



# Mobile Phone Applications Manual

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Government of Nepal

Social Health Security Development Committee

2014

## **Abbreviations**

<b>GON</b>	<b>Government of Nepal</b>
<b>IMIS</b>	<b>Insurance Management Information System</b>
<b>SHSDC</b>	<b>Social Health Security Development Committee</b>
<b>apk</b>	application

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## 1. Introduction

The purpose of this document is to provide instructions on using the mobile phone applications used in the Social Health Security Programme implemented by the Social Health Security Development Committee under Government of Nepal. The programme uses Insurance Management Information System (IMIS) for the enrolment and claim management. Mobile phone applications are an important basis of the IMIS. The following mobile applications are used:

Name of applications	Purpose	Primary User
1. Enrollment apk	Registration of a new family	Enrollment Assistant
2. Renewal apk	Renewal of policy of a family	Enrollment Assistant
3. Enquire apk	Enquire the information insurance on coverage	Enrollment Assistant /Receptionist of health facility
4. Feedback apk	Manage feedback on claims	Enrollment Assistant
5. Claim apk	Submission of claims	Health Provider

Two modes of these applications are available:

**1. a. On-line mode:** assumes that there is coverage by a mobile network at the spot (place of enrollment, health facility). In this case, an enrolment assistant sends photos from his/her mobile phone immediately to the central server. On the other hand, a receptionist in a health facility receives photo of an insuree including information on insuree's coverage directly on his/her mobile phone from the central server in on-line mode.

**1. b. Off-line mode:** is intended for places without availability of a mobile network. In this case, photos are stored in the memory card of enrollment assistant's mobile phone. The photos are transferred by a SHSP enrolment assistant regularly or according to needs from mobile phones to the IMIS central server via laptop of SHSP enrollment officer. On the other hand, if a health facility is without coverage of the mobile network, photos of insurees in the catchment area of the health facilities are regularly transferred from the central server into a memory card of receptionist's mobile phone.

The receptionist can retrieve the photos and data on coverage of insurees from the memory of his/her mobile phone.

The following questions are most relevant to using of IMIS mobile phone applications within the Social Health Security Programme:

- How to install IMIS mobile phone applications on mobile phones?
- How to acquire photo of an insuree and send it on-line or off-line to the central server?
- How to download photos and information on coverage for insurees in a catchment area into memory of a mobile phone?
- How to retrieve the photo of an insuree and information on his/her coverage on-line or off-line?
- How to renew a policy?
- How to record and send a patient's feedback?
- How to submit a claim?

## **2. How to install IMIS mobile phone applications on mobile phones?**

The prerequisite is that the applications are on the disk of a PC. A folder IMIS\_mobile\_app is distributed with the following applications:

- Enrollment.apk
- Enquire.apk
- Renewal.apk
- Feedback.apk
- Claim.apk

The procedure is as follows:

**2.1** Connect USB port of the PC with micro USB port of the mobile phone.

**2.2** A page with options appears on the mobile phone. Click by finger on the **USB storage** option.

**2.3** Copy the files of applications onto the memory of the mobile phone. This memory is a removable disk for your PC.

**2.4** Detach your PC from the mobile phone.

**2.5** Go to **Polaris Viewer** (click on its icon) in the mobile phone

**2.6** Click on My Folder and search for the copied files

**2.7** Click on each file of the application to install them

**2.8** You are prompted to confirm the installation. Click on **Install**

**2.9** After message Application installed click on **Done**

### **3. How to acquire the photo of an insuree and send it on-line or off-line to the central server?**

This procedure is required during enrolment into the program with the use of enrolment application. It is assumed that the user is a holder of a valid code of enrolment assistant, otherwise photos sent to the IMIS central server cannot be correctly assigned to insurees. The procedure is as follows:

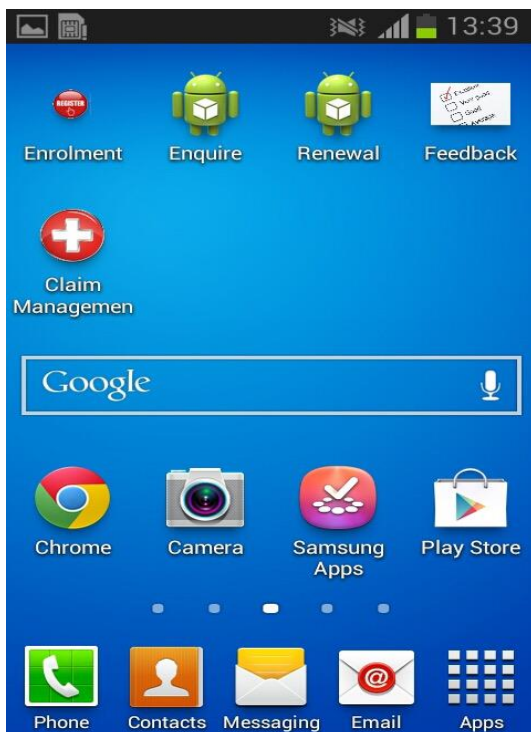
**3.1** Turn on your mobile phone ( with Android operating system 2.1 or higher). You will arrive on the following page:



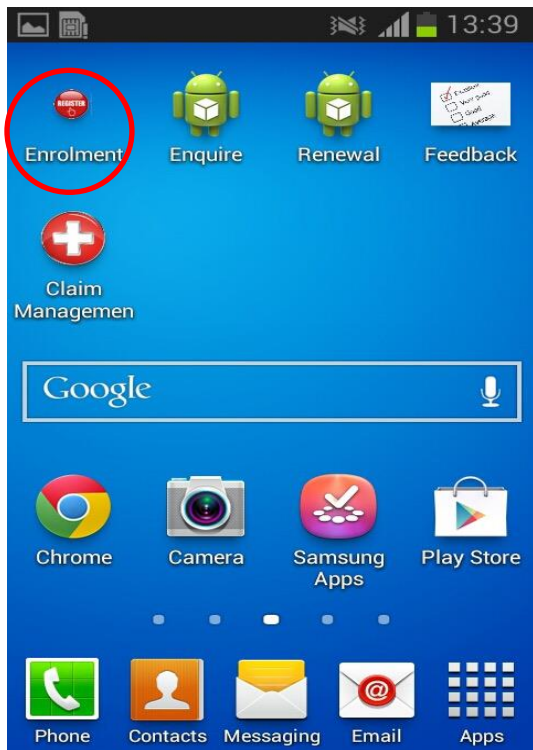
**3.2** Swipe screen to unlock.



