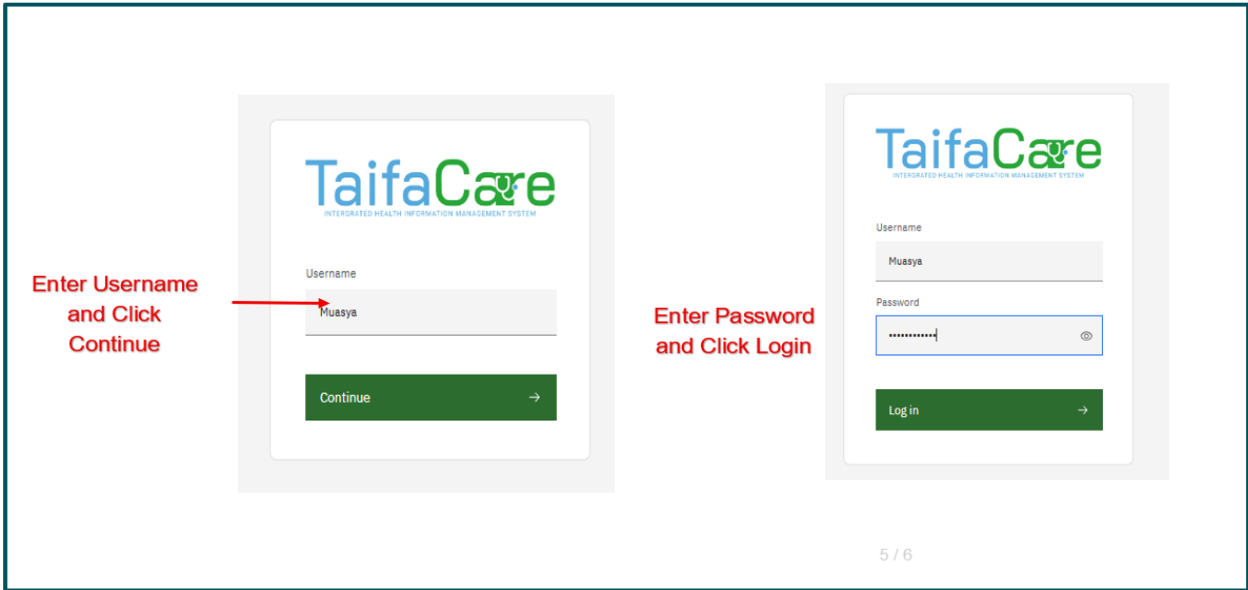


# SOP: Registration of a Dependant in TaifaCare

[Last updated: August 2025]

| <b>Tasks:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | End to end navigation of dependent registration module in TaifaCare                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Objective:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | To help users successfully pull patient information from the HIE layer and Register Patients successfully |
| <b>Who:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | EMR users                                                                                                 |
| <b>Required Materials:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Username, password, computer installed with the latest version of TaifaCare version 19.2.0 and above      |
| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Screen shots                                                                                              |
| <p><b>Login to KenyaEMR</b></p> <p>Enter the application server URL System <b>“localhost:8080/openmrs”</b> on the browser if the terminal is the server or the correct URL that includes the server IP if you are accessing the TaifaCare from a terminal or if it is a cloud instance. Click on the load button or Enter key from the keyboard to load the TaifaCare login page.</p> <p>On successful loading, authenticate entry by providing username and password on the fields, then click <b>“Login”</b> button</p> |                        |

## KenyaEMR Facility Home Page

Upon successful login, you shall be navigated to the facility's home Page which is by default is the active visits for the day.

