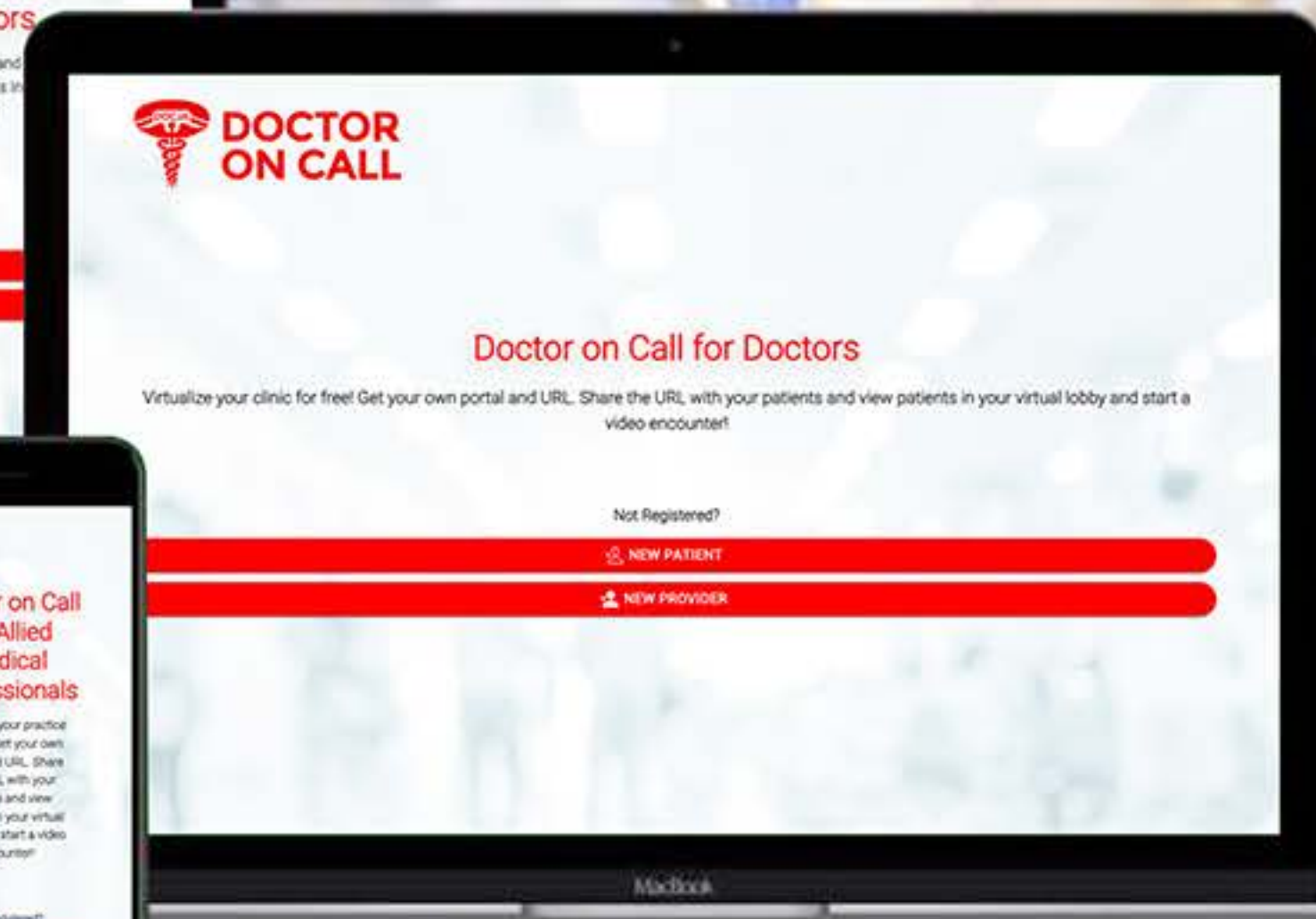


DOCTOR ON CALL

ANYTIME, ANYWHERE AT AN AFFORDABLE COST



**DOCTOR
ON CALL**

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DEFINITIONS

URL - Uniform Resource Locator, colloquially termed a web address.

Web Portal - A specially designed website that brings information from diverse sources together in a uniform way.

Web Address - A Web address, or URL, is an Internet address that denotes the location of a specific webpage, *provider's address*, file or document on the World Wide Web.

Website - A set of interconnected webpages, usually including a homepage, generally located on the same server, made available online by an individual, company, educational institution, government, or organization.



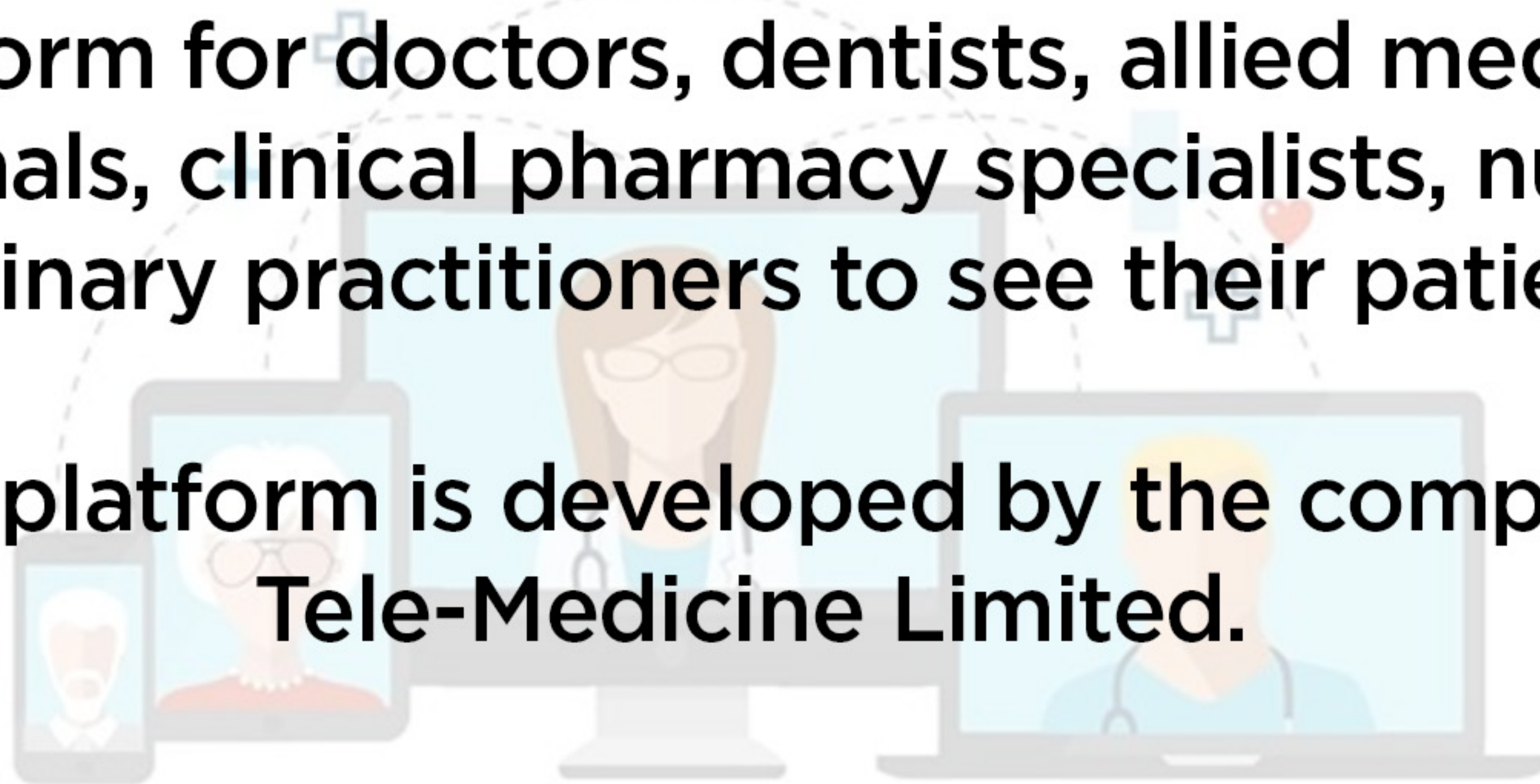
WHAT IS DOCTOR ON CALL?



WHAT IS DOCTOR ON CALL?

Doctor on Call is the brand name for the telemedicine platform for doctors, dentists, allied medical professionals, clinical pharmacy specialists, nurses and veterinary practitioners to see their patients.

This platform is developed by the company
Tele-Medicine Limited.



WHAT IS DOCTOR ON CALL?

1. Doctor on Call is a Telemedicine platform for doctors, dentists, veterinary practitioners, clinical pharmacy specialists, nurses and allied medical professionals to see their patients.
2. The platform gives all patients/clients full access to the service of providers at an affordable cost. 24/7, anytime, anywhere.
3. These providers will be able to see and treat their patients/clients on-demand, online.
4. There is no registration charge to providers or patients to use the Doctor on Call telemedicine platform.
5. There is a charge for the service by the provider and a 10-20% add-on of each provider's service fee per virtual clinical transaction.



SHORT HISTORY OF DOCTOR ON CALL

1. Doctor on Call was started as a research and development project by Physician and Public Health Specialist, Professor Winston Davidson, 22 years ago.
2. The objective was to use the power of information and communication technology to provide universal and affordable access to telemedicine healthcare services for ALL Jamaicans.
3. For the past 20 years, Mr. Sanjeev Kumar Rangaiah, a brilliant software engineer from India, has been an equal partner with Prof. Davidson, in achieving this objective.
4. Today, the present model of Doctor on Call has achieved that objective. Further, it is in full compliance with the national industry telemedicine standards developed by the Bureau of Standards Jamaica.



HOW IS DOCTOR ON CALL MADE UNIVERSALLY ACCESSIBLE AND AFFORDABLE?

1. In order to make the service affordable, the two researchers have contributed the cost of 22 years of R&D as a dividend to the platform costs.

2. Doctors from the Association of General Practitioners of Jamaica and the Caribbean College of Family Physicians, who contributed to evaluation and user acceptance tests over the past 20 years, have committed to charging patients a half of the cost of a normal office visit to see the patient on the platform.

3. Provision is made to provide top up JN Money Card to all patients without a bank account or a credit card to enable them to pay for the service as they are able.



HOW DOES DOCTOR ON CALL ENSURE PATIENT PRIVACY?

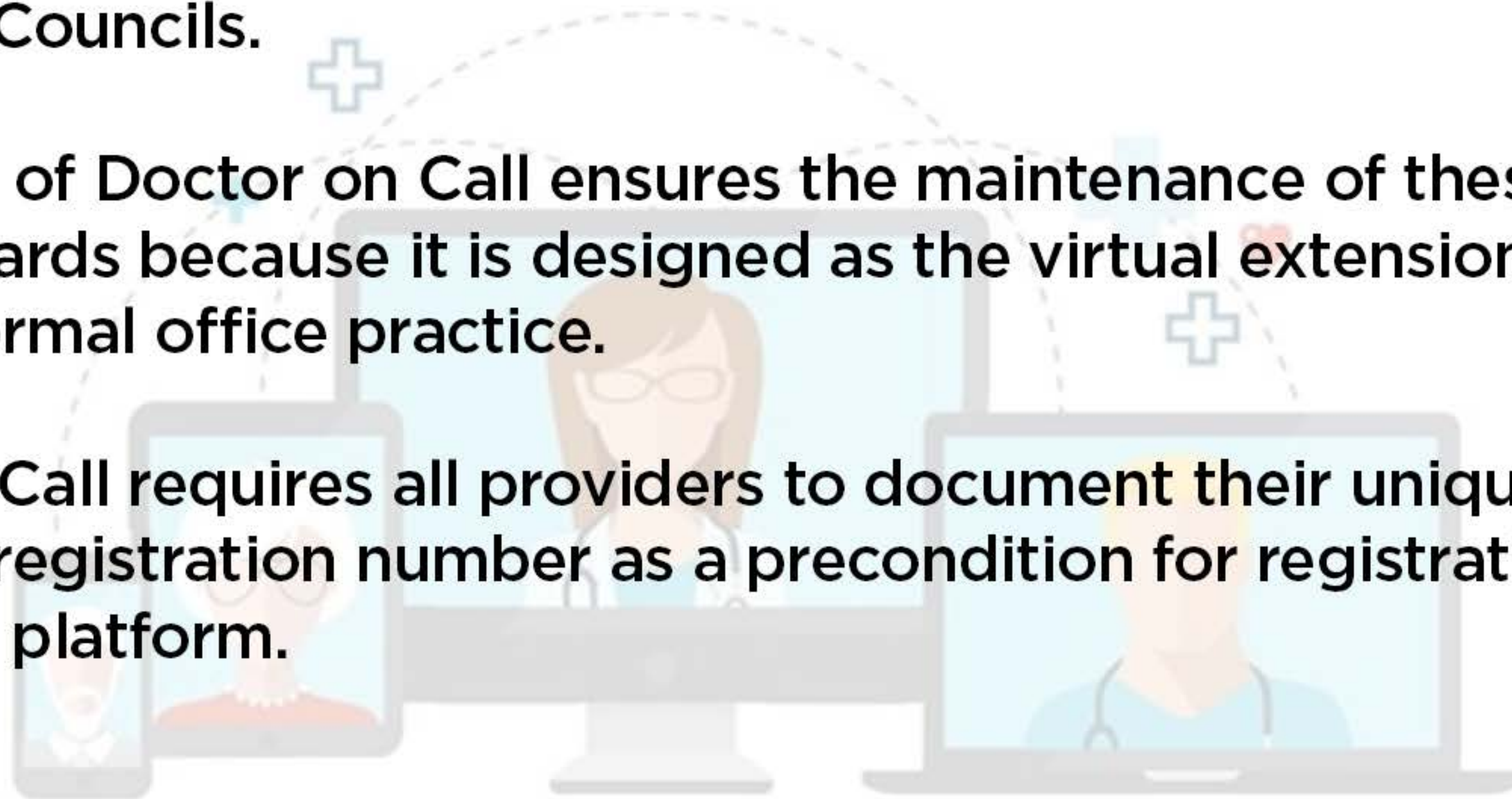
1. It is a 24/7, highly secure system of provider's web portals which includes the following features:

- a. Only the provider has full and exclusive control of all data generated by the clinical encounter between provider and patient on the platform.
- b. Confidential documentation of clinical encounter by provider is in conformance with the highest international standards. i.e. Health Insurance Portability and Accountability Act (HIPAA).
- c. There are no platform requirements for the download of programs or apps which may gain access to your confidential information.
- d. Highly encrypted, secure https certification, protecting against eavesdropping and tampering.
- e. All patients have direct access on request to their information from their provider.
- f. Confidentiality is maintained by only peer to peer referral of medical information.
- g. All information and data is stored in the Cloud.
- h. Provider and patient user name and password authentication.



HIGH ETHICAL STANDARDS OF DOCTOR ON CALL

1. The ethical standards demanded by law for the practice of medicine are assured by annual re-certification of all providers by their respective Professional Councils.
2. The model of Doctor on Call ensures the maintenance of these legal ethical standards because it is designed as the virtual extension of the provider's normal office practice.
3. Doctor on Call requires all providers to document their unique professional registration number as a precondition for registration on its telemedicine platform.



HIGH ETHICAL STANDARDS OF DOCTOR ON CALL

4. Non-cartelization in setting patient fees by all categories of providers using the platform.
5. No fee splitting of provider's fees for services.
6. Financial accountability of providers by the provision of a financial payment system on the Doctor on Call platform which conforms to the best FINTECH ethical accounting practices.
7. Only doctors, dentists and veterinary practitioners trained in diagnostic medicine will have the authority to make diagnoses in conformance with the ICD 10 codes and to write prescriptions for the patients/clients.



ACCESS TO DOCTOR ON CALL

Custody of the data is the right and responsibility of the professional service provider, who may integrate the virtual clinical data of the patient seamlessly printed as a paper file, or integrated in the patient's electronic medical record via its Application Program Interface (API).

Information is stored and retrieved from the cloud and the patient information may be accessed from the provider who alone has custody of the data with patient consent.

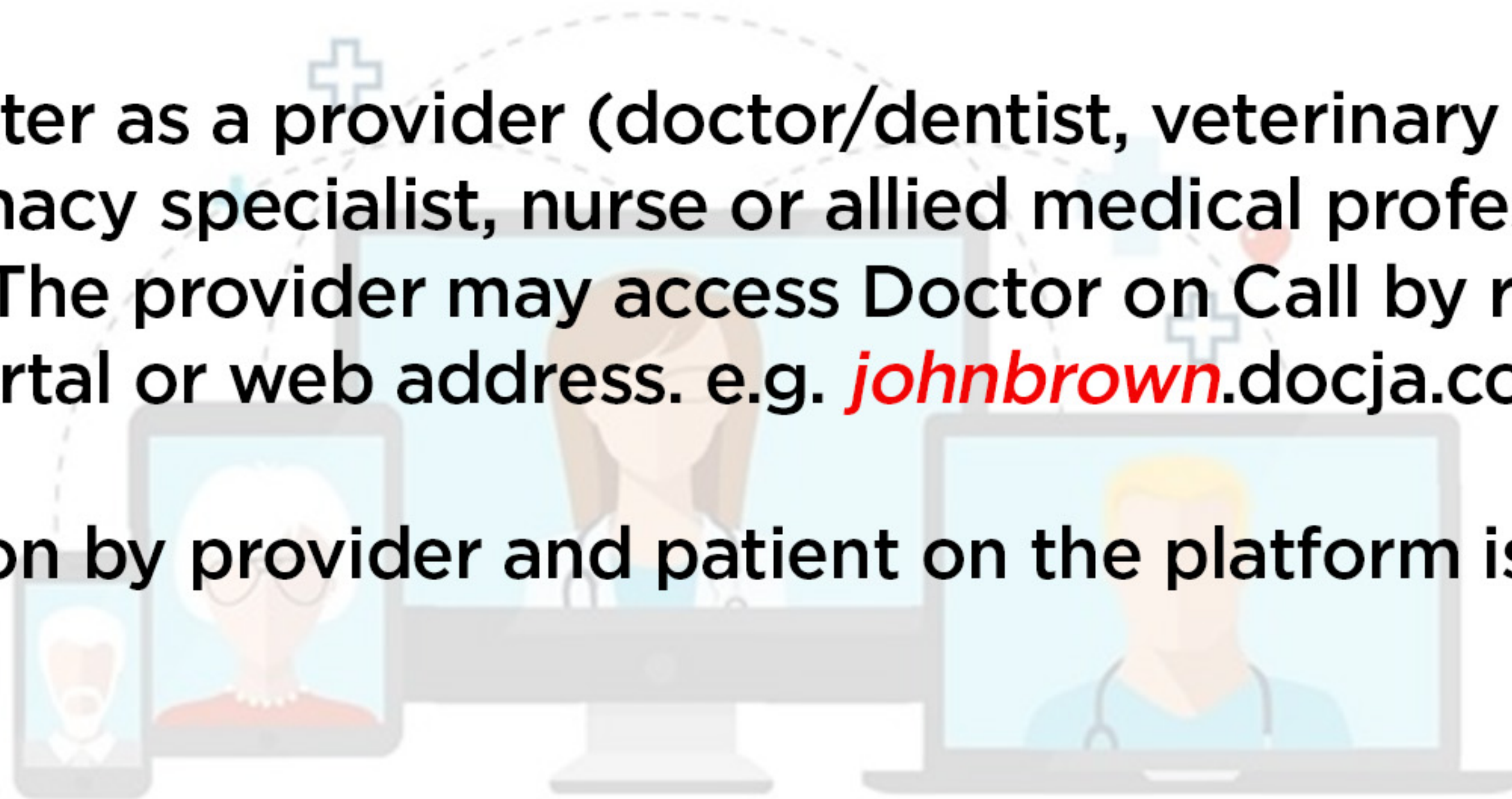


ACCESS TO DOCTOR ON CALL

Access is available through Google Chrome for Android and Windows, Safari for iOS and other browsers at <https://docja.com/home> or docja.com.

You may register as a provider (doctor/dentist, veterinary practitioner, clinical pharmacy specialist, nurse or allied medical professional) or as a patient. The provider may access Doctor on Call by registering his portal or web address. e.g. *johnbrown.docja.com*.

Registration by provider and patient on the platform is FREE.



PURPOSE AND SOURCES OF DOCTOR ON CALL REVENUE

Doctor on Call will continue to add periodically, updated features including artificial intelligence and technology upgrades, utilizing remote diagnostic devices, statistical analytics, clinical research methods and integrating telemedicine data with office patient data whether electronic or manual capabilities.

The revenue to achieve this capability will be derived from a 10-20% added cost calculated from the provider's cost to the patient. If the provider does not charge the patient, the added cost by Doctor on Call will be 0%.

This is to ensure that Doctor on Call gives support to providers who may choose to give voluntary service to patients of their choice. For mass voluntary service, Doctor on Call will charge a small flat maintenance fee.



CLICK TO GO TO EACH SECTION



**ONBOARDING
PATIENTS**



DOCTORS



DENTISTS



NURSES



**ALLIED MEDICAL
PROFESSIONALS**



**CLINICAL PHARMACY
SPECIALISTS**



**VETERINARY
PRACTITIONERS**



TOPUP



PATIENTS



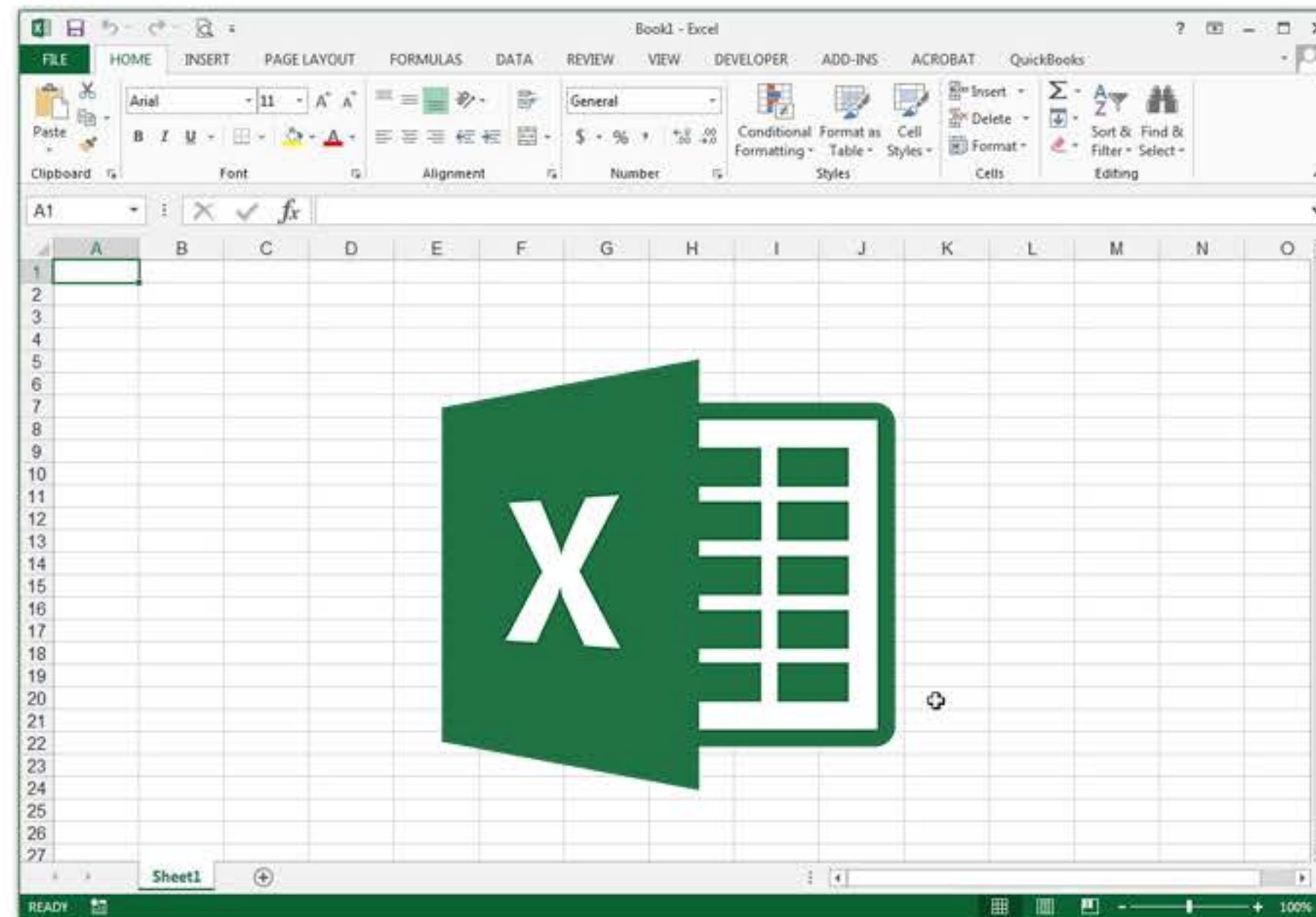


ONBOARDING PATIENTS



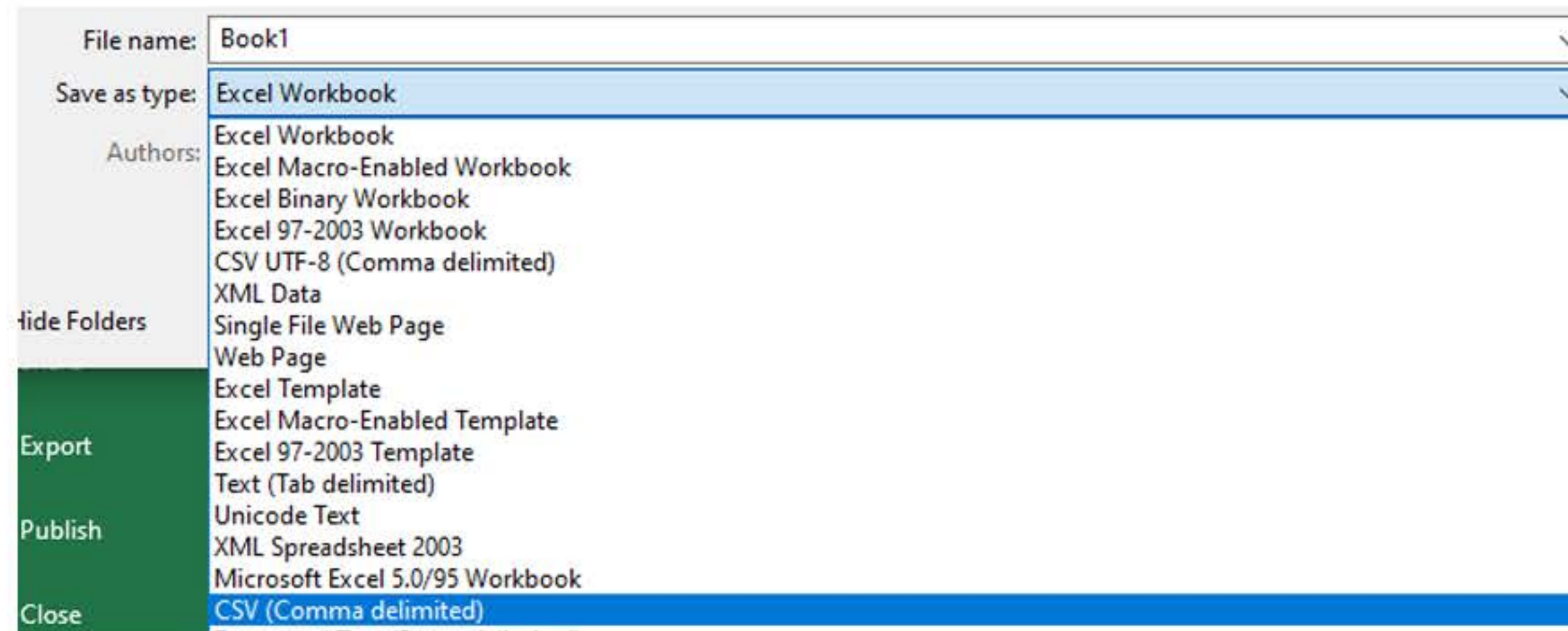
STEP 1

Compile a list of patients in an Excel file.
There should be 3 columns:
(First Name, Last Name, Email)



STEP 2

Save the Excel file in CSV format:
(File > Save As > CSV
(Comma Separated Values Format))



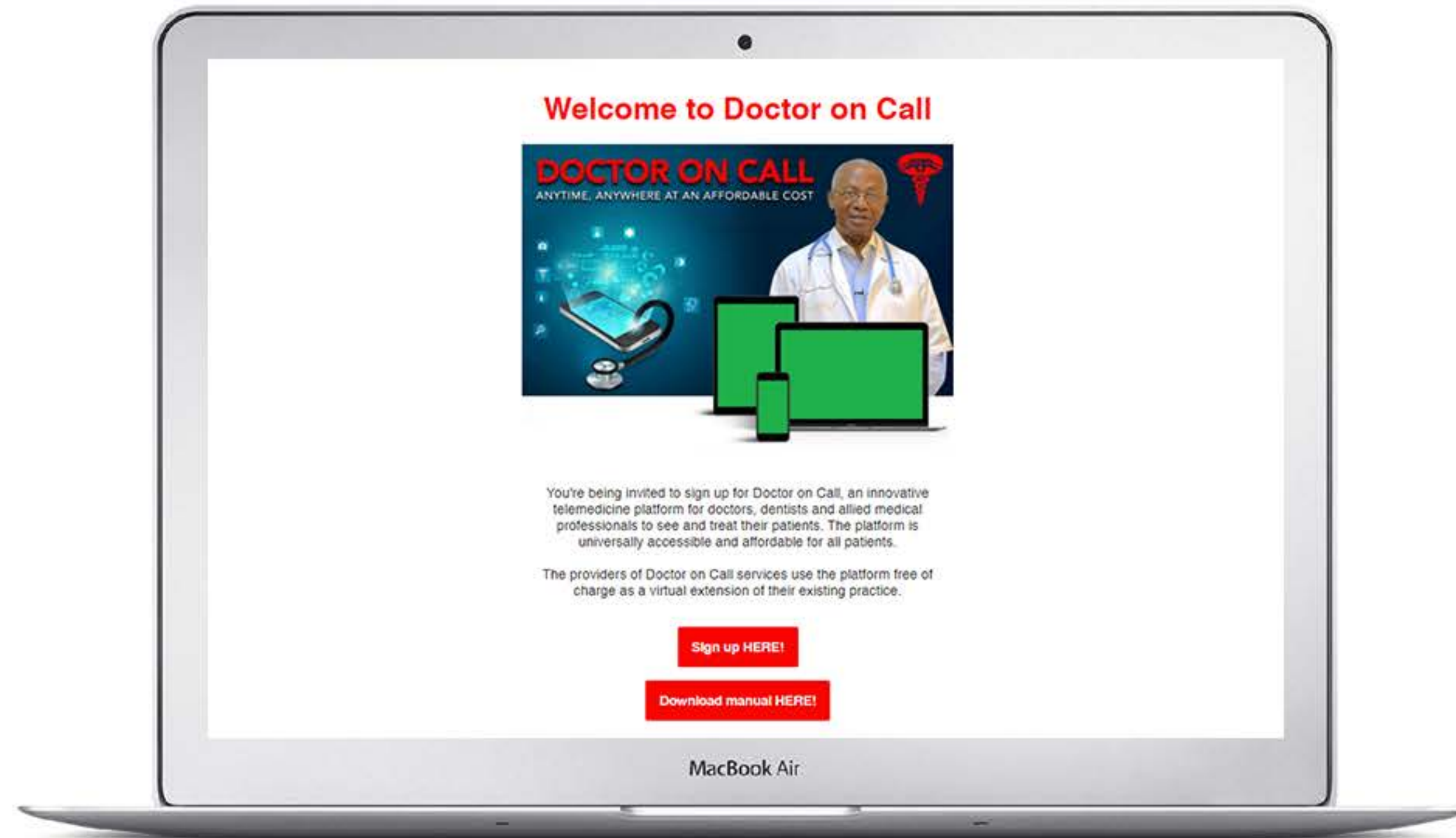
STEP 3

Email the CSV file to
onboarding@doctoroncalljamaica.com
with the subject:
“Onboarding list for [insert doctor name here]”



STEP 4

We will upload the list of names into our database and send an email blast to your patients.





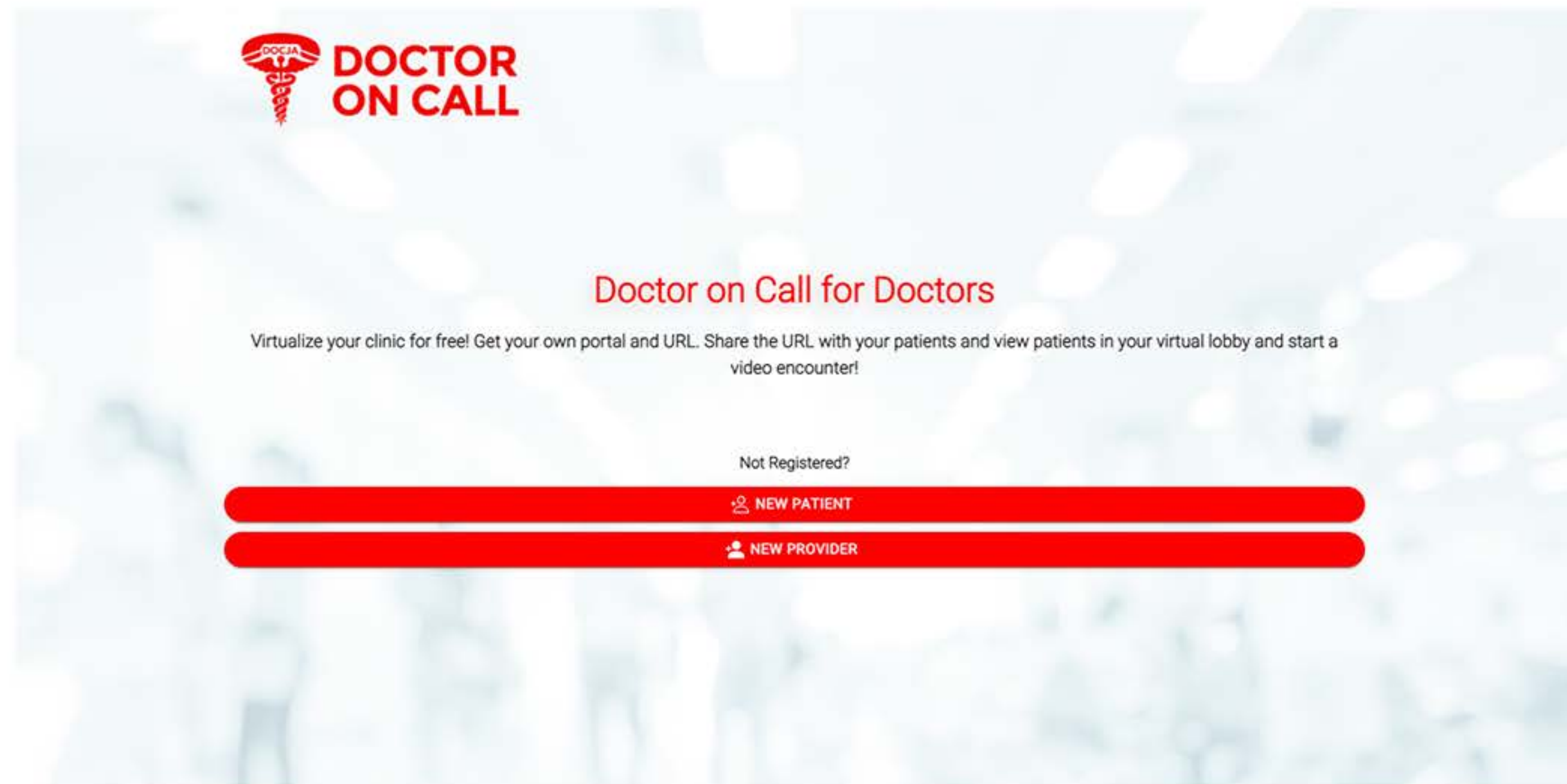
FOR DOCTORS

(REGISTERING WITH DOCTOR ON CALL)



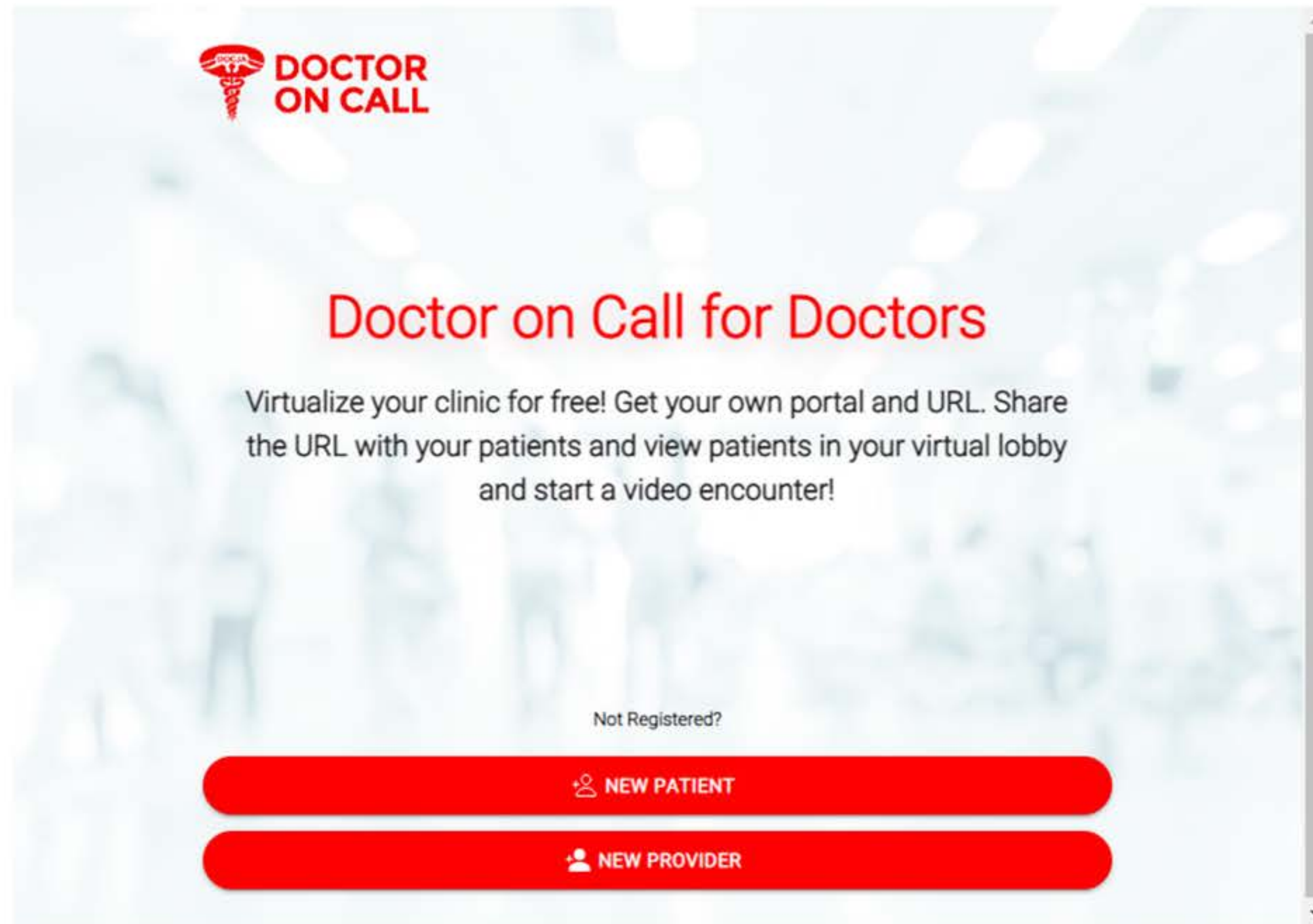
STEP 1

Log on to the Doctor on Call web address
www.docja.com



STEP 2

Naming your web portal/web address. This is the 1st step for the virtual extension of your present practice (e.g. *anyname.docja.com*)



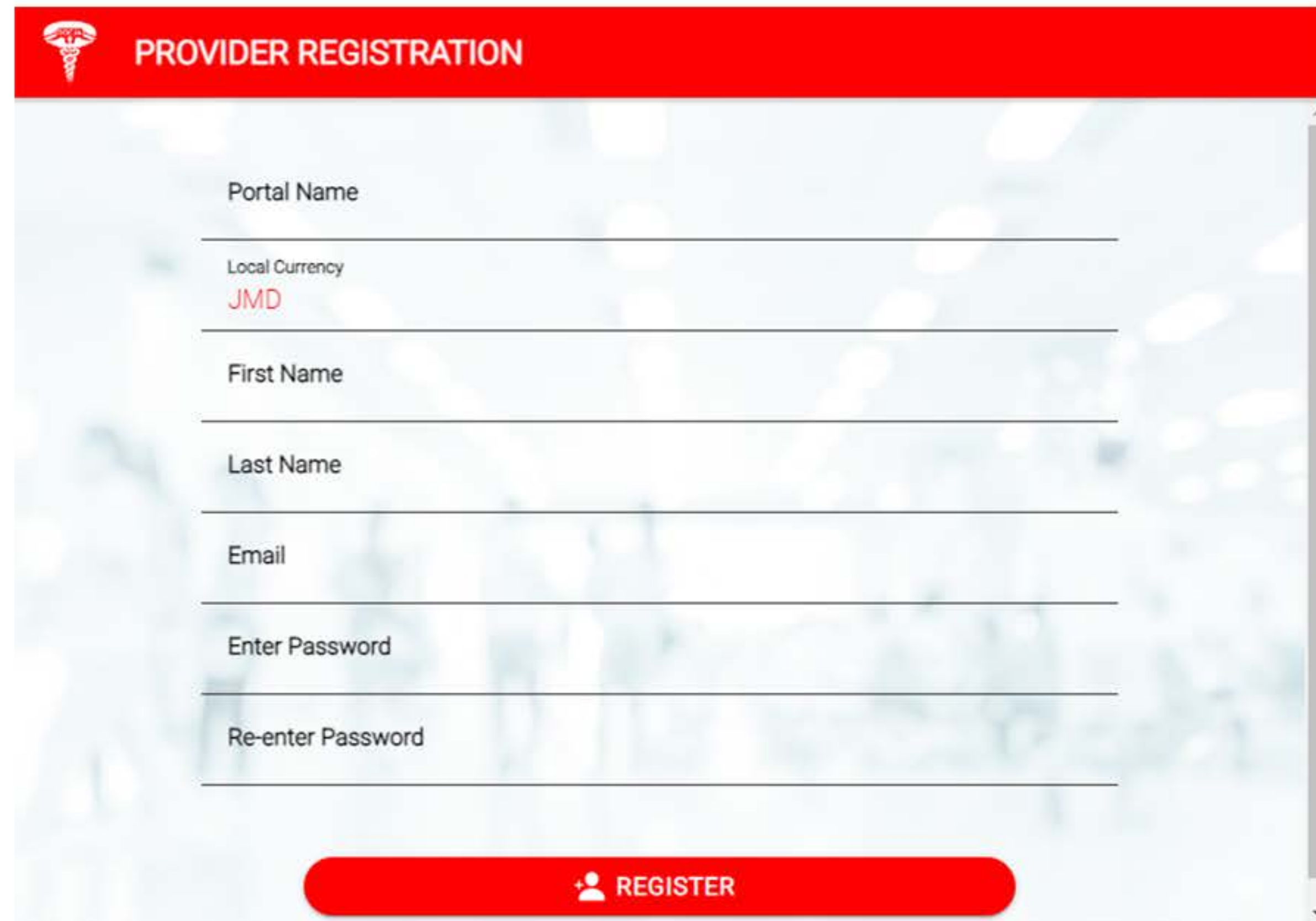
STEP 3

Click “New Provider”



STEP 4

You will be taken to the “Provider Registration” page



The screenshot shows a web page titled "PROVIDER REGISTRATION" with a red header bar. The page contains several input fields for registration: Portal Name, Local Currency (with "JMD" entered), First Name, Last Name, Email, Enter Password, and Re-enter Password. A red "REGISTER" button is located at the bottom of the form.

PROVIDER REGISTRATION

Portal Name

Local Currency
JMD

First Name

Last Name

Email

Enter Password

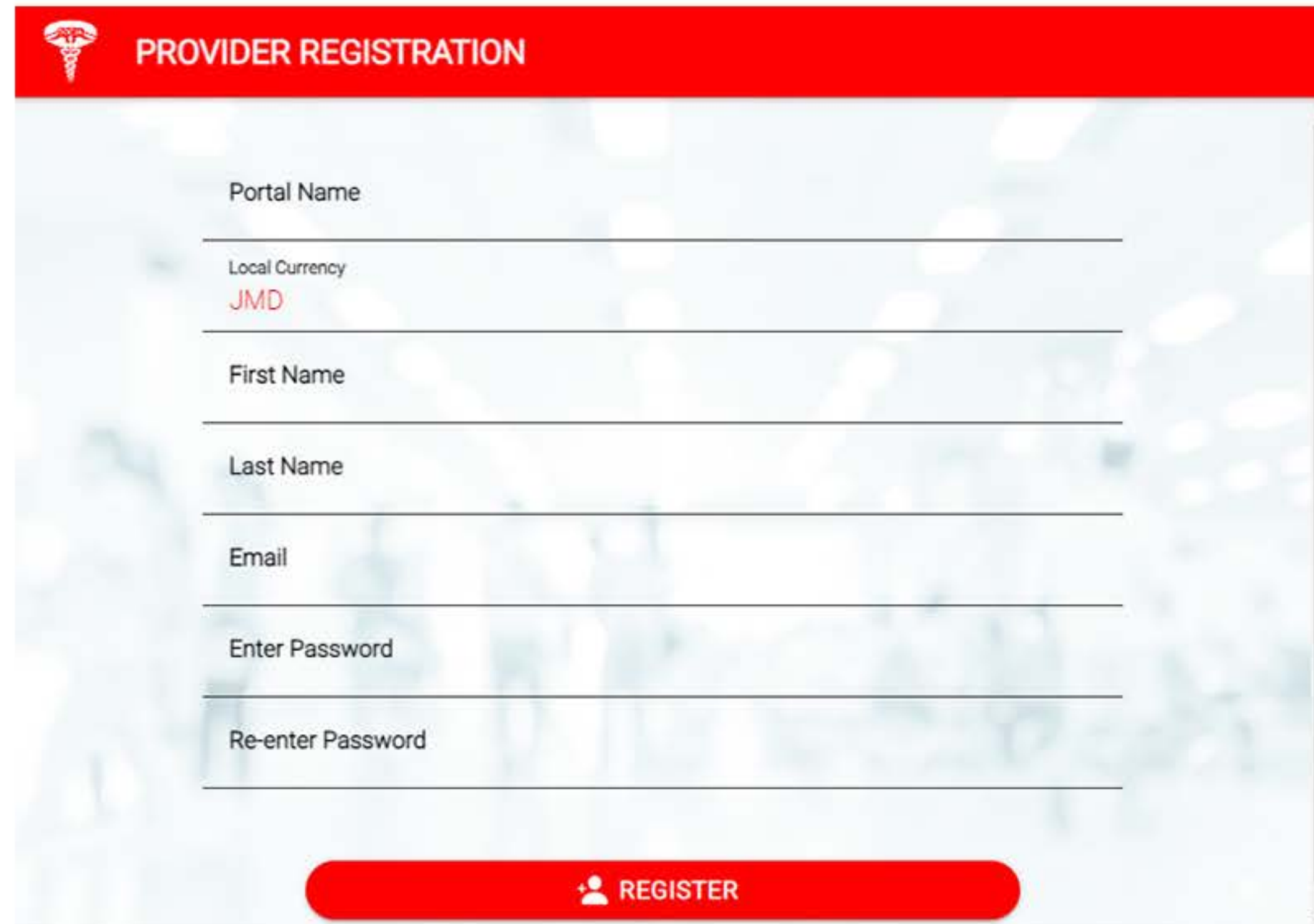
Re-enter Password

REGISTER

STEP 5

Enter your portal name. (eg.yourname.docja.com)

If the portal name is already taken, your attempt to register it will be blocked. Otherwise, you'll have to register your email under that portal name.

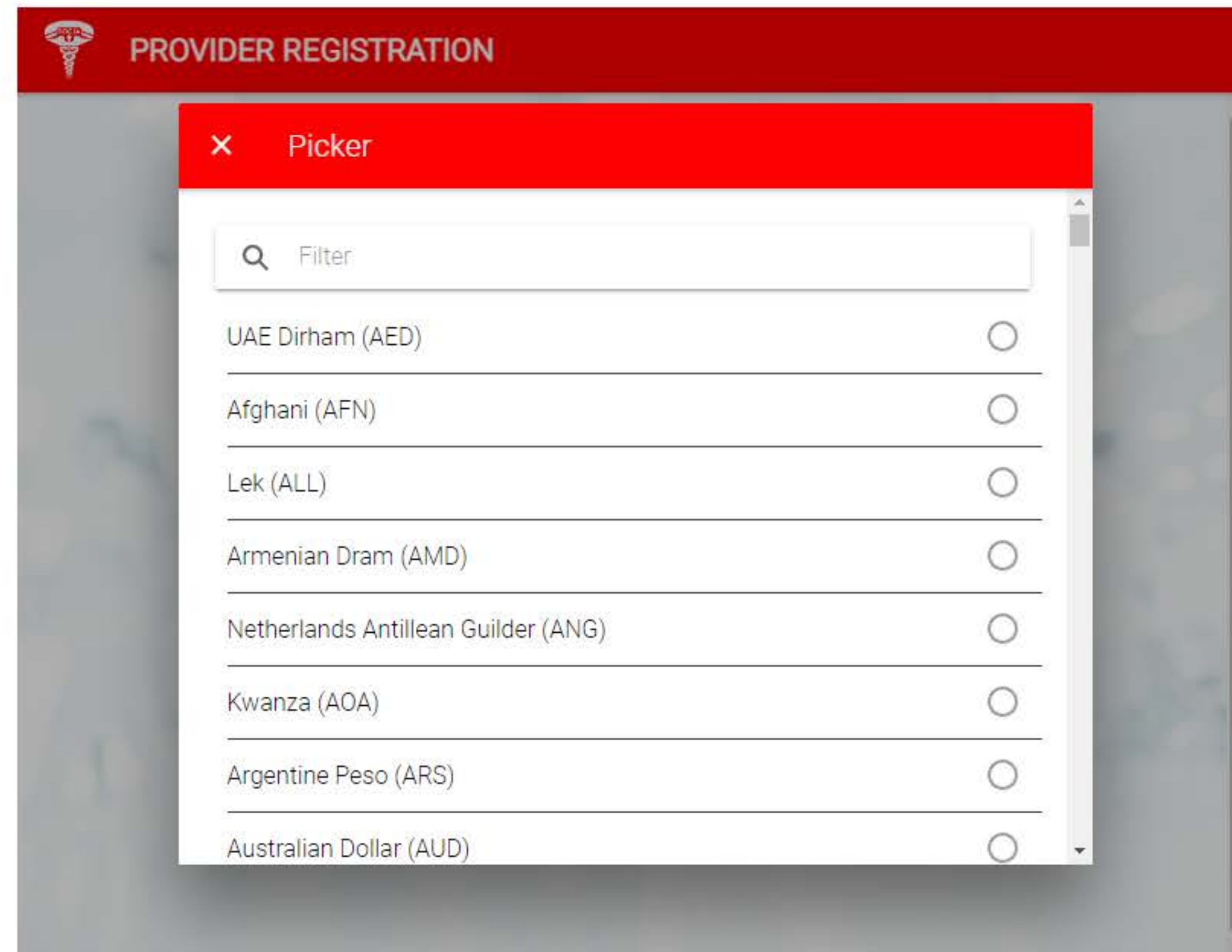


The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar containing a caduceus icon. The form fields are: Portal Name, Local Currency (with "JMD" selected), First Name, Last Name, Email, Enter Password, and Re-enter Password. A red "REGISTER" button with a person icon is at the bottom.



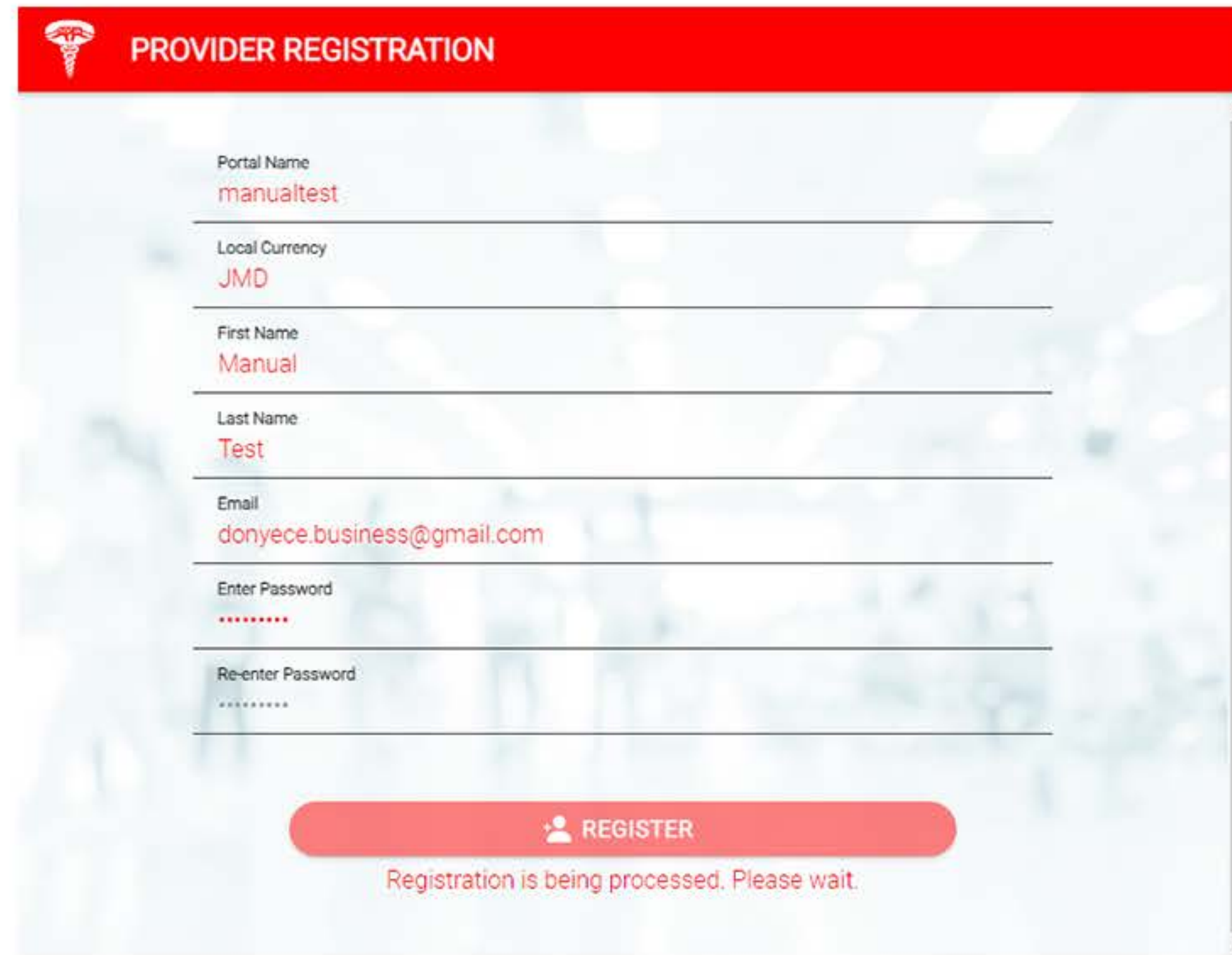
STEP 6

The default currency is JMD



STEP 7

Enter name and email address



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

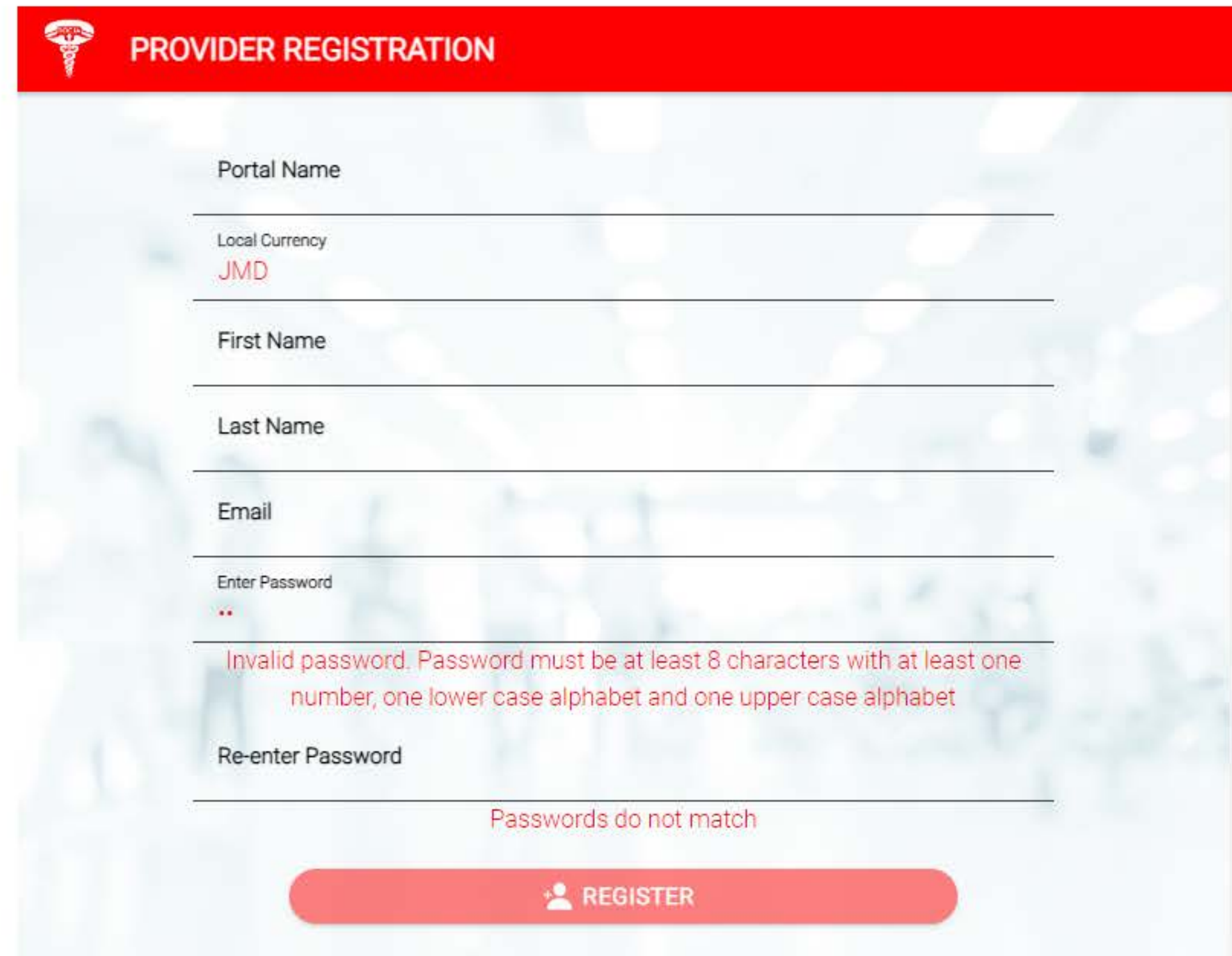
Re-enter Password
.....

REGISTER

Registration is being processed. Please wait.

STEP 8

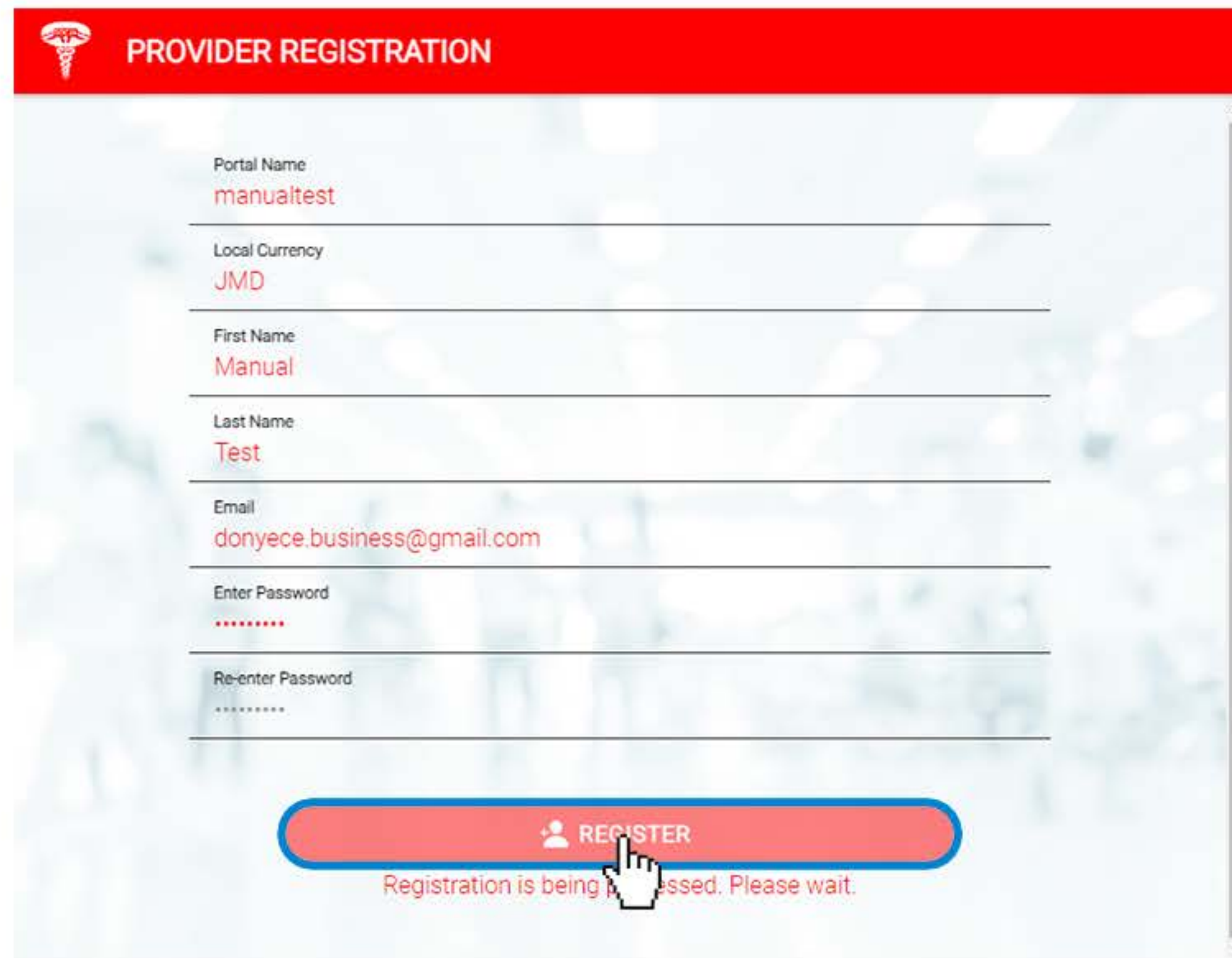
Enter password twice. Ensure both match.



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar containing a medical icon. The form fields are: Portal Name, Local Currency (JMD), First Name, Last Name, Email, Enter Password (with two red dots), and Re-enter Password. A red error message is displayed below the password fields: "Invalid password. Password must be at least 8 characters with at least one number, one lower case alphabet and one upper case alphabet". Below the Re-enter Password field, the text "Passwords do not match" is shown. At the bottom of the form is a red button with a person icon and the text "REGISTER".

STEP 9

Wait for confirmation of password then click “Register”



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

Re-enter Password
.....

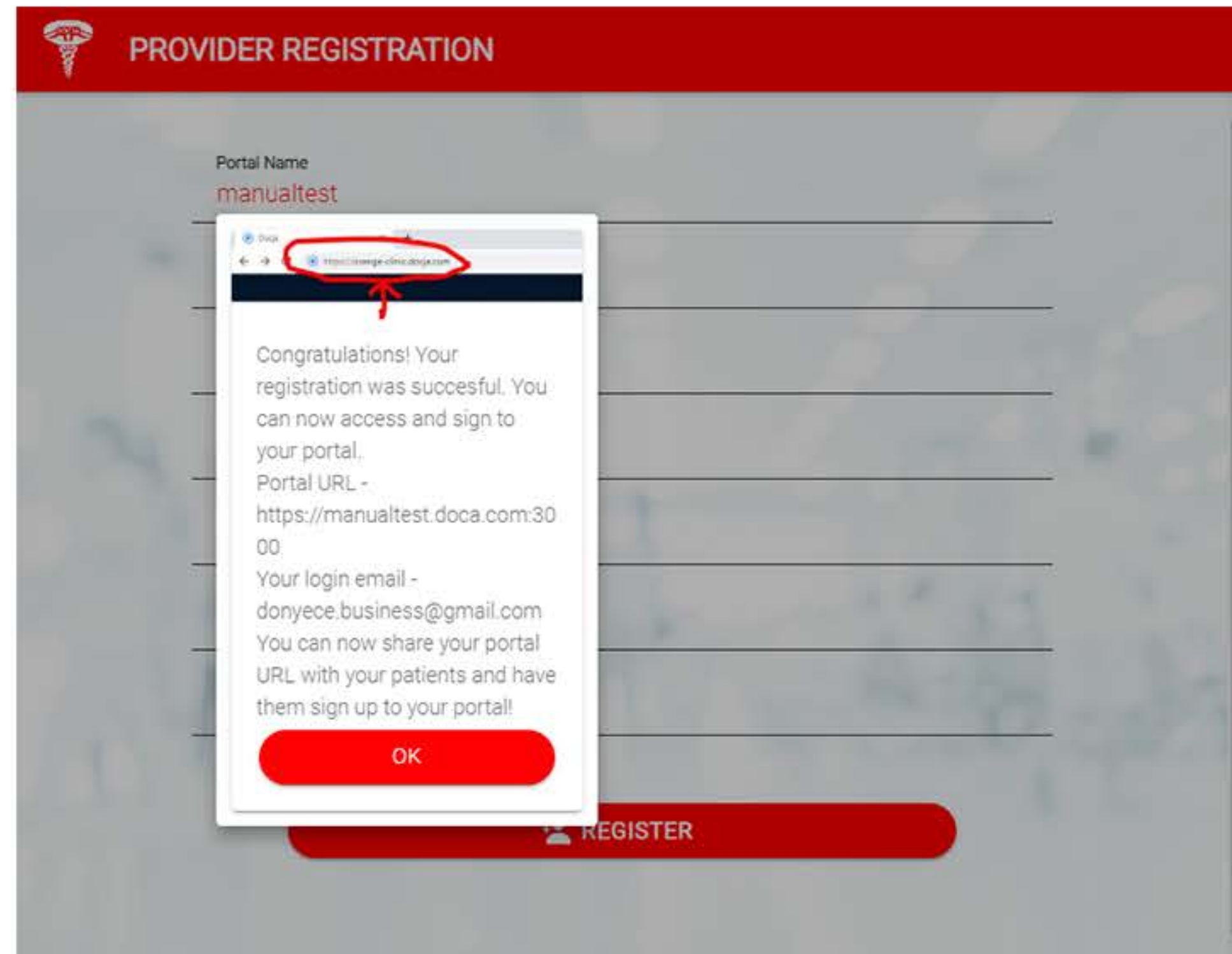
REGISTER

Registration is being processed. Please wait.



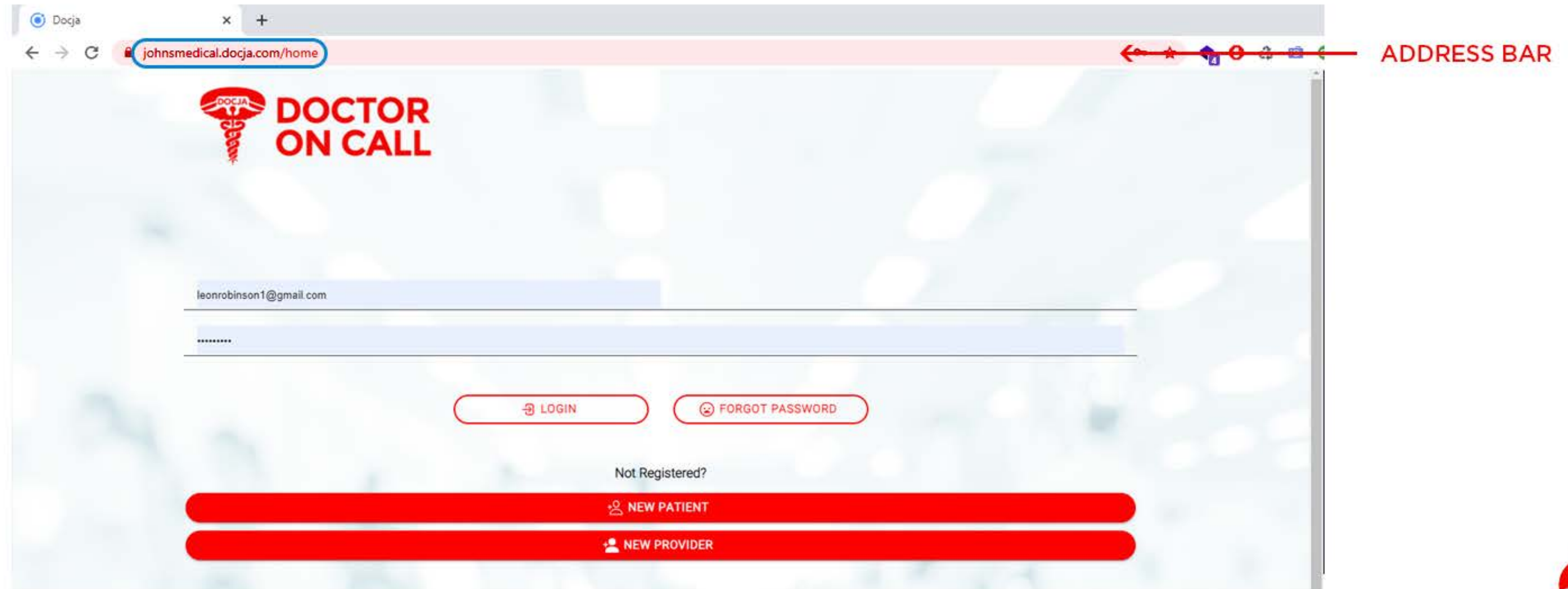
STEP 10

Your registration is now complete!
You will be taken to the home page.



STEP 11

Note the URL in the address bar. That is your custom portal. Share this portal name with your patients who you will register on your telemedicine platform (e.g.johndoe.docja.com)
This is very important for patients to access your telemedicine service when they need to.





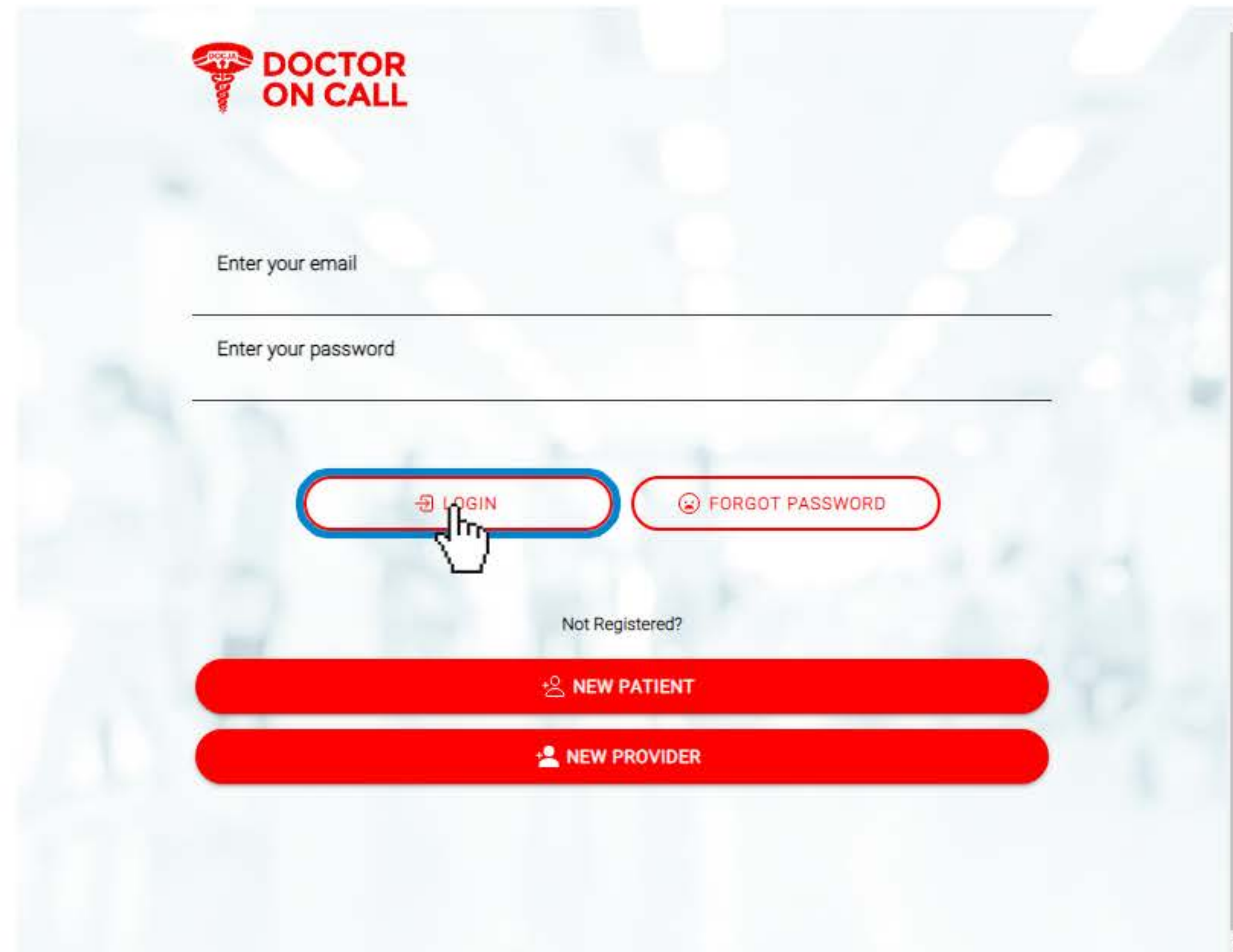
FOR DOCTORS

(ACCESSING THE PLATFORM)



STEP 12

Go to your web portal and log in.

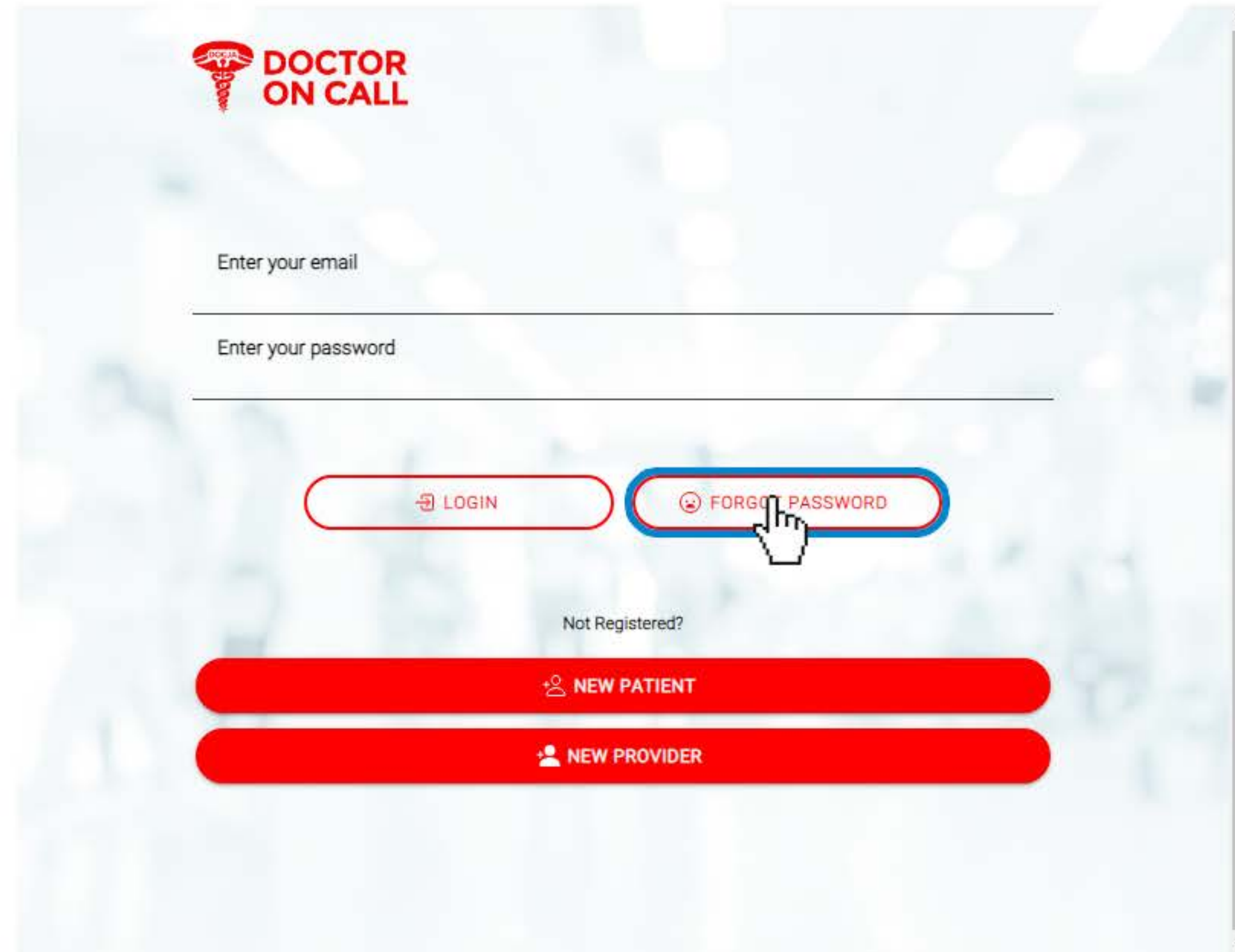


The screenshot shows the login page for the Doctor On Call web portal. At the top left is the logo with the text "DOCTOR ON CALL". Below the logo are two input fields: "Enter your email" and "Enter your password". Underneath the password field are two buttons: "LOGIN" (highlighted with a blue border and a hand cursor) and "FORGOT PASSWORD". Below these buttons is the text "Not Registered?". At the bottom are two red buttons: "NEW PATIENT" and "NEW PROVIDER".



STEP 13

If you've forgotten your password, click "Forgot Password"

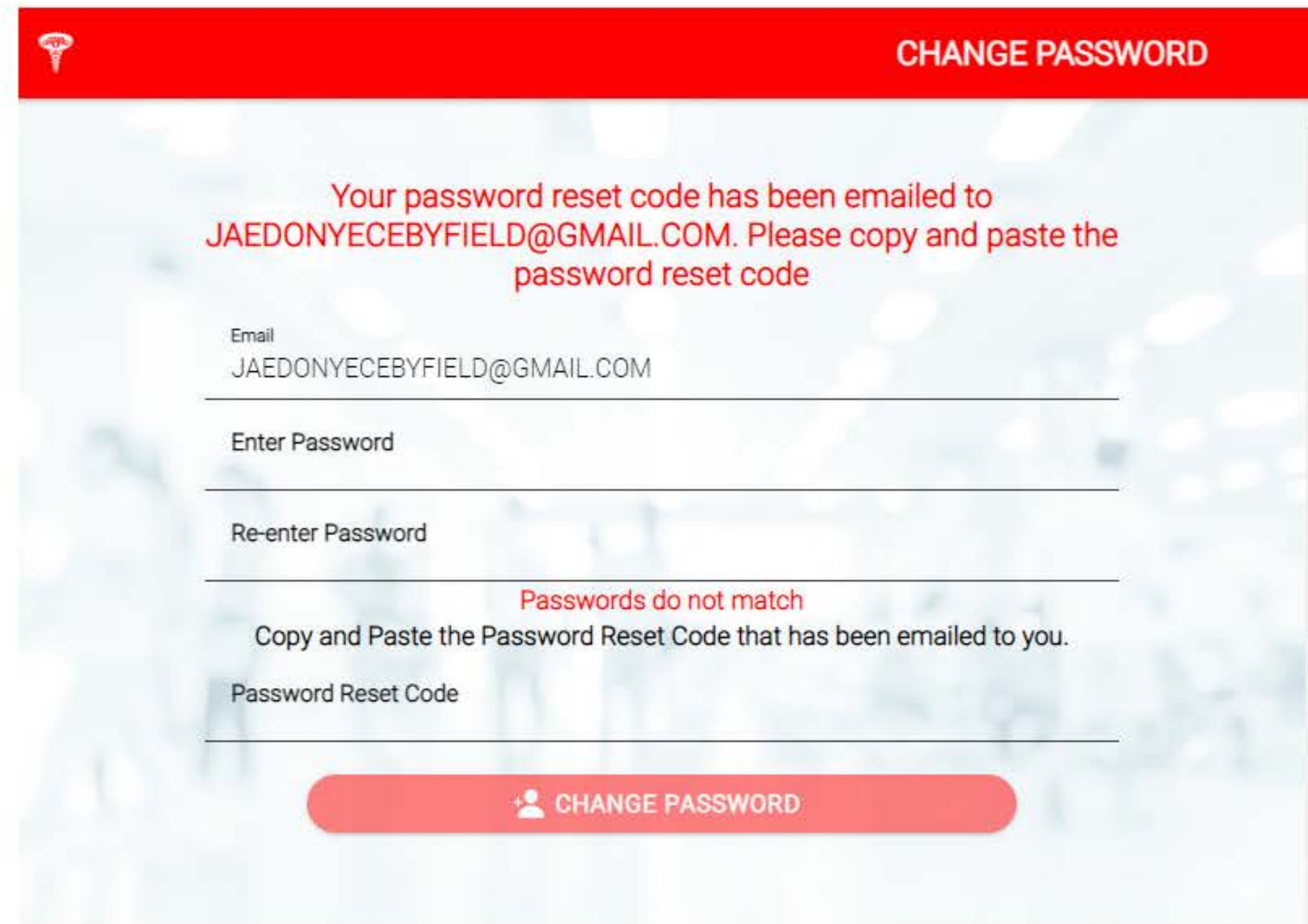


The screenshot shows the Doctor On Call login interface. At the top left is the logo with a caduceus and the text "DOCTOR ON CALL". Below the logo are two input fields: "Enter your email" and "Enter your password". Underneath the password field are two buttons: "LOGIN" and "FORGOT PASSWORD". A hand cursor is pointing at the "FORGOT PASSWORD" button, which is highlighted with a blue border. Below these buttons is the text "Not Registered?". At the bottom are two large red buttons: "NEW PATIENT" and "NEW PROVIDER".



STEP 14

You will be taken to the “Change Password” page



The screenshot shows a web interface for changing a password. At the top, there is a red header bar with a white caduceus icon on the left and the text 'CHANGE PASSWORD' on the right. Below the header, the main content area has a light blue background with a blurred image of a person. The text in the center reads: 'Your password reset code has been emailed to JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the password reset code'. Below this, there are three input fields: 'Email' with the value 'JAEDONYECEBYFIELD@GMAIL.COM', 'Enter Password', and 'Re-enter Password'. A red error message 'Passwords do not match' is displayed below the password fields. Below the error message, there is a text prompt 'Copy and Paste the Password Reset Code that has been emailed to you.' followed by a 'Password Reset Code' input field. At the bottom, there is a red button with a white caduceus icon and the text 'CHANGE PASSWORD'.

