

Oromia Health Bureau



Standard Operation Procedure (SOP) for Health Regulatory Management
Information System (HRMIS)

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ACKNOWLEDGMENTS

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1. Introduction

HRMIS is a web-based application to capture, store, process professional licensing (from application to license generating), manage license status, archive, generate report & manage dashboard. It is platform independent. It is one of OHB strategies in information revolution endeavor which is one of the HSTP transformation agenda.

This SOP is intended to equip health care taskforces with knowledge and skill to effectively use HRMIS software for professional license processing. It enables the Applicant how to apply and get new license, upgrade, renewal, letter of designation, letter of good standing and replacement for lost/damaged license online from his/her workplace .It enables also the Approver how to review and approve for new license, upgrade, renewal, designation, letter of good standing and replacement for lost/damaged license online, that tasks are completed consistently and efficiently, and to reduce the risk of errors(non-conformity), improve quality and customer service. Additionally, it enables Zonal/Town reviewers how to review, attach professional license (expired or not expired) /Letter of Designation and **Add** the applicants not previously licensed by system using an account opened by the regional system admin.

2. Purpose:

This procedure gives instructions/steps on how applicant accesses, apply and receive new license, renewal license, upgrade, lost/damaged license, letter of designation and letter of good standing.

Approver accesses and process (new license, renewal license, upgrade, lost/damaged license, letter of designation and letter of good standing).

Zone/Town/City Reviewer access and attach previous license/designation letter for Renewal and Upgrade.

Administrator create account for Approver and Reviewer. Aside, with inclusive and overall system management and control with some restrictions.

3. Scope:

This procedure applies for activities to be performed using HRMIS such as New License, Renewal License, Upgrade, Replacement for lost/damaged license, Letter of Designation and Letter of Good standing implemented within Oromia Region jurisdiction.

4. Abbreviations:

HRMIS-Health Regulatory Management Information System

OHB-Oromia Health Bureau

SOP- Standard Operation Procedure

URL-Universal Resource Locator

5. Role and Responsibility

5.1. Root

Has inclusive and overall system management and control

5.2. Admin

Next to root user, admin has also inclusive role with some restrictions. For instance, admin cannot change user name and has no access to root privileged modules.

5.3. Oromia Health Bureau Health and Health related Directorate (Approver)

Is to ensure:

- ♥ Effective implementation, maintenance and follow-up of this procedure (Review and Approve application)
- ♥ Review/revise and communicate if any amendment is needed.
- ♥ Capacity building and support Health workforce at different levels (training, and technical support)
- ♥ Early communication and taking feedback for applicant soon.
- ♥ When gap/non-conformity is identified by approver, take administrative measures when necessary and follow the correction of identified gap.
- ♥ Communicate and provide information on any issue of HRMIS professional license processing and authentication.
- ♥ Compile, aggregate and generate report.

5.4. Reviewer (Zonal/Town/City)

- ♥ **Zonal/Town/City** reviewers receive expired professional license for Renewal and professional license (active or expired)/letter of designation for upgrade from applicants and attach to HRMIS. Additionally, they can update attached documents and their Reviewal profile (till approved).
- ♥ Reviewers can follow, communicate, and take administration measures on Expired license
- ♥ Reviewers can view the status of health professionals' licenses (Pending, Approved and Licensed Renewal/Upgrade) in their catchment area.

- ♥ For applicants not previously licensed by system but need professional license for Renewal and Upgrade they need to Add the applicants in to the system by using Add New Customer button on Reviewal Panel

5.5. Applicants

- ♥ They have to sign up to access the system online using URL defined by OHB and manage their account profile.
- ♥ An applicant applied for Health Professional license process, must be under practice of Oromia Health Bureau
- ♥ Degree-level applicants who are newly graduating from higher institution request health professional license should have grade 11 and 12 transcript from Oromia Region.
- ♥ Diploma, level-IV and level-V applicants who request Health professional license must graduate from recognized higher institutions from Oromia region.
- ♥ An applicant who requests professional license (New, Renewal, Upgrade and Replacement), letter of designation and letter of good standing must meet the requirements.
- ♥ Every health professional should renew the professional license every five year.
- ♥ The applicant can process professional licensing online at any time from any place

6. Definitions:

Approver means an expert who approves required document/s for Health professionals license processing at the regional level.

