

# Health Screening Module USER GUIDE

Contact Us at our 24/7 support line: 016-699 9464

## Step 1: Select on the 'Health Screening Tab'

The screenshot shows the HealthMetrics administrator interface. At the top left is a menu icon and the 'HealthMetrics' logo. At the top right are 'English' and 'Logout' options. Below the header, the page title is 'Homepage' with a sub-label 'Homepage'. The main content area displays a welcome message: 'Welcome, Administrator' and 'Hospital Healthmetrics'. A teal arrow points to the 'Health screening' tab in the 'Services' section. The 'Services' section contains three tabs: 'Inpatient' (bed icon), 'Outpatient specialist' (person icon), and 'Health screening' (heart with pulse icon). The 'General' section contains two tabs: 'Transactions' (double arrows icon) and 'Doctors' (hospital and person icon).

HealthMetrics

English Logout

Homepage  
Homepage

Welcome, Administrator  
Hospital Healthmetrics

Select on the 'Health Screening Tab'

Services

Inpatient Outpatient specialist Health screening

General

Transactions Doctors

## Step 2: Key-in the patient's NRIC/Passport number

 HealthMetrics

Patient

Health screening / **Patient**

851123-14-8010 

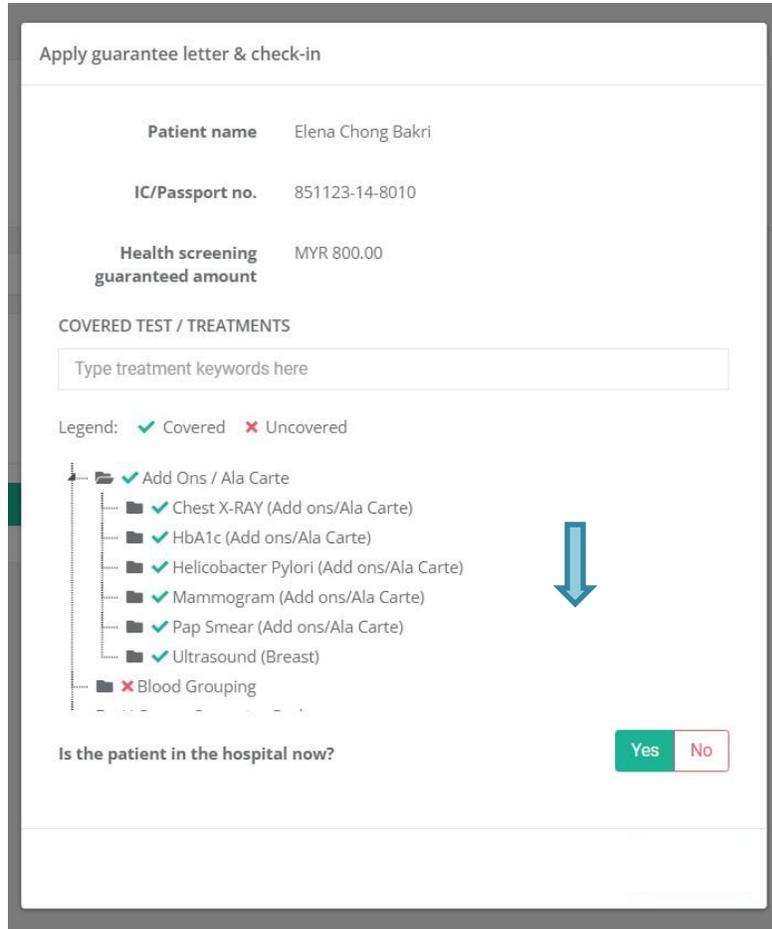
 Key-in the patient's NRIC/Passport number

## Step 3: Details of the patient will be shown. Proceed to Apply the Guarantee Letter (GL) & Check-In

The screenshot shows the HealthMetrics interface. At the top left is a menu icon and the HealthMetrics logo. Below this, the word "Patient" is displayed, followed by a breadcrumb trail "Health screening / Patient". A search bar contains the ID "851123-14-8010" with a search icon to its right. Below the search bar is a patient profile card for "Elena Chong Bakri", labeled as "PRINCIPAL". The card includes a circular profile picture with the initials "ECB", a Malaysian flag icon, the ID "851123-14-8010", and the location "HQ". A teal arrow points from the "HQ" text to a teal button labeled "Apply guarantee letter & check-in".

