Telehealth Platform

Set-Up Manual

Comprehensive guide for creating your profile & organising a video consultation.

About the Service

Who is this platform for?
This platform is suited to both **public and private** entities.
(These include both the HSE and NHS establishments.)
We are endorsed by the HSE following the Covid-19 outbreak. Any clinician that wants to use it can and avail of the free 30 trial and then discounted monthly subscription. Please visit **www.wellola.com**.

What is this service?
Wellola's platform allows clinicians to securely and seamlessly make video consultations with their clients anywhere at anytime. (Clinicians can easily work from home with the following browsers: Chrome, Safari and Edge).

Why Wellola?
At Wellola, we take security and privacy and usability very seriously. We have therefore designed our platform solely around the functionality and security needs of health professionals which sets us apart from other video communication platforms.

The next 2 pages outline our ***features*** and ***security*** measures of the platform.

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Functionality

Our platform and comprehensive suite of features allow for seamless interaction between provider and client from before, during, to after the consultation. Our comprehensive suite of features is as follows:

- **Client-facing Portal- branded to customer needs**
- **Online Booking for in-person or e-visit sessions with appointment reminders**
- **Optional Online Payment Facility: at reservation, e-invoicing, in video call**
- **Video Consultation via SMS/ email or in-app**
- **Secure Messaging**
- **GDPR-compliant Correspondence (provider to client & provider)**
- **Store images and documents with client file**
- **Client Library- upload ongoing educational material**
- **FHIR/ HL7 API available where required**

Security

Digitization & Cybersecurity
At Wellola, we believe the digitisation of any healthcare administration process must be matched with proportionately sophisticated Cybersecurity measures.
Wellola stores & backs up all data in secured, state-of-the-art AWS data-centers ***within the EU*** (two centres, three zones each). We are therefore compliant with GDPR and EU regulation.

Secure By Design
This solution has been architected with the specialist support of DNM Group - recognised as an AWS Well-Architected Premier Partner (there are only twenty-one in EMEA). With their hands-on experience in architecting, building & optimising architectures that follow the AWS Well-Architected Framework we can now offer enhanced levels of data security.

Encryption
A Hyper Text Transfer Protocol Secure (HTTPS) using a 256-bit Secure Socket Layer (SSL) certificate is used throughout the site ensuring a 2048-bit encryption at rest & in transit so that data is always safe when being transferred from any device to our servers. Our proprietary ***WebRTC is encrypted end-to-end.*** WebRTC is considered by industry professionals as the most secure VoIP solution, and it is how all video calls are made within our platform.

Third Party Monitoring
Our platform avails of third party ***24/7/365 monitoring*** that takes advantage of the latest statistical mechanisms & machine learning to provide a premium quality control & risk management service. Thanks to its heterogeneous monitoring & logging systems, abnormal patterns of behaviour can quickly be identified and responded to.

Data Processing
Wellola has completed stage 1 of independent ISO27001:13 certification, an international standard that demonstrates a secure environment when managing all client information.

Lets get started...

How does it work?

Once clients are added, any member of your team can create an appointment. The client will receive an email (or SMS) with a link to enter their virtual consultation room.

The clinician will have the ability to enter the same virtual room and will be able to consult with the client through video.

What do I need?

All you need as a provider or client is:

Internet connection
(wifi/3G/4G)

A device with a
microphone and webcam
(computer/laptop/Phone)

A compatible browser
(Chrome, Safari, Edge)

Detailed note on Spec Requirements:

Windows 10: Chrome 80, Firefox 72, Microsoft Edge 44
MacOS High Sierra: Safari 11
MacOS Catalina: Safari 13, Chrome 80
iOS 12: Safari 12
Android 10: Chrome 79

Let's get started...

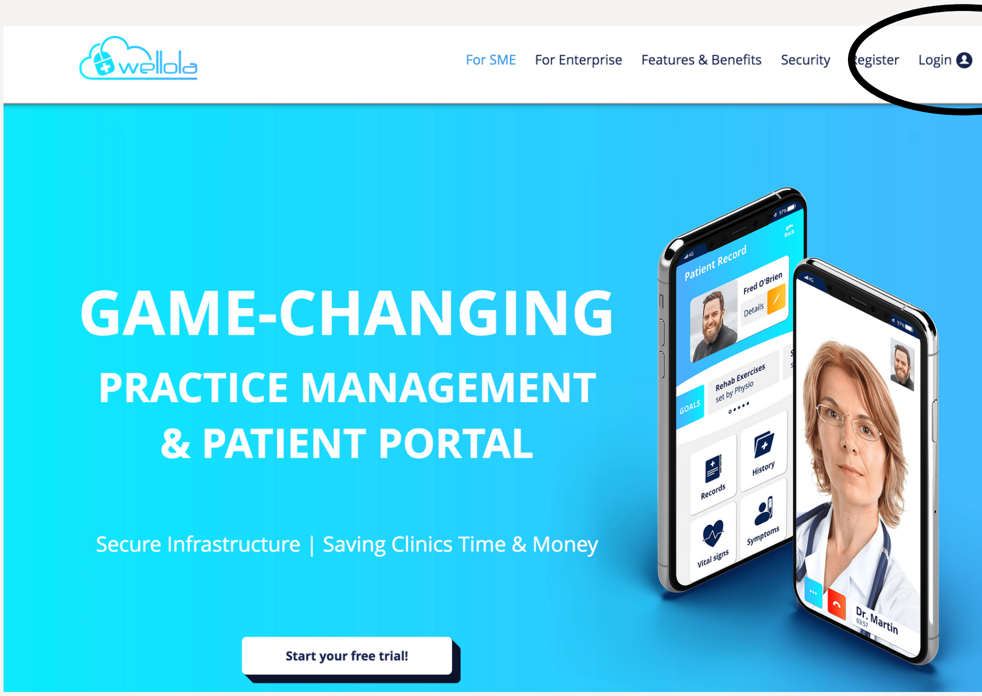
Contents

YouTube

Search "Wellola" in YouTube to access our setting up video guides

Dont hesitate to contact us on: **info@wellola.com**

Logging In



Log In here

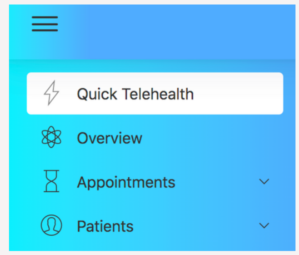
Logging in as a provider: For doctors & clinicians

Logging in as admin: For admin staff/the user who originally set up the account.

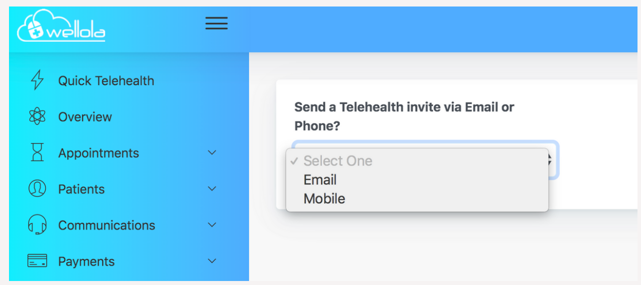
Quick Telehealth Function

The Quick Telehealth Function allows you to make a video call with a client in under 30 seconds without making an appointment.

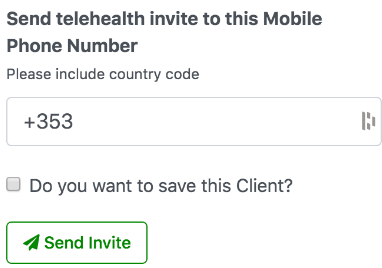
Step 1:
Go to the left had side tab and click on the "Quick Telehealth" link.



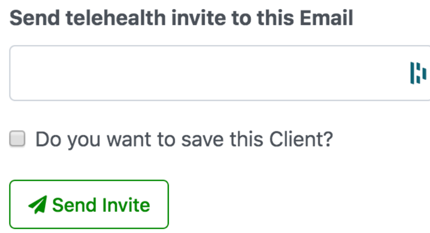
2. Send the invitation link to the client
You can do this either by email or SMS by choosing one from the drop down list.



