

Procedural Guidelines for Specialists in the VIOS Platform

# **Professional Etiquette during Telemedicine Sessions**



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**VERSION 2.0**

## Disclaimer

The information provided in this resource does not constitute legal, medical or any other professional advice, nor does it establish a standard of care. This resource has been created as an aid to you in your practice. The ultimate decision on how to use the information provided rests solely with you.

This publication was adapted for use by ViOS, Inc and its affiliated entities, from the official procedural guidelines freely available from materials published by (a) Federation of State Medical Boards USA - Model Policy for the appropriate use of Telemedicine Technologies in the Practice of Medicine, (b) Report of the State Medical Boards' Appropriate Regulation of Telemedicine (SMART) Workgroup Adopted as policy by the Federation of State Medical Boards in April 2014 and (c) Telemedicine Practice Guidelines: Enabling Registered Medical Practitioners to Provide Healthcare Using Telemedicine as produced by the Indian Medical Council - Professional Conduct, Etiquette and Ethics Regulation, 2002.

The guidelines highlighted in this publication and from the references should be used in conjunction with other national and international standards in best practices, clinical standards, protocols, policies and procedures.

For any queries and comments, please reach us by:

**connect@viosapp.com**

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# About ViOS

Vooruitgang is ons Streven  
Dutch: 'Progress is our Aim'

ViOS is a groundbreaking software development and digital product distribution company, incorporated in Delaware, USA since June 2020.

The ViOS team is made up of ambitious physician entrepreneurs and technology experts, with 20yrs combined experience in the medical field, healthtech and in software-as-a-service (saas) industries.

The ViOS mission is deeply ingrained in the guidelines of SDG 3.c of the United Nations General Assembly - with a strong focus on sustainable universal healthcare coverage and impact.

Our signature patent-pending products - ViOS Doctor and ViOS Patient apps, are free to download for immediate use by the global population, in need of affordable on demand health-related video telecommunications access to certified and qualified healthcare specialists, anywhere and anytime.

We believe in creating the right technologically-driven solution for the new normal in value-centered access to universal healthcare.



## **DR. ISMAIL SAYEED**

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# Introduction

Due to the unique nature of video based consultation, it is understandable that the usual doctor-patient interaction needs to be reconsidered. The practice of telemedicine should be consistent with current standards that exist for traditional medicine.

Telemedicine is intended to improve the accessibility and delivery of healthcare but, based on inherent limitations, is not expected to completely replace traditional medicine.

This publication will act as a guide to help telemedicine specialists, as yourself, to safely administer the right health-related counseling, second opinions and/or guidance to users of the VIOS Patient app to evidence-based health outcomes.

Healthcare providers who engage in telemedicine should be guided by the following core principles:

- ❑ Practices implemented should ensure patient-safety
- ❑ Communication methods utilized should be secure and effective
- ❑ Treatment options recommended should be appropriate and practical
- ❑ Mechanisms that allow for patient feedback should be in place
- ❑ Strategies should be taken to ensure patient satisfaction

# Ethics

Health care professionals involved in telehealth services need to ensure the client-provider relationship via telehealth:

- ❑ Maintains the integrity and value of the therapeutic and workplace relationships
- ❑ Upholds professional standards governing health and medical professions
- ❑ Meets the standards of quality and safety as for face-to-face services
- ❑ Health care professionals must recognize when Telehealth approaches are not appropriate for the client's needs and be aware of any ethical risks to clients.
- ❑ Backup plans and safeguards should be developed to reduce risk. Risk reduction strategies include ensuring that clients are screened for appropriateness and duty of care is outlined in clinical workflows at the program level.



# Why Video-based Telemedicine?

To enhance the communication context of an ideal doctor-patient relationship - a visual interaction allows both parties to understand non-verbal cues that may add value to the counselling session, or help in the medical diagnostic process in a comprehensive manner.

Some patients may have some degree of hearing deficiency, either due to a biological cause or it may even be related to connectivity issues. Visualising the movements of the lips can substitute for this issue in certain cases.

Facial emotional expressions from the provider is a welcome gesture to allow the patient to appreciate that the doctor understands and acknowledges their health complaints. Additionally any form of doubt or hesitancy shown on the patient's face may cue the doctor to better explain the issues at hand - or to try other methods in health promotion.

