USER MANUAL SPERO

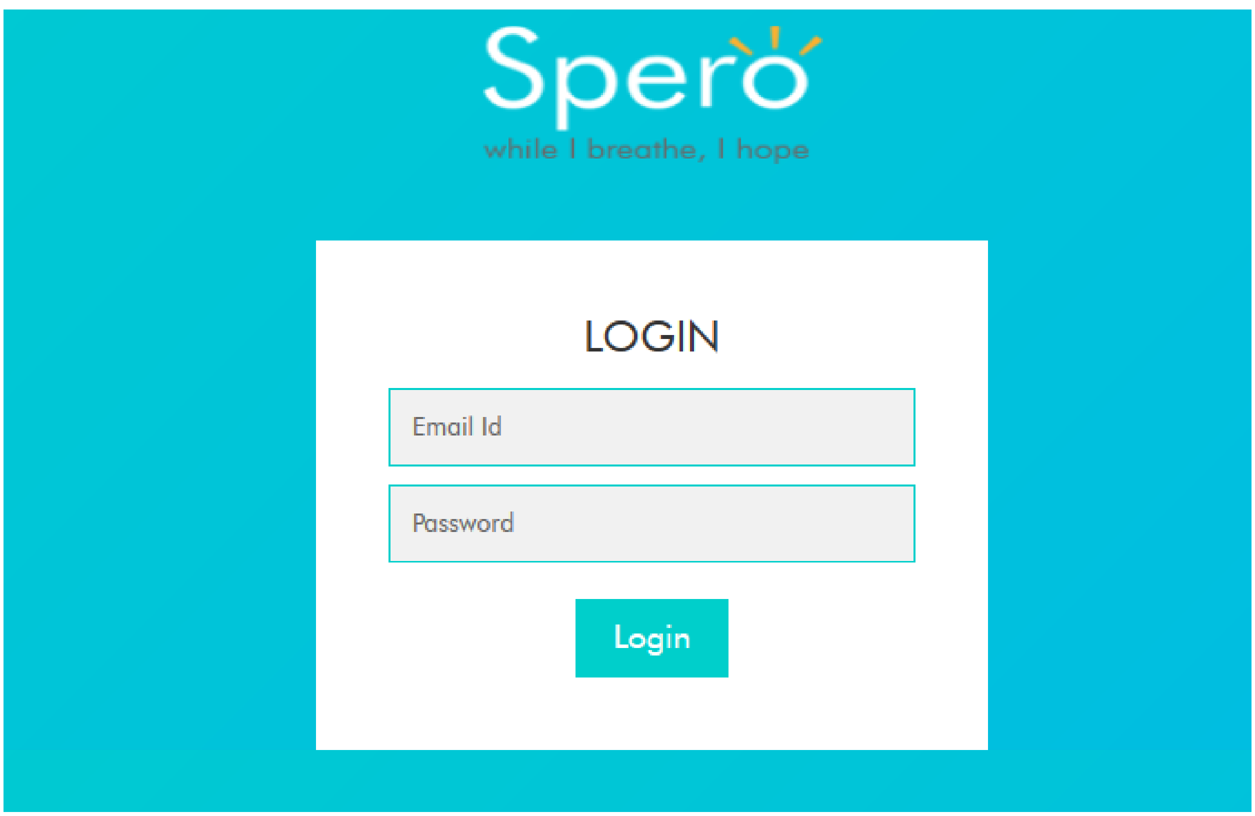
SPERO is a home healthcare service provider. Its services can be availed for One–time care or for Ongoing Care. The majority stakeholders for Phase 1 are Health Dispatcher (HD), Healthcare Manager (HCM), Admin, Human-Resource Manager, Consultant/ Family Doctor and Patient.

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.



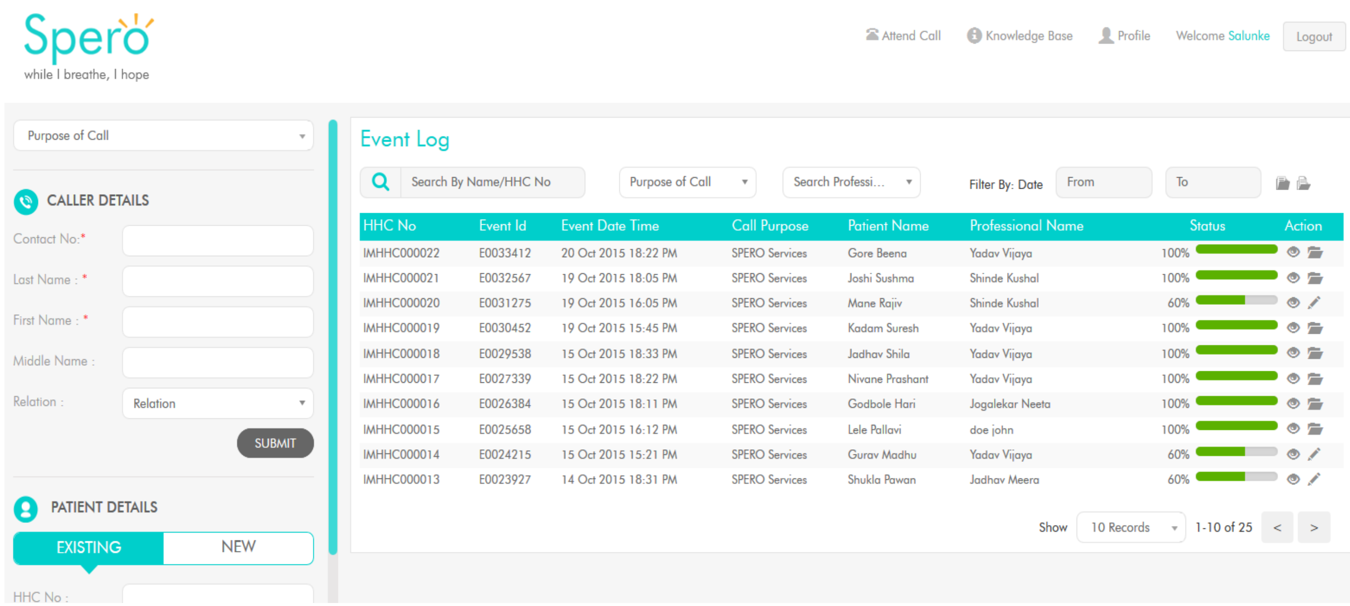
Login with HD **: 1.Enter Email Id**

2. Enter Password

3. Click Login button

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.

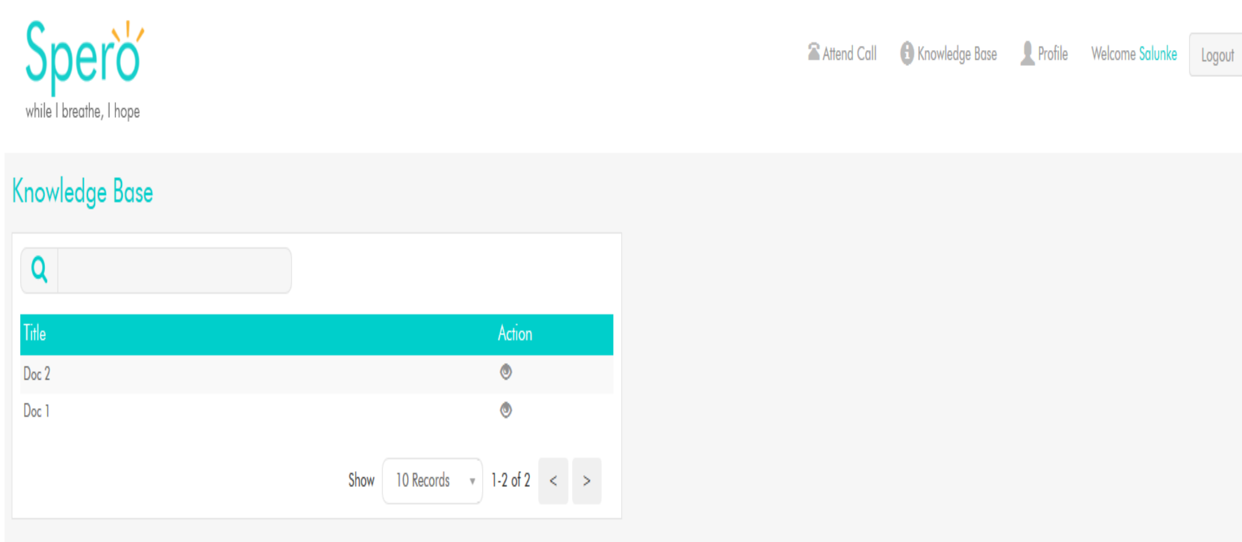


Knowledge Base Screen:--

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.

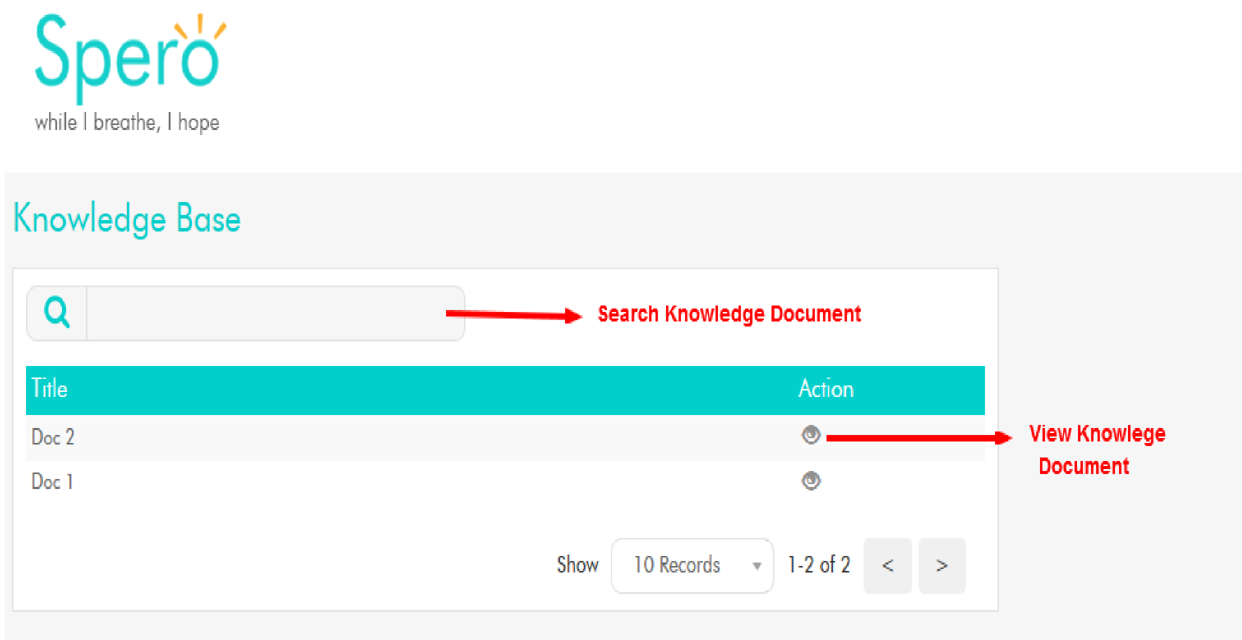
2. Knowledge Base Page is open



On Knowledge Base Screen: 1. Click view document →

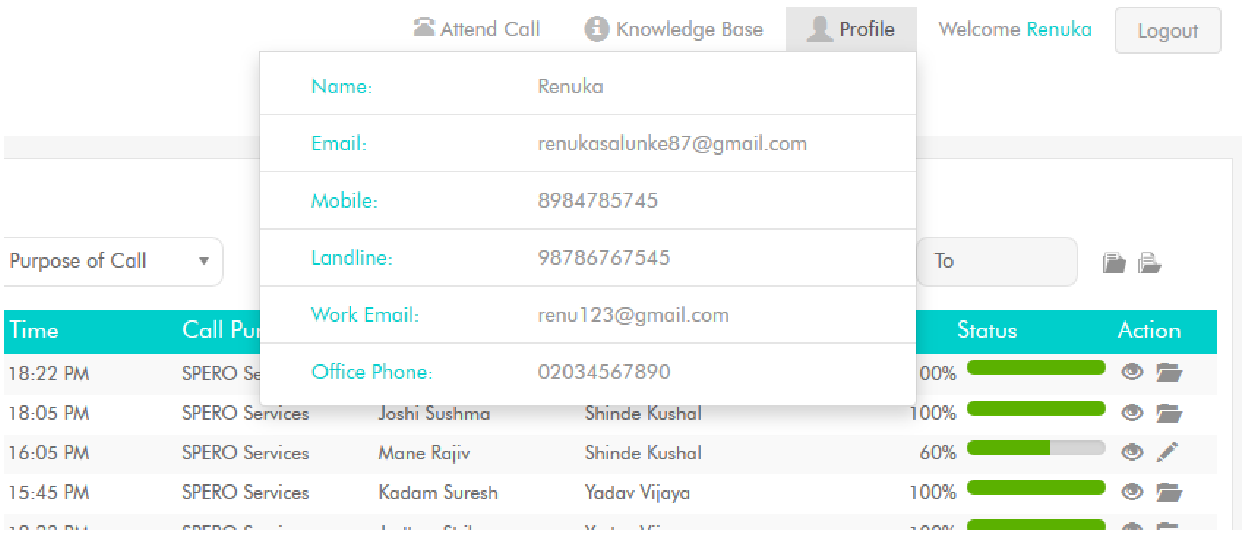
U can view knowledge document

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

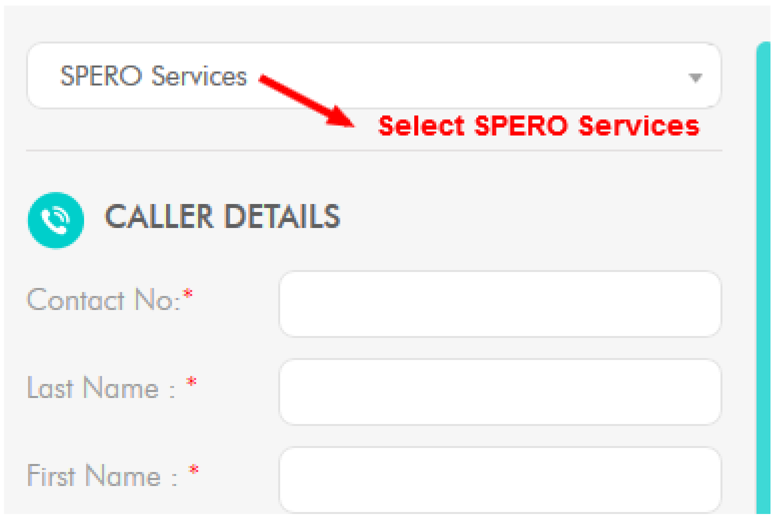
The primary task of HD is to attend call. So when a HD attends the call, he will greet the caller and ask for Purpose of the Call which is divided into 7 categories: SPERO Services, Job-Closure Call, Feedback Call, Enquiry Call, General Information Call, Follow-Up Call and Consultant Call.

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



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

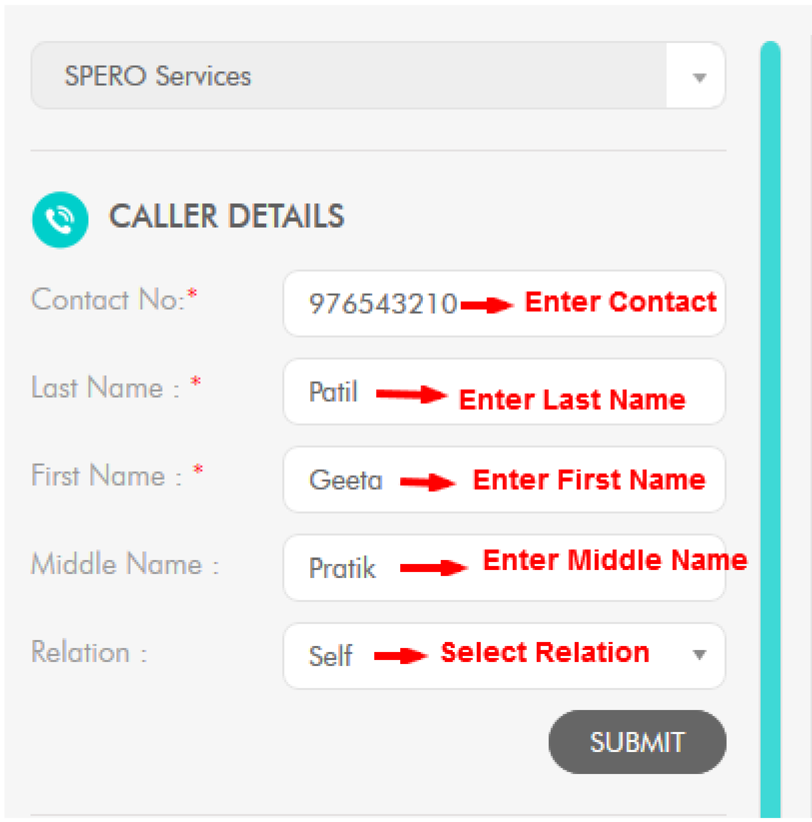
2. Enter Last Name

3. Enter First Name

4. Enter Middle Name

5. Select Relation

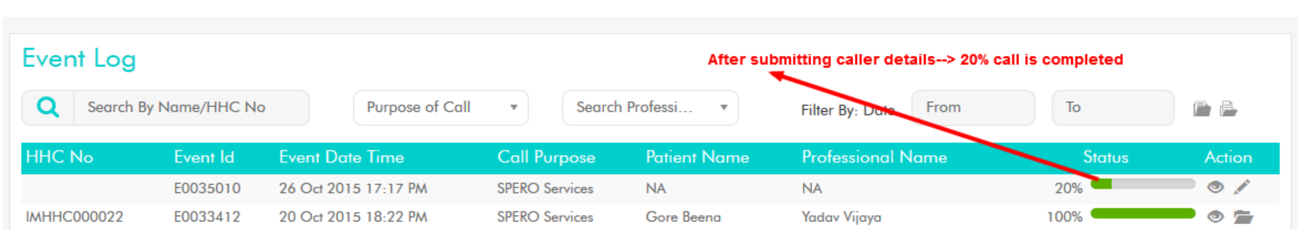
6. Click on submit button



<u>Event Log :--</u>

After submitting Caller Details→ Right side

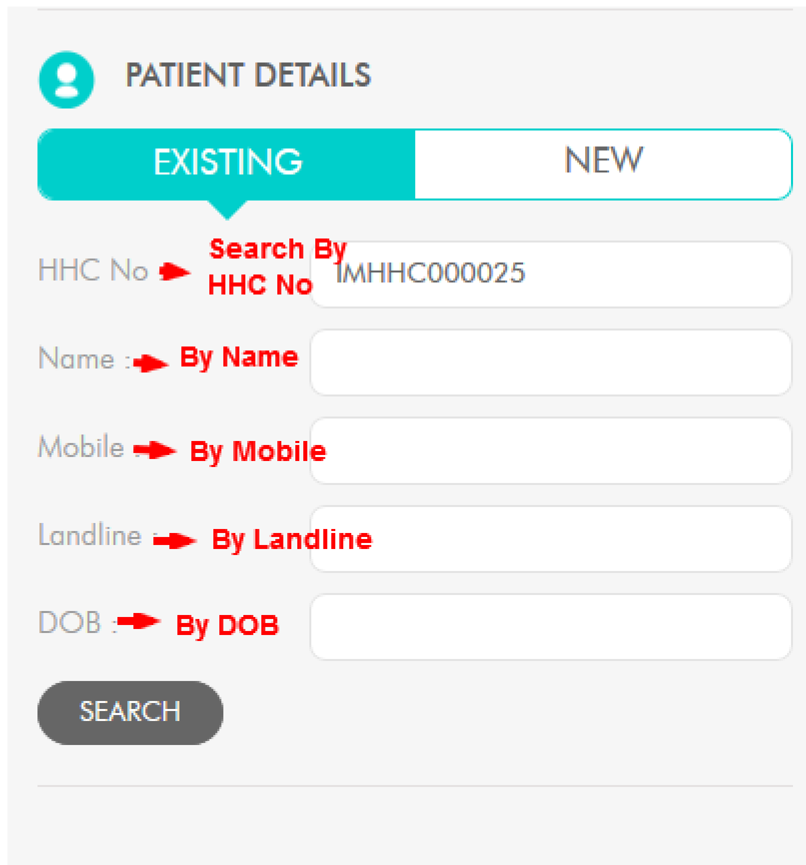
1.On event log page→ 20% call is completed



Already Existing Patient Details:--

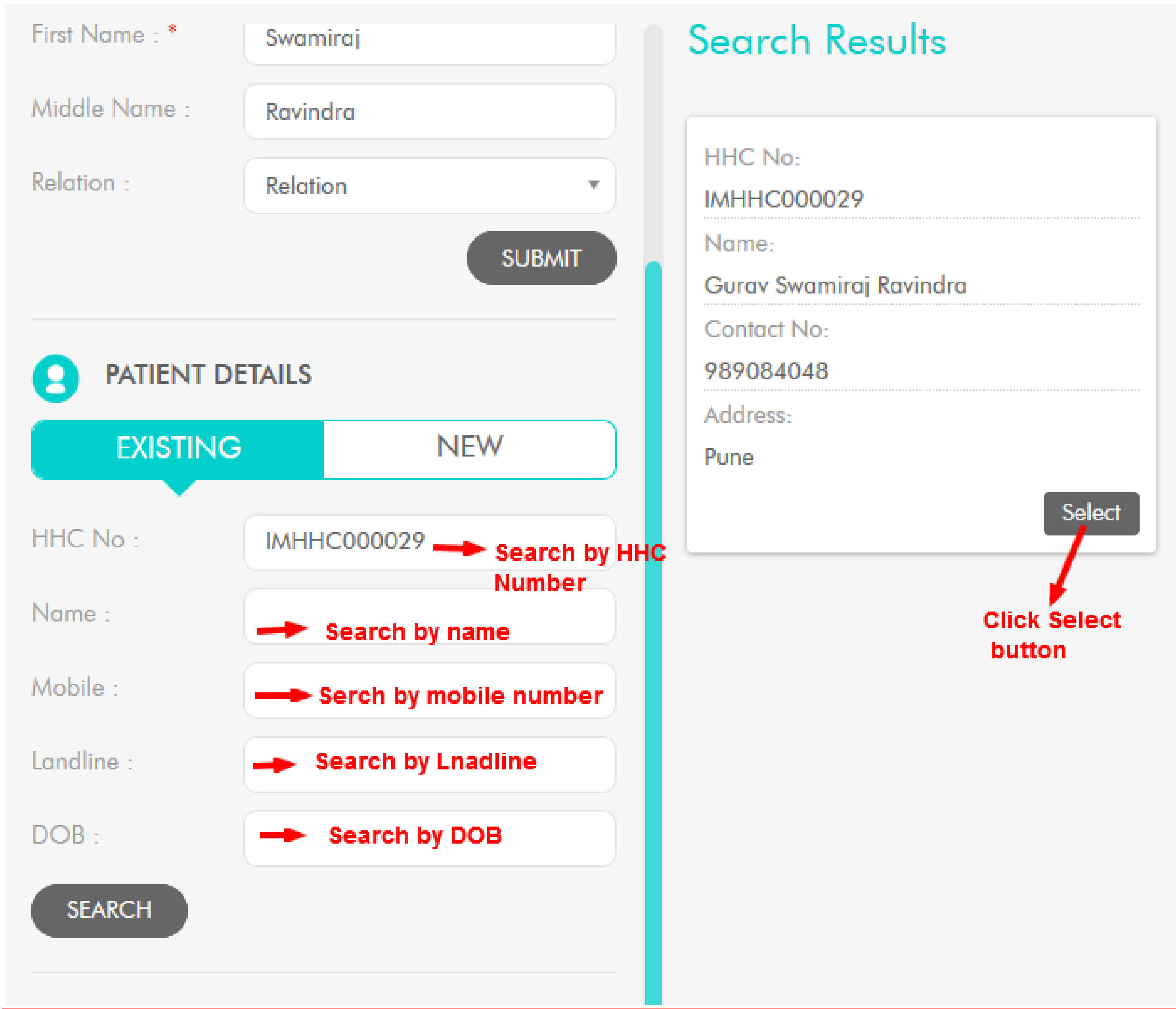
1. In case the Patient HHC No is known or it is understood that he is an existing patient then the HD will click the Existing Tab.

