Global

Doctala®

WELCOME TO
DOCTALA GLOBAL

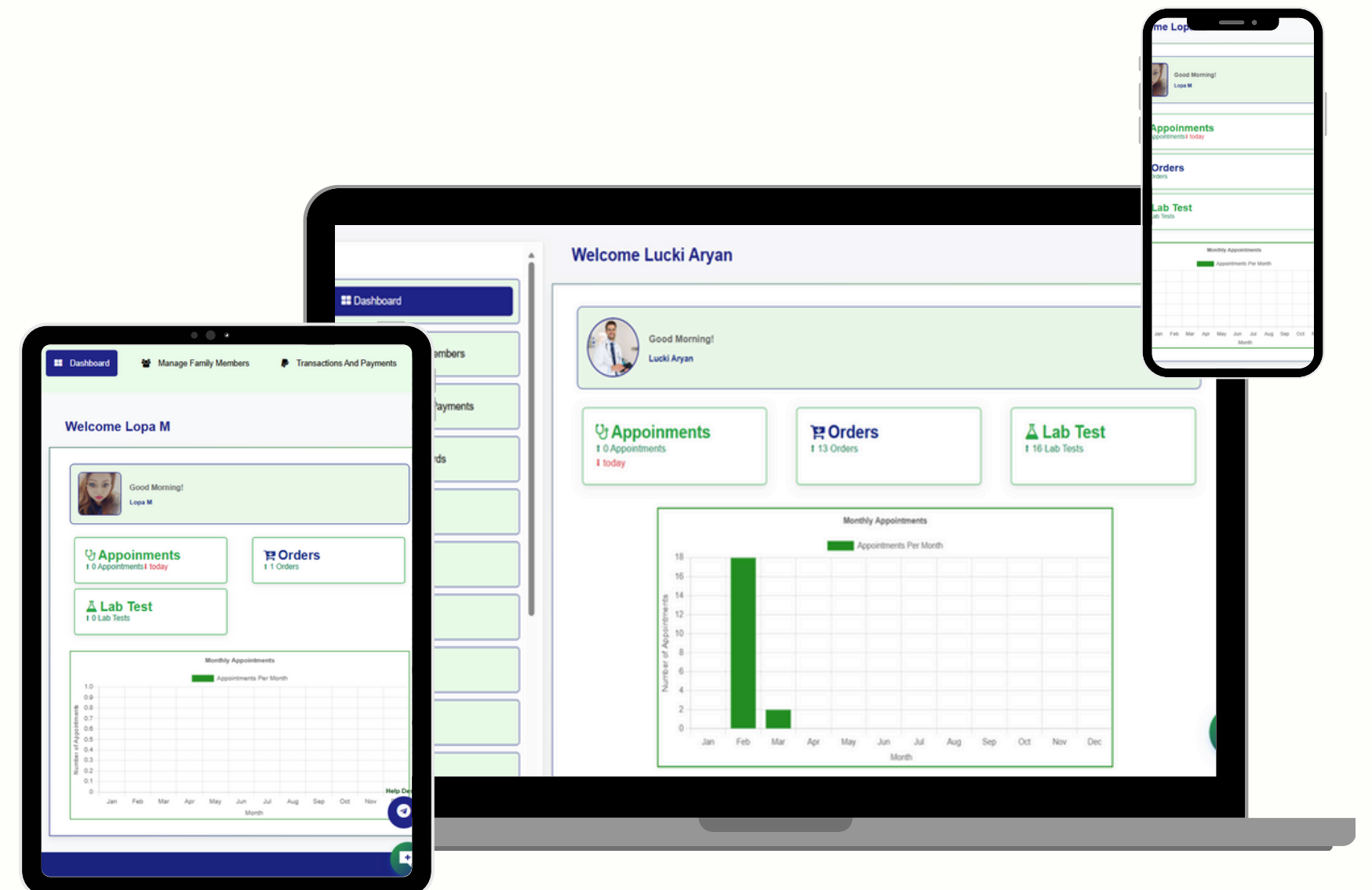## Digital care, anytime, anywhere

Brand
Doctala Global

Content
Visual Identity

Document
Doctala Global Patient Onboarding Handbook

Introduction

Welcome to Your Trusted Digital Healthcare Solution

Welcome to Doctala Global, your trusted digital healthcare platform that connects you with top medical professionals, offers seamless appointment booking, and provides telemedicine services, all in one place. This guide will walk you through the steps to register, book appointments, access virtual consultations, and navigate Docta Global efficiently.

