♡myoncare

Telemedicine & Notes

Version 1.12

MDR
CLASS IIa
CE-MARKED
MEDICAL DEVICE

ISO
27001
CERTIFIED
INFORMATION SECURITY MANAGEMENT

ISO
13485
CERTIFIED
QUALITY MANAGEMENT
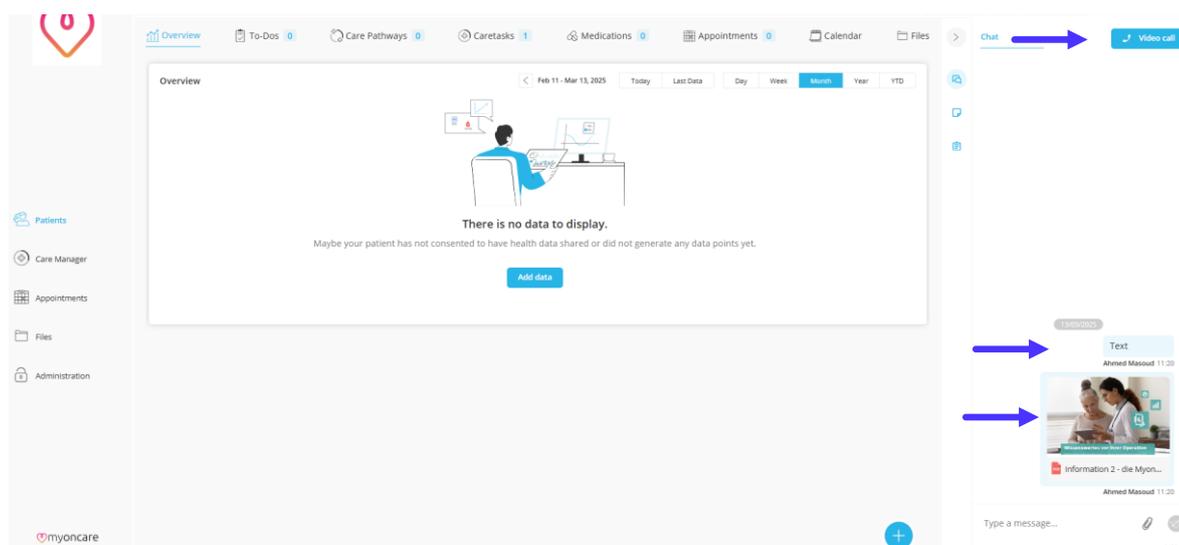
Telemedicine

myoncare's telemedicine functionality is comprised of a chat feature, which further enables patients and healthcare professionals to exchange text messages as well as attachments, and the option to perform a video call. Within the patient overview, healthcare professionals will see the chat / video chat section on the right side of the screen. At the bottom of the patient page, healthcare professionals can type a message, send an attachment, or call their patients directly. Patients can only request a call but not call their attending healthcare professionals directly. Additionally, the site admin can activate or deactivate the chat feature, including restricting it for patients, which ensures that communication tools are tailored to the organization's specific needs.

Note: In case a patient starts a conversation or sends a message, doctors will be notified via the notifications on the header row of the myoncare Careplan Manager.

No video session will start if one of both parties does not have a camera available/ activated on/ from the device.

By clicking on the red "hang up" button within the new window the healthcare professional will end the video call. Afterwards the window will remain open, even though you have ended the call. Please close the window after the call has ended manually.

Please make sure that the internet browser you use allows pop-ups of myoncare Careplan Manager to ensure that the window can be opened.

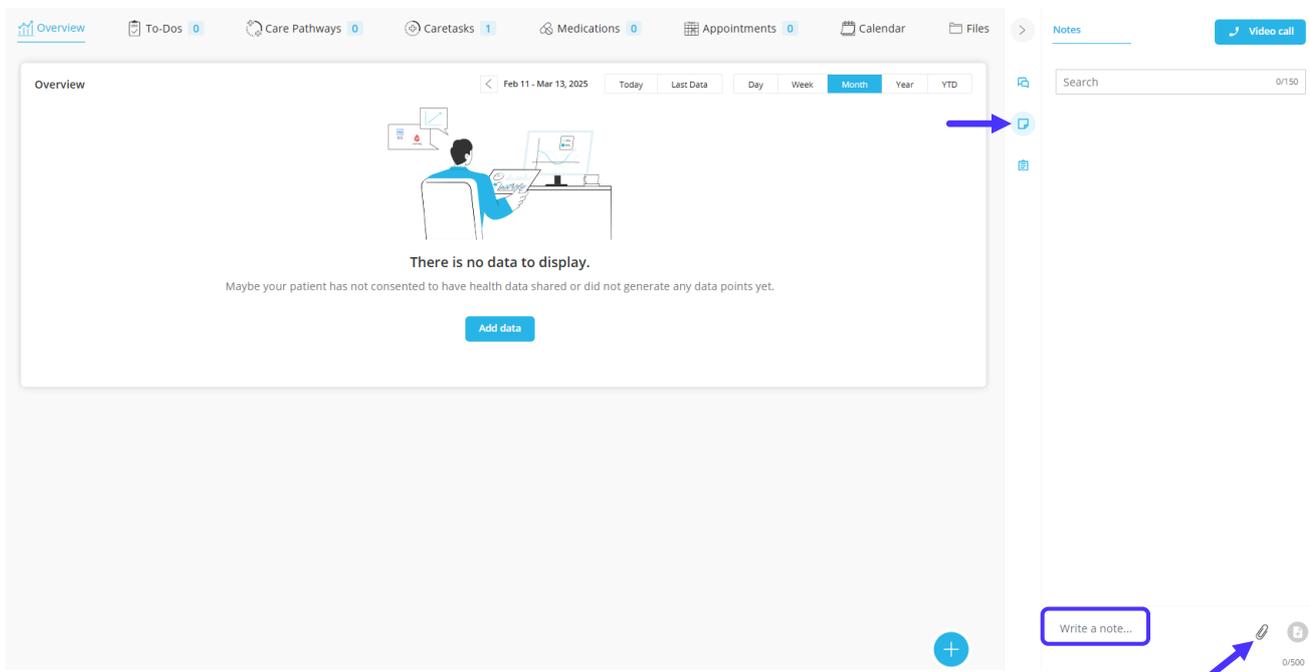For iPads, the camera is not automatically open but needs to be activated.

