



# TRAINING GUIDE TO CAPTURE IDEAL CLINIC/CHC STATUS DETERMINATIONS ON THE WEB- BASED SOFTWARE

July 2020



**health**

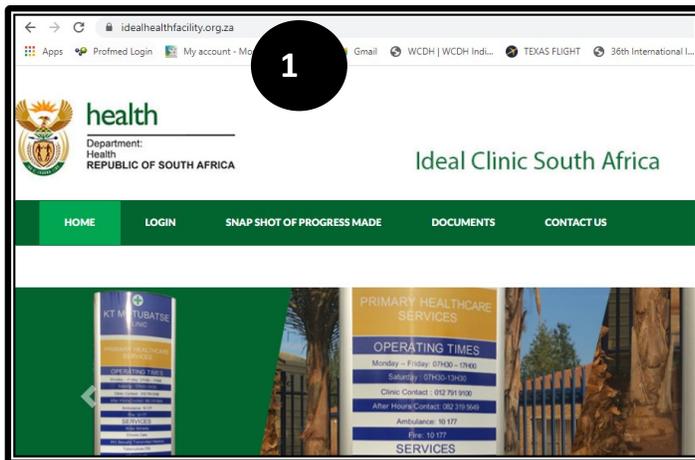
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Department:  
Health  
REPUBLIC OF SOUTH AFRICA

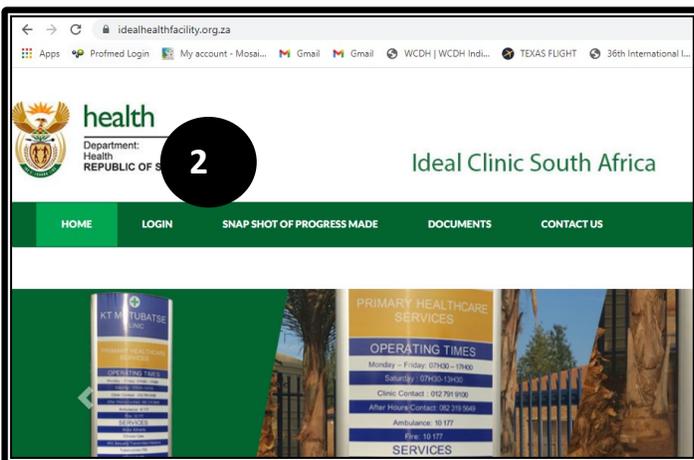
# Table of contents

- 1. Log onto the web-based Ideal Clinic software ..... 2
- 2. Capture online..... 6
- 3. Retrieve a 'saved' status determination ..... 10
- 4. Submitting a Status Determination ..... 11
- 5. Duplicating a Status Determination ..... 12

# 1. Log onto the web-based Ideal Clinic software



1. Go to the Department of Health's website <https://www.health.gov.za>, there is a tab named Ideal Clinic. Click on it to redirect you to the Ideal Clinic website: <https://www.idealhealthfacility.org.za> or you can access the site directly.

