



Rajasthan Government Health Scheme

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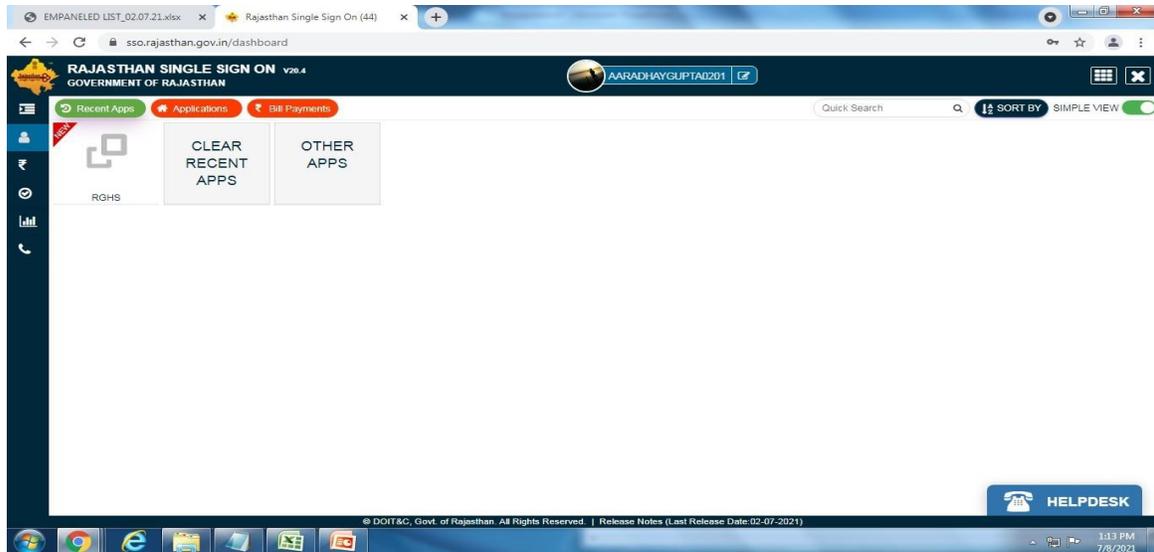
Helpline No. 181

Transaction Management System (Software Application User Guide)

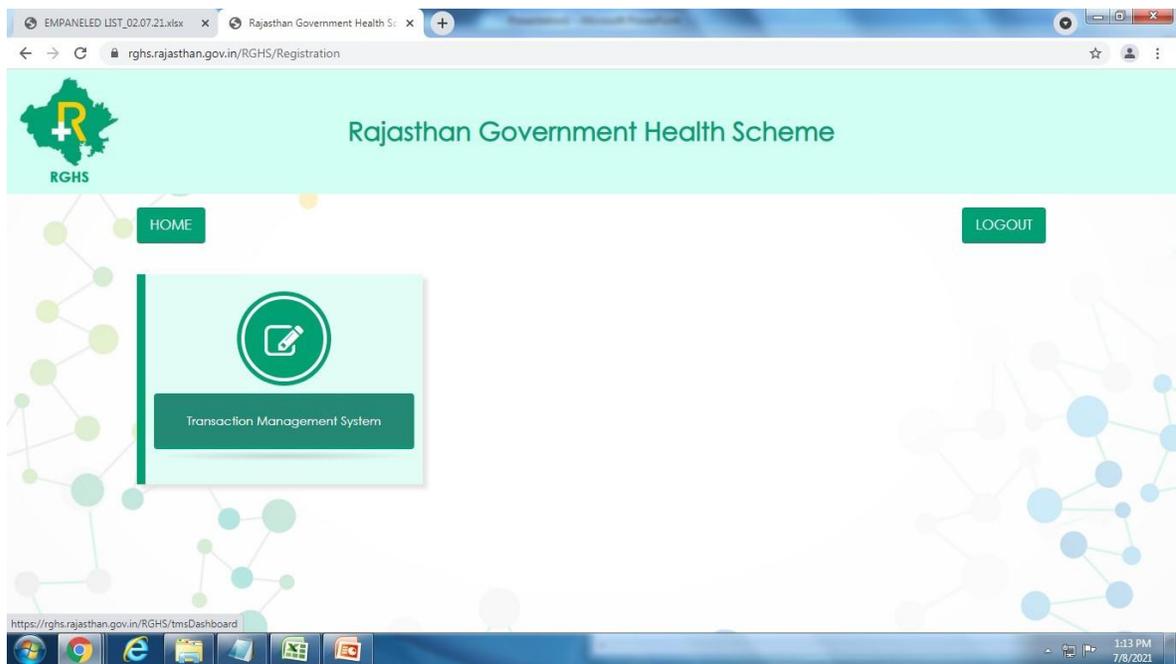
- To enter into software application of TMS, SwasthyaMargdarshak will first login on <https://sso.rajasthan.gov.in> using any web browser.
- Following screen will be displayed. Enter user ID and password.

The screenshot shows the Rajasthan Single Sign On (SSO) login page. The page title is "Rajasthan Single Sign On v20.4" with the tagline "One Digital Identity for all Applications". The page is in English and Hindi. There are two tabs: "Login" and "Registration". The login form includes a "Digital Identity (SSOID/ Username)" field, a password field, and a captcha field with the numbers "1 5 2 7 0 9". There are links for "Forgot my Digital Identity (SSOID)", "Forgot my Password", and "I have multiple SSOIDs". The footer contains the 75th anniversary logo of India, contact information, and a disclaimer.

- a) User Name : Enter the SSOID on the displayed web address.
 - b) Password : Enter your password.
 - c) Captcha : Fill the captcha as shown on the screen.
- Following screen will be displayed on successful login.



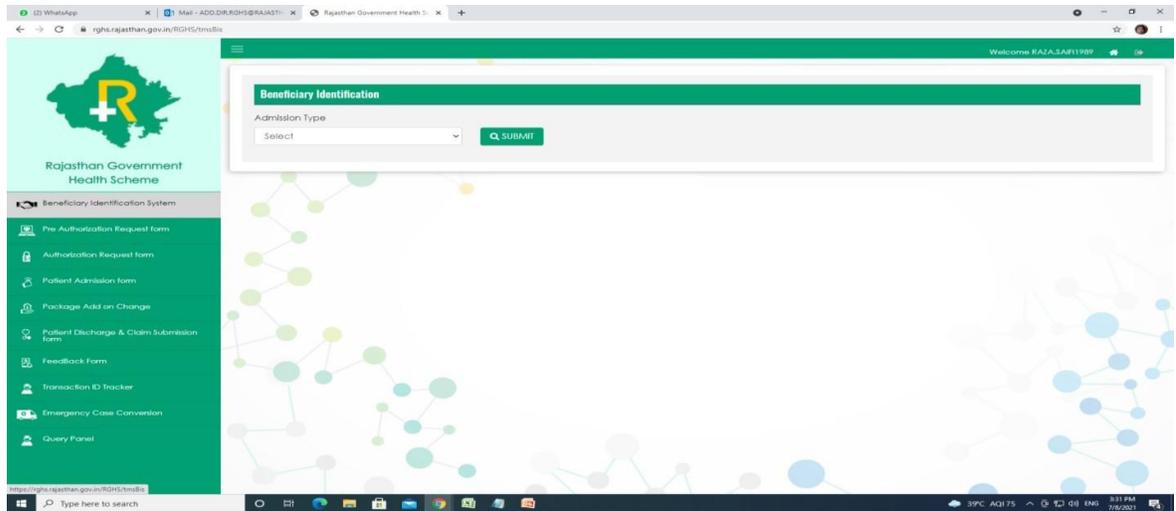
- Click on the RGHS icon. Homepage screen of TMS will be displayed.



