Doctala Global

WELCOME TO
DOCTALA GLOBAL

Digital care, anytime, anywhere

Brand
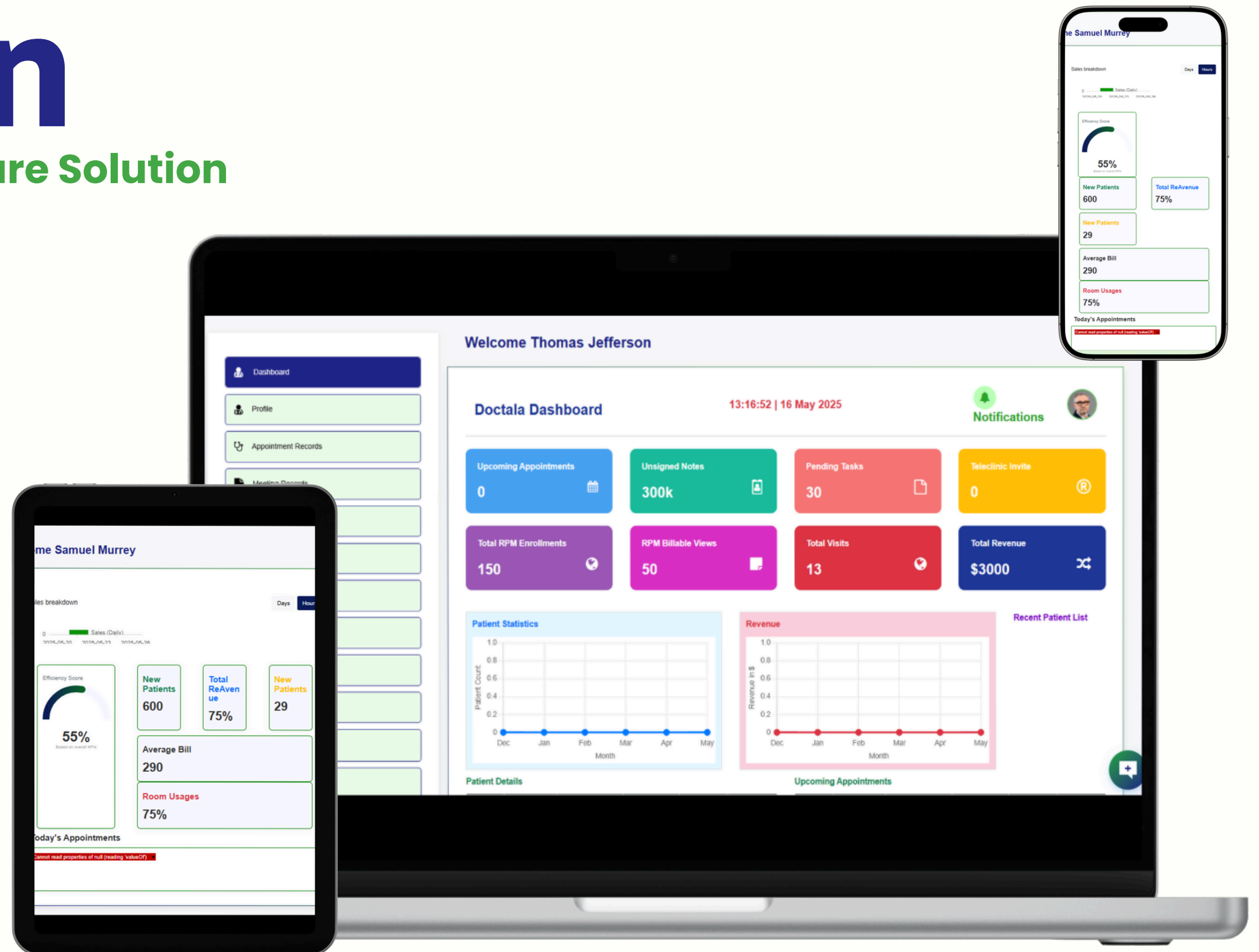**Doctala Global**

Content
Visual Identity

Document
Doctala Global User Guide for Clinic & Hospitals

Introduction

Welcome to Your Trusted Digital Healthcare Solution

Doctala Global is a comprehensive digital healthcare platform designed to streamline patient management, appointment scheduling, telemedicine services, and administrative workflows for clinics and hospitals. This guide provides step-by-step instructions for healthcare administrators, receptionists, and medical professionals on how to use Doctala Global efficiently for operational excellence.

