ePIS App User Manual

Background

The Royal Government of Bhutan is pleased to make the ePIS App available to the public. The ePIS App is part of the ePIS system, the flagship hospital information system which consists of integrated electronic medical records, radiology and laboratory information system and many more other hospital services as a single system to make service into a single service portal for the public.
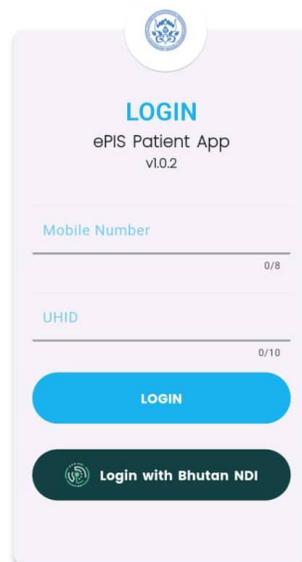
Objective

The objectives of the app

1. Make an appointment with the hospital that offers an appointment facility
2. To check if the results of the investigations (Tests) ordered by doctors are completed or not
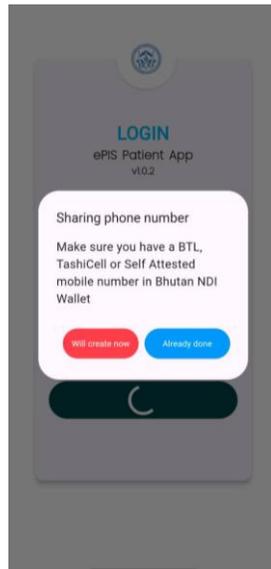3. To view what medications doctors have prescribed
4. Medical history

The following documents outline how to use the app:
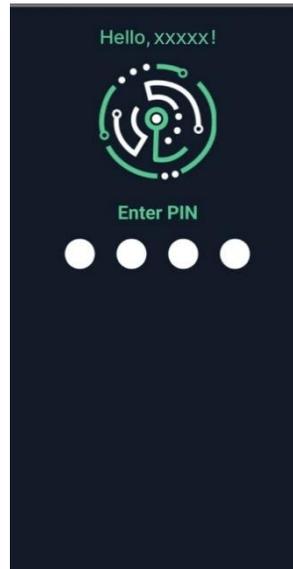
1. Registration

a. Registration using NDI (National Digital ID of Bhutan)

- It is far easier to register oneself using the NDI App of Bhutan. But before using the NDI App for registering in the ePIS App, one has to ensure that your phone number is registered in the NDI.
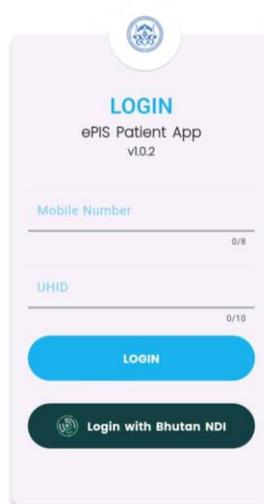
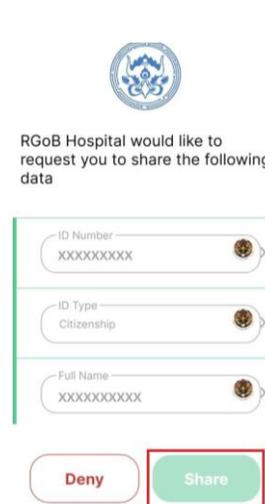

ePIS App   NDI App

- A notice will pop up reminding you if your phone number is registered in NDI. If you have registered your phone number in the NDI App, then click the blue right button to proceed.

