



# MSF Telemedicine

## Case Management Service - Mobile App

USER MANUAL FOR MSF STAFF



# TABLE OF CONTENTS



- Support
- First login
  - Choosing your PIN ..... 6
- Navigating the app
  - Main page tab: To-Do ..... 8
  - Menu ..... 9
  - Tab: Drafts ..... 10
- Creating a case
  - Creating a case ..... 12
- Drafts
  - Saving a draft ..... 14
  - Continue a draft ..... 15
  - Submit your draft as a case ..... 16
- Working on a case
  - Reading a case ..... 18
  - Adding a comment ..... 19
  - Adding attachments ..... 20
- Closing a case
  - Closing a case ..... 22

- New: Offline Mode
  - Offline mode ..... 24
  - Offline mode – start a case ..... 25
  - Save an offline draft ..... 26
  - Continue an offline draft ..... 27
  - Save to outbox ..... 28
  - Delete case from outbox ..... 29
  - Submit case from outbox ..... 30
- Support

If you encounter any difficulties while using the app please contact us at:

*[telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org)*

Support is available Monday to Friday. Inquiries submitted on weekends will be replied to the following work day.

Contact us for account requests, technical problems, or general questions.

[telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org)



## DIFFERENCES BETWEEN THE APPLICATION AND DESKTOP VERSIONS

- Your username and password remain the same no matter where you log into the platform.
- All actions you perform for telemedicine through the desktop version are also available in the app. You will still create cases, comment on cases, add attachments, and close cases.

## NEW

- You can now create a draft of a case without an internet connection using 'Offline mode'.
- You can take photos and videos with your device and save them directly to the case.
- Your case drafts are now saved in a separate tab titled 'Drafts' instead of mixed in with your regular cases.

[telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org)



# FIRST LOGIN



# CHOOSING YOUR PIN



When you first log into the app you will be prompted to choose a 5 digit PIN.

1 Enter your username and password

A screenshot of the login screen for the app. At the top is the "MEDECINS SANS FRONTIERES" logo. Below it are two input fields: "Login" and "Password". The "Password" field has a small eye icon to its right. Below the fields is a blue "LOG IN" button. At the bottom, there is a link that says "FORGOTTEN YOUR PASSWORD?". Two red arrows point to the "Login" and "Password" fields.

2 Choose a 5 digit PIN

A screenshot of the PIN selection screen. At the top is the "MEDECINS SANS FRONTIERES" logo. Below it is the text "Choose a 5 digits PIN code in order to secure access to your app.". Below the text is a numeric keypad with digits 1 through 9 arranged in a 3x3 grid, and a 0 at the bottom center. To the right of the 0 is a blue square button with a white 'x' icon.

3 Enter your PIN again to gain access to the platform

A screenshot of the PIN verification screen. At the top is the "MEDECINS SANS FRONTIERES" logo. Below it is the text "Enter your PIN code.". Below the text is a numeric keypad with digits 1 through 9 arranged in a 3x3 grid, and a 0 at the bottom center. To the right of the 0 is a blue square button with a white 'x' icon. At the bottom left, there is a link that says "RESET YOUR PIN CODE".

\*If you forget your PIN you can reset it yourself. You will need your username and password to set a new PIN.

Next time you login you will skip step 1 and 2 and only enter your PIN.



# NAVIGATING THE APP



# MAIN PAGE TAB: TO-DO

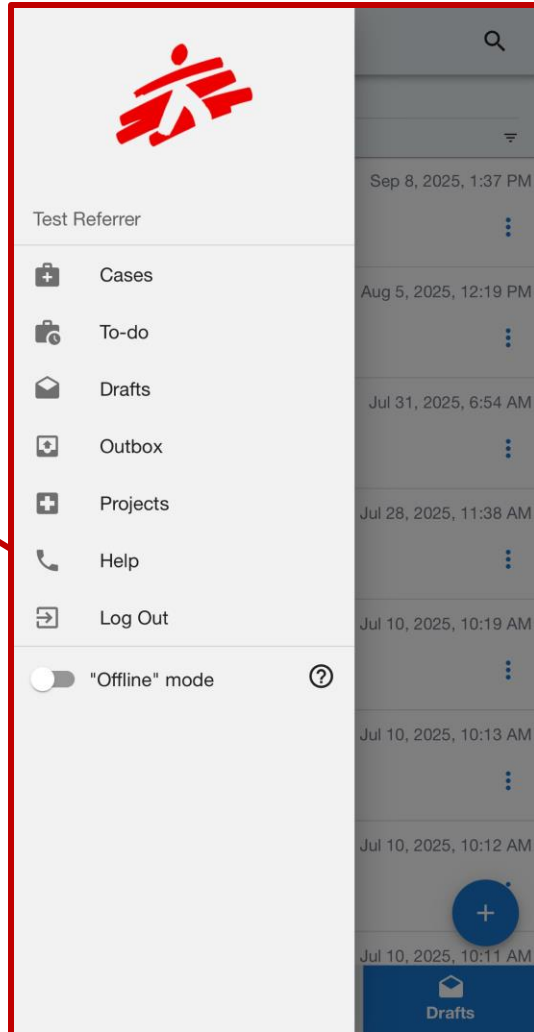
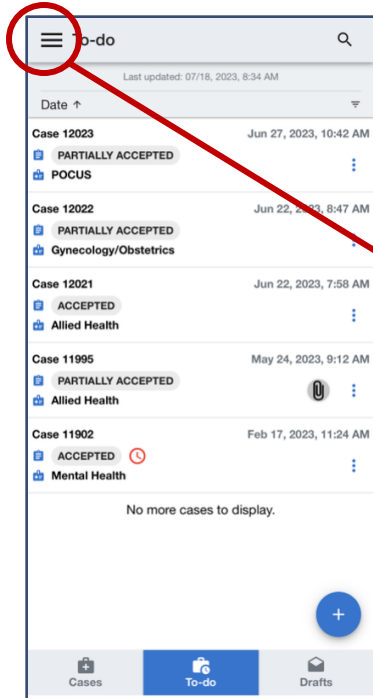


The landing page is similar to the desktop version: your To-Do list. This list only shows cases with new updates.

The screenshot shows a mobile application interface for a 'To-do' list. At the top, there is a header with a hamburger menu icon on the left, the text 'To-do', and a search icon on the right. Below the header, it says 'Last updated: 07/18, 2023, 8:34 AM'. The main content area is a list of cases, sorted by date. Each case entry includes a case ID, a date and time, a status (e.g., 'PARTIALLY ACCEPTED', 'ACCEPTED'), and a category (e.g., 'POCUS', 'Gynecology/Obstetrics', 'Allied Health', 'Mental Health'). A blue plus sign button is located at the bottom right of the list. At the bottom of the screen is a navigation bar with three tabs: 'Cases', 'To-do' (which is currently selected and highlighted in blue), and 'Drafts'. Callouts with arrows point to these elements: 'Click to view the main menu' points to the hamburger menu; 'Search for a case' points to the search icon; 'Cases' points to the list of cases; 'Start a new case' points to the plus sign button; 'View a list of all cases in your project' points to the 'Cases' tab; and 'View any drafts you have started' points to the 'Drafts' tab.

Case ID	Date & Time	Status	Category
Case 12023	Jun 27, 2023, 10:42 AM	PARTIALLY ACCEPTED	POCUS
Case 12022	Jun 22, 2023, 8:47 AM	PARTIALLY ACCEPTED	Gynecology/Obstetrics
Case 12021	Jun 22, 2023, 7:58 AM	ACCEPTED	Allied Health
Case 11995	May 24, 2023, 9:12 AM	PARTIALLY ACCEPTED	Allied Health
Case 11902	Feb 17, 2023, 11:24 AM	ACCEPTED	Mental Health

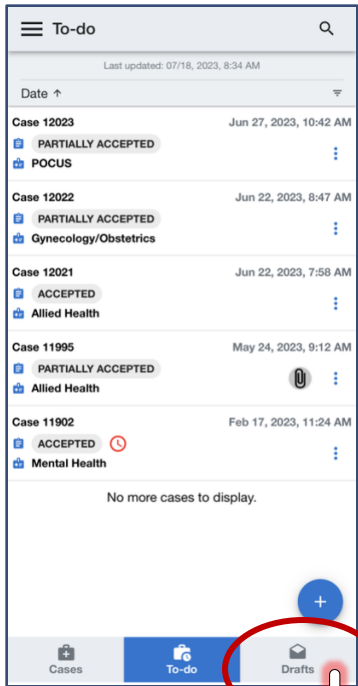
Find the menu at the top left of your screen.



