Chapter 2    Searching the System

In this chapter the user will learn how to search for a person on the system. The user will search for an injured person using various different types of data. Once the injured person’s records have been accessed, the user, depending on their role and permissions, may be able to view information on the injured person.

Lesson 1: Search for a Person

To search for an injured person’s records, the user clicks on the search tab in the toolbar.

The following screen will display and the user must enter the search criteria that they want to use to find the accident, and then click the Submit button.
The most common criteria’s used at this search point are Id no and Patient Name.

The following screen will present indicating that the search has been successful. In this case patient details was searched for.

The user can then access the individual’s records by clicking on the individual’s name and the following screen will display the records on the system as per the user’s role and permissions.
Within this screen, the user may access other relevant information by clicking on the claim information on the right hand side of the screen.

The user can return to the main search screen by clicking on the Search Tab.

In the next lesson the user will search for a claim.

Lesson 2: Search for a Claim

To search for a claim the user highlights the search tab in the toolbar and clicks on claim.

The following screen will display and the user must enter the search criteria that they want to use to find the claim, and then click the Submit button at the bottom of the screen.
The most common criteria's used at this search point are event No and Claim Number. The following screen will present indicating that the search has been successful. In this case an event number was searched for.

The user then clicks on the appropriate record to open it and the following screen will appear.
It must be noted that the tabs within the screen can be actioned by clicking on them, the use of these tabs will be explained in the next chapter.
Lesson 3: Search for a Medical Invoice.

To search for a medical invoice, the user highlights the search tab in the toolbar and clicks on the medical invoice bar.

The following screen will display and the user must enter the search criteria that they want to use to find the invoice and then click the Submit button at the bottom of the screen.
The most common criteria’s used at this search point are Supplier Invoice No., Account/Patient No., Invoice Date or alternatively on Person Details using Claim Reference no as indicated below.
If the user selects the Invoice date option, they can use a specific date.

In the case below an employee’s identity number has been used.
And the employee’s record is displayed.
The user then clicks on the employee’s record to open it and the following screen will display.
Once the record has opened the user can click on the Medical Invoices tab in the screen to view the invoices that pertain to the injured person as displayed below.

The next screen will display the required invoice detailing the status of the invoice within the RMA system.
The user can close the invoice detail screen by clicking on the close button and the following screen will appear.
For more information contact us on:

Call
• 086 999 0090

Or email
• ccms @labour.gov.

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