Signing Up & Account Setup

Open the Doctala Global website.

Click on Sign Up as a Patient.

Enter your name, email, phone number, and create a password.

Verify your account using the OTP sent to your registered email.

Set up your profile details, including age, gender, and medical history (optional).

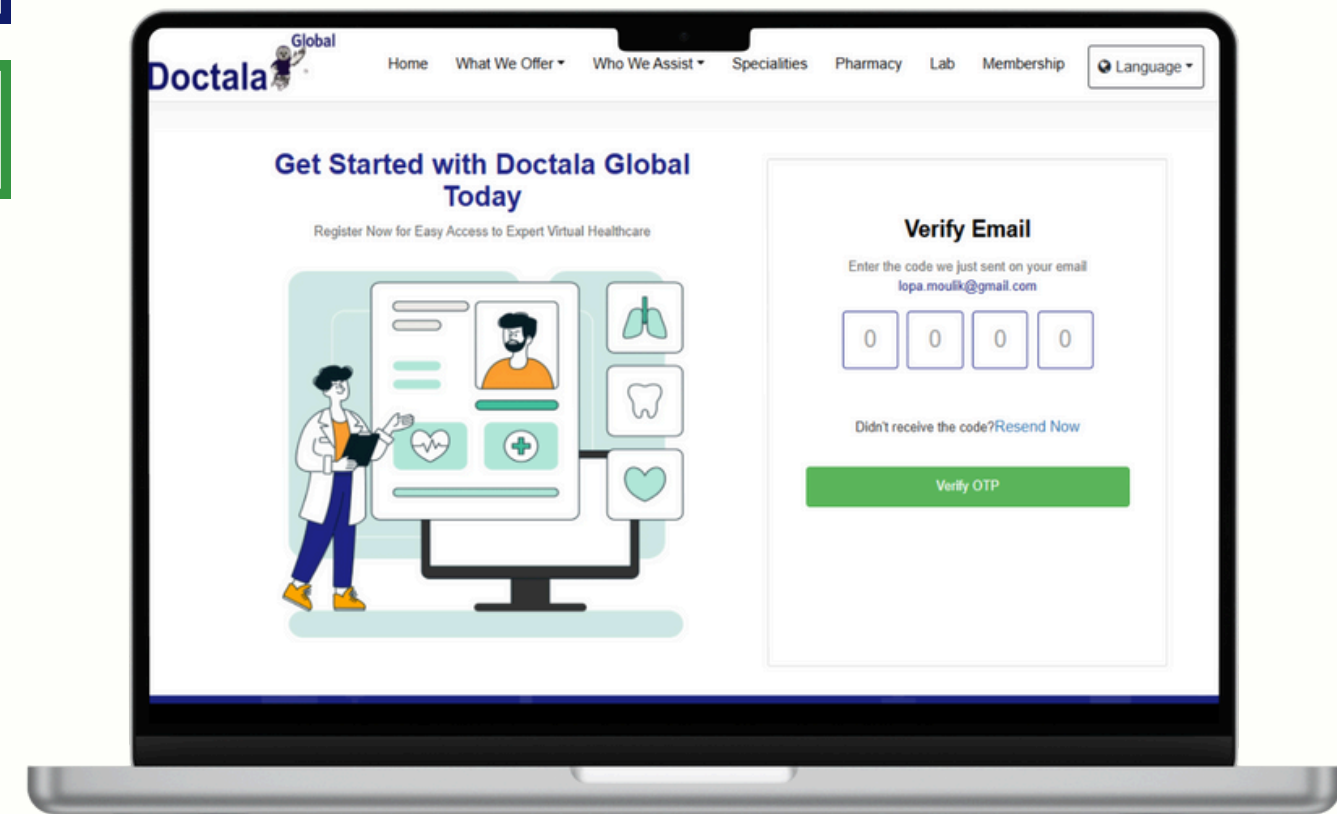Agree to the terms and conditions and click Complete Registration.

