



User Manual for Sendinel

Sending SMS and Phone Calls to Patients
<http://www.sendinel.org>

Potsdam, May 2010

[This page intentionally left blank]

Contents

1	What is Sendinel for?	1
2	How Does Sendinel Integrate into the Clinic’s Workflow?	1
3	What Can You Do?	2
3.1	Remind Patients of Next Vaccination	3
3.2	Remind Patients of Follow-Up Consultations	7
3.3	Inform Patients That Their Lab Results Have Arrived	7
3.4	Inform About Arrival of Medication	7
3.5	Send Notifications to Groups	8
3.5.1	Sending a Message	9
3.5.2	Registering Patients to Groups	10
3.5.3	Removing Patients from Groups	12
3.5.4	Adding an Information Group	13
3.5.5	Deleting an Information Group	13

1 What is Sendinel for?

Sendinel aims at improving the communication between clinics and patients. It allows clinics to reach the patients on their cell phones. For example the clinic staff can inform patients if their lab results or medicine have arrived. This quick information transfer avoids useless trips to the clinic for the patients and improves the treatment. The clinic staff can also regularly send messages to a group of people. For example, they can inform all subscribers to "Information about the Clinic" if a specialist is coming the next day.

2 How Does Sendinel Integrate into the Clinic's Workflow?

There are various moments when you can use Sendinel: You can use it, when you make appointments with the patients. So when you write down the date of the next follow-up consultation or the date of the next vaccination in the patient's file, you can ask the patient if he or she wants to be reminded of the appointment. If so, you can enter the information in Sendinel and the patient will be reminded over their mobile phone.

Sendinel can also be used, when you receive lab results or when medicine arrives. You can then notify the waiting patients of the arrival of their lab results or medicine.

3 What Can You Do?

You can

- Remind people of vaccinations
- Remind people of follow-up consultations (for example patients with chronic diseases)
- Tell people that their labresults have arrived
- Tell people that they should come pick up their medicine
- Inform a group of people about something

