TELEMEDICINE MANUAL

PREPARED BY: DOH7 ICTU TEAM

BAGONG PILIPINAS

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.

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IT SUPPORT MENU
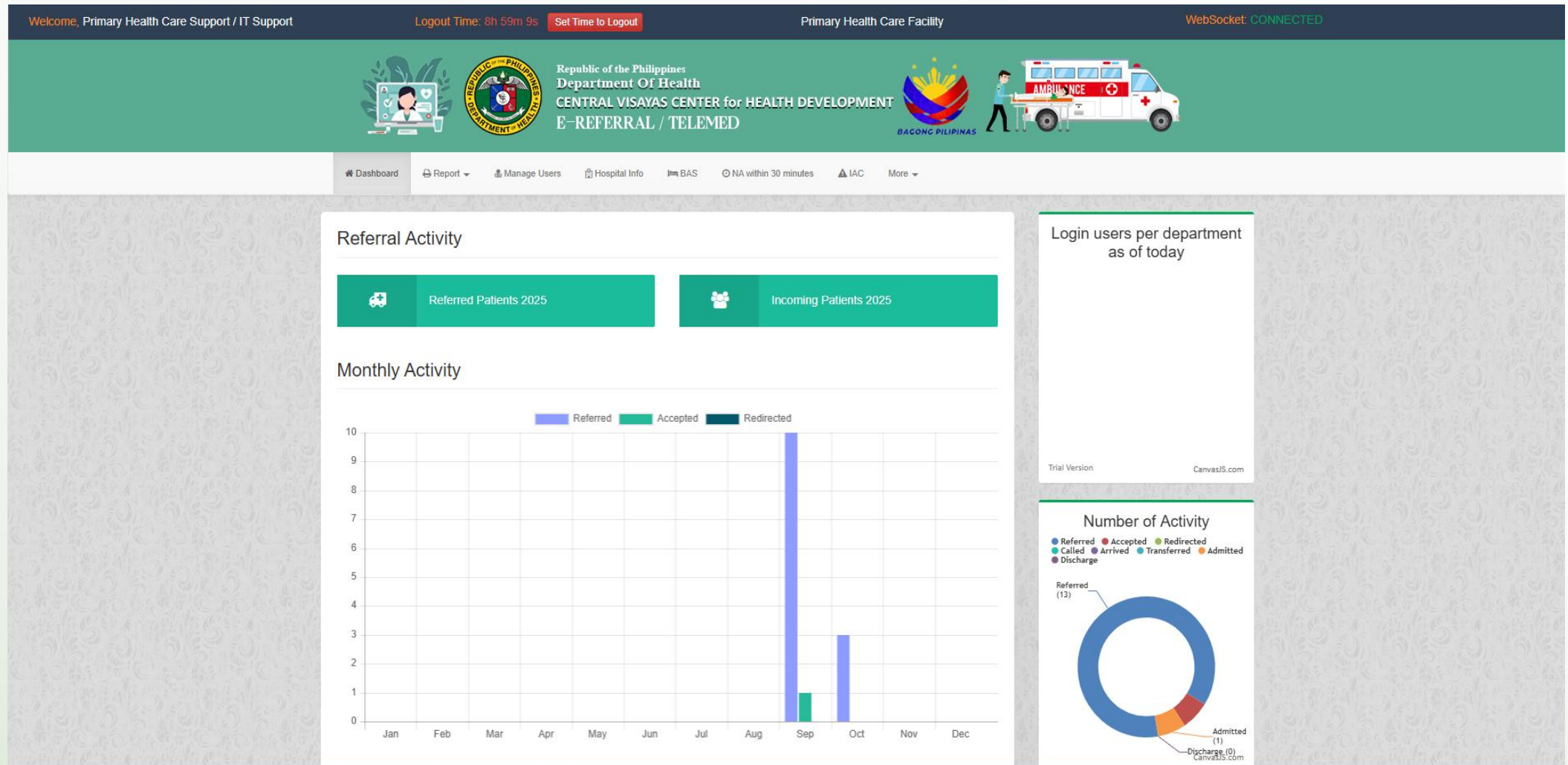
Add Telemedicine Account

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

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

Add User

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
...

✖ Cancel   ✔ Save

⌂ Dashboard   🖨 Report ▾   👤 Manage Users   🏥 Hospital Info   🛏 BAS   ⏱ NA within 30 minutes   ⚠ IAC   More ▾

