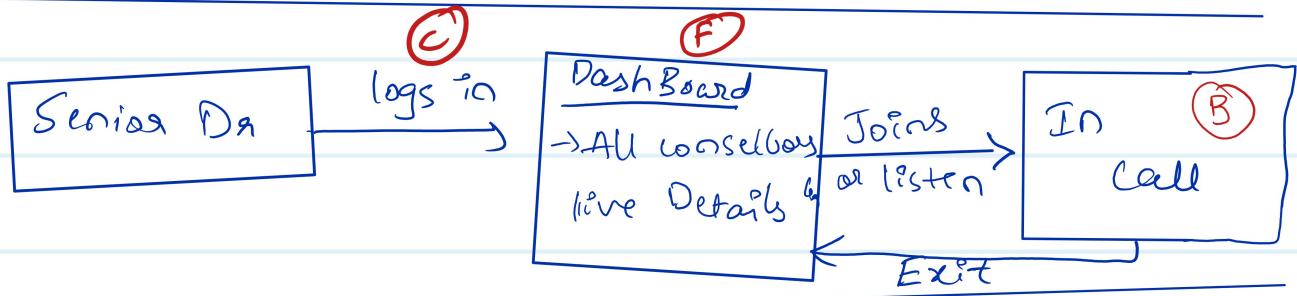
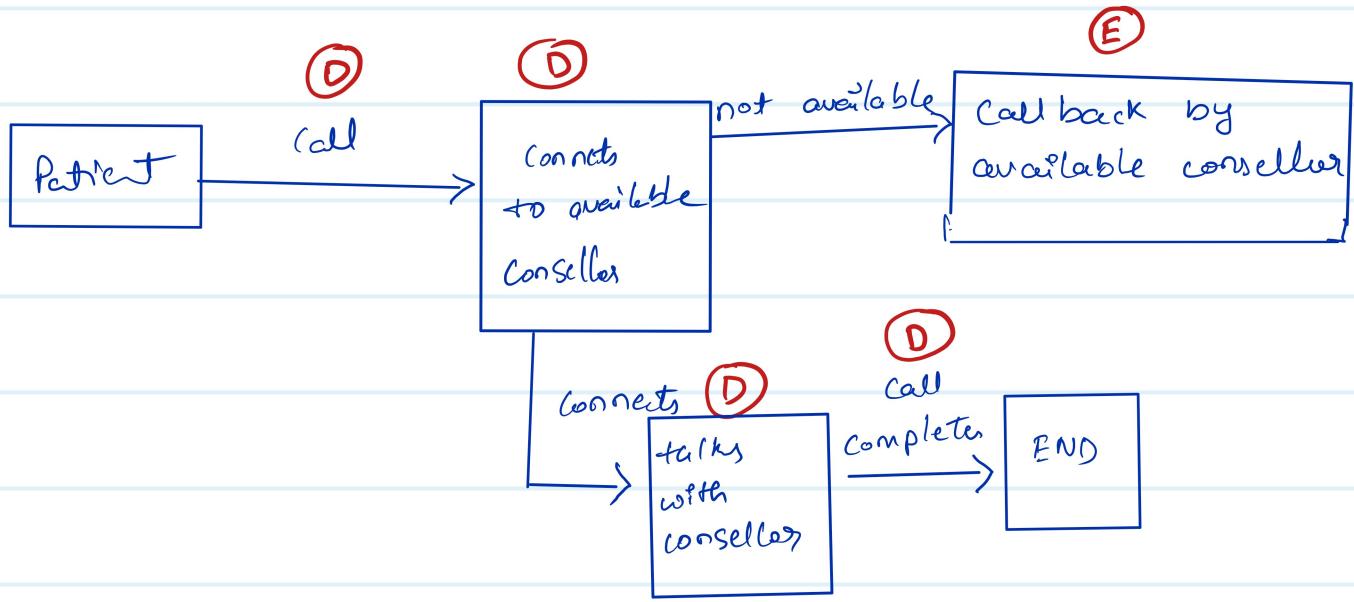
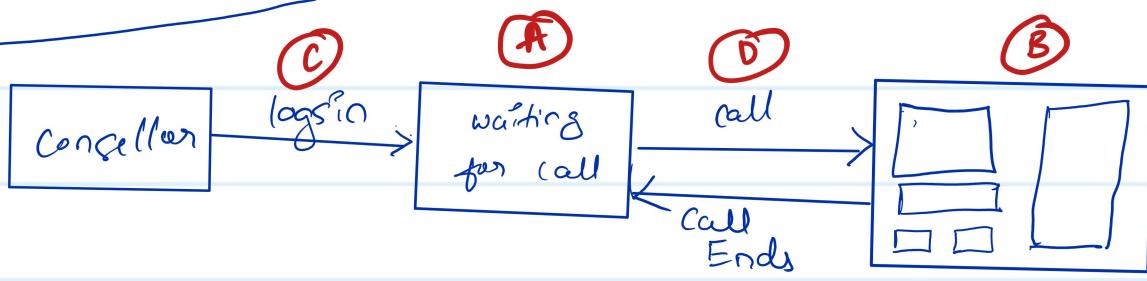


