HealthMetrics

DENTAL CLINIC USER GUIDE

24/7 SUPPORT LINE: 03-76616229

LIVE CHAT: HTTP://WWW.HEALTHMETRICS.CO

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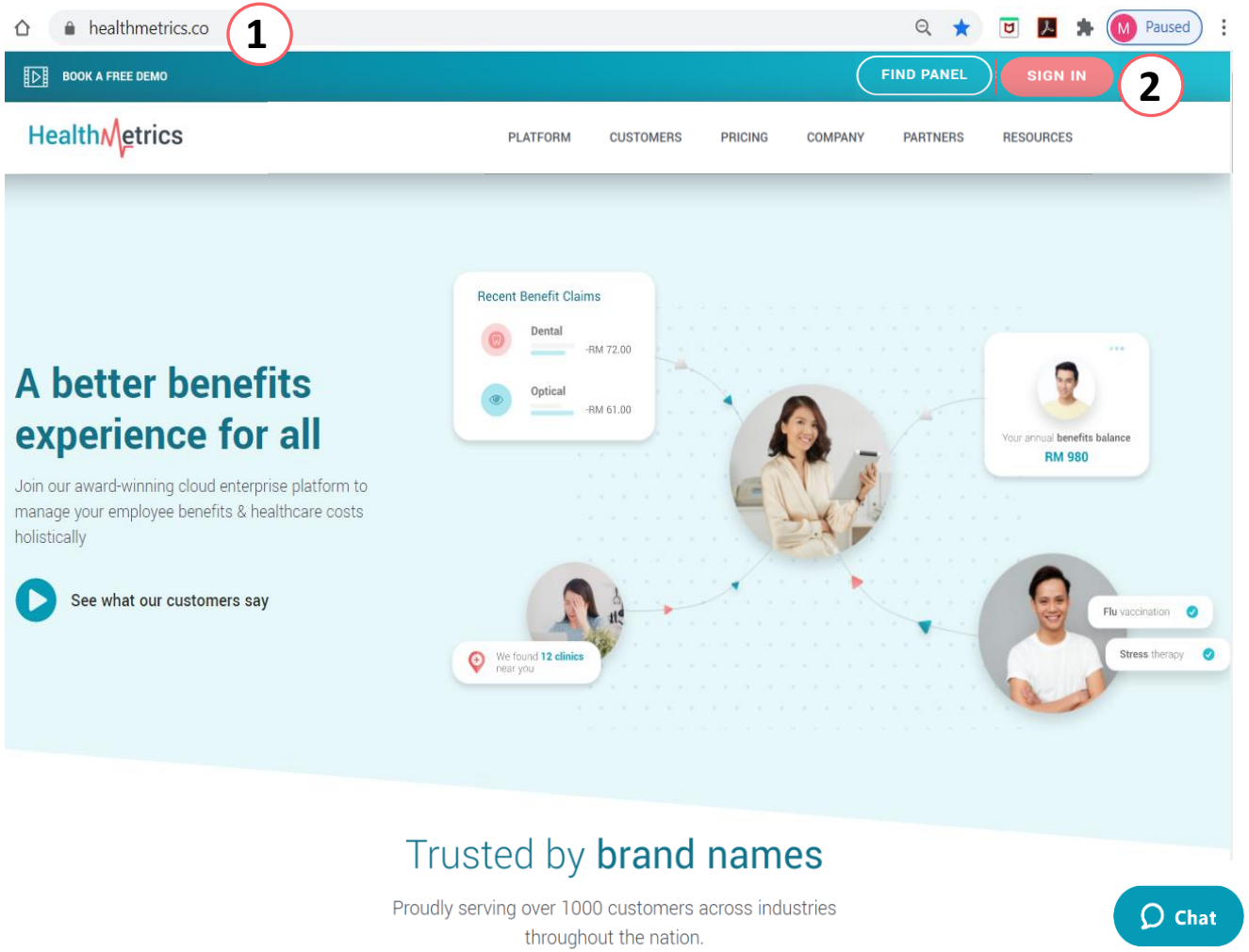
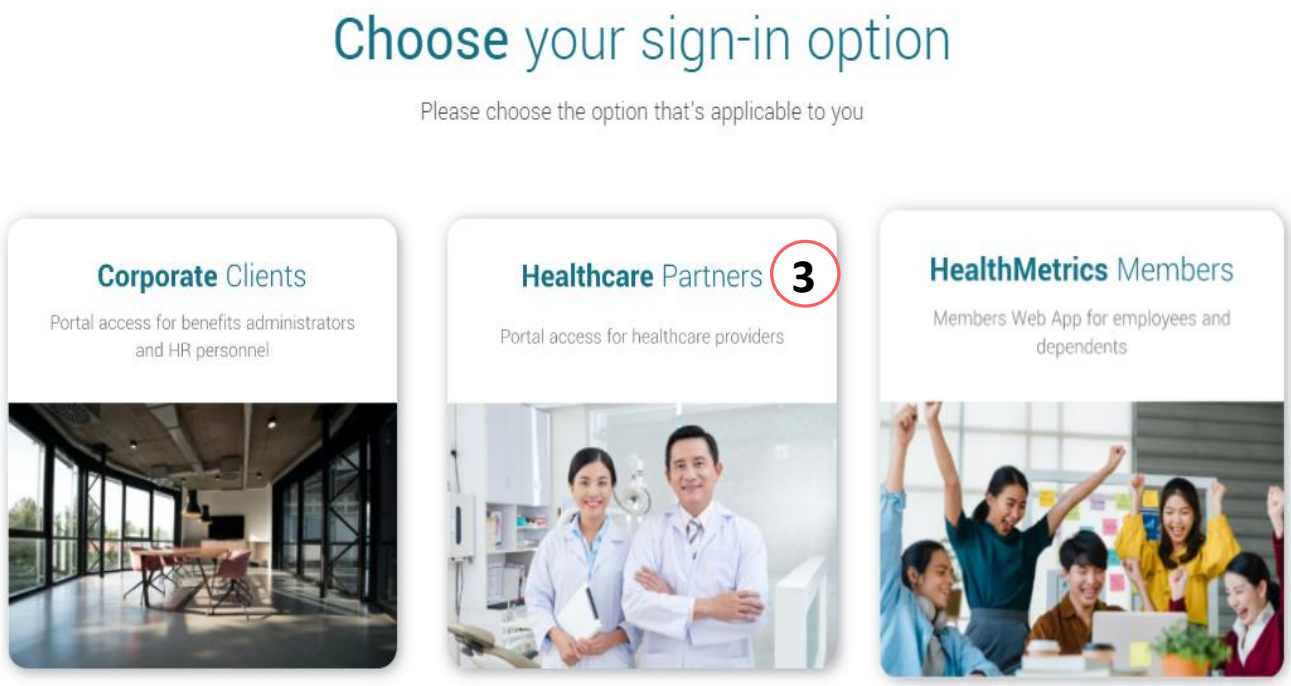
1. HOW TO LOGIN?



Step 1: Visit https://www.healthmetrics.co

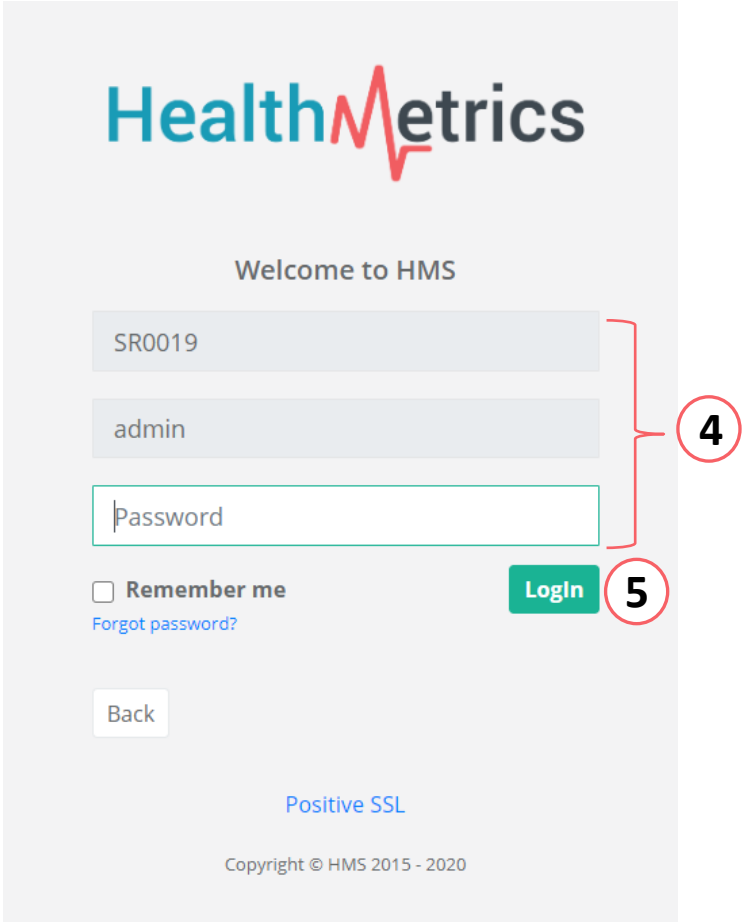
Step 2: Click on “Sign In”

1.HOW TO LOGIN?



Step 3: Click on “Healthcare Partners”

1. HOW TO LOGIN?



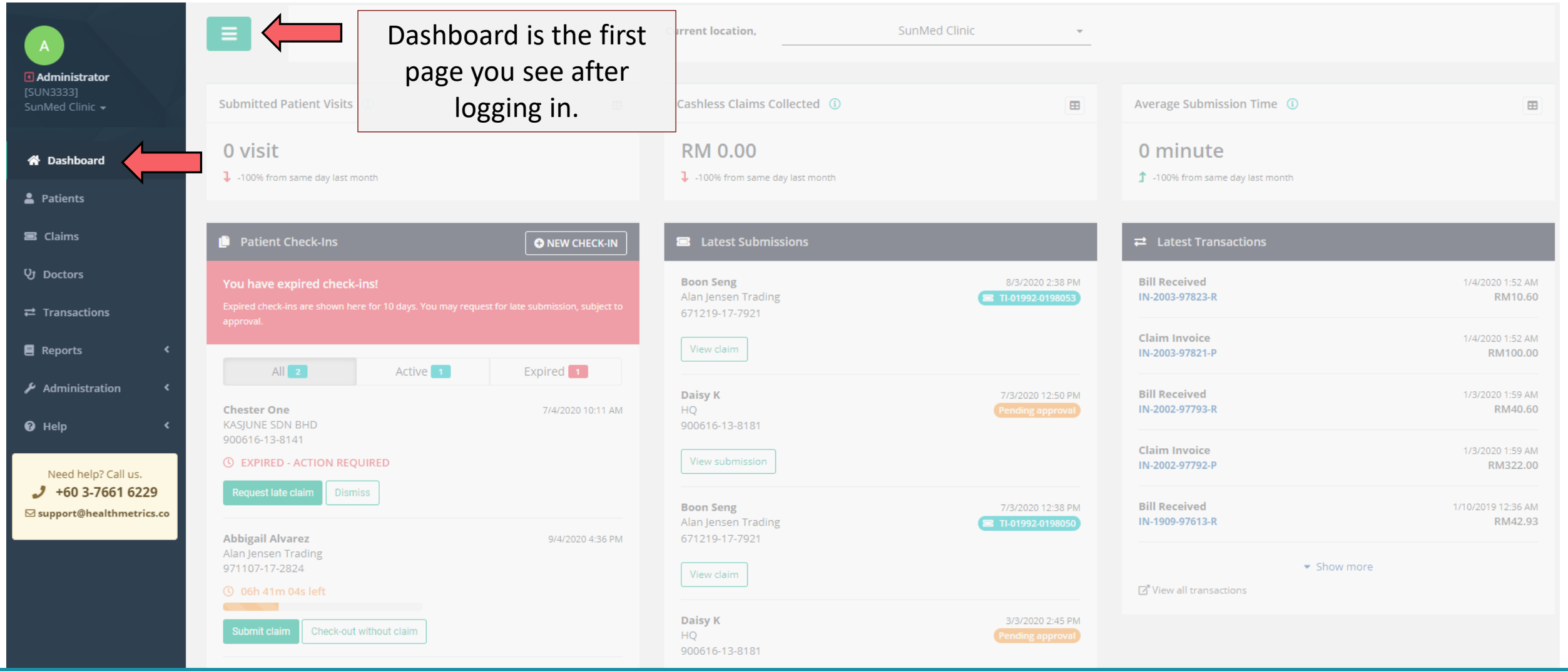
The login details can be found in your email with email subject “HealthMetrics Login Details”.

Step 4: Fill in the panel code, username and the default password “2020HMs01”

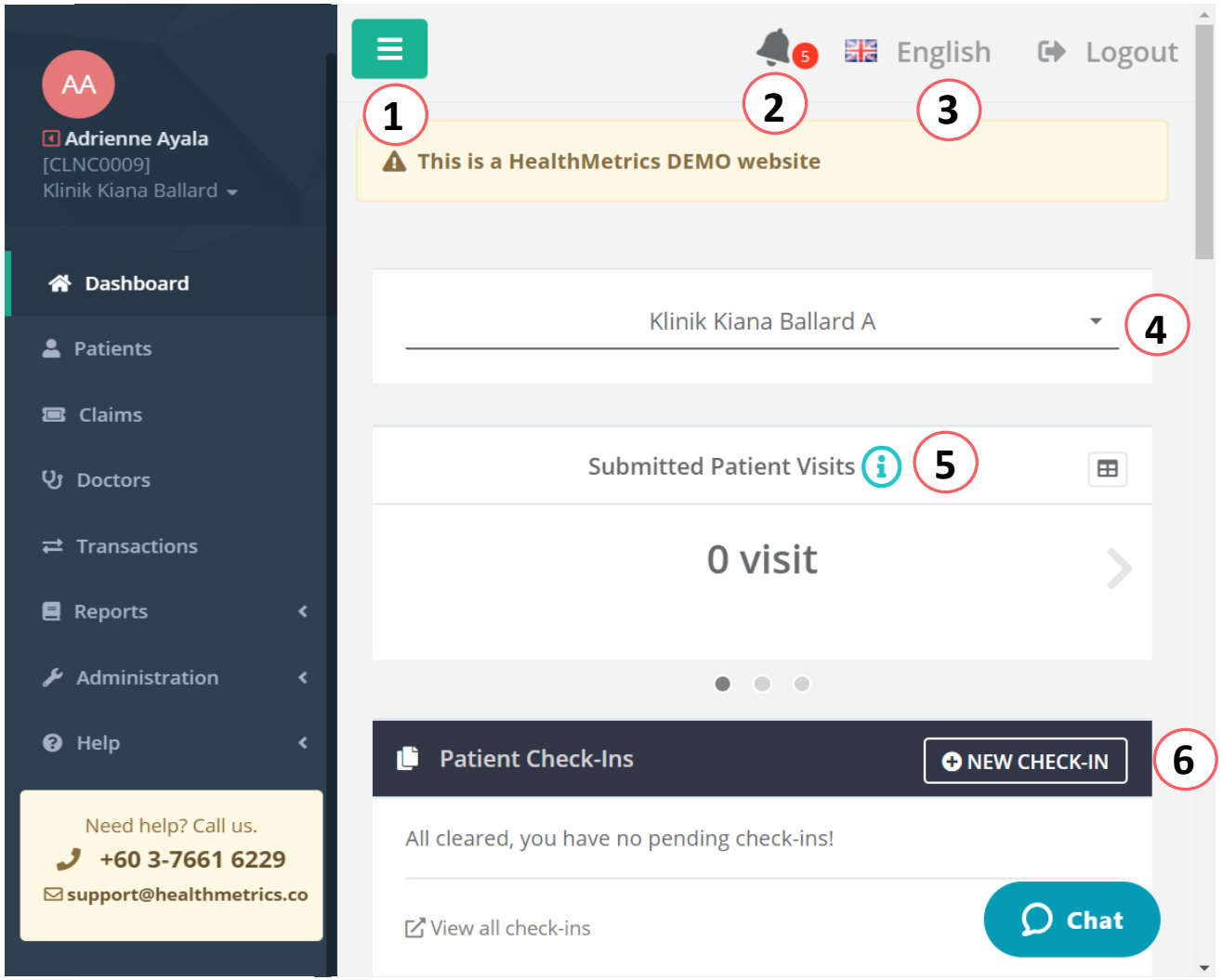
You will be asked to change password in the following page if you are logging in for the first time.

Step 5: Click on “Login”

2. HOW DO I GET STARTED?



2. HOW DO I GET STARTED?



Below are the explanations for each function:

1) Menu toggle

2) Announcement kit

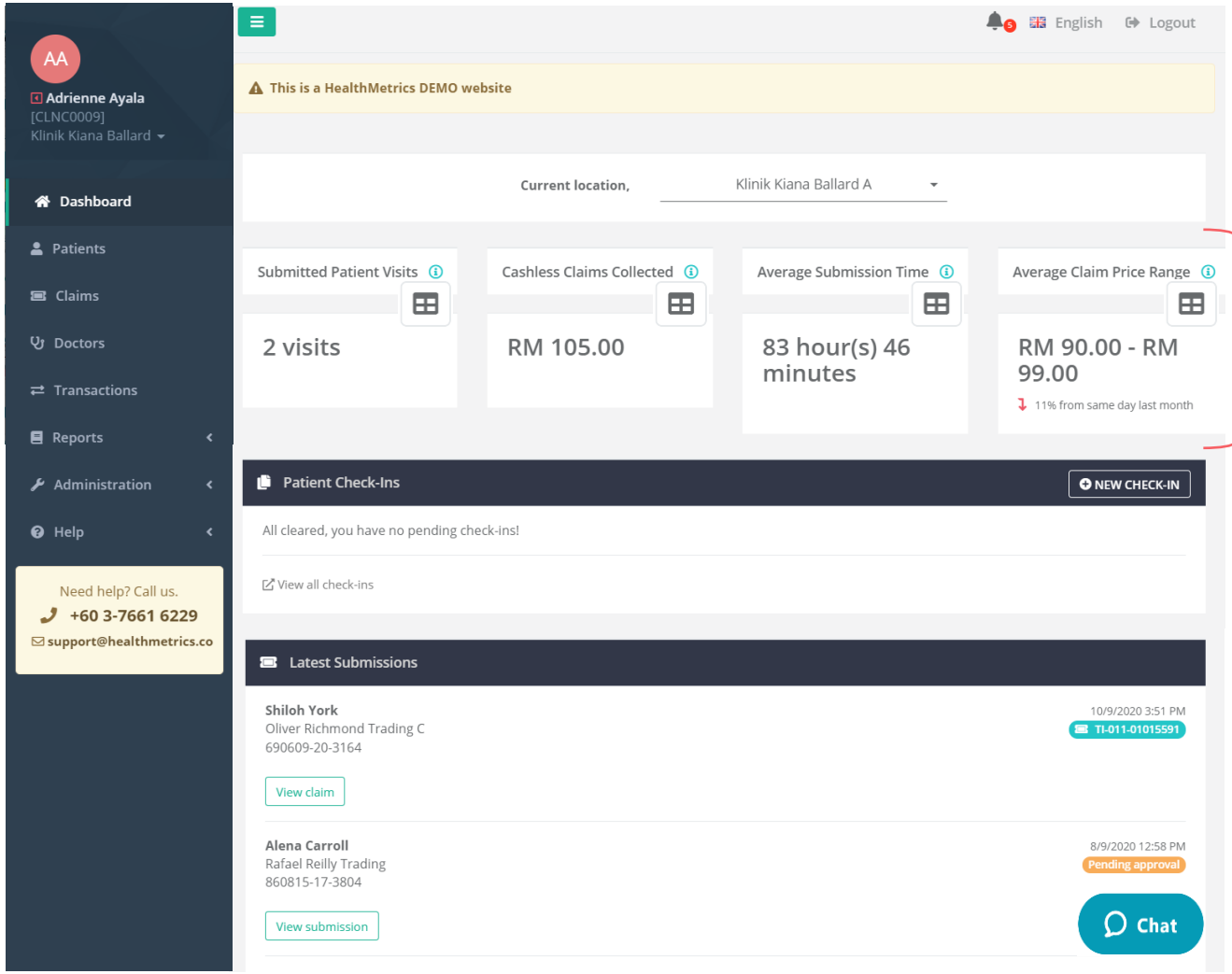
3) Language [English/Bahasa Melayu]

4) Select Panel Location [Applicable for clinics with more than one location]

5) Info icon [To view details]

6) To check-in new patient

2. HOW DO I GET STARTED?



7) The icon shows the monthly performance metrics for:

Submitted Patient Visits - Total patient claims submitted

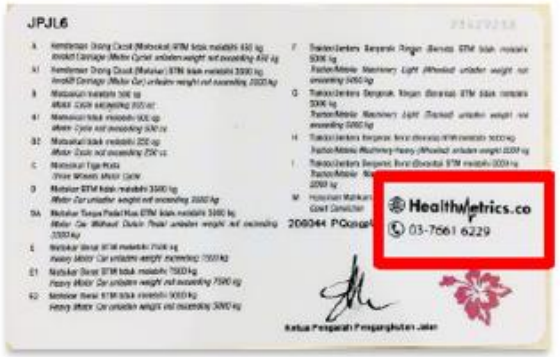
Cashless Claims Collected - Total RM amount for all cashless patient claims submitted

Average Submission Time -
for from patient check-in to submission, inclusive of late submissions

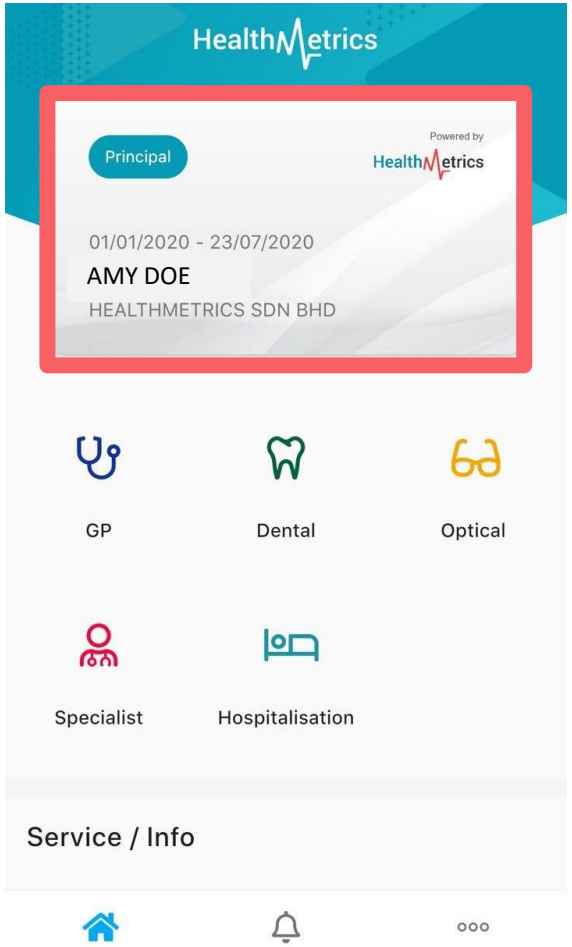
Average Claim Price Range -
for flu and fever related visits (inclusive of consultation) for the last 12 months

3. HOW TO VERIFY HEALTHMETRICS MEMBER?

Sample 1: IC



Sample 2: Driving license



Sample 3: HealthMetrics Mobile App

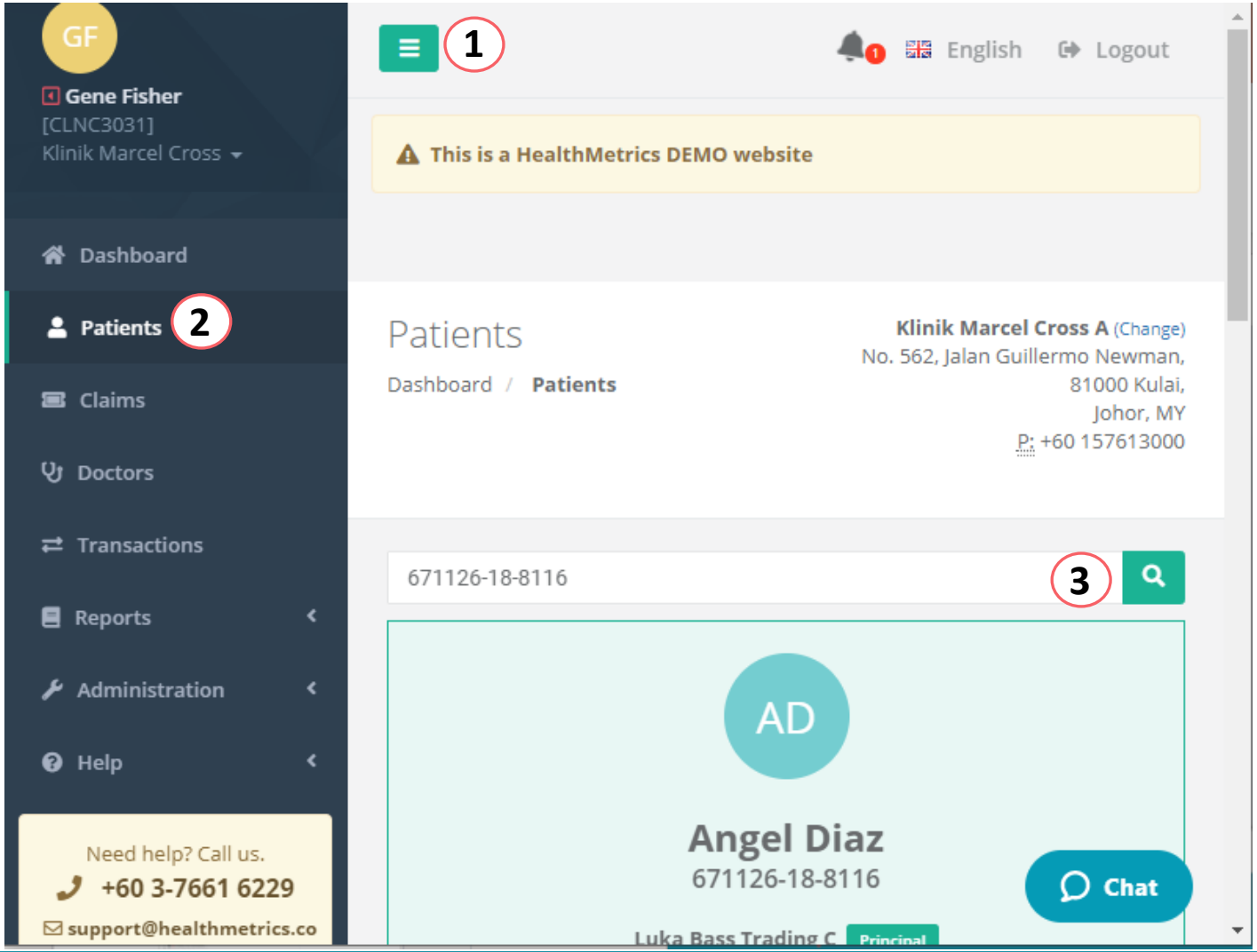
During patient registration, the members will present HealthMetrics sticker on IC or driving license.

