HELLO-DOC

Telemedicine Redefined: Your Gateway to Modern Healthcare

USER GUIDE

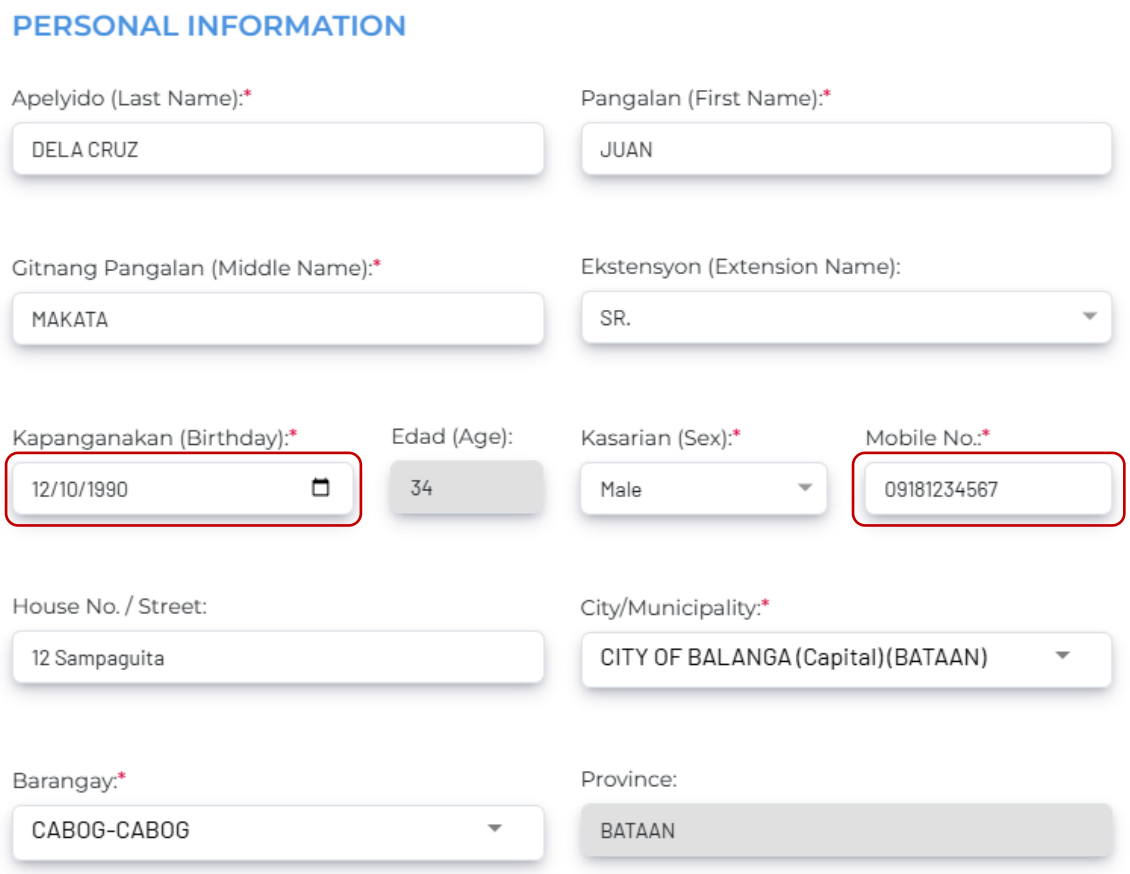
(Gabay sa Paggamit)

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

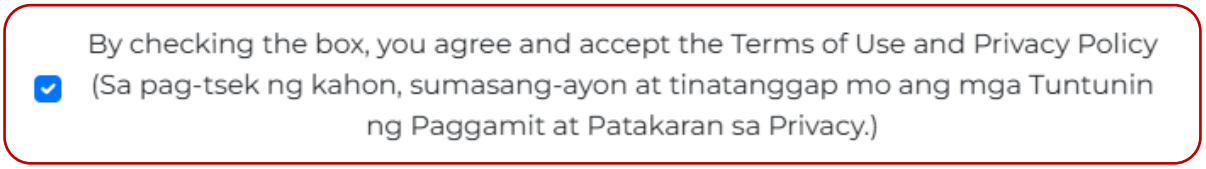
Oras ng Serbisyo: **8:00 AM - 4:00 PM (Lunes hanggang Sabado, kasama ang Holidays)**

1. USER REGISTRATION

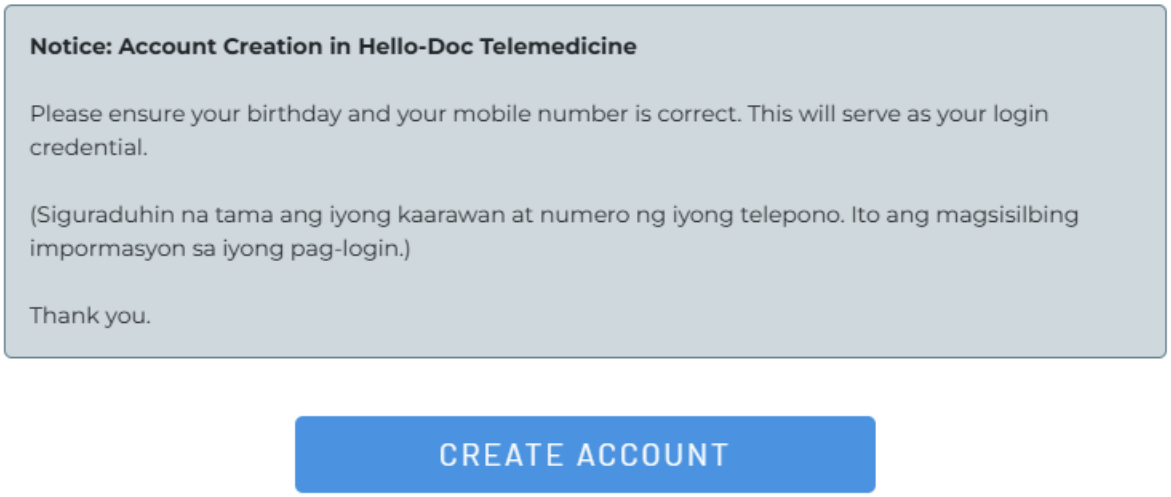
a. Fill in the personal information in the Registration Form, input fields with an asterisk symbol (*) are required.
(*Punan ang mga personal na impormasyon sa Registration Form, ang mga patlang na may asterisk (*) ay kinakailangang may sagot.*)



