



# MSF Telemedicine Case Management Service

USER MANUAL FOR SPECIALISTS

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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 any technical problems or general questions.

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



# GETTING STARTED

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 uses the Telemedicine platform?

Any MSF healthcare staff anywhere in the world can have access to this service. Only an internet Connection and a computer/mobile device are needed.

What cases are posted?

Many of our staff work in remote settings where access to local specialists or a second opinion is not always possible. Any patient case where needs extra support with diagnosis or treatment can be posted to the MSF telemedicine platform. We do not support emergency cases on this platform, though you may occasionally see a time-sensitive case.

Who are the Clinical Case Coordinators?

They connect staff based in MSF project locations to our world-wide network of medical specialists through the Telemedicine platform. They work in shifts to manage cases through their life cycle, allocating them to the appropriate specialist(s) in a timely manner and following cases from start to close.



## REFERRER

Are medical staff in an MSF project location. They treat patients and are the ones who post cases.



## CLINICAL CASE COORDINATOR

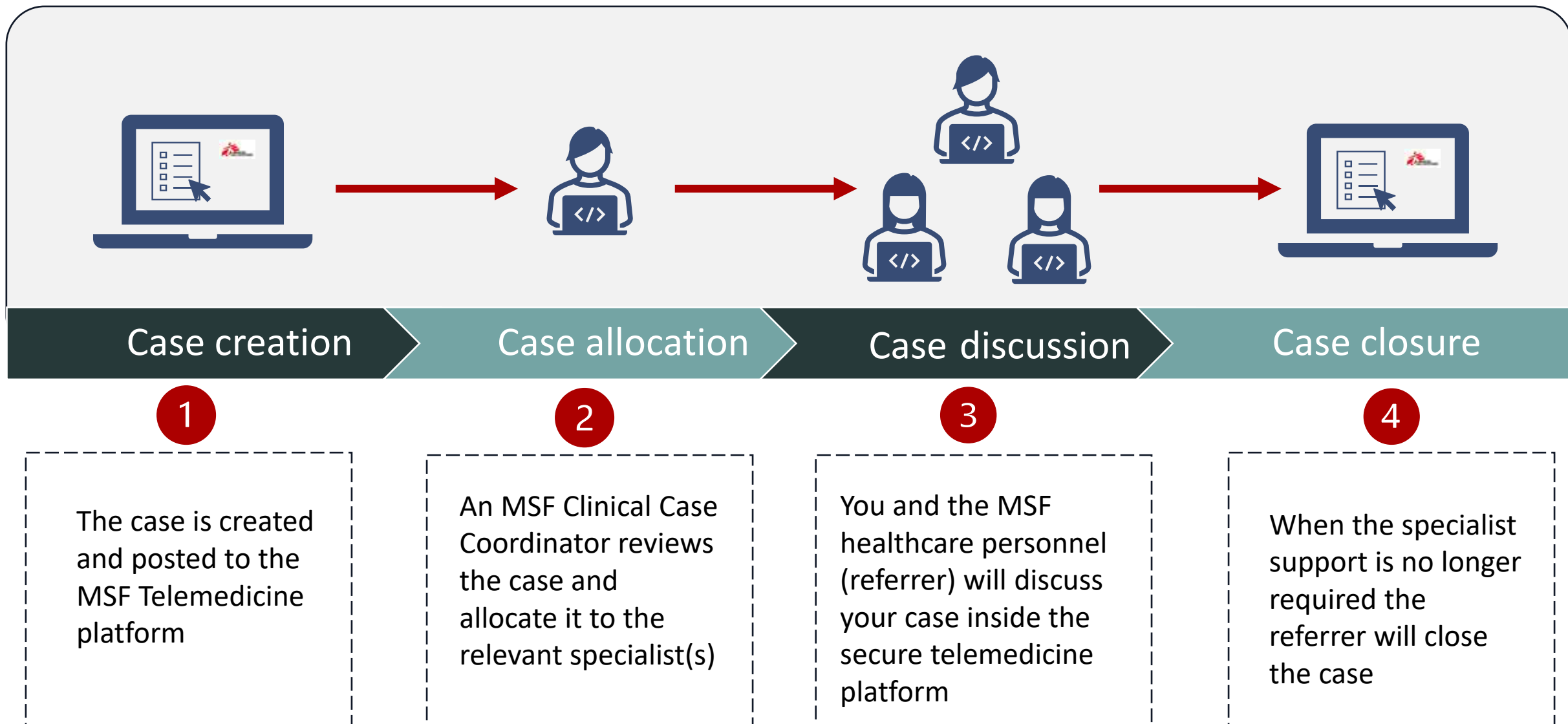
Members of MSF Telemedicine whose role is to manage telemedicine cases. They allocate cases to the relevant specialist(s).



## SPECIALIST

You. Someone who is allocated cases based on their expertise and background. Responds to cases and supports patient treatment remotely (online).

# HOW DOES IT WORK?



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

**AVAILABLE RESOURCES:** MSF project sites are diverse but are very often low-resource settings (i.e. CT scanning, EEG, MRI, biopsies, and complicated lab tests are often not possible). Be sure to read the project's list of available resources and take it into account when responding to a case.

**LANGUAGE:** Referrers are located all over the world and speak multiple languages, please avoid using acronyms in your replies to avoid confusion.

**CLARITY:** Referrers are instructed to write their primary question at the top of the case template. If you find the question lacks the detail necessary for you to provide a response, you are welcome to ask questions.

**SECOND OPINIONS:** If you believe a second opinion to guide your response might be helpful on a case, we can arrange for that on the platform. Simply ask in the case if an additional specialist or specialty can be added. If you would like to consult a personal colleague about a case, that is also okay.

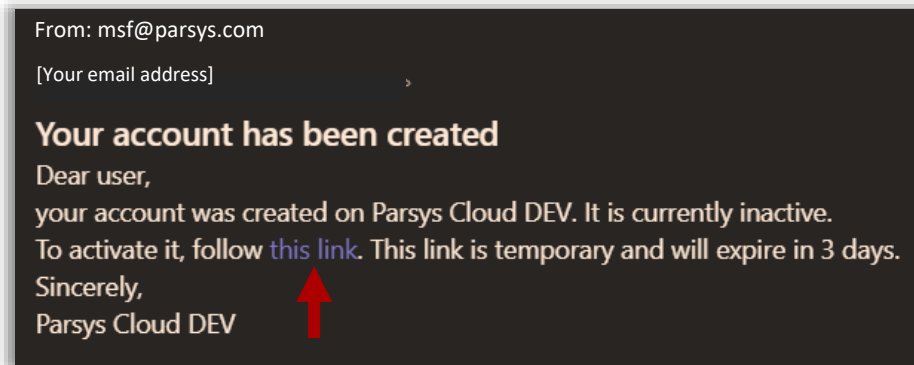
**PROVIDING ENCOURAGEMENT:** In some settings, we encounter conditions or diseases that are curable in high-resource settings but not in low-resource settings due to lack of healthcare infrastructure, etc. The referrer may realize this but would appreciate confirming with a specialist before palliating the patient.

