



# OPD RECEPTION

USER MANUAL FOR OPD  
RECEPTION

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## INTRODUCTION

This manual provides detailed information on the services and procedures available at the hospital reception. All staff members need to familiarize themselves with the content of this manual to ensure efficient and effective operations. Tibb Information Technology (TibbIT) is an application software to access the Hospital Management Information System for the targeted hospital.

## SYSTEM OVERVIEW

The software is designed with a user-friendly interface, making it easy for hospital staff to navigate and utilize its features. TibbIT is compatible with various devices, including desktops, laptops, and tablets, ensuring flexibility and convenience in accessing the system.

TibbIT is designed to streamline administrative tasks, enhance patient care, and improve overall efficiency within the hospital, by integrating various modules such as patient management, appointment scheduling, and reporting, TibbIT aims to simplify the day-to-day operations of the hospital reception.

## GETTING STARTED WITH OPD RECEPTION MODULE

**TibbIT** provides a range of services for the patient through the assistance of the receptionist, including:

1. Appointment booking.
2. Patient check-in and check-out.
3. Assisting patients and visitors with inquiries.
4. Directing patients and visitors to the appropriate departments.
5. Categories patient's appointment with a routine checkup, follow-up visit, or an emergency case.

To start with the **TibbIT Software**, the following steps lead towards the **RECEPTION** Module:

1. Connect to the Network.
2. Open any of your Web Browser.
3. Write the IP or Link Address in the URL\_bar i.e. [tibbit.garajcloud.com/login](http://tibbit.garajcloud.com/login)
4. Click **ENTER** to proceed with the URL.

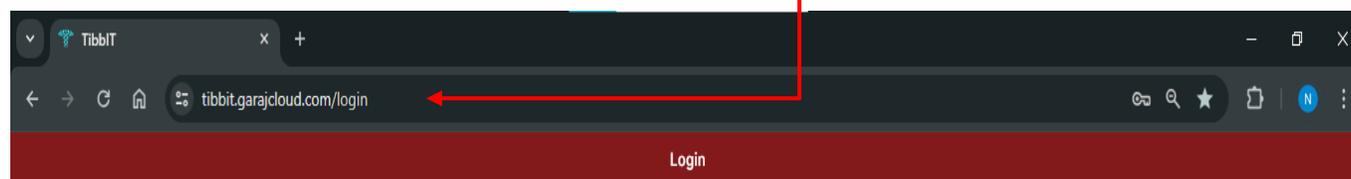
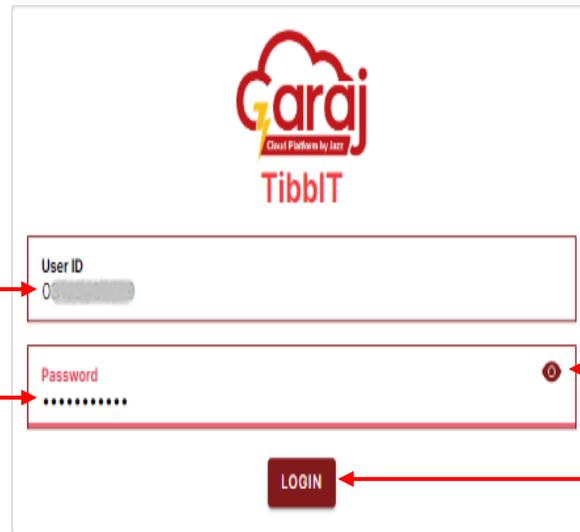


Fig. 1: IP Address

Insert **User ID** (an entity used to identify the user like a name or phone number).

Insert **Password** as \*\*\*\*\* to log into the Account.



5. Login with your credentials provided by the hospital administrator.

To see the **password**, press the eye icon.

6. Press the **LOGIN** Button to Log into the Dashboard.

**Note:** Password must be Uppercase, Lowercase, Special Characters, and Numbers.

Fig. 2: TibbIT Login

## HOME SCREEN PAGE

Upon login, page will be directed to the Home Screen which refers to the successful login; else proper **credentials** are required to log in.

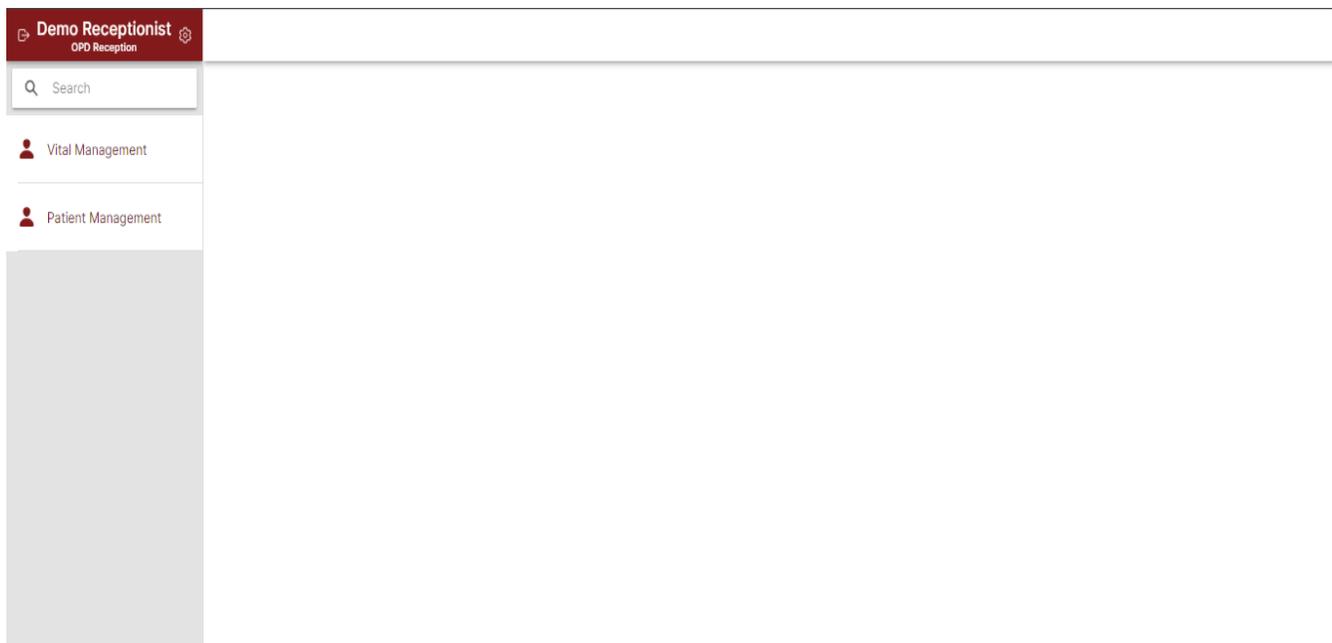


Fig. 3: TibbIT Homepage

## PATIENT MANAGEMENT MODULE

The **Patient Management** module allows users to create and maintain patient records efficiently. User can add new patients, update existing information, and view patient history seamlessly. Additionally, users can assign unique identifiers like **MRN Number** or **VISIT ID** to patients for easy identification and tracking.



Fig. 4: Patient Management Module

### 1. REGISTER A PATIENT

**Patient Management** Module allows the user to register new patients to manage patient appointments effortlessly, schedule new appointments, reschedule existing ones, and view the availability of doctors and facilities in real time.