Secure Login Process

Open the Doctala Global app or website.

Click on Log In

Enter your registered email or phone number and password.

Complete two-factor authentication.
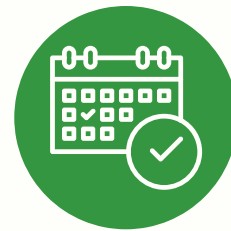
Click Sign In to access your Patient Dashboard.

Explore DG Dashboard

Home Page

View recent activity, upcoming appointments, and health notifications

Appointments

Manage booked appointments, reschedule, or cancel if needed.

Doctors & Specialties

Browse available specialists and filter by expertise.

Telemedicine

Access virtual consultations via video, audio, or chat.

Prescriptions & Reports

View and download digital prescriptions and test results.

Medical History

Keep track of past consultations and treatment plans.

Settings

Update profile information, change password, and manage notifications.
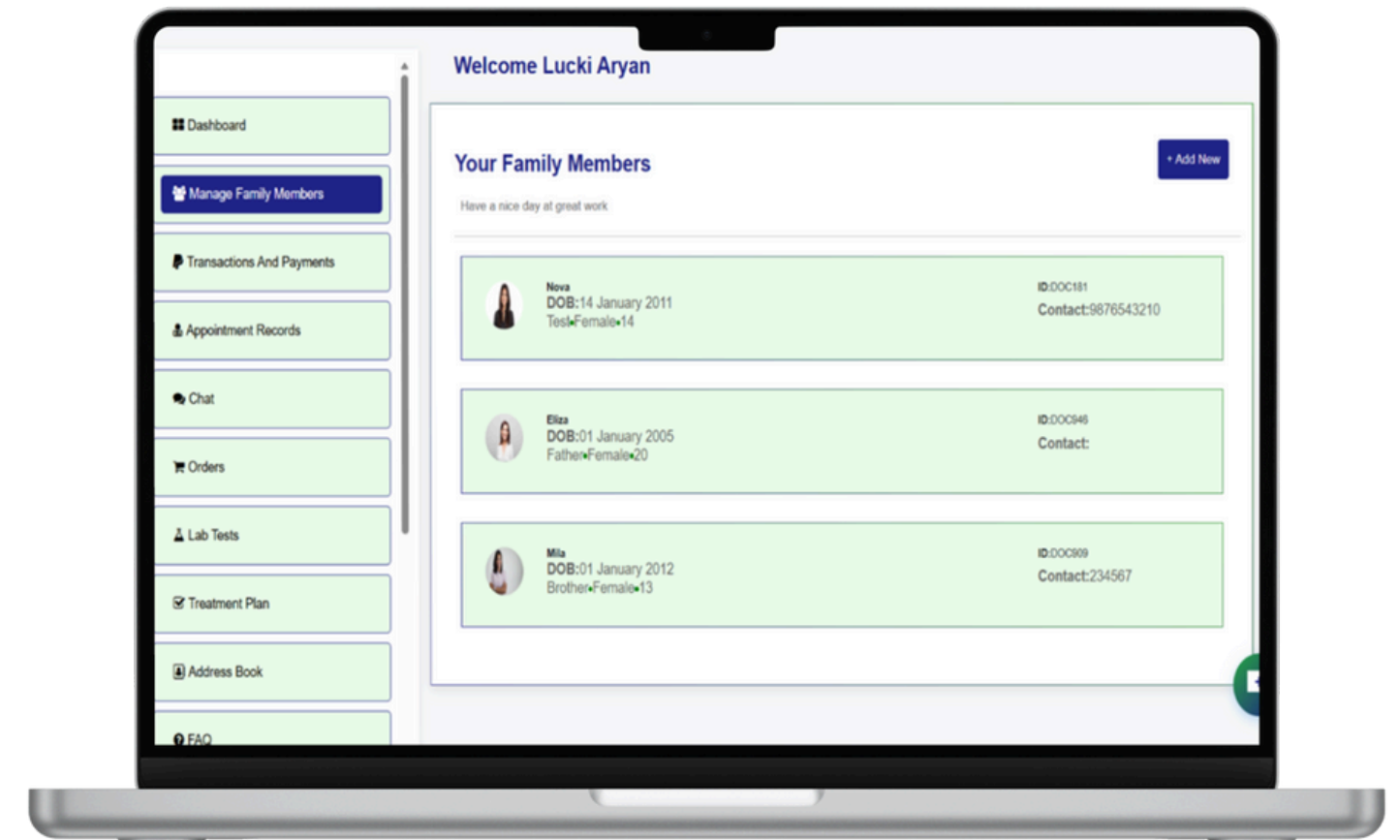
Multi-User Access & Family Health Management