1. Click Manage Users Option.

Search name...   🔍 Search   ▼ Filter   👁 View All   👤 Add User

Manage Users ① ER ① OPD

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

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DOCTOR'S MENU

REFERRING FACILITY

STEP 1 – BOOK APPOINTMENT

- Click Telemedicine in Menu options.
- Choose Book Appointment.
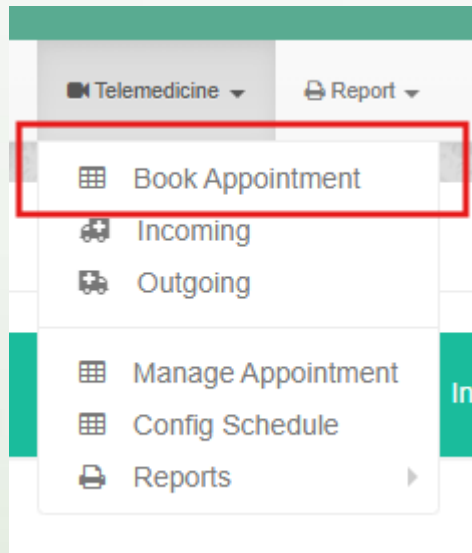
- In Select Facility, choose the higher level facility and click select.
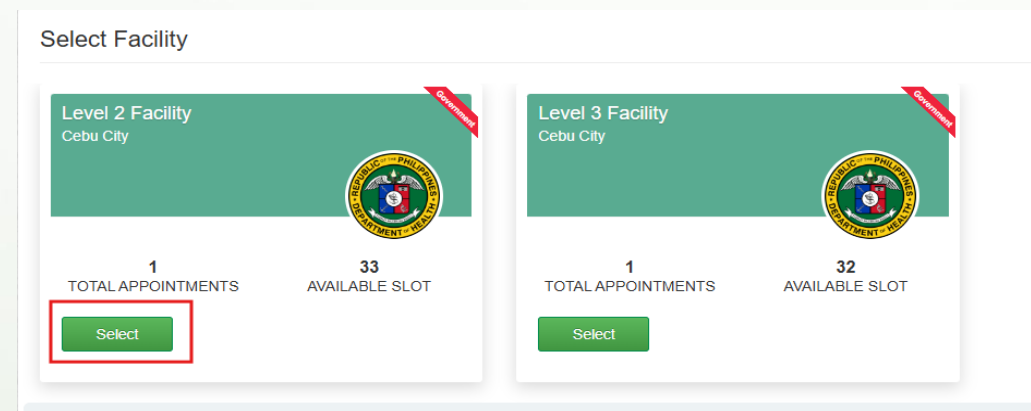
STEP 2 – APPOINTMENT CALENDAR

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

Time Slot

Available Slot

Full SLot

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

● Family Medicine

Select Time Slot:

15:07:00 to 18:07:00

📅 Appointment

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- Click the green box to choose available slot.
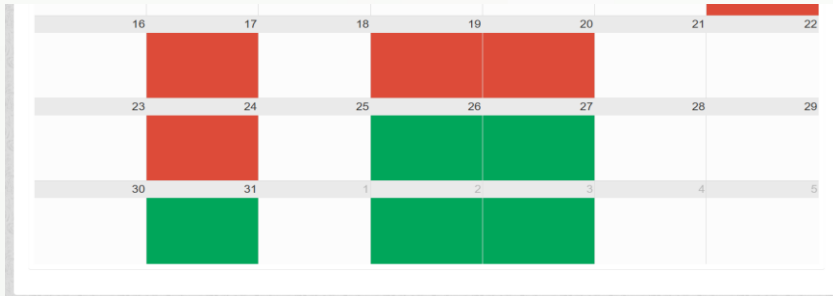
- Choose the available time slot and OPD sub department.

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

STEP 3 – ADD PATIENT

● Click Add Patient Button.

● 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.

- Fill in Patient Telemedicine Consultation form and click Submit.

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● Click OK button to exit.
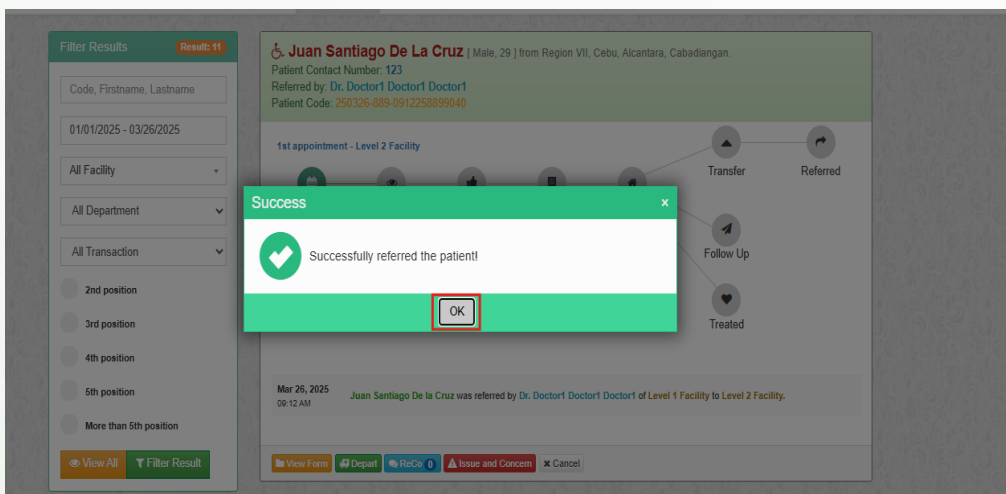
● The patient is now successfully referred and can be tracked via telemedicine.
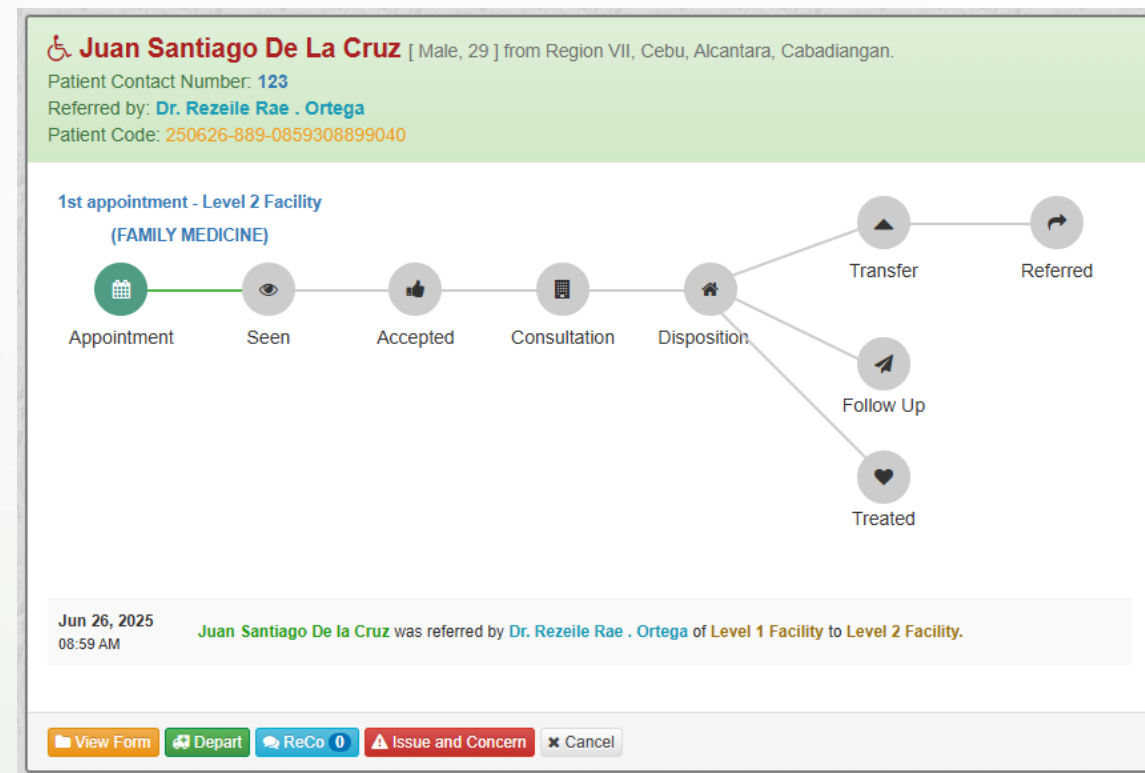
ACCEPTING FACILITY