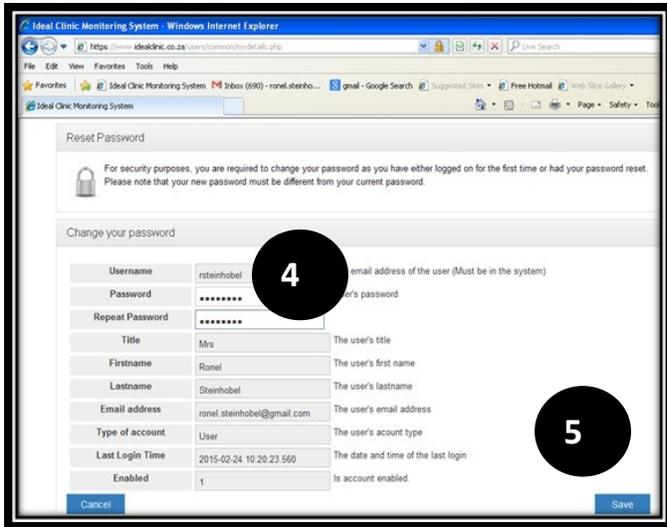


2. Select the 'LOGIN' tab

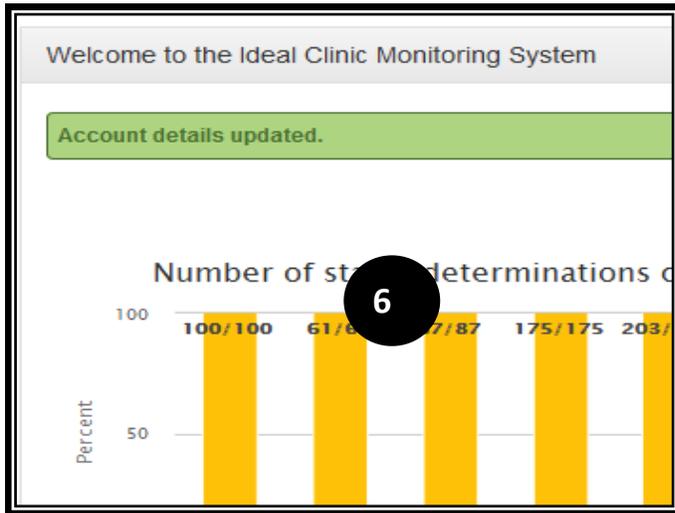


3. Enter your Username and the temporarily Password that was e-mailed to you in the text boxes provided and click on the 'Login' button.

Refer to the introduction training manual for software how to obtain a user account.



- When you Login the first time this window will open that will require you to enter a new Password. Enter a new Password twice in each box provided. Note that the password must have 8 characters of which one must be a capital letter and one a numeric value.
- Click on Save to continue to the Homepage



- A message will appear stating "Account details updated"

In cases where staff forget/lost their Password follow the procedure as set out in point 1 to 2

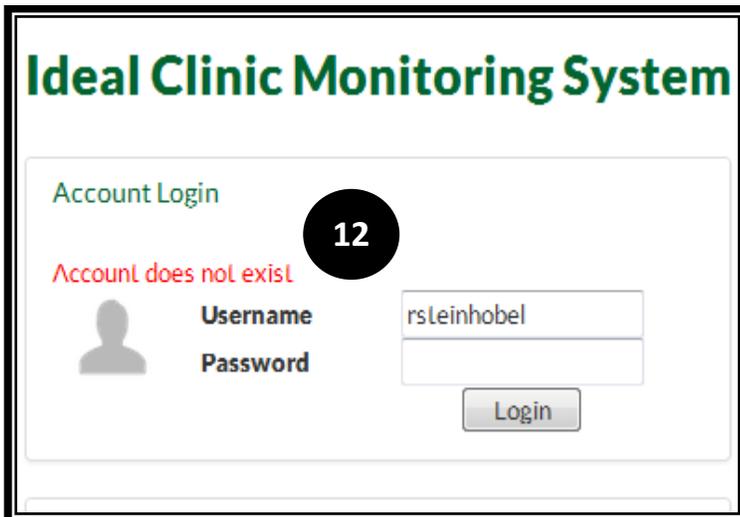
7. Enter your e-mail address that was used to create your user account in the text box provided to “Recover Lost Password”.
8. Select the ‘Reset Password’ button
9. A message will appear stating: “A new password has been send to your email address”

10. If the account does not exist or you have mistyped your e-mail address a message will appear stating “Account does not exists for this email address”. If your account was disabled because you did not access it for 3 months, you will receive a message that your account has been disabled.

Contact your provincial or district coordinator for assistance to obtain a user account.