Signing Up & Account Setup

Visit the Doctala Global website and click Sign Up as a Clinic/Hospital.

Provide facility details, including name, location, and accreditation.

Upload verification documents and medical licenses for approval.

Once approved, login to access the Doctala Global Admin Dashboard.

Set up services offered, operating hours, and department details.

Navigate to Profile Settings to update hospital branding, contact details, and consultation fees.

Secure Login Process
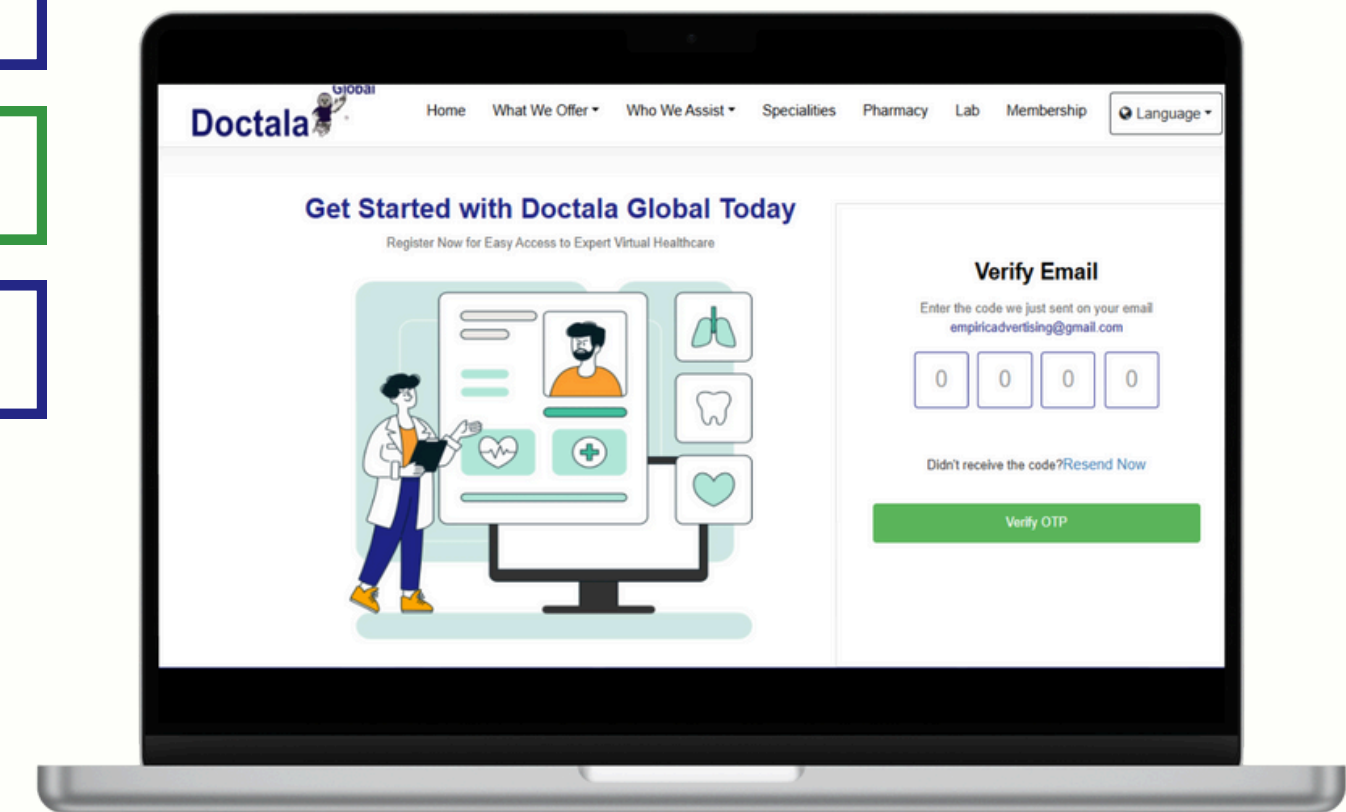
Open the Doctala Global website.

Click on Log In.

Enter your registered email and password.

Complete two-factor authentication.

Undergo face verification for enhanced security.

Click Sign In to access the Doctala Global Admin Dashboard.

Navigating the Clinic/Hospital Dashboard

- ✅ Access the Doctala Global Admin Dashboard upon login.