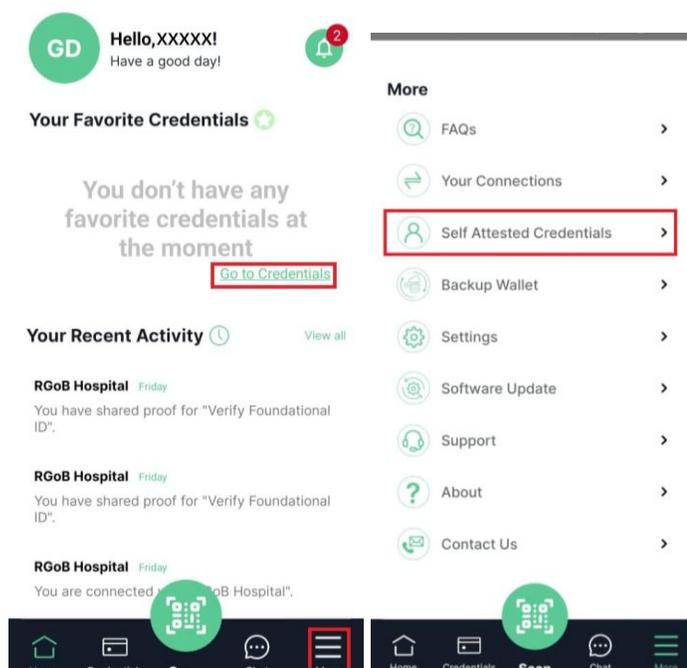

ePIS App   NDI App

- Once you click on Login with Bhutan NDI on ePIS App, it will open up NDI App and once you log in NDI App, it will pop up a window stating RGoB Hospital would like to request you to share the following data. If you click the "Share" button, you will be automatically logged in to the ePIS App.

b. Registering your phone number on NDI App

- If you haven't registered your phone number in the NDI app, click the red button on the left and proceed to NDI App first to register the phone number and re-try after registering your phone number.

NDI App

- One can register one's phone number in the NDI through two links. You can either do it by clicking on the "Go to the credentials" link or by clicking on "More" hamburger menu and clicking on "Self Attested Credentials".
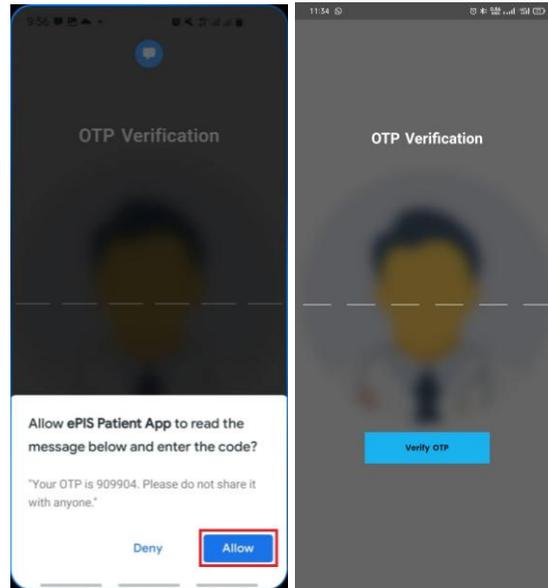
NDI App

- The Self Attested Credential page will open upon clicking any of the above links. Choose the "Mobile Number" from the "Select Credential Type" drop down menu. Fill in your phone number and then select the type of phone plan you have ("Prepaid" or "Postpaid") and then save. You are now ready to use ePIS App registration using NDI App.

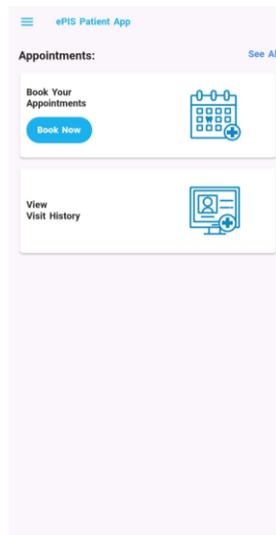### c. Logging in without NDI App

ePIS App

- You can also log in without NDI but one has to first get your UHID and also register your phone number in the ePIS System by visiting the hospital. Once you do that, get your UHID and use it to log in using UHID and Phone number.