STEP 1 – **MANAGE APPOINTMENT**

- Click Telemedicine in Menu options.
- Choose Manage Appointment.
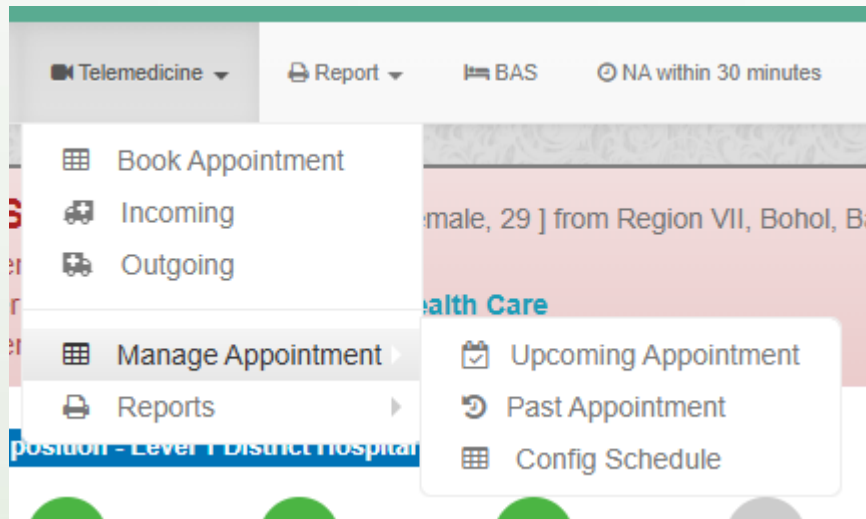
- Choose from 3 sub menu, Upcoming Appointment, Past Appointment, and Config Schedule.

OPTION 1 – UPCOMING APPOINTMENT

- Click Upcoming Appointment sub menu option.
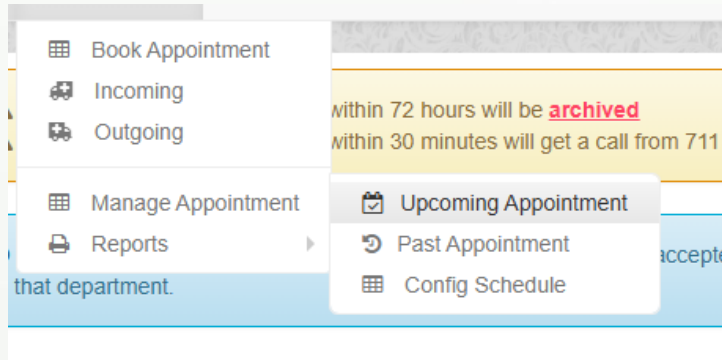
- You may add, update, and search upcoming appointments based from date range.

OPTION 2 – UPCOMING APPOINTMENT

- Click Past Appointment sub menu option.
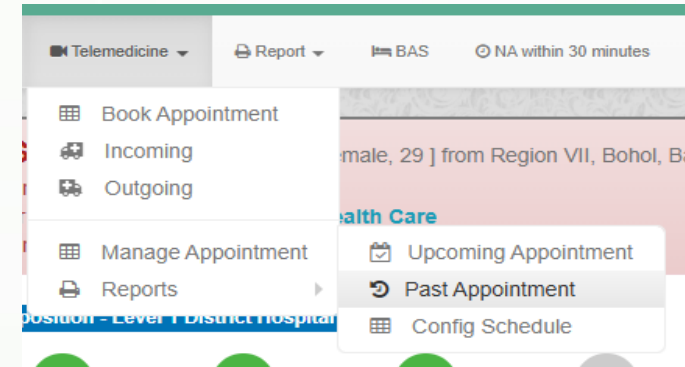
- You may add and search appointments based from date range.

