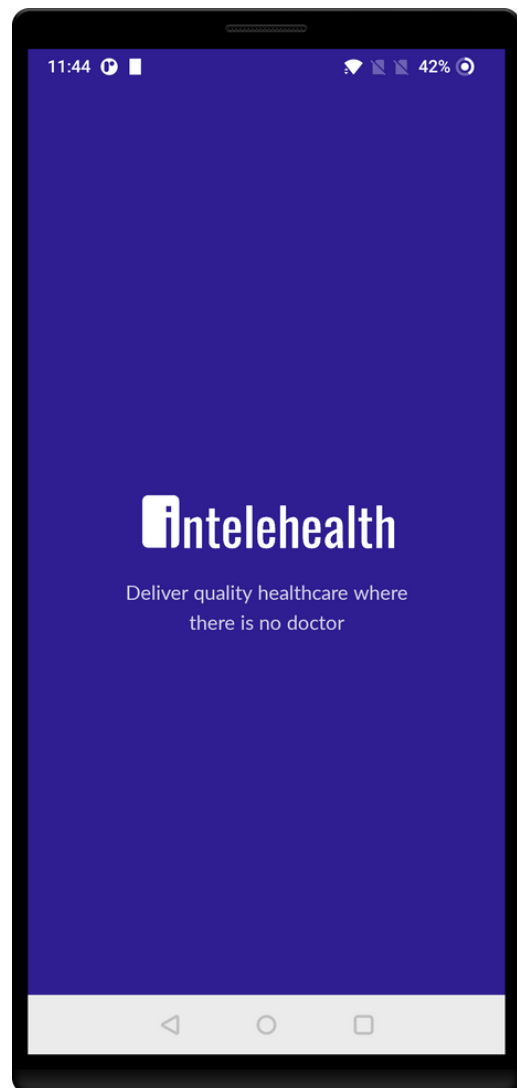# intelehealth

User Manual

Frontline Health Worker's portal

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

Last updated: 26 March 2024

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INTRODUCTION

**Welcome to Intelehealth App User Manual for Health Workers!**

This guide will help health worker how to use the Inteleheath App to enter the Patient medical information and a remote doctor to provide teleconsultation.

In this guide, the user will learn the step-wise workflow of the App.

APP INSTALLATION

- Turn ON the internet connection on your device before installing the app.
- To install the app, you will need a good internet connection.
- Make sure the phone/tablet is charged.
- Open Google PlayStore.
- Enter 'Inteleheath' in the Search bar.
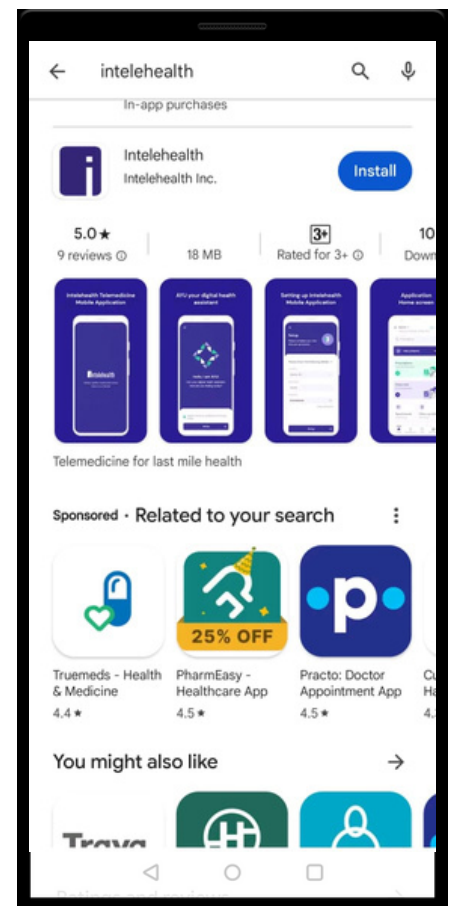- Click on 'Install'

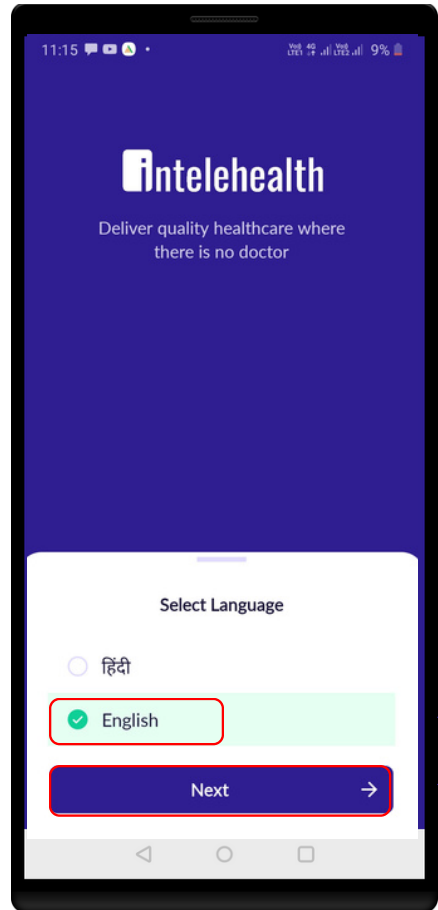**Step 1 - Go to the Play Store on your device**
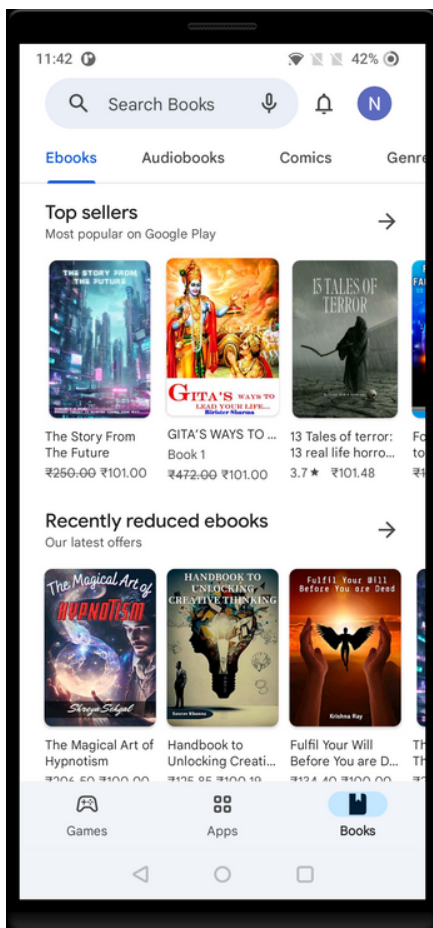
Step 2 - Search "Intelehealth" in the Search panel
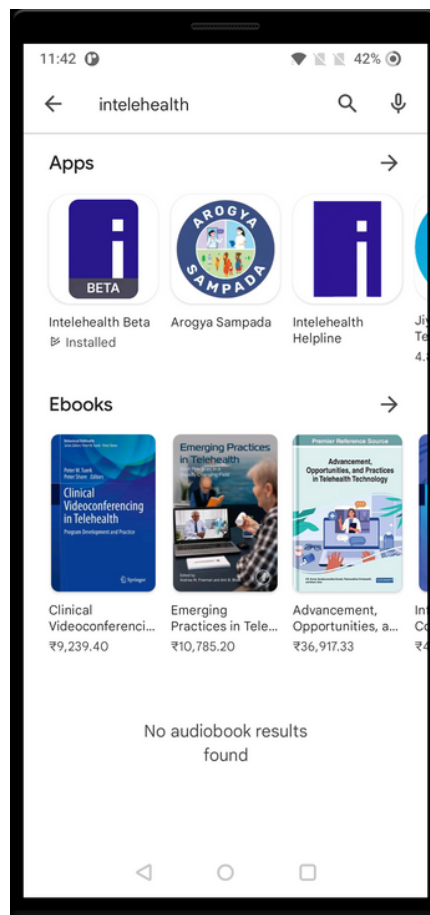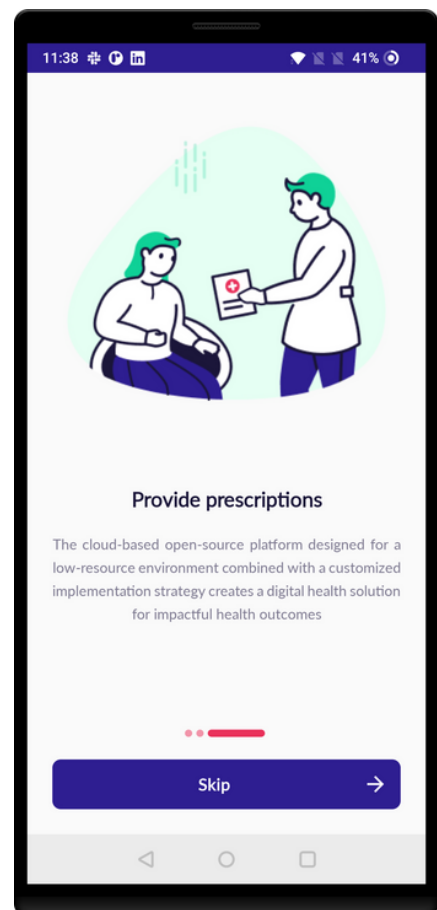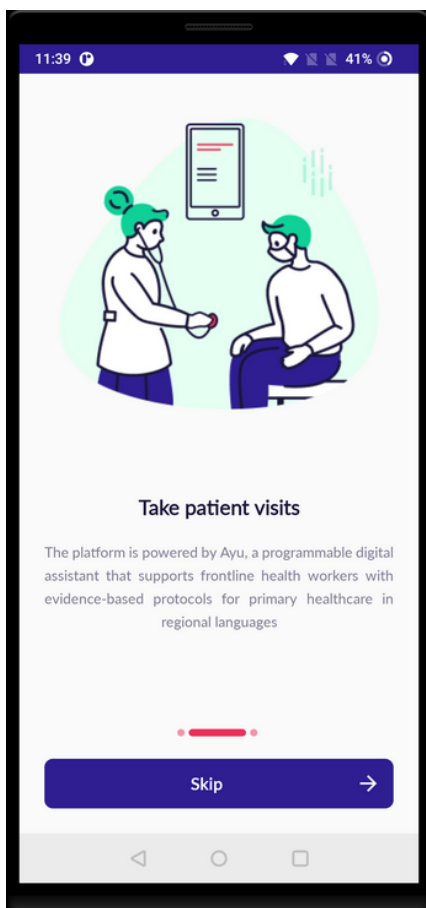
Step 3 - Click on 'Install'
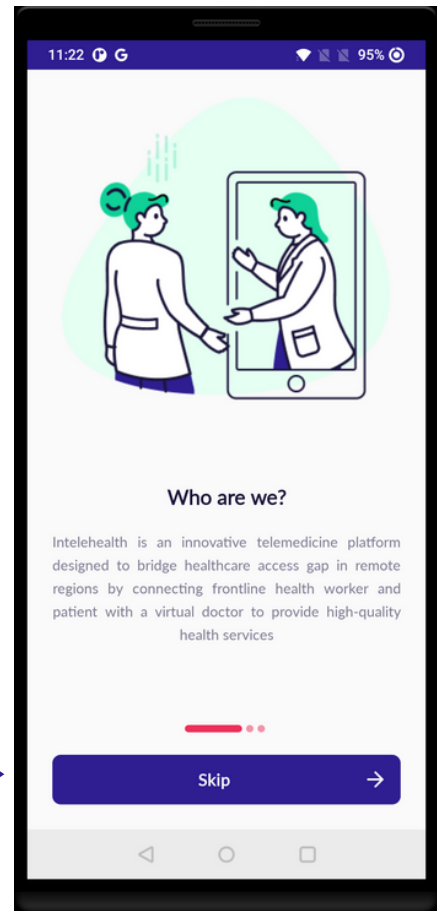
SPLASH SCREEN

Choose your language

Click on 'Next'

SPLASH SCREEN

**Read the introduction of the Intelehealth App or click on 'Skip'.**

SETUP ACTIVITY

- Ensure that your internet connection is strong.
- When you open the Intelehealth app, it will display the following messages:
  - Allow the Intelehealth App to access your contacts. Click on 'Allow'.
  - Allow the Intelehealth App to access your media on your device. Click on 'Allow'.
  - Allow the Intelehealth App to take pictures and record videos. Click on 'Allow'.
- Read the introduction of the Intelehealth App or click on 'Skip'.
- Read the T&C and Privacy Policy and confirm your agreement by clicking on the checkbox.
- Choose and enter the health worker's assigned location.
- Enter the health worker's correct username and password.
- The setup is now finished.
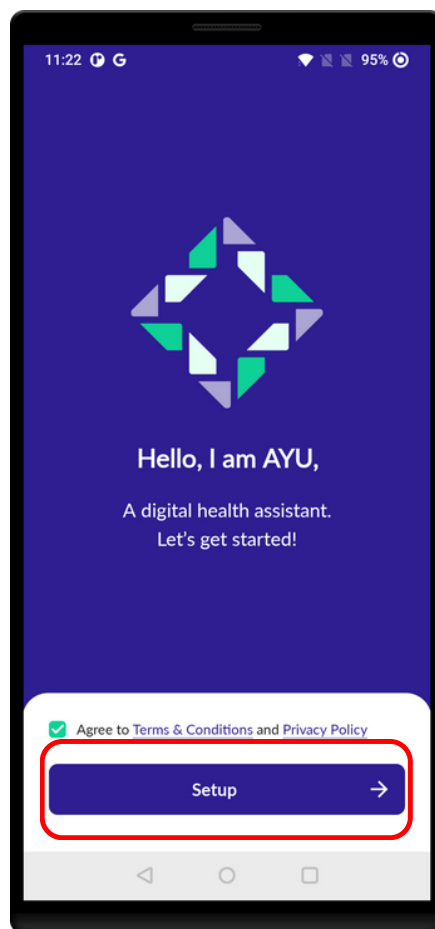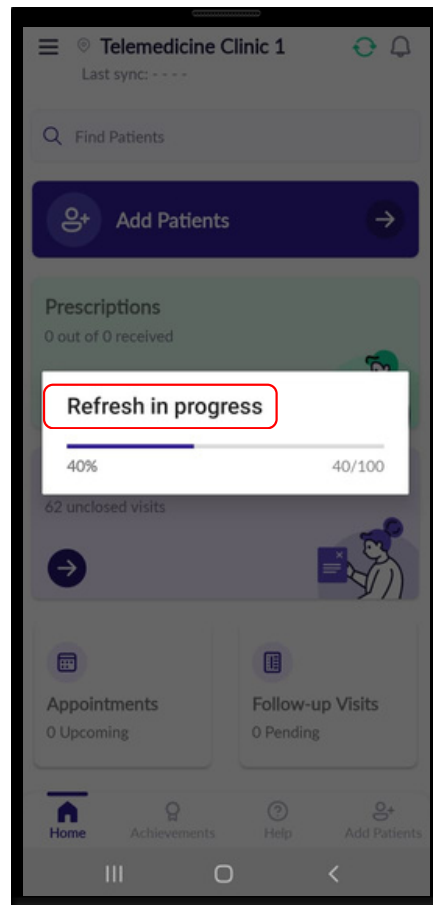
Step 1 - Click on 'Setup'
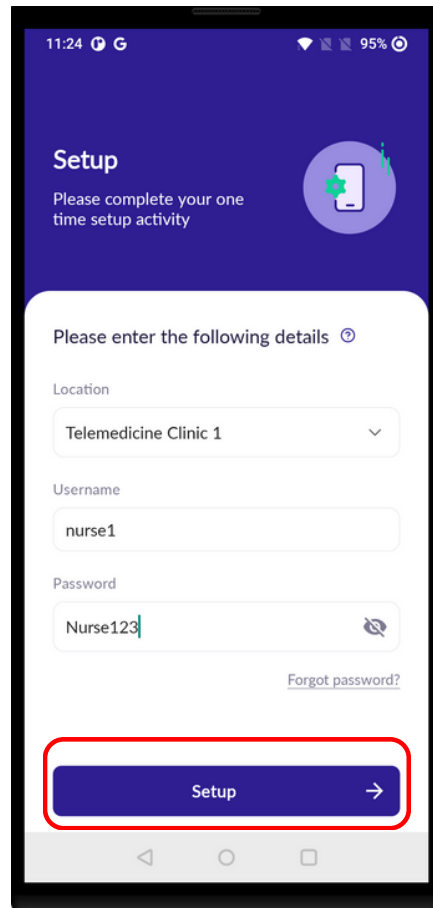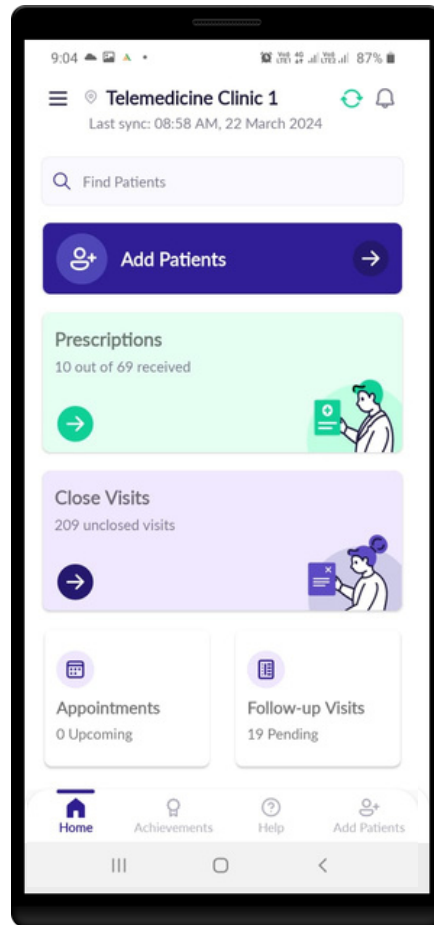
Step 2 -Select the Location

Step 3 -Enter the Username

Step 4 -Enter the Password

Step 5 - Click on 'Setup'

Refresh in progress

Step 6 -After clicking on the setup, take a look at the IDA homepage.

LOGIN SCREEN

- Enter the username and password provided.
- It's important to type the Password and Username correctly, as they are case-sensitive, otherwise, the user won't be able to log in.
  For eg. Given Username - nurse

 Given Password - Nurse123

  typed username - nurse

  typed password - nurse123
- In the above example, the password entered is incorrect. As 'n' was entered instead of 'N', this will not let the user log in.
- If you are unable to log in, click on 'Forgot password?'.

Tips-
- The username and password are case-sensitive. Please ensure that you enter the same username and password as provided by the organization.
- Do not share your password with anyone on the phone, WhatsApp, Email, etc., and do not write it down in an unsecured location. Nobody from Intelehealth will ever ask you for your password. Do not share your password with anyone.


Enter username and password

Click on 'Login'
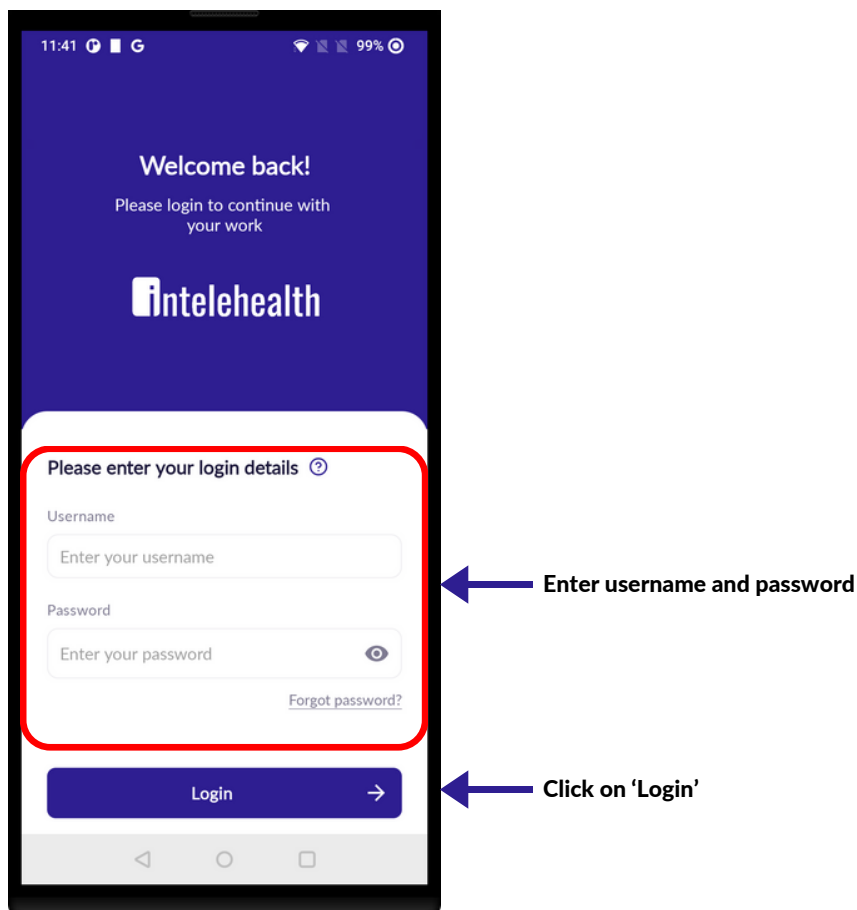
HOME SCREEN

On the home screen, you can do the following activities:

1. Add patient - To create/register a new patient.
2. Find patient - To search for a patient. Patients can be searched for by name, patient ID, and contact number.
3. Prescriptions - To view all patient prescriptions.
4. Close visits- To view all unclosed visits.
5. Appointments- To view all doctor appointments.
6. Follow-up visit- to view all the follow-up visits.
7. Notification - To view app notifications.
8. Last Refreshed button - To sync patient data with the doctor portal and it will fetch all the new data from the same location.
9. The overflow button is represented by three hyphens at the top right corner of the screen..

Show Setup location name

Click here to sync

The Overflow button has My Achievement, update language and protocols, and Logout.

Click here, to find records

Click here, to create/register a new patient.

Click here, to view all the prescriptions received and pending by the doctor.

Click here, to close all active visits.

Click here, to see the patient's appointments.

Click here, to see the Follow-up visits

Click here, to create/register a new patient.

In find patient, search for the patient by their patient ID or name.
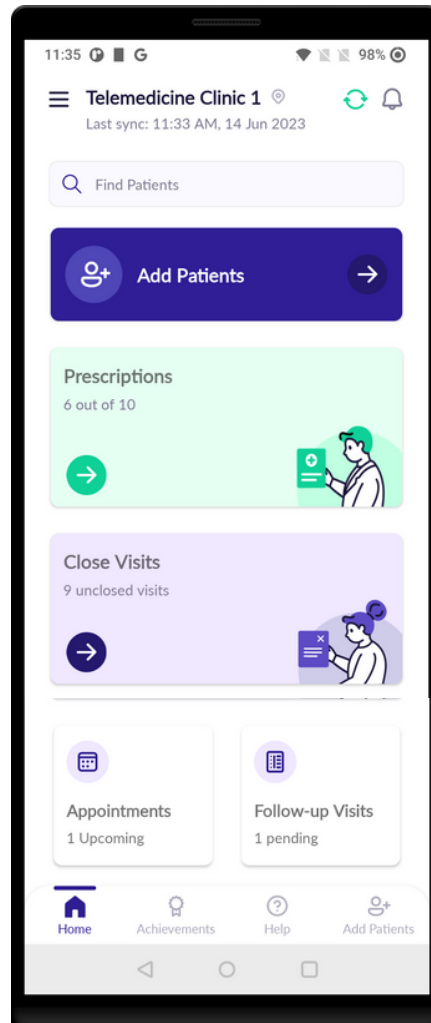
To find a patient, click on the 'Find Patient' search panel.

On the find patient. search the patient by their Patient ID or name.
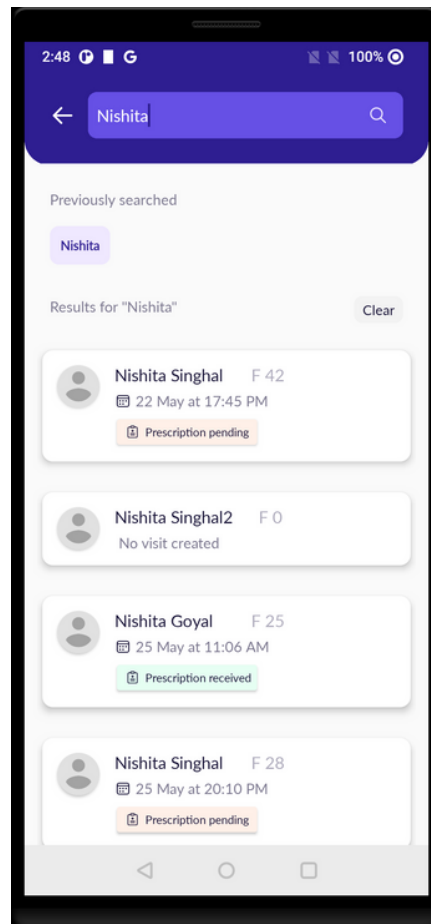
Type here to search for visits.

PRIVACY POLICY

- Make sure to read the privacy notice to the patient before creating a new patient.
- Make sure the patient understands the privacy notice and responds to any questions asked by them.
- If you are uncertain about the questions asked, please reach out to your supervisor or manager.
- Once the patient agrees to the privacy notice, click on the 'ACCEPT' button to proceed with registration.
- If the patient declines, click on Decline and they won't be registered.
.

Click 'Decline' and the patient will not be registered.

