

Teleconsultation

USER MANUAL *for patients*

Requirement for Video Consultation

Hardware:

1. Laptop/Desktop (Webcam and Headphone)
2. TAB/Smart Phone

Application tools/software:

1. Browser
 - a. Chrome v.55+
 - b. Firefox v.44+
 - c. Safari v.11+

Internet:

For best video consultation, recommended bandwidth is 5Mbps.

Security:

During Video Consultation, system will access Camera and Microphone, if prompt please allow it. Make sure **Pop-up** blocker is off in your browser.

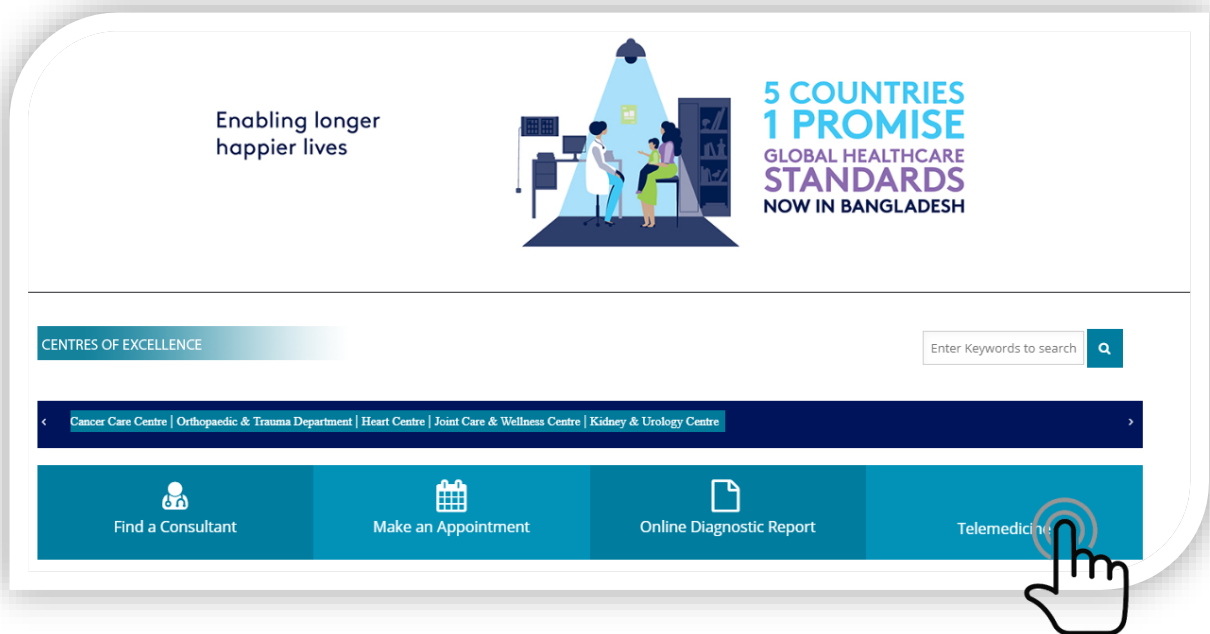
Test your device:

1. Webcam is functional (Desktop/Laptop -<https://webcammictest.com/> ; Mobile Device-<https://webcamtests.com/>)
2. Microphone is functional (Desktop/Laptop -<https://webcammictest.com/>; Mobile Device-<https://mictests.com/>)
3. Speaker is functional (Desktop/Laptop -<https://webcammictest.com/>; Mobile Device- <https://mictests.com/>)
4. Internet connectivity is stable
5. Bandwidth is sufficient

Teleconsultation **USER MANUAL** *for patients*

Video Consultation Appointment Request

Visit Evercare Hospital Dhaka Website, <https://www.evercarebd.com> or <https://ecare.evercarebd.com>



When user clicks on the link **Telemedicine** below screen appears

evercare
HOSPITAL, DHAKA

Video Consultation Appointment

First name * Middle Name Last Name

Location * Department Name * Doctor Name *

Country Code * +880 Mobile number * Email *

Select DOB Male Female Select Preferred Date Select Time *

Consultaion Charges : ৳ 0 **Request an Appointment**

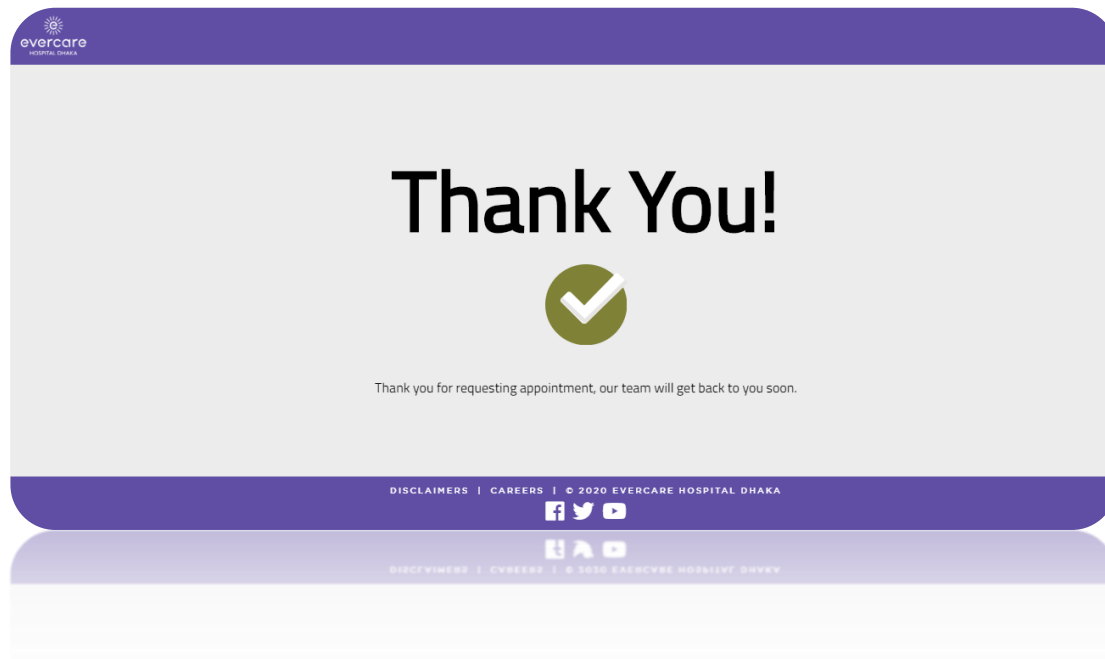
User needs to fill-in all the required fields.