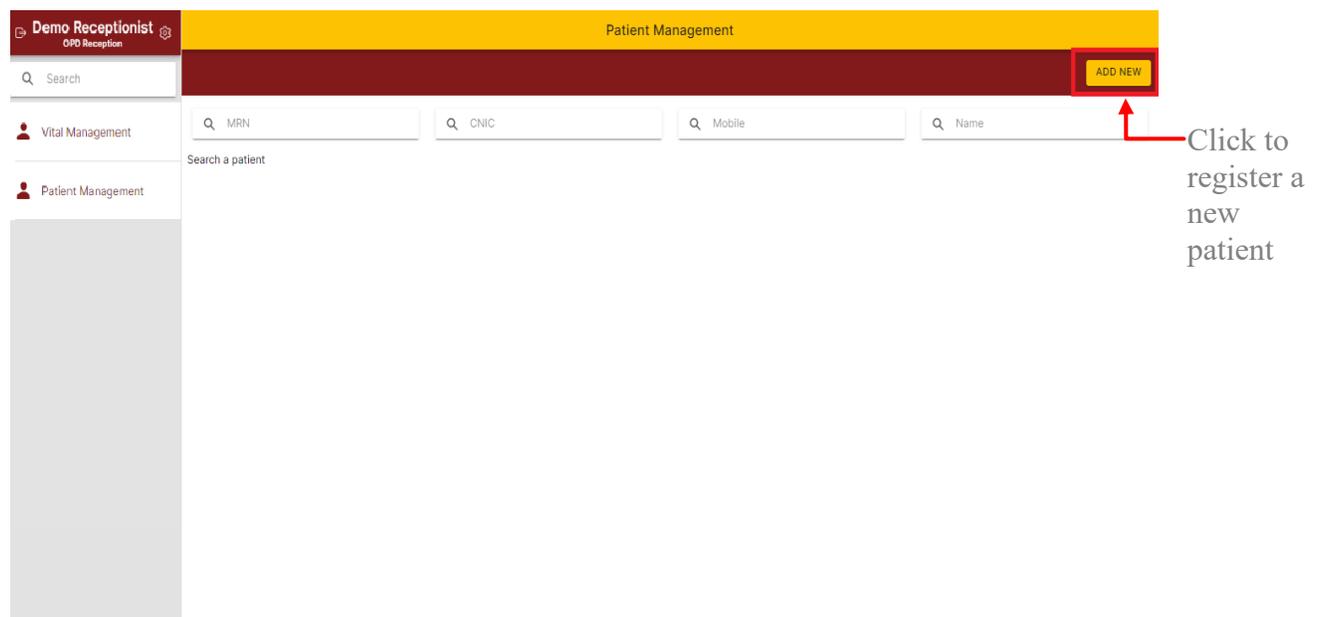


Fig. 5: Register New Patient

## 2. ADD PATIENT DETAILS

On clicking the **ADD NEW** button, the module will redirect to the new page to write or insert the patient's **CNIC, First Name, Last Name, Father's Name, Mobile Number, Gender, Date of Birth, Marital Status, Blood Group, Entitled** in a specific department (gazetted patients have class 1 label), **City, and Address**.

Click to go **BACK** to the previous page

Click to create a **profile** and book an Appointment

Demo Receptionist  
OPD Reception
Patient Registration
CANCEL CLEAR SAVE

CNIC 12345-6789097-6	Family Number 6789097	First Name DEMO	Last Name PATIENT
Father/Deceased Name DEMO FATHER	Mobile Number 0312-3456783	Gender Male	Date of Birth 04/29/1999
Age (Years) 25	Age (Months) 0	Age (Days) 0	Marital Status Single
Blood Group A+	<input checked="" type="checkbox"/> Is Class 1	<input checked="" type="checkbox"/> Entitled	Employee Number 1234
Entitled Organization Ministry Of Health			
Search city Islamabad, Islamabad Capital Territory, Pakistan		Address Line XYZ ROAD, NEAR ABC AREA	

SAVE AND CREATE VISIT

Form is in normal mode use the keyboard `control,s` to open search mode  
You can clear the form with `control,shift,c`

SEARCH RESULTS
FAMILY
VISITS

Your search results will appear here

Fig. 6: Register New Patient Details

## 3. BOOK APPOINTMENT

Once the user saves the patient's data, a pop-up for the selection of a specific department appears to select the designated **department, practitioner, appointment type, and priority**.

Click **SAVE** to book appointment

Patient Registration
CANCEL CLEAR SAVE

CNIC 12345-6897654-3	MIS No. 0-407556-01	Family Number 6897654	First Name TESTING
Last Name TEST			Gender Male
Date of Birth 01/01/1999			Age (Days) 25
Marital Status Single			<input checked="" type="checkbox"/> Entitled
Employee Number 012345			
Search city Islamabad, Islamabad Capital Territory, Pakistan			

CREATE VISIT

Form is in normal mode use the keyboard `control,s` to open search mode  
You can clear the form with `control,shift,c`

SEARCH RESULTS
FAMILY
VISITS

Your search results will appear here

Book Appointment

Department	Spine Surgery (R-173)(Tue,Thu)	x
Health Service	Spine Surgery (R-173)	x
Practitioner	Dr. Junaid Ismail	x
Appointment Type	Routine appointment	x
Priority	Normal	x

CANCEL
SAVE

Fig. 7: Book Appointment

## 4. APPOINTMENT PRINT PREVIEW

Once the appointment is saved in the particular department for the patient, a preview screen appears to print the page with three scannable codes or Unique Identifiers like MRN, QR Code, and VISIT ID respectively. Other than bar codes face sheet contains general information about the patient (*Personal Information like CNIC or Phone Number is invisible to ensure safety*), visits in the particular department, and the template or face sheet for the doctors to write patients' problems, diagnosis, and the prescribed medicine.

**Hospital's name** → Federal Government Polyclinic (PGMI) Islamabad  
Government of Pakistan

**QR CODE** needs to access the face-sheet or token through Tibbit Mobile Application

**Token number** with particular Department → Token # 107 (Spine Surgery (R-173)(Tue,Thu))

**MRN (NUMBER or BAR CODE)** necessary to have other department's token/appointment self-service counter → MRN: 0-124831-01

**VISIT ID (NUMBER or BAR CODE)** necessary for patient's lab tests/investigations → Visit ID: 718978

**Health Service**: Spine Surgery (R-173)

**Class 1**: Yes

**Patient Name**: Demo Test

**Father/Husband Name**: Father Name

**Birth Date**: 1984-07-01

**Age**: 39 years, 7 months, 25 days

**Gender**: Male

**Practitioner Name**: Dr. Junsaid Ismail

**Appointment Time**: 26-02-24 10:50 AM

**Registered By**: Noor Ul Ain

**Address**: Address, Islamabad, Pakistan

**Doctor's Section** →

**Provisional Diagnosis**

**Treatment**

**Visit History**

Date	Department
23-02-24 04:17 PM	Physiotherapy
19-02-24 09:04 AM (Mon,Thu)	Medical Unit-2 (R-150)
17-02-24 08:50 AM	General Surgery (R-170)

**Patient's General Information** →

**Patient's previous visits** →

**Basic Vitals Information**

**Vitals**

B.P: \_\_\_\_\_

Temp. \_\_\_\_\_

Diabetes. \_\_\_\_\_

**Presenting Complaints**

**Investigation Advised**

**Departmental Support**

Printed On: 26-Feb-2024 10:50 AM

Printed By: Noor Ul Ain - (NoorUAIan)

Fig. 8 (a): Appointment Print Preview

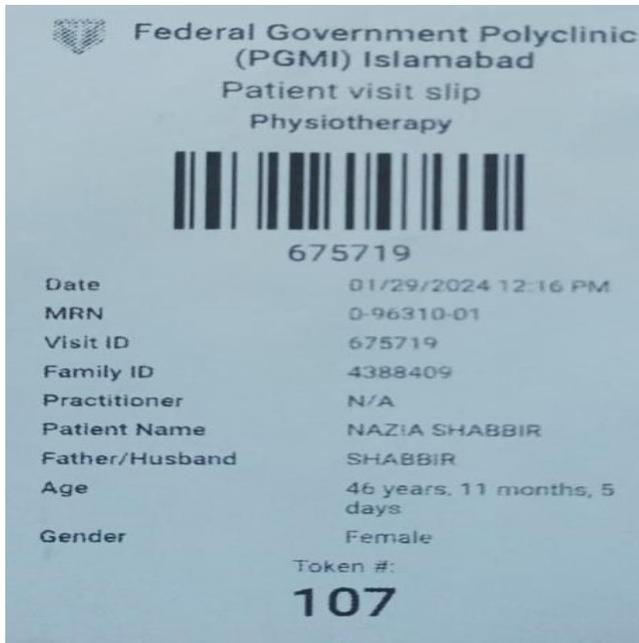


Fig. 8 (b): Small Token Print

## 5. ADD FAMILY

Only the close family of the entitled person will lie under the family of that person. It is mostly depending on the administrative law of the Hospital. A new form will appear by clicking the given buttons below in the figures for dependent members having fields of **Relation** with the patient, **CNIC, First Name, Last Name, Father Name, Mobile Number, Gender, Date of Birth, Marital Status, Entitlement** in particular Department, **City, and Address**. Follow steps 4, 5, and 6 to have a **printed token** of the Appointment.

