



# Communications Platform **Patient Manual**

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The comprehensive guide to the Communicare patient app

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# Login

Welcome to our patient portal. You should be able to login on your healthcare provider's website with the credentials they have shared with you via email. You are also welcome to download the 'Communicare' App.



The image shows a login form for the Wellola patient portal. At the top is the Wellola logo, which consists of a cloud with a medical cross and the word 'wellola' in lowercase. Below the logo are two input fields: 'Username' and 'Password'. A dark blue button with a white lock icon is positioned below the password field. At the bottom of the form is a grey button labeled 'FORGOT MY PASSWORD'.

**Android devices:**



**iOS devices:**

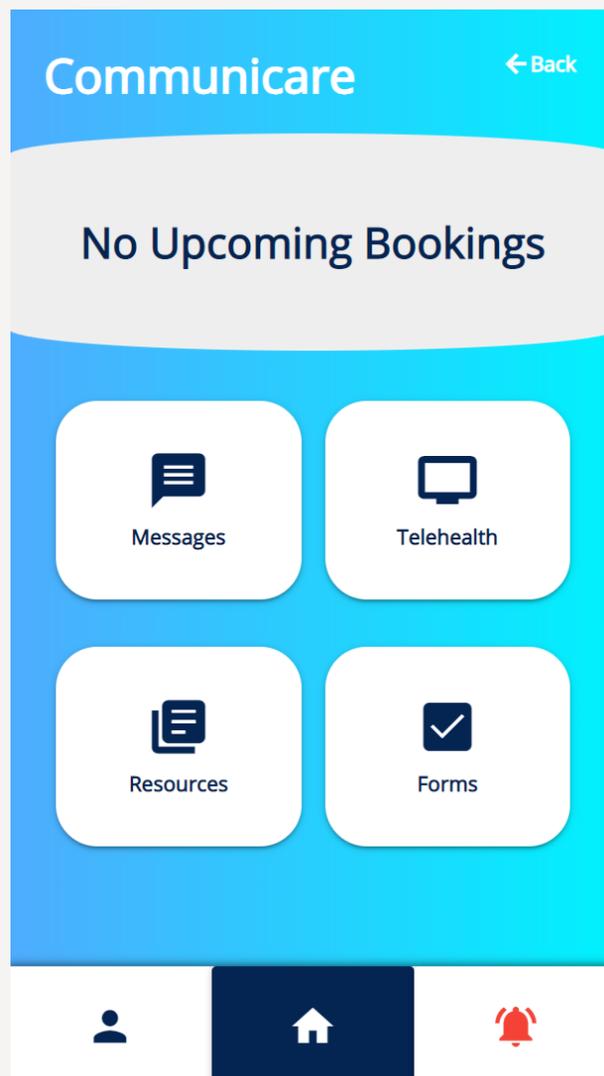


**Web version:**



# Dashboard

This is your dashboard. From here, you can access all features of the patient app. The section at the top will display your upcoming appointments and enable you to access them quickly by clicking on them. The bottom navigation is visible on every page and can bring you back to the dashboard by clicking on the home icon.



