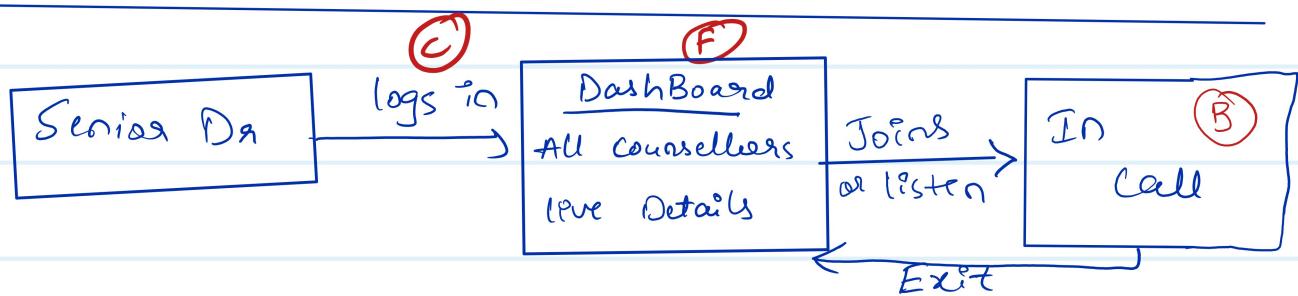
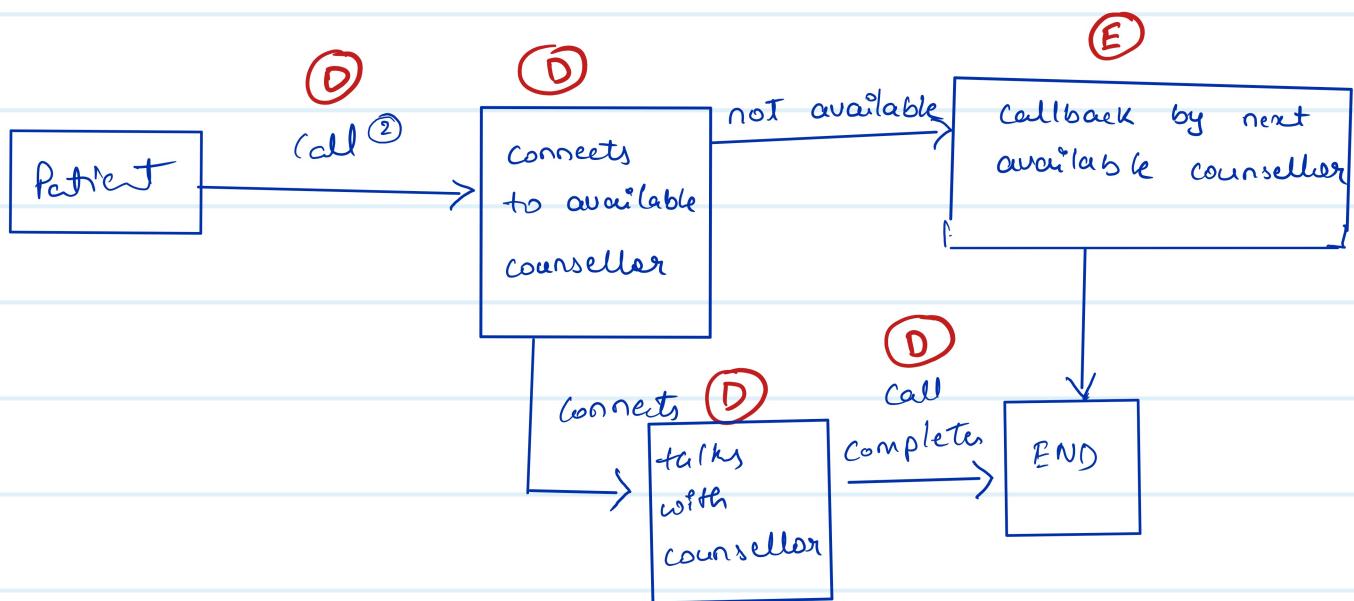
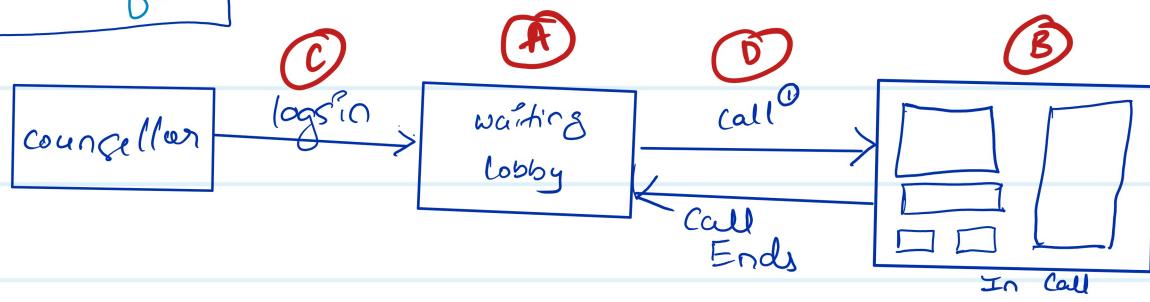


