



# SISTEM PATIENT PORTAL MANUAL PENGGUNA PESAKIT

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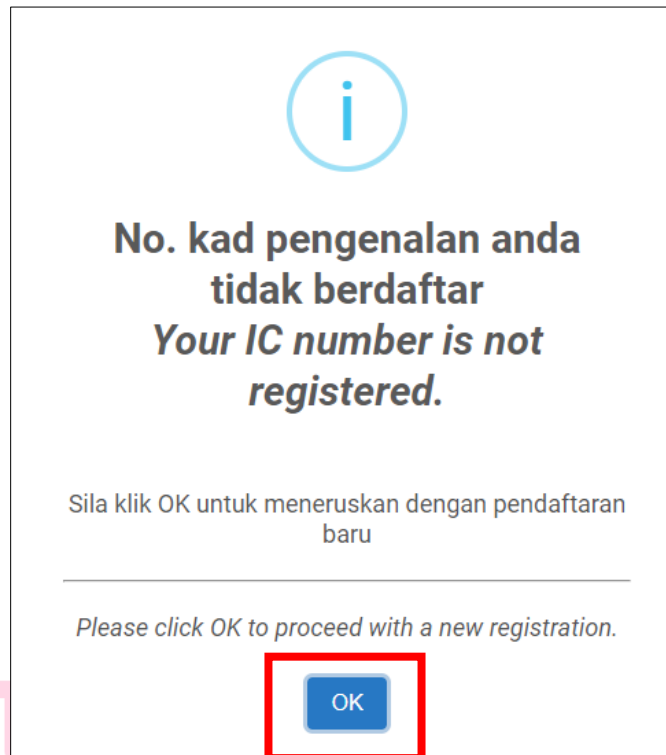
## 1. LOG MASUK

LANGKAH 1: BUKA PELAYAR DAN MASUKKAN URL: [HTTPS://PATIENT.HSAAS.UPM.EDU.MY/](https://patient.hsaas.upm.edu.my/)

## LANGKAH 2: UNTUK PENGGUNA BARU

a) Klik **DAFTAR PENGGUNA BARU**

- b) Jika nombor kad pengenalan anda belum didaftarkan di dalam sistem, notifikasi akan dipaparkan seperti berikut.
- c) Klik butang OK.






- d) Borang pendaftaran akan dipaparkan.
- e) Lengkapkan maklumat pesakit (pemohon) seperti yang dipaparkan dalam gambar rajah di bawah.
- f) Klik butang Hantar.

Maklumat Pesakit / Patient Details	
Nama Penuh / Full Name *	
ROSLI BIN IBRAHIM	
Kewarganegaraan / Nationality *	Tarikh Lahir / Date of Birth *
MALAYSIAN	30/01/1969
Jenis ID / ID Type *	MyKad / MyKid / Passport No. *
MYKAD	(Contoh / Example: 501212113343)
No.Tel (Rumah/Mobil) / Phone No. *	Jantina / Gender *
(Contoh / Example: 0125544856)	MALE
0199552501	
Bangsa / Race *	Agama / Religion *
MELAYU	ISLAM
Alamat / Address *	Poskod / Postcode *
JALAN IKRAM-UNITEN	43000
Bandar / City *	Negeri / State *
KAJANG	SELANGOR

Maklumat Waris / Next of Kin Information	
Nama Penuh / Full Name *	Hubungan / Relationship *
MUHAMMAD IKHWAN HAKIM BIN ROSLI	SON
No.Tel (Rumah/Mobil) / Phone No. * <small>(Contoh / Example: 0125544856)</small>	Alamat Emel Waris/ Heir Email Address
0109386808	hakim96@gmail.com
Maklumat Akaun / Account Information	
Alamat Emel / Email Address *	Kata Laluan / Password *
.....	.....
Pengesahan Kata Laluan / Confirm Password *	Captcha *
.....	
	<a href="#">Reload</a>
	hj7nxf
<input checked="" type="checkbox"/> Saya bersetuju dengan syarat pendaftaran ini dan ingin meneruskan / I agree with these terms of registration and would like to proceed	
<div style="border: 2px solid red; padding: 5px; display: inline-block; background-color: #e91e63; color: white;">           Hantar / Submit         </div>	
Tekan <a href="#">di sini</a> untuk ke halaman Log Masuk / Click <a href="#">here</a> to proceed to log in page	

g) Notifikasi akan dipaparkan seperti berikut.

**PENDAFTARAN BERJAYA**  
**REGISTRATION SUCCESSFUL**

Terima kasih atas pendaftaran anda. Pautan pengesahan melalui e-mel akan dihantar kepada anda dalam masa terdekat.

Sila klik pautan yang disediakan dalam e-mel anda untuk mengaktifkan akaun.

Klik [di sini](#) ke halaman Log Masuk

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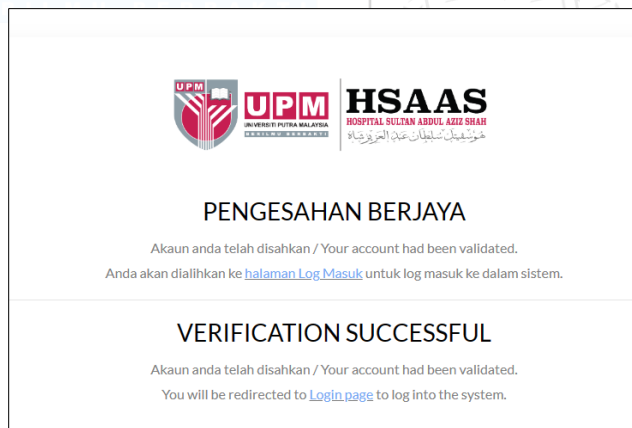
Thank you for registering. An email verification link will be sent to you soon.  
Please click the link provided in your email to activate the account.

Click [here](#) to the Login page

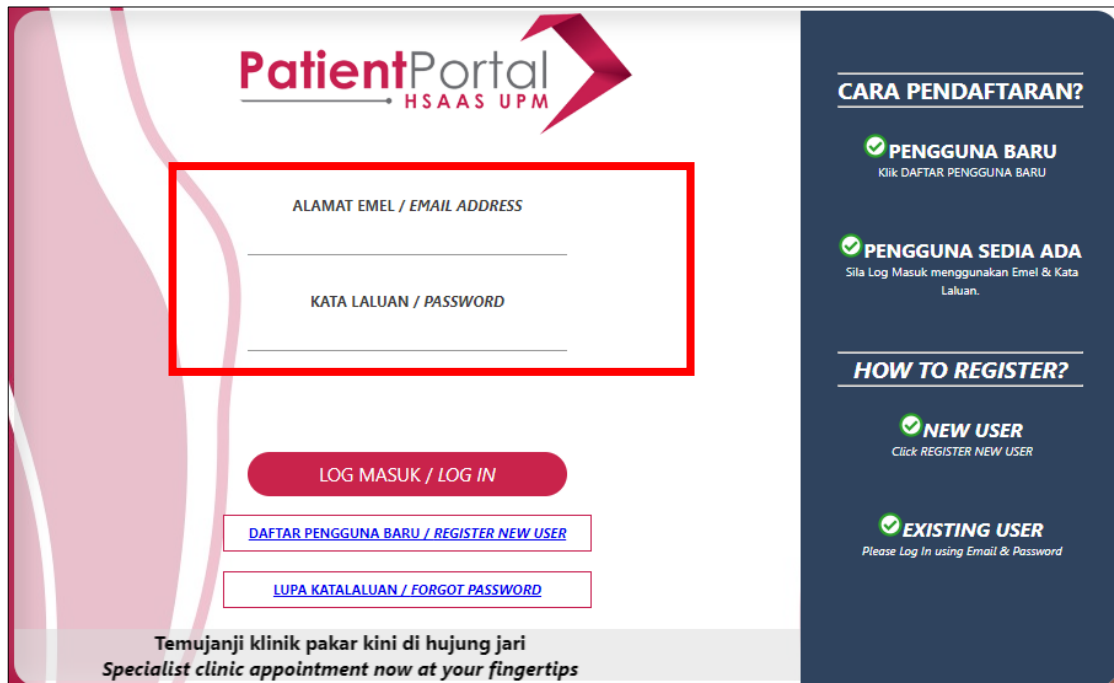
- h) Pengesahan pendaftaran akan dihantar ke emel pengguna.
- i) Semak emel anda untuk pengesahan.
- j) Klik [Pengesahan Akaun](#) untuk meneruskan Log Masuk.



- k) Notifikasi untuk pengesahan berjaya akan dipaparkan.
- l) Klik halaman [Log Masuk](#) untuk masuk.



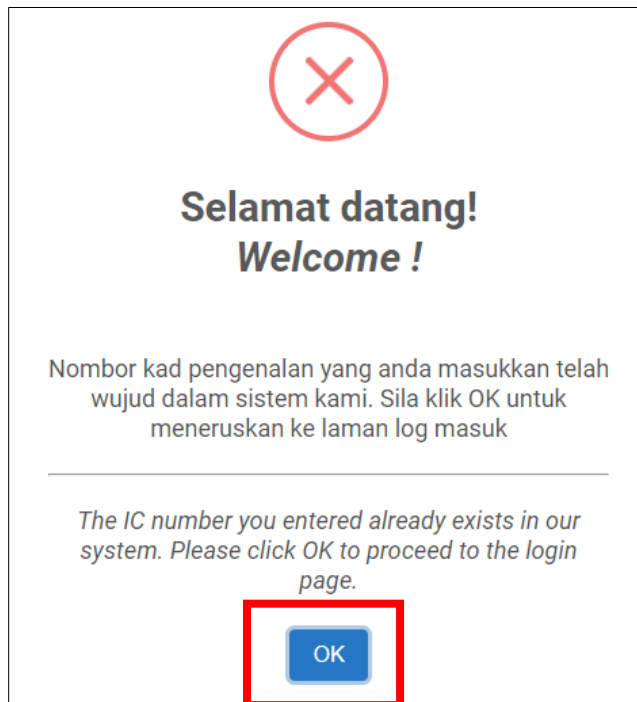
- m) Masukkan alamat emel dan kata laluan anda.
- n) Klik butang **LOG MASUK**.



### LANGKAH 3: UNTUK PENGGUNA SEDIA ADA

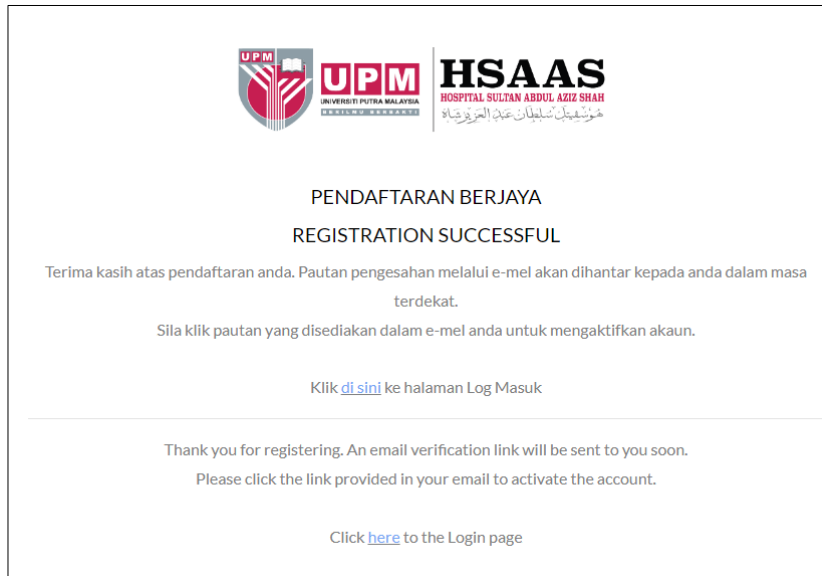
#### a) Klik **DAFTAR PENGGUNA BARU**

- Masukkan nombor kad pengenalan. (Untuk semak nombor kad pengenalan di dalam rekod kami)
- Jika nombor kad pengenalan anda telah wujud dan berdaftar, notifikasi akan dipaparkan seperti berikut.
- Klik butang OK, dan Log Masuk.



- e) Jika nombor kad pengenalan anda telah wujud, anda akan dibawa ke borang berikut.
- f) Sila lengkapkan maklumat pesakit (pemohon) seperti yang ditunjukkan dalam gambar rajah di bawah.
- g) Klik butang Daftar.

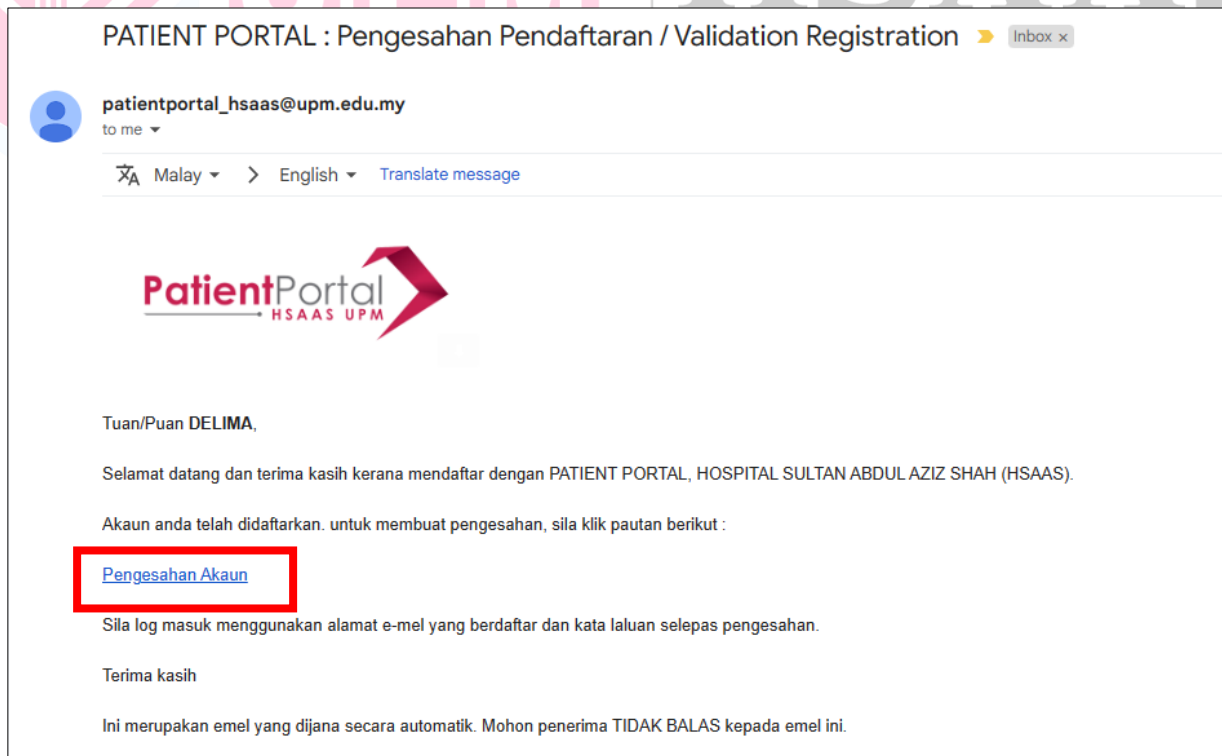
h) Notifikasi akan dipaparkan seperti berikut.



i) Pengesahan pendaftaran akan dihantar ke alamat emel pengguna.

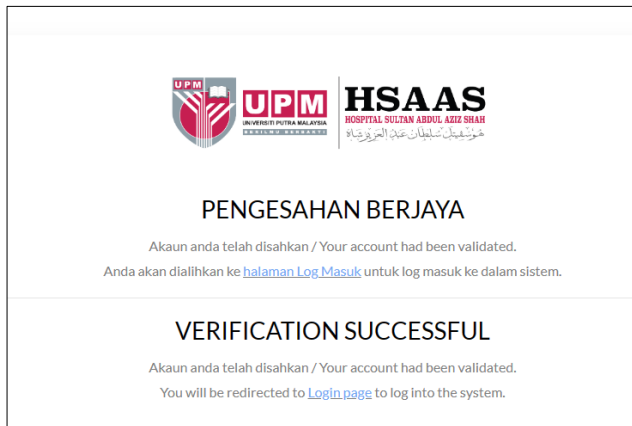
j) Sila semak emel anda untuk pengesahan.

k) Klik [Pengesahan Akaun](#) untuk meneruskan Log Masuk.

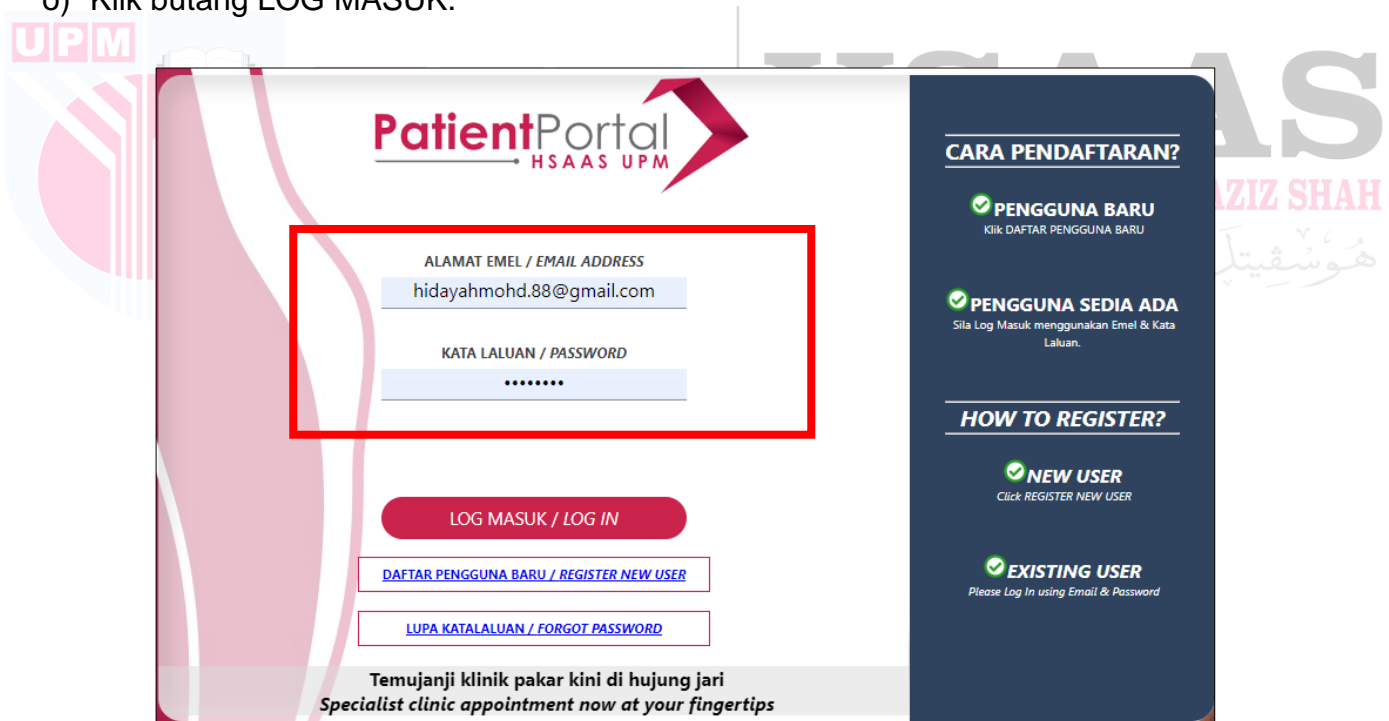




- l) Notifikasi untuk pengesahan berjaya akan dipaparkan.
- m) Klik halaman [Log Masuk](#) untuk masuk.



