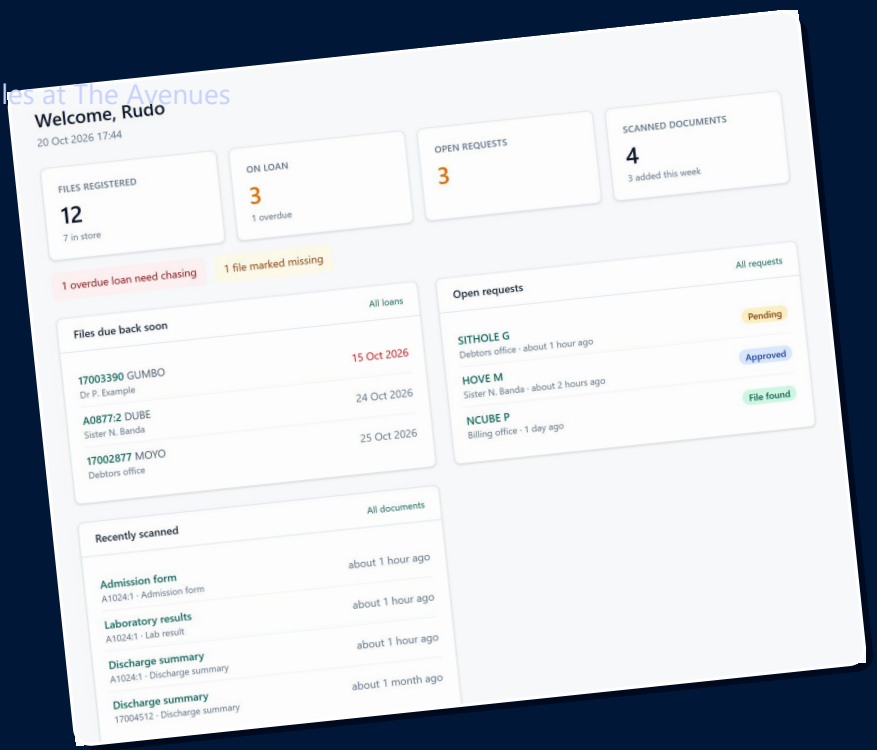
THE AVENUES CLINIC
MEDICAL INVESTMENTS LIMITED

MIL Records System

Quick user guide

Request, find, lend, scan and share patient files at The Avenues Clinic.



Start here →

Version 0.1.14 · October 2026 · records.avenuesclinic.co.zw

Screens show a demonstration database: every patient is fictional.

Start here

Click the box that describes you. Every box, underlined phrase and line below is a link.

I need a patient file
Any ward or department. No account needed. →

Signing in
Passwords, forgotten passwords, 6-digit codes. →

Records officer
Record, lend, scan, answer requests, share. →

Clinical staff
Look up files and scans; follow your requests. →

Administrator
Users, settings and first-day setup. →

Auditor
Reports, audit log and access history. →

Everything in this guide

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- Send a request 3
- Follow it, or view a scanned copy 3

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How to use this guide

- Red numbers on each screen match the numbered steps beside it.
- **Open in the system** takes you to that screen at records.avenuesclinic.co.zw.
- The PDF bookmarks panel lists every topic. Footer links bring you back here.
- Checklists have real tick boxes: tick, then save the PDF to keep them.

1 · REQUESTERS · NO ACCOUNT NEEDED

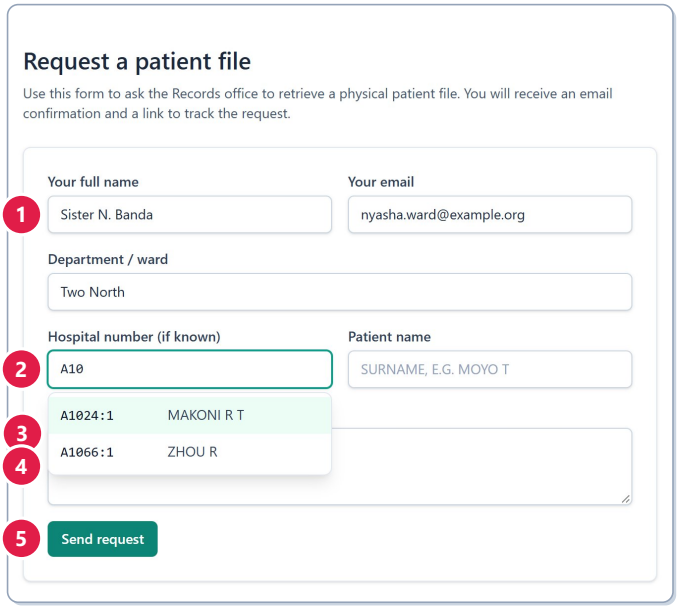
Request a patient file

Fill in one short form. You get an email with a tracking link, and another each time the request moves on.