# High-level Workflow



Red labels are discussed in detail below.

1 - Can be incoming call or a scheduled callback

2 - Patient makes a call.

D

## Call

- ① Simple webpage that resembles feature phone.
- ② webRTC/web sockets for phone call. connection simulation
- ③ consent (pre-recorded audio) asked in the call after collecting basic info.
- ④ priority given to previous counsellor's
- ⑤ 3 language option where English, Hindi are default. 3rd language is based on the demographics of patient.
- ⑥ Patient will notified in the call about the recording of the call.

# Policies

- ① With patients consent, counsellor and Senior Dr can access Audio Rec and his history.
- ② Every calls will be Recorded and stored.
- ③ Ph.no will be hidden to all stakeholders (ie counsellor, Senior Dr, admin) of the app.
- ④ For repeated callers, the previous counsellor gets the priority.
- ⑤ If call gets disconnected inbetween then it is assumed that consent is not provided.
- ⑥ Counsellor will initiate a consent prompt to the patient.
- ⑦ "Scrutiny" of the Senior Dr and the counsellors is assumed to be performed before Registration.

# Requirements

## Patient's

- ① option to choose language
- ② In repeated call we know language he/she opted last time.
- ③ Consent
  - ↳ Pre-recorded audio played and option will be captured.. for the consent, thereafter counsellor gets the access to history/recording
- ④ Patient's portal as a Add-on

## Counsellor :

- ① waiting call lobby with scheduled callbacks list.
- ② text Boxes to add patients details.
- ③ Redirecting option to other counsellor  
(may be to previous counsellor or  
Expertise based counsellor / language )
- ④ Other counsellors list & search based on  
language and expertise.
- ⑤ Phone no of the patient will be masked
- ⑥ Text Boxes / options to add patients  
symptoms and prescription.
- ⑦ Option to contact Senior Dr / specialist  
to join / redirect call.
- ⑧ Schedule callbacks at specific  
date and time
- ⑨ prompts for scheduled callbacks.  
at the date and time opted.

## Senior Doctors

- ① live status of counsellor activity.
- ② Status of Doctor
- ③ S.D can join / listen (eavesdropping) the on going call of counsellor
- ④ Once the S.D joins the call , he/she has the access to the patient history.

