

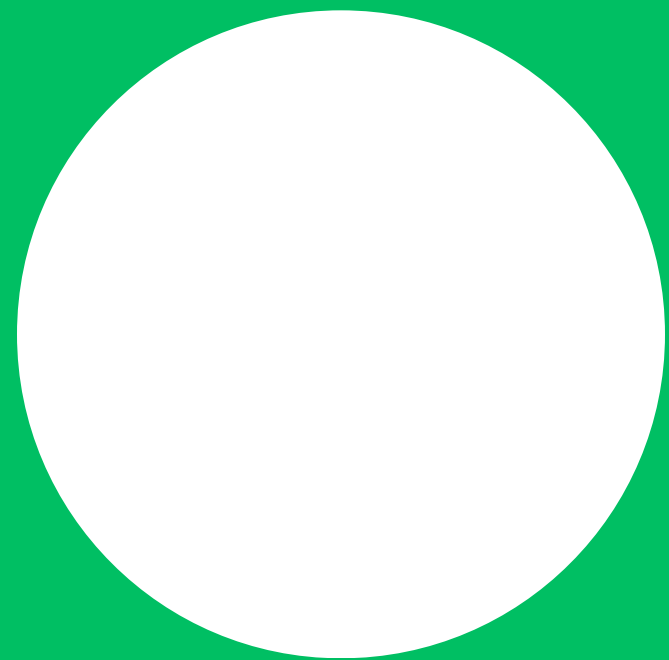
# Healy Guidelines

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VERSION 1.0 | LAST UPDATED: APRIL 14, 2026

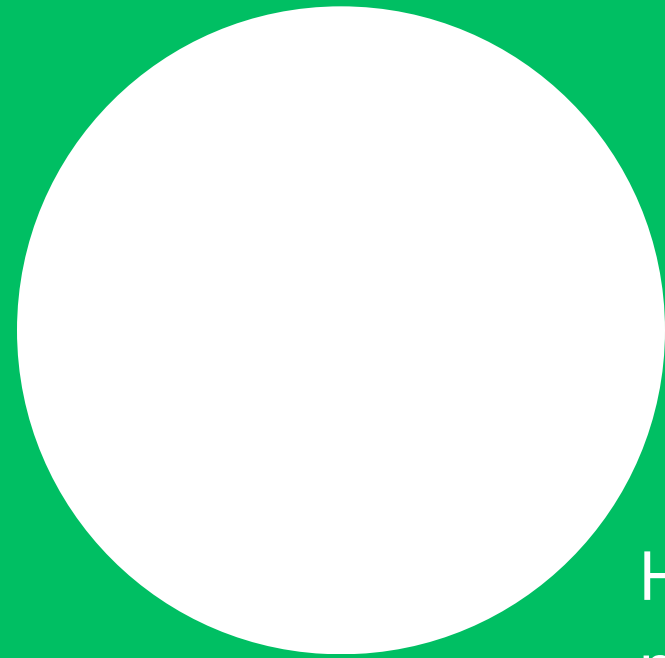
[WWW.HEALY.NG](http://WWW.HEALY.NG)

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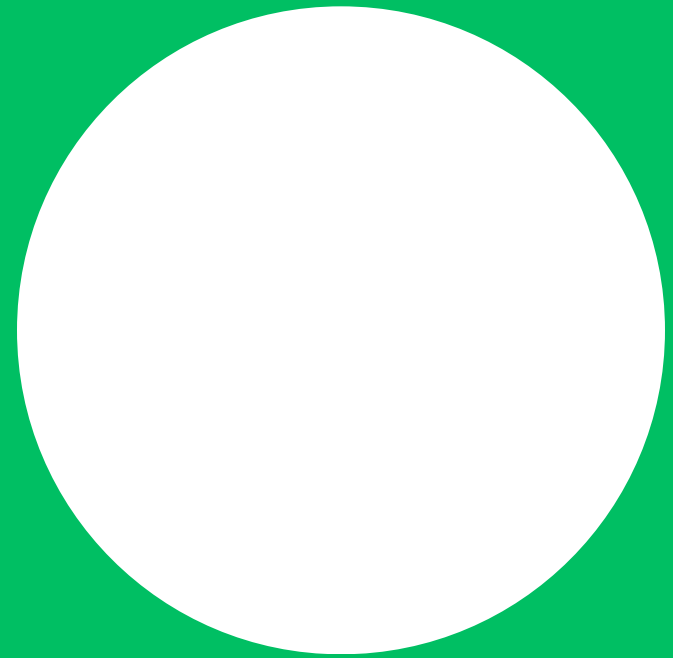


# Executive Overview

Healy is a comprehensive telemedicine platform designed to streamline healthcare delivery across three primary stakeholder groups: Organization Owners/Directors, Healthcare Providers, and Patients. This guideline provides detailed instructions for all user types to effectively utilize the platform's features.

## Platform Capabilities

- Virtual & In-Person Consultations - Both video and physical healthcare delivery
- Electronic Medical Records - Secure, comprehensive patient data management
- Appointment Management - Seamless scheduling and coordination
- AI-Powered Triage - Intelligent symptom assessment and care routing
- Remote Patient Monitoring - Connected device integration for chronic disease management
- Electronic Prescriptions - Automated pharmacy integration
- Integrated Billing - Multi-method payment processing with insurance integration
- Compliance Management - NDPR and regulatory compliance tracking
- Analytics & Reporting - Comprehensive performance and financial analytics



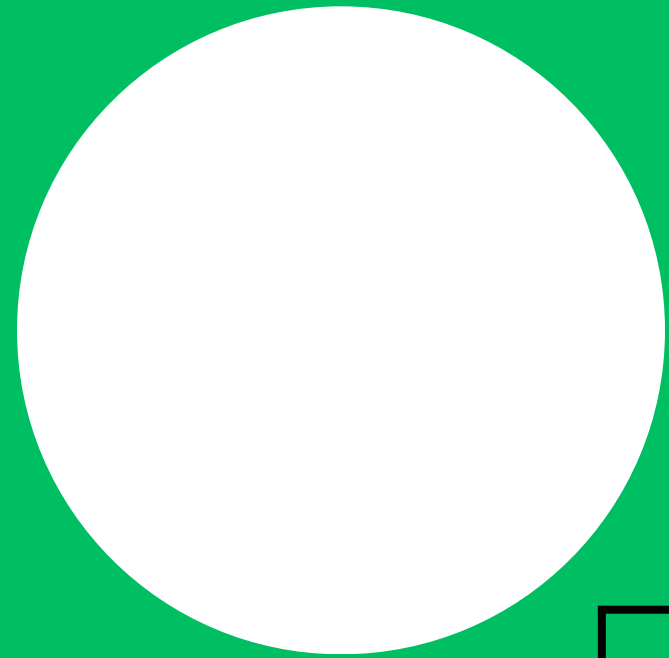
# Registration

## For Institutions

- Navigate to <https://healy.ng>
- Enter credentials - Name, Phone, Email and password
- Complete verification - Email/phone verification if required
- Setup your organization and add providers(Doctors, Specialist)

## For Patients

- Navigate to <https://cilinic.healy.ng> (choosing registered clinic)
- Enter credentials - Name, Phone, Email and password
- Complete verification - Email/phone verification if required
- Start scheduling appointment based on the selected clinic package



