



MediPortal

Practitioner Module

User Manual

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1 Overview

1.1 Introduction

The Digital Healthcare System also known as MediPortal is a platform developed by Mediwave. MediPortal is a comprehensive Medical Practice Management Solution designed to streamline the operations of your Medical Centre. The software features three user interfaces: Admin, Patient, and Practitioner/Health Worker, each tailored to meet the unique needs of their respective users.

The admin interface provides Medical Centre managers and administrators with full control over the software's functionality, allowing them to manage patient records, schedules, billing, and more.

The Patient interface provides patients with a user-friendly platform to manage their medical records, appointments, and communication with their healthcare providers.

The Practitioner interface offers healthcare providers with a range of tools to manage patient appointments, record and access medical data, and communicate with patients.

MediPortal is designed to increase efficiency, improve patient care, and simplify the administrative tasks associated with running a Medical Centre. With our software, you can spend less time on paperwork and more time delivering quality care to your patients.

1.1 Purpose of This Guide

The purpose of this guide is to provide users with a comprehensive understanding of the MediPortal Solution and its various features. This guide is specially designed to provide Practitioners obtain an in-depth understanding of the software's features.

Through this guide, we aim to provide step-by-step instructions and helpful tips to ensure that you can effectively use the software to manage your Medical Centre's day-to-day operations.

By the end of this guide, you will have a thorough understanding of the software's capabilities and be equipped to use it to its fullest potential.

1.1 Audience




The intended audience for this guide is Healthcare Professionals and Practitioners who will be using MediPortal our Medical Practice Management Software to obtain the necessary information to navigate the software's user interfaces and features effectively.

1.2 Finding Information

Ideally users should use the Table of Contents to navigate through the document as opposed to directly reviewing the body of the document as the table of contents will act as a document map for seamless navigation.

1.3 Typing Convention

The following section illustrates how extra important information has been shown in this manual.

Typing Convention	Description
 - Important	To highlight extra important information.
 - Note	To highlight information that the user needs to pay special attention to.
 - Tip	Helpful hints that will assist the user, when using certain functionality.
Boldface text	Text in certain paragraphs are written in Bold font at times in order to emphasise certain important terms.
KEY	P - Predefined with Default M - Mandatory Field O - Optional Field C - Conditional

2 Signing In and Forgot Password

2.1 Signing In

This section explains the procedure of signing into the Practitioner Portal. Follow the instructions in the given order to successfully complete the process.

1. Go to the Practitioner Portal web application.
2. Enter the **Mobile Number**, **Password** and click **Sign In**.

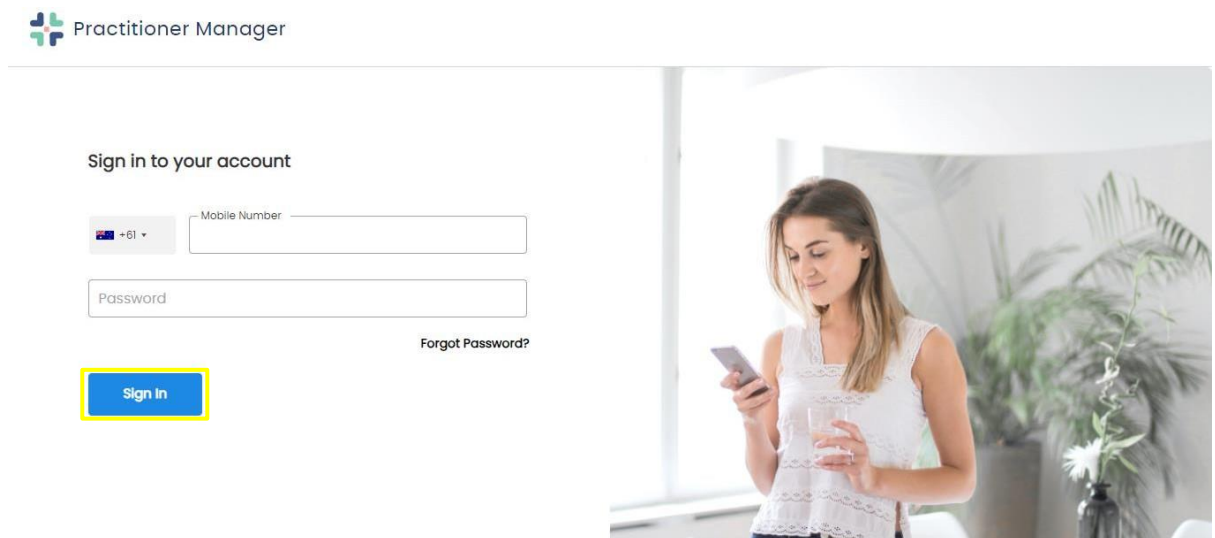


Figure 2.1.1: Signing In

2.2 Resetting Forgotten Password

This section explains the procedure of resetting the password of the user account. Follow the instructions in the given order to successfully complete the process.

1. Go to the Practitioner Portal web application.

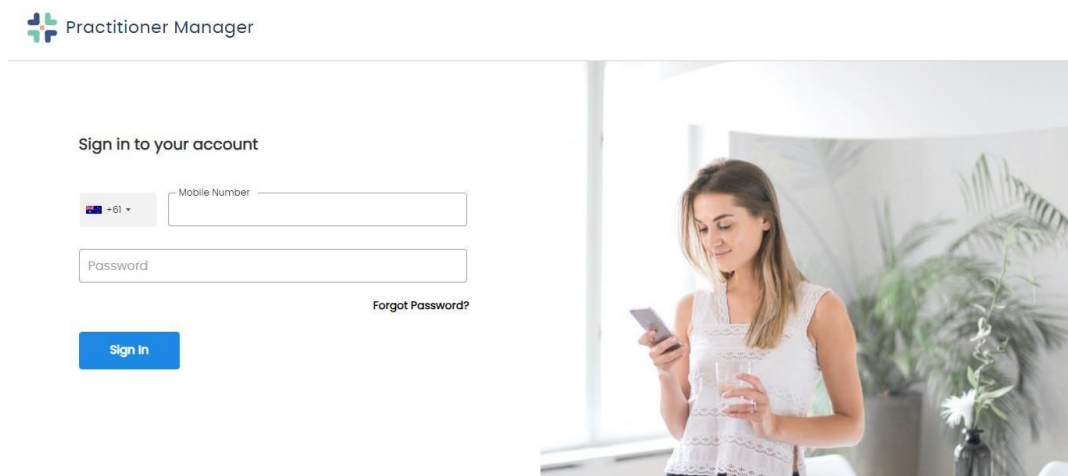


Figure 2.2.1: Navigating to Signing In

2. Click **Forgot Password?**

Practitioner Manager

Sign in to your account

Forgot Password?

Sign In

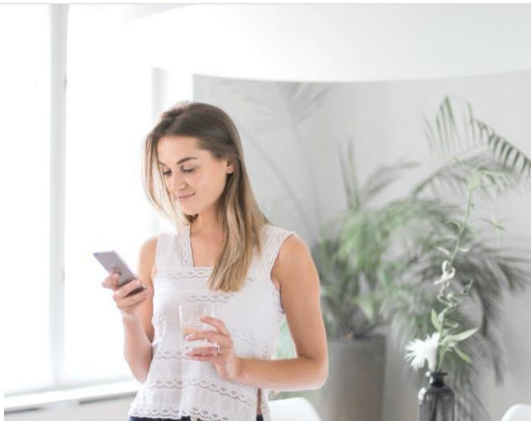


Figure 2.2.2: Navigating to Resetting Password

3. Enter the **Country Code** and **Mobile Number** used for the registration.
4. Click **Submit**.

Practitioner Manager

Forgot Your Password?

Submit

« Back to Login

Enter your mobile number and we will send you instructions on how to create a new password.

Figure 2.2.3: Navigating to Resetting Password

5. Fill the following information.

Practitioner Manager

Submit

« Back to Login

Enter the code we sent to your device.

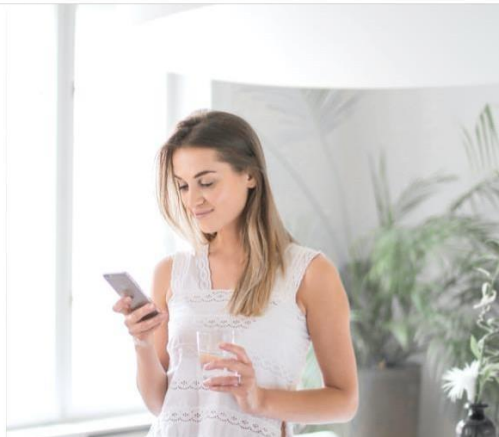


Figure 2.2.4: Resetting Password

- **Code** – Enter the OTP sent to the mobile number.

- **New Password** – Enter the new password.
 - **Confirm Password** – Re-enter the password.
- Click **Submit** to update the password.

2.3 Changing Password

This section explains the procedure of changing the password of a specific user account. Follow the instructions in the given order to successfully complete the process.

- Login to the Practitioner Portal.
- Click the Profile icon and select **Password Settings**.

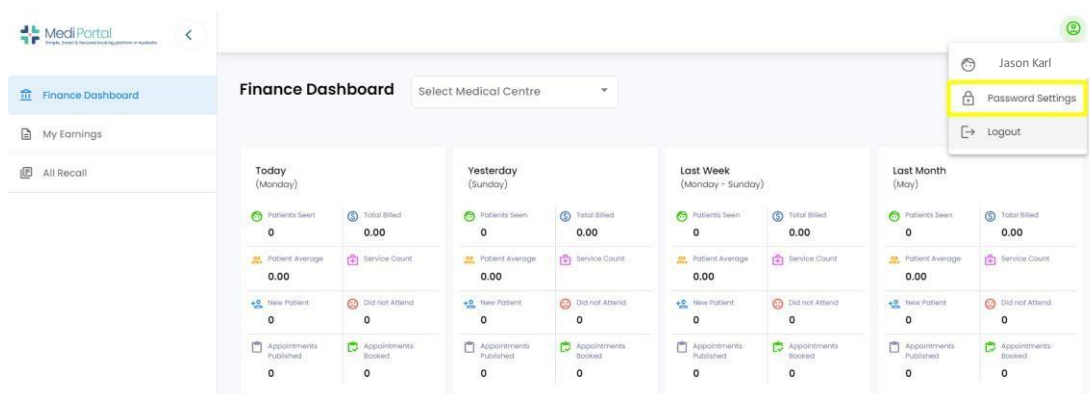


Figure 2.3.1: Navigating to Password Settings

- Enter the **Current Password**, **New Password** and retype the new password in **Confirm New Password**. Click **Save** to save the changes.