TaifaCare

Kayole II Sub-District Hospital

🔍

⌵

🔗

👤

⚙️

Home

Patient services

Linkage services

Diagnostics

Claims Management

Referrals

Wards

Mortuary

Billing module

Clinic

Active Visits

Patients

4879

Total Visits Today

Patients

0

Scheduled For Today

Patients

41

Active Visits

🔄

🔍 Filter table

| Visit Time         | ID Number | Name                    | Gender | Age | Visit Type |
|--------------------|-----------|-------------------------|--------|-----|------------|
| 08-Aug-2025, 11:13 | MGGPRG    | Grace Grace Grace       | F      | 47  | Inpatient  |
| 08-Aug-2025, 11:07 | ML4PFR    | summer Fall Winter      | F      | 31  | Inpatient  |
| 23-Jul-2025, 16:00 | MGKGJX    | Raphael Raphael Raphael | F      | 50  | Outpatient |
| 22-Jul-2025, 14:54 | ML4PEU    | Desmond Quinter Jael    | M      | 30  | Outpatient |
| 22-Jul-2025, 07:19 | MK9ULY    | Milka Milka Milka       | F      | 19  | Outpatient |
| 18-Jul-2025, 10:17 | ML4P7A    | OGWANJO PETER MATORO    | M      | 44  | Morgue     |

?

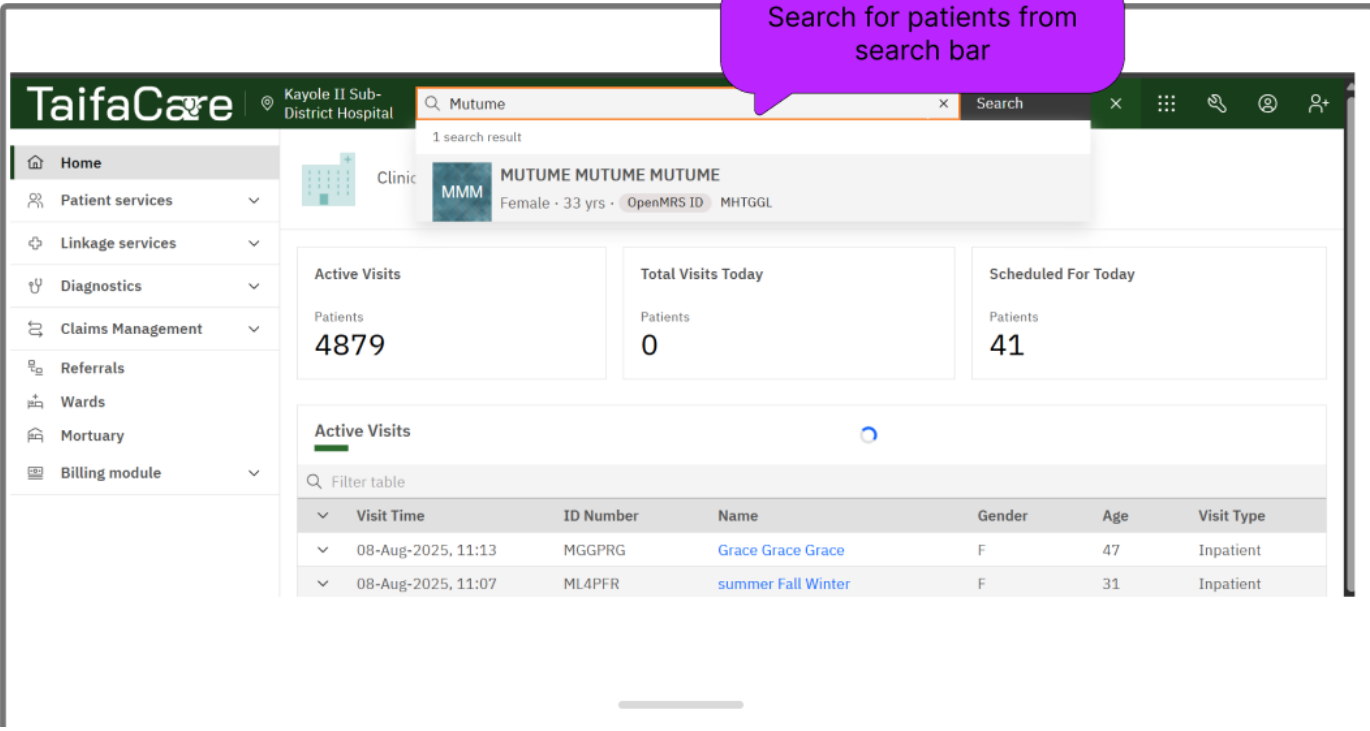
## Searching if a client exists in the database

Before attempting to register a client as new, a user should always search to confirm if the patient had been registered before and exists in the database.