OPTION 3 – Manage and Config Appointment

● Fill in the Appointment data and Time.

● Click Submit button.

● 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.

STEP 2 – ACCEPT INCOMING CONSULTATION
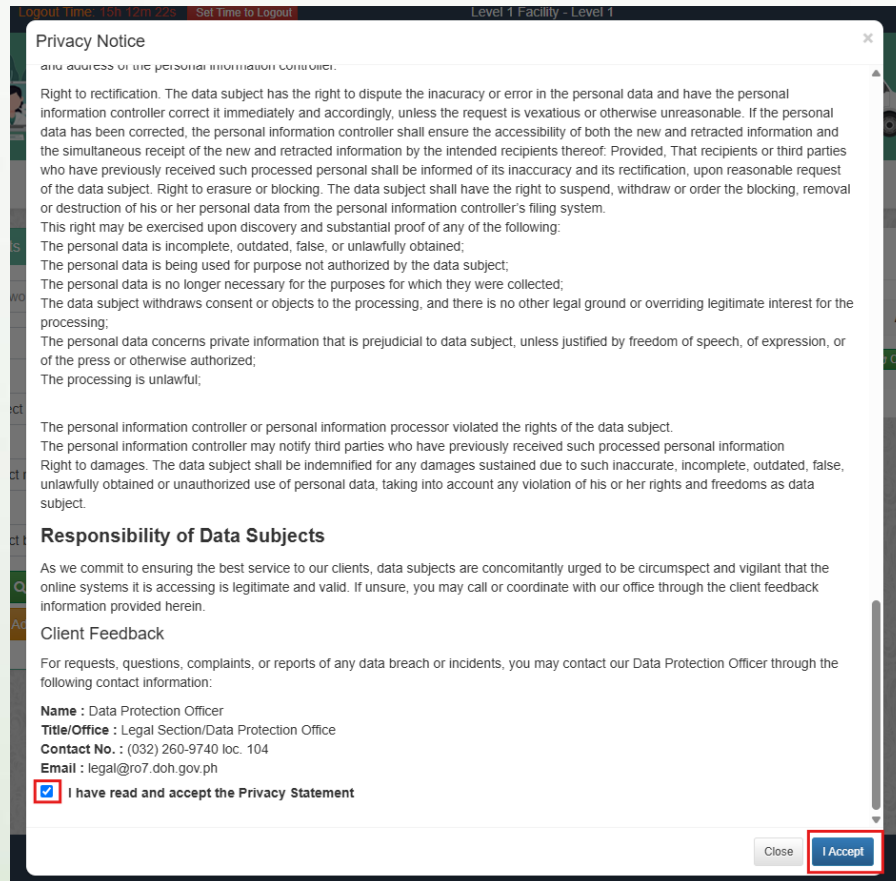
- Click Telemedicine in Menu options.
- Choose Incoming.
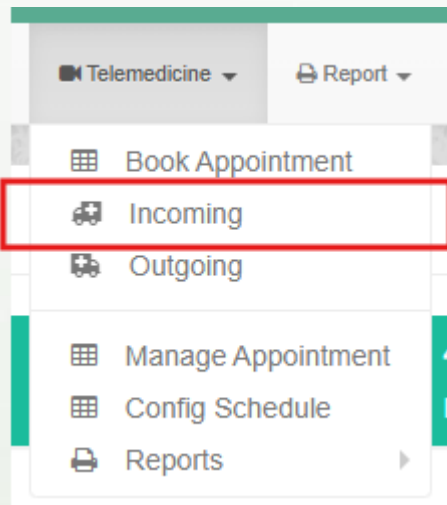
- In Incoming Consultation, click View Form Button.

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

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

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VIDEO CONFERENCE

REFERRING FACILITY

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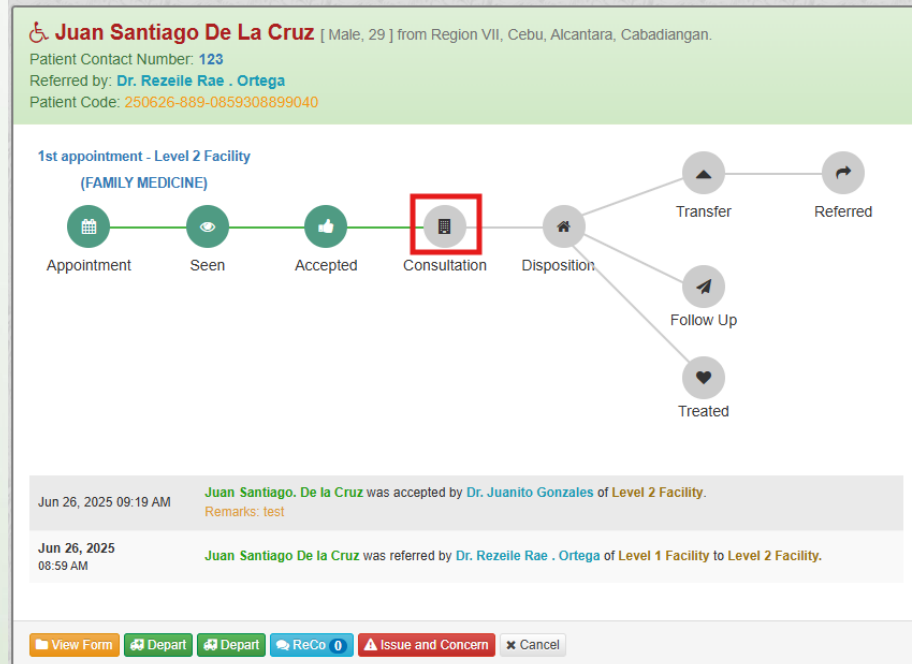
ACCEPTING FACILITY

- Click Accept button to start conference.

