

Runbook: Doctor

Who this is for

This guide is for **doctors who work at a clinic or hospital** on thehealint. It covers a normal day: seeing who has arrived, calling them in, writing up the consultation, prescribing, and finishing the visit. It also covers your calendar, your patients, covering for a colleague, the iPhone app and keeping your account secure.

You work in **ProviderOS**, in a web browser. You see **only your own patients**: your queue, your bookings and the patients who booked with you.

If you also run the clinic (you are its admin as well as a doctor), you see the full clinic menu instead. Those extra screens are in [05-clinic-admin.md](#).

What you'll see

After you sign in, ProviderOS opens on **My queue**. The menu along the top has three items:

Menu item	What it's for
My queue	Your patients who have arrived today. The number beside it is how many are waiting.
My calendar	Your bookings for the next seven days, as a list or a day grid.
My patients	Everyone who has booked with you, and their visits.

Your initials sit at the top right. Click them to see your name, open **Security** (two-factor sign-in), or **Sign out**. The clinic's name is shown in the grey bar under the menu.

thehealint

PROVIDER'S

My queue 2

My calendar

My patients

MI

Aarogya Family Clinic

YOUR DAY

My queue

Your patients who have arrived today, updating live. Call the next one, then start the consultation.

Refresh

TODAY'S QUEUE

Live — updated 1:42 pm

#1

Priya Nair

Dr. Meera Iyer

Waiting

Call

#2

Vikram Rao

Dr. Meera Iyer

Waiting

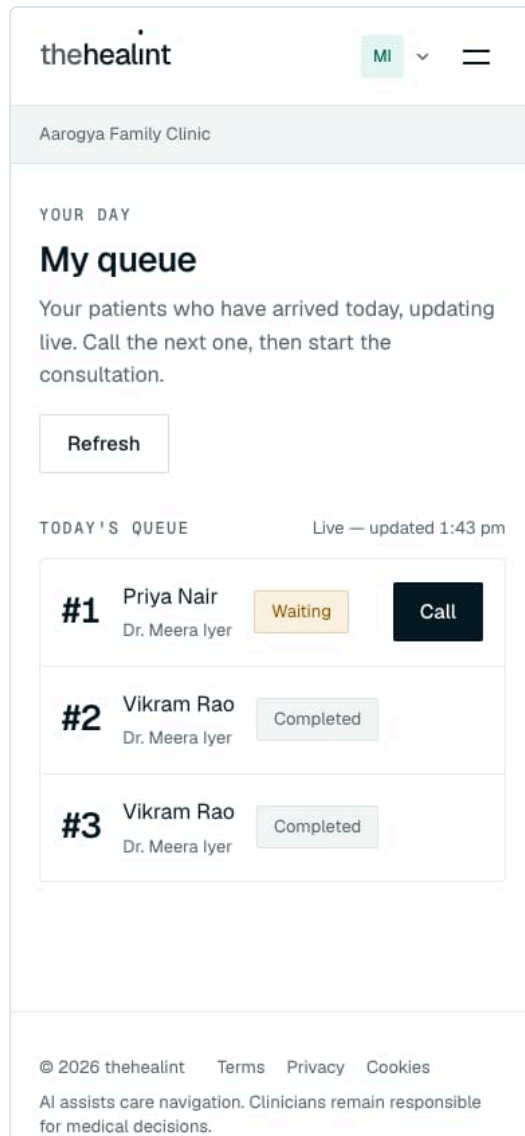
Call

© 2026 thehealint Terms Privacy Cookies

AI assists care navigation. Clinicians remain responsible for medical decisions.

*My queue: two patients are waiting (#1 Priya Nair and #4 Rahul Verma), each with a **Call** button. Earlier patients show Completed.*

On a phone-sized browser window, the menu folds into the ≡ button at the top right.



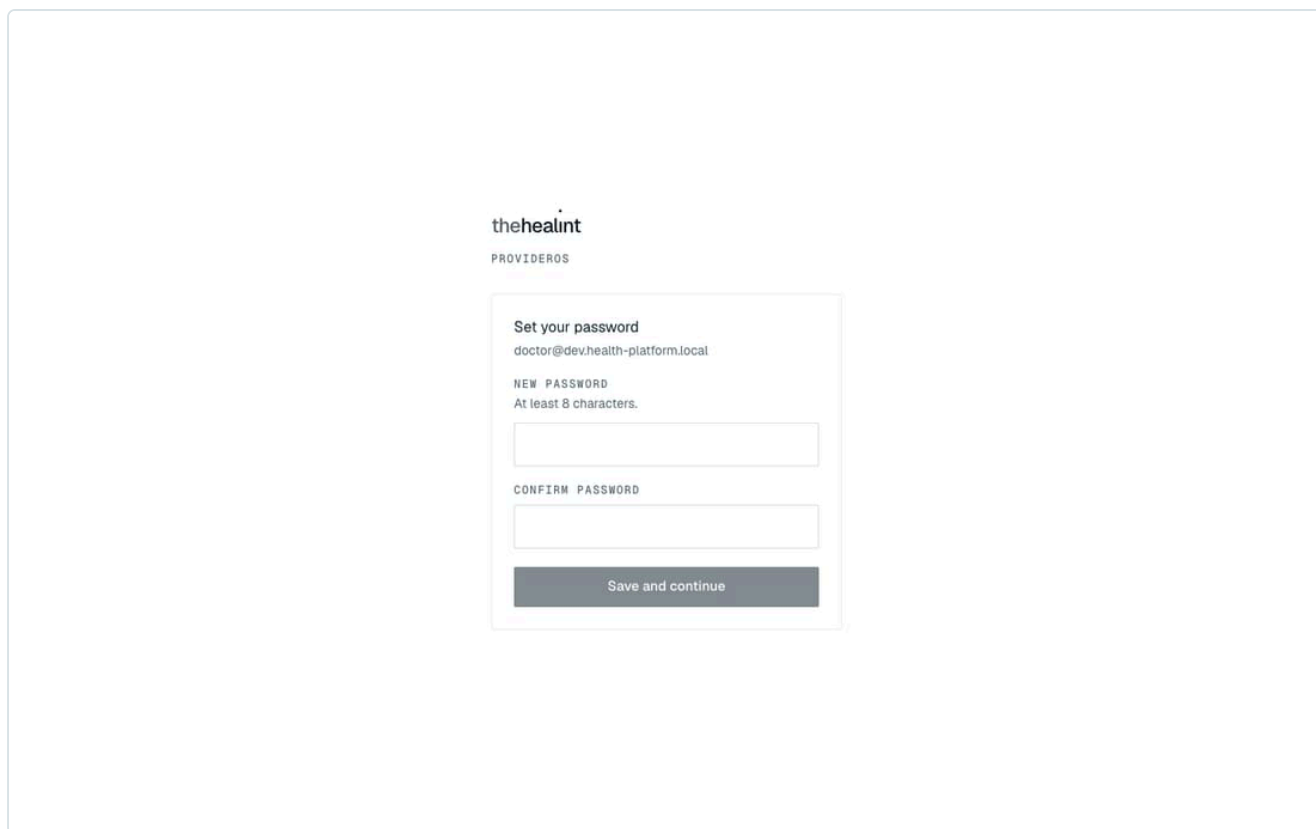
The same page at phone width. The menu is behind $\equiv$ and Refresh sits under the heading.

Before you start

Your first sign-in

You don't create your own account. Your clinic admin adds you, and you get an **invitation email**.

1. Open the email and click the link to set your password. ProviderOS opens on the **Set your password** page, with your email address under the heading.
2. Type a **New password** (at least 8 characters), then type it again under **Confirm password**.
3. Click **Save and continue**. You're signed in and taken to **My queue**.



The Set your password page an invitation link opens.

If it doesn't work:

- **"This link has expired"**: invitation links work only once and expire. Ask your clinic admin to send it again from their staff screen. If you have already set a password, click **Sign in** and use it.
- **"The two passwords don't match."**: retype the second password.
- If ProviderOS asks **"What should we call you?"**, type your name as patients should see it and click **Continue**. This only happens once.