- ✅ View daily appointments, staff schedules, and pending tasks at a glance.

- ✅ Navigate to Patient Records for a complete history of consultations, prescriptions, and reports.

- ✅ Monitor billing, transactions, pharmacy inventory, and insurance claims in the Finance & Pharmacy Dashboard.

- ✅ Manage pharmacy orders and medicine stock levels in the integrated Doctala Global Pharmacy Module.

- ✅ Adjust hospital settings, service offerings, and doctor availability through the Admin Controls.

- ✅ Access the Doctala Global Admin Dashboard upon login.

- ✅ View daily appointments, staff schedules, and pending tasks at a glance.

- ✅ Navigate to Patient Records for a complete history of consultations, prescriptions, and reports.

- ✅ Monitor billing, transactions, and insurance claims in the Finance Dashboard.

- ✅ Adjust hospital settings, service offerings, and doctor availability through the Admin Controls.

Managing Appointments & Consultations

Appointment Scheduling & Management

- ✓ Access the Appointment Dashboard to view scheduled patient visits.

- ✓ Assign doctors and specialists to specific appointments.

- ✓ Enable automated appointment confirmations and reminders to reduce no-shows.

- ✓ Manage walk-in patients through Doctala Global Smart Queue System.

- ✓ Allow rescheduling and cancellations directly through the patient portal.

Smart Queue Management

- ✓ Use Doctala Global Smart Queue to track and manage waiting times.

- ✓ Assign patients to specific departments or consultation rooms.

- ✓ Display real-time queue status on screens in the waiting area.

- ✓ Notify patients via email or app notifications when their turn is approaching.

Patient Records & Documentation

Digital Medical Records (EHR & EMR Integration)

Store and access electronic health records (EHR) securely.

Retrieve patient medical history, past prescriptions, and lab reports in one place.

Integrate existing EMR systems with Doctala for seamless patient data migration.

Enable role-based access to restrict data visibility to authorized personnel.
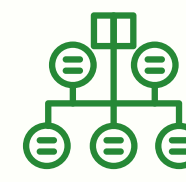
Doctala Notes for Clinics & Hospitals

Record expert consultations, symptoms, and diagnosis notes digitally.

Use voice-to-text transcription for faster documentation.

Tag and categorize medical notes for easy retrieval.

Secure patient notes under confidential or shared mode based on access level.
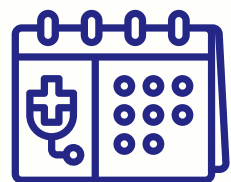
Telemedicine & Virtual Consultations

Enabling Telemedicine Services

Configure video consultation availability for hospital departments.

Assign health experts to specific telemedicine slots.

Allow patients to schedule online consultations via the Doctala Global website.

Ensure secure video communication with HIPAA-compliant encryption.

Managing Virtual Consultations

Doctors can access patient medical history before starting consultations.

Conduct real-time video calls with patients.

Issue digital prescriptions and lab test orders post-consultation.

Record and archive consultation notes for future reference.

Doctala Tele-dermatology - Remote Skin & Hair Health Consultations

Patients upload high-resolution skin images for dermatologist review.

Dermatologists can diagnose conditions remotely without requiring in-person visits.

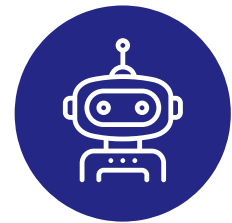Enables prescription-based skin treatment plans and follow-ups.

Seamless integration with Doctala GlobalPharmacy for dermatology-specific prescriptions.

4. Comprehensive report is sent to the user

1. User takes images of spot

3. Medical experts reviews the images

2. Images are securely sent to medical experts

Doctala Teleradiology – Remote Image Processing & Diagnosis (Launching Soon)

Supports secure sharing of medical imaging (X-rays, MRIs, CT scans) for remote review.

Enables AI-assisted diagnosis for faster and more accurate readings.

Connects hospitals with specialist radiologists for second opinions.

Stores reports securely within patient records for easy access.

Launching soon with enhanced diagnostic capabilities and AI-powered image interpretation.

Doctala Global Wallet System

The DG Wallet System is a secure, enterprise-ready financial management tool built specifically for clinics and hospitals using the Doctala Global platform. It streamlines billing, payouts, and transaction tracking while ensuring full regulatory compliance and operational efficiency.