# Roles & Permissions

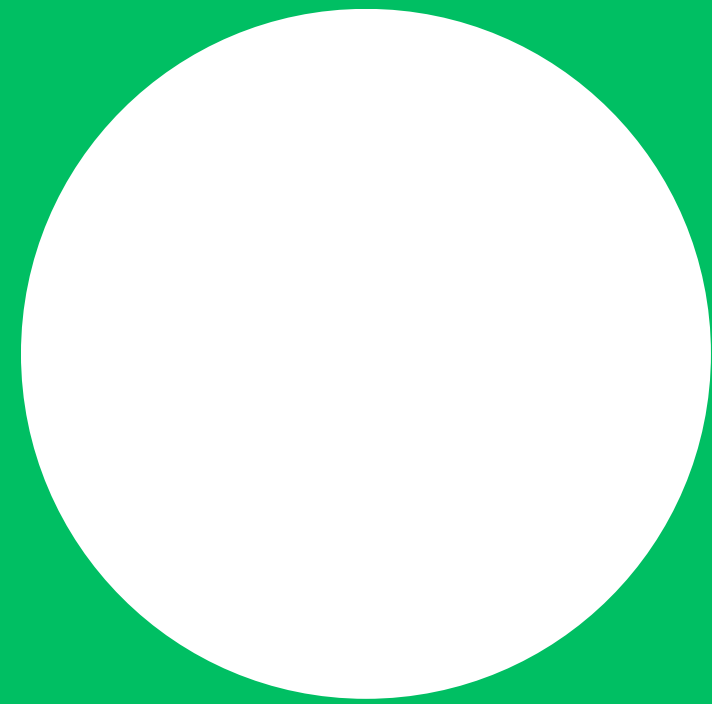
ORGANIZATION OWNER/DIRECTOR (Full Administrative)

Organization Admin (User management, billing, reports)

Healthcare Providers (Patient care, consultations)

Staff Members (Appointments, billing, administration)

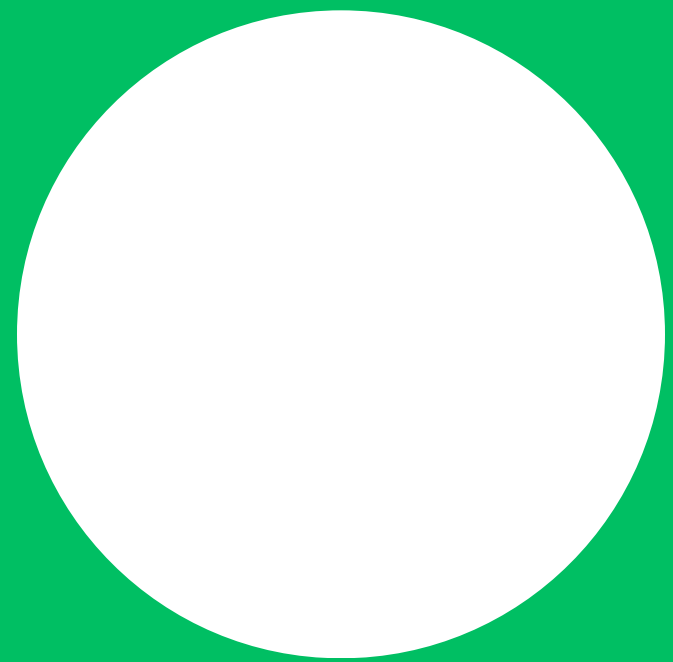
Patients (Personal health management)



# Account management

- Set regular working hours
- Define weekend availability (optional)
- Set emergency consultation availability
- Schedule vacation time and unavailability
- Configure holiday schedules
- Manage consultation types offered

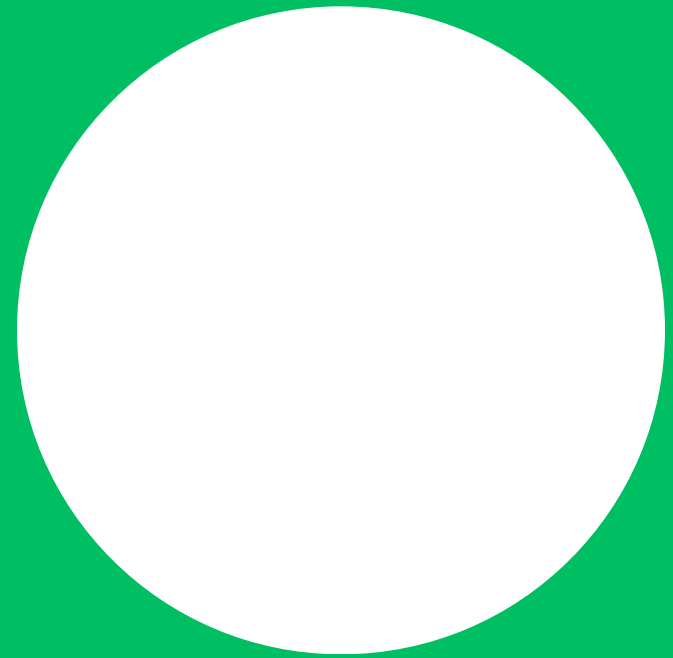
- Medical History - Current and past conditions
- Surgical History - Previous procedures
- Family History - Genetic and hereditary conditions
- Current Medications - All active medications and dosages
- Medication Allergies - Known adverse reactions
- Food & Environmental Allergies - All known allergies
- Lifestyle Information - Exercise, diet, smoking, alcohol, sleep patterns



# Appointment Management

For  
Organization  
Owners

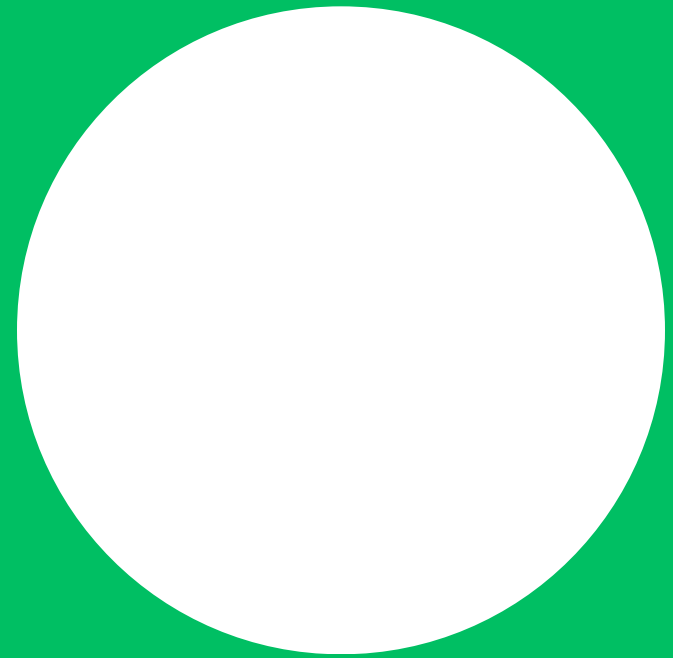
- Add new staff members and providers
- Configure role-based permissions
- Monitor user activity and access
- Handle access requests and issues
- Update user permissions as needed
- Track professional license expirations
- Maintain training records
- Monitor background check status
- Review audit logs for compliance