High level Workflow



Discuss indept about the Red labels

D

Call

- Simple webpage that resembles feature phone.
- WebRTC/Web sockets for phone call connection.
- Consent (pre-recorded audio) asked at the end of the call.
- Priority given to previous counsellor's
- Pre-recorded alert on call recording
- Call connects to the nearest centre
- 3 language option where English, Hindi are default. 3rd language is based on the demography of patient.

Policy

- ① With patients consent counsellor and S.D can access audio Rec and his history.
- ② Every calls will be Recorded and stored.
- ③ Ph.no will hidden to every stakeholders.
(i.e counsellors, S.D, admin)
- ④ Nearest centre will be connected to the patient
- ⑤ Priority of counsellor to whom call connects based on counsellor history of patient and
- ⑥ If call gets disconnected part between last then it is assumed that consent is not provided.
- ⑦ consent will be asked at the end of the call
- ⑧

Patient's

- ① option to choose language
- ② In repeated calls we know language he/she opted last time.
- ③ Consent
 - ↳ Recording statement
 - ↳ either by pre-record audio
 - ↳ or by counselor.
 - ↳ History gives consent.
- ④ Patient's portal as a add-on

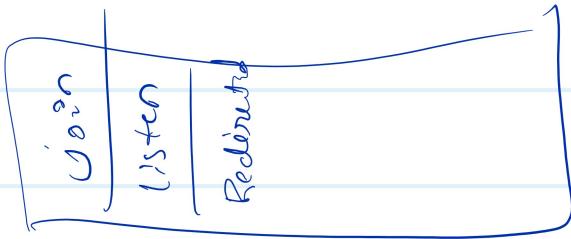
Consellers :

- ① waiting call lobby with scheduled callbacks list.
- ② text Boxes to add patient details.
- ③ Redirecting option to other conseller
(may be previous conseller or
Expertise based conseller / language)
- ④ Schedule callbacks and selection for
some conseller
- ⑤ prompts for scheduled callbacks
based on the some conseller option
selected.
- ⑥ Phone no must be masked.
- ⑦ Text Boxes / options to add patient history and details.
- ⑧ Option to save / delete call recording
- ⑨ Option to contact Senior Dr / Specialist
to join / Redirect call.
- 3a Other consellers list & search based on

language and expertise.

Senior Doctors

- ① Details of counselor activity.
- ② Status of Doctor
- ③ Discuss with TA
 - S.D can join call ?
 - S.D portal requirement
 - S.D has patients history access
 -



Admin

- Register S.D / CRUD
- Register Consellers / CRUD
- Prompt for Admin about Dr's resigning

Scrutiny of above is not considered.