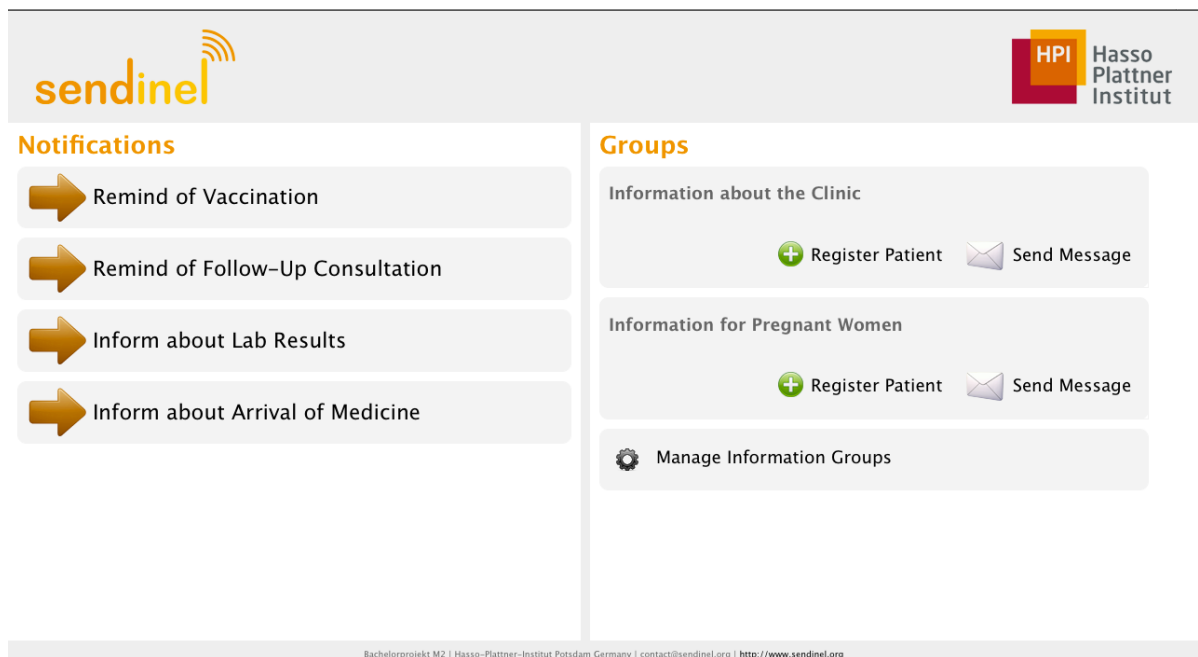
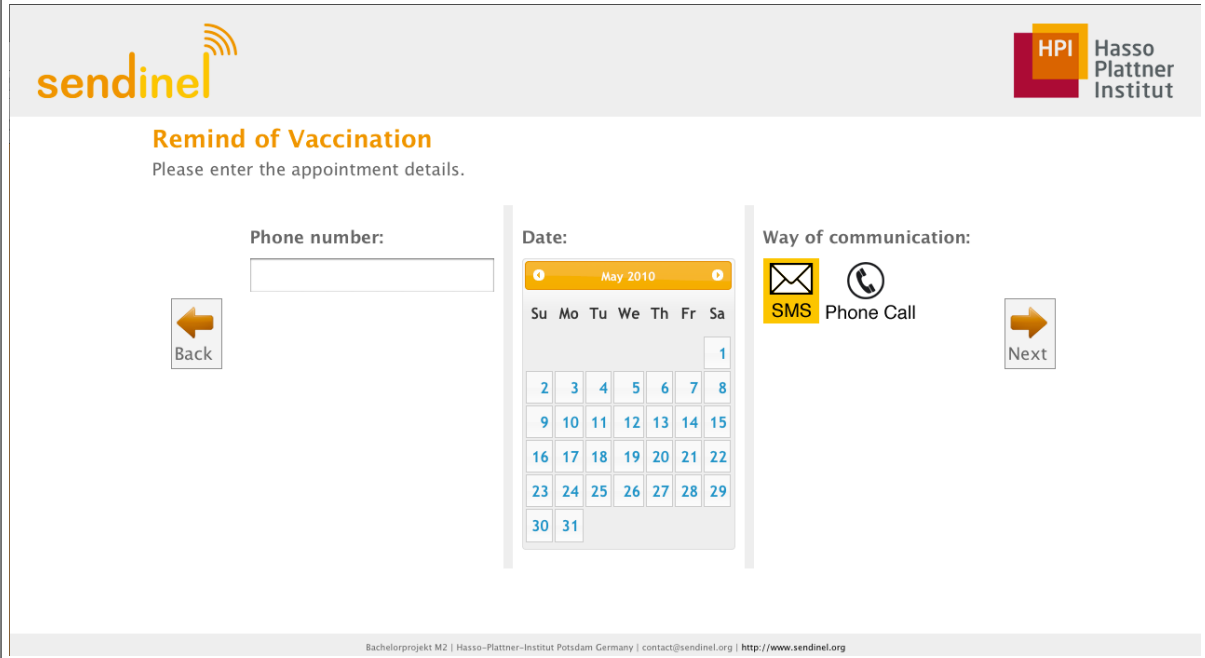


Figure 1: The main menu of Sendinel

3.1 Remind Patients of Next Vaccination

If you want to remind someone of the next vaccination, click on the main menu on “Remind of Vaccination”. Then your computer screen should look like shown in figure 2.

Please enter the phone number of the patient.



The screenshot shows a web form titled "Remind of Vaccination" with the instruction "Please enter the appointment details." The form is divided into three main sections: "Phone number:", "Date:", and "Way of communication:". The "Phone number:" section has a text input field and a "Back" button. The "Date:" section features a calendar for May 2010, with the 1st of May selected. The "Way of communication:" section has two radio buttons: "SMS" (selected) and "Phone Call". A "Next" button is located to the right of the "Way of communication:" section. The form is part of a web application with the "sendinel" logo and "HPI Hasso Plattner Institut" branding. A footer at the bottom contains contact information: "Bachelorprojekt M2 | Hasso-Plattner-Institut Potsdam Germany | contact@sendinel.org | http://www.sendinel.org".