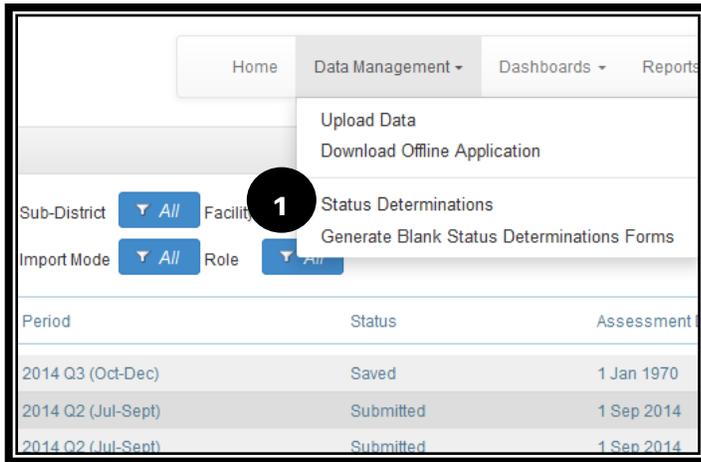


11. The user will then receive an e-mail on the registered e-mail address. Enter your Username and the temporally Password that was emailed to you in the boxes provided (see point 3 to 6)



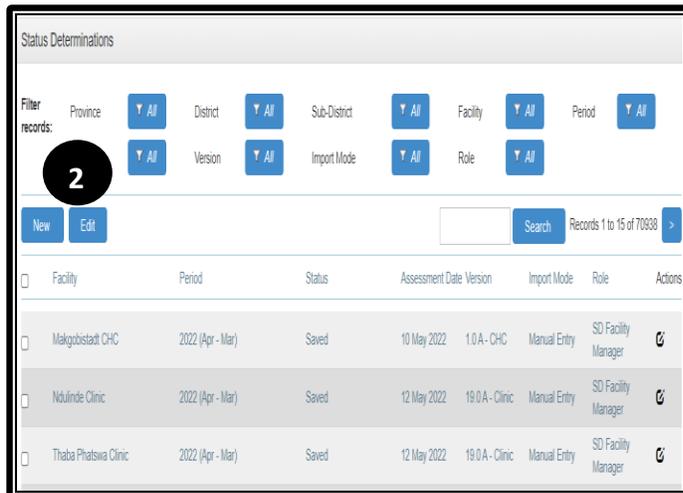
12. Note: When logging and the password is typed in incorrectly in the password text box a message will be displayed stating “Account does not exist” therefore make sure you type in your password correctly.

## 2. Capture online

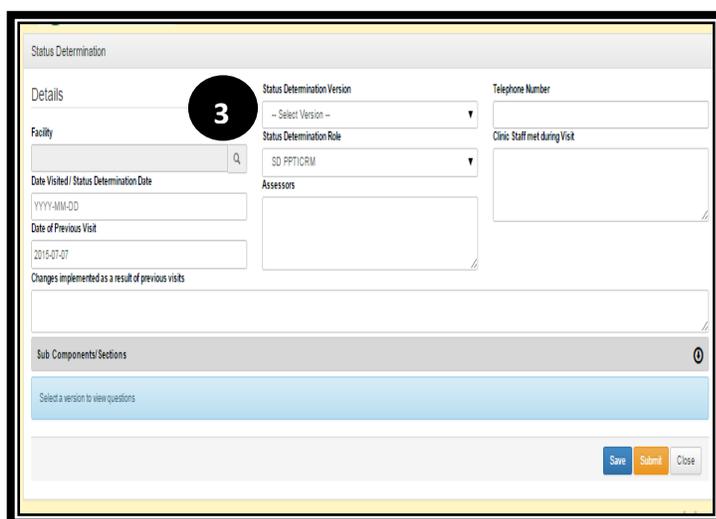


Log onto the software on the webpage – [www.idealclinic.org.za](http://www.idealclinic.org.za).

