

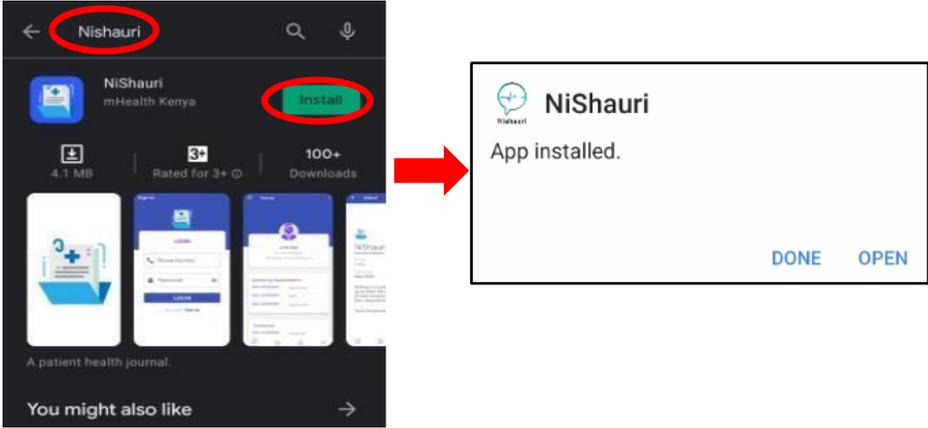
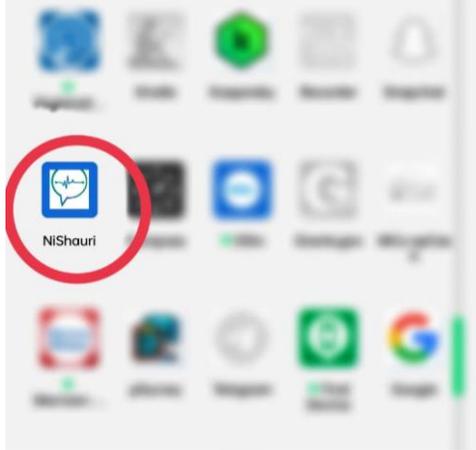
SOP: Nishauri Mobile Application Process Flow.

Last Updated: July 2023

Objective:	<i>Provide guidance on how to perform navigate and use Nishauri mobile application.</i>
Target group:	<i>Client/Patients</i>
Requirements:	<i>Internet connectivity, Android Mobile phone, Tablet,</i>

Overview

This is a personal health journal for PLHIV's that aims to provide the client with the history of their appointments and Lab results. They can also reschedule their appointments through the app.

Description	Illustration
<p>1. How to Download Nishauri Application</p> <p>Users of the Nishauri application shall be able to download and update the mobile app from the Google Play store according to the process below:</p> <ol style="list-style-type: none"> 1. Access the Google Play store. 2. Search for the Nishauri application Palladium on the search bar 3. Install the application 	
<p>2. How to Access Nishauri Application</p> <p>To access the Nishauri application, follow the process below:</p> <ol style="list-style-type: none"> 1. Select applications on your mobile device. 2. Navigate to the Installed Nishauri App <div data-bbox="459 1040 564 1187" data-label="Image">  <p>NiShauri</p> </div> <ol style="list-style-type: none"> 3. Open the Application 	

