

PRODUCT DOCUMENT

# PEDIATRIC PROACTIVE CARE SYSTEM FOR RED FLAG ALERTS - UNDER THE AGESIS OF SOUTH AISA PEDIATRIC ASSOCIATION (SAPA)



# PRODUCT OVERVIEW



**PRODUCT NAME**



**PRODUCT PURPOSE**



**PRODUCT PRIMARY USERS**



**USER JOURNEY (FLOWCHART)**



**USER JOURNEY (SCREENS)**



# 1. PRODUCT NAME

Pediatric\_Proactive\_Care\_System\_for\_Red\_Flag\_Alerts\_V2\_10/02/25



# 2. PRODUCT PURPOSE

- The purpose of the "Pediatric Proactive Care System for Red Flag Alerts - Under the aegis of South Aisa Pediatric Association (SAPA)." product is to provide a streamlined system for tracking and screening red flags related to common pediatric conditions.
- The system is designed to enhance patient care by allowing doctors to monitor growth, development, and specific health conditions using customized forms that can be easily shared with patients via WhatsApp.





- This tool enables timely identification of potential health issues, prompting early intervention and visits to the clinic. It ensures that pediatricians can provide proactive, personalized advice to their patients without compromising patient data security.
- Additionally, the system is supported by educational resources and continuous medical education (CME) from experts, aimed at improving clinical practice and patient outcomes.

### **3. PRODUCT PRIMARY USERS**

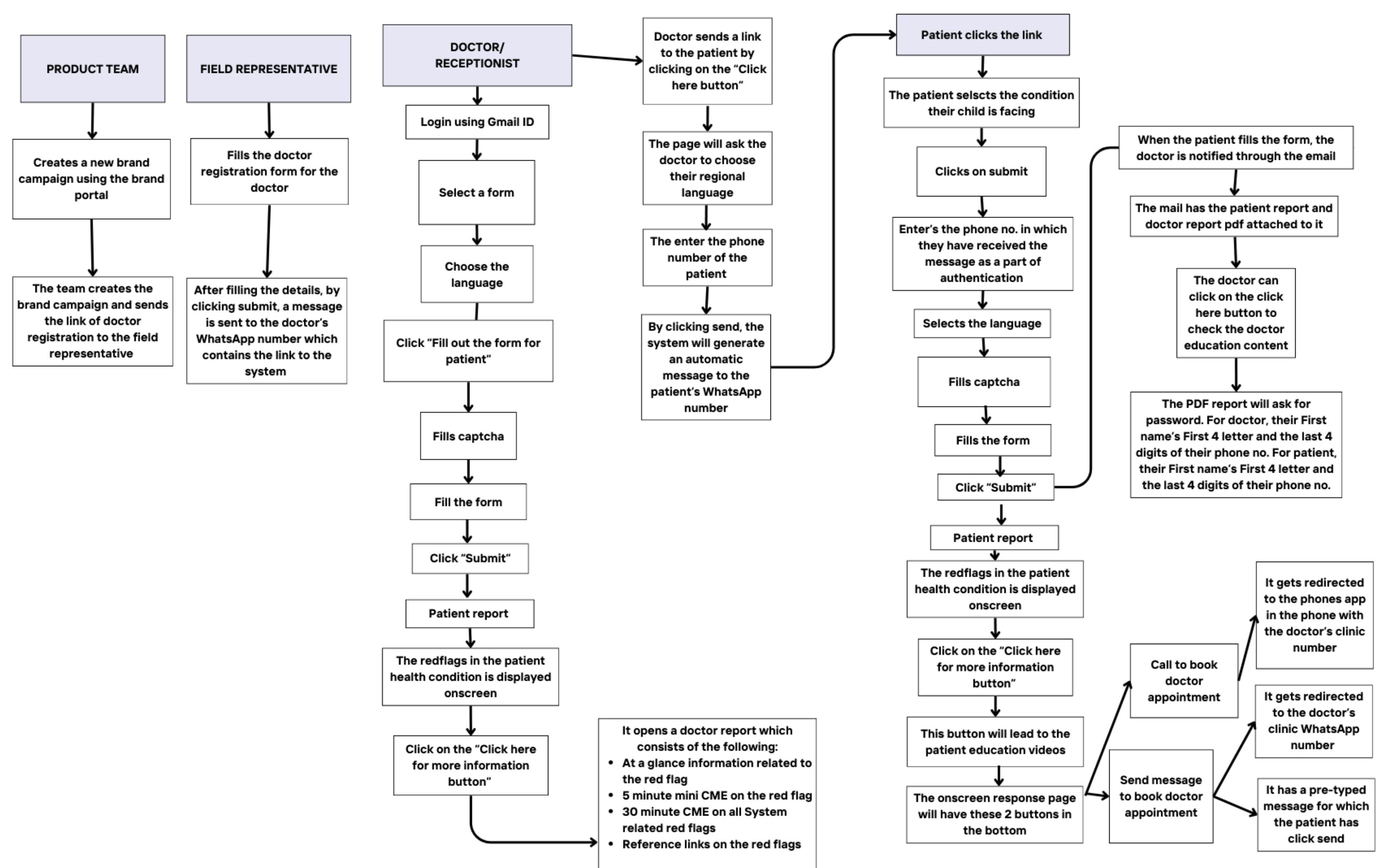
- Doctors/Receptionists
- Field Representatives
- Patients
- Product team



## 4. USER JOURNEY (FLOW CHART)

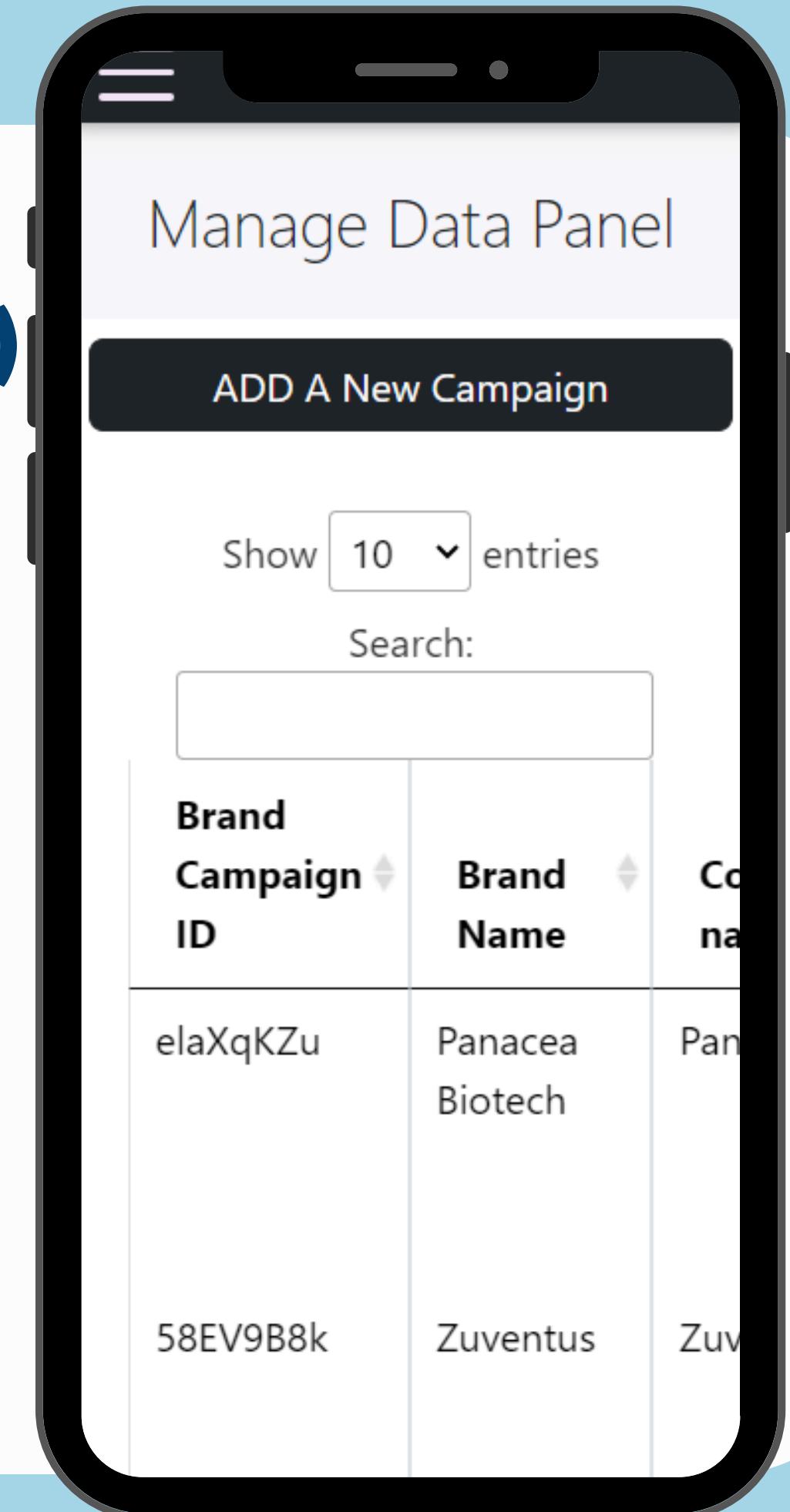
Here is a flowchart of how the product works:





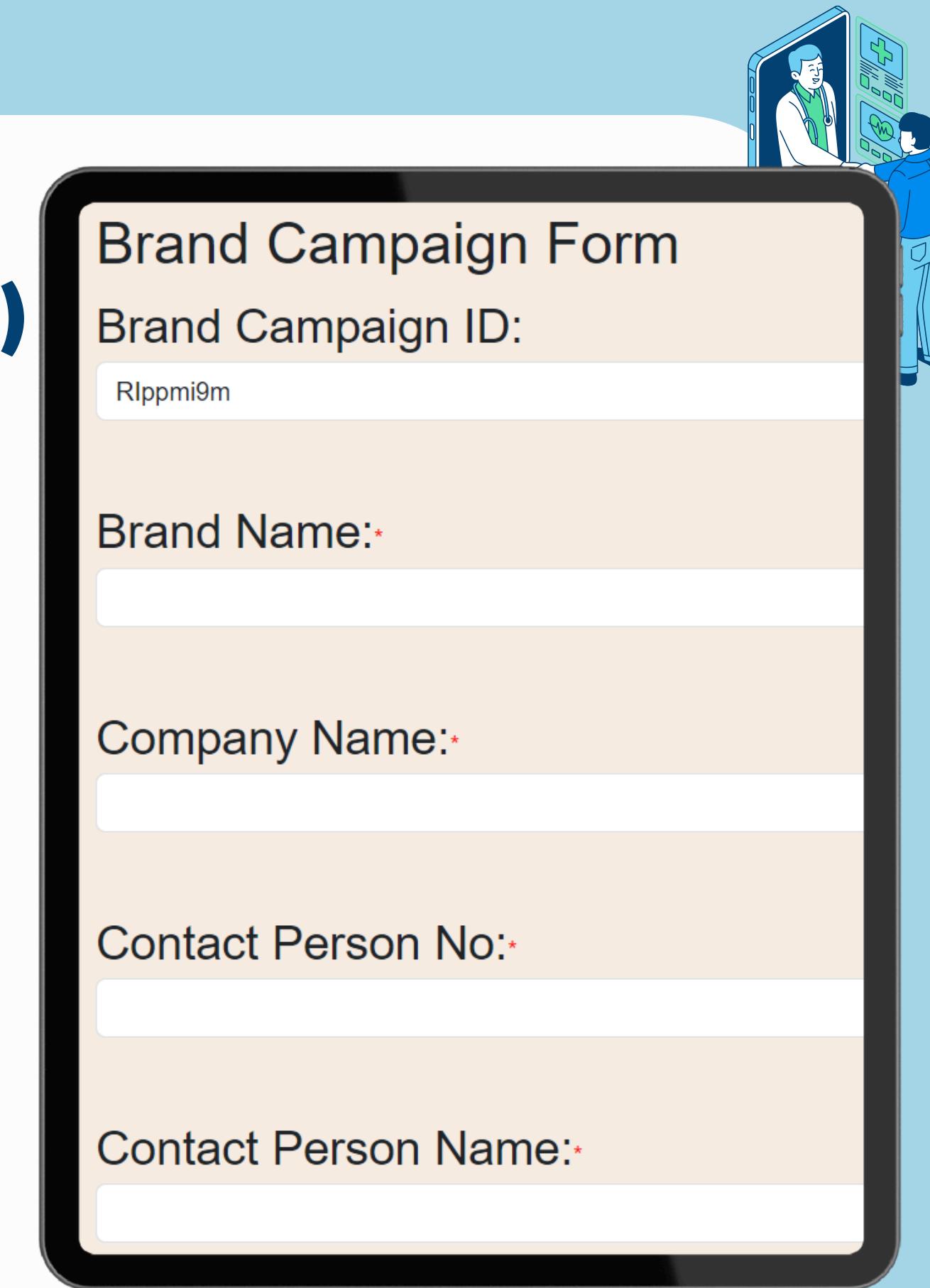
## 5. USER JOURNEY (PRODUCT TEAM)

- The Product team creates a brand campaign by clicking on the “Add A New Campaign”.



## 5. USER JOURNEY (PRODUCT TEAM)

- The Product team creates a brand campaign and sends the link of doctor registration to the Field representative.



Brand Campaign Form

Brand Campaign ID:

Rlppmi9m

Brand Name:\*

Company Name:\*

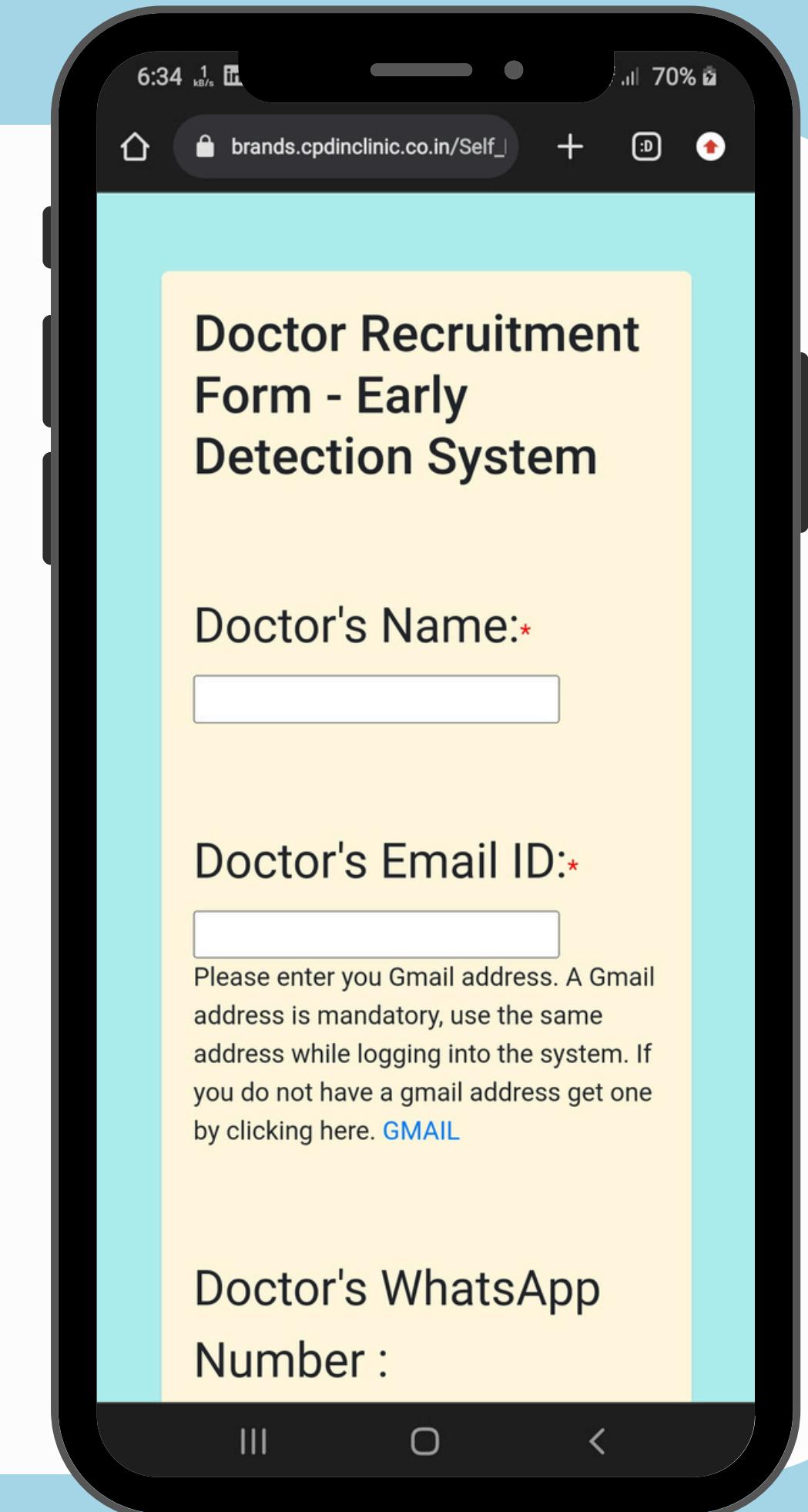
Contact Person No:\*

Contact Person Name:\*



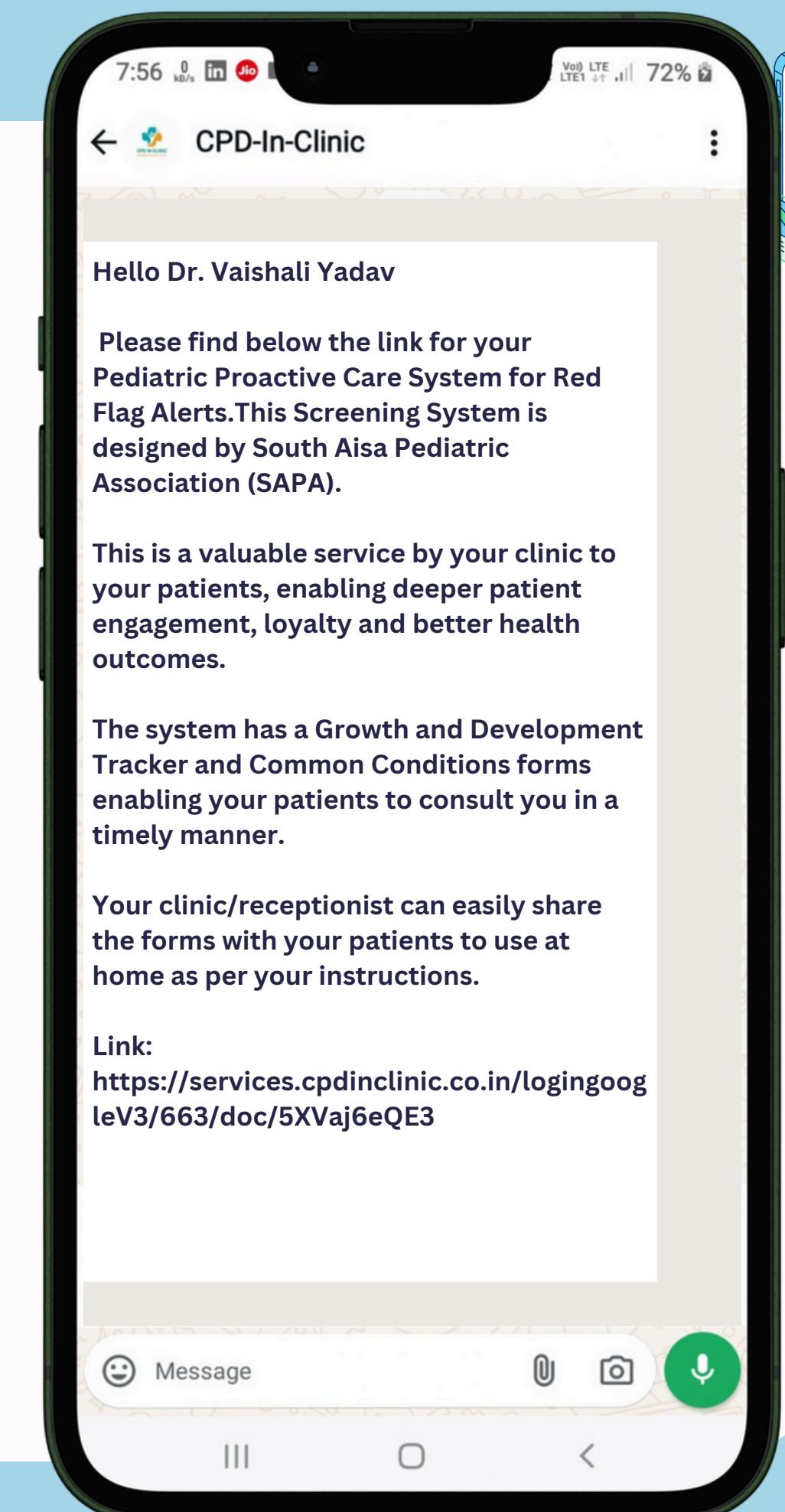
## 5. USER JOURNEY (FIELD REP)

- The field representative will complete a form for the doctor, and after clicking the Submit button, the doctor will receive a link to their system on their WhatsApp number.



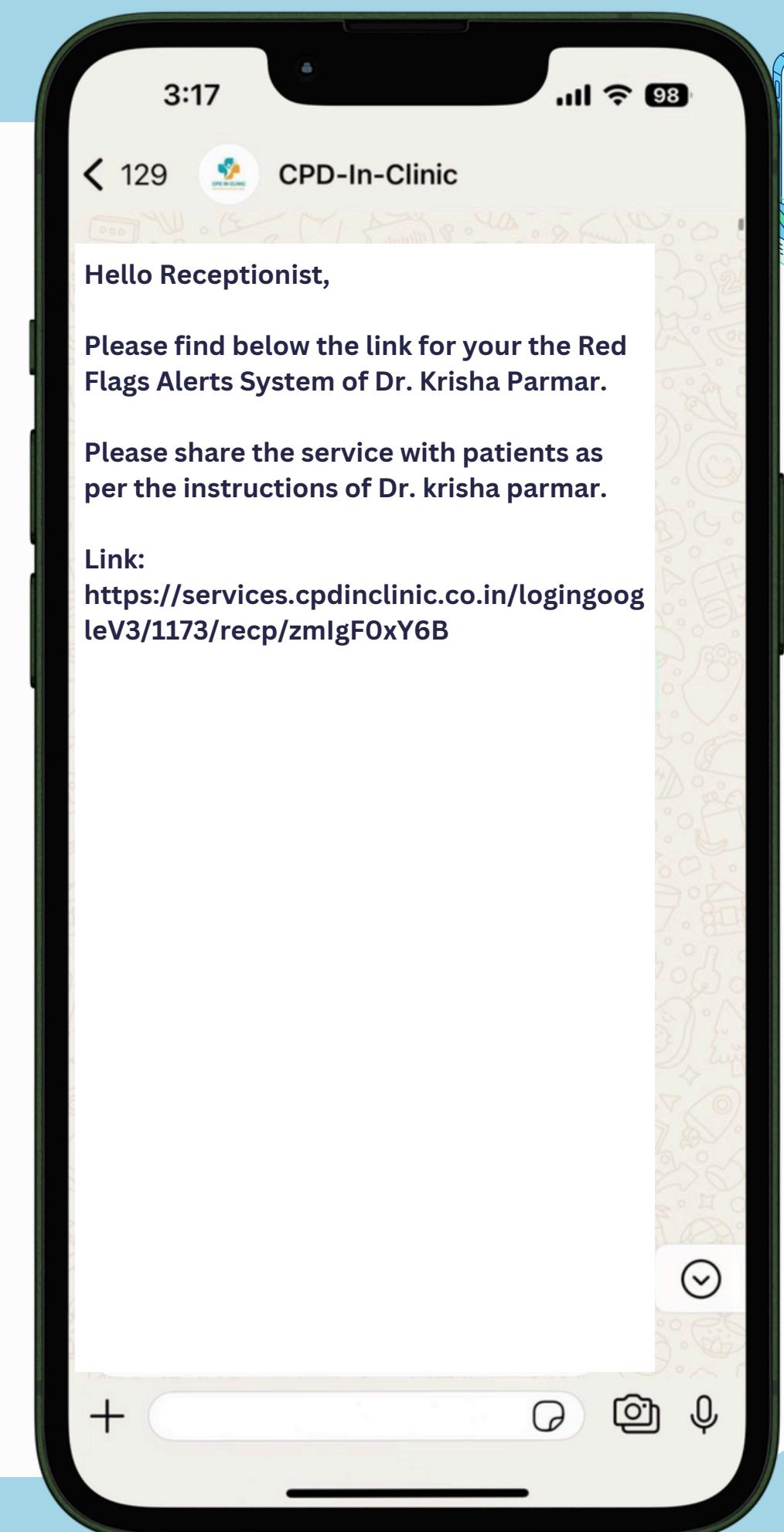
## 5. USER JOURNEY (DOCTOR)

- The doctor will receive the message containing the link to the system.