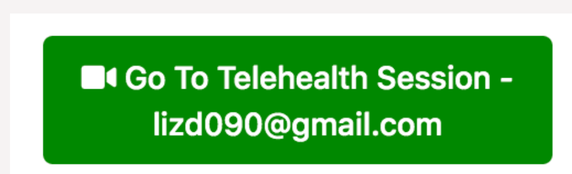
Mobile Option



Email Option



3. Start the call
Enter the video call by clicking on the green button.

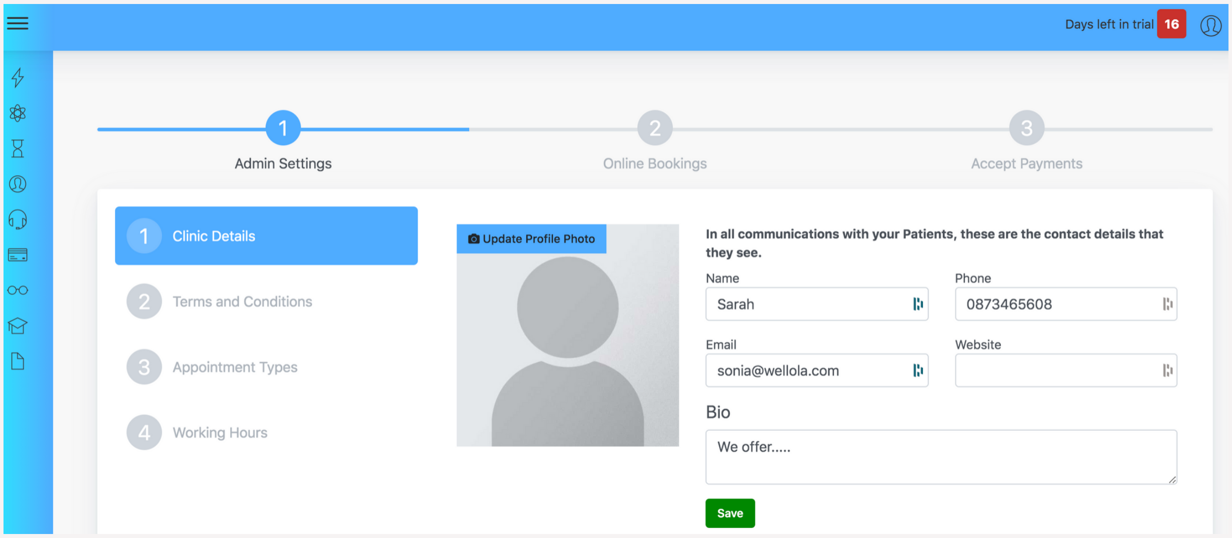


Step 1: Overview

1 **Admin Settings**

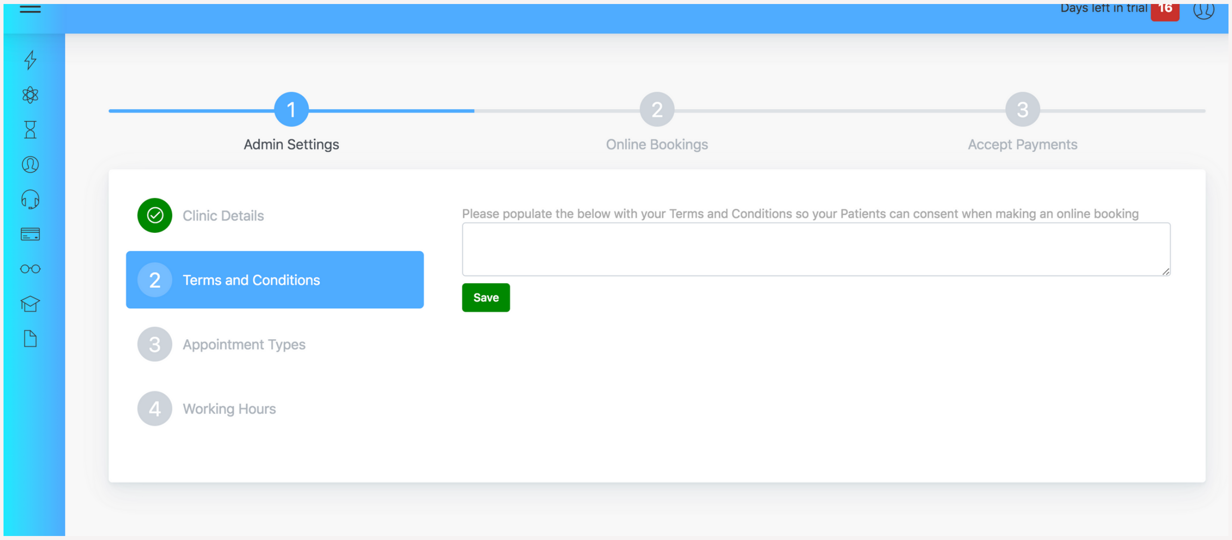
2 Online Booking

3 Accept Payments



1 Clinic Details

Fill out all fields. Once "saved", you dont have to revisit this page.

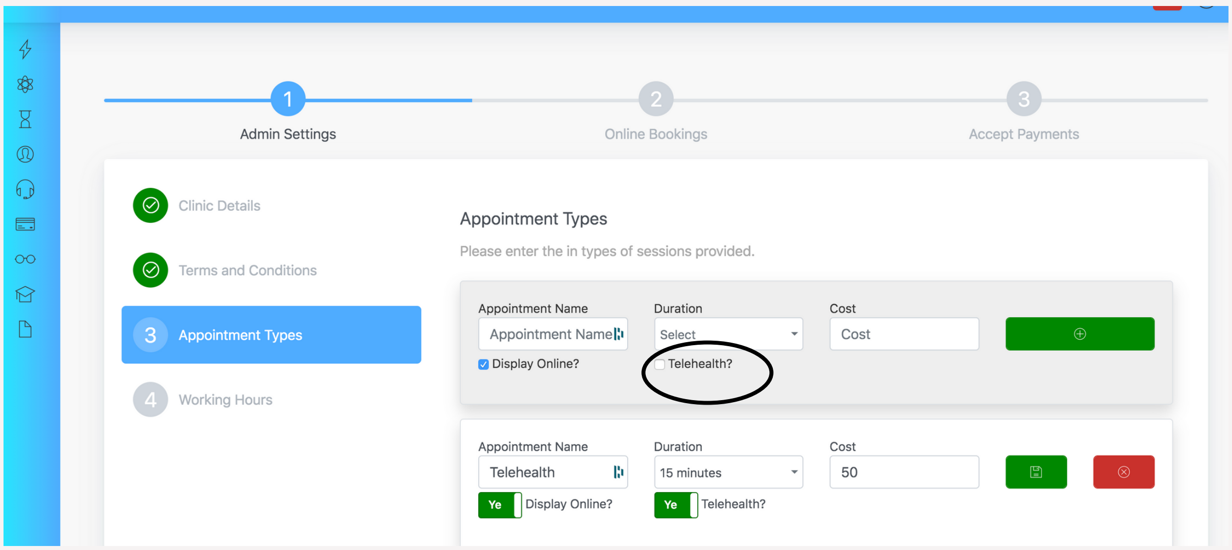


2 T&C's

Fill out the field with your clinic's customisable T&C Policies. (e.g. Cancellation/Privacy policy)

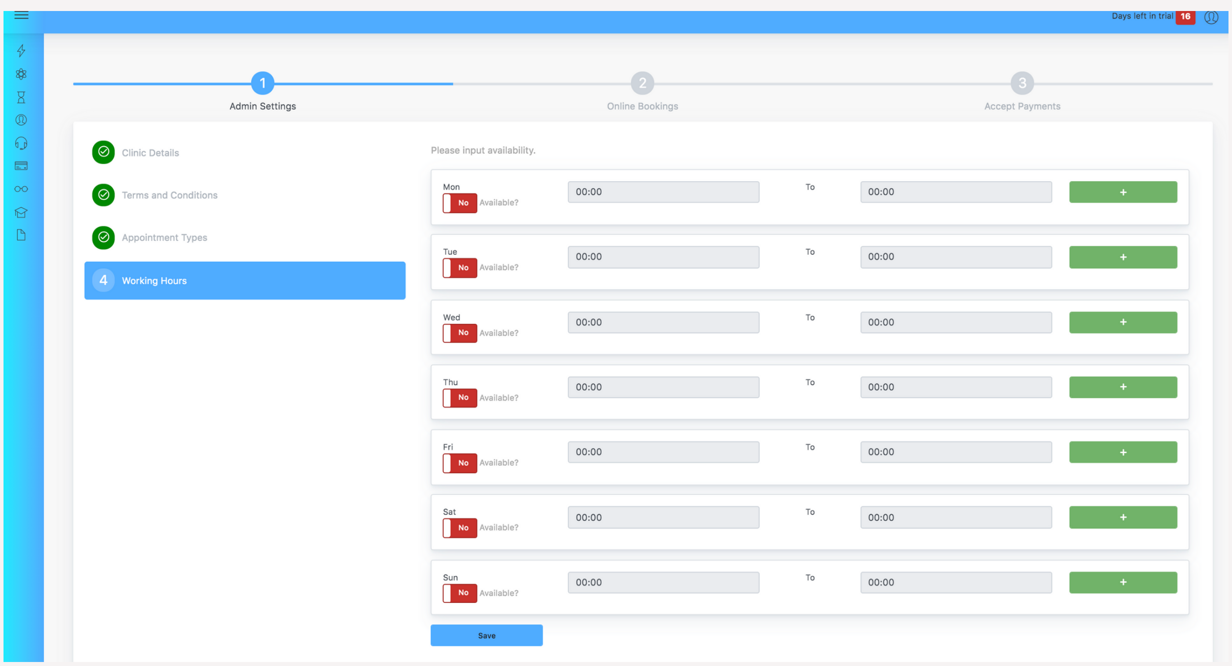
Step 1: Overview

1 Admin Settings | 2 Online Booking | 3 Accept Payments



3. Appointment Types

Make sure to click on "telehealth" if your appointment will be a video consultation. If you select "Display online" this means your appointment will be visible to clients booking online.