The samples are shown in Sample 1 and Sample 2.

Alternatively, the members will present e-card from HealthMetrics mobile app (refer Sample 3)

To note: *If the member has none of these, please proceed to key in the IC number in our portal. The patient profile will be displayed if he/she is a HealthMetrics member.*

4. HOW TO CHECK-IN PATIENT?

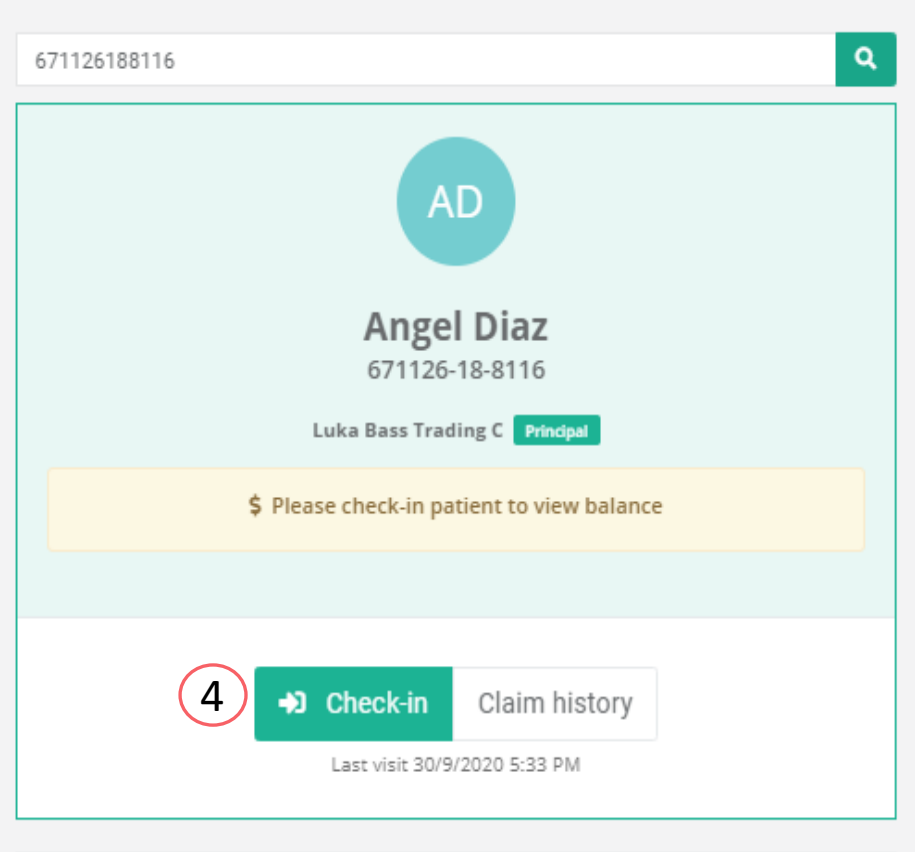


Step 1: Click on ☰

Step 2: Click on “Patients”

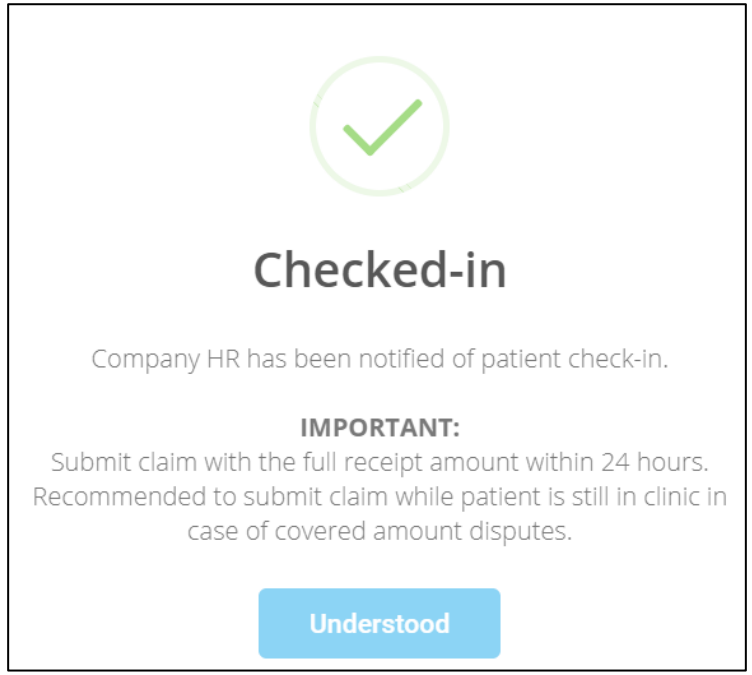
Step 3: Insert IC number [Local] or Passport number [Non-Malaysian] and click on 🔍

4. HOW TO CHECK-IN PATIENT?



Step 4: Click on Check-in to view the balance of patient

4. HOW TO CHECK-IN PATIENT?



Example 1.1

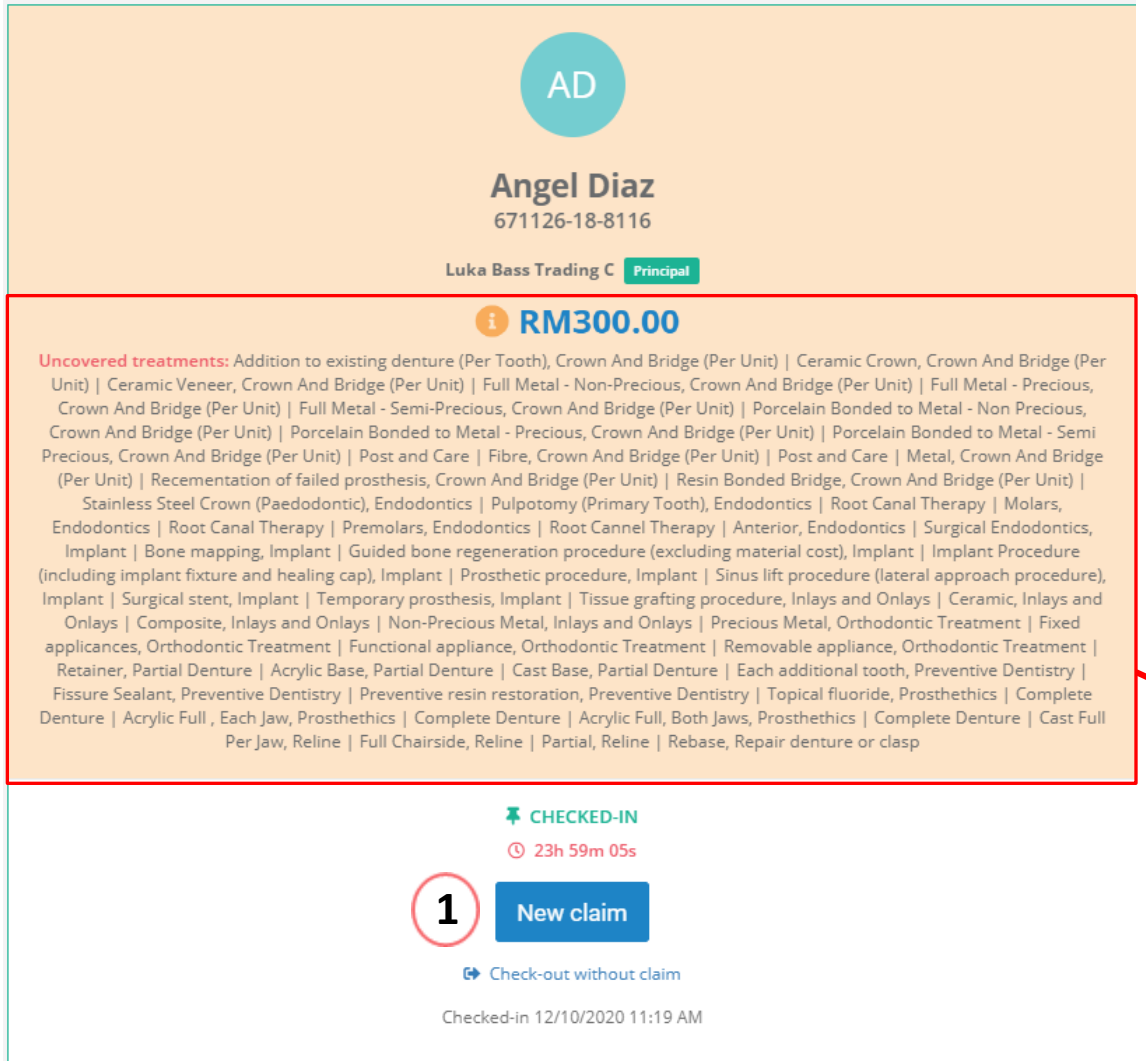
Example 1.2

Once you clicked on “Check-in”, the HR will be notified on patient check-in matter.

The important messages will be reminded such as in Example 1.1 and Example 1.2.

Step 5: Click on 

5. HOW TO SUBMIT CLAIMS?

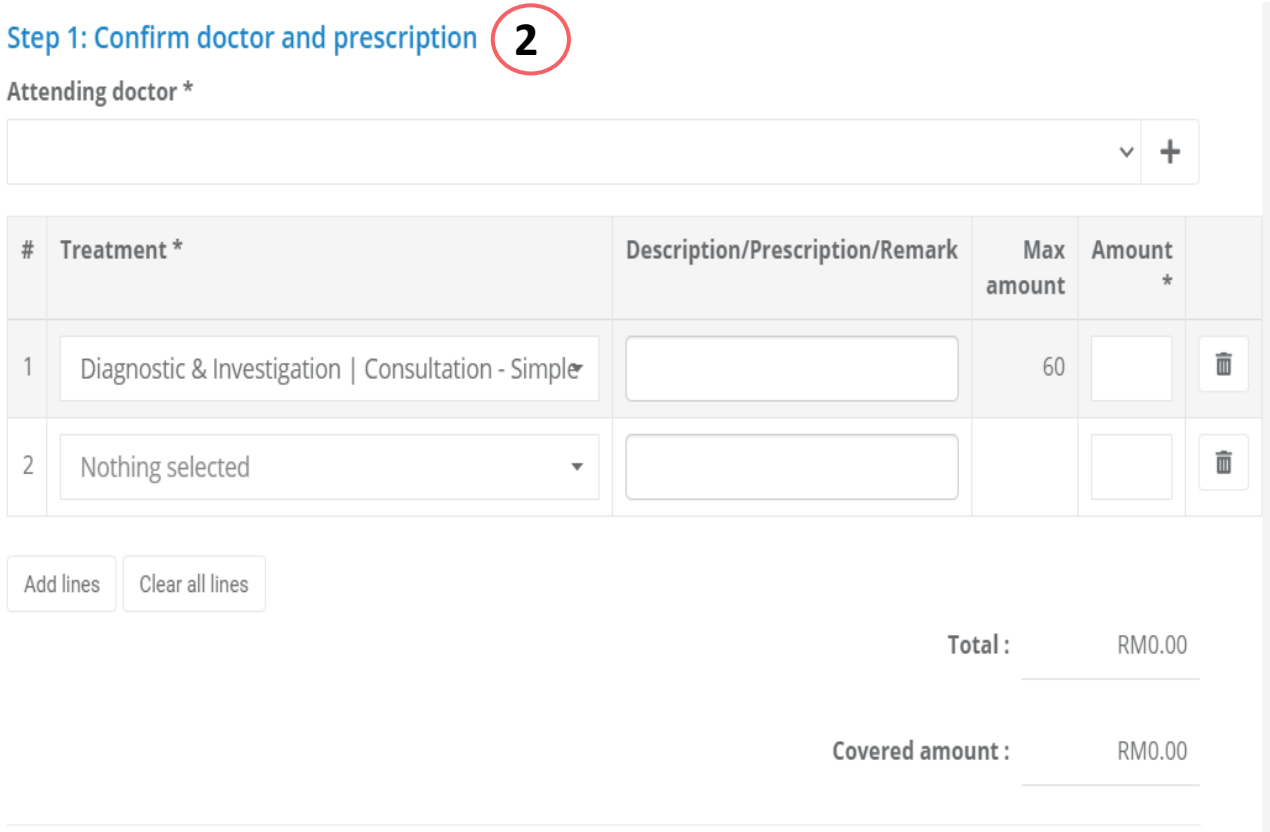


Step 1: Click on 

You will be directed to the claim submission page.

Pro-Tip: *This is the limit/entitlement of the patient. Do remember to submit the claim within 24hours!*

5. HOW TO SUBMIT CLAIMS?

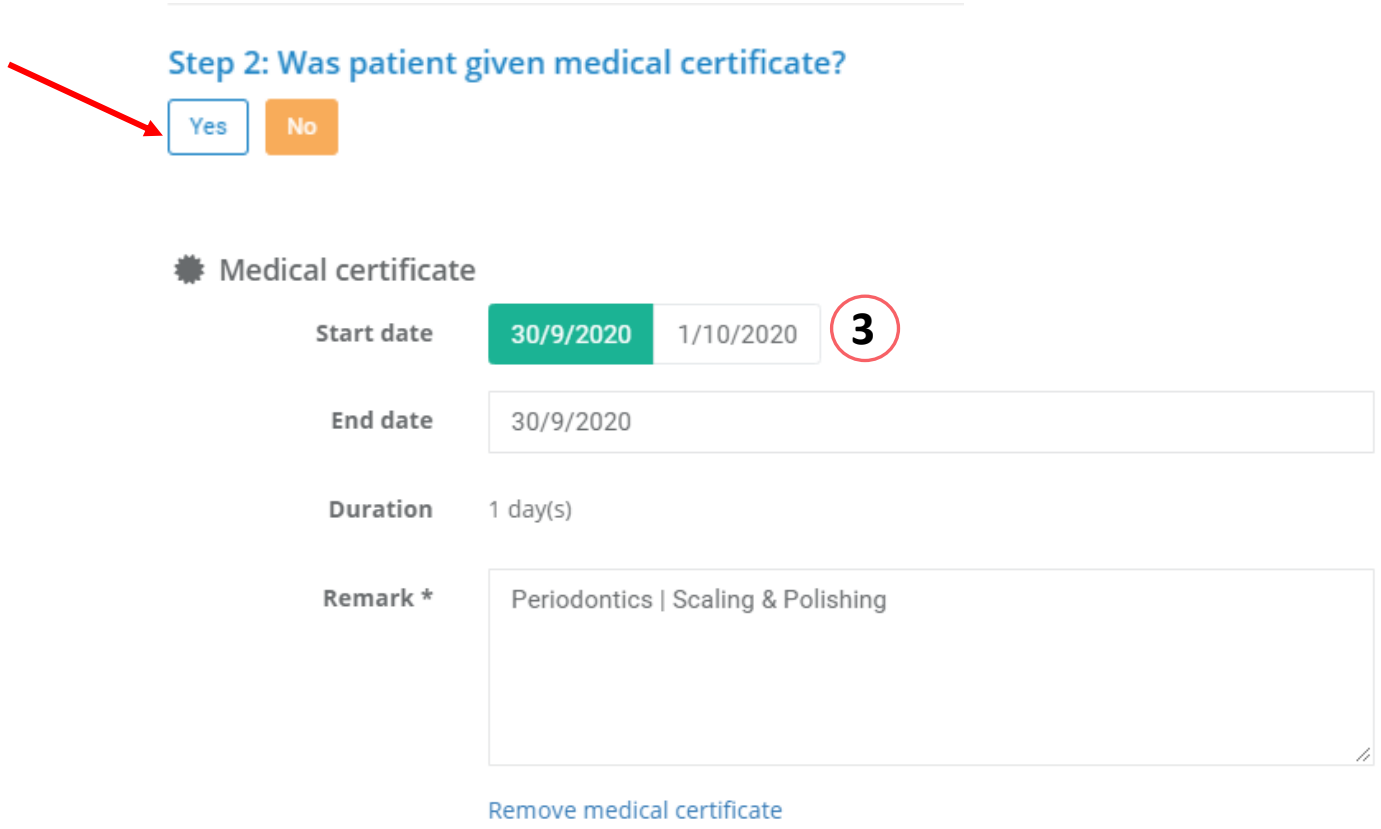


Step 2: Input the first section which includes

Confirm doctor and prescription

i. Select attending doctor Was
ii. Select Diagnosis
iii. Prescription/ Remarks
iv. Amount

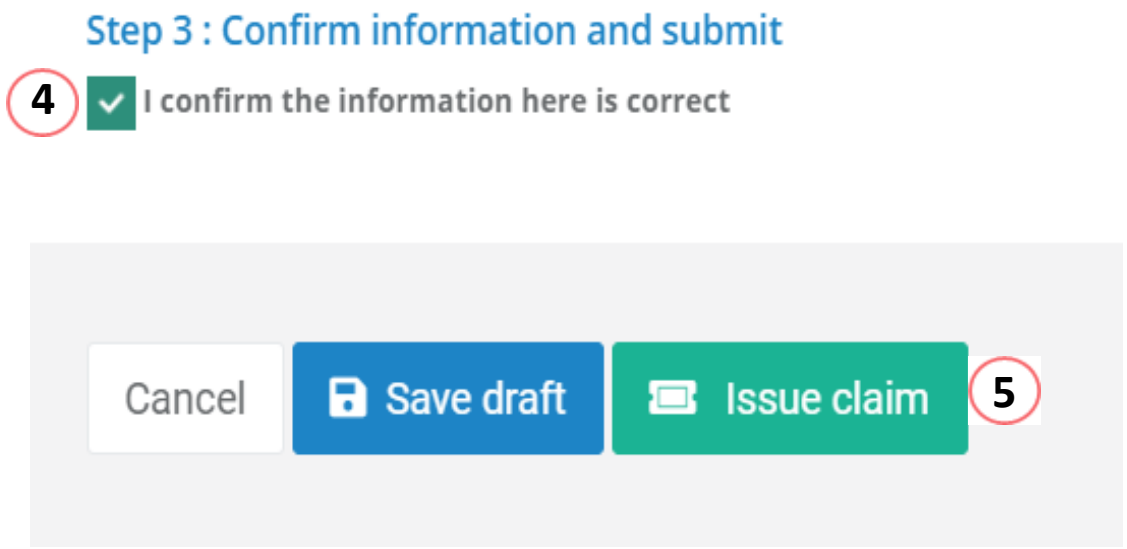
5. HOW TO SUBMIT CLAIMS?



Step 3: The second section is the MC details. If the patient is given a MC, click on "Yes" and input the following:

i. The start date
ii. The end date
iii. Additional remarks (if any)

5. HOW TO SUBMIT CLAIMS?



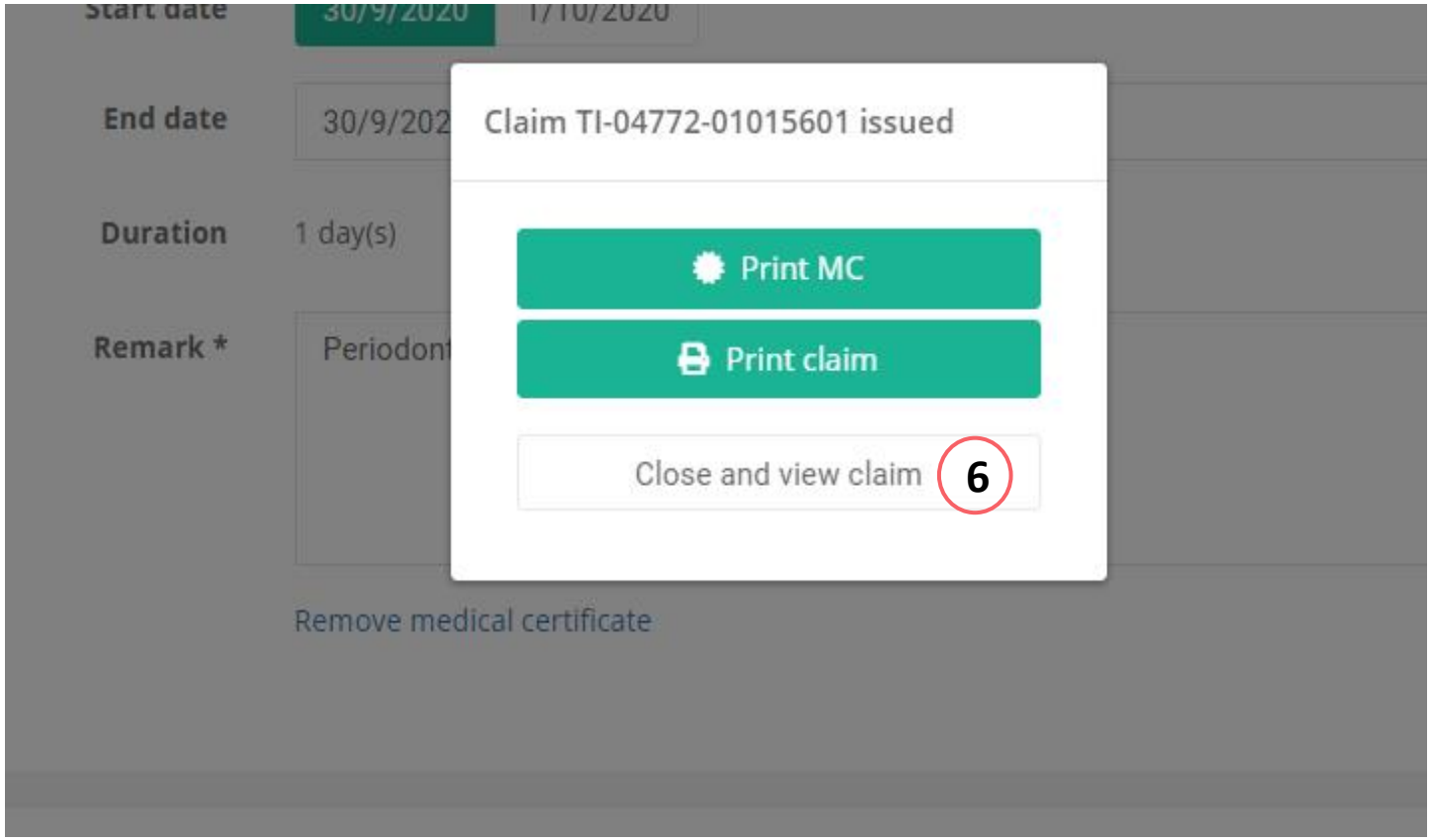
Step 4: Tick ☑ to confirm the information is here is correct

Step 5: Lastly, click on Issue claim

Pro-Tips:

i) For incomplete claims, you can click on Save draft *, and return to Dashboard to complete the claim when it is convenient.*

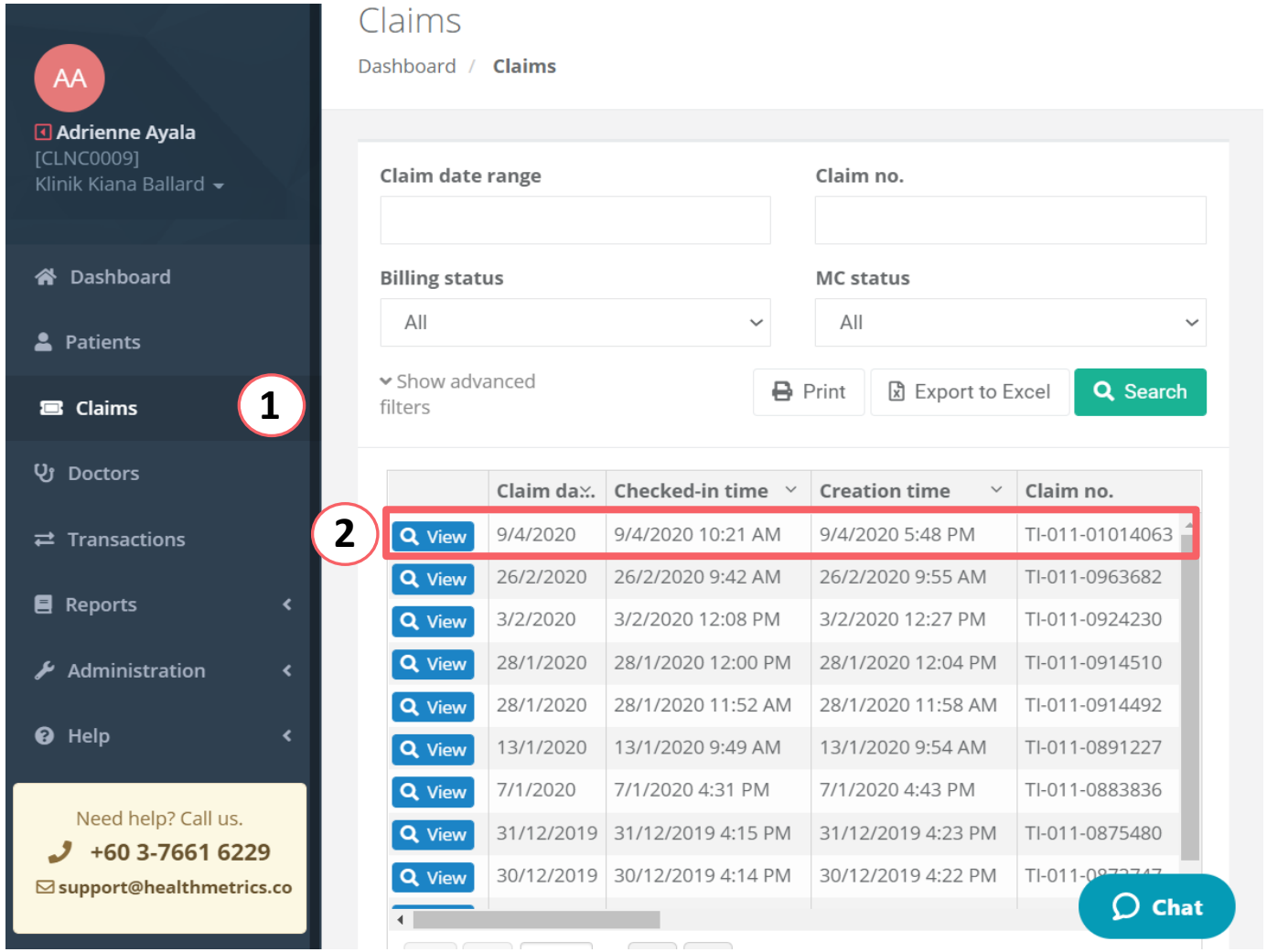
5. HOW TO SUBMIT CLAIMS?



After submit claims ticket number pop up.

Step 6: Click closed and view claims correct.

6. HOW TO VIEW MY SUBMITTED CLAIMS?



Step 1: Click on “Claims”

Step 2: Choose any desired submitted claims, then click on View

6. HOW TO VIEW MY SUBMITTED CLAIMS?

Patient:

Angel Diaz (671126-18-8116)

Luka Bass Trading C
No. 266, Jalan Jovanni Solis, 46350 Petaling Jaya, Selangor, MY

Claim no.