The fields marked with “*” are mandatory to enter.

Teleconsultation

USER MANUAL *for patients*

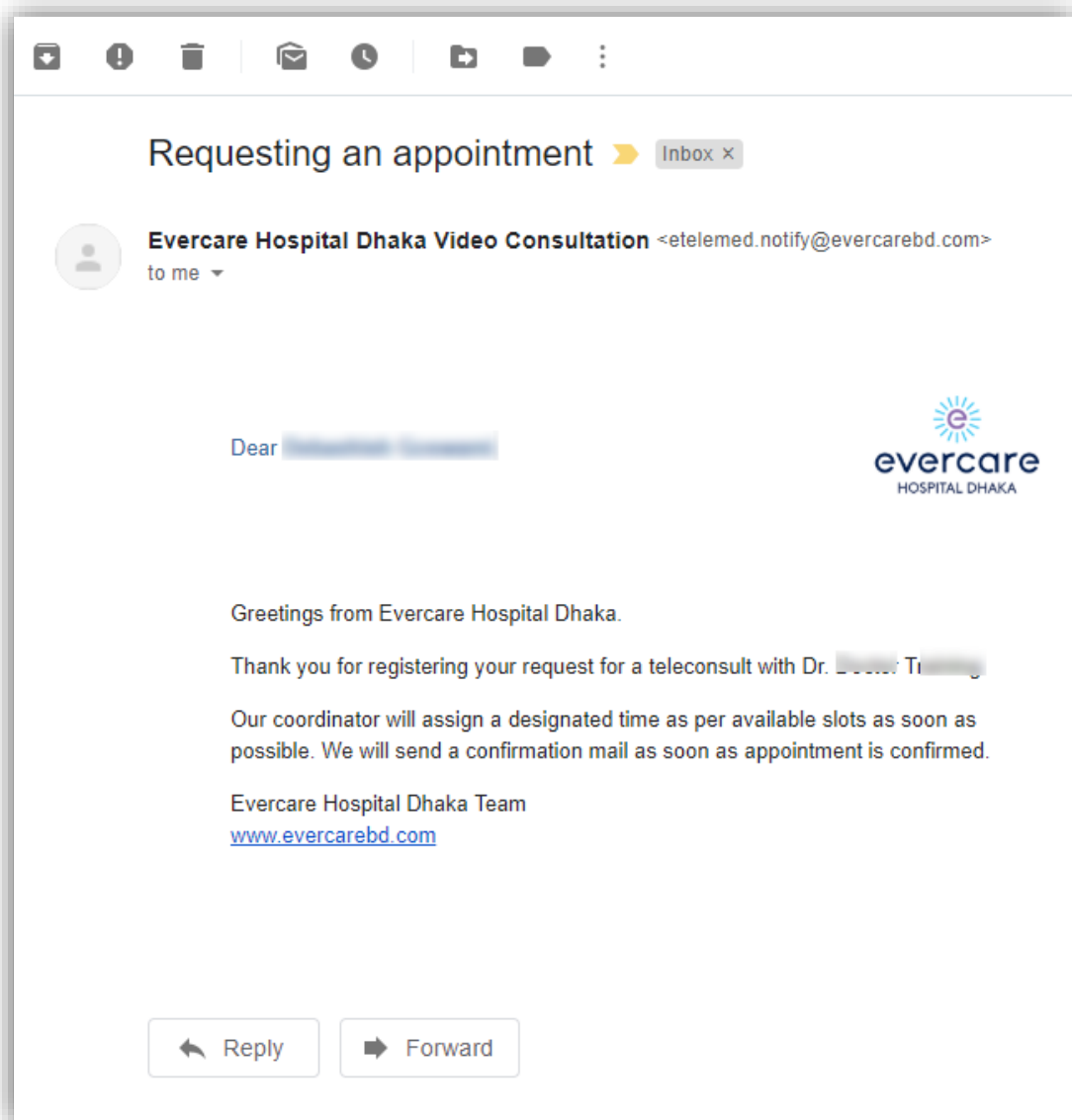
Once the all the details are entered and click on the Request an Appointment button, the details are saved and confirmation message appears in the next screen as shown below.



Upon successful confirmation message, user will receive an SMS & e-Mail notification about the appointment request as shown below and the request details will be populated to our EVERCARE Coordinators Team.

We have received your appointment request with Dr.XXXXXXXX, we will get back to you shortly. - 24Hrs Help Line Number 01713229999 or 10678 for further details. Evercare Hospital Dhaka.