4. Working Hours

This will be the Clinic's default working hours.

Click on the "+" in the green box to add breaks.

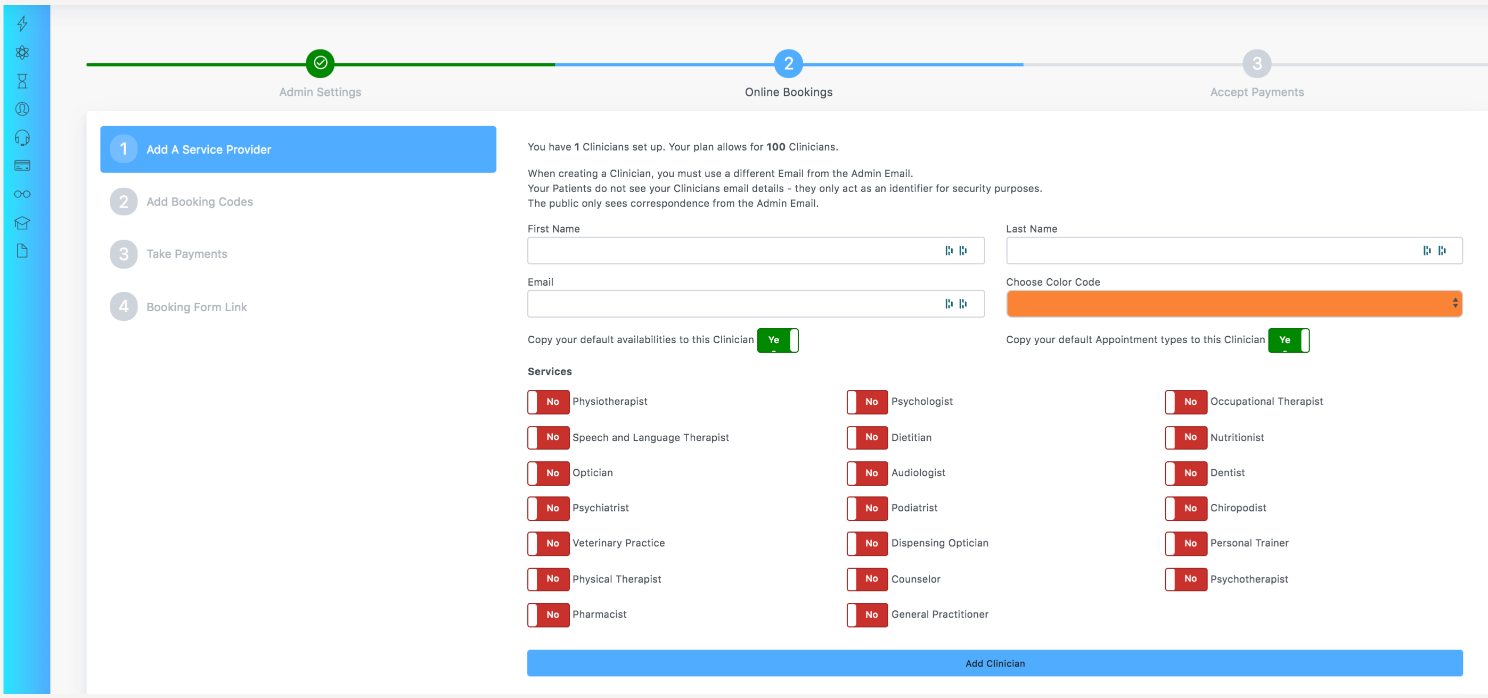
Remember to click save.

Step 1: Overview

1 Admin Settings

2 Online Booking

3 Accept Payments



1 Add a Service Provider

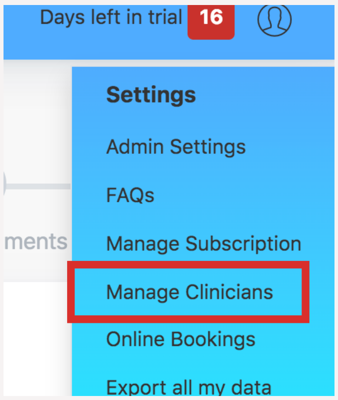
You need to add at least one service provider. Enter details above.

Note the default working hours set up for the clinic will automatically apply for this provider. (If you want to customise the provider's hours please see the following page.)

Make sure to click a service and then "Add Provider" to save the steps.

Step 1: Overview

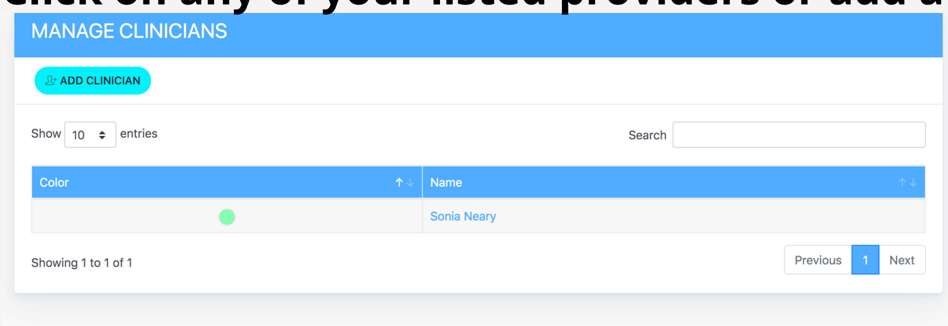
1 Admin Settings — **2 Online Booking** — 3 Accept Payments



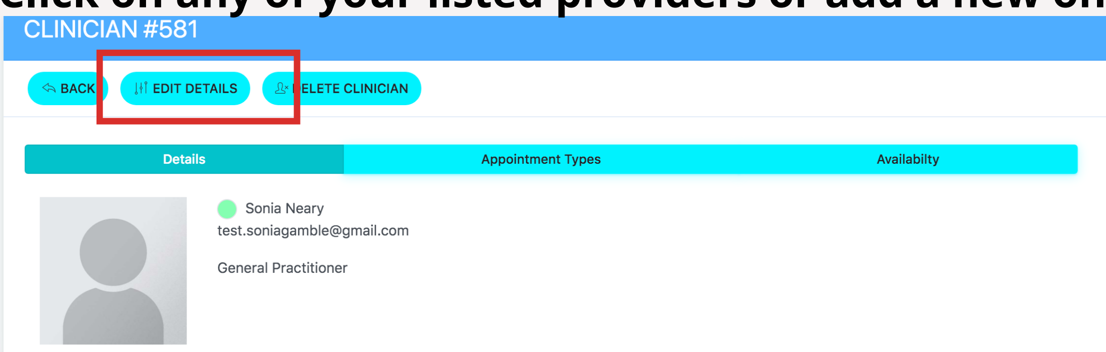
Side Note - Managing Multiple Service Providers

Click on the Profile Button on the top right hand of the screen. Select "Manage Providers" from the drop down list.

Click on any of your listed providers or add a new one.



Click on any of your listed providers or add a new one.

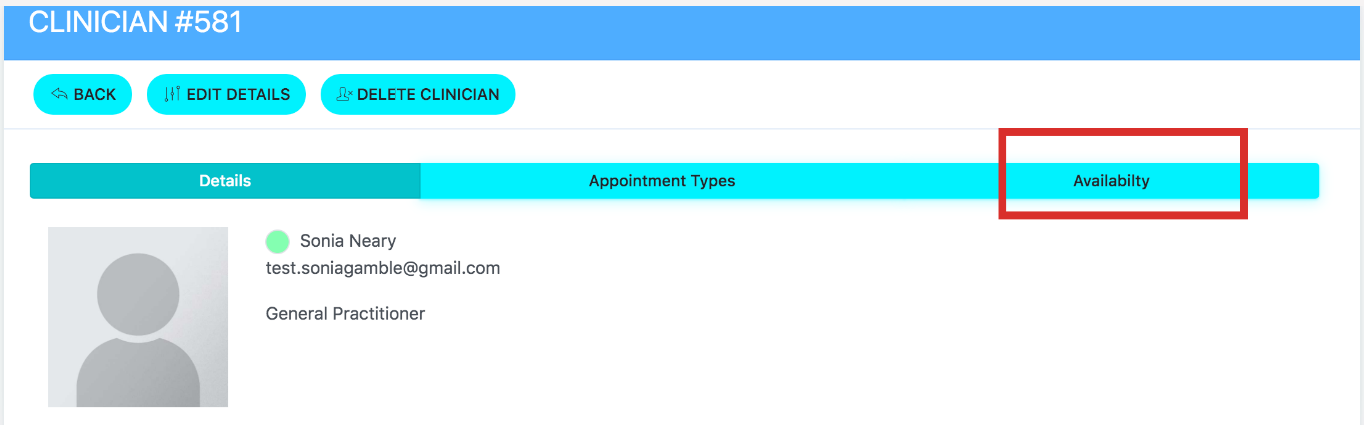


Click on "Edit Details" to edit this provider's password. Click on the Availability tab to edit their working hours.