Add family members to a single account for easy healthcare management.

Book appointments, track prescriptions, and store medical records for dependents.

Ensure seamless coordination between family members and healthcare providers.
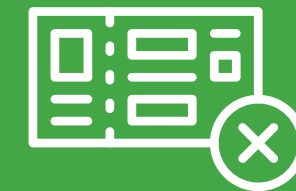
Schedule & Managing Appointments

Searching for a Doctor

1. Click on Find a Doctor from the homepage.
2. Search by specialty, name, or location.
3. Filter results by availability, consultation type (in-person/virtual), and language.
4. Click on a doctor's profile to view experience, ratings, and consultation fees.

Scheduling a Consultation

1. Select a date and time slot that suits you.
2. Choose the consultation type (video, phone, or in-person).
3. Confirm appointment details and proceed to payment (if required).
4. Receive a confirmation email and SMS with appointment details.

Rescheduling or Canceling

1. Navigate to the Appointments section.
2. Click on the scheduled appointment.
3. Select Reschedule to pick a new date and time.
4. Choose Cancel if you need to withdraw your booking.

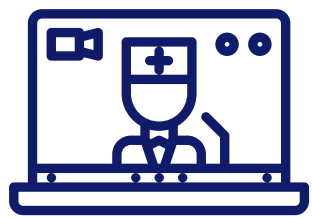# Virtual Healthcare & Telemedicine Services

Starting a Virtual Consultation

- Log in and go to Appointments.
- Click on Join Consultation at the scheduled time.
- Enable camera and microphone for video calls.
- Discuss symptoms with the doctor via video, voice, or chat.
- Receive a treatment plan, e-prescription, or test referrals post-consultation.

Secure Messaging with Doctors

- Go to the Messages section.
- Select the doctor you recently consulted.
- Ask follow-up questions or request clarification on prescriptions.
- Receive responses securely within the website.

Doctala Global's Advanced Features & Benefits

Doctala Global Teledermatology

1. Enables remote skin consultations using high-resolution image uploads.
2. Dermatologists can diagnose and recommend treatments without an in-person visit.

Doctala Global Virtual Consultations

1. Patients can opt for secure video consultations with doctors.
2. Video calls and chat ensure confidential and real-time medical discussions.

Doctala Global CRM

1. Provides automated appointment reminders and follow-ups.
2. Helps in managing patient records for better continuity of care.

Doctala Global Pharmacy

1. Patients can order medicines online with doorstep delivery options.
2. Pharmacies process e-prescriptions instantly to avoid manual handling.

Doctala Global Teleradiology (Coming Soon)

1. Allows doctors to send medical imaging scans for expert review.
2. AI-assisted diagnostics improve the accuracy of radiology interpretations.

Doctala Global Notes

1. Allows doctors to keep detailed medical records and consultation summaries.
2. Patients can access shared notes and track their treatment progress.

Manage & Access Prescriptions & Medical Records

Accessing E-Prescriptions

- ✓ Open the Prescriptions & Reports section.

- ✓ Click on a prescription to view details.

- ✓ Download or share with a pharmacy for medication fulfillment.

