# intelehealth

# User Manual
## Doctor's portal

A step-by-step user guide to getting started on the Doctor's portal for v4.0 of the Intelehealth provider-to-provider telemedicine platform

Last updated: 26 March 2024
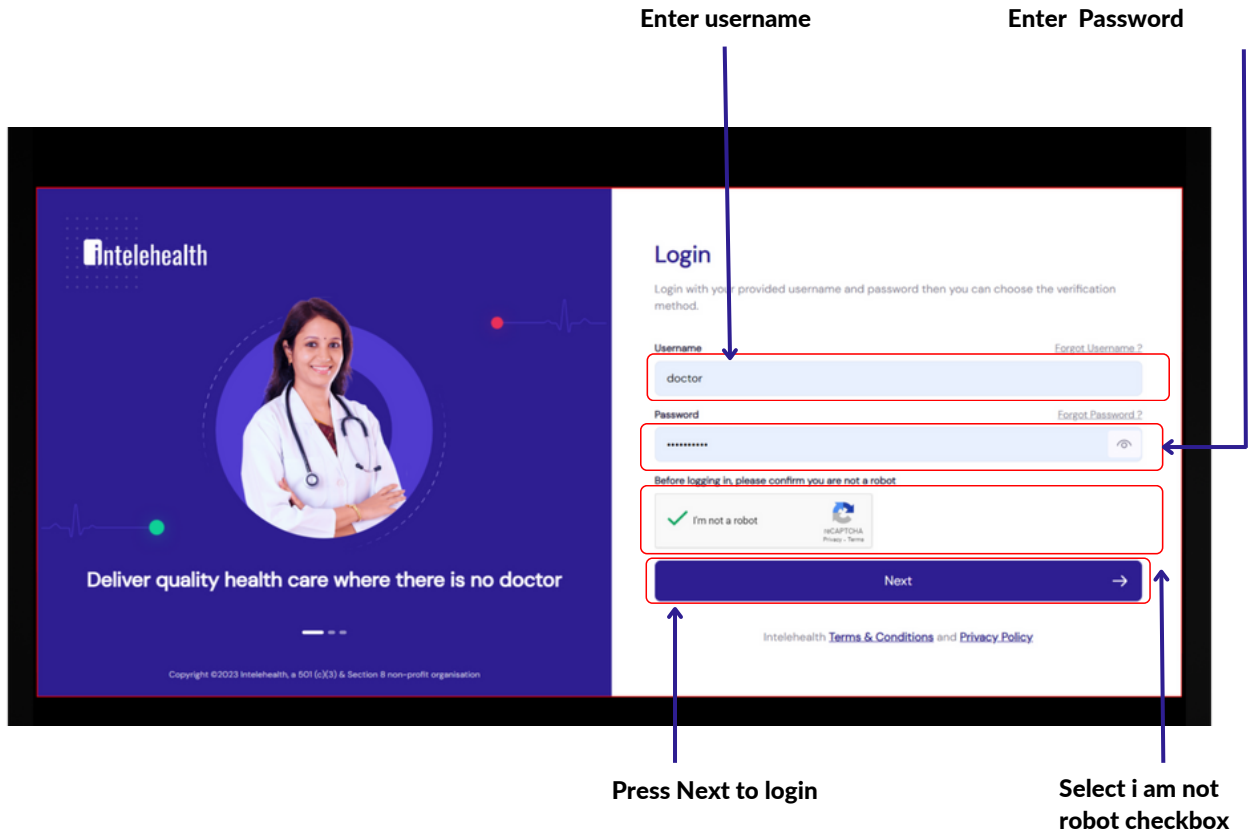
# TABLE OF CONTENTS

# INTRODUCTION

**Welcome to the Intelehealth Doctor Portal user manual!**

This guide will help the doctor to view the complaints and be able to see the pictures of the patient sent by the health workers through the **Intelehealth** application. This doctor portal is a tool where doctors are able to provide medications, diagnosis, investigations, and other health advices with this tool.

# LOGIN SCREEN

**Enter username**          **Enter Password**



**Press Next to login**          **Select i am not robot checkbox**

**To login to the dashboards:**
**Step-1:** Enter the URL provided by Intelehealth in the address bar of the browser (preferable Google Chrome)
**Step-2:** Enter the Username and Password (will be provided)
**Step-3:** I am not a robot: checkbox
**Step-4:**  Click Next.

 **Tips**
- Make sure you have an internet connection before logging in to the web application.
- The username and password are case-sensitive. Ensure you enter the exact same username and password as provided by the organization.
- Change your password frequently (we recommend once every 3 months) for security purposes.
- Do not write passwords and usernames in an unsecured location.
- Do not share your password with anyone on the phone, WhatsApp, email, or by any means of communication.
- No one from Intelehealth will ever call you and ask you for your password or login information.

# HOME SCREEN
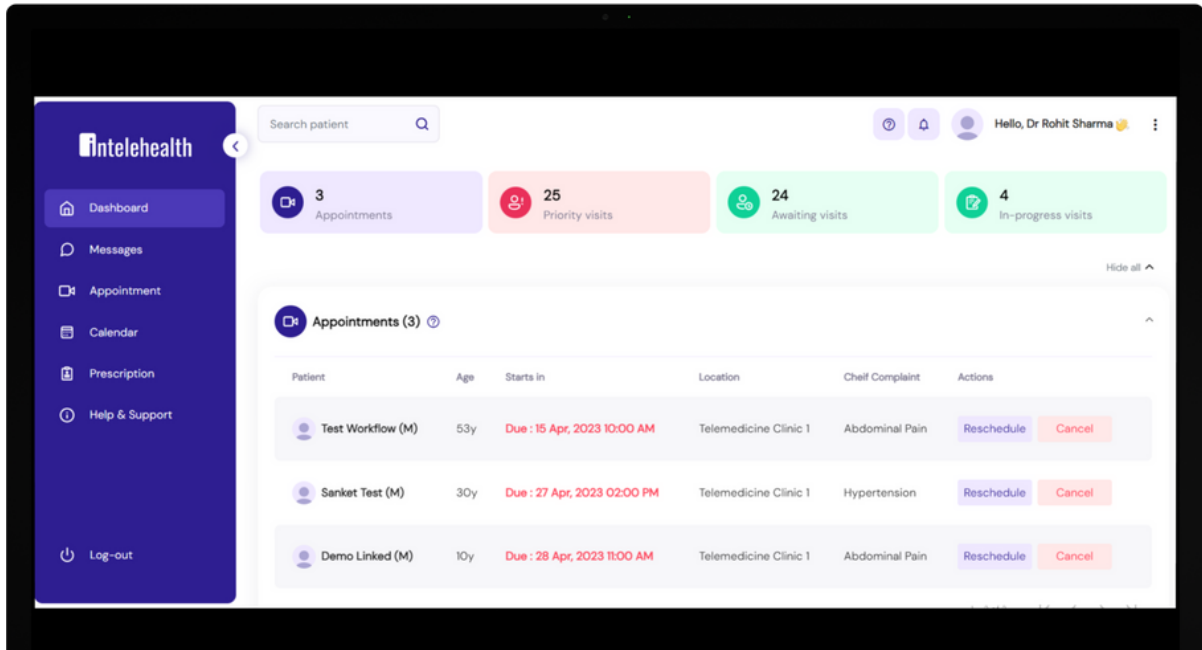


**On the Home screen, the user can view:**

- **Top Tabs** show the total number of patient visits having the following visit status:

1. **APPOINTMENT**- The visit has been booked by the HW and is showing here.
2. **PRIORITY VISITS** - Priority visits show the total number of patient visits that are marked as critical patients or emergency cases by the Health Worker and are not seen by the doctor.
3. **AWAITING VISITS** - Adult Initial shows the total number of patient visits that are not seen by the doctor.
4. **IN PROGRESS VISIT** - Visit Note shows the total number of patient visits that are seen by the doctor but may have not been given a complete prescription (diagnosis, medicines, advice, and follow-up dates).

- **SEARCH PATIENT BAR** - Patients can be searched using their Names and Patient ID

- **PROFILE** where the user will be able to view  a) **My Account** to enter, edit and view the personal information and also create a signature b) **Change password** c) **Change language**
- **Log out or Sign out** from the Intelehealth web portal.
- **Calendar** To set the monthly calendar or availability for a user or doctor.
- **Prescription** This tab shows the prescription given to the patient by a doctor.

# APPOINTMENTS

In the appointment section, we can see the booked appointment list for the patients if we click on patient name we can see the patient details.
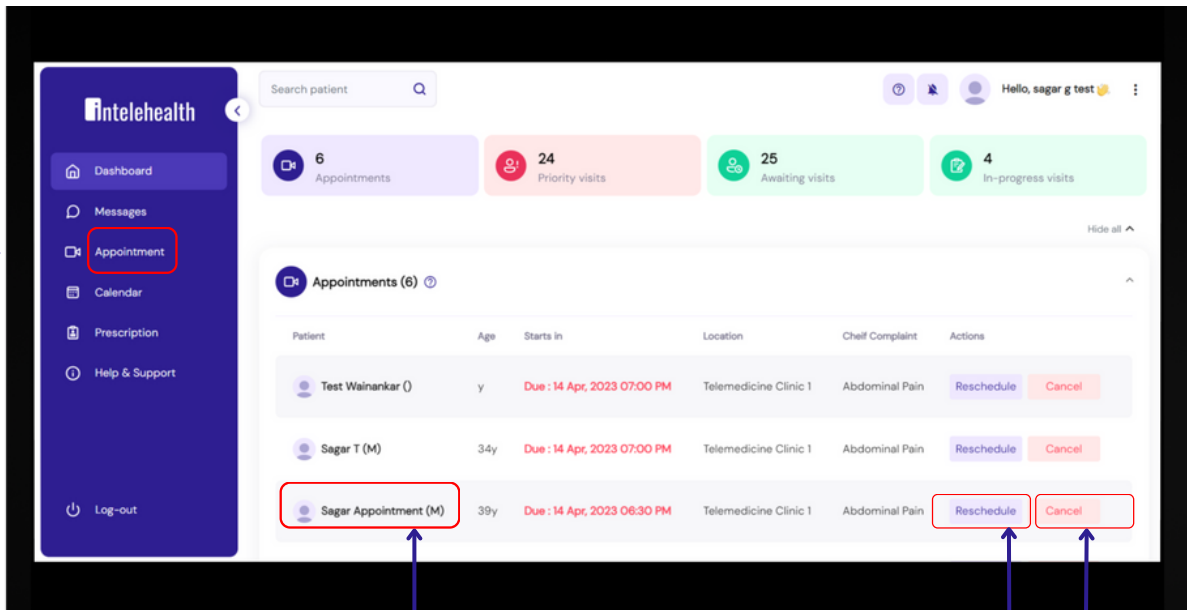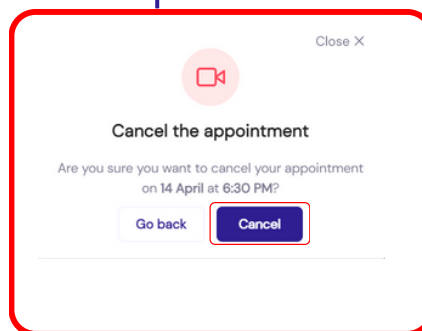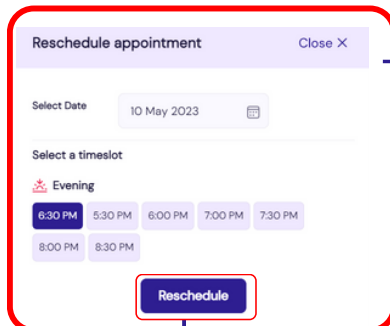


**Presss appointment to see the appointment list**
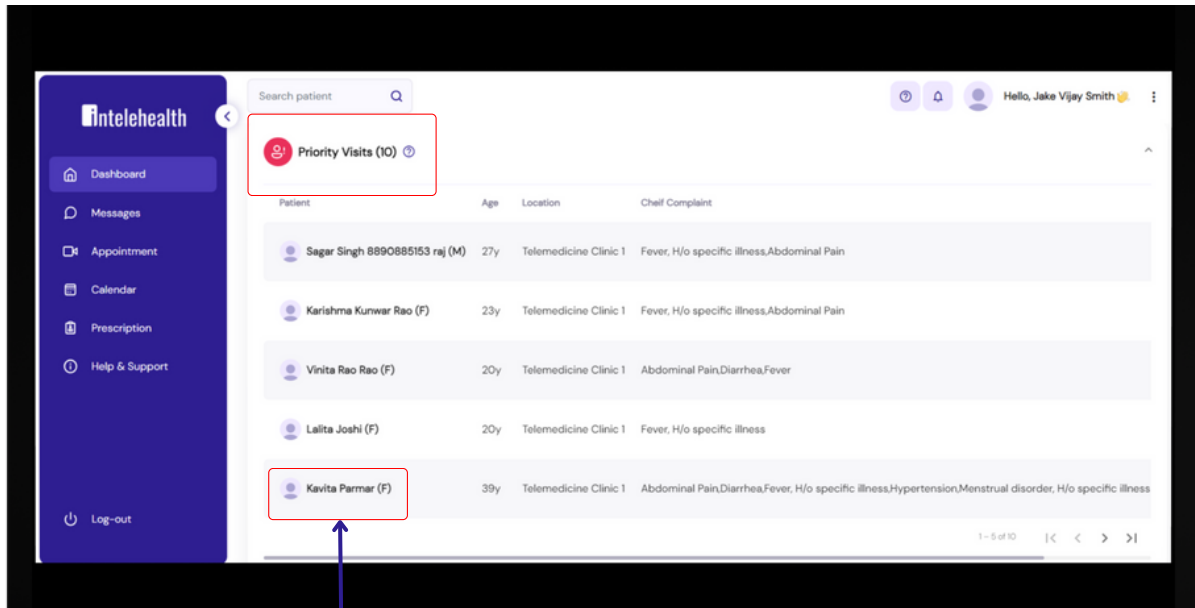
**Press on patient name to see patient details**

**Press reschedule to reschedule the appointment also change date and timeslot**

**Press cancel to cancel the appointment**
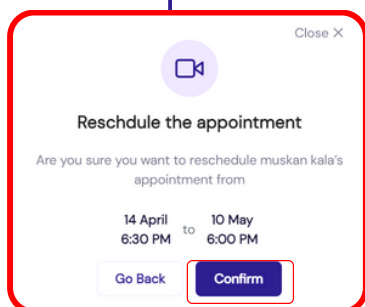
**Press confirm**

# PRIORITY VISITS



**Press on patient name
to start the priority visit**

**Priority visits show the total number of patient visits that are marked as critical patients or emergency cases by the Health Worker and are yet to be seen by the doctor.**

# AWAITING VISITS



In this table, the user will be able to see the patient's visit status which means that these patients are waiting to be seen by a doctor also you can see the patient details like the name of the patient their age, location along with chief complaints.

- Click on the Patient ID to go to the Visit Summary page. Users can search for a patient that is on the table in the search patient box.

**Tips**
- You can click on the hide and view button to hide and see all the tabs.
- To see the next 5 patients, click on  > greater than sign on the table.

# IN PROGRESS VISITS



In this table, the user will be able to see the patient that the doctor has already picked up the visit and it is in the process of providing a consultation.

- Click on the Patient ID to go to the Visit Summary page.
- You can click on the hide and view button to hide and see all the tabs.
- To see the next 5 patients, click on > greater than sign on the table.

# VISIT SUMMARY PAGE

In this Patient Visit Summary, the doctor can view the following details collected by the Health Workers:

- Patient information such as Name, Age, Sex, Date of birth, Village and contact information and Patient profile photo.
- Past Visits
- Presenting complaints
- Family History
- Past Medical History
- Vitals
- Physical Examination
- Additional Documents

- **Patient Interaction** : This history note and physical exam note was generated by the Health Worker with the support of the Intelehealth mobile application. It collects only preliminary findings and may not gather all of the patient's clinical information, especially sensitive information or complex physical exam information which is hard for the Health Worker to collect. Please verify crucial clinical information and collect any additional information you require by speaking with the patient directly.

