

TELEMEDICINE MANUAL

PREPARED BY: DOH7 ICTU TEAM



Main Features

- **Manage Appointment** –enable the user to create and update their appointment.
- **Config Schedule** – the schedule can be set weekly or monthly.
- **Video Conference** – used for virtual consultation from remote facilities.
- **Book Appointment** – the referring facility can book an appointment to the accepting facility.
- **Prescription** – the referring facility can create and generate prescription for the patient.
- **Lab Request** – the referring facility can create and generate lab request for the patient.
- **Screen Record** – screen record the whole conversation of the accepting and referring facility and then upload the video into the server for safe keeping.





- **Chat / Reco** – the doctor can also communicate through chat and the conversation is saved and can be viewed in reco after the video conference is done.
- **File Upload** – the doctor can view and upload the patients files like lab results and other related documents.
- **Upward Referral** – in case the referring and accepting doctors agree that the patient need urgent or emergency care, the accepting doctor can upward the patient.
- **Follow Up** – the referring doctor can advise the patient for follow up, which can also be done in telemedicine tracking.
- **PMR (Patient Medical Records) History** – this features aims to provide referring facilities with the patients' past medical records for both referral and telemedicine.

USERS

- REFERRING FACILITY – DOCTOR

- Roles:

- Refer to the primary health care facilities that the patients visited.

- ACCEPTING FACILITY – DOCTOR

- Roles:

- Refer to the higher health care facilities.
 - They act as a consultant for primary health care facilities.

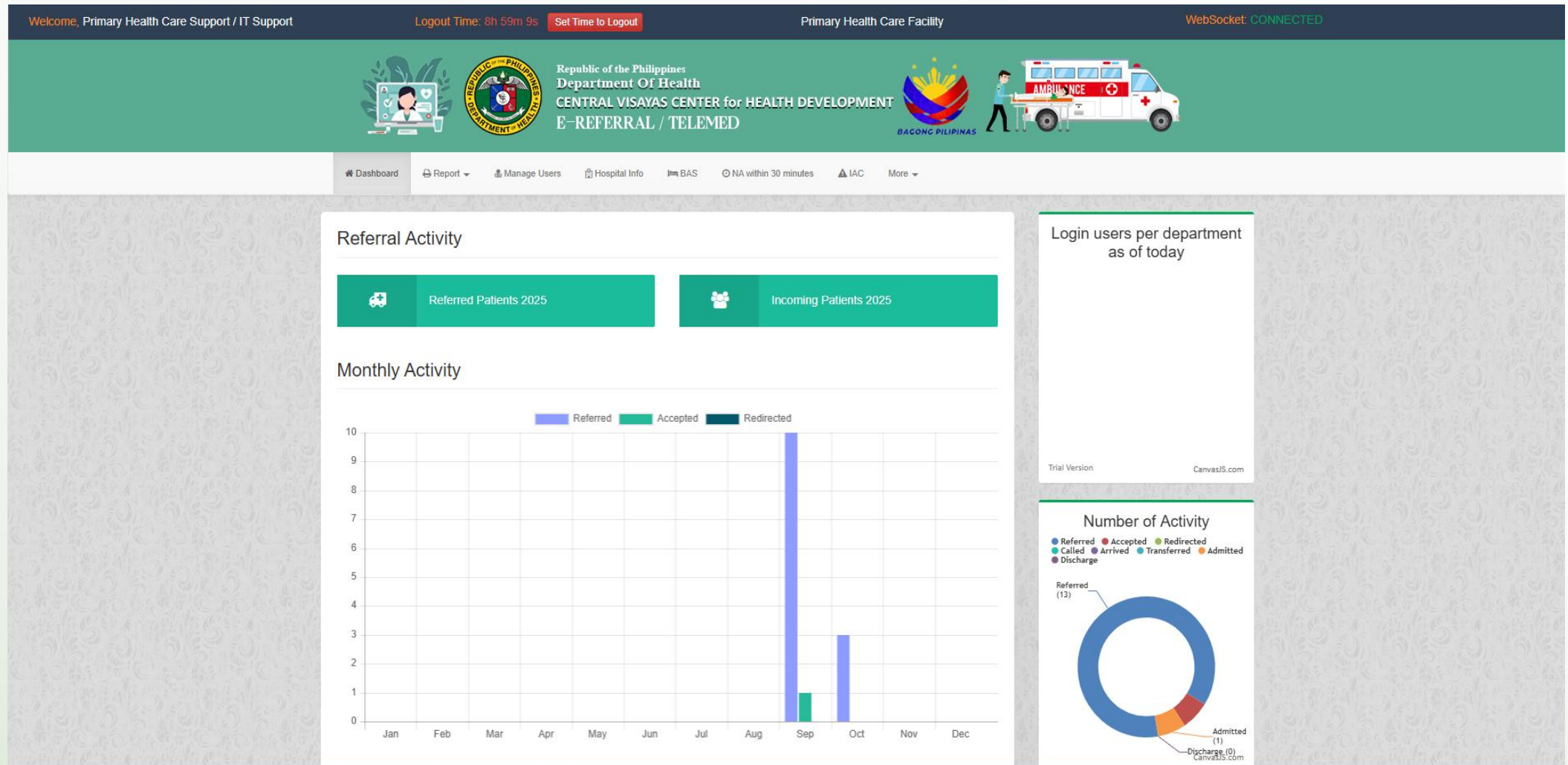
- IT SUPPORT – IT PERSONNEL

- Roles:

- Provide technical support and assistance for the doctors.
 - They are in-charge in creating telemedicine account for the doctors.



IT SUPPORT MENU



Add Telemedicine Account

- Log in to your support account and click Manage Users.

- Fill up the necessary details especially the Sub Opd.
- Then click save button.

The screenshot shows the 'Manage Users' page. A red box highlights the 'Manage Users' link in the top navigation bar. Another red box highlights the 'Add User' button in the top right of the main content area. Red text annotations point to these elements: '1. Click Manage Users Option.' and '2. Click Add User'.

Name	Department	Contact	Username	Status	Last Login
Dr. Doctor 1 Primary Health Care	OPD	123	primary_famed1	ACTIVE	Oct 09, 2025 01:07 PM
Dr. Primary Health Care Doctor 1 Emergency	ER	123	doctor_emergency_primary	ACTIVE	Never Login

The 'Add User' form contains the following fields:

- First Name:** Juan
- Middle Name:** De La Cruz
- Last Name:** Domingo
- Contact Number:** 09*****
- Email Address:** juandelacruz_telemed@gmail.com
- Designation:** Doctor
- Department:** OPD
- Sub Opd:** Internal Medicine
- Other Department:** Select...
- Level:** Doctor
- Username:** juandelacruz
- Password:** ...
- Confirm Password:** ...

Buttons at the bottom: Cancel, Save.



DOCTOR'S MENU

Welcome, Dr. Doctor1 Doctor1 / OPD / Family Medicine Logout Time: 8h 14m 31s Set Time to Logout Level 1 Facility - Level 1 WebSocket: CONNECTED

Republic of the Philippines
Department Of Health
CENTRAL VISAYAS CENTER for HEALTH DEVELOPMENT
E-REFERRAL / TELEMED

Dashboard Patients Referral 0 New Telemedicine Report BAS NA within 30 minutes IAC More

Referral Activity

Referred Patients 2025 Incoming Patients 2025

Monthly Activity

Referred Accepted Redirected

Login users per department as of today

OPD

OPD (1)

CanvasJS.com

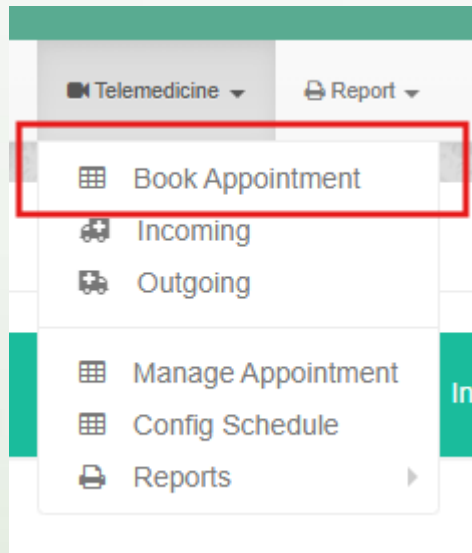
The screenshot displays the Doctor's Menu interface. At the top, a dark blue header bar contains the user's name, login time, and facility level. Below this is a green banner with the Department of Health logo and a white ambulance icon. The main navigation bar includes links to Dashboard, Patients, Referral (0 New), Telemedicine, Report, BAS, and IAC. The Telemedicine dropdown menu is open, showing options: Book Appointment, Incoming, Outgoing, Manage Appointment, Config Schedule, and Reports. The main content area features a 'Referral Activity' section with 'Referred Patients 2025' and 'Incoming Patients 2025' cards. Below this is a 'Monthly Activity' bar chart showing 'Referred', 'Accepted', and 'Redirected' counts. On the right, a 'Login users per department as of today' pie chart shows 'OPD' with 1 user.



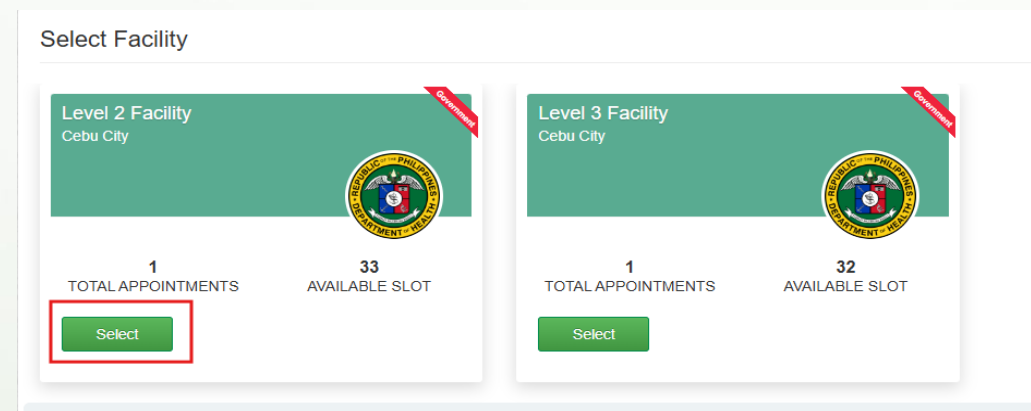
REFERRING FACILITY

STEP 1 - BOOK APPOINTMENT

- Click Telemedicine in Menu options.
- Choose Book Appointment.



- In Select Facility, choose the higher level facility and click select.



STEP 2 - APPOINTMENT CALENDAR

Select Facility

Level 2 Facility
Cebu City



74
TOTAL APPOINTMENTS

3
AVAILABLE SLOT

Select

Level 3 Facility
Cebu City



3
TOTAL APPOINTMENTS

1
AVAILABLE SLOT

Select

Appointment Calendar

< > today

June 2025

month week day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21

Time Slot

Available Slot

Full Slot

☒ Family Medicine

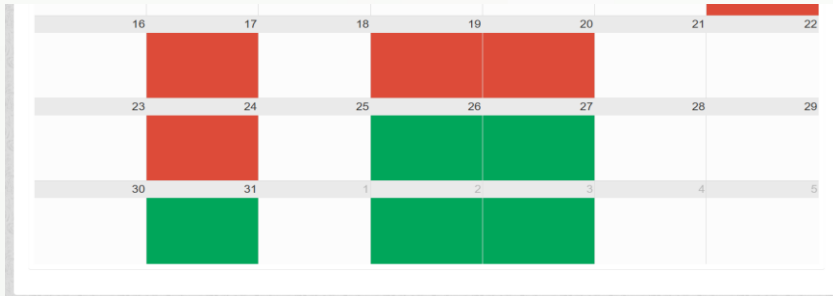
Select Time Slot:

15:07:00 to 18:07:00

Appointment



- Click the green box to choose available slot.