# 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:

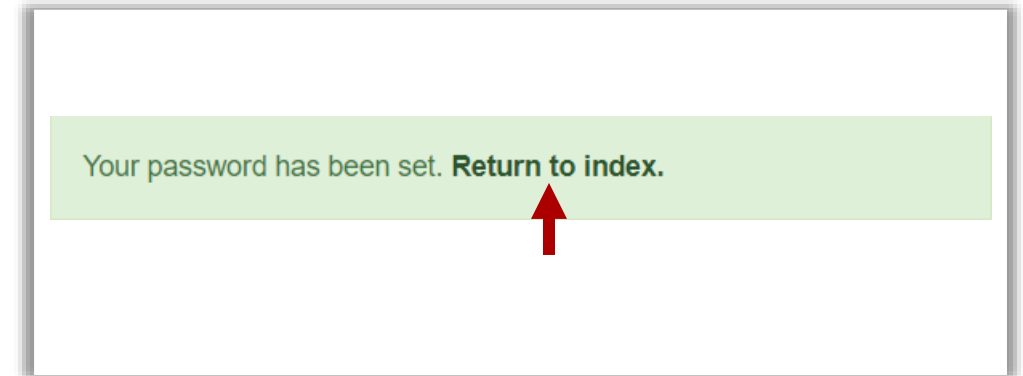
Login  
[Your username is visible here]