Visual confirmation of both parties' identities is essential for safe healthcare counselling. The patient has the right to choose their provider and to visually confirm that the chosen provider is now on screen. The provider can also ascertain the age of the patient to a certain degree to ensure whether an adult chaperone is needed or not.

This visual interaction is an impactful method to communicate empathically, to enhance rapport and trust in the healthcare provider - given the circumstance.

# Who can Apply

Healthcare professionals may apply as a ViOS Doctor - so that you may provide healthcare-related opinions, advice, guidance, referral and/or counselling to ViOS Patients using our platform provided that they fulfill the following prerequisites:

## Telemedicine Physician Requirements

- Doctor of Medicine (MD) or Doctor of Osteopathic Medicine (DO) degree. Or comparable medical degrees such as basic MBBS and additional postgraduate certifications and training.
- License to practice medicine in the country of graduation, or the country of current residence
- Postgraduate certification that is internationally recognised to certify higher skills capacity as an expert in a particular field - along with adequate number of hours of accumulated practical clinical experience (supervised and independently)
- Sound medical knowledge and keeping up to date with recent evidence-based trends
- Excellent analytical and problem-solving skills
- Exceptional communication skills - with strong proficiency in English. Multiple language proficiencies may be a significant advantage for many international patients
- A patient and compassionate disposition
- Detail-oriented
- Prior experience conducting telemedicine visits is a plus

## **Operational Requirements:**

Android 6.0 or newer smartphone with high quality front facing camera, min. 2GB RAM, strong & stable 3G +Wifi connectivity, minimum 1GB memory free, min. 4.7 inch screen,

Headphones with mic preferable

Mobile stand preferable

Power bank to help your phone remain charged during a session may be useful

# How to Apply

The ViOS platform is built on trust and transparency. Our patients will be more willing to engage with you when your credibility and capacity as a highly skilled healthcare specialist can be assured. You may apply by the following procedures:

## WEB

1. Go to [www.viosapp.com/newdoctor](http://www.viosapp.com/newdoctor)
2. Complete the required details\* in full
3. Upload the required documents\* (pdf form)
4. The submitted documents shall be assessed for validity
5. If you are an ideal candidate, you may be contacted for an orientation video interview within 72 hours (if chosen)
6. Upon board review, your doctor profile will be activated

## APP

1. Download the ViOS Doctor App from the Google Playstore
2. Or click this direct download link: <http://bit.ly/viosdoctor>
3. Follow the steps for registration
4. Complete the required details\* in full
5. Upload the required documents\* (pdf form)
6. The submitted documents shall be assessed for validity
7. If you are an ideal candidate, you may be contacted for an orientation video interview within 72 hours (if chosen)
8. Upon board review, your doctor profile will be activated

\*The information you provide is necessary to ensure full discretion and transparency for all transactions between all parties. The information you provide will be maintained in a secure encrypted database accessible only to the relevant company authority. Upon request we will erase such data if you no longer wish to be associated as an active user

# How to Login/Logoff

The ViOS Doctor app has a simple user interface to allow you a hassle-free contactless duty, from the security and comfort of your home.

1. Make sure you are connected to the wifi or 3G
2. Allow system permissions for camera and microphone
3. Open the ViOS Doctor app
4. Check if your profile has been activated
5. Alternatively you may login with your email and password

Swipe **RIGHT** completely to login  
your profile is now active and visible to patients for selection

Swipe **LEFT** completely to logoff  
your profile is now offline and deactivated until you login again

## **Preparation for telemedicine visit**

- Have the necessary hardware, software, and a reliable, secure internet connection.
- Conduct mock visit(s) before a live visit to get comfortable with the technology.
- Create a quiet, professional environment.
- Consider your background if using video conferences.
- Silence your phone to give the patient undivided attention as you would in the office setting.
- Charge your devices to ensure sufficient battery during a virtual visit.

# Communication During the Visit

- Explain to patients how telemedicine works, limits on confidentiality, prescribing policies, coordinating care with other health professionals, and the possibility of technology failure (in simple, clear language).
- Establish a plan for if technology fails (you will call them back).
- Audio and video conferencing can allow for immediate, clear, and accurate information in real time.
- Video conferencing can allow for exchange of both verbal and non-verbal cues.
- Stay engaged — set your camera at eye level and maintain eye contact, nod along to show you're listening.
- Explain the next steps before ending the virtual visit, including what the plan for follow-up is.
- Ask the patient what they thought of the virtual meeting process. Consider their feedback to make future meetings more successful

The primary language of interaction is upon the understanding discretion of both parties. For the sake of conformity we recommend that basic English is used. Although in the context of cultural competency of the region, we appreciate that our specialist population is well versed in various spoken languages. Multilingual communication may add value to global healthcare access.

