

# App User Manual for CHW

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AUGUST 2019



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# INTRODUCTION

## **Welcome to Intelhealth App user Manual for CHW!**

This guide will help Community Health Worker to use intelhealth app to take enter the patients medical information and conduct physical examinations so that the a remote doctor provide teleconsulation.

In this guide, the user will learn the step wise work flow of the app.

“

## Words of Wisdom

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**There is no greater  
weapon than a  
prepared mind.**

**Zhuge Liang**

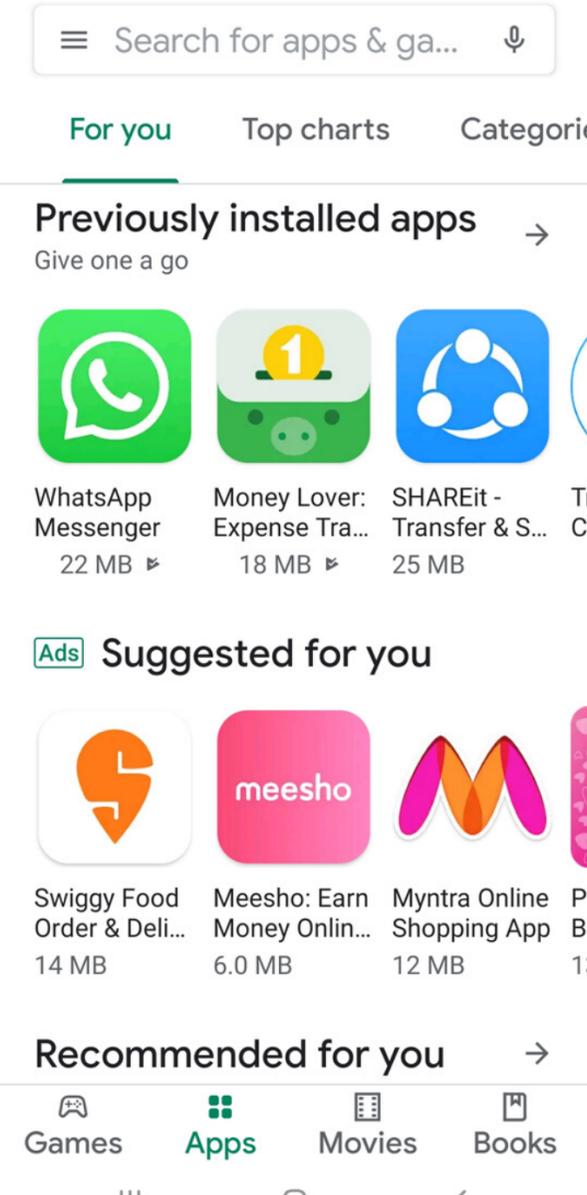
”

# INSTALL APP- TRAINER NOTES

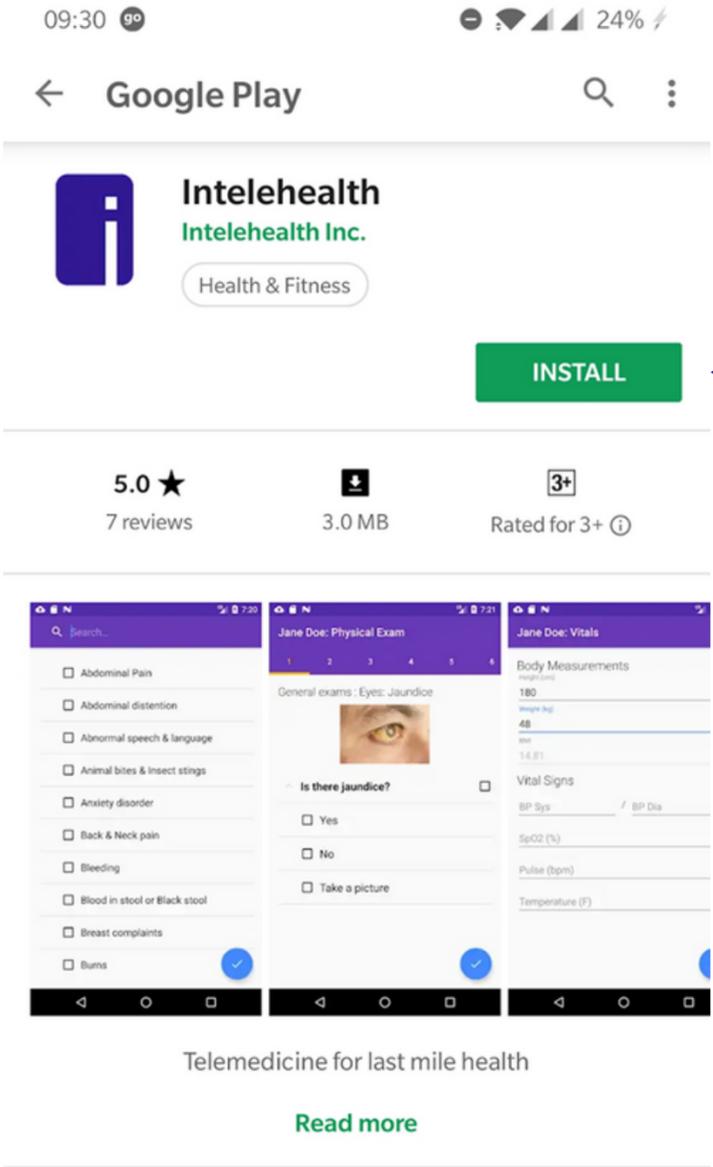
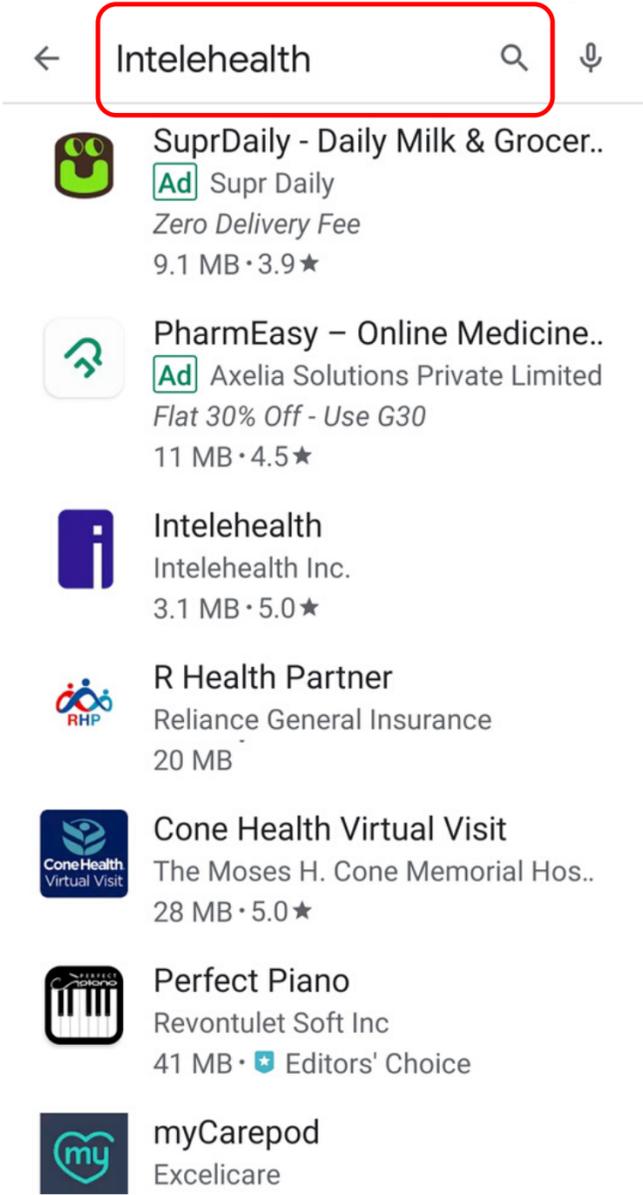
- To install app you need internet Connection
  - Where to look if the internet is on/off
- Put on the internet connection before installing app
- Make sure the phone/tablet is charged

# INSTALL APP

## Step 1 - Go to Play Store



## Step 2- Search Intelhealth app and click on Intelhealth in search button



Step 3- Click on Install

# SET UP ACTIVITY - TRAINER NOTES

- To install app you need internet Connection
- Make sure the phone/tablet is charged
- Make sure you have strong internet connection
- When you open Intelehealth app, it will show following messages
  - Allow Intelehealth to access your contacts. **Click on ALLOW**
  - Allow Intelehealth to access your photos, media and files on your device. **Click on ALLOW**
  - Allow Intelehealth to take pictures and record video's. **Click on ALLOW**
- Enter **provided URL** in which server would you like to connect to.
- Choose and enter Health worker's assigned **location**
- Click on download mind maps and enter provided license key and click OK
- Wait to download all the Mindmaps.

# SET UP ACTIVITY

Setup

Which server would you like to connect to?  
[Enter URL](#)

Choose a location to login

Choose an option for protocols

Use demo protocols

Download protocols

Please enter your username and password

Username

Password

Admin Password

Login

Android Id: 250c99795d84328e

Step 1 - Enter the URL provided

Step 2 - Choose location

Step 3 - Select Download Protocols

Step 4 - Enter License Key provided and click OK

Enter License Key

License Key

CANCEL OK

Step 5 - Enter username, password and admin password

Step 6 - Click on login

# LOGIN SCREEN- TRAINERS NOTES

- Add provided username and Password
- Make sure the password and username is typed in same way as provided as they are case sensitive, otherwise the user will not be able to log -in

For eg.

provided username - nurse

provided password - Nurse123

typed username - nurse

typed password - nurse123

In the above example the typed password is wrong, enter n instead of N, this will not let the user to log-in.

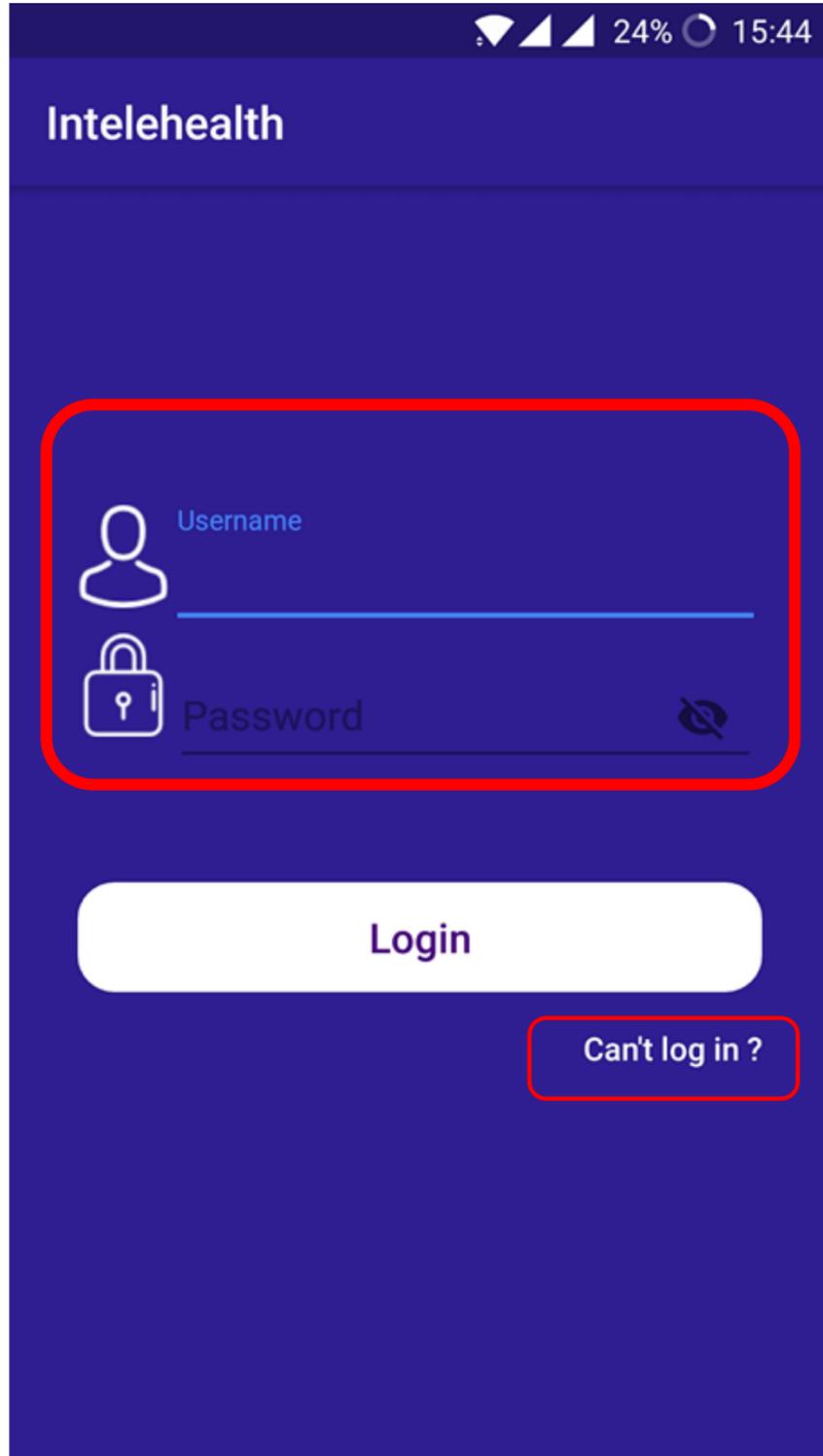
- If you are unable to log-in, please click on can't log-in.

:

## Tips

- You can also Login Offline
- The username and password are case sensitive so ensure you enter the exact same username and password as provided by the organisation.
- Do not share your password out to anyone on the phone or via email

# LOGIN SCREEN



Step 1- Enter Username and password

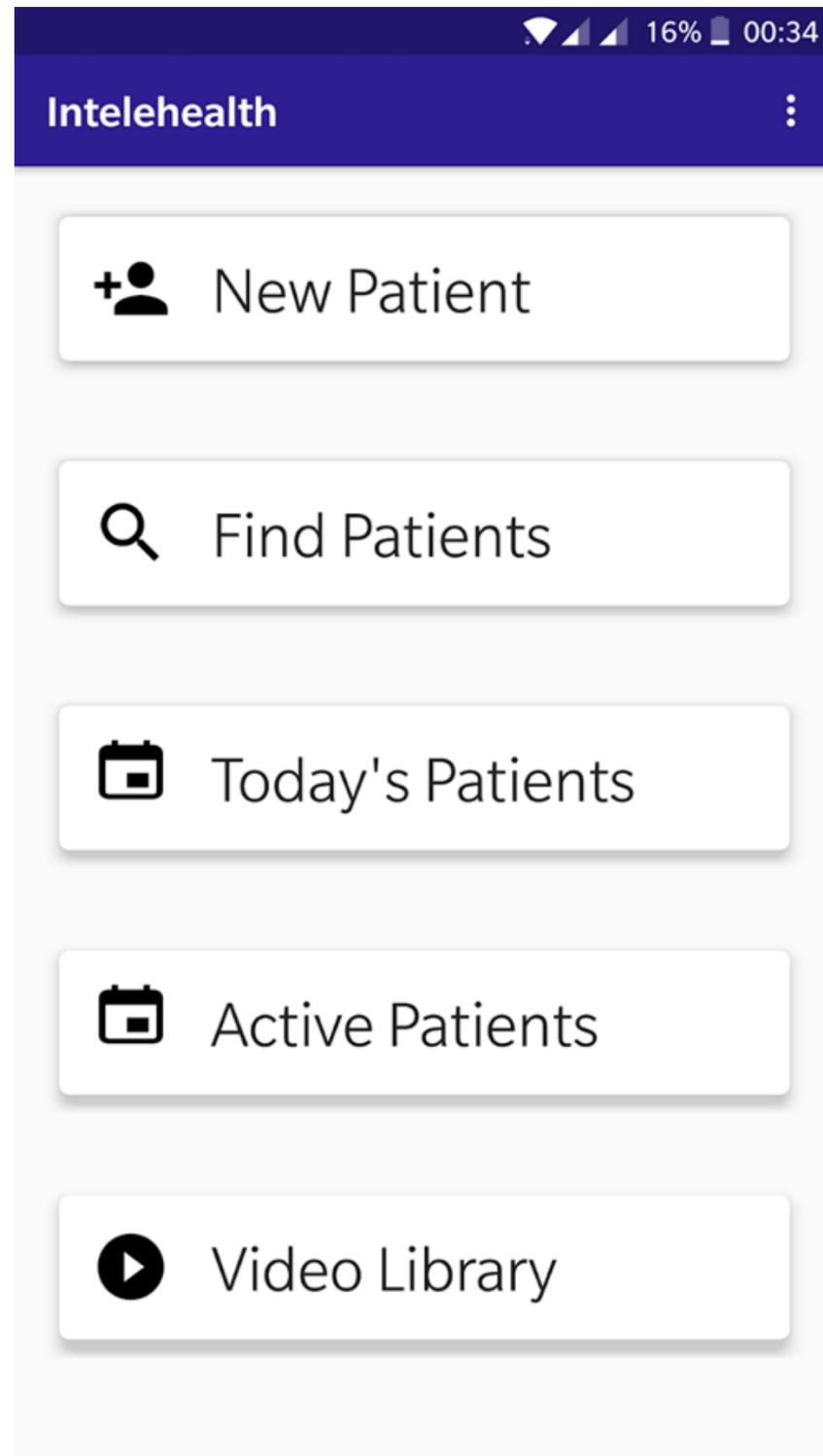
Step 2 - Click on login

If you are unable to log - in Click on Cant' login. This will direct you to support email-id

# HOME SCREEN- TRAINERS NOTES

- This home screen you can view
  1. New patient - to create new patient
  2. Find patients - to search patients .Patients can be searched by name and ID
  3. Today's patients - you can view all patients seen today.
  4. Active patients- patients visits that are not ended by the Sayogika's. This may be because the doctor has not given prescription.
  5. Video Library - here you can view all the video's
  6. Over flow button which is represented with three button's

# HOME SCREEN



**Overflow button has settings, update protocols, language change and other**



Click here to create patient visit



Click here to find patients



Click to see today's patients



Click here to see patients visits that are not end



Click here to view videos

# PRIVACY NOTICE- TRAINERS NOTES

- Make sure to read the privacy notice to the patient before creating new patient.
- Make sure the patient understands the privacy notice and answer all the questions the patient asks.
- If you are unsure about the questions asked, please contact your supervisor or manager.
- If patient agree to the privacy notice than only register patient.
- If patient doesnt agree, just click on REJECT and patient will not be registered

# PRIVACY NOTICE

## Privacy Notice

### •Personal Information

Sanyogika will collect personal information and health information from you for your medical records.

