



# MSF Telemedicine Case Management Service

USER MANUAL FOR MSF STAFF

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If you encounter any difficulties while using the telemedicine platform 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 workday.

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

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



# GETTING STARTED



**REFERRER**

You. Healthcare staff in an MSF project location, the person who creates cases.



**CLINICAL CASE COORDINATOR**

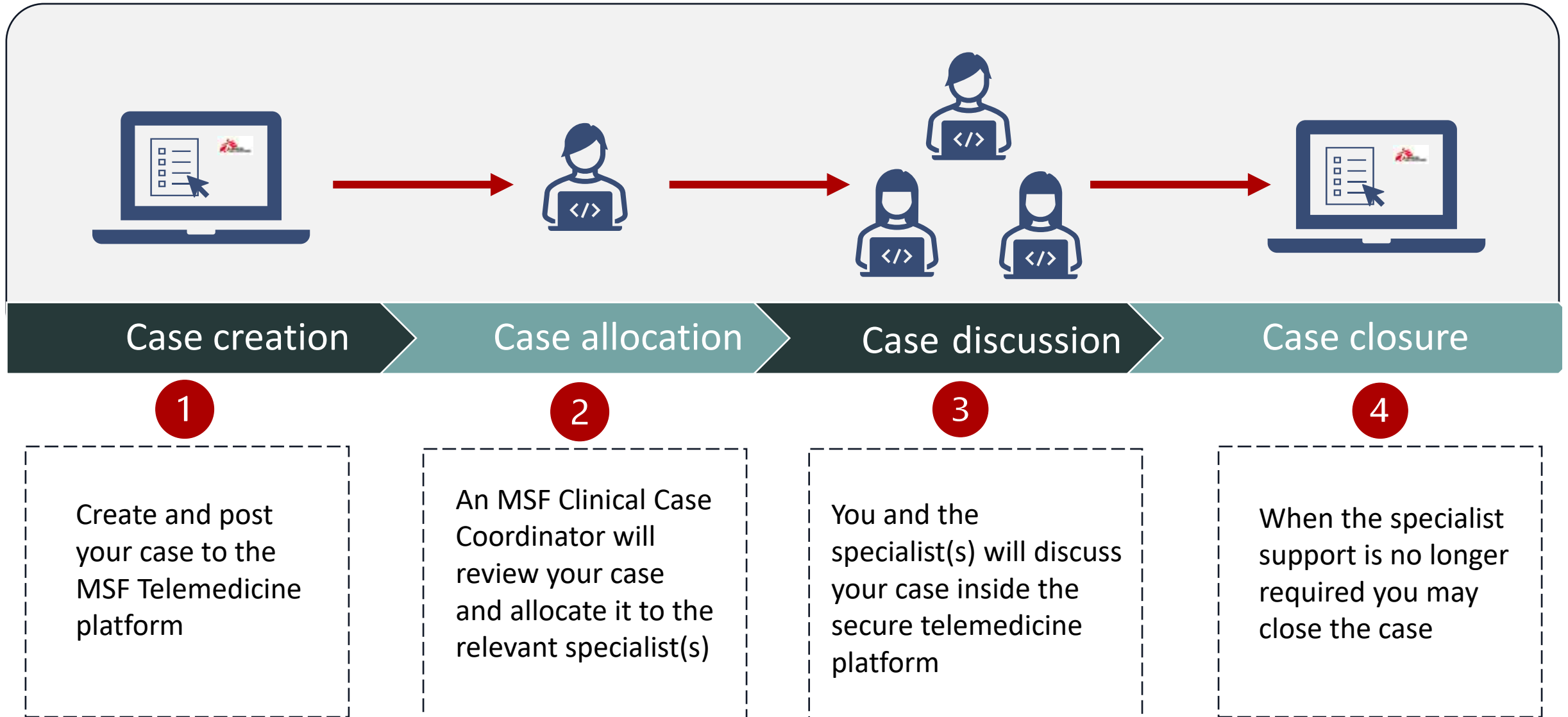
Members of MSF Telemedicine whose role is to manage telemedicine cases. They allocate cases to the relevant specialist(s).



**MEDICAL SPECIALIST**

The people who respond to your cases. They are experienced medical specialists who have been validated by MSF to volunteer with telemedicine.

# HOW DOES IT WORK?



What is the MSF Telemedicine platform?

A secure case management platform that provides MSF healthcare professionals access to expert clinical and medical advice on a case-by-case basis. Cases are posted to the platform along with relevant images and video files. Specialists are then assigned to cases and respond to questions through the online platform.

Who can use the platform?

Any MSF healthcare staff anywhere in the world can have access to this service. You will need internet access and an email address to have an account.

What cases can I post?

You may post any clinical case that requires support. The average response time for a case is 24 hours.

Who responds to cases?

Replies on cases may come from our pool of volunteer specialists or from Health Advisors or Medical Referents. Volunteers have been briefed on the MSF project contexts and MSF treatment protocols.

Please read the following information before posting your first case to the Telemedicine platform:

## **Patient consent:**

- A.** Prior to uploading a case to the Telemedicine platform you must obtain patient consent to share their case through telemedicine. This is because the patient's medical file is leaving the field site and sent online to specialists in other countries. MSF complies with GDPR regulations and medical confidentiality. The patient has the right to refuse this type of consultation.
- B.** The patient can also opt in to allow their case to be used in clinical research. If used, no patient identifying information is shared. This step is optional, you may still create the case on the platform if the patient declines clinical research participation.

## **Prepare your images and files:**

Medical confidentiality of patients remains crucial – ensure no direct patient identifiers (ex: name, address, contact information) are disclosed in the case, including in imaging. When including photos, ensure the patient's face is not visible unless medically relevant.

## **Expectations:**

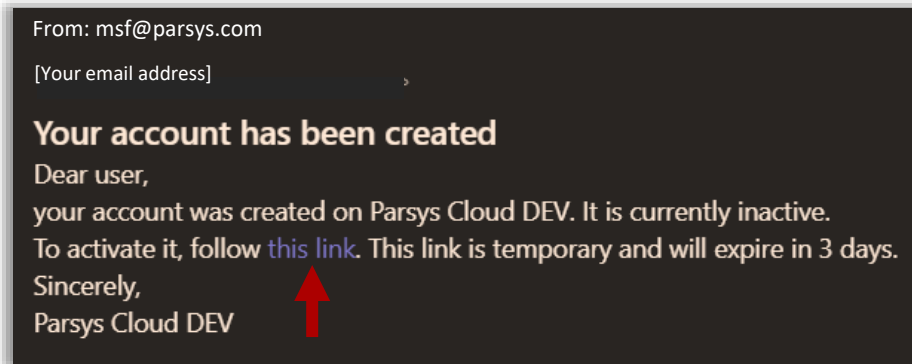
Our average time for a first response to a case is 24 hours, though it can vary depending on the amount of details provided, case complexity, and the types of medical subspecialty needed.

# ACTIVATING YOUR ACCOUNT



- 1 When your account is created you will receive an email from [msf@parsys.com](mailto:msf@parsys.com). Click on the link in the email.