01 Centralized Payment Dashboard
Manage all incoming patient payments and outgoing operational expenses from a unified wallet interface tailored for institutional workflows.

02 Multi-Department Wallets
Allocate funds across departments (e.g., radiology, pharmacy, outpatient care) with internal tracking to monitor usage and revenue flow at a granular level.

03 Bulk Payout Management
Schedule and process doctor commissions, vendor payments, and service settlements automatically or on demand, with detailed reconciliation tools.

04 Custom Billing & Invoicing
Automatically generate invoices, receipts, and payment records aligned with your clinic or hospital's branding and compliance requirements.

05 Wallet Top-Up & Fund Flow
Fund the wallet via bank transfers, corporate cards, or automated payment systems to ensure uninterrupted service operations.

06 Transaction Logs & Reports
Access a detailed log of all transactions including patient consultations, lab services, pharmacy sales, and administrative charges, fully exportable for accounting teams.

07 Secure & Compliant
Built with PCI-DSS compliance, two-factor authentication (2FA), and encrypted transactions, ensuring complete data protection and audit-readiness.
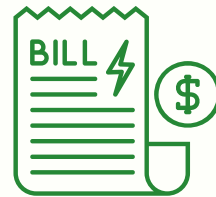
08 Integration with Internal Systems
Seamlessly sync with existing ERP, CRM, and inventory systems, enabling finance and admin teams to manage all financial operations within a single interface.
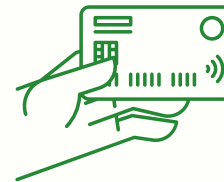
Billing, Payments & Insurance Processing

Generate automated invoices for consultations, procedures, tests, and pharmacy purchases.

Enable automated billing for recurring prescriptions to ensure timely medication supply.

Accept payments via credit/debit cards, wallets, and net banking.

Offer customized payment plans for long-term treatments and prescription purchases.

Track pharmacy orders, inventory levels, and payment status in real-time.

Link Doctala Global with insurance providers for direct billing.

Process cashless claims for eligible patients.

Generate insurance reports and claim history for compliance.

Pharmacy & Lab Test Management

Doctala Global Pharmacy Integration

Manage in-house pharmacy inventory through Doctala Global.

Process e-prescriptions directly from doctors.

Enable online medicine ordering and home delivery services.

Lab Test Bookings & Report Management

Allow patients to book diagnostic tests online.

Connect with partnered labs for real-time test processing.

Automatically upload lab test results to patient records.

Workflow Management

Assign doctors and medical staff to specific shifts.

Monitor daily workload and availability.

Ensure efficient staffing across hospital departments.