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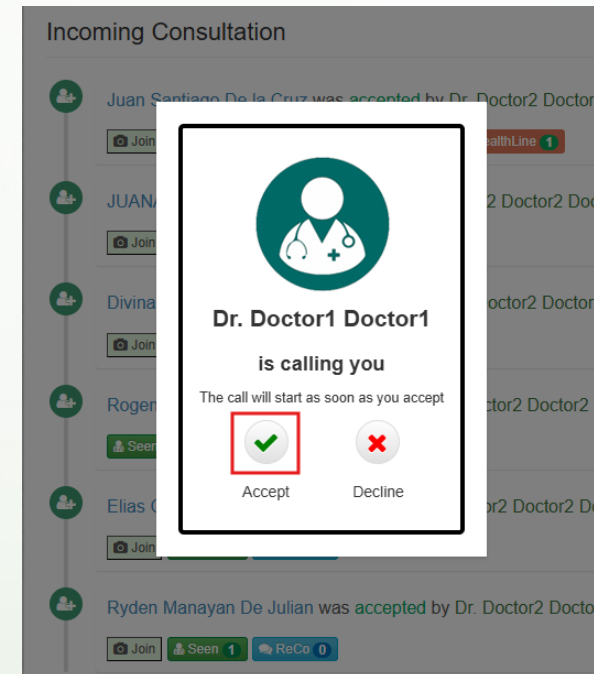
VIDEO CONFERENCE – WINDOW PERMISSIONS

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

VIDEO CONFERENCE – SCREEN RECORD PERMISSIONS

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.
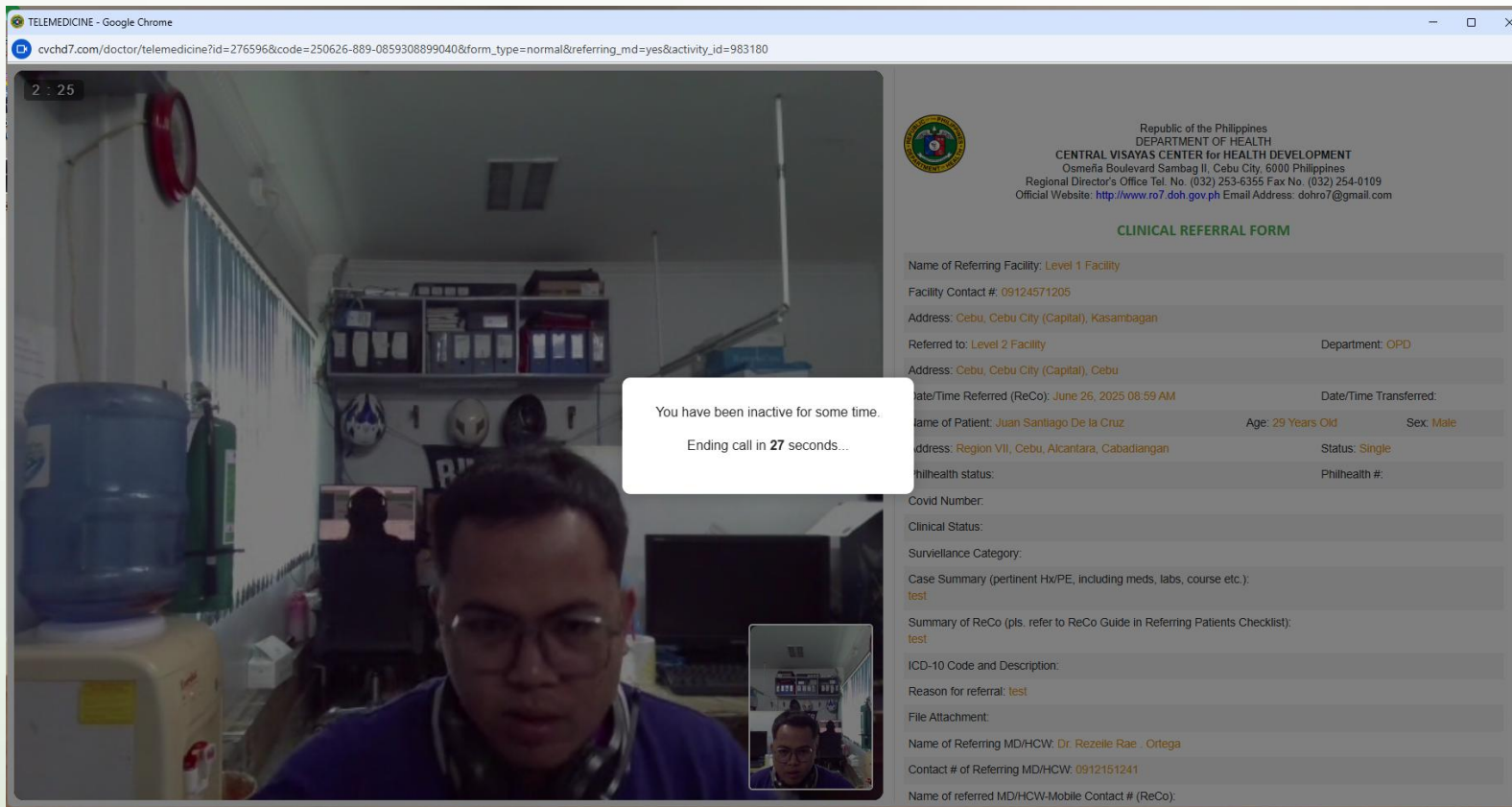
VIDEO CONFERENCE – SCREEN RECORD UPLOAD

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

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.

