## For Patient Registration / Patient Appointment

Go to our Website : https://www.2ndro.com/

Then go to Patient Registration Page

You will see this window ⬇



## For Schedule an appointment

Click on this ⬇



A patient/user has to enter his/her mobile number and after that click on [Send OTP] and then enter OTP and click on [Verify] to verify the mobile number.

A patient has to fill the personal information like Mobile No, Patient Name, Email, Gender, Date of Birth, Address, State and City. Click on button [Save & Next] to move forward to Schedule an Appointment.
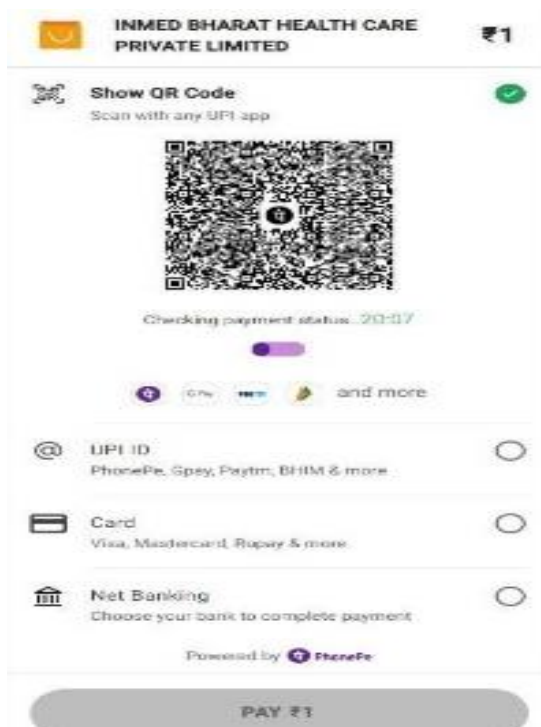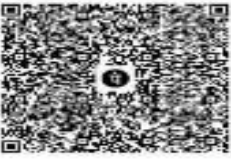


## Registration Payment Details

A User/Patient will move forward to Payment Gateway for the registration fees.User/Patient click on [PROCEED] button to proceed payment.

Now User/Patient need to choose payment options. After choosing payment option he/she needs to enter his/her payment details and pay the registration fees.

After successful registration payment, User will direct to Payment successful window with some payment details like Order ID, Payment Gateway Reference No., Bank Ref. No., Order Date. Click on close button then it will direct to appointment window to complete steps.

## Payment Successful

**Please go back to the Appointment Tab and click 'Finish' to complete the appointment process.**

| Order ID | IBH20241014461 |
|---|---|
| Payment Gateway Ref. No. | IBH20241014461 |
| Bank Ref. No. | 428870019753 |
| Order Date | 14/10/2024 16:53:11 |

Now Go back to the appointment and complete steps

Close

## Clinical Details

A patient has to fill the form and it is mandatory for completing patient registration. This form includes some questions to ask doctors, current symptoms, Past Medical History and Social History.

## Upload Reports

In Upload Reports patient can upload his/her reports but it has to agree Terms and Conditions before uploading reports. If patient wants to upload reports it has to specify the date of report, type of report, Name of Lab/Hospital where report was generated and description of the reports. Reports can be in pdf, png or jpg formats.



## Upload Study

In Upload Study patient can upload his/her DICOM studies but it has to agree Terms and Conditions before uploading Studies. After uploading studies patient has to specify the typeof study. Study size can be maximum 1GB. If patients want to delete study images after uploading simply select the image which patient want to delete and click on  button.   

## Appointment Completion

After that click on  button to complete the appointment. Patient will becontacted via SMS after his/her request has been reviewed.
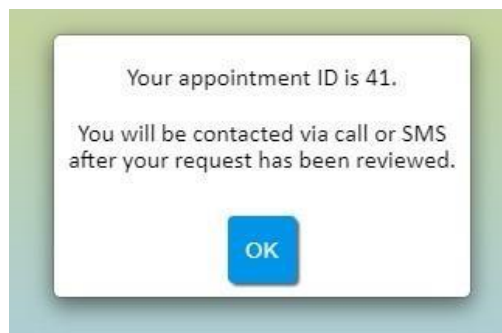
In Admin Window, after checking all the reports admin give appointment to the patient.



