

How to use the Digimed doctor app for online consultations

A practical guide to signing in, setting your availability and completing online consultations.

This guide covers online consultations: account access, availability, consultation settings, appointment reminders and completing your report.

Find what you need

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Using this guide: follow the numbered steps. Purple circles and arrows show where to tap on the screenshots.

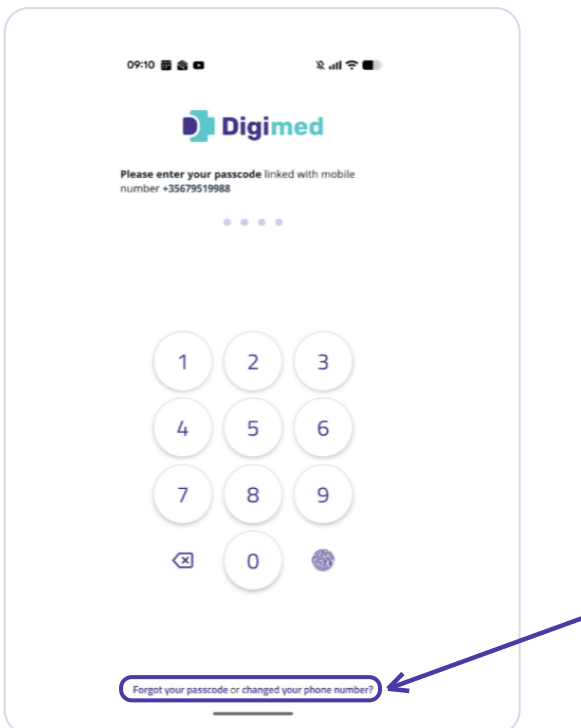
1 Sign in and manage access

Use your registered phone number and four-digit passcode.

Sign in with your passcode

1. Open the Digimed doctor app.
2. Enter your registered mobile number.
3. Enter your four-digit passcode.
4. Complete any verification prompts shown in the app.