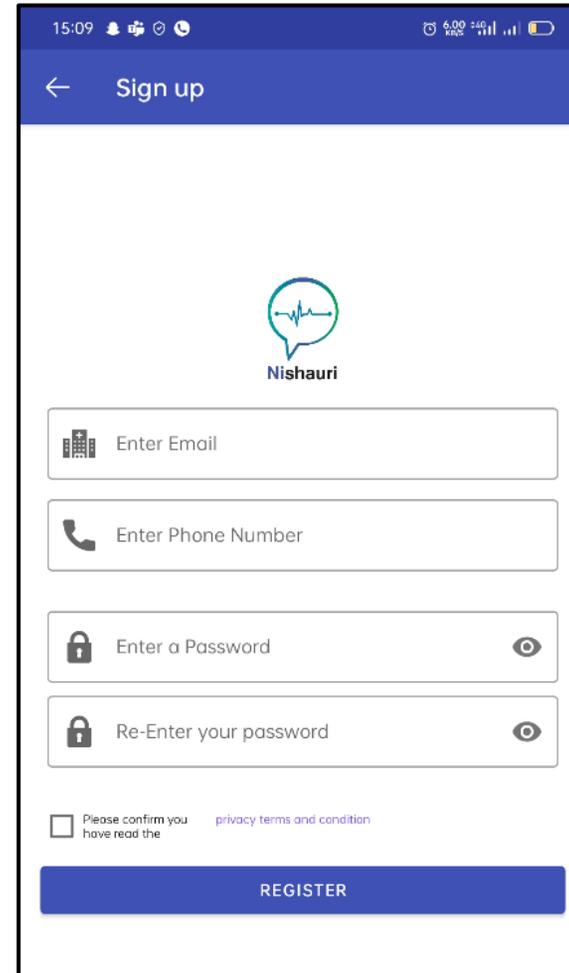
3. Signup

This process shall allow the users to create their own profile on the Nishauri platform.

NB: Please note that this process shall only be successful for persons who are already registered in the Ushauri platform as clients (and have CCC Number) or their dependent's such as HEI's and clients under the age of 24 months (about 2 years).

To signup, follow the process below:

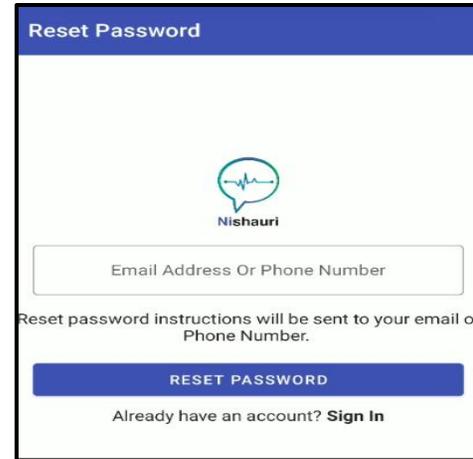
1. On the Login page, click “*New User? Signup*”
2. This will take you to the next page that allows input of user details such as Email, CCC No, phone and a password a user will remember.
3. Input *password details*
4. Check the *consent box* to consent on using the app
5. Click *Register* to complete user profile creation on the Nishauri app.



Resetting a Password

In case an existing user forgets their password; they can reset it using the steps below:

1. Enter their email address or phone number and click on the reset password button.
2. An OTP will be sent to a user's email address or phone number to authenticate the user.
3. Input a new password and confirm

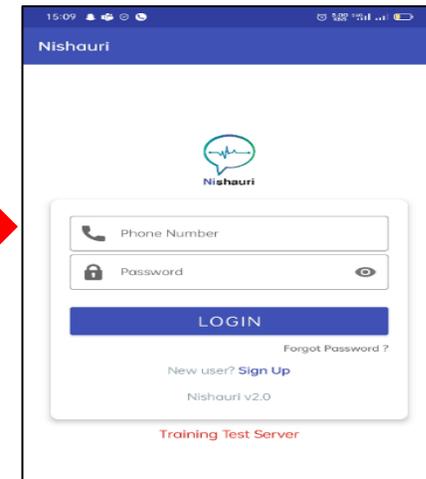
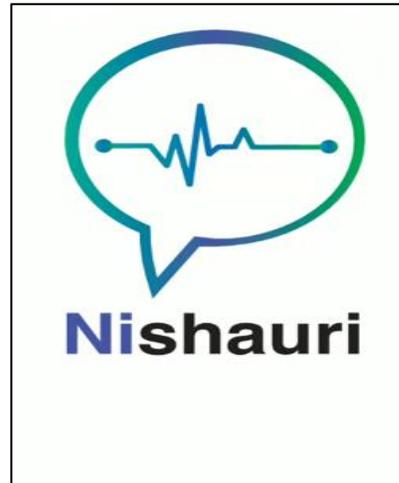


4. Login to Nishauri

Once a user has created their account on their Nishauri app, they'll be able to login. Follow the process below:

Login using credentials used at the registration page

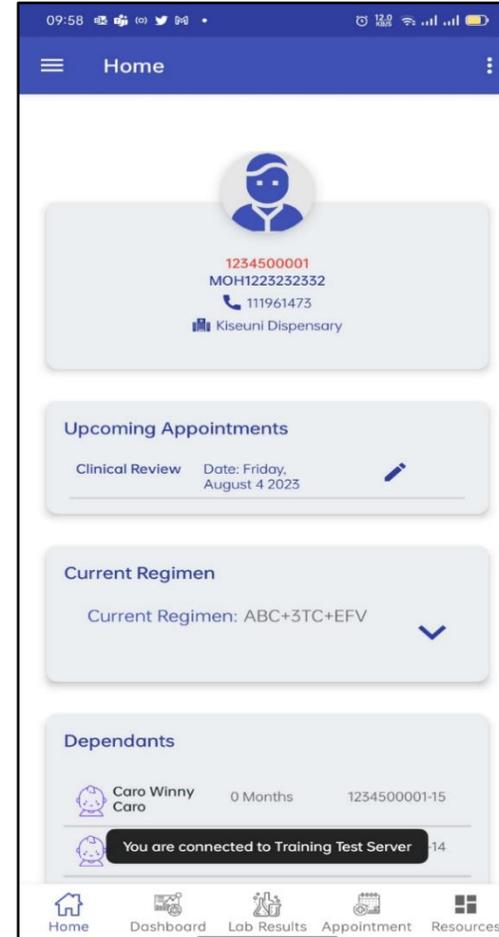
1. Load the Nishauri application.
2. Input *phone number* that was used in the registration above
3. Input *Password* as was used at signup
4. Click on the *Login* button to log in.



5. Home Page

From this display, a user can perform the following task:

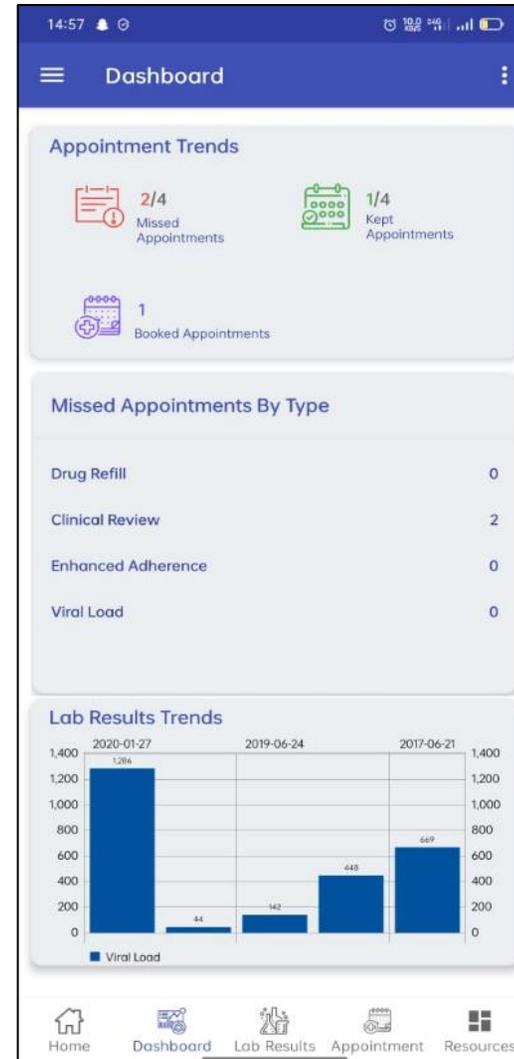
- i. View their details like CCC Number, UPI Number, Phone number and the facility where they are enrolled.
- ii. Access their upcoming appointments. The user can also use the *Pen* icon to request to reschedule his/her appointment.
- iii. See their current ARV regimen and view a description of the ARV drug combination (Regimen)
- iv. Visualize their dependants



6.Nishauri Dashboard

This page displays the client summary i.e. appointment trends and lab result trends according to the images below.

- To get this information, click on the Dashboard icon at the bottom of the page.
- This offers a summary of the patient Appointment trends, Missed appointments by service type missed, and trends of viral load results over time



7. Lab Results

This page displays the lab results for the client and their dependants. It also allows a user to request the most current results.

