

USER MANUAL SPERO

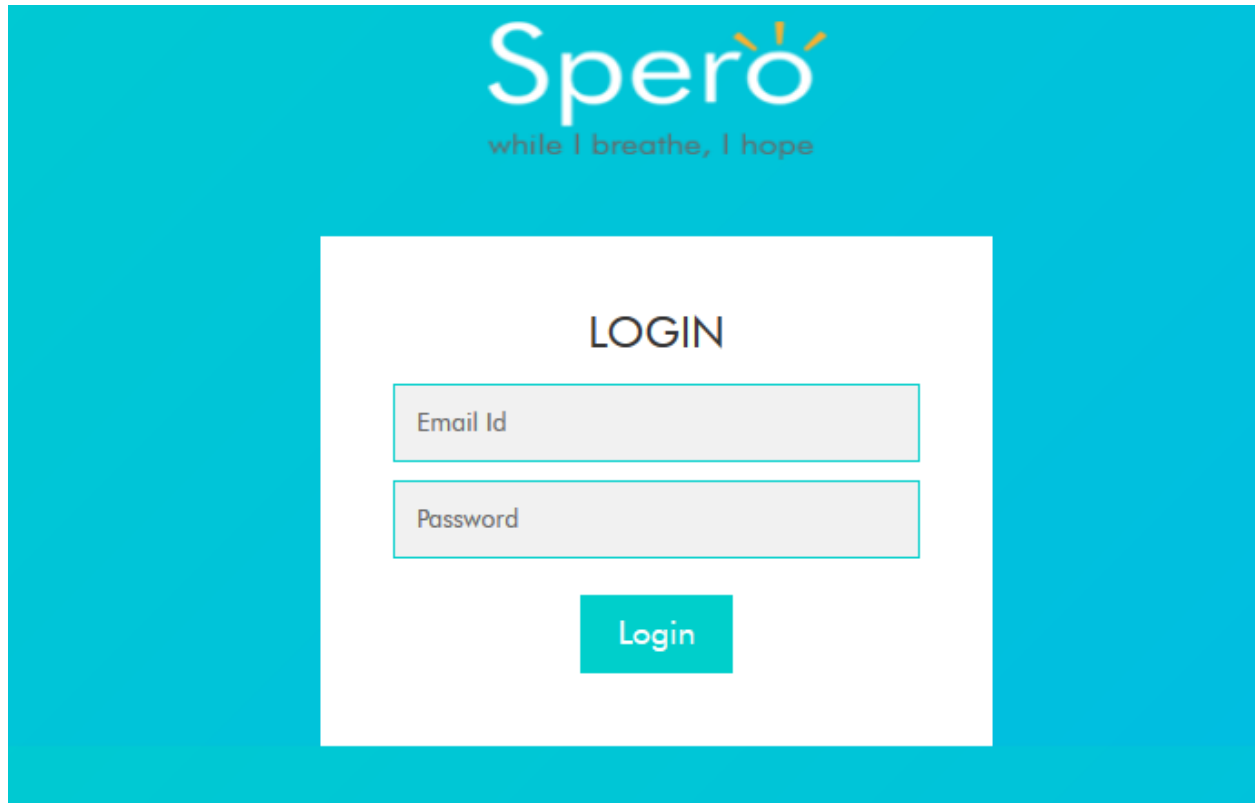
SPERO is a home healthcare service provider. Its services can be availed for One-time care or for Ongoing Care. The majority stakeholders for Phase 1 are Health Dispatcher (HD), Healthcare Manager (HCM), Admin, Human-Resource Manager, Consultant/ Family Doctor and Patient.

Process Of Health Dispatcher(HD)

The primary task of the HD is to attend call and understand the Caller's purpose of call.

Login Screen:--

Enter URL in your browser.



Spero
while I breathe, I hope

LOGIN

Email Id

Password

Login

Login with HD : 1. Enter Email Id
2. Enter Password
3. Click Login button



Spero
while I breathe, I hope

LOGIN

Enter Email ID → renukasalunke87@gmail.com

Enter Password →

Login

Home Screen:--

Once the HD logs in the system his dashboard will contain. On the top there will be Welcome HD Name, Knowledge Base Link, and Profile and Logout Option.

Purpose of Call

CALLER DETAILS

Contact No. :
Last Name :
First Name :
Middle Name :
Relation :

SUBMIT

PATIENT DETAILS

EXISTING

NEW

HHC No :

Event Log

Search By Name/HHC No

Purpose of Call

Search Professi...

Filter By: Date

From

To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000022	E0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Beena	Yadav Vijaya	100%	
IMHHC000021	E0032567	19 Oct 2015 18:05 PM	SPERO Services	Joshi Sushma	Shinde Kushal	100%	
IMHHC000020	E0031275	19 Oct 2015 16:05 PM	SPERO Services	Mane Rajiv	Shinde Kushal	60%	
IMHHC000019	E0030452	19 Oct 2015 15:45 PM	SPERO Services	Kadam Suresh	Yadav Vijaya	100%	
IMHHC000018	E0029538	15 Oct 2015 18:33 PM	SPERO Services	Jadhav Shila	Yadav Vijaya	100%	
IMHHC000017	E0027339	15 Oct 2015 18:22 PM	SPERO Services	Nivane Prashant	Yadav Vijaya	100%	
IMHHC000016	E0026384	15 Oct 2015 18:11 PM	SPERO Services	Godbole Hari	Jogalekar Neeta	100%	
IMHHC000015	E0025658	15 Oct 2015 16:12 PM	SPERO Services	Lele Pallavi	doe john	100%	
IMHHC000014	E0024215	15 Oct 2015 15:21 PM	SPERO Services	Guvar Madhu	Yadav Vijaya	60%	
IMHHC000013	E0023927	14 Oct 2015 18:31 PM	SPERO Services	Shukla Pawan	Jadhav Meera	60%	

Show

10 Records

1-10 of 25

<

>

Knowledge Base Screen:--

The knowledge base link when clicked should take HD to a separate page and it will have multiple PDF files.

- On Home Screen: 1. Click on Knowledge Base button.
2. Knowledge Base Page is open

Knowledge Base

Q

Title	Action
Doc 2	
Doc 1	

Show

10 Records

1-2 of 2

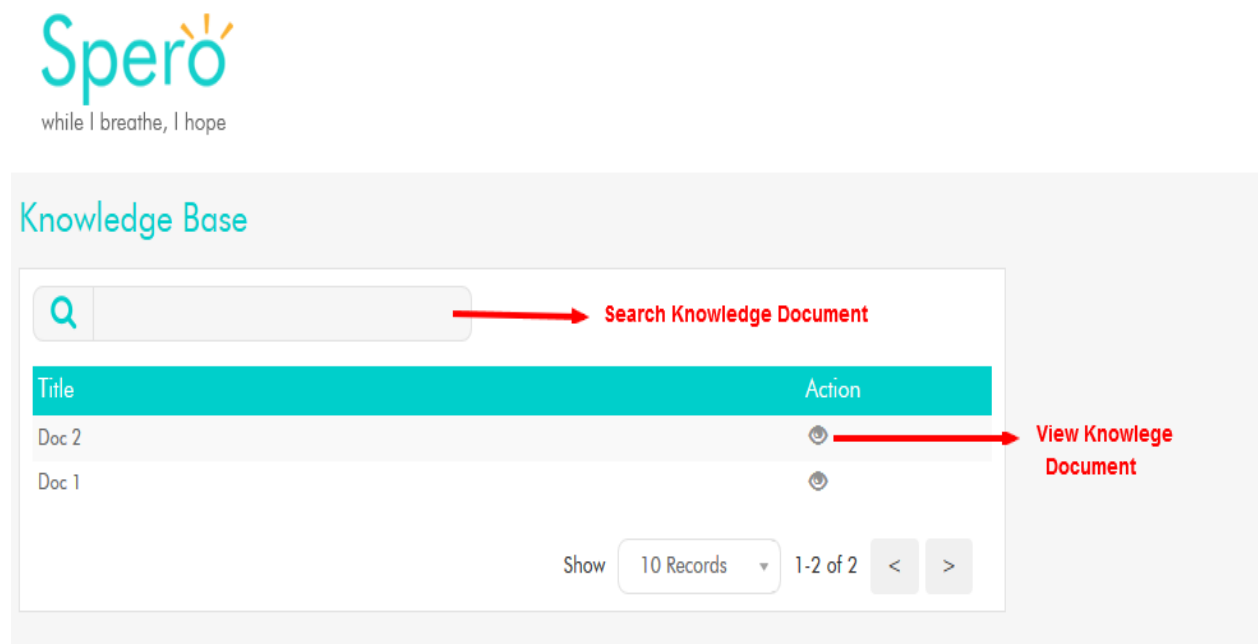
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On Knowledge Base Screen: 1. Click view document →

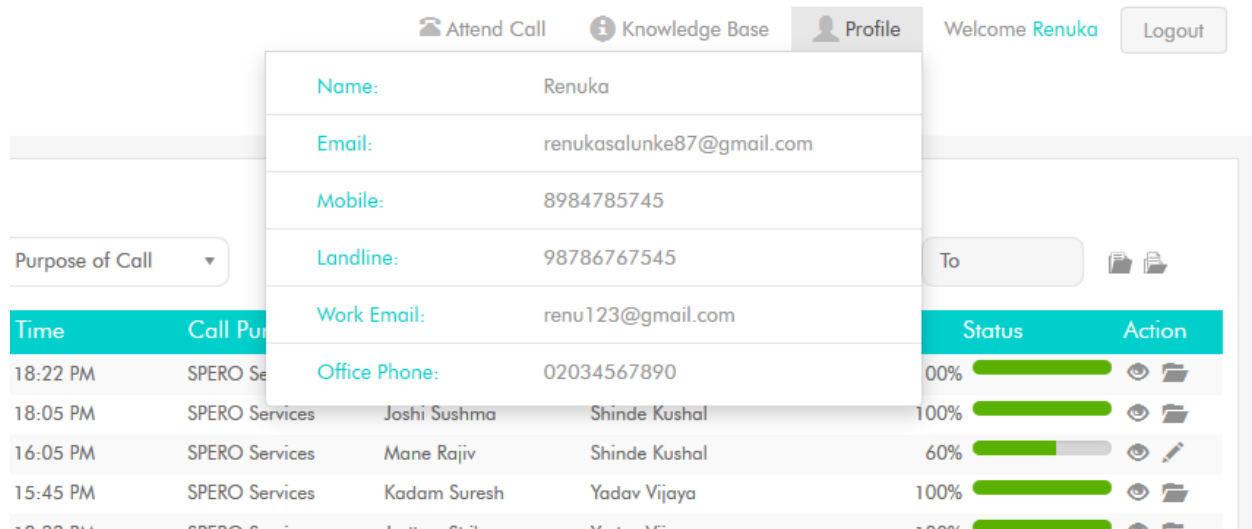
U can view knowledge document

2. Enter document name in search textbox



Home Screen:--

The Profile link when clicked will take HD to a new page that has his basic demographic information like his Name, Email Id ,Contact Number, Landline Work Email & Office Phone. The Logout Link when clicked will take the HD to Login Screen.



Process of Spero service

The primary task of HD is to attend call. So when a HD attends the call, he will greet the caller and ask for Purpose of the Call which is divided into 7 categories: SPERO Services, Job-Closure Call, Feedback Call, Enquiry Call, General Information Call, Follow-Up Call and Consultant Call.

If the call is for SPERO Services then HD will select the SPERO Service option from 'Purpose of Call' Dropdown.

Purpose of Call :--

On Home screen → Left side corner :-- 1. Select Purpose of call

2. Select Spero Services

A screenshot of a web interface for Spero Services. At the top, there is a dropdown menu with "SPERO Services" selected. A red arrow points from the text "Select SPERO Services" to the dropdown menu. Below this, there is a section titled "CALLER DETAILS" with a teal phone icon. Underneath, there are three input fields: "Contact No: *" (with a red asterisk), "Last Name : *" (with a red asterisk), and "First Name : *" (with a red asterisk). The interface has a light grey background and a teal vertical bar on the right side.

Caller Details :--

A new caller then this case the HD will enter the contact number; ask for Caller's Name and relation with the patient. This information will be filled in fields provided.