### •Use

Your information is

- used for diagnosing and treating you.
- used to send you reminders, prescription information, and other related communication.

Your personal information will be anonymized for use in research, disease monitoring, and analysis to help us improve our products and services. We may disclose your personal information in certain specific circumstances given here <https://www.intelehealth.org/privacy-policy>.

### •Protection Measures

We provide physical, electronic, and procedural safeguards to protect information we process and maintain.

### •Access and Correction

You have the right to ask for a copy of any personal information we hold about you, as well as to ask for it to be corrected if you think it is wrong.

If you'd like us to delete or modify your personal data that you have provided to us, please contact the Data Privacy Officer at [support@intelehealth.io](mailto:support@intelehealth.io) and we will respond in a reasonable time.

On clicking "Accept", I consent to the collection and use of my personal data, including health information, and to give access to the above mentioned entities.

Accept

Reject

Select 'accept' when patients agrees to privacy notice and then Next button

If patients doesn't agree to privacy notice select'reject. This will take to home screen

# PATIENT REGISTRATION- TRAINERS NOTES

- Ensure most of the data is entered in this section.
- All the required fields such as First and last Name, age/date of birth, state , country village are entered.
- It is important to know enter birth date especially if the patient is a child. This will help the doctor for case management.
- In cases where the patient don't know their date of birth, add their age.
- It is beneficial to have patients full address so that it is easier for follow up's and home visits
- Make sure to read the privacy notice to the patient before creating new patient.
- Patient may not provide information such as Caste, Economic status and education status, in this case be sensitive and don't force.

# PATIENT REGISTRATIONS

1:15 PM

← Add New Patient

First Name \*  
Siddhant

Middle Name  
Gour

Last Name \*  
Mukherjee

Photo icon

Male  Female

Date of Birth\*  
Age\*

Phone Number

Country \* State \*

← - Click on the photo icon to take photo of the patient.  
- Enter full Name of the patient

← Add sex

← Enter date of birth or Age. If you enter date of birth, age will be auto calculated .

← Country and state will appear automatically

1:21 PM

← Add New Patient

Nalajahi

Address  
Beena Apartment Chs, Plot No-96, Flat N

Address Line 2  
Kachrapada Sector, Near Jcs Hospital

Postal Code  
400709

Son/Daughter/Wife of  
Gour Mukherjee

Occupation  
Serviceman

Caste others

Economic Status BPL

Education Level Secondary

Submit button

← Add Village name

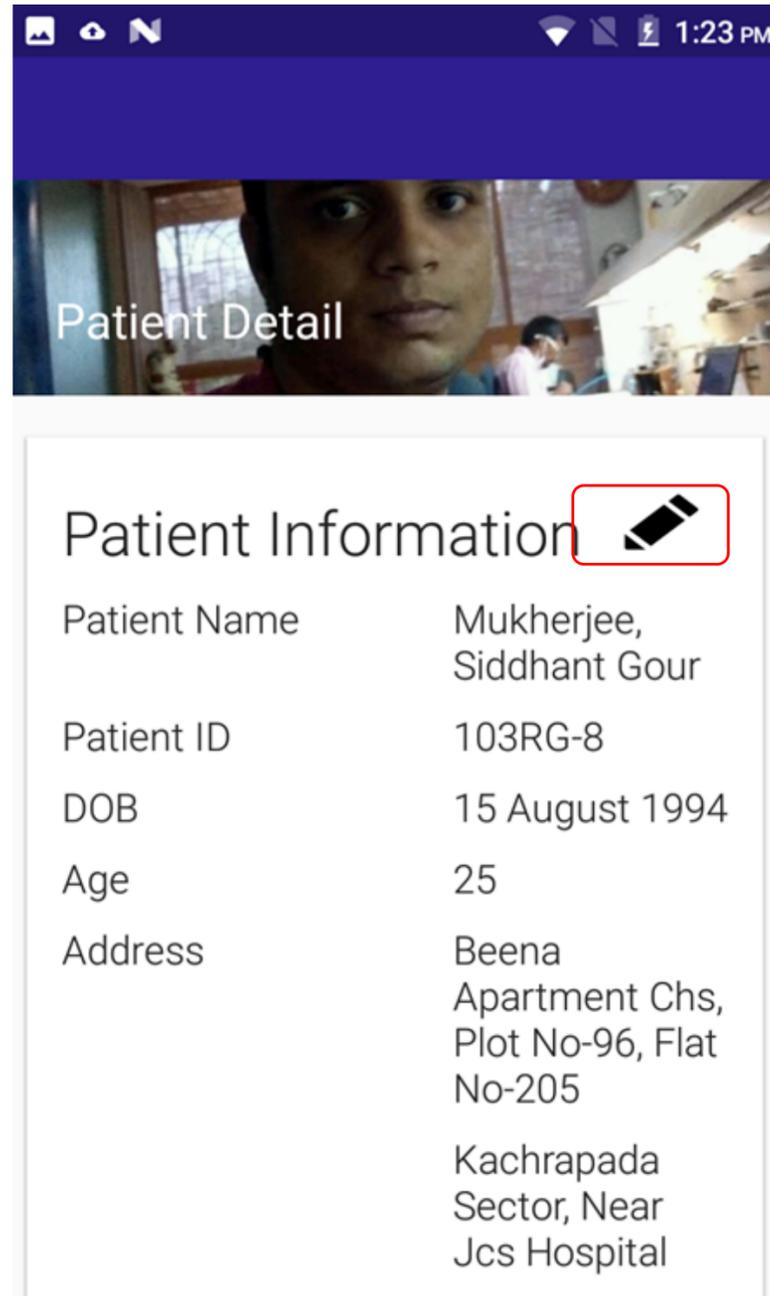
← Add care take's name, occupation. Choose Education, Caste, and Economic status

← Press the button to submit the details

# PATIENT INFORMATION- TRAINER NOTES

- In this screen, review all the patients information.
- Click on edit icon to make changes to the text entered
- Click on start new visit button
- The health worker cannot start a new visit if the pervious visit is active for the same patient

# PATIENT INFORMATION



1:23 PM

Patient Detail

**Patient Information** 

Patient Name Mukherjee, Siddhant Gour

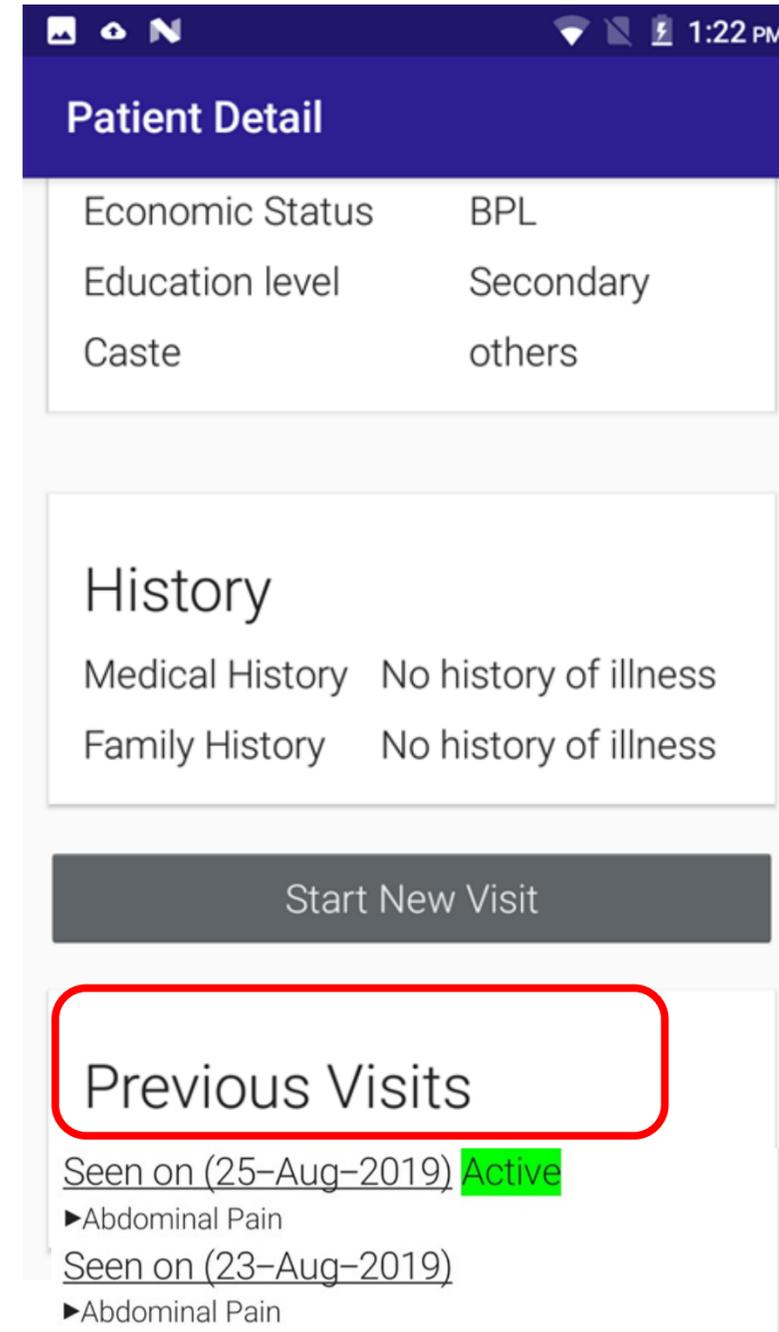
Patient ID 103RG-8

DOB 15 August 1994

Age 25

Address Beena Apartment Chs, Plot No-96, Flat No-205  
Kachrapada Sector, Near Jcs Hospital

Click here to edit patient details



1:22 PM

**Patient Detail**

Economic Status BPL

Education level Secondary

Caste others

**History**

Medical History No history of illness

Family History No history of illness

Start New Visit

**Previous Visits**

Seen on (25-Aug-2019) **Active**

▶ Abdominal Pain

Seen on (23-Aug-2019)

▶ Abdominal Pain

Click here to start new visit

All the patients visits are seen here

# VITALS- TRAINER NOTES

- Make sure to collect all the vitals.
- Check the devices before collecting vitals
- Follow the SOP'S while collecting the vitals
- Make sure to enter the readings correctly in the app
- Make sure to clean the equipments used for physical examination before seeing each the patient

# VITALS

6:18 4G LTE2 19%

Siddhant Mukherjee : Vitals

**Body Measurements**

Height (cm)  
162

Weight (kg)  
54

BMI  
20.58

**Vital Signs**

BP Sys / BP Dia  
80 / 120

SpO2 (%)  
85

Pulse (bpm)  
85

Temperature (C)  
37

Respiratory Rate  
65

✓

Enter BP systolic readings



Enter the pulse reading



Enter the temperature of the patients



Enter height and weight



BMI is calculated automatically



Enter BP diastolic readings



Enter Spo2 reading



Enter temperature of the patient



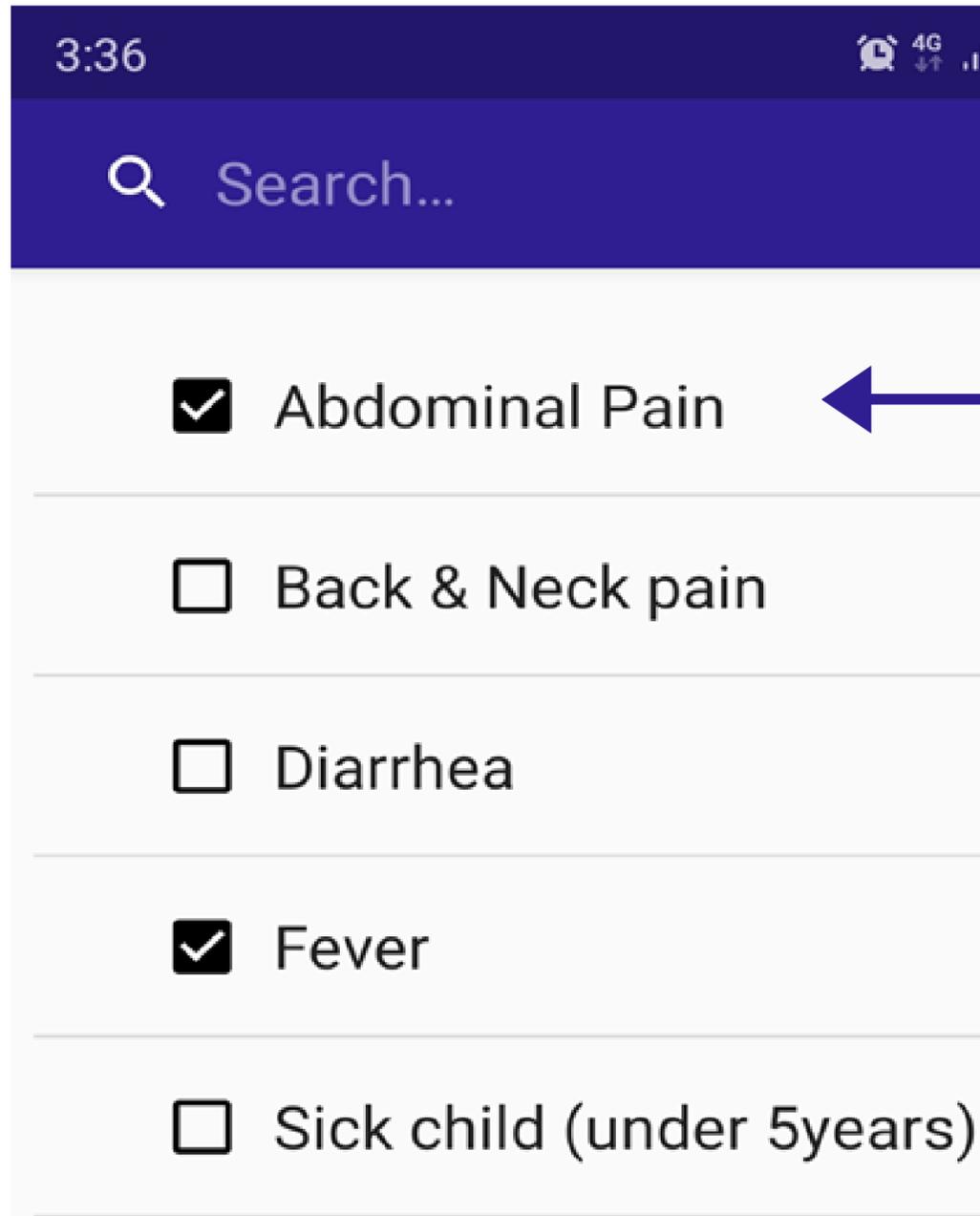
After entering all the vitals, click on this blue button to submit the details



# PATIENTS COMPLAINTS- TRAINER NOTES

- You can choose multiple complains from the search button
- Ask patients in detail about their medical complaints. Identify the chief complaint. Make sure to enter all the data for the complains.
- It is important to take full history of the patient and it becomes easier for the doctor to give prescription
- Respect the patients and don't be judegmental when patients are giving information
- Maintain confidentiality of patients information. Dont disclose or discuss patients information to villagers or others.
- conducting examination/consultation in private settings whenever it is possible.
- IT is mandatory to do Hypertension screening to all the patients expect children .
- Make sure that you select the hypertension screening for all the patients according to the protocol.