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.*)



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.*)

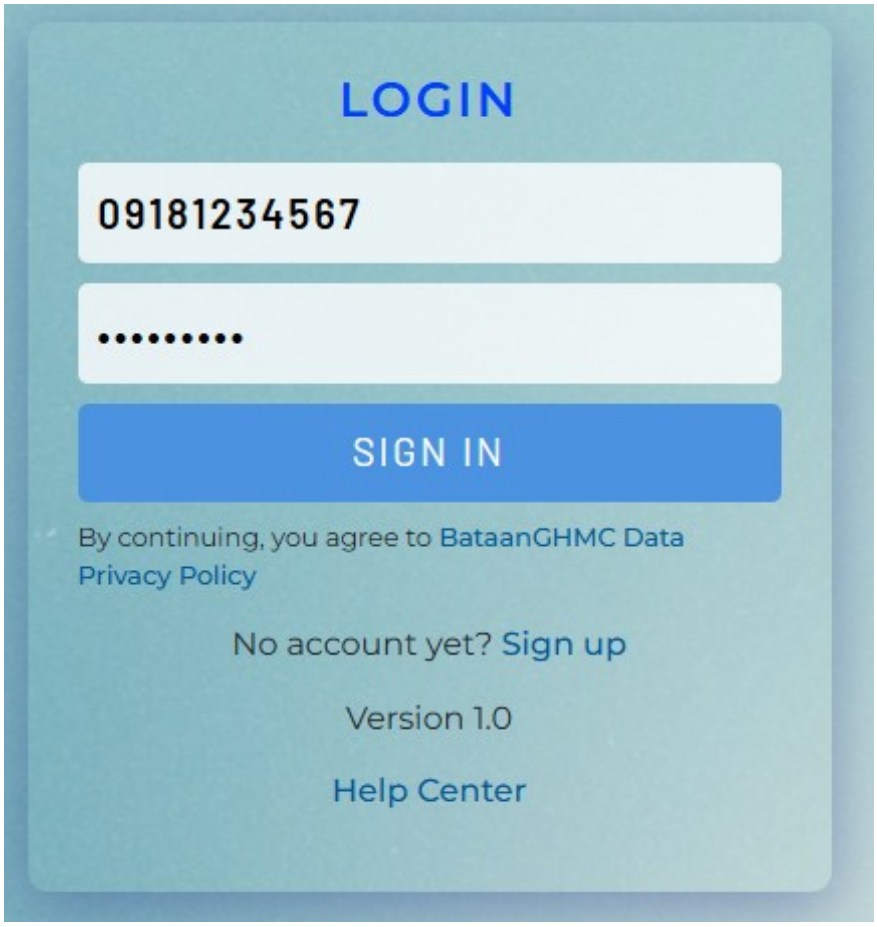


2. LOGIN

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)*)