After selecting Purpose of call → 1. On caller details : Enter contact no

2. Enter Last Name

3. Enter First Name

4. Enter Middle Name

5. Select Relation

6. Click on submit button



SPERO Services

CALLER DETAILS

Contact No:* 976543210 → Enter Contact

Last Name : * Patil → Enter Last Name

First Name : * Geeta → Enter First Name

Middle Name : Pratik → Enter Middle Name

Relation : Self → Select Relation

SUBMIT

Event Log :-

After submitting Caller Details → Right side

1. On event log page → 20% call is completed

Event Log

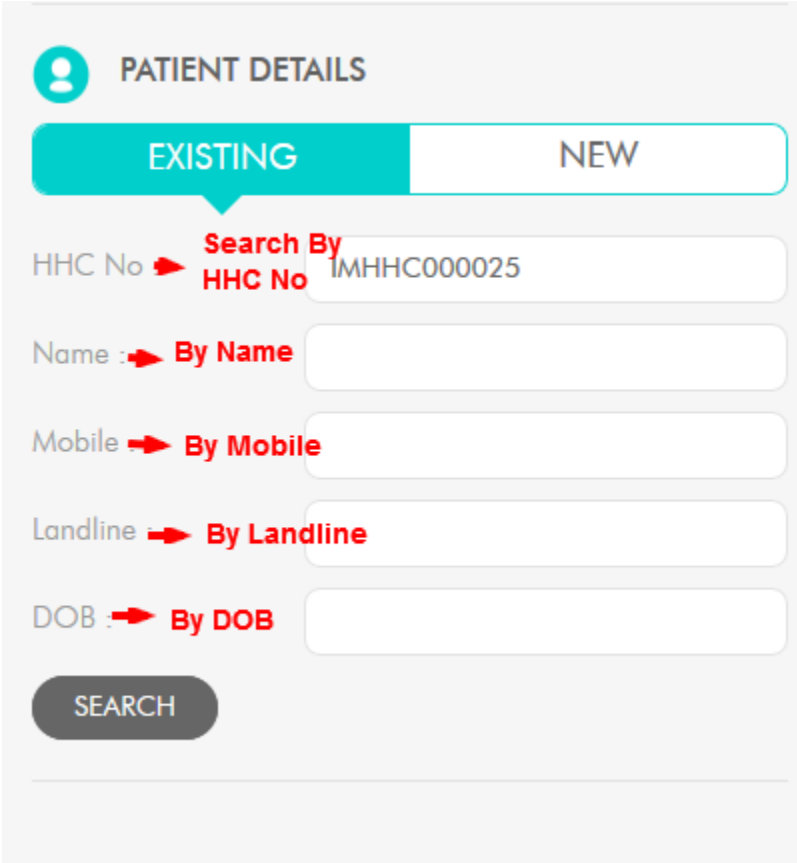
After submitting caller details → 20% call is completed

Search By Name/HHC No Purpose of Call Search Profession... Filter By: Date From To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E0035010	26 Oct 2015 17:17 PM	SPERO Services	NA	NA	20%	
IMHHC000022	E0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Beena	Yadav Vijaya	100%	

Already Existing Patient Details:--

1. In case the Patient HHC No is known or it is understood that he is an existing patient then the HD will click the Existing Tab.
2. Therein he will enter the patient HHC No/ Name/ Contact No or DOB in the search criteria to search the patient.



The screenshot displays a web interface for 'PATIENT DETAILS'. At the top, there is a teal header bar with a person icon and the text 'PATIENT DETAILS'. Below this, there are two tabs: 'EXISTING' (highlighted in teal) and 'NEW' (in white). The search section contains five input fields, each with a label and a red arrow pointing to a red text label: 'HHC No' points to 'Search By HHC No', 'Name' points to 'By Name', 'Mobile' points to 'By Mobile', 'Landline' points to 'By Landline', and 'DOB' points to 'By DOB'. The 'HHC No' field contains the text 'IMHHC000025'. At the bottom of the search section is a dark grey 'SEARCH' button. A red horizontal line is visible at the bottom of the form area.

3. A search result will populate on the right side of the dashboard.
4. The search result to give out information like: HHC No, Name, Contact Info, DOB & Address.

First Name : *

Swamiraj

Middle Name :

Ravindra

Relation :

Relation

SUBMIT

PATIENT DETAILS

EXISTING

NEW

HHC No :

IMHHC000029

→ Search by HHC Number

Name :

→ Search by name

Mobile :

→ Serch by mobile number

Landline :

→ Search by Lnadline

DOB :

→ Search by DOB

SEARCH

Search Results

HHC No:

IMHHC000029

Name:

Gurav Swamiraj Ravindra

Contact No:

989084048


Address:

Pune

Select

Click Select button

5. After clicking select button -->1.Update patient detail page is open

 **PATIENT DETAILS**

EXISTING

UPDATE

HHC Code:

IMHHC000029

Last Name: *

Gurav

First Name: *

Swamiraj

Middle Name:

Ravindra

Residential Address: *

Pune

☐ Permanent address same as residential address

Permanent Address:

Pune

Location : *

Bharati Vidyapeeth, Katraj, Pune

Mobile: *

989084048

6.Then HD will confirm with the Family Doctor Name & Consultant Name.

7.The Family Doctor & Consultant Name will be selected from the dropdown in case of any change required.

8.The Email Id & Contact Information for Family Doctor & Consultant will be system fed.

Landline: 020-265987445

DOB: 10-05-1989

Family Doctor: Family Doctor

Contact No: Update Family Doctor

Email id:

Consultant: Consultant

Contact No: Update Consultant

Email id:

UPDATE Click Update button

9. After clicking update button -->1.40% call is completed

2. HHC No is generated

Spero
while I breathe, I hope

Attend Call Knowledge Base Profile Welcome Renuka Logout

Landline: 020-265987445

DOB: 10-05-1989

Family Doctor: Jain Chaaya

Contact No: 9876543210

Email id: chaaya123@gmail.com

Consultant: Joshi Harsha

Event Log

HHC NO is generated

40% Call is completed

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000029	E0043369	02 Nov 2015 16:47 PM	SPERO Services	Gurav Swamiraj	NA	40%	
IMHHC000029	E0043979	02 Nov 2015 15:03 PM	SPERO Services	Gurav Swamiraj	NA	40%	
	E0038689	02 Nov 2015 14:38 PM	SPERO Services	NA	NA	20%	
IMHHC000028	E0042108	02 Nov 2015 14:34 PM	SPERO Services	Jhope Kalpana	NA	40%	
IMHHC000027	E0040717	02 Nov 2015 12:15 PM	SPERO Services	Lele Teju	NA	40%	
IMHHC000007	E0016179	02 Nov 2015 10:51 AM	SPERO Services	Pawar Shital	NA	40%	

New Patient Details :--

Once the caller details are successfully entered the HD will ask for Patient Details. The HD will enquire about Patients HHC No and try to understand if the patient is new to the system. HD realizes that he is a new patient then he will click on the “New” Tab.

11. After submitting Caller Details→ Enter New Patient Details

1.Enter last name,first name,middle name

2.Enter residential address.

3.click checkbox (Permanent address same as residential address)→

If your residential address same as permanent address.

4. Enter Location, Pin code.

5. Enter mobile.

6. Enter email id.

7. Enter Landline.

8. Enter DOB

9. Select Family doctor

10. Select consultant.

11. Select generate HHC No.

*** This fields are mandatory**



PATIENT DETAILS

EXISTING

NEW

Last Name: *

Nemade → Enter Name

First Name: *

Suresh → Enter First Name

Middle Name:

Piyush → Enter Middle Name

Residential
Address: *

Om Sh Anti Building, Flat
No-2, mayor Colony, Kothrud

→ Enter Address

click checkbox



Permanent address same as
residential address

Permanent
Address:

Om Sh Anti Building, Flat
No-2, mayor Colony, kothrud

Enter permanent
Address

Location: *

Kothrud ▼

Location: *	Kothrud ➡ Select Location ▼
Pin Code:	411038 ➡ Select Pin code
Mobile: *	876543210 ➡ Enter Mobile
Email Id:	suresh123@gmail.com ➡ Enter Emailid
Landline:	02038748634 ➡ Enter Landline
DOB:	09-10-1996 ➡ Select DOB
Family Doctor:	DIXIT MANJIRI ➡ Select Family Doctor
Contact No:	9822264863
Email id:	dixit_shantanu@hotmail.com
Consultant:	ABHYANKAR NITIN ➡ Select Consultant ▼
Contact No:	9604033415
Email id:	nitimadh@gmail.com
GENERATE HHC NO ➡ Click generate HHC No	

Event Log :--

After Submitting new patient details→1.Generate HHC NO

2. 40% call is completed

The screenshot shows the 'Event Log' interface. At the top, there is a search bar labeled 'Search by name/HHC No' with a magnifying glass icon. To its right are dropdown menus for 'Purpose of Call' and 'Attend by'. Further right is a 'Filter By: Date' section with 'From' and 'To' input fields. Below these are two document icons. The main part of the interface is a table with the following columns: HHC No, Event Id, Event Date Time, Call Purpose, Caller Name, Attended By, Status, and Action. The first row of data has HHC No 'SPHHC000321', Event Id 'E00373178', Event Date Time '28-10-2015 15:09 PM', Call Purpose 'SPERO Services', Caller Name 'Nemade Suresh', Attended By 'Salunke Renuka', and Status '40%'. The second row has Event Id 'E00287004', Event Date Time '28-10-2015 10:46 AM', Call Purpose 'Job Closure', Caller Name 'Shet Sakshi Dvendra', Attended By 'Salunke Renuka', and Status '20%'. Red arrows point to the 'HHC No' column header with the text 'HHC Number is generated' and to the 'Status' column header with the text '40% call is completed'.

HHC No	Event Id	Event Date Time	Call Purpose	Caller Name	Attended By	Status	Action
SPHHC000321	E00373178	28-10-2015 15:09 PM	SPERO Services	Nemade Suresh	Salunke Renuka	40%	
	E00287004	28-10-2015 10:46 AM	Job Closure	Shet Sakshi Dvendra	Salunke Renuka	20%	

Requirements :--

The Requirement Section will have a Select Service Dropdown with options like: HCA, Nurse, Transport Ambulance, Physician Assistant, Physiotherapist, Medical Equipment, and Lab Investigation & Pharmacy Services. The HD will select the checkbox for each service as asked by the caller.

After Submitting new patient details(without share with HCM)→

- 1.Select services
2. Select Recommended Service
3. Enter Notes
- 4.Click Dispatch button

The screenshot shows a form titled "REQUIREMENTS" with a teal pencil icon. It contains three dropdown menus and two buttons. Red arrows point from text annotations to specific elements: "Select Services" points to the first dropdown, "Select Recommended service-> U can select multiple services" points to the second dropdown, "Enter notes" points to the third dropdown, and "Click dispatch button." points to the "DISPATCH" button.

REQUIREMENTS

Physician assistant → **Select Services**

Physician assistant (Recommended Service) → **Select Recommended service-> U can select multiple services**

Notes → **Enter notes**

DISPATCH **SHARE WITH HCM**

Click dispatch button.

After Submitting new patient details(share with HCM)→

- 1.Select services**
- 2. Select Recommended Service**
- 3. Enter Notes**
- 4.Click Share with HCM(HD can share services to HCM also)**
- 5. At the time service share with HCM→Dispatch button is disable**

The screenshot shows a form titled "REQUIREMENTS" with a teal pencil icon. It contains two dropdown menus: "Nurse" and "Nurse (Recommended Service)". Below these is a "Notes" text area. At the bottom are two buttons: "DISPATCH" and "SHARE WITH HCM". Red arrows and text provide instructions and status:

- Red arrow from "Nurse" to "Select Service"
- Red arrow from "Nurse (Recommended Service)" to "Select recommended service"
- Red arrow from "Notes" to "Enter Notes"
- Red arrow from "DISPATCH" to "Button is disable"
- Red arrow from "SHARE WITH HCM" to "U can share service with HCM"

Plan of Care :--

- 1. Once the Dispatch Tab is clicked the Plan of Care will be displayed on the Right hand side. The Plan of Care will consist of Event Id on right hand corner.**
- 2. After Submitting Requirements → Plan of care is open**
- 3. Then there will be a list with following headings: Service, Recommended Service, Date, Time (From/To) and Cost.**

DOB: 01-10-1997

Family Doctor: Jain Chaaya

Contact No: 9876543210

Email id: chaaya123@gmail.com

Consultant: Joshi Harsha

Contact No: 9876784343

Email id: harsha123@gmail.com

GENERATE HHC NO

Plan of Care

Event Id : IMHHC000023/E0035010

Service	Recommended Service	Date		Time		Cost
		From	To	From	To	
Physician assistant	Bladder Wash					650.00
TOTAL ESTIMATED COST:						650.00

Confirm Estimated Cost: ☐ Yes ☒ No

REQUIREMENTS

Physician assistant

Bladder Wash

Notes

4. The Caller doesn't wish to proceed then this call will be logged against estimation call which will be shown in the event log as estimation call.

- On plan of care →**
- 1. Select from date & to date**
 - 2. Select from time & to time**
 - 3. U can add service date & time also**
(click (+) & (-) sign)
 - 4. Click radio button On confirm estimated cost(yes/no)**
 - 5. On confirm estimated cost→Select No button**
- 100% call is completed & Call is close.**

Purpose of Call

CALLER DETAILS

Contact No.*
Last Name :*
First Name :*
Middle Name :
Relation :

SUBMIT

Event Log

Search By Name/HHC No
Purpose of Call
Search Professi...
Filter By: Date
From
To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	NA	40%	
IMHHC000023	E0035010	26 Oct 2015 17:17 PM	Estimation Call	Patil Geeta	NA	100%	
IMHHC000022	E0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Beena	Yadav Vijaya	100%	
IMHHC000021	E0032567	19 Oct 2015 18:05 PM	SPERO Services	Joshi Sushma	Shinde Kushal	100%	
IMHHC000020	E0031275	19 Oct 2015 16:05 PM	SPERO Services	Mane Rajiv	Shinde Kushal	60%	
IMHHC000019	E0030452	19 Oct 2015 15:45 PM	SPERO Services	Kadam Suresh	Yadav Vijaya	100%	
IMHHC000018	E0029538	15 Oct 2015 18:33 PM	SPERO Services	Jadhav Shila	Yadav Vijaya	100%	
IMHHC000017	E0027339	15 Oct 2015 18:22 PM	SPERO Services	Nivane Prashant	Yadav Vijaya	100%	
IMHHC000016	E0026384	15 Oct 2015 18:11 PM	SPERO Services	Godbole Hari	Jagalekar Neeta	100%	

6. The HD will enter the Date & Time after consultation with the caller. The total estimated cost will be generated. The HD will communicate the same with Caller and take his confirmation for the same.