Storing & Accessing Medical Reports

- ✓ Upload and store your medical records securely.

- ✓ View test results and past treatment history at any time.

- ✓ Share reports with specialists during consultations.

Doctala Global Wallet System

The DG Wallet System offers patients a secure, convenient, and user-friendly way to manage healthcare payments directly within the platform. Designed for simplicity and transparency, the wallet helps streamline the process of booking consultations, accessing services, and managing health-related expenses.

01

Easy Wallet Top-Up
Patients can add money to their wallet using multiple payment methods including credit/debit cards, UPI, and net banking for quick and hassle-free transactions.

02

Instant Consultation Payments
Pay for online consultations, follow-ups, lab tests, and prescriptions instantly using wallet balance without entering payment details each time.

03

Real-Time Transaction History
View all past payments, upcoming charges, refunds, and credits in one place with downloadable receipts for reference.

04

Refundable Balance
In case of canceled appointments or unused services, wallet credits are automatically refunded and available for future use.

05

Promotional Credits & Offers
Receive bonus wallet credits, cashback, or discounts as part of promotions, loyalty rewards, or referral programs.

06

Secure & Encrypted
All wallet transactions are protected through bank-grade encryption and two-factor authentication (2FA) to ensure maximum security and privacy.

07

Linked Across Services
Use wallet funds across various Doctala services, including video consultations, pharmacy orders, teledermatology, and lab test bookings, all from one centralized account.

Payments & Insurance

Making Payments

Choose a payment method (credit/debit card, UPI, or wallet).

Complete the transaction securely.

Receive an instant receipt and payment confirmation.

Using Health Insurance (launching soon)

Link your health insurance provider in the Insurance section.

Check if your plan covers consultations, lab tests, or medications.

Submit insurance claims for eligible services.

Data & Storage

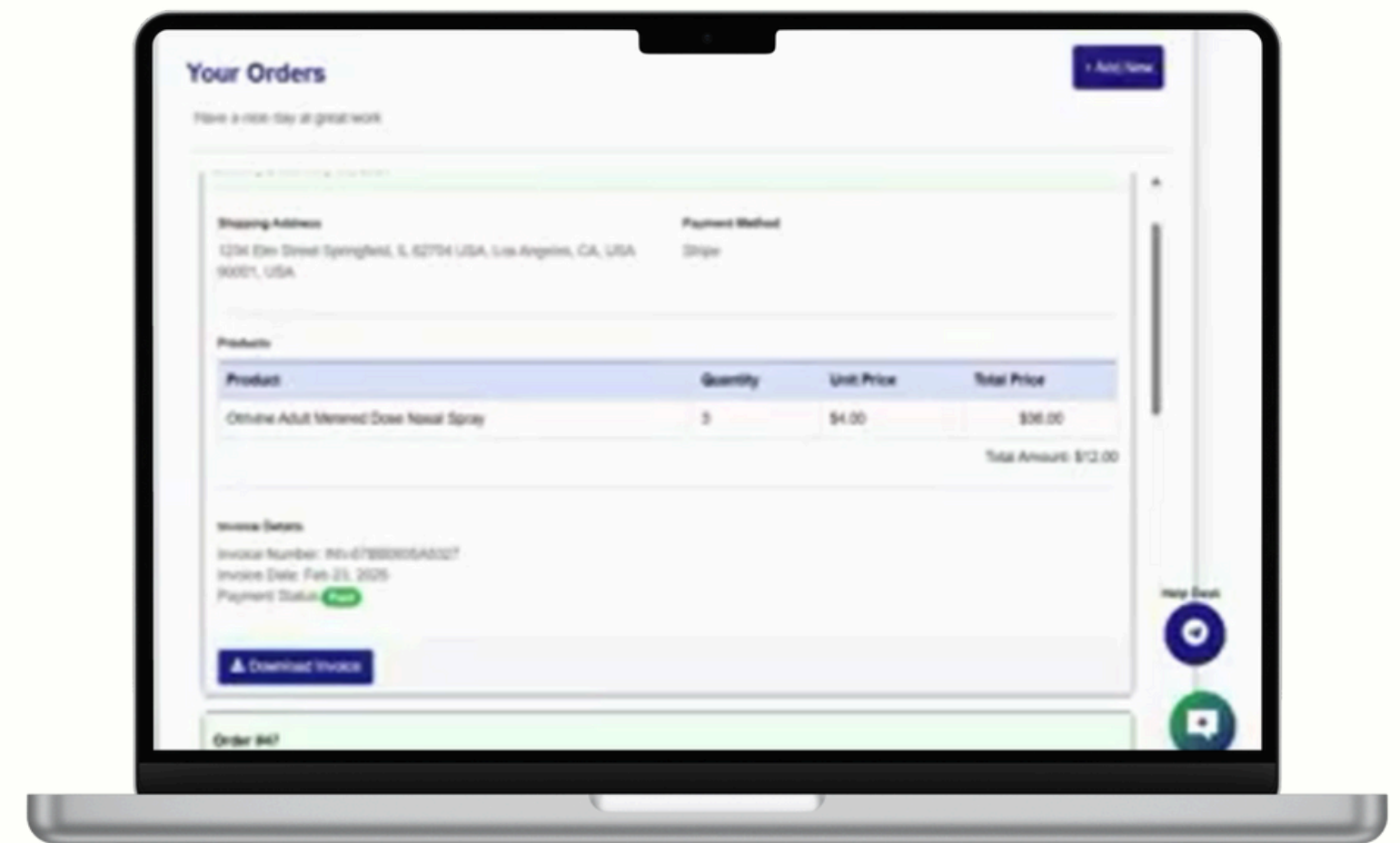Patient data is securely stored using advanced encryption protocols.