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Figure 2: If you want to remind a patient of a vaccination, you have to enter the telephone number, the date of the appointment and the way of communication

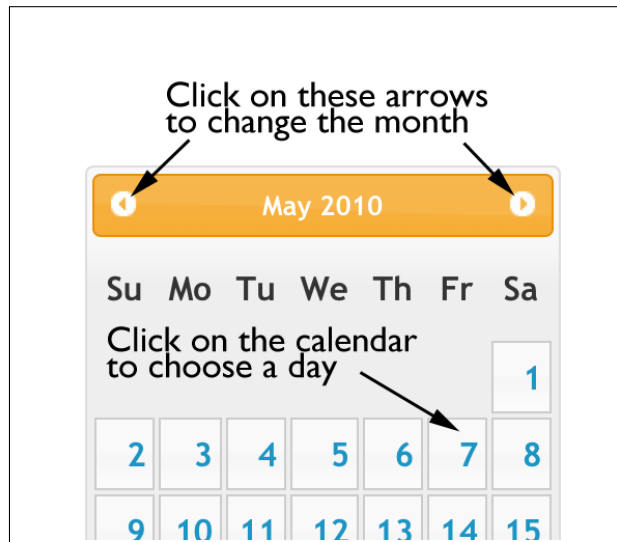


Figure 3: In order to change the month to the next month, you have to click on the right arrow. In order to change to the previous month, you have to click on the left arrow

Then you have to enter the date when the next appointment is going to take place. Please look if the box shows the correct month. If the month is not the right one, you can use the little arrows to the left and right of the month name to choose the next or the previous month.

Then click on the correct date. If you have chosen a date, it will be highlighted in orange.

As a last step, you have to choose the way of communication. If you want your patient to receive an SMS, click on the SMS symbol. If you think, that your patient might be illiterate, choose "Phone Call". Then the patient will be called one day before the appointment and reminded of the vaccination. The call will be done by the computer and a computer voice will speak to the patient.

Finally, click on the next button at the bottom of the screen to save the entered data.

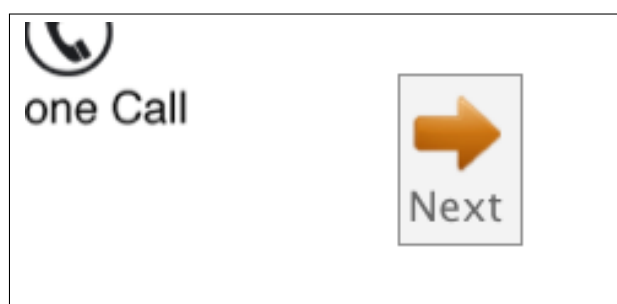
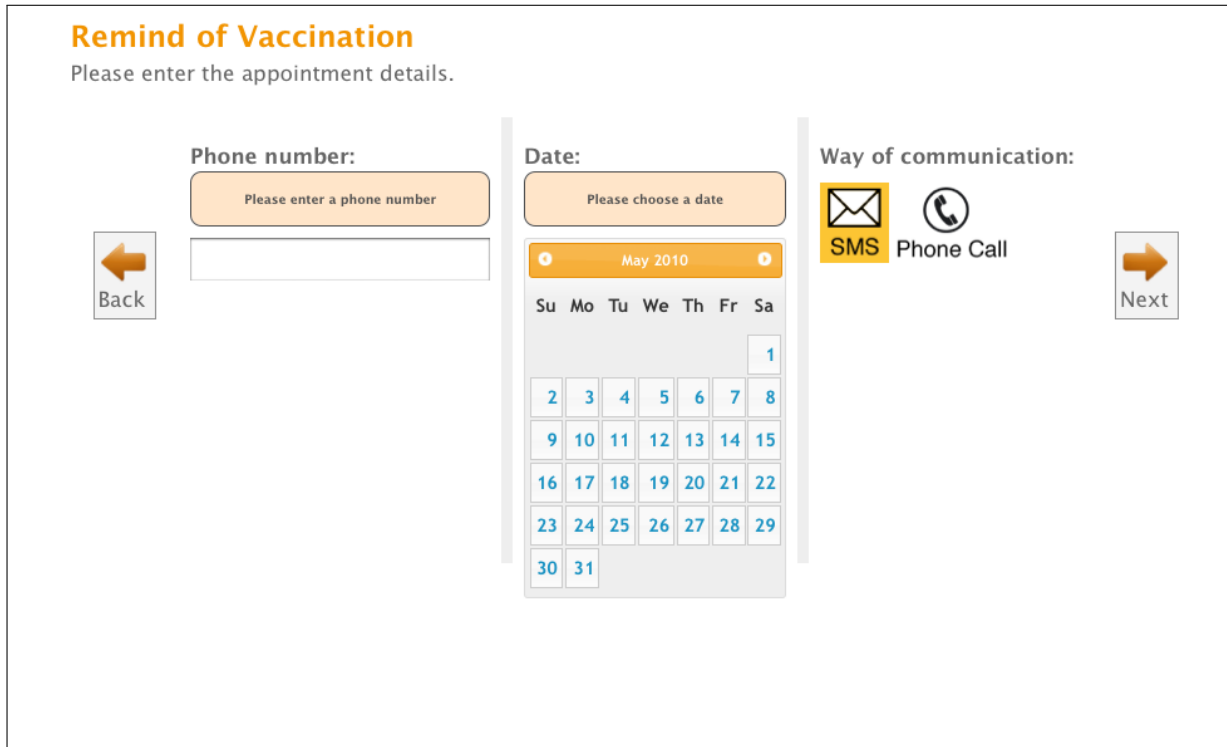