TI-04772-01015601

Klinik Marcel Cross A
No. 562, Jalan Guillermo Newman, 81000 Kulai, Johor, MY
P: +60 157613000

Wednesday, 30 September, 2020

Attending doctor

Dr. Radingan

#	Treatment	Description/Prescription/Remark	Amount
1	Periodontics | Scaling & Polishing	scaling	150.00

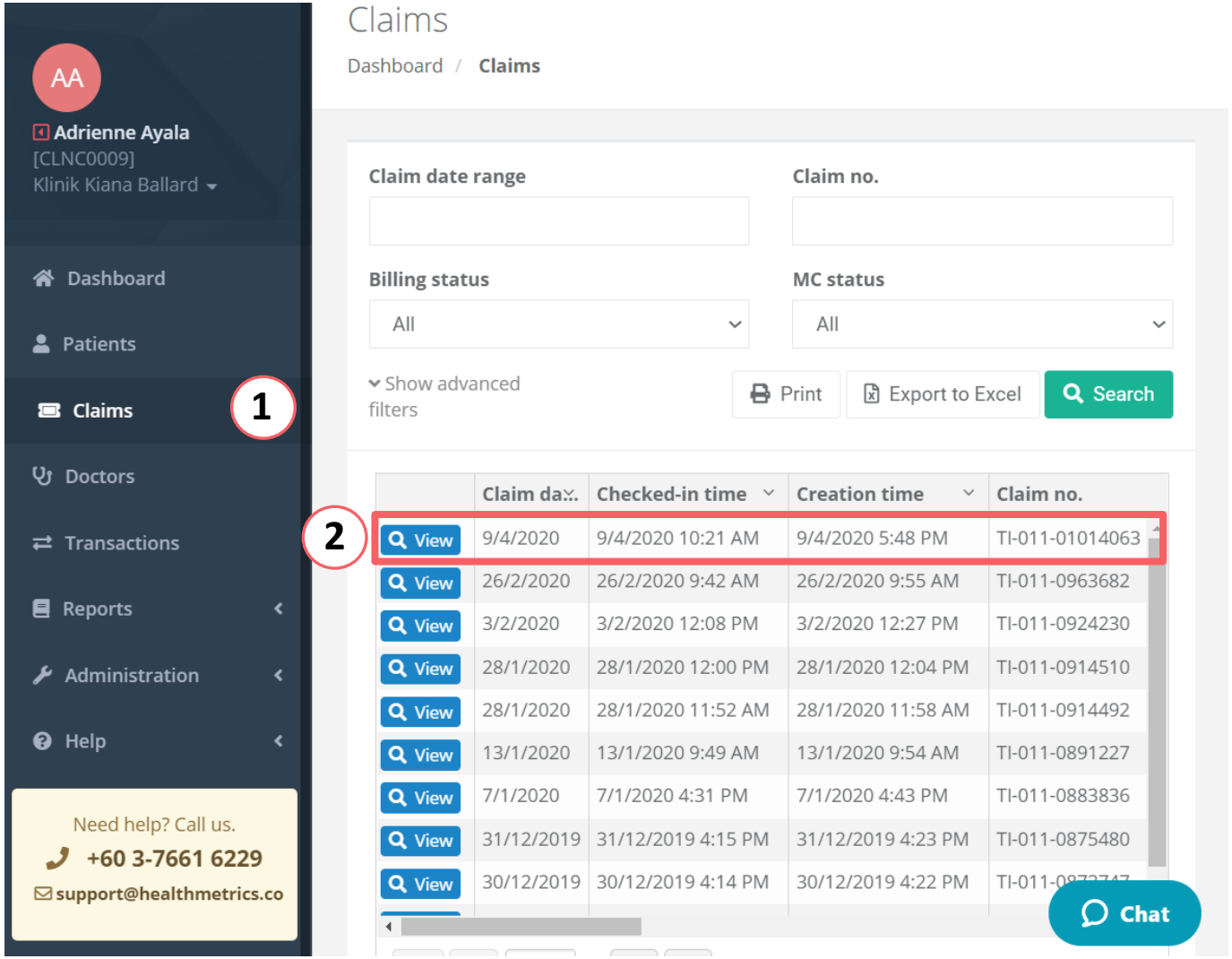
Total : RM150.00

Collect cash : RM150.00

Medical certificate

This is an example of a submitted claims.

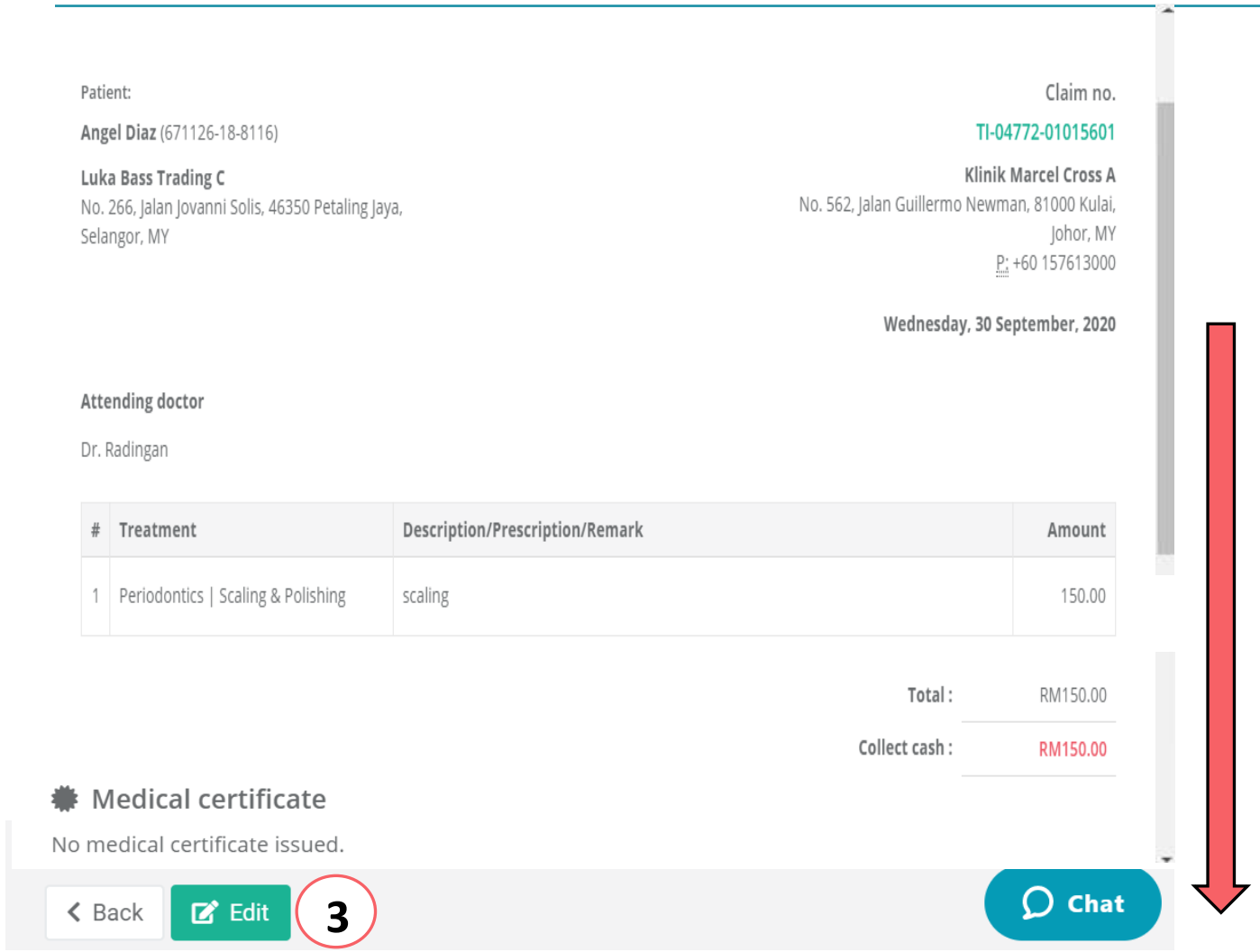
7. HOW TO EDIT THE SUBMITTED CLAIMS?



Step 1: Click on “Claims”

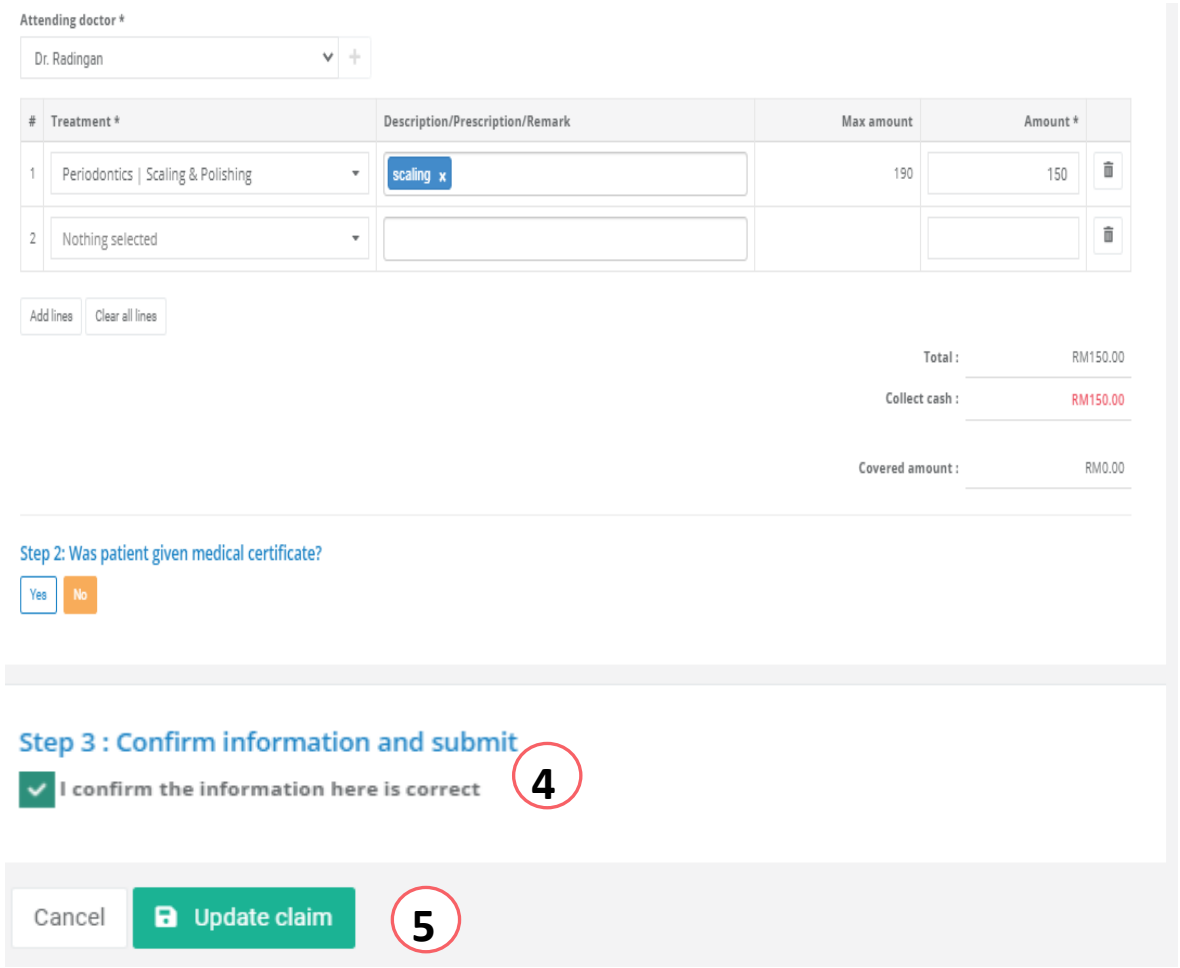
Step 2: Choose the submitted claims that needs to be amended, then click on View

7. HOW TO EDIT THE SUBMITTED CLAIMS?



Step 3: Scroll down the page and click on Edit

7. HOW TO EDIT THE SUBMITTED CLAIMS?



Step 4: When you are done, tick ☑

Step 5: Then, click on **Update claim**

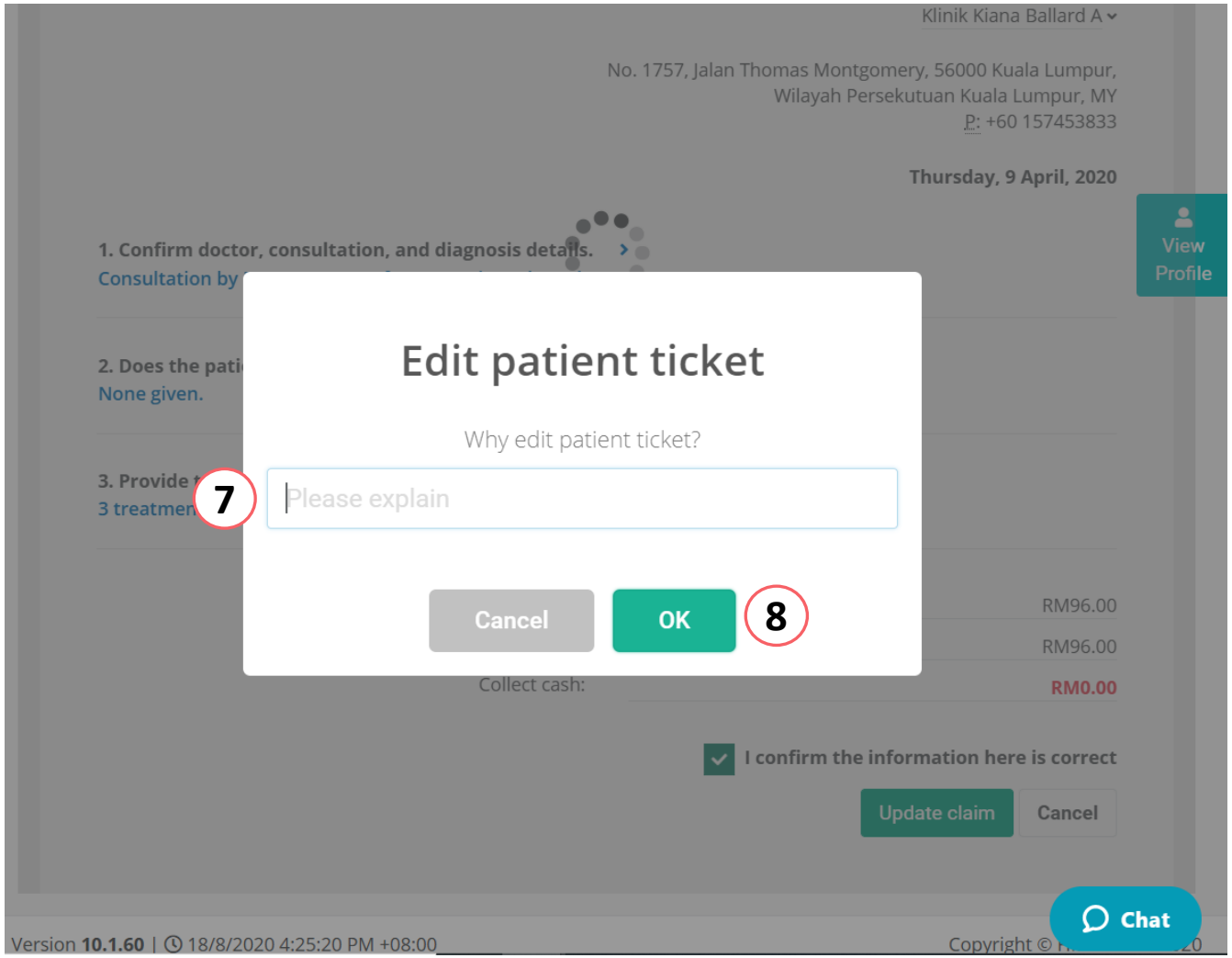
To note: *However, updating claims is not permitted under two (2) conditions :*

i. To increase the price from the current submitted claims

ii. To backdate an MC

Kindly contact our support line +603-76616229 if you need assistance.

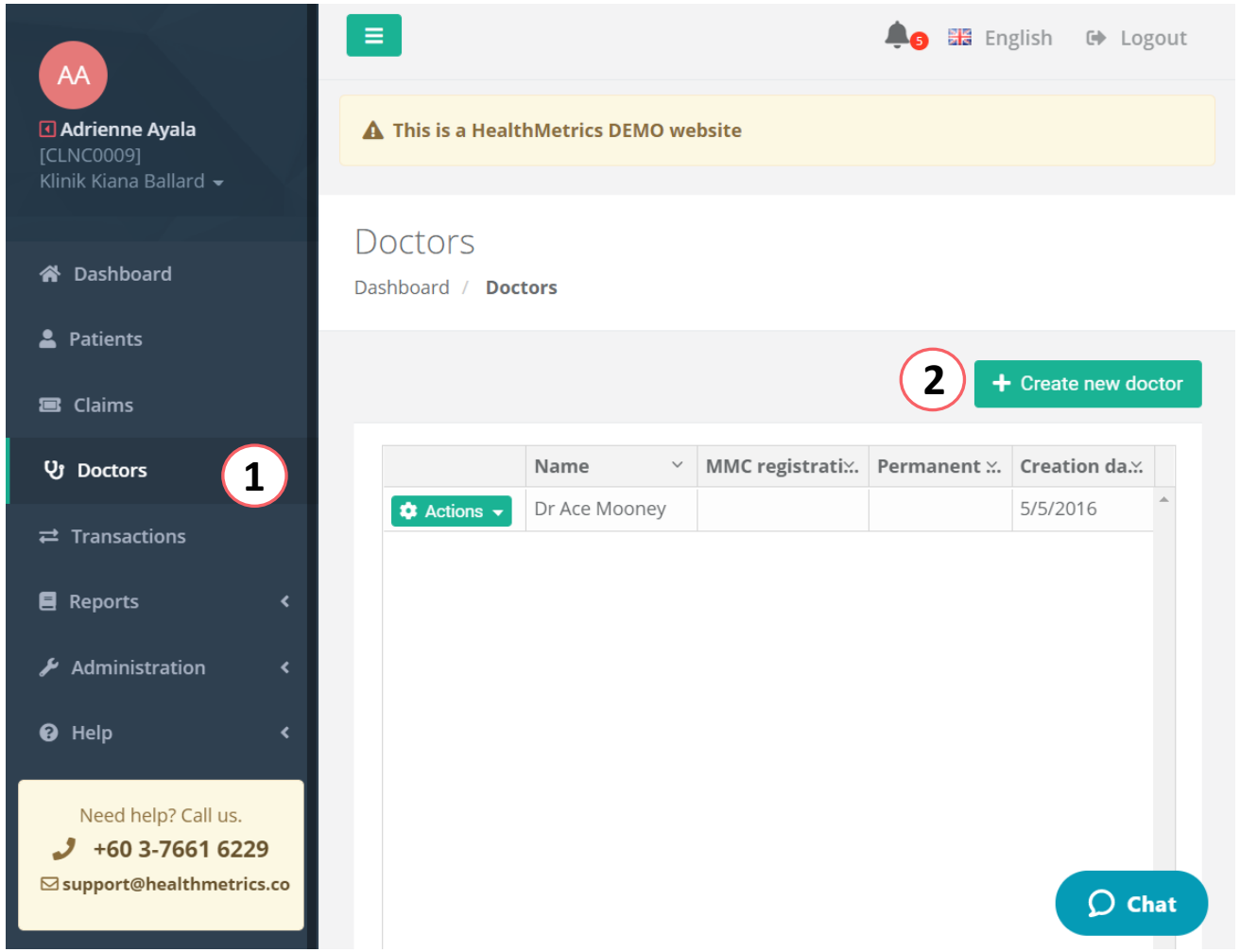
7. HOW TO EDIT THE SUBMITTED CLAIMS?



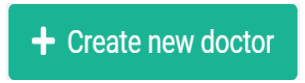
Step 7: Input the reason/explain

Step 8: Click on OK

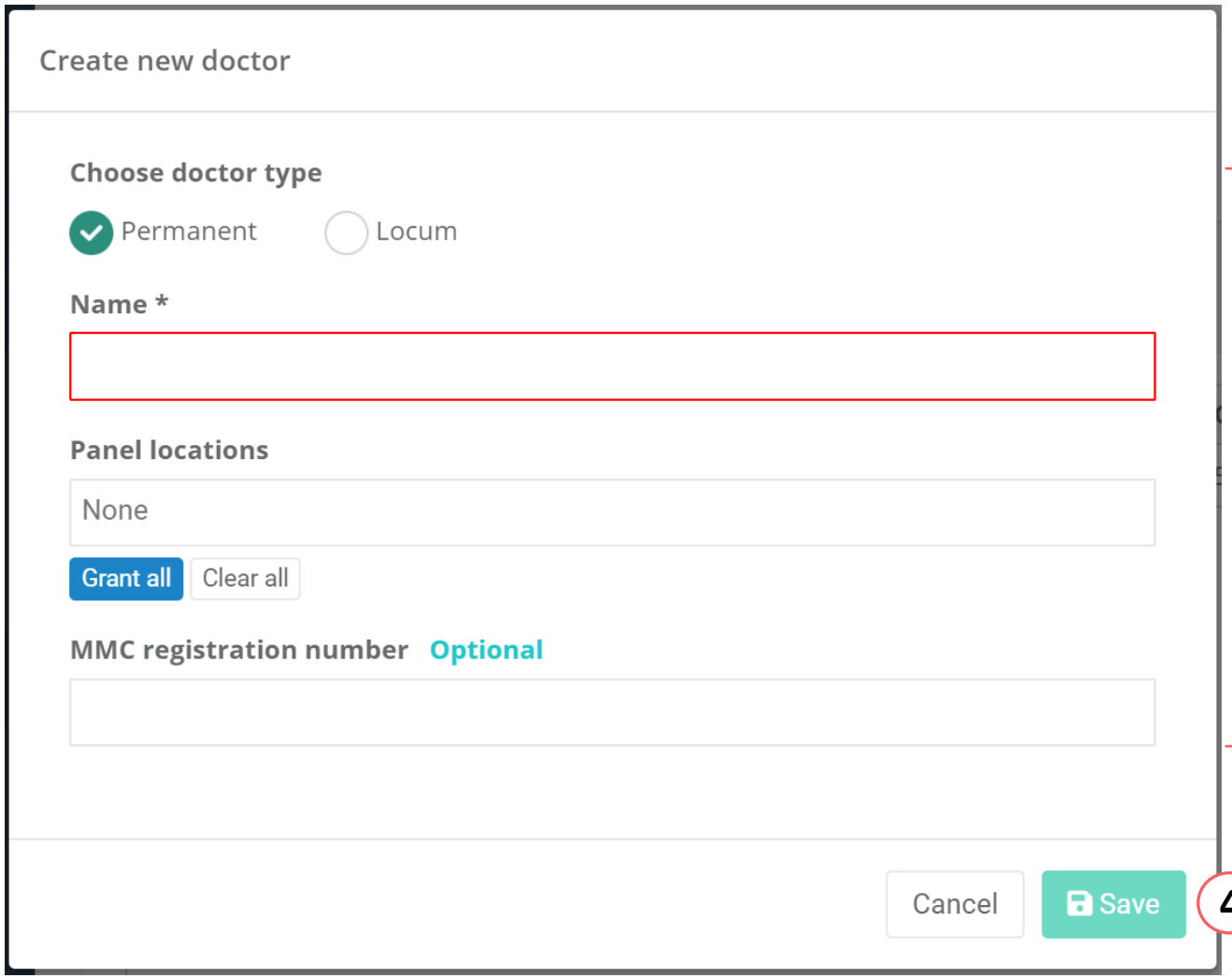
8. WHERE CAN I CLICK TO ADD A NEW DOCTOR?



Step 1: Click on "Doctors"

Step 2: Click on 

8. WHERE CAN I CLICK TO ADD A NEW DOCTOR?

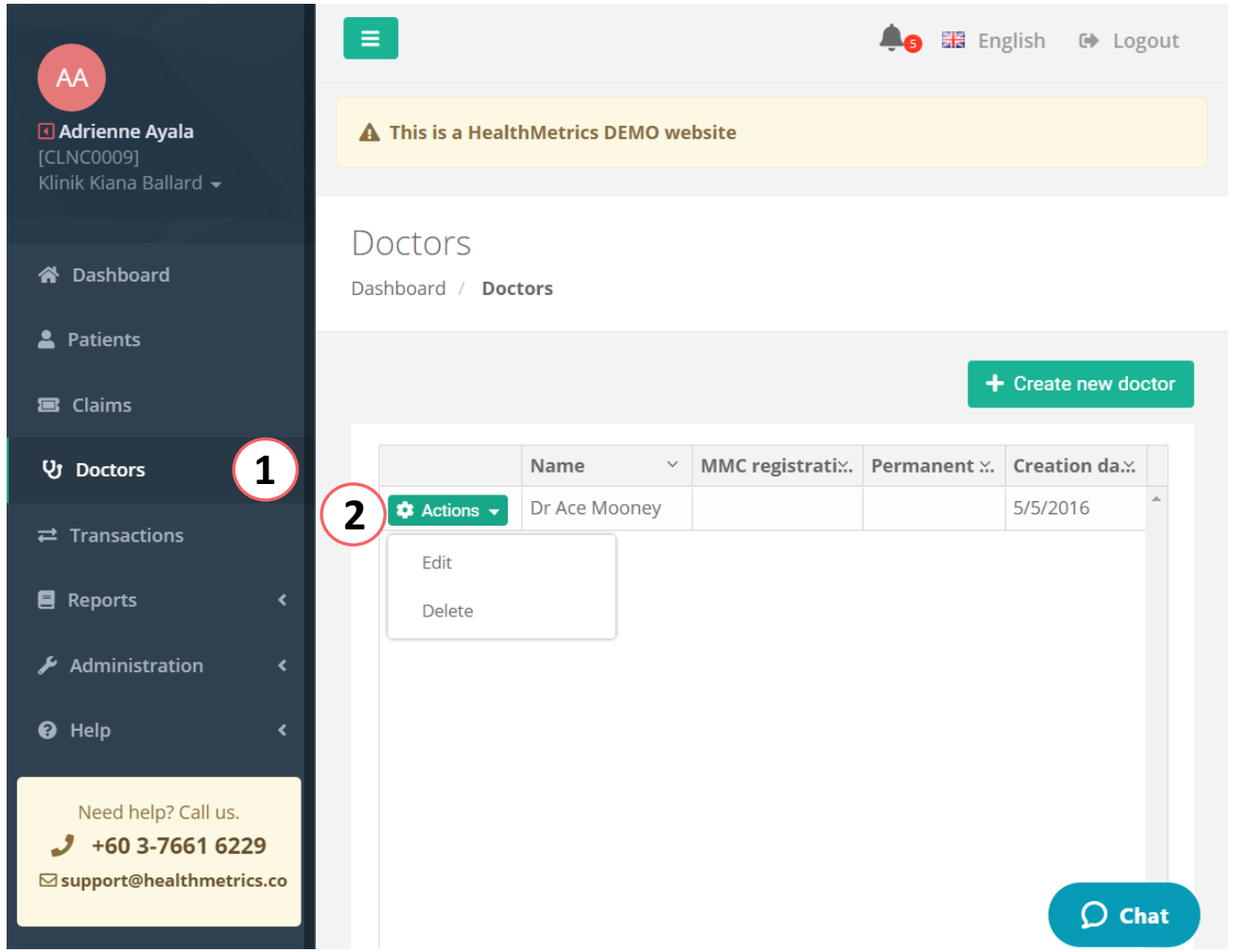


Step 3: Input the following details:

i. Select "Permanent" OR "Locum"
ii. Input your new Doctor's name
iii. Select/Input Panel Locations
iv. (Optional) Input MMC no.