Telemedicine has its own set of limitations for adequate examination. If a physical examination is critical information for consultation, the telemedicine provider should **not** proceed until a physical examination can be arranged through an in-person consult; either in their own clinic (if applicable) or to recommend a physical visit in a medical institution nearest to where the patient is residing.



# Documentation

In the initial phase of our program, we do not expect our providers to keep official patient notes for any of the patient sessions, electronic or paper in any form.

You may document as you wish if such action will improve your procedures for future interactions with the same individual if reconnected at a future date, as per patient initiatives.

ViOS will not be held accountable to any data privacy breaches on account of unauthorised note-taking by any party during or after any patient interaction session.

# Prescribing

When prescribing via telemedicine, precautions should be taken to ensure patient safety in the absence of a traditional physical examination. Measures taken should guarantee patient safety through informed, accurate and error-prevention practices. Medications prescribed using telemedicine technologies should only include medications considered safe by the physician's state board.

In addition, any medications prescribed must be done at the professional discretion of the physician. Healthcare providers who engage in telemedicine should have knowledge of the availability of medications in the patient's geographic location and the other providers caring for the patient.

Caution should be exercised in prescribing medications that require close monitoring or that could lead to acute changes in a patient's condition, particularly if the patient is not in close proximity to a health facility or healthcare provider.

It is highly recommended that the physician *suggest* the names of generic versions of medications usually prescribed to manage the diseases as described or deduced by the physician during the session.

Prescribing medications, in-person or via telemedicine, is at the professional discretion of the physician.

The indication, appropriateness, and safety considerations for each telemedicine visit prescription must be evaluated by the physician in accordance with current standards of practice and consequently carry the same professional accountability as prescriptions delivered during an encounter in person.

However, where such measures are upheld, and the appropriate clinical consideration is carried out and documented, physicians may exercise their judgment and prescribe medications as part of telemedicine encounters.

ViOS and its affiliated entities will not reimburse the physician for the preferential endorsement or recommendation of a particular pharmaceutical.

# Evaluation & Treatment of the Patient

A documented medical evaluation and collection of relevant clinical history commensurate with the presentation of the patient to establish diagnoses and identify underlying conditions and/or contra-indications to the treatment recommended/provided must be obtained prior to providing treatment, including issuing prescriptions, electronically or otherwise.

Treatment and consultation recommendations made in an online setting, including issuing a prescription via electronic means, will be held to the same standards of appropriate practice as those in traditional (encounter in person) settings.

Treatment, including issuing a prescription based solely on an online questionnaire, does not constitute an acceptable standard of care.

# Informed Consent

Evidence documenting appropriate patient informed consent for the use of telemedicine technologies must be obtained and maintained.

If the patient initiates the telemedicine consultation,  
then the consent is implied.

## What is Implied Consent?

In an in-person consultation, it is assumed the patient has consented to the consult by his/her actions.

When the patient walks in an OPD, the consent for the consultation is taken as implied.

Like an in-person consultation, for most of the tele-consultations the consent can be assumed to be implied because the patient has initiated the consultation.

**Appropriate informed consent should, as a baseline, include the following terms:**

- ❑ Identification of the patient, the physician and the physician's credentials
- ❑ It is incumbent on the physician to ascertain the age of the patient in the session by way of a preliminary history taking. If the patient is less than 18 years of age it is essential that the patient's caregiver i.e. an adult is present during the interaction.
- ❑ If the mental capacity of the patient appears to be suboptimal for informed consent (mental retardation, inebriation or any type of incapacity as per initial conversation) it is incumbent on the physician to refrain from any further health-related conversation until and unless another adult is present.
- ❑ Adolescents may lack privacy when participating in telemedicine from their home. Unless the privacy of the call can be confirmed in their setting, do not ask for sexual history.
- ❑ Patients who are victims of domestic violence may have their abuser monitoring their telemedicine visit—be mindful of this when conducting screening questions or discussing method options.
- ❑ Types of transmissions permitted using telemedicine technologies (e.g. prescription refills, appointment scheduling, patient education, etc.)