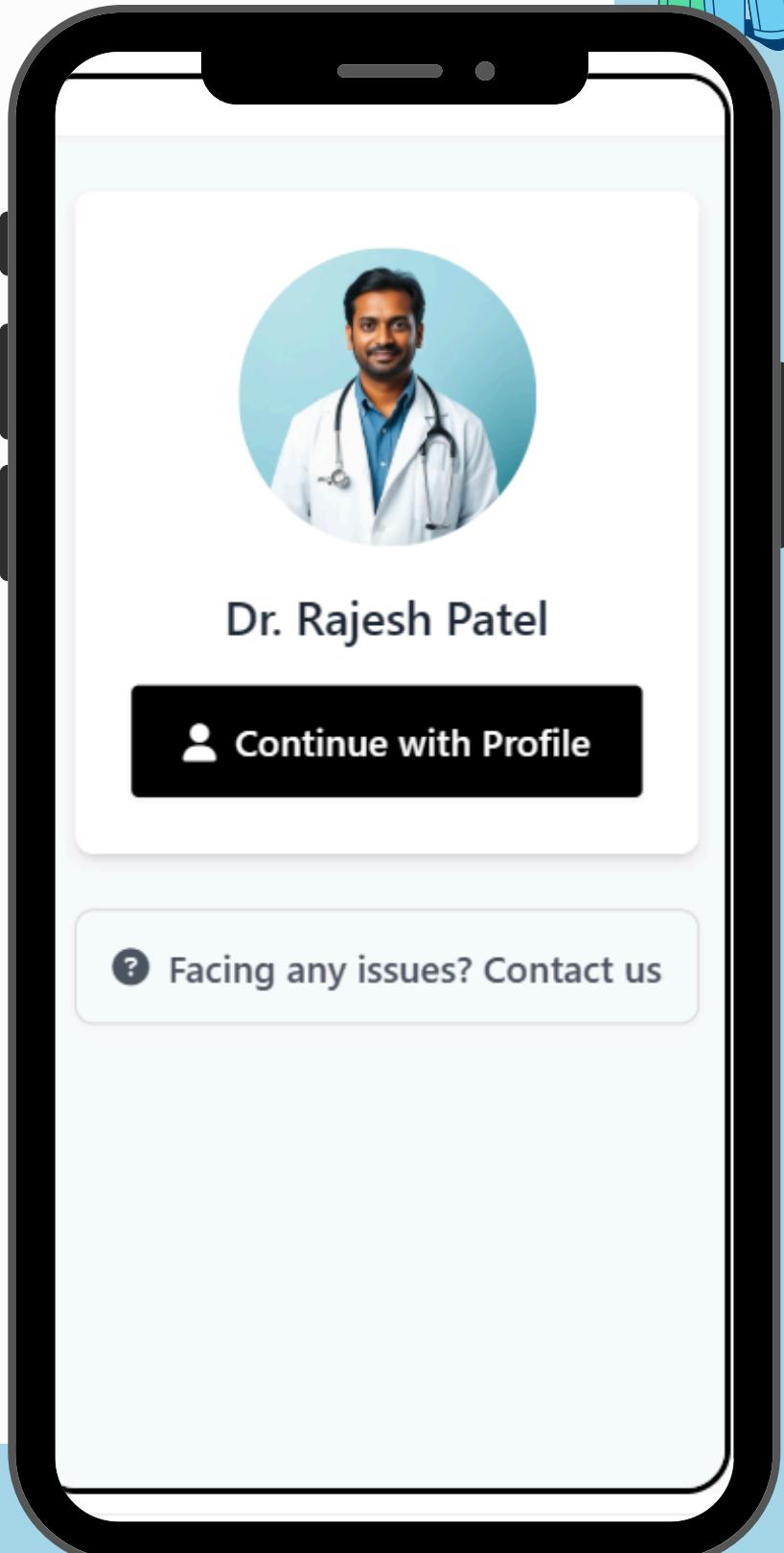
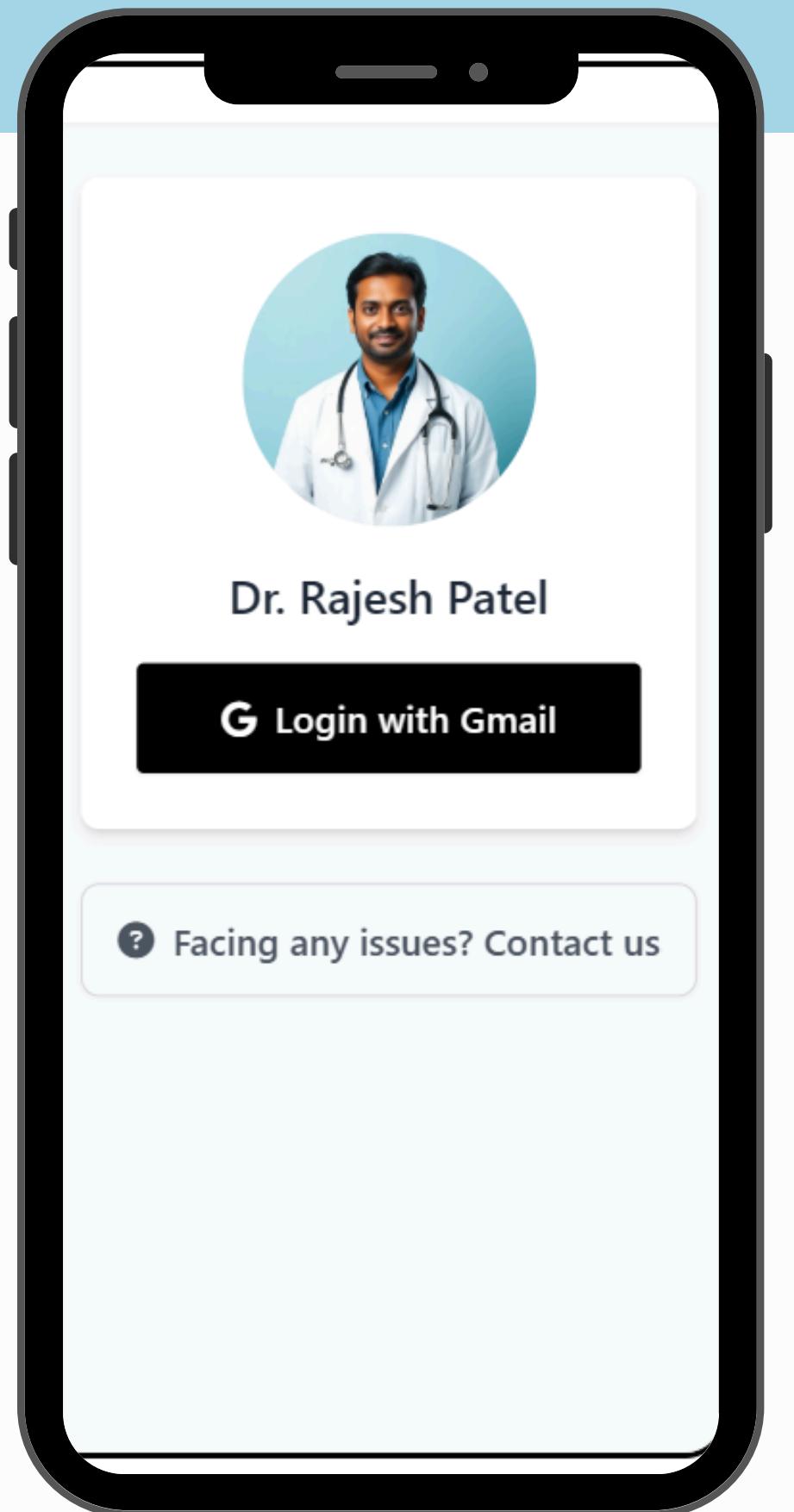
## 5. USER JOURNEY (DOCTOR)

- The receptionists receive the system in the doctor's name, containing the link to the system.



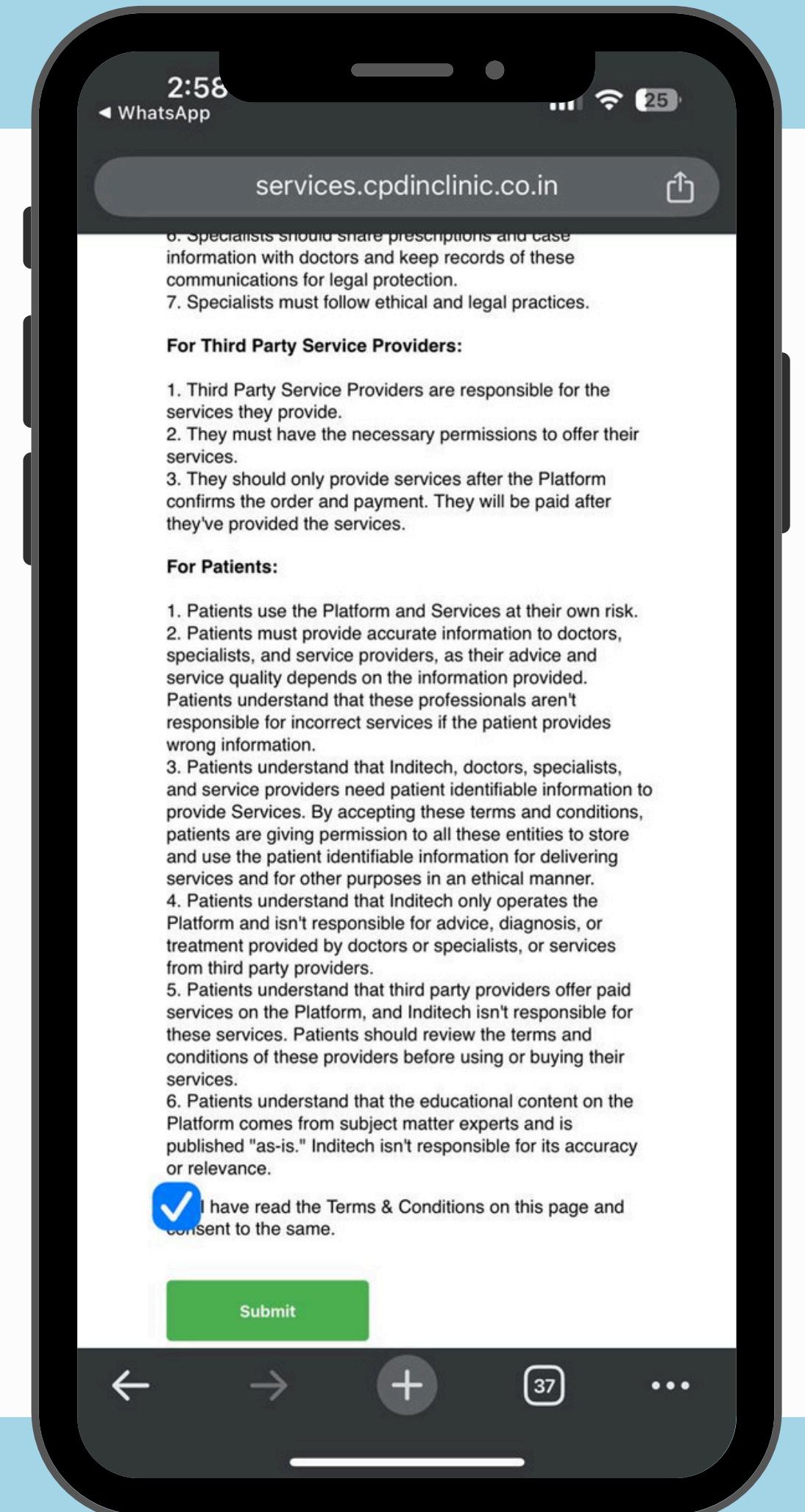
## 5. USER JOURNEY (DOCTOR)

- Log in to your account using Gmail ID.
- If already authenticated using Gmail ID previously, the doctor can click on 'Continue with Profile' button
- Doctor can also get assistance through WhatsApp.



## 5. USER JOURNEY (DOCTOR)

- Once authenticated using Gmail, the doctor has to accept the terms and conditions by clicking on the checkbox and then click on Submit.





## 5. USER JOURNEY (DOCTOR)

- When clicked on the 'Continue with your Profile' Button, this will be the landing page as shown in the screen.
- Doctor can click on 'Access Doctor Education' button.

Pediatric Proactive Care System for Red Flag Alerts  
Under the aegis of South Asia Pediatric Association (SAPA)



Dr. James Wilson

The forms in this system are designed by the SAPA Expert Committee, [Click Here](#) to know more



Send System Link to Patient

Enter Patient's WhatsApp Number

Select Language

Send

Download QR Code

Access Doctor Education

Facing any issues? Contact us





## 5. USER JOURNEY (DOCTOR)

- Upon clicking on 'Access Doctor Education' button. Doctors can access this page where there would be a list of all the red flags with a View Doctor Education button.

