# 📘 **User Manual: DR Kottnis Hospital Appointment App**

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## 1. 🚀 Getting Started

* **Download the App**:
  + Open the **Google Play Store** or **Apple App Store**.
  + Search for the app by hospital name (e.g., “XYZ Hospital App” or “MyChart”).
  + Tap **Install** and open the app.

## 2. 🧑‍💼 User Registration

* Open the app and tap **"Sign Up"** or **"Register"**.
* Provide:
  + Full Name
  + Mobile Number (verify via OTP)
  + Email Address (optional)
  + Date of Birth
  + Gender
  + National ID (optional)
* Create a password and agree to the terms & privacy policy.

## 3. 🔐 Logging In

* Open the app and select **Login**.
* Enter your **registered phone number/email** and **password**.
* You can also use biometric login (Face ID / Fingerprint) if enabled.

## 4. 📅 Booking an Appointment

### Step-by-Step:

1. Tap **“Book Appointment”** on the home screen.
2. Choose:
   * **Specialty** (e.g., Cardiology, ENT)
   * **Doctor** (view profile, experience, availability)
   * **Date & Time**
3. Select **In-Person** or **Online (Video Call)**.
4. Tap **Confirm Appointment**.
5. Optionally, pay the consultation fee online.

## 5. 📁 Managing Appointments

* Go to **My Appointments**.
* Here you can:
  + View upcoming and past appointments
  + **Reschedule** or **Cancel** an appointment
  + Get directions to the hospital (if available)

## 6. 📹 Teleconsultation (if supported)

* For online appointments:
  + A **"Join Video Call"** button will be enabled 10–15 mins before your slot.
  + Ensure a stable internet connection.
  + Allow camera and microphone access.
  + Join the consultation and discuss with your doctor.
  + Receive e-prescriptions after the session.

## 7. 📄 Viewing Medical Records

* Navigate to **Medical Records** or **Health History**.
* View:
  + Consultation Notes
  + Lab Reports
  + Radiology Images
  + Discharge Summaries
  + Prescriptions
* Download or share reports with a physician.

## 8. 💳 Payments and Invoices

* Pay consultation or lab fees through:
  + Debit/Credit Cards
  + Wallets (Paytm, JazzCash, etc.)
  + UPI/Bank Transfer (where supported)
* View and download **invoices** under the **Billing** section.

## 9. 🔔 Notifications and Reminders

* Enable app notifications to:
  + Receive appointment reminders
  + Prescription refill alerts
  + Follow-up suggestions
* Customize notification settings under **Settings > Notifications**.

## 10. ⚙️ Settings & Profile

* Edit profile details: name, photo, email, phone number
* Add family members’ profiles to book for them
* Set language preferences
* Manage privacy and biometric login options

## 11. 🆘 Help & Support

* Access **FAQs** for common queries.
* Chat with support agents via **Live Chat**.
* Call the helpline directly from the app.
* Use **Feedback** to report issues or suggest improvements.

## 📝 Notes

* Always keep the app updated for new features and bug fixes.
* Use a secure password to protect your health data.
* Sync your app with wearables (if supported) to share vitals with doctors.