Step 1: Overview

1 Admin Settings | **2 Online Booking** | 3 Accept Payments

Managing a Service Providers personal availability



When you are in a Provider/Clinician's file, you can also update their personal availbility which is either the same or perhaps different to the working hours assigned to the admin account i.e. the clinic.

Note:

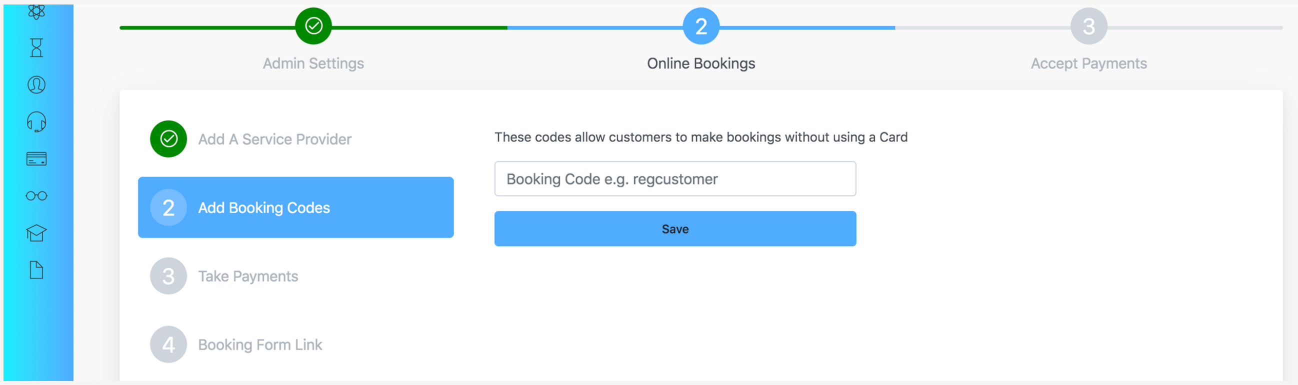
If the admin is manually booking an appointment for you as a provider then they will only be allowed to choose time slots that are within the providers personal availbility.

Step 1: Overview

1 Admin Settings

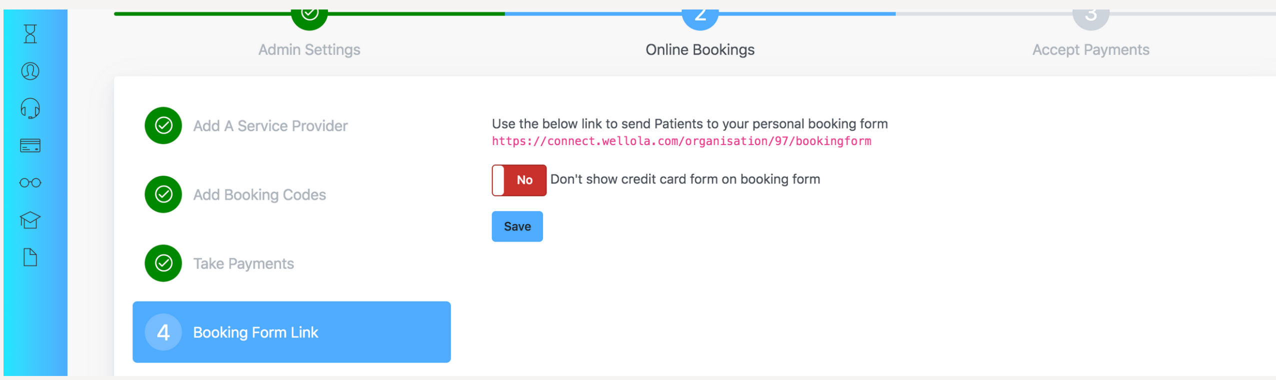
2 Online Booking

3 Accept Payments



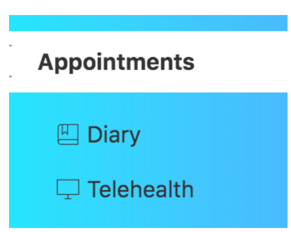
2 Add a Booking Code

If you dont want to charge clients - simply add a booking code to replace the need to enter bank details. (e.g relevant for Medical card holders/Public Sector Appointments.)



3 Add a Booking Form Link

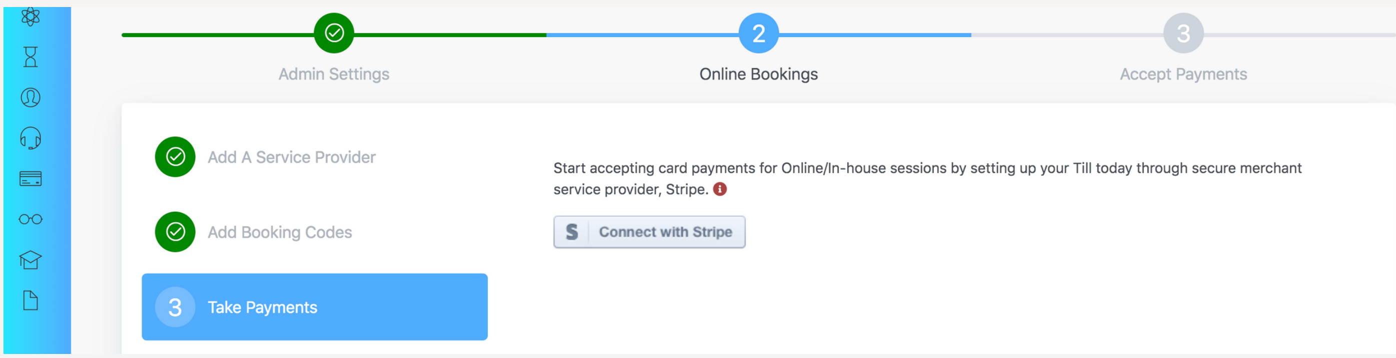
You can copy and paste this customised link into your website or send directly to clients to allow them to book online.



When your appointments are booked online, they are automatically updated in your Dairy or Telehealth Appointment tab; depending on whether the appointment is a video consultation or not.

Step 1: Overview

1 Admin Settings — 2 Online Booking — **3 Accept Payments**



Add a Payment Method

If you are charging clients - simply add your stripe account. You might need to set up a stripe account if you don't already have one. Simply click on the link and follow instructions.
Payments can also be clocked manually if you have an external card reader. (Please see Payments Tab on the Patient Portal.)

There are also functionalities in our platform to securely eInvoice clients. Simply "Generate an invoice" in the "Payments" - "Till" tab.

Note:
Connecting with Stripe will add additional costs to this platform. Stripe's business model charges per transaction paid into your account.

Please click **here** to see Stripe's pricing.

Step 1: Overview

1 Admin Settings — 2 Online Booking — **3 Accept Payments**

A Note on Payments

Patients can enter their card details by 3 ways:

1. Inputting their details at the point of reservation via the online booking form
2. Inputting their details in the card feature button of the video call
3. You as a provider can manually & securely enter their card details into their file by taking their details over the phone.

When the patient enters their card details, their details are saved to the portal. They are not charged until you, as the provider, manually charge them.
This is to reduce follow up admin (i.e. having to refund clients/patients if their were technical difficulties/drops internet connection that might cease cause a consultation to not go ahead.)

To charge see how to charge the card - please see page 21 of this manual.

Congratulations!

You have now set up your profile and you can start adding patients and organising video consultations.

Continue reading to see how...

