

# Service Portal User Guide

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IHH Healthcare

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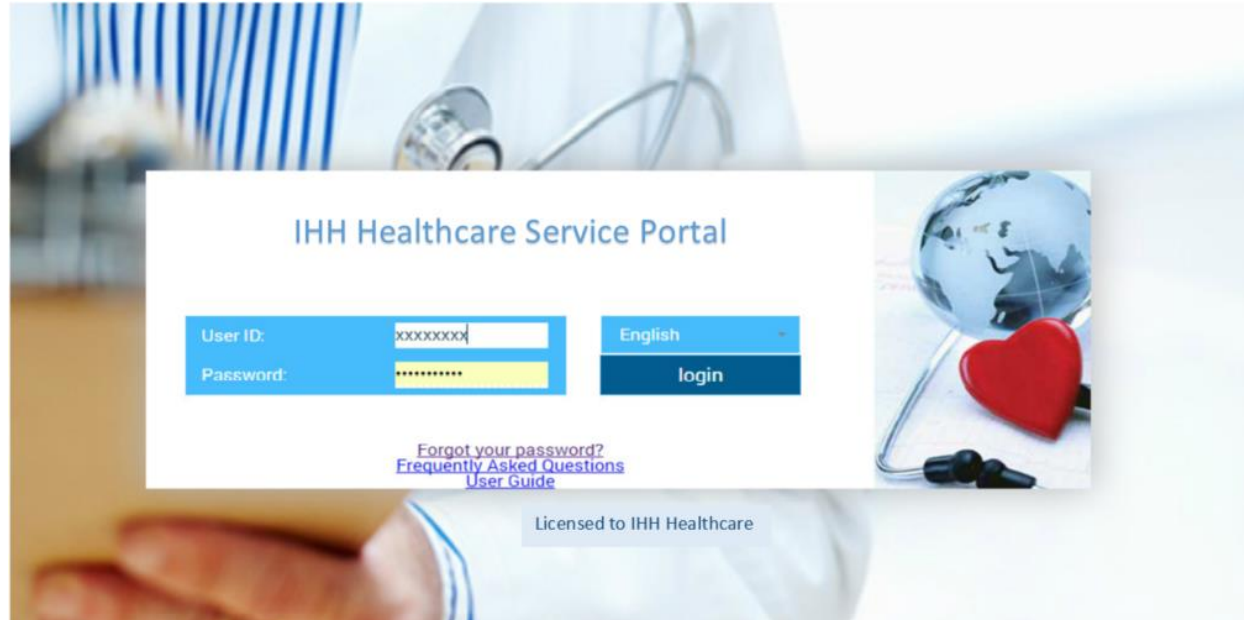
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# Login to Portal

- Service Portal is a web-based application
- Login url: <https://sportal.ihhhealthcare.com>
- For new User, contact Parkway Operation Support for a User ID and password
- User Guide and FAQ are available at the login screen



# Password

- It is compulsory to change the password at the first login
- For your security, password must comply with the following convention:
  - Minimum 8 characters;
  - Minimum 1 lowercase
  - Minimum 1 uppercase and
  - Minimum 1 numeric number
- To reset your password, click “Forgot your password?” at login page. You are required to provide User ID as well as an email address previously registered with Parkway for verification. Once verified, email notification of new password will be sent.

**Request to reset your portal login password**

User ID:

Email address:

[Submit](#)

- Password expires every **90 days**. User will be notified 30 days before expiry to change password. If the password expires, please contact Parkway Operation Support to get a new password. “Forgot your password” link will not work for expired password.



# Overview

Navigation Panel

Overview  
Inbox  
Tasks  
Recently used

Button to collapse/Expand Navigation Panel

Logout Button

All My Claims (3)

New Claim

Click here to submit your new Claim

Transaction Number

Submit Date

Vendor ID: 1200001

Payee/Beneficiary Name: Doctor 123

Email address: siokhian.ng@parkwaypantai.com

Contact No: 61234567

Service Location / Clinic Name: -SELECT ONE-

Payment Mode: Cheque

Grand Total (\$)

Locum Claim

Logs

Supporting Documents (0)