Step 4: Click on

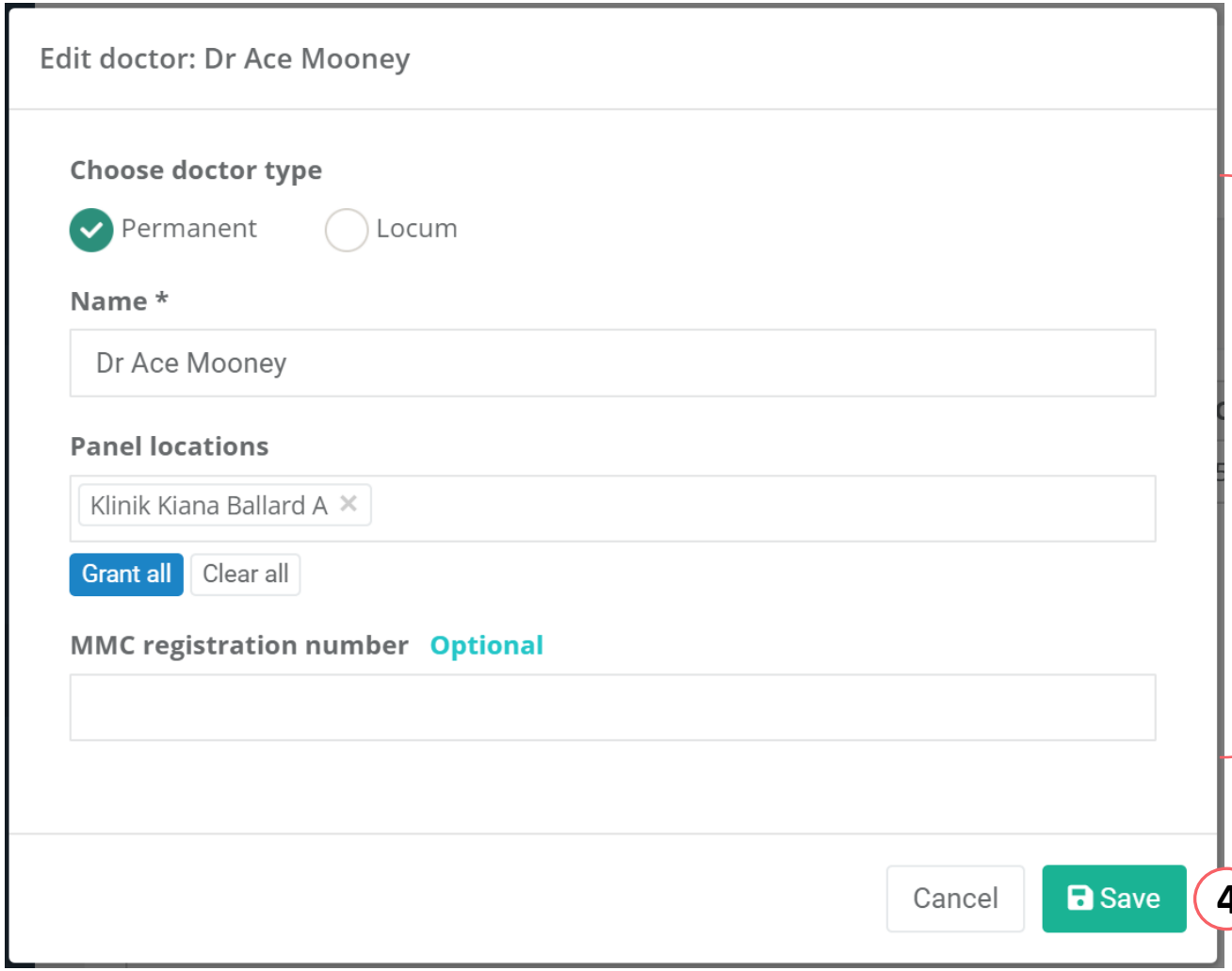
9. HOW CAN I EDIT A DOCTOR'S DETAIL?



Step 1: Click on "Doctors"

Step 2: Click on Actions and "Edit"

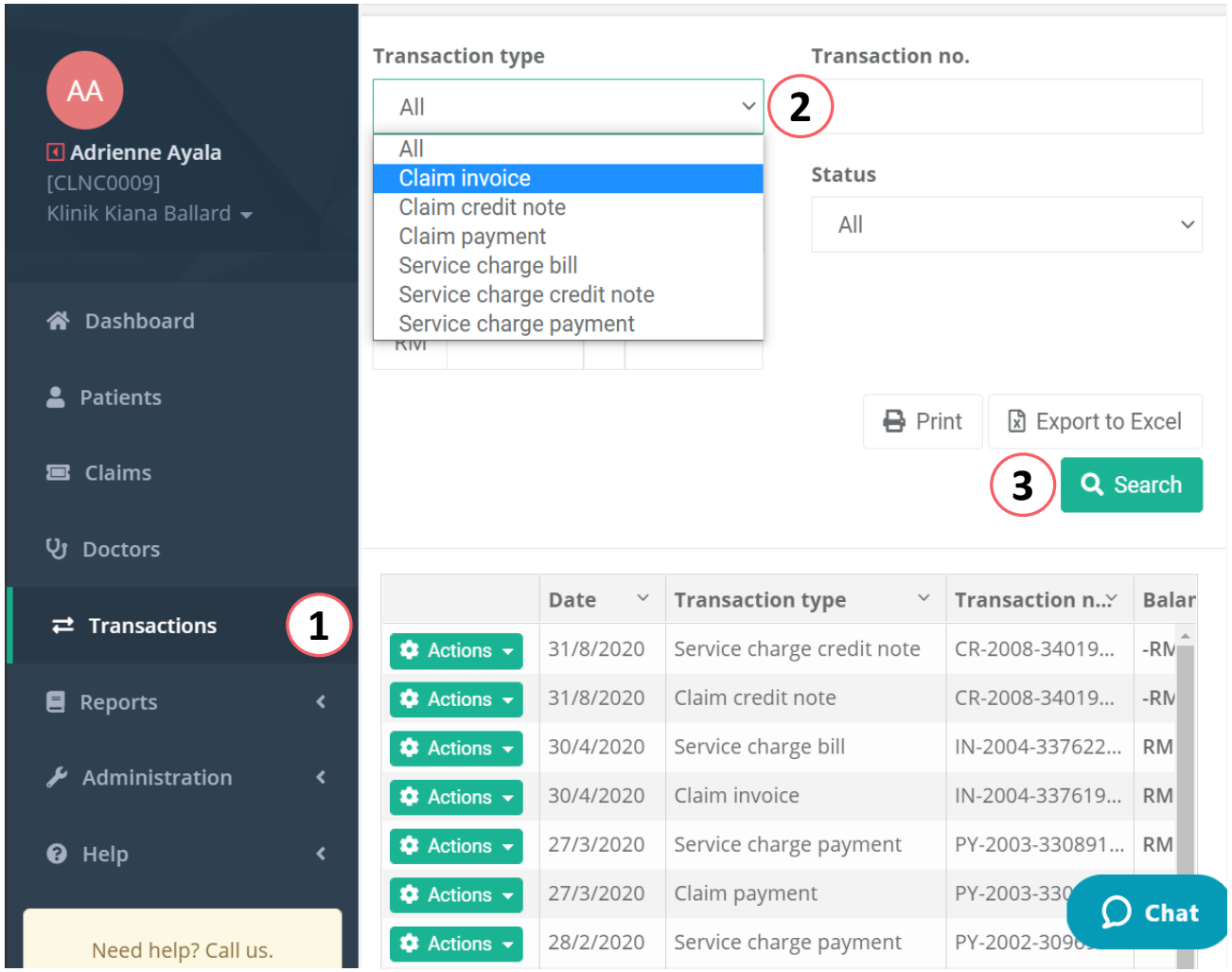
9. HOW CAN I EDIT A DOCTOR'S DETAIL?



Step 3: Make any necessary changes

Step 4: Click on Save

10. HOW TO VIEW THE TRANSACTION SUMMARY?

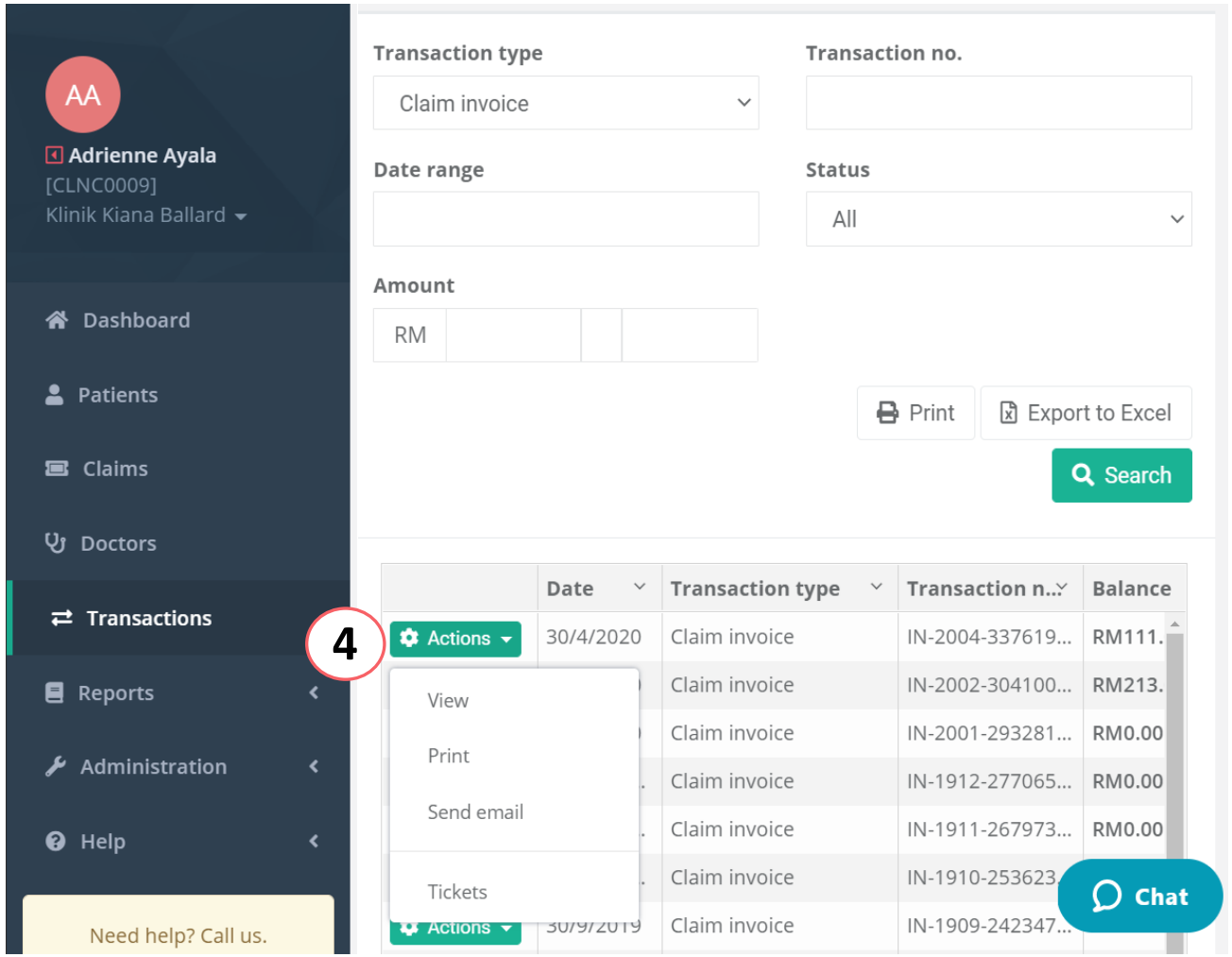


Step 1: Click on "Transaction"

Step 2: Select the desired transaction type

Step 3: Click on Search

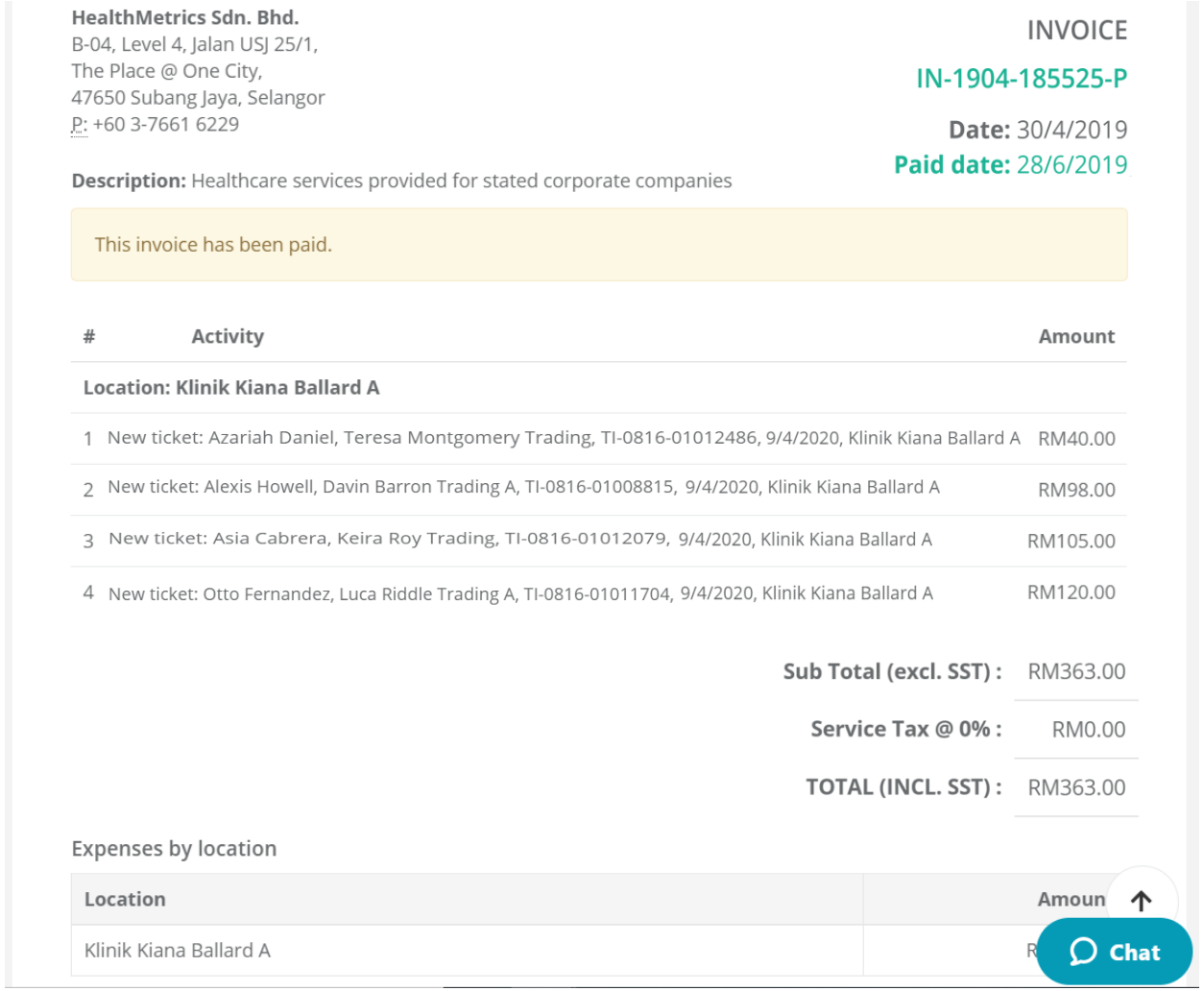
10. HOW TO VIEW THE TRANSACTION SUMMARY?



Step 4: Click on Actions and you will have the options to

i. View
ii. Print
iii. Send email
iv. View the details claims

10. HOW TO VIEW THE TRANSACTION SUMMARY?



HealthMetrics Sdn. Bhd.
B-04, Level 4, Jalan USJ 25/1,
The Place @ One City,
47650 Subang Jaya, Selangor
P: +60 3-7661 6229

INVOICE

IN-1904-185525-P

Date: 30/4/2019
Paid date: 28/6/2019

Description: Healthcare services provided for stated corporate companies

This invoice has been paid.

#	Activity	Amount
Location: Klinik Kiana Ballard A		
1	New ticket: Azariah Daniel, Teresa Montgomery Trading, TI-0816-01012486, 9/4/2020, Klinik Kiana Ballard A	RM40.00
2	New ticket: Alexis Howell, Davin Barron Trading A, TI-0816-01008815, 9/4/2020, Klinik Kiana Ballard A	RM98.00
3	New ticket: Asia Cabrera, Keira Roy Trading, TI-0816-01012079, 9/4/2020, Klinik Kiana Ballard A	RM105.00
4	New ticket: Otto Fernandez, Luca Riddle Trading A, TI-0816-01011704, 9/4/2020, Klinik Kiana Ballard A	RM120.00

Sub Total (excl. SST) :	RM363.00
Service Tax @ 0% :	RM0.00
TOTAL (INCL. SST) :	RM363.00

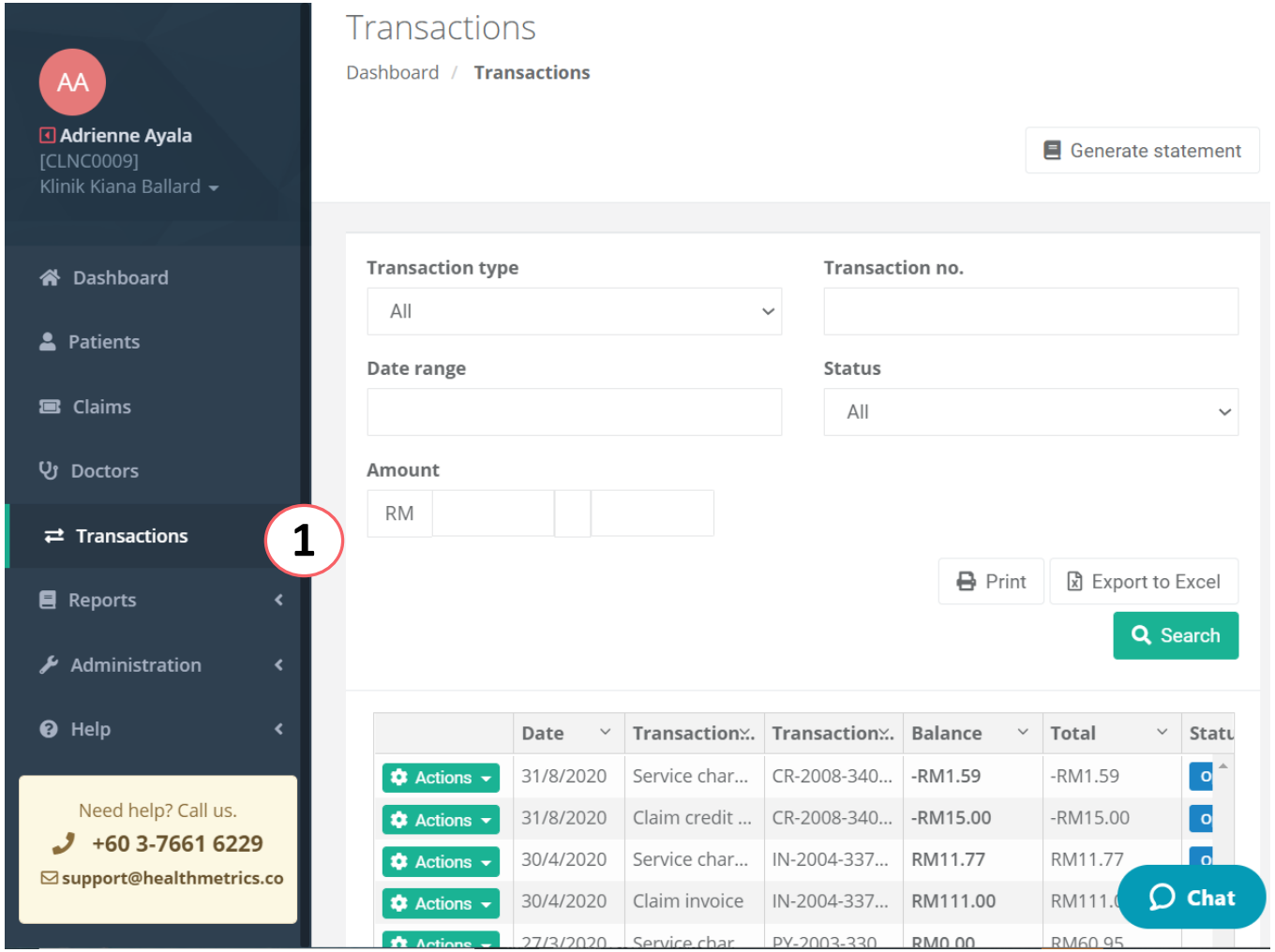
Expenses by location

Location	Amoun
Klinik Kiana Ballard A	R

Chat

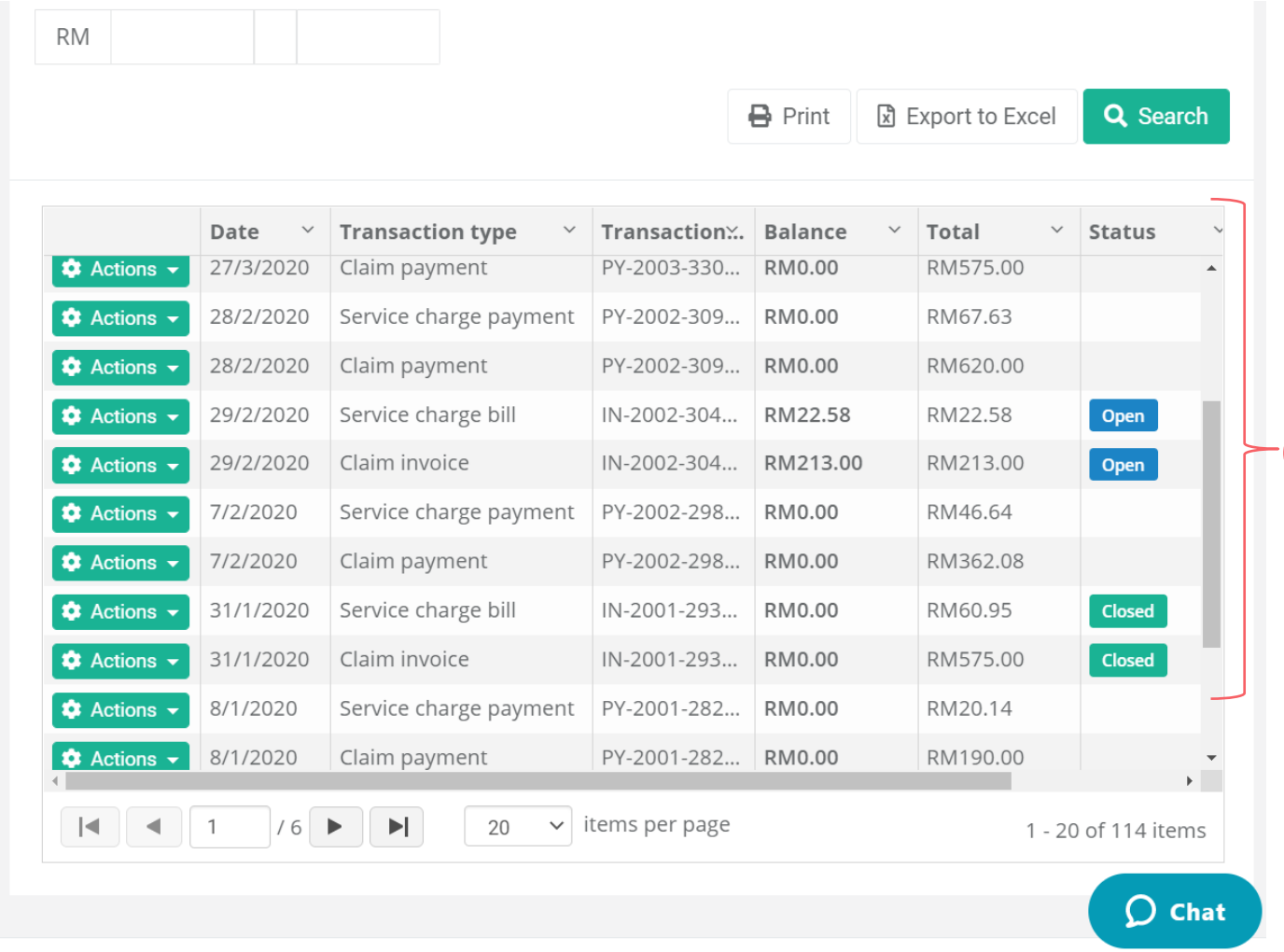
This is an example of an invoice.

11. HOW TO VIEW THE PAYMENT STATUS?



Step 1: Click on "Transactions"

11. HOW TO VIEW THE PAYMENT STATUS?



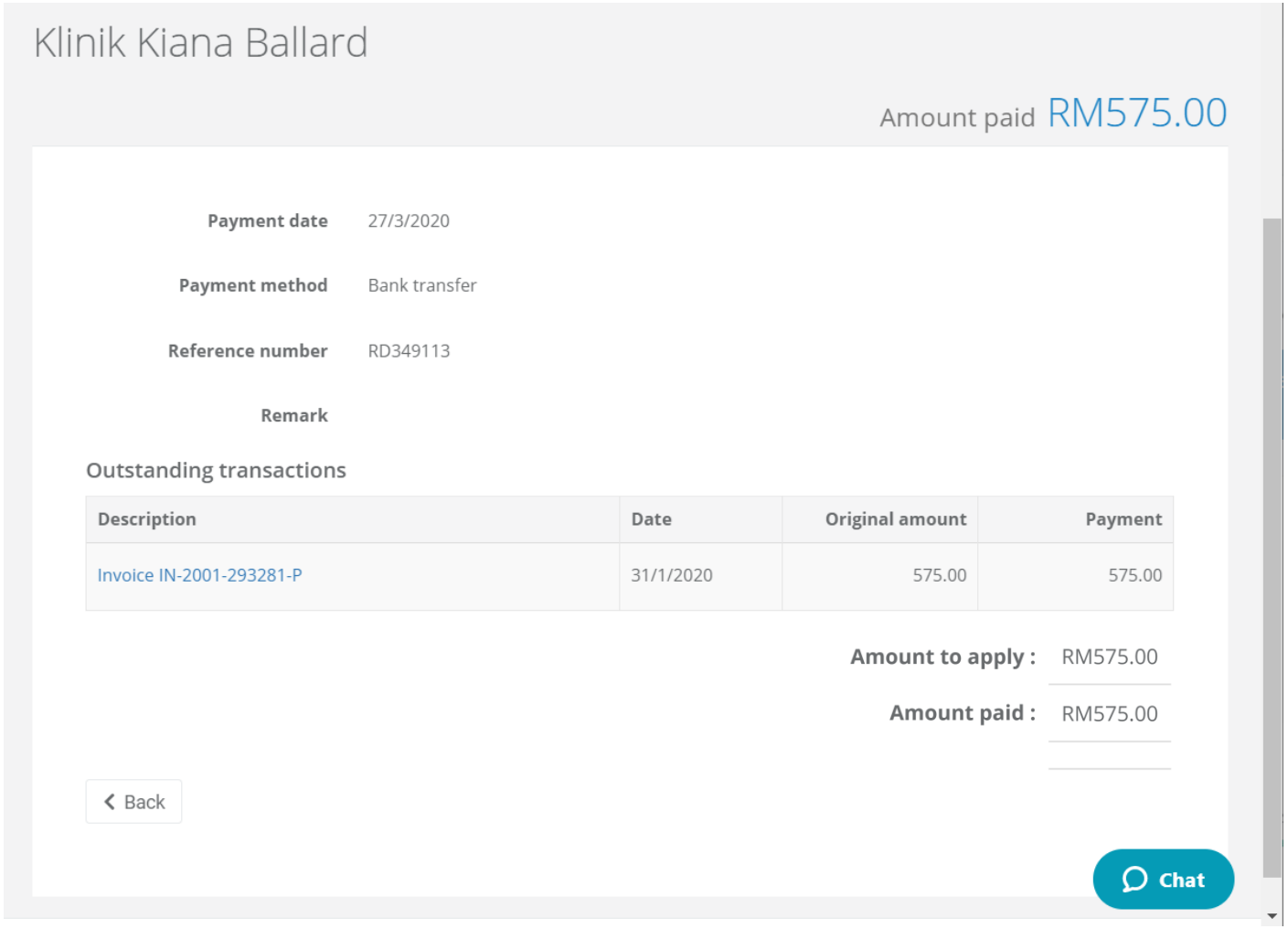
Step 2: View the invoice status in the table.