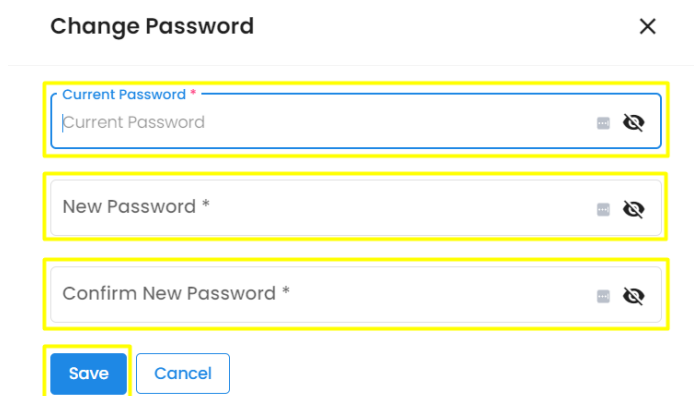

 The screenshot shows a 'Change Password' modal window. It has a title bar with a close button (X). The form contains three input fields, each with a label and an asterisk: 'Current Password *', 'New Password *', and 'Confirm New Password *'. Each field has a small icon for password visibility. Below the fields are two buttons: 'Save' (highlighted in yellow) and 'Cancel'.

Figure 2.3.2: Changing Password

2.4 Signing Out

This section explains the procedure of signing out from the Practitioner Portal. Follow the instructions in the given order to successfully complete the process.

1. Click the Profile icon and select **Logout**.

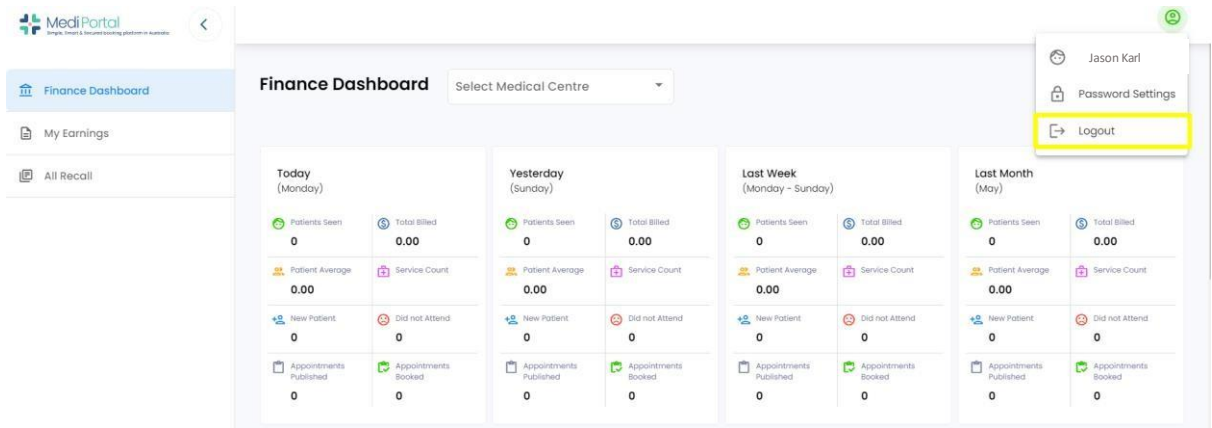


Figure 2.4.1: Logging Out

3 Finance Dashboard

1. Login to the MediPortal Practitioner Portal.
2. Once you login to the system successfully, you can view the **Finance Dashboard**.
3. Select the **Medical Centre** from the drop-down list that you wish to view. Finance dashboard displays all the financial information (Today, Yesterday, Last Week, Last Month) of the respective practitioner based on selected Medical Centre.

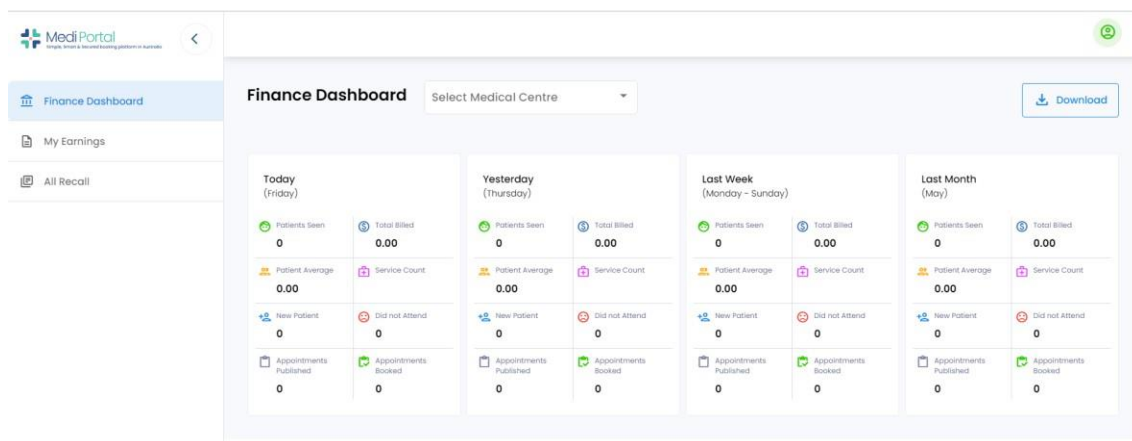


Figure 3.1: Finance Dashboard

Each timeline displays the data relevant to the following areas.

- **Patients Seen** - The number of patients examined by the practitioners. I.e., Total no.of Appointments published is reduced with the patients who did not attend.
- **Total Billed** - The total count of Invoices billed for the day.
- **Group Average** - Total Billed/The total no.of patients seen by the Practitioner.
- **Medical Centre Fee** - [MCC% per practitioner] of the total billed amount.
- **New Patient** - Patient who have not made any previous appointments with this clinic.
- **Did not Attend** - Total no. of Appointment Published is reduced with the total no. of patients seen by the Practitioner.
- **Appointments Published** - Inclusion of the total number of patients seen by the Practitioner and the total number of patients who did not attend the session.
- **Appointments Booked** - The total number of appointments booked through the system for a selected period.

4. Click **Download** to get the report of the data displayed on the dashboard.

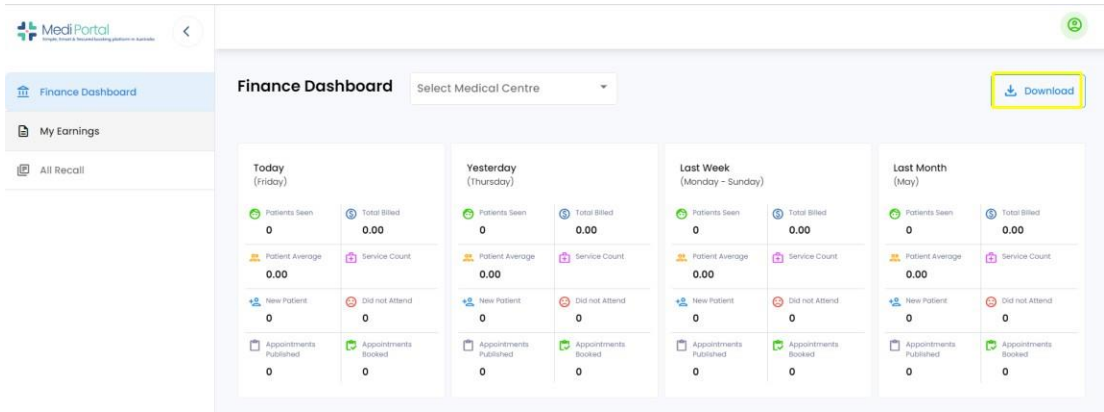


Figure 3.2: Downloading Medical Centre Data

5. On scrolling down, the practitioner can view billed chart for total billing amount of the selected Medical Centre according to the respective timeline [Weekly, Monthly, Yearly, (Previous Year (Monthly), Previous Year (Weekly))].



Figure 3.3: Billed Chart

6. Financial Year section provides the Practitioner an overview of their **Total Appointment**, **Total Billed**, **Group Average** and **Total Medical Centre Fees** based on the respective financial year.

Financial Year (July–June)

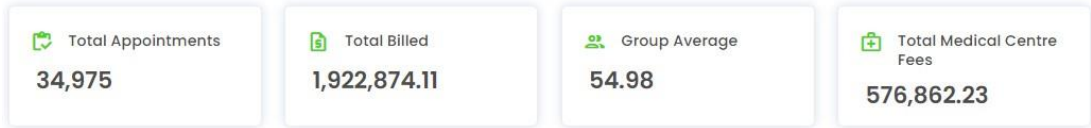


Figure 3.4: Financial Year

4 My Earnings

1. Login to the MediPortal Practitioner Portal.
2. Once you login to the system successfully, you can view the **My Earnings**.
3. Select **My Earnings**.

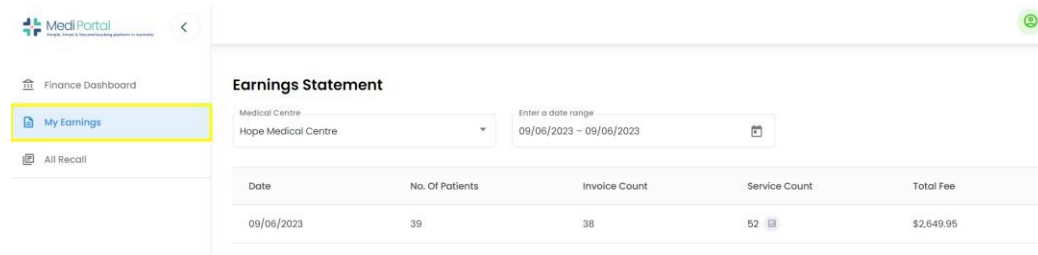


Figure 4.1: Selecting My Earnings

4.1 Viewing the Service Count

1. Login to the MediPortal Practitioner Portal.
2. On the left menu, Select **My Earnings**.
3. Select the **Medical Centre** and **date range** to view the summary on **Total number of Patients, Invoice count, Service count and the Total fee of the provided services.**



Figure 4.1.1: Navigating to the Practitioner Earnings

4. Click on the service count icon to view the user service count.

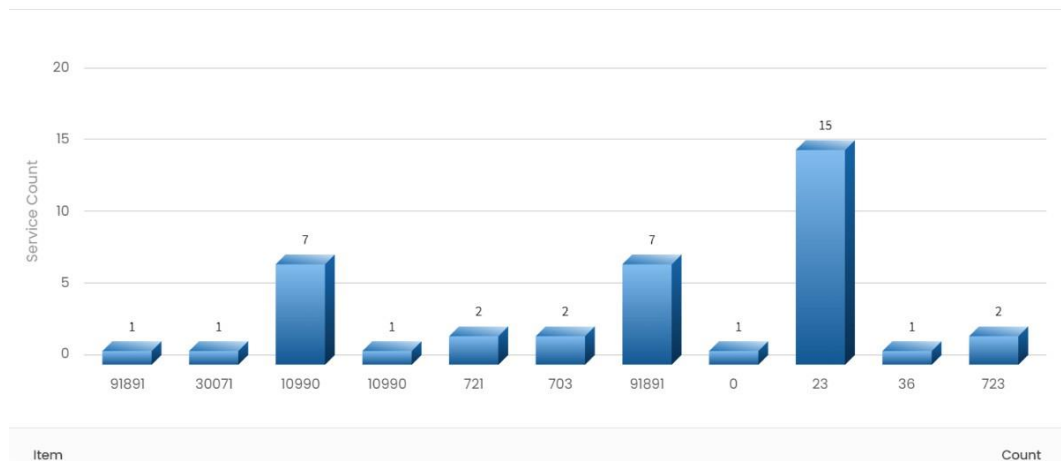


Figure 4.1.2: Viewing the Service Count

The service count will be displayed in a bar chart as follows.