STEP 15

Enter the new password twice, copy the reset code emailed to you, paste it in the Password Reset Code field and click “Change Password”

CHANGE PASSWORD

Your password reset code has been emailed to
JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the
password reset code

Email
JAEDONYECEBYFIELD@GMAIL.COM

Enter Password
.....

Re-enter Password
.....

Copy and Paste the Password Reset Code that has been emailed to you.

Password Reset Code
CfDJ8EAijUTk8qxMh1DalXQYrd3hilZ9J540y5FoXTeuFVFFTrucFTTG/Q5+tkv

CHANGE PASSWORD



STEP 16

Once you log in, you will enter the Provider Lobby.
Note the “Patient Queue” at the top left.

Menu Provider Lobby

Patient Queue
There are no patients in the q...

Provider Actions

- Lobby
- Portal Payments
- Provider Setup
- Logout

Welcome Test Doctor.
Select a patient from the queue to start an encounter.

LOGOUT

Past Encounters

Provider: Test Doctor
Patient: Donyece Byfield
Date: 2020/12/06 02:07 AM

VIEW ENCOUNTER

Provider: Test Doctor



STEP 17

Go to “Portal Payments” to see payments you’ve received. Please fill out the fields provided.

The screenshot displays a web interface for 'Portal Payments'. On the left is a 'Menu' sidebar with options: Patient Queue, Provider Actions, Lobby, Portal Payments (highlighted with a blue circle), Provider Setup, and Logout. The main content area shows the following information:

- Header: Portal Payments
- Account Balance: Your portal account balance is JMD \$0.00
- Billing Portal ID: Your billing portal ID is - 86e98e49-650a-4043-b6f8-9e71ab733606
- Billing Account ID: Your billing account ID is - 75
- Status: Your portal is not fully set up for payment processing
- Registration Form:
 - First Name: Leon
 - Last Name: Robinson
 - Gender: Male
 - Date of Birth: Jan 1, 1980
 - Cell Phone: (empty field)
 - Email: leonrobinson1@gmail.com
 - TRN: (empty field)
 - NIS: (empty field)



STEP 18

Click “Upload Photo ID” to add photo ID

The screenshot displays a web application interface with a red header bar. On the left, a 'Menu' sidebar contains options: Patient Queue, Provider Actions, Lobby, Portal Payments, Provider Setup, and Logout. The main content area is titled 'Portal Payments' and contains a form with the following fields: 'Photo ID Type' (Select One), 'Photo ID #' (empty), 'Photo ID Issuing Country' (Jamaica), and 'Photo ID Expiry Date' (Jan 1, 2025). A red-bordered box highlights a button labeled 'UPLOAD PHOTO ID' at the bottom of the form. The background of the main content area features a word cloud with the words 'upload' and 'PHOTO ID' repeated in various sizes and colors.



STEP 19

A pop-up window will appear.
Click the left icon to upload
a photo on your computer.

Click the center icon to take a
snapshot using your camera.

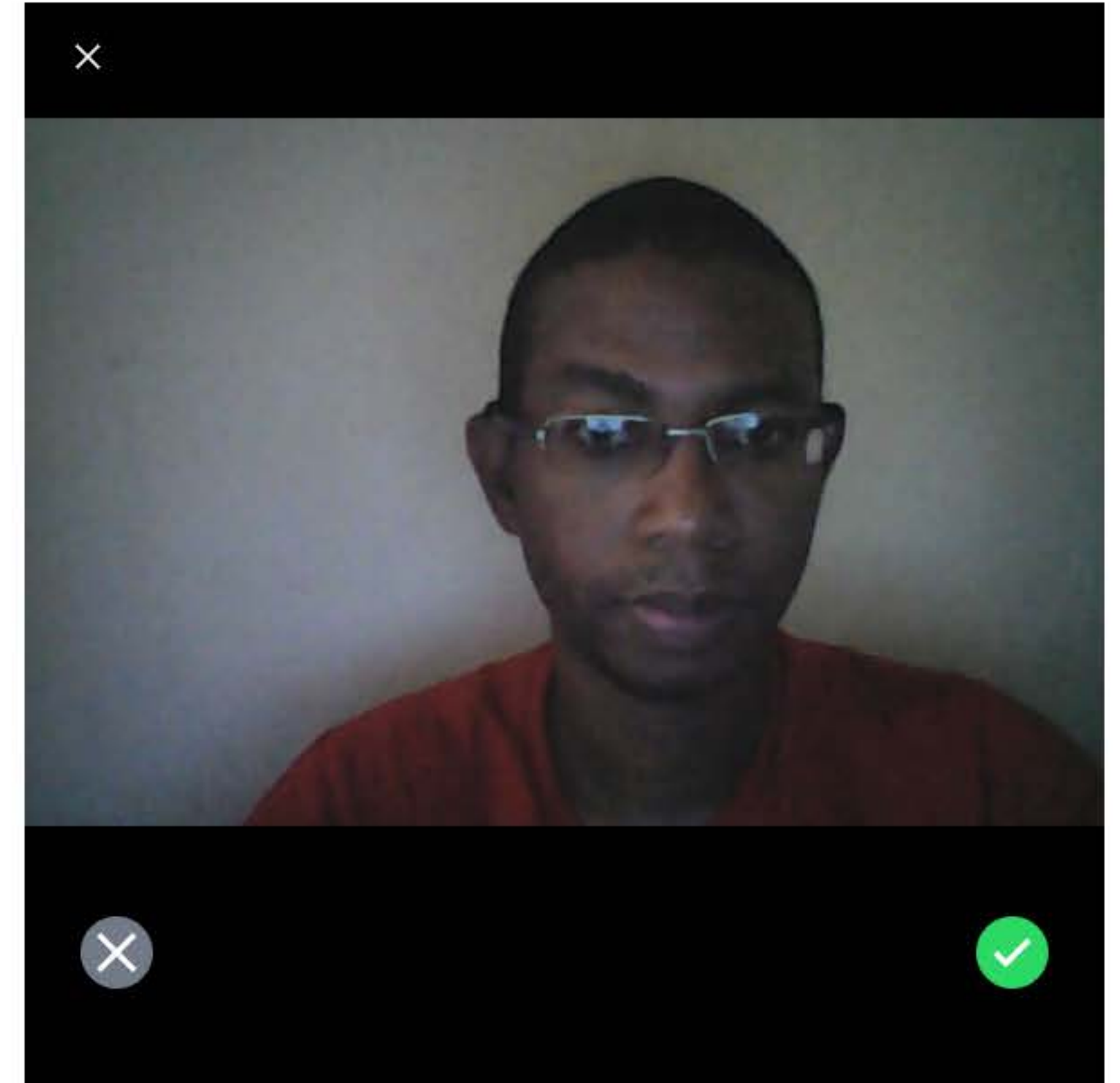
Click the right icon to redo
the snapshot.



STEP 20

If you're satisfied with the photo, click the tick icon.

If you're not satisfied, click the X icon.



STEP 21

The photo ID will be added. Click “Set Up Payments Processing” to complete the profile

Portal Payments

Photo ID Issuing Country
Jamaica

Photo ID Expiry Date
Jan 1, 2025

UPLOAD PHOTO ID

SET UP PAYMENTS PROCESSING

STEP 22

Go to “Provider Setup”, enter Encounter Fee and other details and select “Update”

Menu

Provider Payments

Your Billing Account ID is 46

Patient Queue

There are no patients in the q...

Provider Actions

- Lobby
- Portal Payments
- Provider Setup**
- Logout

Encounter Fee (in JMD)
500

Encounter Duration (in mins)
15

Registration Number
85743

Registration Authority
MAJ

Speciality
General

UPDATE

STEP 23

Every provider will be given a free JN Money Card from JN Bank / Doctor on Call





FOR DOCTORS

(REMOTE MEDICAL ENCOUNTER)



STEP 24

Select the patient you wish to see from the Patient Queue and click “Start Call”

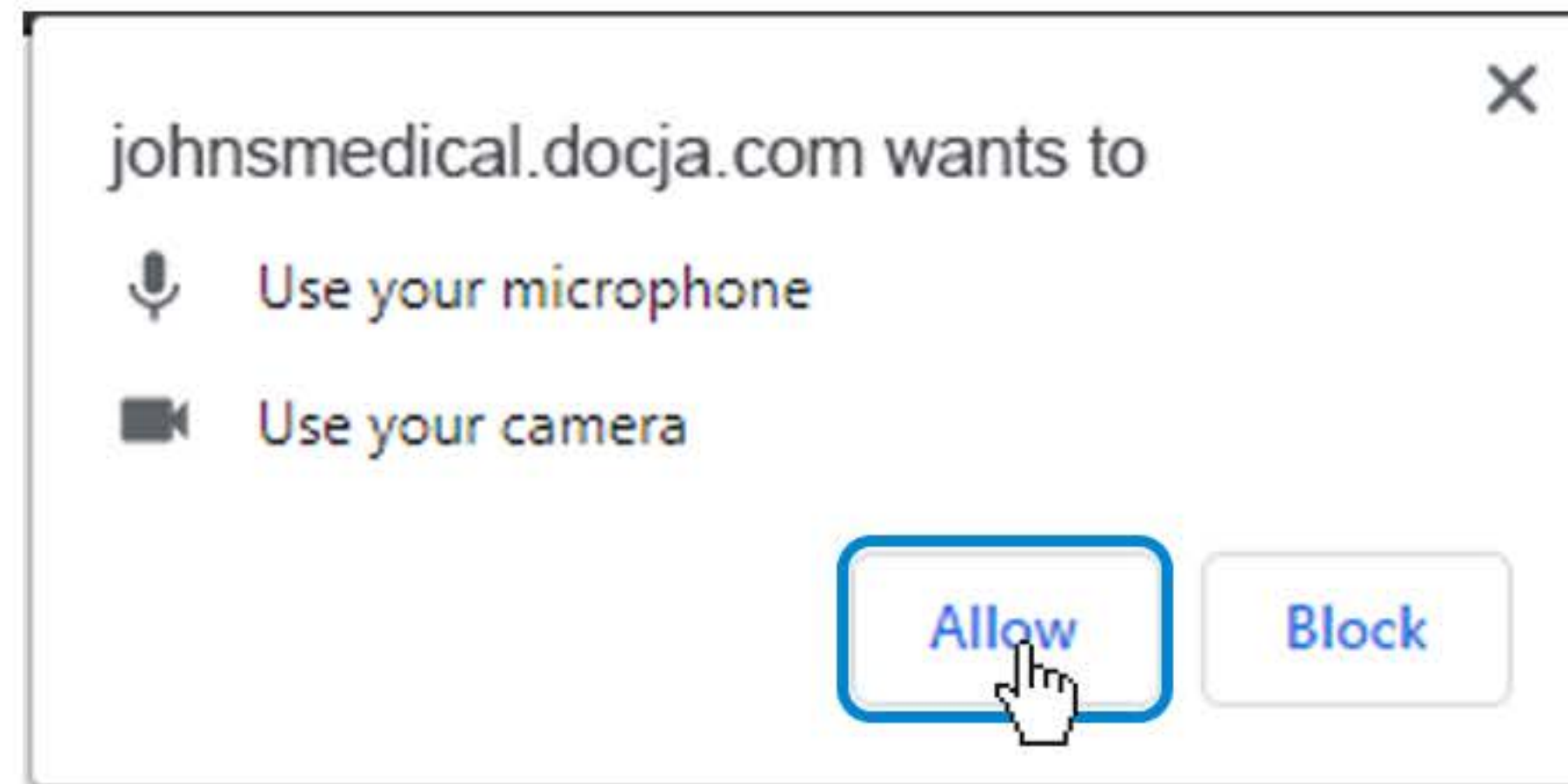
The screenshot displays a web application interface with a red header bar. On the left, a 'Menu' sidebar contains a 'Patient Queue' section with a patient entry for 'Donyece Byfield' and a 'START CALL' button. Below this is a 'Provider Actions' section with links for 'Lobby', 'Portal Payments', 'Provider Setup', and 'Logout'. The main content area, titled 'Provider Payments', shows 'Your Billing Account ID is 46' and a list of patient encounter details: Encounter Fee (500), Encounter Duration (15), Registration Number (85743), Registration Authority (MAJ), and Speciality (General). An 'UPDATE' button is located at the bottom of the main content area.

Field	Value
Encounter Fee (in JMD)	500
Encounter Duration (in mins)	15
Registration Number	85743
Registration Authority	MAJ
Speciality	General



STEP 25

A pop-up window will appear asking to use your mic and camera. Click “Allow”



STEP 26

Ensure that no conflicting videoconferencing program (e.g. Zoom, Skype) is using your camera. Otherwise the video encounter will not take place.



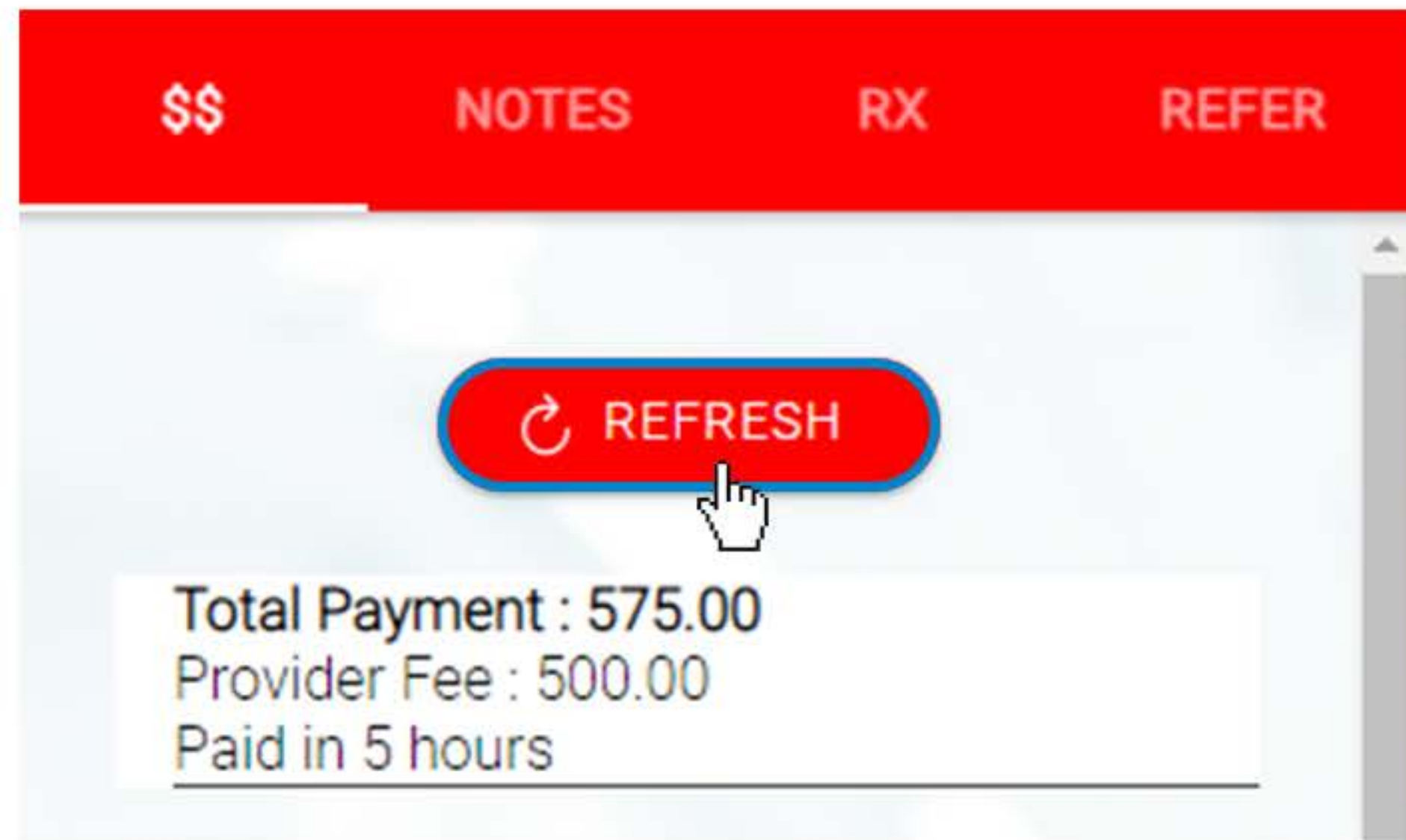
STEP 27

To receive payment for the encounter, go the to \$\$ tab and click “Refresh”



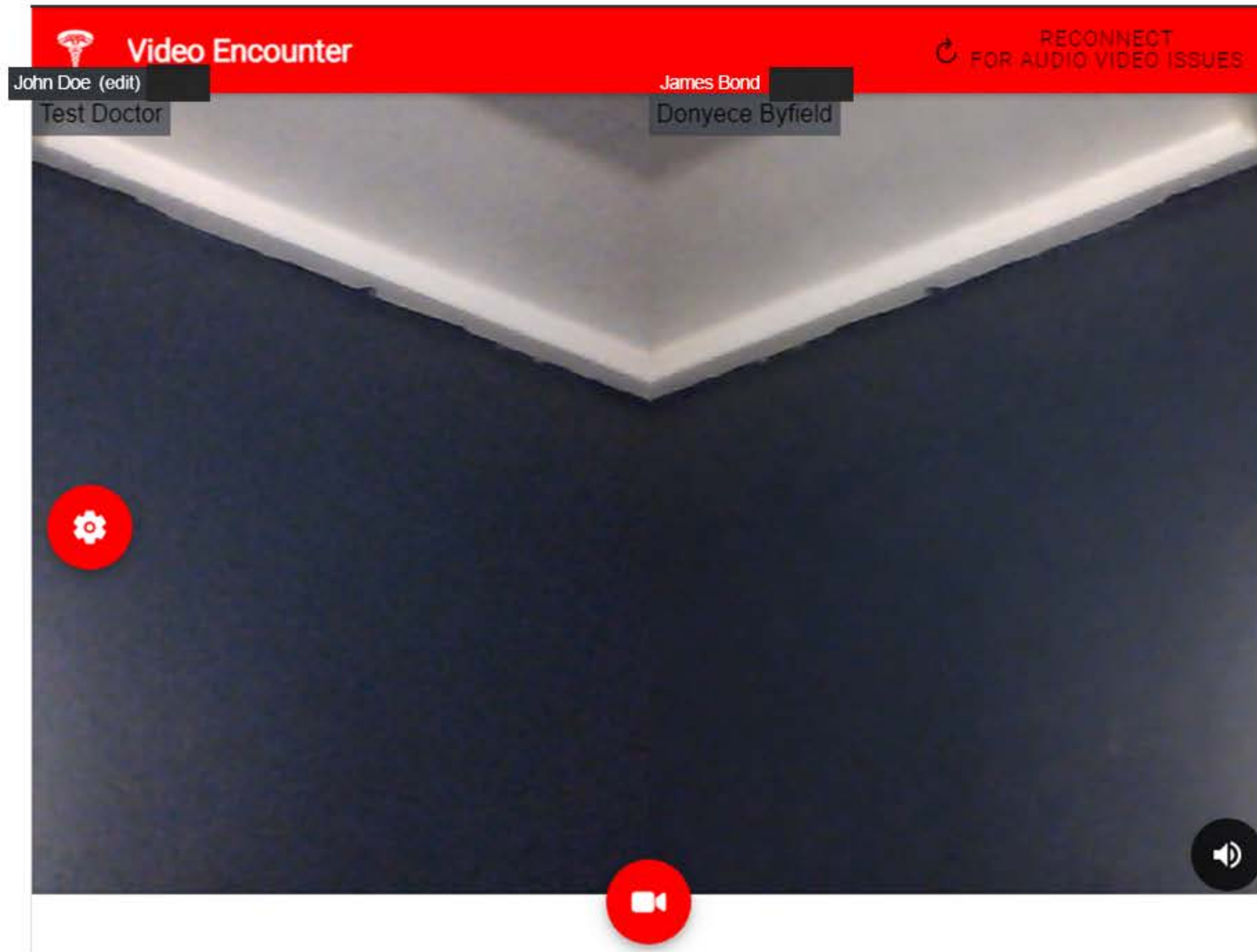
STEP 28

You will then see the payment details.






STEP 29

The video encounter with the patient will begin



STEP 30

Meaning of symbols:

-  Click to adjust camera and microphone
-  Click to end video encounter
-  Click to turn sound on/off

STEP 31

Take note of the four tabs to the left of the video:

\$\$: Payment to provider for telemedicine encounter

Notes: Confidential clinical encounter notes

Rx: Prescription (doesn't apply to allied medical professionals)

Refer: Follow-up instructions to patient



STEP 32

Make notes during the encounter then click “Save”
Notification will appear

The screenshot shows a software interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. The 'NOTES' tab is selected. Below the header, there is a red 'SAVE' button. Underneath the button is a rich text editor toolbar with icons for bold (B), italic (I), strikethrough (ABC), link ({}), underline (U), bulleted list, numbered list, indent, and outdent. Below the toolbar is a dropdown menu set to 'Normal' and two arrow buttons. At the bottom of the editor is a text input field with the placeholder text 'Enter Encounter'.

STEP 33

Write the prescription, entering contact details and enter drug name after @ symbol, select with cursor then hit the Enter key

Provider Phone
8767654,321

Provider Licence #
85743

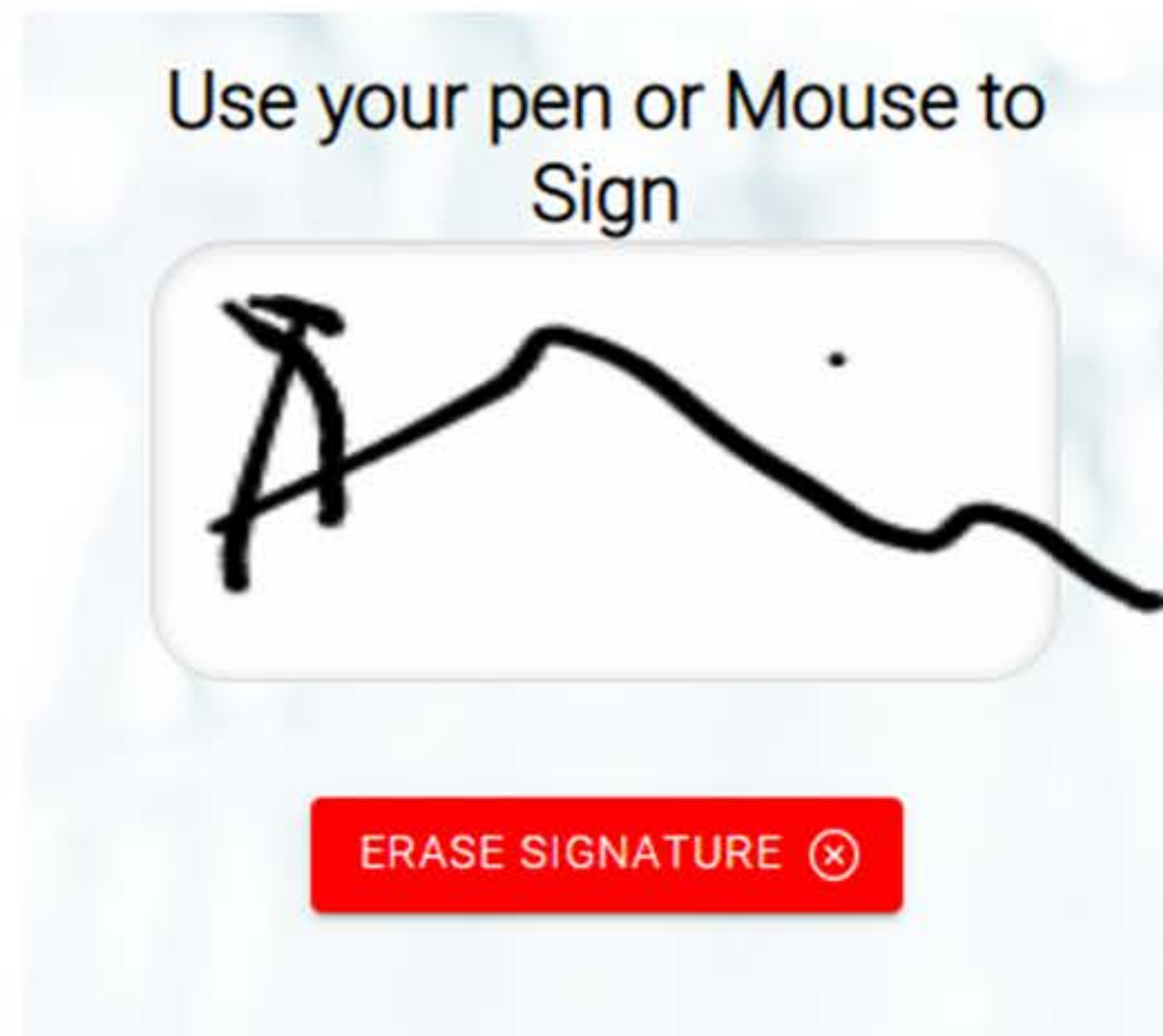
Provider Address
23 Ding Dong Avenue

Type @ symbol followed by 2 characters of the drug name, to get suggestions.

PANADOL LIQ
160MG/5ML|ACETAMINOPHEN
LIQUID 160 MG/5ML|160
MG/5ML|LIQD|OR

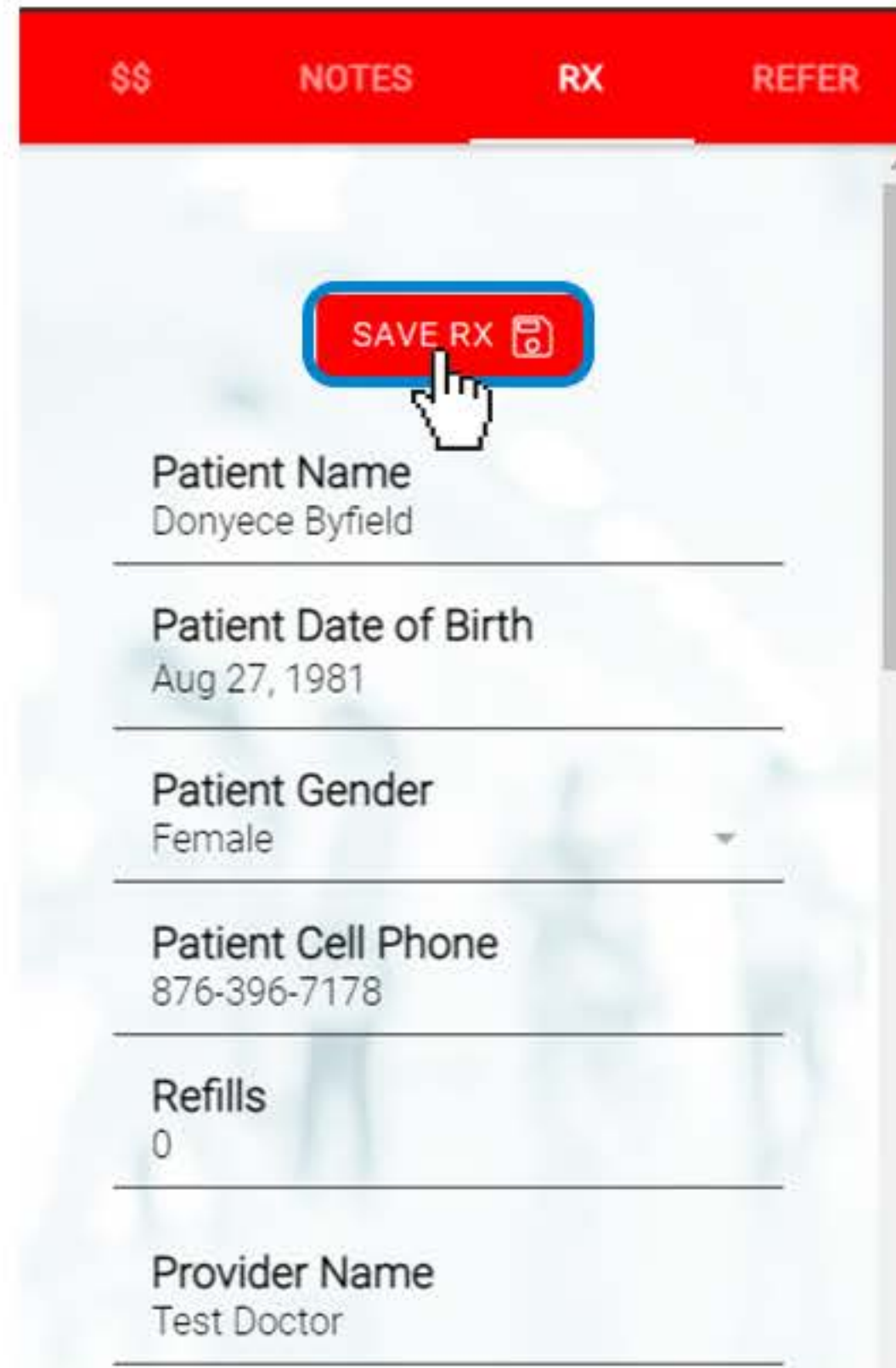
STEP 34

Use your mouse (or pen) to sign.
Click “Erase Signature” to clear field.



STEP 35

Click “Save Rx” to save the prescription.
Notification will appear.

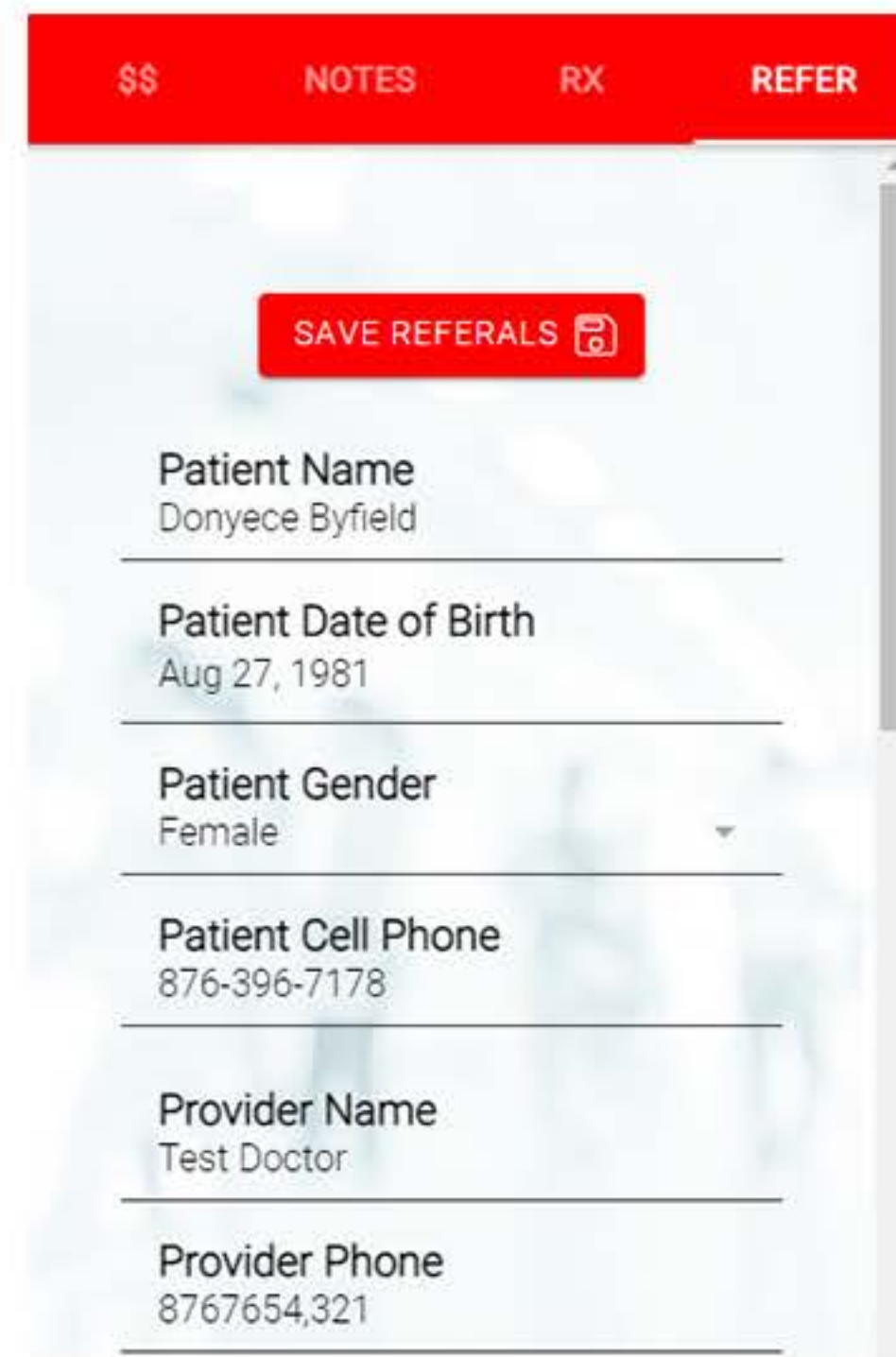


The screenshot shows a mobile application interface with a red navigation bar at the top containing the labels '\$\$', NOTES, RX, and REFER. Below the navigation bar, a red button with the text 'SAVE RX' and a document icon is highlighted with a blue border and a hand cursor. The main content area displays patient information in a list format:

- Patient Name: Donyece Byfield
- Patient Date of Birth: Aug 27, 1981
- Patient Gender: Female
- Patient Cell Phone: 876-396-7178
- Refills: 0
- Provider Name: Test Doctor

STEP 36

To make referral and follow-up instructions, click the “Refer” tab, enter contact details, notes and signature.



\$\$ NOTES RX REFER

SAVE REFERRALS

Patient Name
Donyece Byfield

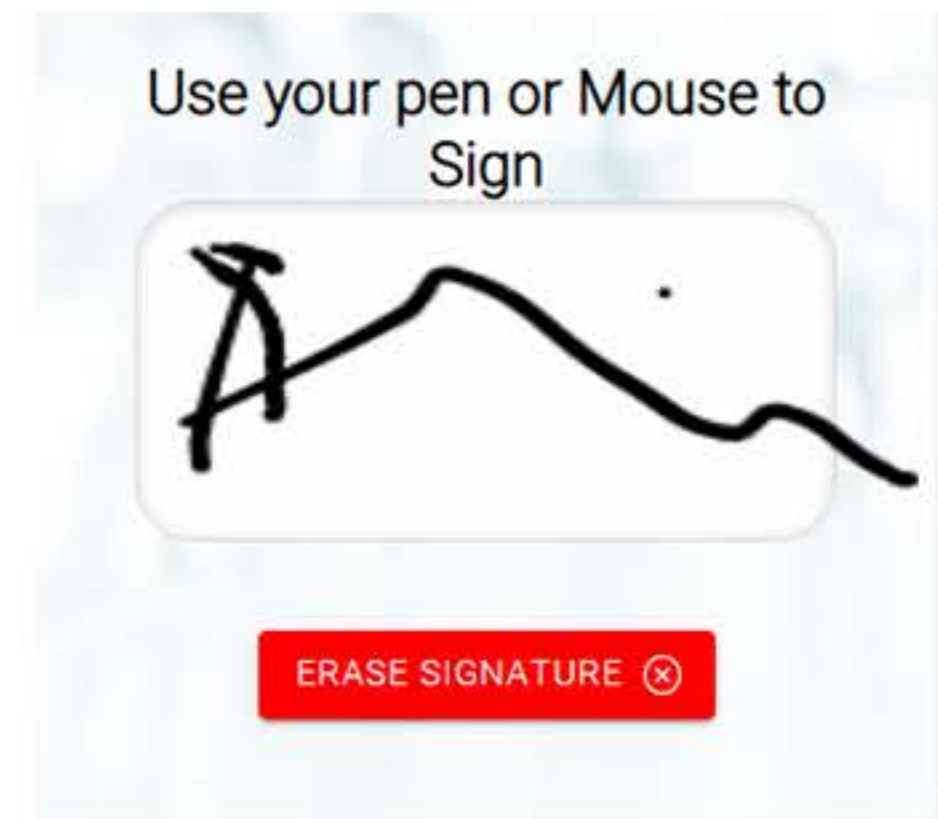
Patient Date of Birth
Aug 27, 1981

Patient Gender
Female

Patient Cell Phone
876-396-7178

Provider Name
Test Doctor

Provider Phone
8767654,321

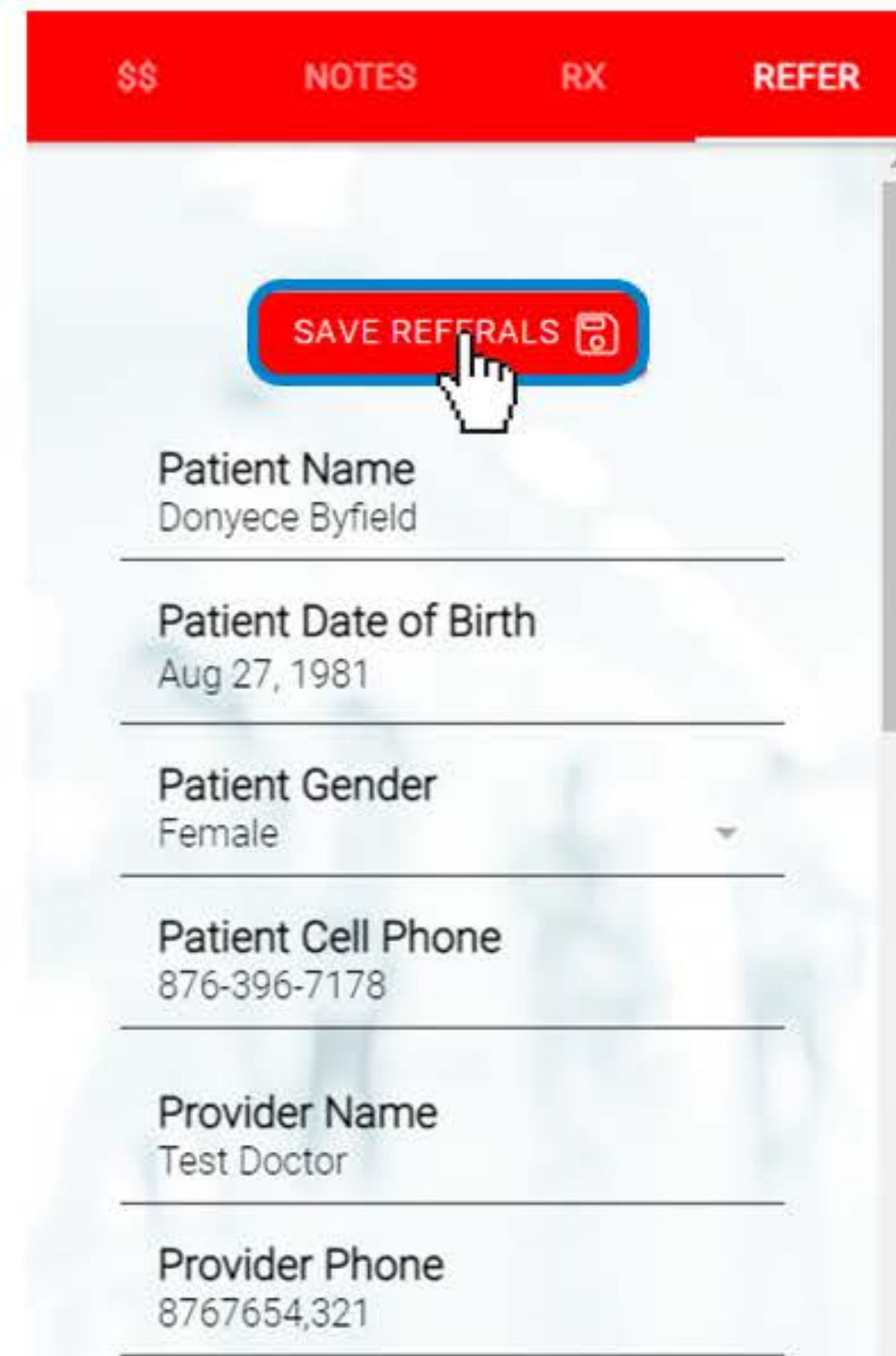


Use your pen or Mouse to Sign

ERASE SIGNATURE

STEP 37

Click “Save Referrals” to save.
Confirmation will appear.



The screenshot shows a mobile application interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. The 'REFER' tab is selected. Below the header, there is a red button with white text that says 'SAVE REFERRALS' and a small icon of a document with a checkmark. A hand cursor is pointing at the button. Below the button, there are several form fields with labels and values:

- Patient Name: Donyece Byfield
- Patient Date of Birth: Aug 27, 1981
- Patient Gender: Female
- Patient Cell Phone: 876-396-7178
- Provider Name: Test Doctor
- Provider Phone: 8767654,321



STEP 38

Click  to end video encounter then return to lobby to see next patient or click “Logout” to exit the platform.





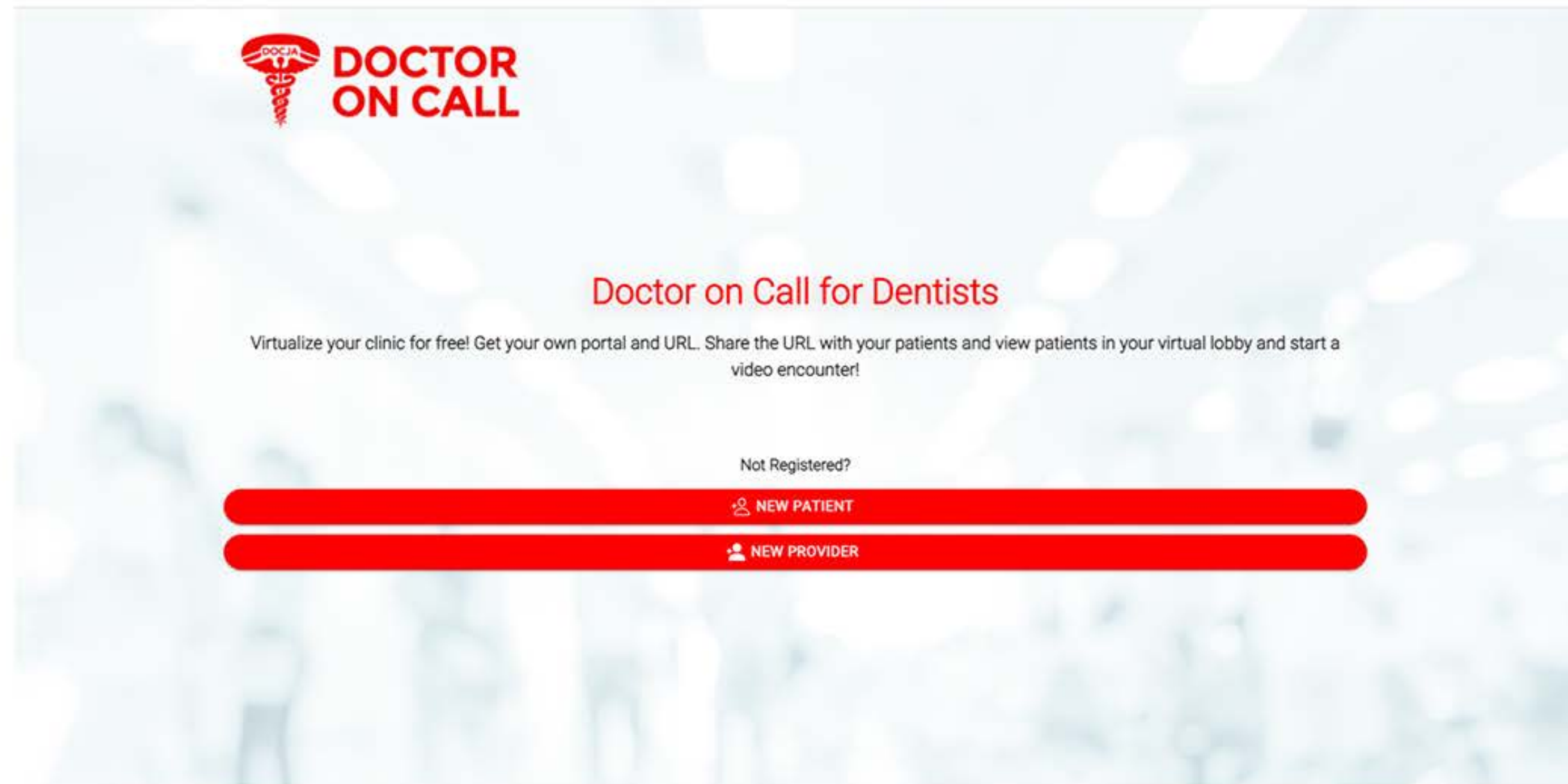
FOR DENTISTS

(REGISTERING WITH DOCTOR ON CALL)



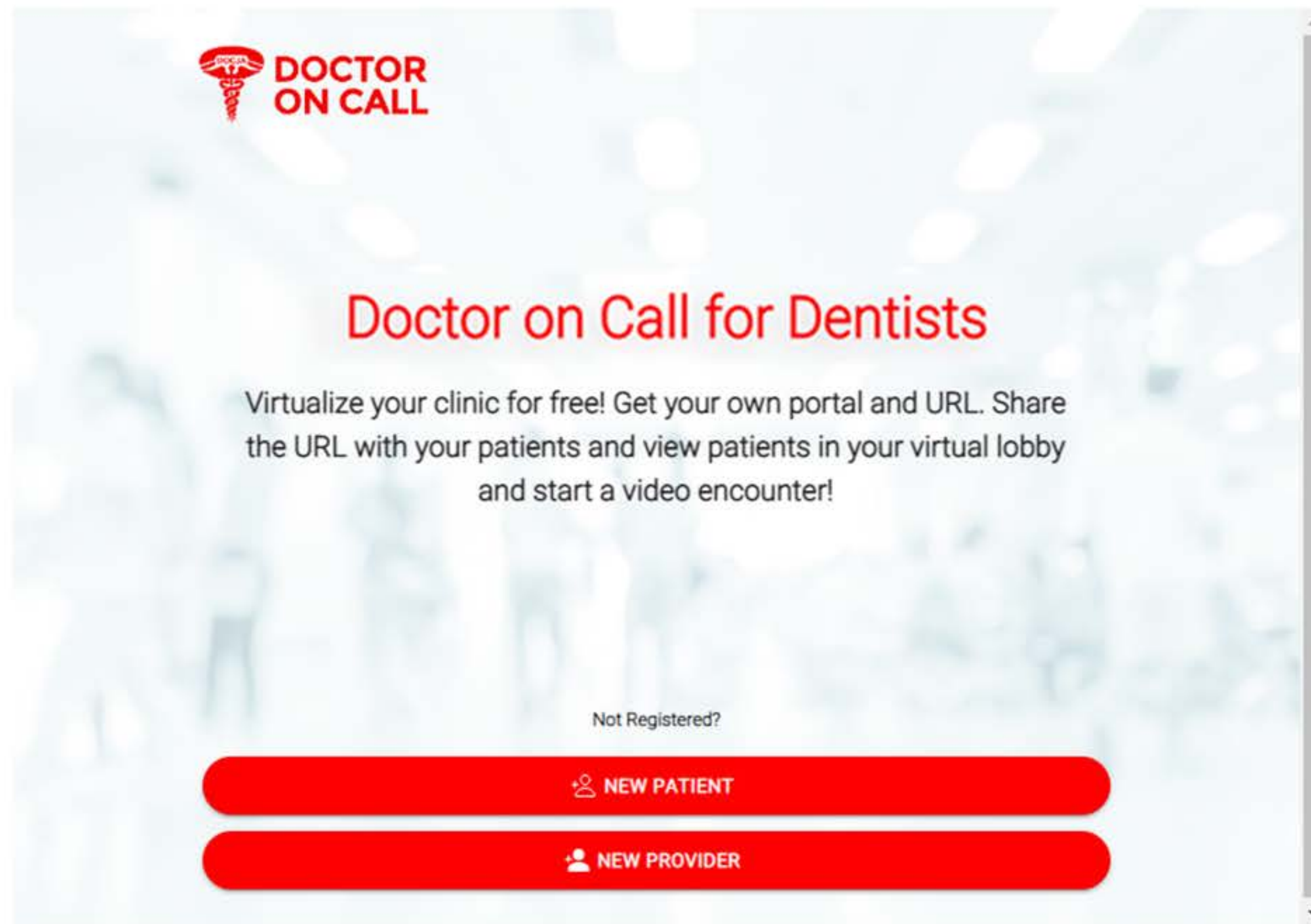
STEP 1

Log on to the Doctor on Call web address
www.docja.com



STEP 2

Naming your web portal/web address. This is the 1st step for the virtual extension of your present practice (e.g. *anyname.docja.com*)



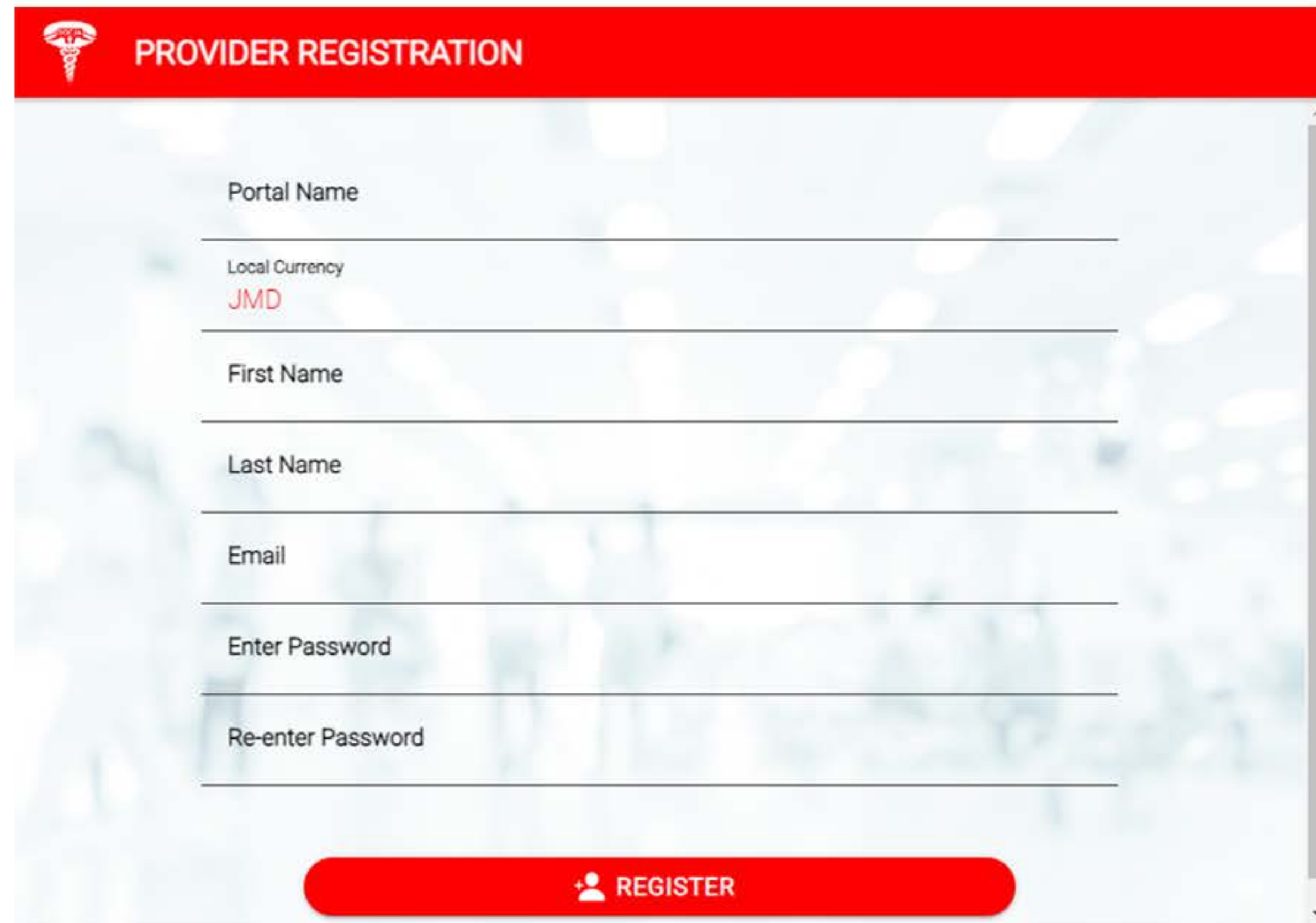
STEP 3

Click “New Provider”



STEP 4

You will be taken to the “Provider Registration” page



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar. The form contains several input fields: "Portal Name", "Local Currency" (with "JMD" entered), "First Name", "Last Name", "Email", "Enter Password", and "Re-enter Password". A red "REGISTER" button with a person icon is at the bottom.

PROVIDER REGISTRATION

Portal Name

Local Currency
JMD


First Name

Last Name

Email

Enter Password

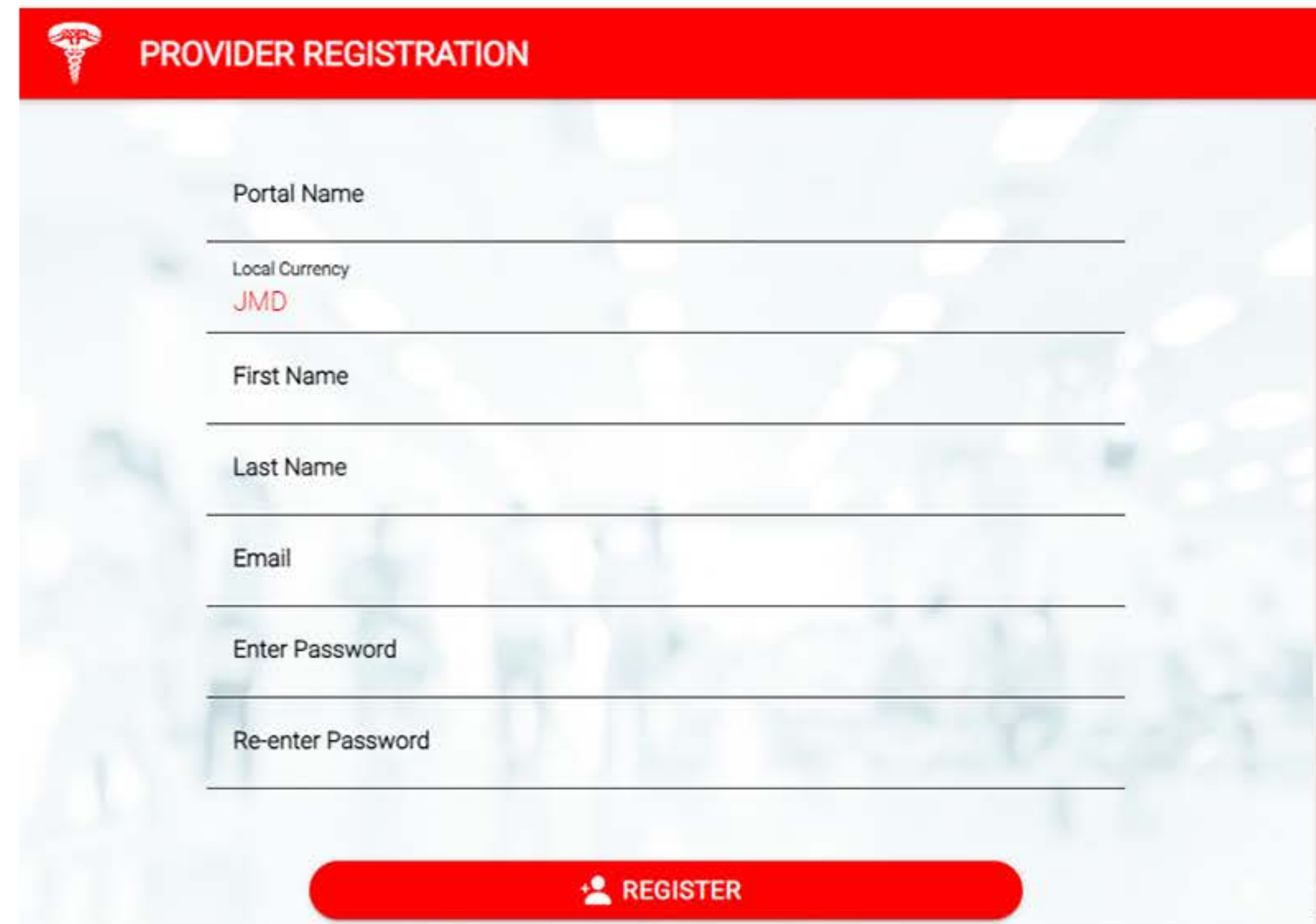
Re-enter Password

 REGISTER

STEP 5

Enter your portal name. (eg.yourname.docja.com)

If the portal name is already taken, your attempt to register it will be blocked. Otherwise, you'll have to register your email under that portal name.



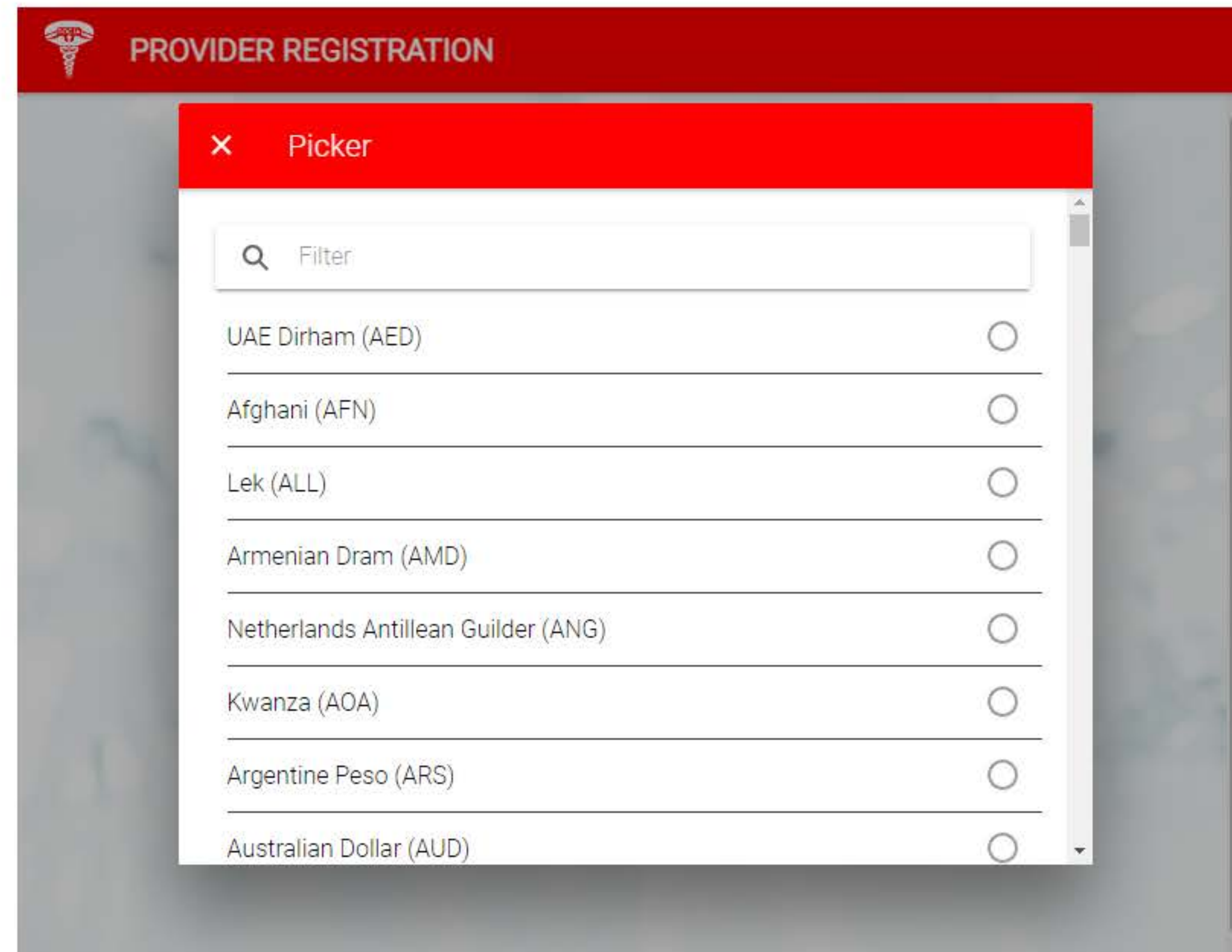
The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar. The form contains the following fields:

- Portal Name
- Local Currency: JMD
- First Name
- Last Name
- Email
- Enter Password
- Re-enter Password

A red "REGISTER" button with a person icon is located at the bottom of the form.

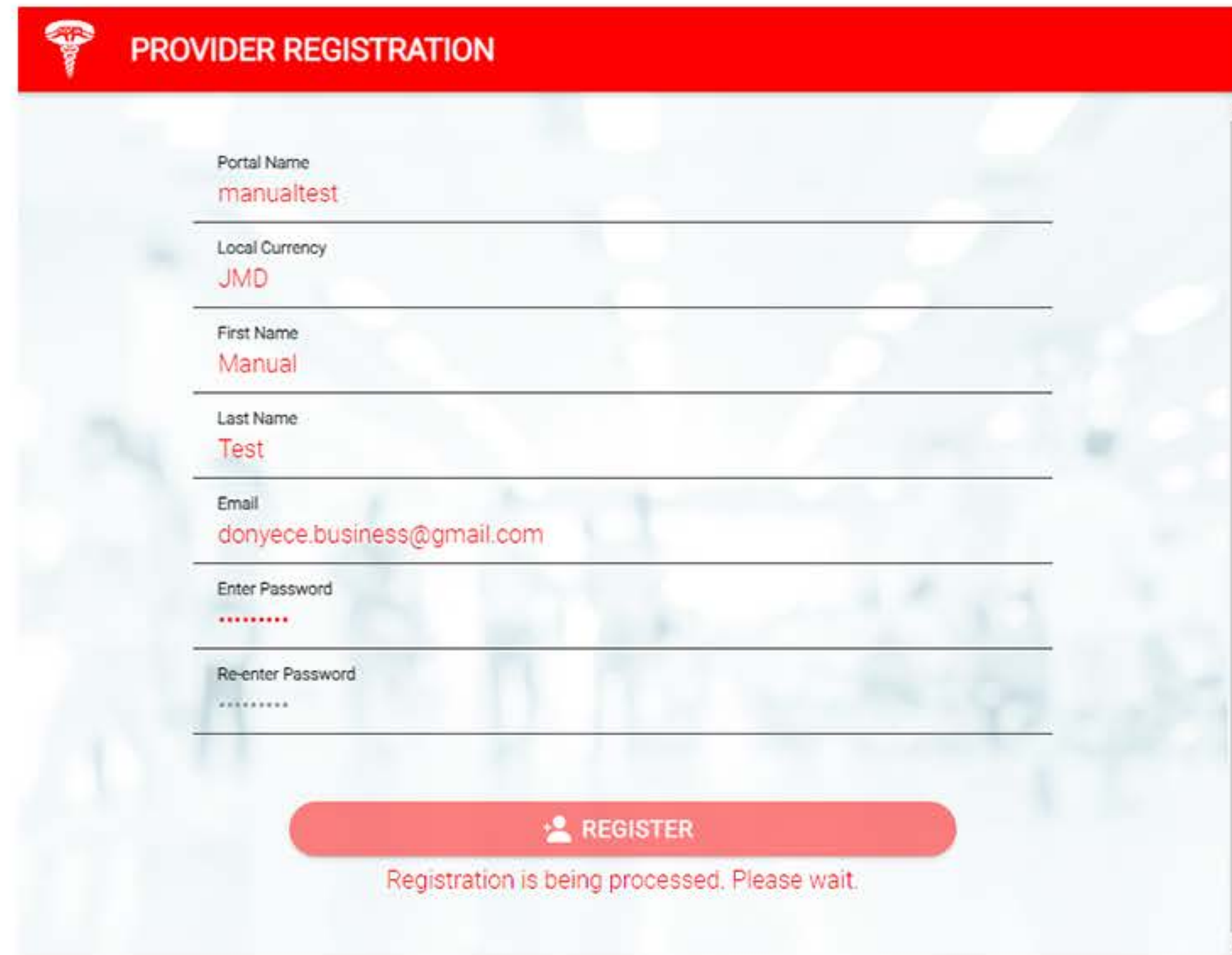
STEP 6

The default currency is JMD



STEP 7

Enter name and email address



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

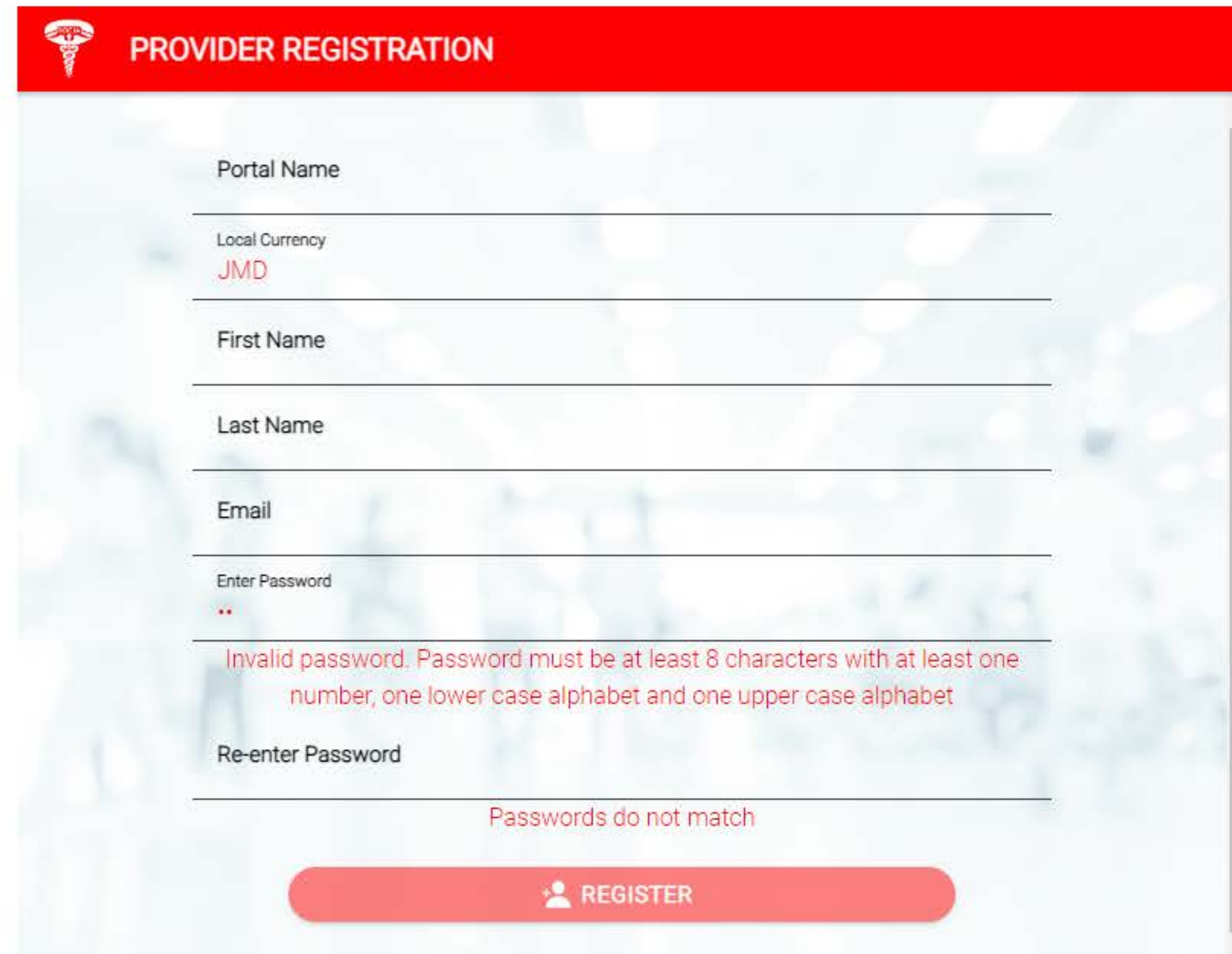
Re-enter Password
.....

REGISTER

Registration is being processed. Please wait.

STEP 8

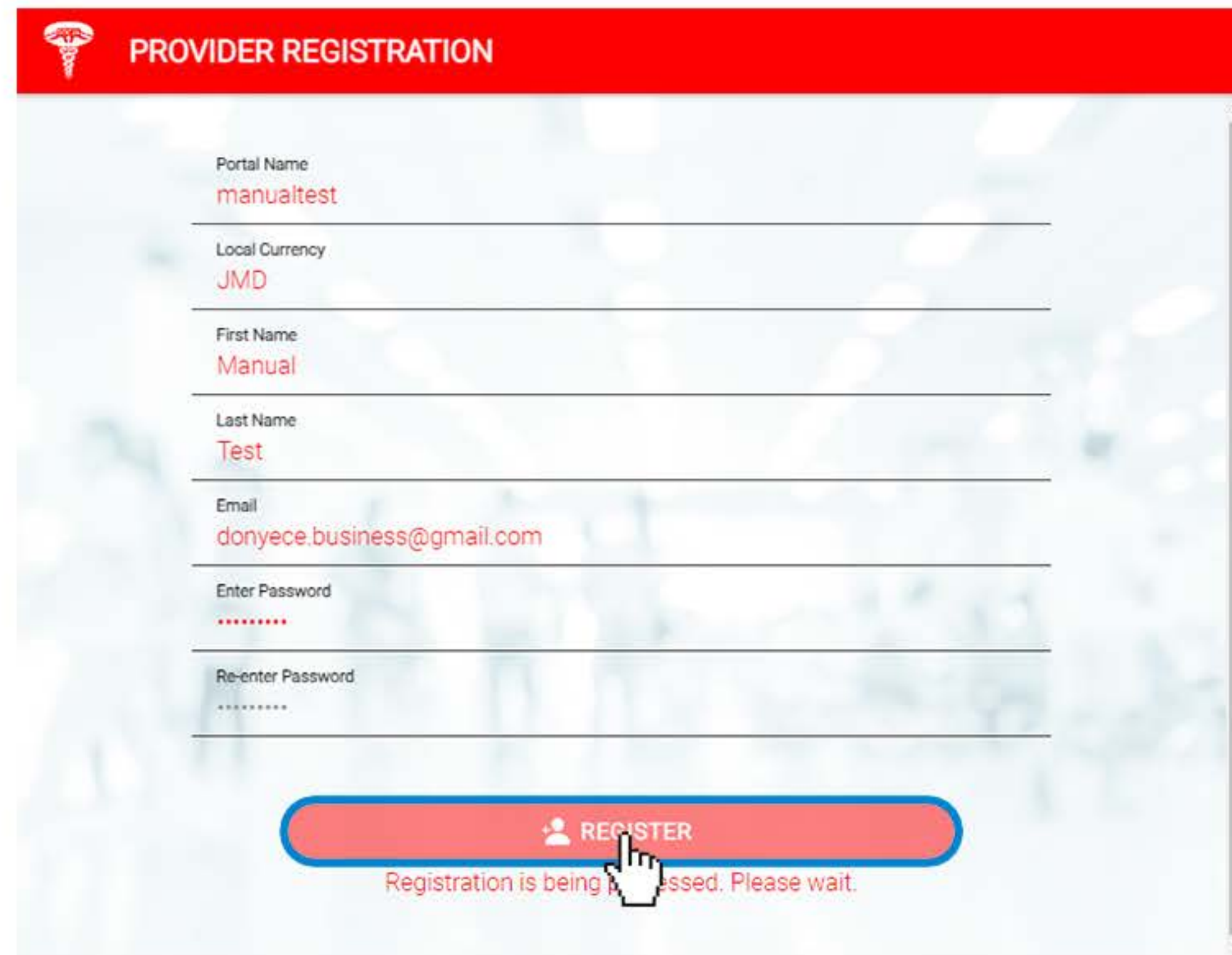
Enter password twice. Ensure both match.



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar. The form contains several input fields: "Portal Name", "Local Currency" (with "JMD" entered), "First Name", "Last Name", "Email", "Enter Password", and "Re-enter Password". Below the "Enter Password" field, there is a red error message: "Invalid password. Password must be at least 8 characters with at least one number, one lower case alphabet and one upper case alphabet". Below the "Re-enter Password" field, there is a red error message: "Passwords do not match". At the bottom of the form is a red button with a person icon and the text "REGISTER".

STEP 9

Wait for confirmation of password then click “Register”



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

Re-enter Password
.....

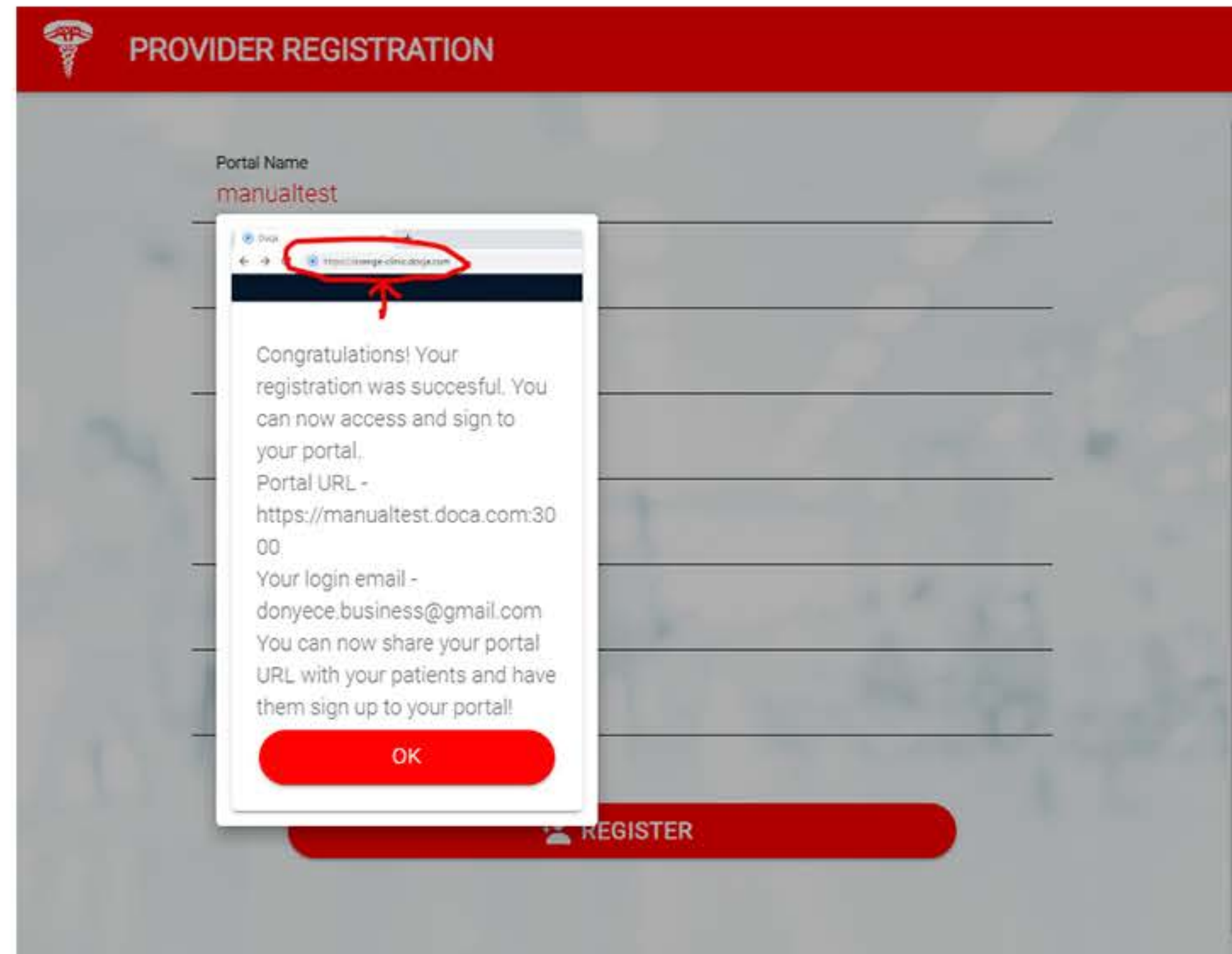
REGISTER

Registration is being processed. Please wait.



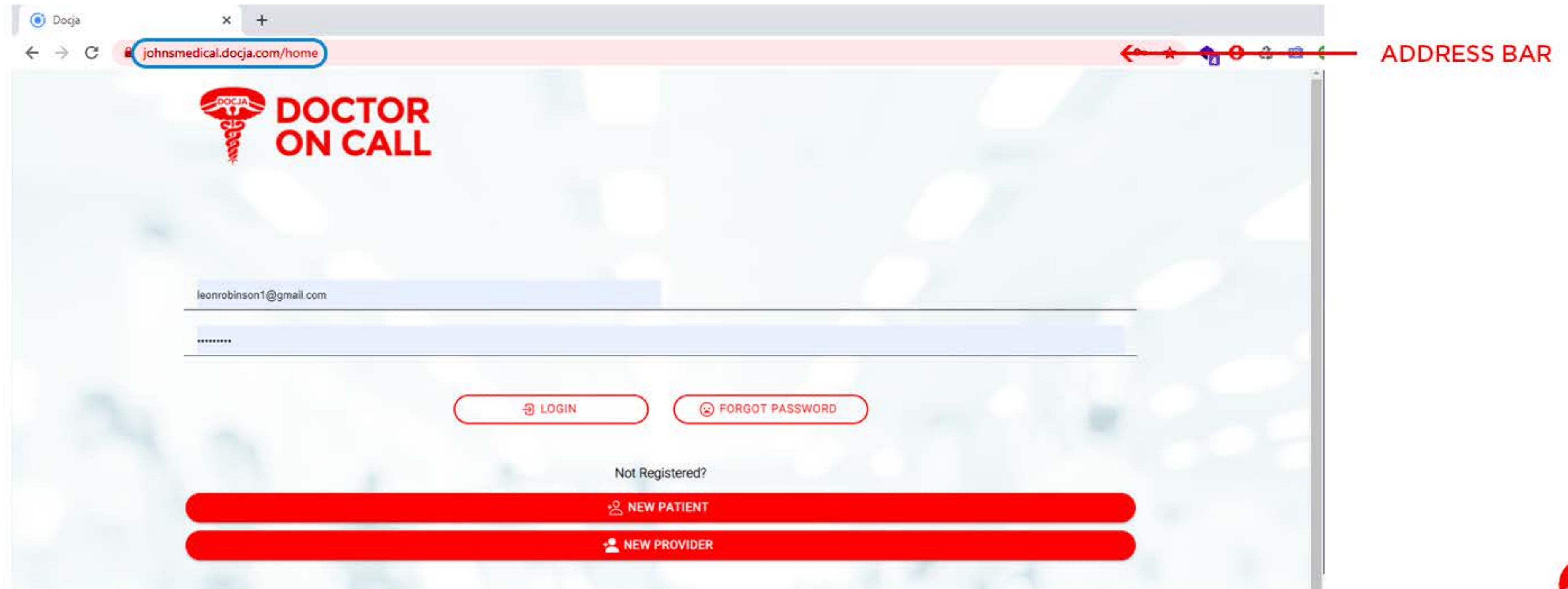
STEP 10

Your registration is now complete!
You will be taken to the home page.



STEP 11

Note the URL in the address bar. That is your custom portal. Share this portal name with your patients who you will register on your telemedicine platform (e.g.johndoe.docja.com)
This is very important for patients to access your telemedicine service when they need to.





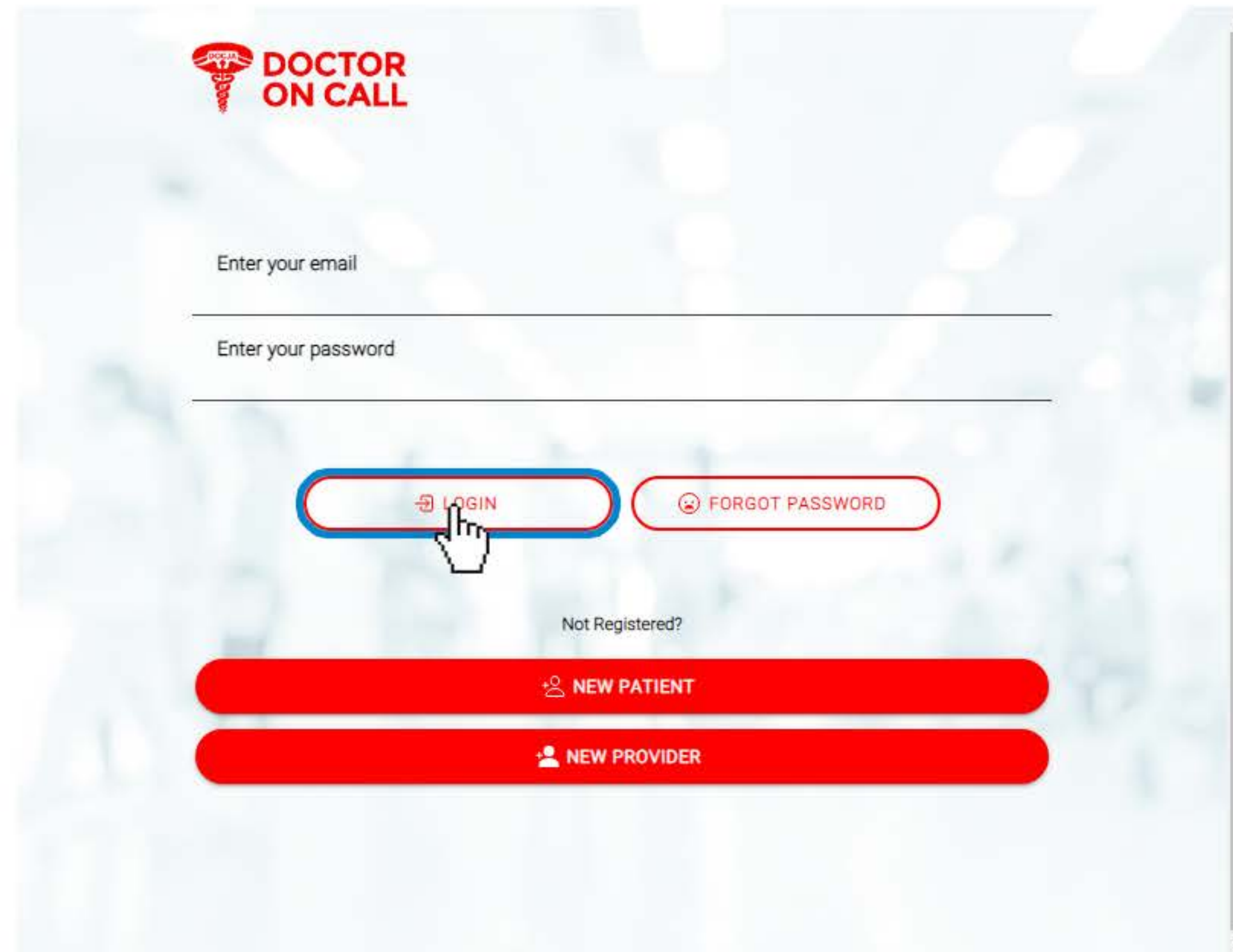
FOR DENTISTS

(ACCESSING THE PLATFORM)



STEP 12

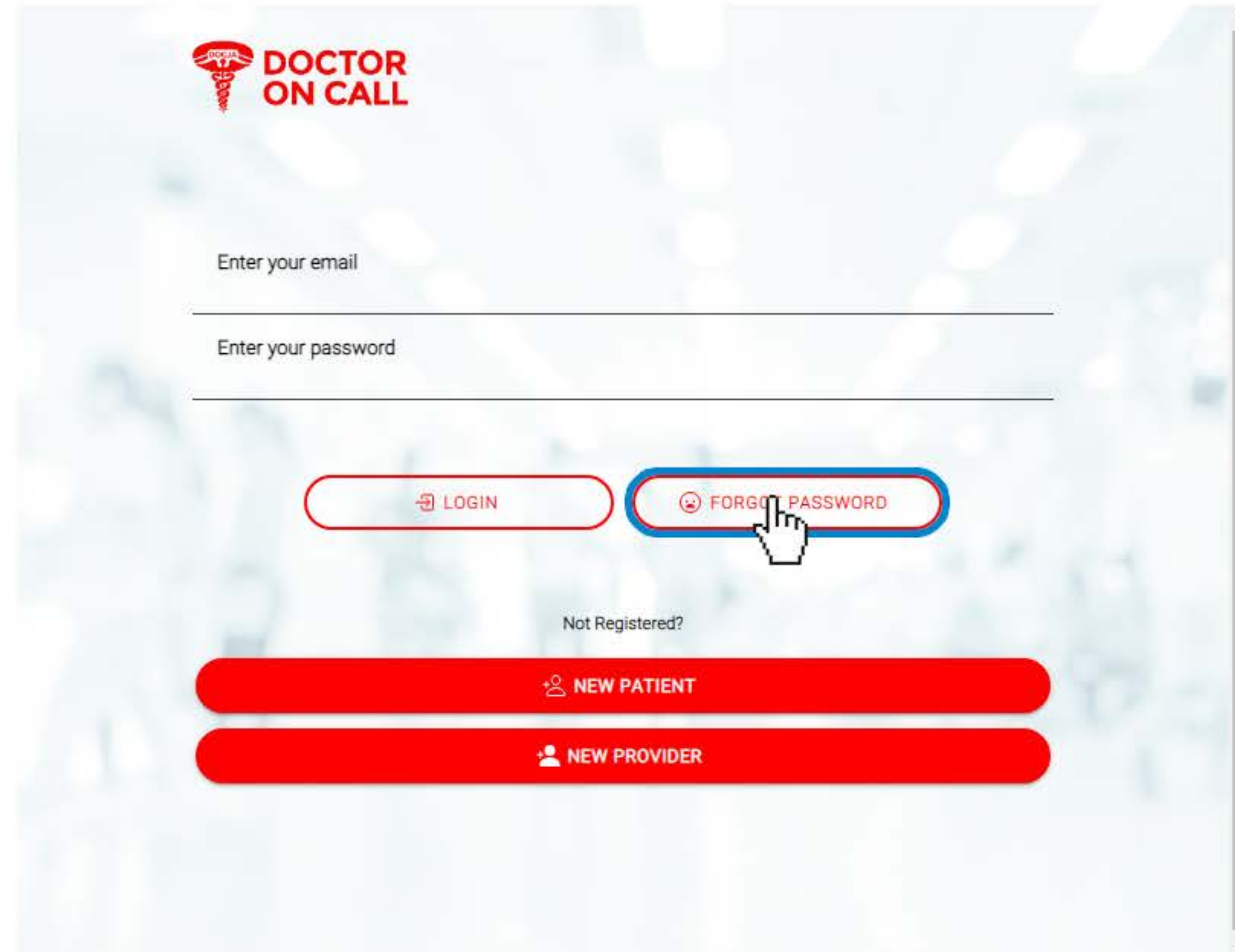
Go to your web portal and log in.