When Admin gives appointment to the patient, Patient receives
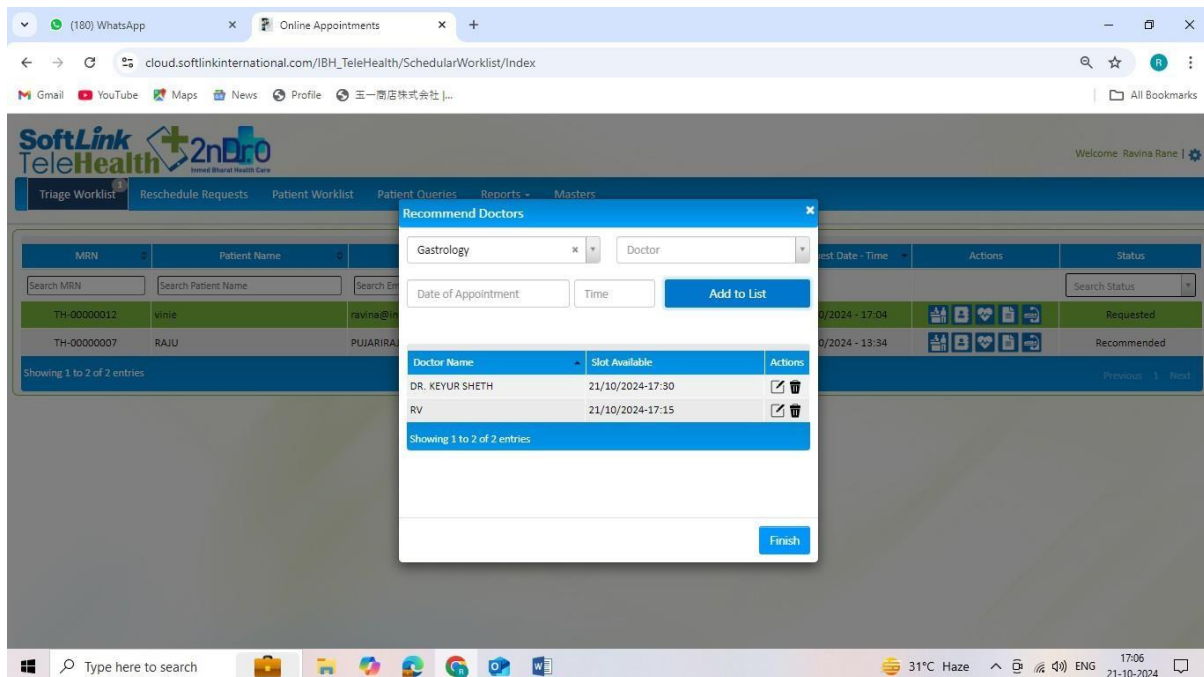this SMS.

After Clicking the link this page comes

## SoftLink TeleHealth | 2nDro
When It Matters The Most

## Select a Doctor from the list below

**Rv** *( Gastrology )*
On 21/Oct/2024 at 17:05 — ₹ 1.00

**Dr. Keyur Sheth** *(*
*Gastrology )* — ₹ 1.00
On 21/Oct/2024 at 17:00

**Pay & Confirm**   **Reschedule**   **Decline**

After selecting the doctor when patient did the payement,

This SMS comes to the doctor.

Appointment confirmed! Your teleconsultation appointment with
Patient VINIE,
Age 24,
Gender Female
has been scheduled on 21/Oct/2024 at 20:25.