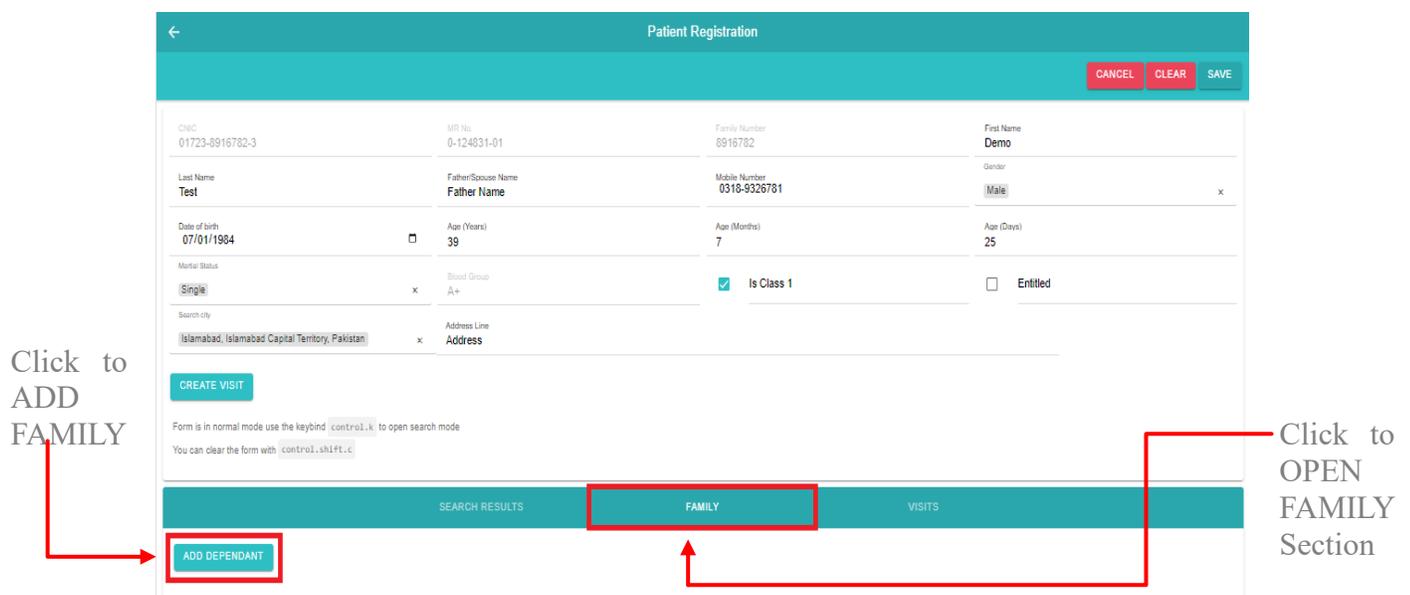


Fig. 9 (a): Family Section

**Patient Registration**

CANCEL CLEAR SAVE

Relation <b>Son</b> x	CNIC <b>01723-8916782-3</b>	Family Number <b>8916782</b>	First Name <b>TESTING</b>
Last Name <b>TEST</b>	Father/Spouse Name <b>DEMO TEST</b>	Mobile Number <b>0318-9326781</b>	Gender <b>Male</b> x
Date of birth <b>01/01/2005</b> □	Age (Years) <b>19</b>	Age (Months) <b>1</b>	Age (Days) <b>25</b>
Marital Status <b>Single</b> x	Blood Group	<input checked="" type="checkbox"/> <b>Is Class 1</b>	<input checked="" type="checkbox"/> <b>Entitled</b>
Employee Number <b>012345</b>	Entered Organization <b>Establishment Division</b> x		
Search city <b>Islamabad, Islamabad Capital Territory, Pakistan</b> x	Address Line <b>ABC ROAD</b>		

**SAVE AND CREATE VISIT**

Form is in normal mode use the keybind `control.k` to open search mode  
You can clear the form with `control.shift.c`

SEARCH RESULTS FAMILY VISITS

**CANCEL ADD DEPENDANT**

Fig. 9 (b): Add Family Dependent

**Patient Registration**

CANCEL CLEAR SAVE

CNIC <b>12345-6897654-3</b>	MR No. <b>0-407556-01</b>	Family Number <b>6897654</b>	First Name <b>TESTING</b>
Last Name <b>TEST</b>			Gender <b>Male</b> x
Date of birth <b>01/01/1999</b>			Age (Days) <b>25</b>
Marital Status <b>Single</b>			<input checked="" type="checkbox"/> <b>Entitled</b>
Employee Number <b>012345</b>			
Search city <b>Islamabad, Islamabad Capital Territory, Pakistan</b>			

**Book Appointment**

Department <b>Spine Surgery (R-173)(Tue,Thu)</b> x
Health Service <b>Spine Surgery (R-173)</b> x
Practitioner <b>Dr. Junaid Ismail</b> x
Appointment Type <b>Routine appointment</b> x
Priority <b>Normal</b> x