Signing in every day

1. Open ProviderOS in your browser.
2. Type your **Email** and **Password**, then click **Sign in**.

thehealint
PROVIDEROS

EMAIL

you@example.com

PASSWORD

Your password

Sign in

Setting up a new clinic? Create an account

The ProviderOS sign-in card. Ignore "Setting up a new clinic? Create an account" — that is for clinic owners.

- If you have turned on two-factor sign-in (see [How to turn on two-factor sign-in](#)), you're asked for an **Authenticator code**. Open your authenticator app, type the 6-digit code and click **Verify**.

If it doesn't work:

- "That email and password did not match an account..."**: check the email for typos and try your password again. If you've forgotten it, ask your clinic admin to resend your invitation.
- "Too many attempts. Please wait a minute and try again."**: wait a minute before trying again.
- A red **API unreachable** label in the grey bar means ProviderOS can't reach the server. Tell your clinic admin.

How to see who's waiting

- Click **My queue**. It lists your patients who have arrived today, with a token number (#1, #2 ...) and a status.
- The list **updates by itself**: when the front desk checks someone in, they appear within a moment. "Live — updated ..." shows when it last changed. Click **Refresh** if you want to be sure.
- Statuses you'll see:

Status	Meaning
Waiting	Arrived and waiting to be called.

Status	Meaning
Called	You (or the desk) have called them.
In consultation	You're seeing them now.
Completed	Visit finished.
Skipped / No show	Their turn ended without a visit.

A patient who is a family member shows as, for example, "Aarav Sharma (dependent of Priya Sharma)".

If the list says **"Nobody is in today's queue yet"**, nobody has been checked in for you yet. Patients appear as soon as the front desk checks them in, or they check in on their phone.

How to call your next patient

1. On **My queue**, find the patient and click **Call**. Their status changes to **Called**.
2. Their row now shows **Start consultation**, **Skip** and **No-show**.

TODAY'S QUEUE
Live — updated 1:42 pm

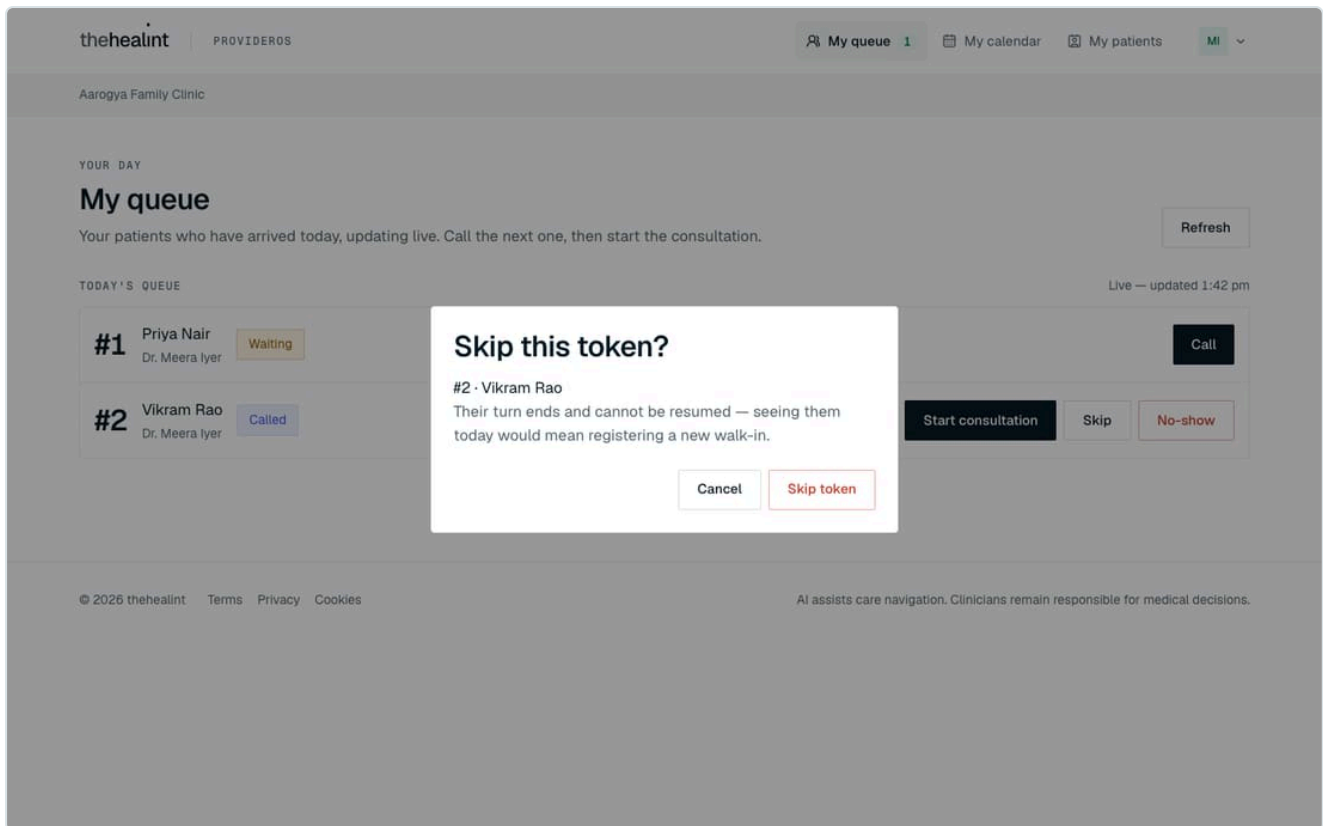
#1	Priya Nair Dr. Meera Iyer	Waiting	Call
#2	Vikram Rao Dr. Meera Iyer	Called	Start consultation Skip No-show

#4 Rahul Verma is Called: Start consultation, Skip and No-show appear. #1 is still Waiting.

3. When the patient comes in, click **Start consultation** (next section).

If the patient doesn't come in:

- Click **Skip** if they've stepped out and you'll see someone else first. ProviderOS asks **"Skip this token?"**. Click **Skip token** to confirm, or **Cancel** to go back.
- Click **No-show** if they've left. ProviderOS asks **"Mark this token a no-show?"**. Click **Mark no-show** to confirm.



"Skip this token?" — their turn ends and can't be resumed.

Skipped and no-show can't be undone. To see that patient later today, the front desk has to add them to the queue again as a walk-in.

How to start a consultation

1. On a **Called** patient, click **Start consultation**. The consultation screen opens with "Consultation in progress" under the patient's name.
2. If the patient is already **In consultation** (for example you went back to the queue), click **Open consultation** to return to it.

thehealint PROVIDEROS My queue 1 My calendar My patients MI

Aarogya Family Clinic

CLINICAL WORKSPACE

Vikram Rao
Consultation in progress

☐ Hide today & history Back to queue

PATIENT CONTEXT			
PATIENT Vikram Rao	AGE / DATE OF BIRTH 31 years · 1994-11-24	BIOLOGICAL SEX Male	BLOOD GROUP A+
PROFILE HEIGHT / WEIGHT 167 cm · 63 kg	KNOWN ALLERGIES Profile: No known drug allergies · Before this visit: Penicillin	CHRONIC CONDITIONS None reported	CURRENT MEDICINES Paracetamol 500 mg when needed

CHIEF COMPLAINT & HISTORY

CHIEF COMPLAINT

Fever and sore throat for three days

HISTORY

CLINICAL NOTES & ASSESSMENT

CLINICAL NOTES

ASSESSMENT

Completion locks this clinical record and creates the patient's record, prescription and invoice.

Complete consultation

TODAY 1 still to see

NEXT
#1 · Priya Nair
Call #1
This consultation stays open — notes are saved as you type.

#1 · Priya Nair Waiting

#2 · Vikram Rao With you now In consultation

HISTORY

21 Oct 2026 · 5:40 pm
Dr. Meera Iyer · Aarogya Family CL... Booked

Notes open only for visits you treated (or covered) — other doctors' notes stay with them.

The consultation screen: the patient's name, Patient context, the first notes boxes and, on the right, Today & history. The **Complete consultation** bar stays at the bottom of the screen.

Buttons at the top:

- **Hide today & history** / **Today & history** shows or hides the side panel.
- **Back to queue** returns to My queue. The consultation stays open and your notes are kept.