# Appointment Management

For  
Healthcare  
Providers

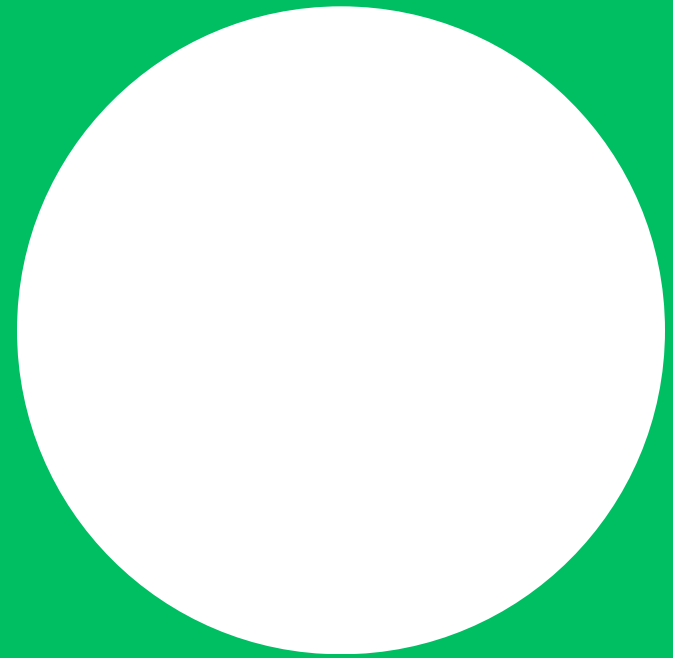
- Review patient history, past consultations, lab results, medications, and allergies
- Prepare consultation questions and ensure equipment readiness (if virtual)
- Track appointment status (Scheduled, In Progress, Completed, Cancelled, No Show, Rescheduled)
- Conduct and manage the consultation session
- Complete detailed consultation notes
- Issue prescriptions and provide patient education
- Make referrals and schedule follow-up appointments
- Process billing and consultation fees



# Appointment Management

For  
Patients

- Schedule Appointment with (Consultation type, Date % time, and Reason)
- Update health information
- Prepare list of questions
- Gather relevant medical documents
- Test internet connection and device
- Choose private, quiet space for virtual visit



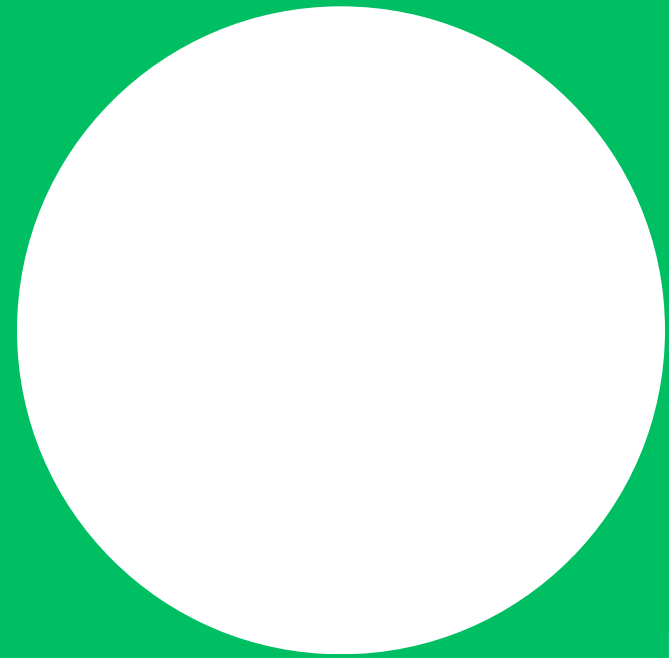
## Virtual Consultations Setup

# Clinical Features

- Technical Requirements: - Camera, microphone, and speakers - Stable internet connection (recommended: 5+ Mbps) - Updated web browser or Healy app - Professional consultation environment - Backup communication method
- Technical Testing Checklist: - Device functioning properly - Internet speed adequate - Camera and microphone working - Healy app updated to latest version - Device battery charged
- Virtual Consultation Best Practices: - Maintain professional appearance - Ensure good lighting and eye contact - Minimize distractions - Speak clearly and use simple language - Handle technical issues professionally - Document thoroughly - Verify patient identity before starting
- Patient During Consultation: - Join 5 minutes early - Mute notifications - Close unnecessary applications - Provide clear descriptions of symptoms - Ask questions about your condition - Take notes on recommendations

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# Clinical Features

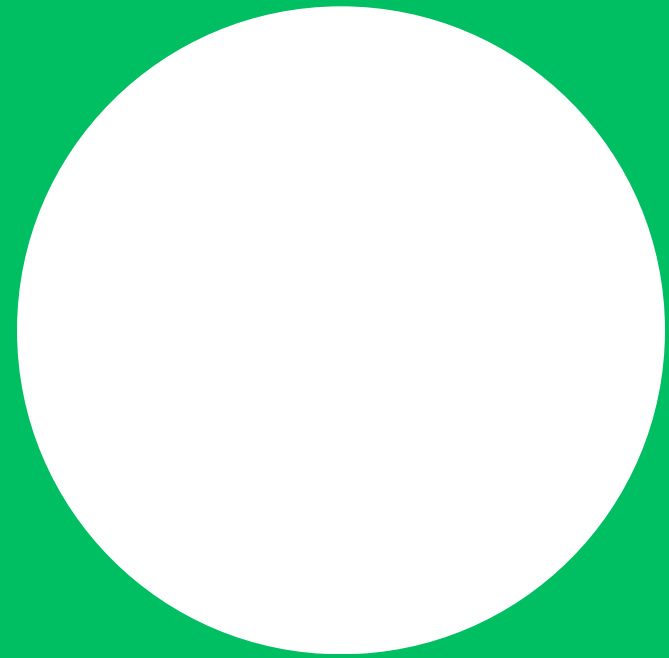


## PHYSICAL EXAMINATION PROTOCOL

### In-Person Consultations

## CLINICAL PROCEDURES

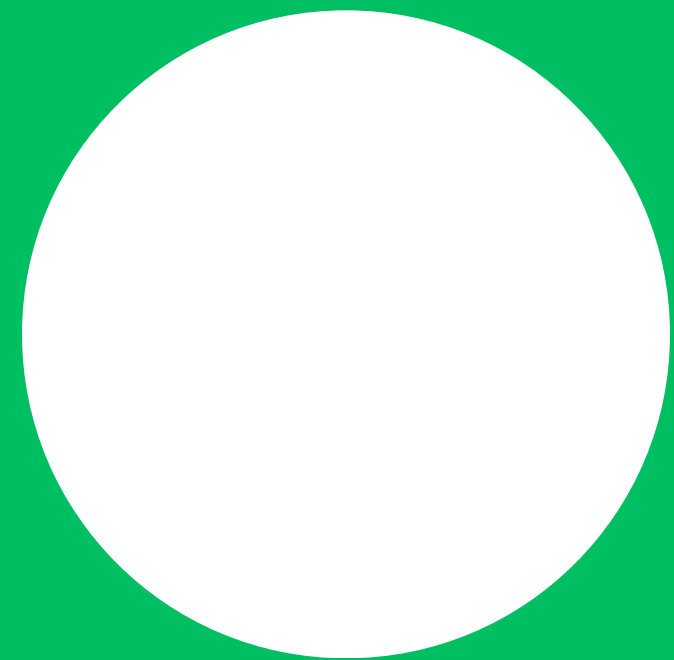
- Follow standard examination procedures
- Maintain proper infection control
- Use examination equipment correctly
- Ensure patient comfort
- Maintain safety protocols
- Document findings thoroughly
  
- Minor medical procedures
- Sample collection (blood, urine, etc.)
- Vaccinations and immunizations
- Wound care and dressing changes
- Health screenings
- Vital sign measurement



# Medical Records

**Components:** - Chief Complaint - Primary reason for visit - History of Present Illness - Detailed symptom progression - Past Medical History - Previous medical conditions - Surgical History - Previous surgical procedures - Medication History - Current and previous medications - Allergy History - Drug, food, and environmental allergies - Family