If you cannot sign in



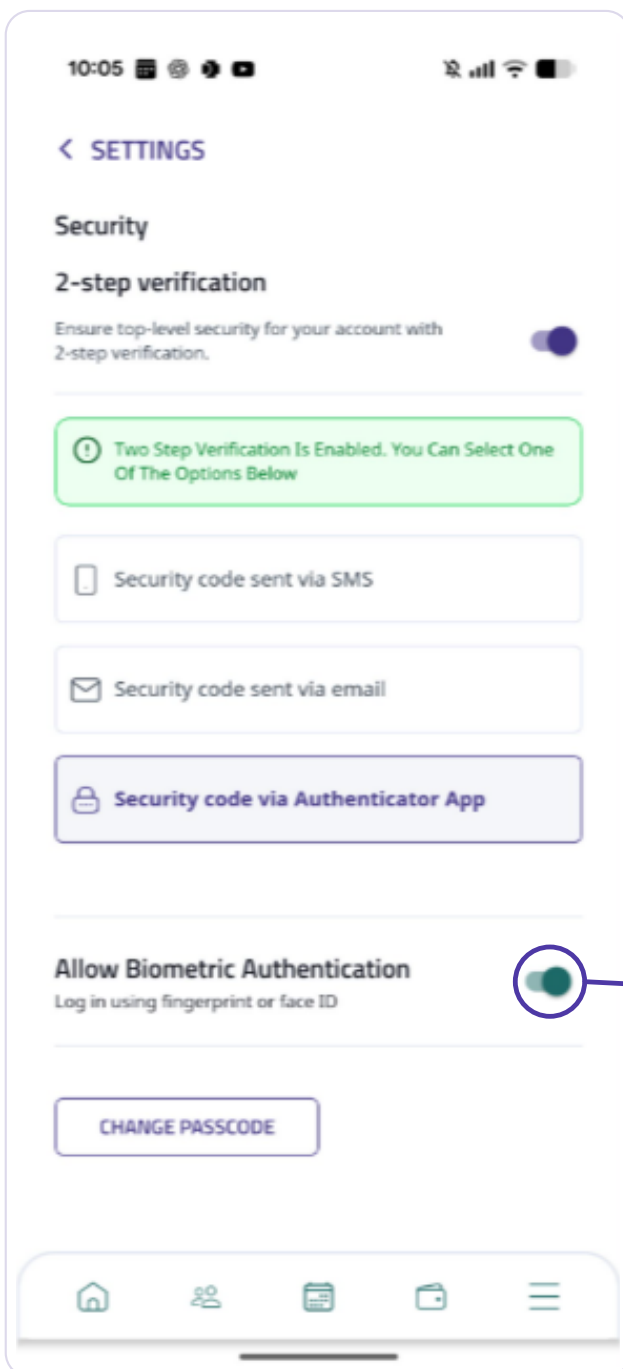
Tap the recovery link

At the bottom of the passcode screen, tap **Forgot your passcode or changed your phone number?**

Follow the on-screen instructions to reset your passcode or update your phone number.

1 Sign in faster with biometrics

Enable fingerprint or Face ID sign-in for quicker access to the Digimed doctor app.



Open Security settings

1. Sign in to the doctor app.
2. Tap the three-line menu at the bottom.
3. Go to Settings → Security.

Enable biometrics

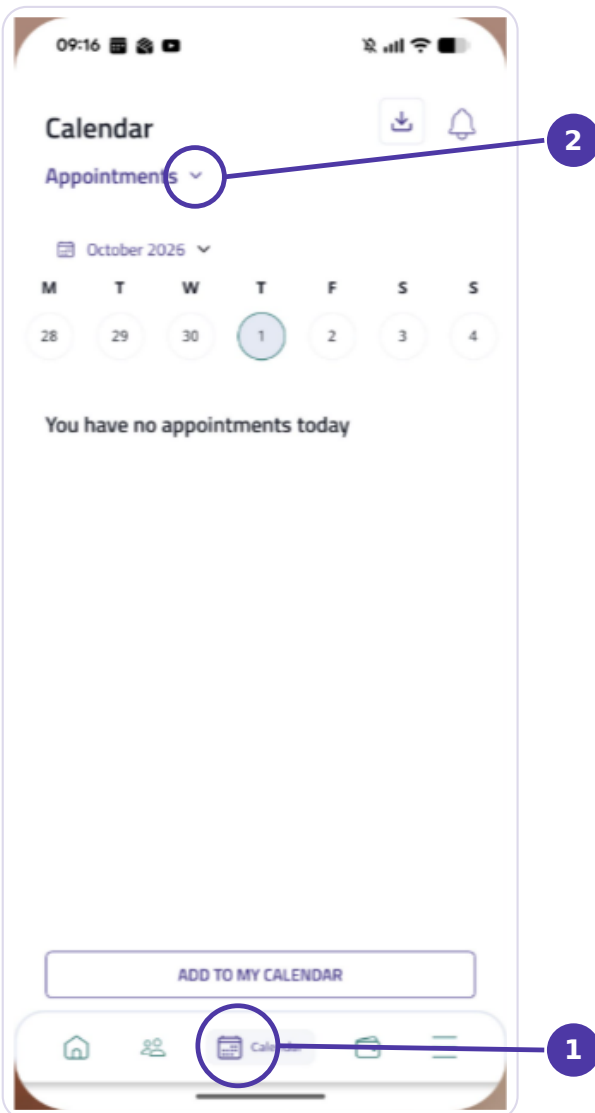
4. Switch on Allow Biometric Authentication.
5. Follow any prompts to enable fingerprint or Face ID sign-in.

The highlighted toggle is shown switched on in this screenshot.

You can also change your passcode in Security settings.

2 Activate online consultations

Start here to manage your availability for online appointments and home visits.



1 Tap Calendar

Tap the calendar icon in the bottom menu bar.

2 Open the dropdown

Tap the small down arrow beside Appointments at the top.