To note:

The status of successful payment will be shown as **Closed**

Otherwise, it will be shown as **Open**

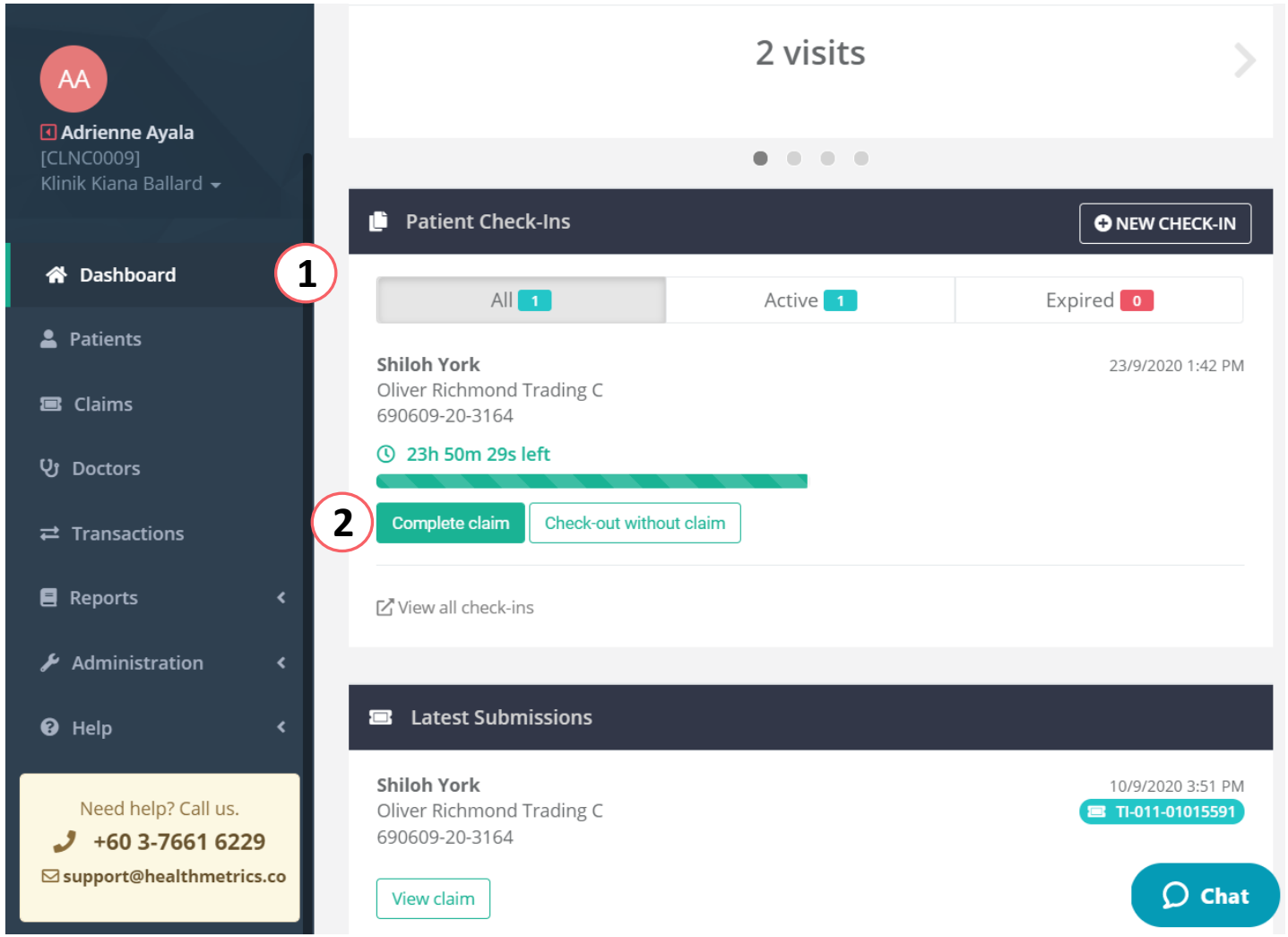
11. HOW TO VIEW THE PAYMENT STATUS?



This is an example of Claim Payment details which include the payment date, payment method and reference number.

Click on the invoice link to view the claims details.

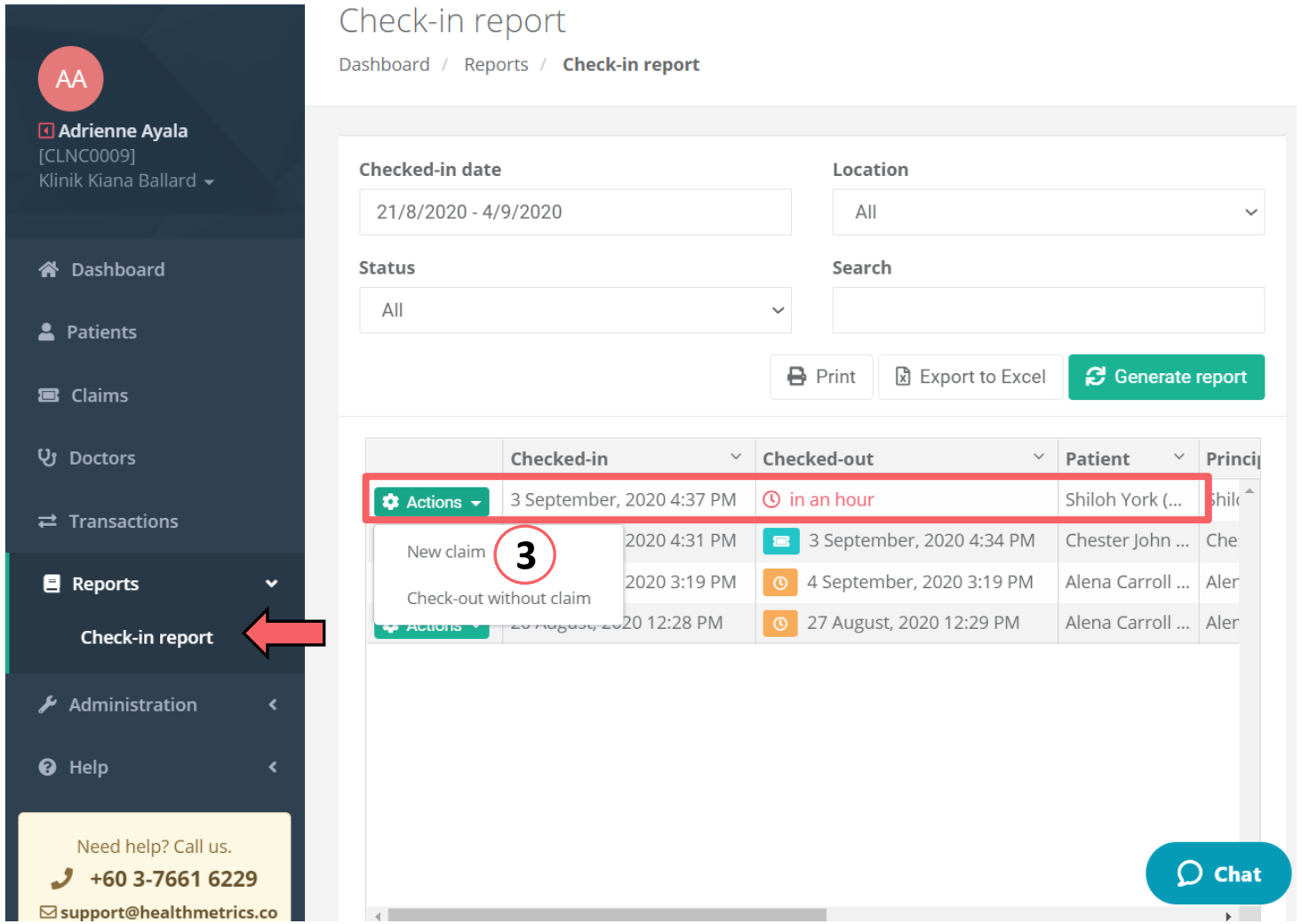
12. HOW TO COMPLETE THE PENDING CLAIM?



Step 1: Click on "Dashboard"

Step 2: Click on Complete claim

12. HOW TO COMPLETE THE PENDING CLAIM?

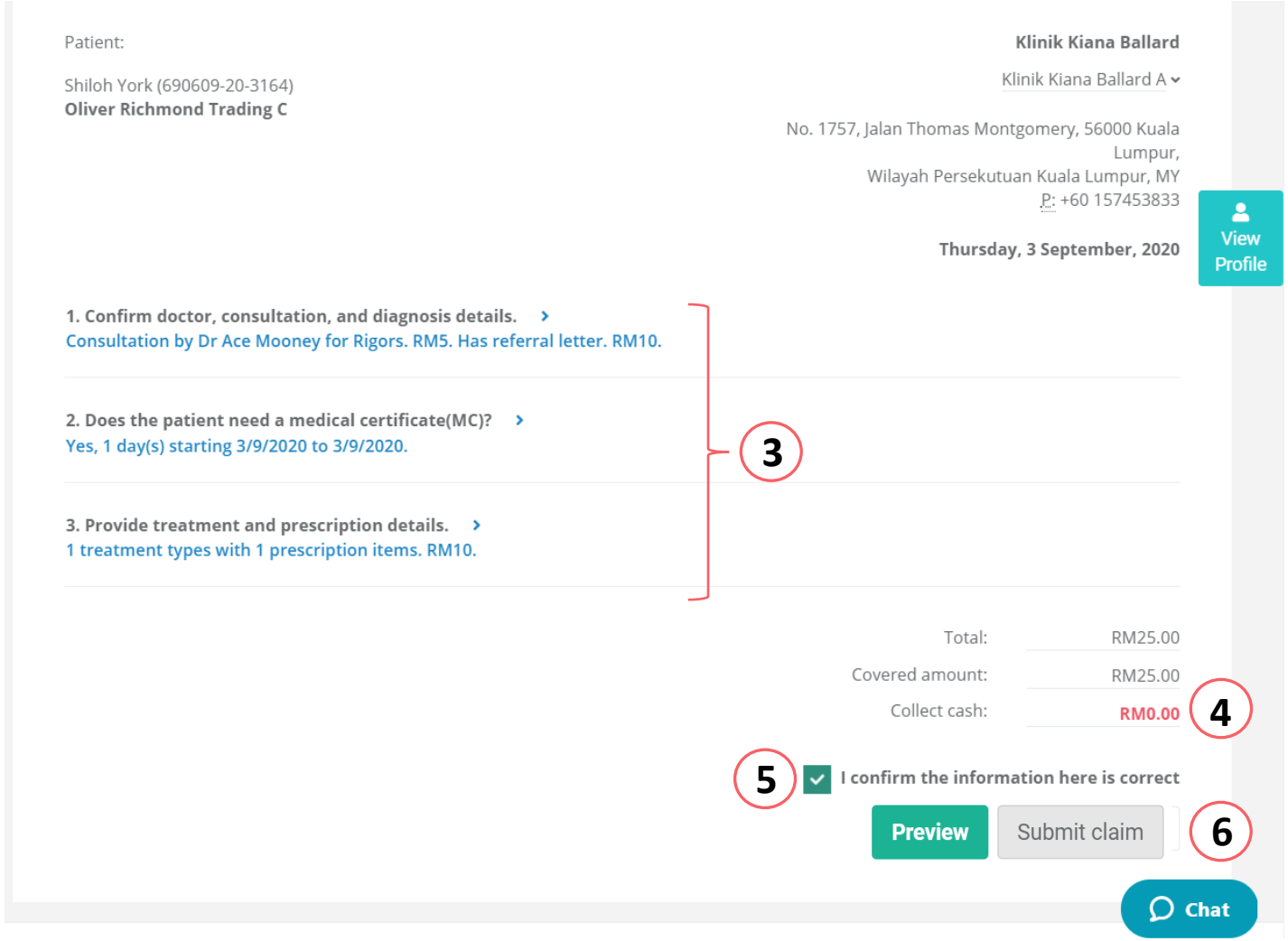


You will be redirected to "Check-in report".

Step 3: Click on Actions and then click on "New claim".

For example in the image here, this patient (name: Shiloh York) needs to be checked out in an hour before it become expired.

12. HOW TO COMPLETE THE PENDING CLAIM?



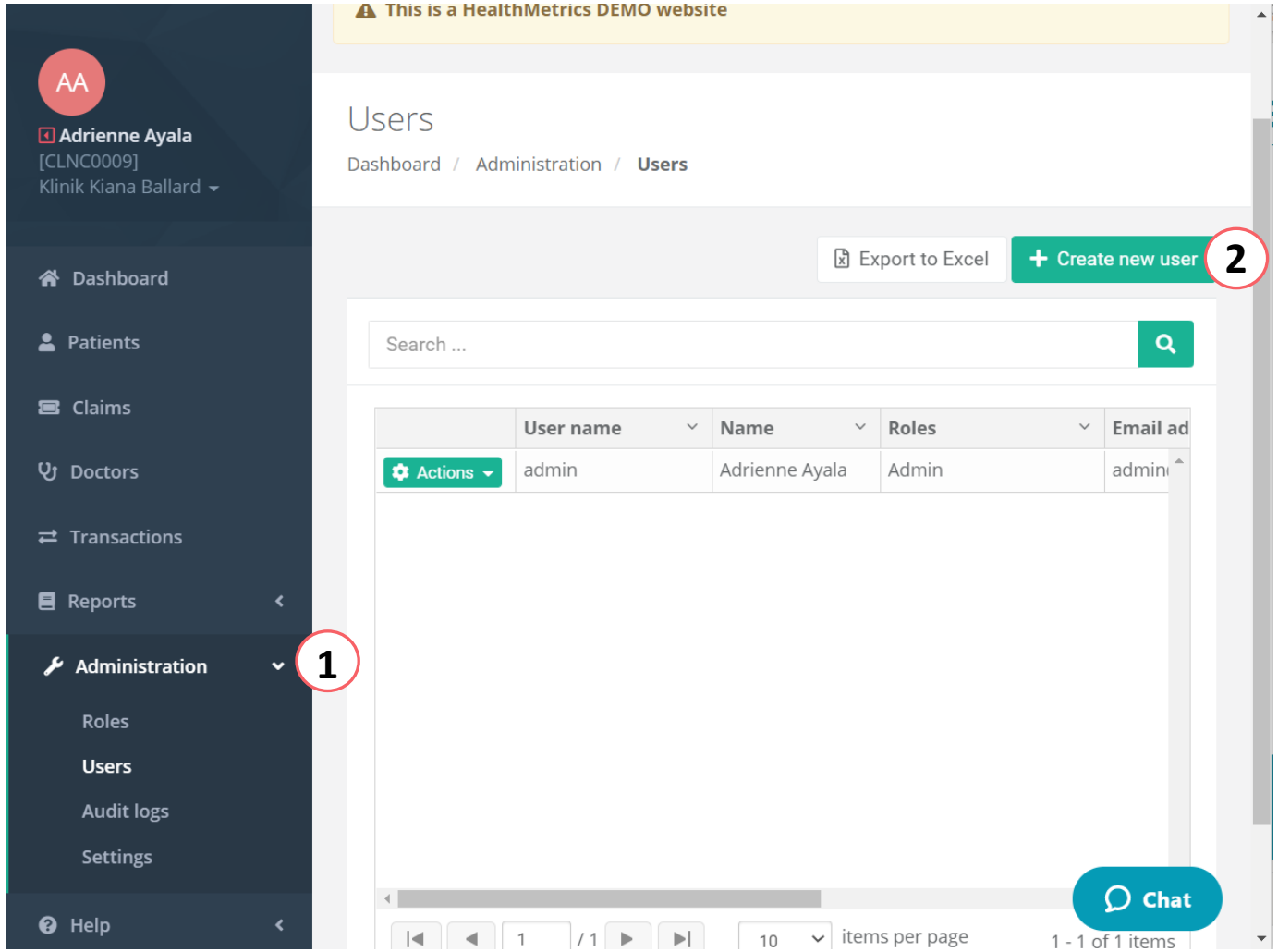
Step 3: Fill in the 1,2,3 sections accordingly

Step 4: Check the total amount

Step 5: Tick ☑ to confirm

Step 6: Click on Submit claim

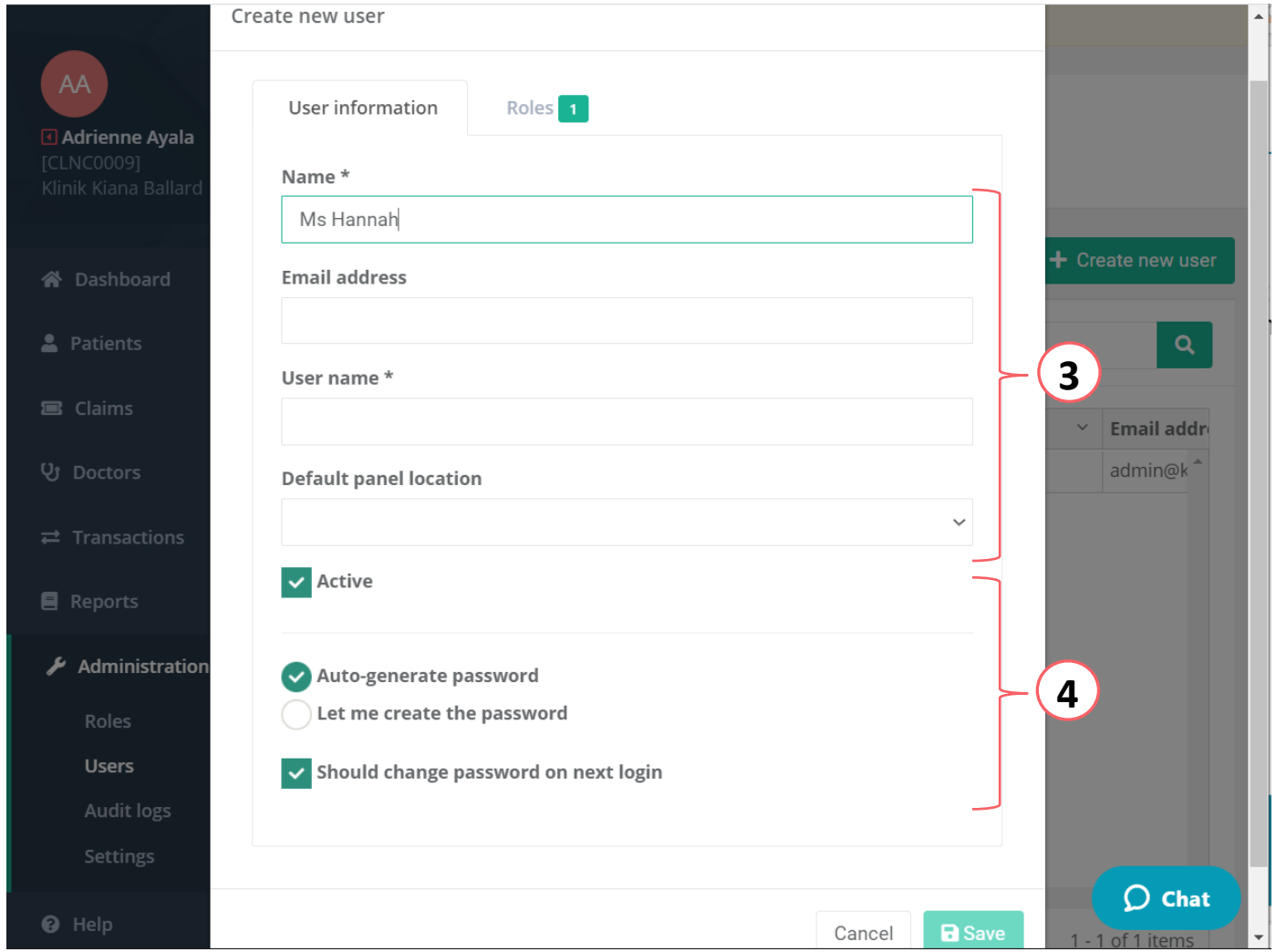
13. HOW TO ADD MORE USERS AND LIMIT THEIR ACCESSIBILITY?



Step 1: Click on "Administration" and "Users".

Step 2: Click on + Create new user

13. HOW TO ADD MORE USERS AND LIMIT THEIR ACCESSIBILITY?



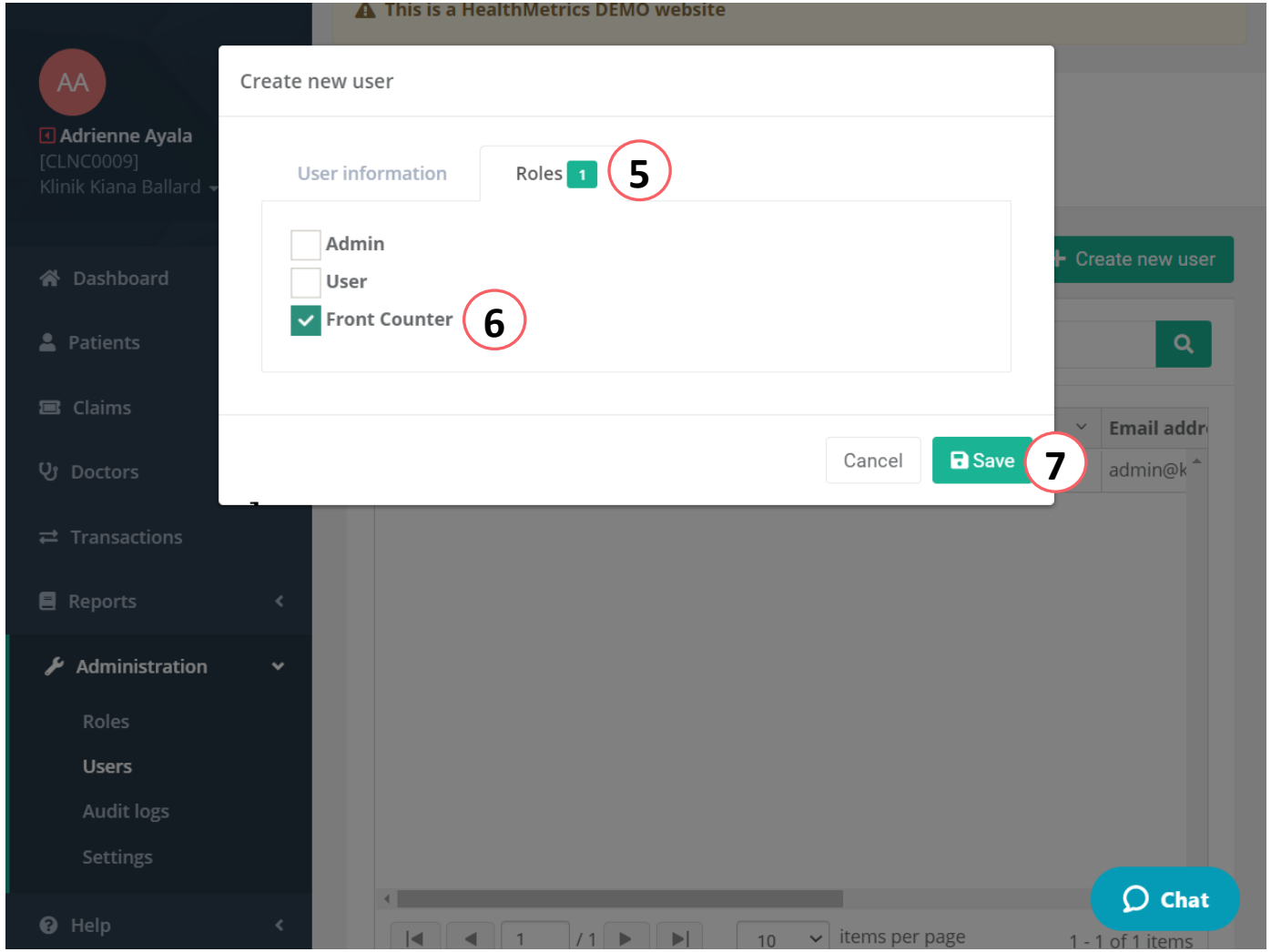
Step 3: Input the following details

i. Name (mandatory)
ii. Email address
iii. User name (mandatory)
iv. Default panel location

Step 4: Tick ☑ the following item

i. User activation
ii. User account password generated automatically or create on your own
iii. To let the user change password on next login