Reviewers are Zone/Town/City Regulatory expert who receive and attach previous license/designation letter from applicants who are previously licensed by HRMIS (eligible) and make applicants eligible who have not yet licensed by system.

Professional means a person trained at a recognized higher education institution and registered /licensed by regulatory bodies to provide health service.

Applicant means an eligible health professional who applies /request for new health professional license, Renewal license, Upgrade, Designation Letter, Letter of Good standing and Professional license replacement.

Mandatory documents are an item required for Professional License Processing.

New Application, from the perspective of applicant, is an application that has to be filled by an applicant who has never had professional license.

New Application, from the perspective of approver, is an item which contains list of applications (New, Upgrade, Renewal, Replacement, Designation Letter and Letter of Good Standing) applied by applicant.

New professional license means the regional regulatory body provide a license for the first time and grants the recipient legal authority to practice a specific scope.

Renewal Application is Customer Workspace item to renew for the action of extending the period of validity of license

Upgrade Application is Customer Workspace item to upgrade an extension of existing professional status/the license scope on the basis of an existing license.

Letter of Designation is an official name, description or title which is given to a requested institutions regarding health professional.

Letter of Good Standing is an official letter given for an applicant regarding his/her performance.

Replacement Application is Customer Workspace item to replace License that is issued to substitute for a license that has been lost or damaged.

Rejection means the regulatory bodies' action to reject the applications if the document provided by applicant is not legal and /or invalid

Restore is an action to be taken by administrator to change the application status to New when license is approved or issued wrongly by approver.

Suspended means any administrative measure that prevents health professional from performing his/her professional duties for a period of time due to violation or non-compliance with the regulations.

Revoke means an administrative measure to cancel/withdraw health professional license from performing his/her professional duties by regulatory bodies.

Active state means the professional license is valid and has not expired so that health professionals can practice in the scope of service.

Inactive state means a health professional whose professional license is invalid (revoked), expired or health professional has not performed using the given professional license.

7. Activity description/procedure

7.1. Steps to create new account/sign up for applicants

- ♥ Open browser and type URL on address bar.
- ♥ Click on Agree
- ♥ Homepage
- ♥ Click on Get Started
- ♥ Click Signup/Sign in button
- ♥ Applicant/Guest Homepage
- ♥ Click on Next button to navigate to Applicant Workspace


7.2. Reset password (only for Applicant/Guest)

- ♥ Click on Forgot Username/Password button
- ♥ Open a dialog box to enter email to send the link for updating password
- ♥ Enter your email

- ♥ Click on send reset link
- ♥ Then the link will be sent to your email
- ♥ Open your email to get the link and reset your password
- ♥ Enter new password, confirm new password and update

7.3. Steps to Sign in to the system

- ♥ Enter Username and Password
- ♥ Click on Sign in button to navigate to Applicant/Guest Homepage

	<p>When an Applicant Sign in to the system, Applicant's Homepage will be appeared, and then, click on the Next button to navigate to Customer Workspace</p>
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8. Customer Workspace

- ♥ The following items are available on Customer Workspace
 - Applications Category
 - Application History
 - Payment Processing
 - License Generating
 - Good Standing Letter Generating
 - Designation Letter Generating

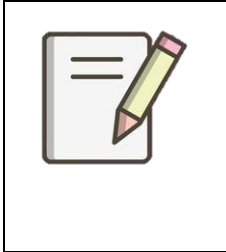
8.2. Application Category

Click on Application Category to select an application item

- ♥ New Application
- ♥ Renewal Application
- ♥ Upgrade Application
- ♥ Letter of Good standing
- ♥ Letter of Designation
- ♥ Replacement (Lost/Damage) Documents Applications

