User Manual of mHealth Application

Beneficiary Registration
mHealth system user manual for beneficiary registration

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Preface

This user manual provides step-by-step instruction about operational guideline of mHealth System. mHealth System has been developed to increase operational efficiency and improve the quality of healthcare service.

Objective

The objective is to develop clear understanding of mHealth system usage for day-to-day operations. Each section begins with an overview then presents step-by-step details of how to perform a particular task, which will help the users finding information quickly and recall things faster.

Audience

This guide is primarily directed to the Community Health Worker (CHW) and their direct supervising authority. It is also helpful to helpdesk executives or system support personnel. It assumes that the user has a basic working knowledge of Android Mobile Phone operating system and Community based healthcare Program. Experience in similar software is helpful but not required.

How to Use This Guide

For the users approaching mHealth for the first time, this guide is best read linearly. You can have clearer understanding if you spend a few times reading this manual together with operating the mHealth application.

Special Features

Each chapter begins with a summary of features it covers, as in the following example. Bold faces are used to distinguish user interface (screen) and button names. Italics are used to attract special attention to important terms.

For More Information

The most current update of this guide will be available at the Application Development unit of Friendship Bangladesh. For more information on any topic, please do not hesitate to contact us through email.

Best wishes in exploring this guide and mHealth System.
Chapter objectives

**mHealth System**

After studying this chapter, we should be able to:
- Log in mHealth
- Beneficiary Registration
- Beneficiary List

1. Login

1.1 How to access mHealth System

In order to work on mHealth application you must first perform the process of login, which is nothing but providing your organization code, login ID and password to system. If you do not yet have login information, contact your system administrator.

Locate mHealth in apps list.

Then tap on this app icon.

1.2 How to Login mHealth System

Tapping on app icon, the user (CHW) would get login screen. Put organization code, login id and 4-digit password. Tap on Login button to login into app.
At this stage, fetch data until 100% for system configuration. System would give a confirmation message after complete data fetching. Now the application is ready to provide services to beneficiary by the health worker.

**1.3 mHealth Home Screen for CHW:**
After data update, a user gets the following screen named home screen of mHealth application.

Bravo! Welcome to mHealth application.
Once the primary configuration is complete, CHW can further login with just putting PIN as password.

2. Beneficiary Registration

People those who receive healthcare service by this system are considered as beneficiaries. And beneficiary registration is the first step to provide services in this system. Every beneficiary registration has also household information along with service-related personal details.

2.1 How to access beneficiary registration

You need to follow below steps to access Beneficiary Registration

Login ➔ Health Service & Registration ➔ Registration ➔ Beneficiary Registration

2.1 How to register beneficiary

Step 1: Accessing above path a COVID-19 alert message will appear first in the registration process.
Tap on the **Next** button to collect one after another information of beneficiary.

**Step 2**: Ensure consent paper signing
A consent paper signing is required from beneficiary for continuing registration. Without consent, a service provider can’t proceed with registration further.

If not got consent with the answer ‘No’, the message “You should ensure consent paper signing for interview” would appear on the screen. Then the interview process will be automatically closed after pressing on ‘Next’ button.

So, must have consented with the answer ‘Yes’ to make a beneficiary registered in system.

**Step 3**: Outreach number

Outreach number that already put here will be in next screen for confirmation.

**Step 4**: Set the date of birth

If the age is not in eligible range for getting cervical cancer related services, the beneficiary would be registered in system but that beneficiary would not get the cervical cancer related services. The following screen would appear when the age is out of eligible range.

**Step 5**: Select information about religion.
**Step 6:** Marital status.

If never married, divorced, separated, widowed chosen then skip the question “Occupation of her husband/partner”

**Step 7:** Select the information on educational attainment.

**Step 8:** Occupation of respondent.

**Step 9:** Occupation of her husband/partner

**Step 10:** Information about phone communication

**Step 11:** Mobile number of the contact person

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Step 12: Can we send you test results on this phone number? If ‘Yes’ then follow the next step 13, otherwise skip it.

Can we send you test results on this phone number?
- Yes
- No

Step 13: In which language do you prefer to receive results/communication from us on this phone?

In which language do you prefer to receive results/communication from us on this phone?
- English
- Runyakitara
- Luganda

Step 14: Number of adult women in household.

Number of adult women in household

Step 15: Households’ characteristics

Households’ characteristics
- Remote/hard-to-reach
- Rural

Step 16: Monthly family expenditure

Monthly family expenditure
(In Ugx.)
- Below 100000
- 100000-300000
- 300000 – 500000
- Above 500000
- Not provided
Step 17: After collecting the information, an action screen will appear which contains options Show answer, send, save locally & cancel.

Now tap **Send** button to send the case to the server. If the mobile is connected to internet, the case will be instantly uploaded. Else it will be stored locally and will be uploaded automatically later once internet is available.

You can tap **Save locally** button to save the information locally which will be uploaded automatically later once internet is available.

You can tap **Show answer** option if you like to view all collected information at a glance.

If the user taps on ‘Cancel’ button the entire information will be lost.

A saving confirmation message will be popped up after tapping one option from the ‘Send’ and ‘Saved locally’ button.

Now tap on **OK** button.
3. How to access beneficiary list

Now come to a list that contains beneficiary list that are already registered as beneficiary.

**Preconditions:** Make any beneficiary registration.

Follow the steps:

*Login ➔ Homepage ➔ My data ➔ Beneficiary Registration*

Accessing this, a list of beneficiaries that are registered would be visible at a glance.