Click "Accept" to proceed to the next screen.
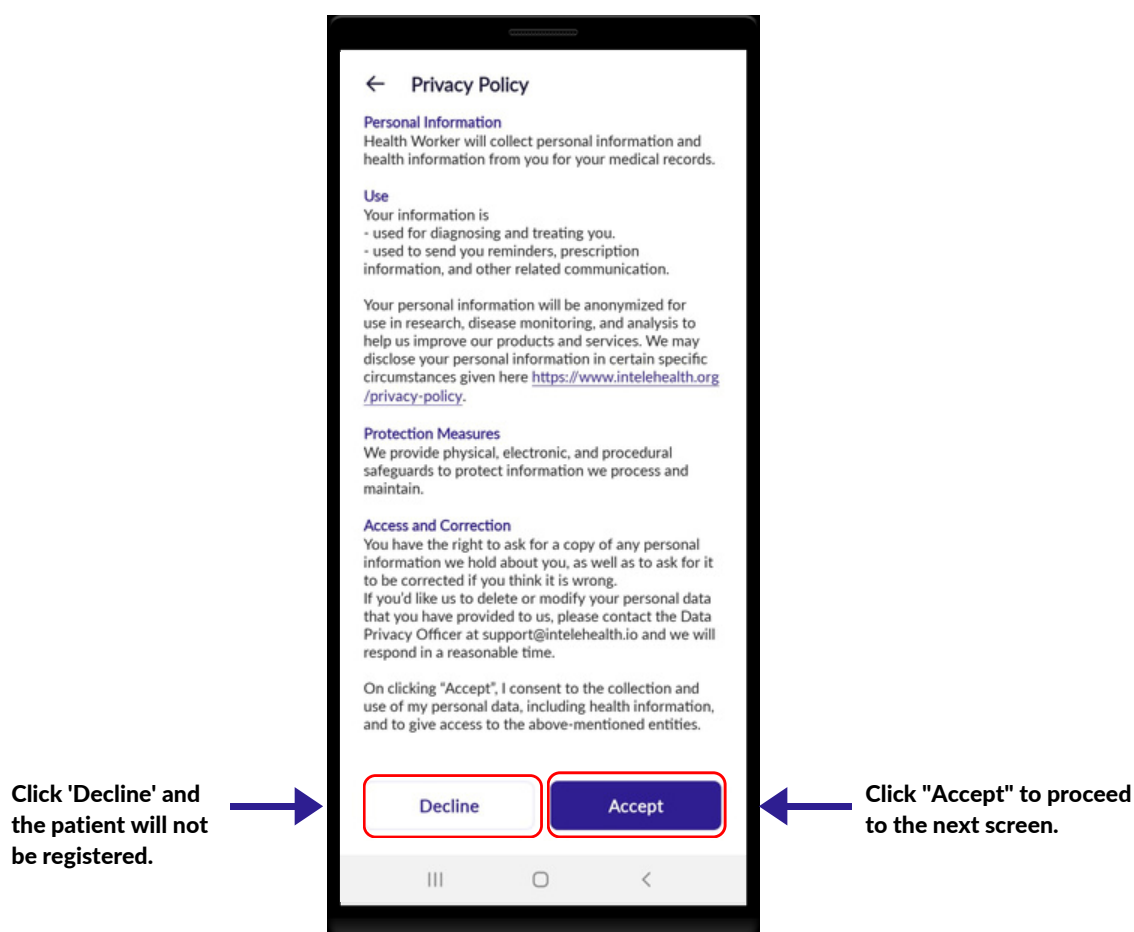
PATIENT REGISTRATION

- Ensure that most of the data in this section is entered. If the patient is uncomfortable providing any optional data, then you may skip collecting that data.
- All the required fields such as First and last Name, Gender, age/date of birth, village, state, and country should be entered.
- It is important to enter the date of birth, especially if the patient is a child. This will assist the doctor in managing cases.
- In cases where the patient does not know their Date of birth, add their Age instead and the app will auto-estimate their Date of Birth.
- Patient may not provide information such as caste, economic status, and education status. In such sensitive cases, do not force them.

Enter Personal details

Step 1 - Click to take a picture of the Patient.

Step 2 - Enter the First Name of the patient

Step 3- Enter the Last Name of the patient

Step 4- Select gender.

Step 5 - Enter your date of birth and your age will be automatically calculated.

Step 6 - Enter the Patient's phone number

Step-7 -Click on 'Next' to go to the next screen

PATIENT REGISTRATION

Enter Mandatory Address

Enter Other Address

Click on 'Next' to submit all details

PATIENT INFORMATION

- In this screen, review all the patient information.
- A patient ID will be generated. Every patient will have a unique ID.
- Click on the Change (Edit) icon to make changes to the text entered.
- Click on the 'Start New Visit' button.
- Previous visits of the patient can be seen below the 'Start New Visit' button.
- The health worker cannot start a new visit if the previous visit is active for the same patient.

Patient ID

Click the Change option to edit patient details.

Patient's Information.

Click on the 'Start Visit' to start the new visit
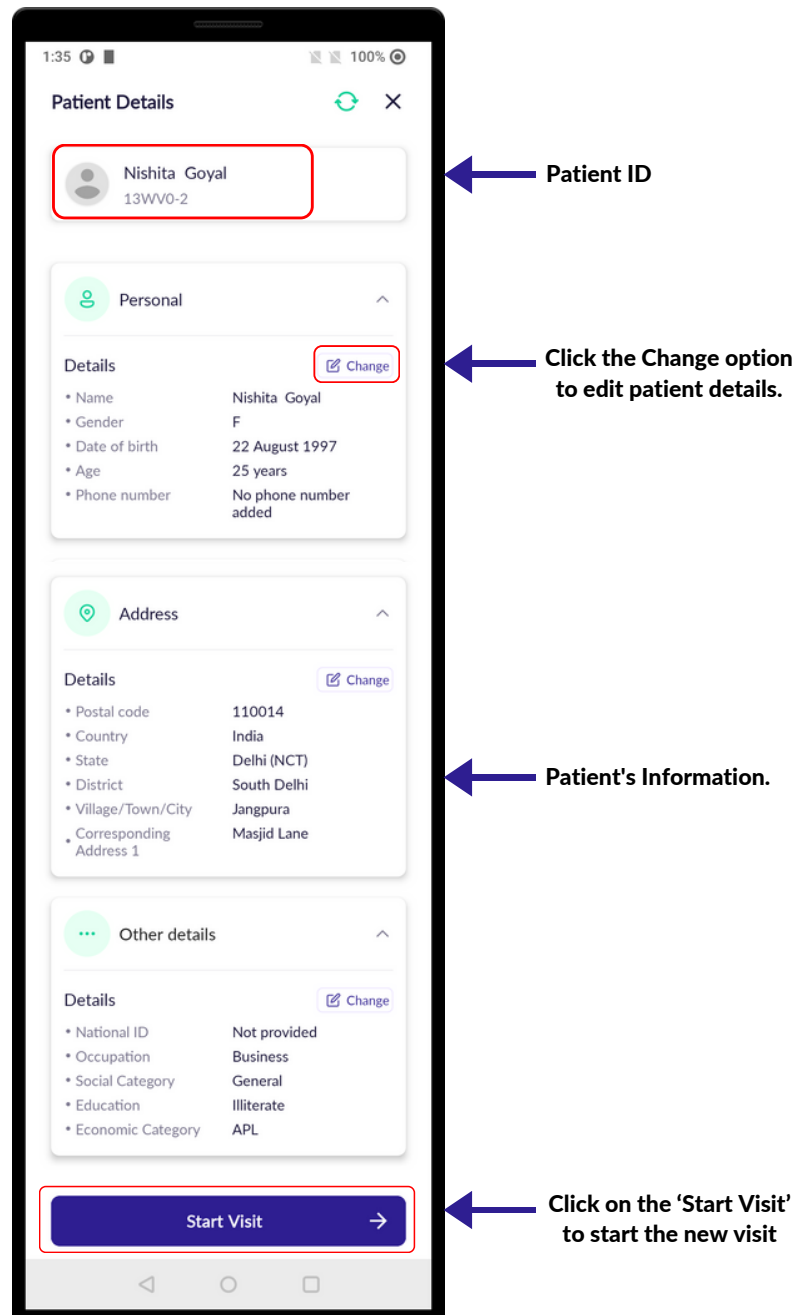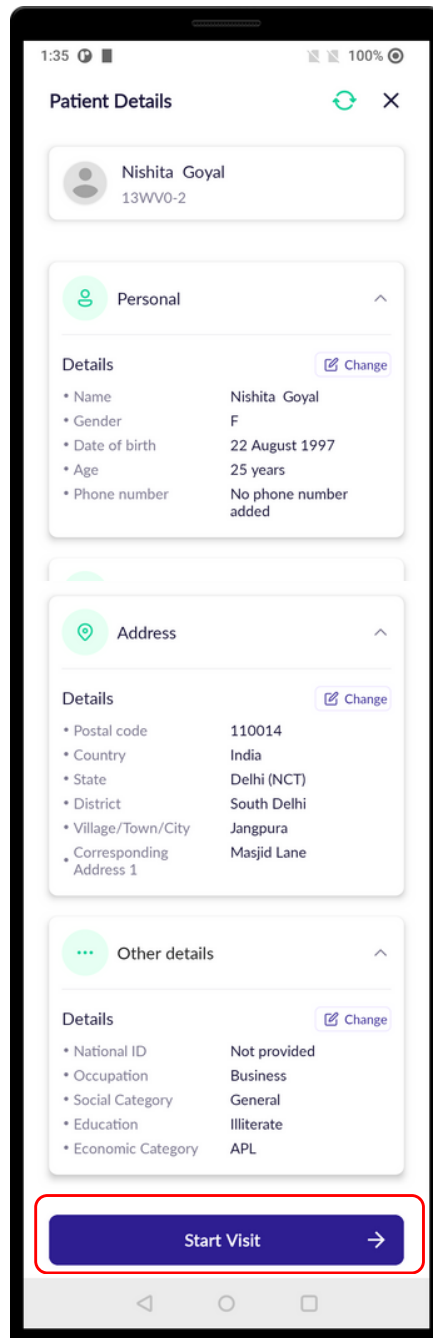
START VISIT

Click on the Start Visit

START VISIT
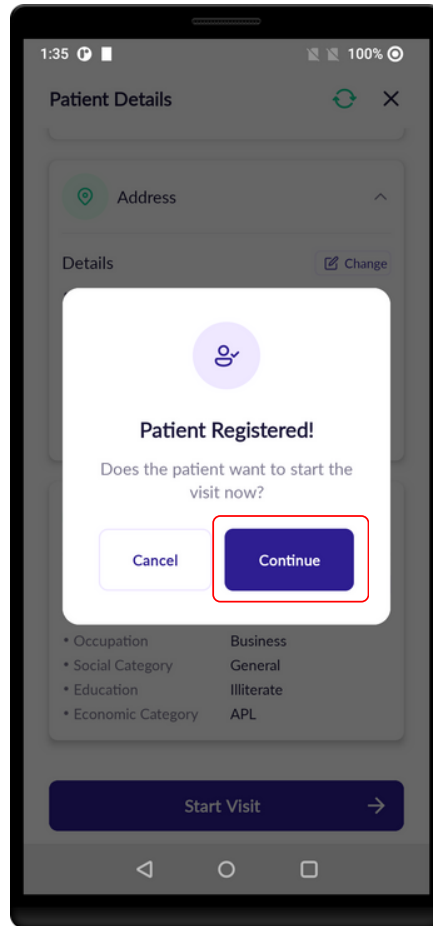
Click on 'Continue' to start the visit

VITALS

- Check the devices before collecting vitals.
- Follow the SOPs while collecting the vitals.
- Make sure to enter the readings correctly in the app.
- Make sure to clean the equipment used for physical examinations before seeing each patient.
- Make sure to collect as much vitals as possible.

Enter your height and weight.

BMI will be calculated automatically.

Enter BP systolic readings.

Enter BP diastolic readings.

Enter the pulse reading.

Enter the temperature of the patient.

Enter the SpO2 reading.

Enter the respiratory rate of the patient.

Click on 'Next'

VITALS SUMMARY
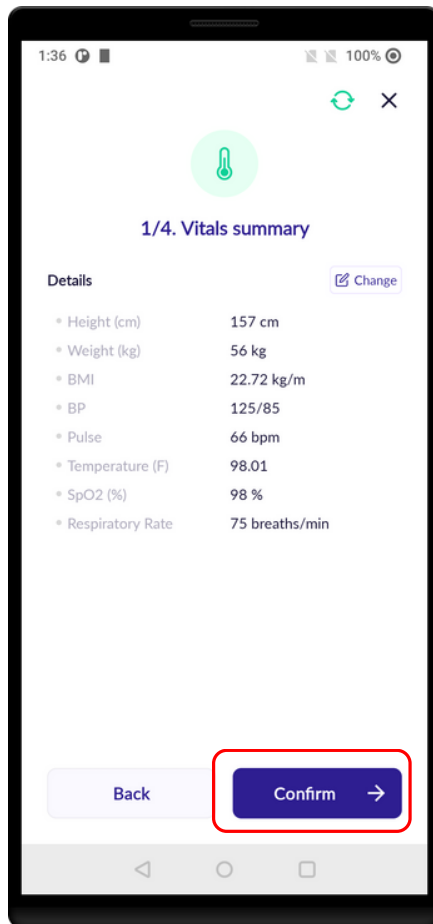
Click on 'Change' to edit the details.

Click on 'Confirm' to submit the vitals.

PATIENT COMPLAINTS

- Ask the patient about their complaints and click on the box. You can select multiple complaints.
- Select the responses of the patient for each question and swipe up.
- It is important to take full history of the patient as it becomes easier for the doctor to give prescription.
- Respect the Patient and don't be judgmental while Patient are giving information.
- Maintain confidentiality of patient information at all times.

Search/ Type the reason(s) for Patient visit

Selected reason(s) are shown here

All selected reasons are highlighted in blue

PATIENT COMPLAINTS

Click on "Next" to submit the reason(s) for visit

Click on "Yes" to confirm the reason(s) for visit.

PATIENT COMPLAINTS
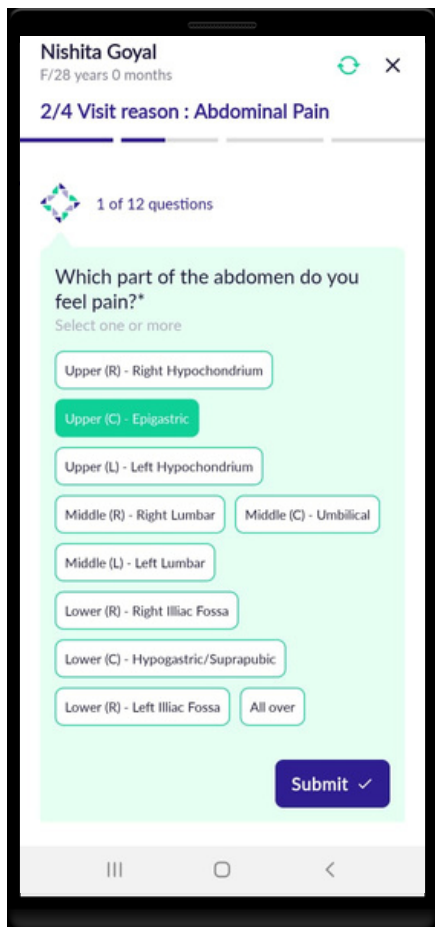
Step 1- Ask the patient about their complaints and click on the box. You can select multiple complaints.
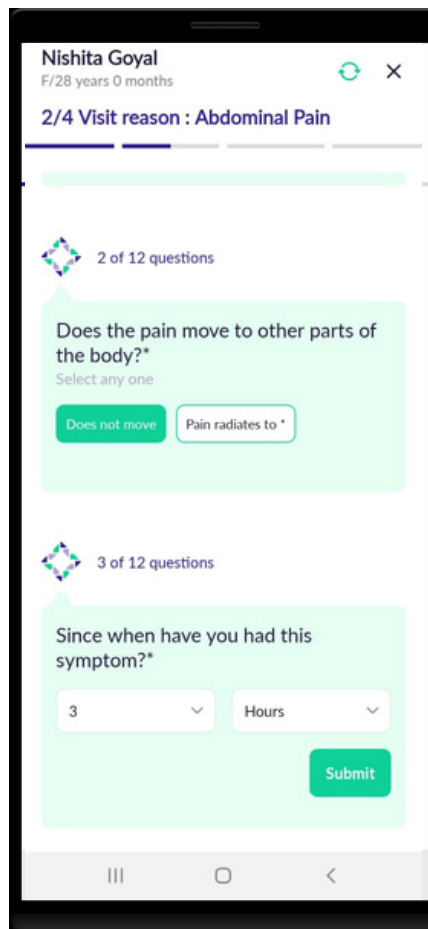
Step 2 - Select the responses of the patient for each question and swipe up.
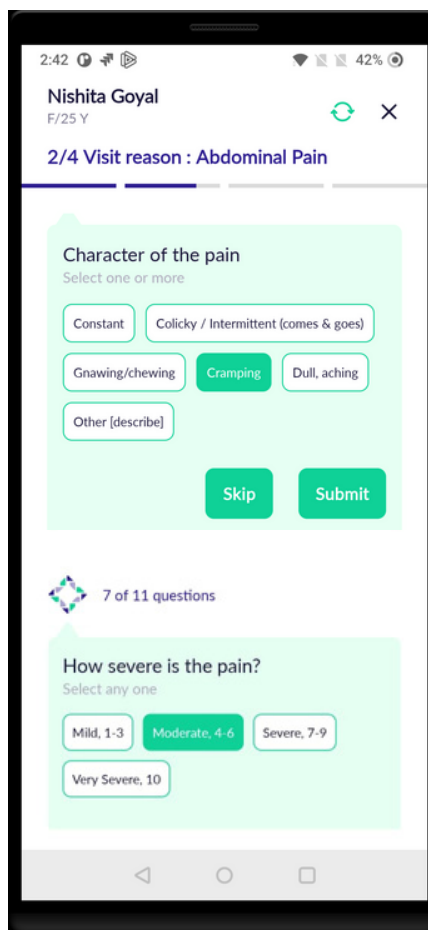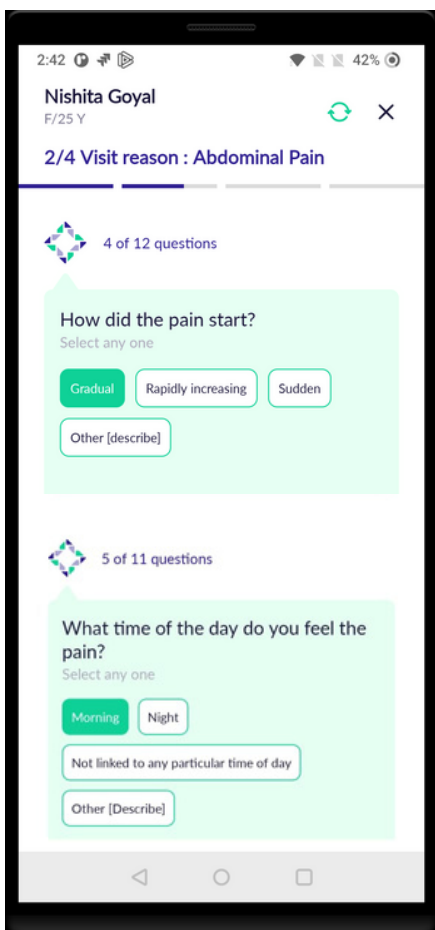
Step 3- Select per the responses of the Patient.
Click submit to submit the complaint.

PATIENT COMPLAINTS
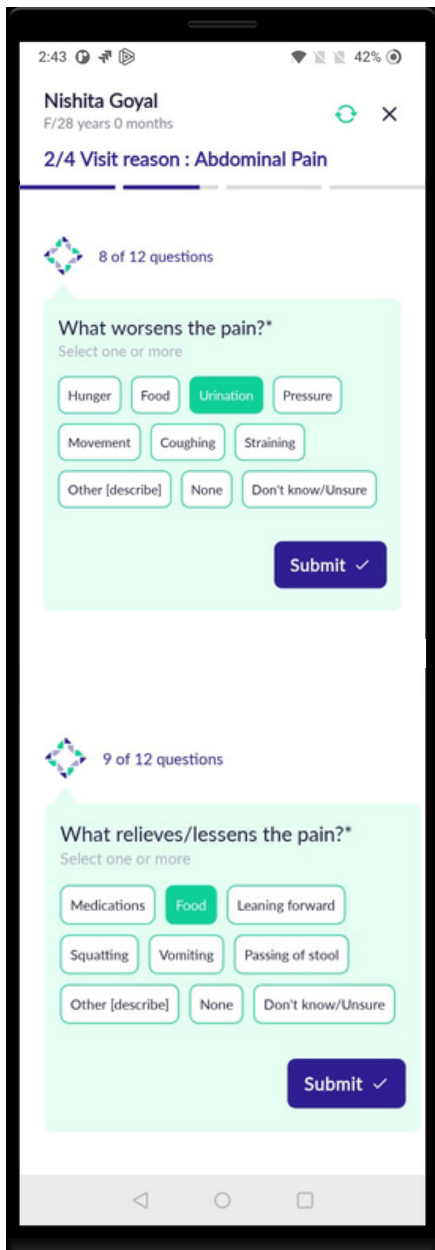
Swipe up for the next question.
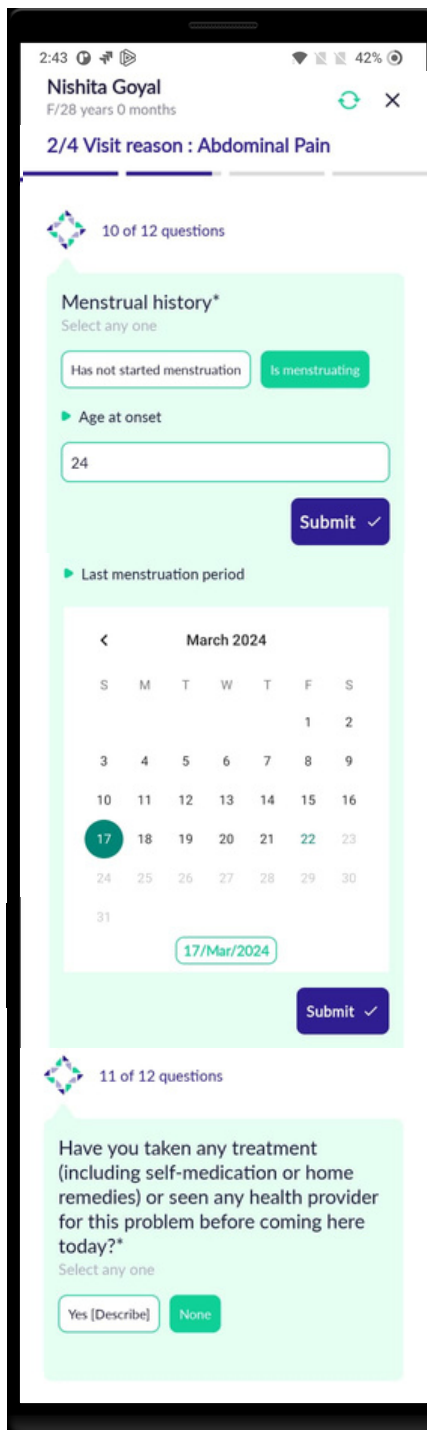
PATIENT COMPLAINTS

Click on "Submit" to submit patient complaints.

ASSOCIATED SYMPTOMS

- Select patient's response for all the associated symptoms.
- After reviewing all the associated symptoms, click on 'Yes' to confirm. To make any changes, click on 'Back'.
- All associated symptoms are mandatory.

Step 1 - Select patient response for each associated symptoms

ASSOCIATED SYMPTOMS

Step 2- Once all associated symptoms are answered, click here to submit.

Visit Reason Summary

To submit all visit summary details, click "Confirm."

PHYSICAL EXAMINATIONS

- Inform the patient that a physical examination will be conducted, its significance, and the entire procedure that will be followed.
- Questions 1 - 10 on general physical examination are required.
- Remember to wash your hands and practice good hygiene.
- When in doubt, take a picture.
- Make sure to provide maximum information as this will help the doctor in effective case management.
- Every question marked with an asterisk (*) must be answered.
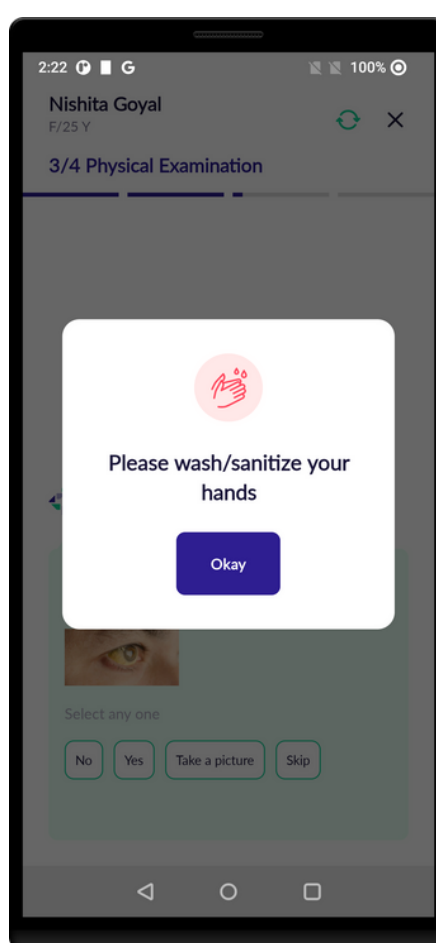
Step 1 -Prior to performing a physical examination, wash your hands.

To go on to the physical examination, swipe up.

Step 2 - Click on 'Okay'
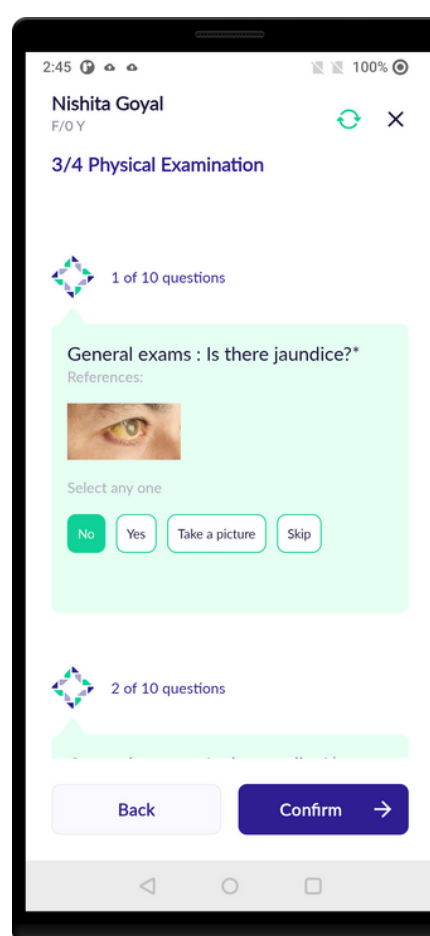
Step 3 - Choose Yes, No, Take Picture, or Skip.

