

Organization Owner/Director User Guide

Healy Telemedicine Platform

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Getting Started

1. Account Setup

As an Organization Owner, you have full administrative control over your healthcare organization on the Healy platform.

Initial Login

1. **Navigate to:** <https://healy.ng/login>
2. **Enter credentials:** Email and password provided during setup
3. **Complete verification:** Email/phone verification if required

First-Time Configuration









1. **Organization Profile:** Complete your organization details
2. **Payment Setup:** Configure billing methods and subscription
3. **Provider Onboarding:** Add healthcare providers to your organization
4. **System Preferences:** Configure platform settings

2. Understanding Your Role

As Organization Owner, you have: - **Full administrative access** to all organization features - **User management** capabilities (add/remove users) - **Financial control** over subscriptions and billing - **Compliance oversight** for all organizational activities - **Provider management** and credentialing authority

Dashboard Overview

1. Main Dashboard Navigation

Healy Dashboard - [Organization Name]					
 Overview	 Users	 Billing	 Analytics		
 Providers	 Patients	 Settings	 Admin		

2. Key Dashboard Widgets

- **Organization Statistics:** Total users, appointments, revenue
- **Active Providers:** Number of currently active healthcare providers
- **Patient Overview:** Total patients and new registrations
- **Financial Summary:** Current billing cycle and payment status
- **System Health:** Platform status and any active issues

3. Quick Actions Panel

- **Add New Provider:** Onboard new healthcare providers
 - **Generate Reports:** Create analytics and compliance reports
 - **Manage Subscriptions:** View and modify organization plans
 - **System Announcements:** View important platform updates
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Organization Management

1. Organization Profile

Basic Information

- **Organization Name:** Legal business name
- **License Number:** Medical facility license
- **Contact Information:** Address, phone, email
- **Business Hours:** Operating hours for your organization
- **Specializations:** Medical services offered

Compliance Information

- **NDPR Compliance:** Data protection compliance status
- **Medical Licenses:** Upload and manage facility licenses
- **Insurance Information:** Professional liability coverage
- **Accreditation:** Medical facility accreditations

2. Location Management

Multiple Locations

1. **Add Location:** Register additional clinic/hospital locations

2. **Location Details:** Address, contact, operating hours
3. **Provider Assignment:** Assign providers to specific locations
4. **Service Availability:** Define services available at each location

3. Service Configuration

Medical Services

- **Primary Care:** General practice services
- **Specialist Care:** Medical specialties offered
- **Emergency Services:** Emergency care capabilities
- **Telemedicine:** Virtual consultation services

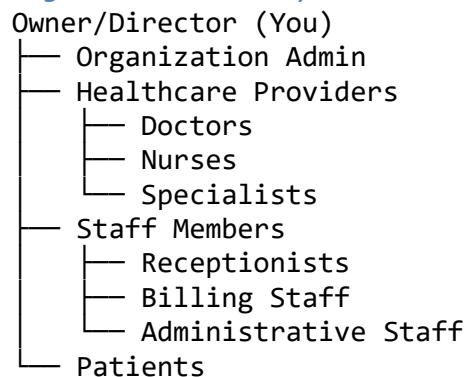
Service Settings

- **Consultation Types:** Virtual, in-person, hybrid
 - **Appointment Duration:** Default consultation lengths
 - **Pricing Structure:** Fee schedules for different services
 - **Insurance Acceptance:** Accepted insurance providers
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User Management

1. User Roles & Permissions

Organization Hierarchy



Role Permissions

- **Owner:** Full access to all features and settings
- **Admin:** User management, billing, reports (no financial changes)
- **Provider:** Patient care, consultations, medical records
- **Staff:** Appointments, billing, basic administrative tasks
- **Patient:** Personal health management, appointments

2. Adding New Users

Adding Staff Members

1. **Navigate:** Users → Add User
2. **Select Role:** Choose appropriate role (Admin, Staff)
3. **Enter Details:** Name, email, phone number
4. **Set Permissions:** Configure access levels
5. **Send Invitation:** User receives email invitation

Adding Healthcare Providers

1. **Navigate:** Providers → Add Provider
2. **Professional Details:** License, specializations, experience
3. **Verification:** Upload professional documents
4. **Schedule:** Set availability and working hours
5. **Approve:** Complete provider verification process

3. User Management Tasks

Daily Operations

- **Monitor User Activity:** Track login and usage patterns
- **Manage Access:** Approve/deny user access requests
- **Handle Issues:** Resolve user access problems
- **Update Permissions:** Modify user roles as needed