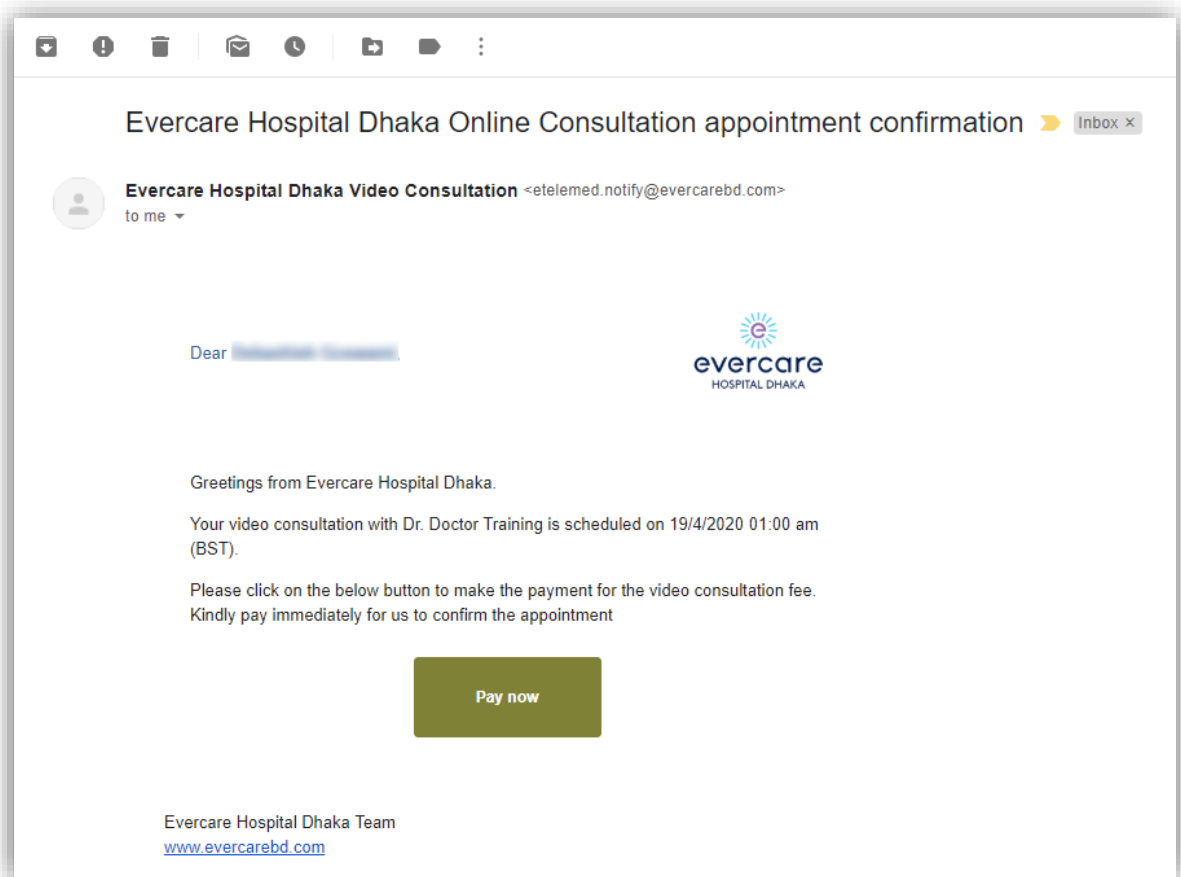
Teleconsultation USER MANUAL *for patients*



Our Coordinator will communicate with the user who requested for Doctor Appointment. Based on the coordinator conversation, our EVERCARE coordinator shall be in a position to book an appointment on the behalf of user.

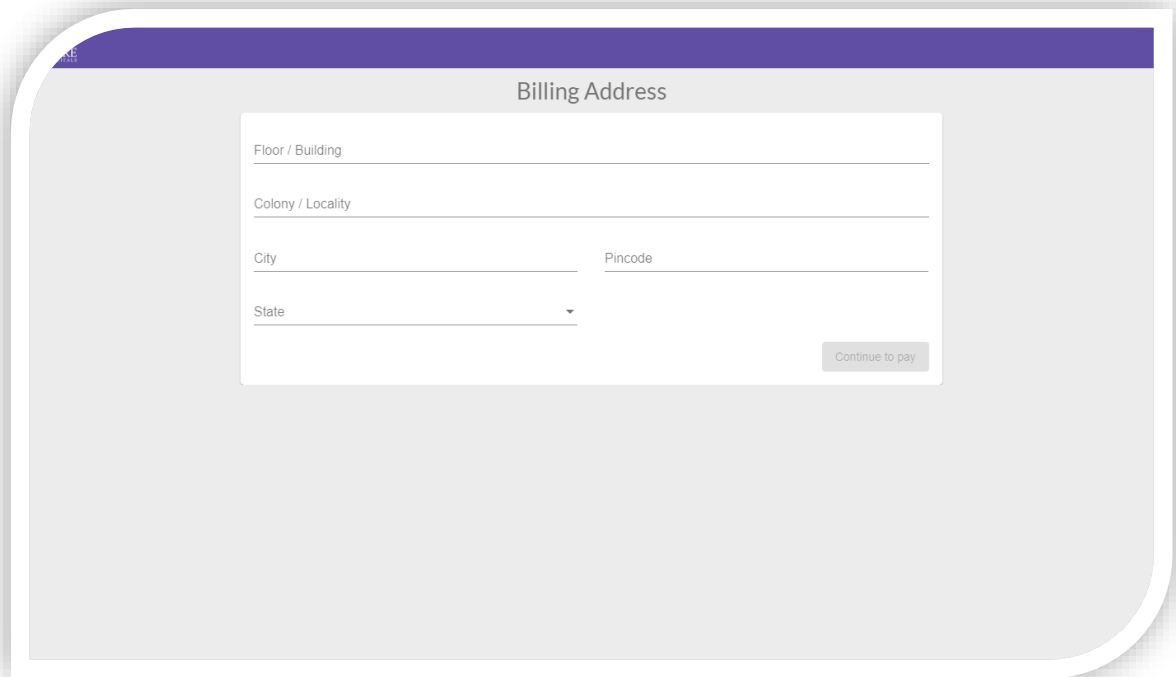
Once the coordinator books an appointment with the doctor selected by the user and appointment date and time, the user will receive an email alert as shown below.