## **Messages:**

View and reply to messages from your provider

## **Resources:**

View and download resources that are shared with you

## **Patient Record:**

View your record

## **Telehealth:**

View and join your telehealth appointments

## **Forms:**

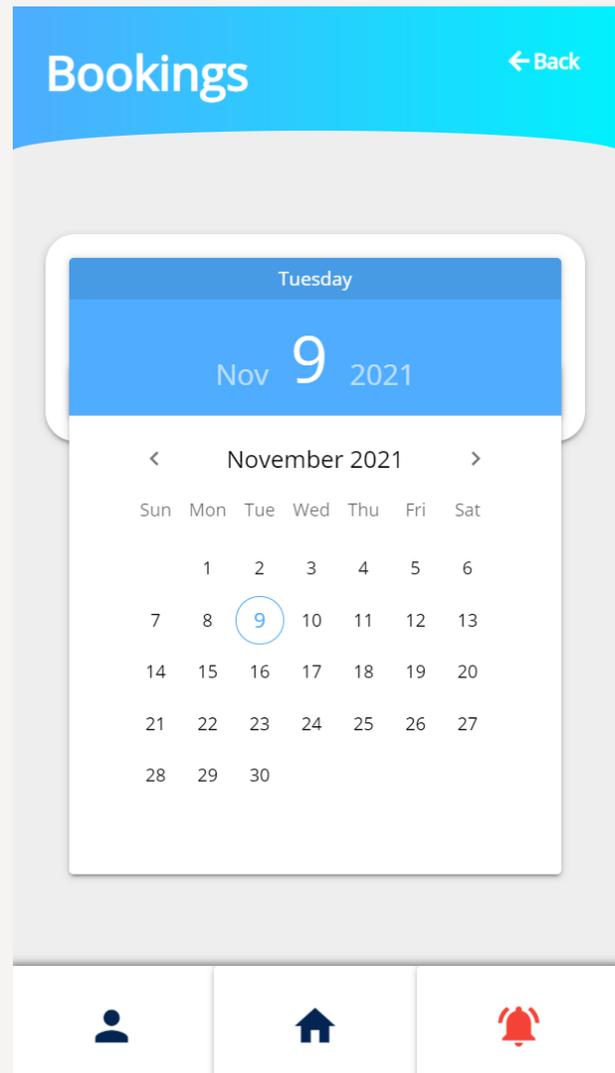
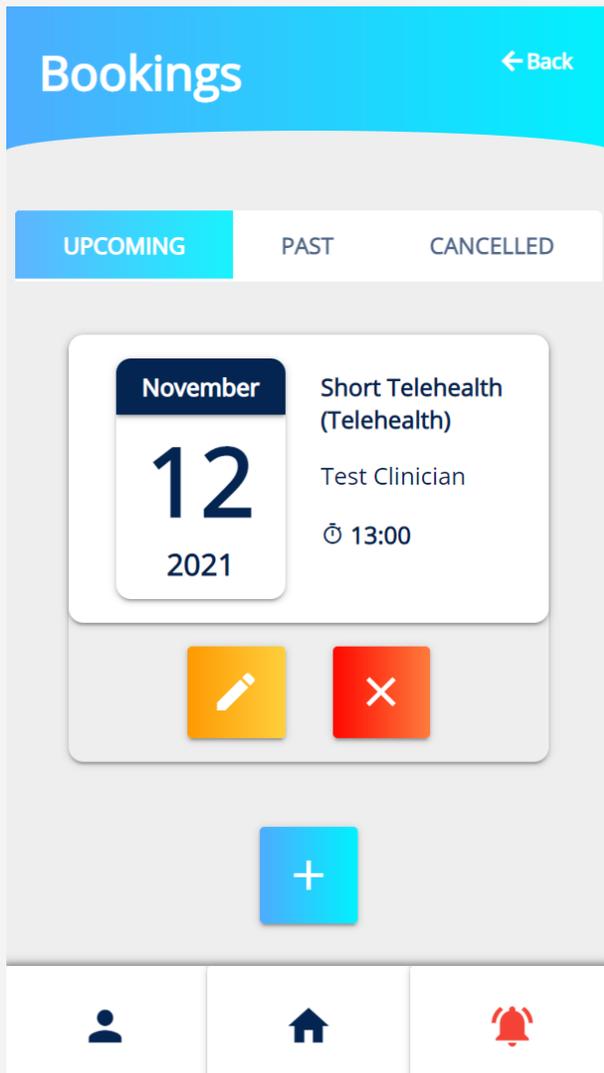
View and reply to forms that are shared with you