Dr. James Anderson

Service count for the period 2023-03-31 to 2023-03-31

*Figure 4.1.3: Viewing the Service Count*

Further by scrolling down, the breakdown of this bar chart can be viewed as in the following table.

Dr. James Anderson

Service count for the period 2023-03-31 to 2023-03-31

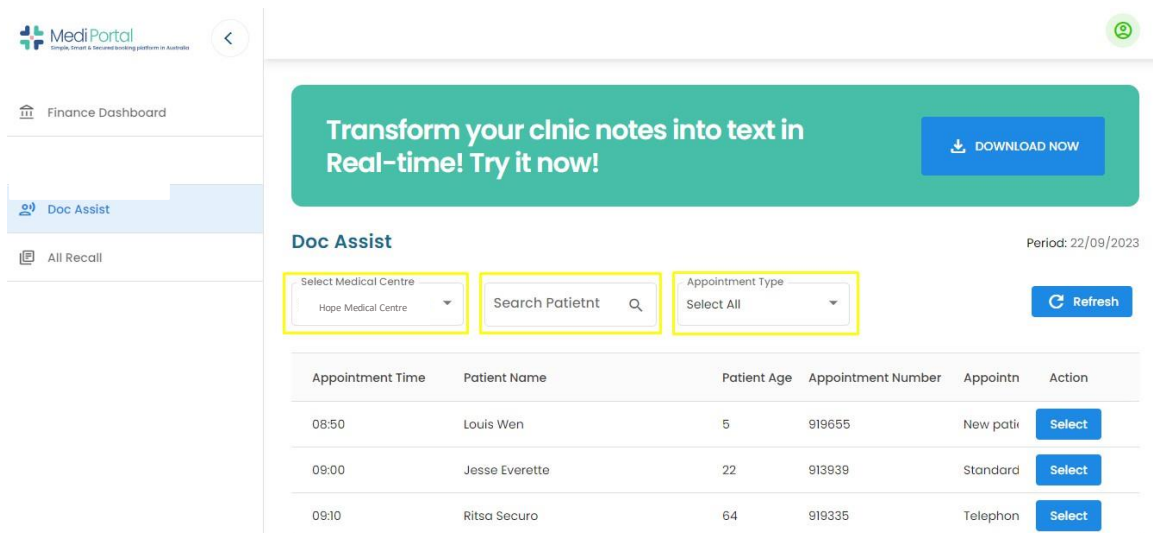
Item	Count
91891:Adjustment - Service:146686, 31/03/2023 - Phone attendance by a general practitioner lasting at least 6 minutes if the attendance includes any of the following that are clinically relevant: (a) taking a short patient history; (b) arranging any necessary investigation; (c) implementing a management plan; (d) providing appropriate preventative health care	1
30071:Biopsy of skin where the biopsy specimen is sent for pathological examination	1
10990:Direct-Billing Incentive	7
10990:Direct-Billing Incentive, 09:46	1
721:GP management plan	2
703:Health Assessment, Standard	2
91891:Phone attendance by a general practitioner lasting at least 6 minutes if the attendance includes any of the following that are clinically relevant: (a) taking a short patient history; (b) arranging any necessary investigation; (c) implementing a management plan; (d) providing appropriate preventative health care	7

Figure 4.1.4: Viewing the Service Count

5 Doc Assist

The user can select **Medical Centre**, **Patient** and **Appointment Type** (New Patient, Standard appt., Telephone consult, long appt., and Non-Urgent Recall) to view the summary on **Appointment Time**, **Patient Name**, **Patient age**, **Appointment Number** and **Appointment Type**.

1. Login to the MediPortal Practitioner Portal.
2. Once you login to the system successfully, you can view the **Doc Assist**.



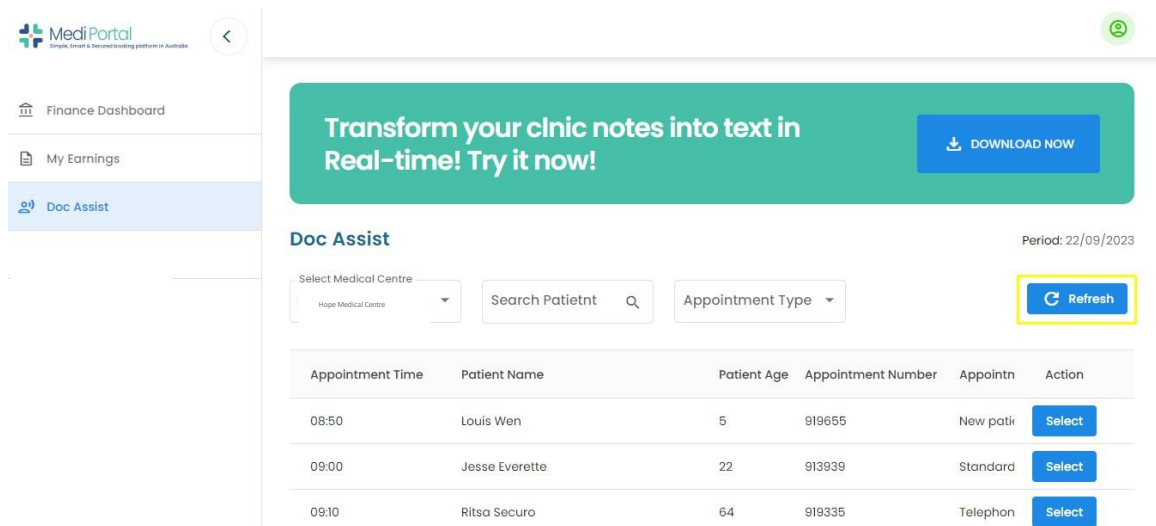
Doc Assist Period: 22/09/2023

Select Medical Centre: Hope Medical Centre Search Patient: Appointment Type: Select All Refresh

Appointment Time	Patient Name	Patient Age	Appointment Number	Appointn	Action
08:50	Louis Wen	5	919655	New pati	Select
09:00	Jesse Everette	22	913939	Standard	Select
09:10	Ritsa Securo	64	919335	Telephon	Select

Figure 5.1: Navigating to the Doc Assist

3. **Refresh** can be used to display real time data in the dashboard.



Doc Assist Period: 22/09/2023

Select Medical Centre: Hope Medical Centre Search Patient: Appointment Type: Refresh

Appointment Time	Patient Name	Patient Age	Appointment Number	Appointn	Action
08:50	Louis Wen	5	919655	New pati	Select
09:00	Jesse Everette	22	913939	Standard	Select
09:10	Ritsa Securo	64	919335	Telephon	Select

Figure 5.2: Refresh Dashboard

4. The Patient details can be displayed in detail as follows.

Doc Assist ×

Patient Details

Patient Name	Helen Keith
Patient Age	89 Years
Patient Date of Birth	06/03/1935
Patient Address	98, Flower road

Care Plan Suggester

The following item codes are recommended to you based on the patient's previous medical condition and patient's age.

Health Assessment Due




Care Plan due

EPC due reminder

10997 5 times due

Transcriber AI

Simply dictate your clinical notes using your voice and the system will instantly transcribe your speech into written text in real-time.

 **00:00:08**  **07:59:38** 

Clear

Description

Patient with a headache and Panadol was prescribed.

Figure 5.3: Viewing the patient details

- **Patient Details** – Name, age, date of birth and address of the selected patient
- **Care Plan Suggester** – These item codes are suggested based on the patient's past medical history and age.
- **Care Plan Generator-** The care plan suggested can be generated into the template according to the medical conditions of the patient.

Doc Assist ×

Patient Details

Patient Name	Helen Keith
Patient Age	89 Years
Patient Date of Birth	06/03/1935
Patient Address	98, Flower road

Care Plan Suggester

The following item codes are recommended to you based on the patient's previous medical condition and patient's age.

Health Assessment Due

Care Plan due

EPC due reminder

10997 5 times due

Figure 5.4: Viewing the care plan due or care plan review due.

1. To generate a care plan, click on the suggested “Care plan due” or/and “Care plan review due” options.

Chronic Disease Management Plan X

Helen Keith, 89 Years
06/03/1935
98, Flower road
Hope Medical Centre.
56, Carter road, Australia
Tel: +61800000000
Fax: +61800000000

Chronic Disease - Care Plan - 721





	Goals	Planned Actions / Advice	Responsible Service Providers
Osteoporosis 26/10/2023 Calcium - 216mmol/L 20/02/2024 Vitamin D - 81nmol/L	 Patient to have a clear understanding of osteoporosis and the patient's role in self management. Maintain healthy diet and weight Increase / maintain physical activity. Optimise mobility / reduce risk of falls Smoking cessation Minimise any fracture pain	 [GP Name] Dietitian Physio	 Assess dietary calcium & vitamin D intake. Provide patient education re adequate intake & sources of calcium & vitamin D, including adequate sun exposure Consider calcium and vitamin D supplements if intake inadequate Yearly vit d and calcium 2 yearly bone density scan. Regular Vit D 

Figure 5.5: Care plan

2. Click edit icon to edit the template as needed.

Chronic Disease Management Plan X

Helen Keith, 89 Years
06/03/1935
98, Flower road
Hope Medical Centre.
56, Carter road, Australia
Tel: +61800000000
Fax: +61800000000

Chronic Disease - Care Plan - 721





	Goals	Planned Actions / Advice	Responsible Service Providers
Osteoporosis 26/10/2023 Calcium - 216mmol/L 20/02/2024 Vitamin D - 81nmol/L	 Patient to have a clear understanding of osteoporosis and the patient's role in self management. Maintain healthy diet and weight Increase / maintain physical activity. Optimise mobility / reduce risk of falls Smoking cessation Minimise any fracture pain	 [GP Name] Dietitian Physio	 Assess dietary calcium & vitamin D intake. Provide patient education re adequate intake & sources of calcium & vitamin D, including adequate sun exposure Consider calcium and vitamin D supplements if intake inadequate Yearly vit d and calcium 2 yearly bone density scan. Regular Vit D 

Figure 5.6: Edit care plan

3. Add new/ delete/ edit test results, edit medical condition, and add notes if necessary.

Edit Data








Medical Condition	Osteoporosis	
Date *	26/10/2023	Test Result *
		Calcium - 2.16mmol/L 
Date *	20/02/2024	Test Result *
		Vitamin D - 81nmol/L  
Notes		
		 

Figure 5.7: Edit test results

- Click **Save** to save the updated details.

