Contents

MamaSafe AI User Guide

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Getting Started

Creating an Account

1. Navigate to the MamaSafe AI login page
2. Click **"Create Account"** or **"Register"**
3. Select your role:
    - **Patient** - For expecting mothers
    - **Clinic** - For healthcare facilities
    - **Pharmacy** - For pharmacy partners
4. Fill in your information:
    - Full name
    - Phone number (with country code)
    - Email address (optional)
    - Location
    - Country
    - Password
5. Click **"Create Account"**
6. You will be automatically logged in

Signing In

1. Go to the login page
2. Enter your credentials:
    - You can use your **email**, **phone number**, or **username**
    - Enter your **password**
3. Click **"Sign In"**
4. Alternatively, click **"Continue with Google"** for OAuth sign-in

Signing Out

1. Click your profile icon in the top-right corner
2. Click the **logout icon** (or go to Settings)
3. You will be signed out and redirected to the login page

Patient Portal

Dashboard Overview

The Patient Dashboard provides a comprehensive view of your pregnancy journey.

Key Information Displayed

- **Gestation Week** - Current week of pregnancy
- **Risk Status** - Your current risk level (Low/Medium/High/Critical)
- **Next Appointment** - Date of your next clinic visit
- **Baby Size** - Current fetal development stage

Quick Actions From the dashboard, you can access:

- **Report Symptoms** - Start a triage assessment
- **My Medications** - View and track your medications
- **Education** - Access educational resources
- **Settings** - Manage your profile and preferences

Reporting Symptoms (Triage)

The AI Triage system helps assess your symptoms and provides guidance.

How to Use Triage

1. Click **"Report Symptoms"** from the dashboard
2. Enter your symptoms in the text field
   - Be as specific as possible
   - Include duration and severity
   - Example: "I've been experiencing mild headaches for 2 days"
3. Click **"Analyze Symptoms"**
4. Review your results:
   - **Risk Level** - Low, Medium, High, or Critical
   - **Clinical Reasoning** - Explanation of the assessment
   - **Recommended Action** - What you should do next
   - **Draft Response** - Message you'll receive via WhatsApp

Understanding Risk Levels

- **Low Risk** - Continue routine care, monitor symptoms
- **Medium Risk** - Schedule a clinic visit within 24-48 hours
- **High Risk** - Contact your healthcare provider immediately
- **Critical Risk** - Seek emergency care immediately

After Triage

- High or Critical risk cases automatically create a referral
- Your clinic will be notified
- A task will be assigned to a healthcare provider
- You may receive a follow-up call or message

Medication Management

Track your medications and ensure adherence.

Viewing Medications

1. Click **"My Medications"** from the dashboard
2. View your current medications:
    - Medication name
    - Dosage
    - Frequency
    - Instructions
    - Status (Taken/Pending)

Marking Medications as Taken

1. Go to **"My Medications"**
2. Find the medication you've taken
3. Click the **checkmark** or toggle the status
4. The medication will be marked as taken with a timestamp

Daily Schedule The dashboard shows your daily medication schedule: - Medications due today - Time of day (Morning/Afternoon/Evening) - Visual indicators for taken/pending status

Education Library

Access educational content about pregnancy and maternal health.

Accessing Education

1. Click **"Education"** from the dashboard
2. Browse available topics:
    - Week-by-week pregnancy updates
    - Nutrition guidelines
    - Exercise recommendations
    - Warning signs to watch for
    - Postpartum care

Using Education Resources

- Click on any topic to read more
- Resources are organized by trimester
- Content is updated regularly
- Available in multiple languages

Patient Settings

Manage your profile and preferences.

Accessing Settings

1. Click the **Settings icon** in the header
2. Or navigate to Settings from the dashboard

Available Settings **Profile Information** - Update your name - Change phone number - Update email address - Modify location

Preferences - Theme (Light/Dark mode) - Language selection - Notification preferences - Privacy settings

Account - Change password - View subscription plan - Account deletion

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Clinic Portal

Dashboard Overview

The Clinic Dashboard provides real-time insights into your operations.