Medical records, prescriptions, and reports are backed up regularly to prevent data loss.

Patients can access, download, and share their health records anytime.

Data is only shared with authorized healthcare providers for treatment purposes.

Performance Tracking & Reports

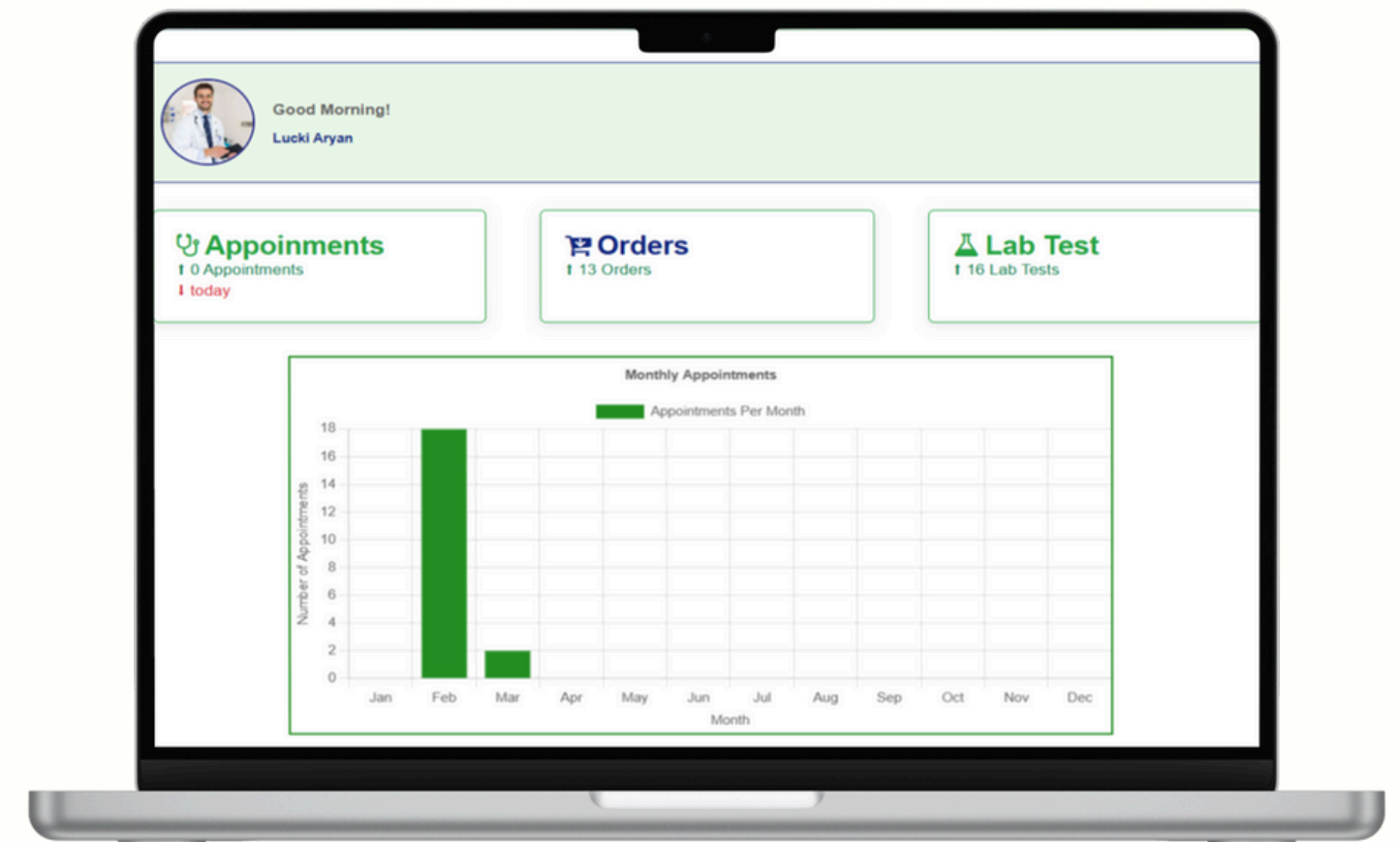Track appointment history and consultation details in real-time.