The telemedicine platform will open in your default web browser (Chrome/Firefox/Safari)




- 2 Type in a password of your choosing. Click *Submit*

Please choose your new password:

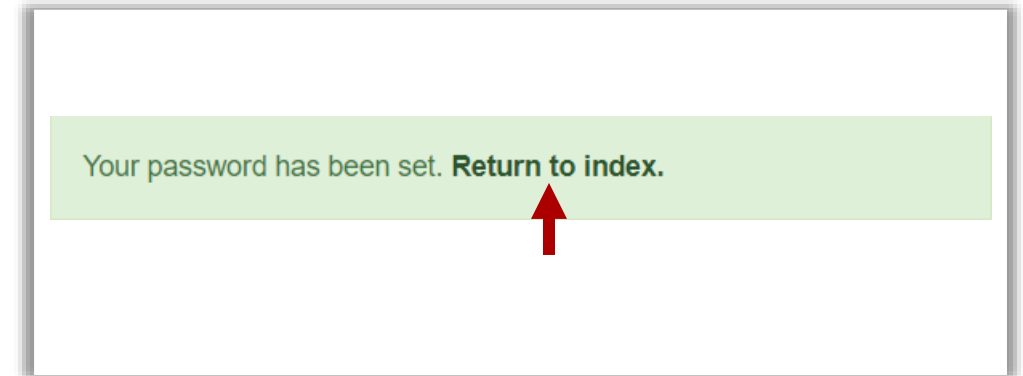
Login  
[Your username is visible here]

Password \*

Confirm password \*

 Submit


- 3 Click *Return to index*




- 4 Sign in to your account, this completes the activation

Login

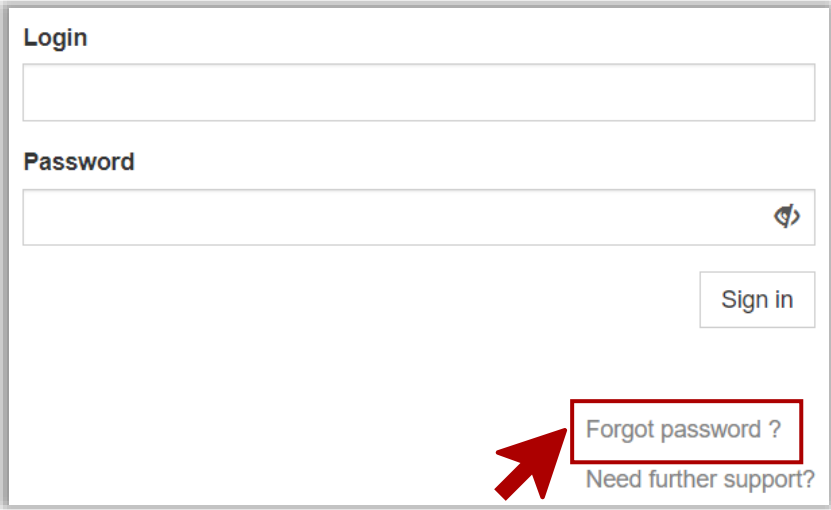
Password

 Sign in

# FORGOT YOUR PASSWORD?

 You can reset your own password to gain immediate access to the platform.

1



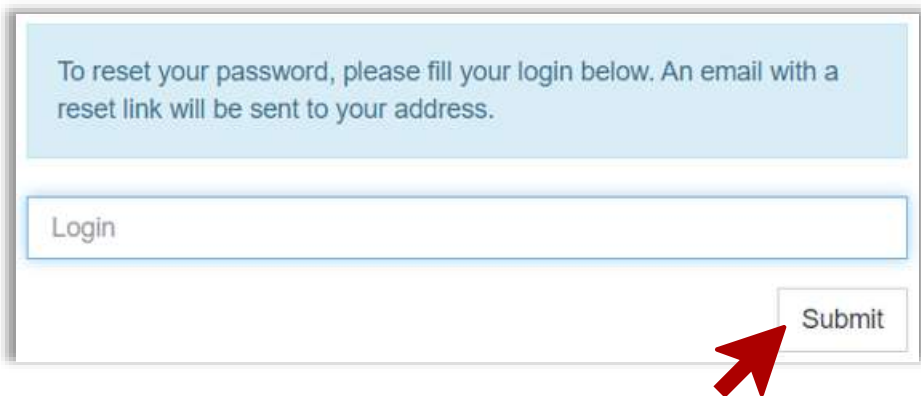
Login

Password

Sign in

Forgot password ?  
Need further support?

2 Type your user (login) name, which is also your email address.




To reset your password, please fill your login below. An email with a reset link will be sent to your address.

Login

Submit

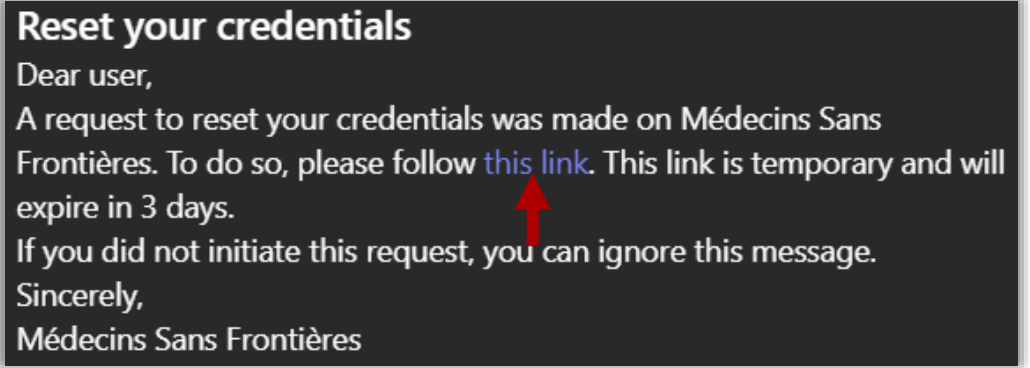
3



If your account exists and you're not a user manager, an email was sent to your address with a reset link. Please follow the link it contains and reset your credentials. **Return to index.**

4 Within 5 minutes you will receive an email from [msf@parsys.com](mailto:msf@parsys.com). Click on the link and choose a new password.

## Reset your credentials



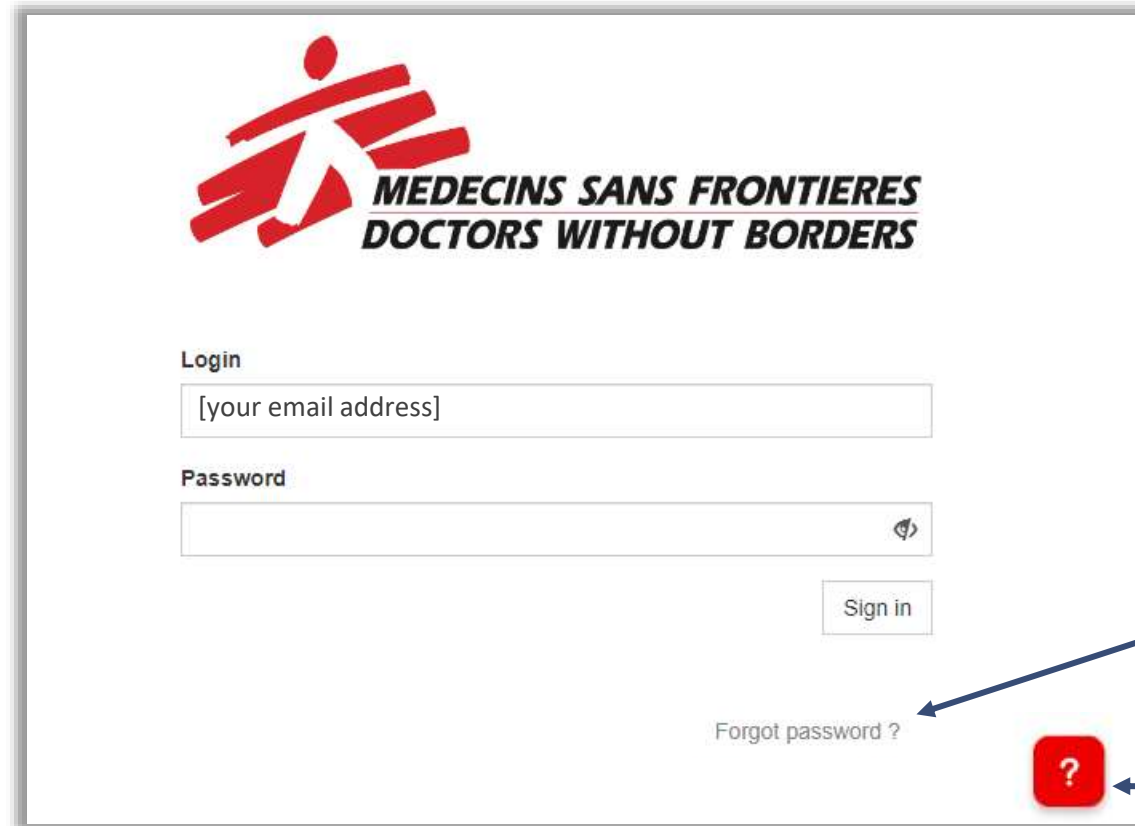
Dear user,  
A request to reset your credentials was made on Médecins Sans Frontières. To do so, please follow [this link](#). This link is temporary and will expire in 3 days.  
If you did not initiate this request, you can ignore this message.  
Sincerely,  
Médecins Sans Frontières

