intelehealth

www.intelehealth.org

Intelehealth Mobile App User Manual

intelehealth

Intelligent tech for comprehensive primary health care

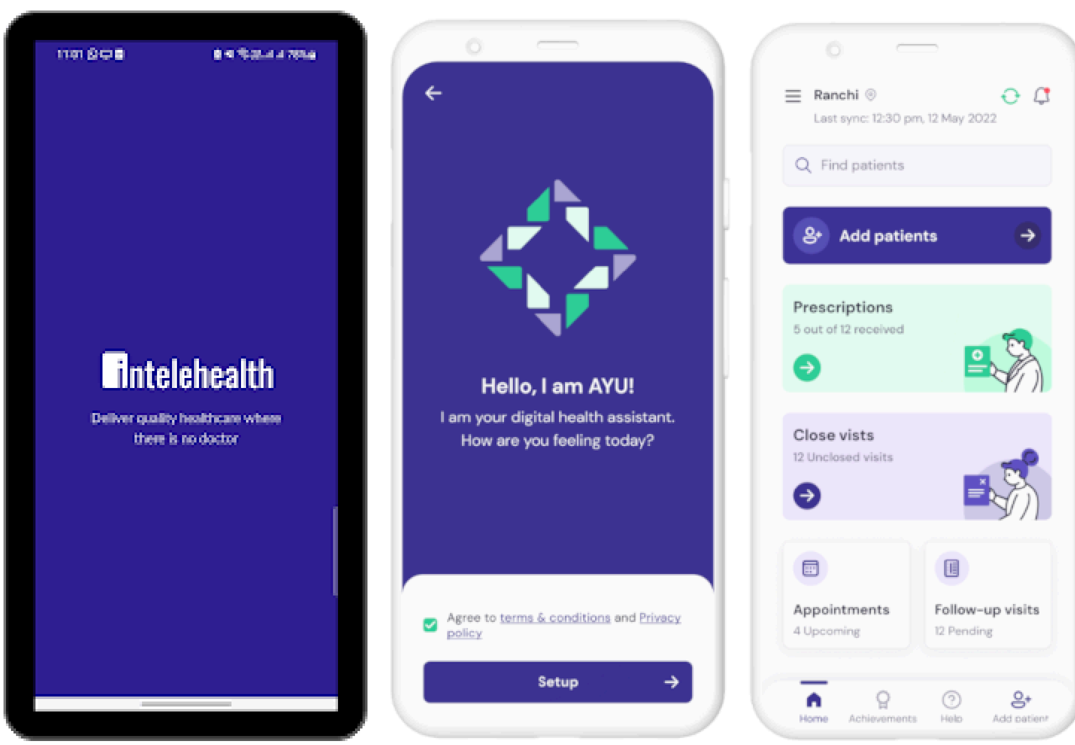


Table of Contents

1.0 Introduction

1.1 Welcome to the Intelehealth Mobile Application User Manual!

This comprehensive guide is designed to help users navigate, understand, and utilize the features of the Intelehealth mobile application effectively. Whether you are a healthcare provider, telemedicine coordinator, or an admin user, this manual will guide you through every aspect of the application.

The Intelehealth app is built to facilitate seamless patient care, remote consultations, and data management in a user-friendly interface. The platform supports health workers in underserved areas by enabling telemedicine services, patient recordkeeping, and efficient communication with medical professionals.

The manual includes step-by-step instructions, annotated screenshots, and practical tips for optimal use.

1.2 Who is this manual for?

- Health workers using the Intelehealth platform for patient care.
- Telemedicine coordinators managing patient consultations.
- Admin users setting up and maintaining the app.

1.3 Features of the App

- **Patient Registration:** Easy onboarding of new patients with comprehensive data capture.
- **Consultation Management:** Facilitate remote patient visits with doctors.
- **Vitals and History Capture:** Record detailed patient information including vitals, complaints, and medical history.
- **Appointment Scheduling:** Schedule and manage patient appointments efficiently.
- **Prescription Management:** View and share prescriptions with patients.
- **Achievements and Analytics:** Track performance metrics like visits, time spent, and patient satisfaction scores.
- **Language and Protocol Updates:** Support for multiple languages and updated clinical protocols.

1.4 How to Use This Manual

- Use the Table of Contents to locate the desired section.
- Refer to the detailed screenshots and explanations for each screen.
- Follow the step-by-step instructions to execute specific tasks.
- Use tips and notes for efficient operation of the app.

This manual ensures that you will have all the information required to maximize the app's potential and improve patient care.

2.0 Getting Started

This section will guide you through the initial steps of setting up and accessing the Intelehealth mobile application. From downloading the app to understanding its home screen, you'll find everything you need to get started.

2.1 Installing the App

Step-by-Step Instructions for Installing the App

Locate the App:

- Visit the official app store for your device (Google Play Store for Android or App Store for iOS).
- Search for "Intelehealth" in the search bar.

Download the App:

- Tap on the Download or Install button next to the Intelehealth app.
- Wait for the app to download and install on your device. This may take a few moments depending on your internet connection.

Launch the App:

- Once the installation is complete, tap the Open button on the app store page or locate the app icon on your device's home screen.
- Tap on the Intelehealth icon to launch the app.

Requirements:

- **Operating System:** Ensure your device meets the minimum requirements (e.g., Android 7.0+ or iOS 12.0+).
- **Storage Space:** At least 50 MB of free space is recommended for smooth operation.
- **Internet Connection:** A stable internet connection is required for logging in and syncing data.

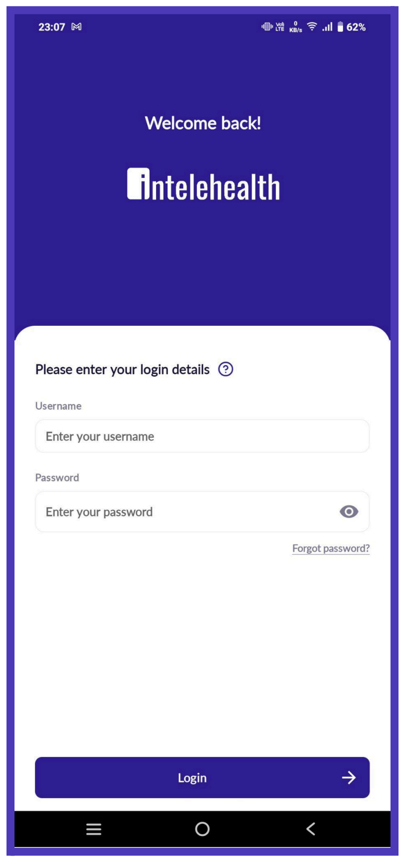
2.2 Logging In

Step-by-Step Instructions for Logging In

Launch the App:

Tap the Intelehealth app icon to open the application.

Enter Your Credentials:



- On the login screen, input your registered username or email address in the provided field.
- Enter your password in the password field. Ensure that the password is entered correctly as it is case-sensitive.

Secure Login (Optional):

If Two-Factor Authentication (2FA) is enabled, you will receive a verification code via email or SMS. Enter the code to complete the login process.

Tap Login:

- Press the Login button to access your account.
- If your credentials are correct, the app will take you to the Home Screen.

Troubleshooting Login Issues:

- **Forgot Password:** Tap the Forgot Password link and follow the steps to reset your password.
- **Account Locked:** Contact the system administrator or support team if your account is locked after multiple failed attempts.

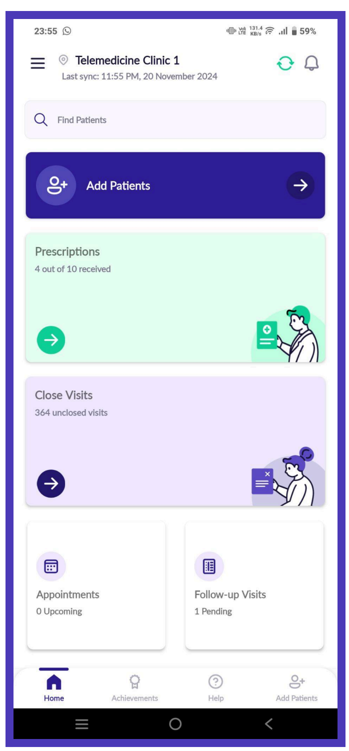
First-Time Login:

If you are a new user, you will need to set up your account using the credentials provided by your organization. Follow the prompts to create a secure password.