- Choose the available time slot and OPD sub department.

Time Slot

Available Slot

Full Slot

☐ Family Medicine

Appointment

- Click Appointment button to create appointment.
- Choose the desired time slot in dropdown.

Time Slot

Available Slot

Full Slot

☒ Family Medicine

Select Time Slot:

20:55:00 to 22:55:00 ▼

Appointment



STEP 3 - ADD PATIENT



Welcome, Dr. Doctor1 Doctor1 / OPD / Family Medicine

Logout Time: 7h 13m 55s



Set Time to Logout

Level 1 Facility - Level 1

WebSocket: CONNECTED



Republic of the Philippines
Department Of Health
CENTRAL VISAYAS CENTER for HEALTH DEVELOPMENT
E-REFERRAL / TELEMED



Dashboard

Patients

Referral 0 New

Telemedicine

Report

BAS

NA within 30 minutes

IAC

More

Filter Patients

Search Keyword...

Region VII

Province

Please select province

Municipality

Please select municipality

Barangay

Please select barangay

Filter

Add Patient

Patient List

Patient not found!

Republic of the Philippines
Department of Health
/doh.gov.ph

11.



- Click Add Patient Button.

Filter Patients

Search Keyword...

Region VII

Province

Please select province

Municipality

Please select municipality

Barangay

Please select barangay

Filter

Add Patient

- Fill out Patient's personal details and click submit.

Add New Patient

PhilHealth Status : None

PhilHealth ID : (If applicable)

First Name : Juan

Middle Name : Santiago

Last Name : De la Cruz

Contact Number : 123

Birth Date : 08/03/1996

Sex : ☐ Male ☒ Female

Civil Status : Single

Region : Region VII

Province : Cebu

Municipality/City : Alcantara

Barangay : Cabadiangan

Back

Submit

- Click consultation button in patient list.

Patient List					
Name	Gender	Age/DOB	Region/Province	Municipality/Barangay	Action
Juan S. De la Cruz 123	Male Single	29 years old Mar 08, 1996	Region VII Cebu	Alcantara Cabadiangan	Consultation

- Read and click "I have read and accept the Privacy Statement" checkbox.
- Click Accept button.

Logout Time: 10h 10m 02s Set Time to Logout Level 1 Facility - Level 1

Privacy Notice

and address of the personal information controller.

Right to rectification. The data subject has the right to dispute the inaccuracy or error in the personal data and have the personal information controller correct it immediately and accordingly, unless the request is vexatious or otherwise unreasonable. If the personal data has been corrected, the personal information controller shall ensure the accessibility of both the new and retracted information and the simultaneous receipt of the new and retracted information by the intended recipients thereof. Provided, That recipients or third parties who have previously received such processed personal shall be informed of its inaccuracy and its rectification, upon reasonable request of the data subject. Right to erasure or blocking. The data subject shall have the right to suspend, withdraw or order the blocking, removal or destruction of his or her personal data from the personal information controller's filing system.

This right may be exercised upon discovery and substantial proof of any of the following:

- The personal data is incomplete, outdated, false, or unlawfully obtained;
- The personal data is being used for purpose not authorized by the data subject;
- The personal data is no longer necessary for the purposes for which they were collected;
- The data subject withdraws consent or objects to the processing, and there is no other legal ground or overriding legitimate interest for the processing;
- The personal data concerns private information that is prejudicial to data subject, unless justified by freedom of speech, of expression, or of the press or otherwise authorized;
- The processing is unlawful;

The personal information controller or personal information processor violated the rights of the data subject.

The personal information controller may notify third parties who have previously received such processed personal information

Right to damages. The data subject shall be indemnified for any damages sustained due to such inaccurate, incomplete, outdated, false, unlawfully obtained or unauthorized use of personal data, taking into account any violation of his or her rights and freedoms as data subject.

Responsibility of Data Subjects

As we commit to ensuring the best service to our clients, data subjects are concomitantly urged to be circumspect and vigilant that the online systems it is accessing is legitimate and valid. If unsure, you may call or coordinate with our office through the client feedback information provided herein.

Client Feedback

For requests, questions, complaints, or reports of any data breach or incidents, you may contact our Data Protection Officer through the following contact information:

Name : Data Protection Officer
Title/Office : Legal Section/Data Protection Office
Contact No. : (032) 260-9740 loc. 104
Email : legal@ro7.doh.gov.ph

☒ I have read and accept the Privacy Statement

Close **I Accept**

- Fill in Patient Telemedicine Consultation form and click Submit.

Republic of the Philippines
 DEPARTMENT OF HEALTH
 CENTRAL VISAYA CENTER for HEALTH DEVELOPMENT
 Osmeña Boulevard, Sarmbag II, Cebu City, 6000 Philippines
 Regional Director's Office Tel. No. (032) 253-4355 Fax No. (032) 254-0109
 Official Website: <http://www.ro7.doh.gov.ph> Email Address: dohro7@gmail.com

Clinical Telemedicine Consultation

NAME OF REFERRING FACILITY: Level 1 Facility ADDRESS: Cebu City, Kasambagan, Cebu City (Capital), Cebu NAME OF REFERRING WORKER: Dr. Doctor1 Doctor1 Doctor1

DATE/TIME REFERRED (HMCs): Wednesday March 26, 2025 09:00 AM NAME OF PATIENT: Juan Santiago De la Cruz ADDRESS: Region VII, Cebu, Alcantara, Cabadiangan

REFERRED TO: Level 2 Facility DEPARTMENT: OPD ADDRESS: Cebu City

AGE: 29 years old SEX: Male CIVIL STATUS: Single

COVID NUMBER: CLINICAL STATUS: Select option SURVEILLANCE CATEGORY: Select option

CASE SUMMARY: (pertinent HPIs, including meds, labs, course etc.)

SUMMARY OF RECORD: (pls. refer to ReCs Guide in Referring Patients Checking)

DIAGNOSIS

+ Add ICD-10 + Add notes in diagnosis

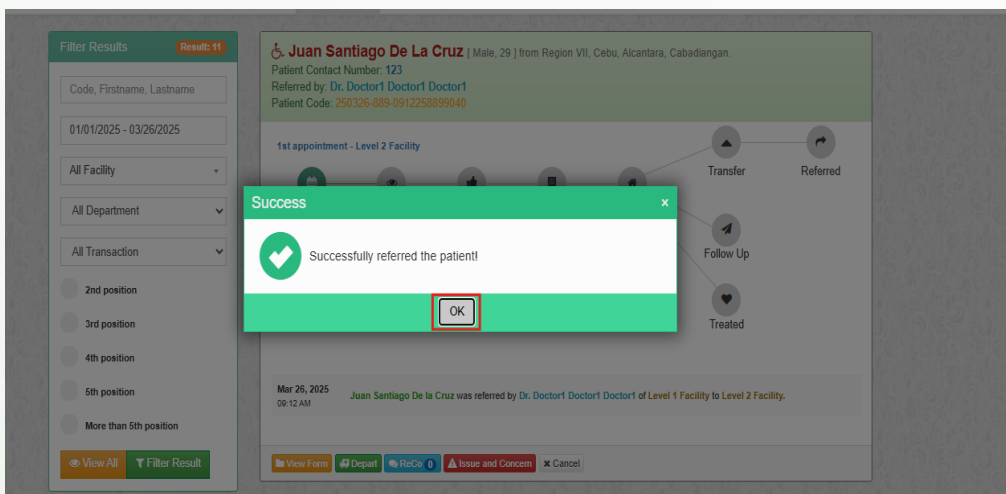
REASON FOR REFERRAL: Select reason for referral

FILE ATTACHMENTS:

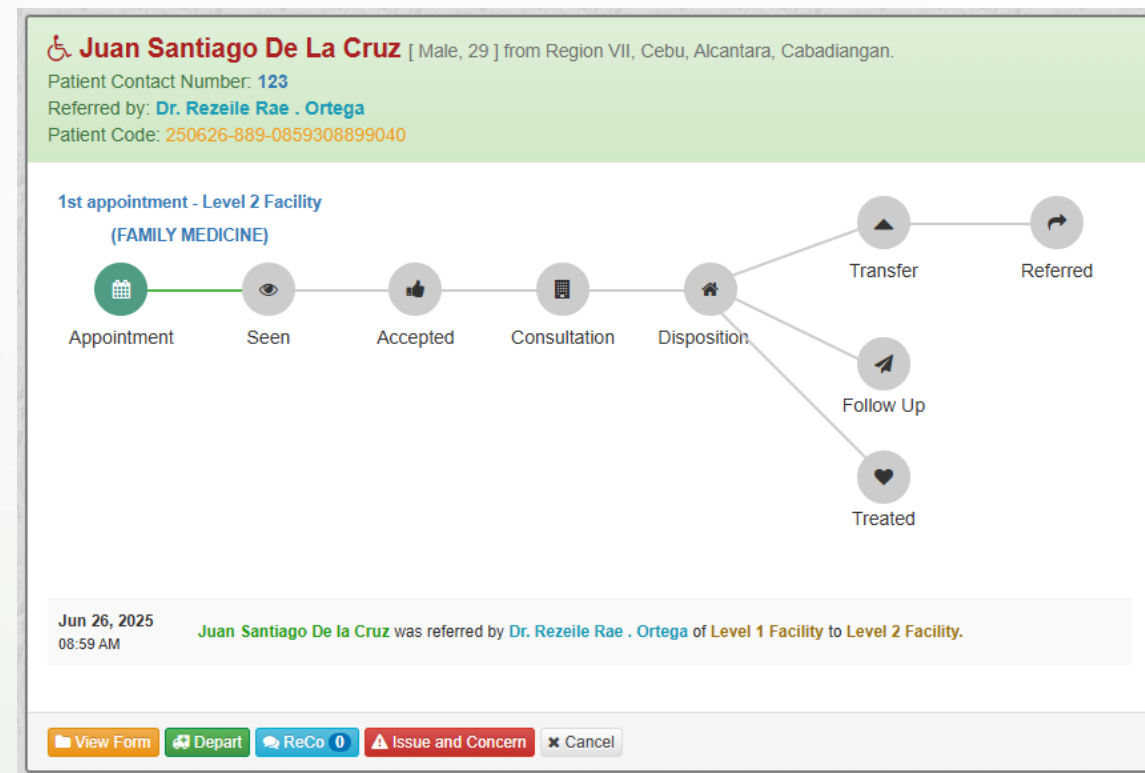
Close **Submit**



- Click OK button to exit.