If it doesn't work:

- **"This isn't your patient"**: the appointment is booked with another doctor. See [How to cover a colleague's patient](#).
- **"Could not open this consultation."** with a **Retry** button: click **Retry**. If it keeps failing, go back to the queue and make sure the patient shows **In consultation**.

How to write up the consultation

Work down the screen. You don't have to fill every section.

Patient context and what the patient told you before the visit

The **Patient context** box shows the patient's age and date of birth, biological sex, blood group, height and weight, known allergies, chronic conditions and current medicines. Anything the patient hasn't given shows "Not provided" or "None provided".

Before the visit, patients can tell you their symptoms, current medicines and allergies. On this screen:

- their **symptoms** are already typed into **Chief complaint** for you to edit;
- their **current medicines** appear under **Current medicines**;
- **Known allergies** shows both what's on the patient's profile ("Profile: ...") and what they told you before this visit ("Before this visit: ..."), so a new allergy is never hidden behind an older profile entry.

To read their before-the-visit answers in full, open the booking from **My calendar** (see [How to use My calendar](#)).

Chief complaint & history

1. Edit **Chief complaint** if needed and type the **History**.
2. Your notes **save by themselves** about a second after you stop typing. The line under the boxes shows "Unsaved changes", then "Saving...", then **Saved**.

CHIEF COMPLAINT & HISTORY

CHIEF COMPLAINT

Fever and sore throat for three days

HISTORY

Started three days ago with a temperature up to 38.5 °C. Pain on swallowing, no cough. Sister had a similar illness last week.

Saved

Chief complaint (filled in from the patient's own words) and History. "Saved" confirms both are stored.

If the line says **"Could not save. Your text remains on this screen."**, don't close the page. Keep typing (it tries again) or check your internet connection.

Clinical notes & assessment

Type your examination findings under **Clinical notes** and your conclusion under **Assessment**. These save by themselves too.

CLINICAL NOTES & ASSESSMENT

CLINICAL NOTES

Throat red with swollen tonsils and white patches. Tender neck glands. Chest clear.

ASSESSMENT

Likely bacterial tonsillitis. Penicillin allergy noted.

Clinical notes and Assessment.

Vitals

1. Fill in whichever readings you took: **Height (cm)**, **Weight (kg)**, **Systolic BP**, **Diastolic BP**, **Pulse (bpm)**, **Temperature (°C)**, **SpO₂ (%)**, **Respiratory rate**.
2. Click **Save vitals**. If you entered height and weight, the BMI appears next to the button.

VITALS

HEIGHT (CM)	WEIGHT (KG)	SYSTOLIC BP	DIASTOLIC BP
172	70	118	76
PULSE (BPM)	TEMPERATURE (°C)	SPO ₂ (%)	RESPIRATORY RATE
92	38.2	98	16

Save vitals

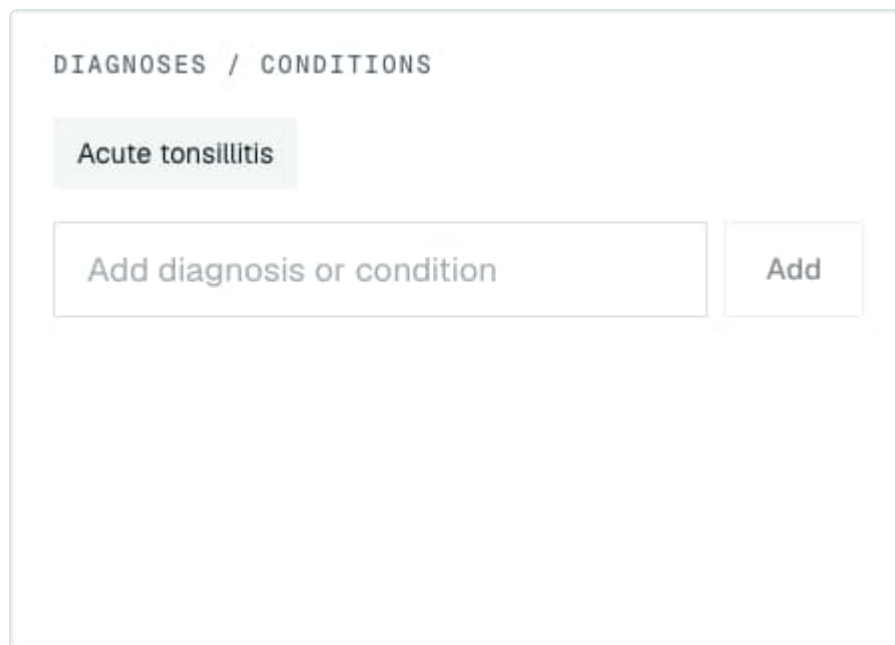
BMI 23.7

Vitals saved; BMI 23.7 is worked out for you.

Vitals **don't** save by themselves — click **Save vitals**. If you leave and reopen the consultation, saved vitals (other than height and weight) aren't shown again, but they are kept.

Diagnoses / conditions

1. Type a diagnosis in **Add diagnosis or condition**.
2. Click **Add** (or press Enter). It appears as a tag above the box. Add as many as you need.



"Acute tonsillitis" added. Until you add one, the box reads "No diagnosis recorded yet."

A diagnosis can't be removed once added. Check the spelling before you click **Add**.

Prescription

1. Click **Add medicine**. A "Medicine 1" card appears.
2. Fill in **Medicine ***, **Dose ***, **Frequency *** and **Duration ***. These four are required. **Strength**, **Route** and **Instructions** are optional.
3. Click **Add medicine** again for each further medicine. **Remove** deletes a card.

PRESCRIPTION

Medicine 1

Remove

MEDICINE *	STRENGTH	DOSE *
Azithromy	500 mg	1 tablet
FREQUENCY *	DURATION *	ROUTE
Once daily	3 days	Oral
INSTRUCTIONS		
After food		

Add medicine

One medicine: Azithromycin 500 mg, 1 tablet, once daily, 3 days, oral, after food.

Everything saves as you type. Medicines, tests and the follow-up are kept for you while you write them — if the page refreshes, the browser closes or the tablet's battery dies, open the consultation again and they're still there, with "Restored what you had typed before" under the prescription. Nothing is sent to the patient or a pharmacy until you **Complete** the consultation.

thehealint
PROVIDEROS
My queue 2
My calendar
My patients
MI

Save vitals

Medicine 1

Remove

MEDICINE *	STRENGTH	DOSE *
Paracetan	500 mg	1 tablet
FREQUENCY *	DURATION *	ROUTE

INSTRUCTIONS

Add medicine

Restored what you had typed before

INVESTIGATIONS

Add investigation

FOLLOW-UP

RECOMMENDED DATE

FOLLOW-UP NOTES

Completion locks this clinical record and creates the patient's record, prescription and invoice.

Complete consultation

TODAY
3 still to see

NEXT
#7 · Rahul Verma
Start and open
This consultation stays open — notes are saved as you type.

#1 · Priya Nair
Waiting

#2 · Vikram Rao
Completed

#3 · Vikram Rao
Completed

#4 · Thanush Garimella
Waiting

#5 · Arjun Menon
Skipped

#6 · Vikram Family Child
No show

#7 · Rahul Verma
Called

#8 · Vikram Rao
With you now
In consultation

HISTORY

21 Oct 2026 - 5:40 pm
Dr. Meera Iyer · Aarogya FamiL
Completed

After a refresh: the half-written Paracetamol row is back, with "Restored what you had typed before".

Investigations (tests)

1. Click **Add investigation**.
2. Type the **Test name *** and any **Instructions**. Add more with **Add investigation**; **Remove** deletes one.

INVESTIGATIONS

Investigation 1

Remove

TEST NAME *

Complete blood cc

INSTRUCTIONS

If fever lasts beyor

Add investigation

One test requested: Complete blood count, with an instruction.

Follow-up

1. Pick a **Recommended date** (today or later).
2. Type **Follow-up notes** if you want. The notes box only opens once a date is picked.

FOLLOW-UP

RECOMMENDED DATE

28/10/2026 

FOLLOW-UP NOTES

he throat is no better

A follow-up in one week, with a note. The patient is emailed a reminder on that date.

Medicines, tests and the follow-up are only kept on this screen until you complete the consultation. If you refresh or close the page before completing, you lose them (your typed notes are safe). Complete the visit before you leave the screen.