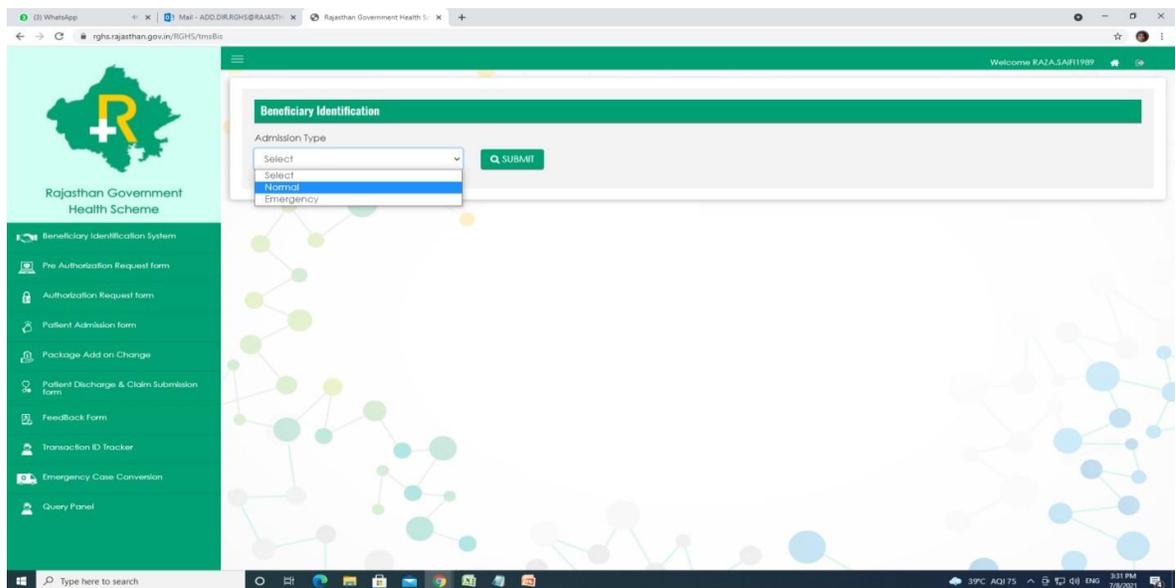
- Click on the TMS icon. Following screen will be displayed in which below the RGHS logo on the left side are given Modules for further use. Entry has to be made in each module.

Beneficiary Identification System

- First click on the Beneficiary Identification System. Following screen will be displayed.



- Choose from the two options of dropdown menu of "Admission Type"
 - a) Normal : If the condition of the patient is normal and is not serious then choose the normal option.
 - b) Emergency: If the patient is brought under serious condition and requires immediate treatment and attention then choose emergency option.



- You have to now identify the beneficiary family and the patient. For this follow the directions as given below:
- **Under ‘Normal’ Admission:**
For RGHS beneficiary or patient beneficiary family identification enter Janaadhar ID/Janaadhar Enrollment Number or RGHS Card Number and click on “Search” button.

On clicking “Search” button all the details of RGHS family along with e-Card will be displayed. Using Select button choose the patient from the displayed RGHS Card details and select the Treatment Type (IPD/ Day care) from the drop down menu.

Note-

- 1) In case of Daycare option also select “Applicable Disease for Day Care”.
- 2) **When IPD is chosen, the Hospital can choose the Type of Treatment here as Conservative/Surgical.**

New Screenshot

The screenshot displays the 'Beneficiary Identification' interface. At the top, there is a search form with the following fields: Admission Type (set to 'Normal'), Type of ID (set to 'Janaadhar/Enrollment ID'), and JanAadhar/EnrollmentID (set to '9999-TASD-00022'). A 'SUBMIT' button is located to the right of these fields. Below the search form is a 'VIEW E-CARD' button. The main content area features a table with the following columns: Gender, Relation, Select Patient, Mobile No., Day Care/IPD, Applicable Disease for Day Care/Treatment Type, and New Born/Infant. The table contains two rows of data. The first row is for a male spouse with mobile number 9799267059 and a 'Select' dropdown for Day Care/IPD. The second row is for a male self with mobile number 7777777777 and an 'IPD' dropdown for Day Care/IPD. The 'Applicable Disease for Day Care/Treatment Type' dropdown for the second row is open, showing options: Select, Conservative, and Surgical. A 'SUBMIT' button is located at the bottom right of the table area.

For both the options a Unique TID (Transaction ID) will be generated which will be displayed in a Pop Up Window as shown below.

New Screenshot

The screenshot shows the Rajasthan Government Health Scheme Beneficiary Identification System interface. A green notification box at the top center displays a checkmark and the text: "Please note your TID 202108121733589. Kindly save it for future reference." Below the notification, there is a "VIEW E-CARD" button and an "OK" button. The main form area contains a table with patient details:

Gender	Relation	Select Patient	Mobile No.	Day Care/IPD	Applicable Disease for Day Care/Treatment Type	New Born/Infant
Male	Spouse	<input type="radio"/>	9799267059	Select		No
Male	Self	<input checked="" type="radio"/>	7777777777	IPD	Conservative	No

At the bottom right of the form, there is a "SUBMIT" button. The left sidebar contains various menu items, and the top navigation bar shows the user is logged in as AARADHAYGUPTA0201.

- **Under 'Emergency' Admission:**

On opting for emergency option the screen will be displayed as shown below and following steps have to be undertaken for TID generation.

The screenshot shows the Rajasthan Government Health Scheme Beneficiary Identification System interface for an emergency admission. The "Admission Type" is set to "Emergency" and the "Type of Emergency" is set to "Contractual". The form is divided into three main sections:

- Patient Details:** Fields for Patient Name, Patient Age, Patient Gender, MLC Case, and Type of MLC.
- Details of person identifying the patient:** Fields for Name of the Person, Relationship with Patient, and Contact Number.