**3.3** All the mobile applications are saved on home screen. Following page appear:

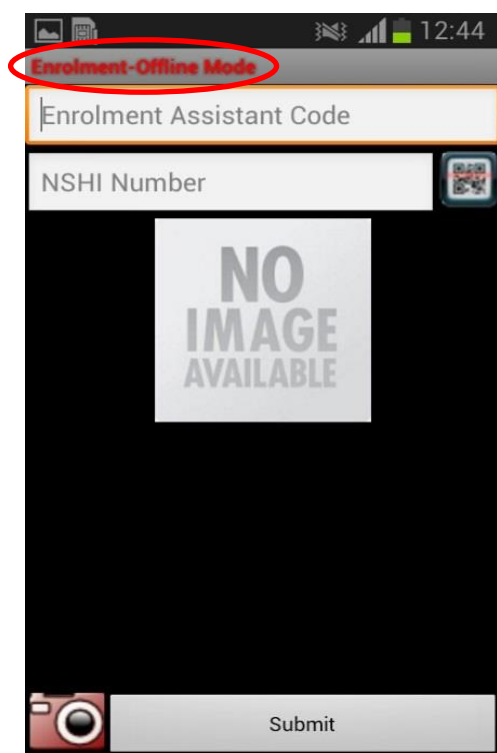


**3.4** Click the Enrolment icon with your finger.



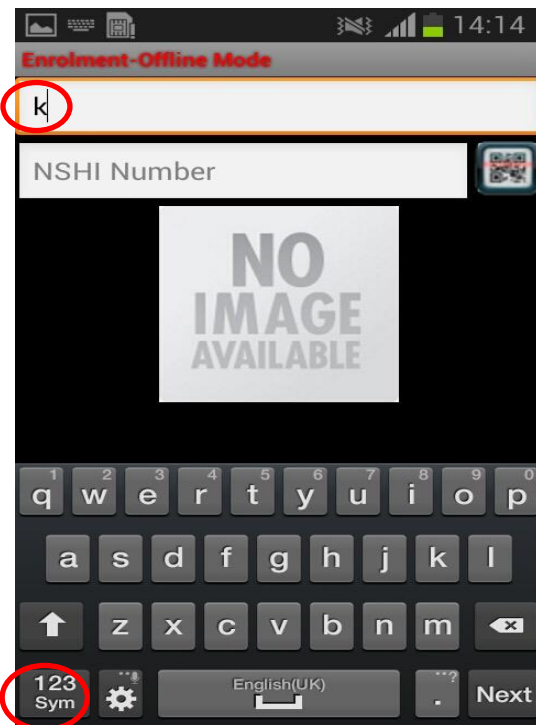
**3.5** You are now in the Enrolment application and ready to enroll members. You will be on the page below.



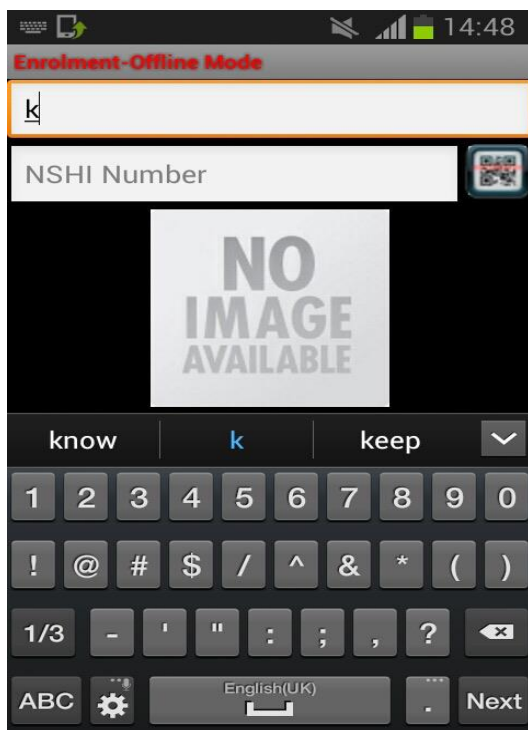


*\*Note: enrolment offline mode will be displayed in case of no connectivity and enrolment online mode will be displayed in case of connectivity.*

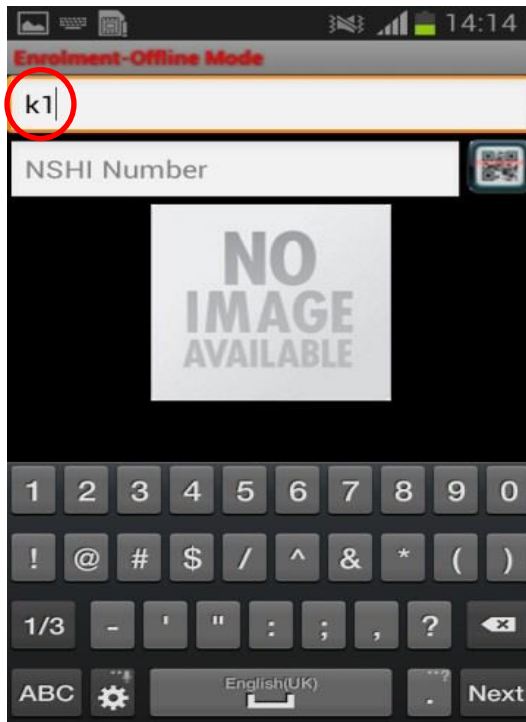
- 3.6** You must enter your Code of the enrolment assistant by clicking on the “Enrollment Assistant Code” with your finger. Enrollment assistant code will be the initial of the district they work followed by a number, for example K1. So type an initial letter in the box.



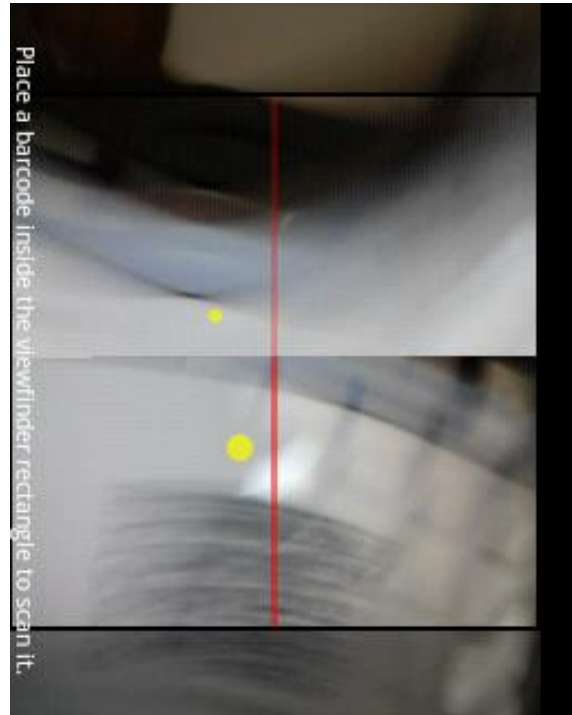
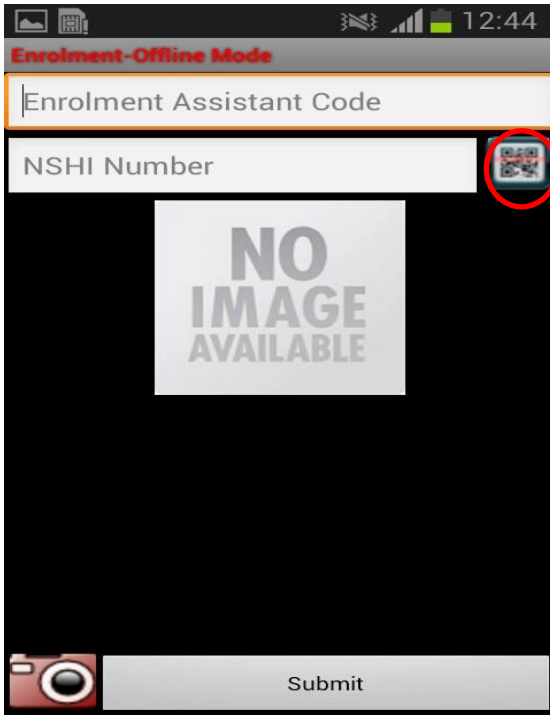
- 3.7 At the bottom of the page there is a box saying '123', click that to type number. The page will look like the following:



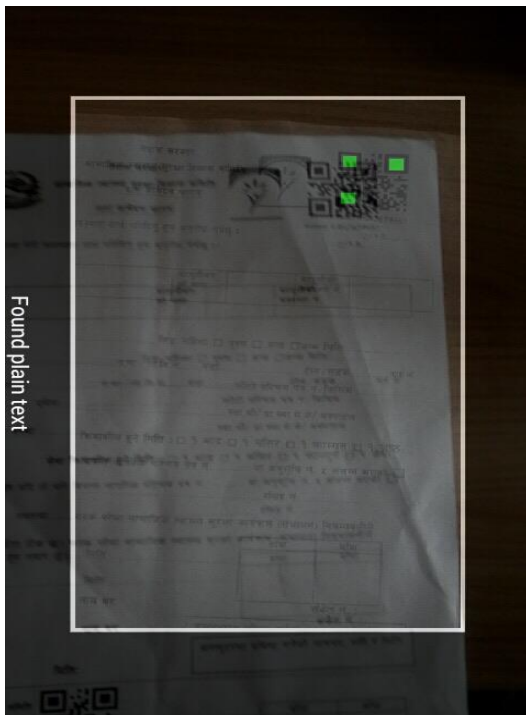
- 3.8** Use your finger to select the numbers needed to input your Enrolment Assistant code. When you have entered your code, you can go to the next field.