- n) Sila masukkan alamat emel dan kata laluan anda.
- o) Klik butang LOG MASUK.



- p) Jika emel anda telah digunakan sebelum ini, notifikasi akan dipaparkan seperti berikut.



**UPM**  
UNIVERSITI PUTRA MALAYSIA  
BERSEKUTU BERSAMA SAMA

**HSAAS**  
HOSPITAL SULTAN ABDUL AZIZ SHAH  
هُوسُطَاقِ شَاقِ اَبِالْاَزِاقِ شَاقِ

PENDAFTARAN GAGAL

REGISTRATION FAILED

Alamat e-mel [hidayahmohd.88@gmail.com](mailto:hidayahmohd.88@gmail.com) Sila gunakan alamat e-mel yang lain.

Anda akan dialihkan ke halaman Pendaftaran dalam masa 5 saat.

[Kembali ke halaman pendaftaran](#)

The email address [hidayahmohd.88@gmail.com](mailto:hidayahmohd.88@gmail.com) has been used. Please use another email.

You will be redirected to the Registration page within 5 seconds.

[Back to registration page](#)

## 2. LUPA KATALALUAN

### LANGKAH 1: LUPA KATALALUAN

- Klik 'Lupa Katalaluan' jika terlupa katalaluan

**PatientPortal**  
HSAAS UPM

ALAMAT EMEL / EMAIL ADDRESS

KATA LALUAN / PASSWORD

LOG MASUK / LOG IN

DAFTAR PENGGUNA BARU / REGISTER NEW USER

**LUPA KATALALUAN / FORGOT PASSWORD**

Temujanji klinik pakar kini di hujung jari  
*Specialist clinic appointment now at your fingertips*

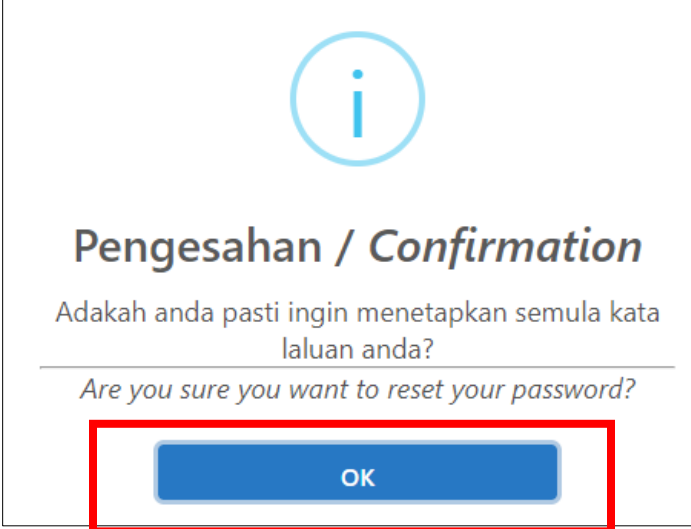
**CARA PENDAFTARAN?**

- PENGUNA BARU**  
Klik DAFTAR PENGGUNA BARU
- PENGUNA SEDIA ADA**  
Sila Log Masuk menggunakan Emel & Kata Laluan.

**HOW TO REGISTER?**

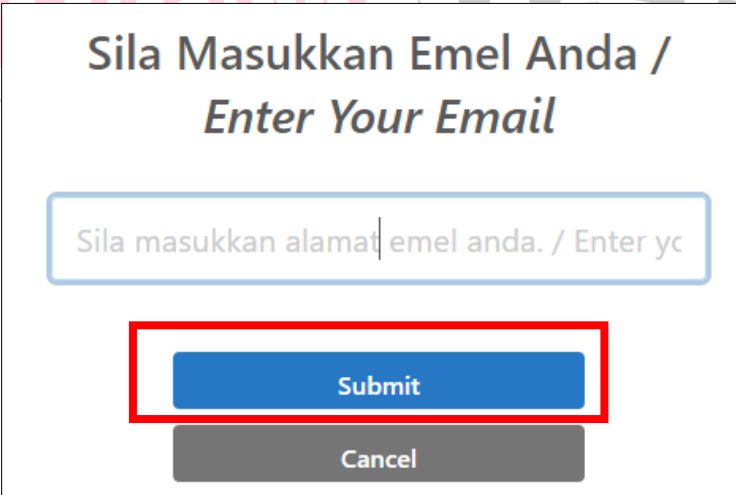
- NEW USER**  
Click REGISTER NEW USER
- EXISTING USER**  
Please Log In using Email & Password

b) Notifikasi pengesahan akan dipaparkan. Klik Ok untuk meneruskan.



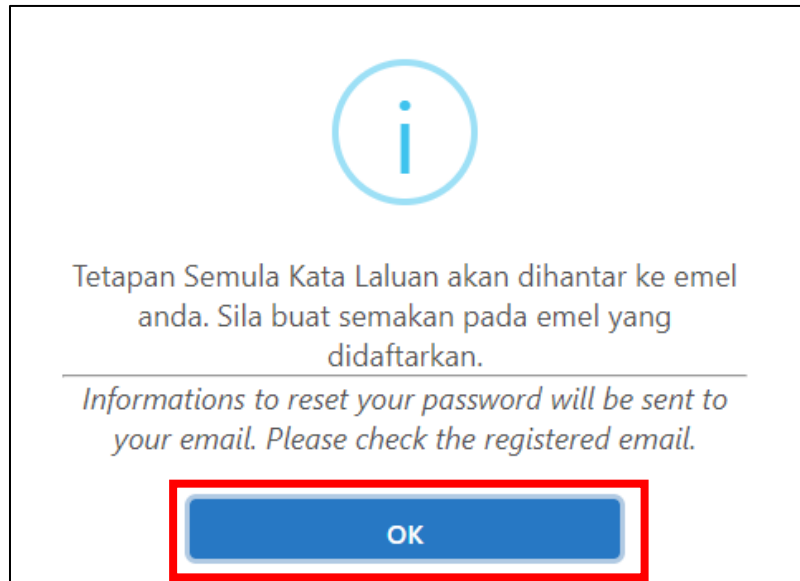
A confirmation dialog box with a blue information icon at the top. The title is "Pengesahan / Confirmation". The main text asks "Adakah anda pasti ingin menetapkan semula kata laluan anda?" followed by the English translation "Are you sure you want to reset your password?". A blue "OK" button is highlighted with a red border.

c) Masukkan alamat emel yang digunakan dan klik butang 'Submit.'

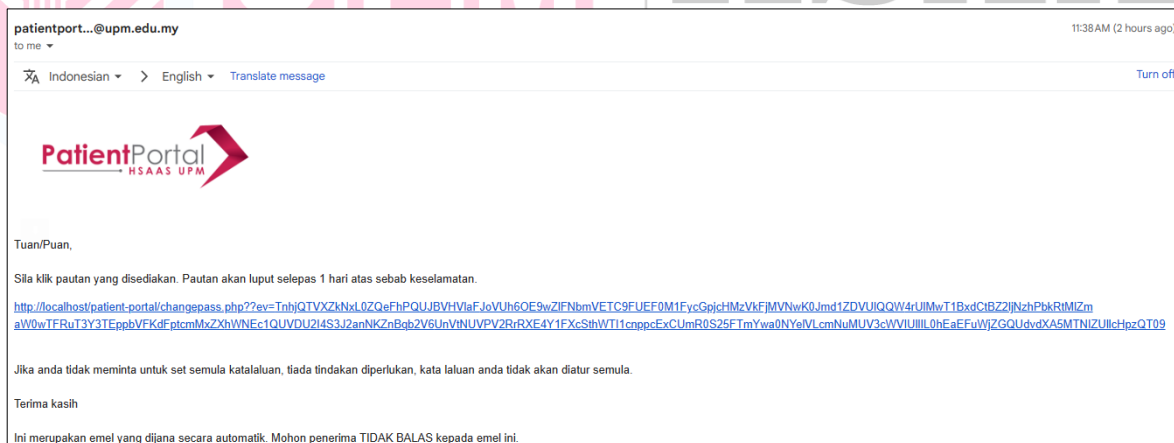


An email input dialog box with the title "Sila Masukkan Emel Anda / Enter Your Email". It features a text input field with the placeholder "Sila masukkan alamat emel anda. / Enter your email address". Below the input field are two buttons: a blue "Submit" button (highlighted with a red border) and a grey "Cancel" button.

d) Notifikasi tetapan semula kataluan dipaparkan. Klik butang OK.



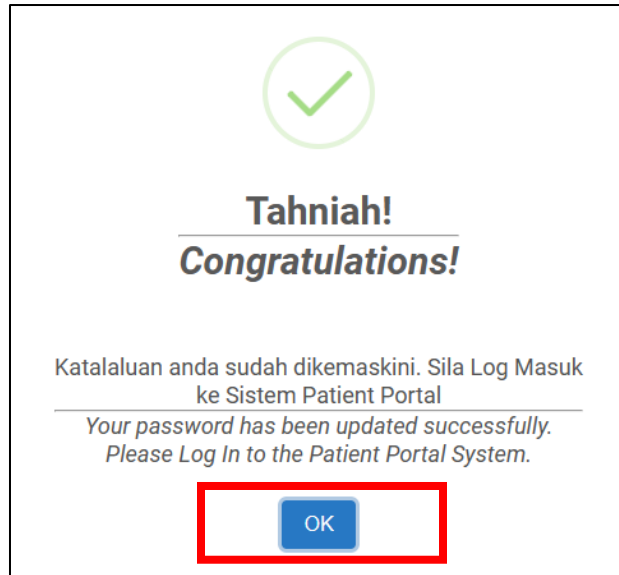
e) Pautan lupa katalaluan akan dihantar ke emel pengguna. Sila klik pautan yang disediakan. Pautan akan luput selepas 1 hari atas sebab keselamatan.



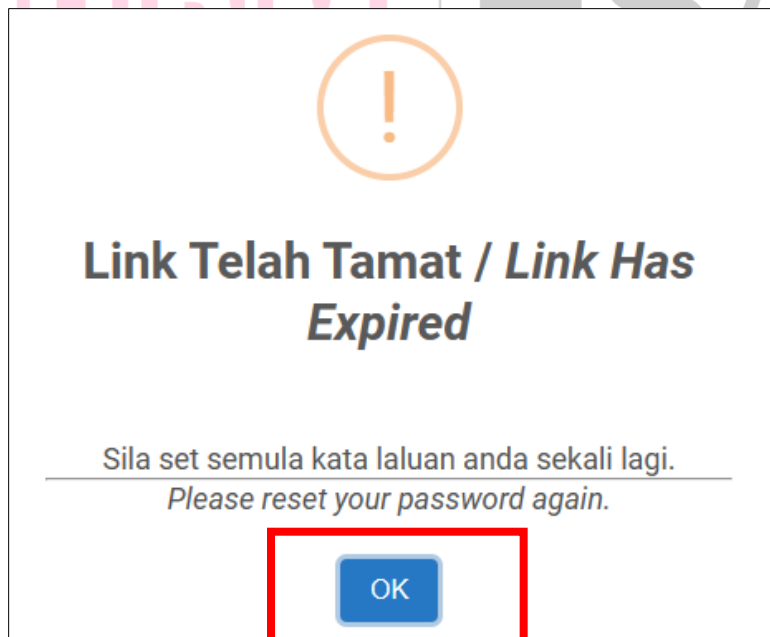
f) Sila masukkan katalaluan yang baru. Klik butang 'Hantar'

A form titled "PATIENT PORTAL HOSPITAL SULTAN ABDUL AZIZ SHAH". Below the title is a blue bar with the text "Tukar Kata Laluan / Change Password". The form has two input fields: "Kata Laluan / Password \*" and "Pengesahan Kata Laluan / Confirmed Password \*". Below the first field, there is a note: "Perlu mengandungi sekurang-kurangnya satu nombor dan satu huruf besar dan kecil, serta sekurang-kurangnya 8 atau lebih aksara." At the bottom center, there is a red rectangular button with the text "Hantar / Submit" in white, which is highlighted with a red rectangular border. Below the button, there is a link: "Tekan [di sini](#) untuk ke halaman Log Masuk / Click [here](#) to proceed to log in page".

g) Notifikasi katalaluan sudah dikemaskini akan dipaparkan. Klik butang OK.



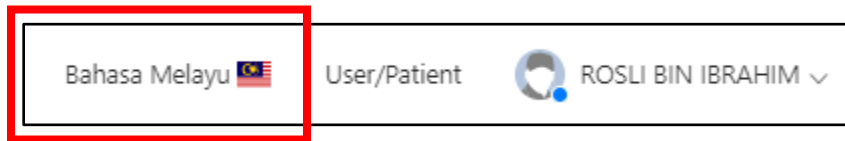
h) Jika klik pautan lebih daripada 1 hari, notifikasi berikut akan dipaparkan. Klik butang OK untuk meneruskan.



### 3. DASHBOARD SAYA

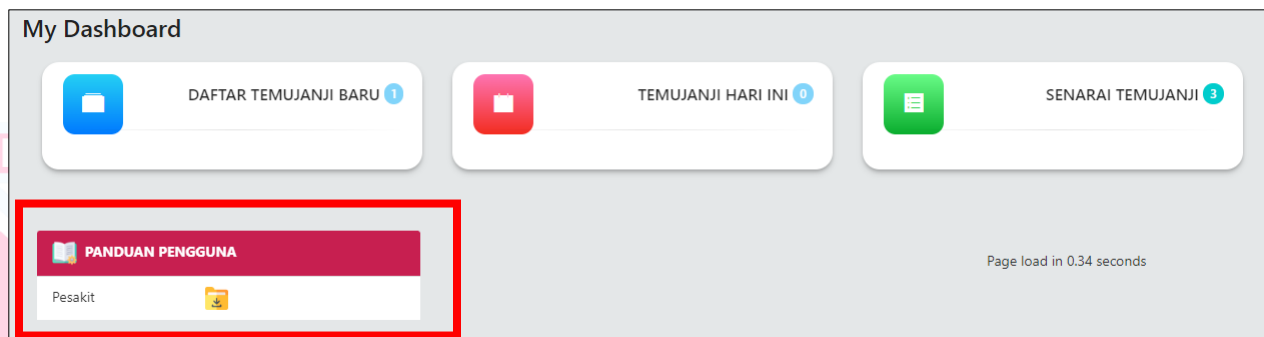
#### LANGKAH 1: TUKAR BAHASA

- a) Klik 'Bahasa Melayu' jika ingin menukar kepada Bahasa.

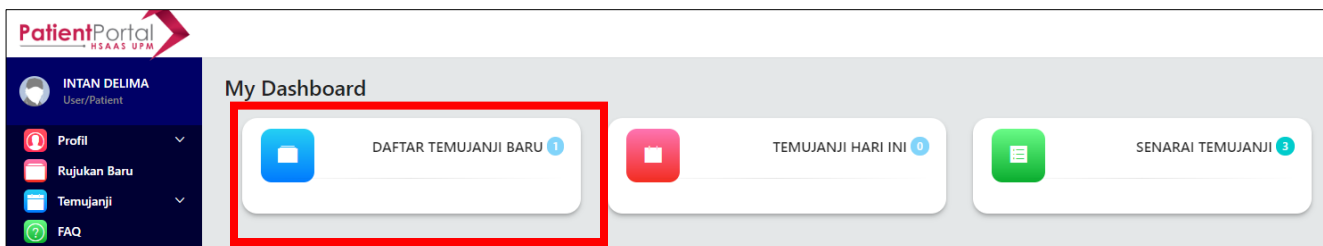


#### STEP 2: PANDUAN PENGGUNA

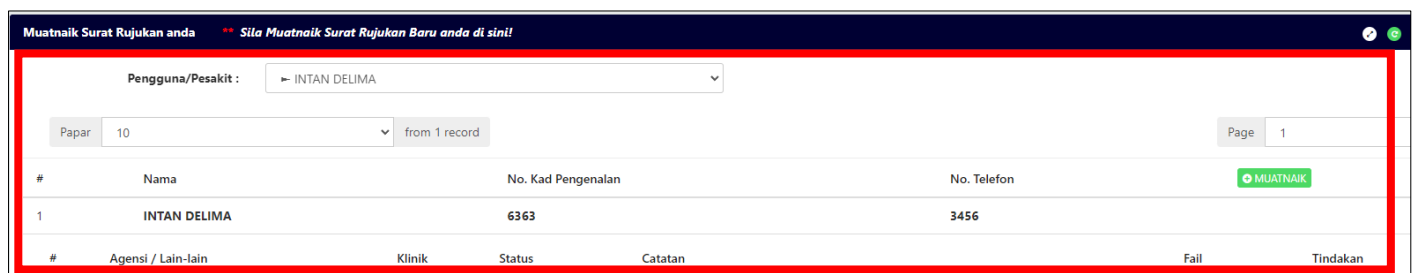
- a) Klik *Dashboard* 'Manual Pengguna' untuk paparkan langkah-langkah panduan pengguna.



