

# Vanda Clinic Management Systems

## Executive Summary

This document aimed to assist new/potential customers to familiarize with the basic flow of Vanda; from adding a new patient to making payments. A thin client - is a computer or a computer program that depends heavily on another computer (its server) to fulfill its computational roles – is usually sent to new/potential users to try out the software prior to purchasing so that they will know firsthand as to how the system functions.

## Vanda Thin Client Installation

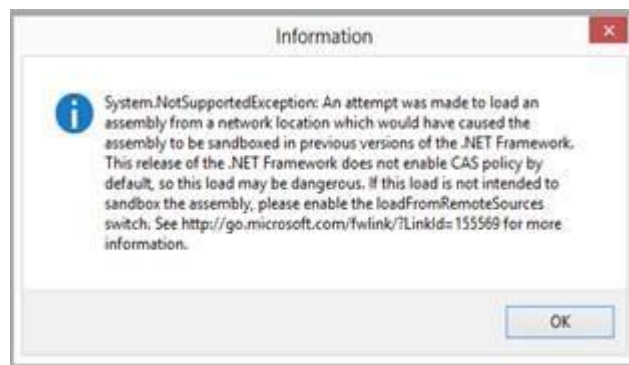


Users are able to download the demo version from the link that was provided in the email sent.

It requires WinZip, WinRAR or 7zip to extract the files. Once done, navigate to Vanda.Client.exe and run the file. Click on Continue to bypass the license key.

## Frequently Ask Questions

1. Vanda has prompt me the following error:



What do I do?

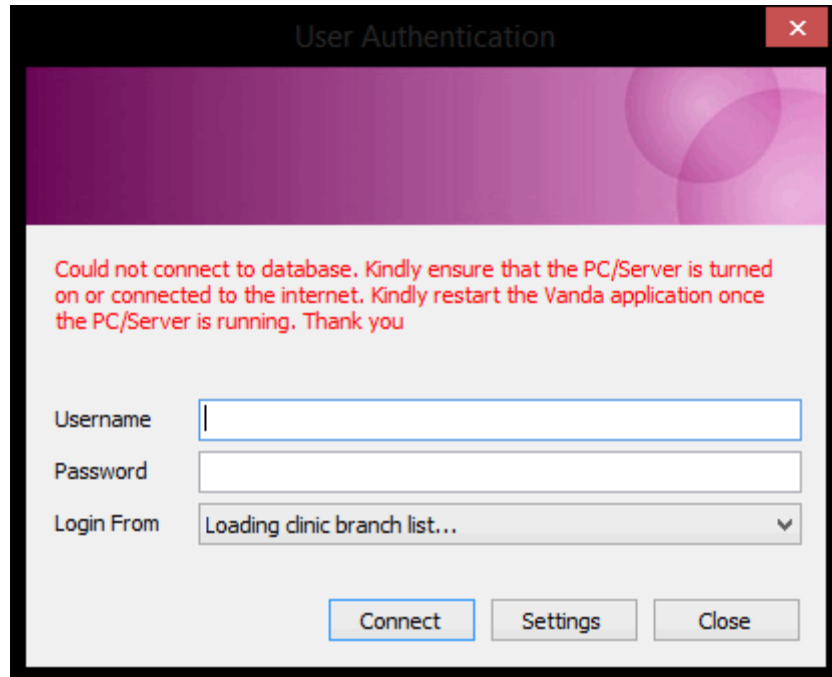
**Answer:** Please check on the properties of Vanda.Reports.dll in the folder and ensure it isn't blocked. To check on the properties, right-click on Vanda.Reports.dll and click on Properties.

2. Vanda wasn't able to run because it prompted that I am required to install .NET Framework 4.0. What do I do?

**Answer:** You just need to follow the steps if you are prompted to do so. It will automatically open up your default web browser to allow you to download the file and install. After which, you might require to restart your computer.

3. I am at the login page of Vanda but when I typed in the username and password, it prompted me "*Could not connect to database. Kindly ensure that the PC/Server is turned on or*

connected to the internet. Kindly restart the Vanda application once the PC/Server is running. Thank you.”



**Answer:** Do ensure that you are connected to the internet as the database is hosted on our server.

4. I am able to successfully log in Vanda but the display is very weird. What can I do to solve this?

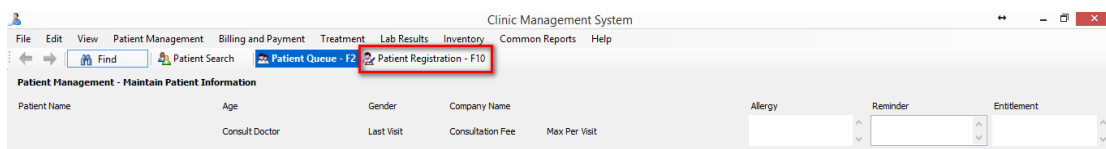
**Answer:** ensure that the system is running on an optimized desktop resolution and display's font size at default as per image attached. You can also check your Screen Resolution settings.

## Vanda Workflow

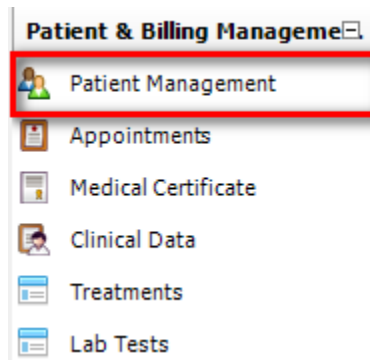
### Patient Registration

#### How to add a new patient?

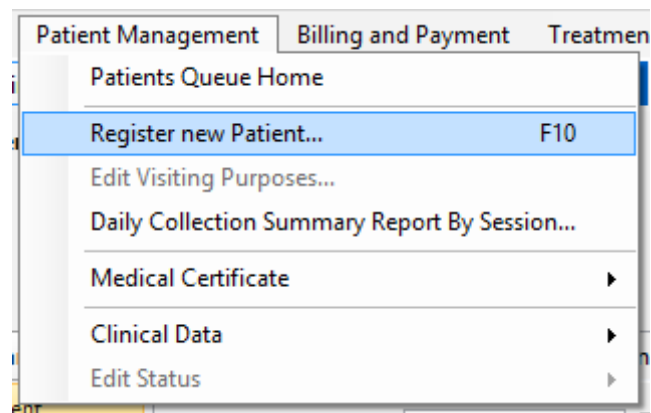
To add a new Patient, use the following methods:



- Click **Patient Registration** in Menu Toolbar or



- Click Patient Task Panel. Click **Patient Management** in Task Pane Command. **Right-Click** Frame Editor, then Click **Register New Patient** or




- Click **Patient Management** on Menu bar. Choose **Register new Patient**

Patient Registration - New

1 of 1

General Information | 3rd Party Info | Facts And Alert | Allergic Drug | Referral Doctor | Next Of Kin

3M Scanner Status : 

Patient Name

Case Card No.  **Automatic** Identity No

Date Of Birth 17/10/2014  Old Identity No

Gender  Salutation

Consent to receive marketing information  Marital Status

No Of Children

Nationality

Birth Place

Race

Dialect

Religion

Language

Department

Designation

Consult Doctor

Branch  MAGICSOFT ASIA SYSTEMS P

Registration Date 17/10/2014

First Visit 17/10/2014

Last Visit 17/10/2014

Deceased

Remark

Personal Contact Info

Local Address  Foreign Address

Unit  Block

Building

Street

City  State

Country  Postal

Phone

Mobile  Fax

Email

Foreign Address

New Save Edit Cancel More Add to Queue Close

- Fill in the necessary fields in the General Info tab in **Patient Registration Editor**. It is the default view for Patient Registration Editor. Fields in yellow are compulsory; else not being able to proceed. **Salutation, Language, Race, Dialect, Company, Consult Doctor** and **Branch** can be defined in **Master Data**
- To add a photo of the patient, just click on the box