DropZone

Inbox screen that display all claims requiring your actions

Transaction history logs & Supporting documents area

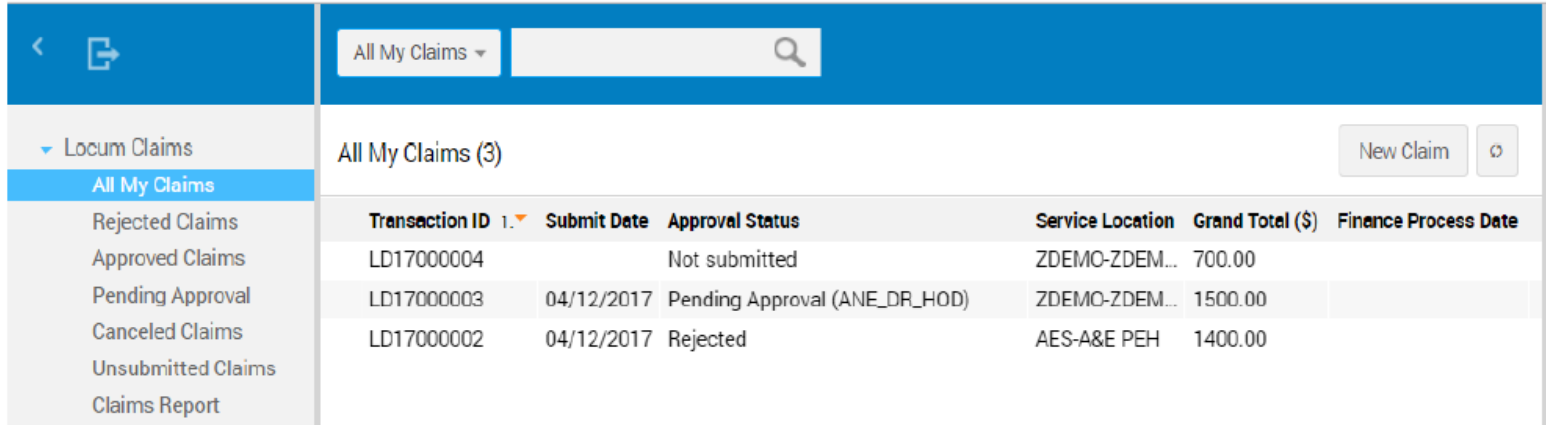
Timesheet input area

No	Date	Day	Service Type	From Time	To Time	Meal Hours	Total Hours(Hr)	Hourly Rate(\$)
<input type="checkbox"/>	1							
<input type="checkbox"/>	2							
<input type="checkbox"/>	3							
<input type="checkbox"/>	4							
<input type="checkbox"/>	5							
<input type="checkbox"/>	6							
<input type="checkbox"/>	7							
<input type="checkbox"/>	8							
<input type="checkbox"/>	9							
<input type="checkbox"/>	10							
<input type="checkbox"/>	11							

Display all claims and generate claim report



# Subfolders



The screenshot shows a web application interface for managing claims. On the left is a sidebar with a list of subfolders under 'Locum Claims'. The 'All My Claims' subfolder is selected and highlighted in blue. The main area displays 'All My Claims (3)' with a 'New Claim' button and a refresh icon. Below this is a table with columns: Transaction ID, Submit Date, Approval Status, Service Location, Grand Total (\$), and Finance Process Date. Three rows of claim data are visible.

Transaction ID	Submit Date	Approval Status	Service Location	Grand Total (\$)	Finance Process Date
LD17000004		Not submitted	ZDEMO-ZDEM...	700.00	
LD17000003	04/12/2017	Pending Approval (ANE_DR_HOD)	ZDEMO-ZDEM...	1500.00	
LD17000002	04/12/2017	Rejected	AES-A&E PEH	1400.00	

## Locum Claims Subfolders:

**All My Claims** – contains all claims status. To create new claim, click on New Claim button on top

**Rejected Claims** – contains claims that have been rejected and can be edit and resubmit or cancel

**Approved Claims** – contains claims that have been fully approved by Parkway

**Pending Approval** – contains claims submitted which still in the process of verification and approval

**Canceled Claims** - contains claims canceled and no longer required

**Unsubmitted Claims** – contains claims saved but not submitted. You can still come back to these forms and continue working on them

**Claims Report** – generate report for approved Claims on specified date range

**Finance Process Date** displays the date when Finance processed the claim. Under general circumstances, User can expect payment within approximately the next 7 days.