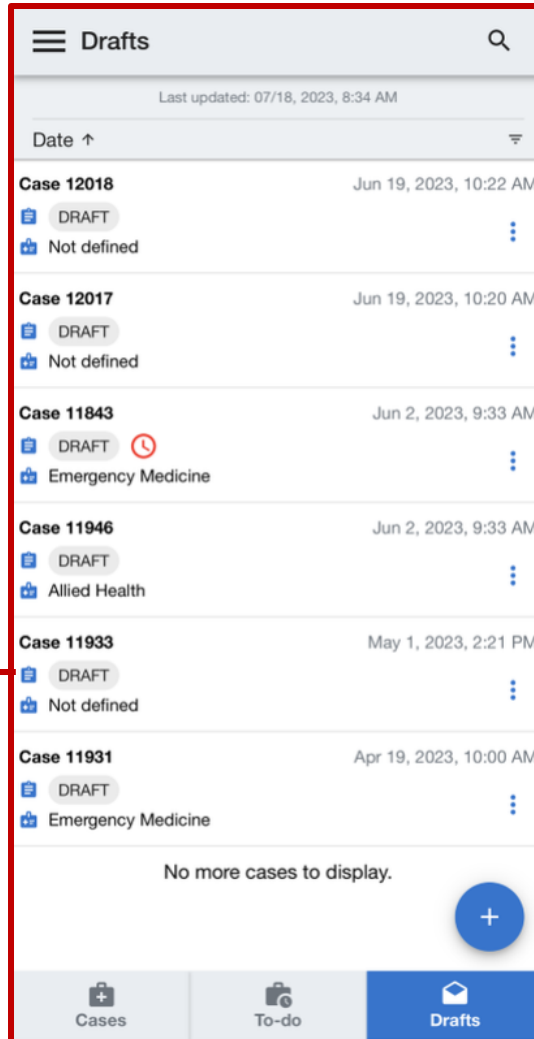
### From the Menu you can:


- Locate your Outbox
- Email telemedicine technical support
- Log out
- Turn 'Offline mode' on/off

The Drafts tab shows cases you have saved but not yet submitted for support.



From your To-Do list select the Drafts tab



  
A draft case can only be seen by you. Save a draft if you wish to save your progress and complete the case template later. To submit the draft case for specialist support, open your draft and click 'submit'.




# CREATING A CASE

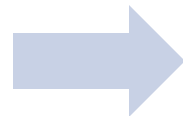


# CREATING A CASE

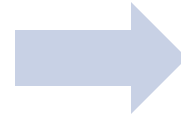
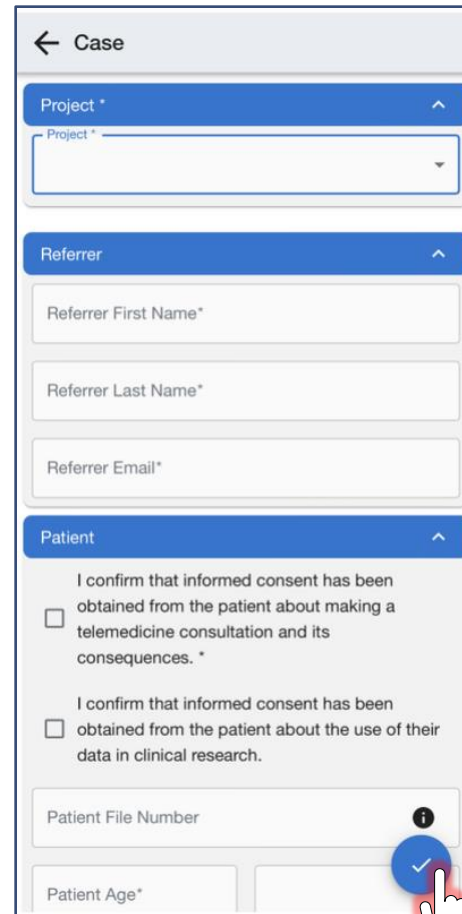


 Remember to obtain patient consent and prepare your images before creating your case.

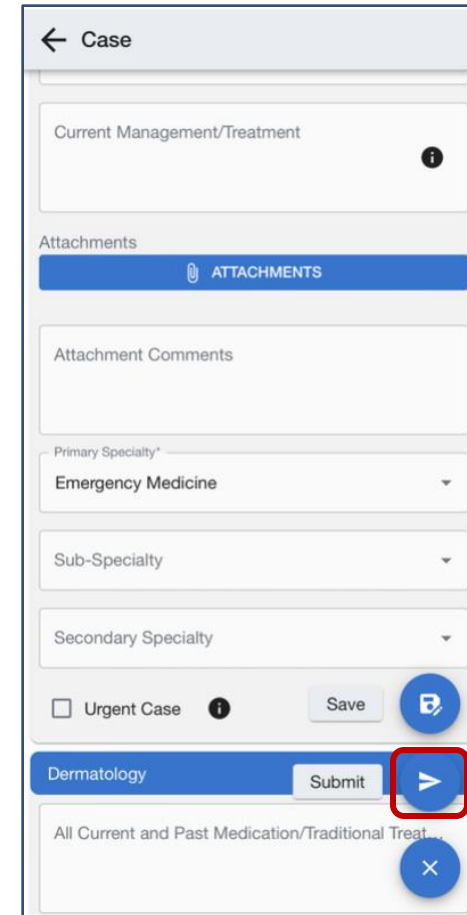
Click the + button at the bottom right of your screen




The case template will open.  
Fill as usual.



Use the  button to save, submit, or delete your draft.



Save a draft

Submit the case 



# DRAFTS



# SAVING A DRAFT



If you don't have time to create the entire case, you can partially fill the template and save it as a draft to complete later.

Click the + button at the bottom right of your screen



The case template will open. Begin filling it out.

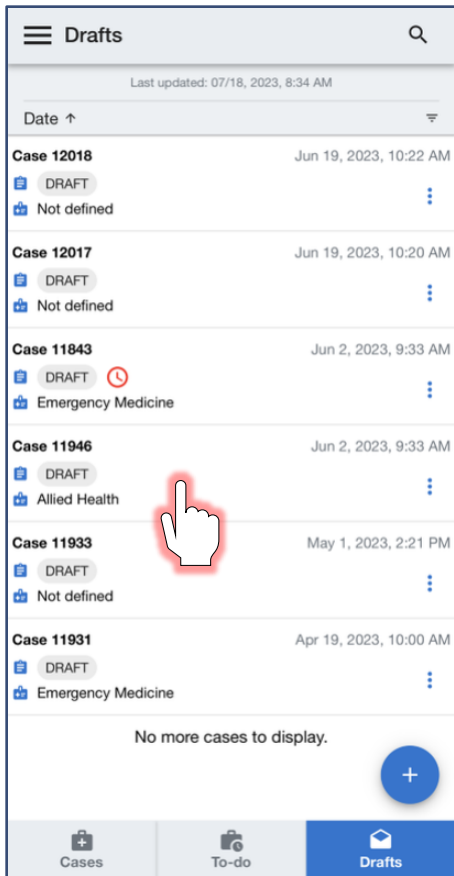
Use the ✓ button and then select 'save'.

Your draft will be saved in the drafts tab. You may return and complete it when you are ready.

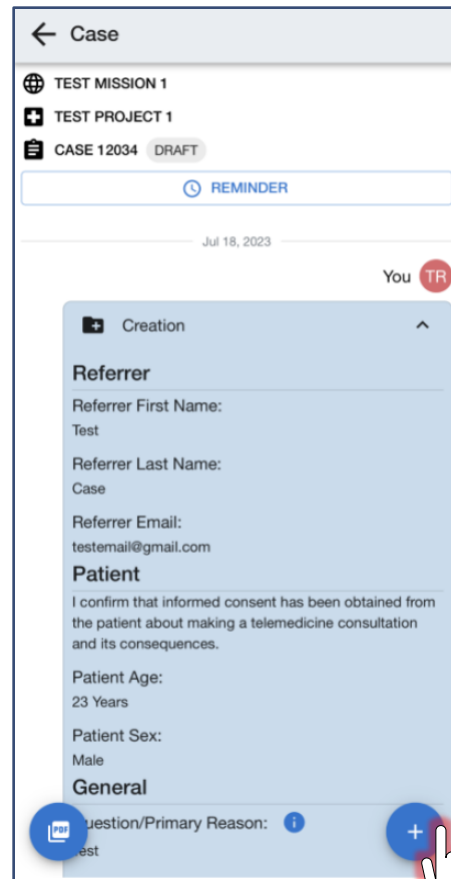
# CONTINUE A DRAFT

Continue editing a saved draft.

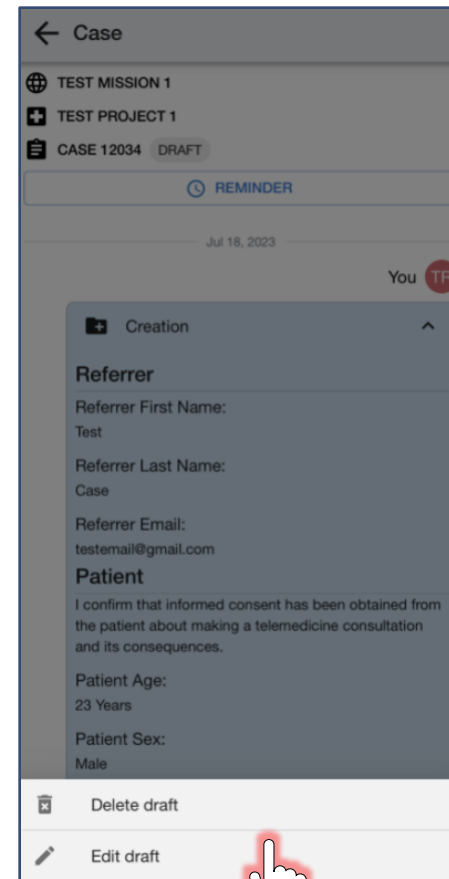
Locate your case in your Drafts tab.