Send a request

Open in the system ↗

REQUESTER



1. Enter your name and clinic email: updates go there.
2. Start typing the hospital number or the patient's surname.
3. Pick the patient from the list. Both boxes fill in. No match? Type the name anyway.
4. Say why you need the file.
5. Press **Send request**. Keep the **Track request** link.

TIP A3361 finds A336:1, and MOYO T finds Moyo T. Separators don't matter.

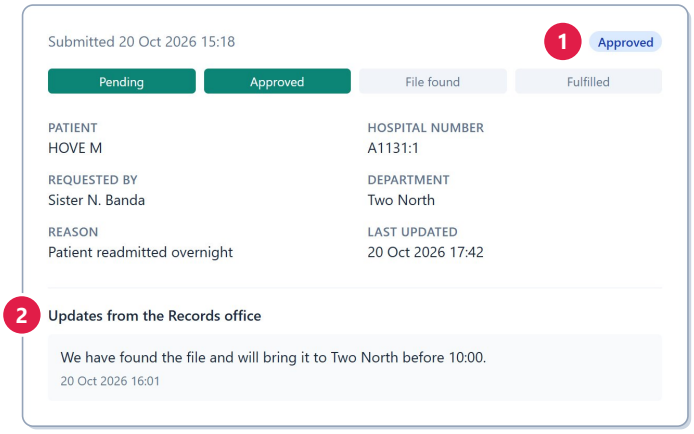
What happens next

Pending → Approved → File found → Fulfilled

You are emailed at each step. It can also end as Not found, Rejected or Closed.

Follow it, or view a scanned copy

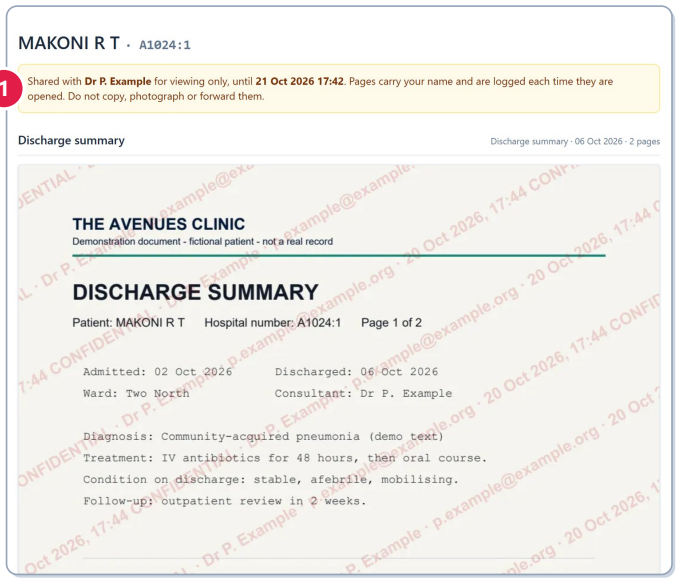
REQUESTER



1. The current status of your request.
2. Messages from the Records office.

File found means collect it from the Records office. Paper files are normally due back in **7 days**.

If the file is already scanned, Records may email you a **view-only link** instead. It works for 4 hours to 7 days, then expires.



1. Who the pages are shared with, and until when.
2. Every page carries your name, email and the time.

- No download, print or copy.
- The pages blur when you switch window: click to continue.

DO NOT photograph, screenshot or forward the pages. Every view is logged and every page is traceable to you.