Patient Registration - New

1 of 1

General Information   3rd Party Info   Facts And Alert   Allergic Drug   Referral Doctor   Next Of Kin

**Claim Info**

MCO

Company

Address

Country  Postal

Phone  Fax

Job Grade

Consult Fees  Max per Visit

Registration Reminder

Entitlement

Sending Email    Mailing Address

Text Message    Phone Call

Marketing Information

**Employee Info**

Name

IC No  Gender

Card No

MCO

Company

Relationship

Name	Relationship

- In the **3rd Party Info**, fill in the necessary fields under **Claim Info**. Fields under **Company Address** will be automatically displayed after linking a company in the general tab

Patient Registration - New

1 of 1

General Information 3rd Party Info Facts And Alert Allergic Drug Referral Doctor Next Of Kin

Blood Group

Smoke

Alcohol

Alert Message

New Save Edit Cancel More Add to Queue Close

- The **Physical Facts tab** will contain information for Patient **Blood type**, **Smoking** intensity (if applicable) and **Alcohol** Consumption (if applicable)

Patient Registration - New

1 of 1

General Information | 3rd Party Info | Facts And Alert | **Allergic Drug** | Referral Doctor | Next Of Kin

Drug Name

Remark

save cancel

Alergic Drugs

Drug Name	Remark

add edit delete

New  
Save  
Edit  
Cancel  
More ▾  
Add to Queue  
  
Close

- The **Allergic Drug** tab contains information for patient's drug allergy. To add drug to the allergy list, click **Add. Select** or **type** in Drug Name. User can write a remark with regards to allergy (if any)
- Click **Save** to Save and **Cancel** to cancel progress
- To edit, Select the drug from the list and click **Edit** button
- To delete the Allergy drug of the patient, click **Delete**
- Drug Allergy will be displayed on the **Patient Tag Information** when the patient is in the queue

Patient Registration - New

1 of 1

General Information   3rd Party Info   Facts And Alert   Allergic Drug   **Referral Doctor**   Next Of Kin

Referral Type  
 In    Out

Search Doctor

Date: Friday , 17 October 2014  
  

Date	Ref Type	Doctor

- The **Referral Doctor** tab allows user to archive the referral doctor for every patient. User may select the **Referral Type; In or Out**
- Click Add button to add the referral doctor of the patient
- Doctors can be added from **Master Data**
- Click **Save** button to add referral doctor and Click Cancel to cancel progress
- To edit, select the referral doctor from the list and click **Edit** button
- To delete from list of Referral doctor, select the record and click **Delete**



Patient Registration - New

1 of 1

General Information | 3rd Party Info | Facts And Alert | Allergic Drug | Referral Doctor | **Next Of Kin**

Name  Identity No   
 Salutation  Relationship   
 Address   
 Phone (Home)  Phone (Office)   
 Mobile  Email

Save Cancel

Next Of Kin

	Name	Identit No	Saluta	Relatic	Address	Phone(H)	Phone(O)	Mobile	Email

Add Edit Delete

Close

- The **Next-of-Kin** tab allows user to add the **Next-of-Kin** of the patient
- Click **Add** button to add. Fill in the necessary information in the fields provided
- **Relationship** can be added from **Master Data**
- Click **Save** button to add and Click **Cancel** to cancel progress
- To edit, select the **Next-of-Kin** from the list and click **Edit** button
- To delete from list of **Next-of-Kin**, select the record and click **Delete**
- Once done, click on **Save** to commit changes. Else click on **Cancel** to go back to the previous screen. You may also click on **Add to Queue** to add the newly created patient to the queue.

### How to add an existing Patient to the queue?



- To add an existing patient to the queue, click on **Patient Search**

Patient Quick Picker ✕

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**Search Patients**

Search Patients By

Patient Name
  Patient's Case Card No
  Patient's Phone  
 Patient's Identity No
  Patient's Mobile
  Patient's Old Reference No  
 Patient's Address Postal
  Patient's Address Street
  Patient's Address Building  
 Patient's DOB (YYYY/MM/DD)

**Patient Information Summary**

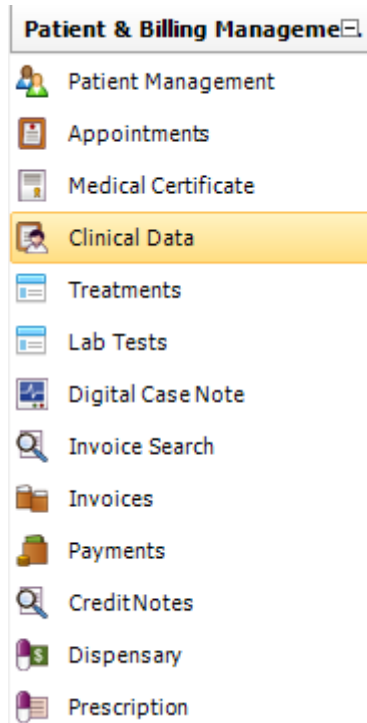
Case Card No.	<b>0000001</b>	Name	<b>SUPARTINAH SUHARDIMAN (T785788H)</b>
ID No.	<b>T785788H</b>	Age	<b>83 Year(s), 10 month(s), 19 day(s)</b>
Phone		Mobile	
Queue Date	5/15/2014 <input type="text"/>		
Consult Doctor	<input type="text"/>		
Visiting Purposes	<input checked="" type="checkbox"/> CONSULTATION <input type="checkbox"/> SURGERY <input type="checkbox"/> REPORT <input type="checkbox"/> MEDICATION		
Remarks	<input type="text"/>		

- **Patient Quick Picker** is a standard module across all versions for users to call upon previous registered patients
- Click **File** Menu >> **Show Patient Picker** or press **F10** to open up the Quick Picker window. Users can also click on the **Patient Search** shortcut located on the main window of Vanda Clinical Management System
- Select an option to search for patient (**by name, case card no.** or **Identification no.**) and input the necessary keywords into the field provided
- Select a doctor from the list. Usually, the doctor is based on the doctor in the clinic for that particular day or in some clinics, the specialist or GP who attends to the patient's issues
- Select visiting purpose and type in any remarks if necessary
- Click **Add to Queue** to add patient to the queue, **Details** to view patient's information, **Select** to add patient without adding to queue and **Cancel** to cancel

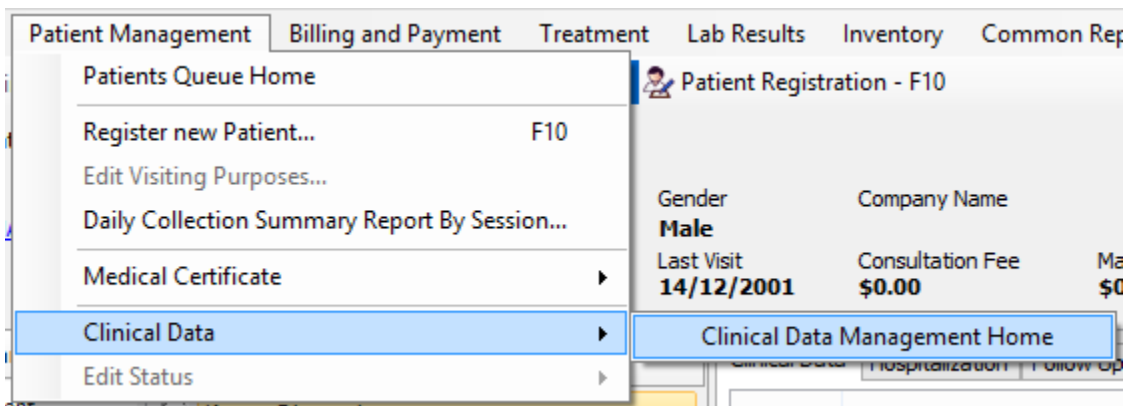
## How to add clinical notes?