Click the action button.



Select Edit draft



Continue writing the case. Save as a draft again if you wish to return and add more information later.

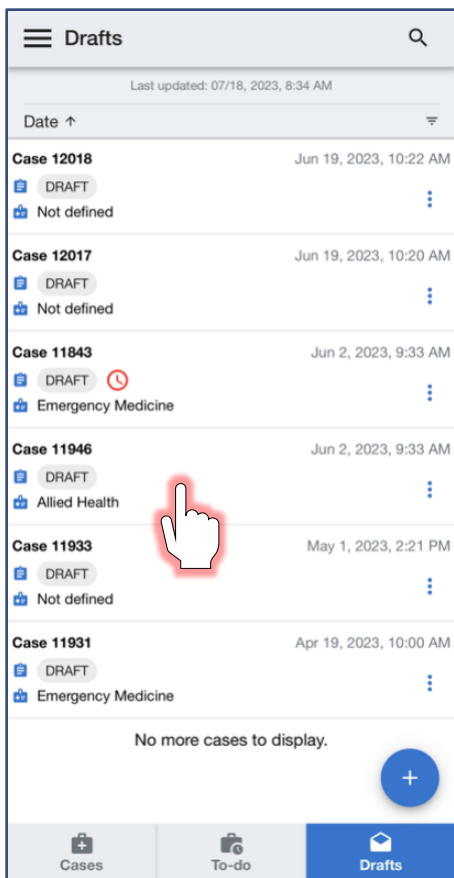
When you complete your draft you will need to submit it to the platform (see next page).

# SUBMIT YOUR DRAFT AS A CASE

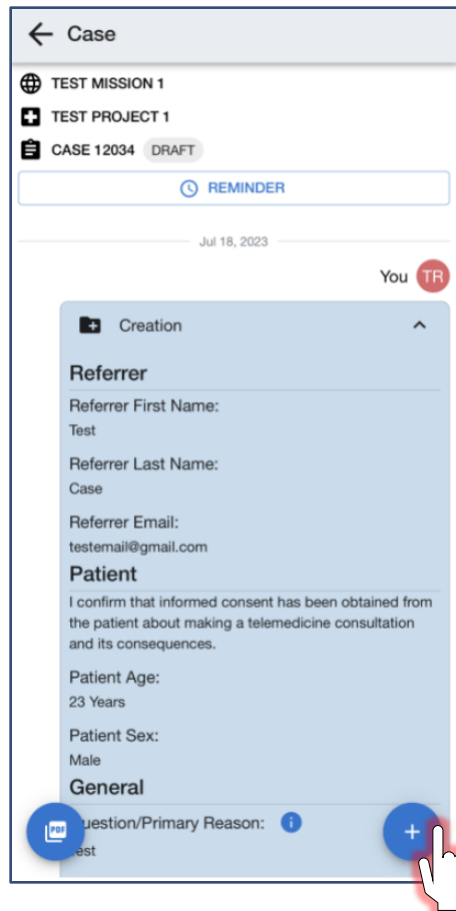


Once your draft is complete, submit it to the platform for specialist support.

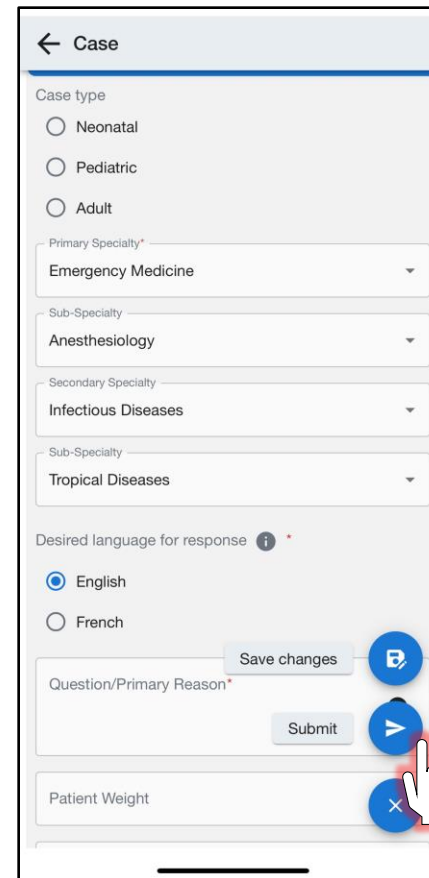
Locate your case in your Drafts tab.



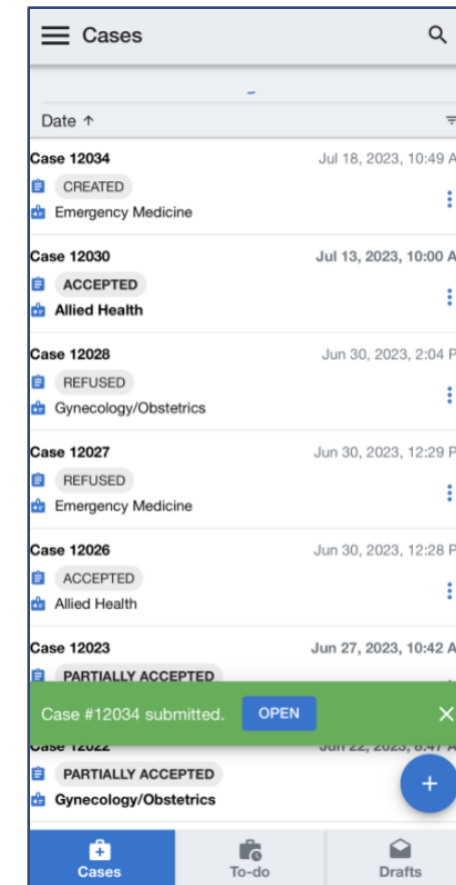
Click the action button – Edit your draft.



When ready, click Submit



A green bar will appear confirming your case submission.



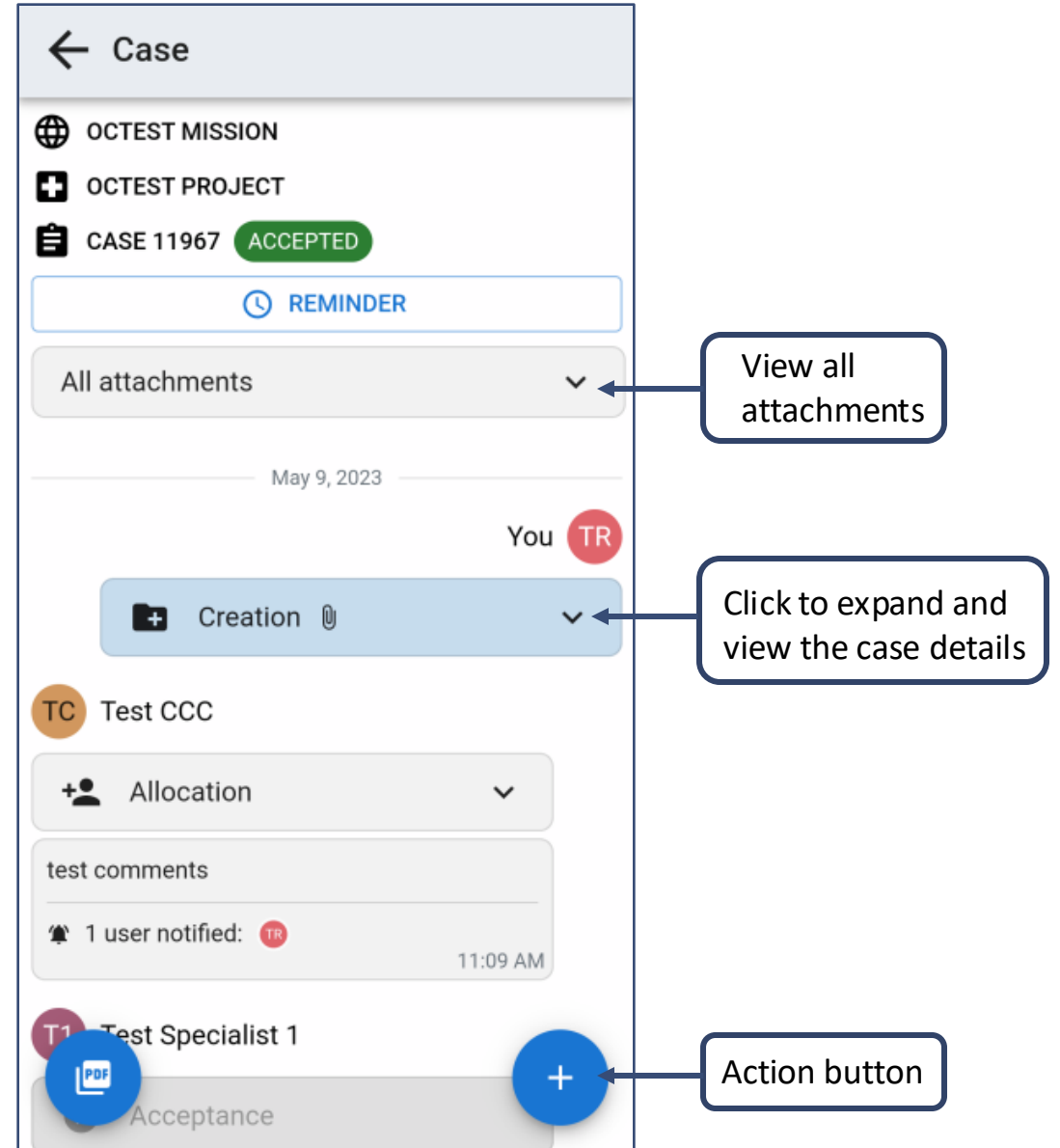


# WORKING ON A CASE



## Inside a case you will see in descending order:

- A folder with all attachments related to the case
- The filled case template
- Allocation actions (inviting a specialist to a case)
- Acceptance/Rejection actions (specialists alerting they can work on the case/cannot work on the case)
- All case comments and attachments
  - Including who made each comment and who received a notification