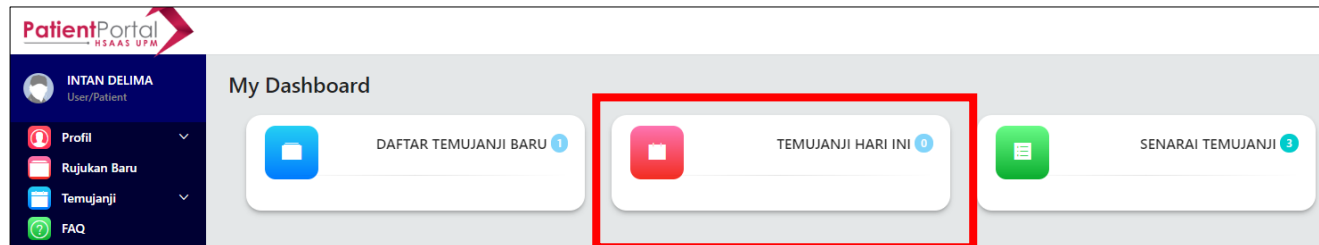
#### STEP 3: DAFTAR TEMUJANJI BARU



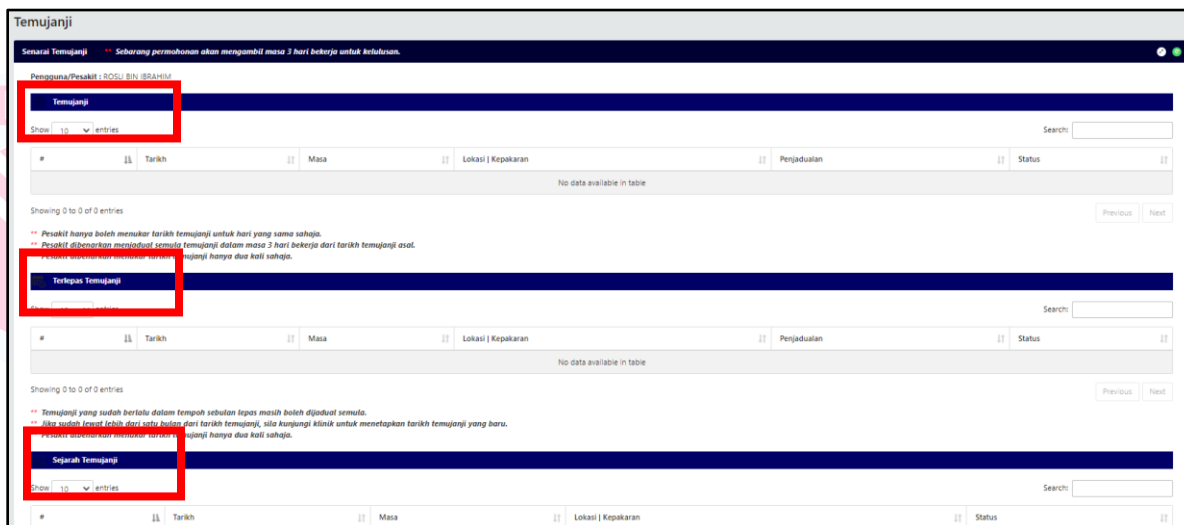
- a) Klik *Dashboard* 'Daftar Temujanji Baru' untuk membuat temujanji baru.  
b) Paparan untuk memuat naik sumber rujukan bagi membuat temujanji baru.



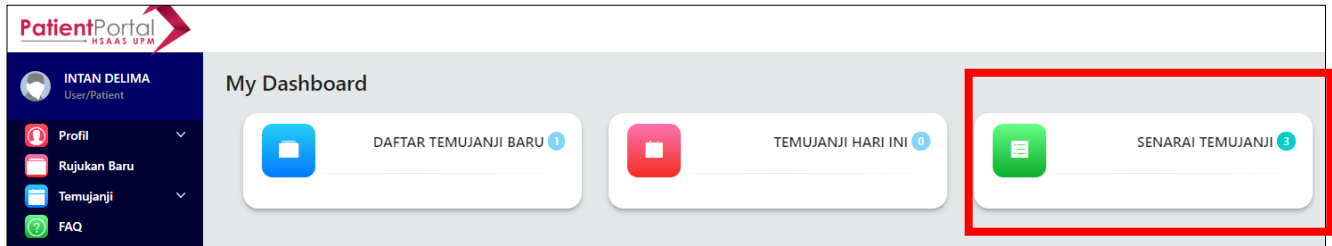
## LANGKAH 4: TEMUJANJI HARI INI



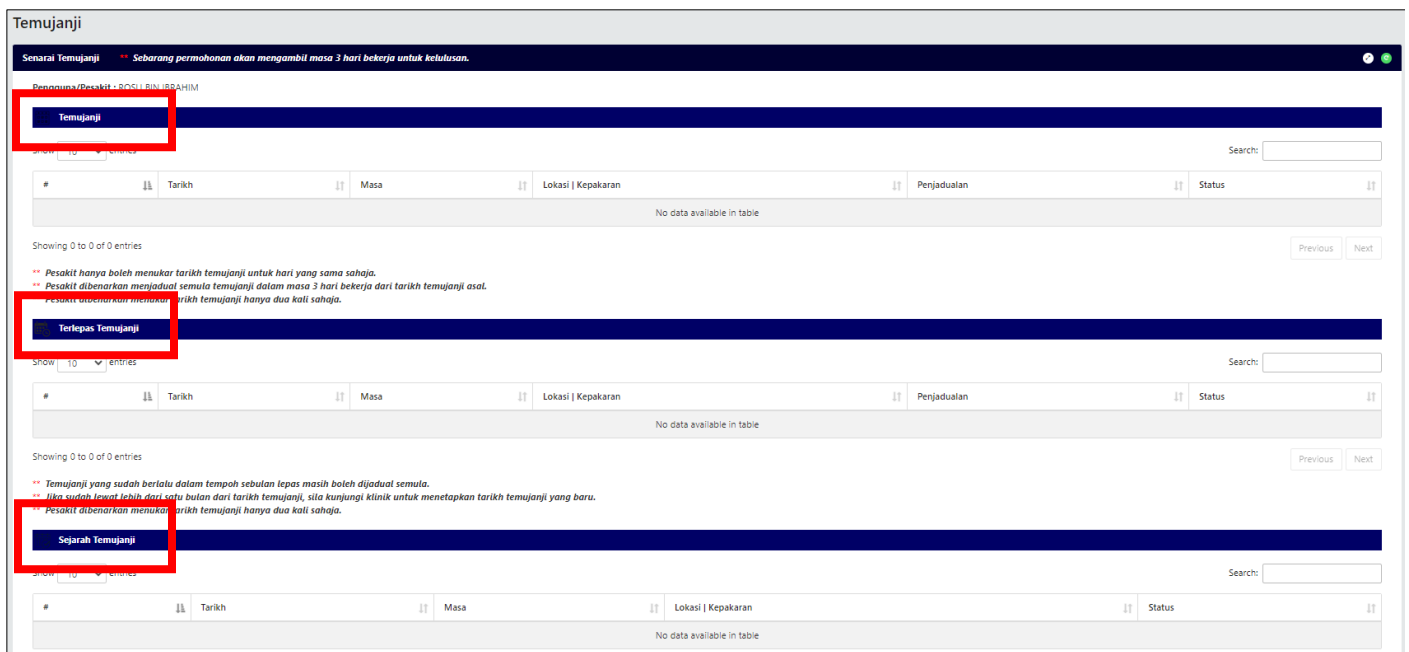
- a) Klik *Dashboard* 'Temujanji Hari Ini' untuk melihat senarai temujanji.
- b) Ia akan memaparkan jumlah keseluruhan temujanji untuk hari ini.
- c) Senarai tersebut akan memaparkan jenis-jenis temujanji bagi pengguna untuk hari ini.
  - i. Temujanji
  - ii. Terlepas Temujanji
  - iii. Sejarah Temujanji



## LANGKAH 5: SENARAI TEMUJANJI



- a) Klik *Dashboard* **Senarai Temujanji** untuk melihat senarai temujanji.
- b) Ia akan memaparkan jumlah keseluruhan temujanji.
- c) Senarai tersebut akan memaparkan jenis-jenis temujanji bagi pengguna untuk hari ini.
  - i. Temujanji
  - ii. Terlepas Temujanji
  - iii. Sejarah Temujanji





## 4. PROFIL

### LANGKAH 1: KLIK PADA MENU PROFIL > MAKLUMAT PESAKIT

PatientPortal HSAAS UPM

INTAN DELIMA  
User/Patient

My Dashboard

DAFTAR TEMUJANJI BARU 1

TEMUJANJI HARI INI 0

a) Maklumat profil yang telah diisi oleh pengguna akan dipaparkan.

Profil

Emel : [REDACTED] \* MRN : [REDACTED]

\* Nama : ROS LI BIN IBRAHIM \* Kewarganegaraan : Malaysian

\* Jenis ID : MyKad \* No Kad Pengenalan : 690130465293

\* Tarikh Lahir : 1969-01-30 \* Jantina : Male

\* No. Telefon (Rumah/HP) : 0199552501

b) Jika terdapat senarai sumber rujukan pengguna, ia akan dipaparkan di sini.

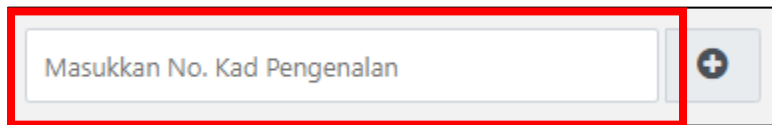
#	Agensi / Lain-lain	Klinik	Fail
---	--------------------	--------	------

### LANGKAH 2: KLIK PADA MENU PROFIL > WARIS TERDEKAT

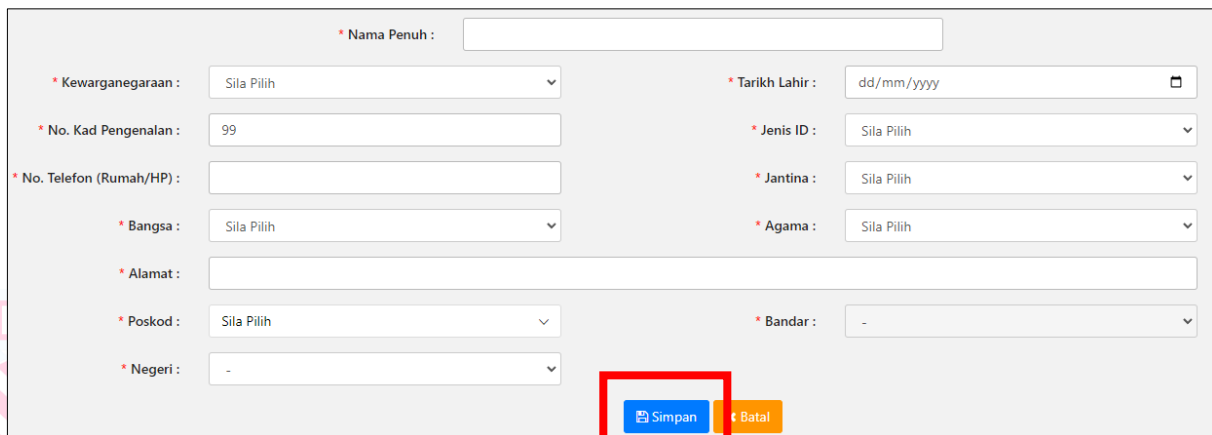
- Jika pengguna ingin mendaftarkan waris atau hubungan mereka dalam sistem ini, mereka boleh menggunakan ruang ini untuk memasukkan maklumat tersebut.
- Klik butang 'Tambah Waris'.



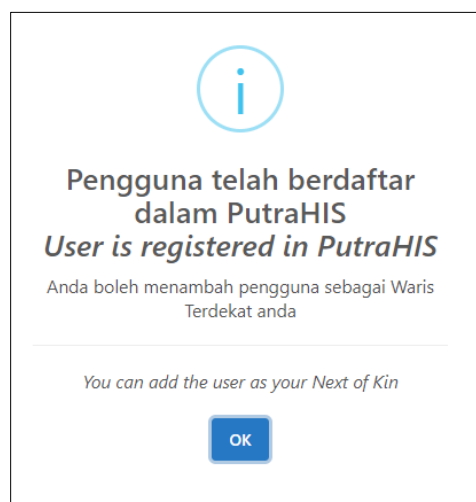
- c) Masukkan Nombor Kad Pengenalan waris terdekat. (Semak sama ada Nombor Kad Pengenalan anda telah ada dalam rekod kami atau belum).

A rectangular input field with a light gray border and a red border around it. Inside the field, the text "Masukkan No. Kad Pengenalan" is displayed in a light gray font. To the right of the input field is a small square button with a white plus sign on a gray background.

- d) Jika Nombor Kad Pengenalan anda tidak wujud, anda akan dibawa ke borang berikut.  
e) Sila lengkapkan maklumat pesakit (Waris Terdekat) seperti yang ditunjukkan dalam gambar rajah di bawah.  
f) Klik butang 'Simpan'.

A registration form with a light gray background. It contains several fields: "Nama Penuh" (text input), "Kewarganegaraan" (dropdown menu), "Tarikh Lahir" (date input), "No. Kad Pengenalan" (text input), "Jenis ID" (dropdown menu), "No. Telefon (Rumah/HP)" (text input), "Jantina" (dropdown menu), "Bangsa" (dropdown menu), "Agama" (dropdown menu), "Alamat" (text input), "Poskod" (dropdown menu), "Bandar" (dropdown menu), and "Negeri" (dropdown menu). At the bottom right, there are two buttons: a blue "Simpan" button and an orange "Batal" button. The "Simpan" button is highlighted with a red border.

- g) Jika Nombor Kad Pengenalan telah wujud tetapi belum berdaftar di dalam Patient Portal, notifikasi akan dipaparkan seperti berikut.  
h) Klik butang OK, anda akan dibawa ke borang berikut.



- i) Sila lengkapkan maklumat pesakit (Waris Terdekat) seperti yang ditunjukkan dalam gambar rajah di bawah.  
j) Klik butang 'Kemaskini'.

\* Nama : NIK MUSTAPHA BIN R ABDULLAH

\* MRN : UPM000002060

\* Jenis ID : Sila Pilih

\* No. Kad Pengenalan : [Redacted]

\* Tarikh Lahir : 26-12-1954

\* Kewarganegaraan : Sila Pilih

\* Jantina : Lelaki

\* No. Telefon (Rumah/HP) : [Redacted]

**Kemaskini** **Batal**

- k) Jika Nombor Kad Pengenalan anda telah wujud dan berdaftar, notifikasi akan dipaparkan seperti berikut.
- l) Klik butang **OK**.

**Pegguna sudah berdaftar**  
*User is already registered*

Pegguna sudah berdaftar dalam Portal Pesakit.  
Tidak dapat menambah pengguna sebagai Waris  
Anda


*The user is already registered in the Patient Portal.  
Unable to add the user as your Next Of Kin.*

**OK**

### LANGKAH 3: SENARAI WARIS TERDEKAT

- a) Senarai waris terdekat akan dipaparkan.

No.	Nama	No. Kad Pengenalan	Tarikh Lahir	No. Telefon	Tindakan
	ZUWITA BINTI SHAFEI UPM000014296	720220035260	20-02-1972	0199356240	[Icon] [Icon]
	MUHAMMAD IKHWAN HAKIM BIN ROSLI	960502110065	02-05-1996	0109386808	[Icon] [Icon]

b) Pengguna boleh melihat maklumat waris dan klik butang 

Emel :	hidayahmohd.88@gmail.com	MRN :	UPM000032852
Nama :	SYAKINAH	Kewarganegaraan :	Malaysian
Jenis ID :	MyKad	No Kad Pengenalan :	90021046782
Tarikh Lahir :	10-02-1990	Jantina :	Female
No. Telefon (Rumah/HP) :	0123456789		

c) Pengguna boleh menghapus maklumat waris terdekat atau hubungan jika maklumat tersebut tidak betul atau tidak diperlukan lagi.

d) Klik butang 





Senarai Waris Terdekat

[+ Tambah Waris](#)

Masukkan No. Kad Pengenalan

Papar 10 daripada 2 rekod

Carian   Halaman 1

No.	Nama	No. Kad Pengenalan	Tarikh Lahir	No. Telefon	Tindakan
1	TEST SERI	8888	15-02-2021	04444	 
2	CHEONG YOKE CHING UPM000017081		07-10-1954	012345678	 

e) Klik butang OK.

Anda pasti?

## 5. RUJUKAN BARU

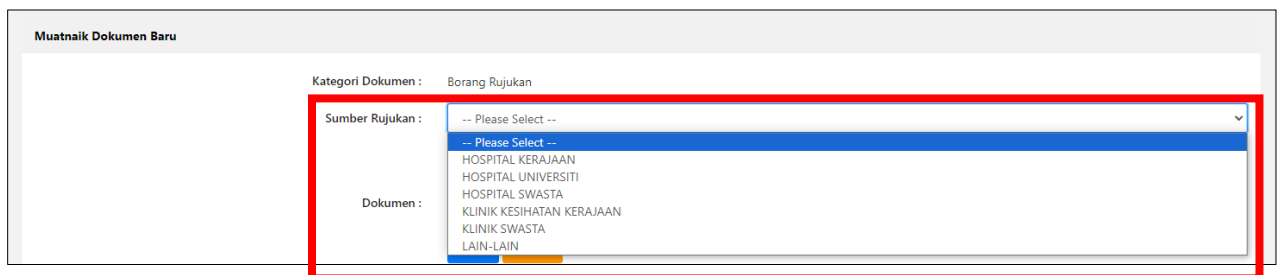
### LANGKAH 1: KLIK PADA RUJUKAN BARU.



- Pegguna boleh memuat naik sumber rujukan untuk diri sendiri atau waris terdekat dan hubungan mereka.
- Pegguna boleh memilih nama dari senarai pesakit/waris terdekat untuk memuat naik sumber rujukan.
- Klik butang **Muatnaik**.



