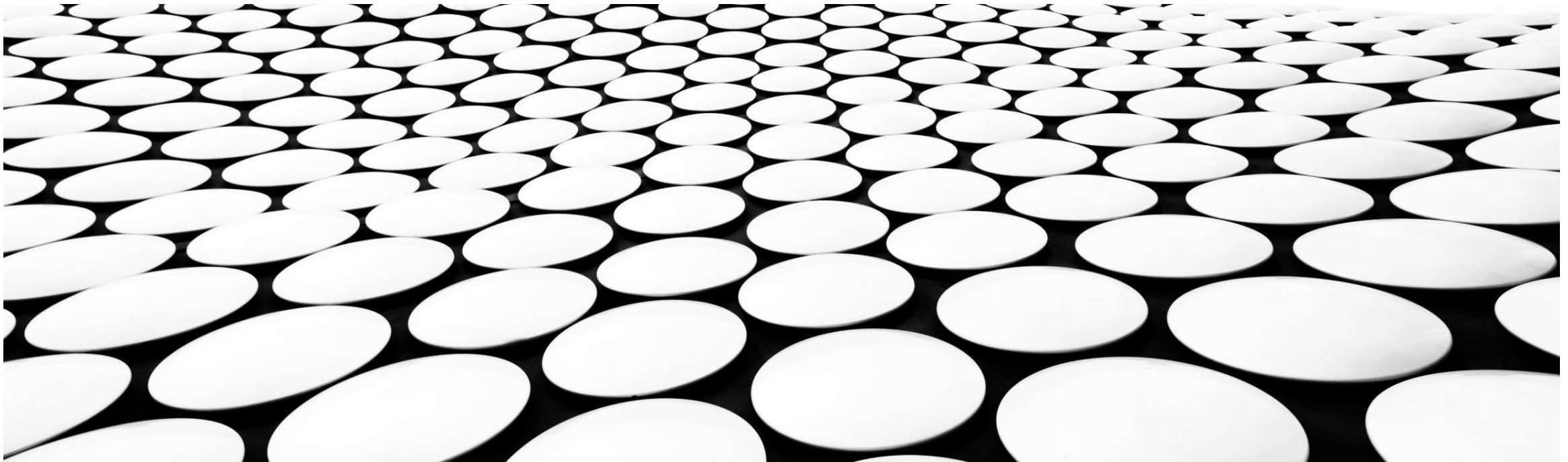

GENESIS FLEX SDN BHD

PATIENT WORKFLOW FOR GENERAL PRACTITIONER CLINIC

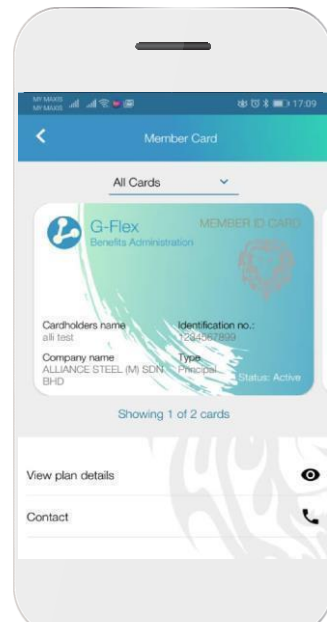




1. PATIENT ARRIVING AT THE CLINIC

The receptionist/clerk are required to check the patient's details in the G-Flex system by using either these 2 identifications:

1. G-Flex E-member card (Optional)



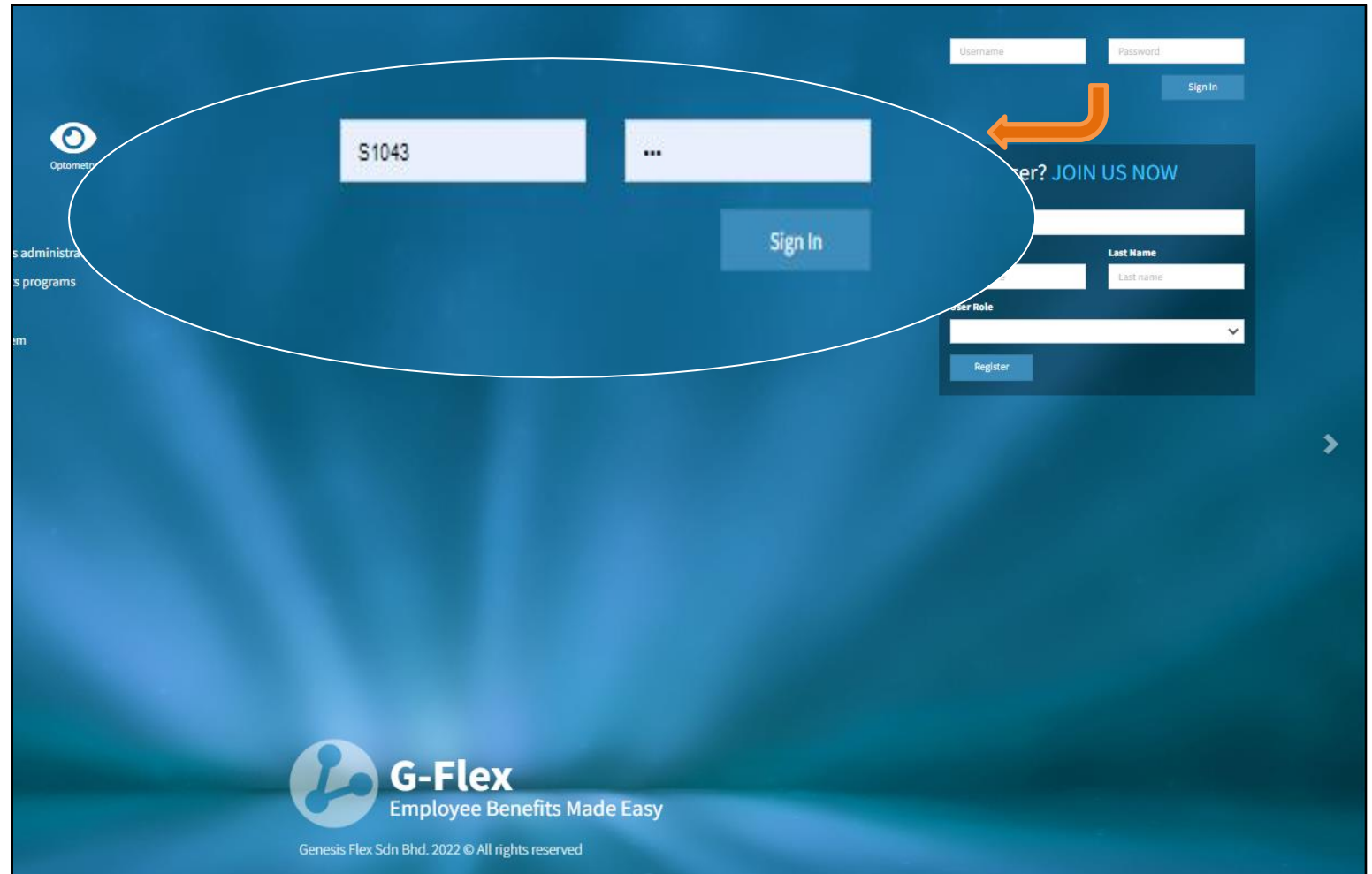
2. Patient NRIC



2. LOGIN INTO THE SYSTEM



- ❖ Please head over to our website, www.gflex.com.my to access our login portal.
- ❖ Once you're at the login portal, you can go to the top right corner to key in your username & password.
- ❖ Please use your **provider code as your username** and use **123 as your first-time login password**.
- ❖ If you're unable to login using your login credentials, please reach out to G-Flex for assistance or inquiries at **03 3382 1457**.



The screenshot displays the G-Flex login interface. At the top right, there are input fields for 'Username' and 'Password', with a 'Sign In' button to their right. Below these is a 'Forgot your password? JOIN US NOW' link. In the center, there are two input fields: the first contains 'S1043' and the second contains '***', with a 'Sign In' button below them. A white oval highlights these two input fields. An orange arrow points from the 'Sign In' button in the top right towards the '***' field. At the bottom, there is a 'Register' button. The footer features the G-Flex logo, the text 'G-Flex Employee Benefits Made Easy', and 'Genesis Flex Sdn Bhd. 2022 © All rights reserved'.

3. PATIENT'S REGISTRATION



GenesisFlex

Patients List
Total : 3719

Back

Register Patient

Filter patients by name, I/C, passport number, or patient ID

Submit

No	Patient Name	NRIC / Passport	Age	Gender	Dependent Type	Principle Name	Principle NRIC	Payor Class	Status	Plan Status	Action
----	--------------	-----------------	-----	--------	----------------	----------------	----------------	-------------	--------	-------------	--------

- ❖ After login, the system will redirect you to the landing page that enable you to register the patient.
- ❖ Alternatively, you may access the **Register Patient** page by clicking this tab.
- ❖ You can directly search for patient's details through this search box after login.
- ❖ You can search the patient's details by using their **name** or **NRIC (without dash (-) and space)** and click the button **Submit**.