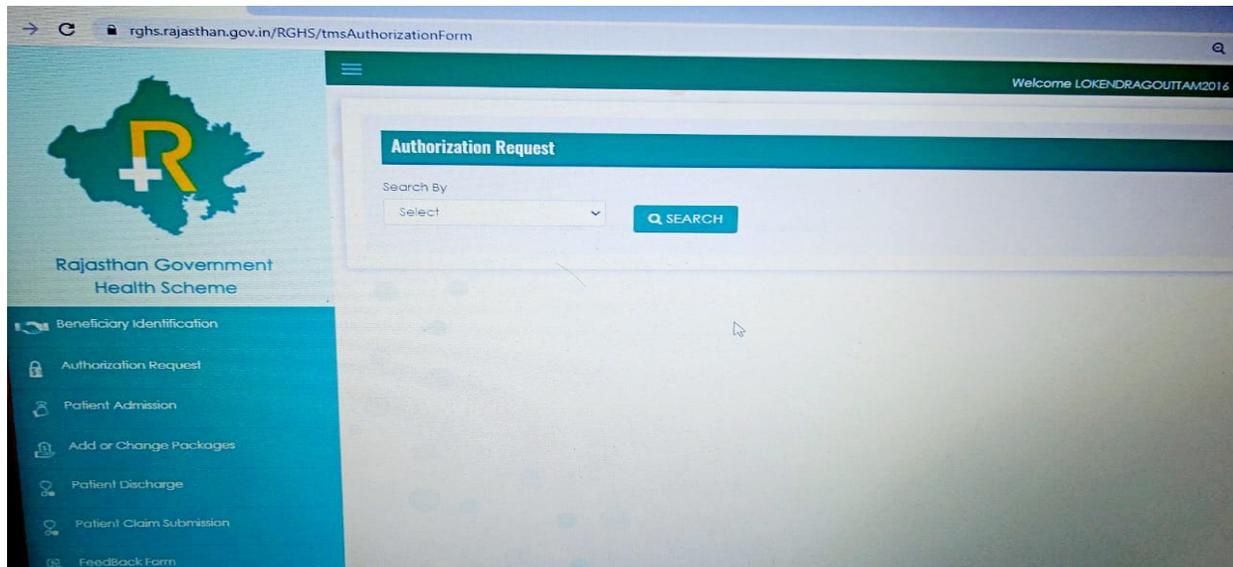
A "SUBMIT" button is located at the bottom right of the form. The left sidebar and top navigation bar are consistent with the previous screenshot.

ii. Fill the patient details and for MLC (Medico Legal Case) choose Yes or NO from the drop down and if there is MLC then choose the type (Accident/Poisoning). Then fill the details of the person who has identified the patient and click on "Submit" button. TID will be generated. Note the TID for Further use in "Emergency Case Conversion Form".

Authorization request form

Complete filled details of Authorization Request Form will be only submitted to TPA and TPA approval information is not required. The detail steps of filling Authorization Request Form are as follows:

- Click on the second module of Quick Link i.e. "Authorization Request form". Following screen will be displayed.



Authorization request page will be displayed. Now from the options in drop down menu of "Search By" choose options:

- A) Mobile Number –In case of the availability of Registered Mobile Number in RGHS choose Mobile Number option.
- B) Transaction ID (TID) – For normal procedure where TID of the patient is available then choose TID of the patient.

On selection as above the RGHS Card details of the beneficiary will be auto populated and will be displayed on the screen.

Conservative Treatment Type

If the hospital has chosen conservative treatment for the patient, then details such as Doctor Consultation, Ward Selection and ICU requirements must be mentioned before selecting packages.

New Screenshot

Rajasthan Government Health Scheme

Beneficiary Identification

Authorization Request form

Patient Admission form

Add or Change Packages

Patient Discharge

Patient Claim Submission form

FeedBack Form

Transaction ID Tracker

Emergency Case Conversion

Query Panel

RGHS Card Details

RGHS Card No.	RGHS Card Limit	Current Balance
240420211357353640	300000	300000

Package Selection

Was a doctor consulted?	Category of Employee	Type of Ward	Is ICU Required
Yes	GRADE B	Semi Private Ward	No
Type of ICU			
ICU			

Search Package by: Select

SEARCH PACKAGE

- Now click on Search Package for selection of package code as written by the doctor and select package name and package code from the drop down option. For conservative treatment, all investigations have been included. Only selected procedures applicable will be shown here.

<New Screenshot>

Rajasthan Government Health Scheme

Emergency Case Conversion

Query Panel

Type of ICU: ICU

Search Package by: Package Code

Package Code: [Empty]

SEARCH PACKAGE

Package Details

Package Code	Package Name	Package Rate (Rs.)	GST%	GST Amount	Payable Rate (Rs.)	Delete Record
Total						

Doctor Details

Treating Doctor Name	Speciality of Doctor
[Empty]	[Empty]

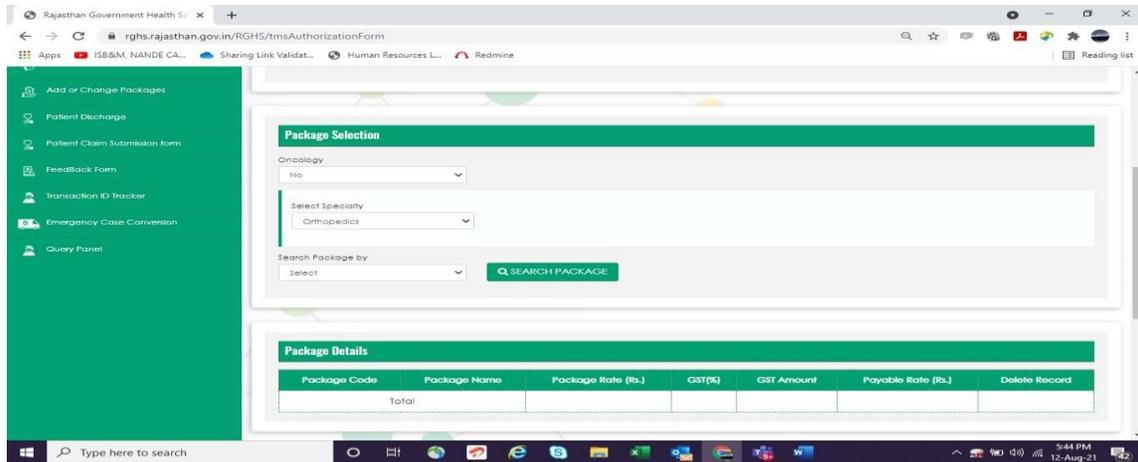
Surgical Treatment Type

If the hospital has chosen surgical treatment for the patient, then details of treatment are to be filled in by the hospital.

