

USER GUIDE

(Gabay sa Paggamit)

Telemedicine Operating Hours: 8:00 AM - 4:00 PM (Monday to Saturday, including Holidays)

Oras ng Serbisyo: 8:00 AM - 4:00 PM (Lunes hanggang Sabado, kasama ang Holidays)

1. USER REGISTRATION

a. Fill in the personal information in the Registration Form, input fields with an asterisk symbol (*) are required.

(Punan ang mga personal na impormasyon sa Registration Form, ang mga patlang na may asterisk (*) ay kinakailangang may sagot.)

PERSONAL INFORMATION

Apelyido (Last Name):*	Pangalan (First Name).*		
DELA CRUZ	JUAN Ekstensyon (Extension Name):		
Gitnang Pangalan (Middle Name):*			
МАКАТА	SR.		
Kapanganakan (Birthday):* Edad (Age):	Kasarian (Sex):* Mobile No.:* Male Og181234567		
House No. / Street:	City/Municipality:*		
12 Sampaguita	CITY OF BALANGA (Capital) (BATAAN)		
Barangay.*	Province:		
CABOG-CABOG -	BATAAN		

b. Accept the agreement and the Terms of Use and Privacy by ticking the button. (*Tanggapin ang kasunduan at ang mga tuntunin ng paggamit at Privacy sa pamamagitan ng pag-tick sa button.*)

By checking the box, you agree and accept the Terms of Use and Privacy Policy
 (Sa pag-tsek ng kahon, sumasang-ayon at tinatanggap mo ang mga Tuntunin ng Paggamit at Patakaran sa Privacy.)

c. Read and understand the Account Creation before submitting the form. (Basahin at unawain ang Account Creation form bago isumite o i-click ang Create Account.)



CREATE ACCOUNT

2. LOGIN

Your login credentials are your mobile number and your birthday. Follow the format for inputting the birthday as can be seen in the following example:

(Ang login credentials ay ang iyong mobile number at kaarawan. Sundin ang format sa pag-input ng kaarawan na makikita sa sumusunod na halimbawa:)

Date of birth in the registration form: **12/10/1990** Enter the following in the Login Form: Mobile No. : **09181234567** Password : **10DEC1990**



3. CONSULTATION (Chief Complaint)

Steps to use the Consultation Form (for Self):

(Mga hakbang sa paggamit ng Consultation Form (para sa Sarili))

- 1. Navigate to the **Consultation** section from the main menu. (*Pumunta sa "Consultation" na makikita sa main menu.*)
- 2. In the form, locate the **Chief Complaint** field. (*Hanapin ang "Chief Complaint" section sa baba.*)
- Provide a concise description of your health concern in English or Tagalog. (Ipaliwanag ang dinaramdam na sakit o problema sa kalusugan, maaaring English o Tagalog. Halimbawa: "Persistent headache for three days" o "Tatlong araw nang masakit ang ulo ko.")
- 4. Select Self in the **Consultation for immediate family members ONLY**. (*Piliin ang "Self" sa Konsultasyon para sa mga miyembro ng pamilya LAMANG*.)
- 5. Click the **Submit** button. (*I-click ang button na "Submit."*)

Lonsultation	
Chief Complaint	^
Please describe your main health concern or symptoms.	
Consultation for immediate family member ONLY: Self	

Steps to use the Consultation Form (for immediate family members): (Mga Hakbang sa Paggamit ng Consultation Form (para sa malapit na pamilya):)

- 1. Navigate to the **Consultation** section from the main menu. *(Pumunta sa ng "Consultation" mula sa main menu.)*
- 2. In the form, locate the **Chief Complaint** field. (*Hanapin ang "Chief Complaint" section sa baba.*)
- 3. Provide a concise description of your health concern in English or Tagalog (halimbawa: "Madalas nakakaramdam ng pagkahilo at pagsusuka"). (*Ipaliwanag ang dinaramdam na sakit o problema sa kalusugan, maaaring English o Tagalog. Halimbawa: "Madalas nakakaramdam ng pagkahilo at pagsusuka."*)
- 4. Select the Immediate Family Member category from the list. (*Piliin ang kategoryang "Immediate Family Member" mula sa listahan.*)

List of Immediate Family members:

- Spouse (*asawa*)
- Daughter (anak na babae)
- Son (*anak na lalaki*)
- Brother (kapatid na lalaki)
- Sister (*kapatid na babae*)
- Mother (*nanay*)
- Father (*tatay*)
- Grand Mother (*Iola*)
- Grand Father (*Iolo*)

5. Provide the immediate <u>family member's personal information</u>, as seen in the example below.

(Ibigay ang personal na impormasyon ng malapt na pamilya, tulad ng makikita sa halimbawa sa ibaba.)