Key Performance Indicators (KPIs) The dashboard displays four critical metrics:

1. **Tasks Due** - Number of pending tasks requiring attention
2. **24h Follow-up Rate** - Percentage of high-risk cases followed up within 24 hours
3. **ANC $<$ 16 Weeks Rate** - Percentage of patients enrolled before 16 weeks
4. **Engagement Rate** - Medication adherence percentage

Analytics Charts

- **Weekly Visits** - Trend graph showing patient visits over time
- **Task Completion** - Visual representation of resolved vs. pending tasks
- **Risk Distribution** - Breakdown of patient risk levels

Patient Enrollment

Enroll new patients into the system.

Enrolling a Patient

1. Click **"Enroll Patient"** from the dashboard
2. Fill in patient information:
   - Full name
   - Phone number
   - Email (optional)
   - Date of birth
   - Gestation weeks
   - Location
   - Next of kin information
3. Review consent:
   - Patient must provide informed consent
   - Check the consent confirmation box

4. Click **“Enroll Patient”**
5. Patient will receive a welcome message via WhatsApp

Patient Information Required

- Personal details (name, DOB, phone)
- Pregnancy information (gestation weeks, EDD)
- Medical history (allergies, previous conditions)
- Emergency contact information
- Consent confirmation

Patient Management

View and manage all enrolled patients.

Viewing Patient List

1. Click **“Patients”** in the navigation
2. View all enrolled patients:
    - Patient name
    - Gestation weeks
    - Risk status
    - Last check-in date
    - Next appointment

Patient Details

1. Click on any patient from the list
2. View comprehensive information:
    - Personal information
    - Medical history
    - Current medications
    - Appointment history
    - Risk assessment history
    - Referrals

Updating Patient Information

1. Open patient details
2. Click **“Edit”** button
3. Modify information as needed
4. Click **“Save Changes”**

Task Management

Create, view, and resolve tasks.

Creating a Task

1. Go to **“Dashboard”**

2. Click **“Create Task”** or use the task section
3. Fill in task details:
    - Title
    - Description
    - Priority (Low/Medium/High)
    - Due date
    - Assign to (if applicable)
4. Click **“Create Task”**

Viewing Tasks

1. Tasks appear on the dashboard
2. View task details:
    - Task title
    - Status (Pending/In Progress/Resolved)
    - Priority level
    - Due date
    - Created date

Resolving Tasks

1. Find the task you want to resolve
2. Click **“Resolve”** or **“Mark Complete”**
3. Add resolution notes (optional)
4. Click **“Confirm”**
5. Task will be marked as resolved

AI Triage System

Use the AI-powered triage system to assess patient symptoms.

Conducting Triage

1. Click **“Triage”** from navigation
2. Enter patient symptoms:
    - Be specific and detailed
    - Include duration and severity
3. Click **“Analyze Symptoms”**
4. Review results:
    - Risk level assessment
    - Clinical reasoning
    - Recommended actions
    - Draft WhatsApp response

Triage Results **Low Risk** - Continue routine monitoring - Schedule next regular appointment - Provide general guidance

Medium Risk - Schedule clinic visit within 24-48 hours - Provide specific instructions - Monitor closely

High Risk - Create immediate referral - Assign urgent task - Contact patient directly - May require same-day visit

Critical Risk - Emergency referral - Immediate task assignment - Direct patient contact - May require emergency care

Automatic Actions For High or Critical risk cases: - Referral is automatically created - Task is assigned to healthcare provider - Patient receives immediate notification - Dashboard alerts are generated

Referral Management

Track and manage patient referrals.

Viewing Referrals

1. Click **"Referrals"** in navigation
2. View all referrals:
    - Patient name
    - Referral reason
    - Status (Pending/In Progress/Completed)
    - Created date
    - Assigned provider

Filtering Referrals Use filters to view: - By status (All/Pending/In Progress/Completed) - By date range - By patient - By risk level

Updating Referral Status

1. Open referral details
2. Click **"Update Status"**
3. Select new status:
    - **Pending** - Initial referral
    - **In Progress** - Being handled
    - **Completed** - Resolved
4. Add notes (optional)
5. Click **"Save"**

Reminder System

Generate and manage automated reminders.