2. Therein he will enter the patient HHC No/ Name/ Contact No or DOB in the search criteria to search the patient.

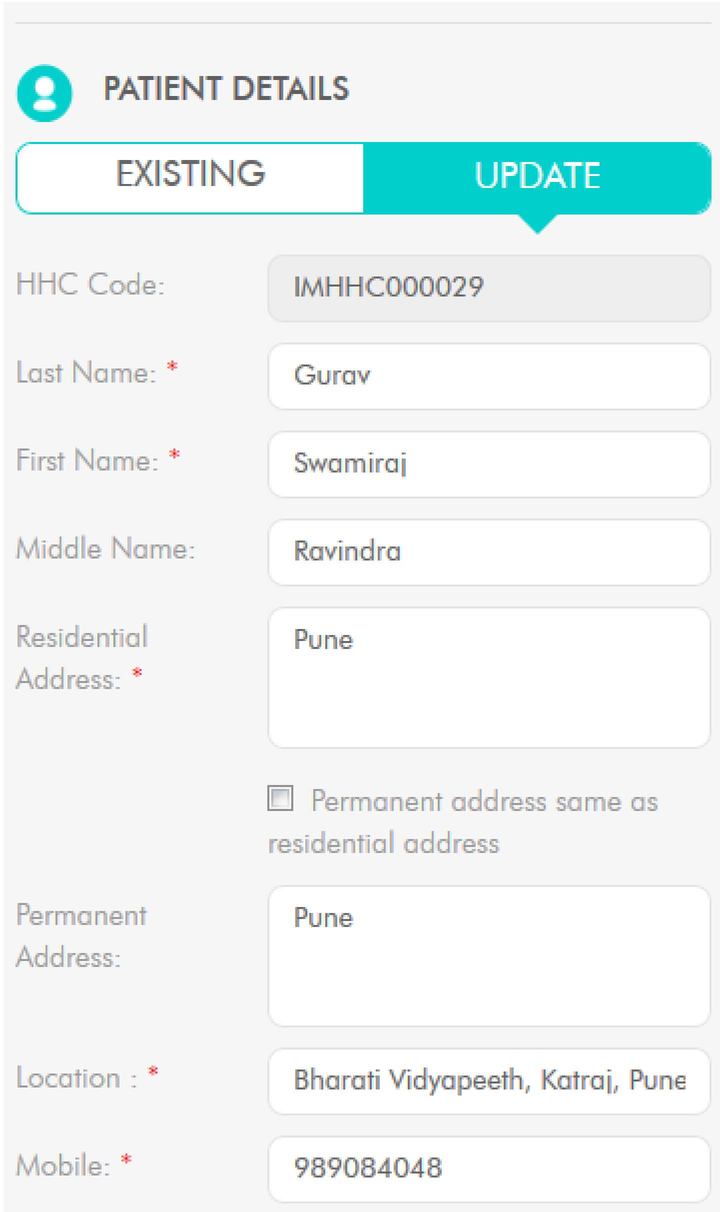


3. A search result will populate on the right side of the dashboard.

4. The search result to give out information like: HHC No, Name, Contact Info, DOB & Address.



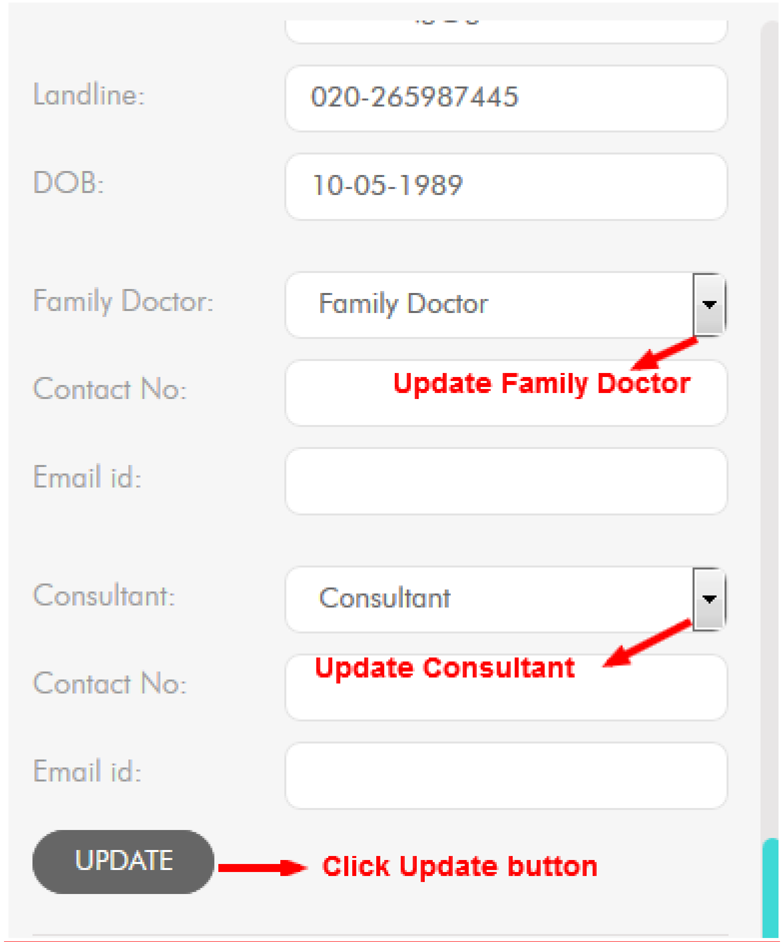
5. After clicking select button -->1.Update patient detail page is open



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

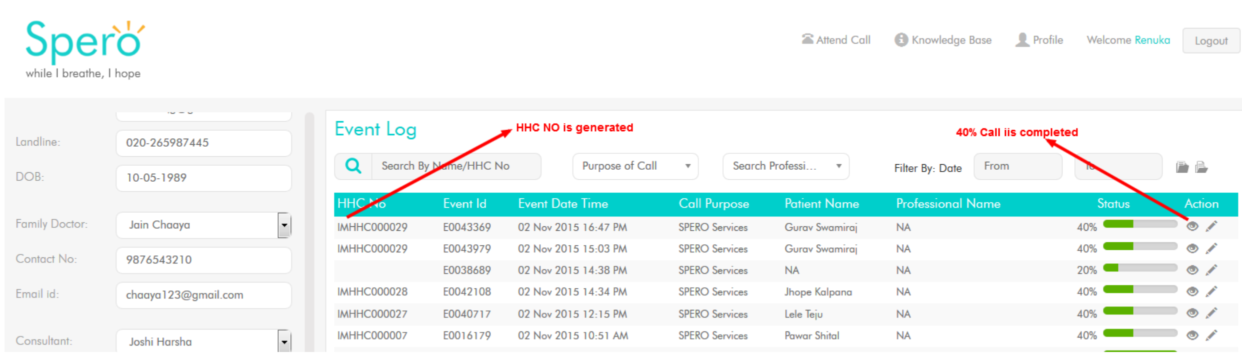
7.The Family Doctor & Consultant Name will be selected from the dropdown in case of any change required.

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



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

2. HHC No is generated



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.

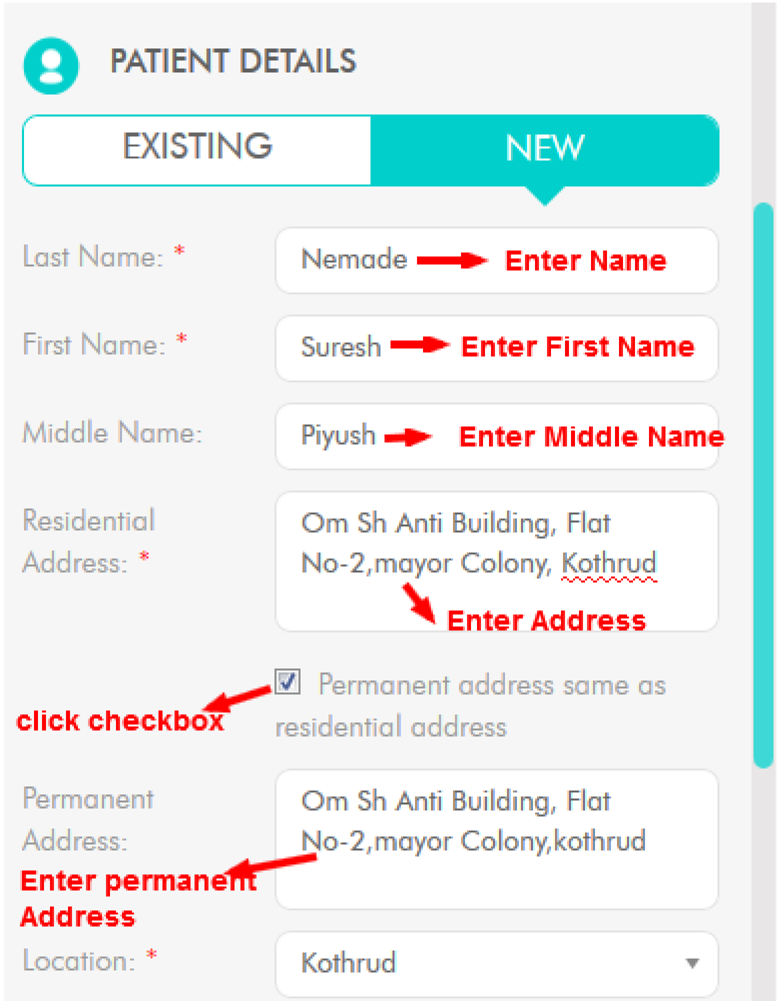
8. Enter DOB

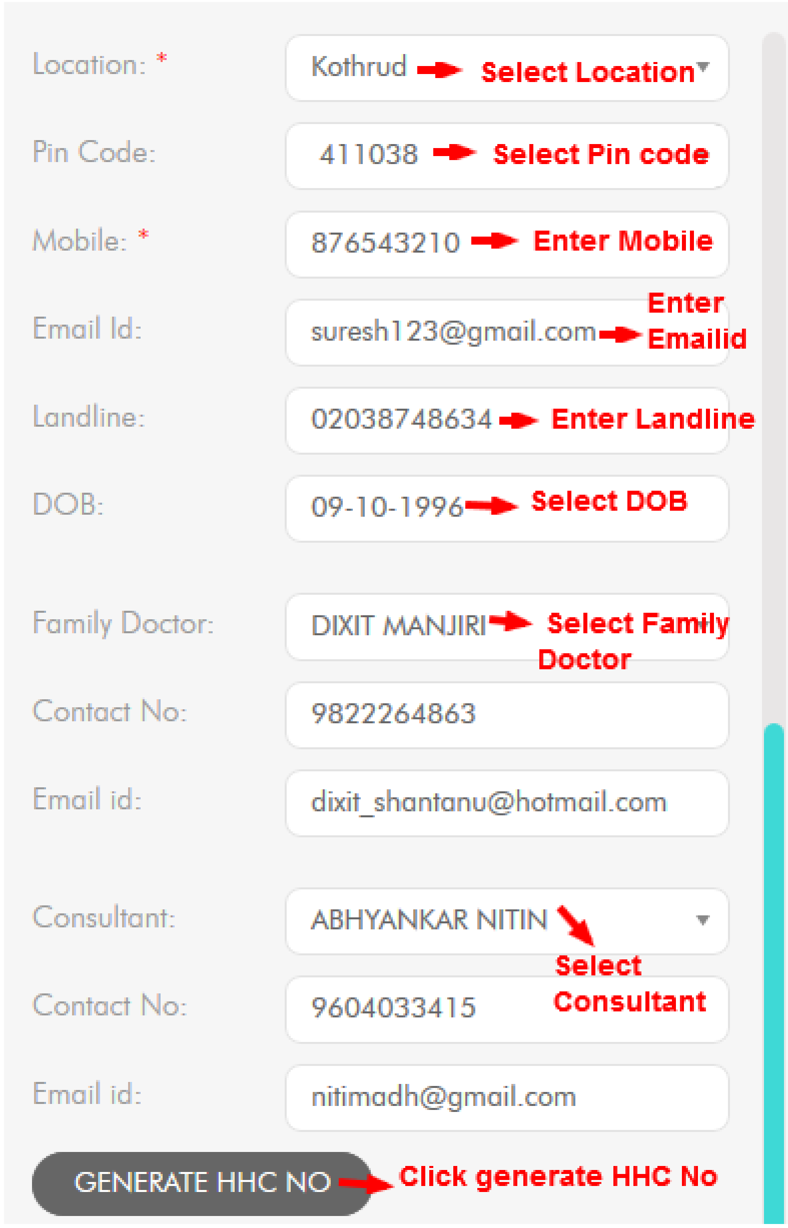
9. Select Family doctor

10. Select consultant.

11. Select generate HHC No.

*** This fields are mandatory**

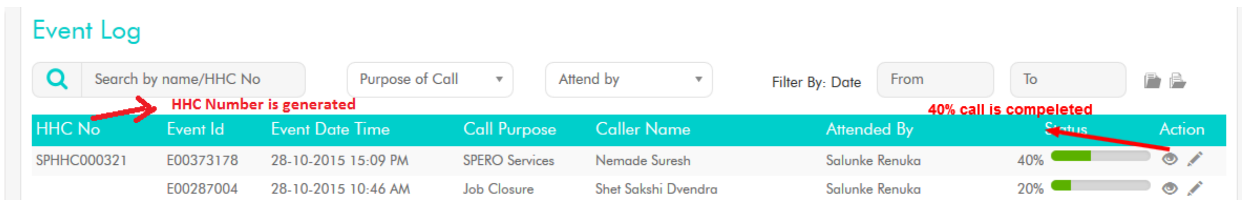

PATIENT DETAILS
EXISTING
NEW
Last Name: *
Nemade
Enter Name
First Name: *
Suresh
Enter First Name
Middle Name:
Piyush
Enter Middle Name
Residential Address: *
Om Sh Anti Building, Flat No-2,mayor Colony, Kothrud
Enter Address
Permanent address same as residential address
click checkbox
Permanent Address:
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

Event Log :--

After Submitting new patient details→1.Generate HHC NO

2. 40% call is completed



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.

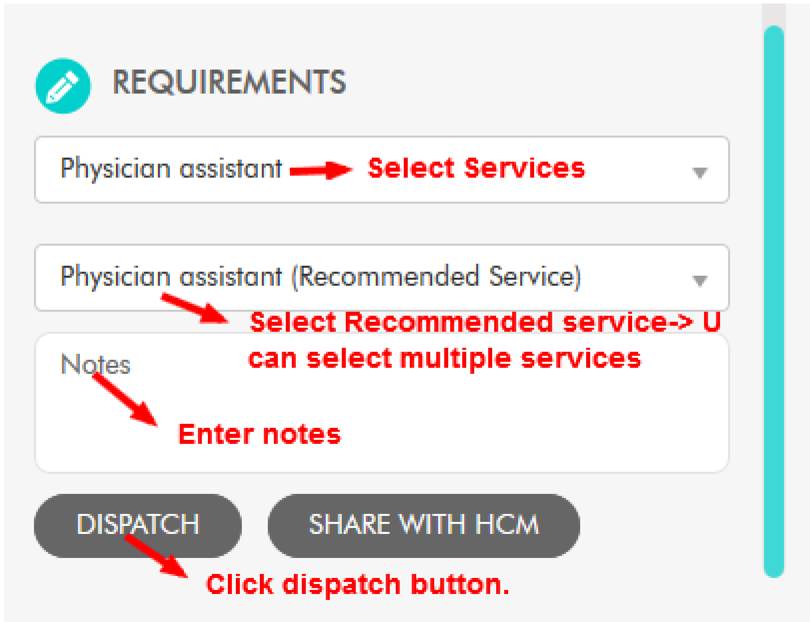
After Submitting new patient details(without share with HCM)→

1.Select services

2. Select Recommended Service

3. Enter Notes

4.Click Dispatch button



After Submitting new patient details(share with HCM)→

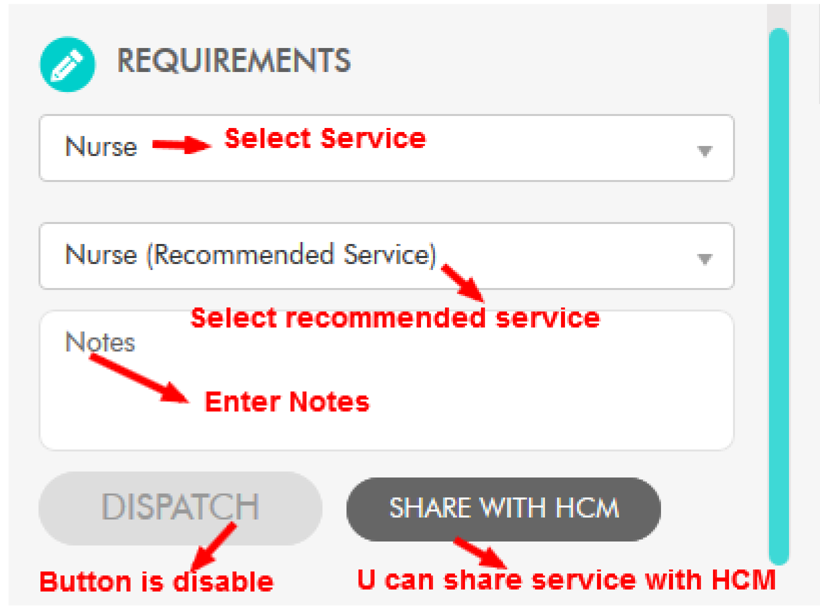
1.Select services

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

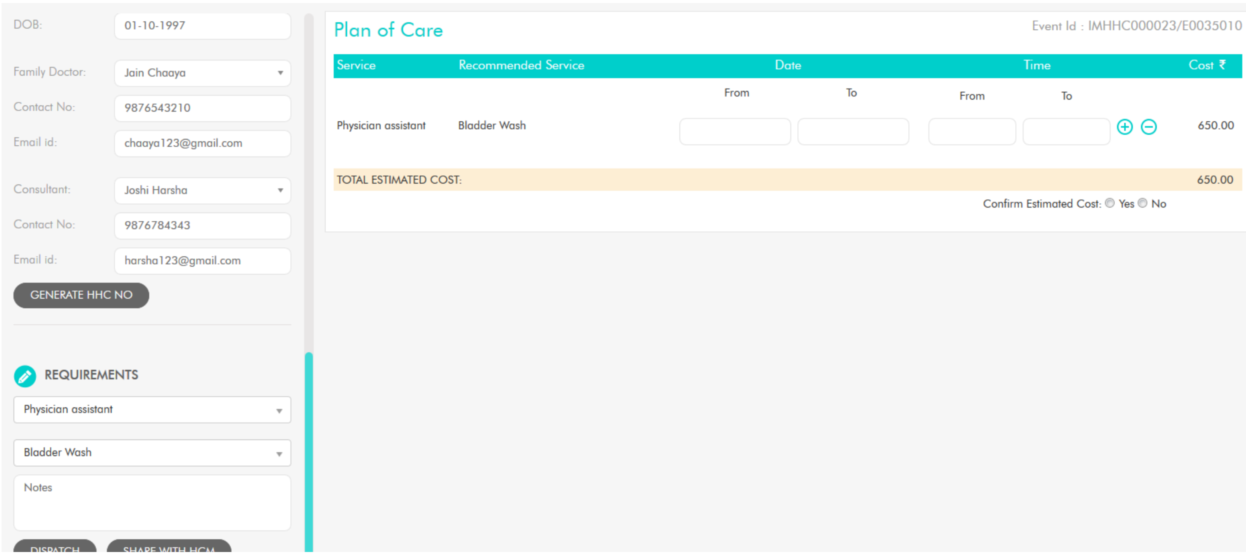


Plan of Care :--

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.



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

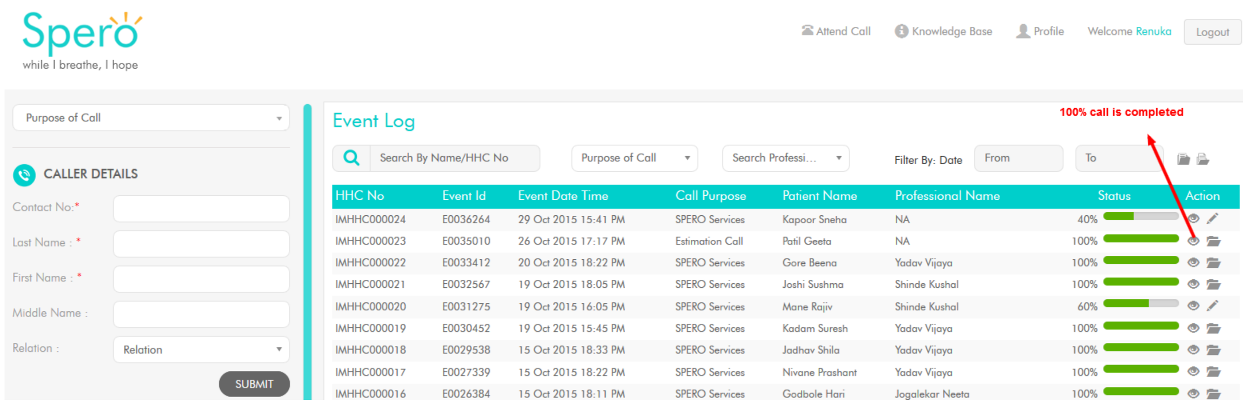
3. U can add service date & time also

(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.



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**

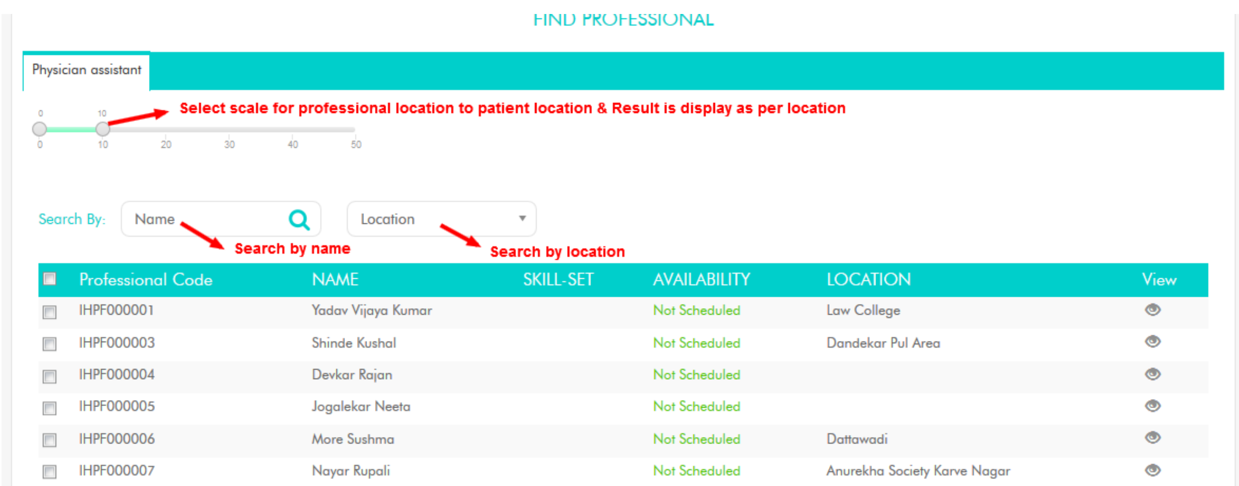
Find Professional:--

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

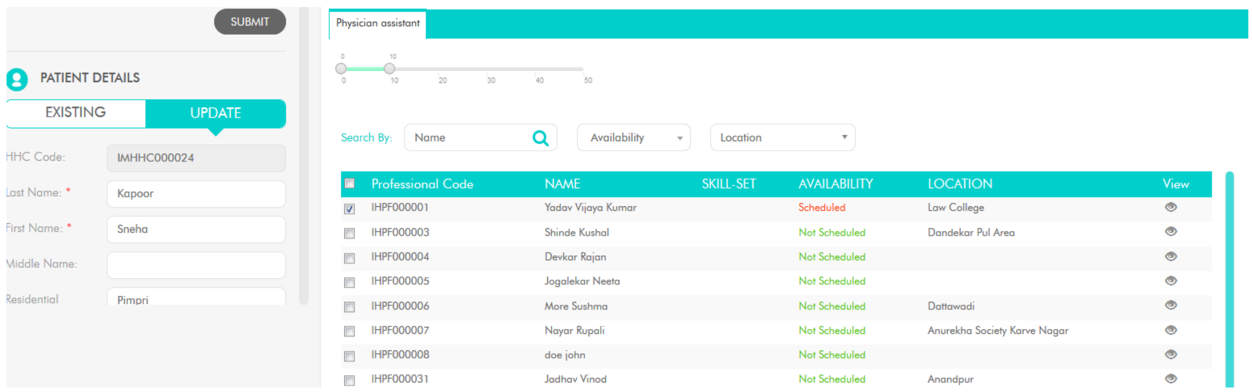
On professional option →1. A scale is located that will help HD to select the distance from Patient Location. Patient Location will be the current residential location.