PHYSICAL EXAMINATIONS
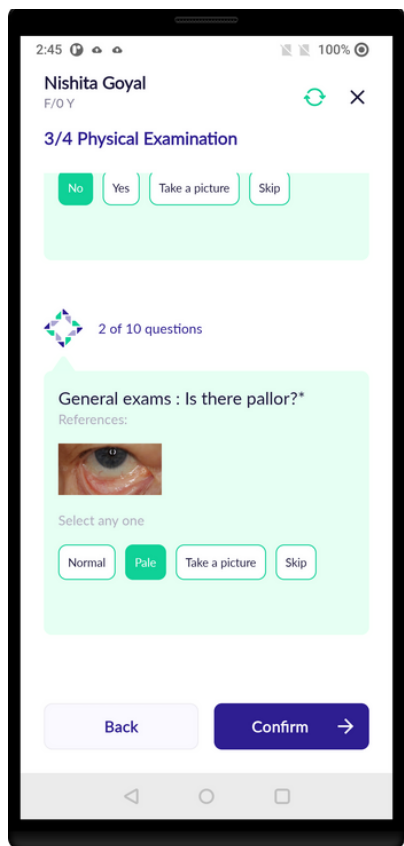
To go on to the physical examination, swipe up.
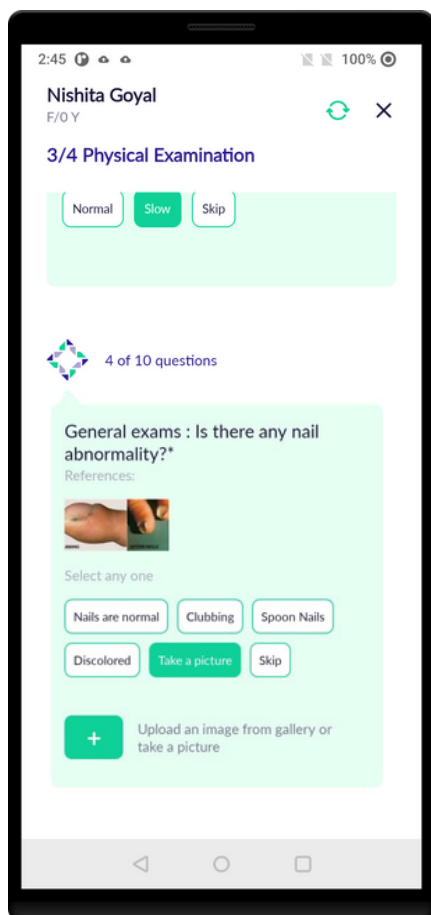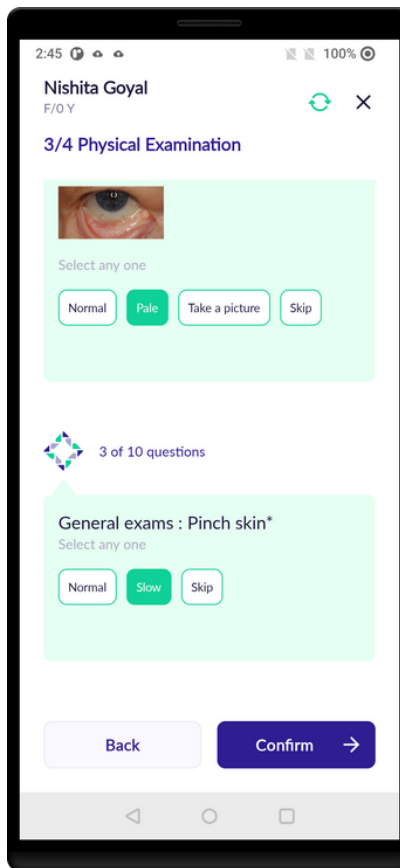
Step 4 - When in doubt, take a picture.
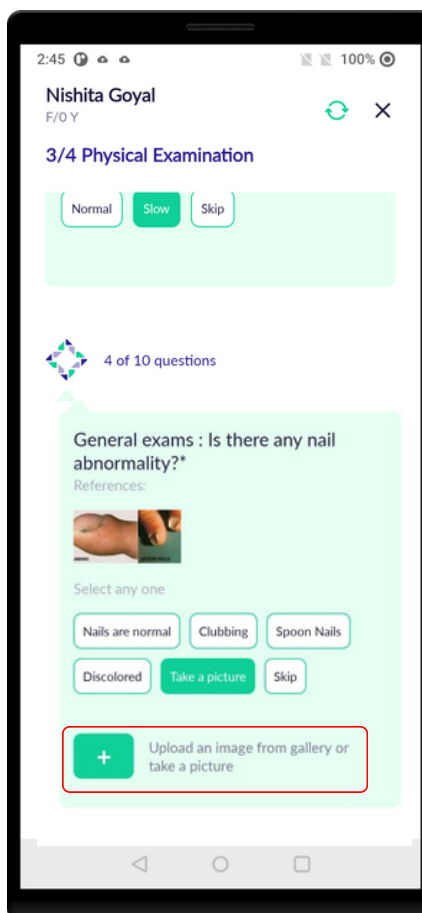
Step 5- To upload the picture, click on the 'Plus' symbol.

PHYSICAL EXAMINATIONS
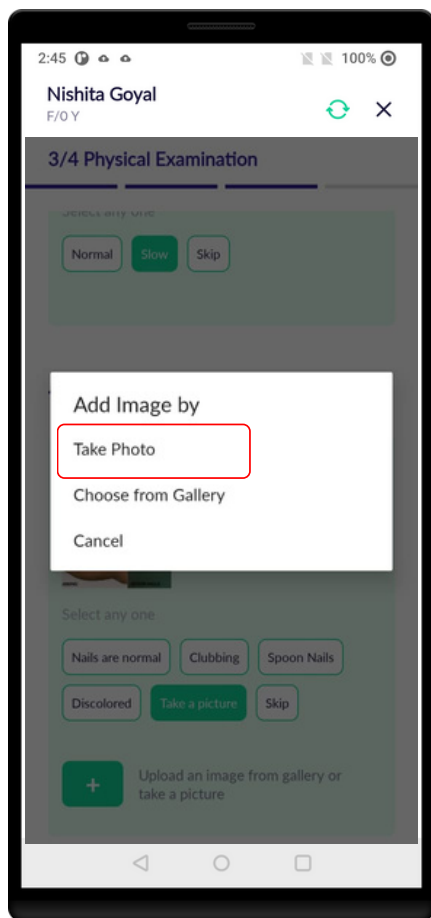
Step 6 -Take a photo
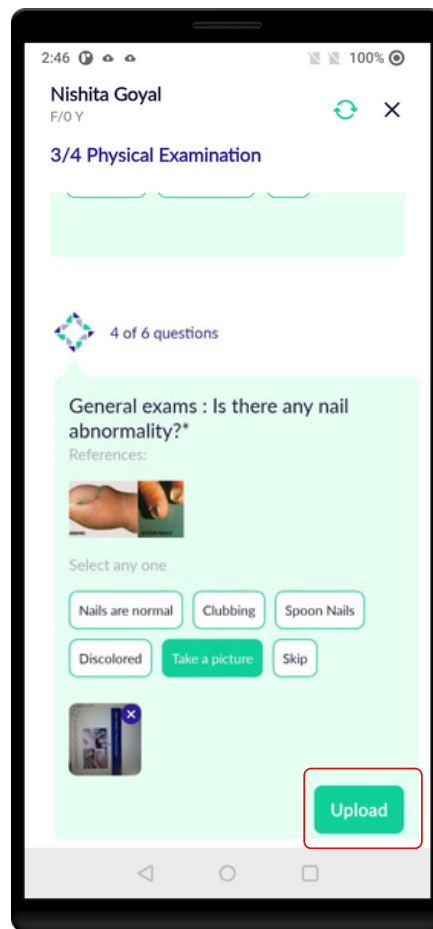
Step 7 - Upload a selected image

PHYSICAL EXAMINATIONS
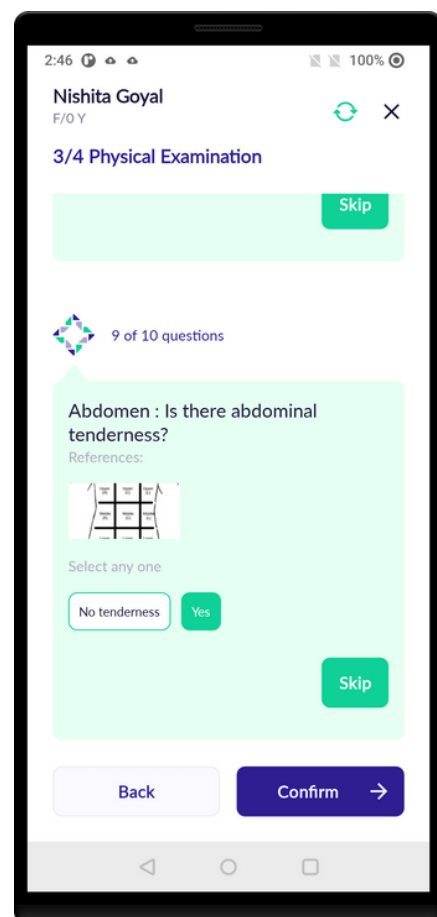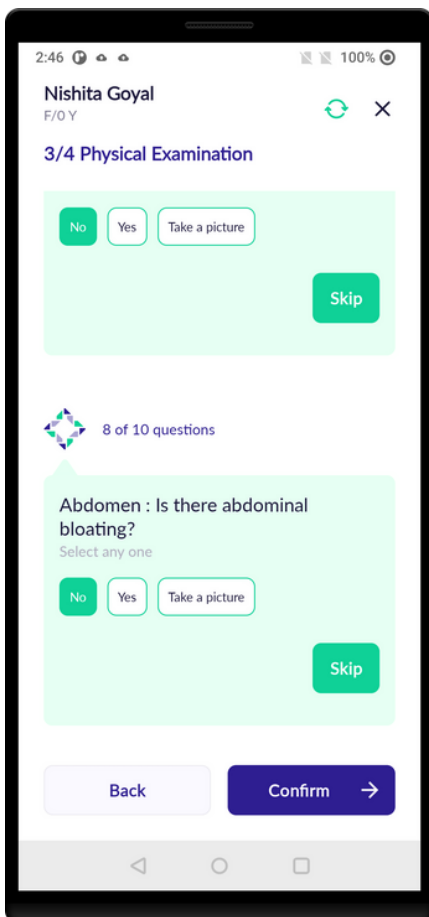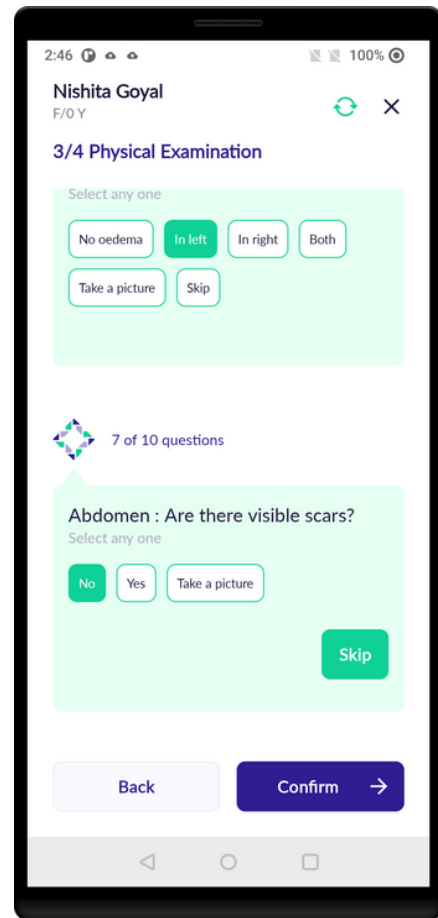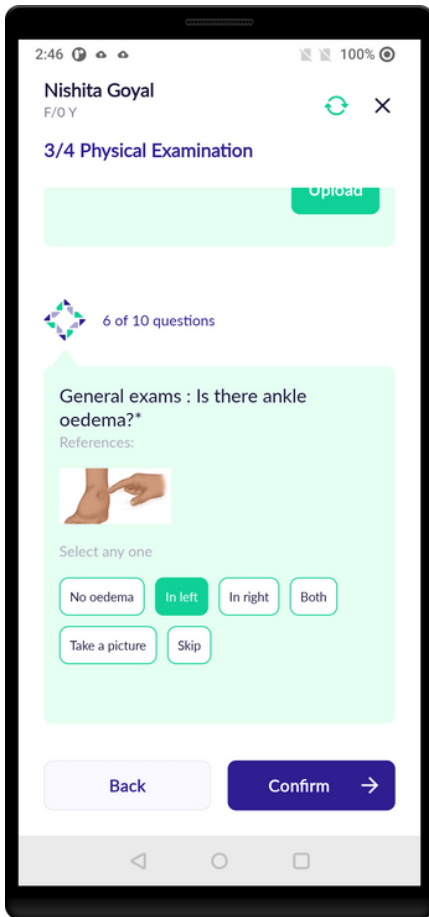
PHYSICAL EXAMINATIONS
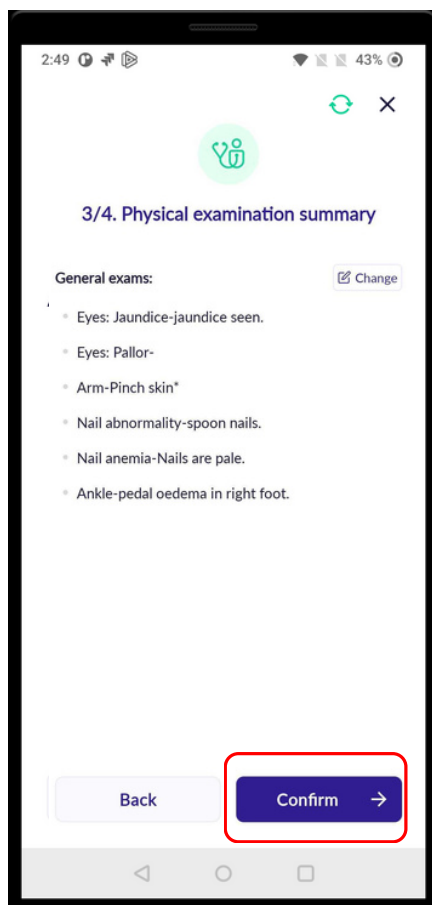
Physical examination summary

To submit the details of the visit summary, click the confirm button.

PAST MEDICAL HISTORY

- Answer all the questions based on patient's medical history. You are allowed to make multiple selections.

Answer the following by clicking on the checkbox.

Step 1 - Answer all the questions based on patient's medical history. You are allowed to make multiple selections.

Additional tabs with sub-questions will show up..

PAST MEDICAL HISTORY
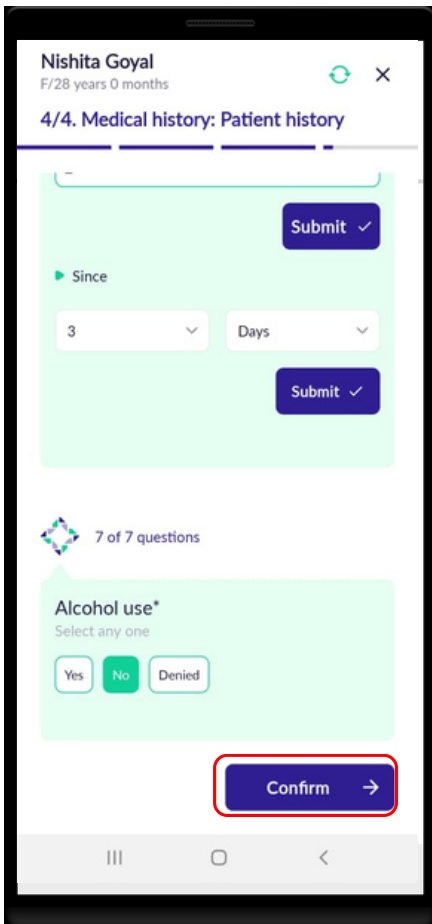
Click on 'Confirm'
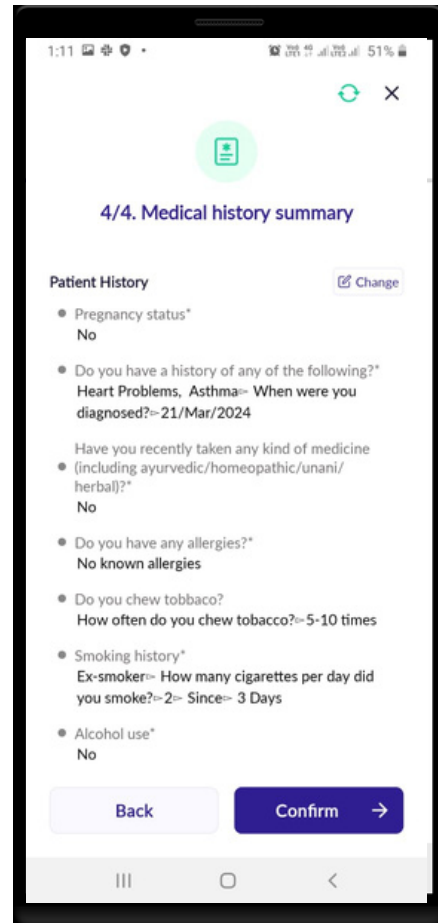
To submit the details of the visit summary, click the confirm button.

FAMILY HISTORY

- Answer all the questions based on the patient's family history. You are allowed to make multiple selections for different family members.
- Choose the relation of the patient's affected family member.

Step 1 - Answer all the questions based on patient's family history. You are allowed to make multiple selections for different family members.

Step 2- Click on 'Submit' to submit all the family history information.

FAMILY HISTORY
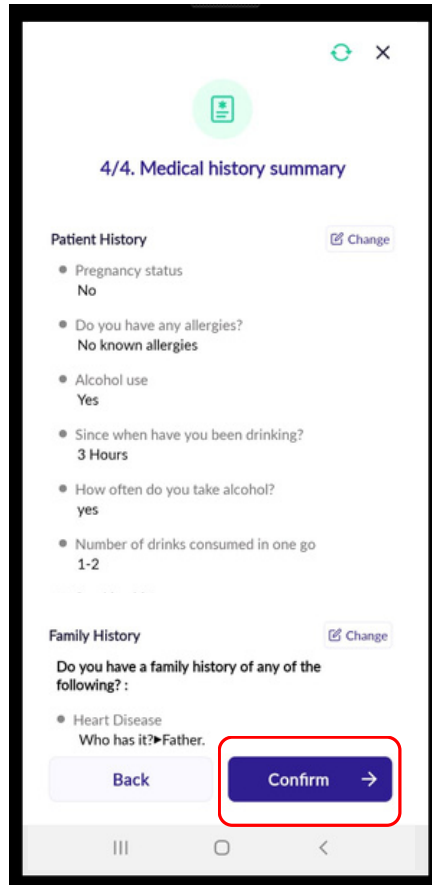
After review, click on 'Confirm' to confirm all the patient's medical history information.

ADDITIONAL DOCUMENTS

- Additional documents such as old prescriptions, test results, etc. can be added here for the doctor to read.
- Make sure to provide maximum information as this will help the doctor in effective case management.
- To edit the additional documents, click on the 'Edit' icon. Also, to add a picture, click on the 'Plus' icon.
- By pressing the 'Plus' icon you can add more images and documents.
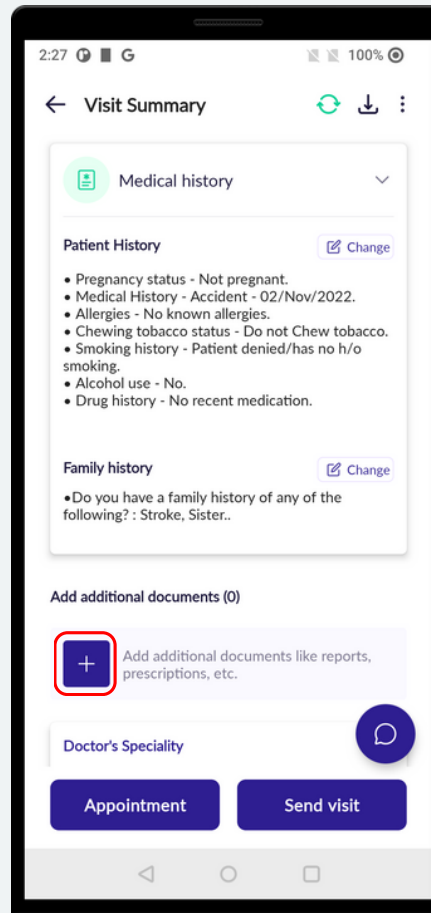
Step 1-To add a picture, click on 'Plus' icon.
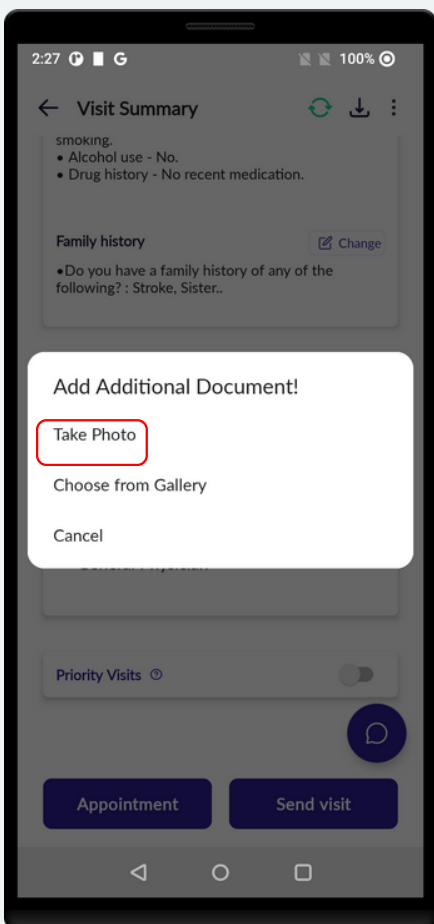
Step 2 -Take a picture
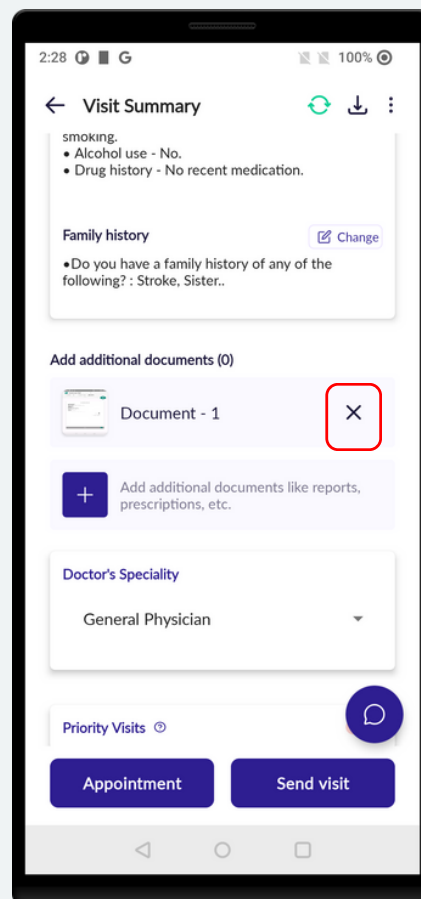
To delete the document, click here.

PATIENT VISIT SUMMARY

- In this screen, the health worker can review all the Patient's information entered.
- To edit any section, click on the 'Change' button.
- Review all of the information before uploading it to the doctor's portal.

Check the internet status here to ensure you have a stable internet connection.

Review the patient information, and if required, the health worker can edit.

PATIENT VISIT SUMMARY
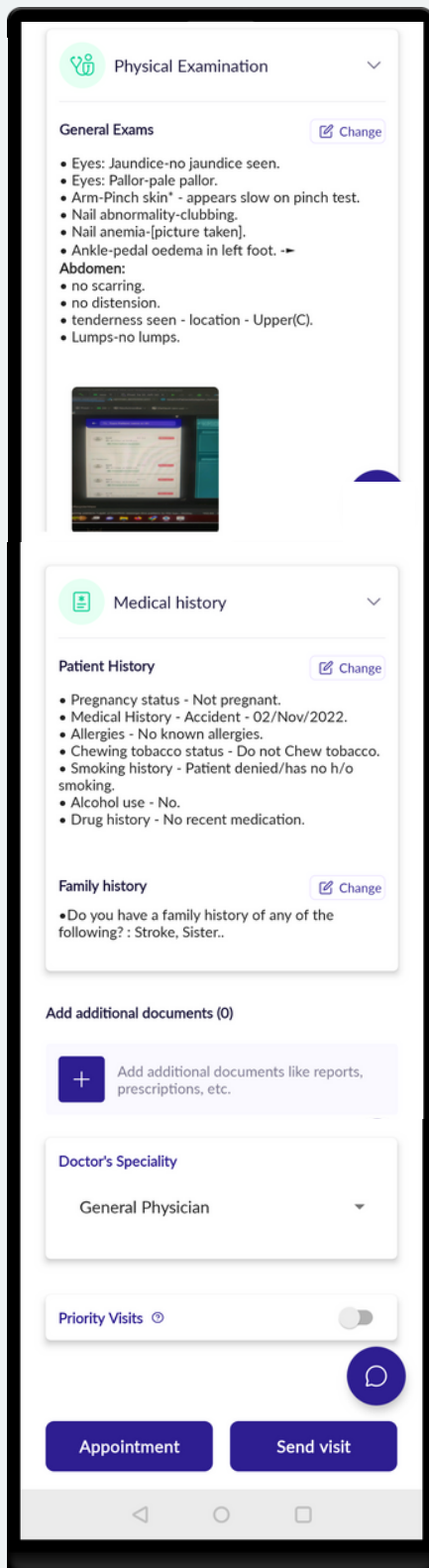
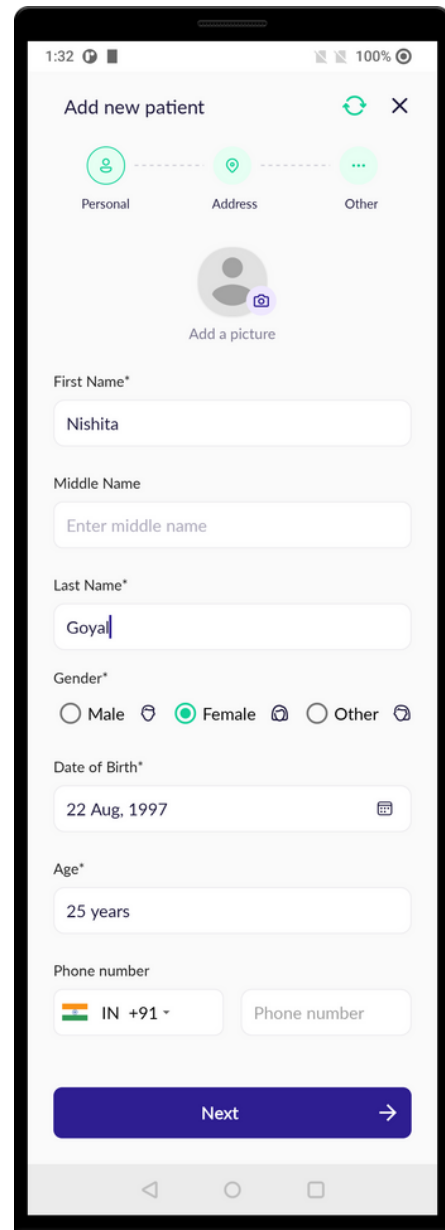**Click on this button to add additional documents like - medical reports, medicine pictures, etc.**

CHANGE (EDIT)

- On this screen, the health worker can edit the patient information.
To edit any section, click on the 'Change' button.
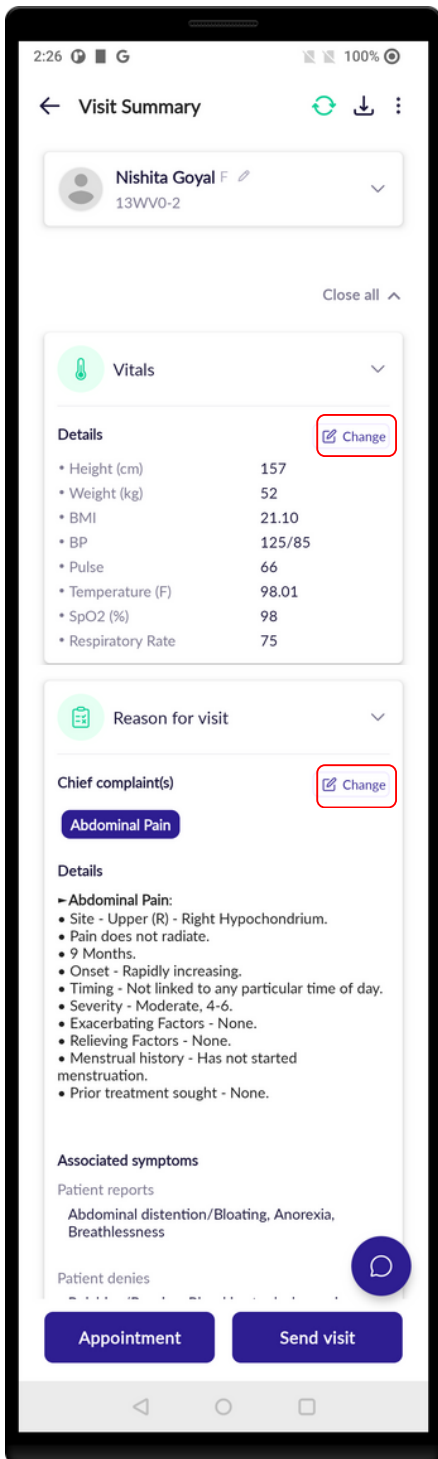


To edit the information,
click on the 'Change'
button.