Figure 4: When you have entered all information, you need to click on "Next"

You clicked next but still see the form?

Then there should be an error message. Look for an error message on the screen. It will help you to enter all information correctly. When you have followed the advice, click on the next button again.



Remind of Vaccination
Please enter the appointment details.

Phone number:
Please enter a phone number

Date:
Please choose a date

Way of communication:
SMS Phone Call

Back Next

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Figure 5: When you did not enter neither phone number nor date of the appointment, you will see these two error messages

If you entered all information correctly, you will see the following screen:

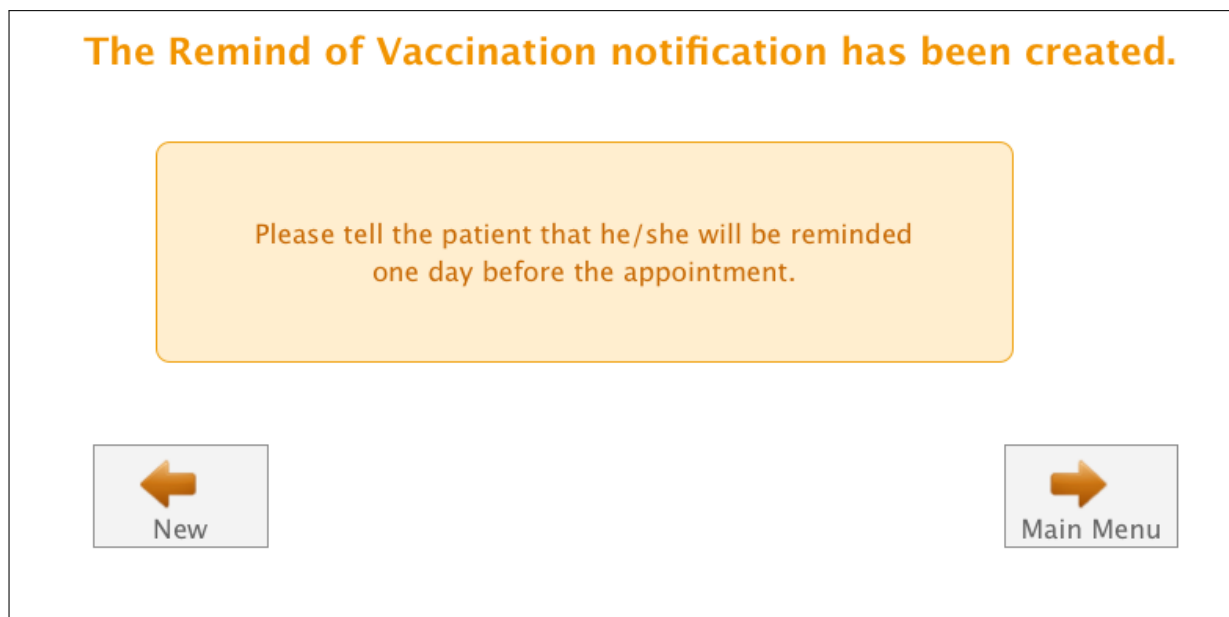


Figure 6: You have successfully entered a Vaccination reminder.

You should now inform the patient that he/she will be contacted one day before the vaccination is scheduled. Then the patient will not be surprised to receive an SMS or a phone call from the clinic.