2.3 Overview of the Home Screen

Layout Overview

The Home Screen is the central hub of the Intelehealth app. It provides quick access to key features and tools for managing your tasks efficiently.



Key Components of the Home Screen

Top Bar:

- **Notifications Icon:** View new notifications such as patient updates or reminders.
- **Sync Icon:** Manually sync data with the server if needed.
- **Settings Icon:** Access app settings, including language preferences and protocol updates.

Middle Section:

- **Shortcuts:** Includes widgets or shortcuts to frequently used features like adding a new patient, viewing appointments, and accessing visit logs.
- **Quick Stats:** Displays a summary of your performance, including patients added, visits completed, and other metrics.

Bottom Navigation Menu:

- **Home Icon:** Returns to this screen.
- **Achievements Icon:** Access your performance metrics, including levels and scores.
- **Help Icon:** Opens the Help section for troubleshooting and user support.
- **Add Patients Icon:** Shortcut to add new patient information directly.

Recent Activity:

A list of recent patient visits, follow-ups, or tasks is displayed for quick reference and follow-up.

Tips for Navigating the Home Screen:

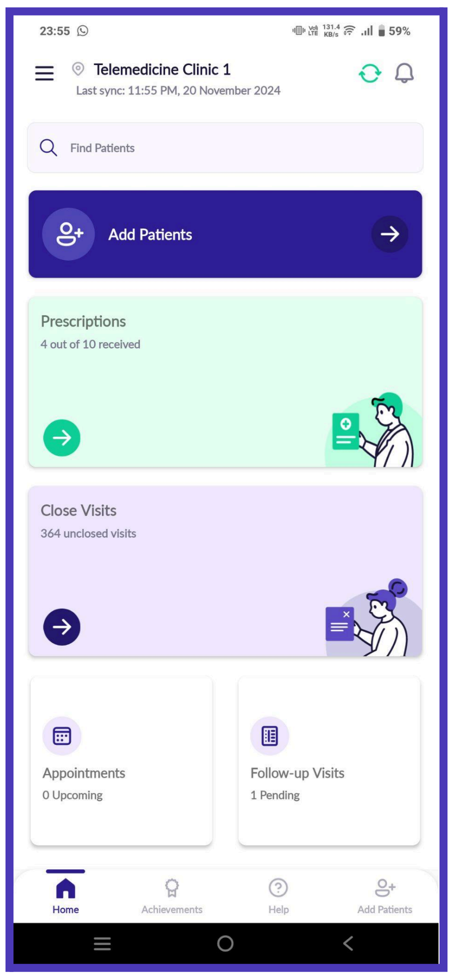
- Use the bottom navigation menu for seamless access to different sections.
- Tap the Sync Icon regularly to ensure all data is updated.
- Familiarize yourself with the shortcuts for faster task management.

3.0 Navigation Basics

This section provides an overview of the navigation features in the Intelehealth app. Understanding how to move through the app efficiently will ensure a smooth and productive user experience.

3.1 Bottom Navigation Menu Overview

The Bottom Navigation Menu is the primary way to navigate the Intelehealth app. It contains quick-access icons for the most commonly used features. This menu is visible on all screens and allows seamless switching between different sections.



Menu Options:

- **Home Icon:** Returns to the main dashboard or Home Screen.
- **Achievements Icon:** Access your performance metrics and track achievements.
- **Help Icon:** Provides support resources and troubleshooting guides.
- **Add Patients Icon:** Shortcut to add and manage patient information.

Features of the Bottom Navigation Menu:

- **Persistent Accessibility:** The menu is always visible at the bottom of the screen for ease of use.
- **Quick Access:** Each icon leads directly to the respective section, saving time.
- **Intuitive Design:** Icons are labeled and visually distinguishable, ensuring clarity in navigation.

3.2 Home

The Home section serves as the dashboard and entry point for the app. It provides an overview of your key activities and metrics.

Key Features:

Performance Summary:

- Displays statistics such as the number of patients added, visits completed, and daily activity.
- Helps users monitor their progress and productivity.

Shortcuts:

- Access frequently used features, such as adding a patient, scheduling follow-ups, and viewing call logs.

Recent Activity:

- A chronological list of your latest actions and tasks for quick follow-up.

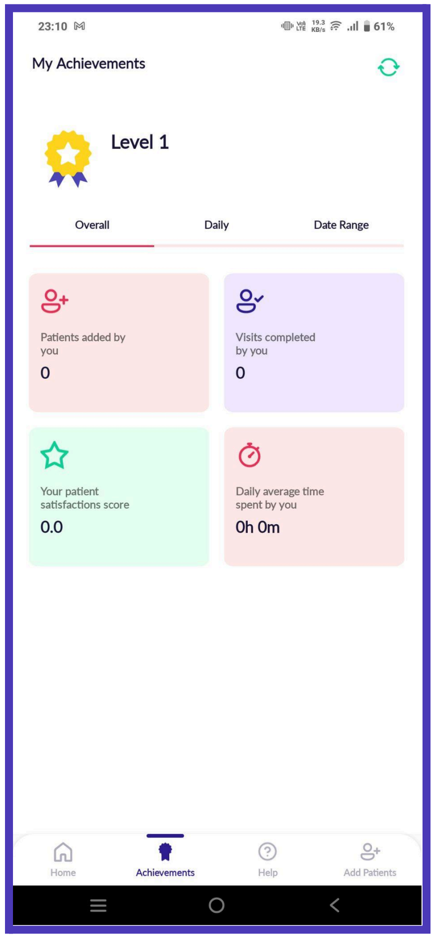
Tips for Using the Home Section:

- Regularly check your performance summary to stay on track with your goals.

- Use shortcuts for time-sensitive tasks like adding patients or initiating follow-ups.

3.3 Achievements

The Achievements section tracks your performance metrics and allows you to view progress over time.



Subsections in Achievements:

- **Overall:** Provides an aggregate view of all achievements since you started using the app.
- **Daily:** Displays daily performance metrics such as patients added, visits completed, and time spent.
- **Date Range:** Allows you to select a specific date range to view progress during a defined period.

Metrics Tracked:

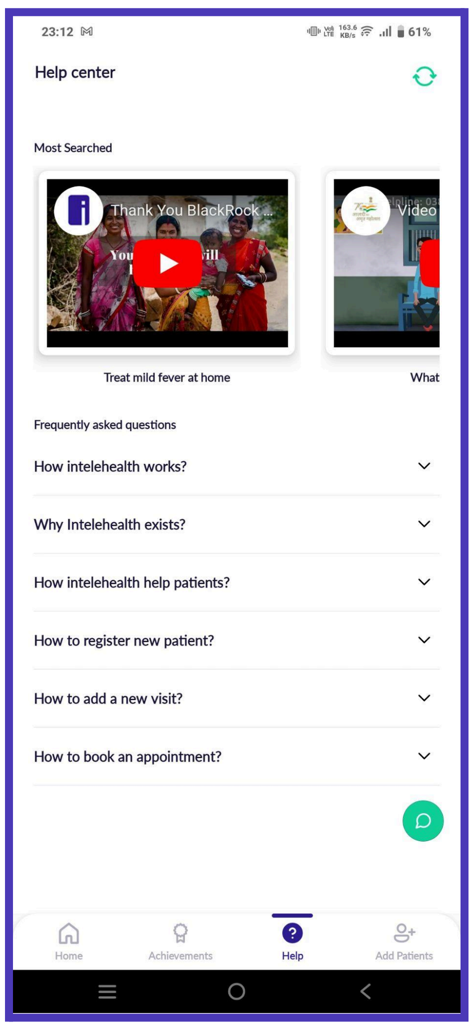
Patients Added: Total number of patients registered by you.
Visits Completed: Number of patient visits conducted.
Patient Satisfaction Score: Average score based on patient feedback.
Daily Activity Time: Total time spent using the app for daily activities.

