

Patient User Guide

Healy Telemedicine Platform

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Table of Contents

1. Getting Started
 2. Dashboard Overview
 3. Profile Management
 4. Booking Appointments
 5. Virtual Consultations
 6. Medical Records
 7. Prescriptions & Medications
 8. AI Triage & Symptom Checker
 9. Health Monitoring
 10. Payments & Insurance
 11. Family Management
 12. Emergency Care
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Getting Started

Account Registration

Creating your Healy patient account is simple and secure.

Registration Steps

1. **Get Invite Or Visit Organization Web Link:** Get the Healy Organization url(org.healy.ng)
 2. **Sign Up:** Click “Create Account” and enter your email and set a strong, secure password
 3. **Verify Email:** Check your email for verification link
 4. **Login:** Enter your provided email and password
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Dashboard Overview

1. Dashboard Widgets

- **Upcoming Appointments:** Your next scheduled consultations
- **Health Summary:** Quick overview of your health status
- **Medication Reminders:** Current medications and refill reminders
- **Messages:** Unread messages from healthcare providers

- **Quick Actions:** Book appointment, AI triage, refill prescriptions
- **Health Tips:** Personalized health recommendations

2. Quick Actions Menu

- **Book Appointment:** Schedule new consultation
 - **AI Symptom Check:** Get AI-powered symptom assessment
 - **Refill Prescription:** Request prescription refills
 - **View Test Results:** Check recent lab results
 - **Update Health Info:** Update your health information
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Profile Management

Medical History

- **Current Conditions:** Ongoing health conditions
- **Past Conditions:** Previous health issues
- **Surgeries:** Past surgical procedures
- **Hospitalizations:** Previous hospital stays
- **Family History:** Health conditions that run in your family

Medications & Allergies

- **Current Medications:** All medications you currently take
 - **Medication Allergies:** Allergic reactions to medications
 - **Food Allergies:** Food allergies and intolerances
 - **Environmental Allergies:** Environmental allergens
 - **Other Allergies:** Any other known allergies
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Booking Appointments

1. Scheduling Appointments

Appointment Types

- **Virtual Consultation:** Virtual visit with a provider
- **In-person Visit:** Visit in person to the provider

Booking Process

1. **Schedule Appointment:** Schedule your preferred appointment
 2. **Pick Date/Time:** Choose from available appointment slots
 3. **Provide Reason:** Briefly describe why you need the appointment
 4. **Confirm Booking:** Review and confirm your appointment details
 5. **Provider selections:** The clinic will select a provider for your appointment
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Virtual Consultations

1. Preparing for Virtual Visits

Technical Requirements

- **Device:** Smartphone, tablet, or computer with camera
- **Internet:** Stable internet connection (WiFi recommended)
- **Browser:** Updated web browser (Chrome, Firefox, Safari)
- **Camera/Microphone:** Working camera and microphone
- **Private Space:** Quiet, private location for consultation

Testing Your Setup

1. **Device Check:** Ensure your device is working properly
2. **Internet Speed:** Test your internet connection speed
3. **Audio/Video:** Test camera and microphone functionality
4. **App Update:** Ensure Healy app is updated to latest version
5. **Battery:** Charge your device or have charger ready

2. During the Consultation

Virtual Consultation Etiquette

- **Be On Time:** Join the consultation 5 minutes early
- **Dress Appropriately:** Wear appropriate clothing
- **Good Lighting:** Ensure good lighting for video quality
- **Minimize Distractions:** Find a quiet, private space
- **Speak Clearly:** Speak clearly and close to your device

Consultation Process

1. **Join Call:** Click the consultation link at appointment time
2. **Verify Identity:** Confirm your identity with the provider
3. **Discuss Symptoms:** Describe your health concerns
4. **Answer Questions:** Answer provider's questions thoroughly
5. **Follow Instructions:** Follow provider's examination instructions
6. **Ask Questions:** Ask any questions you have about your health
7. **Understand Plan:** Make sure you understand the treatment plan