- 1) If the treatment is for Oncology, details of Surgery grade along with Anesthesia and Room Category should be provided.

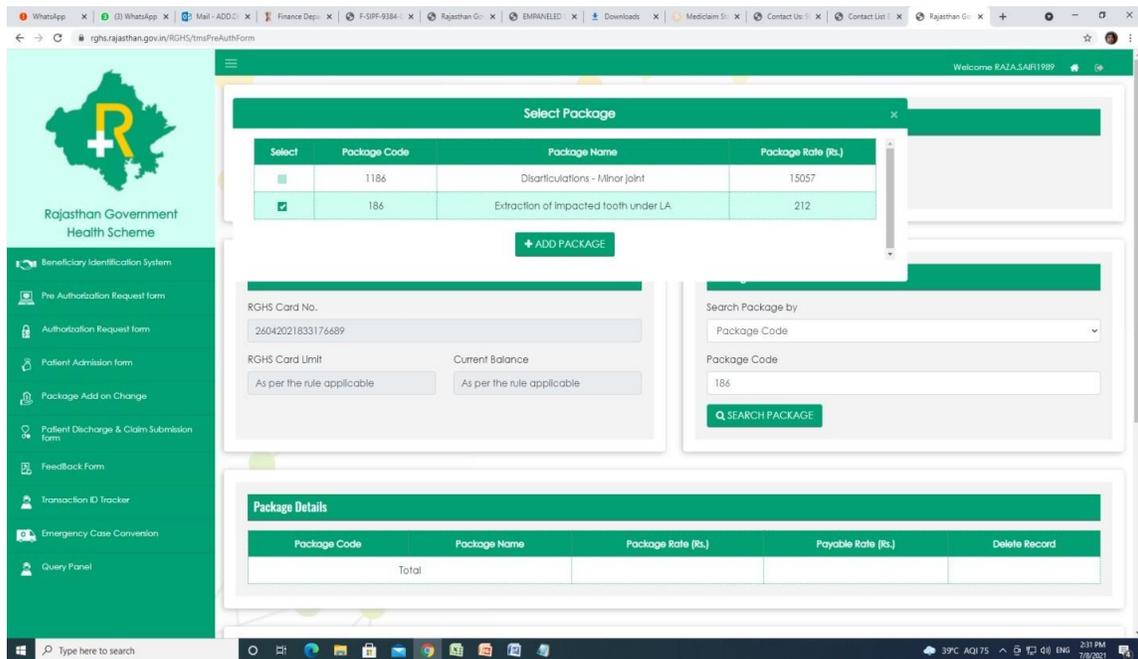
The screenshot shows a web browser window with the URL <http://rghs.rajasthan.gov.in/OnlineAuthorizationForm>. The page title is "Rajasthan Government Health Services". The browser's address bar shows the URL and several tabs. The page content includes a green sidebar with navigation options: "Authorization Request Form", "Patient Admission Form", "Add or Change Packages", "Patient Discharge", "Patient Claim Submission Form", "Feedback Form", "Transaction ID Tracker", "Emergency Care Converter", and "Query Panel". The main content area displays patient information: "RGHS Card No." (260420211357352640), "RGHS Card Limit" (300000), and "Current Balance" (300000). Below this is the "Package Selection" section, which includes a dropdown for "Oncology" (set to "Yes"), and several other dropdowns: "Surgery Grade", "Procedure/ description of Surgery", "Surgery Grade", "Anesthesia", "Anesthesia Rate", "Surgery Charges", "LOS", and "Room Category" (set to "Semi Private Ward"). There are also input fields for "Operation Theatre" and "Surgery Charges". At the bottom of the form, there is a "Search Package by" dropdown and a "SEARCH PACKAGE" button. The Windows taskbar is visible at the bottom of the screen, showing the time as 5:42 PM on 17-Aug-21.

- 2) If the treatment is not for Oncology, only the specialty type is to be selected. Only the packages applicable to the selected specialty will be displayed in the search.



Package Selection

- The package details will be displayed in pop up window as shown in the screen below. To include the correct package details, click on 'Add Package'



- If any package is to be added or changed then click on Add/Change PACKAGE in the quick link and repeat the complete procedure. If any package is wrongly selected, then select the package and go to “Delete Record” and click on the mark so as to remove the package.
- Ensure once again that the packages entered are as per the Doctor’s prescription and the total cost of the selected package is less than the available balance in RGHS card.
- Post package details selection all the mandatory documents are required to be uploaded in PDF of size not more than 300 KB for Authorization request form. The list of mandatory and non- mandatory documents is given below.

Mandatory Documents

- 1- Doctor's Prescription
- 2- Admission Note
- 3- Investigation Report
- 4- ID Documents
- 5- Consent Form signed by Patient

Non-Mandatory Documents

- 1- Patient History
- 2- OPD Consultation Paper
- 3- Referral from Physician
- 4- Family History of Diseases

<New Screenshots>

Upload Documents

Mandatory Documents (*.pdf allowed, file size limit 300 kb allowed.)

Diagnosis Report
Choose file

Admission Note
Choose file

Investigation Report (Only for Investigation Report 1MB allowed.)
Choose file

ID Documents
Choose file

Consent Form signed by Patient
Choose file

Non-Mandatory Documents(*.pdf allowed, file size limit 300 kb)

Upload Documents

Mandatory Documents

Non-Mandatory Documents

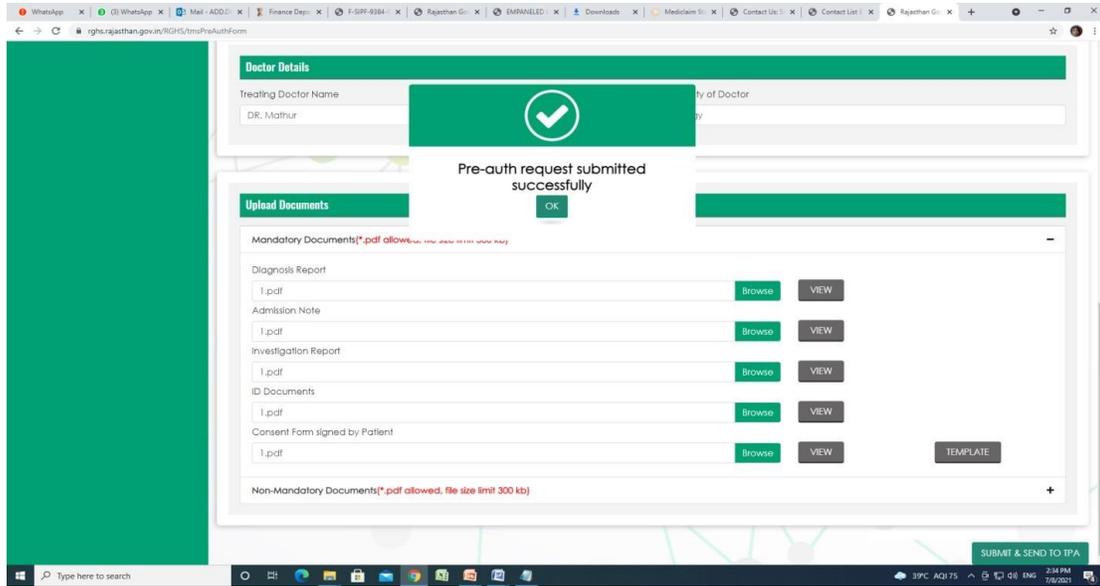
Patient History (Maximum File Size is 1 MB)
Choose file