5 Choose a new password and log in to the platform. You will now have full access.



# NAVIGATING THE PLATFORM

The telemedicine platform: [Connect.telemed.msf.org](https://connect.telemed.msf.org)



The screenshot shows the login interface for Medecins Sans Frontieres. At the top left is the MSF logo, a stylized red figure with arms raised, followed by the text "MEDECINS SANS FRONTIERES" and "DOCTORS WITHOUT BORDERS". Below the logo are two input fields: "Login" with a placeholder "[your email address]" and "Password" with a toggle icon on the right. A "Sign in" button is positioned to the right of the password field. At the bottom right of the form area, there is a "Forgot password ?" link and a red square button with a white question mark.

If you forget your password you can reset it here. (page 10)

To email our Helpdesk click here



If you cannot remember your password, you can quickly reset it yourself by using the “Forgot password ?” function. Note that after 8 incorrect password attempts your account will lock for security reasons. If your account is locked, please [email Helpdesk](#) so an Administrator can unlock the account.

# MAIN PAGE: TO-DO



When you login to the platform you will see your TO-DO page which shows all cases requiring an action. To view all the cases from your project click on the CASES tab.

Start a new case.  
(See page 16)

The CASES tab shows all cases created in your project

Grey shows this case is a saved DRAFT and can still be edited. It has not yet been posted.

User profile  
(page 14)

ID	Creation	Initial CCC	Last CCC	Primary Specialty	Last Message	Status	Accepted
11843	26/08/2022, 18:04					Draft	
1776	14/10/2022, 21:54	Test CCC	Test CCC	Infectious Diseases	18/10/2022, 18:35	Created	
11864	03/10/2022, 19:20	Test CCC	Test CCC	Infectious Diseases	03/10/2022, 19:30	Partially accepted	1/2
11645	19/05/2022, 18:36	Test CCC	Test CCC	Allied Health	02/08/2022, 13:12	Refused	
11642	13/05/2022, 21:28	Test CCC	Test CCC	Infectious Diseases	19/08/2022, 19:39	Closed	1/1

Case number

Shows the Clinical Case Coordinators monitoring your case. They will allocate your case to the relevant specialists.

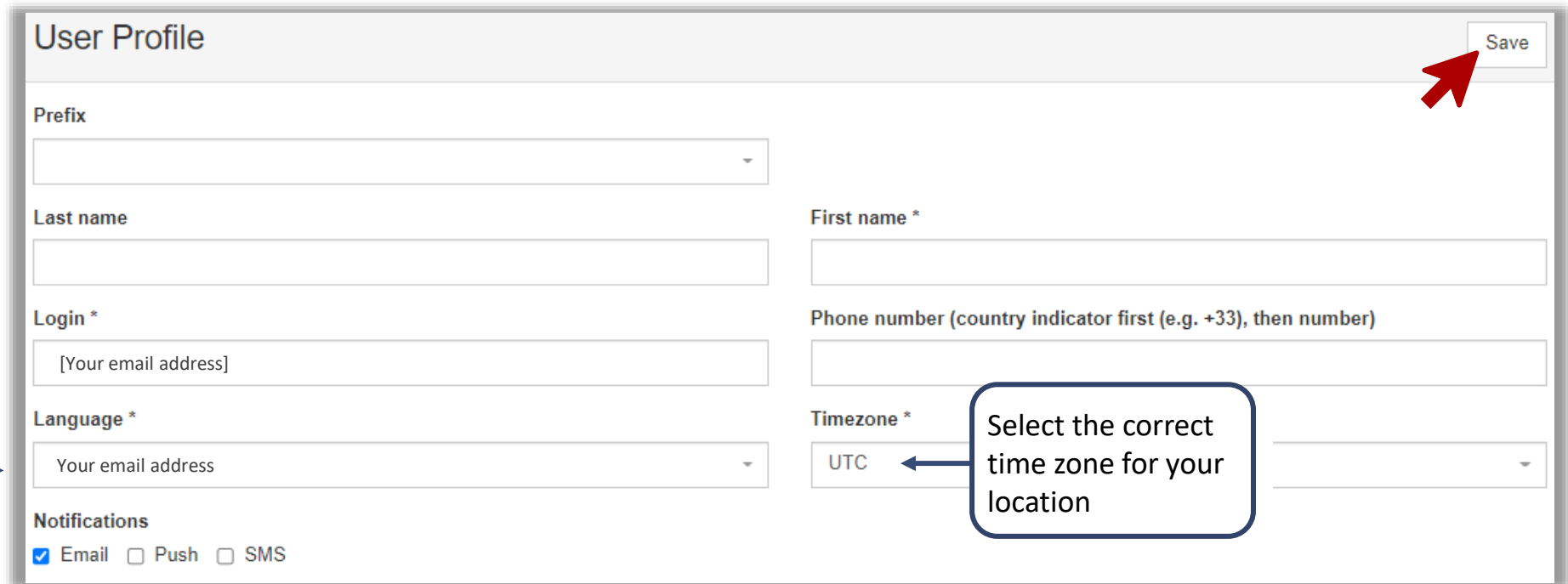
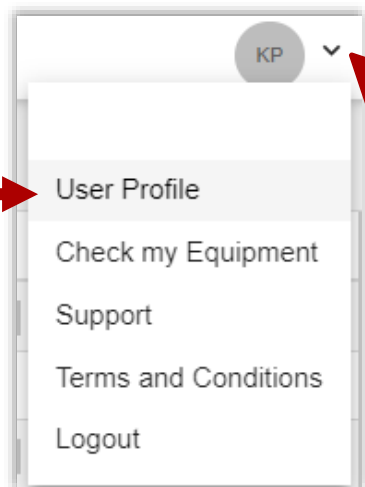
Indicates there is a new message in this case

Case status  
(page 31)

Set yourself a reminder.  
(page 29)



From the main page select “User Profile” from the drop down menu at the top right of your screen. This information was filled out by an administrator when your account was created. Here you can choose to view the platform in either English or French.



A screenshot of the 'User Profile' form. The form has a title bar with 'User Profile' and a 'Save' button. The form contains several fields: 'Prefix' (dropdown), 'Last name' (text), 'First name \*' (text), 'Login \*' (text with placeholder '[Your email address]'), 'Phone number (country indicator first (e.g. +33), then number)' (text), 'Language \*' (dropdown with 'Your email address' selected), and 'Timezone \*' (dropdown with 'UTC' selected). At the bottom, there is a 'Notifications' section with checkboxes for 'Email' (checked), 'Push', and 'SMS'. A red arrow points to the 'Save' button.