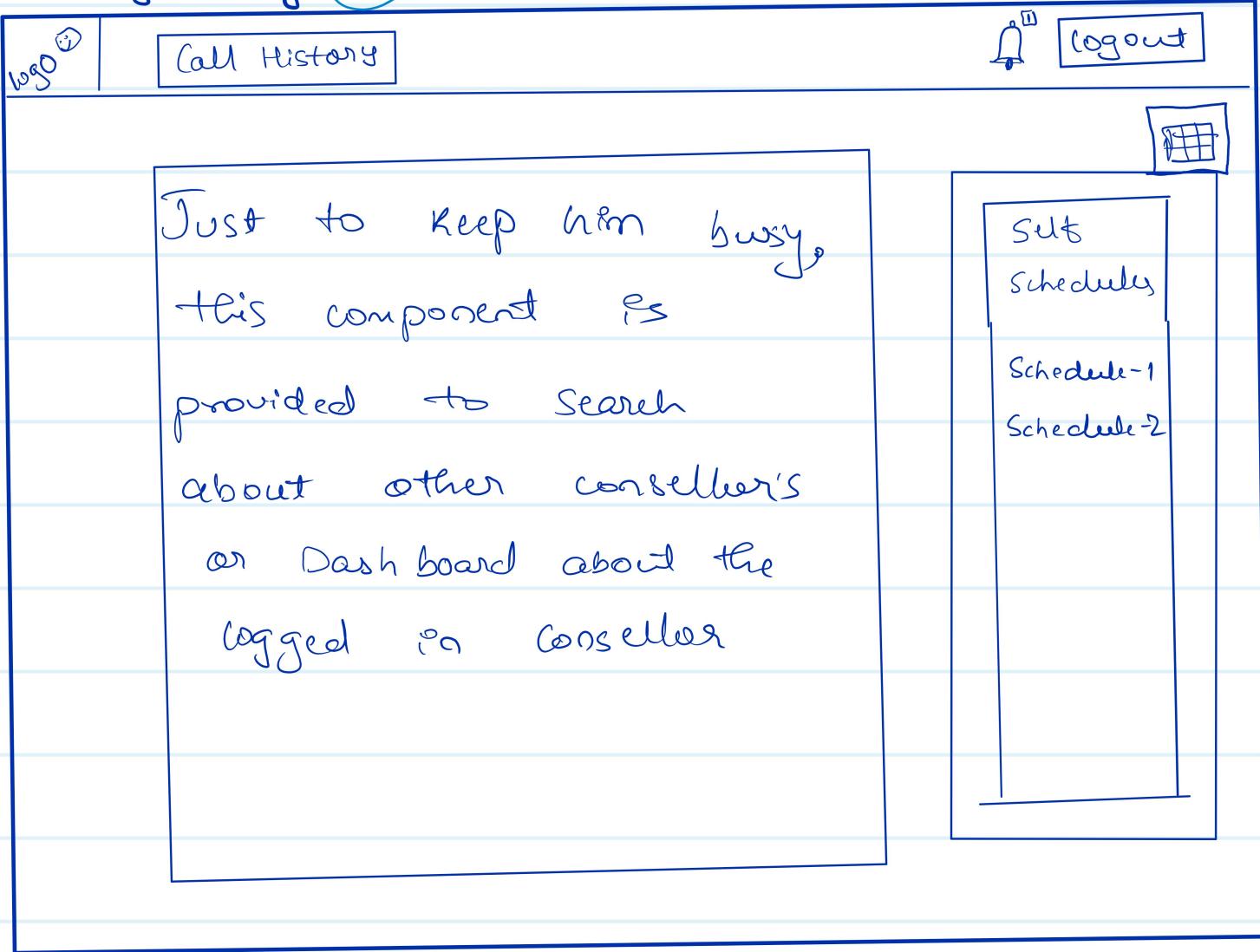
## Admin

- Register S.D (CRUD)
- Register Counsellors (CRUD)
- Prompt for Admin about Dr's resigning

# UI DRAFT

Counselor

Waiting lobby A



Options to add in call for counselor

- text boxes to input patients details
- End call button
- Redirect to other counselor button
- Call back schedule button
- Contact Senior button
- History