2 · ALL STAFF

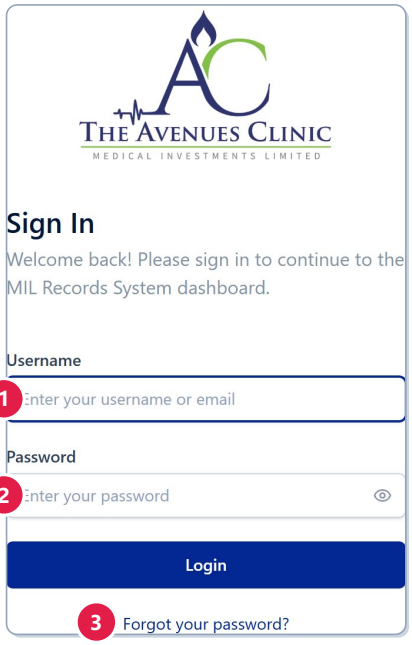
Signing in

Everyone has their own account. Your role decides which menu items you see.

Sign in, and forgotten passwords

Open in the system ↗

ALL STAFF



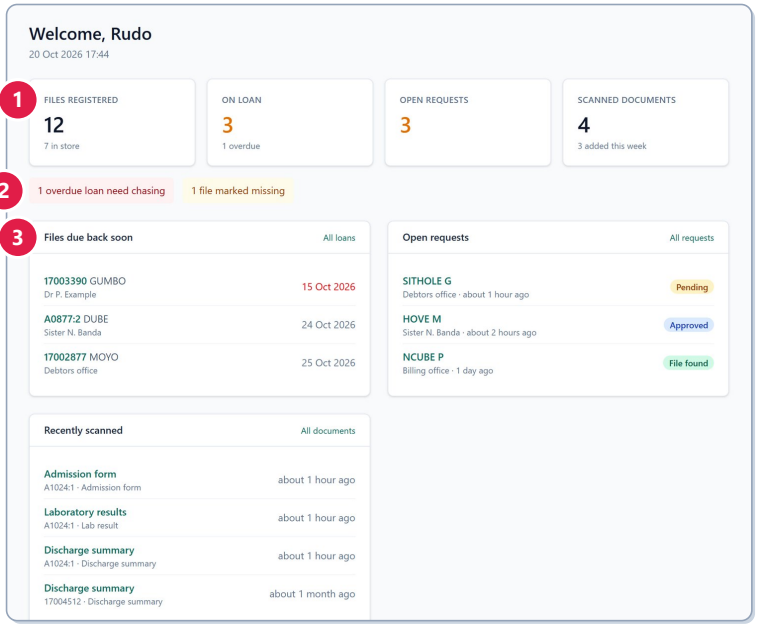
1. Your username or email.
2. Your password. The eye icon shows what you typed.
3. Forgot it? Press **Forgot your password?** and use the emailed link within 60 minutes.

Situation	What happens
First sign-in	You must choose a new password: 12+ characters with upper case, lower case and a number.
5 wrong passwords	Locked for 15 minutes. A reset link or an administrator unlocks it sooner.
6-digit code asked	Two-factor is on: type the code from your phone's authenticator app within 5 minutes.
Administrators	Must turn on two-factor. Install Microsoft Authenticator, Google Authenticator or Authy, then follow the setup screen.
Lost phone	Ask an administrator to press **Reset 2FA** on your account.

The dashboard and finding a file

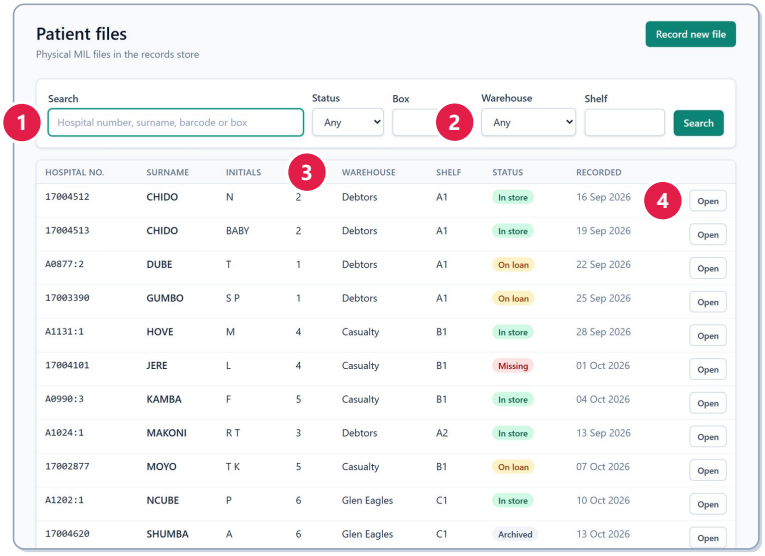
Open in the system ↗

ALL STAFF



1. Clinic-wide totals: files, loans, open requests and scans.
2. Alerts: overdue loans and missing files, as links.
3. Files due back soon, open requests and the latest scans.

