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Anamneza — user manual

Nov 18, 2026 · @George Sand

The manual explains, role by role, how to use the Anamneza platform at https://app.e-anamneza.ro. It is the English version of the Romanian manual “Anamneza — manual de utilizare”; there is also a French version, “Anamneza — manuel d’utilisation”. The Romanian version is authoritative.

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Platform roles

The patient owns their record, the physician reads and adds to it only within a care relationship, the supervisor sees the call recordings, the administrator manages the accounts and the settings, and a partner clinic's receptionist and manager work only with the appointments and with the clinic's aggregate figures, respectively.

Role	Who	What they do on the platform
Patient	Anyone with a patient account	Requests appointments, writes to physicians and to the AI assistant, sees their record, answers questionnaires, decides who has access, manages their consents, data export and account deletion
Physician	A physician with a physician account and a TOTP code	Confirms and completes appointments, reads and adds to their patients' records, reviews AI replies, refers patients to specialists, sends questionnaires to their patients and approves questionnaires, sees their statistics
Administrator	An account with the administrator role and a TOTP code	Creates and edits patient, physician and supervisor accounts, disables them, resets passwords and TOTP codes, on the Users page; decides whether AI replies go through a physician's review (Settings); creates questionnaires and sees their results; edits the notifications' texts and channels (Notification texts); sees the call recordings and the change history — every look at a patient's data appears in that patient's access log
Supervisor	An account with the supervisor role and a TOTP code, created by an administrator	Sees the video recordings of calls by date, plays or downloads them; creates questionnaires and sees their results; edits the notifications' texts (Notification texts); every view appears in the patient's access log; has no access to records
Receptionist	Reception staff of a partner clinic, account created by an administrator	Books, confirms, moves and cancels the appointments of the clinic's physicians and puts patients on the waiting list, with no access to medical data; every action is logged
Clinic manager	The manager of a partner clinic, account created by an administrator	Sees their clinic's dashboard with aggregate figures (appointments, rates, occupancy, anonymous feedback) and downloads it as CSV; sees no patient

The virtual assistant (the AI physician) is not a user role: it answers patients in the chat, and each of its replies is checked by a physician before it reaches the patient (by default; the administrator can turn the review off, and replies then show as “Not reviewed by a physician”).

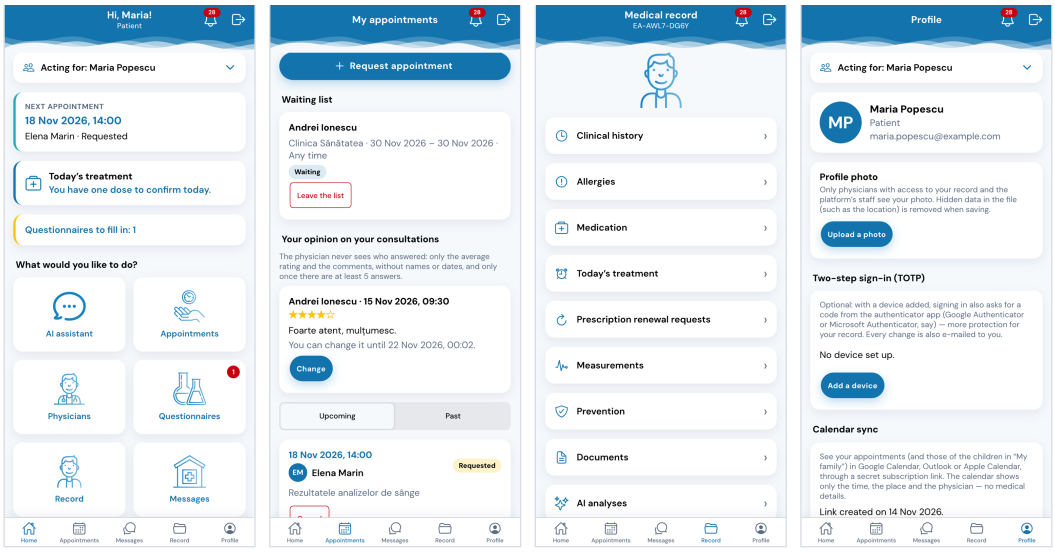
Getting started

You sign in at https://app.e-anamneza.ro with the account an administrator created for you (through the activation email or with a temporary password); physicians, administrators and supervisors add a code from an authenticator app at their first sign-in.

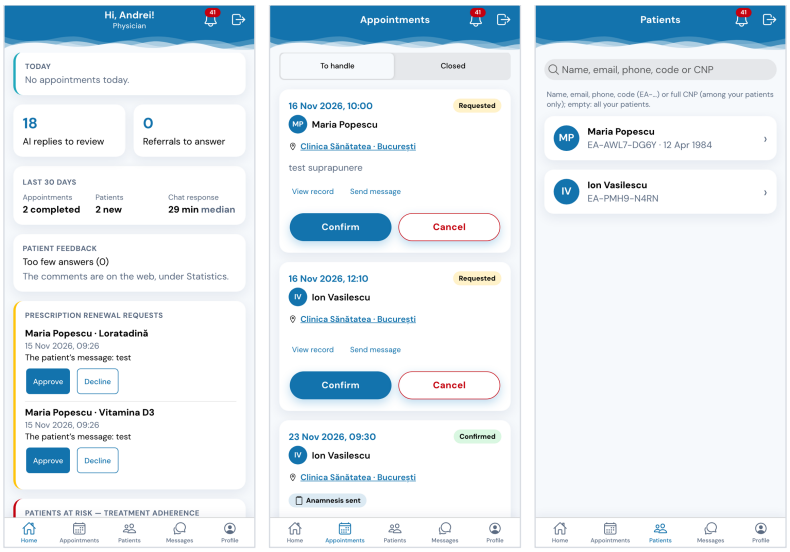
1. **Signing in.** Open https://app.e-anamneza.ro: if you are not signed in, you see the e-anamneza welcome page. Press **Sign in**; the sign-in page (auth.e-anamneza.ro) has the same look. Enter your username and password; after signing in you land on the page you had opened.
2. **The TOTP code (physicians, administrators and supervisors).** At the first sign-in, scan the QR code with an authenticator app (Google Authenticator, Microsoft Authenticator, FreeOTP) and enter the 6-digit code. From then on the code is asked at every sign-in. Patients can turn it on if they wish. In Account security (the Account menu) or in My profile you see your devices, add one (Add a device: the QR code and a name for the device) or remove one (Remove: the sign-in server asks for your password and a confirmation). Physicians, administrators and supervisors can remove even their last device, after a warning; the next sign-in asks them to add another, so two-step sign-in stays mandatory for them. Each change brings a notification in the app and an e-mail.
3. **Language.** The RO | EN | FR switch in the top bar (and on the welcome and sign-in pages) changes the interface at once. On your first visit the app uses your browser's language, else Romanian. The choice is remembered and also sets the language of the emails, of the sign-in page, of the AI assistant's replies and of its voice.
4. **The menu.** The menu on the left shows only your role's pages (the **Practice** and **Account** sections).
5. **Notifications.** The bell in the top bar shows new appointments, messages, documents, referrals, questionnaires and calls, plus the changes an administrator made to your account (password, TOTP code, email); the same notifications also arrive by email, except calls. **Mark all as read**, in the bell's list, marks them all at once. The bell lists only the newest 7 (the number on it counts every unread one), then “and N older” and See all notifications. The Notifications page (Account menu) lists them all, newest first, with date and time and a dot on unread ones: All (N) / Unread (N), Mark all as read, 20 per page (20, 50, 100). A click marks one read and opens its screen, as from the bell. Delete the notification deletes one for good; Delete read ones (N), after a confirmation, deletes the read ones. Notifications (read or not) older than 30 days are deleted automatically, with their history. A referral notification opens the referral, a call notification opens the call. When someone calls you while the app is in a hidden tab or a window behind others, the browser also shows a system notification (only the caller's name); clicking it answers. Turn it on with Allow notifications in My profile (the Call notifications card) or at Join call. Administrators and supervisors set the notifications' texts and can switch some channels off (e-mail, for example), never the security notices.
6. **Signing out.** From the profile menu (top right) choose **Sign out**; the session also ends on the sign-in server, and you return to the welcome page with “You've signed out. See you soon!”. A wrong address leads to the **Page not found** page, from which you go back to the app.
7. **The error code.** When an action fails, the error message ends with a code, for example “Could not save. (code: 3f9a1c2e)”. The code holds no data about you; give it to the support team when you ask for help: with it, the administrator finds exactly the request that failed.

The mobile app

Patients and physicians can also use the phone app (iOS and Android), with the same account, the same data and the same access rules as on the web. Administrators and supervisors use the web app only.



The mobile app, as a patient: Home, Appointments, Record, Profile.



The mobile app, as a physician: Home, Appointments, Patients.

- **Signing in** opens in the phone's browser (physicians also enter their TOTP code), then the app opens by itself. After 30 minutes without activity, the app asks you to sign in again and brings you back to the screen you were on.
- **The patient** has the tabs Home, Appointments, Messages, Record and Profile: physicians by city and clinic, with their schedule, chat with physicians and with the assistant (voice included), video calls, the record, referrals, the access log, questionnaires, consents, the data export and account deletion.
- **The physician** has the tabs Home, Appointments, Patients, Messages and Profile, plus AI review and Referrals: confirms and completes appointments, reads and adds to the record, uploads documents (from the camera too), refers to a specialist, reviews the assistant's replies and sets their schedule per clinic (Clinics and schedule). The full statistics and the questionnaire editor stay on the web.

- **Incoming calls** ring on the phone as a push notification, even with the app closed or the screen locked; tapping it opens the call. The notification shows only the caller's name. At the first sign-in the phone asks you to allow notifications.
- **Privacy:** the app is hidden in the list of open apps, and screenshots are blocked on Android. Downloaded files go through the phone's share menu; the app keeps no medical data on the phone.
- **Signing out** (Profile → Sign out) also ends the session on the server; the next sign-in asks for the password again.
- **Also on the phone:** the patient fills in the anamnesis interview, acts for their children or for the people they care for (Profile → My family), records measurements and sees their prevention (from Record), asks for a prescription renewal, joins a waiting list, rates a consultation and subscribes their calendar (Profile). The physician sees the patient's measurements and prevention (read-only), the renewal requests and the feedback average on Home, and asks for consultation notes from recordings. Receptionists and clinic managers use the web app only.

Each role's manual

- Patient: Patient
- Physician: Physician
- Administrator: Administrator
- Supervisor: Supervisor
- Receptionist: Receptionist manual
- Clinic manager: Clinic manager manual

Configuring the platform

What can be configured in the app, who does it and where. Every change made by an administrator appears in the Log (Users → Log). The details of each setting are in the role's chapter.

For the administrator

Accounts and roles. Users → Create user: the role (Patient, Physician, Supervisor, LSR interpreter, Receptionist, Clinic manager), the details and the activation (Activation email or Temporary password). For receptionists and managers you choose the clinics. From the row's menu: Edit, Disable, Resend the activation email, Reset the password, Reset TOTP.

Partner clinics. Administration → Clinics → Add a clinic: the name, the address, the contact, the opening hours and the access notes. From the row's menu: Edit, Affiliated physicians, Archive; in the clinic's dialog, the Reception and Managers tabs show who works there.

Review of AI replies. Settings → Virtual physician (AI): with The virtual physician's replies need a physician's review ticked, every reply of the assistant waits in AI review until a physician approves it. Here you also see the AI queue and Patient data encryption (Reload).

Appointment reminders. Notification texts → App → Appointment reminders: Reminders on, Send to the physician too and Offsets before the appointment (by default 24 h, 6 h, 1 h); a new offset: How long before, Unit, Add the offset, then Save.