Compliance Management

- **License Tracking:** Monitor professional license expirations
 - **Training Records:** Track mandatory training completion
 - **Background Checks:** Maintain security clearance records
 - **Audit Logs:** Review user activity for compliance
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Subscription & Billing

1. Subscription Plans

Available Plans

- **Starter Plan:** Up to 5 providers
- **Growth Plan:** Up to 20 providers
- **Enterprise Plan:** Unlimited patients and providers

Plan Features

- **Patient Limits:** Maximum number of active patients
- **Provider Limits:** Maximum number of healthcare providers
- **Storage:** Medical record storage capacity

- **Support:** Priority support levels
- **API Access:** Integration capabilities

2. Billing Management

Payment Methods

1. **Credit/Debit Cards:** Visa, Mastercard, Verve
2. **Bank Transfers:** Direct bank payment
3. **Mobile Money:** Paga, OPay, other mobile wallets
4. **Invoices:** Corporate billing arrangements

Billing Operations

- **View Invoices:** Access all billing statements
- **Payment History:** Track all payment transactions
- **Upcoming Charges:** Preview future billing
- **Tax Documents:** Download tax receipts and invoices

3. Usage Monitoring

Resource Tracking

- **Patient Count:** Current vs. allowed patients
- **Provider Count:** Active vs. allowed providers
- **Storage Usage:** Medical record storage consumption
- **API Calls:** Integration usage statistics

Alerts & Notifications

- **Usage Warnings:** Alerts when approaching limits
 - **Billing Reminders:** Payment due notifications
 - **Plan Renewals:** Subscription renewal notices
 - **Overage Charges:** Notifications for additional usage
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Analytics & Reports

1. Organization Analytics

Performance Metrics

- **Patient Growth:** New patient acquisition over time
- **Provider Utilization:** Provider workload and availability
- **Revenue Tracking:** Financial performance and trends
- **Appointment Statistics:** Booking and completion rates

Operational Metrics

- **System Usage:** Platform adoption and usage patterns
- **Response Times:** Average response to patient inquiries

- **Patient Satisfaction:** Patient feedback and ratings
- **Provider Performance:** Individual and team performance

2. Financial Reports

Revenue Analysis

- **Service Revenue:** Revenue by service type
- **Provider Earnings:** Individual provider performance
- **Insurance Claims:** Insurance billing and reimbursements
- **Cost Analysis:** Operational costs and profitability

Billing Reports

- **Invoice History:** All billing transactions
- **Payment Processing:** Payment method analysis
- **Outstanding Balances:** Accounts receivable status
- **Tax Reporting:** Tax-related financial reports

3. Compliance Reports

Regulatory Compliance

- **NDPR Compliance:** Data protection compliance status
- **Medical Records:** Medical record maintenance compliance
- **Provider Licensing:** Professional license status tracking
- **Patient Privacy:** Privacy policy compliance reports

Quality Assurance

- **Care Quality:** Quality of care metrics and indicators
 - **Patient Safety:** Patient safety incidents and resolutions
 - **Clinical Outcomes:** Treatment effectiveness and outcomes
 - **Patient Complaints:** Complaint resolution and follow-up
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Settings & Configuration

1. General Settings

Organization Preferences

- **Time Zone:** Set organization time zone
- **Language:** Default language for communications
- **Currency:** Currency for billing and financial transactions
- **Date Format:** Preferred date and time display format

Communication Settings

- **Email Templates:** Customize email communications
- **SMS Templates:** Customize text message templates

- **Notification Preferences:** Configure notification types
- **Branding:** Organization logo and color scheme

2. Security Settings

Access Control

- **Password Policies:** Password complexity and expiration
- **Session Management:** Session timeout and security
- **IP Restrictions:** Allowed IP addresses for access

Data Protection

- **Encryption Settings:** Data encryption preferences
- **Backup Configuration:** Automated backup settings
- **Data Retention:** Data retention and deletion policies
- **Audit Settings:** Audit logging configuration

3. Integration Settings

Third-Party Integrations

- **EHR Systems:** Electronic health record integrations
- **Laboratory Systems:** Lab result integration
- **Pharmacy Systems:** Prescription management integration
- **Insurance Systems:** Insurance verification and billing

API Configuration

- **API Keys:** Manage API access keys
 - **Webhook URLs:** Configure webhook endpoints
 - **Rate Limiting:** API rate limiting settings
 - **Documentation:** API documentation and support
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Compliance & Security