3. After the Consultation

Follow-Up Actions

- **Review Notes:** Read the consultation summary notes
- **Follow Instructions:** Follow the provider's recommendations
- **Fill Prescriptions:** Order any prescribed medications
- **Schedule Tests:** Book any recommended tests or imaging

Consultation Records

- **Access Notes:** View detailed consultation notes
 - **Download Summary:** Download consultation summary
 - **Share Records:** Share records with other providers if needed
 - **Track Progress:** Monitor your health progress over time
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Medical Records

1. Accessing Your Health Information

Medical Records Dashboard

- **Consultation History:** All your past consultations
- **Diagnoses:** List of medical diagnoses you've received
- **Medications:** Current and past medications
- **Allergies:** Your documented allergies
- **Test Results:** Laboratory and imaging test results
- **Vaccinations:** Your vaccination records

Viewing Specific Records

- **Consultation Notes:** Detailed notes from each consultation
- **Lab Results:** Blood tests, urine tests, and other lab work
- **Imaging Reports:** X-rays, MRIs, CT scans, and other imaging
- **Prescription History:** All prescriptions you've received
- **Vital Signs:** Blood pressure, heart rate, temperature readings

2. Managing Your Records

Updating Information

- **Personal Details:** Update your contact information
- **Health History:** Add new health conditions or updates
- **Medications:** Add or update current medications
- **Allergies:** Update your allergy information
- **Lifestyle:** Update your lifestyle and health habits

Sharing Records

- **With Providers:** Share records with healthcare providers
- **With Family:** Share records with family members (with consent)
- **With Other Apps:** Connect with other health apps
- **Emergency Access:** Set up emergency access for specific situations

3. Health Data Privacy

Privacy Controls

- **Access Permissions:** Control who can see your information
- **Audit Trail:** See who has accessed your records
- **Data Encryption:** Your data is encrypted and secure
- **Consent Management:** Manage consent for data sharing
- **Delete Requests:** Request deletion of your data

Security Features

- **Session Timeout:** Automatic logout for security
 - **Secure Messaging:** Encrypted communication with providers
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Prescriptions & Medications

1. Managing Prescriptions

Receiving Prescriptions

- **Digital Prescriptions:** Receive prescriptions directly in the app
- **Prescription Details:** View medication name, dosage, and instructions
- **Pharmacy Selection:** Choose your preferred pharmacy
- **Insurance Check:** Check if your insurance covers the medication
- **Price Comparison:** Compare prices at different pharmacies

Prescription Actions

- **Accept Prescription:** Accept or decline prescribed medications
- **Request Refill:** Request refills for ongoing medications
- **Transfer Pharmacy:** Transfer prescriptions to different pharmacies
- **Set Reminders:** Set medication reminders and alerts
- **Track Adherence:** Track your medication adherence

2. Medication Management

Medication List

- **Current Medications:** All medications you're currently taking
- **Medication Details:** Dosage, frequency, and purpose
- **Side Effects:** Document any side effects you experience
- **Interactions:** Check for potential drug interactions
- **Cost Information:** Track medication costs and insurance coverage

Medication Reminders

- **Daily Reminders:** Set up daily medication reminders
- **Refill Reminders:** Get notified when prescriptions need refilling

- **Doctor Appointment Reminders:** Reminders for medication reviews
- **Adherence Tracking:** Track if you're taking medications as prescribed

3. Pharmacy Services

Pharmacy Integration

- **Partner Pharmacies:** Access to network of partner pharmacies
- **Home Delivery:** Get medications delivered to your home
- **Price Comparison:** Compare prices across different pharmacies
- **Insurance Processing:** Automatic insurance claim processing
- **24/7 Service:** Access to pharmacy services 24/7

Prescription Fulfillment

- **Electronic Transfer:** Send prescriptions electronically to pharmacies
 - **Pickup Options:** Choose pickup or delivery options
 - **Status Tracking:** Track prescription fulfillment status
 - **Payment Processing:** Pay for prescriptions through the app
 - **Receipt Management:** Manage prescription receipts and documentation
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AI Triage & Symptom Checker

