

Healthcare Provider User Guide

Healy Telemedicine Platform

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Getting Started

1. Account Setup & Verification









As a Healthcare Provider, you'll need to complete professional verification before seeing patients.

Registration Process

1. **Invited by institution/clinic director/owner:** Add you
 2. **Login:** And then access
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Dashboard Overview

1. Main Navigation

Healy Provider Dashboard - [Dr. Name]						
 Home		 Calendar		 Patients		 Scripts
 Records		 AI Triage		 Analytics		 Settings

2. Dashboard Widgets

- **Today's Schedule:** Upcoming appointments for today
- **Pending Consultations:** Patients waiting for consultation
- **Unread Messages:** New patient messages
- **Prescription Requests:** Pending prescription approvals
- **Earnings Summary:** Recent earnings and payment status
- **Patient Alerts:** Critical patient updates and alerts

3. Quick Actions

- **Start Consultation:** Begin scheduled consultation
 - **Prescribe Medication:** Create new prescription
 - **View Patient Records:** Access patient medical history
 - **AI Triage:** Get AI assistance for patient assessment
 - **Update Availability:** Modify your schedule
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Availability Management

1. **Regular Schedule:** Set standard working hours
 2. **Weekend Availability:** Optional weekend consultation hours
 3. **Emergency Availability:** Emergency care availability
 4. **Vacation Time:** Schedule time off and unavailability
 5. **Holiday Schedule:** Holiday availability settings
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Appointment Management

1. Calendar Management

Viewing Appointments

- **Daily View:** Today's appointments with time slots
- **Weekly View:** Week overview with all appointments
- **Monthly View:** Monthly calendar with appointment density
- **List View:** Detailed list of all appointments
- **Filter Options:** Filter by status, patient type, consultation type

Appointment Types

- **New Patient Consultation:** First-time patient appointments
- **Follow-up Visit:** Existing patient follow-ups
- **Emergency Consultation:** Urgent medical consultations
- **Second Opinion:** Second opinion requests
- **Review Consultation:** Medical record reviews

2. Appointment Actions

Before Appointment

1. **Review Patient Info:** Check patient medical history
2. **Prepare Notes:** Review previous consultations
3. **Check Test Results:** Review recent lab results
4. **Prepare Questions:** Prepare consultation questions
5. **Technical Check:** Test video/audio equipment

During Appointment

1. **Start Consultation:** Begin video or in-person consultation
2. **Document Care:** Real-time note-taking during consultation
3. **Prescribe Treatment:** Issue prescriptions as needed
4. **Order Tests:** Order laboratory tests or imaging
5. **Schedule Follow-up:** Book follow-up appointments

After Appointment

1. **Complete Notes:** Finalize consultation notes
2. **Issue Prescriptions:** Send prescriptions to pharmacy
3. **Update Records:** Update patient medical records
4. **Send Summary:** Email consultation summary to patient
5. **Handle Billing:** Process consultation fees

3. Appointment Status Management

Status Updates

- **Scheduled:** Appointment confirmed and scheduled
- **In Progress:** Currently in consultation
- **Completed:** Consultation successfully completed
- **Cancelled:** Appointment cancelled by provider or patient
- **No Show:** Patient did not attend appointment
- **Rescheduled:** Appointment moved to new time

Handling Issues

- **Late Patients:** Handle patient tardiness appropriately
 - **Technical Issues:** Resolve video/audio technical problems
 - **Emergency Situations:** Handle medical emergencies
 - **Difficult Patients:** Manage challenging patient interactions
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Patient Consultations

1. Consultation Workflow

Pre-Consultation Preparation

1. **Patient Review:** Review patient's medical history
2. **Previous Notes:** Check previous consultation notes
3. **Test Results:** Review recent laboratory and imaging results
4. **Medications:** Check current medications and allergies
5. **Consultation Goals:** Define consultation objectives

Consultation Process

1. **Patient Introduction:** Welcome and establish rapport
2. **Symptom Assessment:** Discuss current health concerns
3. **Physical Examination:** Virtual or physical examination
4. **Diagnosis:** Provide medical diagnosis and explanation
5. **Treatment Plan:** Discuss treatment options and recommendations

Post-Consultation Actions

1. **Documentation:** Complete detailed consultation notes
2. **Prescriptions:** Issue necessary prescriptions
3. **Referrals:** Make specialist referrals if needed
4. **Follow-up:** Schedule necessary follow-up appointments
5. **Patient Education:** Provide health education materials

2. Virtual Consultations

Video Consultation Setup

- **Equipment Requirements:** Camera, microphone, internet connection
- **Environment Setup:** Professional consultation environment
- **Technical Testing:** Pre-consultation technical checks
- **Backup Plans:** Alternative communication methods
- **Privacy Considerations:** Ensure patient privacy and confidentiality