13. HOW TO ADD MORE USERS AND LIMIT THEIR ACCESSIBILITY?

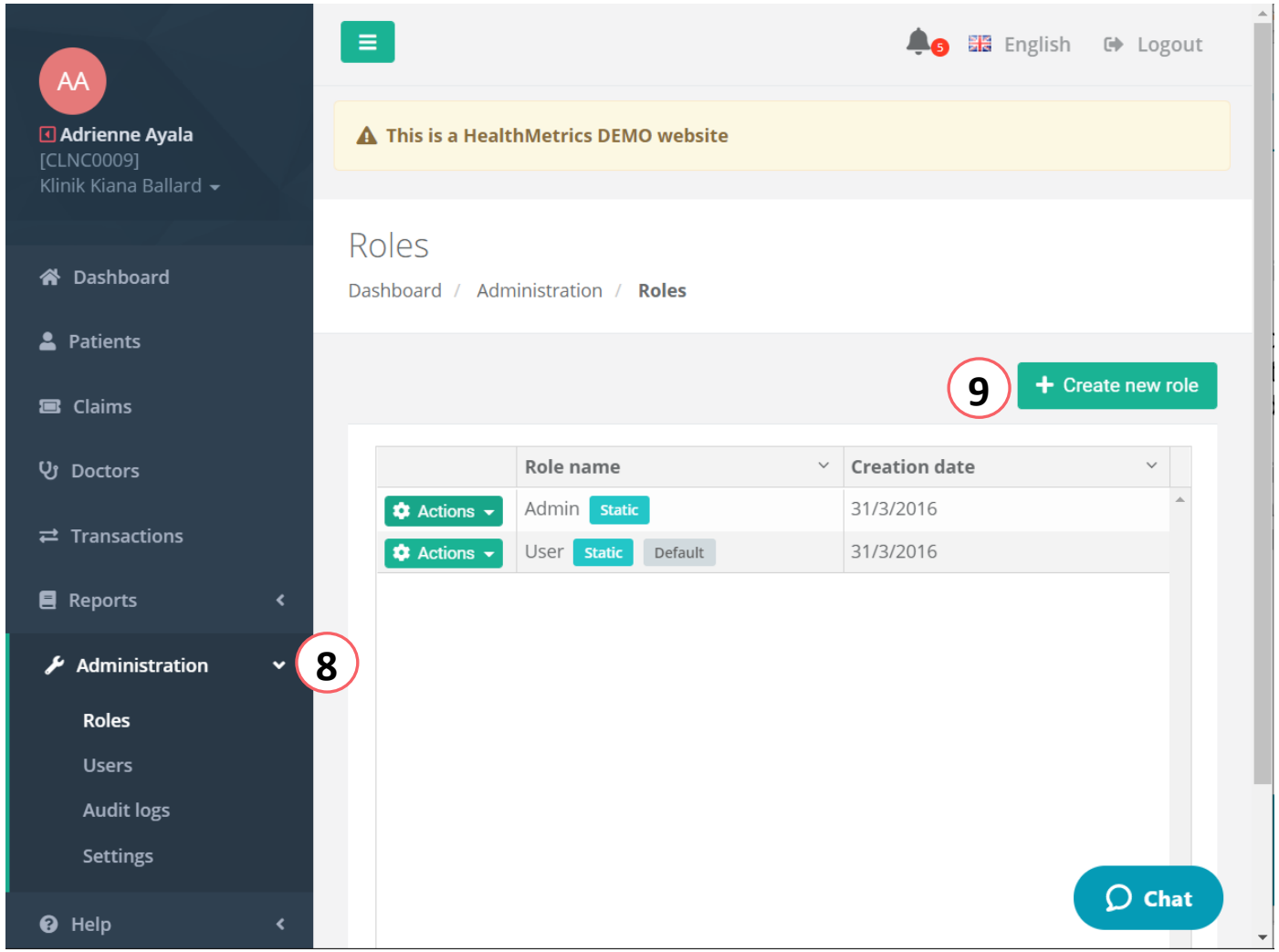


Step 5: Next, click on "Roles" tab

Step 6: Select the “Role” assigned to the user

Step 7: Click on Save

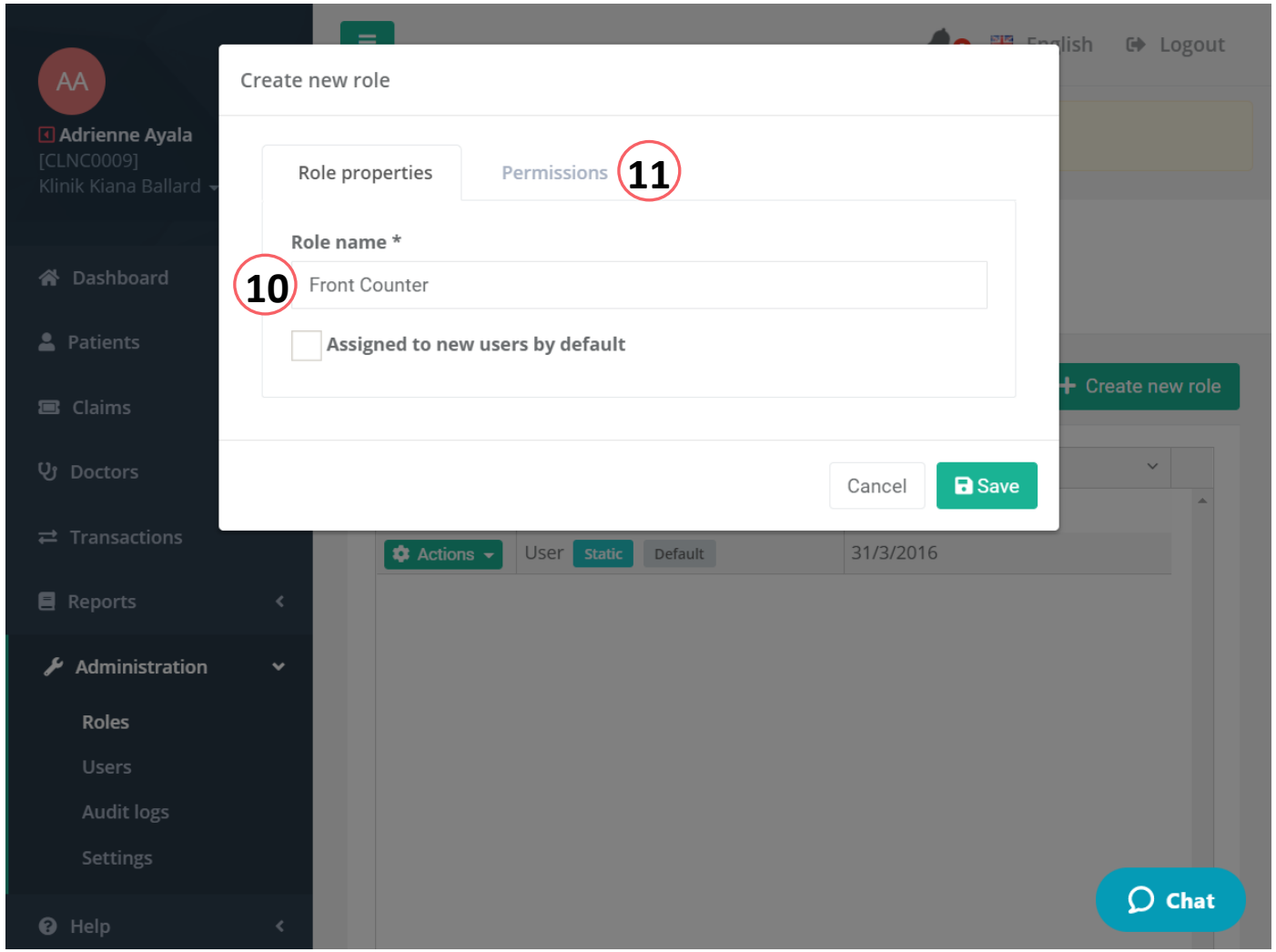
13. HOW TO ADD MORE USERS AND LIMIT THEIR ACCESSIBILITY?



Step 8: Click on "Administration" and "Roles"

Step 9: Click on + Create new role

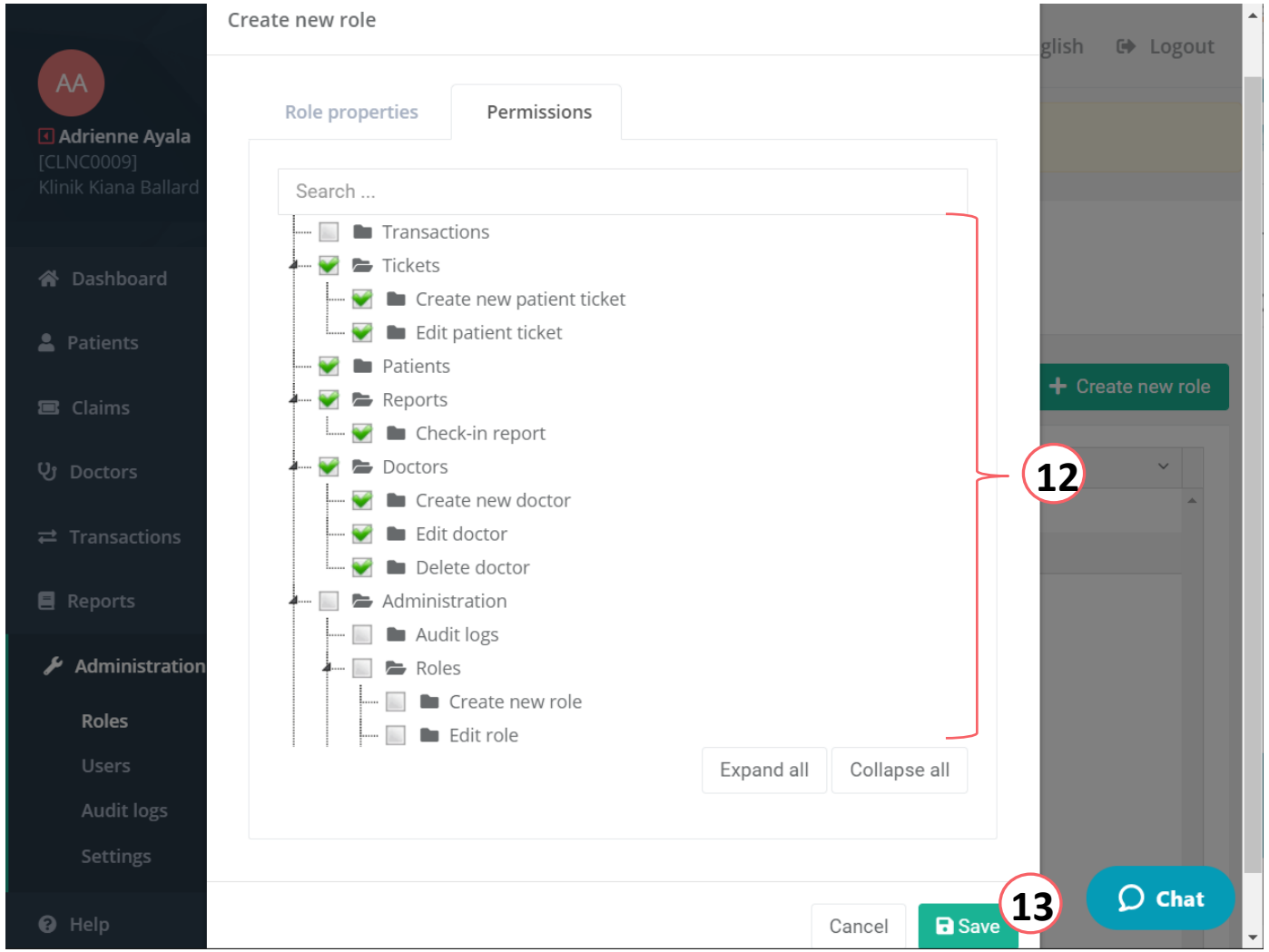
13. HOW TO ADD MORE USERS AND LIMIT THEIR ACCESSIBILITY?



Step 10: Fill up the "Role name"

Step 11: Click on "Permissions“ for the settings

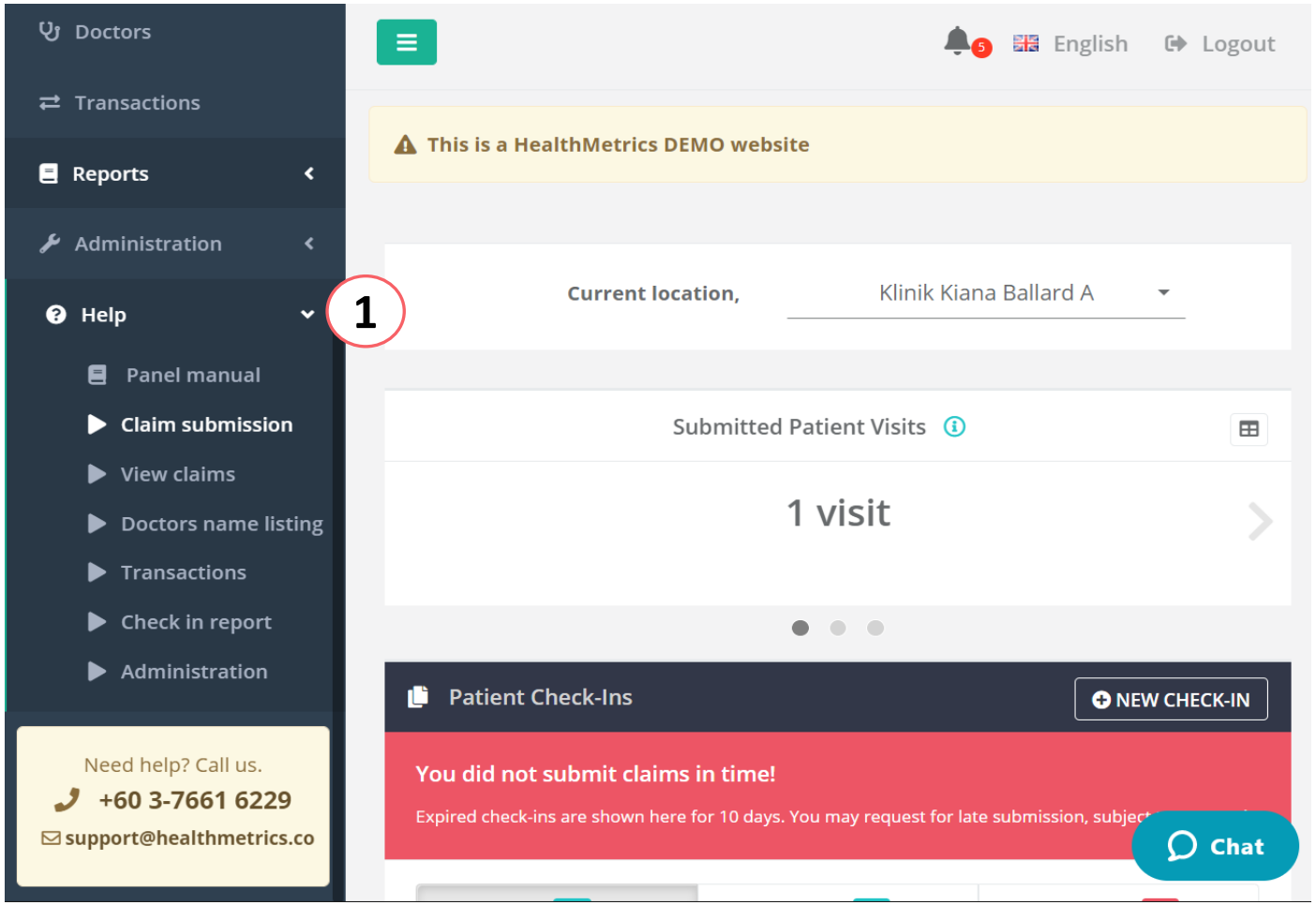
13. HOW TO ADD MORE USERS AND LIMIT THEIR ACCESSIBILITY?



Step 12: Tick to allow access to which permission setting

Step 13: Click on Save

14. IS THERE A MANUAL USER GUIDE?



Step 1: Click on "Help" and "Panel Manual“ for the PDF copy

To note: Video guides are available as well. Please click to watch the following:

i. Claim Submission

ii. View Claims

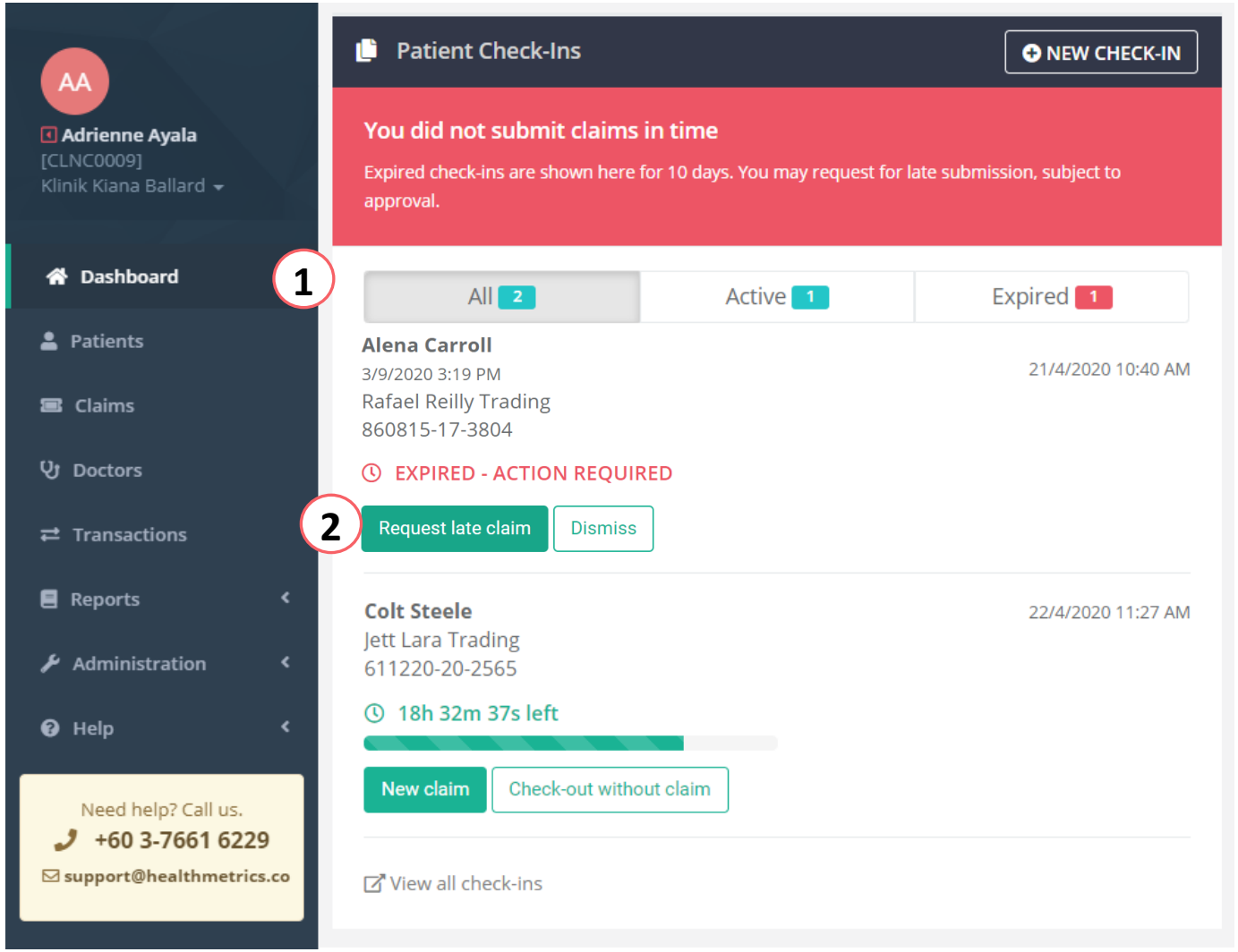
iii. Doctors name listing

iv. Transactions

v. Check in report

vi. Administration

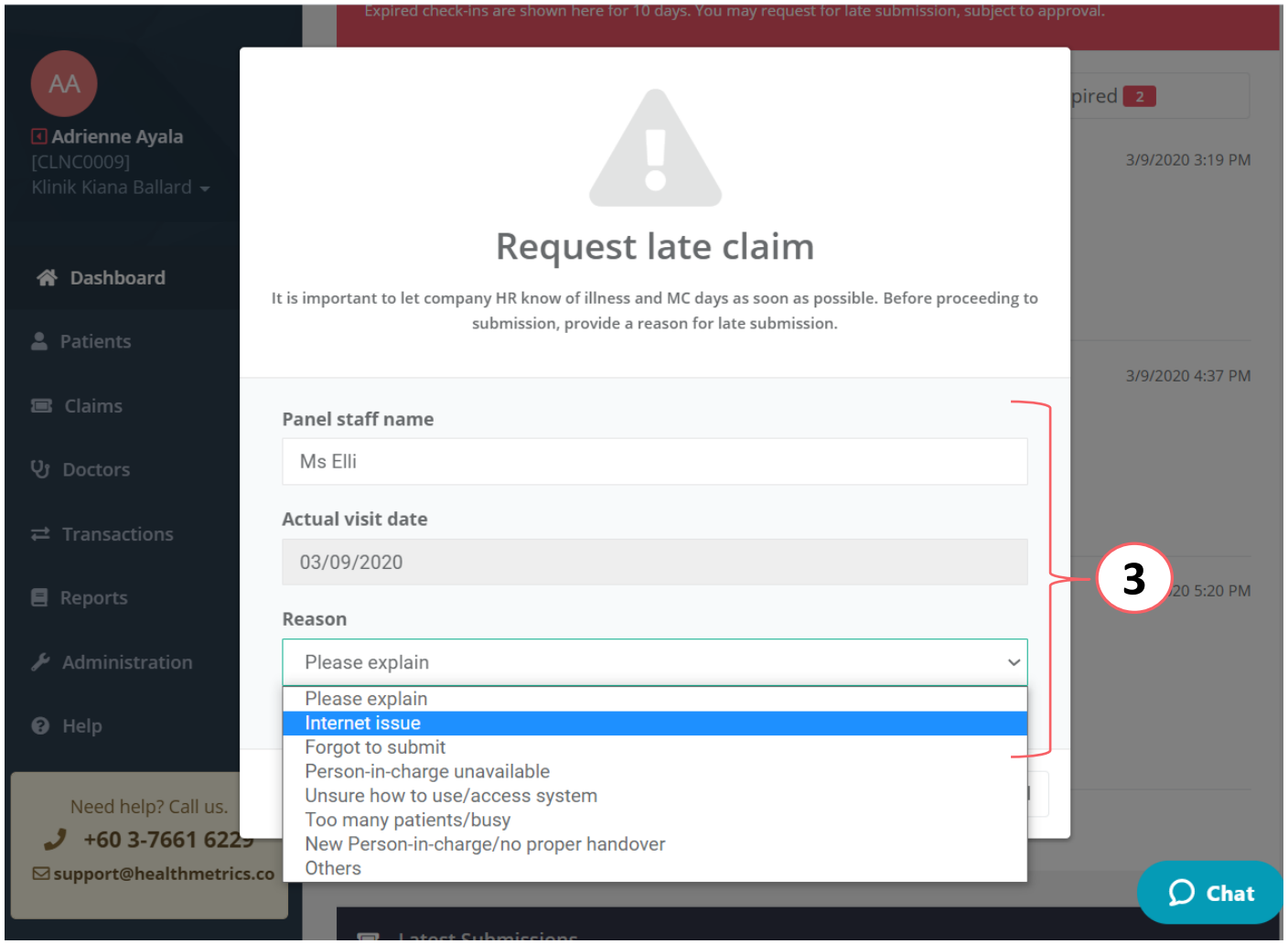
15. HOW DO I SUBMIT A LATE CLAIM?



Step 1: Click on "Dashboard"

Step 2: Under “Patient Check-Ins” widget, click on Request late claim

15. HOW DO I SUBMIT A LATE CLAIM?



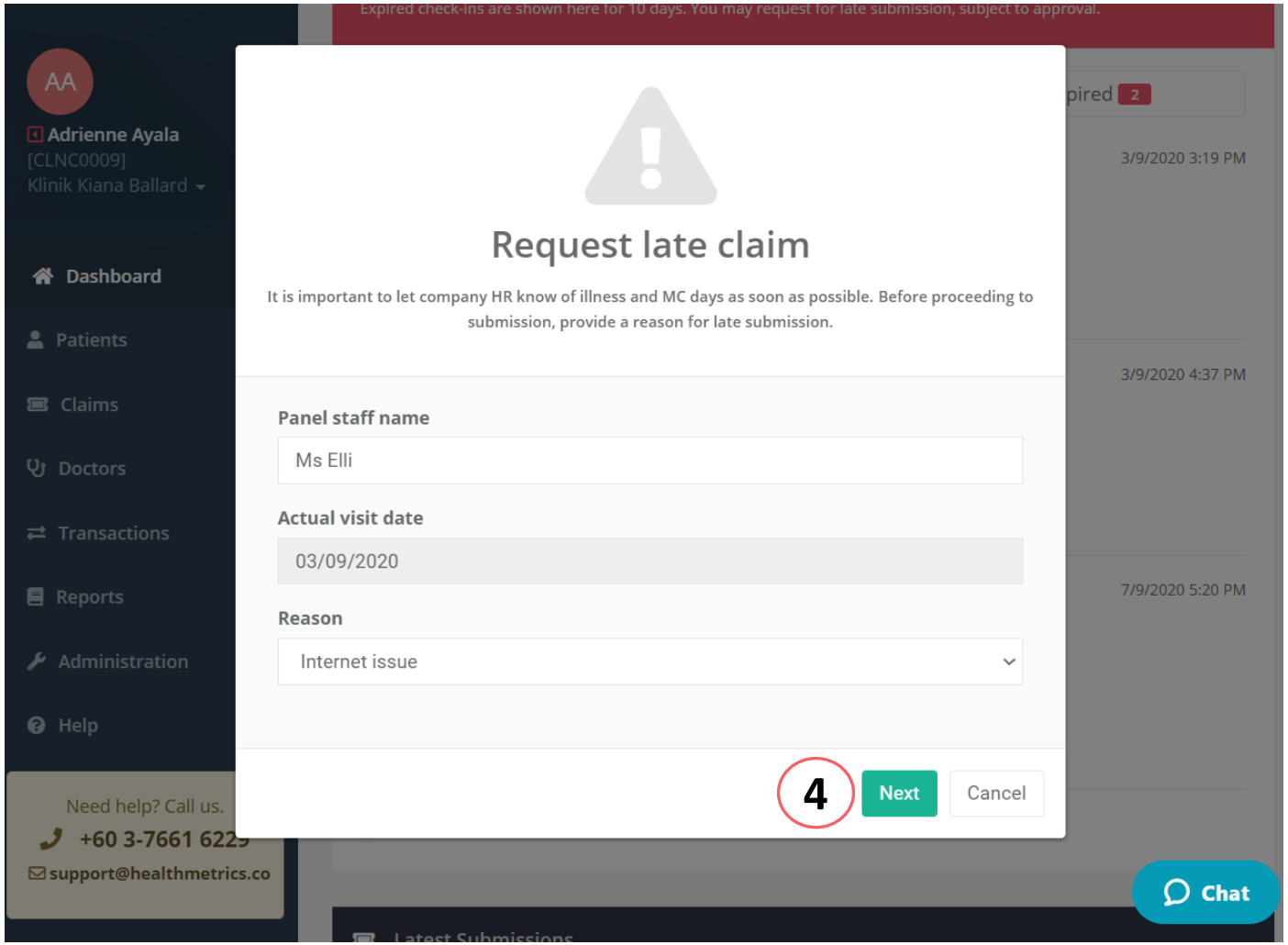
Step 3: Fill in the details such as

i. Panel staff name

ii. Reason of late claim

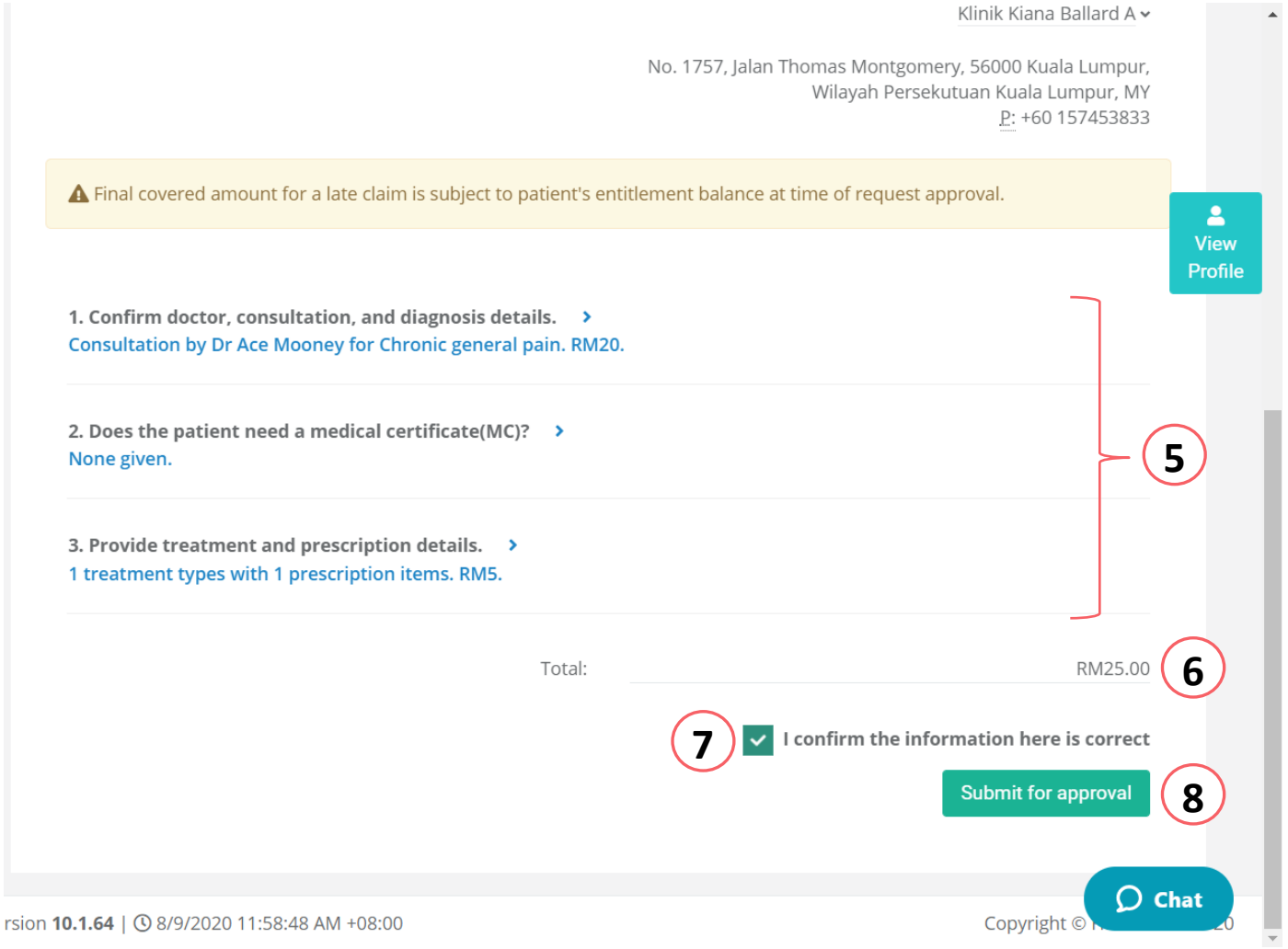
Choose “others” if the reason is not listed.