My account (bottom of the menu): your profile, password, two-factor and where you are signed in. **Help** opens this guide.



1. Search by hospital number, surname, **SURNAME INITIALS**, barcode or box.
2. Narrow by status, box, warehouse or shelf.
3. Each row shows exactly where the file is kept.
4. **Open** shows details, scans and who has it.

Scanned documents: **Scanned Documents** in the menu. You can also search the words inside scans.

3 · RECORDS OFFICERS

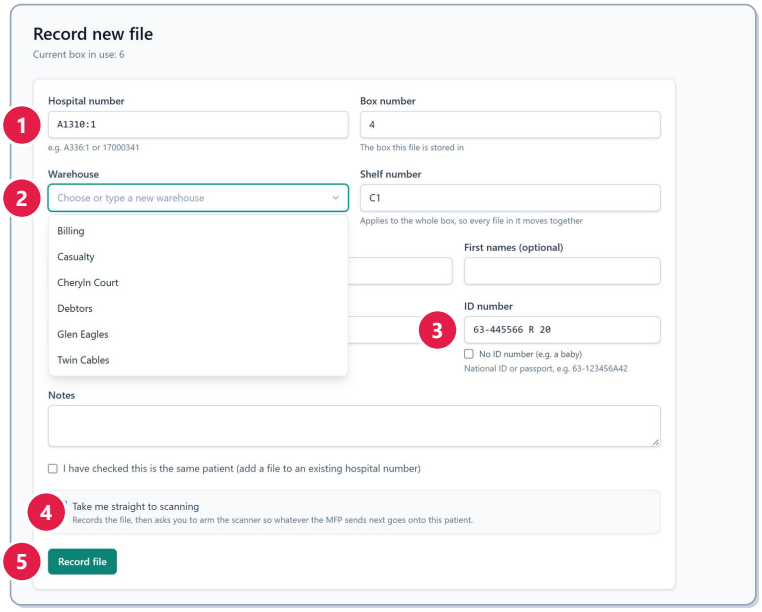
Running the records office

Record files, lend and receive them, answer requests, scan and share. Administrators can do all of this too.

Record a new file

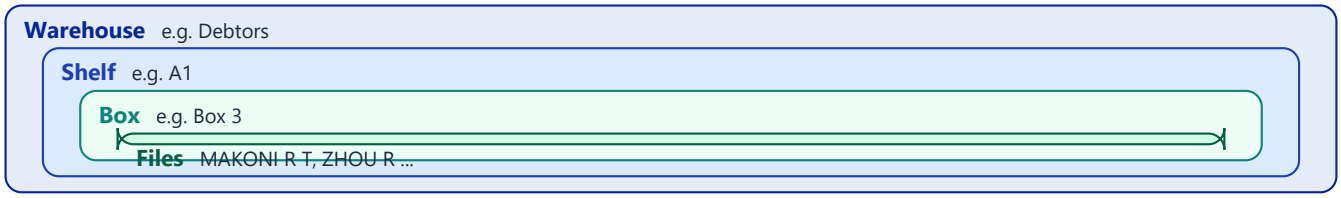
Open in the system ↗

RECORDS OFFICER ADMINISTRATOR



1. Hospital number, e.g. A336:1. Box, warehouse and shelf start as the box in use.
2. Pick the warehouse, or type a new one. It's added when you save.
3. ID number. For a baby, tick **No ID number**.
4. Leave ticked to go straight to scanning.
5. **Record file**, then **Print label** on the file page.

