# Jeewaka Medical Platform – User Manual

## Introduction

**Jeewaka** is an all‑in‑one medical platform designed to connect patients with qualified doctors, manage appointments and medical records, and provide secure video consultations. Whether you are a patient looking for specialist care or a doctor offering services, Jeewaka streamlines your healthcare journey. The platform supports both web and mobile access and uses modern technologies to protect user data and facilitate seamless bookings. The home page clearly summarizes the core benefits – users can connect with qualified doctors, book appointments and manage their healthcare journey in one place.



## Key Features

Jeewaka provides a rich set of capabilities for patients, doctors and administrators:

* **Find doctors** – search by name, specialization, experience, language, fee and gender, or simply describe your symptoms using AI‑powered search.
* **Book appointments** – patients can view available sessions, choose a suitable time slot and confirm bookings for in‑person or video consultations.
* **Video consultations** – conduct secure online meetings with doctors, with controls to join/leave, turn the camera and microphone on/off and switch cameras during the call.
* **Secure & private** – health data is protected with end‑to‑end encryption; payment processing uses Stripe to verify that payments succeed before confirming a booking.
* **Automatic medical record creation** – when a patient registers, an initial “Medical History” record is created containing personal information, allergies and medical history templates.
* **Comprehensive dashboards** – patients can manage profiles, appointments and records; doctors can create sessions, view booked slots and see ratings; administrators can verify doctors, manage users and configure hospitals.

## Platform Overview

Jeewaka can be accessed via a web browser or through the mobile application. The web interface is ideal for desktop use, while the mobile app (built with Expo) provides an optimized experience on Android and iOS devices. The home screen introduces the service and offers an onboarding carousel with a call‑to‑action to register or sign in.

### User Roles

Three primary roles exist on the platform:

| Role | Capabilities |
| --- | --- |
| **Patient** | Register and manage profile; search for doctors; view doctor profiles and schedules; book appointments (in‑person or video); view and update medical records; rate doctors; join video consultations; see payment history |
| **Doctor** | Register and complete verification; manage availability by creating sessions with time slots; set consultation fees; view booked appointments; join video consultations; access patient details for booked slots; update session meeting links; view ratings and statistics |
| **Admin** | Manage all users (patients and doctors); assign or update user roles; verify doctor credentials; create and edit hospitals; monitor sessions and payments; view statistics and reports |

## Getting Started

### Creating an Account

1. **Open the app or website.** The landing page presents “Get Started” and “Sign In” buttons.
2. **Choose your role:**
3. *Patient* – select **Register as Patient**, provide your full name, email, phone number, date of birth, gender, blood type (optional) and allergies. Set a strong password and accept the terms.
4. *Doctor* – select **Register as Doctor**, enter personal and professional details (name, contact information, specialization, qualifications, years of experience and consultation fee). Upload required certificates for verification.
5. *Administrator* – accounts are created by existing admins through the admin dashboard.
6. **Email verification & role assignment:**
7. Upon registration, Jeewaka sends a welcome email and stores your role in Firebase. The backend sets the custom claim for your role to control access rights.
8. For doctors, the admin must verify the uploaded certificates before full access is granted; unverified doctors are redirected to the verification pending page during login.
9. **Automatic medical record (patients only):** When a patient account is created, Jeewaka automatically generates an initial medical record titled “Medical History” with personal information and placeholders for allergies, medications and family history.

### Logging In

1. Select **Sign In** on the home page and enter your registered email and password.
2. After authentication, Jeewaka checks your assigned role. Doctors are routed either to the dashboard (if verified) or to the verification status page. Patients are directed to the doctor search page, while admins access the admin dashboard.
3. If you forget your password, use the **Forgot Password** link to reset it via email.