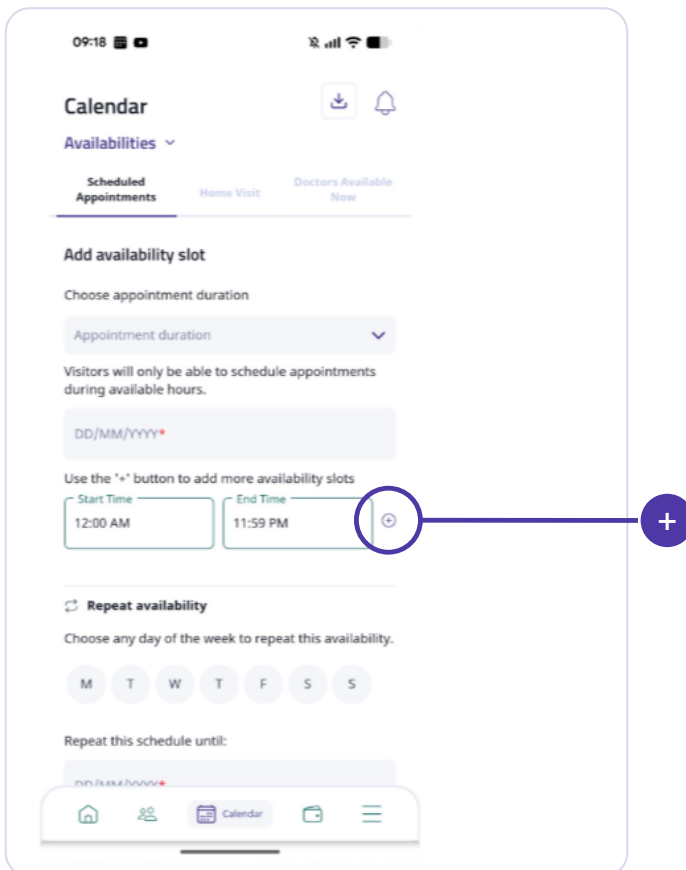
3 Select Availabilities

Choose Availabilities to open your availability settings.

From here, choose Scheduled Appointments or Doctors Available Now.

2 Scheduled appointments

Create the times when patients can book a scheduled appointment.



Add your availability

1. Select Scheduled Appointments.
2. Choose your appointment duration.
3. Select the date and enter the Start Time and End Time.

Add another slot

Tap + beside the End Time field to add another availability slot.

Example

Add 9-10am, then tap + to add 3-4pm on the same day.

Change your schedule

Return to edit or delete slots, or delete the schedule and start again. The screen also includes options to repeat availability on selected days.

2 Doctors Available Now

Doctors Available Now

Make yourself available for immediate requests. You choose whether to accept or reject each request.