Before checking in, please take note of this important point. Usually, patients will book a health screening appointment before coming to the hospital. During this time, the hospital's health screening team should obtain the patient's identification number and check their exclusions in the portal before the patient decides on the appointment date.

## Step 4: A Pop-Up displaying the Covered/Uncovered Tests for the patient will be shown.



Apply guarantee letter & check-in

**Patient name** Elena Chong Bakri

**IC/Passport no.** 851123-14-8010

**Health screening guaranteed amount** MYR 800.00

**COVERED TEST / TREATMENTS**

Type treatment keywords here

Legend:  Covered  Uncovered

- Add Ons / Ala Carte
  - Chest X-RAY (Add ons/Ala Carte)
  - HbA1c (Add ons/Ala Carte)
  - Helicobacter Pylori (Add ons/Ala Carte)
  - Mammogram (Add ons/Ala Carte)
  - Pap Smear (Add ons/Ala Carte)
  - Ultrasound (Breast)
- Blood Grouping

Is the patient in the hospital now?

This can be done by searching for the ID number without checking the patient. The HealthMetrics portal allows this process to ensure clarity on which health screening tests and treatments are covered for the patient.

By doing so, hospitals can advise patients on whether their requested tests or treatments are covered based on their entitlement.

If the test or treatment is covered, the process will be cashless. If it is not covered, the patient will need to pay for the treatment or test before leaving the hospital.

This ensures transparency and mutual understanding before the appointment is made.

Step 4: A Pop-Up displaying the Covered/Uncovered Tests for the patient will be shown.

Apply guarantee letter & check-in

**Patient name** Elena Chong Bakri

**IC/Passport no.** 851123-14-8010

**Health screening guaranteed amount** MYR 800.00

COVERED TEST / TREATMENTS

Type treatment keywords here

Legend: ✓ Covered ✗ Uncovered

- ✓ Add Ons / Ala Carte
  - ✓ Chest X-RAY (Add ons/Ala Carte)
  - ✓ HbA1c (Add ons/Ala Carte)
  - ✓ Helicobacter Pylori (Add ons/Ala Carte)
  - ✓ Mammogram (Add ons/Ala Carte)
  - ✓ Pap Smear (Add ons/Ala Carte)
  - ✓ Ultrasound (Breast)
- ✗ Blood Grouping

Is the patient in the hospital now?

