



Procedure of patients registration, attendance and referral

CKAPS P.14(1)(b) b. Tatacara pendaftaran, kedatangan dan rujukan

Introduction

Patient registration is the essential, initial administrative step in a clinic to collect and verify patient demographic, insurance, and health data for accurate billing and care. Required documentation generally includes Identification (MyKad/Passport), insurance cards, or a guarantor letter, ensuring accurate Electronic Health Record (EHR) creation and identification

Key Information Collected During Registration

- Demographics: Name, date of birth, gender, address, contact number, and email.
- Identification: NRIC/MyKad for Malaysians, Passport for foreigners.
- Medical Details: History of allergies, chronic illnesses, and relevant medication.
- Administrative: Insurance information, guarantor details, or employer details.

The Registration Process

Person in Charge : Clinic Receptionist

1. **Collection:** Gathering information through physical forms
2. **Verification:** Validating identification and checking eligibility for insurance
3. **Data Entry:** Creating a unique Identification Number (UHID) in the Electronic Health Record (EHR) system.
4. **Consent:** Obtaining signed consent forms for treatment and data privacy.

Documentation to Bring

1. First Time Patient

Please bring along:

- Malaysian : MyKad/MyKid (Compulsory)
- Non- Malaysians : Passport (Compulsory for International patient; registration will not be proceeded without passport)
- Referral Letter (Optional for cash payer but Compulsory for new patient using medical card)
- Specific cases: Admission letter (if applicable) and medication list.
- Past or present medical records, x-ray film or lab results (Optional)

Guarantee Letter (GL) *Advisable to request your GL in advance and bring during registration to minimize waiting time.

Medical card

Deposit collection cash payer (Refundable); Local Patient : RM400.00 | International Patient : RM400.00

2. Follow Up Patient

- Appointment Card
- Guarantee Letter (GL) *Advisable to request your GL in advance and bring during registration to minimize waiting time.
- Deposit collection for cash payer (Refundable); Local Patient : RM250.00 | International Patient : RM400.00
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Patients taking bloods on the same day are advised to come **2 hours** before the appointment time to register and take their bloods.

***IMPORTANT: Mode of payment accepted are cash, bank transfer , QR code only. Credit Cards not accepted**

Referrals

Patients will be given referrals to other subspecialties when clinically indicated and if requested by the patient.

How to make an appointment



HOW TO MAKE APPOINTMENT

Step 1

Contact Dr Ramani
Arthritis & Rheumatology Clinic at
Hp Number : +60129846118
Email : drramani505.clinic@gmail.com

Step 2

Provide all necessary documents including

- Malaysian : MyKad
- Non- Malaysians : Passport
- Referral Letter (Optional for cash payer but Compulsory for new patient using medical card)
- Specific cases: Admission letter (if applicable) and medication list.

Guarantee Letter (GL) *Advisable to request your GL in advance and bring during registration to minimize waiting time.

Step 3

Our friendly receptionist will send you an appointment date within 1 working day

Follow up patients will be given the appointment by the receptionist after their consultation on the same day