

Umoor Sehat

Standard Operating Procedure

All-in-one community health platform

For patients, doctors, camp coordinators and administrators

1. Overview

Umoor Sehat is the Dawoodi Bohra community's all-in-one health platform. It brings together medical camps, online consults, emergency response, family health records, antenatal care, blood-donor networking, first-aid AI and training under a single secure account.

Modules at a glance

- **Medical Camps** — discover camps, book a slot, walk-in QR.
- **Online Consults** — chat with on-call doctors.
- **Emergency SOS** — one-tap alert to on-call responders.
- **Family Health** — manage records for every dependent.
- **ANC** — antenatal visits, vitals and reminders.
- **Blood Network** — donor matching and requests.
- **Prescriptions, Vitals, Results, Certificates** — your medical record.
- **Medical ID** — shareable QR profile for emergencies.
- **First-Aid AI** — instant guidance for common emergencies.
- **Learn & Training** — community articles and modules.
- **Equipment & Kits** — kit tracking and expiry alerts.
- **Preparedness** — scenario playbooks.

2. Getting started (all users)

- 1 Open **umoorsehat.lovable.app** in any modern browser.
- 2 Tap **Sign in** → choose **Continue with Google** or **Email + password**.
- 3 On first sign-in, complete the onboarding: name, country, county/region, preferred language.
- 4 Allow **location access** when prompted — this powers nearby camps and SOS routing.
- 5 Optional: install as an app — browser menu → **Install app / Add to Home Screen** — for offline access and push notifications.

Account safety

- Use a strong password and keep your email recovery up to date.
- Never share OTP or verification codes with anyone.
- Sign out from shared devices via **Profile** → **Sign out**.

3. Patients & community members

3.1 Profile & Medical ID

- 1 Go to **Profile** and complete personal details, allergies, blood group and emergency contacts.
- 2 Open **Medical ID** to view your QR code. Save or print it — first responders can scan it without an account.
- 3 Update Medical ID whenever conditions or medications change.

3.2 Family & dependents

- **Family** → **Add dependent** for each family member (children, elders).
- Open a dependent to record vitals, prescriptions and bookings on their behalf.

3.3 Medical camps

- 1 From the home page or **Camps**, browse upcoming camps.
- 2 Tap a camp → pick an available slot → **Confirm booking**.
- 3 You will receive a confirmation and reminder notification/SMS.
- 4 On the camp day, show your booking QR at registration.

3.4 Online consult

- 1 Go to **Consult** and start a new chat — describe your symptoms in plain language.
- 2 An on-call doctor will respond. Share photos and documents inside the chat as needed.
- 3 After the consult, view the prescription and follow-up advice under **Prescriptions**.
- 4 Rate the consult so the community can improve service quality.

3.5 Emergency SOS

- Use the red **SOS** button only for genuine medical emergencies.
- Pressing SOS sends your location and Medical ID to the nearest on-call responder.
- Stay on the line/screen until a responder confirms.
- If life is at immediate risk, also call local emergency services.

3.6 Blood donor network

- Mark yourself as a donor under **Profile** → **Blood** with your blood group and last donation date.
- Open **Blood** to raise a request — matched donors are notified automatically.

3.7 Records & certificates

- **Prescriptions, Vitals, Results, Certificates** are listed under their respective tabs.
- Each item can be downloaded as PDF or shared via secure link.

3.8 First-Aid AI & Learn

- Tap **First-Aid AI** for instant, AI-guided first-aid steps. It is guidance, not a substitute for professional care.
- **Learn** hosts community articles and training material.

4. Doctors & on-call providers

4.1 Apply as a provider

- 1 Sign in → **Profile** → **Become a Provider**.
- 2 Submit qualifications and a contact number.
- 3 An administrator reviews and approves your application; you will be notified.

4.2 On-call duty

- Open **On-call** to view the roster and accept or release your shift.
- While on duty the on-call banner is visible across the app.
- Set status to **Available / Busy / Off** as needed.

4.3 Consult queue

- 1 Open **Queue** — incoming consults appear in order of arrival.
- 2 Open a consult → review the patient's intake form, vitals and history.
- 3 Use **Clinical tools** for quick references and calculators.
- 4 Issue a **Prescription**, order **Investigations**, or create a **Referral**.
- 5 End the consult; the patient is asked to rate it.

4.4 Responding to SOS

- 1 An SOS alert appears with the patient's location and Medical ID.
- 2 Accept the alert to coordinate response; release if you cannot attend so it routes elsewhere.
- 3 Log outcome notes after the event.

5. Camp admins & coordinators

5.1 Create a camp

- 1 Go to **Admin** → **Camps** → **New**.
- 2 Set name, date, location, start and end time, status (*Draft / Open / Closed*).
- 3 Define slot duration and capacity — slots are generated automatically.
- 4 Publish (**Open**) to make it visible on the home page.

5.2 Walk-in registration

- On camp day, use **Register walk-in** to capture patients without an account.
- A printable QR is issued so the walk-in can later link the record to their account.

5.3 Live queue

- **Queue** shows arrivals in real time — call patients, mark no-shows.

5.4 Equipment & kits

- **Admin** → **Equipment** tracks kits, items and expiries.
- Assign a kit instance to a camp; mark items consumed or expired.
- Expiring-soon items appear in the dashboard for reorder.

5.5 Reports

- After the camp, open **Admin** → **Reports** for footfall, consult outcomes and referrals.
- Export CSV/PDF for sharing.

6. System administrators

6.1 Users & roles

- **Admin** → **Users** — search, view and adjust roles (patient, provider, camp_admin, admin).
- Roles are stored in a dedicated table; never edit roles outside this screen.

6.2 Provider applications

- **Admin** → **Provider applications** — approve or reject pending doctors.
- Approval grants the provider role and on-call access.

6.3 On-call & call policy

- **Admin** → **On-call** manages the duty roster and rotation.
- **Call policy** defines auto-escalation rules.

6.4 Catalogs

- **Admin** → **Articles** — publish community-facing learn content.
- **Admin** → **Investigations** — maintain the lab/test catalog.

6.5 Insights & export

- **Admin** → **Impact** — community health dashboard.
- **Admin** → **Activity** — audit trail.
- **Admin** → **Export** — bulk data exports.
- Monthly reports are generated automatically.

7. Cross-cutting topics

7.1 Notifications & SMS

- Manage push and SMS preferences under **Profile** → **Notifications**.
- Reminders go out for bookings, ANC visits and health follow-ups.

7.2 Offline mode

- Once installed as a PWA, key screens work offline.
- Forms submitted offline are queued and sync automatically when you reconnect.
- The **offline indicator** shows current status.

7.3 Privacy & data

- Records are protected by row-level security — users only see what they're authorised to.
- Medical ID is only readable by responders who scan the QR.
- Never share account credentials or screenshots containing other patients' data.

7.4 Troubleshooting

- **Map is blank** — refresh, ensure location permission is granted, use the published *.lovable.app* URL.
- **Can't sign up** — confirm internet, try Google sign-in; if email signup fails repeatedly, contact admin.
- **SOS not firing** — check location permission and network; use a phone call as backup.
- **Sync stuck** — open the app while online; the offline queue will flush automatically.

8. Appendix

Glossary

- **ANC** — Antenatal Care.
- **On-call** — A duty shift where a provider receives consults and SOS alerts.
- **Medical ID** — A shareable QR profile readable by responders.
- **PWA** — Progressive Web App, installable like a native app.
- **RLS** — Row-Level Security, the rules that decide who sees which records.

Support

For help, contact your local Umoor Sehat coordinator or the system administrator listed in your community directory.