2. Search by name

3. Search by location

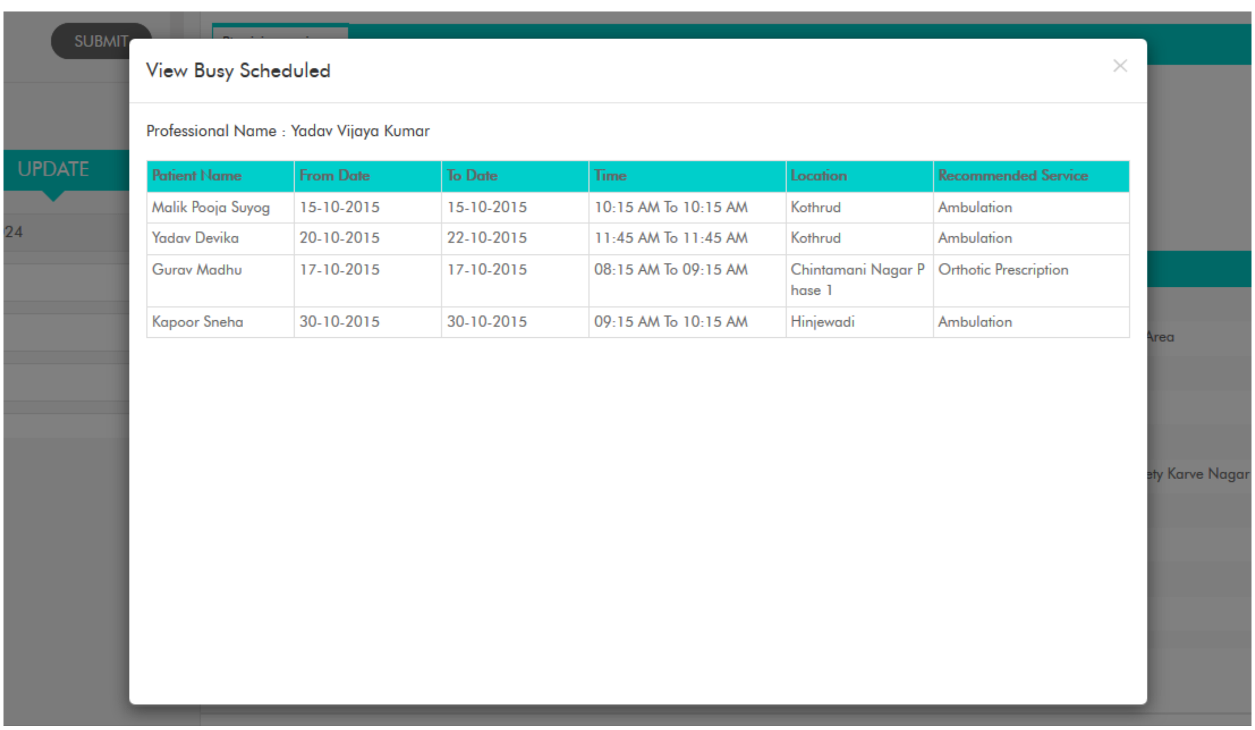


On find professional → Select professional to assign services.



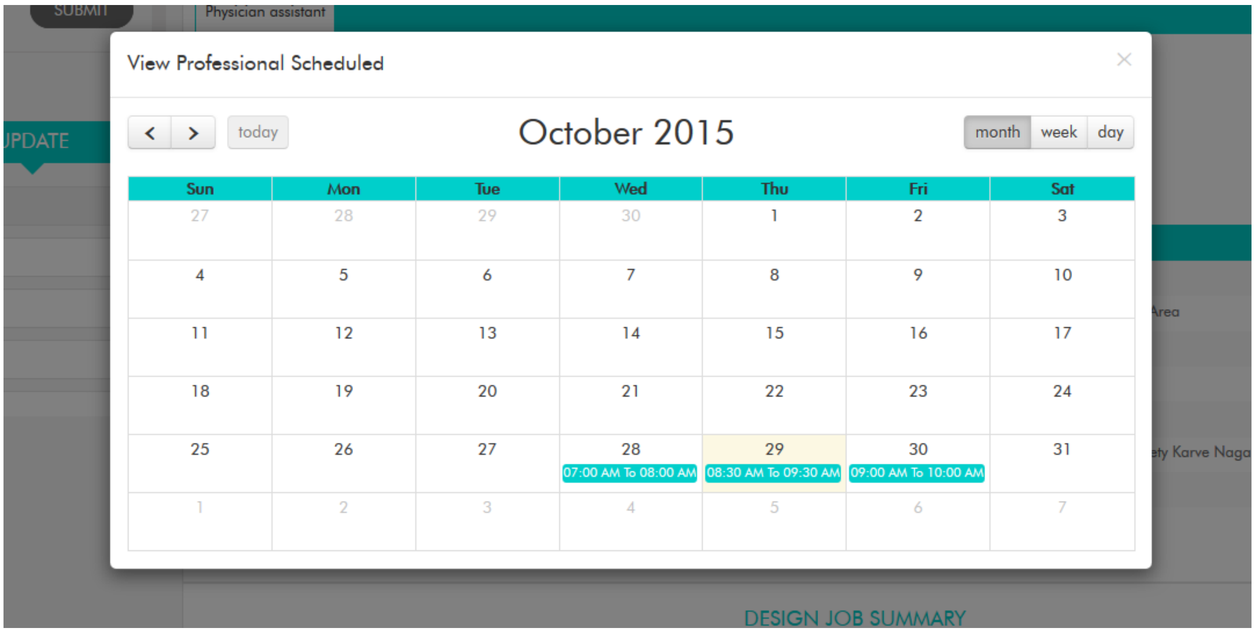
On find professional → 1.Click on scheduled

2.HD Can view professional busy scheduled



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.

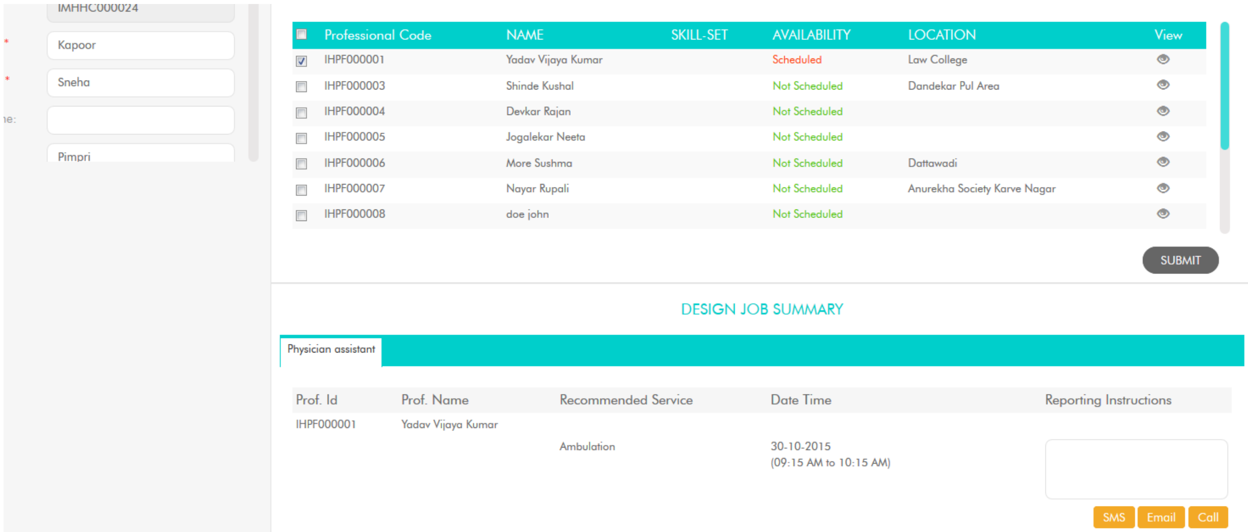
2.This all information will be auto filled using the information from prior processes.

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.



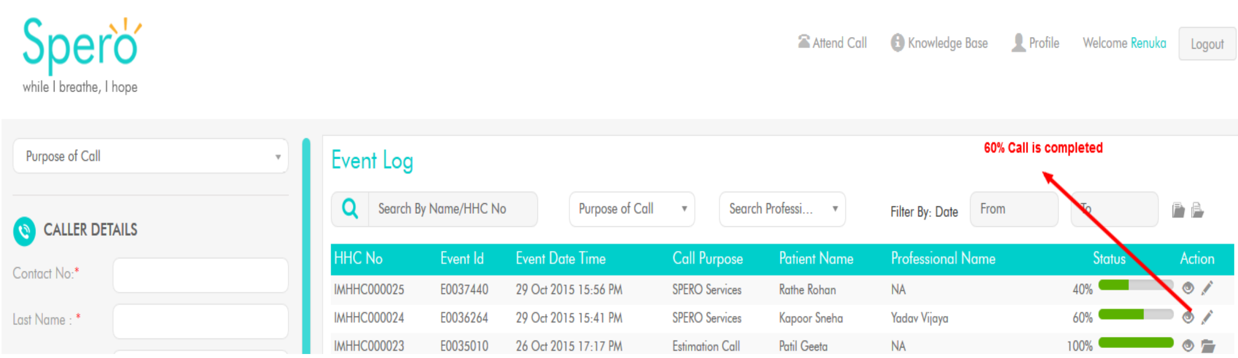
On design job summary→1.Enter Reporting instructions

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



Process of Job Closure

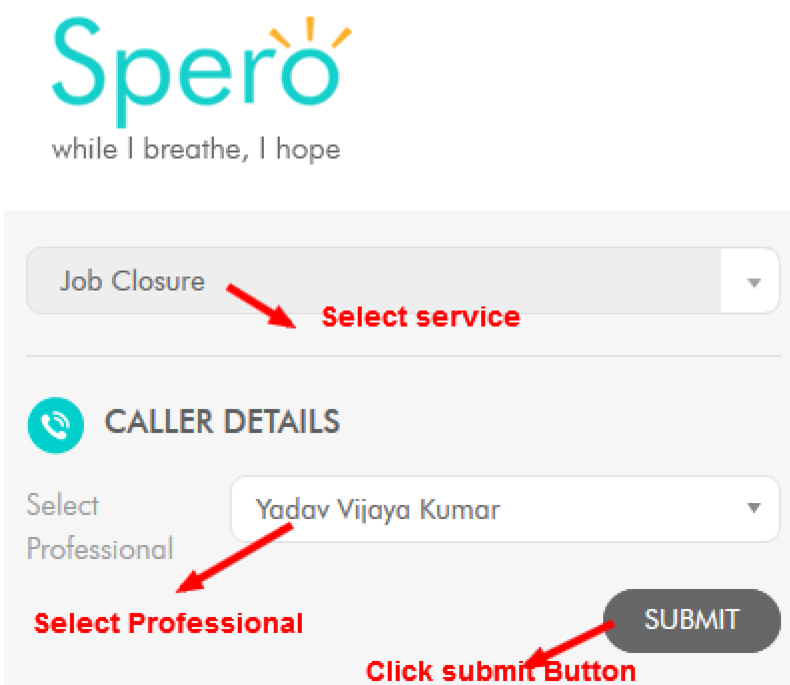
When the HD ask for Purpose of the Call and the Professional or Vendor replies as 'Job Closure Call' , then the HD to select Job Closure Call from Purpose of Call dropdown. Whenever there are multiple professionals or vendors any one of them will be assigned to make the Job Closure Call.

Job closure:--

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

2. Select Professional which assign to particular spero services

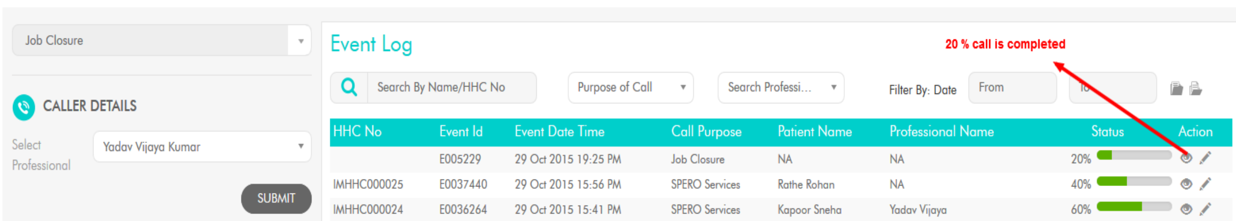
3.Click submit button.



Event Log:--

After submitting job closure call→

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



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

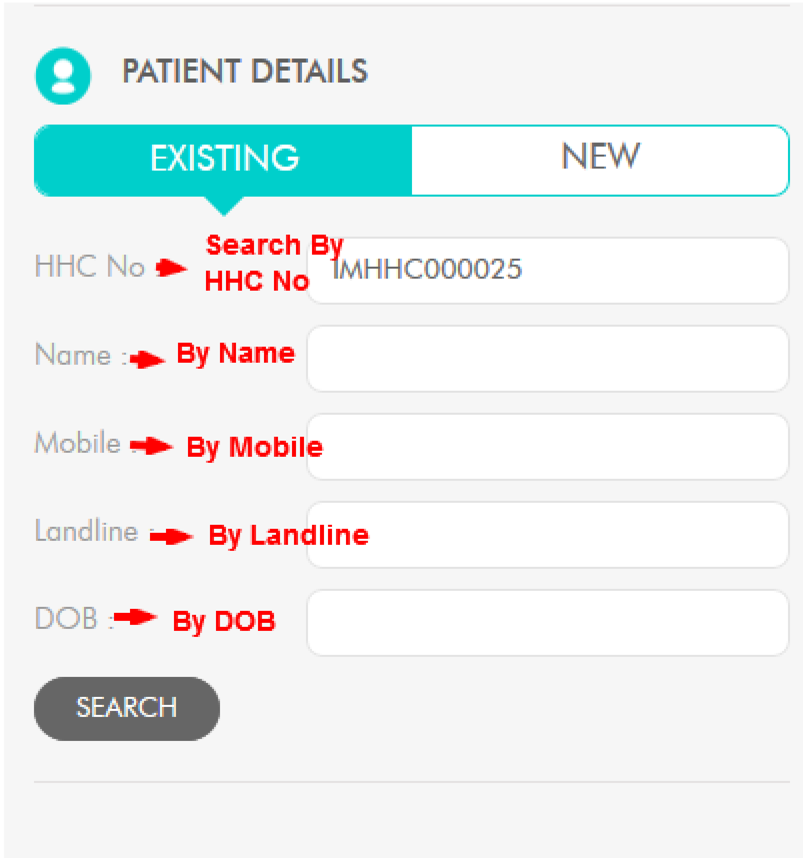
2.Name

3.Mobile

4.Landline

5.DOB

4.Click submit button



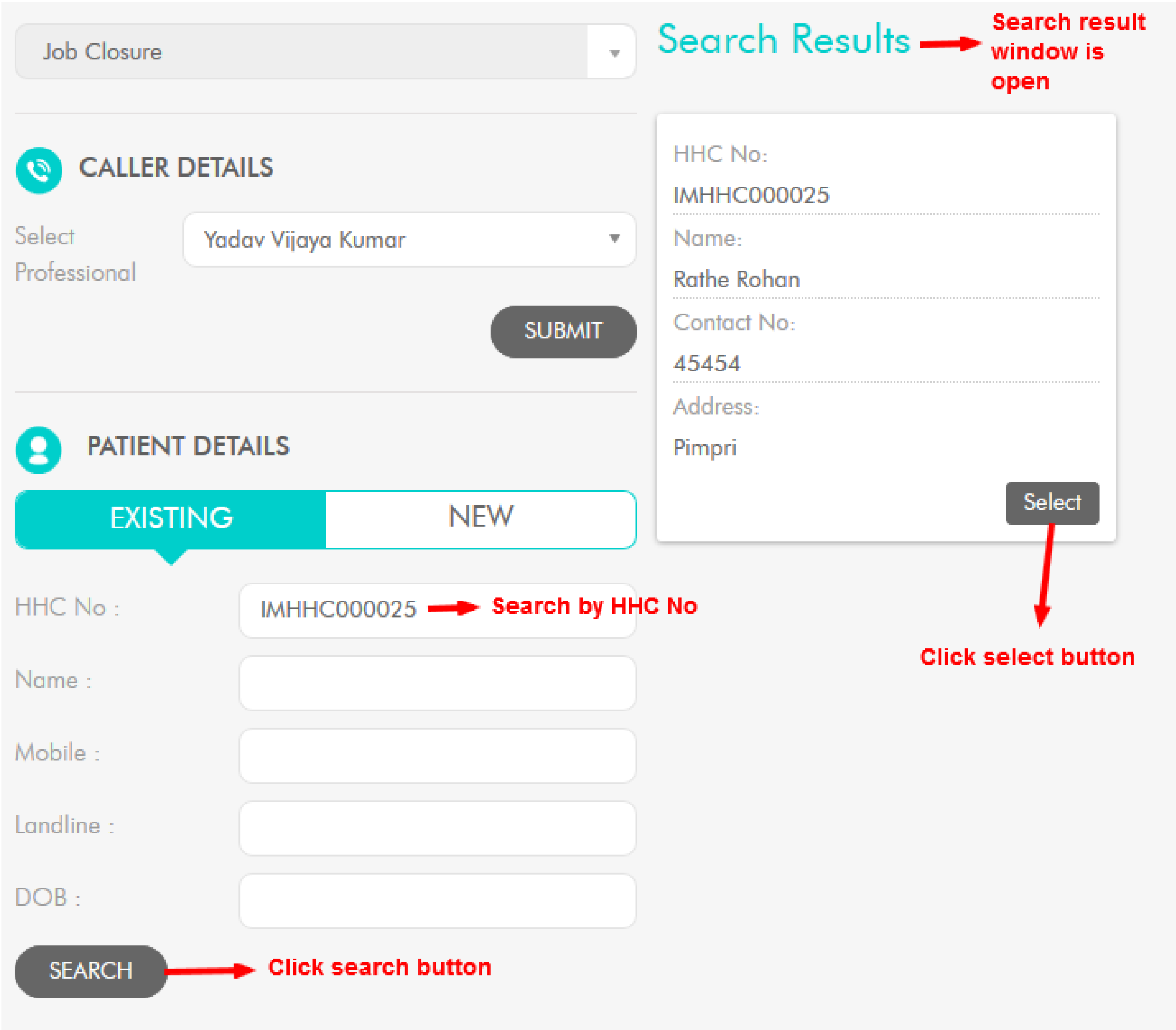
<u>Search Results:--</u>

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

2.Click Search button

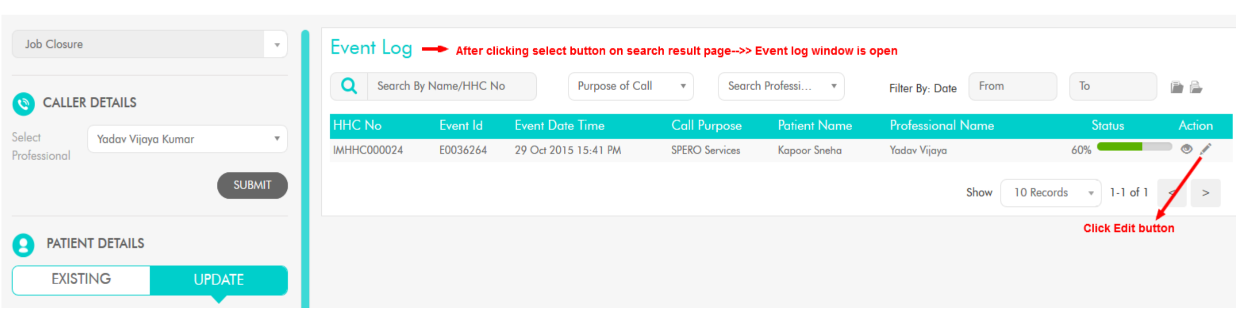
3.Right side→Search results is display

4.Click select button



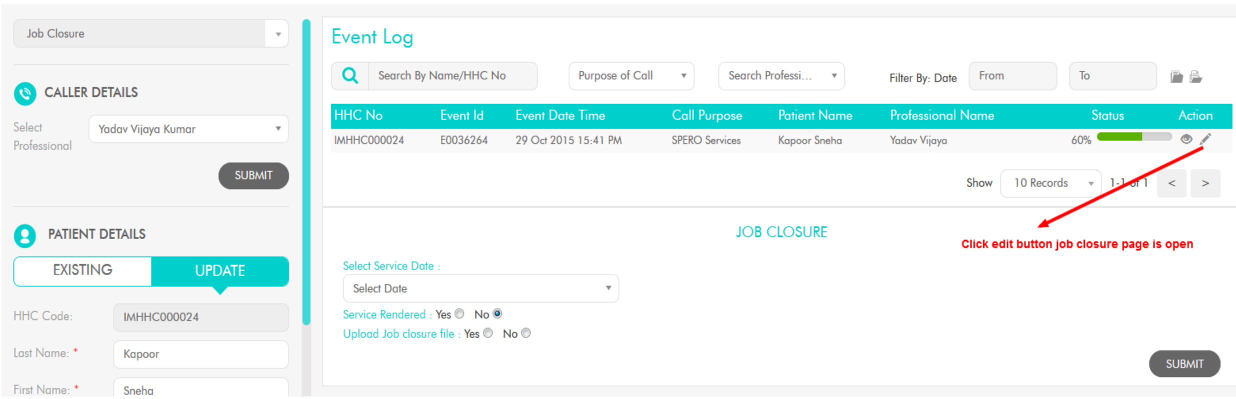
Event Log:--

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



On Event log page→ 1.Click edit button

2. Job closure page is open.



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

On Event log page→ 1.Select service date

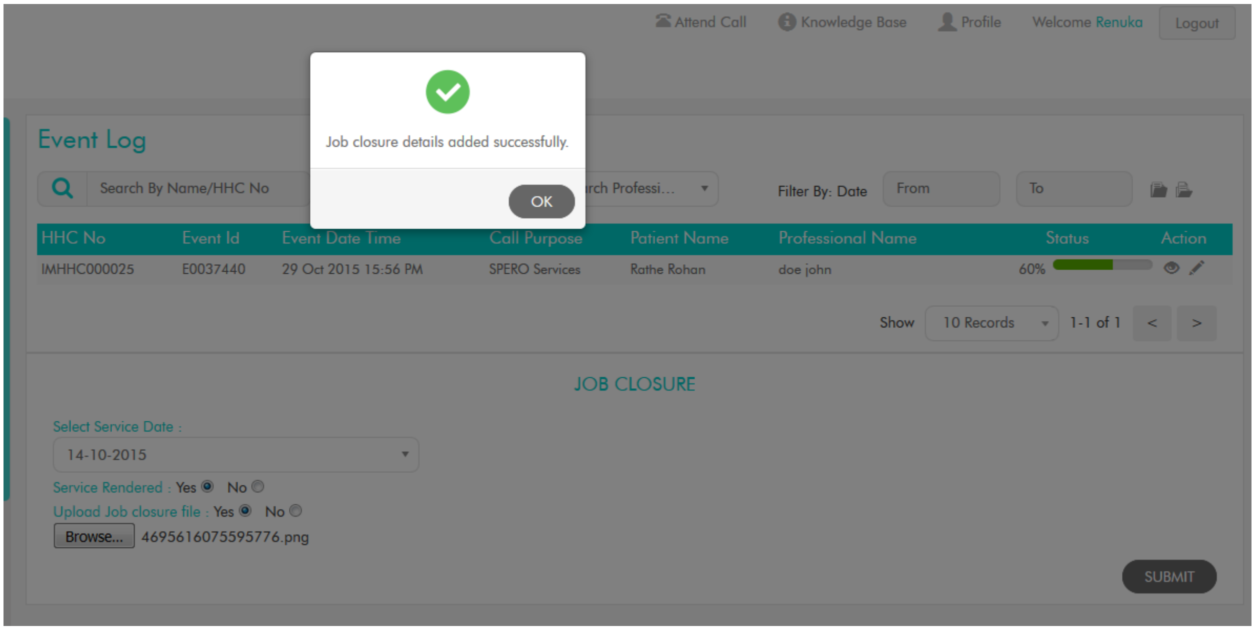
2.Select Service rendered→Click Yes/no radio button