To access Clinic Data, use the following methods:

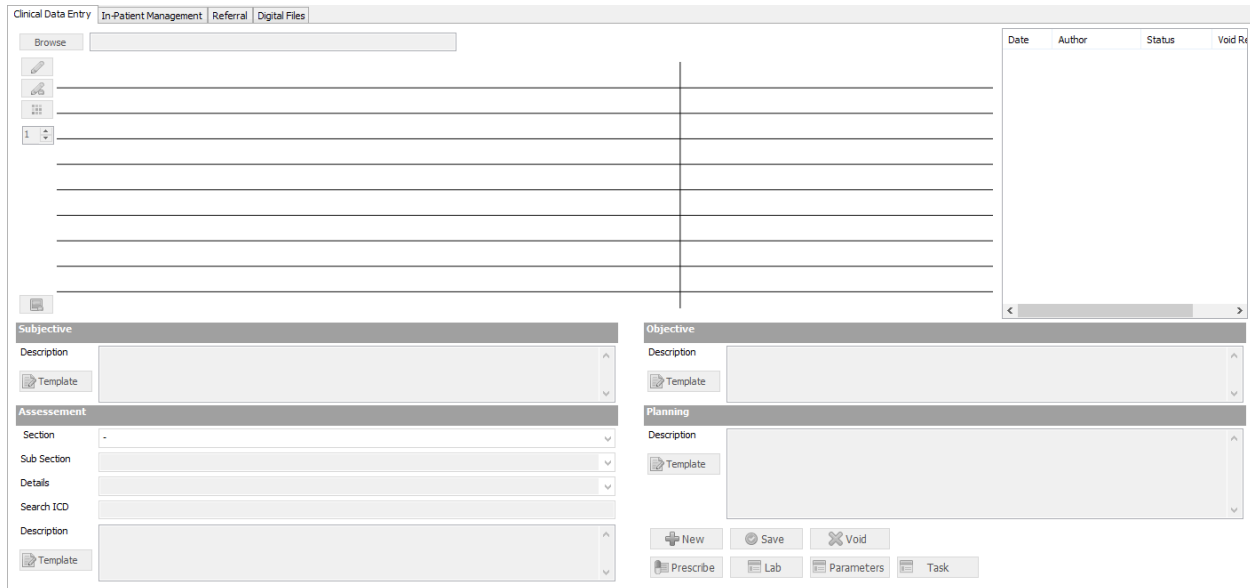
- Click Patient Task Panel. Click **Clinic Data** in Task Pane Command



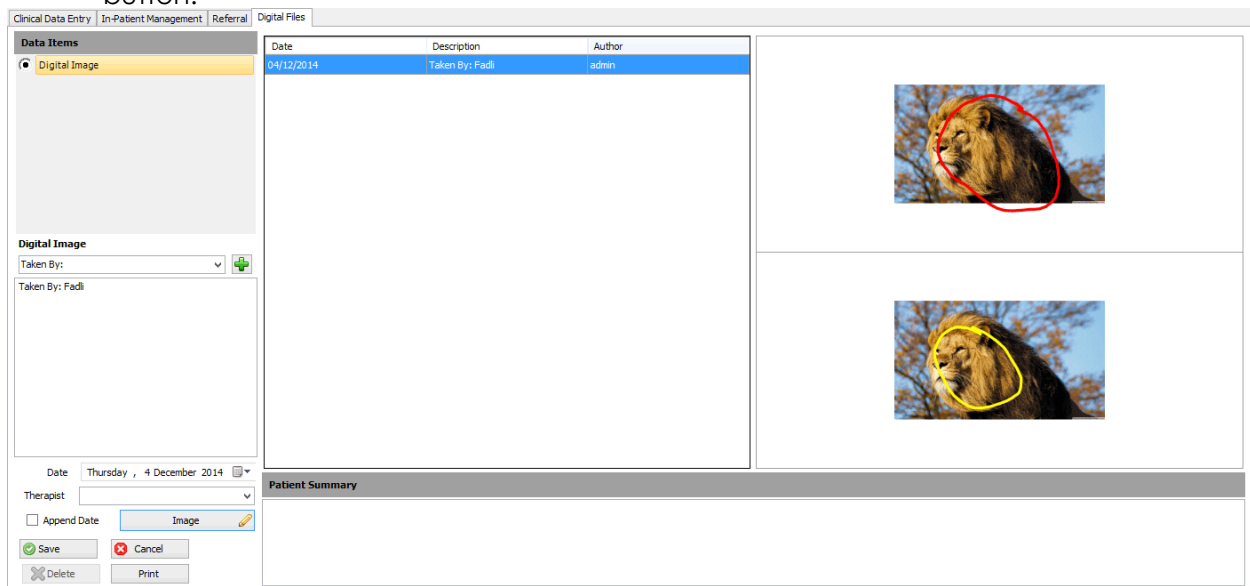
- Click **Patient Management** on Menu bar. Select **Clinical Data >> Clinical Data Management Home**



- Right-click patient queue editor, select **Clinical Data >> Clinic Data Management Home**



- **Clinical Data Entry** page is shown as default.
- The doctors are able to key in or write the clinical notes for the patient in this module. To add a new clinical data, click on the **New** button.
- Once done, click on **Save**. Authorized user can also delete clinical notes by clicking **Void** button.

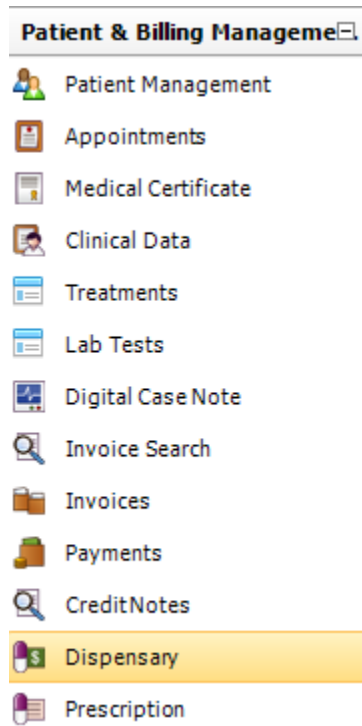


- The **Digital files** tab in Clinical Data allows users to add in before and after photos to do a comparison.

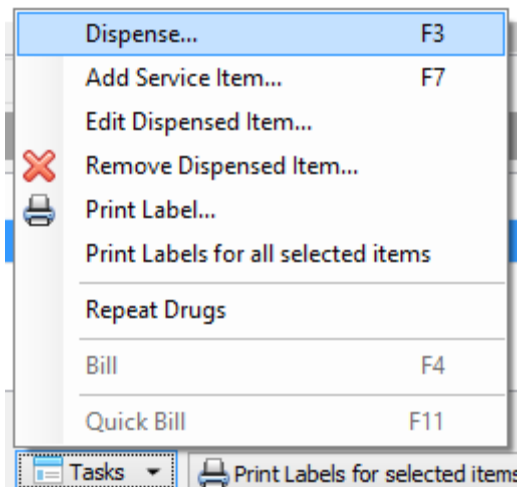
### How to dispense medication and services for a patient?

Once done with the clinical data, users are able to dispense the medication and services.