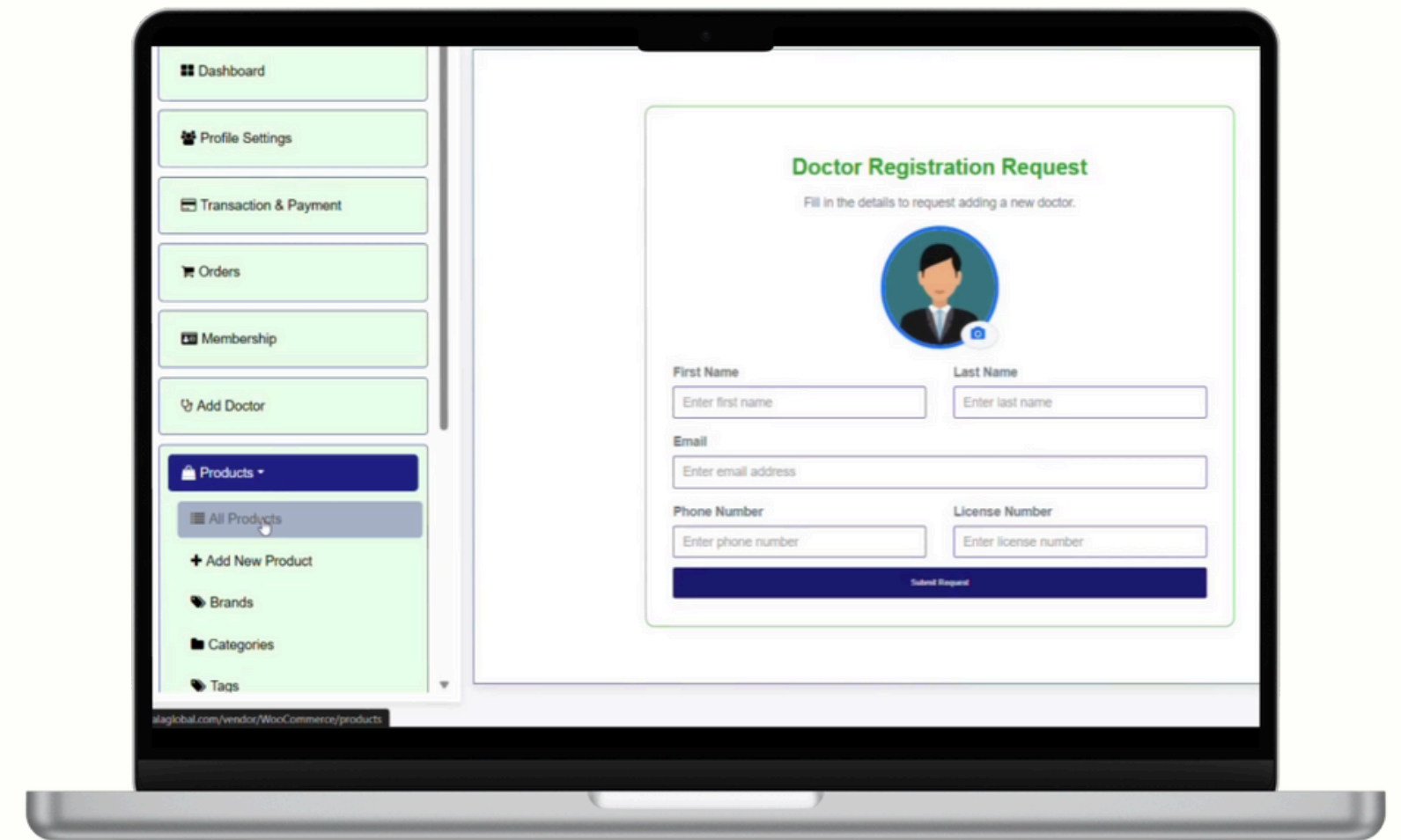## Task Automation & Workflow Optimization

Automate appointment reminders, billing, and follow-ups.

Reduce manual paperwork with digital records.

Improve hospital efficiency with real-time analytics.
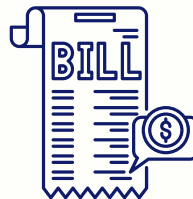
Doctala Pharmacy Workflow Management

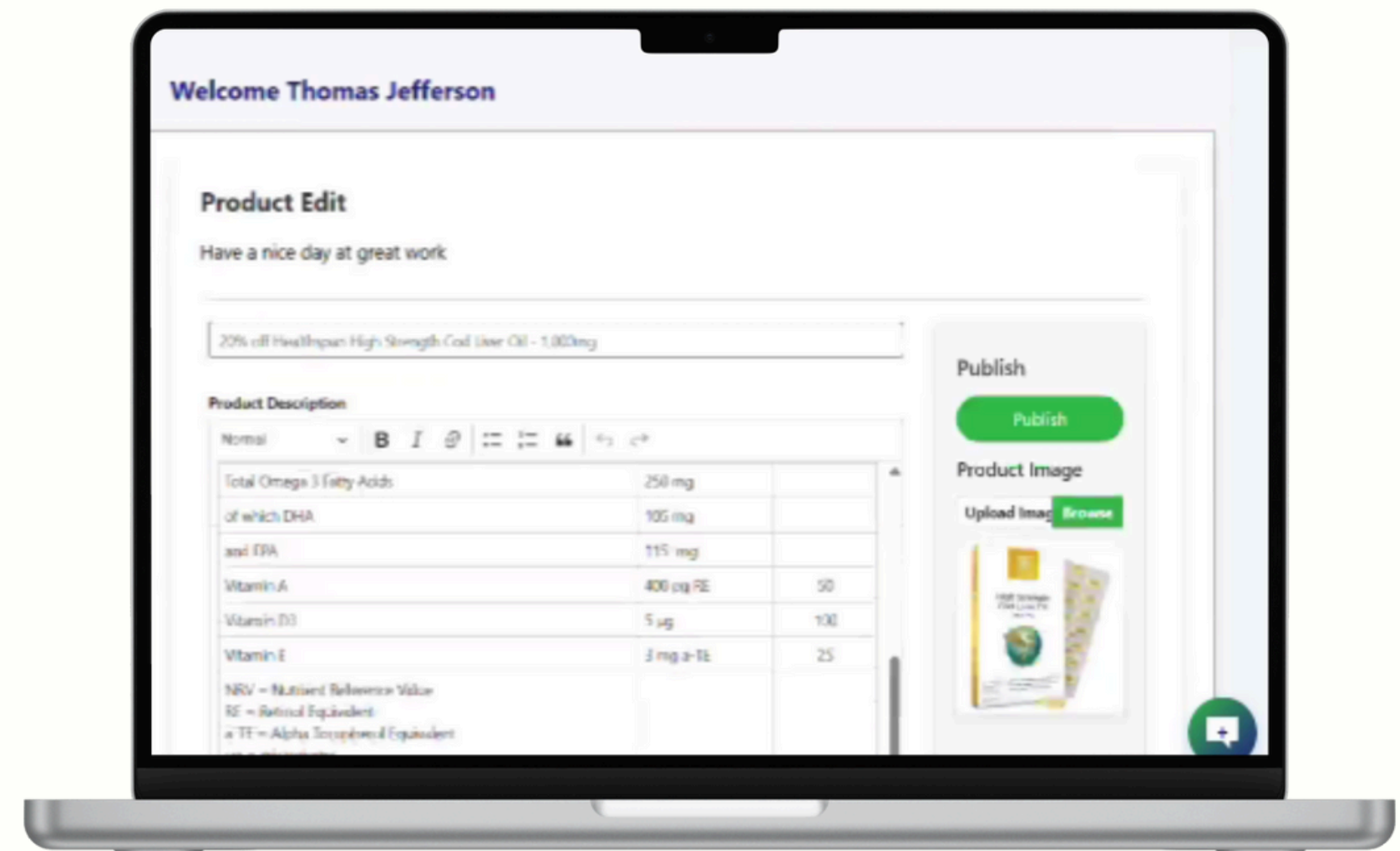**Track medicine stock levels, low inventory alerts, and supplier orders.**

Process e-prescriptions seamlessly from doctors to pharmacists.

Enable online medicine orders, home delivery, and in-store pickups.

Monitor pharmacy billing, transactions, and payment reconciliation.

Welcome Thomas Jefferson

Product Edit

Have a nice day at great work

20% off Healthspan High Strength Cod Liver Oil - 1,000mg

Product Description

| Normal | B | I | | | | | | | |

Total Omega 3 Fatty Acids	250 mg	
of which DHA	105 mg	
and EPA	115 mg	
Vitamin A	400 µg RE	50
Vitamin D3	5 µg	100
Vitamin E	3 mg a-TE	25

NRV = Nutrient Reference Value
RE = Retinol Equivalent
a-TE = Alpha Tocopherol Equivalent

Publish

Publish

Product Image

Upload Image   Browse

Security, Compliance & Data Protection

01 Doctala Global follows HIPAA, GDPR, and regional data protection laws to ensure secure data handling and compliance.

02 All communications and stored data are end-to-end encrypted to prevent unauthorized access.

03 Patient data, including medical records, prescriptions, and consultation history, is stored securely with restricted access protocols and cloud backup.

04 Doctors and healthcare professionals must verify their identity before accessing sensitive patient data, ensuring strict access control.

05 Data is automatically backed up on secure cloud servers to prevent loss and allow quick recovery

06 Activity logs are maintained for audit tracking and regulatory compliance to ensure transparency in patient record management.

Notifications & Alerts

Receive real-time notifications for appointment updates, pharmacy orders, payments, and test results.

Send alerts to doctors, nurses, pharmacists, and patients for follow-ups and medication refills.

Get notified about low-stock pharmacy inventory and new prescription requests.

Customize notification preferences via email, or in-app alerts for seamless communication.

Best Practices for Clinics & Hospitals

Ensure seamless patient flow

Use Doctala Global Smart Queue & Appointment Scheduling to minimize waiting times.

Optimize telemedicine services

Set up dedicated telehealth slots and provide staff training for virtual consultations

Maintain accurate digital records

Keep all patient records, prescriptions, and test results up to date.

Enhance data security

Implement multi-factor authentication and role-based access to safeguard patient data.

Monitor pharmacy inventory

Use real-time tracking to ensure medication availability and reduce stock shortages.

Automate billing and claims processing

Integrate insurance approvals and digital payments for smooth transactions.