- On plan of care →
1. Select from date & to date
 2. Select from time & to time
 3. Click radio button On confirm estimated cost(yes/no)
 4. On confirm estimated cost→Select yes button
 5. find professional option is open

SPERO Services

CALLER DETAILS

Contact No.*
Last Name :*
First Name :*
Middle Name :
Relation :

SUBMIT

PATIENT DETAILS

EXISTING
UPDATE

HHC Code:
Last Name :*
First Name :*

Plan of Care

Event Id : IMHHC000024/E0036264

Service	Recommended Service	Date	Time	Cost ₹
Physician assistant	Ambulation	From To	From To	500.00
TOTAL ESTIMATED COST:				500.00
Confirm Estimated Cost:				Yes No

FIND PROFESSIONAL

Physician assistant

Search By:
Name
Availability
Location

Professional Code	NAME	SKILL-SET	AVAILABILITY	LOCATION	View
IHPF000001	Yadav Vijaya Kumar		Not Scheduled	Law College	
IHPF000003	Shinde Kushal		Not Scheduled	Dandekar Pul Area	

Find Professional:--

There will be Professional Tabs equal to the number of Professionals Selected during the Requirement gathering.

On professional option → 1. A scale is located that will help HD to select the distance from Patient Location. Patient Location will be the current residential location.

2. Search by name

3. Search by location

FIND PROFESSIONAL

Physician assistant

0 10 20 30 40 50
Select scale for professional location to patient location & Result is display as per location

Search By: Name Location

Search by name Search by location

Professional Code	NAME	SKILL-SET	AVAILABILITY	LOCATION	View
IHPF000001	Yadav Vijaya Kumar		Not Scheduled	Law College	View
IHPF000003	Shinde Kushal		Not Scheduled	Dandekar Pul Area	View
IHPF000004	Devkar Rajan		Not Scheduled		View
IHPF000005	Jogalekar Neeta		Not Scheduled		View
IHPF000006	More Sushma		Not Scheduled	Dattawadi	View
IHPF000007	Nayar Rupali		Not Scheduled	Anurekha Society Karve Nagar	View

On find professional → Select professional to assign services.

PATIENT DETAILS

EXISTING UPDATE

HHC Code: IMHHC000024

Last Name: Kapoor

First Name: Sneha

Middle Name:

Residential: Pimpri

SUBMIT

Physician assistant

0 10 20 30 40 50

Search By: Name Availability Location

Professional Code	NAME	SKILL-SET	AVAILABILITY	LOCATION	View
<input checked="" type="checkbox"/> IHPF000001	Yadav Vijaya Kumar		Scheduled	Law College	
<input type="checkbox"/> IHPF000003	Shinde Kushal		Not Scheduled	Dandekar Pul Area	
<input type="checkbox"/> IHPF000004	Devkar Rajan		Not Scheduled		
<input type="checkbox"/> IHPF000005	Jagalekar Neeta		Not Scheduled		
<input type="checkbox"/> IHPF000006	More Sushma		Not Scheduled	Dattawadi	
<input type="checkbox"/> IHPF000007	Nayar Rupali		Not Scheduled	Anurekha Society Karve Nagar	
<input type="checkbox"/> IHPF000008	doe john		Not Scheduled		
<input type="checkbox"/> IHPF000031	Jadhav Vinod		Not Scheduled	Anandpur	

On find professional → 1.Click on scheduled

2.HD Can view professional busy scheduled

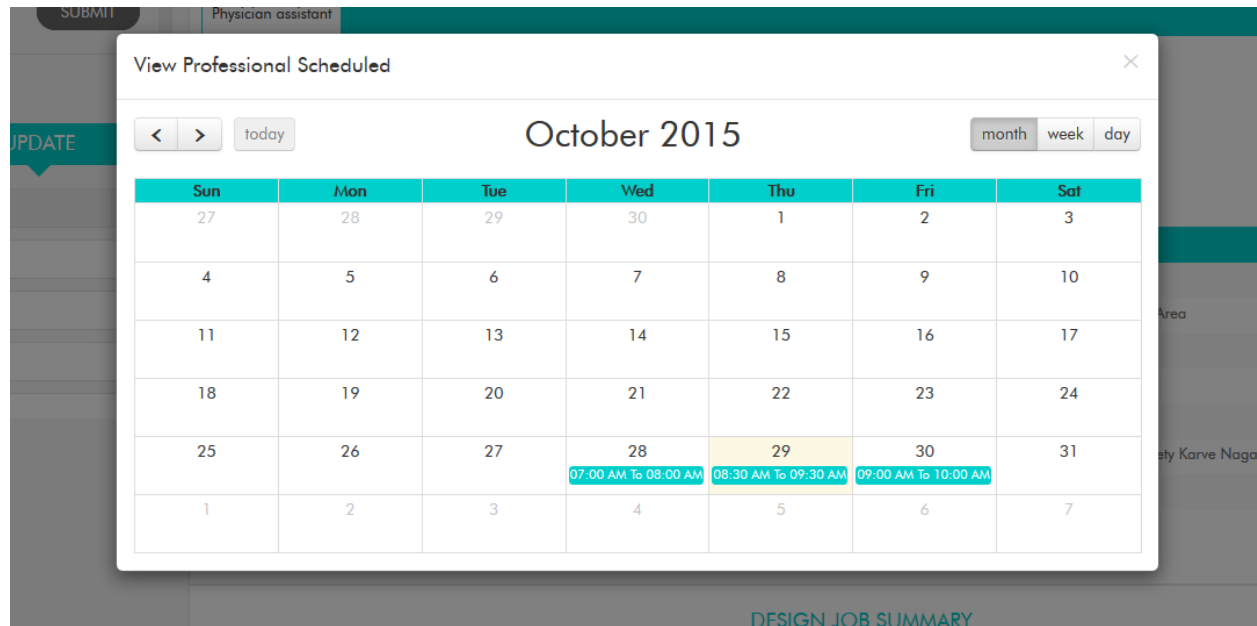
View Busy Scheduled

Professional Name : Yadav Vijaya Kumar

Patient Name	From Date	To Date	Time	Location	Recommended Service
Malik Pooja Suyog	15-10-2015	15-10-2015	10:15 AM To 10:15 AM	Kothrud	Ambulation
Yadav Devika	20-10-2015	22-10-2015	11:45 AM To 11:45 AM	Kothrud	Ambulation
Gurav Madhu	17-10-2015	17-10-2015	08:15 AM To 09:15 AM	Chintamani Nagar Phase 1	Orthotic Prescription
Kapoor Sneha	30-10-2015	30-10-2015	09:15 AM To 10:15 AM	Hinjewadi	Ambulation

On find professional → 1.Click on view button

2.HD Can view professional work scheduled also.



Design Job Summary:--

1.The Job Summary will include following heads: Professional Id, Professional Name, Recommended Service, Date& Time.

2.This all information will be auto filled using the information from prior processes.

3.There will also be a text box to mention Reporting Instructions if any.

On find professional→ 1.Assign professional to service

2.click on submit button

3. Design job summary option is open.

IMHHC000024
Kapoor
Sneha
Pimpri

Professional Code	NAME	SKILL-SET	AVAILABILITY	LOCATION	View
<input checked="" type="checkbox"/> IHPF000001	Yadav Vijaya Kumar		Scheduled	Law College	
<input type="checkbox"/> IHPF000003	Shinde Kushal		Not Scheduled	Dandekar Pul Area	
<input checked="" type="checkbox"/> IHPF000004	Devkar Rajan		Not Scheduled		
<input type="checkbox"/> IHPF000005	Jogalekar Neeta		Not Scheduled		
<input type="checkbox"/> IHPF000006	More Sushma		Not Scheduled	Dattawadi	
<input type="checkbox"/> IHPF000007	Nayar Rupali		Not Scheduled	Anurekha Society Karve Nagar	
<input type="checkbox"/> IHPF000008	doe john		Not Scheduled		

SUBMIT

DESIGN JOB SUMMARY

Physician assistant

Prof. Id	Prof. Name	Recommended Service	Date Time	Reporting Instructions
IHPF000001	Yadav Vijaya Kumar	Ambulation	30-10-2015 (09:15 AM to 10:15 AM)	<div> <div>SMS</div> <div>Email</div> <div>Call</div> </div>

On design job summary→1.Enter Reporting instructions

2.Click sms→Sms send to professional OR

3.Click Email→Email send to professional OR

4. Click call→Call to professional

5. 60% Call is completed

while I breathe, I hope

Attend Call
Knowledge Base
Profile
Welcome Renuka
Logout

Purpose of Call

CALLER DETAILS

Contact No. :
Last Name :

Event Log

Search By Name/HHC No
Purpose of Call
Search Professi...
Filter By: Date
From
To

HHHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	NA	40%	
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	60%	
IMHHC000023	E0035010	26 Oct 2015 17:17 PM	Estimation Call	Patil Geeta	NA	100%	

60% Call is completed

Process of Job Closure

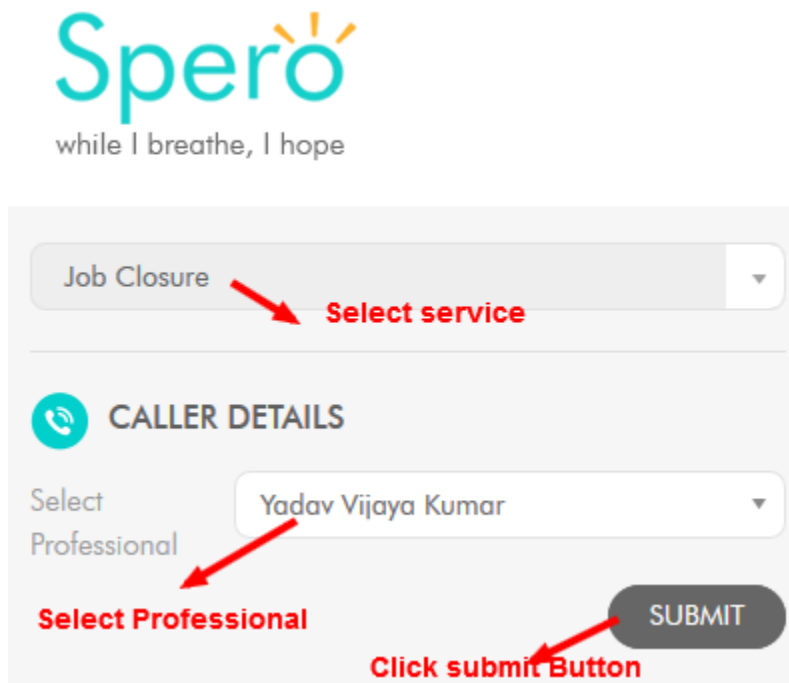
When the HD ask for Purpose of the Call and the Professional or Vendor replies as 'Job Closure Call' , then the HD to select Job Closure Call from Purpose of Call dropdown. Whenever there are multiple professionals or vendors any one of them will be assigned to make the Job Closure Call.

Job closure:--

Left side→ 1.Select Purpose of call→ Job closure

2. Select Professional which assign to particular spero services

3.Click submit button.

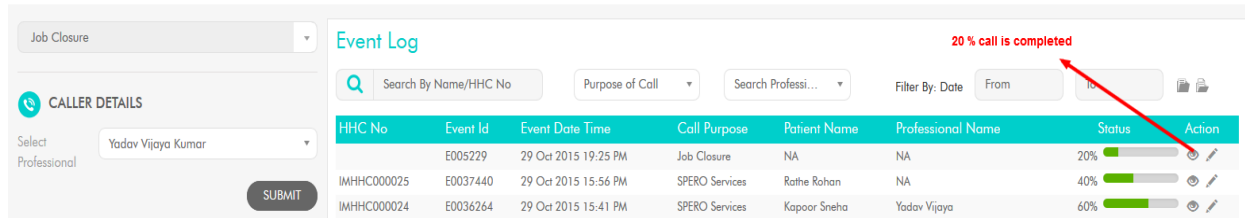


The screenshot shows the Spero interface for job closure. At the top is the Spero logo with the tagline "while I breathe, I hope". Below the logo is a dropdown menu currently set to "Job Closure", with a red arrow pointing to it and the text "Select service". Underneath is a section titled "CALLER DETAILS" with a phone icon. It contains a dropdown menu for "Select Professional" with "Yadav Vijaya Kumar" selected, and a red arrow pointing to it with the text "Select Professional". At the bottom right is a dark grey "SUBMIT" button, with a red arrow pointing to it and the text "Click submit Button".

Event Log:--

After submitting job closure call→

1. On Event log→Right side→20% Call is completed



HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E005229	29 Oct 2015 19:25 PM	Job Closure	NA	NA	20% <div></div>	
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	NA	40% <div></div>	
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	60% <div></div>	

Patient Details:--

Left side→ 1. After submitting job closure call

2.U can search existing patient→Who is already taken spero
Services

3.U can search existing patient by 1.HHC NO


2.Name

3.Mobile

4.Landline

5.DOB

4.Click submit button

 **PATIENT DETAILS**

EXISTING

NEW

HHC No ➡

Search By
HHC No

IMHHC000025

Name :

➡ By Name

Mobile ➡

By Mobile

Landline ➡

By Landline

DOB ➡

By DOB

SEARCH

Search Results:--

Left side➔ 1. Example➔Patient search by HHC No

2.Click Search button

3.Right side➔Search results is display

4.Click select button

Job Closure

CALLER DETAILS

Select Professional

Yadav Vijaya Kumar

SUBMIT

PATIENT DETAILS

EXISTING

NEW

HHC No :

IMHHC000025

Name :

Mobile :

Landline :

DOB :

SEARCH

Search Results

HHC No:

IMHHC000025

Name:

Rathe Rohan

Contact No:

45454

Address:

Pimpri

Select

Search result window is open

Click select button

Search by HHC No

Click search button

Event Log:--

After clicking select button on search results page→ Event log window is open

Job Closure

CALLER DETAILS

Select Professional

Yadav Vijaya Kumar

SUBMIT

PATIENT DETAILS

EXISTING

UPDATE

Event Log

Search By Name/HHC No

Purpose of Call

Search Professi...

