Clinician FAQs

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Why am I not seeing my Patient on my Health Dashboard?

Situation 1: The patient has not accepted the invite request yet which will allow you to follow the patient's health data readings.

Solution: You can manually contact the patient using the contact number/email address the patient provided during the live/initial consultation, or just wait until the patient accepts the invite request. Note: You will receive a notification through the bell icon or Recent Notifications once the patient has accepted the request. To identify if your patient has not yet accepted your invitation request, go to the Patients tab. Click the toggle for Pending requests and check if the patient is still listed there.

Situation 2: You accidentally unpinned the patient from your Health dashboard from the Action column of the Reading List. You can still see the patient's health data by searching the patient manually on the Patients tab, however, you will not see the patient's health data included in the Reading chart.

Solution: Go to the Patients tab. If you have multiple patients, search for the patient under the Search bar. On the patient's Action column, click the 3 dots or ellipsis and select Pin to Health Dashboard. When you go back to your Health Dashboard, the patient should already show up there again.

Situation 3: Patient unsubscribed to your clinic - meaning that the patient no longer wants you to follow or view his/her health data or accidentally unsubscribed to your Clinic.

Solution: You need to send a new invite request to the patient. (insert video link for Invite Patients)

Situation 4: You clicked a single risk range on the Readings chart which is why the Readings list only displayed the patients whose health risk is under that selected risk range.

For example, from the Readings chart - under Blood Pressure, you clicked on High Risk (red) range which shows 2 patients. Consequently, the Readings List below will only show the 2 patients with a high-risk blood pressure level. The rest of your patients will not be seen under the Readings List.

Solution 1: Click on the same risk range to undo the selection and it will bring back all of your pinned patients under the Readings list.

Solution 2: You can also click on the Dashboard tab or refresh the page and it will bring you to the default view of the Health dashboard where it shows all of your pinned patients under the Readings list.

After checking the Patient's profile and trying to exit, I see a pop-up notification asking to Leave the site or Cancel. What should I select?

This is a reminder for you to save a Time Log to record your Timed Patient Review Session for tracking purposes.

Solution 1: Click on the Leave site, if you don't need to save a Time log for a Timed Patient Review Session.

Solution 2: By clicking on Cancel, you can save first the Time log for a Timed Patient Review Session. (insert video link for Timed Patient Review Session & Viewing the Time Log)

How to set up General Risk notifications for all patients and for individual patients?

Answer: (insert video link for Set Up General Risk Notifications for All Patients & Change Risk Notification Settings for an Individual Patient)

How does the system determine the patient's Goal weight from their First weight?

Answer: The Weight goal is 95% of their first weight since there is a 5% reduction.

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