SEND VISIT TO DOCTOR (UPLOAD)

- Click on 'Send' to upload the patient's data to the doctor's portal.
- Wait for the upload to complete. Once it is completed, you will get a notification that the visit has been uploaded.
- Note that all patient and visit-related data automatically syncs after every 15 minutes.
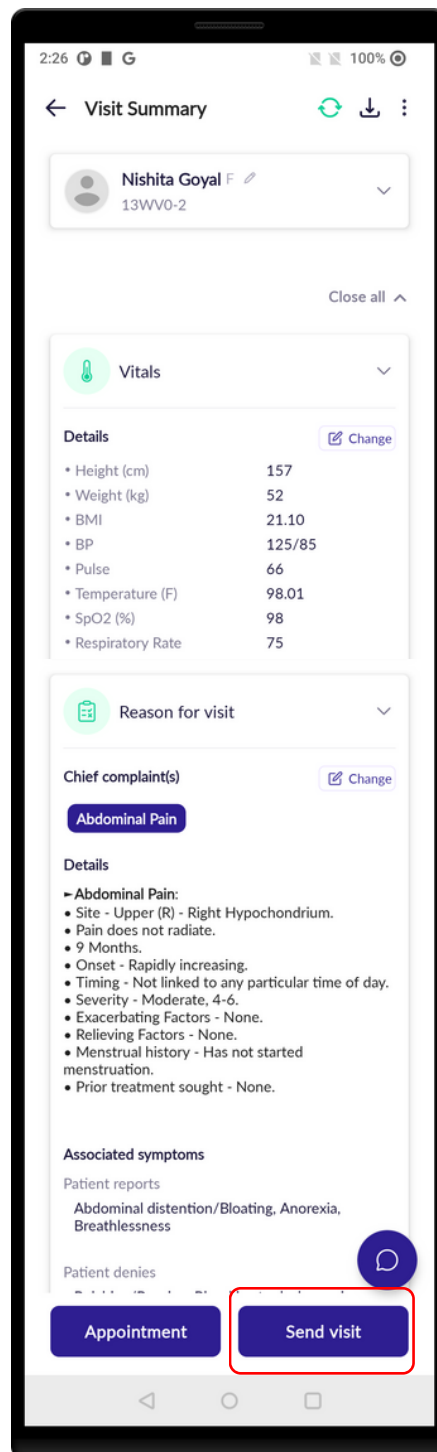
Click on 'Send' to upload the patient's data to the doctor's portal.
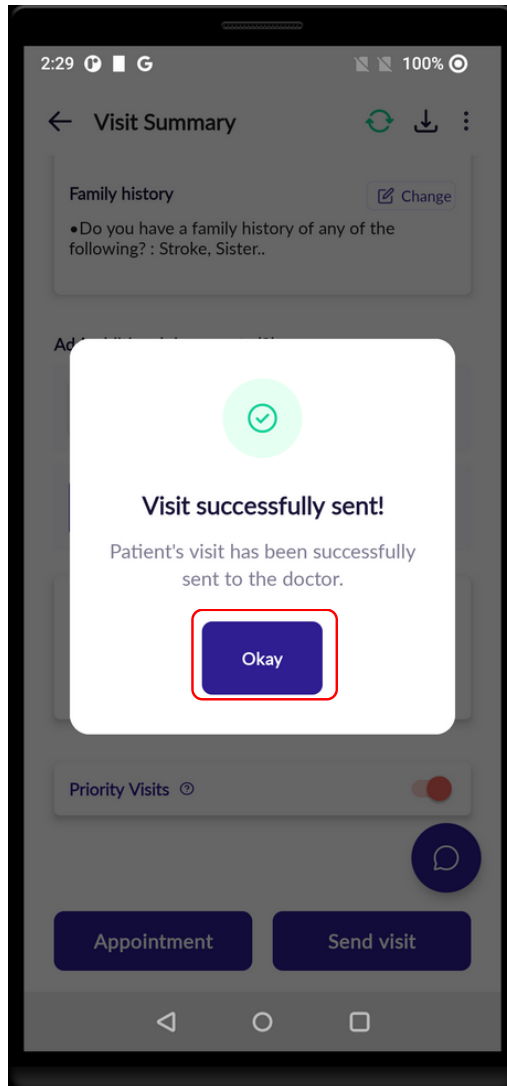
SEND VISIT TO DOCTOR (UPLOAD)
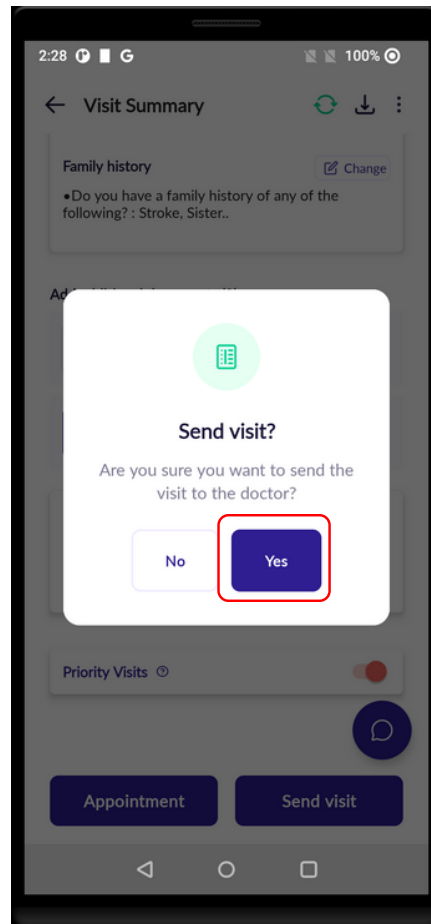
Click on 'Yes'
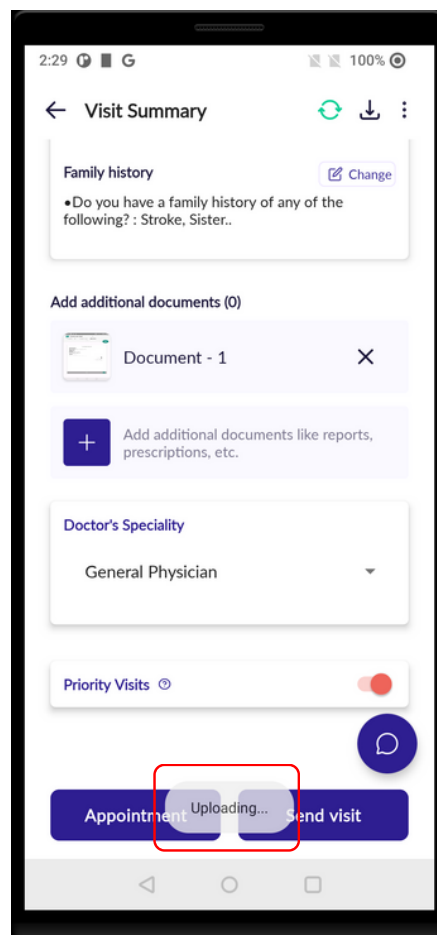
Notification of visit data uploading.

SEND VISIT TO DOCTOR (UPLOAD)
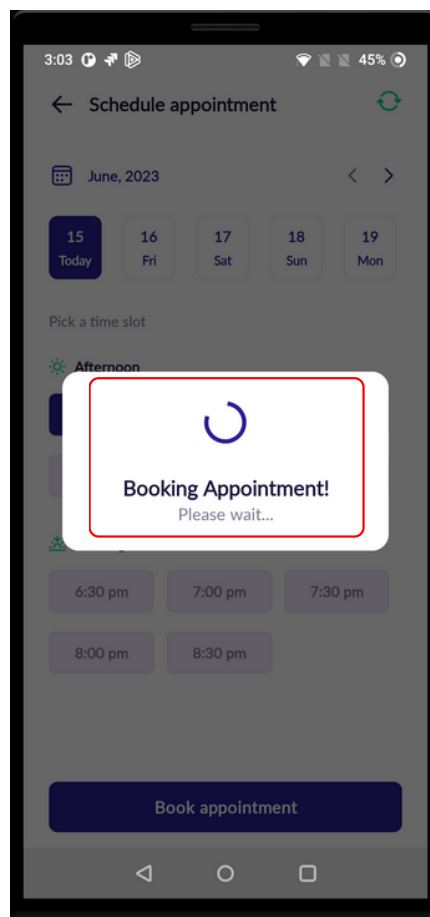

Click on 'Okay'

BOOK APPOINTMENT

- Click on 'Book Appointment' to book the doctor's appointment.
- Select appointment's date and slot, suitable for the patient
- Click on 'Yes' to confirm the date and time slot of the appointment.

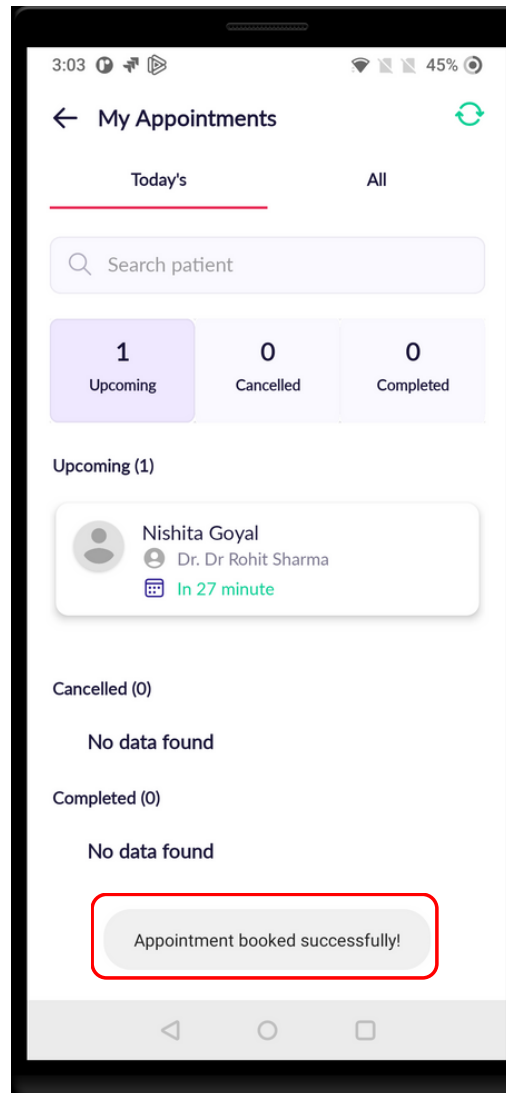**Step 1 -Click on 'Appointment'**

Step 2-Select an appointment date

Step 3-Select the appointment time.
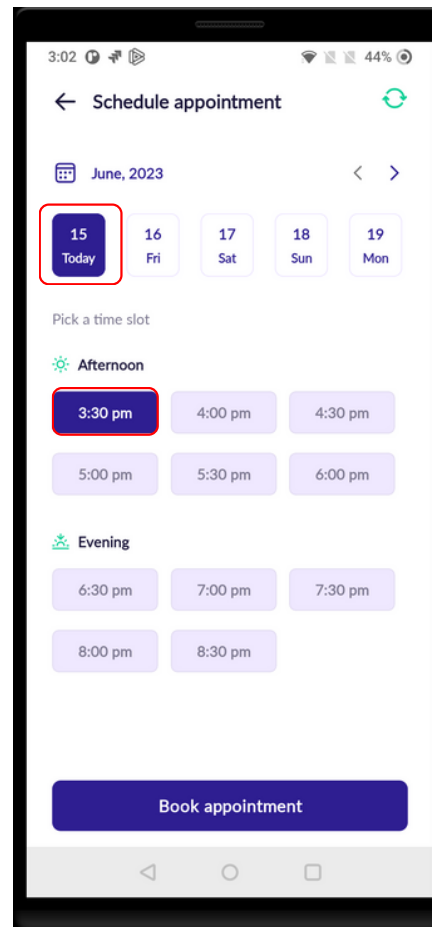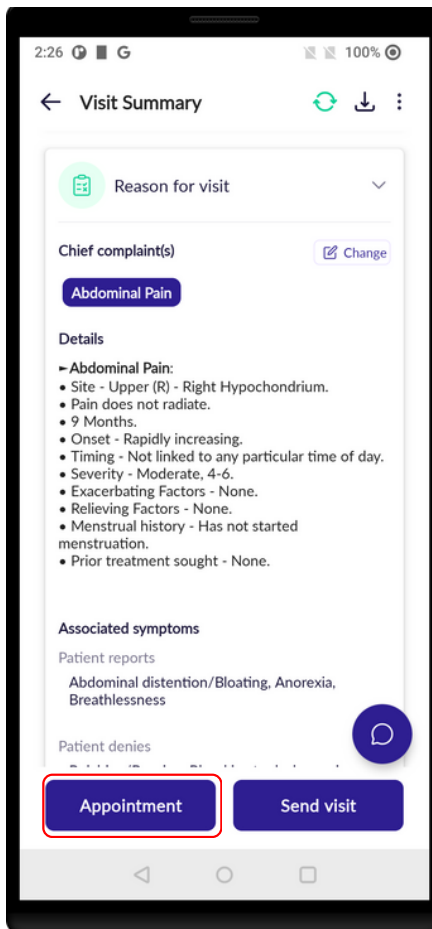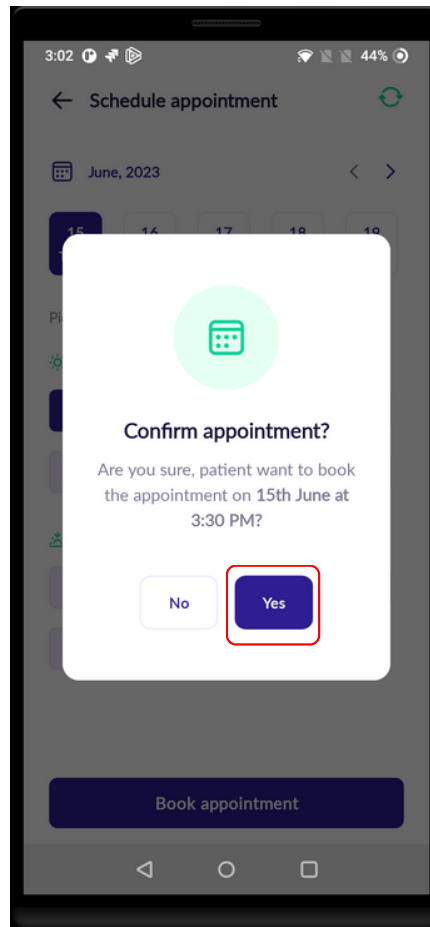
BOOK APPOINTMENT

Step 4 - Click on 'Yes' to confirm the appointment.
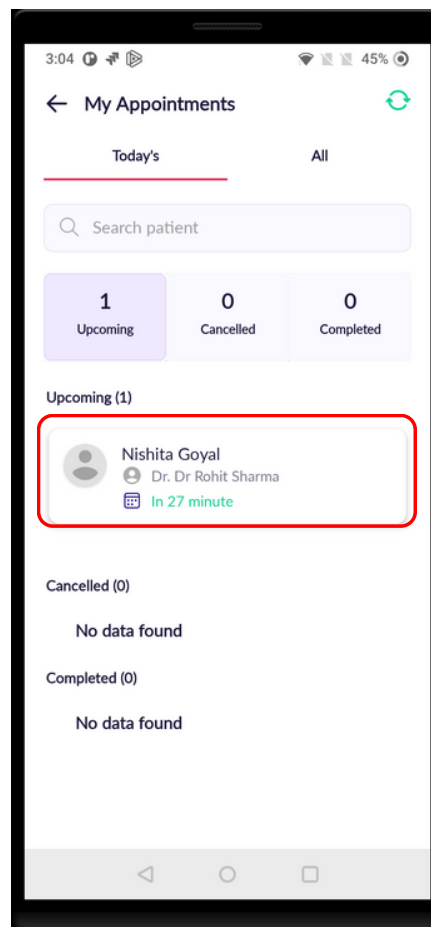

Step 5- Wait for booking appointments.

BOOK APPOINTMENT

The appointment was booked successfully.
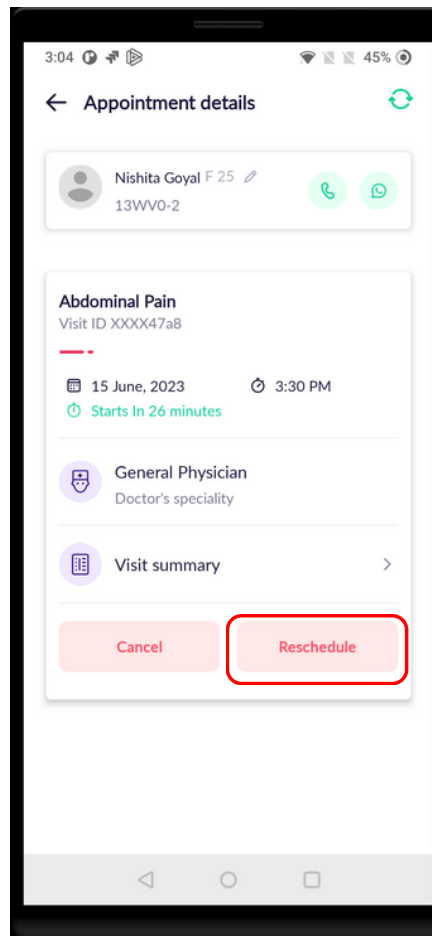
RESCHEDULE APPOINTMENT

- Click on 'Reschedule Appointment' to reschedule the doctor's appointment.
- Are you sure you want to reschedule the appointment? If yes, click on 'Yes'.
- Select the appointment's date and slot, suitable for the patient
- Select your rescheduling reason.
- Click on 'Yes' to confirm the date and time slot of the appointment.
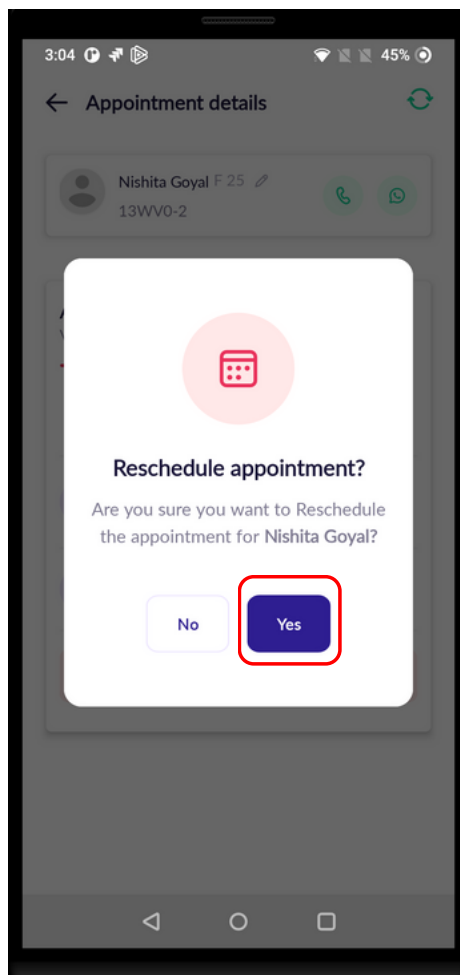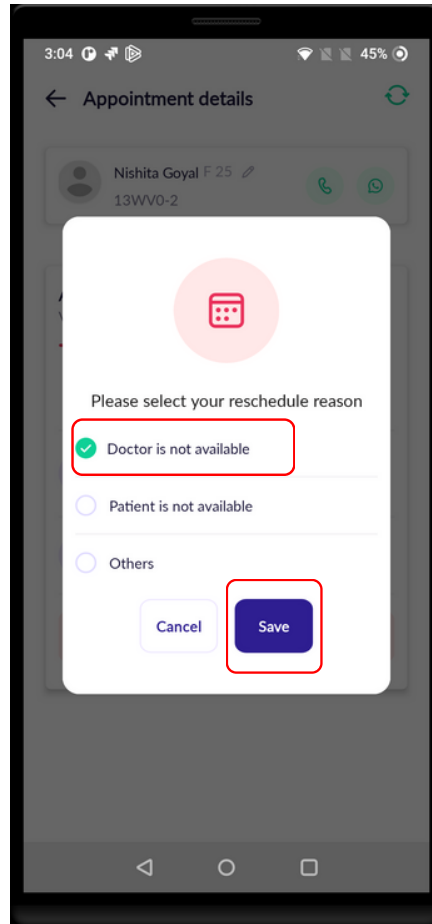

Step 1 - Select Visit

RESCHEDULE APPOINTMENT

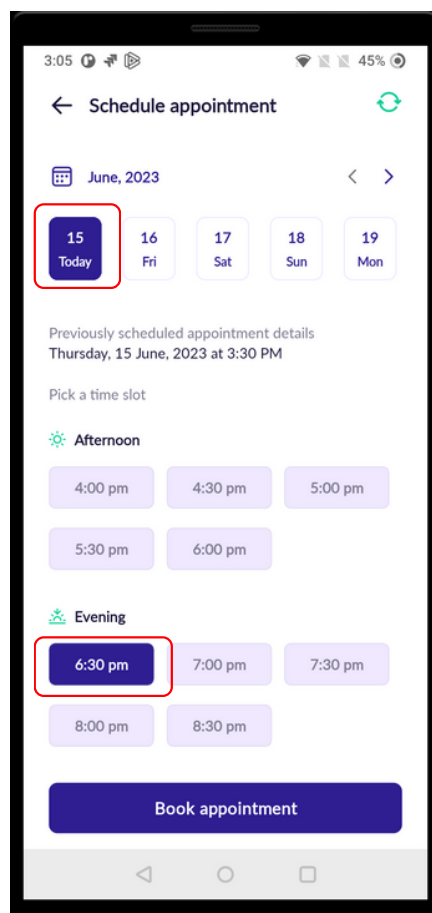
Step 2 - Click on 'Reschedule Appointment'

Step 3 - Click on 'Yes' to reschedule the appointment

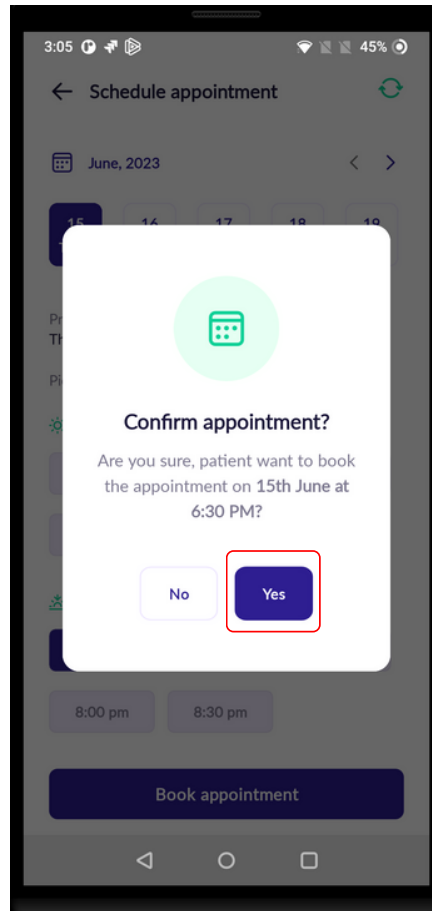# RESCHEDULE APPOINTMENT

Step 4- Select your rescheduling reason.
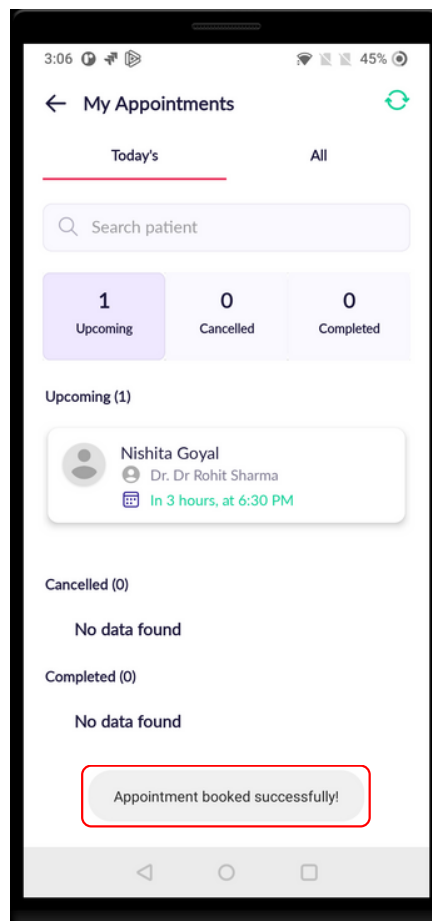
Step 5- Click on 'Save'

Step 6- Select an appointment date

Step 7 - Select the appointment time slot.

RESCHEDULE APPOINTMENT

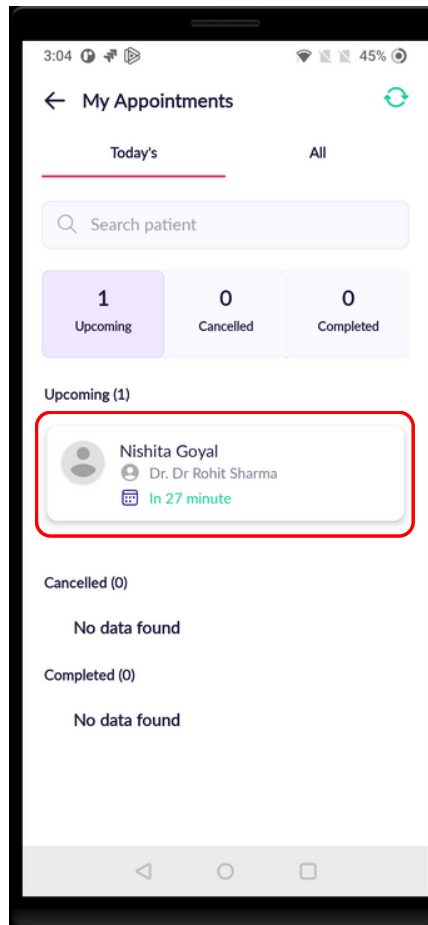
Step 8 - Click on 'Yes' to confirm the appointment.

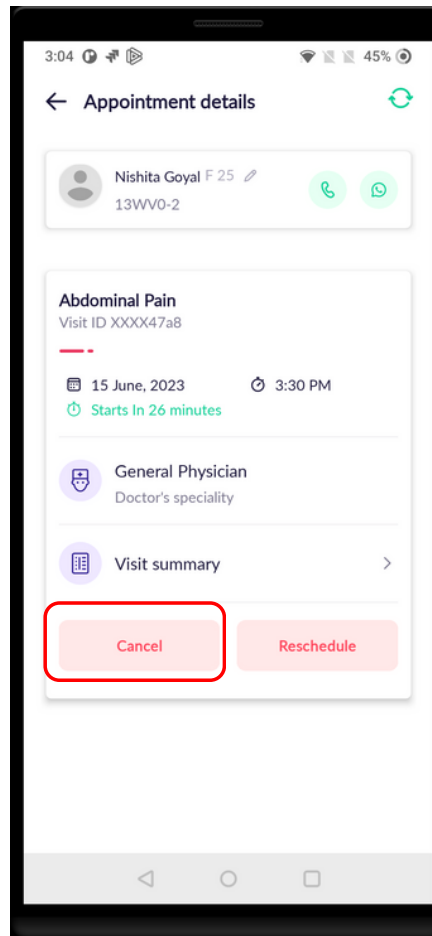**Step 9- The appointment was booked successfully.**

CANCEL APPOINTMENT

- Click on 'Cancel Appointment' to cancel a doctor's appointment.
- Click on 'Yes' to cancel the appointment.
- Select the cancellation reason.