Teleconsultation **USER MANUAL** *for patients*



User has to click on the **Pay now** button, once the button is clicked, application takes to billing address screen as shown below. User needs to Billing Address. By entering the complete billing fields, screen enables **Continue to Pay** button to proceed further.

Teleconsultation **USER MANUAL** *for patients*

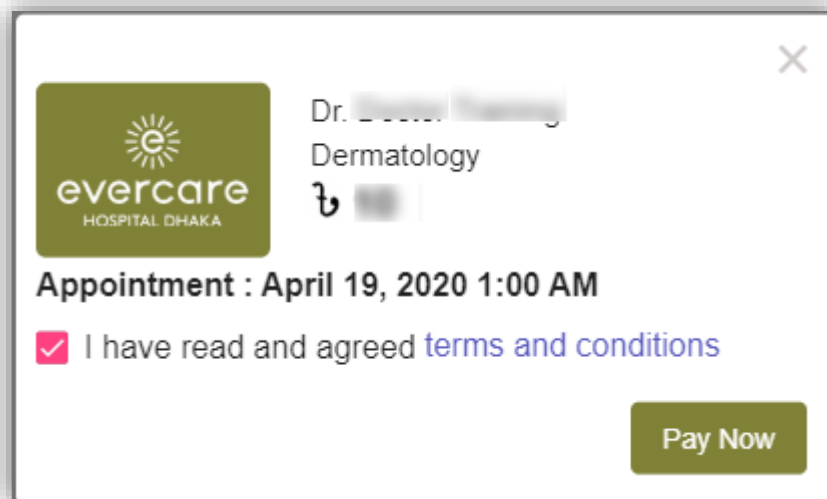


The screenshot shows a web form titled "Billing Address" with a purple header bar. The form contains the following fields:

- Floor / Building
- Colony / Locality
- City
- Pincode
- State (dropdown menu)

A "Continue to pay" button is located at the bottom right of the form.

Once the user clicks on Continue to Pay button, below popup screen appears with the selected doctor, department and amount to pay. User has to click on the check box with the agreed terms and conditions (if required, user needs to click on the terms and conditions before the payment terms and agreed); and click on **Pay Now** button

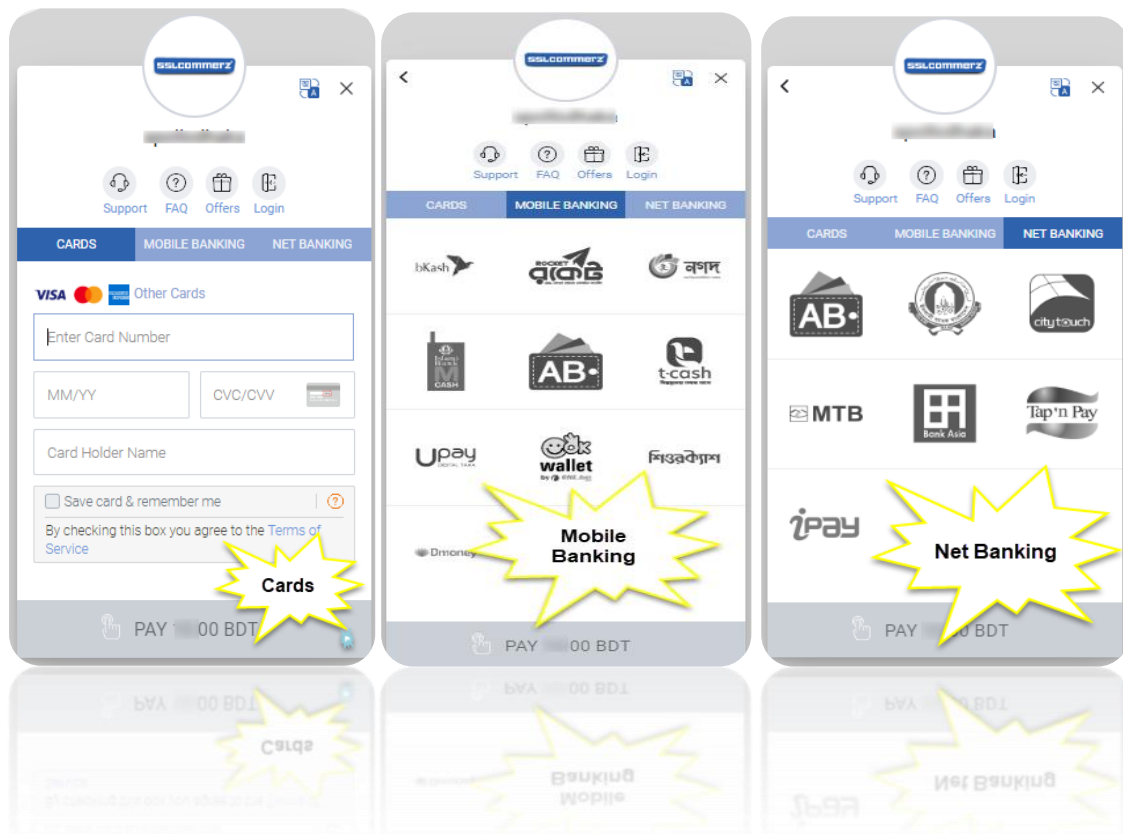


The screenshot shows a payment confirmation popup screen with a close button (X) in the top right corner. The screen displays the following information:

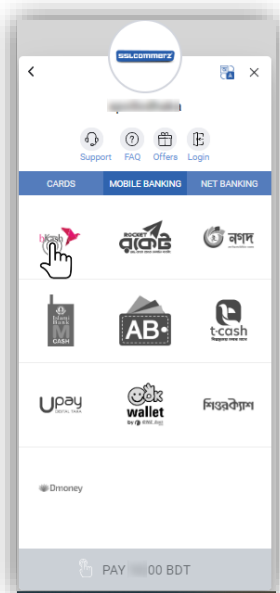
- Logo of evercare HOSPITAL DHAKA
- Dr. [Name] Dermatology
- Appointment : April 19, 2020 1:00 AM
- I have read and agreed [terms and conditions](#)
- Pay Now button

Once the Pay Now button is clicked, the below screen appears to enter the Debit/Credit, Mobile Banking and Net banking details to enter for online payment. User needs to select the payment method and click the button **Continue**.

Teleconsultation **USER MANUAL** *for patients*

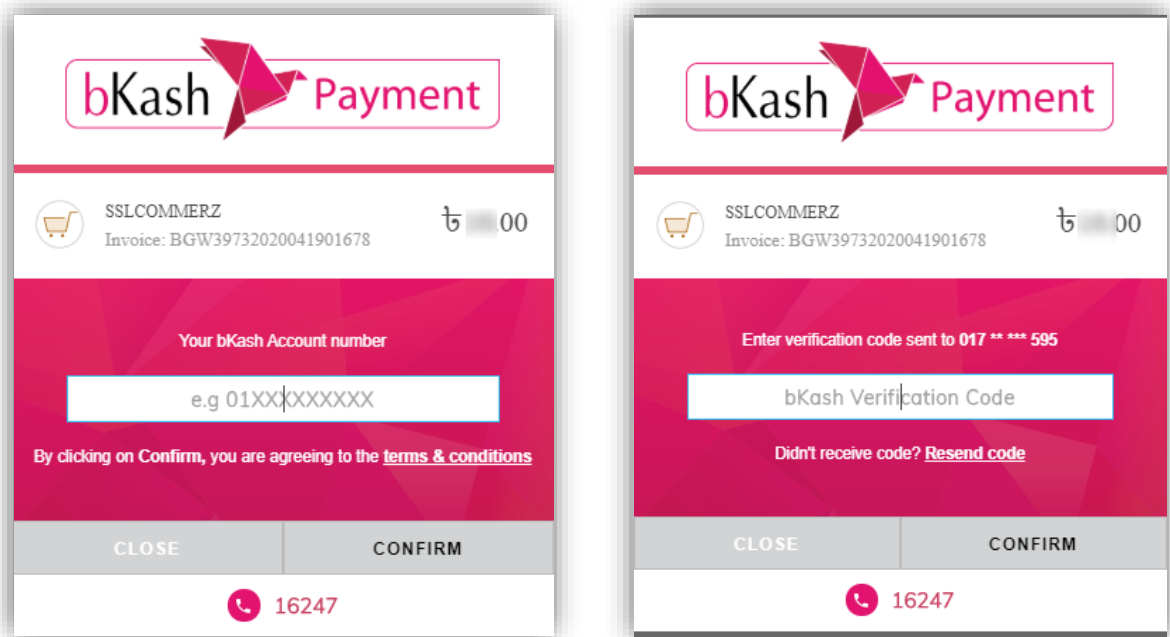


Once the payment method is selected, below screen appears to enter the Debit / Credit/Mobile banking/Net Banking card details and click on the **Continue** button.

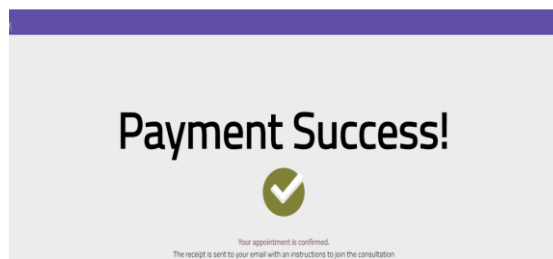


Once the Debit / Credit card details are entered and continue, below screen appears to enter the OTP details confirmation (this screen is based on user credit card configuration). Based on the configuration, bank web page displays for PASSWORD or OTP authentication. Currently, OTP is considered in this transaction. Once the **OTP** (which is received on the user registered mobile) entered and click on **Submit** button, the payment transaction shall be successful.