Filter By: Date

From

To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	60%	<div> <div></div> <div></div> </div>

Show

10 Records

1-1 of 1

<

>

Click Edit button

On Event log page→ 1.Click edit button

2. Job closure page is open.

The screenshot shows a web application interface. On the left is a sidebar with 'CALLER DETAILS' (Yadav Vijaya Kumar) and 'PATIENT DETAILS' (Kapoor Sneha). The main area is titled 'Event Log' and contains a table with columns: HHC No, Event Id, Event Date Time, Call Purpose, Patient Name, Professional Name, Status, and Action. The first row shows event ID E0036264 with a status of 60%. Below the table is a 'JOB CLOSURE' form with fields for 'Select Service Date', 'Service Rendered' (Yes/No radio buttons), and 'Upload Job closure file' (Yes/No radio buttons). A red arrow points to the edit icon in the 'Action' column of the first row, with a red text label 'Click edit button job closure page is open'.

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	60%	[Edit Icon]

JOB Closure(Browse job closure file then this process follow) :--

On Event log page→ 1.Select service date

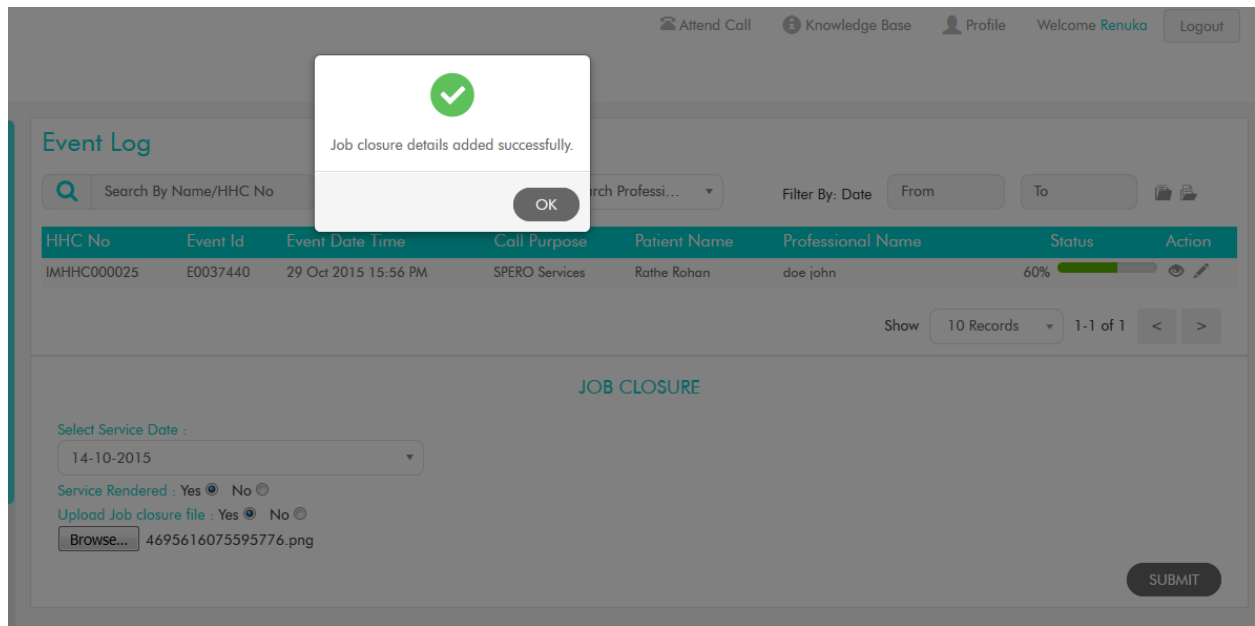
2.Select Service rendered→Click Yes/no radio button

3.Upload job closure file→ Click Yes radio button

4.Select Browse button→if job closure file is present

5.Click submit button

6.Successfully message is display

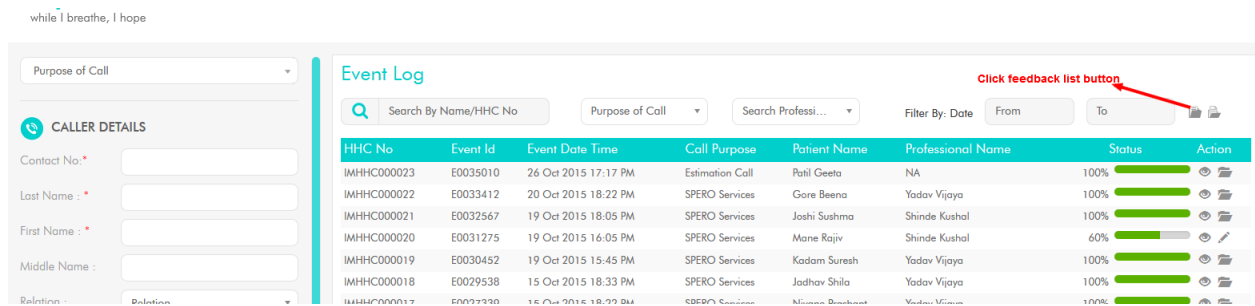


Event log:--

On Job closure successfully message → 1.Click ok button

2.Event log window is open

3.Click on feedback list button



Click on feedback button → 80% Call is completed

The screenshot displays the Spero web application interface. On the left, the 'CALLER DETAILS' section includes input fields for Contact No., Last Name, First Name, Middle Name, and a Relation dropdown, with a SUBMIT button at the bottom. The main area is the 'Event Log', which features a table of call events. Above the table are search filters for Name/HHC No., Purpose of Call, and Professional Name, along with a date range filter. A red arrow points to a red text label '80 % call is completed' above the table. The table has columns for HHC No., Event Id, Event Date Time, Call Purpose, Patient Name, Professional Name, Status (with a progress bar), and Action (with eye and edit icons). The bottom of the Event Log shows a 'Show' button, a record count of '10 Records', and a pagination indicator '1-5 of 5'.

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	dae john	80%	
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	80%	
IMHHC000004	E007889	13 Oct 2015 18:03 PM	SPERO Services	Joshi Aditya	Yadav Vijaya	80%	
IMHHC000002	E002549	13 Oct 2015 15:38 PM	SPERO Services	More Shilpa	Yadav Vijaya	80%	
IMHHC000001	E001777	13 Oct 2015 12:24 PM	SPERO Services	Shinde Supriya	Shinde Kushal	80%	

JOB Closure(Do not Browse job closure file then this process follow) :-

On Job closure page→ 1.Select service date

2.Select Service rendered→Click Yes/no radio button

3.Upload job closure file→ Click No radio button

4.Job closure form is open

Event Log

Filter By: Date From To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000020	E0031275	19 Oct 2015 16:05 PM	SPERO Services	Mane Rajiv	Shinde Kushal	60% <div></div>	

Show 10 Records 1-1 of 1 < >

JOB CLOSURE

Select Service Date :
 Select service date

Service Rendered : Yes ☒ No ☐

Upload Job closure file : Yes ☐ No ☒ **Select no button**

Consumption Details:

Medicines:

Unit:

Non Unit:

Consumables:

Unit:

Non Unit:

JOB Closure

On consumption details→1.Select medicines (Unit/Non unit)

**2.Enter text how much (Unit/Non unit)
you taken**

3.Click (+) (-) → Add/Delete medicines

4.Select medicines (Unit/Non unit)

**5.Enter text how much (Unit/Non unit)
you taken**

6.Click (+) (-) → Add/Delete medicines

JOB CLOSURE

Select Service Date :
 16-10-2015

Service Rendered : Yes ☒ No ☐

Upload Job closure file : Yes ☐ No ☒

Consumption Details:

Medicines:

Unit:
 ACILOC INJ 2ML → Select Medicine(Unit) 4 → Enter text how much unit u taken + -

Non Unit:
 BETADINE OINT 15 GM → Select Medicine(Non unit) 6 → Enter text how much u taken + -

Consumables:

Unit:
 10CC SYR OMNIVAN → Select consumables(unit) 6 → Enter text how much u taken + -

Non Unit:
 ALCHOL SWABS → Select Consumables(Non-unit) 7 → Enter text how much u taken + -

Click add button Click Delete button

On Baseline details→1.Select Radio button A,V,P,U

2.Select Airway

3.Select Breathing

4.Select circulation

5.Enter Temp,TBSL,Pulse,Spo2,RR,GCS Total,Bp

6.Enter patient care summary notes

7.Click submit button

Baseline:
A ☒ V ☐ P ☐ U ☐ → **Select Baseline**

Airway: Open ☒ Close ☐ → **Select Airway**

Breathing: Present ☒ Compromised ☐ Absent ☐ → **Select Breathing**

Circulation: Radial ☒ Present ☐ Absent ☐ → **Select Circulation**

Temp (Core): 12 → **Enter Temp** °F TBSL: 11 → **Enter TBSL** mg/dl

Pulse: 1 → **Enter Pulse** /min SpO2: 1 → **Enter Spo2** %

RR: 2 → **Enter RR** /min GCS Total: 3 → **eNTER GCS** /15

BP: → **Enter BP** / /mmHg Skin Perfusion: Normal ☒ Abnormal: ☐

ok → **Enter patient care summary notes**

Click submit button → **SUBMIT**

Event log:--

On Job closure successfully message → 1.Click ok button

2.Event log window is open

3.Click on feedback button

while I breathe, I hope

Purpose of Call:

CALLER DETAILS

Contact No.:

Last Name:

First Name:

Middle Name:

Relation:

Event Log

Search By Name/HHC No: Purpose of Call: Search Profession: Filter By: Date From: To:

Click feedback list button →

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000023	E0035010	26 Oct 2015 17:17 PM	Estimation Call	Patil Geeta	NA	100%	
IMHHC000022	E0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Beena	Yadav Vijaya	100%	
IMHHC000021	E0032567	19 Oct 2015 18:05 PM	SPERO Services	Joshi Sushma	Shinde Kushal	100%	
IMHHC000020	E0031275	19 Oct 2015 16:05 PM	SPERO Services	Mane Rajiv	Shinde Kushal	60%	
IMHHC000019	E0030452	19 Oct 2015 15:45 PM	SPERO Services	Kadam Suresh	Yadav Vijaya	100%	
IMHHC000018	E0029538	15 Oct 2015 18:33 PM	SPERO Services	Jadhav Shila	Yadav Vijaya	100%	
IMHHC000017	E0027730	15 Oct 2015 18:29 PM	SPERO Services	Nikam Deepak	Yadav Vijaya	100%	

Click on feedback button → 80% Call is completed

while I breathe, I hope

Purpose of Call:

CALLER DETAILS

Contact No.:

Last Name:

First Name:

Middle Name:

Relation:

Event Log

Search By Name/HHC No: Purpose of Call: Search Profession: Filter By: Date From: To:

80 % call is completed

Click feedback list button →

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	doe john	80%	
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	80%	
IMHHC000004	E007889	13 Oct 2015 18:03 PM	SPERO Services	Joshi Aditya	Yadav Vijaya	80%	
IMHHC000002	E002549	13 Oct 2015 15:38 PM	SPERO Services	Mare Shilpa	Yadav Vijaya	80%	
IMHHC000001	E001777	13 Oct 2015 12:24 PM	SPERO Services	Shinde Supriya	Shinde Kushal	80%	

Show: 10 Records 1-5 of 5

Process of Feedback

When the HD asks for Purpose of the Call and the Patient replies as 'Feedback', then the HD to select Feedback Call from Purpose of Call dropdown. Similarly, a feedback call can be made by HD proactively to the Patient.

After 80% Call is completed → 1. Select Purpose of call (Feedback)

2. Enter Caller Details

3. Enter Contact No, Last Name,

First Name, Select Relation

4. Click submit button



Feedback → **Select Purpose of call**

CALLER DETAILS

Contact No.* → **Enter Contact No**

Last Name : * → **Enter Last Name**

First Name : * → **Enter First Name**

Middle Name : → **Enter Middle Name**

Relation : → **Select realtion**

Click Submit button →

After click submit button → Left side → 20% call is completed

Event Log

20 % Call is completed

Search By Name/HHC No Purpose of Call Search Professi... Filter By: Date From To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E0036782	30 Oct 2015 12:45 PM	Feedback	NA	NA	20% <div></div>	
	E0036657	30 Oct 2015 12:43 PM	Feedback	NA	NA	20% <div></div>	
WPHHC0000023	E0036010	24 Oct 2015 12:17 PM	Education Call	Bail Ganga	NA	100% <div></div>	

Click on feedback button→On Event Log→

Select HHC No to Search Existing patient

The screenshot shows the Spero web application interface. On the left, there's a 'CALLER DETAILS' section with input fields for Contact No., Last Name, and First Name. The main area is titled 'Event Log' and contains a table of events. A red arrow points to the 'HHC No' search field in the 'Event Log' section, with the text 'Select HHC No to search Existing patient Details'.