Edit Data















































Medical Condition	Osteoporosis	
Date *	26/10/2023	Test Result *
		Calcium - 2.16mmol/L 
Date *	20/02/2024	Test Result *
		Vitamin D - 81nmol/L  
Notes		
		 

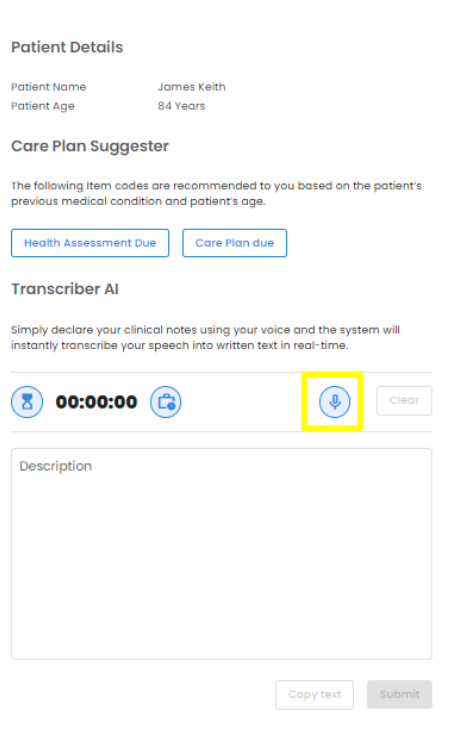
Figure 5.8: Save test results

- Download the template in .rtf format or save the template in the third-party practice management software.

<p>Consider calcium and vitamin D supplements if intake inadequate</p> <p>Yearly vit d and calcium</p> <p>2 yearly bone density scan.</p> <p>Regular Vit D</p> <p>Antiresorptive therapy</p>	<p>Consider calcium and vitamin D supplements if intake inadequate</p> <p>Yearly vit d and calcium</p> <p>2 yearly bone density scan.</p> <p>Regular Vit D</p> <p>Antiresorptive therapy</p>
<p>Summary of Care Plan</p> <p>B I U G                                        </p>	

Transcriber AI - Speak your clinical notes, and the system will immediately convert your speech to text in real-time.

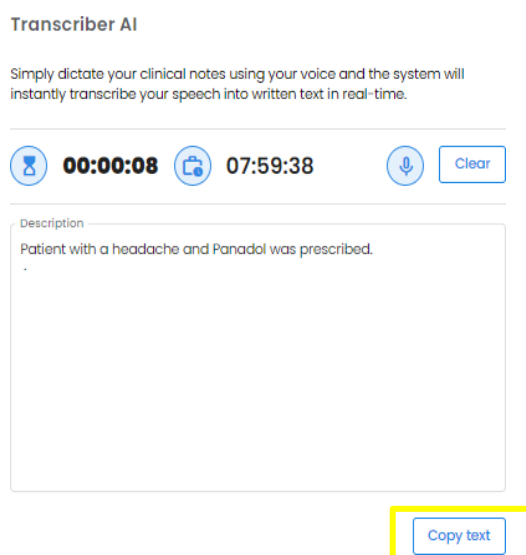
- Click on the **microphone** icon before starting your speech and after ending your speech.
- Make sure your microphone is allowed for the browser and it is working.
- You can delete your speech by clicking on the **clear** icon.



The screenshot shows the 'Transcriber AI' section of the MediPortal interface. At the top, under 'Patient Details', it lists 'Patient Name: James Keith' and 'Patient Age: 84 Years'. Below this, the 'Care Plan Suggester' section states: 'The following item codes are recommended to you based on the patient's previous medical condition and patient's age.' It includes two buttons: 'Health Assessment Due' and 'Care Plan due'. The 'Transcriber AI' section has a sub-header and a description: 'Simply declare your clinical notes using your voice and the system will instantly transcribe your speech into written text in real-time.' Below this is a control bar with a timer showing '00:00:00', a microphone icon (highlighted with a yellow box), a 'Clear' button, and a 'Description' text area. At the bottom are 'Copy text' and 'Submit' buttons.

Figure 5.10: Transcribing your speech into text

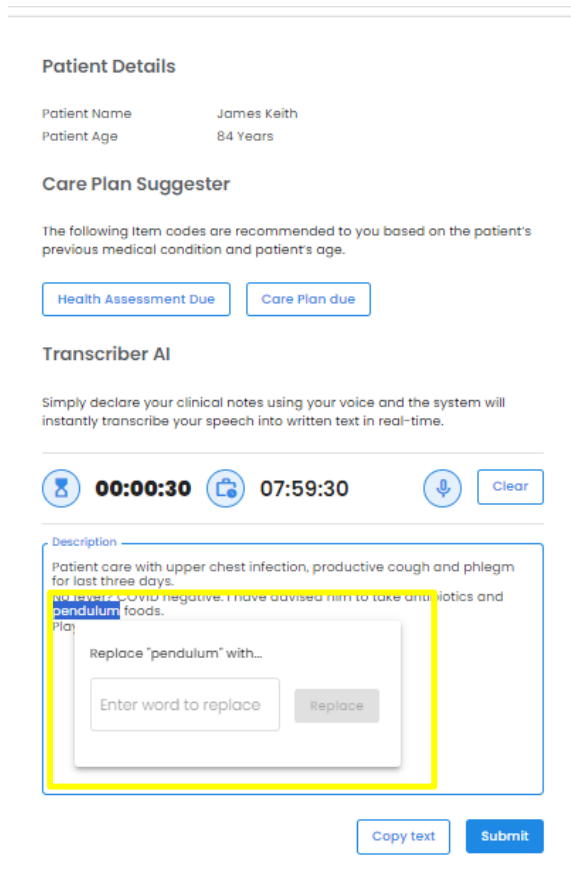
- After transcribing the speech into written text, copy the speech and paste it to another place, use **Copy text** icon.



This screenshot shows the 'Transcriber AI' interface after transcription. The 'Description' text area now contains the text: 'Patient with a headache and Panadol was prescribed.' The control bar at the top shows a timer at '00:00:08', a clock icon with '07:59:38', a microphone icon, and a 'Clear' button. The 'Copy text' button at the bottom is highlighted with a yellow box.

Figure 5.11: Copy your speech

- After transcribing to correct any wording, highlight and right click on the wording.



Patient Details

Patient Name James Keith
Patient Age 84 Years

Care Plan Suggester

The following item codes are recommended to you based on the patient's previous medical condition and patient's age.

Health Assessment Due Care Plan due

Transcriber AI

Simply declare your clinical notes using your voice and the system will instantly transcribe your speech into written text in real-time.

00:00:30 07:59:30 Clear

Description

Patient care with upper chest infection, productive cough and phlegm for last three days.
No fever? COVID negative. I have advised him to take antibiotics and pendulum foods.

Plan

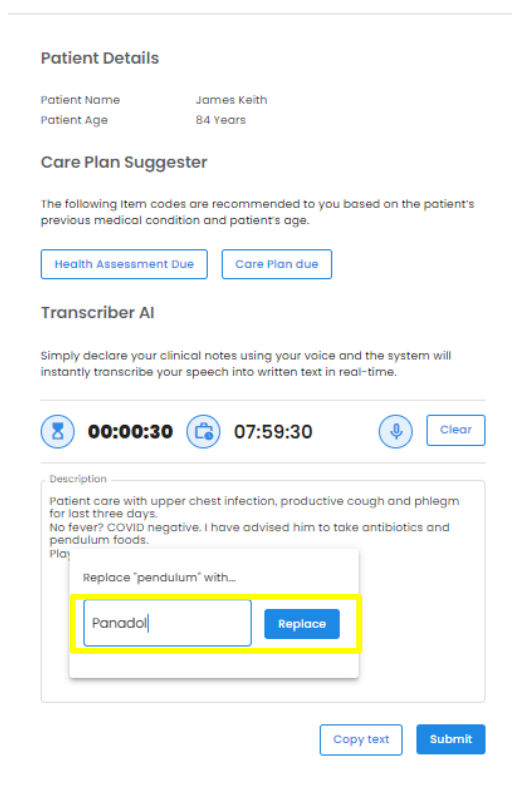
Replace "pendulum" with...

Enter word to replace Replace

Copy text Submit

Figure 5.12: Improve accuracy

- Enter the wording you want to replace with.



Patient Details

Patient Name James Keith
Patient Age 84 Years

Care Plan Suggester

The following item codes are recommended to you based on the patient's previous medical condition and patient's age.

Health Assessment Due Care Plan due

Transcriber AI

Simply declare your clinical notes using your voice and the system will instantly transcribe your speech into written text in real-time.

00:00:30 07:59:30 Clear

Description

Patient care with upper chest infection, productive cough and phlegm for last three days.
No fever? COVID negative. I have advised him to take antibiotics and pendulum foods.

Plan

Replace "pendulum" with...

Panadol Replace

Copy text Submit

Figure 5.13: Enter correct word

- Then click on “Replace” button to replace the wording. From the next time the original wording is dictated you can see the wording replaced.

Patient Details

Patient Name James Keith
 Patient Age 84 Years

Care Plan Suggester

The following item codes are recommended to you based on the patient's previous medical condition and patient's age.

Health Assessment Due Care Plan due

Transcriber AI

Simply dictate your clinical notes using your voice and the system will instantly transcribe your speech into written text in real-time.

00:00:30 07:59:30 Clear

Description

Patient care with upper chest infection, productive cough and phlegm for last three days.
 COVID negative. I have advised him to take antibiotics and Panadol for pain.

Copy text Submit

Figure 5.14: Click replace

- To generate the SOAP note from the dictated clinical note, select “Generate” button.

Transcriber AI

Simply dictate your clinical notes using your voice and the system will instantly transcribe your speech into written text in real-time.

00:00:29 07:29:42 Clear

Description

Patent compliance of two days. History of productive cough and slight fever. COVID negative on examination. Mild crackles on examination. I have advised antibiotic ventolin puff and to keep herself warm. If not better in three days time consider just X-ray.

Copy text

Select Note Template
 SOAP

Generate

- The SOAP generated can be copied to the clipboard after doing any changes needed.

Subjective:

Patient compliance of two days. History of productive cough and slight fever.

Objective:


COVID negative on examination. Mild crackles on examination.

Assessment:

I have advised antibiotic ventolin puff and to keep herself warm. If not better in three days time consider just X-ray.

Plan:

no records found



This AI-generated note may need adjustments; please review and customize as necessary.

Copy text

6 Desktop Widget

6.1 Setting Up

1. Login to the MediPortal Practitioner Portal.
2. Once you login to the system successfully, you can view the **Doc Assist**.
3. Click on **Download now** icon to Transform clinic notes into text.