1. Using AI Triage

Symptom Assessment

1. **Describe Symptoms:** Enter your symptoms and how long you've had them
2. **Answer Questions:** Answer AI questions about your symptoms
3. **Provide Context:** Give additional context about your health
4. **Get Assessment:** Receive AI-powered urgency assessment
5. **Recommendations:** Get care recommendations and next steps

AI Analysis Features

- **Symptom Analysis:** Comprehensive analysis of your symptoms
- **Urgency Classification:** Critical, urgent, moderate, or low priority
- **Possible Causes:** Potential causes for your symptoms
- **Care Recommendations:** Recommended level of care
- **Red Flag Detection:** Identifies symptoms requiring immediate attention

2. Understanding AI Recommendations

Urgency Levels

- **Critical:** Seek immediate emergency care
- **Urgent:** See a provider within 24 hours
- **Moderate:** See a provider within 3-7 days

- **Low:** Self-care or routine checkup
- **Routine:** No immediate action needed

Next Steps

- **Emergency Care:** Go to emergency room or call emergency services
- **Urgent Care:** Book urgent appointment or visit urgent care clinic
- **Primary Care:** Schedule appointment with primary care provider
- **Specialist Care:** Book appointment with specialist
- **Self-Care:** Follow self-care recommendations and monitor

3. AI Safety Features

Medical Disclaimer

- **Not a Diagnosis:** AI provides assessment, not medical diagnosis
- **Provider Review:** All AI recommendations reviewed by healthcare providers
- **Emergency Override:** AI will direct to emergency care when needed
- **Human Oversight:** Always option to speak with human provider
- **Continuous Learning:** AI improves with use and feedback

Limitations

- **Not for Emergencies:** AI is not for life-threatening emergencies
 - **Complementary Tool:** AI complements, doesn't replace medical care
 - **Accuracy:** AI accuracy depends on information provided
 - **Professional Judgment:** Final decisions made by healthcare providers
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Health Monitoring

1. Vital Signs Tracking

Manual Entry

- **Blood Pressure:** Enter your blood pressure readings
- **Heart Rate:** Track your pulse and heart rate
- **Temperature:** Record body temperature
- **Weight:** Track your weight over time
- **Blood Sugar:** Monitor blood glucose levels (if diabetic)

Connected Devices

- **Smart Blood Pressure Monitors:** Automatic blood pressure tracking
- **Fitness Trackers:** Heart rate and activity monitoring
- **Smart Scales:** Weight and body composition tracking
- **Glucose Monitors:** Continuous glucose monitoring
- **Thermometers:** Digital temperature monitoring

2. Health Metrics Dashboard

Trends and Patterns

- **Historical Data:** View your health data over time
- **Trend Analysis:** See trends in your vital signs
- **Goal Setting:** Set health goals and track progress
- **Alerts:** Get alerts for abnormal readings
- **Reports:** Generate health reports for your providers

Health Insights

- **Personalized Insights:** AI-powered health insights
- **Risk Assessment:** Assess health risks based on your data
- **Recommendations:** Get personalized health recommendations
- **Progress Tracking:** Track progress toward health goals
- **Comparative Analysis:** Compare your data to healthy ranges

3. Chronic Disease Management

Condition-Specific Monitoring

- **Diabetes:** Blood sugar, diet, and medication tracking
- **Hypertension:** Blood pressure and lifestyle monitoring
- **Heart Disease:** Heart rate, activity, and symptom tracking
- **Asthma:** Peak flow, symptoms, and trigger tracking
- **Arthritis:** Pain levels, activity, and treatment tracking

Care Coordination

- **Provider Updates:** Share monitoring data with your providers
 - **Care Plan Tracking:** Follow your personalized care plan
 - **Medication Adherence:** Track medication compliance
 - **Lifestyle Management:** Monitor diet, exercise, and sleep
 - **Symptom Tracking:** Track symptoms and flare-ups
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Payments & Insurance