## **Notifications:**

View notifications

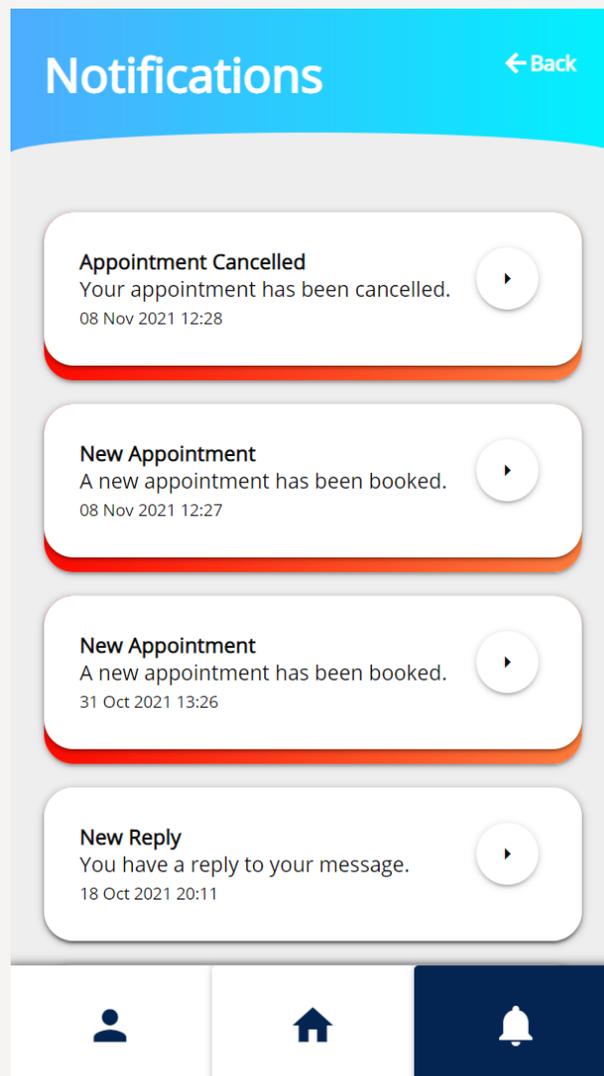
# Bookings

After clicking on an appointment you will be taken to the bookings area. Here you can view your upcoming, past and cancelled appointments. You can cancel your appointment by clicking on the red icon or reschedule it by clicking on the yellow icon. You can then choose a new date from the calendar.