- ❑ The patient agrees that the physician determines whether or not the condition being diagnosed and/or treated is appropriate for a telemedicine encounter
- ❑ Hold harmless clause for information lost due to technical failures
- ❑ Requirement for express patient consent to forward patient-identifiable information to a third party eg. senior physician for discussion of the patient's health issues

# **Clinical Outcomes from Telemedicine**

Based on the health issues communicated by the patient and the clinical management deduced by the provider, the following outcomes may occur via telemedicine:

## **Provide Evidence-based health education**

The provider may impart health promotion and disease prevention messages. These could be related to diet, physical activity, cessation of smoking, contagious infections and so on. Likewise, he/ she may give advice on immunizations, exercises, hygiene practices, mosquito control, proper use of inhalers etc.

## **Personal Counselling**

An empathic provider is a valuable asset to a telemedicine platform. Many health issues (some chronic illnesses) may have a psychosocial factor. An effective teleconsult can be used to provide a supportive conversation to help patients better understand the nature of their illness and practical tips in empowerment.

## **Prescribing Medicines**

Prescribing medications, via telemedicine consultation is at the professional discretion of the telemedicine specialist. It entails the same professional accountability as in the traditional in-person consult. If a medical condition requires a particular protocol to diagnose and prescribe as in a case of in-person consult then the same prevailing principle will be applicable to a telemedicine consult.



The provider may prescribe medicines via telemedicine ONLY when he/she is satisfied that he/ she has gathered adequate and relevant information by standard history-taking about the patient's medical condition and prescribed medicines are in the best interest of the patient.

Prescribing Medicines without an appropriate diagnosis/provisional diagnosis will amount to a professional misconduct

### **Specific Restrictions**

There are certain limitations on prescribing medicines via telemedicine depending upon the type of consultation and mode of consultation.

The categories of medicines that can be prescribed are listed below:

#### **List O:**

It will comprise those medicines which are safe to be prescribed through any mode of teleconsultation. In essence they would comprise medicines which are used for common conditions and are often available 'over the counter'.

For instance, these medicines would include, paracetamol, ORS solutions, cough lozenges etc

#### **List A:**

These medications are those which can be prescribed during the first consult which is a video consultation and are being re-prescribed for refill, in case of follow-up.

This would be an inclusion list, containing relatively safe medicines with low potential for abuse. Is a list of medication which the can prescribe in a patient who is undergoing follow-up consult, as a refill.

**List B:**

Is a list of medications which the specialist can prescribe in a patient who is undergoing follow-up consultation in addition to those which have been prescribed during in-person consultation for the same medical condition.

**Prohibited List:**

A doctor providing consultation via telemedicine cannot prescribe medicines in this list. These medicine have a high potential of abuse and could harm the patient or the society at large if used improperly

Medicines identified as Schedule X of Drug and Cosmetic Act and Rules or any Narcotic and Psychotropic substance.

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The provider shall provide photo, scan, digital copy of a signed prescription or e-Prescription to the patient via email or any messaging platform if applicable.

The chat function in the VIOS app platform is not specifically designed for e-prescription activity. Any communication in the chat function is upon the discretion and understanding of the two parties involved in that moment.

# PROPOSED MEDICINE LISTS

## List O

Common over-the counter medications such as

- o Antipyretics: Paracetamol
- o Cough Supplements: Lozenges,
- o Cough/Common-cold medications (such as combinations of Acetylcysteine, Ammonium Chloride, Guaifenesin, Ambroxol, Bromhexene, Dextromethorphan)
- o ORS Packets
- o Syrup Zinc
- o Supplements: Iron & Folic Acid tablets, Vitamin supplements, Calcium supplements

## List A

First Consult Medications (Diagnosis done on video mode of consultation) such as

- o Ointments/Lotion for skin ailments: Ointments Clotrimazole, Mupirocin, Calamine Lotion, Benzyl Benzoate Lotion etc
  - o Local Ophthalmological drops such as: Ciprofloxacin for Conjunctivitis, etc
  - o Local Ear Drops such as: Clotrimazole ear drops, drops for ear wax etc..
- (Follow-up consult for above medications)

Follow-up medications for chronic illnesses for 'refill' (on any mode of consultation) such as medications for:

- o Hypertension: Enalapril, Atenolol etc
- o Diabetes: Metformin, Glibenclamide etc
- o Asthma: Salmeterol inhaler etc

## List B

On follow-up, medications prescribed as 'Add-on' to ongoing chronic medications to optimize management such as for hypertension:

Thiazide diuretic with Atenolol

Diabetes: Addition of Sitagliptin to Metformin

# Professional Misconduct

All actions that wilfully compromise patient care or privacy and confidentiality, or violate any prevailing law are explicitly not permissible.