Encourage staff training

Educate doctors, nurses, and receptionists on best practices for using Doctala efficiently.

Leverage performance analytics

Use real-time reports to monitor patient satisfaction, revenue trends, and operational efficiency.

Improve patient communication

Use Doctala Global messaging and notifications to provide timely updates and reminders.

Stay compliant with regulations

Regularly review HIPAA, GDPR, and other local healthcare compliance policies to avoid legal risks.

Troubleshooting & Support

Common Issues & Fixes

Login issues?

Reset password via Forgot Password.

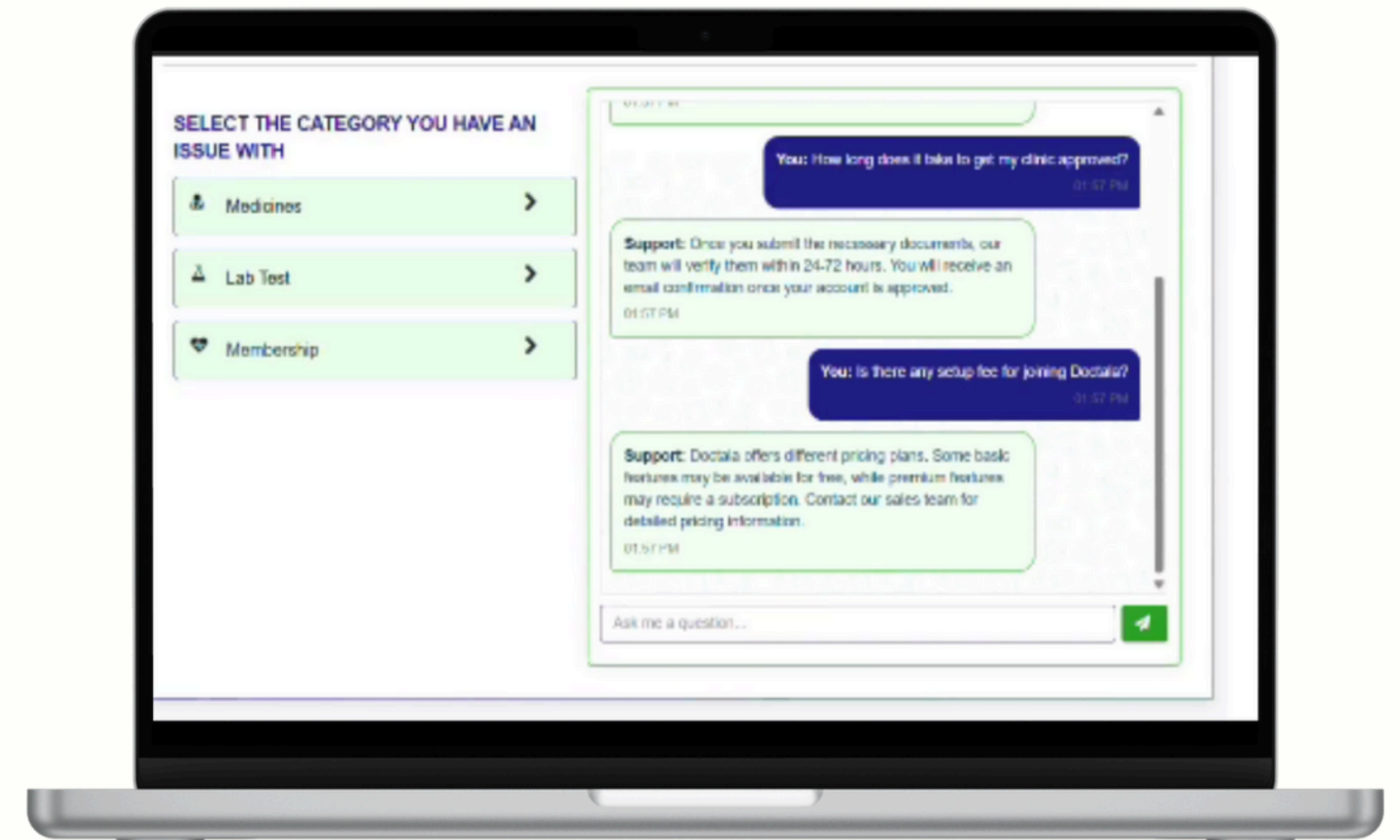**Video call not working?**

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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