1. Go to the Data Management tab and select 'Status Determinations' option. Click on the 'New' button to capture.



2. Click on the 'New' button to capture a new status determination.



3. Click on the magnifying glass to select the facility name that you want to capture a status determination for.

**Facilities**

Filter records: Province **▼ All** Sub District **▼ All** District **▼ All** Classification **▼ All**

Facility	Ward	Sub District	District
<input type="radio"/> Sinqobile Clinic	Unknown Ward	Pitsoley Ka Seme LM	G Sibande DM
<input type="radio"/> Mogopela A Clinic	Unknown Ward	Greater Taung LM	Ruth Segomotsi Mompoti DM
<input type="radio"/> Ikemeleng Clinic	Unknown Ward	Rustenburg LM	Bojanala Platinum DM
<input type="radio"/> Mathopestad Clinic	Unknown Ward	Kgetleng Rivier LM	Bojanala Platinum DM
<input type="radio"/> Mosweu Clinic	Unknown Ward	R Moiloa LM	Ngaka Modiri Molema DM
<input type="radio"/> White City Clinic	Unknown Ward	Ekurhuleni E2 SD	Ekurhuleni MM
<input type="radio"/> Ngabayena Clinic	Unknown Ward	Msinga LM	Umzinyathi DM
<input checked="" type="radio"/> eThekweni Dam Clinic	Unknown Ward	eThekweni MM Sub	eThekweni MM
<input type="radio"/> Midoroni Clinic	Unknown Ward	Makhado LM	Vhembe DM
<input type="radio"/> Setikile Clinic	Unknown Ward	Moses Kotane LM	Bojanala Platinum DM

Records 1 to 10 of 3583

- Type in the facility name in the search box for the facility that you want to capture the status determination for.
- Click on the search button.
- Select the facility from the list that appears by clicking on the radio button.
- Click the Select button

**Status Determination**

**Details**

Facility:

Date Visited / Status Determination Date:  **10**

Date of Previous Visit:

Changes implemented as a result of previous visits:

Status Determination Version:  **8**

Status Determination Role:  **9**

Assessors:

The following fields are compulsory to complete:

- Select from the dropdown list at the 'Status Determination Version'. The version will default to the current version for clinic or CHC, depending for which type of facility the assessment is captured for
- Select the 'Status determination Role' option and select the role. Note you will only see the roles that your account has access to.
- Enter the date of visit

The other information on the form is not compulsory to complete but it is good practice to complete it, therefore it is advisable to complete it

Details

Facility \* Du Noon CDC

Status Determination Version \* 1.0 A - CHC

Telephone Number

Date Visited / Status Determination Date \* 2022-05-12

Assessment Role \* SD Facility Manager

Clinic Staff met during Visit

Date of Previous Visit 2021-07-16

Assessors

Changes implemented as a result of previous visits

\* fields are required

Save Close

11. Click the “Save” button. **Note:** The assessment form will only display after the “Save” button was clicked. Once the “Save” button has been selected the information on the top part of the form can no longer be edited. Therefore, make sure it is correct before you select the “Save” button.

3) Disclaimer sign is clearly sign posted at the entrance of the facility	☹️	E	D		<input type="radio"/> Yes <input type="radio"/> No <input type="checkbox"/>	<input type="checkbox"/>
4) Vision, mission and values of the province/district are visibly displayed	☺️	I	D		<input type="radio"/> Yes <input type="radio"/> No <input type="checkbox"/>	<input type="checkbox"/>

\* Checklist must be completed before submitting.

12. Select the score for each element by clicking on the radio button.
13. The elements that are scored against a checklist are marked with an icon to the right of the screen. Note that you will not be able to select the ‘Yes’ and ‘No’ on the dashboard as the options are not available. Select the icon to the right of the element that will then open the checklist.
14. Remember to write a comment in the ‘Current Challenges column’ where applicable.
15. The red margin to the right of the pages will disappear once a score has been captured.

www.idealhealthfacility.org.za says

Since all checklist options are marked N/A, the element will also be marked as N/A.