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

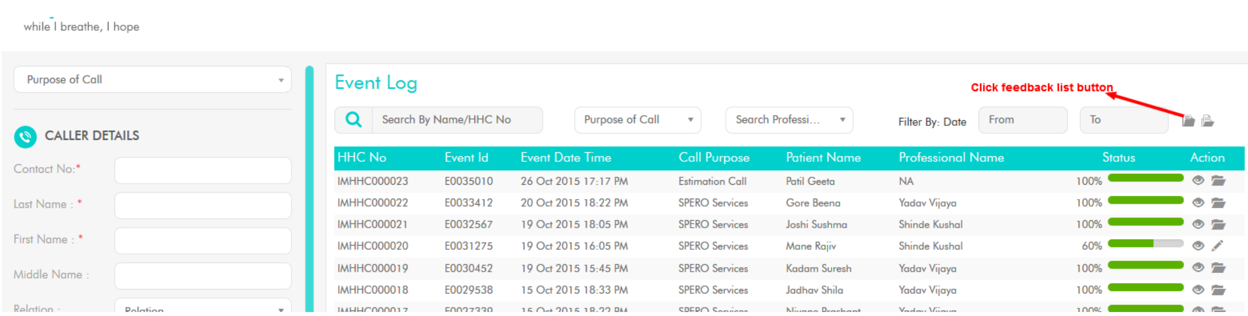


Event log:--

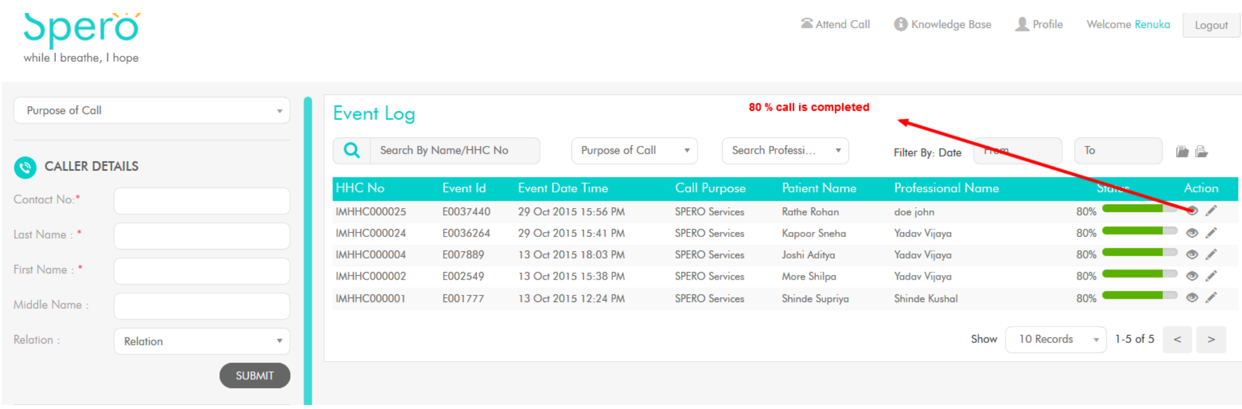
On Job closure successfully message → 1.Click ok button

2.Event log window is open

3.Click on feedback button



Click on feedback button → 80% Call is compeleted



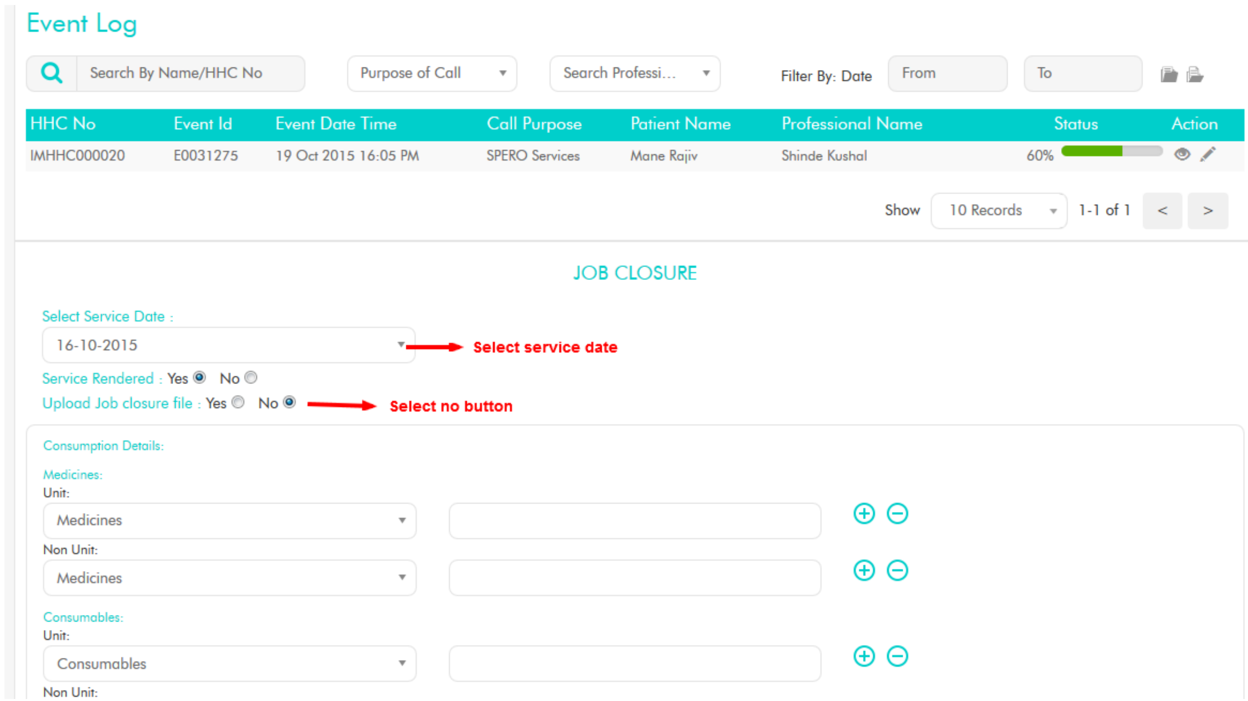
JOB Closure(Do not Browse job closure file then this process follow) :--

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



JOB Closure

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

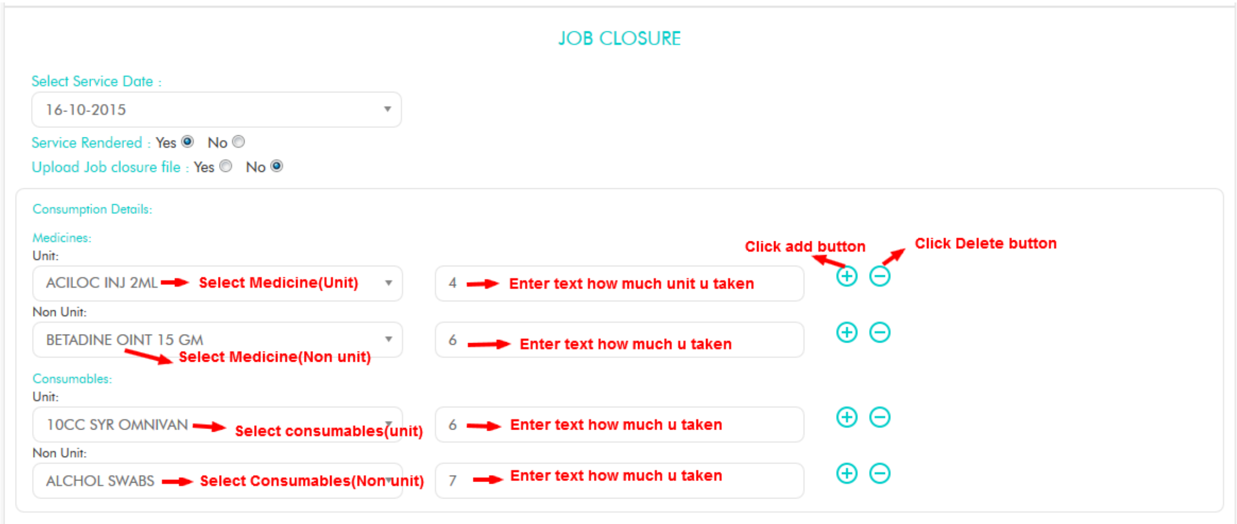
2.Enter text how much (Unit/Non unit) you taken

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



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

2.Select Airway

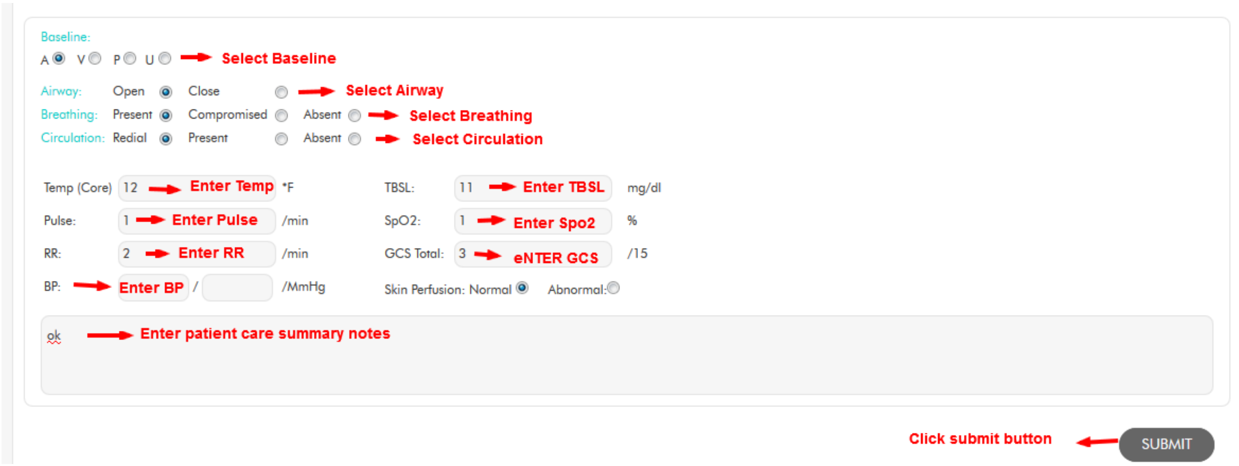
3.Select Breathing

4.Select circulation

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

6.Enter patient care summary notes

7.Click submit button

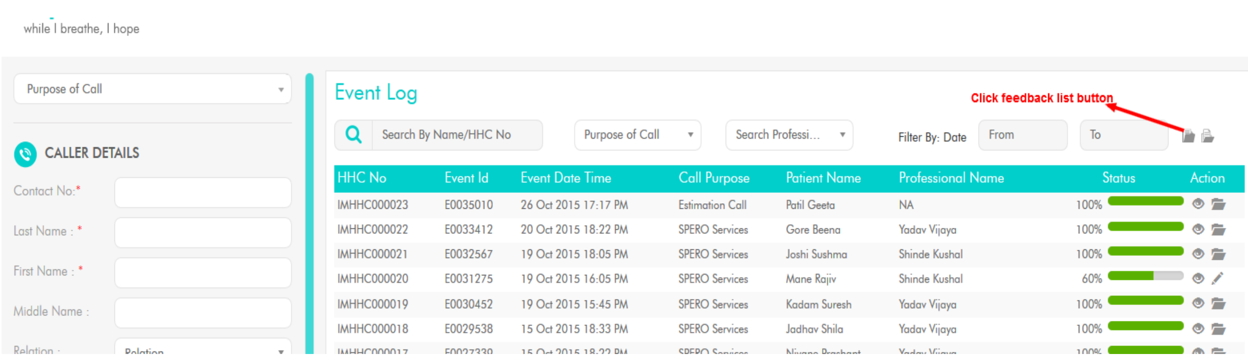


Event log:--

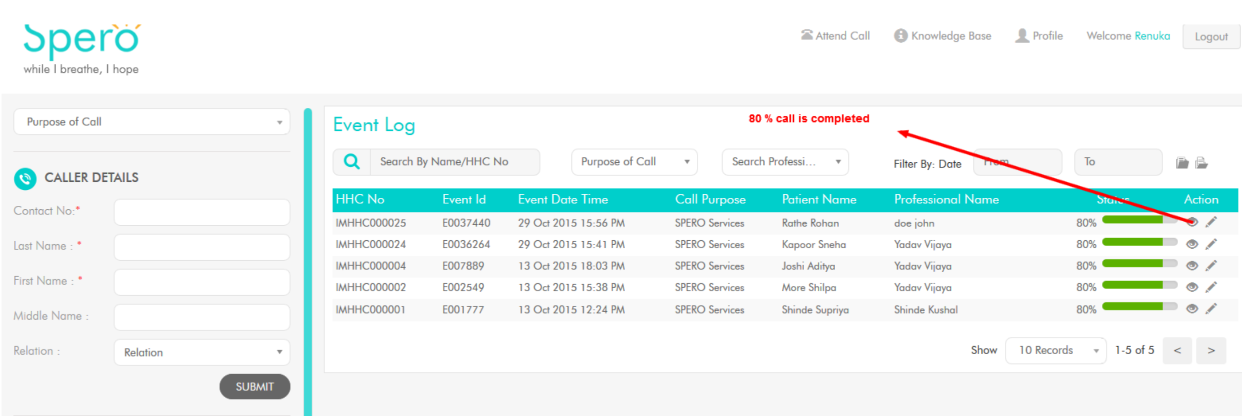
On Job closure successfully message → 1.Click ok button

2.Event log window is open

3.Click on feedback button



Click on feedback button → 80% Call is compeleted



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.

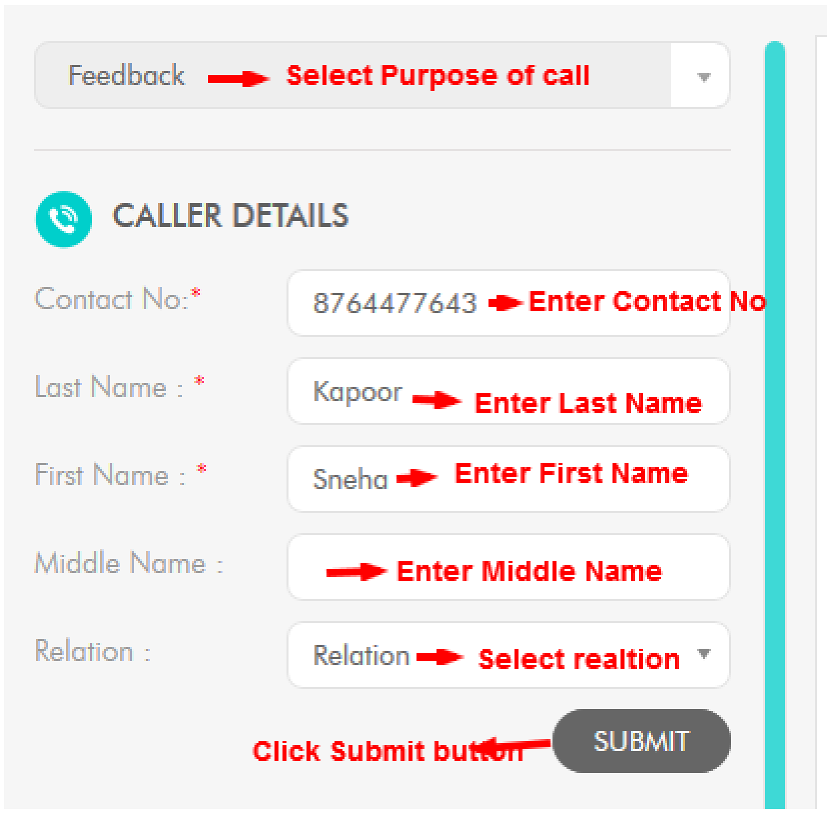
After 80% Call is completed→1.Select Purpose of call (Feedback)