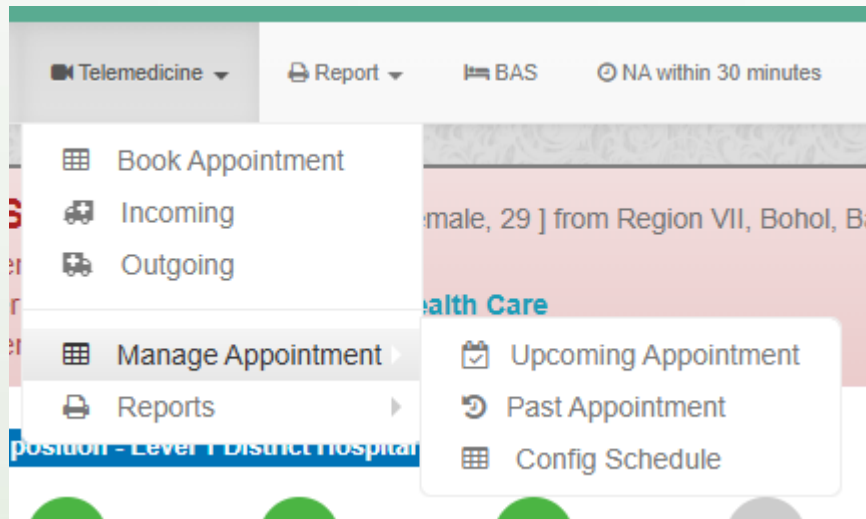
- The patient is now successfully referred and can be tracked via telemedicine.



ACCEPTING FACILITY

STEP 1 - MANAGE APPOINTMENT

- Click Telemedicine in Menu options.
- Choose Manage Appointment.

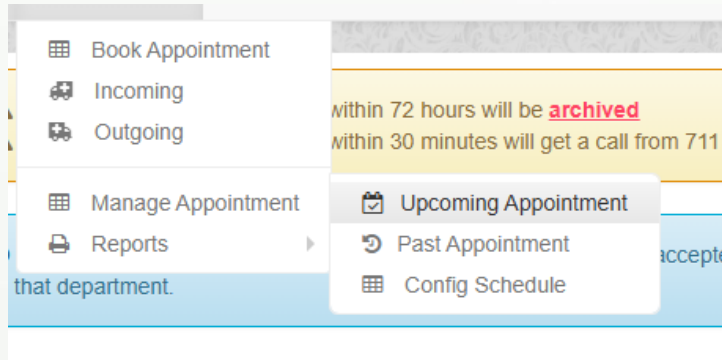


- Choose from 3 sub menu, Upcoming Appointment, Past Appointment, and Config Schedule.



OPTION 1 – UPCOMING APPOINTMENT

- Click Upcoming Appointment sub menu option.



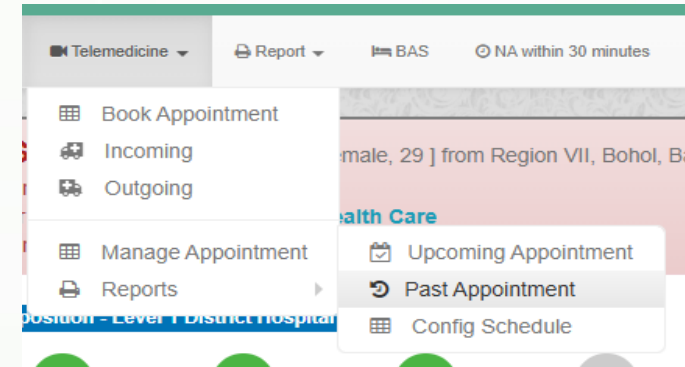
- You may add, update, and search upcoming appointments based from date range.

A screenshot of the 'Upcoming Appointments' table in a web application. The table has columns for Appointment Date, Time From, Time To, Created By, Facility, OPD Category, Slot, Booked Slot, Remaining Slot, and Action. The data shows appointments for Dr. Juanito De La Cruz Gonzales at Level 2 Facility, Family Medicine, with 50 slots available and 1 booked.

Appointment Date	Time From	Time To	Created By	Facility	OPD Category	Slot	Booked Slot	Remaining Slot	Action
October 10, 2025	10:00:00	12:00:00	Dr. Juanito De La Cruz Gonzales	Level 2 Facility	Family Medicine	50	1	49	[Edit] [Delete]
October 10, 2025	14:00:00	17:00:00	Dr. Juanito De La Cruz Gonzales	Level 2 Facility	Family Medicine	50	1	49	[Edit] [Delete]
October 13, 2025	08:00:00	17:00:00	Dr. Juanito De La Cruz Gonzales	Level 2 Facility	Family Medicine	50	0	50	[Edit] [Delete]
October 15, 2025	08:00:00	17:00:00	Dr. Juanito De La Cruz Gonzales	Level 2 Facility	Family Medicine	50	0	50	[Edit] [Delete]
October 17, 2025	10:00:00	12:00:00	Dr. Juanito De La Cruz Gonzales	Level 2 Facility	Family Medicine	50	0	50	[Edit] [Delete]
October 17, 2025	14:00:00	17:00:00	Dr. Juanito De La Cruz Gonzales	Level 2 Facility	Family Medicine	50	0	50	[Edit] [Delete]
October 20, 2025	08:00:00	17:00:00	Dr. Juanito De La Cruz Gonzales	Level 2 Facility	Family Medicine	50	0	50	[Edit] [Delete]

OPTION 2 – UPCOMING APPOINTMENT

- Click Past Appointment sub menu option.



- You may add and search appointments based from date range.

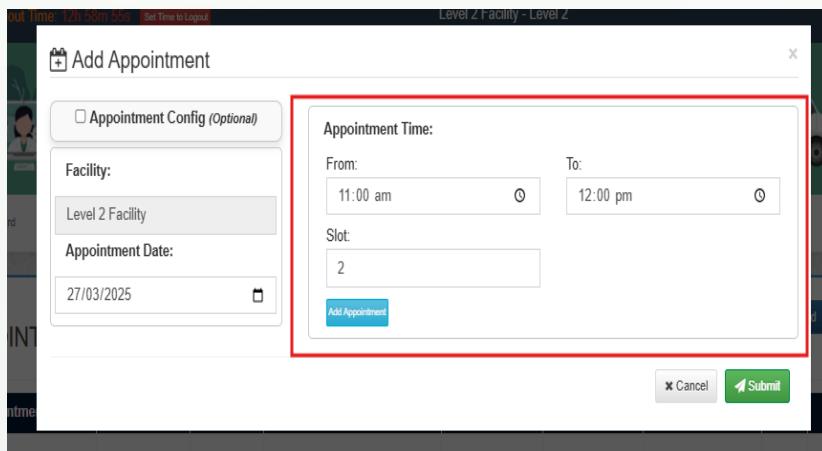
A screenshot of the 'Past Appointments' table in a web application. The table has columns for Appointment Date, Time From, Time To, Created By, Facility, OPD Category, Slot, Booked Slot, Remaining Slot, and Action. The data shows appointments for Dr. Doctor 1 Primary Health Care at Primary Health Care Facility, Family Medicine, with 5 slots available and 1 booked.

Appointment Date	Time From	Time To	Created By	Facility	OPD Category	Slot	Booked Slot	Remaining Slot	Action
September 18, 2025	15:46:00	18:46:00	Dr. Doctor 1 Primary Health Care	Primary Health Care Facility	Family Medicine	5	1	4	[Delete]
September 09, 2025	08:00:00	10:00:00	Dr. Doctor 1 Primary Health Care	Primary Health Care Facility	Family Medicine	5	0	5	[Delete]
September 08, 2025	08:00:00	12:00:00	Dr. Doctor 1 Primary Health Care	Primary Health Care Facility	Family Medicine	5	1	4	[Delete]



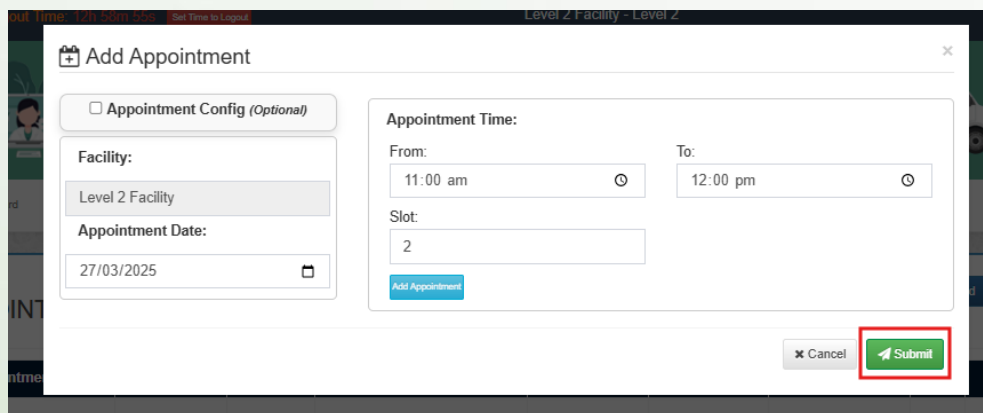
OPTION 3 – Manage and Config Appointment

- Fill in the Appointment data and Time.



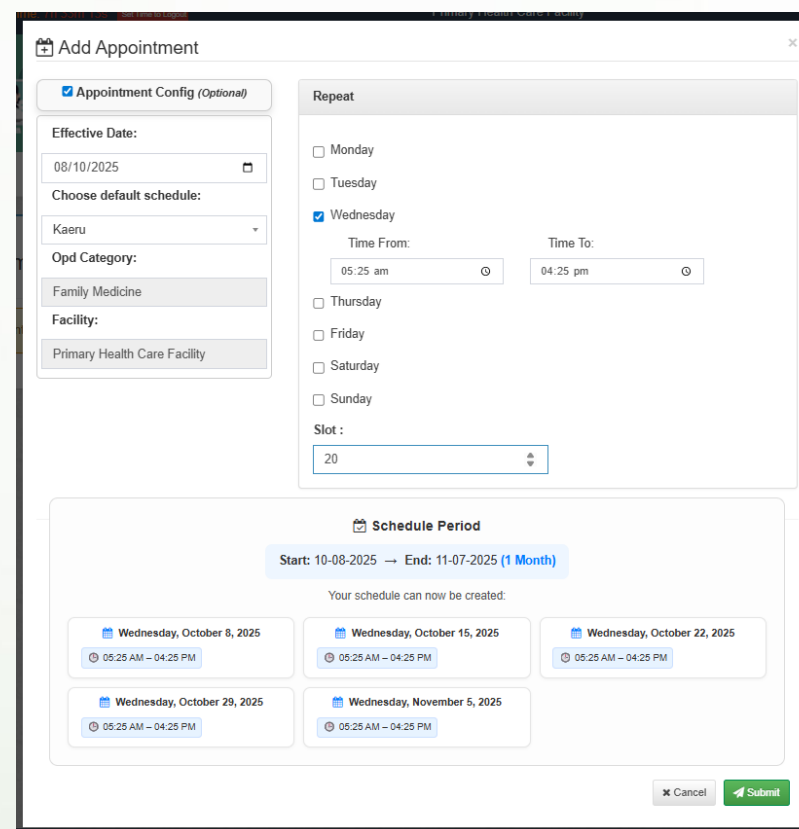
The screenshot shows the 'Add Appointment' form. The 'Appointment Time' section is highlighted with a red box. It contains fields for 'From' (11:00 am), 'To' (12:00 pm), and 'Slot' (2). There is an 'Add Appointment' button below these fields. The 'Appointment Date' is set to 27/03/2025. The 'Facility' is set to 'Level 2 Facility'. The 'Appointment Config (Optional)' checkbox is unchecked.

- Click Submit button.