The screenshot shows the login page for the Doctor On Call web portal. At the top left is the logo, which consists of a red caduceus symbol with the text "DOCTOR ON CALL" to its right. Below the logo are two input fields: "Enter your email" and "Enter your password". Underneath these fields are two buttons: a blue "LOGIN" button with a hand cursor icon pointing to it, and a red "FORGOT PASSWORD" button. Below the buttons is the text "Not Registered?". At the bottom of the page are two red buttons: "NEW PATIENT" and "NEW PROVIDER".

STEP 13

If you've forgotten your password, click "Forgot Password"

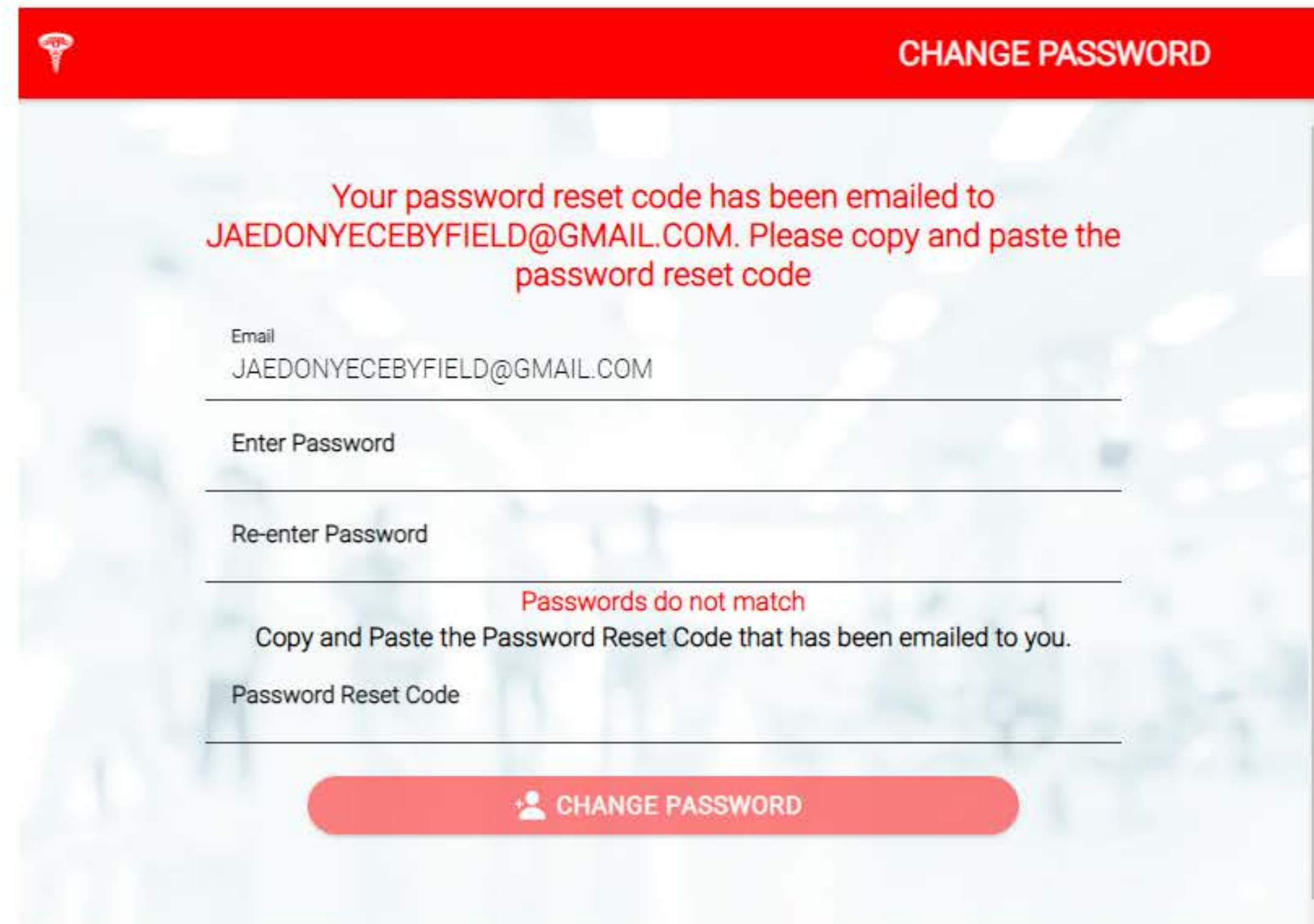


The screenshot shows the Doctor On Call login interface. At the top left is the logo with a caduceus and the text "DOCTOR ON CALL". Below the logo are two input fields: "Enter your email" and "Enter your password". Underneath these fields are two buttons: "LOGIN" and "FORGOT PASSWORD". A hand cursor is pointing at the "FORGOT PASSWORD" button, which is highlighted with a blue border. Below the buttons, there is a link "Not Registered?" and two large red buttons: "NEW PATIENT" and "NEW PROVIDER".



STEP 14

You will be taken to the “Change Password” page



The screenshot shows a web interface for changing a password. At the top, there is a red header with a white caduceus icon on the left and the text 'CHANGE PASSWORD' on the right. Below the header, the main content area has a light blue background with a blurred image of a person. The text in the center reads: 'Your password reset code has been emailed to JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the password reset code'. Below this, there are three input fields: 'Email' (containing 'JAEDONYECEBYFIELD@GMAIL.COM'), 'Enter Password', and 'Re-enter Password'. A red error message 'Passwords do not match' is displayed below the 'Re-enter Password' field. Below the error message, there is a text prompt: 'Copy and Paste the Password Reset Code that has been emailed to you.' followed by a 'Password Reset Code' input field. At the bottom, there is a red button with a white caduceus icon and the text 'CHANGE PASSWORD'.

STEP 15

Enter the new password twice, copy the reset code emailed to you, paste it in the Password Reset Code field and click “Change Password”

CHANGE PASSWORD

Your password reset code has been emailed to
JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the
password reset code

Email
JAEDONYECEBYFIELD@GMAIL.COM

Enter Password
.....

Re-enter Password
.....

Copy and Paste the Password Reset Code that has been emailed to you.

Password Reset Code
CfDJ8EAijUTk8qxMh1DalXQYrd3hilZ9J540y5FoXTeuFVFFTrucFTTG/Q5+tkv

CHANGE PASSWORD



STEP 16

Once you log in, you will enter the Provider Lobby.
Note the “Patient Queue” at the top left.

Menu Provider Lobby

Patient Queue
There are no patients in the q...

Provider Actions

- Lobby
- Portal Payments
- Provider Setup
- Logout

Welcome Test Doctor.
Select a patient from the queue to start an encounter.

LOGOUT

Past Encounters

Provider: Test Doctor
Patient: Donyece Byfield
Date: 2020/12/06 02:07 AM

VIEW ENCOUNTER

Provider: Test Doctor



STEP 17

Go to “Portal Payments” to see payments you’ve received. Please fill out the fields provided.

The screenshot displays a web portal interface with a red header bar. On the left is a 'Menu' sidebar with options: Patient Queue, Provider Actions, Lobby, Portal Payments (highlighted with a blue circle), Provider Setup, and Logout. The main content area is titled 'Portal Payments' and shows account details for Leon Robinson. It includes a message that the account balance is JMD \$0.00 and that the portal is not fully set up for payment processing. Below this are input fields for personal information: First Name (Leon), Last Name (Robinson), Gender (Male), Date of Birth (Jan 1, 1980), Cell Phone, Email (leonrobinson1@gmail.com), TRN, and NIS.

Field	Value
First Name	Leon
Last Name	Robinson
Gender	Male
Date of Birth	Jan 1, 1980
Cell Phone	
Email	leonrobinson1@gmail.com
TRN	
NIS	



STEP 18

Click “Upload Photo ID” to add photo ID

The screenshot shows a web application interface with a red header bar. On the left, there is a 'Menu' section with a red background and white text. The menu items are: Patient Queue, Provider Actions, Lobby, Portal Payments, Provider Setup, and Logout. The main content area has a red header bar with a white background and the text 'Portal Payments'. Below this, there are four form fields: 'Photo ID Type' (Select One), 'Photo ID #', 'Photo ID Issuing Country' (Jamaica), and 'Photo ID Expiry Date' (Jan 1, 2025). A modal window titled 'UPLOAD PHOTO ID' is open, displaying a word cloud of 'upload' and 'PHOTO ID'.



STEP 19

A pop-up window will appear.
Click the left icon to upload
a photo on your computer.

Click the center icon to take a
snapshot using your camera.

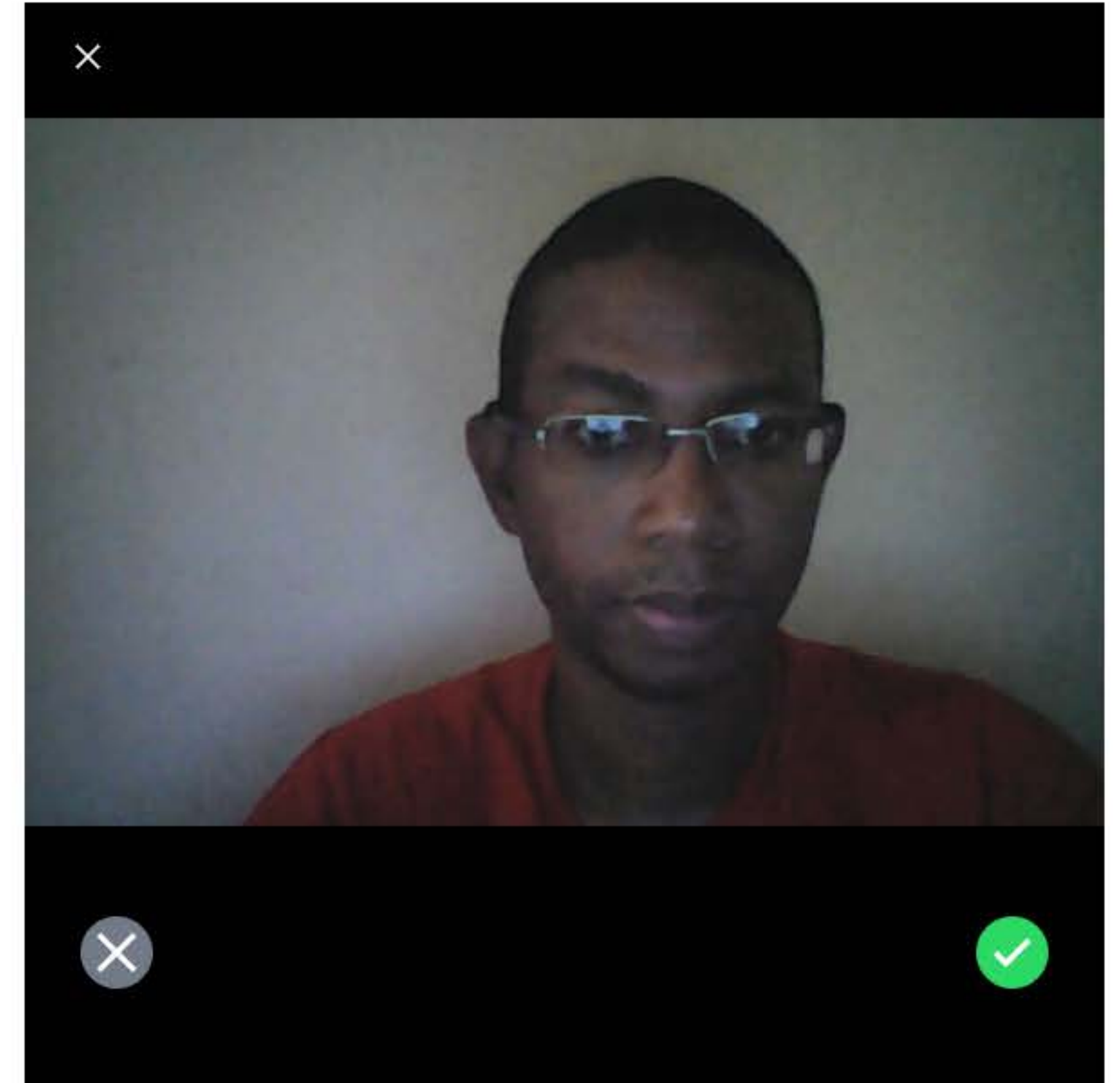
Click the right icon to redo
the snapshot.



STEP 20

If you're satisfied with the photo, click the tick icon.

If you're not satisfied, click the X icon.



STEP 21

The photo ID will be added. Click “Set Up Payments Processing” to complete the profile

Portal Payments

Photo ID Issuing Country
Jamaica

Photo ID Expiry Date
Jan 1, 2025

UPLOAD PHOTO ID

SET UP PAYMENTS PROCESSING

STEP 22

Go to “Provider Setup”, enter Encounter Fee and other details and select “Update”

Menu

Provider Payments

Your Billing Account ID is 46

Patient Queue

There are no patients in the q...

Provider Actions

- Lobby
- Portal Payments
- Provider Setup**
- Logout

Encounter Fee (in JMD)
500

Encounter Duration (in mins)
15

Registration Number
85743

Registration Authority
MAJ

Speciality
General

UPDATE



STEP 23

Every provider will be given a free JN Money card from JN Bank / Doctor on Call





FOR DENTISTS

(REMOTE MEDICAL ENCOUNTER)



STEP 24

Select the patient you wish to see from the Patient Queue and click “Start Call”

Menu

Provider Payments

Your Billing Account ID is 46

Patient Queue

Donyece Byfield
checked in a few seconds ago

START CALL

Provider Actions

- Lobby
- Portal Payments
- Provider Setup
- Logout

Encounter Fee (in JMD)
500

Encounter Duration (in mins)
15

Registration Number
85743

Registration Authority
MAJ

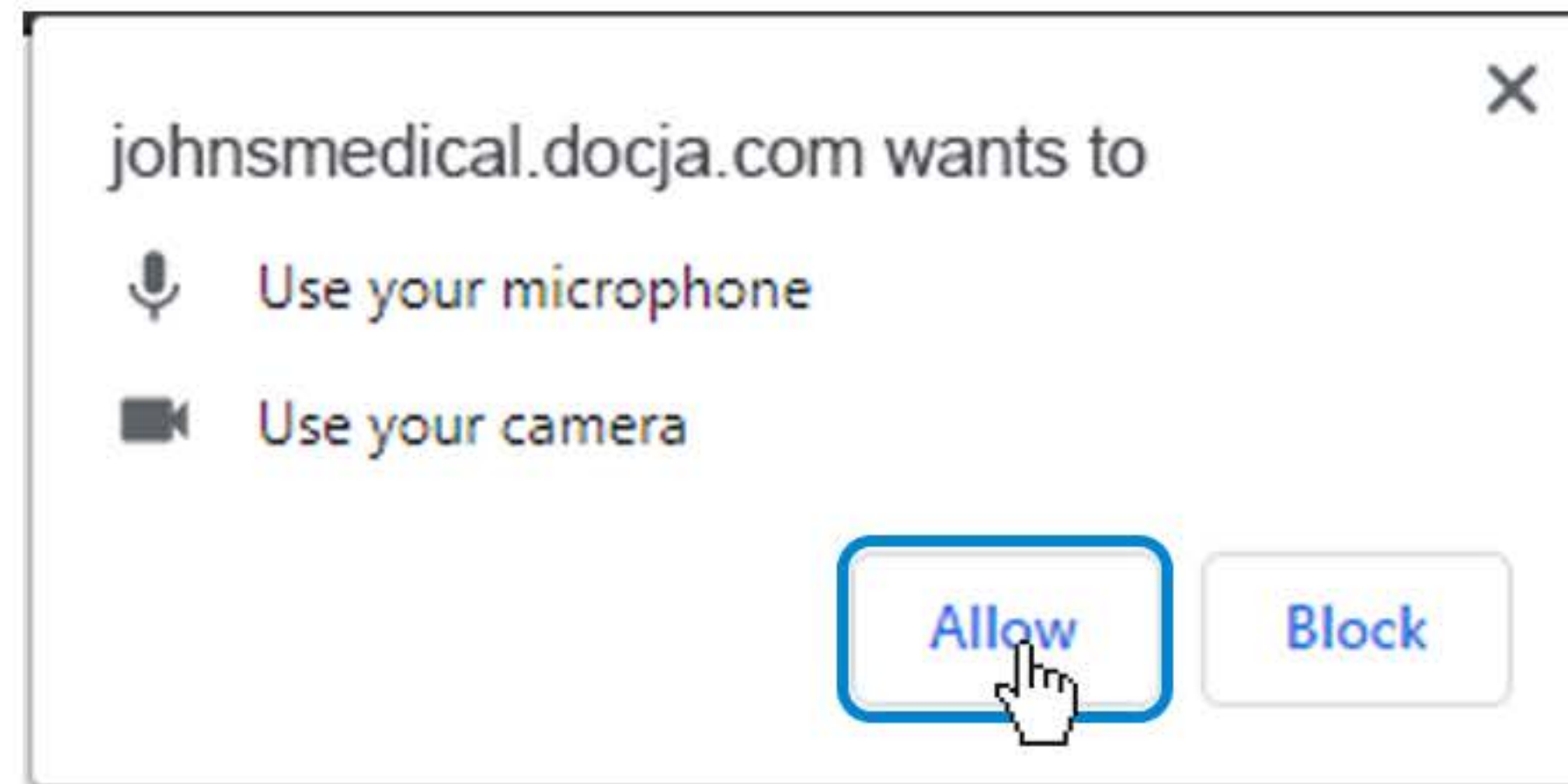
Speciality
General

UPDATE



STEP 25

A pop-up window will appear asking to use your mic and camera. Click “Allow”



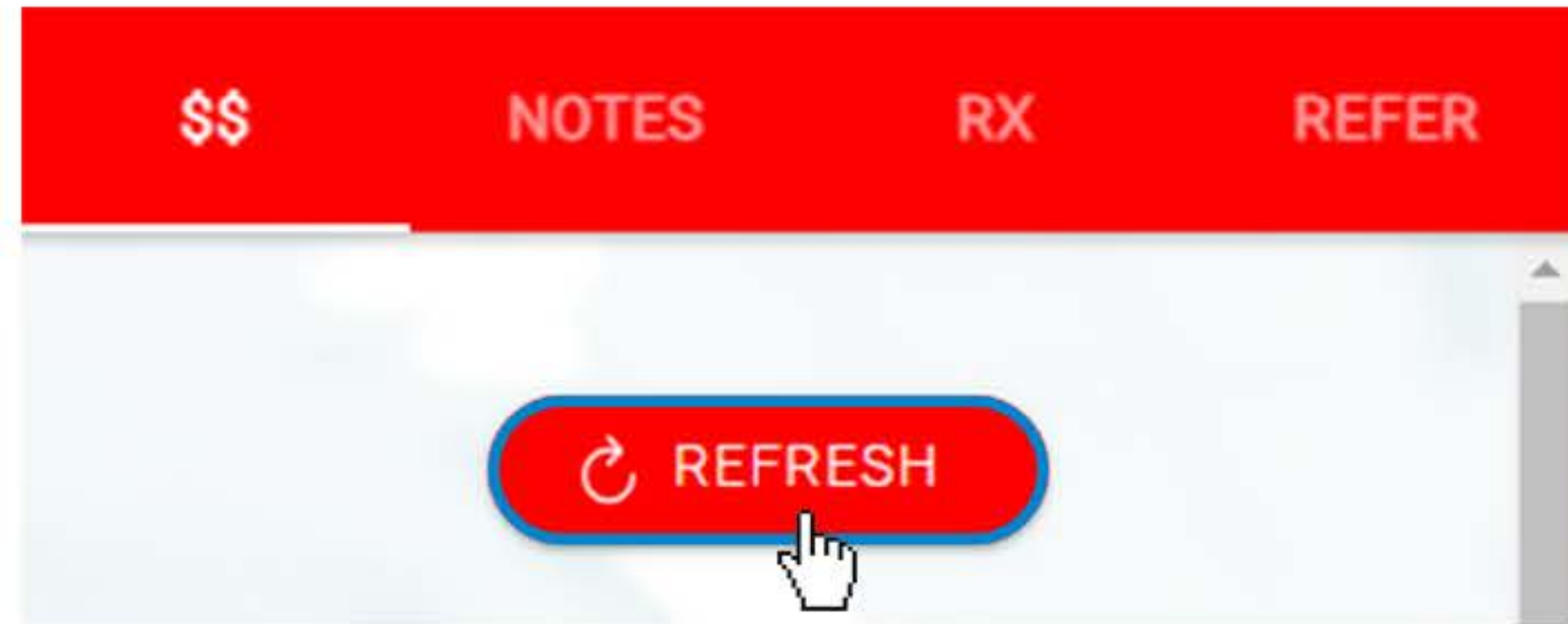
STEP 26

Ensure that no conflicting videoconferencing program (e.g. Zoom, Skype) is using your camera. Otherwise the video encounter will not take place.



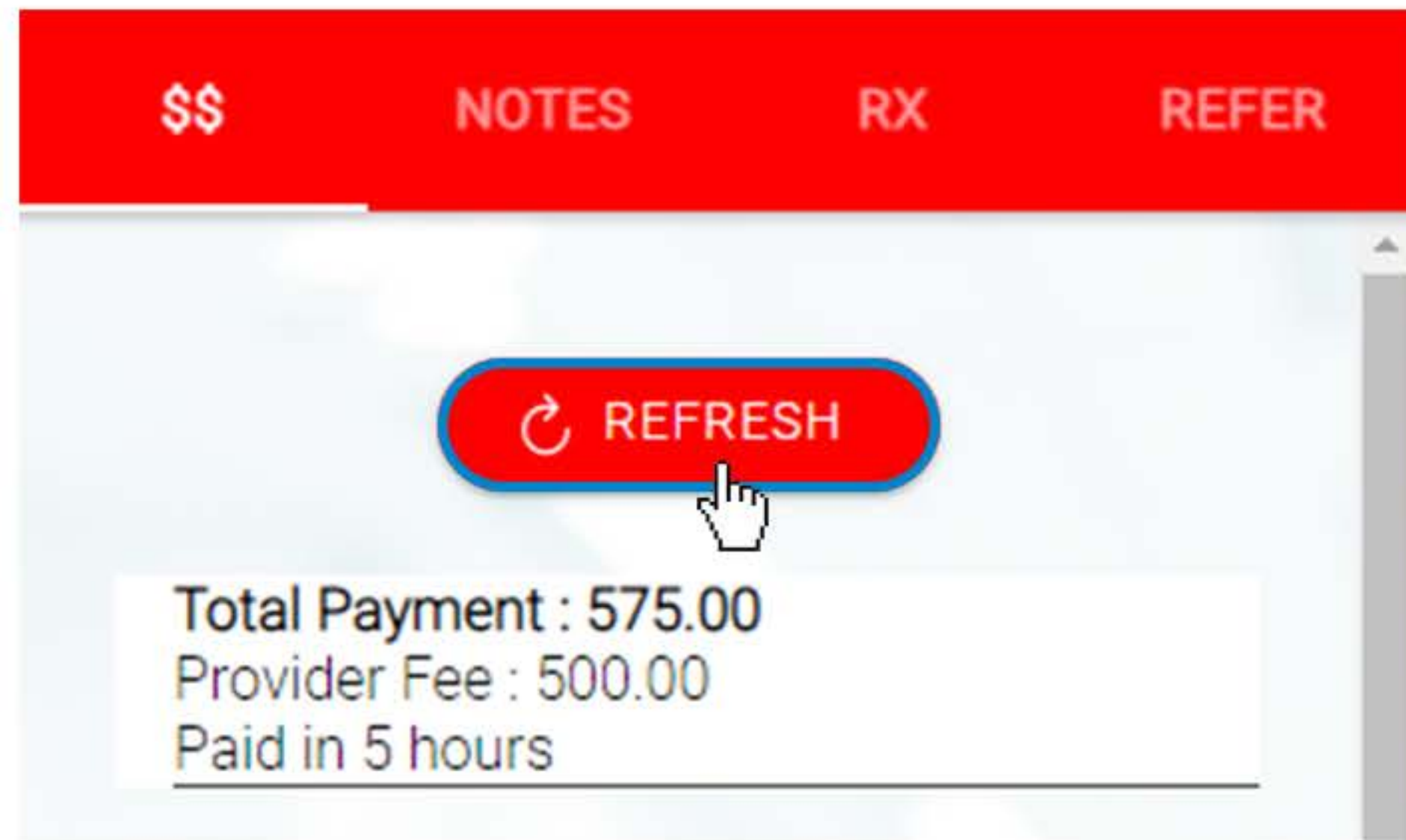
STEP 27

To receive payment for the encounter, go the to \$\$ tab and click “Refresh”



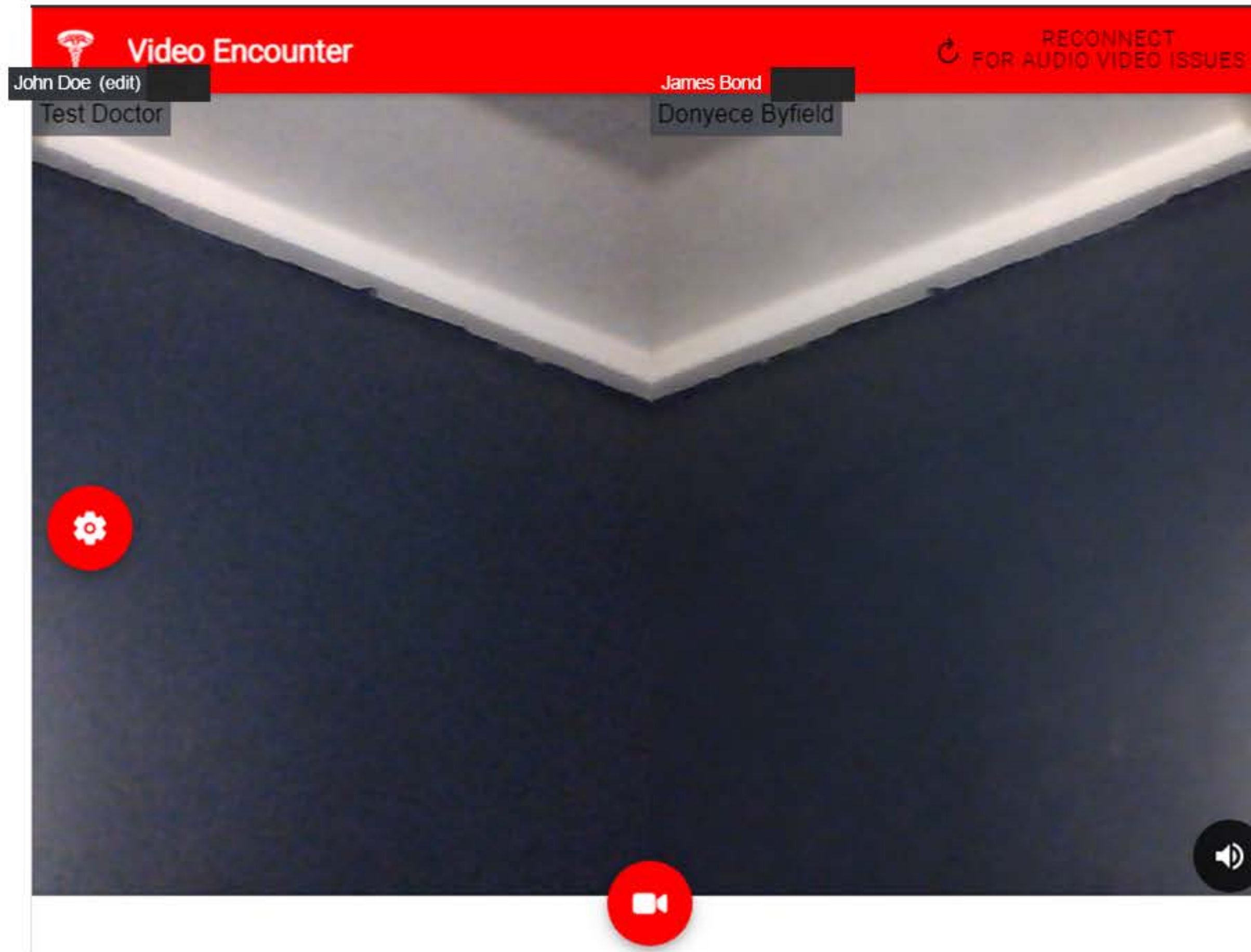
STEP 28

You will then see the payment details.






STEP 29

The video encounter with the patient will begin



STEP 30

Meaning of symbols:

-  Click to adjust camera and microphone
-  Click to end video encounter
-  Click to turn sound on/off

STEP 31

Take note of the four tabs to the left of the video:

\$\$: Payment to provider for telemedicine encounter

Notes: Confidential clinical encounter notes

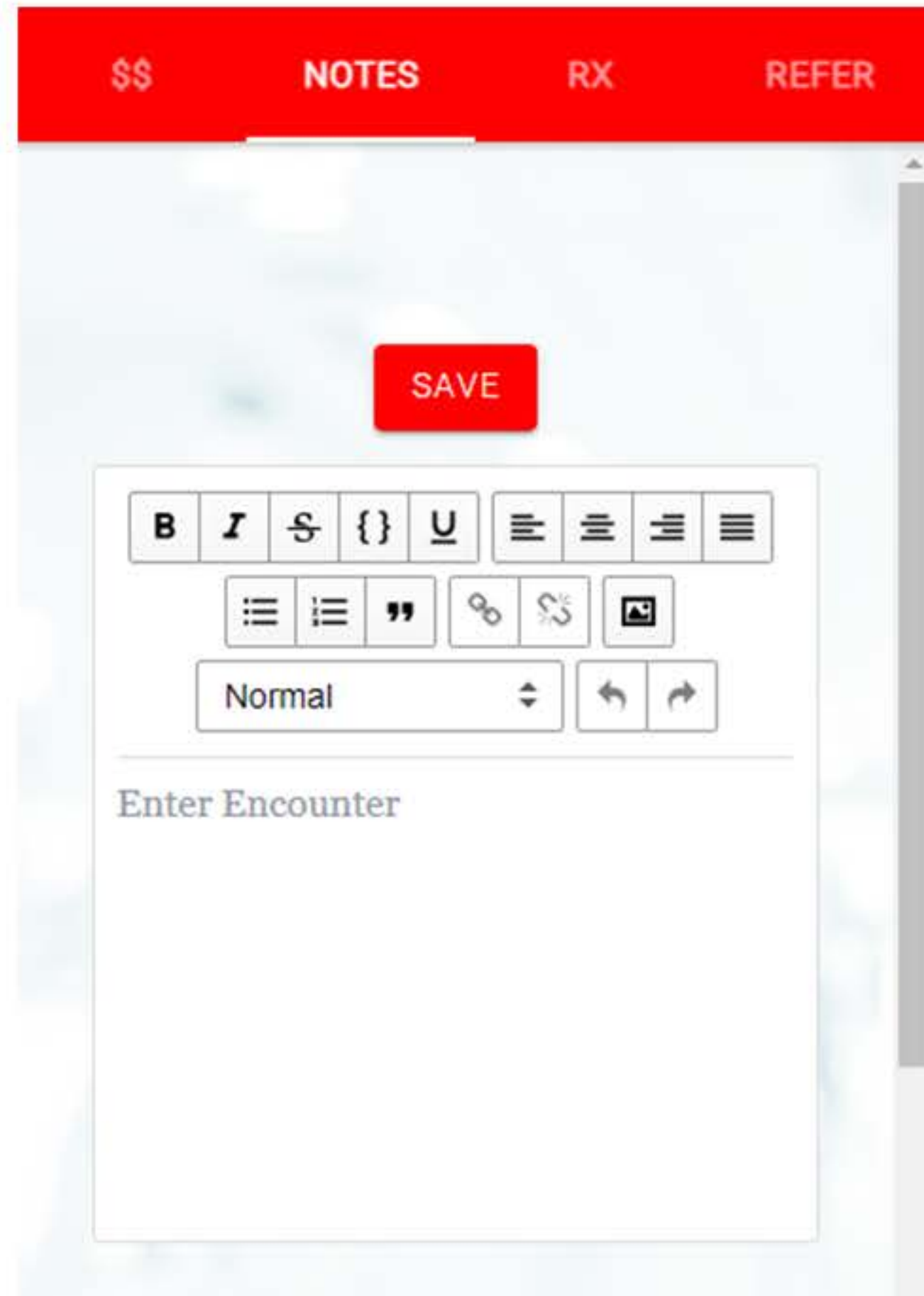
Rx: Prescription (doesn't apply to allied medical professionals)

Refer: Follow-up instructions to patient



STEP 32

Make notes during the encounter then click “Save”
Notification will appear



The screenshot shows a software interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. The 'NOTES' tab is selected. Below the header, there is a red 'SAVE' button. Underneath the button is a rich text editor toolbar with icons for bold (B), italic (I), strikethrough (ABC), link ({}), underline (U), bulleted list, numbered list, indent left, and indent right. Below the toolbar is a dropdown menu set to 'Normal' and two arrow icons. At the bottom of the editor is a text input field with the placeholder text 'Enter Encounter'.

STEP 33

Write the prescription, entering contact details and enter drug name after @ symbol, select with cursor then hit the Enter key

Provider Phone
8767654,321

Provider Licence #
85743

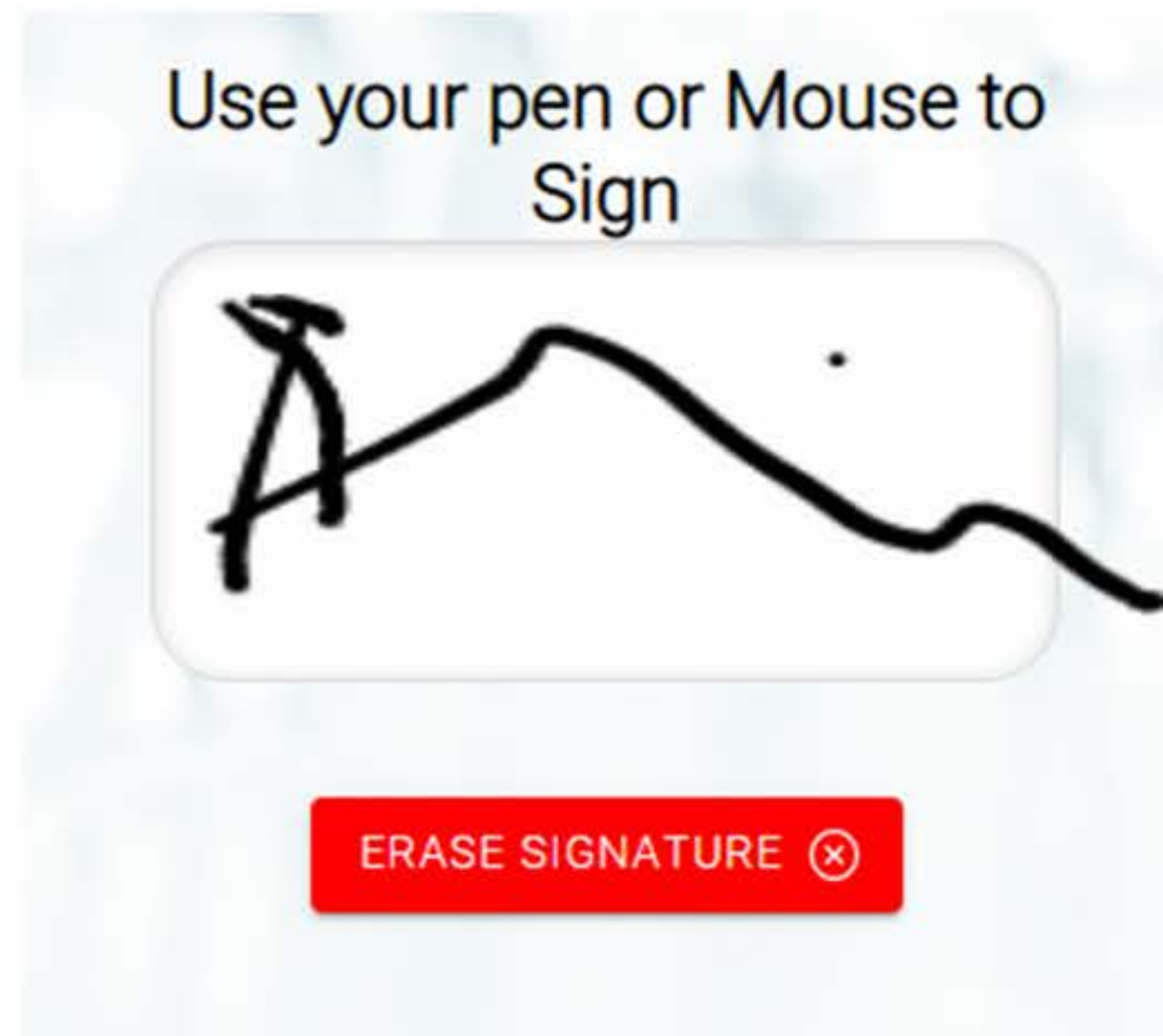
Provider Address
23 Ding Dong Avenue

Type @ symbol followed by 2 characters of the drug name, to get suggestions.

PANADOL LIQ
160MG/5ML|ACETAMINOPHEN
LIQUID 160 MG/5ML|160
MG/5ML|LIQD|OR

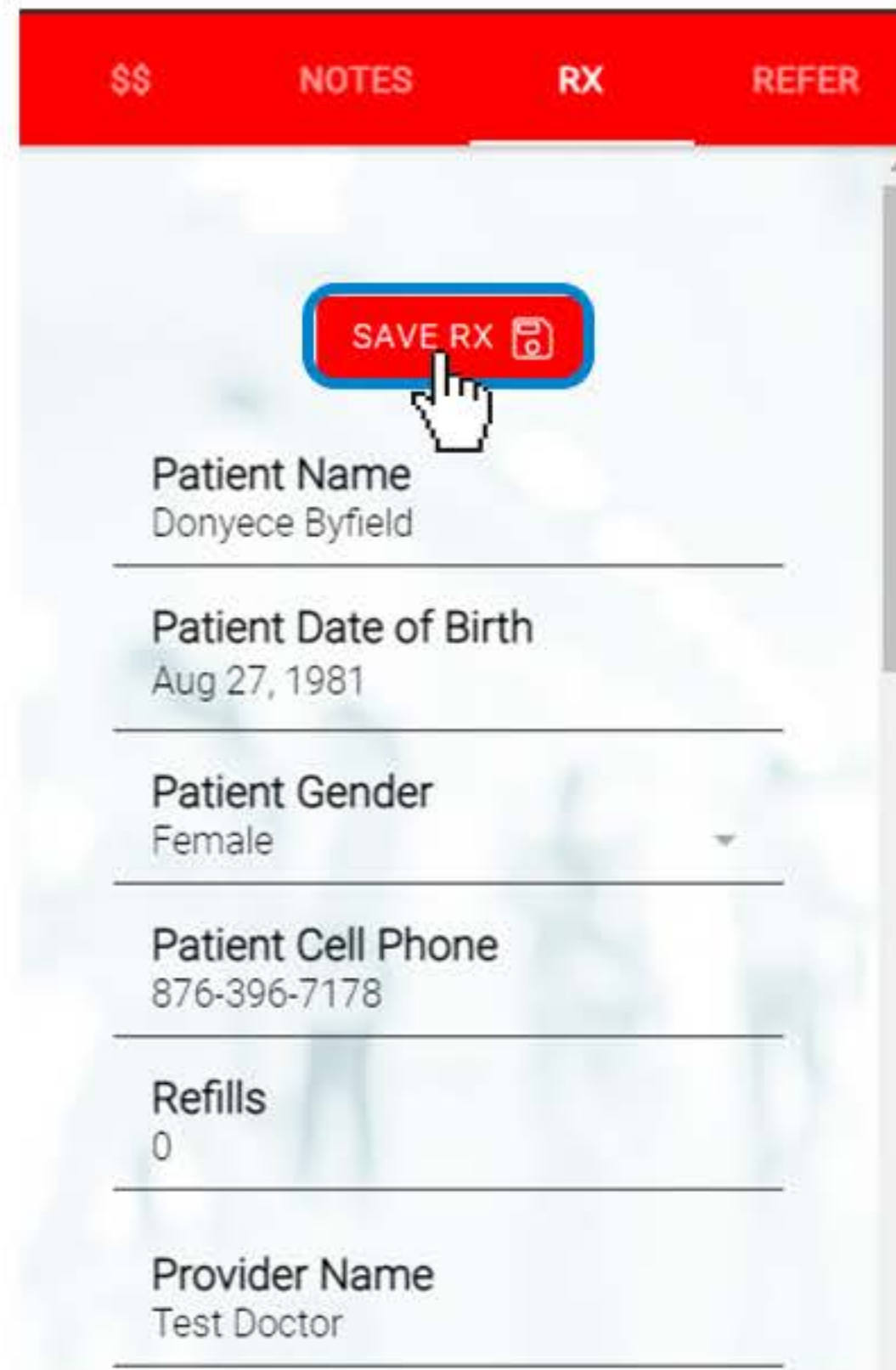
STEP 34

Use your mouse (or pen) to sign.
Click “Erase Signature” to clear field.



STEP 35

Click “Save Rx” to save the prescription.
Notification will appear.



The screenshot shows a mobile application interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. Below the header, a red button labeled 'SAVE RX' with a document icon is highlighted by a hand cursor. The main content area displays patient information in a list format:

- Patient Name: Donyece Byfield
- Patient Date of Birth: Aug 27, 1981
- Patient Gender: Female
- Patient Cell Phone: 876-396-7178
- Refills: 0
- Provider Name: Test Doctor

STEP 36

To make referral and follow-up instructions, click the “Refer” tab, enter contact details, notes and signature.

\$\$ NOTES RX REFER

SAVE REFERRALS

Patient Name
Donyece Byfield

Patient Date of Birth
Aug 27, 1981

Patient Gender
Female

Patient Cell Phone
876-396-7178

Provider Name
Test Doctor

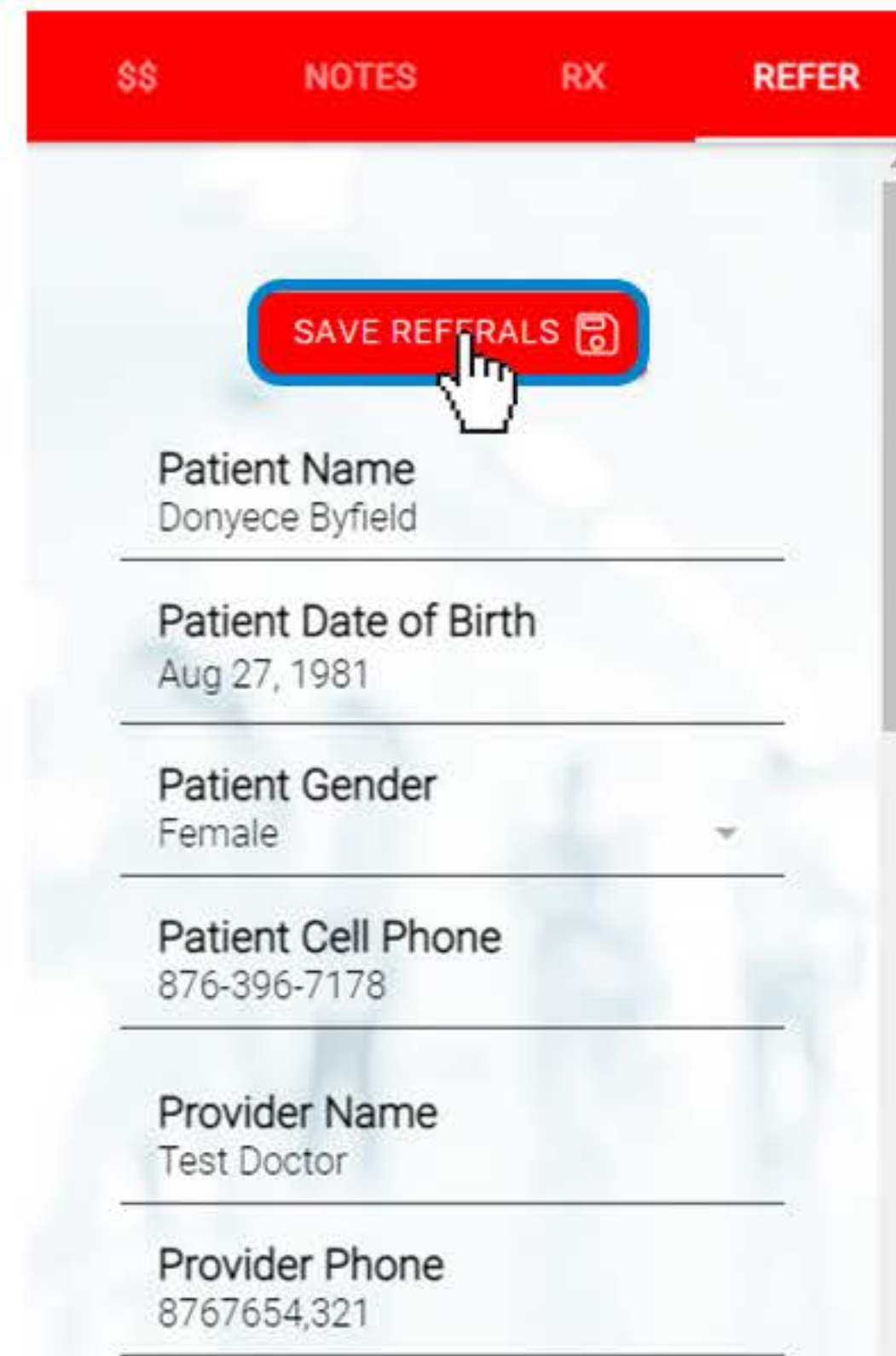
Provider Phone
8767654,321

Use your pen or Mouse to Sign

ERASE SIGNATURE

STEP 33

Click “Save Referrals” to save.
Confirmation will appear.



The screenshot shows a mobile application interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. The 'REFER' tab is selected. Below the header, there is a red button with white text that says 'SAVE REFERRALS' and a small icon of a document with a checkmark. A hand cursor is pointing at the button. Below the button, there are several form fields with labels and values:

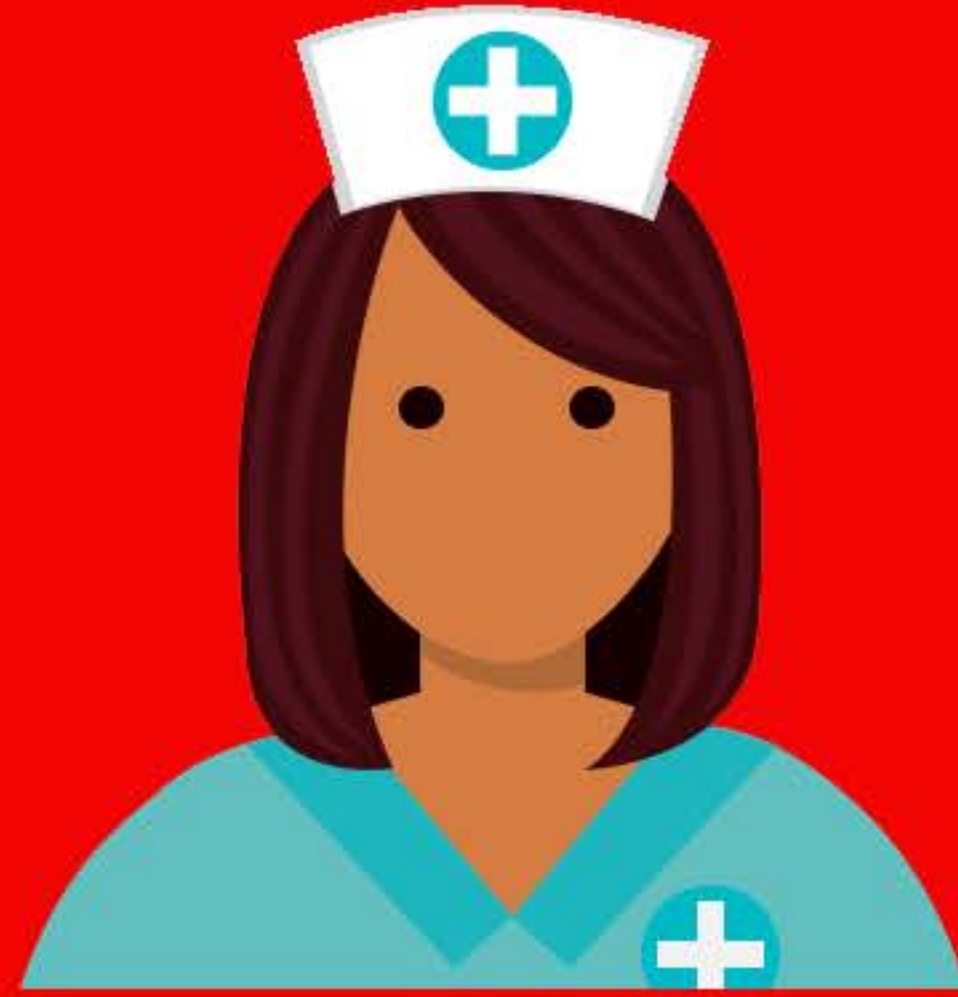
- Patient Name: Donyece Byfield
- Patient Date of Birth: Aug 27, 1981
- Patient Gender: Female
- Patient Cell Phone: 876-396-7178
- Provider Name: Test Doctor
- Provider Phone: 8767654,321



STEP 34

Click  to end video encounter then return to lobby to see next patient or click “Logout” to exit the platform.





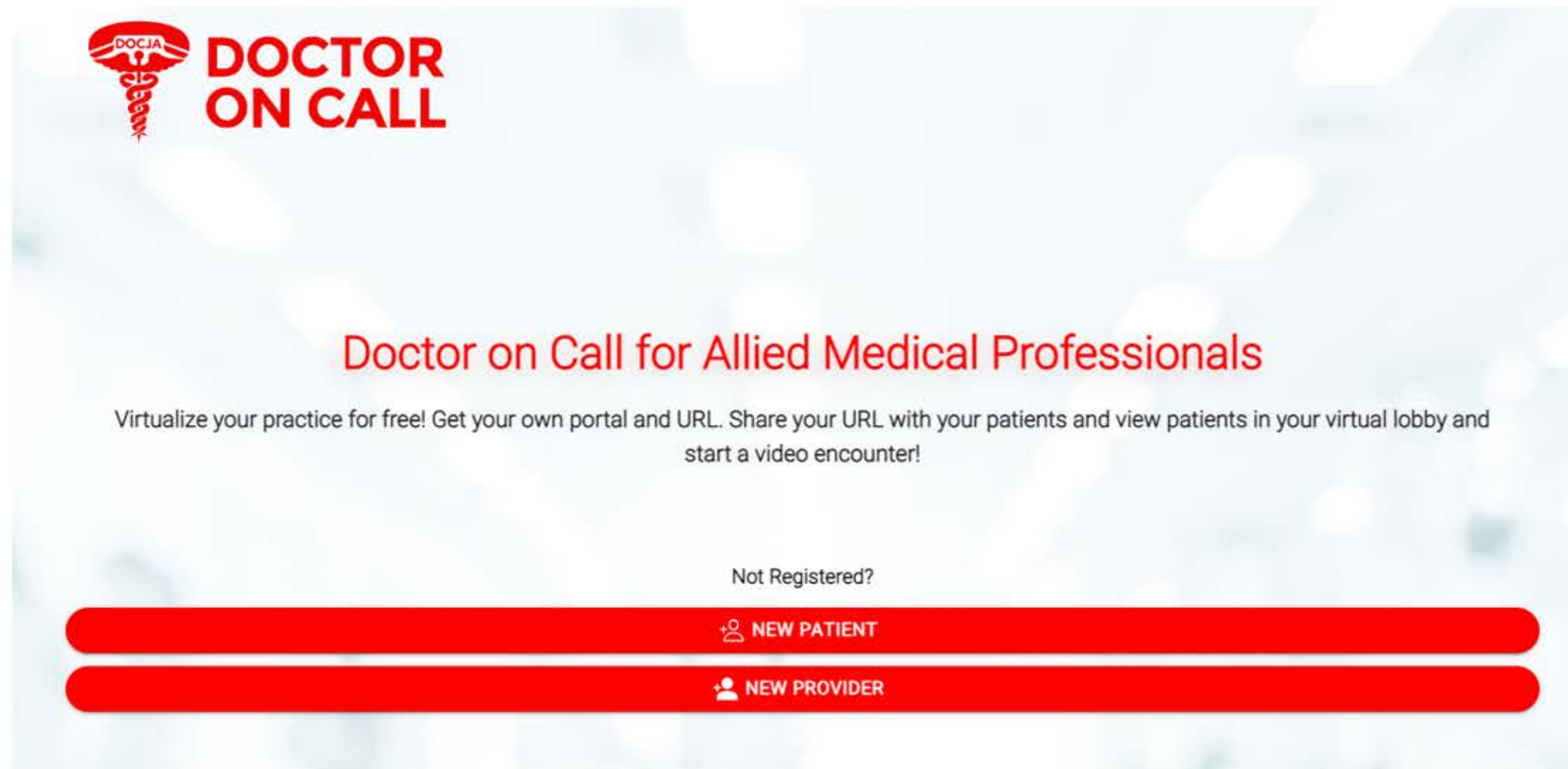
FOR NURSES

(REGISTERING WITH DOCTOR ON CALL)



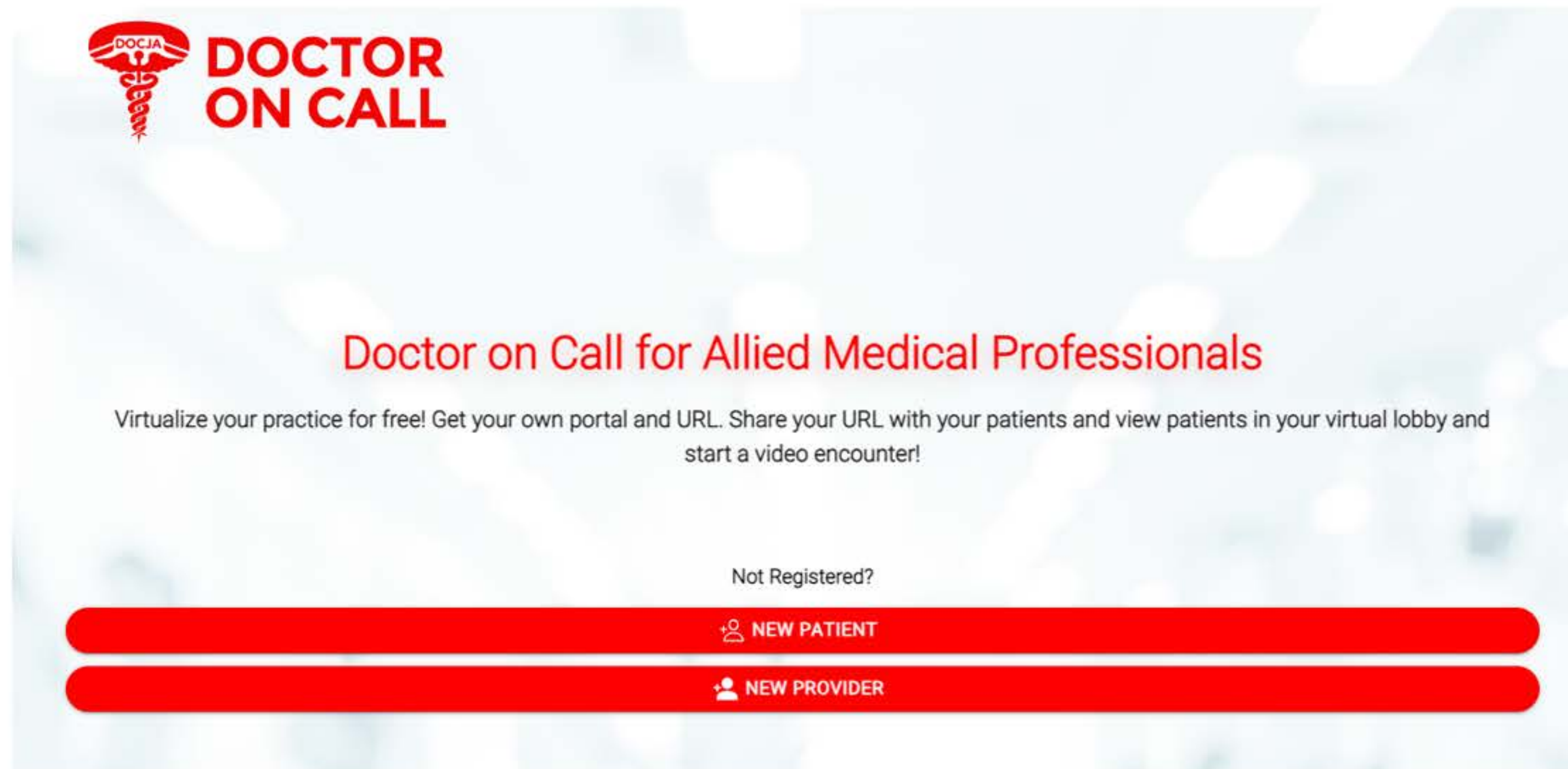
STEP 1

Log on to the Doctor on Call web address
www.docja.com



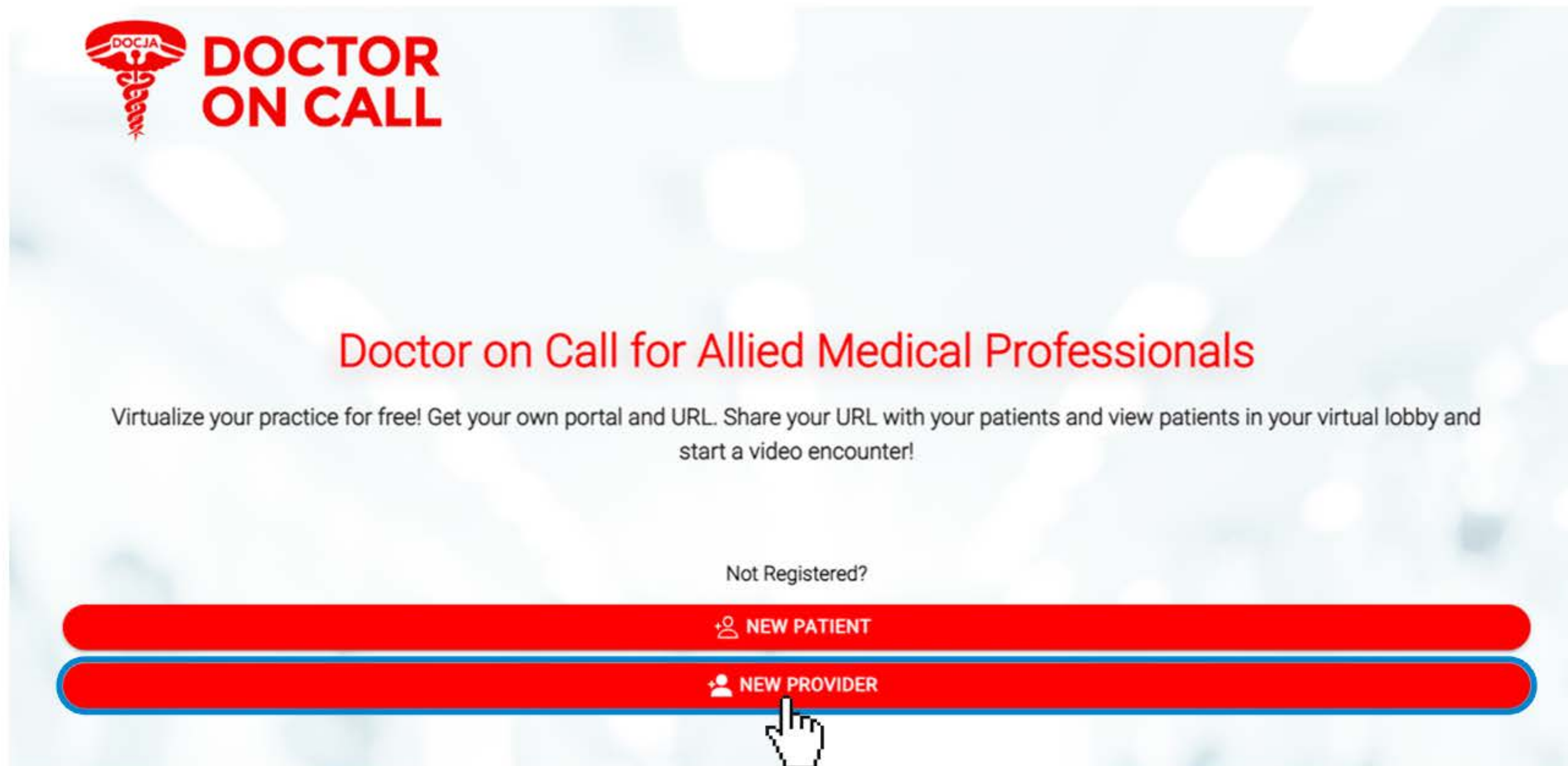
STEP 2

Naming your web portal/web address. This is the 1st step for the virtual extension of your present practice (e.g. *anyname.docja.com*)



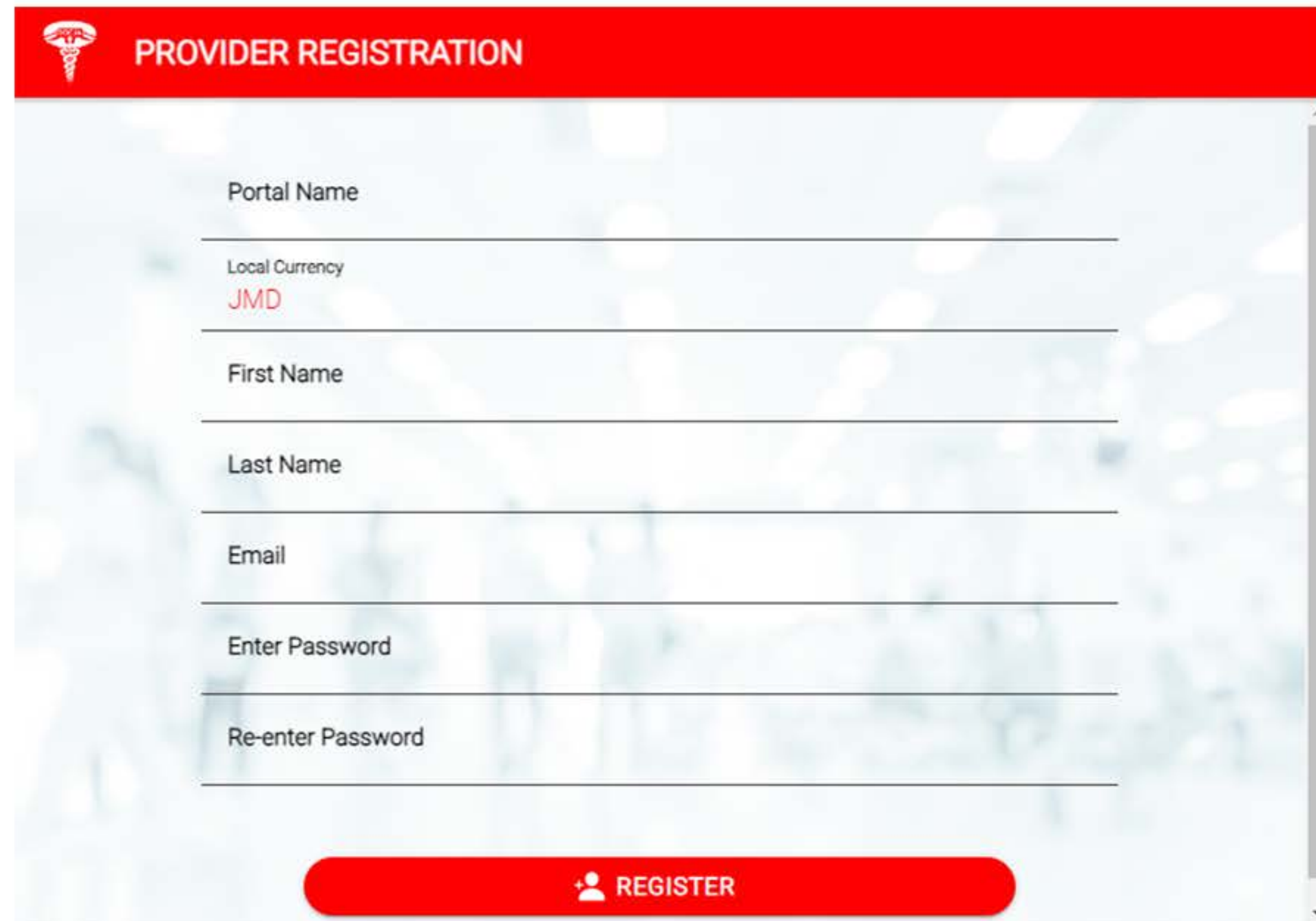
STEP 3

Click “New Provider”



STEP 4

You will be taken to the “Provider Registration” page



The screenshot shows a web page titled "PROVIDER REGISTRATION" with a red header bar. The page contains several input fields for registration: Portal Name, Local Currency (with "JMD" selected), First Name, Last Name, Email, Enter Password, and Re-enter Password. A red "REGISTER" button is located at the bottom of the form.

PROVIDER REGISTRATION

Portal Name

Local Currency
JMD

First Name

Last Name

Email

Enter Password

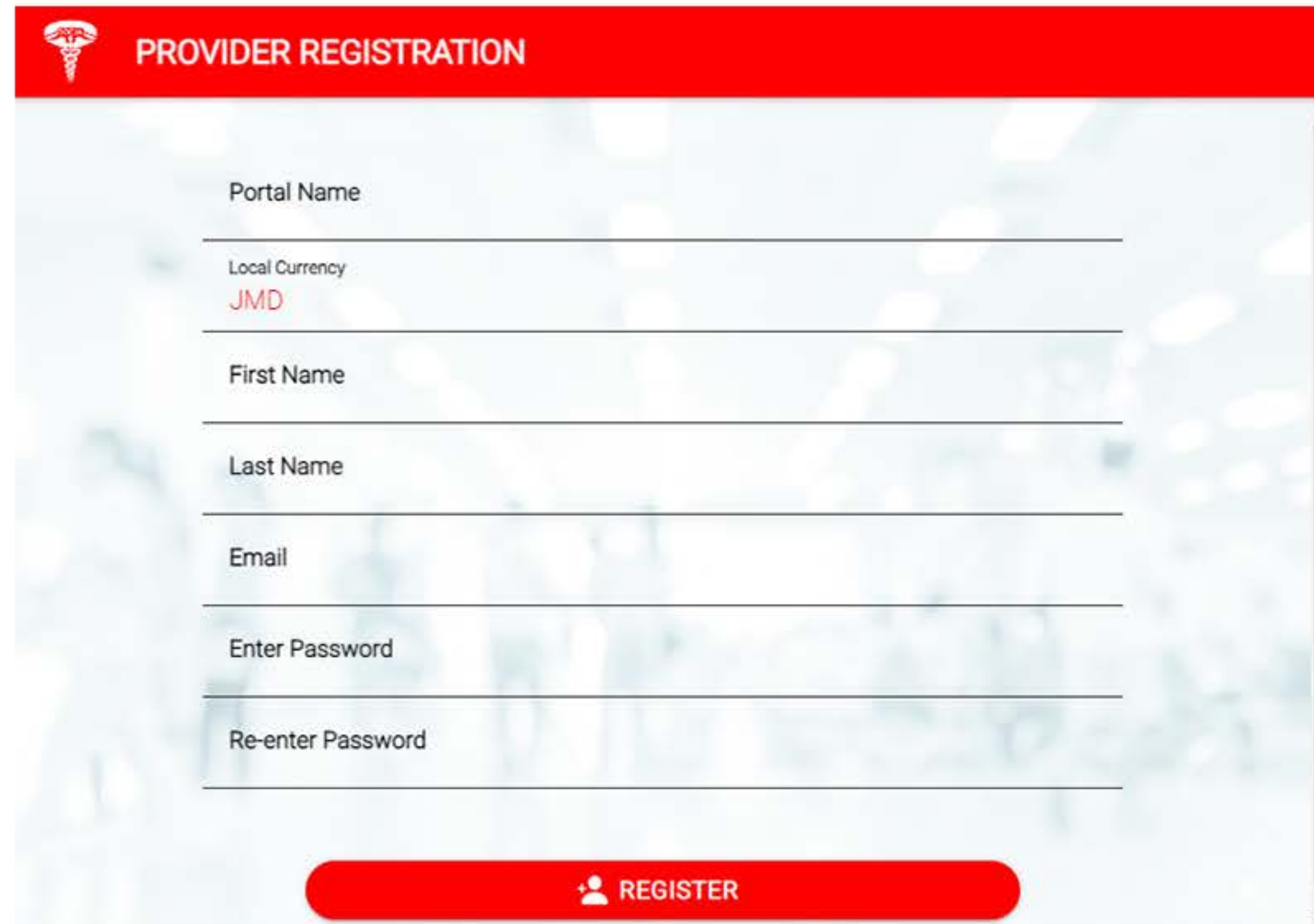
Re-enter Password

REGISTER

STEP 5

Enter your portal name. (eg.yourname.docja.com)

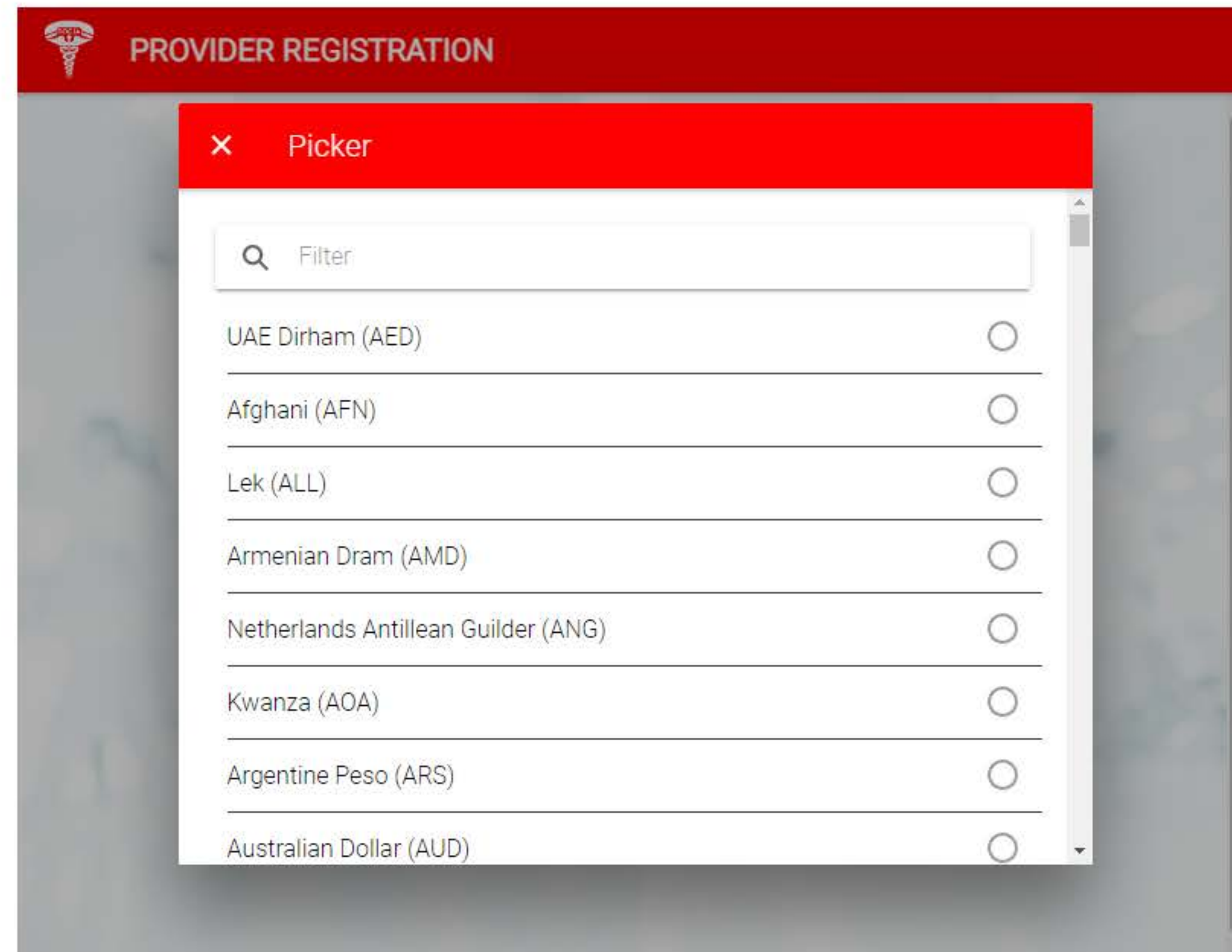
If the portal name is already taken, your attempt to register it will be blocked. Otherwise, you'll have to register your email under that portal name.



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar containing a caduceus icon. The form fields are: Portal Name, Local Currency (with "JMD" selected), First Name, Last Name, Email, Enter Password, and Re-enter Password. A red "REGISTER" button with a person icon is at the bottom.

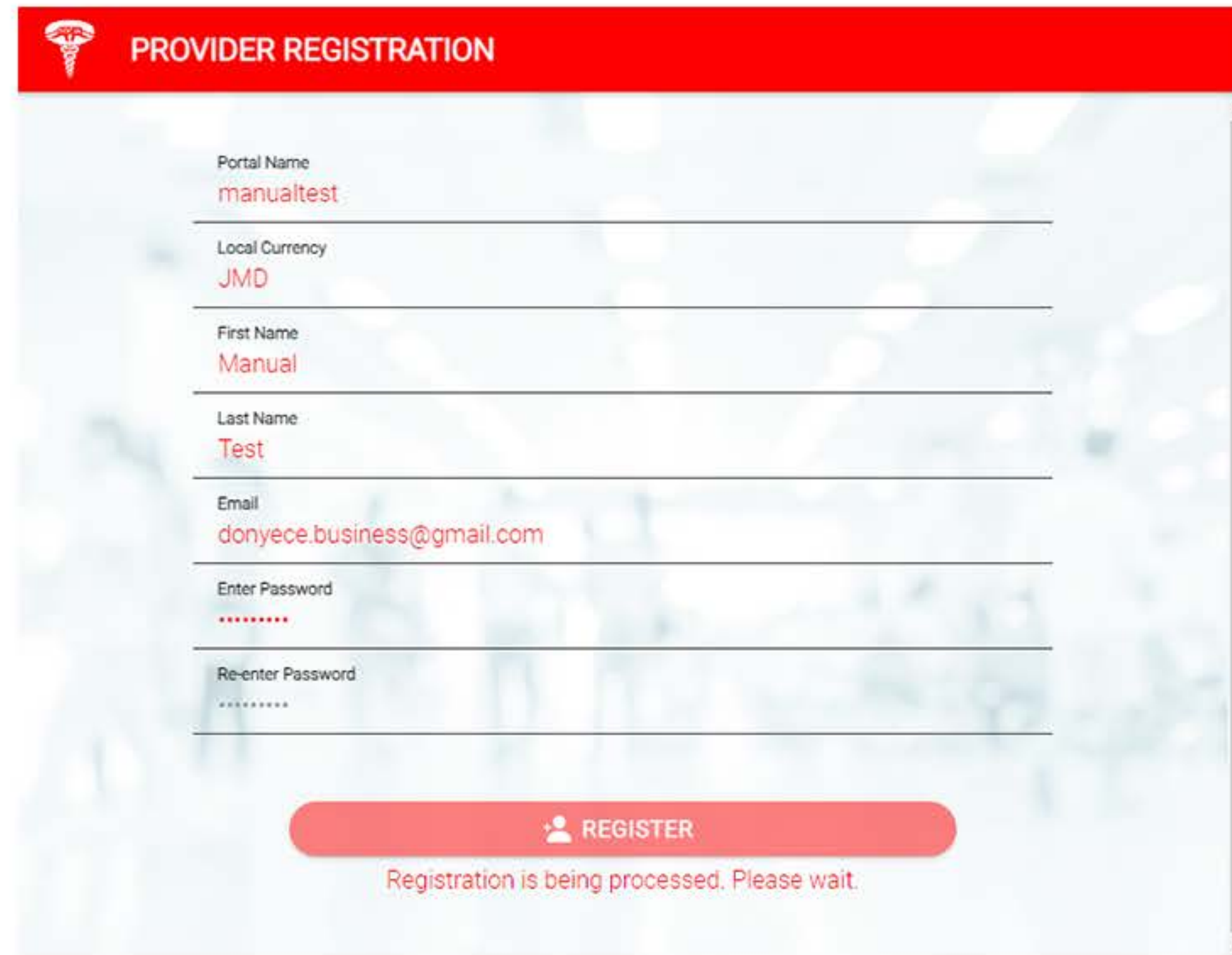
STEP 6

The default currency is JMD



STEP 7

Enter name and email address



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

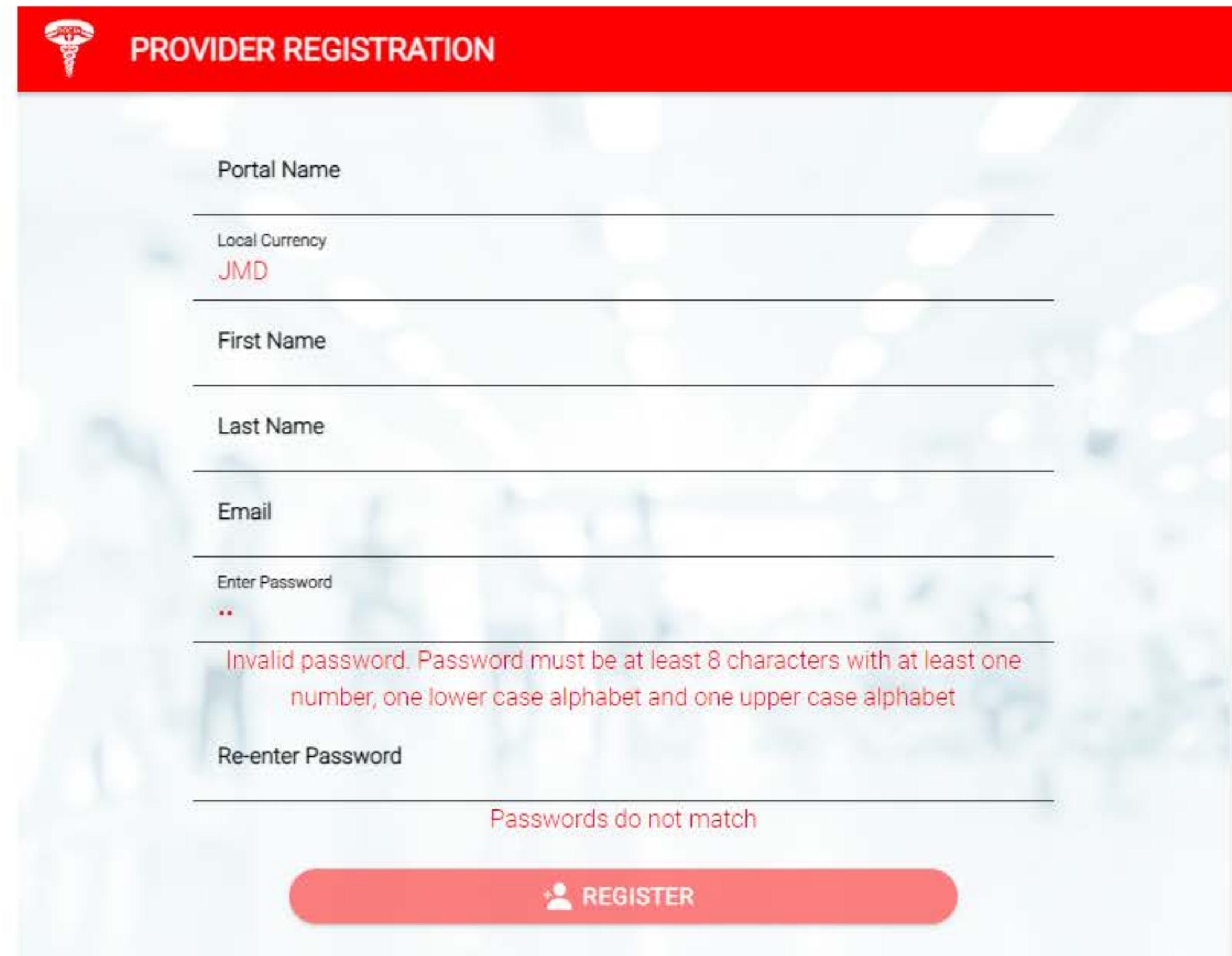
Re-enter Password
.....