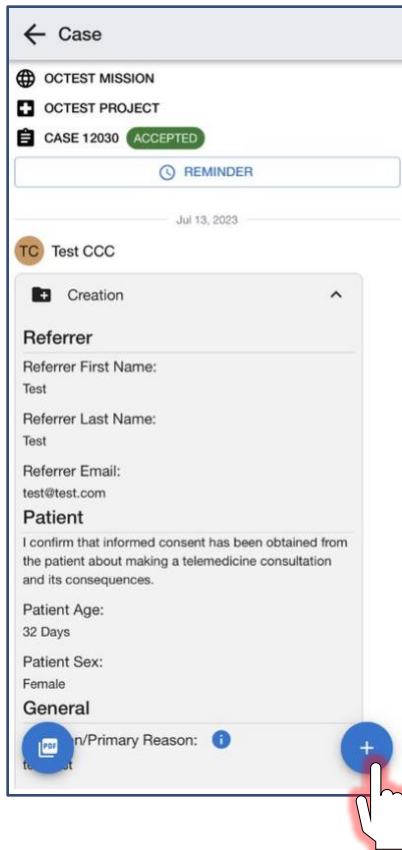


The screenshot shows a mobile application interface for a case. At the top, there is a back arrow and the title "Case". Below this, there are three items: "OCTEST MISSION" with a globe icon, "OCTEST PROJECT" with a plus-in-square icon, and "CASE 11967" with a clipboard icon and a green "ACCEPTED" badge. A blue "REMINDER" button is visible. Below the reminders is a section for "All attachments" with a dropdown arrow. A date separator "May 9, 2023" is present. The main content area shows a "Creation" action with a plus icon and a dropdown arrow. Below this is a "Test CCC" entry with a "TC" icon. Underneath is an "Allocation" section with a plus-in-square icon and a dropdown arrow. A "test comments" section follows, showing "1 user notified: TR" and the time "11:09 AM". At the bottom, there is a "Test Specialist 1" entry with a "T1" icon and a blue "Acceptance" button with a plus sign. Three callout boxes point to specific elements: "View all attachments" points to the "All attachments" dropdown; "Click to expand and view the case details" points to the "Creation" dropdown; and "Action button" points to the blue plus button at the bottom right.

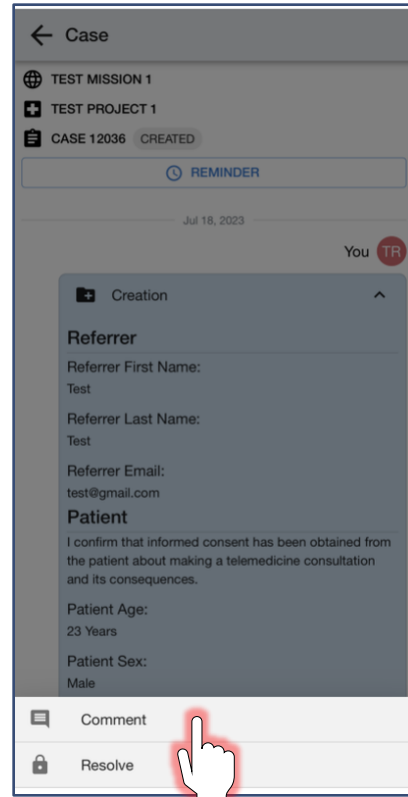
# ADDING A COMMENT

As in the desktop version, simply type your comment, choose who to notify, and save your comment to the case.

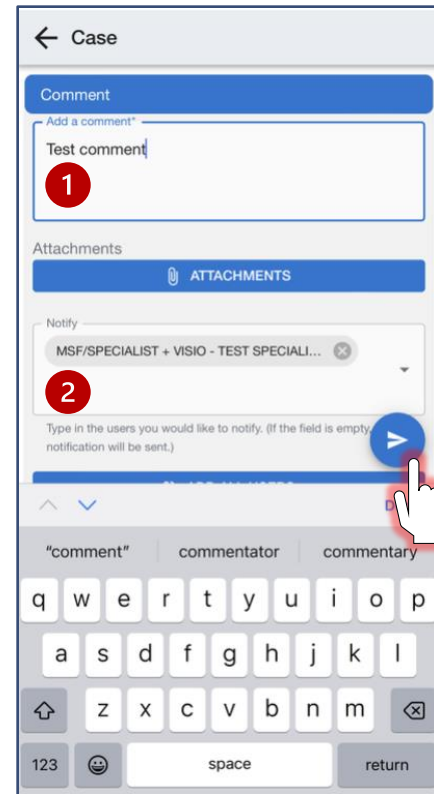
Open your case and click the action button



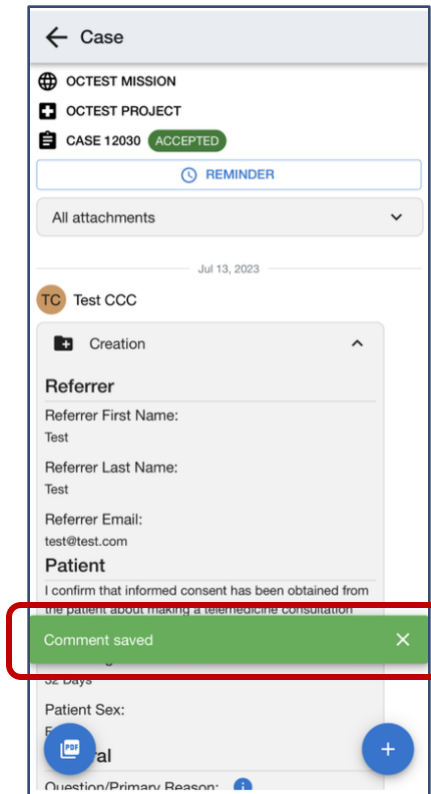
Select 'Comment'



Type your response, choose who to notify, and save.



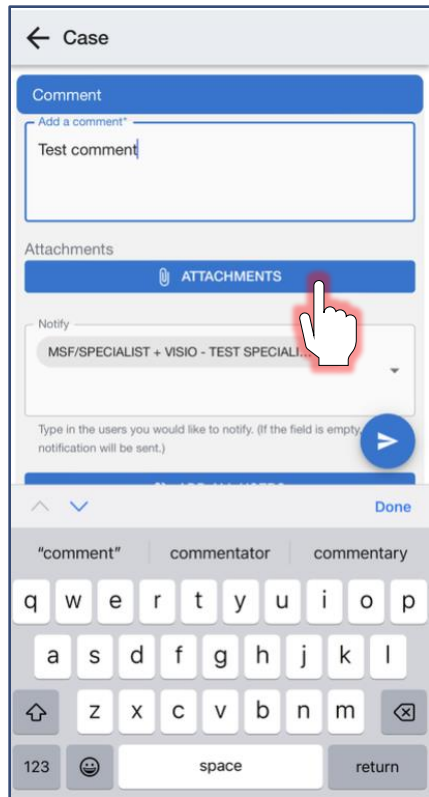
A green bar confirms your comment was saved to the case



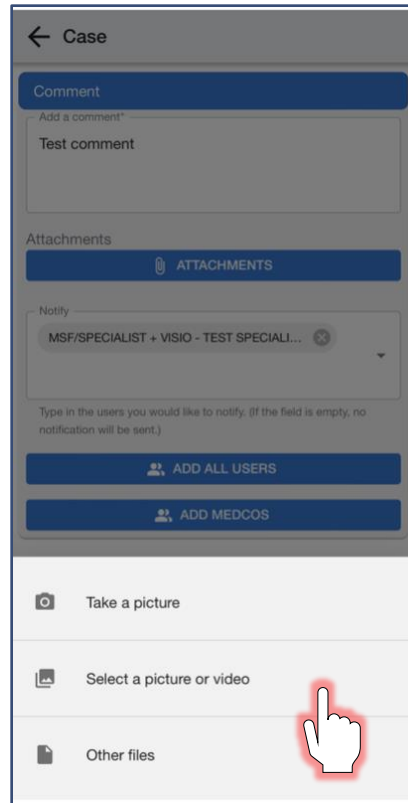
# ADDING ATTACHMENTS

Add attachments to your comment when inside a case.