Search red flags...

Breathing Troubles	<a href="#">View Doctor Education</a>
Cold, Cough and Fever	<a href="#">View Doctor Education</a>
Cough < 7 Days	<a href="#">View Doctor Education</a>
Cough > 7 Days	<a href="#">View Doctor Education</a>
Difficulty in Peeing	<a href="#">View Doctor Education</a>
Difficulty	<a href="#">View Doctor</a>



## 5. USER JOURNEY (DOCTOR)

- The doctor enters the patient's WhatsApp number and selects a language to send the message for the system.

### Pediatric Proactive Care System for Red Flag Alerts

Under the aegis of South Asia Pediatric Association (SAPA)



Dr. James Wilson

The forms in this system are designed by the SAPA Expert Committee, [Click Here](#) to know more



Send System Link to Patient

Enter Patient's WhatsApp Number

Select Language

Send

Download QR Code

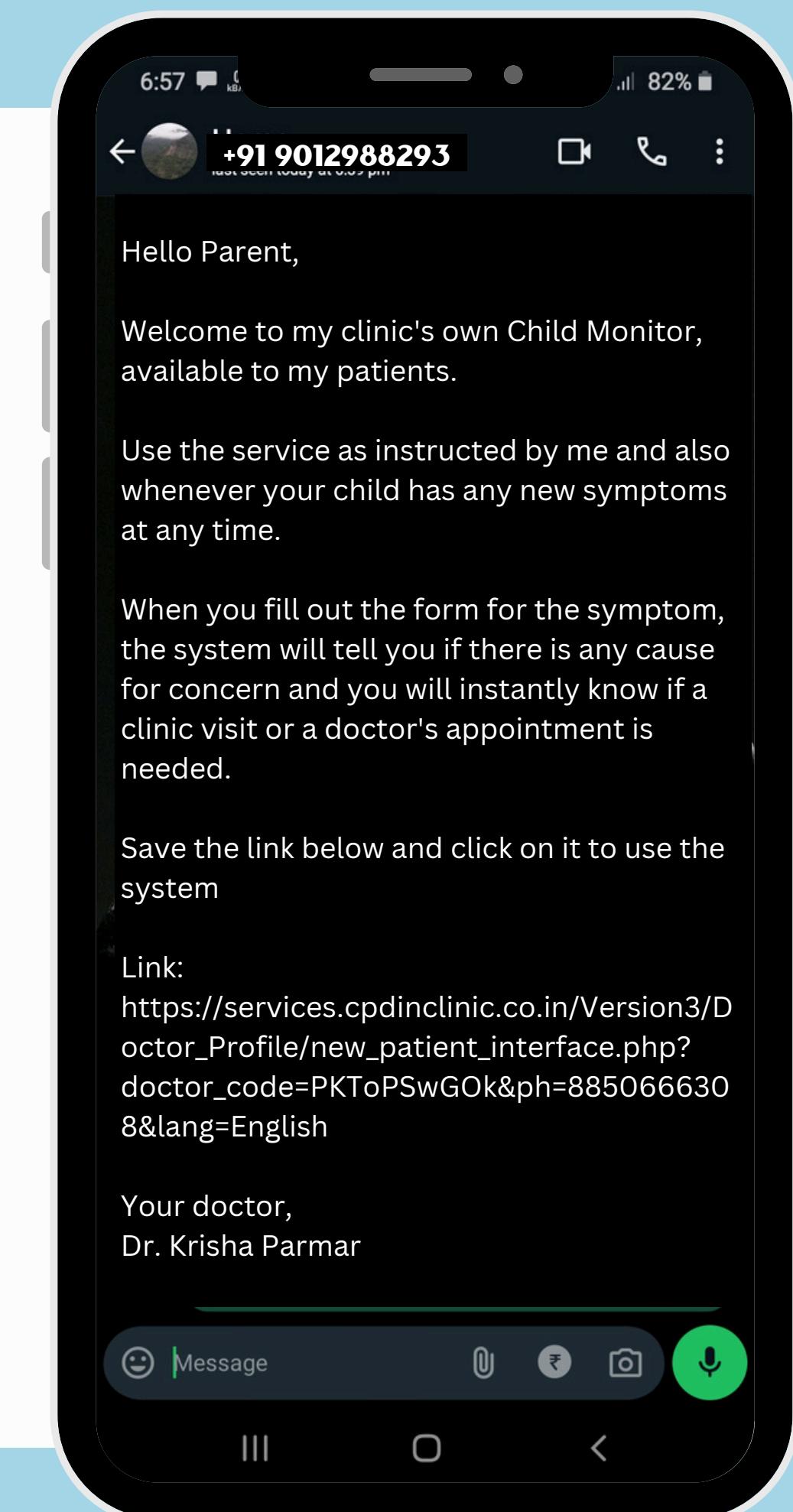
Access Doctor Education

Facing any issues? Contact us



## 5. USER JOURNEY (DOCTOR)

- The page will redirect to the patient's WhatsApp number and send a message to his/her WhatsApp number.





## 5. USER JOURNEY (DOCTOR)

- The Doctor clicks on the CLICK HERE button to get the QR Code which the patient can scan and access the clinic's screening service.

### Pediatric Proactive Care System for Red Flag Alerts

Under the aegis of South Asia Pediatric Association (SAPA)



Dr. James Wilson

The forms in this system are designed by the SAPA Expert Committee, [Click Here](#) to know more



Send System Link to Patient

Enter Patient's WhatsApp Number

Select Language

Send

Download QR Code

Access Doctor Education

Facing any issues? Contact us



## 5. USER JOURNEY (DOCTOR)

- This poster will be downloaded where the patient can scan the QR Code.

**EXPERIENCING  
SYMPTOMS?**

**SCAN THE QR CODE!**

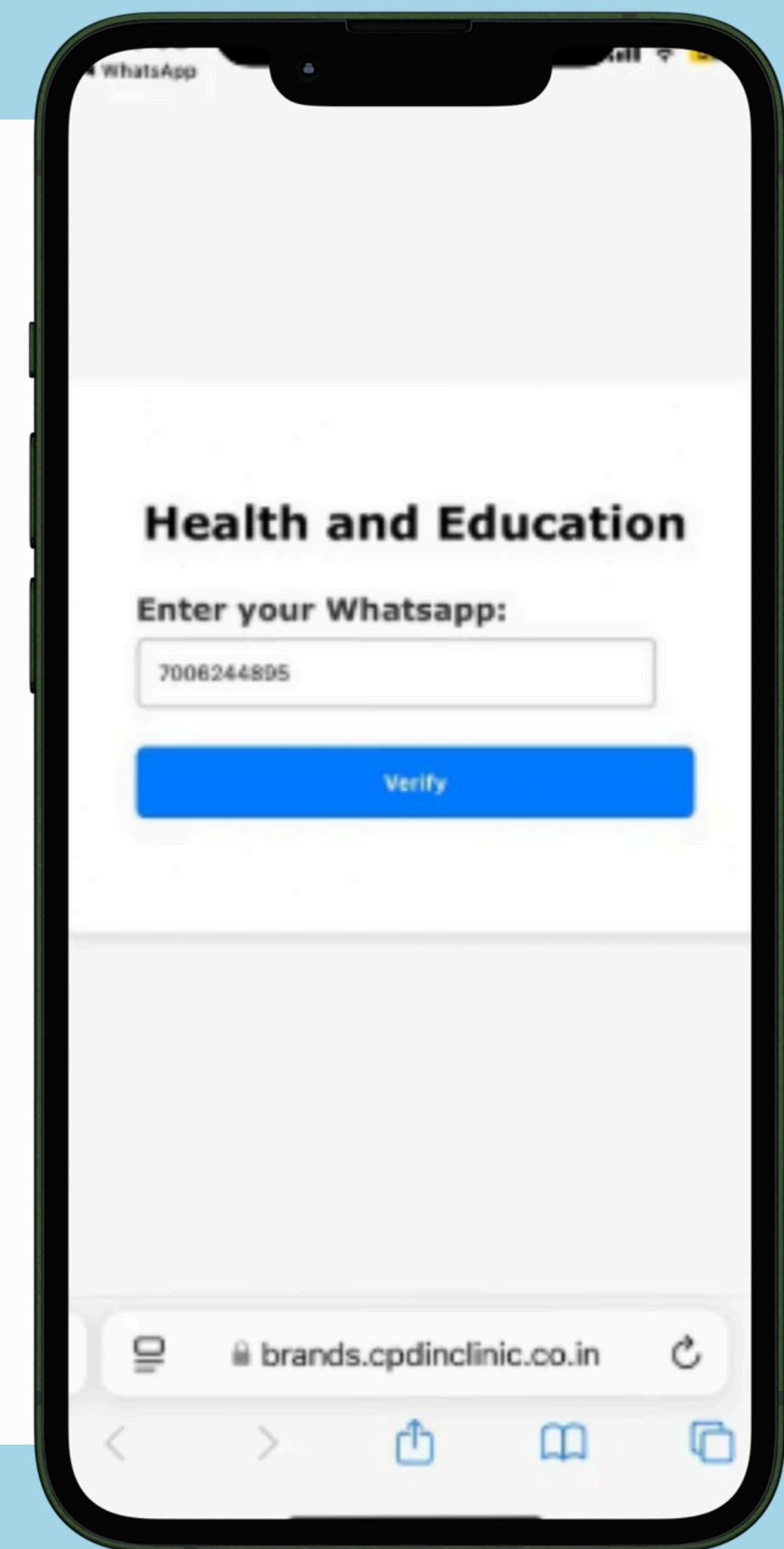
Concerned about your child's health? Take action now! Scan the QR code below to:

- Report symptoms instantly
- Access Patient Education
- Book Appointment Instantly



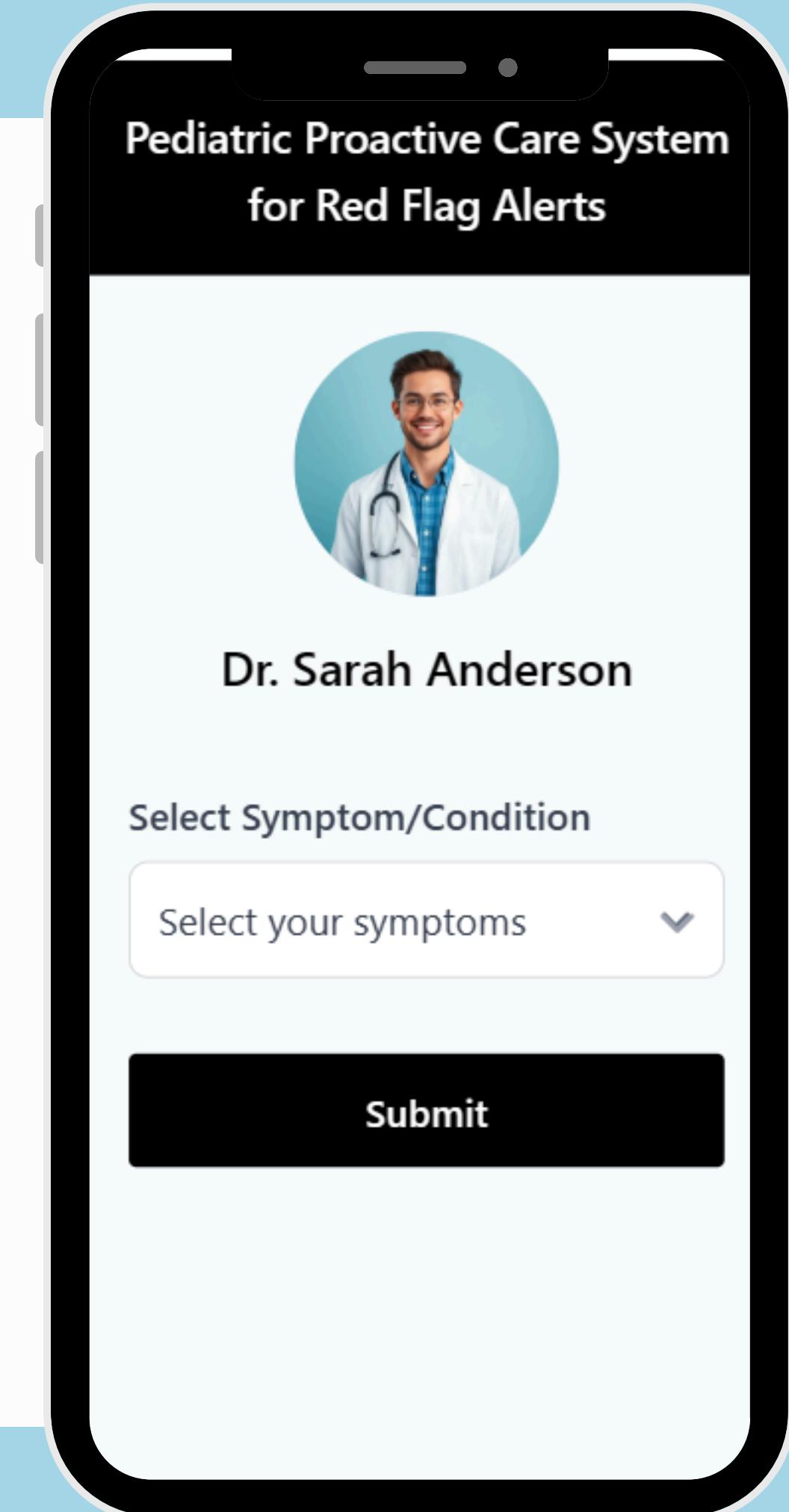
## 5. USER JOURNEY (PATIENT)

- The patient enters their WhatsApp number, where they received the message.



## 5. USER JOURNEY (PATIENT)

- After the patient goes to the link it would look like this screen
- The patient will select the condition noticed in the child.
- After clicking on submit it will open verification page.



## 5. USER JOURNEY (PATIENT)

- After clicking on "Verify," a page opens to select languages. The patient selects their local language and clicks "Submit."

Pediatric Headache

Dr. krisha Parmar

Clinic Address: 400054

Appointment Booking Number: [8850666308](#)

English  
 हिंदी  
 मराठी

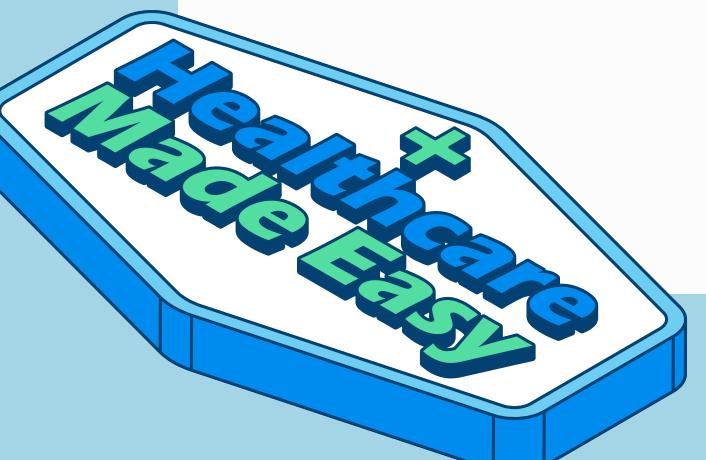
I'm not a robot

reCAPTCHA  
Privacy - Terms

Facing issues? Chat with us on [WhatsApp](#) for help.

I have read and accepted the terms available at this link. I will not use any information given by this system without consulting my doctor. I permit the system to use my personal information to deliver services to me.

Continue



## 5. USER JOURNEY (PATIENT)

- Clicking "Submit" opens the form.
- The patient selects symptoms from the form.
- The patient clicks "Submit."

Rapid Breathing

Patient Name

Enter full name

Contact Number

+1 ▾ Phone number

Date of Birth

mm/dd/yyyy

Gender

Male Female

Patient Age

Enter age

Have you noticed any high-pitched whistling sounds (wheezing) or harsh, grating sounds (stridor) when your child breathes?

Yes

No

Is your child experiencing extreme tiredness or difficulty waking up?