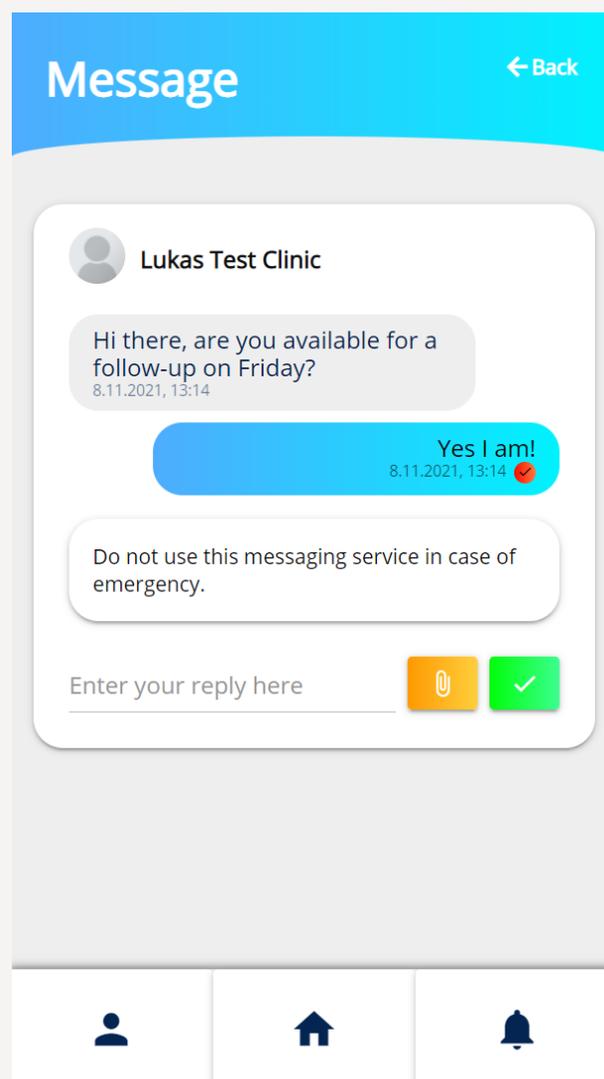
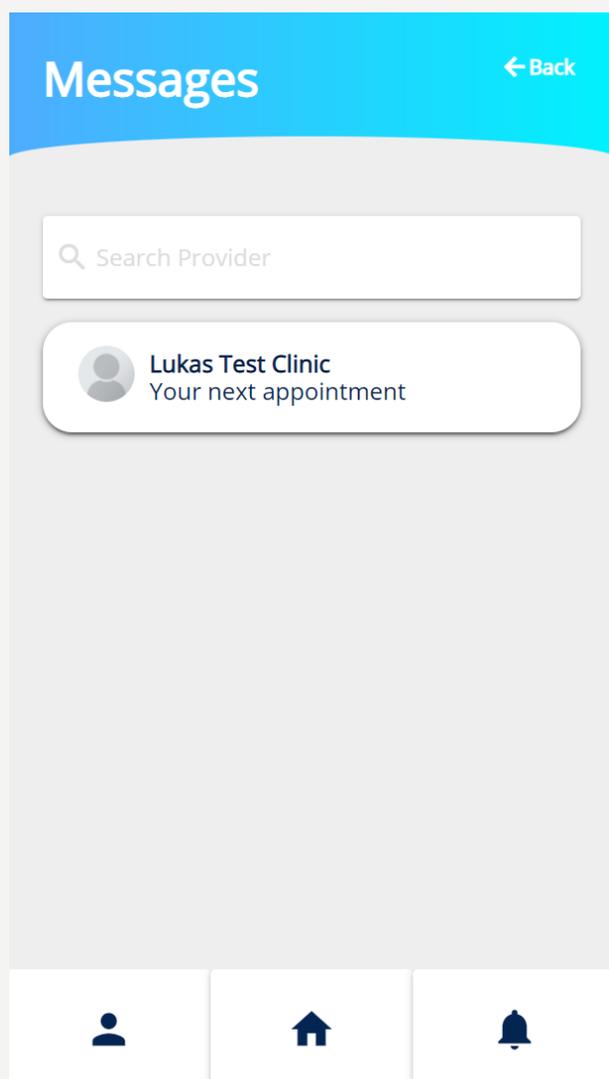
# Notifications

In the notification area, you will be notified of any new activity in your account (e.g. a new message has been received, a new appointment has been created). Simply click on the notification to be taken to the corresponding area within the app.