After 2 minutes or when you click on the next button, you will return to the main screen of Sendinel.

3.2 Remind Patients of Follow-Up Consultations

This works nearly exactly like reminders for vaccinations.

- Click on “Remind of Follow-Up Consultation” on the main menu.
- Then enter the phone number of the patient and the date of the appointment
- Choose a fitting way of communication
- Click on next, maybe correct errors, and then you are finished

3.3 Inform Patients That Their Lab Results Have Arrived

This works also very similar to reminders for vaccinations

- Click on “Inform about Lab Result” on the main menu.
- Then enter the phone number of the patient and choose a fitting way of communication
- Click on next, maybe correct errors, and then you are finished

If you want to inform more than one patient that the lab results have arrived, you may use the “Next” button on the last screen.

3.4 Inform About Arrival of Medication

This feature does not yet exist. It will hopefully be available by June 2010.

3.5 Send Notifications to Groups

You can regularly send information to a group of patients. For example you can notify all subscribers to “information for pregnant women” if there is going to be a gymnastics training for them.

You can enter the groups yourself. Every group you add can be found on the main screen.

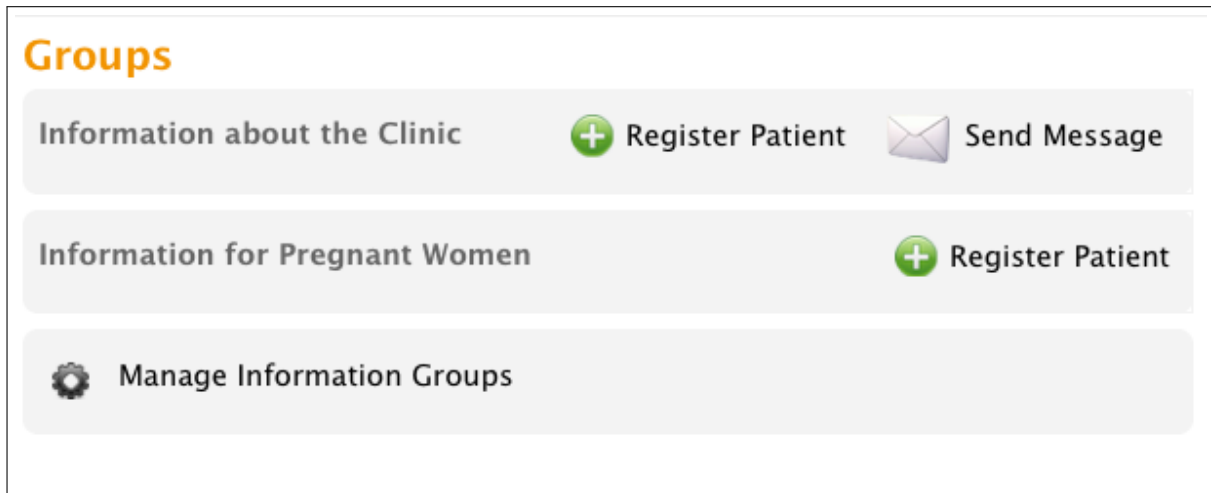
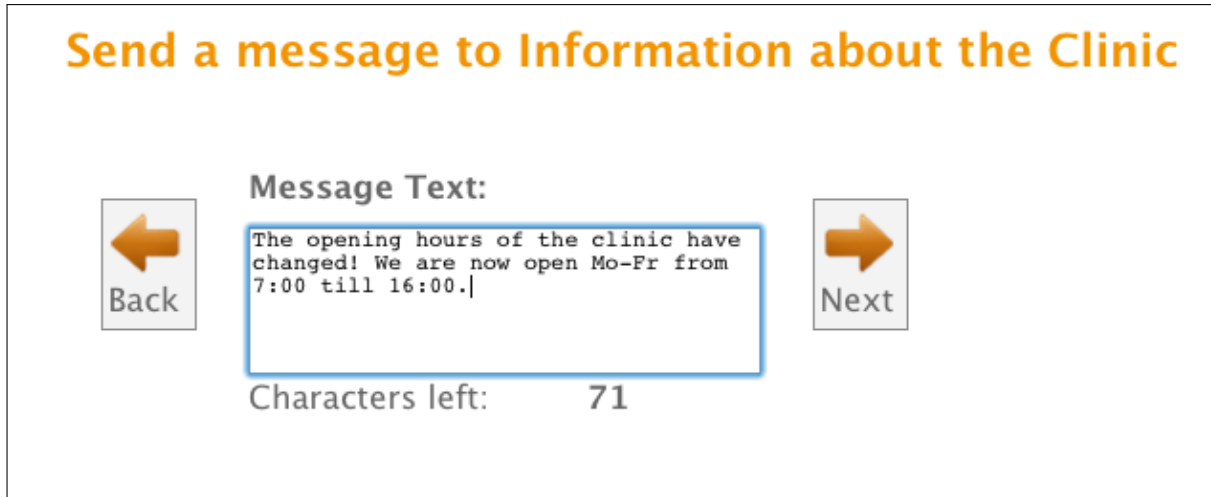