## **Some examples of actions that are not permissible:**

- Providers misusing patient images and data, especially private and sensitive in nature (e.g. intentional upload of an explicit picture of patient on social media etc)
- Providers who use telemedicine to prescribe medicines from the specific restricted list (whether indicated or not without following standard protocols of their residing medical licensure bodies)
- Specialists consulting or sharing health-related information that is beyond their certified training, even if requested by the patient.
- Using the IT platform for non-professional and/or non-health related communication with any sanctioned party.
- Providers are not permitted to solicit patients for telemedicine through any advertisements or inducements using the ViOS brand without prior written permissions from ViOS and its affiliated entities.

## Consultation fees

Every approved provider is eligible to earn a sustainable revenue in return for professional services rendered. Our platform guarantees a dynamic pricing structure that you, the provider, is entitled to alter and expect as a reflection of your value as a professional in a skilled market economy - depending on the assumed market value of your professional calibre.

The patient will be made aware of your consultation fees for the predetermined duration of the session.

Financial discussions nor transactions of any form will not be permitted during any and all active doctor-patient sessions in the ViOS platform.

The provider may not divulge the assumed, approximate or exact cost of any subsequent clinical management i.e. cost of diagnostic interventions, pharmaceuticals, surgeries or any related interventions that the patient may or may not require - even if requested by said party.

It is deemed unnecessary and unprofessional for the provider to divulge such knowledge in this platform - as it may influence the health-seeking behaviour of the patient.

## Refund Policy

The stipulation of provider reimbursement for every patient consultation, via the payment gateway accepted by ViOS and its affiliated entities. is based on the:

- a) acceptance of the policies outlines in this publication in whole
- b) willingly accepting a video call request by a ViOS Patient through the software application platform, when requested
- c) communicating healthcare-related information as per internationally accepted guidelines in doctor-patient interactions (eg. NICE, FSMB)
- d) satisfactorily completing the patient request to the best of the provider's capacity in a video-based communication

Any alteration of activities and operations from the above mentioned clauses will lead to the initiation of refunds back to the originating source i.e. patient's bank account,

If the provider is not able or unwilling to accept the video call request of the patient, provided that the doctor profile is online and activated, the payment process will be halted and funds refunded back to the patient.

If the patient initiates a refund request due to specific operations or activities related reasons, ViOS and its affiliated entities shall process such requests at its own discretion as per company policies accordingly.

## Duration of Televisit

The nature and value of an empathic doctor interaction is based on the rapport created during the first 'visit'. Patients expect and are entitled to standard value-centered consideration for their ailments.

To help establish this trust in our platform, we shall provide an initial 20min video session that is made apparent to the patient prior to initiating the video call request and payment gateway.

Upon your discretion, if you deduce that some additional time may be needed to for a more comprehensive interaction - you may add an extra 10min to conclude the visit if you wish.

However you will not be given extra remuneration for this extension.

# Duty Shifts

Our platform ensures that you, the provider, have full control and autonomy in your available duty hours.

You may choose when to login and be available for video consultation, and also how long you would like to be logged in.

For an effective telemedicine experience for yourself and your potential patients, we recommend that you remain available for atleast 5 hours during the day and/or additional 5 hours towards the late evening:

- this allows for a balanced work schedule which is easier to adapt to
- increases probability of connecting with a patient who may be seeking you
- better chance to compete for patient consults across a larger timespan and international time zones

When you receive a video call request from a patient - it is your professional duty to accept the call and initiate the session as soon as possible (your remuneration process will occur only when the patient session is started and completed accordingly)



## Physical Locations for your Telemedicine Session

Telemedicine allows both patient and provider to be separated at variable distances, within cities and even between countries, but connected in real time. The need for social distancing and healthcare communication access needs to be balanced as well with regards to regulations and professional contractual agreements.