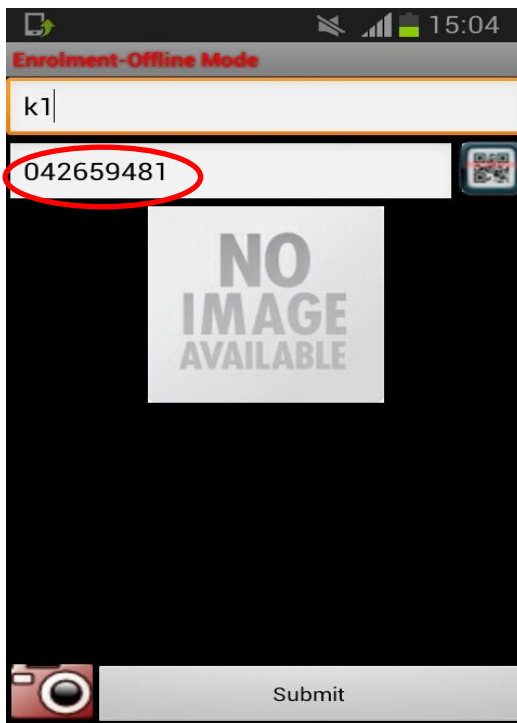
- 3.9** You must now click the QR code icon with your finger on the right hand side of the page. This will open the phone scanning tool, as shown in the next step.



- 3.10** Take the form of the insuree you are enrolling. Use the QR code scanner to scan the QR code in the form of the insuree. When the QR code has been scanned successfully, you will hear a small beep and see three green boxes.



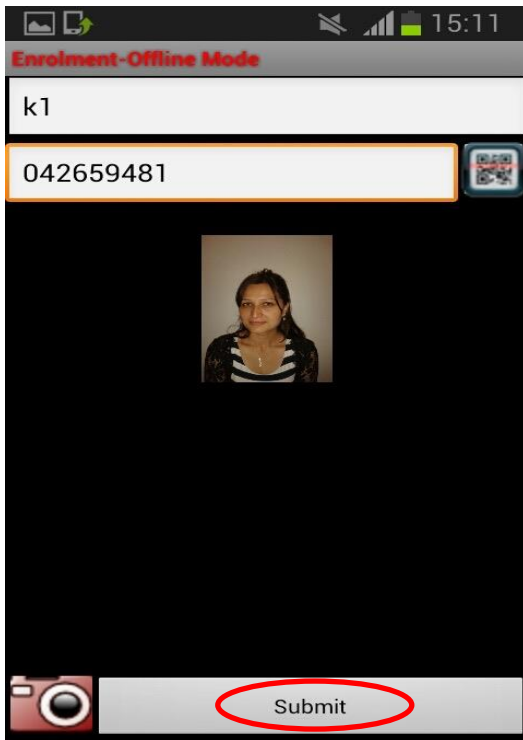
- 3.11** Once you have scanned the code, you will be taken back to the main Enrolment page. The number from the QR code will appear in the box, as shown below. It will be nine digit numbers.



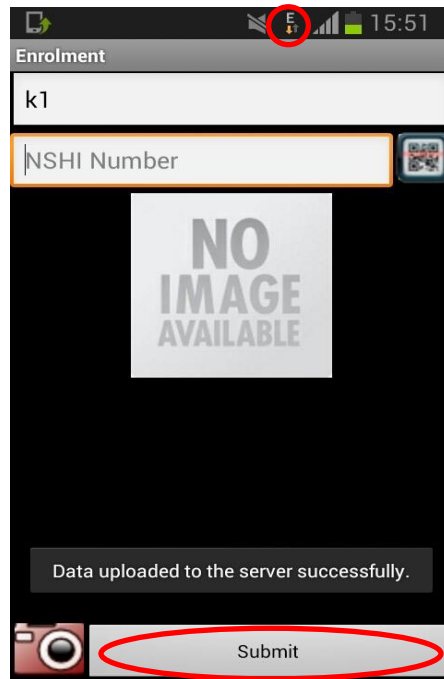
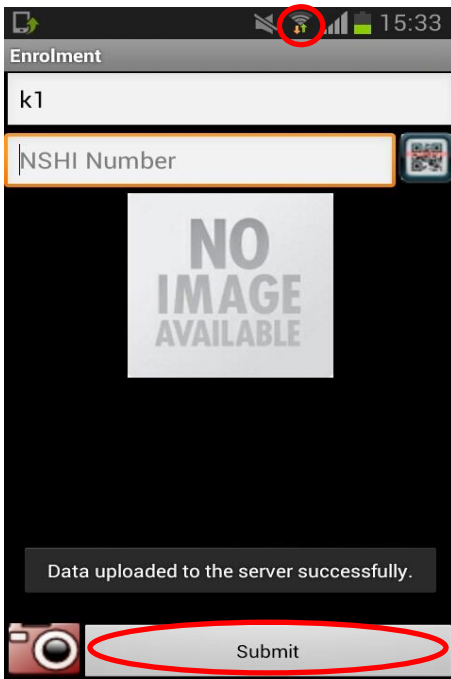
- 3.12** You must now take a picture of the member you are enrolling. To do so, click on the camera icon on the bottom left of the page by using your finger, as shown below. This will open the camera. Focus the phone camera on the person and click the camera icon at the bottom of the page to take the photo. If you are happy with the photo click save, if not click discard and click again.



**3.13** Once you have accepted the picture, you will automatically return to the main Enrolment page, the following page appears. To complete the enrolment of the member on the phone, you must click the **Submit** icon at the bottom of the page.