Notes for medical staff

The right-side bar module within the patient view also includes a section, which allows the healthcare professional to take notes to the respective patient. These notes are only visible for the myoncare Careplan Manager healthcare professionals and will not be transmitted to the patient.

Furthermore, the healthcare professional is allowed to upload files to that section via attaching a file and saving it with the displayed icon on the left.

To simplify the traceability of notes, the healthcare professional can search for comments or files within the search bar of the Notes functionality for previously saved notes on the patient.
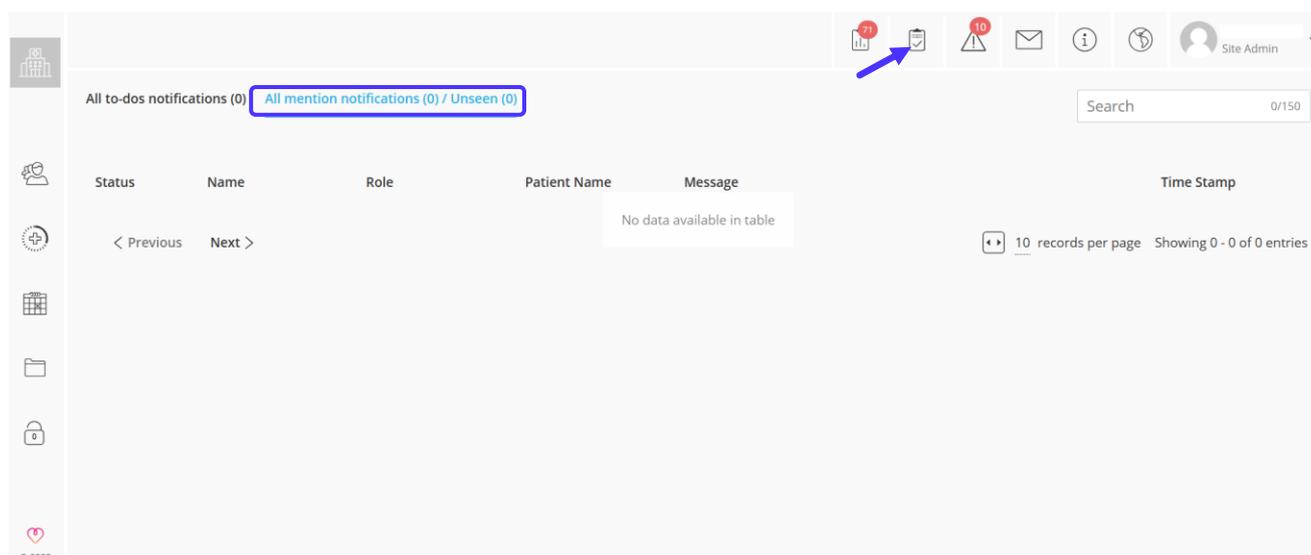
Note: It is not possible to search for the name of the notes author.

Healthcare professionals can now tag individual colleagues, specific roles, or an entire satellite (group of users) in their notes. When a tag is added, the tagged HCP(s) will receive a notification. These tags can be used to draw attention to specific notes or files uploaded in the notes section, ensuring that relevant team members are promptly informed.

• Tagging individuals or roles: HCPs can tag specific colleagues by their name, or they can tag a role (e.g. all doctors) to notify everyone in that role group.

• Tagging a Satellite: HCPs can tag an entire satellite, which will notify all users within that satellite group.

All tagged notes can be reviewed under the "All mention notifications" section by clicking the To-Do icon in the notification bar. Tagged HCPs will also receive an email notification each time they are tagged in a note. If an HCP wishes to stop receiving these email notifications, they can configure this preference in the "Edit Profile" section of their account.