After that, a notification of successful cancellation of an appointment will appear at the bottom of the screen.
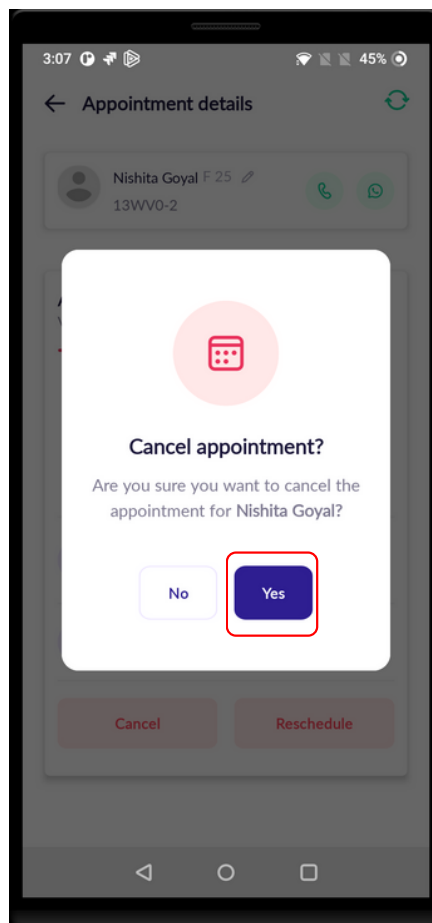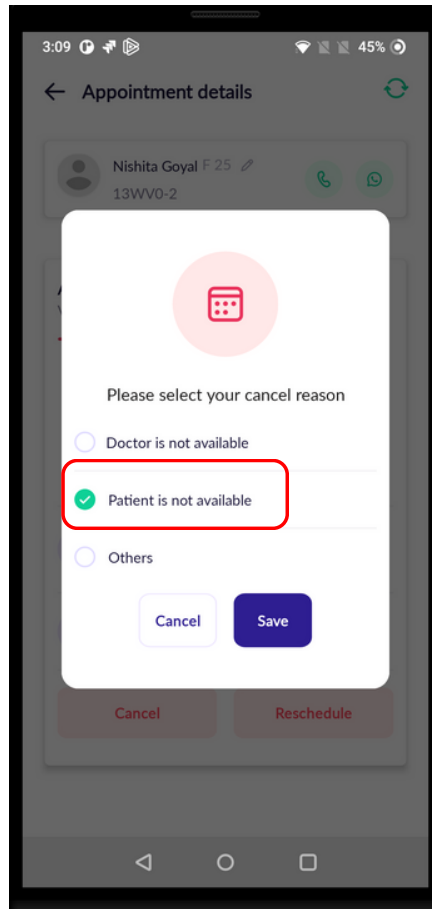

Step 1 - Select Visit
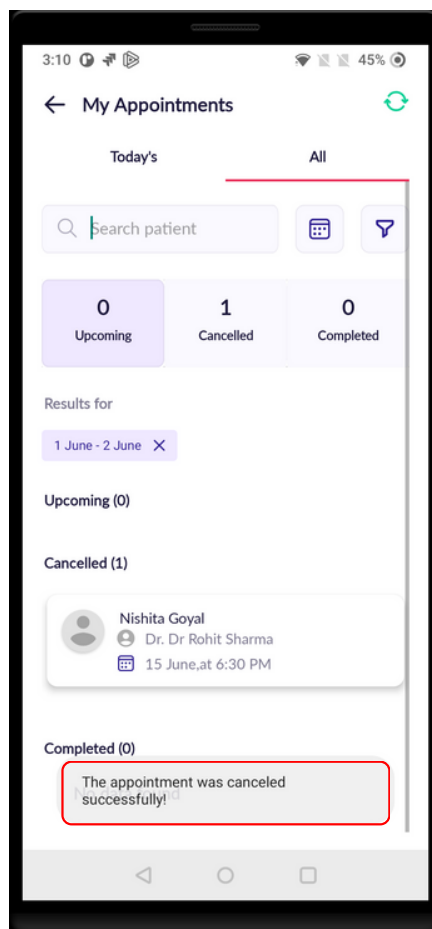
CANCEL APPOINTMENT

Step 2 -Click on 'Cancel'

Step 3 - Click on 'Yes' to confirm the cancel appointment.
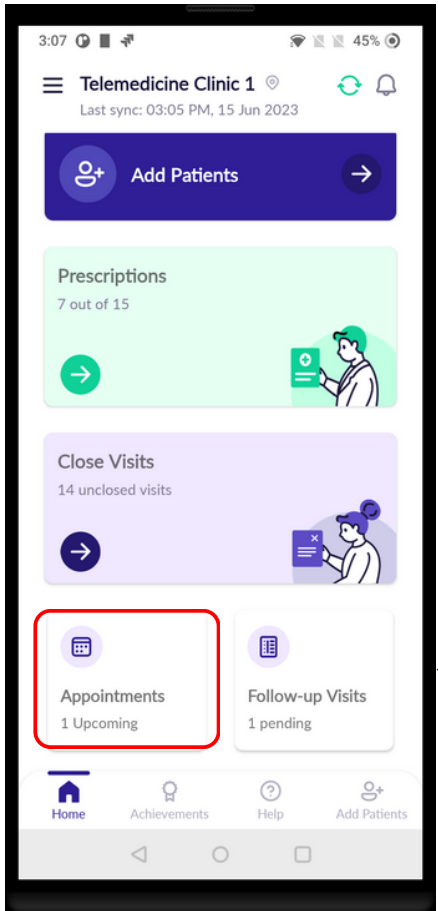
CANCEL APPOINTMENT

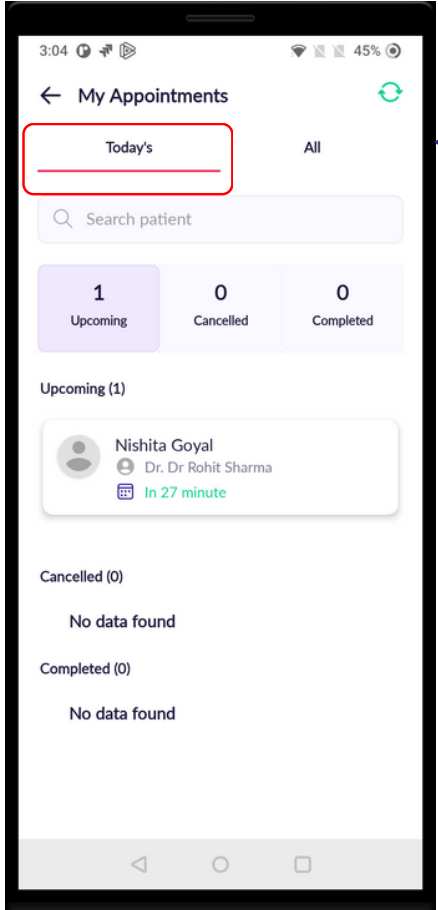**Step 4 - Select your cancellation reason.**

Appointment cancelled successfully

APPOINTMENT

- On the home screen, click on the 'Appointment' to see all upcoming, cancelled, and completed appointment lists.
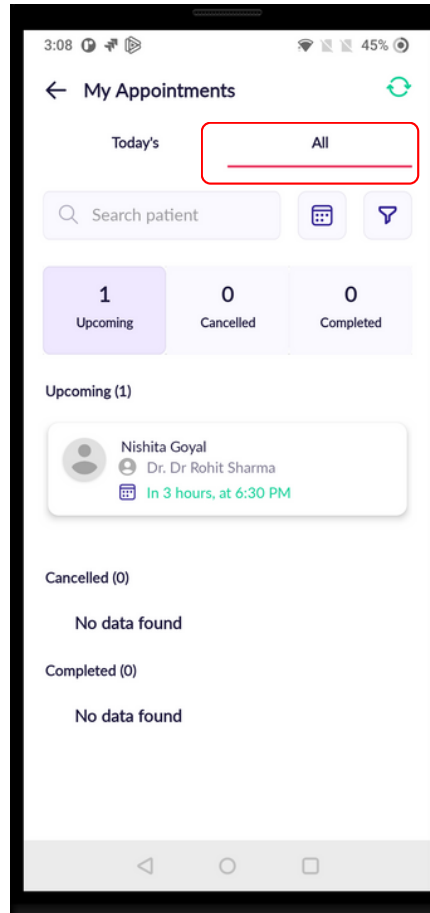

Step 1- Click on the 'Appointment'

Step 2 - Under today's tab, it shows all the upcoming, cancelled and completed appointment for the today's date.
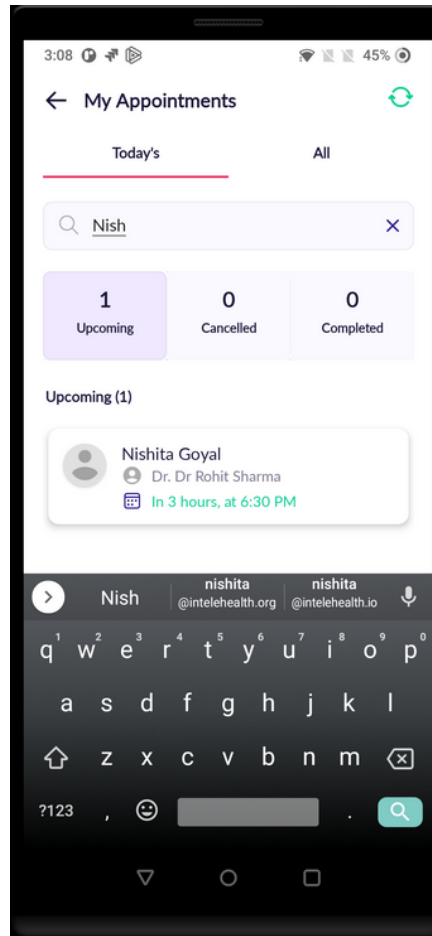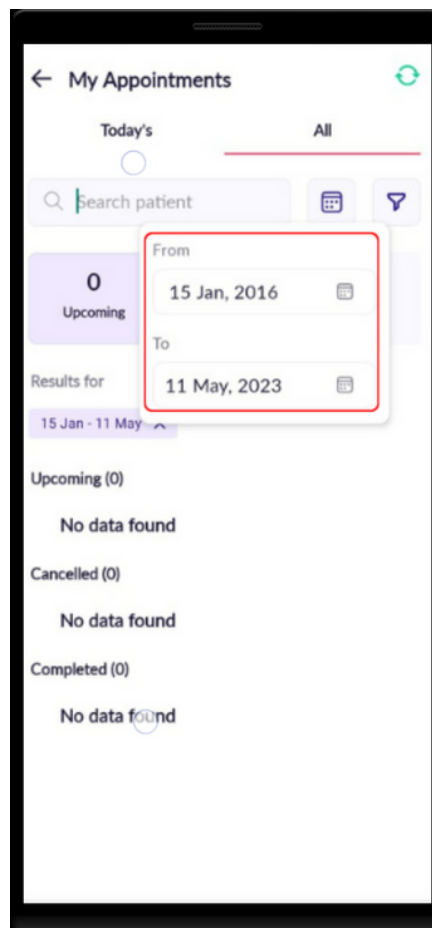
APPOINTMENT

Step 3 - Under all tab, it shows the list of all the upcoming, cancelled and completed appointment..
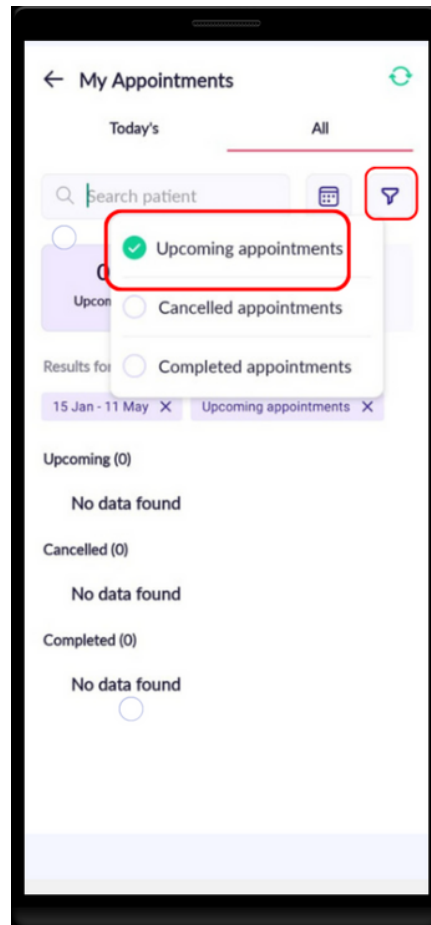
APPOINTMENT

Step 4 - Search for the appointment.

Step 5 - This is a calendar filter.

APPOINTMENT


Step 6 -This is an appointment filter.

Step 7 - Click here to choose a specific appointment.

DOWNLOAD PRESCRIPTION

- Make sure you have an internet connection while downloading the patient's prescription.
- Click the 'Prescription' card on the home screen.
- To download the prescription, select the visit and click on 'Prescription'.
- You will get a notification once the prescription is downloaded.
- You will get a notification once the prescription is downloaded.
- After downloading the prescription, the prescription is saved in the internal storage of the mobile.
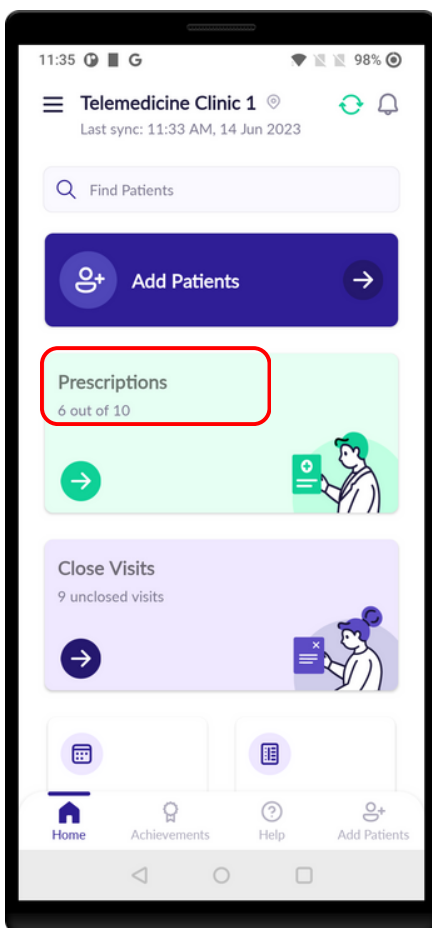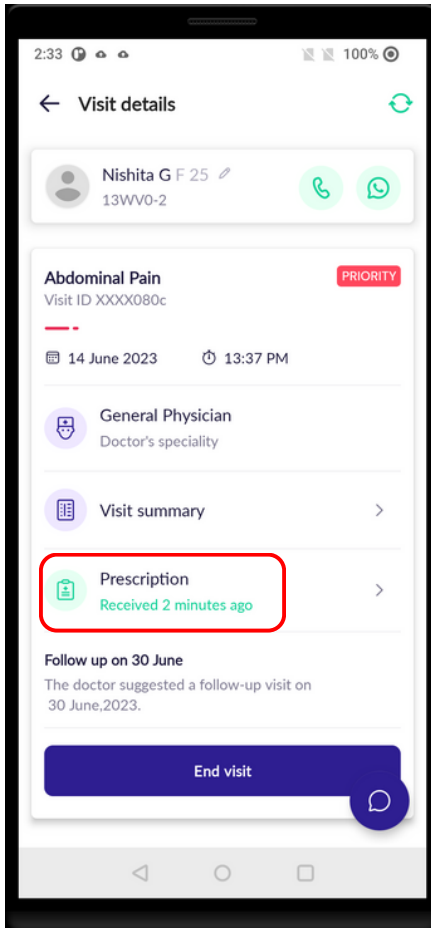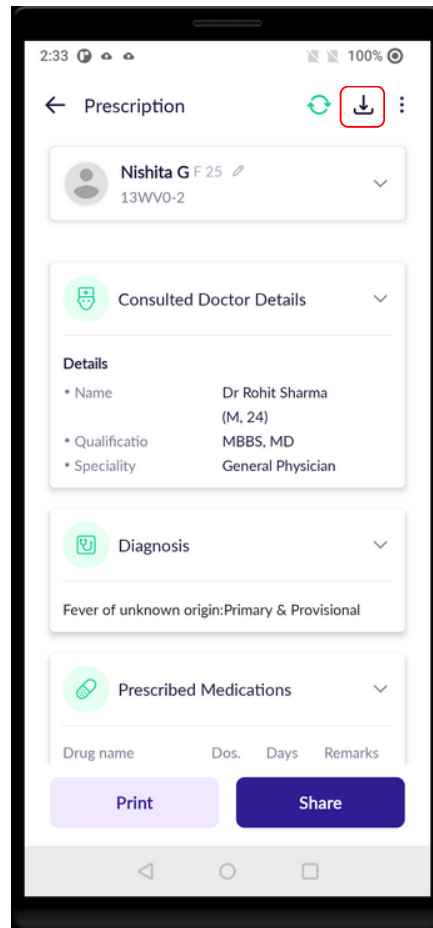

Step 1 -Click on 'Prescriptions'.
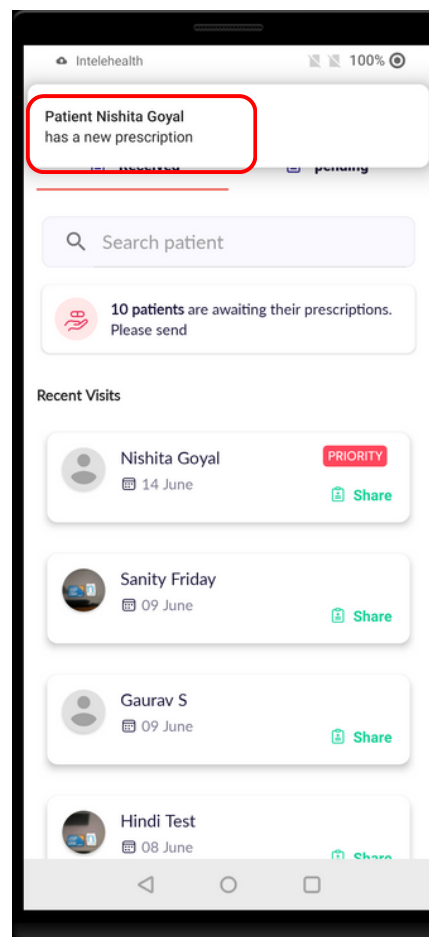
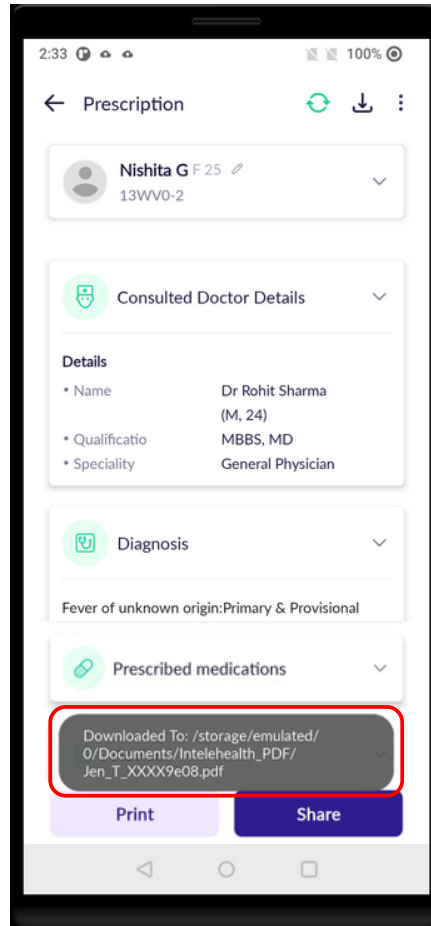**Notification arrived**

DOWNLOAD PRESCRIPTION
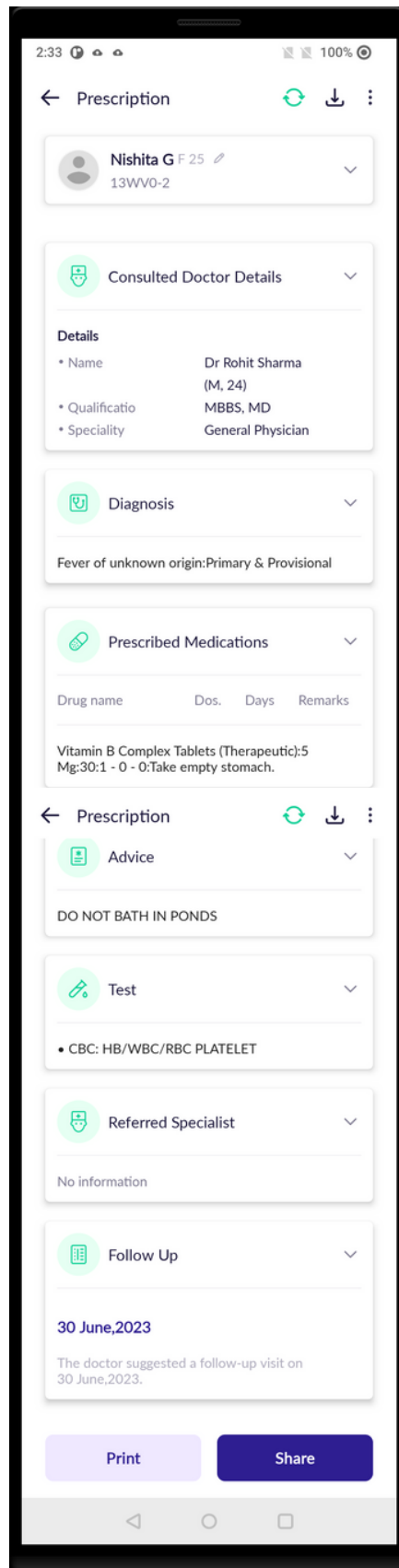

Step 3 -Click on 'Prescriptions'

Step 4 -Click on Download Prescription

DOWNLOAD PRESCRIPTION

Step 5 - Here is the path of the downloaded prescription.

PRESCRIPTION

**The doctor's prescription will look like this:**

PRESCRIPTION PRINT

- Make sure all the patients are provided with a prescription.
- Explain the prescription given to the patient
- Encourage and counsel them on the importance of taking medicines and complying with the treatment.
- When patients are prescribed the tests or are referred, support and guide them with information on the nearest testing laboratories, moreover, explain the importance of conducting these tests and the need for going to a hospital.
- Give the patient the follow-up date that the doctor has given.
- To view the prescription click on the 'Print' button and to share via WhatsApp click on the 'Share' button.

Important: The prescription is to be shared by the health worker only with the patient or, with the patient's consent, with their kin or guardian in case the patient does not have a phone. Patient confidentiality has to be strictly maintained.
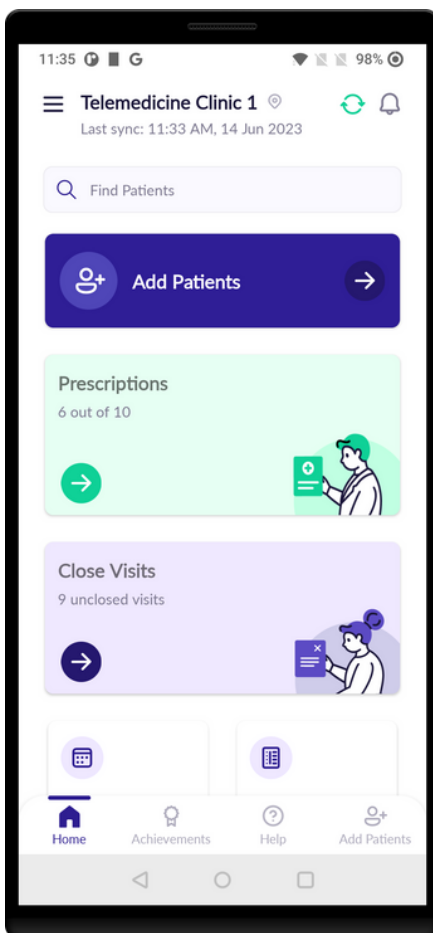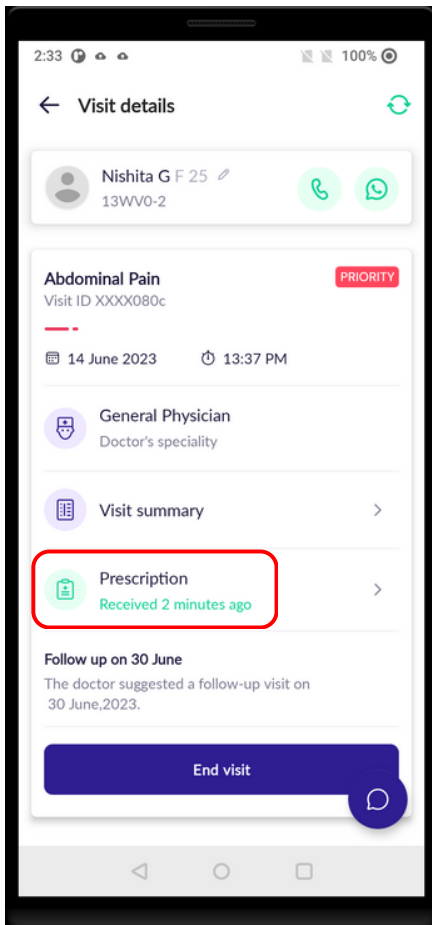
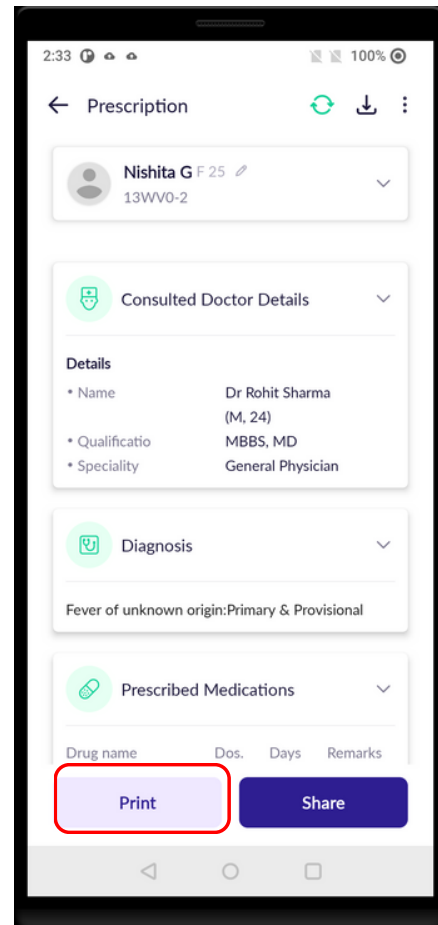**Step 1 - Click on 'Prescriptions'**
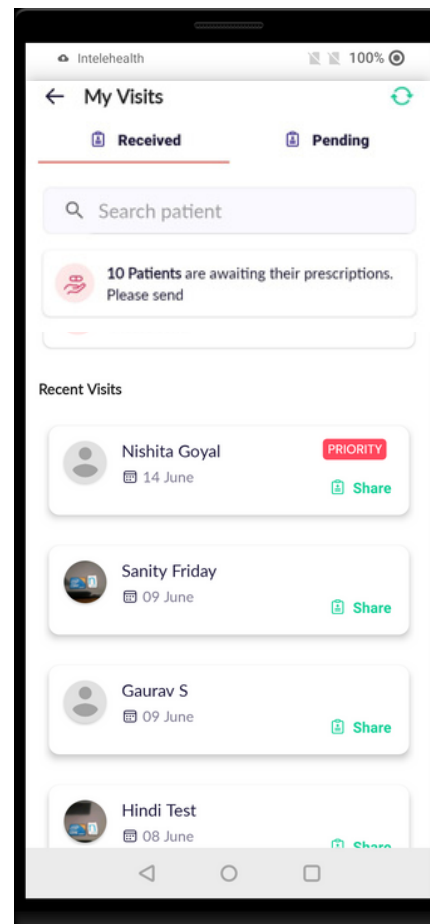
Step 2 - Click on 'Visits'
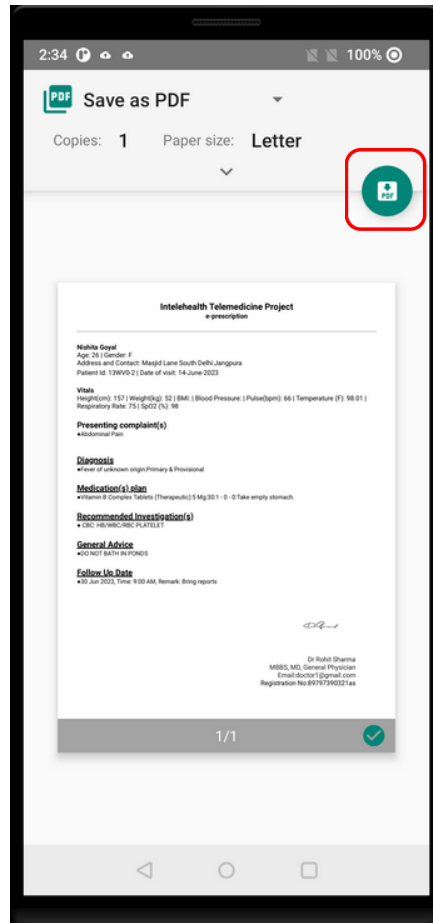
PRESCRIPTION PRINT

Step 3 - Click on 'Prescription'

Step 4 - Click on 'Print' to view the prescription or it can also be saved on the internal storage
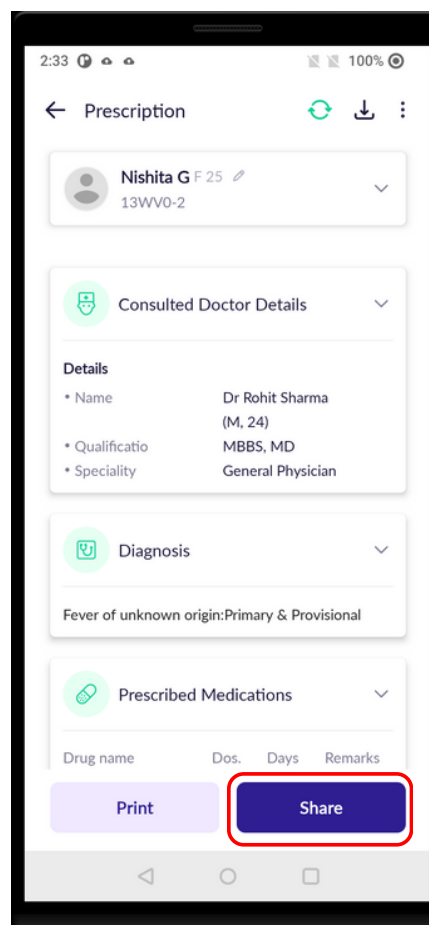
PRESCRIPTION PRINT

Step 5- To save the prescription, click on the Save button and it will be stored in the device's internal storage. It can be shared to the patient via Whatsapp or email.