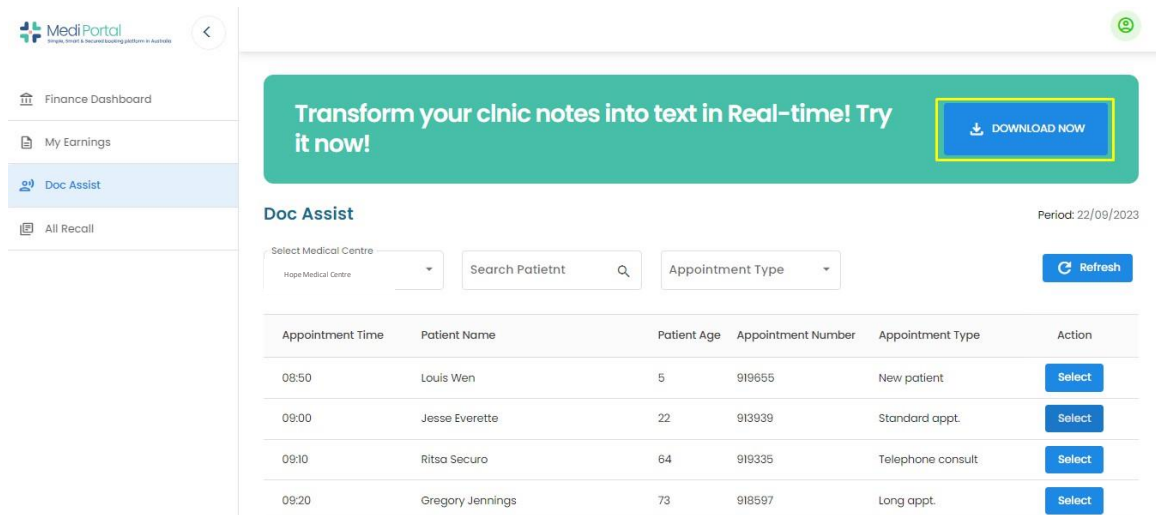


Figure 6.1.1: Navigating to Download

4. After clicking on the **Download Now** icon, you can see the following interface.
You can download it by choosing either **Windows App** or **Mac App**. The process of installation is also mentioned in that interface.

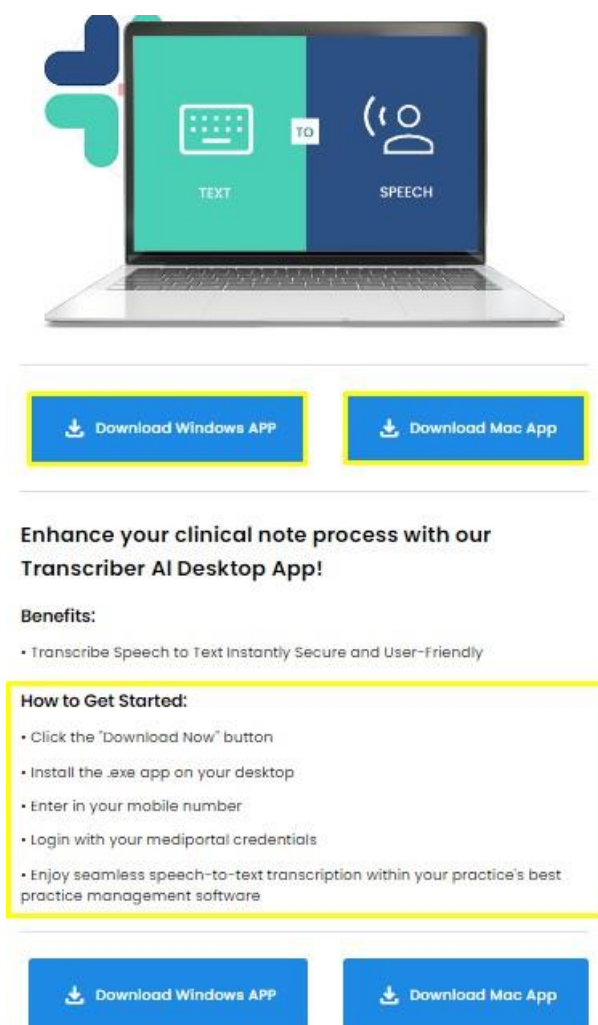


Figure 6.1.2: Downloading options

6.2 Log in

1. Enter the **Mobile Number** and **Password**
2. Click the arrow icon to log in

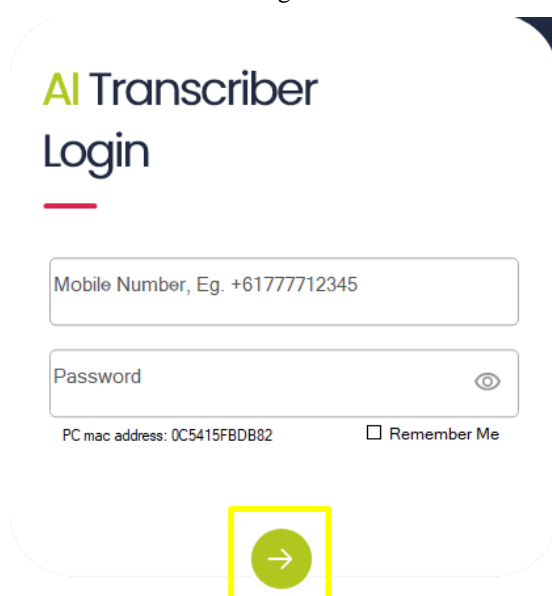
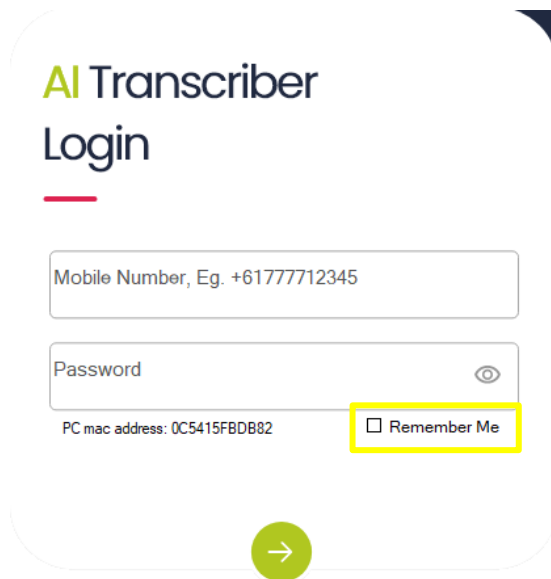


Figure 6.2.1: Log in

3. Tick the **Remember Me** to save the credentials for the next login



The image shows a login screen for 'AI Transcriber'. It has a title 'AI Transcriber Login' with a red underline. Below the title are two input fields: 'Mobile Number, Eg. +61777712345' and 'Password'. Below the password field is a checkbox labeled 'Remember Me' which is highlighted with a yellow box. At the bottom of the form is a green circular button with a white right-pointing arrow. The background is light gray with a dark blue vertical bar on the right side.

Figure 6.2.2: Remember Me

6.3 Actions

1. Click minimize icon to minimize the application.
2. Click the close icon to log out and close the application.



Figure 6.3.1: Actions

- Click collapse button to collapse the expanded application.

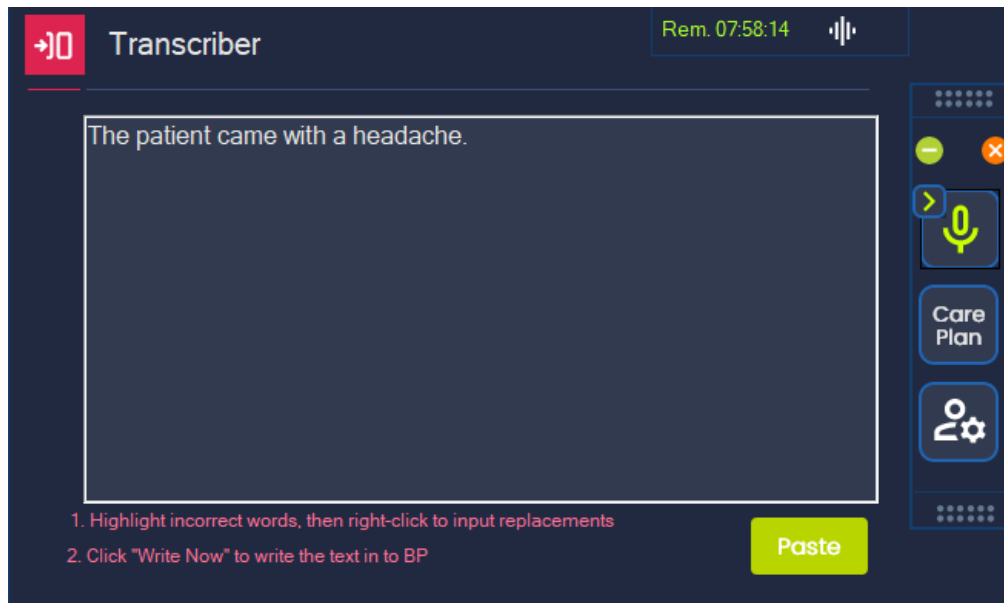


Figure 6.3.2: Collapse

6.4 Transcriber

- Log in to the Desktop Widget.
- Click the **Transcriber** option to start recording. Make sure you have accessed the third-party practice management software. (eg: Best Practice)



Figure 6.4.1: Transcriber AI

- Start dictating to transcribe.
- Use voice commands like next paragraph, next line, select from [word] to [word], select [word], delete word/text, and stop recording for easy handling of actions within the widget.