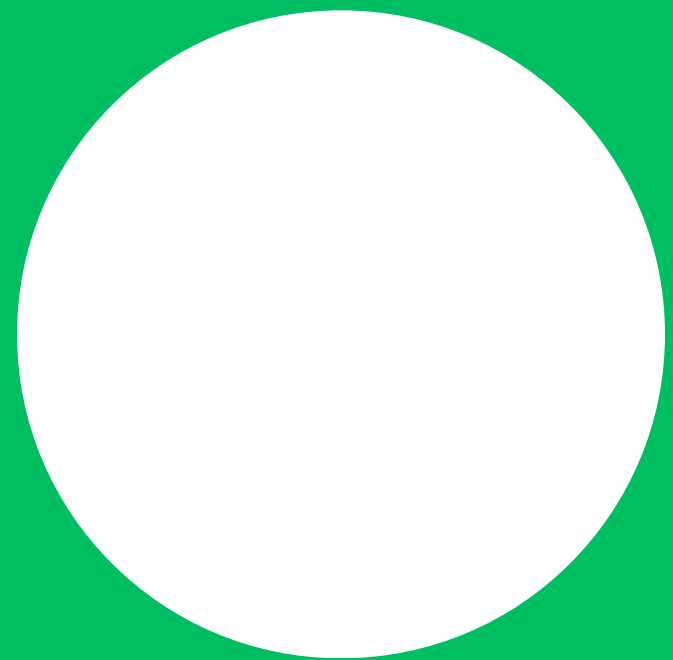
**History** - Hereditary and genetic conditions - Social History - Lifestyle, occupation, substance use - Review of Systems - Systematic health review



# Patient Access & Privacy

**Medical Records Dashboard:** - Consultation history - Diagnoses list - Current and past medications - Documented allergies - Test results and imaging reports - Vaccination records  
**Specific Record Types:** - Detailed consultation notes - Laboratory results with reference ranges - Imaging reports with interpretations - Complete prescription history - Vital sign trends over time  
**Data Management:** - Update personal and health information - Share records with healthcare providers - Connect with other health applications - Set emergency access permissions - Request data deletion when appropriate

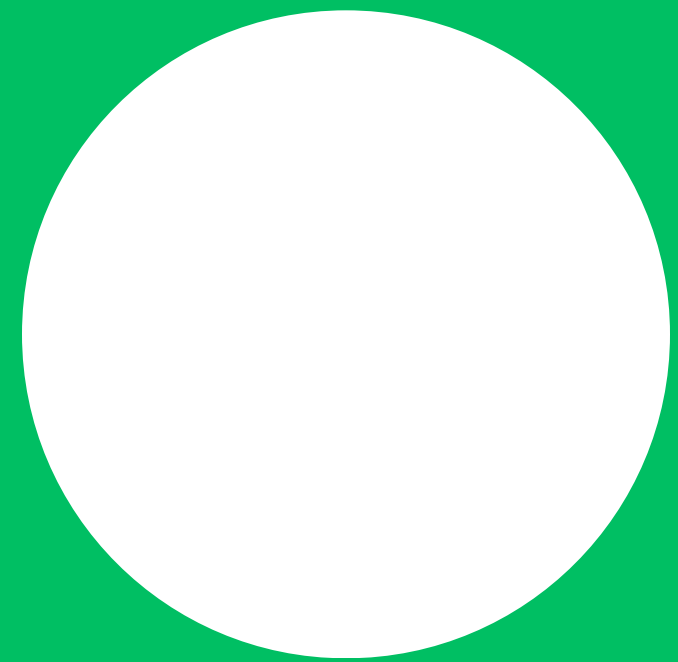
- Role-based access permissions
- Complete audit trails
- Data encryption and secure storage
- Patient consent management
- Secure file sharing
- Session timeout and biometric security



# Communications & Collaboration

## Secure Messaging System

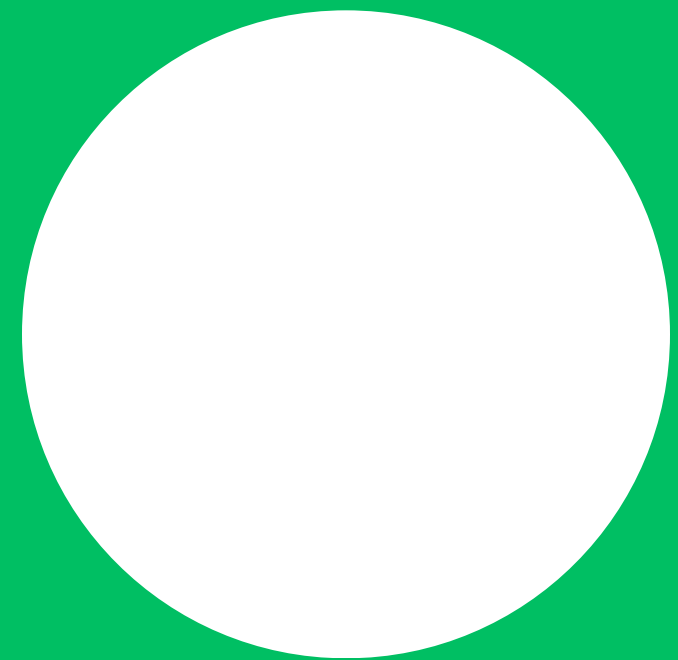
- Encrypted messaging platform
- Secure file sharing of documents
- Voice message capability
- Video message exchange
- Prescription and appointment notifications
- Health education materials
- Test result notifications
- Search and archive messages
- Message history retention
- Read receipt tracking
- Notification preferences
- Message export capability
- Secure peer-to-peer messaging
- Specialist consultation requests
- Referral communication
- Care team coordination
- Administrative communication
- Document sharing



# Communications & Collaboration

## Video Consultation Technology

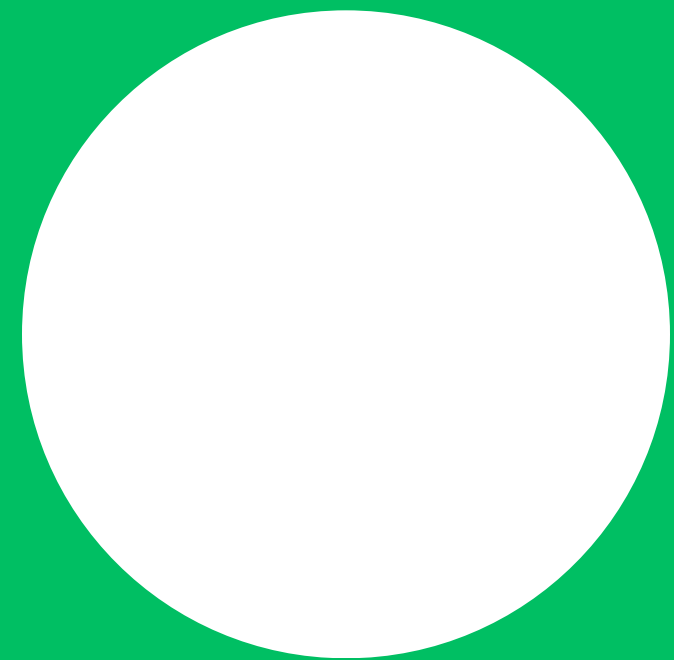
Video Features: - High-definition video quality -  
Screen sharing for educational content -  
Interactive whiteboard - Recording capability  
(with consent) - Multi-participant support -  
Automatic backup audio/phone dial-in  
Technical Requirements: - Stable internet  
connection - Compatible browser or app -  
Functional camera and microphone - Private  
environment - Backup connectivity plan