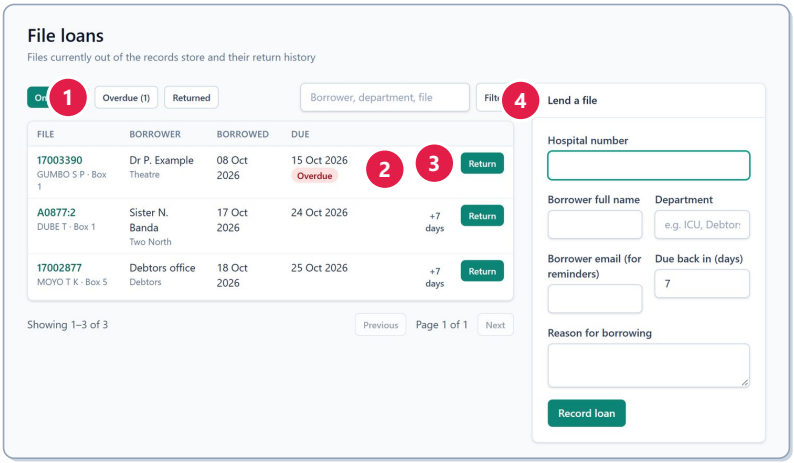
> **NOTE** Location belongs to the **box**: changing it moves every file in that box.



Lend, return and chase files

Open in the system ↗

RECORDS OFFICER ADMINISTRATOR



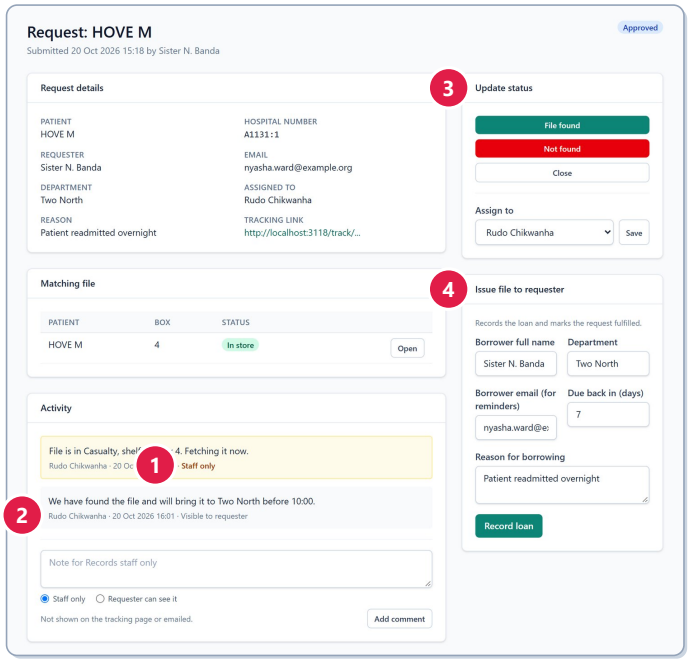
1. **Overdue**: files past their due date. Phone the borrower.
2. **+7 days** gives more time.
3. **Return** when the file is back. It goes back to In store.
4. **Lend a file**: borrower, department, email for reminders, days and reason.

You can also lend from a file's page (**Lend this file**). Every morning at **07:30** the office and each late borrower get a reminder email.

Answer a file request

Open in the system ↗

RECORDS OFFICER ADMINISTRATOR



1. **Staff only** notes (yellow) are never shown to the requester.
2. Notes marked **Requester can see it** appear on their tracking page.
3. Move the request on. Each change emails the requester.
4. **Issue file to requester** records the loan, fulfils the request and emails them.

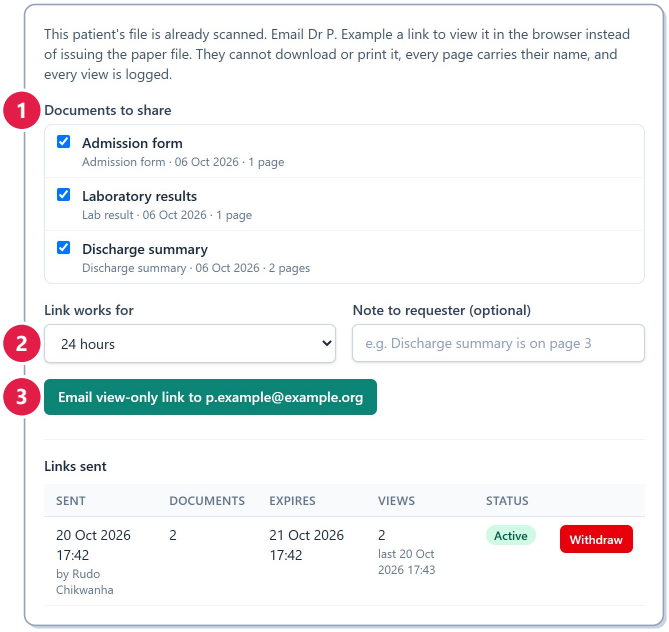
> **TIP** No file linked? Type the right hospital number under **Matching file** and press **Link file**.