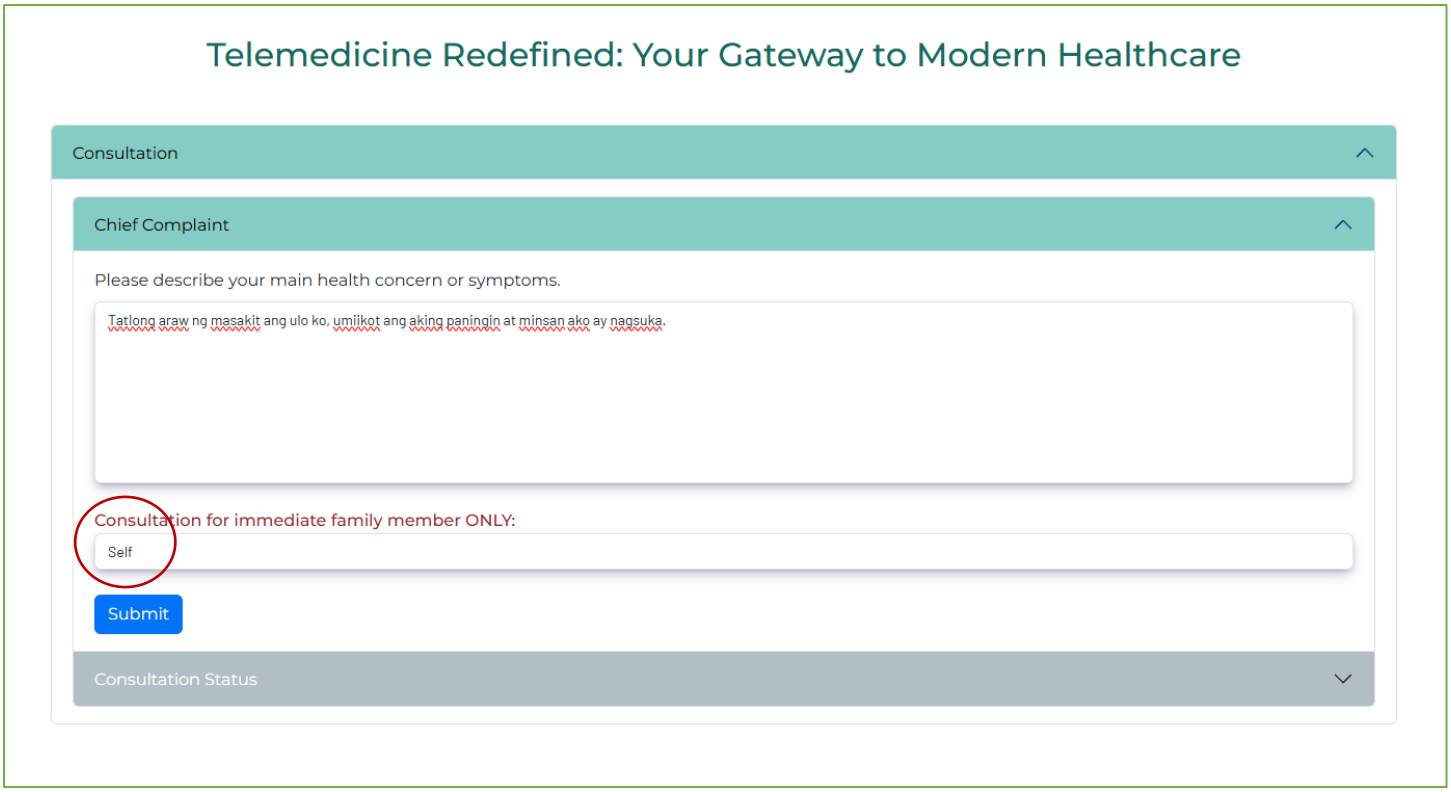
1. Navigate to the **Consultation** section from the main menu.
   (*Pumunta sa "Consultation" na makikita sa main menu.*)

2. In the form, locate the **Chief Complaint** field.
   (*Hanapin ang "Chief Complaint" section sa baba.*)

3. 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."*)



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."*)

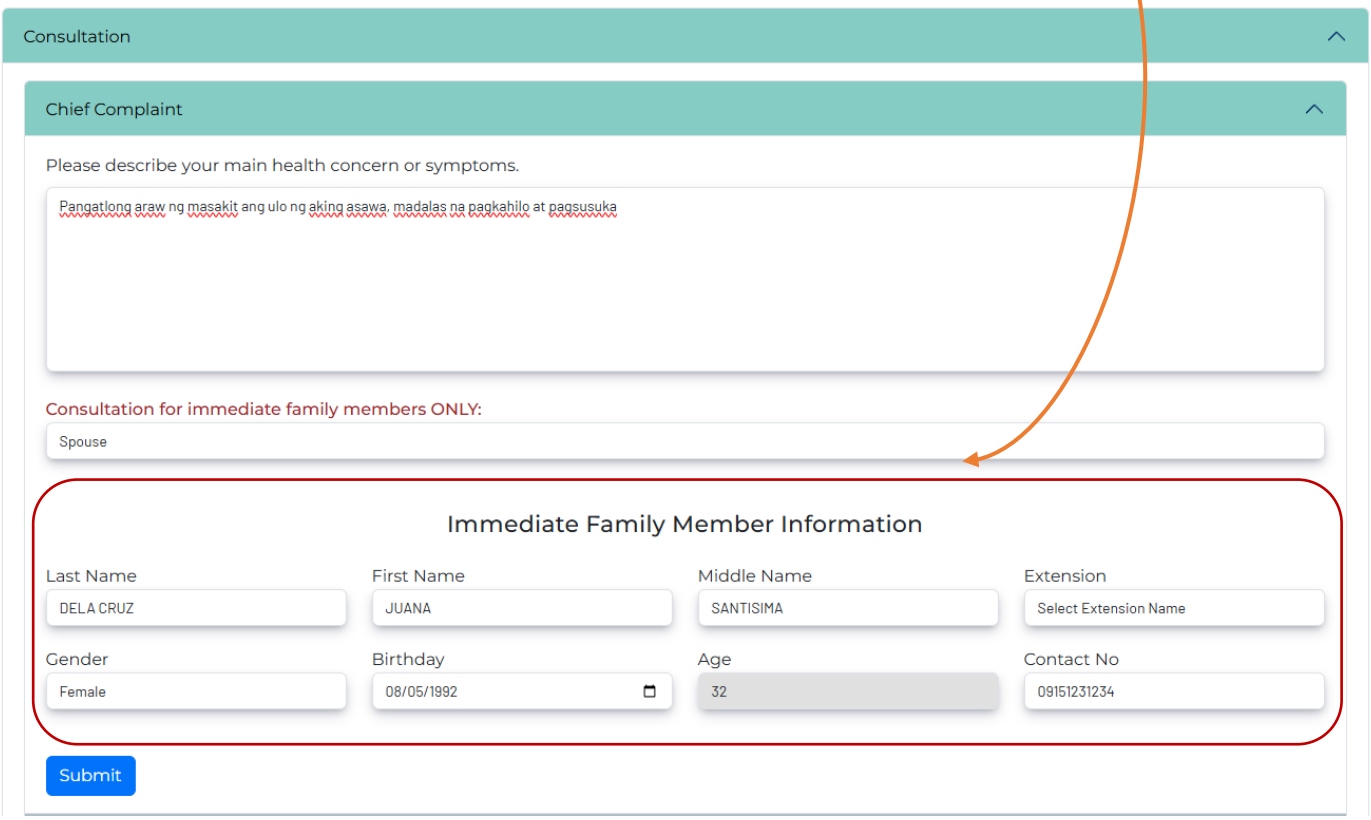
4. Select the Immediate Family Member category from the list.
   (*Piliin ang kategoryang "Immediate Family Member" mula sa listahan.*)