Close OK

Use the checklist below to check whether the service are:

Scoring – in column for score mark as follows:  
Y (Yes) = present, N (No) = not present;

Internal Branding	Score
Help Desk/Reception	<input checked="" type="radio"/> N/A <input type="radio"/> Y <input type="radio"/> N
Complaints/suggestions/compliments box	<input checked="" type="radio"/> N/A <input type="radio"/> Y <input type="radio"/> N
Pharmacy/ dispensary	<input checked="" type="radio"/> N/A <input type="radio"/> Y <input type="radio"/> N
Time and days services are offered at the pharmacy/dispensary are displayed at eh entrance of the pharmacy/dispensary	<input checked="" type="radio"/> N/A <input type="radio"/> Y <input type="radio"/> N
Chronic Medicine Collection (CCMDD/CDU)	<input checked="" type="radio"/> N/A <input type="radio"/> Y <input type="radio"/> N
24 Hour Emergency Unit	<input checked="" type="radio"/> N/A <input type="radio"/> Y <input type="radio"/> N
Maternity Obstetric Unit	<input checked="" type="radio"/> N/A <input type="radio"/> Y <input type="radio"/> N
Oral Health Services	<input checked="" type="radio"/> N/A <input type="radio"/> Y <input type="radio"/> N
X-rays (if applicable)	<input checked="" type="radio"/> N/A <input type="radio"/> Y <input type="radio"/> N
Facility Manager – door identifier	<input checked="" type="radio"/> N/A <input type="radio"/> Y <input type="radio"/> N

For the elements that have a checklist, after you have clicked on the icon for the checklist, the checklist form will open.

15. Select the various scores by clicking on the radio button.

16. On completion select the close button once done. Note that you have to score a minimum of at least one measure on all checklists else the SD cannot be submitted.

**Note:** On some of the checklists, especially the checklists on the CHC Framework, all the measures on some of the checklists will be not applicable (NA). For example, if a CHC do not have a 24 hour emergency or MOU unit. For these elements, click on the checklist, then close it again without selecting any score, a pop-up message will appear “Since all checklist options are marked N/A, the element will also be marked as N/A”. Click on the “OK”

\* fields are required

Save Close

Questions

Component	Sub Component
Administration	Signage and Notices

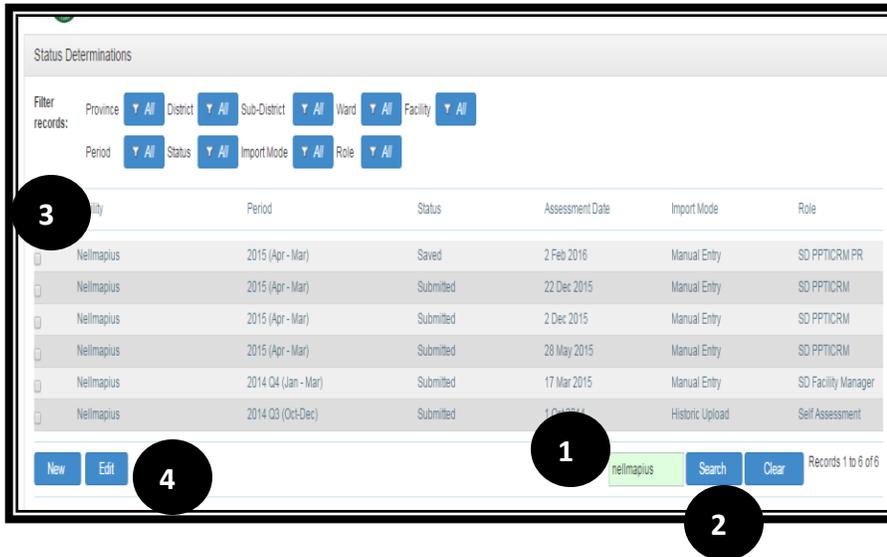
Ideal Clinic Dashboard Reference "The Ideal Functioning Clinic has..."	Method for Measurement	Weighting	Responsibility	Score	Current Challenges to reach the Ideal	Checklist
1) All external signage in place	😊	I	P			

\* Checklist must be completed before submitting

17. Remember to **select the ‘Save’ button at regular intervals.** If connection is lost during capturing the data will be lost if the ‘save’ function was not used while capturing.