# VISIT SUMMARY PAGE

## Patient Information



## Vitals and Chief Complaints

# VISIT SUMMARY PAGE

## Physical examination and Medical History



## Additional Document

# REFER TO SPECIALIST

To refer or assign another specialty doctor needs to choose from the dropdown on which specialty they want to refer and click Re-assign. It should be referred before starting to give a prescription.
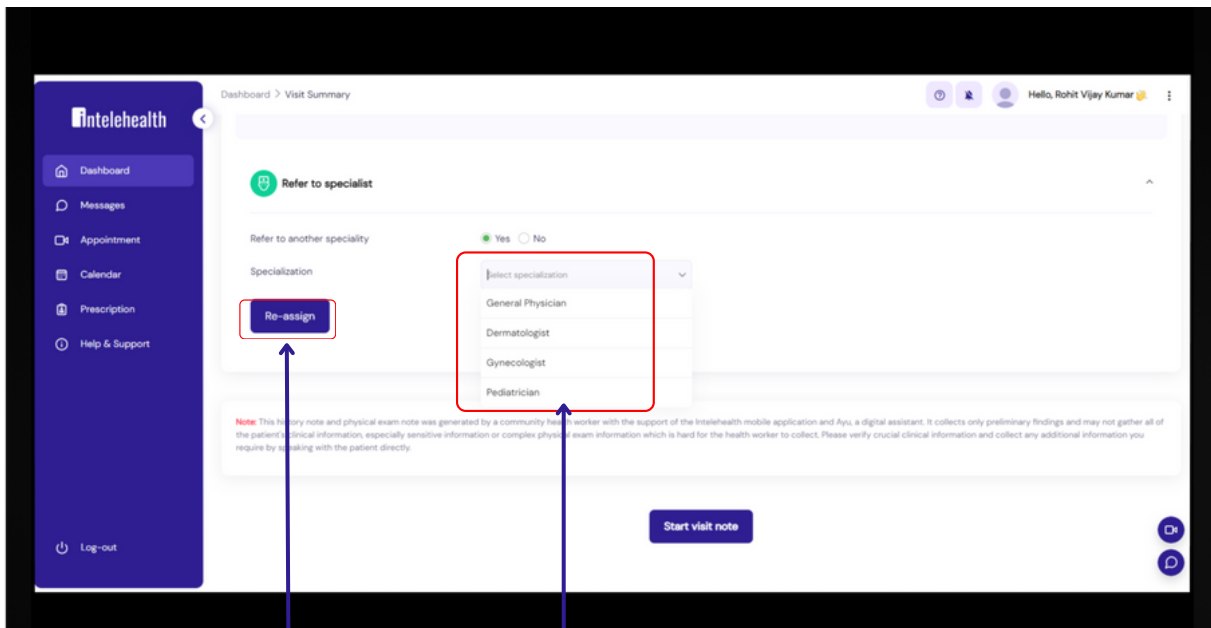


**Press re-assign to re-assign the speciality**          **Select Specialization**

# START VISIT NOTE

**Patient Interaction**

**When the user clicks on the WhatsApp icon,**

Step 1- Click on the Whatsapp icon, this will have a pre-text and will redirect you the Whatsapp number of the Health Worker.

Step 2- Choose the Health Worker's number and send the message.

**When the user clicks on the Phone icon,**

Step 1- Click on the Phone icon, this will direct you to a dialer list

Step 2- The doctor can then choose the Health Worker's number and make a call

**Tips**

- The Submit button gets enabled only when all the required fields are filled in.
- In Patient Interaction Segment, once the user clicks on SUBMIT, the filled data cannot be deleted. **Always Remember** to call the patient before providing diagnosis and treatment.
- On typing the first two letters in diagnosis, prescribed medicines and advice segment, the doctor will be able to view a drop down list. The add diagnosis button is enabled when all the details are filled in the diagnosis segment.

- Click on the **"Start Visit Note"** button to begin the treatment or management plan.

  The doctor may fill in the following details:
- Patient Interaction, Diagnosis, Doctor's Note, Recommended Medication, Recommended test, Advice and Follow-Up
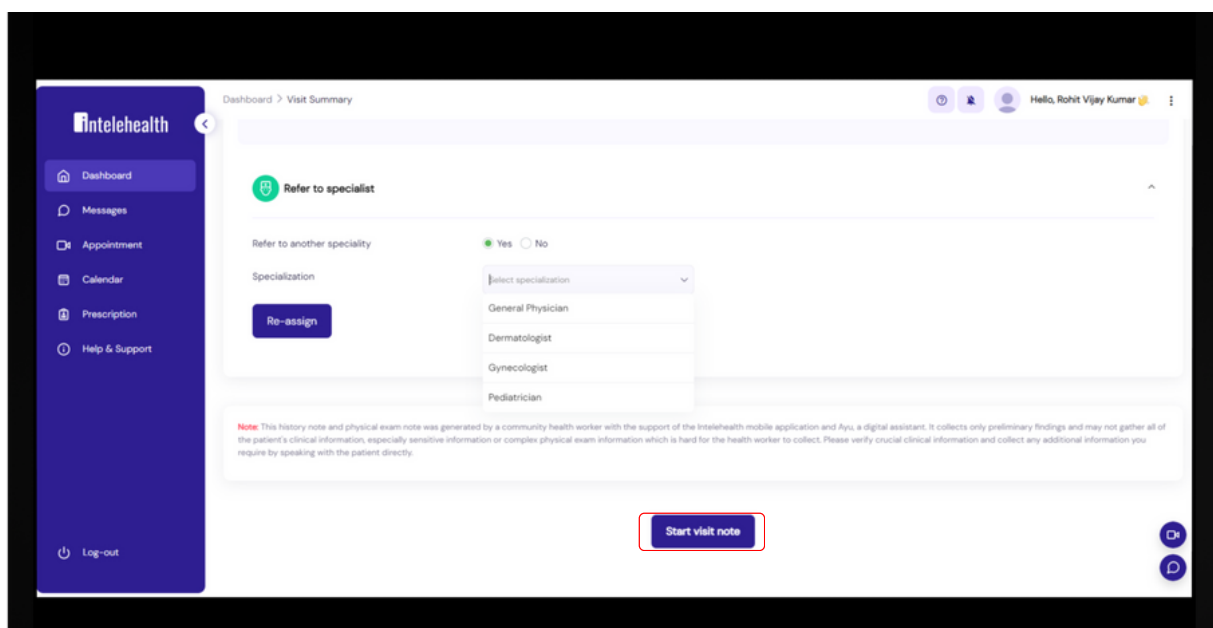


**Click on Start Visit Note to give diagnosis and treatment**

# START VISIT NOTE
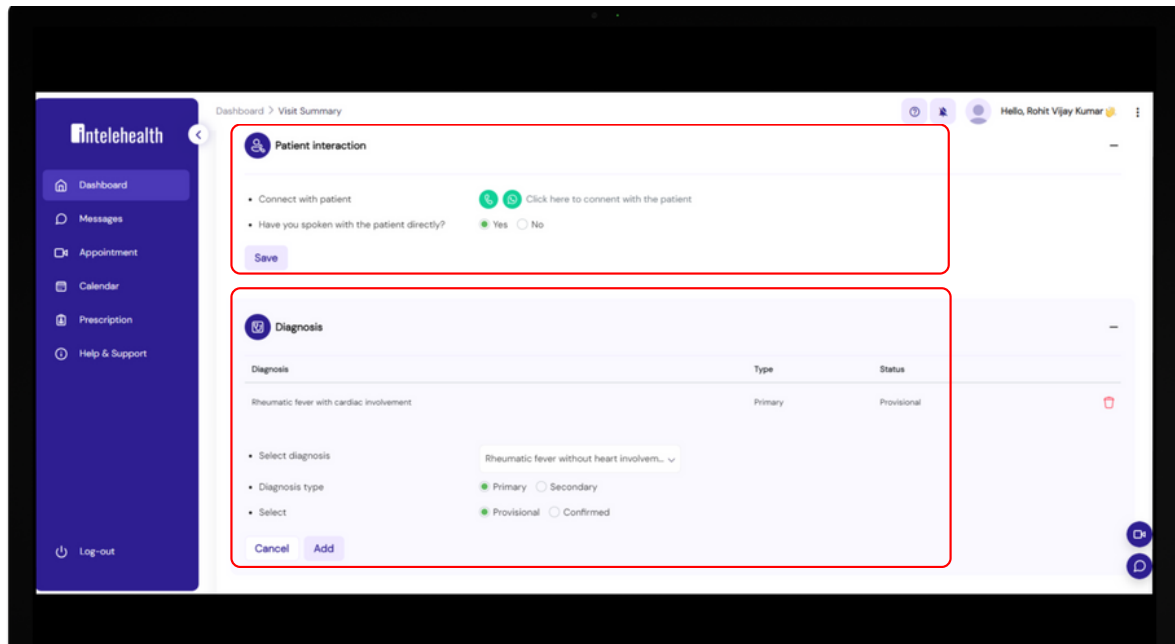


**For Patient Interaction**

Step 1-Click on the either what app icon  or phone icon

Step 2-After choosing the icon, it will open a new tab where it will show pre text or and whats up number of the heath worker

Step 3- Choose health worker number
for Call or Message

**To give Diagnosis**

Step 1- Enter Diagnosis in the text box

Step 2- Choose Primary or Secondary Option

Step 3 - Click Add Diagnosis

# START VISIT NOTE



**Enter Note**

Step 1- Wright any note and press add to add the note

**To Add Recommended Medication**

Step 1- Enter Medicine name in text box or select from dropdown

Step 2- Enter Strength,No of days

Step 3 - Enter Timing and remark

Step 4 - Click On Add

**Note:-If you want to delete the added medicine or note you press delete to delete the data**

# START VISIT NOTE



**To Give Advice**
Step 1 - Enter Advice or choose it from drop-down
Step 2 - Press Add advice

**To Give Recommended Test**

Step 1- Enter Test name or select it from dropdown in text box

Step 2 - Choose Test name

Step 3 - Click On Add Test

**To Give Advice or Refer Patient**

Step 1 - Enter Advice or Refer patient can also choose on drop
down and also add remark
Step 2 - Press Add

**To Give Follow up visit**

**Step 1 - Enter follow up details**
**Step 2 - Press Save**

**To Save The Prescription**

**Step 1 - Press share prescription to save the prescription**
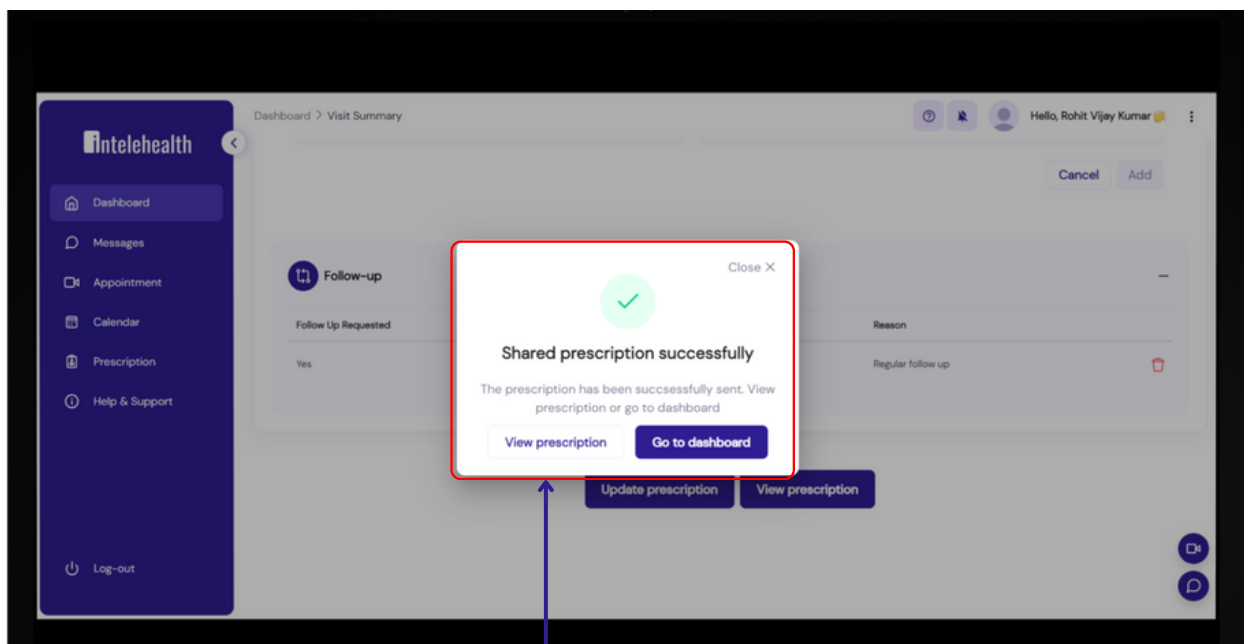


**Press view prescription to see the given prescription**

# PREVIOUS HISTORY
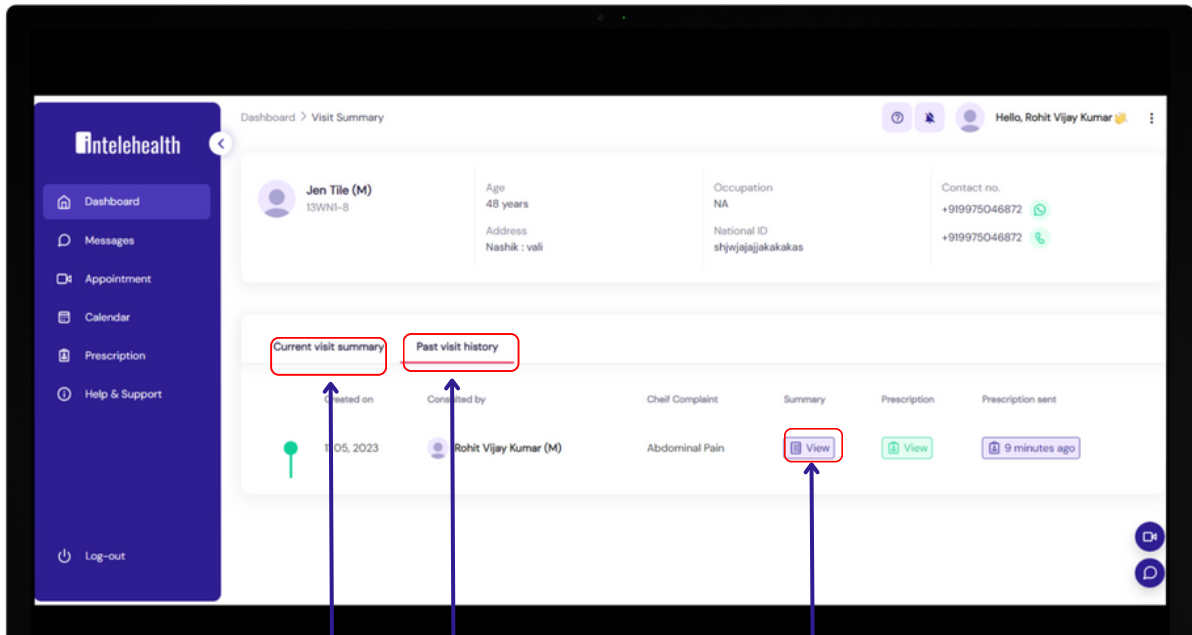


**Press current visit summary to see current summary**

**Press past visit history to see previous history**

**Press view to see the given prescription**

# CHAT/CALL FUNCTIONS

The doctor can start a chat or call button with the health worker to interact with the patient regarding their complaints.

The doctor is the first person to start a chat or call with the health worker to interact with them.