Steps to access Lab results:

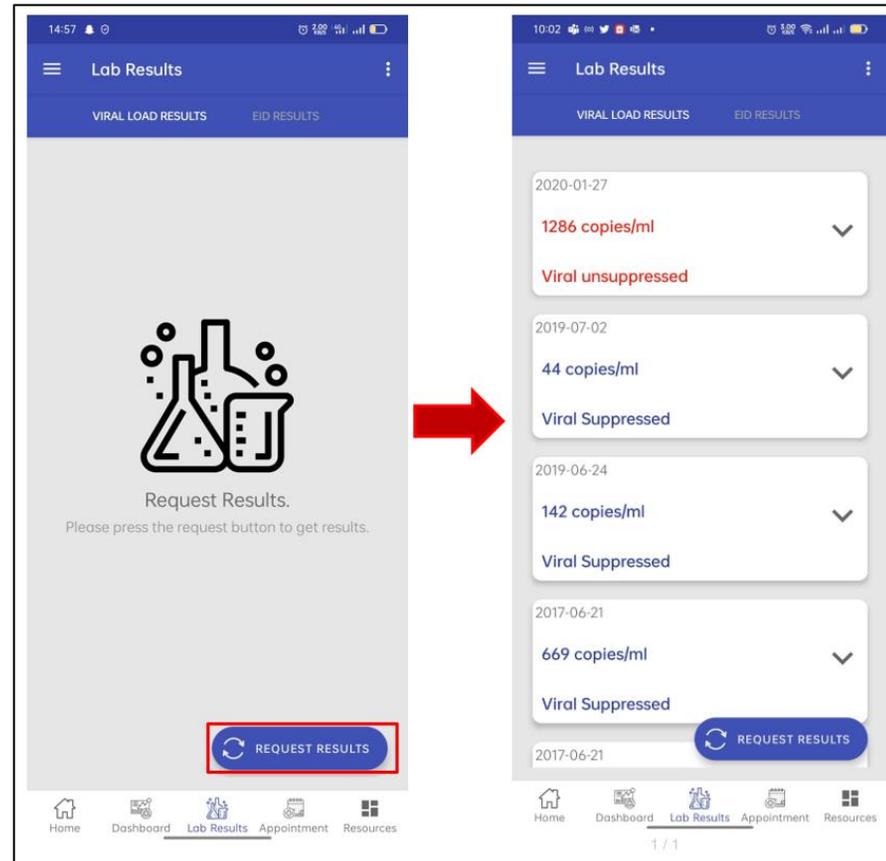
(a) View Lab Results

- Once logged in, click on the *Lab Results* tab at the bottom of the page
- All available viral load results will be displayed; by the result in copies and categorization as virally suppressed or not.
- To view the lab result for the dependents, tap on the EID result tab.

(b) How to Request Lab Results

- Access the Lab results page
- Click on the **Request Results** button.

The system will refresh the page thus giving you all the lab results for the client and their dependents.



8. Viewing Appointments

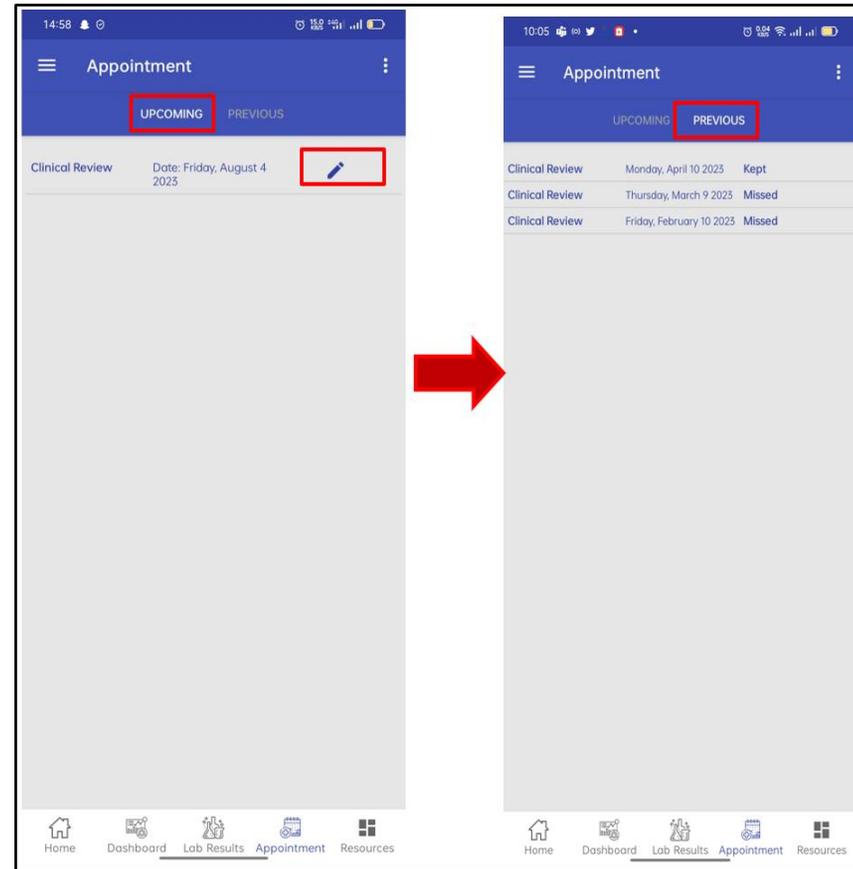
This shall allow the user to view their upcoming, pending and previous appointments list.