Tips for Using Achievements:

- Use the Date Range filter to identify trends and improve your performance.
- Monitor your Patient Satisfaction Score to ensure quality of service.

3.4 Help

The Help section is your go-to resource for troubleshooting and assistance.



Features of the Help Section:

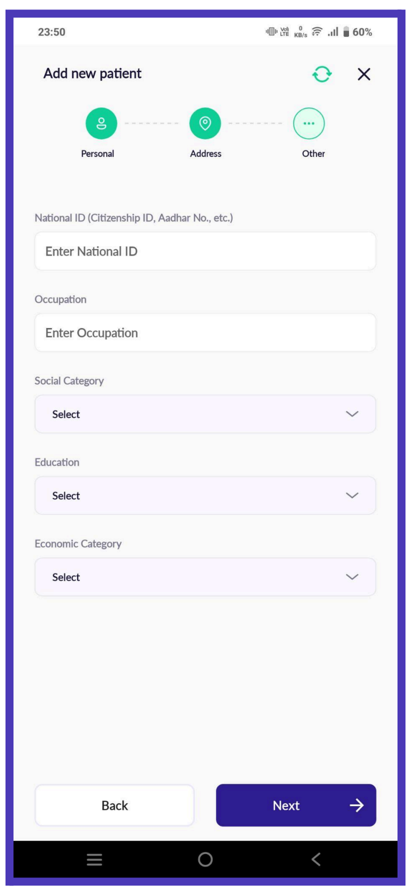
- **FAQs:** Frequently asked questions covering common issues and their solutions.
- **Contact Support:** Provides contact details to reach out to technical support.
- **Troubleshooting Guides:** Step-by-step instructions for resolving common problems.
- **User Documentation:** Direct access to the detailed user manual for reference.

Tips for Using the Help Section:

- Refer to FAQs before contacting support for quicker resolution.
- Bookmark troubleshooting guides for repeated use.

3.5 Add Patients

The Add Patients feature simplifies the process of registering new patients and capturing their details.



Step-by-Step Instructions:

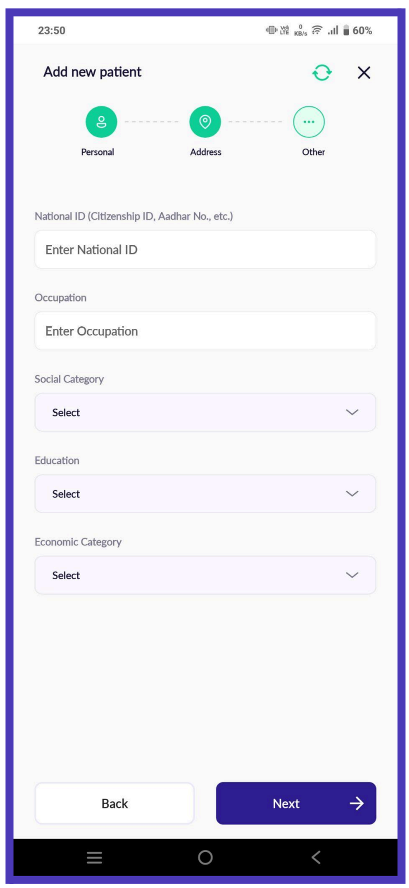
- **Access the Feature:** Tap the Add Patients Icon in the bottom navigation menu.
- **Personal Information:** Enter patient details such as name, gender, date of birth, and phone number.
- **Address Details:** Input the patient's address, including postal code, state, district, and village/town.
- **Additional Information:** Record details like national ID, occupation, social category, education, and economic category.
- **Save and Confirm:** Review the entered information, make corrections if needed, and tap Next to complete registration.
- **Tips for Adding Patients:** Ensure accuracy in personal and address details for seamless follow-ups. Use optional fields like social and economic categories for additional insights, where applicable.

4.0 Patient Management

The Patient Management section of the Intelehealth app focuses on how to add, edit, and view patient information. These features allow you to maintain an organized database of patient records, ensuring efficient healthcare delivery.

4.1 Adding a New Patient

The Add Patients feature is designed to simplify the process of registering new patients. Accurate and complete patient data ensures quality care and seamless follow-ups.



Step-by-Step Guide:

Access the Add Patient Screen:

Tap the Add Patients icon on the bottom navigation menu.

Personal Information:

- **Name:** Full name of the patient.
- **Gender:** Select male, female, or other.
- **Date of Birth:** Input using the date selector to auto-calculate age.
- **Phone Number:** Add a contact number (optional but recommended).

Address Details:

- **Postal Code:** Type the area postal code.
- **State, District, and Village/Town:** Select from the dropdown menus for accuracy.
- **Corresponding Address:** Provide additional address details.

Additional Information (Optional):

- **National ID:** Input details such as Aadhaar or other identifiers.
- **Occupation:** Enter the patient's job title or profession.
- **Social Category:** Select the applicable category.
- **Education:** Specify the highest education level attained.
- **Economic Category:** Classify the patient's economic status.

Save the Record:

- Tap Next and review the details entered.
- Confirm the registration by tapping Save or Start Visit if a consultation is to begin immediately.

Tips for Adding Patients:

- Ensure mandatory fields are completed accurately.
- For follow-ups, double-check phone numbers and address details.
- Use optional fields for capturing socio-economic and demographic insights.

4.2 Editing Patient Information

The Edit Patient Information feature allows you to update existing patient records to ensure data accuracy.

Step-by-Step Guide:

- **Access the Patient List:** From the Home Screen, select the Patients section to view all registered patients.
- **Select the Patient:** Locate the patient by scrolling or using the search bar to input their name or ID.
- **Edit Information:** On the patient details screen, tap the Edit Icon next to the section you want to modify. Update fields such as personal details, address, or additional information as needed.
- **Save Changes:** Once edits are complete, tap Save to update the record.

4.3 Viewing Patient Details

The View Patient Details feature provides an overview of a patient's records, including personal information, visit history, and medical data.

Steps to View Patient Details:

- **Access Patient Records:** From the Home Screen, tap the Patients section.
- **Search for the Patient:** Use the search bar to locate the patient by name or ID.
- **Open the Patient Record:** Tap the patient's name to view their details.
- **Explore the Record:** The patient details screen is divided into sections:
- **Personal Information:** Displays name, gender, age, and contact details.
- **Address Information:** Shows residential details.
- **Additional Information:** Displays socio-economic and other optional data.
- **Visit History:** Lists past visits, diagnoses, and treatments.

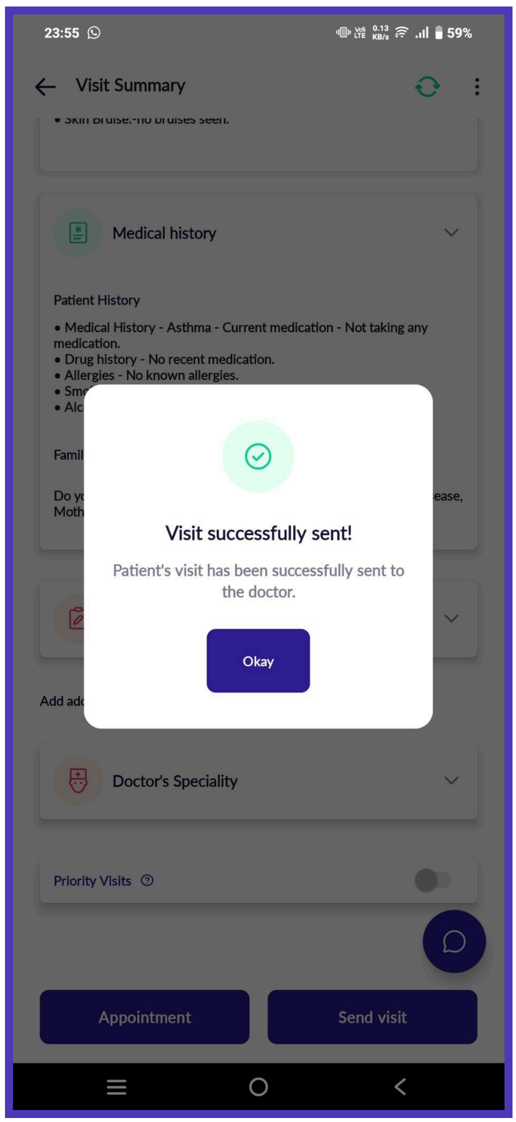
Key Features of Viewing Patient Details:

- **Visit Summaries:** Quickly review prior consultations and their outcomes.
- **Edit Option:** Directly update records if any inaccuracies are found.
- **Streamlined Access:** Search and view records within seconds.