- To access Dispensary, do one of the following:
  - Select **Billing and Payment** Pane and click on **Dispensary**



- To start dispensing drugs,
  - **Right-click** Dispensary Editor and select Dispense Drug



- Click Task , Select **Dispense Drug** or
- Press hotkey **F3**
- Fill in the necessary information in **Drug Item Editor**. (**Drug Code, Drug Name, Precaution, Dosage, Frequency, Instruction, Indication, Quantity**, etc)
- Click **OK** to save the dispensing drug
- Or click **Cancel** button to exit drug item editor.
- The Drugs dispensed will be reflected under the **Unbilled Drugs Editor**
- **Vanda** will automatically group the unbilled drugs **by Service Type** (if applicable). This is done under **Inventory Master Data**

- After which, user will have an option, **Completed**, to indicate to the nurse on duty that he/she is done with prescribing the drugs for the patient, and that the nurses can prepare the necessary drugs

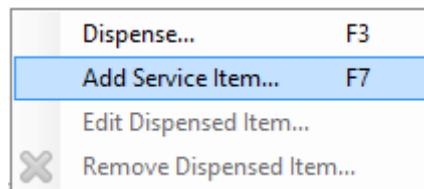
Unbilled Drugs		All Drugs										
No	Date	Drug Name	UM	Qty	No Of Supply	Total Qty	Unit Price	Amount	Label Qty	Type	Expired Date	
1	17/04/2012	JAPANESE ENCEPHALITIS...	INJ	1.00	1	1.00	\$150.00	\$150.00	1	INJ	17/04/2012	<input checked="" type="checkbox"/>
2	17/04/2012	VITAMIN D3	TAB	2.00	1	2.00	\$5.00	\$10.00	1	MED	17/04/2012	<input checked="" type="checkbox"/>

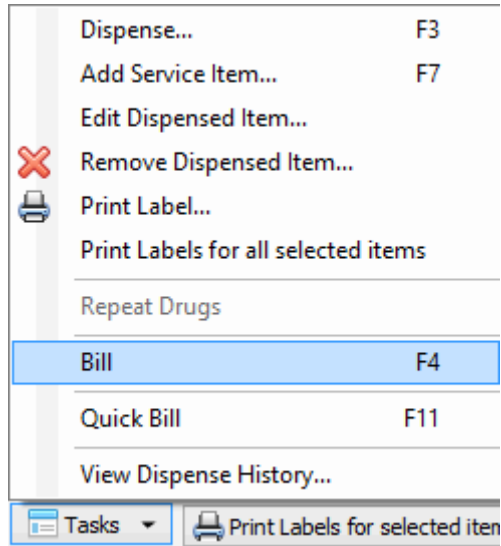
Current Dispensing Summary				
No	Type	Service Type	Service Date	Amount
1	MED	MEDICATION	17/04/2012	\$10.00

<F3> - Add Dispensing Item | <F4> - Bill

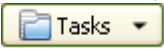
- To dispense Service item, **Right-click** Dispensary Editor and select **Add Service Item**

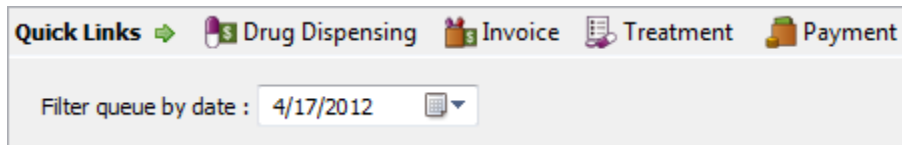


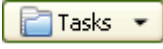
- Click Task , Select **Add Service Item** or
- Press hotkey **F7**
- Add in the Service Item
- Click on OK to commit changes
- Once confirmed, go to **Task** and click on **Bill** or **F4** to do Billing

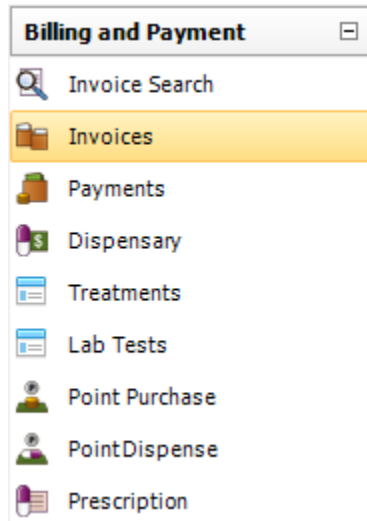


## How to do Billing?

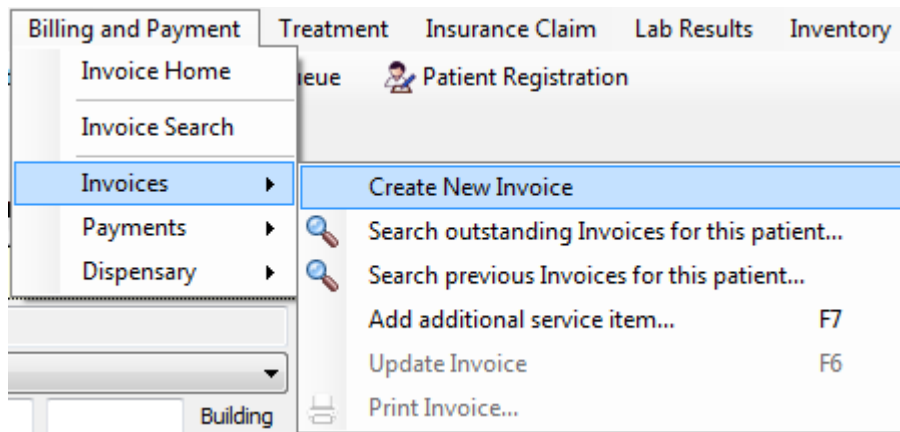
- To access Invoice, do one of the following:
  - On the **Patient Queue**, click **Invoice**
  - Click Task , Select **Create New Invoice**
  - Right-click **Invoice Editor** and click on **Create New Invoice**

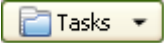


- Select **Billing and Payment** Pane and click on **Invoice**
- Click Task , Select **Create New Invoice**
- Right-click **Invoice Editor** and click on **Create New Invoice**

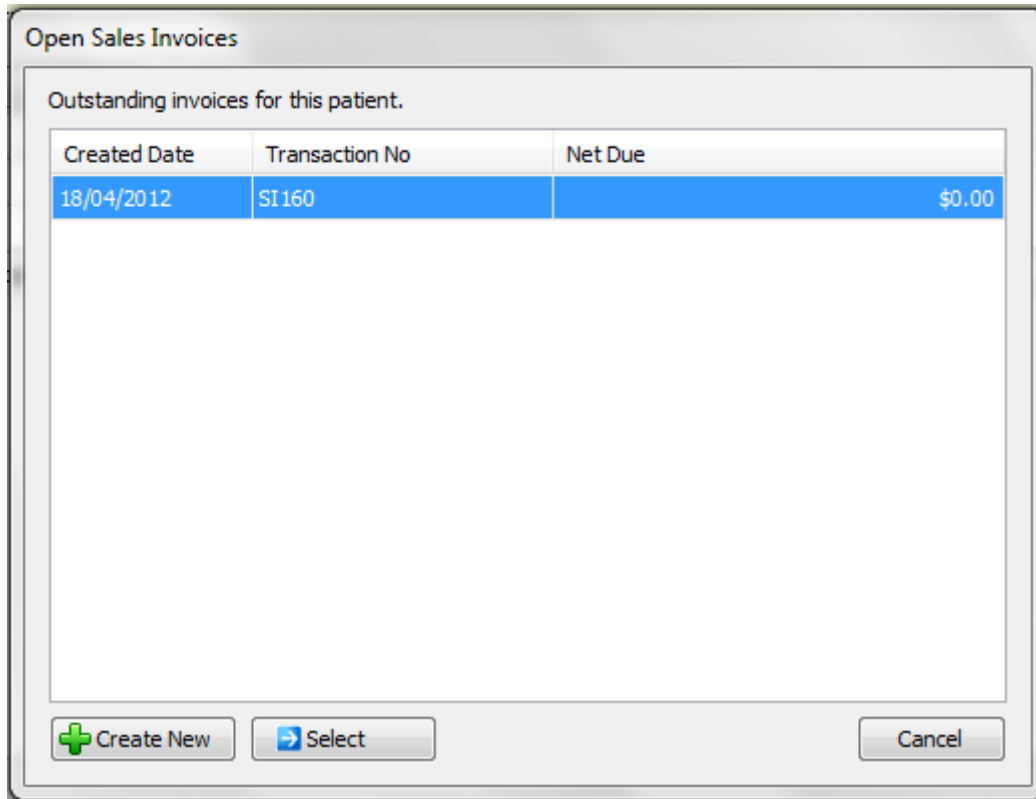


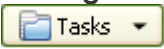
- On the **menu bar**, click **Billing and Payment >> Invoices >> Create New Invoice**