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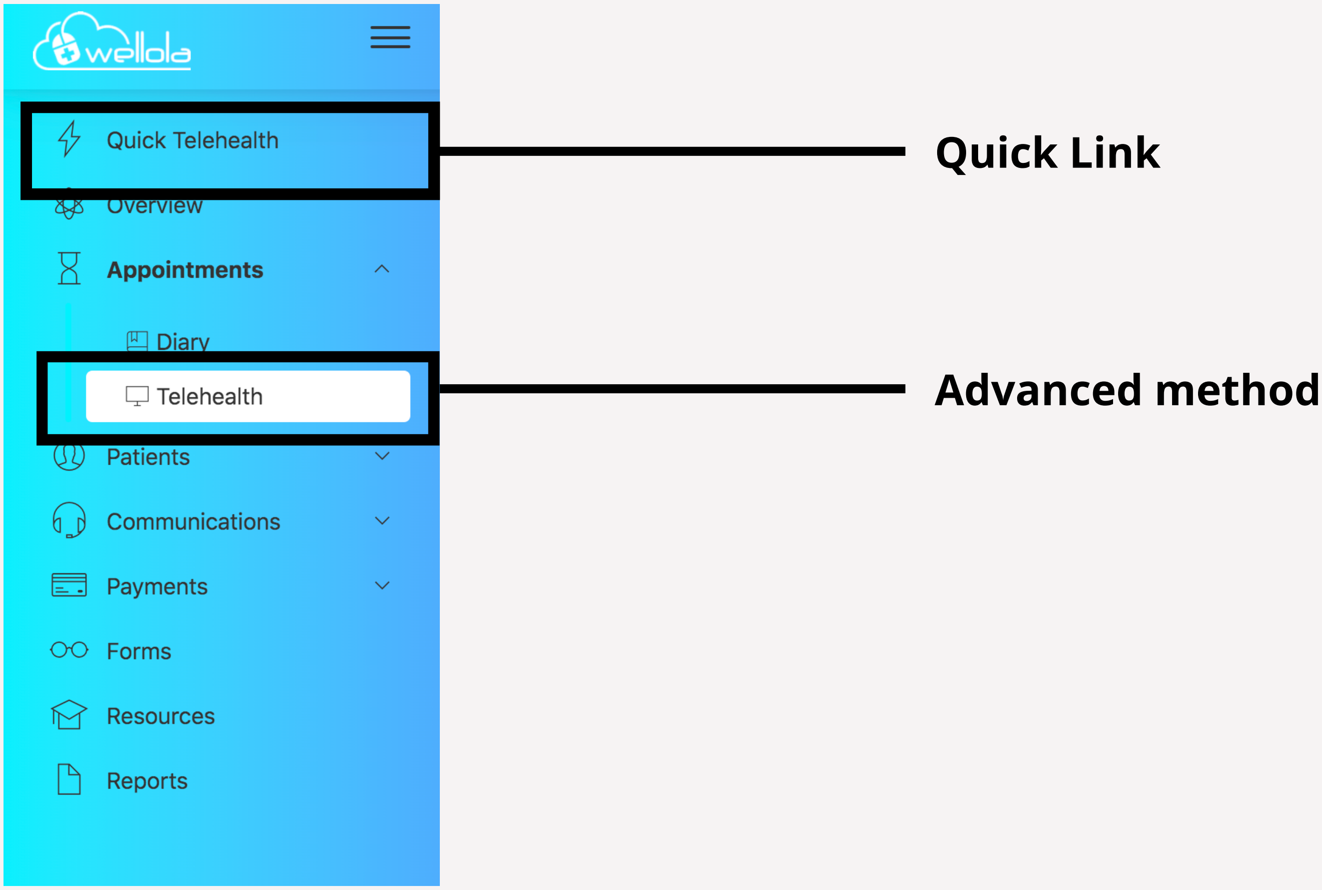
Step 2: Advanced Telehealth

Note
There are 2 ways of creating/entering a video call on this platform.

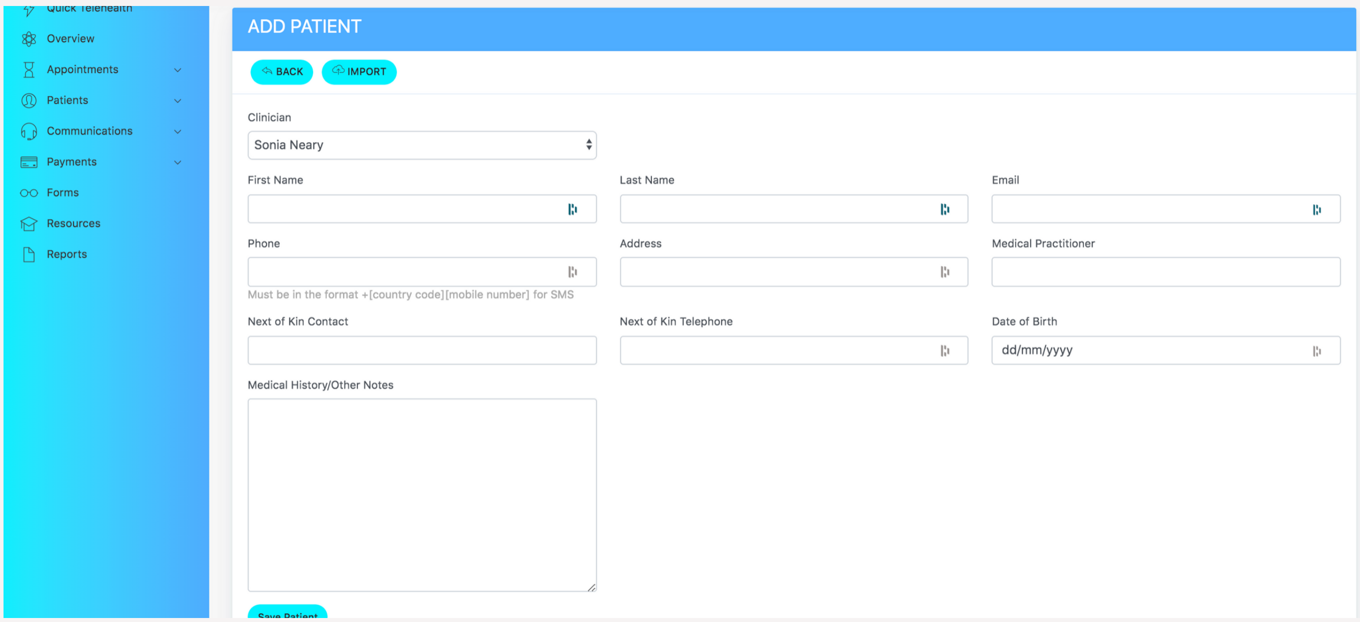
The first way is by using the ***Quick Telehealth Function*** outlined at the start of this manual.

The second method is explained in the following pages. This ***"Advanced"*** method allows you to organise appointments, deal with your full client list and to manage an agenda.



Step 2: Advanced Telehealth

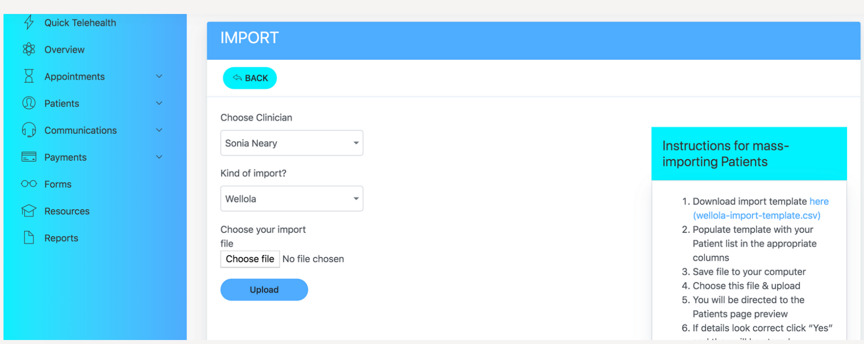
1 **Add Clients** — 2 Make Appointment — 3 Call



Add Clients

Click on the "Patients" Tab on the side navigation bar. Click "Patient List".

Add a client manually by filling out all relevant information fields above. If you wish to import your existing client list, simply download our template in the "import clients" page.



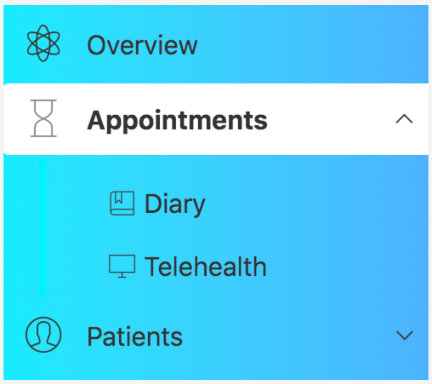
If you need a customised template to suit your existing Data Practice Management System, simply let us know and we will tailor one to your needs.