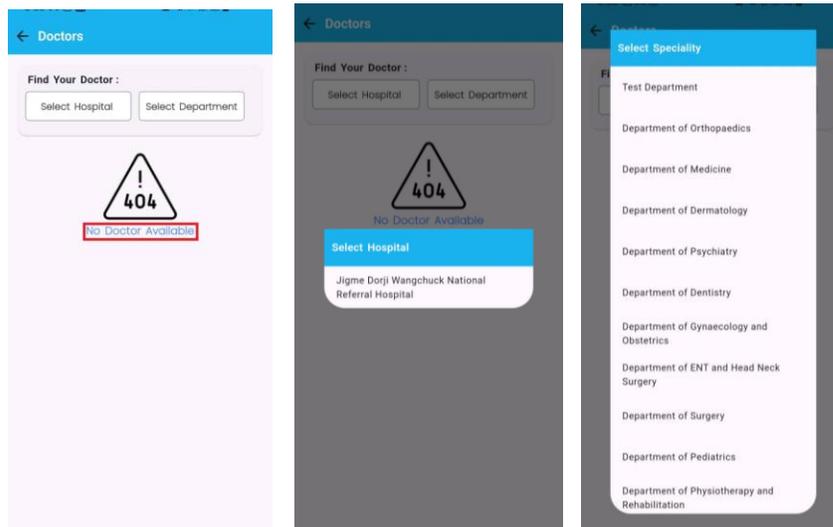- Once you fill in your phone number and UHID on the screen, the app will prompt you to receive OTP SMS.

- In some phones, a notification window will pop up requesting an ePIS App to allow reading the OT SMS. If you allow that, you will be logged in the app automatically, else you will have to manually Verify OTP to log in.

2. **Landing Page**

Once you log in successfully, it will take you to "Make an appointment" and "View your visit histories". When you click "Make an appointment" it will take you to the appointment page and when you click "View your visit histories" it will open up your hospital visit history.
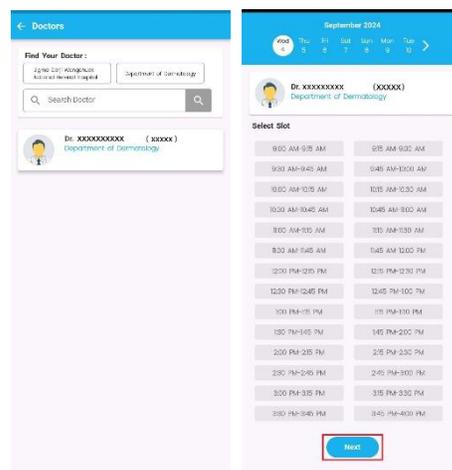
3. Booking an appointment

ePIS App

In the appointment booking page, "No Doctors Available" will be shown when no hospital is selected from the "Select Hospital". Currently, only Jigme Dorji Wangchuck National Referral Hospital is listed since only JDWNRH offers appointment service.

After selecting the hospital, select "Department" from the "Select Department" menu.
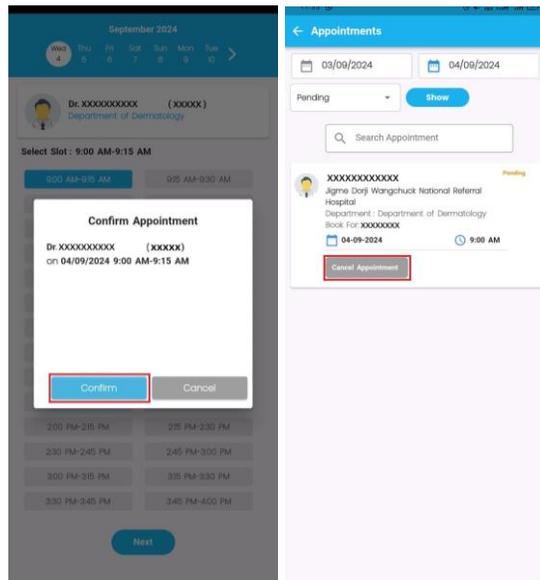

ePIS App

When you select a department, doctors under the department will list on the screen if they are providing appointment service.