- INMED BHARAT HEALTH CARE PRIVATE LIMITED

And this SMS comes to the patient

Your teleconsultation appointment with RV has been approved on 21/Oct/2024 at 20:25. Please click on https://cloud.softlinkinternational.com/ibh_telehealth/Telehealth/Index?ChannelId=5338F8CA-D6A3-4630-8399-236D650BEBB3&Profile=Pat at the specified time slot and enable your browser to allow webcam and microphone access. - INMED BHARAT HEALTH CARE PRIVATE LIMITED

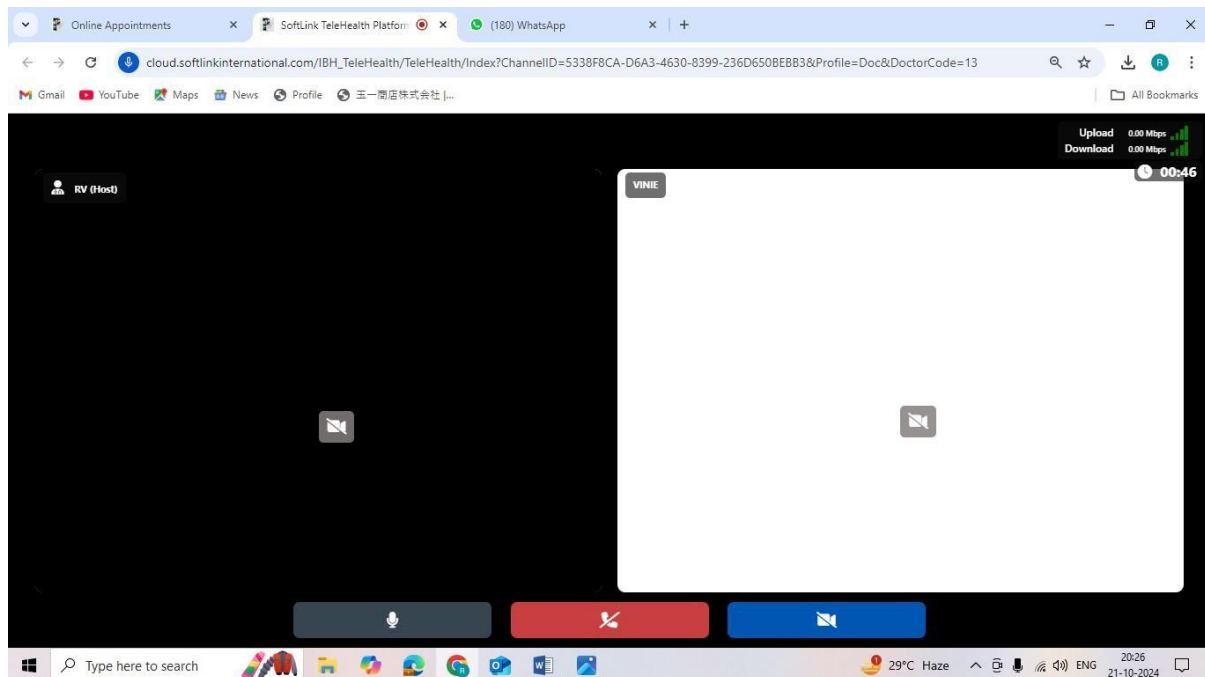After that Patient will see on the doctor's window

When Doctor click on the Green Button & Patient Click on the link on scheduled time Video Consultation Start.



