Manual for Patients

Meddy Care

Name of the Product: Meddy Care

Manual created by: Paolo Olivetti and Luca Paciello

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History of Changes

Date	Version	Changes made
17/12/2021	00	First draft
09/02/2022	01	Images update
28/02/2022	02	Images update

Summary

1. What can I do with Meddy?

Thank you for choosing Meddy. Through this application you will be able to book visits with your clinician in just a few clicks and make the visit even via teleconference! You can send requests for prescriptions and receive the Clinician's response directly on Meddy. Reports and communications will always be at hand!

Meddy is completely free and can be used on both mobile devices and PCs. You can easily access from anywhere and from any device simply by entering your login credentials at the following web address:

meddycare.it

(select the "sign in" page and enter your credentials)

See the next paragraph to find out how to activate an account.

2. How do I activate an account?

In order to activate a Meddy account, ask your clinician to register you. In a few moments you will receive an email with instructions to generate your login credentials.

You will have to indicate a Username and a Password following the criteria indicated on the screen.
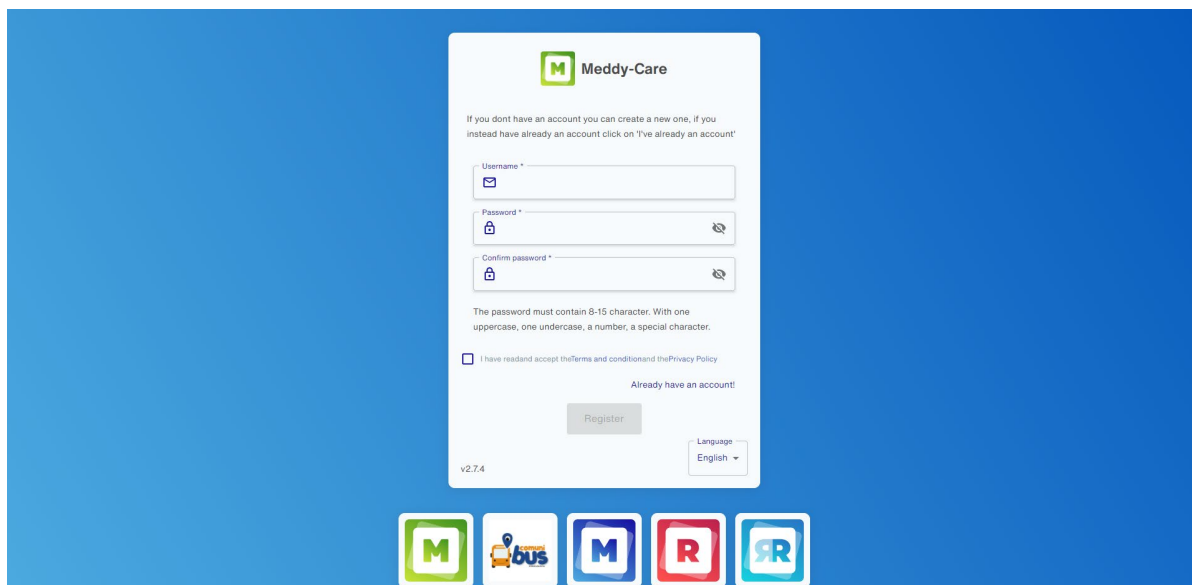

Figure 1 Username and password creation

3. I don't remember the password, how can I recover it?

No problem, you can always recover the password by clicking on "Forgot password?". At this point, by entering your email, you will be sent instructions to recover it. If the username is also lost, simply enter the email address instead of the username or ask your Clinician's secretary to reset the login credentials.
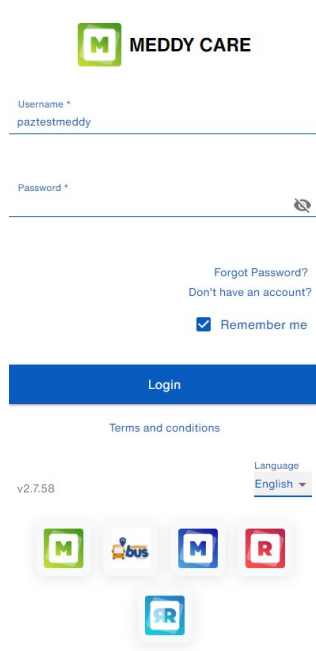

Figure 2 Password recovery

4. How do I access the different functionalities of di Meddy?

Depending on the device used, Meddy may show some fields or buttons in different places adapting to the screen size.