## Navigating the Platform

### Patient Dashboard

After logging in as a patient you will be presented with the following features:

1. **Search doctors** – use the search bar or advanced filters to find suitable doctors. You can filter by name, specialization, sub‑specialization, years of experience, language, consultation fee and gender. You may also perform an AI‑powered search by describing symptoms; the system interprets your query and returns relevant doctors.
2. **Doctor list** – results show each doctor’s name, specialization, years of experience, languages spoken, consultation fee and average rating. Selecting a doctor opens their profile with a biography, available session schedule and patient reviews.
3. **View session availability** – sessions are displayed as a calendar of time slots. Sessions may be **In Person** (held at a hospital) or **Video Consultation** (online). Each slot shows start/end times and fee.
4. **Book an appointment** – choose an available slot and proceed to payment:
5. Jeewaka integrates with Stripe to handle secure payments. During booking, the system retrieves the payment intent from Stripe and verifies that the payment has succeeded.
6. If the payment succeeds, the slot is marked as booked, your appointment status becomes **confirmed** and the payment amount, currency and date are recorded. If the payment fails or the status is not succeeded, an error message is shown and the slot remains available.
7. You will receive a confirmation email and a meeting link for video appointments.
8. **View appointments** – access the **My Appointments** section to see upcoming and past appointments. Each entry displays the doctor’s name, session type, date, time and status. Clicking an appointment opens details, including the meeting link for video calls.
9. **Manage medical records** – open the **Medical Records** section to view your personal medical history and any notes added by doctors. You can update contact information and allergies, and share the record with healthcare providers.
10. **Leave reviews** – after completing a consultation you may rate the doctor (1–5 stars) and leave a short review. Ratings contribute to the doctor’s average score and help other patients make informed decisions.

### Doctor Dashboard

Verified doctors have access to a comprehensive dashboard for managing their practice:

1. **Profile & verification** – view and update your profile, including name, specialization, sub‑specializations, experience, languages, fee and biography. Upload any additional certificates for admin verification.
2. **Create sessions** – click **New Session** to define availability. A session includes:
3. **Date** and **type**: choose *in‑person* (requires selecting an associated hospital) or *video consultation*.
4. **Time slots**: specify one or more start/end times. Each slot will appear for patients to book.
5. **Meeting links**: for video sessions, Jeewaka automatically generates unique meeting IDs. You can edit the meeting ID or update the link later.
6. **Manage sessions** – view all sessions you’ve created. For each session you can:
7. Add, edit or remove time slots.
8. Update the meeting ID for a session or for an individual appointment if the link changes.
9. Delete the entire session if necessary.
10. **Monitor appointments** – for every booked slot you can see the patient’s name, contact details and appointment status. Doctor-only endpoints ensure that patient data is only shown when the doctor owns the session or is an admin.
11. **Join video consultations** – start the meeting directly from the appointment list. Jeewaka’s video interface shows a participant list and provides controls to toggle camera and microphone, switch cameras and leave the call.
12. **View statistics** – the statistics page summarizes total sessions, appointments booked, unique patients and daily appointments.

### Admin Dashboard

Admins oversee the platform and maintain data integrity:

1. **User management** – view all registered patients and doctors, update roles (patient, doctor, admin) and remove users when necessary.
2. **Doctor verification** – review uploaded certificates and either approve or reject doctor registrations. Verified doctors are allowed to offer services; rejected applications are notified with reasons.
3. **Hospital management** – create, edit and delete hospitals. Hospitals include names and addresses, and doctors must associate in‑person sessions with a valid hospital.
4. **Platform settings** – configure consultation fee ranges, specialization lists and other system parameters.
5. **Monitoring & reports** – access aggregated metrics on sessions, bookings, payments and user activity. Identify trends and potential issues, such as high cancellation rates or payment failures.

## Searching for Doctors

Jeewaka offers both **standard search** and **AI‑powered search** to help patients find suitable doctors:

### Standard Search

Use the search bar and filter panel to narrow down your results:

1. **Name** – enter part of a doctor’s name to find matches.
2. **Specialization & Sub‑specialization** – choose from drop‑down lists populated by the system’s database of medical fields.
3. **Experience** – filter by minimum and/or maximum years of experience.
4. **Language** – search for doctors who speak a particular language (e.g., English, Sinhala, Tamil).
5. **Consultation fee** – specify minimum and maximum fee limits.
6. **Gender** – filter by male, female or other.
7. **Sort & pagination** – results can be sorted by name, experience or fee and are paginated to improve performance.

### AI‑Powered Search

If you are unsure which specialist to consult, describe your symptoms or needs in natural language and let Jeewaka’s AI suggest relevant doctors. The AI interprets your query, maps symptoms to specializations (e.g., heart pain → cardiology), extracts preferences such as language or price range and returns a list of doctor cards ranked by relevance. This feature makes it easier for non‑technical users to find appropriate specialists without manually selecting filters.