# PATIENTS COMPLAINTS

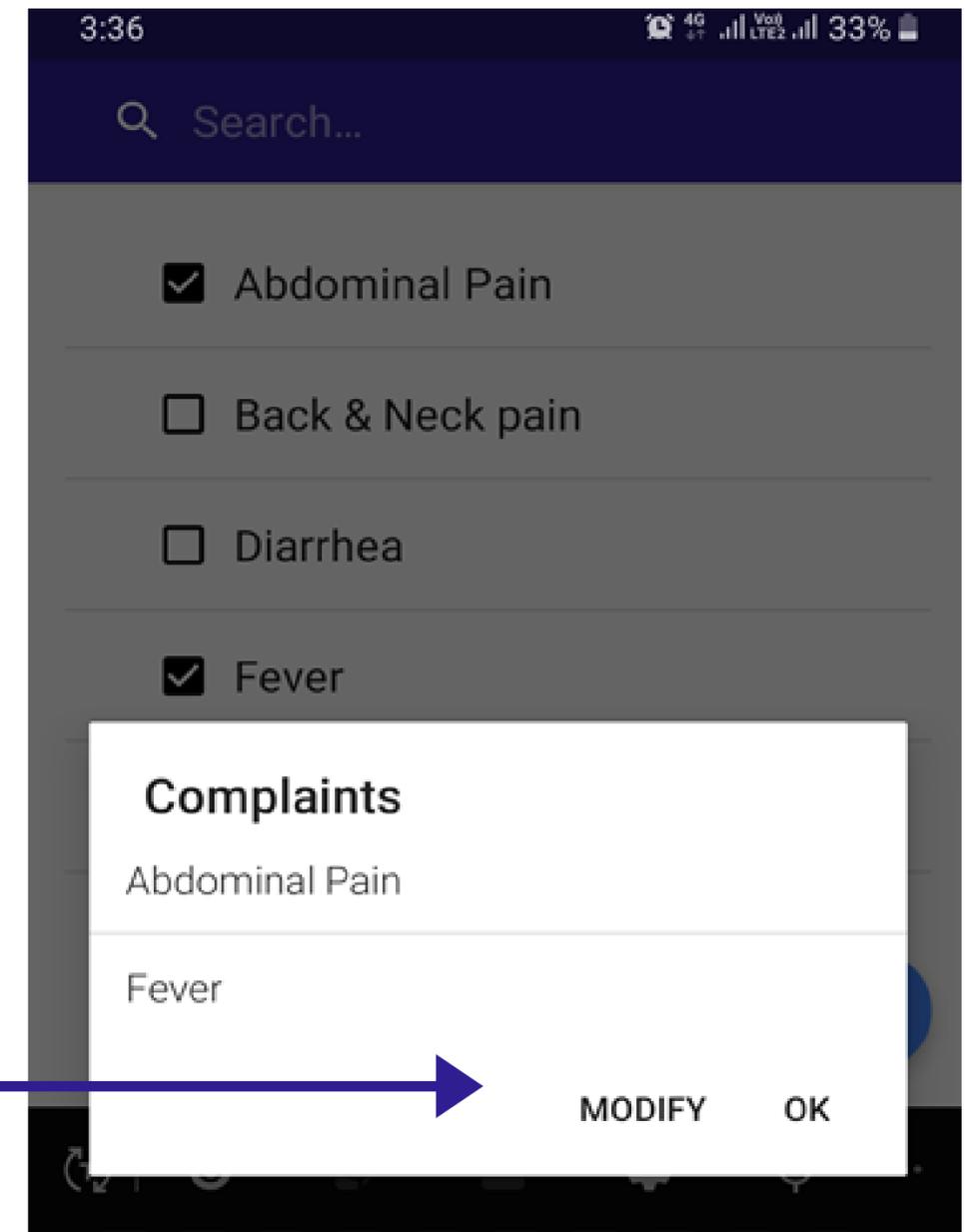


**Step 1-** Ask patients their complaints and click on the box

**Step 2-** Click on blue tick mark in the end right corner

Click on the box to choose complaints

**Step 3 -** To make Changes press Modify and to go ahead click OK



# PATIENTS COMPLAINTS

Siddhant Mukherjee: Abdominal Pain

Which part of the abdomen do you feel pain?

Upper (R) - Right Hypochondrium

Upper (C) - Epigastric

Upper (L) - Left Hypochondrium

Middle (R) - Right Lumbar

Middle (C) - Umbilical

Middle (L) - Left Lumbar

**Step 1-** Ask all the questions to the patients

**Step -2** Select the appropriate answers by clicking on the boxes

**Step 3-** after asking all the questions, Click on the blue tick mark

Siddhant Mukherjee: Abdominal Pain

Does the pain move to other parts of the body?

Since when have you had this symptom?

How did the pain start?

What time of the day do you feel the pain?

Character of the pain

How severe is the pain?

Do you have the following symptom(s)?

# PATIENTS COMPLAINTS

3:38 4G LTE 33%

**Mangesh Shahoo: Abdominal Pain**

Lower (R) - Left Illiac Fossa

All over

Does the pain move to other parts of the body?

Since when have you had this symptom?

[Enter since when]

How did the pain start?

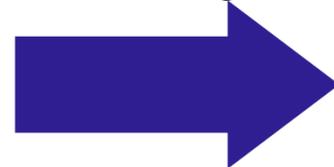
What time of the day do you feel the pain?

Character of the pain

How severe is the pain?

Do you have the following symptom(s)?

Ticking on the check box will show you this message



**Mangesh Shahoo: Abdominal Pain**

Lower (R) - Left Illiac Fossa

All over

Does the pain move to other parts of the body?

Does not move

Pain radiates to

Since when have you had this symptom?

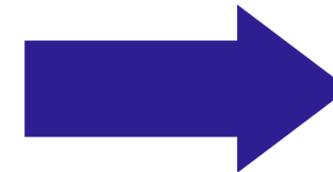
How did the pain start?

What time of the day do you feel the pain?

Character of the pain

How severe is the pain?

when ticked on pain radiates to , you will see next pop up



Click on OK

3:38 4G LTE 33%

**Pain radiates to**

Upper (R) - Right Hypochondrium

Upper (C) - Epigastric

Upper (L) - Left Hypochondrium

Middle (R) - Right Lumbar

Middle (C) - Umbilical

Middle (L) - Left Lumbar

Lower (R) - Right Illiac Fossa

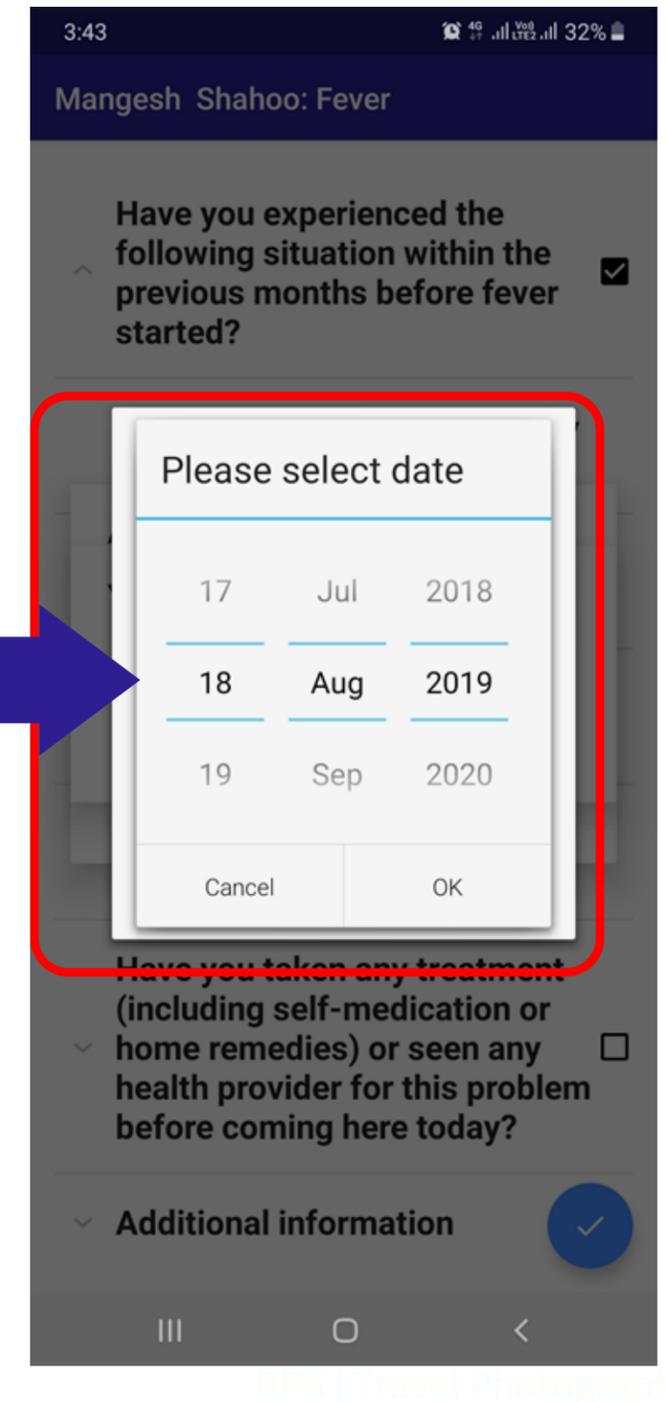
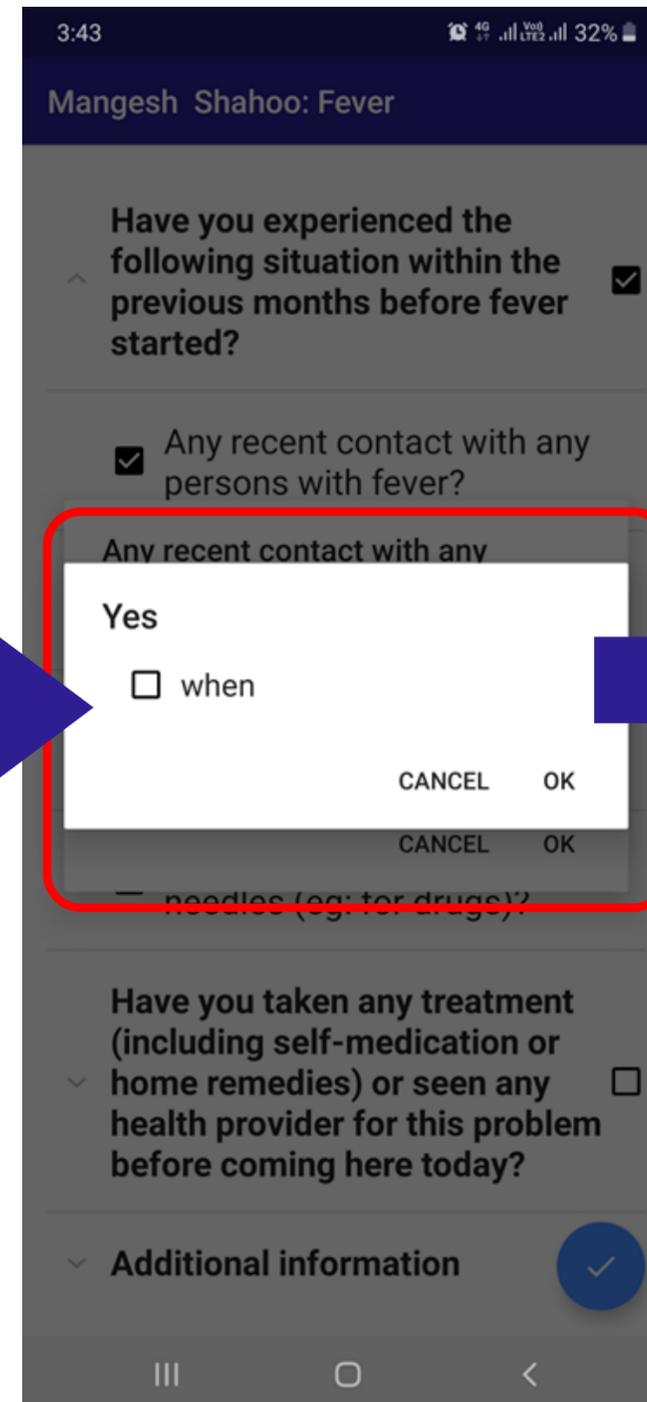
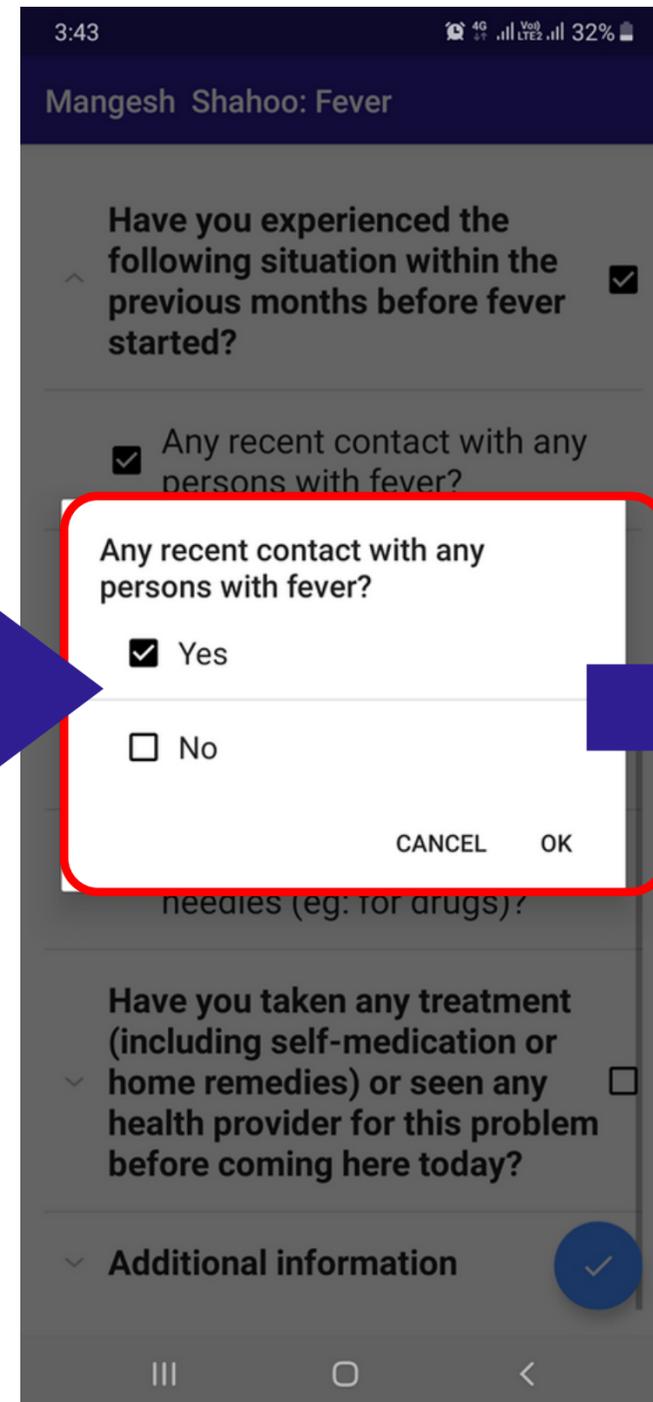
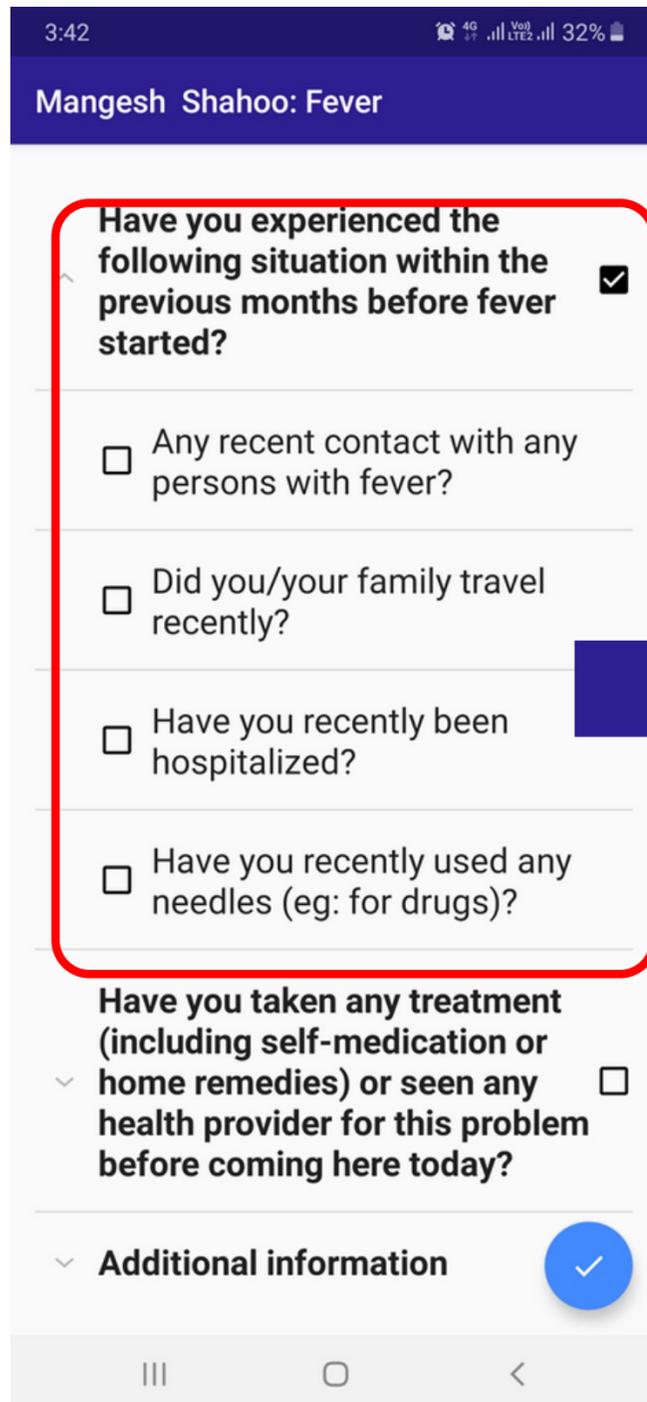
Lower (C) - Hypogastric/Suprapubic