OPD Consultation Paper (Maximum File Size is 1 MB)
Choose file

Referral from Physician (Maximum File Size is 1 MB)
Choose file

Family History of Disease (Maximum File Size is 1 MB)
Choose file

- After uploading the documents click on 'Submit and send To TPA' button. On submission a message of 'Authorization Request Submitted Successfully' will be displayed through a Pop up window check box. Click on OK so that the Authorization Request process is completed. This is shown in the screen as given below.



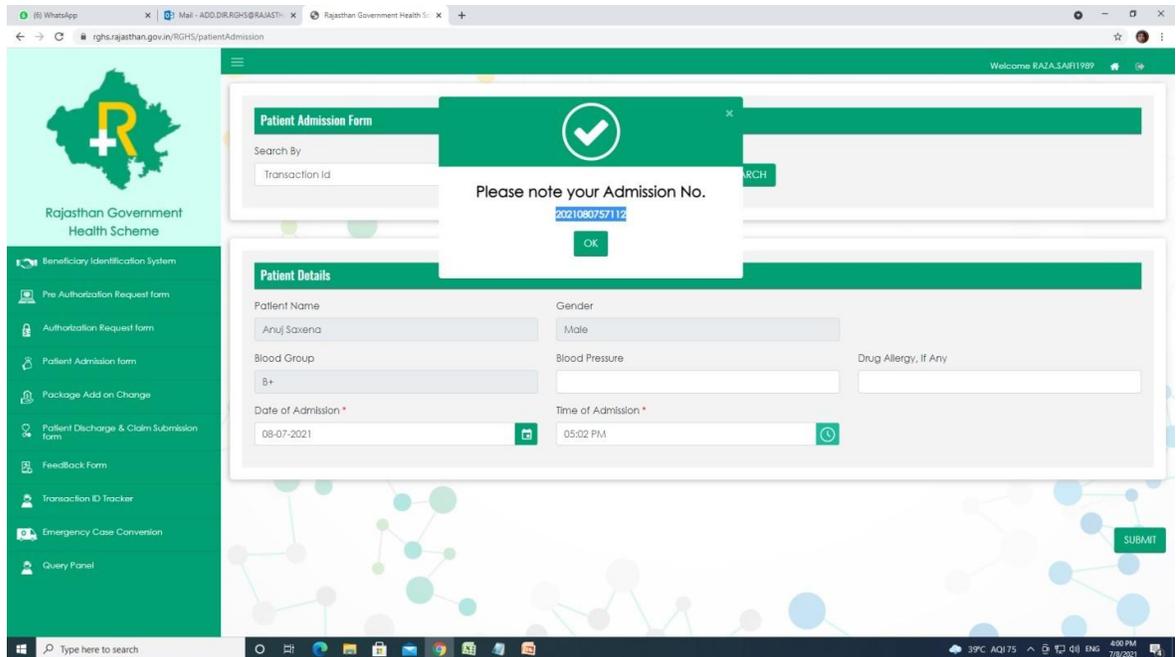
Patient Admission Form

Click on the "Patient Admission Form" link on the left side. Enter the TID/ mobile number or paste the same if copied and then click on search button. The following screen will be displayed.

The screenshot displays the 'Patient Admission Form' interface. On the left, there is a navigation menu with the following items: Beneficiary Identification System, Pre Authorization Request form, Authorization Request form, Patient Admission form, Package Add on Change, Patient Discharge & Claim Submission form, Feedback Form, Transaction ID Tracker, Emergency Case Conversion, and Query Panel. The main content area is titled 'Patient Admission Form' and includes a search section with a dropdown menu set to 'Transaction Id' and a text input field containing '2021070814252661'. A 'SEARCH' button is located to the right of the input field. Below the search section is the 'Patient Details' form, which contains the following fields: Patient Name (empty), Gender (Female), Blood Group (AB+), Blood Pressure (empty), Drug Allergy, If Any (empty), Date of Admission * (08-07-2021), and Time of Admission * (02:36 PM). A 'SUBMIT' button is positioned at the bottom right of the form. The browser's address bar shows 'rghs.rajasthan.gov.in/rghs/patientAdmission' and the user is logged in as 'Welcome RAZA_SAIJI1989'.

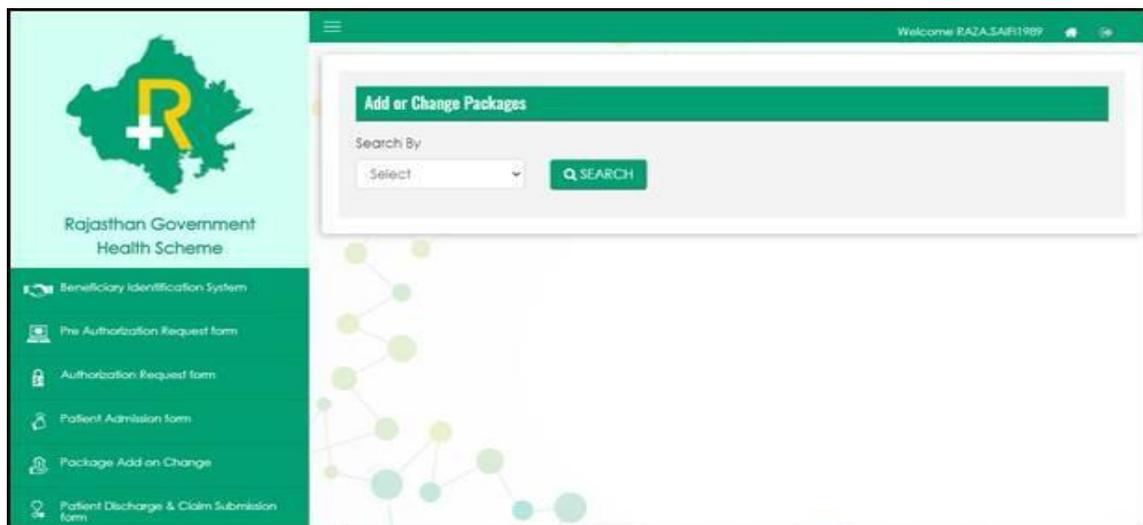
- The details of patient will be displayed automatically like Name, Age, Gender, Blood group. Fill the rest of required fields of 'Blood Pressure' and 'Drug Allergy, If Any'
- Now fill in the date and time of patient admission

Now click 'Submit To TPA' button . A pop window will appear on the screen displaying the Admission number. Save or note this number for future reference.