5.0 Conducting a Patient Visit

Conducting a patient visit in the Intelehealth app is a streamlined process that allows health workers to gather comprehensive information about the patient's condition. This includes recording vitals, documenting complaints, conducting physical examinations, and creating a visit summary for review by remote doctors.

5.1 Starting a Visit



Step-by-Step Guide:

Access Patient Records:

- From the Home Screen, tap on the Patients section.
- Locate the patient using the search bar or list view and select their profile.

Initiate the Visit:

- Tap the Start Visit button on the patient's profile page.
- Confirm the visit details and proceed to the next step.

Verify Patient Consent:

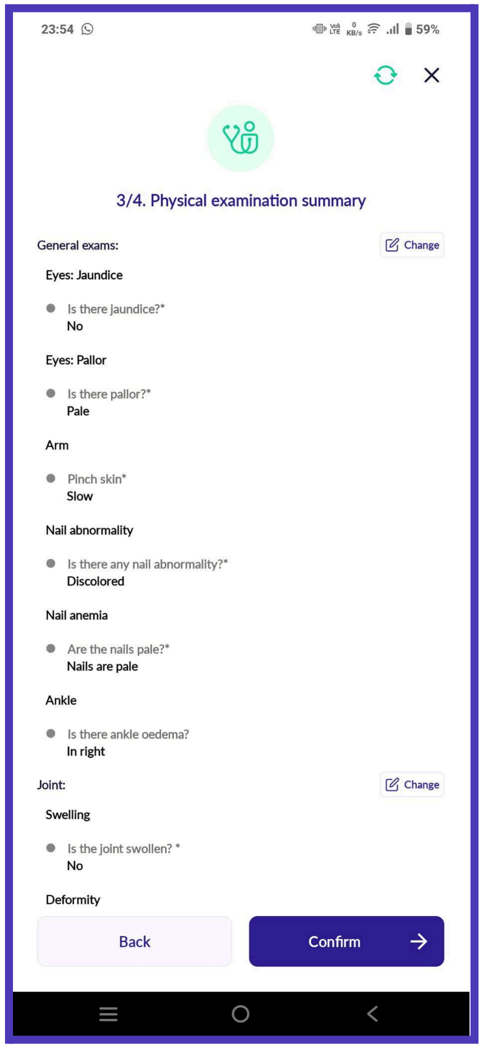
- Confirm that patient consent has been obtained for data collection and sharing.

Pro Tips:

- Always double-check patient records before starting a visit.
- Ensure that you have the required tools and devices for vitals and examinations.

5.2 Recording Vitals

Vitals are a critical part of assessing the patient's current health status.



Key Vitals to Record:

- **Blood Pressure (BP):** Use a BP monitor to measure and record systolic and diastolic readings.
- **Temperature:** Record body temperature using a thermometer.
- **Pulse Rate:** Measure and input the patient's heart rate (beats per minute).
- **Respiratory Rate:** Note the number of breaths per minute.
- **Height and Weight:** Measure the patient's height and weight to calculate BMI (if needed).

Steps to Record Vitals in the App:

- On the visit screen, navigate to the Vitals section.
- Input each reading into the respective fields.
- Tap Save to store the recorded vitals.

5.3 Logging Complaints and Reasons for Visit

Documenting the patient's primary complaints and the reasons for their visit is essential for diagnosis and treatment planning.

Steps to Log Complaints:

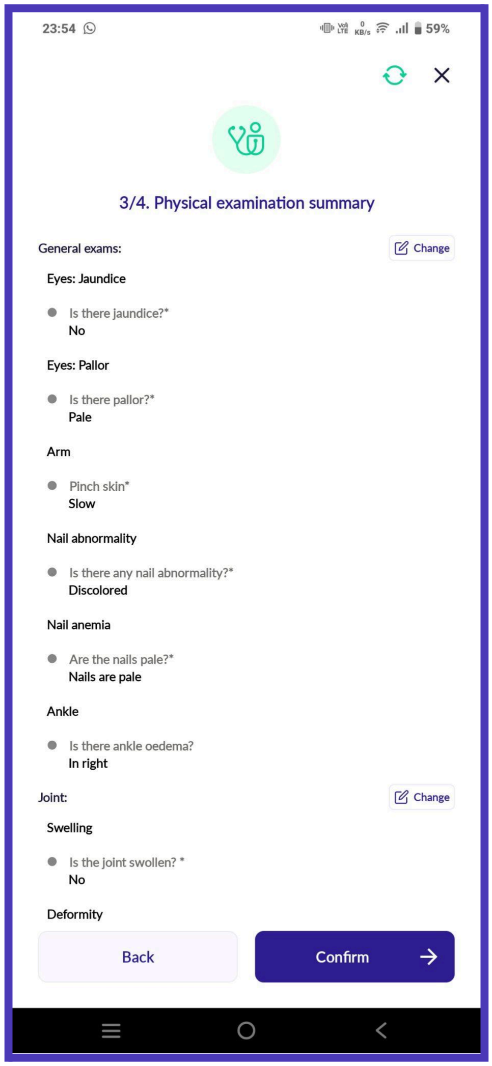
- On the visit screen, tap the Complaints section.
- Select the primary complaint from the dropdown menu (e.g., fever, headache, cough).

Add additional details, including:

- Duration of the complaint.
- Severity (mild, moderate, severe).
- Aggravating or relieving factors.
- Tap Save to confirm the entry.

5.4 Completing Physical Examination

The physical examination section allows the health worker to document findings from the examination process.



Steps for Physical Examination:

Navigate to the Physical Examination section on the visit screen.

Follow the prompts to examine the patient systematically.

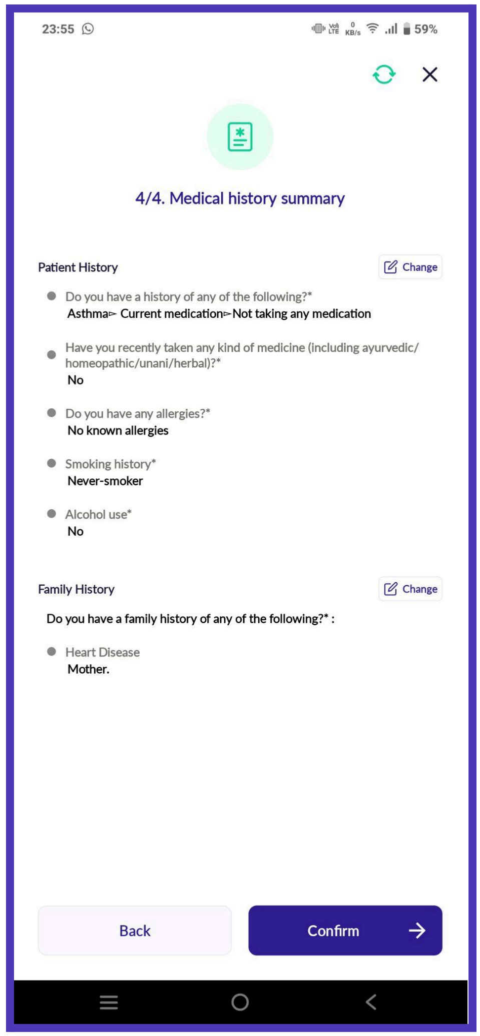
General appearance:

Specific areas of concern based on the complaint (e.g., throat, abdomen, skin). Record findings, such as:

- Signs of infection (e.g., redness, swelling).
- Vital organ function (e.g., heart, lungs).
- Tap Save to store the findings.