Ways to search for a client in TaifaCare:

1. Using the patient known identifiers such as Name, or identification numbers.
2. Refining the search in case the first option generates multiple probable patients. This is possible by clicking on the search button.

**NB: Use different parameters such as Sex, Age, DOB and apply to filter the correct patient.**



The screenshot shows the TaifaCare interface for Kayole II Sub-District Hospital. A search bar at the top right contains the text 'Mutume'. A purple callout bubble points to this search bar with the text 'Search for patients from search bar'. Below the search bar, a dropdown menu shows '1 search result' for 'MUTUME MUTUME MUTUME', identified as a 'Female · 33 yrs · OpenMRS ID · MHTGGL'. The main dashboard displays three summary cards: 'Active Visits' (4879 Patients), 'Total Visits Today' (0 Patients), and 'Scheduled For Today' (41 Patients). Below these is a table titled 'Active Visits' with columns for Visit Time, ID Number, Name, Gender, Age, and Visit Type. The table contains two entries for visits on 08-Aug-2025 at 11:13 and 11:07.

| Visit Time         | ID Number | Name               | Gender | Age | Visit Type |
|--------------------|-----------|--------------------|--------|-----|------------|
| 08-Aug-2025, 11:13 | MGGPRG    | Grace Grace Grace  | F      | 47  | Inpatient  |
| 08-Aug-2025, 11:07 | ML4PFR    | summer Fall Winter | F      | 31  | Inpatient  |