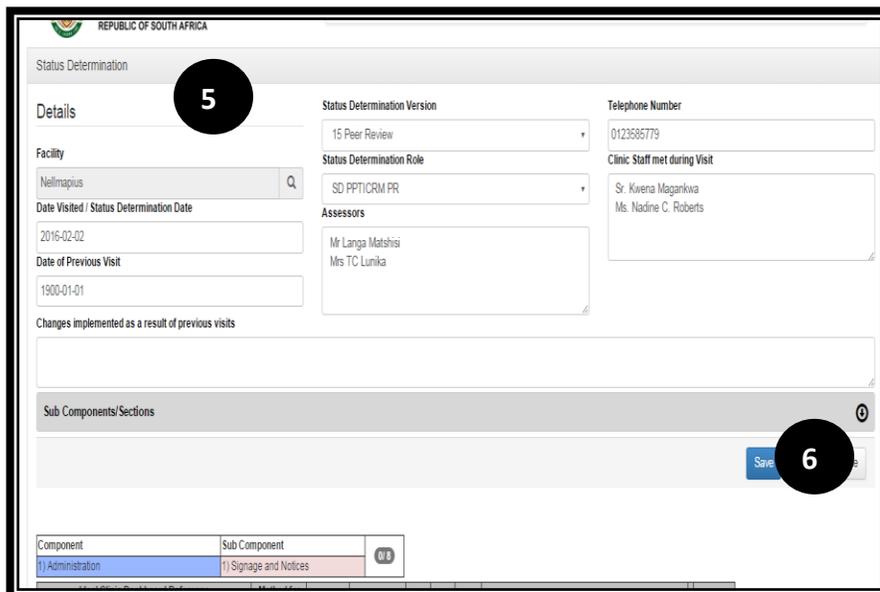
You can “Save” the status determination and complete it on another day. Click on the “Close” button to close the status determination

### 3. Retrieve a 'saved' status determination



Login and go to the 'Status Determination' tab

1. Type the facility name that you have saved a Status Determination (SD) for and you want to recall it to complete it and submit it.
2. Select the search button.
3. A list of all the SDs for that facility will come up. Click on the tick box next to the facility's status determination. Select the one that you want to open.
4. Click the 'Edit' button.



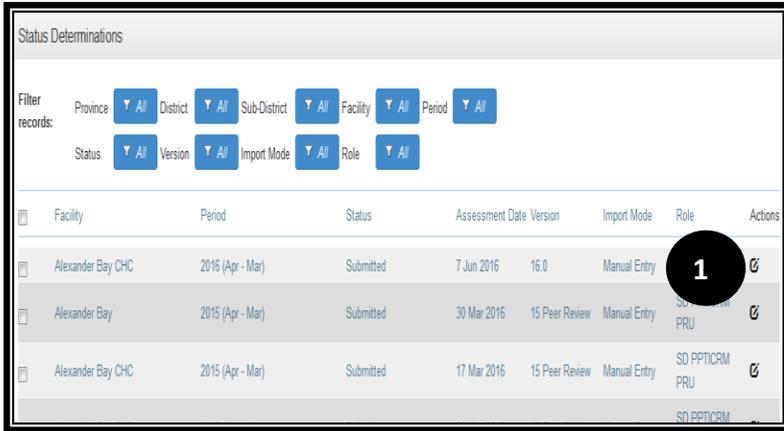
5. The dashboard form for the facility will come up.
6. Complete the status determination.