By accessing from PC, the portal will appear structured in two main areas:

- A menu on the left with the list of functionalities;

- An area on the right showing the contents related to the functionality selected in the menu.

Please note:

The way the menu is displayed may vary depending on the screen resolution:

- if the screen resolution is high the menu appears in extended form (showing icons and text)
- if the screen resolution is low the menu appears in compact form (showing icons only).

By clicking on the logo at the top left the menu is always opened in extended form.

By accessing instead via mobile device (smartphone), some functionalities will be accessible directly through the icons located at the bottom of the screen (including the menu icon).
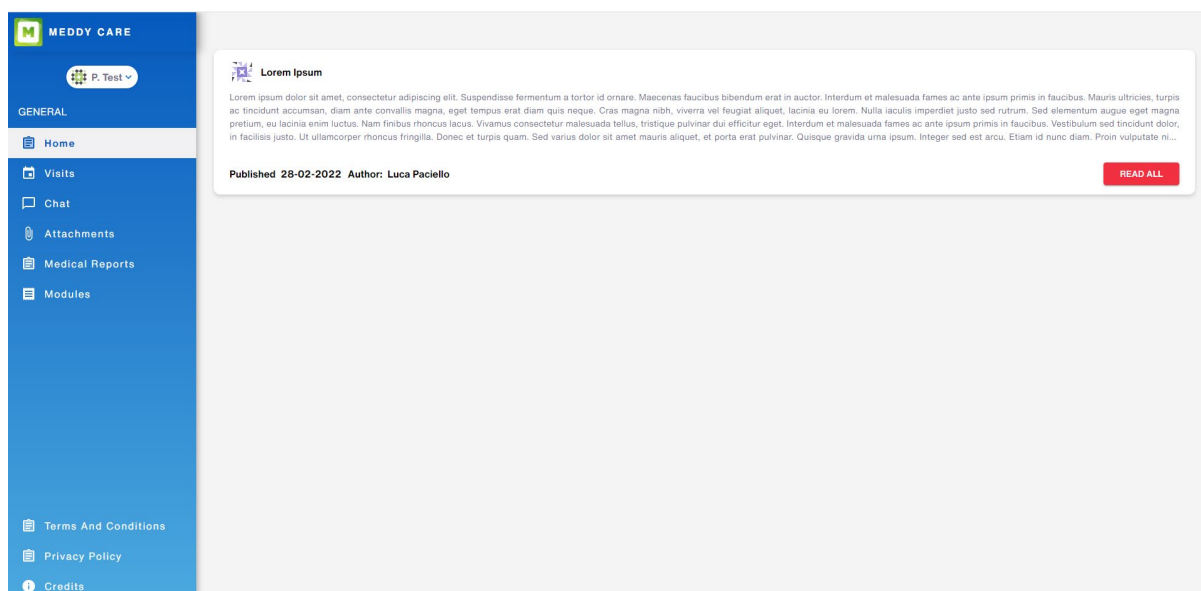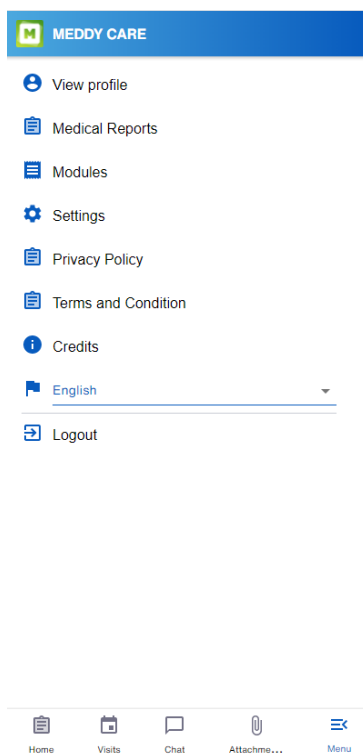

Figure 3 The menu, desktop view

Figure 4 The menu, mobile view

5. Where do I read the Clinician's notices / communications?

The "Bulletin board" shows a list of all the notices / communications shared by the Clinician. Each communication is made up of a title and content (previewed on the home).