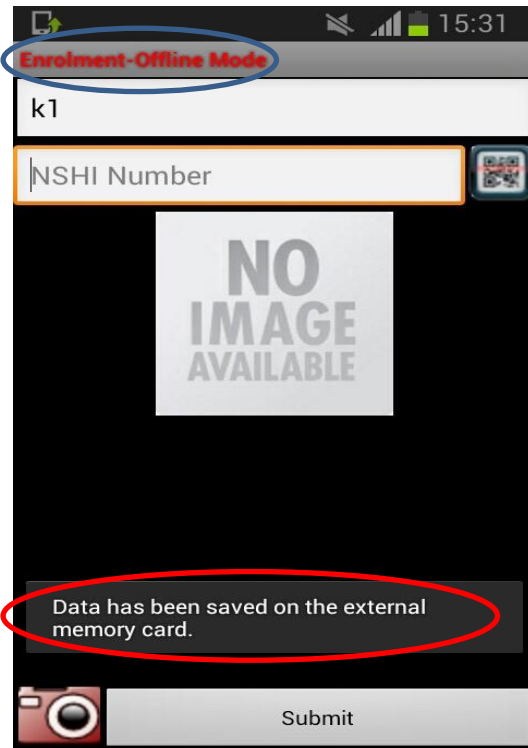


**3.14** If you have connectivity, the photo and QR code will be submitted and the page will look the image below with the message 'Data uploaded to the server successfully'



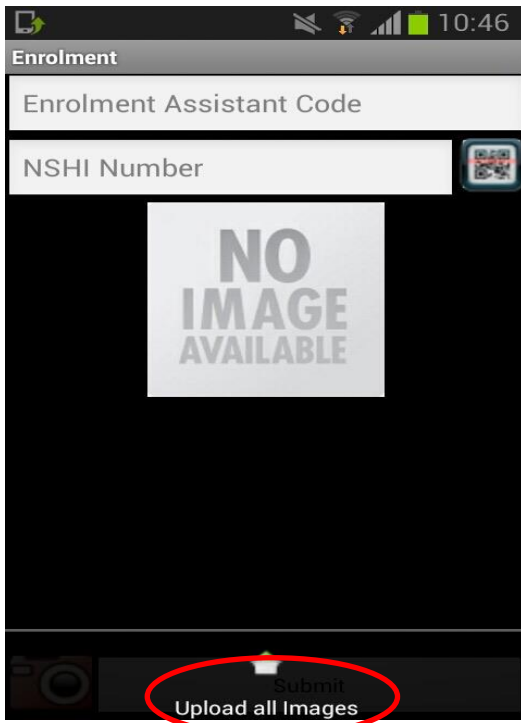
Note: *There could be the option of either mobile data or wifi connection for online.*

**3.15** If you have no connectivity, the photo and QR code will be submitted and the page will look the image below, with the message 'Data has been saved on the external memory card'

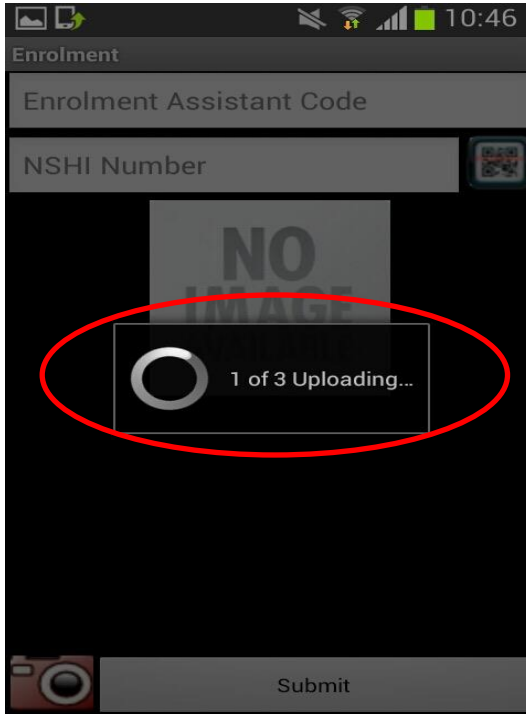


**3.16** Data that has been saved to the external memory card needs to be uploaded to the central server when there is internet. The process for this is as follows:  
Go to the enrolment app. Press Menu button on left bottom corner of the screen. A small menu will scroll up on the screen with the Upload all images. Click on it by a finger.

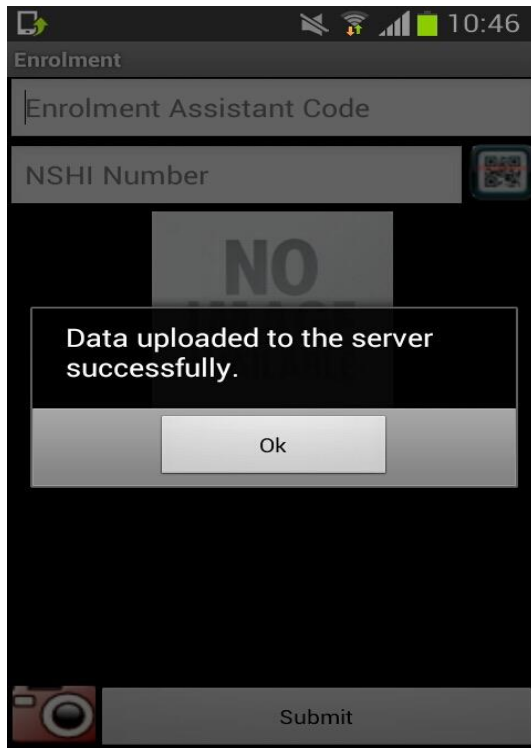




The page will look like below.



When all the images are uploaded the following page appears.



Then click Ok.

#### **4. How to download photos from a mobile phone on a PC and on the central server?**

This procedure has to be accomplished in case there is no Internet connectivity for mobile phones of enrolment assistants. This will be done by enrollment officer who will pay a visit to an enrolment assistant in every two weeks. The procedure has two parts. Photos are downloaded from a mobile phone to a PC in the first part.

**4.a** The first part of the procedure is as follows:

Connect USB port of the PC with micro USB port of the mobile phone.

**4.a.1** A page with options appears on the mobile phone. Click by finger on the **USB storage** option.

**4.a.2** Open Removable disk <unit> at your Computer page that corresponds to the connected mobile phone

**4.a.3** Open the folder IMIS on the removable disk corresponding to the mobile phone.

**4.a.4** Copy the all desired files onto a suitable folder on your computer (on a disk or a flash memory). To speed up copying use CTRL+A for designation of files to be copied.

**4.a.5** It may be desirable to delete the files in the memory of the mobile phones in order not to move it next time again. Do it by standard means of Windows system while connected to the mobile phone.

**4.a.6** Detach from the mobile phone.

**The files to be copied have the names according to the following convention:**

*<NSHI id>\_<enrolment assistant code>\_yyyymmdd.jpg  
where yyyymmdd stands for the date of acquiring.*

The second part of the procedure is uploading of the photos from the PC to the central server. The precondition is that the PC is connected to Internet and that it has some FTP (File Transfer Protocol) installed.

- **For example FileZilla open source code can be used. You can download the software from the following link :**

[http://sourceforge.net/projects/filezilla/files/FileZilla\\_Client/3.5.3/FileZilla\\_3.5.3\\_wi\\_n32-setup.exe/download?test=redirect&utm\\_expid=6384-3&accel\\_key=57%3A1351674202%3Ahttp%253A//filezilla-project.org/download.php%3A28e1846a%24814a892242d1144b14cb5a7f5d8177ed03f1565e&click\\_id=d2460b46-2339-11e2-ae62-0200ac1d1d8a&source=accel&utm\\_referrer=http%3A%2F%2Ffilezilla-project.org%2Fdownload.php](http://sourceforge.net/projects/filezilla/files/FileZilla_Client/3.5.3/FileZilla_3.5.3_wi_n32-setup.exe/download?test=redirect&utm_expid=6384-3&accel_key=57%3A1351674202%3Ahttp%253A//filezilla-project.org/download.php%3A28e1846a%24814a892242d1144b14cb5a7f5d8177ed03f1565e&click_id=d2460b46-2339-11e2-ae62-0200ac1d1d8a&source=accel&utm_referrer=http%3A%2F%2Ffilezilla-project.org%2Fdownload.php)

**4.b** The second part of the procedure is as follows:

**4.b.1** Start the FTP application installed on your machine

**4.b.2** Enter the host (.....).

**4.b.3** Enter the Username and the Password.

**4.b.4** Enter port (usually 21).

- 4.b.5** Once all the credentials are provided, click on the button named "**Connect**". Please note that the name of the button to connect to the server can vary for different applications.
- 4.b.6** Once the connection is established successfully, you can see there are two sections on the screen. One is for your local machine and second is for your remote server.
- 4.b.7** On your local machine section, navigate to the files you want to transfer to the remote server.
- 4.b.8** Select all the files on your local machine section you want to transfer to the server.
- 4.b.9** Click on the button named "**Upload**" or right click on the selected files and select the option "**Upload**".
- 4.b.10** Check the progress in Progress Tray.
- 4.b.11** Do not close the application or an internet connection while transfer is in progress.
- 4.b.12** Check if the transfer is completed and Progress tray is empty. Now you can close the FTP application.