You can choose the view the platform in English or French

Select the correct time zone for your location

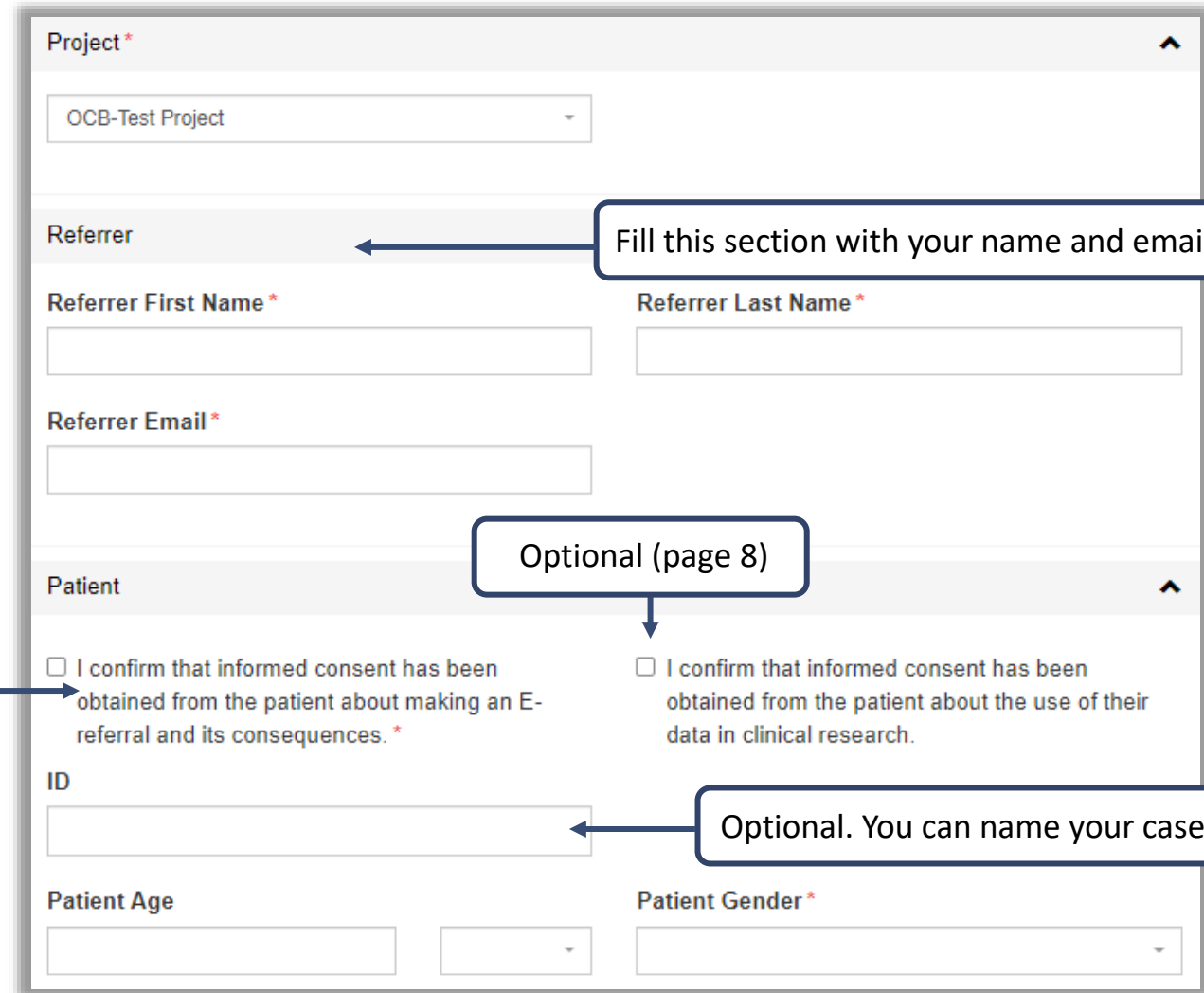


# CREATING A CASE

# CREATING A CASE 1/2

 Remember to obtain patient consent and prepare your images before creating your case. (page 8)

Click the + CASE button



The screenshot shows a form titled 'Project \*' with a dropdown menu set to 'OCB-Test Project'. Below this is a 'Referrer' section with three fields: 'Referrer First Name \*', 'Referrer Last Name \*', and 'Referrer Email \*'. A blue box with an arrow points to this section with the text 'Fill this section with your name and email address'. The 'Patient' section follows, containing two checkboxes for informed consent: 'I confirm that informed consent has been obtained from the patient about making an E-referral and its consequences. \*' and 'I confirm that informed consent has been obtained from the patient about the use of their data in clinical research.' A blue box with an arrow points to the second checkbox with the text 'Optional (page 8)'. Below the checkboxes is an 'ID' field, a 'Patient Age' field, and a 'Patient Gender \*' dropdown menu. A blue box with an arrow points to the 'ID' field with the text 'Optional. You can name your case'.

You MUST obtain patient consent before creating the case (page 8)

 A red asterix \* indicates the field is mandatory to fill

# CREATING A CASE 2/2



General

Question/Primary Reason ⓘ **Hover your mouse over the ⓘ for helpful tips**

Patient Weight  kg

Presenting Complaint **Provide as much detail as you can in all fields**

History of Presenting Complaint

Past Medical History ⓘ **To expand the box click on the corner and drag down to resize**

Primary Specialty \*

Secondary Specialty

Urgency  
 Urgent

Dermatology ▼  
Pediatrics ▼  
Psychiatry ▼

**If your case involves dermatology, pediatrics, gynecology, or psychiatry click the arrow to provide additional information**

MEDECINS SANS FRONTIERES  
DOCTORS WITHOUT BORDERS

CASES TO-DO MISSIONS PROJECTS

CANCEL SAVE SUBMIT Case

At the top right of your screen :

- **SAVE** the case as a draft to finish it later (page 27)
- **SUBMIT** the case to telemedicine for a response



# WORKING ON A CASE

When an update is made to a case you will receive a notification by email prompting you to login and view your case.



Email notifications are always sent from [msf@parsys.com](mailto:msf@parsys.com)

**msf@parsys.com on behalf of MSF** Monday 13:30  
To [Your email address]  
**URGENT: Case Updated - 11864 has been updated with a new comment**  
Dear Test Referrer,  
Test Specialist 1 has just added a comment to case #11864.  
Please follow [this link](#) to view the response.  
Thank you,  
**MSF**

- Email notifications are sent when someone tags you in a case comment.
- If you are unable to check emails regularly please login to the platform often to check for updates to your case.
- You cannot reply to this email address. **Questions should always be sent to [telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org)**