Monitor health trends and medication adherence through analytics.

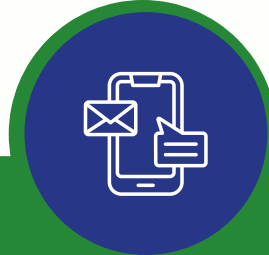View reports on doctor consultations, prescriptions, and test results.

Get insights into treatment effectiveness and progress tracking.

Notifications & Alerts

Receive real-time alerts for upcoming appointments, prescription refills, and lab test results.

Customize notification preferences for email, SMS, or in-app alerts.

Get emergency health reminders based on medical history and doctor recommendations.

Security & Privacy Features

All patient data is encrypted and stored securely.

DG follows HIPAA and GDPR compliance for privacy protection.

Face verification and OTP authentication ensure secure logins.

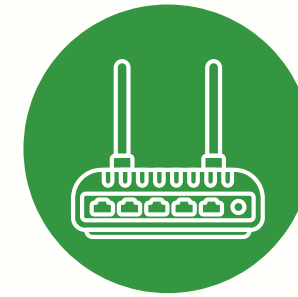Patients control access to their medical records and prescriptions.

Best Practices for Patients

Book appointments in advance to secure your preferred consultation time.

Provide accurate medical information to ensure proper diagnosis and treatment.

Use telemedicine responsibly by ensuring a quiet environment and stable internet connection for virtual consultations.

Follow health-expert recommendations and adhere to prescribed medications and follow-up schedules

Keep your profile updated with the latest health records and emergency contacts.

Respect expert availability by using in-app messaging only for necessary follow-ups and not for urgent medical emergencies.

Secure your account by enabling two-factor authentication and keeping your login credentials private.

Troubleshooting & Support

Common Issues & Fixes

Login issues?