4. CHECKING PATIENT'S ELIGIBILITY & COVERAGE



Patients List
Total: 1

Back

+ Add New

Submit

No	Patient Name	NRIC / Passport	Age	Gender	Dependent Type	Principle Name	Principle NRIC	Payor Class	Status	Plan Status	Action
1	JANE DOE TEST	990809019999	22	F		JANE DOE TEST	990809019999	G-Flex	Active	Active	Register Log

Once the patient's name appears in the patient selection tab, please **check the status** of the patient whether it is still active or not before proceeding to click the 'Register' button at the right side of the screen. After 'Register' button is clicked, the patient's profile will be displayed.

4. CHECKING PATIENT'S ELIGIBILITY & COVERAGE



MAIN NAVIGATION

- Notifications
- Users
- Patients
- Tele-medicine
- Merchant Maintenance
- Corporate Invoices
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- Treatment List
- Investigation List
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- Expenses
- Report
- Drug Revenue Report

JANE DOE TEST

Back

Details

Name	JANE DOE TEST		
Gender	♀ F		
NRIC / Passport No	990809019999		
Job Title	-	Emp Id	-
Department	(test)		
Mobile			
Telephone / Extension	/		
Email	-		
Member Type	Self		
<hr/>			
Weight(Kg)	Kg		
Height(cm)	cm		
Nationality			
DOB / Age	09-08-1999 / 22		
Allergies			

Back

Benefit Plan

Start Date	20-07-2018	End Date	31-12-2022
Plan Code	INOKOM_NON_EXEC_ALIGN_E+F		
Annual Remaining Balance	10000		
Monthly Remaining Balance	10000		
Encounter Remaining Balance	10000		

MC Days Entitlement

MC Limit	0
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Register patient

The patient's **benefit plan** can be checked here before staff can proceed to register the patient and submitting the claim.



5. PATIENT'S MEDICAL TREATMENT

- After the staff managed to register the patient, they can now proceed to treat the patient according to the optometry's treatment workflow.
- Please note that in an event that the staff are unsure whether the treatment given is covered under G-Flex or not, please proceed to call the G-Flex 24 hours hotline at **019 621 0457** so that we may seek approval from the client for the procedure or treatment.
- For the claim submission process, staff can refer to the G-Flex Merchant Web App – User Guide manual for further clarification. Please be informed that all panel providers are given **3-day submission period** to submit the claim via the G-Flex portal. Should the clinic miss the deadline, please call the G-Flex 24 hours hotline at 019 621 0457 for assistance.
- It is advised to not have multiple logins to the system simultaneously to submit claims to avoid duplication.

6. CLAIM SUBMISSION PROCESS



The screenshot shows the GenesisFlex Patient Listing interface. The left sidebar contains a navigation menu with 'Submit Claim' highlighted. The main content area shows a table with one patient entry: JANE DOE TEST. An arrow points from the 'Submit Claim' menu item to the text below. Another arrow points from the 'Add Note' button in the table to the text in the callout box.

No	Patient Name	Age	Gender	Address	Mobile	Email	Payor Class	Visit Date	Visit Time	Status	Booking Status	Action
1	JANE DOE TEST		F				G-Flex	19-05-2022	14:51:32pm	Registered	Accepted	Add Note

After registration, the system will redirect you to the Patient Listing page to submit the claim

Alternatively, you may access the **Submit Claim** page under Patients at the left side drop-down menu.

To access the claim submission page, please click the **'Add Note'** button.

ATTENTION!

Please be informed that all panel providers are given a **3-day claim submission period**. Should the clinic miss the claim, please call the G- Flex 24 hours hotline for assistance.

6. CLAIM SUBMISSION PROCESS

Staff can start the claim submission process by inserting data into the following section. If the staff does not have the information for any of the sections, staff can proceed to leave it blank and move on to the next step.



New Note

Presenting Complaint

Body temperature("C) Blood pressure(mm/Hg) Blood glucose(mmol/L)

Doctors Notes

Lab investigations requested Specimen sent to Results

Imaging study requested Performed in Results

File

+

+

6. CLAIM SUBMISSION PROCESS



To add the diagnosis for the patient, please click the 'Add New Diagnosis' button

1

Add New Diagnosis

Add New Diagnosis

Diagnosis Name

Add

2
After that, staff can key-in the diagnosis and click the 'Add' button

Medication

Add New Medication

Medication Name

Select

Instruction

No. of Units

Select

Precaution

Unit Price (RM)

Total Price (RM)

UOM

Dosage

Indication

Treatments

Add New Treatment

Item

No of Units

Unit Price (RM)

Total Price (RM)

Select

Select

Select

Investigation

6. CLAIM SUBMISSION PROCESS



The screenshot shows a software interface with a 'Diagnosis' section. A dropdown menu is open, displaying a list of conditions: 'allergic rashes', 'ALLERGIC REACTION (LIP)', 'backache', 'bodyache', and 'COVID 19 TEST'. The 'COVID 19 TEST' option is highlighted in blue. A blue arrow points from a text box below to the dropdown menu. The text box contains the following text:

3 After the staff has successfully add in the diagnosis, please click the 'Select' tab to search for the diagnosis to select. Please note that the staff can just select the diagnosis on the dropdown list for a different patient if they both share the same diagnosis

6. CLAIM SUBMISSION PROCESS



To add the medication for the patient, please click the 'Add New Medication' button

1

Add New Medication

Add New Medication

Medication Name

Add

After that, staff can key-in the medication and click the 'Add' button

2

Treatments

Add New Treatment

Item	No of Units	Unit Price (RM)	Total Price (RM)
Select	Select		

Investigation

Item	No of Units	Unit Price (RM)	Total Price (RM)
Select	Select		

Medical Certificate

Provided	No of days	From	To	Medical Certificate No
----------	------------	------	----	------------------------

6. CLAIM SUBMISSION PROCESS



The screenshot shows a web form titled "Medication" with an "Add New Medication" button. The form includes a "Medication Name" dropdown menu, a "No. of Units" dropdown, a "Unit Price (RM)" text input, and a "Total Price (RM)" text input. A "Precaution" text area is also present. A table at the bottom has columns for "Item", "Total Price (RM)", and "Total Price (RM)".

4 After that, staff can proceed to select the number of units for the medicine

5 Lastly, staff need to key-in the medication price PER UNIT

3 After the staff has successfully add in the diagnosis, please click the 'Select' tab to search for the medication. Please note that the staff can just select the medication on the dropdown list for a different patient if they both has the same type of medication.

6 If the patient has multiple medications, please click the blue 'Plus' button to add new medicine column

6. CLAIM SUBMISSION PROCESS



Treatments

Add New Treatment

Item	No of Units	Unit Price (RM)	Total Price (RM)
Select	Select		

Investigation

Item	No of Units	Unit Price (RM)	Total Price (RM)
Select	Select		

These two sections are specifically created for panel providers to key-in any type of procedure or tests conducted to the patient (blood test, X-Ray etc.). Please be informed that if the staff is unsure whether the procedure is covered under G-Flex, please refer to the G-Flex Exclusion List or call the G-Flex 24 hours hotline for assistance.

6. CLAIM SUBMISSION PROCESS



Medical Certificate

Provided	No of days	From	To	Medical Certificate No
<input type="radio"/> Yes <input checked="" type="radio"/> No	Select ▼			

1

If there's a medical certificate being issued to the patient, please click "Yes" and proceed to key in the rest of the MCSection

Payment	
Consultation Fees	
Medication	0.00
Treatment	0.00
Investigation	0.00

2

Lastly, please key-in the **consultation fees** in this column

3

Once everything is done, please proceed to click the 'Generate Invoice' button

Generate Invoice

6. CLAIM SUBMISSION PROCESS



A screenshot of a web form for claim submission. The form has several input fields and a dropdown menu. A blue button with a white plus sign is located on the right side of the form. At the bottom right, there is a blue button labeled "Generate Invoice".

After inserting the details of the claim, staff can proceed to **generate the invoice** located at the lower right side of the Claim page.

A screenshot of an invoice pop-up page. The page contains the following information:

INVOICE
INVOICE NO: I-2022-0001
DATE: 19/05/2022

04-4031888

Patient Details

Visit Date/Time	Patient Name	Employee Name	Employee ID
19-05-2022(14:51:32pm)	JANE DOE TEST	JANE DOE TEST	

Diagnosis

1) Short sightedness

Itemized Bill

No	Items	UOM	No. of Units	Unit Price (RM)
1	Spectacles		1	200
				Total (RM)

PAYEE BANK ACCOUNT NUMBER

0

Remarks:

- This is a computer-generated invoice.
- Please execute payment based on the itemised invoice generated by G-Flex at the end of the billing cycle.

Buttons: Back, Confirm

A pop-up page will appear upon clicking the Generate Invoice button. Please **check the details and amount** submitted.

If everything is in order, the staff can proceed to **confirm** to generate the invoice.

If the staff notice any error on the invoice, click this button to **go back to the claim page**.

7. INVOICES



GenesisFlex

MAIN NAVIGATION

- Notifications
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- Report
- Drug Revenue Report

Invoices

Total : 0

Back

All Type Status 19-05-2022 19-05-2022 Filter Patients by Invoice No. or Name or Passport/NRIC No Submit

No	Invoice Number	Patient Name	Passport/NRIC No	Corporate name	Visit Date	Visit Time	Total (RM)	Payor Type	Claim Status	Payment Status	Action
No result											


After confirming the claim submission on the previous page, the claim is automatically sent to G-Flex for processing.


The list of invoices submitted can be viewed at the **Invoices** menu at the left side of the portal.

8. INQUIRY



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41000 Klang, Selangor.

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019 - 621 0457

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