   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 (*lola*)
   - Grand Father (*lolo*)

5. Provide the immediate family member's personal information, 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."*)

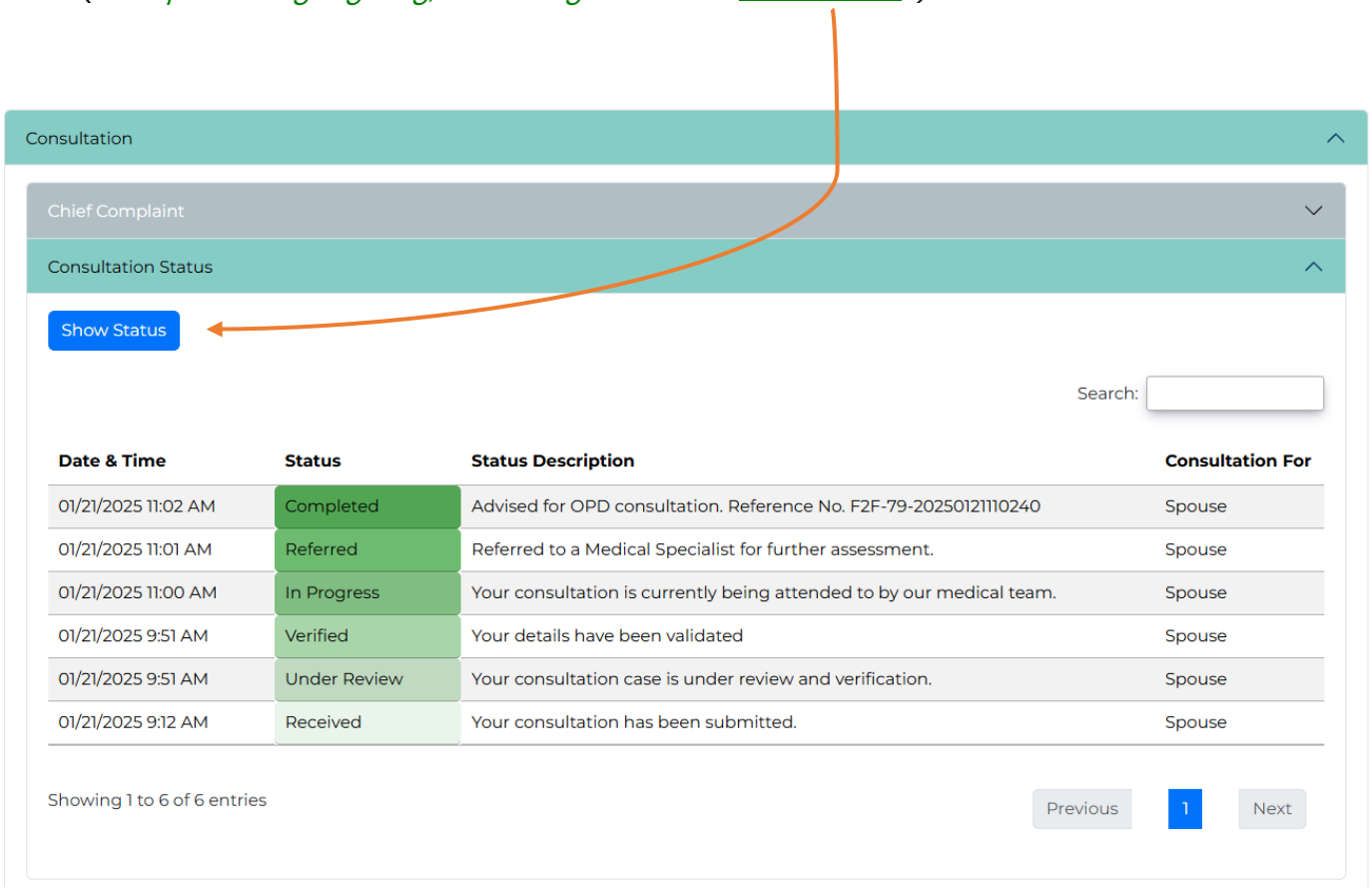


4. CONSULTATION (Status)

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.*)

1. 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 "Show Status".)*



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.