The ViOS platform allows you the freedom to choose not only **when** you wish to give your consultation to patients, but also from **where** you can be reached online. As an independent user, you are not under any contractual obligation to fulfill a set number of hours of activity

If you are an independent healthcare specialist you have the freedom and right to activate your ViOS Doctor profile from any location - be it from your own home or even in an office setting. This will optimise your earnings based on the free time you may have when not occupied with other responsibilities. You may easily logout when desired.

If you are an employee of a healthcare institution, which may have certain explicit (or implied) restrictions on your employment capacity (offline or online) - it is your responsibility to verify your status in this regard.

ViOS and its affiliated entities are not to be considered as a source of secondary employment, nor will it be held responsible for any contractual breach that may or may not occur as a consequence of operations and activities of any of its users.

Nonetheless, as a verified ViOS Doctor profile, we maintain a strict definition of all of our users as digital product consumers of a global telecommunications software.

This official description will provide you the freedom to access and operate our platform at your discretion - at anytime and from anywhere.

The originating site of the patient (their location) may be a source of regulatory oversight as local regulations - based on country-specific policies on accessing and procuring healthcare services, may restrict the capacity of ViOS operations within certain territories. Therefore the initiation of contact for healthcare information, from the patient portal, from any location is upon the discretion and full regulatory understanding of the patient user.

The ViOS Doctor will not be held culpable for any breach (in any form) of national or regional restrictions on utilising software as a service, regardless of intent nor content.

# Preparing the Provider Setting

The provider is recommended to assume the same professional attitude, attire and mannerism in a video consultation, as any other physical (offline) doctor's appointment.

To create an effective first impression, we recommend that you procure your free copy of '**16 Recommended Tips to Providing Expert Telemedicine Consultations - Essential Practice Guide for Specialists applying for a Career in Telemedicine**' available for free PDF download.

Click this link for direct access:

<https://www.viosapp.com/telemedicineguide>



**The following tips can be used to set up your virtual clinic:**

1. Basic personal grooming to be presentable to the patient
2. Clean lab coat to be worn
3. Name badge optional
4. A quiet secluded private room if possible - please ask your family to refrain from excess noise during such sessions
5. Lighting source to be in front of you (natural sunlight, lamp etc)
6. Your mobile phone device should be adequately charged or connected for charging
7. Headphones may ensure good quality audio
8. Phone screen brightness may be placed on a higher setting for the session
9. Place the phone at the same or slightly lower level than your eyes
10. You may place the phone on a stack of books for back support or a suitable phone holder if possible.
11. A gentle but affirmative tone can be used to balance professionalism and a welcoming voice
12. Maintain eye contact towards your front camera
13. Occasionally gesturing with your hands may be appropriate to add contrast to your conversation, and aid in describing certain details (eg. how to hold an inhaler, breastfeeding, reading a thermometer)
14. Maintain an upright posture while seated
15. Be aware of ambient noise that may distract the conversation (eg. fan)
16. Keep track of the session timer (top of screen)

17. Be courteous even if the patient is anxious, hostile, confused, uncooperative etc - remember telemedicine is a new experience for them too.
18. Use simple English in communication when possible, if you can speak and understand the language of the patient then you may converse accordingly
19. In the case of a patient who is underage, not at adult mental capacity or is handicapped in any way that may affect proper communication - the adult caregiver is always visually present to act as a chaperone
20. Close the session by a quick recap of the patient complaints to ascertain that you have acknowledged their issues, review of your management suggestions and to invite the patient to follow up with you within a few days or weeks using the ViOS Patient app and choosing your name from the list of available specialists.

# Quality Control & Patient Satisfaction

As part of continuous research and development in quality care, we will periodically communicate with previous users to gain feedback on overall patient satisfaction.

Our system will allow for previous patients to occasionally rate the subjective value of their experience in accessing their healthcare needs, using our platform and with their interaction with our provider network.

All responses will be anonymous and random to maintain compliance with patient privacy

Progressively positive responses from high performing providers will allow for greater preference for their services over time - leading to better patient turnover and income.

Instances of suboptimal service quality as per user feedback will require an investigation to understand possible issues and solutions - to improve future interactions and better quality outcomes

# Data Privacy

ViOS and its affiliated entities exercise the highest capacity of private data security for its registered users, as per the capabilities of our third party data storage and management entities.