**Warning**

Any unauthorized intervention in the central server section may cause damages and data lost.

## **5. How to move photos from a mobile phone to another mobile phone?**

Accomplishment of this procedure is the easiest way how to transfer photos from the mobile phone of an enrolment assistant to the central server. This is required when enrolment assistant could not transfer photos of the insuree in lack of internet connectivity. An enrollment officer visits the enrolment assistants, transfers files with photos from enrolment assistants' phone to his/her mobile phone. He/she comes to a SHSP office in a district headquarter (where connectivity is assured) and just opens Enrolment application on his/her mobile and submits the collected files with photos for transfer to the central server.

The procedure is as follows:

- 5.1 Connect USB ports of the PC (laptop) with micro USB ports of both mobile phones.
- 5.2 A page with options appears on each mobile phone. Click by finger on the **USB storage** option.
- 5.3 Open Removable disk <unit> at your Computer page that correspond to both connected mobile phone
- 5.4 Open the folder IMIS on the removable disk that correspond to the source mobile phone (the mobile phone of an enrolment officer). Open the folder IMIS on the removable disk that correspond to the destination mobile phone (the mobile phone of a NSHI officer).
- 5.5 Copy all desired files from the folder IMIS on the source mobile phone to the folder IMIS on the destination mobile phone.. To speed up: use CTRL+A for marking of files to be copied.
- 5.6 It may be desirable to delete the files in the memory of the source mobile phones in order not to move it next time again. Do it by standard means of Windows system while connected to the mobile phone. (You can click right on the selected files, select **Cut** and then click right on the destination folder and select **Paste**)
- 5.7 Detach the mobile phones from the PC.
- 5.8 Open the application *Enrollment* of the destination mobile phone in place Internet coverage.
- 5.9 Press **Menu** button on left bottom corner of the screen. A small menu will scroll up on the screen with the **Upload all images**. Click on it by a finger.

## 6. How to download photos and information on coverage for insurees in a catchments area onto memory of a mobile phone?

This procedure has to be accomplished if the mobile phone of a health facility has no Internet connectivity. Firstly, a file with photos and data on insurance policies of insurees in a catchments area has to be created by the on-line client. The catchments area is defined as a whole district<sup>1</sup>. Secondly, the file has to be moved<sup>1</sup> to memory of mobile phone of the health facility.

- 6.a The first part of procedure can be performed only by a user with the role *NSHI Clerk*.

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<sup>1</sup> Plus insurees with the First Service Point in the district.

**6.a.1** Select **Tools-> IMIS Extracts**. The following form appears:

The screenshot shows a web application interface with a blue header bar containing navigation links: Home, Insurees and Policies, Claims, Administration, Tools, and Logout. A search bar labeled 'Search NSHI No' is on the right. Below the header, there are four main sections:

- Create Phone Extract:** A dropdown menu for 'District' with the text '-- Select a District --' and a 'Create' button.
- Create Offline Extract:** A dropdown menu for 'District' with the text '-- Select a District --', a 'DOWNLOAD [DI]' link, a 'DOWNLOAD [F]' link, a checkbox for 'Full extract', and a 'Create' button.
- Upload Claims XML:** A 'Procházet...' button and an 'Upload' button.
- Upload Enrolments:** A 'Procházet...' button and an 'Upload' button.

At the bottom right of the main content area, there is a 'Cancel' button.

**6.a.2** Select **District** in the section *Create Phone Extracts*. Click on **Create**. A file with the name IMISData.db3 is created on your disk.

The second part of procedure moves the file IMISData.db3 from a PC in the memory of a mobile phone. It is supposed that an enrollment officer travels to a health facility to accomplish this part of the procedure.

**6.b** The second part of the procedure is as follows:

**6.b.1** Connect USB port of the PC with micro USB port of the mobile phone.

**6.b.2** A page with options appears on the mobile phone. Click by finger on the **USB storage** option.

**6.b.3** Open Removable disk <unit> at your Computer page that corresponds to the connected mobile phone

**6.b.4** Open the folder IMIS on the removable disk corresponding to the mobile phone.

**6.b.5** Copy the file IMIS.db3 from corresponding folder on your computer (on a disk or a flash memory) to the memory of the mobile phone. If a file with the same name is already present it has to be deleted before or replaced.

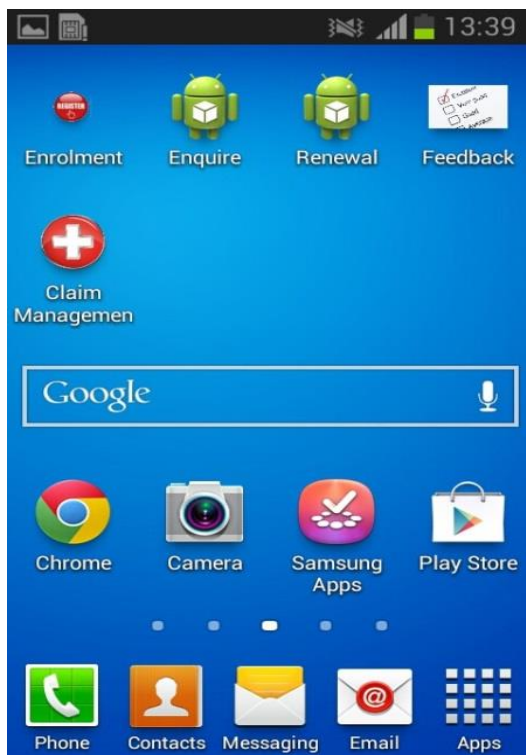
**6.b.6** Detach from the mobile phone.

## **7. How to retrieve photo of an insuree and information on his/her coverage on-line or off-line?**

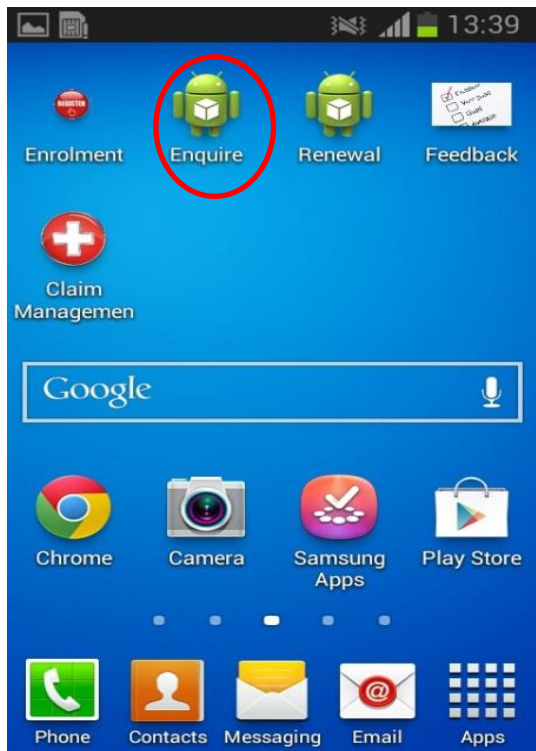
It is assumed that the user is a receptionist at a health facility or enrolment assistant. If there is no Internet connectivity the corresponding file with the photos and information on policies has to be moved to the memory of a mobile phone before (see the procedure 6).