## In Call

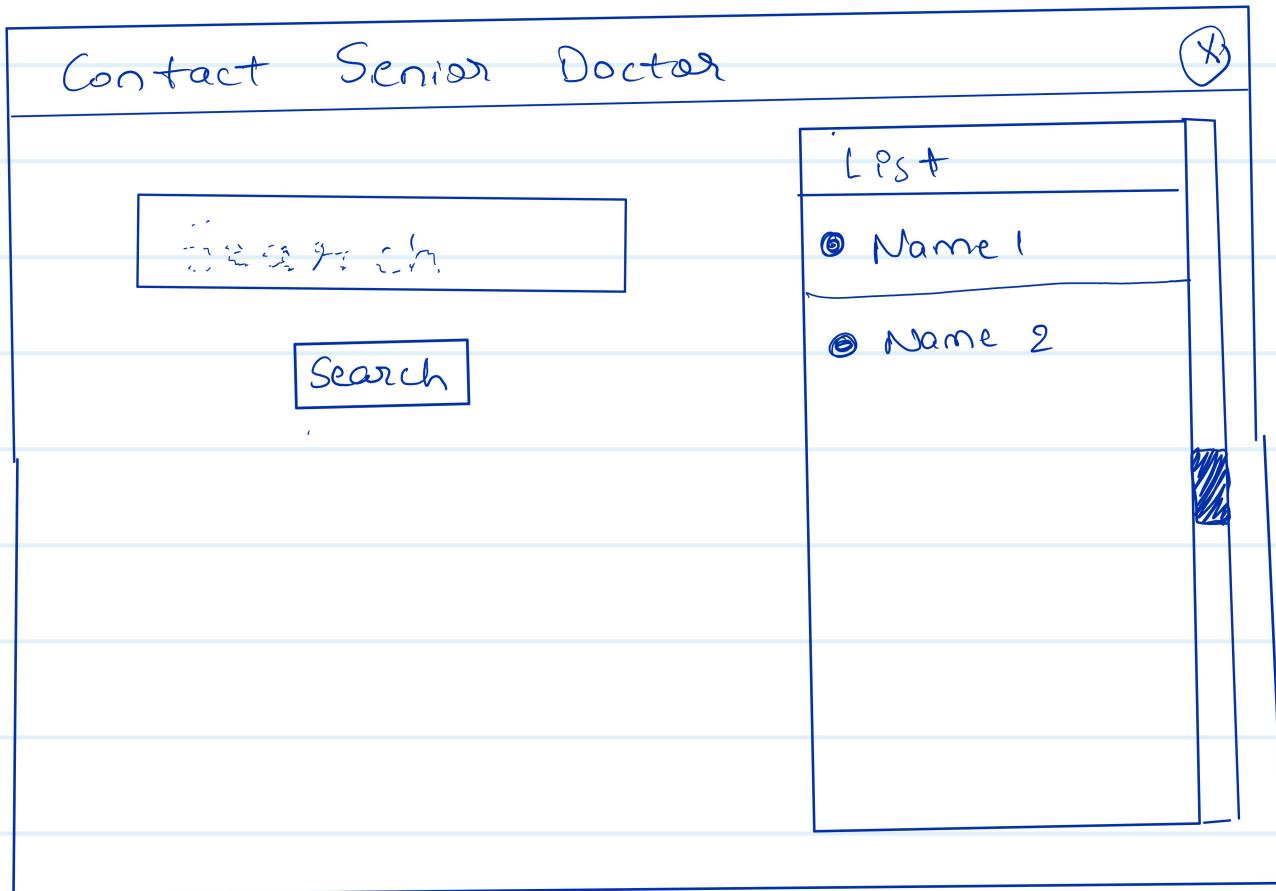
B

Logo	Patient Id	Senior Da (if in call)	• Time	END
Name Age Gender location major issues minor issues		language Allergies	History	
Prescription :		Call Summary	D A T E Time	
Symptoms :		Prescription	Call Summary	
Test Suggested :		Prescription		
Summary :				
Schedule callback	Ask Consent			
Contact S.D	Redirect Counsellor			

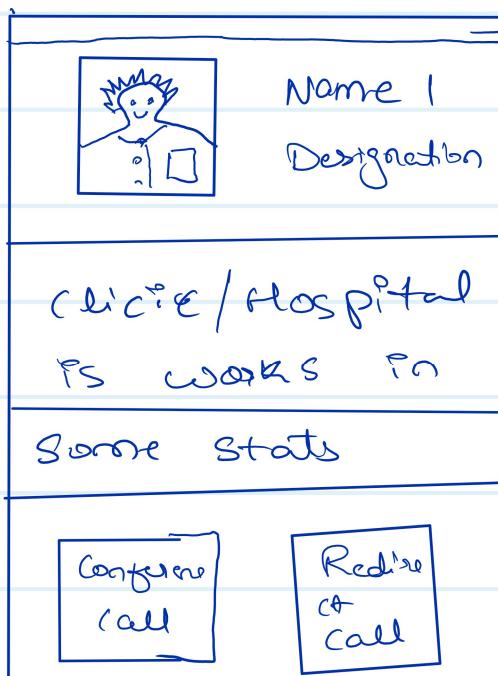
## Sub components

- Selecting counsellor for redirection
- Selecting S.D for contacting
- Callbacks component.