Treatment adherence. Notification texts → Treatment adherence: the dose reminders, the Second reminder (after how many minutes) and after how long a dose counts as missed.

Notification texts and channels. Notification texts → the App tab (each notification: In the app, E-mail, Push) and the Keycloak e-mails tab (the activation, password and security e-mails). Supervisors have the same page.

Questionnaires. Questionnaires → New questionnaire: see “Step-by-step example: a questionnaire from scratch” in the administrator manual. A questionnaire can require a physician's approval and can be published to all patients, to selected patients or through a public link.

LSR vocabulary. LSR vocabulary → New sign and Models: the signs recognised for deaf patients and the recognition models.

For the physician

The schedule. Clinics and schedule: My clinics (Add a clinic), Weekly schedule (Add interval: the place, the day, the hours, the validity), Exceptions and Leave. Patients and reception only see the times within the schedule; an appointment lasts 30 minutes.

The anamnesis interview. Clinics and schedule → Anamnesis interview: Automatically send the anamnesis interview when confirming an appointment. If you turn it off, you send it by hand from the appointment's row.

Measurement alert ranges. The patient's record → Measurements → Alert ranges: a minimum and/or a maximum for each type (for blood pressure, systolic and diastolic separately); a value outside them sends you a notification.

The medication schedule. The patient's record → Medication → Add a medication: the Dose times and the days; the patient gets reminders, and you see the adherence.

Specialties. My profile: the main specialty and at most two others, the contact e-mail and phone.

For every user

Language and appearance. The RO | EN | FR switch and the moon (dark theme) in the top bar; the choice is remembered.

The TOTP code. Account security: Add a device or Delete (see “First sign-in: the TOTP code step by step”).

Notifications. My profile: Receive notifications by SMS (if you have a contact phone) and the browser's call notifications; on the phone, the app's notification permission.

The calendar. My profile → Calendar sync: a link for Google Calendar, Outlook or Apple Calendar.

Consents (patient). My profile → Consents: The AI assistant may read my documents and questionnaire answers; My data may be used for research.

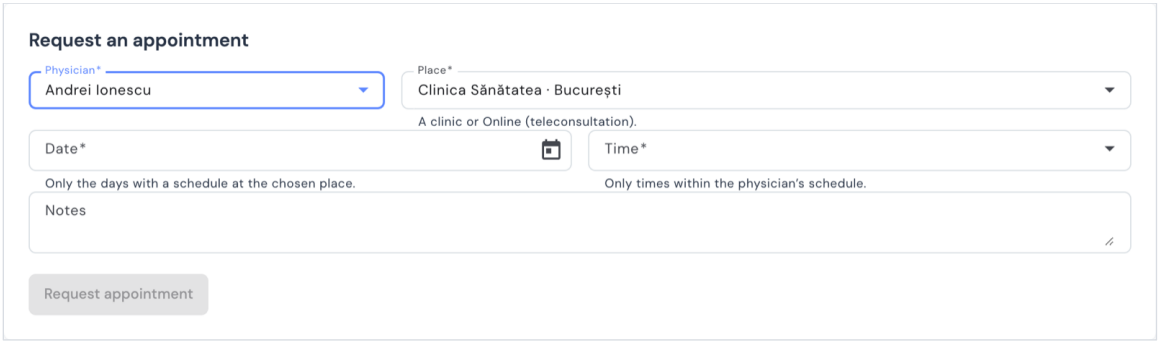
Family (patient). My family: Add a child, Give access to a caregiver; in the top bar you choose Acting for.

Patient manual

Appointments

You request an appointment on the Appointments page, and the physician confirms it; you can cancel it while it is requested or confirmed.

1. Open **Appointments** from the menu.
2. In the **Request an appointment** form, choose the physician. If the physician has published a schedule, you first choose the place (a clinic or Online), then the day (only days with hours there) and the time (only times in the schedule, every 5 minutes; an appointment lasts 30 minutes, and times that would overlap another of the physician's appointments are not shown); otherwise you choose any day and time. Add notes if you wish. You cannot choose a time in the past.



The Request an appointment form, with the physician chosen: place, day and time.

3. Press **Request appointment**. The appointment appears in the table as "Requested", and the physician gets a notification.
4. When the physician confirms it, you get a notification and the status becomes "Confirmed".
5. From the appointment's row you can **Send message** to the physician or **Cancel** the appointment.

Status	What it means
Requested	Waiting for the physician to confirm
Confirmed	The physician expects you on the chosen date

Status	What it means
Completed	The consultation took place
No-show	You did not come
Cancelled	Cancelled by you or by the physician

With an appointment that is not cancelled, the physician can see and add to your record; you can take that access back at any time (see The medical record). Before a confirmed appointment you get reminders (by default 24 h, 6 h and 1 h before) as a push notification on your phone; tapping it opens your appointments; with the app open, it shows at the bottom of the screen with a See appointments button. A moved appointment gets them again for the new time, a cancelled one gets none.

The table also has a **Place** column: the clinic (with "(archived)" if it was archived), "Online", or "—" for an appointment without a place. The confirmation and the reminders name the place after the date and time. If the physician changed the schedule in the meantime, the request is refused with "The chosen time is no longer in the physician's schedule. Choose another time." If someone else took the time in the meantime, the request is refused with "The physician already has an appointment at this time. Choose another time.": the place and the day stay chosen, the times reload and you only choose another time (the same on the phone).

The anamnesis interview before the consultation

When the physician confirms an appointment, you usually get an **Anamnesis interview**: a few questions about the reason for the visit, so that the physician learns beforehand what brings you.

- You get the "Anamnesis interview" notification (in the app, push and e-mail). The appointment's row shows **Fill in the anamnesis** (then **Continue the anamnesis** or **View the anamnesis**); on the phone, on the appointment.
- The form adapts to your answers: the reason for the visit, the symptom (where, since when, how it changed, how strong) or the known condition, what has changed (medication, allergies, hospital stays, smoking, alcohol) and your questions for the physician. Answers are saved as you type. The form is not read right away: **in an emergency, call 112**.
- **Send for a summary**: the AI assistant writes a summary of your answers, with no diagnosis and no advice (if the AI is unavailable, the summary is simply your answers, in order).
- Read the summary and correct it if needed, or press **Change my answers**. Then **Send to the physician** and confirm. The physician sees nothing until you send; once sent, it no longer changes.
- The sent anamnesis appears in your record, under **Anamneses**. If the appointment is cancelled, an unsent interview is cancelled too. Every reading by the physician goes into the **Access log**.

The waiting list

If you want an earlier place with a physician, join their waiting list; when someone cancels a matching appointment, the place is offered to you.

- On the physician's page press **Tell me if an earlier place opens up**: choose where (one of the physician's clinics, Online or Anywhere), the days (from today, at most one year ahead) and the part of the day (morning, afternoon or any time), then **Tell me**. You can be on a physician's list once and on at most 10 lists at a time.
- Places are offered in turn, in order of joining: **the first one on the list** it suits gets the notification “A place has opened up for you” (and e-mail, push or SMS if you have them), and the place is **held for 2 hours**.
- On **Appointments** (on the phone, the Waiting list section of Appointments) you see the offer with the time left: **Accept** books the appointment, confirmed at once; **Decline**, or no answer, passes the place to the next one.
- Your entries are listed there too (including those made by the clinic's reception, marked “Added by the reception”); **Leave the list** takes you off.

Calendar sync

You can see your appointments in Google Calendar, Outlook or Apple Calendar, through a secret subscription link.

- In **My profile** (on the phone, Profile), the **Calendar sync** card → **Create the link**, then **Copy the link** (or **Open in the calendar app**) and follow the steps shown for your app.
- The link is shown only once: copy it then. Anyone who has it sees your appointments, so don't send it to anyone. **Generate a new link** stops the old one; **Delete the link** stops the sync.
- The calendar shows only the time, the place and the physician (without their specialty), plus the appointments of the children in My family — never notes or medical data. Google reads the link once every few hours, so a change may show up late.

Your opinion after a consultation

After a completed consultation you get a notification asking you to rate the physician.

- On **Appointments**, the **Your opinion on your consultations** card → **Rate it**: 1–5 stars and, optionally, a comment (at most 1000 characters, with no medical data or names).
- The rating can be changed for **7 days** after the appointment was completed, then it stays as it is.



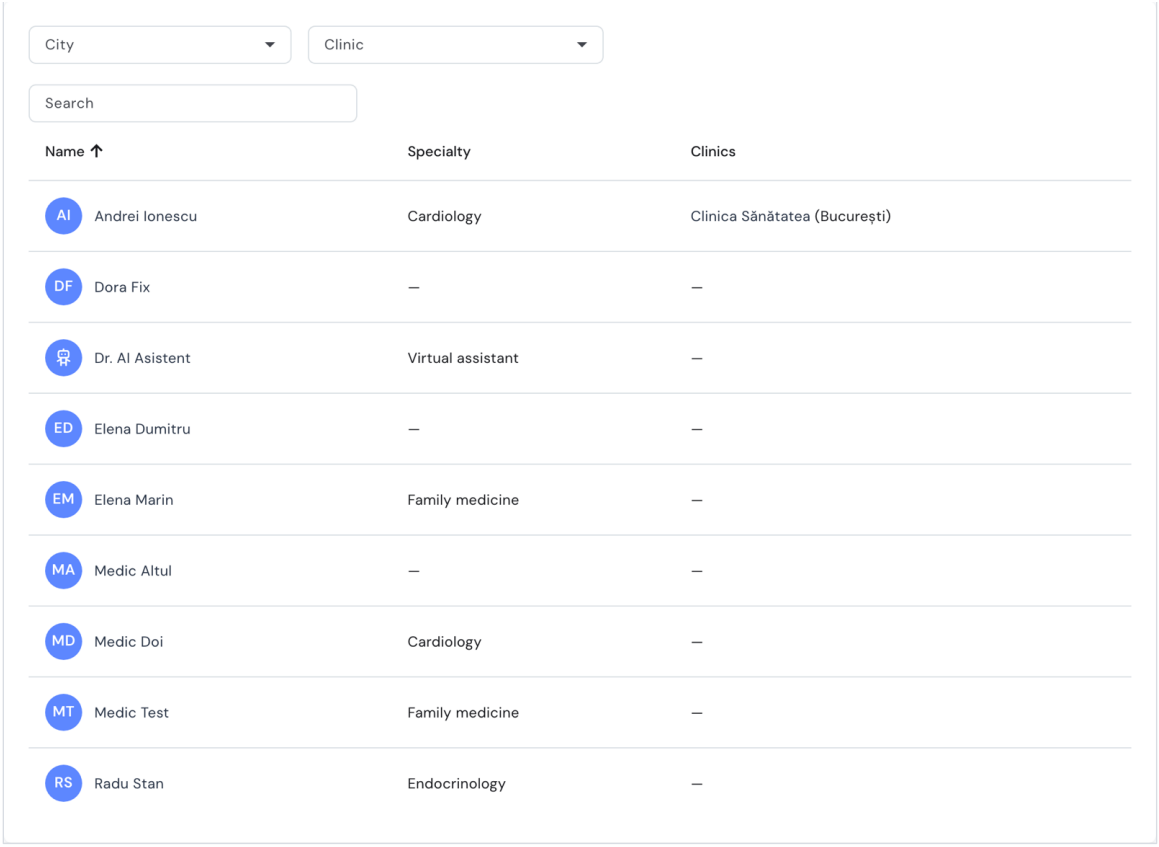
The consultation feedback card, on Appointments.

- The physician doesn't see who answered: only the average, the distribution and the comments, without names or dates, and only once there are at least 5 answers.

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Physicians and partner clinics

The **Physicians** page (on the phone, the Physicians card on Home) shows where and when each physician sees patients, so you can pick the nearest clinic.



The Physicians page.

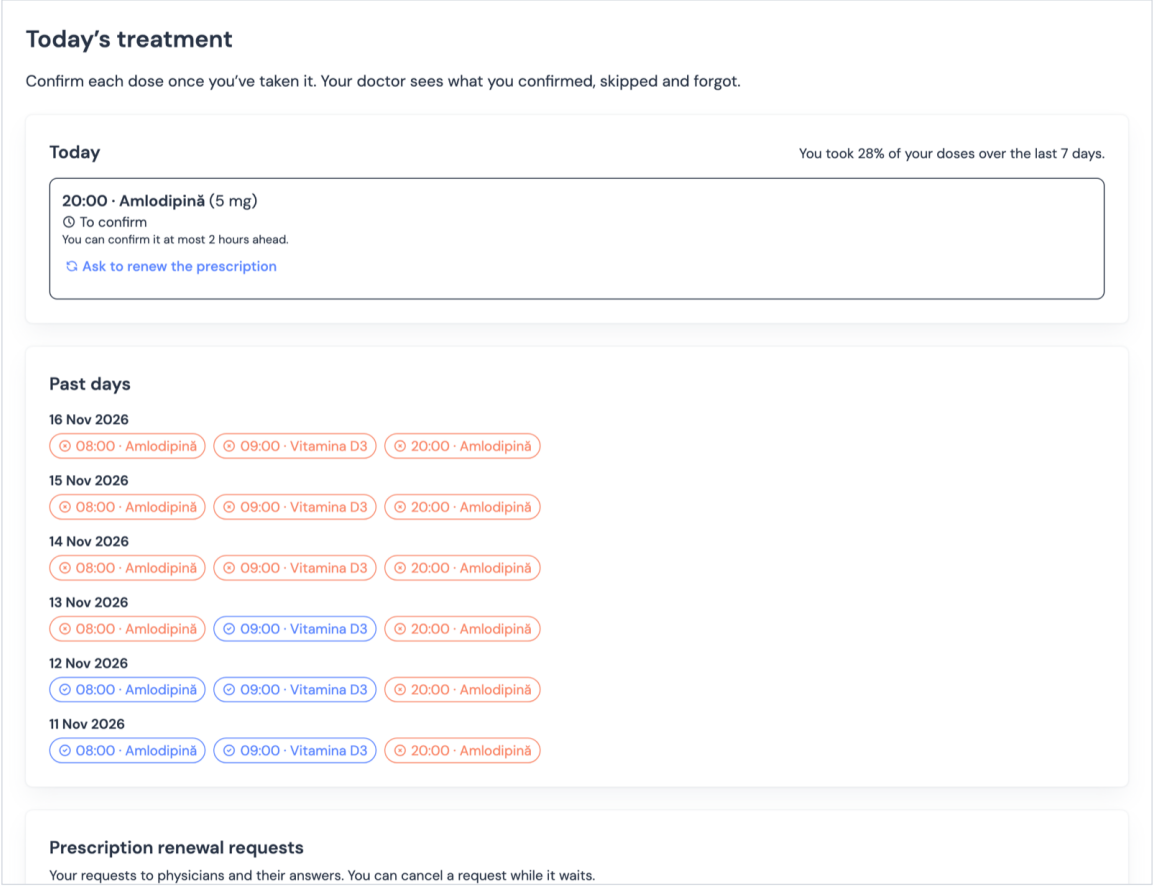
- **The City and Clinic filters** show only the physicians who work in the chosen city or clinic; the **Clinics** column shows where each one works.
- **The physician's page** (press the name): the specialties, **Where they see patients** — each clinic with its address, phone, email, website, opening hours and access notes (floor, entrance, parking) — and **Schedule for the next 2 weeks** (the days with hours, each interval with its place). **Request appointment** takes you to the form with the physician already chosen.
- **The clinic's page** (press the clinic's name): **Address and contact**, opening hours, access notes and **The clinic's physicians**.
- **Maps: Open in OpenStreetMap** and **Open in Google Maps** are plain links: no map loads in the page and the address goes nowhere until you press one.
- **No published schedule:** the physician's page says "The physician hasn't published a schedule"; you request any time and the physician confirms it. The same for a physician whose only schedule is at an archived clinic.
- **On the phone:** Physicians has the same filters; tapping a physician opens their screen (clinics, schedule, **Request appointment**, **Send message**), and the clinic card has the **Call**, **E-mail** and **Map** buttons (the phone's maps app, opened only when you tap). When booking you choose the place, then the day and time, as on the web.

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Today’s treatment

When your physician gives a medication a schedule (the dose times), the app reminds you of every dose and shows your physician whether you took your treatment. “As needed” medications aren’t tracked.

Where to find it: on the web, **Treatment** in the menu (the **Today’s treatment** page); on the phone, the **Today’s treatment** card on **Home** (shown when you have doses or a check-in to do), the **Today’s treatment** entry in **Record**, or the notification.



The Today’s treatment page.

- At the dose time you get the notification **Time for your treatment** — without the medication’s name, so it doesn’t show on the lock screen.
- Once you’ve taken it, tap **Taken**; if you don’t take it, **Skipped** (you can write why — your physician sees the reason).
- If you don’t answer, you get a second reminder (by default after 30 minutes); after a few hours (by default 3) the dose becomes **Missed**.

The states: **To confirm** (waiting for your answer), **Taken** (confirmed in time), **Taken late** (confirmed after it had become missed, up to 24 hours after the dose time), **Skipped**, **Missed** (you didn’t answer in time). A dose can be confirmed at most 2 hours early and at the latest 24 hours after its time. The page also shows **Past days** and the share of doses you took over the last 7 days.

Treatment check-in. Every so often (by default once a week) you answer a few questions: whether you forgot doses and why, whether you had side effects, how you feel about the treatment and a question for your physician, then **Send**. If you tick side effects, your physician is told — but if you feel unwell now, call 112 or your doctor. With your consent for the AI (in **Consents**), an AI assistant writes your physician a summary of the answers, labelled “AI-generated — not reviewed by a physician”; without it, your physician sees only the answers.

Your confirmations and answers go into your record (and into **Download my data**); the reasons and answers you write are encrypted with your record’s key.

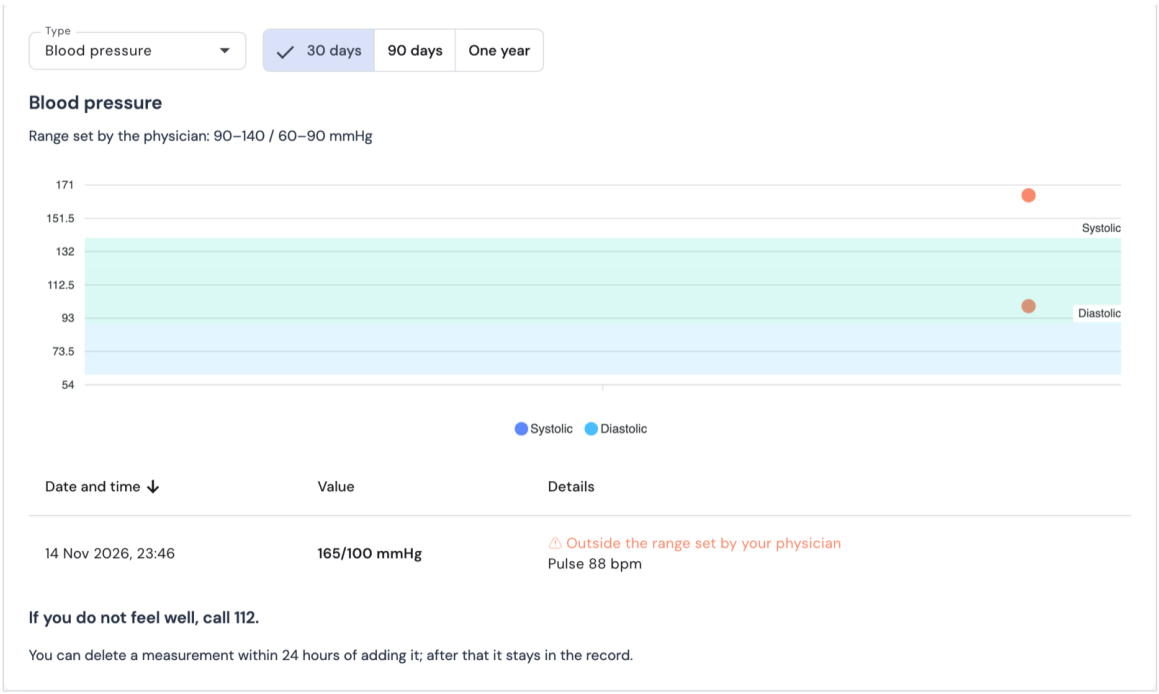
Asking for a prescription renewal

When a medication runs out, you can ask the physician to renew the prescription. The prescription itself is issued by the physician outside the app.

- On the medication (in the record, Medication section, or on the Treatment page; on the phone, Record → Medication) press **Ask to renew the prescription**, optionally write a message, and **Send the request**.
- The request goes to the physician who prescribed the medication; if they no longer care for you, you choose one of your physicians. One pending request per medication.
- The **Prescription renewal requests** card on Treatment shows the requests and the answers (approved, possibly with a new end date for the treatment, or declined, with the reason). While it waits, you can cancel it.

Home measurements

On the **Measurements** page (patient menu; on the phone, from Record) you record the values measured at home; your physicians see them in your record.

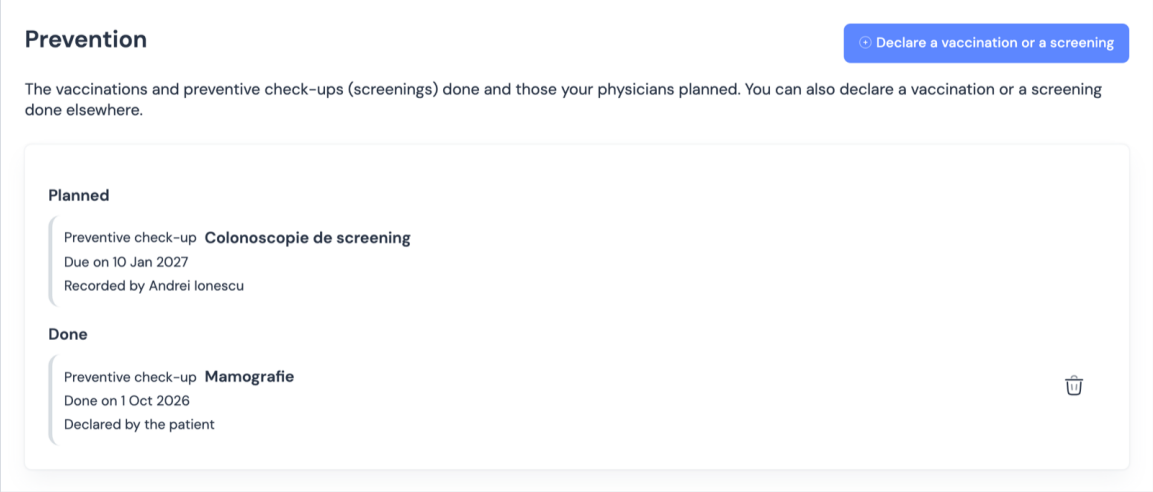


The Measurements page.

- **Add a measurement**: blood pressure (with an optional pulse), pulse, blood glucose (fasting, after a meal or another time), weight, temperature or oxygen saturation, with the date, the time and an optional note. Values are entered by hand.
- The chart shows the chosen type over 30 days, 90 days or one year, with the range set by the physician as a band; the table of values is below it.
- A value outside the range shows “Outside the range set by your physician”, and the physician who set the range is told (without the value). If you feel unwell, call 112.
- A measurement can be deleted only within the first 24 hours; after that it stays in the record.

Prevention: vaccinations and screenings

The **Prevention** page (patient menu; on the phone, from Record) shows the vaccinations and preventive check-ups (screenings) planned by physicians, then those done.

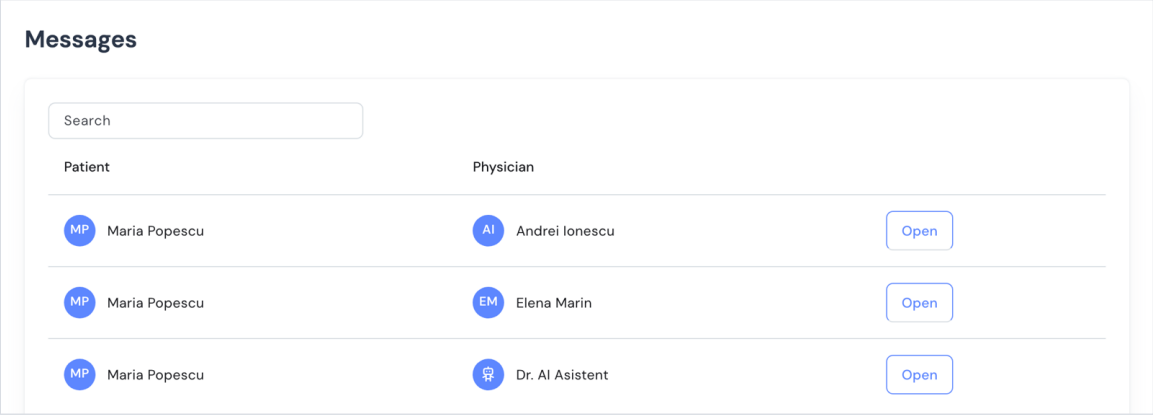


The Prevention page.

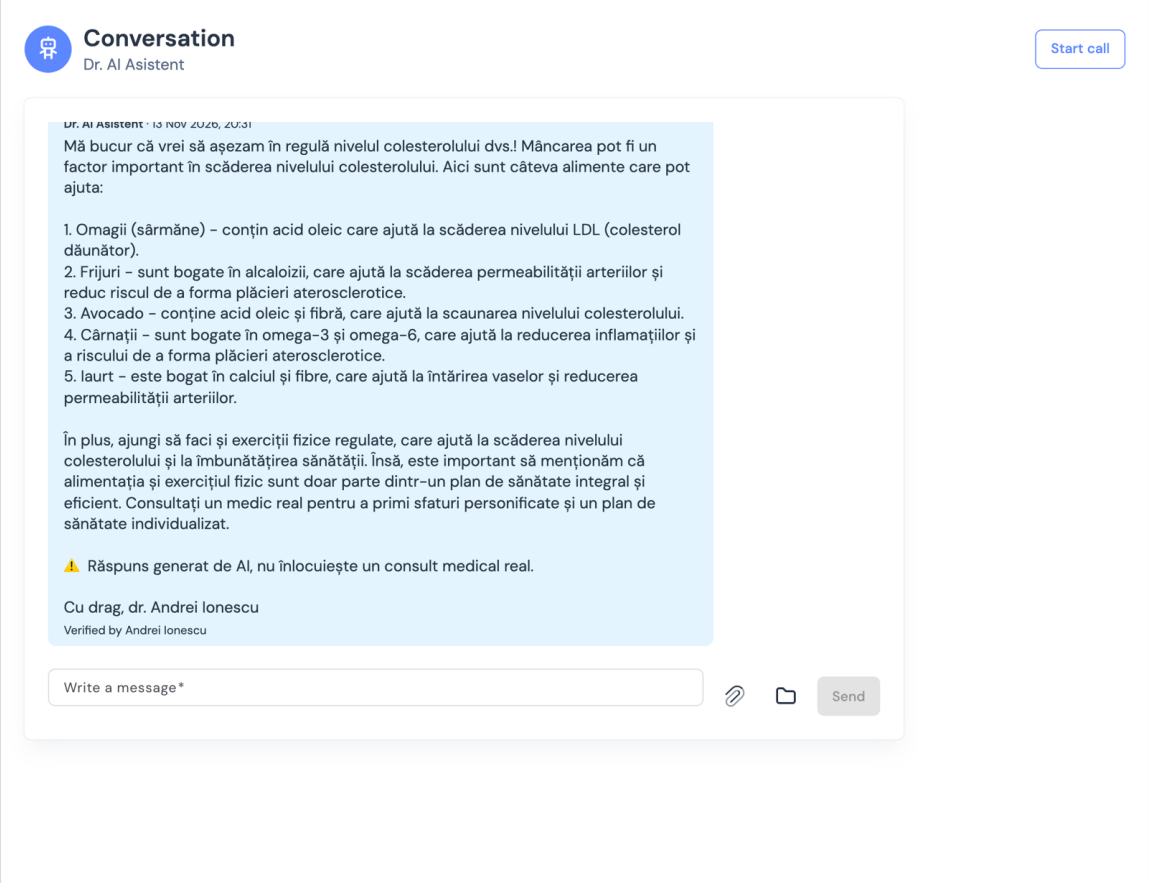
- A planned item past its date shows “Overdue”. 14 days and one day before the planned date you get a reminder (only the date, never the name of the vaccine or check-up).
- **Declare a vaccination or a screening** done elsewhere: the type, the name, the date and, optionally, the dose and notes. Physicians see it as “Declared by the patient”; you can delete only your own declarations.
- A physician can correct your declaration; it then becomes their record.

Messages, the virtual assistant and video calls

You write to your physicians and to the virtual assistant on the Messages page; the assistant's replies reach you only after a physician has checked them (while the review is on — see below).



Messages: your conversations with physicians and with the virtual assistant.



A conversation with the virtual assistant (Dr. AI Asistent).

- **A new conversation** starts from Appointments → **Send message**, next to the appointment with that physician. Existing conversations are in **Messages**.
- **The virtual assistant** appears in the list of physicians as “Virtual assistant”. You can ask it about symptoms or about your documents. Your message appears at once, and the reply shows “being checked” until a physician approves it; then you see the reply with the name of the physician who checked it. If the administrator turned the review off, the reply appears at once, marked “Not reviewed by a physician”.
- **Files in the chat:** the paperclip next to the message box sends a PDF, a Word document (.docx, .doc) or an image (JPEG, PNG), up to 10 MB, together with the text you typed. The file also goes into your record, and the virtual assistant analyses it and explains what it contains. By sending it you agree that the AI reads that file; the reading appears in the access log.
- **From the record:** the button next to the paperclip sends a document already in your record (pick the folder, then the document) — the same document, no copy. A document sent in a conversation can no longer be deleted.
- **“… is typing”:** while the physician or the virtual assistant is writing, three animated dots with their name appear under the messages — a message is coming.
- **The AI reply is not a diagnosis.** Every reply carries a disclaimer and points you to a consultation.
- **Video or audio call:** in the conversation, press **Start call**, then **Join call**. Before Join call you can tick “I agree to this call being recorded”. The call is recorded only if both you and the physician agreed: the physician's app makes the recording, one video with both of you side by side, each with role and name, and the call's date and time. Without your consent the call is not recorded.

Recordings are deleted automatically after 90 days. When the physician calls you, "… is calling you" appears at the top of any page of the app, with a short ring: **Answer** opens the call, **Decline** only closes the notice; the call also stays in the notification bell. Until the other side joins you see "Waiting for the other party to join the call…"; if they leave, they can rejoin from the conversation. The call goes through our own server, so it also works from restrictive networks (at work, on mobile data).

- The assistant answers in the language you chose with the RO | EN | FR switch; Listen and the microphone use the same language.

Talk to the virtual assistant. In the conversation with the virtual assistant you can speak instead of typing. The buttons appear only when the server has voice set up and your browser can record; the first time, your browser asks for access to the microphone.

- **The microphone** next to the message field: hold it while you speak, or press once to start and again to stop (at most 29 seconds). The text it understood goes into the message field, where you can correct it before Send; the message then carries the "dictated" mark.
- **Listen**, under each of the assistant's replies, reads it aloud; Stop reading interrupts it.
- **Voice conversation** starts a hands-free dialogue: it listens, tells from your pause that you finished the sentence, sends it by itself, waits for the reply and reads it to you, then listens again. What was sent shows as "Sent: …".
    - While a physician checks the reply, you see "The reply is being checked by a physician" and hear a short sound; it is read to you when it arrives.
    - It pauses on an error, after 3 rounds in which it heard nothing, when the reply takes more than 2 minutes, or when you switch to another tab. **Resume the voice conversation** starts it again.
    - The large **Stop the voice conversation** button stops it at any time.
- Your voice is turned into text only on the app's own server, with no outside service, and it isn't kept: only the text stays, as a message in the conversation.

If you are deaf: communication and sign language

In **My profile → Communication** you tick how you communicate, then press **Save the preferences**. The physicians who see your record and the AI physician take them into account.

I am deaf / I do not speak — the voice buttons go away, and the physician sees they should write to you.

I communicate in sign language (LSR) — pictograms and, where there are any, LSR sign clips appear under the replies (the **Sign** button).

I want simple texts — the AI physician writes briefly, one question at a time; under a question you get **quick answers**: Yes, No, I don't know and the numbers 1–10.

I want to write through signs — the **Signs** button appears in the conversation.

No voice calls — the physician sees you want text or video only.

Symptoms. The **Symptoms** button in the conversation opens "Tell what you feel": you pick the place on the body (front or back), what you feel, how strong (0–10) and since when. The sentence appears below; **Put in the message** adds it to your message.

Write through signs. The **Signs** button turns the camera on. The picture never leaves your phone or computer: only the recognised signs are sent.

1. Make a sign in front of the camera. After a short pause it appears under **Recognised signs**, with its pictogram. One marked **unsure** can be swapped for another choice or removed; **Next sign** ends the current sign.
2. **Write the sentence** — the app turns the signs into a sentence, which you can correct.
3. **Put in the message** and send. The message is marked **from signs**, and the physician knows it may be imprecise.

If you see "Sign recognition is not available yet", the recognition model hasn't been trained yet; use the symptom picker meanwhile.

Sign conversation. The **Sign conversation** button (next to **Signs**) lets you talk with the physician without tapping anything between signs. The picture never leaves your phone or computer.

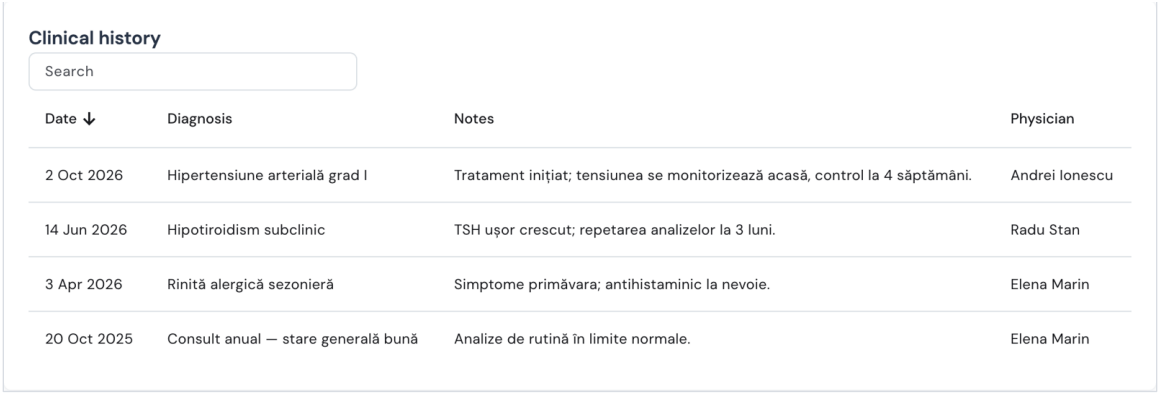
1. Sign in front of the camera. The recognised signs appear as you make them; you can change or remove any of them.
2. Pause for a few seconds (or press **Sentence done**): the app composes the sentence and shows it large.
3. The sentence goes by itself after a 4-second countdown, or at once with **Send**. If a sign is **unsure**, it doesn't go by itself: pick the right one or press **Send**. **Edit** puts it in the message field, **Discard** drops it.
4. The reply shows on screen, with pictograms and LSR clips, then you can sign again.

The conversation pauses if you leave the page or the app goes to the background, after 3 minutes without any sign, or on an error; press **Resume** or **Stop**.

LSR interpreter in the video call. In a video call with your physician press **Ask for an LSR interpreter**: one of the clinic's interpreters joins the call and tells the physician what you sign, and you what the physician says. The interpreter only sees and hears the call, never your record or the written conversation. If the physician asks for the interpreter, you are asked whether you agree (**Yes** / **No**); without your consent nobody comes. You can **cancel** the request or **remove** the interpreter at any time. You can also ask for an interpreter ahead, on an appointment (**Ask for an interpreter for this appointment** on the appointments page); the interpreter who takes it is rung when the call starts. You get a notification every time an interpreter joins, and it shows in the **Access log**.

The medical record

The record is yours: you see it at any time, you decide which physicians can access it, and you see every access.

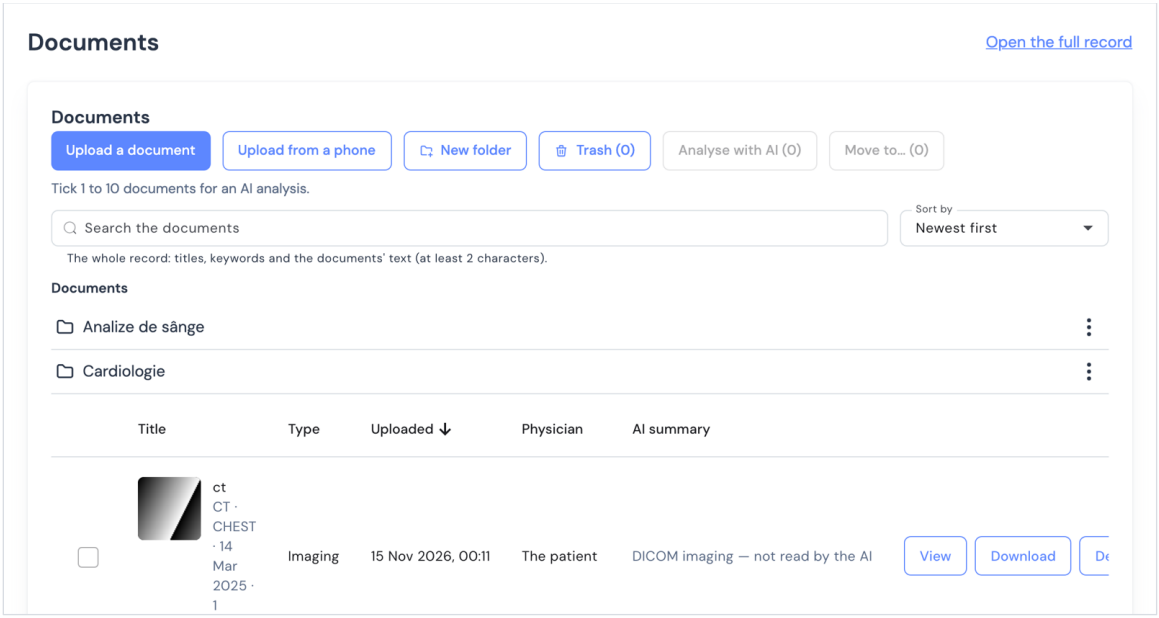


Clinical history

Search

Date ↓	Diagnosis	Notes	Physician
2 Oct 2026	Hipertensiune arterială grad I	Tratament inițiat; tensiunea se monitorizează acasă, control la 4 săptămâni.	Andrei Ionescu
14 Jun 2026	Hipotiroidism subclinic	TSH ușor crescut; repetarea analizelor la 3 luni.	Radu Stan
3 Apr 2026	Rinită alergică sezonieră	Simptome primăvara; antihistaminic la nevoie.	Elena Marin
20 Oct 2025	Consult anual — stare generală bună	Analize de rutină în limite normale.	Elena Marin

The medical record: the clinical history.



Documents

Open the full record

Documents

Upload a document | Upload from a phone | New folder | Trash (0) | Analyse with AI (0) | Move to… (0)

Tick 1 to 10 documents for an AI analysis.

Search the documents

Sort by: Newest first

The whole record: titles, keywords and the documents' text (at least 2 characters).

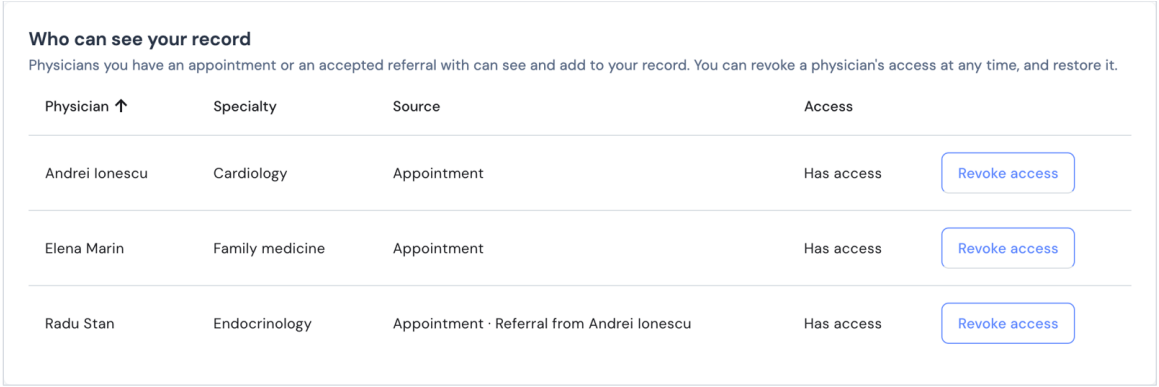
Documents

Analize de sânge

Cardiologie

Title	Type	Uploaded ↓	Physician	AI summary	
ct · CT · CHEST · 14 Mar 2025 · 1	Imaging	15 Nov 2026, 00:11	The patient	DICOM imaging — not read by the AI	View · Download · De

The Documents page: upload, folders, search, AI analysis.

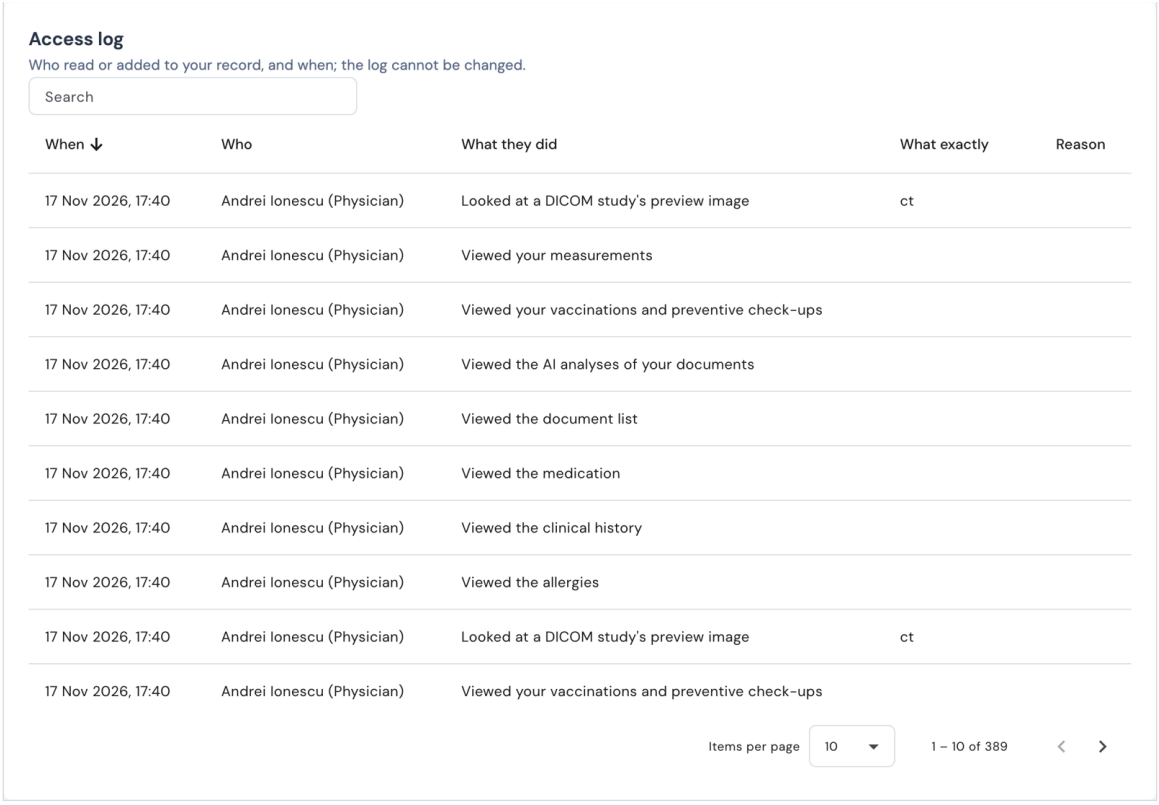


Who can see your record

Physicians you have an appointment or an accepted referral with can see and add to your record. You can revoke a physician's access at any time, and restore it.

Physician ↑	Specialty	Source	Access	
Andrei Ionescu	Cardiology	Appointment	Has access	Revoke access
Elena Marin	Family medicine	Appointment	Has access	Revoke access
Radu Stan	Endocrinology	Appointment · Referral from Andrei Ionescu	Has access	Revoke access

Who can see your record: Revoke access or Restore access.



The access log: who opened your record and what they did.

Open it from **My profile → View my medical record**. The page has these sections:

Section	What it holds	What you can do
Clinical history	The physicians' diagnoses and notes, with date and author	Search, sort, read
Allergies	Substance, reaction, severity	Search, read
Medication	Medicine, dose, frequency, period	Search, read
Documents	PDF, Word and images (tests, imaging) uploaded by physicians or by you, each with its AI summary	Upload, download, delete what you uploaded, ask for the AI summary, choose documents for an AI analysis
AI analyses	AI analyses of one or more documents, asked for by you or by a physician	Read, delete the ones you asked for
Questionnaires	Your submitted answers to questionnaires, with date and author	Search, open read-only
Referrals	Referrals from your physicians to other physicians	Accept or decline, see the result
Who can see your record	The physicians with access and where it comes from (appointment or referral)	Revoke or restore access

Section	What it holds	What you can do
Access log	Who opened your record, when and what they did	Read

Your documents and the AI assistant. In the Documents section (and in the mobile app, Record → Documents):

- **Upload a document:** the title, the type and the file (PDF, Word, JPEG, PNG, up to 10 MB; on a phone from the camera, the gallery or files), up to 20 an hour. Delete moves any document to the Trash (n), next to the folders — the physicians' ones too (the physician is told), but not files sent in the chat; from the trash you restore it (Restore) for 30 days, then it is deleted for good. While in the trash it isn't in the record, the search, the AI or the chat.
- **Upload from a phone:** a QR code appears on the computer (or you send the link by email or SMS), valid for 30 minutes. On the phone you sign in with your own account, press “Take a photo” or “Choose files” and, at the end, “Done”; the files (up to 30) go straight into the record and show up on the computer at once. The link stops working after “Done”, “Close session” or when it expires.
- **Folders, keywords and search:** “New folder” creates a folder or a subfolder (up to 200, 5 levels deep); from its menu: “Rename”, “Move to…”, “Delete folder” (its documents and subfolders move up one level; no document is deleted). Tick one or more documents and “Move to…” moves them. When uploading (from a phone too) you can add “Keywords” (optional, up to 10) and change them later with “Edit keywords”. “Search the documents” searches the whole record by title, keywords and the document's text, diacritics optional; each result shows its folder. Folders are shared with the physicians who have access to the record.
- **Sort by:** next to the search: Newest first, Oldest first, Title (A–Z), Title (Z–A), Type or Uploaded by (while searching, also Relevance: best match first), or click a column header; 10, 25 or 50 per page, back to page 1 on another folder or a new search. In the mobile app (Record → Documents) Sort by is under the search field (Relevance by default while searching); the list scrolls, without pages.
- **The Documents page:** from the left menu (Practice → Documents, under Messages) you go straight to your documents, with everything the record's Documents section has: folders, search, upload.
- **AI summary:** tick “Let the AI assistant summarise this file” when uploading, or press “Summarise” later; with the consent in My profile it is made anyway. First “In progress…”, then “View summary” (or “No readable text”).
- **DICOM imaging**: when uploading you can choose a .dcm file or a .zip archive of a single study, up to 200 MB. The study is saved as “Imaging”, with a preview image, no AI summary and never read by the AI. On the web, **View** opens it in the viewer; on the phone you see the preview and download it.
- **AI analysis:** tick 1–10 documents, “Analyse with AI” and, optionally, a question. The analysis appears in the AI analyses section (on a phone, Record → AI analyses), with its place in the queue while it waits; when ready you get “AI analysis ready”. Your request is your agreement for the AI to read those documents.
- **Generated by AI, not checked by a physician:** summaries and analyses are marked so and don't replace a physician's interpretation; every reading by the AI appears in the access log. AI tasks run in turn, in one queue, so a reply may take a little longer.

Referrals. When a physician refers you to a specialist, you get a notification, and the referral appears in the Referrals section as pending. The physician you are referred to sees nothing until you accept.

1. **Accept:** you confirm that this physician may see and add to your record. For a referral to a specialty, you choose the physician among those who have that specialty (as their main one or another).
2. **Decline:** the referring physician is told; you can leave a note.
3. When the specialist completes the referral, **See the result** shows the diagnosis and the conclusion, which also go into the clinical history.

My cases. A physician can take over your case and become your attending physician: they refer you to other physicians, and you can come back to them or to anyone on the pathway. You consent once, for the whole case.

1. In the **My cases** section of the record, on a waiting case, press **I consent** or **Decline**.
2. Each time a new physician joins the case you get a notification. You can take their access away at any time from **Who has access**.
3. **Show the pathway** shows which physicians you went through and what they concluded. **Withdraw consent** stops the case, and the physicians who saw your record only through it no longer see it.

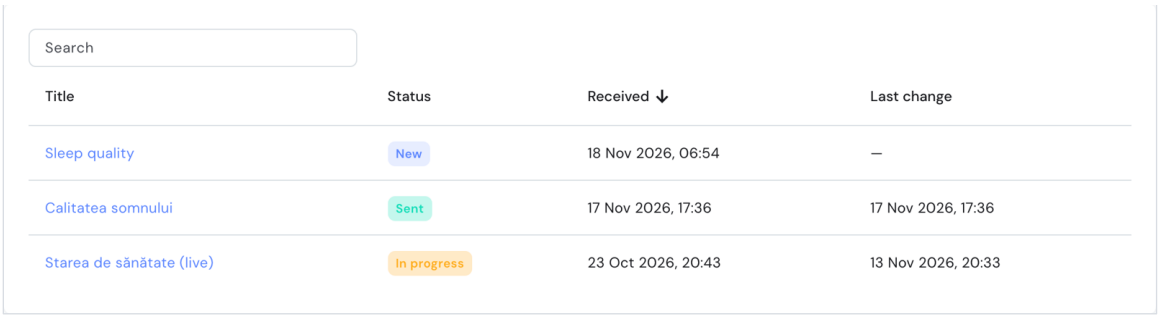
Who can see your record. A physician has access if they have an appointment with you that is not cancelled, or a referral you accepted. **Revoke access** removes it at once, whatever its source; **Restore access** brings it back. The virtual assistant is not listed here: its access to your documents and questionnaire answers is decided by the consent in My profile.

Access log. Every read, download or addition by a physician and every use of your documents and questionnaire answers by the AI assistant is written here and cannot be deleted — as is every view of a call recording by a supervisor or an administrator and every look at the change history of your data by an administrator. It also shows “Organised the documents (folders, moves, keywords)” and “Sent a document of the record in a conversation” when a physician does so.

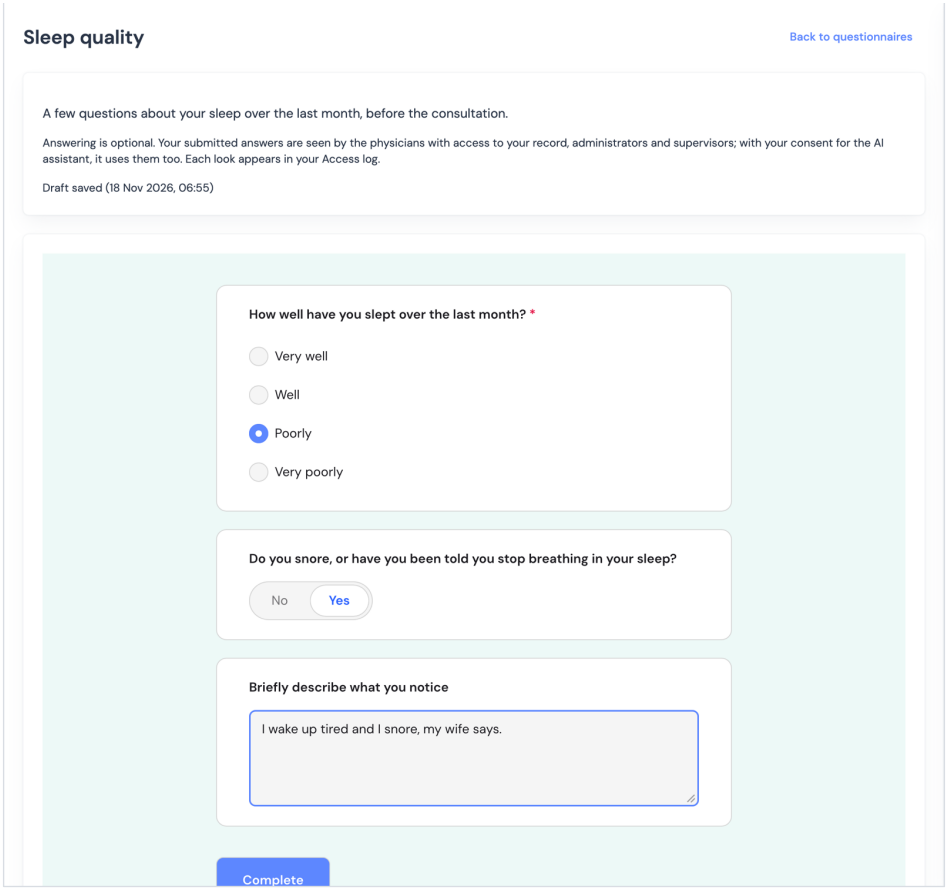
Emergency access. An administrator or a supervisor sees your record only by opening it with emergency access: they write a reason, get 30 minutes, read-only, and cannot add or change anything. Each time you get a notification in the app and by email — “Your record was opened by an administrator, with emergency access. The details (who and why) are in your access log.” (or “… by a supervisor …”). It takes you straight to the Access log, where the row “Opened your record with emergency access” carries the reason in the **Reason** column, and the rows after it show what they read (for example “Viewed the access log”, “Viewed your referrals”, “Revealed your CNP”). Physicians don't see your Access log.

Questionnaires

Your physicians, administrators or supervisors can send you questionnaires; answering is optional, and you send your answers once.



The questionnaires you received, each with its status.



Filling in a questionnaire; what you write is saved as a draft.

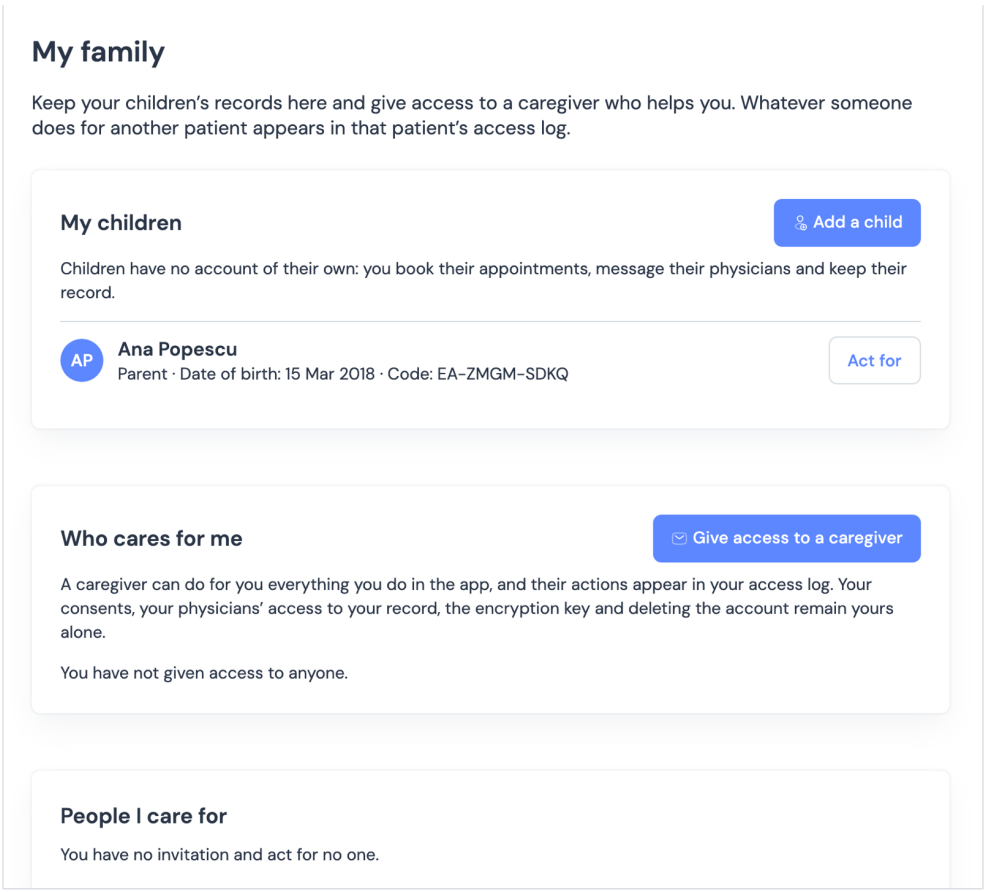
1. A new questionnaire arrives as a notification in the bell and by email (“New questionnaire”). Open it from there or from **Questionnaires** in the menu; the list shows each one's status: New, In progress, Sent or Closed.
2. Answer the questions. What you fill in is saved by itself as a draft (“Draft saved …”): you can close the page and come back to a questionnaire you started at any time. The questions appear in the interface language if the author translated them; otherwise in Romanian (in French, an untranslated text appears in English, else in Romanian).
3. At the end press **Complete** and confirm with **Send**. Once sent, your answers can no longer be changed; the questionnaire stays readable, with the date you sent it.

- **Who sees your answers:** the note at the top of the questionnaire tells you — the physicians with access to your record (an appointment or an accepted referral; if you revoke them, they no longer see them), administrators and supervisors. With your consent “The AI assistant may read my documents and questionnaire answers”, the AI assistant uses them too. Your draft is seen by you alone. Your submitted answers are also in your Medical record, section Questionnaires (Open shows them read-only).
- **Download your answers:** once submitted, on the questionnaire’s page (next to “You sent your answers…”) or in the dialog of your Medical record, section Questionnaires, press **Download** and choose **PDF** or **Excel**. The file is in the interface language and holds your answers in readable form (choices by their text, tables, the entries of repeatable groups), without scores hidden from you; unanswered questions are left out. Your own downloads don’t appear in the Access log.
- **Access log:** every look at your answers (by a physician, an administrator or a supervisor), every use of them by the AI assistant and every summary that includes them appears in the Access log of your record (“Looked at your answers to a questionnaire”); every file downloaded by staff (PDF, Excel or CSV) appears as “Downloaded your answers to a questionnaire”, with the format after the title, for example “(PDF)”.
- Some questionnaires calculate a score from your answers (for example, a total of points), saved with them; you see it as you answer only if the author chose so. A closed questionnaire no longer takes answers; what you sent stays.
- Your answers (and drafts) are in the file from **Download my data** and are deleted with your account.

My family: children and caregivers

In **My family** (patient menu; on the phone, from Profile) you keep your children's records and give a caregiver access to help you.

- **Add a child**: first name, last name, date of birth (under 18), an optional CNP and the relationship (Parent or Legal guardian). The child has no account of their own: you book their appointments, write to their physicians and keep their record. Adding a child is your declaration that you are their parent or guardian.

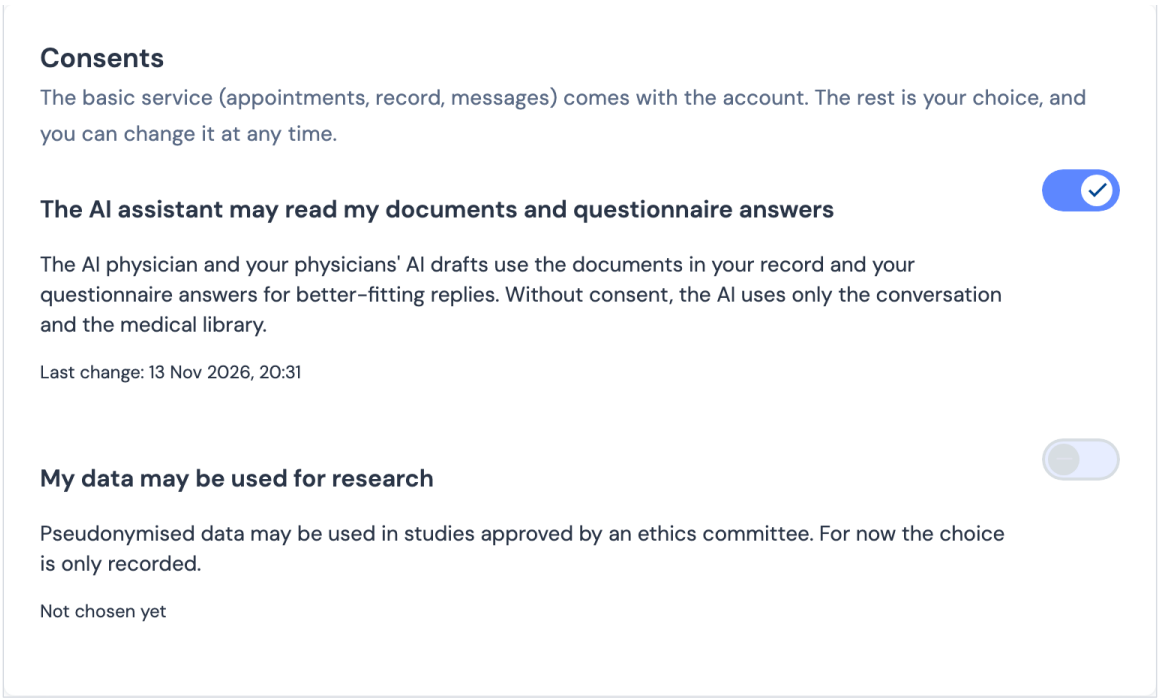


The My family page.

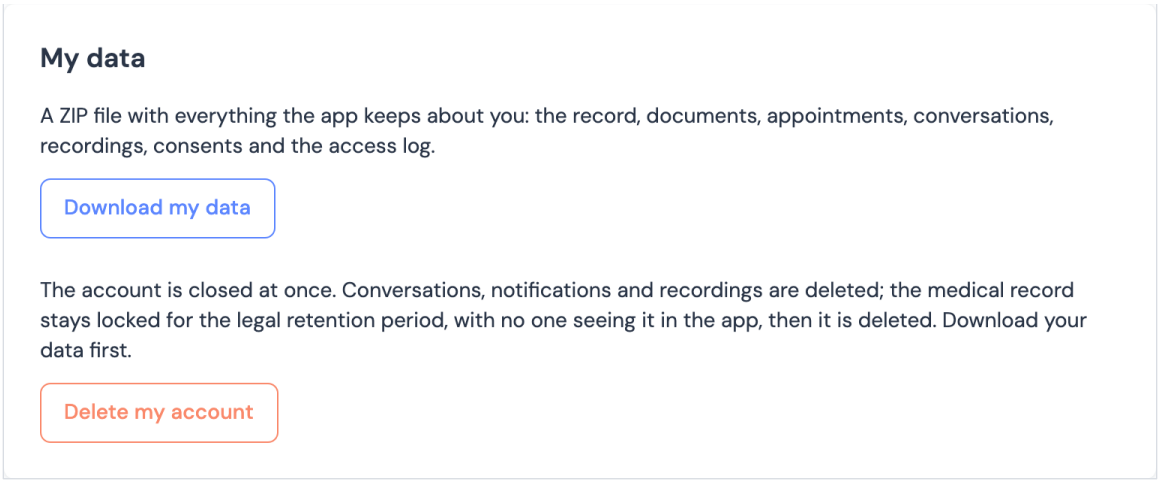
- **Give access to a caregiver**: their patient code (EA-XXXX-XXXX, from their My profile) and the e-mail in their profile. The caregiver needs their own patient account and accepts or declines the invitation in My family. **Revoke access** (or **Withdraw the invitation**) stops it at any time; the caregiver can also step down.
- **Acting for**: in the top bar (on the phone, on Home and in Profile) you choose whom you are working for — yourself, your children or the patients who gave you access. A banner shows "You are acting for …", with **Back to my account**.
- A representative can do everything the patient does (appointments, messages, record, measurements, anamnesis…), and every action and reading appears in the patient's **Access log**, under their name. The patient's notifications also reach the representatives.
- A caregiver **cannot** change the consents, the physicians' access to the record or the encryption key, cannot download the data and cannot delete the account. For a child, the parent decides these.

My profile: consents, export, deletion

In My profile you update your contact details, choose what your data is used for, and can download your data or delete your account.



Consents: turn them on or off at any time.



My data: downloading your data and deleting the account.

- **Profile photo: Upload a photo** (on a phone you can also take one with the camera), then frame it in the circle: drag it (or move it with the arrow keys), zoom, rotate, and adjust its brightness, contrast and saturation if you like; **Save photo**. Hidden data in the file (such as the location) is removed when saving. Only the physicians with access to your record and the platform's staff see your photo; you can change or remove it at any time (**Change photo**, **Remove photo**). Without a photo, your initials are shown.
- **Contact details:** email, phone and date of birth; press **Save**.
- **Receive notifications by SMS** (also on mobile, in Profile): appears when sending by SMS is configured and you have a contact phone; it is on by default. Only important notifications come by SMS (appointments confirmed or cancelled, referrals, consent for a case, the LSR interpreter); security notices (access to your record, your account) are sent anyway.

- **Record encryption key:** the medical files and texts of your record (documents, recordings, AI summaries and analyses, questionnaire answers, your photo) are encrypted with a key of your own. The card shows the key's fingerprint, masked; Show displays the full fingerprint (never the key), and Generate a new key re-encrypts your record in the background, with the progress on the card. Both appear in your access log.
- **Patient code:** your identification code (shaped `EA-XXXX-XXXX`), given by the app and never changed. Copy it with the button next to it and give it on the phone or at the practice so you are found without mix-ups with a namesake. It is not a password.
- **CNP:** optional. **Add CNP** opens a 13-digit field; Enter or saving keeps it. The app checks the check digit, the date and the county and says what is wrong ("The CNP's check digit is wrong."). The CNP must match your date of birth; an empty date of birth is filled from it. It is kept encrypted and shown masked, with its last 3 digits only (`**********456`); **Show** displays it in full until **Hide**, **Change** replaces it, **Remove** takes it out (after a confirmation). Your physicians can show it in full, and each time they do it appears in the Access log ("Revealed your CNP"), as does a search by your full CNP that found you. If you close your account, the CNP stays on the locked record; to sign up again with it, ask support to remove it.
- **Consents:** two switches, both off until you turn them on; a change takes effect at once and is kept with its date.
    - *The AI assistant may read my documents and questionnaire answers* — without it, the AI uses only the conversation and the medical library.
    - *My data may be used for research* — for now the choice is only recorded.
- **Download my data:** a ZIP file with your record, documents, appointments, conversations, recordings, consents, referrals, questionnaire answers, profile photo and access log.
- **Delete my account:** you confirm by typing the word asked for ("DELETE").
    - The account closes at once and you are signed out.
    - Conversations, notifications and recordings are deleted.
    - The medical record stays locked for the legal retention period, with nobody able to see it in the app, then it is deleted.
    - Download your data first: the deletion cannot be undone.

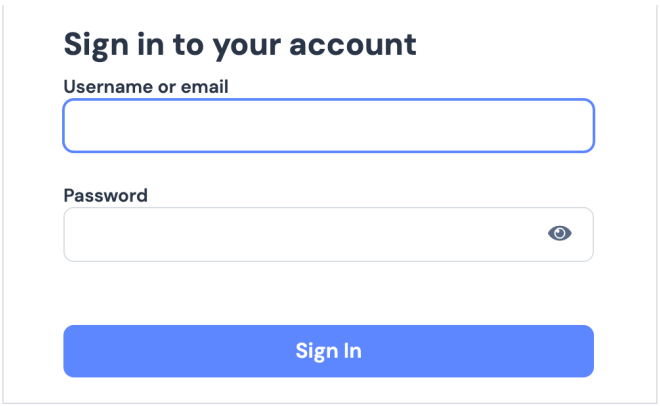
Physician manual

First sign-in: the TOTP code step by step

A physician account asks at every sign-in, after the password, for a 6-digit code from an authenticator app on your phone. You set it up once, at your first sign-in:

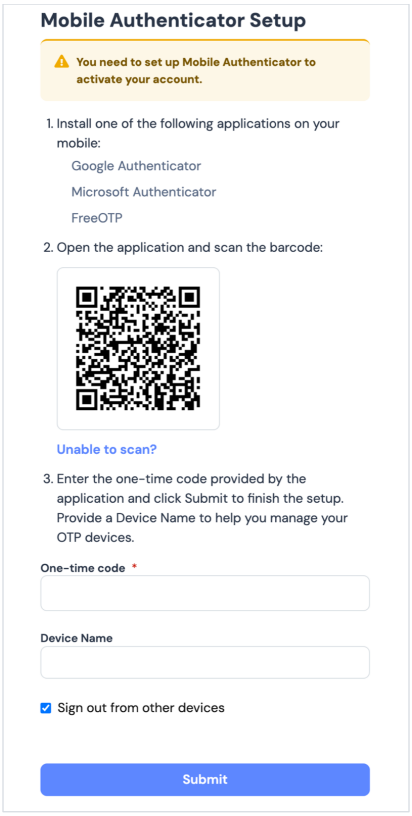
Step 1. Install Google Authenticator (or Microsoft Authenticator, FreeOTP) on your phone, from the App Store or Google Play.