5.5 Capturing Medical History

A thorough medical history helps in understanding the patient's overall health and potential risk factors.



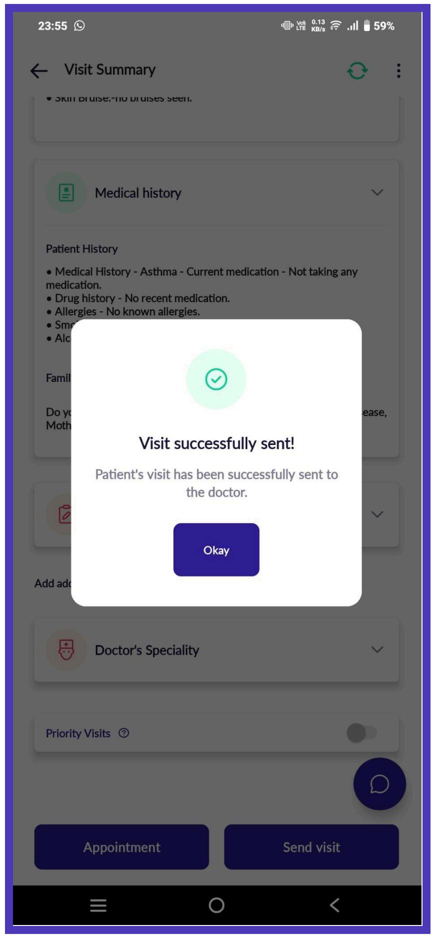
Steps to Capture Medical History:

Open the Medical History section during the visit. Enter the following:

- Past illnesses or surgeries.
- Family history of diseases (e.g., diabetes, hypertension).
- Allergies (e.g., food, medication).
- Lifestyle habits (e.g., smoking, alcohol consumption).
- Review and save the entered data.

5.6 Sending the Visit Summary

The visit summary consolidates all recorded information and prepares it for review by the remote doctor.



Steps to Send the Visit Summary:

Navigate to the Summary section at the end of the visit.

Review the following:

- Vitals and examination findings.
- Documented complaints and medical history.
- Additional notes or observations.
- Tap the Send to Doctor button.

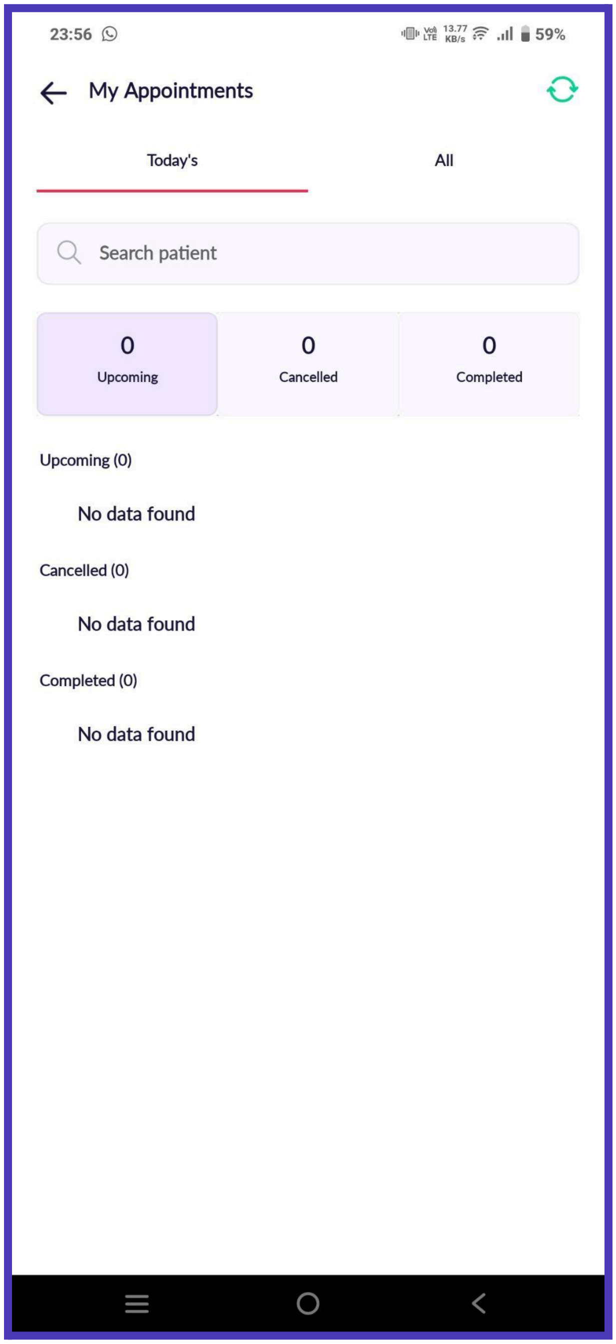
Confirm the submission to upload the data for remote consultation.

Pro Tips for Sending the Visit Summary:

- Double-check all fields for accuracy before submission.
- Ensure a stable internet connection to avoid sync issues.
- Note the doctor’s response time for follow-up actions.

6.0 Appointments

The Appointments module in the Intelehealth app allows users to efficiently schedule, view, and manage patient consultations. It also provides an organized system for tracking follow-up visits, ensuring timely patient care.



6.1 Scheduling an Appointment

Step-by-Step Guide:

Access the Appointment Section:

- Tap on the Appointments tab from the bottom navigation menu or from the patient's profile page.

Select the Patient:

- Choose the patient for whom the appointment is to be scheduled.
- You can use the search bar to locate the patient quickly.

Choose the Doctor:

- Select a doctor from the list of available healthcare providers.
- Filter by specialty if needed (e.g., general physician, cardiologist).

Pick a Date and Time:

- Use the calendar to select an available date.
- Choose a time slot from the options provided.

Add Appointment Details:

- Specify the reason for the appointment (e.g., follow-up, new consultation).
- Include any additional notes for the doctor (optional).

Confirm the Appointment:

- Tap Schedule Appointment to finalize the booking.
- A confirmation message will appear, and the appointment will be added to the system.

Tips for Scheduling Appointments:

- Check the doctor's availability before confirming.
- Include clear notes if the patient has specific needs or follow-up concerns.

6.2 Viewing and Managing Appointments

The Appointments section provides an overview of scheduled, completed, and canceled appointments.

Viewing Appointments:

Navigate to the Appointments Section:

- Tap on the Appointments tab in the bottom navigation menu.

Appointment Categories:

- Upcoming Appointments: Displays all future appointments.
- Completed Appointments: Lists all past consultations.
- Canceled Appointments: Shows any canceled or rescheduled bookings.

Search and Filter:

- Use the search bar to locate specific appointments by patient name or date.
- Apply filters such as doctor specialty or appointment status.

Managing Appointments:

Reschedule:

- Select the appointment and tap Reschedule.
- Choose a new date and time, then confirm the changes.

Cancel:

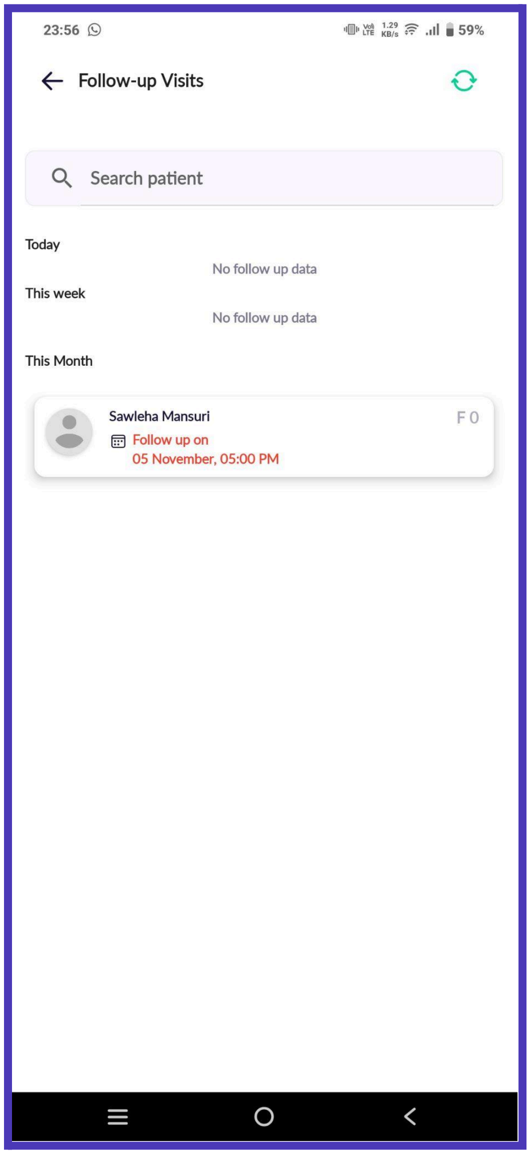
- Tap Cancel Appointment and provide a reason (optional).
- Confirm the cancellation to notify the patient and doctor.