1. Consultation Fees

Fee Structure

- **Provider Fees:** Different providers have different consultation fees
- **Consultation Type:** Fees vary by consultation type and duration
- **Urgency Premium:** Additional fees for urgent consultations
- **Specialist Fees:** Higher fees for specialist consultations
- **Second Opinion Fees:** Fees for second opinion consultations

Payment Methods

- **Credit/Debit Cards:** Visa, Mastercard, Verve, and other cards
- **Mobile Money:** Paga, OPay, and other mobile money services
- **Bank Transfer:** Direct bank transfer options
- **Digital Wallets:** Various digital wallet payment options
- **Installment Plans:** Payment plans for expensive treatments

2. Insurance Integration

Insurance Management

- **Add Insurance:** Add your insurance information to your profile
- **Coverage Check:** Check if consultations are covered
- **Pre-authorization:** Get pre-authorization for treatments
- **Claims Processing:** Automatic insurance claim processing
- **Co-payment:** Manage co-payments and deductibles

Insurance Benefits

- **Reduced Costs:** Lower consultation fees with insurance
- **Direct Billing:** Direct billing to insurance companies
- **Coverage Verification:** Real-time coverage verification
- **Claim Tracking:** Track insurance claim status
- **Explanation of Benefits:** Understand your insurance benefits

3. Billing and Receipts

Payment History

- **Transaction History:** View all your payment transactions
- **Consultation Fees:** Detailed breakdown of consultation costs
- **Medication Costs:** Track prescription medication costs
- **Test Costs:** Laboratory and imaging test costs
- **Insurance Payments:** Insurance payments and reimbursements

Receipt Management

- **Digital Receipts:** Receive digital receipts for all payments
 - **Tax Documents:** Download documents for tax purposes
 - **Insurance Claims:** Generate documents for insurance claims
 - **Expense Tracking:** Track your healthcare expenses
 - **Budget Planning:** Plan your healthcare budget
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Family Management

1. Family Account Setup

Adding Family Members

- **Dependents:** Add children and other dependents
- **Elderly Parents:** Add elderly parents for care management
- **Spouse/Partner:** Add spouse or partner to family account
- **Care Recipients:** Add people you care for
- **Permissions:** Set appropriate access permissions

Family Profiles

- **Individual Profiles:** Separate health profiles for each family member
- **Medical History:** Individual medical histories and conditions
- **Medications:** Track medications for each family member
- **Appointments:** Manage appointments for family members
- **Emergency Contacts:** Set emergency contacts for each member

2. Care Coordination

Appointment Management

- **Schedule for Others:** Book appointments for family members
- **Attend Virtually:** Join appointments for family members
- **Care Coordination:** Coordinate care between multiple providers
- **Follow-up Management:** Manage follow-up care for family
- **Emergency Planning:** Plan for emergency situations

Health Monitoring

- **Vital Signs:** Track vital signs for family members
- **Medication Adherence:** Monitor medication compliance
- **Symptom Tracking:** Track symptoms and health changes
- **Care Plans:** Follow individualized care plans
- **Progress Reports:** Generate progress reports for providers

3. Permissions and Privacy

Access Controls

- **View Only:** View health information without ability to change
- **Full Access:** Complete access to manage health information
- **Limited Access:** Restricted access to specific information
- **Emergency Access:** Emergency access permissions
- **Temporary Access:** Time-limited access permissions

Privacy Settings

- **Individual Privacy:** Separate privacy settings for each family member
 - **Data Sharing:** Control data sharing between family members
 - **Provider Access:** Manage which providers can access information
 - **Emergency Sharing:** Set up emergency information sharing
 - **Age-Appropriate Access:** Age-appropriate privacy settings
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Emergency Care

1. Emergency Situations

When to Seek Emergency Care

- **Chest Pain:** Severe chest pain or pressure
- **Breathing Difficulty:** Severe shortness of breath
- **Loss of Consciousness:** Fainting or loss of consciousness
- **Severe Bleeding:** Uncontrolled or severe bleeding
- **Head Injury:** Serious head injury or trauma
- **Stroke Symptoms:** Sudden weakness, confusion, or speech problems