Virtual Consultation Best Practices

- **Professional Appearance:** Dress professionally for video consultations
- **Eye Contact:** Maintain appropriate eye contact through camera
- **Clear Communication:** Speak clearly and use simple language
- **Technical Etiquette:** Handle technical issues professionally
- **Documentation:** Document virtual consultations thoroughly

3. In-Person Consultations

Physical Examination

- **Examination Protocol:** Standard physical examination procedures
- **Infection Control:** Maintain proper infection control measures
- **Equipment Use:** Proper use of medical examination equipment
- **Patient Comfort:** Ensure patient comfort during examination
- **Safety Measures:** Maintain safety protocols for both provider and patient

Clinical Procedures

- **Minor Procedures:** In-office minor medical procedures
 - **Sample Collection:** Blood, urine, and other sample collection
 - **Vaccinations:** Administer vaccines and immunizations
 - **Wound Care:** Provide wound care and dressing changes
 - **Health Screenings:** Conduct various health screenings
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Medical Records

1. Patient Record Management

Medical History

- **Chief Complaint:** Patient's primary reason for visit
- **History of Present Illness:** Detailed symptom history
- **Past Medical History:** Previous medical conditions and treatments
- **Surgical History:** Previous surgical procedures
- **Family History:** Family medical history and genetic conditions

Review of Systems

- **Constitutional:** General health and well-being
- **HEENT:** Head, eyes, ears, nose, and throat
- **Cardiovascular:** Heart and circulatory system
- **Respiratory:** Lungs and respiratory system
- **Gastrointestinal:** Digestive system and nutrition
- **Genitourinary:** Urinary and reproductive systems
- **Musculoskeletal:** Bones, joints, and muscles
- **Neurological:** Nervous system and mental health
- **Integumentary:** Skin, hair, and nails

2. Clinical Documentation

SOAP Notes

- **Subjective:** Patient's reported symptoms and feelings
- **Objective:** Measurable clinical findings and observations

- **Assessment:** Medical diagnosis and clinical impression
- **Plan:** Treatment plan and follow-up recommendations

Progress Notes

- **Daily Notes:** Daily patient progress updates
- **Procedure Notes:** Documentation of medical procedures
- **Consultation Notes:** Specialist consultation reports
- **Discharge Summaries:** Patient discharge documentation
- **Follow-up Notes:** Follow-up appointment documentation

3. Diagnostic Information

Laboratory Results

- **Blood Tests:** Complete blood count, chemistry panels
- **Urine Tests:** Urinalysis and urine culture
- **Microbiology:** Bacterial cultures and sensitivities
- **Pathology:** Tissue samples and biopsy results
- **Genetic Testing:** Genetic test results and interpretations

Imaging Studies

- **X-rays:** Radiographic imaging studies
 - **CT Scans:** Computed tomography scans
 - **MRI:** Magnetic resonance imaging
 - **Ultrasound:** Ultrasound imaging studies
 - **Special Studies:** Specialized imaging procedures
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Prescriptions

1. Prescription Management

Creating Prescriptions

1. **Patient Selection:** Select patient from your patient list
2. **Medication Search:** Search for medications in database
3. **Dosage Information:** Enter dosage, frequency, and duration
4. **Special Instructions:** Add special administration instructions
5. **Refill Information:** Set refill limits and authorization

Prescription Details

- **Medication Name:** Generic and brand medication names
- **Strength:** Medication strength and concentration
- **Dosage Form:** Tablets, capsules, liquids, injections
- **Route of Administration:** Oral, IV, IM, topical, etc.
- **Frequency:** How often to take the medication

- **Duration:** Length of treatment course
- **Quantity:** Total quantity of medication prescribed

2. Electronic Prescriptions

E-Prescribing Features

- **Pharmacy Selection:** Choose patient's preferred pharmacy
- **Insurance Verification:** Check insurance coverage
- **Drug Interaction Check:** Automatic drug interaction alerts
- **Allergy Check:** Check for patient allergies
- **Duplicate Therapy Check:** Avoid duplicate medications

Prescription Status

- **Pending:** Prescription sent to pharmacy, awaiting fulfillment
- **Filled:** Prescription filled by pharmacy
- **Partial Fill:** Partial prescription fulfillment
- **Cancelled:** Prescription cancelled before fulfillment
- **Expired:** Prescription expired before fulfillment

3. Medication Management

Medication Reconciliation

- **Current Medications:** List of patient's current medications
- **Previous Medications:** Previously prescribed medications
- **Medication Changes:** Updates to medication regimens
- **Discontinued Medications:** Medications no longer taken
- **OTC Medications:** Over-the-counter medications and supplements