The procedure is as follows:

Turn on your mobile phone. You will arrive on the following page:

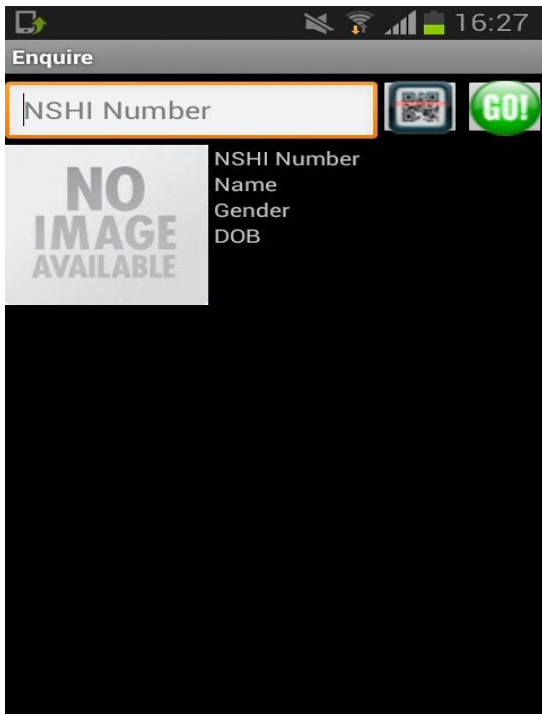


**7.1** Click the green Enquire icon with your finger.

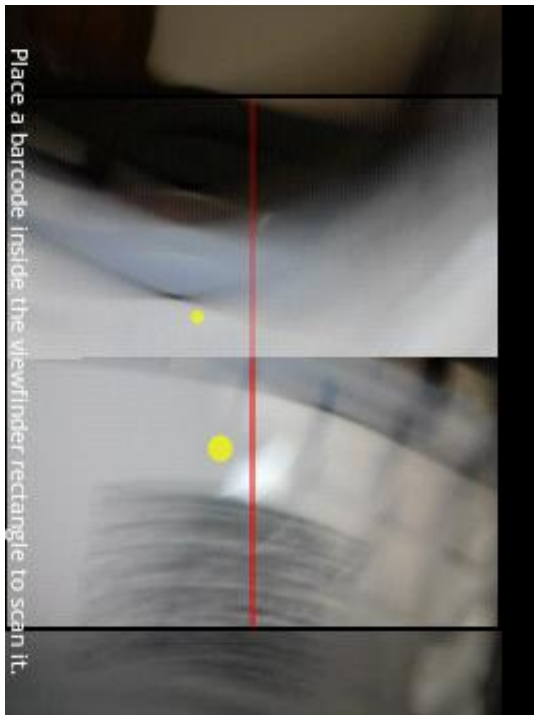


**7.2** You are now in the Enquire application and ready to check the policies of SHSP members. You will be on the page below. To check the policy of a person with a SHSP card, you must click the QR code icon on the top right hand side of the page.

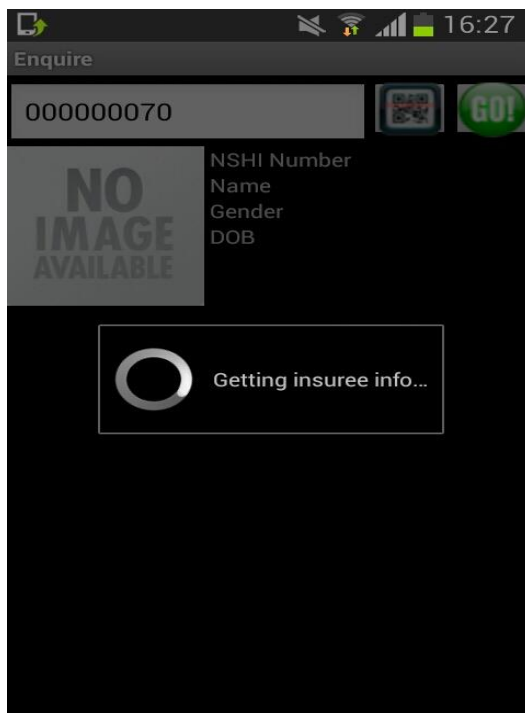




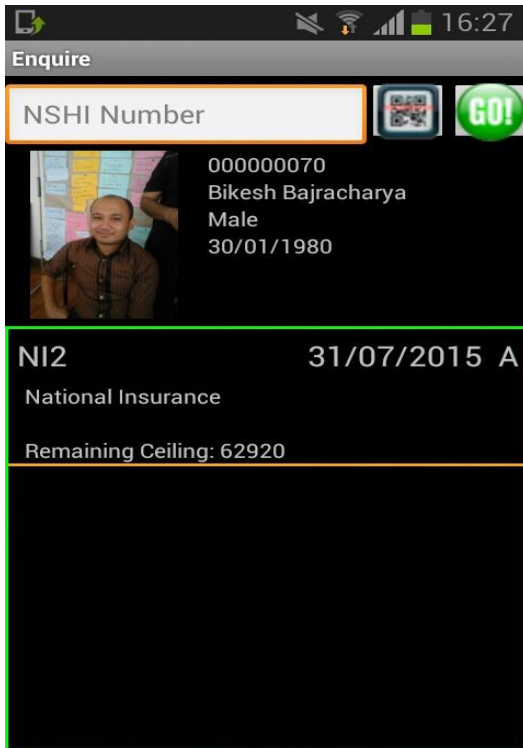
- 7.3** Take the ID card of the member whose policy you are checking. Use the phone camera (on the back of the phone) to scan the QR code on the member's ID card. When the QR code has been scanned successfully, you will hear a small beep.



**7.4** If the QR code on the member's code has been scanned successfully, you will automatically be returned to the main page of the Enquire tool. The member's SHSP ID number will appear in the white text box near the top of the page. To see if the membership is active, you must now click the green GO! icon to search the SHSP database. As the policy is being checked on the SHSP database, you will see the screen below



**7.5** If connectivity allows the member's policy to be identified, a screen with membership details will appear, as shown below. You should also see the member's photo