2.Enter Caller Details

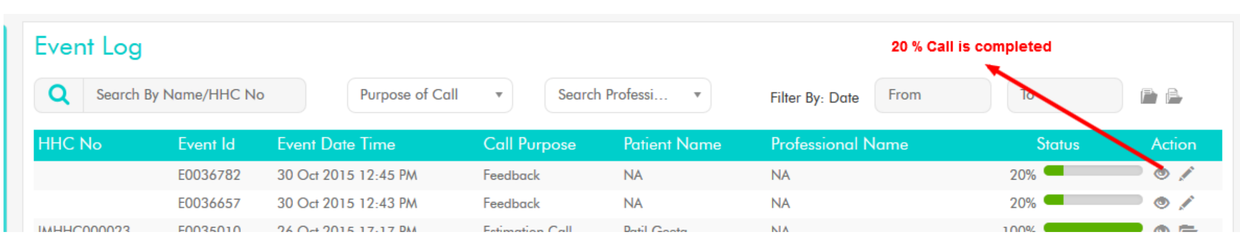
3.Enter Contact No,Last Name,

First Name,Select Relation

4. Click submit button

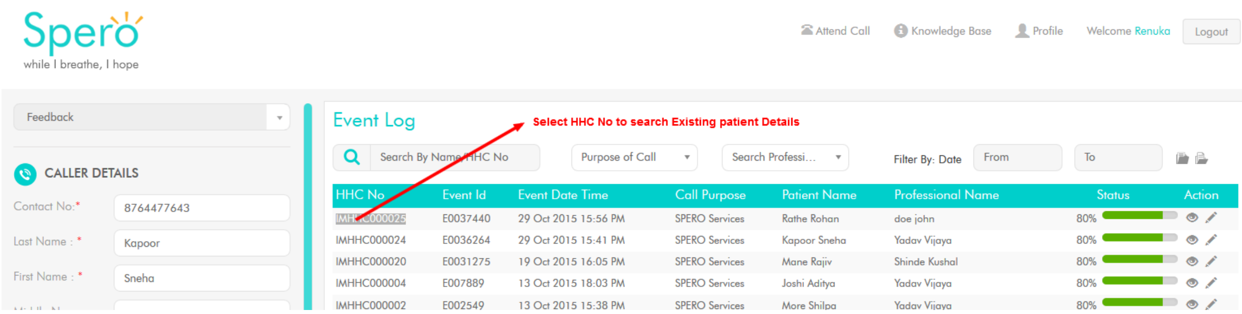


After click submit button→ Left side→ 20% call is completed



Click on feedback button→On Event Log→

Select HHC No to Search Existing patient



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

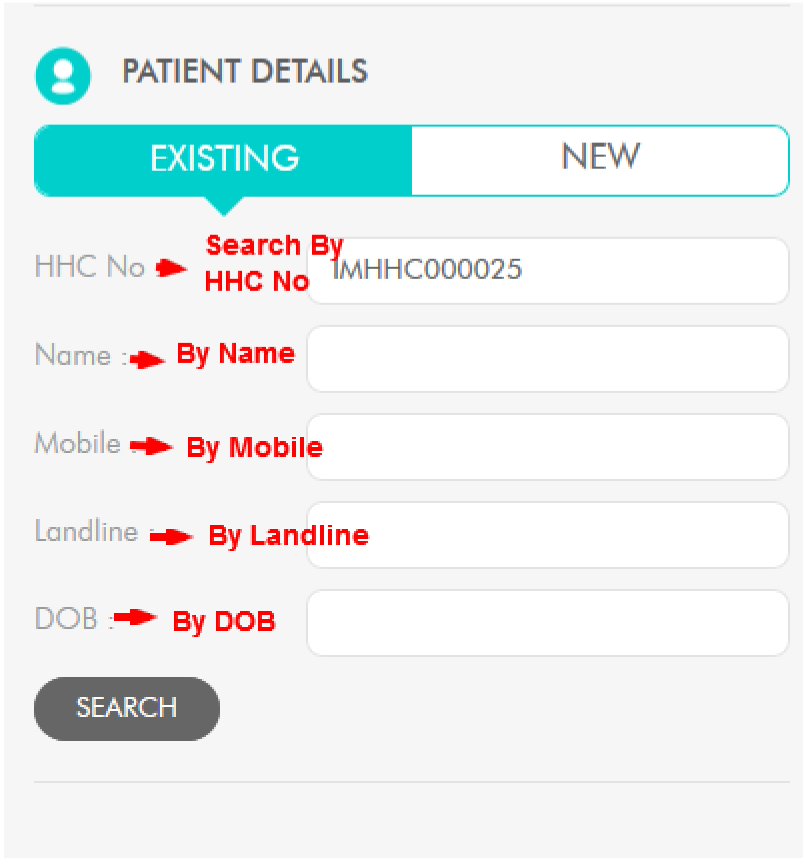
2.Name

3.Mobile

4.Landline

5.DOB

4.Click search button



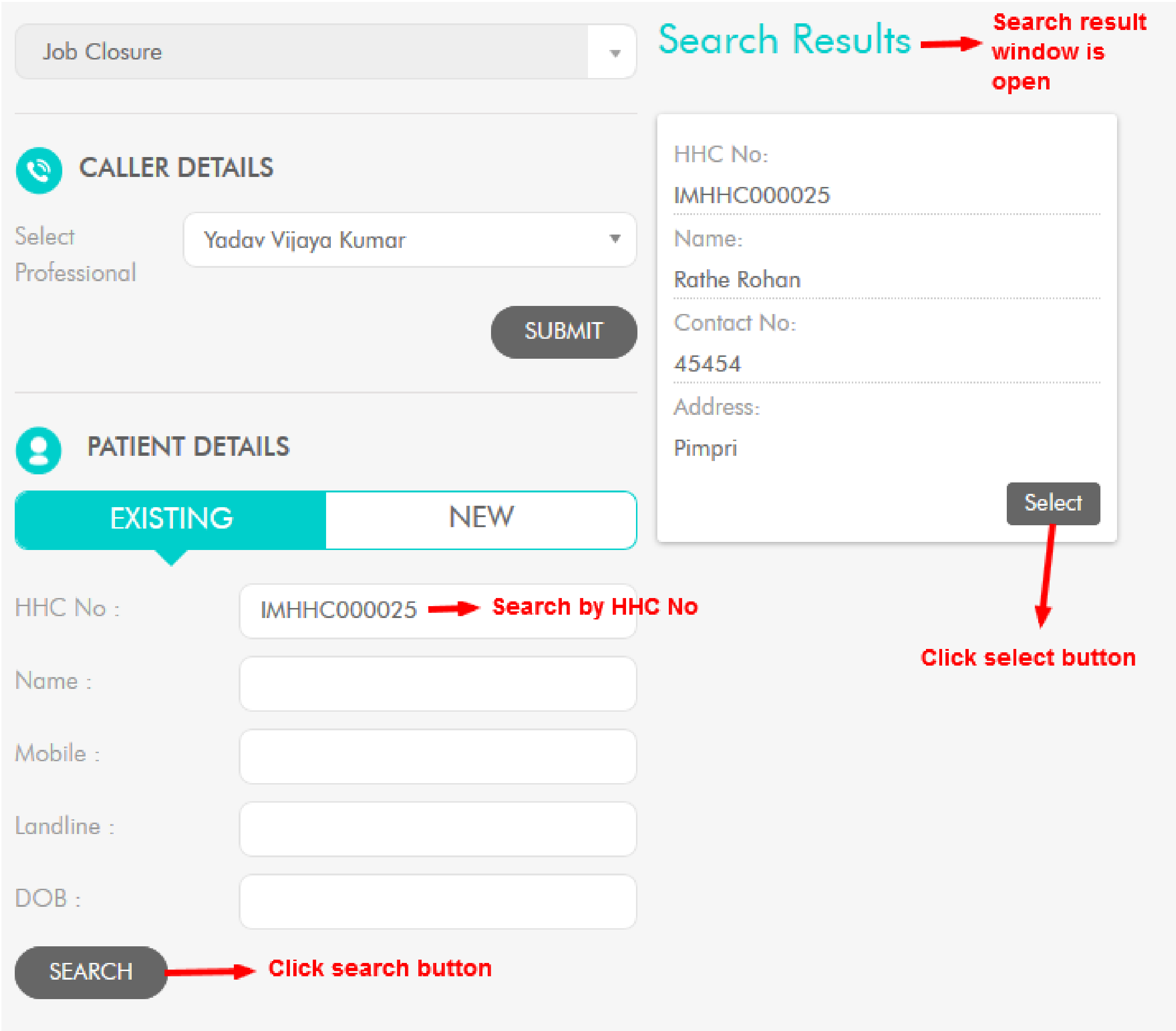
Search Results:--

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

2.Click Search button

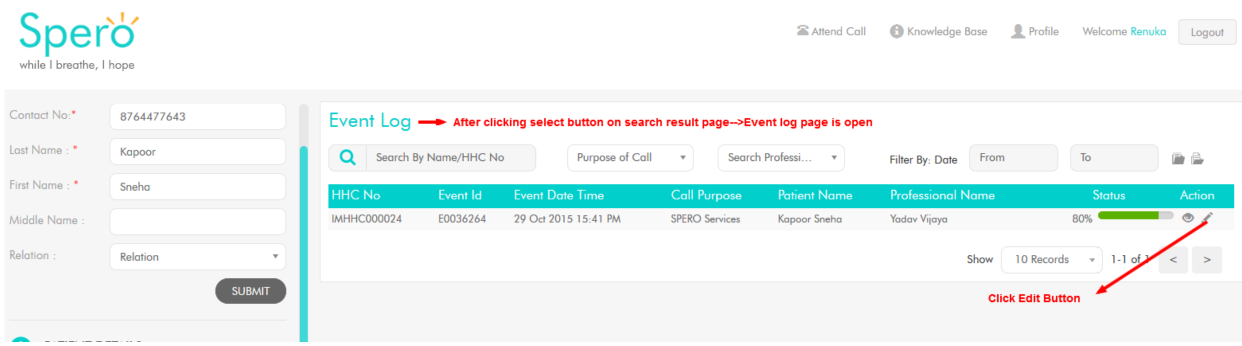
3.Right side→Search results is display

4.Click select button



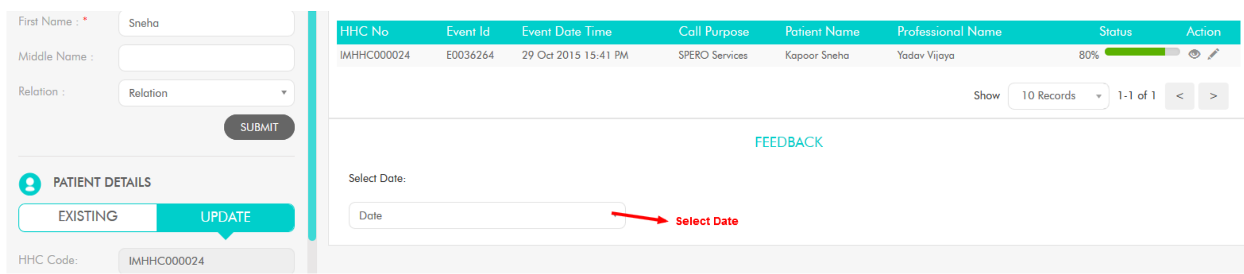
<u>Event Log:--</u>

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



Feedback:--

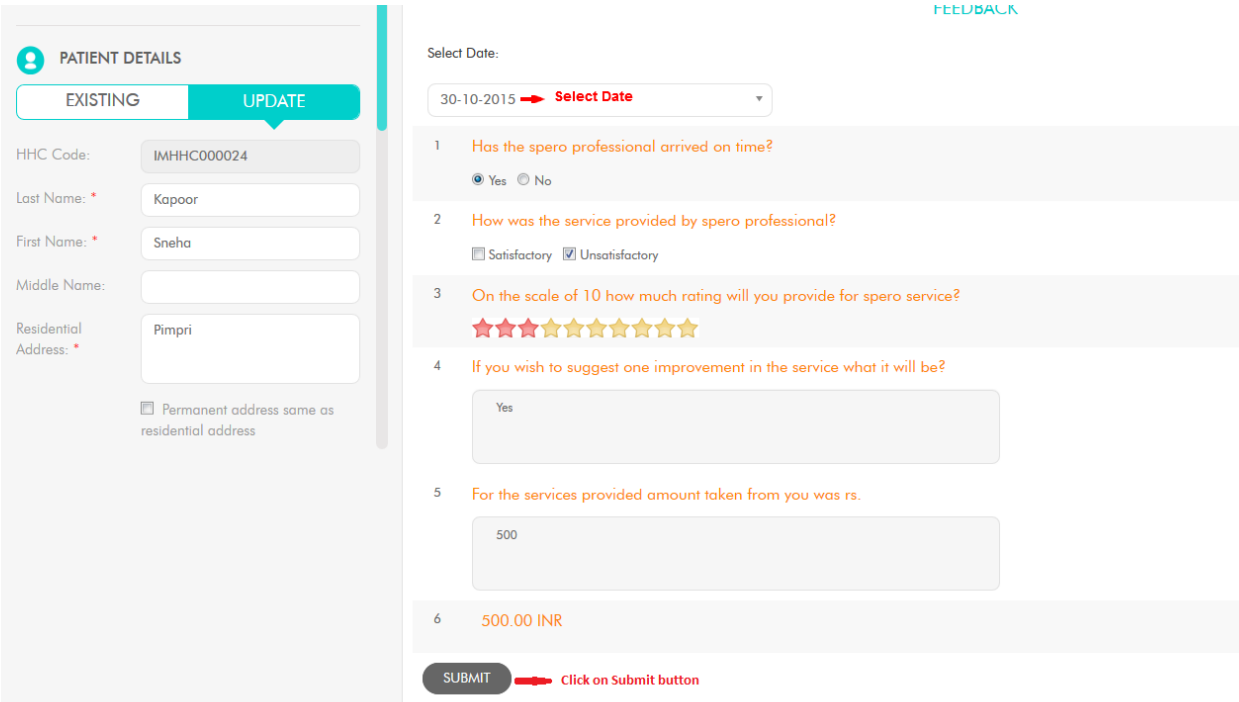
After clicking Edit button→ Select date



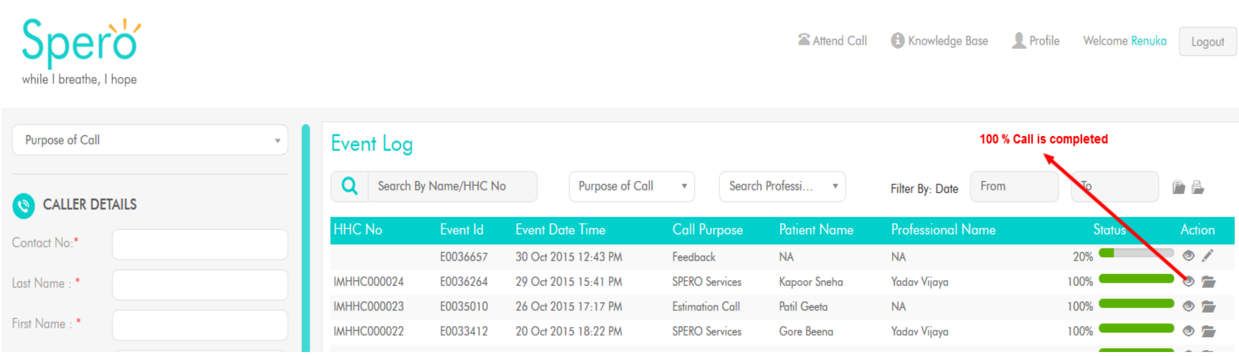
After clicking Edit button→ 1.Select date

2. Enter all answer to feedback form

3.Click submit button



After click on submit button→100 % Call is completed



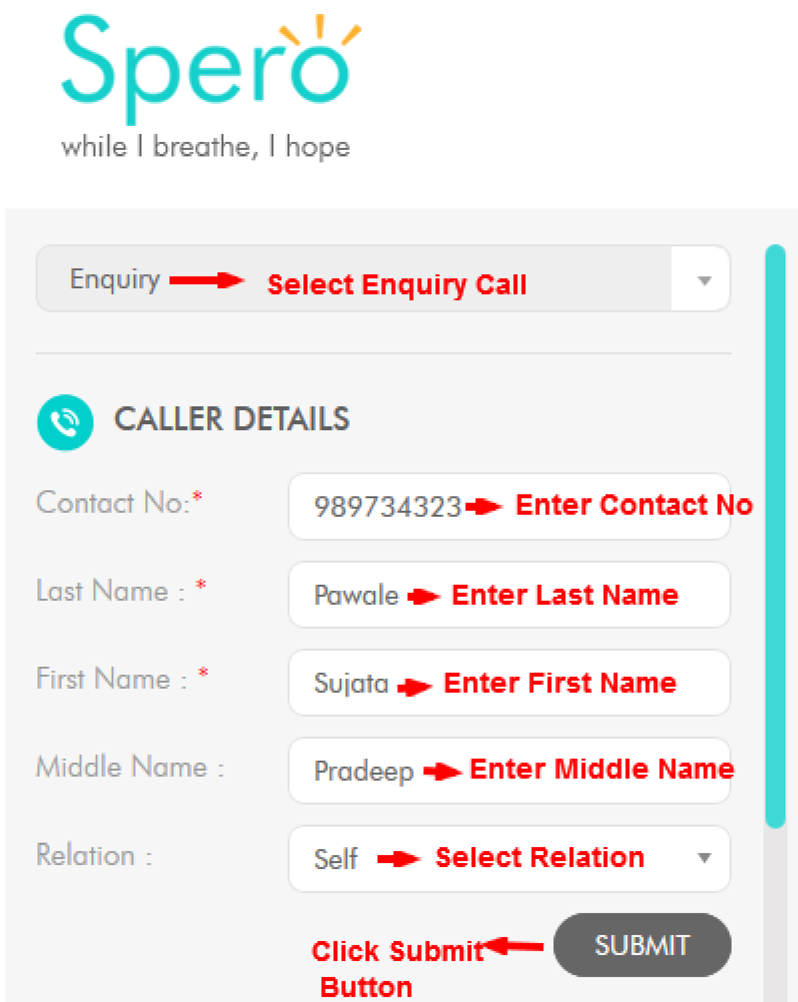
Process of Enquiry Call

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.

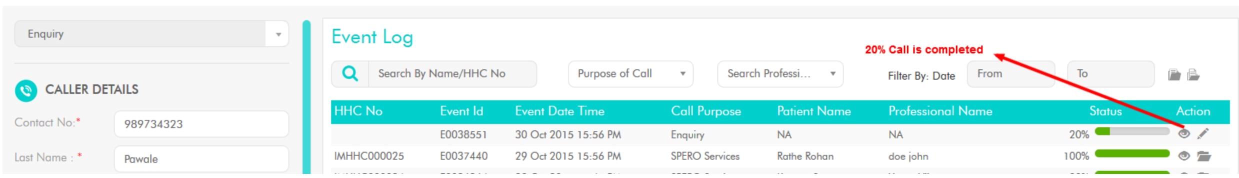
Select Purpose of call→ 1.Select Enquiry

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

3.Click on Submit Button



After clicking Submit Button→ 20% Call is completed



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.

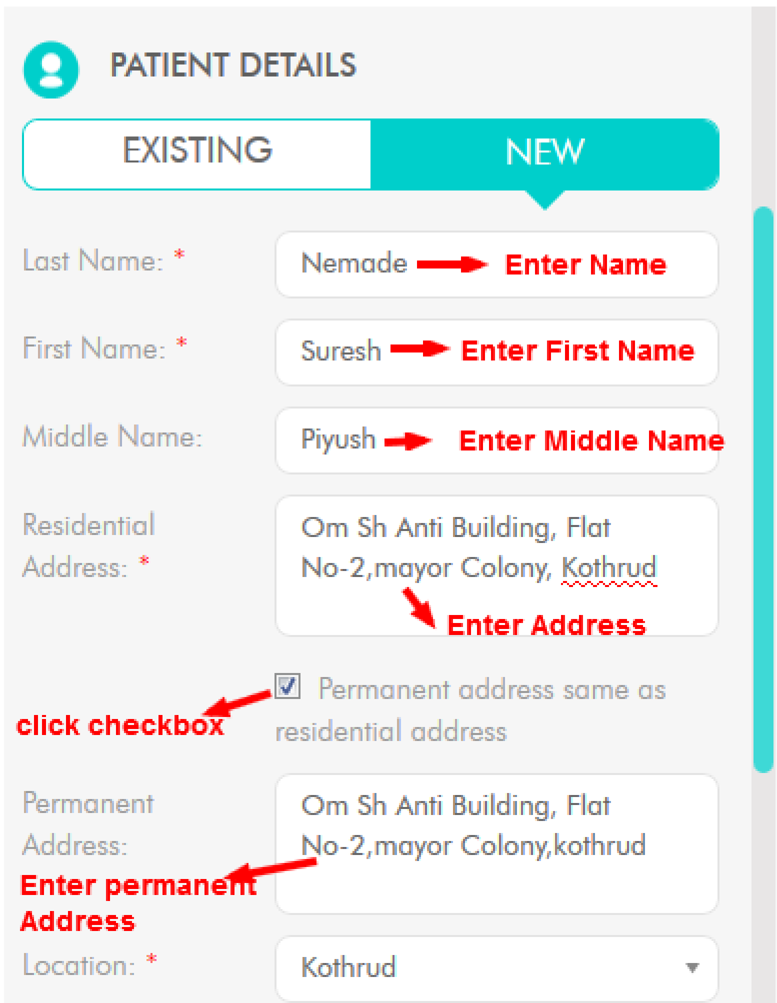
8. Enter DOB

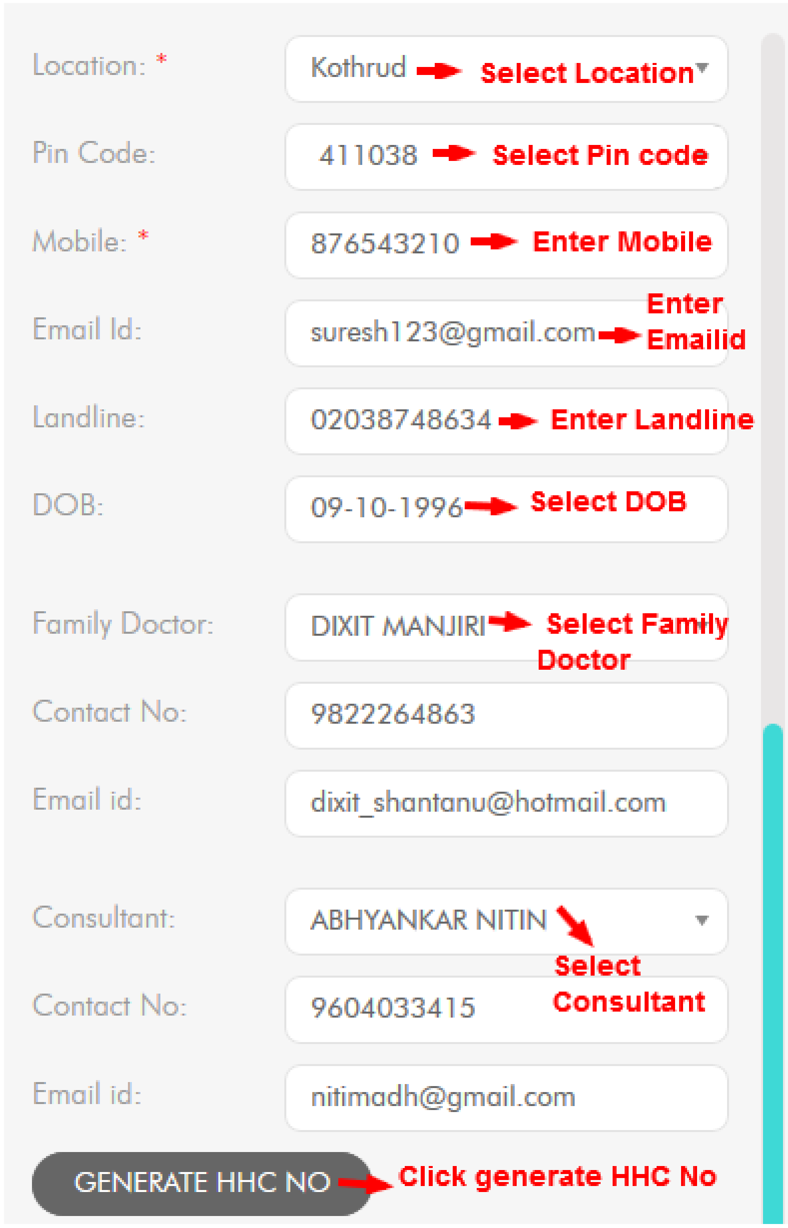
9. Select Family doctor

10. Select consultant.

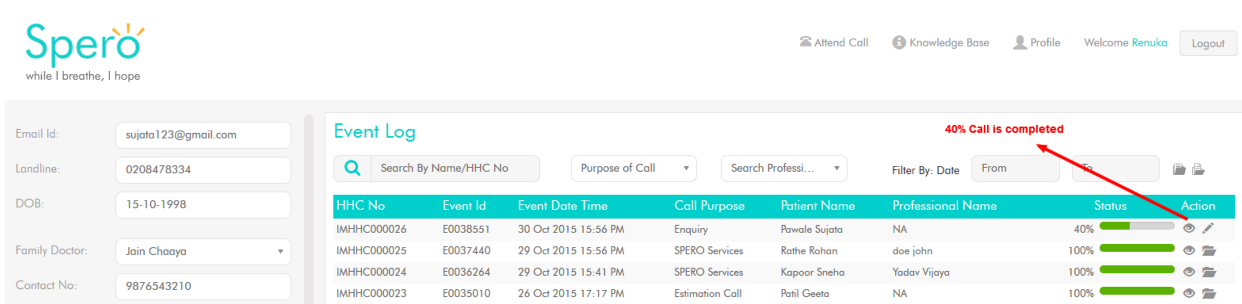
11. Select generate HHC No.

*** This fields are mandatory**



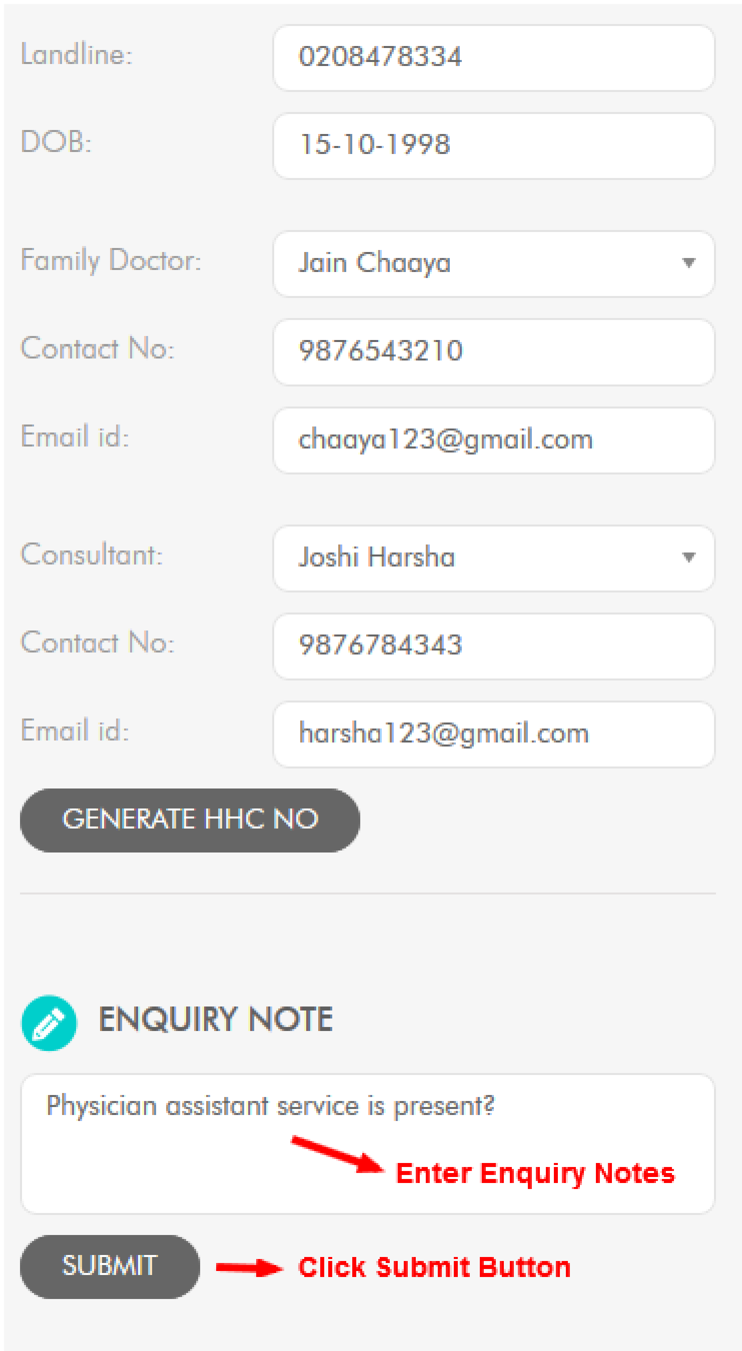


After clicking Generate HHC No→ 40% Call is completed

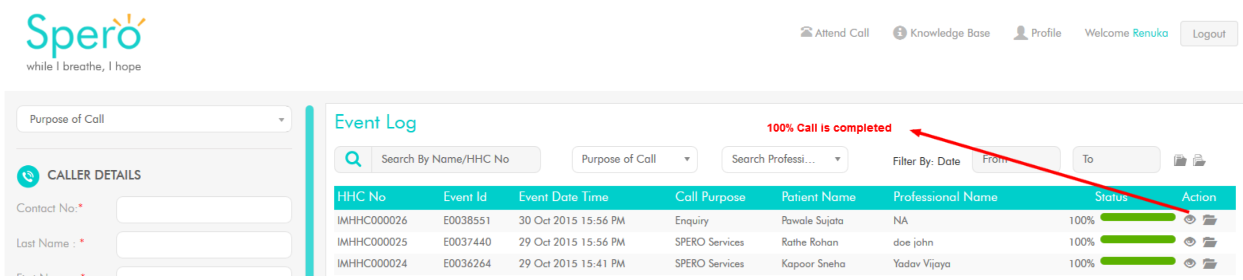


Left side→1. Enter enquiry notes

2.Click submit Button



After clicking submit button→Enquiry call is 100% completed



Process of Consultant Call

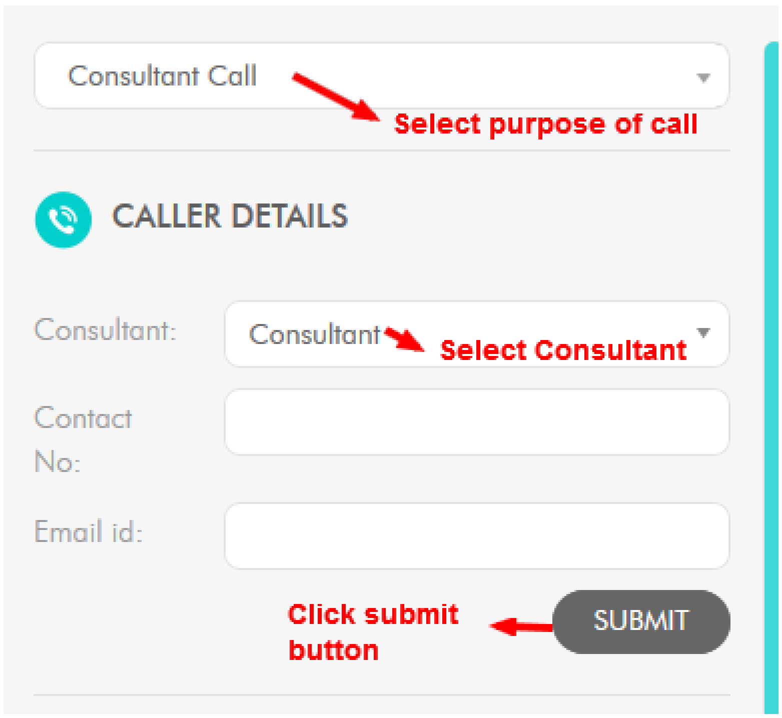
HD will select the Consultant name from the dropdown after confirming the details. An immediate auto-fill will take place for email id and contact information.