Password \*

Confirm password \*

 Submit


- 3 Click *Return to index*




- 4 Sign into your account, this completes the activation

Login

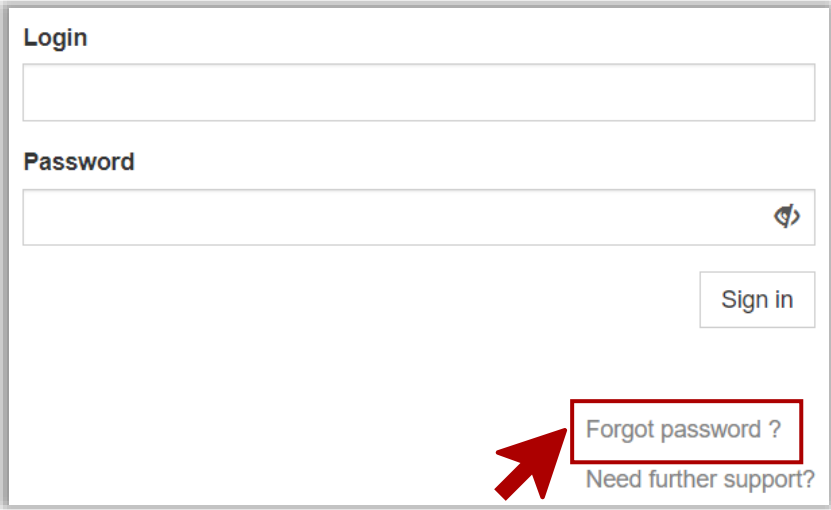
Password

 Sign in

# FORGOT YOUR PASSWORD?

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

1



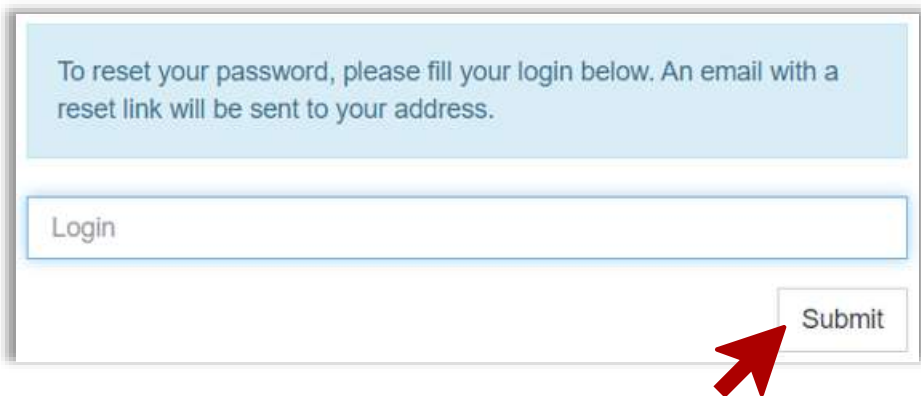
Login

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

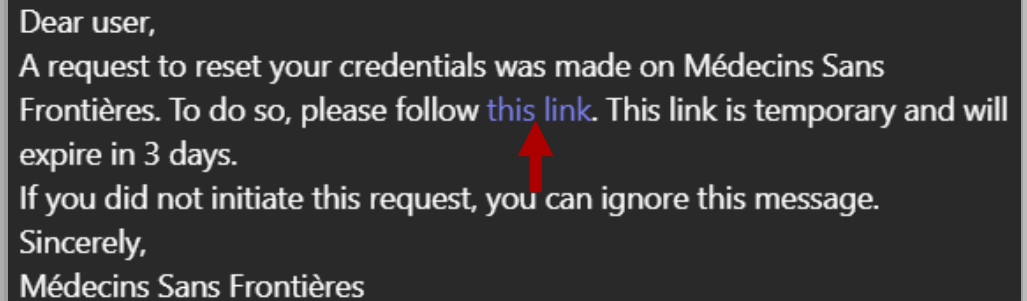
3



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



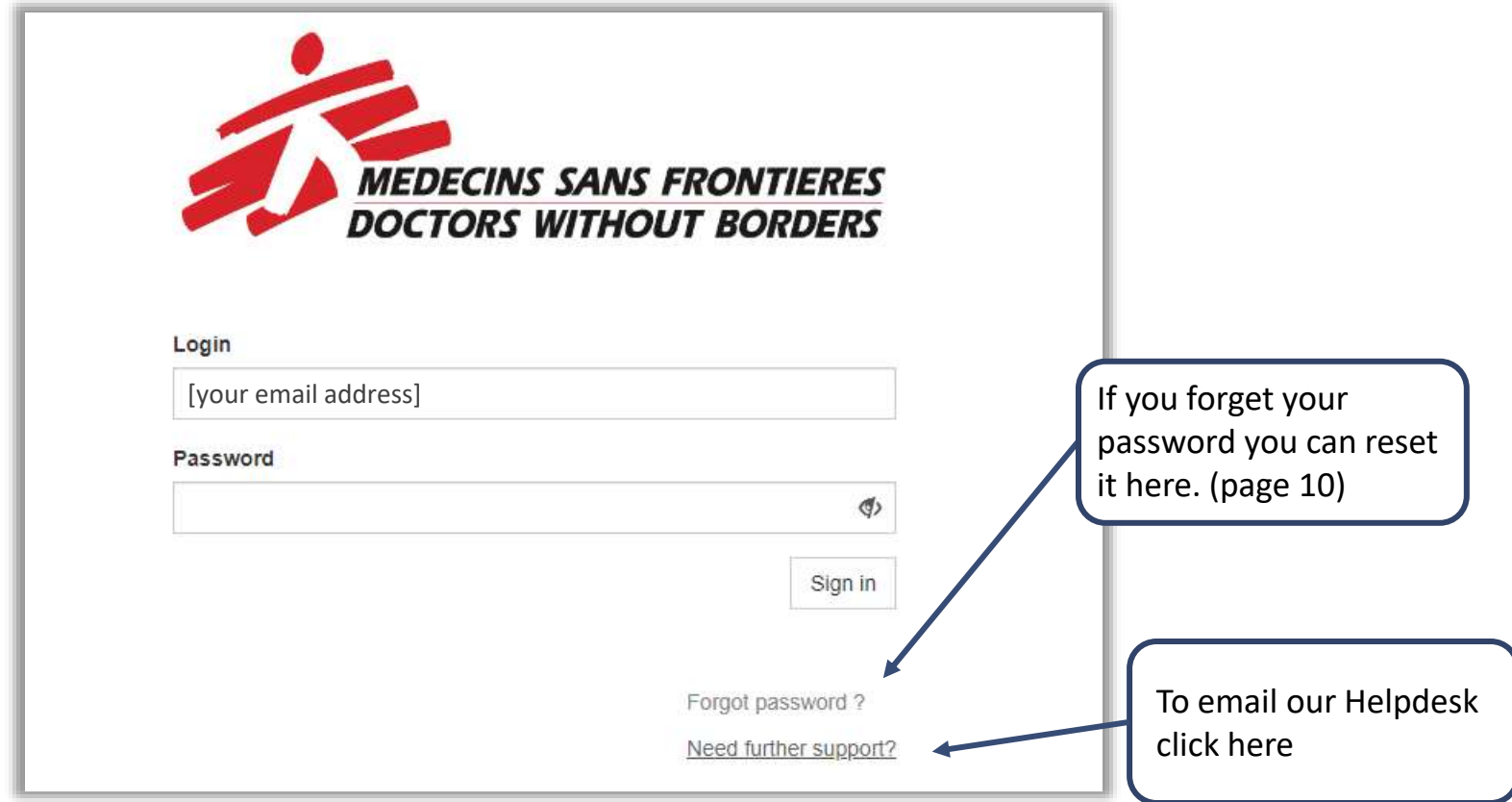
Dear user,  
A request to reset your credentials was made on Médecins Sans Frontières. To do so, please follow [this link](#). This link is temporary and will expire in 3 days.  
If you did not initiate this request, you can ignore this message.  
Sincerely,  
Médecins Sans Frontières

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 (Doctors Without Borders). At the top left is the MSF logo, a stylized red figure. To its right is the text "MEDECINS SANS FRONTIERES" and "DOCTORS WITHOUT BORDERS". Below the logo is a "Login" section with a text input field containing "[your email address]". Underneath is a "Password" section with a text input field and a small eye icon to its right. A "Sign in" button is positioned to the right of the password field. At the bottom of the login area are two links: "Forgot password ?" and "Need further support?". Two callout boxes with blue borders and arrows point to these links. The first callout box points to "Forgot password ?" and contains the text "If you forget your password you can reset it here. (page 10)". The second callout box points to "Need further support?" and contains the text "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 with new updates. To view all your cases on the platform click on the CASES tab.

CASES tab shows all your cases

TO-DO tab shows only cases with new updates

Shows the Clinical Case Coordinators monitoring your case. They will monitor the case through its life

User profile (page 15)

ID	Creation	Country	Project	Initial CCC	Last CCC	Primary Specialty	Last Message	Status	Accepted
90676	21/03/2022, 15:08	Canada	Test-Project 1	Dr CCC	Dr CCC	Adult		Closed	1/1
83260	02/02/2022, 21:37	Canada	Test-Project 1	Dr CCC	Dr CCC	3D Burn Mask	02/02/2022, 22:06	Closed	1/1
81440	20/01/2022, 17:55		OCB-Test Projec...	Dr CCC	Dr CCC	Allied Health	05/08/2022, 20:11	Partially accepted	1/2

Case number

Location – where the case was created

Indicates there is a new message in this case

Case status (page 27)

Set yourself a reminder. (page 28)