Pro Tips:

- Regularly review the Upcoming Appointments tab to prepare for daily tasks.
- Reschedule appointments promptly to avoid gaps in patient care.

6.3 Follow-up Visits

Follow-up visits are essential for tracking a patient's progress after their initial consultation. The app simplifies this process by linking follow-up visits to existing patient records.



Steps to Schedule a Follow-up Visit:

Access the Patient Profile:

- Locate the patient in the Patients section.

Open the Visit History:

- Navigate to the Visit History tab on the patient's profile.

Schedule Follow-up:

- Tap on the Schedule Follow-up Visit button next to the relevant consultation.

Choose Date and Time:

- Select a suitable date and time for the follow-up.

Confirm and Save:

- Review the details and tap Confirm Follow-up Visit.

Managing Follow-up Visits:

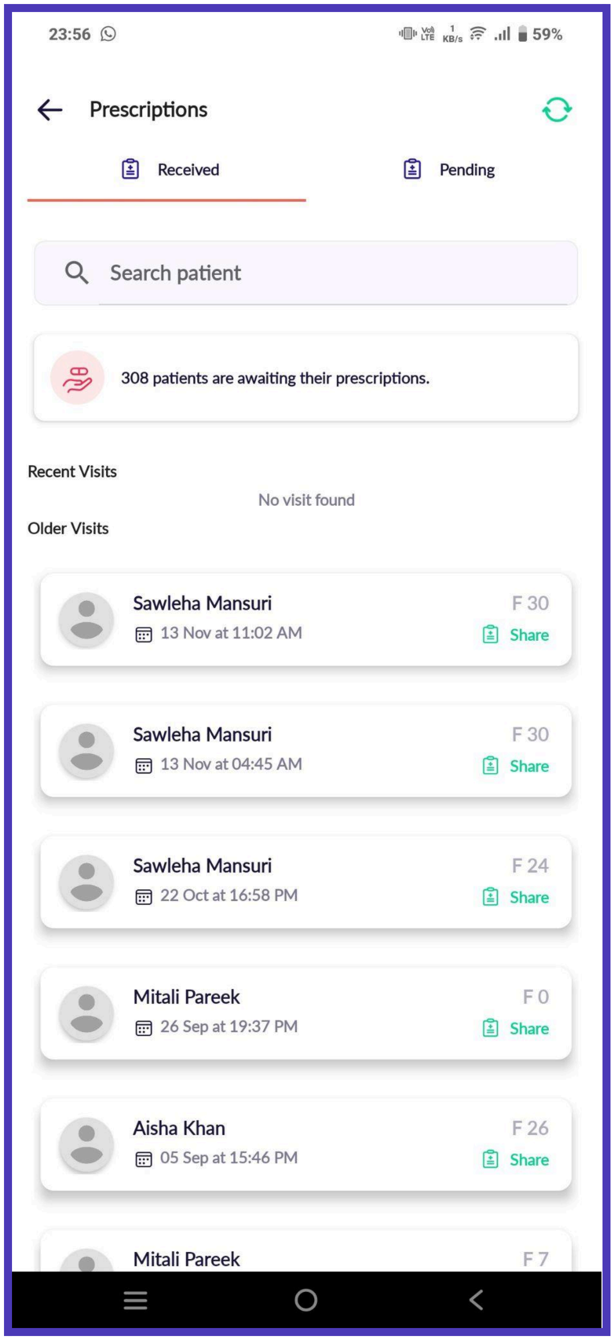
- Follow-ups are listed under the Appointments tab.
- Use the Reminders feature to notify patients about upcoming visits.

Pro Tips for Appointments:

- Encourage patients to attend follow-ups for better outcomes.
- Use the app's notification system to remind patients of their appointments.
- Regularly update the status of appointments to keep records accurate.

7.0 Prescriptions

The Prescriptions module in the Intelehealth app enables healthcare workers to view and share prescriptions provided by doctors. This ensures patients receive clear and accurate instructions regarding their treatment plan.



7.1 Viewing Prescriptions

Access the Prescriptions Section:

- From the patient's profile, navigate to the Prescriptions tab.

View Prescription History:

- The screen displays a list of prescriptions associated with the patient.

- **Date:** When the prescription was issued.
- **Doctor's Name:** The prescribing doctor.
- **Medication Details:** Name, dosage, and frequency of each medication.
- **Additional Instructions:** Notes from the doctor, such as dietary recommendations or warnings.

Open a Specific Prescription:

- Tap on a prescription to view it in detail.
- Review the prescribed medications and any additional notes provided by the doctor.

Tips for Viewing Prescriptions:

- Confirm the prescription matches the patient's current treatment plan.
- Check the issue date to ensure the prescription is recent and valid.
- Use the search or filter options to quickly locate specific prescriptions.

7.2 Sharing Prescriptions with Patients

Sharing prescriptions ensures patients have access to their treatment plan in a readable format, either digitally or as a printed copy.

Steps to Share a Prescription:

Open the Prescription:

- From the Prescriptions tab in the patient's profile, tap on the prescription you want to share.

Choose a Sharing Option:

- Tap the Share button.

Select a sharing method:

- **Print Prescription:** Connect to a printer and provide the patient with a hard copy.
- **Send via SMS/Email:** Choose the patient's registered phone number or email address to send the prescription digitally.
- **Download as PDF:** Save a PDF version of the prescription for manual sharing or recordkeeping.

Confirm the Action:

- Verify the patient's details before sending or printing the prescription.
- Tap Confirm to complete the process.

Pro Tips for Sharing Prescriptions:

- Double-check patient contact details to avoid errors.
- Explain the medication instructions and dosage to the patient when handing over a printed prescription.
- Encourage patients to keep a copy for future reference.

Pro Tips for Managing Prescriptions:

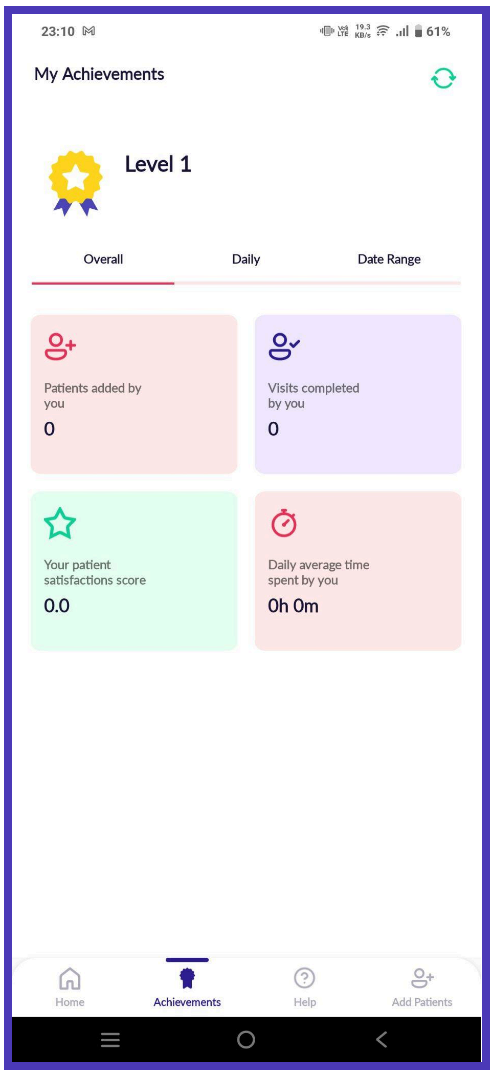
- Regularly update the prescriptions section to reflect any changes in the patient's treatment plan.
- Ensure medications are clearly listed with accurate dosages and instructions.
- Use digital sharing options to provide patients with timely access to their prescriptions, especially in remote settings.