(a) View Appointments

To access appointments, follow the process below:

1. Login to the Nishauri app
2. Access the *Appointments* page at the bottom of the screen.
3. Click on the Upcoming or Previous to view appointments in this list.
4. Under *Previous* appointment tab, you can view the list of appointment and their statuses i.e. appointment kept and missed.

NB: A patient can request a change in appointment date by editing and requesting an appointment rescheduling with a reason. Once the new appointment date is accepted, the application will refresh to capture it among the Upcoming appointments.

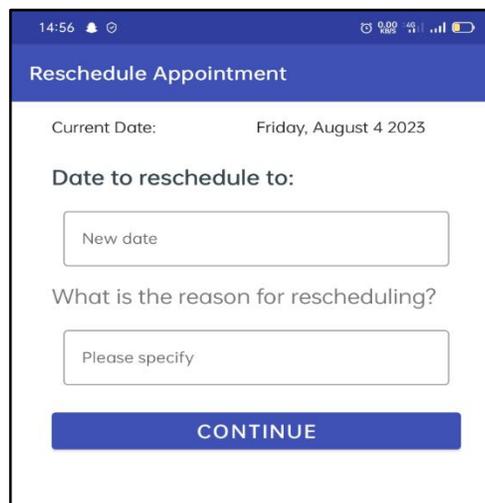


8.1 Rescheduling Appointment

To reschedule an appointment, follow the process below:

Login to the Nishauri app

1. Access the *Appointments page* icon or you can tap on the *Edit* button on the home page
2. Appointment scheduler form will open.
3. Select the Date to schedule from the date picker.
4. Enter the reason for rescheduling.
5. Click on Continue to save details of the new appointment



14:56

Reschedule Appointment

Current Date: Friday, August 4 2023

Date to reschedule to:

New date

What is the reason for rescheduling?

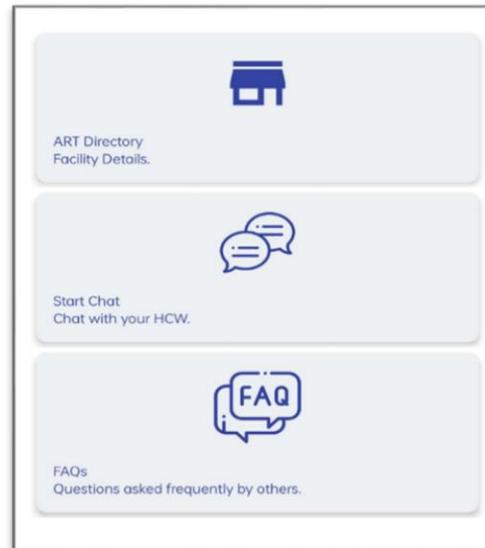
Please specify

CONTINUE

9. Other Resources

A patient can access additional resources provided by the application as below:

- a) **ART Dir:** Search for facility contact details for nearby facilities using the ART Directory app.
- b) **Chatbot:** Access Chat function to interact with a healthcare provider and through a chatbot.
- c) **FAQs:** Access answers to frequently asked questions that a user may have.
- d) **BMI Calculator:** You can quickly calculate your BMI within the App.