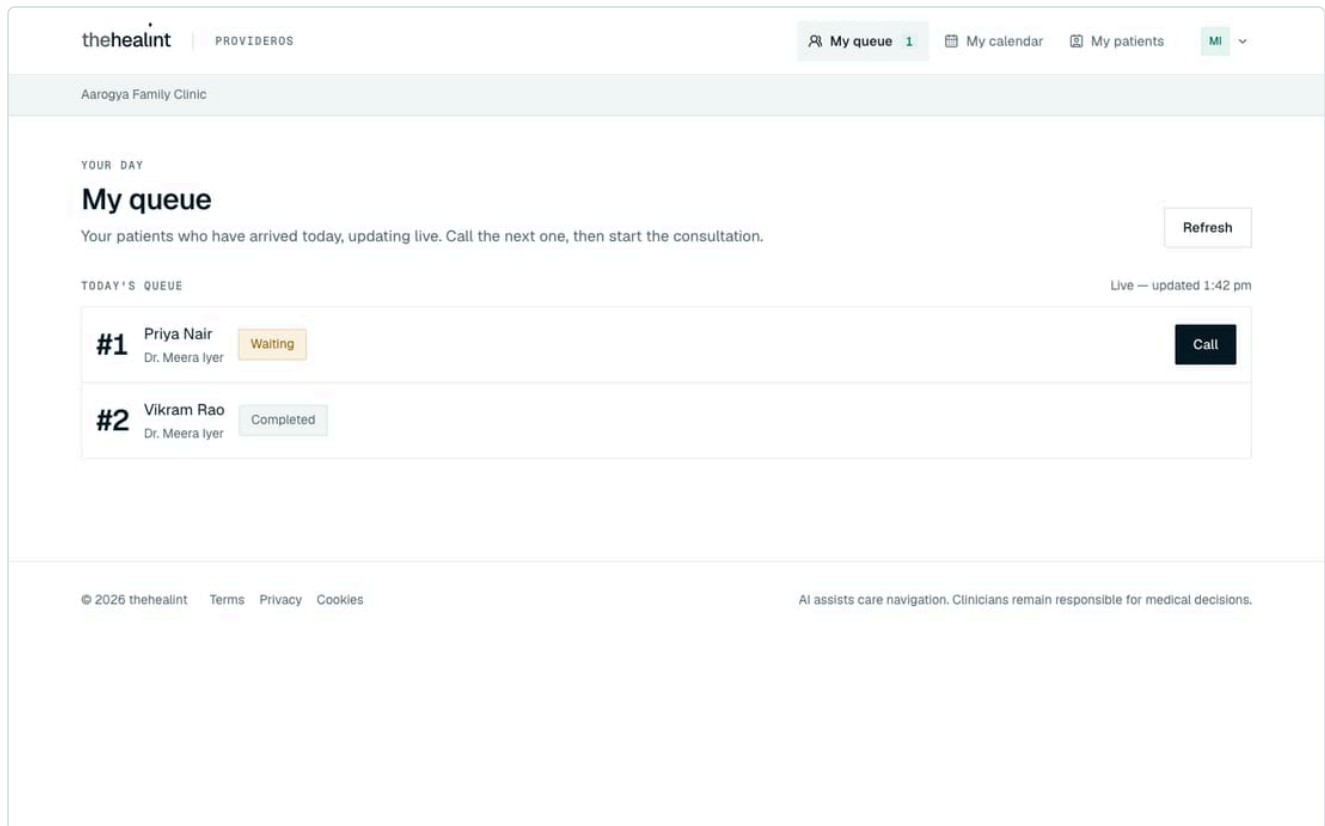
How to complete the consultation

1. Check everything, then click **Complete consultation** in the bar at the bottom.
2. ProviderOS asks "**Complete this consultation?**". Click **Complete consultation** to finish, or **Cancel** to keep editing.

The screenshot displays the 'thehealint PROVIDEROS' interface. The main form is divided into sections for 'Medicine 1' and 'Investigation 1'. The 'Medicine 1' section includes fields for 'MEDICINE *' (Azithromy), 'STRENGTH' (500 mg), 'DOSE *' (1 tablet), 'FREQUENCY *' (Once daily), 'DURATION *' (3 days), 'ROUTE' (Oral), and 'INSTRUCTIONS' (After food). The 'Investigation 1' section includes fields for 'TEST NAME *' (Complete blood cc) and 'INSTRUCTIONS' (If fever lasts beyor). A modal dialog titled 'Complete this consultation?' is centered on the screen, asking the user to review notes, diagnosis, prescription, investigations, and follow-up before finalizing the record. The dialog has 'Cancel' and 'Complete consultation' buttons. At the bottom of the interface, there is a 'Complete consultation' button and a note: 'Completion locks this clinical record and creates the patient's record, prescription and invoice.'

The final check before the record is locked.

3. You're taken back to **My queue**, where the patient now shows **Completed**.



Back on My queue: #4 Rahul Verma is Completed and the waiting count has gone down to 1.

When you complete a visit, thehealint:

- locks the clinical record — it can't be edited afterwards;
- creates the prescription and the invoice;
- emails the patient that their prescription is ready, and sends a follow-up reminder on the date you chose.

The patient chooses a pharmacy or lab themselves afterwards; nothing is sent to one automatically.

If it doesn't work:

- **"Each medicine needs a name, dose, frequency and duration."**: one medicine card is missing a required field. Fill it in or **Remove** the card, then complete again.
- **"Each investigation needs a test name."**: fill in or remove the empty test.
- **"Could not complete the consultation."**: nothing is lost from the screen. Try again; if it keeps failing, tell your clinic admin.

How to use the Today & history panel

On a wide screen the panel sits to the right of your notes. On a smaller screen click **Today & history** to open it.

thehealint

PROVIDERS

My queue 1

My calendar

My patients

MI

Aarogya Family Clinic

CLINICAL WORKSPACE

Vikram Rao

Consultation in progress

Hide today & history

Back to queue

PATIENT CONTEXT

PATIENT	AGE / DATE OF BIRTH	BIOLOGICAL SEX	BLOOD GROUP
Vikram Rao	31 years · 1994-11-24	Male	A+
PROFILE HEIGHT / WEIGHT	KNOWN ALLERGIES	CHRONIC CONDITIONS	CURRENT MEDICINES
167 cm · 63 kg	Profile: No known drug allergies · Before this visit: Penicillin	None reported	Azithromycin 500 mg once daily

CHIEF COMPLAINT & HISTORY

CHIEF COMPLAINT

Follow-up: throat still a little sore

HISTORY

CLINICAL NOTES & ASSESSMENT

CLINICAL NOTES

ASSESSMENT

Completion locks this clinical record and creates the patient's record, prescription and invoice.

Complete consultation

TODAY 1 still to see

NEXT

#1 · Priya Nair

Call #1

This consultation stays open — notes are saved as you type.

#1 · Priya Nair

Waiting

#2 · Vikram Rao

Completed

#3 · Vikram Rao

With you now

In consultation

HISTORY

21 Oct 2026 · 10:00 am

Dr. Meera Iyer · Aarogya Famil...

Completed

Show notes

Notes open only for visits you treated (or covered) — other doctors' notes stay with them.

Today: "1 still to see", a **Next** card for #1 Priya Nair with **Call #1**, and today's list with the current patient marked "With you now". History is underneath.

Today is your day at a glance:

- The **Next** card shows who's up next. Click **Call #...** to call them, or **Start and open** if they've already been called (it opens their consultation). The consultation you're in stays open and keeps saving.
- The list shows all your tokens today. The patient you're with is marked **With you now**.

History lists this patient's earlier visits with you. On a completed visit, click **Show notes** to read what was recorded — complaint, diagnosis, assessment, what was prescribed, tests and follow-up — without leaving the consultation. Click **Hide notes** to fold it away.

HISTORY	
15 Oct 2026 · 5:40 pm Dr. Meera Iyer · Aarogya Famil...	Completed
Hide notes Complaint Follow-up: throat still a little sore	
15 Oct 2026 · 5:40 pm Dr. Meera Iyer · Aarogya Famil...	Completed
Show notes	
15 Oct 2026 · 10:00 am Dr. Meera Iyer · Aarogya Famil...	Completed
Show notes	
Notes open only for visits you treated (or covered) — other doctors' notes stay with them.	