Lower (R) - Left Illiac Fossa

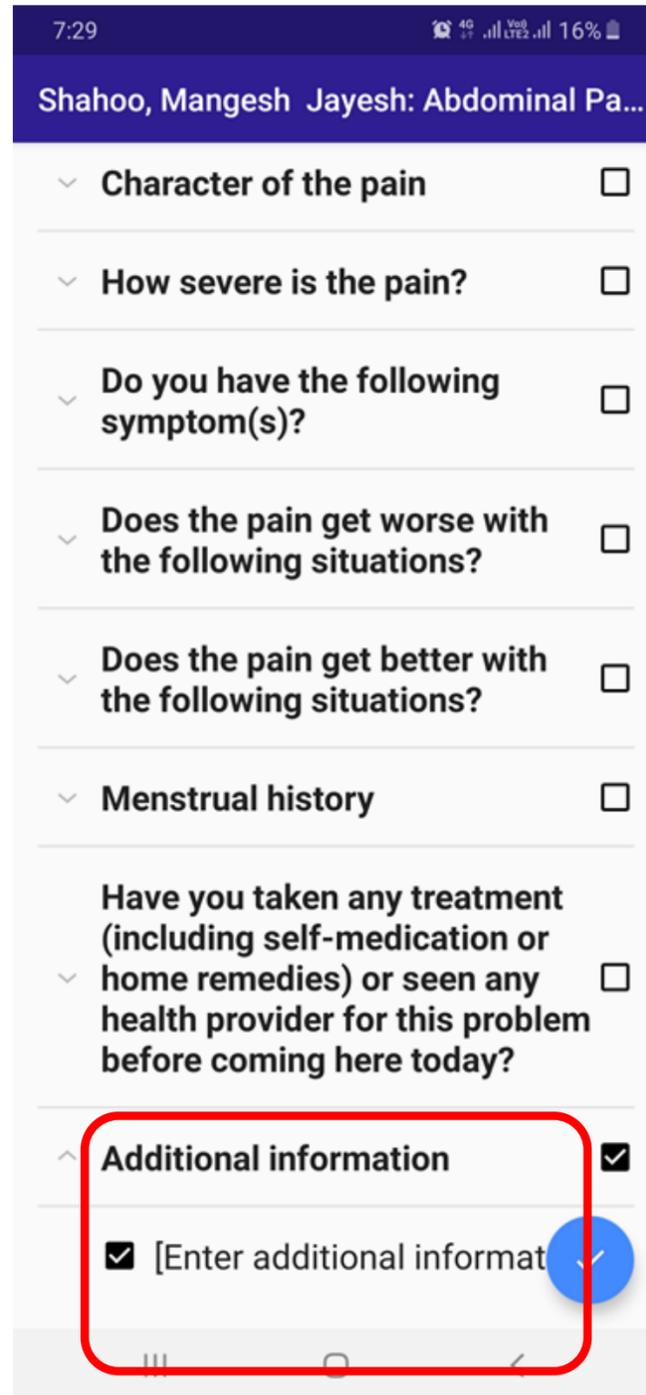
Right shoulder

CANCEL OK

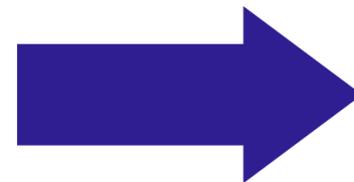
# PATIENTS COMPLAINTS



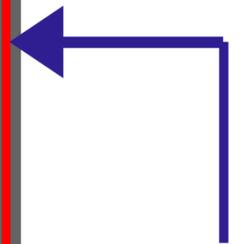
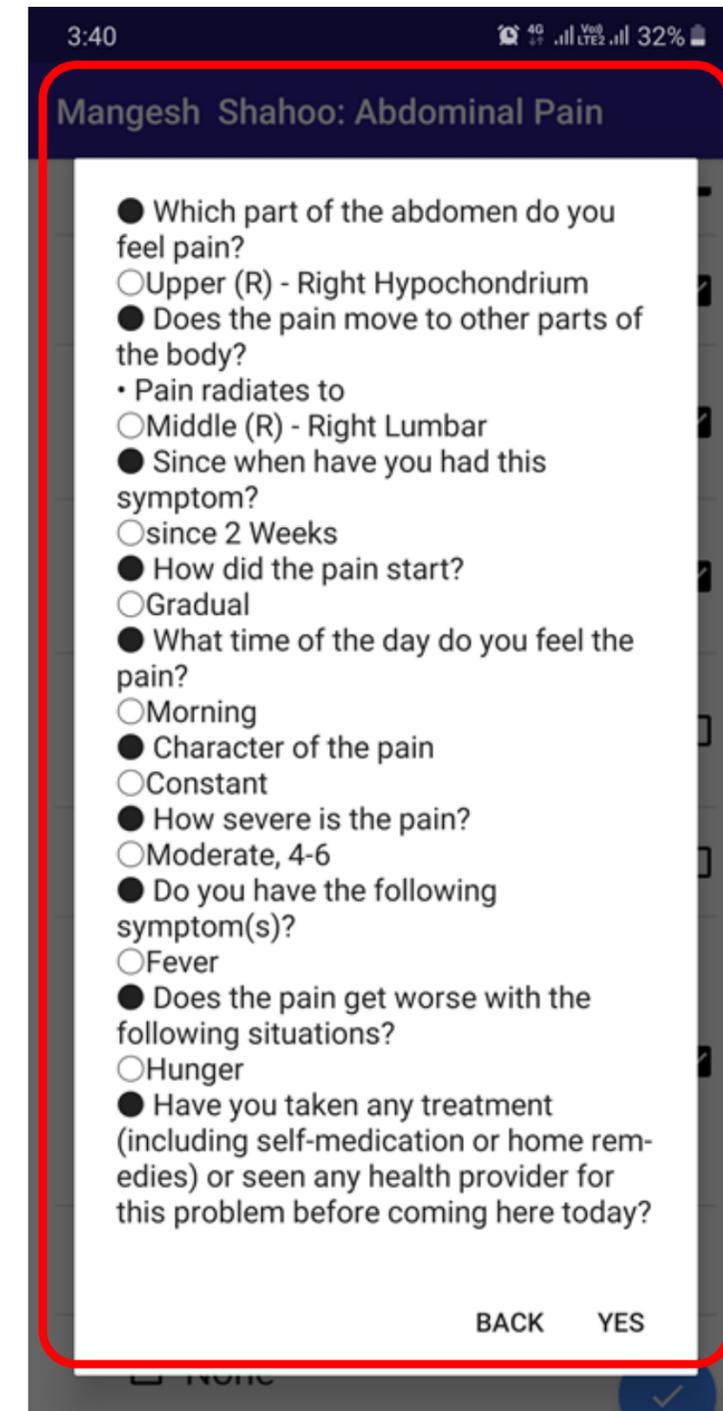
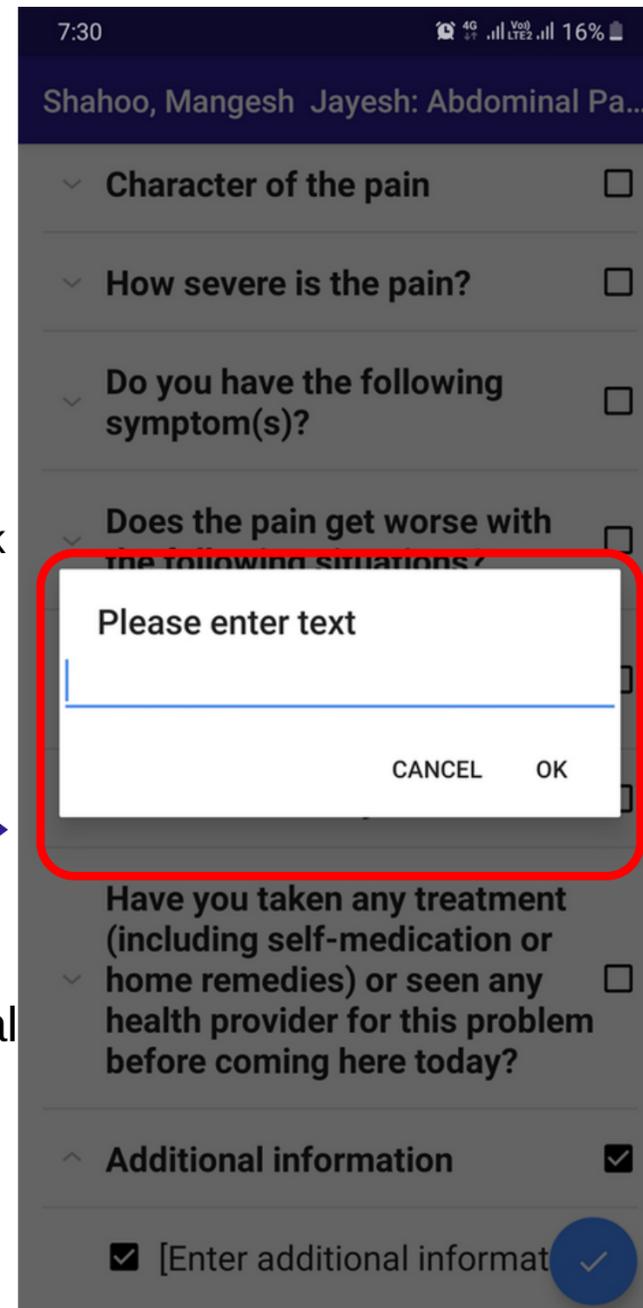
# ADDITIONAL INFORMATION/ COMPLAINT SUMMARY



To add additional information and click ok



To add additional information



Review the information entered if you want to modify click BACK. Click OK to submit

# PAST MEDICAL HISTORY

7:58 4G LTE 14%

Past Medical History: Mukherjee , Siddha...

- ▼ Pregnancy status
- ▼ Do you have any allergies?
- ▼ Alcohol use
- ▼ Smoking history
- ▼ Have you recently taken any kind of medicine (including ayurvedic/homeopathic/unani/herbal)?
- ▼ High Blood Pressure
- ▼ Heart Problems
- ▼ Stroke
- ▼ Diabetes
- ▼ Asthma

Blue checkmark button at bottom right.

7:58 4G LTE 14%

Past Medical History: Mukherjee , Siddha...

नैर्वायः

- ▼ High Blood Pressure
- ▼ Heart Problems
- ▼ Stroke
- ▼ Diabetes
- ▼ Asthma
- ▼ Tuberculosis
- ▼ Cancer/Tumour
- ▼ HIV/AIDS
- ▼ Operation
- ▼ Accident
- ▼ Hospitalization

Blue checkmark button at bottom right.

7:58 4G LTE 14%

Past Medical History: Mukherjee , Siddha...

- ▼ Pregnancy status
- ▲ Do you have any allergies? 
  - Yes [Describe]
  - No known allergies
- ▼ Have you recently taken any kind of medicine (including ayurvedic/homeopathic/unani/herbal)?
- ▼ High Blood Pressure
- ▼ Heart Problems
- ▼ Stroke

Text input dialog: Please enter text. CANCEL OK

Blue checkmark button at bottom right.

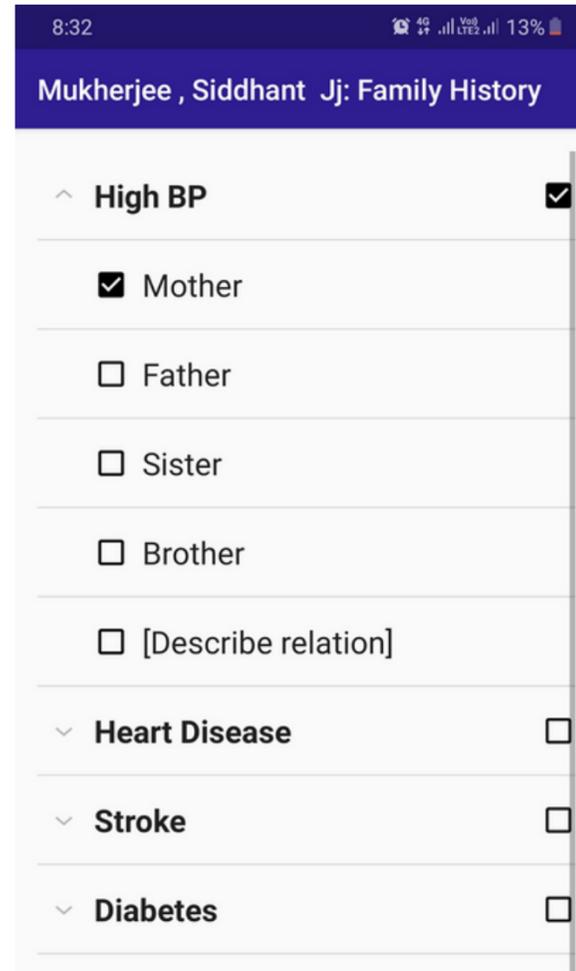
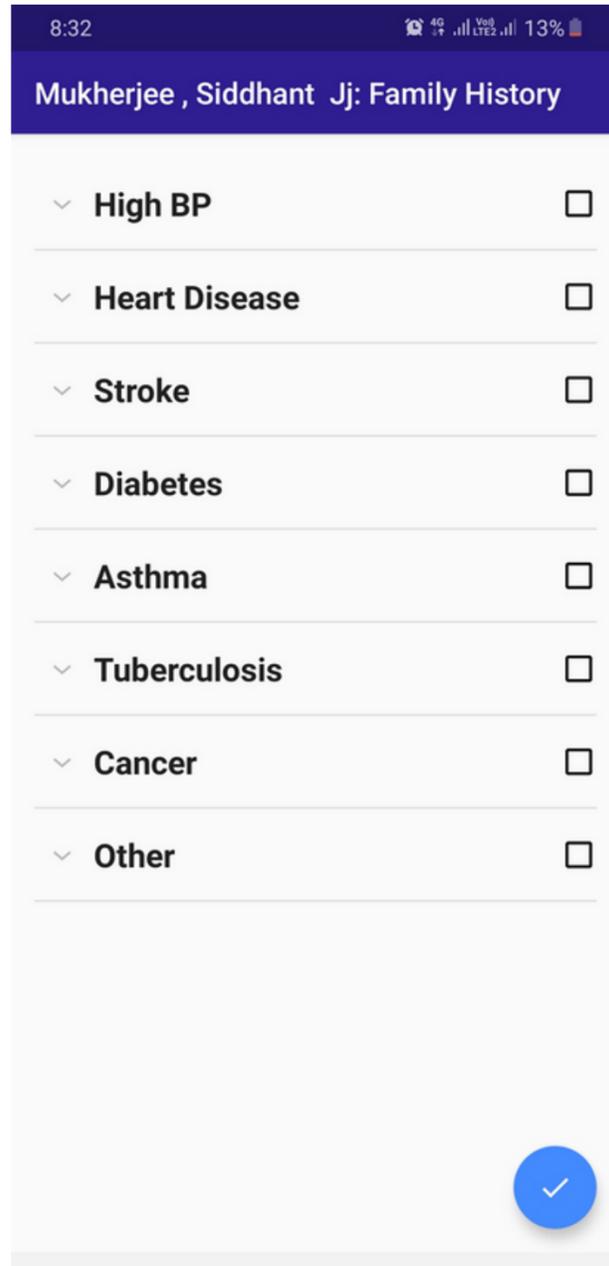
**Step -1** Record their answers by Clicking on the boxes