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000002	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	doe john	80%	
IMHHC0000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	80%	
IMHHC0000020	E0031275	19 Oct 2015 16:05 PM	SPERO Services	Mane Rajiv	Shinde Kushal	80%	
IMHHC0000004	E007889	13 Oct 2015 18:03 PM	SPERO Services	Joshi Aditya	Yadav Vijaya	80%	
IMHHC0000002	E002549	13 Oct 2015 15:38 PM	SPERO Services	More Shilpa	Yadav Vijaya	80%	

Patient Details:--

Left side→ 1. Select HHC No

2.U can search existing patient→Who is already taken spero Services

3.U can search existing patient by 1.HHC NO


2.Name

3.Mobile

4.Landline

5.DOB

4.Click search button

 **PATIENT DETAILS**

EXISTING

NEW

HHC No

➡ **Search By HHC No**

IMHHC000025

Name :

➡ **By Name**

Mobile

➡ **By Mobile**

Landline

➡ **By Landline**

DOB

➡ **By DOB**

SEARCH

Search Results:--

- Left side→**
- 1. Example→Patient search by HHC No**
 - 2.Click Search button**
 - 3.Right side→Search results is display**
 - 4.Click select button**

Job Closure

Search Results → Search result window is open

CALLER DETAILS

Select Professional: Yadav Vijaya Kumar

SUBMIT

PATIENT DETAILS

EXISTING NEW

HHC No : IMHHC000025 → Search by HHC No

Name :

Mobile :

Landline :

DOB :

SEARCH → Click search button

HHC No: IMHHC000025

Name: Rathe Rohan

Contact No: 45454

Address: Pimpri

Select → Click select button

Event Log:--

After clicking select button on search results page → Event log window

Is open

Contact No.*
8764477643
Last Name : *
Kapoor
First Name : *
Sneha
Middle Name :
Relation :
Relation
SUBMIT

Event Log

→ After clicking select button on search result page→Event log page is open

Search By Name/HHC No
Purpose of Call
Search Professi...
Filter By: Date
From
To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	80%	

Show 10 Records
1-1 of 1

Click Edit Button

Feedback:--

After clicking Edit button→ Select date

First Name : *
Sneha
Middle Name :
Relation :
Relation
SUBMIT

FEEDBACK

Select Date:

Date

Select Date

PATIENT DETAILS
EXISTING UPDATE
HHC Code: IMHHC000024

After clicking Edit button→ 1.Select date

2. Enter all answer to feedback form

3.Click submit button

PATIENT DETAILS

EXISTING

UPDATE

HHC Code:

IMHHC000024

Last Name: *

Kapoor

First Name: *

Sneha

Middle Name:

Residential Address: *

Pimpri

☐ Permanent address same as residential address

Select Date:

30-10-2015

Select Date

1

Has the spero professional arrived on time?

☒ Yes
 ☐ No

2

How was the service provided by spero professional?

☐ Satisfactory
 ☒ Unsatisfactory

3

On the scale of 10 how much rating will you provide for spero service?

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

4

If you wish to suggest one improvement in the service what it will be?

Yes

5

For the services provided amount taken from you was rs.

500


6

500.00 INR

SUBMIT

Click on Submit button

After click on submit button→100 % Call is completed



while I breathe, I hope

Attend Call

Knowledge Base

Profile

Welcome Renuka

Logout

Purpose of Call

CALLER DETAILS

Contact No. *

Last Name : *

First Name : *

Event Log

Search By Name/HHC No

Purpose of Call

Search Professi...

Filter By: Date

From

To

100 % Call is completed

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000024	E0036657	30 Oct 2015 12:43 PM	Feedback	NA	NA	20%	
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	100%	
IMHHC000023	E0035010	26 Oct 2015 17:17 PM	Estimation Call	Patil Geeta	NA	100%	
IMHHC000022	E0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Beena	Yadav Vijaya	100%	

Process of Enquiry Call

When the HD asks for Purpose of the Call and the Patient/ Next in Kin replies as 'Enquiry', then the HD to select Enquiry from Purpose of Call dropdown.

Select Purpose of call → 1. Select Enquiry

2. Enter caller Details (Contact No, Last Name
First Name, Middle Name, Relation)

3. Click on Submit Button

A screenshot of a web form titled "CALLER DETAILS" with a teal phone icon. The form contains several input fields with red arrows pointing to them and red text labels. At the top, a dropdown menu is set to "Enquiry", with a red arrow pointing to it and the text "Select Enquiry Call". Below this, the form fields are: "Contact No: *" with the value "989734323" and the label "Enter Contact No"; "Last Name : *" with the value "Pawale" and the label "Enter Last Name"; "First Name : *" with the value "Sujata" and the label "Enter First Name"; "Middle Name :" with the value "Pradeep" and the label "Enter Middle Name"; and "Relation :" with a dropdown set to "Self" and the label "Select Relation". At the bottom right is a grey "SUBMIT" button, with a red arrow pointing to it and the text "Click Submit Button".

Enquiry → Select Enquiry Call

CALLER DETAILS

Contact No: * 989734323 → Enter Contact No

Last Name : * Pawale → Enter Last Name

First Name : * Sujata → Enter First Name

Middle Name : Pradeep → Enter Middle Name

Relation : Self → Select Relation

Click Submit Button → SUBMIT

After clicking Submit Button→ 20% Call is completed

The screenshot shows a web interface with a sidebar on the left and a main content area. The sidebar has a dropdown menu set to 'Enquiry' and a section titled 'CALLER DETAILS' with input fields for 'Contact No.' (989734323) and 'Last Name' (Pawale). The main content area is titled 'Event Log' and contains a search bar, a 'Purpose of Call' dropdown, a 'Search Professional' dropdown, and a 'Filter By: Date' section with 'From' and 'To' input fields. A red arrow points to a status bar above a table, indicating '20% Call is completed'. The table has columns: HHC No, Event Id, Event Date Time, Call Purpose, Patient Name, Professional Name, Status, and Action. The first row shows HHC No IMHHC000025, Event Id E0038551, Event Date Time 30 Oct 2015 15:56 PM, Call Purpose Enquiry, Patient Name NA, Professional Name NA, and Status 20% with a green progress bar. The second row shows HHC No IMHHC000025, Event Id E0037440, Event Date Time 29 Oct 2015 15:56 PM, Call Purpose SPERO Services, Patient Name Rathe Rahan, Professional Name doe john, and Status 100% with a full green progress bar.

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000025	E0038551	30 Oct 2015 15:56 PM	Enquiry	NA	NA	20%	
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rahan	doe john	100%	

After 20% Call is completed→ Enter New Patient Details

New Patient Details :--

11. After submitting Caller Details→ Enter New Patient Details

1.Enter last name,first name,middle name

2.Enter residential address.

3.click checkbox (Permanent address same as residential address)→

If your residential address same as permanent address.

4. Enter Location, Pin code.

5. Enter mobile.

6. Enter email id.

7. Enter Landline.


8. Enter DOB

9. Select Family doctor

10. Select consultant.

11. Select generate HHC No.

*** This fields are mandatory**

 **PATIENT DETAILS**

EXISTING

NEW

Last Name: *

Nemade → **Enter Name**

First Name: *

Suresh → **Enter First Name**

Middle Name:

Piyush → **Enter Middle Name**

Residential Address: *

Om Sh Anti Building, Flat No-2,mayor Colony, Kothrud
→ **Enter Address**

☒ Permanent address same as residential address

click checkbox

Permanent Address:

Om Sh Anti Building, Flat No-2,mayor Colony,kothrud
→ **Enter permanent Address**

Location: *

Kothrud ▼

Location: * Kothrud ➡ **Select Location**

Pin Code: 411038 ➡ **Select Pin code**

Mobile: * 876543210 ➡ **Enter Mobile**

Email Id: suresh123@gmail.com ➡ **Enter Emailid**

Landline: 02038748634 ➡ **Enter Landline**

DOB: 09-10-1996 ➡ **Select DOB**

Family Doctor: DIXIT MANJIRI ➡ **Select Family Doctor**

Contact No: 9822264863

Email id: dixit_shantanu@hotmail.com

Consultant: ABHYANKAR NITIN ➡ **Select Consultant**

Contact No: 9604033415

Email id: nitimadh@gmail.com

GENERATE HHC NO ➡ **Click generate HHC No**

After clicking Generate HHC No ➡ 40% Call is completed

Spero
while I breathe, I hope

Attend Call Knowledge Base Profile Welcome **Renuka** Logout

Email Id: sujata123@gmail.com

Landline: 0208478334

DOB: 15-10-1998

Family Doctor: Jain Chaaya

Contact No: 9876543210

Event Log

Search By Name/HHC No Purpose of Call Search Profession... Filter By: Date From To

40% Call is completed


HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHCO00026	E0038551	30 Oct 2015 15:56 PM	Enquiry	Pawale Sujata	NA	40%	
IMHHCO00025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	doe john	100%	
IMHHCO00024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	100%	
IMHHCO00023	E0035010	26 Oct 2015 17:17 PM	Estimation Call	Patil Geeta	NA	100%	
IMHHCO00022	F0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Renuka	Yadav Vikram	100%	

Left side→1. Enter enquiry notes


2.Click submit Button


Landline:	<input type="text" value="0208478334"/>
DOB:	<input type="text" value="15-10-1998"/>
Family Doctor:	<input type="text" value="Jain Chaaya"/>
Contact No:	<input type="text" value="9876543210"/>
Email id:	<input type="text" value="chaaya123@gmail.com"/>
Consultant:	<input type="text" value="Joshi Harsha"/>
Contact No:	<input type="text" value="9876784343"/>
Email id:	<input type="text" value="harsha123@gmail.com"/>

GENERATE HHC NO

 **ENQUIRY NOTE**

Physician assistant service is present?

 **Enter Enquiry Notes**

SUBMIT  **Click Submit Button**

After clicking submit button→Enquiry call is 100% completed

The screenshot shows the Spero web application interface. The top navigation bar includes the Spero logo with the tagline "while I breathe, I hope", and links for "Attend Call", "Knowledge Base", "Profile", "Welcome Renuka", and "Logout". The main content area is divided into two sections. On the left, there is a "CALLER DETAILS" section with a "Purpose of Call" dropdown and input fields for "Contact No." and "Last Name". On the right, there is an "Event Log" section with a search bar, a "Purpose of Call" dropdown, a "Search Professional" dropdown, and a "Filter By: Date" dropdown. Below these filters is a table with the following data:

HHC No.	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000026	E0038551	30 Oct 2015 15:56 PM	Enquiry	Pawale Sujata	NA	100%	
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	doe john	100%	
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	100%	

A red arrow points from the text "100% Call is completed" to the "Status" column of the table.

Process of Consultant Call

HD will select the Consultant name from the dropdown after confirming the details. An immediate auto-fill will take place for email id and contact information.

- Left side→**
- 1.Select purpose of call**
 - 2. Select Consultant**
 - 3.Click submit button**

Consultant Call

Select purpose of call

CALLER DETAILS

Consultant:

Consultant
Select Consultant

Contact No:

Email id:

Click submit button

SUBMIT

Right side→1.Clicking submit button

2. 20% Call is completed

Spero
while I breathe, I hope

Attend Call
Knowledge Base
Profile
Welcome Renuka
Logout

Consultant Call

CALLER DETAILS

Consultant:

Khatri

Contact No:

9848545543

Event Log

20% Call is completed

Search By Name/HHC No

Purpose of Call

Search Professi...

Filter By: Date

From

To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E0039849	30 Oct 2015 17:10 PM	Consultant Call	NA	NA	20%	
IMHHC000026	E0038551	30 Oct 2015 15:56 PM	Enquiry	Pawale Sujata	NA	100%	
IMHHC000025	F0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	doe inhn	100%	

Patient Details:--

Left side→ 1. Select HHC No

2.U can search existing patient→Who is related that
consultant

3.U can search existing patient by 1.HHC NO

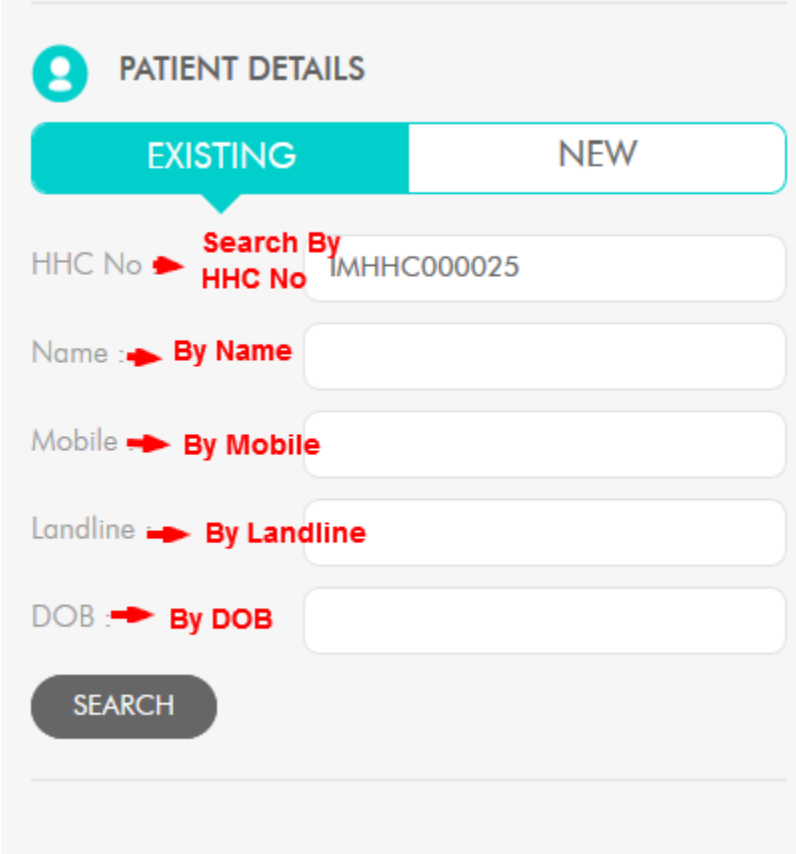
2.Name

3.Mobile

4.Landline

5.DOB

4.Click Search button



The screenshot shows a web interface for 'PATIENT DETAILS'. At the top, there is a teal header with a person icon and the text 'PATIENT DETAILS'. Below this is a tabbed interface with two tabs: 'EXISTING' (highlighted in teal) and 'NEW'. Under the 'EXISTING' tab, there are five search criteria, each with a red arrow pointing to a text input field. The criteria are: 'HHC No' (with a red label 'Search By HHC No' above the arrow), 'Name' (with a red label 'By Name' above the arrow), 'Mobile' (with a red label 'By Mobile' above the arrow), 'Landline' (with a red label 'By Landline' above the arrow), and 'DOB' (with a red label 'By DOB' above the arrow). The first input field contains the text 'IMHHC000025'. At the bottom of the form is a dark grey button labeled 'SEARCH'.