- Pilih **Kategori Dokumen > Borang Rujukan**
- Pilih **Sumber Rujukan**.



f) Pilih sumber rujukan.

The screenshot shows the 'Muatnaik Dokumen Baru' form. The 'Kategori Dokumen' is set to 'Borang Rujukan'. The 'Sumber Rujukan' dropdown menu is highlighted with a red box and contains the text 'HOSPITAL KERAJAAN'. The 'Agensi' text input field contains 'HOSPITAL SERDANG'. The 'Klinik HSAAS' dropdown menu is set to '-- Please Select --' and is marked as '[Tidak Wajib]'. The 'Dokumen' section has a 'Choose File' button and the text 'No file chosen', with format and size restrictions: '[Format : pdf, jpg, jpeg, png]' and '[Had Saiz Fail: 3MB]'. At the bottom are 'Simpan' and 'Batal' buttons.

g) Sila pilih lokasi klinik [Tidak Wajib].

The screenshot shows the 'Muatnaik Dokumen Baru' form. The 'Kategori Dokumen' is 'Borang Rujukan'. 'Sumber Rujukan' is 'HOSPITAL KERAJAAN' and 'Agensi' is 'HOSPITAL SERDANG'. The 'Klinik HSAAS' dropdown menu is highlighted with a red box and contains '-- Please Select --', with a '[Tidak Wajib]' label to its right. The 'Dokumen' section remains the same as in the previous screenshot. 'Simpan' and 'Batal' buttons are at the bottom.

h) Sila pilih lampiran untuk sumber rujukan. Format: pdf, jpeg, png sahaja. Had Saiz Fail iaitu 3MB.

The screenshot shows the 'Muatnaik Dokumen Baru' form. The 'Kategori Dokumen' is 'Borang Rujukan'. 'Sumber Rujukan' is 'HOSPITAL KERAJAAN' and 'Agensi' is 'HOSPITAL SERDANG'. The 'Klinik HSAAS' dropdown menu is set to '-- Please Select --' and is marked as '[Tidak Wajib]'. The 'Dokumen' section is highlighted with a red box and contains a 'Choose File' button, 'No file chosen', and the text: '[Format : pdf, jpg, jpeg, png]' and '[Had Saiz Fail: 3MB]'. 'Simpan' and 'Batal' buttons are at the bottom.

i) Klik butang **Simpan**.

## LANGKAH 2: SENARAI RUJUKAN

- Ia akan memaparkan senarai sumber rujukan yang telah dimuat naik.
- Status akan dipaparkan sebagai '**Dalam Proses**' bersama **Catatan**. Pengguna dibenarkan untuk menghapus sumber rujukan jika sistem belum memproses sumber rujukan tersebut.
- Klik pada '**Papar**' untuk memaparkan sumber rujukan yang telah dimuat naik.

#	Nama	No. Kad Pengenalan	No. Telefon	<a href="#">MUATNAIK</a>
1	ROSLI BIN IBRAHIM	690130465293	0199552501	

#	Agensi / Lain-lain	Klinik	Status	Catatan	Fail	Tindakan
1	HOSPITAL SERDANG <small>Date Upload : 05-06-2023 18:04:14</small>		<b>DALAM PROSES</b>	<ul style="list-style-type: none"><li>Rujukan anda telah diterima dan dalam proses.</li><li>Notifikasi penerimaan akan diberi dalam tempoh 7 hari bekerja.</li><li>Temujanji Bersama Doktor sekiranya diterima akan diberi dalam tempoh 2 minggu sehingga 1 bulan.</li></ul>	<a href="#">Papar</a>	<a href="#">Tindakan</a>

- Selepas sistem menetapkan lokasi temujanji, status akan berubah kepada '**Diterima**' bersama **Catatan**.
- Pengguna tidak dibenarkan untuk menghapus sumber rujukan apabila statusnya adalah '**Diterima**'.

37	HOSPITAL SERDANG <small>Date Upload : 25-07-2023 09:46:59</small>	<b>DITERIMA</b>	<ul style="list-style-type: none"><li>Tarikh temujanji akan dimaklumkan secepat mungkin.</li></ul>	<a href="#">Papar</a>
38	test2 <small>Date Upload : 25-07-2023 08:43:24</small>	<b>DITERIMA</b>	<ul style="list-style-type: none"><li>Tarikh temujanji akan dimaklumkan secepat mungkin.</li></ul>	<a href="#">Papar</a>


- Status akan dipaparkan sebagai '**Dibatalkan**' jika surat rujukan tidak sesuai di sini. Status akan dipaparkan bersama-sama dengan '**Catatan Dibatalkan**'.
- Emel akan dihantar sebagai notifikasi jika surat rujukan ditolak.

19	DOC 17 <small>Date Upload : 15-08-2023 15:48:53</small>	<b>DIBATALKAN</b>	<ul style="list-style-type: none"><li>Perkhidmatan tidak beroperasi buat sementara waktu. Dinasihatkan mendapatkan rawatan di fasiliti kesihatan yang lain.</li></ul>	<a href="#">Papar</a>
20	DOC 16 <small>Date Upload : 15-08-2023 15:41:15</small>	<b>DIBATALKAN</b>	<ul style="list-style-type: none"><li>Perkhidmatan yang dipohon tidak disediakan. Dinasihatkan mendapatkan rawatan di fasiliti kesihatan yang lain.</li></ul>	<a href="#">Papar</a>

PATIENT PORTAL HSAAS : Rujukan Dibatalkan / Cancelled Referral [Inbox x](#)

patientport...@upm.edu.my  
to me

Malay > English [Translate message](#)



Tuan/Puan PUTERI ALIYA,

Dimaklumkan bahawa permintaan rujukan anda ke Hospital Sultan Abdul Aziz Shah (HSAAS) UPM telah dibatalkan mengikut ketetapan berikut:

**NAMA:** PUTERI ALIYA

**NO. MRN:** PRE000000114

Keterangan: Perkhidmatan tidak beroperasi buat sementara waktu. Dinasihatkan mendapatkan rawatan di fasiliti kesihatan yang lain.

Terima Kasih

Ini merupakan emel yang dijana secara automatik. Mohon penerima **TIDAK BALAS** kepada emel ini.

- h) Nama klinik akan dipaparkan selepas tarikh temujanji ditetapkan.
- i) Status akan berubah kepada '**Selesai**' bersama tarikh dan lokasi temujanji.

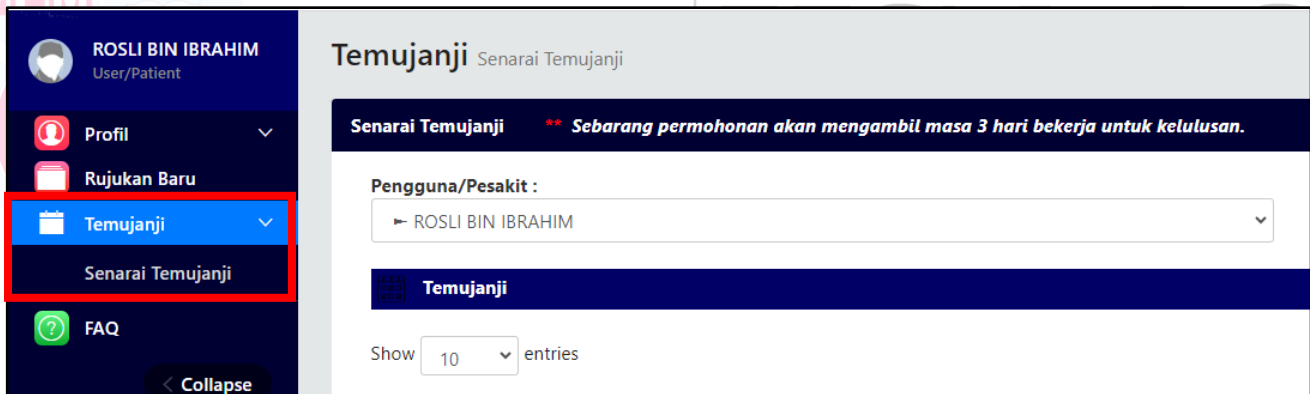



## 6. TEMUJANJI



### LANGKAH 1: KLIK PADA MENU TEMUJANJI > SENARAI TEMUJANJI

#### TEMUJANJI

- a) Senarai temujanji akan memaparkan semua temujanji bagi pengguna berkenaan.
  - i. Temujanji
- b) Pengguna boleh memilih nama-nama yang berdaftar dan memaparkan senarai temujanji.



- c) Untuk senarai temujanji sedia ada, ia akan disenaraikan dalam bahagian temujanji ini dengan status '**Belum Tiba**'.
- d) Pesakit hanya boleh menukar pada slot yang disediakan.
- e) Pesakit boleh klik butang  untuk menukar tarikh temujanji.

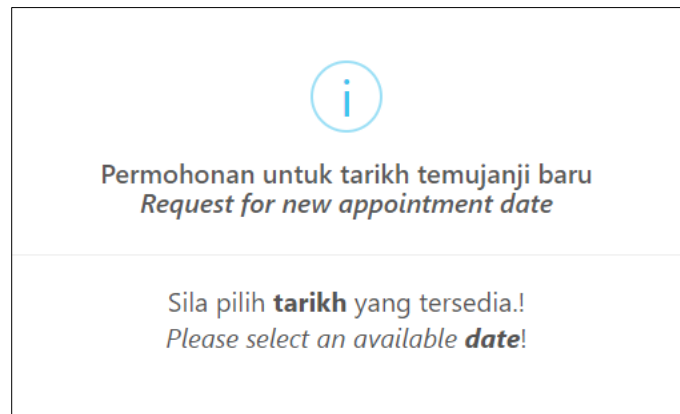
Temujanji					
#	Tarikh	Masa	Lokasi   Kepakaran	Penjadualan Semula	Status
1	14-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		<b>BELUM TIBA</b>
2	Tarikh Baru : 25-09-2023 Tarikh Asal : 04-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		PENIADUALAN SEMULA OLEH HSAAS

Showing page 1 to 1 of 2 entries

\*\* Perubahan tarikh temujanji hanya dibenarkan pada slot yang disediakan.  
 \*\* Penukaran semula tarikh temujanji hanya dibenarkan dalam tempoh 3 hari bekerja sebelum tarikh temujanji yang telah ditetapkan.  
 \*\* Penukaran tarikh temujanji dibenarkan sebanyak 3 kali sahaja.



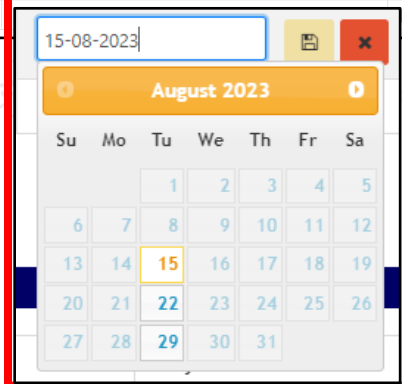
- f) Pesakit dibenarkan untuk mengubah jadual temujanji dalam masa 3 hari bekerja dari tarikh temujanji asal.
- g) Pesakit dibenarkan menukar tarikh temujanji hanya tiga kali sahaja.
- h) Jika pesakit klik untuk menukar tarikh temujanji untuk kali pertama dan kedua, notifikasi berikut akan dipaparkan.



- i) Pesakit perlu memilih dari tarikh-tarikh yang tersedia sahaja. Jika tarikh tidak boleh dipilih, ia bermakna temujanji untuk hari tersebut telah penuh ditempah.

Temujanji				Penjadualan	Status
#	Tarikh	Masa	Lokasi   Kepakaran		
1	15-08-2023	10:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST	15-08-2023	ARRIVE
2	22-08-2023	10:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		ARRIVE

- j) Tarikh-tarikh yang dipaparkan adalah dalam tempoh 6 minggu sahaja.



- k) Selepas memilih tarikh, klik butang 'Simpan'.

- l) Status akan berubah kepada 'Penjadualan Semula' dan tarikh yang dipilih akan dipaparkan sebagai 'Tarikh Baru'.

Temujanji					
#	Tarikh	Masa	Lokasi   Kepakaran	Penjadualan Semula	Status
1	Tarikh Baru : 25-09-2023 Tarikh Asal : 04-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		PENJADUALAN SEMULA OLEH HSAAS
2	Tarikh Baru : 05-10-2023 Tarikh Asal : 14-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		PENJADUALAN SEMULA

- m) Jika pesakit ingin menukar tarikh temujanji sekali lagi, mereka boleh klik butang
- n) Notifikasi akan dipaparkan seperti berikut jika had menukar tarikh temujanji hampir dicapai.



Permohonan untuk tarikh temujanji baru  
*Request for new appointment date*

Perhatian, ini adalah pertukaran tarikh temujanji yang terakhir.  
Mohon tarikh baru yang bersesuaian.

*Attention, this is the final appointment date change. Kindly select  
a suitable new date.*

- o) Selepas memilih tarikh, klik butang '**Simpan**'.
- p) Status akan berubah kepada '**Penjadualan Semula**', tetapi butang kemaskini tidak lagi tersedia. Pesakit tidak dibenarkan menukar tarikh temujanji lagi.
- q) Jika pesakit telah memohon untuk menukar tarikh temujanji, kedua-dua tarikh temujanji lama dan tarikh temujanji yang baru diminta akan dipaparkan dalam ruang 'Tarikh'. Ini membolehkan pesakit dan klinik mempunyai rekod yang jelas tentang tarikh temujanji asal dan tarikh temujanji yang diminta untuk tujuan rujukan.

Temujanji						
#	Tarikh	Masa	Lokasi   Kepakaran	Penjadualan	Status	
1	22-08-2023	10:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		NOT ARRIVE	
2	Tarikh Baru : 05-09-2023 Tarikh Asal : 15-08-2023	10:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		RESCHEDULE	

## TERLEPAS TEMUJANJI

- a) Senarai akan memaparkan temujanji yang terlepas bagi pengguna berkenaan.


### i. Terlepas Temujanji

Terlepas Temujanji					
#	Tarikh	Masa	Lokasi   Kepakaran	Penjadualan Semula	Status
1	08-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		BELUM TIBA
2	07-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		BELUM TIBA

- b) Temujanji yang telah berlaku dalam tempoh sebulan yang lepas masih boleh ditukar tarikh.
- c) Jika sudah lebih dari sebulan sejak tarikh temujanji, sila kunjungi klinik untuk menetapkan tarikh baru.
- d) Pesakit dibenarkan menukar tarikh temujanji sebanyak tiga kali sahaja.
- e) Pesakit boleh klik butang untuk menukar tarikh temujanji.




- f) Pesakit perlu memilih dari tarikh-tarikh yang tersedia sahaja. Jika sesuatu tarikh tidak boleh dipilih, bermakna temujanji untuk hari tersebut telah penuh ditempah.



Terlepas Temujanji					
#	Tarikh	Masa	Lokasi   Kepakaran	Penjadualan	Status
1	19-07-2023	10:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST	<input type="text" value="19-07-2023"/>  	RESCHEDULE


\*\* Temujanji yang sudah berlaku dalam tempoh sebulan lepas masih boleh dijadual semula.  
 \*\* Jika sudah lewat lebih dari satu bulan dari tarikh temujanji, sila kunjungi klinik untuk menetapkan tarikh temujanji yang baru.  
 \*\* Pesakit dibenarkan menukar tarikh temujanji hanya dua kali sahaja.

Sejarah Temujanji					
#	Tarikh	Masa	Lokasi   Kepakaran	Penjadualan	Status

- g) Tarikh-tarikh yang dipaparkan adalah dalam tempoh 6 minggu sahaja.  
 h) Selepas memilih tarikh, klik butang '**Simpan**'.  
 i) Jika tarikh temujanji yang dipilih oleh pesakit adalah pada masa hadapan, butiran temujanji akan dipaparkan dalam bahagian '**Temujanji**'.



Temujanji					
#	Tarikh	Masa	Lokasi   Kepakaran	Penjadualan Semula	Status
1	<b>Tarikh Baru : 25-09-2023</b> Tarikh Asal : 04-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		PENJADUALAN SEMULA OLEH HSAAS
2	<b>Tarikh Baru : 05-10-2023</b> Tarikh Asal : 14-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		PENJADUALAN SEMULA

- j) Jika pesakit ingin menukar tarikh temujanji sekali lagi, mereka boleh klik butang   
 k) Notifikasi akan dipaparkan seperti berikut jika had menukar tarikh temujanji hampir dicapai.



Permohonan untuk tarikh temujanji baru  
*Request for new appointment date*

Perhatian, ini adalah pertukaran tarikh temujanji yang terakhir.  
Mohon tarikh baru yang bersesuaian.

*Attention, this is the final appointment date change. Kindly select  
a suitable new date.*

- l) Selepas memilih tarikh, klik butang '**Simpan**'.
- m) Status akan berubah kepada '**Penjadualan Semula**', tetapi butang kemaskini tidak lagi tersedia. Pesakit tidak dibenarkan menukar tarikh temujanji lagi.
- n) Jika pesakit telah memohon untuk menukar tarikh temujanji, kedua-dua tarikh temujanji lama dan tarikh temujanji yang diminta baru akan dipaparkan dalam lajur '**Tarikh**'. Ini membolehkan pesakit dan klinik mempunyai rekod yang jelas tentang tarikh temujanji asal dan tarikh temujanji yang diminta untuk tujuan rujukan dan penjejakan.

2	<b>Tarikh Baru : 05-10-2023</b> Tarikh Asal : 14-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST		<b>PENJADUALAN SEMULA</b>
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## SEJARAH

- a) Senarai akan memaparkan temujanji sejarah bagi pengguna berkenaan.
  - i. Sejarah Temujanji
- b) Senarai akan memaparkan sejarah temujanji yang telah dibuat oleh pesakit sebagai rujukan.