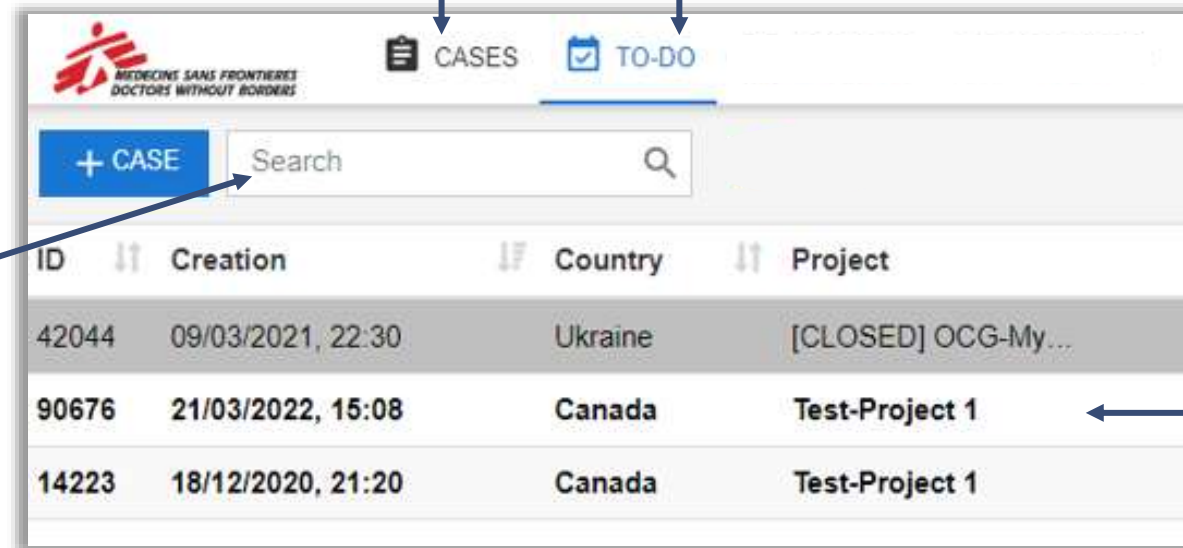
# OPEN AN EXISTING CASE

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

The CASES tab will list all the cases you have accepted

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

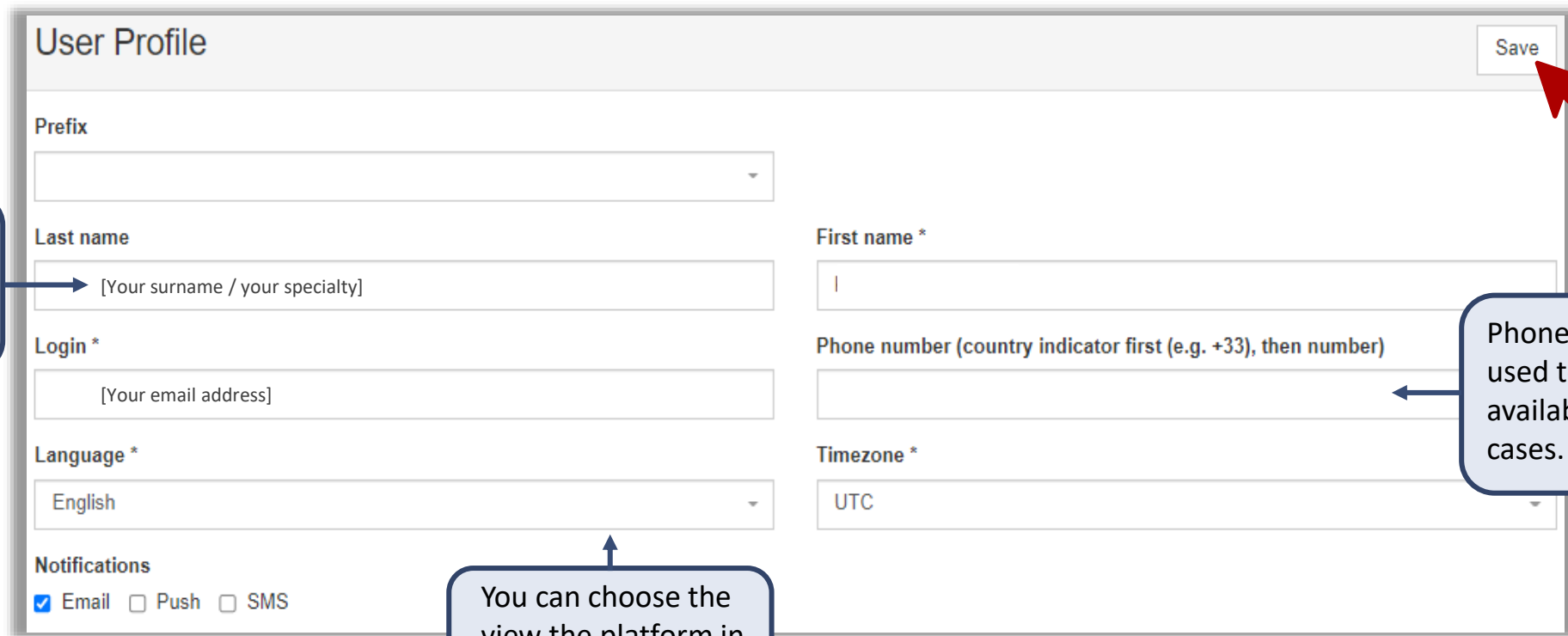


ID	Creation	Country	Project
42044	09/03/2021, 22:30	Ukraine	[CLOSED] OCG-My...
90676	21/03/2022, 15:08	Canada	Test-Project 1
14223	18/12/2020, 21:20	Canada	Test-Project 1

Click on any case you wish to open

**To view 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.

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.



The screenshot shows a 'User Profile' form with the following fields and callouts:

- Prefix:** A dropdown menu.
- Last name:** A text input field with the placeholder "[Your surname / your specialty]". A callout box on the left says: "Do not remove the specialty from your name, this is used for case allocations".
- First name \*:** A text input field with the placeholder "I".
- Login \*:** A text input field with the placeholder "[Your email address]".
- Phone number (country indicator first (e.g. +33), then number):** A text input field. A callout box on the right says: "Phone number may be used to text you for availability about urgent cases. It is not required." A red arrow points to the 'Save' button.
- Language \*:** A dropdown menu with "English" selected. A callout box at the bottom says: "You can choose the view the platform in English or French".
- Timezone \*:** A dropdown menu with "UTC" selected.
- Notifications:** A section with three checkboxes:  Email,  Push, and  SMS.
- Save:** A button in the top right corner.

# MARKING YOURSELF UNAVAILABLE



It is extremely important to mark yourself as unavailable if you are unable to accept new cases. Updating your availability allows Clinical Case Coordinators to allocate cases only to available specialists, eliminating unnecessary delays for a response.

**1** In your user profile scroll down until you see the *Available* box.

A screenshot of a user profile's availability settings. At the top, there is a blue checkmark followed by the text "Available". Below this is a section titled "Details" with a large empty text input field.

**2** Click the blue box to remove the check mark. You may also wish to share the details of your break.

A screenshot of the same availability settings. The blue checkmark is now a blue box, and a red arrow points to it from the left. The "Details" section now contains the text "Unavailable August 24th to September 24th 2022." in a light blue font.

**3** Scroll up and click *Save* at the top right of your screen. No new cases will be assigned to you.



**4** Once you are ready to receive new cases again, login to the platform and mark yourself as available in your profile.

A screenshot of the availability settings. The blue checkmark is selected, and a red arrow points to it from the left. The "Details" section is empty.

We cannot see Out Of Office messages set up for your email. The only way administrators know you are unavailable for new cases is through your profile.



# RESPONDING TO CASES

Email notifications are used to alert you to a new case allocation, or an update to your current case.



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

msf@parsys.com on behalf of MSF 23/08 01:32

[Your email address]

### Case Updated - 11838 has been updated with a new comment

Dear Test Specialist 1,

Test CCC has just added a comment to case #11838.

Please follow [this link](#) to view the response.