Left side→ 1.Select purpose of call

2. Select Consultant

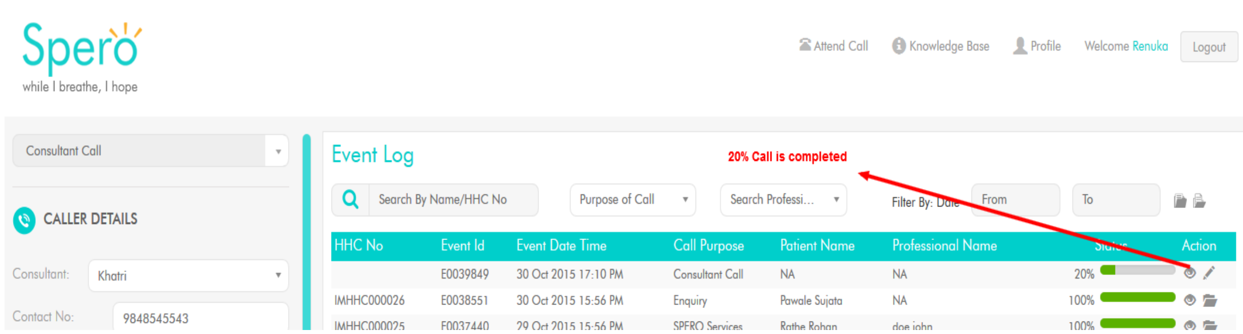
3.Click submit button

Spero
while I breathe, I hope



Right side→1.Clicking submit button

2. 20% Call is completed



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

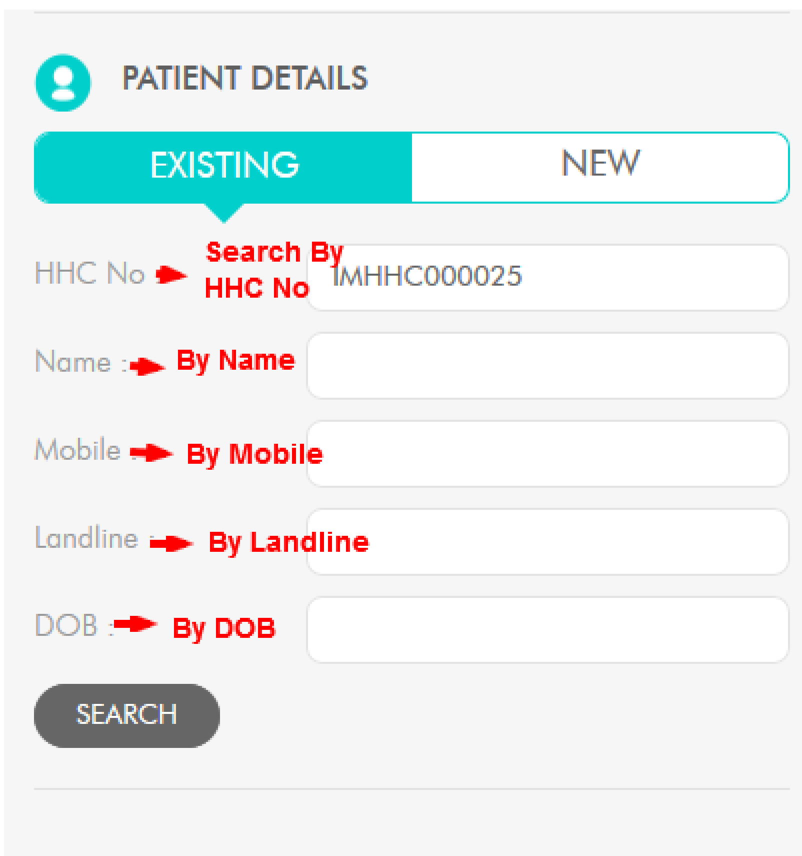
2.Name

3.Mobile

4.Landline

5.DOB

4.Click Search button



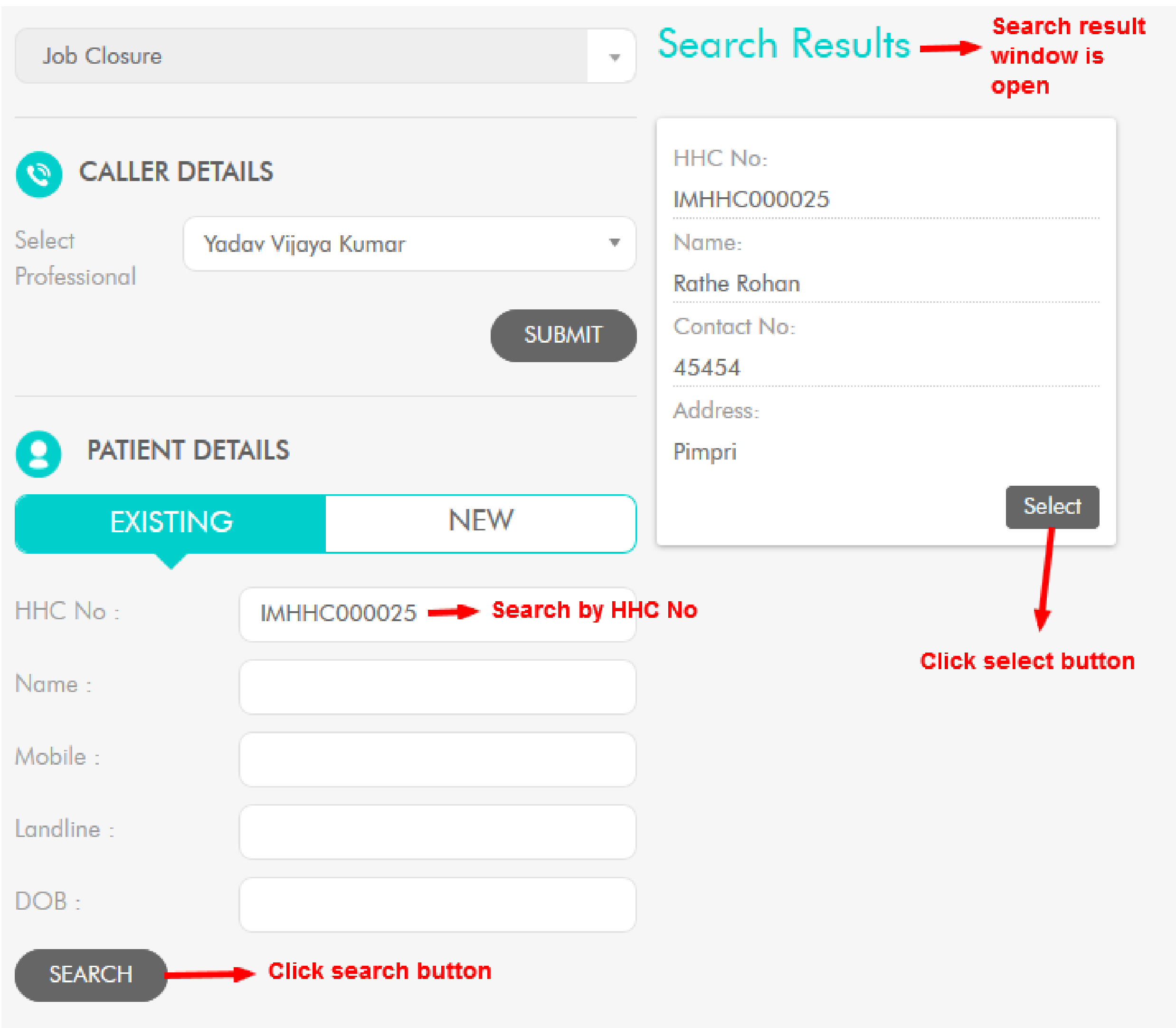
Search Results:--

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

2.Click Search button

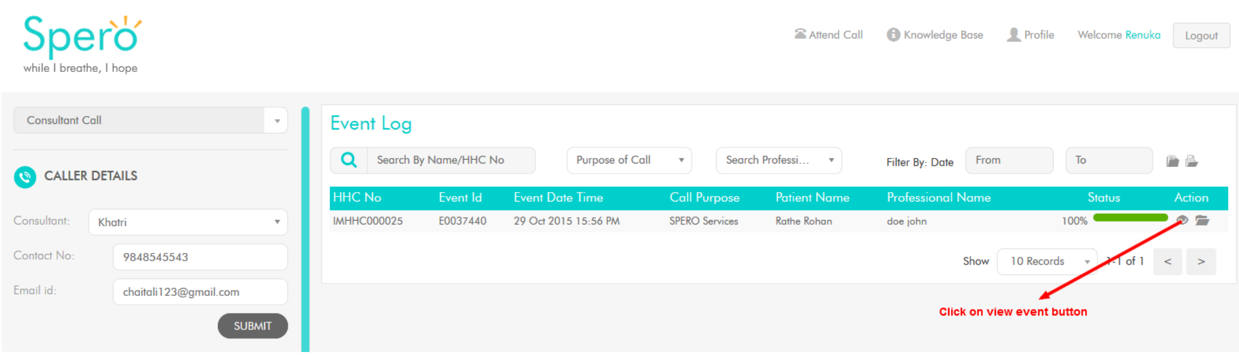
3.Right side→Search results is display

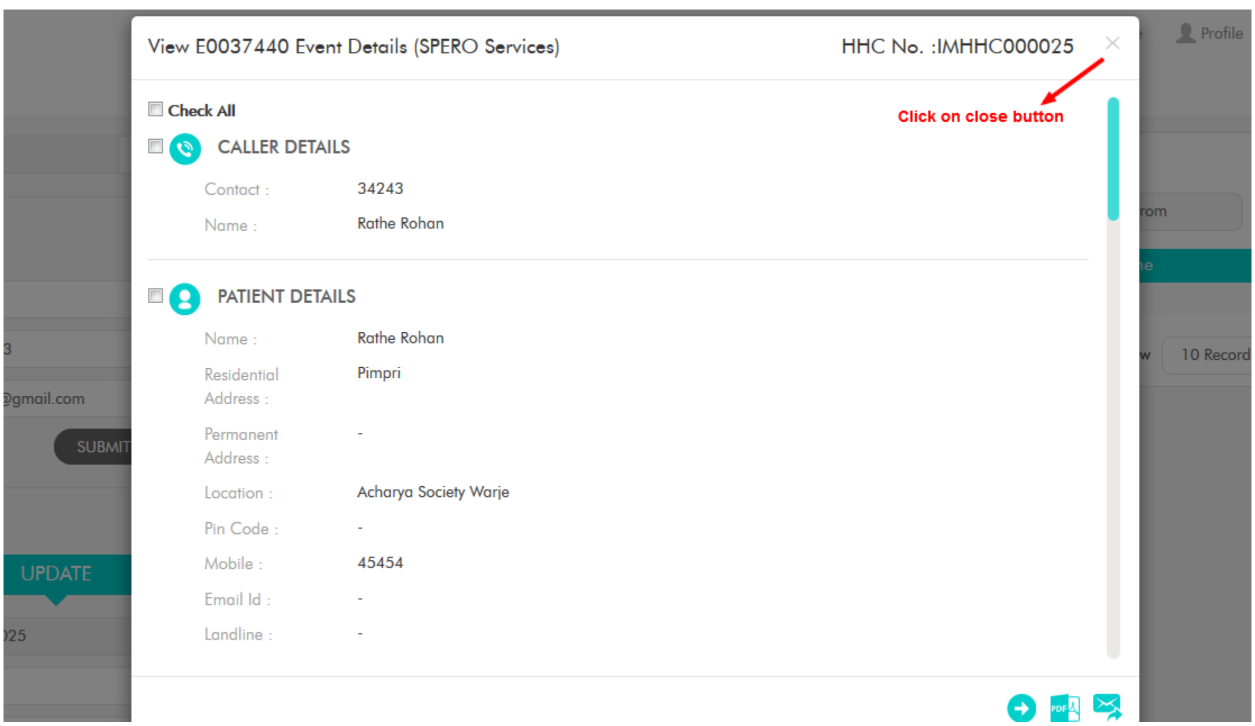
4.Click select button



Event Log:--

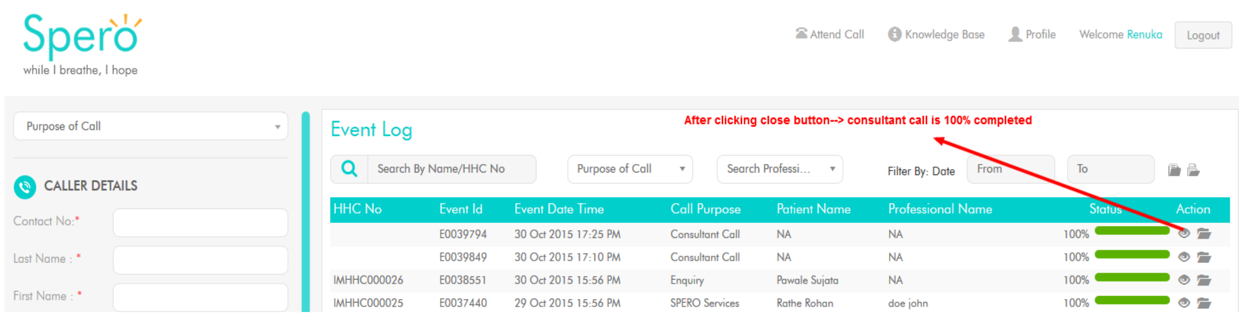
After clicking select button →Right side→1. Click on View event button