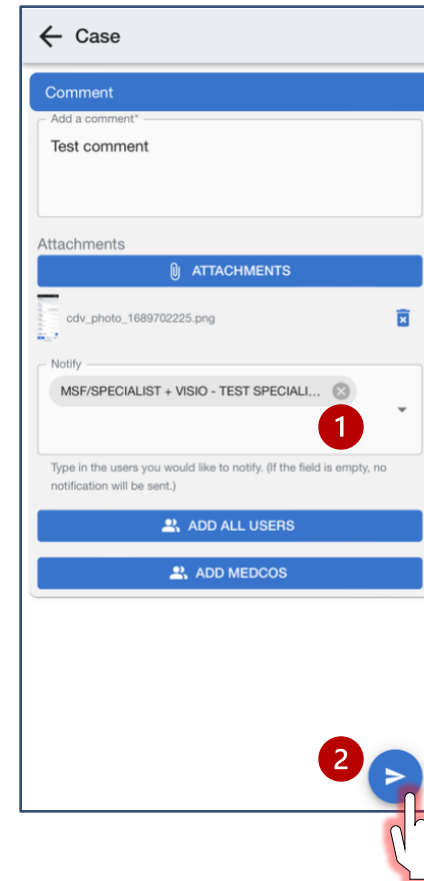
Select 'attachments'



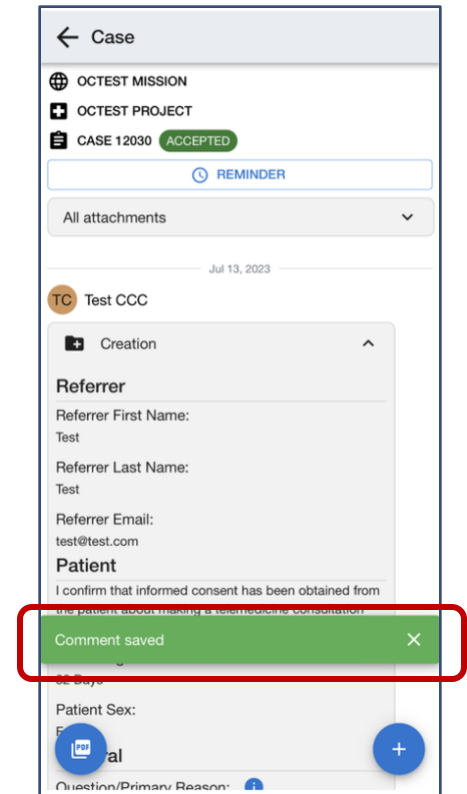
Use 1 of 3 options to upload your attachment.



Choose who to notify of the update and then save.



A green bar confirms your attachment was saved to the case.






# CLOSING A CASE

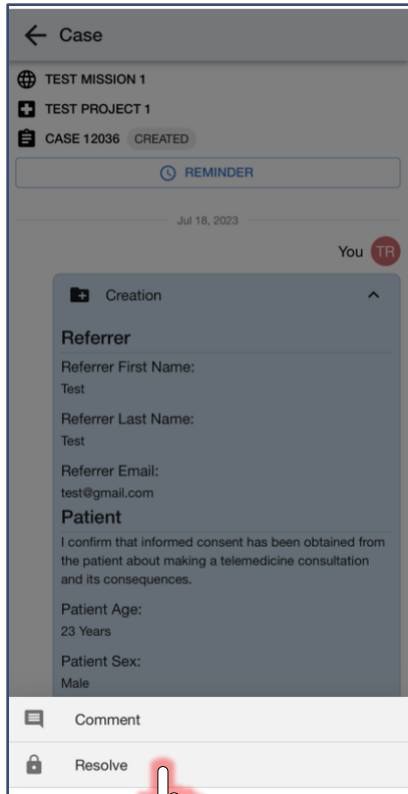


# CLOSING A CASE

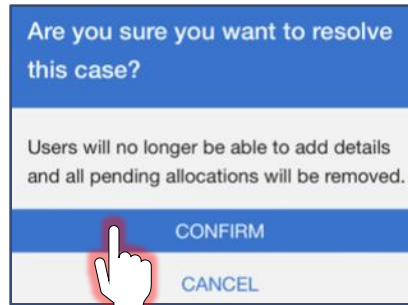


Once your case is complete and no longer requires specialist input, it should be closed.

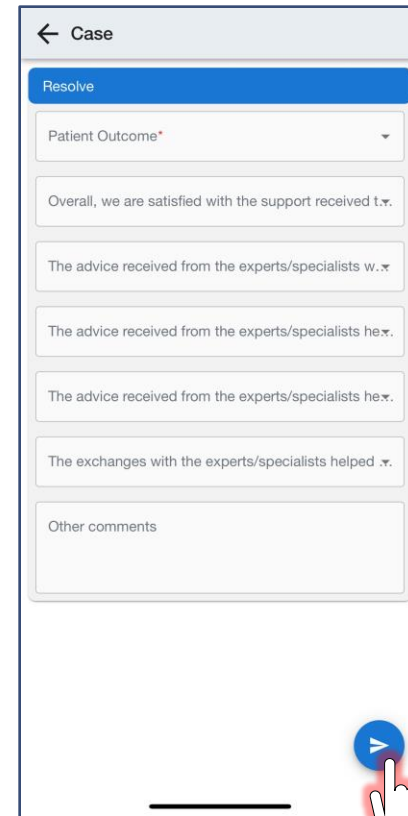
Open the case, click the  button and then click 'resolve'.



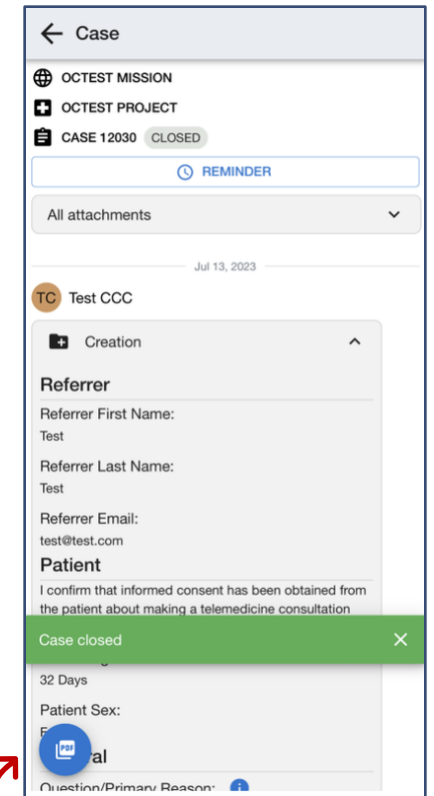
Confirm



Complete the 6 questions.



A green bar confirms the case has been closed.



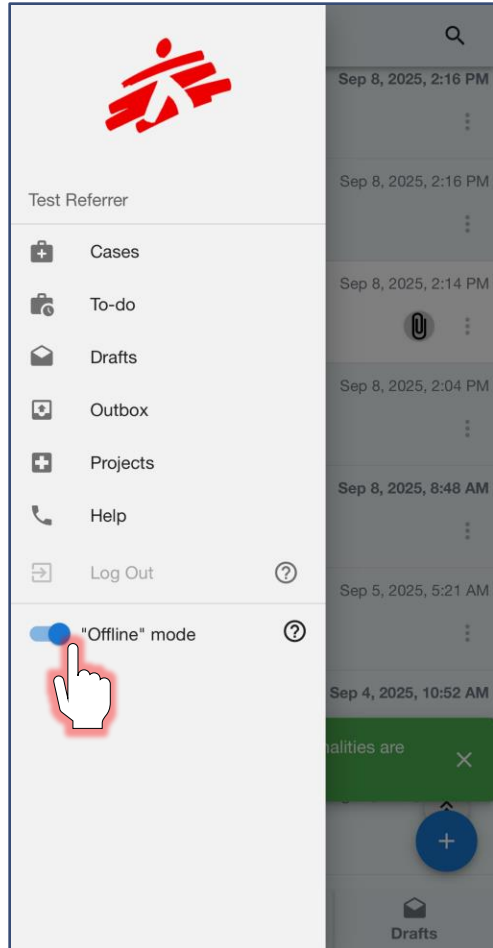
*\*You can still download a PDF of the closed case*



# NEW: OFFLINE MODE



NEW! Offline mode allows to you fill out a case template without having an internet connection.



**When to use offline mode:** If you wish to start a case but do not have an internet connection.

**How to enable offline mode:**

From your main page, open the menu and press 'Offline mode' to enable.

**In Offline mode you can:**

- Start a new case and save your progress as a draft without an internet connection.

**In Offline mode you cannot:**

- Upload a case for discussion – your offline case remains saved locally to your device until you can upload it to the Telemedicine platform using an internet connection.
- View existing or old cases and drafts – in offline mode you can only see the drafts you have created offline.