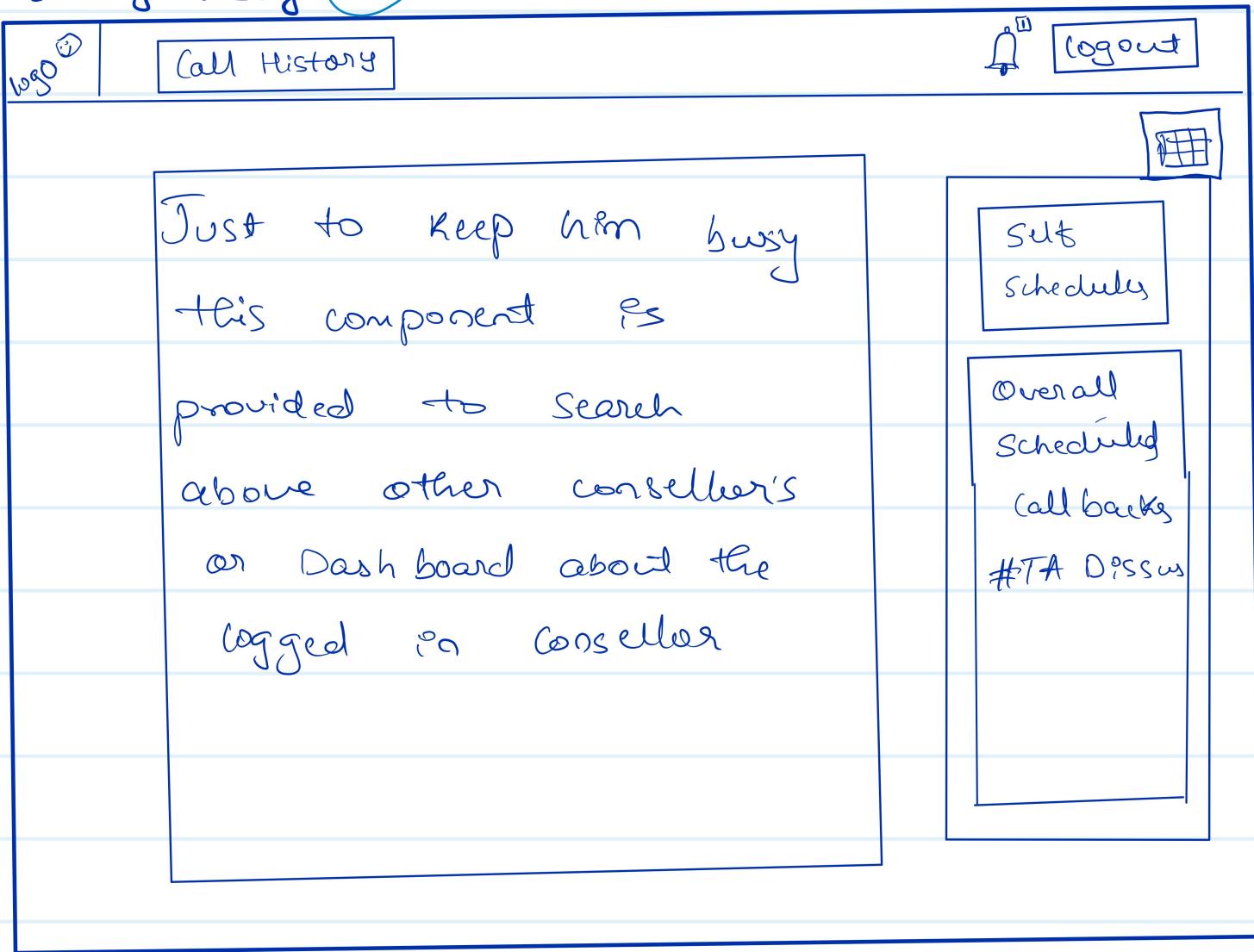
TA D's

→ what all details of Dr shd we collect.