8.0 Achievements and Analytics

The Achievements and Analytics module provides users with insights into their performance and activities on the Intelehealth app. It tracks key metrics such as the number of patients added, visits completed, and time spent, enabling users to monitor and improve their productivity.

8.1 Overview of Achievements Screen

The Achievements Screen is designed to give users a summary of their performance over various timeframes.



Key Features of the Achievements Screen:

Performance Summary:

Displays an overview of your achievements, including:

- Total patients added.
- Number of visits completed.
- Average time spent per visit.
- Patient satisfaction scores (if applicable).

Graphical Representation:

- Metrics are visually represented through graphs or charts, making it easy to track progress over time.

Navigation Options:

- **Daily Metrics:** Shows performance for the current day.
- **Overall Metrics:** Displays cumulative performance since the start of using the app.
- **Date Range Filter:** Allows you to select specific timeframes for custom analysis.

Steps to Access the Achievements Screen:

- Tap the Achievements icon in the bottom navigation menu.
- Review the summary displayed on the main screen.
- Use the filter options to toggle between different metrics or timeframes.

Tips for Using the Achievements Screen:

- Check your Daily Metrics each morning to plan your activities for the day.
- Use the Date Range Filter to identify trends in your performance and identify areas for improvement.

8.2 Daily, Overall, and Date Range Metrics

The app categorizes performance data into three key metrics views for better analysis and tracking:

Daily Metrics
Focuses on activities completed within the current day.

Metrics include:

- Patients registered.
- Visits completed.
- Time spent on the app.
- Helps you stay on track with your daily goals.

Overall Metrics
Summarizes cumulative performance since you started using the app.

Provides a broader view of:

- Total patients registered.
- Total visits completed.
- Overall activity time logged.
- Useful for evaluating long-term progress and achievements.

Date Range Metrics

Allows you to select a specific start and end date to analyze performance within a custom timeframe.

Metrics displayed:

- Number of patients added during the selected period.
- Visits completed in that timeframe.
- Activity logs and time spent on the app.

Steps to Use the Metrics Views:

- Open the Achievements screen.
- Tap on the filter option:
- Select Daily, Overall, or Date Range.
- For Date Range, specify the start and end dates using the date picker.
- Review the displayed metrics and graphical trends.

Pro Tips for Metrics Analysis:

- Use Daily Metrics to ensure you meet your targets for patient registration and visits.

- Analyze Overall Metrics to assess your cumulative impact and identify patterns.
- Utilize Date Range Metrics to evaluate the outcomes of specific health campaigns or focused efforts.

Pro Tips for Achievements and Analytics:

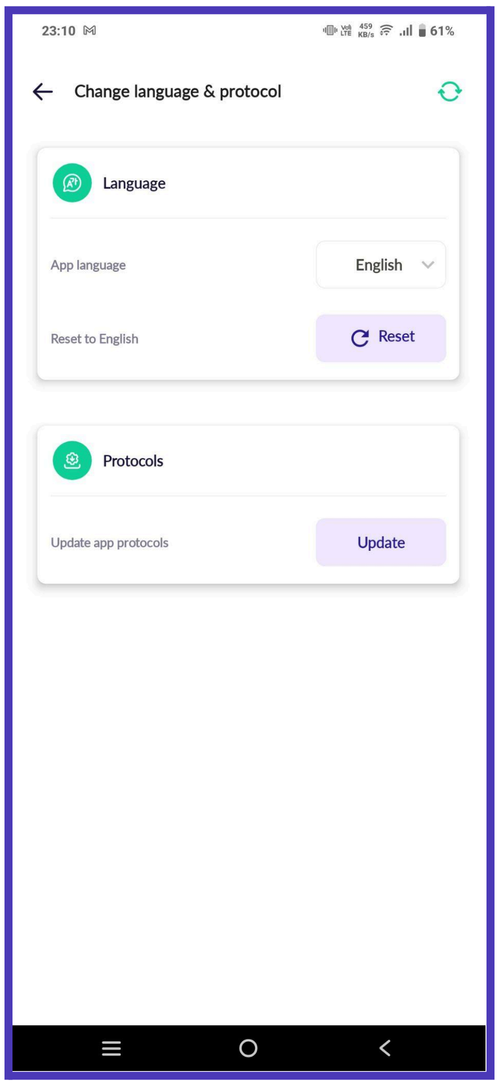
- Regularly review your achievements to stay motivated and identify areas for improvement.
- Share your performance reports with supervisors or stakeholders to highlight your contributions.
- Use the data insights to optimize your workflow and allocate time effectively.

9.0 Settings and Customization

The Settings and Customization module in the Intelehealth app allows users to personalize their app experience by adjusting language preferences, updating clinical protocols, and managing notifications. These features ensure the app remains user-friendly and up-to-date for optimal performance.

9.1 Changing Language

The Intelehealth app supports multiple languages to ensure accessibility for users across diverse regions.



Steps to Change the Language:

Access the Settings Menu:

- Tap the Settings icon on the top bar of the Home Screen.

Select Language Preferences:

- Navigate to the Change Language option in the settings menu.

Choose a Language:

- Select your preferred language from the list of available options (e.g., English, Hindi, Filipino).

Confirm the Change:

- Tap Save to apply the changes.

The app interface will refresh and display in the selected language.

Pro Tips for Changing Language:

Choose a language you are most comfortable with to improve navigation and usage. If your preferred language is unavailable, contact the admin team to request additional language support.

9.2 Updating Protocols

Clinical protocols in the Intelehealth app guide health workers through patient visits and ensure the latest medical guidelines are followed.

Steps to Update Protocols:

Access the Settings Menu:

- Tap the Settings icon on the top bar.

Navigate to Protocol Update:

- Select the Update Protocols option from the list.

Check for Updates:

- The app will check for available protocol updates from the server.

Download Updates:

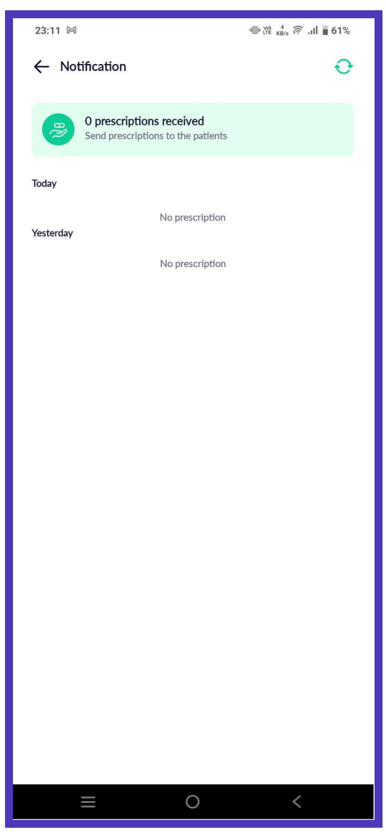
- If updates are available, tap Download to install the new protocols.
- Wait for the process to complete. Ensure a stable internet connection during the update.

Restart the App:

- After updating, the app may prompt you to restart to apply the changes.

9.3 Notification Settings

The app's notification system keeps users informed about appointments, follow-ups, and system updates.



Steps to Manage Notification Settings:

Access the Settings Menu:

- Tap the Settings icon from the top bar of the Home Screen.

Open Notification Settings:

- Select Notifications from the list of options.