Reopen puts any closed request back to Pending.

Share a scanned copy instead

Open in the system ↗

RECORDS OFFICER ADMINISTRATOR



1. Untick documents the requester does not need.
2. Choose how long the link works: 4 h, 24 h, 3 or 7 days.
3. Email the view-only link. The request is marked fulfilled.

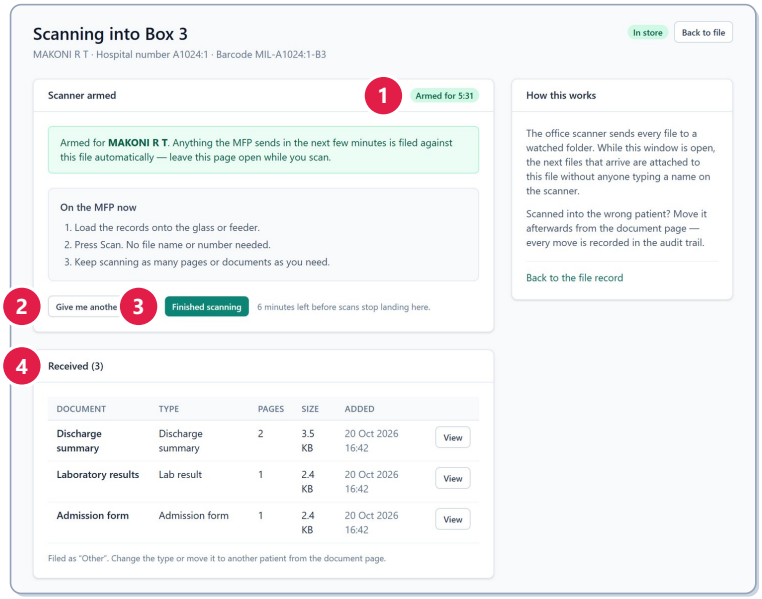
- **Links sent** shows views and status. **Withdraw** stops a link at once.
- Pages are watermarked with the requester's name; there is no download or print.

Scan into a file

Open in the system ↗

RECORDS OFFICER ADMINISTRATOR

On the file's page press **Scan into this file**, then **I'm ready to scan**. Now just press **Scan** on the office MFP: no typing on the scanner.



1. Armed for this patient, with a 10-minute countdown.
2. Need longer? Add another 10 minutes.
3. Done? **Finished scanning**.
4. Each scan appears here within seconds.

> **TIP** Wrong patient? Open the document and use **Move to that patient**. Set the document type there too.