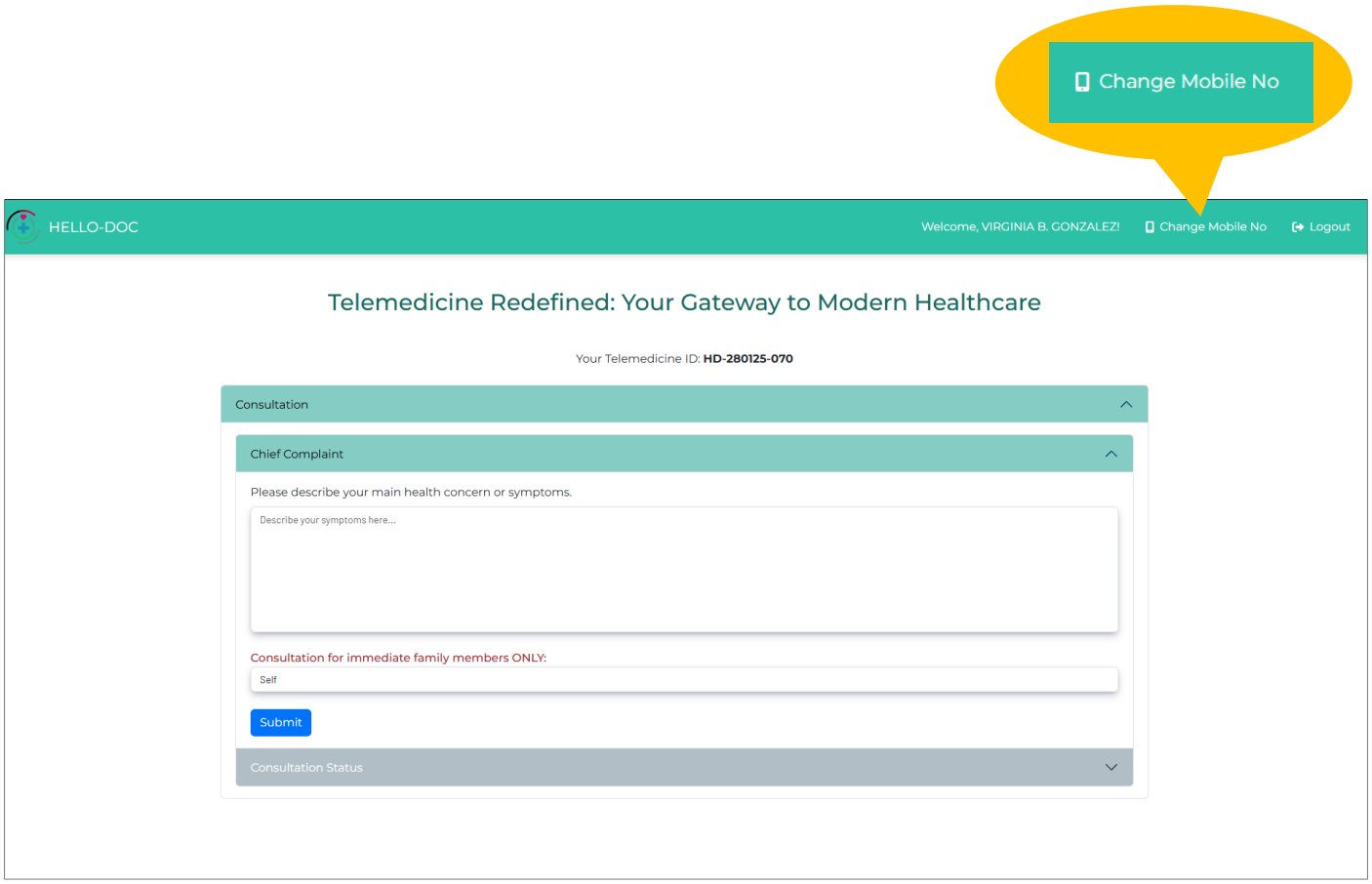
(*Ang "Change Mobile Number" na utility ay nagbibigay pahintulot na palitan ang iyong nakarehistrong mobile number kung sakali mang maging inactive, mawala, o masira ang iyong sim card. Siguraduhin na tama ang bagong contact number na irerehistro, sapagkat ito ang gagamitin para sa pag-verify ng account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

NOTE:

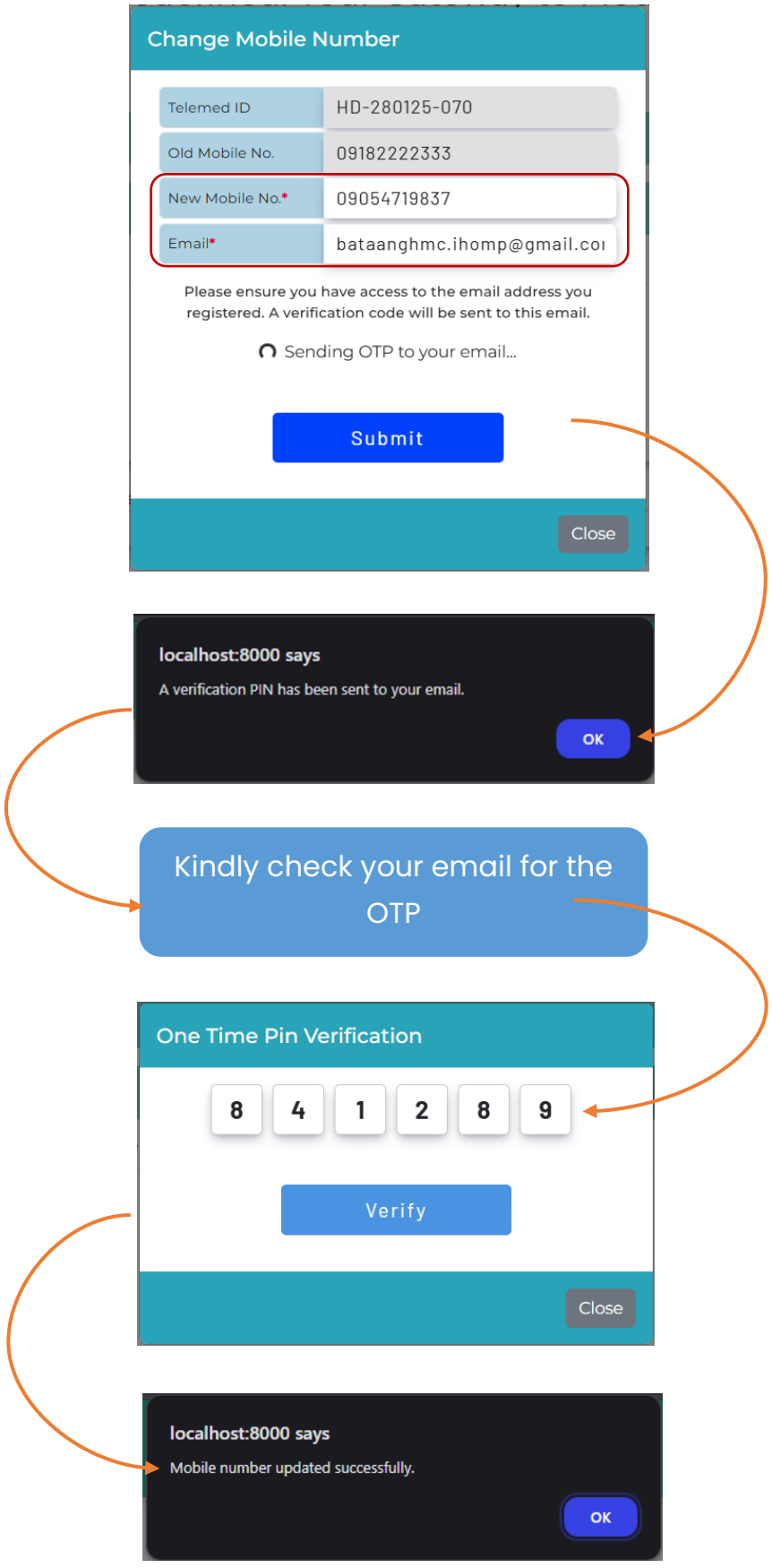
Ensure you have access to the email address that you provided during the sign-up.

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 Number Form:



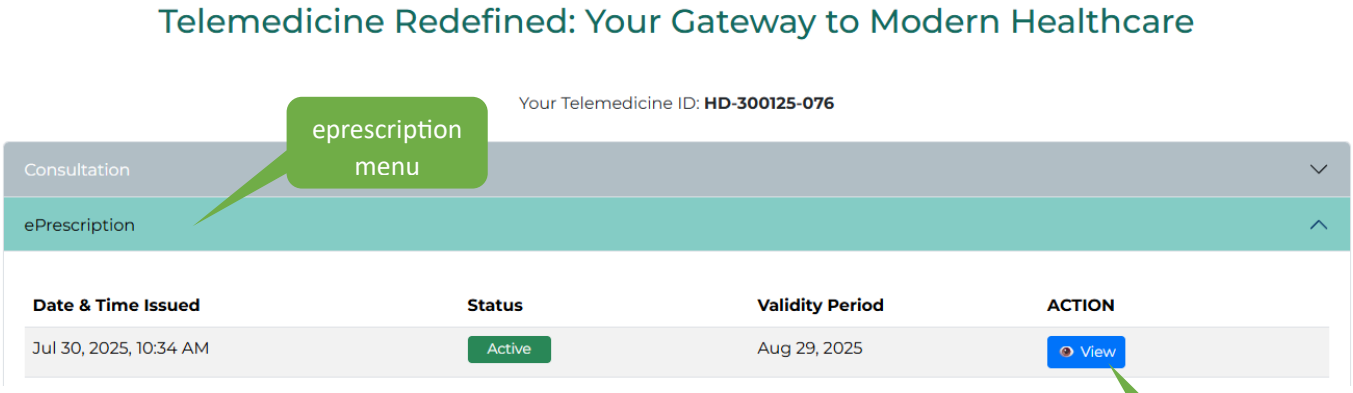
NEW UPDATE

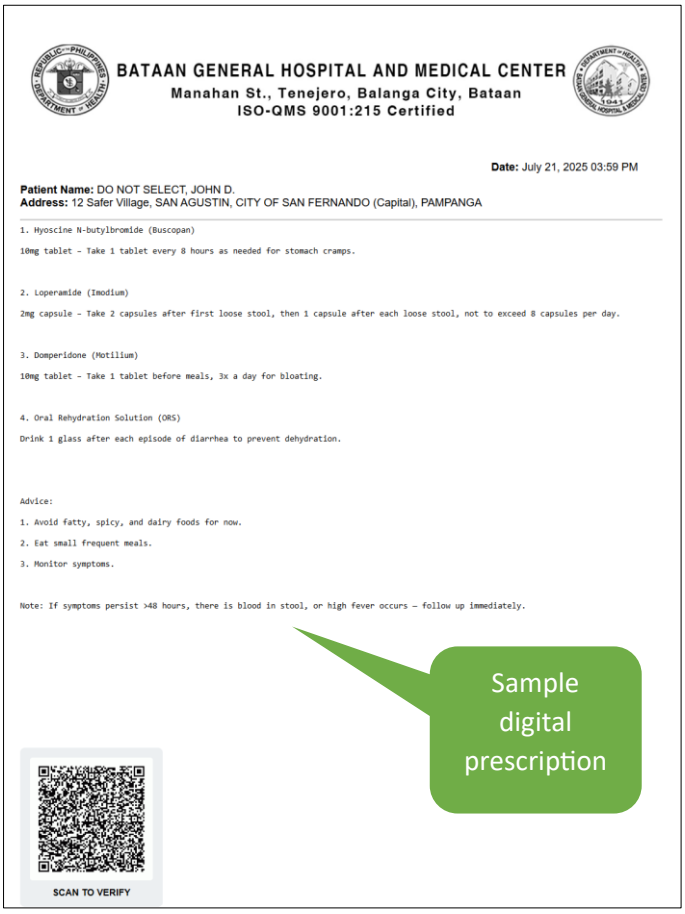
HelloDoc Teleconsultation App – New Feature Updates