## Booking Appointments

1. **Select a session** – from the doctor’s profile choose a convenient date and session type (in‑person or video). Time slots show availability and fee.
2. **Enter notes (optional)** – you may add a short note describing your reason for the visit or any information the doctor should know in advance.
3. **Confirm payment** – Jeewaka integrates with Stripe to process payments securely. After you initiate payment, the system retrieves the payment intent and checks its status. If the payment has not succeeded, booking is refused and the slot remains available. Upon success, the slot is updated to *booked* and the appointment status becomes *confirmed*, and the payment details (amount, currency, date) are stored.
4. **Receive confirmation** – you will see a confirmation screen and receive an email with appointment details and, for video consultations, a meeting link.
5. **Rescheduling & cancellation** – currently, rescheduling is not automated. To change or cancel an appointment, contact the doctor directly or reach out to support via the contact information below.

## Video Consultations

For online sessions, Jeewaka uses a built‑in video meeting solution. When it’s time for your appointment, open the meeting link from your appointment details. The video interface includes:

* **Join/Leave button** – join the meeting when prompted; you can leave at any time via the red **Leave** button.
* **Participant list** – see who is in the call.
* **Camera controls** – toggle your webcam on/off and switch between front and rear cameras.
* **Microphone controls** – mute/unmute yourself.
* **Meeting information** – view the unique meeting ID and your connection status.

Ensure that you have a stable internet connection and grant camera/microphone permissions to the app. For privacy, join from a quiet and well‑lit environment.

## Managing Medical Records

Patients have full control over their medical records:

1. **Viewing records** – navigate to **Medical Records** to see your personal information and the history created during consultations. Each record shows versions with timestamps and changes.
2. **Updating personal details** – you can update fields such as phone number, address, blood type or emergency contact.
3. **Sharing records** – when attending an appointment, doctors can view the relevant parts of your record, and any updates made during the consultation will be reflected in the current version.
4. **Privacy** – your records are private and protected. Only you and authorized healthcare providers can view or modify them.

## Ratings and Reviews

After completing a consultation, Jeewaka encourages patients to provide feedback:

1. **Rate your doctor** – choose a star rating (1–5) based on your satisfaction.
2. **Write a review** – briefly describe your experience, highlighting professionalism, communication and any areas for improvement.
3. **Impact** – ratings contribute to the doctor’s average score, which is displayed on their profile. Honest reviews help maintain high standards and assist other patients in making decisions.

## Security and Privacy

Jeewaka is committed to protecting user data. The platform uses end‑to‑end encryption to secure communications and complies with healthcare data regulations. Payment information is processed via Stripe; no credit‑card details are stored on Jeewaka’s servers. Access control is enforced through Firebase authentication and role‑based permissions.

## Troubleshooting and FAQs

**Unable to register:** - Ensure all required fields are filled. Email addresses must be valid and passwords should be at least eight characters long with upper‑ and lower‑case letters, numbers and symbols. - Check your internet connection.

**Did not receive verification email:** - Verify that the email address is correct and check spam/junk folders. - If still missing, use the **Resend verification** option on the login page.

**Payment failed during booking:** - Verify that your card details are correct and that you have sufficient funds. - If the payment status remains *not completed* or *invalid*, the system will not book the slot. Try again or use a different payment method.

**Video call issues:** - Grant camera and microphone permissions to the app. - Use the **Toggle Camera**, **Toggle Mic** and **Switch Camera** buttons if needed. - Leave and re‑join the meeting if audio/video freezes.

**Contact Support:** For technical issues or account‑specific problems, email **support@jeewaka.lk** or call **+94 11 123 4567**. Include your user ID and a description of the issue.

## Conclusion

Jeewaka simplifies healthcare by bridging the gap between patients and doctors through an intuitive, secure and feature‑rich platform. From AI‑assisted doctor discovery and straightforward appointment booking to secure video consultations and comprehensive record management, Jeewaka empowers users to take control of their health. We hope this user manual helps you navigate the system effectively. For additional questions or feedback, please contact our support team.