The information voluntarily provided to us by individuals who identify as potential patients or as healthcare professionals, through our official website <http://www.viosapp.com> and/or our official intellectual properties software products - ViOS Doctor and ViOS Patient apps available in the Google Playstore platform, is the sole personal property of the respective individuals.

We maintain the right to store user data for the purposes of telecommunication operations and activities solely related to the core functions of the ViOS platform. The stored data is maintained offsite in the encrypted servers of our third party data management entities.

We are not obliged to share any form of personal information to either party beyond the guidelines and activities of the ViOS platform between each category of users (Patients vs Doctors), amongst users (between groups of Patients and/or Doctors) or between any other entity - without clear written and legally binding communication between all appropriate parties involved.

Any breach of data privacy willingly or accidentally by any of the registered users through any communication pathway (offline or online) without clear permissions from ViOS and its legal entities - will be a direct cause for termination of contact and permissions to any of its products, operations and activities.

# What services can be provided by telemedicine

This is a short list of common *mild* conditions a doctor may treat via telemedicine:

Allergies	Sinusitis
Arthritic Pain	Skin Inflammations
Asthma	Hair fall
Bronchitis	Cellulitis
Colds and Flu	Sore Throats
Diarrhea	Sprains & Strains
Infections	Bladder Infections
Insect Bites	UTIs
Pharyngitis	Sports Injuries
Conjunctivitis	Vomiting
Rashes	Nutrition information
Respiratory Infections (mild cases)	

Additional health information that can be communicated:

- Demonstration of safe and correct use of glucometer, nebuliser, insulin devices, epipen, stoma care, basic wound dressing hygiene, addiction management, behavioural counselling,
- Chronic disease management of some kidney diseases, diabetes management, hypertension, psychotherapy, physiotherapy guidance among others.
- Telemedicine should **not** be used for any condition where an in-person exam is required because of severe symptoms, certain protocol-driven procedures, or aggressive interventions.



**For a medical emergency -  
patients should be strongly advised to  
go to their nearest ER or call their local  
emergency hotline.**

**Telemedicine services can range widely by specialty:**

- ❑ A surgeon might use telemedicine to do post-operation check-ins with patients, to make sure their wound is not infected.
- ❑ A gynecologist might use a live telemedicine solution to provide birth control counseling.
- ❑ An endocrinologist may do live video chats with patients to discuss recent lab results and answer questions.

Healthcare providers should use their professional judgement to  
decide when telemedicine is appropriate

