



## **Standard Operating Process -Back -end user (Doctor) Training**

### **1.Logistics of the training**

- Finalize the place of training
  - in-person
  - remotely
- In-person training - Identify the following
  - mode of transport
  - venue
  - accommodation(if overnight stay is required)
- Remote Training - Identify the channel which is most suitable for conducting the training
  - Zoom
  - Google meet.
- For in-person training additional logistics such as Projector, pens notepad etc.

### **2.Pre-training Evaluation (Points to keep in mind before planning a training session)**

#### **a.Scheduling of the date**

- The date needs to be decided with concurrence with internal team members and the client.
- The date should be such that, application should be ready at least one day before conducting the training. Majority of application features should be completed and bugs should be fixed.

#### **b.Trainees**

- Before planning the session it's important to understand the participants. It is useful to gather information regarding eg. their average age and qualification. This will help with making changes in standard curriculum and the agenda.

#### **c.Timing of the training**

- Time should be allocated as per the schedule.For doctors depending on their availability training need to be scheduled on sunday. If it's not possible to do training of all doctors together,

depending on the availability of one on one training to be scheduled or pre-recorded sessions to be sent.

- Understand the workflow of the project and modify the training accordingly.

### **3.Pre- training Checklist (Remote)**

1. Link of the training to be generated and shared with the participants and point persons.
2. Tentative Agenda to be shared ahead of time with the participants and point person. Any changes can be made as per requirement.
3. Prepare registration sheet to gather the attendance
4. Application testing to be completed by the Program team.
5. Training User IDs for the participants to be shared ahead of the training session.
6. Latest Login credentials and details to be taken from Technical team
7. Presentations to be used by all facilitators for training prepared and kept in one single folder.
8. Implementation Engineer to be assigned to the training.

### **Agenda Template of Training**

#### **Goal:**

To develop knowledge base about functioning of project and standard operating procedures thereof, and to impart them with skills of uploading details of clients who are seeking advice.

#### **Objectives:**

At the end of the training, the participants will be able to

1. Tell the journey of the client
2. Tell SOPs of project
3. Download app in their mobile/tablets and how to use on web portal
4. Connect to back end users(HW) or patients

<b>Session Name</b>	<b>Method</b>		<b>Time Suggested</b>	<b>Media</b>
Registration and Introduction			30 mins	Registration google forms
Web app demo - PWA and website	Lecture discussion		30 mins	Zoom
Question and Answer	Lecture discussion		30 mins	Zoom

### **Post-training**

- Share the production user ID and webapp link.
- Share Telemedicine guidelines recorded
- Share pre-recorded videos for PWA download and Prescription
- Provide User Support