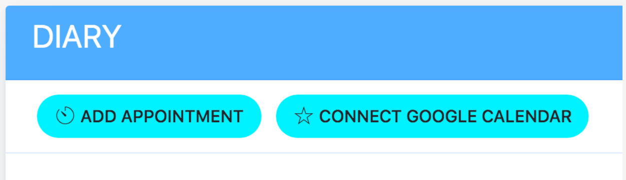
Step 2: Advanced Telehealth

1 Add Clients

2 Make Appointment

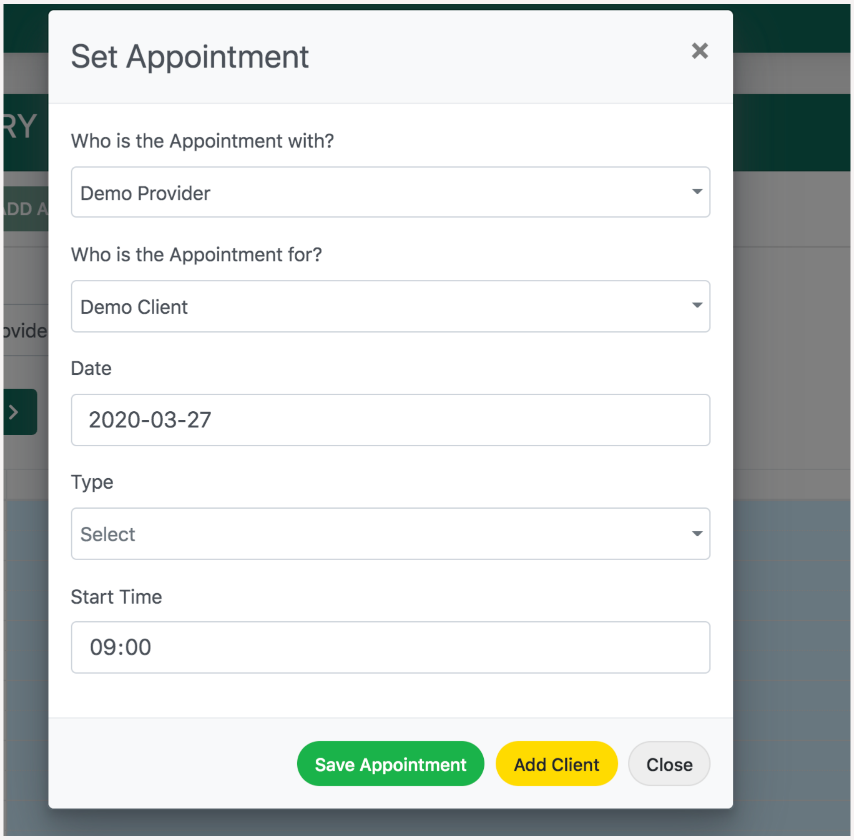
3 Call





Make an Appointment

Click on the "Diary" Tab on the side navigation bar under Appointments. Click "Add Appointment".



Appointment Details

Fill in all fields and then click "Save appointment".

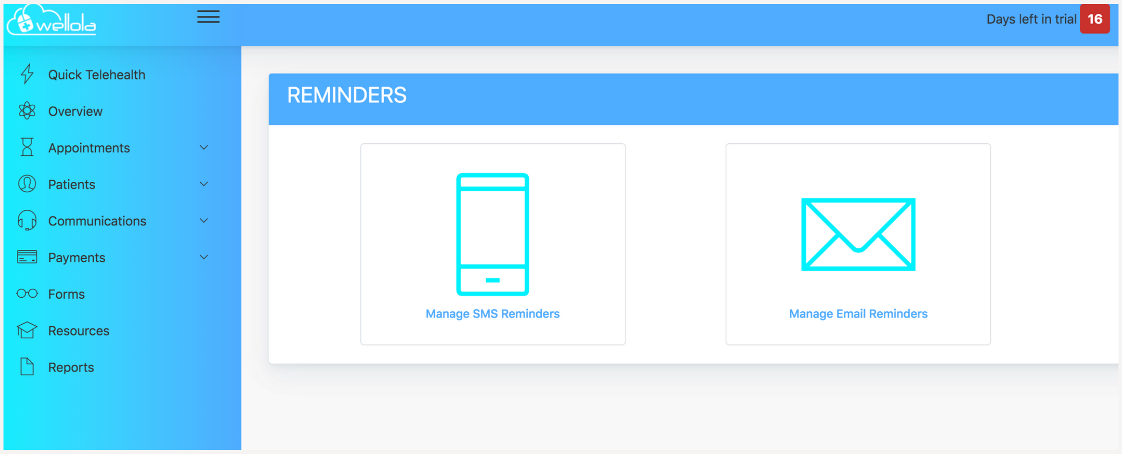
If it is a telehealth consultation, make sure to select Video consultation in the "Type" field.

Step 2: Advanced Telehealth

1 Add Clients

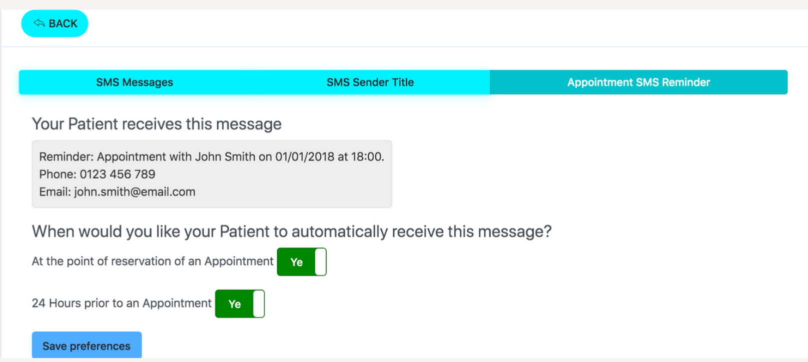
2 Make Appointment

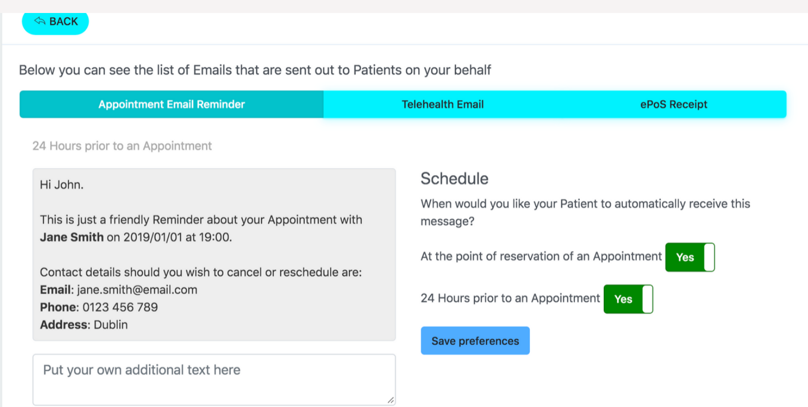
3 Call



Set Automatic Appointment Reminders

Click on the **"Communications"** Tab on the side navigation bar under Appointments. Click "**Reminders".**





Choose either SMS or Email Reminders

Make sure to drag the red toggle marked as "no" to the right until it is marked "yes".
The reminders are defaulted to "no" unless you change them.

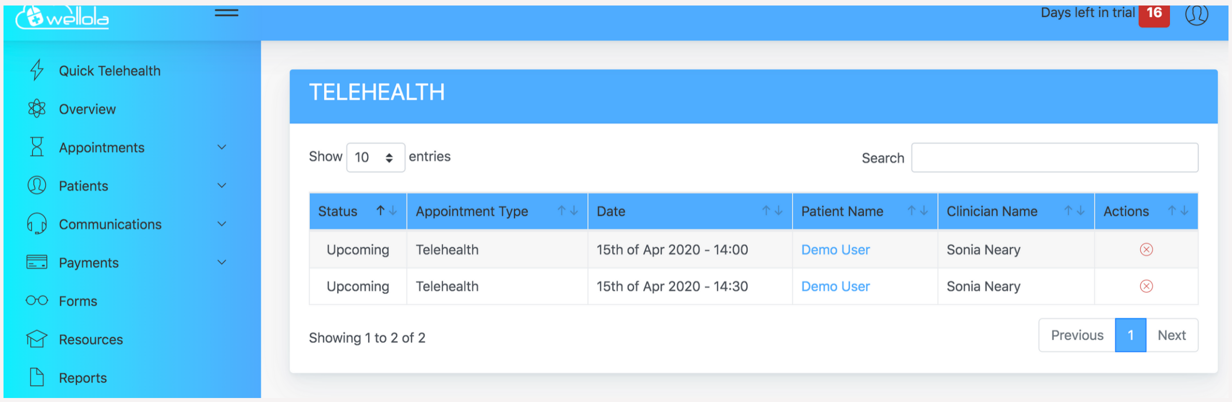
Make sure to save preferences after.

Regarding SMS reminders:
The Top Up Account must be credited in order to send SMS messages.