PATIENT DETAILS

EXISTING NEW

HHC No ➡ Search By HHC No IMHHC000025

Name : ➡ By Name

Mobile ➡ By Mobile

Landline ➡ By Landline

DOB : ➡ By DOB

SEARCH

Search Results:--

- Left side →
1. Example → Patient search by HHC No
 2. Click Search button
 3. Right side → Search results is display
 4. Click select button

The screenshot shows a web application interface for patient search. On the left, there are two main sections: 'CALLER DETAILS' and 'PATIENT DETAILS'. The 'CALLER DETAILS' section has a dropdown menu for 'Job Closure' (currently showing 'Job Closure') and a 'Select Professional' dropdown (currently showing 'Yadav Vijaya Kumar') with a 'SUBMIT' button. The 'PATIENT DETAILS' section has two tabs: 'EXISTING' (selected) and 'NEW'. Below the tabs are input fields for 'HHC No:', 'Name:', 'Mobile:', 'Landline:', and 'DOB:'. The 'HHC No:' field contains 'IMHHC000025'. At the bottom of the 'PATIENT DETAILS' section is a 'SEARCH' button. On the right side, there is a 'Search Results' window. This window displays the search results for the entered HHC No: 'IMHHC000025'. The results include: 'HHC No: IMHHC000025', 'Name: Rathe Rohan', 'Contact No: 45454', and 'Address: Pimpri'. At the bottom of the 'Search Results' window is a 'Select' button. Red arrows and text annotations are present: an arrow points from the 'Search Results' title to the text 'Search result window is open'; an arrow points from the 'HHC No' input field to the text 'Search by HHC No'; an arrow points from the 'SEARCH' button to the text 'Click search button'; and an arrow points from the 'Select' button in the results window to the text 'Click select button'.

Job Closure

Search Results → Search result window is open

CALLER DETAILS

Select Professional: Yadav Vijaya Kumar

SUBMIT

PATIENT DETAILS

EXISTING NEW

HHC No : IMHHC000025 → Search by HHC No

Name :

Mobile :

Landline :

DOB :

SEARCH → Click search button

Search Results

HHC No: IMHHC000025

Name: Rathe Rohan

Contact No: 45454

Address: Pimpri

Select → Click select button

Event Log:--

After clicking select button →Right side→1. Click on View event button

Spero
while I breathe, I hope

Attend Call Knowledge Base Profile Welcome Renuka Logout

Consultant Call

CALLER DETAILS

Consultant: Khatri

Contact No: 9848545543

Email id: chaitali123@gmail.com

SUBMIT

Event Log

Search By Name/HHC No Purpose of Call Search Professi... Filter By: Date From To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	doe john	100%	

Show 10 Records 1 of 1 < >

Click on view event button

View E0037440 Event Details (SPERO Services) HHC No. :IMHHC000025

☐ Check All

CALLER DETAILS

Contact : 34243

Name : Rathe Rohan

PATIENT DETAILS

Name : Rathe Rohan

Residential Address : Pimpri

Permanent Address : -

Location : Acharya Society Warje

Pin Code : -

Mobile : 45454

Email Id : -

Landline : -

Click on close button

After clicking close button → Right side → 1. Consultant call is 100%

Completed

Spero
while I breathe, I hope

Attend Call Knowledge Base Profile Welcome Renuka Logout

Purpose of Call

CALLER DETAILS

Contact No.*
Last Name : *
First Name : *

Event Log

After clicking close button → consultant call is 100% completed

Search By Name/HHC No Purpose of Call Search Profession... Filter By: Date From To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E0039794	30 Oct 2015 17:25 PM	Consultant Call	NA	NA	100%	
	E0039849	30 Oct 2015 17:10 PM	Consultant Call	NA	NA	100%	
IMHHC000026	E0038551	30 Oct 2015 15:56 PM	Enquiry	Pawale Sujata	NA	100%	
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	Spero Services	Rathe Rohan	doe john	100%	

Process of Follow up call

Caller Call to HD → 1. If you want follow up that particular patient

Search particular Existing patient

Left side → 1. Select purpose of call (Follow up call)

2. Enter contact no

3. Enter Last name

4. Enter First name

5. Enter Middle name

6. Select relation

7. Click submit button



Follow-up Call ➡ **Select purpose of call** ▼

CALLER DETAILS

Contact No: * ➡ **Enter contact no**

Last Name : * ➡ **Enter last name**

First Name : * ➡ **Enter first name**

Middle Name : ➡ **Enter Middle name**

Relation : ➡ **Select relation** ▼

SUBMIT

Event Log:--

After submitting caller details ➔ 20% Call is completed

Attend Call Knowledge Base Profile Welcome Renuka Logout

Follow-up Call ▼

CALLER DETAILS

Contact No: *

Last Name : *

First Name : *

Event Log

Search By Name/HHC No Purpose of Call Search Profession... Filter By: Date From To

20% call is completed ➡

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E0040017	30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	20% <div></div>	
	E0040042	30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100% <div></div>	
	E0039794	30 Oct 2015 17:25 PM	Consultant Call	NA	NA	100% <div></div>	

Patient Details:--

Left side→

1. Select HHC No

2. If you want follow up that particular patient

Search particular Existing patient

3.U can search existing patient by 1.HHC NO

2.Name

3.Mobile

4.Landline

5.DOB

4.Click Search button

The screenshot shows a web interface for 'PATIENT DETAILS'. At the top, there is a teal header with a person icon and the text 'PATIENT DETAILS'. Below this is a tabbed interface with two tabs: 'EXISTING' (which is active and highlighted in teal) and 'NEW'. Under the 'EXISTING' tab, there are five search criteria, each with a red arrow pointing to a text input field. The first criterion is 'HHC No' with a red label 'Search By HHC No' above the field, which contains the text 'IMHHC000025'. The other four criteria are 'Name', 'Mobile', 'Landline', and 'DOB', each with a red label 'By Name', 'By Mobile', 'By Landline', and 'By DOB' respectively. At the bottom of the form is a dark grey button labeled 'SEARCH'.

PATIENT DETAILS

EXISTING **NEW**

HHC No ➡ **Search By HHC No** IMHHC000025

Name : ➡ **By Name**

Mobile ➡ **By Mobile**

Landline ➡ **By Landline**

DOB : ➡ **By DOB**

SEARCH

Search Results:--

- Left side →
1. Example → Patient search by HHC No
 2. Click Search button
 3. Right side → Search results is display
 4. Click select button

The screenshot shows a web application interface for patient search. On the left, there are two main sections: 'CALLER DETAILS' and 'PATIENT DETAILS'. The 'CALLER DETAILS' section has a dropdown menu for 'Job Closure' (currently showing 'Job Closure') and a 'Select Professional' dropdown (currently showing 'Yadav Vijaya Kumar') with a 'SUBMIT' button. The 'PATIENT DETAILS' section has two tabs: 'EXISTING' (selected) and 'NEW'. Below the tabs are input fields for 'HHC No:', 'Name:', 'Mobile:', 'Landline:', and 'DOB:'. The 'HHC No:' field contains 'IMHHC000025'. At the bottom of the 'PATIENT DETAILS' section is a 'SEARCH' button. On the right side, there is a 'Search Results' window. This window displays the search results for the entered HHC No: 'IMHHC000025'. The results show: 'HHC No: IMHHC000025', 'Name: Rathe Rohan', 'Contact No: 45454', and 'Address: Pimpri'. At the bottom of the results window is a 'Select' button. Red arrows and text annotations highlight key actions: 'Search by HHC No' points to the 'HHC No:' input field; 'Click search button' points to the 'SEARCH' button; 'Search result window is open' points to the 'Search Results' window title; and 'Click select button' points to the 'Select' button in the results window.

Job Closure

Search Results → Search result window is open

CALLER DETAILS

Select Professional: Yadav Vijaya Kumar

SUBMIT

PATIENT DETAILS

EXISTING NEW

HHC No : IMHHC000025 → Search by HHC No

Name :

Mobile :

Landline :

DOB :

SEARCH → Click search button

HHC No: IMHHC000025

Name: Rathe Rohan

Contact No: 45454

Address: Pimpri

Select → Click select button

Event Log:--

After clicking select button → Right side → 1. Click on View event button

Spero
while I breathe, I hope

Attend Call Knowledge Base Profile Welcome Renuka Logout

Follow-up Call

CALLER DETAILS

Contact No.* : 73467334343

Last Name : * Sontake

First Name : * Vijay



Middle Name :

Relation : Self

SUBMIT

Event Log

Search By Name/HHC No Purpose of Call Search Profession... Filter By: Date From To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	doe john	100%	 

Show 10 Records 1-1 of 1 < >

Click view event button

View E0037440 Event Details (SPERO Services) HHC No. :IMHHC000025

Check All

CALLER DETAILS

Contact : 34243

Name : Rathe Rohan

PATIENT DETAILS

Name : Rathe Rohan

Residential Address : Pimpri

Permanent Address : -

Location : Acharya Society Warje

Pin Code : -

Mobile : 45454

Email Id : -

Landline : -

Click on close button

UPDATE

25

Profile

10 Record

PDF

After clicking close button →Right side→1.Follow up call is 100%

Completed

The screenshot shows the Spero web application interface. The top navigation bar includes the Spero logo with the tagline "while I breathe, I hope", and links for "Attend Call", "Knowledge Base", "Profile", "Welcome Renuka", and "Logout". The main content area is divided into two sections. On the left, the "CALLER DETAILS" section has input fields for "Contact No.*", "Last Name : *", and "First Name : *". On the right, the "Event Log" section displays a table of call events. A red arrow points to the "100% call is completed" status in the table.

Event Log

100% call is completed

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E0040017	30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100%	
	E0040042	30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100%	
	E0039794	30 Oct 2015 17:25 PM	Consultant Call	NA	NA	100%	
	E0039849	30 Oct 2015 17:10 PM	Consultant Call	NA	NA	100%	

Process of General Information

Caller Call to HD for general information then this purpose of call is used

Left side→1.Select purpose of call(General Information)

2.Enter contact no

3.Enter Last name

4.Enter First name

5.Enter Middle name

6.Select relation

7.click submit button

General Information
Select purpose of call

CALLER DETAILS

Contact No: *
88463423342
Enter Contact No

Last Name : *
Shinde
Enter Last Name

First Name : *
Sushma
Enter First Name

Middle Name :
Pramod
Enter Middle name

Relation :
Self
Select Relation

Click submit button
SUBMIT

Event Log:--

After submitting caller details → 20% Call is completed

while I breathe, I hope

Attend Call
Knowledge Base
Profile
Welcome Renuka
Logout

General Information

CALLER DETAILS

Contact No: *
88463423342

Last Name : *
Shinde

First Name : *
Sushma

Event Log

Search By Name/HHC No
Purpose of Call
Search Professi...
Filter By: Date
From
To

20% Call is completed

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
E0041113		30 Oct 2015 18:22 PM	General Information	NA	NA	20% <div></div>	
E0040017		30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100% <div></div>	
E0040042		30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100% <div></div>	

After completing 20% call→ 1.Fill the general information

2.Click submit button

SUBMIT

IMHHC00C

IMHHC00C

GENERAL INFORMATION

which Physician assistant service is present?

Fill the general information

SUBMIT **Click Submit button**

After clicking submit button→General information call is 100%

Completed

Spero
while I breathe, I hope

Attend Call Knowledge Base Profile Welcome Renuka Logout

Event Log

100% call is completed

Search By Name/HHC No Purpose of Call Search Profession... Filter By: Date From To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
E0041113	30 Oct 2015 18:22 PM	General Information	NA	NA	100%		
E0040017	30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100%		
E0040042	30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100%		
E0040004	30 Oct 2015 17:24 PM	Consultation Call	NA	NA	100%		

CALLER DETAILS

Contact No.*

Last Name : *

First Name : *

Event Log:--

On event log page you can search record by

1.Search by Name/HHC No

2.Purpose of Call

3.Search by professional

4.Search by From date to date

1.Search by Name/HHC No:-

The screenshot shows the Spero Event Log interface. On the left is a 'CALLER DETAILS' form with fields for Contact No., Last Name, First Name, Middle Name, and Relation. The main area is titled 'Event Log' and contains a search bar with 'IMHHC000026' entered. A red arrow points to this search bar with the text 'Search by HHC No'. Below the search bar is a table with the following data:

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000026	E0038551	30 Oct 2015 15:56 PM	Enquiry	Pawale Sujata	NA	100%	[Icons]


A red arrow points to the first row of the table with the text 'Search Record is display'. At the bottom right of the table, it says 'Show 10 Records 1-1 of 1'.