1. Regulatory Compliance

Nigerian Healthcare Regulations

- **Medical and Dental Council:** Professional compliance requirements
- **National Health Act:** Healthcare service regulations
- **Pharmacy Council:** Medication management compliance
- **Data Protection (NDPR):** Privacy and data security compliance

International Standards

- **HIPAA Compliance:** Healthcare privacy standards
- **ISO 27001:** Information security management
- **HL7 Standards:** Health data exchange standards

- **GDPR Considerations:** International data protection

2. Security Management

Data Security

- **Encryption:** End-to-end encryption for all data
- **Access Controls:** Role-based access control
- **Audit Trails:** Complete audit logging
- **Security Monitoring:** Real-time security monitoring

Incident Response

- **Security Incidents:** Procedures for security breaches
- **Data Breach Notification:** Legal notification requirements
- **Incident Reporting:** Internal incident reporting procedures
- **Recovery Procedures:** Data recovery and business continuity

3. Quality Assurance

Clinical Quality

- **Care Standards:** Evidence-based care protocols
- **Peer Review:** Regular peer review processes
- **Continuous Improvement:** Quality improvement initiatives
- **Patient Safety:** Patient safety protocols and procedures

Service Quality

- **Performance Monitoring:** Regular performance assessments
 - **User Feedback:** Patient and provider feedback collection
 - **Service Standards:** Service quality benchmarks
 - **Training Programs:** Staff training and development
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Troubleshooting & Support

1. Common Issues

User Access Problems

- **Login Issues:** Password reset and account recovery
- **Permission Errors:** Role and permission troubleshooting
- **Account Lockouts:** Security lockout resolution
- **2FA Problems:** Two-factor authentication issues

Technical Issues

- **System Performance:** Slow loading and performance problems
- **Integration Errors:** Third-party system integration issues
- **Data Synchronization:** Data sync problems and solutions

- **Mobile App Issues:** Mobile application troubleshooting

2. Support Resources

Help Documentation

- **User Manuals:** Detailed user guides and documentation
- **Video Tutorials:** Step-by-step video guides
- **FAQ Section:** Frequently asked questions and answers
- **Knowledge Base:** Comprehensive knowledge base articles

Contact Support

- **Email Support:** support@healy.ng
- **Phone Support:** +234-806-3055-417
- **Priority Support:** Enterprise priority support (Enterprise plans)

3. Best Practices

Daily Operations

- **Regular Monitoring:** Daily system and user activity monitoring
- **Backup Procedures:** Regular data backup verification
- **Security Checks:** Regular security audits and assessments
- **Performance Reviews:** Regular performance and quality reviews

Continuous Improvement

- **User Feedback:** Regular collection and analysis of user feedback
- **System Updates:** Keep system updated with latest features
- **Training Programs:** Ongoing staff training and development
- **Process Optimization:** Continuous process improvement initiatives

Emergency Procedures

1. System Emergencies

Downtime Procedures

- **Patient Communication:** Emergency patient notification procedures
- **Alternative Care:** Alternative care arrangement procedures
- **Data Recovery:** Emergency data recovery procedures
- **Communication Plan:** Internal and external communication procedures

Security Emergencies

- **Data Breach Response:** Immediate response to data breaches
- **Security Incident Reporting:** Security incident reporting procedures
- **User Notification:** User notification procedures for security issues
- **Regulatory Notification:** Regulatory body notification procedures

2. Medical Emergencies

Emergency Care Coordination

- **Emergency Contacts:** Emergency contact information and procedures
 - **Referral Network:** Emergency referral network and procedures
 - **Emergency Protocols:** Emergency medical care protocols
 - **Communication Procedures:** Emergency communication procedures
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Contact Information

Primary Support

- **Email:** support@healy.ng
- **Phone:** +234-806-3055-417
- **Address:** Dakwo district Abuja
- **Hours:** Monday-Friday, 8:00 AM - 6:00 PM WAT

Emergency Support

- **Emergency Hotline:** +234-806-3055-417
- **Critical Issues:** support@healy.ng
- **24/7 Support:** Available for Enterprise plan customers

Regulatory & Compliance

- **Compliance Officer:** support@healy.ng
 - **Data Protection:** support@healy.ng
 - **Medical Director:** support@healy.ng
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This guide is comprehensive but not exhaustive. Always consult the latest platform documentation and contact support for specific issues or questions.

For the most up-to-date information, visit our help center at healy.ng or contact our support team.