Teleconsultation **USER MANUAL** *for patients*



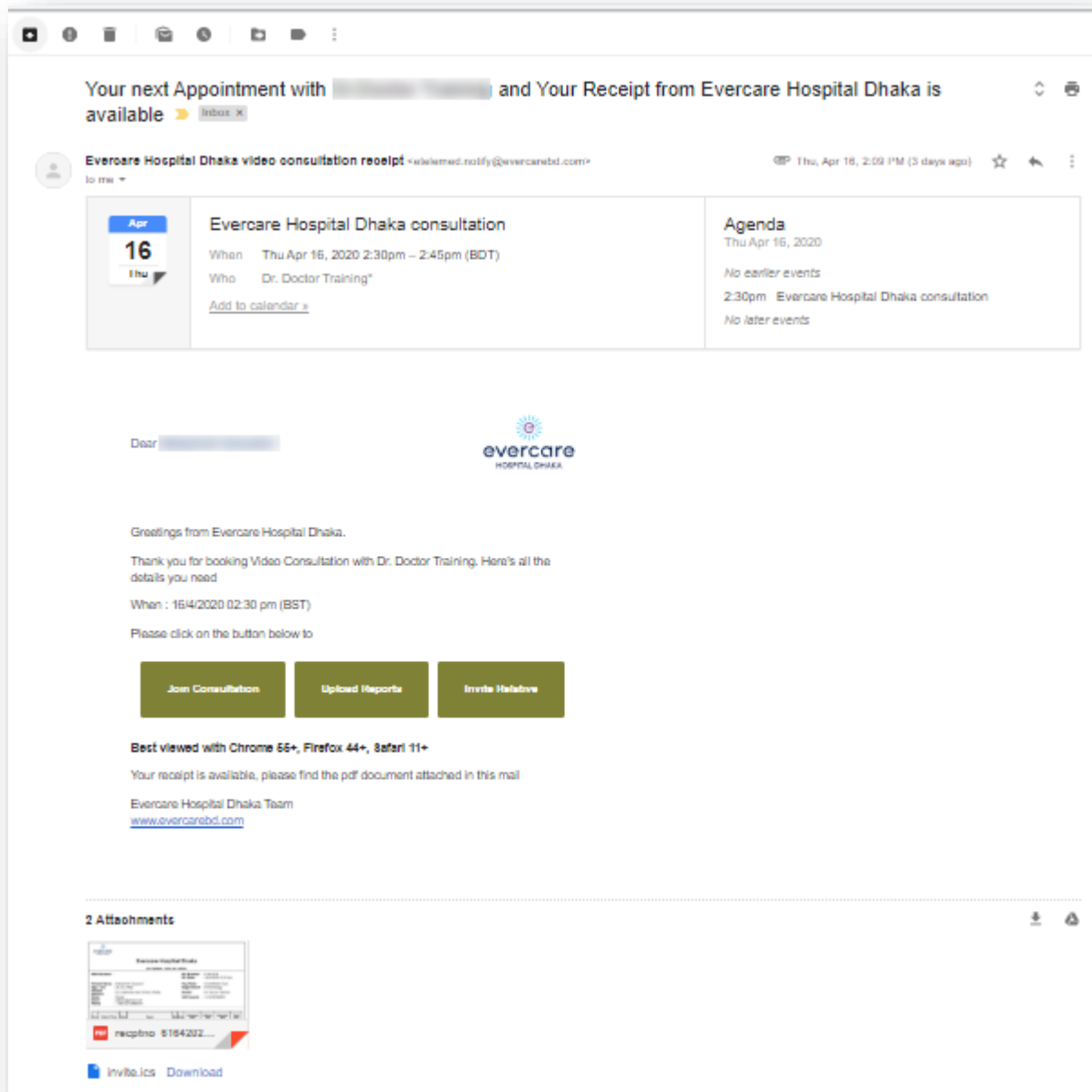
Once the online payment is successful, bank page redirects to EVERCARE page with **Payment Success** screen as shown below.



Once the payment process is successful, user will receive an email notification with the doctor appointment schedule along with the 3 options; which are, **Join Consultation** | **Upload Reports** | **Invite Relative** and payment receipt (in PDF file format) for record purposes.

User need to upload any reports and add relative details (to whom the doctor's consultation is required). Invite Relative option is given to the user (who is unable to access the computer/internet).

Teleconsultation USER MANUAL *for patients*



Payment receipt (PDF file format) as shown below, for record purposes.

Teleconsultation
USER MANUAL for patients



Evercare Hospital Dhaka

OUT PATIENT - FINAL BILL DETAIL

MRN Number : [REDACTED] **Bill Number :** 61642020
Bill Date : 16/4/2020 02:07 pm
Patient Name : Debashish Goswami **Pay Mode :** Credit/Debit Card
Age / Sex : 25 yrs / Male **Department :** Dermatology
Patient Address : [REDACTED] atkhola road, Dhaka, Dhaka **Doctor :** [REDACTED]
State : Dhaka **VAT Reg No :** 123456789B01
Email : [REDACTED]@gmail.com
Phone : +880-01710 [REDACTED]

Sl.no	Date & Time	Code	Name	Qty	Rate	Company Amt	Patient Amt	Discount Amt	Total Amt
1	16/4/2020 02:30 pm		CONSULTATION SERVICE [REDACTED] [REDACTED]	1	৳ [REDACTED]	৳ [REDACTED]	৳ [REDACTED]	৳ [REDACTED]	৳ [REDACTED]

Sl.no	Receipt No	Amount	Mode	Ref No	Instrument Details	Instrument Date
1	61642020	৳ [REDACTED]	Credit/Debit Card	NA	CreditCard	NA

Total : ৳ [REDACTED]

Total Amount : ৳ [REDACTED]
Patient Amount : ৳ [REDACTED]
Paid Amount : ৳ [REDACTED]
Pat. Due. Amount : 0

Received from Debashish Goswami an amount of Ten

Teleconsultation

USER MANUAL *for patients*

Upload Reports:

User needs to upload the reports (if any), before the online consultation schedule.