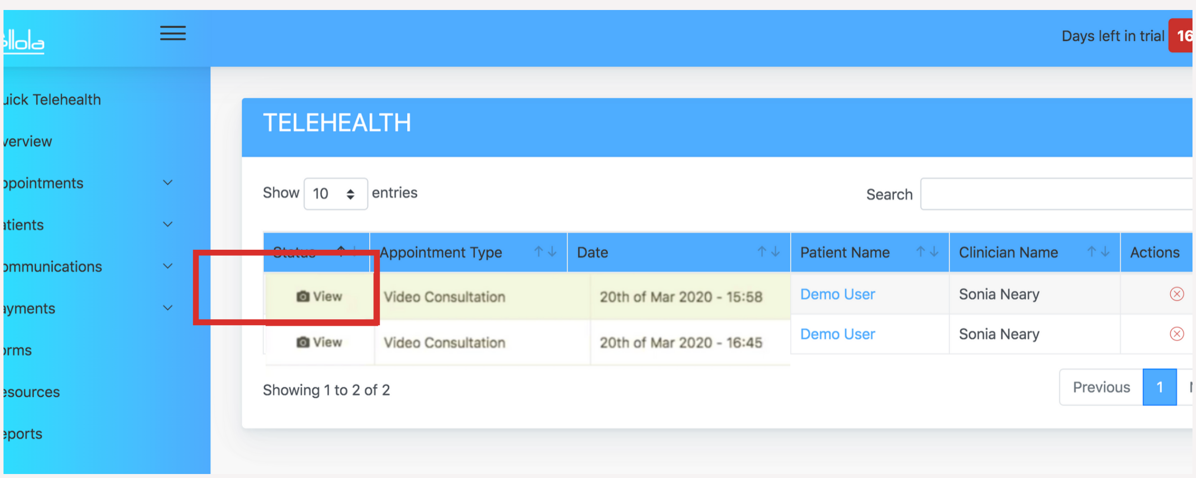
Step 2: Advanced Telehealth

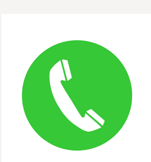
1 Add Clients — 2 Make Appointment — **3 Call**

Click on "Clients" Tab. Then click on "Telehealth" to access video consultation appointments.



Click on the "□ View" to commence a video consultation with the patient.





You will then be redirected to the Video Call screen. Click on the **green phone button** at the bottom of the screen to commence the call.

Charging Patient's Card

Please Note:

If your Wellola account is not connected with Stripe, there will be no payment options visible to clients/patients.

- **Clients/patients will not be able to see the green card payment button during a telehealth call.**
- **Clients will not be able to see any card payment input fields when booking online.**

If your Wellola account is connected with Stripe, the following 2 pages will walk you through the process of accepting payments.

There are 2 ways of accepting payments:

1.

Accepting payment via the booking form and then charging the card.

2.

Providers can manually & securely enter clients' card details into their file by taking their details over the phone.

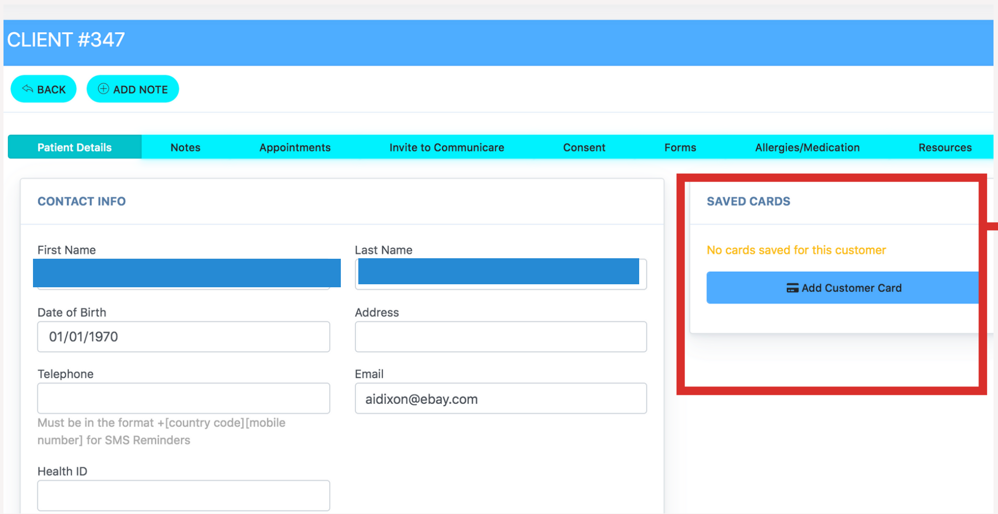
3.

Accepting payment via the card button during a telehealth call.

1. Payment via booking form & Till

As mentioned on page 15, patient's card's will not be charged until the provider manually does so following the consultation.
This page will show you how to do it.

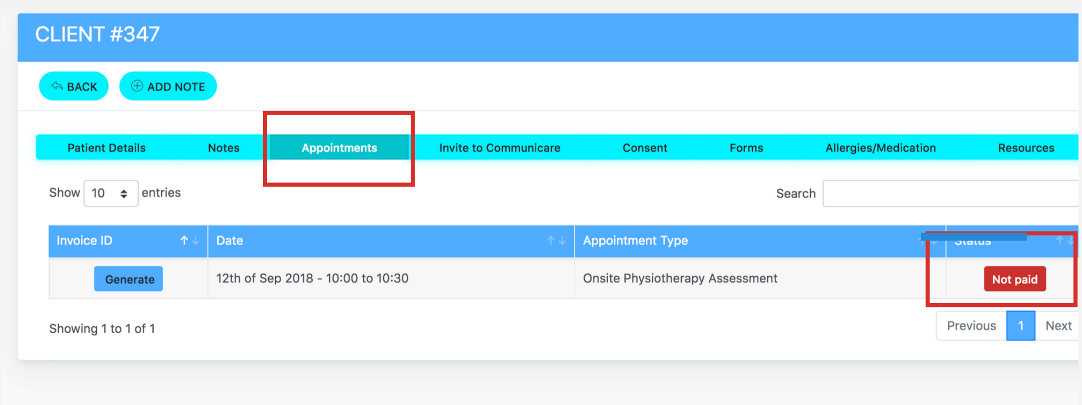
Step 1. See if the Patient's card details have been saved:



Upon accessing a patient's file you should be able to see the patient's saved card. Ifnot, it means the patient is yet to enter their details via the payment feature.

Patients can enter their details via the online booking form or via the payment feature in the top left corner of the video call.

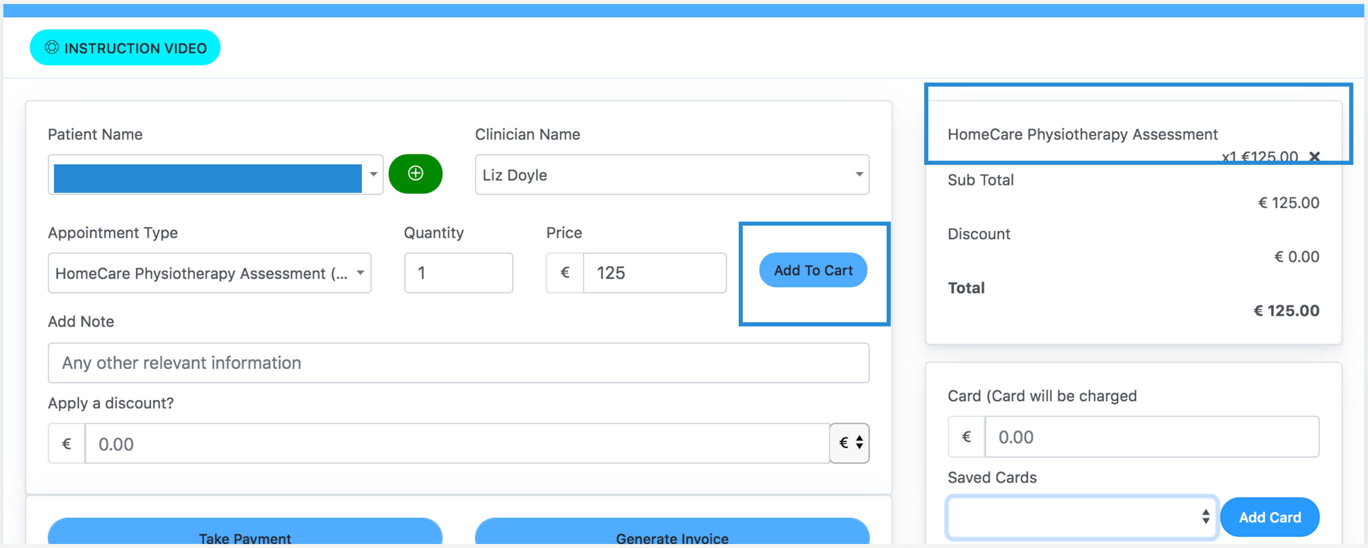
Step 2. See their appointment logs



Click on "Not Paid" and you will be directed to the virtual "Till"

1. Payment via booking form & Till

Step 3. Add to Cart



Fill in the Form above by adding the patient's name, provider and the Appointment Type. Then "Add to Cart".