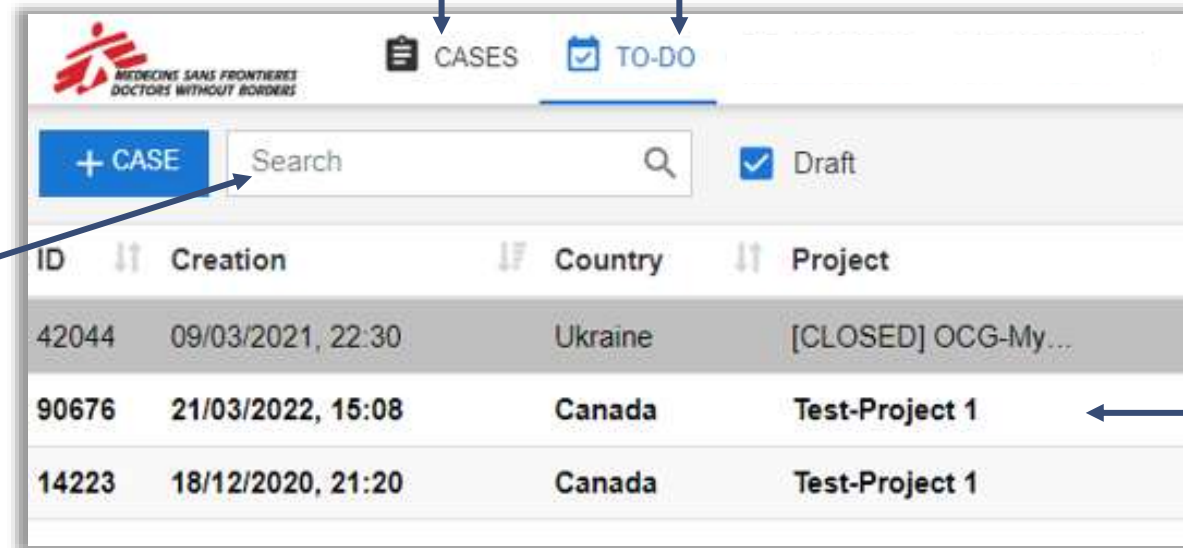
# OPEN AN EXISTING CASE

You can search and open current or old cases as necessary.

The CASES tab will list all the cases created in your project

The TO-DO tab will show only cases that have recently been updated

Use the search bar to look up a case by number or date



ID	Creation	Country	Project
42044	09/03/2021, 22:30	Ukraine	[CLOSED] OCG-My...
90676	21/03/2022, 15:08	Canada	Test-Project 1
14223	18/12/2020, 21:20	Canada	Test-Project 1

Click on any case you wish to open

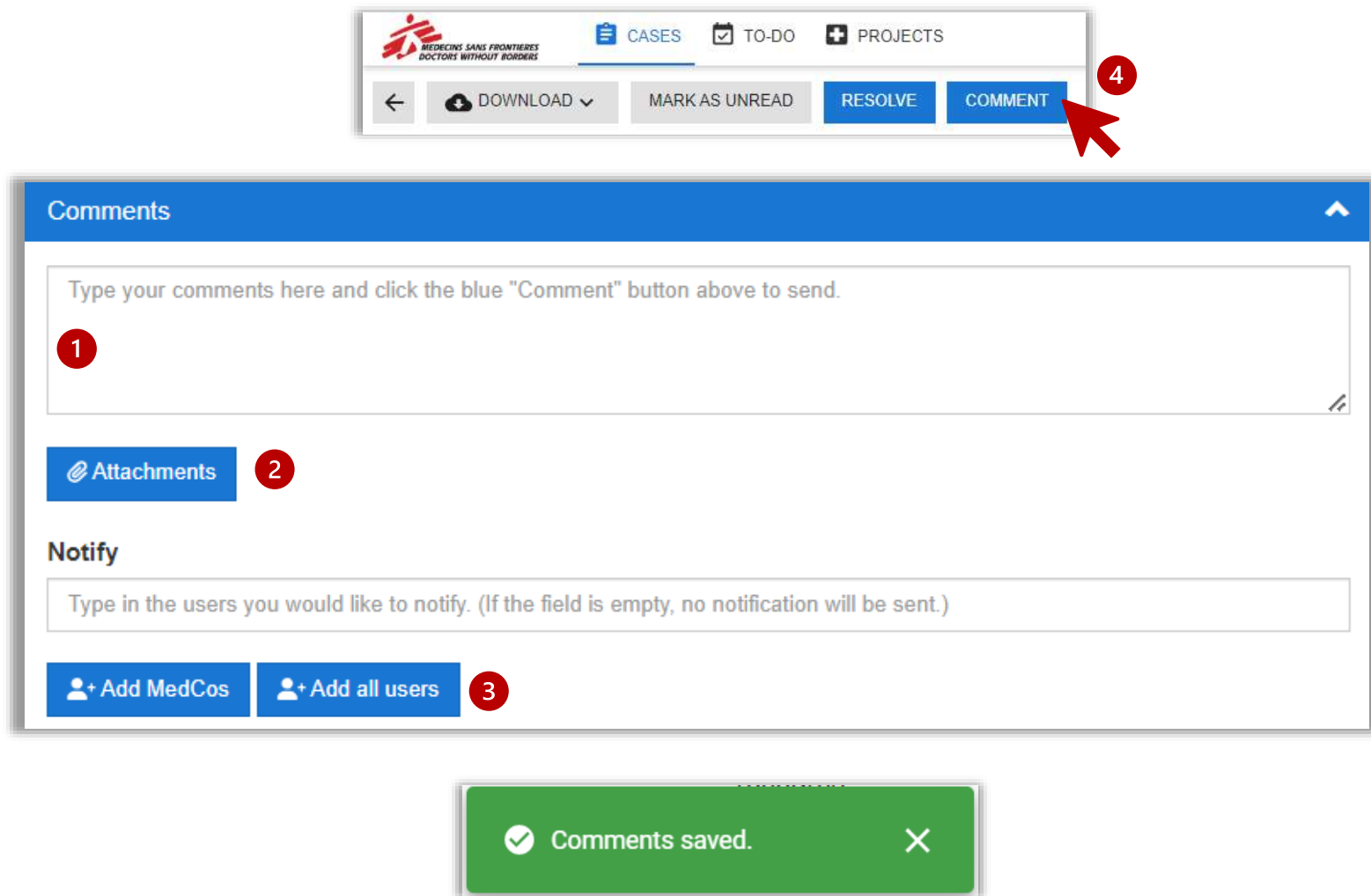
**To open any case:** Find the case you need, and simply click on the case. It will open and you will see the case details. Scroll down the page to read the comments on the case or view any attachments.

# ADDING A COMMENT

When discussing your case with the specialist(s) you will update the case with new comments.

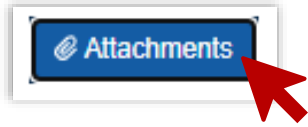
- 1 Scroll to the bottom of your case to find the *COMMENT* box. Type your update.
- 2 Add necessary attachments. (page 22)
- 3 Choose who should receive an email notifying them of your update. ADD ALL USERS to alert everyone on the case (this is the default setting) or choose a single person from the drop-down menu.  
*\*You can also invite your Medco to view the case with the ADD MEDCO button.*

- 4 Save your comment. If your attachments are large files this may take several minutes.