History: three earlier visits; the top one's notes are open (here only a complaint was recorded).

You only ever see notes from visits you treated or covered. For a visit another doctor treated, **Show notes** says "Another doctor treated this visit; their notes stay with them."

How to cover a colleague's patient

Sometimes you see a patient booked with another doctor — for example, they're in theatre or on leave. When you open that patient's consultation (for instance from a link the front desk sends you), ProviderOS asks why.

1. You see **"This isn't your patient"**.
2. Type a **Reason for covering** (at least 10 characters), for example "Covering while Dr. Dev is in the operating theatre".
3. Click **Open this patient**. (Click **Back to queue** if you opened it by mistake.)

thehealint

PROVIDEROS

My queue1

My calendar

My patientsMI

Aarogya Family Clinic

This isn't your patient

This appointment belongs to a colleague. Say why you're covering for them, and they'll be notified.

REASON FOR COVERING

e.g. Covering while Dr. X is on leave

Open this patient

Back to queue

© 2026 thehealint Terms Privacy Cookies

AI assists care navigation. Clinicians remain responsible for medical decisions.

Open this patient stays grey until the reason is long enough.

thehealint

PROVIDEROS

My queue1

My calendar

My patients

MI

Aarogya Family Clinic

CLINICAL WORKSPACE

Ananya Sharma

Consultation in progress

Hide today & history

Back to queue

You're covering this patient for **Dev Clinic Admin**. Reason: Covering while Dr. Dev is in the operating theatre

PATIENT CONTEXT

PATIENT

Ananya Sharma

AGE / DATE OF BIRTH

35 years · 1991-08-12

BIOLOGICAL SEX

Female

BLOOD GROUP

B+

PROFILE HEIGHT / WEIGHT

164 cm · 60 kg

KNOWN ALLERGIES

Profile: No known drug allergies

CHRONIC CONDITIONS

None reported

CURRENT MEDICINES

None provided

CHIEF COMPLAINT & HISTORY

CHIEF COMPLAINT

CLINICAL NOTES & ASSESSMENT

CLINICAL NOTES

Completion locks this clinical record and creates the patient's record, prescription and invoice.

Complete consultation

TODAY

1 still to see

NEXT

#1 · Priya Nair

Call #1

This consultation stays open — notes are saved as you type.

#1 · Priya Nair

Waiting

#2 · Vikram Rao

Completed

#3 · Vikram Rao

Completed

HISTORY

No other visits at this clinic.

Covering Ananya Sharma for Dev Clinic Admin. The reason you gave is shown in the banner.

What happens: the patient's own doctor is **emailed** that you covered their patient, and your reason is recorded where your clinic admin can review it. The visit still counts as theirs.

How to use My calendar

1. Click **My calendar**. It opens as a **List**: one row per booking for the **From** date and the six days after it, grouped by day.

thehealint PROVIDEROS

My queue 1 My calendar My patients MI

Aarogya Family Clinic

OPERATIONS

Calendar

Your appointments — one row per booking, for the selected date and the following six days.

Refresh

FROM

21/10/2026

Day grid List

Updated 1:42 pm · auto-refreshes every 20s

TODAY · 21 OCT 2026 · 3

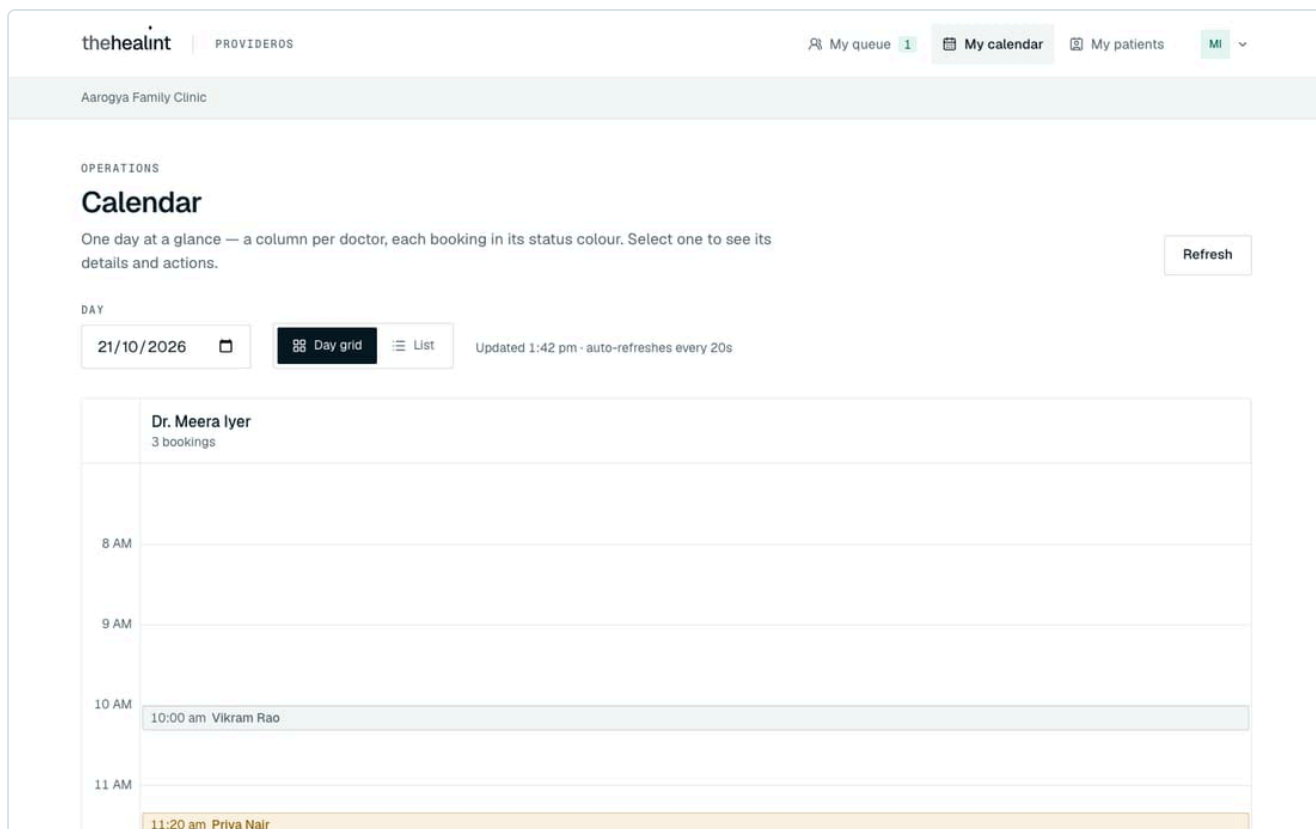
10:00 am	Vikram Rao Dr. Meera Iyer · Aarogya Family Clinic — Koramangala	Completed
11:20 am	Priya Nair Dr. Meera Iyer · Aarogya Family Clinic — Koramangala	In queue
5:40 pm	Vikram Rao Dr. Meera Iyer · Aarogya Family Clinic — Koramangala	Booked

© 2026 thehealint Terms Privacy Cookies

AI assists care navigation. Clinicians remain responsible for medical decisions.