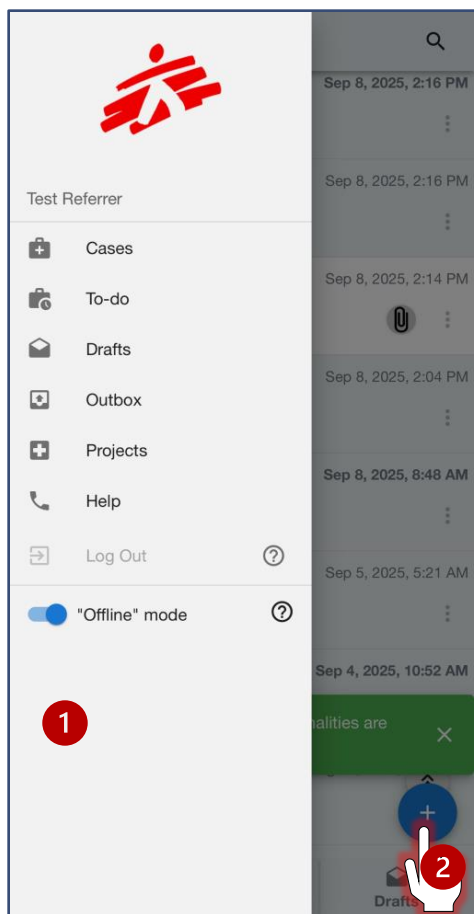
You must disable Offline mode to submit the case for consultation. (An internet connection is required for submission - case submission can only be accomplished when you are online again.)

# OFFLINE MODE – START A CASE

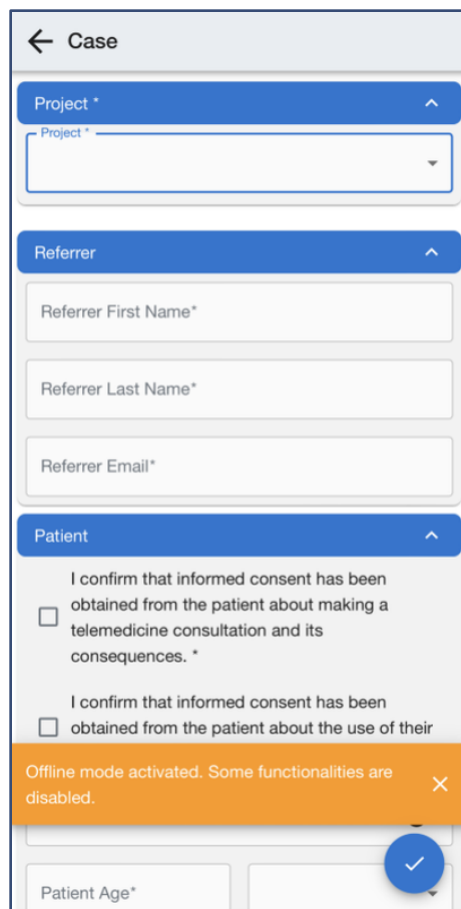


Start a case without an internet connection.

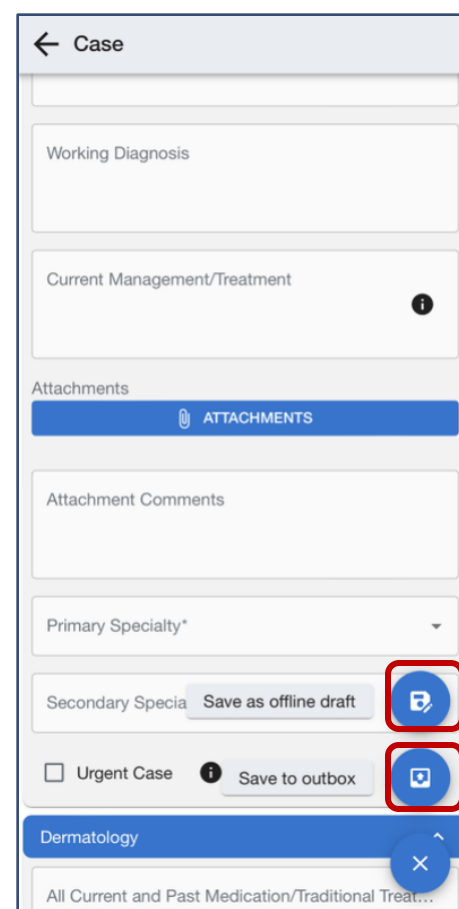
Turn on 'Offline mode' and start a case.



Start filling your case template.



You now have 2 options: Save as draft or save to outbox



**Save as offline draft**  
Save an unfinished draft so you can complete it later.

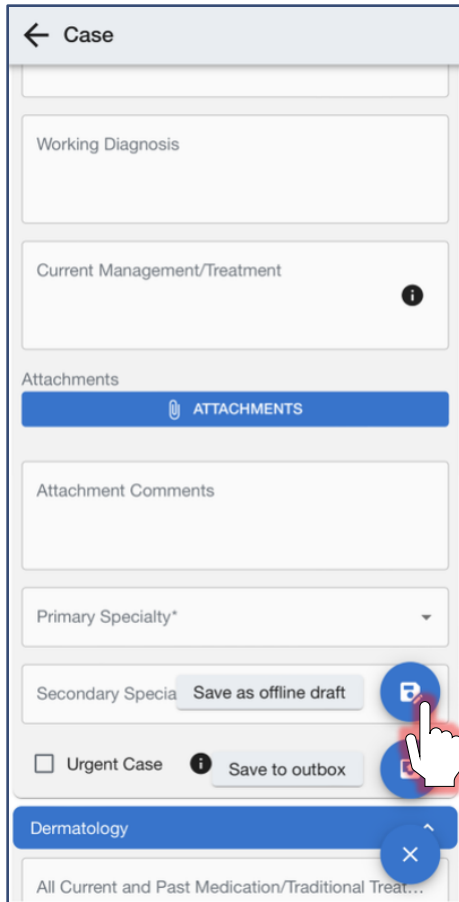


**Save to outbox**  
If your case is ready, save to outbox so it will automatically upload once you reconnect to the internet

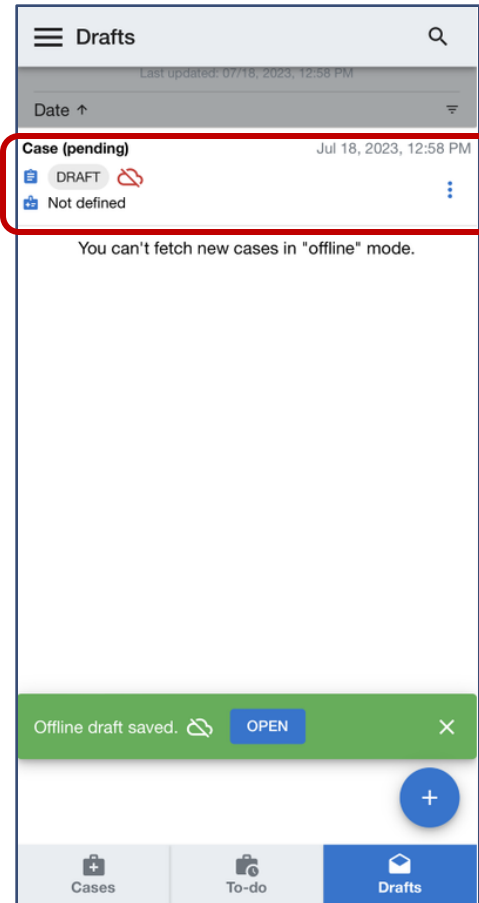
# SAVE AN OFFLINE DRAFT

Save an unfinished draft of your case to be completed later.

Select Save as offline draft



Your draft is saved to your Drafts folder.

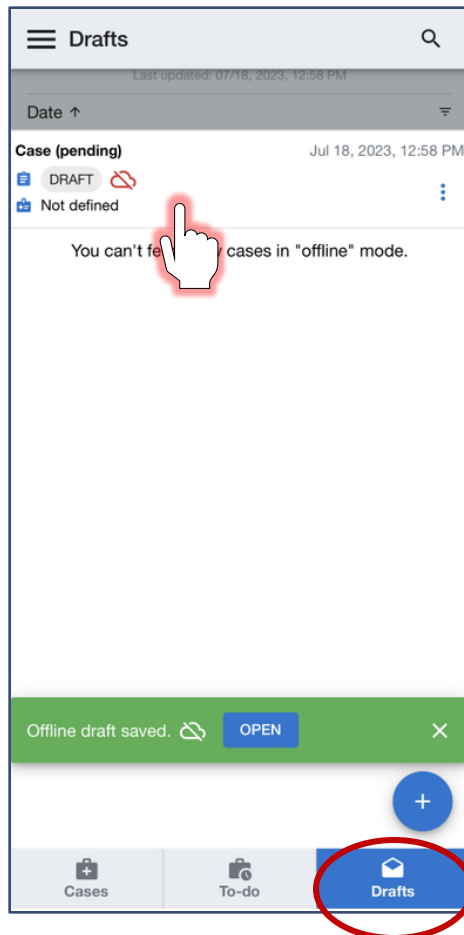


- Once your offline draft is saved, it can be found in your Drafts folder. Notice it does not have a case #, as it has not been submitted.
- You can return later to complete the draft, or delete it.
- Note the case must be submitted to receive a response – a draft can only be seen by you and has not been shared to a specialist.