# ADDING ATTACHMENTS

- 1 In the comments section of the case, click the blue *Attachments* button



2

Drop files here, [browse files](#) or import from:

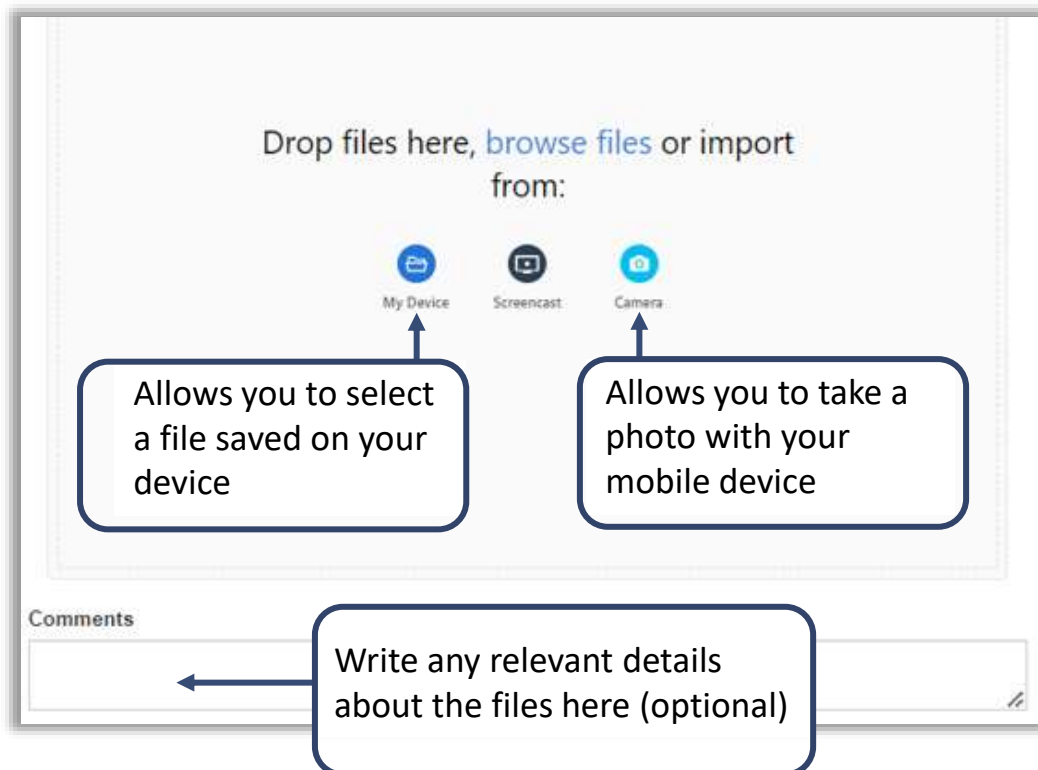
My Device   Screencast   Camera

Allows you to select a file saved on your device

Allows you to take a photo with your mobile device

Write any relevant details about the files here (optional)

Comments

A screenshot of the file selection interface. It shows a drop zone with three options: "My Device", "Screencast", and "Camera". Below these are callout boxes explaining each option. At the bottom, there is a "Comments" section with a text input field and a callout box for writing details.

- 3 Select the file you need. You will see a preview of the file in the case.

Attachments

Cancel   1 file selected   + Add more

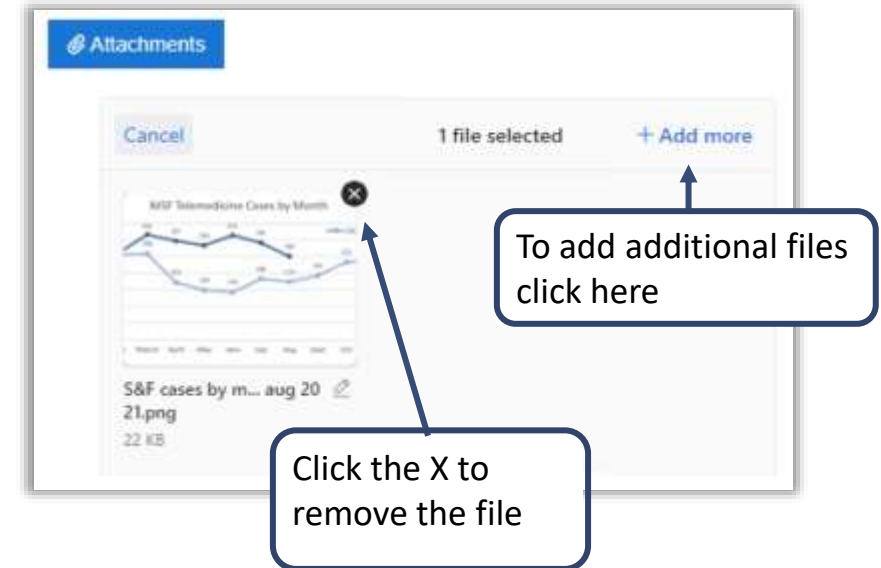
M&F Telemedicine Cases by Month

S&F cases by m... aug 20

21.png  
22 KB

To add additional files click here

Click the X to remove the file

A screenshot of the "Attachments" modal. It shows a selected file "21.png" with a preview of a line chart titled "M&F Telemedicine Cases by Month". Callout boxes point to the "X" icon to remove the file and the "+ Add more" button to add additional files.


- 4 Add text to the comment box and click *COMMENT* at the top of your screen to save.

←   DOWNLOAD   MARK AS UNREAD   RESOLVE   COMMENT

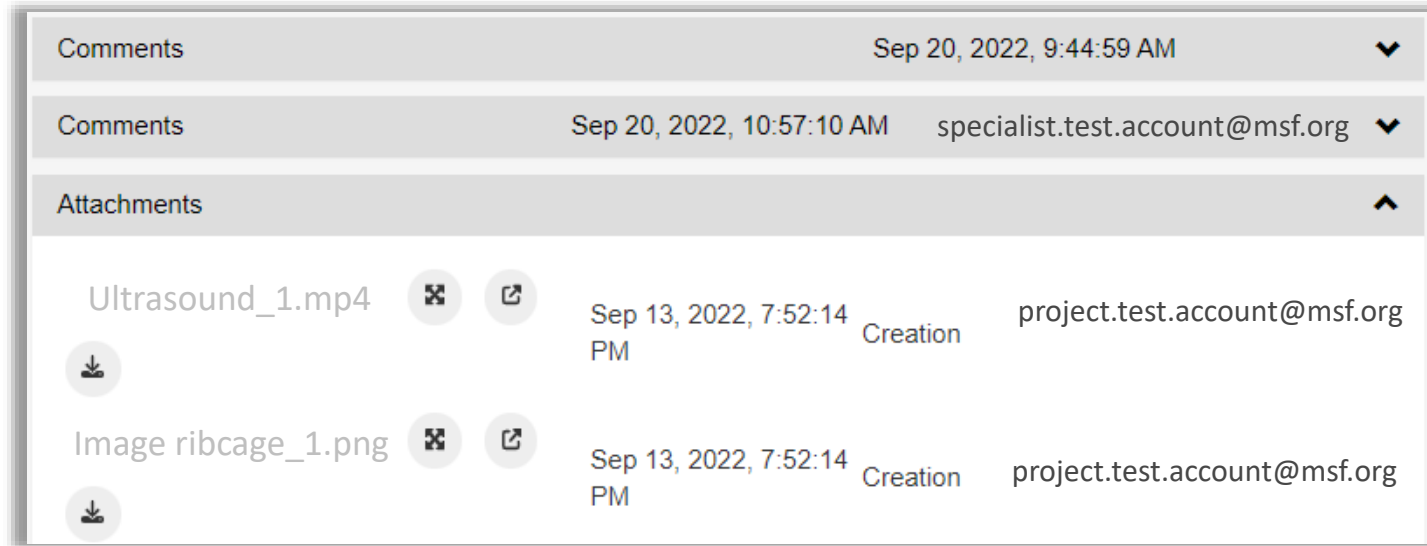
Comments

Image added

Comments saved.

A screenshot of the comment saving interface. At the top, there is a navigation bar with buttons for "DOWNLOAD", "MARK AS UNREAD", "RESOLVE", and "COMMENT". Below this is a "Comments" section with a text input field containing "Image added". At the bottom, a green notification banner says "Comments saved." with a checkmark icon and a close button.

Inside the case, scroll down to the bottom of the comments until you see the Attachments bar:



Opens the image/file for viewing inside the case. Click outside the image on your screen to exit.



Opens the image/file for viewing in a new tab in your browser. Click on the image to zoom in.