Sejarah Temujanji				
#	Tarikh	Masa	Lokasi   Kepakaran	Status
1	07-08-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST	<b>BELUM TIBA</b>



# PATIENT PORTAL SYSTEM USER MANUAL PATIENT

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## 1. LOG IN

STEP 1: OPEN BROWSER AND PUT URL: [HTTPS://PATIENT.HSAAS.UPM.EDU.MY/](https://patient.hsaas.upm.edu.my/)

**PatientPortal**  
HSAAS UPM

ALAMAT EMEL / EMAIL ADDRESS

KATA LALUAN / PASSWORD

LOG MASUK / LOG IN

DAFTAR PENGGUNA BARU / REGISTER NEW USER

LUPA KATALALUAN / FORGOT PASSWORD

Temujanji klinik pakar kini di hujung jari  
Specialist clinic appointment now at your fingertips

UNIVERSITI PUTRA MALAYSIA

HOSPITAL SULTAN ABDUL AZIZ SHAH

هوسقیتک سابطان عبد العزيز شایبا

**CARA PENDAFTARAN?**

- ✓ **PENGGUNA BARU**  
Klik: DAFTAR PENGGUNA BARU
- ✓ **PENGGUNA SEDIA ADA**  
Sila Log Masuk menggunakan Emel & Kata Laluan.

**HOW TO REGISTER?**

- ✓ **NEW USER**  
Click REGISTER NEW USER
- ✓ **EXISTING USER**  
Please Log In using Email & Password

STEP 2: FOR NEW USER

a) Click REGISTER NEW USER

**PatientPortal**  
HSAAS UPM

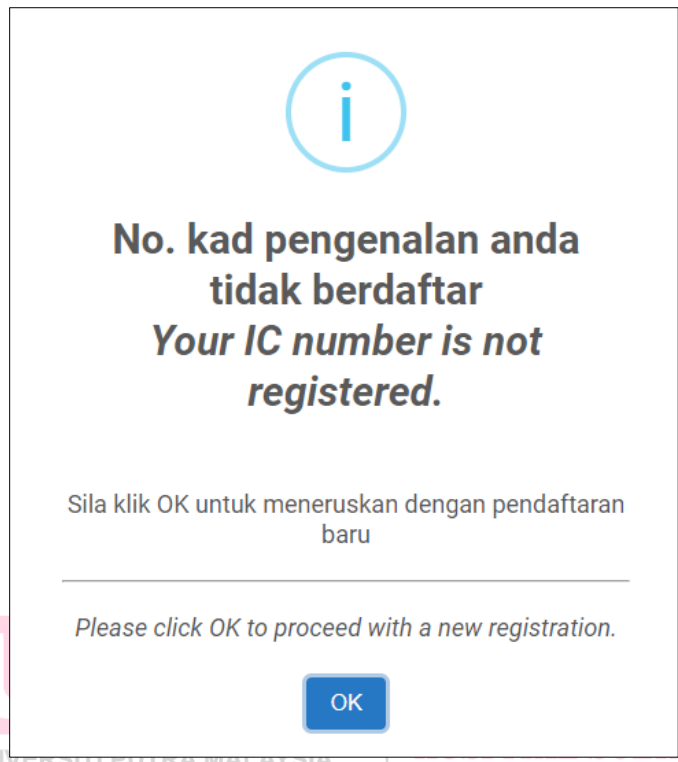
DAFTAR / SIGN UP

Sila masukkan No. Kad Pengenalan anda untuk semakan / Please enter your Identification Card (IC) Number for verification.

No. Kad Pengenalan/IC Number

Tekan [di sini](#) untuk ke halaman Log Masuk / Click [here](#) to proceed to Log In page

- b) If your IC Number has not been registered in the system, a notification will be displayed as follows.
- c) Click the OK button.




UNIVERSITI PUTRA MALAYSIA  
KAMPUS SEREMBAN

**AAS**  
AN ABDUL AZIZ SHAH



هُوسُقَيْتِكْ سُبَاطَانْ عَبدِ الْعَزِيزِ شَاهَا

- d) The registration form will be displayed.
- e) Complete patient (applicant) information as shown in the diagram below.

Maklumat Pesakit / Patient Details	
Nama Penuh / Full Name *	
ROSLI BIN IBRAHIM	
Kewarganegaraan / Nationality *	Tarikh Lahir / Date of Birth *
MALAYSIAN	30/01/1969
Jenis ID / ID Type *	MyKad / MyKid / Passport No. *
MYKAD	(Contoh / Example: 501212113343)
No.Tel (Rumah/Mobil) / Phone No. *	Jantina / Gender *
(Contoh / Example: 0125544856)	MALE
0199552501	
Bangsa / Race *	Agama / Religion *
MELAYU	ISLAM
Alamat / Address *	Poskod / Postcode *
JALAN IKRAM-UNITEN	43000
Bandar / City *	Negeri / State *
KAJANG	SELANGOR

Maklumat Waris / Next of Kin Information	
Nama Penuh / Full Name *	Hubungan / Relationship *
RAHIM BIN MOHAMAD	BROTHER
No. Tel (Rumah/Mobil) / Phone No. * (Contoh / Example: 0125544856)	Alamat Emel Waris/ Next Of Kin Email Address
019876543	rahim@gmail.com
Maklumat Akaun / Account Information	
Alamat Emel / Email Address *	Kata Laluan / Password *
rahim02@gmail.com	(Sekurang-kurangnya satu (1) huruf besar, satu (1) huruf kecil, satu (1) nombor / At least one (1) uppercase letter, one (1) lowercase letter, and one (1) number.)
Pengesahan Kata Laluan / Confirm Password *	Captcha *
.....	
	<a href="#">Reload</a>
	4ZZCSW
<input checked="" type="checkbox"/> Saya mengesahkan maklumat yang diberi adalah benar dan ingin meneruskan pendaftaran / I hereby confirm that the provided information is accurate and wish to proceed with the registration.	
<div style="background-color: #c00000; color: white; padding: 5px; display: inline-block;">Hantar / Submit</div>	
Tekan <a href="#">di sini</a> untuk ke halaman Log Masuk / Click <a href="#">here</a> to proceed to log in page	

- f) The notification will be displayed as follows.
- g) The registration confirmation will be sent to the user's email.
- h) Check your email for validation.
- i) Click [Validate Account](#) to proceed Log In.

**PENDAFTARAN BERJAYA**  
**REGISTRATION SUCCESSFUL**

Terima kasih atas pendaftaran anda. Pautan pengesahan melalui e-mel akan dihantar kepada anda dalam masa terdekat.

Sila klik pautan yang disediakan dalam e-mel anda untuk mengaktifkan akaun.

Klik [di sini](#) ke halaman Log Masuk


---

Thank you for registering. An email verification link will be sent to you soon.  
Please click the link provided in your email to activate the account.


Click [here](#) to the Login page



PATIENT PORTAL : Pengesahan Pendaftaran / Validation Registration Inbox x

 patientportal\_hsaas@upm.edu.my  
to me ▾

Malay > English [Translate message](#)



Tuan/Puan DELIMA,

Selamat datang dan terima kasih kerana mendaftar dengan PATIENT PORTAL, HOSPITAL SULTAN ABDUL AZIZ SHAH (HSAAS).

Akaun anda telah didaftarkan. untuk membuat pengesahan, sila klik pautan berikut :

[Pengesahan Akaun](#)

Sila log masuk menggunakan alamat e-mel yang berdaftar dan kata laluan selepas pengesahan.

Terima kasih

Ini merupakan emel yang dijana secara automatik. Mohon penerima TIDAK BALAS kepada emel ini.

---

Dear Sir/Madam DELIMA,

Welcome and thank you for registering to PATIENT PORTAL, HOSPITAL SULTAN ABDUL AZIZ SHAH (HSAAS).

Your account has now been created. To validate your account, please click the following link :

[Validate Account](#)

- j) A notification for successful verification will be displayed.
- k) Click [Login page](#) to Log In.



**PENGESAHAN BERJAYA**

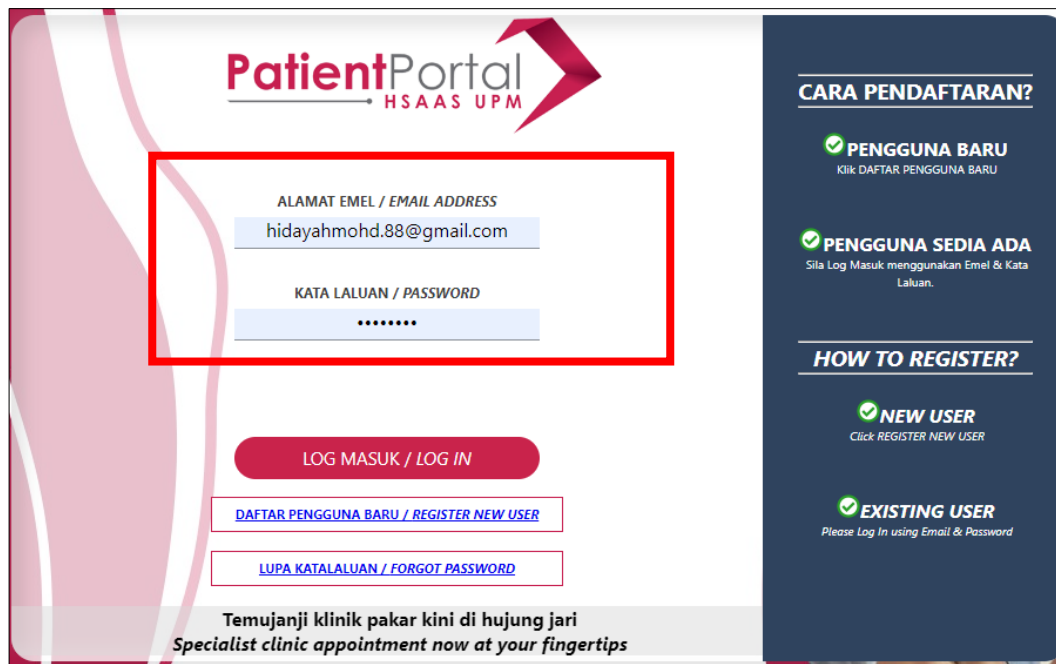
Akaun anda telah disahkan / Your account had been validated.  
Anda akan dialihkan ke [halaman Log Masuk](#) untuk log masuk ke dalam sistem.

---

**VERIFICATION SUCCESSFUL**

Akaun anda telah disahkan / Your account had been validated.  
You will be redirected to [Login page](#) to log into the system.

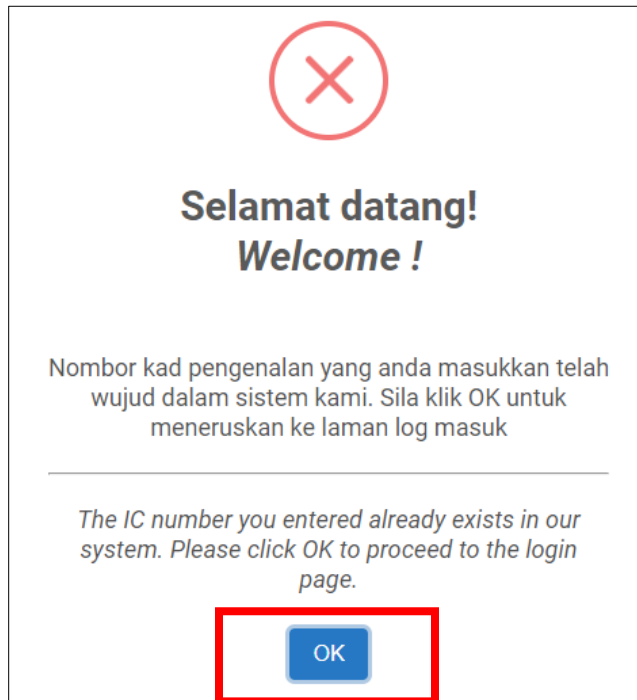
- l) Enter your email address and password.
- m) Click **LOG IN** button.



### STEP 3: FOR EXISTING USER

#### a) Click REGISTER NEW USER

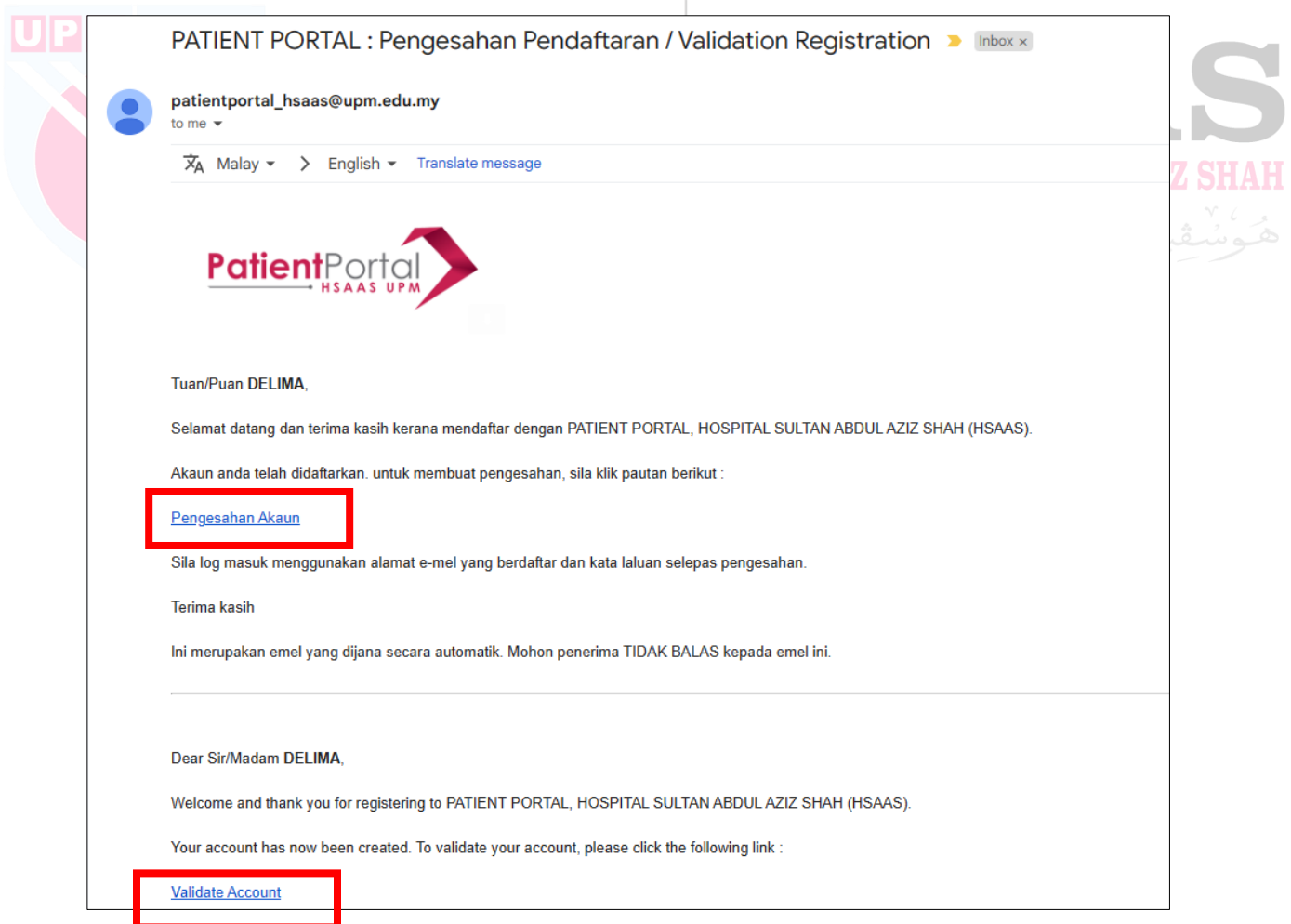
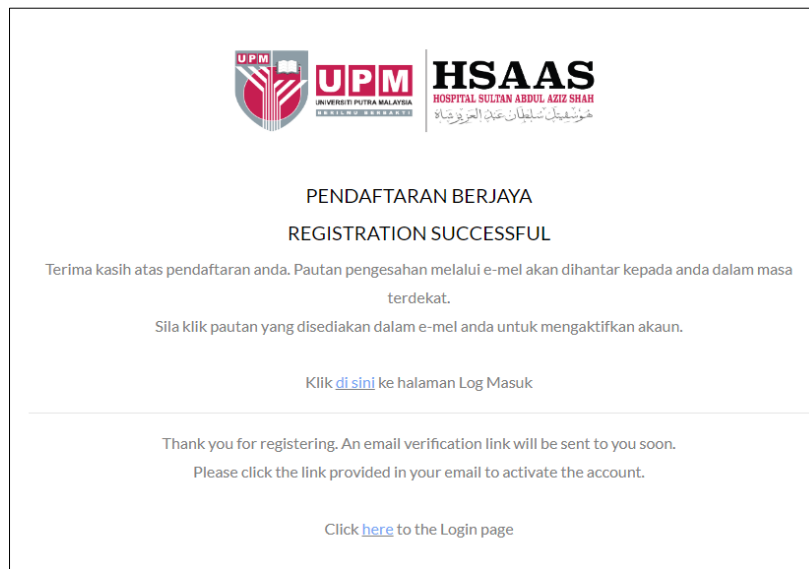
- b) Insert IC Number. (For Checking whether your IC Number is already in our records or not)
- c) If your IC Number already exists and registered, a notification will be displayed as follows.
- d) Click the OK button, and Log In.
- e)



- e) If your IC Number already exists, you will be taken to the following form.
- f) Complete patient (applicant) information as shown in the diagram below.
- g) Click button Sign Up.

- h) The notification will be displayed as follows.
- i) The registration confirmation will be sent to the user's email.