Figure 7: You find all existing groups on the main screen

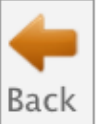
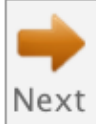
3.5.1 Sending a Message

When you want to send a message to a certain group, you have to click on “send” next to the title. So let’s assume, I want to send a message to the group named “Clinic Information”. I click on “send” next to “Clinic Information” on the main page. This leads me to a new screen:



Send a message to Information about the Clinic

Message Text:

The opening hours of the clinic have changed! We are now open Mo-Fr from 7:00 till 16:00.|

Characters left: 71

Figure 8: Writing a new message to the Clinic Information group

You have only 160 characters for your message, so that it all fits in one SMS. This message will then be sent to all subscribers to that group.

After you have clicked on “next” you see the success message:

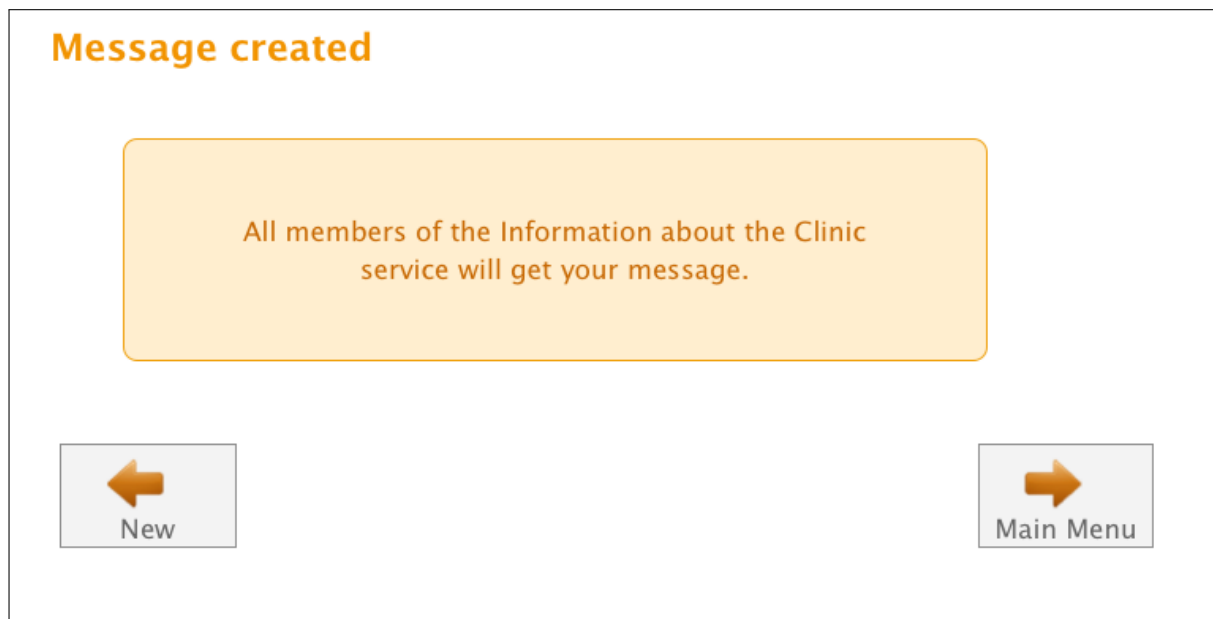


Figure 9: Having successfully sent an information to all group members

3.5.2 Registering Patients to Groups

But who subscribes the patients to the groups? This must also be you, the clinic staff. So for example, if there is a pregnant woman, it might be good to ask her if she wants to be subscribed to “information for pregnant women”. Then she would receive all messages that the clinic writes on the topic, until she is unsubscribed again.