REGISTER

Registration is being processed. Please wait.

STEP 8

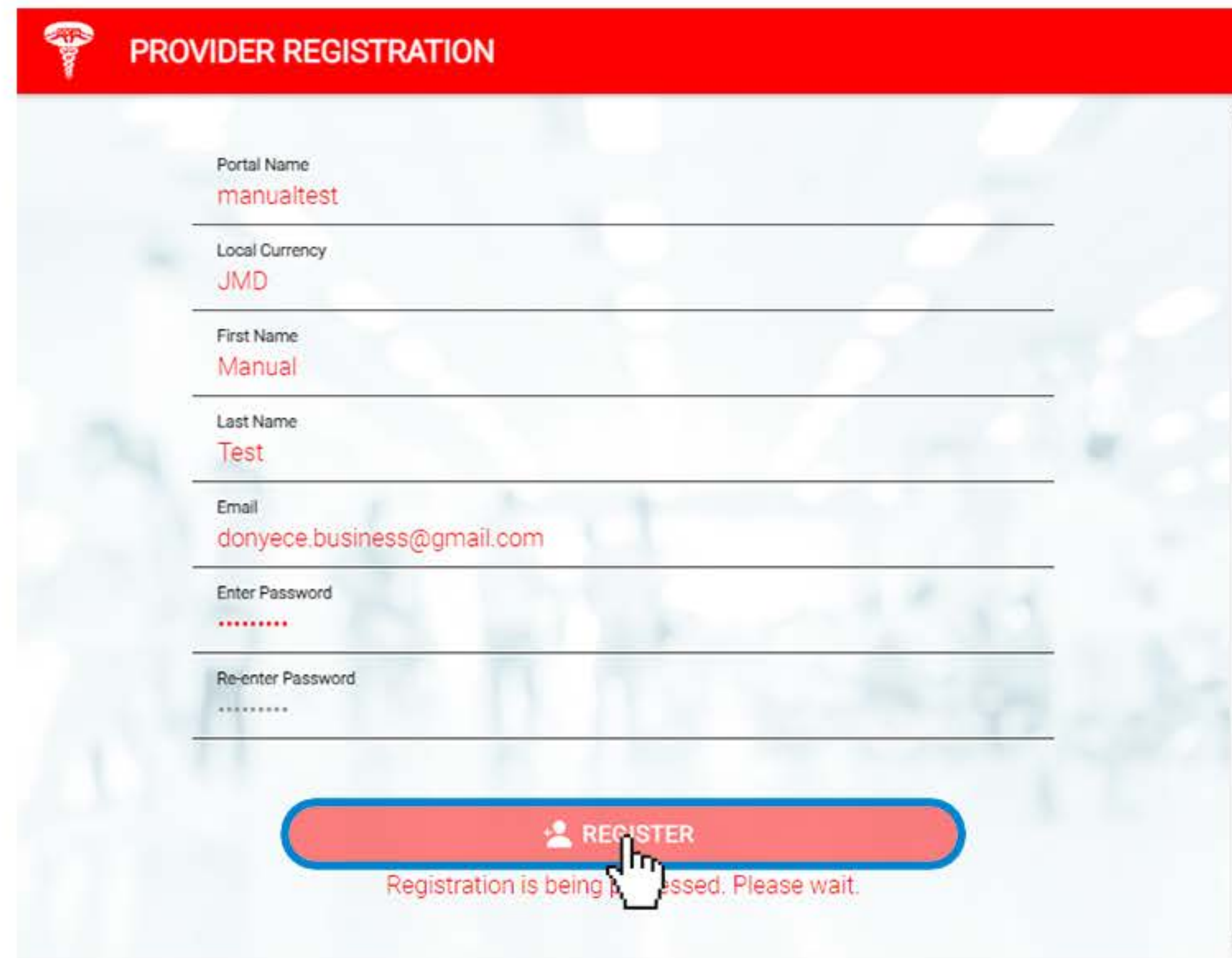
Enter password twice. Ensure both match.



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar. The form contains several input fields: "Portal Name", "Local Currency" (with "JMD" entered), "First Name", "Last Name", "Email", "Enter Password", and "Re-enter Password". Below the "Enter Password" field, there is a red error message: "Invalid password. Password must be at least 8 characters with at least one number, one lower case alphabet and one upper case alphabet". Below the "Re-enter Password" field, there is another red error message: "Passwords do not match". At the bottom of the form is a red button with a person icon and the text "REGISTER".

STEP 9

Wait for confirmation of password then click “Register”



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

Re-enter Password
.....

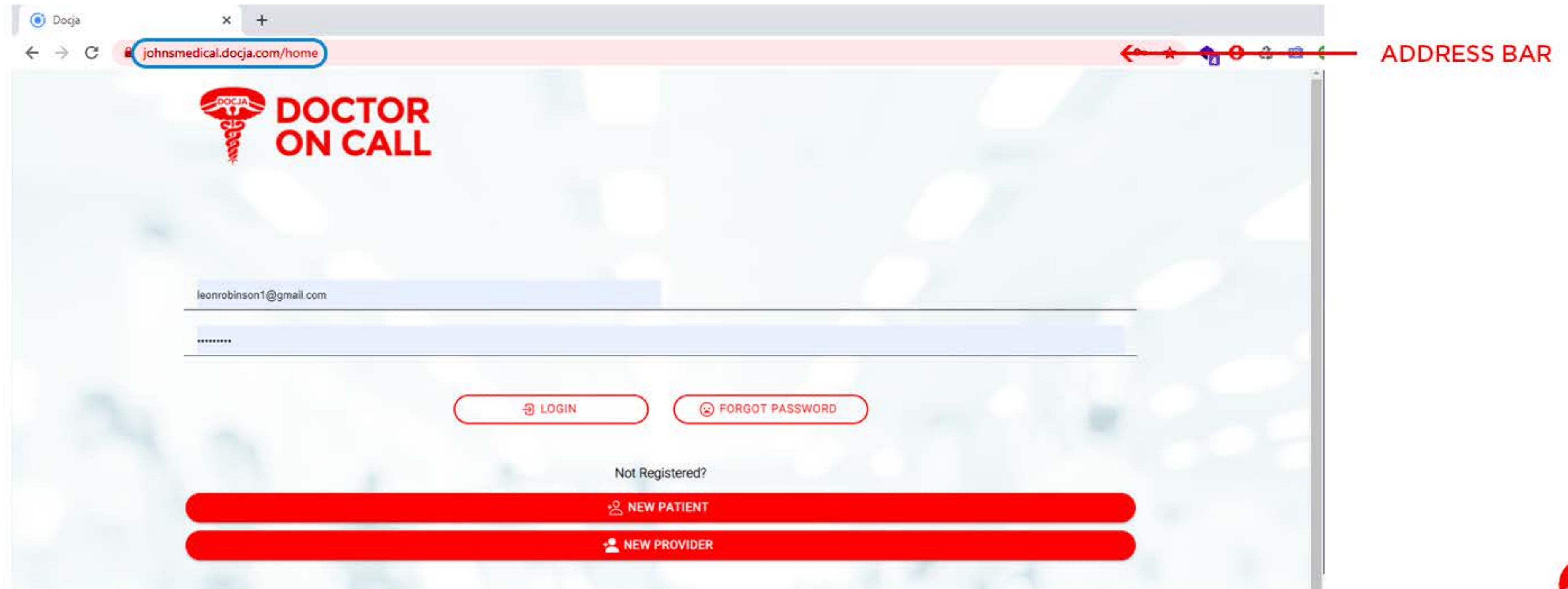
REGISTER

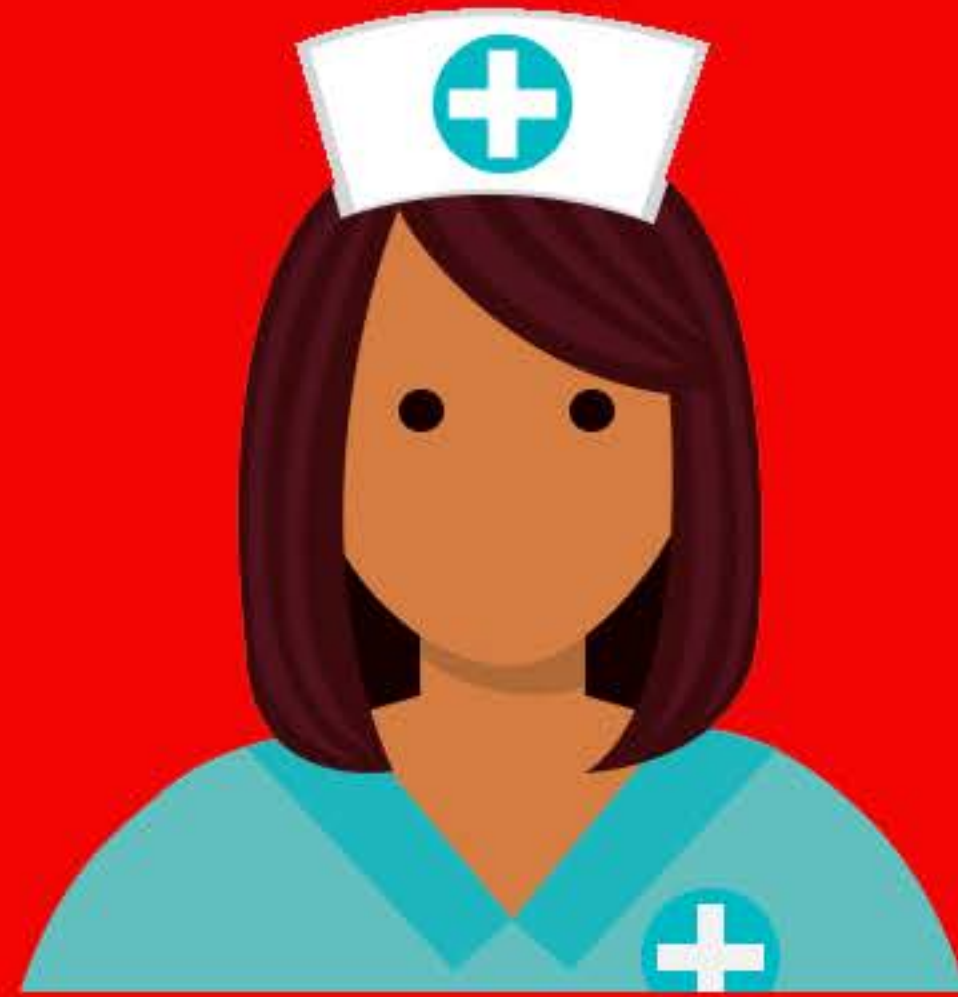
Registration is being processed. Please wait.



STEP 11

Note the URL in the address bar. That is your custom portal. Share this portal name with your patients who you will register on your telemedicine platform (e.g.johndoe.docja.com)
This is very important for patients to access your telemedicine service when they need to.





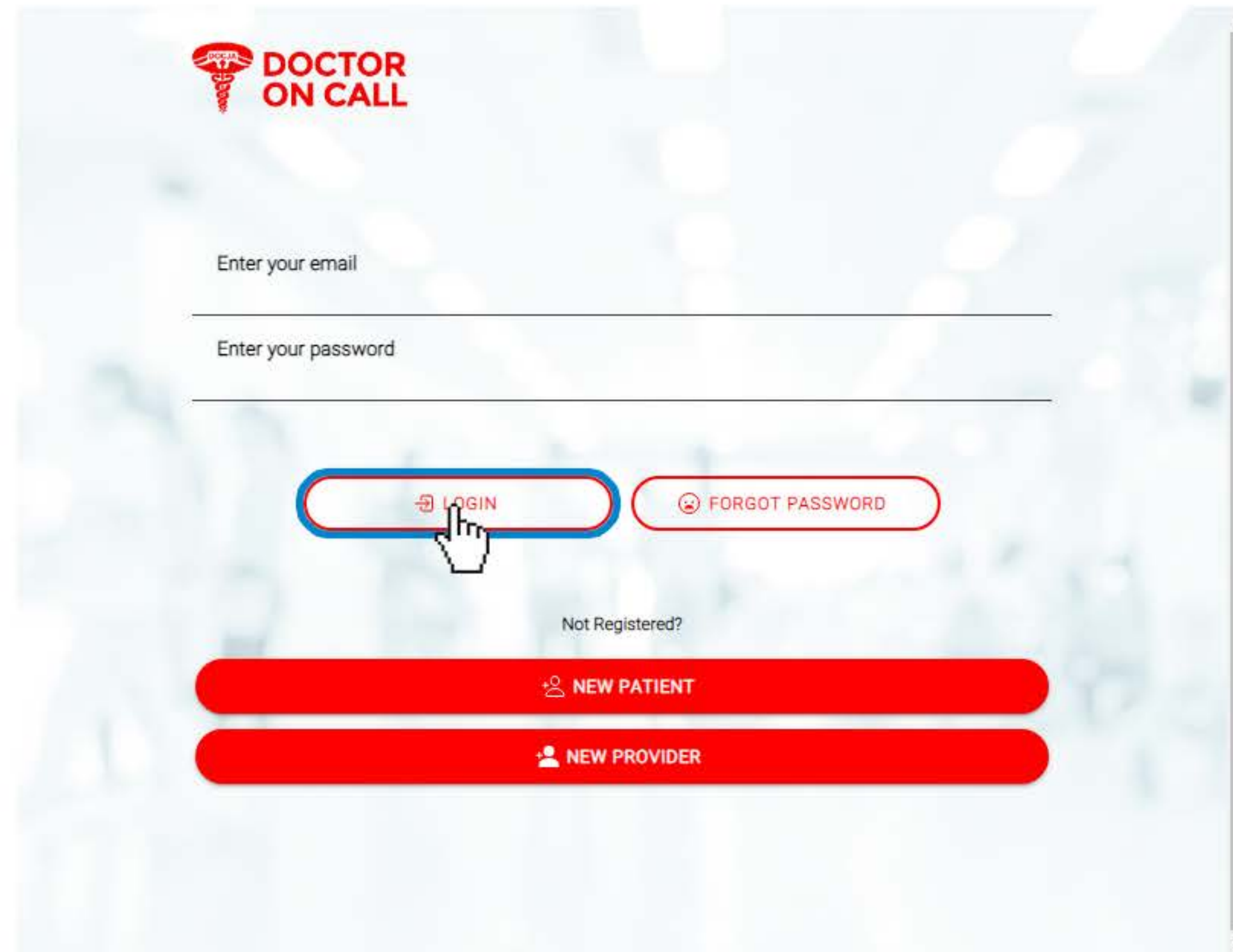
FOR NURSES

(ACCESSING THE PLATFORM)



STEP 12

Go to your web portal and log in.



The screenshot shows the login page for the Doctor On Call web portal. At the top left is the logo for Doctor On Call, which consists of a red caduceus symbol and the text "DOCTOR ON CALL". Below the logo are two input fields: "Enter your email" and "Enter your password". Below the input fields are two buttons: a blue "LOGIN" button with a hand cursor icon pointing to it, and a red "FORGOT PASSWORD" button. Below these buttons is the text "Not Registered?". At the bottom of the page are two red buttons: "NEW PATIENT" and "NEW PROVIDER".

STEP 13

If you've forgotten your password,
click "Forgot Password"

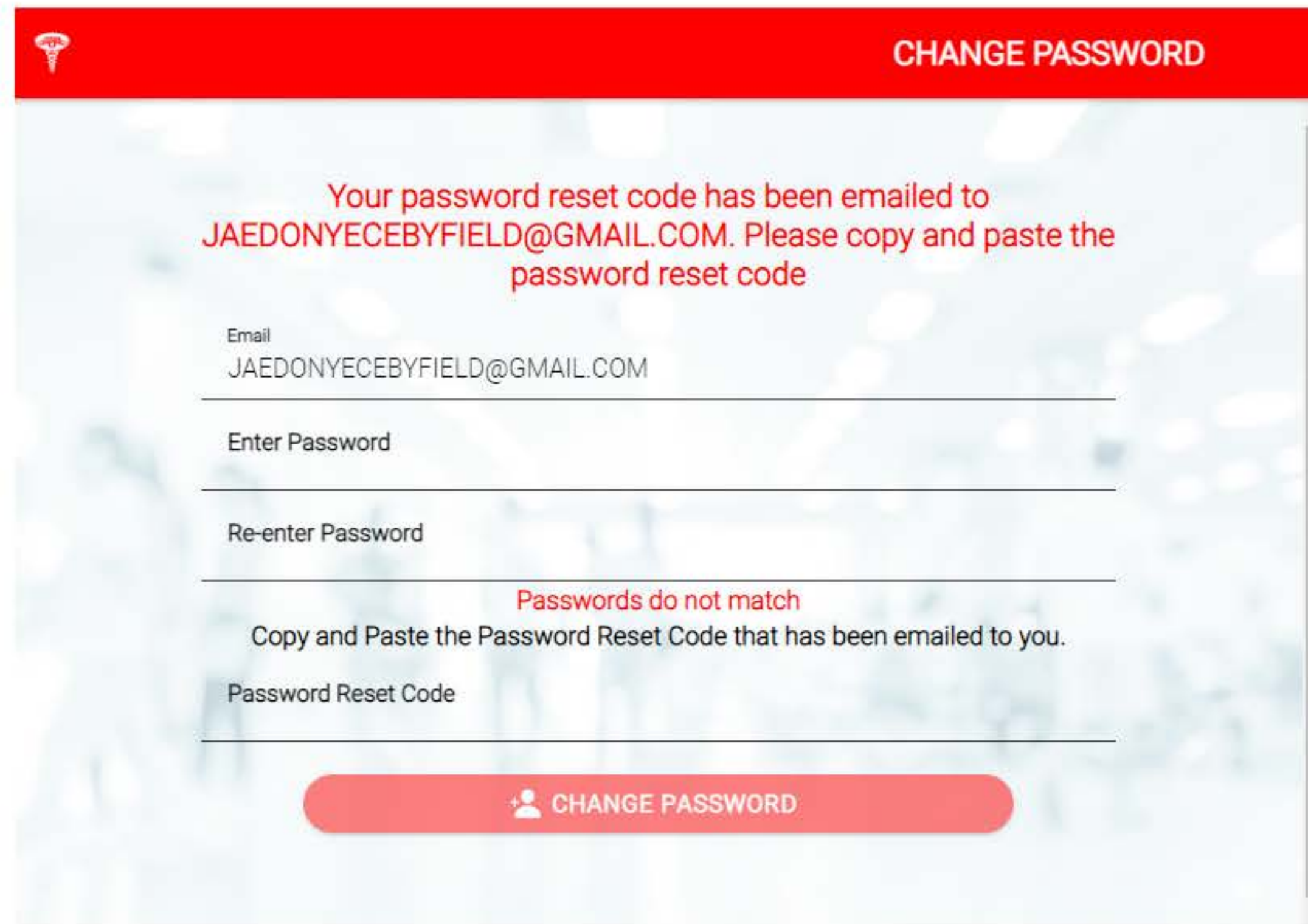


The screenshot shows the Doctor On Call login interface. At the top left is the logo with the text "DOCTOR ON CALL". Below it are two input fields: "Enter your email" and "Enter your password". Under the password field are two buttons: "LOGIN" and "FORGOT PASSWORD". A hand cursor is pointing at the "FORGOT PASSWORD" button. Below these buttons is the text "Not Registered?" followed by two red buttons: "NEW PATIENT" and "NEW PROVIDER".



STEP 14

You will be taken to the “Change Password” page



The screenshot shows a web interface for changing a password. At the top, there is a red header with a white caduceus icon on the left and the text 'CHANGE PASSWORD' on the right. Below the header, the main content area has a light blue background with a blurred image of a person. The text reads: 'Your password reset code has been emailed to JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the password reset code'. Below this, there are three input fields: 'Email' (containing 'JAEDONYECEBYFIELD@GMAIL.COM'), 'Enter Password', and 'Re-enter Password'. A red error message 'Passwords do not match' is displayed between the second and third fields. Below the error message, there is a text prompt: 'Copy and Paste the Password Reset Code that has been emailed to you.' followed by a 'Password Reset Code' input field. At the bottom, there is a red button with a white caduceus icon and the text 'CHANGE PASSWORD'.

STEP 16

Once you log in, you will enter the Provider Lobby. Note the “Patient Queue” at the top left.

Menu Provider Lobby

Patient Queue

There are no patients in the q...

Provider Actions

- Lobby
- Portal Payments
- Provider Setup
- Logout

Welcome Test Doctor.
Select a patient from the queue to start an encounter.

LOGOUT

Past Encounters

Provider: Test Doctor
Patient: Donyece Byfield
Date: 2020/12/06 02:07 AM

VIEW ENCOUNTER

Provider: Test Doctor



STEP 17

Go to “Portal Payments” to see payments you’ve received. Please fill out the fields provided.

The screenshot displays a web portal interface with a red header bar. On the left is a 'Menu' sidebar with options: Patient Queue, Provider Actions, Lobby, Portal Payments (highlighted with a blue circle), Provider Setup, and Logout. The main content area is titled 'Portal Payments' and shows account details for Leon Robinson. It includes a balance of JMD \$0.00, billing portal ID, and billing account ID. A red warning message states 'Your portal is not fully set up for payment processing'. Below this are input fields for personal information: First Name (Leon), Last Name (Robinson), Gender (Male), Date of Birth (Jan 1, 1980), Cell Phone, Email (leonrobinson1@gmail.com), TRN, and NIS.

Field	Value
First Name	Leon
Last Name	Robinson
Gender	Male
Date of Birth	Jan 1, 1980
Cell Phone	
Email	leonrobinson1@gmail.com
TRN	
NIS	



STEP 18

Click “Upload Photo ID” to add photo ID

The screenshot shows a web application interface with a red header bar. On the left, there is a 'Menu' section with a red background and white text. The menu items are: Patient Queue, Provider Actions, Lobby, Portal Payments, Provider Setup, and Logout. The main content area has a red header bar with a white bell icon and the text 'Portal Payments'. Below this, there are four form fields: 'Photo ID Type' (Select One), 'Photo ID #' (empty), 'Photo ID Issuing Country' (Jamaica), and 'Photo ID Expiry Date' (Jan 1, 2025). At the bottom of the form area, there is a red button with a white camera icon and the text 'UPLOAD PHOTO ID'. The button is highlighted with a blue border. The background of the form area is a light blue pattern of the words 'upload' and 'PHOTO ID'.



STEP 19

A pop-up window will appear.
Click the left icon to upload
a photo on your computer.

Click the center icon to take a
snapshot using your camera.

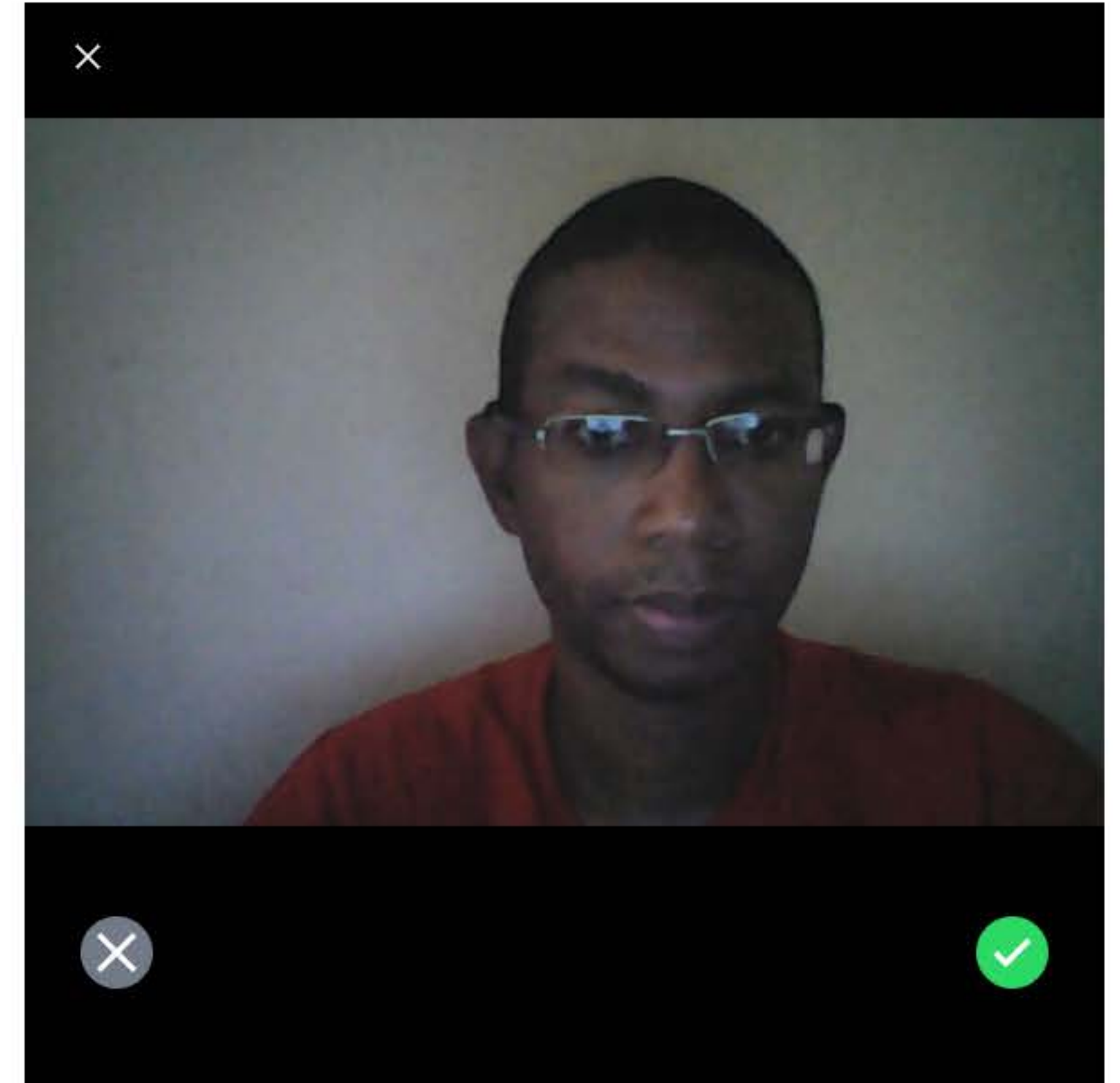
Click the right icon to redo
the snapshot.



STEP 20

If you're satisfied with the photo, click the tick icon.

If you're not satisfied, click the X icon.



STEP 21

The photo ID will be added. Click “Set Up Payments Processing” to complete the profile

Portal Payments

Photo ID Issuing Country
Jamaica

Photo ID Expiry Date
Jan 1, 2025

UPLOAD PHOTO ID

SET UP PAYMENTS PROCESSING

STEP 22

Go to “Provider Setup”, enter Encounter Fee and other details and select “Update”

Menu

Provider Payments

Your Billing Account ID is 46

Patient Queue

There are no patients in the q...

Provider Actions

- Lobby
- Portal Payments
- Provider Setup**
- Logout

Encounter Fee (in JMD)
500

Encounter Duration (in mins)
15

Registration Number
85743

Registration Authority
MAJ

Speciality
General

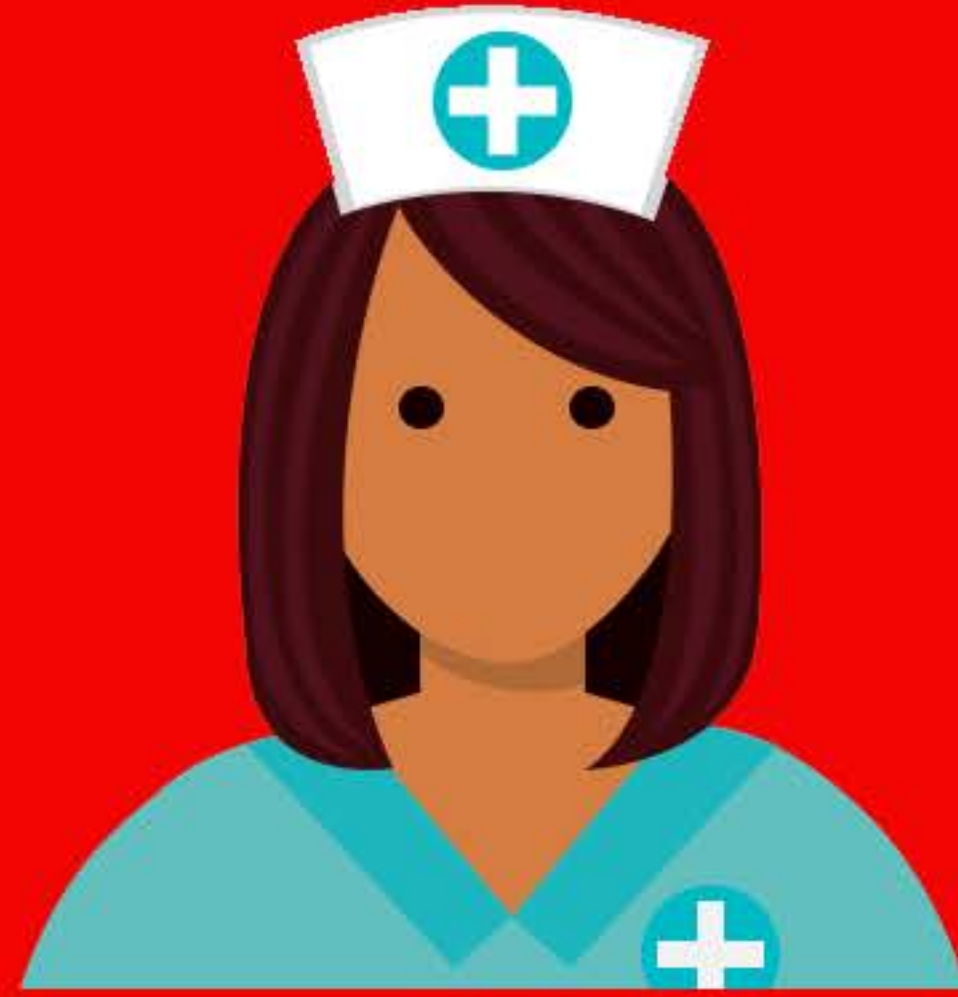
UPDATE



STEP 23

Every provider will be given a free JN Money Card by JN Bank / Doctor on Call





FOR NURSES

(REMOTE MEDICAL ENCOUNTER)



STEP 20

Select the patient you wish to see from the Patient Queue and click “Start Call”

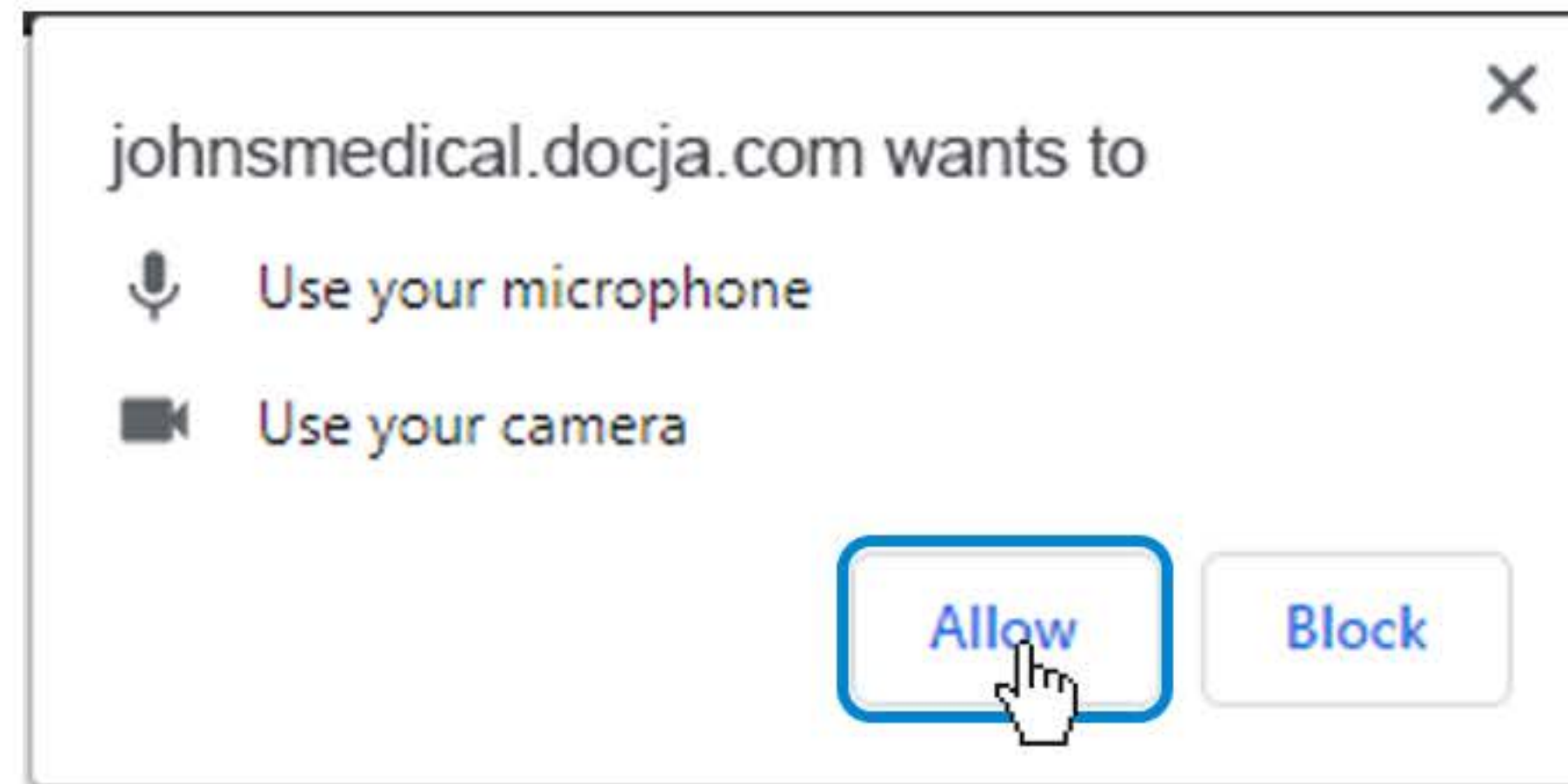
The screenshot displays a web application interface with a red header bar. On the left, a 'Menu' sidebar contains a 'Patient Queue' section with a patient entry for 'Donyece Byfield' and a 'START CALL' button. Below this is a 'Provider Actions' section with links for 'Lobby', 'Portal Payments', 'Provider Setup', and 'Logout'. The main content area, titled 'Provider Payments', shows 'Your Billing Account ID is 46' and a list of provider details: Encounter Fee (500), Encounter Duration (15), Registration Number (85743), Registration Authority (MAJ), and Speciality (General). A red 'UPDATE' button is at the bottom of the details section.

Field	Value
Encounter Fee (in JMD)	500
Encounter Duration (in mins)	15
Registration Number	85743
Registration Authority	MAJ
Speciality	General



STEP 21

A pop-up window will appear asking to use your mic and camera. Click “Allow”



STEP 22

Ensure that no conflicting videoconferencing program (e.g. Zoom, Skype) is using your camera. Otherwise the video encounter will not take place.



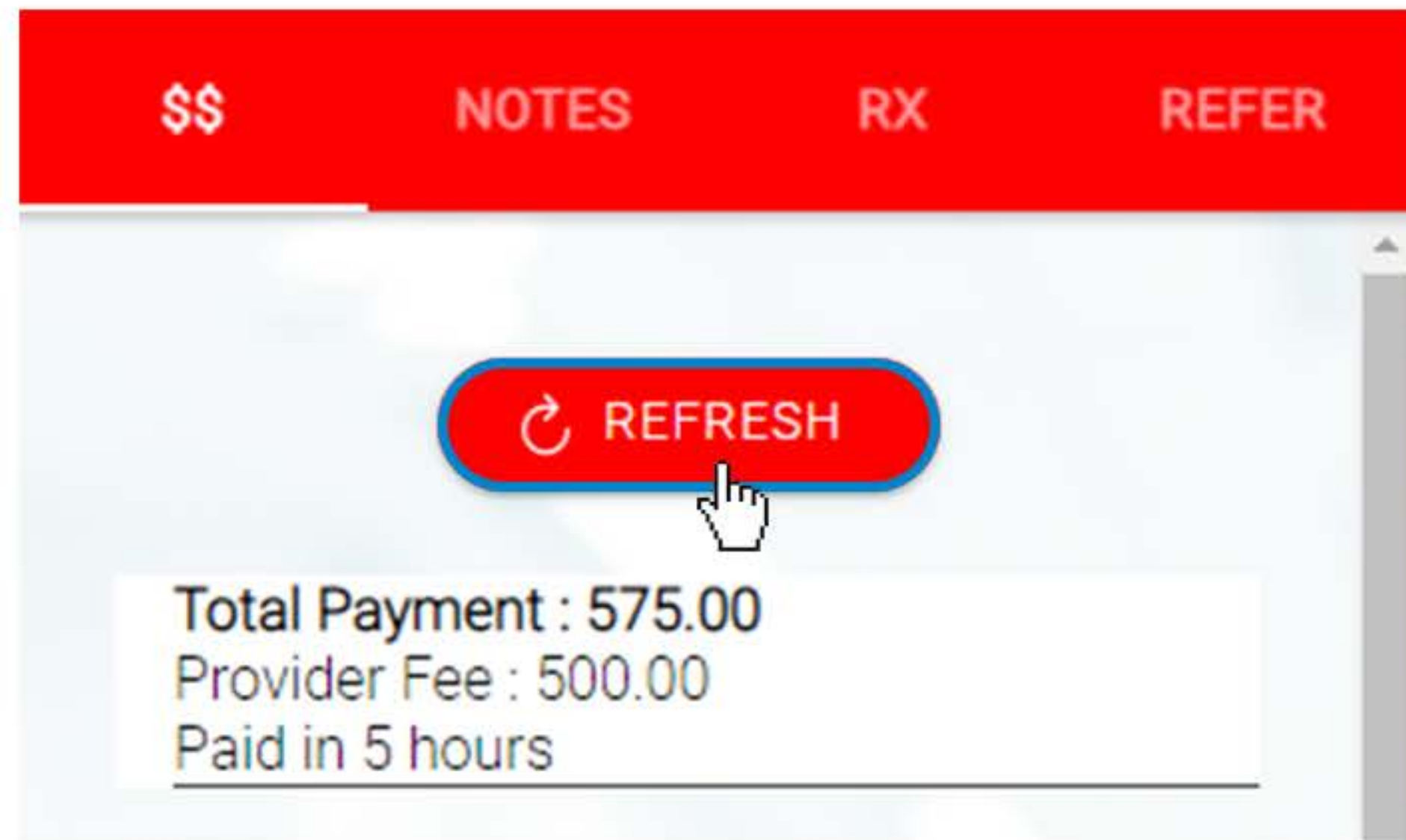
STEP 23

To receive payment for the encounter, go the to \$\$ tab and click “Refresh”



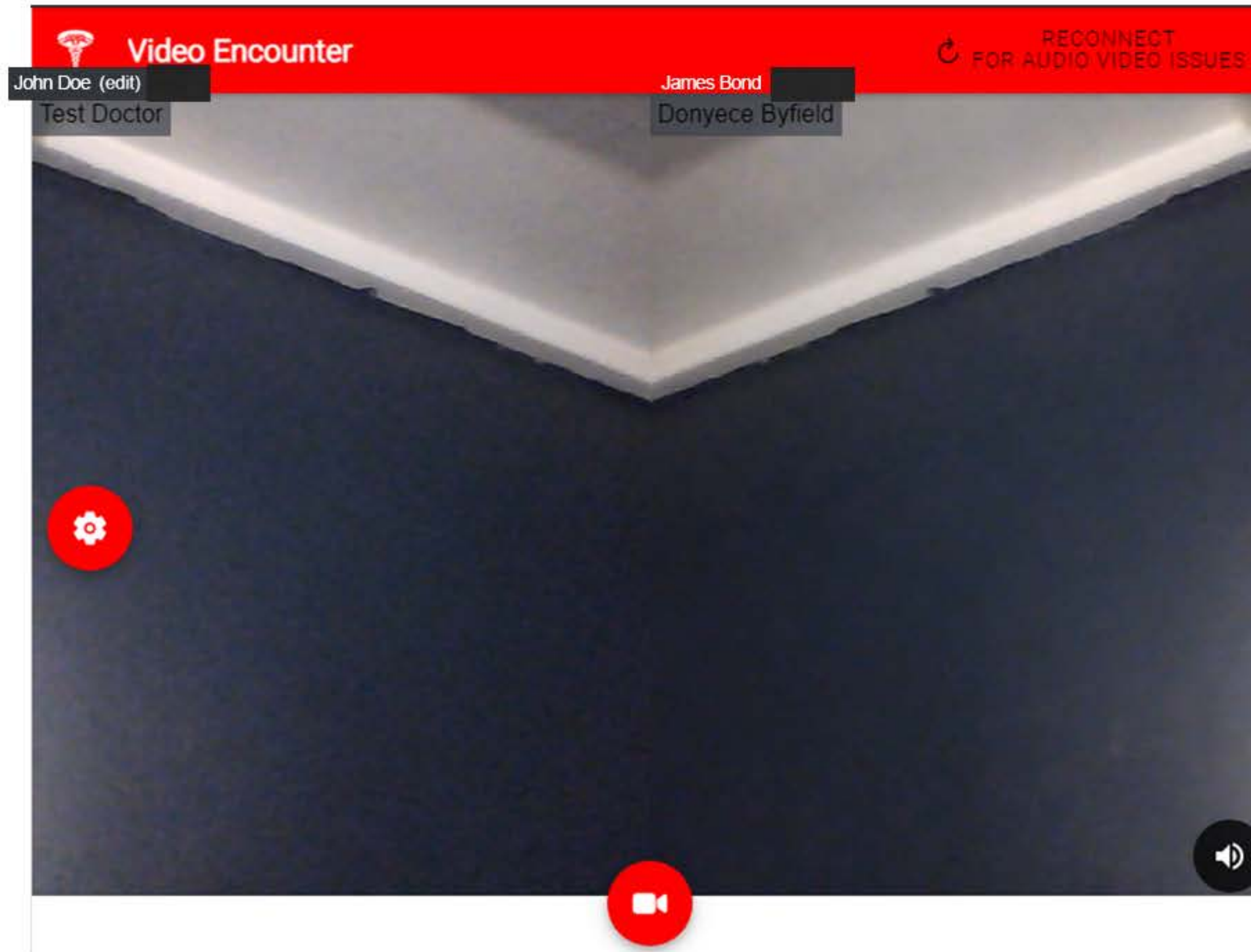
STEP 24

You will then see the payment details.






STEP 25

The video encounter with the patient will begin



STEP 26

Meaning of symbols:

-  Click to adjust camera and microphone
-  Click to end video encounter
-  Click to turn sound on/off

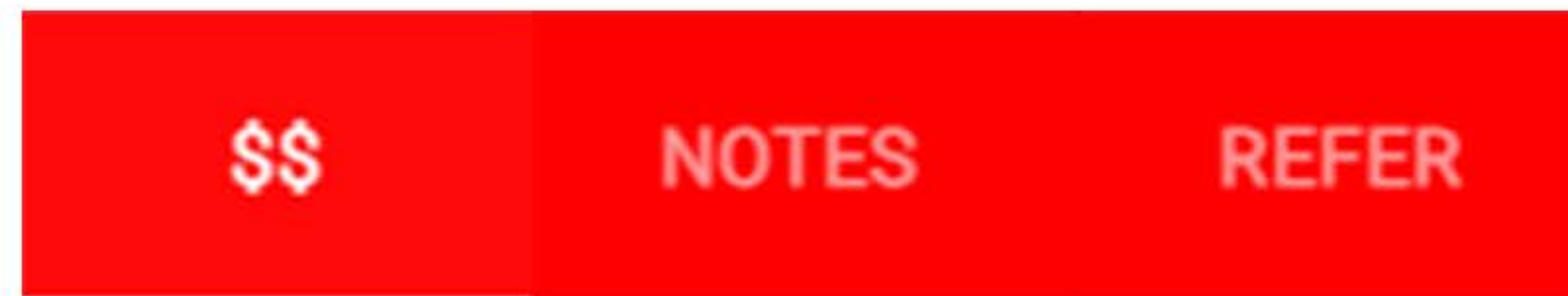
STEP 27

Take note of the three tabs to the left of the video:

\$\$: Payment to provider for telemedicine encounter

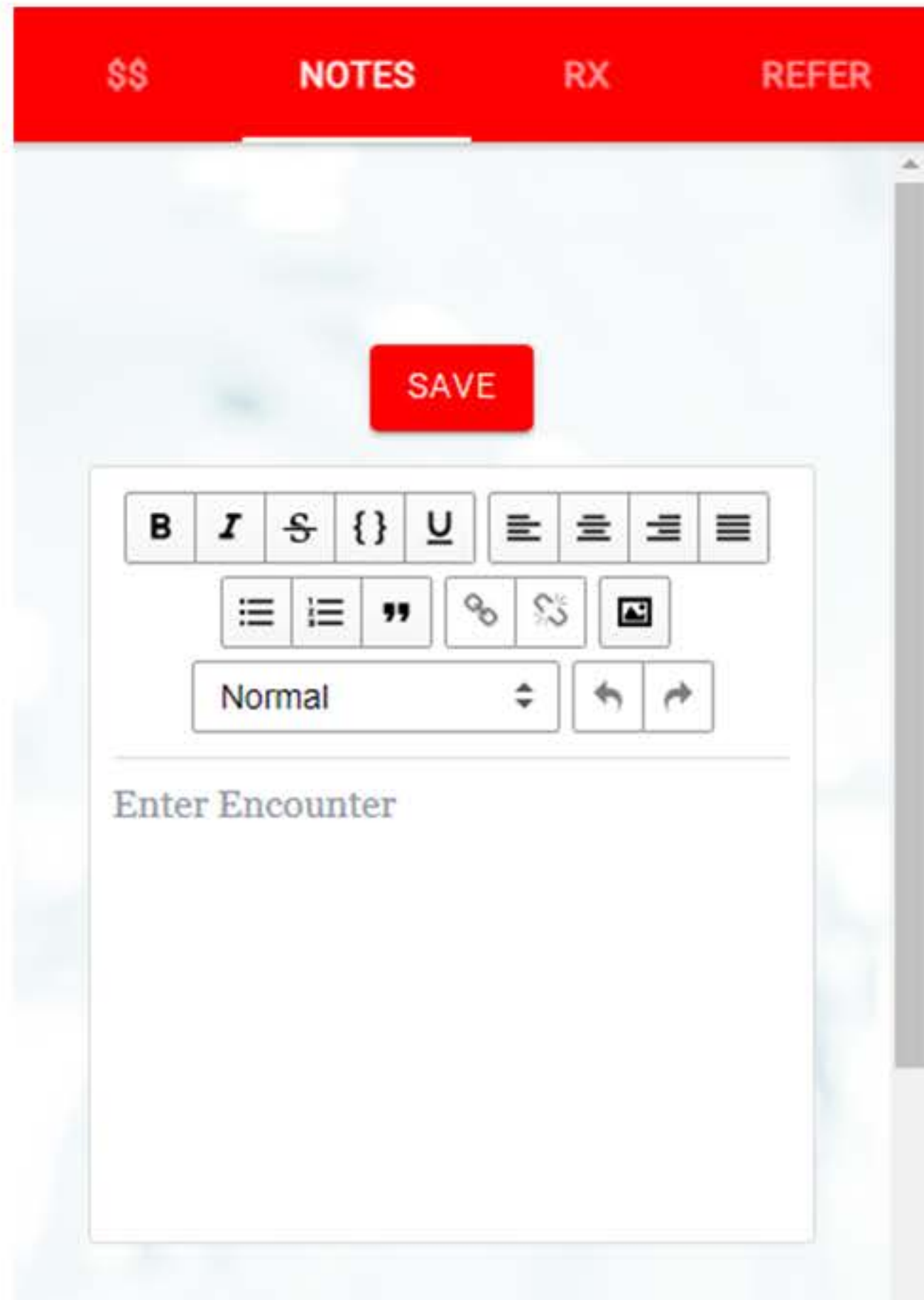
Notes: Confidential clinical encounter notes

Refer: Follow-up instructions to patient



STEP 28

Make clinical encounter notes
then click “Save”.
Notification will appear.



The screenshot shows a mobile application interface for entering clinical encounter notes. At the top, there is a red navigation bar with four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. The 'NOTES' tab is currently selected. Below the navigation bar, there is a red 'SAVE' button. Underneath the 'SAVE' button is a rich text editor toolbar with various icons for text formatting (bold, italic, strikethrough, link, unlink, list, quote, link, unlink, image), a dropdown menu currently set to 'Normal', and undo/redo buttons. Below the toolbar is a large text input area with the placeholder text 'Enter Encounter'.

STEP 29

To make referral and follow-up instructions, click the “Refer” tab, enter contact details, notes and signature.

\$\$ NOTES RX REFER

SAVE REFERRALS

Patient Name
Donyece Byfield

Patient Date of Birth
Aug 27, 1981

Patient Gender
Female

Patient Cell Phone
876-396-7178

Provider Name
Test Doctor

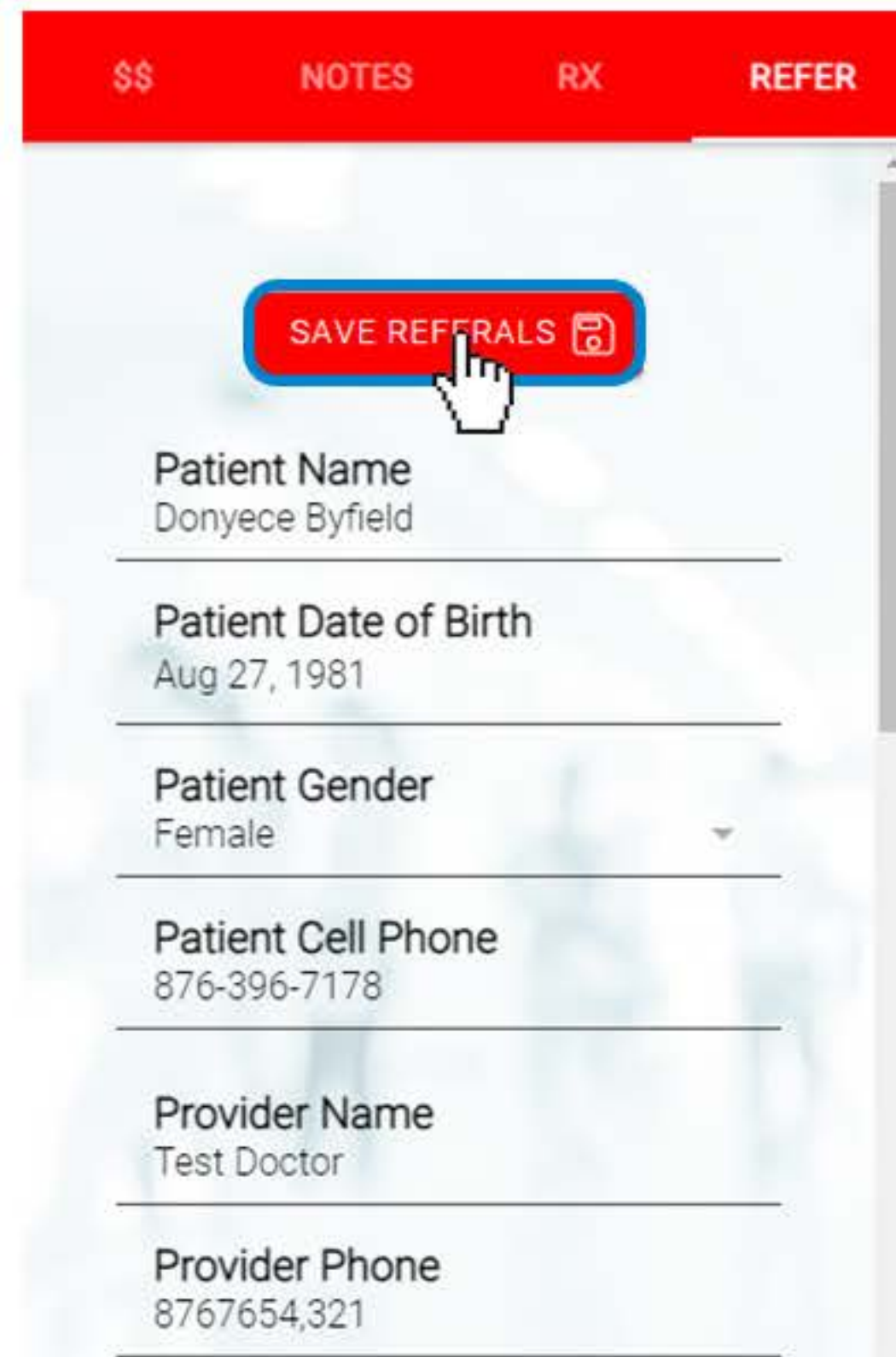
Provider Phone
8767654,321

Use your pen or Mouse to Sign

ERASE SIGNATURE

STEP 30

Click “Save Referrals” to save.
Confirmation will appear.



The screenshot shows a mobile application interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. The 'REFER' tab is selected. Below the header, there is a red button with white text that says 'SAVE REFERRALS' and a small icon of a document with a checkmark. A hand cursor is pointing at the button. Below the button, there are several form fields with labels and values:

- Patient Name: Donyece Byfield
- Patient Date of Birth: Aug 27, 1981
- Patient Gender: Female
- Patient Cell Phone: 876-396-7178
- Provider Name: Test Doctor
- Provider Phone: 8767654,321



STEP 31

Click  to end video encounter then return to lobby to see next patient or click “Logout” to exit the platform.





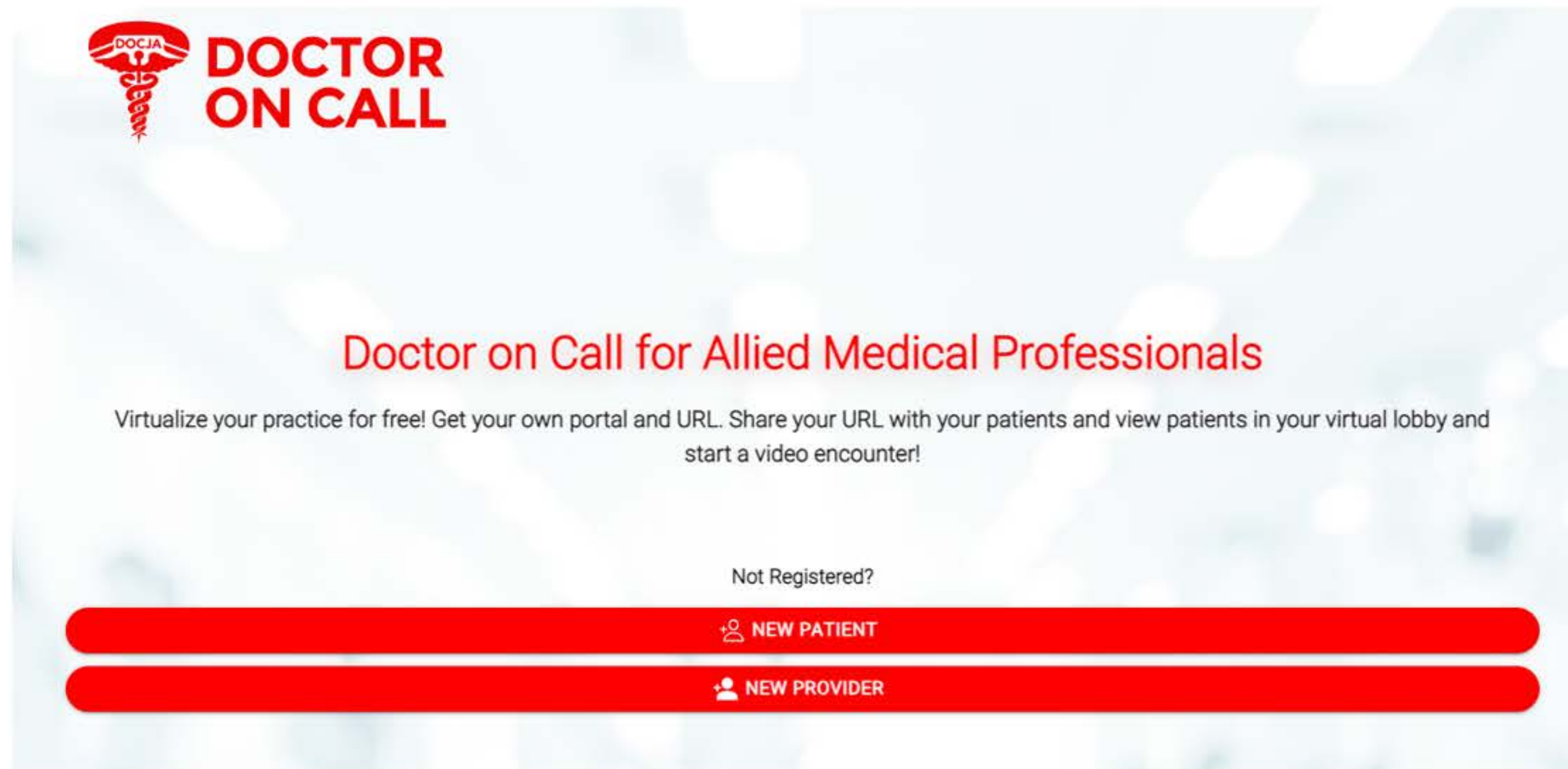
FOR ALLIED MEDICAL PROFESSIONALS

(REGISTERING WITH DOCTOR ON CALL)



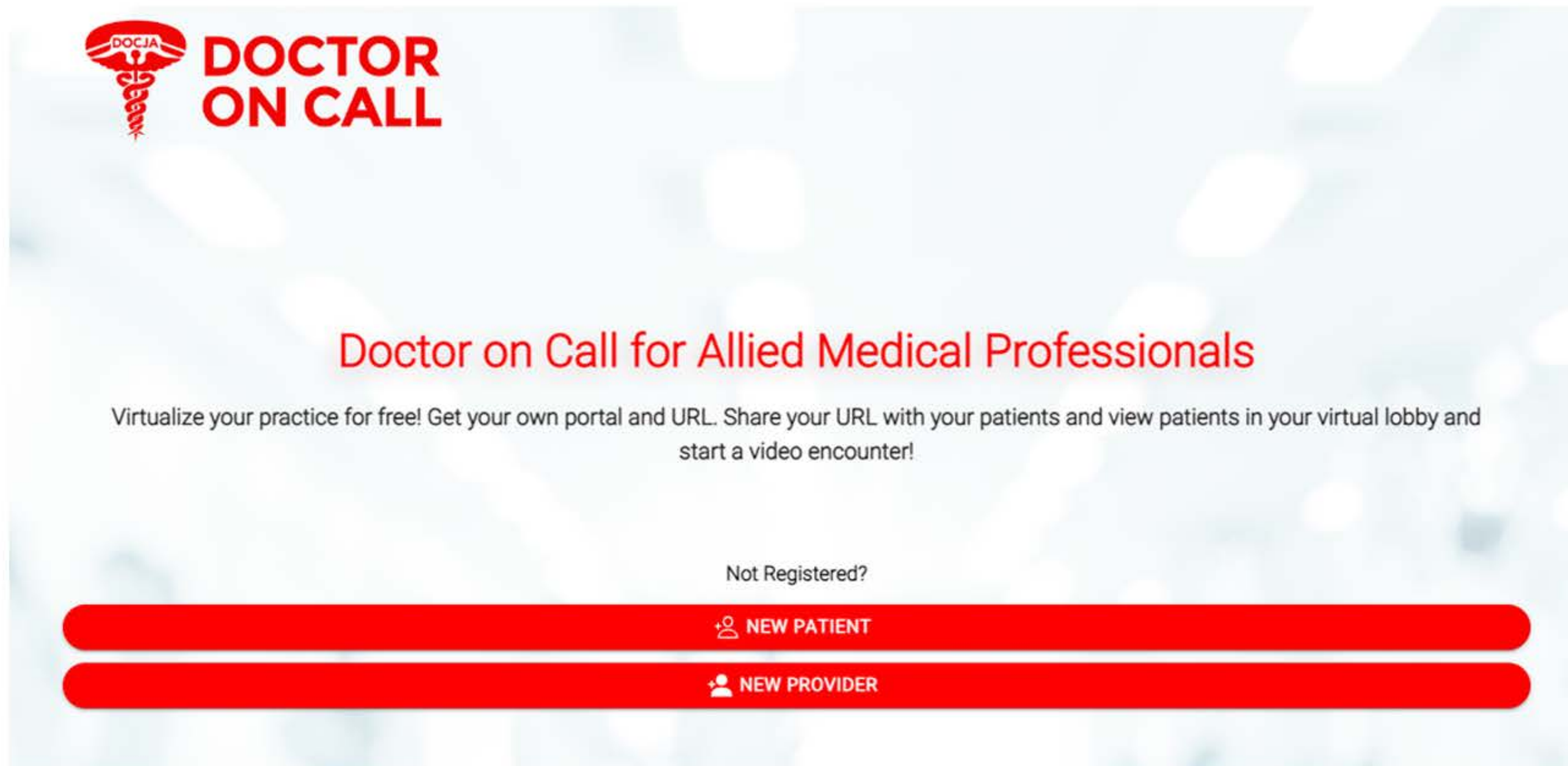
STEP 1

Log on to the Doctor on Call web address
www.docja.com



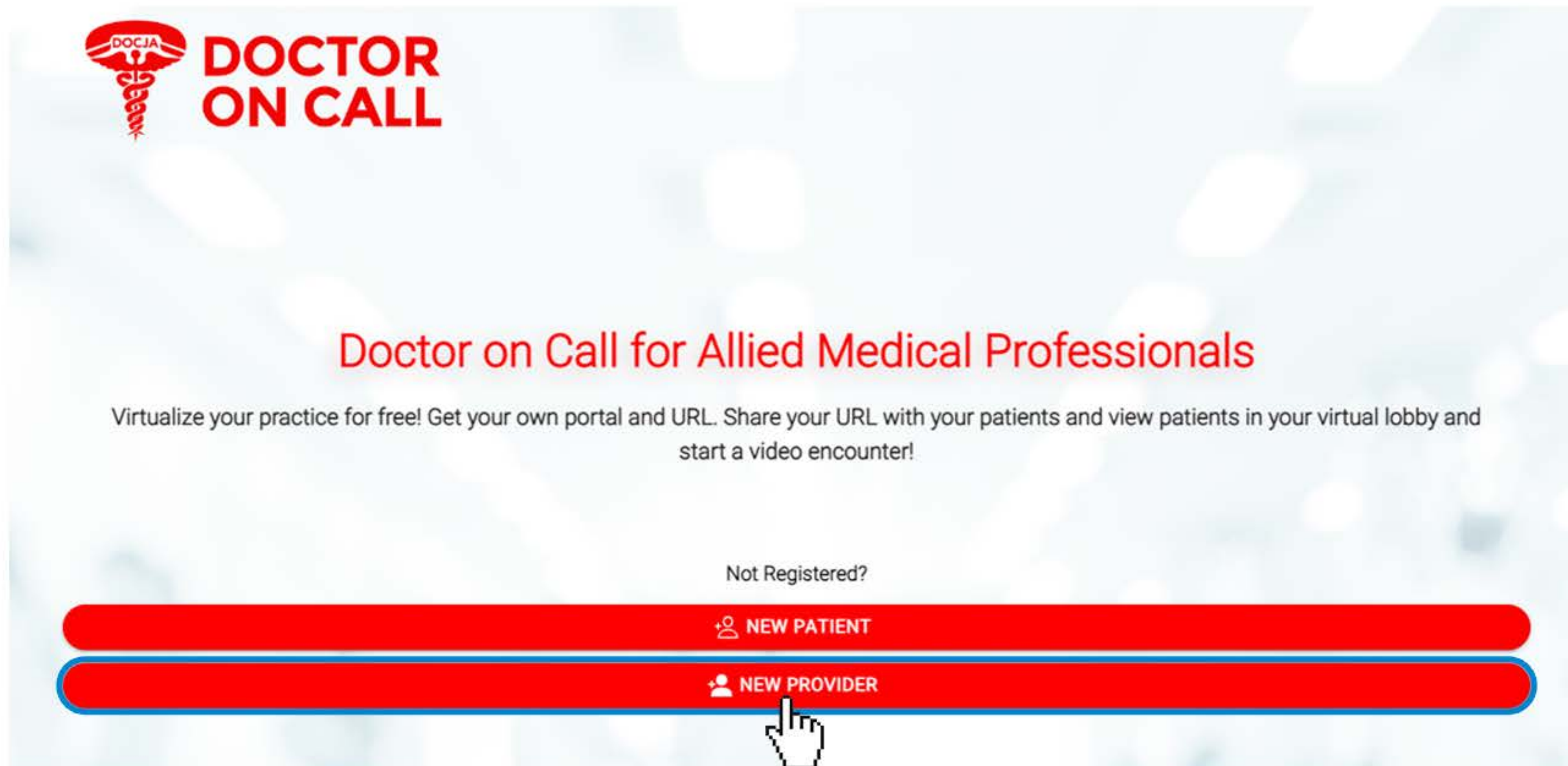
STEP 2

Naming your web portal/web address. This is the 1st step for the virtual extension of your present practice (e.g. *anyname.docja.com*)



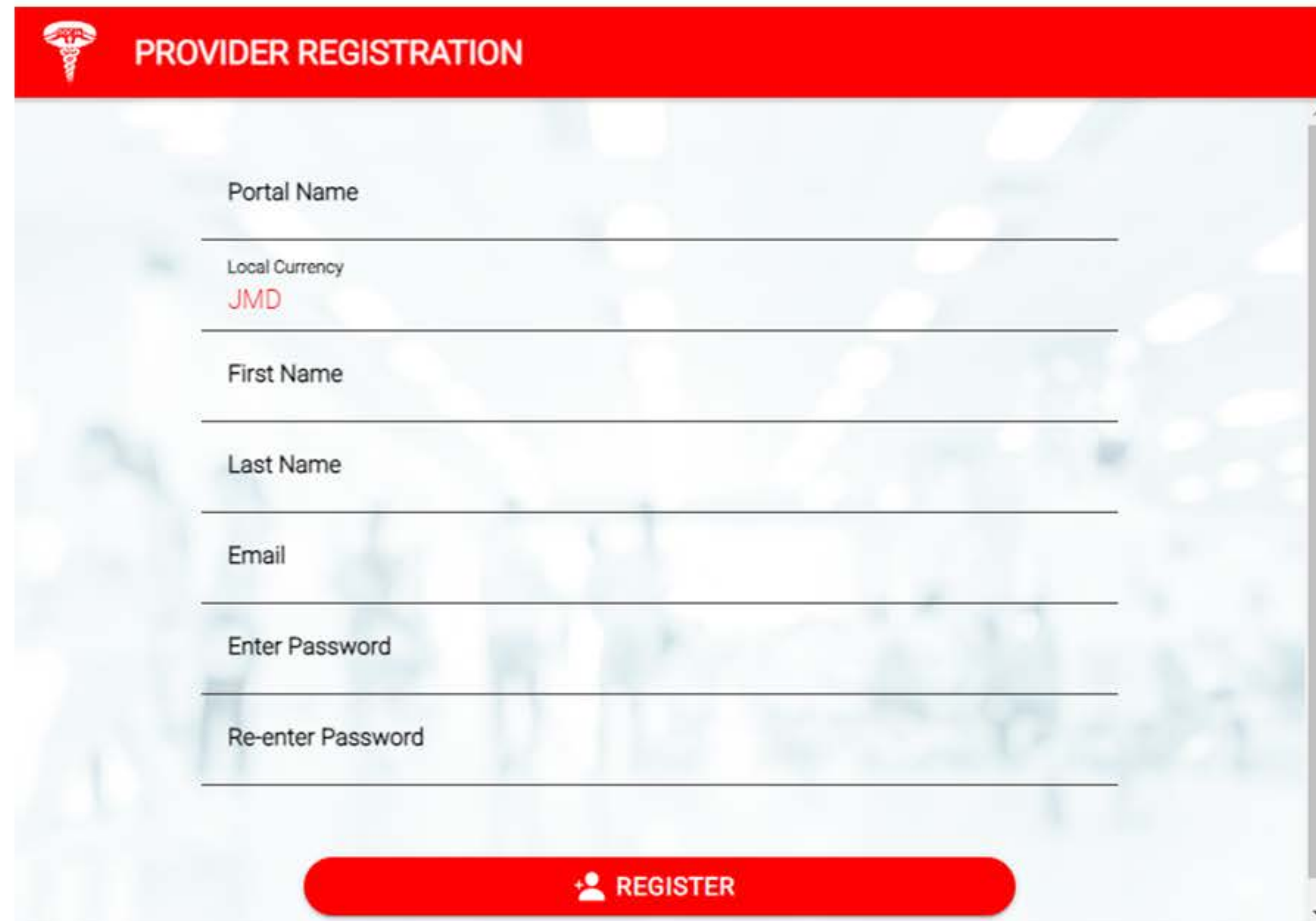
STEP 3

Click “New Provider”



STEP 4

You will be taken to the “Provider Registration” page



The screenshot shows a web page titled "PROVIDER REGISTRATION" with a red header bar. The page contains several input fields for registration: Portal Name, Local Currency (with "JMD" selected), First Name, Last Name, Email, Enter Password, and Re-enter Password. A red "REGISTER" button with a person icon is located at the bottom of the form.

PROVIDER REGISTRATION

Portal Name

Local Currency
JMD

First Name

Last Name

Email

Enter Password

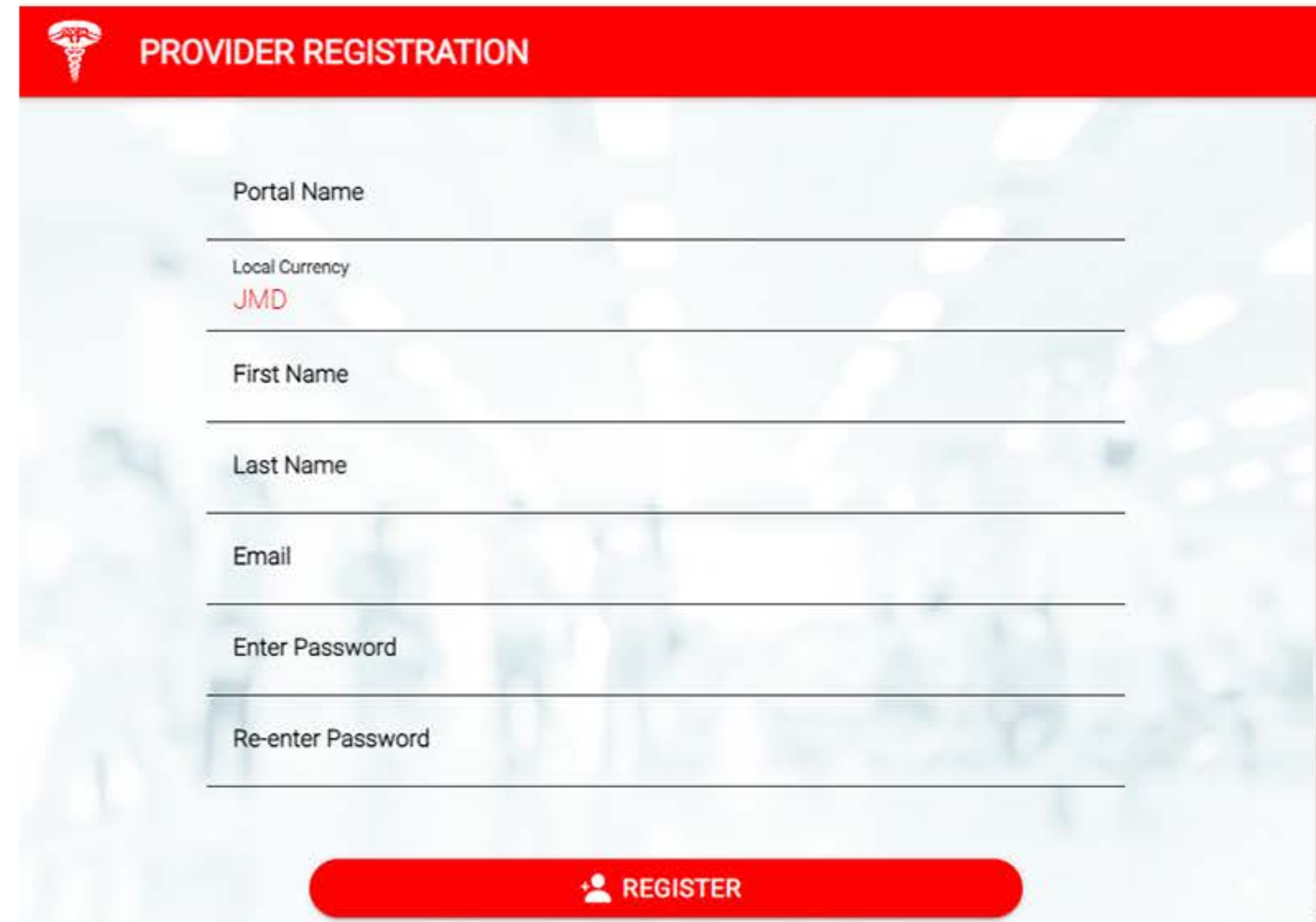
Re-enter Password

REGISTER

STEP 5

Enter your portal name. (eg.yourname.docja.com)

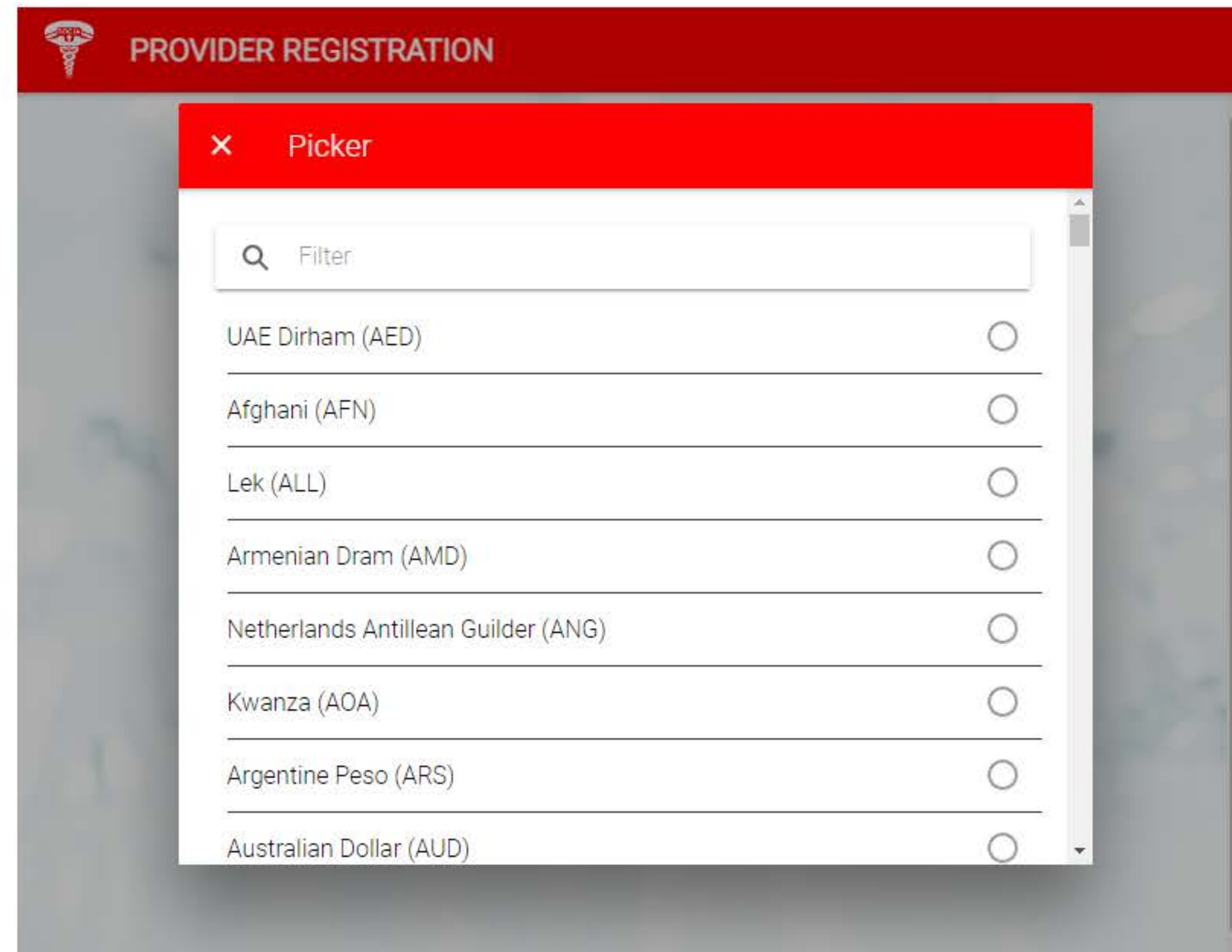
If the portal name is already taken, your attempt to register it will be blocked. Otherwise, you'll have to register your email under that portal name.



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar containing a caduceus icon. The form fields are: Portal Name, Local Currency (with "JMD" selected), First Name, Last Name, Email, Enter Password, and Re-enter Password. A red "REGISTER" button with a person icon is at the bottom.

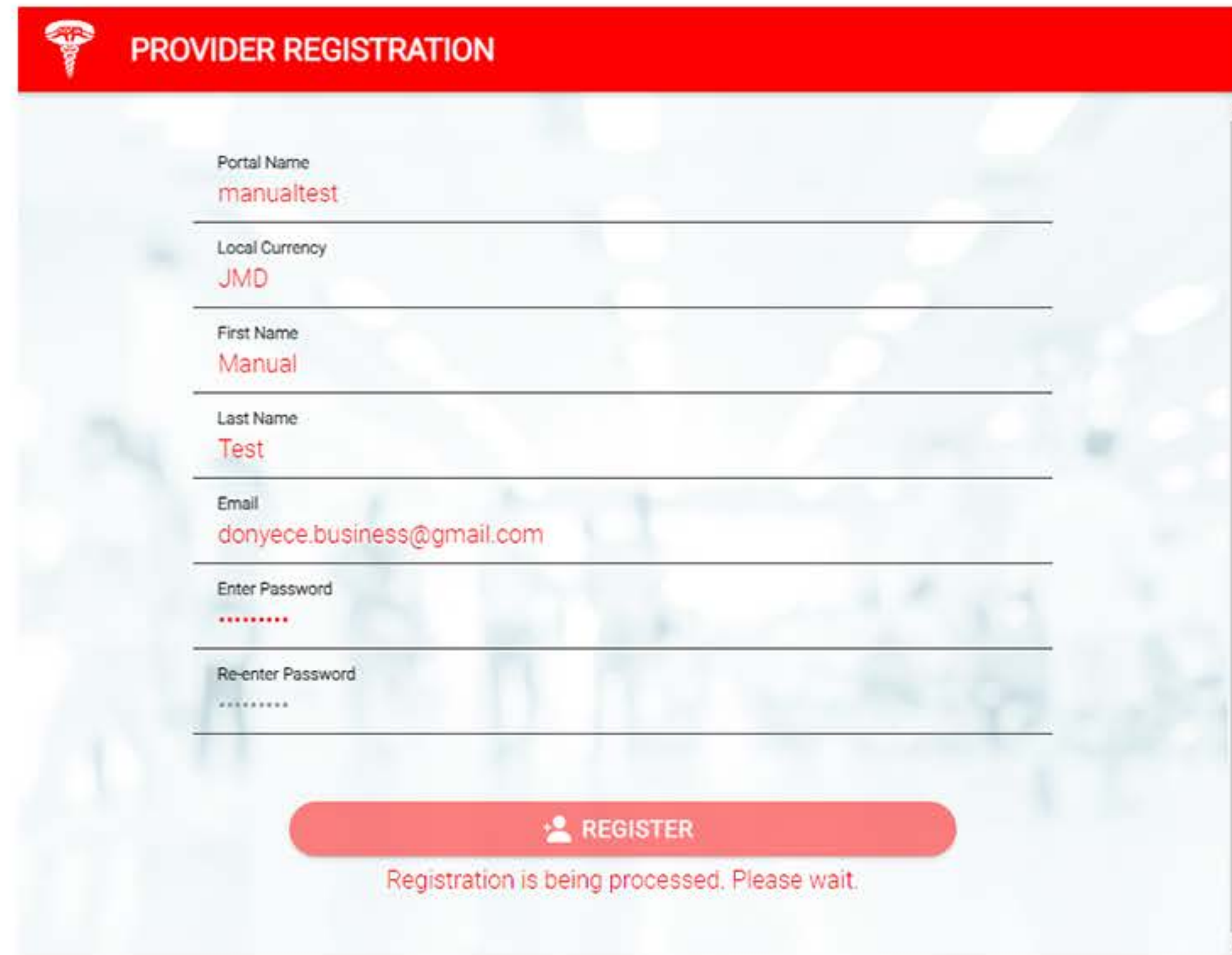
STEP 6

The default currency is JMD



STEP 7

Enter name and email address



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

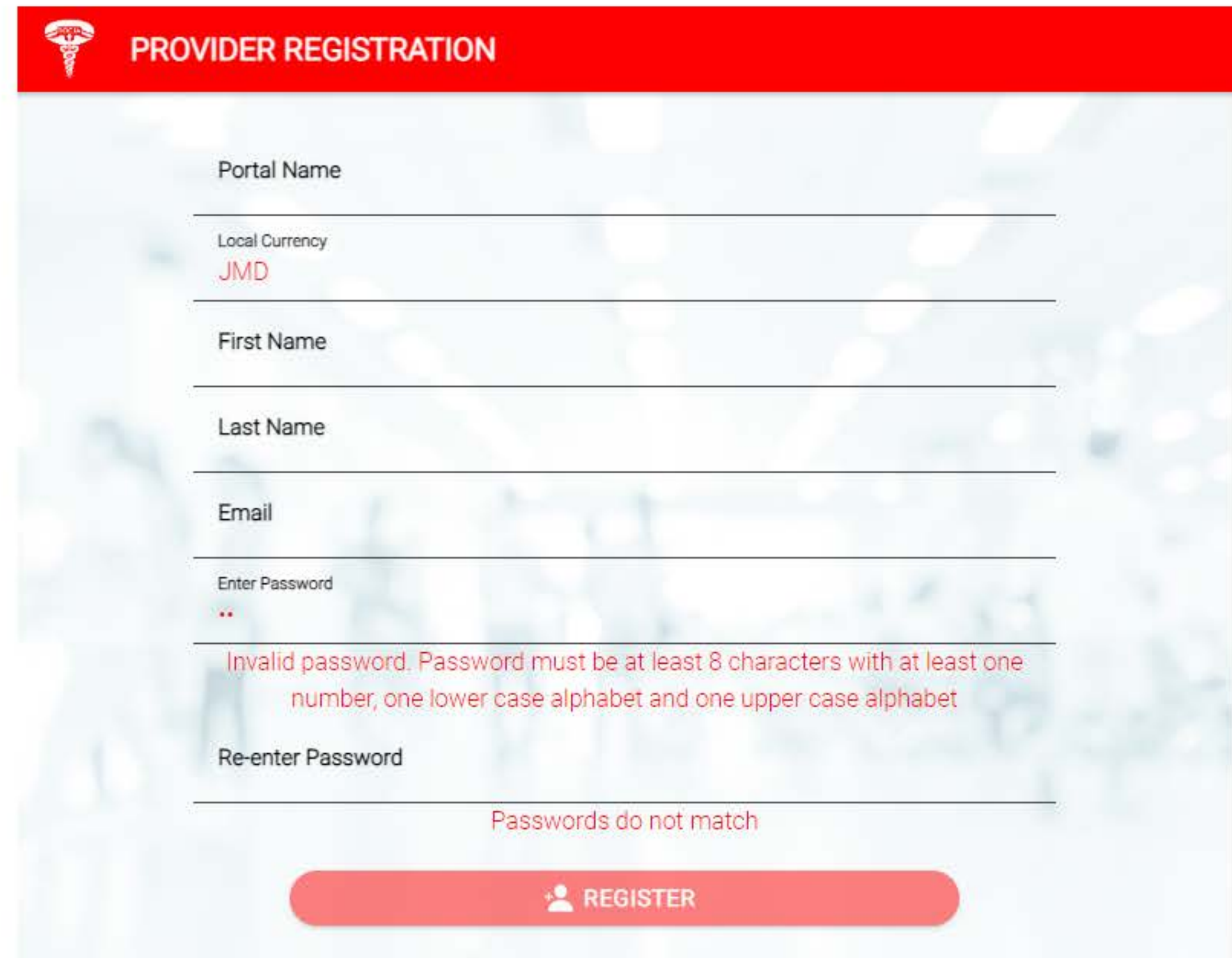
Re-enter Password
.....