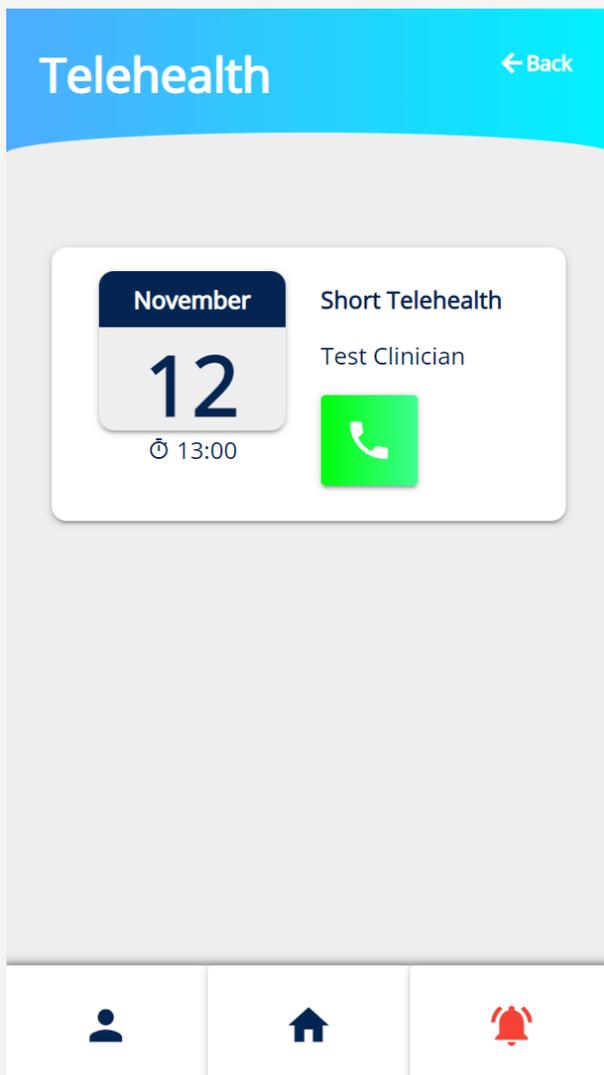
# Messages

In the messaging area, you can view all your past conversations and reply to your provider by clicking on the conversation. On the following screen you can attach files by using the yellow icon and send your message by clicking the green icon. Please remember not to use this service in case of emergency.



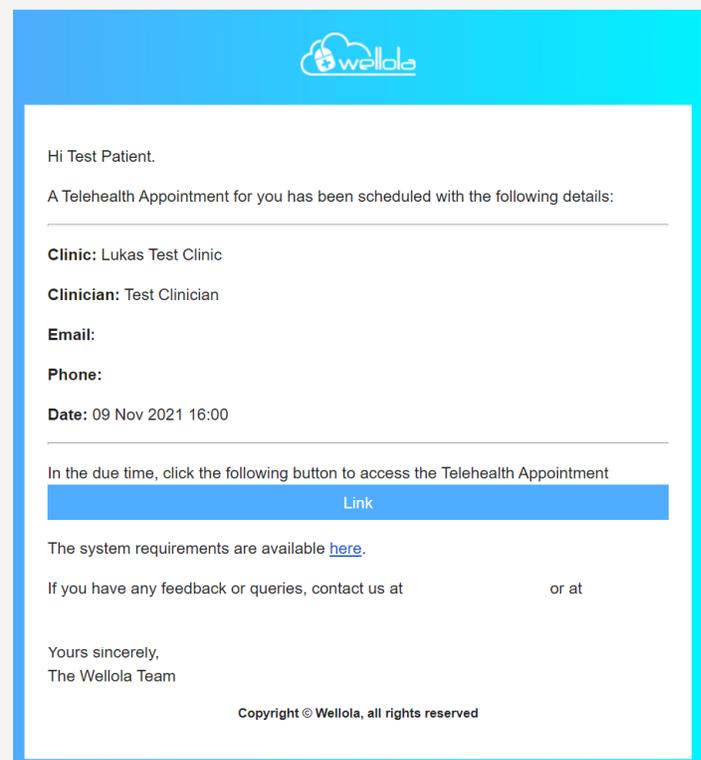
# Telehealth

In the telehealth area, you can view your upcoming telehealth appointments and join them directly from your phone. On the left you can see the time and date of your appointment, on the right you can join using the green button.