2.Search by Purpose of Call

The screenshot shows the Spero Event Log interface with the search criteria changed to 'Purpose of Call'. A red arrow points to the 'SPERO Services' dropdown in the search bar with the text 'Search record by Purpose of call'. The table below shows a list of records:

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000007	E0016179	02 Nov 2015 10:51 AM	SPERO Services	Pawar Shital	NA	40%	[Icons]
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	doe john	100%	[Icons]
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	100%	[Icons]
IMHHC000023	E0035010	26 Oct 2015 17:17 PM	Estimation Call	Patil Geeta	NA	100%	[Icons]
IMHHC000022	E0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Beena	Yadav Vijaya	100%	[Icons]
IMHHC000021	E0032567	19 Oct 2015 18:05 PM	SPERO Services	Joshi Sushma	Shinde Kushal	100%	[Icons]
IMHHC000019	E0030452	19 Oct 2015 15:45 PM	SPERO Services	Kadam Suresh	Yadav Vijaya	100%	[Icons]
IMHHC000018	E0029538	15 Oct 2015 18:33 PM	SPERO Services	Jadhav Shila	Yadav Vijaya	100%	[Icons]
IMHHC000017	E0027339	15 Oct 2015 18:22 PM	SPERO Services	Nivane Prashant	Yadav Vijaya	100%	[Icons]
IMHHC000016	E0026384	15 Oct 2015 18:11 PM	SPERO Services	Godbole Hari	Jogalekar Neeta	100%	[Icons]

3.Search by professional



while I breathe, I hope

Attend Call

Knowledge Base

Profile

Welcome Renuka

Logout

Purpose of Call

CALLER DETAILS

Contact No. *

Last Name : *

First Name : *

Middle Name :

Relation : Relation

SUBMIT

Event Log

Search By Name/HHC No

Purpose of Call

















Yadav Vijaya

Filter By: Date

From


To

Search by professional

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	100%	 
IMHHC000022	E0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Beena	Yadav Vijaya	100%	 
IMHHC000019	E0030452	19 Oct 2015 15:45 PM	SPERO Services	Kadam Suresh	Yadav Vijaya	100%	 
IMHHC000018	E0029538	15 Oct 2015 18:33 PM	SPERO Services	Jadhav Shila	Yadav Vijaya	100%	 
IMHHC000017	E0027339	15 Oct 2015 18:22 PM	SPERO Services	Nivane Prashant	Yadav Vijaya	100%	 
IMHHC000014	E0024215	15 Oct 2015 15:21 PM	SPERO Services	Gurav Madhu	Yadav Vijaya	60%	 
IMHHC000011	E0021101	14 Oct 2015 17:59 PM	SPERO Services	Yadav Devika	Yadav Vijaya	60%	 
IMHHC000008	E0018847	14 Oct 2015 15:14 PM	SPERO Services	Malik Pooja	Nayar Rupali	60%	 

Show 10 Records 1-8 of 8

4.Search by From date to date



while I breathe, I hope

Attend Call

Knowledge Base

Profile

Welcome Renuka

Logout

Purpose of Call

CALLER DETAILS

Contact No. *

Last Name : *

First Name : *

Middle Name :

Relation : Relation

SUBMIT

Event Log

Search By Name/HHC No

Purpose of Call





















Search Professi...

Filter By: Date

30-09-2015

31-10-2015

Search by from date to date

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E0041113	30 Oct 2015 18:22 PM	General Information	NA	NA	100%	 
	E0040017	30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100%	 
	E0040042	30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100%	 
	E0039794	30 Oct 2015 17:25 PM	Consultant Call	NA	NA	100%	 
	E0039849	30 Oct 2015 17:10 PM	Consultant Call	NA	NA	100%	 
IMHHC000026	E0038551	30 Oct 2015 15:56 PM	Enquiry	Pawale Sujata	NA	100%	 
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	doe john	100%	 
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	100%	 
IMHHC000023	E0035010	26 Oct 2015 17:17 PM	Estimation Call	Patil Geeta	NA	100%	 
IMHHC000022	E0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Beena	Yadav Vijaya	100%	 

Show 10 Records 1-10 of 33

PATIENT DETAILS

EXISTING

NEW

On event log page record sort by Ascending Order and Descending Order

1. Click on HHC Number word

2. Click on Event Id word

3. Click on Event date time word

Spero
while I breathe, I hope

Attend Call Knowledge Base Profile Welcome Renuka Logout

Purpose of Call

CALLER DETAILS

Contact No. :
Last Name :
First Name :
Middle Name :
Relation : Relation

PATIENT DETAILS

Event Log

Search By Name/HHC No. Purpose of Call Search Profession...

Filter By: Date From To

HHC No.	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
E002519		13 Oct 2015 17:28 PM	Feedback	NA	NA	20%	
E006073		13 Oct 2015 17:59 PM	Feedback	NA	NA	20%	
E008562		13 Oct 2015 18:07 PM	Feedback	NA	NA	20%	
E005642		13 Oct 2015 18:09 PM	Job Closure	NA	NA	20%	
E0012945		14 Oct 2015 10:58 AM	SPERO Services	NA	NA	20%	
E0014000		14 Oct 2015 14:20 PM	Consultant Call	NA	NA	100%	
E0015175		14 Oct 2015 14:40 PM	Follow-up Call	NA	NA	100%	
E0017985		14 Oct 2015 15:06 PM	General Information	NA	NA	100%	
E0039849		30 Oct 2015 17:10 PM	Consultant Call	NA	NA	100%	
E0039794		30 Oct 2015 17:25 PM	Consultant Call	NA	NA	100%	

Show 10 Records 1-10 of 33

Event Log:--

Archive Process

62. Call is 100% is completed → 1. Archive button is display

2. Click on archive button

3. Record is goes on Archive List

Purpose of Call

CALLER DETAILS
Contact No. :
Last Name :
First Name :
Middle Name :
Relation : Relation

SUBMIT

Event Log

Search By Name/HHC No
Purpose of Call
Search Professi...
Filter By: Date 30-09-2015 30-10-2015

**Call is 100% completed
Archive button is display**

Click on archive button

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E0041113	30 Oct 2015 18:22 PM	General Information	NA	NA	100%	👁️🗑️
	E0040017	30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100%	👁️🗑️
	E0040042	30 Oct 2015 17:43 PM	Follow-up Call	NA	NA	100%	👁️🗑️
	E0039794	30 Oct 2015 17:25 PM	Consultant Call	NA	NA	100%	👁️🗑️
	E0039849	30 Oct 2015 17:10 PM	Consultant Call	NA	NA	100%	👁️🗑️
IMHHC000026	E0038551	30 Oct 2015 15:56 PM	Enquiry	Pawale Sujata	NA	100%	👁️🗑️
IMHHC000025	E0037440	29 Oct 2015 15:56 PM	SPERO Services	Rathe Rohan	doe john	100%	👁️🗑️
IMHHC000024	E0036264	29 Oct 2015 15:41 PM	SPERO Services	Kapoor Sneha	Yadav Vijaya	100%	👁️🗑️
IMHHC000023	E0035010	26 Oct 2015 17:17 PM	Estimation Call	Patil Geeta	NA	100%	👁️🗑️
IMHHC000022	E0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Beena	Yadav Vijaya	100%	👁️🗑️

Archive list page is open

Purpose of Call

CALLER DETAILS
Contact No. :
Last Name :
First Name :
Middle Name :
Relation : Relation

SUBMIT

Event Log

Search By Name/HHC No
Purpose of Call
Search Professi...
Filter By: Date From To

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E0041113	30 Oct 2015 18:22 PM	General Information	NA	NA	100%	👁️
IMHHC000006	E0013698	14 Oct 2015 12:46 PM	Enquiry	Gandhi Aaisha	NA	100%	👁️
IMHHC000003	E003953	13 Oct 2015 17:25 PM	Enquiry	Sheikh Varaha	NA	100%	👁️

Show 10 Records 1-3 of 3 < >

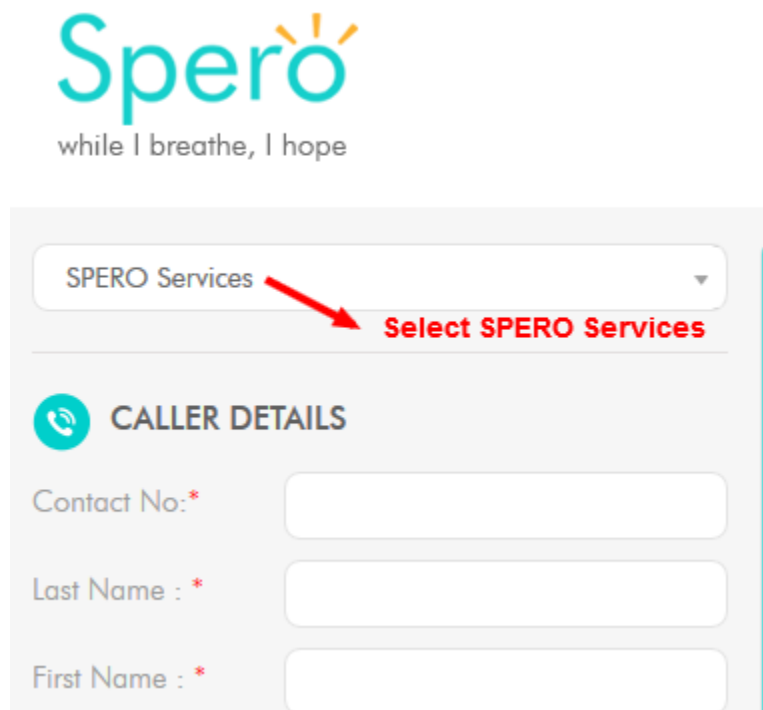
Process Of Health-Care Manager(HCM)

1. Health Dispatcher(HD) to share an event with HCM
2. When HD has to share the event with HCM he will do that by clicking the Share with HCM Tab.
3. Admin can manage service to HD/HCM

Start HCM Process:--

Purpose of Call :--

1. On Home screen → Left side corner ::--
1. Select Purpose of call
2. Select Spero Services




The screenshot displays the Spero app interface. At the top, the Spero logo is shown with the tagline "while I breathe, I hope". Below the logo is a dropdown menu labeled "SPERO Services" with a red arrow pointing to it and the text "Select SPERO Services" in red. Underneath is a section titled "CALLER DETAILS" with a phone icon. This section contains three input fields: "Contact No: *", "Last Name : *", and "First Name : *".

Caller Details :--

2. After selecting Purpose of call →
1. On caller details : Enter contact no
 2. Enter Last Name
 3. Enter First Name
 4. Enter Middle Name
 5. Select Relation
 6. Click on submit button



SPERO Services ▼

 **CALLER DETAILS**

Contact No:*

976543210 → Enter Contact

Last Name : *

Patil → Enter Last Name

First Name : *

Geeta → Enter First Name

Middle Name :

Pratik → Enter Middle Name

Relation :

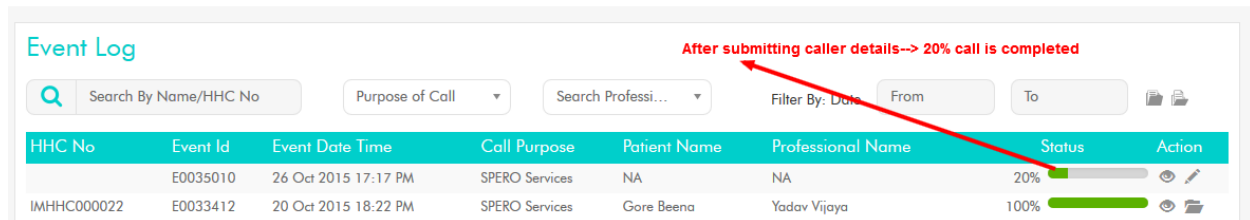
Self → Select Relation ▼

SUBMIT





Event Log :--

3. After submitting Caller Details→ Right side

1.On event log page→ 20% call is completed



The screenshot shows the 'Event Log' interface. At the top, there are search filters: 'Search By Name/HHC No', 'Purpose of Call', 'Search Profession...', and 'Filter By: Date' with 'From' and 'To' date pickers. Below the filters is a table with the following data:

HHC No	Event Id	Event Date Time	Call Purpose	Patient Name	Professional Name	Status	Action
	E0035010	26 Oct 2015 17:17 PM	SPERO Services	NA	NA	20% <div><div></div></div>	 
IMHHC000022	E0033412	20 Oct 2015 18:22 PM	SPERO Services	Gore Beena	Yadav Vijaya	100% <div><div></div></div>	 

A red arrow points from the text 'After submitting caller details--> 20% call is completed' to the 20% progress bar of the first row.

New Patient Details :--

4. After submitting Caller Details→ Enter New Patient Details

1.Enter last name,first name,middle name

2.Enter residential address.