Download the image/file and save it to your device.

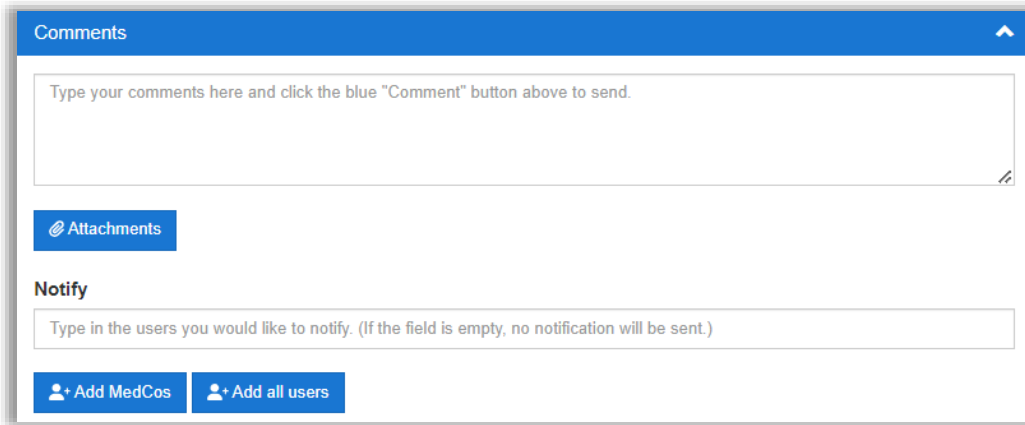


# ENDING A CASE

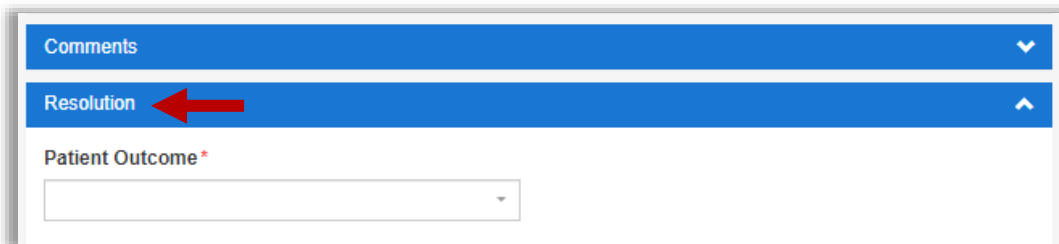
# CLOSING A CASE

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

- 1 Add a comment to your case updating the specialist(s) on the patient – they are interested in the outcome.



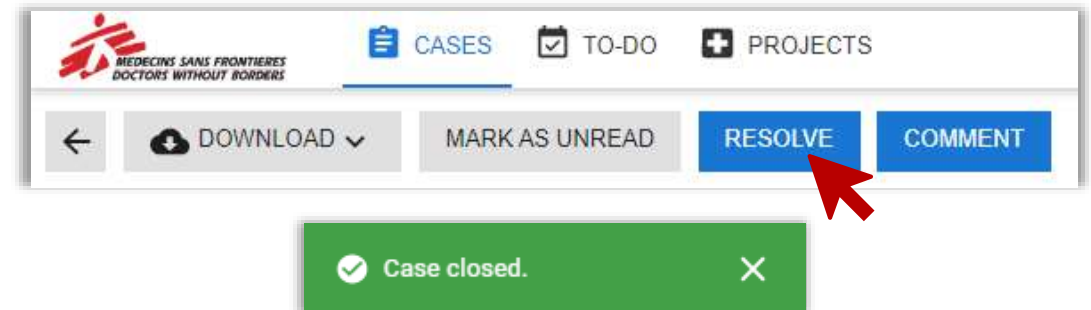
- 2 Scroll to bottom of your case and find the “Resolution” section.



- 3 Answer the 4 questions. If you choose “other” write a text response.



- 4 At the top left of your screen click *RESOLVE*. This will close the case and no further updates can be made.



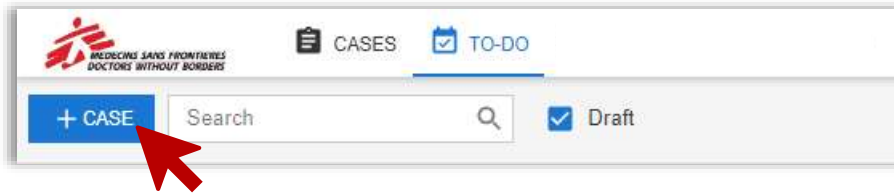


# ADDITIONAL FUNCTIONS

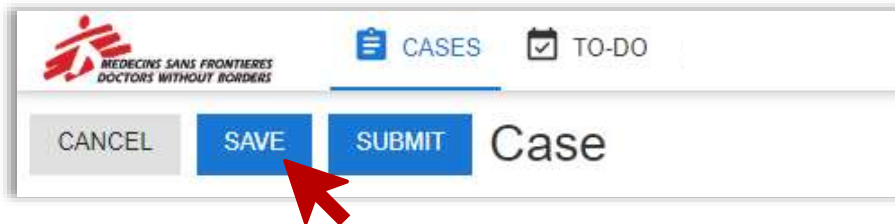
# SAVING A DRAFT

You may start a case and then save a draft to complete and submit later.

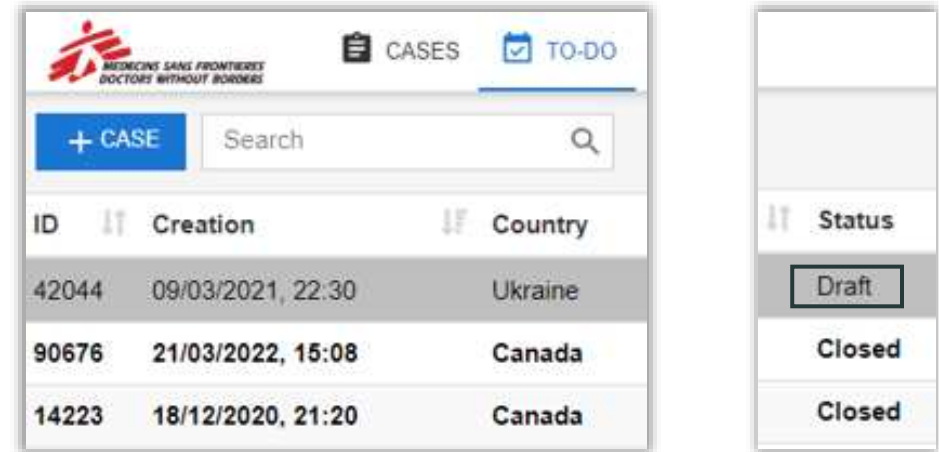
1 Start your case as usual.



2 At top left of your screen click "SAVE". A green box will pop up once your case successfully saves.



3 Once saved, your case will show on your TO-DO list in grey with the status marked as DRAFT.



4 You may open and finish the case as needed. Once complete submit as usual.

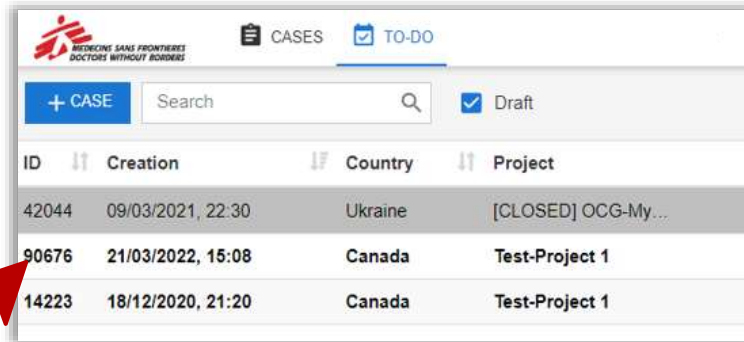


If you lose internet connection while submitting a case it will automatically save as a draft.