Various Report Types are shown below. User needs to click on respective report type (example: Lab reports/MRI/XRay etc.). Once the report type button is selected, system prompts to upload the respective files (please follow the file types which are mandatory to upload as per the report type selected).

Upload reports
Report type

Lab Reports

MRI

XRay

Others

Exit

Join Consultation

← Lab Report

Upload

Only PDF/JPG/PNG Allowed

Files

1. Lab Reports.pdf	×
2. MRI Reports.zip	×
3. XRAY Reports.zip	×

Done

Join Consultation

← XRay Report

Upload

Only ZIP Allowed

Files

1. Lab Reports.pdf	×
2. MRI Reports.zip	×
3. XRAY Reports.zip	×

Instructions

1. Open the XRay folder.
2. ZIP the entire content.
3. Now click on above "Upload" button and browse and select Zip file.
4. Wait for the upload to complete.

Done

Join Consultation

← MRI Report

Upload

Only ZIP Allowed

Files

1. Lab Reports.pdf	×
2. MRI Reports.zip	×
3. XRAY Reports.zip	×

Instructions

1. Open the MRI folder.
2. ZIP the entire content.
3. Now click on above "Upload" button and browse and select Zip file.
4. Wait for the upload to complete.

Done

Join Consultation

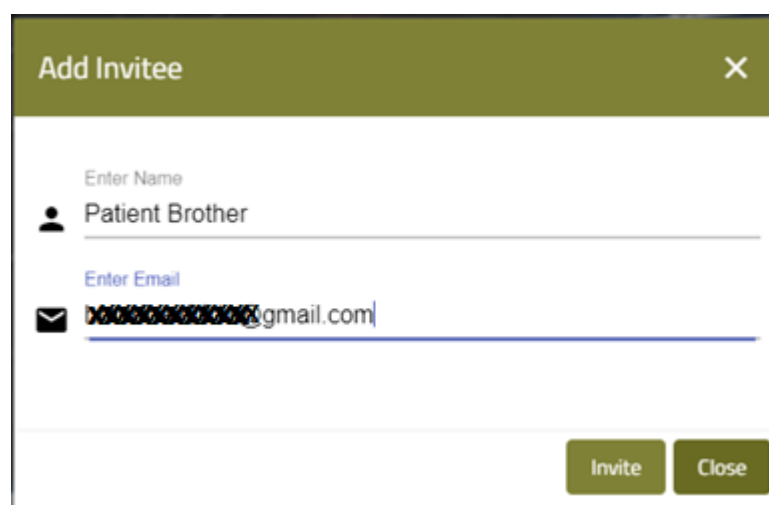
Teleconsultation

USER MANUAL *for patients*

Click on Done button, once all the relevant reports are uploaded. The reports will be visible to the doctor during the online consultation.

Invite Relative: This “Invite Relative” option is required to those patients who are unable to access the application functionality, and if some other person from one of their relatives are helping to use the online consultation application.

In this case, user needs to click on “**Invite Relative**” button (from the email), and takes to the below mentioned screen to add an Invitee. Please fill-in the details and click on **Invite** button.



The screenshot shows a mobile application interface for adding an invitee. The title bar is green with the text 'Add Invitee' and a close icon. Below the title bar, there are two input fields. The first is labeled 'Enter Name' and contains the text 'Patient Brother'. The second is labeled 'Enter Email' and contains the text 'XXXXXXXXXX@gmail.com'. At the bottom right of the form, there are two green buttons: 'Invite' and 'Close'.

Once Invite button is clicked, system saves the Relative information and shown as below.

SL no	Name	Email	Relationship
1	Patient Brother	XXXXXXXXXX@gmail.com	Brother

Items per page: 2 1 – 1 of 1 < >

Join Consultation:

User needs to ensure the Join Consultation button is clicked as per the schedule given; so that the patient and doctor will be connected to the video session and start consultation.

In case of any person (either doctor or user) logs in before the schedule, or any slight delay of the doctor attending the video session (due to the extending the timeslot of the previous patient), system prompts to the user to wait till the doctor to join.

We request the user to have patience to wait for the session to get started.