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

Completed



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

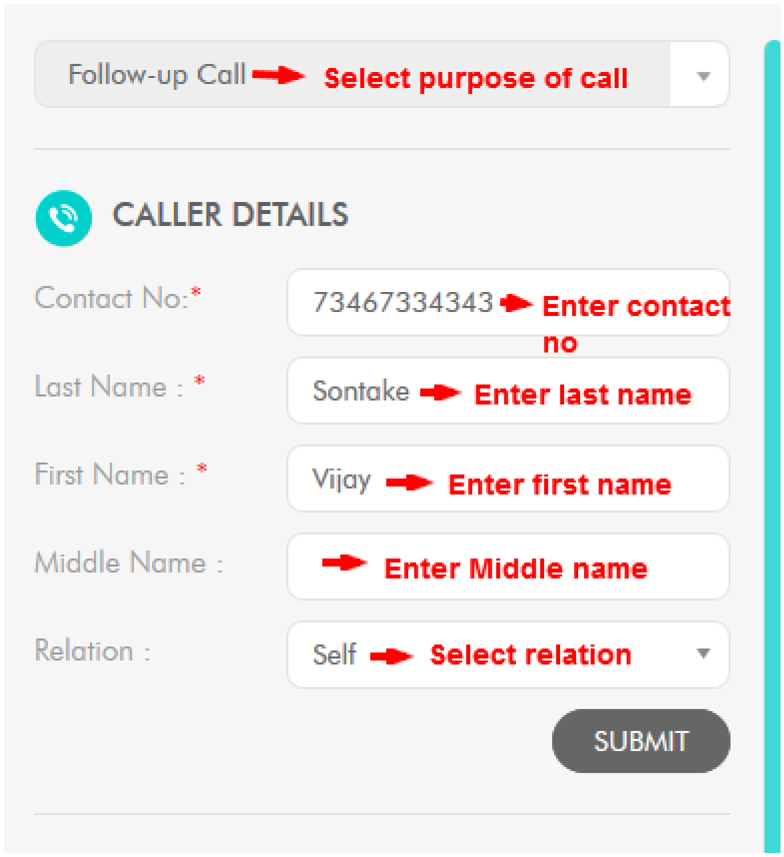
3.Enter Last name

4.Enter First name

5.Enter Middle name

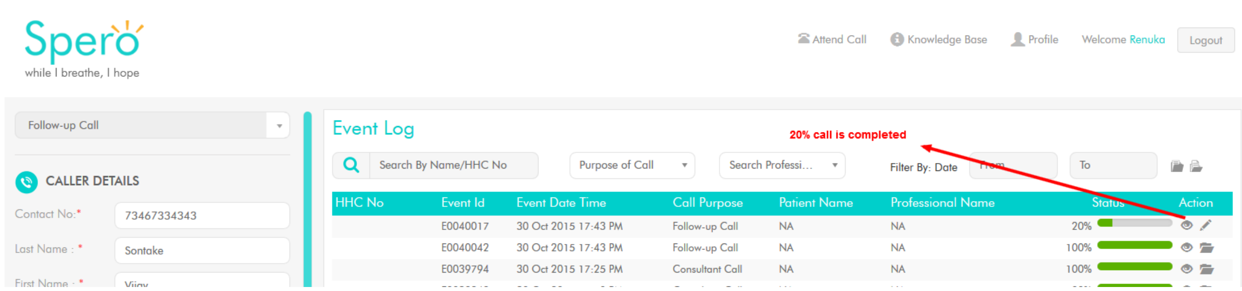
6.Select relation

7.click submit button



Event Log:--

After submitting caller details→20% Call is completed



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

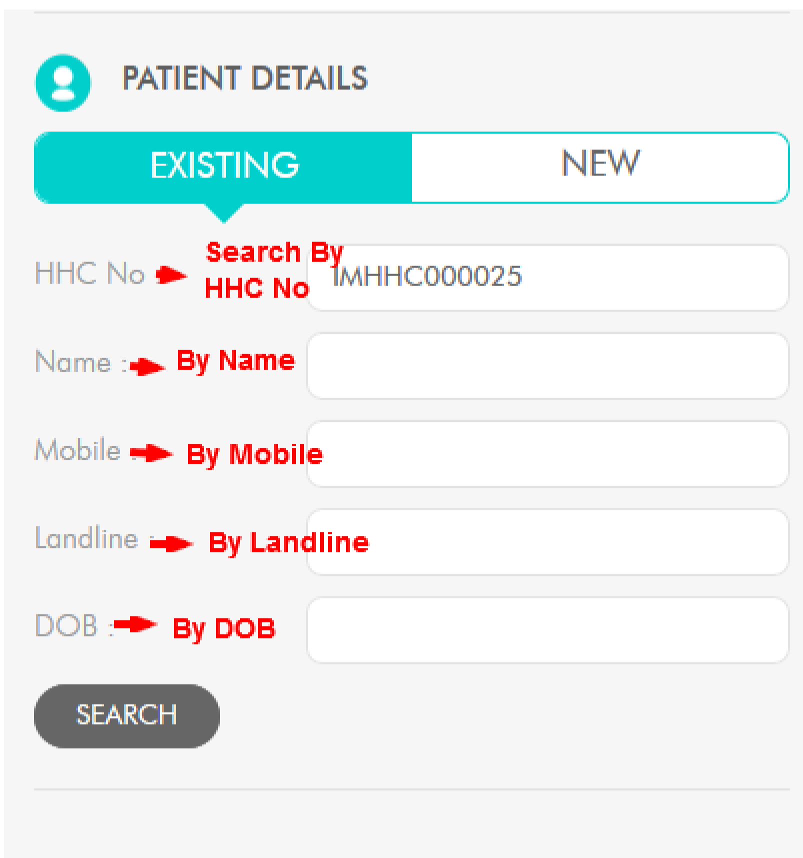
2.Name

3.Mobile

4.Landline

5.DOB

4.Click Search button



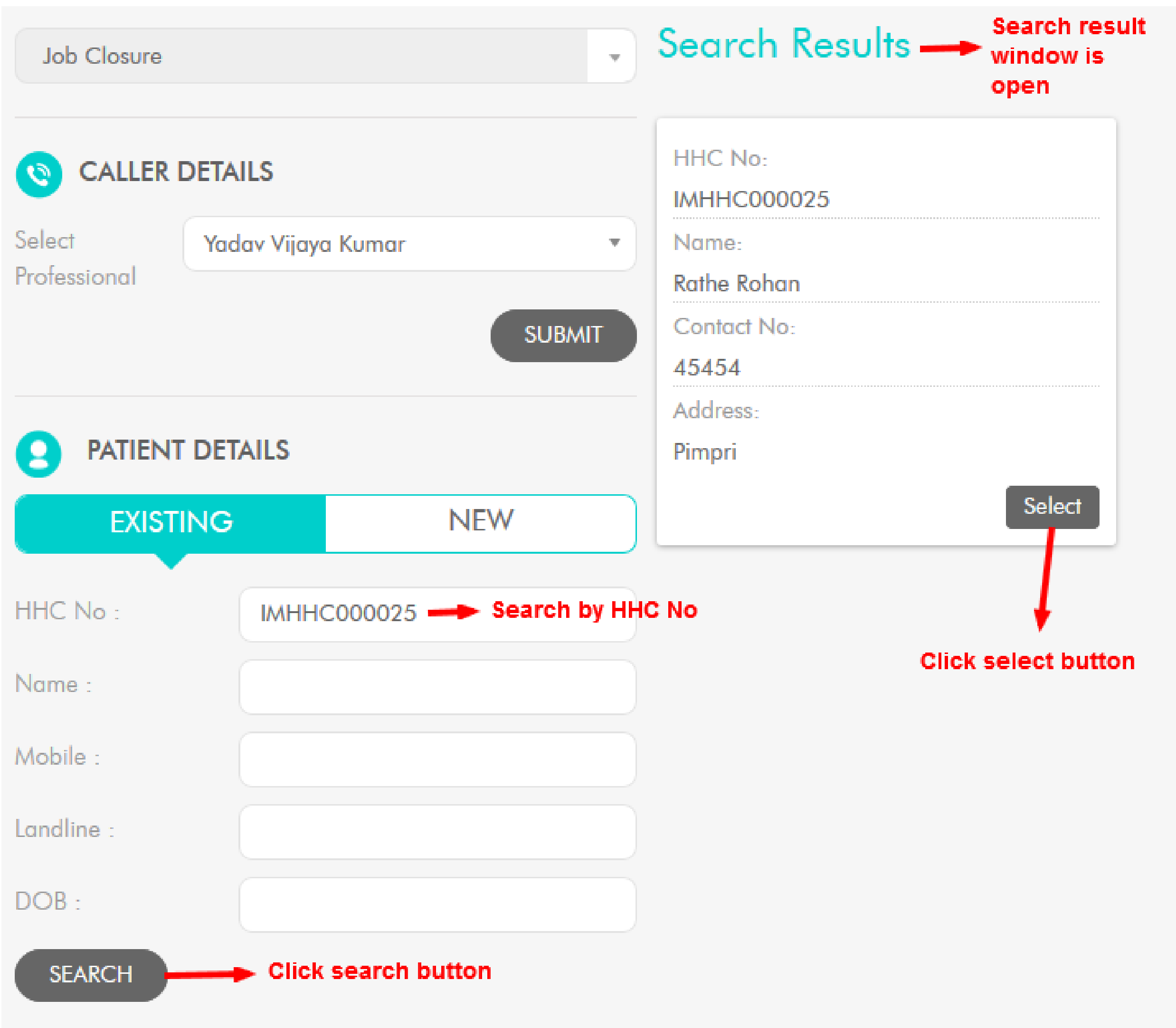
Search Results:--

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

2.Click Search button

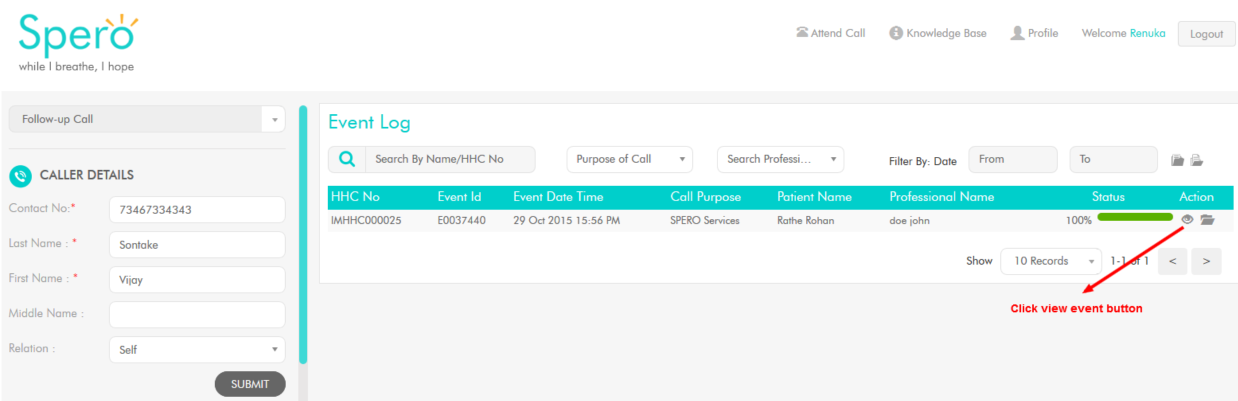
3.Right side→Search results is display

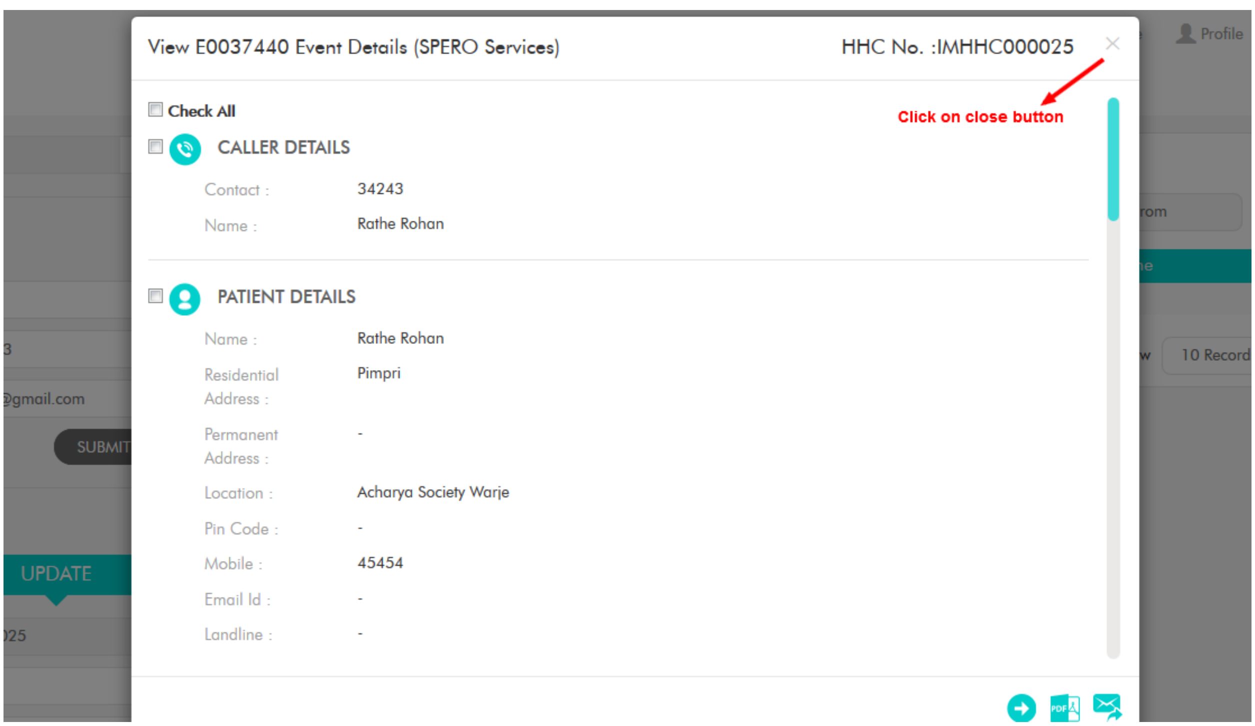
4.Click select button



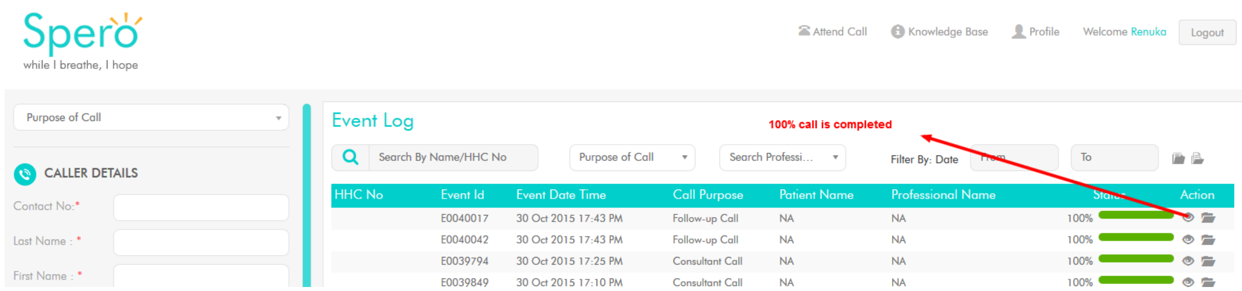
Event Log:--

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





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



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

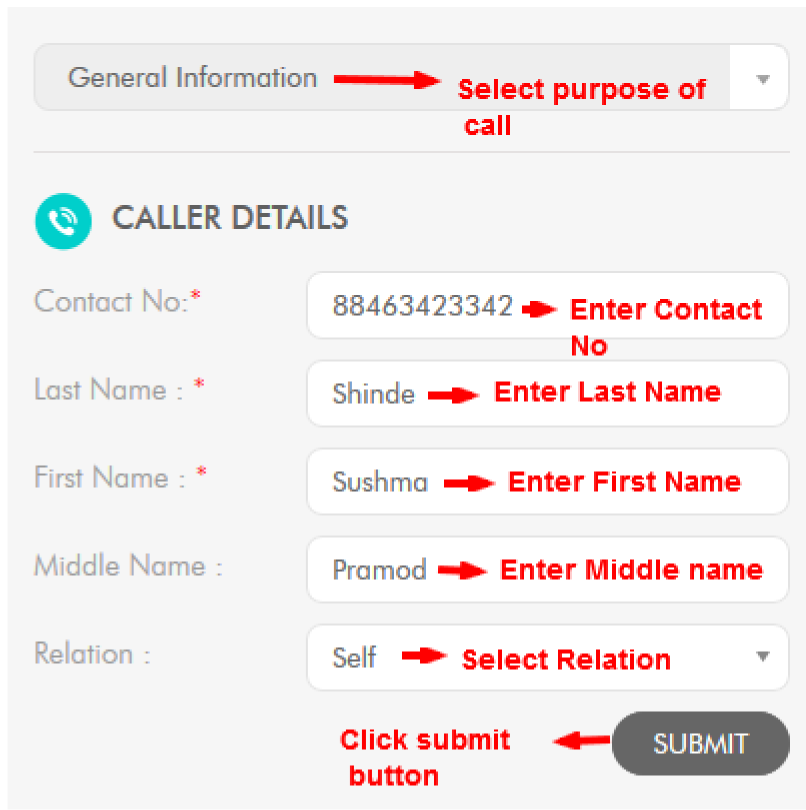
3.Enter Last name

4.Enter First name

5.Enter Middle name

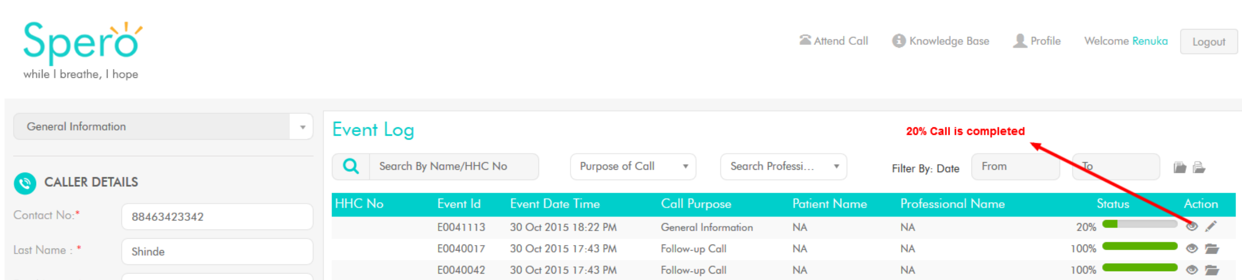
6.Select relation

7.click submit button



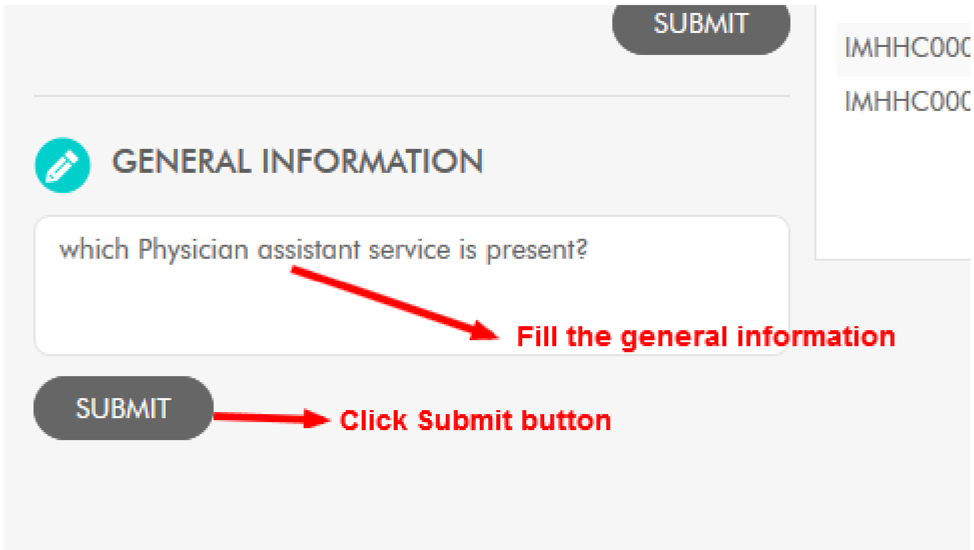
<u>Event Log:--</u>

After submitting caller details→20% Call is completed

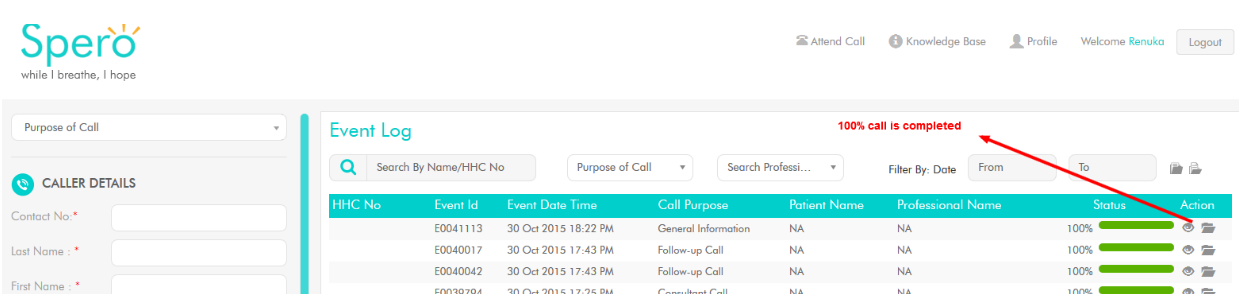


After completing 20% call→ 1.Fill the general information

2.Click submit button



After clicking submit button→General information call is 100% Completed



Event Log:--

On event log page you can search record by

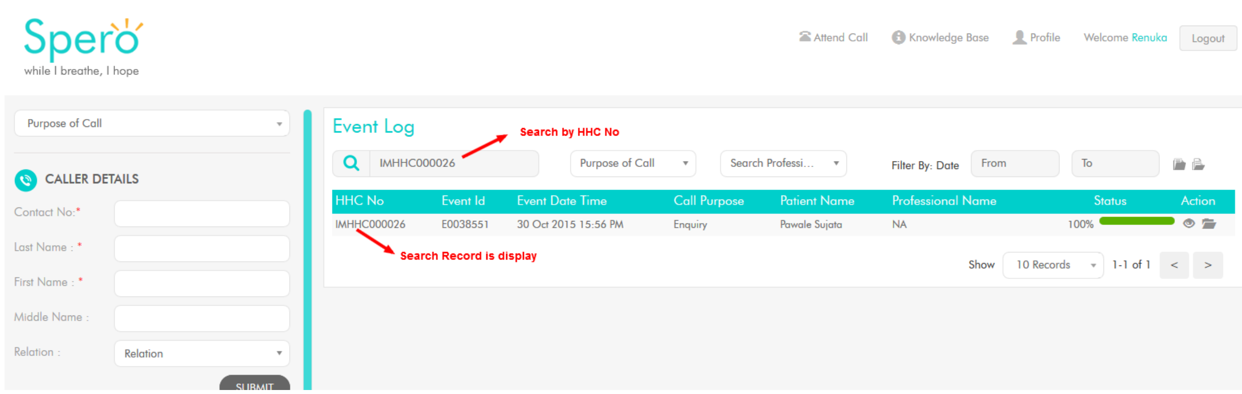
1.Search by Name/HHC No

2.Purpose of Call

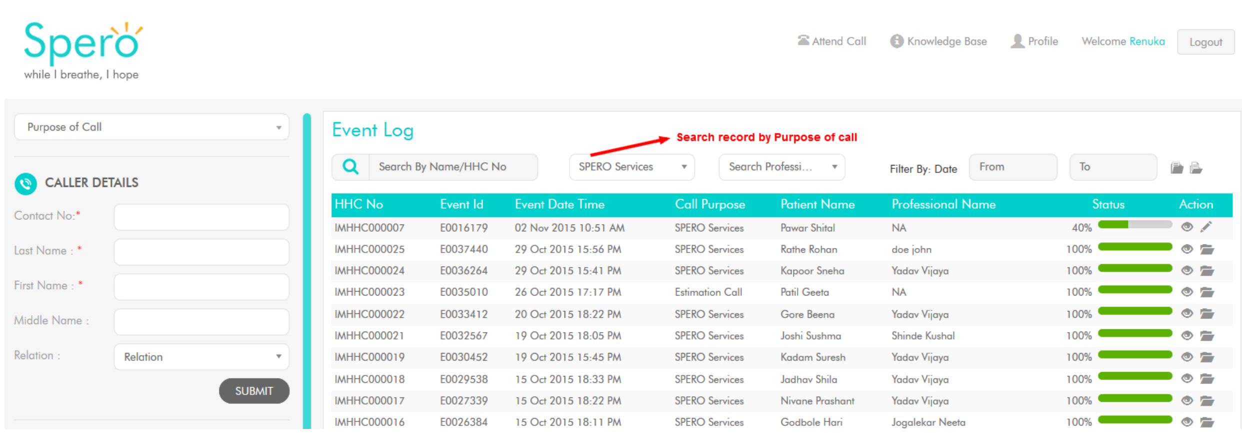
3.Search by professional

4.Search by From date to date

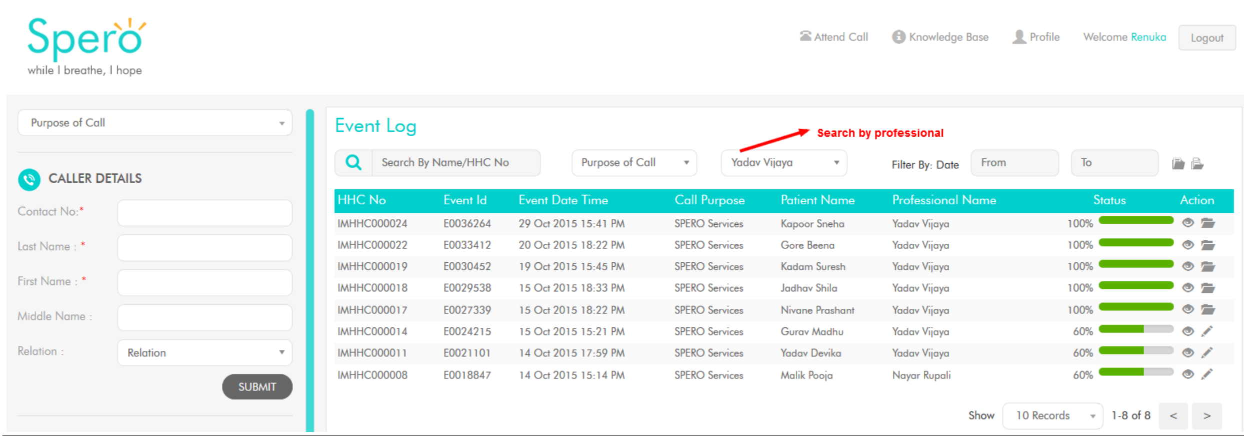
1.Search by Name/HHC No:-



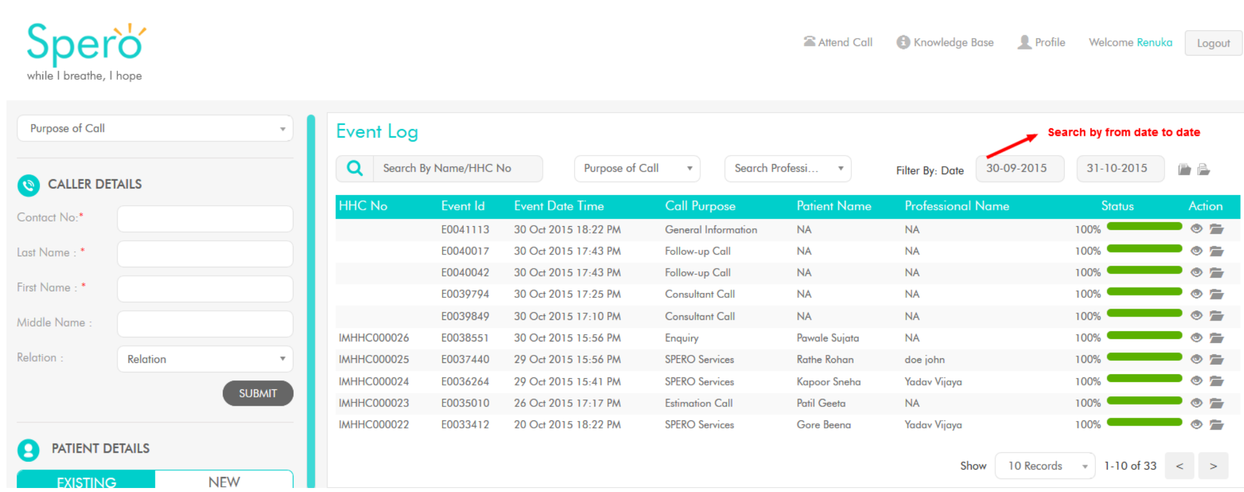
2.Search by Purpose of Call



3.Search by professional



4.Search by From date to date

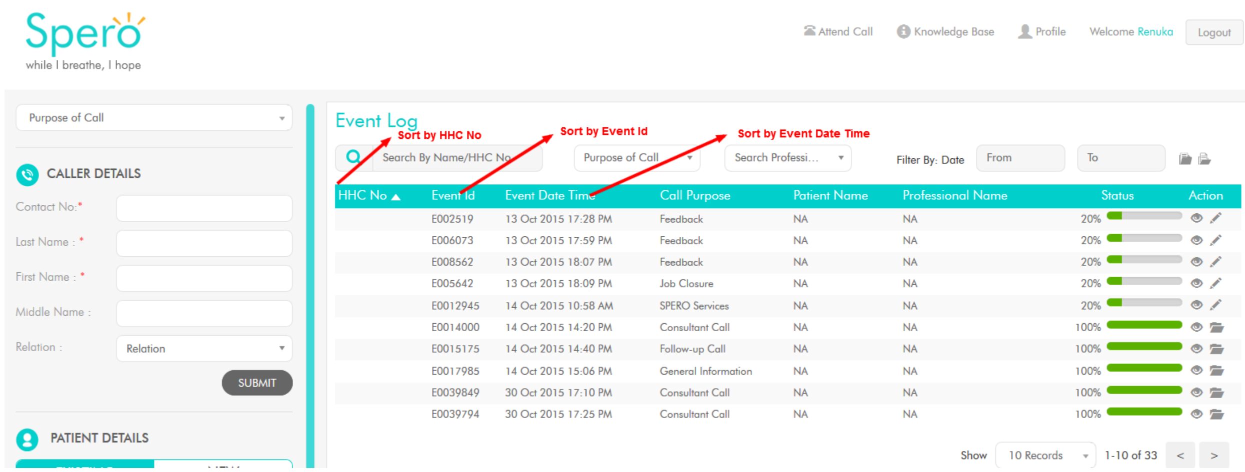


On event log page record sort by Ascending Order and Descending Order

1. Click on HHC Number word

2.Click on Event Id word

3.Click on Event date time word



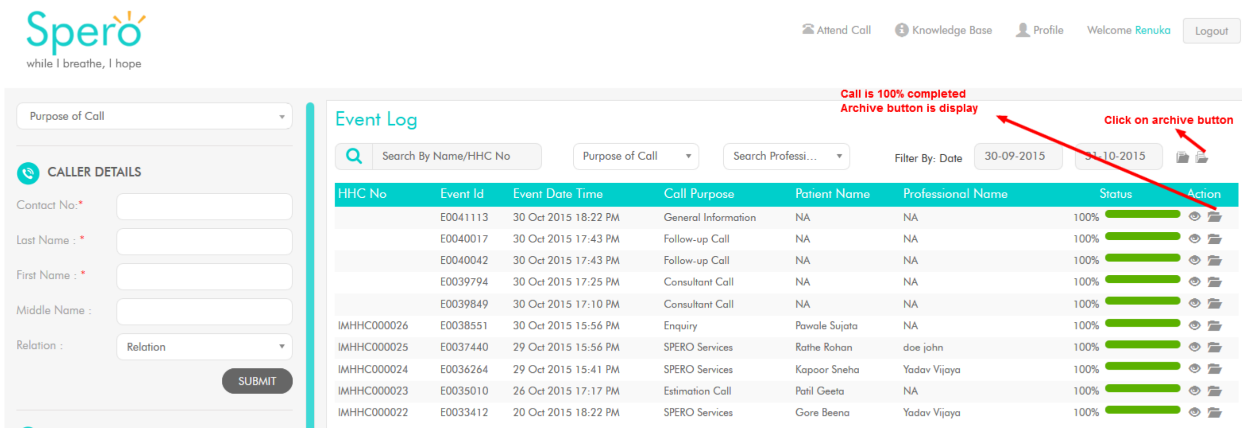
<u>Event Log:--</u>

<u>Archive Process</u>

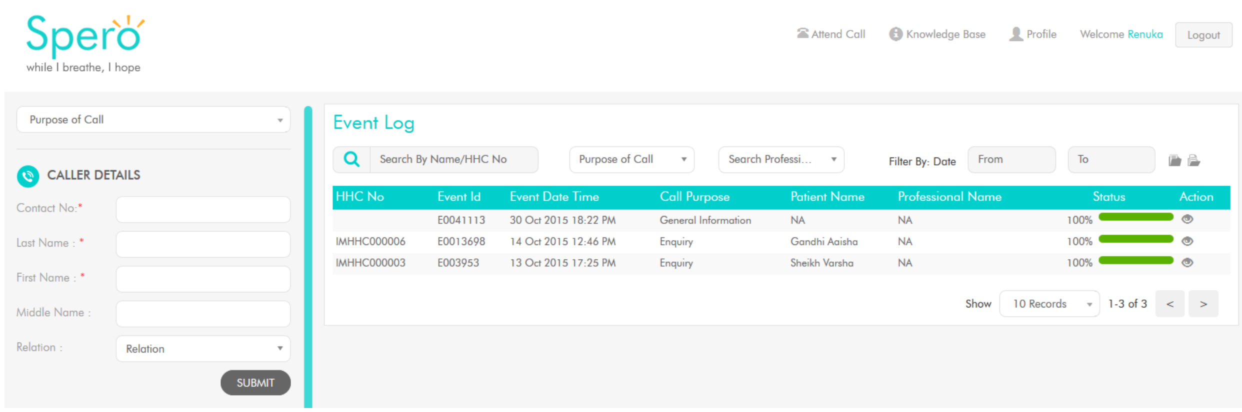
62.Call is 100% is completed→ 1.Archive button is display

2.Click on archive button

3.Record is goes on Archive List



Archive list page is open



Process Of Health-Care Manager(HCM)

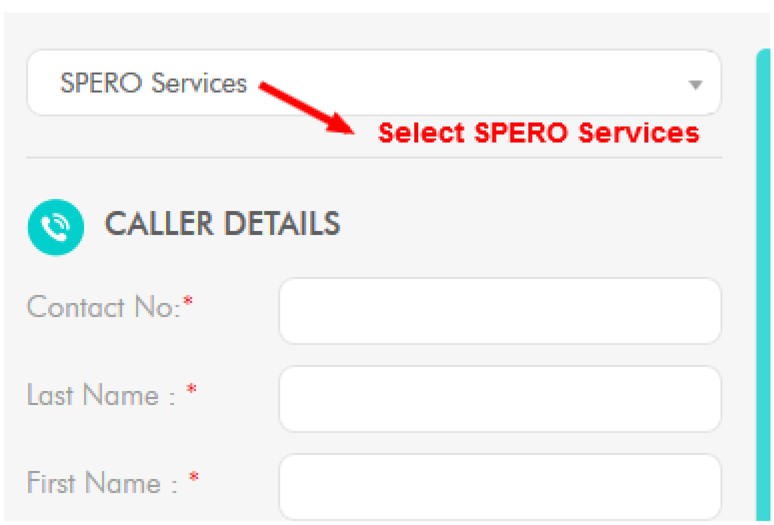
1. **Health Dispatcher(HD) to share an event with HCM**
2. **When HD has to share the event with HCM he will do that by clicking the Share with HCM Tab.**
3. **Admin can manage service to HD/HCM**

Start HCM Process:--

Purpose of Call :--

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

2. Select Spero Services



Caller Details :--

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

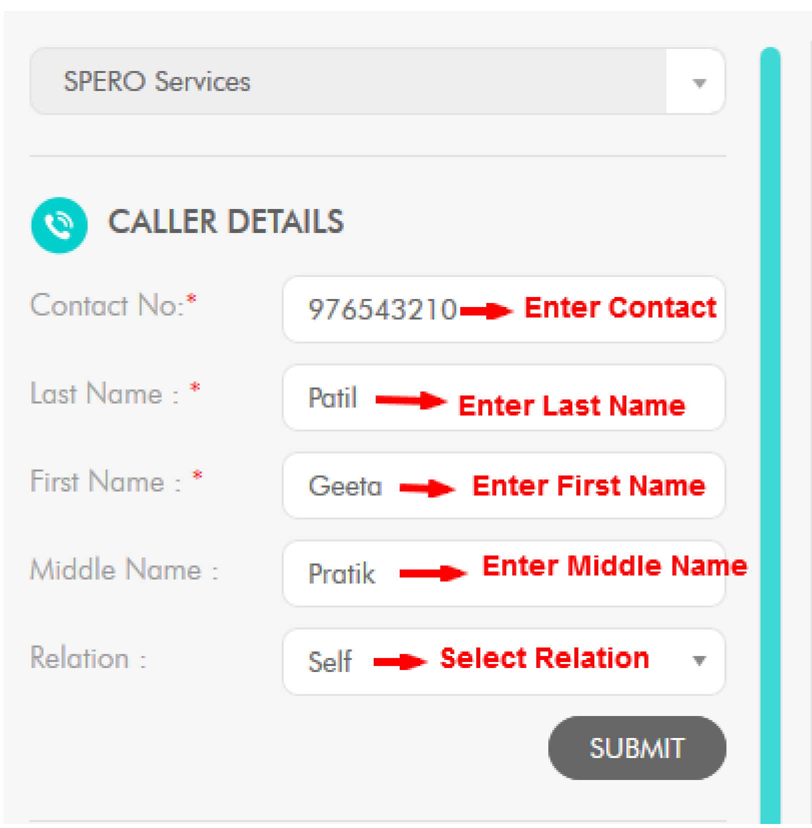
2. Enter Last Name

3. Enter First Name

4. Enter Middle Name

5. Select Relation

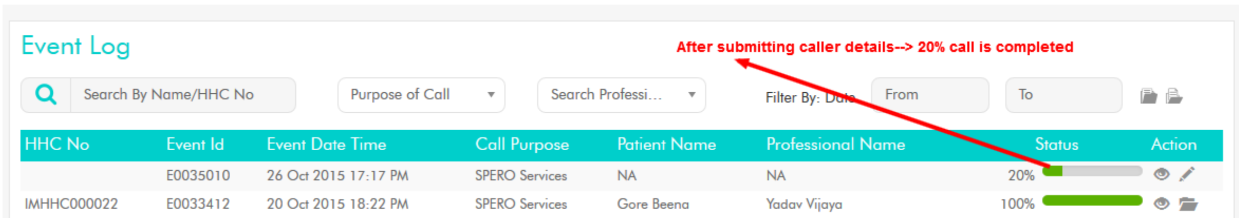
6. Click on submit button



Event Log :--

3. After submitting Caller Details→ Right side

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



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.