## Selecting S.D



on clicking the Name



Color to identify  
active, offline, busy

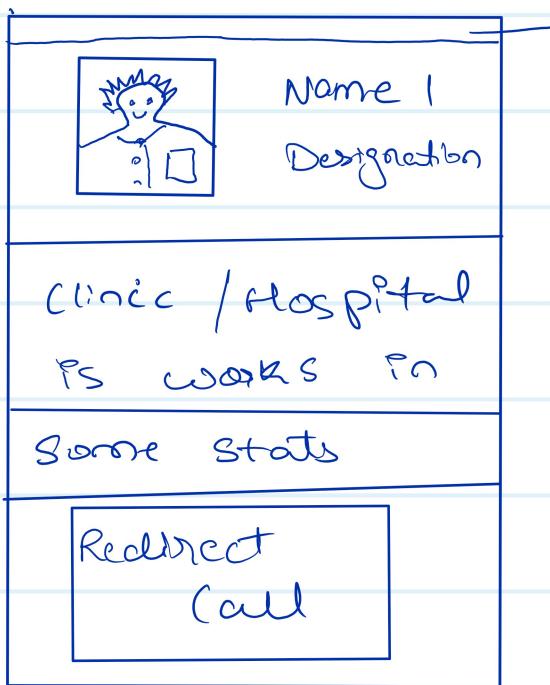
## Schedule callbacks sub component

Schedule Callback		X
Select Date :	<input type="text"/>	
Select time :	<input type="text"/> 2	: <input type="text"/> 32 PM
<input type="checkbox"/> Same counselor		
Follow up :	<input type="text"/> Reason	
<input type="button" value="Schedule"/>		
		Self Schedules
		Schedule 1
		Schedule 2

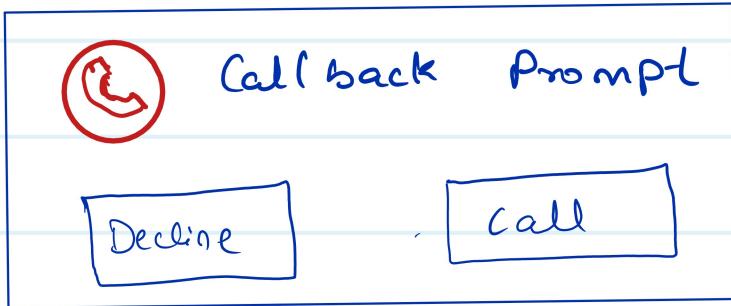
## Selecting counsellor for redirection

Redirect counsellor		X						
<input type="text"/> Search								
<table border="1"><thead><tr><th colspan="2">List</th></tr></thead><tbody><tr><td><input checked="" type="radio"/></td><td>Name 1</td></tr><tr><td><input checked="" type="radio"/></td><td>Name 2</td></tr></tbody></table>			List		<input checked="" type="radio"/>	Name 1	<input checked="" type="radio"/>	Name 2
List								
<input checked="" type="radio"/>	Name 1							
<input checked="" type="radio"/>	Name 2							