The screenshot shows the 'Add Appointment' form. The 'Submit' button is highlighted with a red box. The 'Appointment Time' section is visible, with 'From' (11:00 am), 'To' (12:00 pm), and 'Slot' (2). The 'Add Appointment' button is also visible. The 'Appointment Date' is set to 27/03/2025. The 'Facility' is set to 'Level 2 Facility'. The 'Appointment Config (Optional)' checkbox is unchecked.

- Other option is Appointment Config.
- The accepting facility doctor can choose a default schedule created by the IT support and choose the day they will accept the appointment.

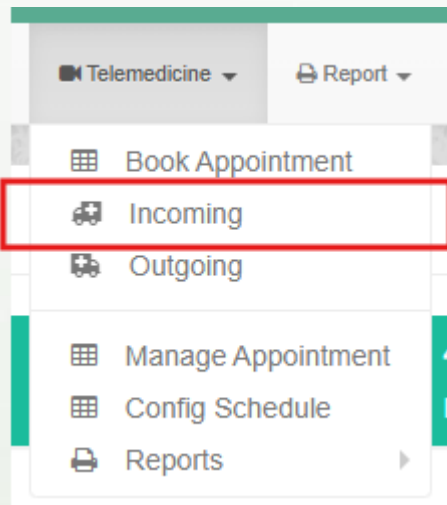


The screenshot shows the 'Add Appointment' form with the 'Appointment Config (Optional)' section selected. It includes fields for 'Effective Date' (08/10/2025), 'Choose default schedule' (Kaeru), 'Opd Category' (Family Medicine), and 'Facility' (Primary Health Care Facility). The 'Repeat' section shows a schedule for Wednesday, October 8, 2025, from 05:25 am to 04:25 pm. The 'Schedule Period' section shows a start date of 10-08-2025 and an end date of 11-07-2025 (1 Month). The 'Submit' button is highlighted with a red box.

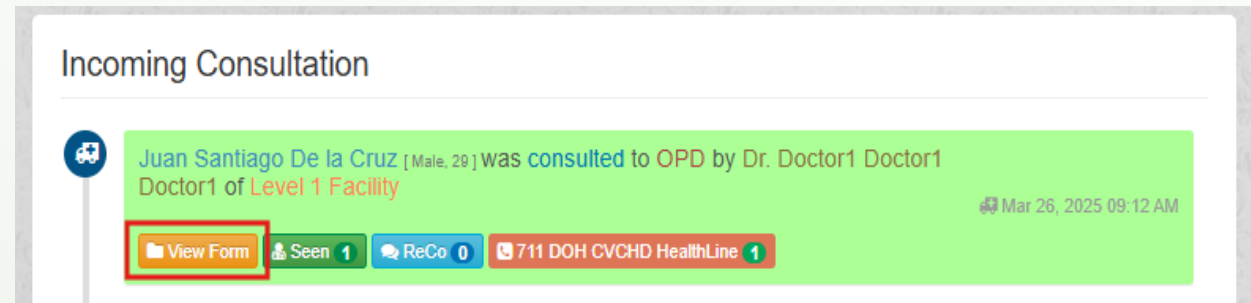


STEP 2 – ACCEPT INCOMING CONSULTATION

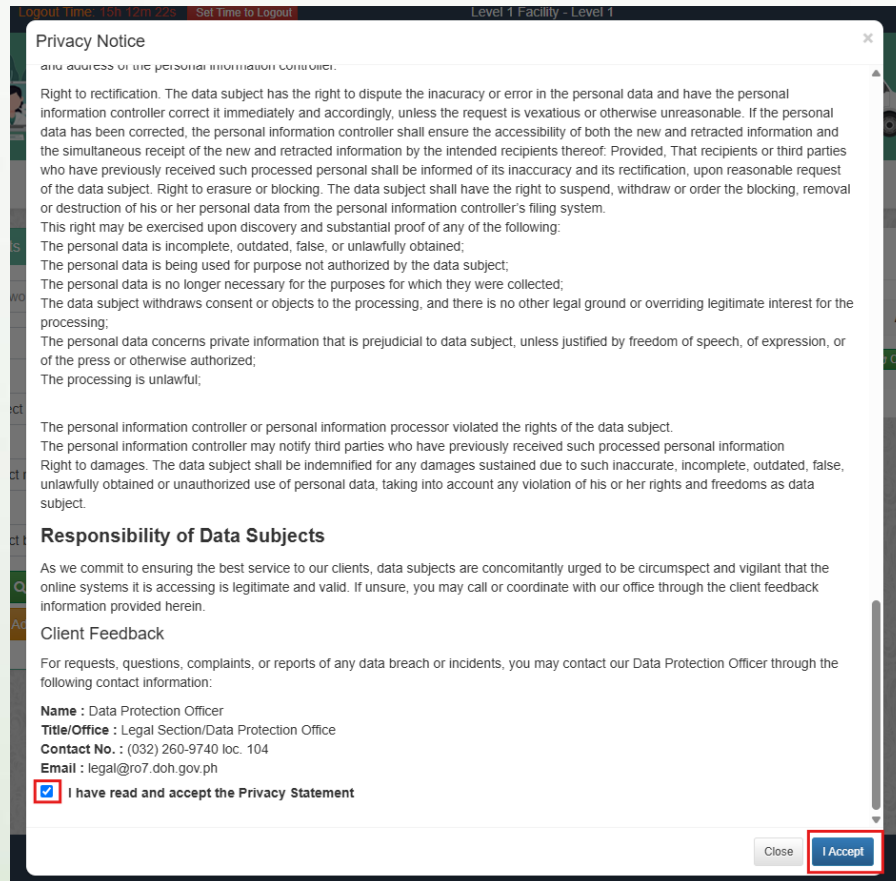
- Click Telemedicine in Menu options.
- Choose Incoming.



- In Incoming Consultation, click View Form Button.



- Read and click "I have read and accept the Privacy Statement" checkbox.
- Click Accept button.



Logout Time: 10h:10m:02s Set Time to Logout Level 1 Facility - Level 1

Privacy Notice

and address of the personal information controller.

Right to rectification. The data subject has the right to dispute the inaccuracy or error in the personal data and have the personal information controller correct it immediately and accordingly, unless the request is vexatious or otherwise unreasonable. If the personal data has been corrected, the personal information controller shall ensure the accessibility of both the new and retracted information and the simultaneous receipt of the new and retracted information by the intended recipients thereof. Provided, That recipients or third parties who have previously received such processed personal shall be informed of its inaccuracy and its rectification, upon reasonable request of the data subject. Right to erasure or blocking. The data subject shall have the right to suspend, withdraw or order the blocking, removal or destruction of his or her personal data from the personal information controller's filing system.

This right may be exercised upon discovery and substantial proof of any of the following:

- The personal data is incomplete, outdated, false, or unlawfully obtained;
- The personal data is being used for purpose not authorized by the data subject;
- The personal data is no longer necessary for the purposes for which they were collected;
- The data subject withdraws consent or objects to the processing, and there is no other legal ground or overriding legitimate interest for the processing;

The personal data concerns private information that is prejudicial to data subject, unless justified by freedom of speech, of expression, or of the press or otherwise authorized;

The processing is unlawful;

The personal information controller or personal information processor violated the rights of the data subject.

Right to damages. The data subject shall be indemnified for any damages sustained due to such inaccurate, incomplete, outdated, false, unlawfully obtained or unauthorized use of personal data, taking into account any violation of his or her rights and freedoms as data subject.

Responsibility of Data Subjects

As we commit to ensuring the best service to our clients, data subjects are concomitantly urged to be circumspect and vigilant that the online systems it is accessing is legitimate and valid. If unsure, you may call or coordinate with our office through the client feedback information provided herein.

Client Feedback

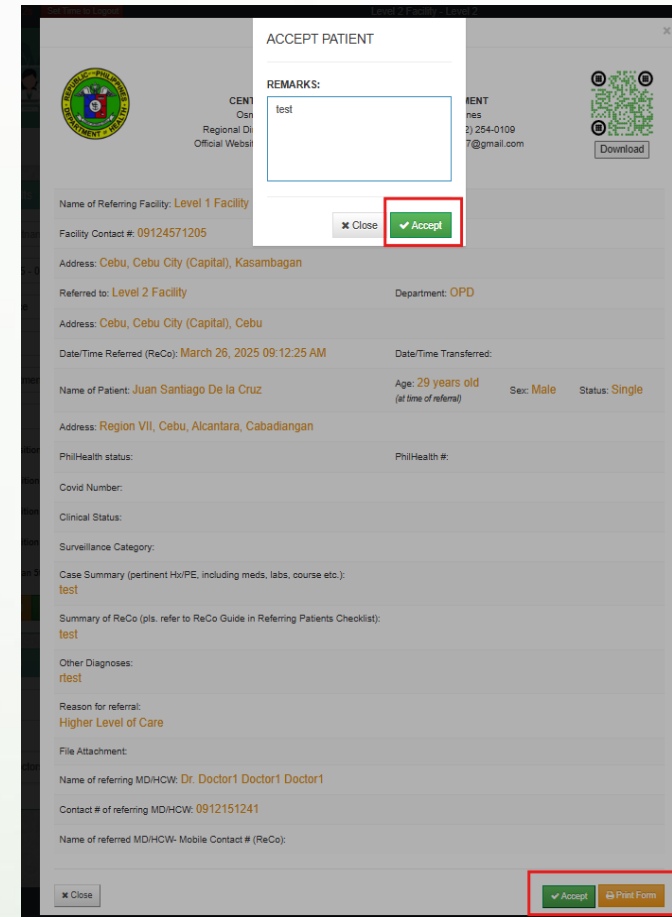
For requests, questions, complaints, or reports of any data breach or incidents, you may contact our Data Protection Officer through the following contact information:

Name : Data Protection Officer
Title/Office : Legal Section/Data Protection Office
Contact No. : (032) 260-9740 loc. 104
Email : legal@ro7.doh.gov.ph

☒ I have read and accept the Privacy Statement

Close I Accept

- View or print patient's details.
- Add remarks.
- Click Accept button.