Yes

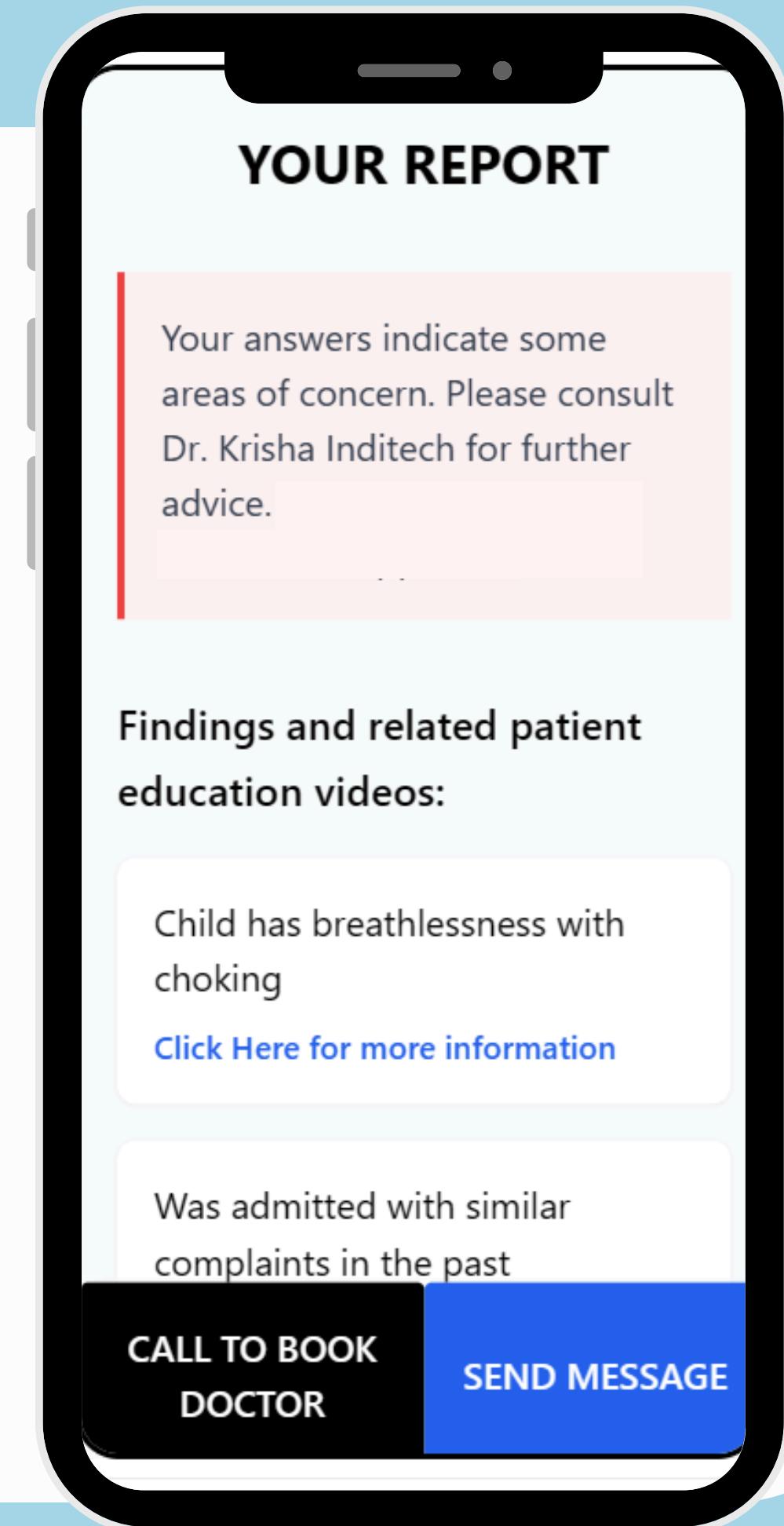
No

Submit



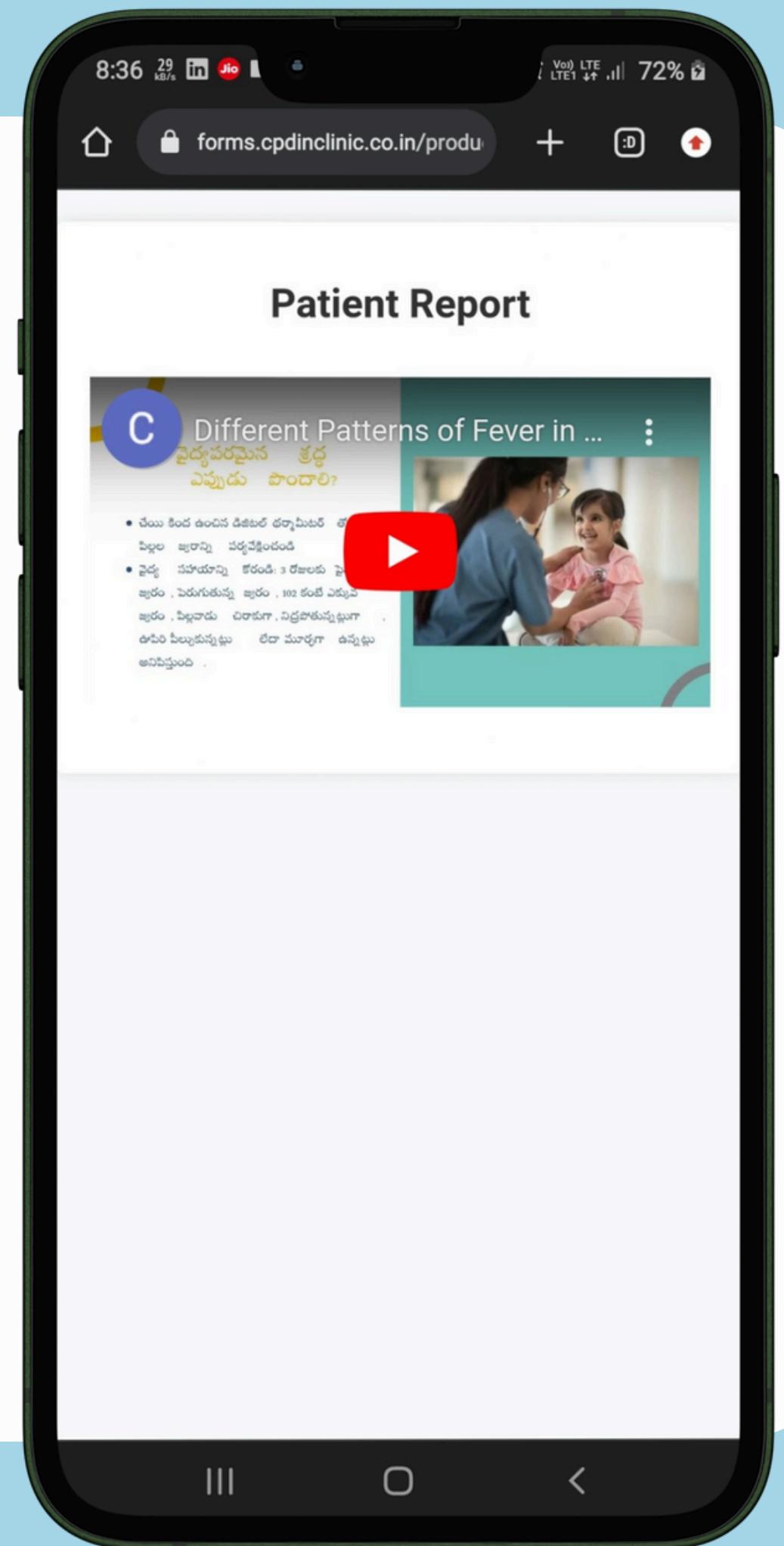
## 5. USER JOURNEY (PATIENT REPORT)

- The page displays an on-screen response about the patient's condition. The patient clicks on the "Click Here" button to get education about the condition. And the report is sent to the doctor's mail.



## 5. USER JOURNEY (PATIENT)

- Clicking the button opens a educational video for the patient in the same language the form is filled.





## 5. USER JOURNEY (PATIENT)

- The on-screen response page has 2 buttons at the bottom.
  1. Call to book doctor appointment
    - On clicking this button, it will redirect the page to the calling app with the doctor's clinic number.
  2. Send message to book doctor appointment
    - On clicking this button, it will redirect to the doctor's clinic's WhatsApp number with a pre-typed message for booking appointment. The patient can click on send.

*The information above is based on your form entries. Incorrect entries will result in wrong information.*

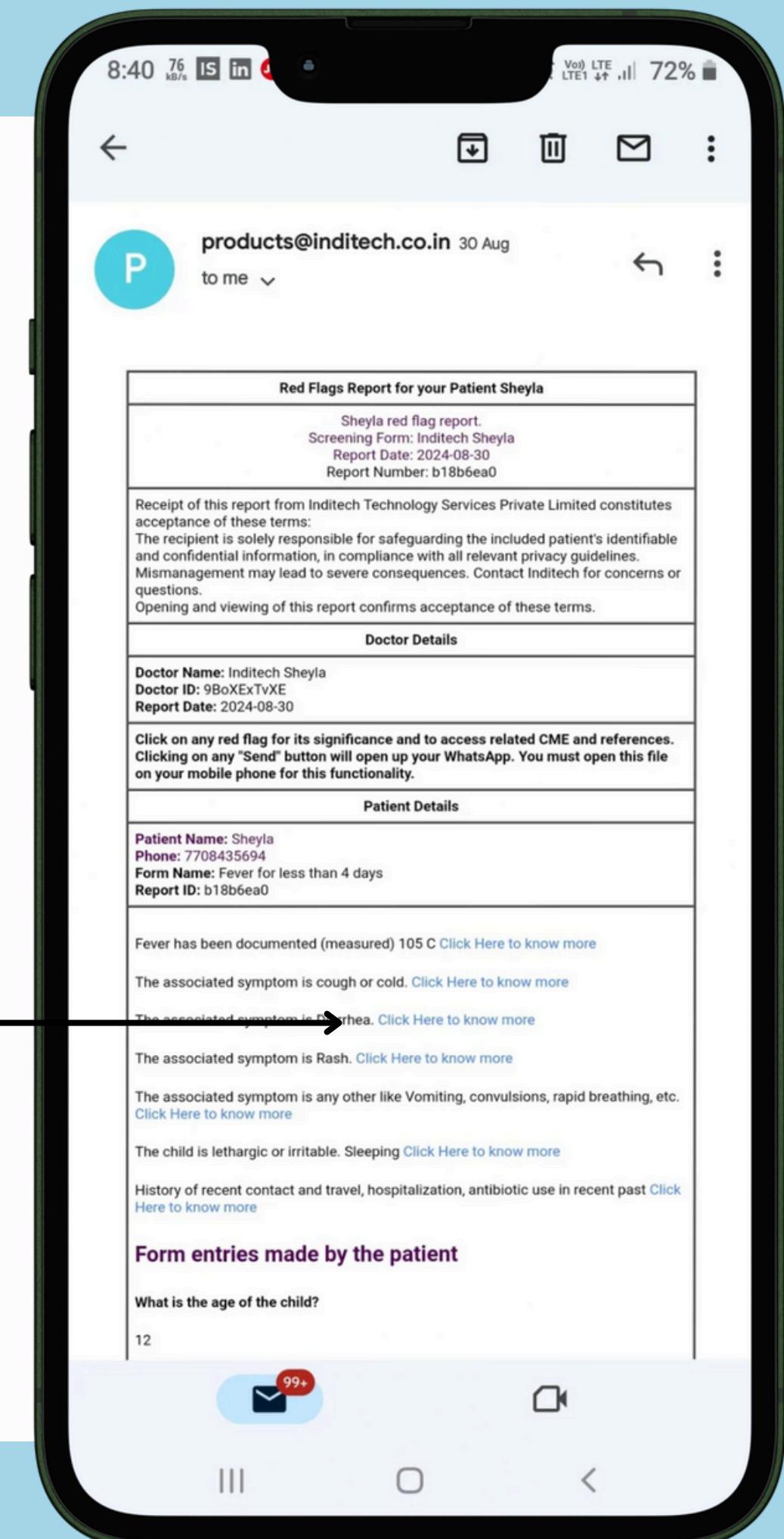
CALL TO BOOK  
DOCTOR

SEND MESSAGE



## 5. USER JOURNEY (DOCTOR REPORT)

- The doctor receives a report with the noticed red flags in the patient on his mail.
- Through this mail the doctor can access the doctor education by clicking on the “Click Here” button



## 5. USER JOURNEY (DOCTOR REPORT)

The doctor's mail also include the doctor report PDF and patient report PDF.