SHARE VIA WHATSAPP

- Once the prescription has been downloaded, it can be shared with the patient's WhatsApp number.
- Inform the patient that they will receive the prescription on their WhatsApp number.
- After you receive the prescription, click on the 'Share' button to share the prescription.
- A text box containing the patient's registered mobile number will open. If this is not the patient's WhatsApp number, then ask the patient for their WhatsApp number and enter it here. Click on 'Share'.
- Click on the 'SEND' button to forward the prescription link.

Step 1- Click on the 'Share' button to share the prescription.

SHARE VIA WHATSAPP
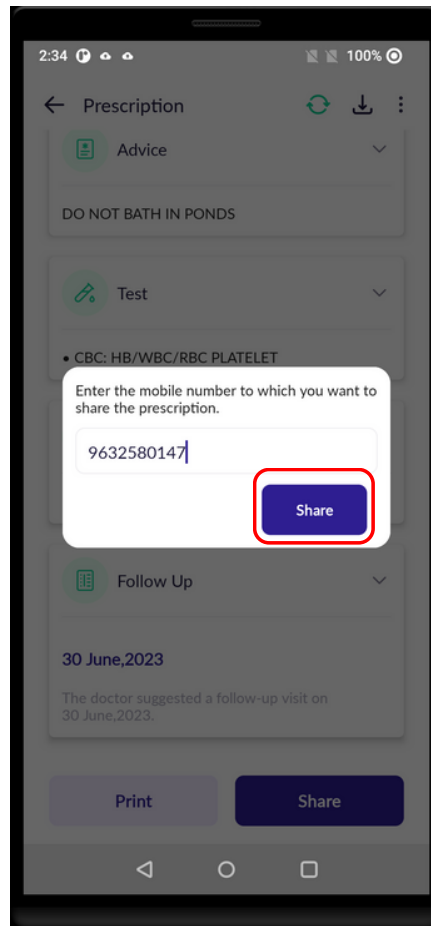
Step 2- Enter the patient's WhatsApp number and click on 'Share'

CHAT/VIDEO CALL FUNCTIONS

- Chat and video call features help doctors clear up doubts about patient complaints that were not recorded during the consultation with the patient by a health worker.
- The doctor will be calling or sending a message on the chat to communicate with the health worker.
- Health workers can't chat with or call doctors if the doctor hasn't started the conversation.
- The doctor will be the first to contact the health worker through chat or phone.
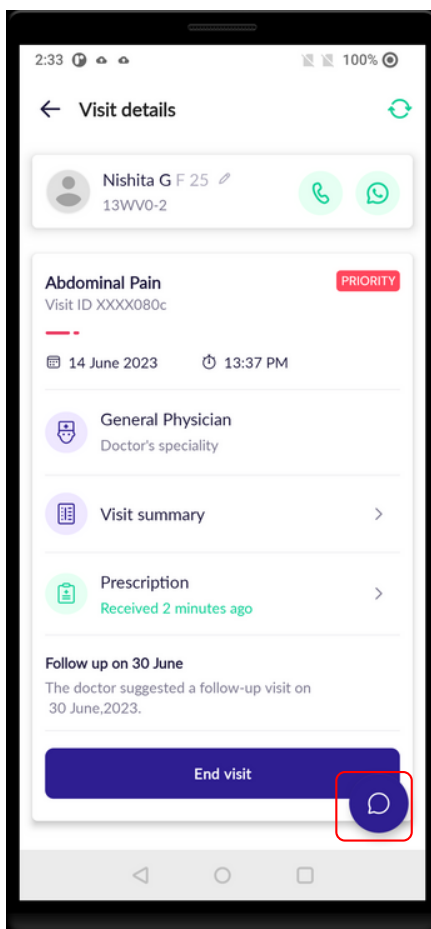
Step 1 - Click on this message button to chat with the doctor.
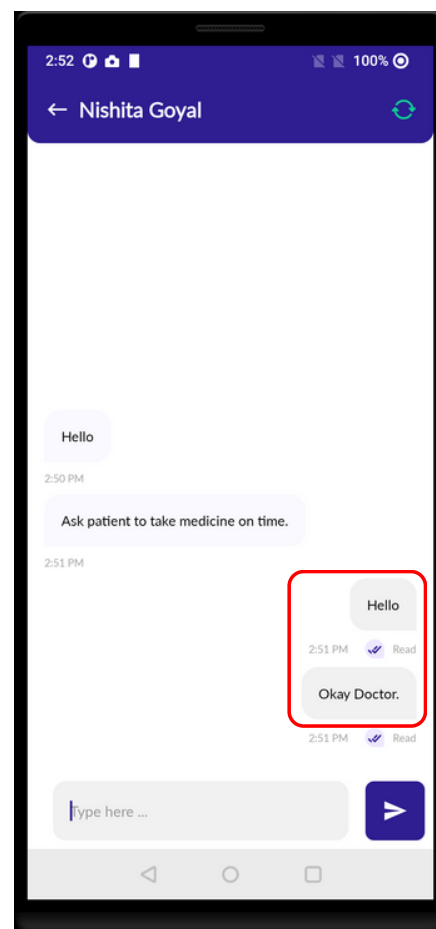
Step 2 -Chat window to view the doctor-to-health worker conversation.

CHAT/VIDEO CALL FUNCTIONS
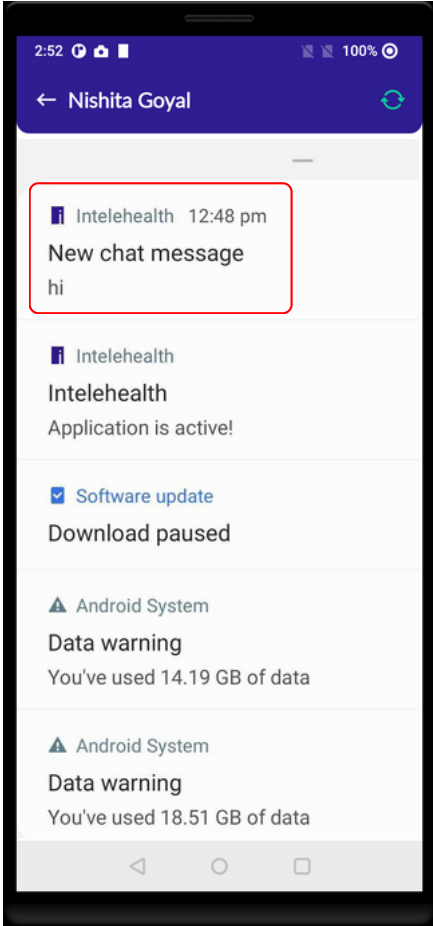
The health worker will be notified when the doctor initiates a chat.

CHAT/VIDEO CALL FUNCTIONS
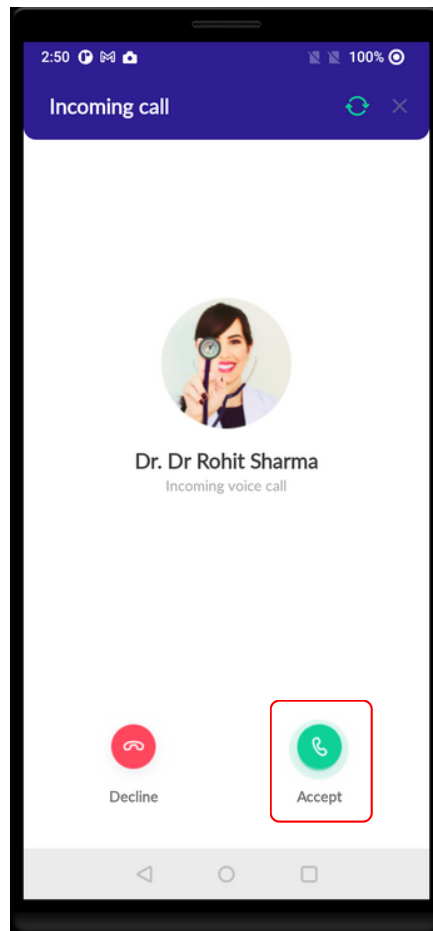
Click on 'Accept' to connect with the doctor by video or audio call.
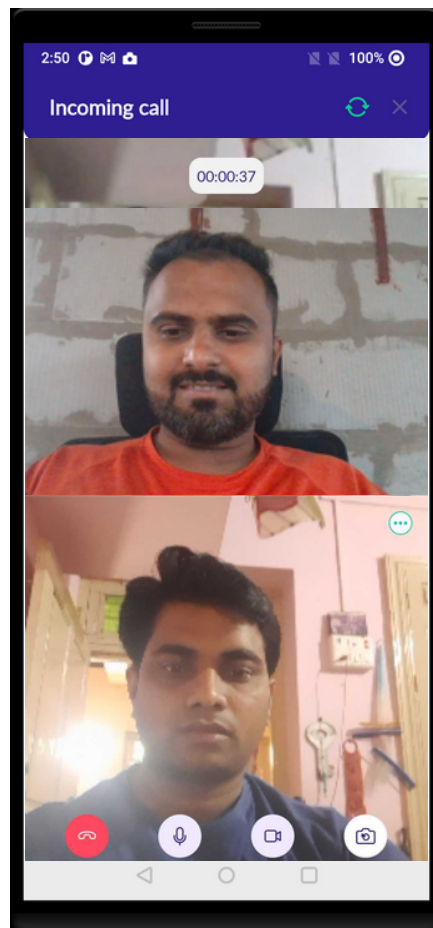
Doctor

Video call between the doctor and the health worker.

health worker

CHAT/VIDEO CALL FUNCTIONS
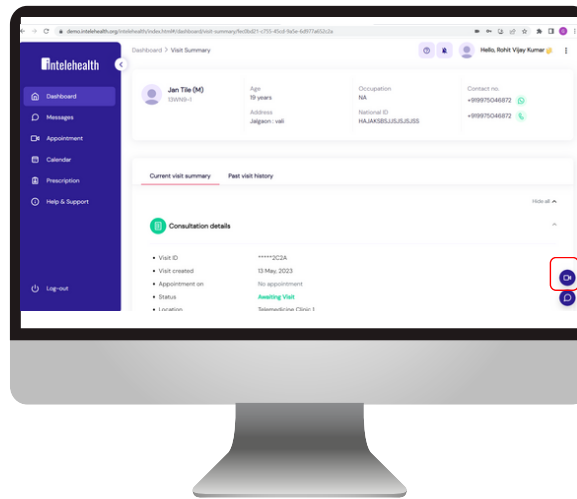
Click on this video call sign to initiate the doctor-to-health worker video call.
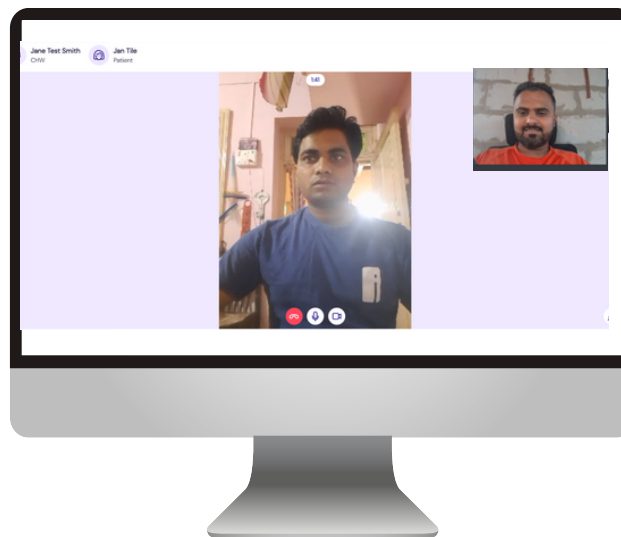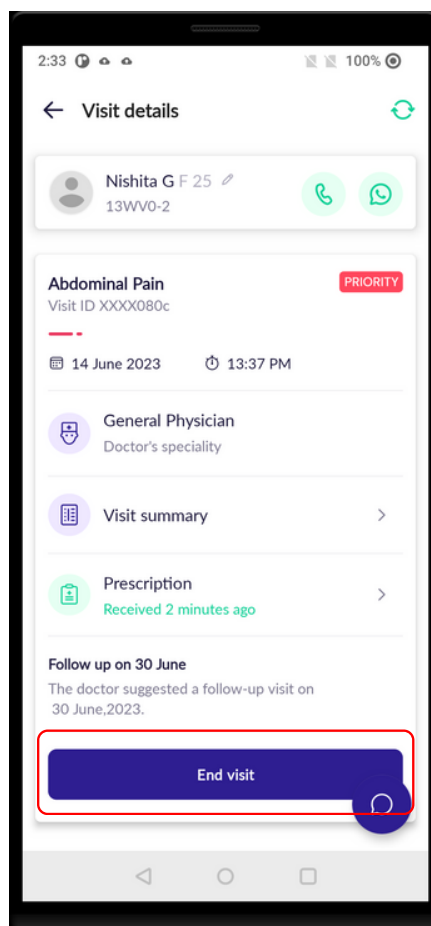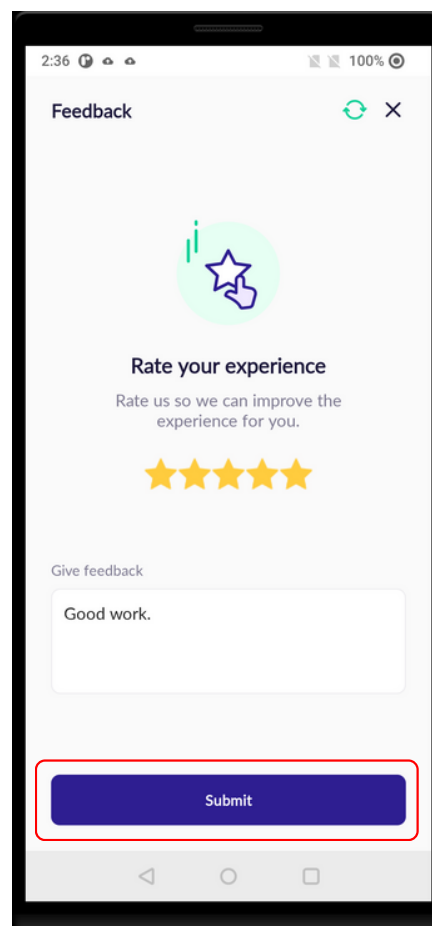
END VISIT
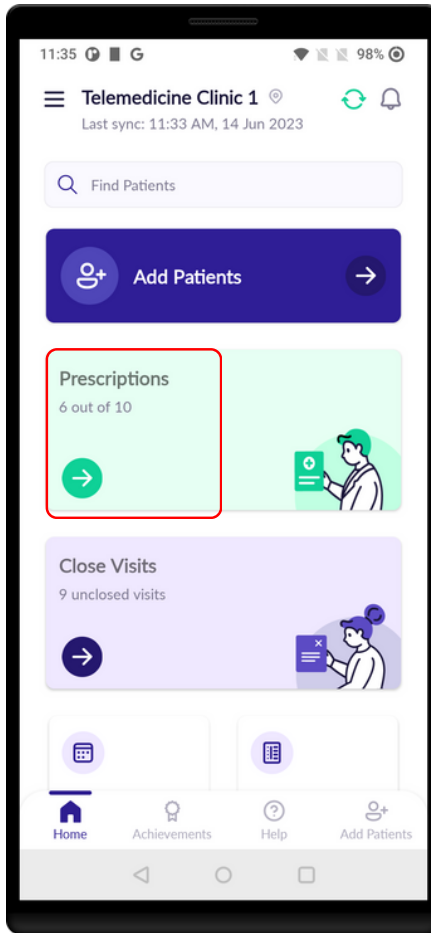
Step 1 - Click on 'Prescription'
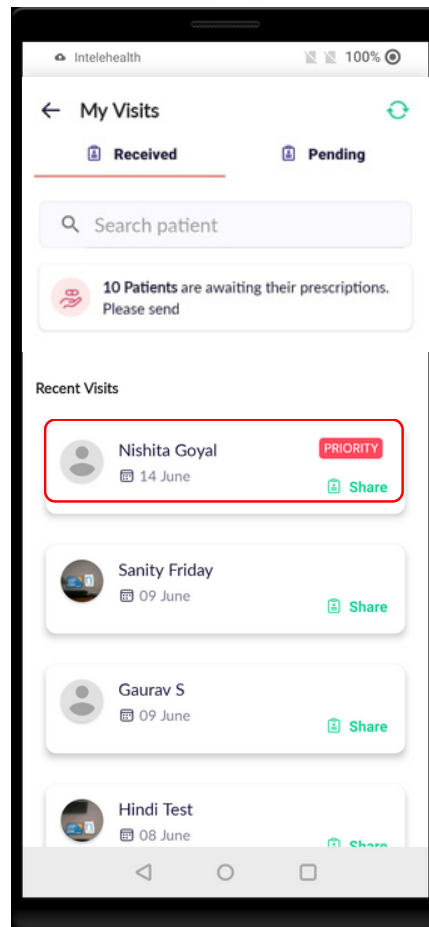
Step 2 - Click on 'Visits'

Step 3 - Click on 'End Visit'

Step 4 - Fill the patient feedback

Step 5 - Click here to submit the feedback.

PATIENT FEEDBACK

- Make sure to always take patient feedback.
- Ask the patient how satisfied they were with the services received.
- Add feedback from the patient.

Click on the 'Submit' button

Step 1 - Rate patient's experience.

Step 2 - Enter patient's feedback.

Step 3 - Click here to submit the feedback.
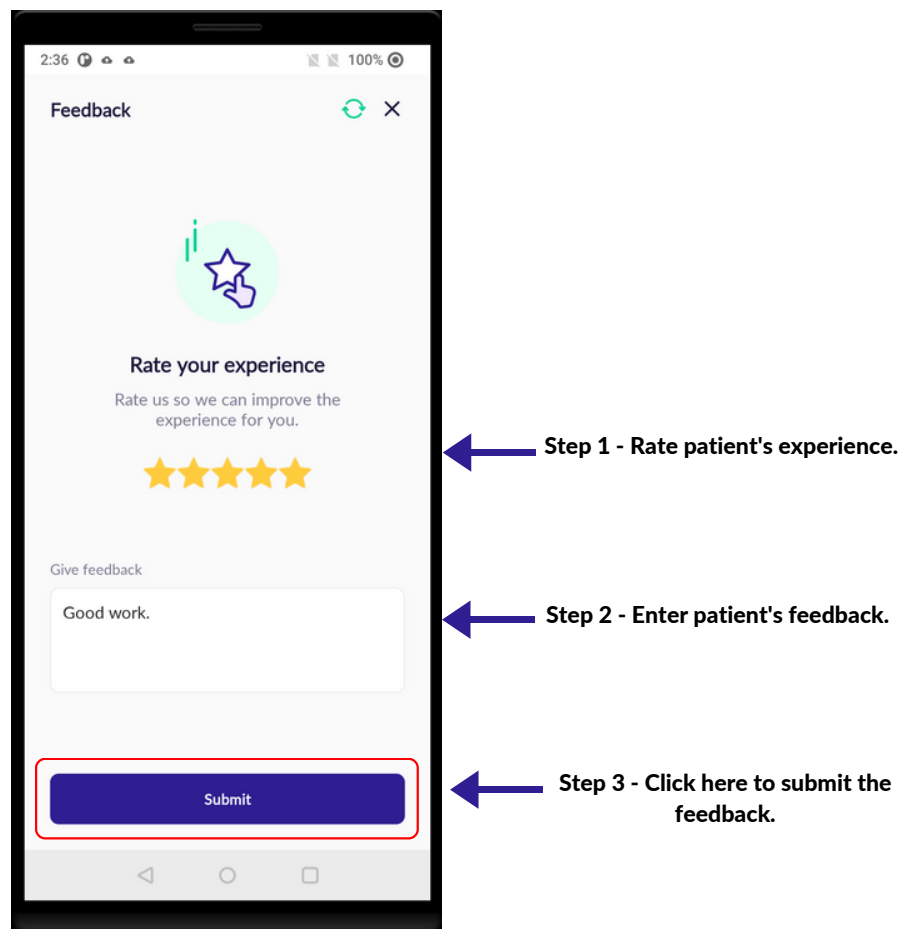
MY ACHIEVEMENTS

- In the 'My Achievements' section, HWs can see the count of total visits created by them.
- Under the Overall section, the count of the total number of visits created till date are shown.
- Under the Daily section, the count of total number of visits created today are shown.
- Under the Date Range section, the count of the total number of visits created within the selected date range are shown.