## New patient who does not exist in the database

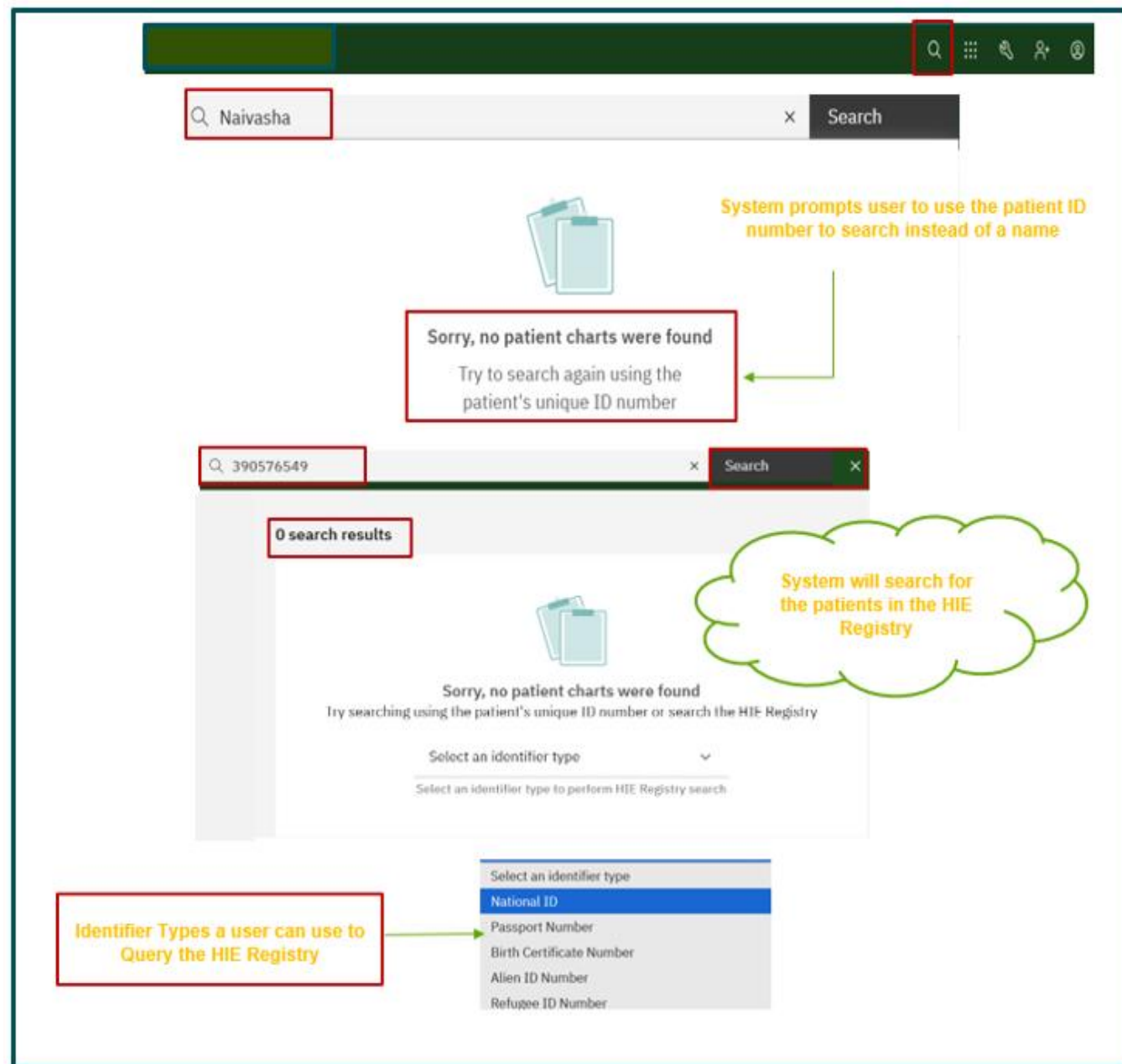
Once a user establishes a patient does not exist in the database, the system prompts the user to use a unique patient identifier.

*A user can select the unique identifier to use to query the HIE Registry from the drop-down menu.*

Once a user enters the unique patient ID and clicks on the search button, the system will search if the patient exists in the HIE (National Health Information Exchange) Registry.

**If the Patient exists**, the HIE Registry will provide the user with information that includes their biodata and demographics and contact information, and a user can use the values to map the patient in the facility database, verify and edit any missing information.

**If the Patient details do not exist** in the HIE registry, will return a notification that the patient records were not found, and the user can register the patient as a new patient in the facility database.



## Searching for a client from the HIE Registry

Search can be performed as per the chosen identifier type as shown above, the National ID is used to search the HIE registry.

Searching the HIE Registry returns the patient details as captured during SHA registration, this information is however hashed and requires an OTP sent to the patient phone number to allow the EMR system to pull the patient records and map into the EMR system.