ACCEPT PATIENT

REMARKS:
test

Close Accept

Name of Referring Facility: Level 1 Facility
 Facility Contact #: 09124571205
 Address: Cebu, Cebu City (Capital), Kasambagan

Referred to: Level 2 Facility
 Department: OPD
 Address: Cebu, Cebu City (Capital), Cebu

Date/Time Referred (ReCo): March 26, 2025 09:12:25 AM
 Date/Time Transferred:
 Age: 29 years old (at time of referral)
 Sex: Male
 Status: Single

Name of Patient: Juan Santiago De la Cruz
 Address: Region VII, Cebu, Alcantara, Cabadiangan

PhilHealth status: PhilHealth #:
 Covid Number:
 Clinical Status:
 Surveillance Category:
 Case Summary (pertinent Hx/PE, including meds, labs, course etc.):
 test
 Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist):
 test
 Other Diagnoses:
 rtest
 Reason for referral:
 Higher Level of Care
 File Attachment:
 Name of referring MD/HCW: Dr. Doctor1 Doctor1 Doctor1
 Contact # of referring MD/HCW: 0912151241
 Name of referred MD/HCW- Mobile Contact # (ReCo):

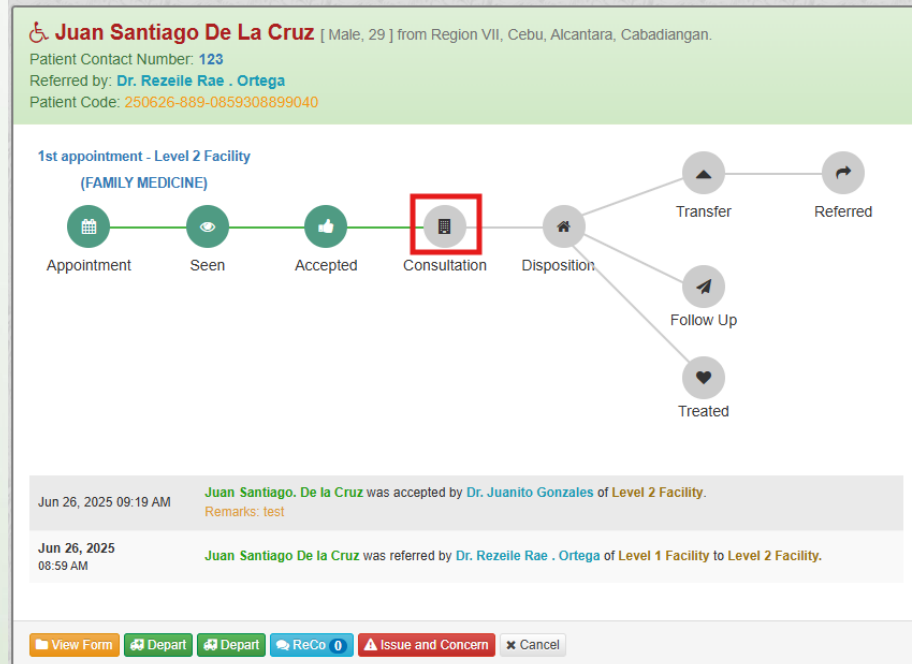
Close Accept Print Form



VIDEO CONFERENCE

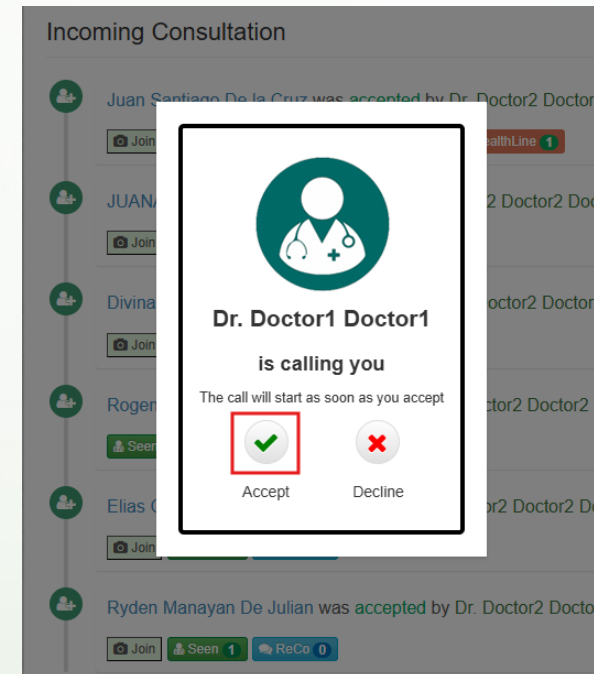
REFERRING FACILITY

- Click the Consultation tracking to start calling the accepting facility.



ACCEPTING FACILITY

- Click Accept button to start conference.



VIDEO CONFERENCE - WINDOW PERMISSIONS

- Click the 'Allow button when visiting the site' to enable permissions for video, microphone, and audio during the conference.

The screenshot shows a Google Chrome browser window titled "E-REFERRAL - Google Chrome". The address bar displays the URL: cvchd7.com/doctor/telemedicine?id=257629&code=250326-889-0912258899040&form_type=normal&referring_md=no&activity_id=901059. A permission dialog box from "cvchd7.com" is open, asking to "Use your microphones". It has three buttons: "Allow while visiting the site" (highlighted with a red border), "Allow this time", and "Never allow".

The background of the browser window shows a large circular seal of the Department of Health of the Philippines. In the center of the seal is a shield with a caduceus and the text "Calling...". Below the shield is a banner that reads "FLOREAT SALUBRITAS POPULI". To the right of the seal is a smaller version of the same seal.

On the right side of the browser window, there is a "CLINICAL REFERRAL FORM". At the top, it says "Republic of the Philippines DEPARTMENT OF HEALTH" and "CENTRAL VISAVAS CENTER for HEALTH DEVELOPMENT". Below this, it lists the address: "Osmeña Boulevard Sambag II, Cebu City, 6000 Philippines", the phone number: "Regional Director's Office Tel. No. (032) 253-6355 Fax No. (032) 254-0109", and the email address: "Official Website: <http://www.ro7.doh.gov.ph> Email Address: dohro7@gmail.com".

The form itself contains the following fields:

- Name of Referring Facility: Level 1 Facility
- Facility Contact #: 09124571205
- Address: Cebu, Cebu City (Capital), Kasambagan
- Referred to: Level 2 Facility
- Department: OPD
- Address: Cebu, Cebu City (Capital), Cebu
- Date/Time Referred (ReCo): March 26, 2025 09:12 AM
- Date/Time Transferred:
- Name of Patient: Juan Santiago De la Cruz
- Age: 29 Years Old
- Sex: Male
- Address: Region VII, Cebu, Alcantara, Cabadiangan
- Status: Single
- Philhealth status:
- Philhealth #:
- Covid Number:
- Clinical Status:
- Surveillance Category:
- Case Summary (pertinent Hx/PE, including meds, labs, course etc.): test
- Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist): test
- ICD-10 Code and Description:
- Reason for referral: Higher Level of Care
- File Attachment:
- Name of Referring HAP/UPM: Dr. Product Product Product



VIDEO CONFERENCE – SCREEN RECORD PERMISSIONS

15&code=250506-889-0939128898993&form_type=normal&referring_md=yes&activity_id=876233

Choose what to share with http://localhost:8080
The site will be able to see the contents of your screen

Chrome Tab Window

1. Click Entire Screen

Entire Screen

2. Click Entire Screen display.

3. Click this toggle to share desktop audio

Also share system audio ☒

4. Click share button to start recording.

Share Cancel

Republic of the Philippines
DEPARTMENT OF HEALTH
CENTRAL VISAYAS CENTER
Osmeña Boulevard Samba
Regional Director's Office Tel. No. (032) 255-1111
Official Website: <http://www.ro7.doh.gov.ph>

CLINICAL RECORD

Facility: Telemed Kaeru Test 1

65465

, Lamacan

Kaeru Test 2

ga, Cebu

ReCo): May 06, 2025 09:39 AM

y Faulkner Whoopi Leon Gretchen Ju

Cebu, Aloguinsan, Esperanza

Surveillance Category:

Case Summary (pertinent Hx/PE, including meds, labs, cou

test

Summary of ReCo (pls. refer to ReCo Guide in Referring Pa

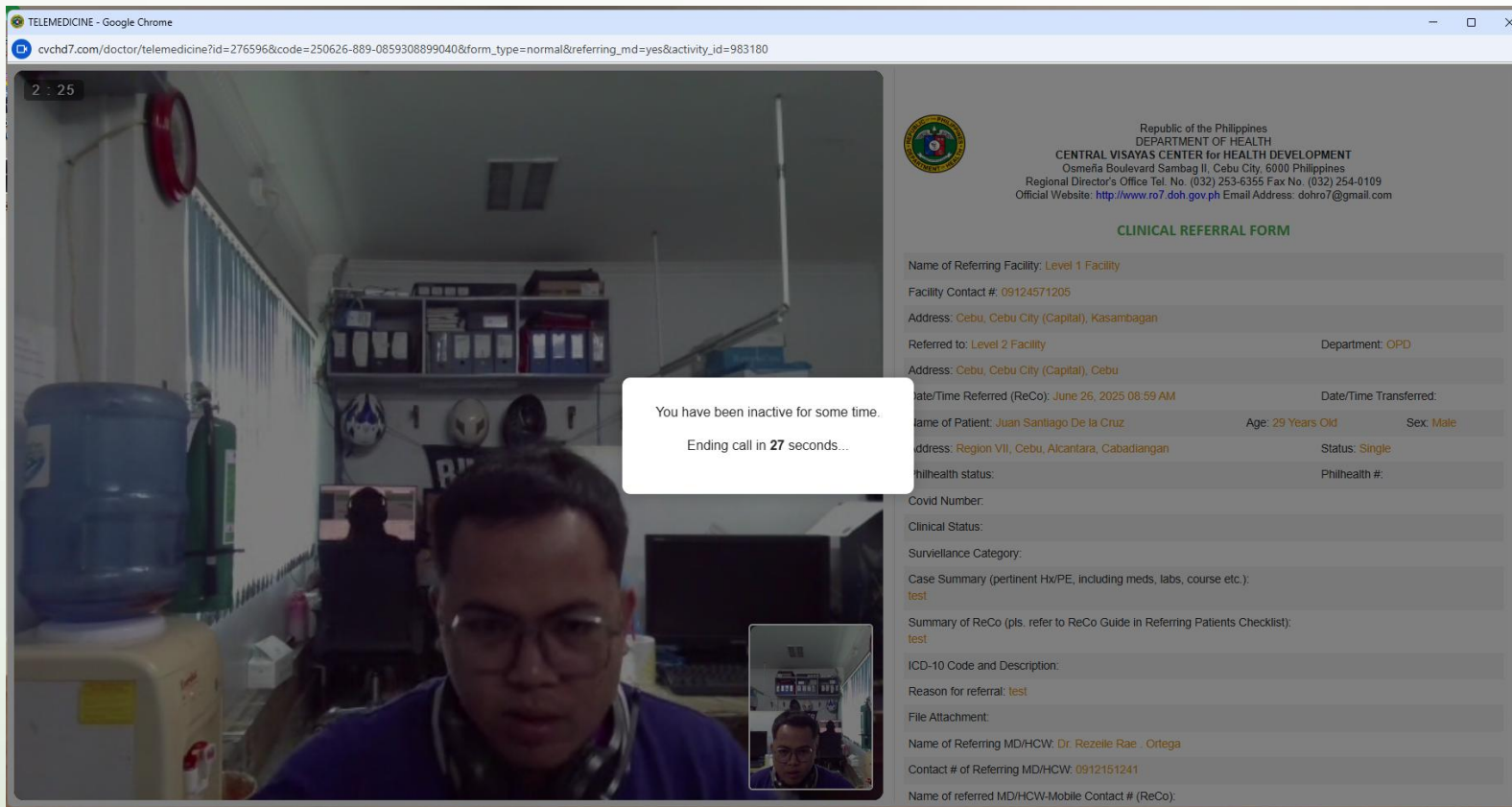
test

ICD-10 Code and Description:



VIDEO CONFERENCE – AUTO END CALL IF INACTIVE

- This feature monitors user inactivity. If the user is away from the keyboard, the system will automatically display an alert to end the call in 30 seconds. To cancel the auto end-call, simply move the mouse, and the system will cancel the function automatically.



VIDEO CONFERENCE – SCREEN RECORD UPLOAD

- At the referring facility, during the end call, please wait for the screen recording video upload to reach 100%.