Thank you,

**MSF**

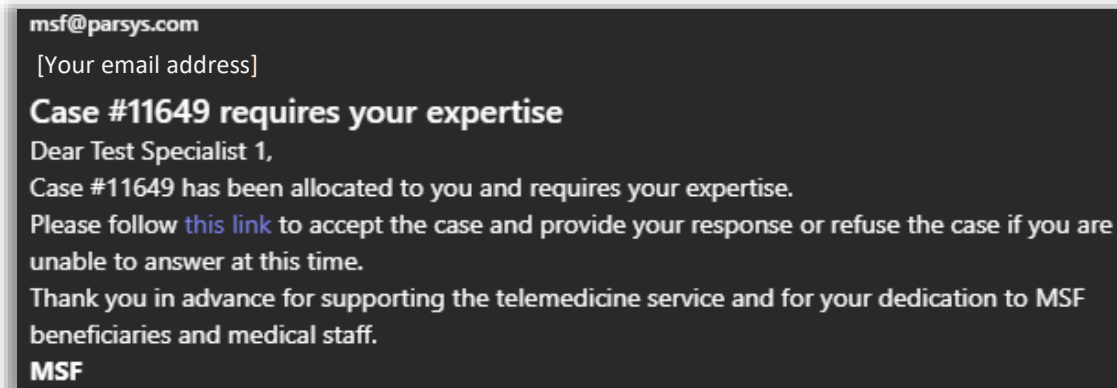
- Email notifications are sent when someone tags you in a case comment.
- If the notifications go to your spam box, add [msf@parsys.com](mailto:msf@parsys.com) to your contacts
- You cannot reply to this email address. **Questions should always be sent to [telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org)**

# ACCEPTING/REFUSING A CASE



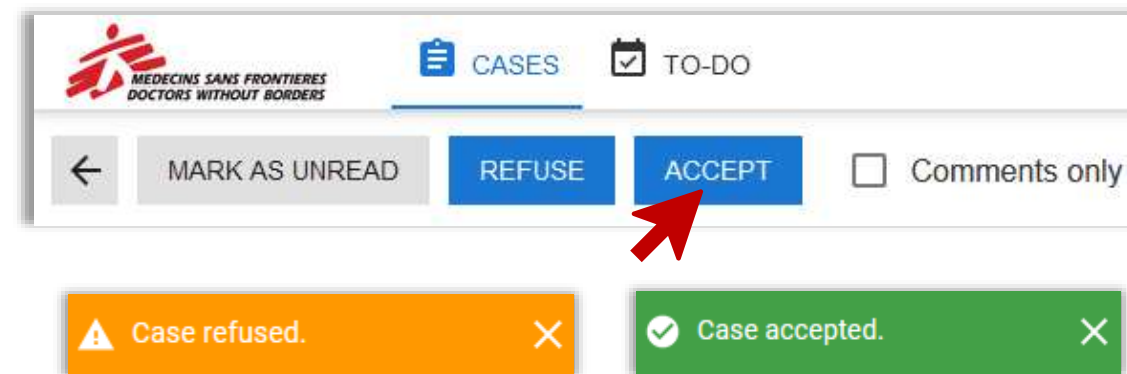
When you are allocated a new case, you will receive an email notification asking for your expertise. Please login to the platform and accept or reject the case as appropriate.

**1** Receive an email notification alerting you to a new case



**2** Login to the platform [connect.telemed.msf.org](https://connect.telemed.msf.org) and find the case on your To-Do list, open it to read and review

**3** a) **Accept** the case if you are able to participate  
b) **Refuse** the case if you are unable to participate (it will be re-allocated to another specialist)



If you are unable to work on the case without reasonable delay please reject it so it can be re-allocated. As a program our aim is to provide a response to each case within 24 hours.

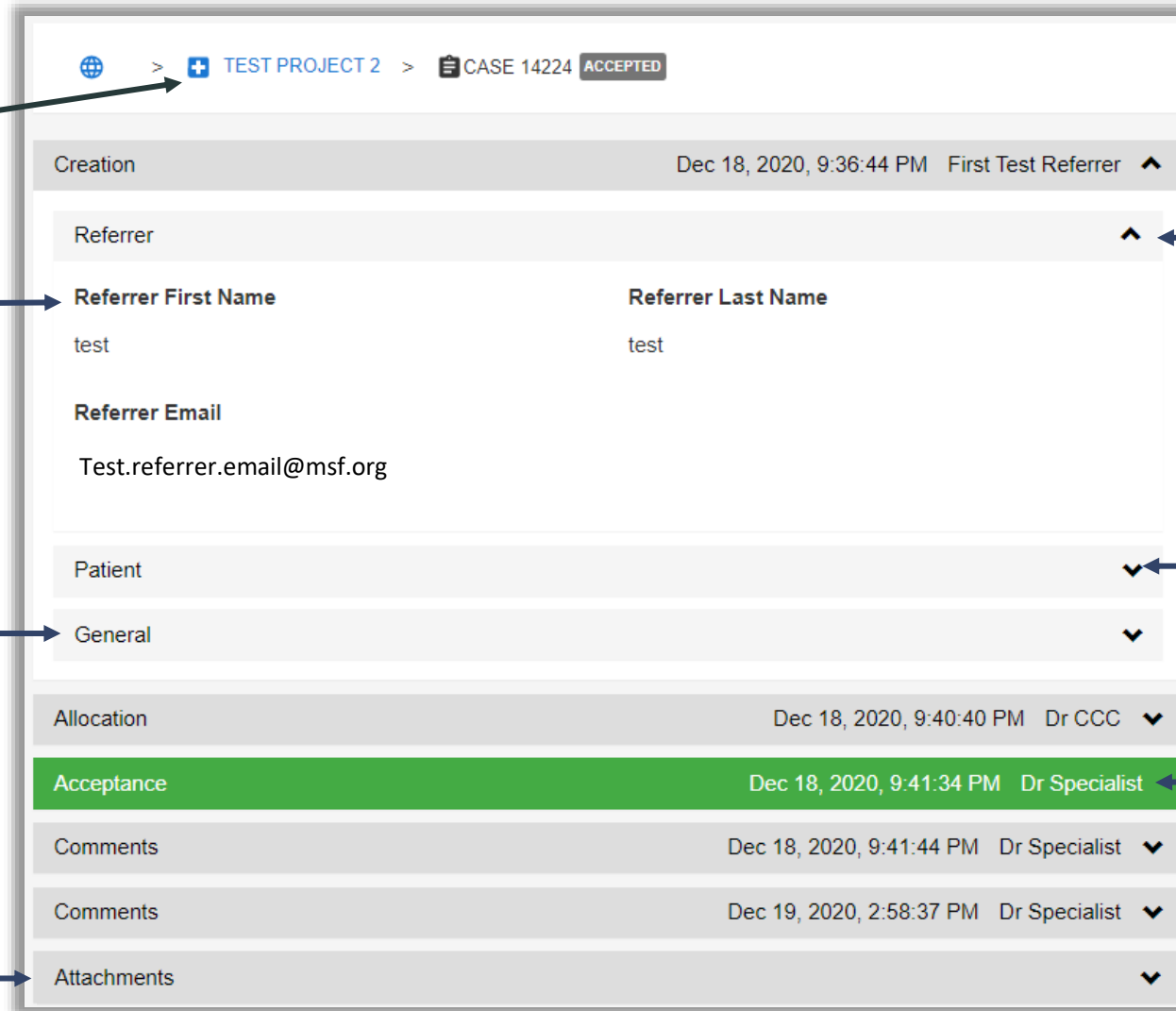
## How to navigate inside the case

Click on the project name to open the Project Resources Form

Name of the MSF personnel who created the case

Case template with all case information

All files uploaded to the case will appear here



The screenshot shows a web interface for a case. At the top, there is a breadcrumb trail: a globe icon, a plus icon, "TEST PROJECT 2", a folder icon, "CASE 14224", and a grey "ACCEPTED" badge. Below this is a "Creation" section with the text "Dec 18, 2020, 9:36:44 PM" and "First Test Referrer" with an upward arrow. The "Referrer" section is expanded, showing a table with columns "Referrer First Name" and "Referrer Last Name", and a "Referrer Email" field. The "Patient" section is collapsed. The "Allocation" section shows "Dec 18, 2020, 9:40:40 PM" and "Dr CCC" with a downward arrow. The "Acceptance" section is highlighted in green, showing "Dec 18, 2020, 9:41:34 PM" and "Dr Specialist" with a downward arrow. Below are two "Comments" sections and an "Attachments" section, all with downward arrows.