REGISTER

Registration is being processed. Please wait.

STEP 8

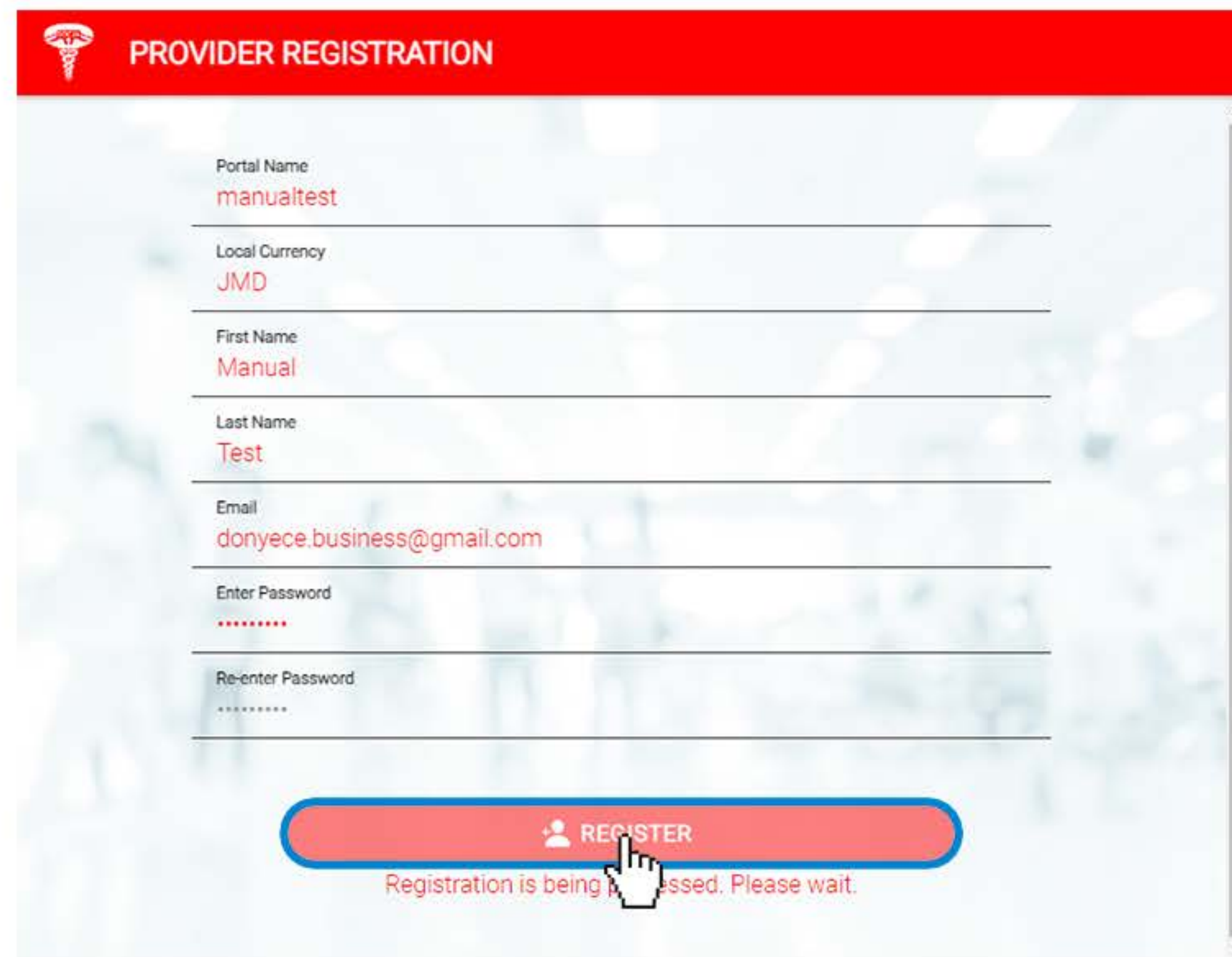
Enter password twice. Ensure both match.



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar. The form contains several input fields: "Portal Name", "Local Currency" (with "JMD" entered), "First Name", "Last Name", "Email", "Enter Password", and "Re-enter Password". Below the "Enter Password" field, there is a red error message: "Invalid password. Password must be at least 8 characters with at least one number, one lower case alphabet and one upper case alphabet". Below the "Re-enter Password" field, there is another red error message: "Passwords do not match". At the bottom of the form is a red button with a person icon and the text "REGISTER".

STEP 9

Wait for confirmation of password then click “Register”



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

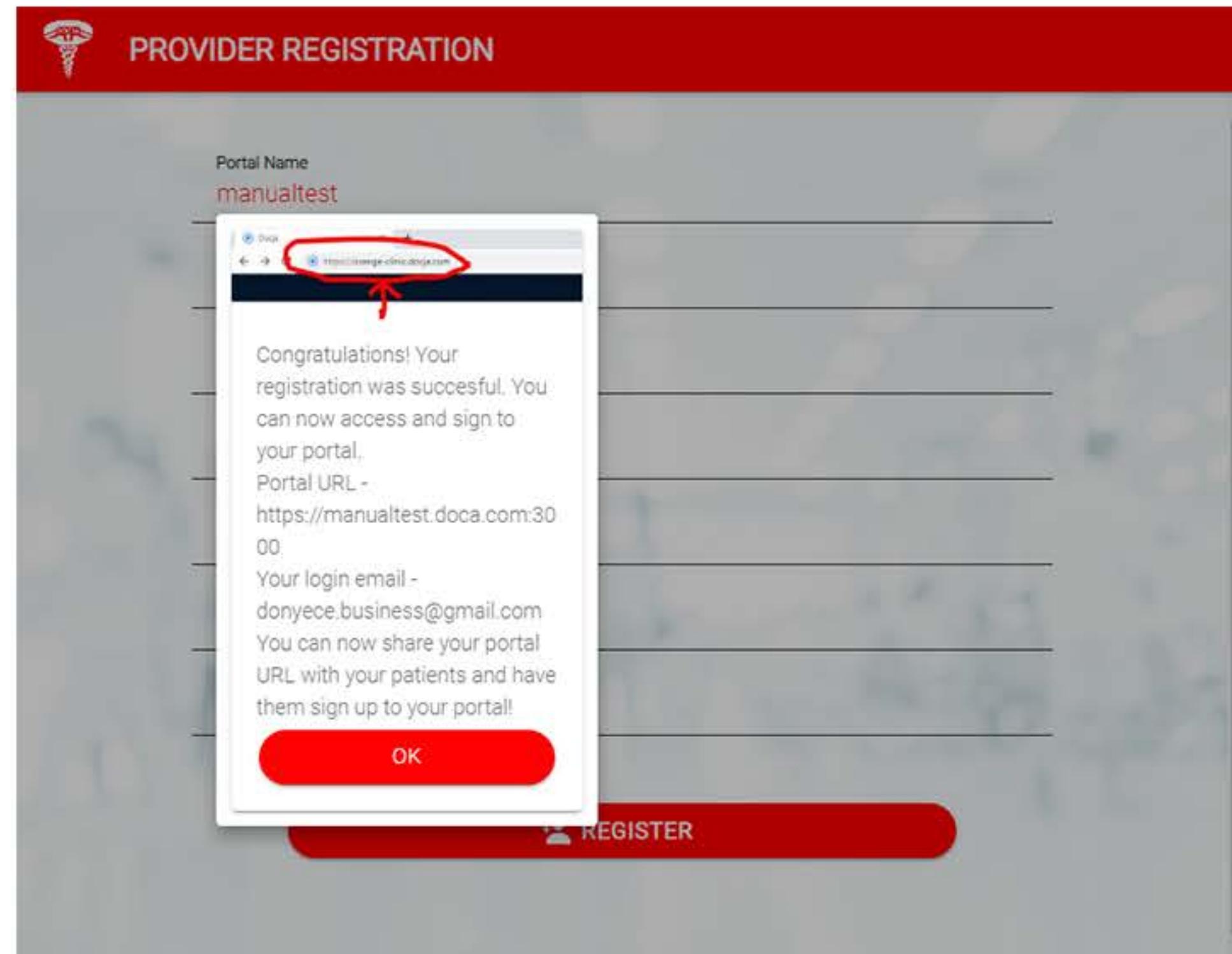
Re-enter Password
.....

REGISTER

Registration is being processed. Please wait.

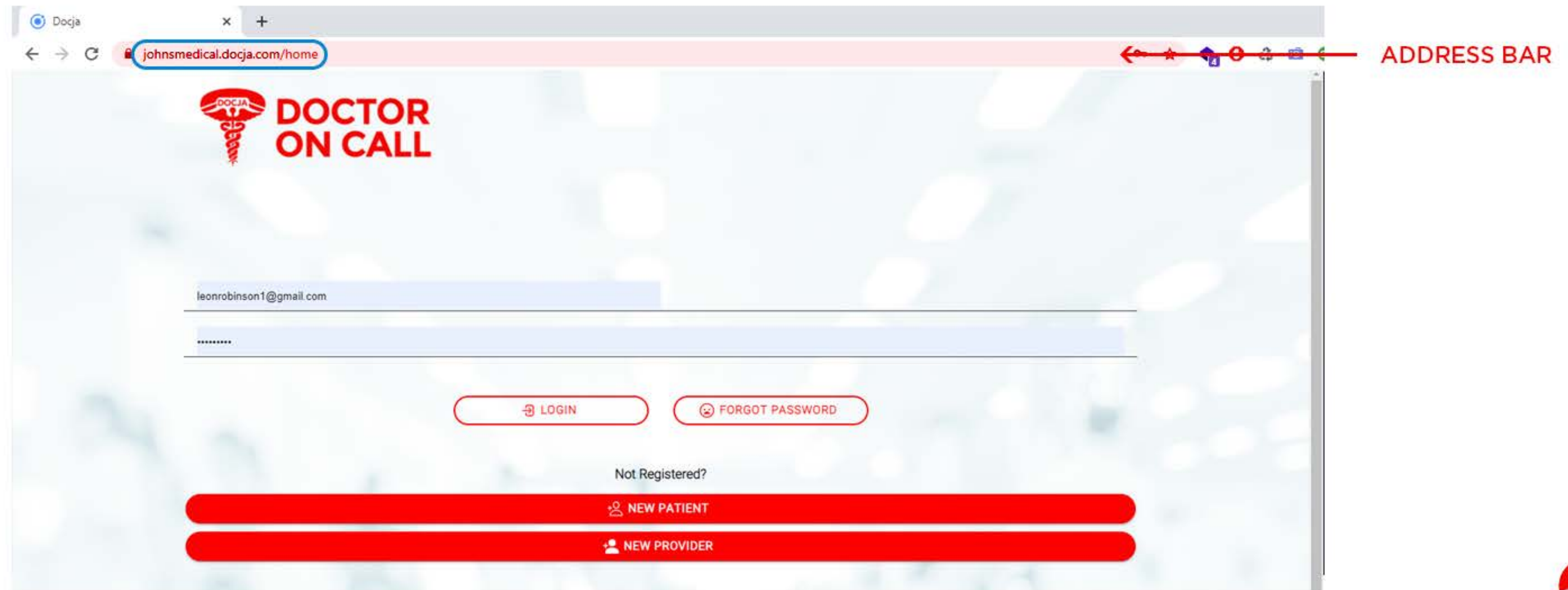
STEP 10

Your registration is now complete!
You will be taken to the home page.



STEP 11

Note the URL in the address bar. That is your custom portal. Share this portal name with your patients who you will register on your telemedicine platform (e.g.johndoe.docja.com)
This is very important for patients to access your telemedicine service when they need to.





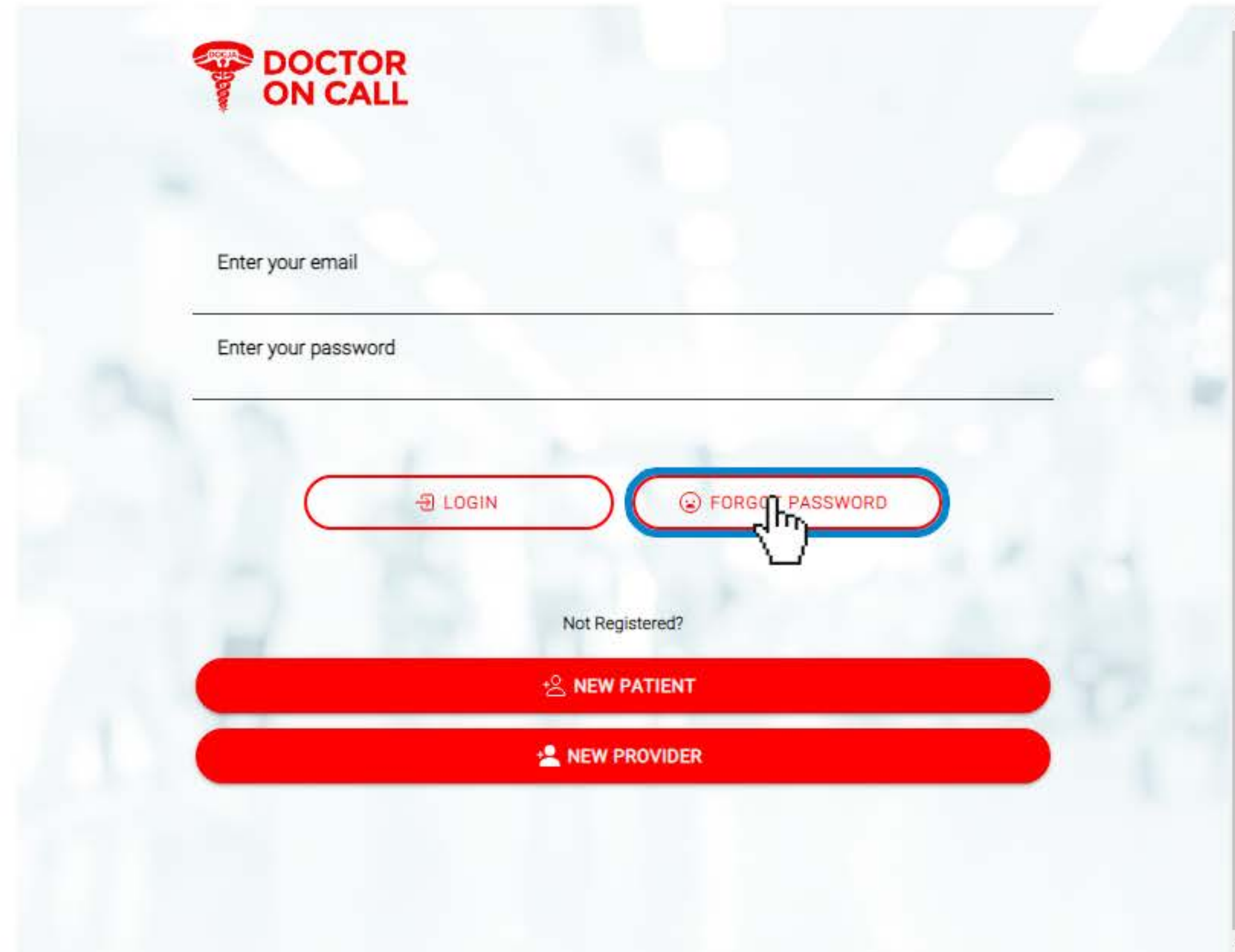
FOR ALLIED MEDICAL PROFESSIONALS

(ACCESSING THE PLATFORM)



STEP 13

If you've forgotten your password,
click "Forgot Password"



The screenshot shows the Doctor On Call login interface. At the top left is the logo with the text "DOCTOR ON CALL". Below it are two input fields: "Enter your email" and "Enter your password". Under the password field are two buttons: "LOGIN" and "FORGOT PASSWORD". A hand cursor is pointing at the "FORGOT PASSWORD" button. Below these buttons is the text "Not Registered?" followed by two red buttons: "NEW PATIENT" and "NEW PROVIDER".



STEP 14

You will be taken to the “Change Password” page

CHANGE PASSWORD

Your password reset code has been emailed to
JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the
password reset code

Email
JAEDONYECEBYFIELD@GMAIL.COM

Enter Password

Re-enter Password

Passwords do not match

Copy and Paste the Password Reset Code that has been emailed to you.

Password Reset Code

CHANGE PASSWORD

STEP 15

Enter the new password twice, copy the reset code emailed to you, paste it in the Password Reset Code field and click “Change Password”

CHANGE PASSWORD

Your password reset code has been emailed to JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the password reset code

Email
JAEDONYECEBYFIELD@GMAIL.COM

Enter Password
.....

Re-enter Password
.....

Copy and Paste the Password Reset Code that has been emailed to you.

Password Reset Code
CfDJ8EAijUTk8qxMh1DalXQYrd3hilZ9J540y5FoXTeuFVFFTrucFTTG/Q5+tkv

CHANGE PASSWORD



STEP 16

Once you log in, you will enter the Provider Lobby. Note the “Patient Queue” at the top left.

Menu Provider Lobby

Patient Queue

There are no patients in the q...

Provider Actions

- Lobby
- Portal Payments
- Provider Setup
- Logout

Welcome Test Doctor.
Select a patient from the queue to start an encounter.

LOGOUT

Past Encounters

Provider: Test Doctor
Patient: Donyece Byfield
Date: 2020/12/06 02:07 AM

VIEW ENCOUNTER

Provider: Test Doctor



STEP 17

Go to “Portal Payments” to see payments you’ve received. Please fill out the fields provided.

The screenshot displays a web application interface with a red header bar. On the left is a 'Menu' sidebar with options: Patient Queue, Provider Actions, Lobby, Portal Payments (highlighted with a blue circle), Provider Setup, and Logout. The main content area is titled 'Portal Payments' and shows the following information:

- Your portal account balance is JMD \$0.00
- Your billing portal ID is - 86e98e49-650a-4043-b6f8-9e71ab733606
- Your billing account ID is - 75
- Your portal is not fully set up for payment processing

Below this information is a registration form with the following fields:

- First Name: Leon
- Last Name: Robinson
- Gender: Male
- Date of Birth: Jan 1, 1980
- Cell Phone: (empty)
- Email: leonrobinson1@gmail.com
- TRN: (empty)
- NIS: (empty)



STEP 18

Click “Upload Photo ID” to add photo ID

The screenshot shows a web application interface with a red header bar. On the left, there is a 'Menu' section with a red background. The main content area is titled 'Portal Payments' and contains a form for adding a photo ID. The form has the following fields:

- Photo ID Type: Select One
- Photo ID #
- Photo ID Issuing Country: Jamaica
- Photo ID Expiry Date: Jan 1, 2025

A modal window titled 'UPLOAD PHOTO ID' is open, displaying a word cloud of the words 'upload' and 'PHOTO ID'.

STEP 19

A pop-up window will appear.
Click the left icon to upload
a photo on your computer.

Click the center icon to take a
snapshot using your camera.

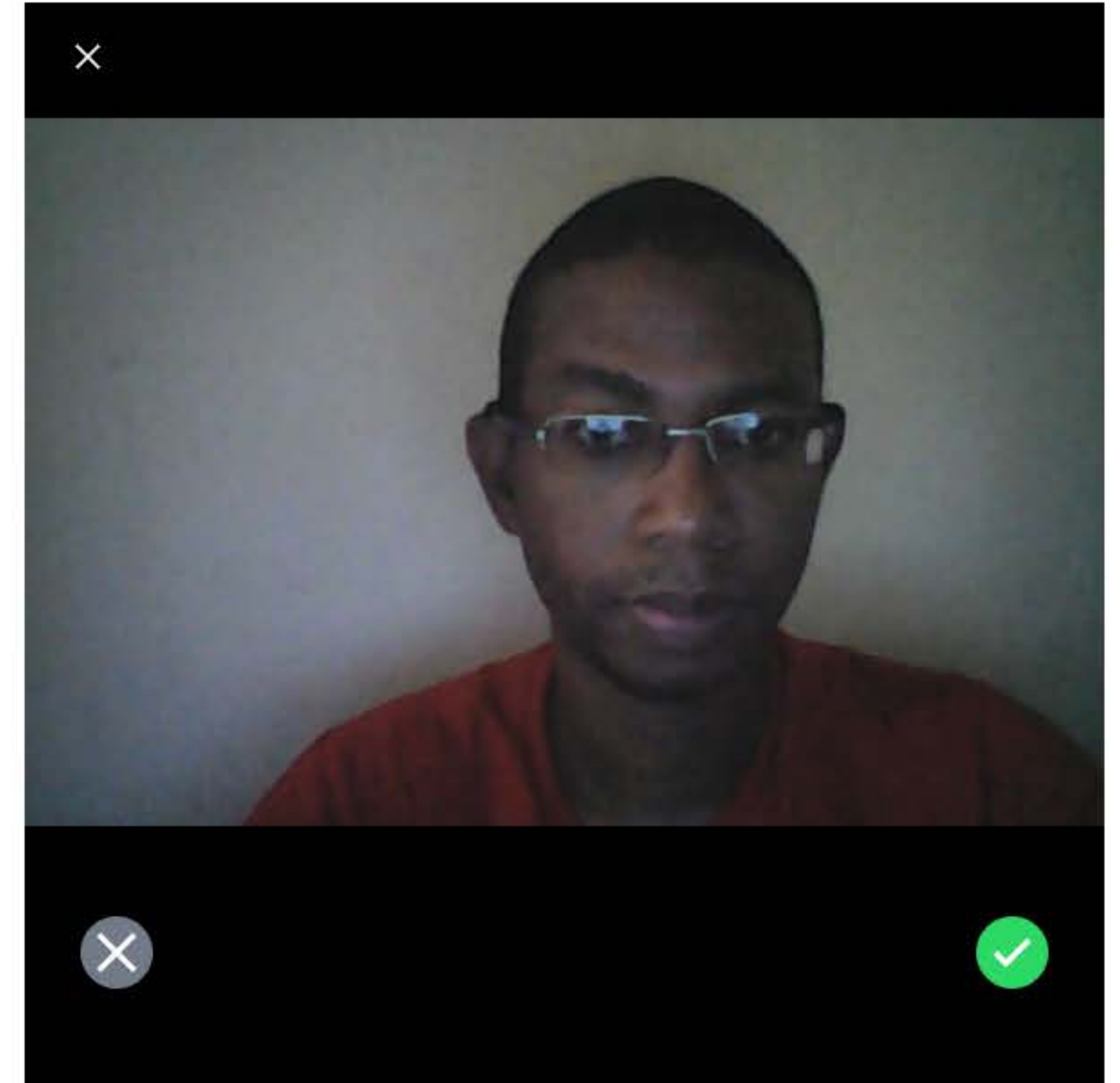
Click the right icon to redo
the snapshot.



STEP 20

If you're satisfied with the photo, click the tick icon.

If you're not satisfied, click the X icon.



STEP 21

The photo ID will be added. Click “Set Up Payments Processing” to complete the profile

Portal Payments

Photo ID Issuing Country
Jamaica

Photo ID Expiry Date
Jan 1, 2025

UPLOAD PHOTO ID

SET UP PAYMENTS PROCESSING

STEP 22

Go to “Provider Setup”, enter Encounter Fee and other details and select “Update”

Menu

Provider Payments

Your Billing Account ID is 46

Patient Queue

There are no patients in the q...

Provider Actions

- Lobby
- Portal Payments
- Provider Setup**
- Logout

Encounter Fee (in JMD)
500

Encounter Duration (in mins)
15

Registration Number
85743

Registration Authority
MAJ

Speciality
General

UPDATE

STEP 23

Every provider will be given a free JN Money Card from JN Bank / Doctor on Call





FOR ALLIED MEDICAL PROFESSIONALS

(REMOTE MEDICAL ENCOUNTER)



STEP 20

Select the patient you wish to see from the Patient Queue and click “Start Call”

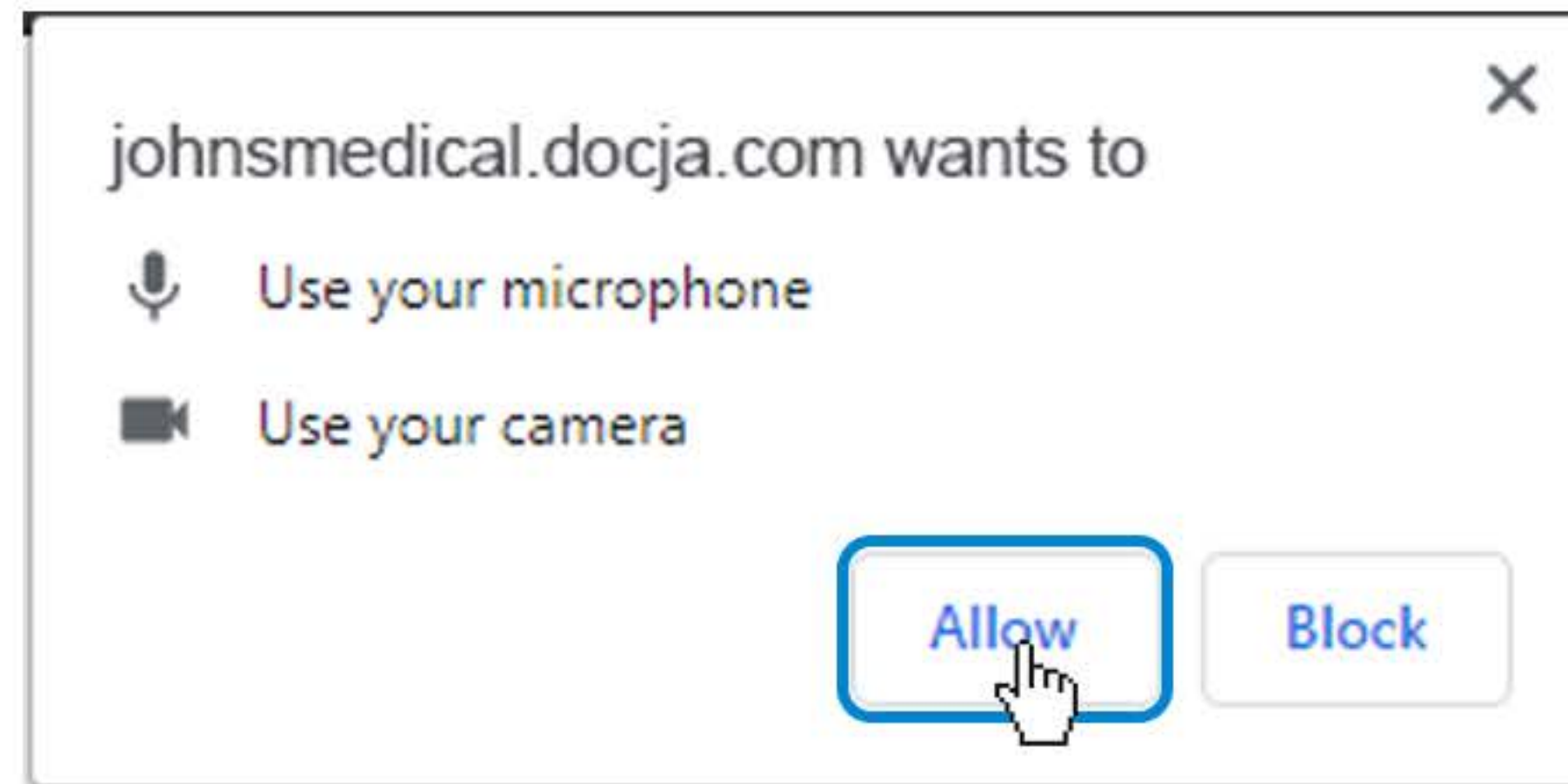
The screenshot displays a web application interface with a red header bar. On the left, a 'Menu' sidebar contains 'Patient Queue' and 'Provider Actions'. The 'Patient Queue' section shows a patient named Donyece Byfield with a 'START CALL' button highlighted by a hand cursor. The 'Provider Actions' section lists 'Lobby', 'Portal Payments', 'Provider Setup', and 'Logout'. The main content area, titled 'Provider Payments', shows 'Your Billing Account ID is 46' and a list of patient encounter details: Encounter Fee (500), Encounter Duration (15), Registration Number (85743), Registration Authority (MAJ), and Speciality (General). An 'UPDATE' button is located at the bottom of the main content area.

Field	Value
Encounter Fee (in JMD)	500
Encounter Duration (in mins)	15
Registration Number	85743
Registration Authority	MAJ
Speciality	General



STEP 21

A pop-up window will appear asking to use your mic and camera. Click “Allow”



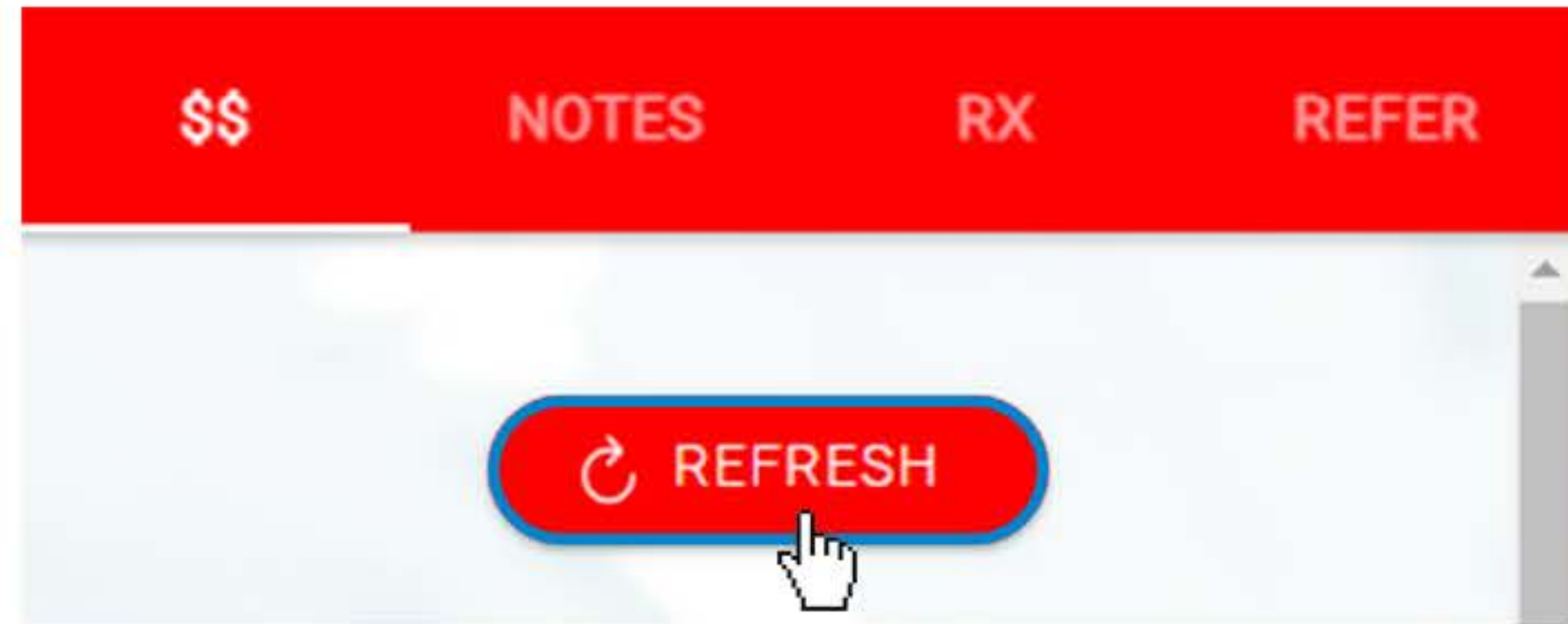
STEP 22

Ensure that no conflicting videoconferencing program (e.g. Zoom, Skype) is using your camera. Otherwise the video encounter will not take place.



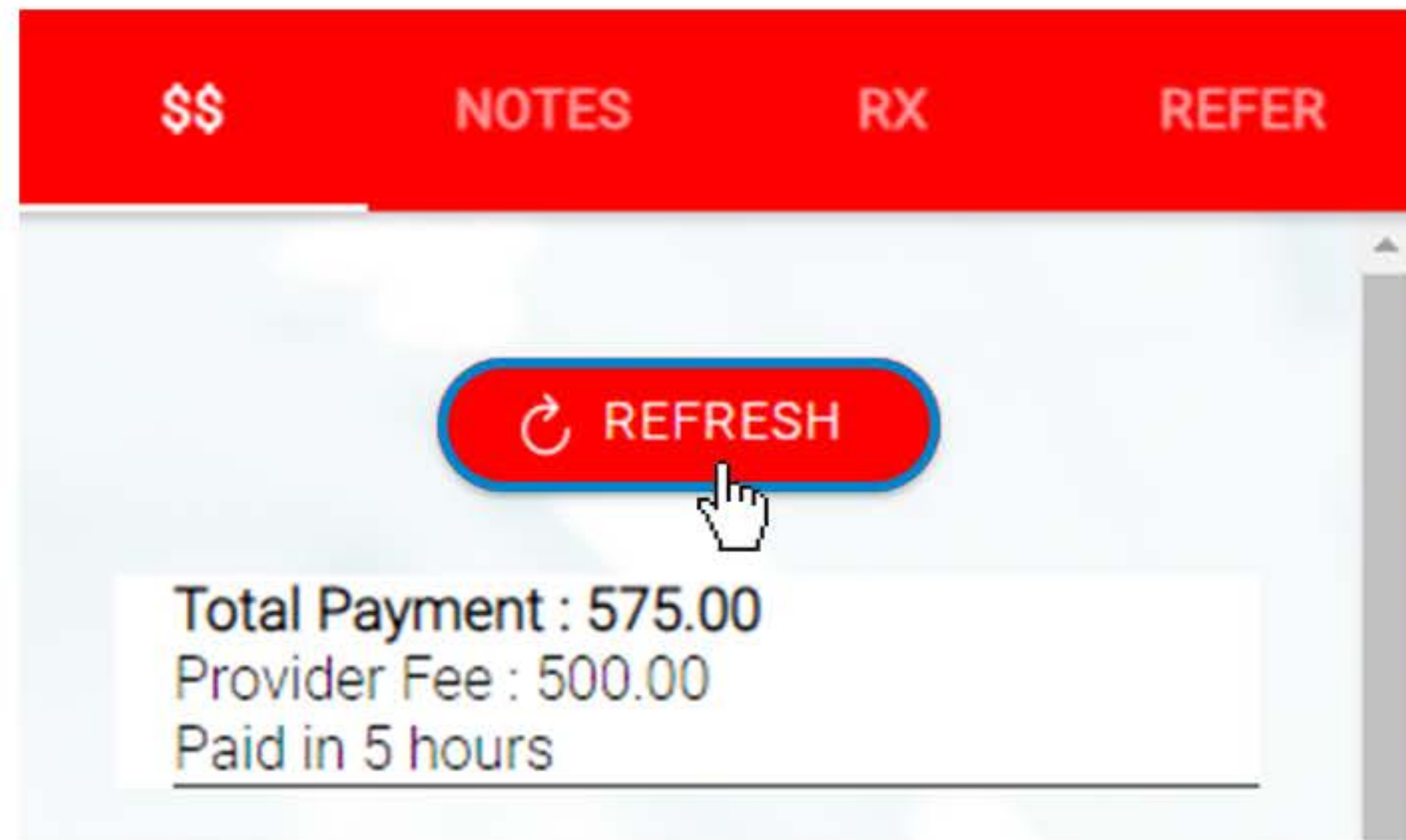
STEP 23

To receive payment for the encounter, go the to \$\$ tab and click “Refresh”



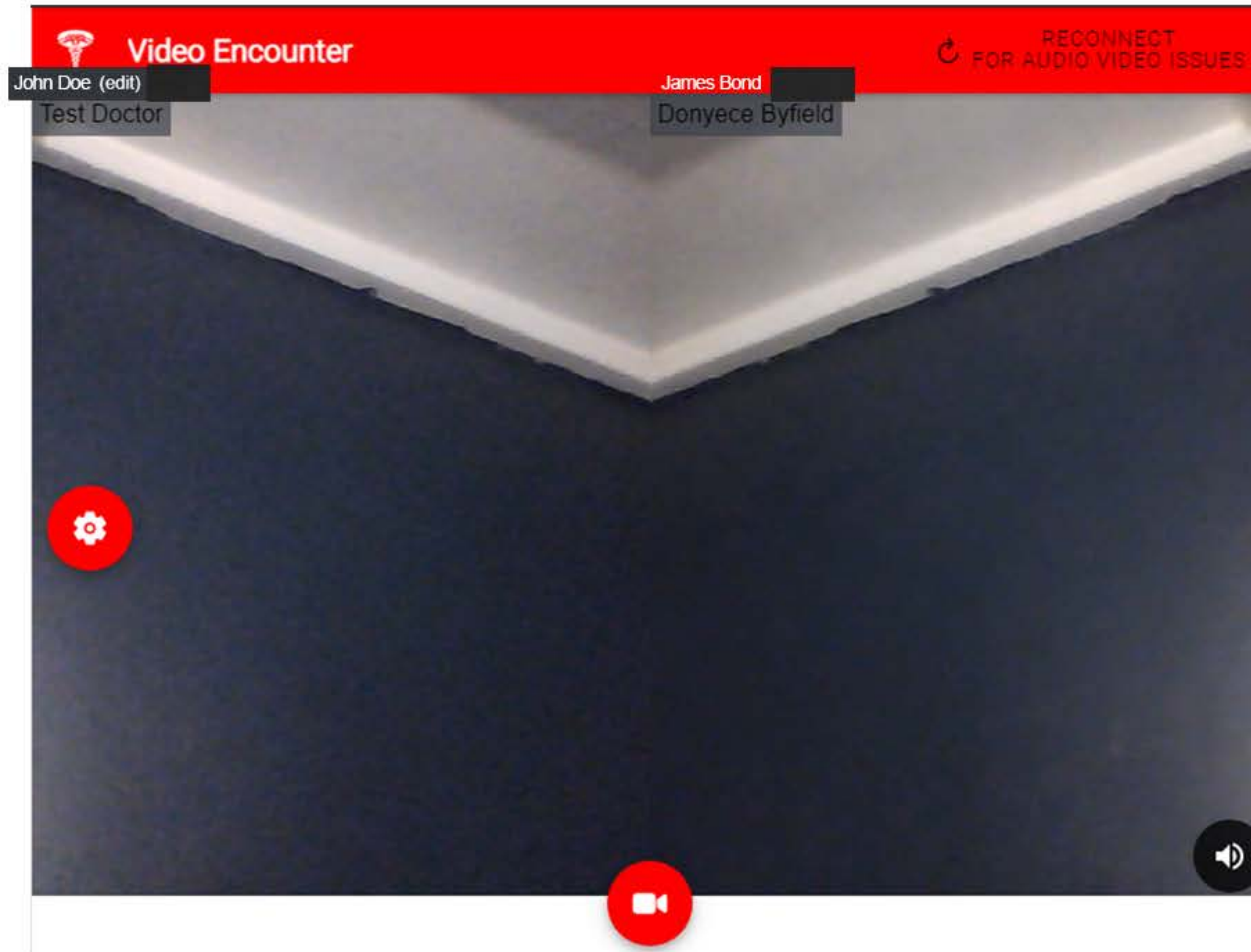
STEP 24

You will then see the payment details.






STEP 25

The video encounter with the patient will begin



STEP 26

Meaning of symbols:

-  Click to adjust camera and microphone
-  Click to end video encounter
-  Click to turn sound on/off

STEP 27

Take note of the three tabs to the left of the video:

\$\$: Payment to provider for telemedicine encounter

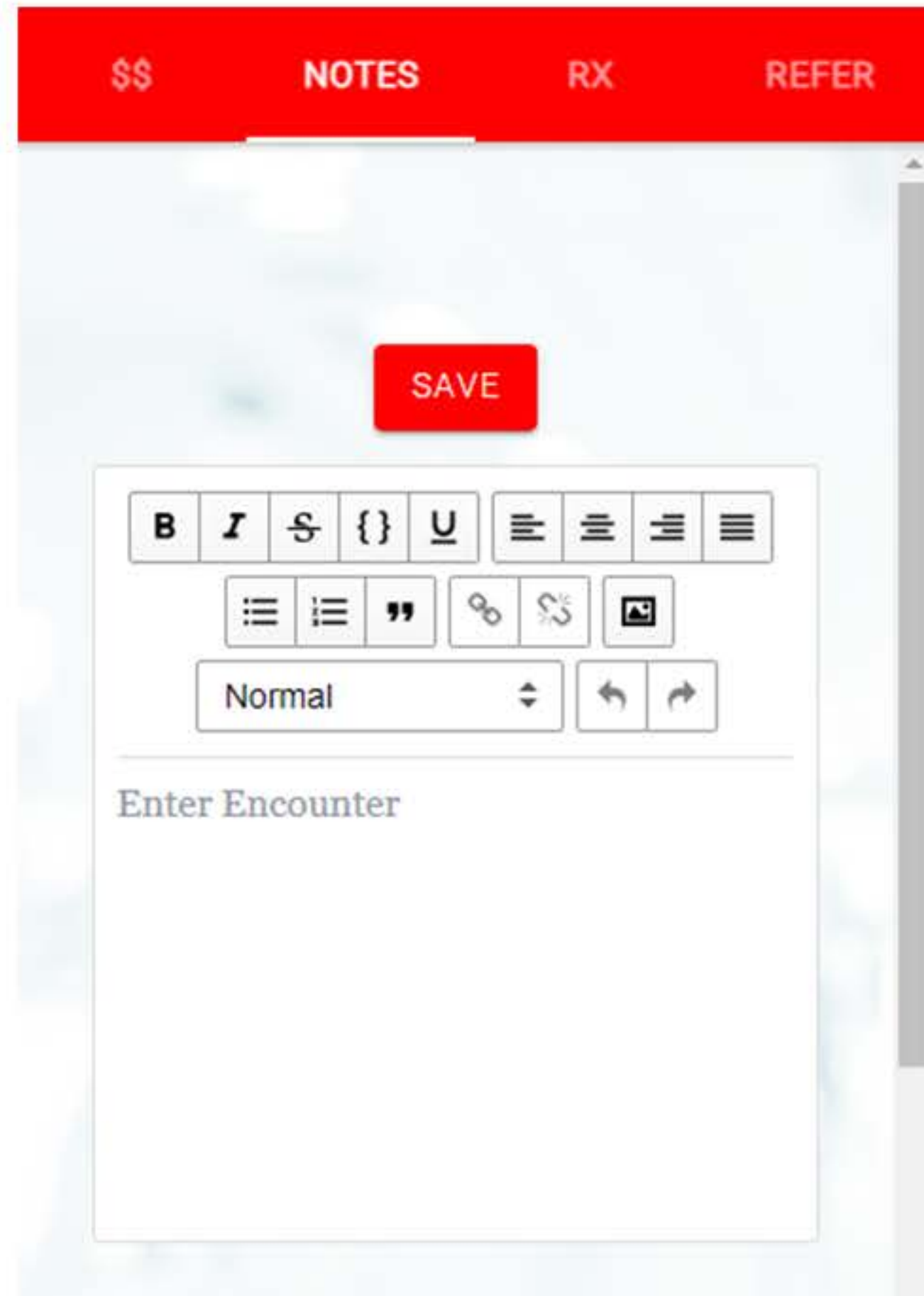
Notes: Confidential clinical encounter notes

Refer: Follow-up instructions to patient



STEP 28

Make clinical encounter notes
then click “Save”.
Notification will appear.



The screenshot shows a mobile application interface for entering clinical encounter notes. At the top, there is a red navigation bar with four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. Below the navigation bar, there is a red 'SAVE' button. Underneath the 'SAVE' button is a rich text editor toolbar with various icons for text formatting (bold, italic, strikethrough, link, unlink, list, quote, link, unlink, image) and a dropdown menu currently set to 'Normal'. Below the toolbar is a large text input area with the placeholder text 'Enter Encounter'.

STEP 29

To make referral and follow-up instructions, click the “Refer” tab, enter contact details, notes and signature.

\$\$ NOTES RX REFER

SAVE REFERRALS

Patient Name
Donyece Byfield

Patient Date of Birth
Aug 27, 1981

Patient Gender
Female

Patient Cell Phone
876-396-7178

Provider Name
Test Doctor

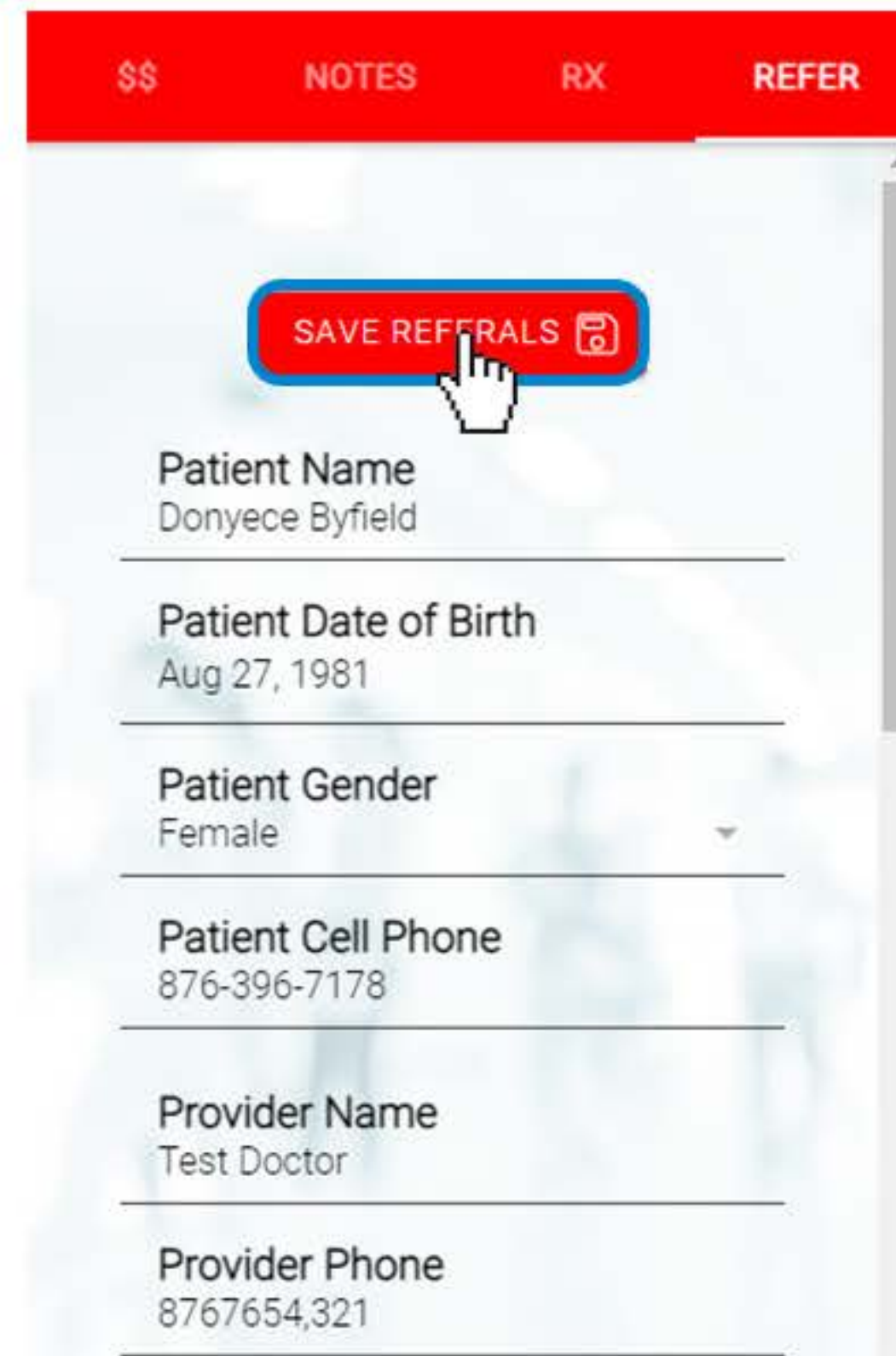
Provider Phone
8767654,321

Use your pen or Mouse to Sign

ERASE SIGNATURE

STEP 30

Click “Save Referrals” to save.
Confirmation will appear.



The screenshot shows a mobile application interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. The 'REFER' tab is selected. Below the header, there is a red button with white text that says 'SAVE REFERRALS' and a small icon of a document with a checkmark. A hand cursor is pointing at the button. Below the button, there are several form fields with labels and values:

- Patient Name: Donyece Byfield
- Patient Date of Birth: Aug 27, 1981
- Patient Gender: Female
- Patient Cell Phone: 876-396-7178
- Provider Name: Test Doctor
- Provider Phone: 8767654,321

STEP 31

Click  to end video encounter then return to lobby to see next patient or click “Logout” to exit the platform.





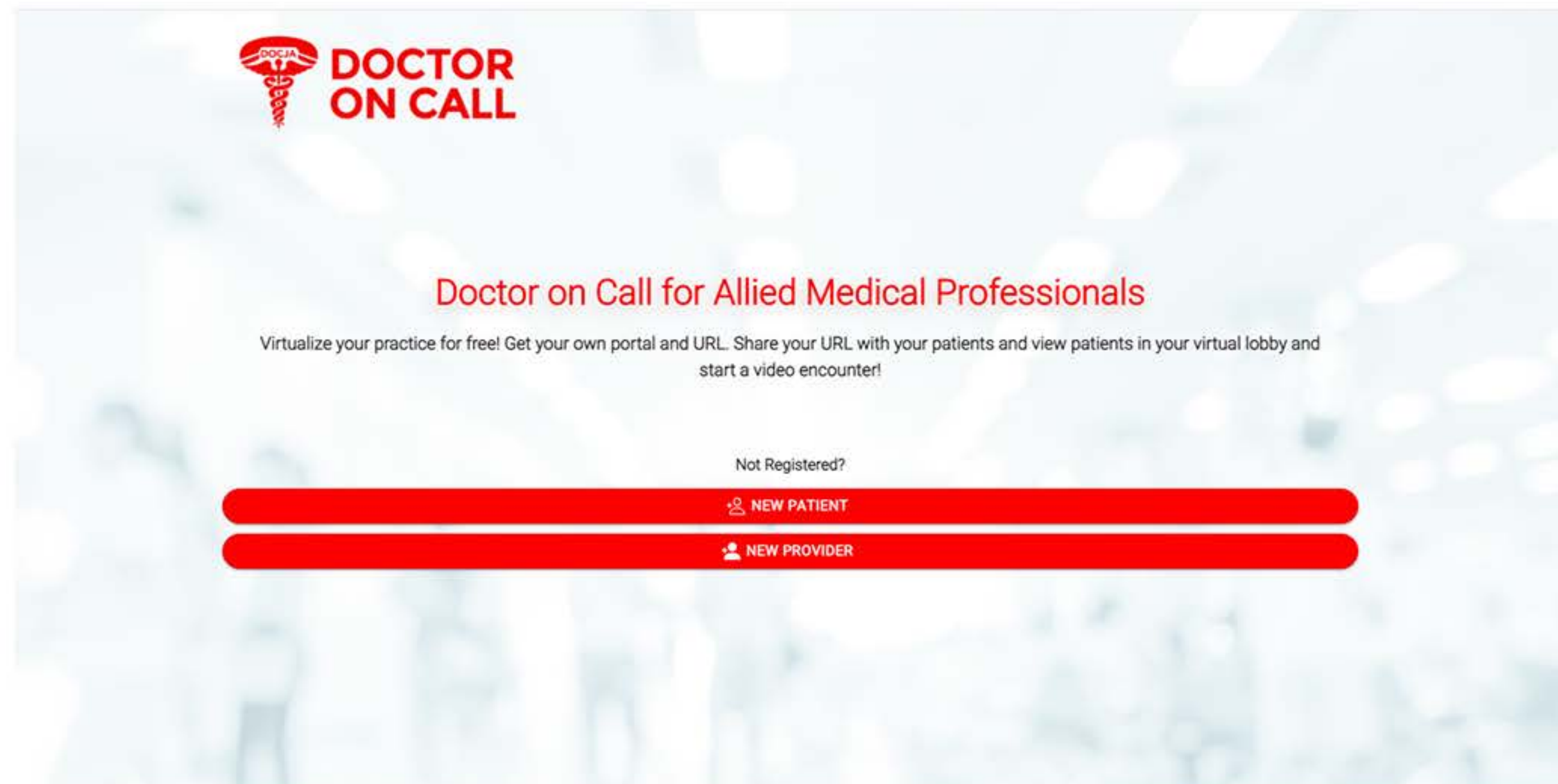
FOR CLINICAL PHARMACY SPECIALISTS

(REGISTERING WITH DOCTOR ON CALL)



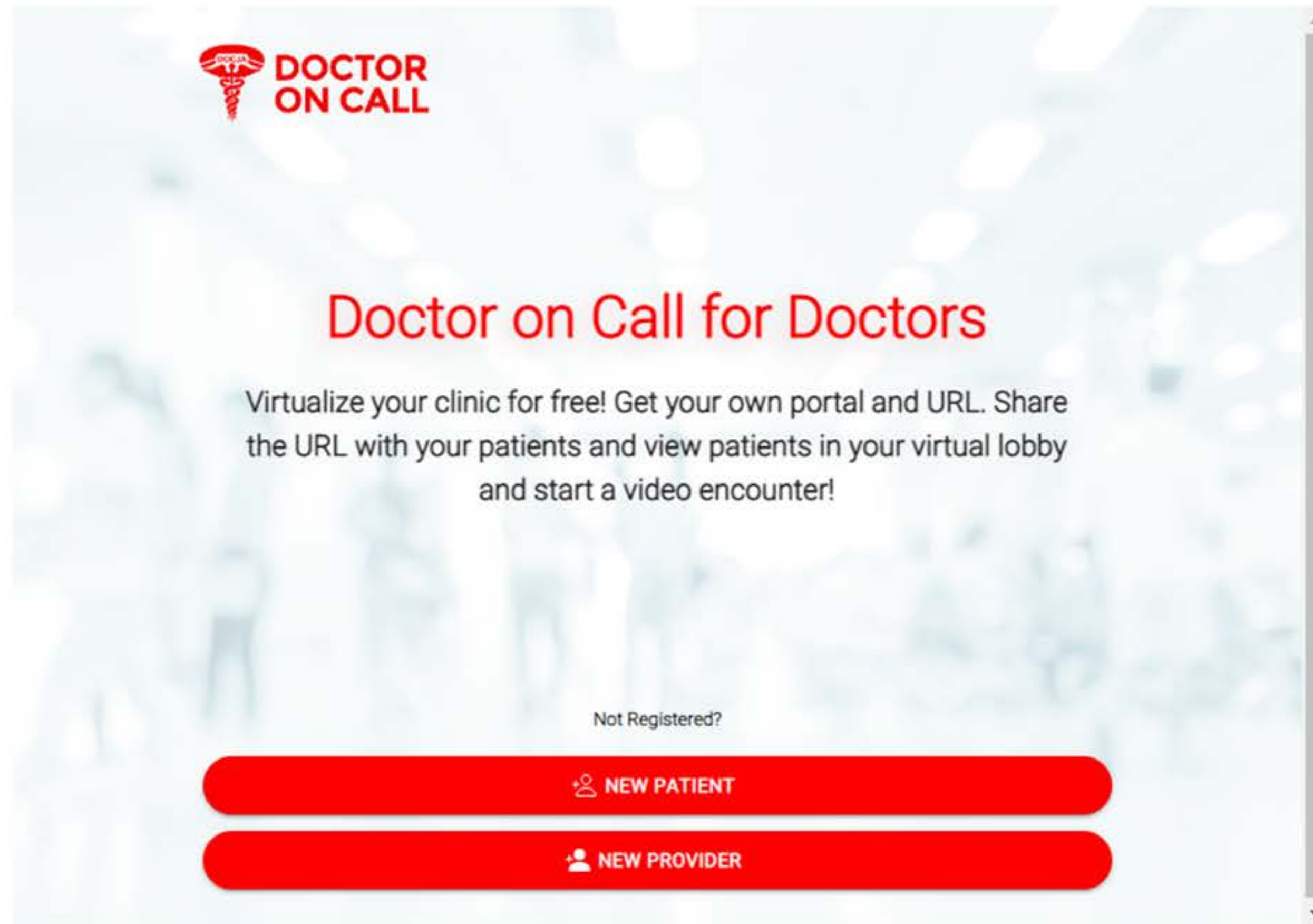
STEP 1

Log on to the Doctor on Call web address
www.docja.com



STEP 2

Naming your web portal/web address. This is the 1st step for the virtual extension of your present practice (e.g. *anyname.docja.com*)



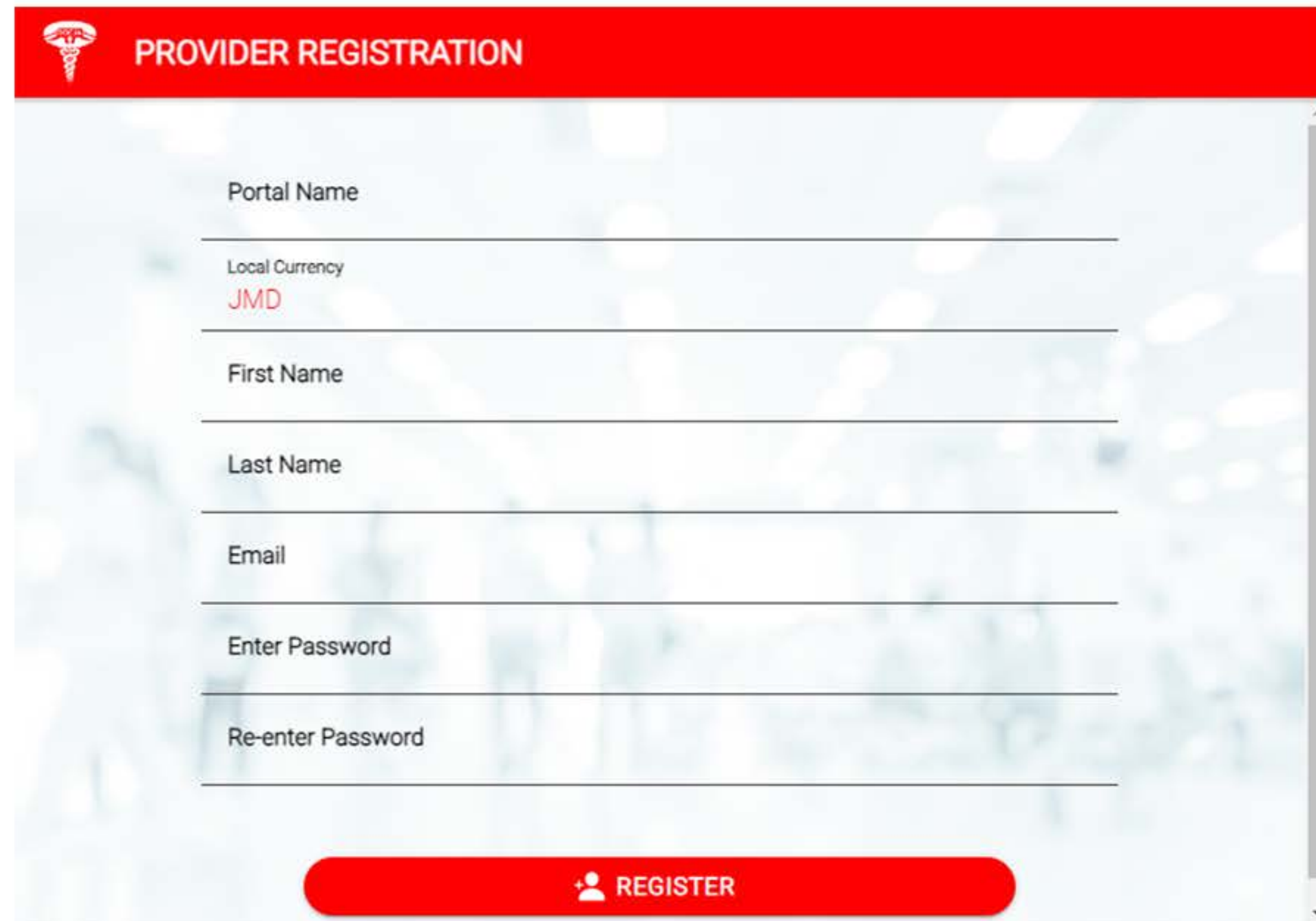
STEP 3

Click “New Provider”



STEP 4

You will be taken to the “Provider Registration” page



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar. The form contains several input fields: "Portal Name", "Local Currency" (with "JMD" entered), "First Name", "Last Name", "Email", "Enter Password", and "Re-enter Password". A red "REGISTER" button with a person icon is at the bottom.

PROVIDER REGISTRATION

Portal Name

Local Currency
JMD

First Name

Last Name

Email

Enter Password

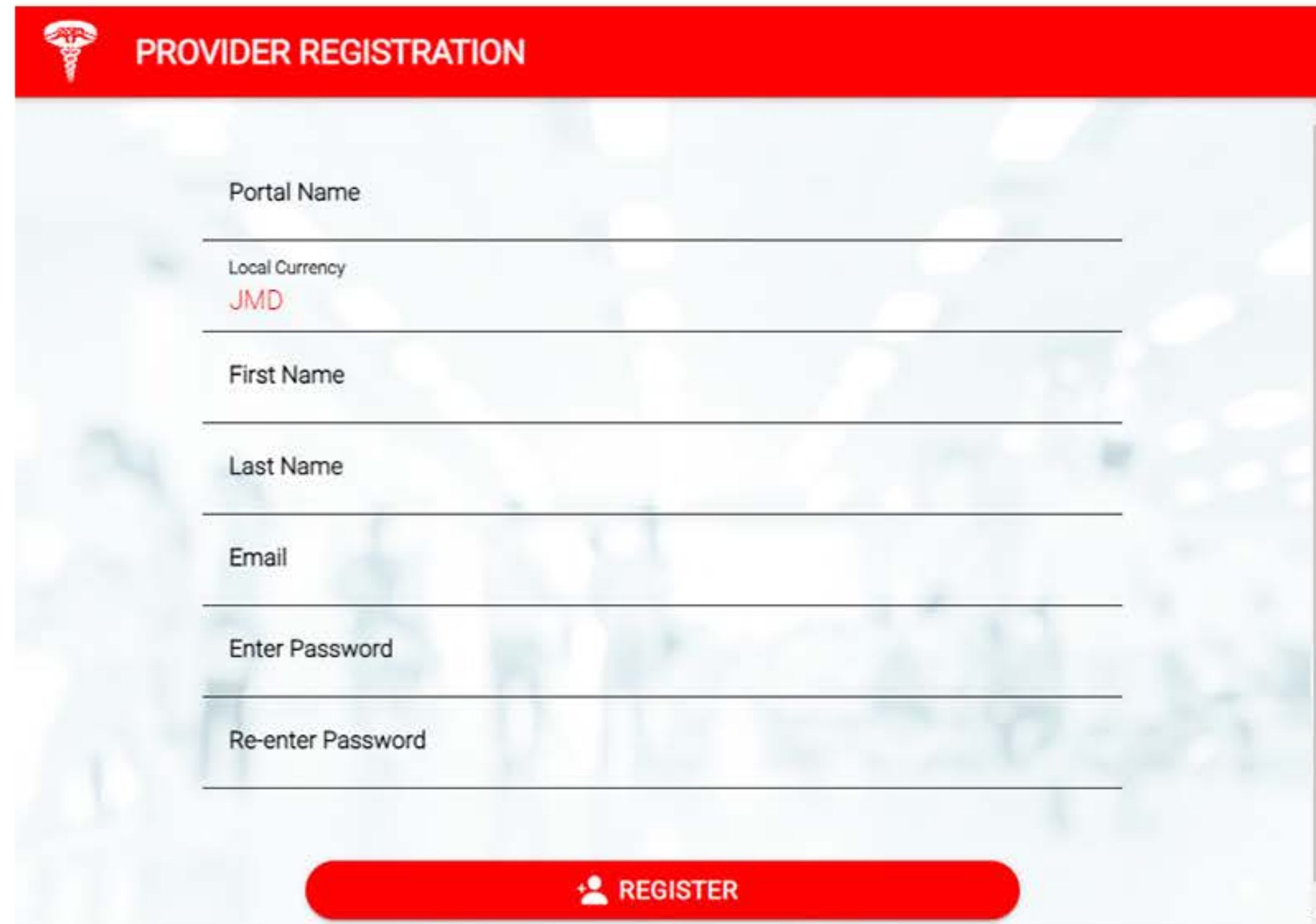
Re-enter Password

REGISTER

STEP 5

Enter your portal name. (eg.yourname.docja.com)

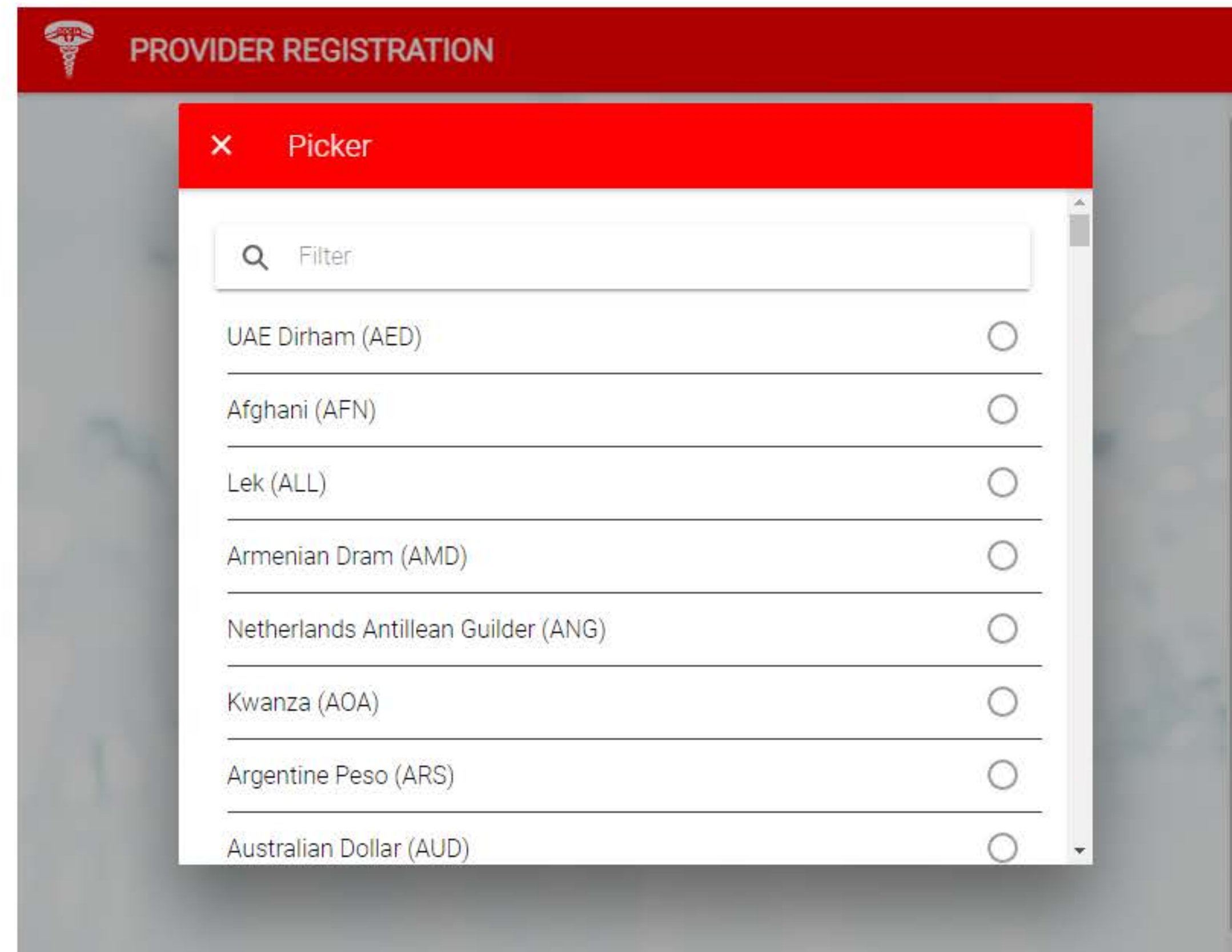
If the portal name is already taken, your attempt to register it will be blocked. Otherwise, you'll have to register your email under that portal name.



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar containing a caduceus icon. The form fields are: Portal Name, Local Currency (with "JMD" selected), First Name, Last Name, Email, Enter Password, and Re-enter Password. A red "REGISTER" button with a person icon is at the bottom.

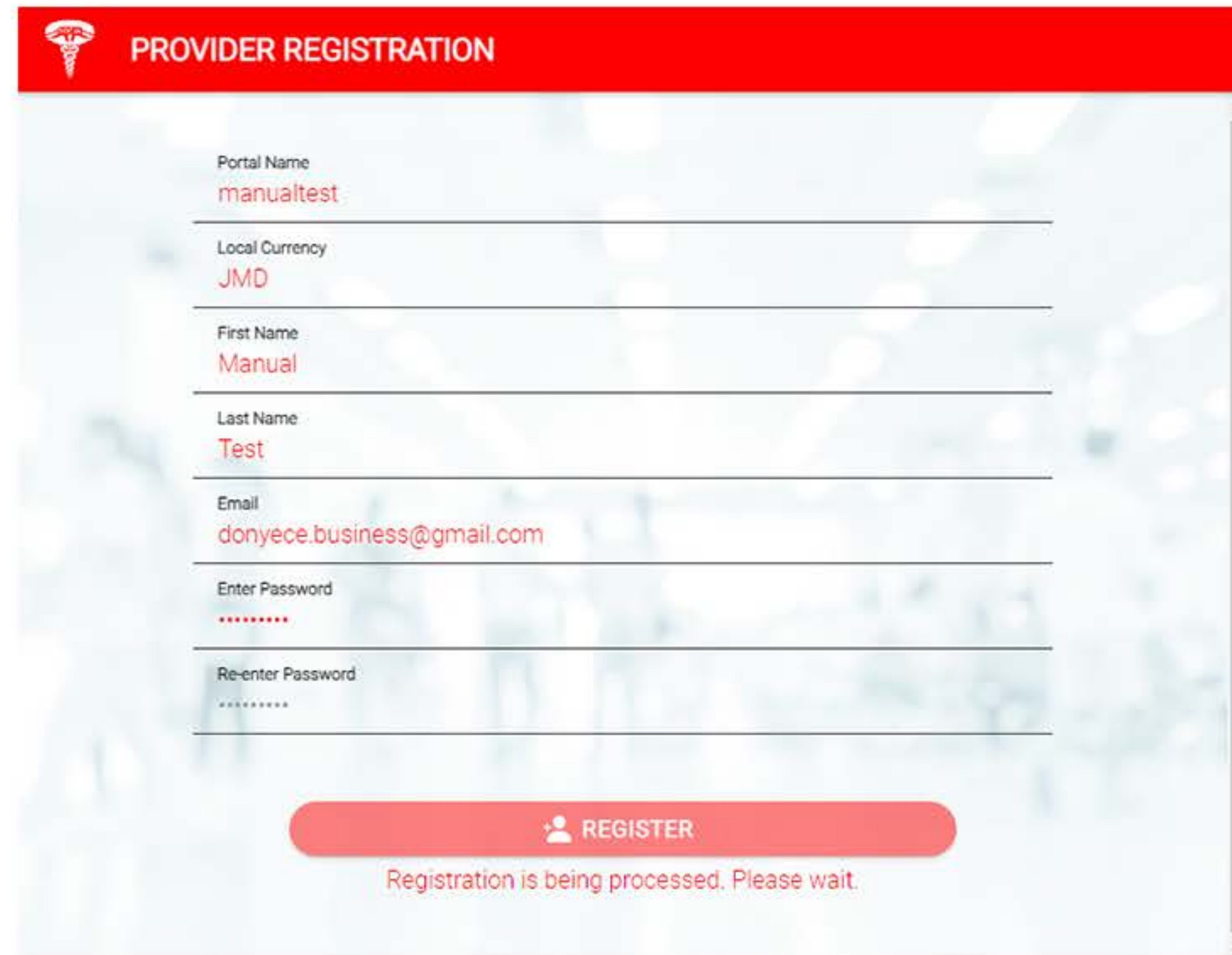
STEP 6

The default currency is JMD



STEP 7

Enter name and email address



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

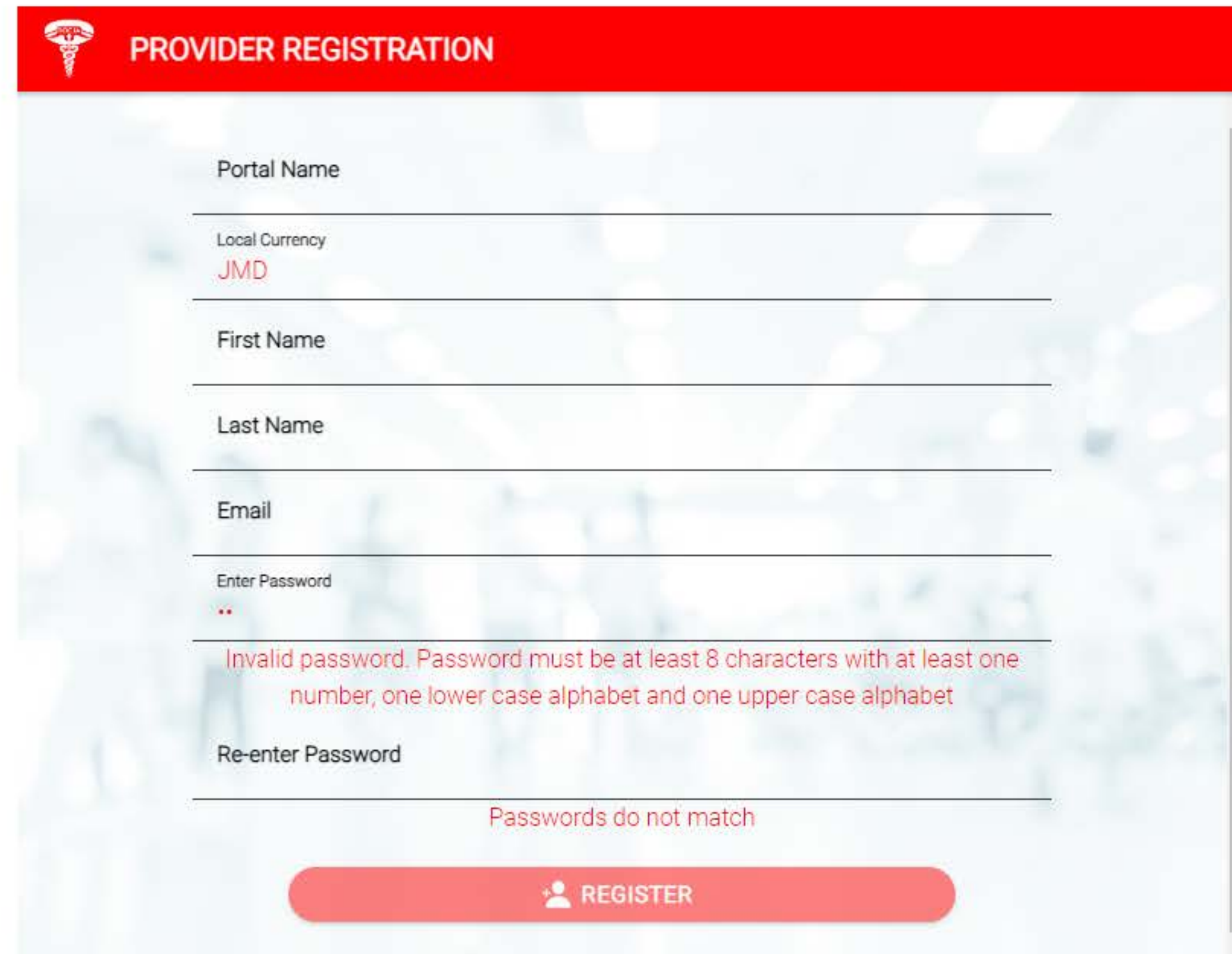
Re-enter Password
.....

REGISTER

Registration is being processed. Please wait.

STEP 8

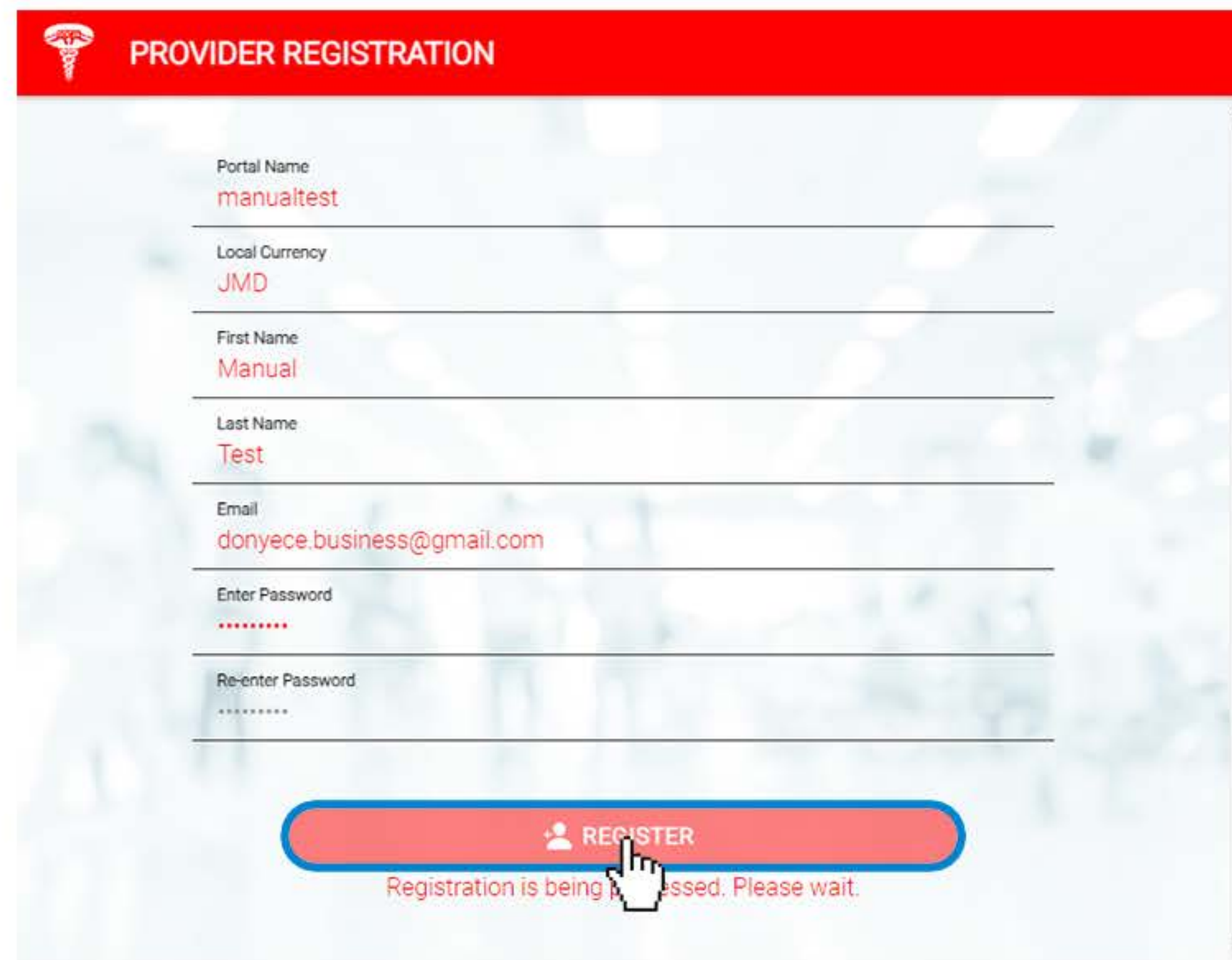
Enter password twice. Ensure both match.



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar. The form contains several input fields: "Portal Name", "Local Currency" (with "JMD" entered), "First Name", "Last Name", "Email", "Enter Password", and "Re-enter Password". A red error message is displayed below the "Enter Password" field, stating: "Invalid password. Password must be at least 8 characters with at least one number, one lower case alphabet and one upper case alphabet". Below the "Re-enter Password" field, another red error message reads: "Passwords do not match". At the bottom of the form is a red button with a person icon and the text "REGISTER".

STEP 9

Wait for confirmation of password then click “Register”



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

Re-enter Password
.....

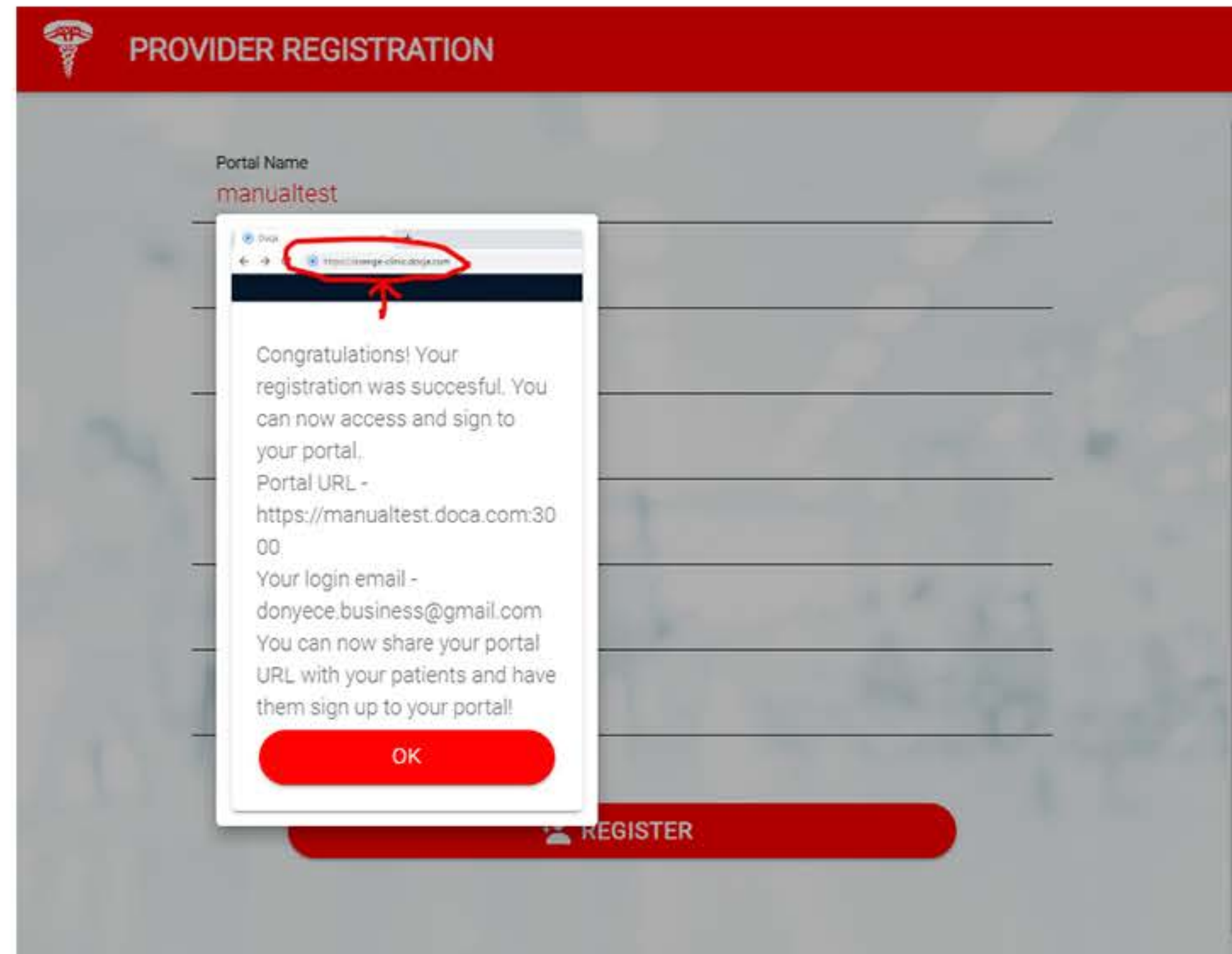
REGISTER

Registration is being processed. Please wait.