The screenshot shows a Google Chrome browser window titled "E-REFERRAL - Google Chrome". The address bar displays the URL: cvchd7.com/doctor/telemedicine?id=274863&code=250618-889-1008358899040&form_type=normal&referring_md=yes&activity_id=975516. The main content area is a video conference interface. On the left, there is a large black rectangle representing the video feed, with a timer "1 : 40" in the top left corner. In the center of the video feed, there is a white loading spinner and a progress bar. Below the spinner, the text reads: "Please wait until upload is complete. Do not close this window. 0%". At the bottom of the video feed, there is a row of icons: a microphone, a video camera (with a red slash), a phone, a document, a trash can, and a chat bubble. On the right side of the browser window, there is a sidebar containing the Department of Health logo and the following text: "Republic of the Philippines DEPARTMENT OF HEALTH CENTRAL VISAYAS CENTER for HEALTH DEVELOPMENT Osmeña Boulevard Sambag II, Cebu City, 6000 Philippines Regional Director's Office Tel. No. (032) 253-6355 Fax No. (032) 254-0109 Official Website: <http://www.ro7.doh.gov.ph> Email Address: dohro7@gmail.com". Below this, there is a section titled "CLINICAL REFERRAL FORM" with the following fields: "Name of Referring Facility: Level 1 Facility", "Facility Contact #: 09124571205", "Address: Cebu, Cebu City (Capital), Kasambagan", "Referred to: Level 2 Facility", "Department: OPD", "Address: Cebu, Cebu City (Capital), Cebu", "Date/Time Referred (ReCo): June 18, 2025 10:08 AM", "Date/Time Transferred:", "Name of Patient: Paciano Cano American", "Age: 28 Years Old", "Sex: Male", "Address: Region VII, Cebu, Argao, Gutlang", "Status: Single", "Philhealth status:", "Philhealth #:", "Covid Number:", "Clinical Status:", "Surveillance Category:", and "Case Summary (pertinent Hx/PE, including meds, labs, course etc.): test".



REFERRING FACILITY

CONFERENCE WINDOW

- This is where video conference can be seen.



BUTTONS FUNCTIONS

- **MIC** – mute / unmute.
- **Video** – turn video on/off.
- **End Call** – to end call.
- **PRESCRIPTION** – to create prescription.
- **LAB REQUEST** – to create lab request.
- **CHAT** – to communicate the doctor thru chat.

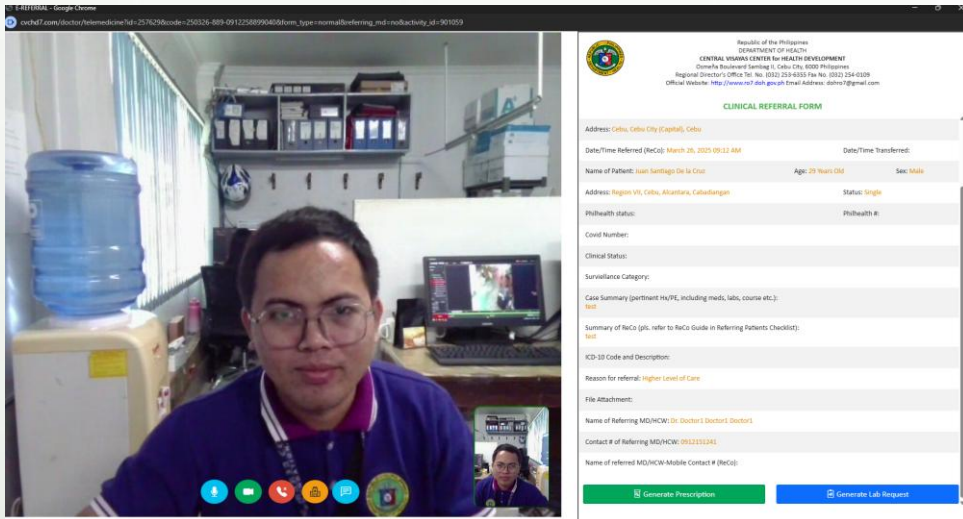




ACCEPTING FACILITY

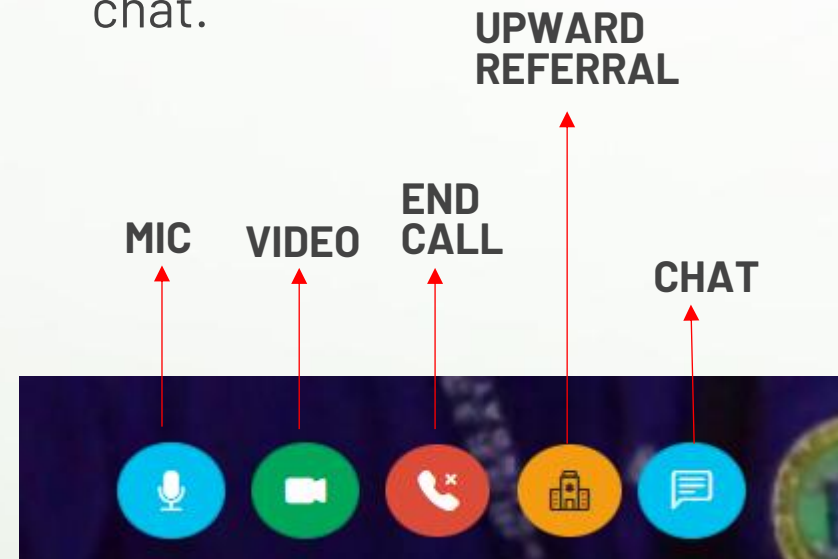
CONFERENCE WINDOW

- This is where video conference can be seen.



BUTTONS FUNCTIONS

- **MIC** – mute / unmute.
- **Video** – turn video on/off.
- **End Call** – to end call.
- **Upward Referral** – in case the patient need urgent care, the accepting can upward the patient.
- **CHAT** – to communicate the doctor thru chat.



PRESCRIPTION

- This is where the doctor can create prescription for the patient.

The screenshot shows a 'Prescription' window with a close button (X) in the top right. It contains an example prescription: 'Ex. Paracetamol (Biogesic) 500mg #30 Tablet' with numbered callouts 1-5, and a signature 'Sig: 1 Tab for Every 4 hours' with callouts 6-7. Below this are seven numbered input fields: 1.) Generic Name:*, 2.) Brand Name: (Optional), 3.) Dosage:*, 4.) Quantity:*, 5.) Formulation:*, 6.) Frequency:*, and 7.) Duration:*. The fields are populated with 'Paracetamol', 'Biogesic', '500mg', '30', 'Tablet', '1 Tab', and 'Every 4 hours' respectively. At the bottom are three buttons: 'Close', 'Add Prescription', and 'Submit Prescription' (which is highlighted with a red box).

LAB REQUEST

- This is where the doctor can create lab request.

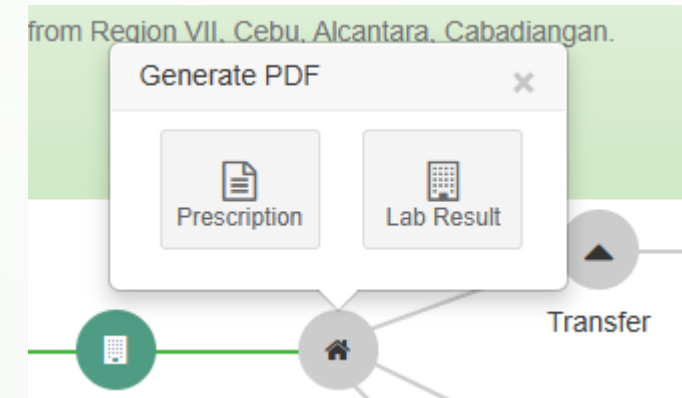
The screenshot shows a 'Lab Request' window with a close button (X) in the top right. It features a 'Search Laboratory...' search bar. Below is a list of lab tests with checkboxes: Urinalysis - Stone Analysis, Urinalysis MARTEST, Urinary Caculi (Stone Analysis), Urine Albumin, Urine Bilirubin, Urine Ketone/Acetone, Urine PH, Urine Specific Gravity, Urine Sugar, Urine Sugar (Clintest), WBC Count, Widal, and Widal Test. The 'Others (Specify)' option is checked and highlighted with a red box, with a text input field below it containing 'Enter specific lab request...'. At the bottom right is a 'Submit' button, also highlighted with a red box.



GENERATE PRESCRIPTION AND LAB REQUEST

- The doctor can generate prescription and lab request in Telemedicine Form found in Conference Window.
- The Prescription and Lab Request modal will be displayed

- The doctor can also generate prescription and lab request in Telemedicine Tracking.



GENERATED PRESCRIPTION AND LAB REQUEST

PRESCRIPTION

Document Viewer

for orientation11 / 194%+



Republic of the Philippines
Department of Health
CENTRAL VISAYAS CENTER for HEALTH DEVELOPMENT

Dr. doctor1_orient doctor1_orient

OPD

for orientation1

kasambagan

facility@gmail.com

0945142151

Name: Elias Ohahay

Date: 03/14/2025

Age: 35 years 3 months 5 days old

Sex: Male

Address: City Of Carcar

R_x

Paracetamol(Biogesic)500mg#30Tablet

Sig: 1 Tab for Every 4 hours


Close

Open in New Tab

LAB REQUEST

Document Viewer

for orientation11 / 194%+



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CENTRAL VISAYAS CENTER for HEALTH DEVELOPMENT

Dr. doctor1_orient doctor1_orient

OPD

for orientation1

kasambagan

facility@gmail.com

0945142151

LABORATORY REQUEST

Name: Elias Ohahay

Date: 03/14/2025

Age: 35 years 3 months 5 days old

Sex: Male

Address: City Of Carcar


24 Hour Urine Creatinine

Close

Open in New Tab

FOLLOW UP

- Click Follow Up in tracking.
- Next follow the previous steps in page 7, **Referring Facility, Step2 – APPOINTMENT CALENDAR.**

 **Juan Santiago De La Cruz** [Male, 29] from Region VII, Cebu, Alcantara, Cabadiangan.
Patient Contact Number: **123**
Referred by: **Dr. Rezeile Rae . Ortega**
Patient Code: **250626-889-0859308899040**

1st appointment - Level 2 Facility
(FAMILY MEDICINE)

Appointment Seen Accepted Consultation Disposition Transfer Referred Follow Up Treated

Jun 26, 2025 09:19 AM **Juan Santiago. De la Cruz** was accepted by **Dr. Juanito Gonzales** of Level 2 Facility.
Remarks: test

Jun 26, 2025 08:59 AM **Juan Santiago De la Cruz** was referred by **Dr. Rezeile Rae . Ortega** of Level 1 Facility to Level 2 Facility.

[View Form](#) [Depart](#) [Depart](#) [ReCo](#) [Issue and Concern](#) [Cancel](#)

- Click Select File button and Upload Lab Results – pdf, png and jpeg.
- Click Submit button after uploading and add remarks.

Follow Up Patient

FACILITY:
Level 3 Facility

DEPARTMENT:
OPD

Remarks:

Note: Do you have any lab request for upload?