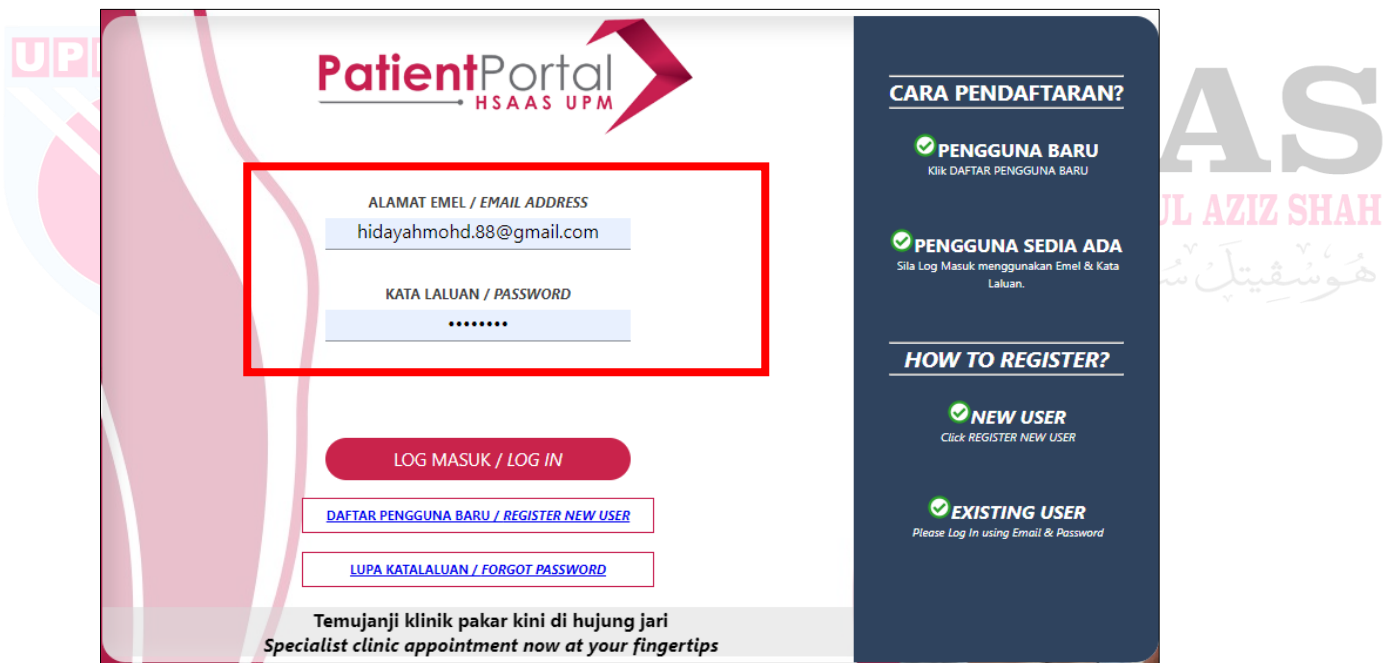
- j) Check your email for validation.
- k) Click [Validate Account](#) to proceed Log In.



- l) Successful confirmation notification will be displayed.
- m) Click the Log In page to enter.



- n) Enter your email address and password.
- o) Click LOG IN button.



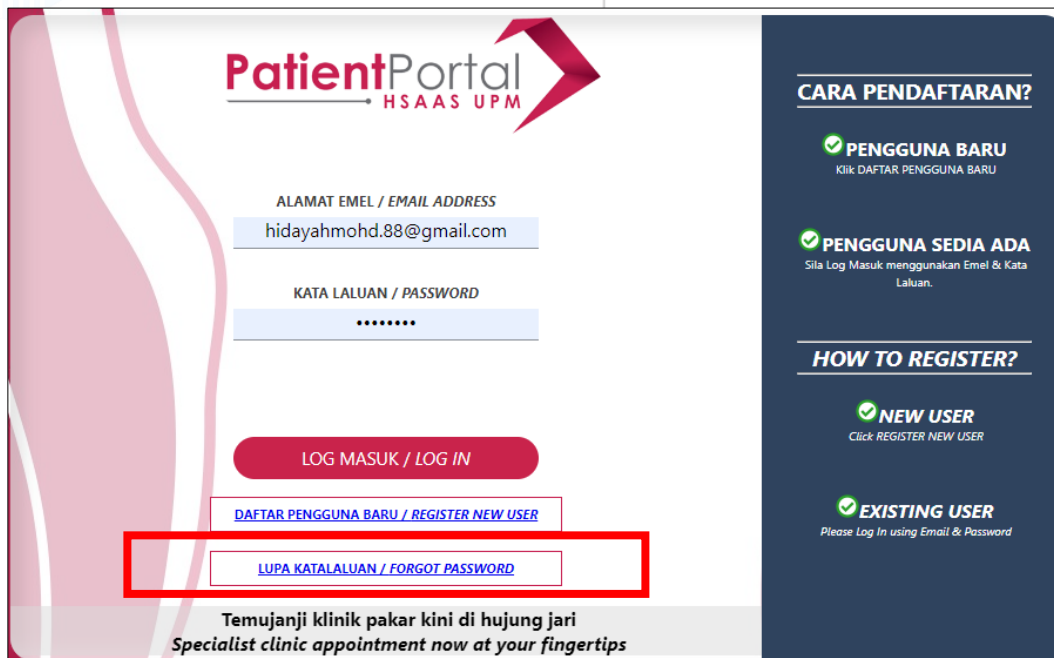
p) If your email has already been used, a notification will be displayed as follows.



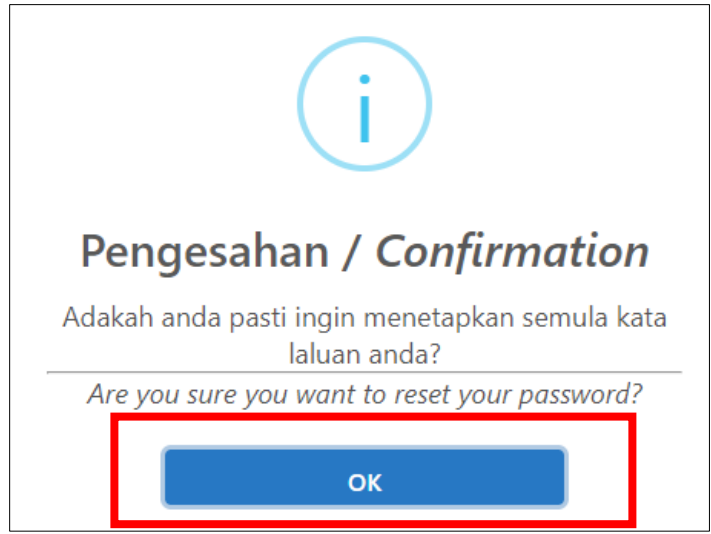
## 2. FORGOT PASSWORD

### STEP 1: FORGOT PASSWORD

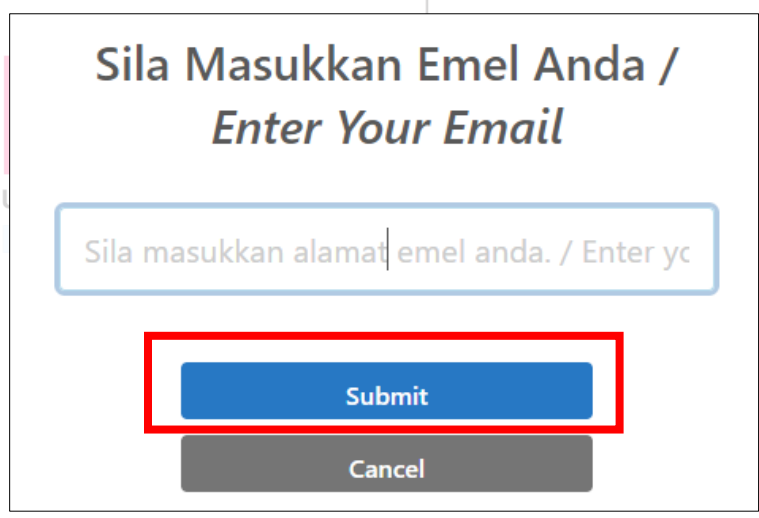
a) Click on 'Forgot Password' if you have forgotten your password.



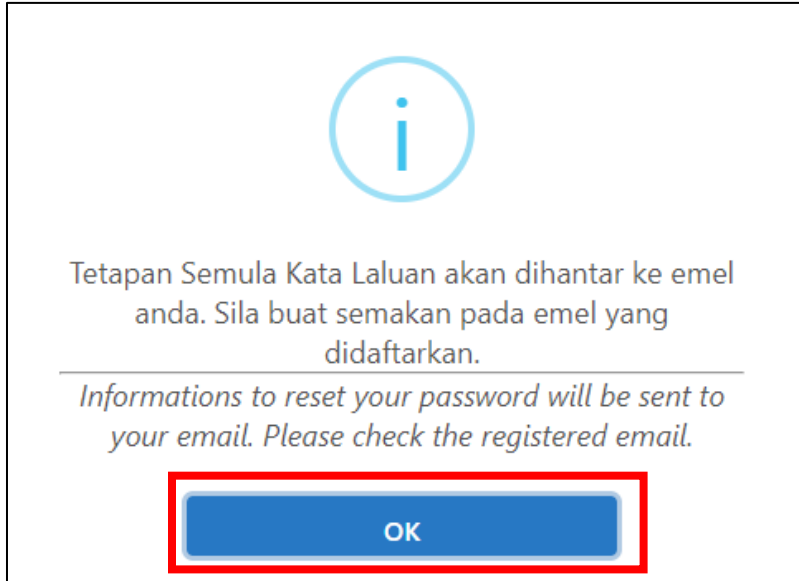
b) A confirmation notification will be displayed. Click Ok to proceed.



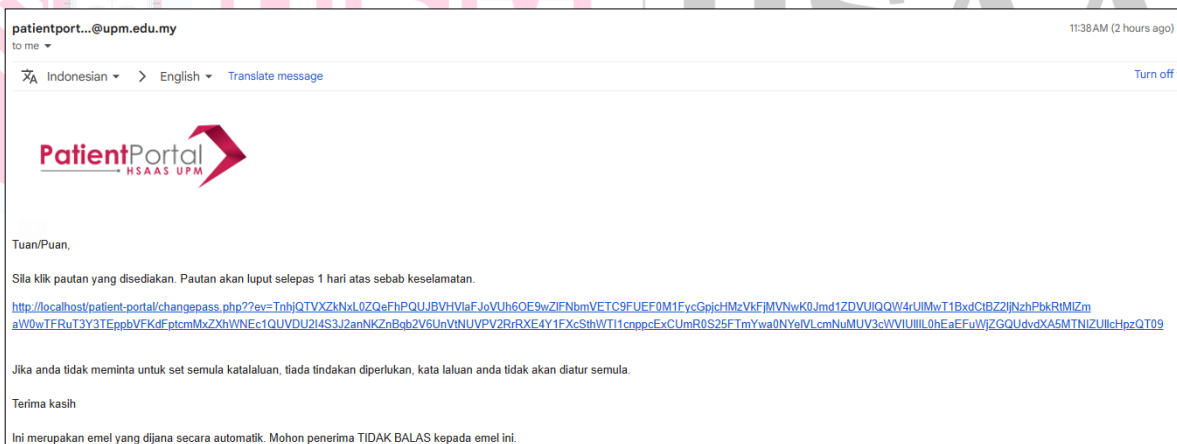
c) Enter the email address used and click the 'Submit' button.



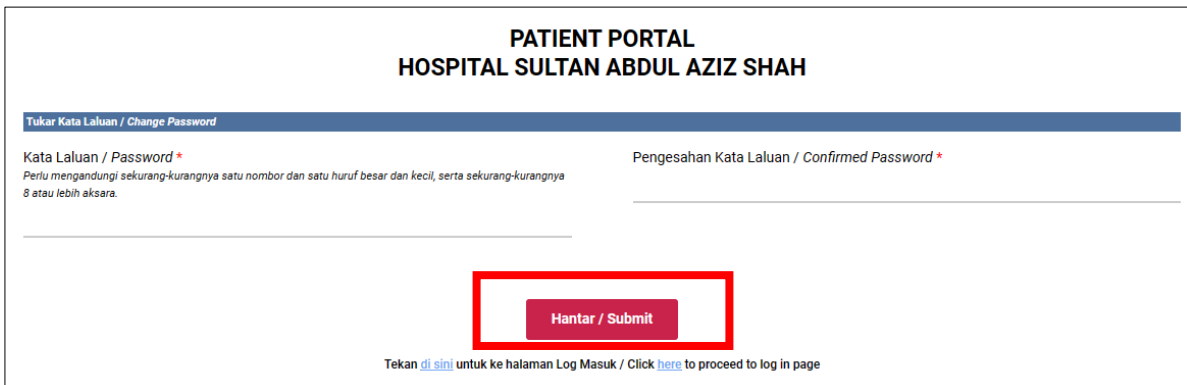
d) A password reset notification is displayed. Click the OK button.



e) The forgot password link will be sent to the user's email. Please click on the provided link. The link will expire after 1 day for security reasons.

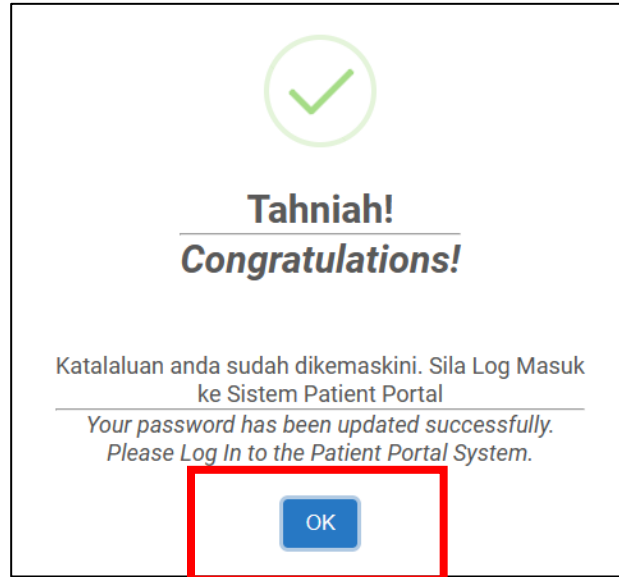


f) Please enter the new password. Click the 'Submit' button.

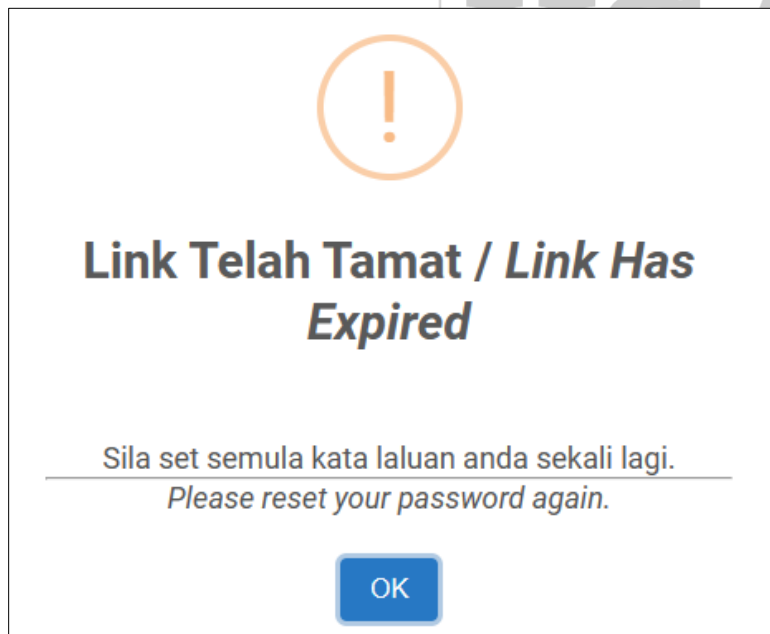




g) A notification that the password has been updated will be displayed. Click the OK button.



h) If you click the link after more than 1 day, the following notification will be displayed. Click the OK button to proceed.



### 3. MY DASHBOARD

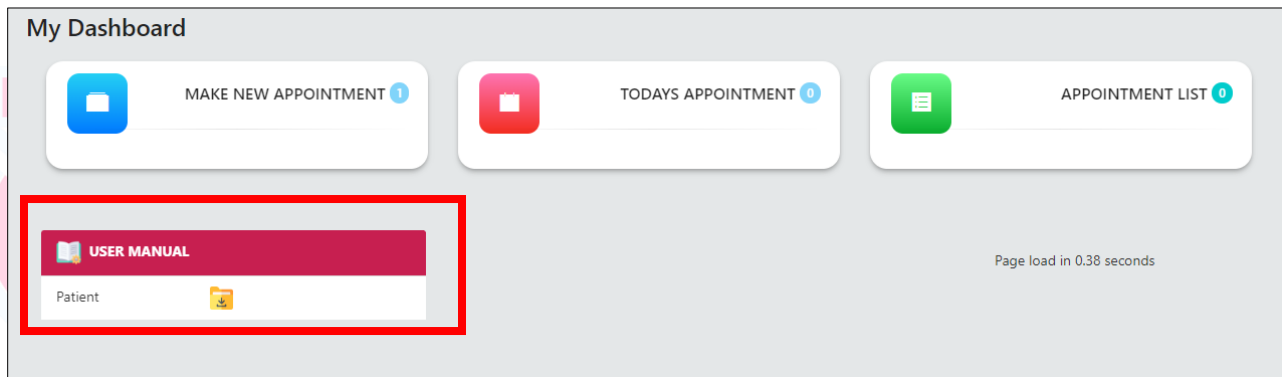
#### STEP 1: CHANGE LANGUAGE

a) Click 'Bahasa Malaysia' if want to change language to Bahasa.

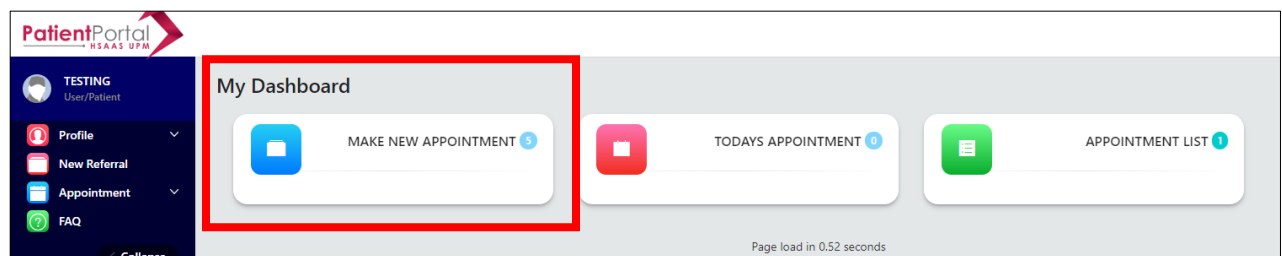


#### STEP 2: USER MANUAL

b) Click Dashboard User Manual to display the user guide steps.