Adverse Reaction Monitoring

- **Side Effects:** Monitor for medication side effects
 - **Allergic Reactions:** Track allergic reactions to medications
 - **Drug Interactions:** Monitor for drug-drug interactions
 - **Adverse Events:** Report serious adverse events
 - **Medication Errors:** Document and prevent medication errors
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AI Triage Assistance

1. AI-Powered Symptom Assessment

Using AI Triage

1. **Patient Symptoms:** Input patient symptoms and concerns
2. **AI Analysis:** AI analyzes symptoms and medical history
3. **Urgency Assessment:** AI provides urgency level classification

4. **Recommendations:** AI suggests appropriate care level
5. **Differential Diagnosis:** AI provides possible diagnoses

AI Triage Benefits

- **Symptom Analysis:** Comprehensive symptom assessment
- **Urgency Classification:** Critical, urgent, moderate, low priority
- **Care Recommendations:** Appropriate level of care suggestions
- **Differential Diagnosis:** Possible medical conditions
- **Red Flag Identification:** Critical symptoms requiring immediate attention

2. AI-Assisted Diagnosis

Diagnostic Support

- **Pattern Recognition:** AI identifies patterns in symptoms
- **Differential Diagnosis:** Suggests possible diagnoses
- **Treatment Recommendations:** Evidence-based treatment options
- **Risk Assessment:** Evaluates risk factors and complications
- **Prognosis Information:** Provides prognosis information

Clinical Decision Support

- **Evidence-Based Medicine:** AI provides evidence-based recommendations
- **Treatment Guidelines:** AI suggests treatment guidelines
- **Drug Information:** AI provides drug information and interactions
- **Lab Test Recommendations:** Suggests appropriate laboratory tests
- **Imaging Recommendations:** Recommends imaging studies

3. AI Integration Workflow

Before Consultation

- **Pre-Consultation AI:** AI analyzes patient symptoms before consultation
- **Triage Results:** Review AI triage results and urgency classification
- **Preparation:** Prepare for consultation based on AI insights
- **Resource Planning:** Plan necessary resources and tests

During Consultation

- **Real-Time AI:** AI provides real-time assistance during consultation
- **Differential Diagnosis:** AI helps with differential diagnosis
- **Treatment Options:** AI suggests treatment options
- **Risk Assessment:** AI helps assess patient risk

After Consultation

- **Documentation AI:** AI assists with documentation
- **Follow-up Planning:** AI helps plan follow-up care
- **Patient Education:** AI provides patient education materials

- **Quality Assurance:** AI helps with quality assurance
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Vitals & Monitoring

1. Vital Signs Management

Recording Vital Signs

- **Blood Pressure:** Systolic and diastolic blood pressure
- **Heart Rate:** Pulse rate and rhythm
- **Respiratory Rate:** Breaths per minute
- **Temperature:** Body temperature
- **Oxygen Saturation:** Blood oxygen levels
- **Height and Weight:** Physical measurements

Vital Sign Analysis

- **Normal Ranges:** Compare with age-appropriate normal ranges
- **Trends:** Monitor vital sign trends over time
- **Abnormal Values:** Identify abnormal vital signs
- **Critical Values:** Identify critical values requiring immediate attention
- **Clinical Correlation:** Correlate vital signs with clinical condition

2. Remote Patient Monitoring

Connected Devices

- **Blood Pressure Monitors:** Home blood pressure monitoring
- **Glucose Monitors:** Blood glucose monitoring for diabetics
- **Pulse Oximeters:** Home oxygen saturation monitoring
- **Digital Scales:** Weight monitoring at home
- **Smart Thermometers:** Temperature monitoring

Monitoring Programs

- **Chronic Disease Management:** Monitor chronic conditions
- **Post-Discharge Monitoring:** Monitor patients after hospital discharge
- **Medication Adherence:** Monitor medication compliance
- **Lifestyle Monitoring:** Monitor lifestyle and behavior changes
- **Preventive Care:** Monitor for preventive care needs

3. Health Metrics Tracking

Long-term Monitoring

- **Chronic Conditions:** Monitor chronic disease progression
- **Treatment Effectiveness:** Monitor treatment response
- **Lifestyle Changes:** Track lifestyle modification effects

- **Prevention:** Monitor for disease prevention
- **Wellness:** Track overall wellness and health status

Data Analysis

- **Trend Analysis:** Analyze health trends over time
 - **Risk Assessment:** Assess health risks based on data
 - **Predictive Analytics:** Predict health outcomes
 - **Population Health:** Analyze population health trends
 - **Quality Metrics:** Track quality of care metrics
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Communication Tools

1. Secure Messaging

Patient Communication

- **Secure Chat:** Encrypted messaging with patients
- **File Sharing:** Secure sharing of medical documents
- **Voice Messages:** Secure voice message exchange
- **Video Messages:** Secure video message communication
- **Group Messaging:** Group communication with care team