CANCEL **SAVE**

SEARCH RESULTS FAMILY VISITS

Your search results will appear here

Fig. 9 (c): (Step 4) Book Appointment

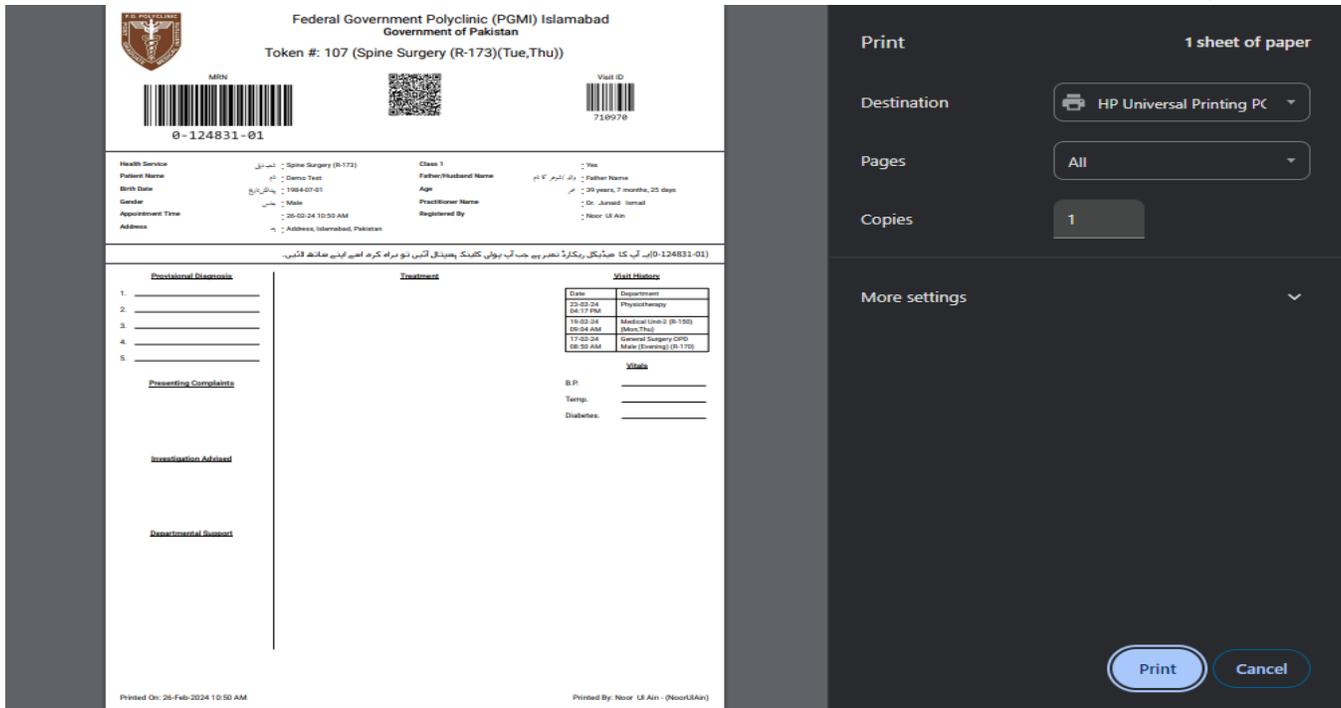


Fig. 9 (d): (Step 5) Appointment Print Preview

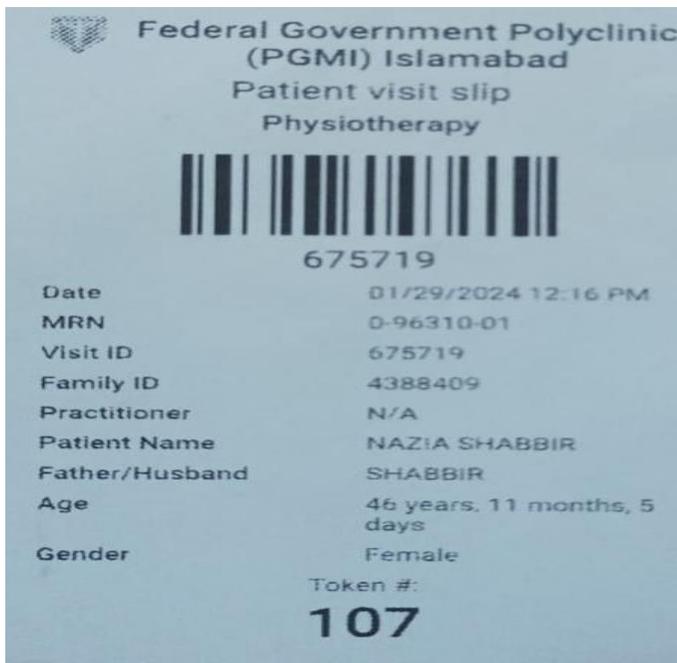


Fig. 9 (e): (fig. 8(b)) (small token) Other Department Token

## 6. PREVIOUS VISITS

In any case, if the patient wants to have his/her previous or duplicate slip, **VISITS** Section can provide this functionality to entertain the patient through this. Then any of the previous visits of the patient can be printed.

Click to view Previous Visits

Click to generate Duplicate Slip with DUPLICATE tag on it

Token Number	Patient	Check In	Department	Registered By	Priority	Actions
107	Demo Test	Feb 26, 2024	Spine Surgery (R-173)(Tue,Thu)	Noor Ul Ain	Normal	PRINT
103	Demo Test	Feb 23, 2024	Physiotherapy	Bilal Hanif	Normal	PRINT
103	Demo Test	Feb 19, 2024	Medical Unit-2 (R-150)(Mon,Thu)	Naveed Zafar	Normal	PRINT
101	Demo Test	Feb 17, 2024	General Surgery OPD Male (Evening) (R-170)	Self Service Counter	Normal	PRINT

Fig. 10 (a): Visits

Print 1 sheet of paper

Destination HP Universal Printing PC

Pages All

Copies 1

More settings

Print Cancel

**DUPLICATE**

Federal Government Polyclinic (PGMI) Islamabad  
Government of Pakistan  
Token #: 116 (Medical Unit-1(R-140)(Tue,Fri))

MRN: 0-124831-01 Visit ID: 697888

Health Service: Medical Unit-1 Class 1: Yes

Patient Name: Demo Test Father/Husband Name: Demo Test

Birth Date: 1994-07-01 Age: 29 years, 7 months, 23 days

Gender: Male Practitioner Name: Dr. Ripun Ahmad

Appointment Time: 16:00:24 11:53 AM Registered By: Noor Ul Ain

Address: Address, Islamabad, Pakistan

Printed On: 26-Feb-2024 1:27 PM Printed By: Noor Ul Ain (NoorUlAin)

Date	Department
16-02-24 11:53 AM	Medical Unit-2 (R-150) (Mon,Thu)
16-02-24	Spine Surgery (R-173) (Tue,Thu)
16-02-24	Physiotherapy
16-02-24	

Visit History

Vitals

B.P: \_\_\_\_\_

Temp: \_\_\_\_\_

Diabetes: \_\_\_\_\_

Fig. 10 (b): Duplicate Visit

## 7. SEARCH A PATIENT

In **PATIENT MANAGEMENT** Module, we can search an already registered patient in Tibbit software by their **MRN, CNIC, Phone Number, and Name** respectively as shown in the figure below:  
*Note: if the desired result can't be appeared by inserting the mentioned any of the entities, then click on (x) symbol to search through the other option.*

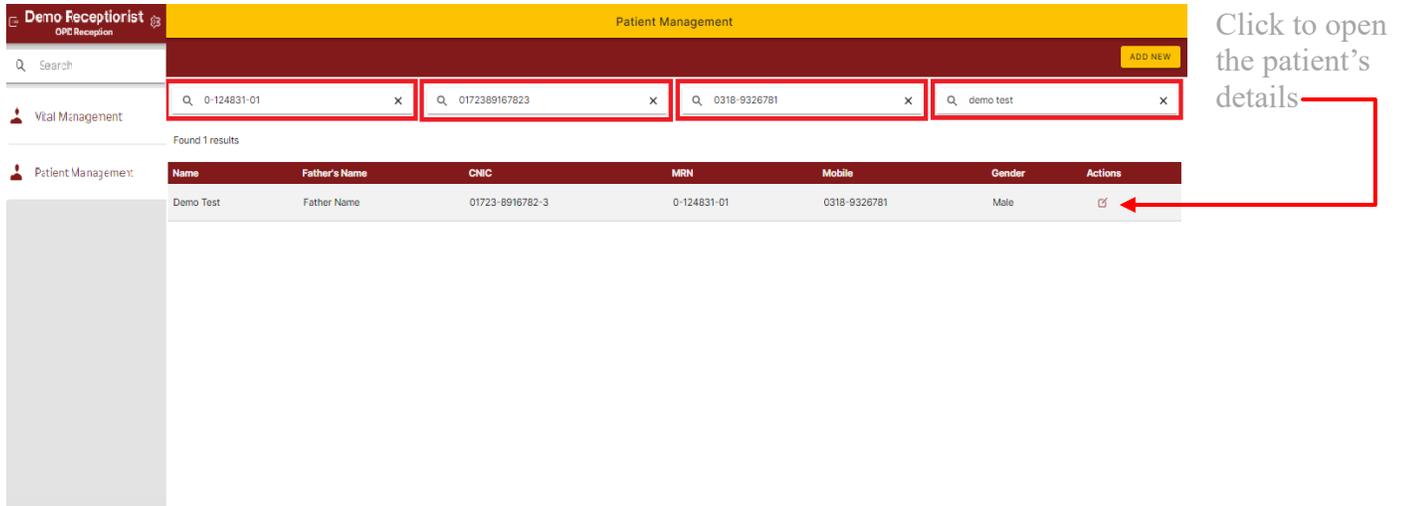


Fig. 11: Search a Patient

• **UPDATE EXISTING INFORMATION**

Once patient information is opened, the application provides the facility to overwrite or make addendums in the existing one. Users can edit the existing data of the patient by making changes in the patient's **CNIC, First Name, Last Name, Father's Name, Mobile Number, Gender, Date of Birth, Marital Status, Entitled** in specific departments (only gazetted patients have class 1 label), **City, and Address.**