[Select Files](#)

[Close](#) [Submit](#)





Juan Santiago De La Cruz [Male, 29] from Region VII, Cebu, Alcantara, Cabadiangan.
Patient Contact Number: 123
Referred by: Dr. Rezeile Rae . Ortega
Patient Code: 250626-889-0859308899040

1st appointment - Level 2 Facility
(FAMILY MEDICINE)

Appointment → Seen → Accepted → Consultation → Disposition

Disposition branches into: Transfer, Referred, Follow Up, Treated

2nd position - Level 2 Facility

Referred → Seen → Accepted → Departed → Arrived → Admitted → Discharged

Jul 10, 2025 03:07 PM Juan Santiago De la Cruz's form was updated by Dr. Rezeile Rae . Ortega of Level 1 Facility
Remarks: Updated fields: File Attachment

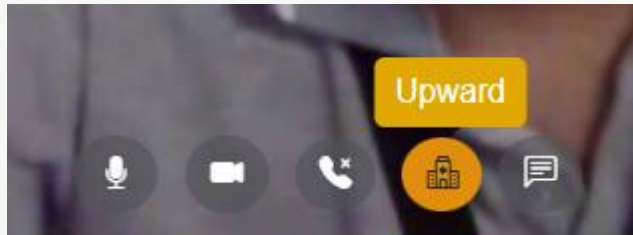
[View More \(9\)](#)

[View Form](#) [Seen 1](#) [Depart](#) [ReCo 7](#) [Issue and Concern](#) [Cancel](#) [PMR](#)

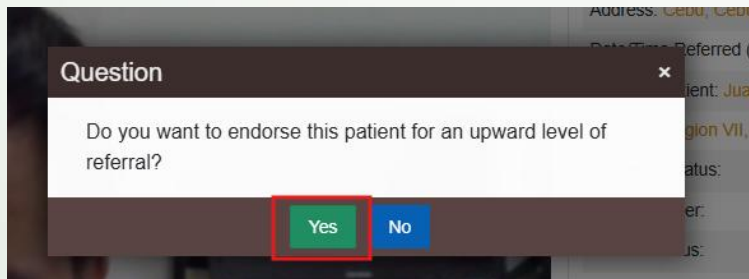
- In follow-up, new appointment will be created and 2nd appointment tracker will be created.

UPWARD REFERRAL

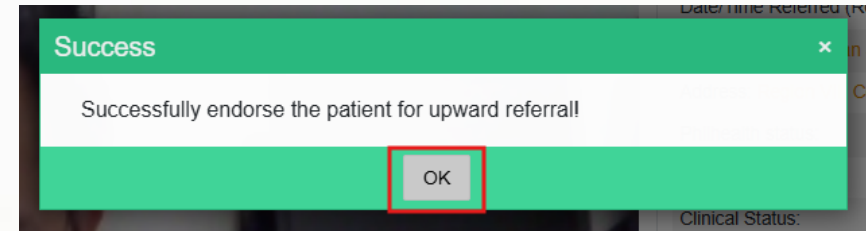
- Click upward referral button at accepting.



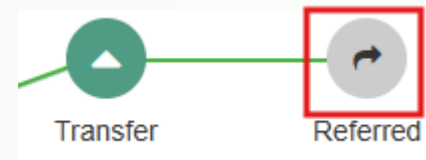
- Click Yes button.



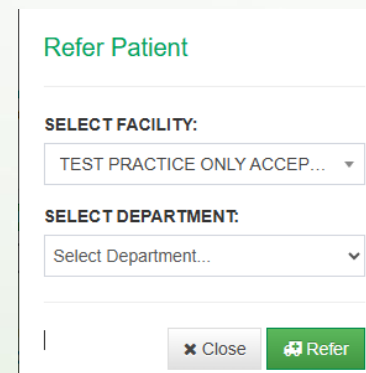
- Click OK at success box.




- In tracking click referred button.

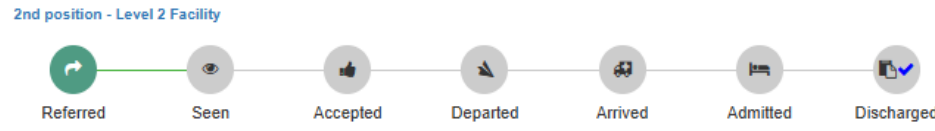
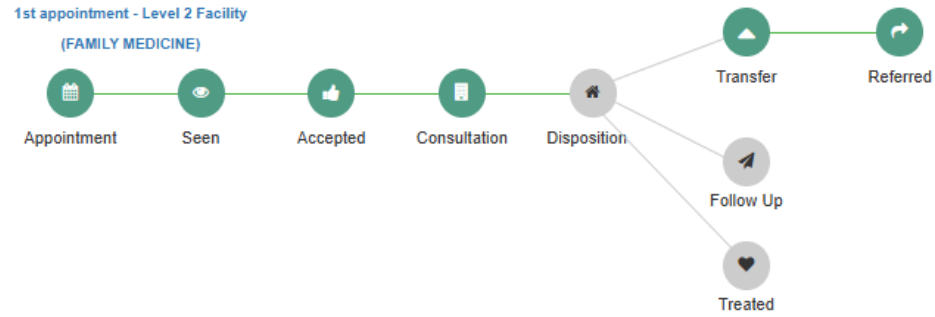


- Select Facility and Department where the patient will be referred.



PATIENTS MEDICAL RECORD (PMR)


 **Juan Santiago De La Cruz** [Male, 29] from Region VII, Cebu, Alcantara, Cabadiangan.
Patient Contact Number: 123
Referred by: **Dr. Rezeile Rae . Ortega**
Patient Code: 250626-889-0859308899040



Jul 10, 2025 03:07 PM **Juan Santiago De la Cruz's** form was updated by **Dr. Rezeile Rae . Ortega** of Level 1 Facility
Remarks: Updated fields: File Attachment

[View More \(9\)](#)

-  View Form
-  Seen 1
-  Depart
-  ReCo 7
-  Issue and Concern
-  Cancel
-  PMR




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Osmeña Boulevard, Sambag II, Cebu City, 6000 Philippines
Regional Director's Office Tel. No. (032) 253-6355 Fax No. (032) 254-0109
Official Website: <http://www.ro7.doh.gov.ph> Email Address: dohro7@gmail.com

Patient Information

Patient Name: Juan Santiago De la Cruz
Patient Address: Region VII, Cebu, Alcantara, Cabadiangan
Status: Single Sex: Male Age: 29 years old

Referral History

Date Referred	Referring Facility	Referred Facility	Category	Type	Date Discharged	Action
Apr 14, 2025 (01:11 PM)	Level 1 Facility	TEST PRACTICE ONLY ACCEPTING	Telemedicine	Normal version1	Not Available	<div>Track Patient View PMR</div>
Jun 26, 2025 (02:50 PM)	Level 1 Facility	Level 2 Facility	Telemedicine	Normal version1	Not Available	<div>Track Patient View PMR</div>

 Close

STEP 2 - Click to view Patients Past Tracking.


STEP 3 - Click to view the telemedicine or referral form.

[View More \(9\)](#)


-  View Form
-  Seen 1
-  Depart
-  ReCo 7
-  Issue and Concern
-  Cancel
-  PMR

STEP 1 - Click PMR Button.





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Official Website: <http://www.ro7.doh.gov.ph> Email Address: dohro7@gmail.com



Download

Name of Referring Facility: Level 1 Facility

Facility Contact #: 09124571205

Address: Cebu, Cebu City (Capital), Kasambagan

Referred to: Level 2 Facility

Department: OPD

Address: Cebu, Cebu City (Capital), Cebu

Date/Time Referred (ReCo): June 26, 2025 02:50:11 PM

Date/Time Transferred:

Name of Patient: Juan Santiago De la Cruz

Age: 29 years old
(at time of referral)

Sex: Male

Status: Single

Address: Region VII, Cebu, Alcantara, Cabadiangan

PhilHealth status:

PhilHealth #:

Covid Number:

Clinical Status:

Surveillance Category:

Case Summary (pertinent Hx/PE, including meds, labs, course etc.):
test

Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist):
test

Other Diagnoses:
test

Reason for referral:
Higher Level of Care

File Attachment:

Name of referring MD/HCW: Dr. Rozelle Rae - Ortega

Contact # of referring MD/HCW: 0912151241

Name of referred MD/HCW- Mobile Contact # (ReCo):

Close

Undo Cancel

Print Form

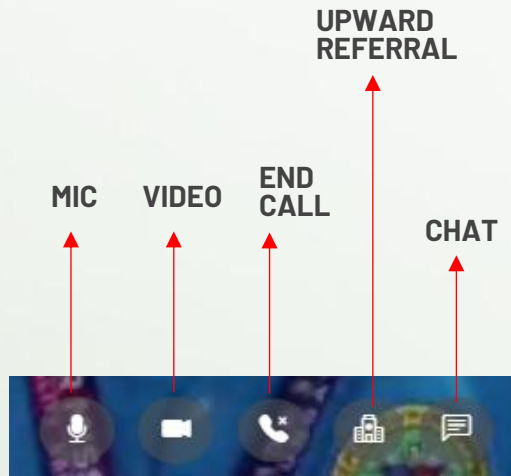
- This is the sample for telemedicine consultation form.

SOFTWARE UPDATE as of MARCH 2025

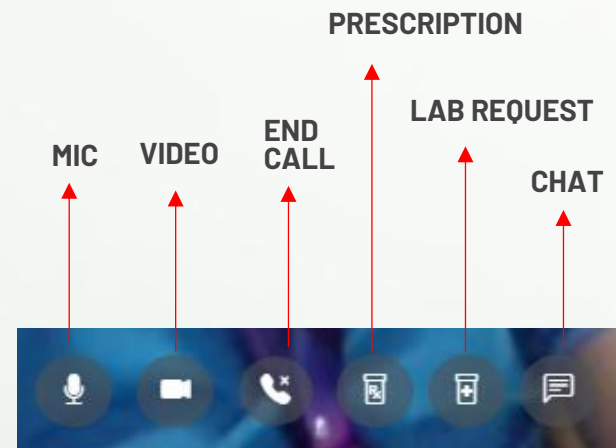
VIDEO CHAT BUTTONS (USER INTERFACE)

- Enhanced button design.

ACCEPTING FACILITY



REFERRING FACILITY



PRESCRIPTION

- Removed and change the input fields into Text Editor that enhances user experience.


The screenshot shows a web form titled 'Prescription'. It has a text area for the prescription text, which contains an example: 'Ex. Paracetamol (Biogesic) 500mg #30 Tablet Sig: 1 Tab for Every 4 hours'. Below the text area is a rich text editor with a toolbar showing bold, italic, strikethrough, bulleted list, numbered list, and text color options. The text area also shows the same example text. At the bottom right, there are 'Close' and 'Submit Prescription' buttons.



SOFTWARE UPDATE as of APRIL 2025

- The design and responsiveness have been enhanced, with added support for draggable and auto-resizing video.

E-REFERRAL - Google Chrome
cvchd7.com/doctor/telemedicine?id=255312&code=250314-889-1142298899040&form_type=normal&referring_md=yes&activity_id=890771



Calling...