15. HOW DO I SUBMIT A LATE CLAIM?



Step 4: Click on Next →

15. HOW DO I SUBMIT A LATE CLAIM?



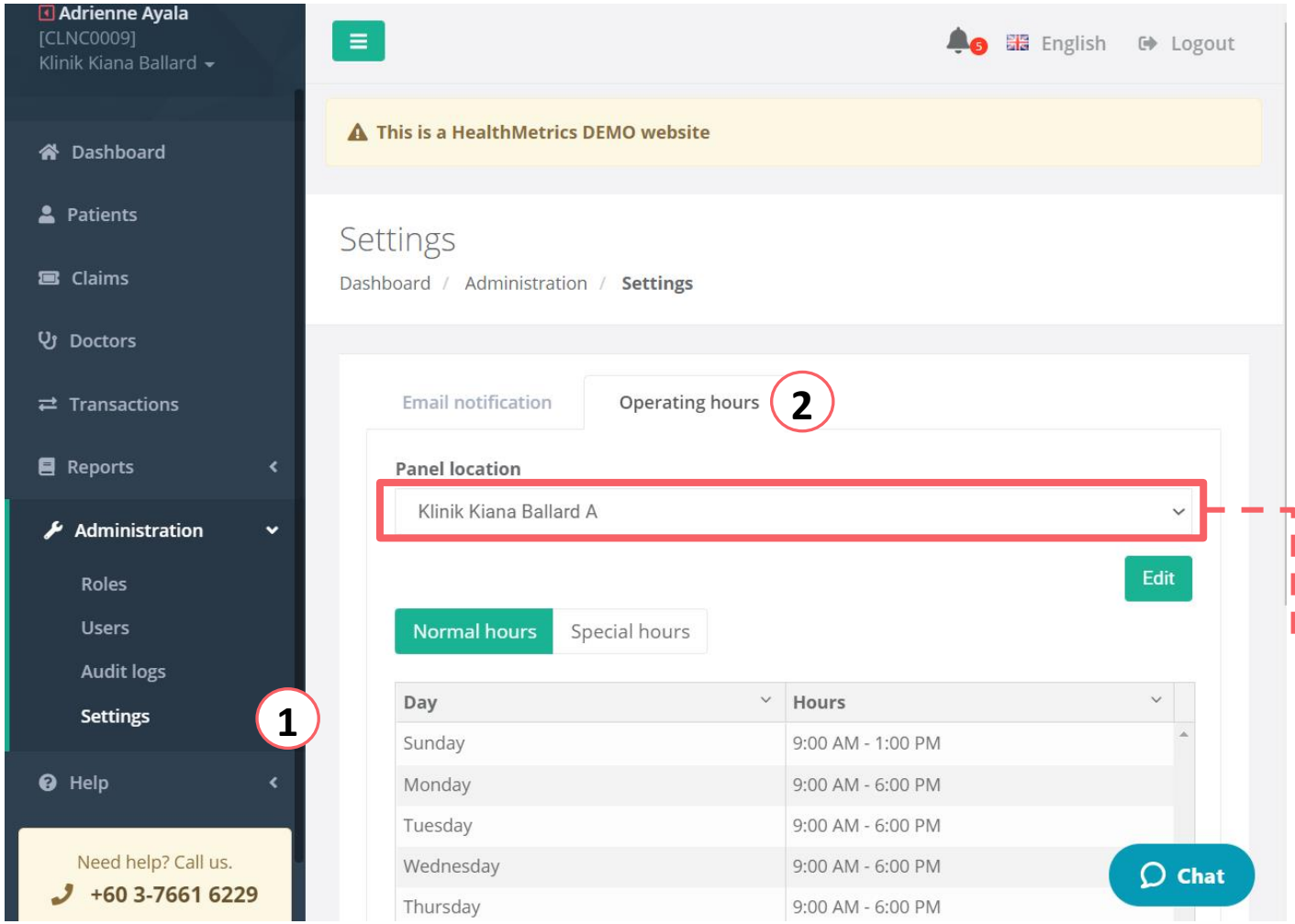
Step 5: Fill in the treatment details section

Step 6: Check the total amount

Step 7: Tick ☑ to confirm

Step 8: Click on Submit for approval

16. HOW TO EDIT OUR OPERATING HOURS?



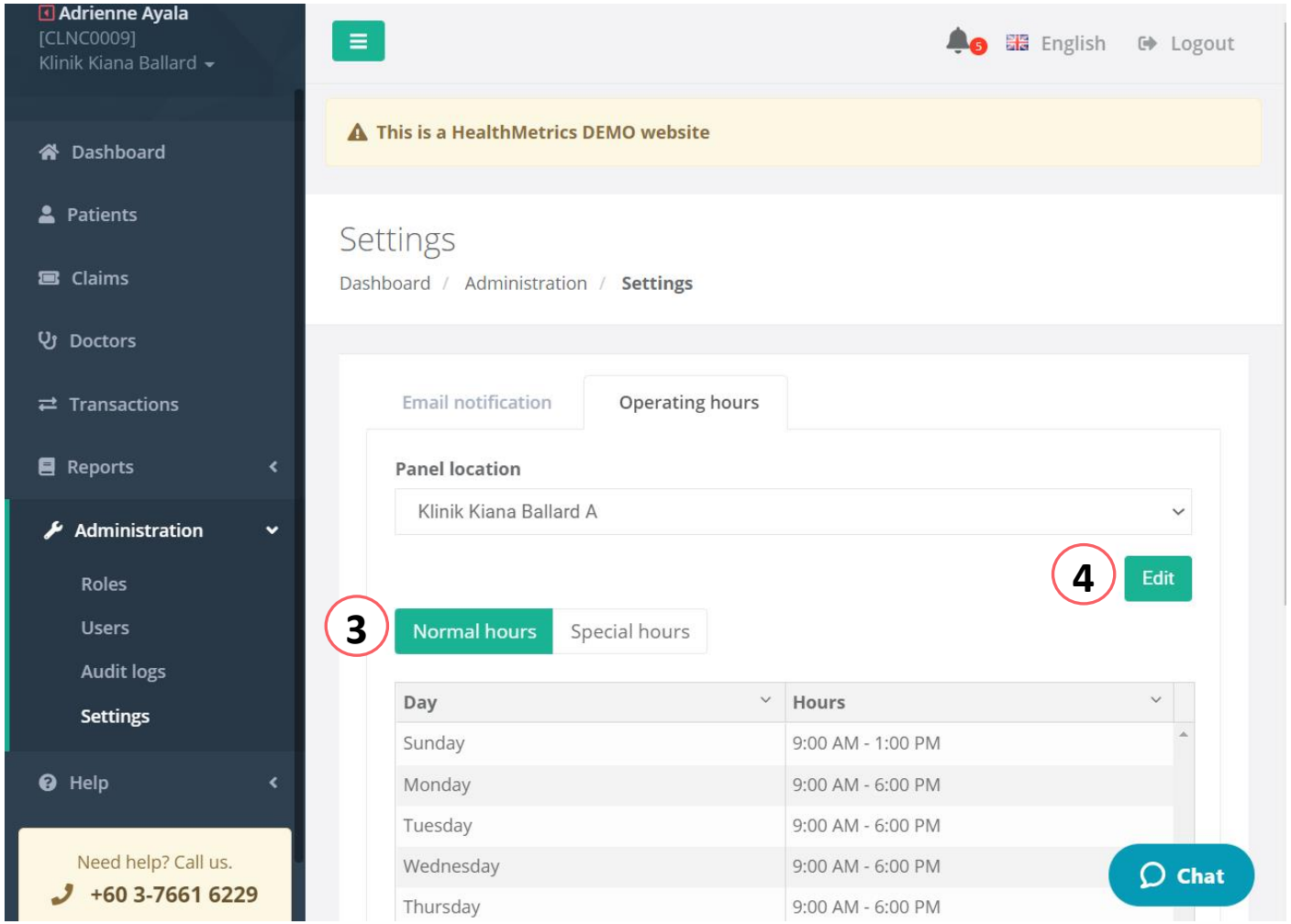
Step 1: Click on "Administration" and "Settings".

Step 2: Click on "Operating Hours".

Pro-Tip: (only applicable to clinics with more than 1 branch)

Click on "Panel Location" drop-down to select which branch to be edited upon.

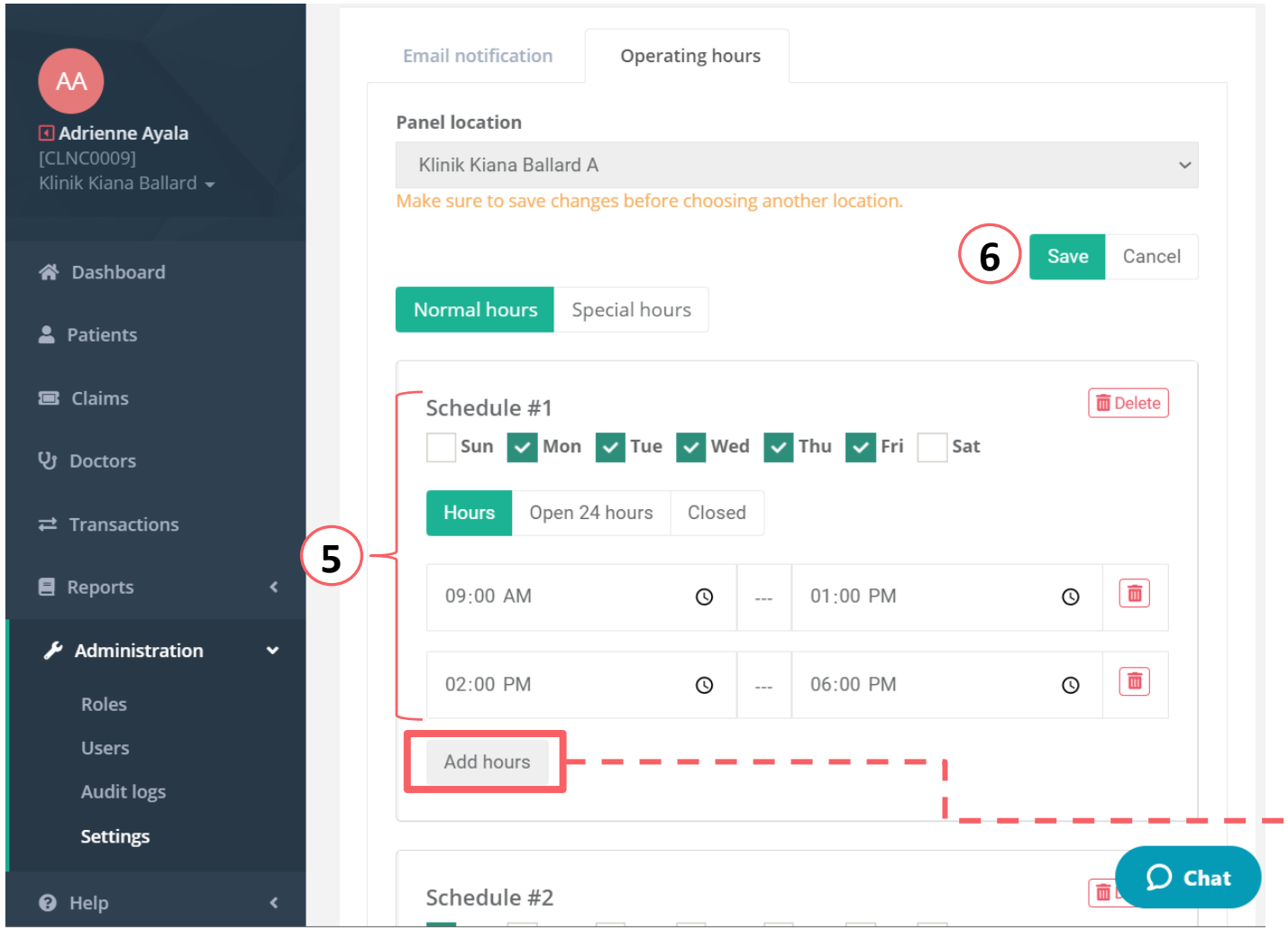
16. HOW TO EDIT OUR OPERATING HOURS?



Step 3: Click on Normal hours

Step 4: Then, click on Edit

16. HOW TO EDIT OUR OPERATING HOURS?



Step 5: Complete the schedule information:

i. Opening day

ii. Select "Closed“ / "Open 24 Hours“/ to set your own setting, click on "Hours".

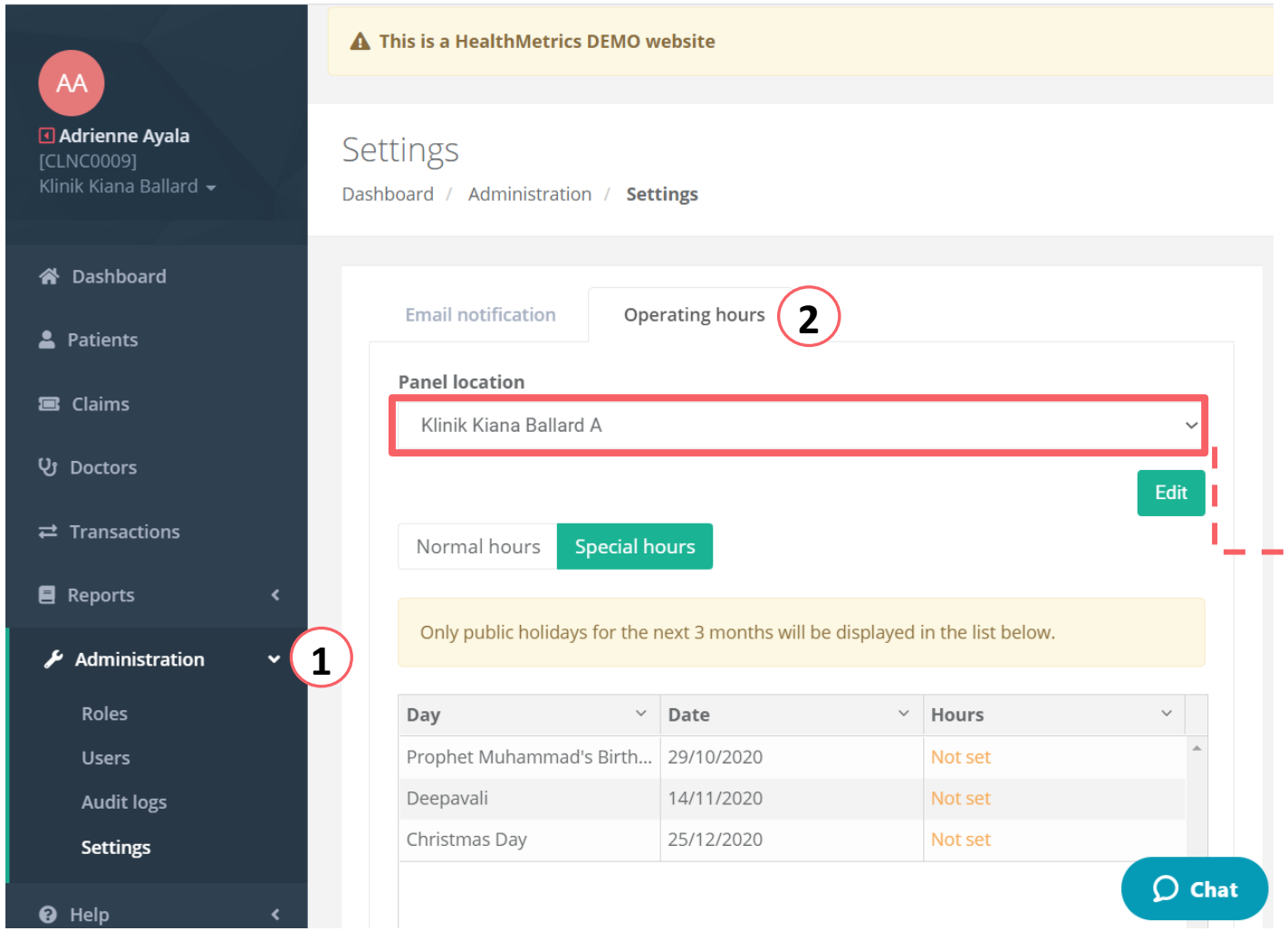
iii. Edit the Opening Hour (I.e. 9:00 AM) AND Closing Hour (I.e. 6:00 PM)

In this schedule #1, the lunch break will be from 1 PM to 2 PM.

Step 6: Click on Save

Pro-Tip: *Click on "Add hours" to set different operation hours for other day. E.g. Saturday and Sunday*

17. HOW TO UPDATE OPERATION HOUR FOR PUBLIC HOLIDAY?



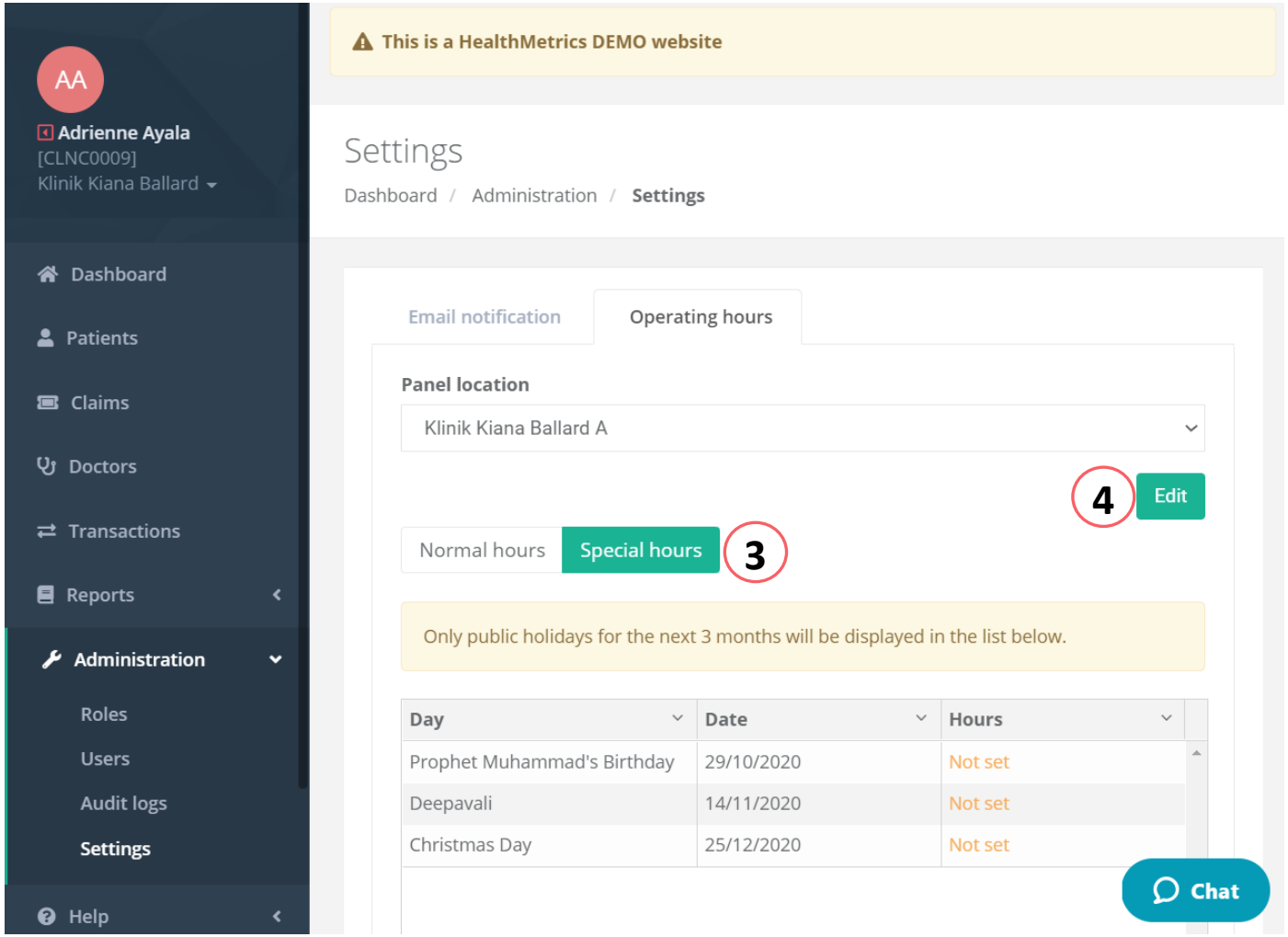
Step 1: Click on "Administration" and then click on "Settings".

Step 2: Click on "Operating Hours".

Pro-Tip: (only applicable to clinic with more than 1 branch)

Click on "Panel Location" drop-down to select which branch to be edited upon.

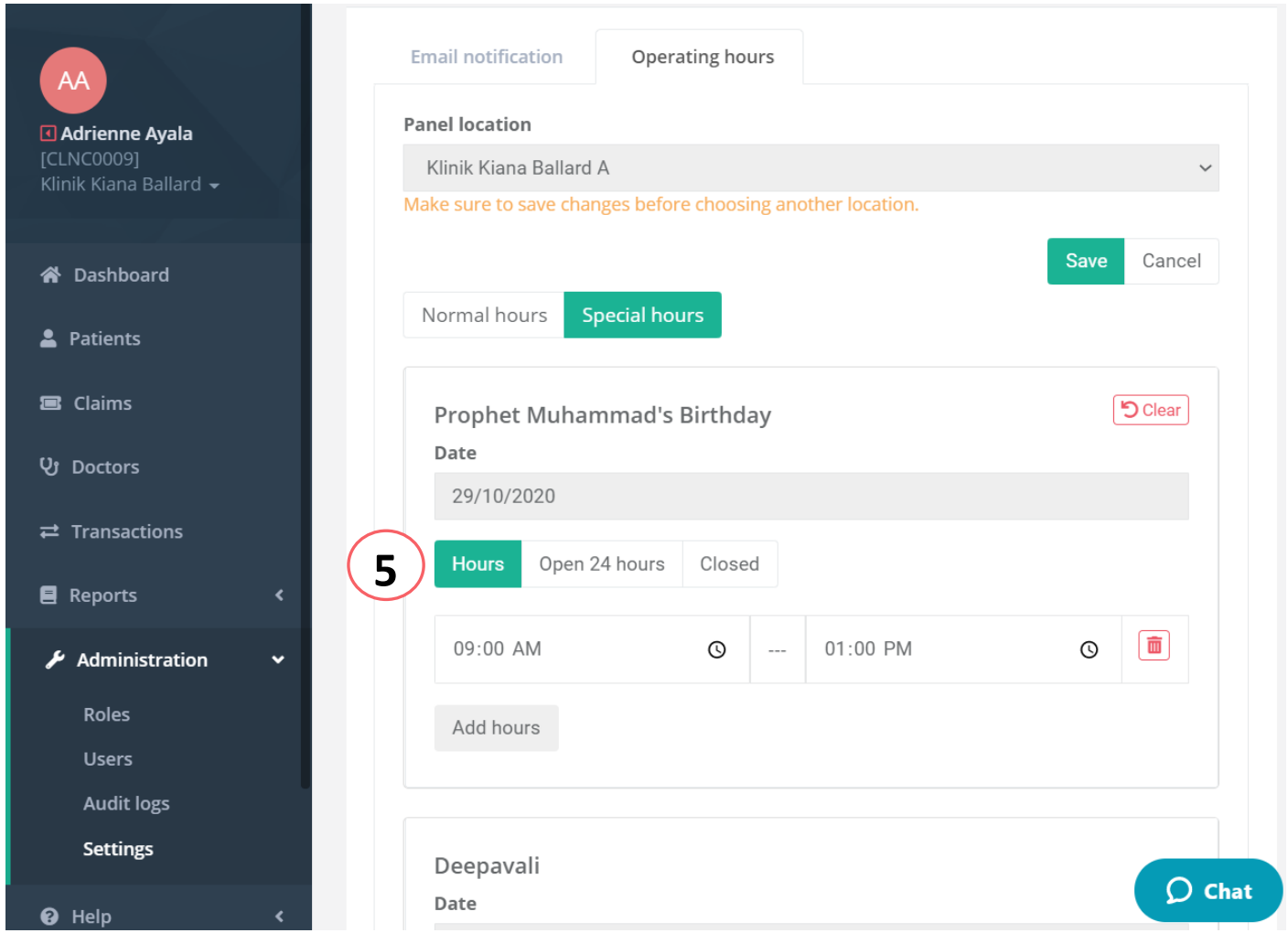
17. HOW TO UPDATE OPERATION HOUR FOR PUBLIC HOLIDAY?