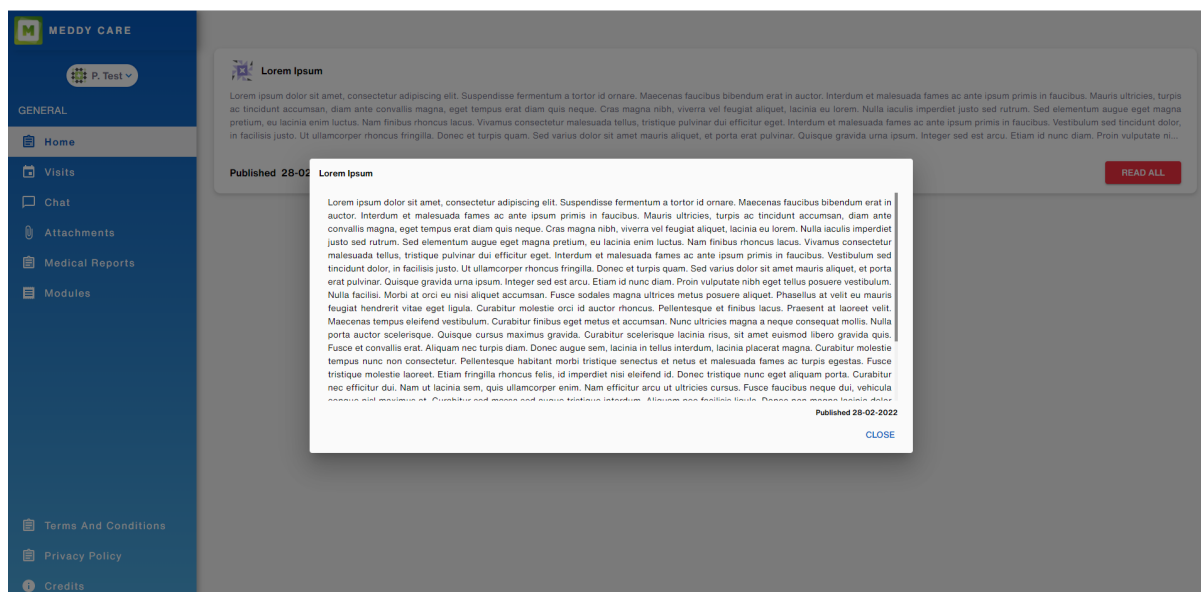By clicking on the communication it will be possible to read the complete content.

Figure 5 The Bulletin board, desktop view
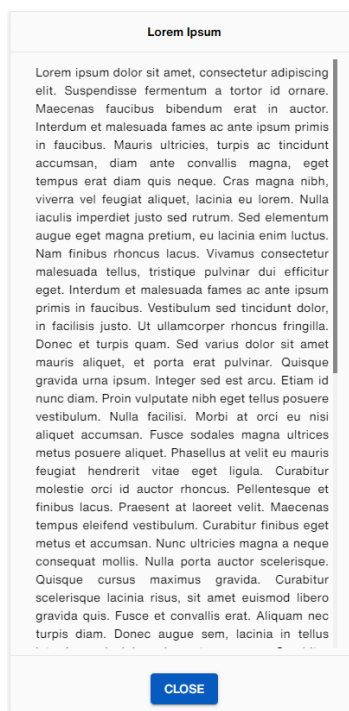

Figure 6 The Bulletin board, mobile view

6. How do I book a visit?

Through the "visits" functionality it is possible to view the list of visits made, visits scheduled and book a new visit through the appropriate "Book a visit" button.

The system will show the Clinician's availability for the selected day (or range of days). Simply click on the desired "slot" and press the "save" button.

A special field will allow you to insert notes in which to anticipate to the Clinician the reason for the visit, it will also be possible to select the videoconference mode (when allowed by the Clinician) to carry out the visit through teleconsultation.

Please note:

- It is not possible to book more than one visit at a time; if you proceed anyway, the system will suggest you cancel the visit already booked in order to allow the new booking.
- The reservation cannot be canceled on the day of the visit; if necessary, contact the Clinician's secretary by phone.
- **When booking, select the desired date to view the available slots; you can only view a limited number of future days (e.g. 2 weeks or 30 days, according to the Clinician's wishes).**
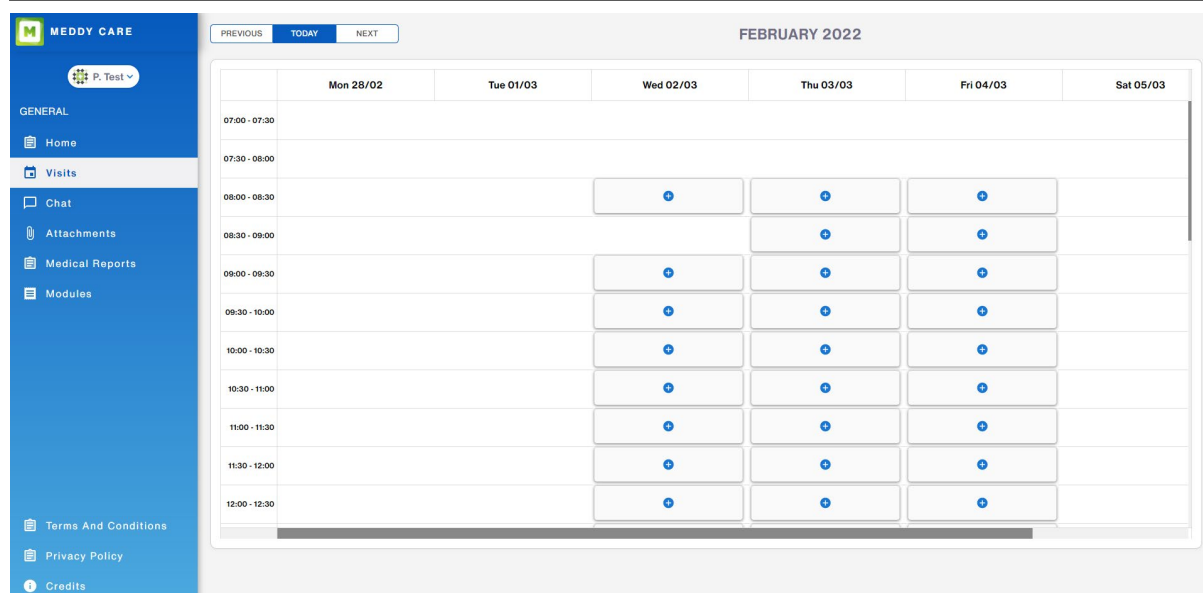

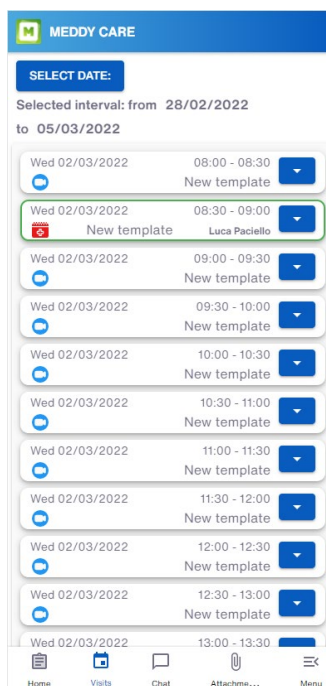*Figure 7 Visit booking, desktop view*

Figure 8 Visit booking, mobile view

7. How do I chat with the Clinician?

Through the Chat functionality you can communicate with your Clinician.

To attach a file you need to select the file and then write a message; it is not possible to send a message with only the attachment without text.

Attachments received and sent are also available in the "Attachments" section.
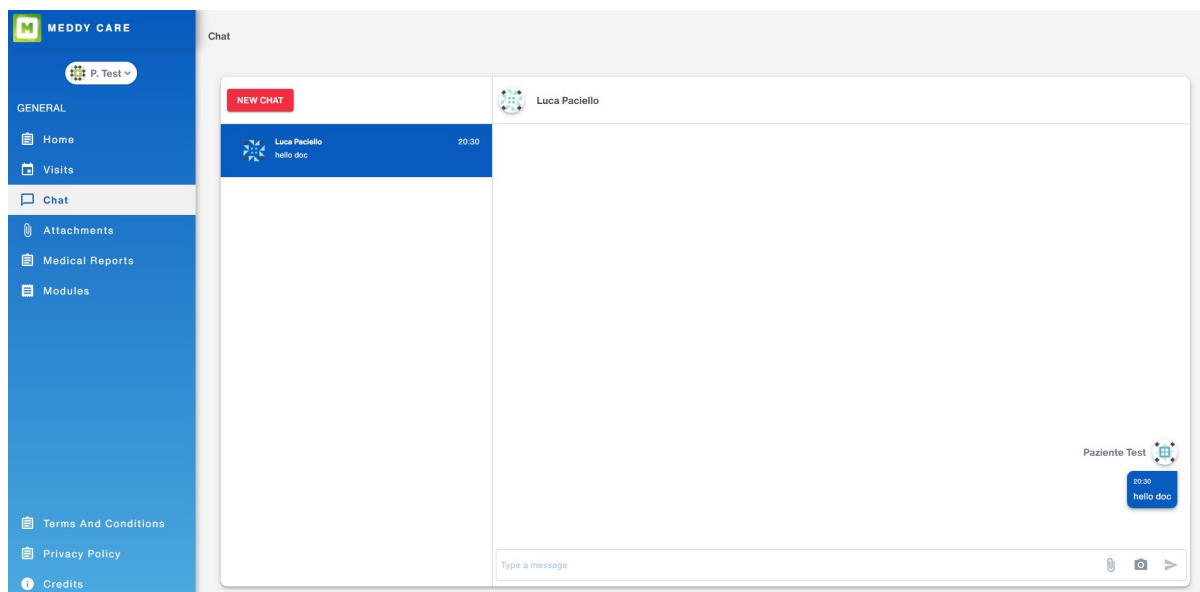
Figure 9 The Chat, desktop view