Emergency Features in App

- **Emergency Button:** One-click emergency contact
- **Emergency Services:** Direct connection to emergency services
- **Emergency Contacts:** Quick access to emergency contacts
- **Location Sharing:** Share location with emergency services
- **Medical Information:** Access to critical medical information

2. Urgent Care

Urgent but Not Emergency

- **High Fever:** Very high fever with other symptoms
- **Severe Pain:** Severe pain that's not life-threatening
- **Minor Injuries:** Cuts, sprains, or minor fractures
- **Infections:** Possible infections needing immediate attention
- **Asthma Attacks:** Moderate asthma attacks

Urgent Care Options

- **Urgent Appointments:** Book urgent same-day appointments
- **Urgent Care Centers:** Find nearby urgent care centers
- **Emergency Departments:** Hospital emergency departments
- **24-Hour Clinics:** 24-hour medical clinics
- **Telemedicine Urgent Care:** Urgent virtual consultations

3. Emergency Preparedness

Medical Information

- **Emergency Profile:** Complete emergency medical profile
- **Allergies:** List of all allergies and reactions
- **Medications:** Current medications and dosages
- **Medical Conditions:** Current medical conditions
- **Emergency Contacts:** Emergency contact information

Emergency Planning

- **Emergency Plan:** Personal emergency action plan
 - **Hospital Preferences:** Preferred hospitals for emergencies
 - **Insurance Information:** Emergency insurance information
 - **Advance Directives:** Medical power of attorney or advance directives
 - **Emergency Kit:** Prepare emergency medical kit
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Mobile App Features

1. On-the-Go Healthcare

Mobile-Specific Features

- **Push Notifications:** Real-time notifications for appointments and messages
- **Offline Access:** Access critical information without internet
- **Biometric Login:** Secure login with fingerprint or face recognition
- **Voice Commands:** Voice commands for hands-free operation
- **Location Services:** Location-based services for emergencies

App Navigation

- **Bottom Navigation:** Easy access to main features
- **Quick Actions:** Quick access to common tasks
- **Search Function:** Easy search for providers, appointments, and information
- **Favorites:** Save frequently used features and providers
- **Recent Activity:** Quick access to recent appointments and messages

2. Health Tracking

Wearable Integration

- **Fitness Trackers:** Connect with Fitbit, Apple Watch, etc.
- **Health Apps:** Integration with Apple Health and Google Fit
- **Smart Scales:** Connect with smart weight scales
- **Blood Pressure Monitors:** Connect with smart BP monitors
- **Glucose Monitors:** Connect with glucose monitoring devices

Health Insights

- **Daily Summary:** Daily health summary and insights
- **Weekly Reports:** Weekly health progress reports
- **Monthly Trends:** Monthly health trend analysis
- **Health Goals:** Set and track health goals
- **Achievement Badges:** Earn badges for health achievements

3. Communication Features

Messaging

- **Secure Messaging:** Encrypted messaging with providers
- **Voice Messages:** Send and receive voice messages
- **Video Messages:** Send and receive video messages
- **File Sharing:** Securely share medical documents
- **Group Messaging:** Group messaging with care team

Video Consultations

- **HD Video:** High-quality video consultations
 - **Screen Sharing:** Share screens for education
 - **Virtual Backgrounds:** Professional virtual backgrounds
 - **Recording:** Record consultations (with consent)
 - **Multi-Participant:** Multiple participants in consultations
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Troubleshooting & Support

1. Common Issues

Technical Problems

- **Login Issues:** Can't log into your account
- **App Crashes:** App keeps crashing or freezing
- **Video Problems:** Video consultation not working
- **Payment Issues:** Problems with payments or billing
- **Sync Issues:** Information not syncing properly

Solutions

- **Restart App:** Close and reopen the app
- **Check Internet:** Verify your internet connection
- **Update App:** Ensure you have the latest version
- **Clear Cache:** Clear app cache and data
- **Contact Support:** Reach out to customer support