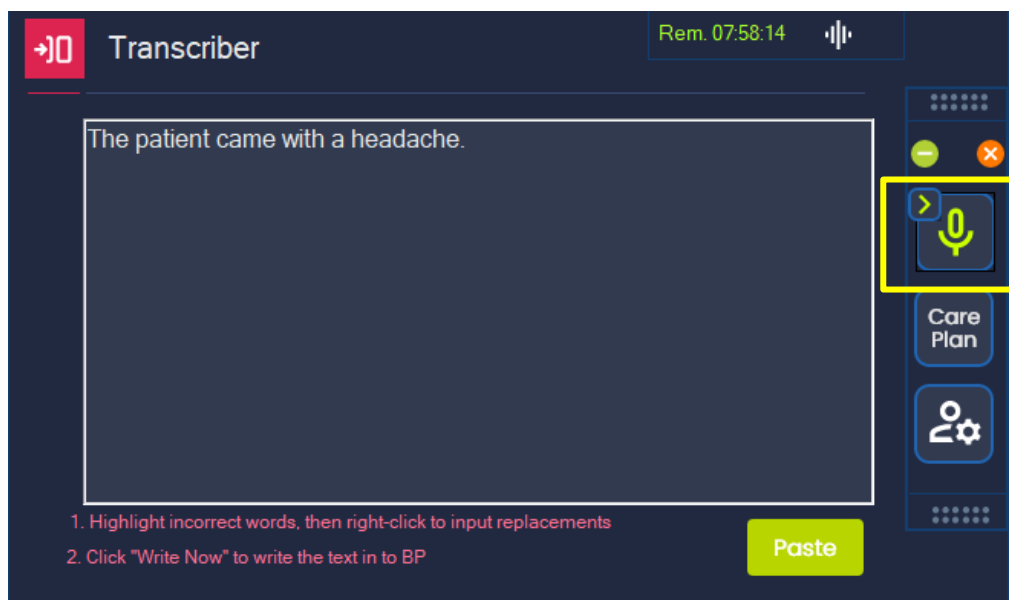


Figure 6.4.2: Dictate

5. Right click on a highlighted text to replace words for higher accuracy. (Make sure the highlighted text is less than 30 characters)

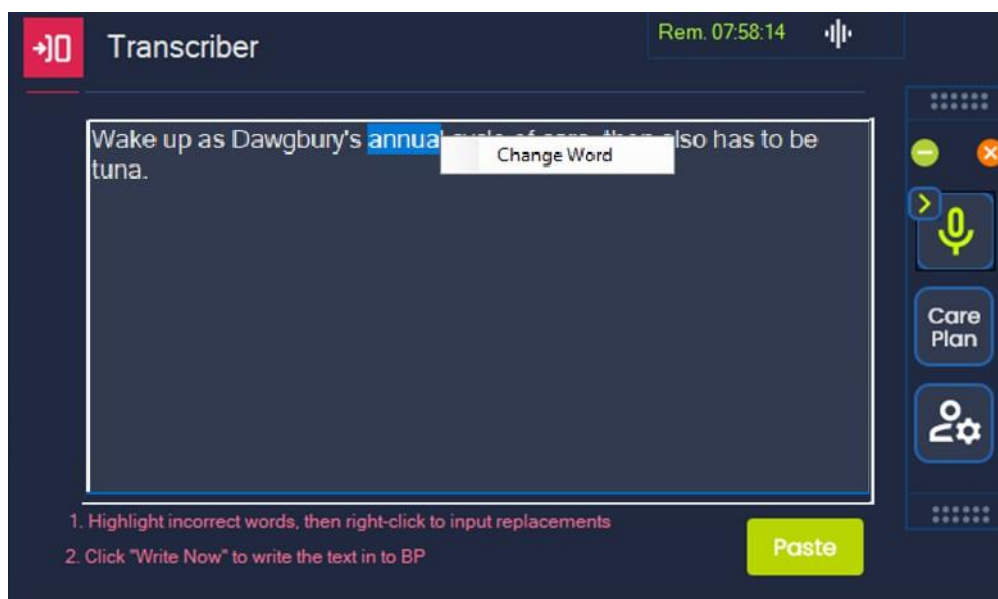


Figure 6.4.3: Change word

- Click **Replace** to replace the inaccurate word.

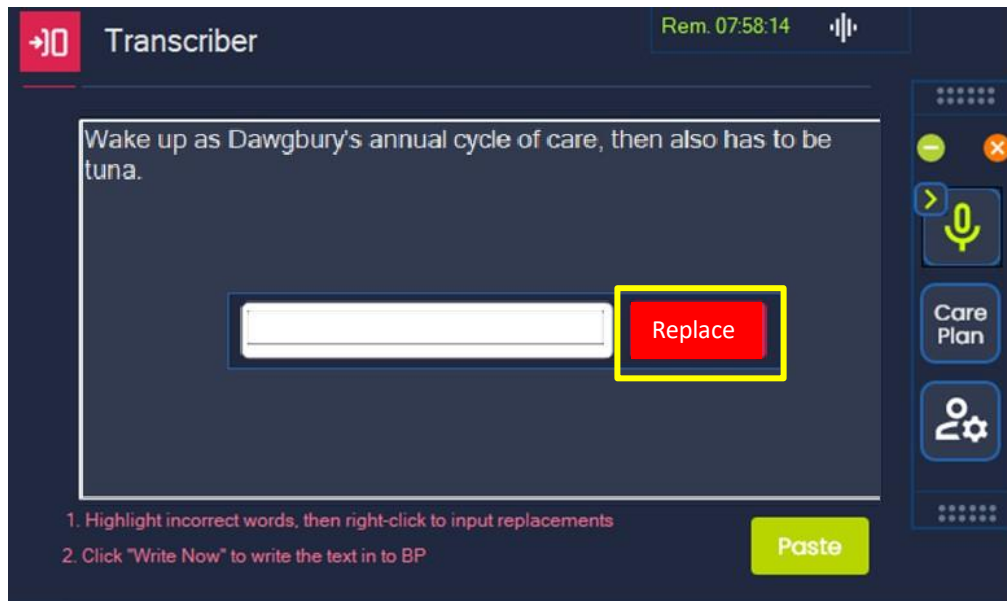


Figure 6.4.4: Replace word

- To paste the dictated text in Best Practice environment, click **Paste**.

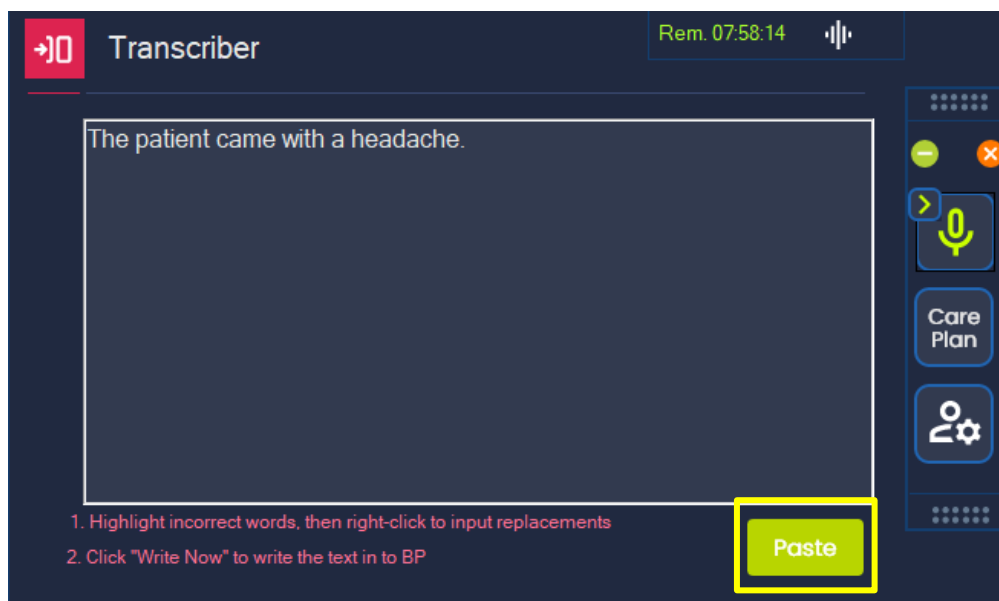


Figure 6.4.5: Paste text

8. The remaining dictation time is highlighted on top.

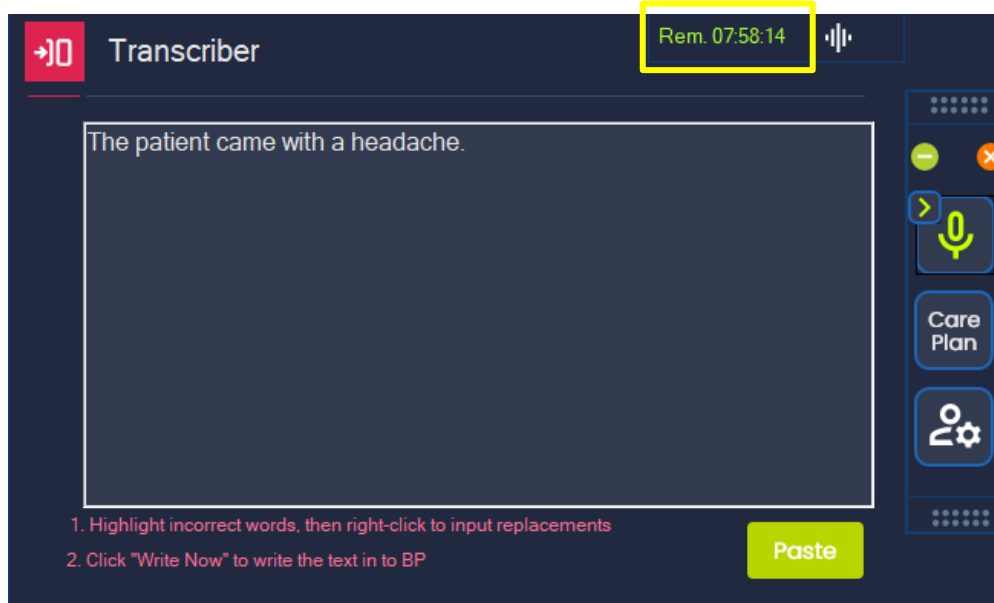
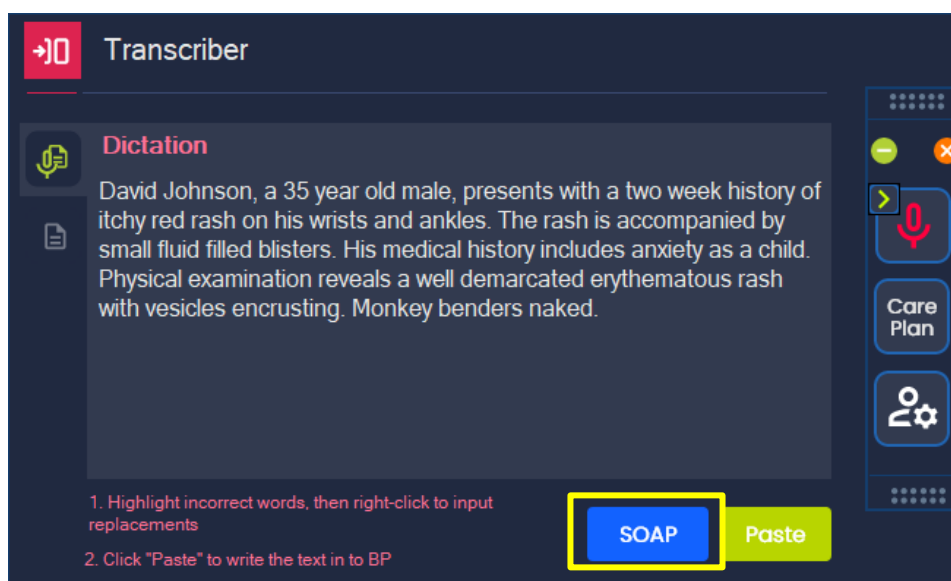
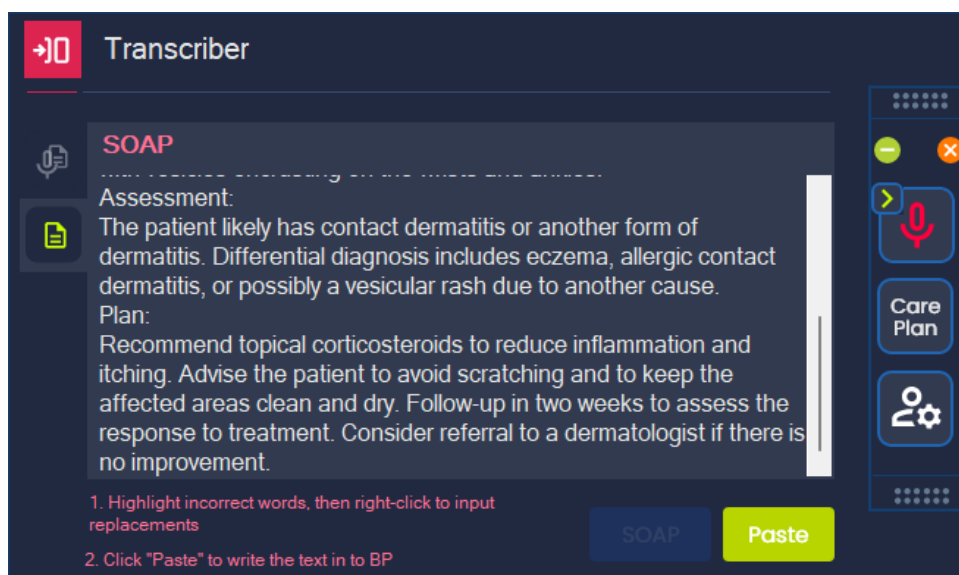