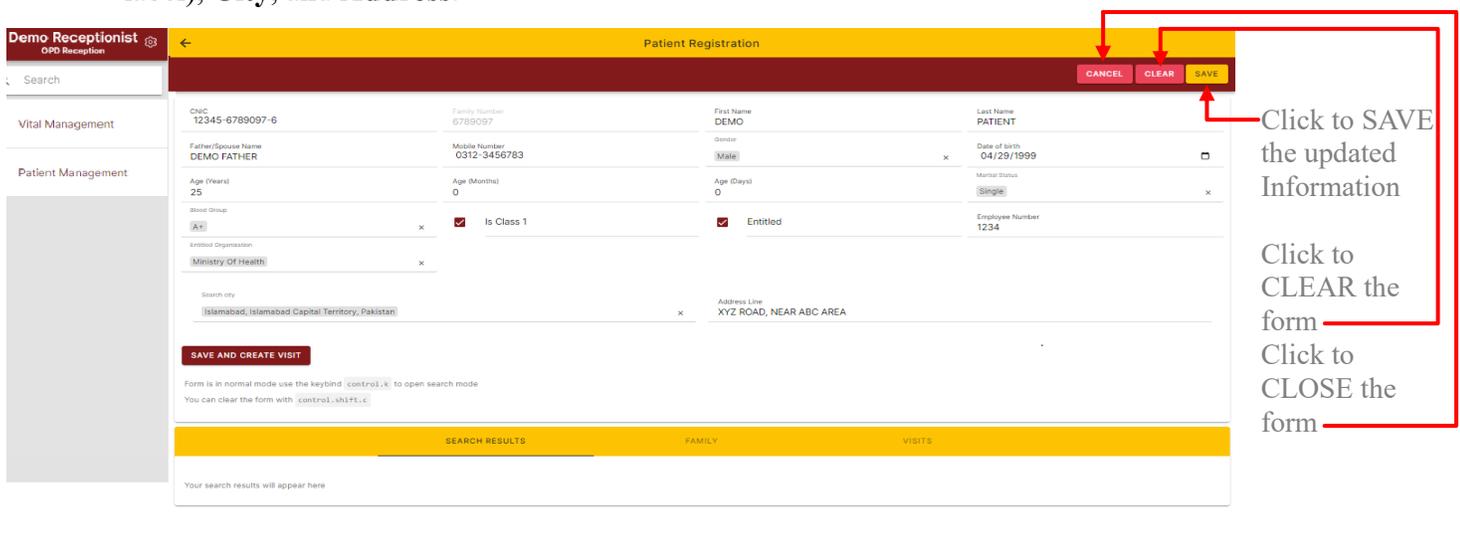


Fig. 12 (a): Update Patient's Data

After updating the existing information, follow steps 2 (figure 6), Step 3 (figure 7), and step 4 (Figures 8 and 9) to proceed with the visit booking for having the printable slip in the form of a Large Token and a Small Token. Mentioned steps and figures are also attached below:

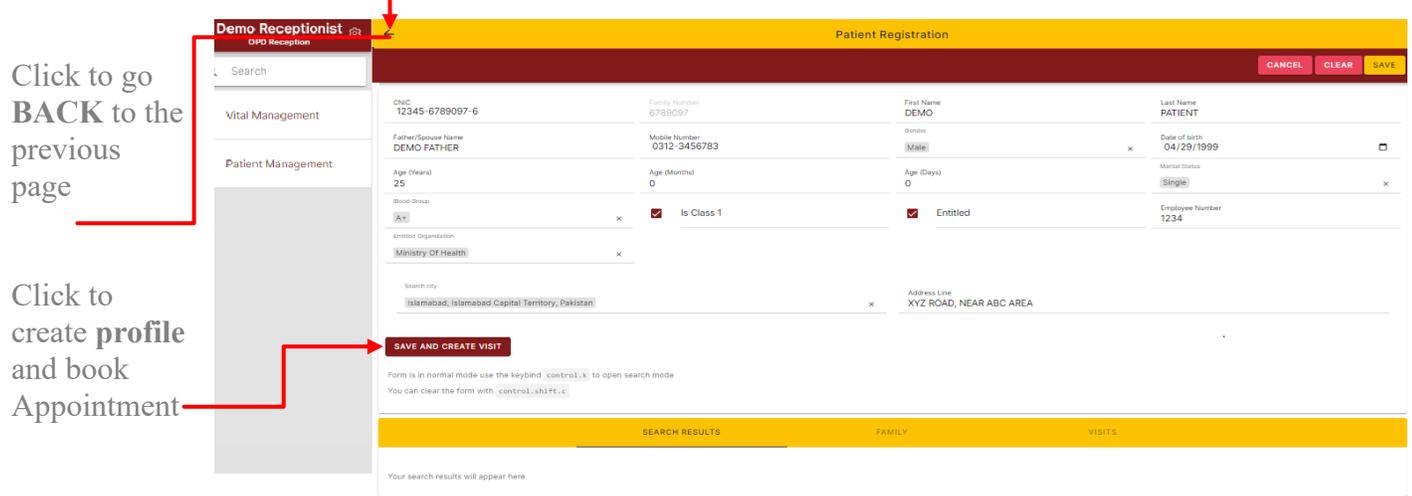


Fig. 12 (b): Save Updated Data

## 1. BOOK APPOINTMENT

Once user saves the patient's data, a pop-up for the selection of a specific department appears to select the designated **department, practitioner, appointment type, and priority**.

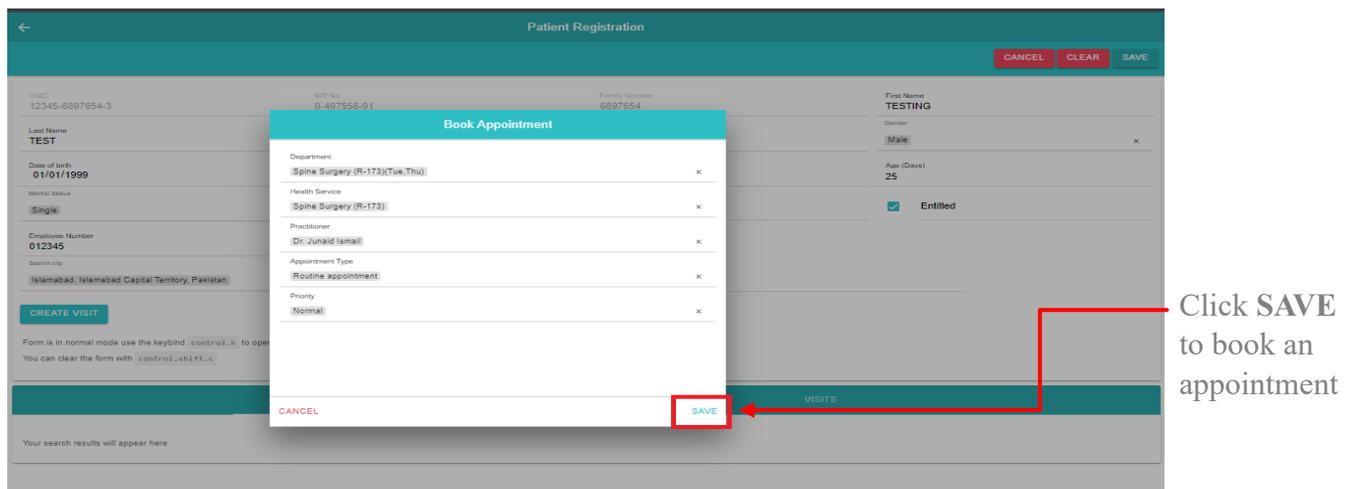


Fig. 12 (c): Book Appointment

## 2. APPOINTMENT PRINT PREVIEW

Once appointment is saved in the particular department, preview screen appears.