**Step -2** Answer/type all the required fields and click OK

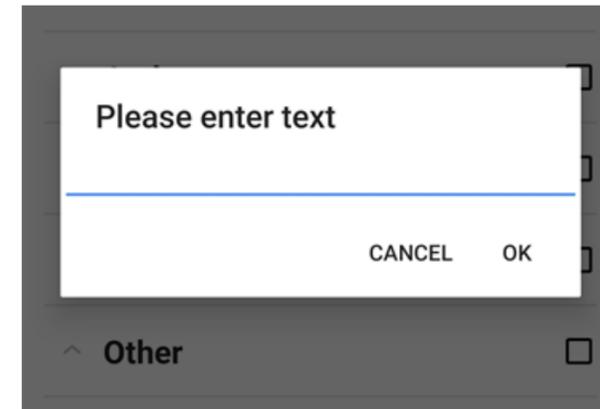
**Step -3** Click on blue tick button to go to next screen

**If the patient has no past medical history, select NO HISTORY in this screen**

# FAMILY HISTORY



**Step -1** Record Patients family history by Clicking on the boxes and choosing family relation



**Step -2** Click on OTHER to add additional family history



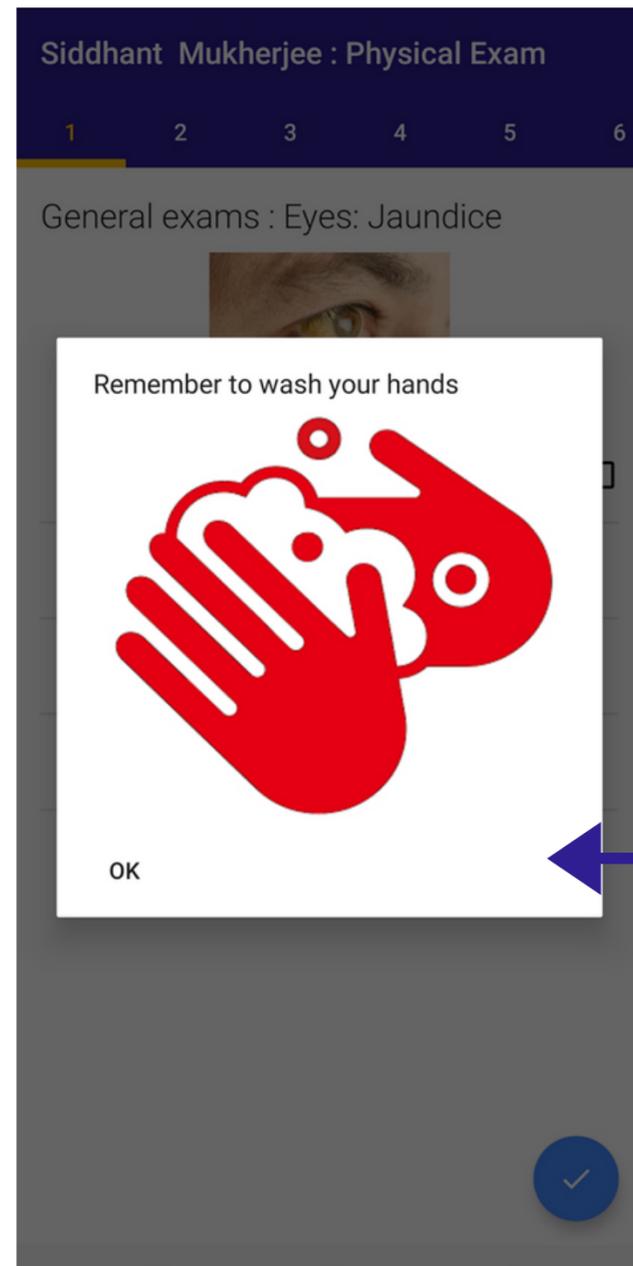
**Step -3** Click on blue tick button to go to next screen

If the patient has no Family medical history, select NO HISTORY in this screen

# PHYSICAL EXAMINATIONS - TRAINER NOTES

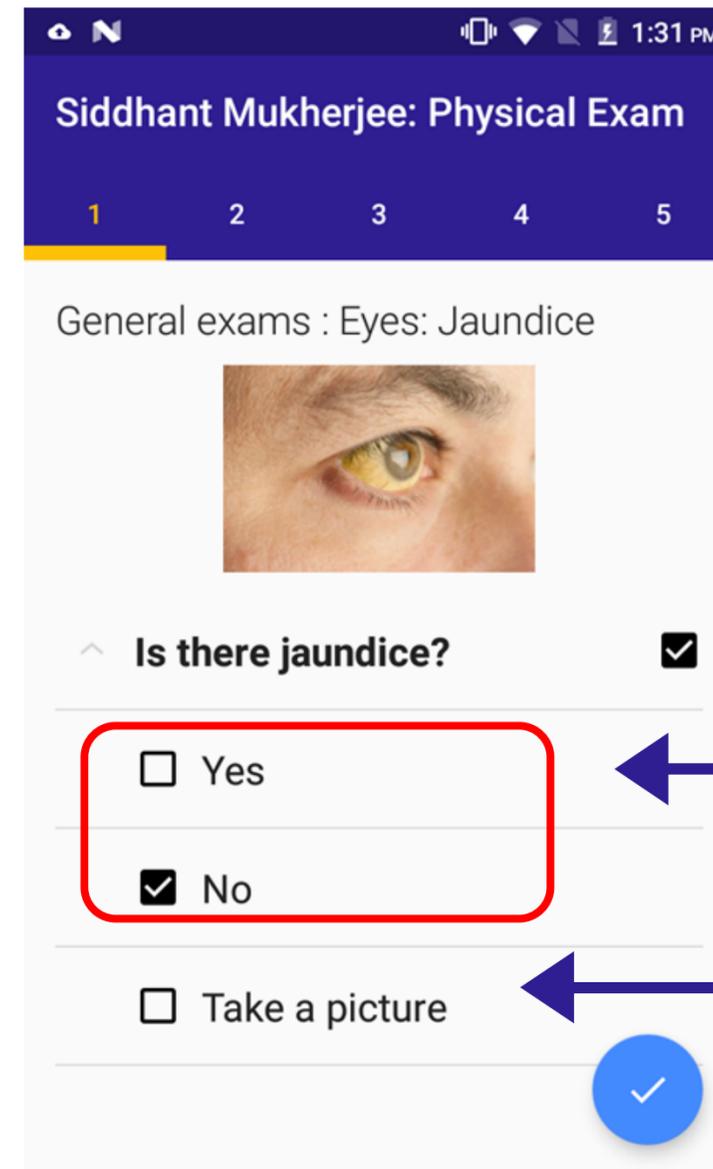
- Inform the patient that physical examinations will be conducted. Explain the reason and procedure to conduct these examinations.
- General examinations from 1-6 are compulsory
- Remember to maintain hygiene and wash hands
- Make sure to take pictures when in doubt
- Make sure to enter most of examination data as it is crucial for the doctor for case management

# PHYSICAL EXAMINATIONS



**Step -1** Wash your hands before conducting Physical Examination

**Step -2** Click OK



**Step -3** Select YES OR NO

**Step -4** If doubt Take a picture

**Step -5** Swipe right to go to next physical examination . [Photography](#)

# PHYSICAL EXAMINATIONS

Siddhant Mukherjee : Physical Exam

4 5 **6** 7 8

General exams : Ankle



^ Is there ankle oedema?

In left

In right

Both

No oedema

Take a picture

General physical examinations 1-6 are compulsory

Siddhant Mukherjee: Physical Exam

1 2 3 4 5

General exams : Eyes: Jaundice



Please answer all general exam questions.

OK

Yes

No

Take a picture

# PATIENT VISIT SUMMARY - TRAINER NOTES

- In this screen, the health worker can review all the patients information entered
- To make changes in the any fragment, the health worker have to click on EDIT icon
- In edit icon , the health worker will get option of
  - Manual entry - a text box to write the changes
  - Erase and re do - to completely erase the data information and re do the section
- Review the data before uploading to the doctor
- Check the internet connection icon

# PATIENT VISIT SUMMARY

Siddhant Mukherjee: Visi... 1:36 PM

### Patient Details

Name Siddhant Mukherjee  
ID 103RG-8

### Vitals

Height (cm)	162
Weight (kg)	54
BMI	20.58
BP	80/120
Pulse	85
Temperature(C)	37
SpO2 (%)	85
Respiratory Rate	65

Siddhant Mukherjee: Visi... 1:37 PM

### C/O

► **Abdominal Pain:**

- Site - Upper (R) - Right Hypochondrium.
- Pain does not radiate.
- Onset - Rapidly increasing.
- Relieving Factors - Squatting.

### On Examination

**General exams:**

- Eyes: Jaundice-no jaundice seen.
- Eyes: Pallor-normal pallor.
- Arm-Pinch skin - appears slow on pinch test.
- Nail abnormality-nails normal.
- Nail anemia-Take a picture.

Siddhant Mukherjee: Visi... 1:37 PM

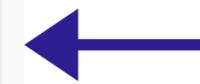
### On Examination

**General exams:**

- Eyes: Jaundice-no jaundice seen.
- Eyes: Pallor-normal pallor.
- Arm-Pinch skin - appears slow on pinch test.
- Nail abnormality-nails normal.
- Nail anemia-Take a picture.
- Ankle-pedal oedema in left foot.

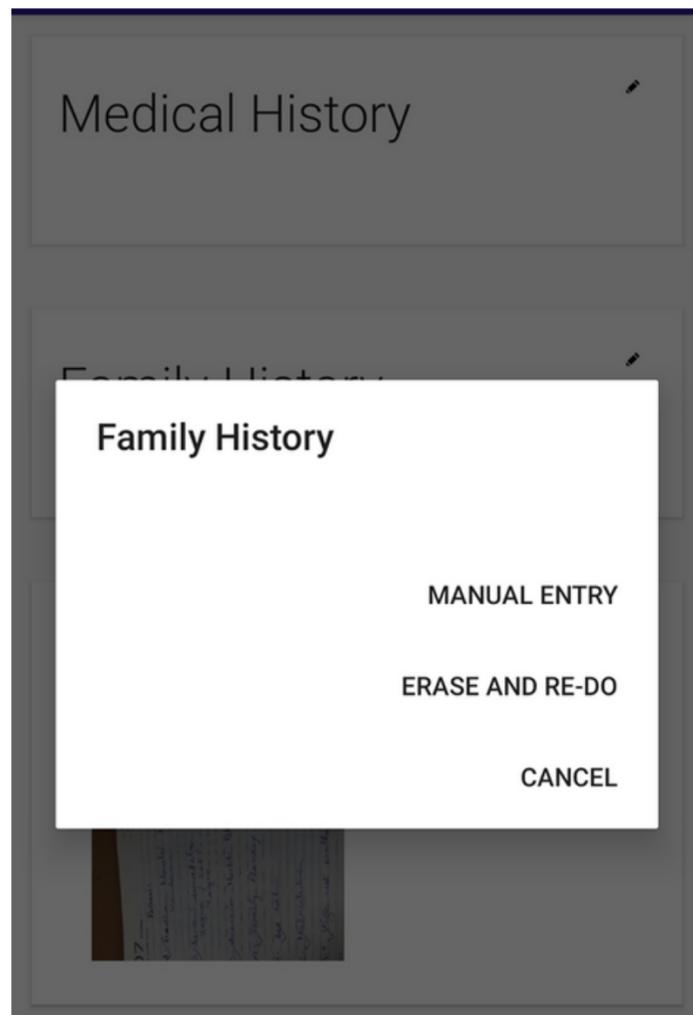
**Abdomen:**

- Lumps-lumps seen - location - Upper(C).
- no scarring.
- no distension.
- no tenderness.



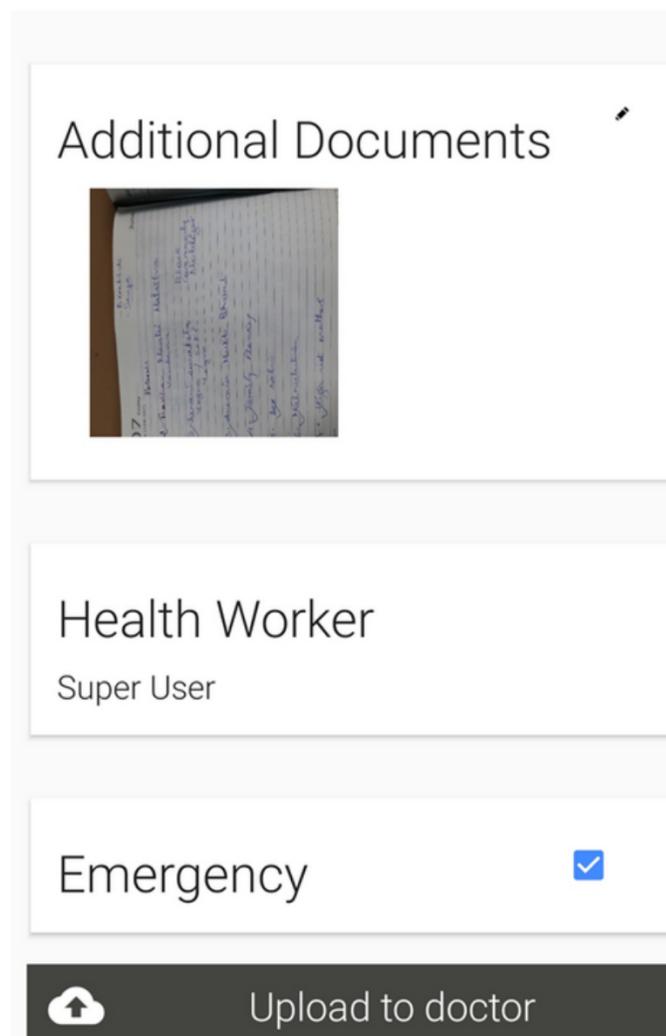
Review the patient information and if required health worker can edit

# PATIENT VISIT SUMMARY



After clicking on EDIT icon, gets options of

- Manual Entry
- Erase re-do
- Cancel



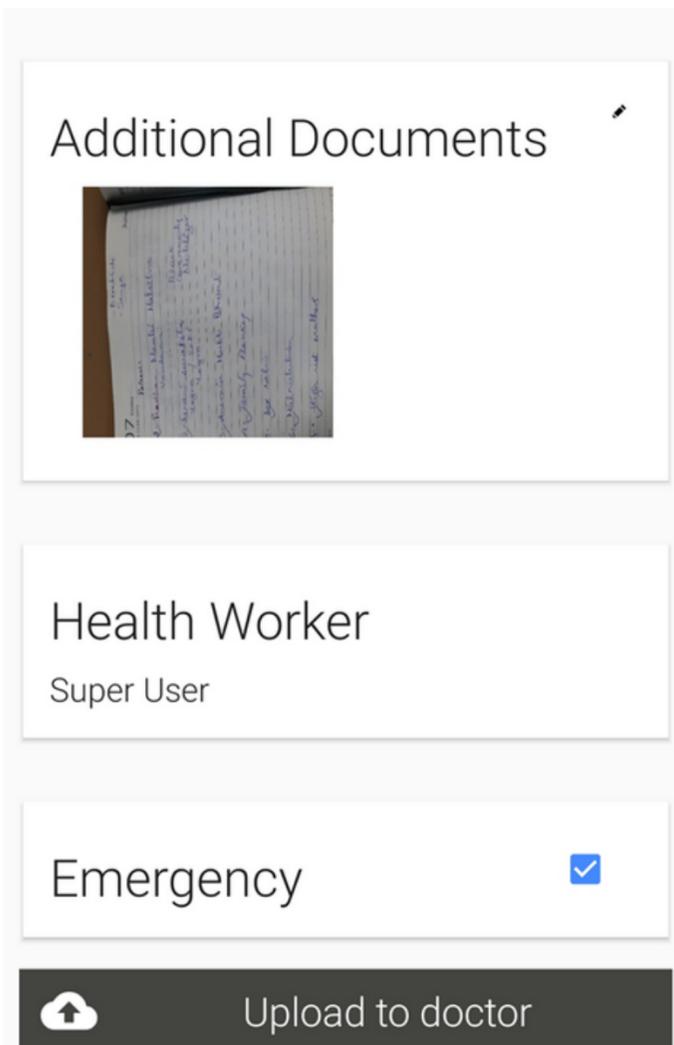
Click on this button to add documents /medical reports/ medicine pictures