8. How do I search for an attachment sent or received by the Clinician?

In "Attachments" you can view all attachments sent and received via chat. You can also search for an attachment by name using the appropriate search bar.
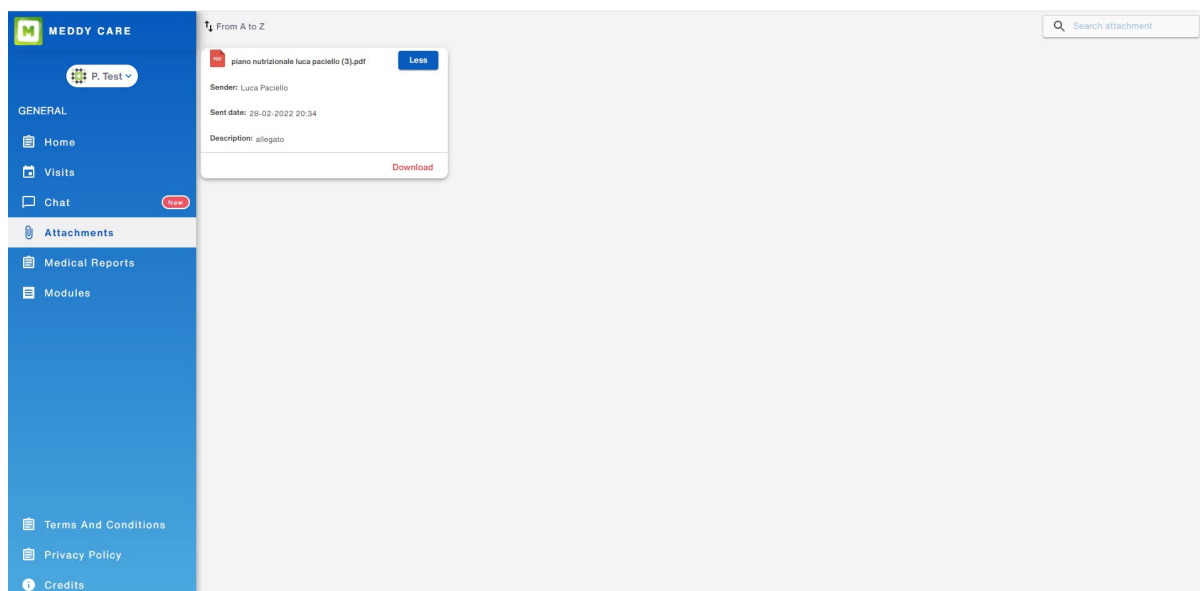