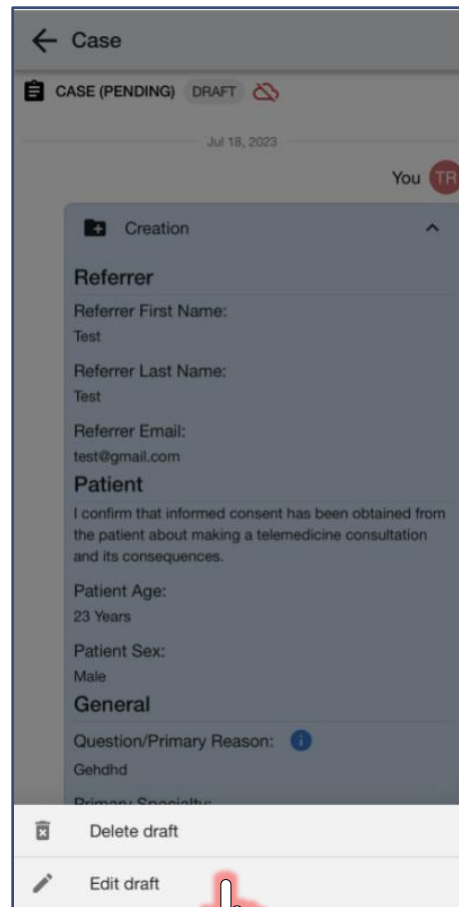
# CONTINUE AN OFFLINE DRAFT

Find your offline draft and continue the case.

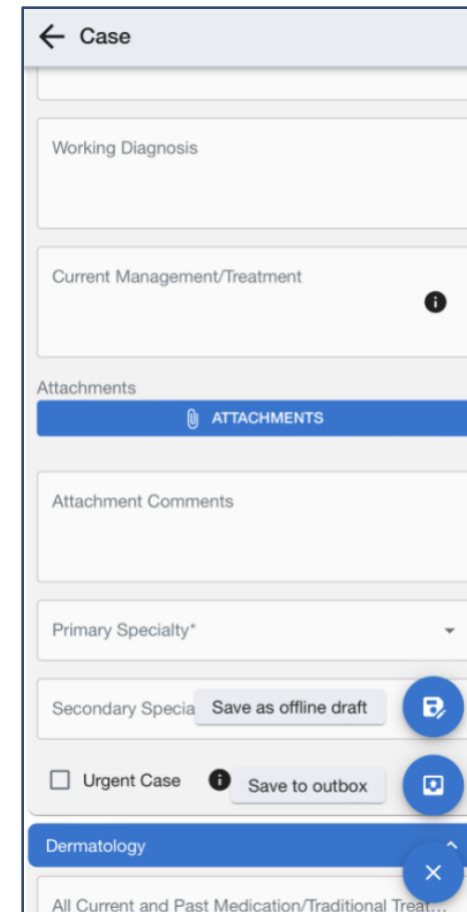
Locate your case in the Drafts folder.



Select Edit draft



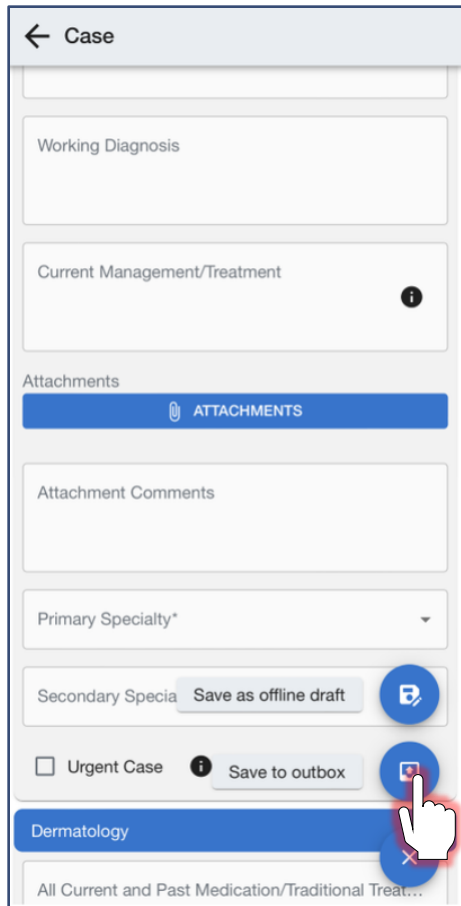
Continue writing your case, and then choose to: Delete, Save as offline draft, or save to outbox.



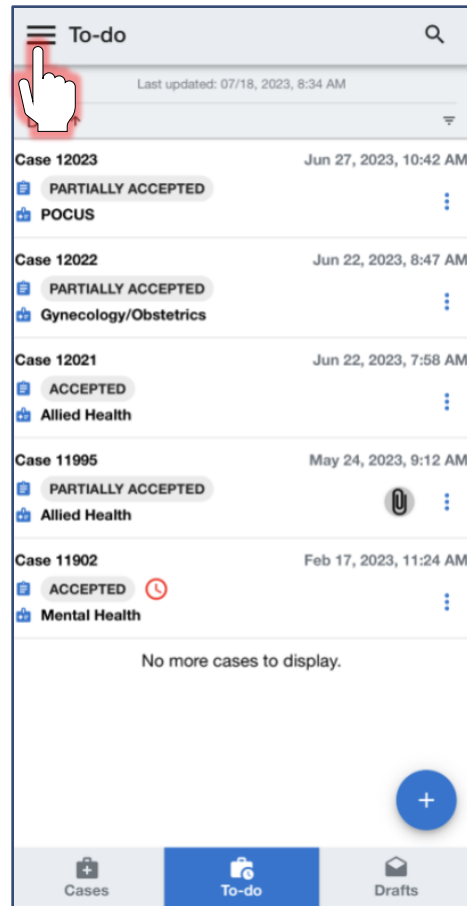
# SAVE TO OUTBOX

Save a completed case when offline.

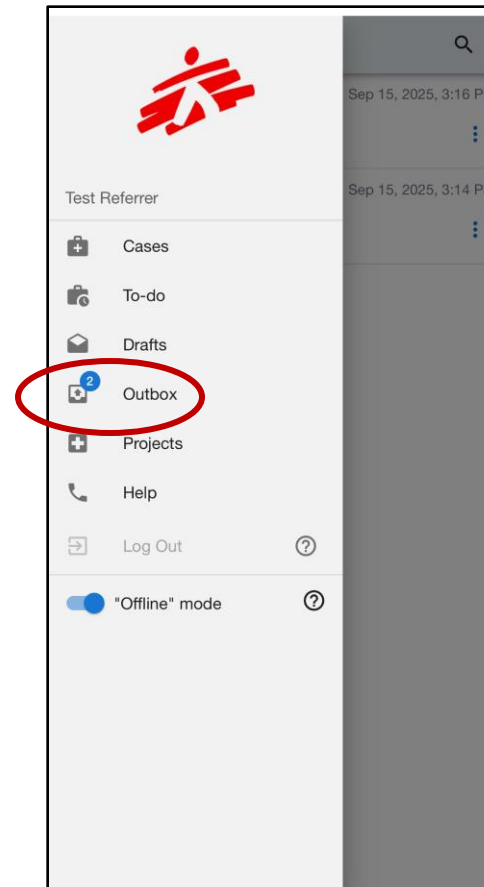
Select Save to outbox.



From the main page, select the Menu.



You can see your case is now saved to the Outbox.

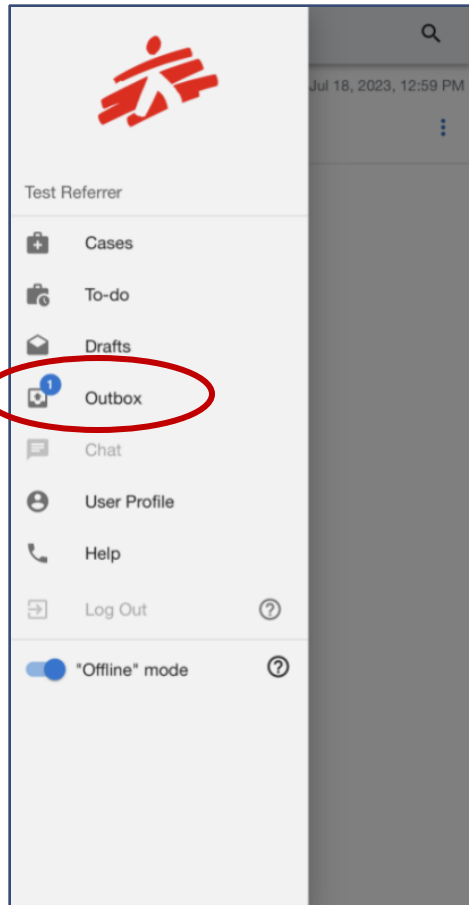



- Your completed case is now saved to your outbox, but is not yet submitted.
- Once you have internet connectivity, you can submit the completed case.

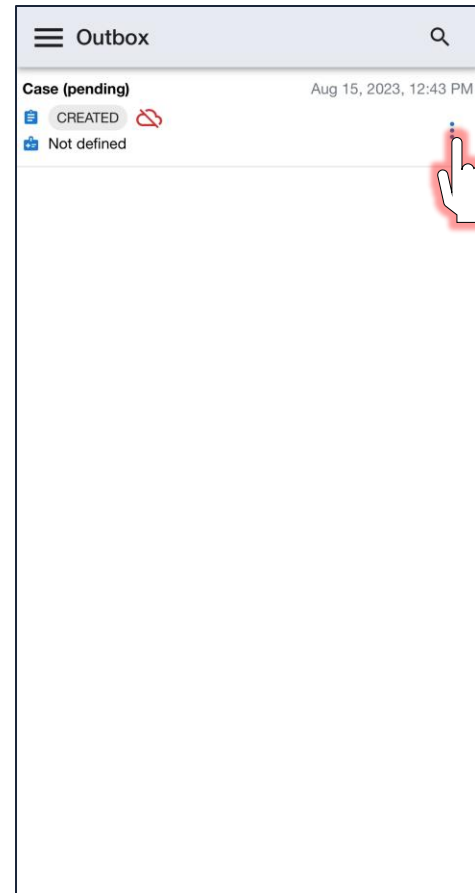
# DELETE CASES FROM OUTBOX

If you created an offline case by mistake or have an error, you can delete it. A case cannot be retrieved again once deleted.