# Notification Management

- Appointment reminders (24 hours, 1 hour before)
- Schedule change notifications
- Cancellation alerts
- Rescheduling notifications
- Waiting list notifications

- Critical value notifications (immediate)
- Medication alerts and interactions
- Follow-up appointment reminders
- Prescription refill reminders
- Appointment confirmation



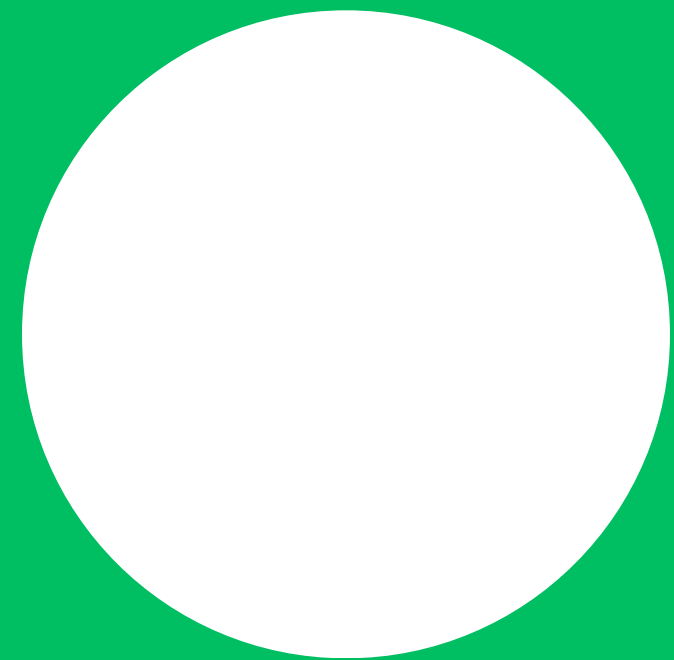
# Payments & Billing

## ORGANIZATION OWNER/DIRECTOR

- Setting Fees: - Define provider-specific consultation fees - Establish consultation type pricing - Set emergency consultation premiums - Configure specialist rate premiums - Define follow-up appointment pricing - Manage pricing adjustments and promotions
- Revenue Tracking: - Service revenue analysis - Provider earnings performance - Insurance claims processing - Cost analysis and profitability - Tax-related reporting

## PATIENTS

- Payment Methods: - Credit/Debit Cards (Visa, Mastercard, Verve) - Bank Transfers (direct payment) - Mobile Money (Paga, OPay, etc.) - Digital Wallets - Corporate billing (for organizations) - Installment payment plans



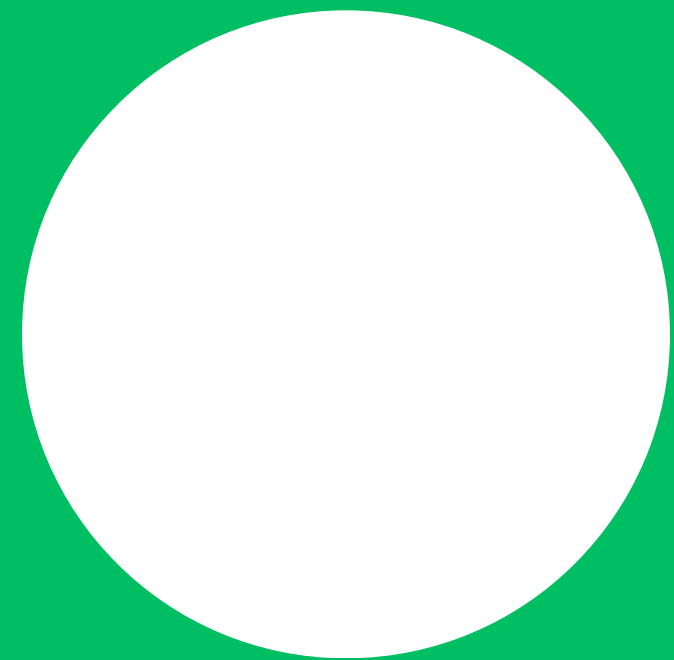
# Insurance Integration

## ORGANIZATION OWNER/DIRECTOR

- Configure accepted insurance providers
- Set up insurance claim processing
- Manage insurance coverage rules
- Track insurance reimbursements
- Handle claim disputes
- Monitor insurance compliance

## PATIENTS

- Insurance Management: 1. Add insurance information to profile 2. Check consultation coverage eligibility 3. Get pre-authorization for treatments 4. Automatic insurance claim processing 5. Track claim status 6. Understand coverage and benefits
- Insurance Benefits: - Reduced consultation fees with coverage - Direct billing to insurance companies - Real-time coverage verification - Automatic claim submission - Explanation of Benefits documentation



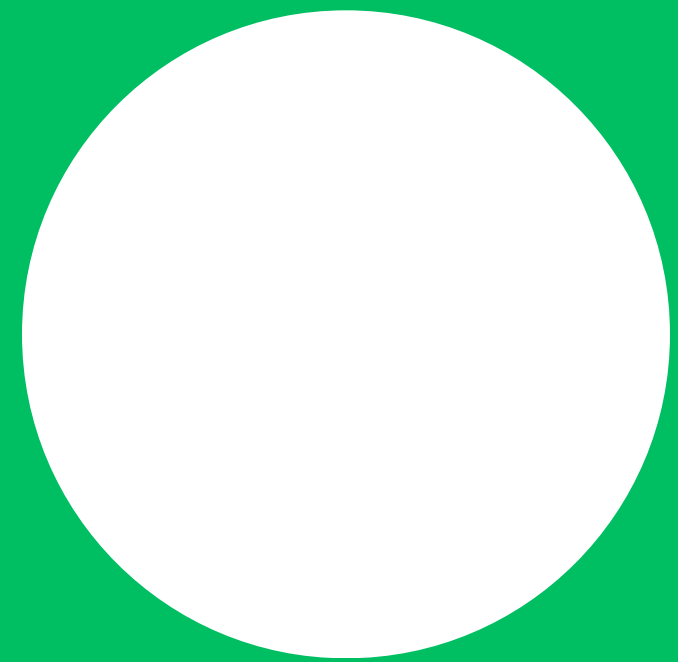
# Billing & Receipts

## PAYMENT HISTORY & TRACKING

- Complete transaction history
- Consultation fee itemization
- Medication cost tracking
- Test and imaging costs
- Insurance payment records
- Outstanding balance monitoring

## DOCUMENTATION

- Digital receipts for all transactions
- Tax-deductible documentation
- Insurance claim support documents
- Expense tracking
- Healthcare savings account (HSA) compatibility
- Monthly billing statements