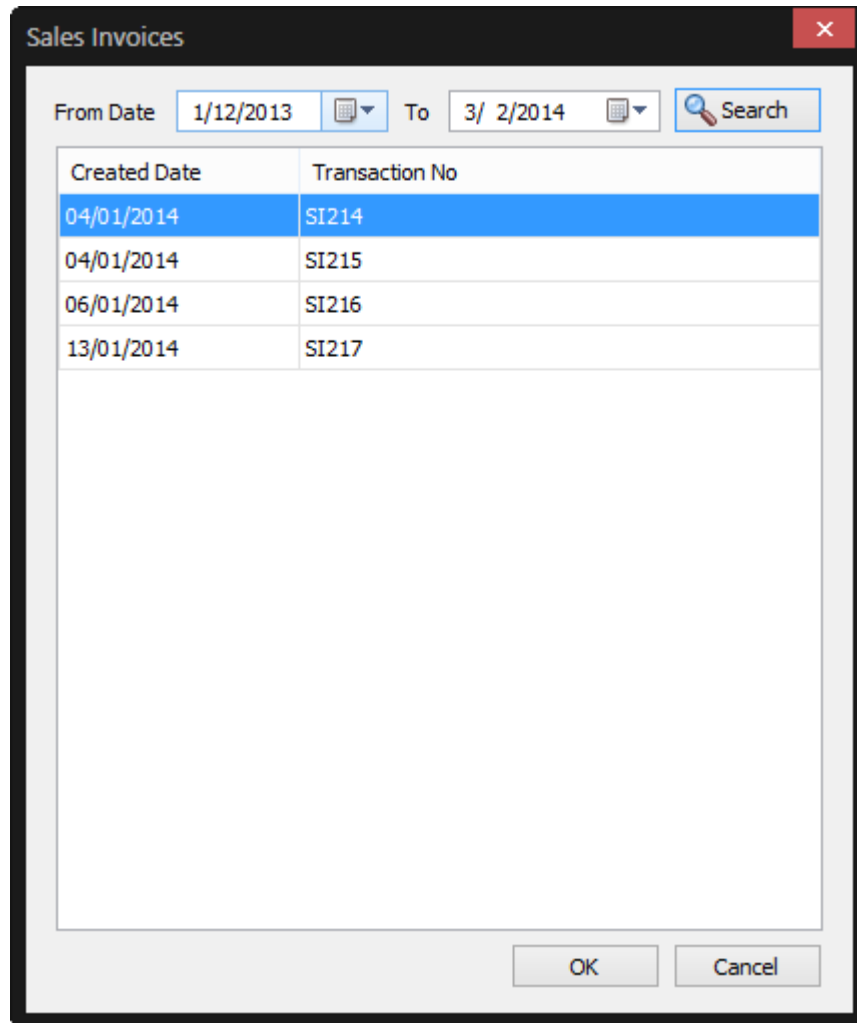


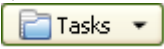
- To search for outstanding invoices, do one of the following:
  - Select **Patient** from queue
  - Proceed to **Billing and Payments >> Invoice**
  - Click Task  and select **Search Outstanding Invoices for this Patient**
  - Right-click on the Invoice editor and select **Search Outstanding Invoices for this patient**
  - On the menu bar, click **Billing and Payment >> Invoices >> Search Outstanding Invoices for this Patient**
- To Bill using the outstanding invoice, simply
  - Select outstanding invoice
  - Click Select
  - else, click on Create New to create new invoice

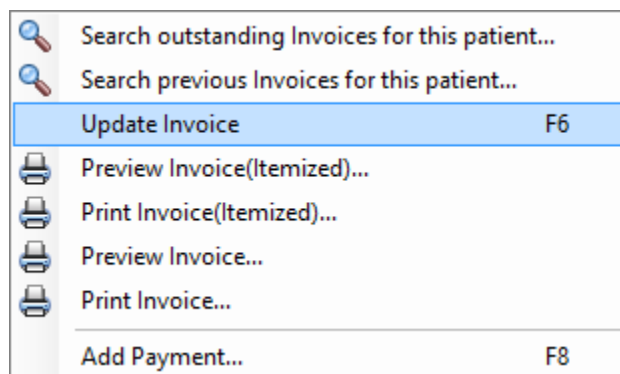


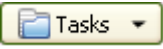



- To search for outstanding invoices, do one of the following:
  - Select **Patient** from queue
  - Proceed to **Billing and Payments >> Invoice**
  - Click Task  and select **Search Previous Invoices for this Patient**
  - Right-click on the Invoice editor and select **Search Previous Invoices for this patient**
  - On the **menu bar**, click **Billing and Payment >> Invoices >> Search Previous Invoices for this Patient**
  - Select **Date Range** and click on **Search** Button
  - To open a previous invoice, select the invoice and hit **OK**
  - Click **Cancel** to exit from the editor



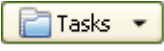
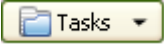
- To update invoice, do one of the following:
  - Click Task  and select **Update Invoice**
  - Right-click on the **Invoice editor** and select **Update Invoice**
  - On the **menu bar**, click **Billing and Payment >> Invoices >> Update Invoice**
  - Press **Hotkey F6**

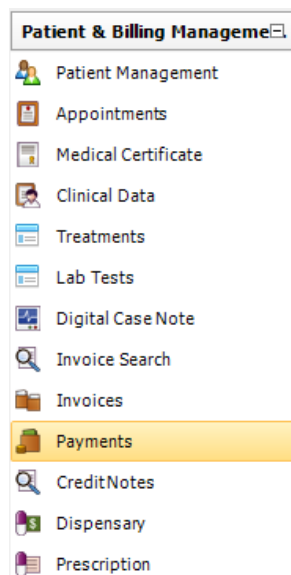


- To proceed to payment, do the following:
  - Click on **Close Invoice** if there's no payment needed from patient
  - Else, fill in the **Discount Price** (if any)
  - Tax is predefined in **Master Data**
  - Input any remarks (if any) under **Memo/Remarks**
  - Next, click Task  and select **Add Payment**
  - or right-click on the **Invoice editor** and select **Add Payment**
  - or Press **Hotkey F8**

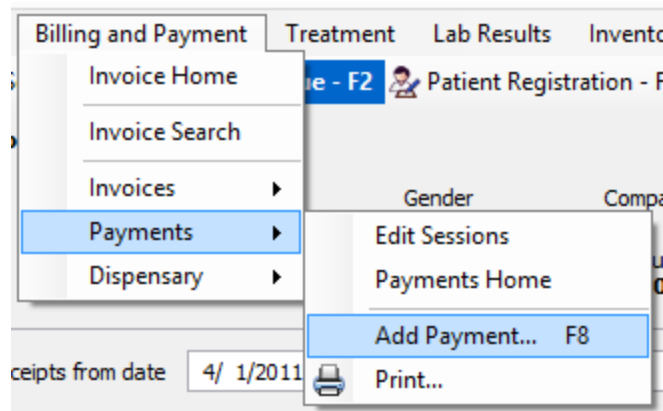
Memo/Remark: <input type="text"/>	<input type="checkbox"/> <b>Close Invoice (Internet Payment/Other \$0 payment)</b>	<b>Sub Total</b>	<b>\$241.70</b>
		Discount	0.00 % \$0.00
		Tax	7 \$16.92
		Invoice Total	<b>\$258.62</b>
		Other Applied Credits	<b>\$0.00</b>
		<b>Net Due</b>	<b>\$258.62</b>

### How to add payment?

- To access Payment, do one of the following:
  - On the **Patient Queue**, click **Payment**
  - Click Task , Select **Add Payment**
  - Right-click **Invoice Editor** and click on **Add Payment**
  - Select **Billing and Payment** Pane and click on **Payments**
  - Click Task , Select **Add Payment**
  - Right-click **Invoice Editor** and click on **Add Payment**