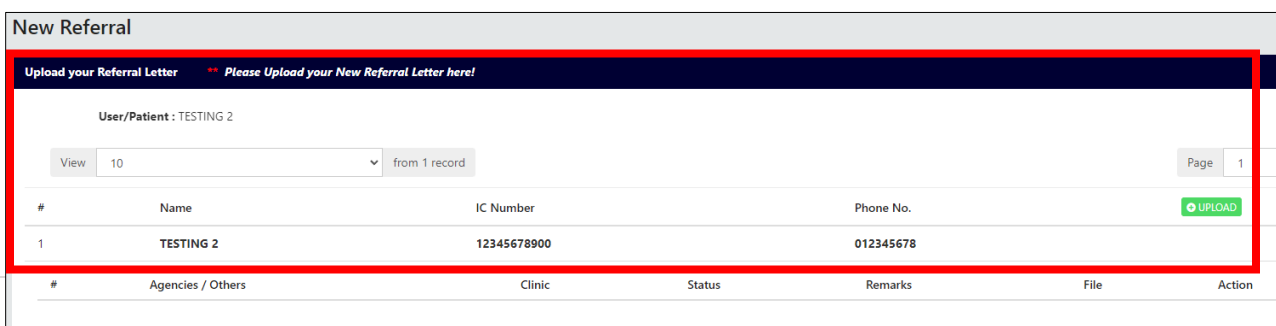


#### STEP 3: MAKE NEW APPOINTMENT

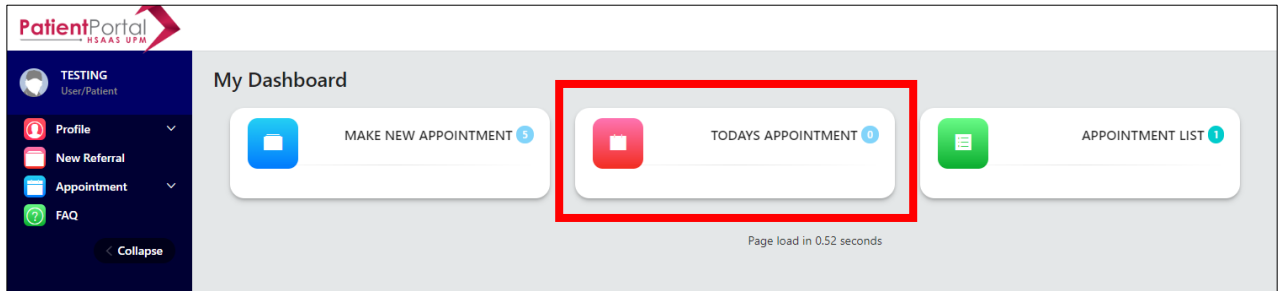


c) Click Dashboard **Make New Appointment** to make new appointment.

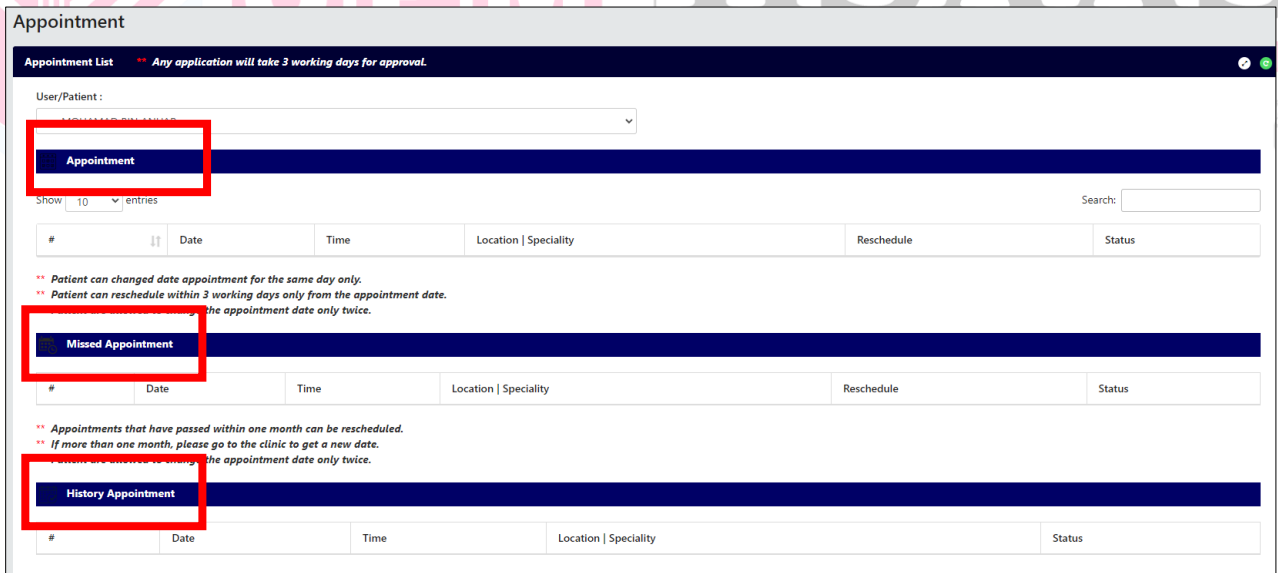
d) It will display for patients to upload a referral source to create a new appointment.



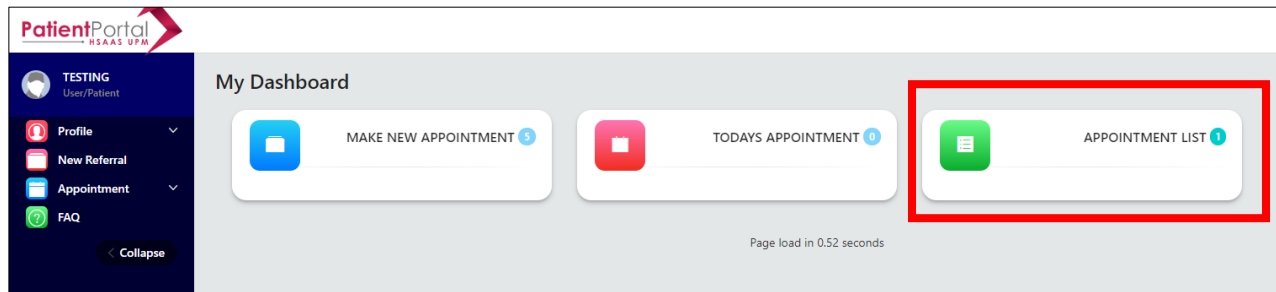
## STEP 4: TODAY'S APPOINTMENT



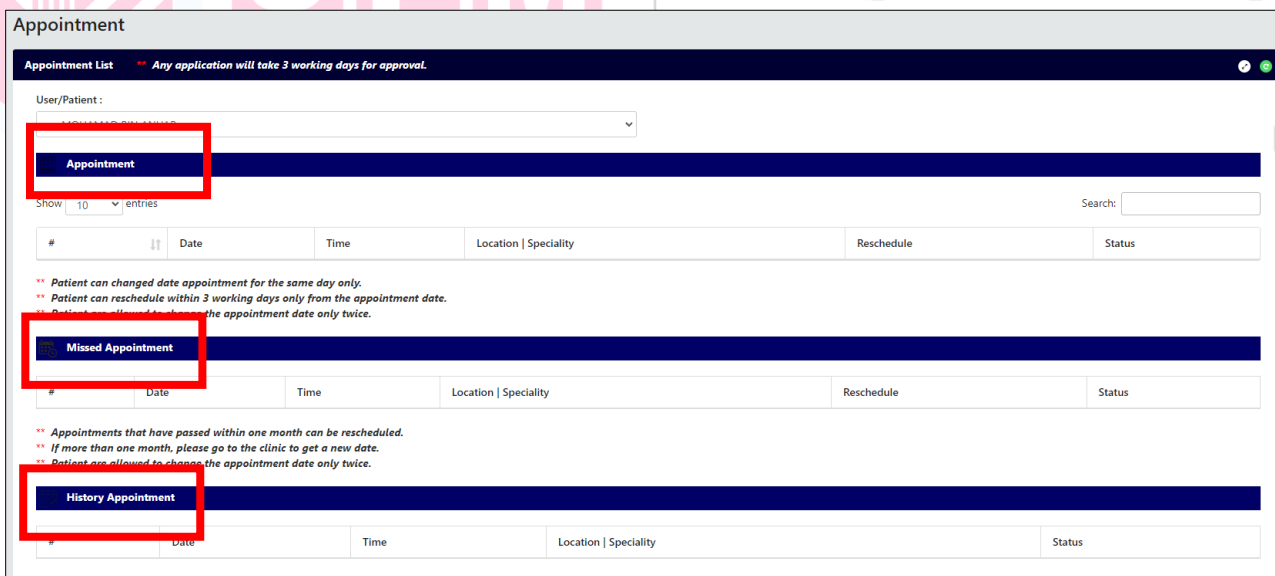
- a) Click Dashboard **Today's Appointment** to view list of appointment.
- b) It will display the total number of appointments for today.
- c) The list will display the types of appointments for the following user for today.
  - i. Appointment
  - ii. Missed Appointment
  - iii. History Appointment



## STEP 5: APPOINTMENT LIST

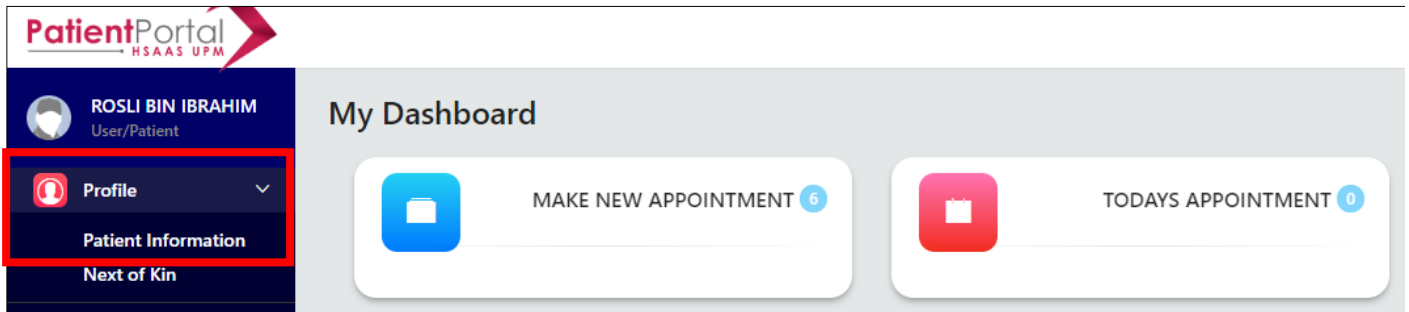


- a) Click Dashboard **List Appointment** to view list of appointment.
- b) It will display the total number of appointments.
- c) The list will display the types of appointments for the following user for today.
  - i. Appointment
  - ii. Missed Appointment
  - iii. History Appointment



## 4. PROFILE

### STEP 1: CLICK ON THE PROFILE MENU > PATIENT INFORMATION



a) The user's filled profile information will be displayed.

The 'Profil' page displays the following information:

Emel :	nabilahjabar96@gmail.com	MRN :	PRE000000106
Nama :	ROSLI BIN IBRAHIM	Kewarganegaraan :	Malaysian
Jenis ID :	MyKad	No Kad Pengenalan :	690130465293
Tarikh Lahir :	30-01-1969	Jantina :	Male
No. Telefon (Rumah/HP) :	0199552501		

b) If there is a list of user reference sources, it will be displayed here.

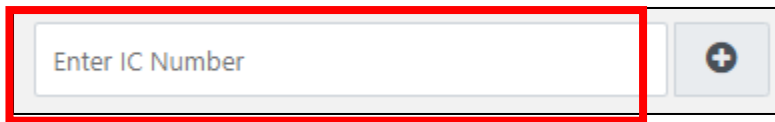
#	Agencies / Others	Clinic	File
---	-------------------	--------	------

### STEP 2: CLICK ON THE PROFILE MENU > NEXT OF KIN

- If the user wants to register their next of kin or relationships in this system, they can use this space to enter that information.
- Click **ADD NOK** button.

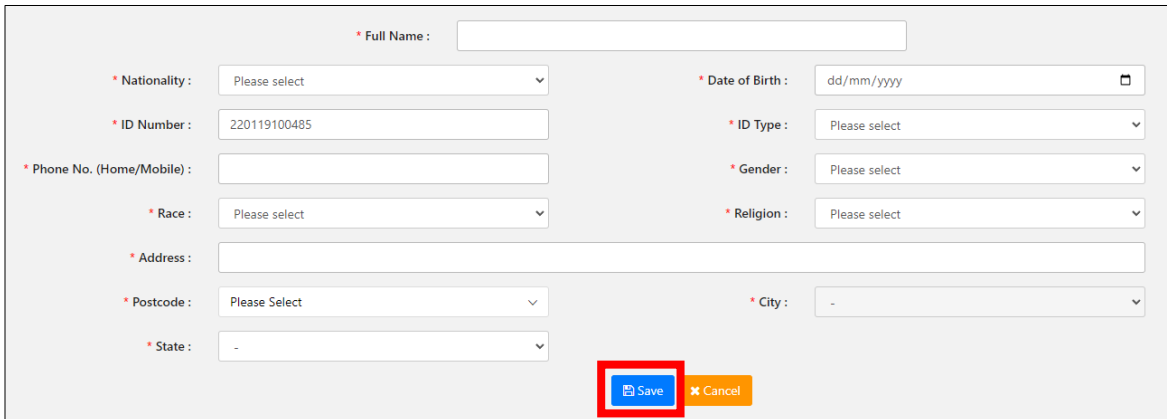


- Enter the IC Number of the next of kin or relationship. (Checking whether your IC Number is already in our records or not)



Enter IC Number

- d) If your IC Number does not exist, you will be taken to the following form.
- e) Complete patient (NOK) information as shown in the diagram below.
- f) Click **Save** button.



\* Full Name :

\* Nationality :

\* Date of Birth :

\* ID Number :

\* ID Type :

\* Phone No. (Home/Mobile) :

\* Gender :

\* Race :

\* Religion :

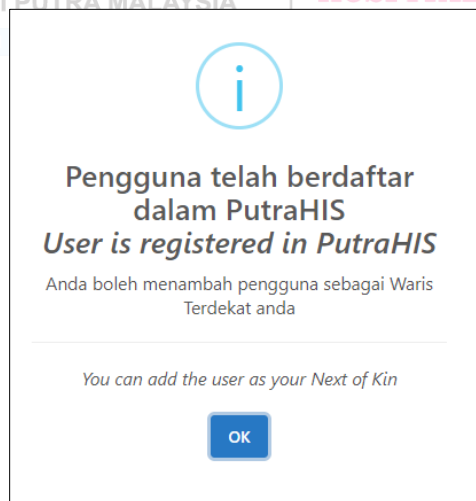
\* Address :

\* Postcode :

\* City :

\* State :

- e) If your IC Number already exists and not registered, a notification will be displayed as follows.
- f) Click OK button, you will be taken to the following form.



**Pengguna telah berdaftar dalam PutraHIS**  
**User is registered in PutraHIS**

Anda boleh menambah pengguna sebagai Waris Terdekat anda

*You can add the user as your Next of Kin*

- g) Complete patient (NOK) information as shown in the diagram below.
- h) Click **Save** button.

\* Name : SUHAIMI BIN HUSAIN  
 \* ID Type : Please Select  
 \* Date of Birth : 01-04-1953  
 \* Gender : Male

\* MRN : UPM000000100  
 \* ID Number : 530402035109  
 \* Nationality : Please select  
 \* Phone No. (Home/Mobile) :

- i) If your IC Number already exists and registered, a notification will be displayed as follows.
- j) Click OK button.

**Pengguna sudah berdaftar**  
**User is already registered**

Pengguna sudah berdaftar dalam Portal Pesakit.  
 Tidak dapat menambah pengguna sebagai Waris  
 Anda

*The user is already registered in the Patient Portal.  
 Unable to add the user as your Next Of Kin.*

### STEP 3: LIST NEXT OF KIN


- a) The list of next of kin/relationships will be displayed.





No.	Name	ID Number	DOB	Phone No.	Action
1	ZUWITA BINTI SHAFEE UPM000014296	720220035260	20-02-1972	0199356240	<input type="button" value="i"/> <input type="button" value="e"/>
2	MUHAMMAD IKHWAN HAKIM BIN ROSLI	960502110065	02-05-1996	0109386808	<input type="button" value="i"/> <input type="button" value="e"/>

- b) Users can view next of kin information and click a button

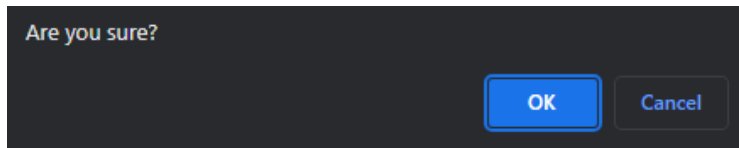
Email : hidayahmohd.88@gmail.com  
 Name : SYAKINAH  
 ID Type : MyKad  
 Date of Birth : 10-02-1990  
 Phone No. (Home/Mobile) : 0123456789

MRN : UPM000032852  
 Nationality : Malaysian  
 ID Number : 90021046782  
 Gender : Female

- c) The user can delete the information of the next of kin or relationship if it's incorrect or no longer needed.
- d) Click  button.

List Next Of Kin						
<a href="#">ADD NOK</a>						
View 10		from 2 record		Search	<a href="#">Find</a>	Page 1
No.	Name	IC Number	DOB	Phone No.	Action	
1	TEST SERI	8888	15-02-2021	04444	 	
2	CHEONG YOKE CHING UPM000017081	5	07-10-1954	012345678	 	

- f) Click OK button.



