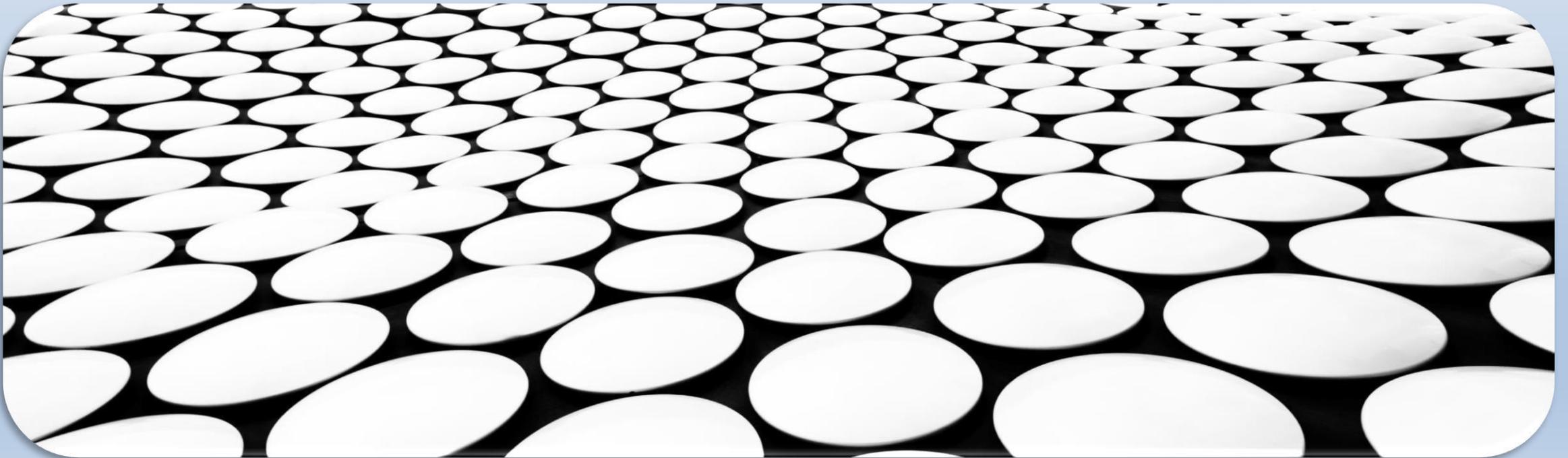

GENESIS FLEX SDN BHD

PATIENT WORKFLOW FOR OPTOMETRY CLINIC

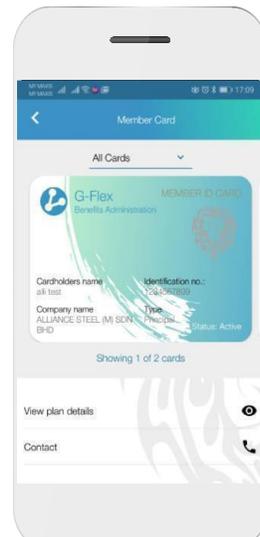


1. PATIENT ARRIVING AT THE CLINIC



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

E-Member Card



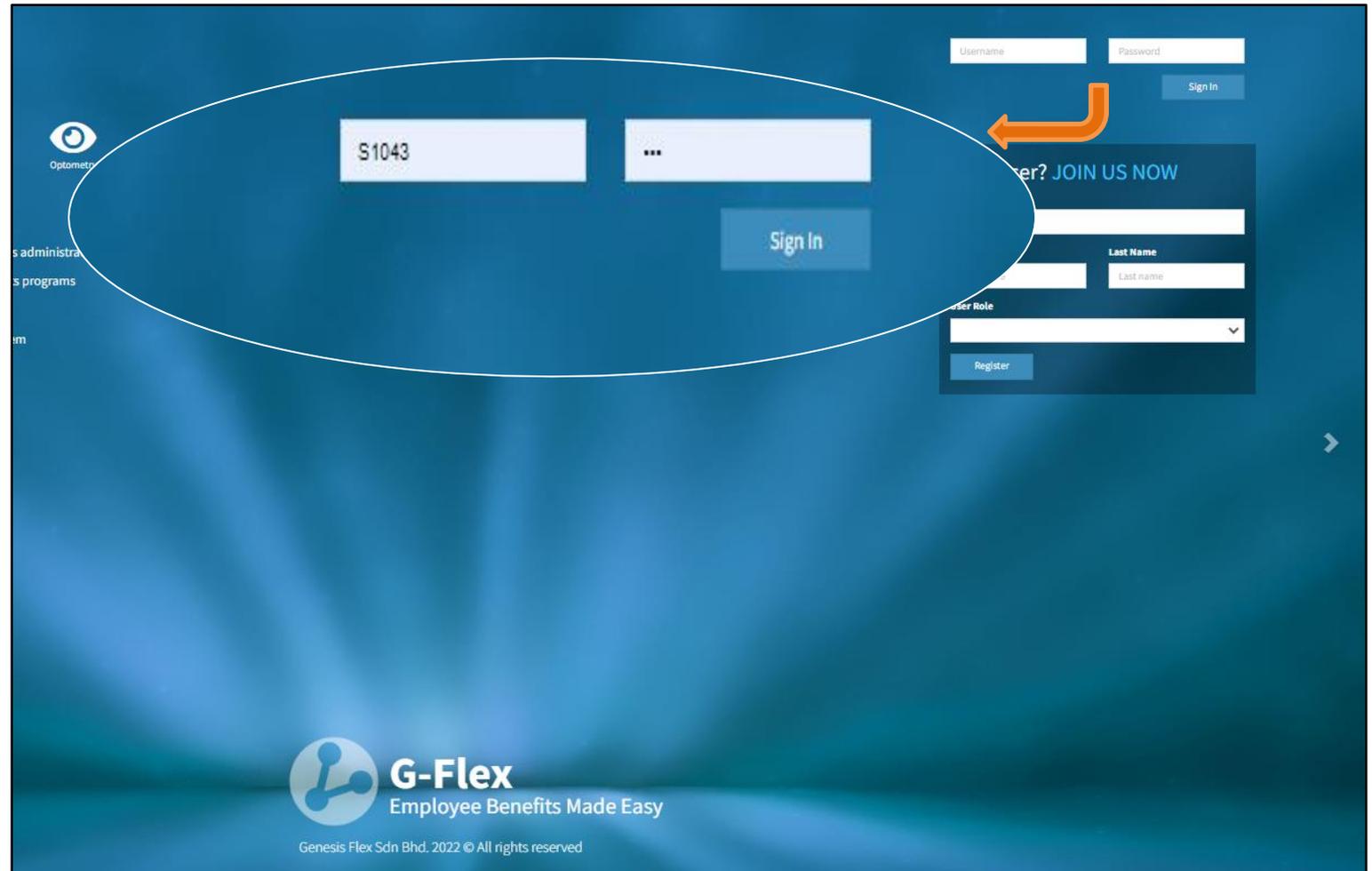
Identification Card



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 **branch 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**.



3. PATIENT'S REGISTRATION



❖ 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

G-Flex 990809019999 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.

4. CHECKING PATIENT'S ELIGIBILITY & COVERAGE



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		

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
Annual Remaining Balance	10000		
Monthly Remaining Balance	10000		
Encounter Remaining Balance	10000		