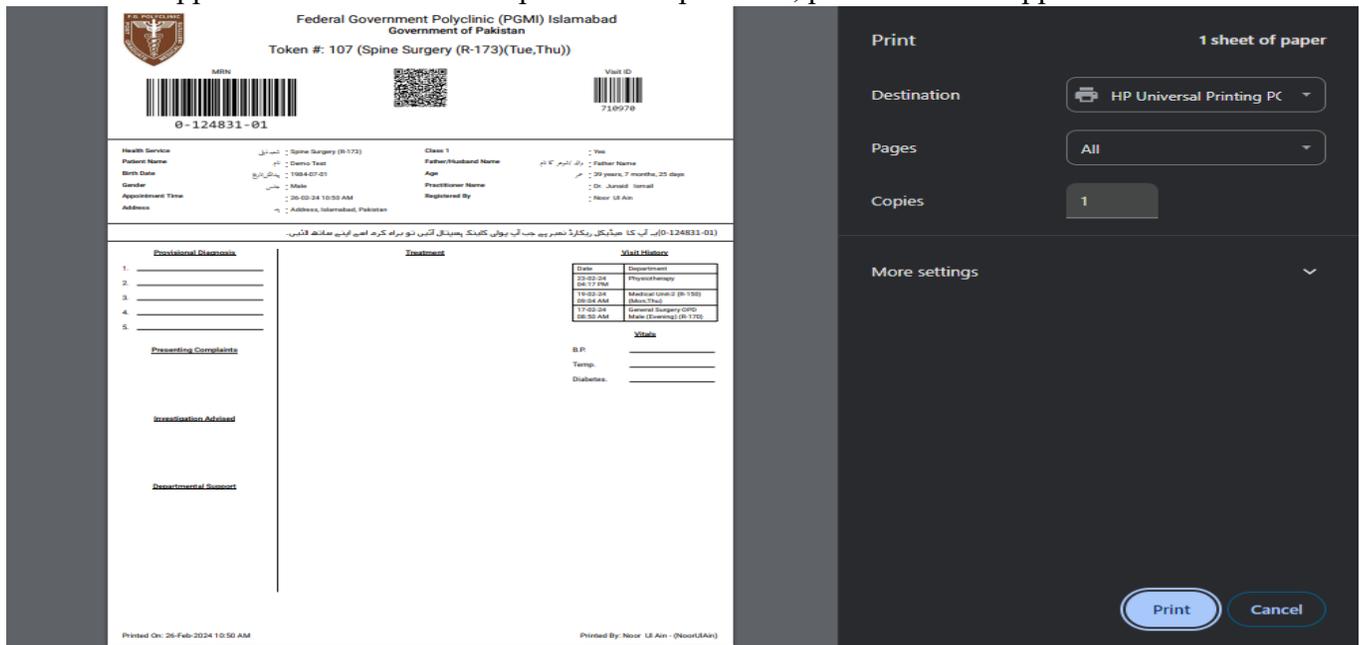


Fig. 12 (e): Appointment Print Preview



Fig. 12 (f): Small Token

## 8. ADDITIONAL FUNCTIONS OF THE FORM

As shown in Figure 18, two shortcut keys are defined; if the user wants to **SEARCH** an already registered patient without going back to the previous page, then **ctrl + k** keys are needed to press. However, the **ctrl + shift + c** shortcut key is used to **CLEAR** all the filled fields in the displayed form.

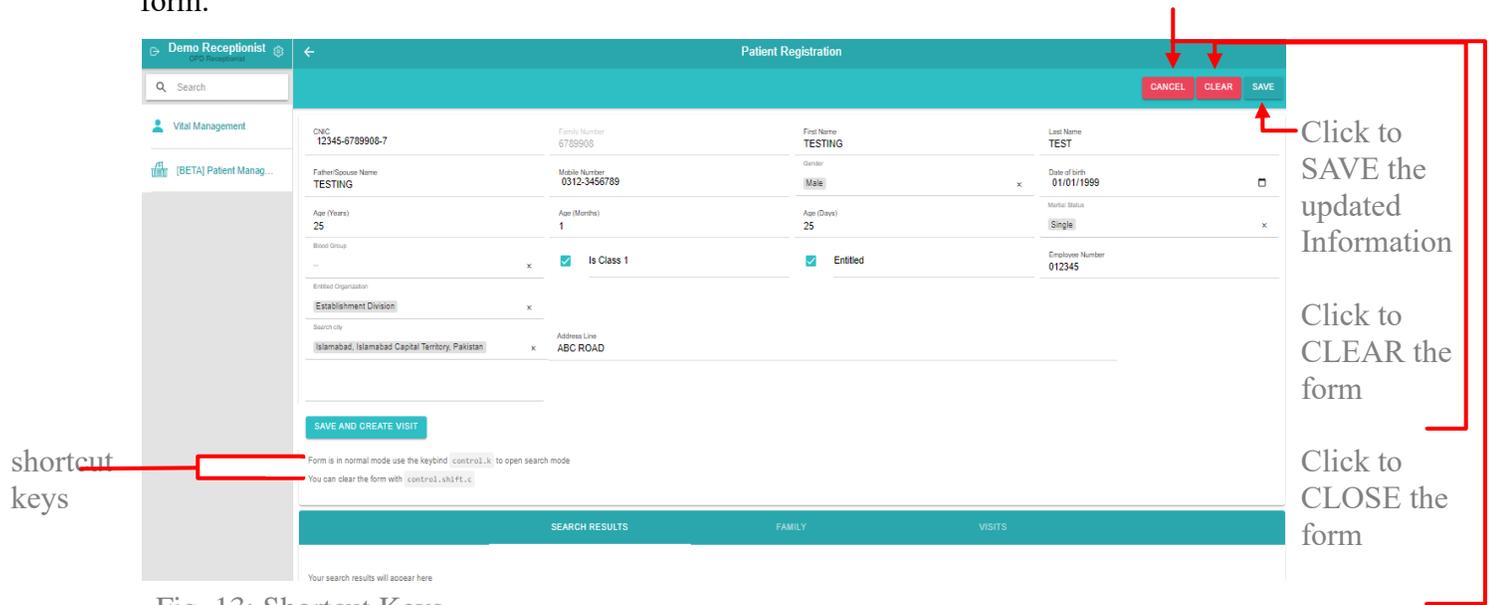


Fig. 13: Shortcut Keys

## 1. FUNCTION OF CTRL + K

Press **ctrl + k** to open the search mode. Press the **ENTER** key after typing **CINC** or **MRN No.**

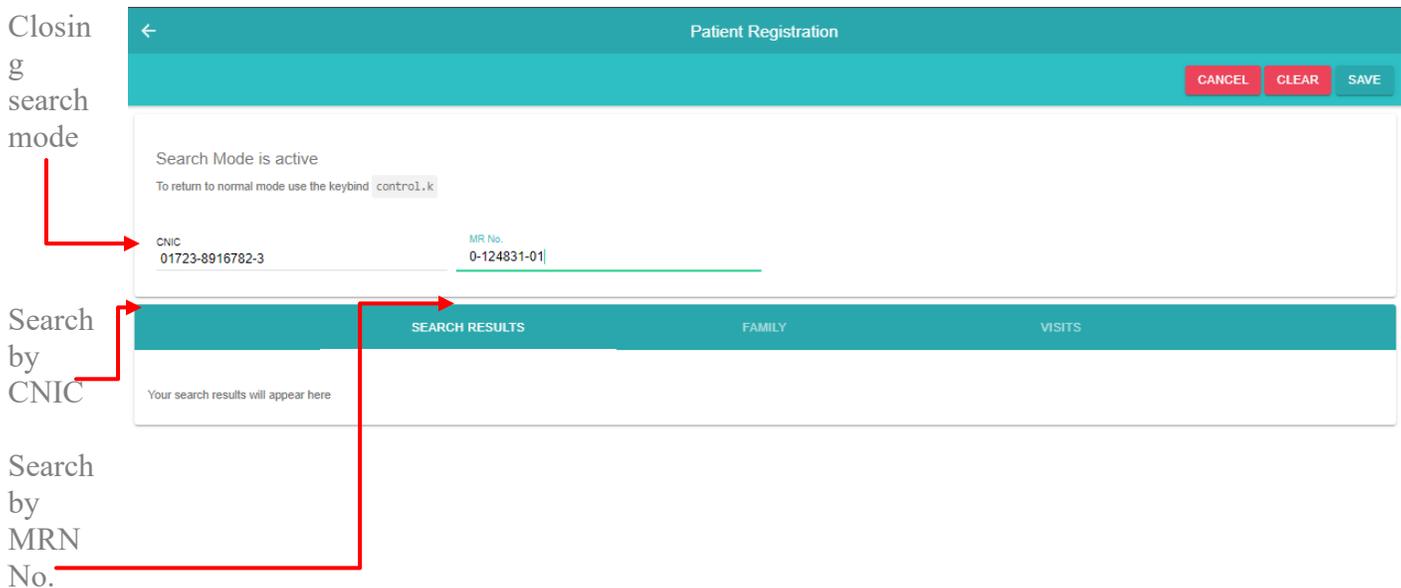


Fig. 14 (a): Function of ctrl + k

The screen appeared shows the data of the patient searched before in search mode through CNIC or MRN

Searched result

Click to SAVE after the update

Click to update the data

Fig. 14 (b): Function of ctrl + k

## 2. FUNCTION OF CTRL + SHIFT + C

Press ctrl + shift + c to clear the form appears as shown:

Fig. 15: Function of ctrl + shift + c

## VITAL MANAGEMENT MODULE

The vital management module is assigned to the Emergency counter where the nurse enters the vitals of emergency patients on firsthand so that the doctor can easily treat them on an urgent basis.