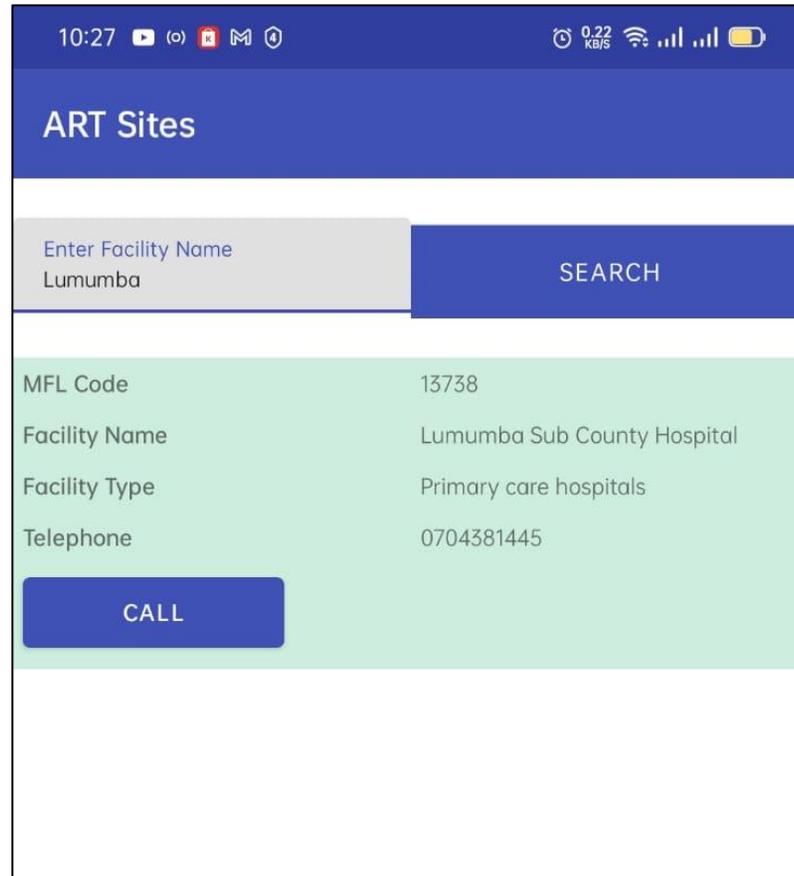


a. ART Directory Services

This feature allows a user to search for facility contact details and interact with a facility from the application by:

1. Searching for a facility using a known facility name, the application will provide the facility details.
2. Search for facilities within a specific area by typing a location name, the application will display all the facilities in that area.

The CALL function allows a user to interact with the chosen facility for further enquiries using the device call feature.



10:27 [YouTube] [Calendar] [Messages] [Home]

0.22 KB/s [Wi-Fi] [Signal] [Battery]

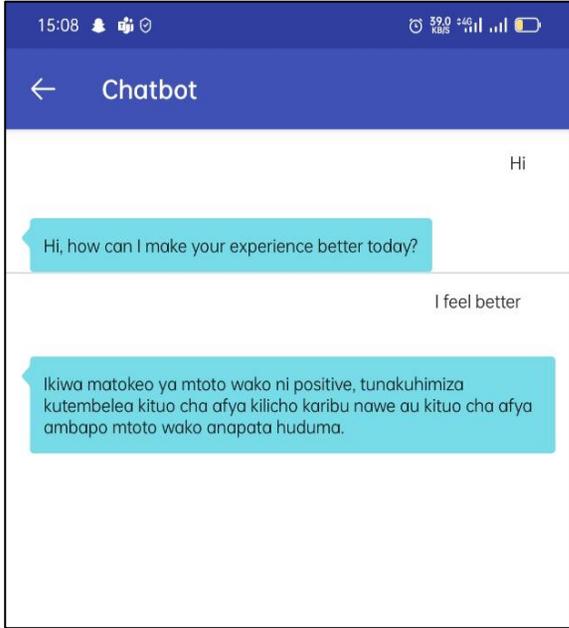
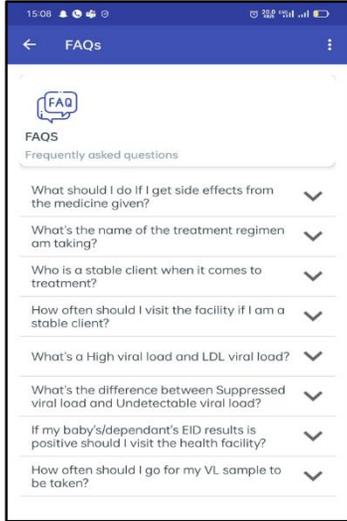
ART Sites