Figure 10 Attachment's visualization, desktop view

9. How do I view the Clinician's report?

The clinical notes written by the Clinician at the end of the visit can be retrieved in the "Reports" section. Official documents can be sent via chat and then recovered in the "Attachments".
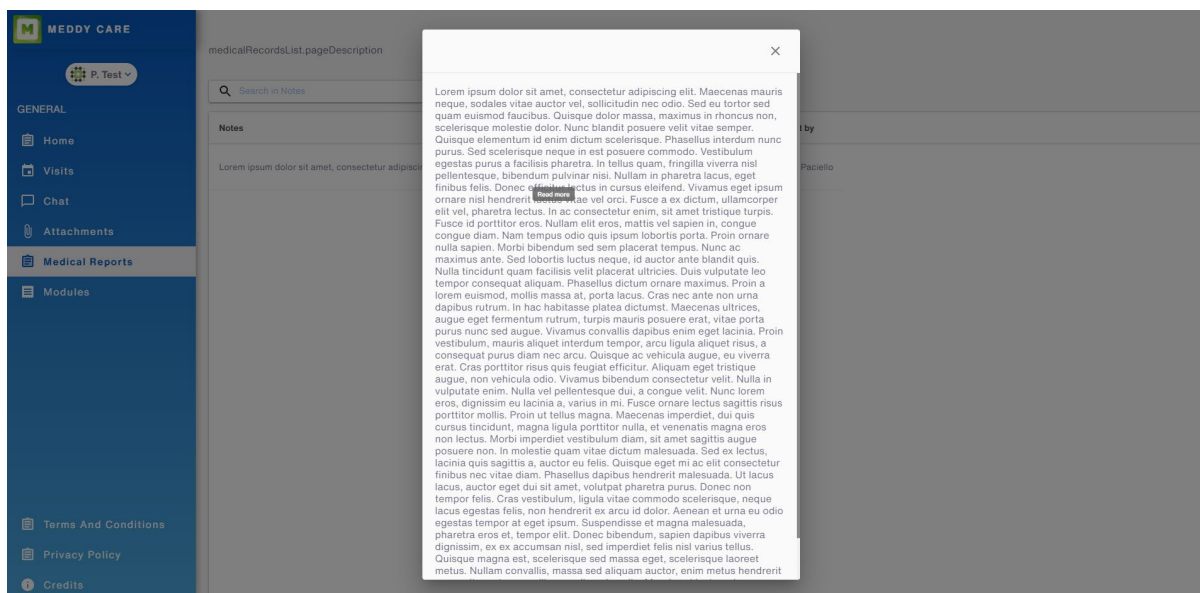

Figure 11 Medical reports visualization, desktop view

10. How do I ask the Clinician for a prescription?

In the "Requests" section you can ask the Clinician for a prescription for:

– Chronic therapy
– Medication
– Prescription for examination or visit

According to their status, requests are grouped into 3 different lists:

- PENDING: requests sent and not yet processed by the Clinician.
- PROCESSED: requests sent and processed by the Clinician (including his response).
- DRAFT: partially completed and unsent requests

You can insert a new request by pressing the button "CREATE NEW REQUEST" and entering the following information:

1. Detail
    - Medication name (or visit/examination)

- Exemption number (if any)
- Patient/Clinician communication text (where to insert the written request to the Clinician and then view his response).
2. Attachments for the Clinician: here you can upload attachments in pdf and photos, which will be attached to the request.

Please note:

- The Clinician's response will be available within the request made only when it appears in the "Processed" tab of the "Requests" section. Requests not yet processed by the Clinician will be visible in the "Pending" tab of the "Requests" section.
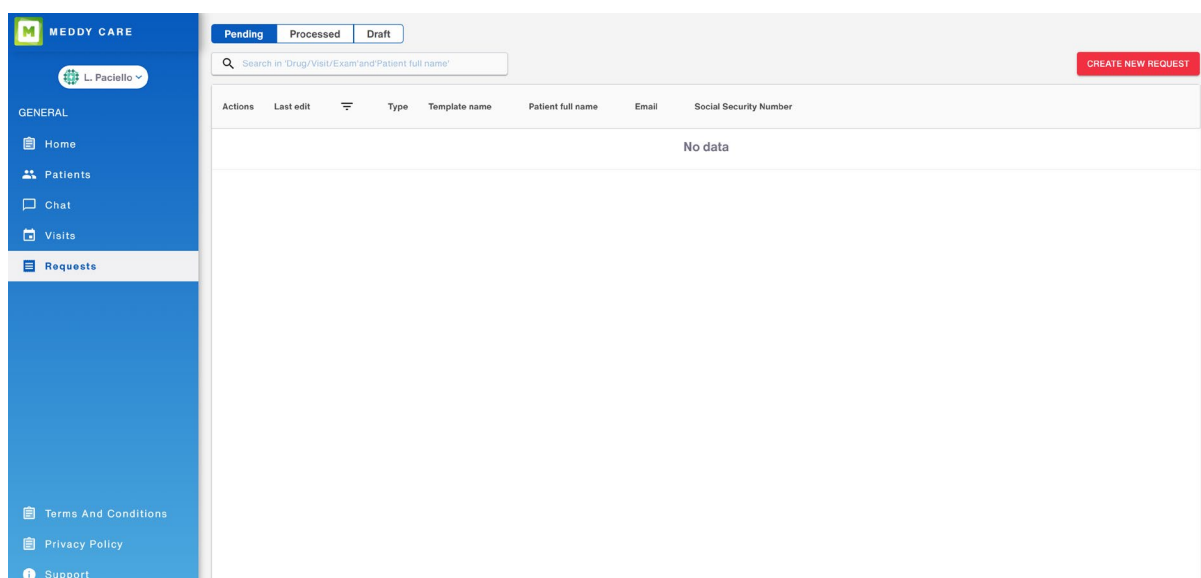