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Official Website: <http://www.ro7.doh.gov.ph> Email Address: dohro7@gmail.com

CLINICAL REFERRAL FORM

Name of Referring Facility: Level 1 Facility

Facility Contact #: 09124571205

Address: Cebu, Cebu City (Capital), Kasambagan

Referred to: for orientation1 Department: OPD

Address: Cebu, Alcantara, Cebu

Date/Time Referred (ReCo): March 14, 2025 11:42 AM Date/Time Transferred:

Name of Patient: Elias Oyecoye Ohahay Age: 35 Years Old Sex: Male

Address: Region VII, Cebu, City Of Carcar, Bolinawan Status: Single

Philhealth status: Philhealth #:

Covid Number:

Clinical Status:

Surveillance Category:

Case Summary (pertinent Hx/PE, including meds, labs, course etc.):
SAMPLE CASE SUMMARY

Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist):
SAMPLE SUMMARY OF RECO

ICD-10 Code and Description:
• P37.0 - Congenital tuberculosis

Reason for referral: Higher Level of Care

File Attachment:

Name of Referring MD/HCW: Dr. Doctor1 Doctor1 Doctor1

Contact # of Referring MD/HCW: 0912151241

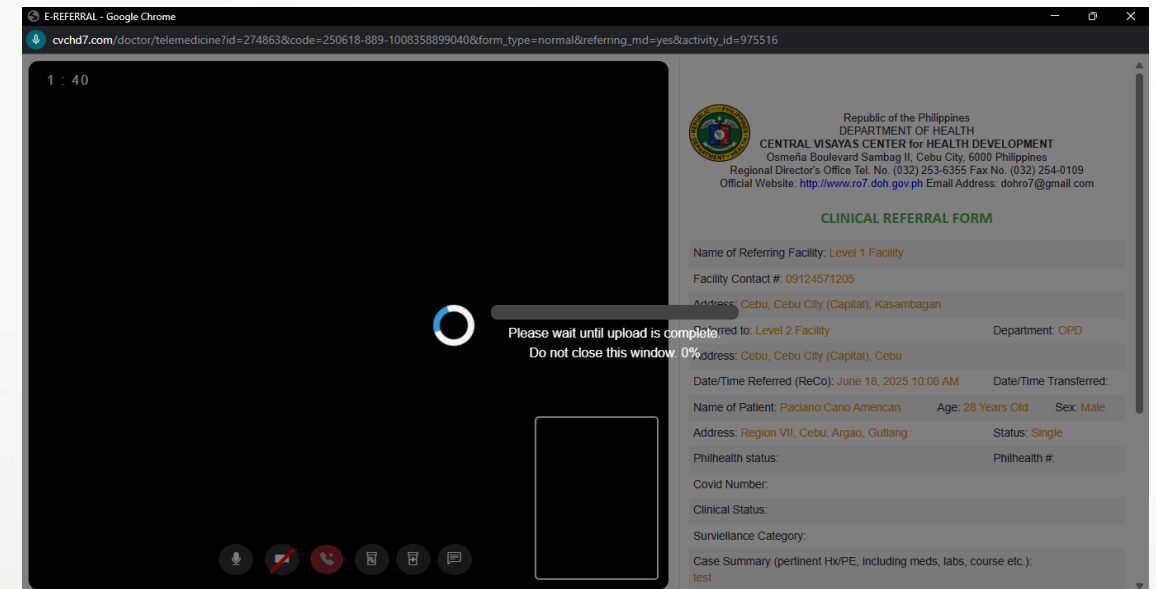
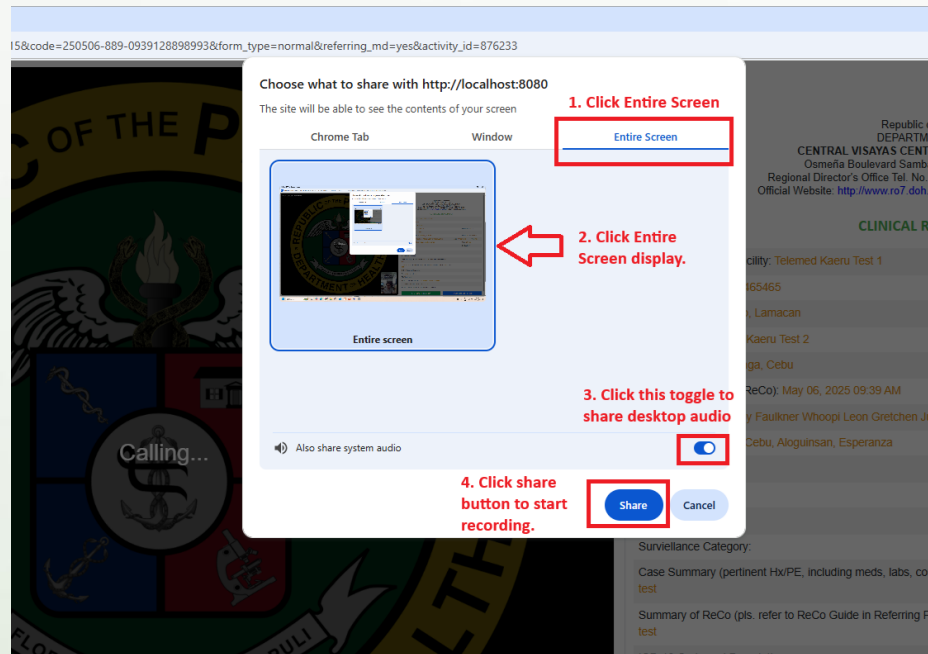
Name of referred MD/HCW-Mobile Contact # (ReCo):

Generate Prescription Generate Lab Request



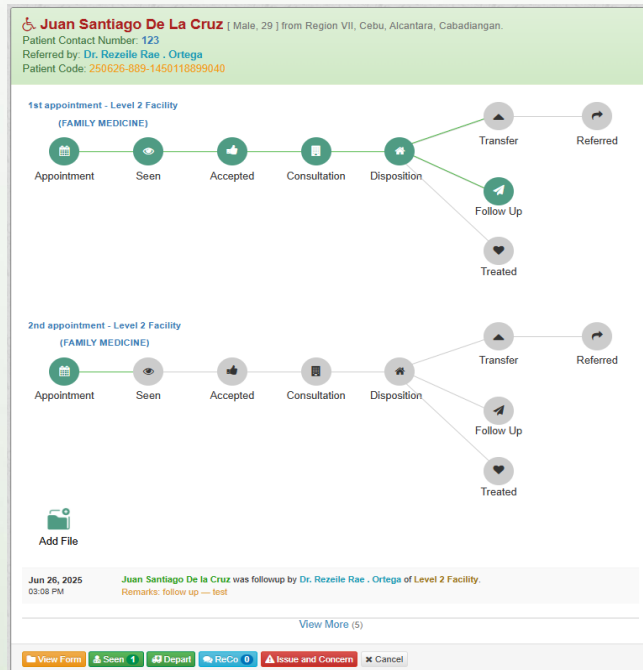
SOFTWARE UPDATE as of MAY 2025

- Added screen recording function and after the virtual consultation, the screen recording video will be uploaded to the **DOH CVCHD 7** server for safe keeping.



SOFTWARE UPDATE as of JUNE 2025

- Updated the tracking by adding sub OPD department every track, this ensure a more detailed tracker.



- Updated the Time Slot by changing the radio button into dropbox and change the label from Time into Sub OPD.

The screenshot shows a 'Time Slot' selection interface. It features two main sections: 'Available Slot' (green bar) and 'Full Slot' (red bar). Below these, there is a radio button labeled 'Family Medicine'. Underneath, the text 'Select Time Slot:' is followed by a dropdown menu showing the time range '20:55:00 to 22:55:00'. At the bottom, there is a green button labeled 'Appointment' with a calendar icon.



- Added auto end call function in case the user is inactive or away from keyboard, this functions is important in case the consultants forgets to end the call.

TELEMEDICINE - Google Chrome
cvchd7.com/doctor/telemedicine?id=276596&code=250626-889-0859308899040&form_type=normal&referring_md=yes&activity_id=983180

2 : 25

You have been inactive for some time.
Ending call in 27 seconds...

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CLINICAL REFERRAL FORM

Name of Referring Facility: Level 1 Facility
Facility Contact #: 09124571205
Address: Cebu, Cebu City (Capital), Kasambagan
Referred to: Level 2 Facility
Department: OPD
Address: Cebu, Cebu City (Capital), Cebu
Date/Time Referred (ReCo): June 26, 2025 08:59 AM
Date/Time Transferred:
Name of Patient: Juan Santiago De la Cruz
Age: 29 Years Old
Sex: Male
Address: Region VII, Cebu, Alcantara, Cabadiangan
Status: Single
Philhealth status:
Philhealth #:
Covid Number:
Clinical Status:
Surveillance Category:
Case Summary (pertinent Hx/PE, including meds, labs, course etc.):
test
Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist):
test
ICD-10 Code and Description:
Reason for referral: test
File Attachment:
Name of Referring MD/HCW: Dr. Rezelie Rae . Ortega
Contact # of Referring MD/HCW: 0912151241
Name of referred MD/HCW-Mobile Contact # (ReCo):



SOFTWARE UPDATE as of
JULY 2025

PATIENTS MEDICAL RECORD (PMR)

 **Juan Santiago De La Cruz** [Male, 29] from Region VII, Cebu, Alcantara, Cabadiangan.
Patient Contact Number: 123
Referred by: **Dr. Rezeile Rae . Ortega**
Patient Code: 250626-889-0859308899040

1st appointment - Level 2 Facility
(FAMILY MEDICINE)

Appointment

Seen

Accepted

Consultation

Disposition

Transfer

Referred

Follow Up

Treated

2nd position - Level 2 Facility

Referred

Seen

Accepted

Departed

Arrived

Admitted

Discharged

Jul 10, 2025
03:07 PM

Juan Santiago De la Cruz's form was updated by **Dr. Rezeile Rae . Ortega** of Level 1 Facility
Remarks: Updated fields: File Attachment

View More (9)

View Form

Seen 1


Depart

ReCo 7

Issue and Concern

Cancel

PMR



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Official Website: <http://www.ro7.doh.gov.ph> Email Address: dohro7@gmail.com

Patient Information

Patient Name: Juan Santiago De la Cruz
Patient Address: Region VII, Cebu, Alcantara, Cabadiangan
Status: Single Sex: Male Age: 29 years old

Referral History

STEP 2 - Click to view Patients Past Tracking.

Date Referred	Referring Facility	Referred Facility	Category	Type	Date Discharged	Action
Apr 14, 2025 (01:11 PM)	Level 1 Facility	TEST PRACTICE ONLY ACCEPTING	Telemedicine	Normal version1	Not Available	<div>Track Patient</div> <div>View PMR</div>
Jun 26, 2025 (02:50 PM)	Level 1 Facility	Level 2 Facility	Telemedicine	Normal version1	Not Available	<div>Track Patient</div> <div>View PMR</div>

Close

STEP 3 - Click to view the telemedicine or referral form.

View More (9)

View Form

Seen 1

Depart

ReCo 7

Issue and Concern

Cancel

PMR

STEP 1 - Click PMR Button.



Add Appointment

X

Appointment Config (optional)

Effective Date:
08/10/2025

Choose default schedule:
Kaeru

Opd Category:
Family Medicine

Facility:
Primary Health Care Facility

Repeat

☐ Monday

☐ Tuesday

☒ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

Time From:

05:25 am

Time To:

04:25 pm

Slot :

20

Schedule Period
provide Visual Range of the schedule

Schedule Period

X

Start: 10-08-2025 → End: 11-07-2025 (1 Month)

Your schedule can now be created.

Wednesday, October 8, 2025

05:25 AM – 04:25 PM

Wednesday, October 15, 2025

05:25 AM – 04:25 PM

Wednesday, October 22, 2025

05:25 AM – 04:25 PM

Wednesday, October 29, 2025

05:25 AM – 04:25 PM

Wednesday, November 5, 2025

05:25 AM – 04:25 PM

Cancel

Submit