Click on this button for emergency cases

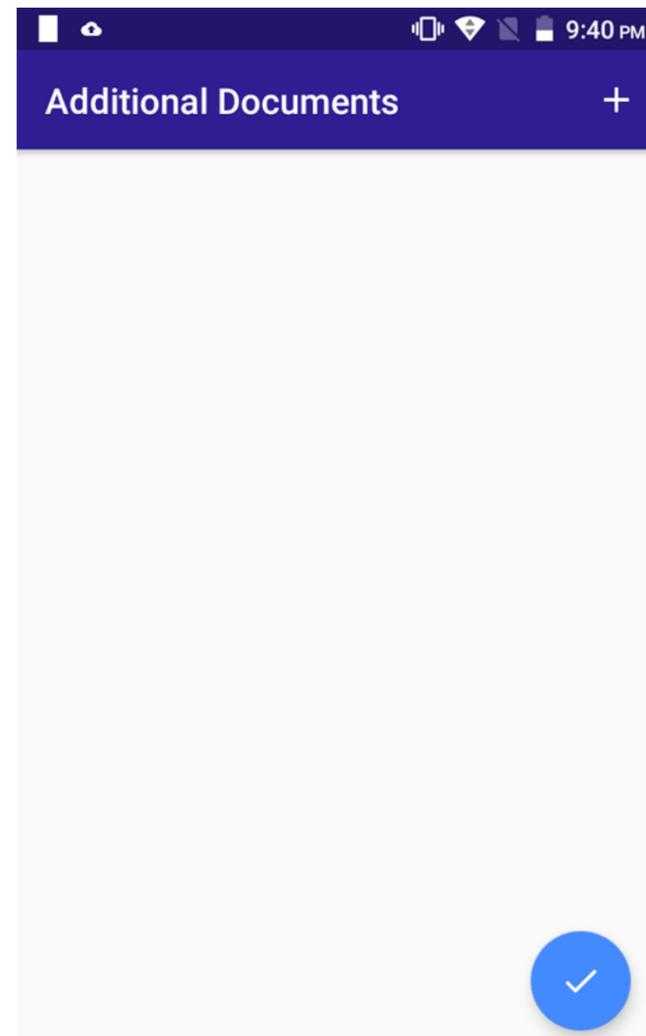
Click on upload to doctor

# ADDITIONAL DOCUMENTS

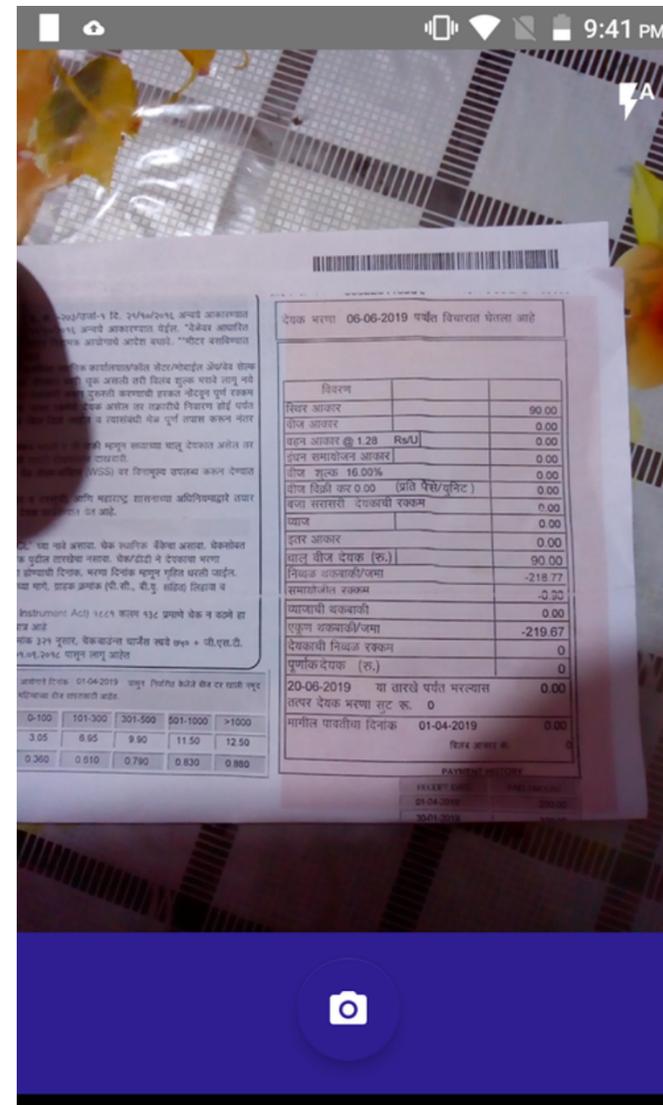
**Step -1.** Click on edit button



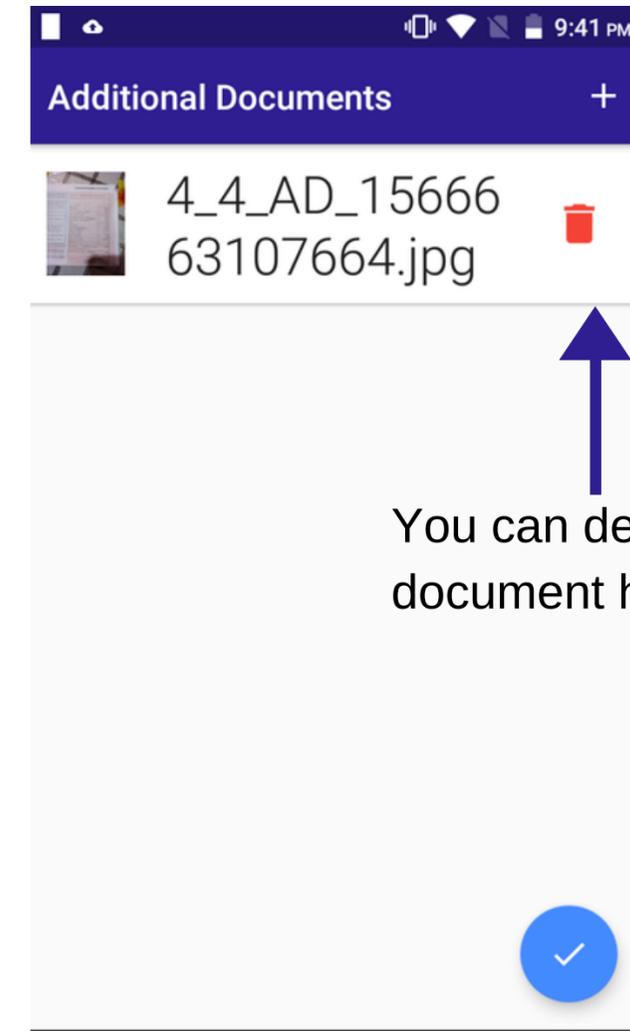
**Step - 2.** Click on plus icon to add picture



**Step-3** Take a picture



**Step - 4 -** View the clicked picture and add another document by clicking on plus sign

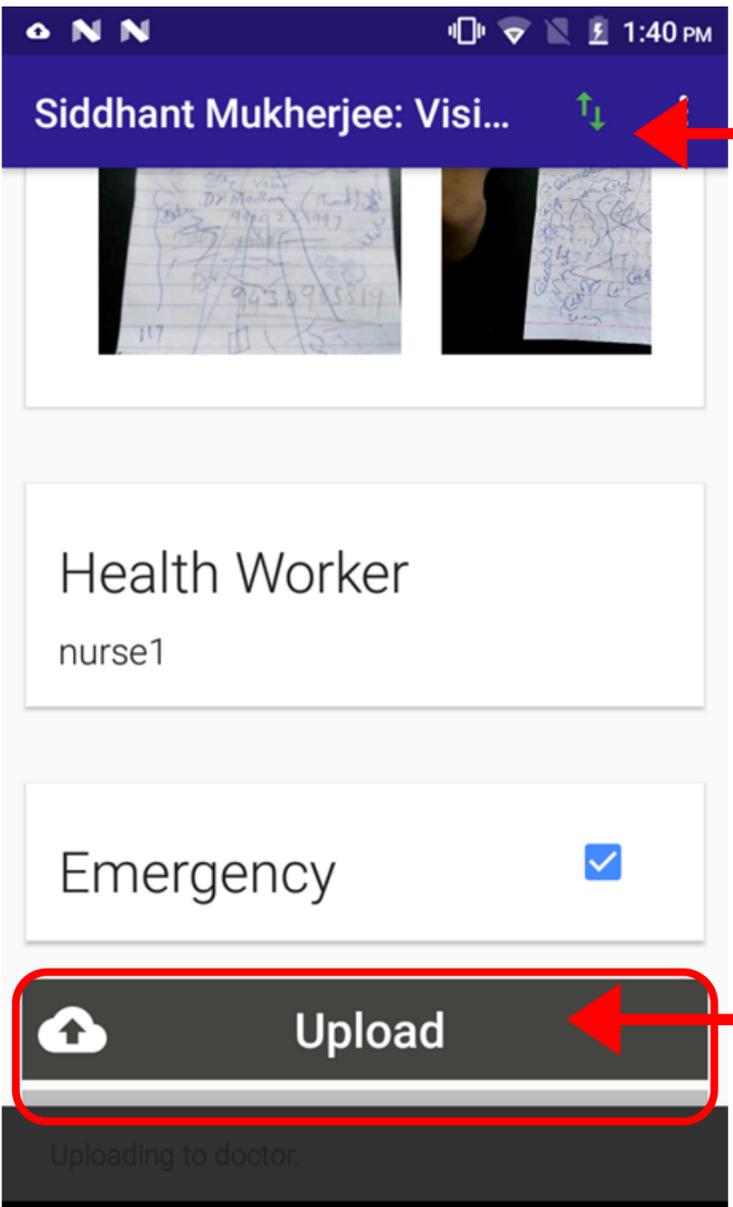


You can delete the document here

# UPLOAD TO DOCTOR - TRAINER NOTES

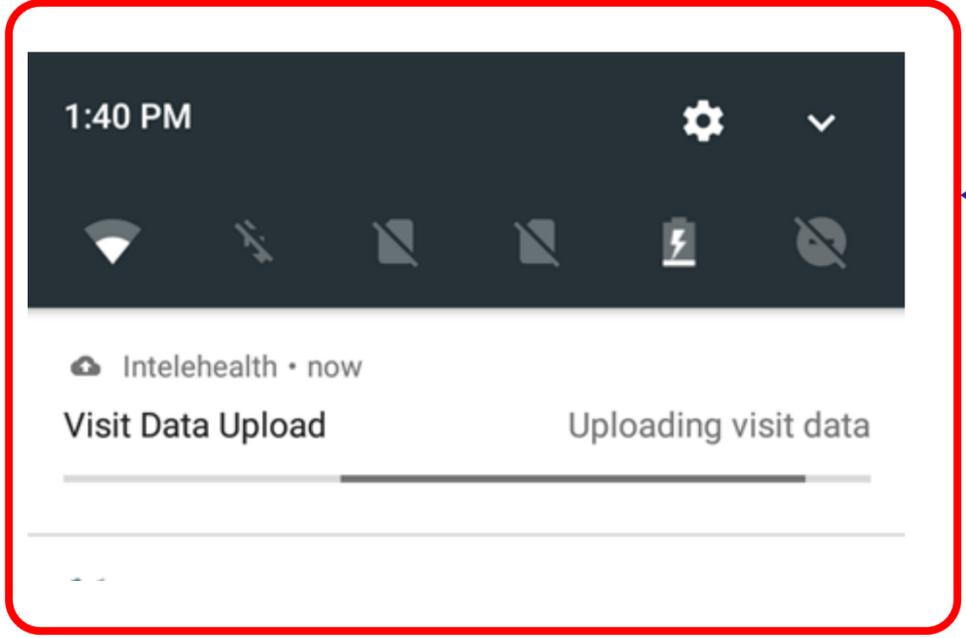
- Click on upload to doctor
- wait for the upload to complete. once upload completed you will get notification of visit uploaded.
- Make sure to call the doctor after upload so that doctor speaks to the patient for better case management
- To make changes in the any fragment, the health worker have to click on EDIT icon
- In edit icon , the health worker will get option of
  - Manual entry - a text box to write the changes
  - Erase and re do - to completely erase the data information and re do the section
- Review the data before uploading to the doctor
- Check the internet connection icon

# UPLOAD TO DOCTOR

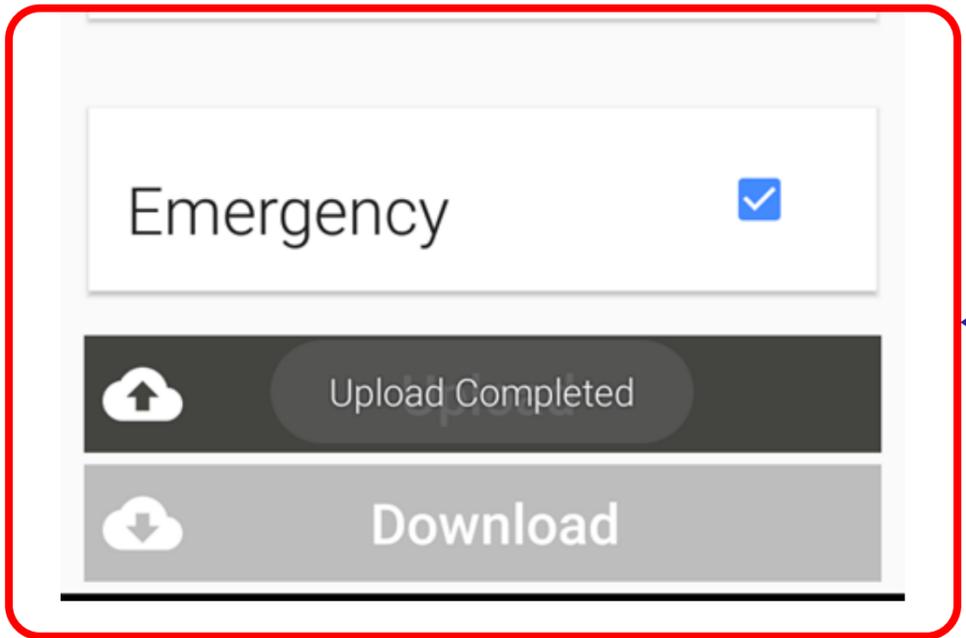


if the sign is red means no internet and if sign is green means there is internet connection