Generating Reminders

1. Go to **"Dashboard"**
2. Click **"Generate Reminders"**
3. System automatically creates:
    - Appointment reminders (24 hours before)
    - Medication reminders (daily)
4. Reminders are stored and sent via WhatsApp

Viewing Reminders

1. Reminders appear on dashboard
2. View reminder details:
    - Patient name
    - Reminder type (Appointment/Medication)
    - Scheduled time
    - Status (Pending/Sent)

Managing Reminders

- View all pending reminders
- Mark reminders as sent
- Reschedule if needed
- Cancel if necessary

Pharmacy Portal

Dashboard Overview

The Pharmacy Dashboard provides an overview of refill requests and inventory.

Key Metrics

- **Pending Refills** - Number of refill requests awaiting processing
- **Low Stock Items** - Medications running low
- **Inventory Status** - Overall stock levels

Refill Request Management

Process medication refill requests from patients.

Viewing Refill Requests

1. Click **"Refills"** from dashboard
2. View all refill requests:
    - Patient name
    - Medication requested
    - Quantity
    - Request date
    - Status (Pending/Approved/Dispensed)

Processing Refills

1. Open a refill request
2. Review patient information
3. Check inventory availability
4. Choose action:
    - **Approve** - If medication is available

    - **Reject** - If unavailable or inappropriate
    - **Request More Info** - If clarification needed

Dispensing Medications

1. After approval, click **"Dispense"**
2. Confirm quantity
3. Update inventory automatically
4. Mark request as completed
5. Patient receives notification

Inventory Management

Track and manage medication stock levels.

Viewing Inventory

1. Click **"Inventory"** from dashboard
2. View all medications:
    - Medication name
    - Current stock
    - Unit of measurement
    - Low stock alerts

Low Stock Alerts

- Medications below threshold are highlighted
- Red indicators show urgent restocking needed
- Yellow indicators show approaching low stock

Updating Inventory

1. Click on medication
2. Update stock quantity
3. Set low stock threshold
4. Save changes

Common Features

Notifications

All portals include a notification system.

Accessing Notifications

1. Click the **bell icon** in the header
2. View all notifications:
    - Unread notifications are highlighted
    - Notifications are grouped by type

- Timestamps show when received

Notification Types

- **Info** - General information
- **Warning** - Important alerts
- **Critical** - Urgent actions required

Managing Notifications

- Click notification to view details
- Mark individual notifications as read
- Click **"Mark all read"** to clear all
- Notifications auto-resolve when action is taken

Settings

All users have access to settings.

Profile Settings

- Update personal information
- Change contact details
- Modify location
- Update profile picture

Preferences

- **Theme** - Toggle between light and dark mode
- **Language** - Select preferred language
- **Notifications** - Configure notification preferences
- **Privacy** - Manage privacy settings

Account Management

- Change password
- View subscription details
- Account deletion
- Data export

Search and Navigation

Navigation Menu

- **Dashboard** - Main overview
- **Patients** - Patient management (Clinic only)
- **Triage** - Symptom assessment
- **Referrals** - Referral tracking (Clinic only)
- **Medications** - Medication management
- **Education** - Educational resources
- **Settings** - Account settings

Search Functionality

- Use search bar to find:
  - Patients (by name, phone, ID)
  - Tasks (by title, description)
  - Referrals (by patient, status)
  - Medications (by name)

Troubleshooting

Login Issues

Problem: Cannot log in

Solutions: 1. Verify credentials are correct 2. Check if Caps Lock is on 3. Try resetting password 4. Clear browser cache and cookies 5. Try different browser 6. Contact support if issue persists

Problem: "Invalid credentials" error

Solutions: 1. Ensure you're using the correct identifier (email/phone/username) 2. Verify password is correct 3. Check for extra spaces in input fields 4. Try Google sign-in as alternative

Connection Issues

Problem: "Supabase connection failed"