8.3. Application History

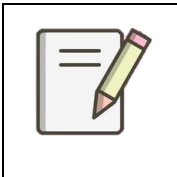
- ♥ Click on Application History to view fields on List of Your Application table



When an applicant-required documents or profile is reviewed and approved by Approver, the payment needed for the license processing message is appeared as number 1 in side badge icon on Payment Processing

7.4. Payment Processing

- ♥ Click on Payment Processing
- ♥ Click on List of Your Payments table
- ♥ Click on Browse
- ♥ Then attach Payment Receipt



When Approver approves an attached payment receipt, a message is appeared preceded by spinner indicating license is ready

7.5. License Generating

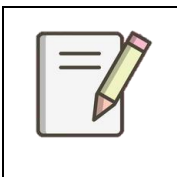
- ♥ Click on License Generating button
- ♥ Download and color-print professional license

7.6. Good Standing Letter Generating

- ♥ Click on Good Standing Letter Generating button
- ♥ Download and print letter of Good Standing

7.7. Designation Letter Generating

- ♥ Click on Designation Letter Generating button
- ♥ Download and print letter of Resignation Letter Generating



When Applicants click on one item of the Application Category under Customer Workspace, the Applicant will navigate to the Customer Panel

8. Customer Panel

The following items are available on Customer Panel

- ♥ Helps on Requirements
- ♥ Mandatory Document
- ♥ Application


- ♥ Institution/s Graduated From
- ♥ Publications (if there is any)
- ♥ Additional Attachments (if there is any)

8.1. Helps on Requirements

- ♥ Click on Help button to view mandatory documents requirements

8.2. Mandatory Document.

- ♥ Click on Mandatory Documents item to attach documents
- ♥ Click on Add New button to get Add Mandatory Documents
- ♥ Click on Choose File and attach required document/s
- ♥ click on choose file button which will take you to file location.
- ♥ Select the documents and click on Browse button to attach
- ♥ Click on Save button and then Data is Saved Successfully dialog box will appear
- ♥ Click on the Close button to close the dialog box

	<ol style="list-style-type: none"> 1. The applicant can view a list of attached documents, edit or delete them until the document is approved by the approver. He/ She can sort, search, or filter for mandatory document. 2. The applicant can attach more document/s by clicking on Add New button
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8.4. Application

- ♥ Click on Application, fill application profile & attach 3x4 photo (3.5KB-4KB) in JPG/JPEG format.
- ♥ Select number of profession/s to be applied for by selecting from drop down menu
- ♥ Click on Save button to save the application, and then, Data is Saved Successfully dialog box is appeared
- ♥ Then click on the Close button to close dialog box

8.5. Institutions Graduated From

- ♥ Click on Institution's Graduated From item
- ♥ Click Add New button to fill all required information
- ♥ Fill fields on Add Professional Training window

- ♥ Click on Save button and then, Data is Saved Successfully dialog box is appeared.
- ♥ Click on the Close button to close Dialog box

	<p>Applicant can add more institutions by Clicking Add New button under Institutions Graduated From</p>
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8.6. Publications (if there is any)

- ♥ Click on Publications (if there is any)
- ♥ Click on Add New button to fill required fields on Add Publication window
- ♥ Click on Save button, and then, Data is Saved Successfully dialog box is appeared
- ♥ Then click on the Close button to close the Dialog box

8.7. Additional Attachments (if there is any)

- ♥ Click on Additional Attachments (if there is any)
- ♥ Click on Add New button to get Add Additional Attachment/s window
- ♥ Click on Choose File and attach required document/s
- ♥ Select the documents and click on Browse button to attach document
- ♥ Click on Save button, and then, Data is Saved Successfully dialog box will appear
- ♥ Click on the Close button to close the dialog box