Where a scan lands

1. Number in file name?
A336-1.pdf or 17000341__LAB.pdf is filed to that patient.

→

2. Scanner armed?
Otherwise it goes to the armed file (one at a time).

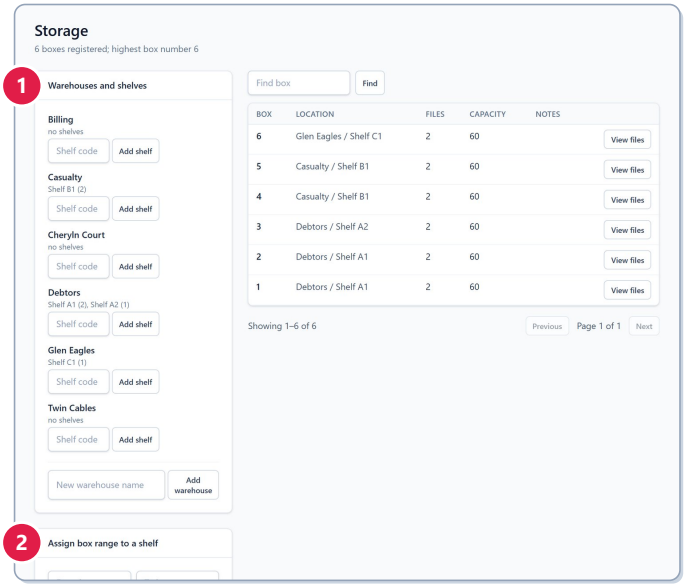
→

3. Review inbox
Neither? It waits in Scanning > Review inbox for you to file it.

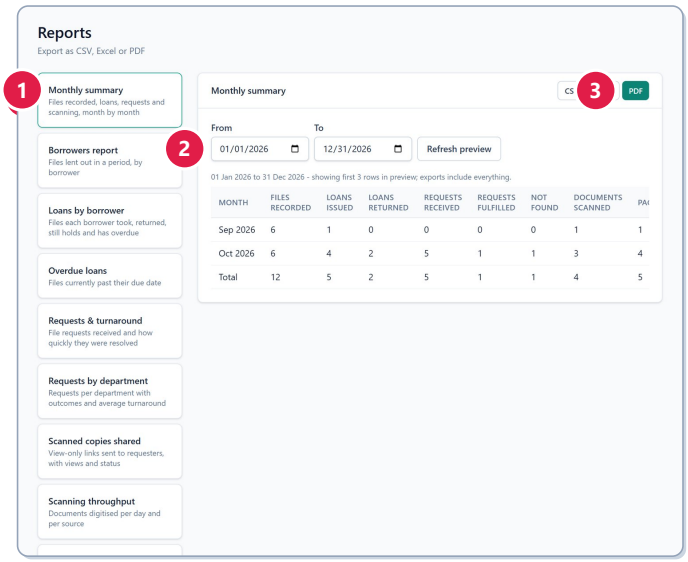
Warehouses, shelves and reports

Open in the system ↗

RECORDS OFFICER ADMINISTRATOR



1. Add warehouses, and shelves inside them.
2. Put a run of boxes on a shelf in one go, e.g. boxes 1-40.
3. Set one box's shelf, capacity and notes.



1. Pick one of 16 reports.
2. Set the dates and press **Refresh preview**.
3. Download as CSV, Excel or PDF.

Useful ones: **Monthly summary**, **Overdue loans**, **Digitisation progress**, **Missing files** and **Records needing review** (babies without IDs, duplicate numbers).

> **IMPORTANT** Exports contain patient data. Keep them on clinic systems.

4 · CLINICAL STAFF AND AUDITORS

Looking things up

Read-only roles. Ask the Records office to change, lend or scan anything.

Clinical staff

Open in the system ↗

CLINICAL STAFF

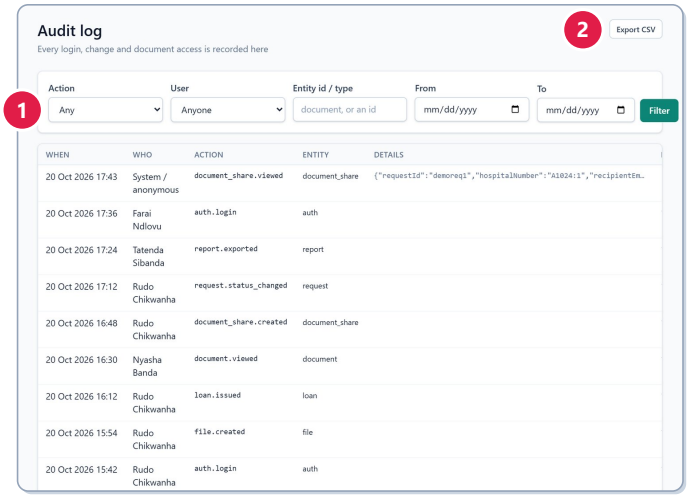
- Search files and see where they are or who has them: The dashboard and finding a file.
- Read scanned documents, and search the words inside them.
- Request a file with **New request** on **File Requests**. You see the requests sent from your account's email.

IMPORTANT Downloads are logged against your name. Download only what you need for care.

Auditors

Open in the system ↗

AUDITOR ADMINISTRATOR



1. Filter by action, user, item and dates.
2. Export what you filtered.

Every sign-in, change, view and download is here. In Reports, use **Staff activity**, **Document access log** and **Scanned copies shared**.

Monthly check

- [ ] Document access log: unusual volume or out-of-hours viewing.
- [ ] Scanned copies shared: outside addresses, links never opened.
- [ ] Staff activity: leavers whose accounts are still active.