In order to register a patient, click on “register” next to the name of the group. So in our example you would have to click as shown in figure 10.

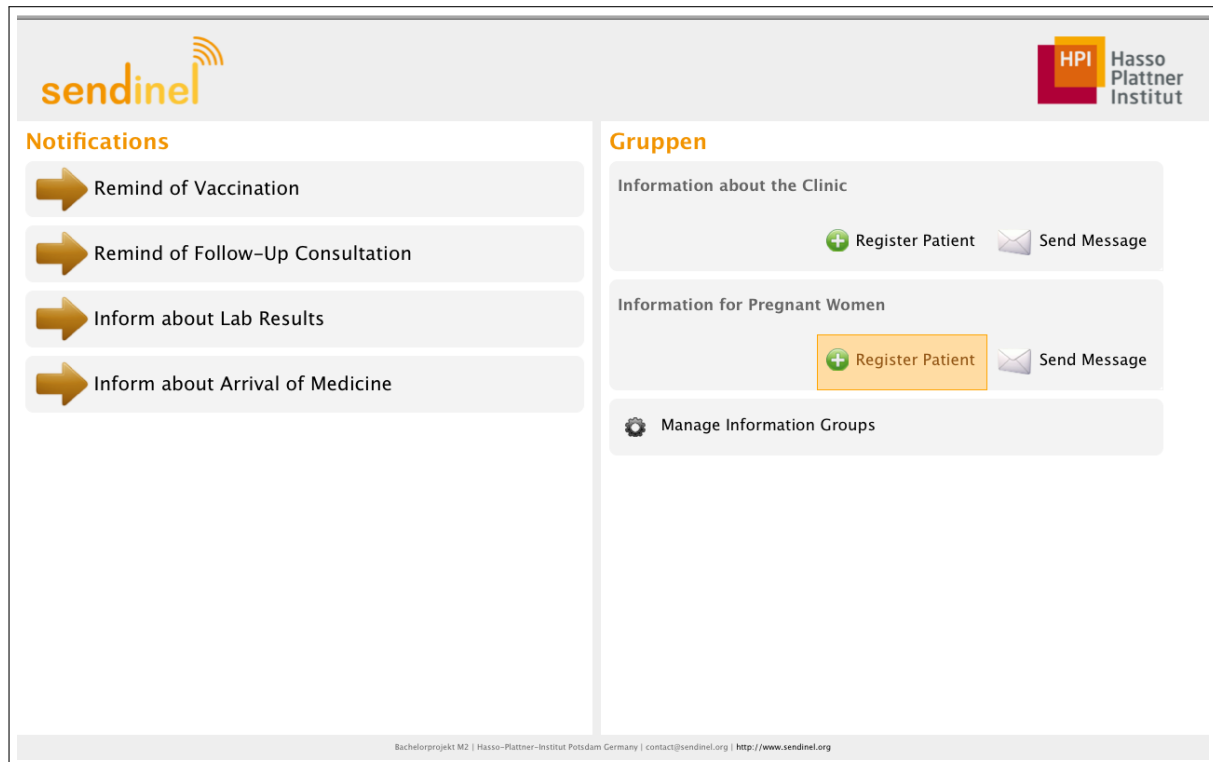


Figure 10: To register a patient in the group “information for pregnant women”, you have to click on “register”

Then you can enter the phone number of the patient and choose, if he/she should receive an SMS or a phone call. After that, click on “next”. If you have entered all information correctly, you should then see a successmessage. Then the patient is registered in the group “information for pregnant women”.

3.5.3 Removing Patients from Groups

When you want to remove a patient from a group, you need to know the phone number that the patient was registered with. Then you have to click on “Manage Information Groups” on the main screen. You will find a list of all existing groups, with two links for each group: “Remove group” and “Group members”. Click on “Group members” behind the group that you want the patient to unsubscribe of. We will use here again the example of the “information for pregnant women” group.