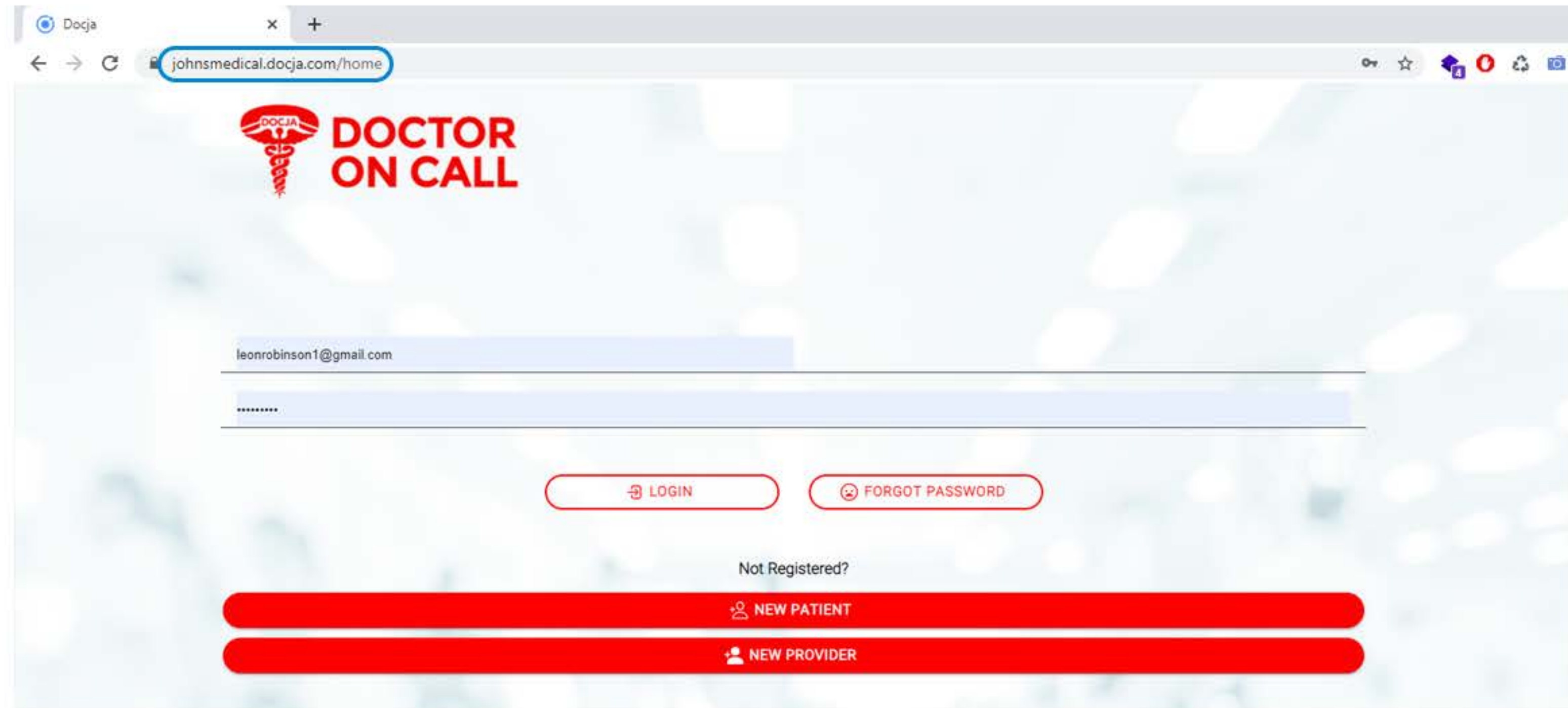
STEP 10

Your registration is now complete!
You will be taken to the home page.



STEP 11

Take note of the URL. That is your custom portal. Share this portal name with your patients who you will register on your telemedicine platform (e.g.johndoe.docja.com) This is very important for patients to access your telemedicine service when they need to.





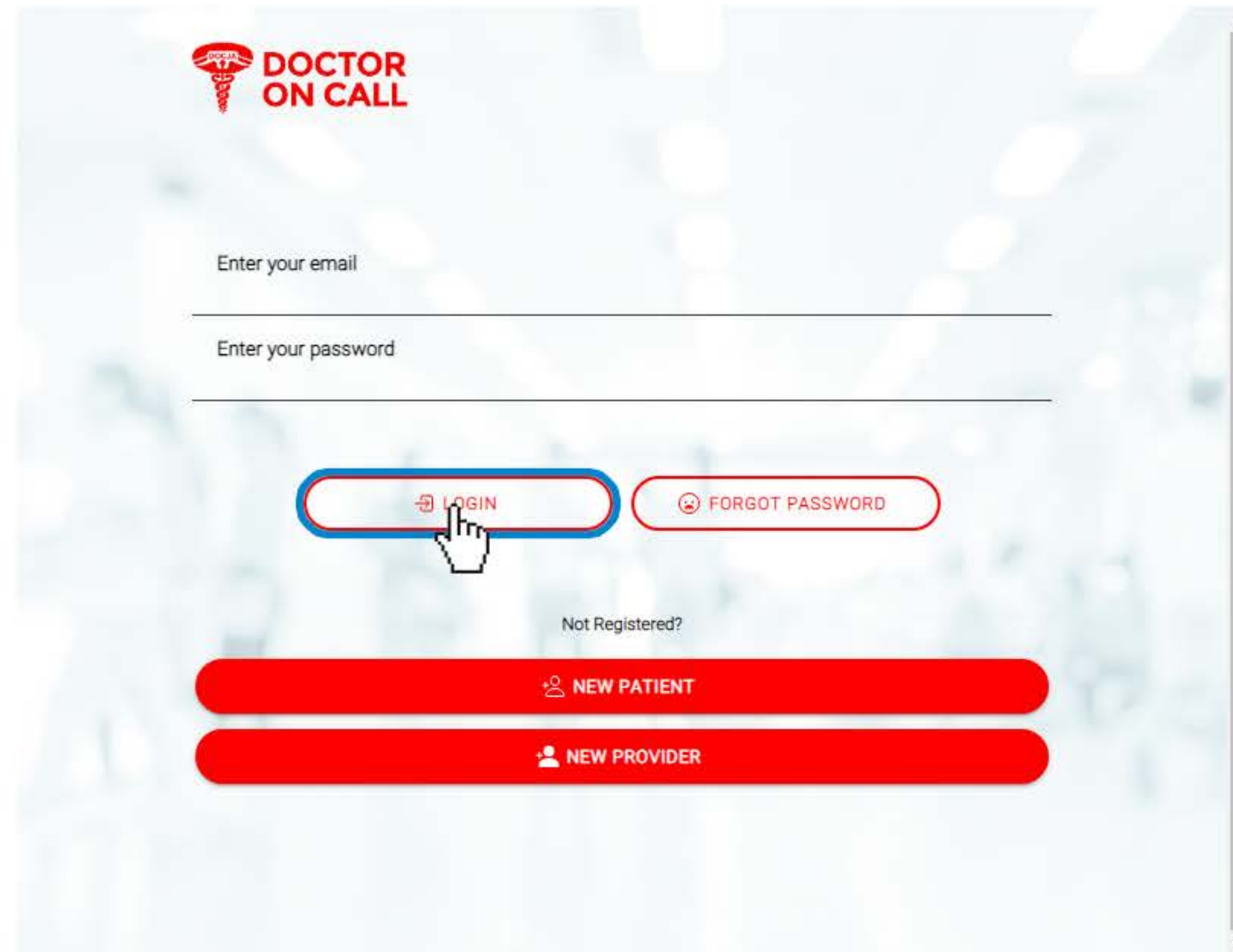
FOR CLINICAL PHARMACY SPECIALISTS

(ACCESSING THE PLATFORM)



STEP 12

Go to your web portal and log in.



The screenshot shows the login page for the Doctor On Call web portal. At the top left is the logo for DOCTOR ON CALL, which includes a red caduceus icon. Below the logo are two input fields: "Enter your email" and "Enter your password". Underneath these fields are two buttons: a blue "LOGIN" button with a hand cursor icon pointing to it, and a red "FORGOT PASSWORD" button with a red padlock icon. Below the buttons is the text "Not Registered?". At the bottom of the page are two red buttons: "NEW PATIENT" with a person icon and "NEW PROVIDER" with a person icon.

STEP 13

If you've forgotten your password,
click "Forgot Password"

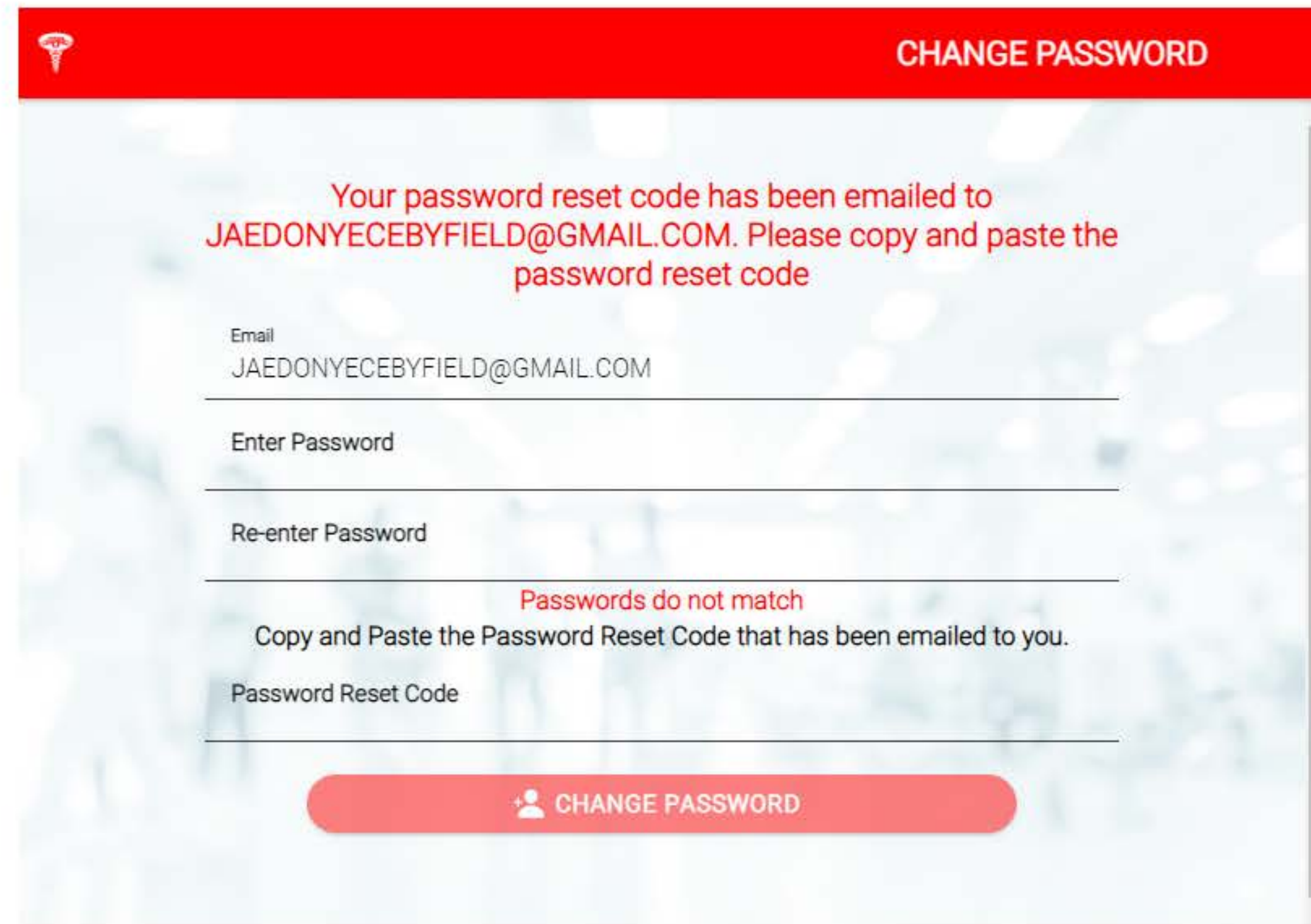


The screenshot shows the Doctor On Call login interface. At the top left is the logo with a caduceus and the text "DOCTOR ON CALL". Below the logo are two input fields: "Enter your email" and "Enter your password". Underneath these fields are two buttons: "LOGIN" and "FORGOT PASSWORD". A hand cursor is pointing at the "FORGOT PASSWORD" button, which is highlighted with a blue border. Below the buttons, there is a link "Not Registered?" and two large red buttons: "NEW PATIENT" and "NEW PROVIDER".



STEP 14

You will be taken to the “Change Password” page



The screenshot shows a web page titled "CHANGE PASSWORD" with a red header. The main content area has a light blue background with a blurred image of a person. The text reads: "Your password reset code has been emailed to JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the password reset code". Below this, there are three input fields: "Email" (containing JAEDONYECEBYFIELD@GMAIL.COM), "Enter Password", and "Re-enter Password". A red error message "Passwords do not match" is displayed below the "Re-enter Password" field. Below the error message, it says "Copy and Paste the Password Reset Code that has been emailed to you." followed by a "Password Reset Code" input field. At the bottom, there is a red button with a person icon and the text "CHANGE PASSWORD".

STEP 15

Enter the new password twice, copy the reset code emailed to you, paste it in the Password Reset Code field and click “Change Password”

CHANGE PASSWORD

Your password reset code has been emailed to **JAEDONYECEBYFIELD@GMAIL.COM**. Please copy and paste the password reset code

Email
JAEDONYECEBYFIELD@GMAIL.COM

Enter Password
.....

Re-enter Password
.....

Copy and Paste the Password Reset Code that has been emailed to you.

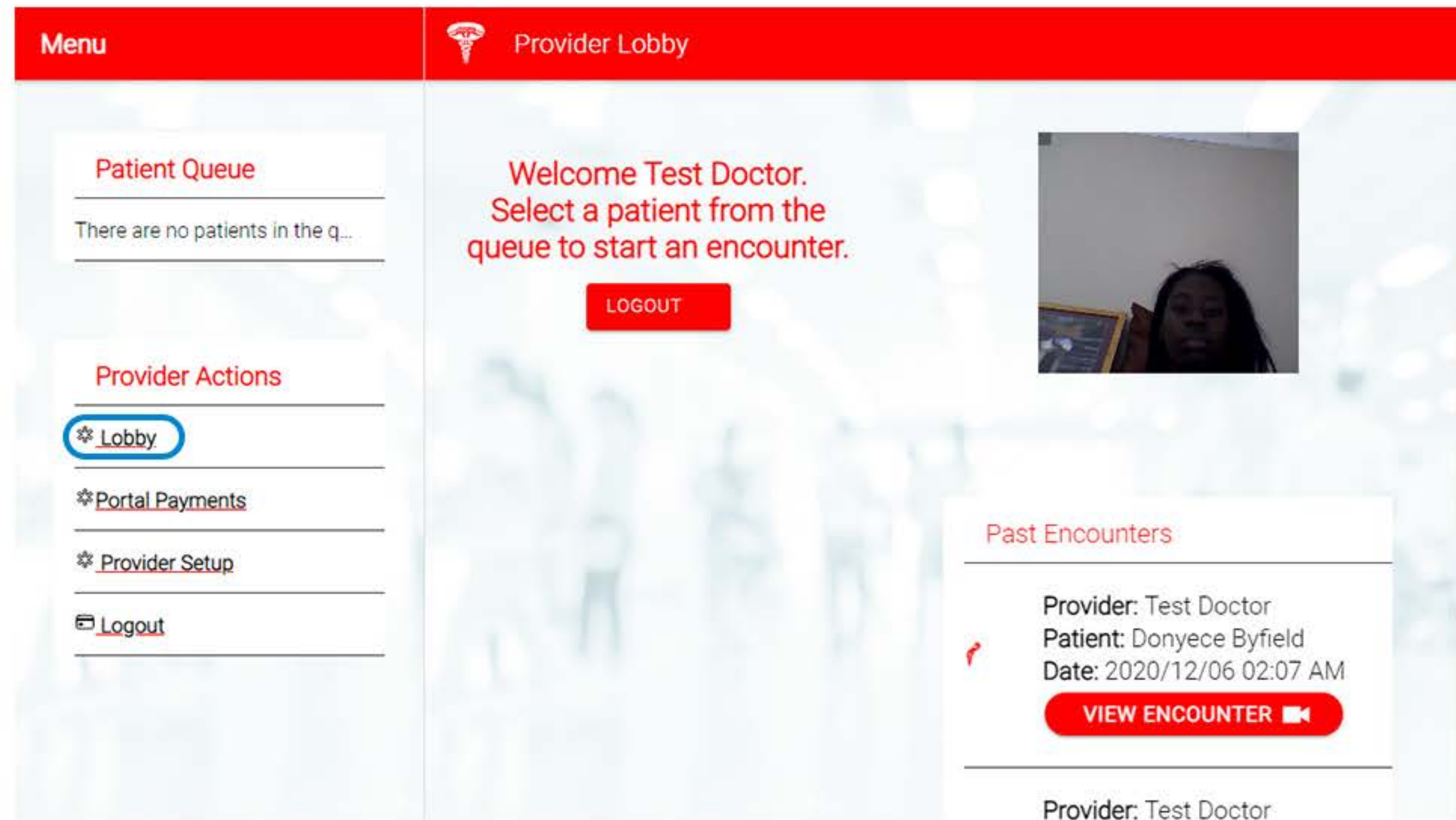
Password Reset Code
CfDJ8EAijUTk8qxMh1DalXQYrd3hilZ9J540y5FoXTeuFVFFTrucFTTG/Q5+tkv

CHANGE PASSWORD



STEP 16

Once you log in, you will enter the Provider Lobby. Note the “Patient Queue” at the top left.



STEP 17

Go to “Portal Payments” to see payments you’ve received. Please fill out the fields provided.

The screenshot displays a web portal interface. On the left is a red navigation menu with the following items: Patient Queue, Provider Actions, Lobby, Portal Payments (highlighted with a blue circle), Provider Setup, and Logout. The main content area has a red header with a bell icon and the text 'Portal Payments'. Below the header, it shows: 'Your portal account balance is JMD \$0.00', 'Your billing portal ID is - 86e98e49-650a-4043-b6f8-9e71ab733606', and 'Your billing account ID is - 75'. A red error message states: 'Your portal is not fully set up for payment processing'. Below this are several input fields for user information: First Name (Leon), Last Name (Robinson), Gender (Male), Date of Birth (Jan 1, 1980), Cell Phone, Email (leonrobinson1@gmail.com), TRN, and NIS.



STEP 18

Click “Upload Photo ID” to add photo ID

The screenshot shows a software interface with a red header bar. On the left, a 'Menu' sidebar lists 'Patient Queue', 'Provider Actions', 'Lobby', 'Portal Payments', 'Provider Setup', and 'Logout'. The main content area is titled 'Portal Payments' and contains a form with the following fields:

- Photo ID Type: Select One
- Photo ID #
- Photo ID Issuing Country: Jamaica
- Photo ID Expiry Date: Jan 1, 2025

A modal window titled 'UPLOAD PHOTO ID' is overlaid on the form, featuring a red header and a word cloud background with the words 'upload' and 'PHOTO ID'.



STEP 19

A pop-up window will appear.
Click the left icon to upload
a photo on your computer.

Click the center icon to take a
snapshot using your camera.

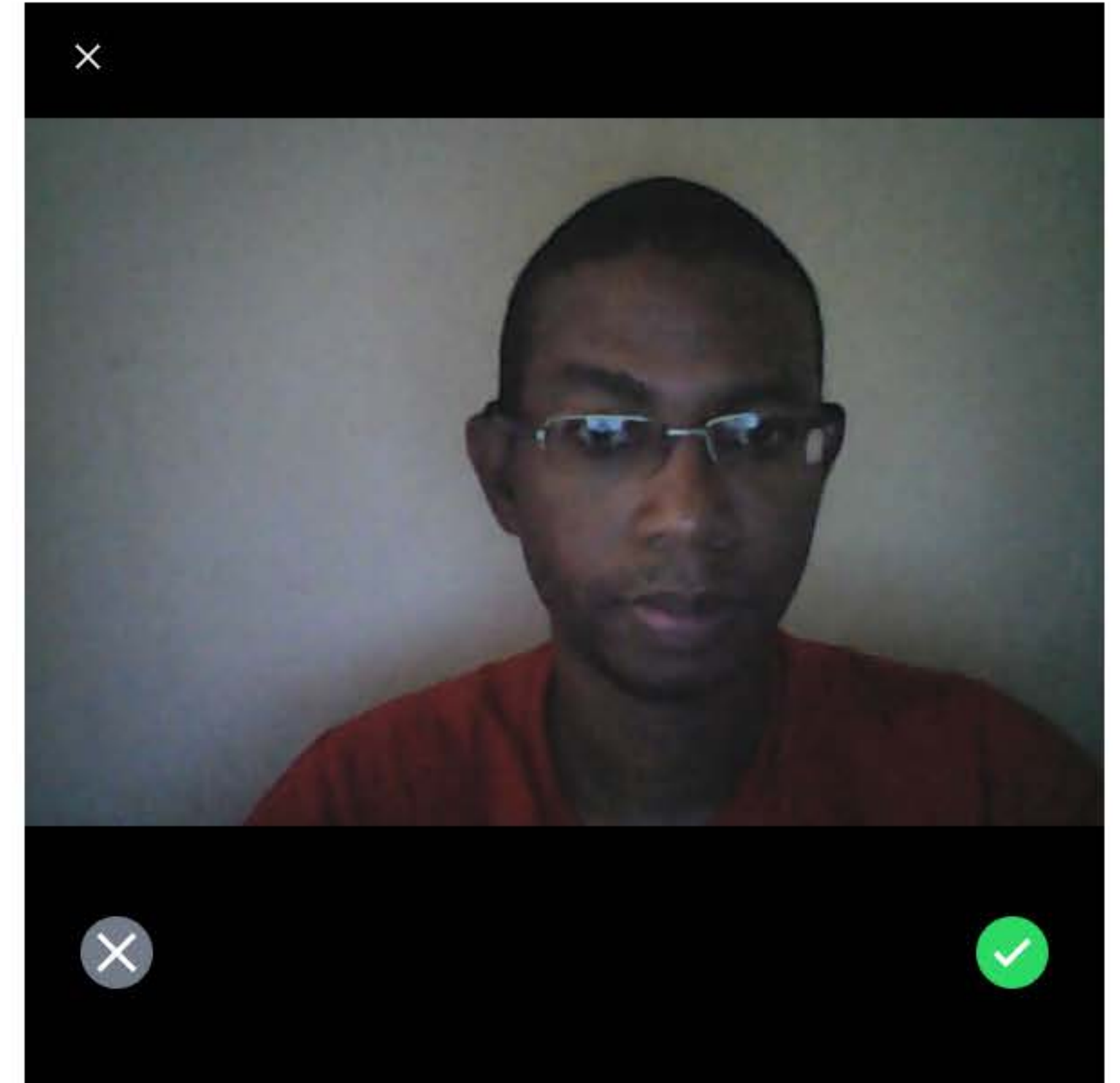
Click the right icon to redo
the snapshot.



STEP 20

If you're satisfied with the photo, click the tick icon.

If you're not satisfied, click the X icon.



STEP 21

The photo ID will be added. Click “Set Up Payments Processing” to complete the profile

Portal Payments

Photo ID Issuing Country
Jamaica

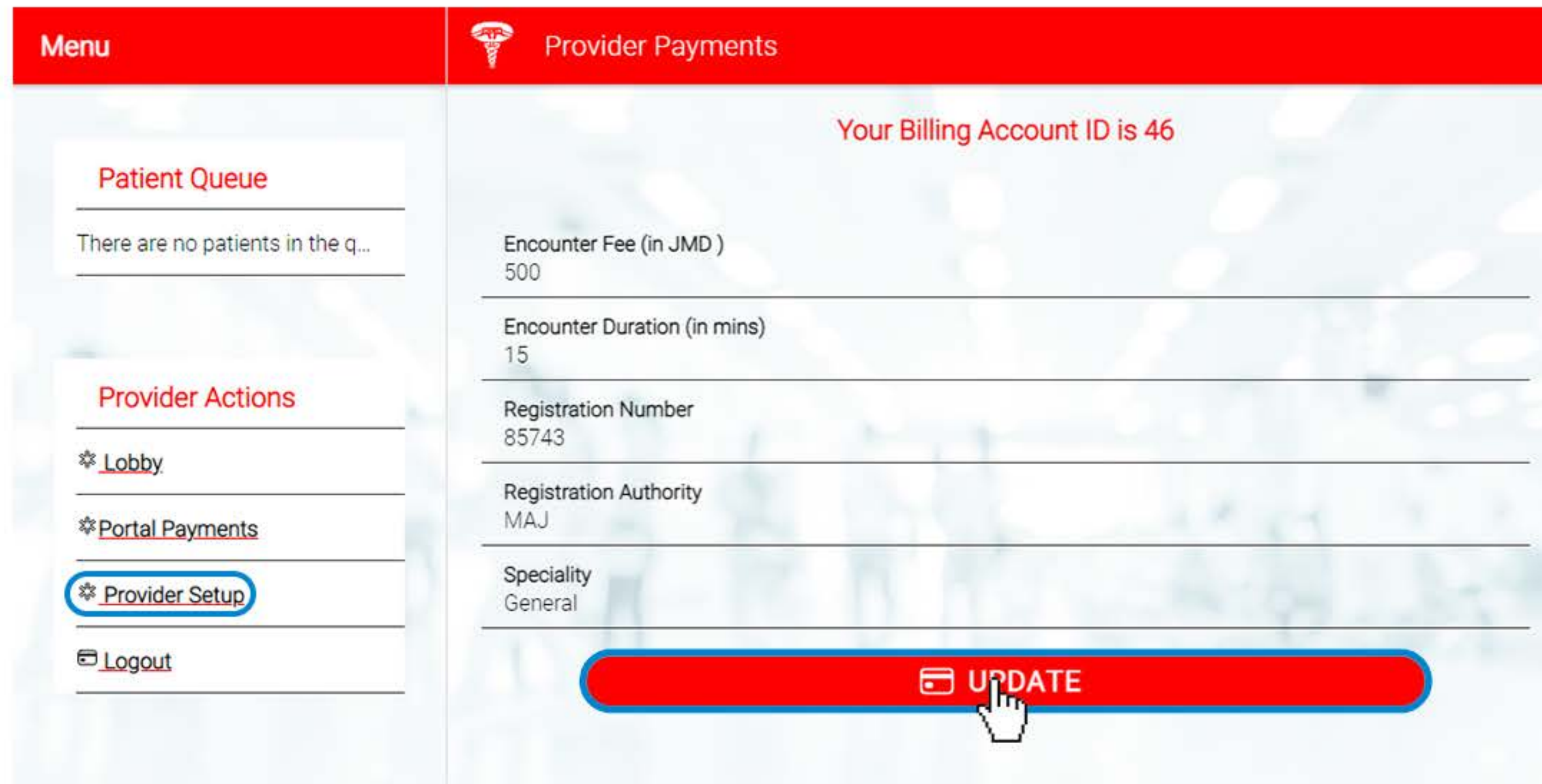
Photo ID Expiry Date
Jan 1, 2025

UPLOAD PHOTO ID

SET UP PAYMENTS PROCESSING

STEP 22

Go to “Provider Setup”, enter Encounter Fee and other details and select “Update”



The screenshot shows a web application interface for 'Provider Payments'. On the left is a 'Menu' sidebar with options: Patient Queue, Provider Actions (Lobby, Portal Payments, Provider Setup, Logout). The main content area shows 'Your Billing Account ID is 46' and a form with the following fields: Encounter Fee (in JMD) 500, Encounter Duration (in mins) 15, Registration Number 85743, Registration Authority MAJ, and Speciality General. A red 'UPDATE' button is at the bottom, with a hand cursor pointing to it.

Field	Value
Encounter Fee (in JMD)	500
Encounter Duration (in mins)	15
Registration Number	85743
Registration Authority	MAJ
Speciality	General



STEP 23

Every provider will be given a free JN Money Card from JN Bank / Doctor on Call





FOR CLINICAL PHARMACY SPECIALISTS

(REMOTE MEDICAL ENCOUNTER)



STEP 20

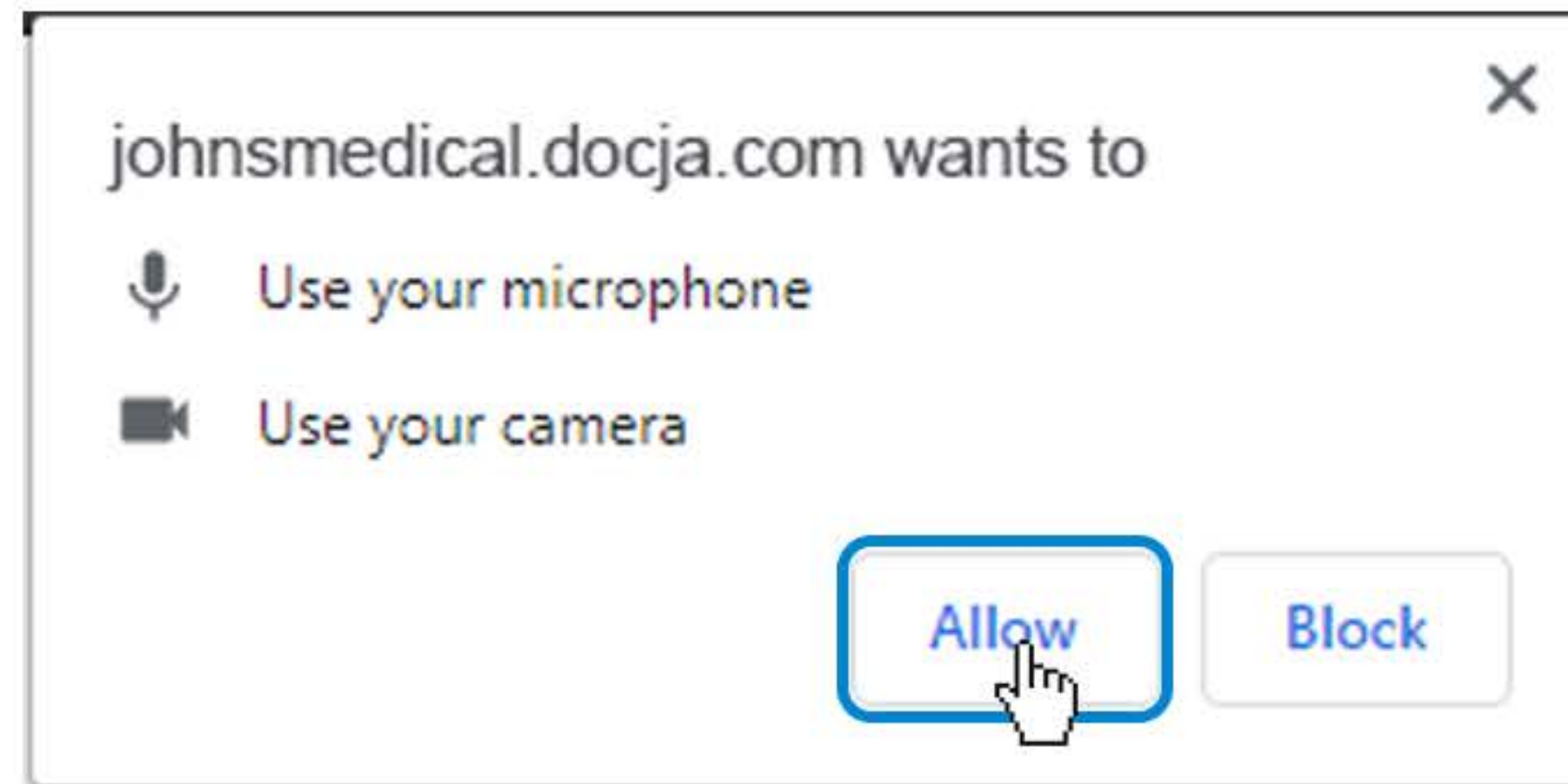
Select the patient you wish to see from the Patient Queue and click “Start Call”

The screenshot shows a web application interface for a pharmacist. The interface is split into two main sections. The left section is a sidebar menu with a red header "Menu". It contains a "Patient Queue" section with a patient entry for "Donyece Byfield" who checked in a few seconds ago, and a red "START CALL" button with a hand cursor over it. Below this is a "Provider Actions" section with links for "Lobby", "Portal Payments", "Provider Setup", and "Logout". The right section has a red header "Provider Payments" and a sub-header "Your Billing Account ID is 46". It displays a form with fields for "Encounter Fee (in JMD)" (500), "Encounter Duration (in mins)" (15), "Registration Number" (85743), "Registration Authority" (MAJ), and "Speciality" (General). A red "UPDATE" button is at the bottom of this section.



STEP 21

A pop-up window will appear asking to use your mic and camera. Click “Allow”



STEP 22

Ensure that no conflicting videoconferencing program (e.g. Zoom, Skype) is using your camera. Otherwise the video encounter will not take place.



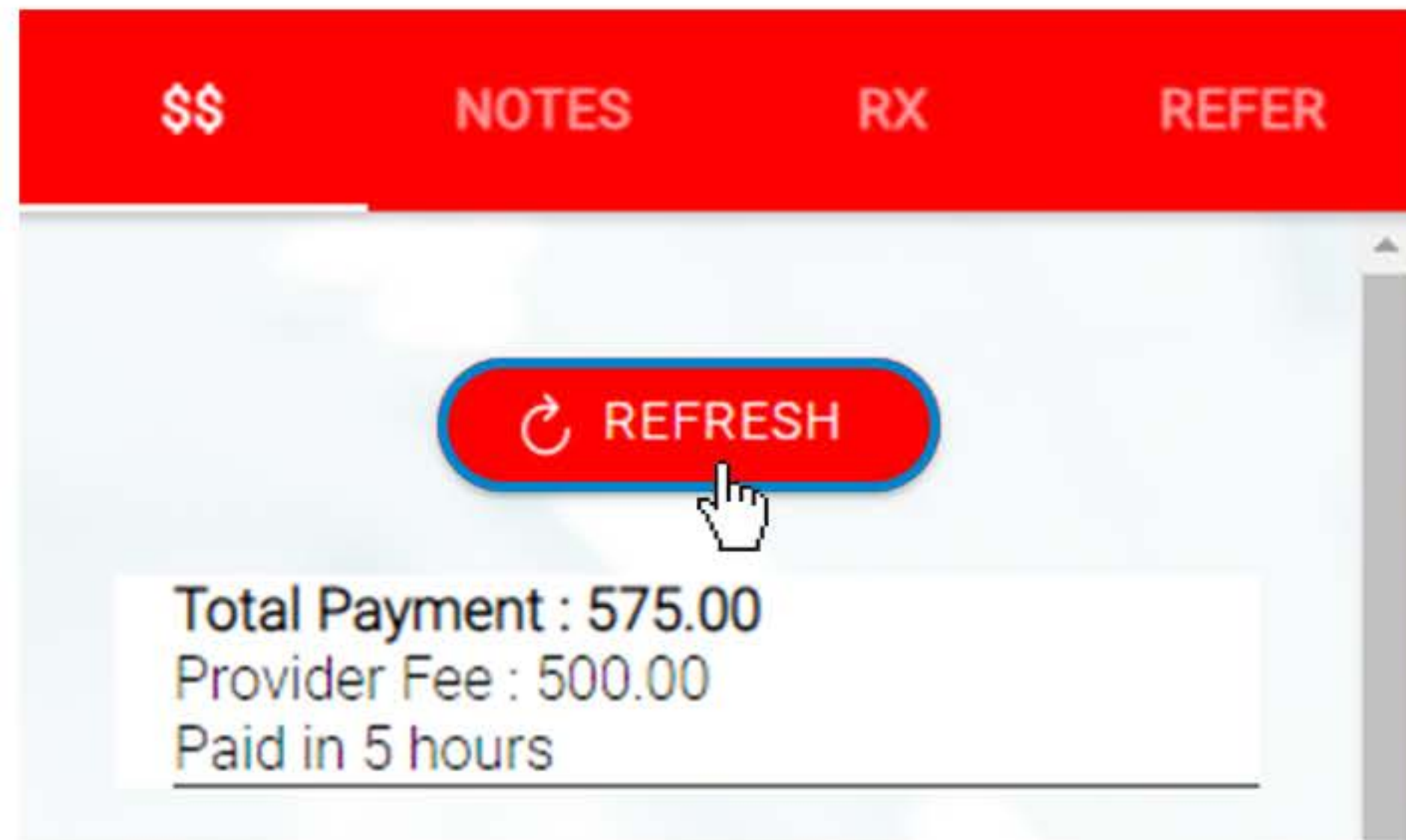
STEP 23

To receive payment for the encounter, go the to \$\$ tab and click “Refresh”



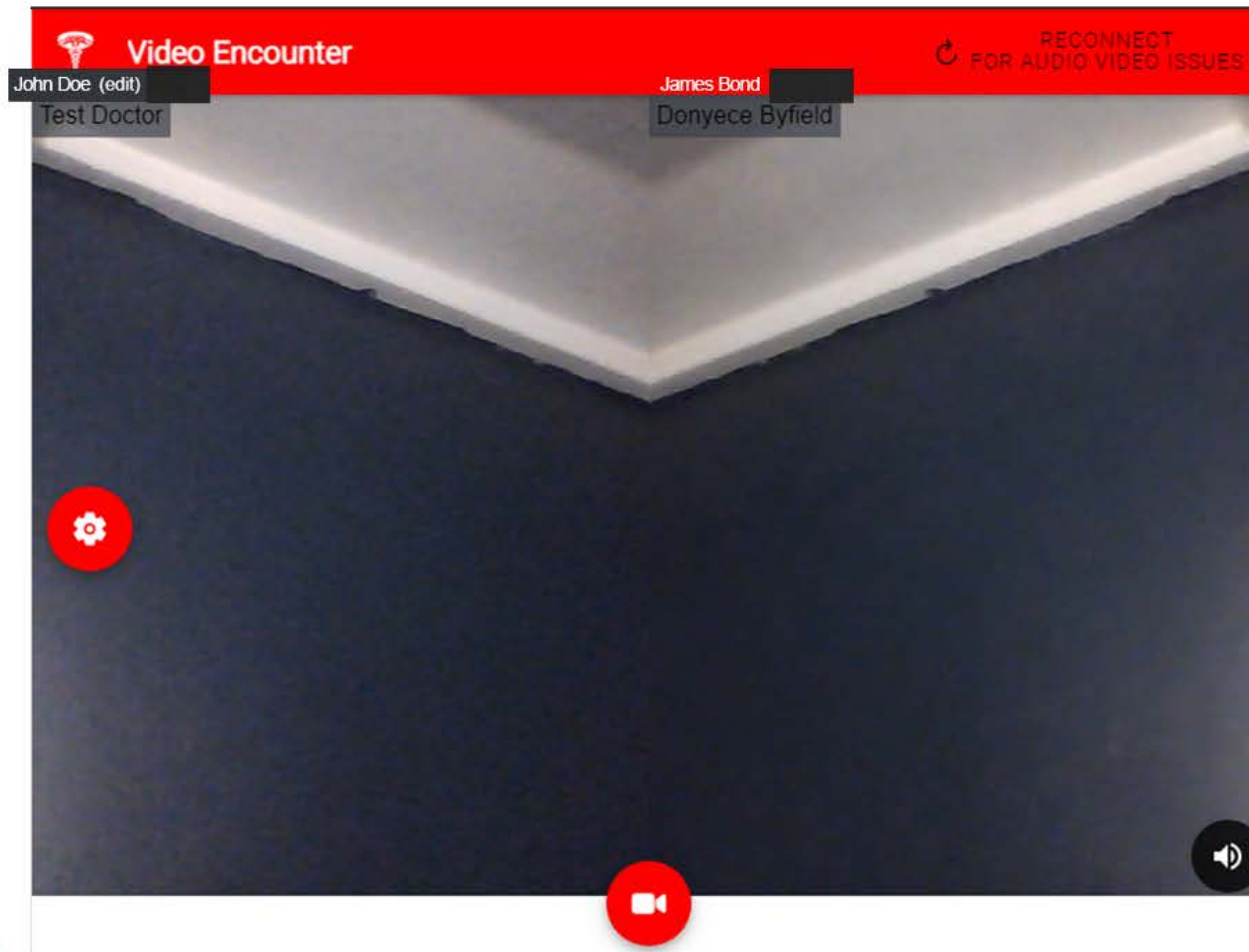
STEP 24

You will then see the payment details.






STEP 25

The video encounter with the patient will begin



STEP 26

Meaning of symbols:

-  Click to adjust camera and microphone
-  Click to end video encounter
-  Click to turn sound on/off

STEP 27

Take note of the three tabs to the left of the video:

\$\$: Payment to provider for telemedicine encounter

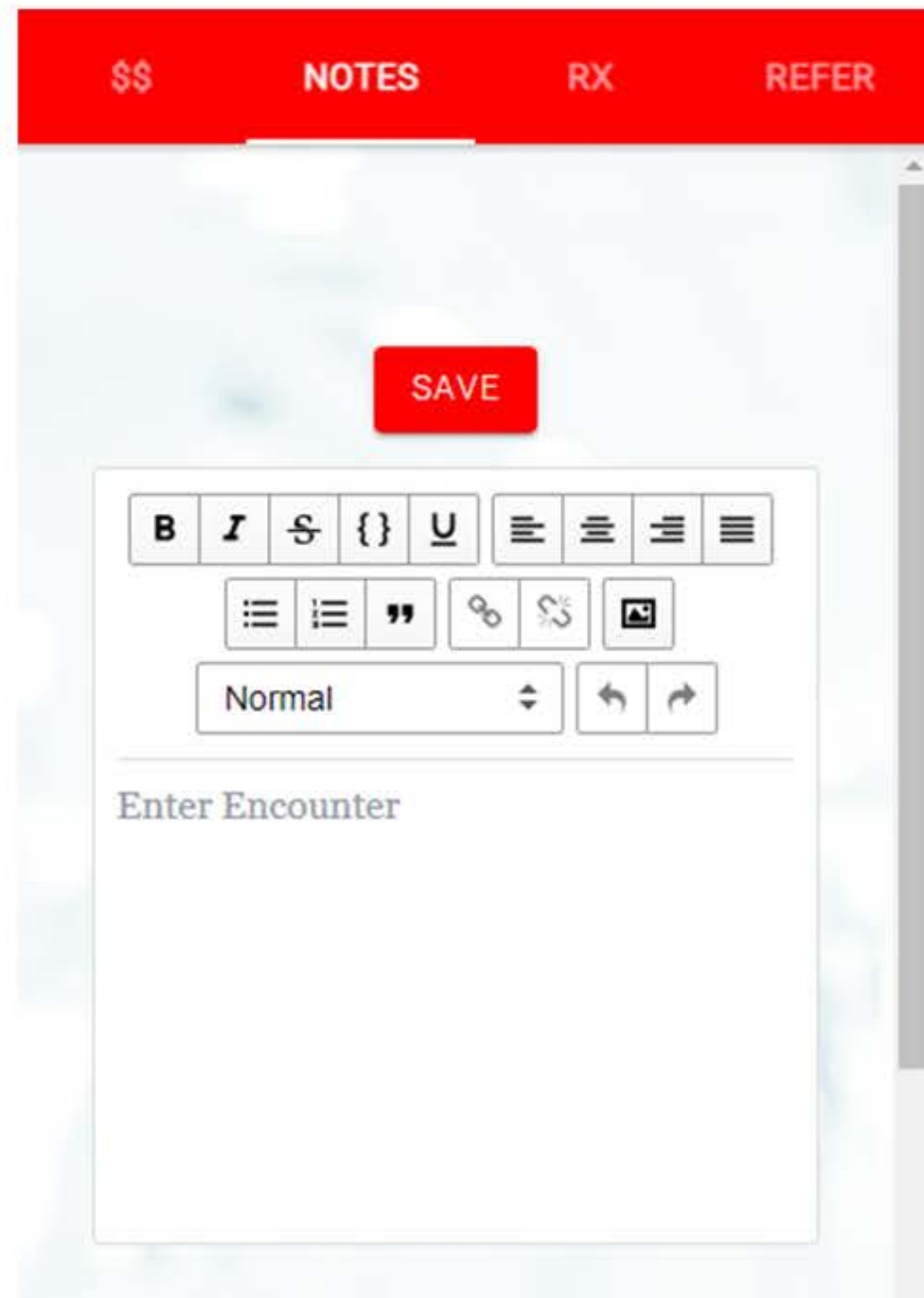
Notes: Confidential clinical encounter notes

Refer: Follow-up instructions to patient



STEP 28

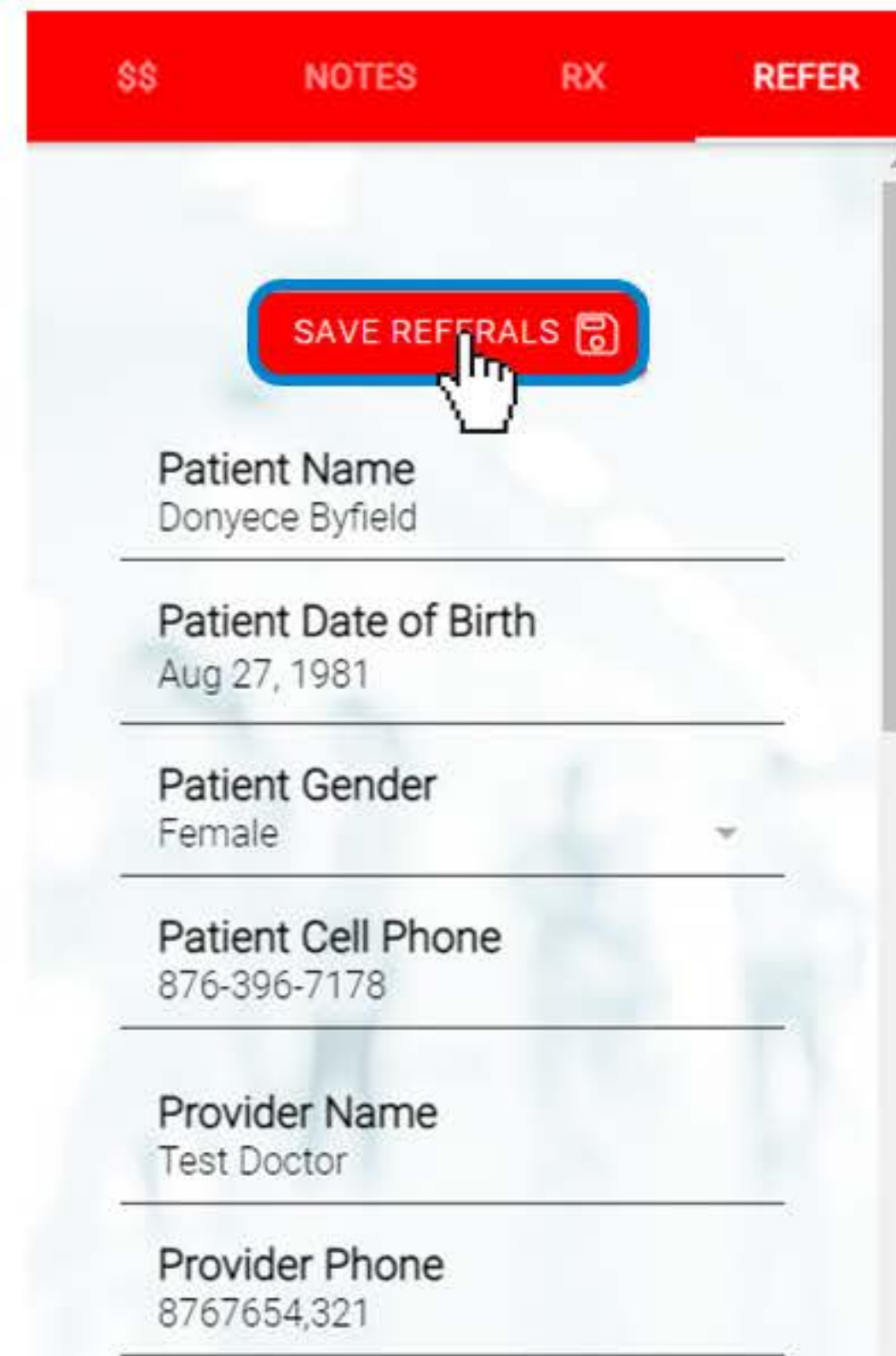
Make clinical encounter notes
then click “Save”.
Notification will appear.



The screenshot shows a software interface for entering clinical encounter notes. At the top, there is a red navigation bar with four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. Below the navigation bar, a red 'SAVE' button is prominently displayed. Underneath the button is a rich text editor toolbar containing icons for bold (B), italic (I), strikethrough (ABC), link ({}), underline (U), bulleted list, numbered list, indent, and outdent. Below the toolbar is a dropdown menu currently set to 'Normal' and two arrow buttons for undo and redo. The main area of the interface is a large white text box with the placeholder text 'Enter Encounter'.

STEP 30

Click “Save Referrals” to save.
Confirmation will appear.



The screenshot shows a mobile application interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. The 'REFER' tab is selected. Below the header, there is a red button with white text that says 'SAVE REFERRALS' and a small icon of a document with a checkmark. A hand cursor is pointing at the button. Below the button, there are several form fields with labels and values:

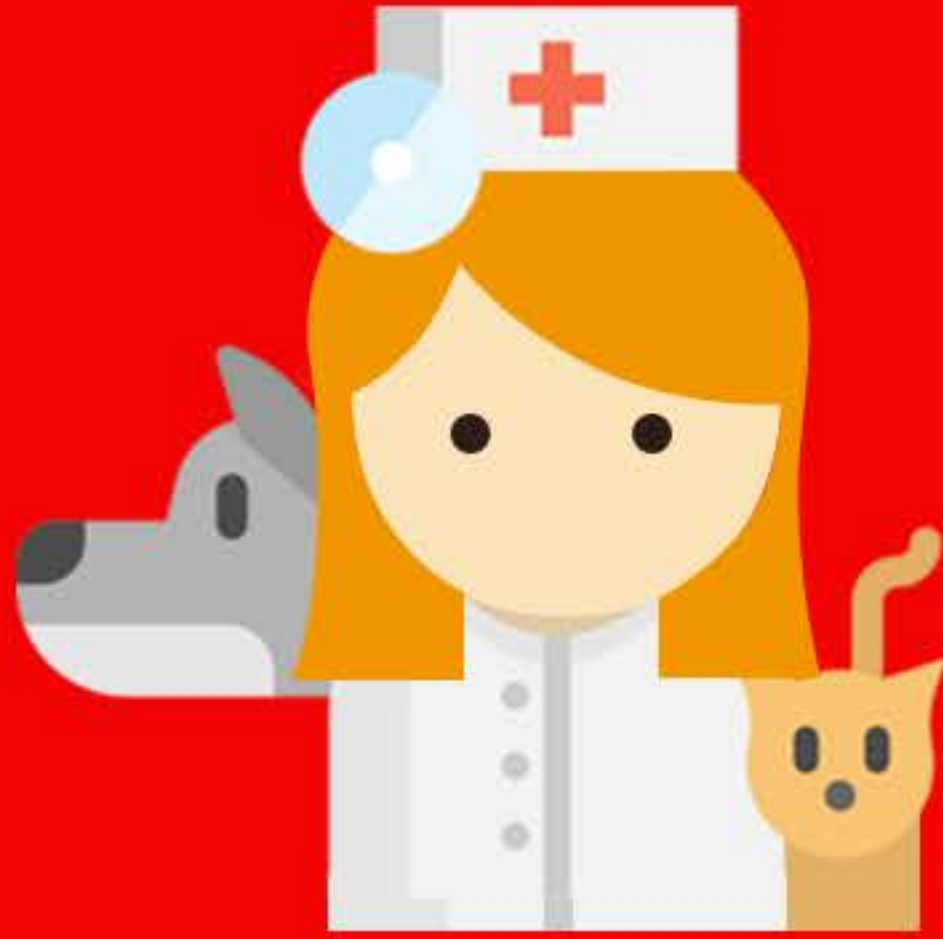
- Patient Name: Donyece Byfield
- Patient Date of Birth: Aug 27, 1981
- Patient Gender: Female
- Patient Cell Phone: 876-396-7178
- Provider Name: Test Doctor
- Provider Phone: 8767654,321



STEP 31

Click  to end video encounter then return to lobby to see next patient or click “Logout” to exit the platform.





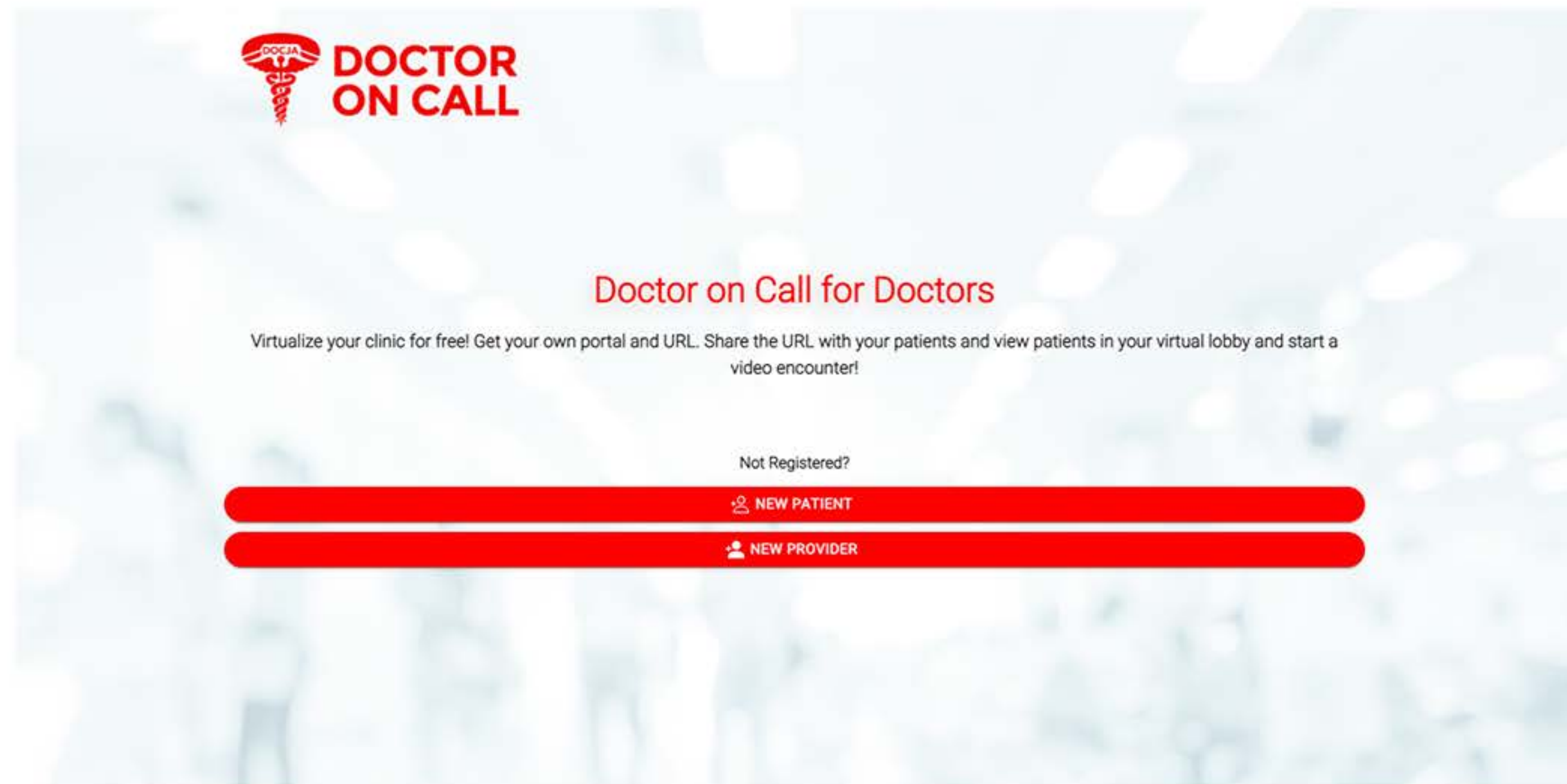
FOR VETERINARY PRACTITIONERS

(REGISTERING WITH DOCTOR ON CALL)



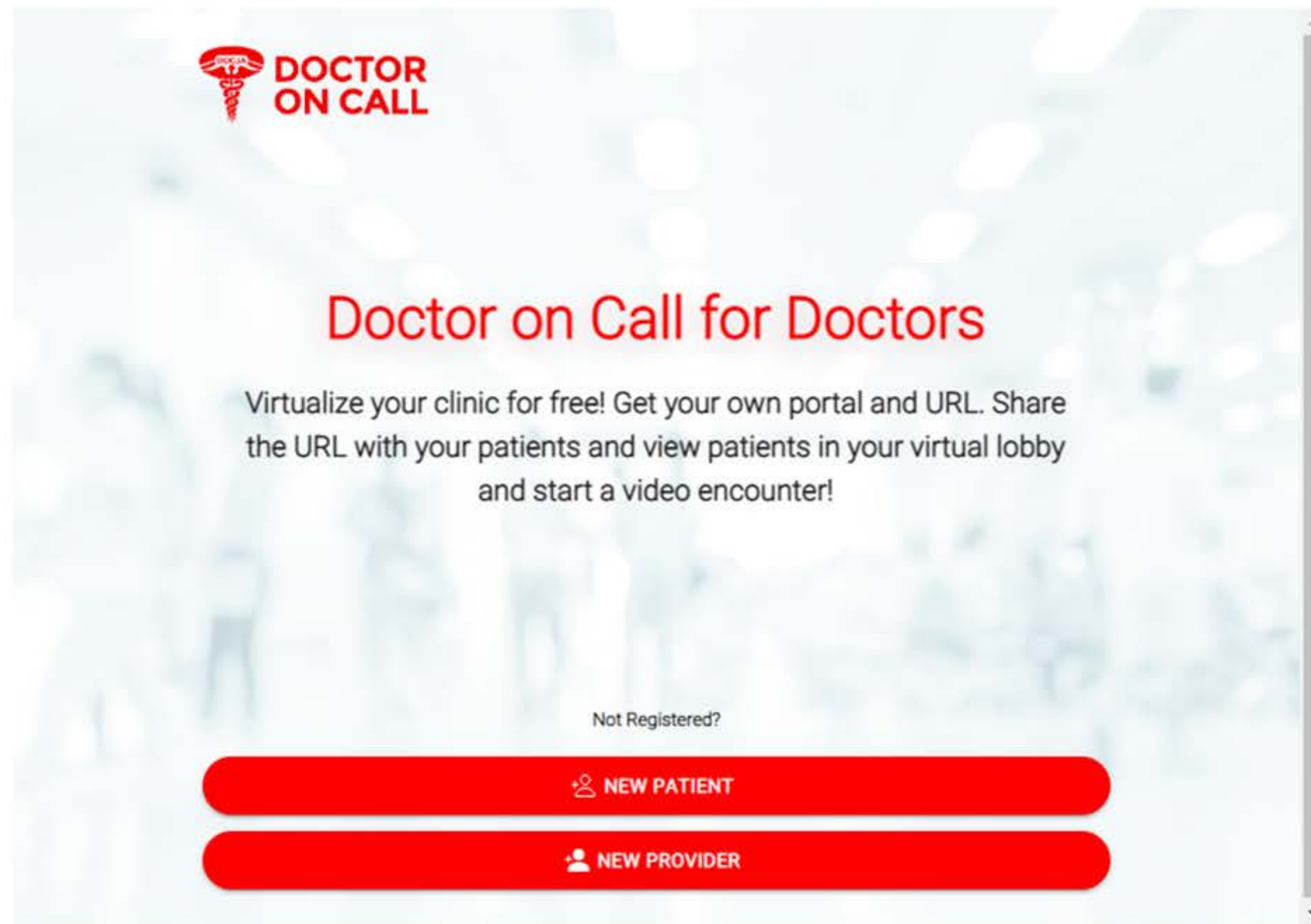
STEP 1

Log on to the Doctor on Call web address
www.docja.com



STEP 2

Naming your web portal/web address. This is the 1st step for the virtual extension of your present practice (e.g. *anyname.docja.com*)



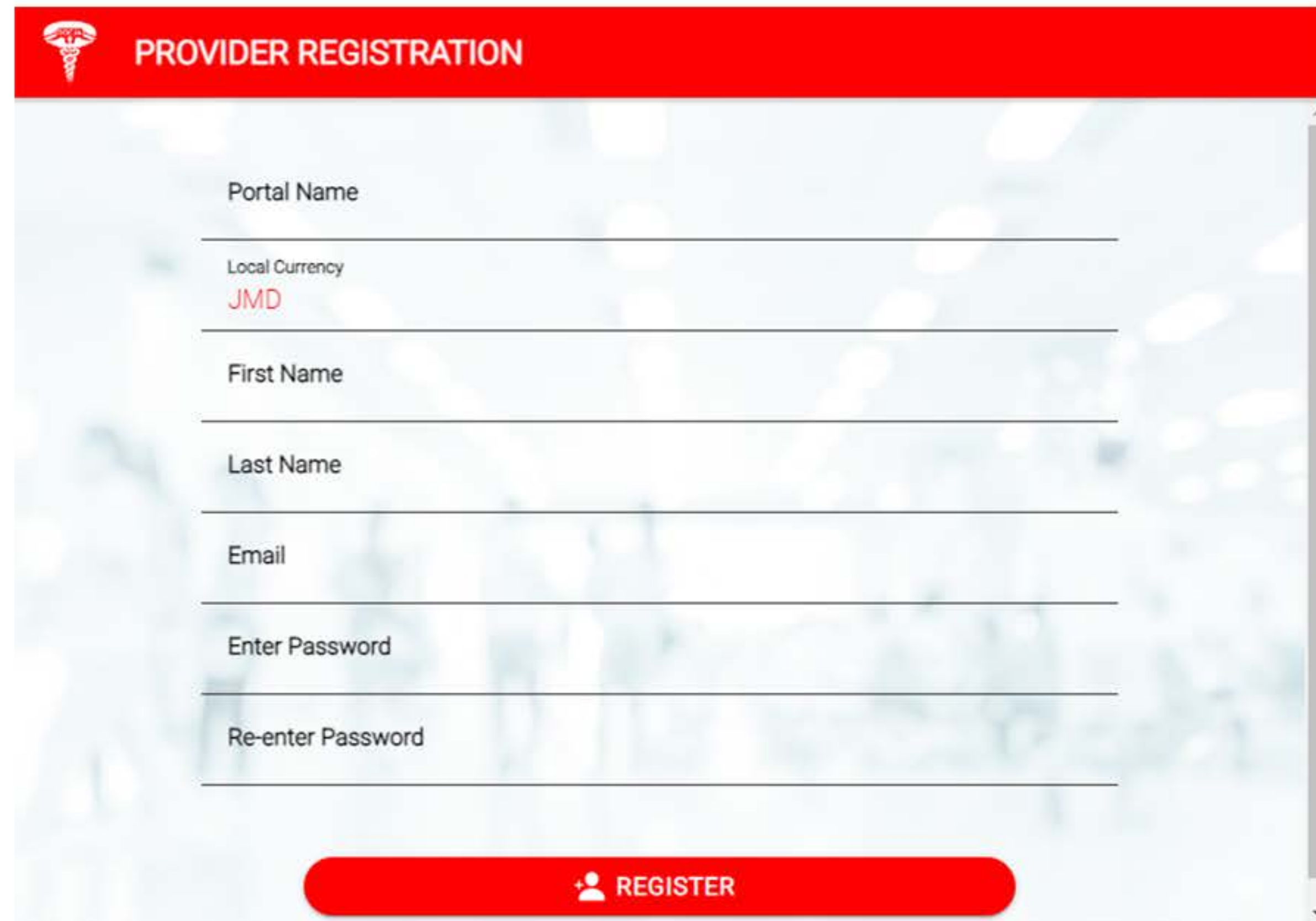
STEP 3

Click “New Provider”



STEP 4

You will be taken to the “Provider Registration” page



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar. The form contains several input fields: "Portal Name", "Local Currency" (with "JMD" entered), "First Name", "Last Name", "Email", "Enter Password", and "Re-enter Password". A red "REGISTER" button with a person icon is at the bottom.

PROVIDER REGISTRATION

Portal Name

Local Currency
JMD


First Name

Last Name

Email

Enter Password

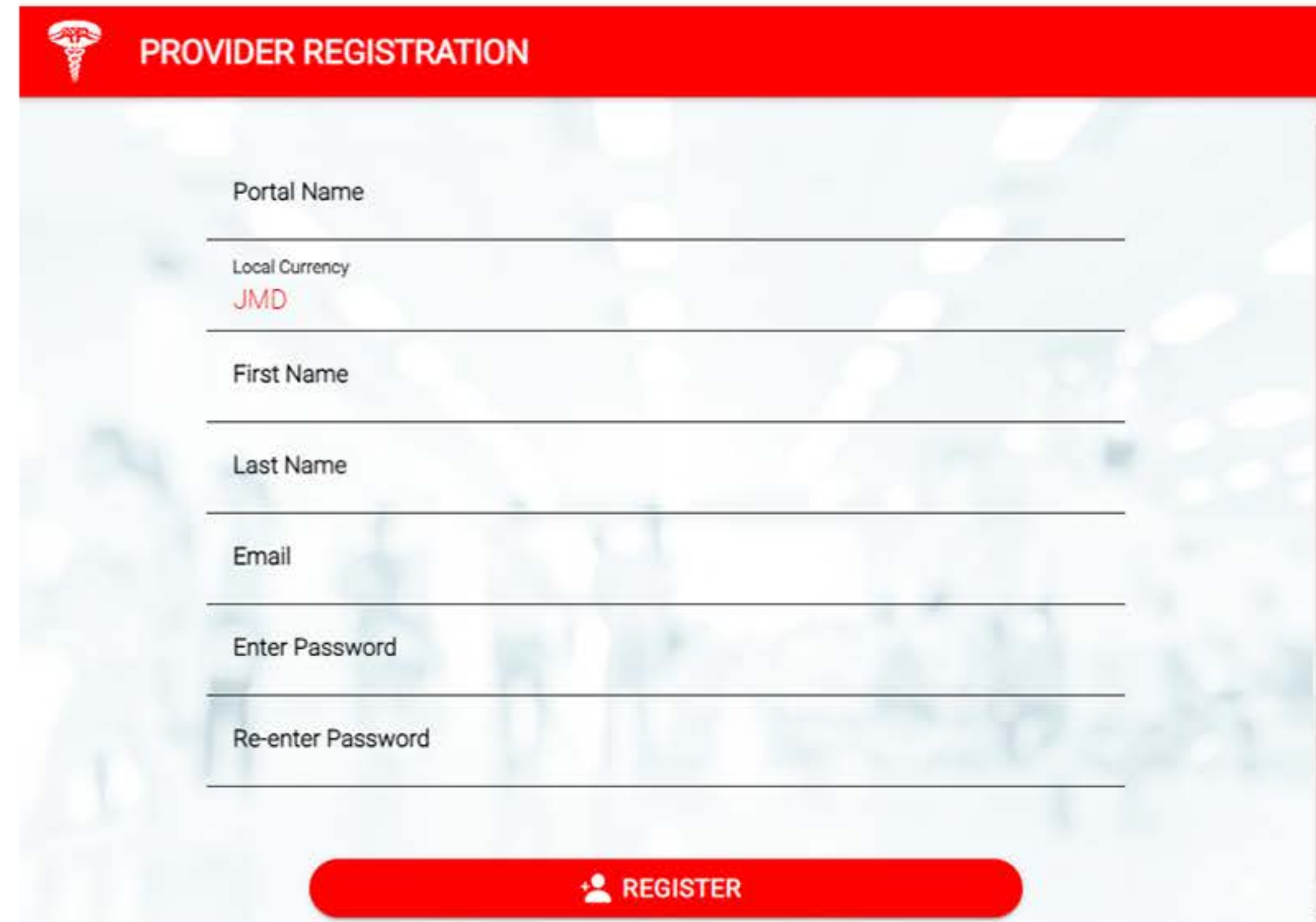
Re-enter Password

 REGISTER

STEP 5

Enter your portal name. (eg.yourname.docja.com)

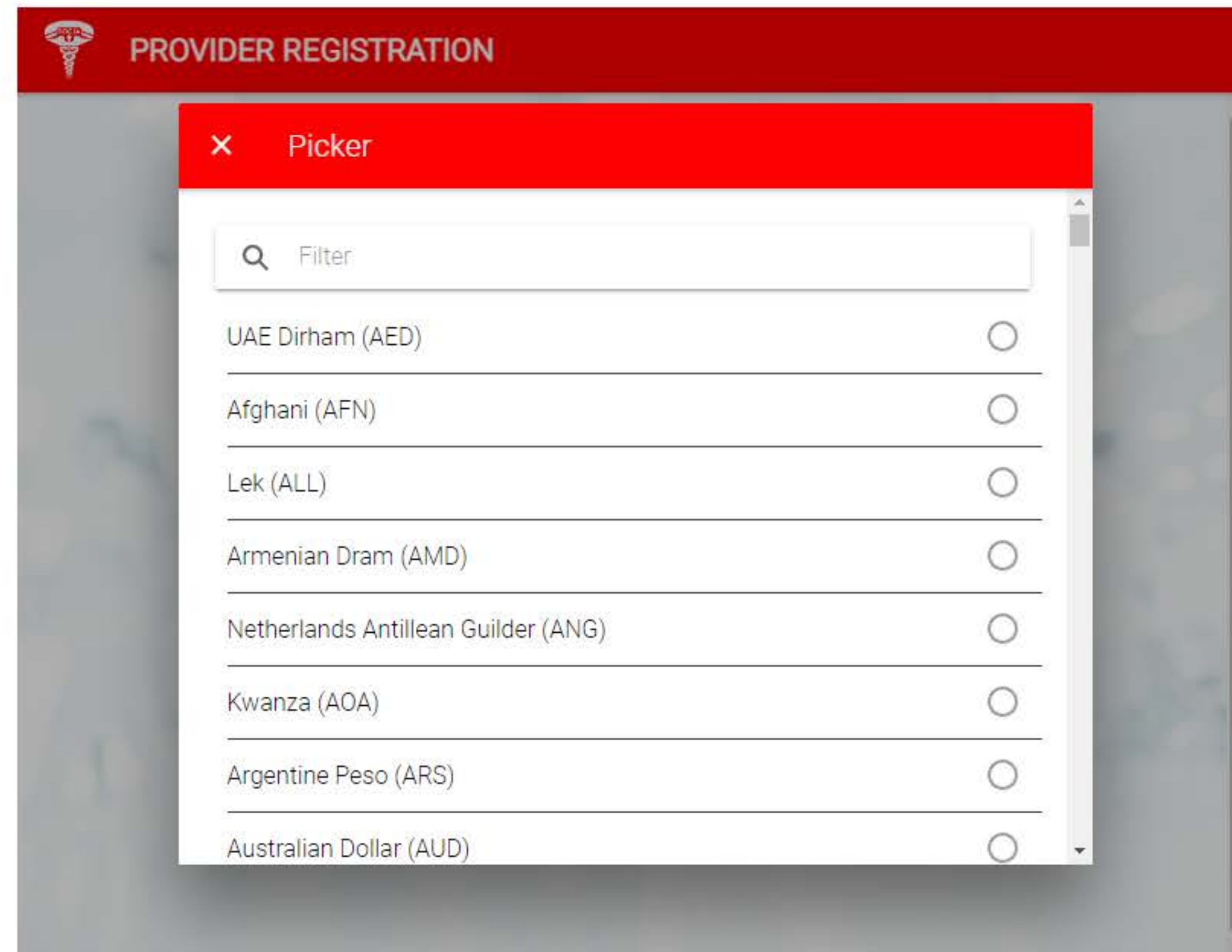
If the portal name is already taken, your attempt to register it will be blocked. Otherwise, you'll have to register your email under that portal name.



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar containing a caduceus icon. The form fields are: Portal Name, Local Currency (with "JMD" selected), First Name, Last Name, Email, Enter Password, and Re-enter Password. A red "REGISTER" button with a person icon is at the bottom.

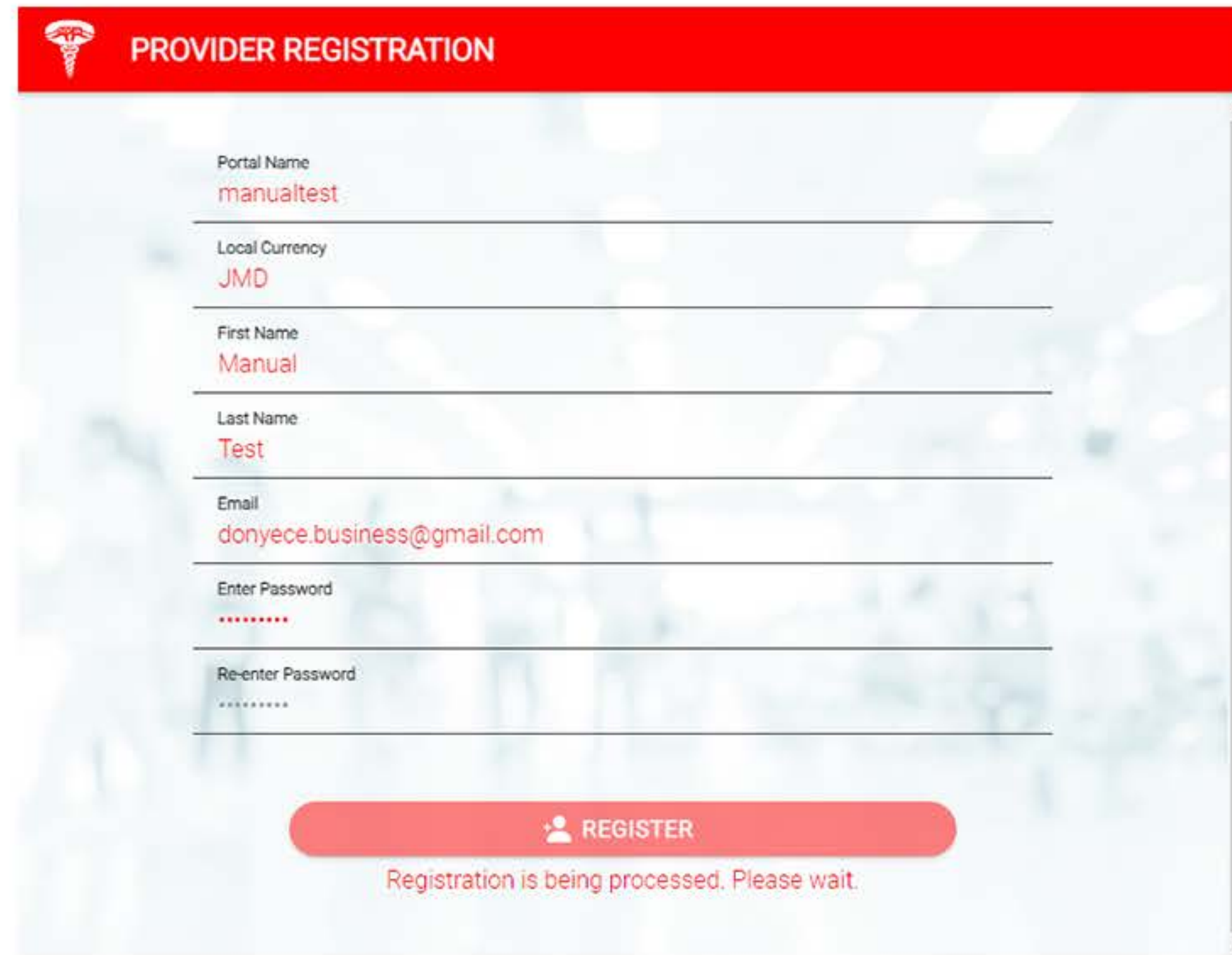
STEP 6

The default currency is JMD



STEP 7

Enter name and email address



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

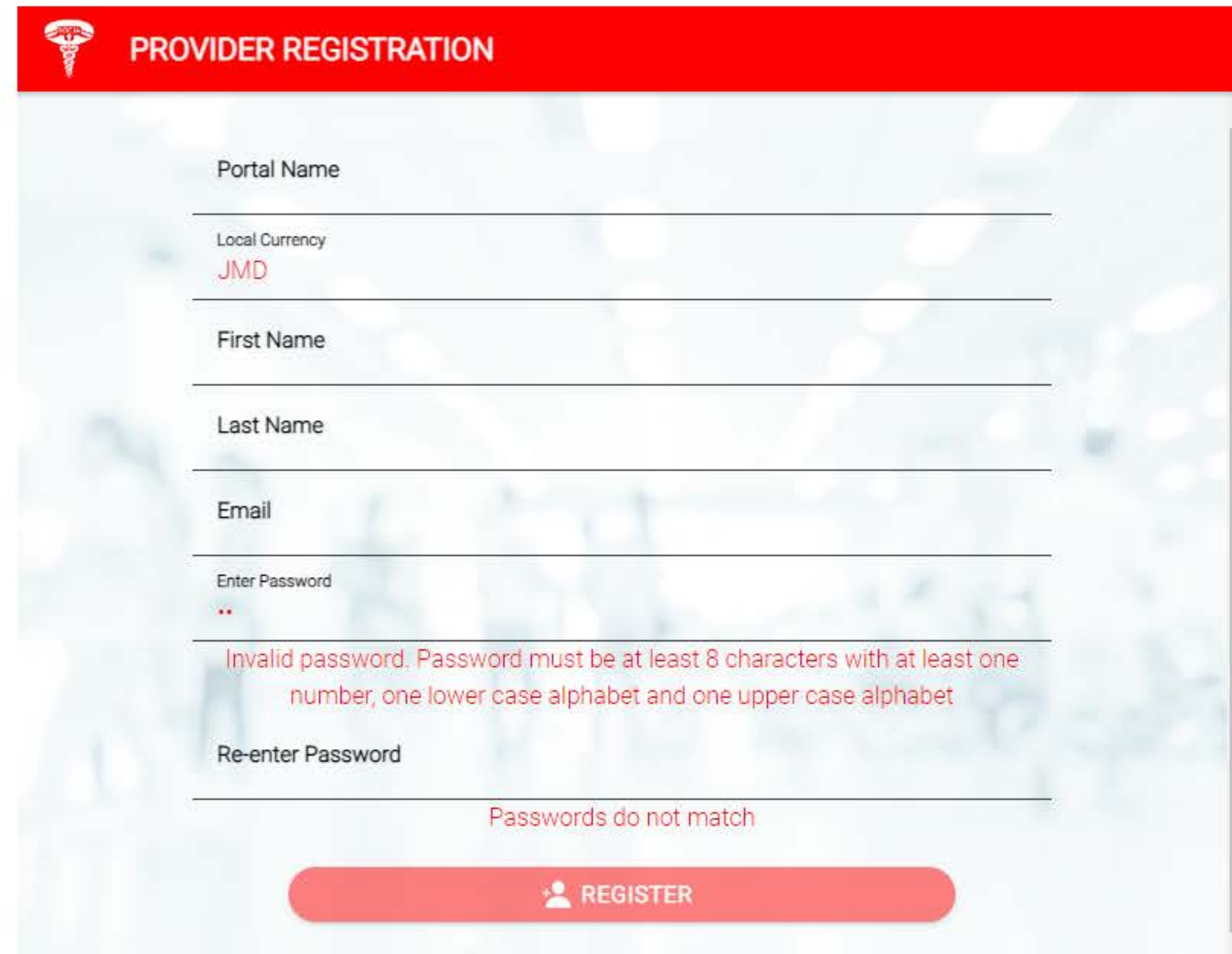
Re-enter Password
.....

REGISTER

Registration is being processed. Please wait.

STEP 8

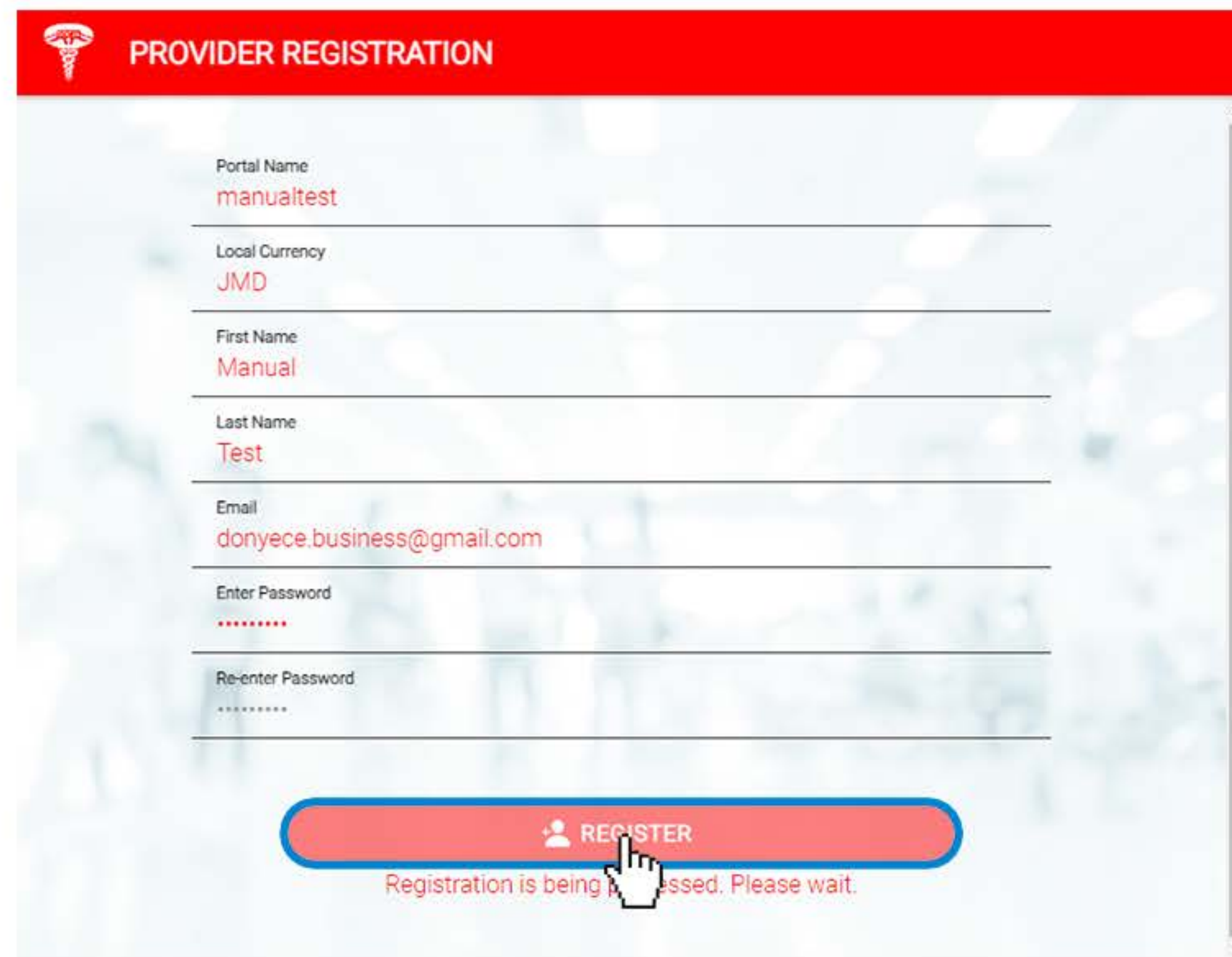
Enter password twice. Ensure both match.