UI Draft

Conseller

Waiting lobby A



Options to add in call for conseller

- text boxes to input patients details
- End call button
- Redirect to other conseller button
- Call back schedule button
- Contact senior button
- History

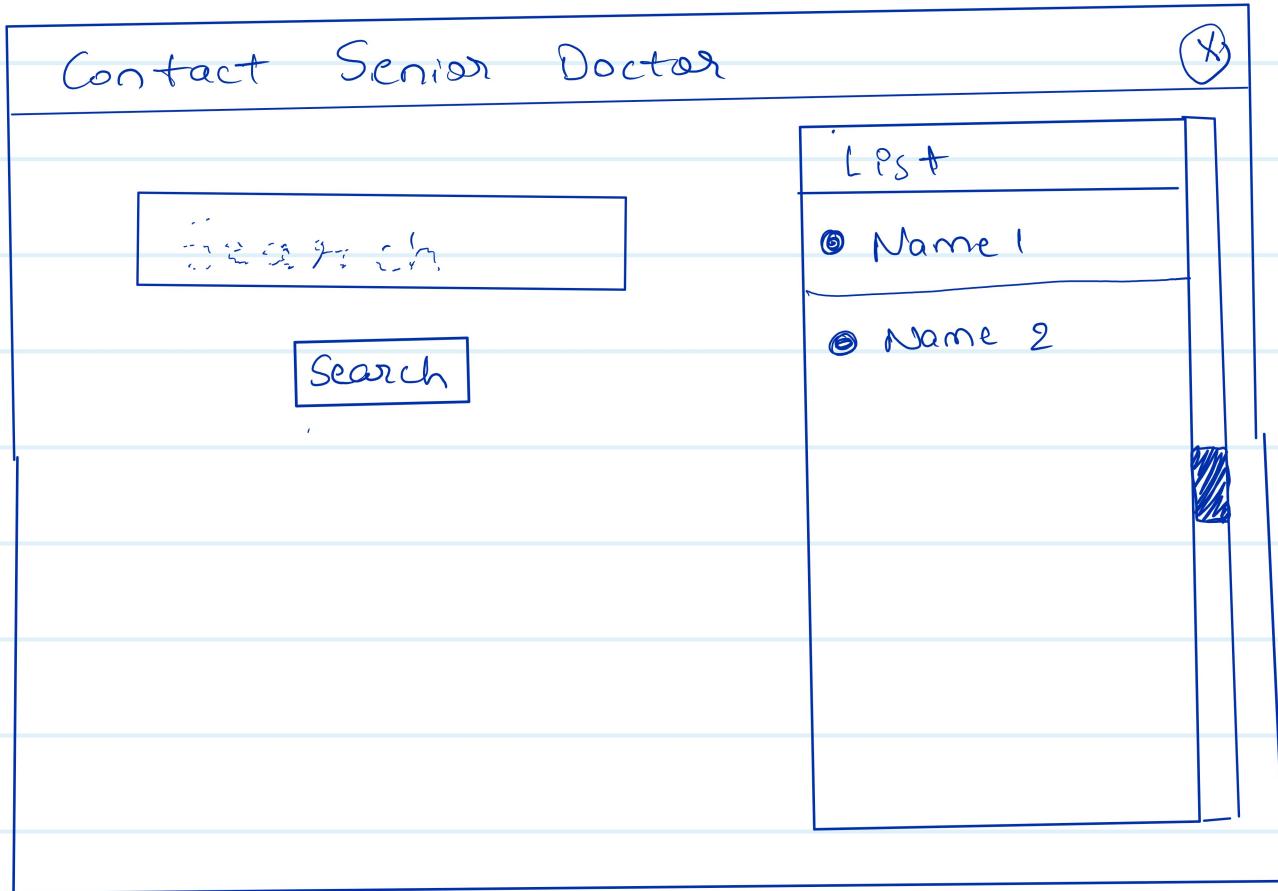
In Call

Logo	Patient Id	Senior Dr id present	• Time END
Name Age Gender Location major issues minor issues		History D A T E Time Call summary Prescription	
Prescription : Symptoms : Test Suggested : Summary :		D A T E Call summary Prescription	