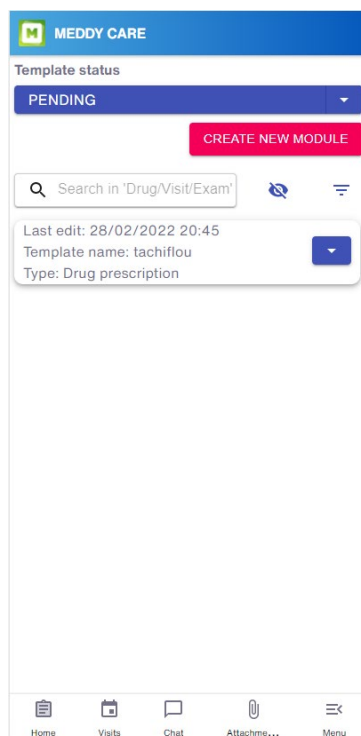

Figure 12 Requests, desktop view

Figure 13 Requests, mobile view

11.   How do I receive notifications from Meddy on my device?

In order to receive notifications from Meddy on your device, you must give permission at the first access. If this is denied, it will always be possible to give consent later by pressing on the padlock placed before the web address in the browser used and enabling notifications.
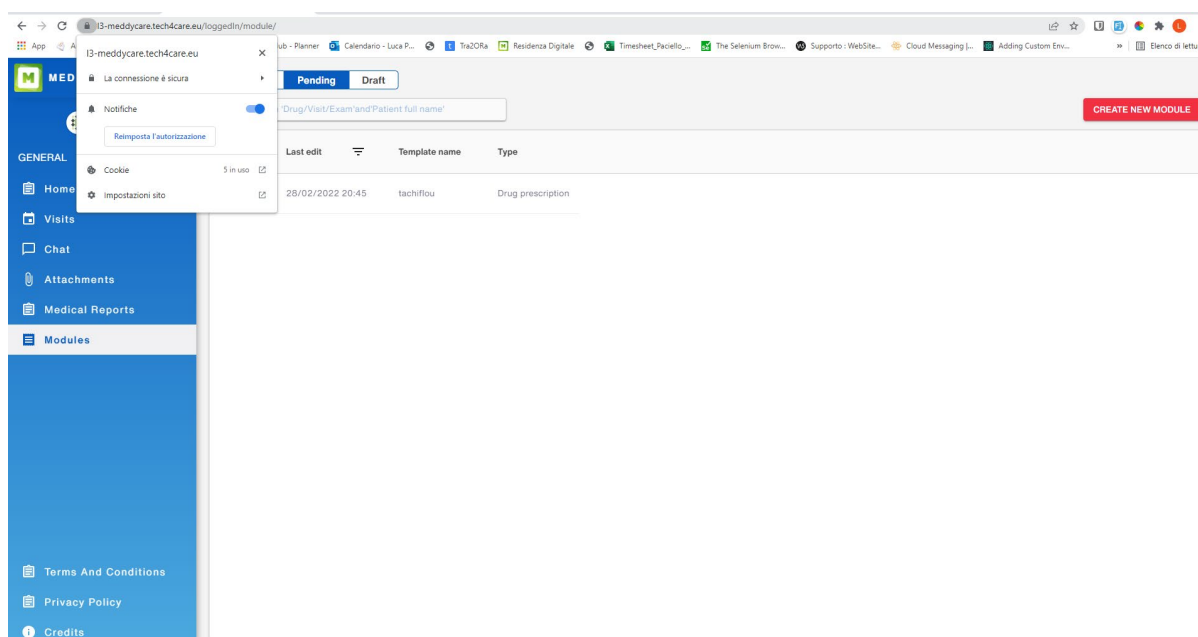
Figure 14 Notifications management, desktop view

12.   How do I change my profile data?

To access the details of your profile in the PC version, just click on your name at the top left of the menu and select "My profile". In mobile view, just click on the menu icon at the bottom and then the "View profile" item. To change the data press "Edit" first, then update the fields below and then press "Save".