## 4. Submitting a Status Determination



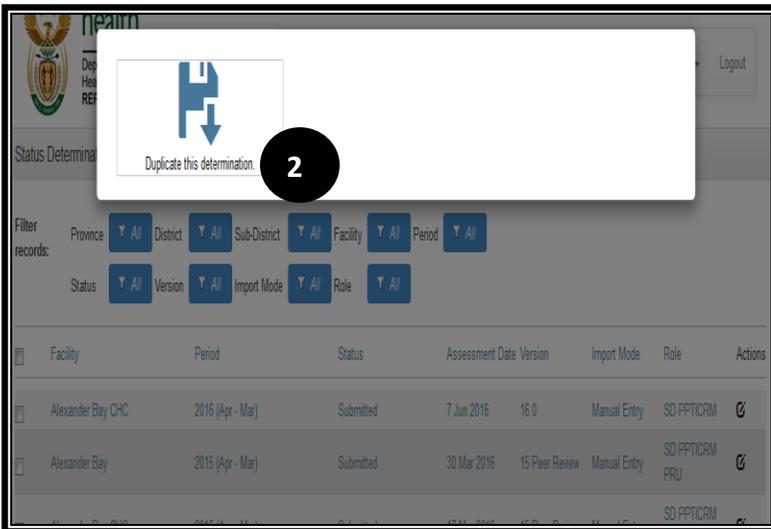
1. Once all the elements have been scored (no red lines are showing at the right side of the form), the "Submit" button will be made available to submit your status determination.

# 5. Duplicating a Status Determination



Retrieve the status determination that you want to duplicate, see section 3

1. Click on the edit option to duplicate on the far right hand side next to the facility that you want to duplicate a SD for.



2. A prompt box will appear. Click on the option "Duplicate this determination"



3. A prompt box will appear. Click on the option "Duplicate this determination"

Status Determinations

Filter records: Province  District  Sub-District  Facility  Period

Status  Version  Import Mode  Role

Records 1 to 15 of 59474 >

<input type="checkbox"/>	Facility	Period	Status	Assessment Date	Version	Import Mode	Role	Actions
<input type="checkbox"/>	Kloof Clinic	2020 (Apr - Mar)	Duplicated	16 Mar 2021	19.0 - Clinic	Manual Entry	SD PPTICRM	<input type="button" value="Edit"/>
<input type="checkbox"/>	Kloof Clinic	2020 (Apr - Mar)	Duplicated	16 Mar 2021	19.0 - Clinic	Manual Entry	SD PPTICRM	<input type="button" value="Edit"/>

4. Refresh the page or if you have access to more than one facility/multiple SDs are displayed on the capture page, type the name of the facility that you have duplicated in the search box and click on the “Search” button. The SD that was duplicated will show in the list with a status of “Duplicated”.

Status Determination

**5**

Details

Facility: Alexander Bay CHC

Date Visited / Status Determination Date: 2016-06-17

Date of Previous Visit: 2016-06-07

Changes implemented as a result of previous visits

Sub Components/Sections

Status Determination Version: 16.0

Status Determination Role: SD PPTICRM

Assessors: SR. D LANGVELDT, SR. C CARSTENS

Telephone Number: 0278311986

Clinic Staff met during Visit: SR. J. PAYNE, SR. M. LANDREW

5. Click on the SD with the status of “Duplicated”. The SD will then open in a ‘Saved’ status. Note that the **date will automatically default to the current date; change this if needed** as well as other information on the ‘Details’ section of the form i.e. Assessors, SD role, Telephone Number and Clinic Staff met during Visit. **Verify that all the information on the ‘Details’ section is correct before you select the ‘save’ button as you will not be able to edit this information once you have ‘saved’ the SD.** You can then update the elements on the SD where improvements were made. Once you have completed all the updates, select “submit”. Remember to save at regular intervals!