8.8. Sign and Apply

- ♥ After an Applicant attaches Mandatory Document and Additional Attachments (if there is any), and fill Application, Institution/s Graduated From and Publications (if there is any) and click on Sign and Apply button

	<ol style="list-style-type: none"> 1. The Customer Panel will be disappeared automatically and navigate to Customer Workspace immediately when applicant clicked on Sign and Apply button 2. When you click on Sign and Apply button, it is to mean that you have put your signature and submit your application.
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9. Zone/Town/City Reviewal Panel

How to access HRMIS

- ♥ Open browser and type URL on address bar
- ♥ Click on Agree
- ♥ Homepage

- ♥ Click on Get Started
- ♥ Enter your Username and password
- ♥ Reviewer Homepage
- ♥ Click on Next button to navigate to Reviewal Panel
- ♥ **The following items are available on Reviewer Panel page**
 - Upgrades/Renewals Eligible for Approval
 - Pending Upgrades/Renewals
 - Approved Upgrades/Renewals
 - Licensed Upgrades/Renewals

9.1. Steps to Upgrades/Renewal for eligible applicants

- ♥ Sign in to HRMIS using Username and password
- ♥ Reviewer Homepage
- ♥ Click on Next button
- ♥ Reviewal Panel-Zone/Town/City appeared
- ♥ Click on Upgrades/Renewals Eligible for Reviewal
- ♥ List of eligible professional licensing customers for upgrade/renewals in your respective organization will be displayed
- ♥ Click on search text box to search list of eligible customers for renewal/upgrade.
- ♥ Write name of applicant in search box and hit enter to filter.
- ♥ Click on file button under approve column
- ♥ Attach previous license/designation letter in PDF format
- ♥ Select approval type (Upgrade/Renewal) from drop down box
- ♥ Enter your full name, position, email, phone number and remark if any
- ♥ Click on approve to enable further processing by approver at OHB and applicant
- ♥ After you click on approve, confirmation pop up message appears
- ♥ Click on Close button to close
- ♥ Sign out to exit from the system

9.2. Upgrade and Renewal Reviewal Panel ineligible (not licensed by the system previously)

- ♥ **The applicant needs to Sign up**

- ♥ Zone/Town reviewer searching the Applicant from sign up
- ♥ Click on Add New Customer button to search the Applicant
- ♥ Click on file button under Approve column
- ♥ Attach previous license/designation letter in PDF format
- ♥ Select approval type (Upgrade/Renewal) from drop down box
- ♥ Enter your full name, position, email, phone number and remark if any
- ♥ Click on approve to enable further processing by approver at OHB and applicant
- ♥ After you click on approve, confirmation pop up message appears
- ♥ Click on Close button to close
- ♥ Sign out to exit from the system

9.3. Pending Upgrades/Renewals

- ♥ This item is where list of reviewed customers by the Zone/Town are populated. These customers are either not yet processed their application or approved by Approver

9.4. Approved Upgrades/Renewals

- ♥ This item is where list of approved applications by Approver are populated.

9.5. Licensed Upgrades/Renewals

- ♥ This item is where list of licensed applications is populated

10. Approval Workspace

How to access Approval Workspace

- ♥ Open browser and type URL on address bar
- ♥ Click on Agree
- ♥ Homepage
- ♥ Click on Get Started
- ♥ Sign in to HRMIS using Username and password
- ♥ Approval Homepage
- ♥ Click on Next button to navigate to Approval Workspace

The following items are available on Approval Workspace

- New Applications
- Approved Applications
- Pending Applications
- Licensed Applications
- Rejected Applications
- Payment Approval
- Approved Payments

10.1. New Applications

♥ Clicking on New Application, the following items are available

- List of New Applications for:
 - New, Upgrade, Renewal, Replacement
 - Letters of Good standing
 - Letters of Designation