MC Days Entitlement

MC Limit	0
----------	---

Register patient

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

4. CHECKING PATIENT'S ELIGIBILITY & COVERAGE



The screenshot shows the GenesisFlex interface for a patient named Jane Doe Test. The left sidebar contains a 'MAIN NAVIGATION' menu with items like Notifications, Users, Patients, Tele-medicine, Merchant Maintenance, Corporate Invoices, Invoices, Supplier List, Diagnosis List, Medication List, Treatment List, Investigation List, Inventory Control, Expenses, Report, and Drug Revenue Report. The main content area displays patient details such as Name, Gender, NRIC / Passport, Job Title, Department, Mobile, Telephone / Extension, Email, Member Type, Weight(Kg), Height(cm), Nationality, and DOB / Age. A 'Details' section is highlighted, and a white pop-up box with a blue 'Ok, I understand' button is overlaid on the details. The pop-up text reads: 'Optical is subject to RM300 per person per annum for corrective spectacles and contact lenses only.' A yellow callout box points to the pop-up with the text: 'Restriction note will pop-up for a certain patients with limit to the treatment/item obtained. Kindly note before clicking the button.' Below the details, there is a 'MC Days Entitlement' section with an 'MC Limit' of 0. A 'Back' button is at the bottom left, and a 'Register patient' button is at the bottom right.

GenesisFlex

MAIN NAVIGATION

- Notifications
- Users
- Patients
- Tele-medicine
- Merchant Maintenance
- Corporate Invoices
- Invoices
- Supplier List
- Diagnosis List
- Medication List
- Treatment List
- Investigation List
- Inventory Control
- Expenses
- Report
- Drug Revenue Report

JANE DOE TEST

Back

Details

Name

Gender

NRIC / Pass

Job Title

Department (test)

Mobile

Telephone / Extension /

Email -

Member Type Self

Weight(Kg) Kg

Height(cm) cm

Nationality

DOB / Age 09-08-1999 / 22

Allergies

Back

Optical is subject to RM300 per person per annum for corrective spectacles and contact lenses only.

Ok, I understand

Restriction note will pop-up for a certain patients with limit to the treatment/item obtained. Kindly note before clicking the button.

End Date 31-12-2022

10000

10000

10000

MC Days Entitlement

MC Limit 0

Register patient



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.

6. CLAIM SUBMISSION PROCESS



GenesisFlex

MAIN NAVIGATION

- Notifications
- Users
- Patients
- Register Patient
- Add new
- Submit Claim
- Tele Medicine
- Tele Medicine Call Log
- Tele-medicine
- Merchant Maintenance
- Corporate Invoices
- Invoices
- Supplier List
- Diagnosis List
- Medication List
- Treatment List
- Investigation List
- Inventory Control
- Expenses
- Report
- Drug Revenue Report

Patient Patient Listing

Patient Listing

All Accepted All Filter patients by name, I/C passport number Submit

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



The screenshot shows the GenesisFlex interface for submitting a claim. A white pop-up box with a blue 'Ok, I understand' button is centered on the screen. The background shows the 'Claims' form with sections for 'New Note', 'Diagnosis', 'Charge Item', and 'Payment'. A yellow callout box points to the 'Diagnosis' section, explaining the restriction note.

Optical is subject to RM300 per person per annum for corrective spectacles and contact lenses only.

Ok, I understand

Restriction note will pop-up for a certain patients **with limit** to the treatment/item obtained. Kindly note before submitting the claim.

Charge Item	Description	No of Units	Unit Price (RM)	Total Price (RM)
Eye Wear		Select		

0.00

Generate Invoice



6. CLAIM SUBMISSION PROCESS

Staff can start the claim submission process by inserting data into the following sections.

Claims

New Note

Encounter Limit: RM 10,000.00

Attending Optician:

Diagnosis

Select

Charge Item

Eye Wear	Description	No of Units	Unit Price (RM)	Total Price (RM)
<input type="text"/>	<input type="text"/>	Select <input type="button" value="v"/>	<input type="text"/>	<input type="text"/>

Payment

Charge Item:

Diagnosis section is **preloaded** with several items which can be chosen from the drop-down menu upon clicking.

The **+** button is to be used whenever there is more item to add.



6. CLAIM SUBMISSION PROCESS

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

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.

Back Confirm

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.

6. INVOICES



GenesisFlex

MAIN NAVIGATION

- Notifications
- Users
- Patients
- Tele-medicine
- Merchant Maintenance
- Corporate Invoices
- Invoices**
- Supplier List
- Diagnosis List
- Medication List
- Treatment List
- Investigation List
- Inventory Control
- Expenses
- 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.

7. INQUIRY



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019 - 621 0457

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 www.gflex.com.my