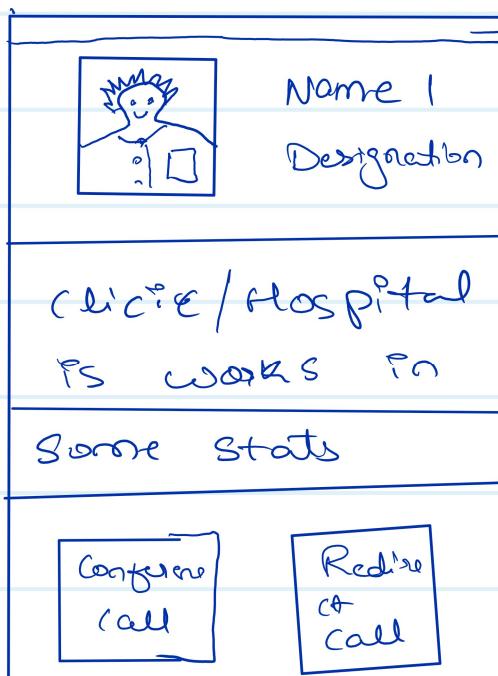
Sub components

- Selecting counsellor for redirection (Somesh)
- Selecting S.D for contacting (Karn)
- Callbacks component . (Hemanth)

Selecting S.D



On Hover of Name



Color to identify
active, offline, busy

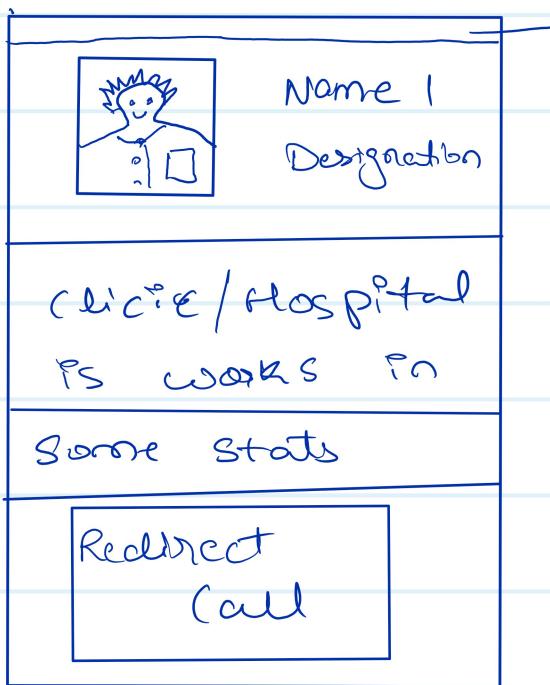
Schedule callbacks Sub component

Schedule Callback		X
Select Date :	<input type="text"/>	
Select time :	<input type="text"/> : <input type="text"/> : <input type="text"/>	PM
<input type="checkbox"/> Same counselor		
Follow up :	<input type="text"/> Reason	
<input type="button" value="Schedule"/>		
		Self Schedules
		Schedule 1
		Schedule 2

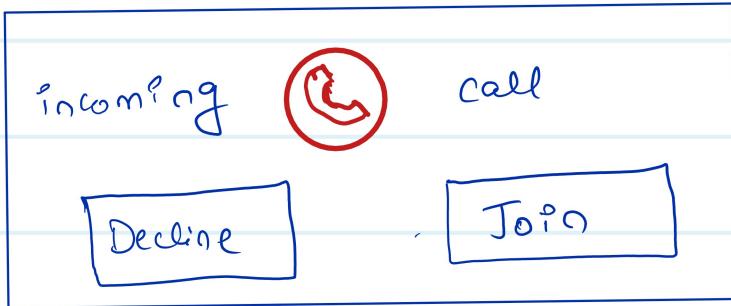
Selecting counselor for redirection

Redirect counselor		X						
<input type="text"/>								
<input type="button" value="Search"/>								
<table border="1"><thead><tr><th colspan="2">List</th></tr></thead><tbody><tr><td><input checked="" type="radio"/></td><td>Name 1</td></tr><tr><td><input checked="" type="radio"/></td><td>Name 2</td></tr></tbody></table>			List		<input checked="" type="radio"/>	Name 1	<input checked="" type="radio"/>	Name 2
List								
<input checked="" type="radio"/>	Name 1							
<input checked="" type="radio"/>	Name 2							