Figure 15 Your profile, desktop view

Figure 16 Your profile, mobile view

13. Where do I find contacts for technical assistance and support?

In the "Support" section you will find, in addition to this manual, also the contacts for assistance.

14. How do I disconnect from the portal?

In the PC version, to disconnect from Meddy simply click on your name in the menu and then on "Log Out". In the mobile version, just click on the menu icon and then on "Exit the app".
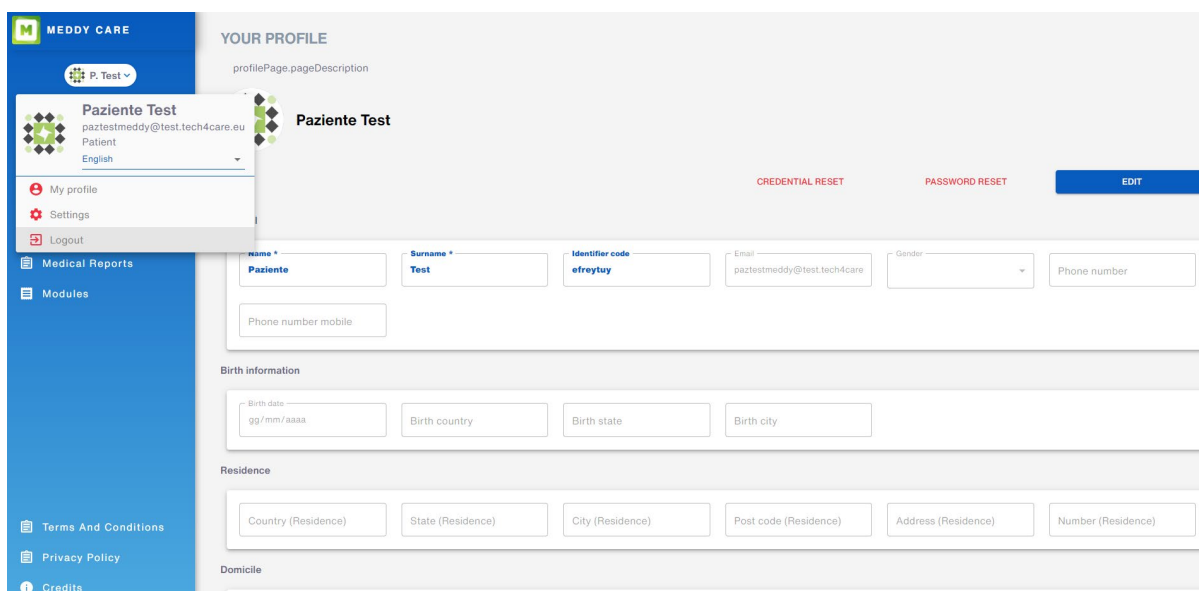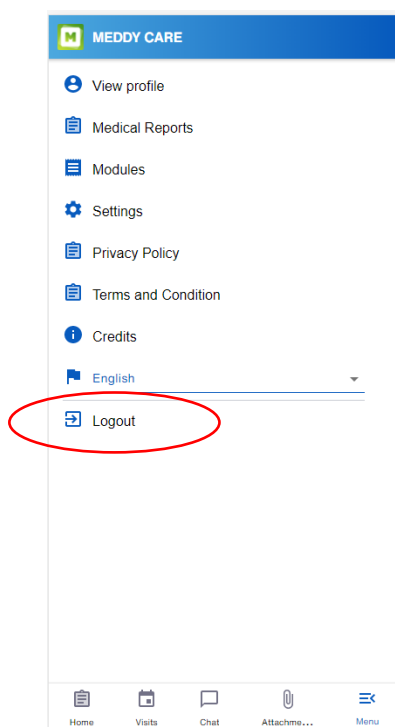

Figure 17 Log out, desktop view

Figure 18 Log out, mobile view