- On the **menu bar**, click **Billing and Payment >> Payments >> Add Payment**



- Press **Hotkey F8**

Payment - New ✕

Paid by Company  Transaction Number **Automatic**

Include invoices for the selected company Receipt Amount \$495.41

Memo  GST Amount \$0.00

Prepayment Payment Method

Payment Date Thursday, May 15, 2011

Apply To Invoices  Apply to Revenues

Bill No	Due Amount	Amount Paid	AmountPaid (%)	Credit Amount	Remark	Full <input type="checkbox"/>
INV1	\$495.41	\$495.41	100	\$0.00		<input checked="" type="checkbox"/>

**All Payment Related Invoices**

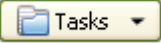
Bill No	Grand Total	Amount Paid	Credit Amount	Pay Mode	Receipt No	Remark

▾

- Once the **Payment Editor** has appeared, fill in the necessary details
- Select **Payment Method**. This can be added via **Master Data**

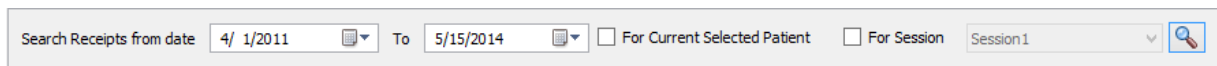
- Tick on the checkbox under **Full** if a full payment is done, else type in the amount under **Amount Paid** if it's partial payment
- Type in **Memo** (if any) and Click **OK** to proceed, **Cancel** to cancel


### How to print receipt?

- To print receipt, do one of the following:
  - While in the **Payment Editor**, Click on **More >> Print Receipt** or **More >> Print Receipt and Invoice**
  - Also, when clicked **OK** while in **Payment Editor**, **Vanda** will prompt user if printing of Receipt and Invoice is needed
  - Else, to access **Receipt Document Editor**, select **Billing and Payment** from the Menu Bar >> **Payments >> Payments Home**. Select the intended transaction and do the following:
    - Click Task  , Select **Print**
    - Right-click **Receipt Document Editor** and click on **Print**
    - On the **menu bar**, select **Billing and Payment >> Payments >> Print**

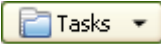
### How to search previous transactions?

- To begin search, proceed to **Payments Home** to access **Receipt Document Editor** and do the following
- Input the **date range** and click on **Search** to begin search
- Else, click on **For Current Selected Patient** (patient must be in selected beforehand) and click search to narrow the search to a particular person



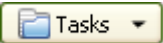
Search Receipts from date 4/ 1/2011 To 5/15/2014  For Current Selected Patient  For Session Session1 

### How to view Payment details?

- To view Payment details, do one of the following:
  - Click Task  , Select **View Payment Details**
  - Right-click **Receipt Document Editor** and click on **View Payment Details**
  - Click on **Details** from the list of receipts listed under **Receipt Document Editor**

No.	Transaction No	Date	Patient Name	Receipt Amount	Descriptio	Prepayment	Deposit Balance	Payment Method	Company Name	Session	
1	G/RC10001	02/01/2014	ONG HUAT YEW PETER	\$17.10		<input checked="" type="checkbox"/>	\$0.00	CASH			<a href="#">Details</a>
2	G/RC10002	02/01/2014	RALHAN JAYASHREE	\$32.10		<input type="checkbox"/>	\$0.00	VISA			<a href="#">Details</a>
3	G/RC10003	02/01/2014	TAN LILY	\$759.70		<input type="checkbox"/>	\$0.00	VISA			<a href="#">Details</a>
4	G/RC10004	02/01/2014	TAN BOON HAK	\$97.37		<input type="checkbox"/>	\$0.00	NETS			<a href="#">Details</a>
5	G/RC10005	02/01/2014	SARI ALVINA TANJUNG	\$3,504.25		<input type="checkbox"/>	\$0.00	VISA			<a href="#">Details</a>
6	G/RC10006	02/01/2014	KOH TIAM TENG FRANCIS	\$1,587.88		<input type="checkbox"/>	\$0.00	VISA			<a href="#">Details</a>
7	G/RC10007	02/01/2014	CHUA SIEW TIAN	\$32.10		<input type="checkbox"/>	\$0.00	VISA			<a href="#">Details</a>
8	G/RC10008	02/01/2014	MAK SOON YONG ANNIE (MRS TOYFER)	\$5,684.91		<input type="checkbox"/>	\$0.00	VISA			<a href="#">Details</a>

## How to delete transactions?

- To delete transactions, do one of the following after selecting the intended transaction:
  - Click Task  , Select **Delete**
  - Right-click **Receipt Document Editor** and click on **Delete**

## How to create prepayments?

- To create prepayments, firstly, add a payment. Check the **Prepayment** box to gain access to **Apply to Revenues** tab and do the following :
  - Fill in the amount for deposit, select payment method and input memo (if any)
  - Click **OK** to proceed or **Cancel** to Cancel

## How to use Prepayment for payment?

- Issue payment as per normal and do the following:
  - Prepayments** will be reflected as a **negative figure**
  - When issuing a new payment, prepayment will be reflected
  - Base on the amount, input the amount into both (current payment and prepayment **Amount Column**)
  - Click **OK** to continue or **Cancel** to cancel

**Payment - New** ✕

Paid by Company:  Transaction Number: **Automatic**

Include invoices for the selected company Receipt Amount: \$495.41

Memo:  GST Amount: \$0.00

Prepayment Payment Method:

Payment Date: Thursday . May 15, 201-

Apply To Invoices  Apply to Revenues

Bill No	Due Amount	Amount Paid	AmountPaid (%)	Credit Amount	Remark	Full <input type="checkbox"/>
INV1	\$495.41	\$495.41	100	\$0.00		✓

**All Payment Related Invoices**

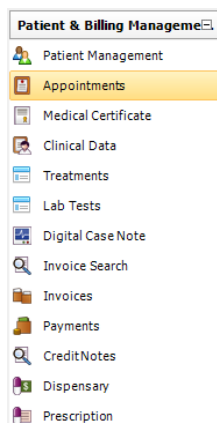
Bill No	Grand Total	Amount Paid	Credit Amount	Pay Mode	Receipt No	Remark

▾

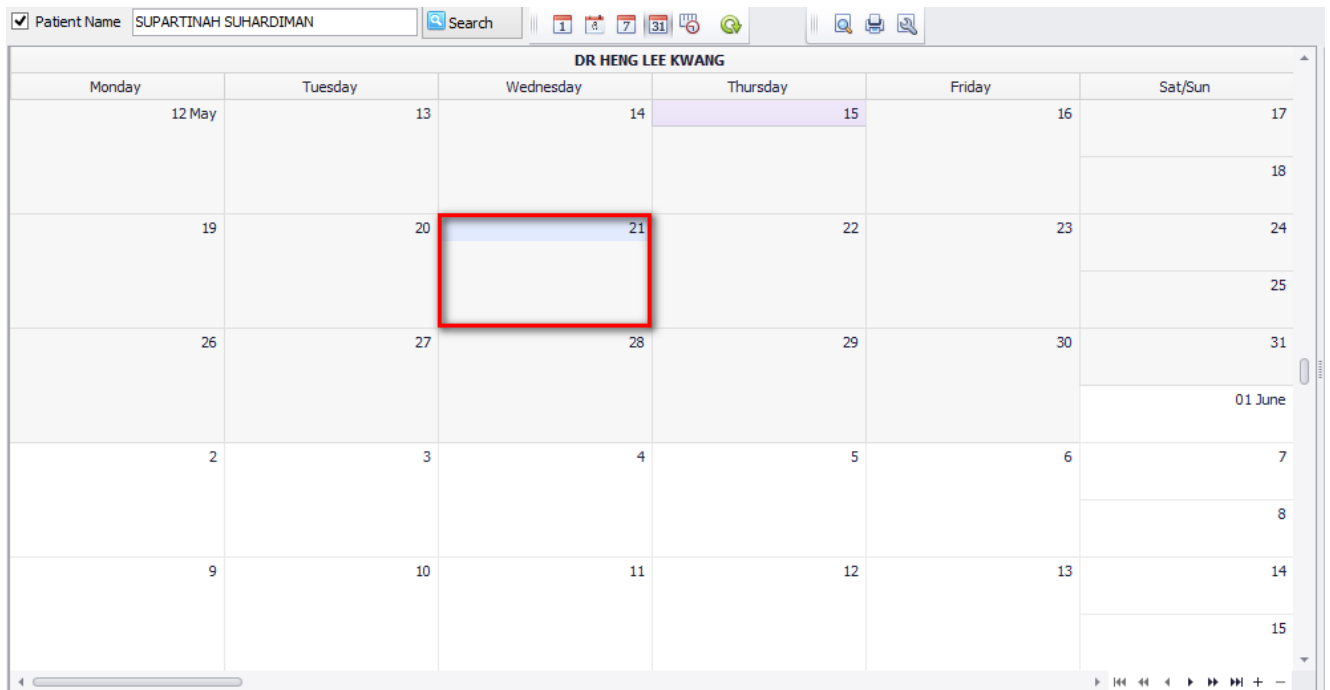
### How to add appointment?

