RAH@H
Remotely Accessible Healthcare at Home

A Patient Centric 24/7 Connected Health Model
to Improve Healthcare Outcomes through Technology
for Education, Engagement, Empowerment, Monitoring & Treatment of
Patients Virtually

RAH@H Patient Portal User Guide
patient.rahah.ksu.edu.sa

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# RAH@H PATIENT PORTAL

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RAH@H Patient Portal

- Patient will be assigned a new account on RAH@H Portal by RAH@H team members.

A. How To Login To RAH@H Portal?
   a. Open Google Chrome/Firefox on your computer/mobile.
   b. Type the following address in the search bar:
   c. Enter your e-mail and password.
   d. Click on Login.
B. RAH@H Account Settings

Patient can view and/or control the following: *Profile, Settings and Device Providers*.

1. **Profile:**

   ![Dashboard/Profile Image](Dashboard/Profile.png)
2. **Settings**: Patient can change the password, select the measurement units, and control the notifications to be received.

3. **Devices Providers**: Patient needs to connect health devices to the portal account.

   1. Click on Connect button in front of the device provider to be connected to.
4. **Logout**: Patient can sign out from his/her RAH@H account by clicking on Logout button.
C. **Homepage For RAH@H Portal**

RAH@H Dashboard contains the following tabs: Dashboard, Profile, Observations, Health Records, Lab and Reports, Education, Telemedicine, Webinar and Messages.
1. **Dashboard Tab**

   I. **Latest Readings**: From the dashboard page, click on the tabs at the top under “Latest Readings” section to check latest health observations from devices. The patient can view historical readings as a list or a chart by clicking on the chart icon beneath every observation category.

   You will find your latest health readings from devices according to your specialty. For example:

   1. **Heart Condition**, where you can see the following:
      - Heart Rate
      - Pulse
      - Blood Pressure both Systolic and Diastolic
      - Heartbeat Sound where you can listen to heartbeats by downloading the audio file
   2. **Lungs Condition**, where you can listen to your lungs sound by downloading the audio file.
   3. **Blood Glucose**, where you can find blood glucose observations before and after meal.
   4. **Blood Oxygen level** in percentage.
   5. **Body Temperature** in centigrade.
   6. **Body Weight**, which contains weight, water percentage, bone mass, fat percentage, muscle mass and Body Mass Index (BMI).
   7. **Pregnancy related readings**, which contains fetal beats reading and associated audio file as well as kick count reading.
The following images display the Blood Pressure observations as a chart and a list.
II. **Reload The Readings:** If you could not find the latest reading from a device on the dashboard, click on the reload icon to refresh the readings.

III. **Personal Health Records:** Patient can check his/her health records details, such as, Allergies, Medications, Health Conditions and Surgical Procedures.

IV. **Doctor Notes:** Notes that were entered to the portal by the physicians and the nurses are displayed.
V. **Past Activities:** From the dashboard, patient can also view his/her latest activities in RAH@H, like readings from devices and telemedicine session(s).

VI. **Emergency Center:** This section displays health updates messages from emergency center, if any.
2. **Patient Profile**
   
   I. **Basic Profile**: Patient can view, add and/or edit some of his/her personal information in the portal.
   
      1. Move the mouse over “Profile” tab.
      2. Click on “Basic” > Personal Profile webpage will open.
      3. To add/update the data in the personal profile, click on “Edit Profile” button > add or edit the desired data > click on “Save”.
   
   II. **Emergency Profile**: Patient also can add and/or edit his/her emergency contact information.
      
      1. Move the mouse over “Profile” tab.
      2. Click on “Emergency” > Emergency Profile webpage will open.
      3. To add an emergency contact information, click on “+Add Emergency Contact” button > add the required data > click on “Save”.
      4. To update the data in the emergency profile, click on “Edit Profile” button > edit the desired data > click on “Save”.