5 · ADMINISTRATORS

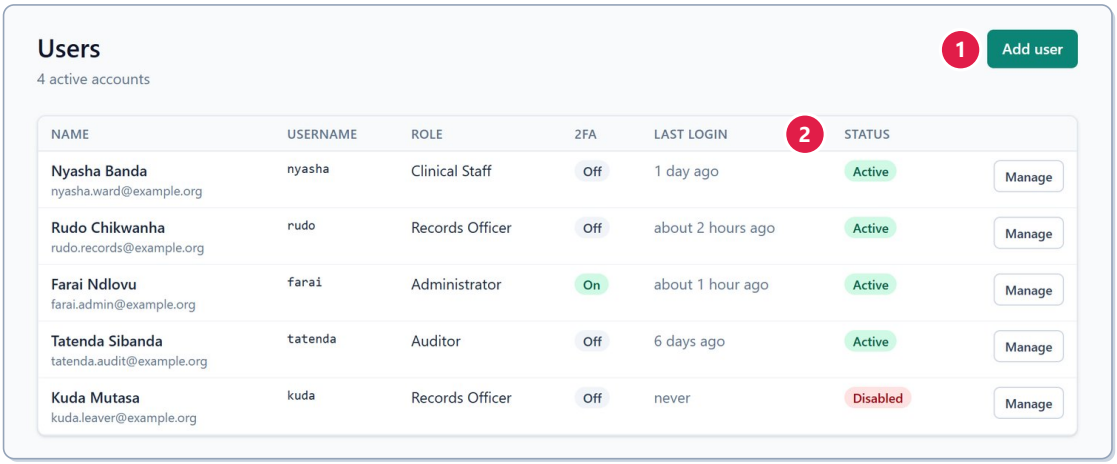
Administering the system

Everything a records officer can do, plus users, settings, scanner devices and the legacy import.

Users

Open in the system ↗

ADMINISTRATOR



1. **Add user**: name, email, username, role and a temporary password.
2. Status: Active, Locked, Password change due or Disabled. **Manage** to act.

Situation	On the user's page
Locked out	**Unlock account**.
Forgot password	They use **Forgot your password?**, or you **Set temporary password**.
Lost phone	**Reset 2FA**.
Left the clinic	**Disable account**. History is kept.

DO NOT send temporary passwords by email or WhatsApp. Tell the person directly.

First-day checklist

Open in the system ↗

ADMINISTRATOR

Getting ready

- [ ] Sign in, choose a new password and set up two-factor.
- [ ] **Settings**: clinic name, loan days, notification emails. Press **Send test email to me**.
- [ ] **Users**: add every member of staff with the right role.
- [ ] **Scanning** > **Devices**: register the records PC and copy its token into the Scan Bridge.
- [ ] **Import / Export**: dry run, then apply, the old mil_files data.
- [ ] **Storage**: add shelves and assign box ranges to them.
- [ ] Check **Settings** shows a recent backup.

HELP

Quick answers

The questions the Records office hears most.

Common problems

ALL STAFF

Problem	Fix
Can't sign in	Wait 15 minutes, or press **Forgot your password?**. Wrong code? Set your phone's clock to automatic.
Request form says disabled	An administrator switched it off in **Settings**. Phone the Records office.
Scan didn't appear	Was the scanner armed? Look in **Scanning** > **Review inbox**. Is the records PC online (green dot)?
Link to scans doesn't work	On the request, check **Links sent**. Expired or withdrawn? Send a new one.
Something recorded wrongly	**Edit** on the file page, or **Move to that patient** on a document. Every change is in the audit log.
Private note on a request?	Leave the comment on **Staff only** (the default).

REFERENCE

Glossary

Words used in the system, and what each role can do.

Words and statuses

ALL STAFF

Term	Meaning
Hospital number	The patient's number, e.g. A336:1 or 17000341.
ID number	National ID or passport. NOID-<number> means none yet (e.g. a baby).
File status	In store · On loan · Archived · Missing
Request status	Pending → Approved → File found → Fulfilled, or Not found · Rejected · Closed
View-only link	Watermarked, expiring link to scanned pages: Active · Expired · Withdrawn
Armed scanner	The file the office MFP is scanning into right now.
Review inbox	Scans that could not be matched to a patient.
-DUP / Box 0	Legacy records that need checking (see Records needing review).

Can...	Officer	Clinical	Auditor	Admin
Search files, loans and scans	Yes	Yes	Yes	Yes
See requests	All	Own	All	All
Record, lend, scan, share	Yes	-	-	Yes
Reports	Yes	-	Yes	Yes
Audit log, staff activity	-	-	Yes	Yes
Users, settings, import	-	-	-	Yes

My notes

ALL STAFF

Your username, the Records office extension, shelf codes. Save the PDF to keep them. Never write down a password.