On clicking the Name

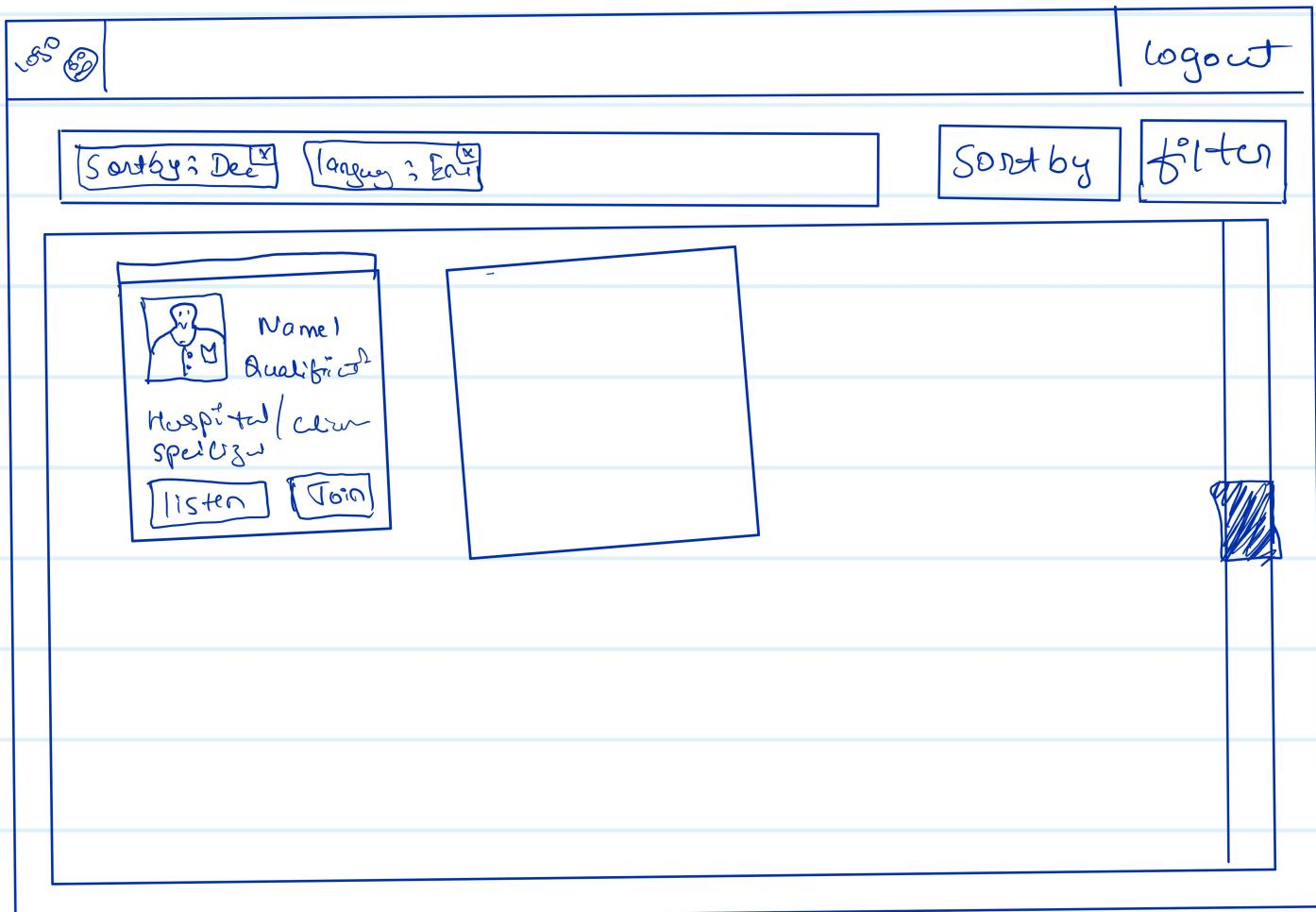


Scheduled call Prompt

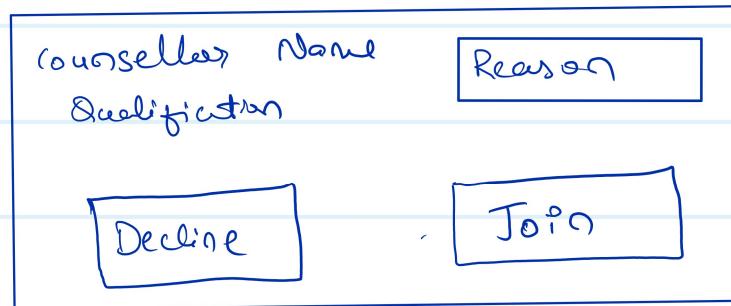


F