![Patient Profile Interface](image-url)
3. **Observations**

To view historical health observations from the medical devices:

1. Move the mouse over the “Observations” tab.
2. Select the health observation to be displayed, such as, Blood Glucose, Blood Oxygen, Blood Pressure or any required observation.
3. For example, click on “Blood Pressure”. The related health readings can be displayed as a chart and as a list.
## Blood Pressure Chart past 6 weeks

<table>
<thead>
<tr>
<th>Date time</th>
<th>Systole</th>
<th>Diastole</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul 10, 2017 3:01:53 PM</td>
<td>115</td>
<td>78</td>
<td>mmHg</td>
</tr>
<tr>
<td>Jun 5, 2017 3:59:04 PM</td>
<td>100</td>
<td>59</td>
<td>mmHg</td>
</tr>
<tr>
<td>Jun 5, 2017 3:58:09 PM</td>
<td>103</td>
<td>60</td>
<td>mmHg</td>
</tr>
<tr>
<td>Jun 2, 2017 2:38:22 PM</td>
<td>87</td>
<td>57</td>
<td>mmHg</td>
</tr>
<tr>
<td>Jun 2, 2017 2:36:48 PM</td>
<td>103</td>
<td>76</td>
<td>mmHg</td>
</tr>
<tr>
<td>Jun 2, 2017 2:55:28 PM</td>
<td>123</td>
<td>80</td>
<td>mmHg</td>
</tr>
<tr>
<td>Jun 2, 2017 2:09:51 PM</td>
<td>113</td>
<td>77</td>
<td>mmHg</td>
</tr>
<tr>
<td>May 31, 2017 2:56:07 PM</td>
<td>157</td>
<td>106</td>
<td>mmHg</td>
</tr>
<tr>
<td>May 31, 2017 2:54:36 PM</td>
<td>113</td>
<td>77</td>
<td>mmHg</td>
</tr>
</tbody>
</table>
4. **Health Records**
   a. Patient can view his/her health records like Allergies, Medications, Health Conditions, Surgical Procedures, and Family History by moving the mouse over the “Health Records” tab > clicking on one of the listed categories to view the related data.
   b. Patient can add and/or edit information of some of these categories by clicking on the Add button or clicking on edit or delete icons in front of each information.
   c. In the screenshots below, illustrations of different options regarding Family History are displayed.
5. **Lab and Reports**
   
a. Upload your lab results and medical reports as needed by clicking on **Lab and Reports** tab from the top.

   ![Lab and Reports tab](image)

b. Click “**Drop files to upload**” > select the related image from your device.

c. Click “**Open**”.

d. Click on “**Upload**” button. The image will be uploaded and will be visible to your doctor.

   ![Upload image](image)
6. Education:
RAH@H aims to empower patients through educating them with different health educational materials. The education tab in RAH@H patient portal contains the following two features:

I. Encyclopedia: RAH@H portal provides the registered patients with a health encyclopedia which increases the knowledge of the patients regarding diseases, health conditions, diagnostic tests, symptoms, injuries, surgeries, wellness, etc... It also includes summaries and a gallery of pictures and illustrations related to medicine and healthcare.

To use the Encyclopedia in RAH@H portal, follow the steps below:

a. Go to “Education” tab in the homepage of RAH@H Portal.

b. Click on “Encyclopedia” from the list.
c. The homepage of the Encyclopedia will open.
d. The user can find a variety of topics according to the following categories:
   - Alphabetical index
   - Body Location and Systems
   - Disorders and Conditions
   - Diagnostic Tests
   - Therapies
   - Demographic Groups
   - Health and Wellness
e. for Arabic Encyclopedia, click on

<table>
<thead>
<tr>
<th>Health and Wellness</th>
<th>Body Location and Systems</th>
<th>Disorders and Conditions</th>
<th>Demographic Groups</th>
<th>Diagnostic Tests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancers</td>
<td>Blood, Heart and Circulation</td>
<td>Diabetes</td>
<td>Men</td>
<td>Radiology</td>
</tr>
<tr>
<td>Diabetes</td>
<td>Bones, Joints and Muscles</td>
<td>Genetic Disorders</td>
<td>Seniors</td>
<td>Symptoms</td>
</tr>
<tr>
<td>Genetic Disorders</td>
<td>Brain and Nerves</td>
<td>Heart Disease</td>
<td>Women</td>
<td>Preventing Infections</td>
</tr>
<tr>
<td>Heart Disease</td>
<td>Digestive System</td>
<td>Infectious Diseases</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infectious Diseases</td>
<td>Ear, Nose and Throat</td>
<td>Mental Health</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental Health</td>
<td>Eyes and Vision</td>
<td>Strokes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strokes</td>
<td>Glands, Endocrine System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Addictions</td>
<td>Immune System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Addiction Alcohol</td>
<td>Kidneys and Urinary System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Addictions Alcohol</td>
<td>Lung and Breathing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Addictions Alcohol</td>
<td>Mouth and Teeth</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Addictions Alcohol</td>
<td>Reproductive System - Female</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

f. Examples from the Encyclopedia contents:
- A list of blood, heart and circulation related topics will open.
- Scroll down and click on any subtopic, such as “Blood” > then “High Blood Pressure”.
The related topics webpage will open.