Clicking on the red flag will open the doctor education page. This page consists of 4 components for the doctor: At a glance information related to the red flag 5 minute mini CME on the red flag 30 minute CME on all System related red flags Reference links on the red flags

### Doctor Report

#### At a glance Information

Common:  
Gastroenteritis (viral, bacterial)

Special:  
Food poisoning

Rare:  
Inflammatory bowel disease (in older children)

#### Differentiating Tests/Assessment

Clinical Assessment  
Evaluates symptoms severity and duration

Physical Examination  
Check for signs of dehydration and abdominal tenderness

#### First line therapy & Basic Management

Oral rehydration solution (ORS)  
Small, frequent fluid intake  
Monitor hydration status  
Resume normal diet as tolerated

#### Specialist Referral

Refer to pediatric gastroenterologist if:

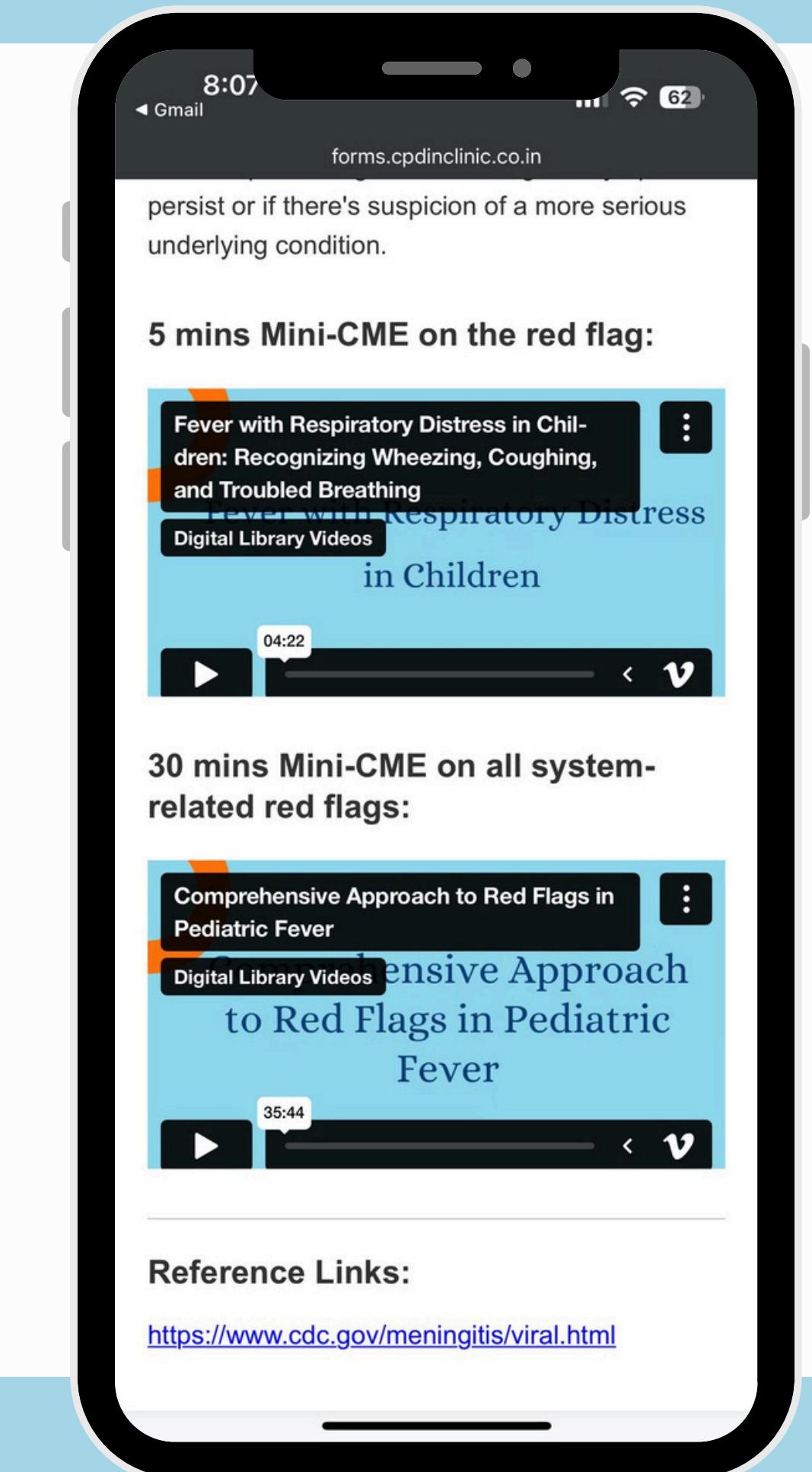
- Symptoms persist over 5 days
- Fever above 39°C (102.2°F)
- Suspicion of serious underlying condition
- Severe dehydration signs



## 5. USER JOURNEY (DOCTOR REPORT)

The doctor's mail also include the doctor report PDF and patient report PDF.

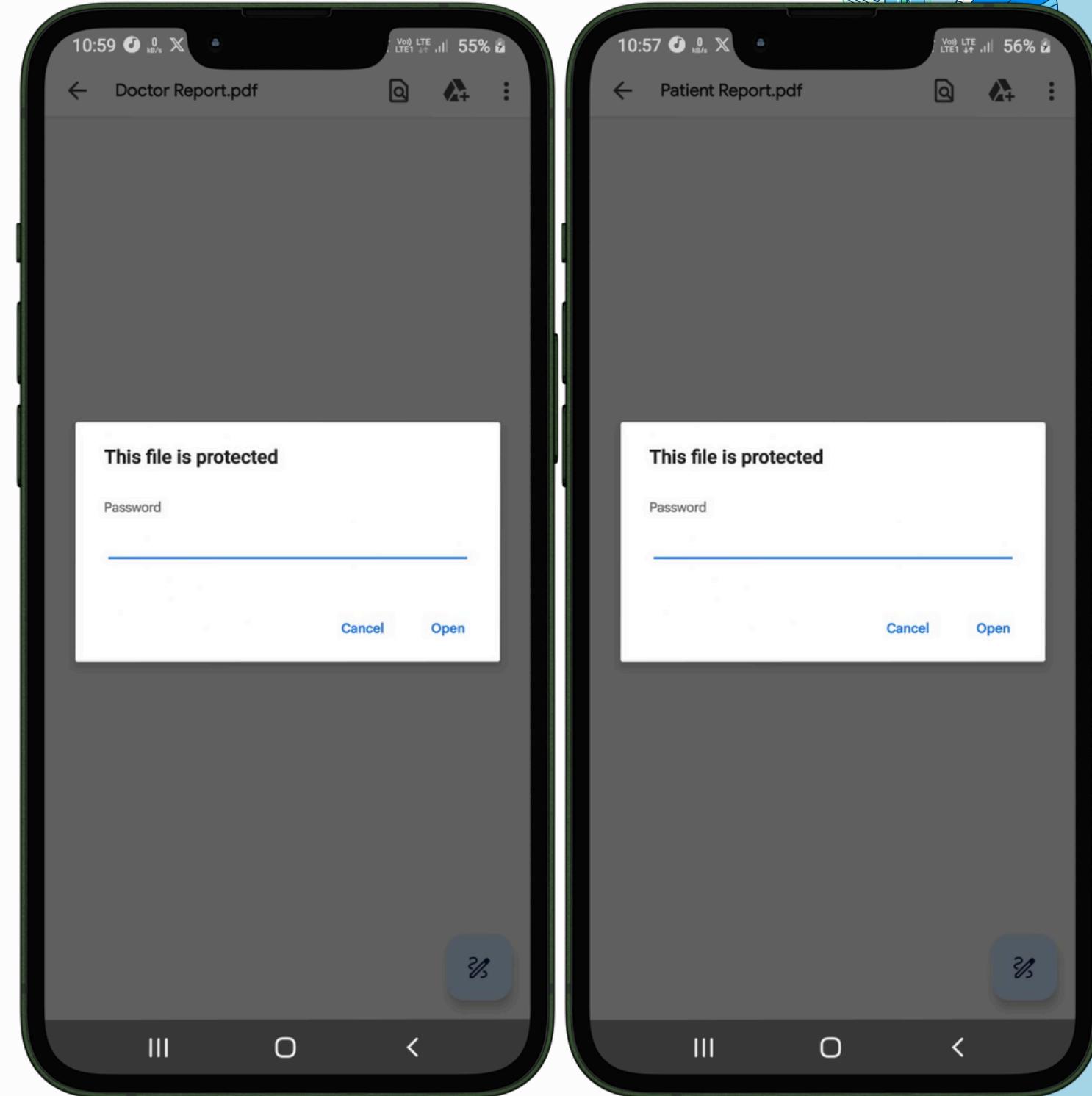
Clicking on the red flag will open the doctor education page. This page consists of 4 components for the doctor: At a glance information related to the red flag 5 minute mini CME on the red flag 30 minute CME on all System related red flags, Reference links on the red flags



## 5. USER JOURNEY (DOCTOR REPORT)

The PDF report will ask for password.

- For doctor, their first name's first 4 letter and the last 4 digits of their phone no.
- For patient, their first name's first 4 letter and the last 4 digits of their phone no.



# THANK YOU!