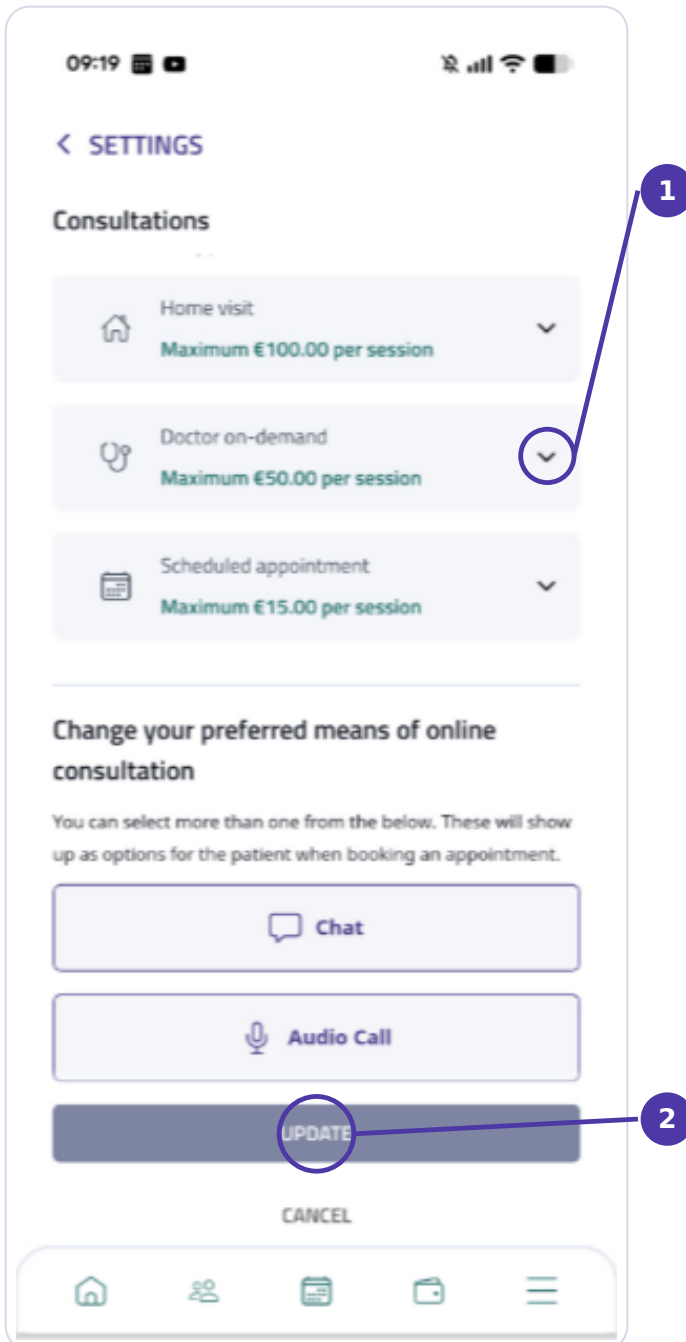
1. Open Calendar → Appointments dropdown → Availabilities.
2. Select Doctors Available Now.
3. Slide the toggle to the right and wait a few seconds for activation.
4. Select a duration: 10, 15, 30 or 60 minutes.
5. Set the time you want to remain available until.

Stop accepting requests early

Return to the same screen and switch the toggle off. For example, you can go offline before an 11am finish time if your plans change.

3 Set prices and consultation preferences

Open the three-line menu, then Settings → Consultations.



Set your prices

Open the dropdown for Doctor on-demand or Scheduled appointment and update your online consultation fees.

Choose consultation channels

Select the options you want to offer. This screenshot shows Chat and Audio Call. You can select more than one option.

Save your changes

Tap Update after making your changes.

Languages

In consultation settings, select or update the languages you speak so patients can choose a doctor they can communicate with.

The prices shown in the screenshot are examples from this account.

4 Appointment reminders

Digimed sends reminders to help you keep track of upcoming appointments.

In-app notifications

You receive two reminders in the Digimed app:

- 30 minutes before your appointment.
- 15 minutes before your appointment.

Email reminder

An appointment reminder is also sent to the email address you used when signing up.

WhatsApp reminder for scheduled appointments

For a scheduled appointment, you also receive a WhatsApp message on your registered mobile number to advise you that the appointment is coming up.

When it is time for your consultation, open the appointment in Digimed and join the call.

5 Find and join a scheduled appointment

Find your appointment

1. Sign in to the Digimed doctor app.
2. Look for your upcoming appointments on the dashboard.
3. Alternatively, tap the Calendar icon in the bottom menu to find your appointments.
4. You can also check the bell icon at the top right for appointment and sick-leave request notifications.
5. Open the relevant appointment and tap Join Call when it is time to connect.