Click to access the module

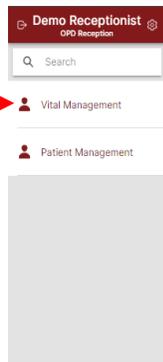


Fig. 16: Vital Management

As we see concern with the fig. 6, the “Vitals” tab also has a redirect button that directs page to the new screen. On clicking, it shows the page containing the standard vitals with their details. This “Vitals” tab is also interlinked with the right-hand side’s **Vital** Button. It helps the user to navigate the tab properly. The right most side navigation panel as its own usage as it links with almost each tab showing at left side of the screen. Clicking + button with the **Vitals** tab on the left side or **VITALS** + button on the right side leads the screen to Vitals Dashboard to add vitals as shown in the figure below:

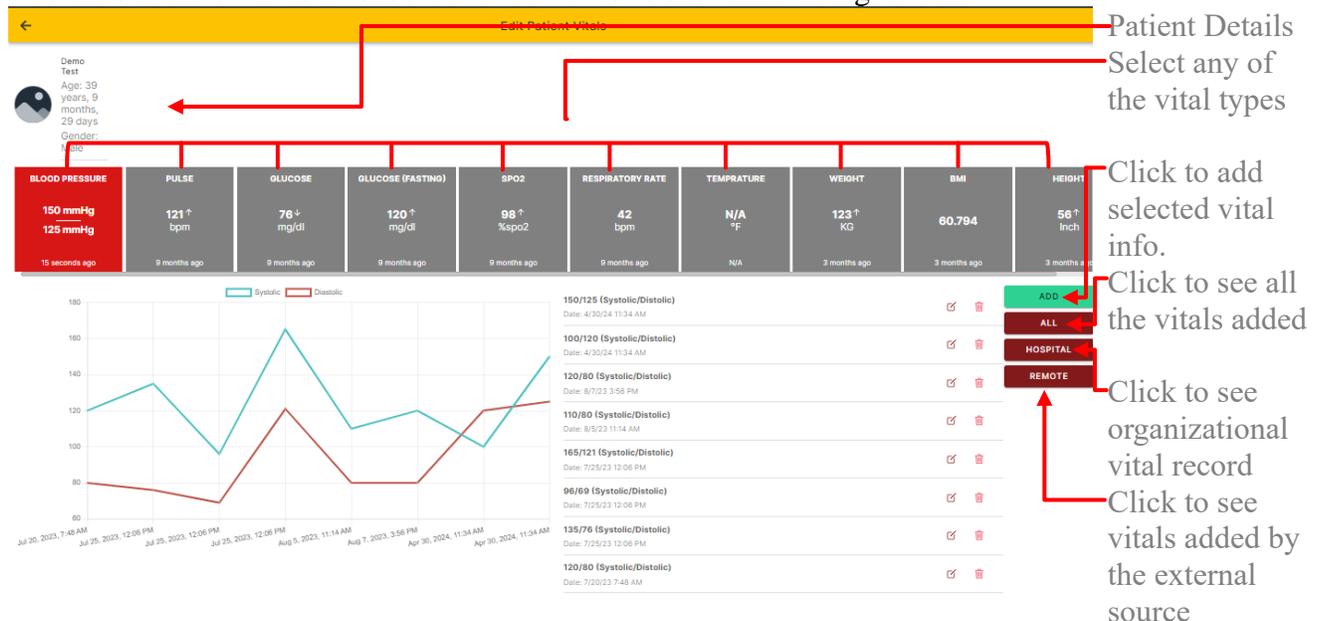


Fig. 16 (a): Vitals Dashboard

The **REMOTE** button represents vitals record which are being entered by the patient. As the TibbIT Software has its Android App version also which can easily be access through hand phone devices. This Mobile Application is beneficial for the patient the most in such a way that it provides access to the patient to view, and update his vitals record as it is asked by the doctor to maintain the patient’s complete record on one click. By using the **REMOTE** tab, nurses can add the vitals for the patient also. On clicking any vital tab, the above displayed page appears having selected vital information with its analytics to show its graphical representation of the particular vital added on the selected date and time. **The add** button on each vital tab allows the user to add the particular vital record/information. Add vitals on every popup appears for each of the particular vital.

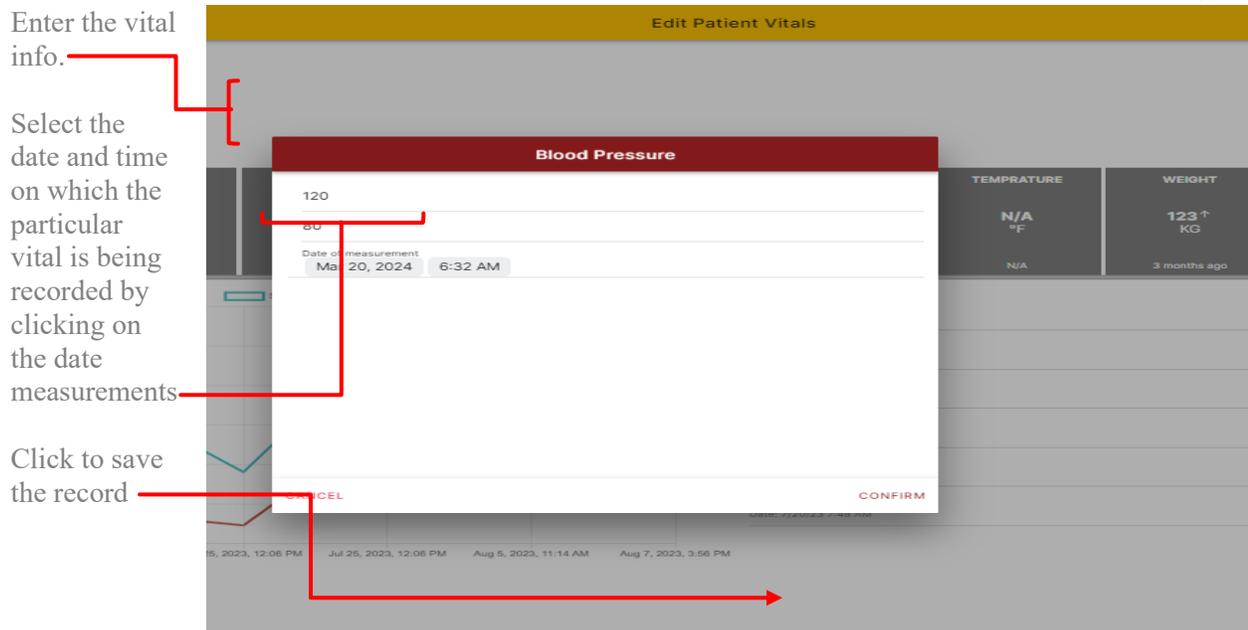
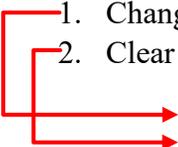


Fig. 16 (b): Add Vitals

## TIBBIT SETTINGS

Tibbit provides some settings options to entertain users. These settings are essential or basic for a user to have them. These settings include:

1. Change Password
2. Clear Cache



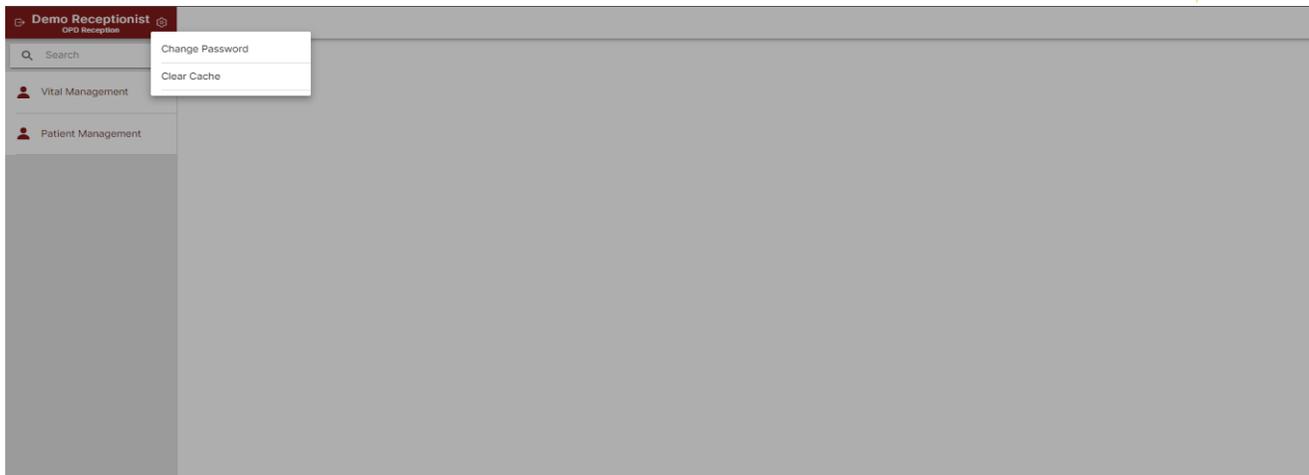


Fig. 17: Settings

## CHANGE PASSWORD

If the Hospital’s Administration grants users the authority to change the Password, then on clicking the “**CHANGE PASSWORD**” option mentioned below drop-down appears having several fields for changing the password.