To add a new Patient, use the following methods:

- Click Patient Task Panel. Click **Appointments** in Task Pane Command





- To **Add** Appointments, double click on the slot (day/hour, depending on view) and enter the remark



The screenshot shows a 'NoticeForm' dialog box. It has a title bar with a close button (X). The form contains three main sections:
 

- Appointment Date:** A dropdown menu showing '21/05/2014'.
- Doctor:** A dropdown menu showing 'DR HENG LEE KWANG'.
- Remark:** A large empty text area for entering notes.

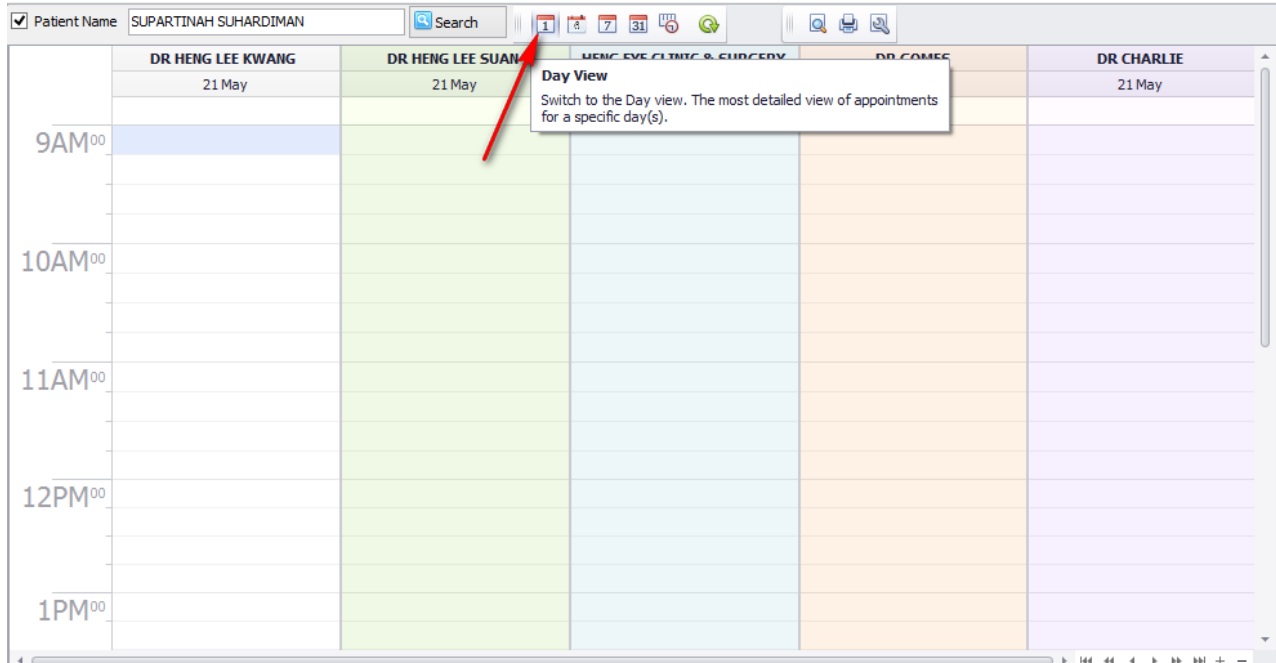
 At the bottom of the form are three buttons: a green 'Save' button with a checkmark icon, a grey 'Delete' button with an X icon, and a red 'Cancel' button with a red circle and slash icon.

- Insert **Patient Name**. This field is similar to **Patient Search** as it is able to search existing patient in the database by name
- Click **Save** Button  to save appointment or  
Click **Cancel** Button  to cancel appointment



## Day View

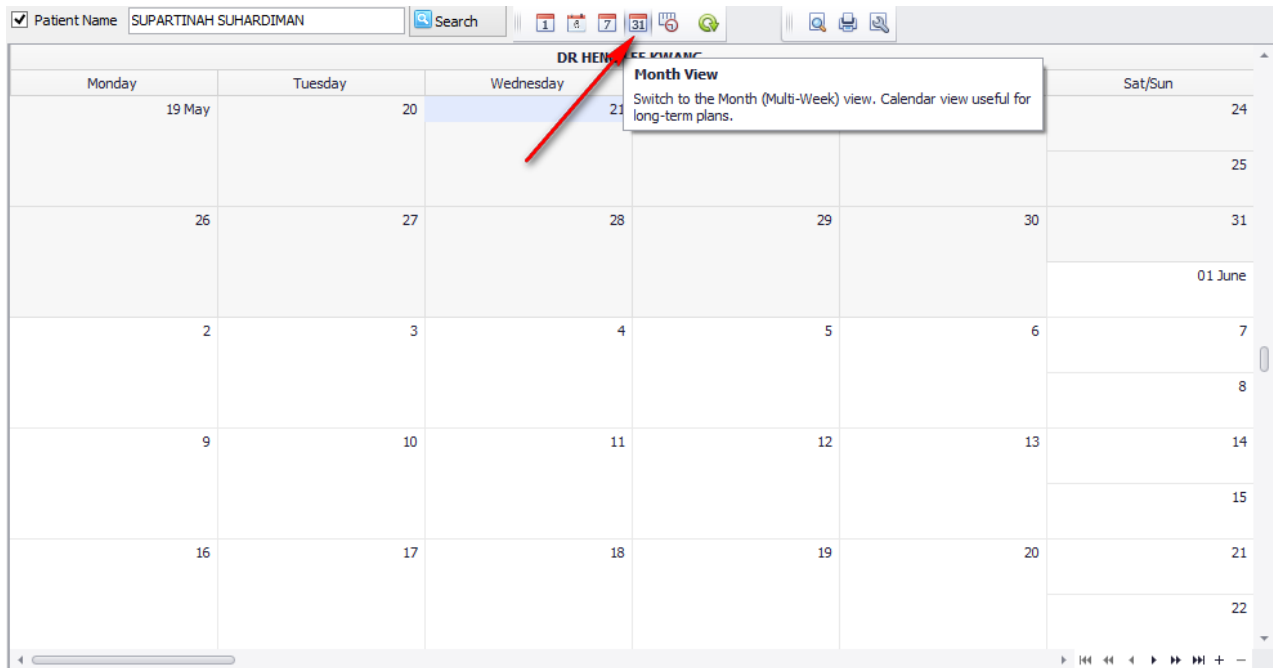
- Click **Day View** tab or double click the **appointment** that is featured on the **Future Appointments** listing
- **Day View** is presented in Table format where the **rows represent the time** (15 mins) and the **columns represent the doctors**. The content will be aligned accordingly based on the appointments recorded
- Double-click on the appointments to view records
- User can use the Block feature to block certain time slots or dates that they are not available
- It is also possible to add Notes to time slots as a reminder
- To add, right-click on the time slot or drag your mouse to the time slot, while holding on to the left click, drag the cursor till the end of the designated time slot and right-click
- Click on **Add to Block List** or **Add Notice**
- Similarly, it applies to **Remove from Block List** and **Remove Notice**
- **Vanda** will prompt that the **user is not available** for the particular time slots blocked