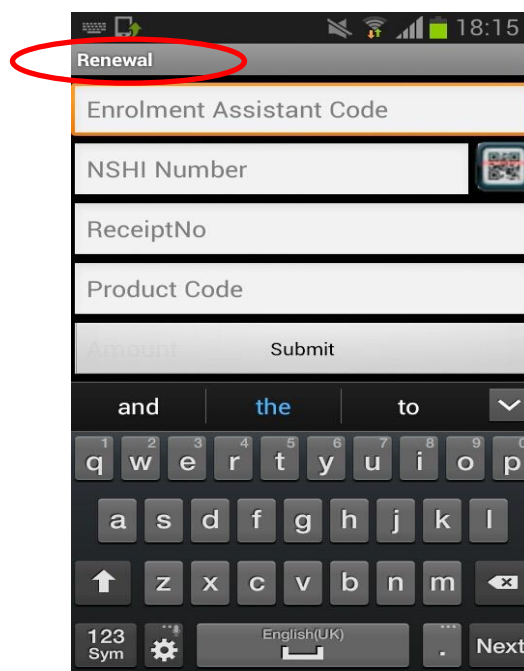
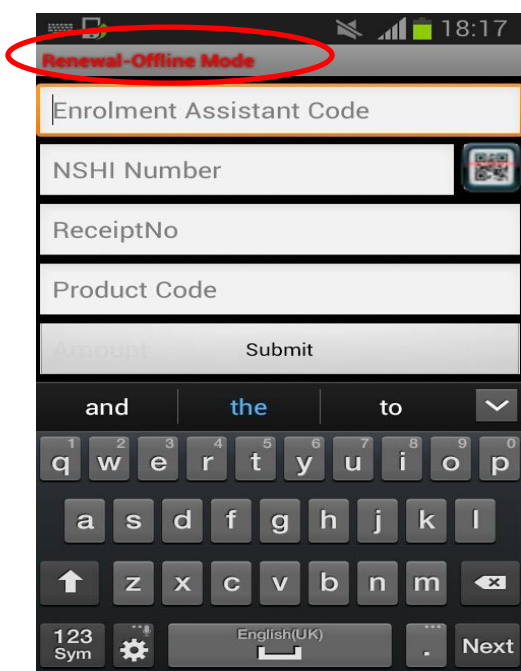


**7.6** If you would like to check the membership of another insuree visiting your facility, please click the QR code icon once again. To exit the enquire application, you can click the black home button underneath the screen.

## **8. How to renew a policy?**

This procedure is reaction on a SMS sent to the mobile phone of an enrolment assistant alerting him/her on near expiration (in 30 days) of a policy.

**8.1** Use the first three steps from chapter 3 with exception that Renewal application has to be opened in this case. The following page appears:



Note: There could be either offline mode or online mode based on the availability of the internet connection.

**8.2** Enter an enrolment assistant code into the **Officer** field, scan or enter the SHSP ID number into the field NSHI ID, enter the number of a receipt on payment into the **Product Code** field and the amount paid for contributions in the **Amount** field. Click on **Submit**.

**8.3** If there is no connectivity to Internet the message *'Data has been saved on the external memory card'* appears.

**8.4** If there is connectivity to Internet the message *'Uploading'* appears. After the communication with the central server is finished either the message *'Policy has been accepted by the server and the file has moved to folder Accepted on the phone'* appears if the renewal has been correct or the message *'Policy has been rejected by the server and the file has moved to folder Rejected on the phone'* if the renewal hasn't been correct.

If the renewal was saved in the memory of the mobile phone, it has to be moved to the central server. Only a procedure of transfer from a mobile phone to another mobile phone can be used in this case. The procedure is the same as in the case of photos (see 5.4). Both photos and renewals are saved in the folder IMIS on the mobile phone. So, they can be

transferred together with photos to a mobile phone of a NSHI officer. However, uploading to the central server by means of a mobile phone (see above) has to be done separately for photos and for renewals by invoking of the applications *Enrollment* and *Renewal* respectively on the mobile phone of the enrollment officer.

The files for renewals to be copied have the names according to the following convention:

RenPol\_ yyyymmdd\_ <NSHI id>\_ <enrolment assistant code>.xml  
where yyyymmdd stands for the date of acquiring.

## 9. How to acquire a feedback?

If a SHSP Medical Officer decides that a patient's feedback is necessary for a claim then a request for it is sent to the mobile phone of a corresponding Enrollment Assistant or a paper form report is sent to him/her. Principal part of a request is Claim ID identification of the corresponding claim that will be referred in the acquired feedback. The procedure of acquiring of a feedback by a mobile phone is as follows:

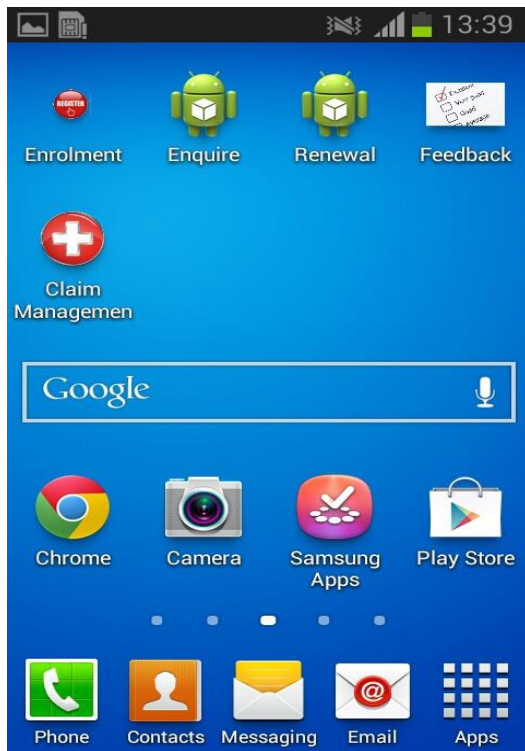
- 9.1 Turn on your mobile Phone (with Android 2.1 operating system or higher). You will arrive on the following page:



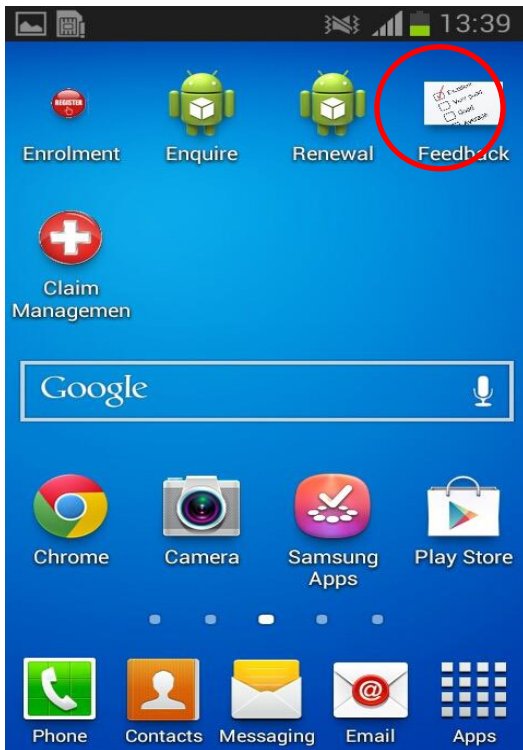
9.2 Swipe the screen to unlock



**9.3** All the mobile applications are saved on home screen. Following page appear:



**9.4** Click the white Feedback Management icon with your finger.

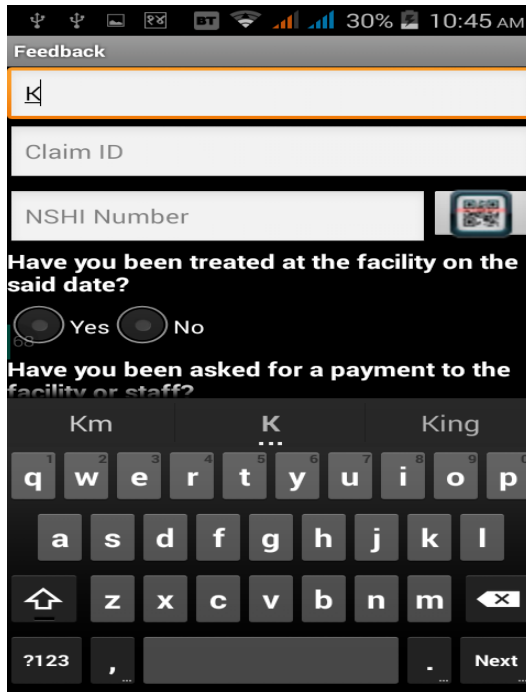


9.5 You are now in the Feedback Management application and ready to record feedback of a patient. You will be on the page below.