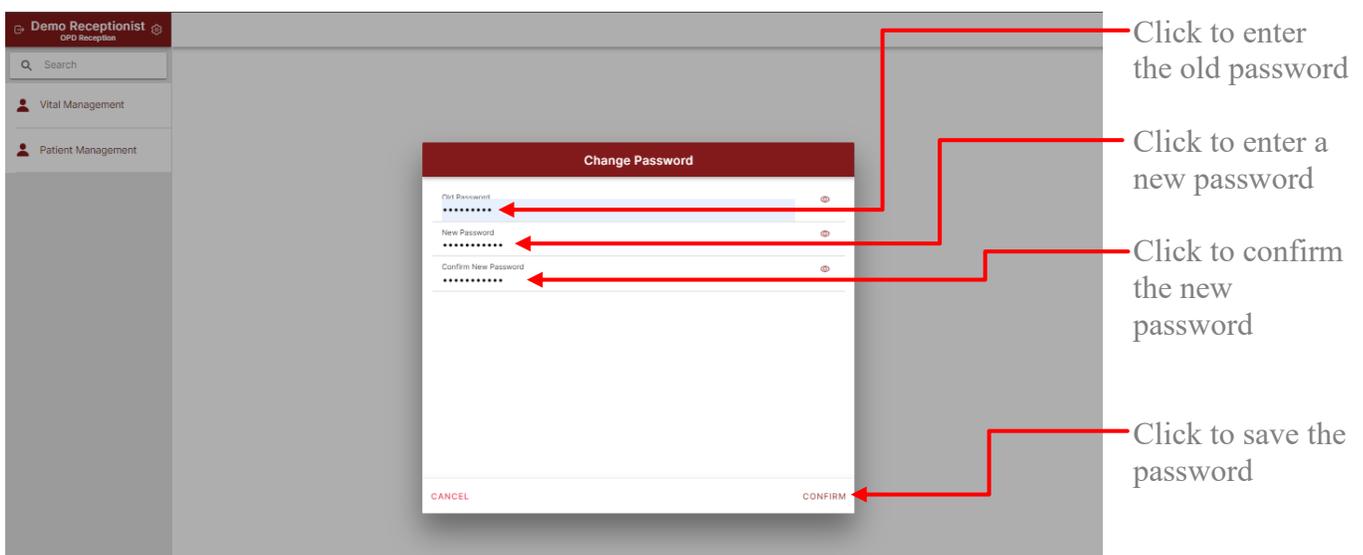


Fig. 17 (a): Change Password

## CLEAR CACHE

If the user faced any instability regarding using the software, then the other option than the change password is effective in this way. On clicking “**CLEAR CACHE**” will lead towards the alert box indicating the **CONFIRM** button to clear it.

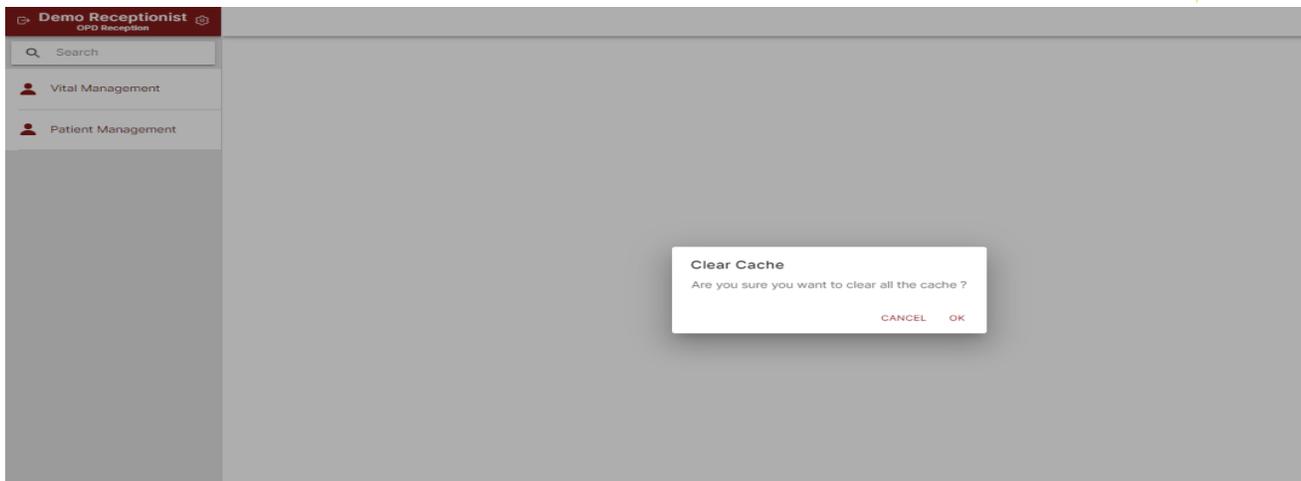


Fig. 17 (b): Clear Cache

## LOGOUT FROM THE TIBBIT SOFTWARE

To close or take yourself out from the Tibbit Software, the mentioned button on the Home Screen gives that availability to do so.

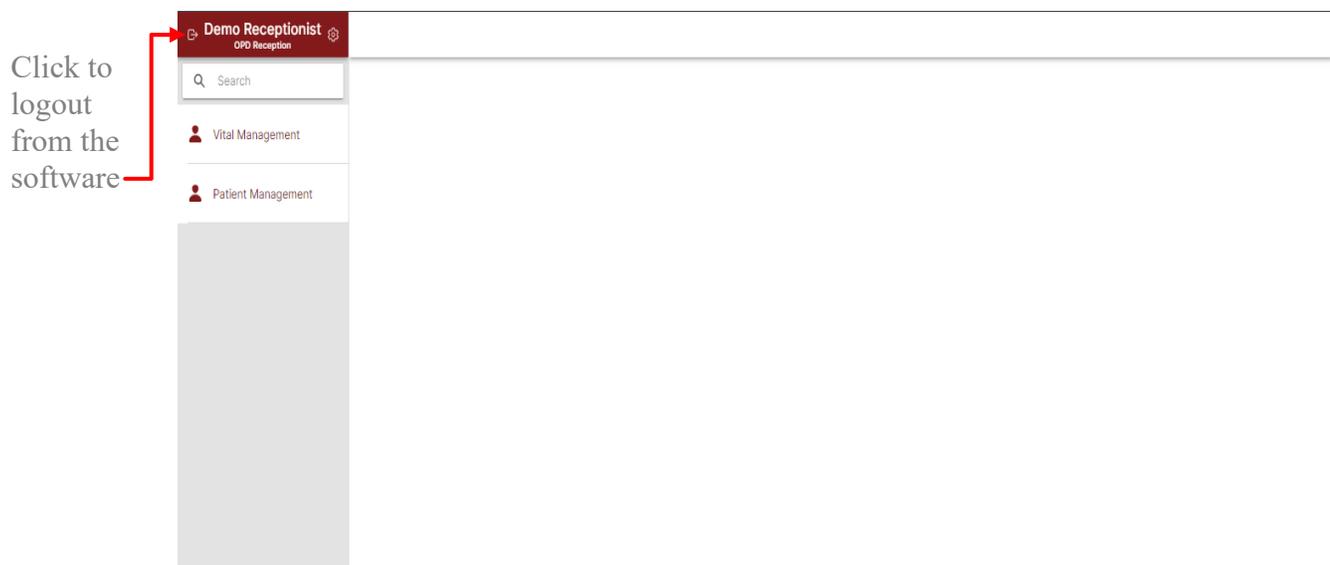


Fig. 18: Logout