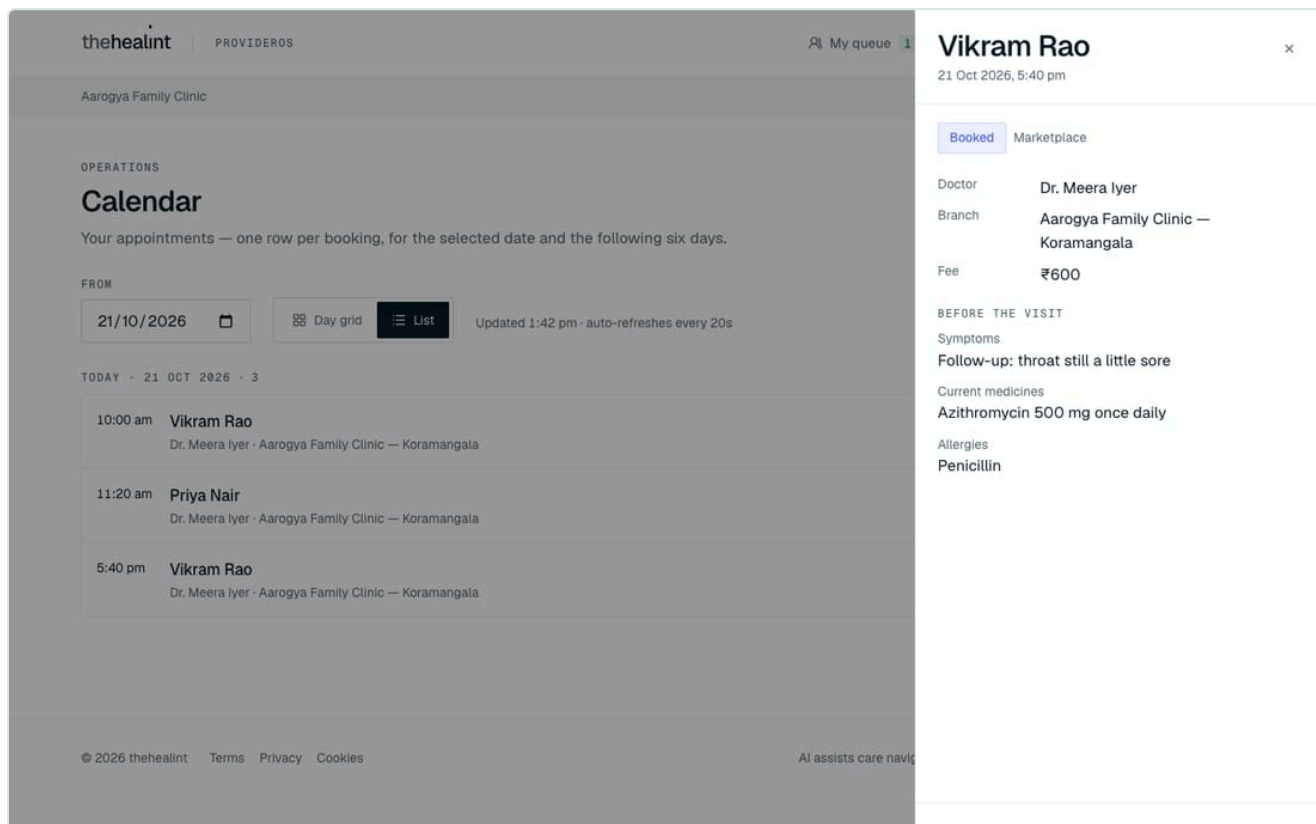
Your bookings for today, with times, patients and statuses (Completed, In queue, Booked). It refreshes itself every 20 seconds.

2. To look at another week, change the **From** date.
3. Click **Day grid** to see one day as a timeline. Change the **Day** to move between days. Click **List** to go back.



Day grid: one column (yours) with each booking at its time, coloured by status.

- Click a patient's name (or a block on the grid) to open the booking. You see the status, how it was booked, doctor, branch and fee, and **Before the visit** — the symptoms, current medicines and allergies the patient shared. Only you, as their doctor, can see these. While the patient is **In consultation**, an **Open consultation** button appears here too. Close it with x.



A booked visit: the patient's symptoms, current medicines and allergies under Before the visit.

Your calendar is **read-only**. Checking in, moving and cancelling bookings are done by the front desk — see [03-front-desk.md](#).

If the calendar says "**No appointments in this seven-day window**", pick another date. New bookings appear as patients make them.

How to look up one of your patients

1. Click **My patients**. You see everyone who has booked with you, with how many bookings they've had and their next and last booking. (The heading says "your organization", but the list only shows your own patients.)
2. Type in **Search by name** to narrow the list.

The screenshot shows the 'My patients' page in the thehealint interface. At the top, there's a navigation bar with 'thehealint' and 'PROVIDEROS' on the left, and 'My queue 1', 'My calendar', 'My patients' (selected), and a dropdown 'MI' on the right. Below the navigation bar, the page title is 'Aarogya Family Clinic'. The main content area is titled 'OPERATIONS' and 'My patients'. Below this, it says 'Everyone who has booked with you here. Open a patient to see every visit they've had with you.' There's a 'SEARCH BY NAME' section with a text input field containing 'Start typing a name'. Below the search field, there's a table listing three patients:

VR	Vikram Rao 2 bookings	Last booking 21 Oct 2026
PN	Priya Nair 1 booking	Last booking 21 Oct 2026
TG	Thanush Garimella 1 booking	Last booking 17 Oct 2026

At the bottom of the page, there's a footer with '© 2026 thehealint', 'Terms', 'Privacy', 'Cookies', and a disclaimer: 'AI assists care navigation. Clinicians remain responsible for medical decisions.'

My patients: name, number of bookings, and next / last booking dates.

3. Click a patient to open their page: **Bookings**, **Completed visits** and **Last completed**, then **Upcoming** and **History**. Click any visit to open it, just like in the calendar.

thehealint

PROVIDEROS

My queue 1

My calendar

My patients MI

Aarogya Family Clinic

[← All patients](#)

PATIENT

Vikram Rao

Every booking this patient has had with your organization. Open one for its history and actions.

BOOKINGS

2

COMPLETED VISITS

2

LAST COMPLETED

21 Oct 2026

UPCOMING

Nothing booked ahead.

HISTORY

21 Oct 2026 · 5:40 pm

Dr. Meera Iyer · Aarogya Family Clinic — Koramangala

Completed

21 Oct 2026 · 10:00 am

Dr. Meera Iyer · Aarogya Family Clinic — Koramangala

Completed

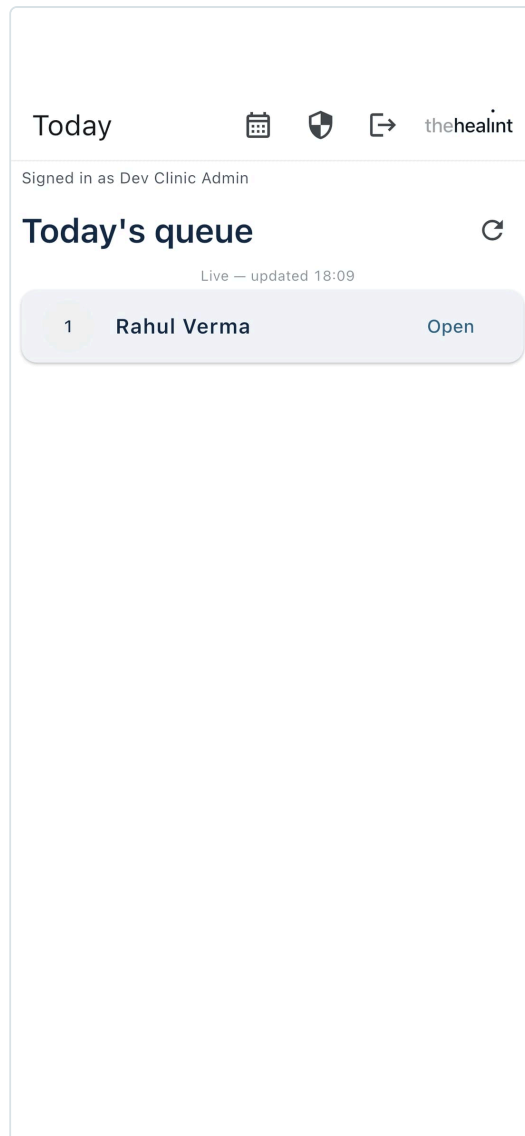
Rahul Verma's page: two bookings, both completed.

This page shows bookings, not clinical notes. Contact details aren't shown.

How to use the iPhone doctor app

The thehealint doctor app on iPhone gives you your queue and the consultation screen on the move. Sign in with the same email and password (and authenticator code, if you've set one up).

1. **Today** shows today's queue and updates by itself. Tap **Call** for a waiting patient, **Start consultation** for a called one, or **Open** for one already in consultation.



Doctor app, Today: the queue with one patient In consultation and **Open**. The icons at the top open Schedule, Security and Sign out.