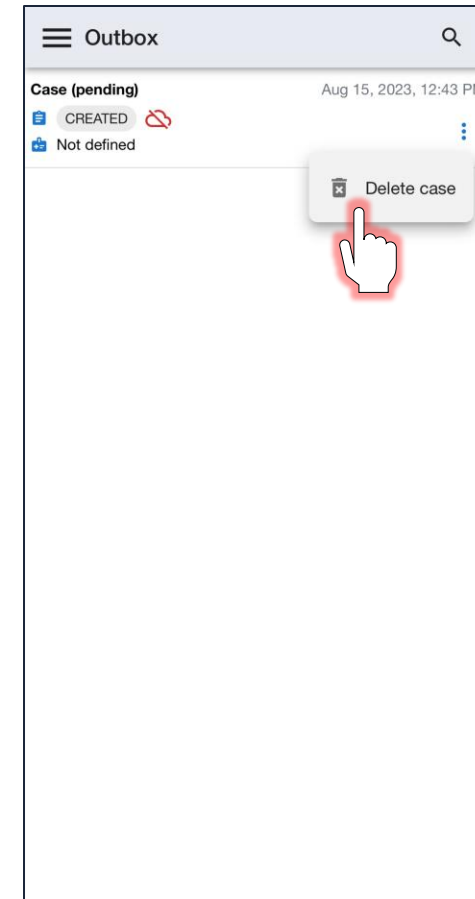
Open Menu and go to Outbox



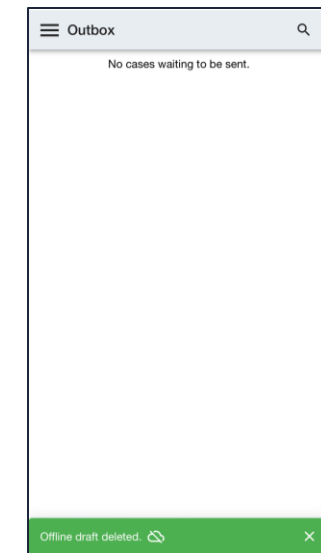
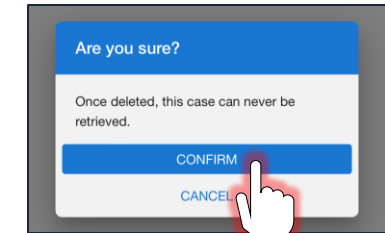
Go to Outbox and Click on  to open options.



Select Delete Case



Confirm that you would like to delete the case. A Green Bar will confirm the case is deleted and it will no longer be in the Outbox

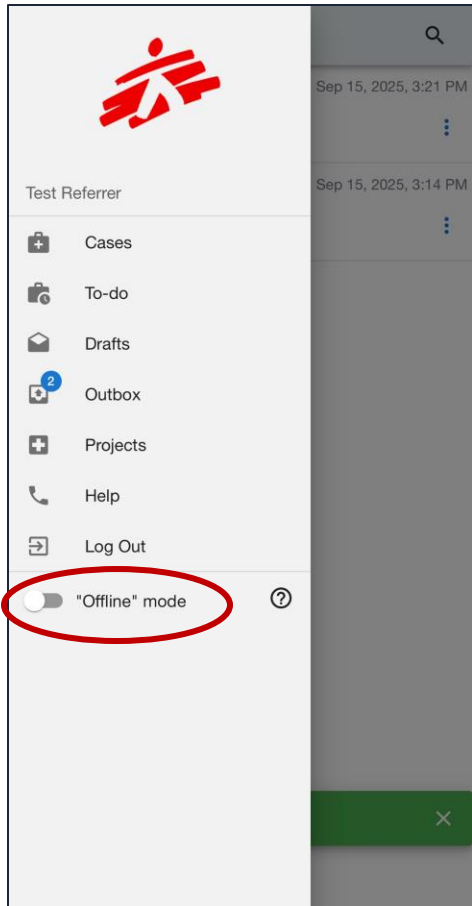


# SUBMIT CASES FROM OUTBOX

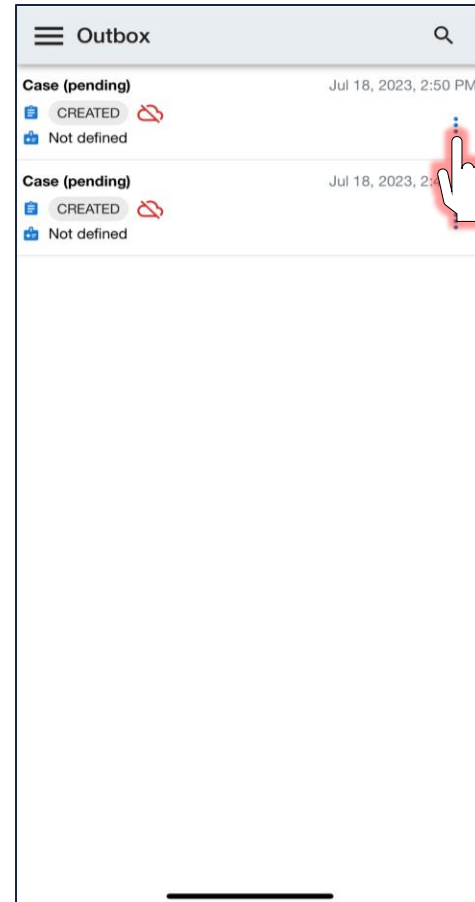


Submit a completed offline case saved in the Outbox when you have an internet connection.

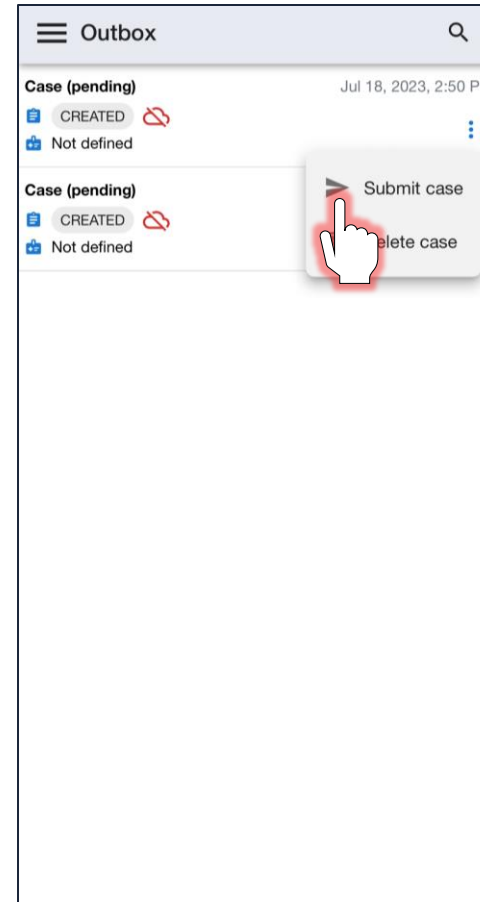
Open Menu and deactivate Offline mode



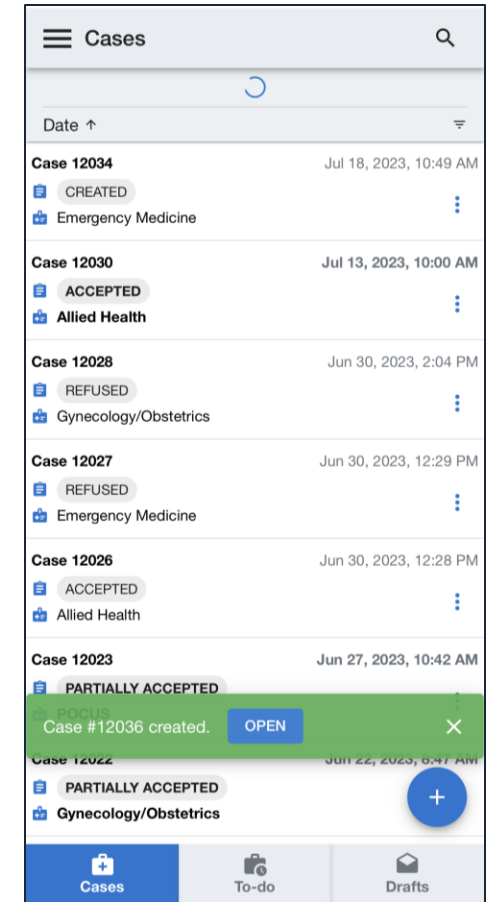
Go to Outbox and Click on ⋮ to open options.



Select Submit Case



A green bar confirms the case has been submitted



Support is available Monday to Friday. Inquiries submitted on weekends will be replied to the following workday.

Contact us for account requests, technical problems, or general questions.

[telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org)

