

(Logo 9jaclinic healthcare) (Logo Sitibox health)

Sitibox Health[®] User Guide for Patients

Online Consultation Room 1.0 (OCR 1.0)

9JACLINIC[®]



Guide

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Appreciation

Thank you for accepting to participate in the pre- launch / testing phase of SITIBOX Health online consultation room platform.

Introduction

The platform is very easy to use and similar to other common websites like Google.

Your feedback on your consultation experiences on SITIBOX would be very valuable for further improvement of this platform.

Sitibox OCR at a glance

Terminologies

Summary Page: This is where you have the summary of your SITIBOX health consultation details, including your earnings and account balance, consultations request from patients and so on.

SITIBOX Ingress Code: This is code that you select during registration process. It is unique to you, secure to access and only you can give out to patients that you want to consult on SITIBOX. More like your personal referral code.

SITIBOX Consultation Room: This is wonderful place where you and your patients can privately communicate, chat as if you are in a regular consultation room online. You will also have access to patient's previous case files here.

SITIBOX e-Prescription: This button allows you to type your prescription for your patients to download or print.

SITIBOX Referral: This button allows you to type a referral letter for the patients to download or print.

WHAT CAN YOU DO AS A MEDICAL DOCTOR ON THIS PLATFORM?

- I. Refer a patient to meet you on the platform using your unique **ingress code**, irrespective of location or distance
- II. Consult with patients in a private and secure online consultation room
- III. Access to patient's case files while in the online consultation room
- IV. Ability to send prescriptions, lab requests and referral letters after each online consultation
- V. Direct earning of consultation fees from your patients through e-payments

WHY YOU SHOULD NOT CONSULT PATIENTS ON REGULAR SOCIAL MEDIA?

- I. Communication is not secure for both doctors and patients
- II. It devalues professionalism

- III. There is no access to patient's previous case files
- IV. Capacity for e-prescriptions, referrals, lab requests and so on is not standardized
- V. Earning power from consultation is not assured

HOW TO USE

- I. Sign up or register, if new. Login, if already registered
- II. Send your INGRESS CODE to anyone who requests for your online consultation
- III. You will get an ALERT once patients pay for your consultation orders online
- IV. Log in and click “Enter consultation room” at top right corner of your summary page
- V. START CONSULTING ONLINE
- VI. After consultation, go to your summary page to issue prescriptions, referrals and so on
 - a. The consulting room closes when you finish consulting and “marked as completed” by you on your summary page or after 3days, whichever comes first. There is a 3 day window period available to conclude your medical consultation online
 - b. Always ask for patients’ satisfaction before marking the consultation a complete

- VII. Document consultation summary in online case notes for records purposes.
 - a. This step is very important. ALWAYS document summaries at end of consultations
- VIII. Mark consultation as complete
- IX. Your account gets credited immediately consultations are marked as complete.
- X. Check balance on your summary page
 - a. Documenting summary of consultation in the online case file after consultation is a prerequisite for earning
- XI. Send mail to financesitibox@9jaclinic.com to get cash out at any time (processing may take 24hours or less)
- XII. Repeat same cycle for subsequent patient consultations
- XIII. Drop feedback on consultation experiences here
- XIV. For technical assistance at any point in the process, send mail to tech@9jaclinic.com

Feedback from you

Your feedback about your consultation experiences from time to time would be very valuable for further improvement of this platform.

[Click here to drop a feedback.](#)

THANK YOU.

9jaclinic Team.