After reviewing the patient Visit  
**Step 1-** click on **UPLOAD TO DOCTOR**



**Step 2-** Check for Notification of visit data uploading and uploaded

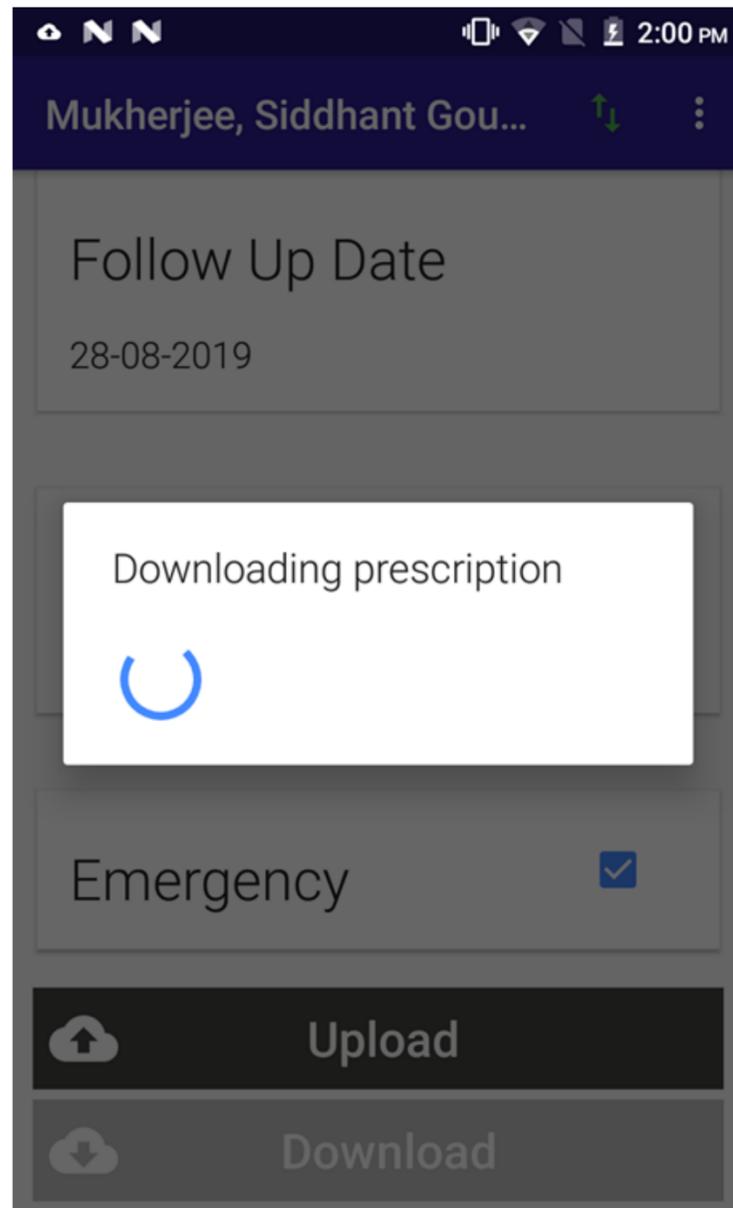


**Step 3-** Check for Notification of visit uploaded and call the doctor

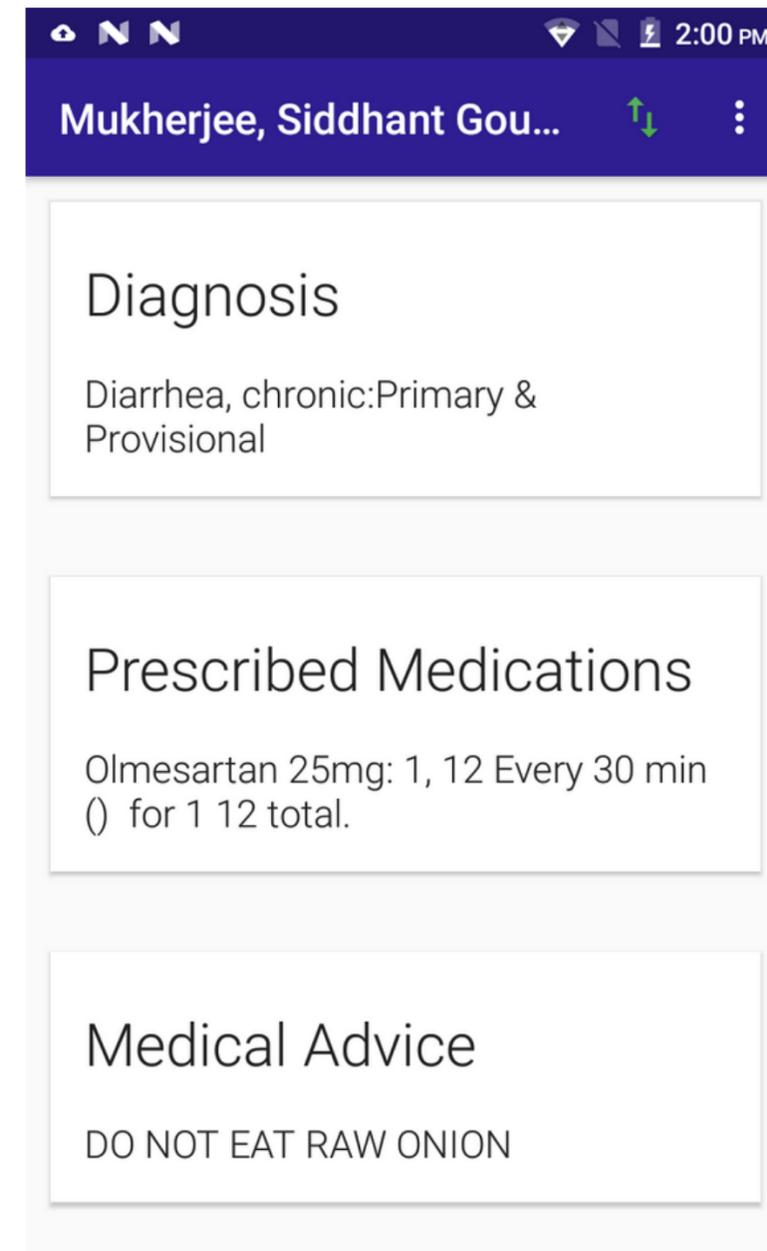
# DOWNLOAD PRESCRIPTION - TRAINER NOTES

- Make sure you have internet, while downloading the patients prescription
- Download the prescription.
- You will get notification once prescription is downloaded
- You will see the prescription on the patient visit summary screen.
- Click on the three dots, to go to print option.
- Print and explain the prescription.
- You can print prescription even if the visit is ended by searching patient in FIND PATIENT. Click on the patient visit and then print prescription.
- You cannot end the visit, without downloading the prescription.

# DOWNLOAD PRESCRIPTION



← **Step- 1** Click on download to get prescription from doctor

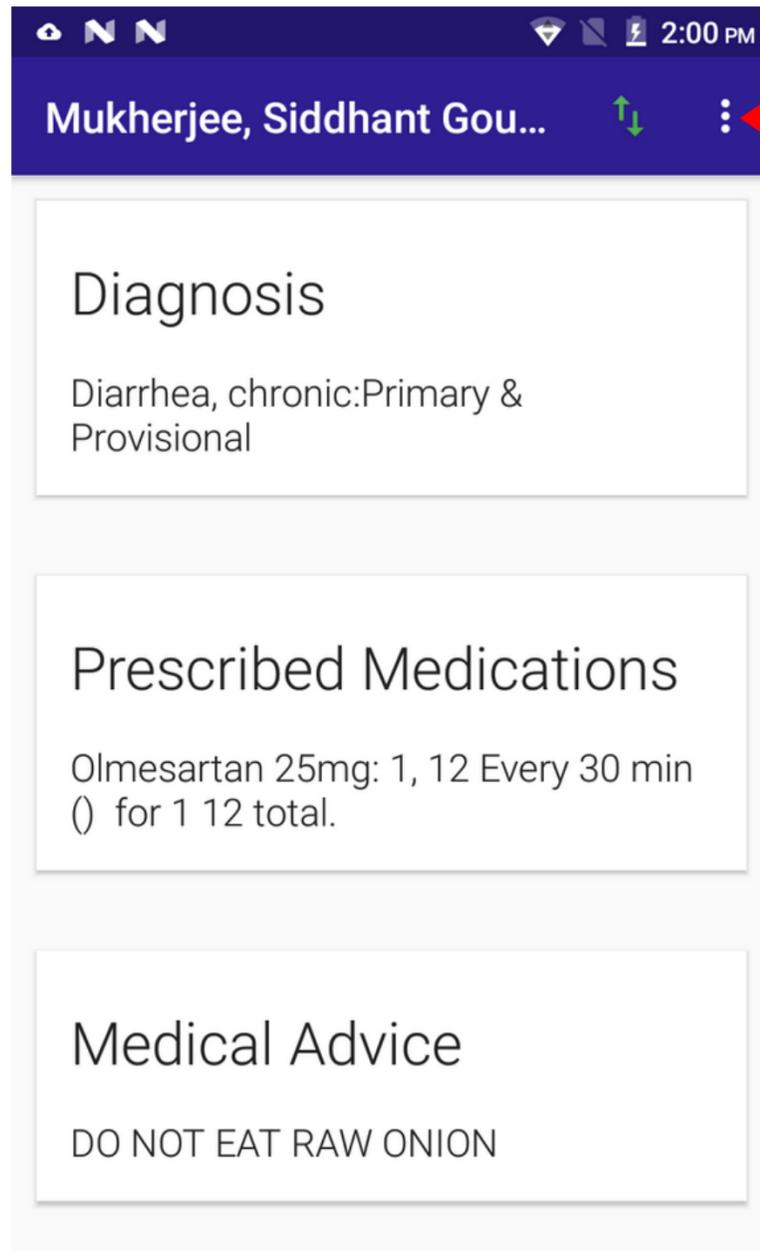


← Doctors prescription will look like this

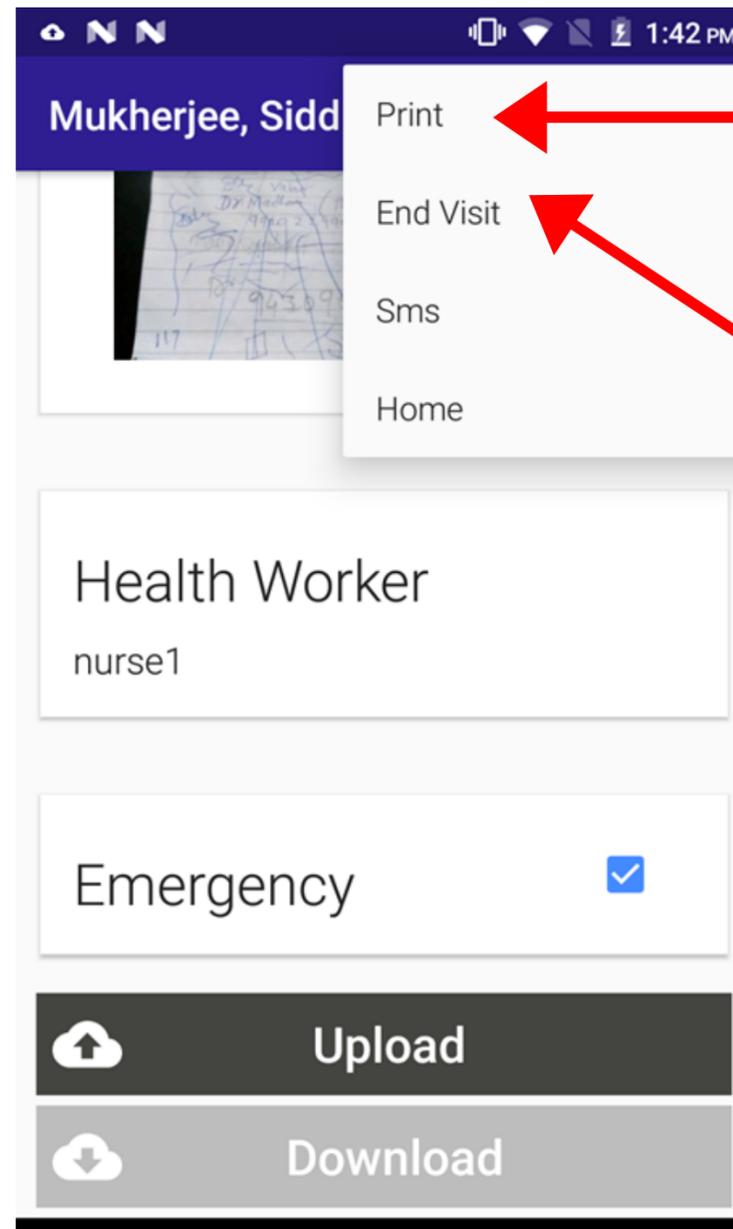
# PRESCRIPTION - TRAINER NOTES

- Make sure all the patients are provided with prescription
- Explain the patients, the prescription given to them
- Encourage and counsel them importance of taking medicines and complying with the treatment
- when prescribed test or referrals, support and guide patients with nearest testing laboratories. Explain importance of conducting these test and going to hospital.
- Give patients follow up date that doctor has given.

# END VISIT



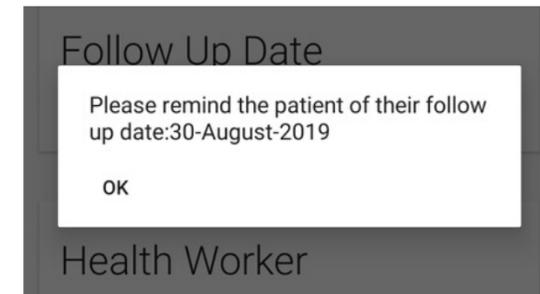
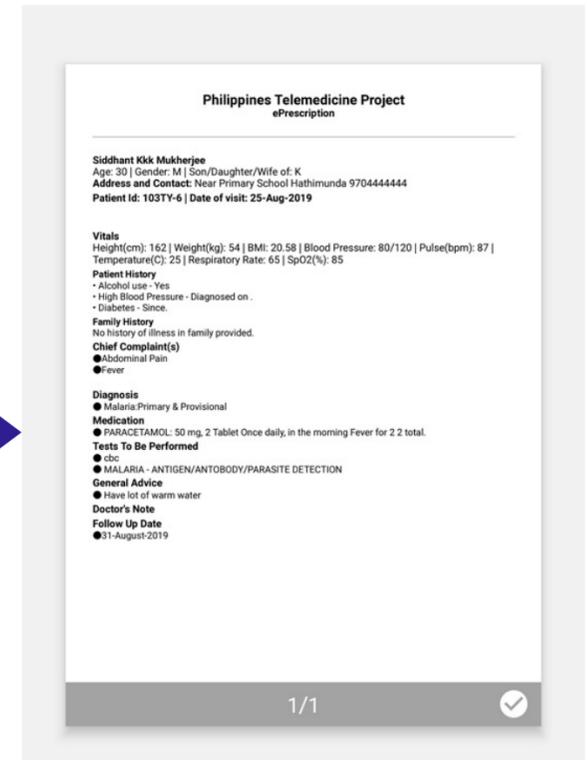
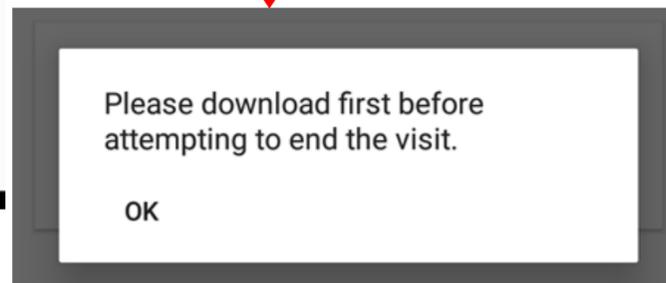
**Step 1-** Click on three dots to go to print prescription on



**Step 2-** Click on print to give prescription to get prescription from doctor

**Step- 3** After giving prescription, click on END visit

Without download, health worker cannot end the visits

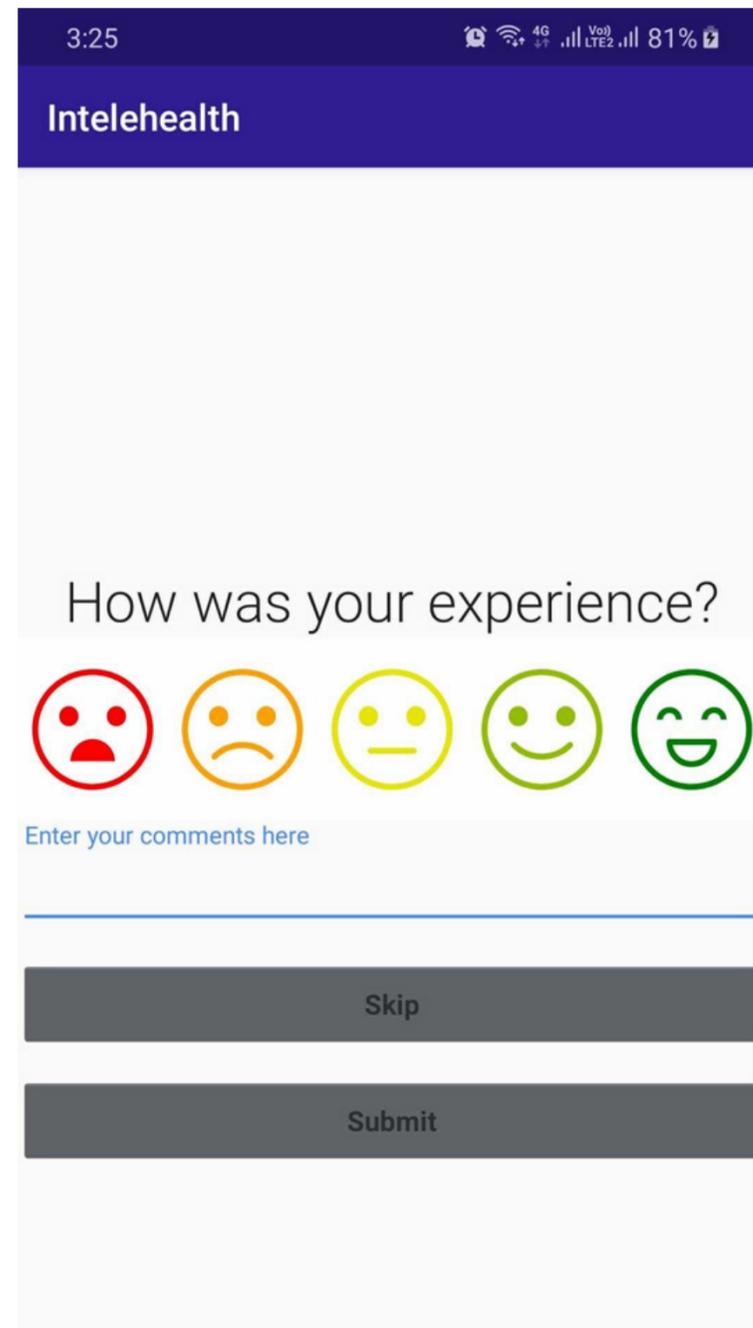


Remind the patient to follow up

# PATIENT FEEDBACK - TRAINER NOTES

- Make sure you to always take patient feedback.
- Ask the pateint how they the services provided
- click the emoji's that are close to the patients answers
- Click on submit button
- Add comments from the patients

# PATIENT FEEDBACK



The screenshot shows a mobile app interface for Intellehealth. At the top, the status bar displays the time 3:25, signal strength, 4G LTE2, and 81% battery. Below the status bar is a dark blue header with the Intellehealth logo. The main content area is white and contains the question "How was your experience?". Below the question are five circular icons representing a Likert scale: a red sad face, an orange frowny face, a yellow neutral face, a green smiling face, and a green happy face. Below the icons is a text input field with the placeholder "Enter your comments here". At the bottom of the form are two dark grey buttons: "Skip" and "Submit".