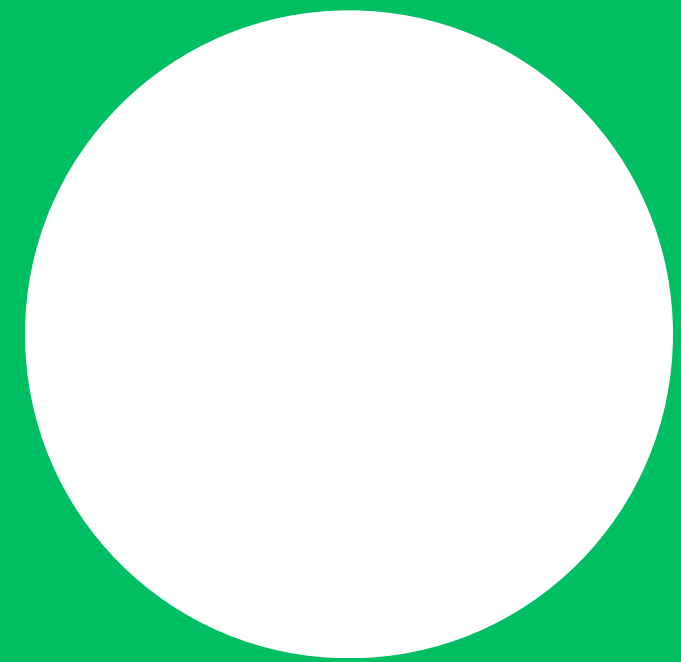


# AI-Powered Triage System

Symptom Assessment Workflow: 1. Patient describes symptoms 2. AI analyzes symptoms and medical history 3. System provides urgency classification 4. AI recommends appropriate care level 5. Differential diagnosis suggestions provided 6. Critical findings flagged for immediate attention

Urgency Classifications: - Critical - Immediate emergency care required - Urgent - See provider within 24 hours - Moderate - See provider within 3-7 days - Low - Self-care or routine checkup - Routine - No immediate action needed

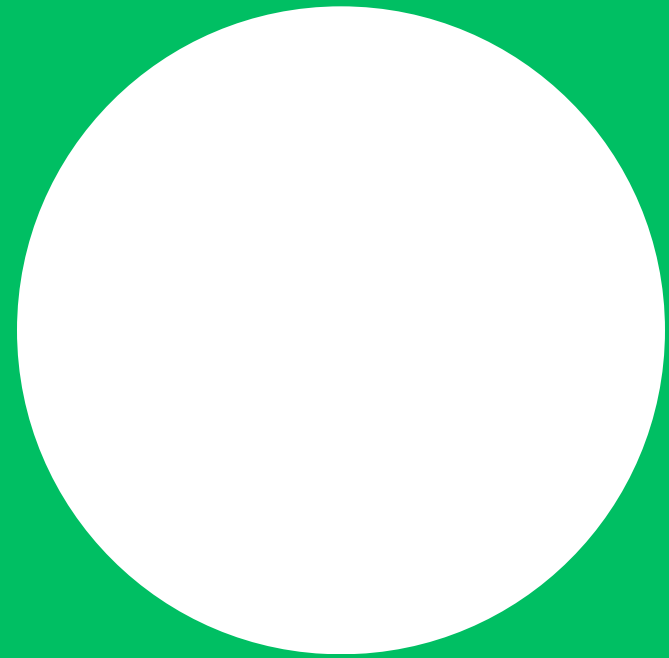
Diagnostic Support: - Pattern recognition across symptom combinations - Evidence-based treatment recommendations - Drug information and interaction checking - Laboratory test recommendations - Imaging study suggestions - Prognosis information



# Family & Dependent Management

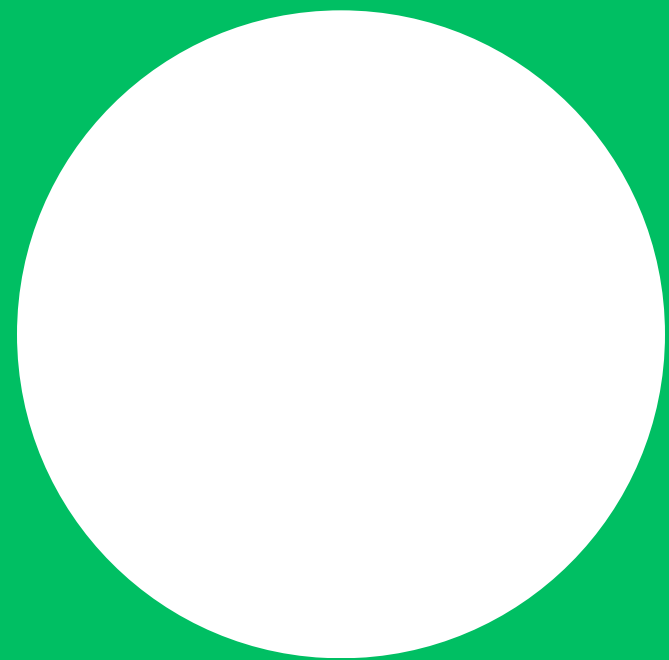
Adding Dependents: - Add children to family account - Add elderly parents for care management - Add spouse/partner - Define relationships and permissions - Set emergency contact information - Configure access levels

Dependent Account Management: - Access dependent medical records - Schedule appointments for dependents - Manage dependent health information - Track dependent medications - Receive health alerts for dependents - Manage dependent billing



# Compliance

- Medical and Dental Council (MDCN) professional compliance
- National Health Act healthcare regulations
- Pharmacy Council medication management rules
- National Data Protection Regulation (NDPR) compliance
- HIPAA considerations for international operations
- ISO 27001 information security standards
- HL7 health data exchange standards



# Data Security & Privacy

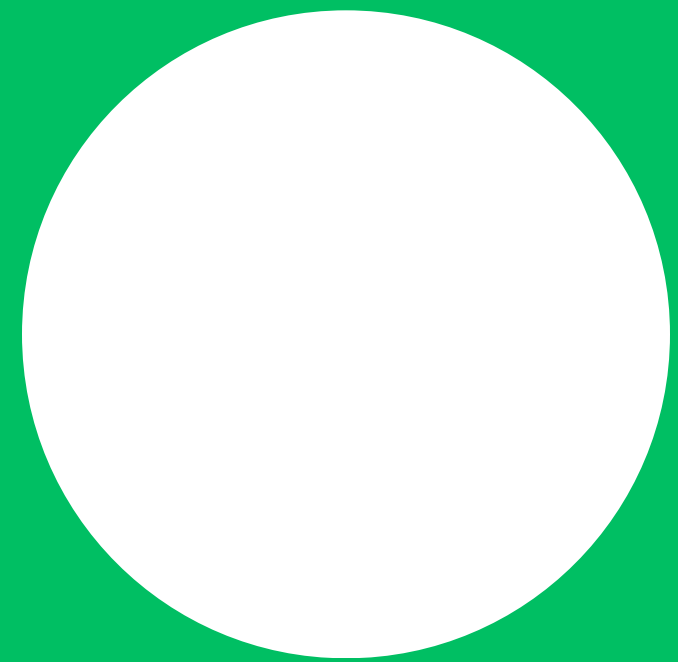
Access Control Configuration: - Password complexity policies - Password expiration requirements - Two-factor authentication enforcement - Session timeout settings - IP address restrictions - Role-based access control implementation

Data Protection Settings: - Encryption configuration - Automated backup scheduling - Data retention policies - Audit logging settings - Data deletion procedures - Backup recovery procedures

- End-to-end encryption for all communications
- At-rest data encryption
- Secure file storage
- TLS encryption for data in transit
- Secure session management