♥ Click on Browse button under Approve column to navigate to Approval Panel

10.2. Approved Applications

♥ Click on Approved Applications

♥ Click on Browse button under Approve column to navigate to Approval Panel

10.3. Pending Applications

♥ Click on Pending Application

♥ Click on Browse button under Approve column to navigate to Approval Panel

10.4. Licensed Applications

♥ Click on Licensed Application

♥ Click on Browse button under Approve column to navigate to Approval Panel

10.5. Rejected Applications

♥ Click on Rejected Application

♥ Click on Browse button under Approve column to navigate to Approval Panel

10.6. Payment Approval

♥ Click on Payment Approval

♥ Click on Browse Receipt to review receipt attached by the applicant

- ♥ Click on Approve-to-approve payment
- ♥ The confirmation dialog box will be appeared
- ♥ Click on Close button

10.7. Approved Payment

- ♥ Click on Approved Payment
- ♥ Click on Browse Receipt button under Browse Receipt column to view the receipt

11. Approval Panel

The following items are available on Approval Panel

- Help button
- Mandatory Documents
- Application
- Institution Graduated From
- Publication (if there is any)
- Additional Attachments (if there is any)
- Application Approval

11.1. Help button

- ♥ Click on Help button to view Mandatory Documents required


11.2. Mandatory Documents

- ♥ Click on Mandatory Documents item to view each attached document
- ♥ Click on the name of attached mandatory document to check and review each document
- ♥ Click on Feedback button under Action column if it is required
- ♥ Click on Approve button after the Approver check and review the Mandatory Documents of the applicant
- ♥ Then Confirmation dialog box for Approved successfully dialog box will appear
- ♥ Click on the Close button to close the dialog box

11.2.1. When Feedback is required

- ♥ Click on Feedback button under Action column, and then dialog box of Feedback on the specified document will appear.

- ♥ Write your feedback in the Feedback text box
- ♥ Click on Save button and Feedback Submitted Successfully confirmation dialog appeared
- ♥ Click on Ok button to close the dialog


	<p>The written feedback will appear automatically under Feedback column of applicant's Attached Documents table</p>
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11.3. Application

- ♥ Click on Application then the Application profile will be displayed.
- ♥ Check, review the application profile such as Personal Information, Birth Address Information, Current Address Information and The Applicant is Applied for the Profession Option/s
- ♥ Click on Feedback button if it is required
- ♥ Click on Approve button then
- ♥ The Confirmation dialog box for Approved successfully dialog box will appear
- ♥ Click on the Close button to close the dialog box

11.3.1. When feedback is required

- ♥ Click on Feedback button then dialog box of Feedback appeared
- ♥ Write your feedback in the Feedback text box
- ♥ Click on Save button and Feedback Submitted Successfully confirmation dialog appeared
- ♥ Click on Ok button to close the dialog

	<p>The written feedback will appear automatically in Feedback text box on Application form</p>
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11.4. Institution Graduated From

- ♥ Click on Institution Graduated From
- ♥ The Institution/s from which the applicant was graduated will be displayed.
- ♥ Check, review, and click on Feedback button under Action column if it is required

- ♥ Click on Approve button
- ♥ The Confirmation dialog box for Approved successfully dialog box will appear
- ♥ Click on the Close button to close the dialog box

11.4.1. **When feedback is required**

- ♥ Click on Feedback button under Action column, and then dialog box of Feedback on the specified document will appear
- ♥ Write your feedback in the Feedback text box
- ♥ Click on Save button and Feedback Submitted Successfully confirmation dialog appeared
- ♥ Click on Ok button to close the dialog

11.5. **Publication (if there is any)**

- ♥ Click on Publication, then publication/s of the applicant will be displayed
- ♥ Check, review, and click on Action button to give feedback on Publication/s attached or linked
- ♥ Click on **Approve** button then
- ♥ The Confirmation dialog box for Approved successfully dialog box will appear
- ♥ Click on the Close button to close the dialog box