When you select a doctor the slots for appointments will appear based on the schedules provided by the doctors. If there are many doctors in the list, you can also search by typing in the bar. You can click on the date to select the day of your choice.
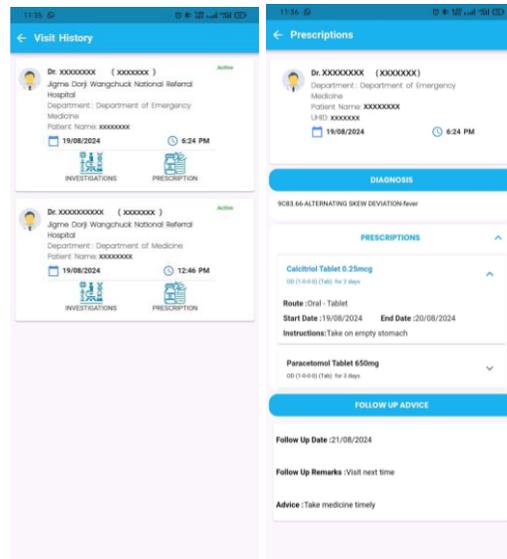
Then click "Next" and it will take you to the Confirm Appointment screen.

Click "Confirm" to submit the appointment or "Cancel" to stop the appointment.

Your appointment will not be finalized until the hospital approves the appointment which Pending will appear on the next screen.

Note: Please note that in case the Doctor you seek appointment has to attend an emergency case, your appointment could be cancelled or redirect another doctor any time whichever is convenient to the hospital. In such cases you will be notified either through app or over call.

4. View Visit History

Use "View Visit History" to view your medical history of your visit to the hospital.
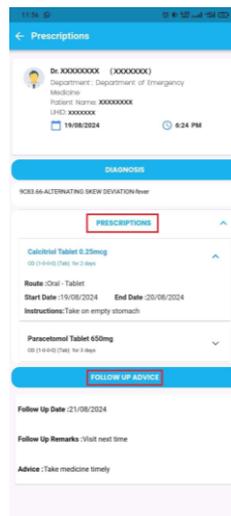

The next screen will show when you visited the hospital, which doctor checked you and what test and medications the doctors prescribed.

You can click to check the investigation for lab (Lab Test) and radiology (CT, MRI, Ultrasound, or X-ray etc..) by clicking on the "INVESTIGATIONS" icon. When you click it you can see the list of tests conducted and the status of the results.

You can click the "Prescriptions & Advice" icon to see the diagnosis, prescriptions and follow-up advice.
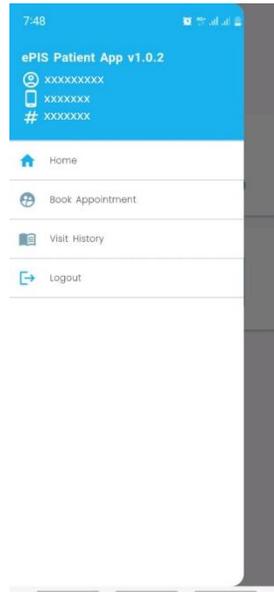

Underdiagnosis, you can see the diagnosis given by the doctor.

When you click the prescription, the medicine ordered by the doctor will be listed and when you click the drop-down arrow icon, the details of the medicine and instructions will be available.

FOLLOW-UP ADVICE: If the doctors provide any follow-up advice, it will show upon clicking the FOLLOW-UP ADVICE button.

5. Menu

When you click on the hamburger menu

Note:

This is the initial phase of the app and currently has minimal functions. We will keep on adding more features as time passes by. Please keep on checking for new updates.