PRESCRIPTION

END CALL   LAB REQUEST

MIC   VIDEO   CHAT

ACCEPTING FACILITY

CONFERENCE WINDOW

● This is where video conference can be seen.
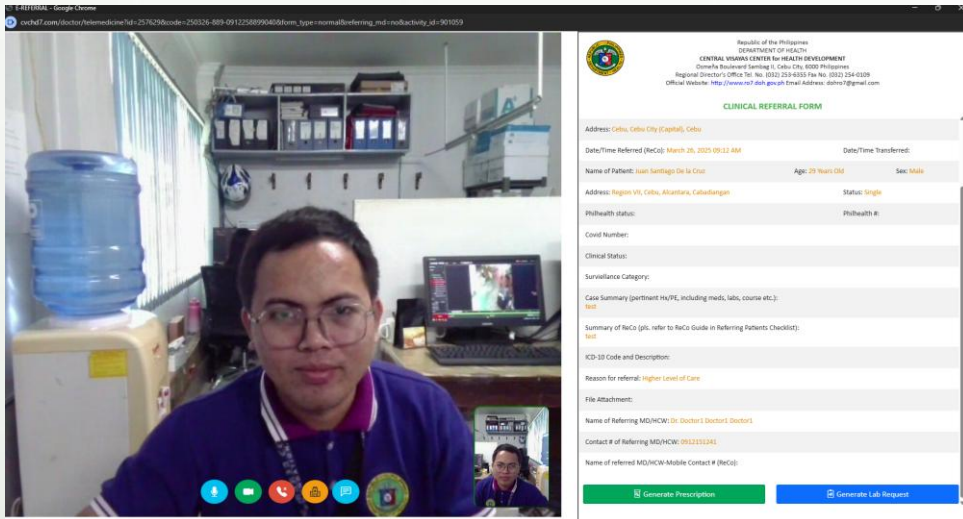
BUTTONS FUNCTIONS

● **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.

UPWARD REFERRAL

MIC   **VIDEO**   **END CALL**   **CHAT**
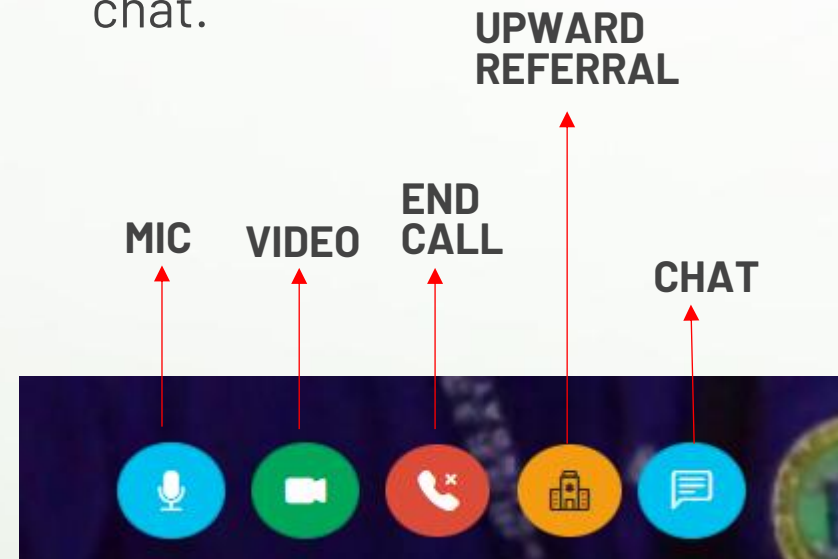
PRESCRIPTION

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

LAB REQUEST

- This is where the doctor can create lab request.

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.
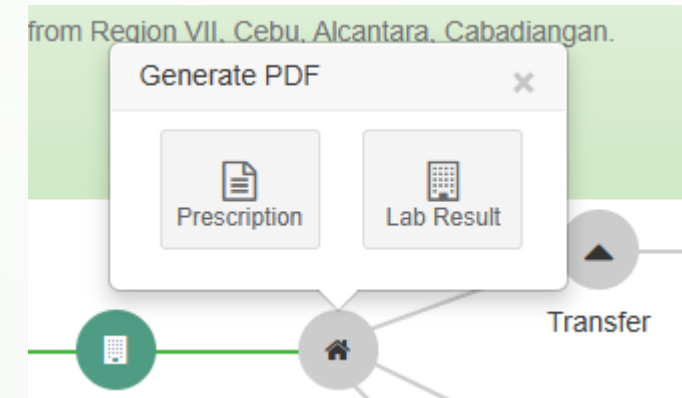
GENERATED PRESCRIPTION AND LAB REQUEST