**Press this button to start video call with the health worker**
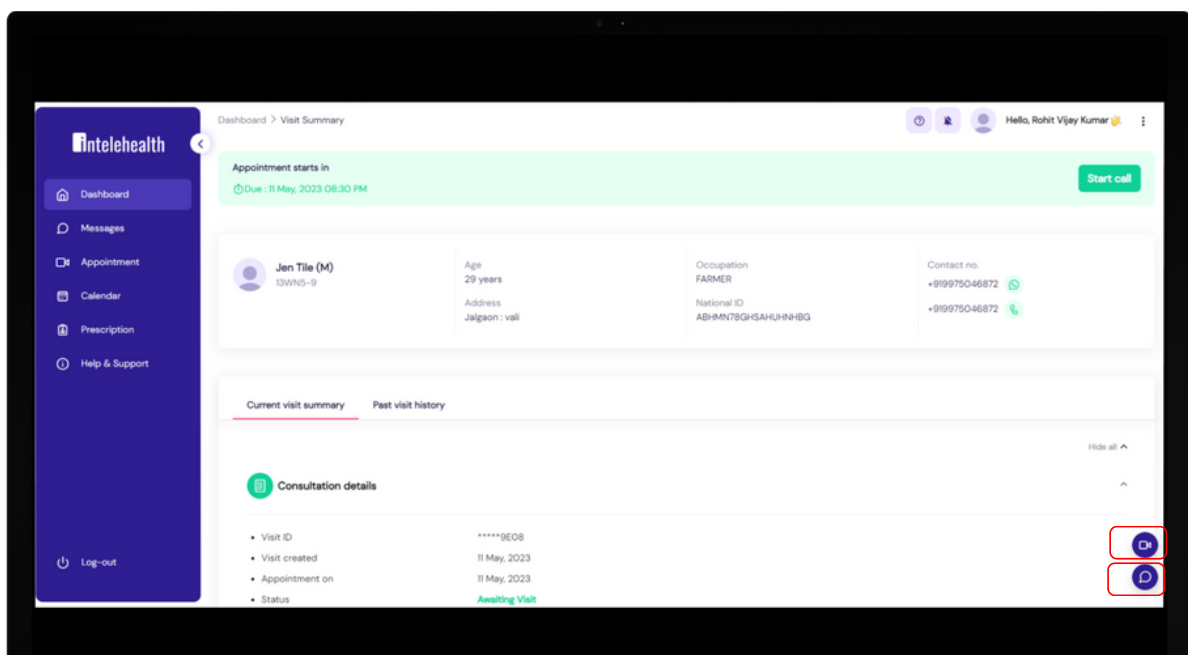
**Press this button to start chat with the health worker**

# CHAT/CALL FUNCTIONS

**Chat Feature**
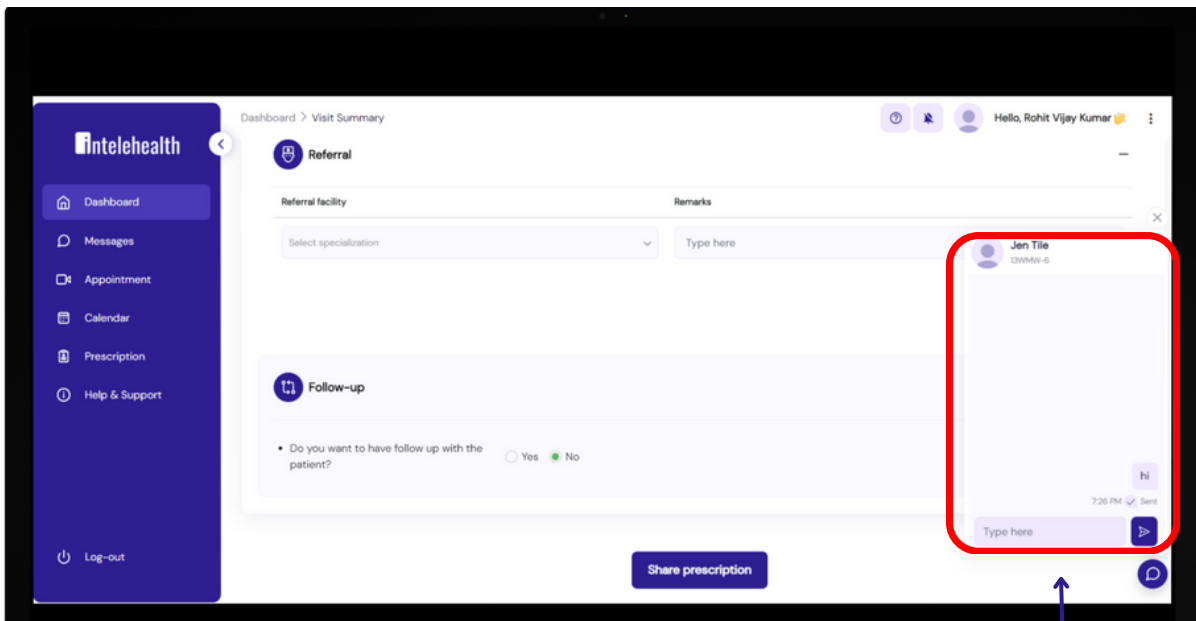


**Once you type a message press this button to send**

**Video Call Feature**
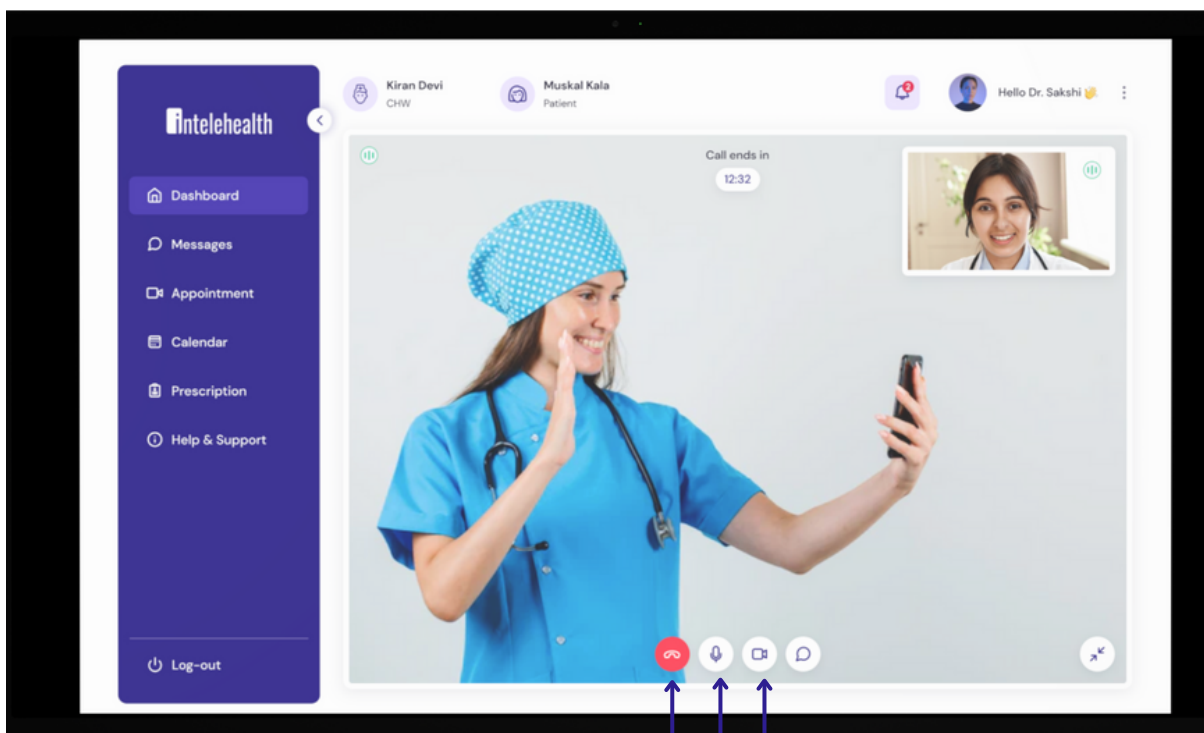


**To cut the call press here**

**To Stop the video press here**

**To mute the mic press here**

# PROFILE

Click on the user name This edit the User details such as Name, Gender, Qualification, Signature, etc. The User can edit their details Personal Information as well as Professional Information

**To update profile press on user name**
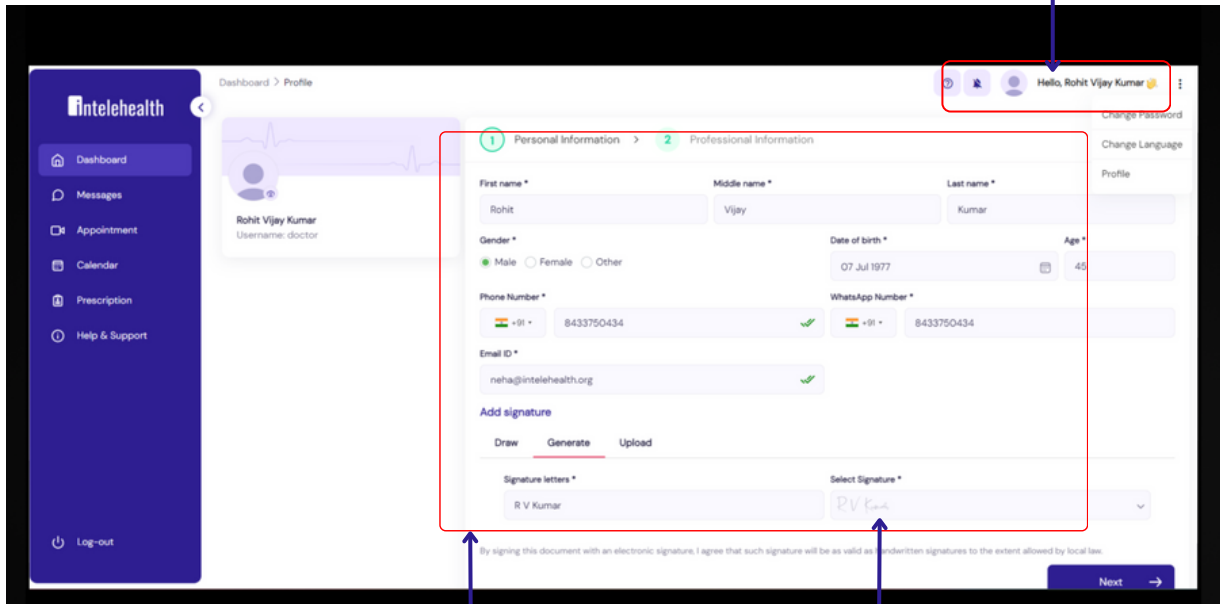


**Fill all the required details**

**Add your signature from here you can draw,generate or upload the signature**
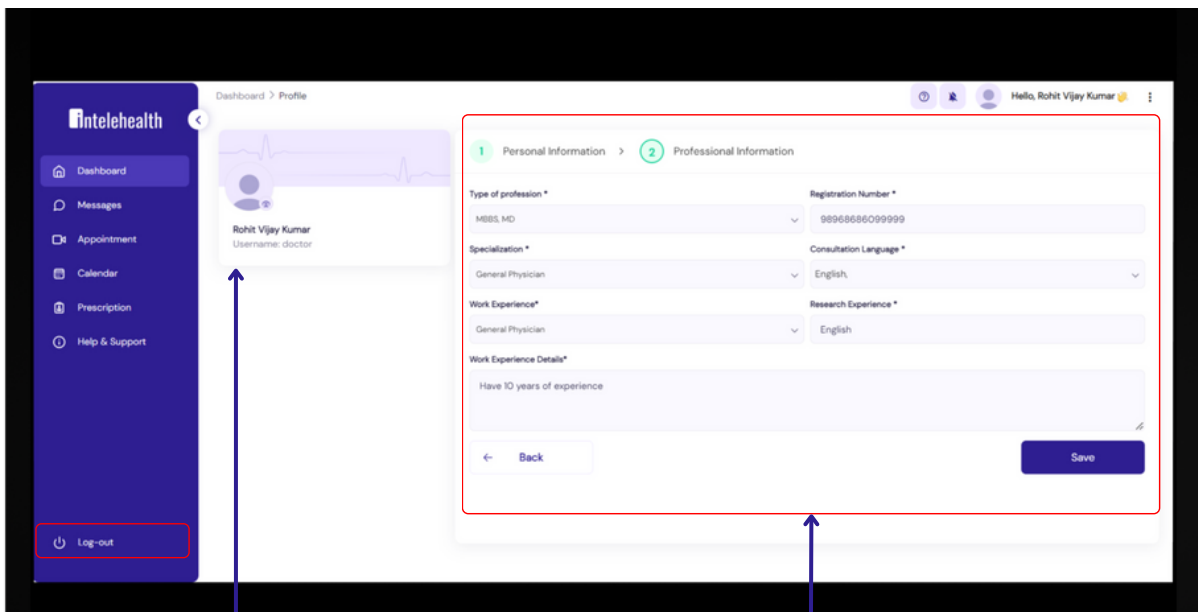


**Press logout to logout from your profile**

**Press on image icon to update the profile picture**

**Press Next to fill Professional Information and press save**

# PROFILE

**Press change language to chnge the language**

**To start and pause notification press notification icon**

**Press change password to chnge the password**



**Enter all the information**

**Press change password**

# CALENDAR

Press calender to schedule the monthly availability

Choose the month to schedule the availability
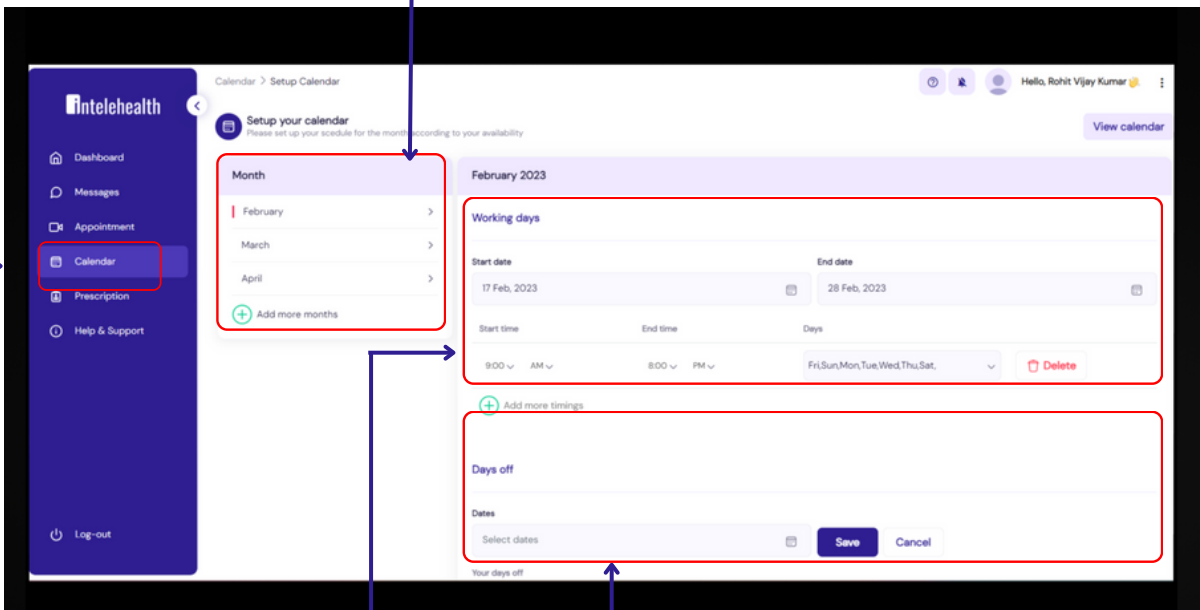
Select the working day by selecting start date and end date

You can select the off days

Prescription send list

Conpleted visits list
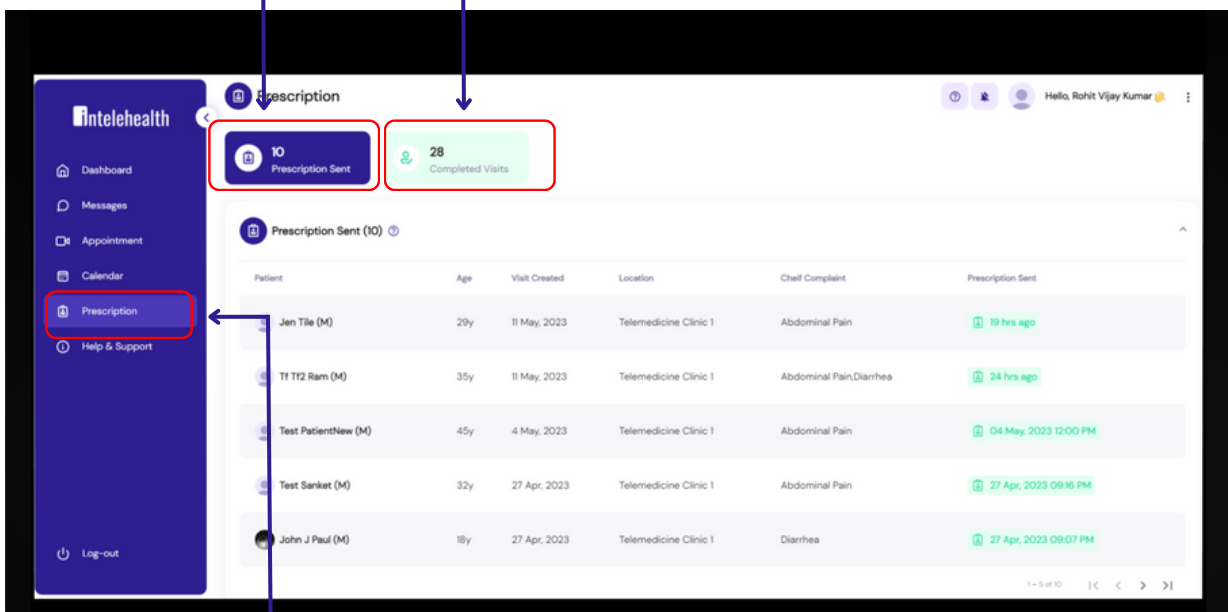
Press prescription to check received prescription