A screenshot of the Feedback Management application form. The form has a black background with white text. It includes input fields for Enrolment Assistant Code, Claim ID, and NSHI Number. Below these are four questions with radio button options for Yes and No: "Have you been treated at the facility on the said date?", "Have you been asked for a payment to the facility or staff?", "Have drugs been prescribed to you?", and "Did you get drugs from the facility?". At the bottom, there is a question about satisfaction: "How satisfied are you with the care you received at the health facility? Rate on a scale 1-5 (1= not satisfied; 5= very satisfied)". The top of the screen shows status icons for BT, Wi-Fi, signal strength, 30% battery, and the time 10:43 AM.

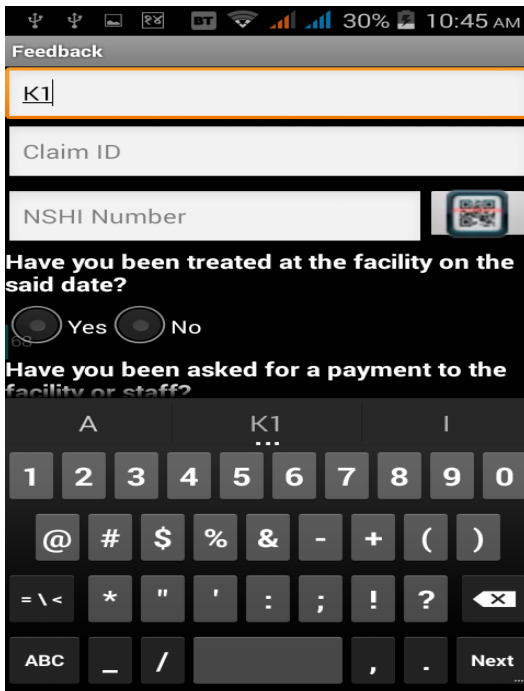


- 9.6 You must enter your SHSP code by clicking on the **Enrollment Assistant Code** field with your finger. A box will appear at the bottom of the page with a keyboard.



Then type your code, say **K1**

- 9.7 Click on the key in the box which says "123? ", so that the box changes from letters to numbers.



- 9.8 Use your finger to select the numbers needed to input your SHSP Officer code. When you have entered your code, click the arrow in the bottom right of the page with your finger to make the keyboard disappear.
- 9.9 You are now back in the main Feedback page. You must now click **Claim ID** field that identifies the claim for which the feedback is asked. Claim ID is sent to the officer by mobile phone (in a form of SMS) or it was provided in a paper form report. Use your finger to click on the Claim ID field and type the appropriate number on the numeric keyboard that appeared.

The screenshot shows a mobile application interface for a feedback form. At the top, the status bar displays various icons, signal strength, 30% battery, and the time 10:46 AM. The form title is "Feedback". Below the title, there are three input fields: the first contains "K1", the second contains "9847138", and the third is labeled "NSHI Number" and is currently empty. To the right of the "NSHI Number" field is a QR code icon. Below the input fields, there are four questions, each with two radio button options: "Yes" and "No". The questions are: "Have you been treated at the facility on the said date?", "Have you been asked for a payment to the facility or staff?", "Have drugs been prescribed to you?", and "Did you get drugs from the facility?". At the bottom of the form, there is a text prompt: "How satisfied are you with the care you received at the health facility? Rate on a scale 1-5 (1= not satisfied; 5= very satisfied)".

**9.10** Once you have entered Claim ID you can answer a bundle of questions:

- **Have you been treated in the facility on the said date?**
- **Have you been asked for a payment to the facility or staff?**
- **Have drugs been prescribed to you?**
- **Did you get drugs from the facility?**

Just click on the appropriate circle **Yes** or **No**.

Feedback

K1

9847138

00000093

Have you been treated at the facility on the said date?

Yes  No

Have you been asked for a payment to the facility or staff?

Yes  No

Have drugs been prescribed to you?

Yes  No

Did you get drugs from the facility?

Yes  No

How satisfied are you with the care you received at the health facility? Rate on a scale 1-5 (1= not satisfied; 5= very satisfied)

Finally, click on one star in the assessment scale (0-5) for recording of overall satisfaction of the patient.

Saving screenshot...

Feedback

000000093

Have you been treated at the facility on the said date?

Yes  No

Have you been asked for a payment to the facility or staff?

Yes  No

Have drugs been prescribed to you?

Yes  No

Did you get drugs from the facility?

Yes  No

How satisfied are you with the care you received at the health facility? Rate on a scale 1–5 (1= not satisfied; 5= very satisfied)

Submit

9.11 After all questions are answered and assessment of patient’s satisfaction is recorded, click the **Submit** icon at the bottom of the page.

Saving screenshot...

Feedback

000000093

Have you been treated at the facility on the said date?

Yes  No

Have you been asked for a payment to the facility or staff?

Yes  No

Have drugs been given to you?

Yes  No

Did you get drugs from the facility?

Yes  No

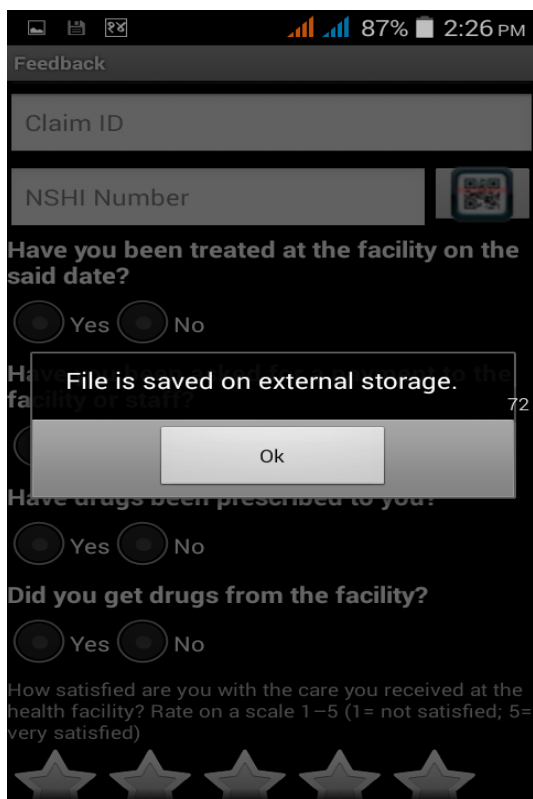
How satisfied are you with the care you received at the health facility? Rate on a scale 1–5 (1= not satisfied; 5= very satisfied)

1  2  3  4  5

72

Uploading feedback...

- 9.12 a)** If you have Internet connectivity, then the file with feedback data will be uploaded to the central server and the original file will be deleted from the external storage device of the phone. In this case the user will be notified with the message *Feedback has been uploaded to the server successfully*.
- 9.12 b)** If you have no Internet connectivity, then you will be notified with the message *File saved on external storage device*. In this case no deletion task will be performed and the user can manually upload all the feedback to the central server later. Confirm (that you have read the message) by clicking on **OK**.



**9.13** You can start to collect a feedback for other claim or you can finish the application by clicking on round arrow on the bottom right edge of the mobile phone.

The files for feedbacks to be copied have the names according to the following convention: feedback\_ <Claim\_ID>.xml

*For claim management, SHSP discourages the use of phone and promotes the use of IMIS through computer.*