# New Claim Completion Steps

Save Button – save the form for subsequent edit before submission  
Submit Button - submit the form for verification, approval & payment  
Cancel Button – to void the claim form

Transaction number will be generated after the form is save or submit

Submit Date will be recorded after the form is submitted

Service Location / Clinic Name: -- SELECT ONE --  
Payment Mode: Cheque

No	Date	Day	Service Type	From Time	To Time	Meal Hours	Total Hours(Hr)	Hourly Rate(\$)	Fixed Sum(\$)	Amount(\$)	Remarks
1			Locum Doctor								
2			Locum Doctor	00.00		0					
3			Call Allowance			15 Min					
4			Project	00.00		30 Min					
5			Procedure fee & Medical Repo	00.15		45 Min					
			Public Transport Claim	00.30		1 Hr					
				00.45		1.5 Hr					
						2 Hr					

## Steps to complete the Claim:

- 1) At the header, select one **Service Location / Clinic Name / School** (only one clinic/school per form) and **Payment Mode** (Giro or Cheque)
- 2) Select the actual service **Date** from the pop-up calendar
- 3) Select the **Service Type** from the list
- 4) Select the **From Time / To Time & Meal Hours** respectively. System will auto compute the Total Hours.
- 5) Input **Hourly Rate** related Service Type only
- 6) Input **Fixed Sum** amount for Call Allowance, Project, Procedure fee, Medical report & Marking Fee. For Public Transport Claim input amount as per attached receipt. System will auto compute the **Total Amount**.
- 7) Input the **Remarks**, if any.

After completing the form, you may choose to **save** the claim for later use or **submit** the form for approval.



# Upload supporting document

The screenshot displays a document management interface. At the top, there are buttons for 'Internal display', 'External display', and 'Download'. Below these is a table with columns for 'Document name', 'Size', 'Modified', and 'Version'. An 'Actions' dropdown menu is open, showing options: 'Upload documents...', 'Rename', 'Delete', and 'Gallery view'. To the right, a sidebar contains 'Locum Claim', 'Logs', and 'Supporting Documents (0)'. Below the sidebar is a 'DropZone'. In the foreground, an 'Upload documents' pop-up window is visible, containing the text 'Up to three documents can be uploaded to the currently selected file at a time.' and three input fields labeled 'name of first file', 'second file', and 'third file', each with a 'Choose file' button.

To upload Supporting Documents, for example tax receipts, go to the Supporting Documents panel at the right. There are 2 ways to upload the documents as below:

- 1) Click **Actions** button and select **Upload documents**. When the Upload document pop-up, click Choose file and browse to your PC folder and select the file to upload.
- 2) Drag and drop the file from your PC to the **Drop Zone** within the Supporting Documents panel.

Note: This application accept most of the common file format.





# Log

LD17000002-\$1400.00-04/12/2017-AES ^

WorkflowLog

05/12/2017 09:59 tub016350: Rejected By tub016350  
04/12/2017 18:52 dummy123: Lv1 reviewing by AES\_DR.  
04/12/2017 18:52 dummy123: Submitted by dummy123

Locum Claim

**Logs**

Supporting Documents (0)

To view Transaction logs, click “Logs” button on the right panel. It displays who, when and what actions have been taken on each transaction.



# Generate Claims Report

- At the left Navigation panel, click Claims Report, it will display the previously saved Claims Report
- To generate new Report, Click New Report button and follow the steps listed at the right panel.
- After the report selection date being saved, Download Report Button will appear at the top.
- Click the Download Report button, the Claims Report in PDF format will be generated.



# Claims Report in PDF Format



Name: Doctor 123

Our Reference: 1200001

**RE: Claims for period cover: 01 December 2017 to 31 December 2017**

You have no claims recorded on our system.

SN	Process Date	Transaction Number	Company Name	Service Location	Total Amounts(\$\$)
Grand Total					0.00

Note: The Locum shall assume all responsibility in the declaration of his income for income tax purpose and any other statutory obligation.

This is a computer generated report, no signature is required.

- Please note that the Claims Report only generated claims that has been fully approved by Parkway
- The Process Date is the date when Finance processed the claim
- User may generate their own Claims Report for their record as needed.



# Thank You



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