2. Getting Help

Support Channels

- **In-App Help:** Built-in help and FAQ section
- **Email Support:** support@healy.ng
- **Phone Support:** +234-806-3055-417
- **Community Forum:** Connect with other users

Self-Service Options

- **FAQ Section:** Frequently asked questions
- **Video Tutorials:** Step-by-step video guides
- **Help Articles:** Detailed help articles
- **Troubleshooting Guides:** Step-by-step troubleshooting
- **User Guides:** Comprehensive user guides

3. Feedback and Suggestions

Providing Feedback

- **App Feedback:** In-app feedback and rating system
- **Feature Requests:** Suggest new features and improvements
- **Bug Reports:** Report bugs and technical issues
- **User Experience:** Share your user experience
- **Ideas:** Share ideas for platform improvements

Community Involvement

- **User Community:** Join the Healy user community
- **Beta Testing:** Participate in beta testing new features
- **Surveys:** Participate in user surveys
- **Focus Groups:** Join focus groups for new features
- **Advocacy:** Become a Healy platform advocate

Health and Wellness Tips

1. Preventive Care

Regular Check-ups

- **Annual Physical:** Schedule annual physical examinations
- **Screening Tests:** Get recommended screening tests
- **Vaccinations:** Stay up-to-date with vaccinations
- **Dental Care:** Regular dental check-ups and cleanings
- **Eye Care:** Regular eye examinations

Healthy Lifestyle

- **Balanced Diet:** Eat a balanced and nutritious diet
- **Regular Exercise:** Get regular physical activity
- **Adequate Sleep:** Get 7-9 hours of quality sleep
- **Stress Management:** Practice stress reduction techniques
- **Hydration:** Drink plenty of water throughout the day

2. Mental Health

Mental Wellness

- **Stress Reduction:** Practice stress management techniques
- **Mindfulness:** Practice mindfulness and meditation
- **Social Connection:** Maintain social connections
- **Hobbies:** Engage in enjoyable activities and hobbies
- **Professional Help:** Seek professional help when needed

Mental Health Resources

- **Counseling Services:** Access to mental health counseling
- **Support Groups:** Join mental health support groups
- **Crisis Hotline:** 24/7 crisis support hotline
- **Self-Help Resources:** Self-help books and resources
- **Meditation Apps:** Guided meditation and relaxation apps

3. Chronic Disease Management

Living with Chronic Conditions

- **Medication Adherence:** Take medications as prescribed
- **Regular Monitoring:** Regularly monitor your condition
- **Lifestyle Modifications:** Make necessary lifestyle changes
- **Support Systems:** Build strong support systems
- **Education:** Learn about your condition

Disease-Specific Tips

- **Diabetes:** Monitor blood sugar, maintain healthy diet, exercise regularly
- **Hypertension:** Monitor blood pressure, reduce sodium, exercise
- **Heart Disease:** Follow heart-healthy diet, exercise, take medications
- **Asthma:** Avoid triggers, use inhalers as prescribed, have action plan
- **Arthritis:** Exercise gently, maintain healthy weight, manage pain

Contact Information

Patient Support

- **Email:** support@healy.ng

- **Phone:** +234-806-3055-417
- **Hours:** Monday-Sunday, 7:00 AM - 10:00 PM WAT

Emergency Support

- **Medical Emergency:** Call your local emergency number (112 or 999)
- **Platform Emergency:** +234-806-3055-417
- **Crisis Hotline:** Available 24/7 for mental health crises
- **Urgent Care:** Find urgent care options in the app

Additional Resources

- **Website:** www.healy.ng
- **Help Center:** healy.ng
- **Social Media:** Facebook, Twitter, Instagram @healyng
- **Newsletter:** Subscribe to health and wellness newsletter

This guide is designed to help you make the most of the Healy telemedicine platform. Your health and privacy are our top priorities.

For the most up-to-date information and features, visit our app store pages or website regularly. Thank you for choosing Healy for your healthcare needs!