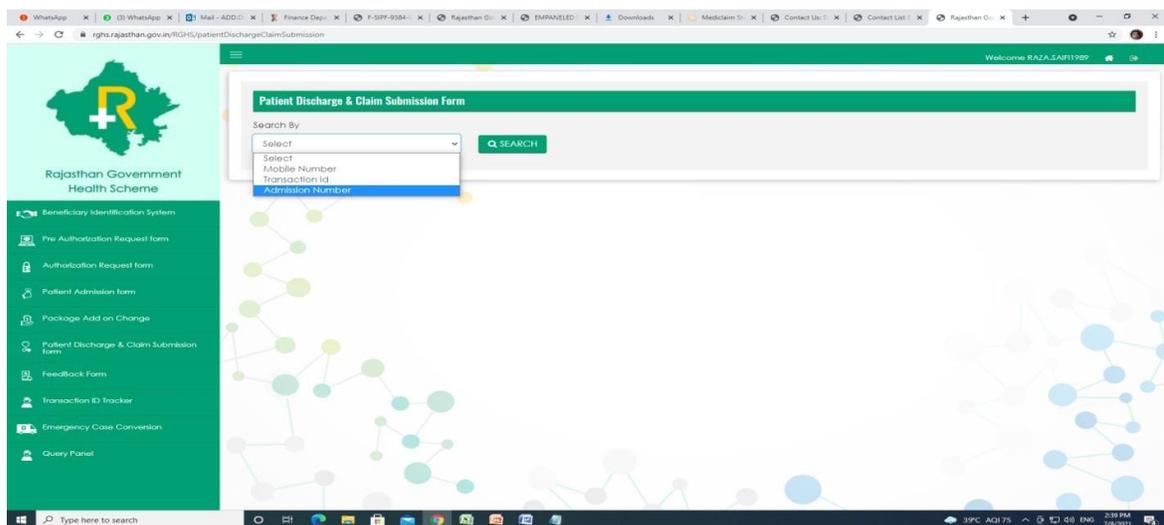
Add or Change Packages

- Using the above submenu facility to add or change package will be available for the treatment of beneficiary patient. For this use TID no. or mobile no. for the verification of the patient and can opt for package add or change option. Complete details will be displayed on the following screen.



Patient Discharge

- Patient Discharge is to be filled post treatment of the patient. Ensure the following before filling this form :
 - i- The TID for which the claim is to be submitted should be generated.
 - ii- Patient Admission Form is completely filled.
 - iii- All the investigation reports and necessary documents of the patients are scanned and kept in a folder on the system.
- Now click on the Quick link option 'Patient Discharge' and select Admission number from the drop down and then submit. Following screen will appear;



- Select Admission Number and click on Search button. The details of the patient like name, Date of admission and time will be displayed automated. Now fill in the Date and time of Discharge.

Patient Discharge & Claim Submission Form

Search By: Admission Number: 2021080746764 [SEARCH]

Patient Details

Patient Name: Anjali Mathur | Gender: Female | Admission No: 2021080746764
 Date of Admission: 08.07.2021 | Time of Admission: 02:37 PM | Date of Discharge: 08-07-2021
 Time of Discharge: 03:54 PM | Patient Discharge Status: Normal | Treating Doctor Name: Dr. Mathur

Auth Packages

Package Code	Package Name	Package Rate (Rs)
186	Extraction of impacted tooth under LA	212

Final Packages used for Treatment

Package Code	Package Name	Package Rate (Rs)
186	Extraction of impacted tooth under LA	212

- In the displayed screen select the option in patient discharge status. There are five options given: 1- Normal 2- Referred 3- Death 4- LAMA/DAMA and 5- Absconding, Select one option from these.
- Authorization Package and Final Package will also be displayed automated. Fill in the remarks column for the add or change in package if any.
- For Claim submission upload the documents in the system as given below

Mandatory Documents for Discharge

- 1- Patient Discharge Summary
- 2- Patient Feedback Form
- 3- Treatment Note
- 4- Final Bill & Bifurcation of Final Bill if any
- 5- Copy of the Detailed Bill paid by Beneficiary Investigations Report
- 6- Copy of the Non-Admissible Bills collected from Beneficiaries
- 7- OT note whenever Surgery done
- 10- Implant Invoices and Implant Stickers

Non-Mandatory Documents for Discharge

- 1- Histopathology report where ever required

The screenshot shows a web browser window with the URL rghs.njasthan.gov.in/RCHS/patientDischargeClaimSubmission. The page title is "Upload Documents". Below the title, there is a section for "Mandatory Documents for Discharge and Claim Submission (Only pdf allowed, max size 300KB.)". This section contains a list of documents, each with a "Choose file" input field and a "Browse" button. The documents listed are: Patient Discharge Summary, Patient Feedback Form, Treatment/Surgery, Final Bill duly signed by Beneficiaries, Bifurcation of Final Bill, Copy of the Detailed Bill paid by Beneficiary, Investigations Report, and Copy of the Non-Admissible Bills collected from Beneficiaries. A "SUBMIT" button is located at the bottom right of the form. Below the mandatory documents, there is a section for "Non-Mandatory Documents for Discharge and Claim Submission (Only pdf allowed, max size 300KB.)" which is currently empty.

Ensure that all mandatory documents are uploaded . Now click on submit button. Claim will be submitted to TPA.

