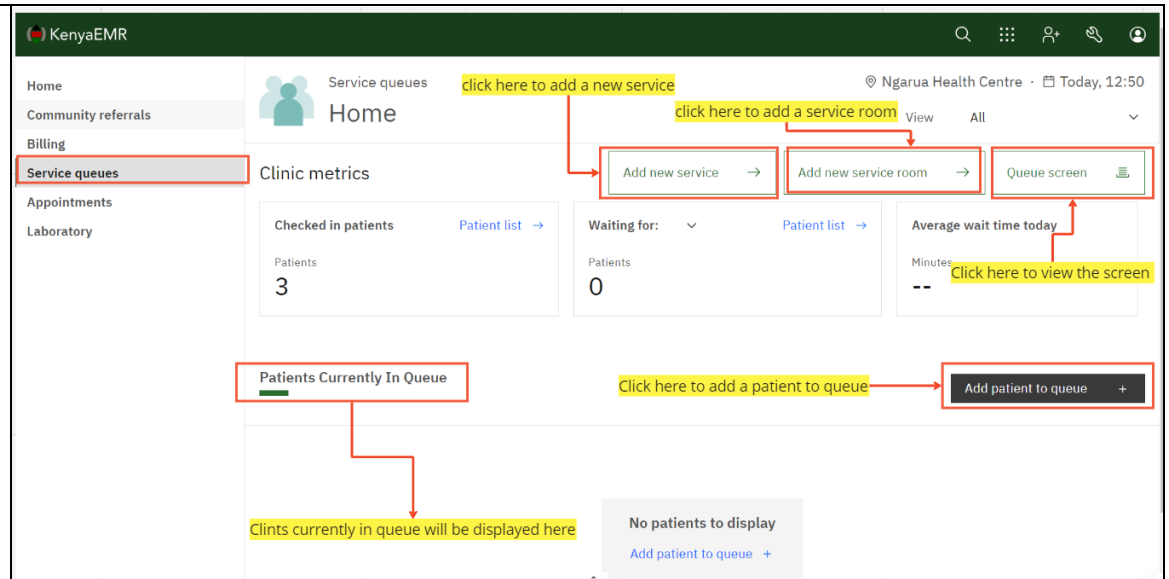
The EMR allows users to add more service queues representative of the patient flow in any given facility.

There is provision to clear the Queue as well as to add more patients to the queue as captioned in the section below.

Step	Action	Screen shots																																										
Log into KenyaEMR	<p>The user is required to gain access into KenyaEMR system by supplying correct username and password.</p> <ul style="list-style-type: none"> - Enter Username - Enter Password - Click “Login” 	 <p>NB: With valid username and password, clicking Log in will take you to the KenyaEMR home page. Otherwise, you will receive a prompt for wrong username or password. If you don't have valid login credentials, click "Contact the site administrator"</p>																																										
KenyaEMR landing page	<p>After a successful login, the KenyaEMR landing page (Active visits) will be opened. Click Home to navigate to KenyaEMR Homepage.</p>	 <table border="1"> <thead> <tr> <th>Visit Time</th> <th>ID Number</th> <th>Name</th> <th>Gender</th> <th>Age</th> <th>Visit Type</th> </tr> </thead> <tbody> <tr> <td>Today, 10:00</td> <td>MGK6WG</td> <td>Jane Test Doe</td> <td>F</td> <td>26</td> <td>Outpatient</td> </tr> <tr> <td>Today, 09:49</td> <td>MGG6UV</td> <td>Kimonye Kimonye Kimonye</td> <td>F</td> <td>58</td> <td>Outpatient</td> </tr> <tr> <td>Today, 09:18</td> <td>MGK7GF</td> <td>Test Violet Violet</td> <td>F</td> <td>34</td> <td>Outpatient</td> </tr> <tr> <td>20-Mar-2024, 16:08</td> <td>MGK69W</td> <td>Nyandi PT EMR</td> <td>M</td> <td>24</td> <td>Outpatient</td> </tr> <tr> <td>20-Mar-2024, 15:25</td> <td>MGK63A</td> <td>Dorine Akiinyi Onyango</td> <td>F</td> <td>34</td> <td>Outpatient</td> </tr> <tr> <td>20-Mar-2024, 15:23</td> <td>MGK4WH</td> <td>Newton LAWI Isack</td> <td>M</td> <td>31</td> <td>Outpatient</td> </tr> </tbody> </table>	Visit Time	ID Number	Name	Gender	Age	Visit Type	Today, 10:00	MGK6WG	Jane Test Doe	F	26	Outpatient	Today, 09:49	MGG6UV	Kimonye Kimonye Kimonye	F	58	Outpatient	Today, 09:18	MGK7GF	Test Violet Violet	F	34	Outpatient	20-Mar-2024, 16:08	MGK69W	Nyandi PT EMR	M	24	Outpatient	20-Mar-2024, 15:25	MGK63A	Dorine Akiinyi Onyango	F	34	Outpatient	20-Mar-2024, 15:23	MGK4WH	Newton LAWI Isack	M	31	Outpatient
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Accessing service queues