High Blood Pressure

Overview

Blood pressure is the force of your blood pushing against the walls of your arteries. Each time your heart beats, it pumps blood into the arteries. Your blood pressure is highest when your heart beats, pumping the blood. This is called systolic pressure. When your heart is at rest, between beats, your blood pressure falls. This is called diastolic pressure.

Your blood pressure reading uses these 2 numbers. The systolic number usually comes before or above the diastolic number. A reading of:
- 110/73 or lower is normal blood pressure.
- 140/90 or higher is high blood pressure.
- Between 120 and 139 for the top number, and between 80 and 89 for the bottom number is called prehypertension. Prehypertension means you may end up with high blood pressure unless you take steps to prevent it.

High blood pressure usually has no symptoms, but it can cause serious problems such as stroke, heart failure, heart attack and kidney failure. You can control high blood pressure through healthy lifestyle habits and taking medicines, if needed.
Educational Formats: Each topic in the Encyclopedia contains Educational Formats which are: Interactive Tutorial and Illustrated Summary.

Scroll down in the same page, click on “Illustrated Summary”.

A PDF file will open in a new tab so you can read in presentation mode, print or download the illustrated summary.
Use the icons below for the different options

- Presentation Mode
- Print
- Download

Click on “Interactive Tutorial” under Educational Formats to watch the related tutorial.

Educational Formats

- **Interactive Tutorial**
  - This option starts a multimedia program that includes questions and feedback.
- Illustrated Summary
  - To read or print an illustrated summary, select this option.

Introduction

Hypertension, or high blood pressure, is a common condition that affects 1 out of every 3 adults.

Hypertension is also called the “Silent Killer” because it often has no symptoms. Hypertension can lead to severe health problems if it goes untreated for a long time.

This health information explains hypertension and how it can be prevented and controlled.

A pop-up page will open. Click on “Click to continue” twice.
This program was made available to you by

تم تقديم هذا البرنامج بواسطة

Prince Naif Bin AbdulAziz Health Research Center

مرкер الأمير نايف بن عبد العزيز للأبحاث الصحية

Click to continue

اضغط هنا لمواصلة هذا البرنامج
A user agreement will open. Click on “I agree. START the tutorial” button.

I understand that this education program:

- Includes general information and not specific medical advice
- Uses easy-to-understand pictures and text to simplify information
- Asks questions to verify understanding

If I have any questions, I will check with my doctor or healthcare provider.
- A list of related subtopics will be displayed.
- You can click on a subtopic from the displayed list or just click on the right arrow to start the tutorial sequentially.
At the end of each interactive tutorial, the user will get a set of questions related to the topic to answer.

Which of the following risk factors can increase your risk of hypertension?

1. Eating a diet that is high in salt and fat.
2. Being overweight.
3. Having a family history of high blood pressure.
4. All of the above.

The correction will appear directly right after the user selects an answer.

To exist from the tutorial at any time, click on “Quit” button at the top left corner of the webpage.
II. **User Generated Contents**: RAH@H portal provides the registered patients with features of sharing articles from the web, writing articles, and viewing shared articles by other patients of the same group and admins.

To use the User Generated Contents, follow the steps below:

1. Go to “Education” tab.
2. Click on “User Generated Contents” from the list.
3. To manage (add, edit and/or share) your articles, click on “Manage Articles” from the drop down menu.
   a. **To add an article**, click on “+ Add an Article”.

![Click here to manage articles](image1)

![Click here to add an article](image2)
A pop-up page will open, which contains the needed features for writing an article, such as, text formatting tools and attaching images, links and videos.

To attach URL link, an image or a video to the article, use the corresponding icons below.
When you click on the “Insert Link” icon, the following fields will appear.

- Type the text that will be displayed as a link here
- Enter the URL here
- Check here only if you want the link to be opened in a new window
- Click here to insert the link to the article

The inserted link

When you click on the “Insert Image” icon, the following fields will appear.

- Click here to upload an image from your device
- OR enter the URL of the image
- Click here to insert the image to the article
The user can see the added article under “My Articles”.
Click on the title of the article to view it.
A pop-up page will open with the complete article.

b. **To Edit an added article**, Click on “Edit” icon > Apply needed changes > Then click on “Save” to save the changes.

c. **To share your article with patients from the same group**, Click on “Share” icon > Confirm by clicking on “Yes” so the article becomes visible under “Public” category.
4. To view articles added by others from the same group/admins, click on “Public” tab.