# ADMIN

**Login page**
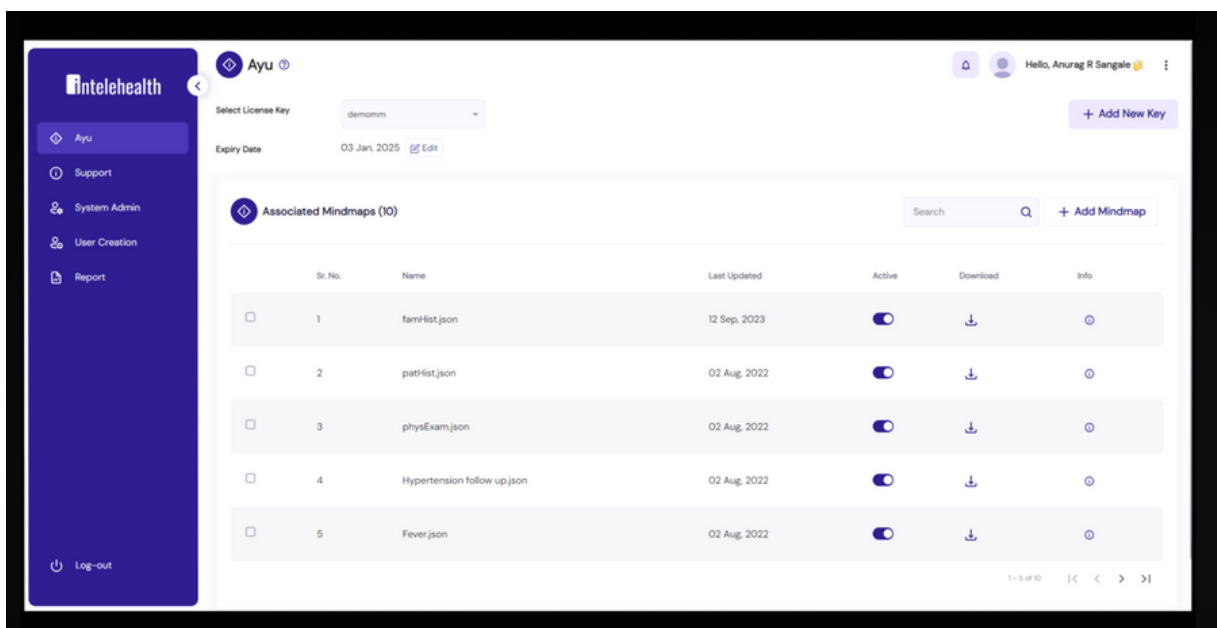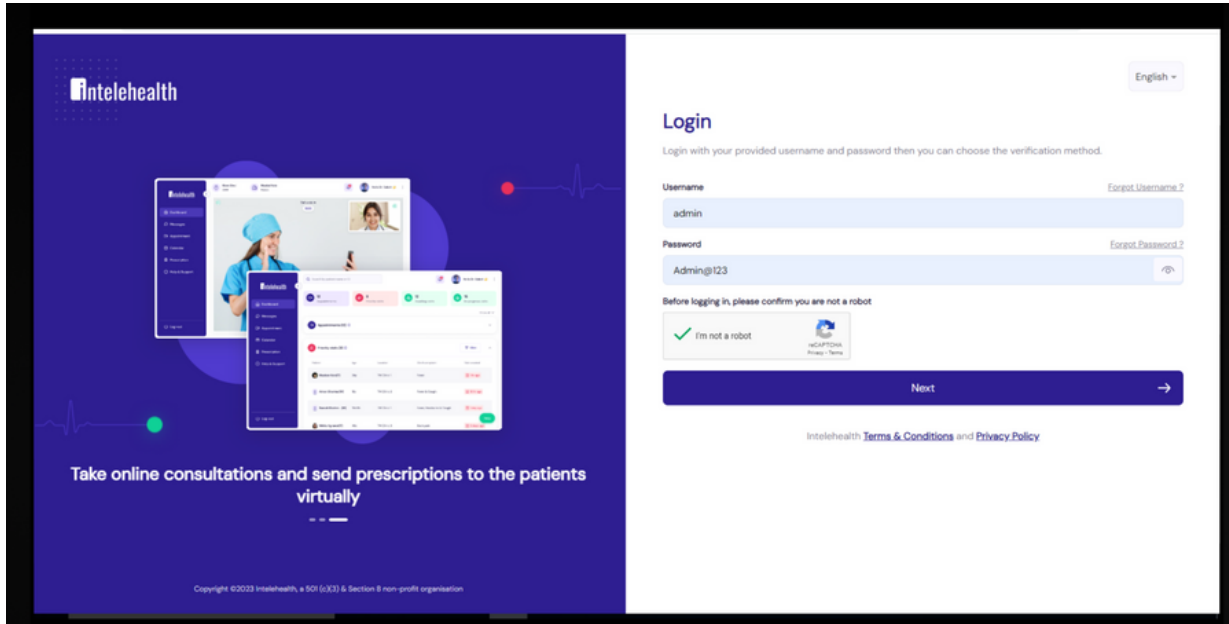
# ADMIN

**Ayu- In the Ayu section we can add a new license key to upload the new mindmaps and JSon file.**
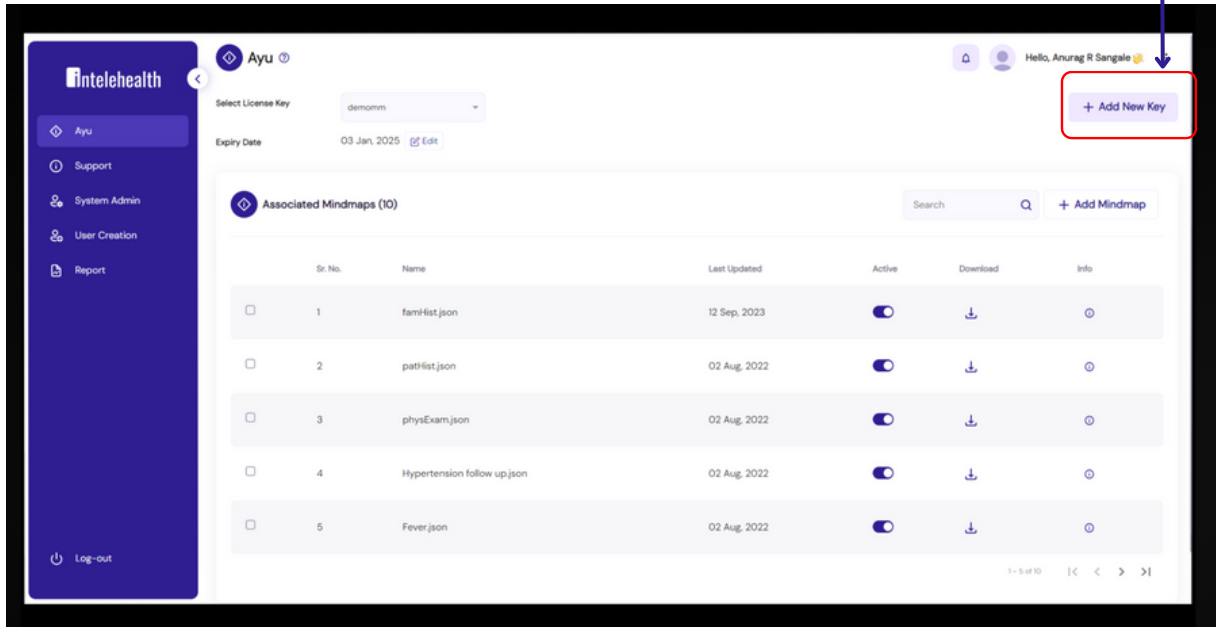
**Enter License key name**
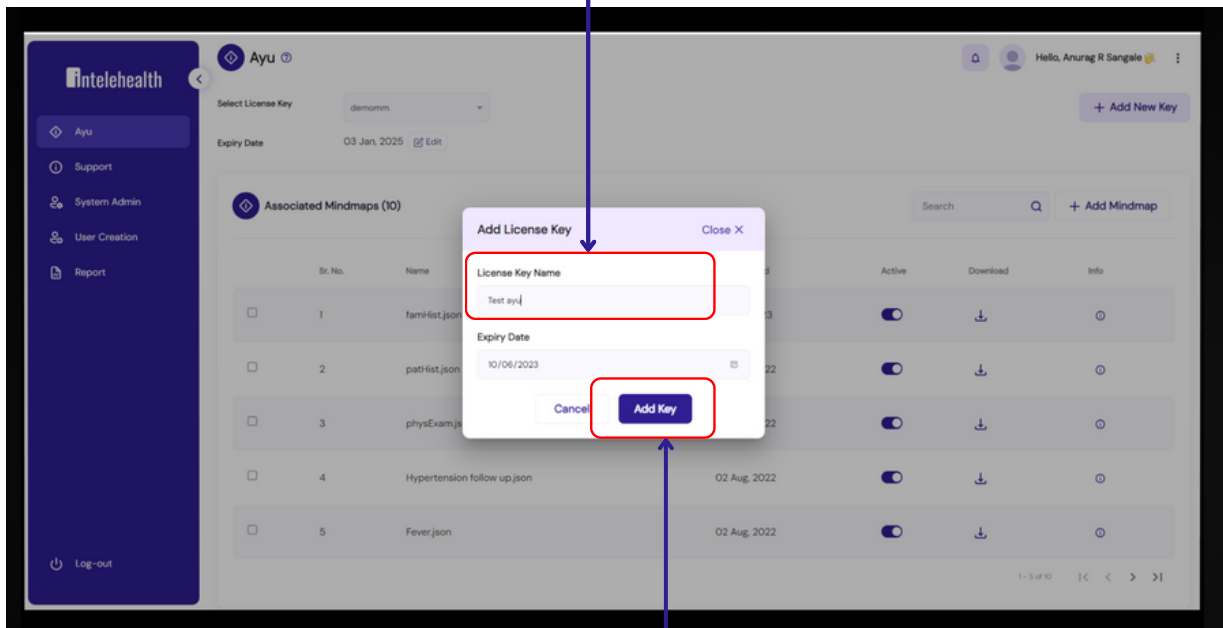


**Click on the Add key**

# ADMIN

**Ayu**

**Choose created license key name**





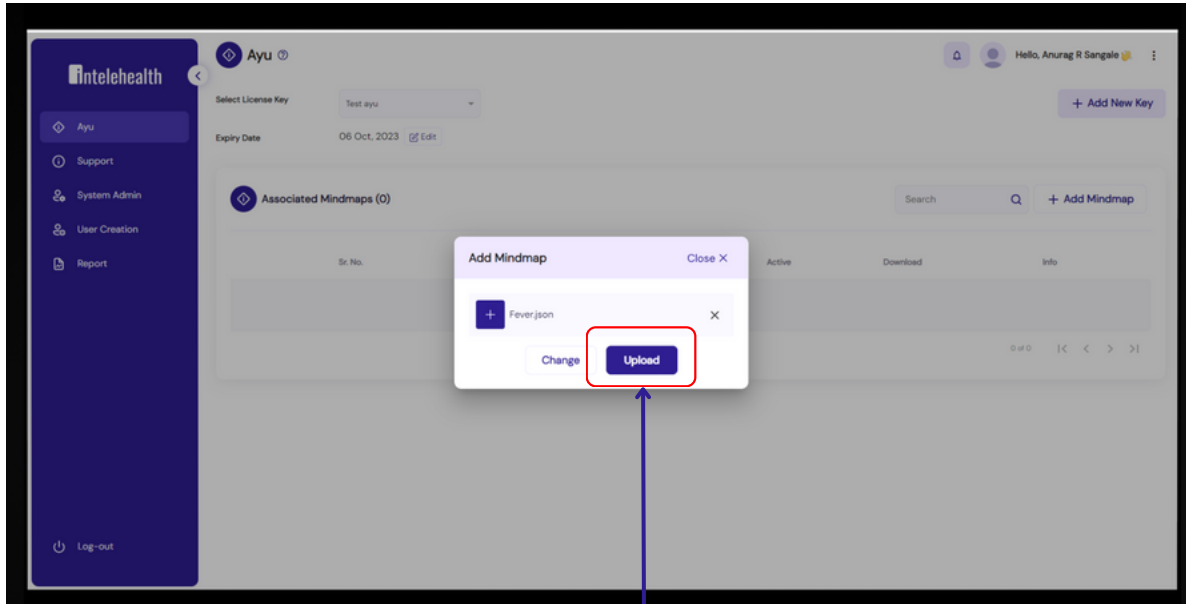**Click on the Add mindmap**

**Ayu**

**Click on Select button to upload Json File**
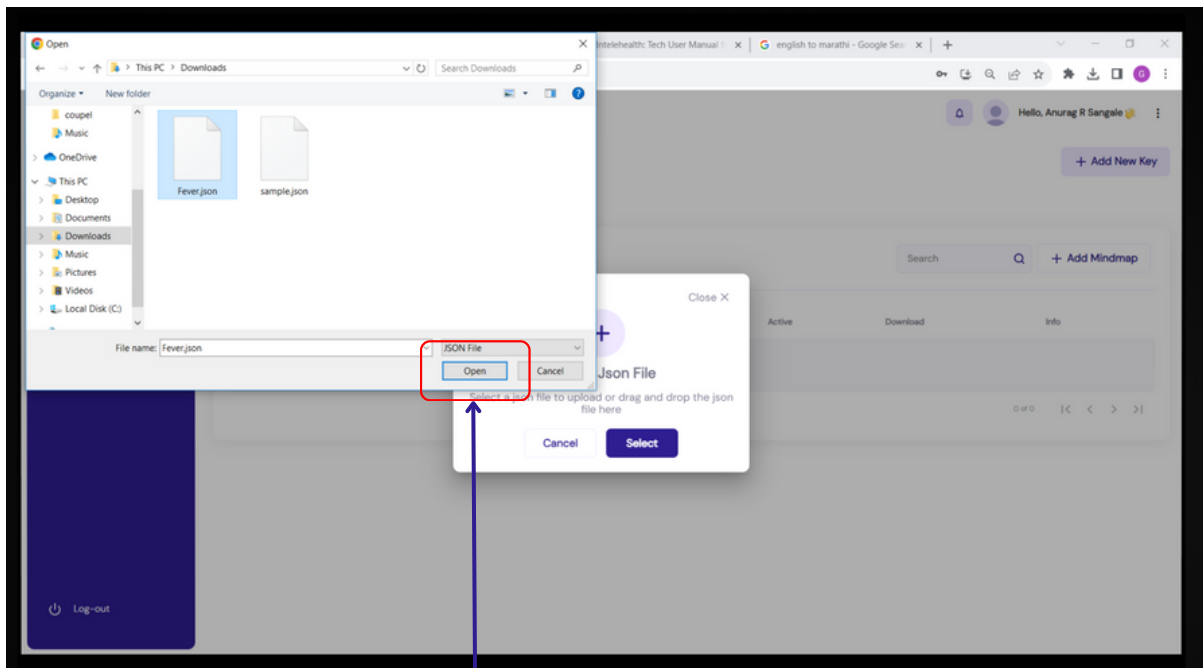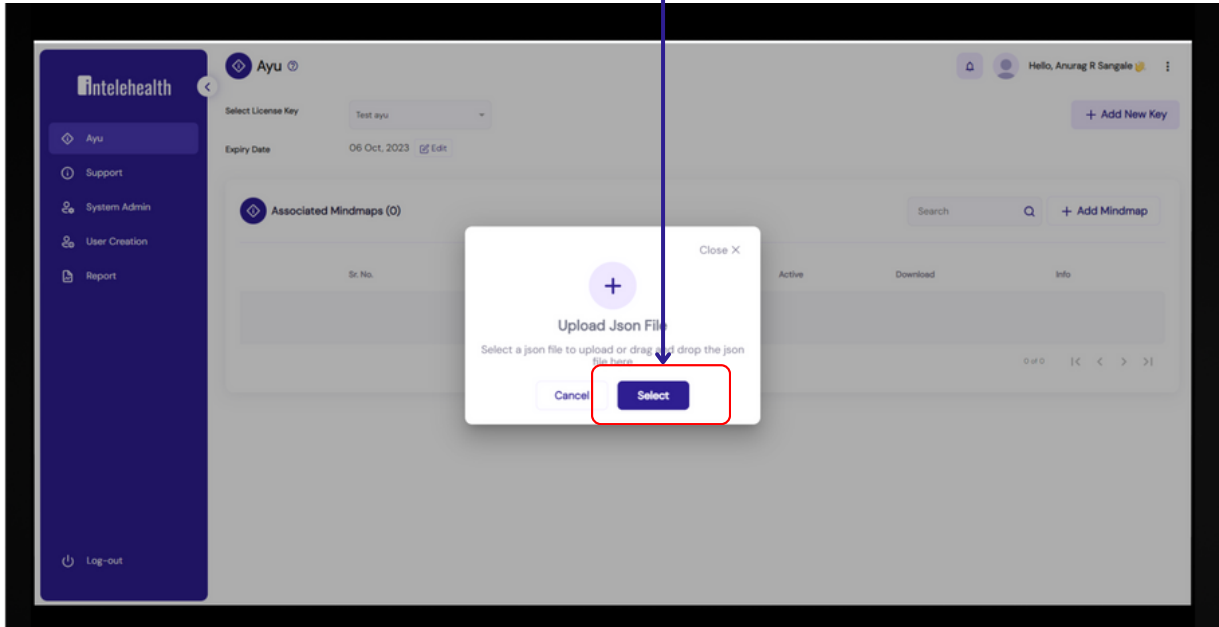