Patient Claim Submission Form

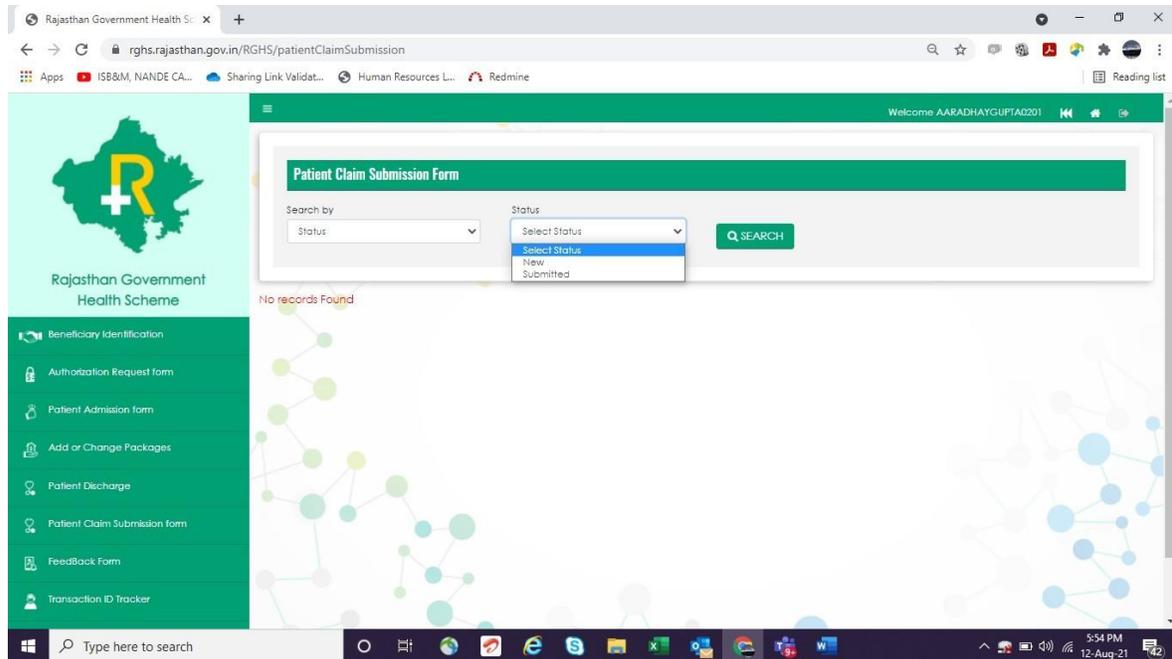
Once a patient has been discharged, the hospital must come to the Claim Submission Form to submit the final claim to TPA.

The claim submission form provides the final break up of the bill, along with details about room rent, accommodation, ventilator charges, medicines expense and any other packages, as applicable.

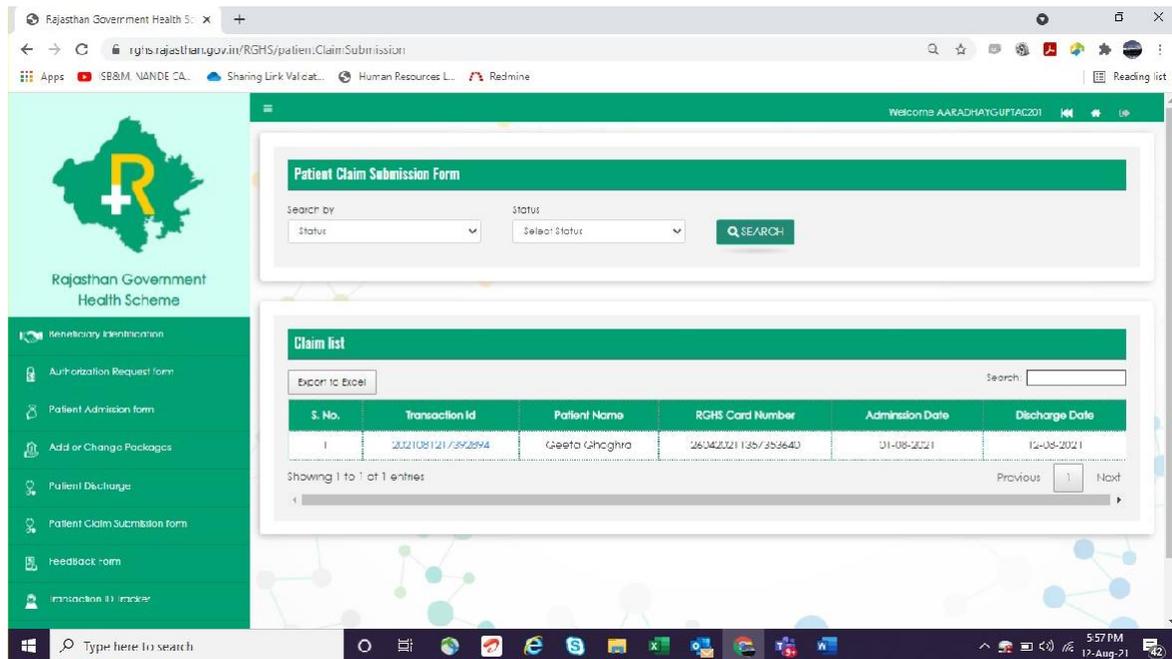
It is mandatory for the hospitals to submit the claim submission form. If for any TID, the claim submission form is not submitted, the claim will not be sent to TPA.

Click on the Quick link option 'Patient Claim Submission' and select Status from the drop down and then submit.

- a) If "New" is selected, all claims will show up for patients who have been discharged but the claim has not been submitted.
- b) If "Submitted: is selected, all claims for patients who have been discharged and whose claim have been submitted will appear.



The following screen will appear when you click on Search.



Select the Transaction ID and the detailed final bill breakup will be shown. Hospital should update all the values and click on Submit to send the claim form to TPA.

View Final Claim Amount

Rajasthan Government Health Scheme

Transaction Id : 2021081217392894

Final Calculations for Treatment

Item	Amount
Investigation / Package / Implant / Oncology (Package Wise Break Up)	0
Hospitalization Details	
No of Days Hospitalized	11
Room Rent	0
Total Accommodation Charges	0
No of Doctor Visits	0
Doctor Visit/Consultation Charges	0

Discharge Date: 12-08-2021

Feed Back Form

Patient is required to give feedback on discharge by filling in feed back form.

Feedback Form

Search By: Transaction Id

Transaction Id: 2021070814252661

Beneficiary Details

TID No	Patient Name	Date of Admission	View Feedback
2021070814252661	Anjali Mathur	08-07-2021	VIEW FEEDBACK FORM

- FeedBack Form will be displayed on clicking the view button in which the details of the patient will be auto populated and will be displayed on the feedback form. Click on the print button to get a print out of the same and get it filled by the patient . It is necessary to upload the feedback form.