6. Click the **Submit** button. (*I-click ang button na "Submit."*)

nsuitation				
Chief Complaint				-
Please describe your ma	in health concern or symptoms.			
Pangatlong araw ng masakit a	ng ulo ng <u>aking asawa</u> . <u>madalas na pagkabilo</u> at <u>pagsusuka</u>			
Consultation for immed	iate family members ONLY:			
Consultation for immed	iate family members ONLY: Immediate Family	Member Informatior	1	
Consultation for immed Spouse	iate family members ONLY: Immediate Family	Member Informatior	Extension	
Consultation for immed Spouse Last Name DELA CRUZ	iate family members ONLY: Immediate Family First Name JUANA	Member Informatior Middle Name SANTISIMA	Extension Select Extension Name	
Consultation for immed Spouse Last Name DELACRUZ Gender	iate family members ONLY: Immediate Family First Name JUANA Birthday	Member Information Middle Name SANTISIMA Age	Extension Select Extension Name Contact No	

4. CONSULTATION (Status)

The Consultation Status provides a detailed step-by-step process of your Telemedicine request.

(Ang Consultation Status ay nagbibigay ng detalyadong proseso ng bawat hakbang ng iyong request sa Telemedicine.)

- Navigate to Consultation Status. (Pumunta sa "Consultation Status".)
- 2. To display the logs, click the **Show Status** button. (*Para ipakita ang mga log, i-click ang button na "<u>Show Status</u>".)*

Suitation			
hief Complaint			``
onsultation Status			/
Show Status			
		Sea	arch:
Date & Time	Status	Status Description	Consultation For
Date & Time 01/21/2025 11:02 AM	Status Completed	Status Description Advised for OPD consultation. Reference No. F2F-79-20250121110240	Consultation For
Date & Time 01/21/2025 11:02 AM 01/21/2025 11:01 AM	Status Completed Referred	Status Description Advised for OPD consultation. Reference No. F2F-79-20250121110240 Referred to a Medical Specialist for further assessment.	Consultation For Spouse Spouse
Date & Time 01/21/2025 11:02 AM 01/21/2025 11:01 AM 01/21/2025 11:00 AM	Status Completed Referred In Progress	Status Description Advised for OPD consultation. Reference No. F2F-79-20250121110240 Referred to a Medical Specialist for further assessment. Your consultation is currently being attended to by our medical team.	Consultation For Spouse Spouse Spouse
Date & Time 01/21/2025 11:02 AM 01/21/2025 11:01 AM 01/21/2025 11:00 AM 01/21/2025 9:51 AM	Status Completed Referred In Progress Verified	Status Description Advised for OPD consultation. Reference No. F2F-79-20250121110240 Referred to a Medical Specialist for further assessment. Your consultation is currently being attended to by our medical team. Your details have been validated	Consultation For Spouse Spouse Spouse Spouse
Date & Time 01/21/2025 11:02 AM 01/21/2025 11:01 AM 01/21/2025 11:00 AM 01/21/2025 9:51 AM 01/21/2025 9:51 AM	Status Completed Referred In Progress Verified Under Review	Status Description Advised for OPD consultation. Reference No. F2F-79-20250121110240 Referred to a Medical Specialist for further assessment. Your consultation is currently being attended to by our medical team. Your details have been validated Your consultation case is under review and verification.	Consultation For Spouse Spouse Spouse Spouse Spouse

5. CHANGE MOBILE NUMBER

The Change Mobile Number utility updates your registered mobile number in case it becomes inactive, lost, or damaged. Ensure the new number is correct, as it will be used for account verification and communication during the consultation process.

(Ang "Change Mobile Number" na utility ay nagbibigay pahintulot na palitan ang iyong nakarehistrong mobile number kung sakali mang maging inactive, mawala, o masira ang iyong sim card. Siguraduhin na tama ang bagong contact number na irerehistro, sapagkat ito ang gagamitin para sa pag-verify ng account at ang tatawagan o itetext habang isinasagawa ang konsultasyon.)

NOTE:

Ensure you have access to the email address that you provided during the sign-up.

A One-Time Password (OTP) will be sent to that email for verification.

(Tiyakin na may access ka sa email address na ibinigay mo noong mag-sign up. Isang One-Time Password (OTP) ang ipapadala sa email na iyon para sa verification.)

		🗋 Change Mobile No		
	·			
HELLO-DOC	Welcome, VIRGINIA B.	GONZALEZ!	Change Mobile No	[→ Logout
	Telemedicine Redefined: Your Gateway to Modern Healthcare			
	Your Telemedicine ID: HD-280125-070			
	Consultation	^		
	Chief Complaint	^		
	Please describe your main health concern or symptoms.			
	Uescribe your symptoms here			
	Consultation for immediate family members ONLY: Self			
	Submit			
	Consultation Status	~		

Change Mobile Number Form:

