# MedAssist Live - Caretaker

MedAssist Live connects a caretaker to a coach, anytime, anywhere.

A Coach instructs a Caretaker

A Caretaker works with a patient/client

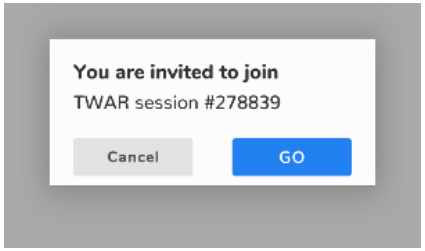
## 1. Log in

| Step | Action |
|---|---|
| 1 | Check that you have a 4G or WIFI connection |
| 2 | Download from your App Store the MedAssist Live app<br>Open the Live app |

## 2. Connect screen

### 2.1 Collaboration without case management

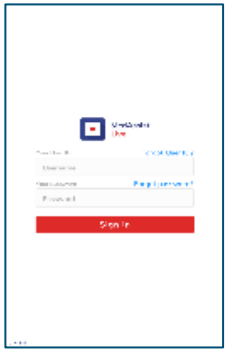
In this option the caretaker clicks on a link, that was sent by a coach.

| Step | Action |
|---|---|
| 1 | Click on the link that you received via email, WhatsApp or SMS.<br>The message should look like this:<br>Please join me in MedAssist Live.<br>https://medassistlive.page.link/kfSU |
| 2 | MedAssist Live starts up and you enter the call immediately |
| | ! You open the app WITHOUT logging in. No user ID required.<br>Wait for a Two Way Augmented Reality (TWAR) session invitation to appear on the screen. Click on GO<br>! Menu options are limited when connecting through a link.<br>  |

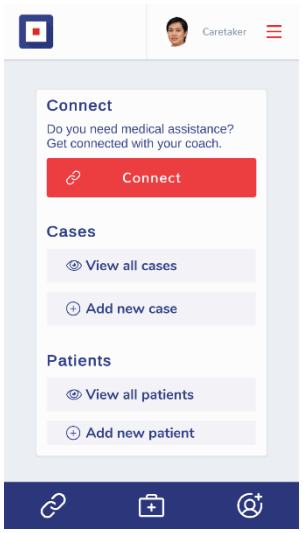
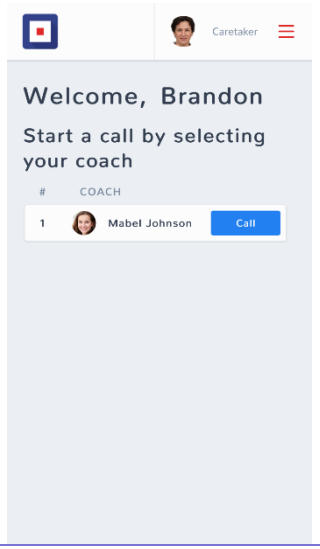
### 2.2 Collaboration with case management

The purpose of the connect screen is to enable the caretaker choose a coach to connect with and to call the coach, when available.

! Please view the user manual for instructions on how to use case management.

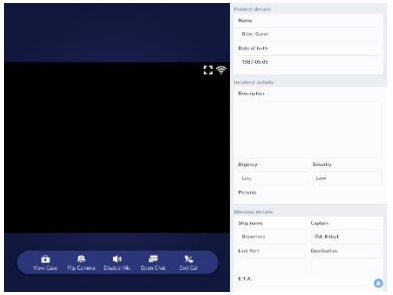
| Step | Action |
|---|---|
| 1 | Enter User ID and password<br><br>! Only the first time, agree to the Terms of Use before moving into the Main Menu of the application.<br>  |
| 2 | Case Management enabled<br>If you have case management enabled the following menu options appear: |

| Caretaker Option | |
|---|---|
| Connect | Connect with a coach using this menu option. |
| Cases | A Case can be created and maintained with information about the patient, the incident, symptoms, advice given. |
| Patients | A Patient record can be created, changed and deleted. |
| Profile Screen | (Right upper side of the screen): User details, Access to documentation, team information. version information, ability to log out. |

| | |
|---|---|
| | The screen looks like this:<br>  |
| | Case Management disabled<br><br>If you do not have case management you will see the connect screen.<br>  |

## 3. Collaboration screen

This screen connects the caretaker and a coach to work in the same virtual reality.

| Step | Action |
|---|---|
| 1 | The caretaker should direct the device with the front camera towards the patient or client.<br><br>! The screen should be in Landscape mode, otherwise a warning message will appear.<br> |
| 2 | When the connection has been successfully established, the caretaker and coach can<br><br>• Collaborate<br>• Review Case information<br>• Flip the camera to have face-to-face communication<br>• Switch their microphone on/off<br>• Exchange chat messages<br>• End the call<br>  |

## 4. References

You can find the user manual and other documentation via this link :
https://medassist.online/liveapp/docs