The screenshot shows a web form titled "PROVIDER REGISTRATION" with a red header bar containing a medical icon. The form fields are: Portal Name, Local Currency (JMD), First Name, Last Name, Email, Enter Password (with two red dots), and Re-enter Password. A red error message is displayed below the password fields: "Invalid password. Password must be at least 8 characters with at least one number, one lower case alphabet and one upper case alphabet". Below the Re-enter Password field, the text "Passwords do not match" is shown. At the bottom of the form is a red button with a person icon and the text "REGISTER".

STEP 9

Wait for confirmation of password then click “Register”



PROVIDER REGISTRATION

Portal Name
manualtest

Local Currency
JMD

First Name
Manual

Last Name
Test

Email
donyece.business@gmail.com

Enter Password
.....

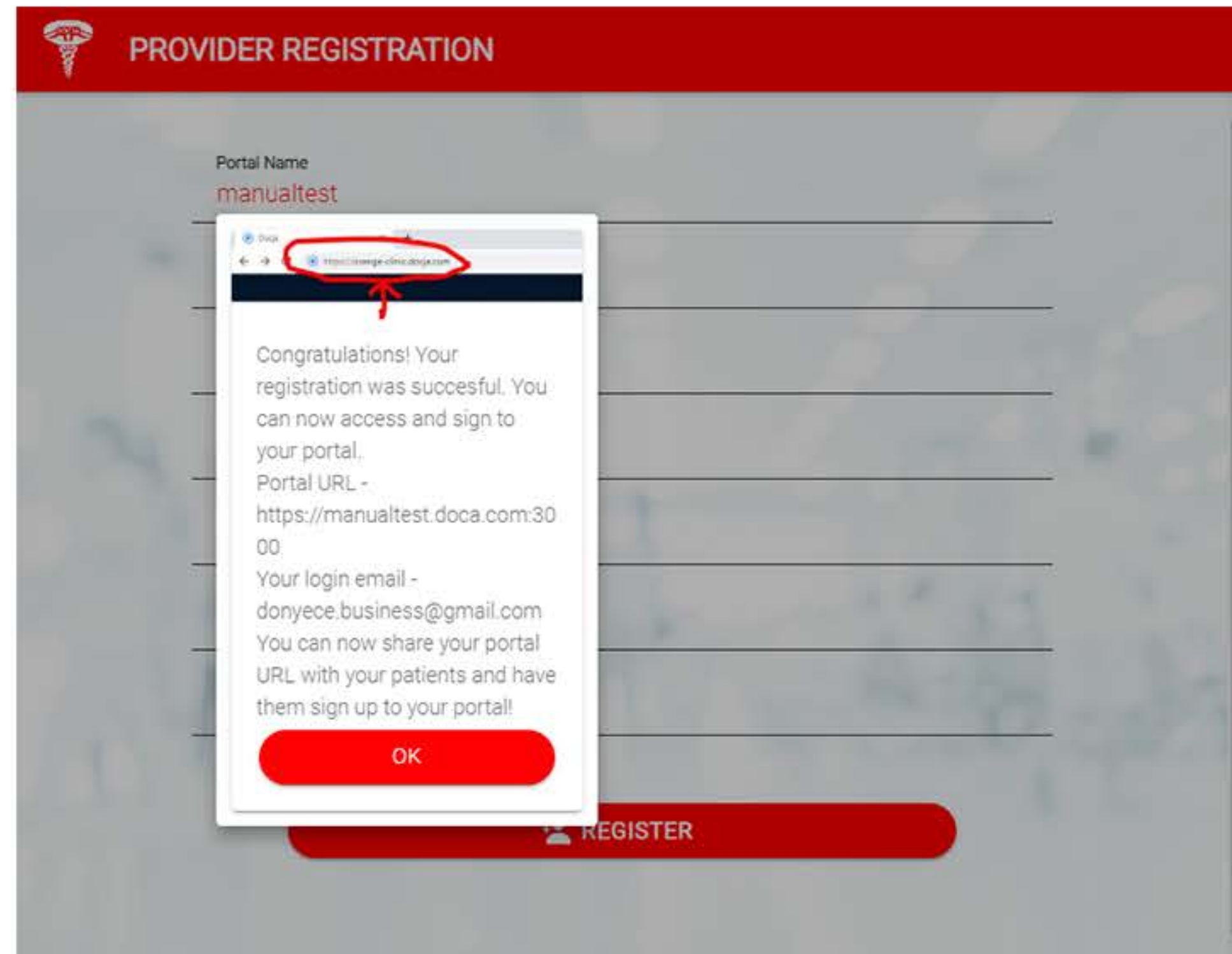
Re-enter Password
.....

REGISTER

Registration is being processed. Please wait.

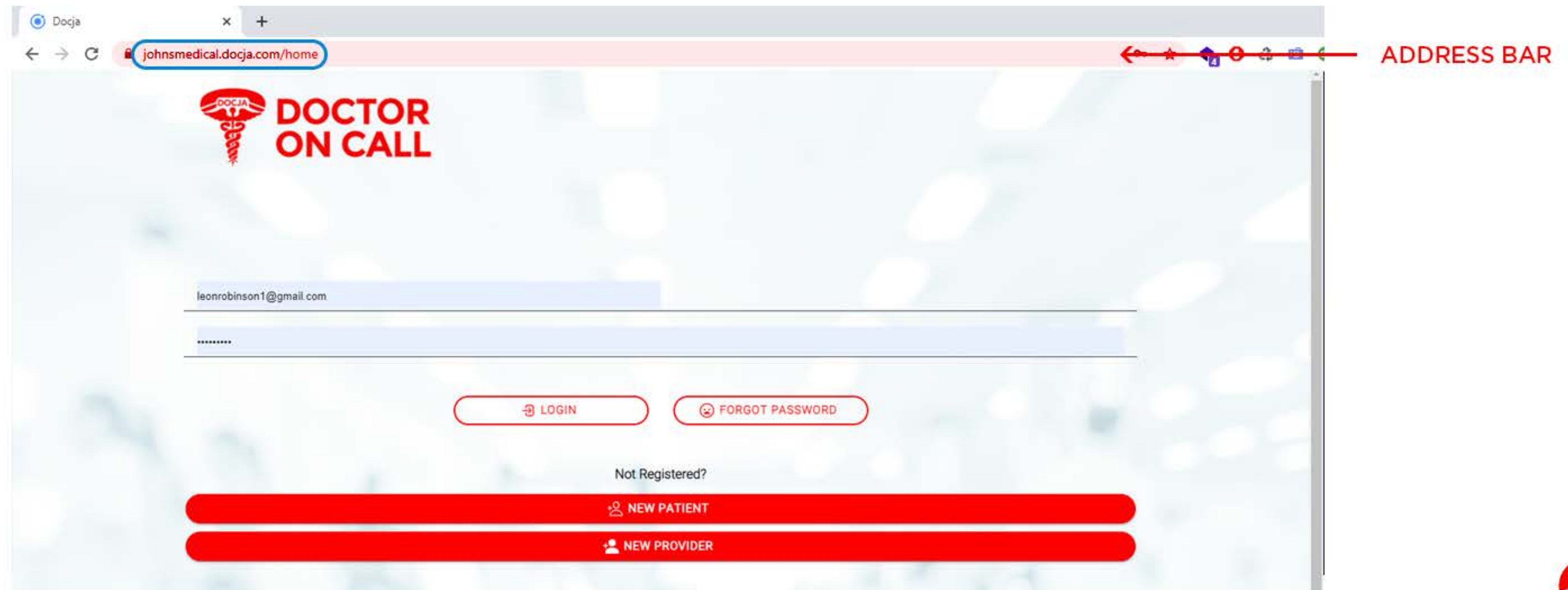
STEP 10

Your registration is now complete!
You will be taken to the home page.



STEP 11

Note the URL in the address bar. That is your custom portal. Share this portal name with your patients who you will register on your telemedicine platform (e.g.johndoe.docja.com)
This is very important for patients to access your telemedicine service when they need to.





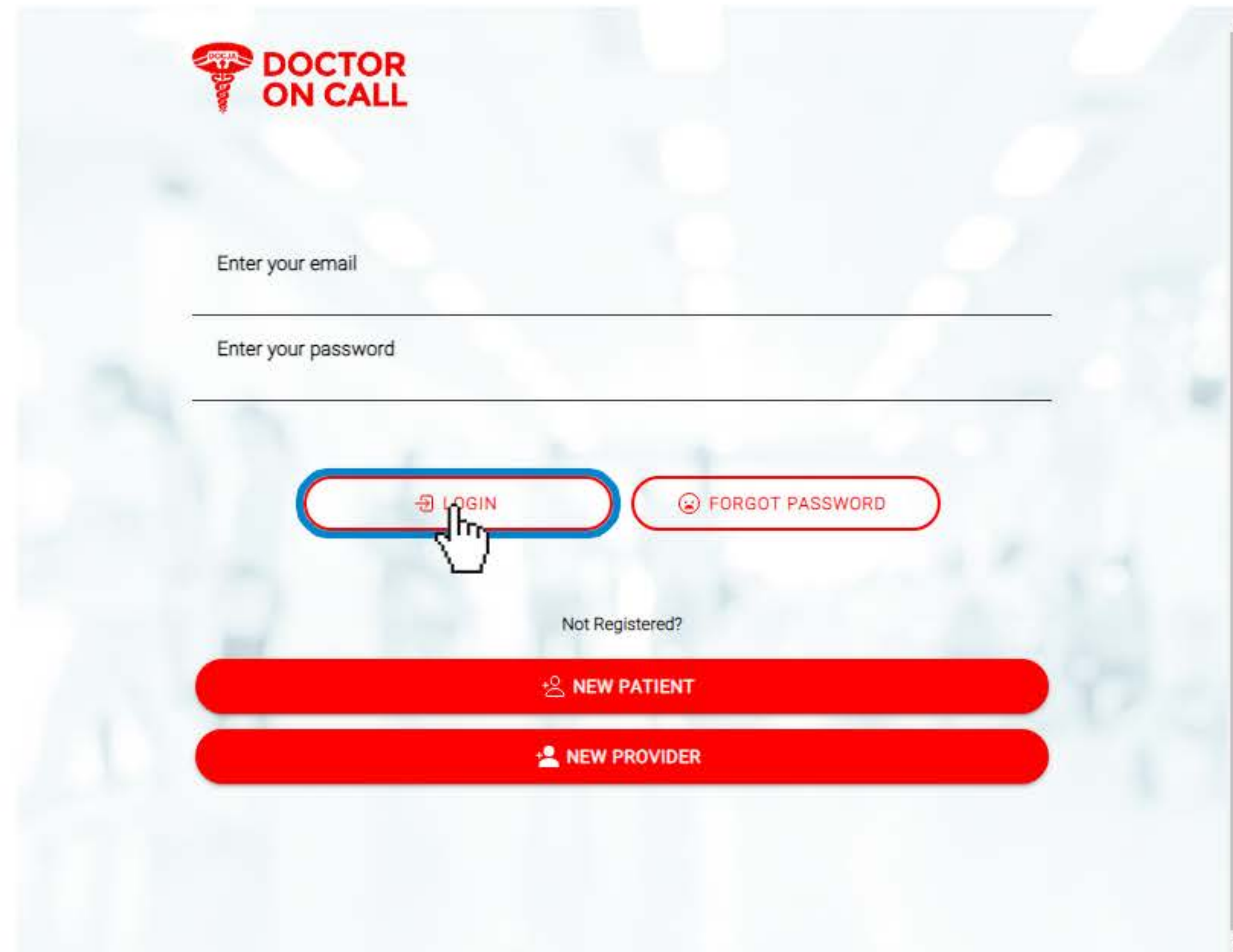
**FOR VETERINARY
PRACTITIONERS**

(ACCESSING THE PLATFORM)



STEP 12

Go to your web portal and log in.



The screenshot shows the login page for the Doctor On Call web portal. At the top left is the logo for DOCTOR ON CALL, which includes a red caduceus icon. Below the logo are two input fields: "Enter your email" and "Enter your password". Underneath these fields are two buttons: a blue "LOGIN" button with a hand cursor icon pointing to it, and a red "FORGOT PASSWORD" button. Below the buttons is a link that says "Not Registered?". At the bottom of the page are two red buttons: "NEW PATIENT" and "NEW PROVIDER".

STEP 13

If you've forgotten your password, click "Forgot Password"

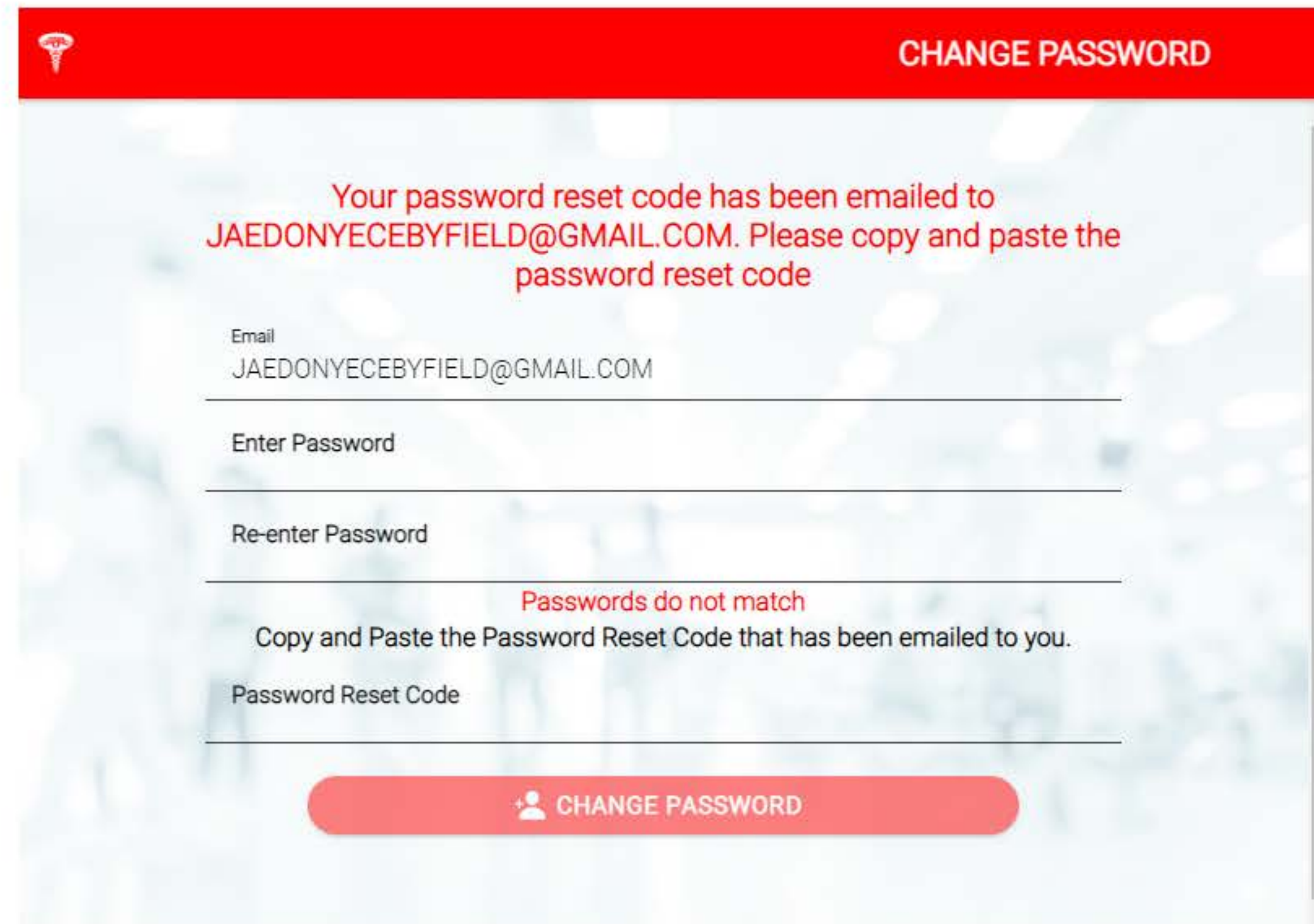


The screenshot shows the Doctor On Call login interface. At the top left is the logo with a caduceus and the text "DOCTOR ON CALL". Below the logo are two input fields: "Enter your email" and "Enter your password". Underneath the password field are two buttons: "LOGIN" and "FORGOT PASSWORD". A hand cursor is pointing at the "FORGOT PASSWORD" button, which is highlighted with a blue border. Below these buttons is the text "Not Registered?". At the bottom are two large red buttons: "NEW PATIENT" and "NEW PROVIDER".



STEP 14

You will be taken to the “Change Password” page



The screenshot shows a web interface for changing a password. At the top, there is a red header with a white caduceus icon on the left and the text 'CHANGE PASSWORD' on the right. Below the header, the main content area has a light blue background with a blurred image of a person. The text reads: 'Your password reset code has been emailed to JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the password reset code'. Below this, there are three input fields: 'Email' (containing 'JAEDONYECEBYFIELD@GMAIL.COM'), 'Enter Password', and 'Re-enter Password'. A red error message 'Passwords do not match' is displayed below the 'Re-enter Password' field. Below the error message, there is a text prompt 'Copy and Paste the Password Reset Code that has been emailed to you.' followed by a 'Password Reset Code' input field. At the bottom, there is a red button with a white caduceus icon and the text 'CHANGE PASSWORD'.

STEP 15

Enter the new password twice, copy the reset code emailed to you, paste it in the Password Reset Code field and click “Change Password”

CHANGE PASSWORD

Your password reset code has been emailed to JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the password reset code

Email
JAEDONYECEBYFIELD@GMAIL.COM

Enter Password
.....

Re-enter Password
.....

Copy and Paste the Password Reset Code that has been emailed to you.

Password Reset Code
CfDJ8EAijUTk8qxMh1DalXQYrd3hilZ9J540y5FoXTeuFVFFTrucFTTG/Q5+tkv

CHANGE PASSWORD

STEP 16

Once you log in, you will enter the Provider Lobby. Note the “Patient Queue” at the top left.

Menu Provider Lobby

Patient Queue

There are no patients in the q...

Provider Actions

- Lobby
- Portal Payments
- Provider Setup
- Logout

Welcome Test Doctor.
Select a patient from the queue to start an encounter.

LOGOUT

Past Encounters

Provider: Test Doctor
Patient: Donyece Byfield
Date: 2020/12/06 02:07 AM

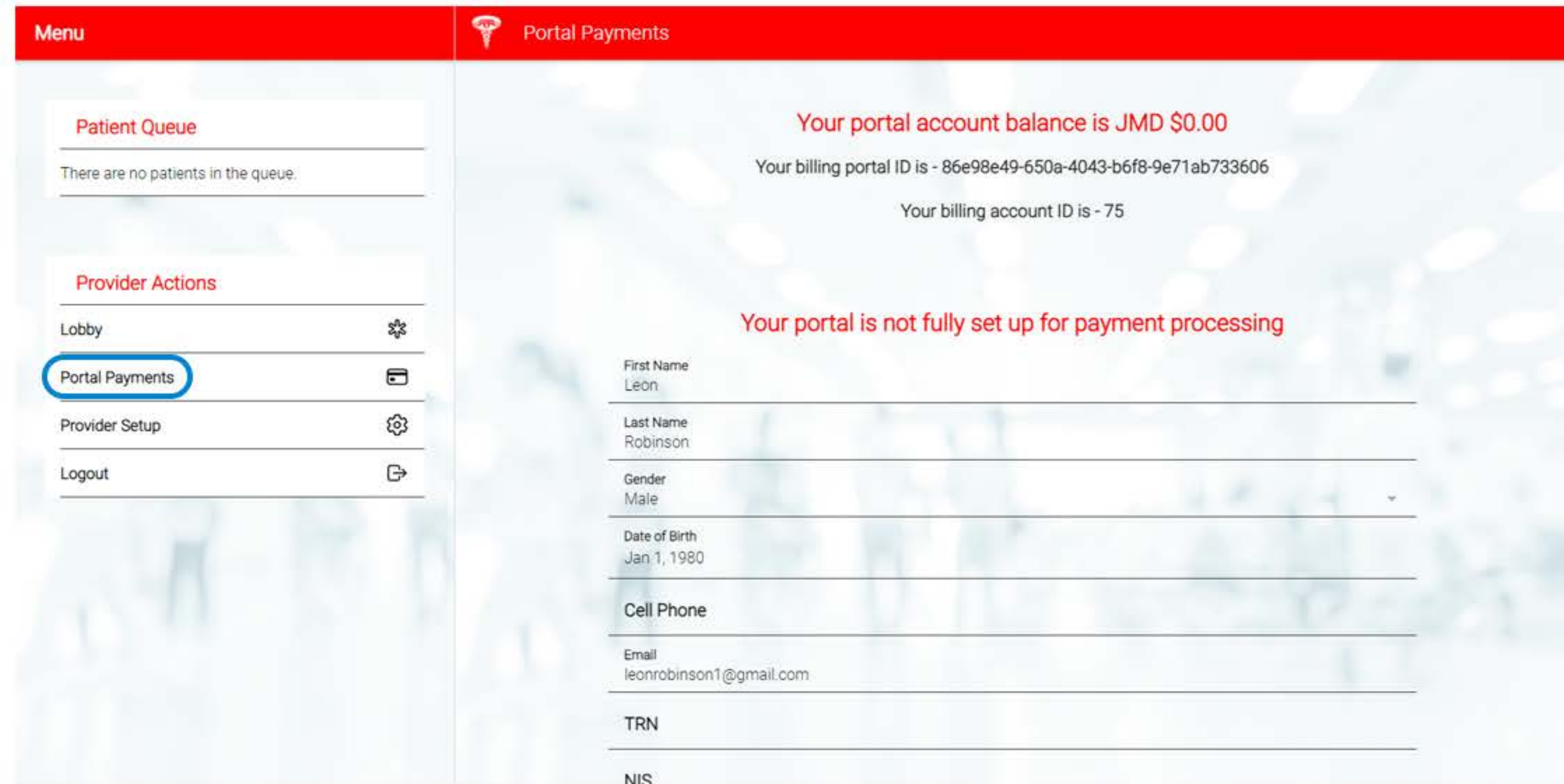
VIEW ENCOUNTER

Provider: Test Doctor



STEP 17

Go to “Portal Payments” to see payments you’ve received. Please fill out the fields provided.



The screenshot shows a web portal interface with a red header bar. On the left is a 'Menu' sidebar with options: Patient Queue, Provider Actions, Lobby, Portal Payments (highlighted with a blue circle), Provider Setup, and Logout. The main content area is titled 'Portal Payments' and displays the following information:

- Your portal account balance is JMD \$0.00
- Your billing portal ID is - 86e98e49-650a-4043-b6f8-9e71ab733606
- Your billing account ID is - 75
- Your portal is not fully set up for payment processing

Below this information is a form with the following fields:

- First Name: Leon
- Last Name: Robinson
- Gender: Male
- Date of Birth: Jan 1, 1980
- Cell Phone: (empty)
- Email: leonrobinson1@gmail.com
- TRN: (empty)
- NIS: (empty)



STEP 18

Click “Upload Photo ID” to add photo ID

The screenshot displays a web interface with a red header bar. On the left, a 'Menu' sidebar contains links for Patient Queue, Provider Actions, Lobby, Portal Payments, Provider Setup, and Logout. The main content area is titled 'Portal Payments' and contains a form for adding a photo ID. The form fields are: Photo ID Type (Select One), Photo ID #, Photo ID Issuing Country (Jamaica), and Photo ID Expiry Date (Jan 1, 2025). A red-bordered box highlights the 'UPLOAD PHOTO ID' button at the bottom of the form. The background of the form area features a word cloud with the words 'upload' and 'PHOTO ID'.

STEP 19

A pop-up window will appear.
Click the left icon to upload
a photo on your computer.

Click the center icon to take a
snapshot using your camera.

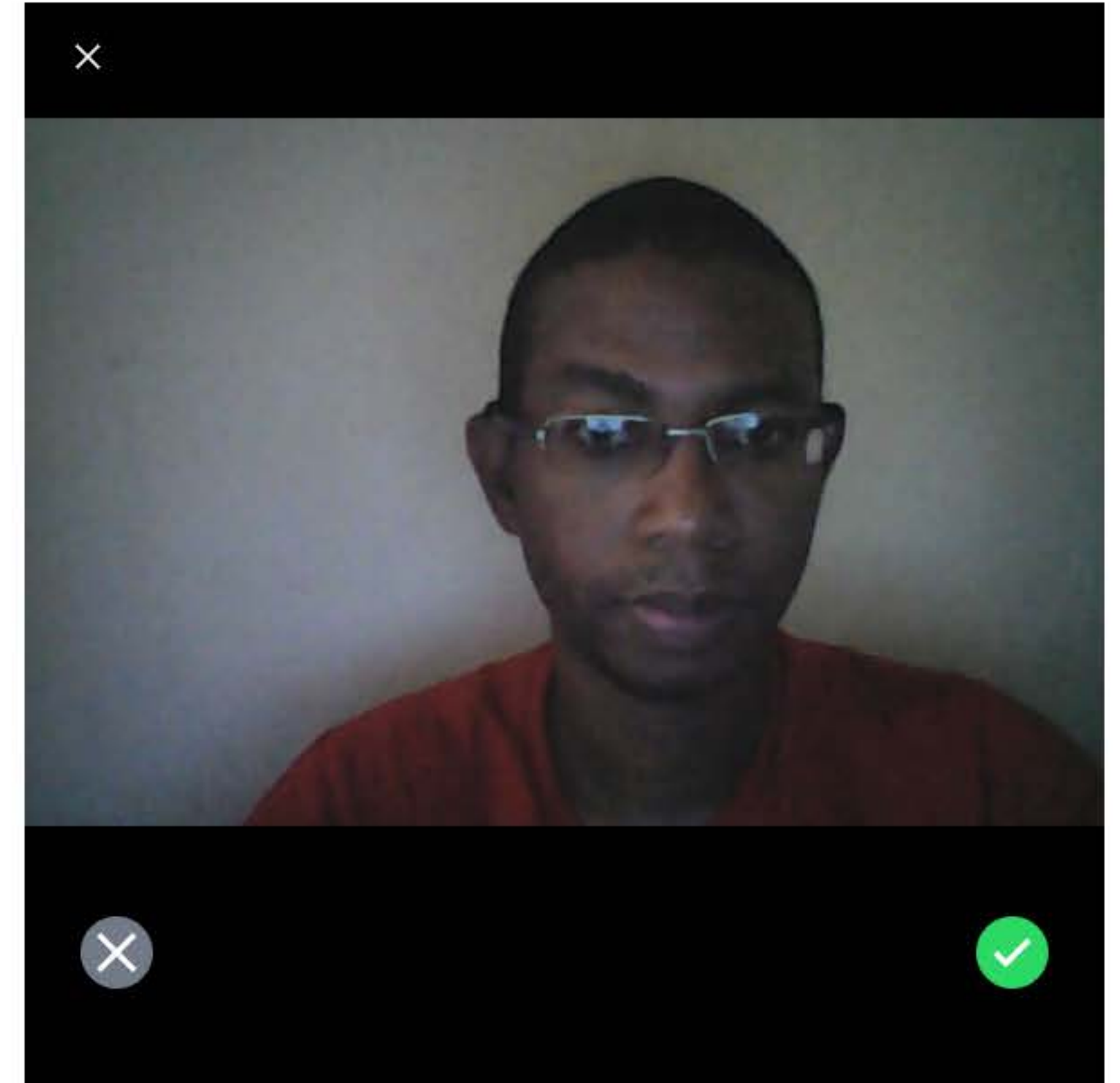
Click the right icon to redo
the snapshot.



STEP 20

If you're satisfied with the photo, click the tick icon.

If you're not satisfied, click the X icon.



STEP 21

The photo ID will be added. Click “Set Up Payments Processing” to complete the profile

Portal Payments

Photo ID Issuing Country
Jamaica

Photo ID Expiry Date
Jan 1, 2025

UPLOAD PHOTO ID

SET UP PAYMENTS PROCESSING

STEP 22

Go to “Provider Setup”, enter Encounter Fee and other details and select “Update”

Menu

Provider Payments

Your Billing Account ID is 46

Patient Queue

There are no patients in the q...

Provider Actions

- Lobby
- Portal Payments
- Provider Setup**
- Logout

Encounter Fee (in JMD)
500

Encounter Duration (in mins)
15

Registration Number
85743

Registration Authority
MAJ

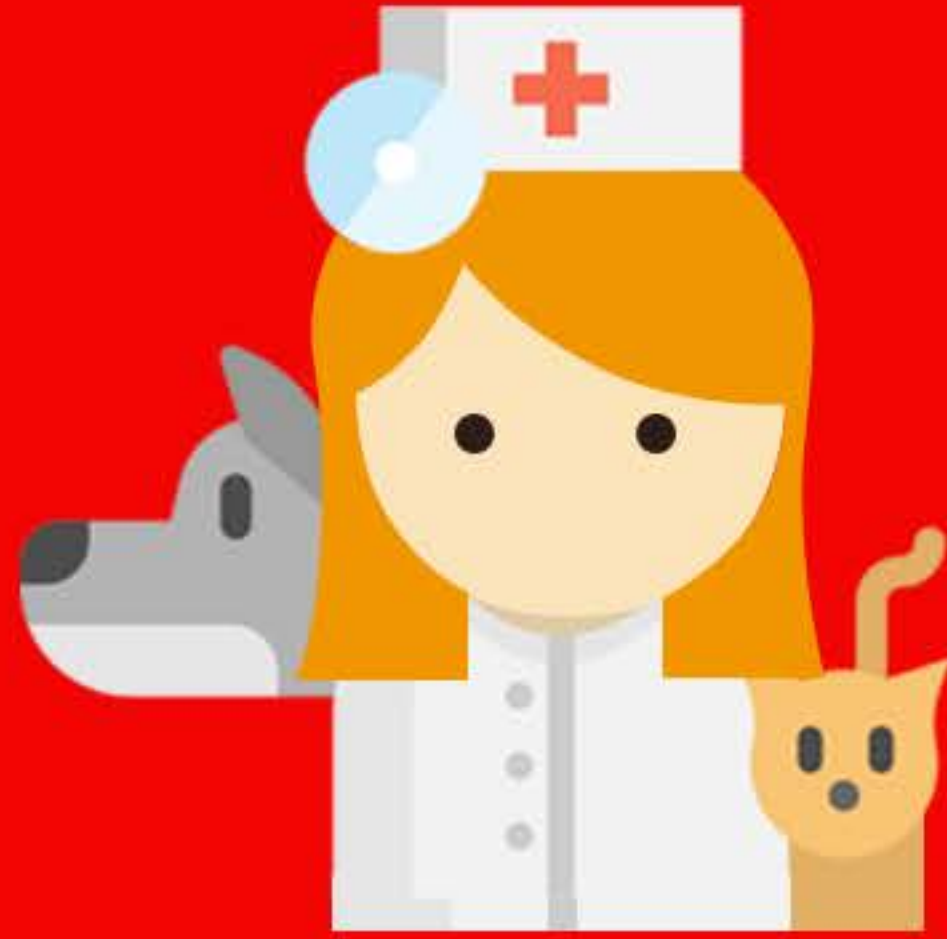
Speciality
General

UPDATE

STEP 23

Every provider will be given a free JN Money Card from JN Bank / Doctor on Call





**FOR VETERINARY
PRACTITIONERS**

(REMOTE MEDICAL ENCOUNTER)



STEP 24

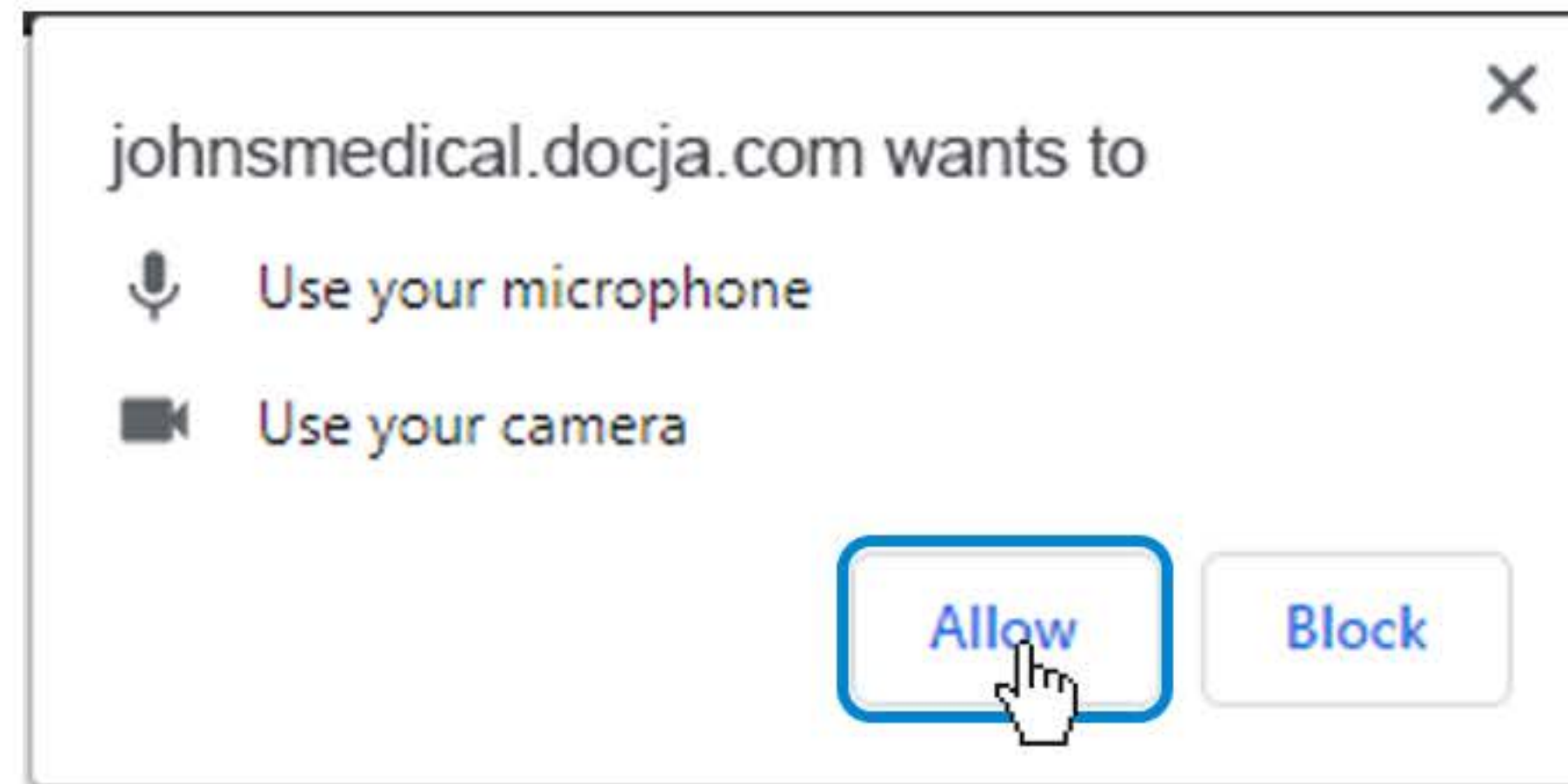
Select the patient you wish to see from the Patient Queue and click “Start Call”

The screenshot displays a web application interface for a provider's dashboard. The interface is split into two main sections. The left section is a 'Menu' with a red header, containing a 'Patient Queue' section with a patient entry for 'Donyece Byfield' and a 'START CALL' button with a hand cursor over it. Below this is a 'Provider Actions' section with links for 'Lobby', 'Portal Payments', 'Provider Setup', and 'Logout'. The right section is titled 'Provider Payments' and shows 'Your Billing Account ID is 46'. It contains a form with fields for 'Encounter Fee (in JMD)' (500), 'Encounter Duration (in mins)' (15), 'Registration Number' (85743), 'Registration Authority' (MAJ), and 'Speciality' (General). A red 'UPDATE' button is at the bottom of this section.



STEP 25

A pop-up window will appear asking to use your mic and camera. Click “Allow”



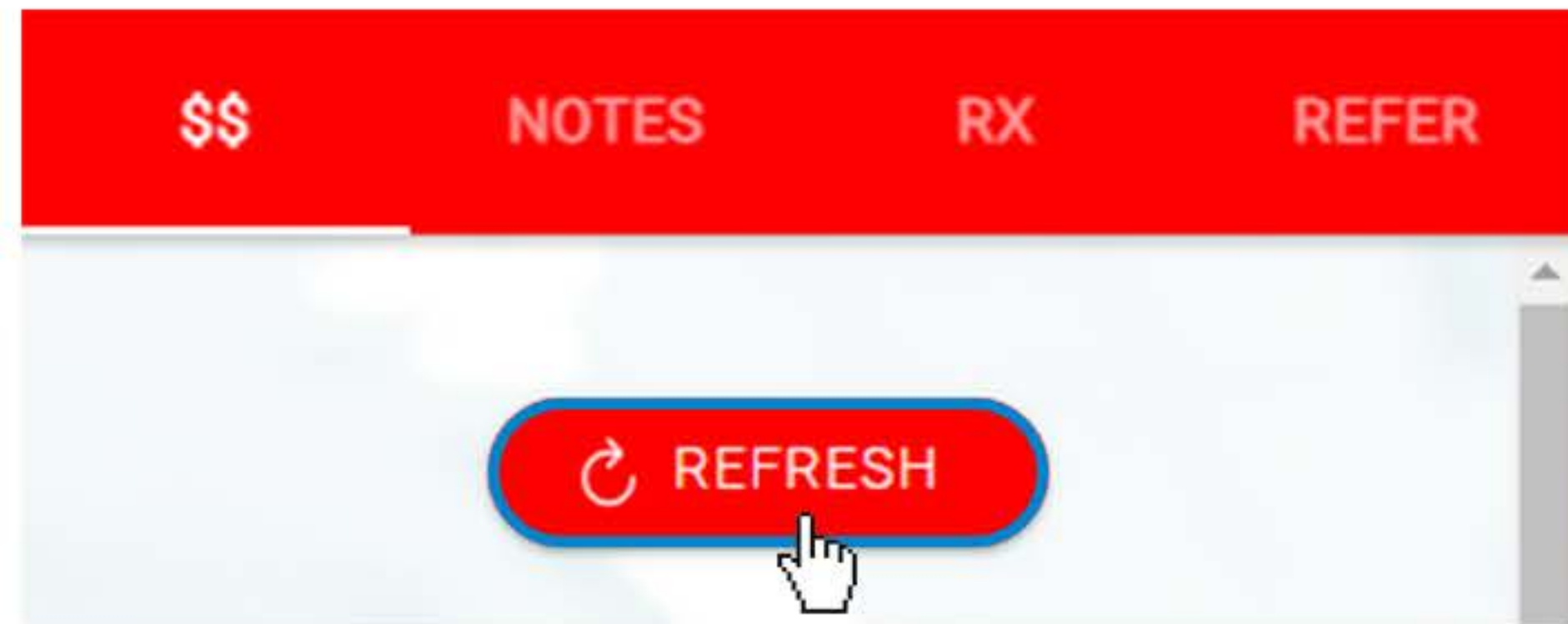
STEP 26

Ensure that no conflicting videoconferencing program (e.g. Zoom, Skype) is using your camera. Otherwise the video encounter will not take place.



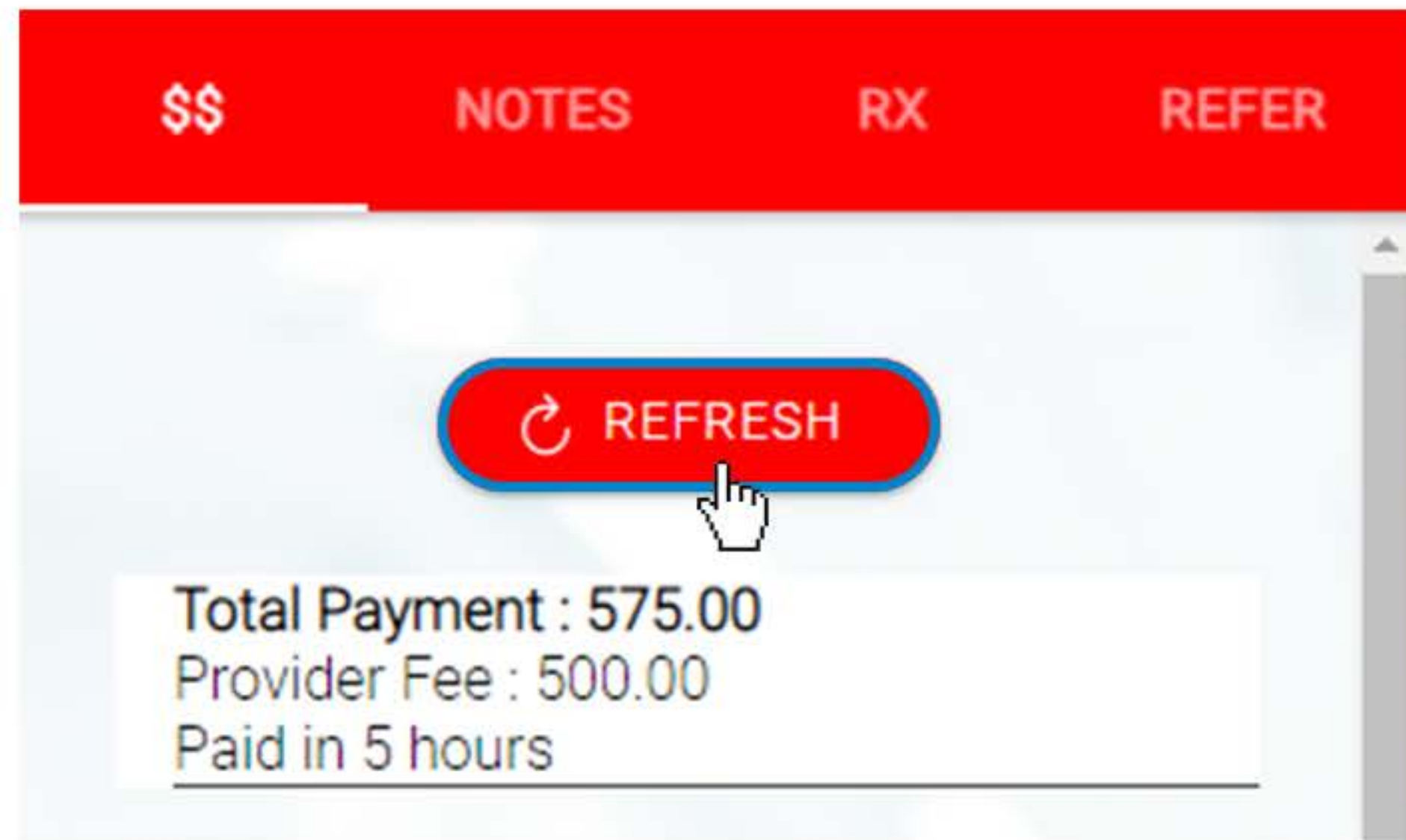
STEP 27

To receive payment for the encounter, go the to \$\$ tab and click “Refresh”



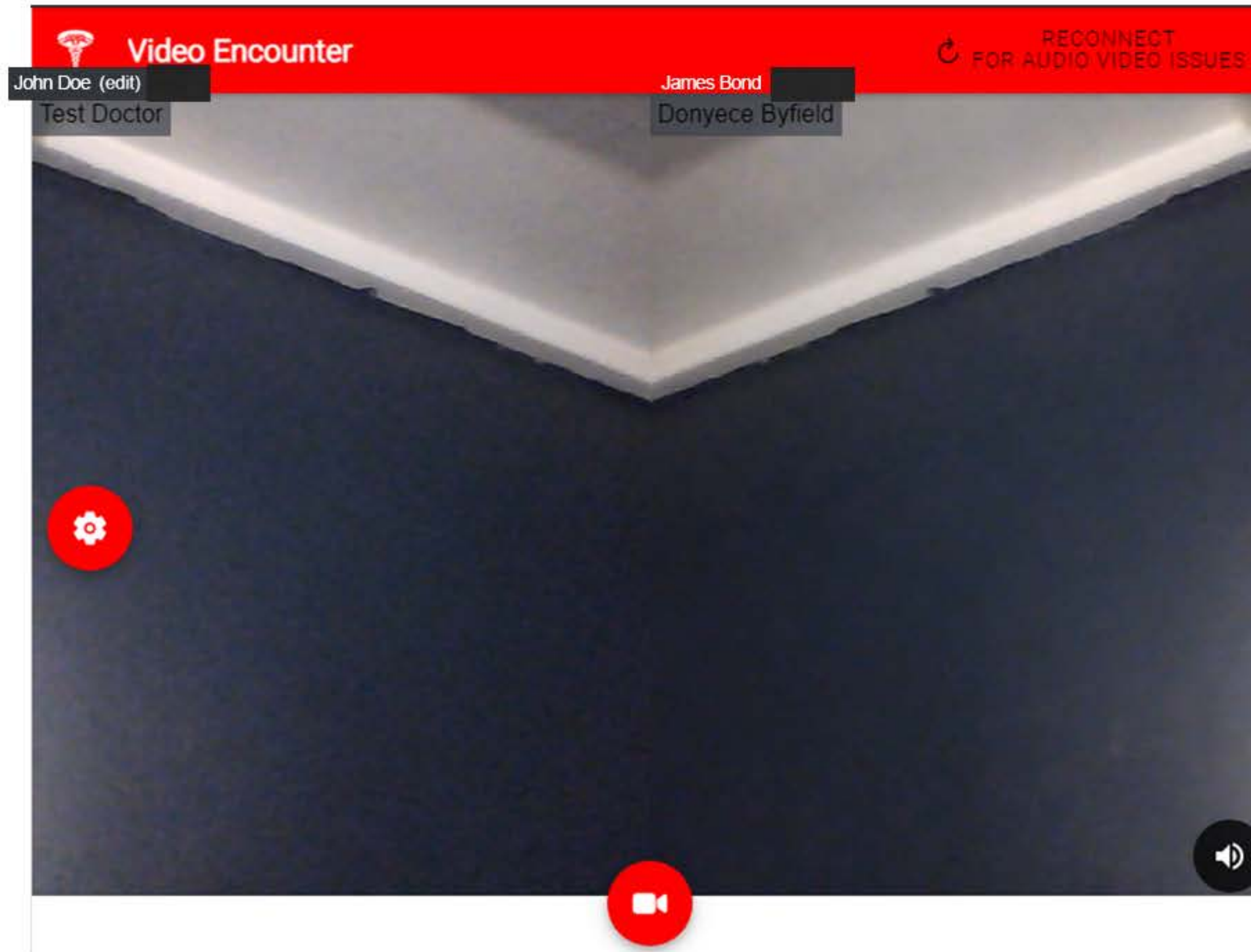
STEP 28

You will then see the payment details.






STEP 29

The video encounter with the patient will begin



STEP 30

Meaning of symbols:

-  Click to adjust camera and microphone
-  Click to end video encounter
-  Click to turn sound on/off

STEP 31

Take note of the four tabs to the left of the video:

\$\$: Payment to provider for telemedicine encounter

Notes: Confidential clinical encounter notes

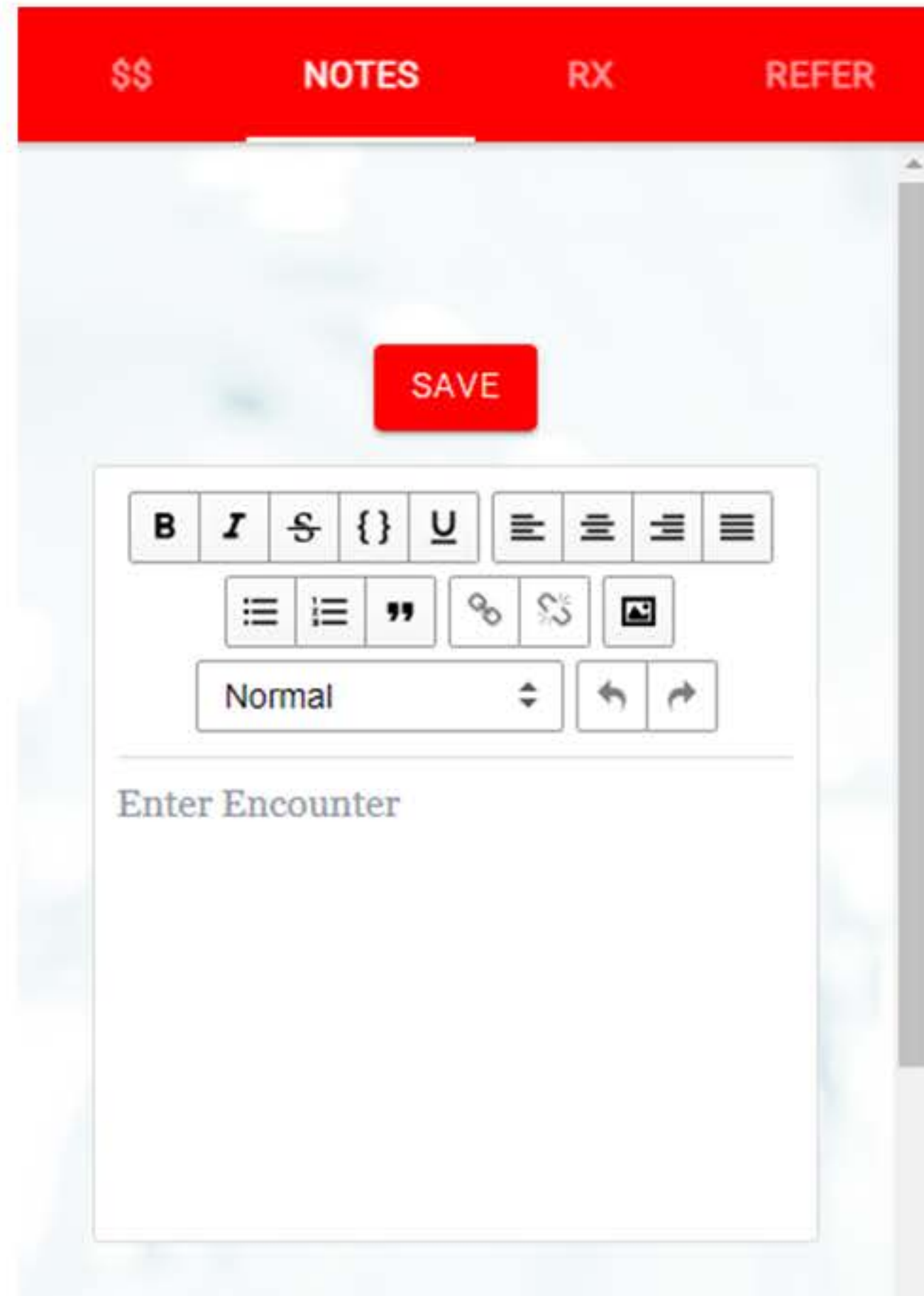
Rx: Prescription (doesn't apply to allied medical professionals)

Refer: Follow-up instructions to patient



STEP 32

Make notes during the encounter then click “Save”
Notification will appear



The screenshot shows a software interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. The 'NOTES' tab is selected. Below the header, there is a red 'SAVE' button. Underneath the button is a rich text editor toolbar with icons for bold (B), italic (I), strikethrough (ABC), link ({}), underline (U), bulleted list, numbered list, indent, and outdent. Below the toolbar is a dropdown menu set to 'Normal' and two arrow buttons. At the bottom of the editor is a text input field with the placeholder text 'Enter Encounter'.

STEP 33

Write the prescription, entering contact details and enter drug name after @ symbol, select with cursor then hit the Enter key

Provider Phone
8767654,321

Provider Licence #
85743

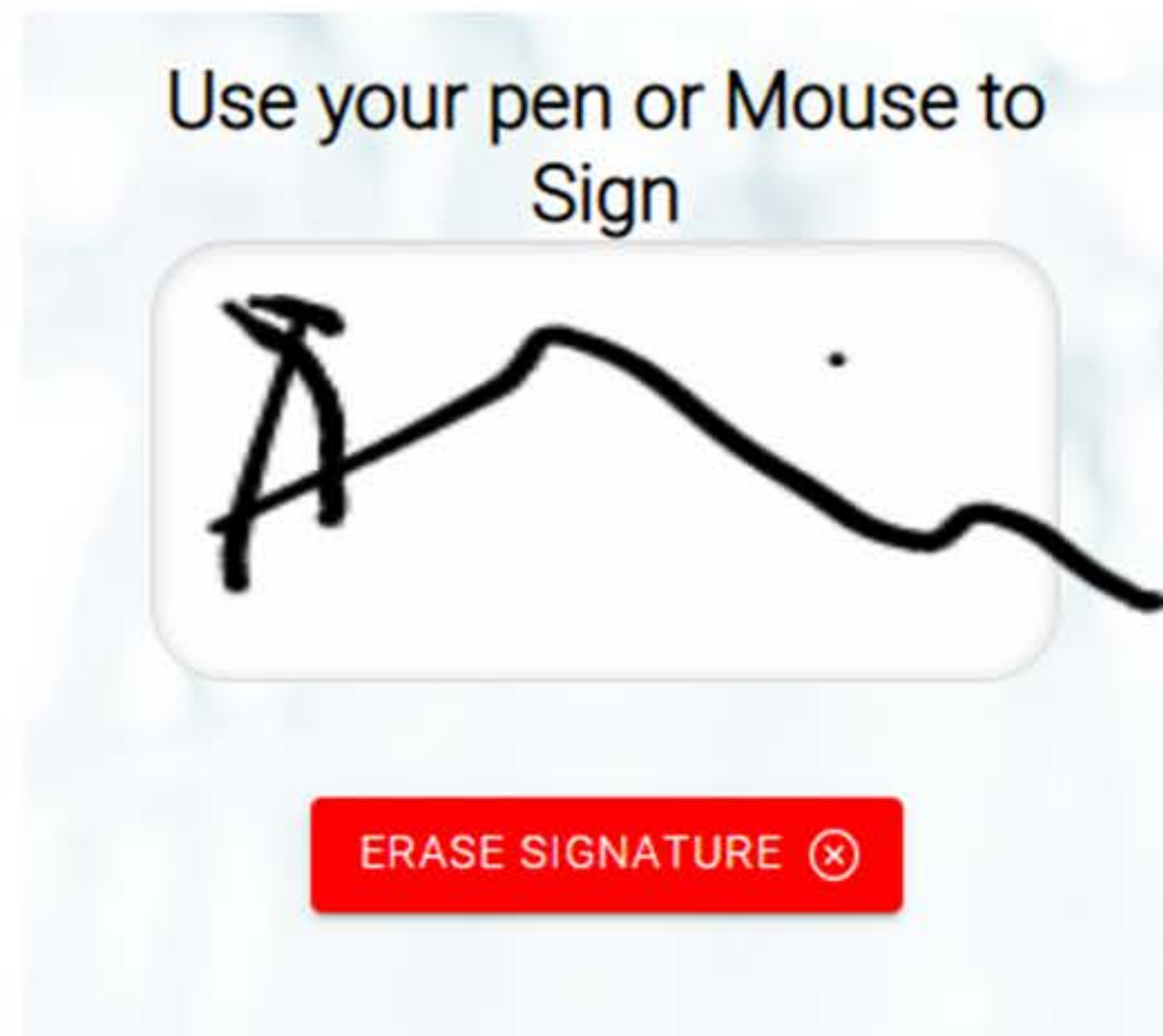
Provider Address
23 Ding Dong Avenue

Type @ symbol followed by 2 characters of the drug name, to get suggestions.

PANADOL LIQ
160MG/5ML|ACETAMINOPHEN
LIQUID 160 MG/5ML|160
MG/5ML|LIQD|OR

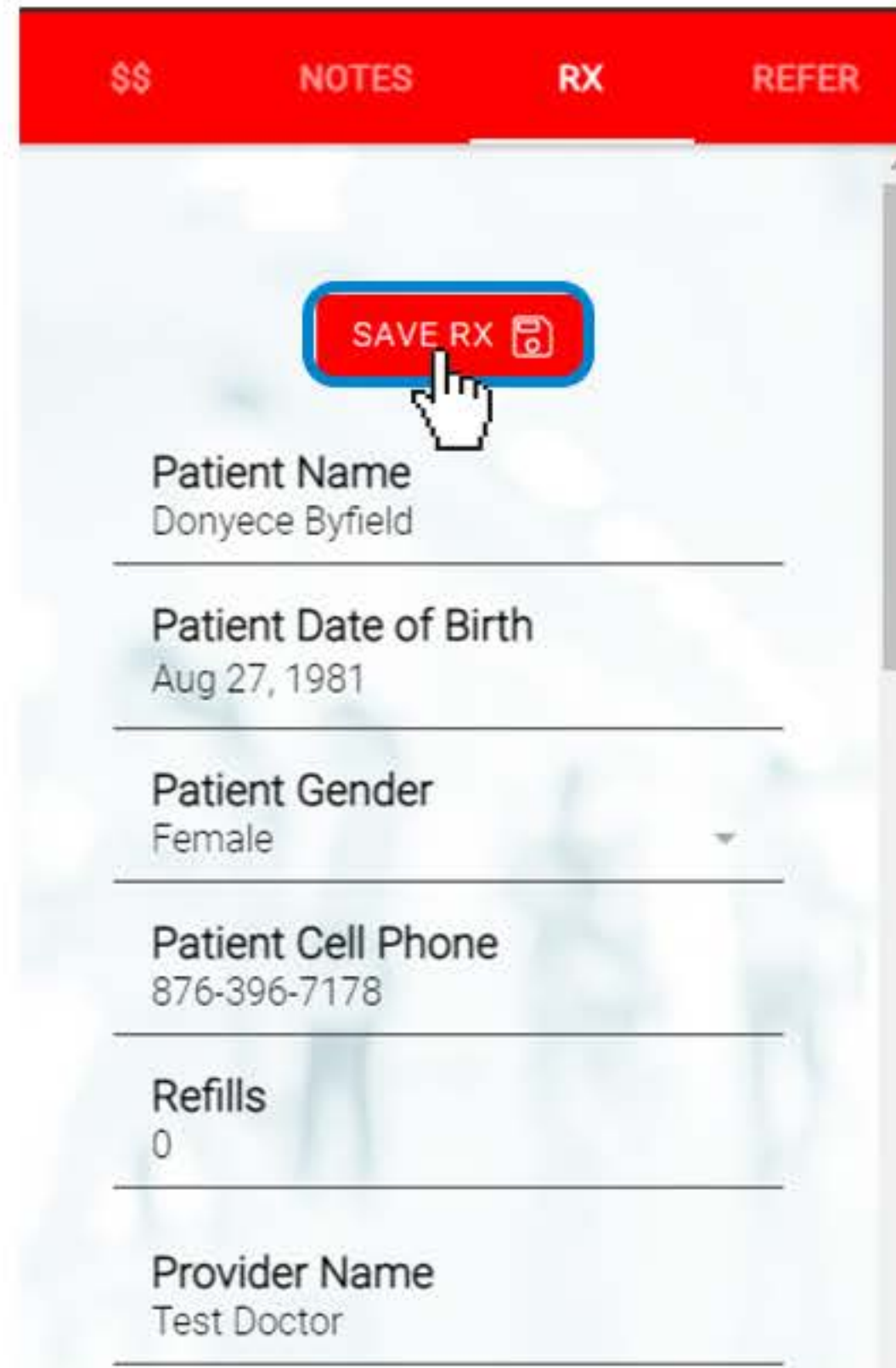
STEP 34

Use your mouse (or pen) to sign.
Click “Erase Signature” to clear field.



STEP 35

Click “Save Rx” to save the prescription.
Notification will appear.

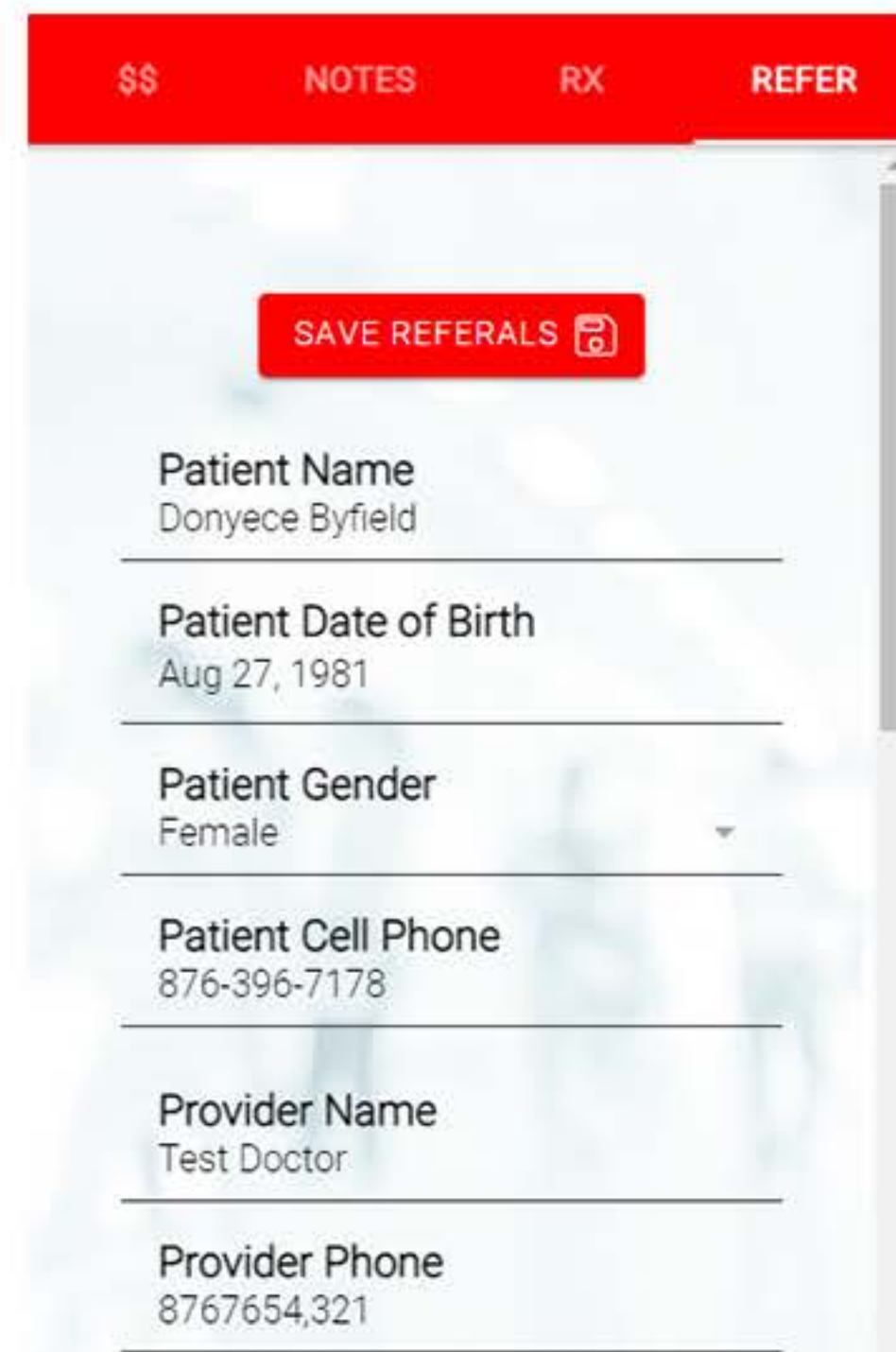


The screenshot shows a mobile application interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. Below the header, a red button labeled 'SAVE RX' with a document icon is highlighted by a hand cursor. The main content area displays patient information in a list format:

- Patient Name: Donyece Byfield
- Patient Date of Birth: Aug 27, 1981
- Patient Gender: Female
- Patient Cell Phone: 876-396-7178
- Refills: 0
- Provider Name: Test Doctor

STEP 36

To make referral and follow-up instructions, click the “Refer” tab, enter contact details, notes and signature.



\$\$ NOTES RX REFER

SAVE REFERRALS

Patient Name
Donyece Byfield

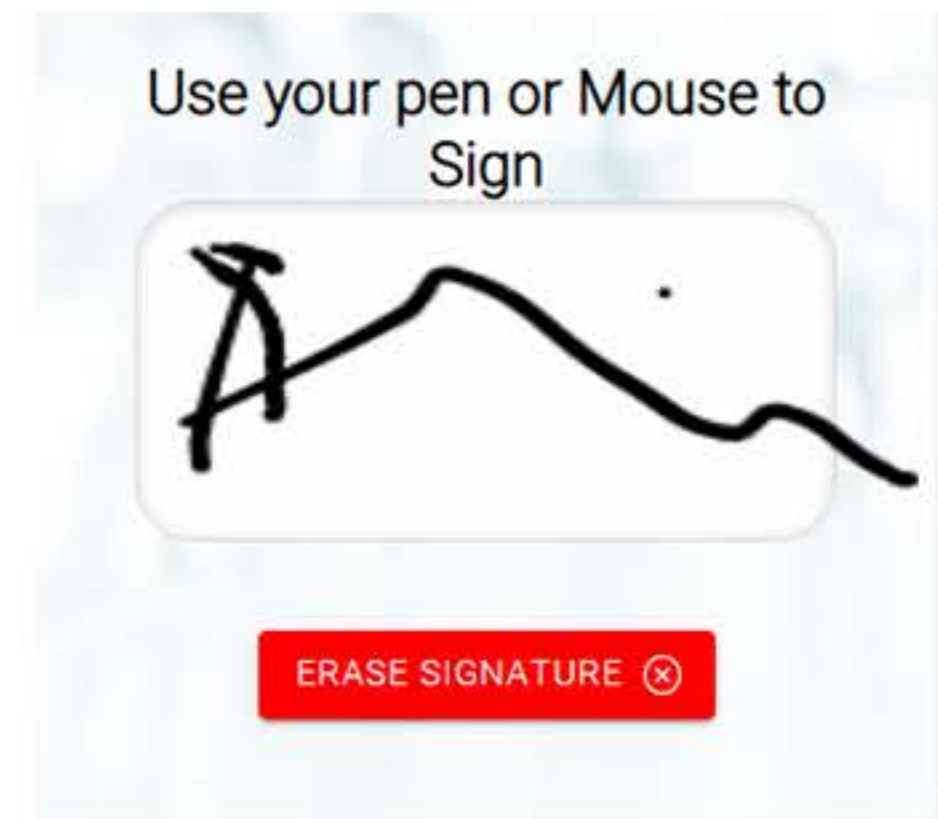
Patient Date of Birth
Aug 27, 1981

Patient Gender
Female

Patient Cell Phone
876-396-7178

Provider Name
Test Doctor

Provider Phone
8767654,321

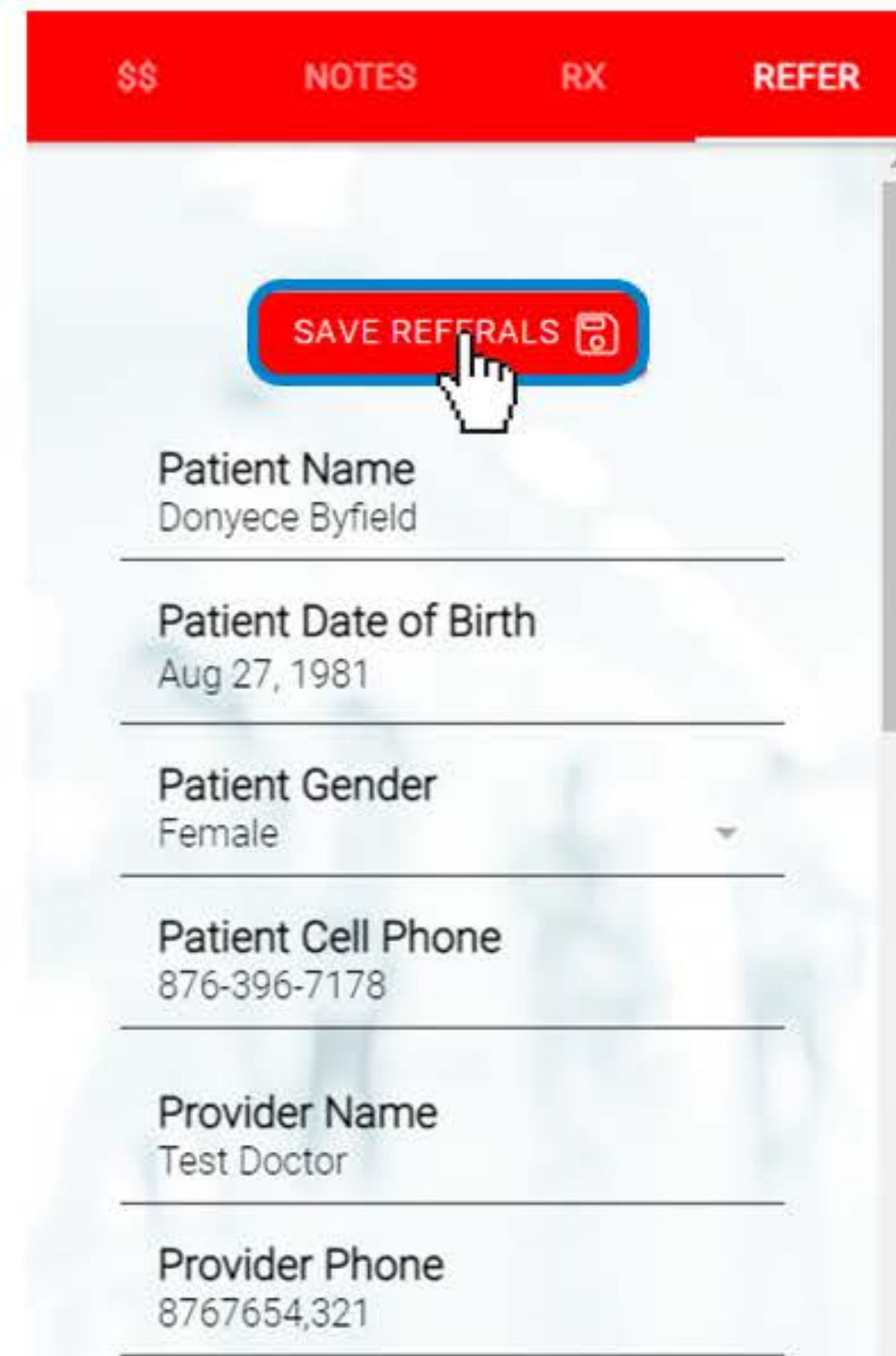


Use your pen or Mouse to Sign

ERASE SIGNATURE

STEP 37

Click “Save Referrals” to save.
Confirmation will appear.



The screenshot shows a mobile application interface with a red header bar containing four tabs: '\$\$', 'NOTES', 'RX', and 'REFER'. The 'REFER' tab is selected. Below the header, there is a red button with white text that says 'SAVE REFERRALS' and a small icon of a document with a checkmark. A hand cursor is pointing at the button. Below the button, there are several form fields with labels and values:

- Patient Name: Donyece Byfield
- Patient Date of Birth: Aug 27, 1981
- Patient Gender: Female
- Patient Cell Phone: 876-396-7178
- Provider Name: Test Doctor
- Provider Phone: 8767654,321

STEP 38

Click  to end video encounter then return to lobby to see next patient or click “Logout” to exit the platform.





USING THE JN MONEY CARD



STEP 1

For patients without a credit card/bank account, the Alliance prepaid card is a great alternative. You will need your National ID and Proof of Address.



Sign up by applying online at
(<https://epayja.com/getyourmastercard.aspx>)
OR visit the nearest Alliance Financial OR local Moneygram.

STEP 2

The card costs \$100. \$20 per transaction.

Costs \$100 per month to keep the card functioning.

Expires after 3 months of non-payment. \$300 to renew.

Once you receive confirmation from a customer service representative, pick up your card in about two weeks from the agent location.

STEP **3**

Activate, PIN your card at
(https://epayja.com/epay5/mc_activation.aspx)

OR

or send the following text from your mobile phone.

Flow: 444-4202 | Digicel: 135

From a blank text message

***5* CARDNUMBER *PIN *PIN*#**

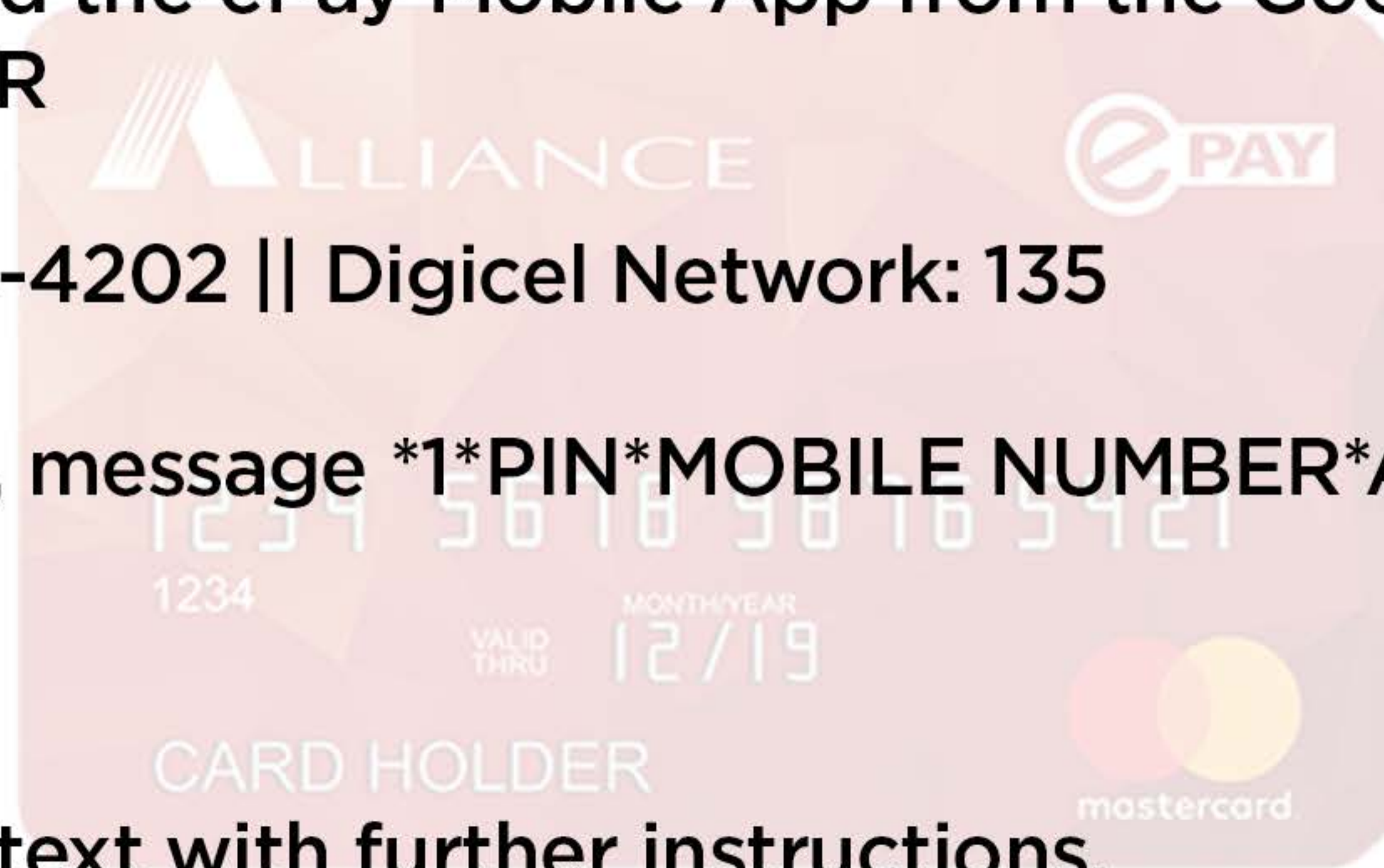
You will receive a text with further instructions.

STEP 4

To top up, download the ePay Mobile App from the Google Play Store / Apple App Store OR

Flow Network: 444-4202 || Digicel Network: 135

- From a blank text, message ***1*PIN*MOBILE NUMBER*AMOUNT#**
- **SEND**
- You will receive a text with further instructions.



STEP 5

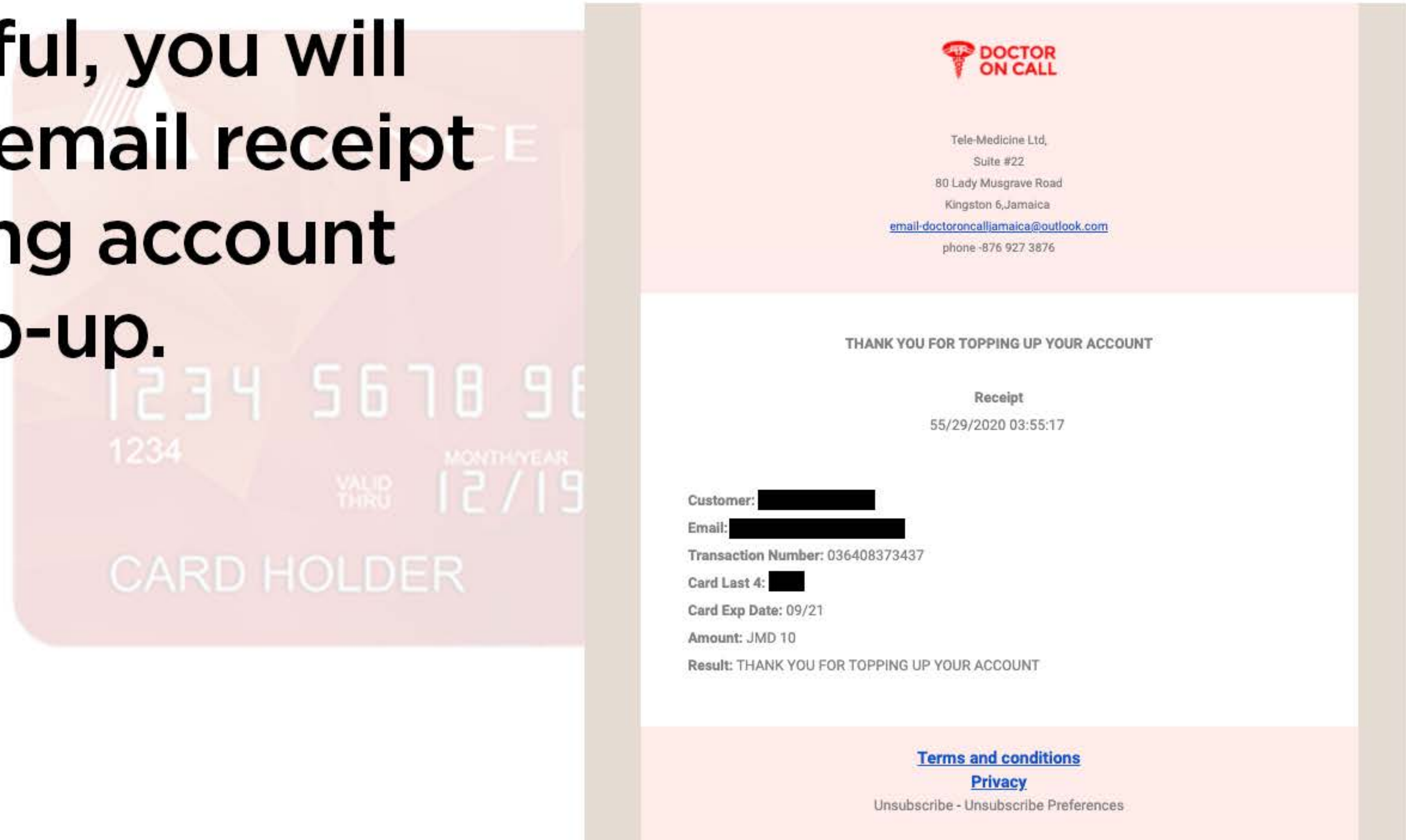
Log into your Doctor on Call account.
Click “Payments” to top up your account.
Enter your card details and click “Topup”.

The screenshot displays the 'PAYMENTS' section of a web application. On the left is a 'Menu' with options: 'Available Providers', 'Patient Actions', 'Payments' (highlighted), and 'Logout'. The main content area shows 'Your account balance is JMD \$5225.00' and 'Your billing account ID is - 47'. A VISA card image is shown with details: 4111 1111 1111 1111, DONYECE BYFIELD, valid thru 07/22. To the right is a form for card details: Amount (1000), Name on Card (Donyece Byfield), Card Number (4111111111111111), CVV/CVC (123), and Expiry Date (0722). A red error message states 'invalid Expiry. Should be a valid mm/yy'. At the bottom right, a red button labeled 'TOPUP JMD \$1000.00' is being clicked by a hand cursor.