Expand or collapse the info box

Patient age and gender

You can see if other specialists have accepted and are working on the case

Before replying to a case always ensure you've read the Project Resources Form. Knowing which lab tests and other equipment are available for that MSF project location will enable you to tailor your response to existing resources.




Country and city of project

Available resources

You may occasionally encounter a blank form. In this case you can ask the referrer what tests/equipment are available, but if possible please also suggest a course of action to minimise wait times.

Click to expand

TEST PROJECT 2	
Project	▼
Location	▼
Contacts	▼
Facility	▲
<b>Low Resource Setting (LRS)</b>	<b>Lab available?</b>
Yes	Yes
<b>Lab Bio-security Level</b>	<b>Lab Services Available</b>
L4	Microscopy (Malaria), Gram (Malaria), Hematology, Biochemistry, Serology, Transfusion, Viral Load
<b>Rapid Diagnostic Test(s)</b>	<b>Imaging Equipment</b>
Malaria, HIV, Syphilis, HepB, HepC, TDR, TB-LAM, Urine strips, Pregnancy strips	Ultrasound
	<b>Facility Type</b>
	Hospital

<b>Number of Doctors</b> 8	<b>Onsite Medical Specialists</b> General Medicine
<b>Onsite Surgical Specialists</b> Anesthesia, General Surgery & Thoracic Surgery, Otolaryngology	<b>Smaller MSF projects might cover only 1 or 2 services and specialties</b>
<b>Onsite Medical Services</b> Pédiatrie, Médecin général, Urgence, Maternité, URENI.	
<b>Clinical Protocols</b> <a href="#">DRUG LIST – MASTER 2022.xlsx</a> 	<b>Drugs available in the project</b>
<b>Context</b>	
<b>Project Context</b> Displaced population/refugees and host population around the camps, with limited access to secondary quality health care and poor living conditions in the camps	
<b>Referral Ability?</b> Yes	<b>Referral Location</b> Mopti

Referral abilities are very limited in many MSF project locations due to security, remote location, and other factors. Occasionally referrals are not possible at all or can only be achieved after significant delay.

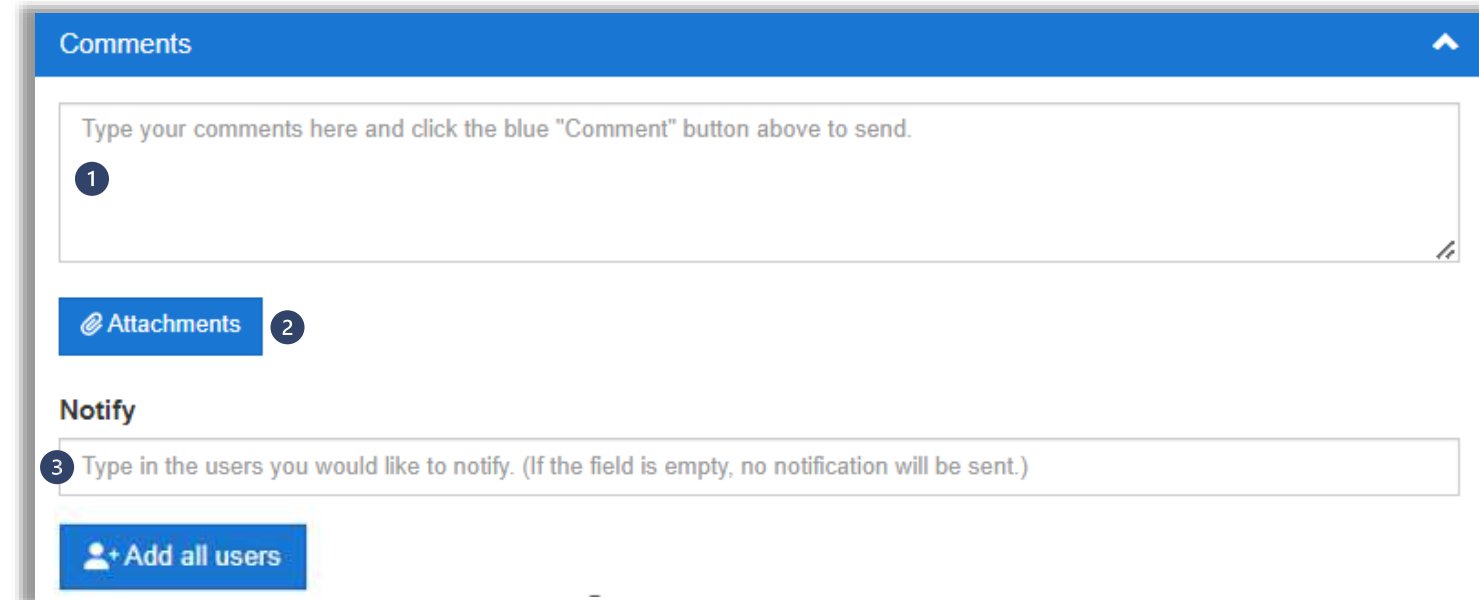
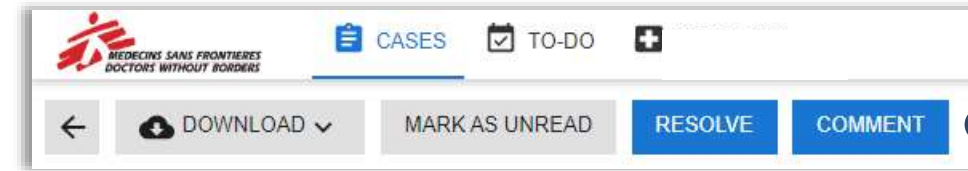


You can also find drugs listed in the MSF Clinical Guidelines books <https://medicalguidelines.msf.org/en>

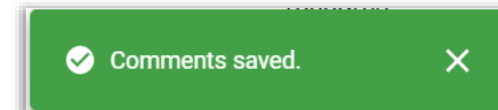
# ADDING A COMMENT


When discussing a case with the referrer you will update the case with new comments.