Figure 6.4.6: Remaining time

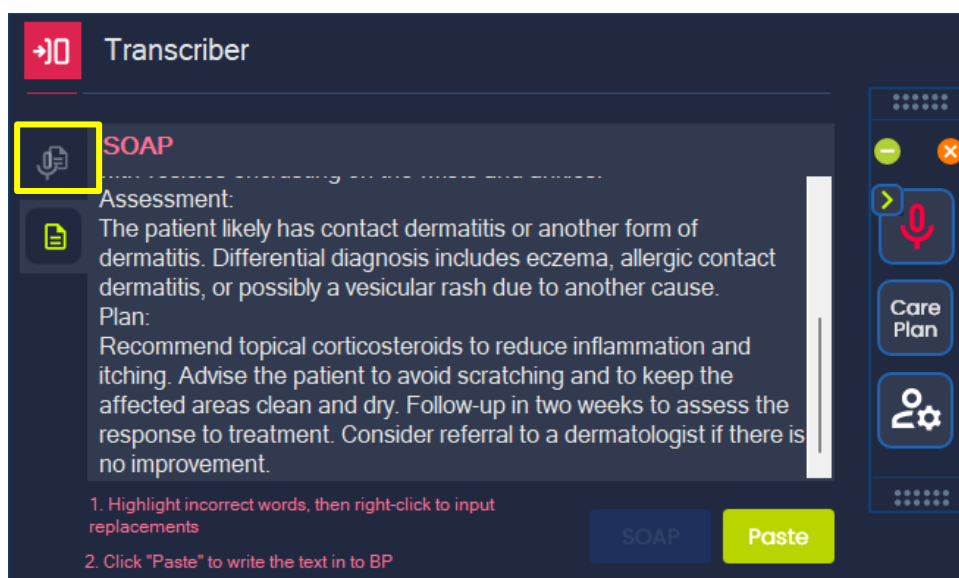
9. After stopping the recording, the SOAP button will be enabled. Click the button to generate the SOAP note.



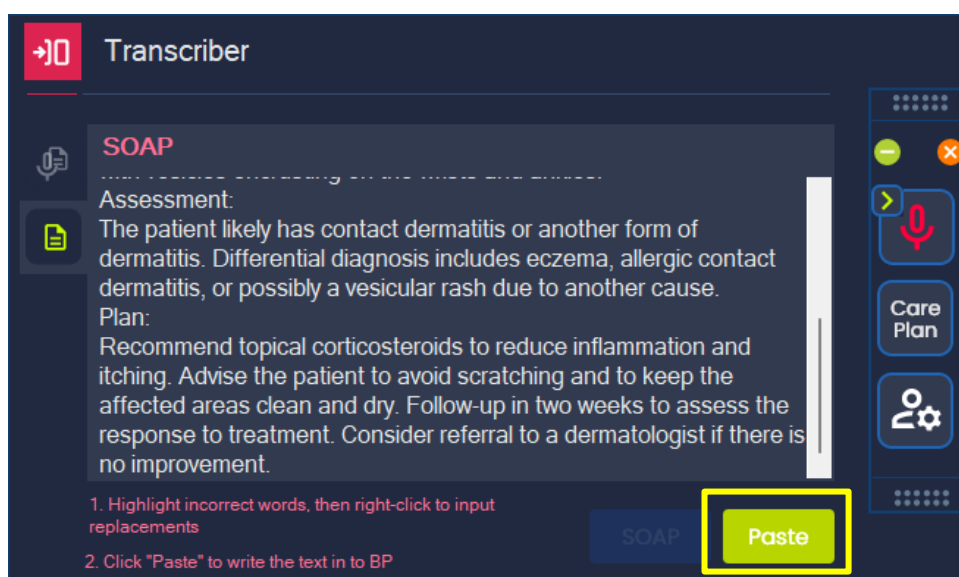
10. When the SOAP is generated successfully, it can be viewed in the SOAP section.



11. To navigate back to the dictation, click on the dictation icon.



12. Click “Paste” button to paste the generated SOAP into the best practice system.



6.5 Care Plan Generator

1. Log in to the Desktop Widget.
2. Click the **Care Plan** option.

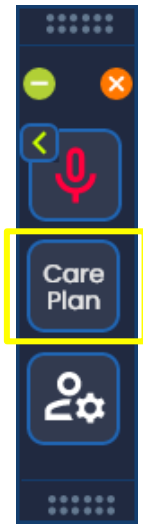


Figure 6.5.1: Care Plan Generator

3. All the patients in a specific status (eg: Arrived) in Best Practice software with a care plan or care plan review due are listed.

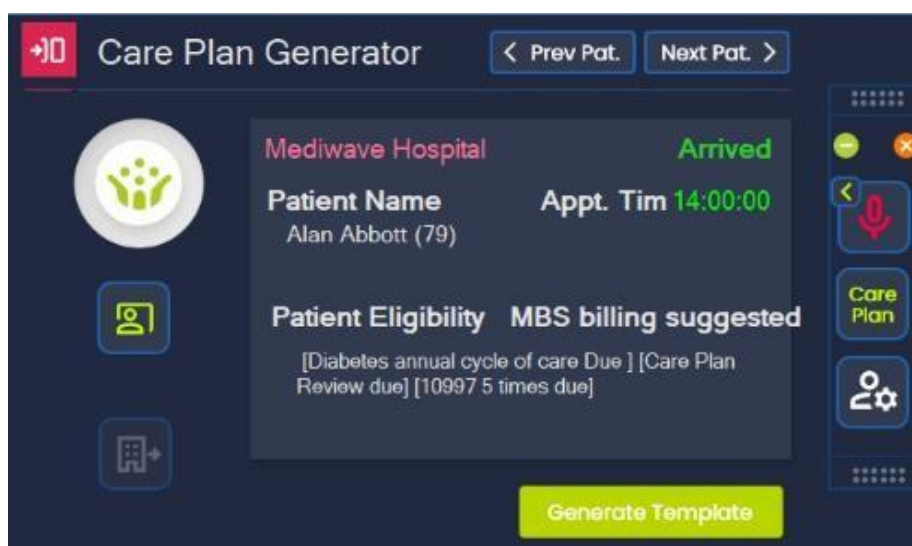


Figure 6.5.2: Care Plans

- Click on the **Previous** and **Next** buttons to navigate between the patients.

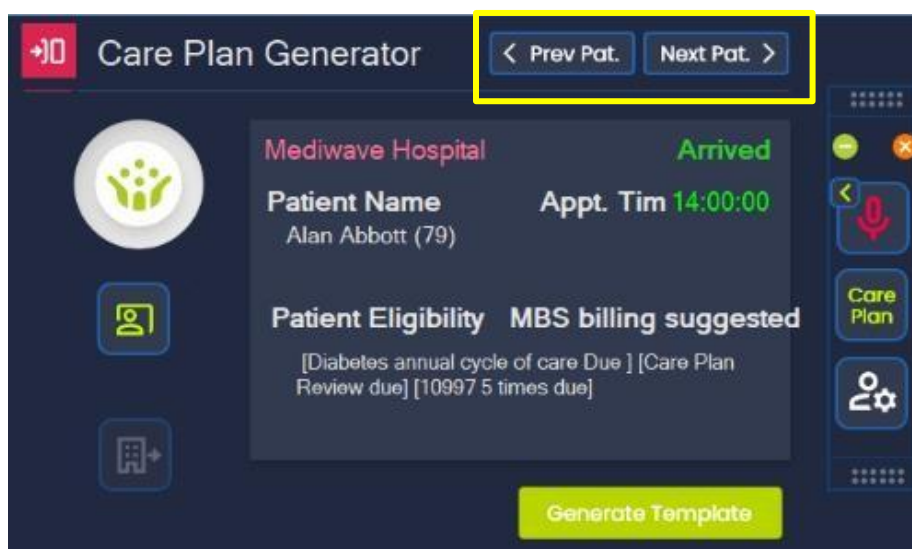


Figure 6.5.3: Toggle buttons

- Click the **Ongoing Patient** button to easily navigate to the current patient.

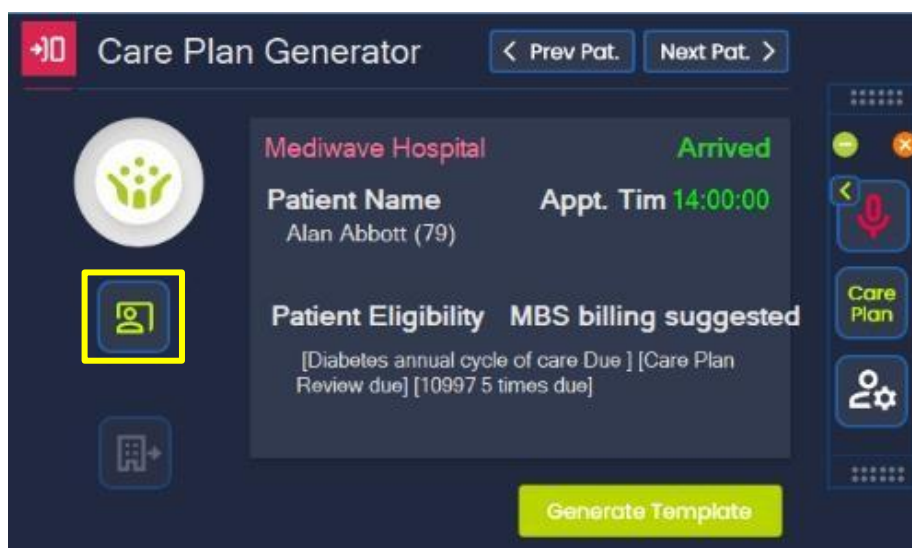


Figure 6.5.4: Ongoing Patient

- Click the **Generate Template** button to open the care plan.