3.click checkbox (Permanent address same as residential address)→

If your residential address same as permanent address.

4. Enter Location, Pin code.

5. Enter mobile.

6. Enter email id.

7. Enter Landline.

8. Enter DOB

9. Select Family doctor

10. Select consultant.

11. Select generate HHC No.

*** This fields are mandatory**



PATIENT DETAILS

EXISTING

NEW

Last Name: *

Nemade → Enter Name

First Name: *

Suresh → Enter First Name

Middle Name:

Piyush → Enter Middle Name

Residential
Address: *

Om Sh Anti Building, Flat
No-2, mayor Colony, Kothrud

Enter Address

click checkbox

☒ Permanent address same as
residential address

Permanent
Address:

Om Sh Anti Building, Flat
No-2, mayor Colony, kothrud

Enter permanent
Address

Location: *

Kothrud ▼

Location: *	Kothrud ➡ Select Location
Pin Code:	411038 ➡ Select Pin code
Mobile: *	876543210 ➡ Enter Mobile
Email Id:	suresh123@gmail.com ➡ Enter Emailid
Landline:	02038748634 ➡ Enter Landline
DOB:	09-10-1996 ➡ Select DOB
Family Doctor:	DIXIT MANJIRI ➡ Select Family Doctor
Contact No:	9822264863
Email id:	dixit_shantanu@hotmail.com
Consultant:	ABHYANKAR NITIN ➡ Select Consultant
Contact No:	9604033415
Email id:	nitimadh@gmail.com
GENERATE HHC NO ➡ Click generate HHC No	

Event Log :--

5. After Submitting new patient details ➔ 1. Generate HHC NO

2. 40% call is completed

Event Log

Search by name/HHC No Purpose of Call Attend by Filter By: Date From To

HHC Number is generated 40% call is completed

HHC No	Event Id	Event Date Time	Call Purpose	Caller Name	Attended By	Status	Action
SPHHHC000321	E00373178	28-10-2015 15:09 PM	SPERO Services	Nemade Suresh	Salunke Renuka	40%	
	E00287004	28-10-2015 10:46 AM	Job Closure	Shet Sakshi Dvendra	Salunke Renuka	20%	

6. After Submitting new patient details(With share with HCM)→

1.Select services

2. Select Recommended Service

3. Enter Notes

4.Click Share with HCM(HD can share services to HCM also)

5. At the time service share with HCM→Dispatch button is disable

REQUIREMENTS

Nurse → **Select Service**

Nurse (Recommended Service) → **Select recommended service**

Notes → **Enter Notes**

DISPATCH → **Button is disable**

SHARE WITH HCM → **U can share service with HCM**

7. After click share with HCM→1.Share with HCM Pop up is open

SHARE WITH HCM

Filter By :

Name

Search Specialty

Geographic Location

☐ Traffic Load

Prof.Id	Name	Specialization	Location	Traffic
IH000001	Kauthale		Hadapsar	0 Pending <div>Share</div>
IH000005	Adhikari		CME Area	0 Pending <div>Share</div>
IH000107	Bhat		Kasba peth	0 Pending <div>Share</div>
IH000110	Dalvi		Kothrud	0 Pending <div>Share</div>
IH000111	Kadam		Adarsh Nagar	0 Pending <div>Share</div>
IH000116	Joshi	BA	Anand Nagar	1 Pending <div>Share</div>
IH000117	Sinha	BCOM	Anandpur	2 Pending <div>Share</div>
IH000118	More	Computer	Baner Gaon	0 Pending <div>Share</div>
IH000119	Sharma	BCOM	Bund Garden	0 Pending <div>Share</div>

8.On this pop up window→1.HD can share services to HCM

2.Click on share button-->HD can share services to HCM

SHARE WITH HCM				
Filter By :				
Name		Search Specialty	Geographic Location	Traffic Load
Prof.Id	Name	Specialization	Location	Traffic
IH000001	Kauthale		Hadapsar	0 Pending Share
IH000005	Adhikari		CME Area	0 Pending Share
IH000107	Bhat		Kasba peth	0 Pending Share
IH000110	Dalvi		Kothrud	0 Pending Share
IH000111	Kadam		Adarsh Nagar	0 Pending Share
IH000116	Joshi	BA	Anand Nagar	1 Pending Share
IH000117	Sinha	BCOM	Anandpur	2 Pending Share
IH000118	More	Computer	Baner Gaon	0 Pending Share
IH000119	Sharma	BCOM	Bund Garden	0 Pending Share

HD can shear services to HCM

9. On this pop up window→1.Filter HCM by Name

2. Filter HCM by specialty

3. Filter HCM by Geographic Location

1. Filter HCM by Name

SHARE WITH HCM				
Filter By :				
Adhikari		Search Specialty	Geographic Location	Traffic Load
Prof.Id	Name	Specialization	Location	Traffic
IH000005	Adhikari		CME Area	0 Pending Share

2. Filter HCM by specialty

SHARE WITH HCM

Filter By :

Name

BCOM

Geographic Location

Traffic Load

Filter by specialty

Prof.Id	Name	Specialization	Location	Traffic
IH000117	Sinha	BCOM	Anandpur	2 Pending <div>Share</div>
IH000119	Sharma	BCOM	Bund Garden	0 Pending <div>Share</div>

3. Filter HCM by Geographic Location

SHARE WITH HCM

Filter By :

Name

Search Specialty

Baner Gaon

Traffic Load

Search by Location

Prof.Id	Name	Specialization	Location	Traffic
IH000118	More	Computer	Baner Gaon	0 Pending <div>Share</div>

Health-Care Manager(HCM)

10. The primary purpose of a HCM is to attend the Shared events by HD and also to attend call.

11. Attend Call:

11.1 In this case the Dashboard and all the features and functionalities will be same as to the HD except the scope of authority will not be restricted.

11.2 HCM can collect and dispatch all the professionals or vendors. He can also Share it with other HCM if required.

12. Attend Shared Events by HD:

12.1 If the HCM clicks on the Shared Events by HD Tab it will take him to a new page.

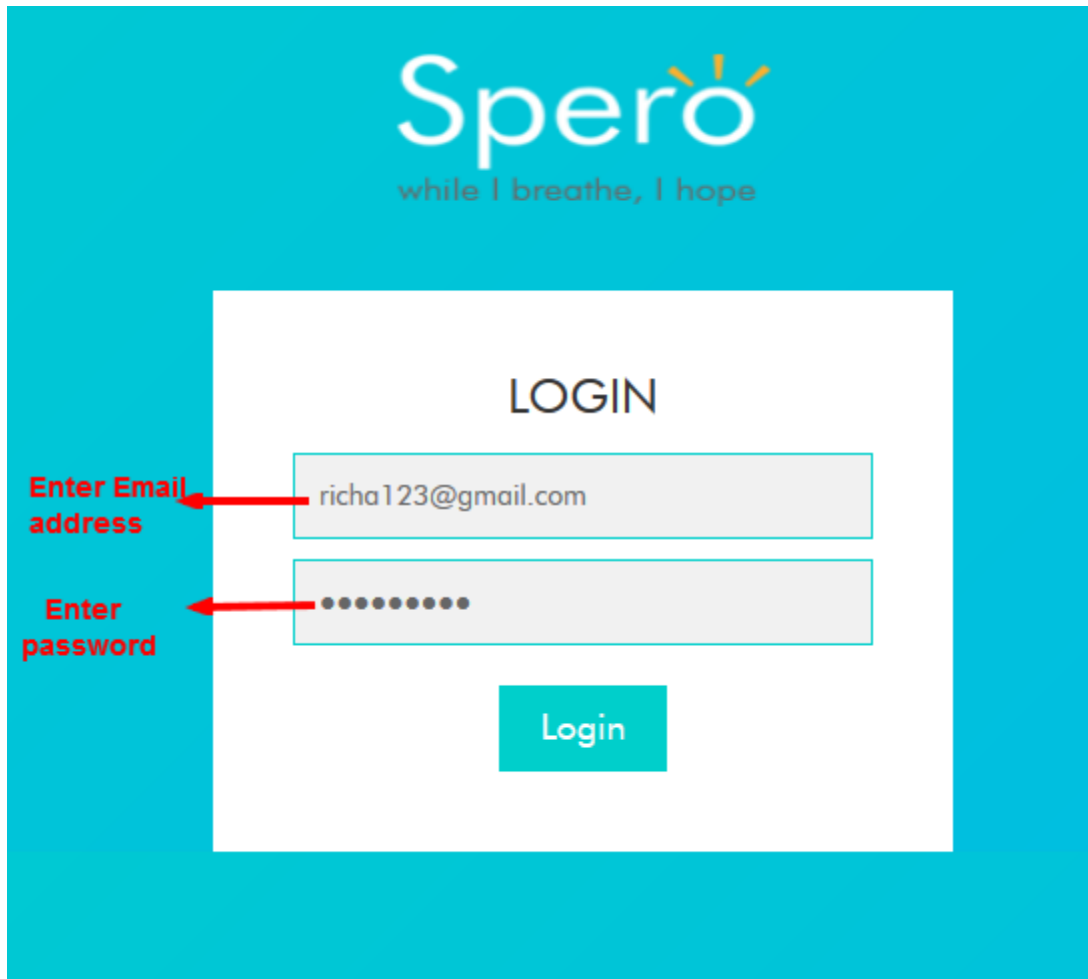
12.2 An attend call will show him similar details like that of HD dashboard.

12.3 In case of Shared Events by HD Tab is clicked it will list the events shared with that HCM.

12.4 It will consist of several details like: HHC No, Event Id, Event Date, Shared on Date, Shared by HD Name, Status, and Action Icons.

Login Screen:--

- 13. Login with HCM:**
- 1.Enter Email Id**
 - 2. Enter Password**
 - 3.Click Login button**



The image shows the login page of the Sperò application. At the top, the Sperò logo is displayed with the tagline "while I breathe, I hope". Below the logo, the word "LOGIN" is centered. There are two input fields: the first contains the email address "richa123@gmail.com" and the second contains a masked password represented by dots. Red arrows point from the text "Enter Email address" to the first input field and from "Enter password" to the second input field. A teal "Login" button is positioned below the input fields.

Sperò
while I breathe, I hope

LOGIN

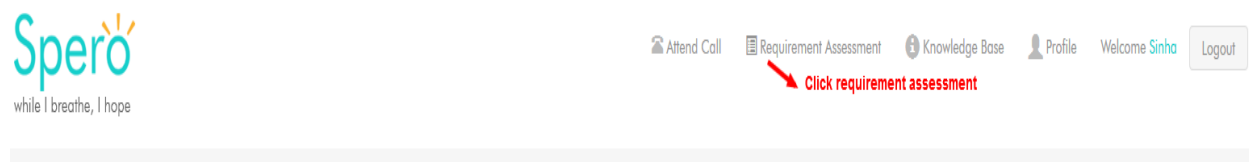
Enter Email address → richa123@gmail.com

Enter password →

Login

Event Log:--

14. After Login → 1. Click on Requirement Assessment



15. Requirement Assessment page is open

Spero
while I breathe, I hope

Attend Call Requirement Assessment Knowledge Base Profile Welcome Sinha Logout

Requirement Assessment

Search: [] Purpose of call: [] Attend by: [] Filter By: Date From: [] To: []

HHC No	Event Id	Event Date Time	Call Purpose	Caller Name	Attended By	Status	Action
IMHHC000028	E0042108	02-11-2015 14:34:00 PM	SPERO Services	Jhope	Renuka	40%	[Eye] [Edit]
IMHHC000027	E0040717	02-11-2015 12:15:03 PM	SPERO Services	Sontake	Renuka	40%	[Eye] [Edit]

Show 10 Records 1-2 of 2 < >

16. On Requirement Assessment page

16.1 The HCM will click on the edit icon to open the event and view its detail.

16.2 The event details will have following fields like Purpose of call, Caller details, Patient details and Select Service in requirement section filled by HD.

16.3 The HCM to call the Patient/ Next in Care and then perform the task of requirement gathering, Plan of care, Find professional, Design Job summary & Dispatch Professional.

16.4 This all task would be done similar to what he will do when he attends call. Here in the process of Attend Shared Events by HD will come to an end.

Spero
while I breathe, I hope

Attend Call Requirement Assessment Knowledge Base

Requirement Assessment

Search: [] Purpose of call: [] Attend by: [] Filter By: Date From: [] To: []

HHC No	Event Id	Event Date Time	Call Purpose	Caller Name	Attended By	Status	Action
IMHHC000028	E0042108	02-11-2015 14:34:00 PM	SPERO Services	Jhope	Renuka	40%	[Eye] [Edit]
IMHHC000027	E0040717	02-11-2015 12:15:03 PM	SPERO Services	Sontake	Renuka	40%	[Eye] [Edit]

Show 10 Records 1-2 of 2 < >

Click on Edit Button

17. On Requirement Assessment page

1. Search by HHC No

2. Search by Purpose of call

3. Search by Attend by



4. Filter By From Date to Date

Spero
while I breathe, I hope

Attend Call Requirement Assessment Knowledge

Requirement Assessment

Search by HHC No: IMHHC000028 Search by Purpose of Call: Purpose of call Search by Attend By: Attend by Filter By: Date From To

HHC No	Event Id	Event Date Time	Call Purpose	Caller Name	Attended By	Status	Action
IMHHC000028	E0042108	02-11-2015 14:34:00 PM	SPERO Services	Jhope	Renuka	40%	 

Show 10 Records 1-1 of 1 < >