- 1 Scroll to the bottom of the case to find the COMMENT box. Type your update.
- 2 Add necessary attachments. (page 24)
- 3 Anyone listed here will receive an email alerting them to your new comment. The default setting is to alert all users. You may remove names if you wish to only notify a specific person of the update.  
*When in doubt include all users.*
- 4 Save your comment. If your attachments are large files this may take a few minutes.



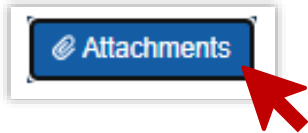
The screenshot shows the 'Comments' form. At the top is a blue header with the word 'Comments' and an upward arrow. Below the header is a large text input field with the placeholder text 'Type your comments here and click the blue "Comment" button above to send.' A small blue circle with the number '1' is next to the input field. Below the input field is a blue button with a paperclip icon and the text 'Attachments', with a small blue circle with the number '2' next to it. Below the 'Attachments' button is a 'Notify' section with a text input field containing the placeholder text 'Type in the users you would like to notify. (If the field is empty, no notification will be sent.)'. A small blue circle with the number '3' is next to this input field. At the bottom of the 'Notify' section is a blue button with a person icon and the text '+ Add all users'.



 NOTE: For security reasons the platform will log you out after 1 hour. For longer responses consider composing them in a notes app, and then cutting and pasting them into the platform once complete to avoid losing your work.

# ADDING ATTACHMENTS

1 In the case click the blue *Attachments* button



2

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

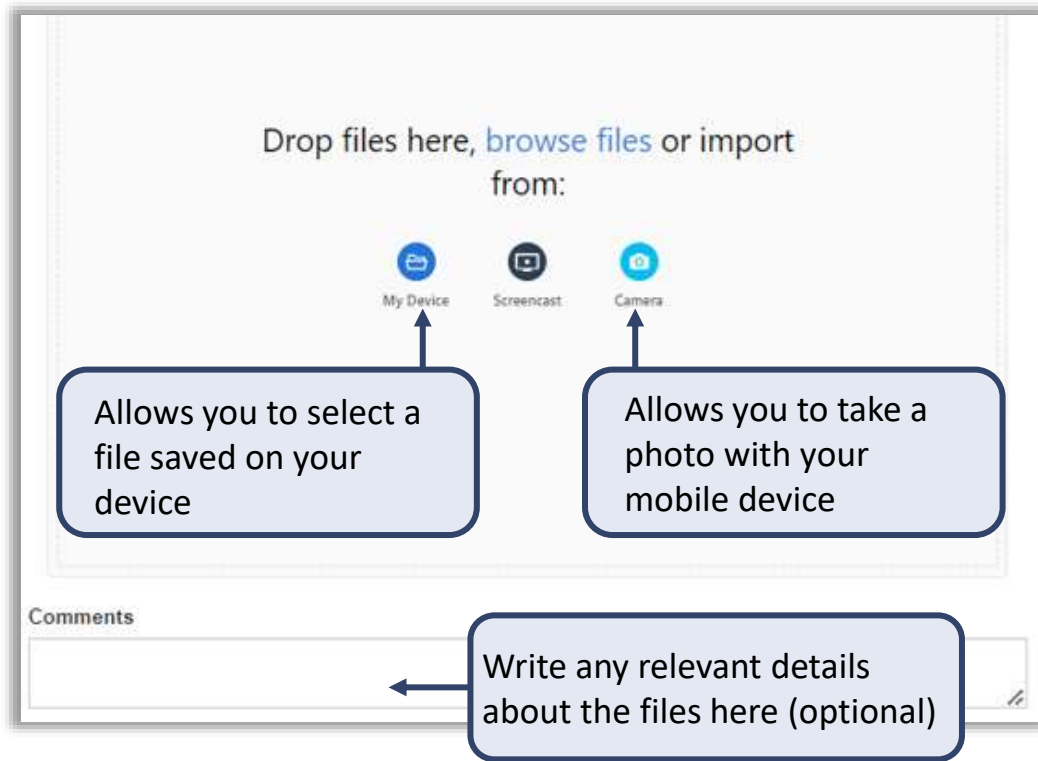
My Device   Screencast   Camera

Allows you to select a file saved on your device

Allows you to take a photo with your mobile device

Comments

Write any relevant details about the files here (optional)



The screenshot shows a file selection interface with three options: "My Device", "Screencast", and "Camera". Below these are three callout boxes explaining each option. At the bottom, there is a "Comments" section with a text input field and a callout box prompting the user to write details about the files.

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

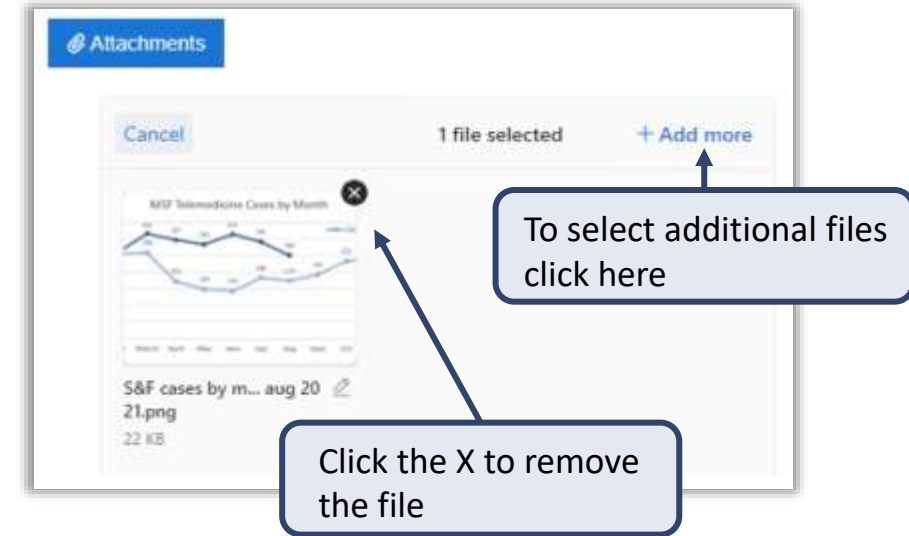
S&F cases by m... aug 20

21.png

22 KB

To select additional files click here

Click the X to remove the file



The screenshot shows a file preview interface. It includes a "Cancel" button, "1 file selected", and a "+ Add more" button. A line graph titled "M&F Telemedicine Cases by Month" is shown with a close button (X). Below the graph is a file entry "S&F cases by m... aug 20" with a file icon, the name "21.png", and the size "22 KB". Two callout boxes provide instructions: one pointing to the "+ Add more" button and another pointing to the close button (X).