Solutions: 1. Check internet connection 2. Verify environment variables are set 3. Try refreshing the page 4. Clear browser cache 5. Contact technical support

Feature Not Working

Problem: Triage not analyzing symptoms

Solutions: 1. Ensure symptoms are entered in text field 2. Check internet connection 3. Verify TRIAGE_ENGINE_API_KEY is configured 4. Try again after a few moments 5. Contact support if persistent

Problem: Medications not updating

Solutions: 1. Refresh the page 2. Check internet connection 3. Verify you're logged in 4. Try logging out and back in 5. Clear browser cache

Performance Issues

Problem: App is slow or unresponsive

Solutions: 1. Check internet connection speed 2. Close other browser tabs 3. Clear browser cache 4. Try different browser 5. Disable browser extensions 6. Update browser to latest version

Data Not Saving

Problem: Changes not persisting

Solutions: 1. Ensure you clicked "Save" button 2. Check for error messages 3. Verify internet connection 4. Try refreshing and re-entering data 5. Check browser console for errors

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FAQs

General Questions

Q: Is my data secure? A: Yes. All data is encrypted and stored securely in Supabase. We comply with healthcare data protection regulations.

Q: Can I use the app offline? A: The app requires an internet connection for most features. Some data may be cached for offline viewing.

Q: How do I change my password? A: Go to Settings → Account → Change Password. Enter your current password and new password.

Q: Can I delete my account? A: Yes. Go to Settings → Account → Delete Account. This action is permanent and cannot be undone.

Q: What browsers are supported? A: Chrome, Firefox, Safari, and Edge (latest versions). Mobile browsers are also supported.

Patient-Specific Questions

Q: How do I report symptoms? A: Click "Report Symptoms" from your dashboard, enter your symptoms, and click "Analyze Symptoms."

Q: What should I do if I get a High Risk assessment? A: Contact your healthcare provider immediately. A referral will be automatically created, and your clinic will be notified.

Q: How do I track my medications? A: Go to "My Medications" and mark medications as taken when you take them. Your daily schedule is shown on the dashboard.

Q: Can I reschedule my appointment? A: Contact your clinic directly to reschedule. The app will update your next appointment date.

Clinic-Specific Questions

Q: How do I enroll a new patient? A: Click "Enroll Patient" from the dashboard, fill in patient information, confirm consent, and click "Enroll Patient."

Q: How does the AI Triage work? A: Enter patient symptoms, and the AI analyzes them based on WHO guidelines and clinical protocols to determine risk level.

Q: What happens when a High Risk case is identified? A: A referral is automatically created, a task is assigned, and the patient receives immediate notification.

Q: How do I generate reminders? A: Click "Generate Reminders" from the dashboard. The system automatically creates appointment and medication reminders.

Pharmacy-Specific Questions

Q: How do I process a refill request? A: Go to "Refills," review the request, check inventory, and click "Approve" or "Dispense."

Q: How do I update inventory? A: Go to "Inventory," click on a medication, update the stock quantity, and save changes.

Q: What are low stock alerts? A: These alert you when medication stock falls below a set threshold, helping you maintain adequate inventory.

Support

Getting Help

Email Support - support@mamasafe.ai - Response within 24 hours

Phone Support - Available Monday-Friday, 8 AM - 5 PM - Check Settings for contact number

In-App Help - Click the help icon (?) in the header - Access documentation and guides - View FAQs

Reporting Issues

1. Go to Settings → Support
2. Click "Report Issue"
3. Describe the problem
4. Include screenshots if possible
5. Submit report

Appendix

Keyboard Shortcuts

- `Ctrl/Cmd + K` - Open search
- `Esc` - Close modals/dropdowns
- `Ctrl/Cmd + /` - Show keyboard shortcuts

System Requirements

- Modern web browser (Chrome, Firefox, Safari, Edge)
- Internet connection
- JavaScript enabled
- Screen resolution: 1024x768 or higher

Data Privacy

- All data is encrypted in transit and at rest
- HIPAA-compliant data handling
- Regular security audits

- No data sharing with third parties without consent

Last Updated: February 2025
Version: 1.0.0