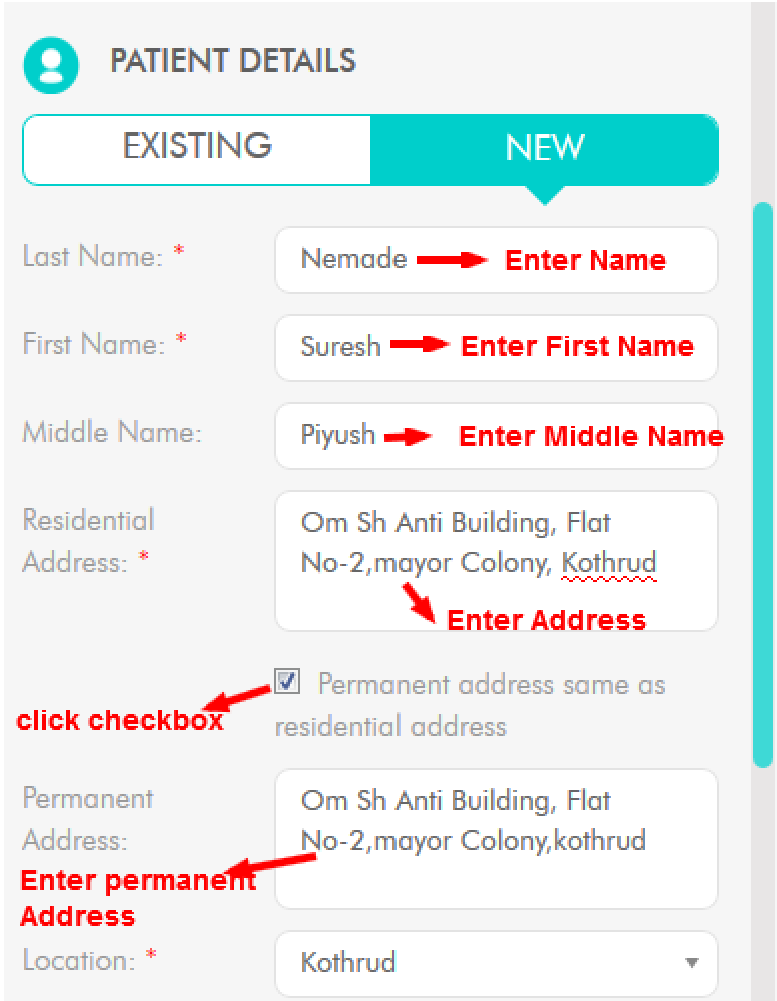
8. Enter DOB

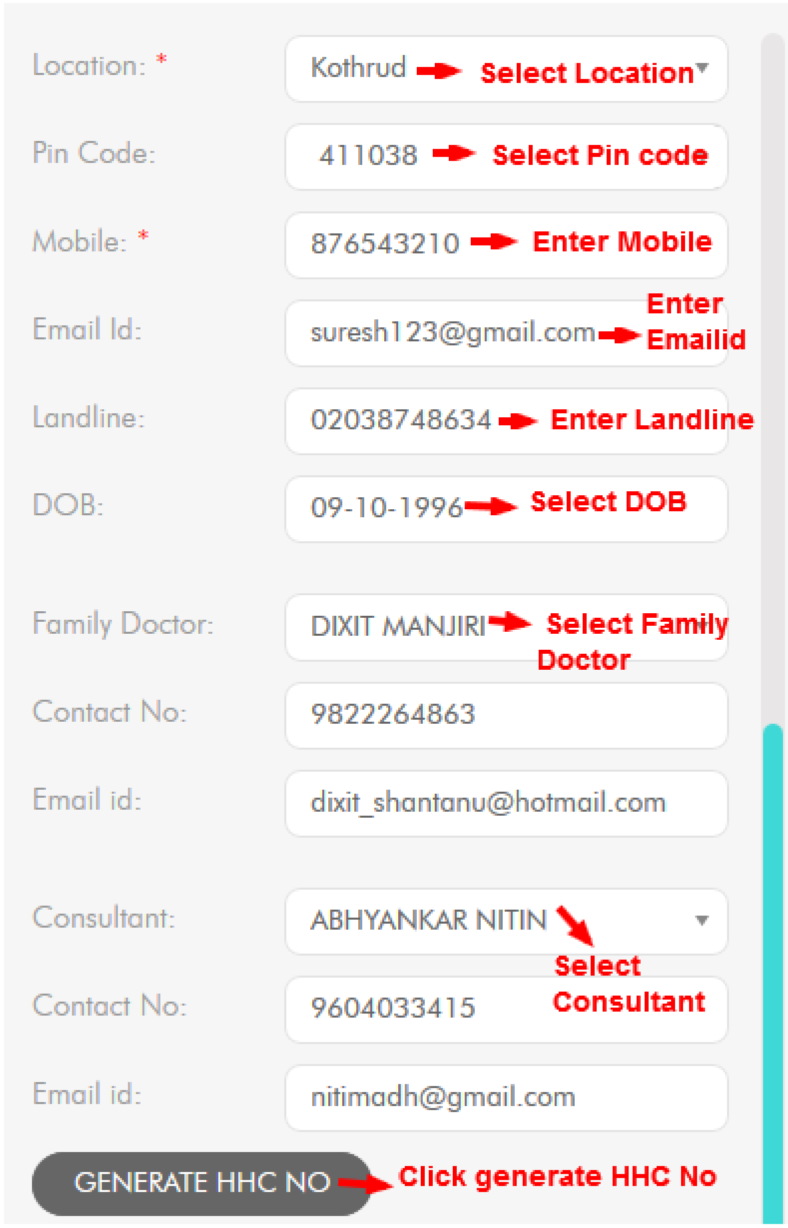
9. Select Family doctor

10. Select consultant.

11. Select generate HHC No.

*** This fields are mandatory**

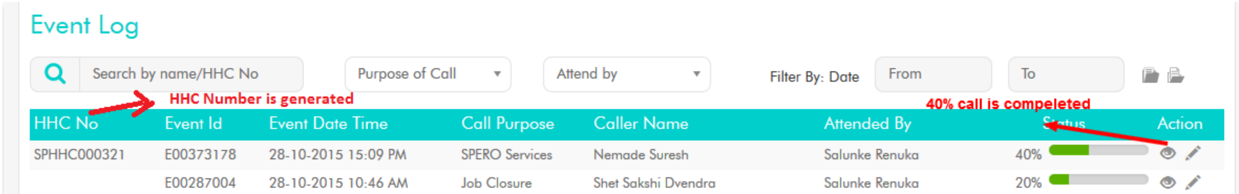

PATIENT DETAILS
EXISTING
NEW
Last Name: *
Nemade
Enter Name
First Name: *
Suresh
Enter First Name
Middle Name:
Piyush
Enter Middle Name
Residential Address: *
Om Sh Anti Building, Flat No-2,mayor Colony, Kothrud
Enter Address
click checkbox
Permanent address same as residential address
Permanent Address:
Om Sh Anti Building, Flat No-2,mayor Colony,kothrud
Enter permanent Address
Location: *
Kothrud



Event Log :--

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

2. 40% call is completed



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

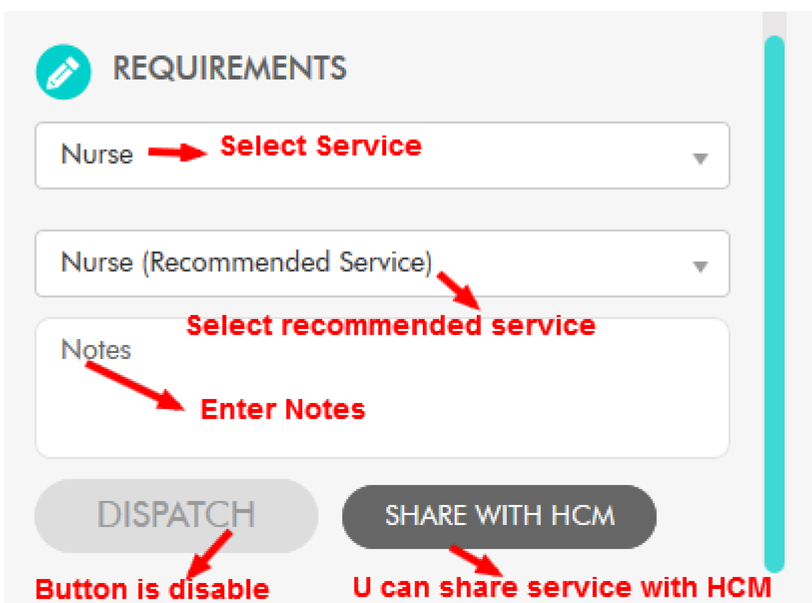
1.Select services

2. Select Recommended Service

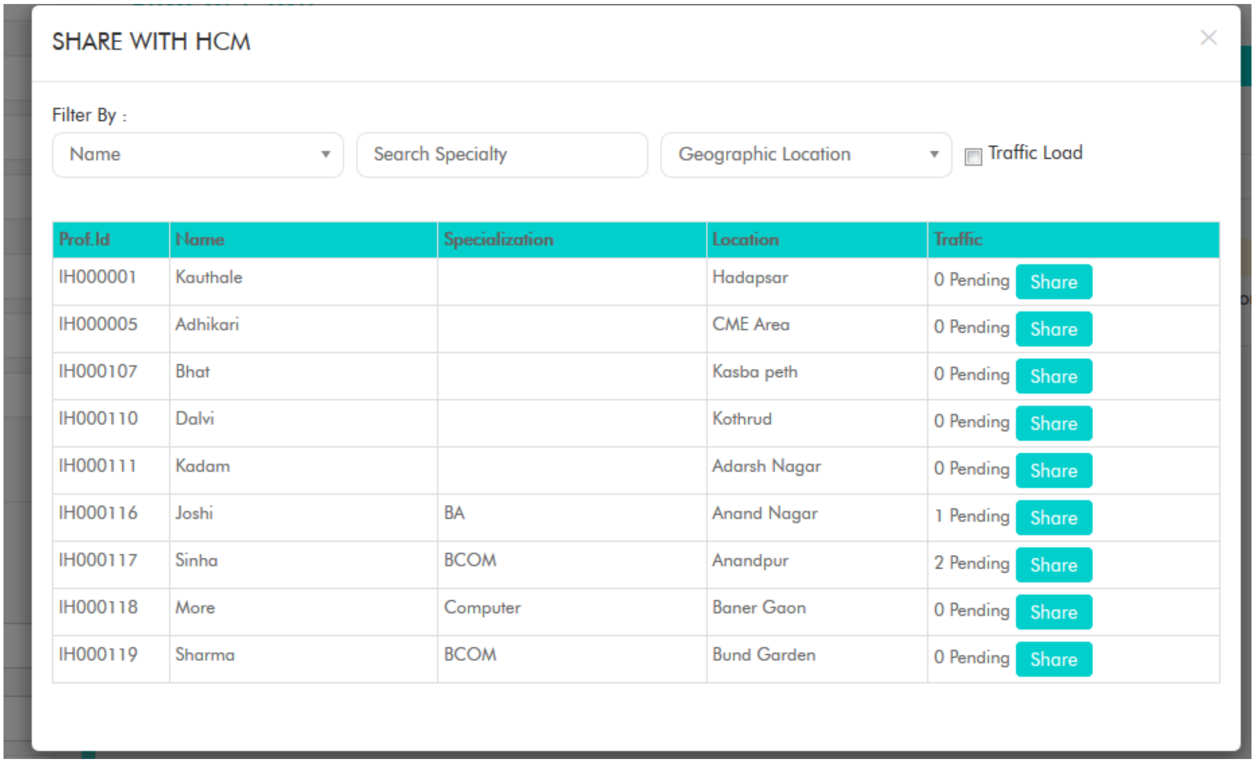
3. Enter Notes

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

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



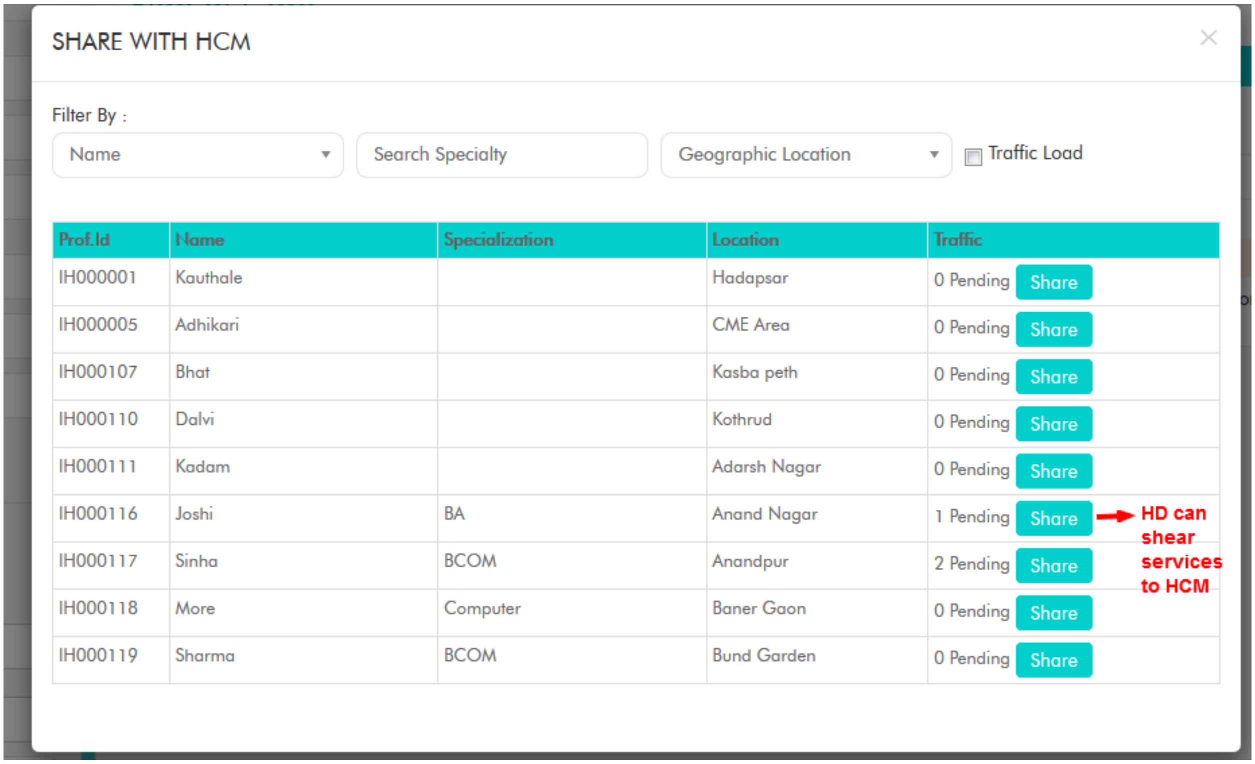
7. After click share with HCM→1.Share with HCM Pop up is open



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

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

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

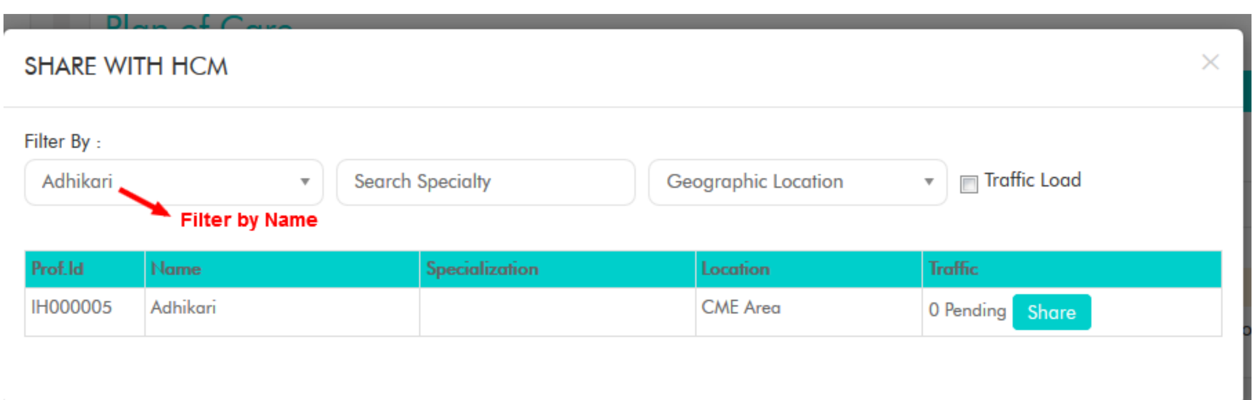


9. On this pop up window→1.Filter HCM by Name

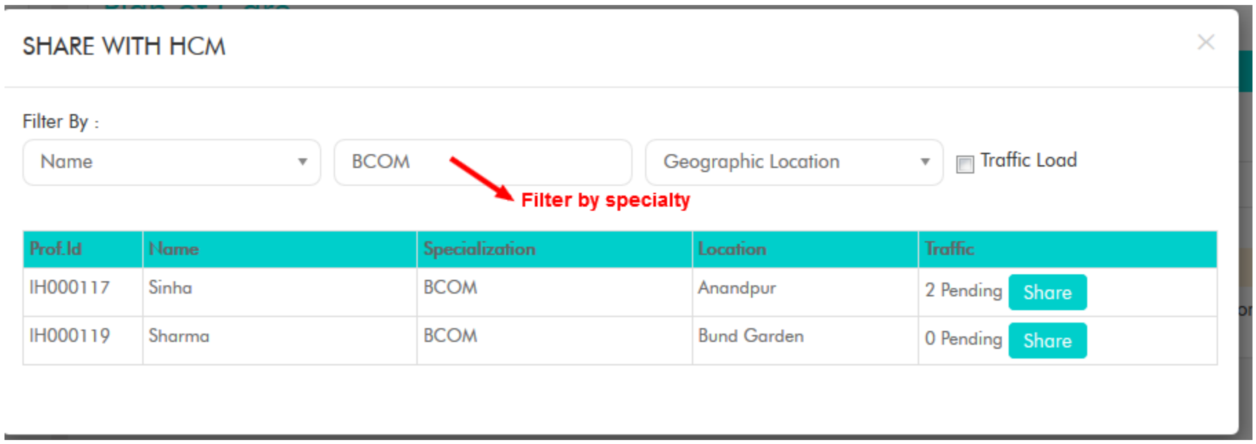
2. Filter HCM by specialty

3. Filter HCM by Geographic Location

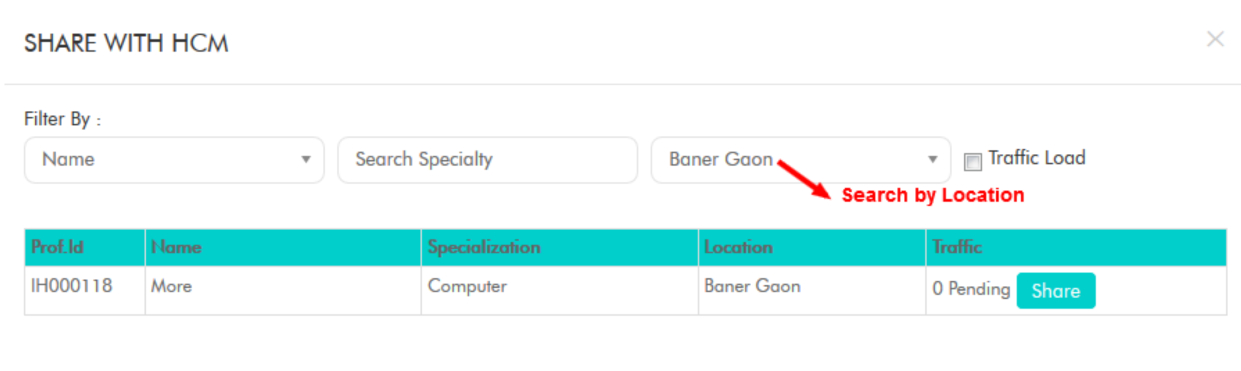
1. Filter HCM by Name



2. Filter HCM by specialty



3. Filter HCM by Geographic Location



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:--

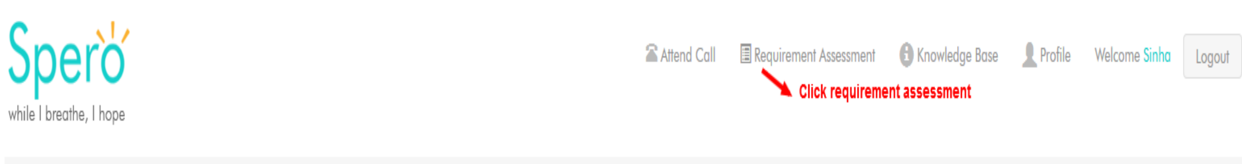
13. Login with HCM: 1.Enter Email Id

2. Enter Password

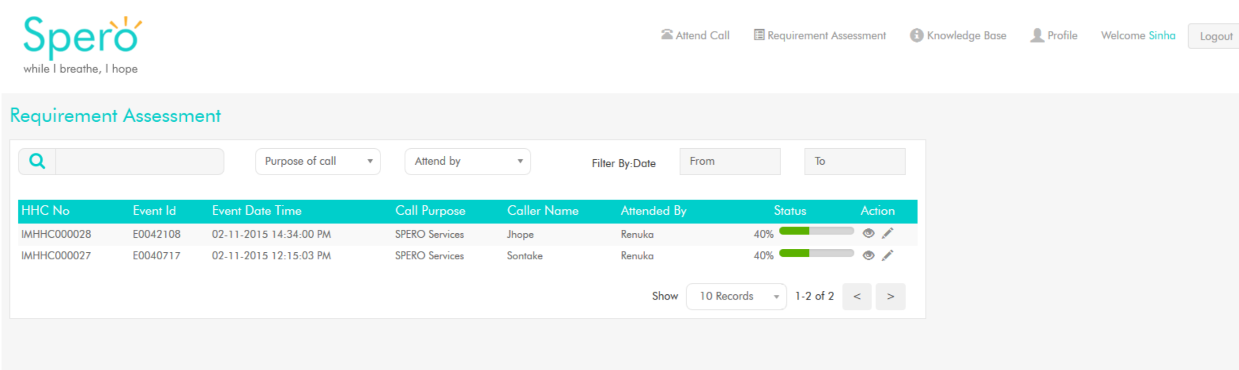
3.Click Login button

Event Log:--

14. After Login→ 1.Click on Requirement Assessment



15. Requirement Assessment page is open



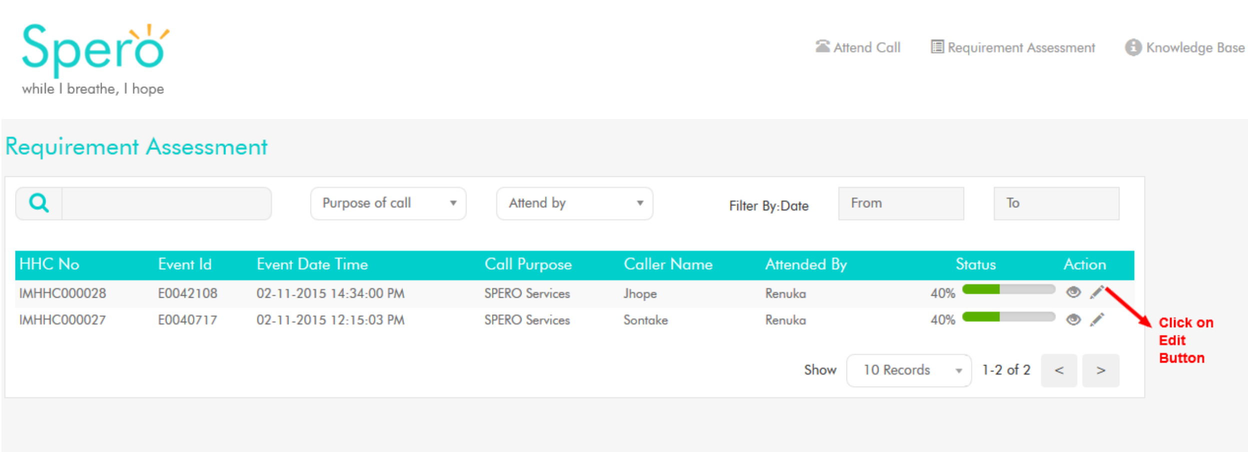
16. On Requirement Assessment page

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.



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