### OTP Verification

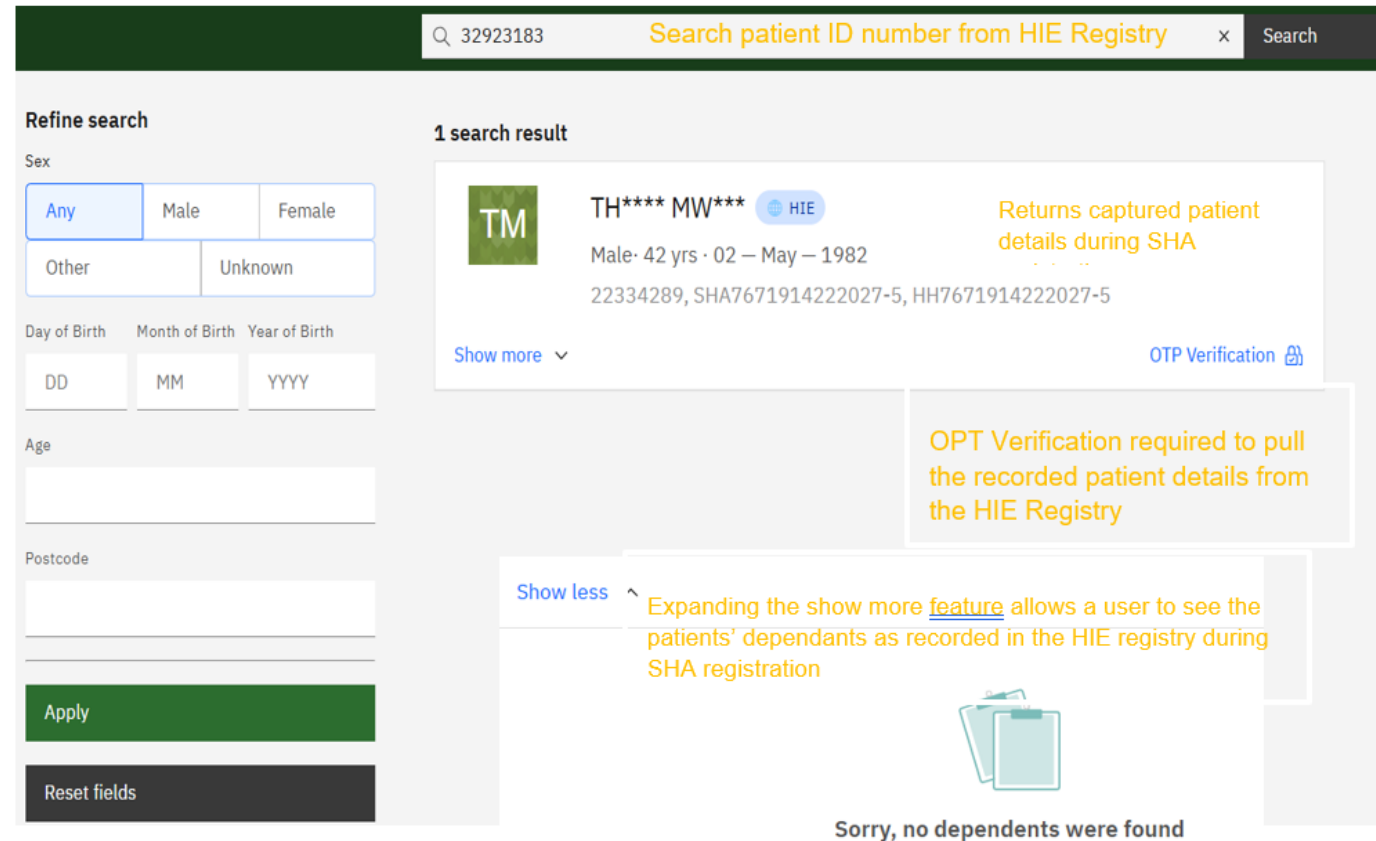
The system user will be required to input the patient phone number.

The system will give an alert for the user to request the patient to share the OTP sent to their phone number.

The user will enter this OTP and Continue to patient chart.

### NB:

1. If the OTP is delayed, the user can request another OTP through the system by clicking Request OTP button.
2. Clicking Continue to Chart, allows the system to pull patients records from the HIE



The screenshot shows a web application interface for searching the HIE Registry. At the top, there is a search bar with the text "32923183" and a button labeled "Search patient ID number from HIE Registry". Below the search bar, there is a "Refine search" section with filters for Sex (Any, Male, Female, Other, Unknown), Day of Birth (DD), Month of Birth (MM), Year of Birth (YYYY), Age, and Postcode. There are "Apply" and "Reset fields" buttons. To the right, under "1 search result", a patient profile is displayed with a thumbnail "TM", hashed details "TH\*\*\*\* MW\*\*\*\*", and a blue "HIE" tag. It shows "Male · 42 yrs · 02 – May – 1982" and a long hashed ID. A "Show more" link is present. A yellow callout box states: "Returns captured patient details during SHA". Another yellow callout box says: "OPT Verification required to pull the recorded patient details from the HIE Registry". A "Show less" link is also visible. At the bottom, a message says "Sorry, no dependents were found" with a clipboard icon.

registry, Map to the EMR and redirect a user to the patient homepage.