Once added to cart the appointment charge will be added to the "basket" on the right hand side. (See "HomeCare PhysioTherapy Assessment" above.)

Step 4. Process Invoice and Payment

Below the basket on the right hand side of the page will be a drop down list of the patient's saved card(s).

Choose the relevant card and tick the below box to confirm the card is correct.

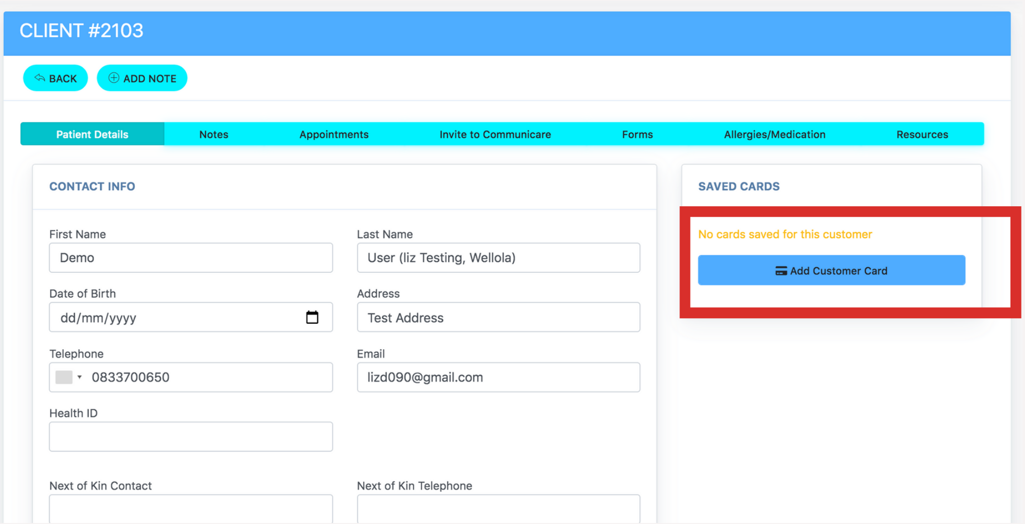
Select the blue button at the bottom of the page that says "Process Payment".

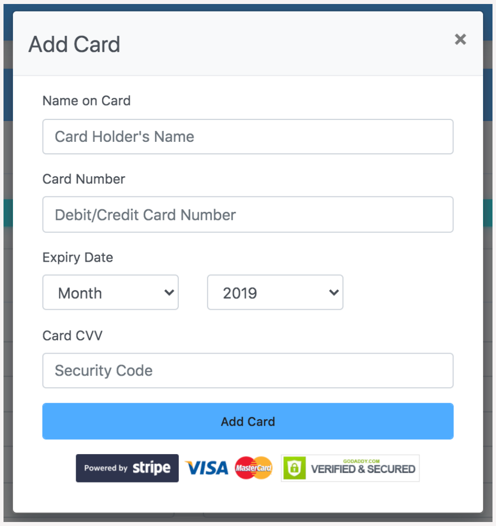
At this moment, the patient's card has been charged.

2. Manually adding a card before charging

You as a provider can manually & securely enter patient's card details into their file by taking their details over the phone.

Step 1:
Go to the Patients Tab > "List Patients" and select the specific patient that you would like to charge.





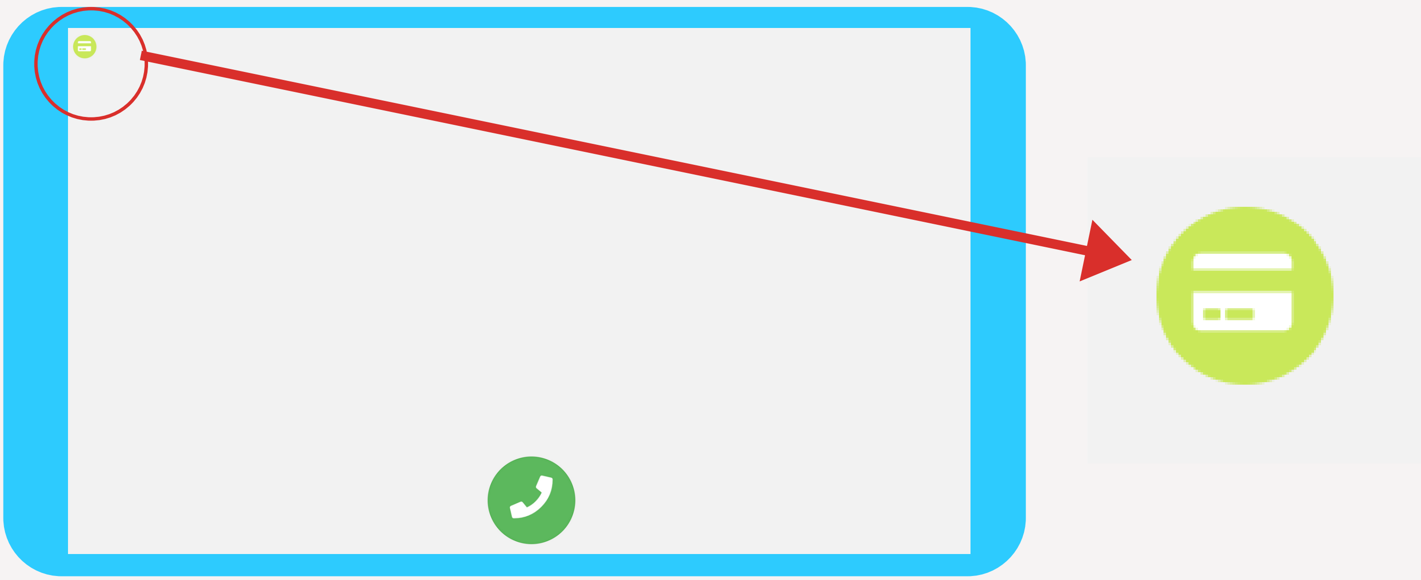
Step 2:
If you are over the phone, you can enter the patient's card details in after selecting the "Add Card" button. Once added, you can then charge the card just like the method above using the Till feature.

3. Instant Payment during telehealth call

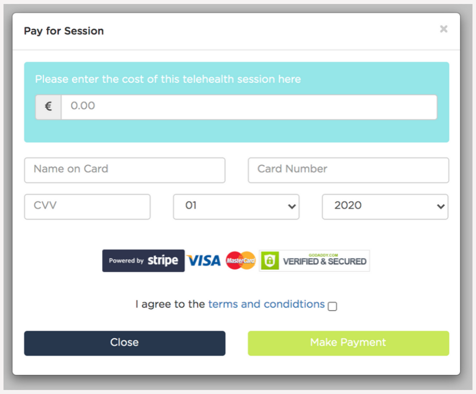
Second method of Accepting Payment:

If you are connected with Stripe, the second way of accepting payment from patients is via the card button during a telehealth call. As a provider, you do not need to then follow up with charging this card as the transaction will happen immediately.

Step 1: Patient clicks on green card button in top left hand corner.



Step 2: Patient enters card details



Once the patient clicks "Make Payment", the transaction will immediately be processed and you do not have to go to the Till tab.

Note: It may take 2-3 working days for payments to enter into your account.

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FAQs

What security measures does Wellola offer?
At Wellola, we take security very seriously. We are proud to announce that we are **hosted in Ireland and the EU** to ensure full GDPR compliance with all features of the platform.
For more detailed information on our security meausres please click **here**

How much does this platform cost?
Wellola is free for the first 30 day trial period after registering. Following the trial, there is a rolling monthly subscription charge of €29/£25 per clinician per month which can be cancelled at any time. This includes ***unlimited video calls***. Patients can use the app for free.

Is there a contract?
No. As said above, we operate on a monthly subscription basis which includes unlimited video calls and access to our full comprehensive suite of features.

How do patients pay me?
Our platform offers seamless payment solutions which can be accepted at point of reservation, during the video consultation or afterwards through an eInvoicing method. This can be achieved by connecting with Stripe - a secure merchant provider. (Please see pages 21-24 of this manual).

If we are a large enterprise, can we get a lower price?
Yes, absolutely. Please email info@wellola.com for a more detailed proposal.

If you still have more questions, click the button below to visit our website and ask a question:

Ask a question

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How to get in touch

Do you need help setting up?

We're here to help and would be delighted to offer you a **1:1 Demo** with a member of our staff.

To help you set-up or to troubleshoot any problem, simply book a time slot with us using the following link:

https://calendly.com/patient-portal-demo/iacp-wellola-portal-demo

If not, our team is on hand Monday-Friday 9am-5pm to respond to any email queries too!

info@wellola.com

Follow us on social media and Youtube for updates and more guides.