# Closing the Profile

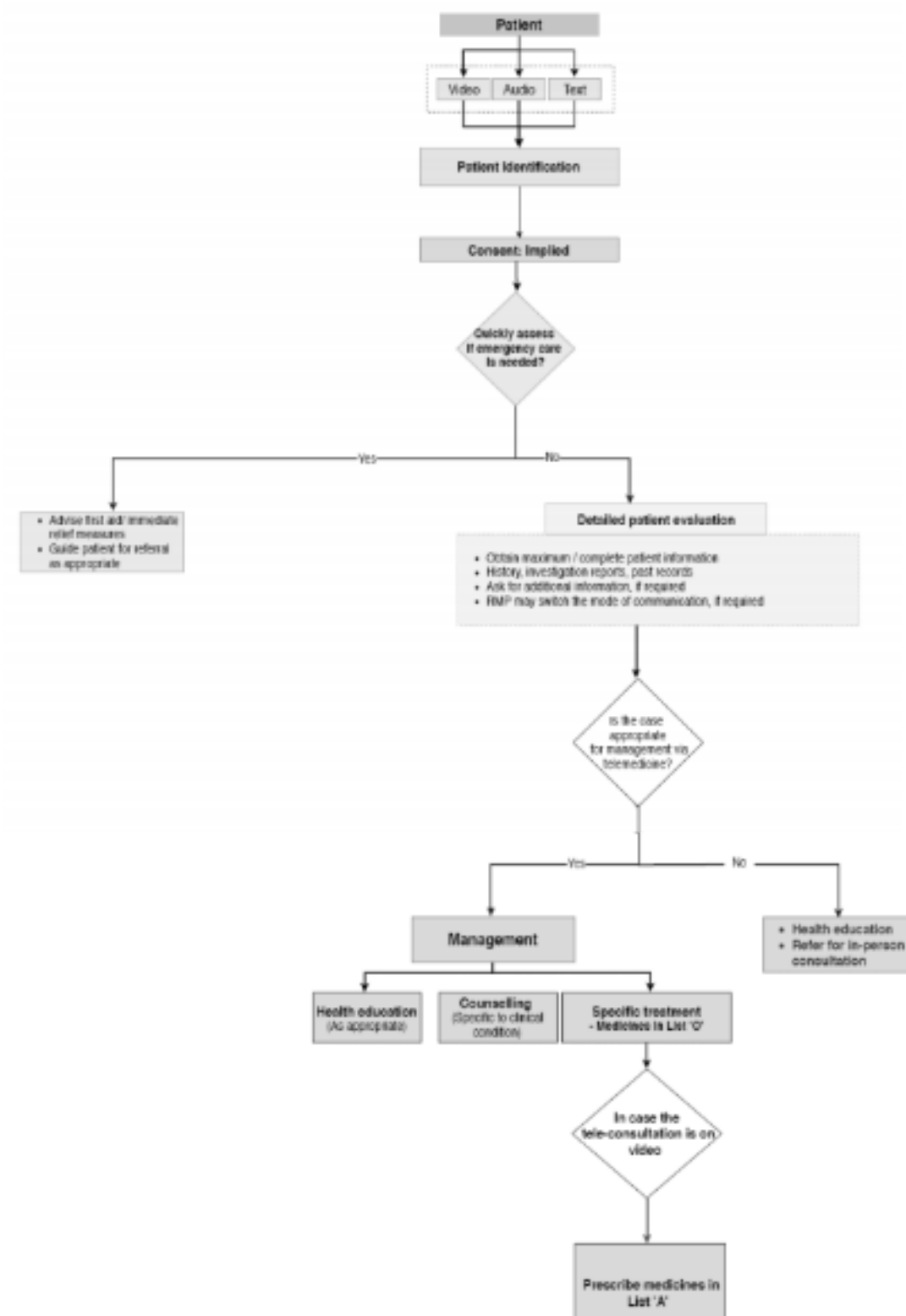
As there is no contractual agreement to maintain constant operations with ViOS or its affiliated entities, the provider is free to abstain from any online activity with the ViOS platform, for any length of time.

If you would like to completely remove yourself from the platform, please follow the following process:

1. Provide a written request to remove and erase your professional profile from the ViOS database (reason for removal would be appreciated)
2. Send an email request to [connect@viosapp.com](mailto:connect@viosapp.com) with the heading - Remove Account
3. Any pending payouts will be honored until the date of submission of your email request
4. Within 7 working days your profile and all of the submitted data will be permanently erased in all forms.
5. If you would like to reapply - you may do via the mobile application or website [www.viosapp.com/newdoctor](http://www.viosapp.com/newdoctor) with all of your latest credentials and details as before.

# PROCESS FLOWCHART

Ideal Telemedicine situation



# ACKNOWLEDGEMENT

ViOS welcomes you as a valued member of our provider network.

We sincerely hope that the content and materials of this publication will aid and inspire you to become an impactful telemedicine specialist, and become a much needed provider of high value healthcare solutions to the global community.

For any queries, comments or suggestions to improve our values to our respected stakeholders, please feel free to reach us by:

[connect@viosapp.com](mailto:connect@viosapp.com)

The following template can be downloaded for free from this link

The basic outline will assist you in taking a comprehensive *remote* clinical history during your telemedicine session

Click here to download and print the template for your own record-keeping:

[www.viosapp.com/clinicalnotestemplate](http://www.viosapp.com/clinicalnotestemplate)

## ONLINE PATIENT CLINICAL NOTES

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**Date** of Video Consultation:

**Name** of Patient:

**Age:**

**Weight:**

**Sex:**

If underage, is the **caregiver** present?

If Female & Child bearing age, date of **Last Menstrual Period:**

**Smoking** history:

**Allergy** History:

**Existing** health illnesses:

Current **drug** history:

From **visual** examination:

*Tick as appropriate*

Pallor

Neck swelling

Loss of eyebrows

Breathing anomaly

Icterus

Eyelid edema

Facial asymmetry

Bruising

Cyanosis

Face swelling

Voice hoarseness

Cough

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**Chief complaints:**

Include character, duration, onset,  
aggravating & relieving factors

**DIAGNOSIS:**

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**Lab/Diagnostic** reports:

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**Clinical Management:**

**Followup** date:

**Special Instructions:**

**END OF PUBLICATION**



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