**select Json file and click on the open.**
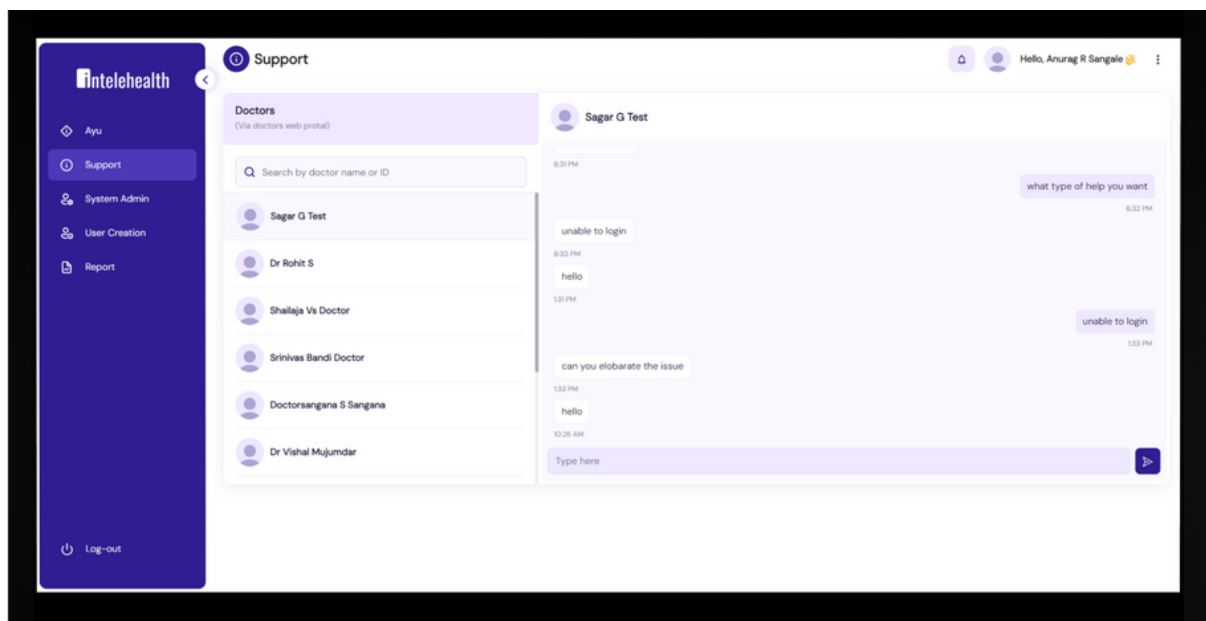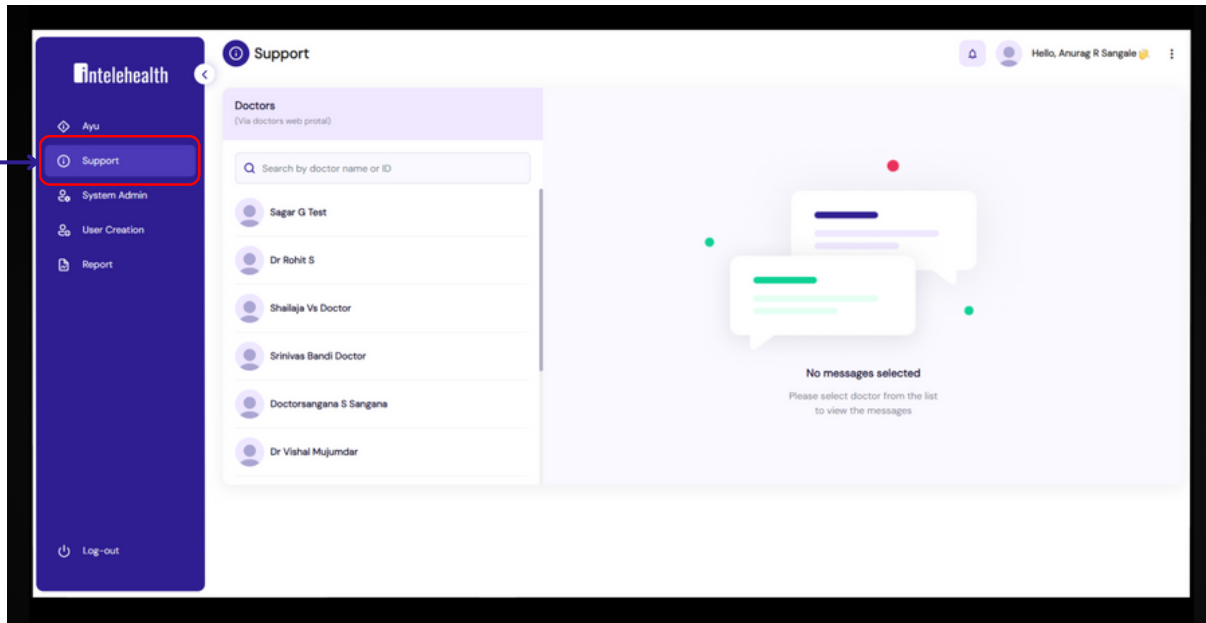
**Ayu**



**Click Upload to upload the Json file**

## Support

**In the support section we can ask any queries to the Admin.**
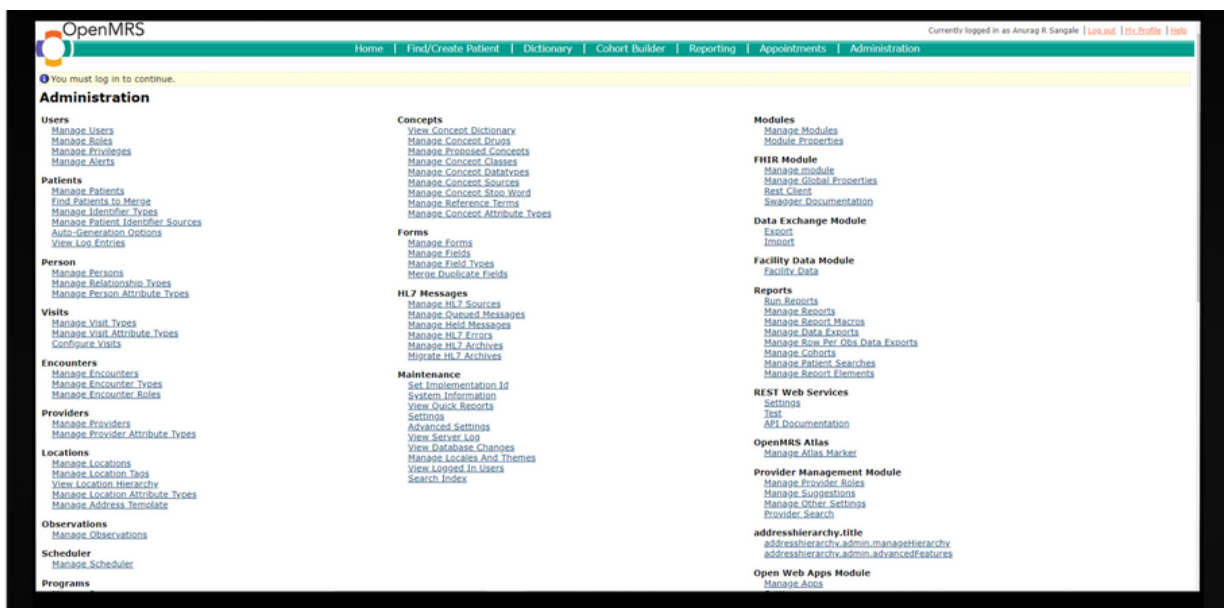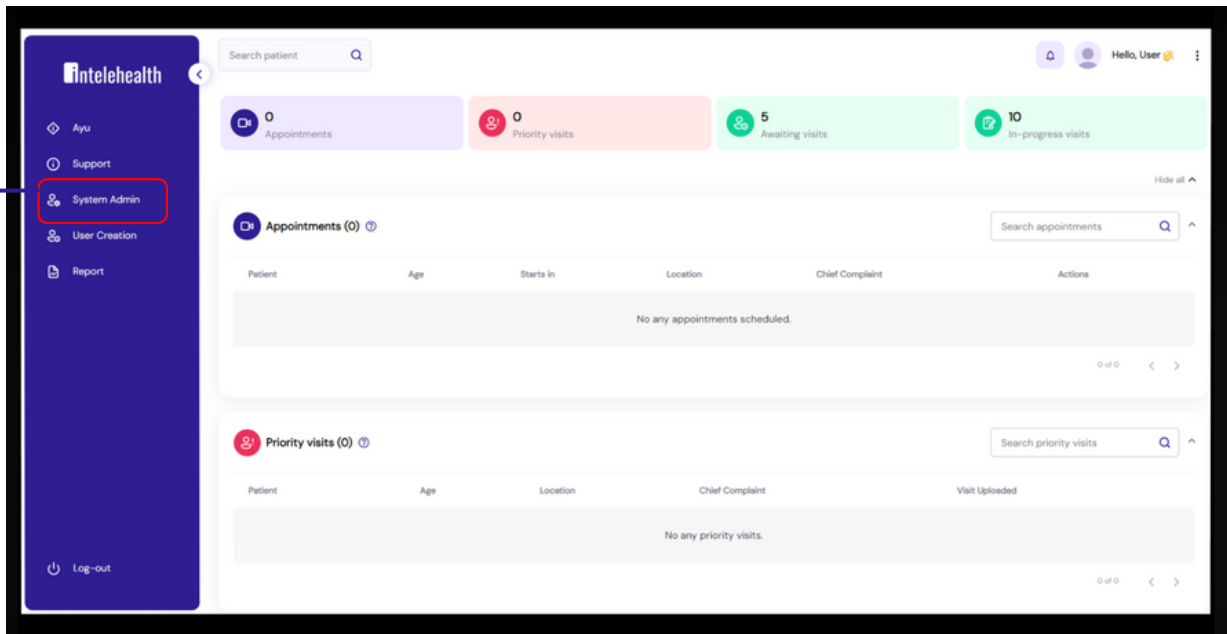
**Click on the setup**

# ADMIN

## System admin

**In the system admin section we can do the different activities related to web app.**
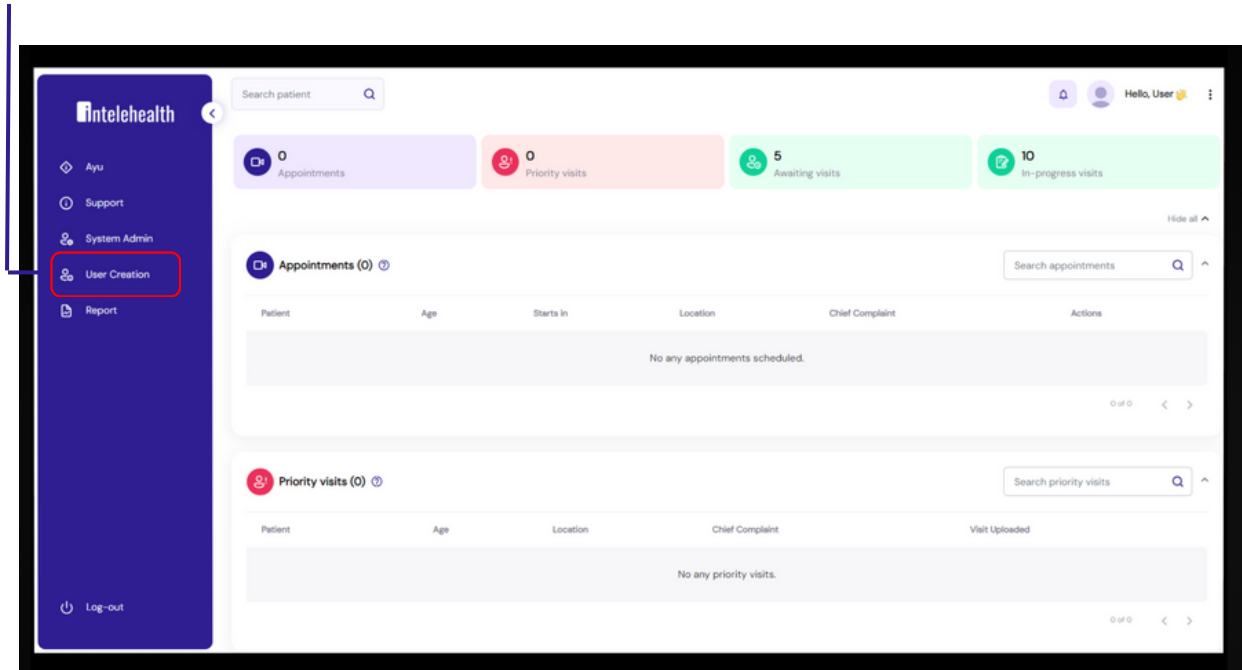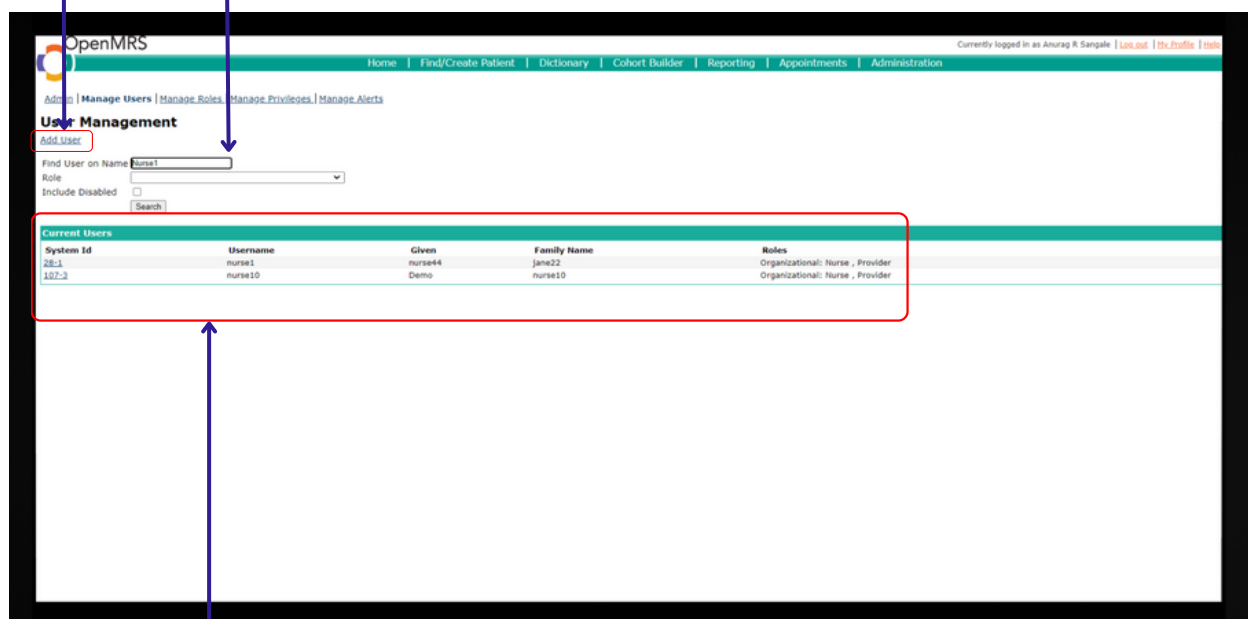
**Click on the System admin**

# ADMIN

## User creation

**In the user creation section we can create,Update,Retarie and Delete the user.**

**Cllick on the User Creation**



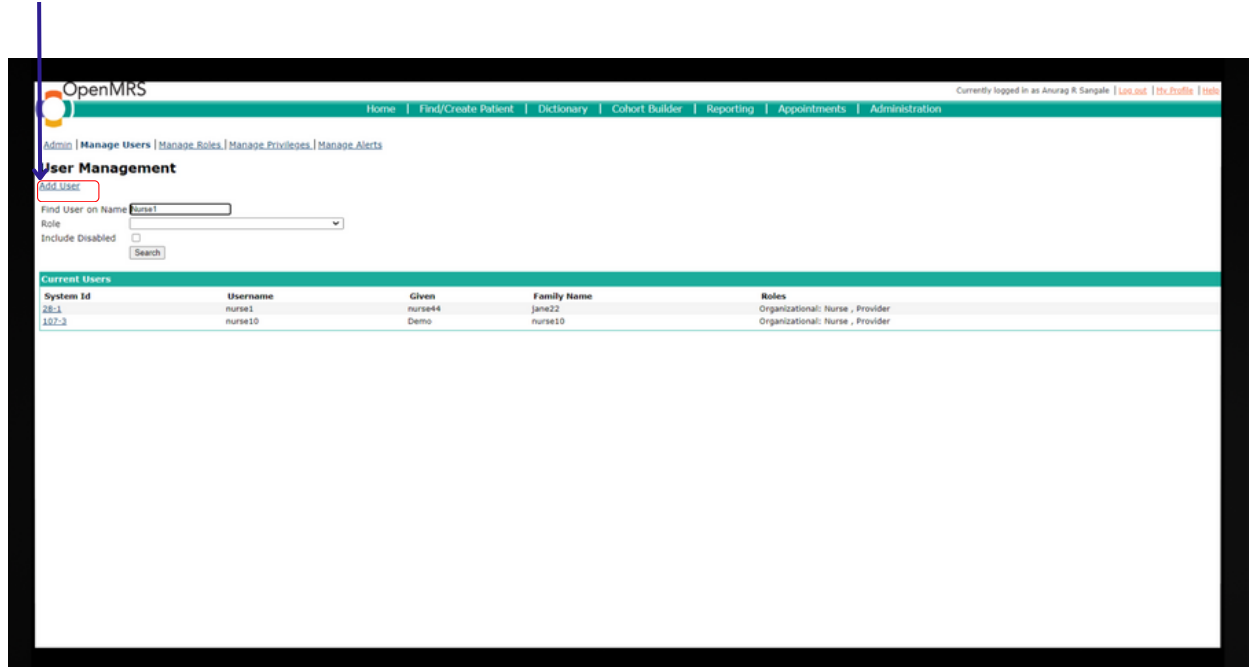**Click Add user to create a new user**

**Find user on name**



**showing search user names here**

## User creation

**Click on Add user**



**Click Next**

# ADMIN

## User creation

Enter all mandatory field.