Professional Communication

- **Provider Messaging:** Secure messaging with other providers
- **Consultation Requests:** Request specialist consultations
- **Referral Communication:** Communicate with referral providers
- **Care Team Coordination:** Coordinate with care team members
- **Administrative Communication:** Communicate with administrative staff

2. Video Consultations

Video Features

- **High-Quality Video:** HD video consultation capabilities
- **Screen Sharing:** Share screens for educational purposes
- **Whiteboard:** Interactive whiteboard for explanations
- **Recording:** Record consultations with patient consent
- **Multi-Participant:** Multiple participants in consultation

Technical Requirements

- **Internet Connection:** Stable high-speed internet required
- **Device Requirements:** Compatible devices and browsers
- **Camera and Microphone:** Functional camera and microphone
- **Privacy:** Private, quiet environment for consultations
- **Backup Plan:** Alternative communication methods

3. Notification Management

Appointment Notifications

- **Appointment Reminders:** Automatic appointment reminders
- **Schedule Changes:** Notifications of schedule changes
- **Cancellation Alerts:** Notifications of appointment cancellations
- **Rescheduling:** Notifications of appointment rescheduling
- **Waiting List:** Notifications for available appointments

Medical Notifications

- **Lab Results:** Notifications of lab result availability
 - **Critical Values:** Immediate alerts for critical lab values
 - **Medication Alerts:** Medication-related notifications
 - **Follow-up Reminders:** Follow-up appointment reminders
 - **Health Alerts:** Health-related alerts and updates
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Mobile App Features

On-the-Go Features

- **Mobile Consultations:** Conduct consultations from mobile devices
 - **Push Notifications:** Real-time notifications for urgent matters
 - **Quick Access:** Quick access to patient information
 - **Offline Mode:** Access critical information offline
 - **Voice Notes:** Dictate notes using voice recognition
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Troubleshooting & Support

1. Technical Issues

Common Problems

- **Login Issues:** Password reset and account recovery
- **Video/Audio Problems:** Video and audio troubleshooting
- **Connection Issues:** Internet connection problems
- **App Crashes:** Application crash resolution
- **Sync Issues:** Data synchronization problems

Solutions

- **Restart Device:** Basic troubleshooting step
- **Check Internet:** Verify internet connection

- **Update App:** Keep application updated
- **Clear Cache:** Clear application cache
- **Contact Support:** Technical support contact information

2. Clinical Support

Clinical Questions

- **Protocol Questions:** Clinical protocol clarification
- **Treatment Guidelines:** Treatment guideline assistance
- **Drug Information:** Drug information and interactions
- **Diagnostic Support:** Diagnostic assistance
- **Emergency Procedures:** Emergency procedure guidance

Professional Support

- **Peer Consultation:** Peer consultation services
 - **Specialist Referral:** Specialist referral assistance
 - **Second Opinion:** Second opinion services
 - **Case Review:** Complex case review
 - **Mentorship:** Professional mentorship programs
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Best Practices

1. Clinical Excellence

Patient Care

- **Evidence-Based Practice:** Use evidence-based medicine
- **Patient-Centered Care:** Focus on patient needs and preferences
- **Continuity of Care:** Ensure continuity of care
- **Quality Improvement:** Participate in quality improvement
- **Patient Safety:** Prioritize patient safety

Professional Development

- **Continuing Education:** Regular continuing medical education
- **Stay Updated:** Keep up with medical advances
- **Research Participation:** Participate in medical research
- **Teaching:** Teach and mentor other providers
- **Professional Organizations:** Participate in professional organizations

2. Technology Best Practices

Digital Health

- **Telehealth Skills:** Develop telehealth consultation skills
- **Digital Literacy:** Maintain digital literacy

- **Data Security:** Protect patient data security
- **Technology Adoption:** Adopt new technologies appropriately
- **Efficiency:** Use technology to improve efficiency

Communication

- **Clear Communication:** Communicate clearly with patients
 - **Cultural Sensitivity:** Be culturally sensitive
 - **Language Access:** Provide language access services
 - **Health Literacy:** Consider patient health literacy
 - **Empathy:** Show empathy and compassion
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Contact Information

Provider Support

- **Email:** support@healy.ng
- **Phone:** +234-806-3055-417
- **Hours:** Monday-Friday, 8:00 AM - 8:00 PM WAT

Emergency Support

- **Medical Emergency:** Call local emergency number
 - **Platform Emergency:** +234-806-3055-417
 - **Critical Issues:** support@healy.ng
 - **24/7 Support:** Available for urgent platform issues
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This guide provides comprehensive information for healthcare providers using the Healy platform. Always consult the latest platform documentation and contact support for specific issues or questions.