2. The **consultation** has the same sections as the web, in order, plus **Before the visit (from the patient)** — including any files they attached, which the web screen doesn't show. Tap **Complete consultation**; the app asks "Complete this consultation?" — tap **Complete consultation** again, or **Keep editing**.
3. If the patient is a colleague's, the app asks for a **Reason for covering** in the same way. Tap **Open record**, or **Go back**.
4. **Schedule** (calendar icon) shows your weekly hours and time off.

< Schedule thehealint

WEEKLY AVAILABILITY

Monday 09:00–17:00
15-minute slots

Tuesday 09:00–17:00
15-minute slots

Wednesday 09:00–17:00
15-minute slots

Thursday 09:00–17:00
15-minute slots

Friday 09:00–17:00
15-minute slots

Monday ▾

Start (HH:MM)	End (HH:MM)
09:00	17:00

Slot duration (minutes)
15

Add weekly availability

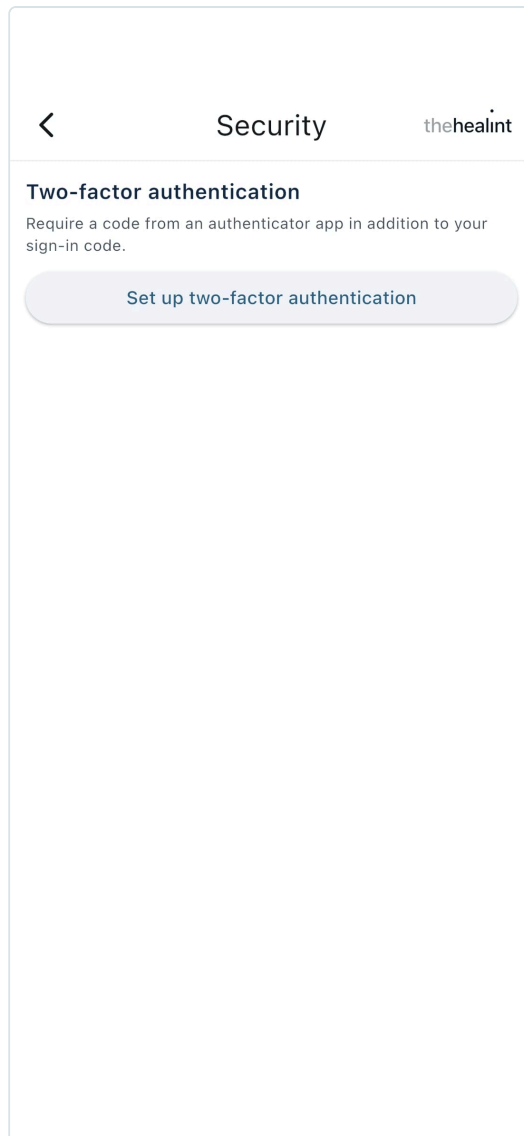
TIME OFF

Pick a date

Schedule: weekly availability and Time off.

Your hours are set by your clinic admin. The add buttons on this screen don't save for a doctor account — ask your clinic admin to change your hours or add time off.

5. **Security** (shield icon) lets you set up two-factor sign-in. The app shows the key as text to type into your authenticator app (there's no QR code).



Security: Set up two-factor authentication.

The app has no calendar or patients list — use ProviderOS in a browser for those.

Times and "today"

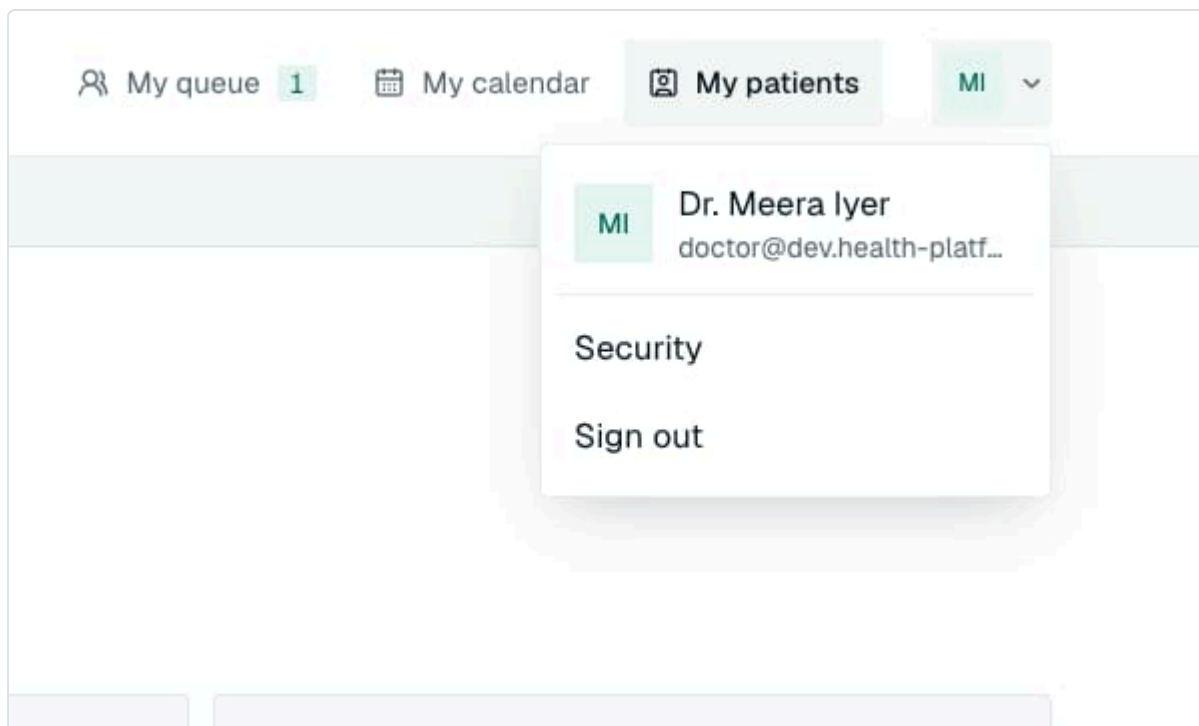
Your queue, calendar and visit times use your **clinic's clock**, and "today" is the clinic's today. If you work at clinics in different places, each booking shows the time at the clinic it belongs to.

How to turn on two-factor sign-in

Two-factor sign-in means you need a code from an app on your phone as well as your password. It's optional, but strongly recommended: anyone who learns your password could otherwise see your patients' records.

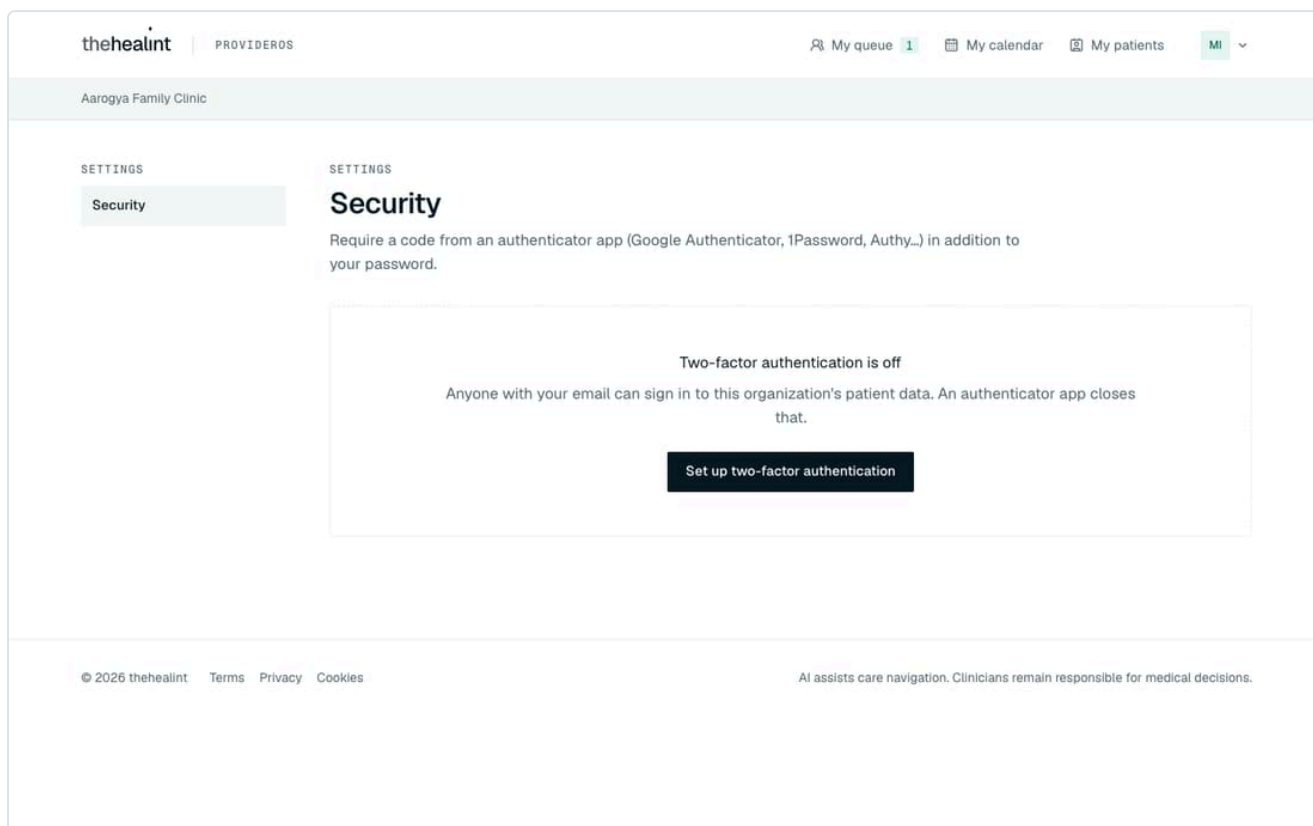
You need an authenticator app on your phone (Google Authenticator, 1Password, Authy or similar).