Give the Nurse & provider roles

Click Save to save the new created user

## Report

**We can see and download the following reports.**
**1. List of visits between two dates.**
**2. List of the patients between two dates.**
**3.List of the patient between ages.**

**Click on the Report**
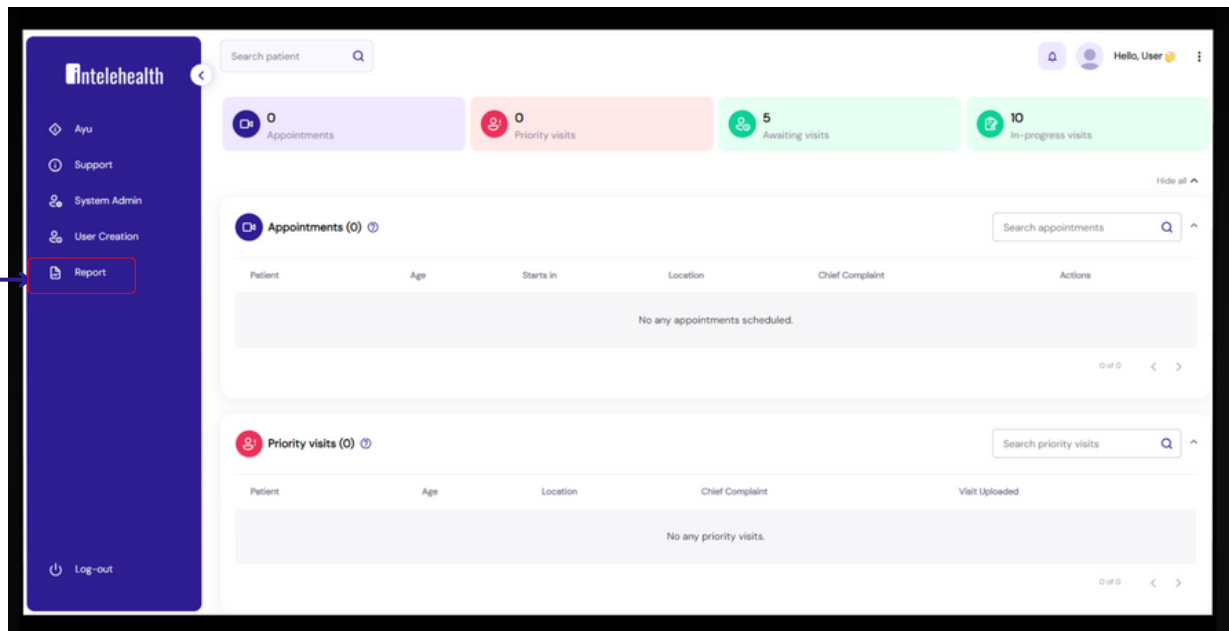


**Schedule this report date**
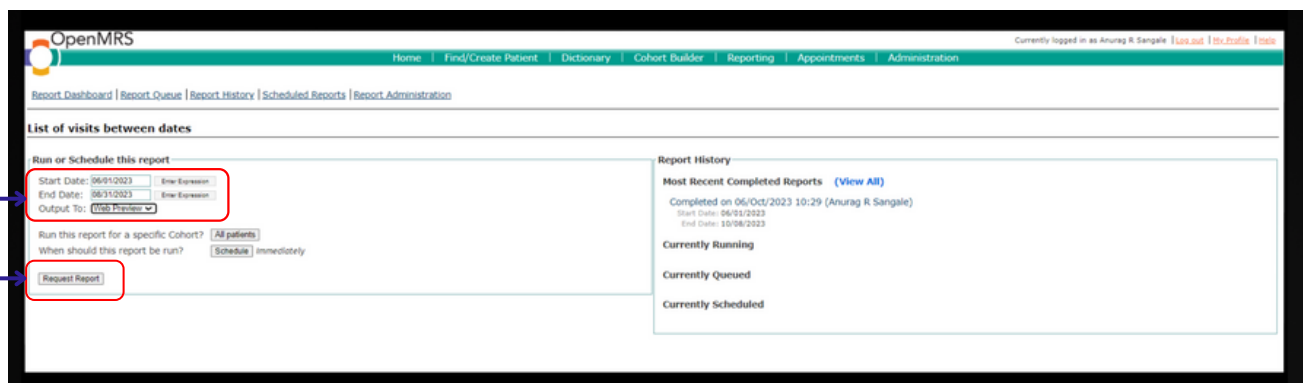


**Click on the Request report**

## Log out

**You can logout from your accont.**
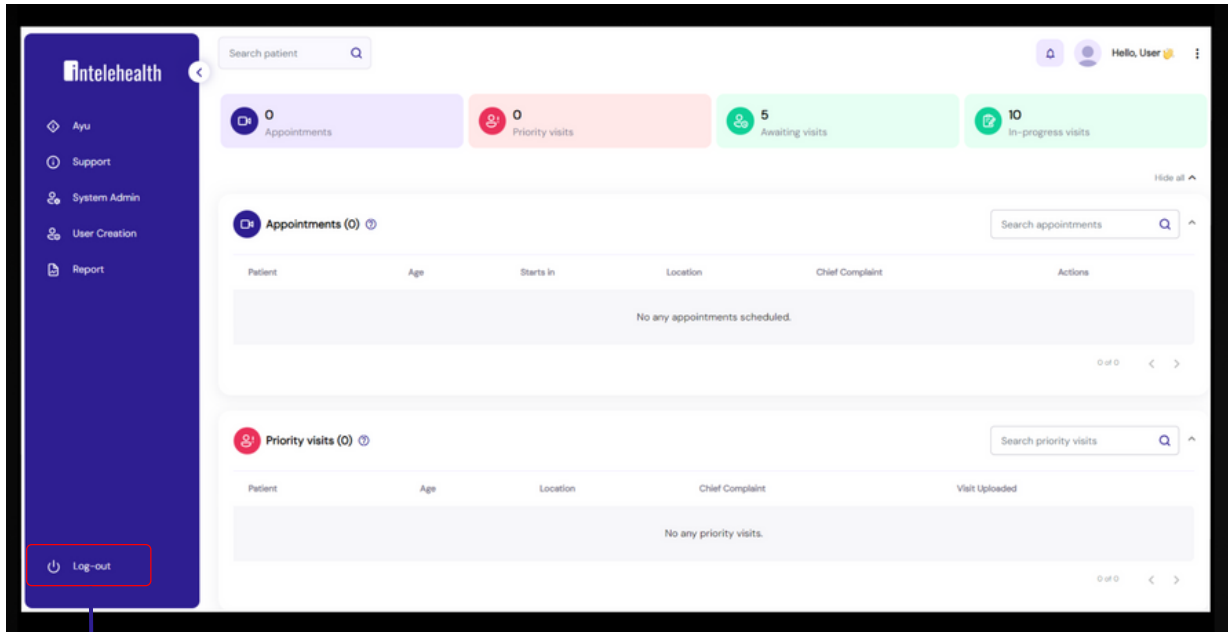


**Click on the Logout**
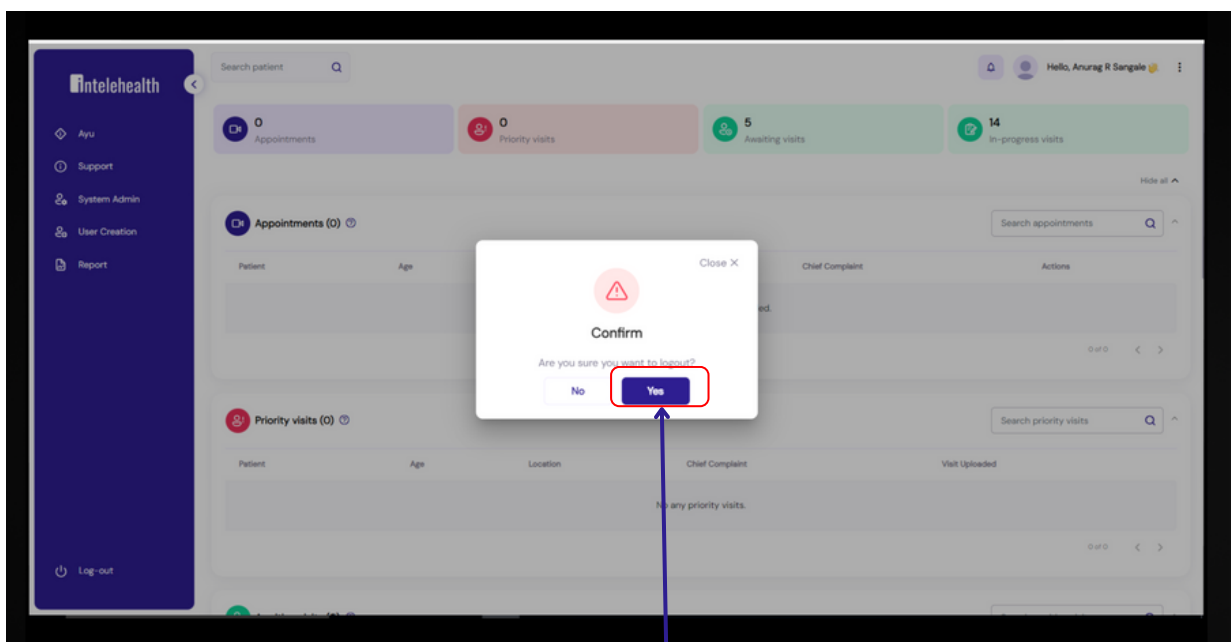


**Click Yes to logout the
admin login**

# HELP AND SUPPORT
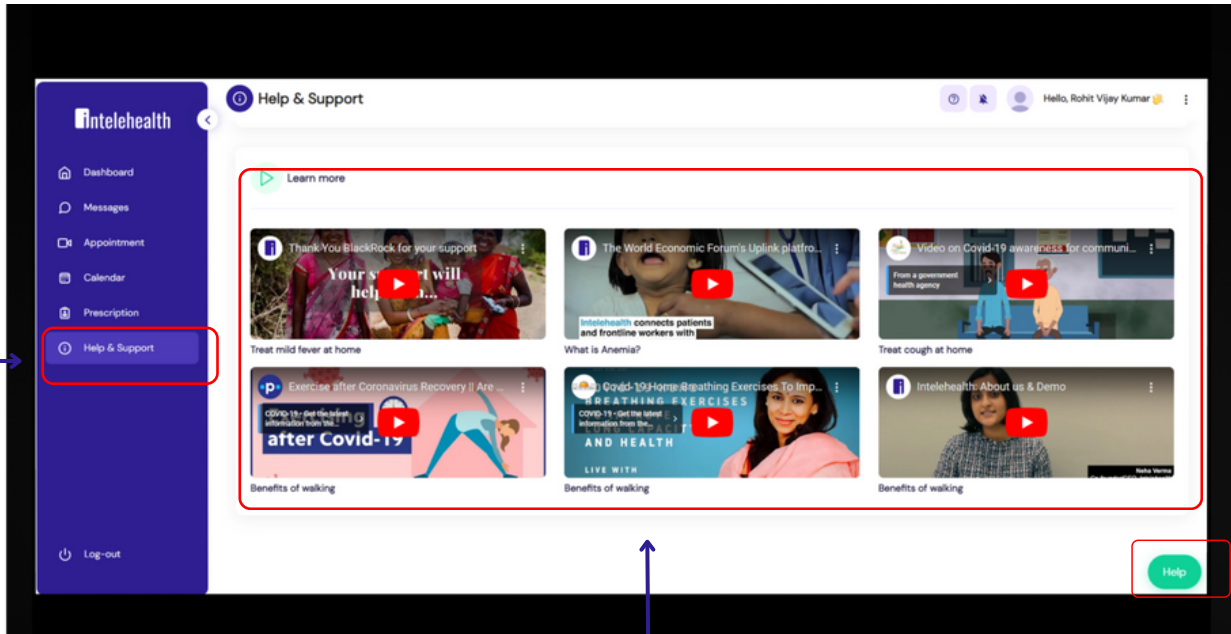


**Press help and support to get help and support from admin**

**You can watch the videos**

**Press help to get the support from admin**
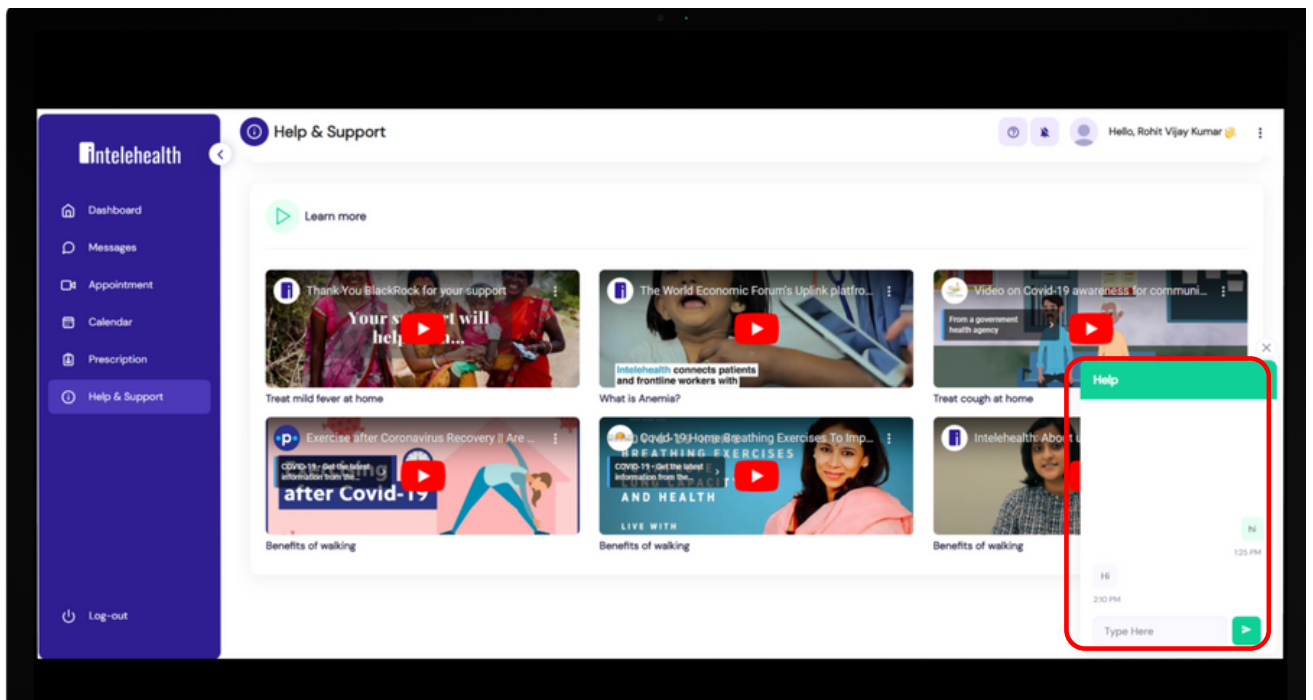


**Start communication with admin**

# PROGRESSIVE WEB APP SETUP ACTIVITY
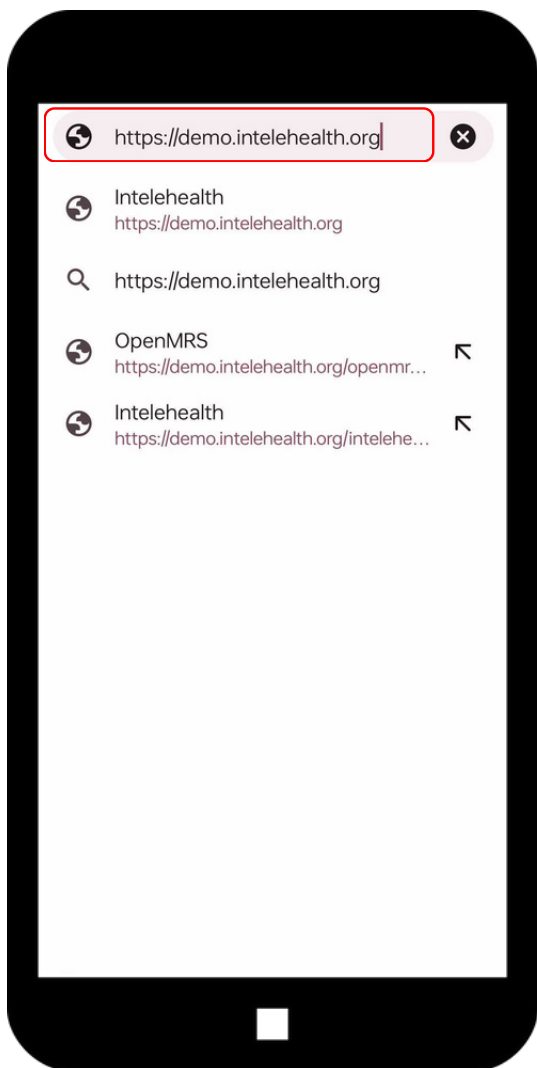


**Step 1 - Enter the doctor portal URL on the browser of your phone**
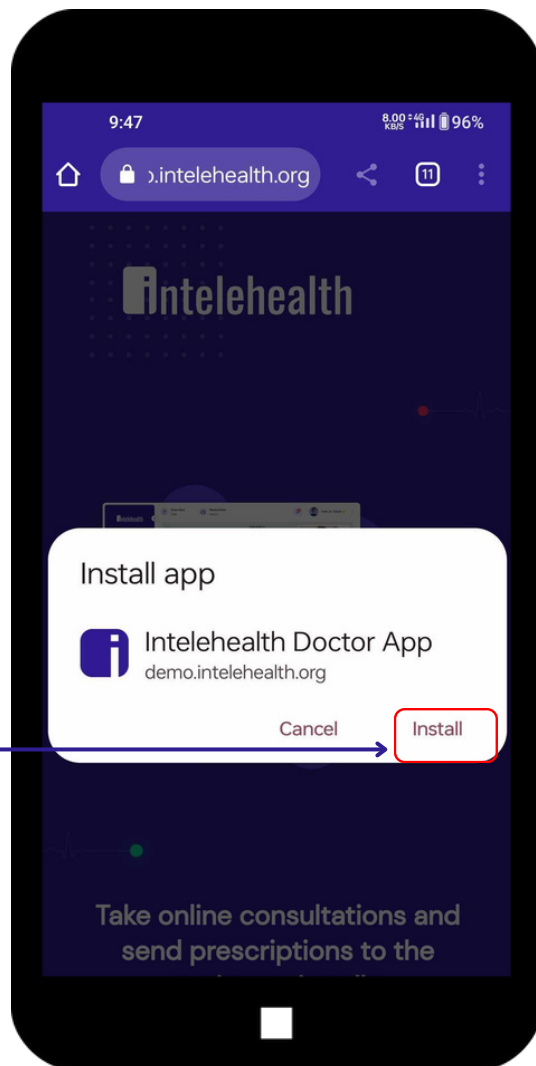
**Step 2 - Click on 'Install' notification to add the Webapp on your phone.**

# PROGRESSIVE WEB APP SETUP ACTIVITY
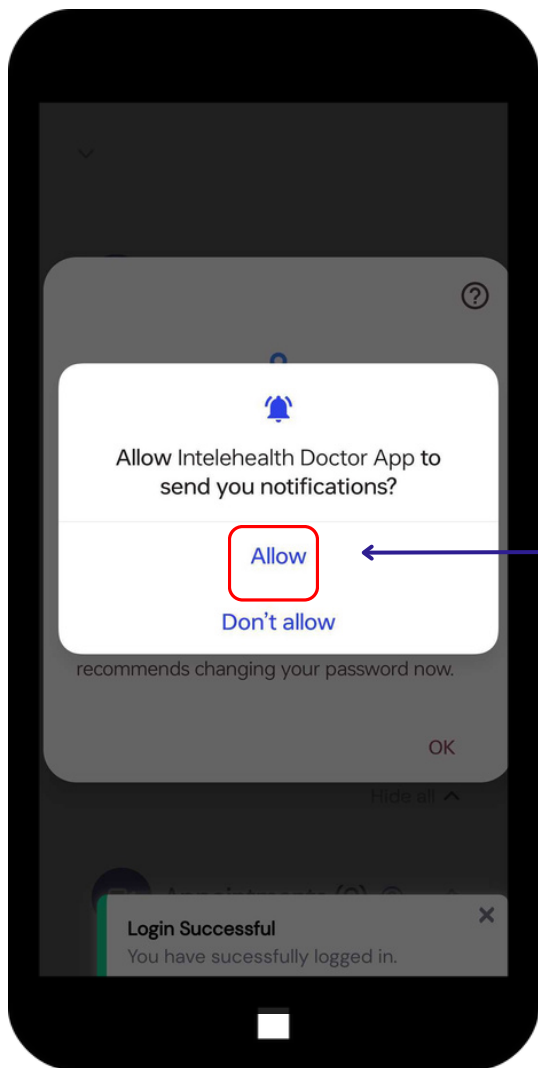