### OTP Verification

Phone Number

+254741777695

OTP

Enter 5-digit OTP

Request OTP 

✓ **OTP Sent** x  
Please check your phone for the  
OTP

Cancel

Continue to Chart

### OTP Verification

Phone Number

0723739130

OTP

91262

Request OTP 

Cancel

Continue to Chart

1. Click on **"OTP Verification"**, follow the prompt click **"Request OTP"**. Once the principal member has shared their OTP and successfully navigated to their patient chart by clicking on **'Continue to Chart'** go to....
2. Click on **'SHR Portal'**, dependents details will be displayed, and you can click on **'Register Dependent'** to continue providing them services to a dependent of choice.
3. Check them in using the normal system process then ensure the dependent payment mode is **'Insurance'** and **'SHA'**

TaifaCare

- ☒ Patient summary
- ☐ Vitals & Anthropometrics
- ☐ Medications
- ☐ Care panel
- ☐ Orders
- ☐ Results
- ☐ Visits
- ☐ Allergies
- ☐ Conditions
- ☐ In Patient
- ☐ Immunizations
- ☐ Attachments
- ☐ Appointments
- ☐ Billing
- ☐ Referrals
- ☐ Case management
- ☐ Special Clinics
- ☐ Relationships
- ☐ Clinical Encounter
- ☒ Contact Listing
- SHR Portal
- Insurance benefits

**MOSES** [REDACTED] ♂ Male

46 yrs · 27-Jul-1979 · OpenMRS ID: MGUV9K · National ID: [REDACTED] · Social Health Insurance Number: CR16 [REDACTED]

Social Health Authority Identification Number: SHA1619 [REDACTED]

[Actions](#)

### Vitals & Anthropometrics

No data has been recorded for this patient

[Record vitals](#) →

Dependents

Pull SHR Records

| Name              | Relationship | Phone Number | Gender | Actions                                                                                    |
|-------------------|--------------|--------------|--------|--------------------------------------------------------------------------------------------|
| Sabina [REDACTED] | Child        | [REDACTED]   | Female | <div style="border: 2px solid red; padding: 2px;"><a href="#">Register Dependent</a></div> |
| [REDACTED]        | Child        | [REDACTED]   | Female | <a href="#">Register Dependent</a>                                                         |
| [REDACTED]        | Child        | [REDACTED]   | Male   | <a href="#">Register Dependent</a>                                                         |
| [REDACTED]        | Child        | [REDACTED]   | Female | <a href="#">Register Dependent</a>                                                         |
| [REDACTED]        | Spouse       | [REDACTED]   | Female | <a href="#">Register Dependent</a>                                                         |

SMK

SABINA

Female

13 yrs, 7 mths - 20-Jan-2012 - OpenMRS ID: MGVUAH - Social Health Authority Identification Number:

Actions  
Show more

Vitals & Anthropometrics No data has been recorded for this patient  
Record vitals

Conditions

There are no Conditions to display for this patient  
Record Conditions

Active Medications

There are no active medications to display for this patient  
Record active medications

Immunizations

There are no immunizations to display for this patient  
Record immunizations

Allergies

There are no allergy intolerances to display for this patient  
Record allergy intolerances

Start a visit

Visit Type  
Search for a visit type  
☒ Outpatient  
☐ Inpatient  
☐ Morgue  
☐ Casualty/Emergency  
4 / 4 items 1 of 1 page

Mode of payment  
Is patient exempted from payment?  
☐ Yes ☒ No  
Payment method  
Insurance  
Insurance scheme  
SHA  
Policy number  
SHA205  
Package  
Choose package  
Interventions  
Choose interventions  
Chargeable service  
Search services  
Queue location

THE END