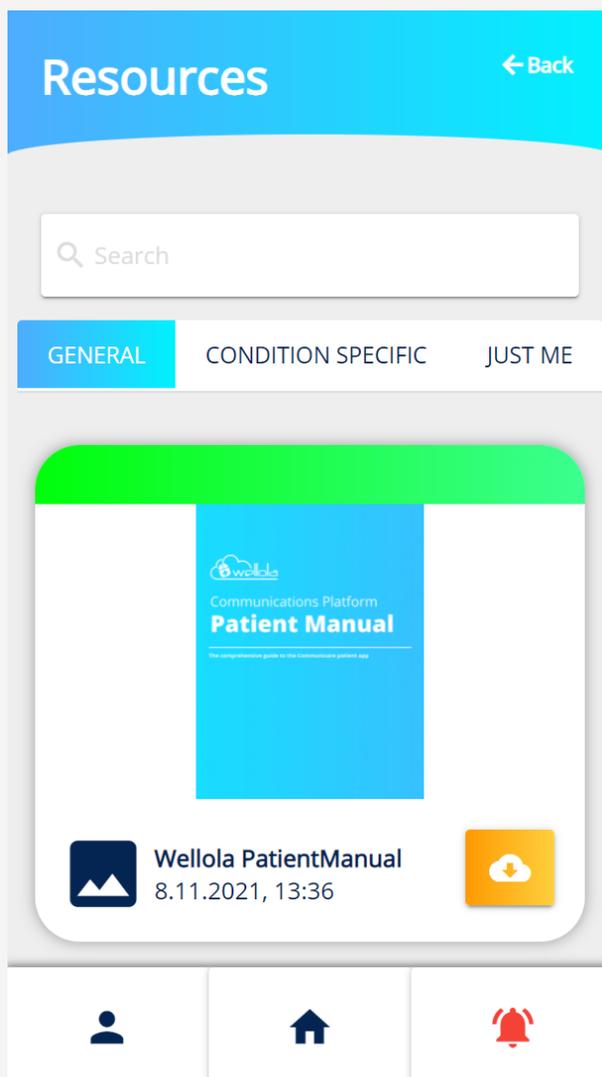
*Do you want to access your appointment without downloading the Communicare app? No problem!*

*We will send you a link via email that will open the video consultation directly in your browser:*



# Resources

In the resources area, you can view and download files that your provider shared with you. The 'General' tab displays files shared with all patients, the 'Condition Specific' tab displays information specifically for your treatment and the 'Just Me' tab displays private files only.



# Forms

In the forms area, you can reply to forms that your provider shared with you. Simply click on a form from the list and you will be able to fill it in. When you are done, click the green icon at the bottom to save your answer.