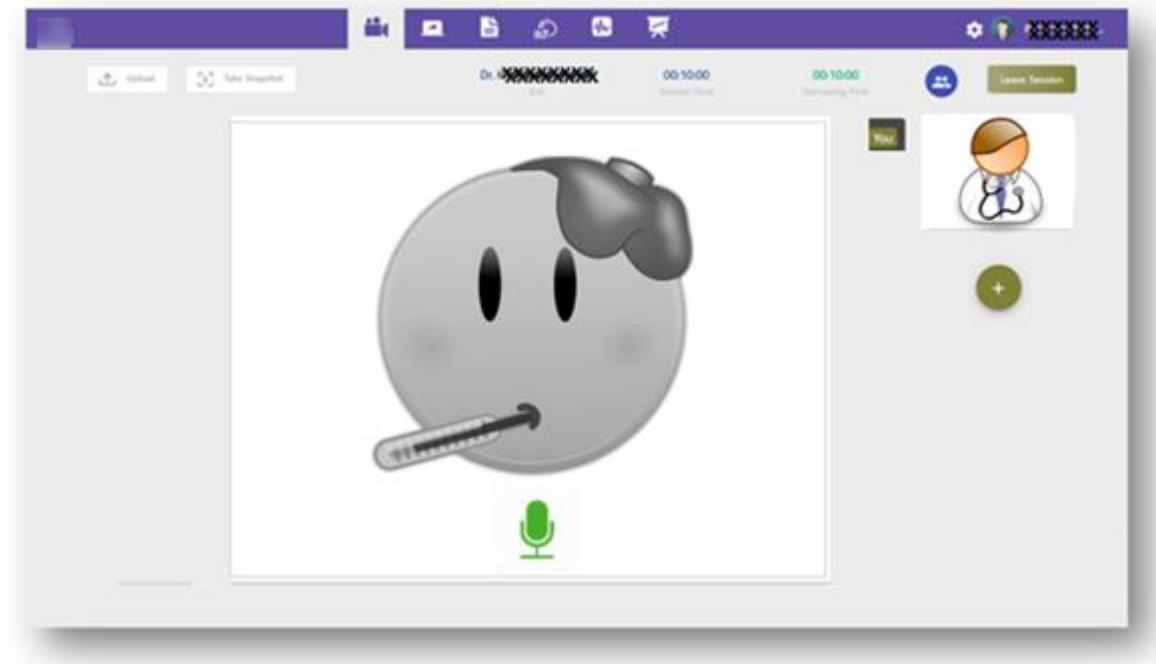
Once the session gets started, the below screen appears and conversation starts with the doctor.

Teleconsultation **USER MANUAL** *for patients*

All the reports which are uploaded by the user, will be visible to the doctor during the video consultation.

Doctor will be able to add the diagnosis information based on the patient shares the problems.

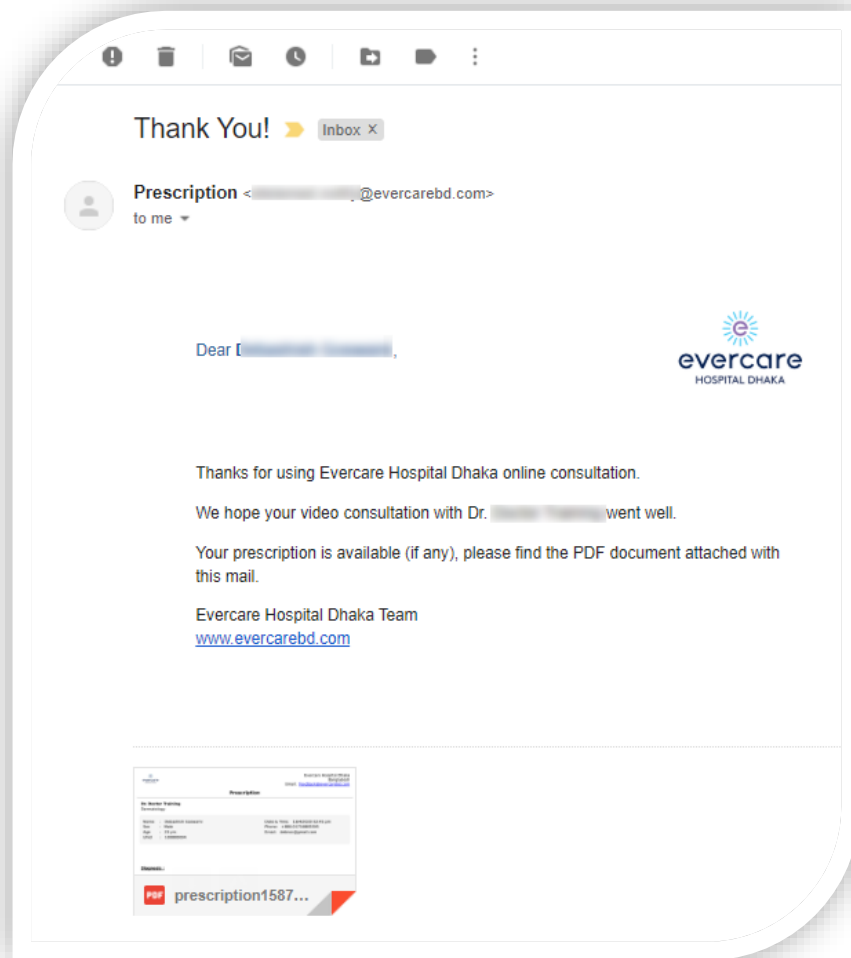
Almost at the end of the doctor or after the session gets completed, doctor prepares the online prescription.




Once the online video consultation is finished by both the parties (patient and doctor), an email notification will be received by the patient/user with the prescription as shown below screenshot.

THE ONLINE VIDEO CONSULTATION IS FINISHED BY THIS PROCESS. WE WISH A GOOD HEALTH.

Teleconsultation USER MANUAL *for patients*



 Evercare Hospital Dhaka
Bangladesh
Email: feedback@evercarebd.com

Prescription

Dr. [redacted]
Dermatology

Name :	[redacted]	Date & Time: 16/4/2020 02:45 pm
Sex :	Male	Phone: +880-[redacted]
Age :	25 yrs	Email: [redacted]@gmail.com
Uhid :	100000004	

Diagnosis :
C/C: PAIN IN RT KNEE
DX: OA OF RT KNEE

Medicines :

- Tab Pantonix 20 Mg** - Pieces
1 - 0 - 1 x 5 Days
Remarks:
BEFORE MEAL
- Tab Aceclofenac 100mg** - Pieces
1 - 0 - 1 x 5 Days
Remarks:
after meal