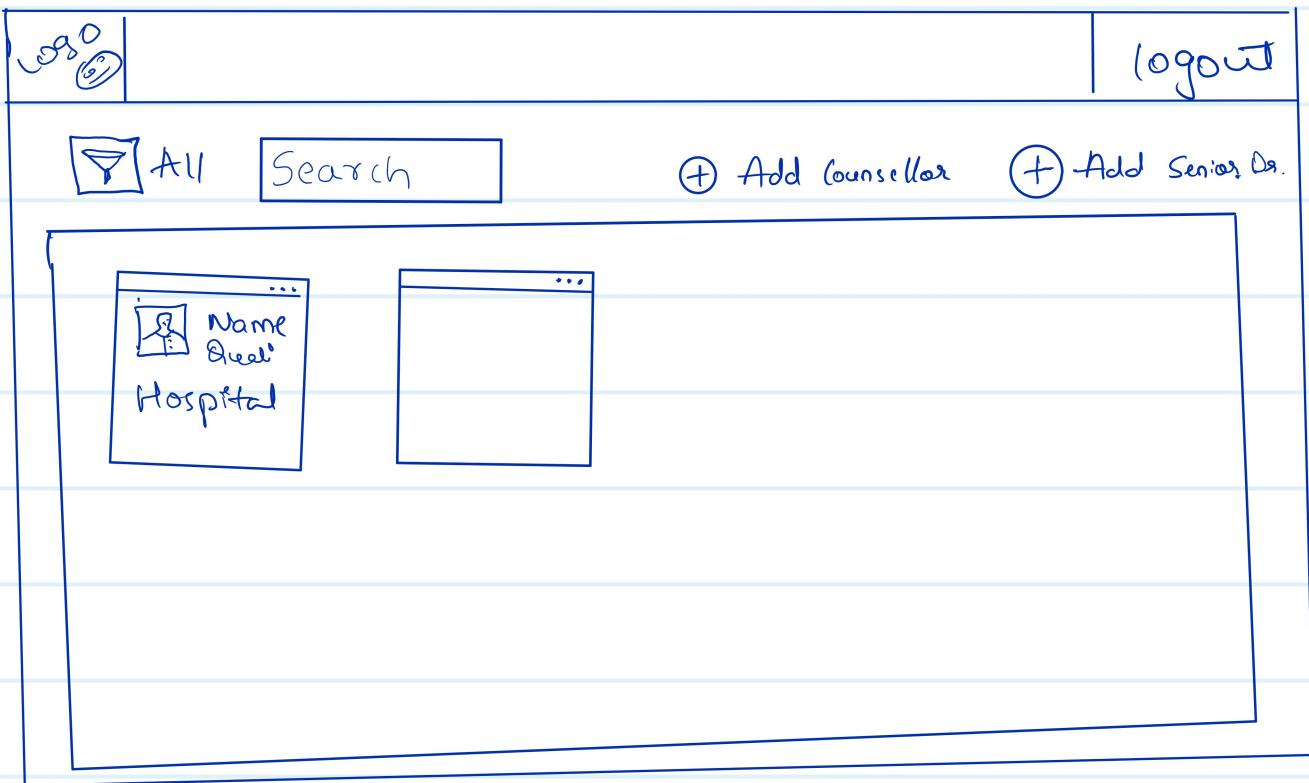
## Senior Doctor



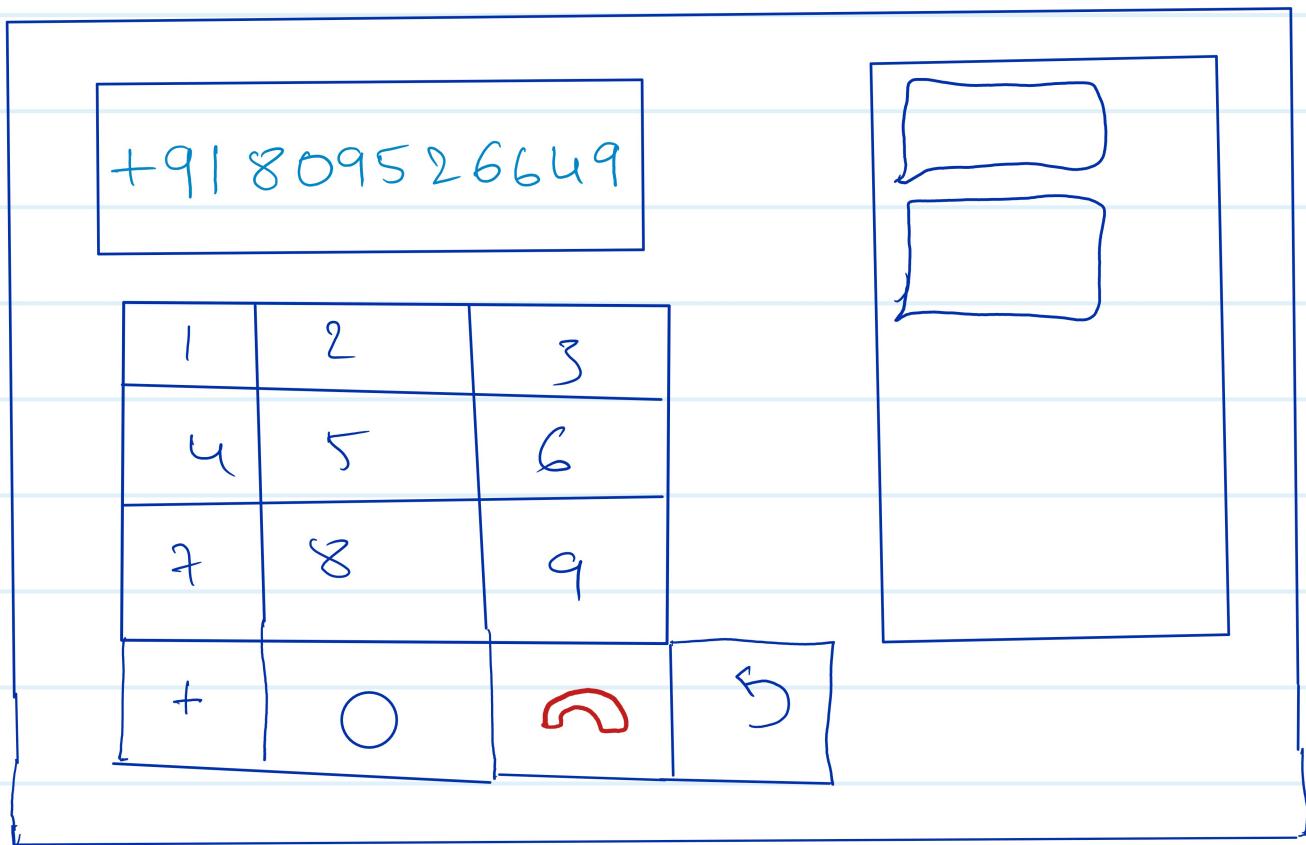
Prompt for incoming call request from counsellor.



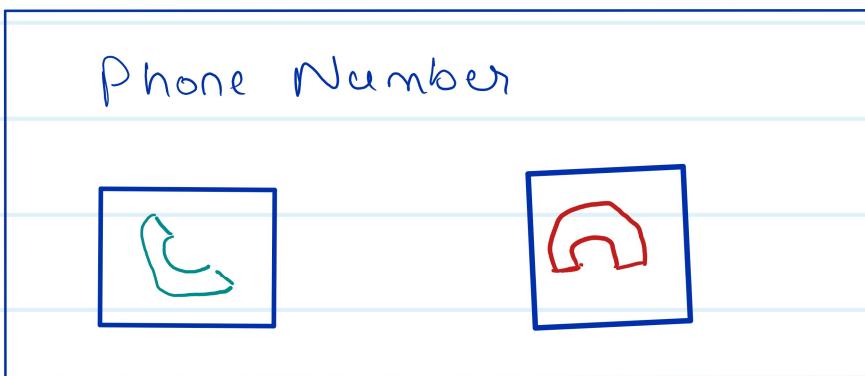
Admin



## Patients webpage for call simulation



Incoming call prompt (callbacks) for patients



# Login Page Common for All