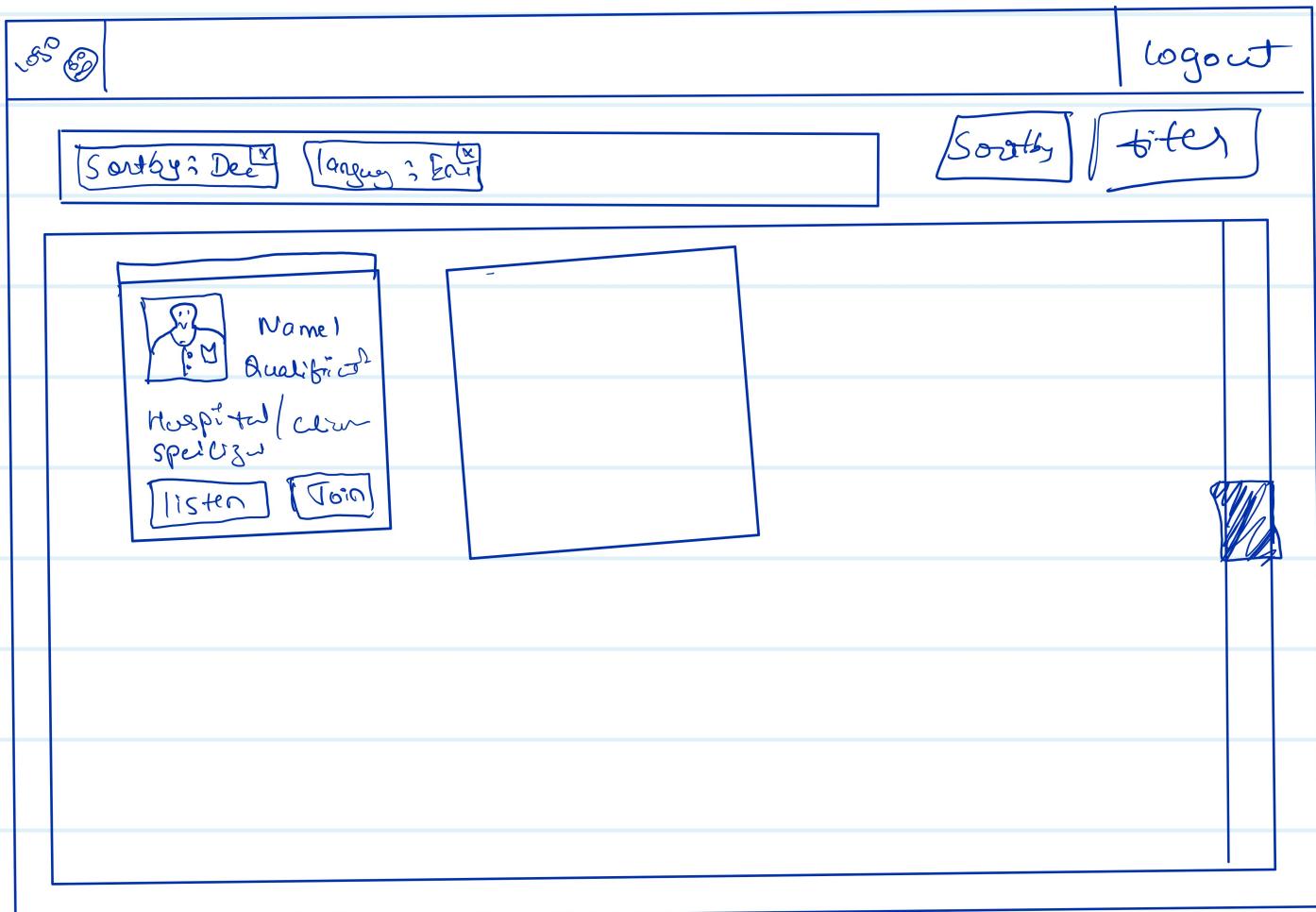
On clicking the Name



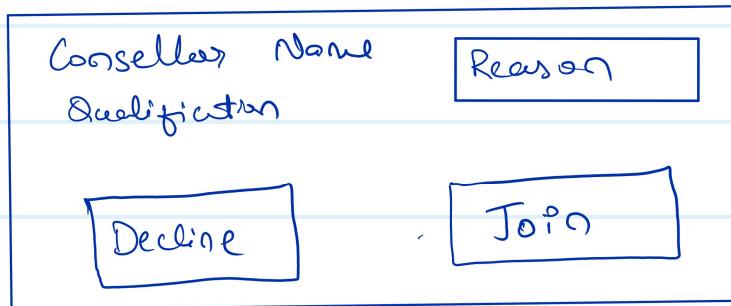
Scheduled call Prompt