App installed notification

Press allow to receive the notification
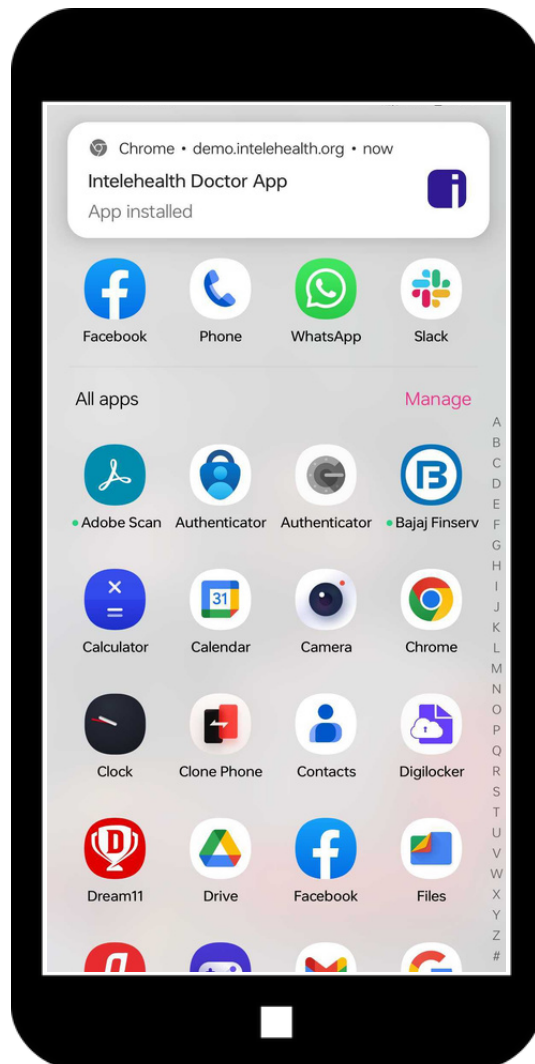
# LOGIN ON WEBAPP

## Login

Login with your provided username and password then you can choose the verification method.

**Username**        Forgot Username ?

doctor

**Password**        Forgot Password ?

··········

Before logging in, please confirm you are not a robot

✓ I'm not a robot
reCAPTCHA
Privacy - Terms

Next →

Intelehealth **Terms & Conditions** and **Privacy Policy**

**Step 1 - Enter the username**

**Step 2 - Enter the password**

**Step 3 - Select the I am not robot check box**

**Step 4 - Click login to Login to PWA(Progressive Web Application)**

**PWA Home page**

Search patient

0
Appointments

21
Priority visits

25
Awaiting visits

9
In-progress visits

Show all ⌄

Appointments (0) ⌄
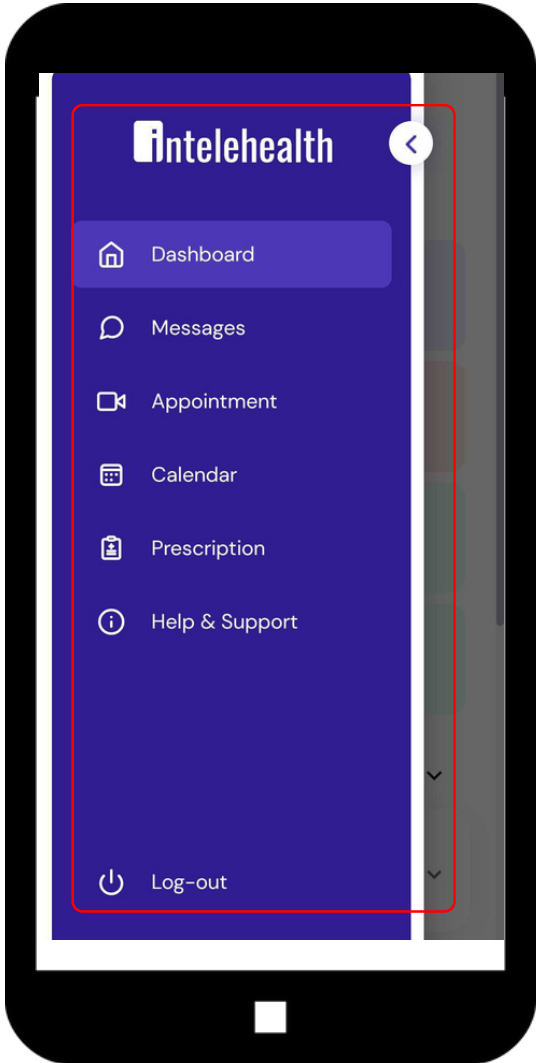
**PWA toggle menu**
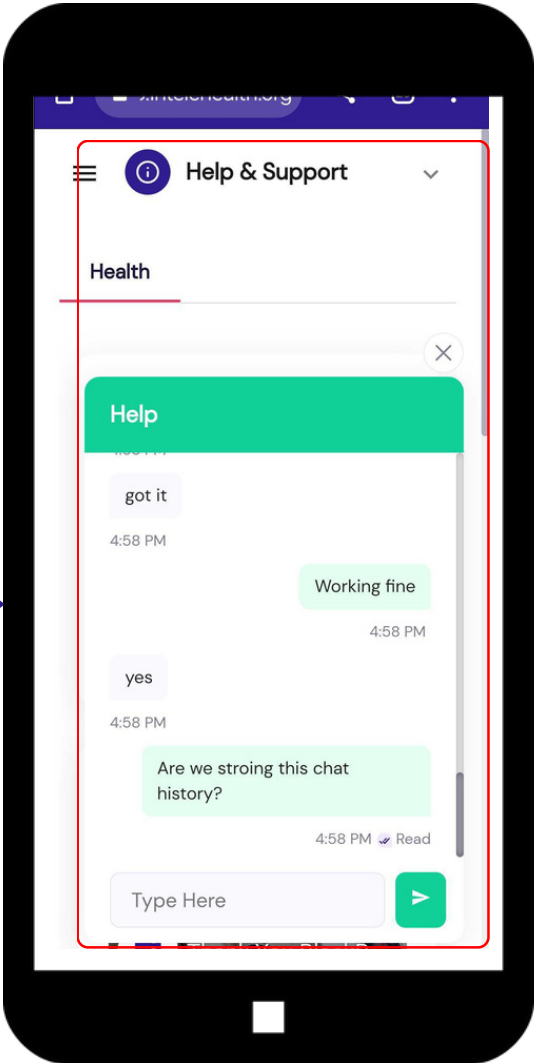
**You can message to the admin for any help**

# VISIT SUMMARY

**Payal Rao (F)**
13WTO-4

Age
23 years

Address
Dungarpur : garada

Occupation
Che

National ID
NA

Contact no.
+917339705153
+917339705153
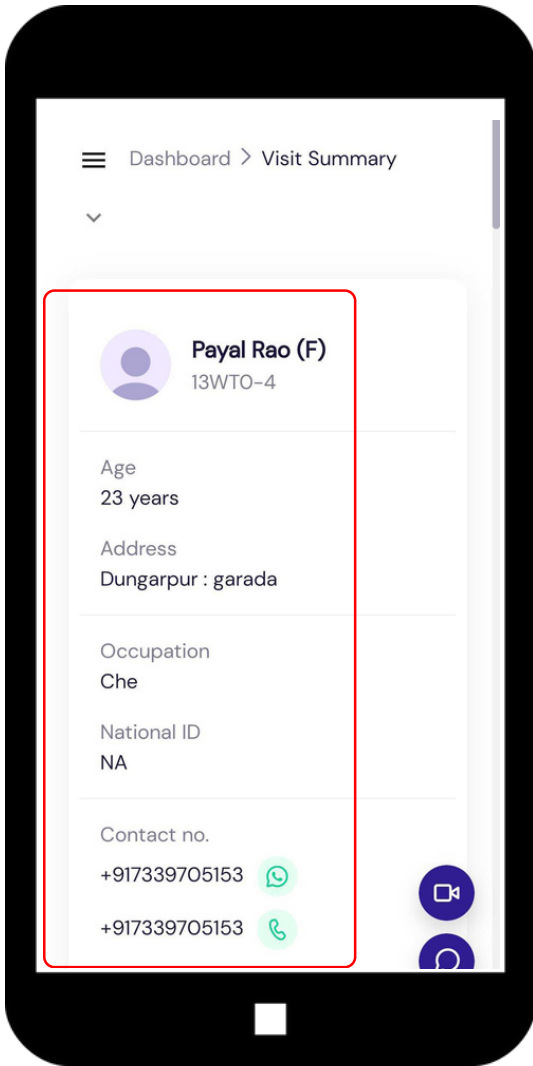
**Patient address and contact details**