Enter Facility Name
Lumumba

SEARCH

MFL Code	13738
Facility Name	Lumumba Sub County Hospital
Facility Type	Primary care hospitals
Telephone	0704381445

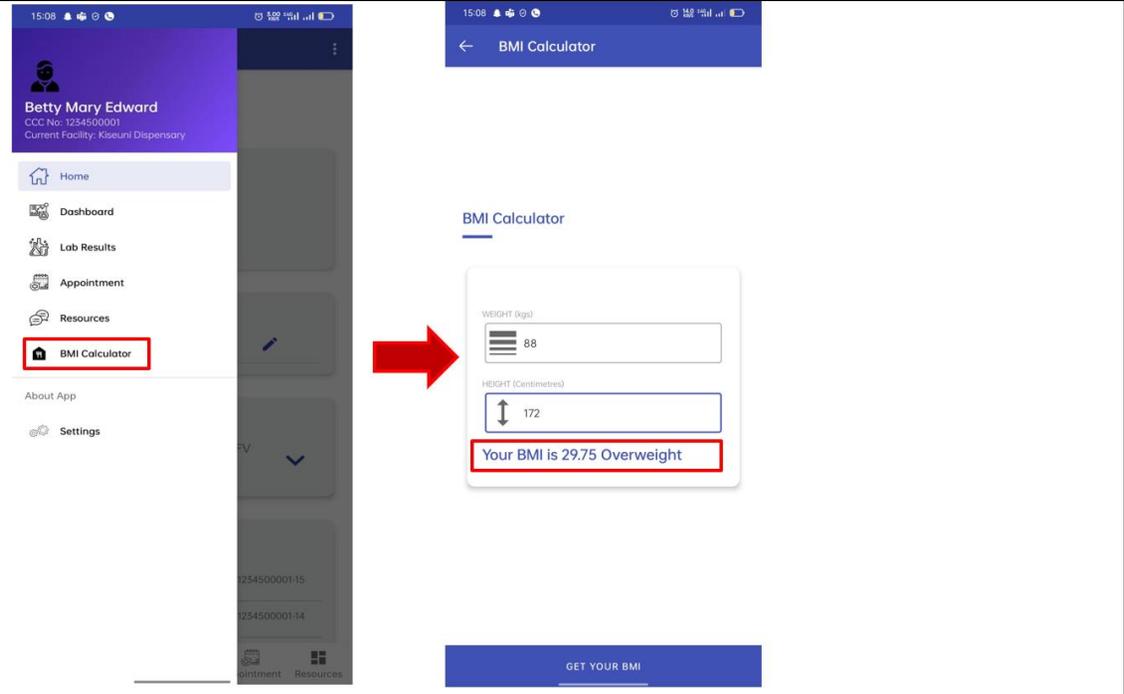
CALL

<p>b. Chat Bot</p> <p>This is an interactive feature between a user and a healthcare worker (HCW) by providing instant responses.</p> <p>The chat feature shall allow users to send messages to their healthcare provider at their facility and chat directly with the HCW. To access this feature, follow the process below:</p> <p>Login to the Nishauri app</p> <ol style="list-style-type: none"> 1. Click on the <i>Reosurces</i> page icon at the bottom of the page. 2. Click on <i>Start Chat</i> to begin writing your message. 	
<p>c. FAQs</p> <p>These are collection of most commonly asked questions about the application that can assist a user to easily Navigate and use the application.</p>	

d. BMI Calculator

The application allows users to calculate their BMI by inputting their weight in (kgs) and Height in (cm).

To calculate BMI, click on the “Get your BMI” button. The system will calculate and generate the BMI and BMI categorization.



THE END