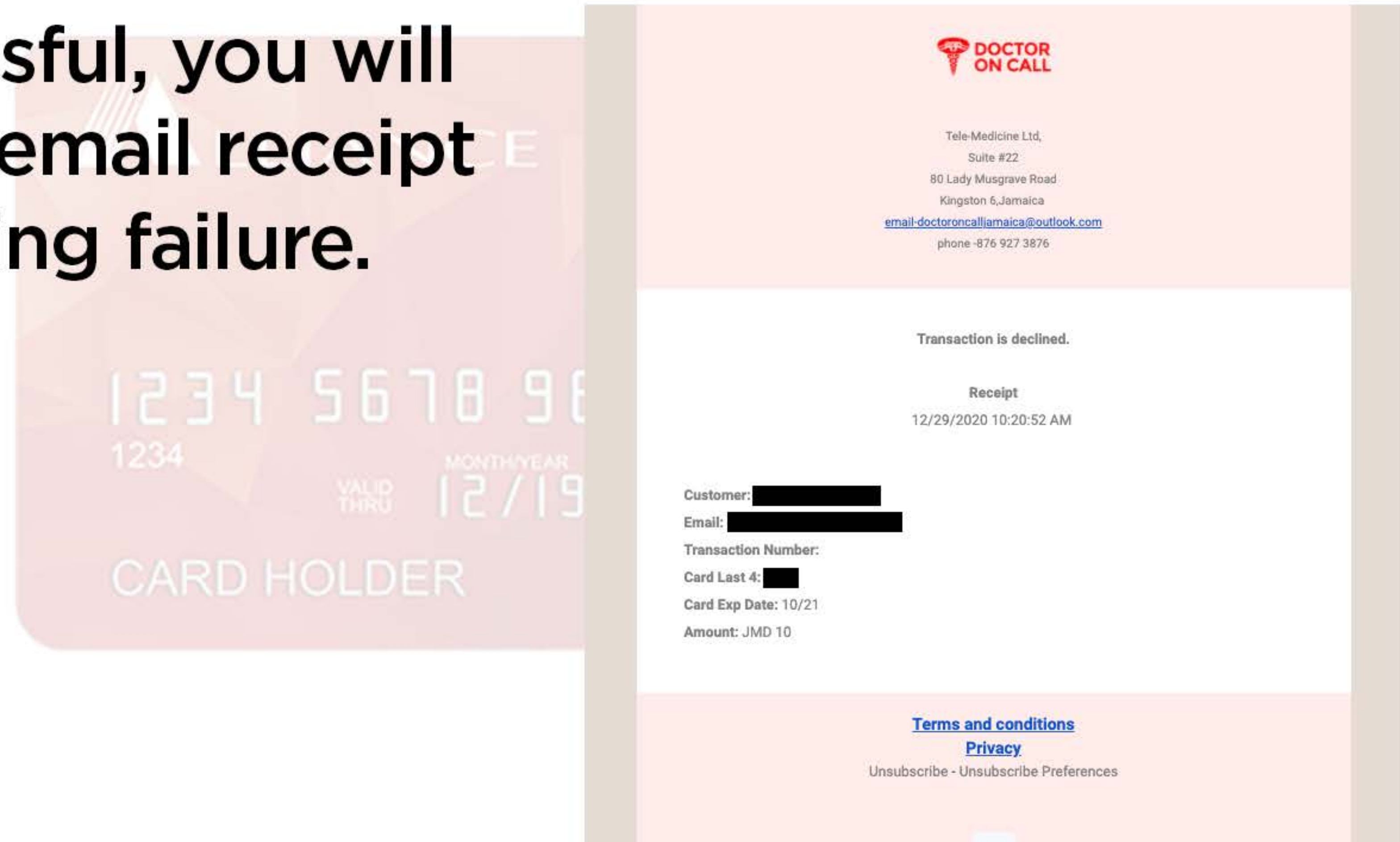
STEP 6

If successful, you will receive an email receipt confirming account top-up.



STEP 7

If unsuccessful, you will receive an email receipt confirming failure.





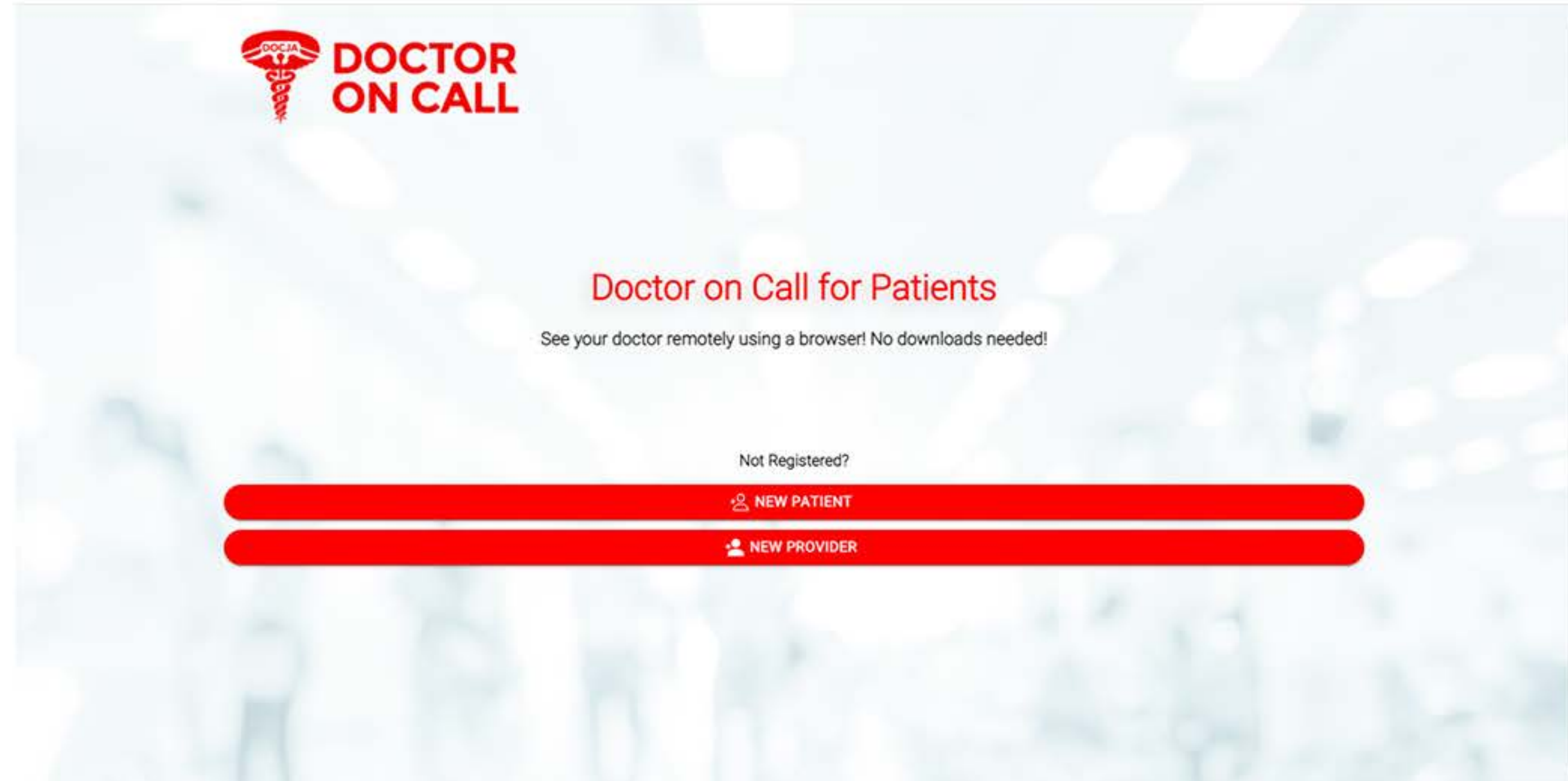
FOR PATIENTS

(REGISTERING WITH DOCTOR ON CALL)



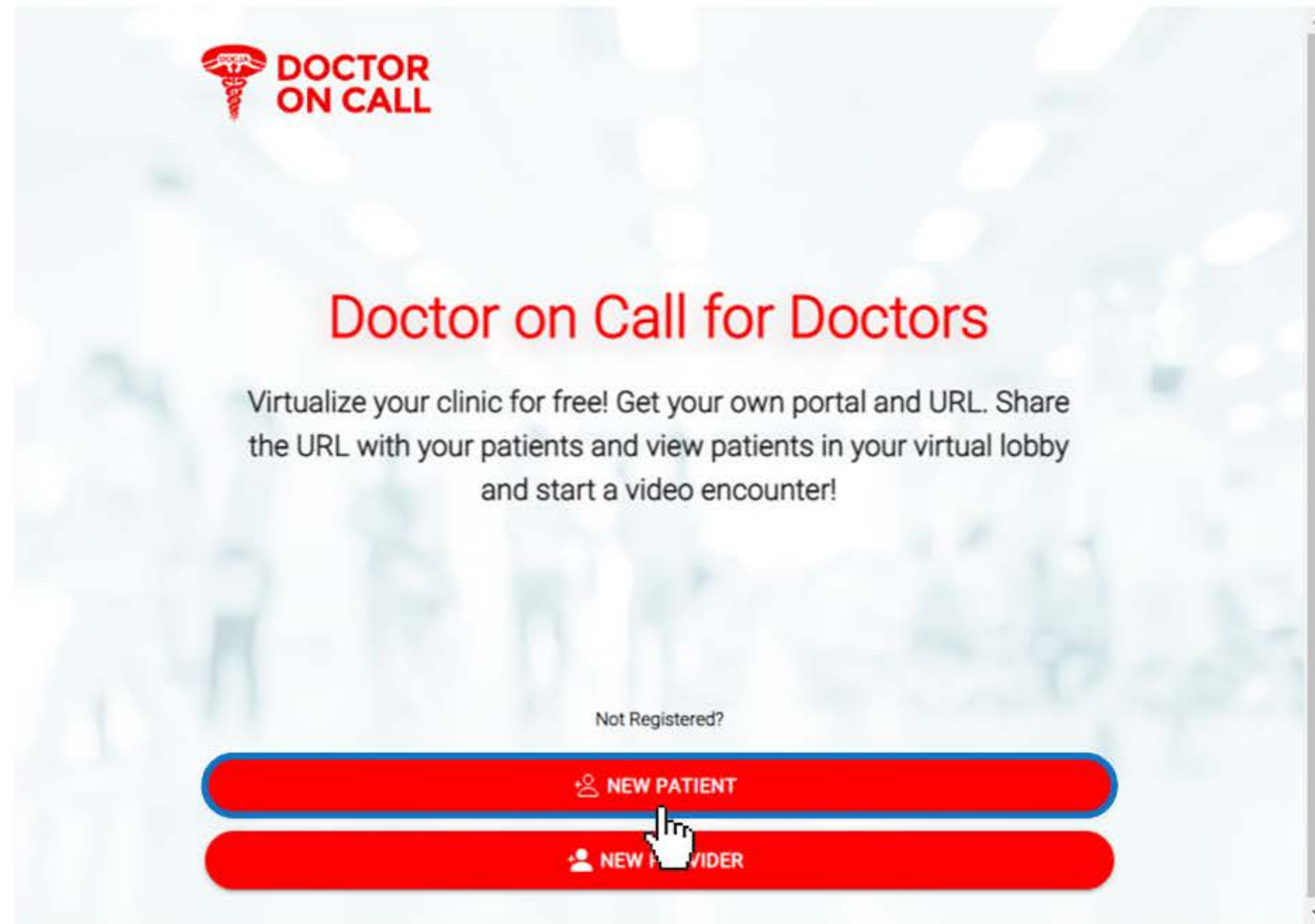
STEP 1

Log on to doctor's portal (e.g. johndoe.docja.com)



STEP 2


Click “New Patient”



STEP 3

You will be taken to the “Patient Registration” page



 PATIENT REGISTRATION

First Name


Last Name

Email

Enter Password

Re-enter Password

Passwords do not match

 REGISTER

STEP 4

Enter your name and email address



The screenshot shows a web form for patient registration. At the top left, there is a small logo of a caduceus and the text "PATIENT REGISTRATION". The form contains five input fields: "First Name" with the value "Jane", "Last Name" with the value "Doe", "Email" with the value "jane@gmail.com", "Enter Password", and "Re-enter Password". At the bottom center, there is a red button with a white person icon and the text "REGISTER".

PATIENT REGISTRATION

First Name
Jane

Last Name
Doe

Email
jane@gmail.com

Enter Password

Re-enter Password

+ REGISTER

STEP 5

Enter password twice. Ensure both match.



PATIENT REGISTRATION

First Name
Jane

Last Name
Doe

Email
jane@gmail.com

Enter Password
.....

Re-enter Password
.....

 REGISTER



STEP 6

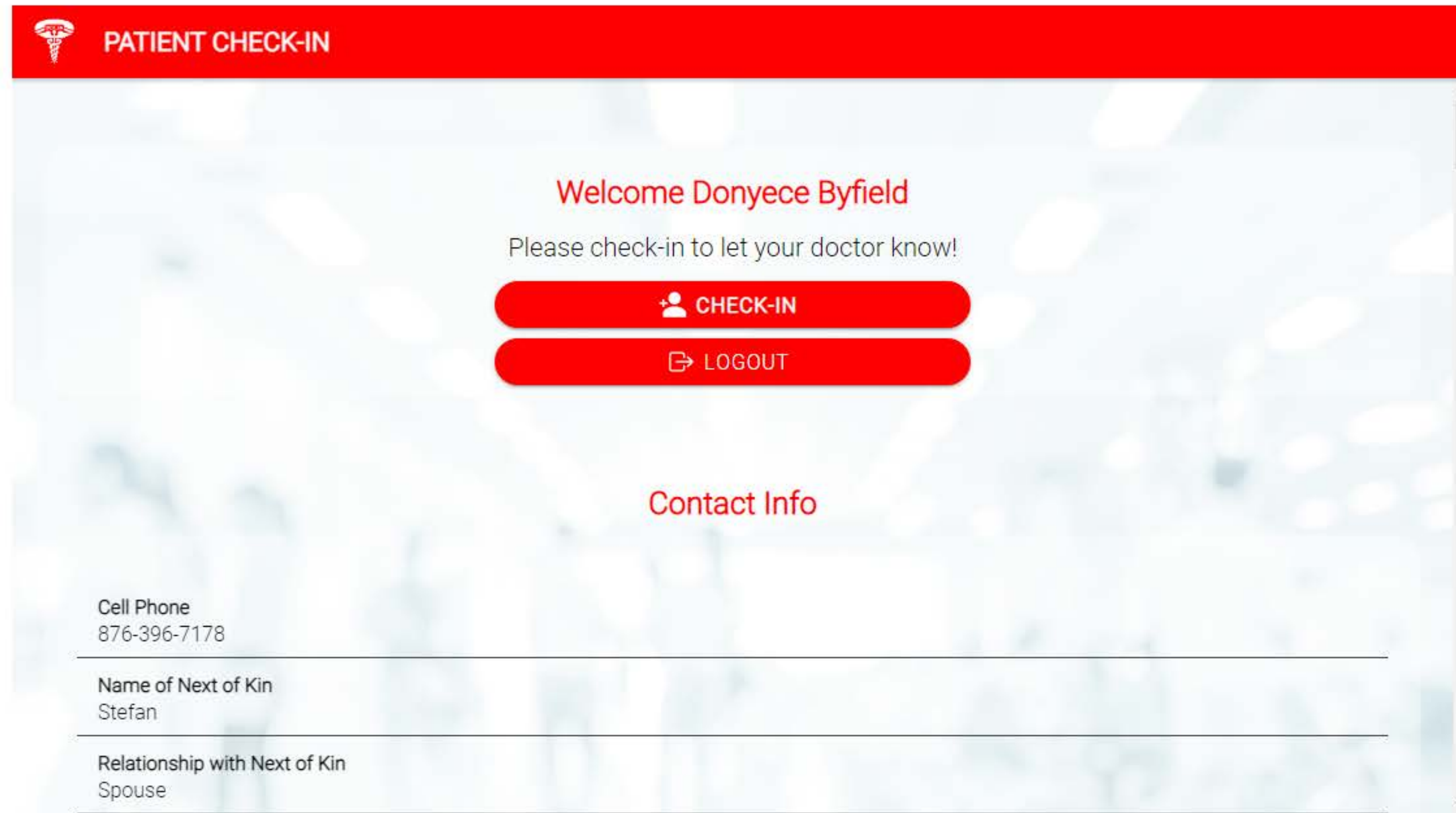
Wait for confirmation of password then click “Register”



The screenshot shows a web form titled "PATIENT REGISTRATION" with a red header bar. The form contains five input fields: "First Name" (Jane), "Last Name" (Doe), "Email" (jane@gmail.com), "Enter Password" (masked with red dots), and "Re-enter Password" (masked with red dots). At the bottom of the form is a red button with a white person icon and the text "REGISTER". A hand cursor is pointing at the button.

STEP 7

You will be taken to the “Patient Check In” page.



The screenshot shows a web interface for patient check-in. At the top, there is a red header with a white caduceus icon and the text "PATIENT CHECK-IN". Below the header, the user is greeted with "Welcome Donyece Byfield" and a prompt to check in. Two red buttons are visible: "CHECK-IN" with a person icon and "LOGOUT" with a door icon. Below these buttons is a section titled "Contact Info" with three input fields: "Cell Phone" (876-396-7178), "Name of Next of Kin" (Stefan), and "Relationship with Next of Kin" (Spouse).

PATIENT CHECK-IN

Welcome Donyece Byfield

Please check-in to let your doctor know!

CHECK-IN

LOGOUT

Contact Info

Cell Phone
876-396-7178

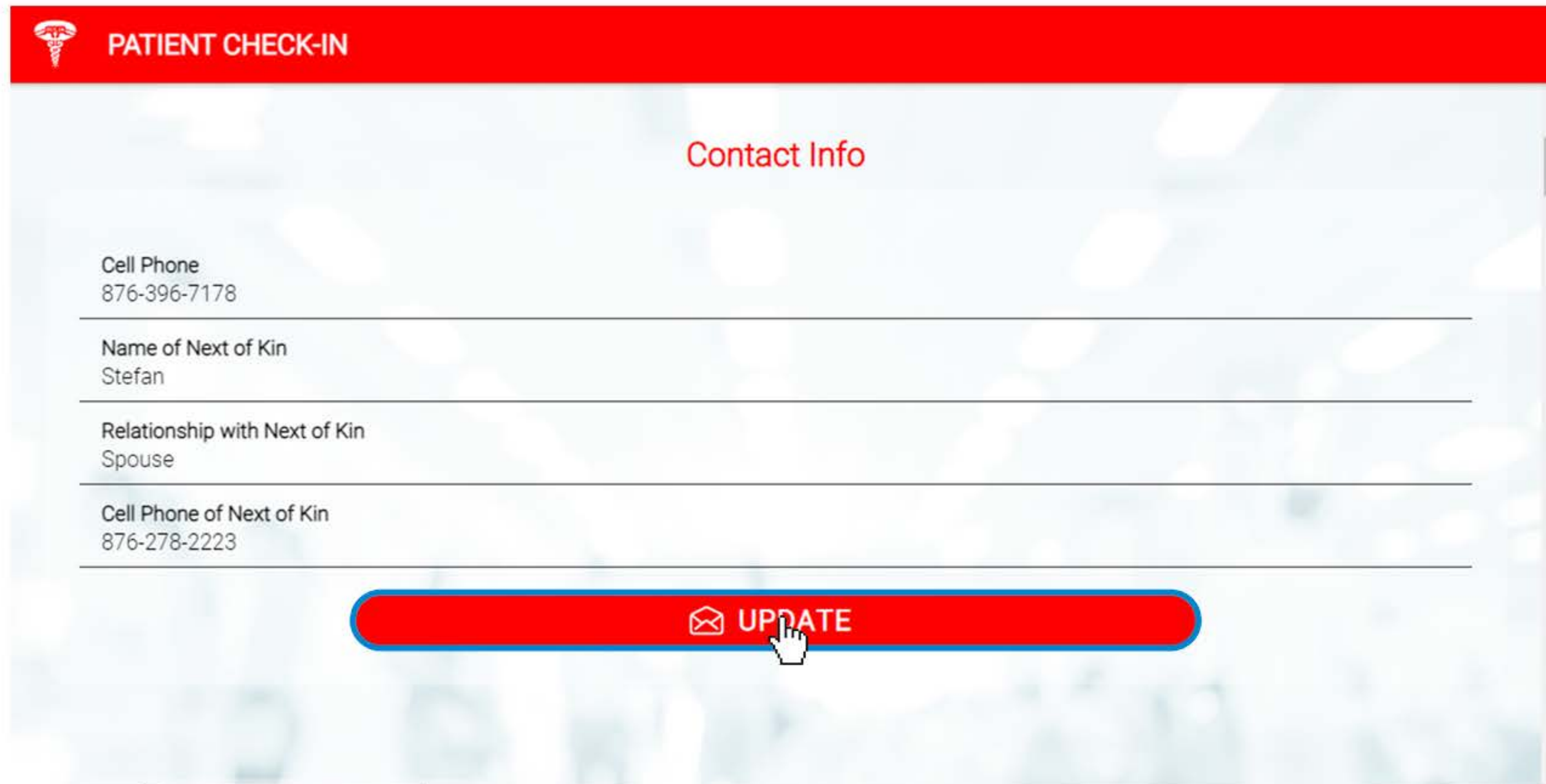
Name of Next of Kin
Stefan


Relationship with Next of Kin
Spouse



STEP 8

Enter Contact Info and click “Update”



 PATIENT CHECK-IN


Contact Info

Cell Phone
876-396-7178

Name of Next of Kin
Stefan

Relationship with Next of Kin
Spouse

Cell Phone of Next of Kin
876-278-2223

 UPDATE



STEP 9

If you have a Visa, Mastercard or American Express, please enter it. Otherwise you will be provided with a free topup JN Money Card from JN Bank/ Doctor on Call.





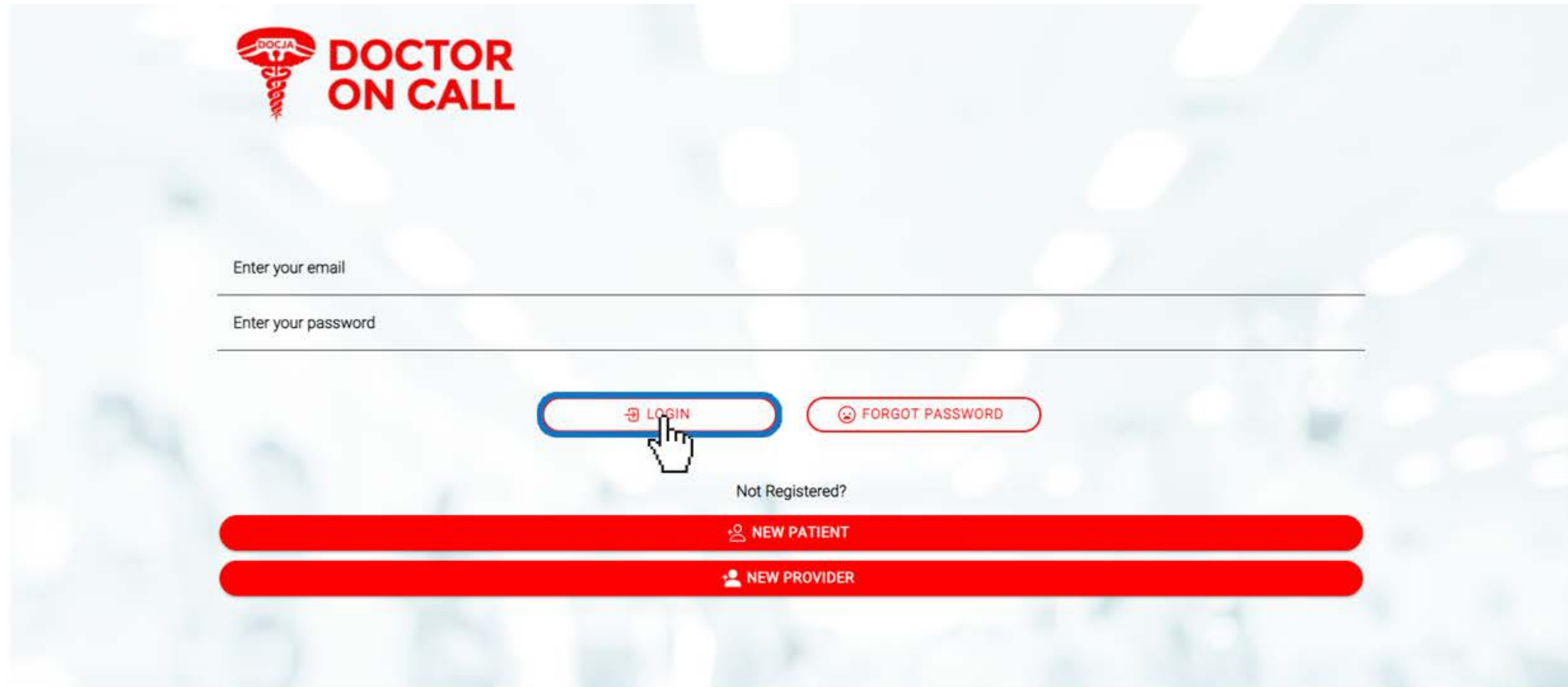
FOR PATIENTS

(ACCESSING THE PLATFORM)



STEP 10

Go to your doctor's portal (e.g. johndoe.docja.com) and log in.



The screenshot shows the login interface for the Doctor On Call portal. At the top left is the logo, which consists of a red caduceus with the word 'DOCJA' above it and the text 'DOCTOR ON CALL' to its right. Below the logo are two input fields: 'Enter your email' and 'Enter your password'. Underneath these fields are two buttons: a blue 'LOGIN' button with a hand cursor icon pointing to it, and a red 'FORGOT PASSWORD' button. Below the buttons is the text 'Not Registered?' followed by two red buttons: 'NEW PATIENT' and 'NEW PROVIDER', each with a small person icon.



STEP 11

If you've forgotten your password,
click "Forgot Password"

DOCTOR ON CALL

Enter your email

Enter your password

LOGIN FORGOT PASSWORD

Not Registered?

NEW PATIENT

NEW PROVIDER



STEP 12

Enter the new password twice, copy the reset code emailed to you, paste it in the Password Reset Code field and click “Change Password”

CHANGE PASSWORD

Your password reset code has been emailed to JAEDONYECEBYFIELD@GMAIL.COM. Please copy and paste the password reset code

Email
JAEDONYECEBYFIELD@GMAIL.COM

Enter Password
.....

Re-enter Password
.....

Copy and Paste the Password Reset Code that has been emailed to you.

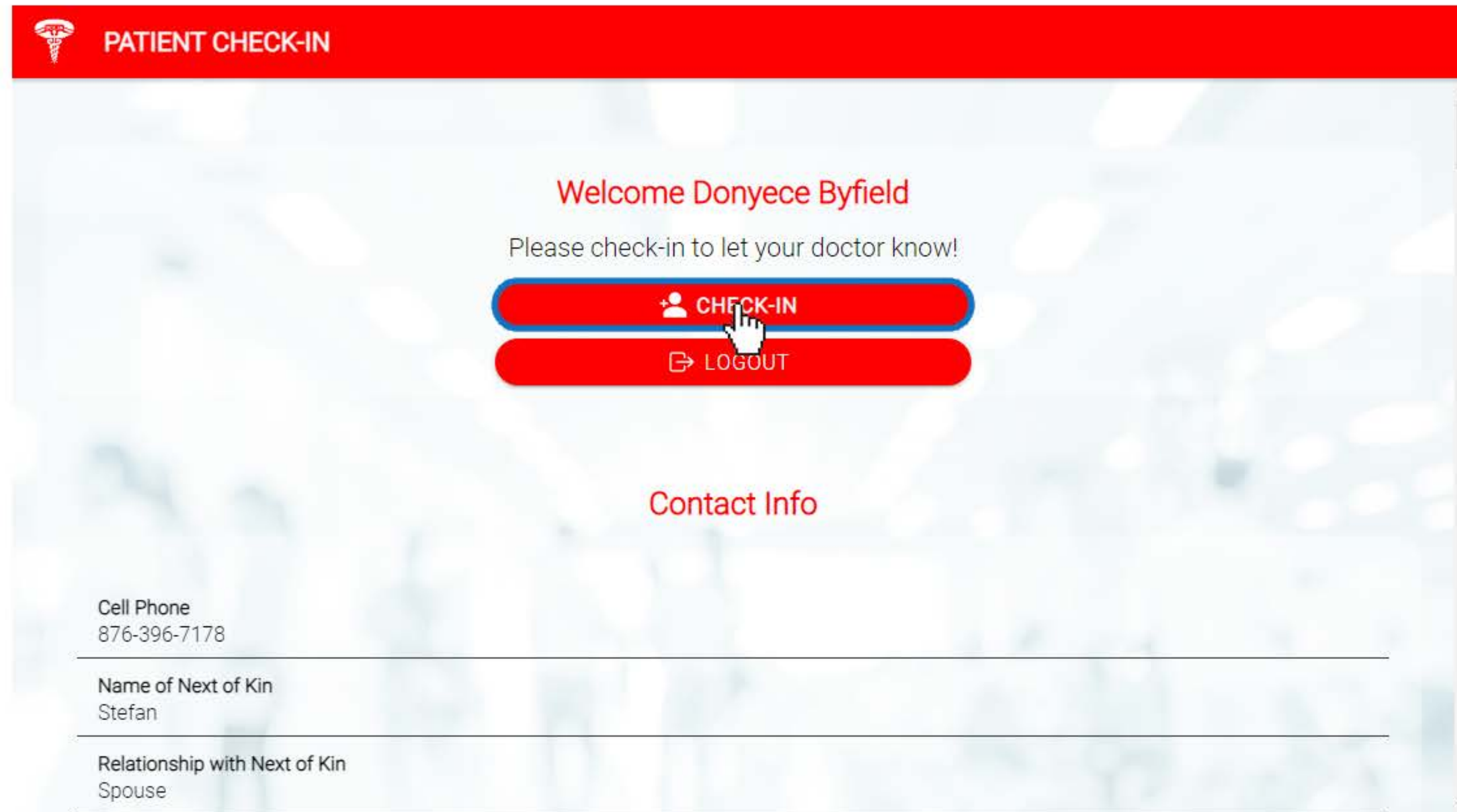
Password Reset Code
CfDJ8EAijUTk8qxMh1DaiXQYrd3hilZ9J540y5FoXTeuFVFFTrucFTTG/Q5+tkv

CHANGE PASSWORD



STEP 13

Click “Check-In” to see the doctor



The screenshot shows a web interface for patient check-in. At the top, there is a red header bar with a white caduceus icon and the text "PATIENT CHECK-IN". Below the header, the main content area has a light blue background with a blurred image of a hospital hallway. The text "Welcome Donyece Byfield" is displayed in red. Below this, it says "Please check-in to let your doctor know!". There are two red buttons: the top one says "CHECK-IN" with a white person icon and a hand cursor pointing at it, and the bottom one says "LOGOUT" with a white door icon. Below the buttons, the text "Contact Info" is displayed in red. At the bottom, there are three horizontal lines with text: "Cell Phone 876-396-7178", "Name of Next of Kin Stefan", and "Relationship with Next of Kin Spouse".

PATIENT CHECK-IN

Welcome Donyece Byfield

Please check-in to let your doctor know!

CHECK-IN

LOGOUT

Contact Info

Cell Phone
876-396-7178

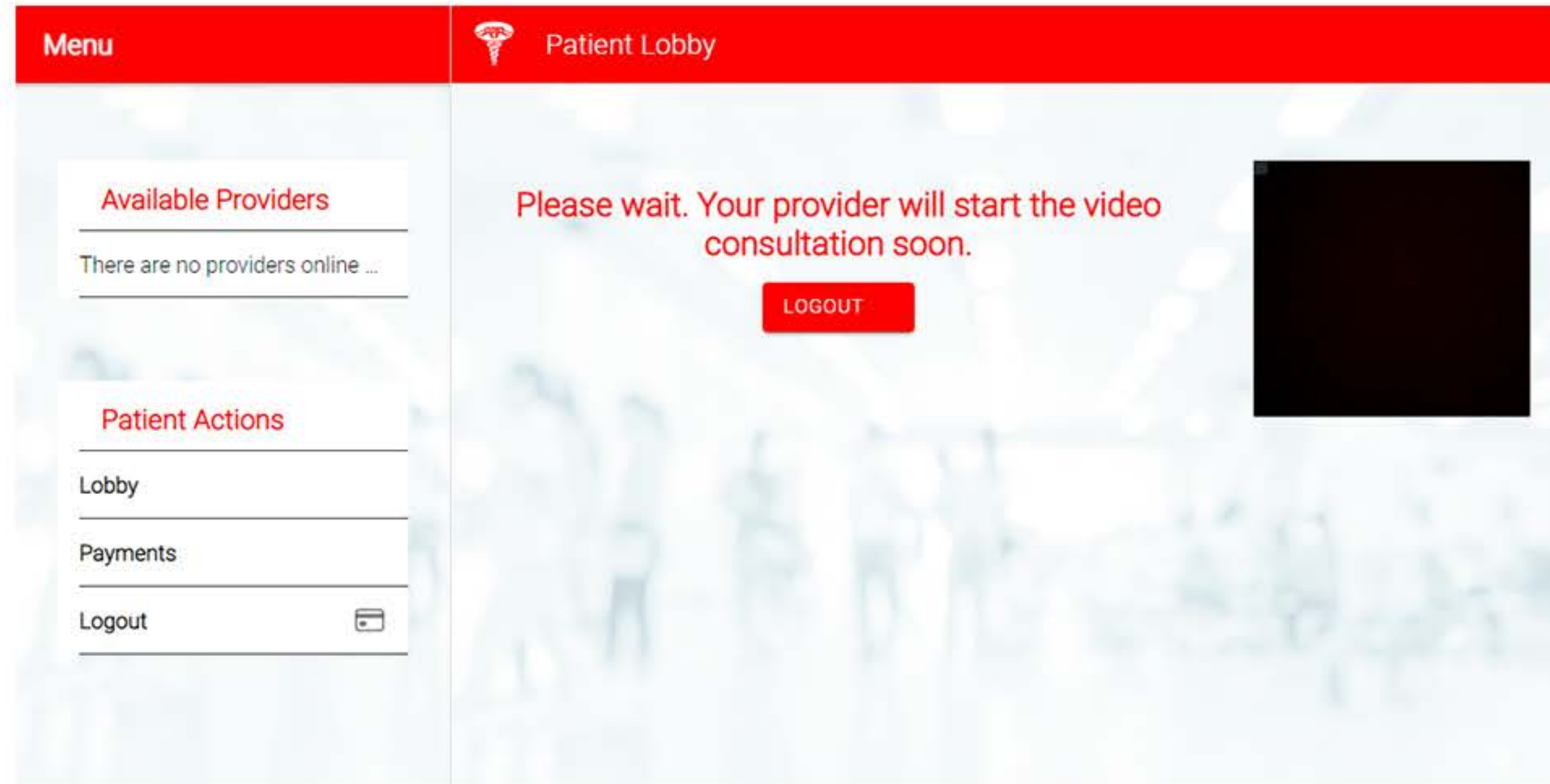
Name of Next of Kin
Stefan

Relationship with Next of Kin
Spouse



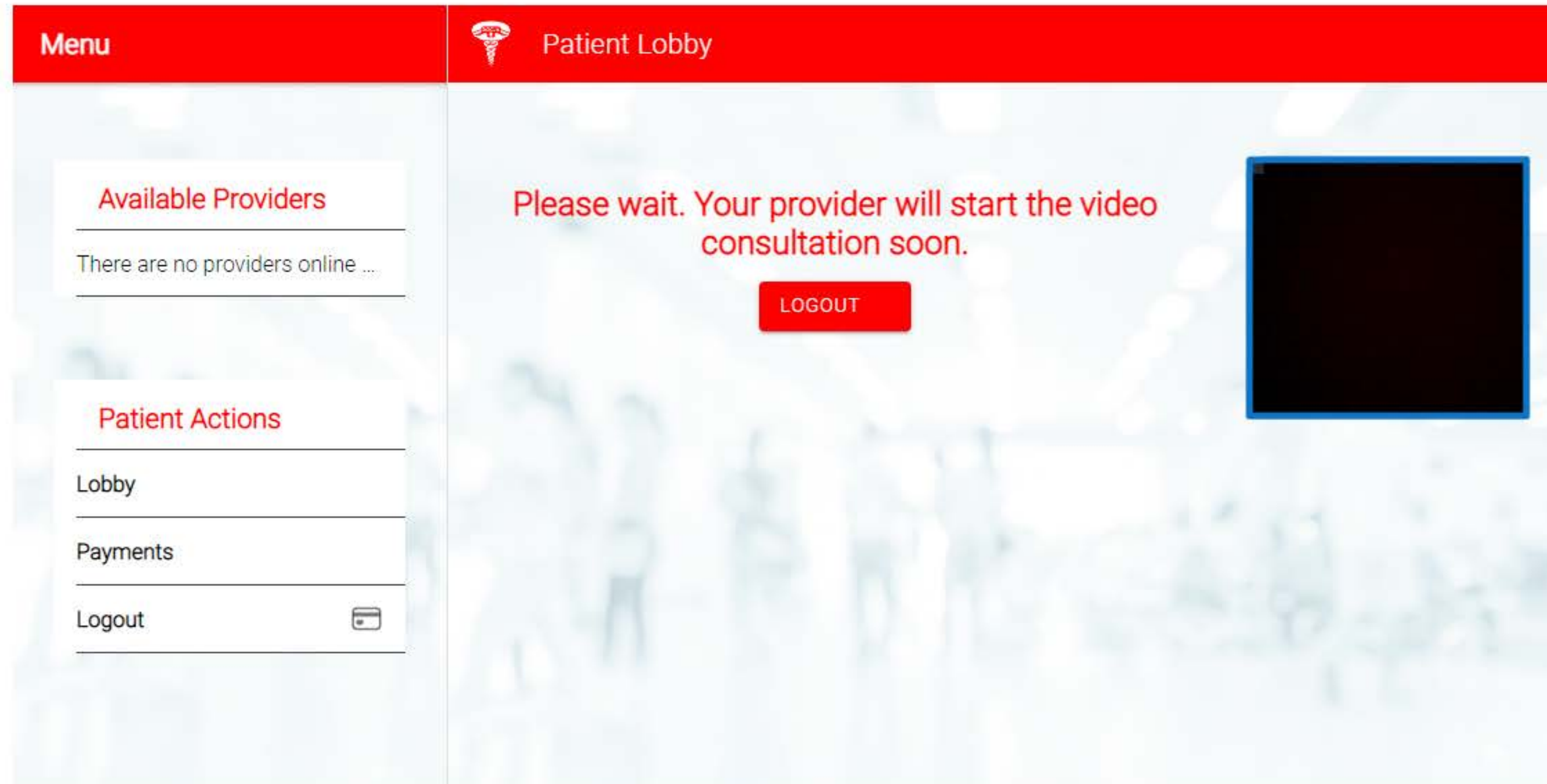
STEP 14

You are now in the Patient Lobby.
Wait for doctor to see you.



STEP 15

To change your nickname, click “edit” above your display picture, then enter your nickname.



STEP 16

Click “Payments” to top up your account.
Enter your card details and click “Topup”.

Menu **PAYMENTS**

Available Providers
There are no providers online now. Plea...

Patient Actions
Lobby
Payments
Logout

Your account balance is JMD \$5225.00
Your billing account ID is - 47

VISA
4111 1111 1111 1111
valid thru 07/22
DONYECE BYFIELD

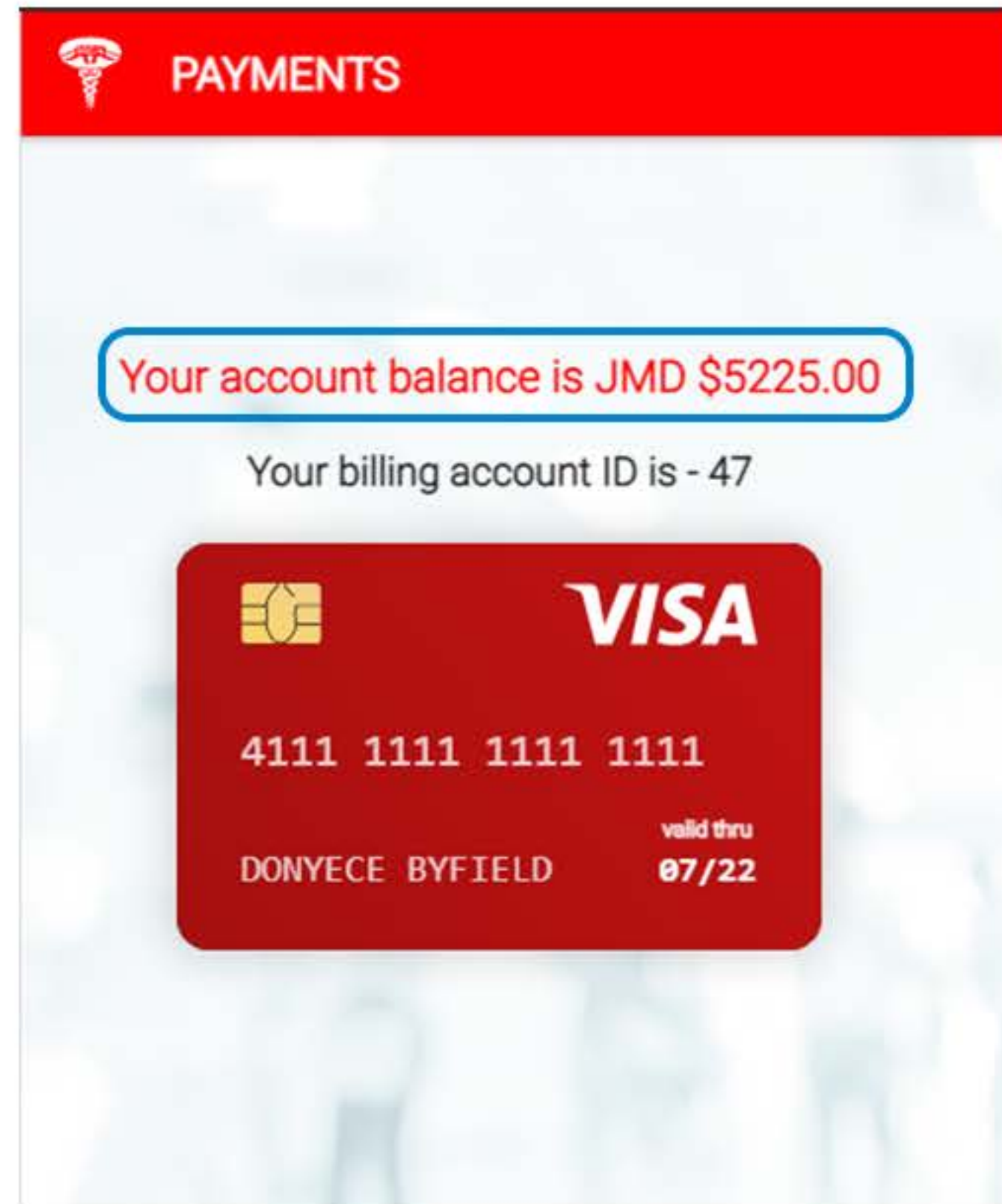
Amount: 1000
Name on Card: Donyece Byfield
Card Number: 4111111111111111
CW/CVC: 123
Expiry Date (mm/yy): 0722
invalid Expiry. Should be a valid mm/yy

TOPUP JMD \$1000.00



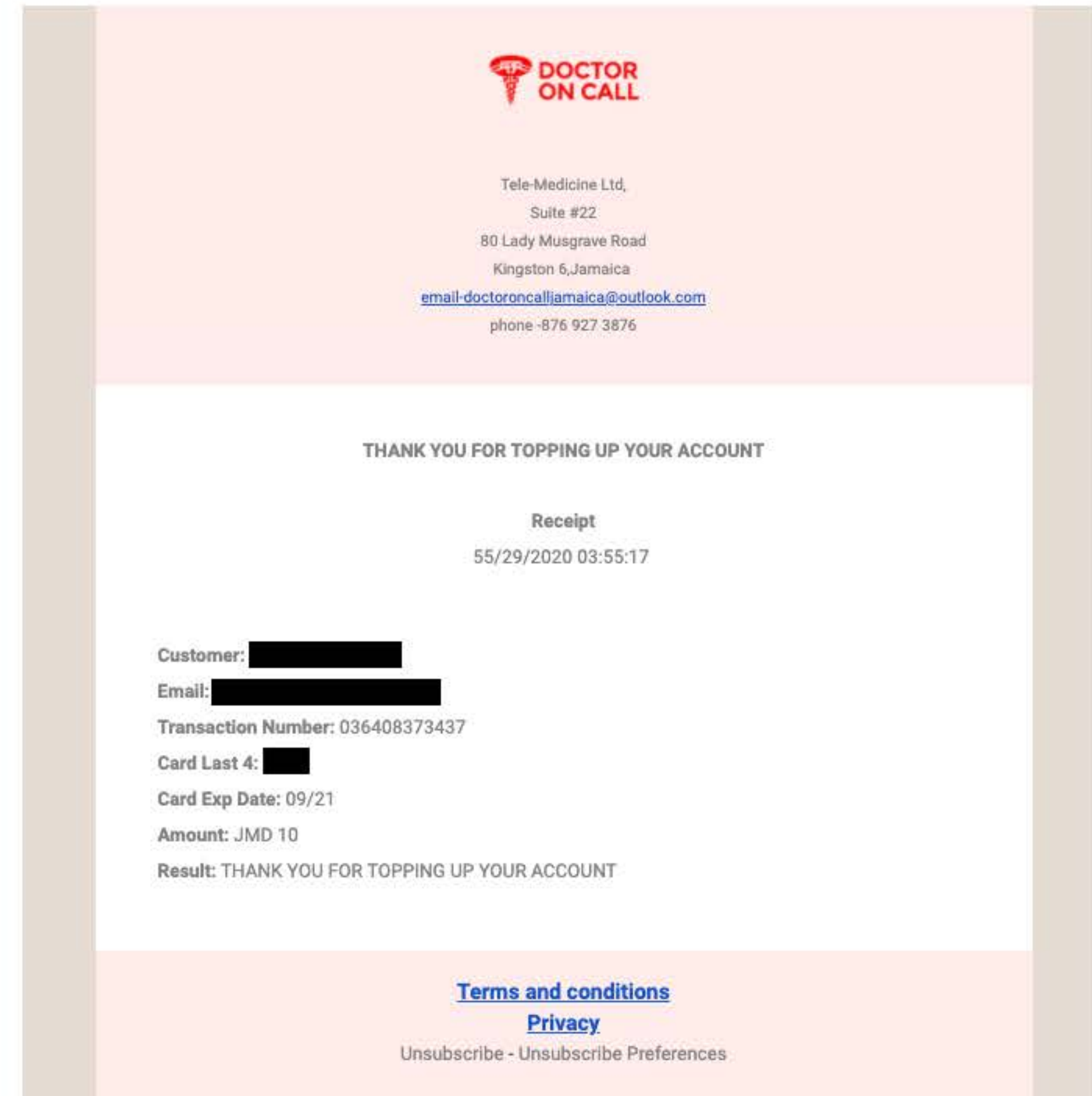
STEP 17

Your account balance will be updated.
(It should be enough to pay your doctor plus a small platform service fee)



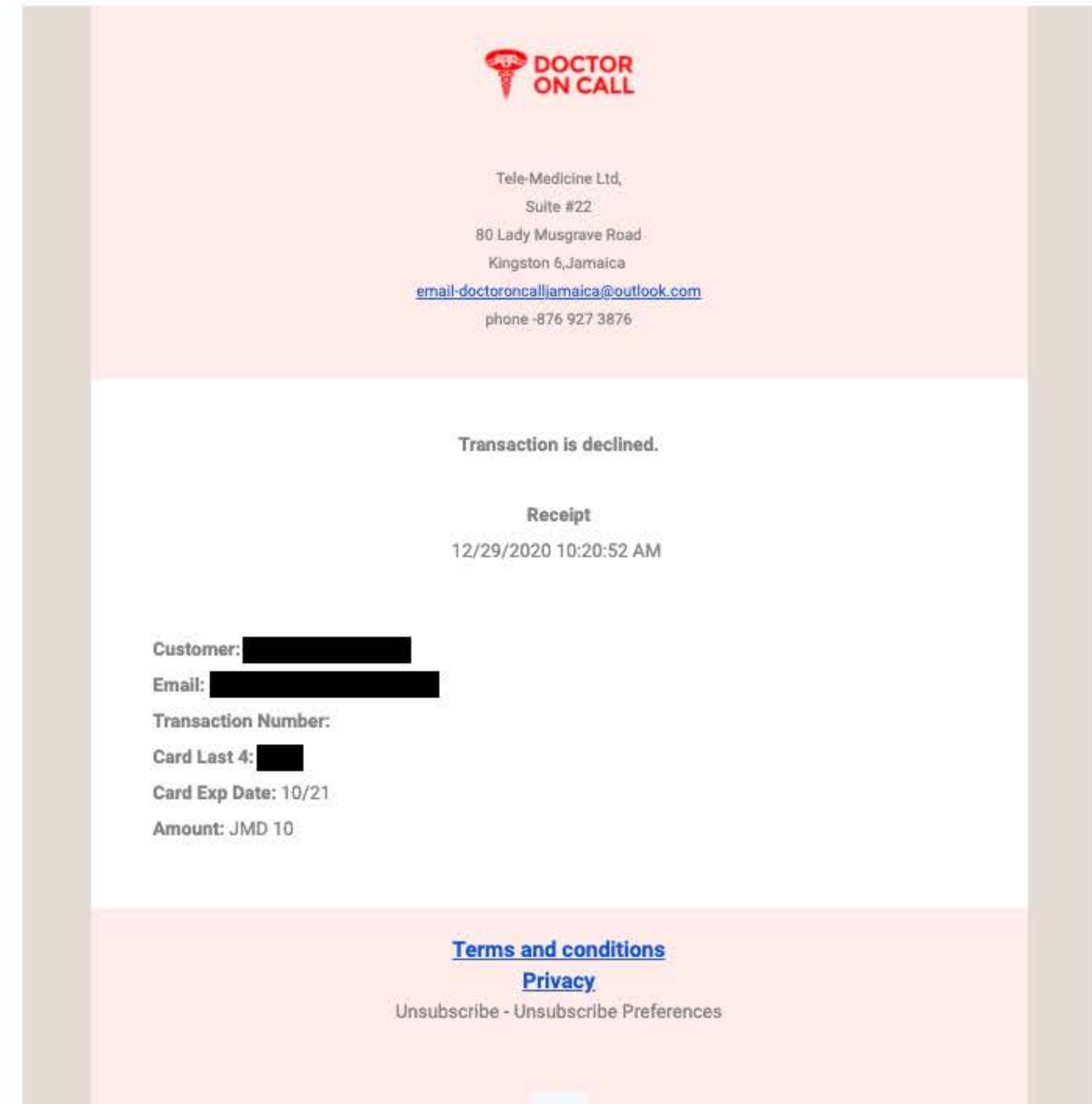
STEP 18

If successful, you will receive an email receipt confirming account top-up.



STEP 19

If unsuccessful, you will receive an email receipt confirming failure.





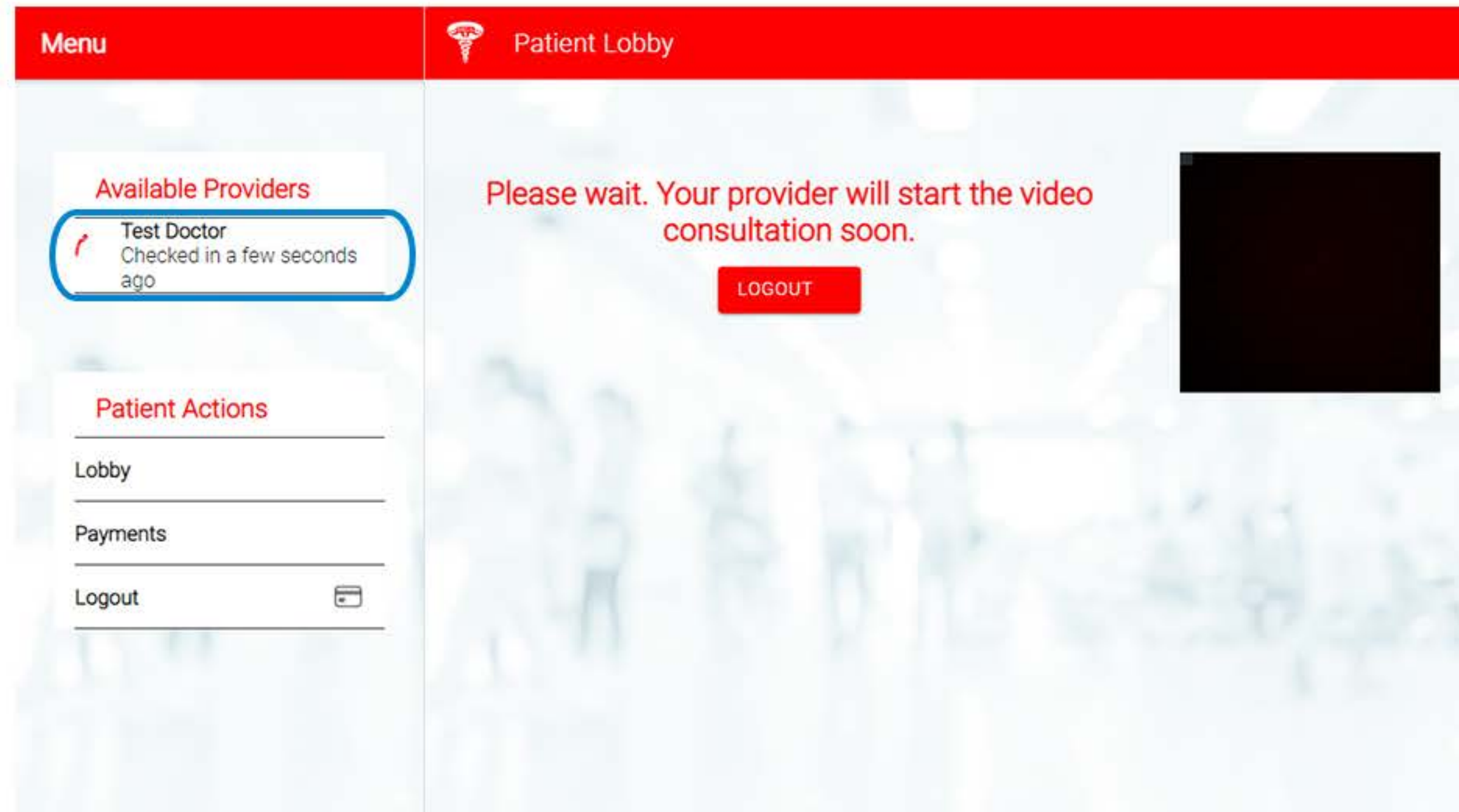
FOR PATIENTS

(REMOTE MEDICAL ENCOUNTER)



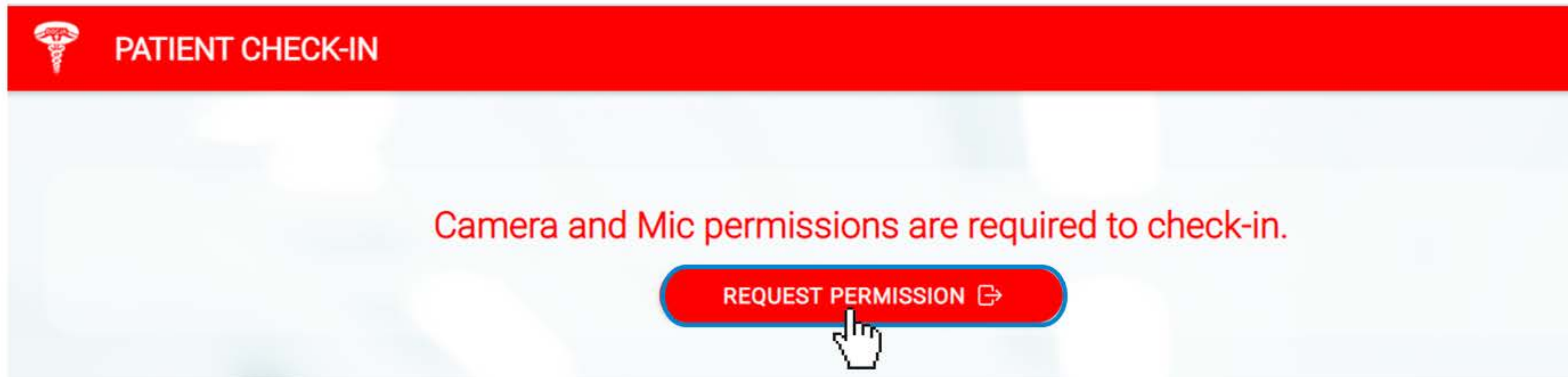
STEP 20

Wait until your provider is ready to see you.
Ensure your camera is only being used by Doctor on Call.
Otherwise clinical encounter will not take place.



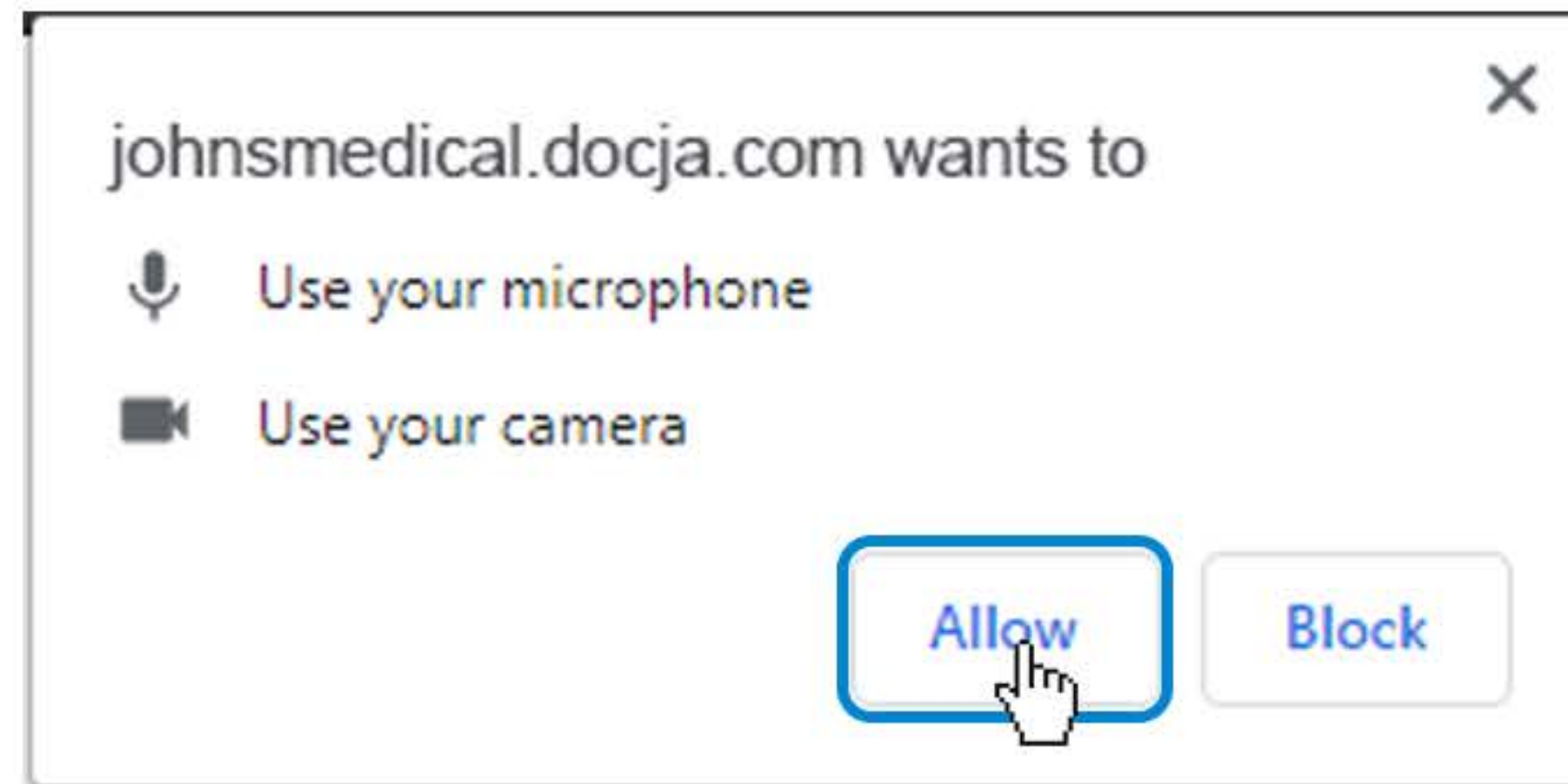
STEP 21

Click the “Request Permission” button to enable camera and mic



STEP 22

A pop-up window will appear asking to use your mic and camera. Click “Allow”



STEP 23

Ensure that no conflicting videoconferencing program (e.g. Zoom, Skype) is using your camera. Otherwise the video encounter will not take place.



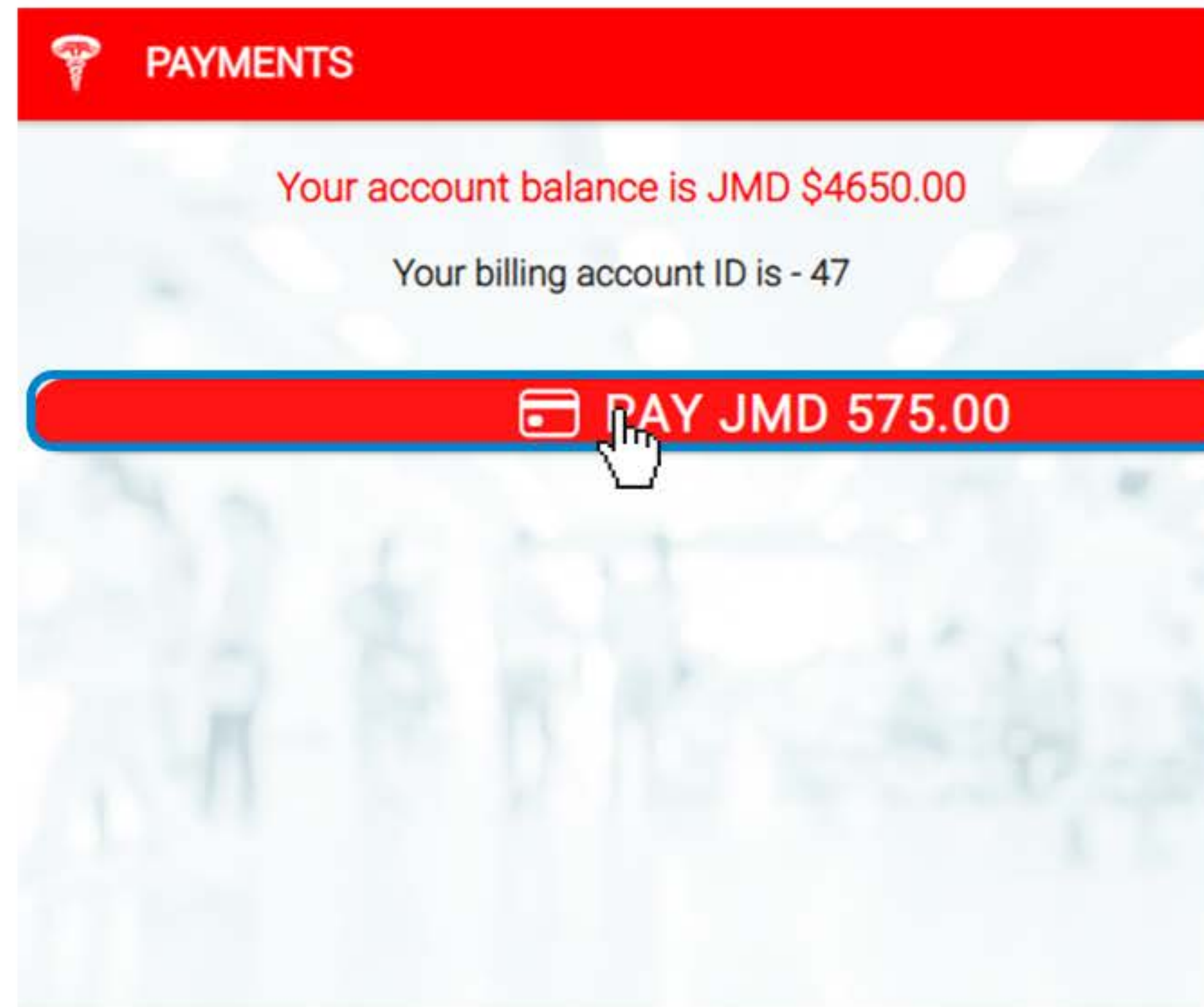
STEP 24

When the encounter begins, click \$\$ and the Payment button to initiate payment to provider.



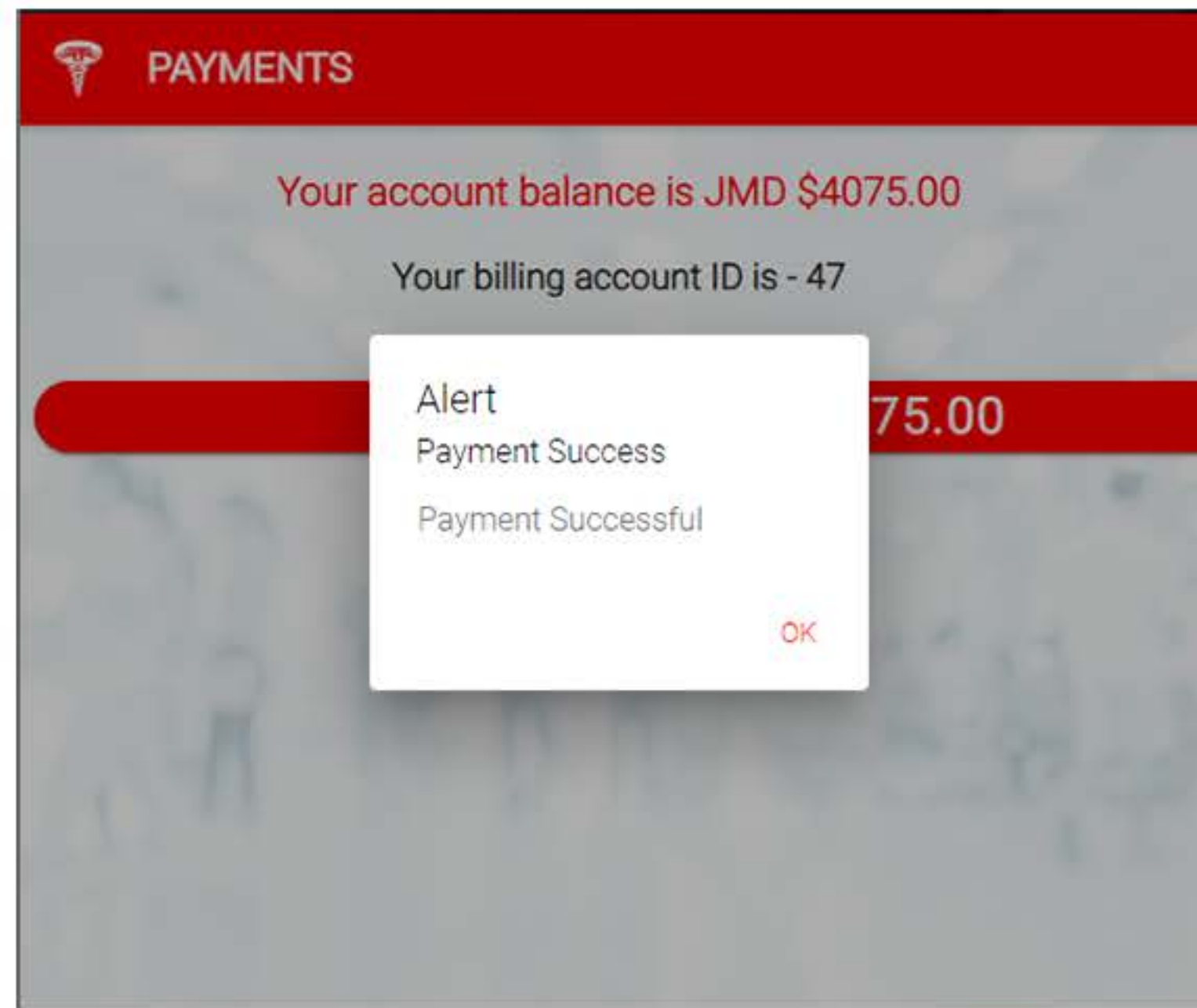
STEP 25

Click the Pay button to pay the provider.



STEP 26

You will receive confirmation and the payment will be deducted from your account balance.



STEP 27

If you have an insufficient account balance, you will be urged to pay from the card.

PAYMENTS

Your account balance is JMD \$3500.00

Your billing account ID is - 47



VISA

4111 1111 1111 1111

DONYECE BYFIELD valid thru 09/21

Amount
1000

Name on Card
DONYECE BYFIELD

Card Number
4111111111111111

CVV/CVC
123

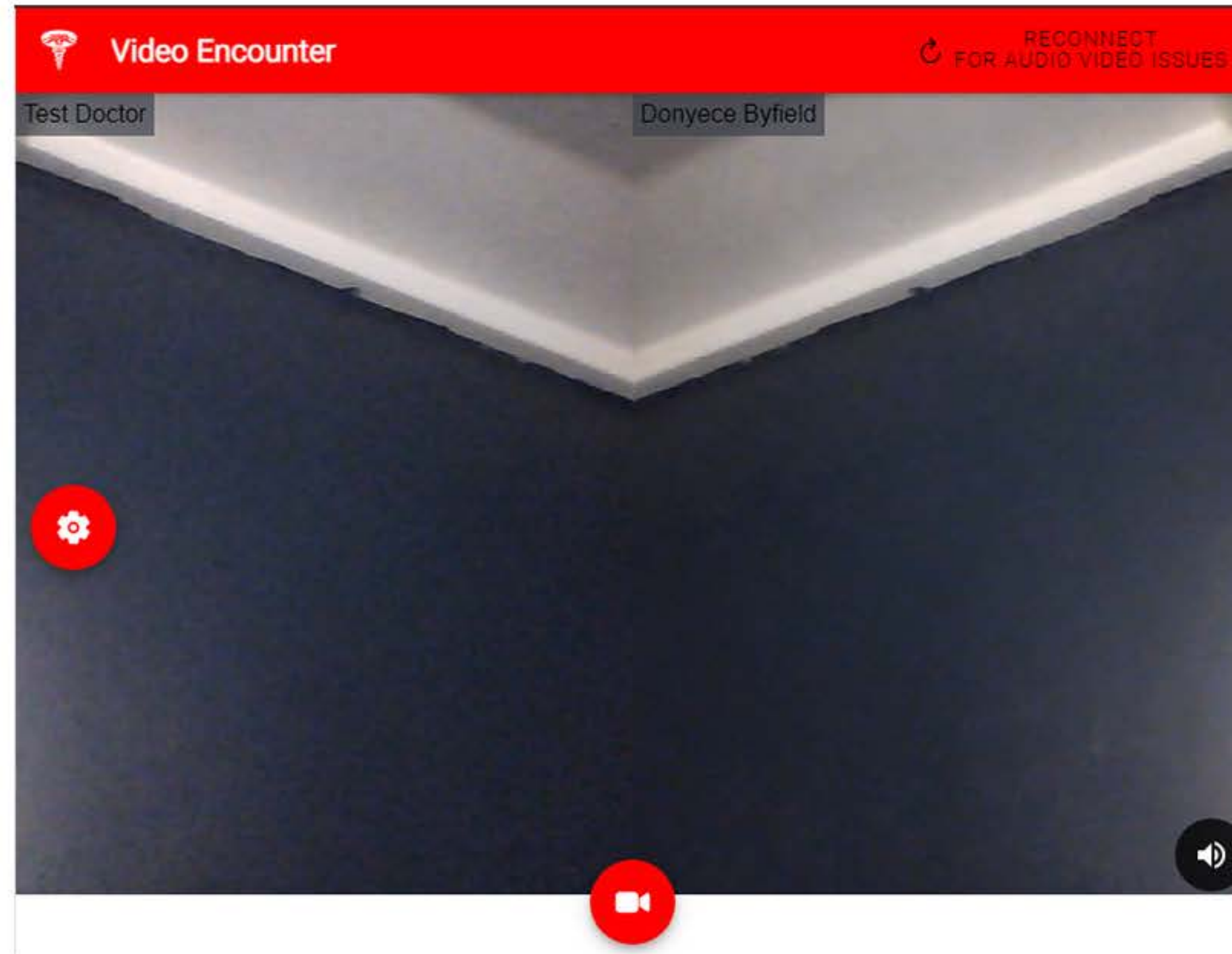
Expiry Date (mm/yy)
09/21

TOPUP JMD \$1000.00






STEP 28

The video encounter with the doctor will begin



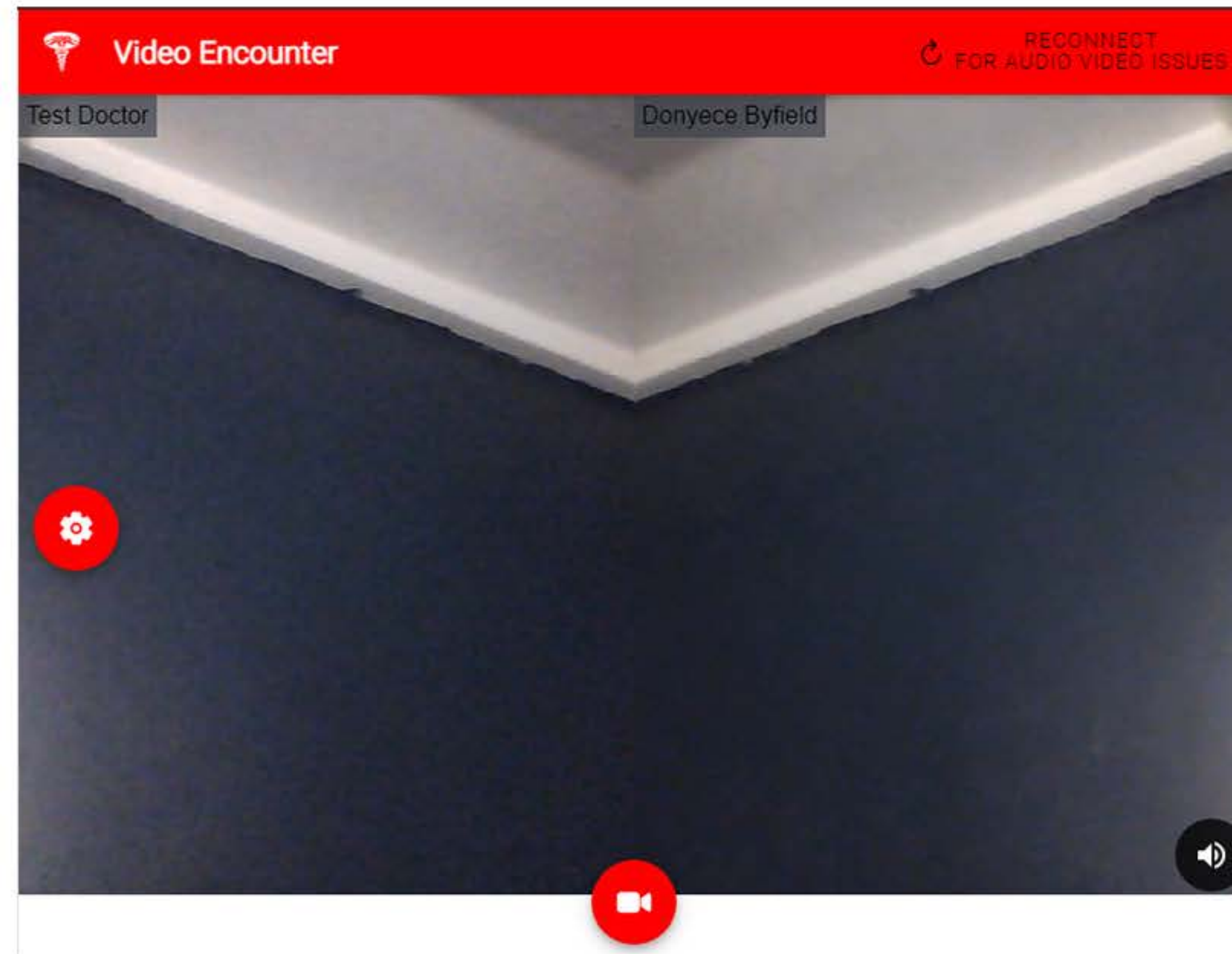
STEP 29

Meaning of symbols:

-  Click to adjust camera and microphone
-  Click to end video encounter
-  Click to turn sound on/off

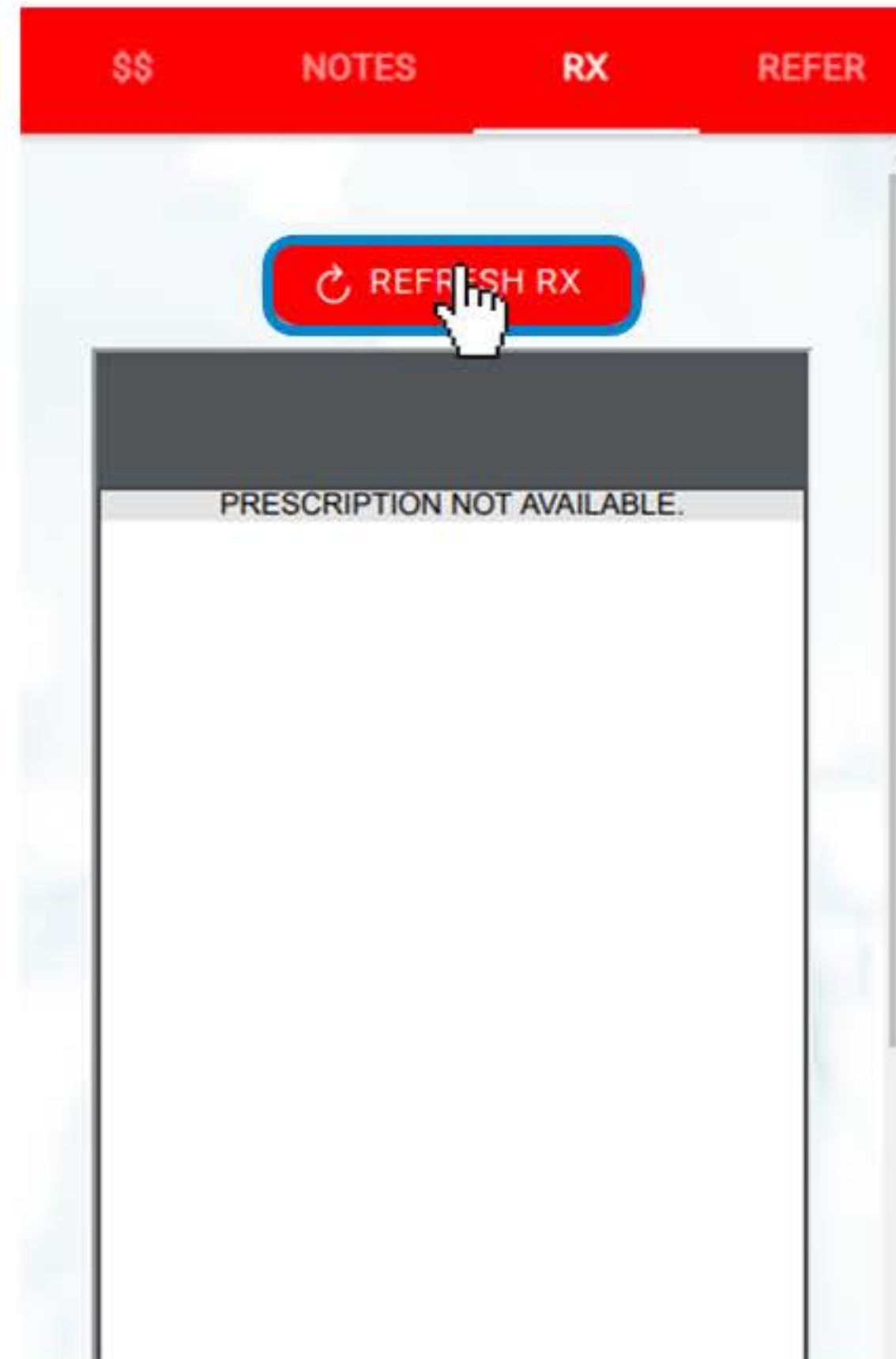
STEP 30

Comply with the doctor's questions.



STEP 31

Once the doctor has written the prescription, go to the Rx tab on the right and click “Refresh Rx”



STEP 32

You will see the prescription appear.

\$\$ NOTES RX REFER

REFRESH RX

7132d158-72ae-4cc5-9c61-9c2290355ad5

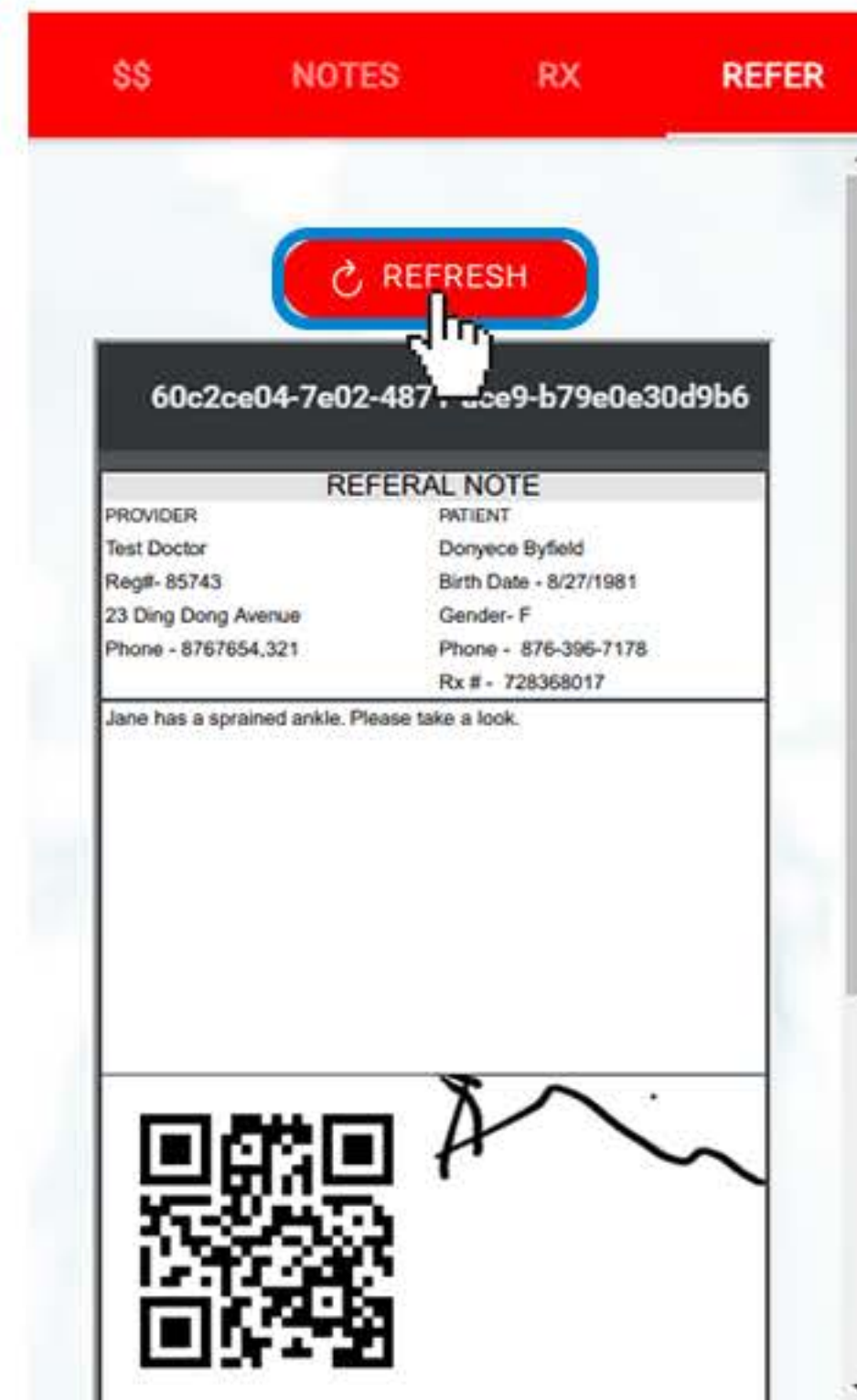
PRESCRIPTION	
PROVIDER	PATIENT
Test Doctor	Donyece Byfield
Reg#- 85743	Birth Date - 8/27/1981
23 Ding Dong Avenue	Gender- F
Phone - 8767654,321	Phone - 876-396-7178
	Rx # - 285765301
PANADOL LIQ 160MG/5ML ACETAMINOPHEN LIQUID 160 MG/5ML 160 MG/5ML LIQD OR	

QR Code and Signature



STEP 33

For referrals and follow up instructions, click the refer tab and click “Refresh” to fetch the referral note.



STEP 34

Click  to end video encounter then click “Logout” to exit the platform.





DOCTOR ON CALL

www.doctoroncallja.com

(876) 927-3876

doctoroncalljamaica@outlook.com

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