## Month View

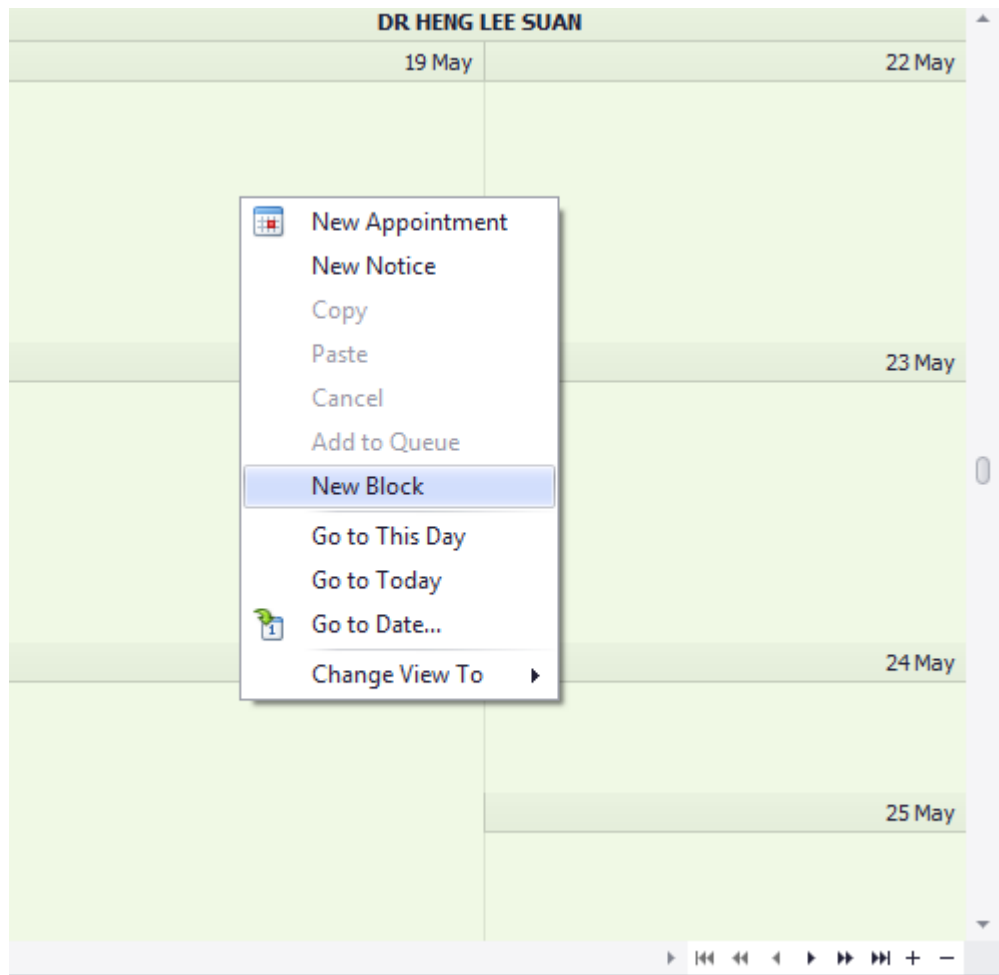
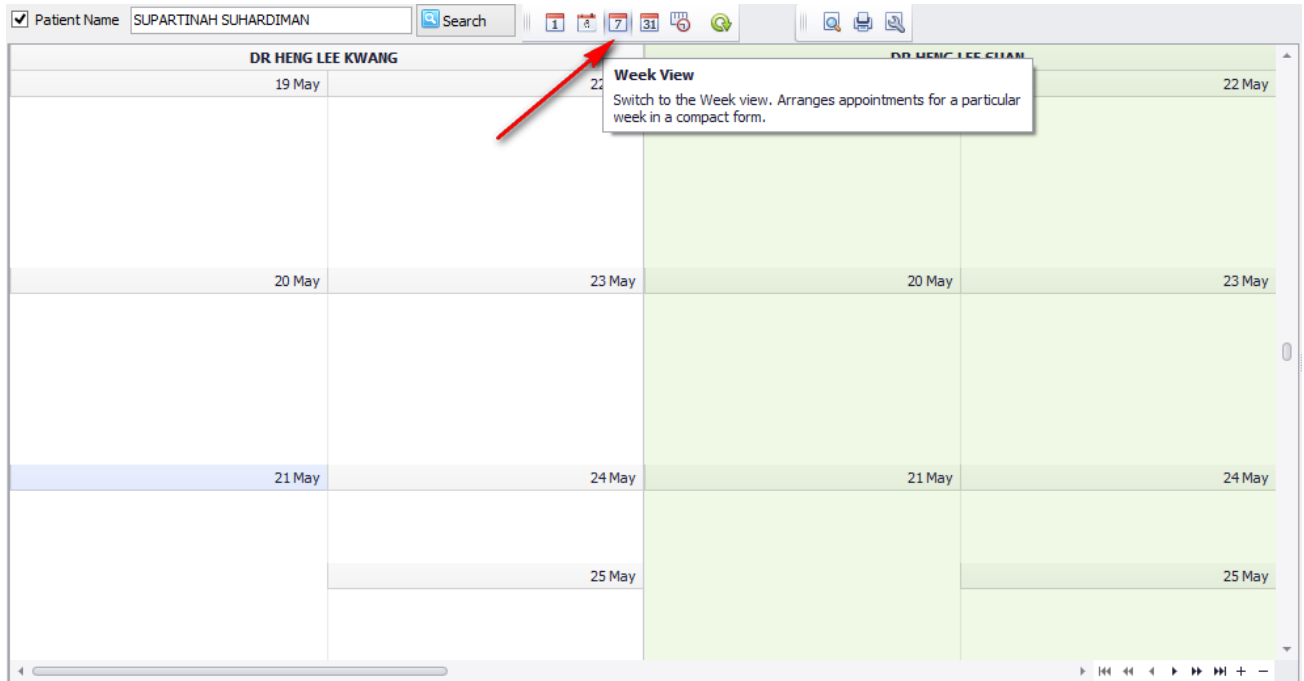
- Click **Month View** tab to view past or future appointments by month

- To Block date(s), right-click on the date(s) and Click on **Add to Block List**
- Appointment booking will not be successful if user have set the particular date(s) under Block List
- User can also add notes for a particular date for reminder purposes
- Similarly, user can **Remove from Block List** and **Delete Notice** by right-clicking on the dates that have been set



## Week View

- Click **Week View** tab to view past or future appointments by month
- To Block date(s), right-click on the date(s) and Click on **Add to Block List**
- Appointment booking will not be successful if user have set the particular date(s) under Block List
- User can also add notes for a particular date for reminder purposes
- Similarly, user can **Remove from Block List** and **Delete Notice** by right-clicking on the dates that have been set



**Block** ✕

Appointment Date: 21/05/2014

Start Time: 12:00 AM  Min  IsWholeDay

End Time: 12:00 AM

Doctor: DR HENG LEE KWANG

Remark:

### Search

- Click **Search** tab to search through Appointments Database
- Input **Patient's Name** and click **Search** button

Patient Name: TANG SHENG WEN SHANNON

DR HENG LEE KWANG		DR HENG LEE SUAN	
19 May	22 May	19 May	22 May
20 May	23 May	20 May	23 May
21 May	24 May	21 May	24 May
	25 May		25 May

May 2014

M	T	W	T	F	S	S
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

**Appointments List**