

Dental Clinic Web App: User Manual

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Welcome to the comprehensive guide for the **Pergigian Setapak (Sri Rampai)** clinical platform. This manual covers both the Patient Booking Experience and the Admin Management Portal.

Ø>Ý. Section 1: Patient Experience (User Guide)

The patient portal is designed for speed, clarity, and ease of use, allowing patients to book appointments in under 2 minutes.

1. Booking an Appointment

Accessible via the homepage, the booking flow consists of 5 simple steps:

1. **Patient Identification**: Select whether you are a **New Patient** or a **Returning Patient**.
2. **Specialist Selection**: Choose your preferred doctor. You can see their specialization and photo to make an informed choice.
3. **Date & Time Selection**:
 - * Select a date from the interactive calendar.
 - * Choose an available time slot. Slots are updated in real-time based on the doctor's schedule.
4. **Your Details**:
 - * **Returning Patients**: Enter your Patient ID (IC) to automatically pull your registered name and phone number.
 - * **New Patients**: Fill in your basic contact details (Name, Phone, Email).
5. **Review & Verification**:
 - * Review your appointment summary (Doctor, Date, Time).
 - * **OTP Verification**: For security, a 6-digit verification code will be sent to your mobile phone. Enter this code to finalize the booking.

2. Post-Booking Actions

Once confirmed, you will see a success screen with your **Appointment ID**.

- * **Add to Calendar**: Click the button to automatically add the appointment to your Google Calendar.
- * **Notifications**: You will receive an immediate confirmation via SMS/WhatsApp, along with reminders as your appointment approaches.

Ø=þàp Section 2: Admin Portal (Management Guide)

The Admin Portal is the central hub for clinic operations, staff management, and clinical data.

1. Dashboard Overview

The main dashboard provides a "Doctors Snapshot" showing:

- * Total Appointments for each doctor.
- * The number of Consultation Records (Patient history) per specialist.
- * Active/Inactive status of all medical staff.

2. Doctor Management

Navigate to **Doctors** and select a specialist to manage their clinical world.

A. Premium Calendar (Default View)*

- * **Visual Indicators**: Blue dots on calendar days indicate appointment density; amber markers indicate doctor leaves.
- * **Integrated Side Panel**: Click any day to open the **Patient Timeline**. You can see the full sequence of patients without leaving the calendar view.
- * **Quick Jump**: Use the "Go to Daily Queue" button in the side panel for full detail on that day's appointments.

B. Weekly Schedule & Operational Control*

- * Define working hours for each day of the week.
- * **Slot Duration**: Set the interval (e.g., 30 mins, 60 mins) for each consultation.
- * **Availability Toggle**: Instantly enable or disable a doctor's availability for online bookings.

C. Patient Consultation Records*

- * Manage the doctor-specific patient database.
- * **Add/Edit/Delete**: Track clinical notes, fees, and historical updates.
- * **Smart Saving**: All edits to the schedule, profile, or records are staged locally. Use the **"Save All Changes"** button in the header to persist all modifications at once.

3. Patient Registry & Clinical History

The **Patients** tab lists every individual registered at the clinic.

- * **Medical Timeline**: View every encounter a patient has had across all doctors in the clinic.
- * **IC Mapping**: Patients are uniquely identified by their IC No. for clinical consistency.

4. Treatment Plans (Continued Care)

The **Care** tab is for managing patients with long-term treatment (e.g., Braces, Root Canal).

- * **Follow-up Tracking**: See who is due for care this week or who is overdue.
- * **Automation**: Patients marked for "Continued Treatment" automatically receive sequenced reminders (2 days and 1 day before their next follow-up).

5. Clinic Settings

The **Settings** gear allows you to control the "Brain" of the clinic:

- * **Organization Identity**: Update the clinic name, address, and contact details shown to patients.
- * **Operational Control**: Set how many hours in advance patients can book (Lead Buffer) or cancel.
- * **Automation Platform**: Manage the SMS/WhatsApp templates sent via the MoceanAPI integration.

Ø=þáp Security & Best Practices

- * **Admin Login**: Access to the portal is restricted to authorized personnel. Use the secure login page to authenticate.
- * **Data Integrity**: Use the "Save All Changes" feature to review your clinical edits before committing them to the database.
- * **Contact Support**: For technical issues, refer to the site administrator or the developer documentation.