RAJASTHAN Government Health Scheme
 राजस्थान सरकार स्वास्थ्य योजना
 Patient Feedback Form (रोगी प्रतिक्रिया प्रपत्र)

Patient/ beneficiary Details(रोगी/लाभार्थी विवरण)

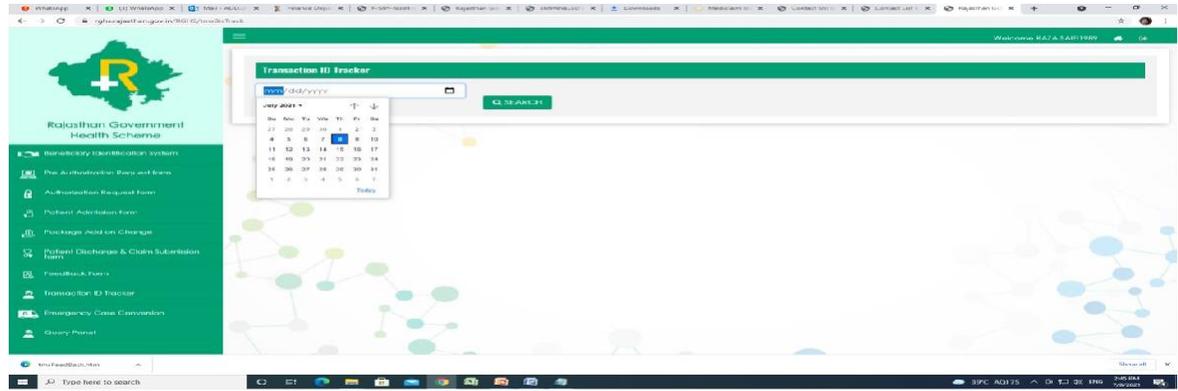
Patient name (रोगी का नाम)	TID No.	Admission No
Anjali Mathur	2021070814252661	2021080746764
Entitlement	Case type (केस प्रकार)	Admission Date(भर्ती दिनांक)
Grade A	Normal	08-07-2021
RGHS Category(RGHS बेगी)	Discharge Date(डिस्चार्ज की दिनांक)	
Serving Employees (prior to 01-01-2004)		
Booked Package Details		
Package Code- 186		

Kindly answer the following by ticking in the column and submit your honest feedback.
 कृपया निम्न के उत्तर देने में कोशिश में विहित कर हु/नहीं में अपनी प्रतिक्रिया दें।

S.N. (क्र.सं.)	Your experience with HCHP (आप की एच.पी.के साथ आपके अनुभव)	YES (हाँ)	No (नहीं)	If no then specify (यदि नहीं तो विवरण दें)
1	Are you satisfied with the facilities given under the scheme-RGHS(आप आर.एस.एच.एस में दी गई सुविधाओं से संतुष्ट हैं?)			
2	Did your admission process take place according to the RGHS scheme (आप अपनी भर्ती प्रक्रिया आर.एस.एच.एस के अनुसार हुई है?)			
3	Did you get the entitlement benefits as per the RGHS card (आप अपनी आर.एस.एच.एस कार्ड की वस सुविधाएं प्राप्त कर चुके हैं?)			

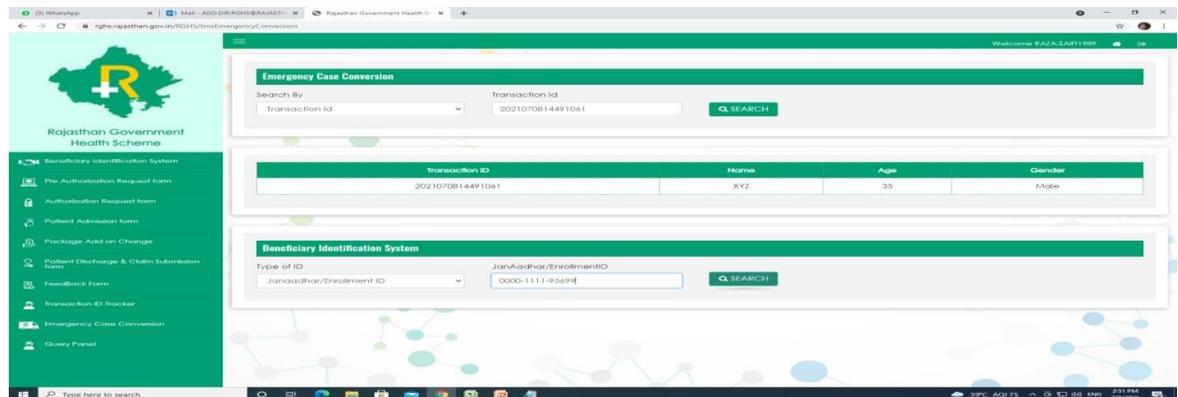
Transaction ID Tracker

- Transaction ID Tracker can be used to check in the TID status. On clicking Transaction ID Tracker following screen will be displayed. Enter the TID date and click on search button.



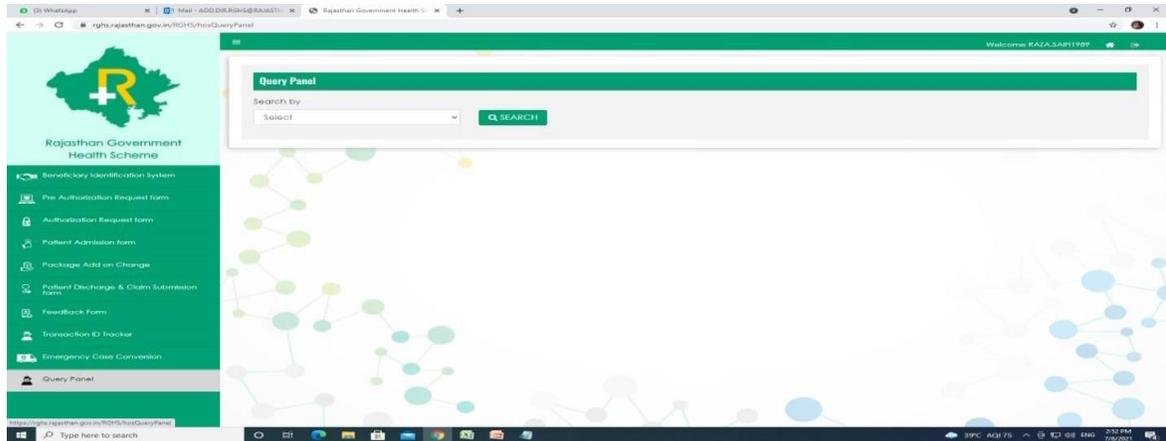
Emergency Case Conversion

- Click on Emergency Case Conversion from quick link to convert 'Emergency Admission' into Normal Admission. Using this option the case status of the patient is required to be converted.
- In Emergency Admission, Generated TID number or mobile number or Janaadhar number can be used as one of the option for beneficiary or patient identification and the case status can be converted. For this the process will be entirely same as for the process of Normal admission.



Query Panel

- To know about any Query related to your hospital click on the Query panel on the left side. Following screen will be displayed:



- From the Drop Down Menu select either status or TID option. The details of the query will be displayed on the screen.

Target Turn-Around-Time	
Claim Submission by Hospital	3 days
Claim Adjudication and payment for portability cases	30 days
Request reconsideration after request for reconsideration	7 days
Claim reconsideration after request for reconsideration	7 days