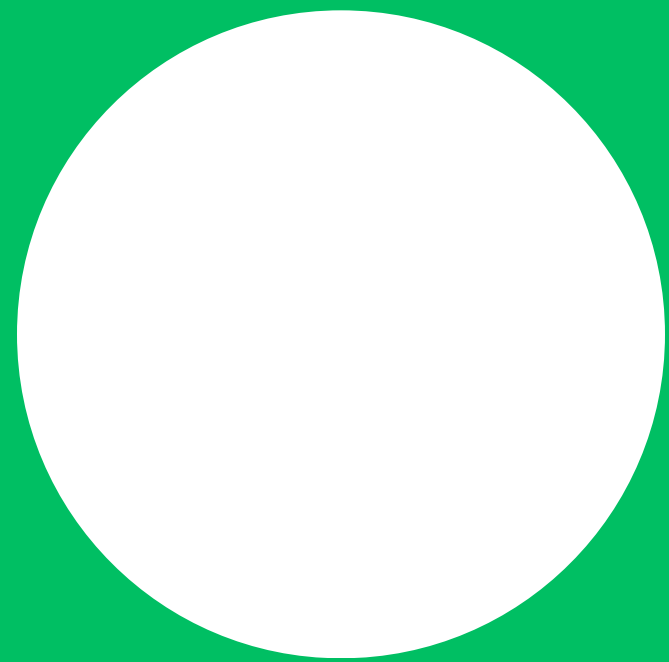
Audit Logs Include: - User login and logout records - Data access records - Record modifications - Sensitive operations - Administrative actions - Security events - Compliance verification

Compliance Reports: - NDPR compliance verification - Medical record maintenance compliance - Provider licensing status - Patient privacy compliance - Data protection compliance - Security incident reporting



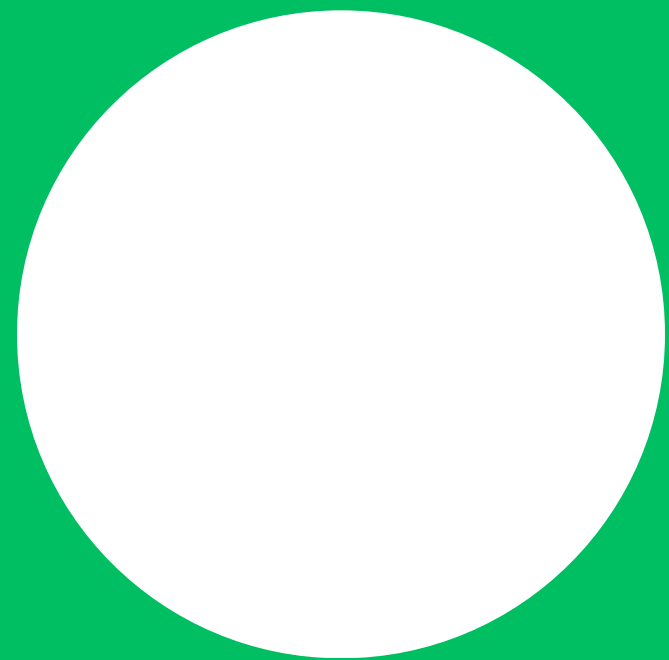
# Incident Response & Security

- Immediate incident notification
- Affected user notification (legal requirement)
- Regulatory body notification (NDPR)
- Investigation procedures
- Remediation measures
- Communication plan
- Prevention of recurrence
- Real-time security monitoring
- Anomaly detection
- Threat response procedures
- User notification protocols
- Legal compliance procedures
- Recovery procedures



# Quality Assurance

- Evidence-based care protocols
- Peer review processes
- Continuous improvement initiatives
- Patient safety protocols
- Medical error prevention
- Care quality metrics tracking
- Performance monitoring
- User feedback collection and analysis
- Service level benchmarks
- Staff training and development
- User satisfaction surveys
- Service improvement initiatives

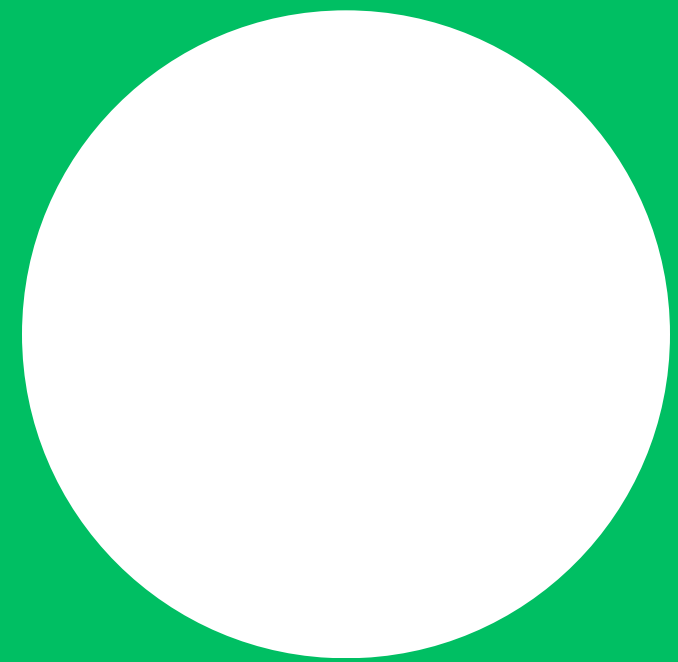


# Common Issues & Solutions

Appointment & Schedule Issues: - Scheduling Conflicts → Review calendar and resolve double-bookings - Patient No-Shows → Mark appropriately and follow-up procedures - Technical During Consultation → Use backup phone dial-in or reschedule - EMR Access Issues → Verify permissions and network connectivity

User Access Problems: - Login Issues → Use password reset function or contact admin support - Permission Errors → Verify user role assignment and permissions - Account Lockouts → Contact support for account unlock

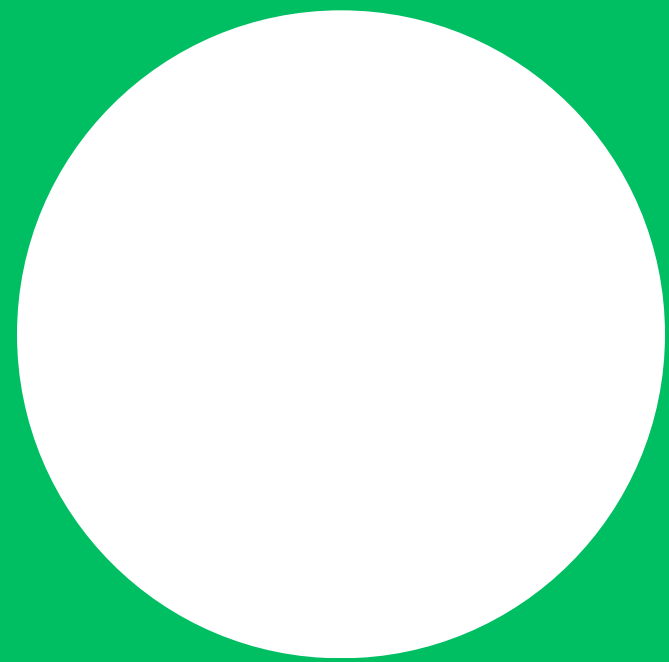
Booking & Appointment Issues: - Unable to Book Appointment → Verify account status and insurance - Payment Failures → Try alternative payment method or contact support - Missed Appointment Notifications → Check notification settings - Prescription Issues → Verify insurance coverage or contact provider  
Technical Issues: - Login Problems → Clear cache, update app, or use password reset - Video Consultation Issues → Test internet speed and refresh browser - Mobile App Crashes → Reinstall app or use web version - Data Synchronization Issues → Force sync or contact support



# System Emergencies

- Immediate incident response activation
- Affected user notification
- Investigation procedures
- Breach reporting to regulatory bodies
- Remediation measures
- Public transparency communication