- Login to the system using the correct username and password.
- Navigate to service queues on the left navigation panel.



The screenshot shows the KenyaEMR interface for the 'Service queues' section at Ngarua Health Centre. The left navigation panel has 'Service queues' highlighted. The main content area includes 'Clinic metrics' with three cards: 'Checked in patients' (3), 'Waiting for:' (0), and 'Average wait time today' (--). Below these is a 'Patients Currently In Queue' section with a progress bar and a message: 'Clints currently in queue will be displayed here'. At the bottom, it says 'No patients to display' with an 'Add patient to queue +' button. Annotations include: 'click here to add a new service' pointing to 'Add new service', 'click here to add a service room' pointing to 'Add new service room', 'Queue screen' pointing to a menu icon, 'Click here to view the screen' pointing to the wait time card, and 'Click here to add a patient to queue' pointing to the 'Add patient to queue +' button.

Add Queue locations

- To set queue location, click on 'Service queues' and fill in the required fields

Add provider queue room? ✕

Queue Location Select the location to add such as; OPD, MCH, Lab

Queue service Select the service to add such as; Triage, consultation etc.

Queue room
Select a room Select the room to add such as; room 1, room 2 etc.

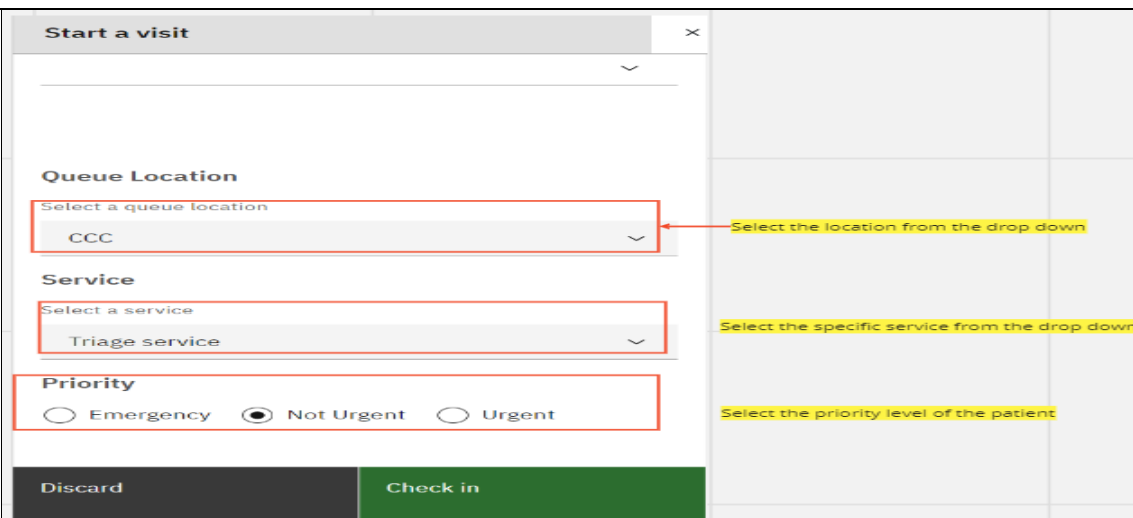
Retain location Click here to retain the auto generated location details