Forms ← Back

GENERAL JUST ME

Test Form

Test Form

Title \*  
This is a title

Multiple Choice \*  
 Option 1  
 Option 2  
 Option 3  
 Other: \_\_\_\_\_

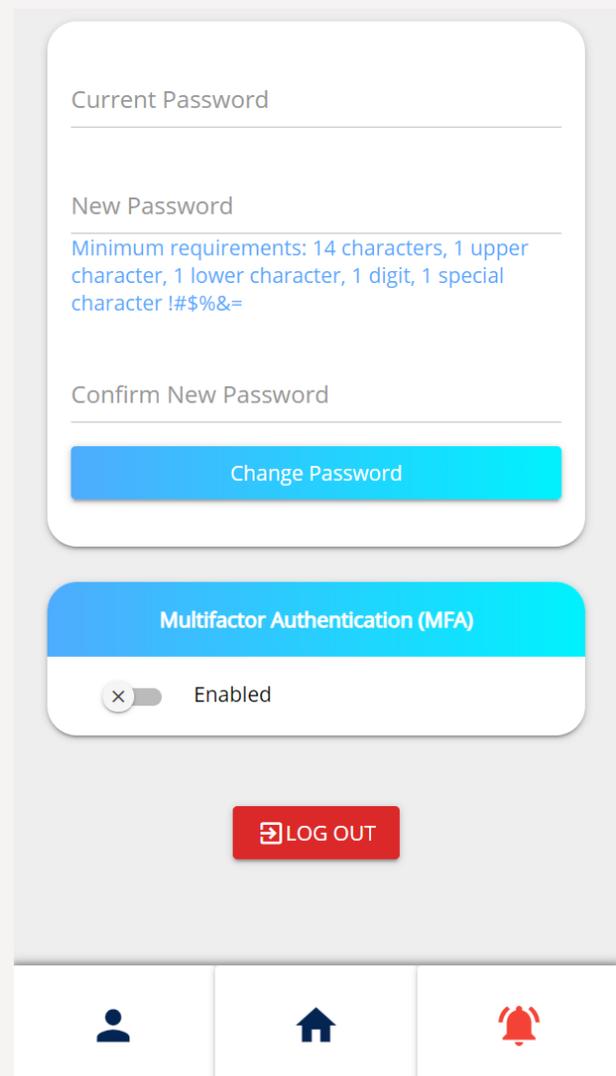
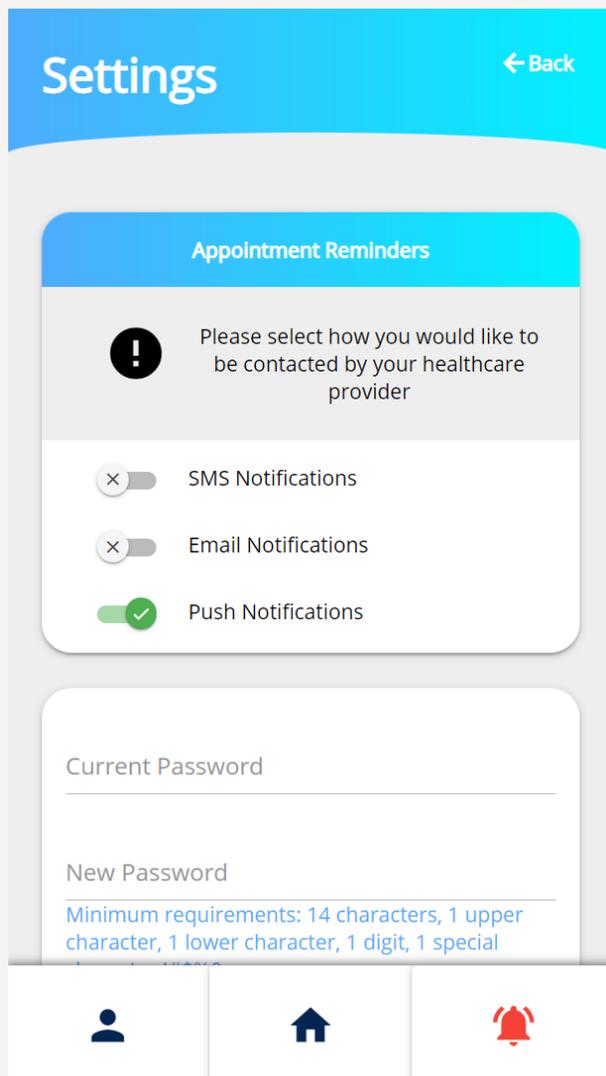
Untitled \* 📅 ▾

Dropdown \* ▾

✓

# Settings

In the settings area, you can choose how you want to be notified (SMS, Email, Push Notifications), reset your password, enable MFA (Multi Factor Authentication) and log out. MFA means that you will have to enter a code before logging in, which makes your account more secure. You will receive the code via SMS if enabled.



# Privacy & Security

## Multi-Factor Authentication

To further increase the safety of your account, we strongly recommend to enable MFA (Multi-Factor Authentication). This will send a PIN to your phone when logging in, so your account can only be accessed when in possession of the linked phone.

## Emergencies

Do not use the Wellola app in case of a medical emergency. Features like Messaging or Forms are intended for personal counselling only and do not provide the rapid response time or out-of-hours service that emergency services do.

## Email Communication

In order to prevent miscommunication between you and your practitioner, make sure to add the Wellola mail address to your safe-senders. If you should not receive an email within 48 hours, check your spam / junk folder.

## Screen Lock

To prevent unauthorised persons from accessing your account, make sure not to leave your device unattended while logged in. Additionally, you can activate screen lock so your device locks itself after a certain amount of time.