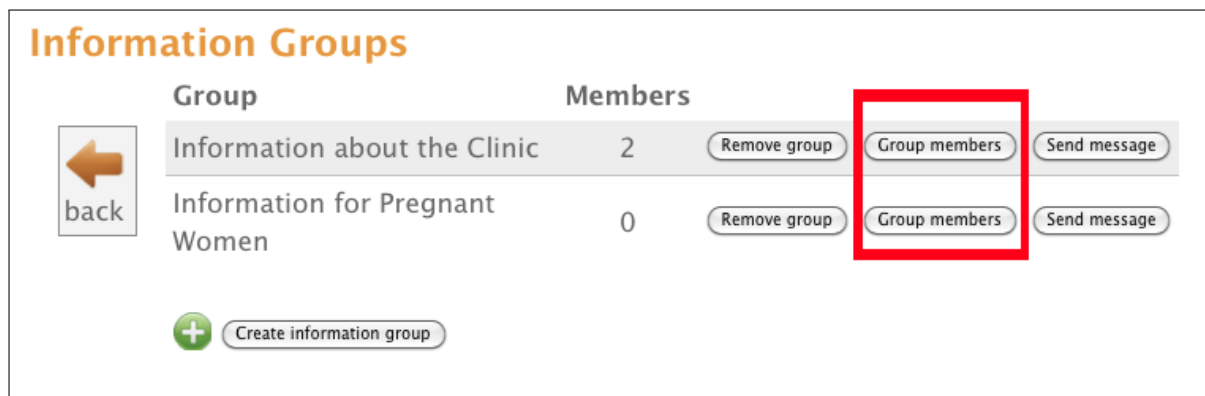


Figure 11: In order to delete a patient from an information group, the “group members” link has to be followed’

You then see a list of all patients who are subscribed in that information group. Choose the patient that you want to delete and follow the link “Remove Patient from Group” which is next to that patient. Confirm that you do want to delete that patient and the patient is deleted.

3.5.4 Adding an Information Group

In order to add an information group, click on “Manage Information Groups”. Once again, you will see a list of all existing information groups. Right under that list, you can find a link “create information group”. If you follow that link, you will find the screen as shown in figure12.

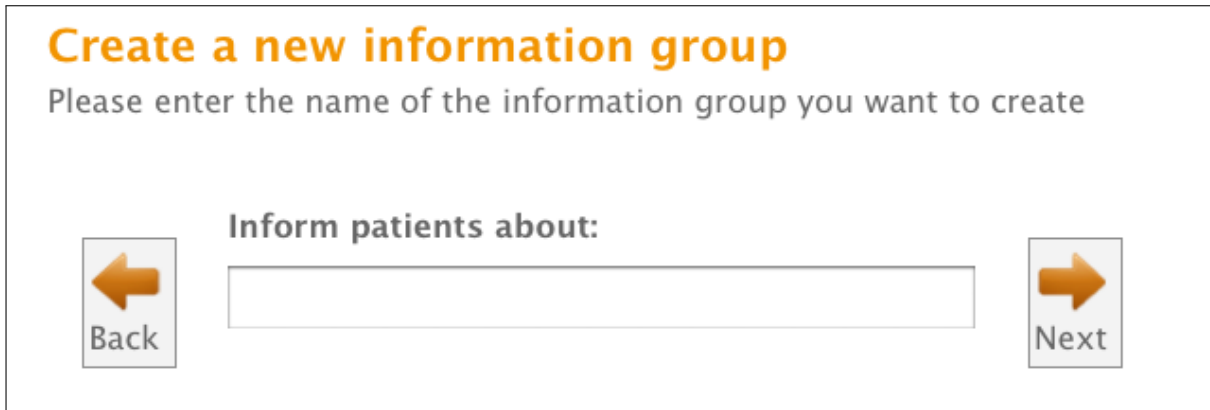


Figure 12: In this screen, the name of the group is entered

After having pressed on “save”, you return to the overview page of the information groups. Following the “Back to Main Menu” link which is under “Create Information Group”, you return to the main screen.

3.5.5 Deleting an Information Group

If you want to delete an information group, you have to follow the “Manage Information Groups” link on the main page. You will then again see the list of all existing information groups. Next to each group, you will find a link called “Remove Group”. Follow that link at the appropriate group and confirm your decision. Then the group is deleted. You can return to the main screen using the “Back to Main Menu” link.