We're excited to announce the latest updates to the HelloDoc Teleconsultation client-side app, designed to enhance your virtual healthcare experience and streamline the consultation process.

📜 ePrescription (Electronic Prescription)

Patients can now receive digital prescriptions directly through the app, making it easier and faster to access medications after a teleconsultation.



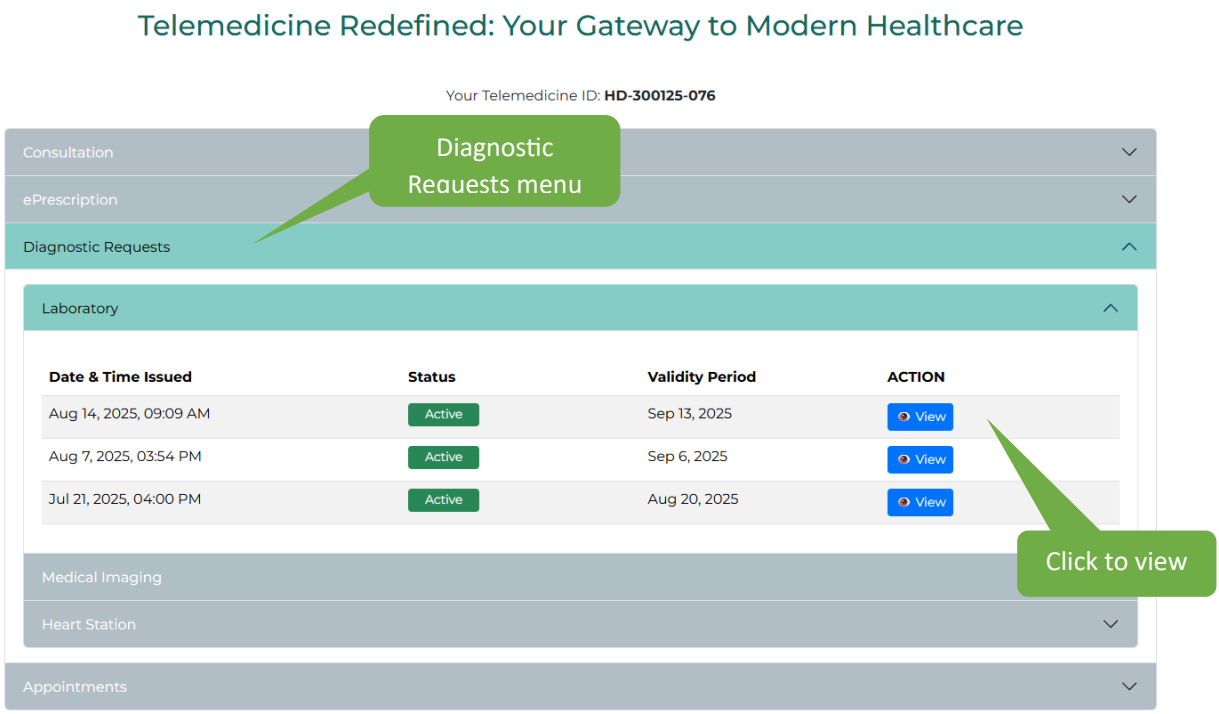


🧪 Diagnostic Requests

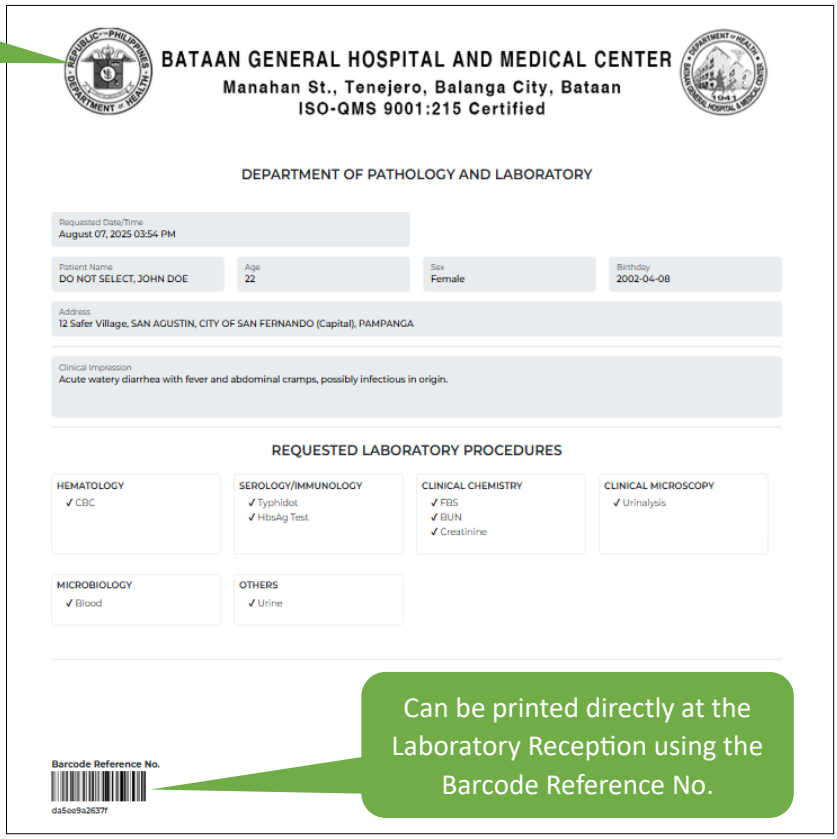
Doctors can now send diagnostic requests directly through the app for:

- **Laboratory Tests**
- **Medical Imaging** (e.g., X-rays, CT scans, MRIs)
- **Heart Station Services** (e.g., ECG, 2D Echo)

Patients can view these requests.



Sample Laboratory Request



Can be printed directly at the Laboratory Reception using the Barcode Reference No.

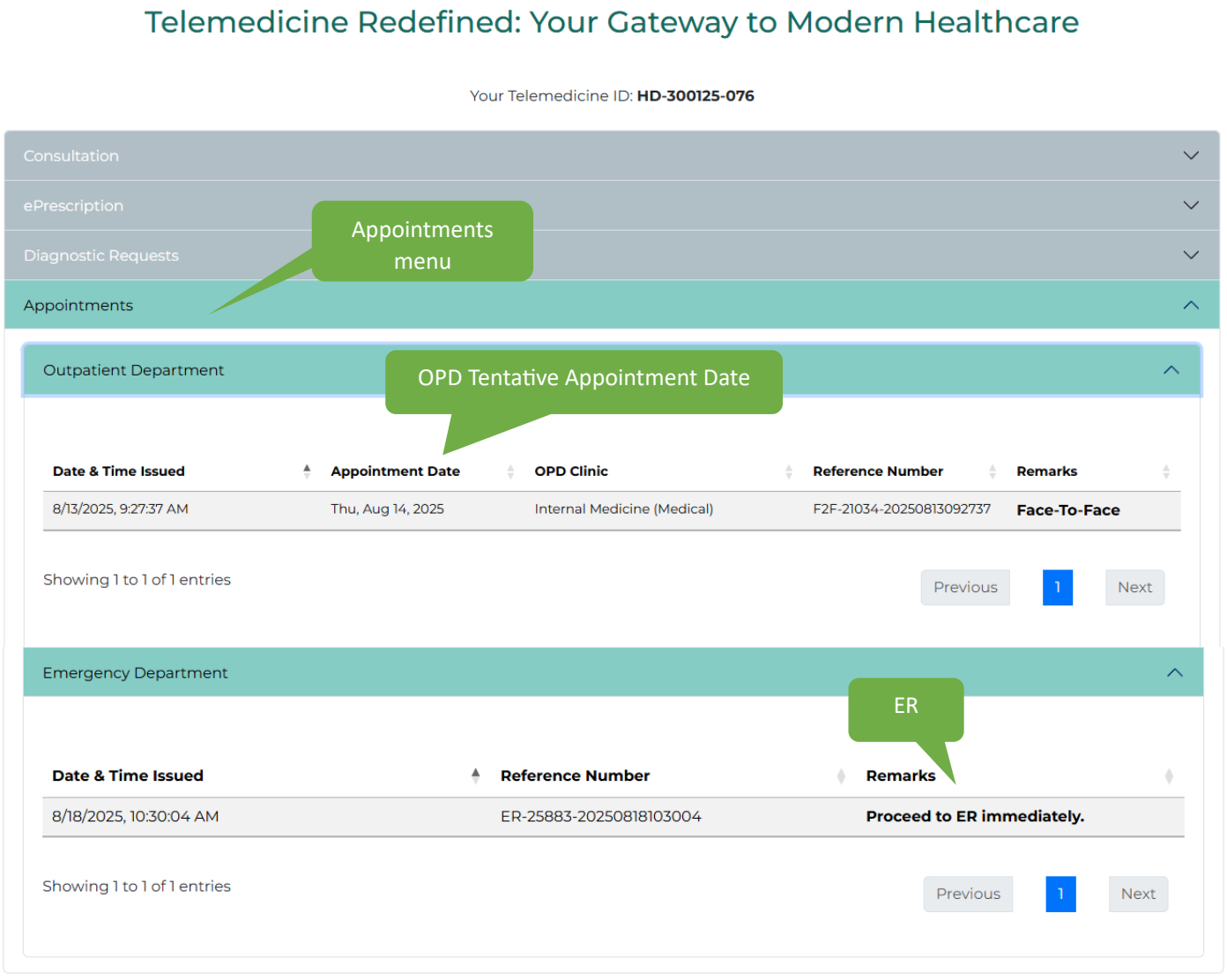
🧪 Diagnostic Requests (on-going development)

- **Medical Imaging (e.g., X-rays, CT scans, MRIs)**
- **Heart Station Services** (e.g., ECG, 2D Echo)

📅 Appointments

The app now supports appointment scheduling for:

- **Emergency Department (ED)**
  for an emergency case as ordered by the Telemed Doctors
- **Outpatient Department (OPD)** consultations



NOTE:

Please show your appointment schedule (ER/OPD) at the front desk to assist you better.