Cancel **Save**

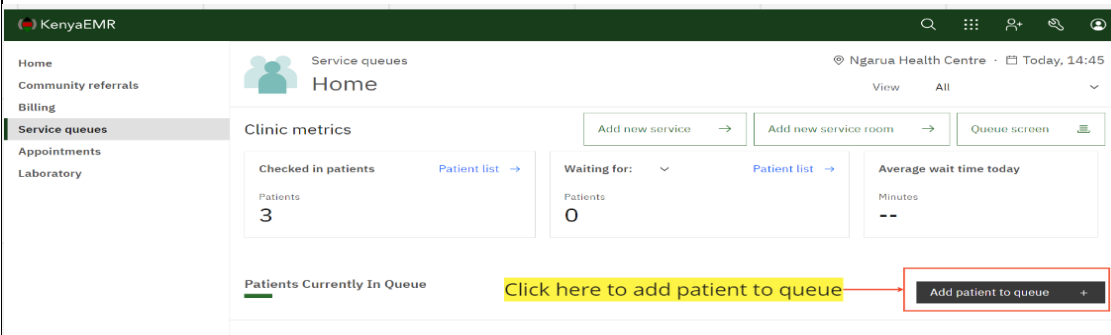
Click here to save the details captured

Adding a patient to a queue

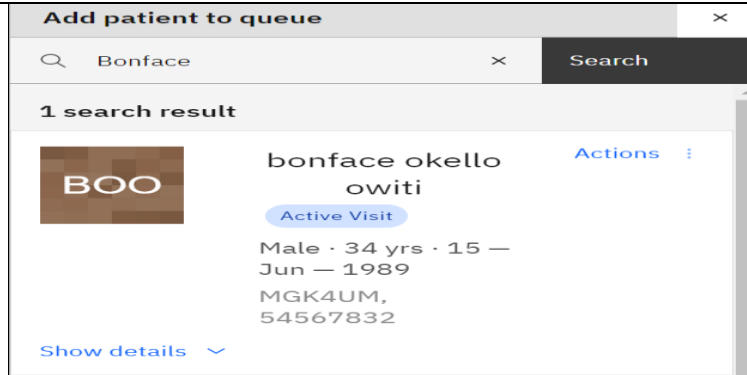
1. At check in, a user can add a client to a queue directly.
2. From the active scheduled appointment, click on check in and adding to queue is part of the check in process



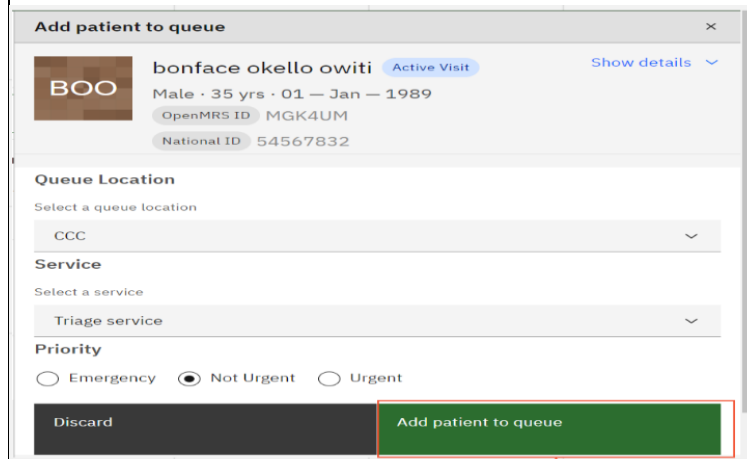
3. From the service queues, click on the 'Add patient to queue'



Type in the patient name on search bar then click search



Click on the patient's name and proceed to fill in the queue location, service and priority level



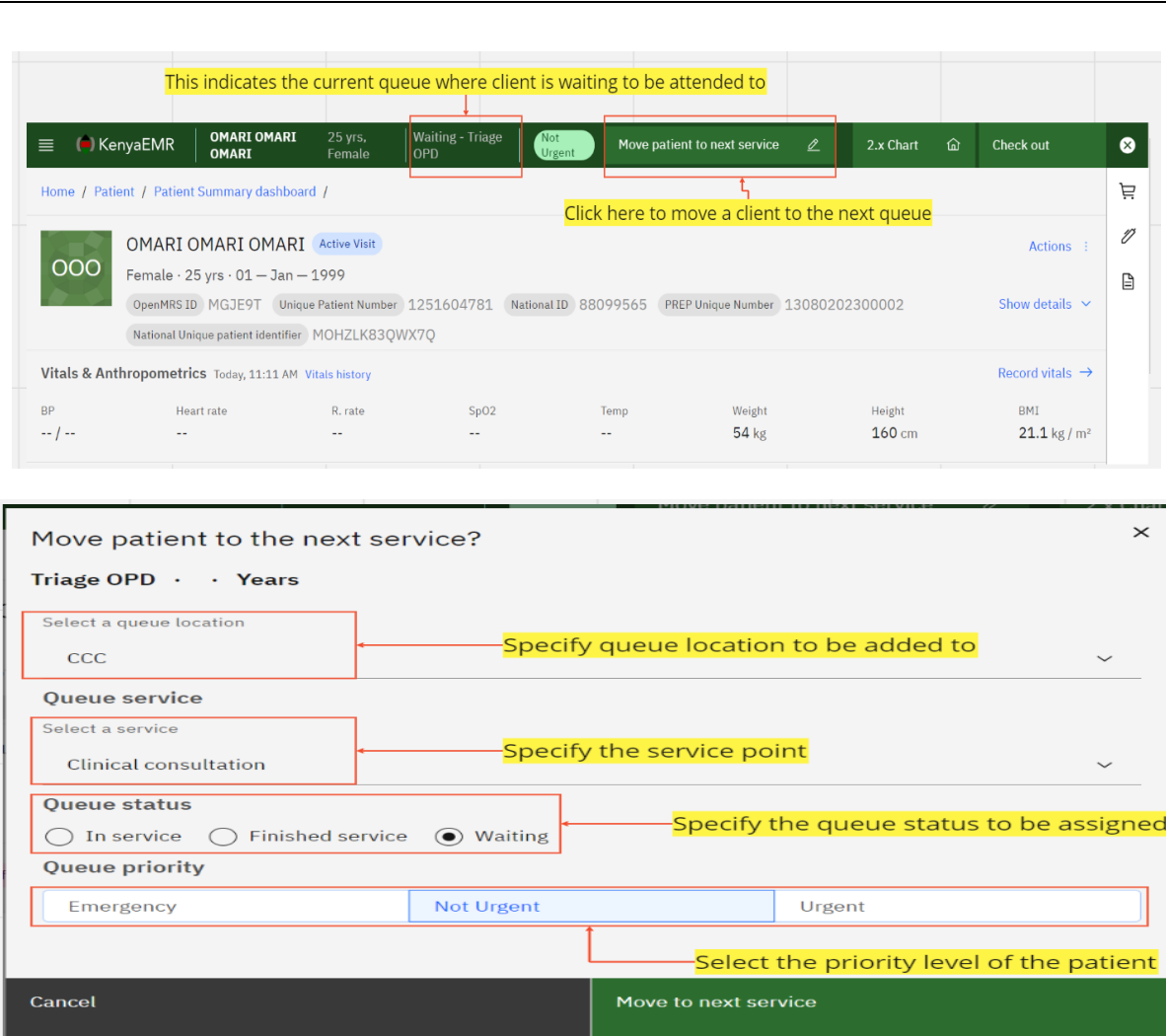
Click here to add the patient to queue

Moving a client across different queues

At check in, a client is queued in one of the available queues and their status read 'Waiting'.

Once they receive services in one point, the health care provider should click on 'Move patient to next service'.

Upon clicking the 'Move to the next service' button, Indicate the location and service point where the client will be moved to. Also indicate the status to be assigned in the next service (in service, finished service or waiting) as well as the priority level



The screenshot displays the KenyaEMR interface for a patient named OMARI OMARI OMARI, 25 years old, Female, currently in the 'Waiting - Triage OPD' queue. A yellow callout points to the queue name, stating: "This indicates the current queue where client is waiting to be attended to". A red box highlights the 'Move patient to next service' button, with a yellow callout: "Click here to move a client to the next queue".

Below the main interface is a dialog box titled "Move patient to the next service?". It contains the following fields and options:

- Select a queue location:** A dropdown menu with "CCC" selected. A yellow callout points to it: "Specify queue location to be added to".
- Queue service:** A dropdown menu with "Clinical consultation" selected. A yellow callout points to it: "Specify the service point".
- Queue status:** Radio buttons for "In service", "Finished service", and "Waiting" (which is selected). A yellow callout points to the "Waiting" option: "Specify the queue status to be assigned".
- Queue priority:** A selection bar with "Emergency", "Not Urgent" (which is selected), and "Urgent". A yellow callout points to the "Not Urgent" option: "Select the priority level of the patient".

At the bottom of the dialog box are two buttons: "Cancel" and "Move to next service".