Step 3: Click on Special hours

Step 4: Then, click on Edit

17. HOW TO UPDATE OPERATION HOUR FOR PUBLIC HOLIDAY?



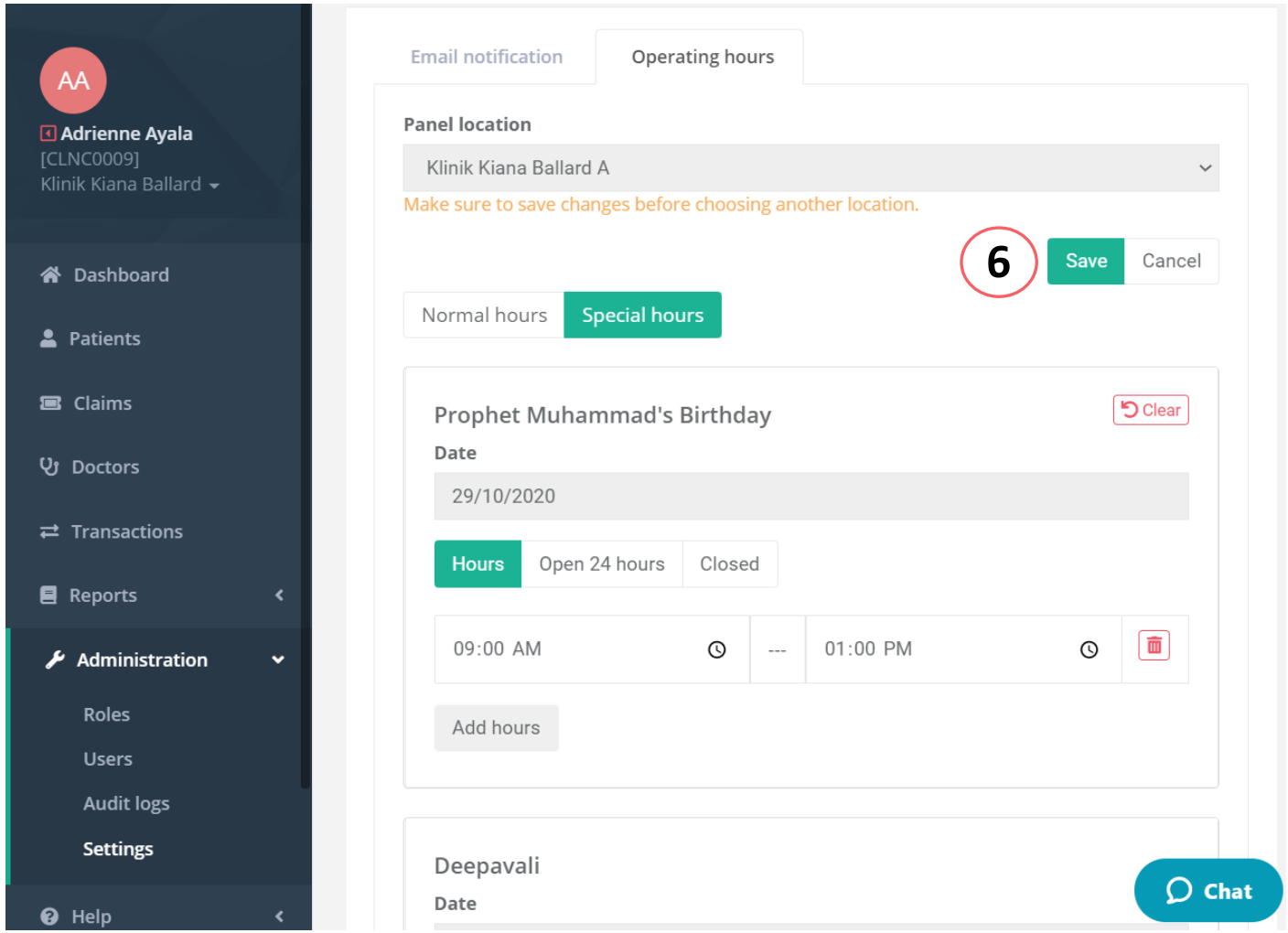
Step 5: Complete the Schedule information:

i. Select from "Closed" OR "Open 24 Hours"

ii. OR select "Hours": Edit the Opening Hour (I.e. 9:00 AM) AND Closing Hour (I.e. 1:00 PM)

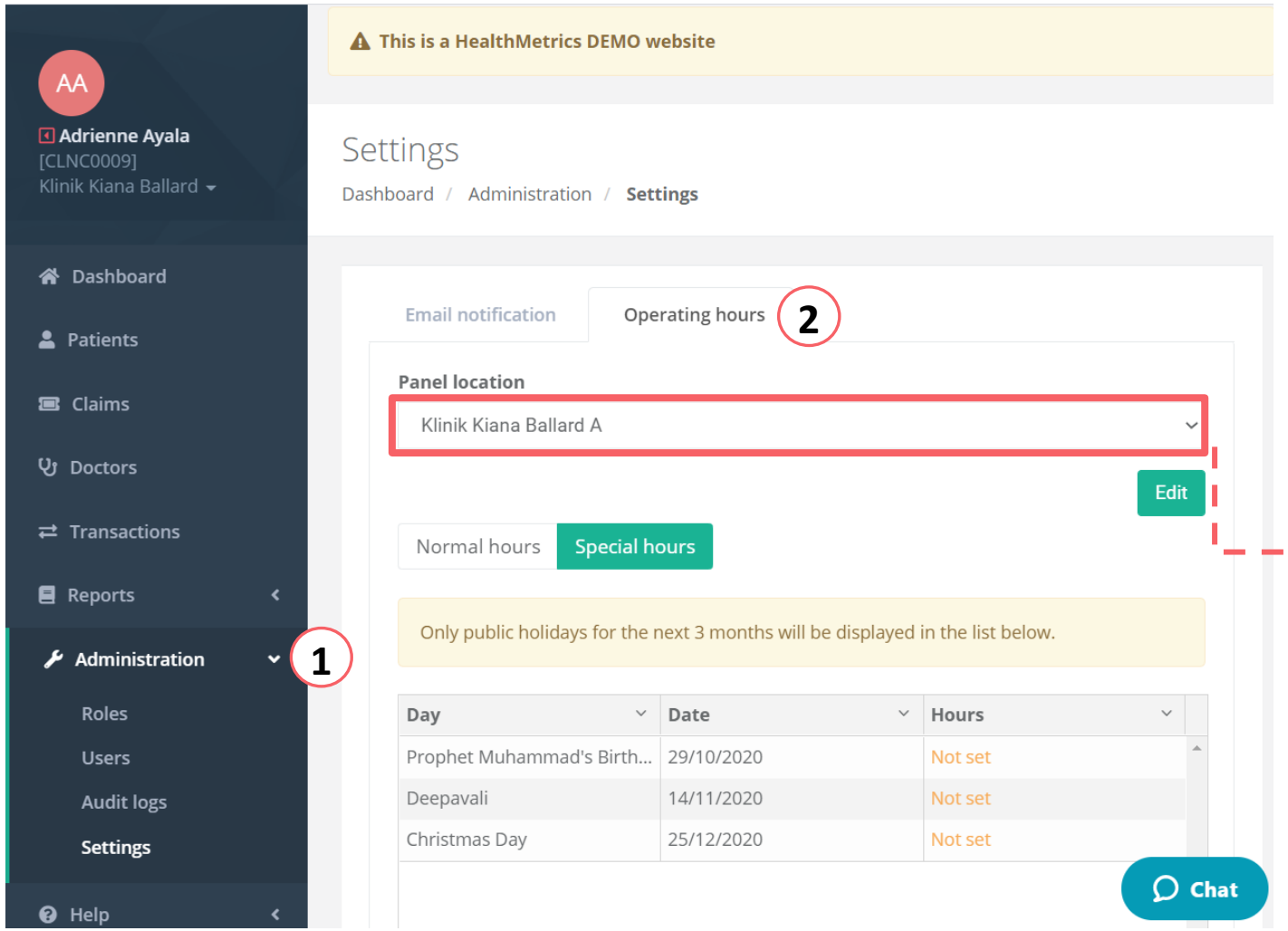
For example, the clinic will operate for half a day.

17. HOW TO UPDATE OPERATION HOUR FOR PUBLIC HOLIDAY?



Step 6: Click on Save

18. WHAT IF MY CLINIC IS CLOSED FOR PERSONAL REASON?



You will have to update the operation hour settings.

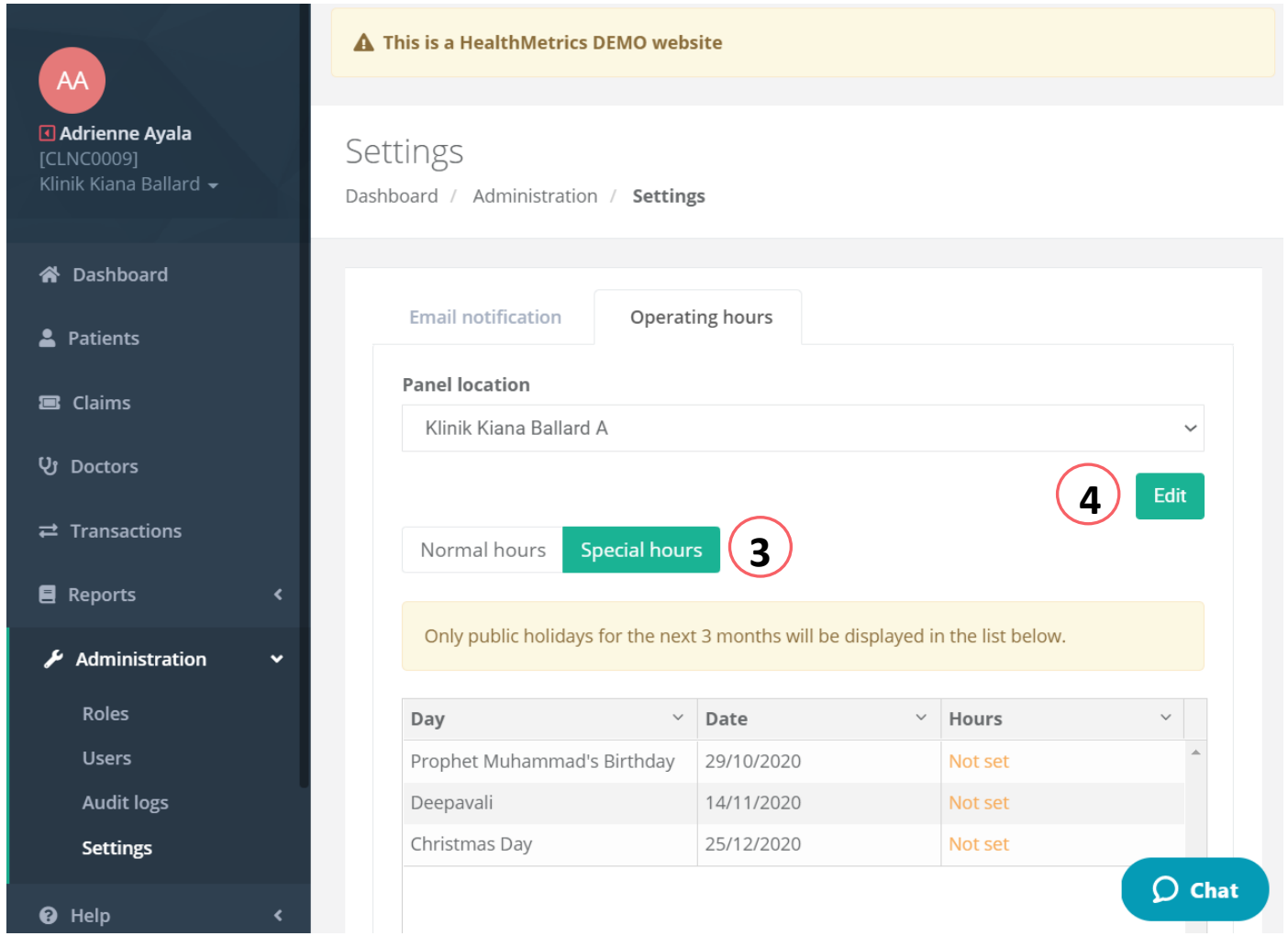
Step 1: Click on "Administration" and then click on "Settings".

Step 2: Click on "Operating Hours".

Pro-Tip: (only applicable to clinic with more than 1 branch)

Click on "Panel Location" drop-down to select which branch to be edited upon.

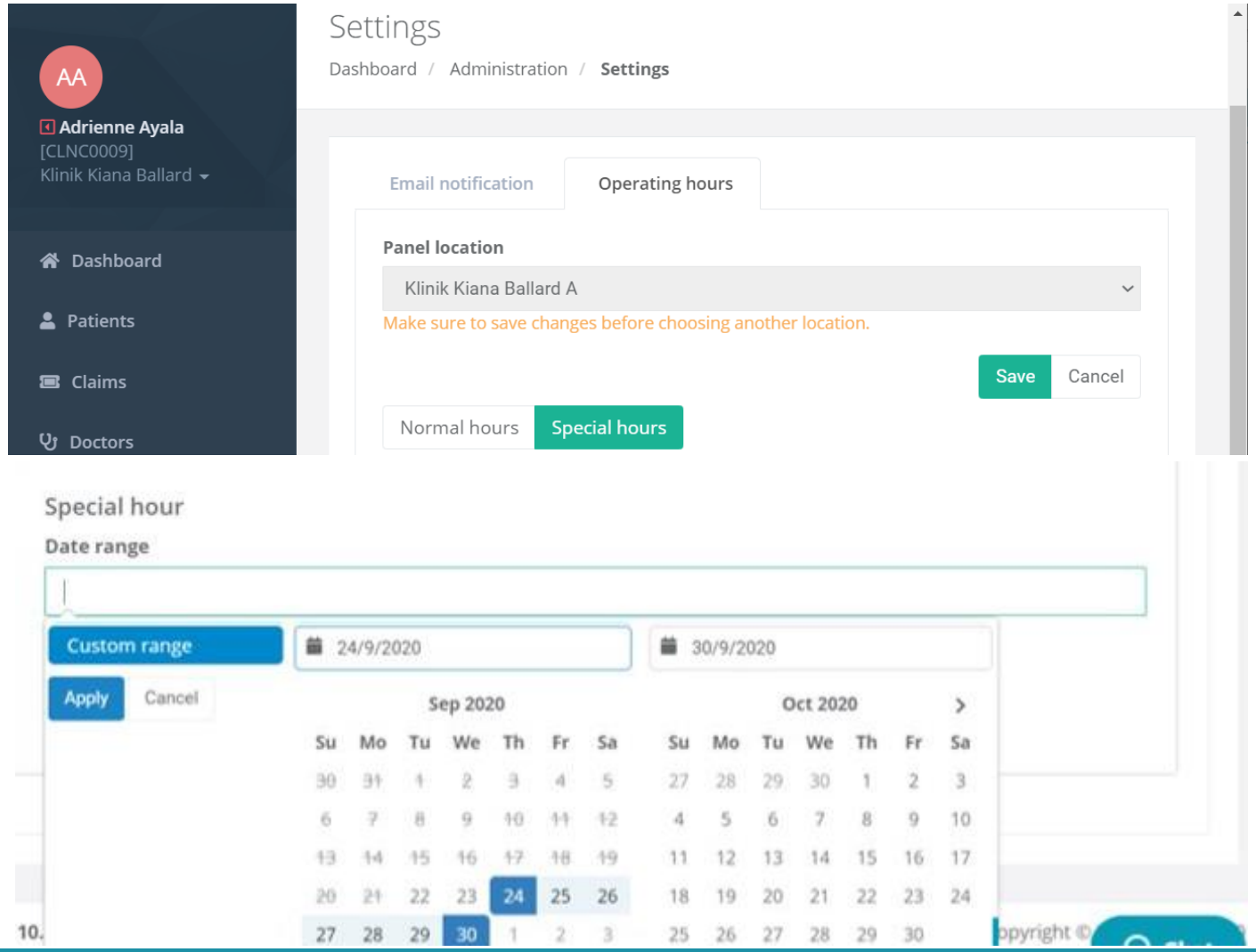
18. WHAT IF MY CLINIC IS CLOSED FOR PERSONAL REASON?



Step 3: Click on Special hours

Step 4: Then, click on Edit

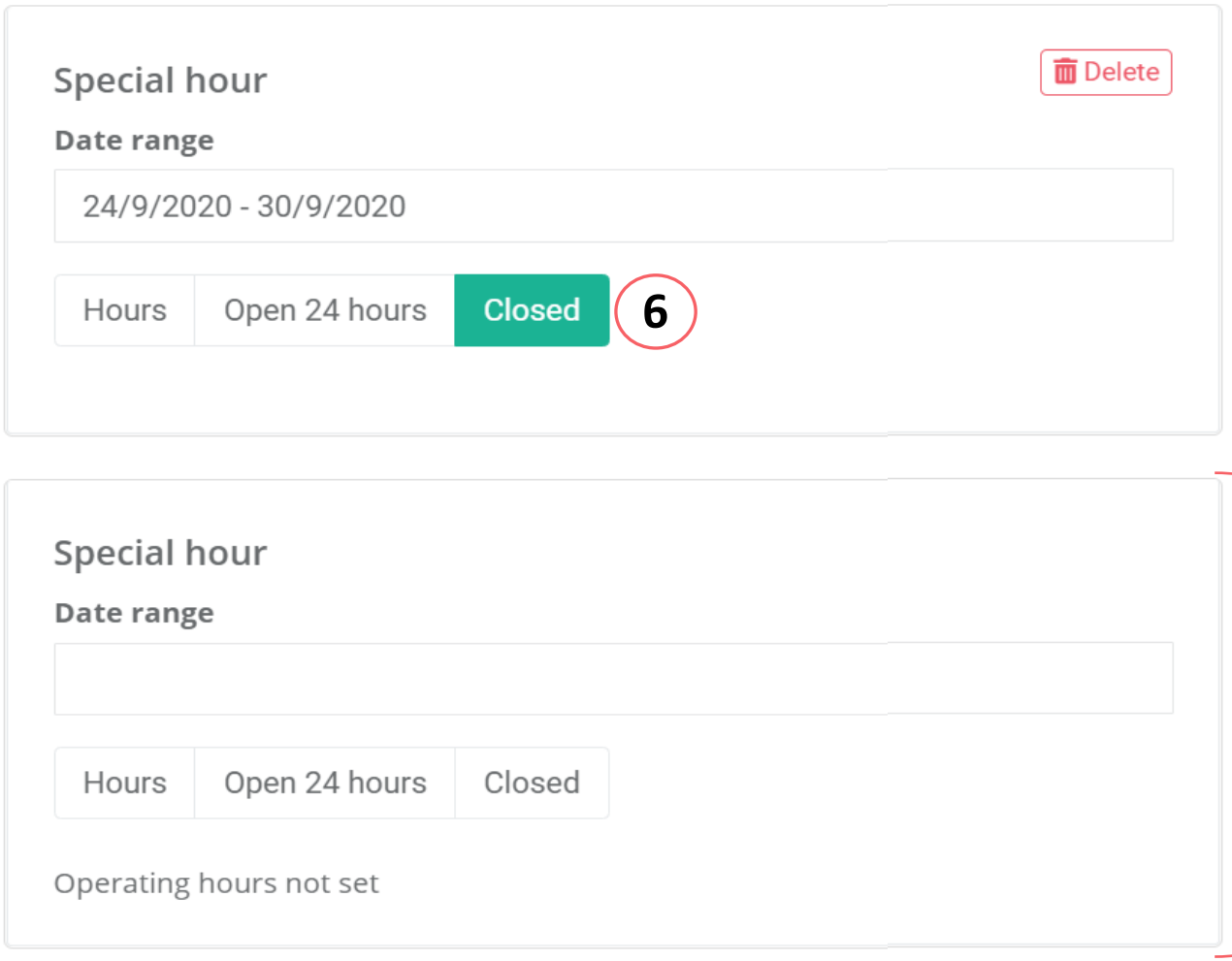
18. WHAT IF MY CLINIC IS CLOSED FOR PERSONAL REASON?



Scroll down the page, until you see a "Special hour" section.

Step 5: Fill in the date accordingly.

18. WHAT IF MY CLINIC IS CLOSED FOR PERSONAL REASON?

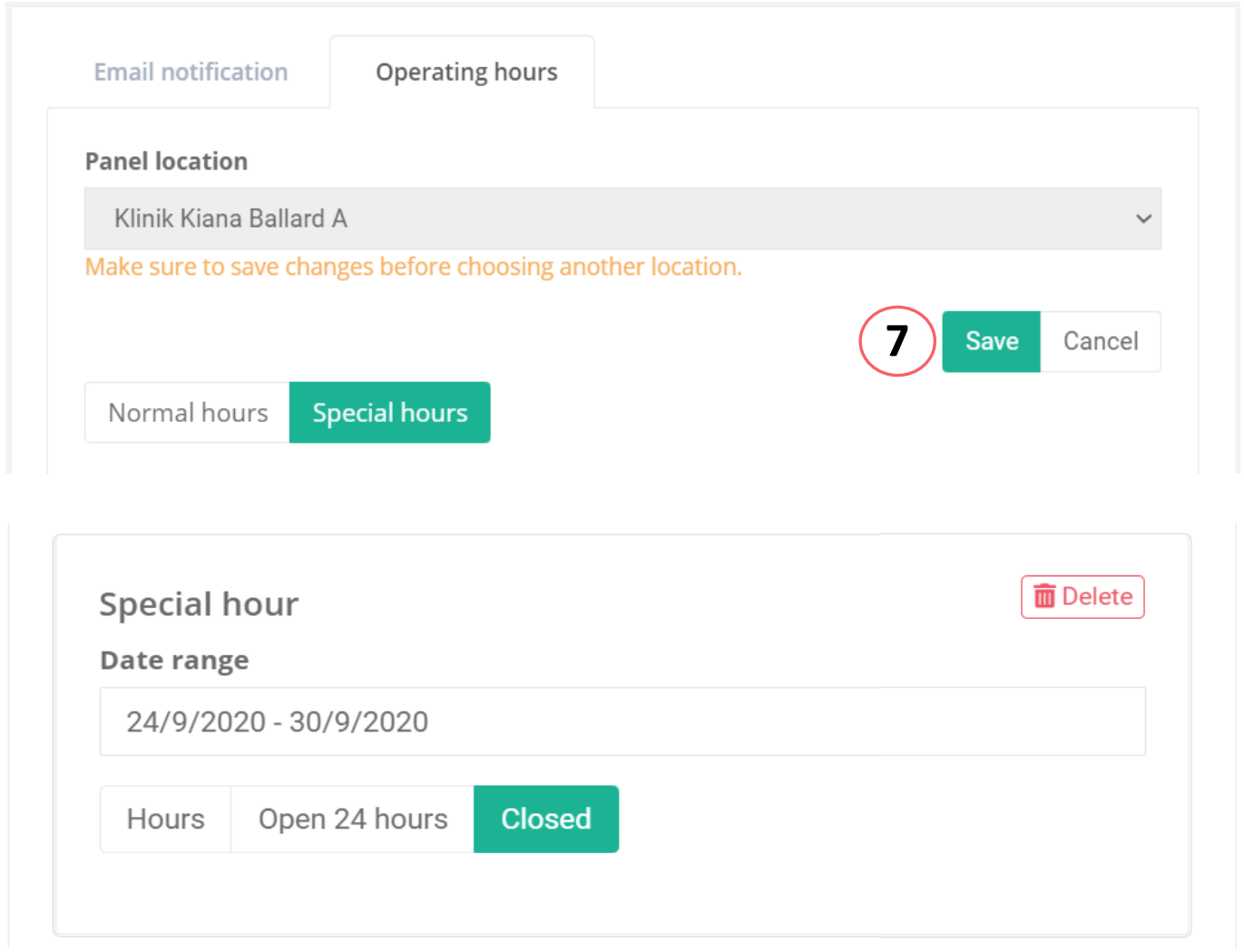


Step 6: Select "Closed"

Pro-Tip: (subsequent "Special hour" will be shown)

You may add more than one "Special hour", following your operation schedule.

18. WHAT IF MY CLINIC IS CLOSED FOR PERSONAL REASON?



After you have done, scroll back the page upwards.

Step 7: Click on Save

More FAQ

1. Do we need to send hardcopy invoice to your office?

No, the invoice is generated automatically in the portal at the end of every month.

2. What is our payment term with HealthMetrics?

45-60 days from the invoice generation date.

3. Will I get notified on payment related matter?

Yes, you will receive a notification email when the payment is made, provided that you have set up the email notification setting.

4. We have a locum doctor in the clinic. How do we add his/her name?

You can add in the doctor's name and information on "Doctors" page. Select "Locum" when you create the doctor's profile.

5. How long is the claim submission period?

It is 24 hours from the patient check-in time.

6. Do all HealthMetrics members have the same entitlement limit and same treatment coverage?

No. Our clients have different policies and treatment coverage for every individual.Hence, you have to check-in patient in the portal to view the details.

7. How do I check patient's limit/balance?

First, check-in the patient with IC number. You will be able to view the limit/balance after.

8. What is "Collect Cash"?

It means that you need to collect cash from the patient as the treatment given may not be covered by the employer or the total limit has exceeded the entitlement.

More FAQ

9. Do I still need to include uncovered treatment details during claim submission?

Yes, the employer of the patient would want to know the illness details.

10. How much is your service charge?

Our service charge is 10.6% and it is standard for all GP panel nationwide.

11. I forgot my password to login. What is next?

You can click on "Forgot Password" in the Login page. A reset password email will be sent to you.

12. Can a patient check-in more than once a day?

This depends on the balance as well as the visit limit set by their employer.

13. Does HealthMetrics portal show the updated entitlement for every patient?

Yes, our portal shows the real-time entitlement each time.

14. What to do if "Patient Not Found“ is shown in the portal dashboard?

You may call our 24/7 hotline at +603-7661 6229 to clarify.

15. About late claim submission request, does it get 100% approved each time? And is there a time limit to submit late claim request?

The late claim request will be reviewed by client and subjected to approval. The expired check-ins will remain displayed in the Dashboard until dismissed, 10 days have passed or rejected up to 3 times, whichever comes first.