After 5 Minutes this pop up comes on the doctor's screen.
If the doctor wants to extend the time then he should click on yes button otherwise the consultation will end automatically in next 10 minutes.
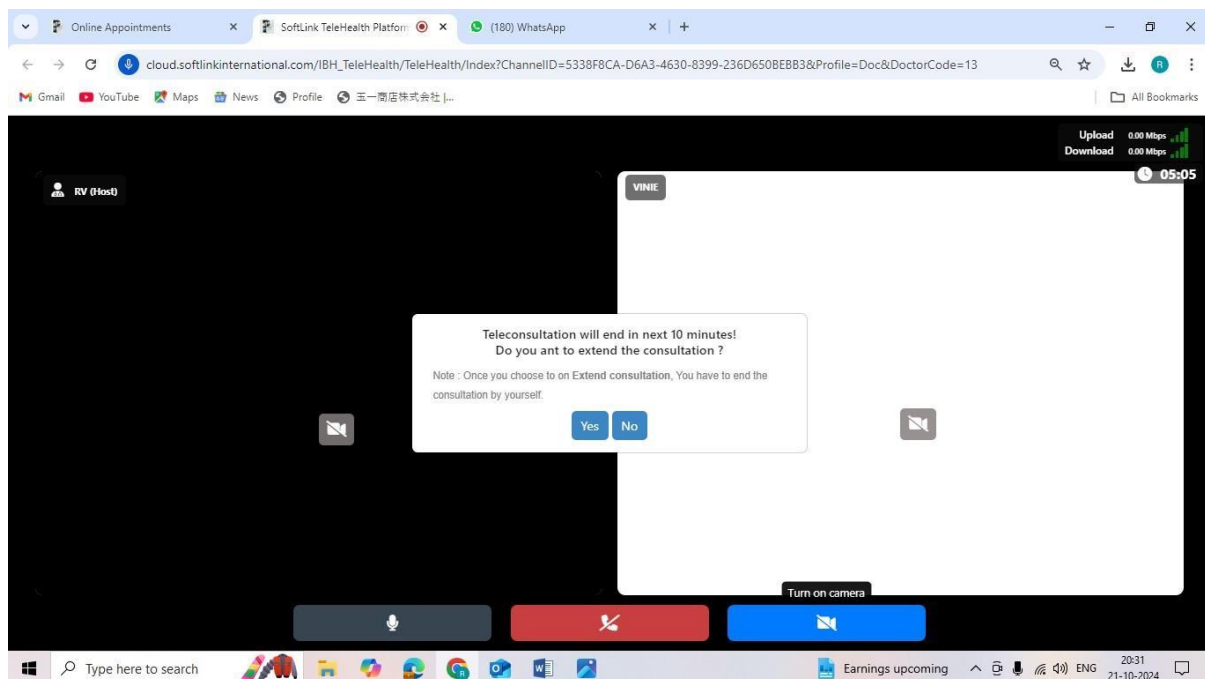
When Session ended Feedback Form appears

# Feedback

Note : Prescription and consultation notes to be accessible to the Patient only after providing feedback for the consultation. You can also choose to skip.

**1. How satisfied were you with the overall telehealth experience?**

☆  ☆  ☆  ☆  ☆

**2. To what extent were you pleased with the medical guidance?**

☆  ☆  ☆  ☆  ☆

**3. How satisfied are you with our speed and the process?**

☆  ☆  ☆  ☆  ☆

**4. How would you rate your satisfaction with the efficiency and flow?**

☆  ☆  ☆  ☆  ☆

**5. Would you be inclined to recommend our telehealth platform to others?**

☆  ☆  ☆  ☆  ☆

Submit

Skip Feedback

After giving feedback patient will receive SMS of Receipt

You can download your receipt for Consultation from here:https://cloud.softlinkinternational.com/lbh_Telehealth/PrintPrescription/Receipt?CaseId=133 - INMED BHARAT HEALTH CARE PRIVATE LIMITED

After clicking the link patient will get their payment receipt

Also patient will receive SMS of Advisory Report

Your advise report has been
generated! You can download it
from here:
https://cloud.softlinkinternational
.com/Ibh_Telehealth
/PrintPrescription/PrintPrescription
?CaseId=133&AppointmentID=134 –
INMED BHARAT HEALTH CARE
PRIVATE LIMITED

After clicking the link patient will get their Advise Report



**2nDrO**
When It Matters The Most

**Second Opinion Advise**

| Patient | : VINIE , 24Y, Female | Date / Time | : 07/11/2024 14:45 |
|---|---|---|---|
| Phone No. | : 7506907790 | Prescribed By | : RV |
| Patient ID | : TH-00000011 | Speciality | : Gastroenterology |

**ADVISE**

| General Advise | Investigations Advised : |
|---|---|
| ABC | XYZ |

**Provisional Diagnosis**

PQR

Follow-Up to be scheduled after :   7 Days

RV

*Note: This is an advise report generated via Teleconsultation, digitally authorized by the doctor whose credentials are mentioned above. There is no need of physical signature.*

**SoftLink TeleHealth**

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Print Date :   11/14/2024   2:06:44PM