Step 1 - Click on 'My Achievements'

Step 2 - Click on 'Okay' to give permission.
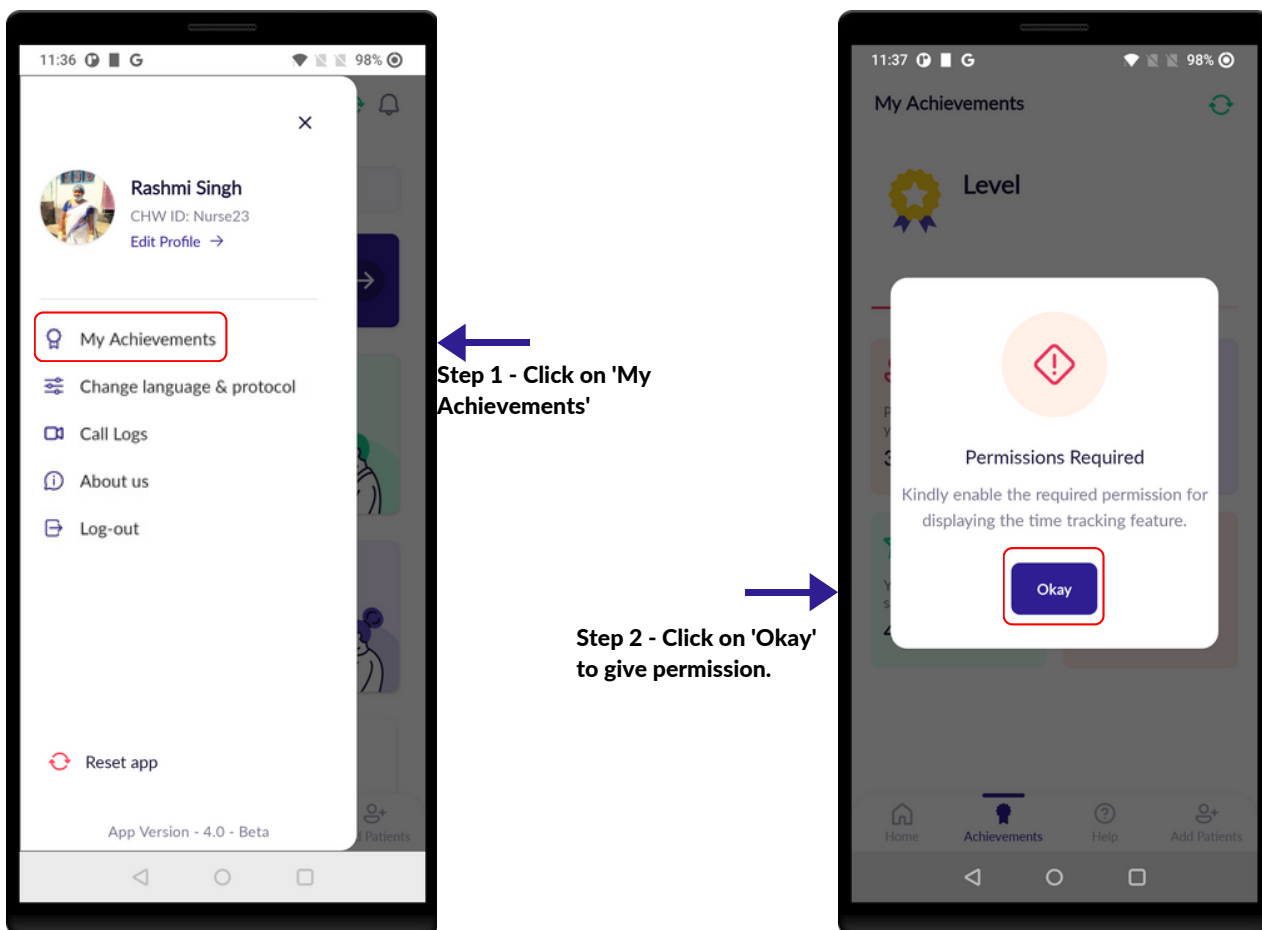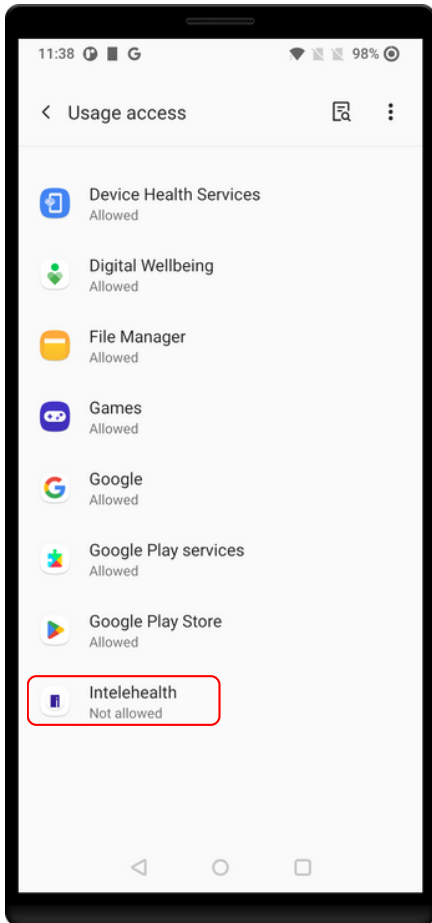
MY ACHIEVEMENTS

Step 3 - Click on the Intelehealth App.
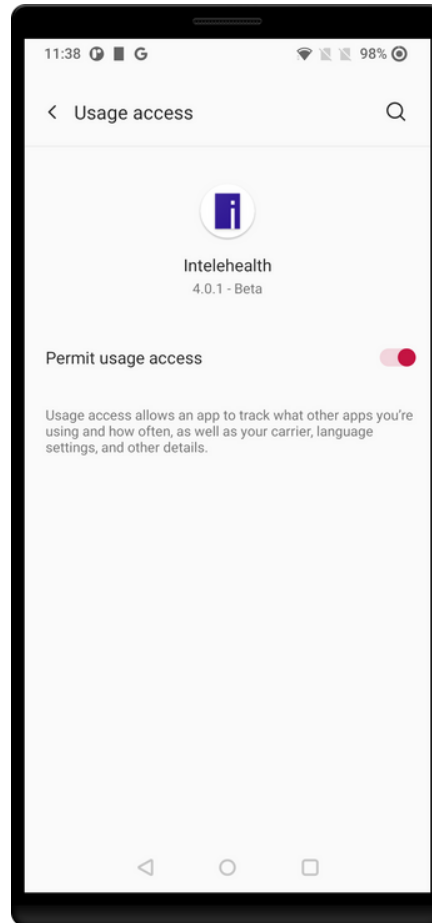
Step 4 - Click on 'Allow' to provide the data access.

MY ACHIEVEMENTS
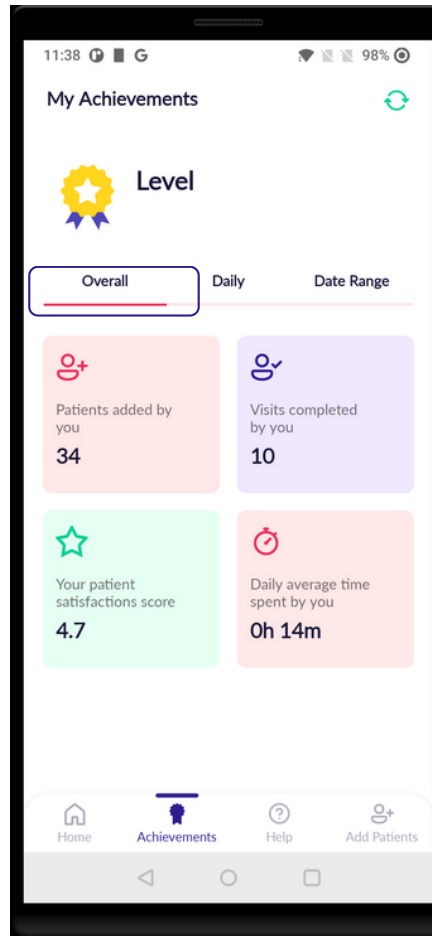
Step 1 -To view the count of total number of visits created till date, select 'Overall' option.
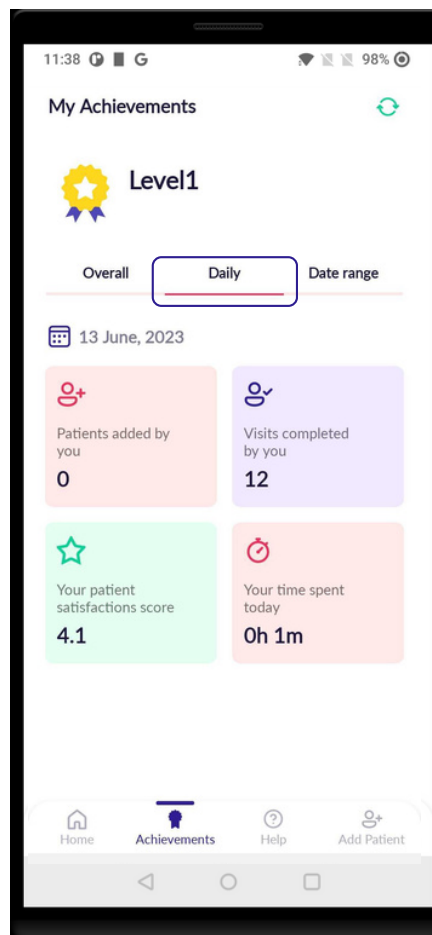
Step 2 -To view the count of total number of visits created on today's date, select 'Daily' option.

MY ACHIEVEMENTS
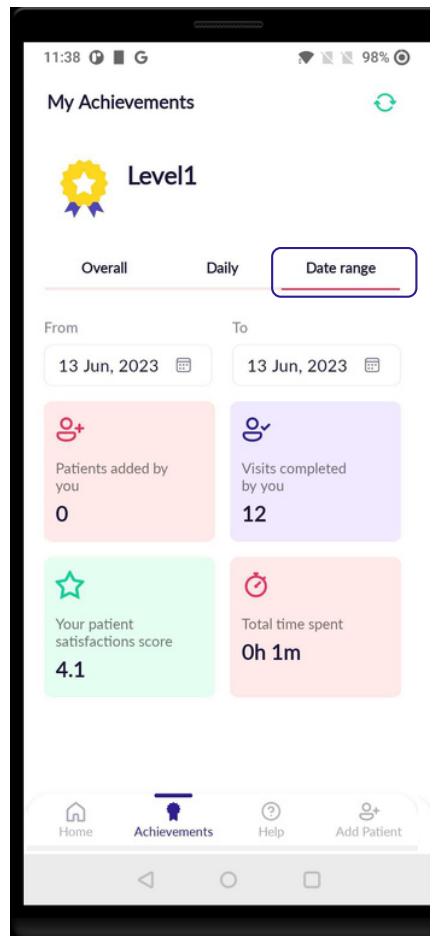
Step 3 - To view the count of total number of visits created within a particular date range, select 'Date Range' option.

HOME SCREEN

FIND PATIENT
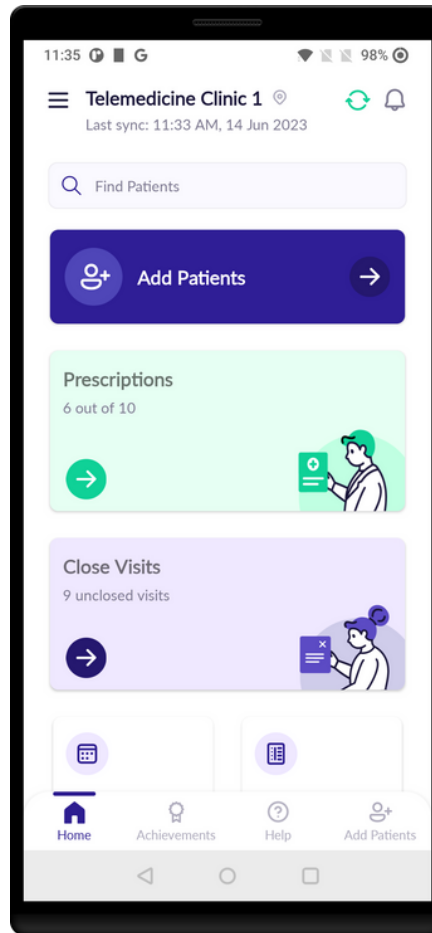
Step 1 - Click on 'Find Patient'
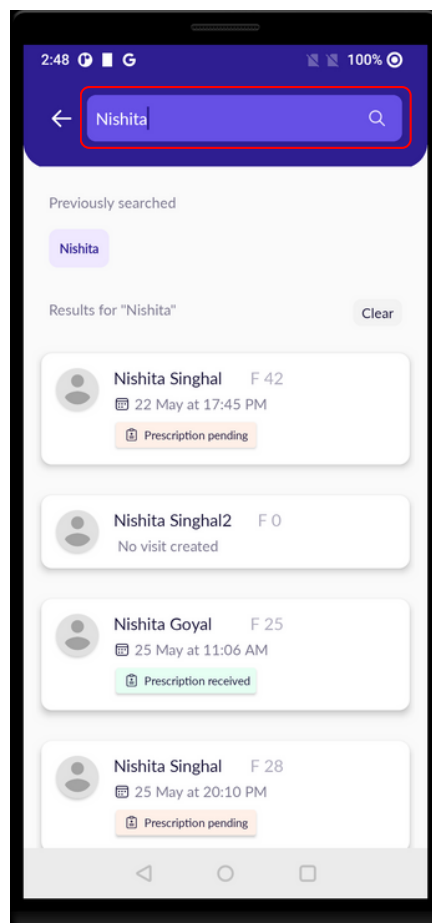
Step 2- Search patients by their name or patient ID.

HOME SCREEN

CLOSE VISITS
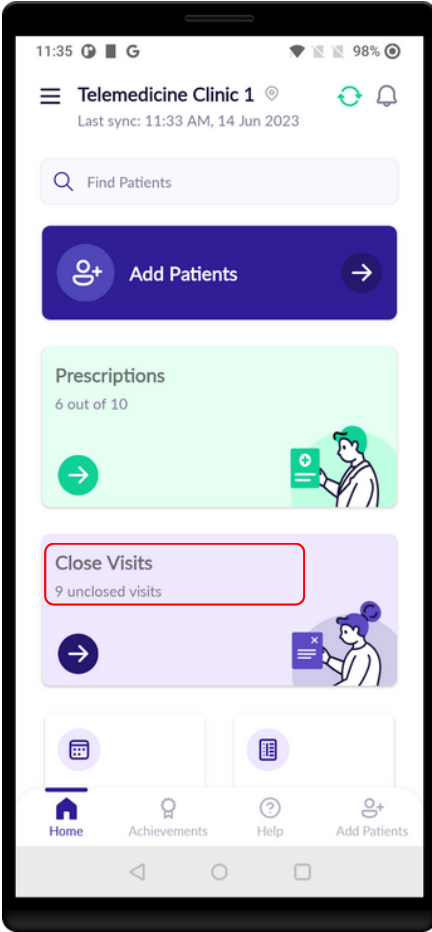
Step 1- Click on 'Close Visits'
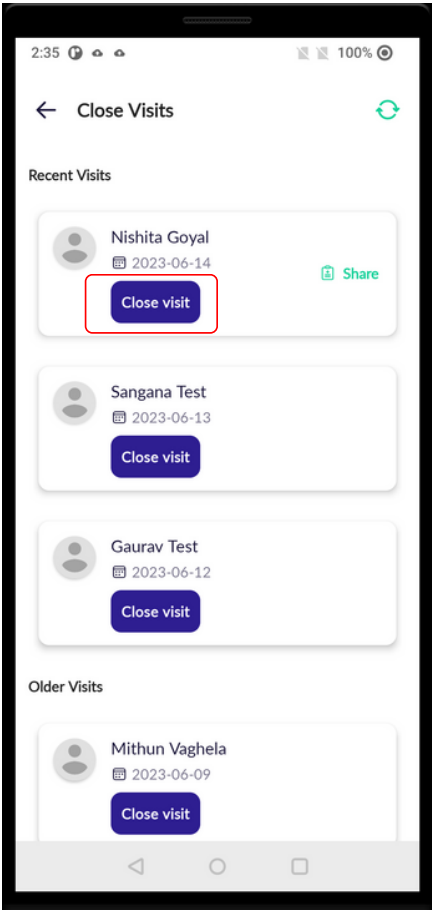
Step 2- Click on 'Close Visit'

HOME SCREEN

CLOSE VISITS
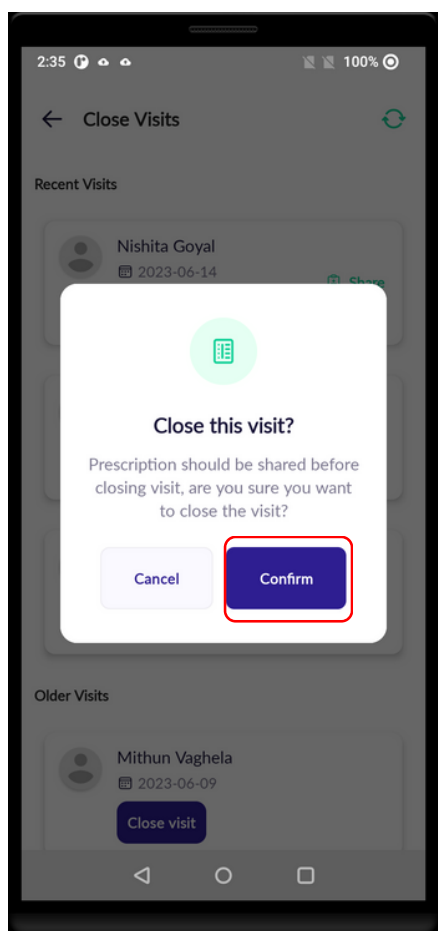
Step 3 - Click on 'Confirm' to close this visit.
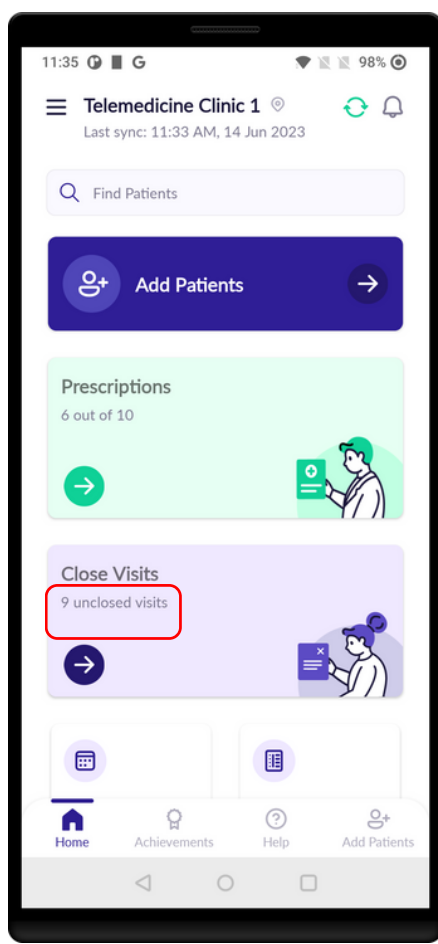
After closing a visit, the count of closed visits will increase.

FOLLOW-UP VISITS
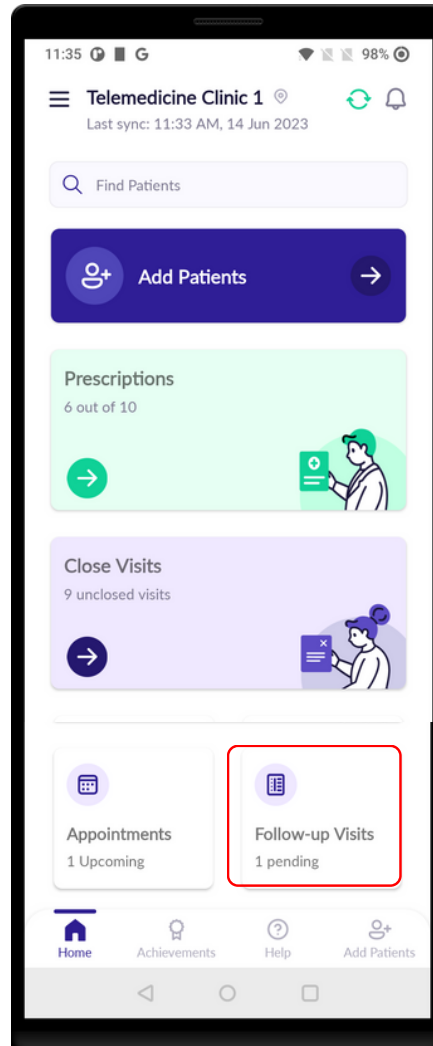
Step 1 - Click on the 'Follow-up Visits'

FOLLOW-UP VISITS
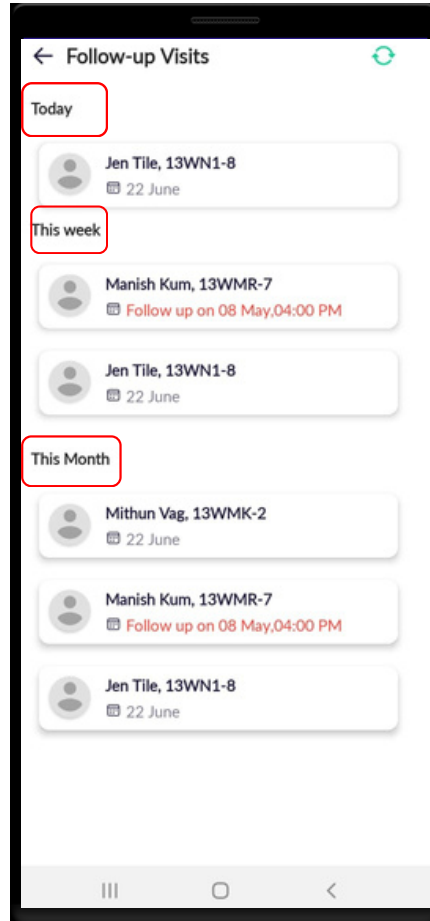
Step 2 - This shows today, this week, and this month's follow-up visits.

FORGOT PASSWORD
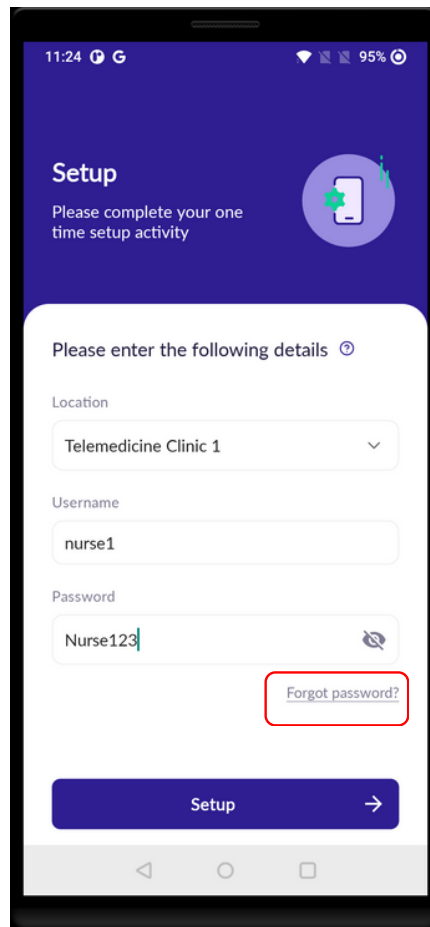
Step 1 - Click on the 'Forgot password'
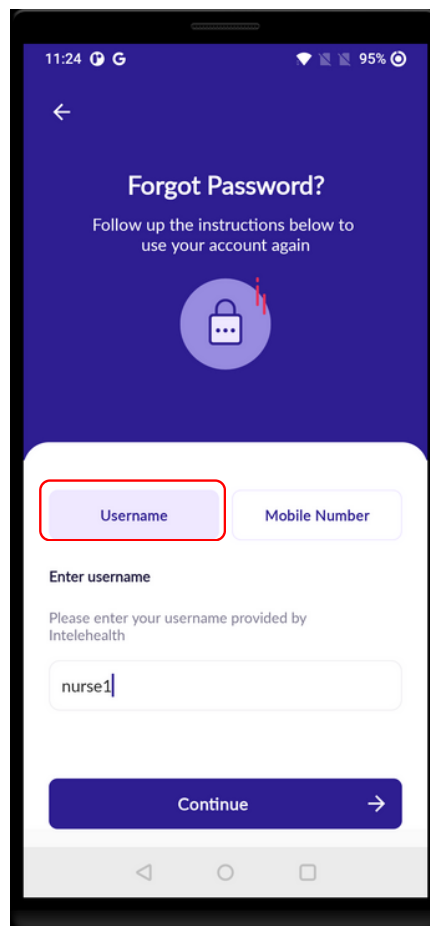
Step 2 - Enter the Username

FORGOT PASSWORD
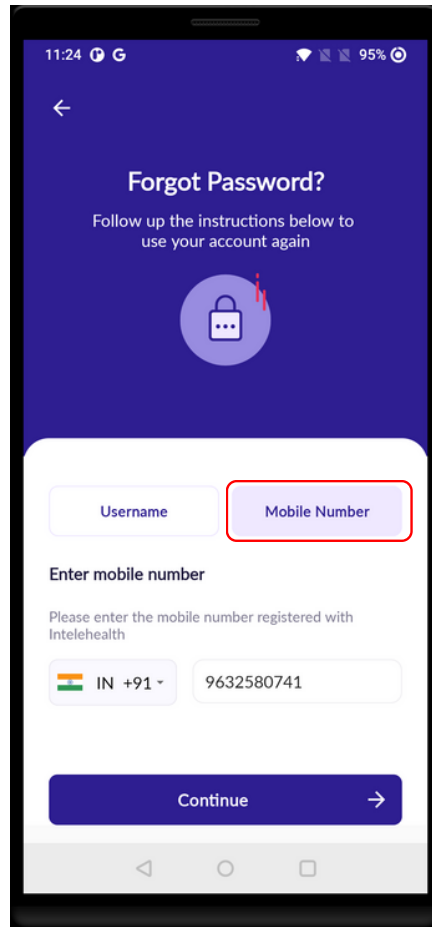
Step 3 - Enter a mobile number.

Step 4 - Click on the 'Continue'e
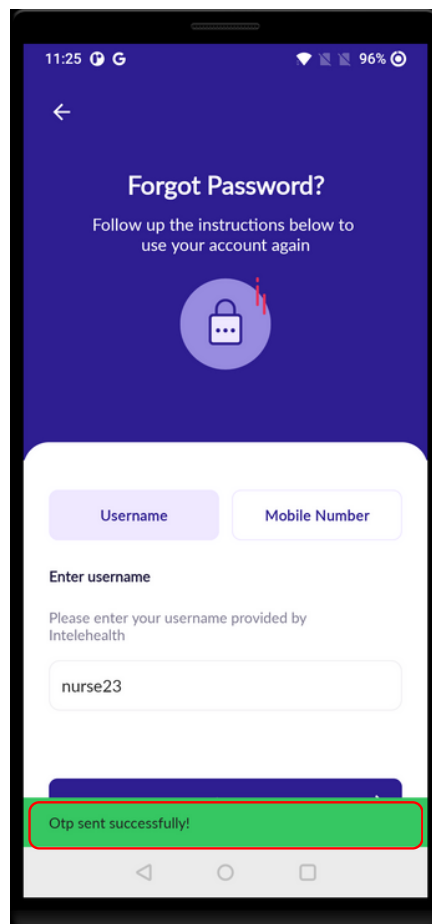
Step 5 - OTP sent successfully

FORGOT PASSWORD
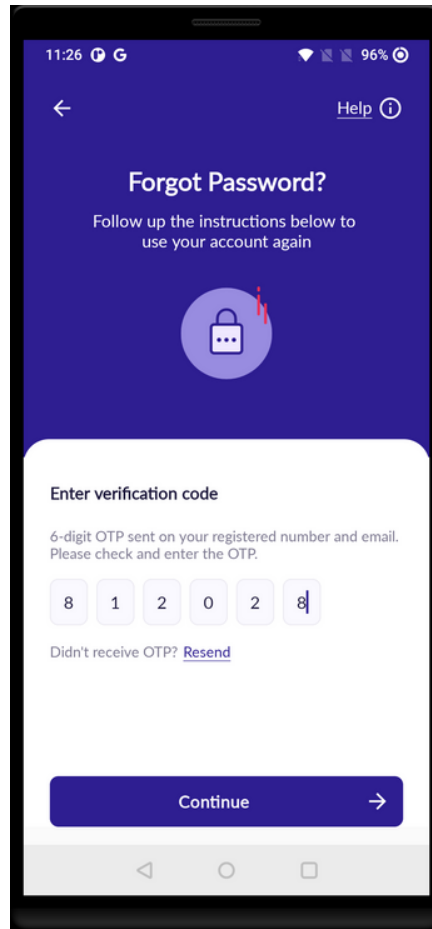


Step 6 - Enter Otp
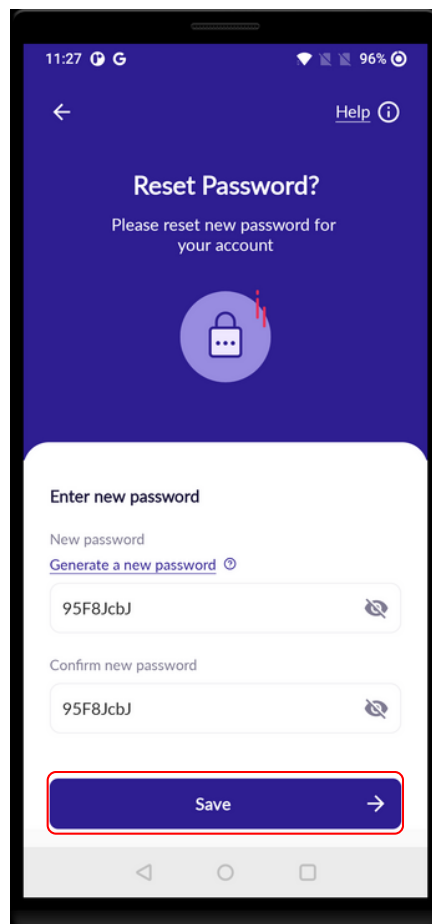
Step 7 - Enter a new password

Step 8 - Click on the Save button to save the new password.