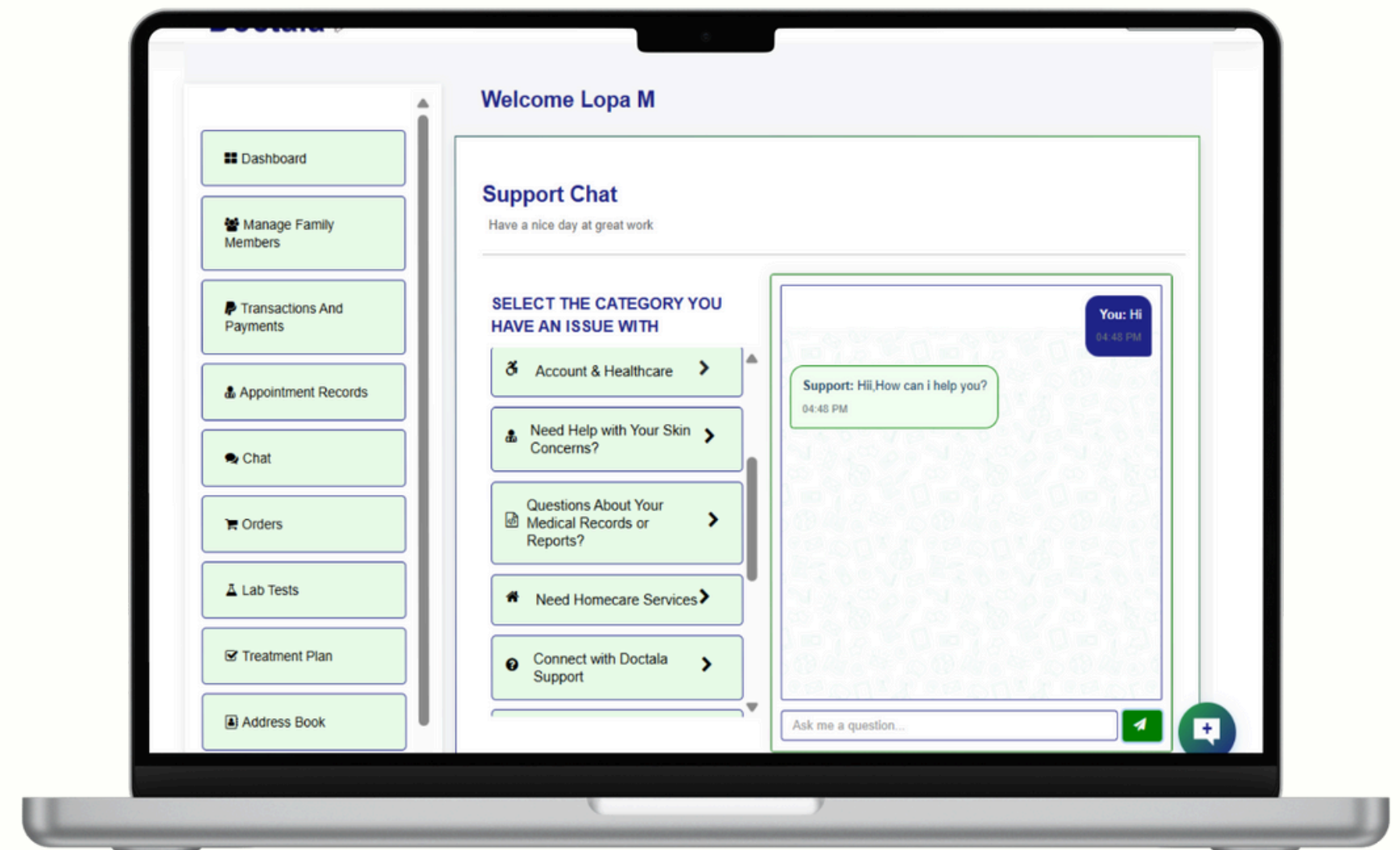Reset password via Forgot Password.

Video call not working?

Check camera and microphone permissions.

Payment issues?

Verify bank details in Billing Settings.

Appointment missing?

Check your email for confirmation.

Connect With Doctala Global

Smart AI-Powered Communication

Automated AI Chat: Get instant responses to common issues using Doctala Global's AI-powered chatbot.

Live Chat: Available 24/7 on the Doctala Global site.

Email: support@doctalaglobal.com
contact@doctalaglobal.com

Help Center: Access guides, FAQs, and troubleshooting tips and video tutorials on the Doctala Global website.

Thankyou for reading!

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