5. To view your recently shared article(s), Click on “Education” tab from the Homepage > Click on “User Generated Contents” > Click on “Recently Shared” tab from the dropdown menu > The articles will be displayed and you can select any to view the complete article.
7. **Telemedicine**

A patient can have teleconsultations with the doctors at any scheduled time irrespective of locations. Once a new appointment is scheduled by the medical staff, you will receive an email with the appointment details.

**To start a telemedicine session on the stated appointment date, follow the steps below:**

a. Click on Telemedicine tab from the homepage.

b. My Appointments page will open listing past and upcoming telemedicine appointments. You can see the appointment details by clicking on the eye icon.

---

**Click here**

- [Camera icon for starting telemedicine session](#)
- [Appointment Details icon](#)
- [Download](#)

---

**Appointment Details**

- **Patient**: Rand
- **Medical Specialist**: Rand
- **Appointment Status**: Accepted
- **Record Number**: 6cm4d53-3
- **Date**: 12/06/2017 from 16:00 to 16:30

**Appointment Summary**

- [Appointment Recordings](#)

**No records found**

[Back to List](#)
c. To attend an appointment, click on the camera icon.

d. When your doctor is available online for that appointment, telemedicine session will start and doctor’s actions from his/her side will be reflected on your screen.

e. For example: If the doctor opens the Blood Glucose history, you will be able to view the glucose historical records and so on.

f. The doctor can also further clarify details to patients by explaining on anatomical illustration(s).
g. The doctor can view your observations, health records, and lab reports uploaded, if any, and it will be reflected on our screen too.

h. The patient will be able to view doctor’s notes regarding prescribing medications, diagnosis and recommending a follow up appointment.

i. Doctor has the option of recording the telemedicine session as a video after notifying the patient.

j. Once the session is completed, the patient can check the teleconsultation summary as a PDF file as well as the recorded video, if any, from the appointment details by clicking on the eye icon.
8. **Webinar**

Patients can attend online health lectures presented by physicians, nutritionists or health educators through RAH@H Webinar.

**To attend and participate in a Webinar, apply the following steps:**

1. Click on “**Webinar**” tab from the top tabs in RAH@H portal.

2. Type the webinar’s topic in the search bar.

3. Or click on the “**Recent Webinars**” and select the related specialty from the menu, for example “**Cardiology**” then select the webinar topic.

4. Sometimes attendance requires registration of the participant’s data. In that case, you will fill a short popup registration form.
5. The webinar will be presented.

- The title of the Webinar
- The description of the webinar
- The presentation or video
- The presenter will be visible here at the scheduled webinar time

a. You can ask audio or video questions during the webinar “A”.

Select the type of the message “Voice or Video”

Add your full name, email and country

Press here to start recording the question
b. In case the presenter allows sharing his/her presentation, you can download the file by clicking on the download icon “B”.

c. You can send a direct email to the presenter by pressing the email icon “C”.

d. You can also send a written message/question to the presenter during the webinar by pressing on the hand icon “D”.

9. **Messages**

Patient can use Messages feature in RAH@H portal to send and receive messages to and from the nursing staff, in addition to receiving messages from the doctor.

Note: The patient can send a message to the nursing staff directly, but he/she cannot send a message directly to the doctor.

I. **To Send A Message Via The Portal**

There are two ways to send a message via RAH@H portal. You can either:

1. Click on “**Message Nurse**” button at the bottom right corner of the webpage.
   - Type the title and the message body.
   - Click on “**Send Message**”.

2. Or from the top of the webpage by clicking on “**Messages**” tab.
The messages page will open > Click on “Compose” to create a new message.

Type the title and the message body.
Click on “Send Message”.

Click here to send
II. **To Check Sent Messages:** Click on “Sent” button to view the sent messages.

![Sent Messages](image)

1. Click on “Sent” button to view sent messages
2. The list of sent messages appears
3. Click on the sent message row to view the message

III. **To Check New Messages/Notifications**
   - **To view new messages:**
     1. Click on “Messages” tab from the top portal tabs > Click on “Inbox” button.

![New Messages](image)

Click here

- Click on the message row to display the details.
To view the new messages/notifications list:
1. Click on the messages icon at top right corner of the portal and a list of the received and non-opened notifications will drop down.
2. Click on the notification to view the details.