PRESCRIPTION

LAB REQUEST

FOLLOW UP

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

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

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

UPWARD REFERRAL

- Click upward referral button at accepting.
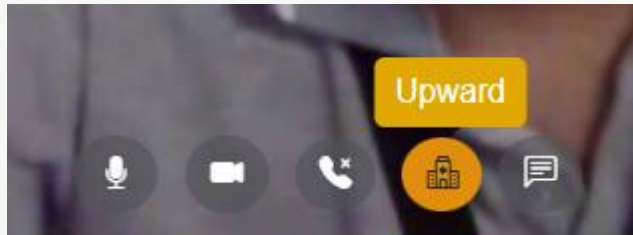
- Click Yes button.
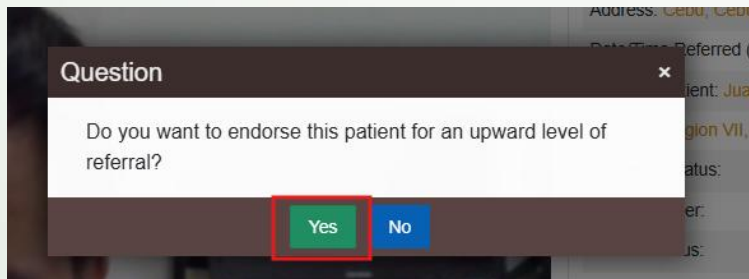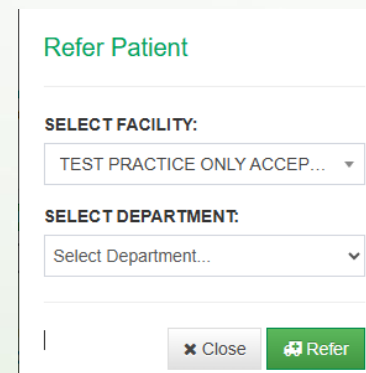
- Click OK at success box.
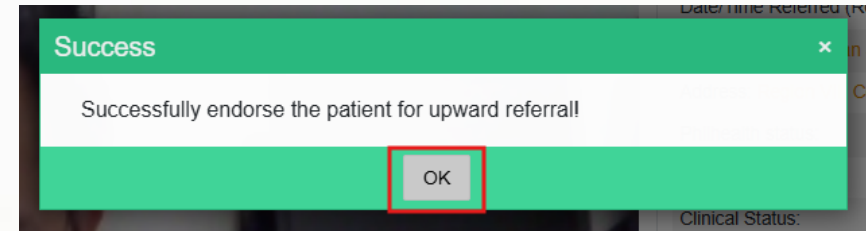
- In tracking click referred button.
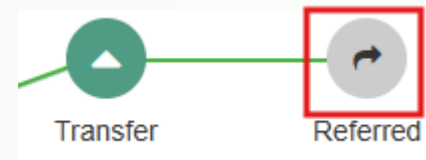
- Select Facility and Department where the patient will be referred.

PATIENTS MEDICAL RECORD (PMR)

- This is the sample for telemedicine consultation form.

SOFTWARE UPDATE as of MARCH 2025

VIDEO CHAT BUTTONS (USER INTERFACE)

- Enhanced button design.

ACCEPTING FACILITY

MIC VIDEO END CALL UPWARD REFERRAL CHAT

REFERRING FACILITY

MIC VIDEO END CALL PRESCRIPTION LAB REQUEST CHAT
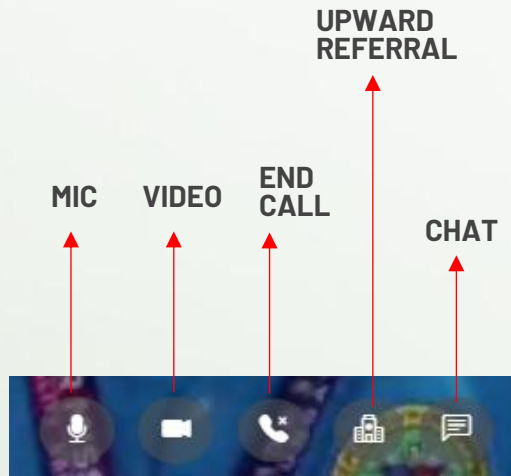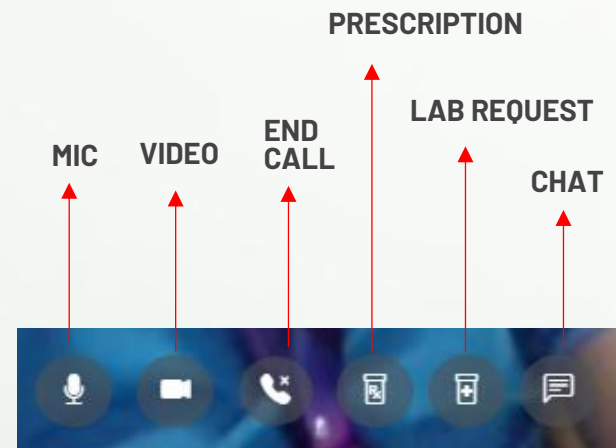
PRESCRIPTION

