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CASE STUDY

CITY OF TSHWANE
PATIENT REGISTRATION OCTOBER 2015

background

The City of Tshwane provides a total of 25 public primary health facilities within its municipal boundary. These facilities range from large clinics in the city, to smaller clinics in the suburbs and community health care centres in rural areas.

The purpose of these facilities is to provide primary health care offered free by the state to people who need it and cannot afford private medical care. The Department of Health holds overall responsibility for health care, with a specific responsibility for the public sector.

One of the main functions of the clinics is the dispensing of chronic medication to patients through the pharmacy's and consulting rooms at the clinics. Medication is dispensed for conditions such as HIV, TB, and Diabetes etc

thechallenge

Pharmacies within the public primary health facilities are impacted negatively because some patients collect chronic medication at more than one government (provincial and local) site per month, thus resulting in over dispensing and adding significant costs to health care and increasing waiting times for patients.

There is currently no way to identify a patient effectively allowing a patient to register more than once under different identities, and at different facilities. This increases the problem of over dispensing.

It had been discovered that a single patient who visited more than one site per month had been prescribed different chronic medication at different sites.

A further challenge is the dispensing of certain classes of chronic medication which end up in the hands of criminal elements who use this medication for the manufacture of illegal substances.

thesolution

The City of Tshwane installed the GreenBox biometric enrolment device at registration points within the 25 public primary health facilities. Their current patient administration system was seamlessly integrated with the GreenBox using the GreenForm SDK.

This enabled them to use the enrolment and verification features from within their current application. As part of the registration process each Patient's Identity is first verified against their ID documentation, a picture of the patient is taken and their fingerprints are scanned using the GreenBox and GreenForm SDK.
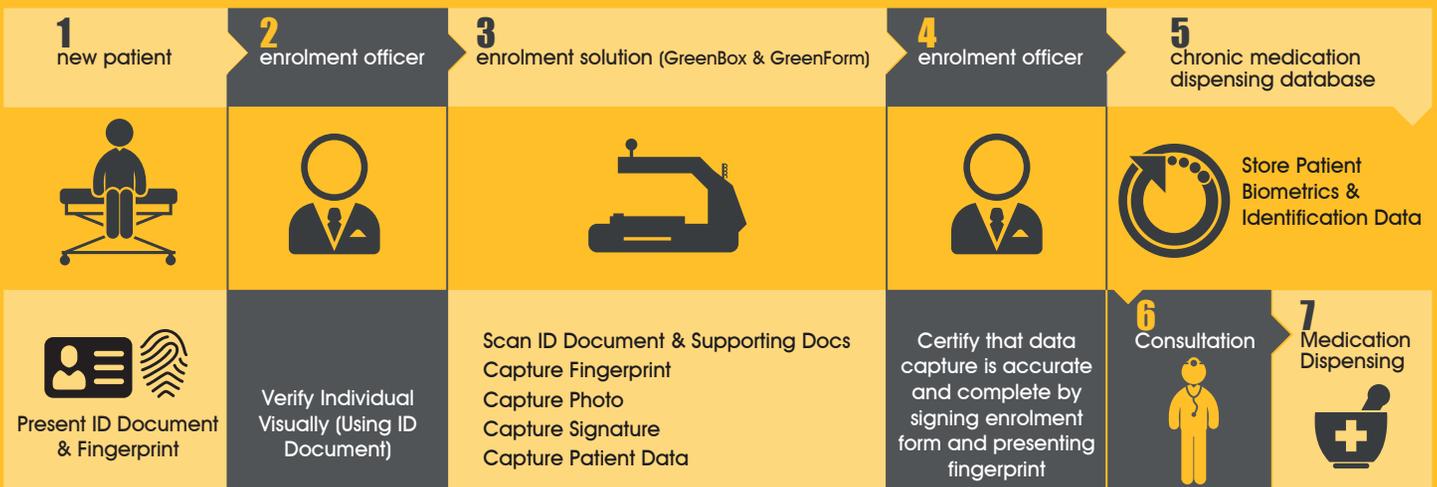
These biometric templates are stored centrally in the GreenStore EDRMS for verification purposes later.

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Biometric verification devices were installed in the consulting rooms & pharmacies to ensure the patient being treated & dispensed was in fact the patient enrolled.

The solution enabled The City of Tshwane to eliminate duplication dispensing of chronic medication to patients throughout the 25 public primary health facilities within the municipal boundary, and create a centralised patient database giving medical professionals & pharmacy staff a single view of a patient. Senior management have access to a dashboard which shows daily statistics of patient enrolments and patient verifications.

the process

1 new patient

2 enrolment officer

3 enrolment solution (GreenBox & GreenForm)

4 enrolment officer

5 chronic medication dispensing database

Store Patient Biometrics & Identification Data

Present ID Document & Fingerprint

Verify Individual Visually (Using ID Document)

Scan ID Document & Supporting Docs
Capture Fingerprint
Capture Photo
Capture Signature
Capture Patient Data

Certify that data capture is accurate and complete by signing enrolment form and presenting fingerprint

6 Consultation

7 Medication Dispensing

the benefits

The City of Tshwane achieved the following benefits by installing the GreenBox/GreenForm SDK/GreenStore solution

- Speedy patient registration process
- An electronic biometric profile of all patients in a centralised database was created
- Elimination of the duplication of dispensing of chronic medication
- Elimination of dispensing of chronic medication to criminal elements
- Service delivery time to patients reduced dramatically
- Verification of patients whenever they visit a clinic

conclusion

The GreenBox / GreenForm SDK / GreenStore solution provides a secure speedy biometrically controlled patient enrolment process, coupled to biometric patient verification, and the elimination of duplication of chronic medication.

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