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

←   DOWNLOAD   MARK AS UNREAD   RESOLVE   COMMENT

Comments

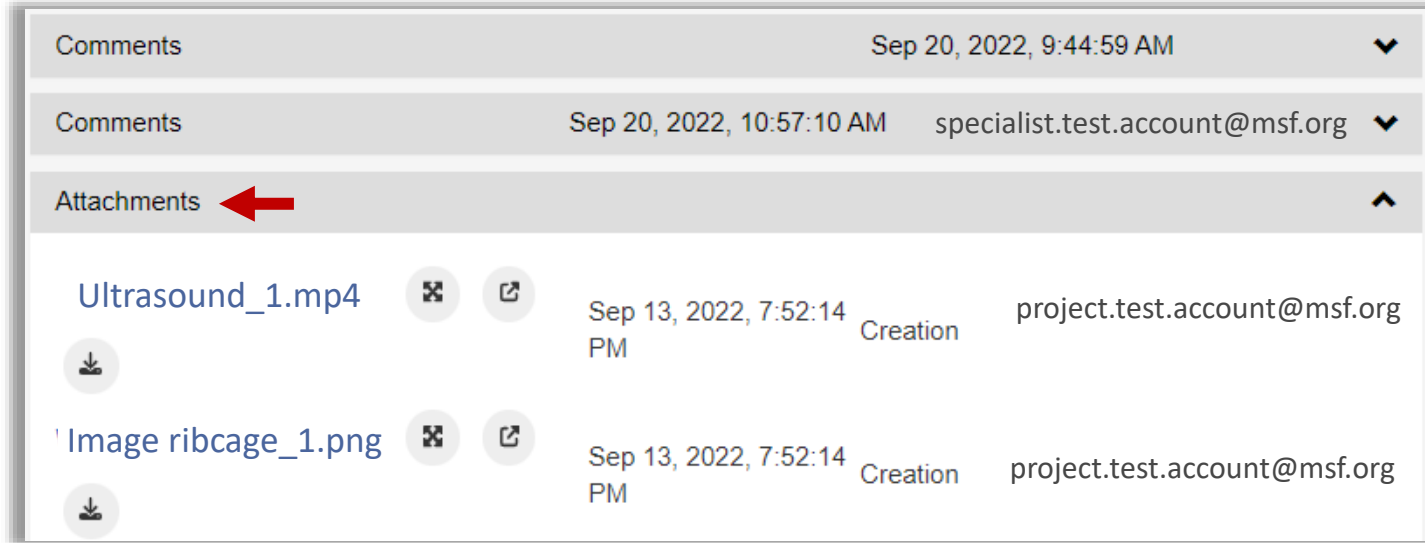
Image added

Comments saved.



The screenshot shows a comment saving interface. At the top, there is a navigation bar with a back arrow, "DOWNLOAD", "MARK AS UNREAD", "RESOLVE", and "COMMENT" buttons. Below this is a "Comments" section with a text input field containing "Image added". At the bottom, a green notification box says "Comments saved." with a checkmark and a close button (X).

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



The screenshot shows a list of comments and attachments. The 'Attachments' bar is highlighted with a red arrow. Below it, two attachments are listed: 'Ultrasound\_1.mp4' and 'Image ribcage\_1.png'. Each attachment has a download icon, a zoom icon, and a share icon. The creation date and time are 'Sep 13, 2022, 7:52:14 PM' and the creator is 'project.test.account@msf.org'.

Attachment Name	Download Icon	Zoom Icon	Share Icon	Creation Date/Time	Creation Type	Creator
Ultrasound_1.mp4	⬇️	🔍	📄	Sep 13, 2022, 7:52:14 PM	Creation	project.test.account@msf.org
Image ribcage_1.png	⬇️	🔍	📄	Sep 13, 2022, 7:52:14 PM	Creation	project.test.account@msf.org



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 saves it to your device.



# ADDITIONAL INFORMATION

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
Refused	
Accepted	2/2
Accepted	1/1
Accepted	2/2
Partially refused	1/3
Closed	2/2
Closed	1/1

**ALLOCATED** – The case has been sent to a specialist, but it has not yet been accepted or refused.

**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** – The referrer closes the case when further advice is no longer needed. Once closed a case can still be viewed but no further comments can be added.



Remember you do not need to take action; this information is for system administrators following cases.

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

# SETTING A PERSONAL REMINDER

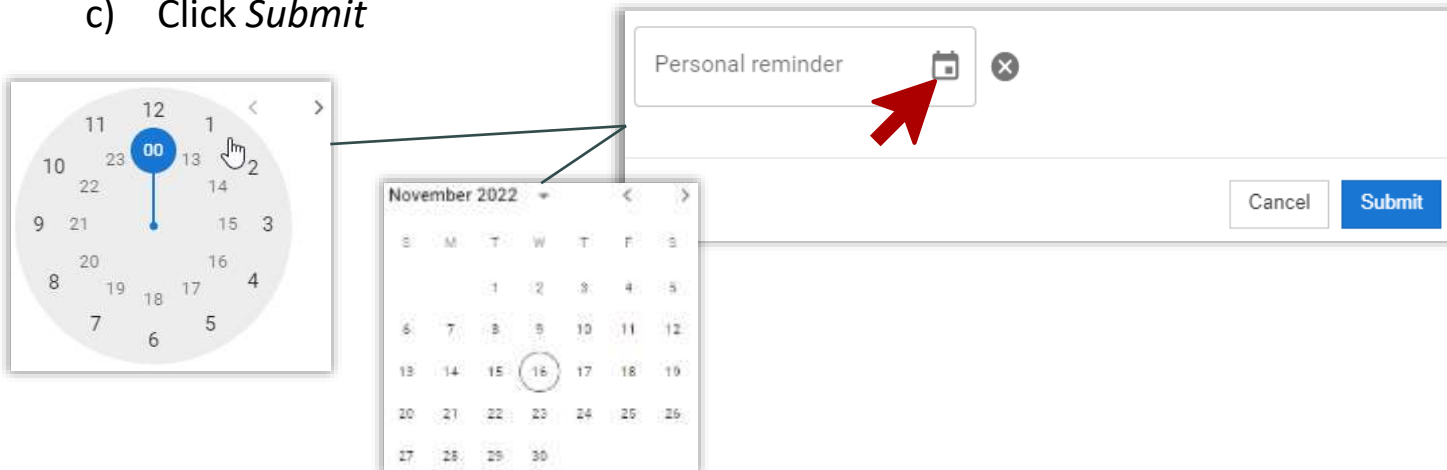


Before setting a personal reminder be sure your user profile has the correct time zone. See page 14 for where to locate your user profile and make changes.

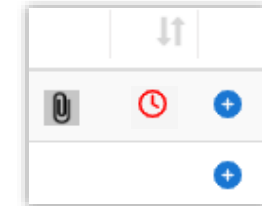
1 In your CASES or TO-DO tab locate the case you wish to set a reminder for and click the **+** button.



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).

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)



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Thank you for volunteering your time with MSF Telemedicine

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