# CONTINUE A CLOSED CASE

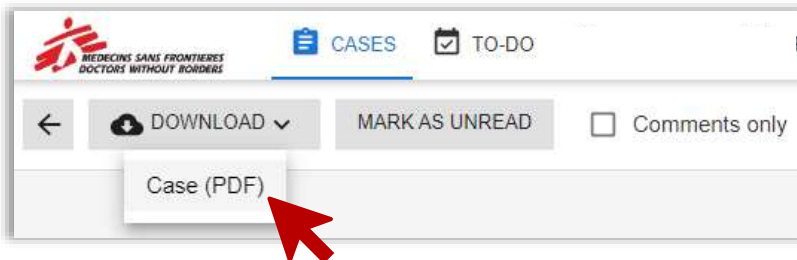
Once a case is closed no additional information can be added. However, you can create a new case and attach a download of the patient's previous case as reference.

1 Open the previous (closed) case



ID	Creation	Country	Project
42044	09/03/2021, 22:30	Ukraine	[CLOSED] OCG-My...
90676	21/03/2022, 15:08	Canada	Test-Project 1
14223	18/12/2020, 21:20	Canada	Test-Project 1

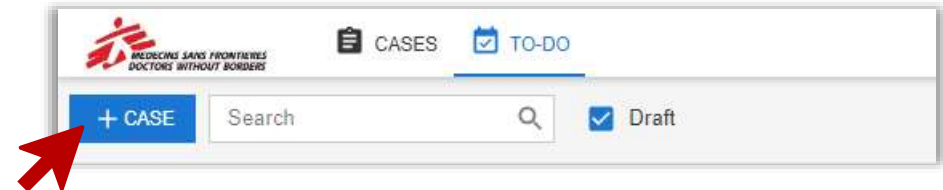
2 At the top left of the page click 'Download' and then 'Case (PDF)'.



3 The PDF of your case will open in your browser. Click the download button and choose where to save your download.



4 Go to your To-Do tab and start a new case



5 Upload the case PDF as an attachment to the new case (page 22). The PDF download contains all case details and comments.




**Attachments:** You can also download attachments/files from the closed case, and re-upload them to the new case.

# SETTING A PERSONAL REMINDER

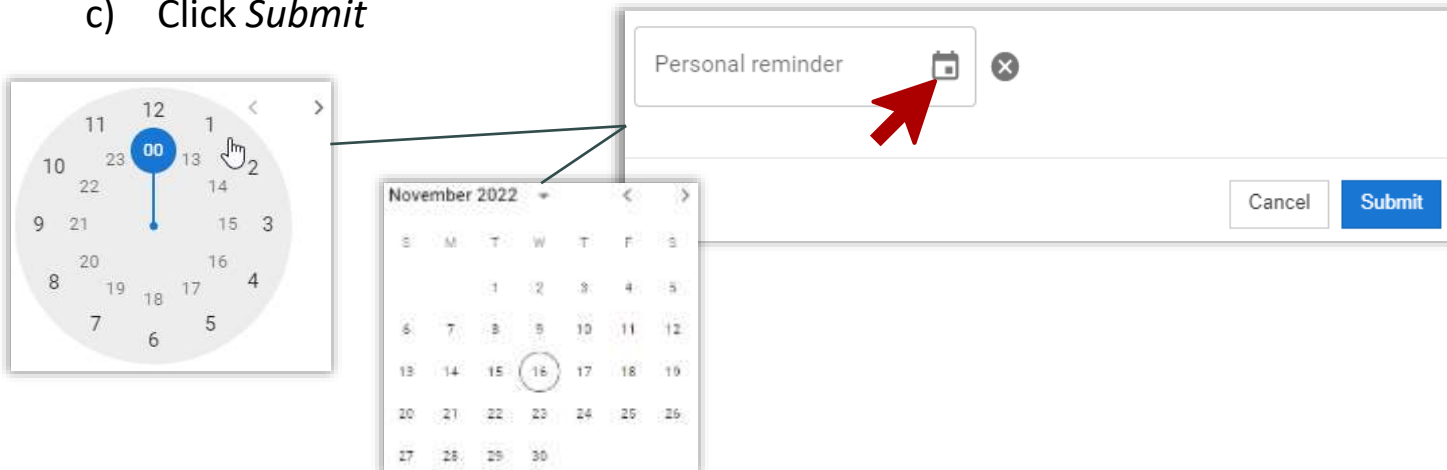


Before setting a personal reminder be sure your user profile has the correct time zone. See page 14 for where to locate your user profile and make changes.

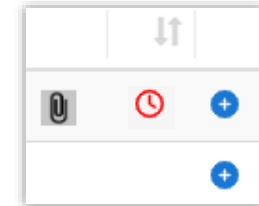
- 1 In your CASES or TO-DO tab locate the case you wish to set a reminder for and click the  button.



- 2 Click the *Personal Reminder* box
  - a) Choose the date of your reminder on the calendar. Click *OK*.
  - b) Choose the time of your reminder on the clock. Click *OK*.
  - c) Click *Submit*



- 3 Once the reminder date and time is reached, an email will be sent to you with the subject line “REMINDER: Follow up required on [case#]” and the reminder icon will turn red.



Note the reminder will be sent to the same email address registered with your account (your username).



EXTRAS

On your Cases and To-Do list you will notice each case has a status. You do not need to take any action; this information is for the Clinical Case Coordinators monitoring the cases.

Status	Accepted
Draft	
Created	
Accepted	2/2
Accepted	1/1
Accepted	2/2
Partially refused	1/3
Closed	2/2
Closed	1/1

**DRAFT** – You have saved the case to complete later. It has not yet been uploaded – submit the case to receive a response.

**CREATED** – The case has been uploaded. A Clinical Case Coordinator will now review it and allocate to the relevant specialist(s).

**ACCEPTED** – The specialist(s) have accepted the case – a response is on the way.

**REFUSED** – The specialist(s) refused the case – it will be re-allocated to another specialist.

**PARTIALLY ACCEPTED/REFUSED** – The case was allocated to multiple specialists, some have accepted, and some have refused. The Clinical Case Coordinator will re-allocate as needed.

**CLOSED** – When you close the case, the status will update.



Remember you do not need to take action; this information is for Clinical Case Coordinators following cases.

# of specialists who accepted the case/# of specialists it was allocated to

If your project has slow internet, you may notice it's difficult to add attachments to new or on-going cases.

## CASE CREATION FAILURE

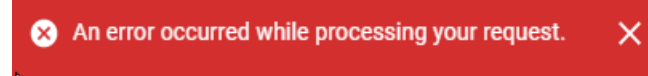


If uploading a case with attachments and it fails, try creating the case without any attachments.

- 1 Find the draft of your case on your TO-DO list. It will have automatically saved as a draft. Review case to ensure it is complete and SUBMIT.
- 2 From your TO-DO list, open the case. Scroll down to the COMMENTS section and add the attachments. (page 22)

Why? Adding the attachments after case creation will use less bandwidth.

## MULTIPLE ATTACHMENTS FAILURE



If uploading multiple attachments fails due to poor internet, upload them individually to the case.

- 1 From your TO-DO list, open the case. Scroll down to the COMMENTS section and add a single attachment. (page 22)
- 2 Repeat this process for each file until you have added all attachments.

Why? Adding the attachments one at a time will use less bandwidth.

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)



Welcome to MSF Telemedicine