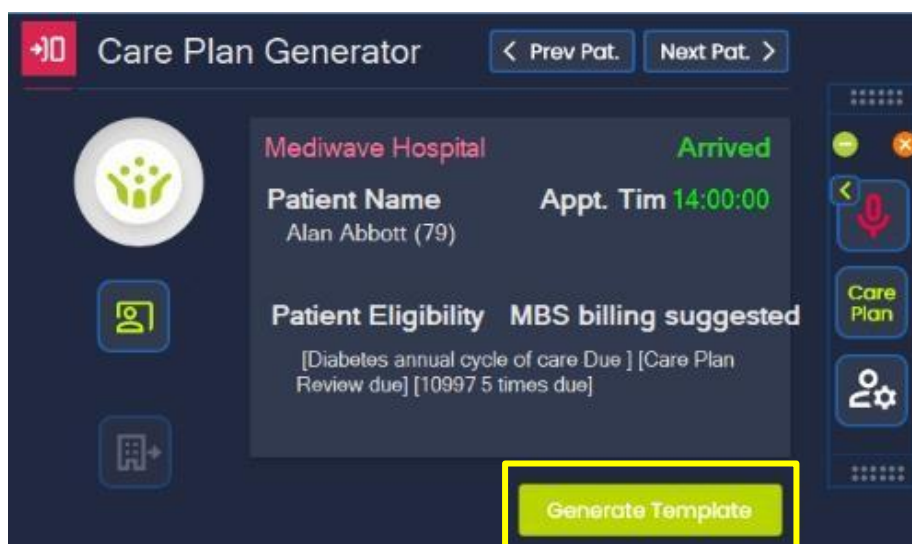


Figure 6.5.5: Generate Template

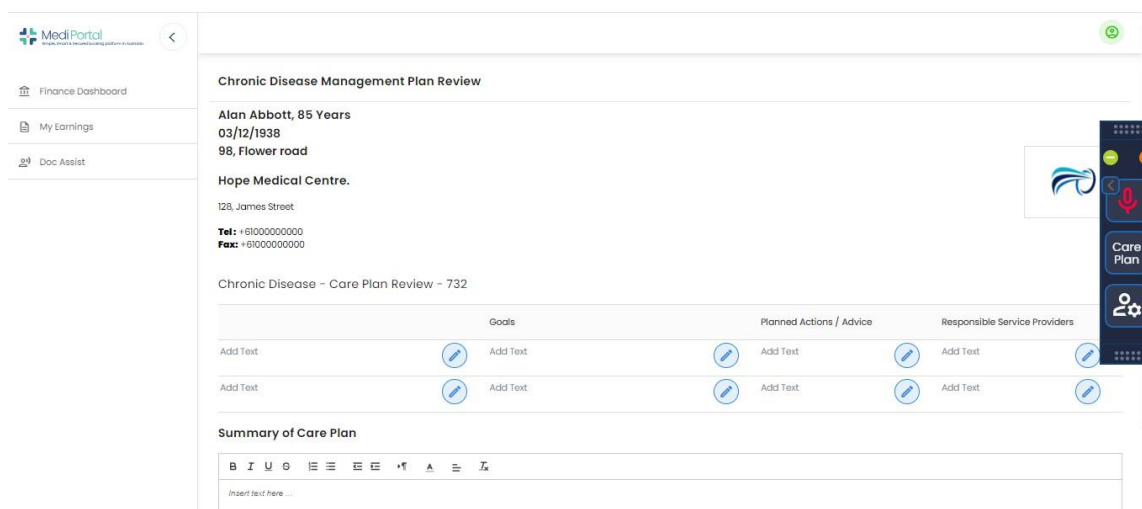


Figure 6.5.6: Care Plan Generator

- Click the **Change Medical Centre** button to change the medical centre selected.

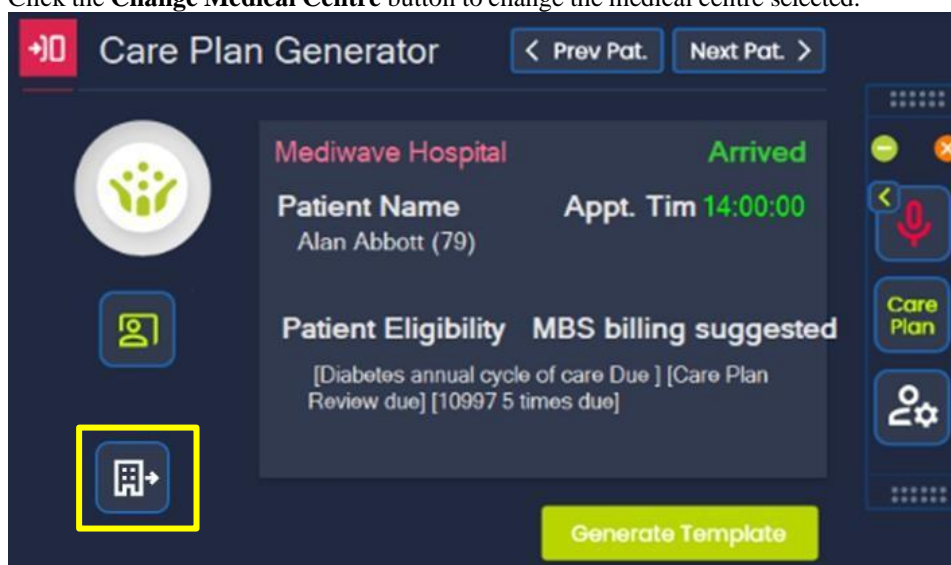


Figure 6.5.7: Change Medical Centre

- Click the needed medical centre and click the arrow.

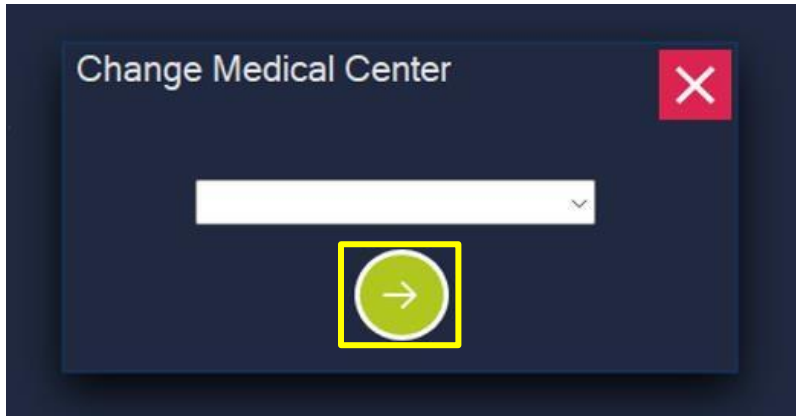


Figure 6.5.8: Select Medical Centre

6.6 Change Password

- Log in to the Desktop Widget.
- Click **Change Password** icon.



Figure 6.6.2: Change Password

- Click **Ok** on the confirmation.

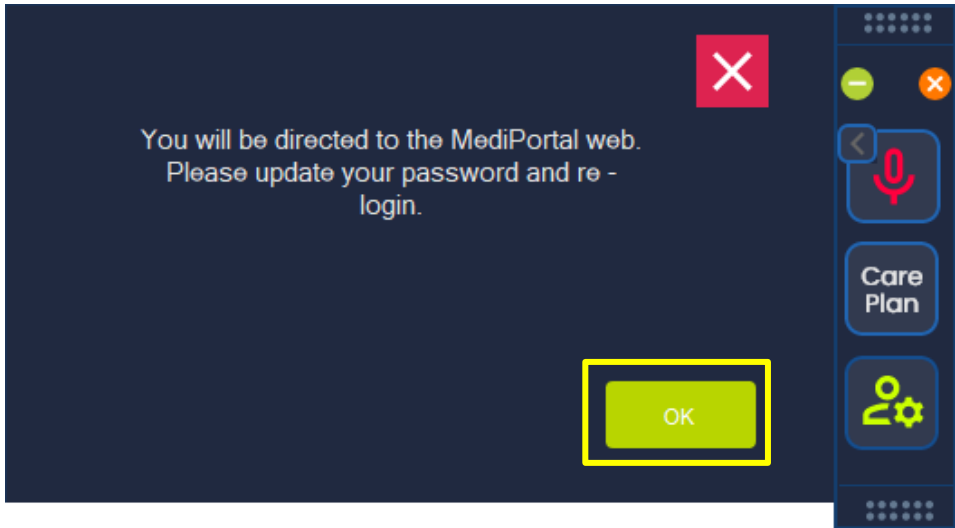


Figure 6.6.2: Change Password Confirmation

- 4. Enter the new password.
- 5. Click **Save**.

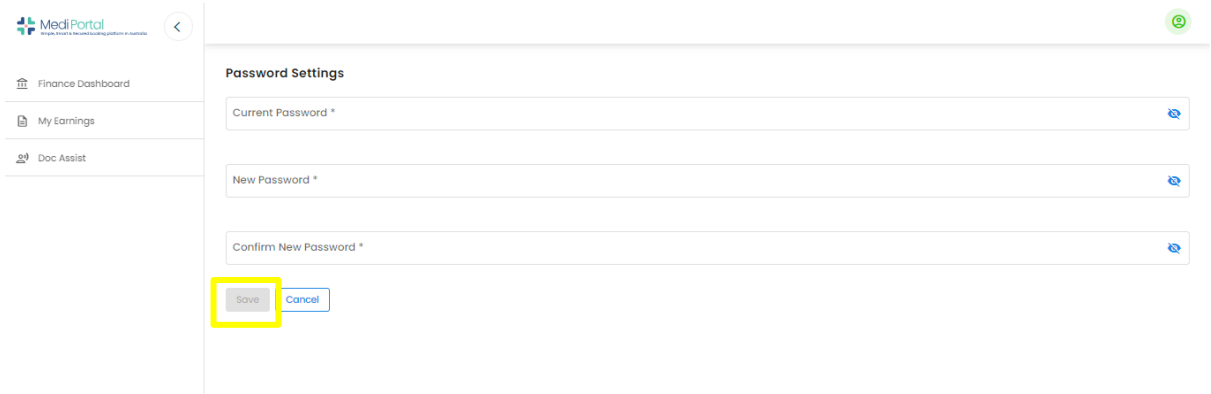


Figure 6.6.3: Enter New Password