**Other Details**

Dashboard > Visit Summary

**Current visit summary**

Hide all ∧

Consultation details ∧

Visit ID
*****2F75

Visit created
16 Jun, 2023

Appointment on
No appointment

Status
Awaiting Visit

Location
Telemedicine Clinic 1

# VISIT SUMMARY

### Vitals

**Height (cm)**
150

**Weight (kg)**
60

**BMI**
26.67

**BP**
No information

**Pulse**
No information

**Temprature (F)**
No information

**SpO2 (%)**
No information

**Respiratory Rate**
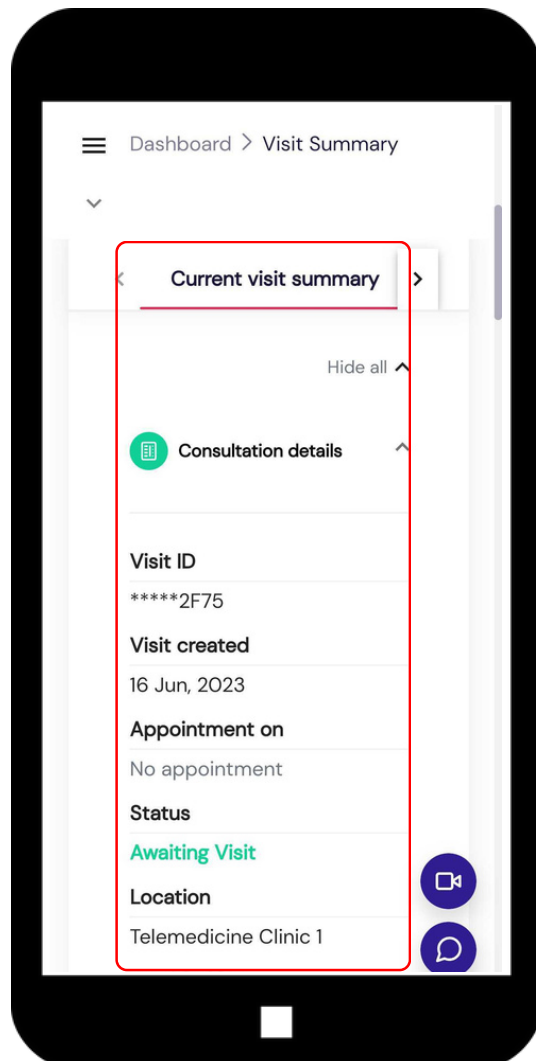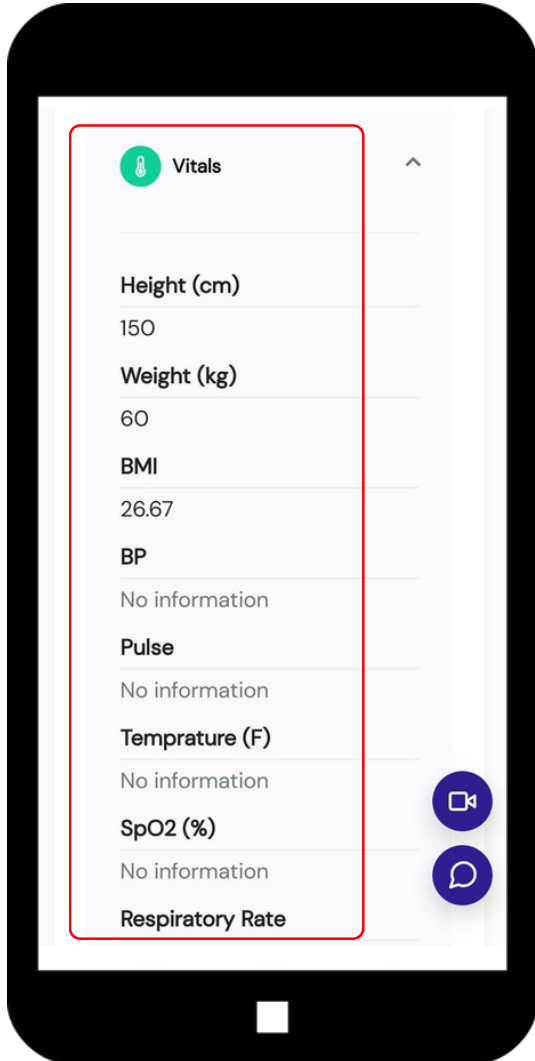
← **Vital Details**

**Chief complaints** →

### Check-up reason

**Cheif Complaint**

Fever

**Fever**

**Duration**
4 Days.

**Nature of fever**
All day/ Constant.

**Timing**
Night.

**Severity**
Moderate.

**Patient did not measure their temperature recently.**
None

**Recent h/o specific events**
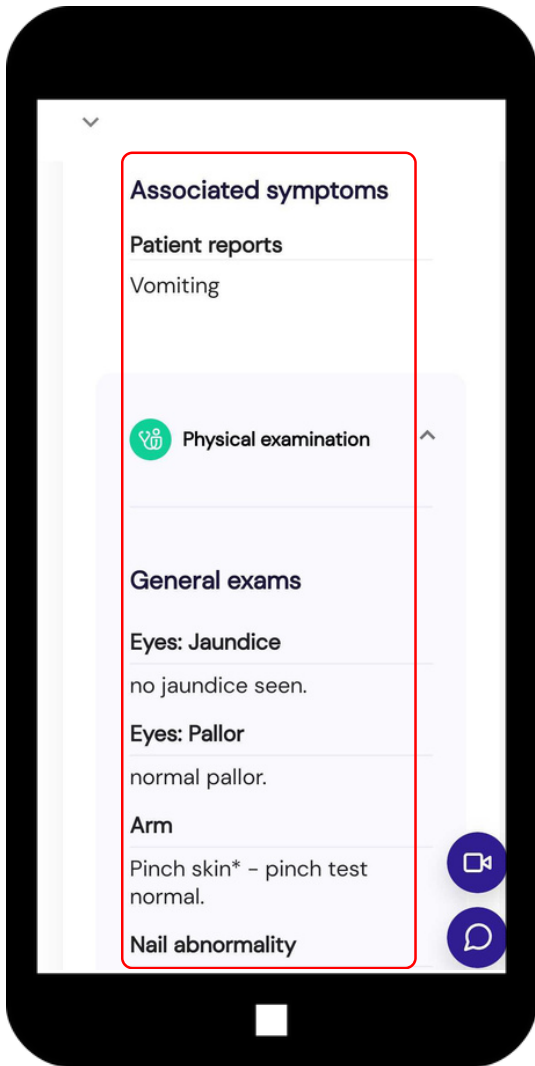
# VISIT SUMMARY



**Associated Symptoms**

**Medical History**

# VISIT SUMMARY
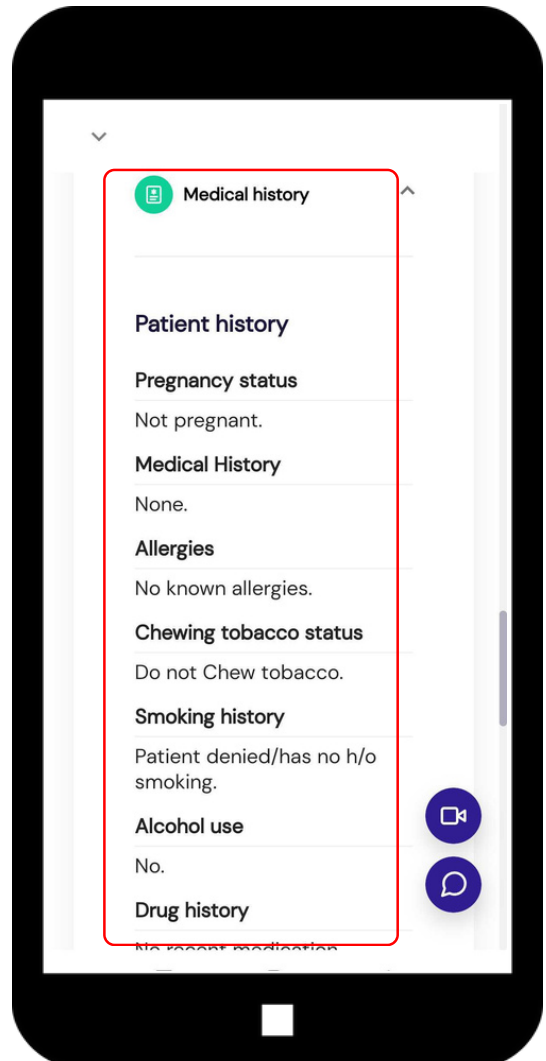
Dashboard > Visit Summary

**Additional documents**

No additional docs available!

**Refer to specialist**

Refer to another speciality
○ Yes  ● No

**Note:** This history note and physical exam note was generated by a
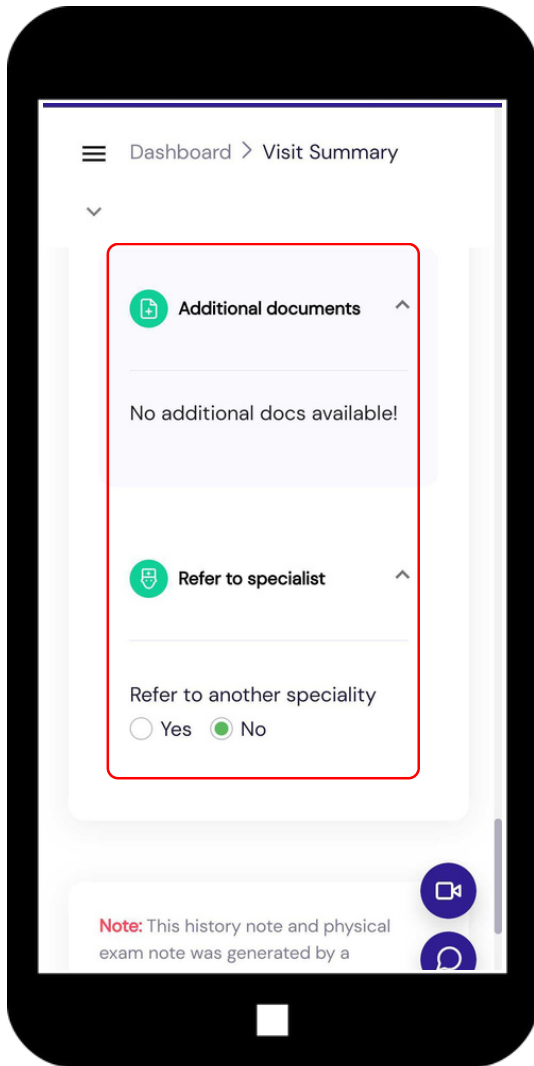
Additional document
and Refer Specialist

Dashboard > Visit Summary

community health worker with the support of the Intelehealth mobile application and Ayu, a digital assistant. It collects only preliminary findings and may not gather all of the patient's clinical information, especially sensitive information or complex physical exam information which is hard for the health worker to collect. Please verify crucial clinical information and collect any additional information you require by speaking with the patient directly.

**Start visit note**

Press start visit note
to start the visit

**Patient interaction** —

**Connect with patient**

Click here to connent with the patient

**Have you spoken with the patient directly?**

◯ Yes ◯ No

Save

**Diagnosis** —

Diagnosis   Type   Status

**Select diagnosis**

Rheumatic fever with c... ⌄

**Diagnosis type**

◯ Primary ⦿ Secondary

**Select**

◯ Provisional ⦿ Confirmed

Cancel   Add

**Add patient interaction and diagnosis**

**Note** —

**Note** (Not shared with patient)

Take a rest

Cancel   Add note

**Medication** —

Drug name
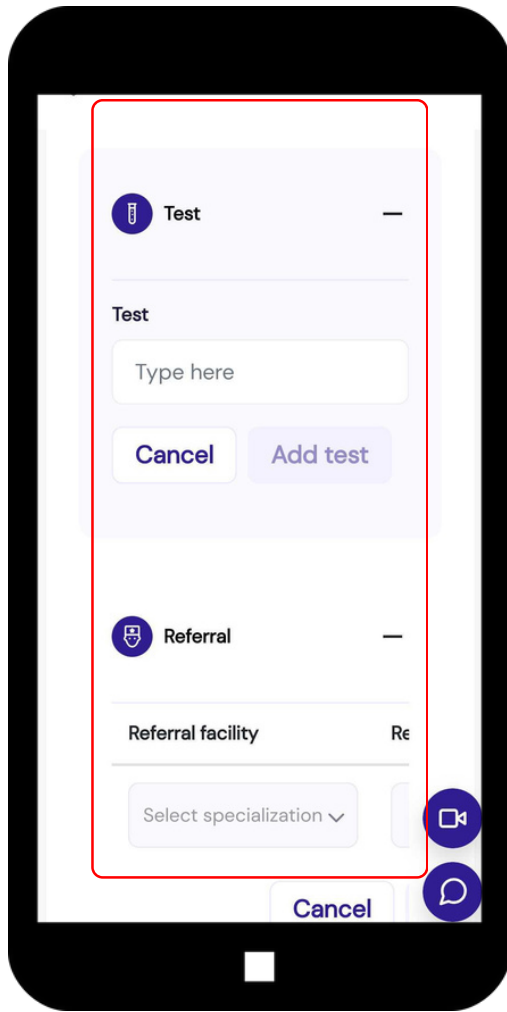
Albendazole Tablets 400mg

Enter drug

**Additional instructions**
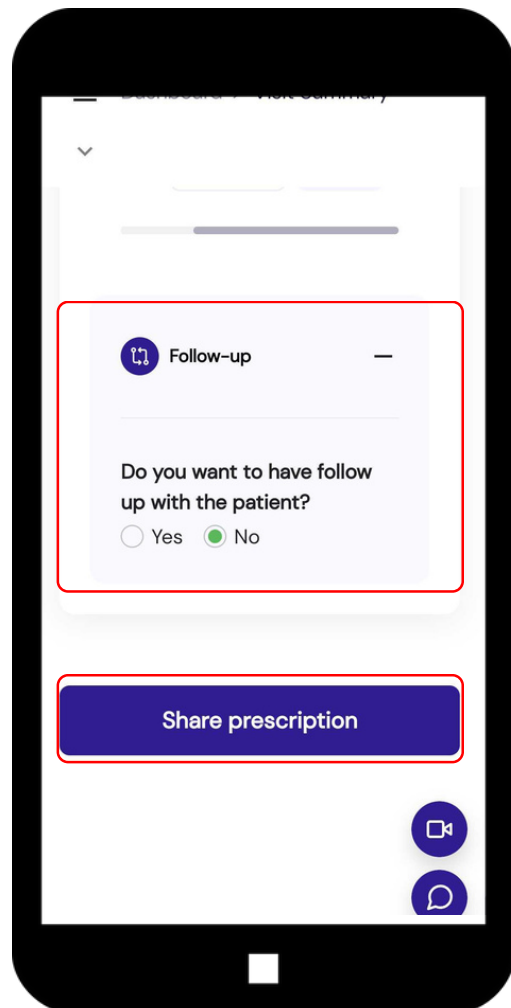
Type here

Cancel   Save
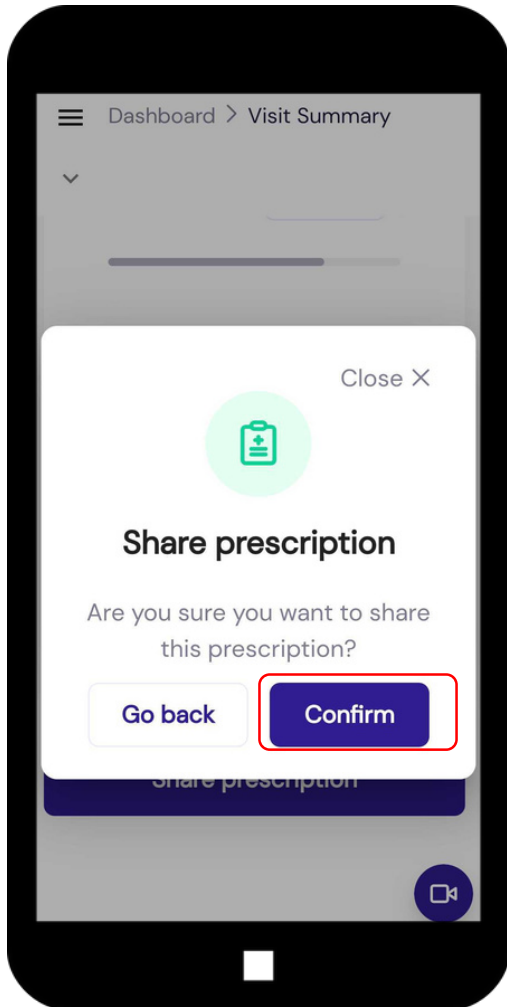
**Add patient note and medication**

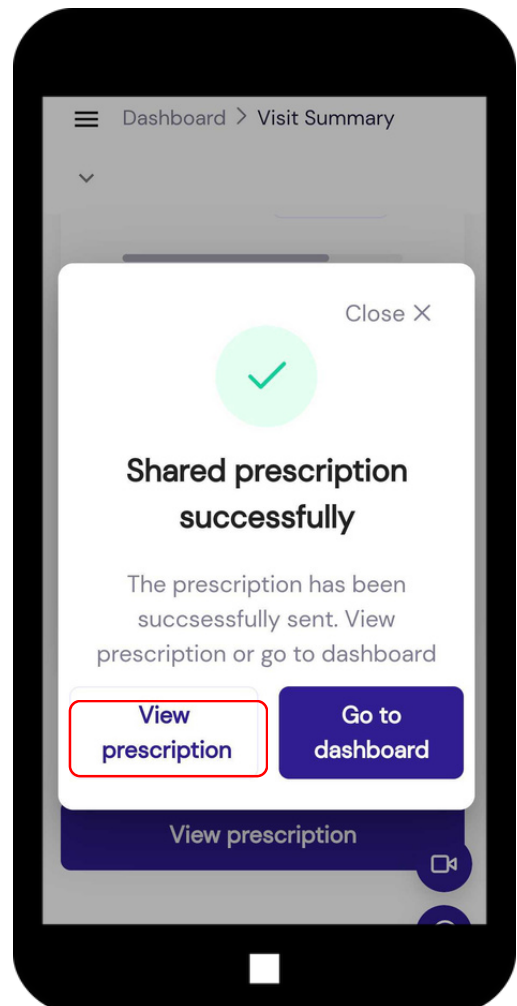# START VISIT NOTE

**Add test and referral**

**Add the follow up**

**Press share prescription to save the prescription**

**Press confirm to save the prescription**

**Press view prescription to see the prescription**

# END