Things to remember

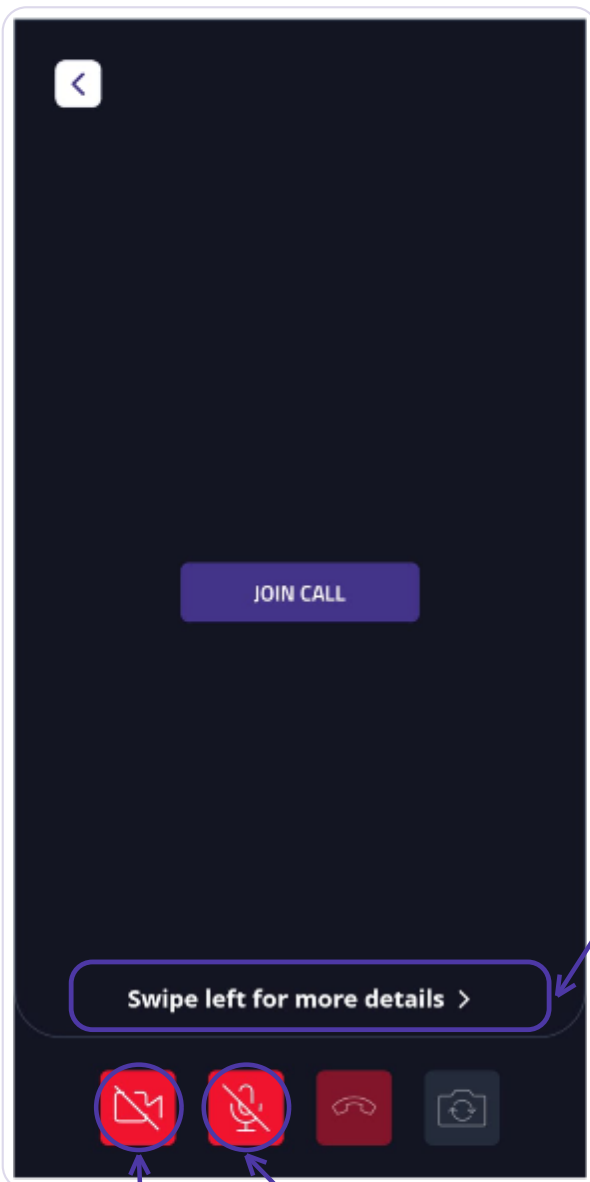
Scheduled appointments: when a patient books a slot from the availability you have published, the booking is confirmed. You do not need to accept the request separately.

Doctors Available Now: you choose whether to accept or reject each immediate request.

Keep your scheduled availability up to date so patients book times you can attend.

6 Complete the report during a smartphone call

You can open and fill in the consultation report while speaking with the patient.



Enable camera

Enable microphone

Before joining

Enable your camera and microphone. Allow access if your phone asks.

Your camera lets the patient see you; your microphone lets them hear you. The patient must enable theirs too.

Join the call

Tap Join Call to connect with the patient.

Open the report

During the call, swipe left at “Swipe left for more details” to open the consultation report.

Fill in the report as the consultation progresses.

6 Return to video and submit the report

Let the patient know before switching screens

When you open the report, your video may briefly go black for the patient. Explain what you are doing so they know what to expect.

“I’m opening your consultation report, so my video may briefly go black. I’ll reappear when I return to the video screen.”

Return to the video screen

Return to the video screen to appear on camera again. You can move between the report and video while completing the consultation.

After ending the call

1. Confirm the consultation price.
2. Review the consultation report and confirm you are happy with its contents.
3. Submit the report.

Need help?

Visit digimed.health for support and current information.

7 Troubleshoot camera and microphone access

If you or the patient cannot hear or see each other, check both the call controls and device permissions.

First check the call buttons

Ask the patient to tap the microphone or camera button if it is muted or switched off. Check your own buttons too. If access was blocked when prompted, switching on a call button may not be enough: the permission must also be allowed.

Patient using the web application

In Chrome, click the site controls icon beside the web address in the address bar. Open Site settings or the permissions panel, then set Camera and Microphone to Allow. Reload the page and rejoin the consultation. Other browsers may show different labels.

Patient using the mobile app

If the phone asks for camera or microphone access, select Allow.

If access was previously denied, open the phone's Settings, find the Digimed app and enable its Camera and Microphone permissions. On Android, these are usually under Apps → Digimed → Permissions. Return to the app and rejoin the call.

If the patient needs help

If necessary, call the patient on their telephone number to guide them through the steps, then return to the Digimed consultation. Check that both sides can hear and see each other before continuing.