**Step 1-** Click on the icon to select the option

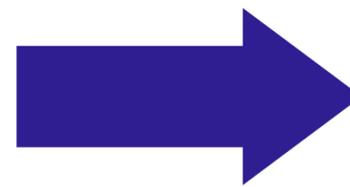
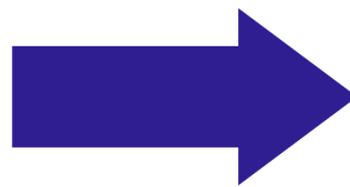
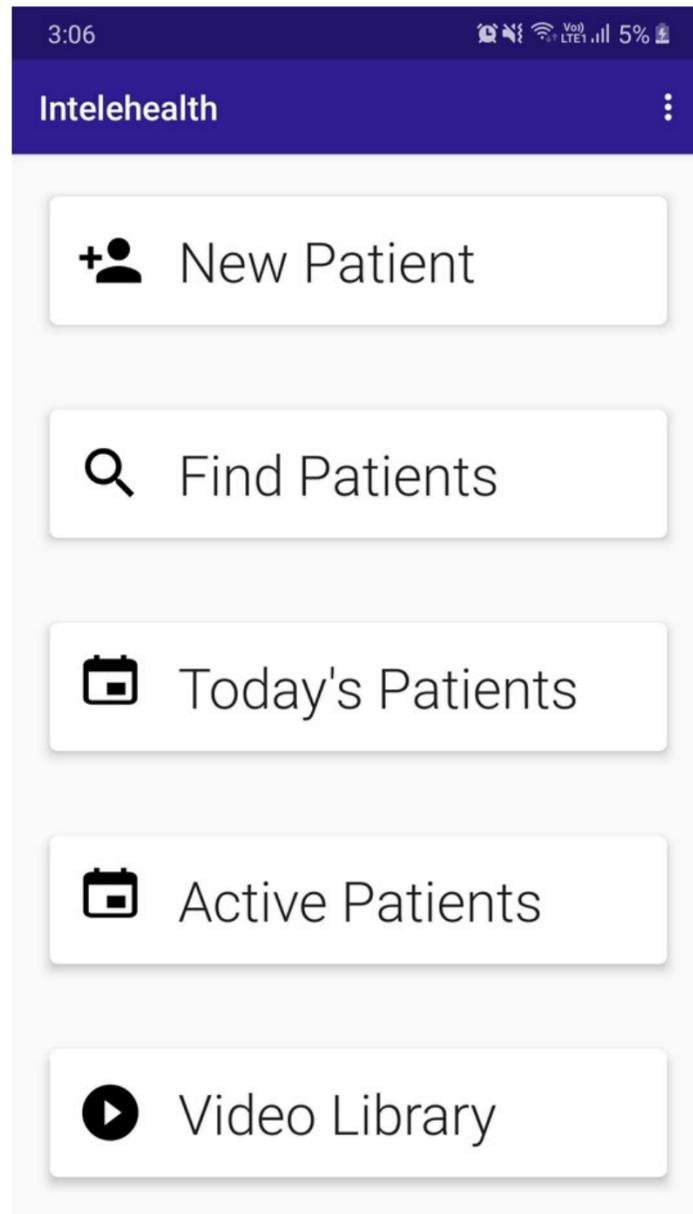
**Step 2-** Enter patients comments

**Step 3-** Click here to submit

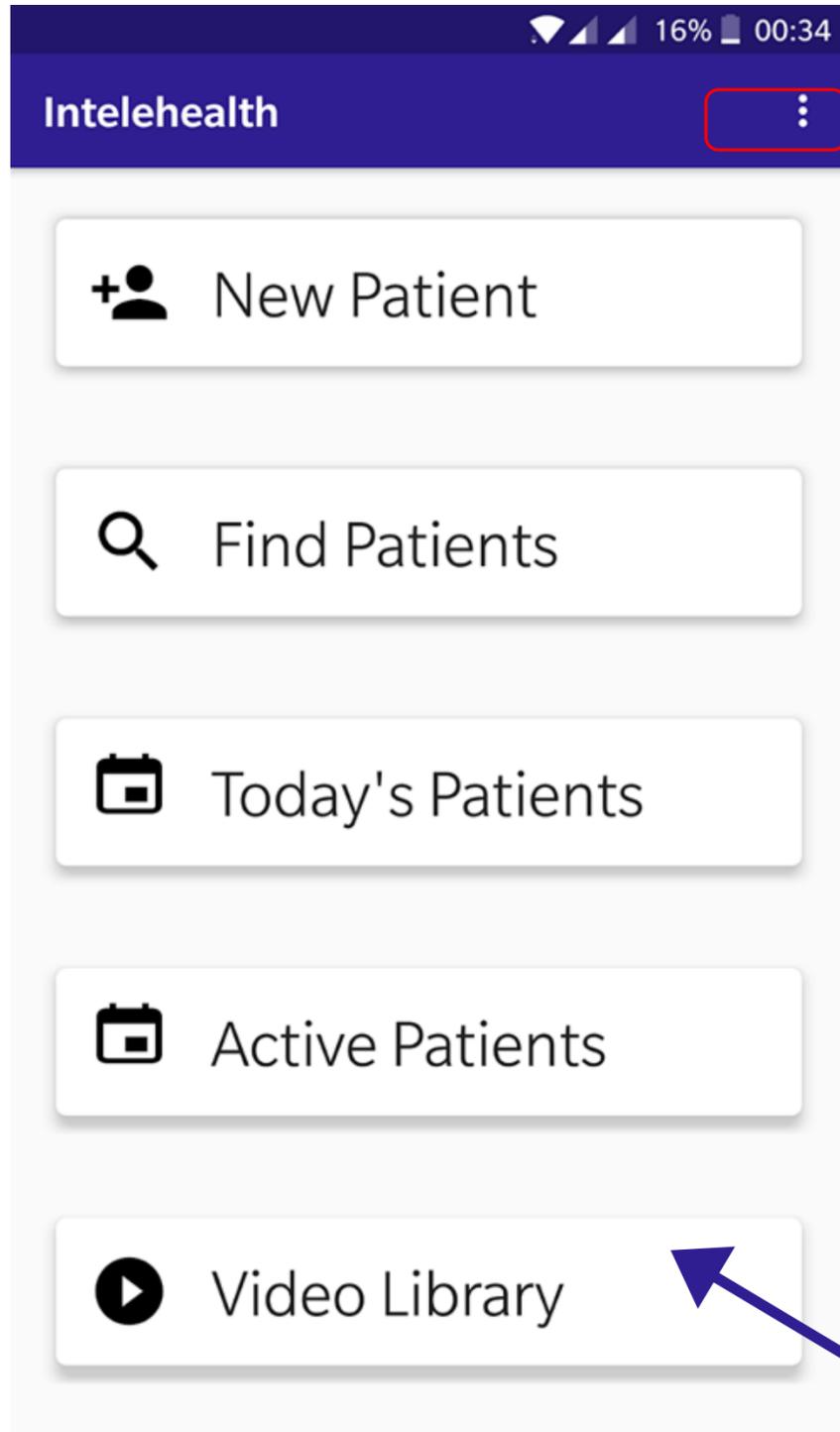
**Click on Skip button only when needed**

# HOME SCREEN

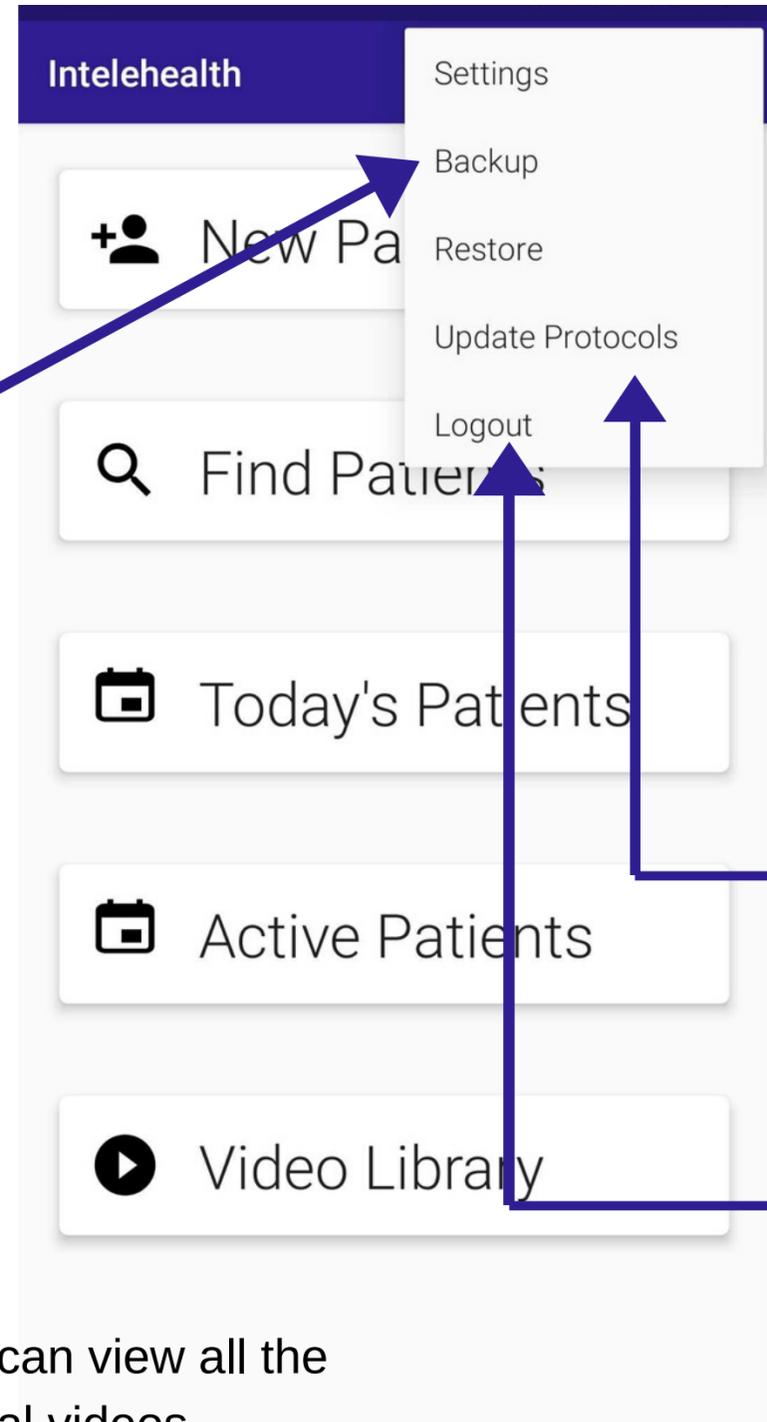
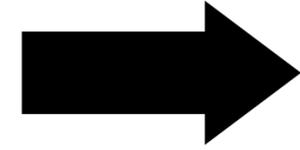
## FIND PATIENTS/TODAY'S PATIENTS/ACTIVE PATIENTS



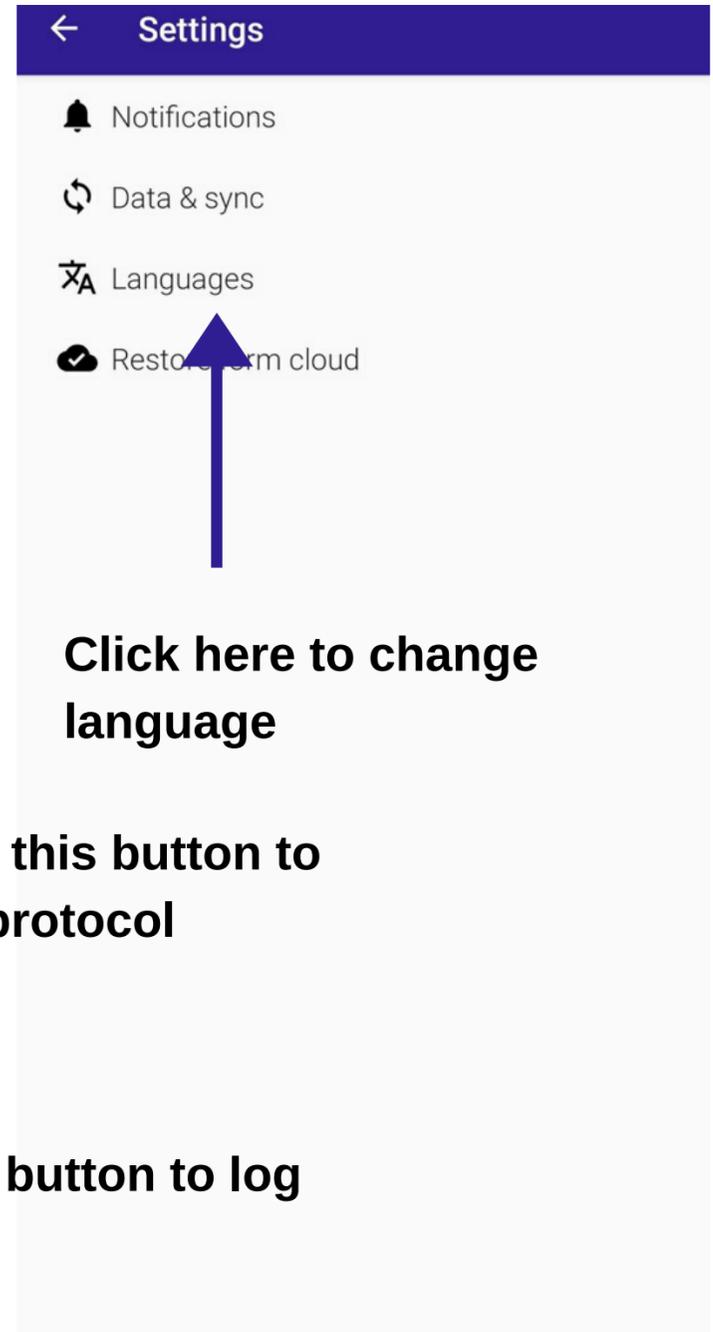
# HOME SCREEN - OVERFLOW BUTTON



Click on three dots



Click on this button to take back up



Click here to change language

Click on this button to update protocol

Click on this button to log out from app

Here you can view all the educational videos