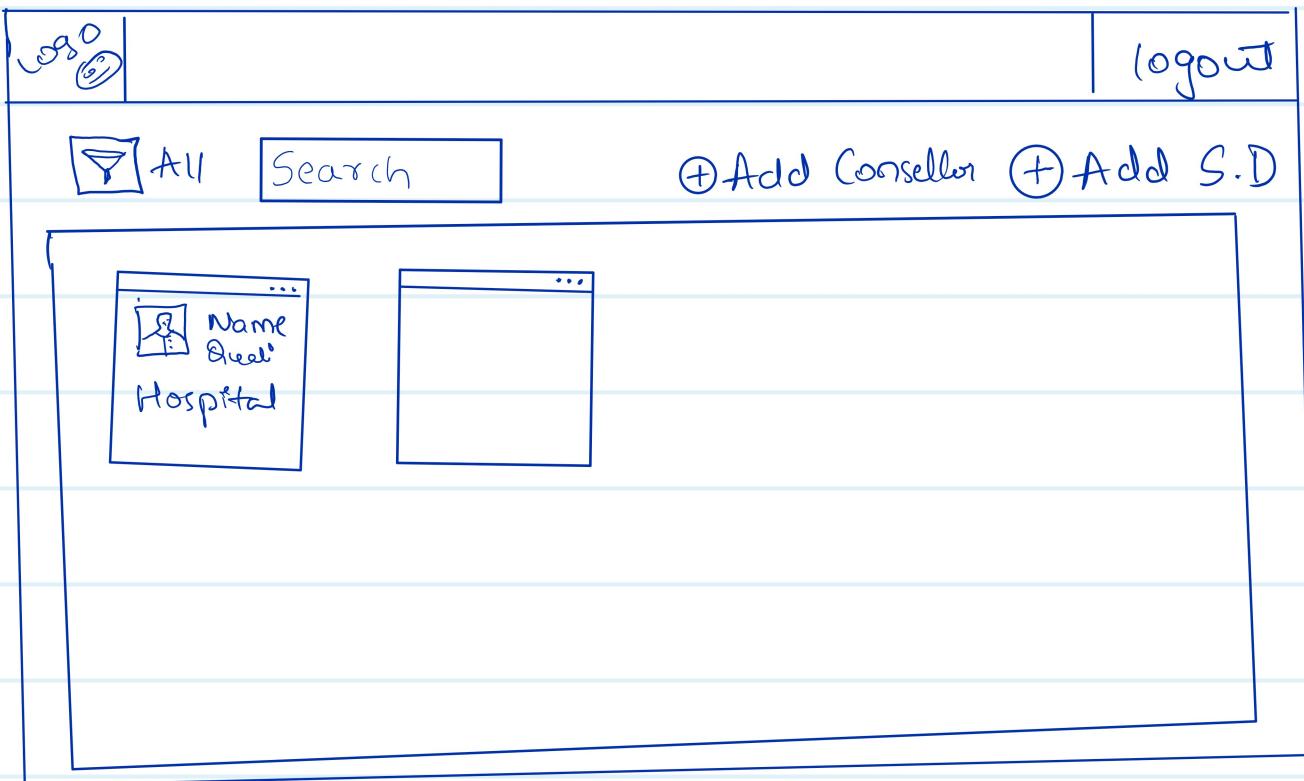
Senior Doctor



Prompt for incoming call request from Counsellor.



Admin



+91 809526649

1	2	3	
4	5	6	
7	8	9	
	+		