CHANGE PASSWORD
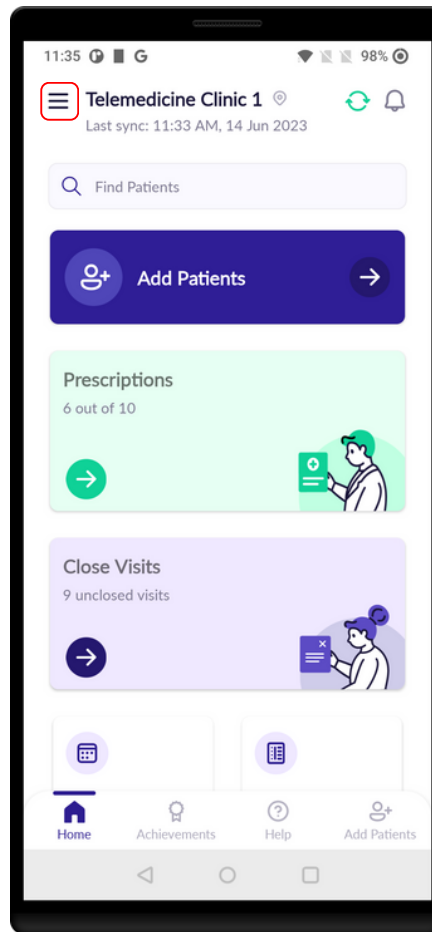
Step 1 -Click on the sandwich button (three hyphens).
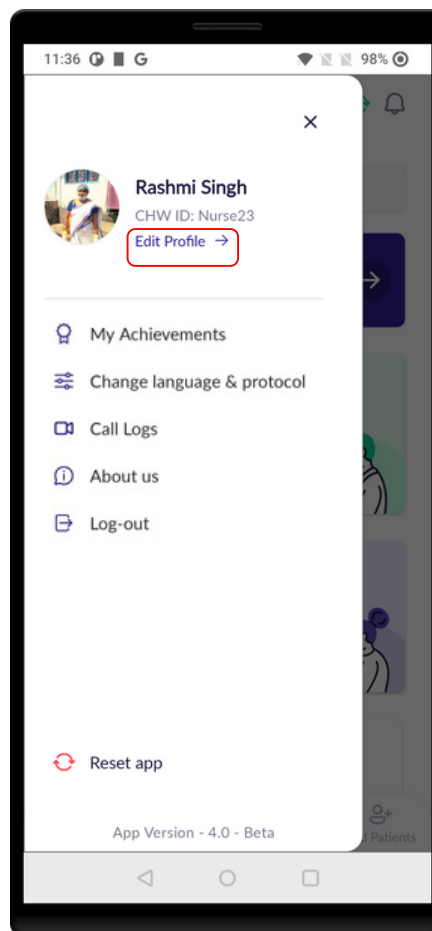
Step 2 - Click on the Edit Profile button.

CHANGE PASSWORD
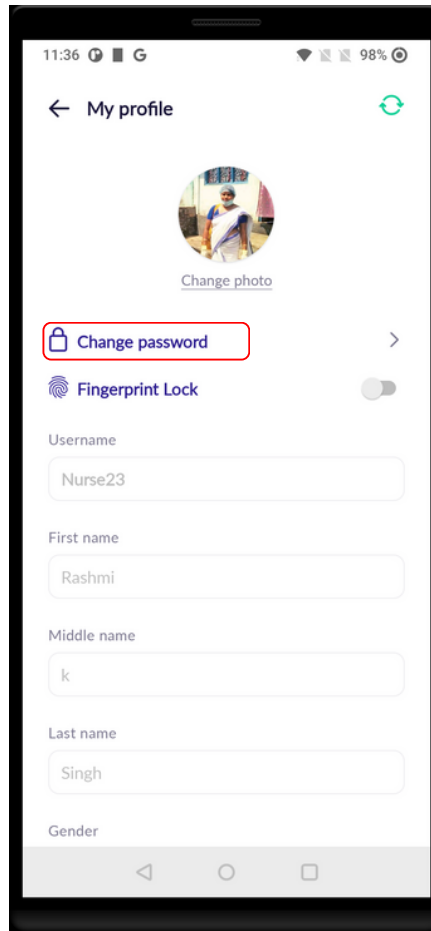
Step 3 - Click on the Change password
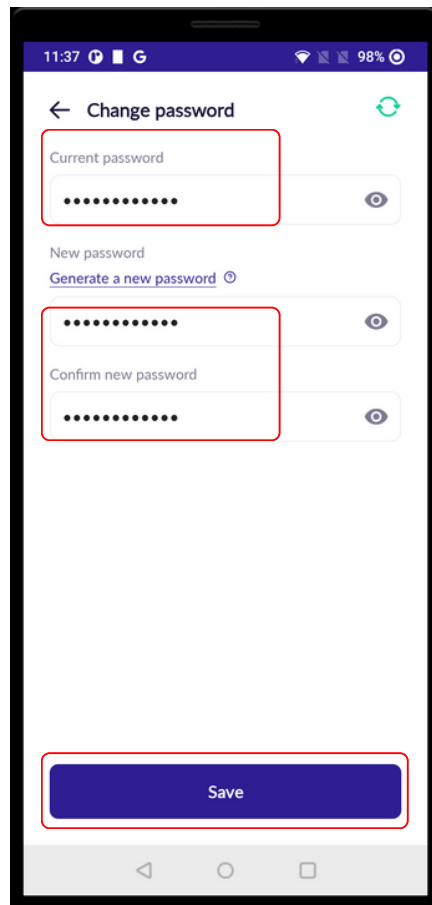
Step 4 - Enter the current password.

Step 5 - Enter a new password.

Step 6 - Click on the Save button to save the new password.

CHANGE LANGUAGE
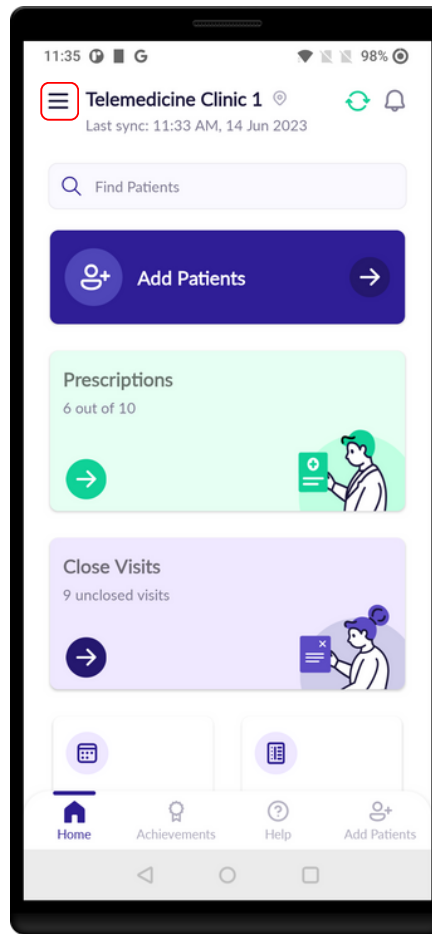
Step 1 - Click on the sandwich button (three hyphens).
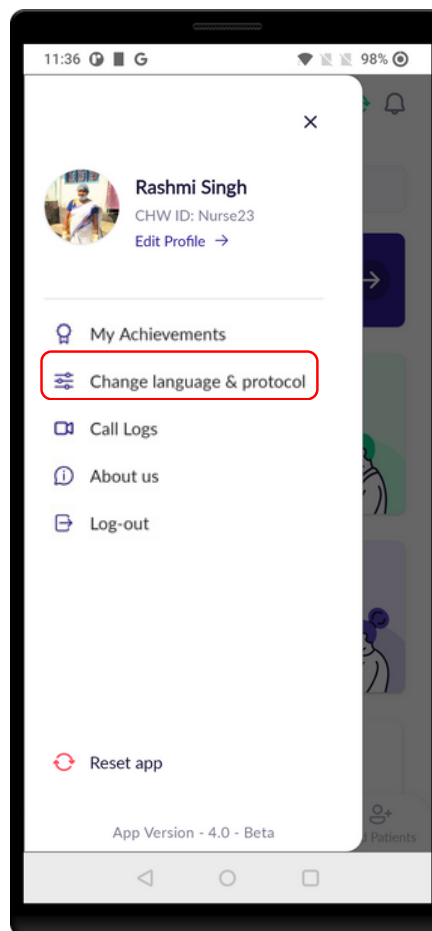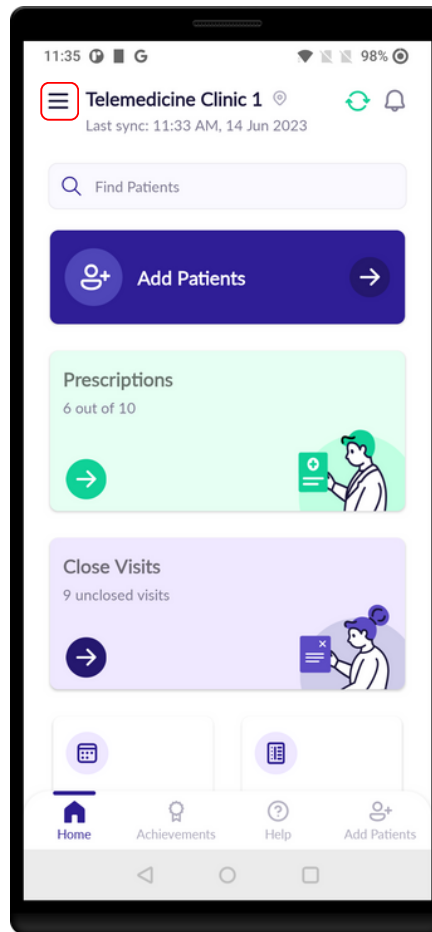

Step 2 - Click on the 'Change languages & protocol'
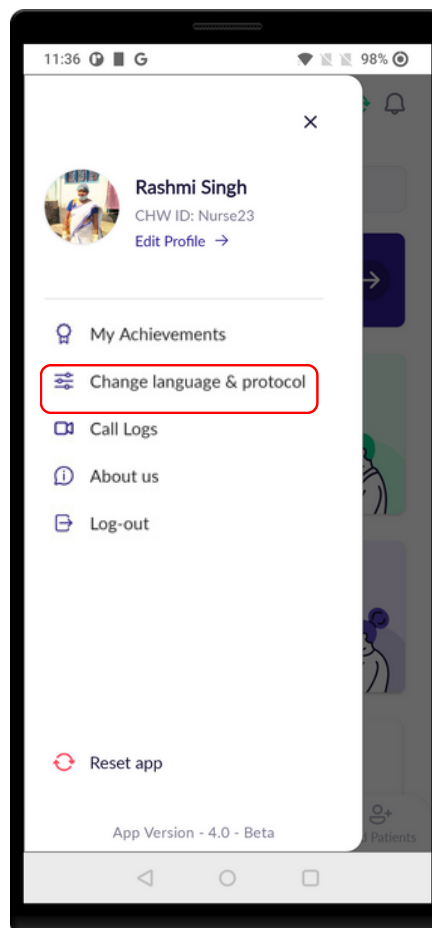
CHANGE LANGUAGE
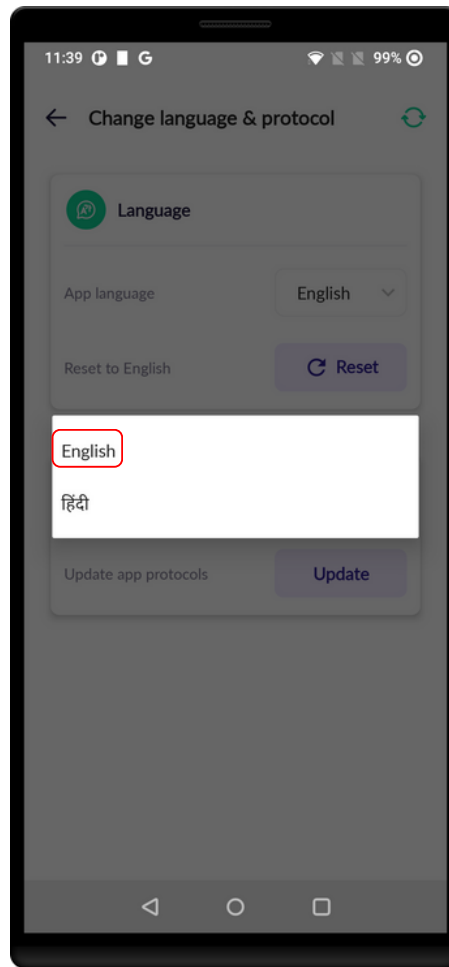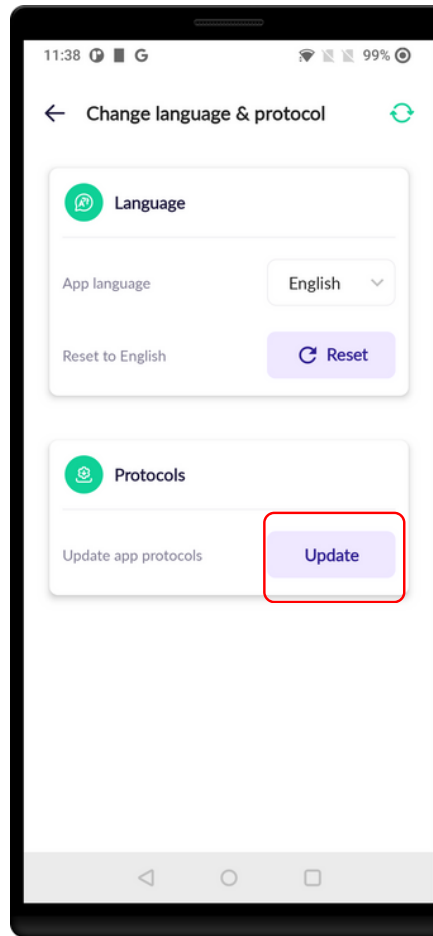

Step 3 - Select the app language.

CHANGE PROTOCOL

Step 1 - Click on the sandwich button (three hyphens).
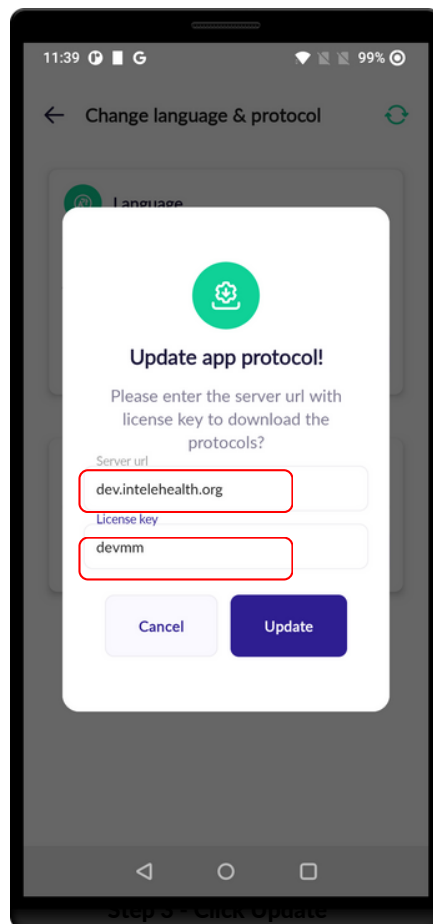

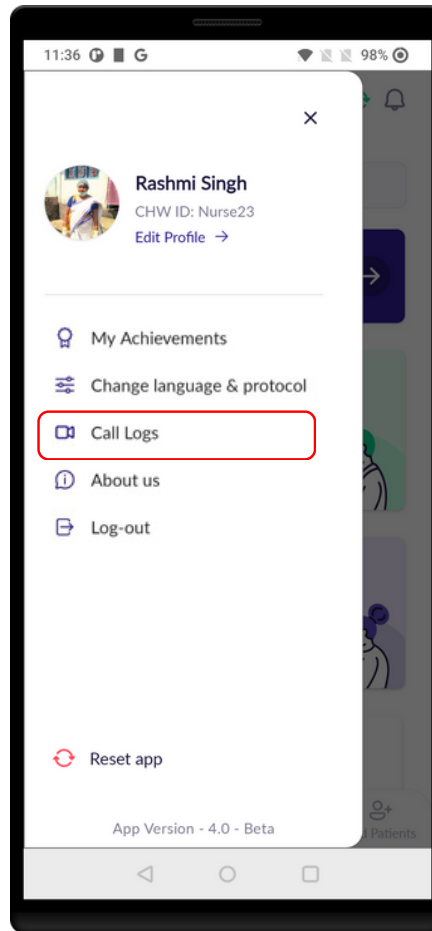**Step 2 - Click on the 'Change languages & protocol'**

CHANGE PROTOCOL
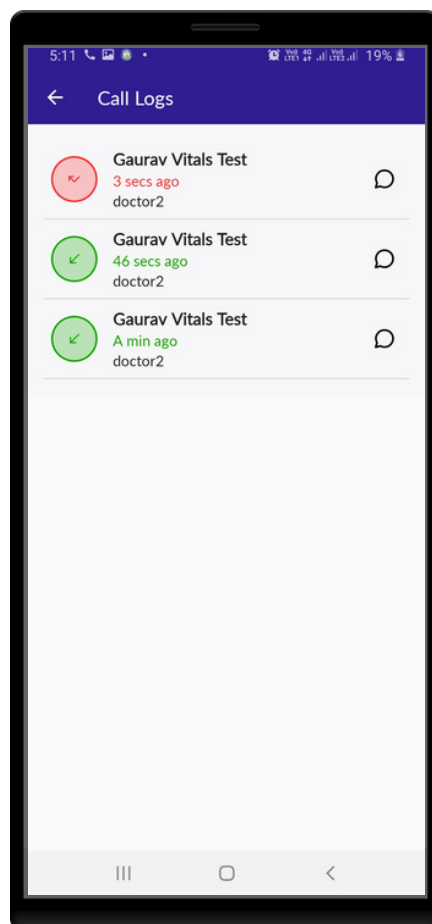

Step 3 - Click on 'Update'

Step 4 - Enter the server URL and licence key.

Step 5 - To update the protocols, click on 'Update'

CALL LOGS
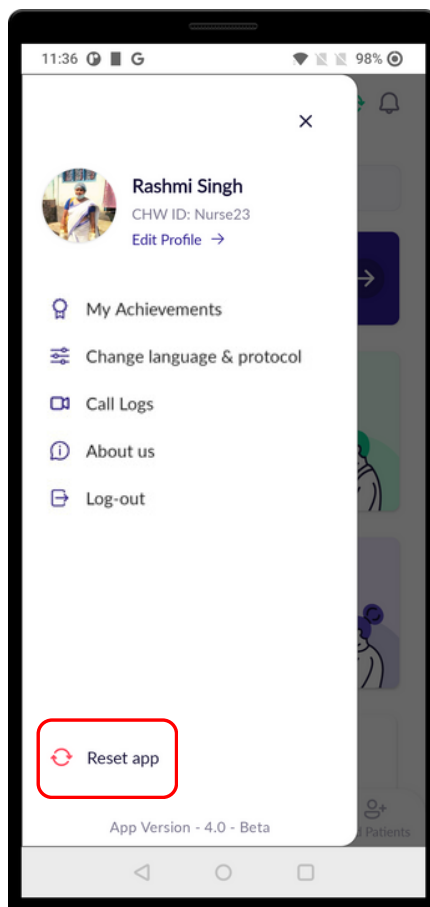

Step 1 - Click on the 'Call Logs'
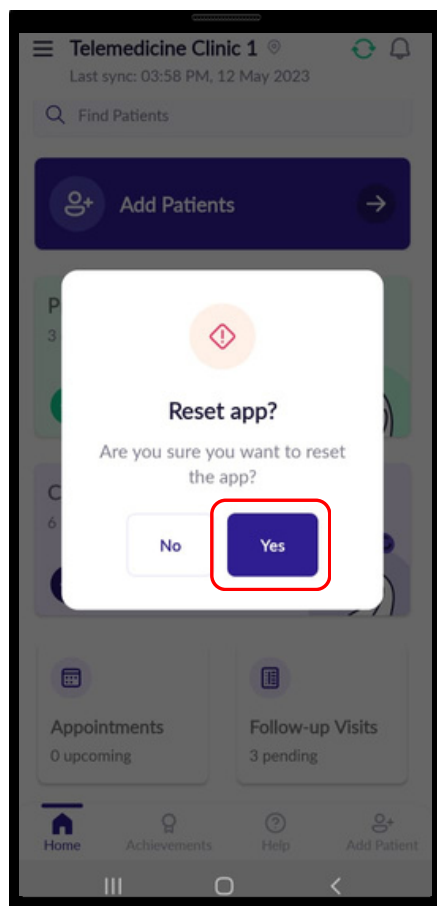

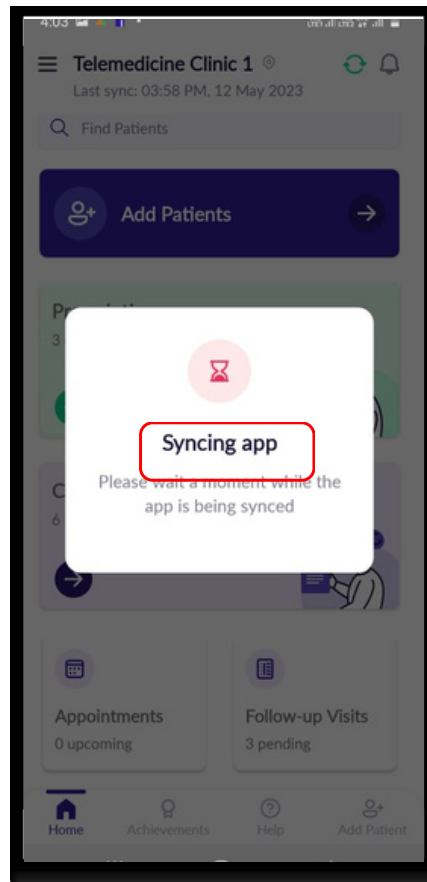Step 2 -Showing call details between Doctor & Health worker
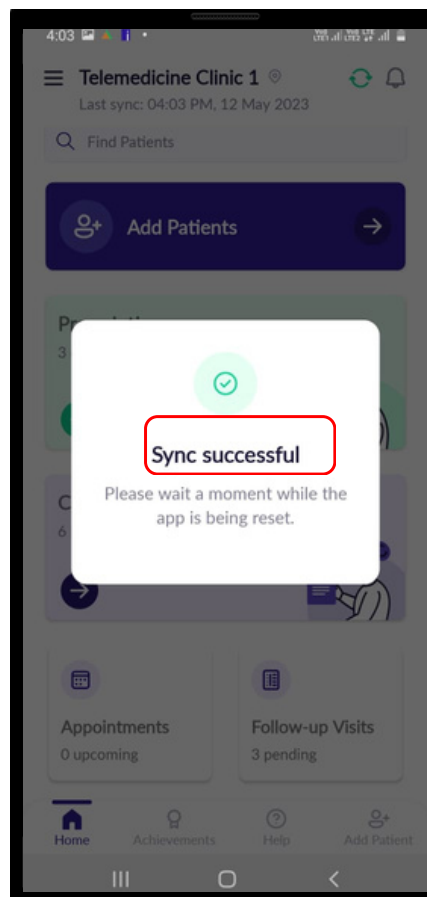
APP RESET

Step 1 - Click on 'Reset App'

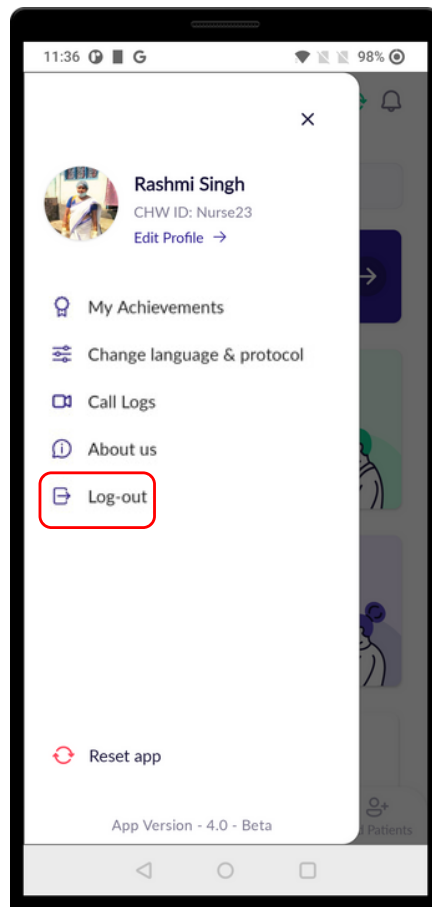Step 2 - To confirm resetting the app, click on 'Yes'
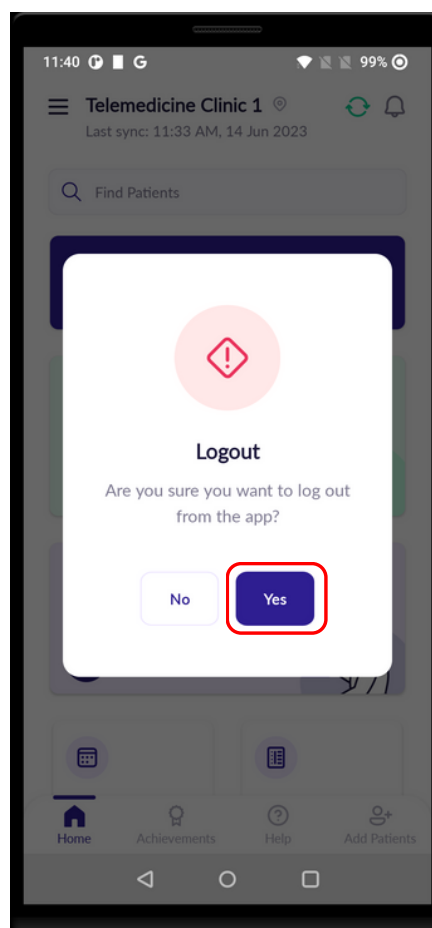
APP RESET

Step 3 - The app is syncing

Step 4 - Once sync is successful, app is being reset.
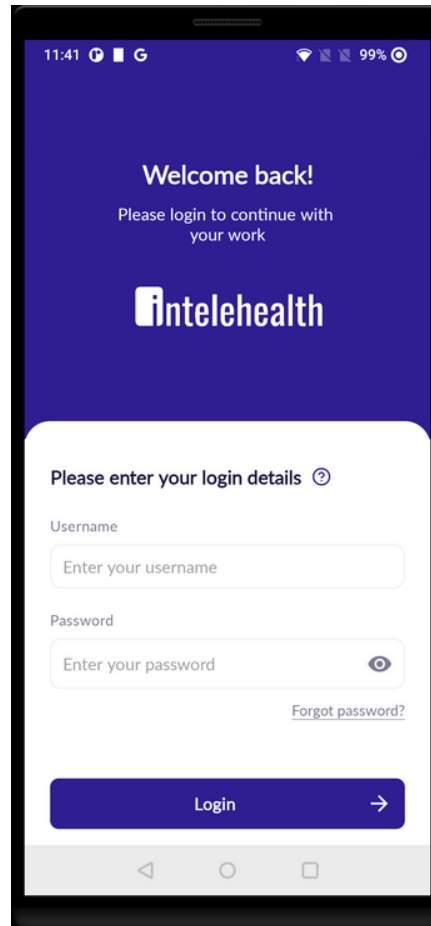
LOG OUT

Step 1 - Click on the 'Logout' button

Step 2 - Click on 'Yes' to log out of the app.

LOG OUT

END