11.5.1. **When feedback is required**

- ♥ Click on Feedback button under Action column, and then dialog box of Feedback on the specified document will appear
- ♥ Write your feedback in the Feedback text box
- ♥ Click on Save button and Feedback Submitted Successfully confirmation dialog appeared
- ♥ Click on Ok button to close the dialog

11.6. **Additional Attachments (if there is any)**

- ♥ Click on Additional Attachments then
- ♥ An Additional Attachment/s of the applicant will be displayed.
- ♥ Check, review, and Click on Action button to give feedback to Additional Attachment/s

- ♥ Click on **Approve** button then
- ♥ The Confirmation dialog box for Approved successfully dialog box will appear
- ♥ Click on the Close button to close the dialog box

11.6.1. When feedback is required

- ♥ Click on Feedback button under Action column, and then dialog box of Feedback on the specified document will appear
- ♥ Write your feedback in the Feedback text box
- ♥ Click on Save button and Feedback Submitted Successfully confirmation dialog appeared
- ♥ Click on Ok button to close the dialog

11.7. Application Approval

- ♥ Click on Application Panel
- ♥ Information to be Filled by officials' only form will be displayed
- ♥ Select COC status, fill CPD (# of CEUs), select Licensure Exam year, month and fill List Number, select Number of Application Approved for Registration, Select The applicant is approved for registration (like Qualification, Profession, Designation and good standing Letter)
- ♥ Write comment and other observation if any
- ♥ Select Temporary Registration (Yes/No), select Approval Date (G.C and E.C) and fill Service Amount Payment
- ♥ Click on Save Button and then, the Confirmation dialog box Approval Panel Data Inserted Successfully will be displayed
- ♥ Click on Close button to close, and then, the Application Status will be changed to New.
- ♥ Clicking on Approve button, and then, the Application Status will be changed to Approved
- ♥ Click on Approve this Application button when all required documents are approved

- ♥ The Confirmation dialog box for Application is approved Successfully will be displayed
- ♥ Click on the Close button to close the dialog box


11.7.1. When feedback is required

- ♥ Click on Feedback on this Application button under Over all Application feedback dialog box will appear
- ♥ Write your feedback in the Application Feedback text box
- ♥ Click on Save button and over all Feedback Submitted Successfully confirmation dialog appeared then click on Ok button. note

	<p>If you want to cancel Application Feedback, click on Close button</p>
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11.7.2. When rejection required

- ♥ Click on **Reject this Application button under Approval Panel**, and then Are you sure to reject this application dialog box will be appeared
- ♥ Click on OK button to proceed or Click on Cancel button to cancel
- ♥ Reason for Application Rejection dialog box will be appeared
- ♥ Write your rejection reason in the Rejection text box
- ♥ Click on Save button and then Rejected Successfully confirmation dialog box will appear
- ♥ Click on Close button to close the dialog box

	<p>If you want to cancel Application rejection, click on Close button</p>
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12. Reference

- ♥ Health professionals' Registrations and licensing directive number 770/2021
- ♥ Wikipedia Dictionary

13. Supporting document and records

HRMIS Participant manual, SOP
 Helps button for required document

Content of Declaration

Declaration

I, the undersigned regulatory expert personnel, certify that I am conducting every step of the procedures incorporated in this SOP after a prior reading.

Name

Signature and Date

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..... E. C.

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REVISION AND AMENDMENT

i. Review of Document

Review Date	Reviewed by:		Approved by:	
	Name	Signature	Name	Signature

A. Version Change History/Description

Version. No.	Effective Date	Description of Version Change	Reviewer		Approver	
			Name	Sig	Name	Sign

B. Amendment

Rev. No.	Page No	Description of Amendment	Amendment Date	Effective Date	Approval	
					Name	Sign