1. Click your initials at the top right, then **Security**.



Your name and email, Security and Sign out.

2. You see **"Two-factor authentication is off"**. Click **Set up two-factor authentication**.



The Security page before you set anything up.

3. Scan the QR code with your authenticator app (or type the key shown under it).
4. Type the 6-digit code your app shows into **Code from the app** and click **Confirm**.

thehealint PROVIDEROS My queue 1 My calendar My patients MI

Aarogya Family Clinic

SETTINGS

Security

SETTINGS

Security

Require a code from an authenticator app (Google Authenticator, 1Password, Authy...) in addition to your password.

Scan this QR code with your authenticator app, or enter the key manually.



AZ3CSXDVV37N6BFTDXWNFNDSSOMU202H

CODE FROM THE APP

Confirm Cancel

Scan the QR code, then enter the code from your app and click **Confirm**. **Cancel** stops without turning anything on.

5. You see **"Two-factor authentication is now active on this account."** From now on, sign-in asks for an **Authenticator code** after your password.

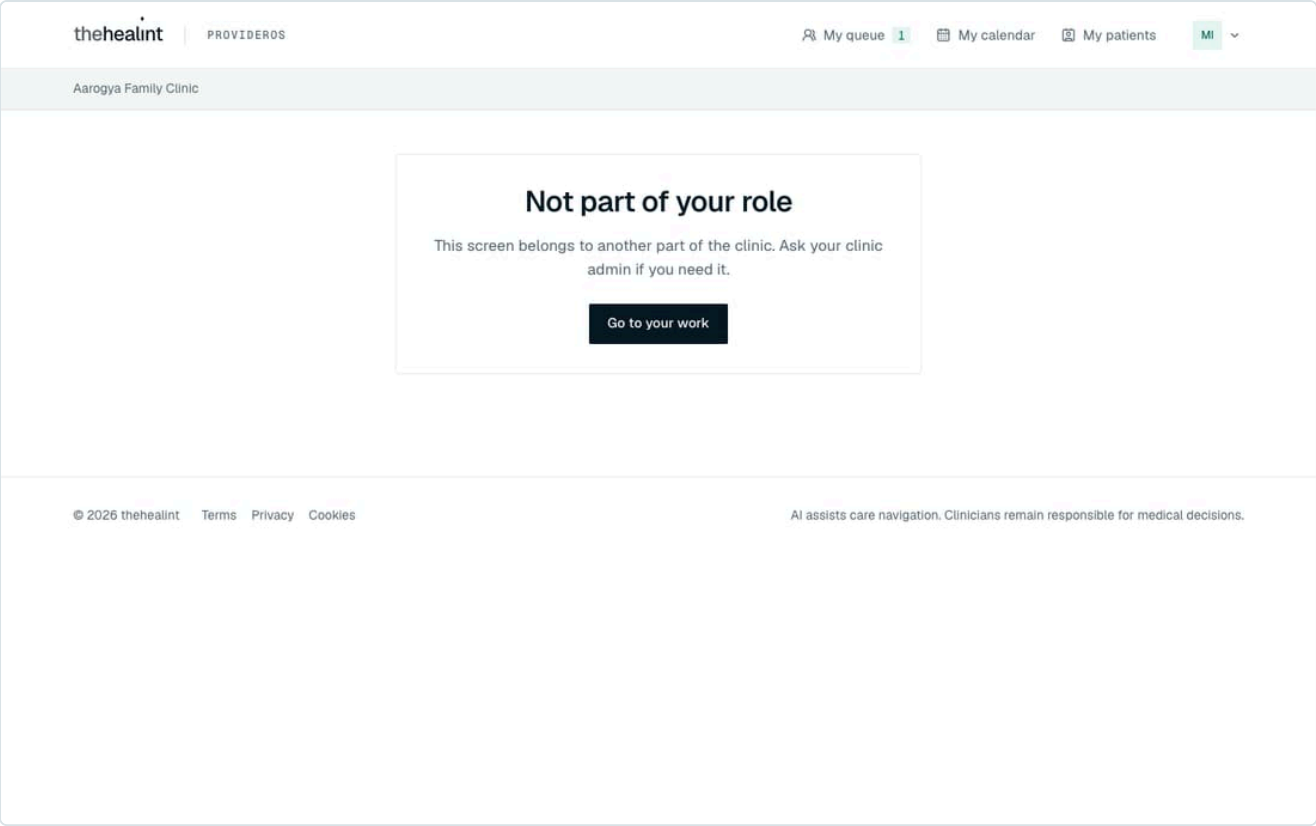
To turn it off, open **Security** again, click **Remove** next to the authenticator, then **Remove authenticator**.

If it doesn't work:

- **"That code did not match — try again."**: codes change every 30 seconds. Type the current one. Check your phone's clock is set automatically.
- Lost or replaced your phone? There's no way to get back in from the sign-in page without the code. Tell your clinic admin straight away.

Things you can't do here — and who to ask

If you open a screen that isn't part of your job, ProviderOS shows **"Not part of your role"**. Click **Go to your work** to go back to My queue.



What you see if you open, for example, the Billing screen.

You want to...	Who does it
Check a patient in, add a walk-in, or put a skipped patient back in the queue	The front desk — 03-front-desk.md
Move or cancel a booking	The front desk — 03-front-desk.md
Take a payment or give a discount	The front desk or billing staff — 04-nurse-and-billing.md
Change your consulting hours or add time off	Your clinic admin — 05-clinic-admin.md
Correct a completed consultation, or remove a wrong diagnosis	Not possible from the screen — tell your clinic admin
See another doctor's patients or notes	Not possible, by design. Cover the patient with a reason instead
Review who covered whose patients	Your clinic admin

Quick reference

Task	Where	Click
See who's waiting	My queue	(updates by itself) Refresh
Call the next patient	My queue	Call
Start the visit	My queue	Start consultation (or Open consultation)

Task	Where	Click
Patient didn't come in	My queue	Skip → Skip token , or No-show → Mark no-show
Save vitals	Consultation → Vitals	Save vitals
Add a diagnosis	Consultation → Diagnoses / conditions	type, then Add
Prescribe	Consultation → Prescription	Add medicine
Order a test	Consultation → Investigations	Add investigation
Finish the visit	Consultation, bottom bar	Complete consultation → Complete consultation
Call the next patient without leaving	Consultation → Today	Call #... / Start and open
Cover a colleague's patient	"This isn't your patient"	type a reason → Open this patient
Read what the patient shared before the visit	My calendar → click the patient	Before the visit
Look up a patient	My patients	Search by name → click the name
Turn on two-factor sign-in	Your initials → Security	Set up two-factor authentication