## 5. NEW REFERRAL

### STEP 1: CLICK ON THE NEW REFERRAL

- a) The user can upload reference sources for themselves or their next of kin and relationships.
- b) The user can select a name from the patient/next of kin list to upload reference sources.
- c) Click **Upload** button.



d) Select **Document Category > Referral Form**

e) Select **Referral Source**

The screenshot shows the 'Upload New Document' form. At the top, there are fields for 'Name', 'ID Number', and 'Phone No.', along with an 'UPLOAD' button. The 'Document Category' is set to 'Referral Form'. The 'Referral Source' dropdown menu is open, showing a list of options: '-- Please Select --', 'GOVERNMENT HOSPITAL', 'UNIVERSITY HOSPITAL', 'PRIVATE HOSPITAL', 'GOVERNMENT HEALTH CLINIC', and 'OTHERS'. The 'Document' field is currently empty.

f) Enter the name of the reference source.

The screenshot shows the 'Upload New Document' form. The 'Document Category' is 'Referral Form'. The 'Referral Source' dropdown is set to 'GOVERNMENT HOSPITAL'. The 'Agencies' text input field contains 'HOSPITAL SERDANG'. The 'HSAAS Clinic' dropdown is set to '-- Please Select --' and is marked as '[Not Mandatory]'. The 'Document' field has a 'Choose File' button and the text 'No file chosen'. Below this, it specifies the format: '[Format : pdf, jpg, jpeg, png]' and the file size limit: '[File size limit: 3MB]'. At the bottom, there are 'Save' and 'Cancel' buttons.

g) Select Clinic [Not Mandatory].

The screenshot shows the 'Upload New Document' form. The 'Document Category' is 'Referral Form'. The 'Referral Source' dropdown is set to 'GOVERNMENT HOSPITAL'. The 'Agencies' text input field contains 'HOSPITAL SERDANG'. The 'HSAAS Clinic' dropdown is set to '-- Please Select --' and is marked as '[Not Mandatory]'. The 'Document' field has a 'Choose File' button and the text 'No file chosen'. Below this, it specifies the format: '[Format : pdf, jpg, jpeg, png]' and the file size limit: '[File size limit: 3MB]'. At the bottom, there are 'Save' and 'Cancel' buttons.

- h) Please select the attachment for the reference source. Format: pdf,jpeg,png only. File size limit 3MB.

**Upload New Document**

Document Category : Referral Form

\* Referral Source : GOVERNMENT HOSPITAL

Agencies : HOSPITAL SERDANG

HSAAS Clinic : -- Please Select -- [Not Mandatory]

\* Document : Choose File No file chosen  
 [Format : pdf, jpg, jpeg, png]  
 [File size limit: 3MB]

Save
Cancel

- i) Click **Save** button.

## STEP 2: LIST OF REFERRALS

- a) It will display the list of uploaded reference sources.
- b) The status will display as **'In Progress'** with **Remarks**. The user is allowed to delete the reference source if the system has not processed the reference source yet.
- c) Click on **'View'** to display the uploaded reference sources.

#	Name	ID Number	Phone No.	<a href="#">UPLOAD</a>
1	MOHAMAD BIN ANUAR	860126065005	0123456789	

#	Agencies / Others	Clinic	Status	Remarks	File	Action
1	HOSPITAL SERDANG <small>Date Upload : 31-07-2023 16:33:17</small>		IN PROGRESS	<ul style="list-style-type: none"> <li>Your referral has been received and is in process.</li> <li>Notification of acceptance will be provided within 7 working days.</li> <li>If the appointment with the doctor is accepted, it will be scheduled within a period of 2 weeks to 1 month.</li> </ul>	<a href="#">View</a>	<a href="#">Delete</a>

- d) After the system assigns the appointment location, the status will change to **'Received'** with **Remarks**.
- e) Users are not permitted to delete a reference source when its status is **'Received'**.

12	DOC 24 <small>Date Upload : 16-08-2023 16:08:01</small>	FAMILY MEDICINE SPECIALIST CLINIC (FMC)	RECEIVED	• The appointment date will be informed as soon as possible.	<a href="#">View</a>
13	DOC 23 <small>Date Upload : 16-08-2023 16:06:43</small>	FAMILY MEDICINE SPECIALIST CLINIC (FMC)	RECEIVED	The appointment date will be informed as soon as possible.	<a href="#">View</a>


- f) Status will display **'Rejected'** if the referral letter is not suitable here. The status will be shown along with the remarks.
- g) An email will be sent for notification if the referral letter is cancelled.

19	<b>DOC 17</b> Date Upload: 15-08-2023 15:48:53	<b>CANCELLED</b>	• The service is temporarily unavailable. Advised to seek treatment at another healthcare facility.	<a href="#">View</a>
20	<b>DOC 16</b> Date Upload: 15-08-2023 15:41:15	<b>CANCELLED</b>	• The requested service is not provided. Advised to seek treatment at another healthcare facility.	<a href="#">View</a>

PATIENT PORTAL HSAAS : Rujukan Dibatalkan / Cancelled Referral > [Inbox x](#)

patientport...@upm.edu.my  
to me ▾

🗨️ Malay ▾ > English ▾ [Translate message](#)



Tuan/Puan PUTERI ALIYA,

Dimaklumkan bahawa permintaan rujukan anda ke Hospital Sultan Abdul Aziz Shah (HSAAS) UPM telah dibatalkan mengikut ketetapan berikut:

**NAMA:** PUTERI ALIYA  
**NO. MRN:** PRE000000114

Keterangan: Perkhidmatan tidak beroperasi buat sementara waktu. Dinasihatkan mendapatkan rawatan di fasiliti kesihatan yang lain.

Terima Kasih

Ini merupakan emel yang dijana secara automatik. Mohon penerima **TIDAK BALAS** kepada emel ini.

---

Dear Sir/Madam PUTERI ALIYA,

Kindly be informed that your referral request to Hospital Sultan Abdul Aziz Shah (HSAAS) has been cancelled as follows:

**NAME:** PUTERI ALIYA  
**MRN No.:** PRE000000114

**Remarks:** The service is temporarily unavailable. Advised to seek treatment at another healthcare facility.

- h) The clinic's name will be displayed after the appointment date is set.
- i) The status will change to **'Completed'** with **Remarks date Appointment**.

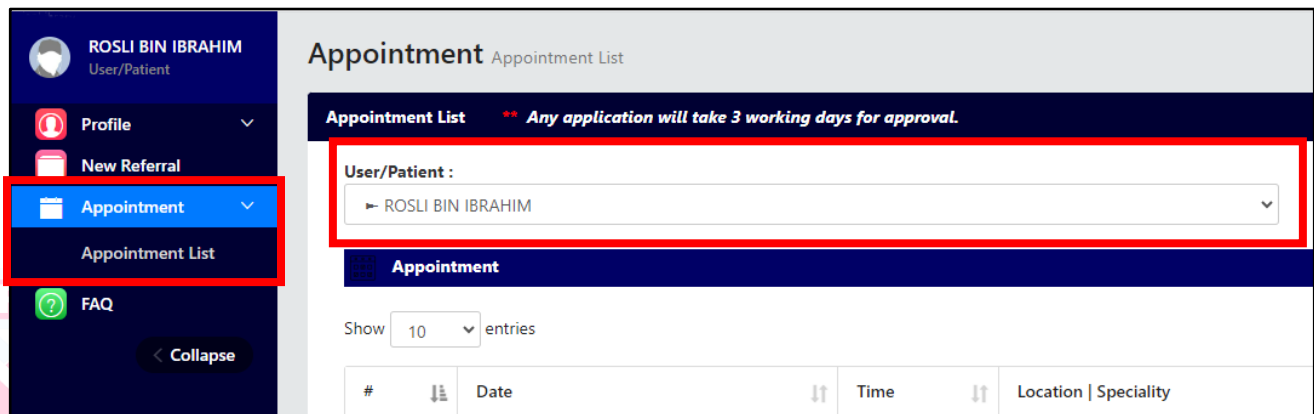
3	<b>HOSPITAL SERDANG</b> Date Upload: 10-09-2023 11:55:44	FAMILY MEDICINE SPECIALIST CLINIC (FMC)	<b>COMPLETED</b>	06-10-2023	<a href="#">View</a>
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## 6. APPOINTMENT




### STEP 1: CLICK ON MENU APPOINTMENT > APPOINTMENT LIST

#### APPOINTMENT

- a) The list will display all appointments for the following user.
  - ii. Appointment
- b) Users can select the registered names and display the list of appointments.

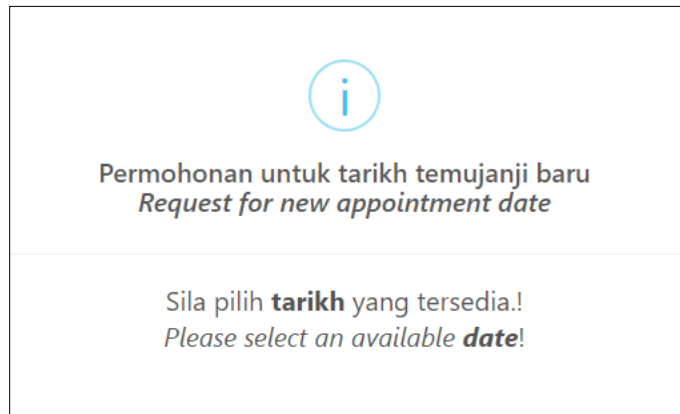


- c) For the list of existing appointments, it will be listed in this appointments section with status **'Not Arrive'**.
- d) The patient can change the appointment only within the provided slots.
- e) Patients can click the  button to change the appointment date.

#	Date	Time	Location   Speciality	Reschedule	Status
1	02-08-2023	02:00	KLINIK PAKAR PEMBEDAHAN   GENERAL SURGERY		NOT ARRIVE
2	06-06-2023	09:30	KLINIK PAKAR PEMBEDAHAN   GENERAL SURGERY		NOT ARRIVE
3	14-09-2023	10:00	KLINIK PAKAR PERUBATAN (GEN MED)   GENERAL MEDICINE PHYSICIAN		NOT ARRIVE
4	<b>New Date : 20-09-2023</b> <b>Old Date : 06-09-2023</b>	09:00	KLINIK PAKAR PERUBATAN (GEN MED)   GENERAL MEDICINE PHYSICIAN		RESCHEDULE

\*\* The patient can change the appointment date only for the same day.  
\*\* The patient is allowed to reschedule the appointment within 3 working days from the original appointment date.  
\*\* Patients are permitted to change the appointment date only twice.

- f) The patient is allowed to reschedule the appointment within 3 working days from the original appointment date.
- g) Patients are permissible to change the appointment date for a maximum of 3 times.
- h) If the patient clicks to change the appointment date for the first and second time, the following notification will be displayed.



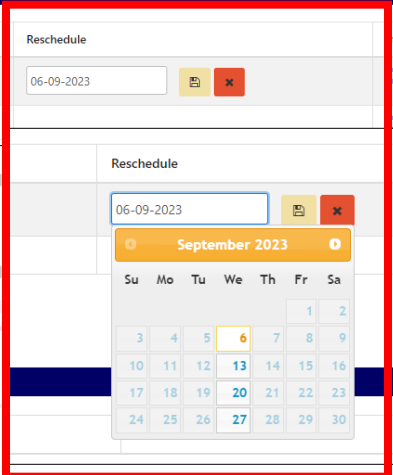
j) The patient must choose from the available dates only. If a date cannot be selected, it means that the appointments for that day are already fully booked.

Appointment						
#	Date	Time	Location   Speciality	Reschedule	Status	
1	06-09-2023	09:00	KLINIK PAKAR PERUBATAN (GEN MED)   GENERAL MEDICINE PHYSICIAN	06-09-2023	NOT ARRIVE	
2	14-09-2023	10:00	KLINIK PAKAR PERUBATAN (GEN MED)   GENERAL MEDICINE PHYSICIAN		NOT ARRIVE	



  

k) The displayed dates are within a period of 6 weeks only.


l) After selecting the date, click the **'Save'** button.



m) The status will change to **'Reschedule'** and the selected date will be displayed as the **'New Date'**.

Appointment						
#	Date	Time	Location   Speciality	Reschedule	Status	
1	<b>New Date : 13-09-2023</b> <i>Old Date : 06-09-2023</i>	09:00	KLINIK PAKAR PERUBATAN (GEN MED)   GENERAL MEDICINE PHYSICIAN		<b>RESCHEDULE</b>	
2	14-09-2023	10:00	KLINIK PAKAR PERUBATAN (GEN MED)   GENERAL MEDICINE PHYSICIAN		NOT ARRIVE	

\*\* Patient can changed date appointment for the same day only.  
 \*\* Patient can reschedule within 3 working days only from the appointment date.  
 \*\* Patient are allowed to change the appointment date only twice.

n) If the patient wants to reschedule the appointment again, they can click the  button.

o) The notification will be displayed as follows if the limit for changing the appointment date is almost reached.



Permohonan untuk tarikh temujanji baru  
*Request for new appointment date*

Perhatian, ini adalah pertukaran tarikh temujanji yang terakhir.  
Mohon tarikh baru yang bersesuaian.

*Attention, this is the final appointment date change. Kindly select  
a suitable new date.*

- p) After selecting the date, click the 'Save' button.
- q) The status will be changed to 'Reschedule'," but the update button will no longer be available. The patient is not allowed to change the appointment date anymore.
- r) If the patient has requested to reschedule their appointment, both the old appointment date and the new requested appointment date will be displayed in the 'Date' column. This allows the patient and the clinic to have a clear record of the original and requested rescheduled appointment dates for reference and tracking purposes.


Appointment					
#	Date	Time	Location   Speciality	Reschedule	Status
1	14-09-2023	10:00	KLINIK PAKAR PERUBATAN (GEN MED)   GENERAL MEDICINE PHYSICIAN	<input checked="" type="checkbox"/>	NOT ARRIVE
2	New Date : 20-09-2023 Old Date : 06-09-2023	09:00	KLINIK PAKAR PERUBATAN (GEN MED)   GENERAL MEDICINE PHYSICIAN		RESCHEDULE

\*\* The patient can change the appointment date only for the same day.  
\*\* The patient is allowed to reschedule the appointment within 3 working days from the original appointment date.  
\*\* Patients are permitted to change the appointment date only twice.

## MISSED APPOINTMENT

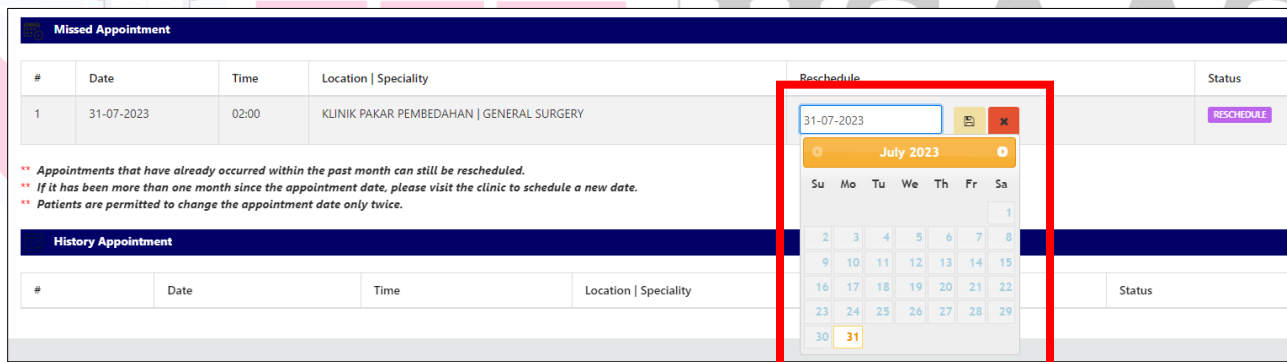
- a) The list will display missed appointments for the following user.
  - i. Missed Appointment

Missed Appointment					
#	Date	Time	Location   Speciality	Reschedule	Status
1	07-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST	<input checked="" type="checkbox"/>	NOT ARRIVE
2	05-09-2023	08:00	KLINIK KELUARGA (FMC)   FAMILY MEDICINE SPECIALIST	<input checked="" type="checkbox"/>	NOT ARRIVE

- b) Appointments that have already occurred within the past month can still be rescheduled.
- c) If it has been more than one month since the appointment date, please visit the clinic to schedule a new date.
- d) Patients are permitted to change the appointment date for a maximum of 3 times.
- e) Patients can click the  button to change the appointment date.




- f) The patient must choose from the available dates only. If a date cannot be selected, it means that the appointments for that day are already fully booked.



- g) The displayed dates are within a period of 6 weeks only.
- h) After selecting the date, click the 'Save' button.
- i) If the appointment date selected by the patient is in the future, the appointment details will be displayed in the 'Appointments' section.



- j) If the patient wants to reschedule the appointment again, they can click the  button.
- k) The notification will be displayed as follows if the limit for changing the appointment date is almost reached.



Permohonan untuk tarikh temujanji baru  
*Request for new appointment date*

Perhatian, ini adalah pertukaran tarikh temujanji yang terakhir.  
Mohon tarikh baru yang bersesuaian.

*Attention, this is the final appointment date change. Kindly select  
a suitable new date.*

- l) After selecting the date, click the **'Save'** button.
- m) The status will be changed to **'Reschedule'**," but the update button will no longer be available. The patient is not allowed to change the appointment date anymore.
- n) If the patient has requested to reschedule their appointment, both the old appointment date and the new requested appointment date will be displayed in the **'Date'** column. This allows the patient and the clinic to have a clear record of the original and requested rescheduled appointment dates for reference and tracking purposes.

4	<b>New Date : 20-09-2023</b> <b>Old Date : 06-09-2023</b>	09:00	KLINIK PAKAR PERUBATAN (GEN MED)   GENERAL MEDICINE PHYSICIAN	<b>RESCHEDULE</b>
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UNIVERSITI PUTRA MALAYSIA

HOSPITAL SULTAN ABDUL AZIZ SHAH

هُوسُفِيَتِيكَ سُلْطَانِ عَبْدِ الْعَزِيزِ شَاهَا

## HISTORY

- a) The list will display history appointments for the following user.
  - ii. History Appointment
- b) The list will display the history of appointments that have been made by the patient as a reference.

History Appointment				
#	Date	Time	Location   Speciality	Status
1	31-05-2023	02:00	KLINIK PAKAR PEMBEDAHAN   GENERAL SURGERY	<b>NOT ARRIVE</b>