Customize Notifications:

Enable or disable notifications for:

- Appointment reminders.
- Protocol updates.
- System alerts.
- Save Changes:

Once preferences are set, tap Save to confirm.

Pro Tips for Notification Settings:

- Enable Appointment Reminders to ensure timely follow-ups with patients.
- Adjust notification frequency based on your workload to avoid distractions.
- Review notifications regularly to stay updated on important tasks and updates.

Pro Tips for Settings and Customization:

- Regularly review your settings to ensure they align with your current workflow and needs.
- Use the Help section if you encounter any issues with language or protocol updates.
- Keep notifications enabled for critical updates, such as system maintenance or feature enhancements.

10.0 Troubleshooting and Help

The Troubleshooting and Help section provides guidance on resolving common issues and accessing support resources. This ensures users can continue using the Intelehealth app efficiently and with minimal interruptions.

10.1 Accessing the Help Section

The Help Section is a dedicated resource for answering frequently asked questions and providing step-by-step solutions for common issues.

Steps to Access the Help Section:

Navigate to the Help Icon:

- Tap the Help icon in the bottom navigation menu.

Explore Help Topics:

The Help section is divided into categories such as:

- General FAQs: Answers to common queries about app usage.
- Technical Guides: Solutions for troubleshooting specific app features.
- Best Practices: Tips for efficient app operation.

Search for Specific Issues:

Use the search bar within the Help section to quickly find information on a particular topic.

View Tutorials:

Access visual guides, screenshots, and videos (if available) for step-by-step assistance.

10.2 Contacting Support

If issues persist after consulting the Help section, users can contact the support team for personalized assistance.

Steps to Contact Support:

Navigate to the Help Section:

- Tap the Help icon from the bottom navigation menu.

Select Contact Support:

In the Help section, tap on Contact Support or Get Help.

- Enter the following information in the support form:
- Your name and contact details (email or phone).
- A detailed description of the issue, including screenshots if applicable.
- The date and time the issue occurred.

Submit the Request:

- Tap Submit to send your request to the support team.
- A confirmation message will appear, and you'll receive a ticket number for tracking.

Follow-Up:

The support team will respond via email or phone. Use the ticket number for reference during follow-ups.

Pro Tips for Contacting Support:

- Provide as much detail as possible to help the support team resolve your issue quickly.
- Attach screenshots or error messages to clarify the problem.
- Keep track of your ticket number for status updates.

Pro Tips for Troubleshooting:

- Restarting the app or device.
- Checking your internet connection.
- Ensuring the app is updated to the latest version.
- Use the Help section as the first line of support for minor issues.
- Report recurring or unresolved issues promptly to avoid delays in patient care.

11.0 Frequently Asked Questions (FAQs)

This section provides answers to common questions that users may have while using the Intelehealth app.

General FAQs

How do I reset my password?

Tap on the Forgot Password link on the login screen. Follow the prompts to reset your password using your registered email or phone number.

What should I do if the app crashes?

Restart the app and check your internet connection. If the problem persists, contact support through the Help section.

How can I ensure patient data is saved securely?

Always sync the app after entering patient data. Use a secure and stable internet connection for uploads.

Can I access the app offline?

Yes, the app allows offline functionality for certain features. Data will sync automatically once you reconnect to the internet.

Feature-Specific FAQs

How do I add a new patient?

Go to the Add Patients section from the bottom navigation menu and fill in the required details.

How do I update clinical protocols?

Access the Update Protocols option in the Settings menu and follow the prompts to download the latest updates.

How do I schedule follow-up visits?

Navigate to the Appointments section, select the patient, and tap Schedule Follow-Up Visit.

12.0 Glossary of Terms

This glossary provides definitions of key terms used in the Intelehealth app and manual.

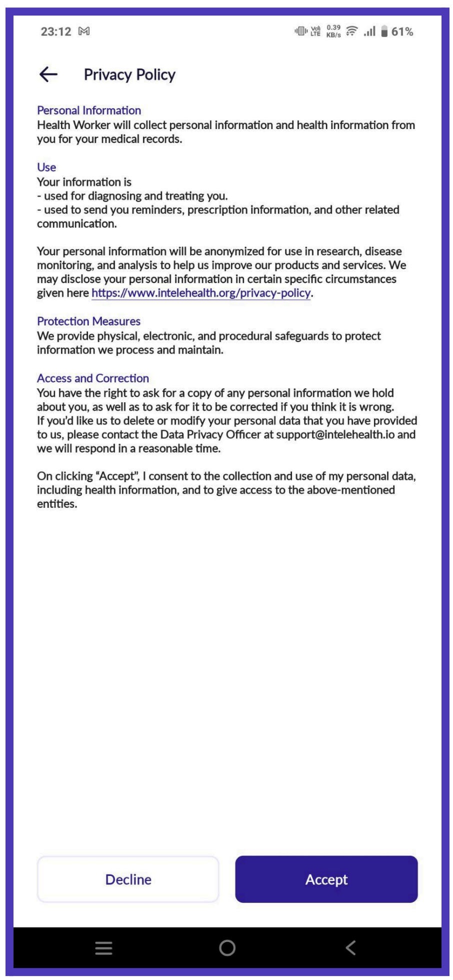
- **CHW (Community Health Worker):** A frontline healthcare provider who uses the app to register patients and conduct initial consultations.
- **Vitals:** Basic health metrics such as blood pressure, heart rate, temperature, and respiratory rate.
- **Protocol:** A predefined set of clinical guidelines used to assist CHWs during patient visits.
- **EHR (Electronic Health Record):** A digital record of a patient's medical history.
- **Sync:** The process of uploading offline data to the server when an internet connection is available.
- **Dashboard:** A visual representation of performance metrics and activity summaries.
- **Appointment:** A scheduled meeting between a patient and a doctor for consultation or follow-up.
- **Notification:** An alert sent by the app to remind users of important tasks or updates.

13.0 Legal Information and Privacy Policy

Legal Disclaimer:

- The Intelehealth app is a telemedicine platform designed to support healthcare delivery. It is not intended to replace in-person medical consultations for emergency conditions.
- Users are responsible for ensuring data entered into the app is accurate and truthful.

Privacy Policy:



Data Collection:

- The app collects patient data, including personal, demographic, and health information, for the purpose of providing healthcare services.

Data Storage:

- All data is stored securely on encrypted servers. Only authorized personnel can access the data.

Data Sharing:

- Patient data is shared with authorized doctors for consultations and treatment planning. It will not be shared with third parties without consent.

User Rights:

- Patients and users have the right to request access to their data or its deletion by contacting support.

14.0 Appendix

- The appendix provides additional resources to help users understand workflows and troubleshoot common issues.

14.1 Sample Patient Visit Workflow

Step-by-Step Workflow:

Start Visit:

- Log in to the app and access the patient profile. Tap Start Visit to initiate.

Record Vitals:

- Enter vitals like BP, temperature, and respiratory rate.

Log Complaints:

- Document the patient’s symptoms, duration, and severity.

Conduct Examination:

- Follow the prompts to complete a physical examination and record findings.

Capture Medical History:

- Enter details about past illnesses, family history, and allergies.

Send Visit Summary:

- Review the recorded data and send it to the assigned doctor for further evaluation.

Tips:

- Ensure all data fields are complete before submitting the summary.
- Use the Help section if you encounter any issues during the workflow.

14.2 Common Error Messages and Their Solutions

Error: “Internet Connection Required”

Cause: The app requires an internet connection for certain features.
Solution: Check your network settings and reconnect to Wi-Fi or mobile data.

Error: “Sync Failed”

Cause: Data sync was interrupted or the server is temporarily unavailable.
Solution: Retry the sync. If the problem persists, contact support.

Error: “Invalid Login Credentials”

Cause: Username or password is incorrect.
Solution: Double-check your credentials or use the Forgot Password option.

Error: “Protocol Update Required”

Cause: The app is running outdated clinical protocols.
Solution: Update the protocols via the Settings menu.

Error: “Patient Data Missing”
Cause: Mandatory fields were not filled during patient registration.
Solution: Review the patient form and complete all required fields.