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

SOFTWARE UPDATE as of APRIL 2025

- The design and responsiveness have been enhanced, with added support for draggable and auto-resizing video.
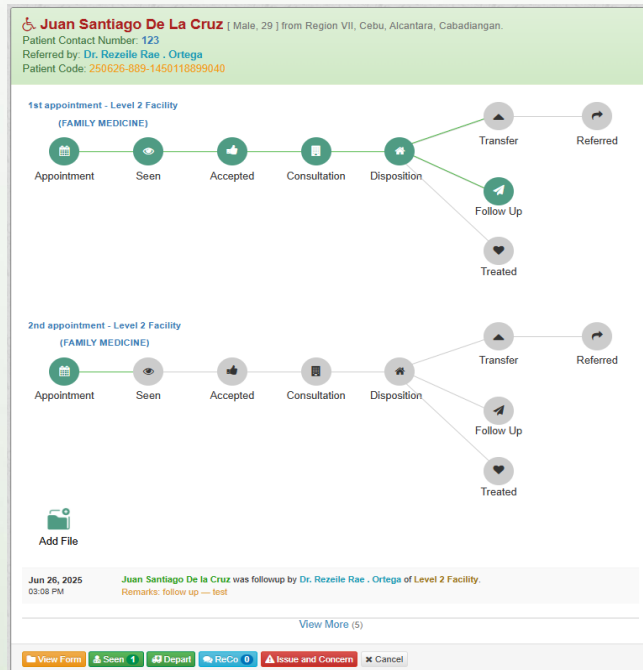
SOFTWARE UPDATE as of MAY 2025

- 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.
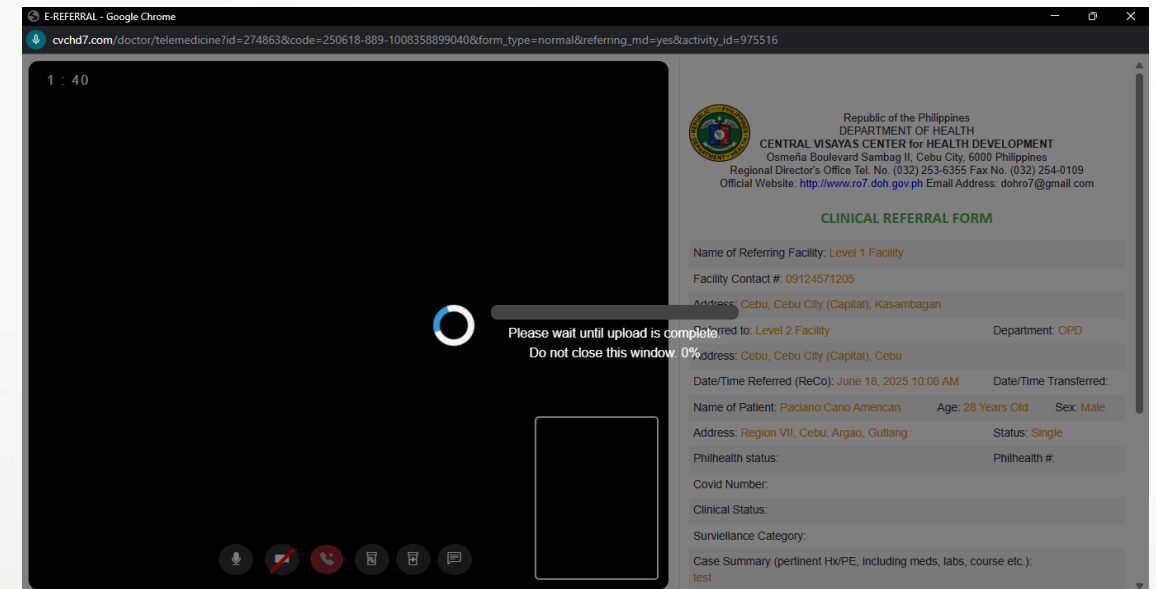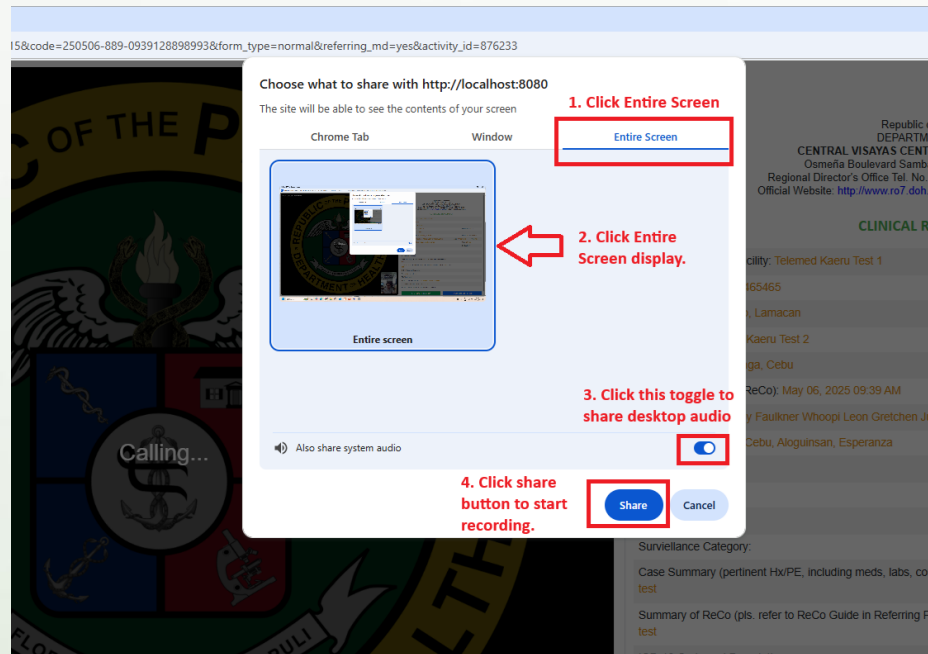
SOFTWARE UPDATE as of JUNE 2025

- 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.

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- 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.

SOFTWARE UPDATE as of JULY 2025

PATIENTS MEDICAL RECORD (PMR)

SOFTWARE UPDATE as of
August to October 2025