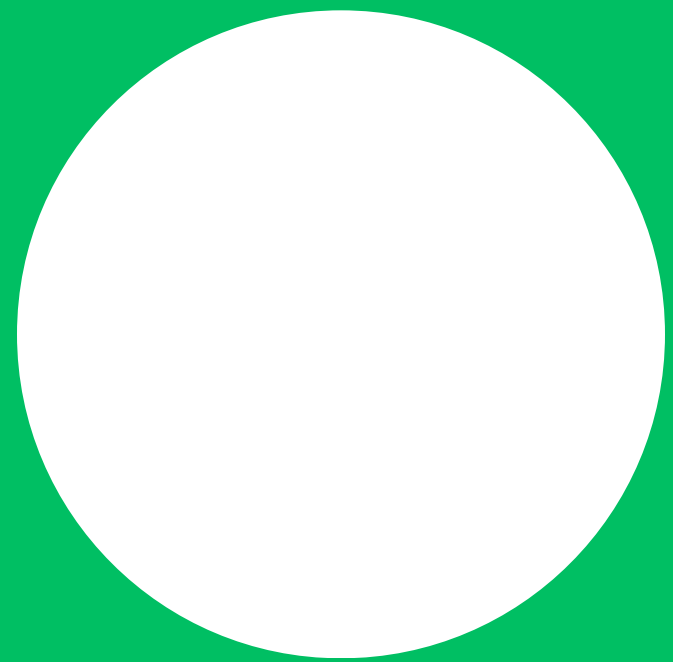
- Automatic patient notification procedures
- Alternative care arrangement guidance
- Emergency data recovery procedures
- Communication protocols
- Support hotline activation
- Status updates and transparency



# Medical Emergencies

- Emergency situation identification
- Emergency contact initiation
- Patient stabilization guidance
- Emergency referral network activation
- Communication with emergency services
- Documentation procedures

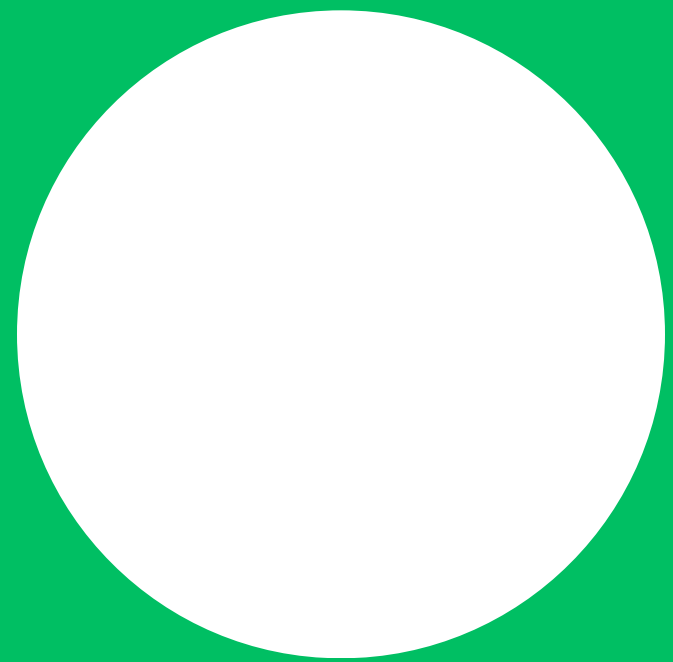
- Identify emergency contacts
- Activate emergency notification system
- Coordinate with emergency services
- Provide medical information to emergency responders
- Follow-up communication
- Documentation and reporting



# Technical Specifications

Minimum Requirements: - Mobile: iOS 14+ or Android 10+ - Desktop: Windows 10+ or macOS 10.15+ - Browser: Chrome, Firefox, Safari, or Edge (latest versions) - Internet: Minimum 2 Mbps (recommended 5+ Mbps for video) - Camera/Microphone: Optional but required for video consultations

Third-Party Systems: - EHR systems (major platforms) - Laboratory information systems - Pharmacy management systems - Insurance verification systems - Payment processors - Healthcare data exchanges (HL7)



# Contact Information

Primary Support: - Email: [support@healy.ng](mailto:support@healy.ng) - Phone: +234-806-3055-417 - Address: Sabon gari zaria kaduna state - Hours: Monday-Friday, 8:00 AM - 6:00 PM WAT, weekend, 10:00 - 4:00

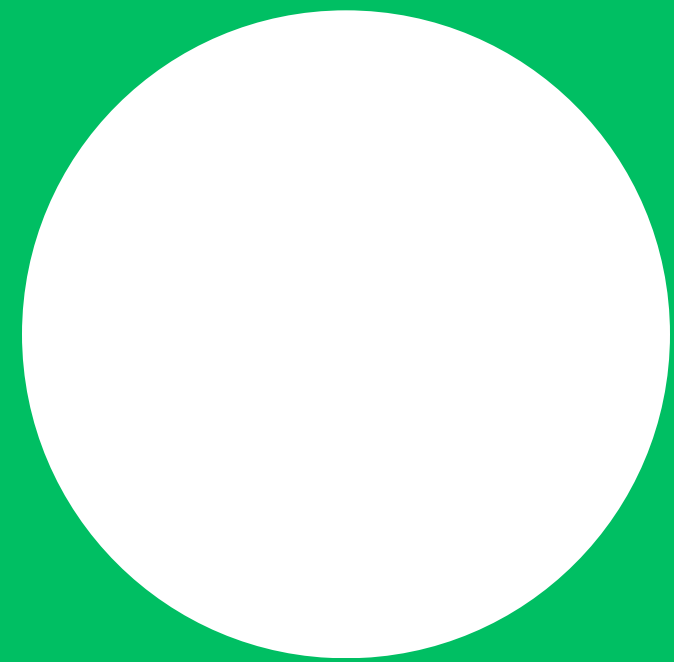
For the most up-to-date information, visit:

<https://healy.ng>

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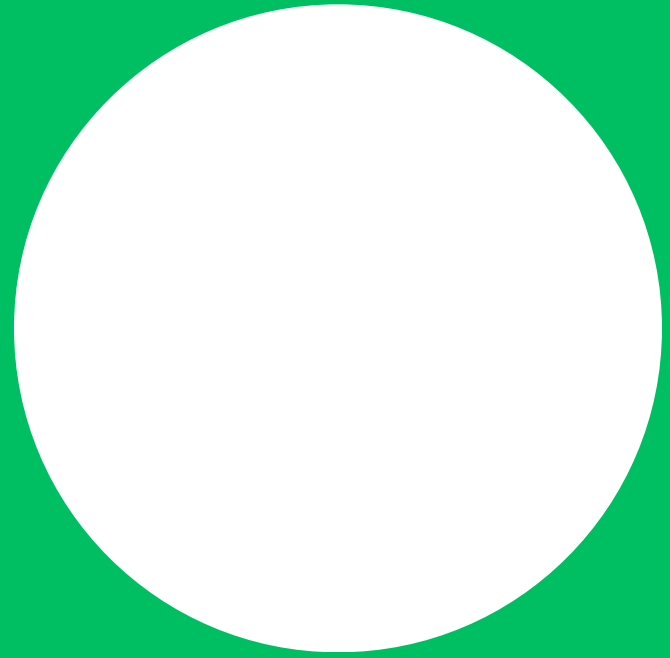


# Legal & Compliance

This guideline provides instructions for using the Healy Telemedicine Platform. All users must comply with applicable healthcare regulations, data protection laws, and professional standards.

This comprehensive guideline is designed for all Healy platform users. Always refer to the latest version for current information and contact support for assistance.

Important Notices: - Always consult official platform documentation for latest updates - Contact support for specific issues not covered in this guide - Healthcare providers maintain professional responsibility for medical decisions - Patients should seek emergency services for life-threatening situations - Data security and privacy are paramount



Thanks!