Yes No

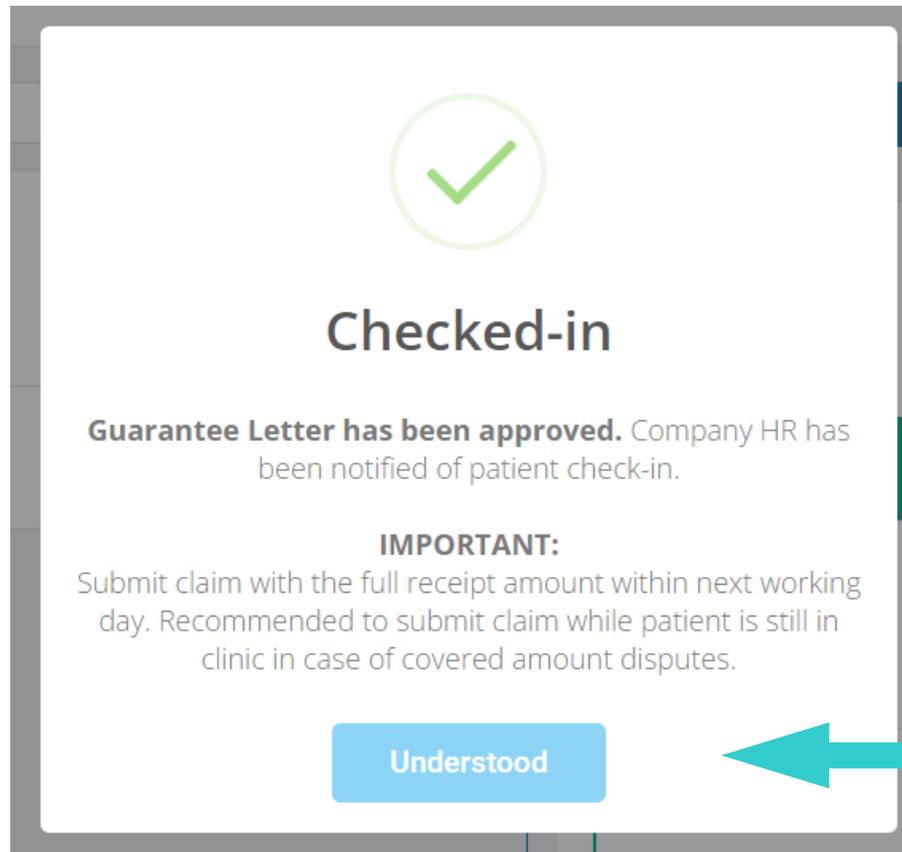
Cancel Submit

## Step 4.1: Select 'Yes' & 'Submit'

Please note that only hospital teams are authorized to check in patients and request Guarantee Letters, and this should only be done once the patient is physically present at the hospital.

Click Submit. Once submitted, the Guarantee Letter request is automatically approved by the system with no delay.

Step 5: Another Pop-Up Box will appear confirming the Approval of the GL. Select 'Understood'



Step 5.1: Select 'Understood'



## Step 6: The Patient's GL is ready! Select 'Print GL' to print the Guarantee Letter (GL)

Pending claim submission

 **Elena Chong Bakri** PRINCIPAL  
🇲🇾 851123-14-8010  
HQ

**GL-2210-1AAXRBY6PA5**  
20 October, 2022

Guarantee letter  
**GL-2210-1AAXRBY6PA5**

 **Print GL** ←

Please submit claim by  
**21 October, 2022 11:59 PM**

 **Submit claim**

**CHECKED-IN**  
Since 20 October, 2022 11:11 AM

 **Cancel check-in**

- The GL & a Patient Consent Form will be printed out in a separate tab.
- Once the GL & Patient Consent Form is printed, get the patient to sign the Consent Form, and take both the signed Consent Form and the printed GL to the relevant hospital counter for the patient to proceed with their Health Screening check-up.

Step 7: At the Dashboard, the details of the patient will be displayed too, where you select 'Submit Claim' after the patient has completed their Health Screening test.

Step 7.1: When clicking on 'Submit Claim', you will come to the claiming page to insert the necessary details (e.g billing details/invoice & relevant medical documents to be attached).

The screenshot shows the HealthMetrics dashboard. At the top left, there is a menu icon and the HealthMetrics logo. Below the logo, the text 'Dashboard' is displayed, followed by 'Health screening / Dashboard'. A teal button labeled '+ New check-in' is visible. The main content area is titled 'Pending submission' and contains the following information:

- Patient Name:** Elena Chong Bakri
- Company:** HQ
- Phone Number:** 851123-14-8010
- Address:** HQ
- Role:** PRINCIPAL
- Insurance ID:** GL-2210-1AAXRBY6PA5
- Action:** A teal button labeled 'Submit now' with a teal arrow pointing to it from the right.
- Deadline:** Please submit by 21/10/2022 11:59 PM

The screenshot shows the claiming page for an invoice dated 20/10/2022. The page is titled 'Billing details' and contains the following information:

- Patient:** Elena Chong Bakri (851123-14-8010)
- Company:** HQ
- Checked-in time:** 20/10/2022 11:11 AM
- Guarantee letter expiry time:** 21/10/2022 11:59 PM
- Guarantee letter:** GL-2210-1AAXRBY6PA5 (View)
- Guaranteed amount:** MYR 800.00
- Hospital bill reference no.:** 123456
- Grand total bill amount:** MYR 500
- Exceeded amount:** MYR 0.00
- Please collect from patient:** MYR 0.00
- Detailed tax invoice:** A thumbnail image of a tax invoice is shown.
- Attending doctors:** Dr Khoo

A teal 'Help' button is located in the bottom right corner of the page.

Step 8.0: Select each of the Health Screening Treatments/Test done by clicking on 'Add Lines'. The hospital may choose to add all treatments one by one. For example, if there are six tests or treatments done, there will be six lists of treatments displayed as shown in the image below.

Kindly ensure the detailed tax invoice reflects itemised billing and provides a full breakdown of the charges incurred.

The screenshot shows a web interface with several sections:

- Detailed tax invoice \***: A thumbnail of a tax invoice.
- Attending doctors \***: A dropdown menu with 'Dr Khoo' selected.
- Consent & Claim Form \***: A section with 'Upload now' and a file upload area containing a document icon and a plus sign. Below it is a file name 'HealthMetrics \_ CON...'.
- Treatment done \***: A table with columns '#', 'Treatment \*', and a trash icon. It contains five rows:

#	Treatment *	
1	Chest X-RAY	🗑️
2	Consultation	🗑️
3	HbA1c	🗑️
4	Fasting Blood Sugar	🗑️
5	Lung Function Test	🗑️

At the bottom, there are buttons for 'Add lines', 'Clear all lines', and a green 'Submit for review' button.

Step 8.1: Alternatively, hospital staff can search for "Health Screening Packages" under the "Treatment Done" section by clicking on 'Add Lines', instead of adding each treatment one by one.

This enhancement will streamline the overall process and improve efficiency in handling health screening claims.



Step 8.2: Select - 'Submit for Review' to submit the claim

Step 10: The 'Submitted' Claim will be displayed in the 'Submitted' window. Click on 'View Claim' to check on the status of the claim.

New check-in

**Pending submission**

No patients waiting for you to submit their claim.

**Outstanding**

Tang Tung Seng PRINCIPAL  
790107135599 GL-MY-HS-2510-YC9QV979MQ  
HQ

Reply query

**Submitted**

Elena Chong Bakri  
851123-14-8010  
HQ

View GL View claim

HC-2210-1AAYCSRT4D submitted on 20/10/2022 11:16 AM

Agnes Michael D'Cruz  
821004-14-5020  
HQ

View GL View claim

**Late submission**

Late submissions are only allowed within 7 working days from expiry. Please submit as soon as possible or risk losing your claim.

No expired claims require your further attention at the moment.

Outstanding window shows claims that are still under review or require action/correction. Normally, you can find queries here that need attention from your hospital team.

These queries are usually sent by the HealthMetrics claims team for your review or response.

Kindly click the reply query button to respond to the query.

Step 11: The Claim will remain as 'Pending Approval' until the claim is fully approved. Claim statuses can be checked in the 'Claims' section.

HealthMetrics

Claims

Health screening / Claims

Claim status: All

Transaction no.:

Query status: All

Show advanced filters

	Claim no.	Claim date	Guarantee letter no.:	Claim status	Query status	Patient
<a href="#">View</a>	HC-2210-1AAAYC5RT...	20/10/2022	GL-2210-1AAXRBY6PA5	Pending approval		Elena Chong Bakri (8...
<a href="#">View</a>	HC-2210-160U1J8RP6E	18/10/2022	GL-2210-160QWRN9...	Approved		Lynette Carol D'Cruz ...
<a href="#">View</a>	HC-2210-AV4YH4BEKH	5/10/2022	GL-2210-AUR3BK6NT4	Pending approval	Resolved	Agnes Michael D'Cru...
<a href="#">View</a>	HC-2209-1CAFP8NUR...	21/9/2022	GL-2209-1CAD49264L1	Pending approval		Danika Morrow (871...
<a href="#">View</a>	HC-2209-1A60WUM...	20/9/2022	GL-2209-1A5XJQDXD73	Pending approval		Raylan Kent (910114...
<a href="#">View</a>	HC-2209-1ABLLPFXA98	20/9/2022	GL-2209-1A88DWXG...	Pending approval		Annalise Hill (910627...
<a href="#">View</a>	HC-2209-KLYYGT1KVA	9/9/2022	GL-2209-KLW51AJUAN	Pending approval		Cyrus English (89060...
<a href="#">View</a>	HC-2209-F54Q1JJM11	7/9/2022	GL-2209-F52Y3R2P9X	Pending approval		Ivanna Adams (9503...
<a href="#">View</a>	HC-2209-ATPJMXFMT0	5/9/2022	GL-2209-ATB6TC857E	Pending approval		Brielle Lyons (710620...
<a href="#">View</a>	HC-2209-27G1G8WTHY	1/9/2022	GL-2209-25TCG58E2D	Pending approval		Colt Bonner (550920-...

Please note that our Claims Team will take up to **3 working days** to review health screening claims upon submission.

This is the **Service Level Agreement (SLA)** for claim review.

Step 12: Once the claim is **approved**, it will be shown as 'Approved' in the 'Claims' section page. It will no longer be displayed in the Dashboard's Submission window.

The window will display only the claims that have been successfully submitted and are currently pending for approval.

	Claim no.	Claim date	Guarantee letter no.:	Claim status	Query status	Patient
<a href="#">View</a>	HC-2210-1AAAYC5RT...	20/10/2022	GL-2210-1AAXRB6PAS	Approved		Elena Chong Bakri (8...
<a href="#">View</a>	HC-2210-160U1J8RP6E	18/10/2022	GL-2210-160QWRN9...	Approved		Lynette Carol D'Cruz ...
<a href="#">View</a>	HC-2210-AV4YH4BEKH	5/10/2022	GL-2210-AUR3BK6NT4	Pending approval	Resolved	Agnes Michael D'Cru...
<a href="#">View</a>	HC-2209-1CAFP8NUR...	21/9/2022	GL-2209-1CAD49264L1	Pending approval		Danika Morrow (871...

**Pending submission**: No patients waiting for you to submit their claim.

**Outstanding**: No claims require your further attention at the moment.

**Late submission**: No expired claims require your further attention at the moment.

**Submitted**: No claims to wait for review. Check if you have claim to submit.

*Approved claims will no longer be displayed here*

## CONTACT DETAILS OF HEALTHMETRICS PERSONNEL

NO	NAME	DEPARTMENT & POSITION	TELEPHONE	EMAIL ADDRESS
1	Abil Aziz	Provider Network Manager	016-7499304	<a href="mailto:fatinnabilah@healthmetrics.com">fatinnabilah@healthmetrics.com</a>
2	Claims Assessor Specialists	Claims Department: GL & Claims Matters	016-699 9464	<a href="mailto:gl@healthmetrics.com">gl@healthmetrics.com</a>
3	International Patient Admission	International Patients: (GL & Claims Related Matters)	62 21-29279600 WS: <a href="tel:62-81-219102040">62 81-219102040</a>	<a href="mailto:int_gl_jakarta@healthmetrics.com">int_gl_jakarta@healthmetrics.com</a>
4	Wahidan Jani	Cross Border Operations Coordinator: (International Patients Dispute Related Matter)	011-61356214	<a href="mailto:wahidan.jani@healthmetrics.com">wahidan.jani@healthmetrics.com</a>
5	Customer Service Support	Portal & General Issues	016-699 9464	<a href="mailto:support@healthmetrics.com">support@healthmetrics.com</a>

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