Step 2. Open https://app.e-anamneza.ro, press Sign in and enter your username and password, then Sign In.



The sign-in page.

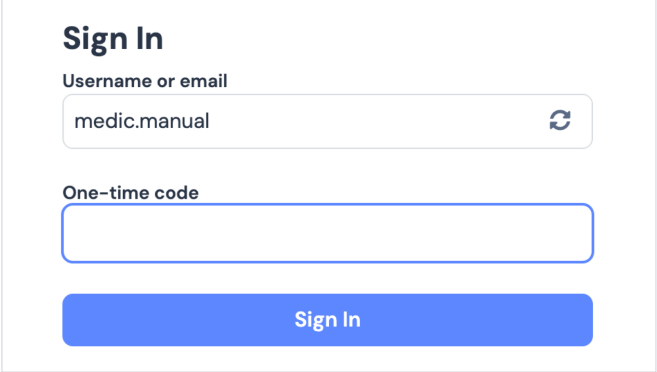
Step 3. The Mobile Authenticator Setup page appears, with a QR code. In Google Authenticator press +, then Scan a QR code, and point the camera at the screen. If you cannot scan, press Unable to scan? and type the key shown into the app (+ → Enter a setup key).



Mobile Authenticator Setup: the QR code, the code and the device name.

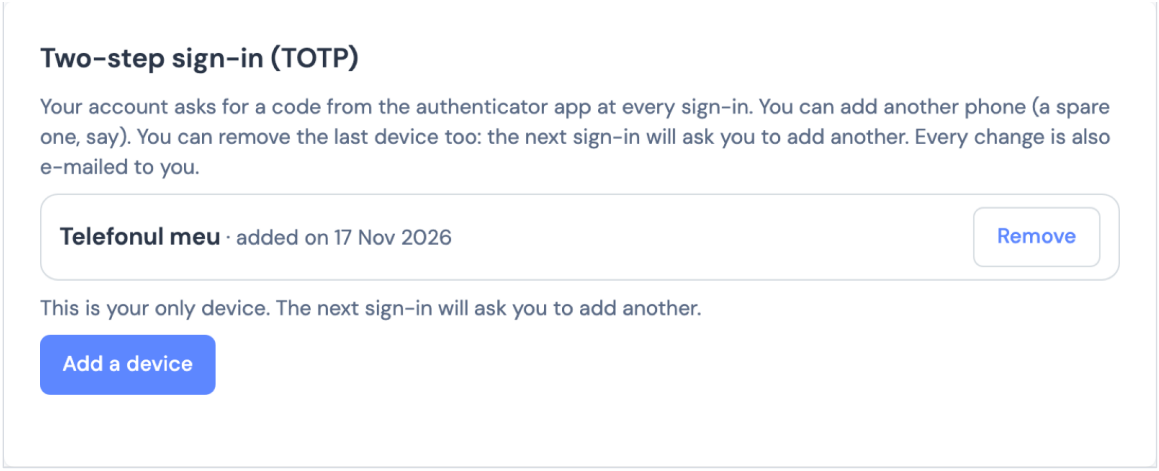
Step 4. The app now shows the e-anamneza account with a 6-digit code that changes every 30 seconds. Type the code in One-time code, give a Device Name (for example, My phone) and press Submit. You are in the app.

Step 5. At later sign-ins, after the password, the page asks for the One-time code: open the app on your phone and type the code it shows now.



The code asked at every sign-in.

Step 6. In the app, under Account security (Account menu), you see your devices: Add a device adds another phone (a spare one), Delete removes one.



Account security: the sign-in devices.

If you lost or changed your phone, ask an administrator for Reset TOTP: at your next sign-in you set up the code again. The phone's time must be set automatically, otherwise the codes are refused.

Profile and specialties

Fill in your profile at your first visit: your specialties make you visible to patients referred to any of them.

1. Open **My profile**.
2. Choose your **Specialty** from the list (26 specialties, from Family medicine to Radiology) or "No specialty". If you have more, choose them under "Other specialties (optional)" — at most two besides the main one; they are shown after it in the list of physicians.
3. Fill in your contact email and phone and press **Save**.
4. **Receive notifications by SMS** (also on mobile, in Profile): shown when SMS is configured and you have a phone; appointment requests and assigned interpreters come by SMS, and security notices are sent anyway.

Profile photo. Also in My profile: **Upload a photo** (on a phone, the camera too), frame it in the circle (drag it or move it with the arrow keys, zoom, rotate), adjust its brightness, contrast and saturation if needed, then **Save photo**. Everyone using the app sees your photo: patients see it under Physicians, in appointments and in messages. Hidden data in the file (such as the location) is removed; **Change photo** and **Remove photo** at any time. You see your patients' photos in Patients, on the record, in appointments and in messages, as long as you have access to their record.

Your name comes from the sign-in account; for a correction, ask the administrator.

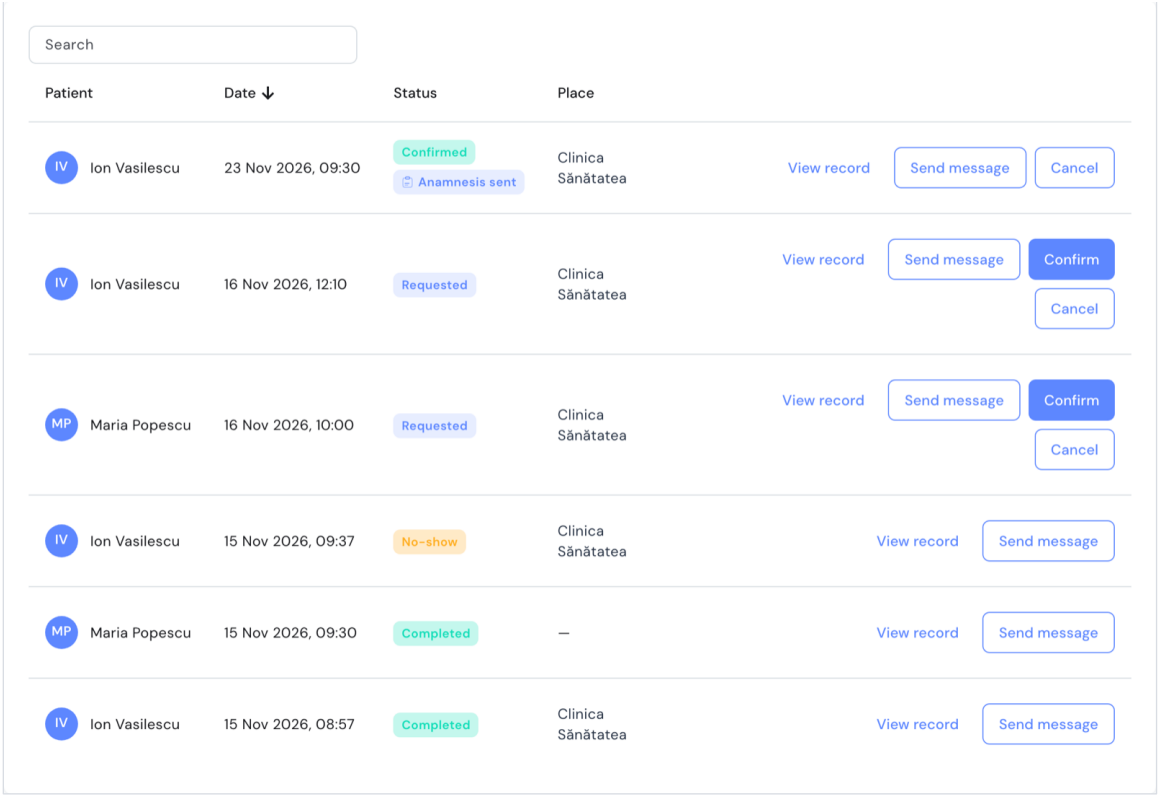
Appointments

Patients request appointments, and you confirm, complete or cancel them on the Appointments page.

Appointment status	Your actions
Requested	**Confirm** or **Cancel**
Confirmed	**Complete** after the consultation, **No-show if the patient did not come (both only after the appointment's time), or Cancel**
Completed, No-show, Cancelled	View only

Each row also has **View record** and **Send message**. The patient gets a notification at every status change. An appointment that is not cancelled gives you access to the patient's record, unless the patient revoked it. If the administrator turned them on for physicians too, you get reminders before confirmed appointments (by default a push on your phone).

The table also has a **Place** column (the clinic, "(archived)", "Online" or "—"). If an appointment's time is no longer in your schedule (you changed it, left the clinic, or the clinic was archived), the row shows **Outside the schedule**; **Confirm** first asks "Confirm outside your schedule?" and you can still confirm it. The same in the mobile app. Each appointment lasts 30 minutes: patients and reception cannot choose a time that overlaps another of your appointments.

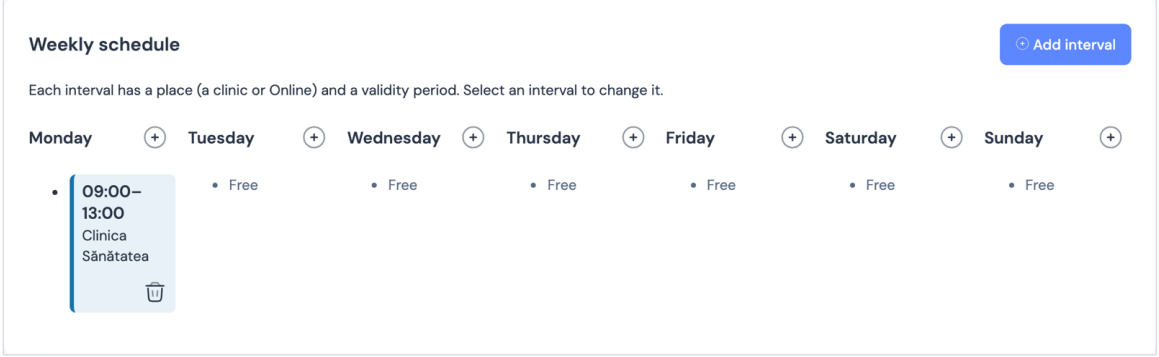


The Appointments page, as a physician.

Clinics and schedule

On the **Clinics and schedule** page (Practice menu; on the phone from Profile or Home) you set where and when you see patients; patients can request appointments only within this schedule. Until you set one, they request any time, as before.

1. **My clinics:** under **Add a clinic** pick a partner clinic from the list and press **Add** (at most 20). **Leave clinic**, after a confirmation, ends your schedule there as of yesterday and deletes your extra intervals there; appointments already made stay, and you are told how many there are.
2. **Weekly schedule: Add interval** (or "+" on a day) — **Place** (a clinic from your list or Online), **Day of the week**, **From** and **Until** (in 5-minute steps, Romanian time), **Valid from** and, optionally, **Valid until**. Press an interval to change it; to stop it from now on, give it an end date (**Delete** removes it with its whole history). Past ones sit under **Ended intervals**.



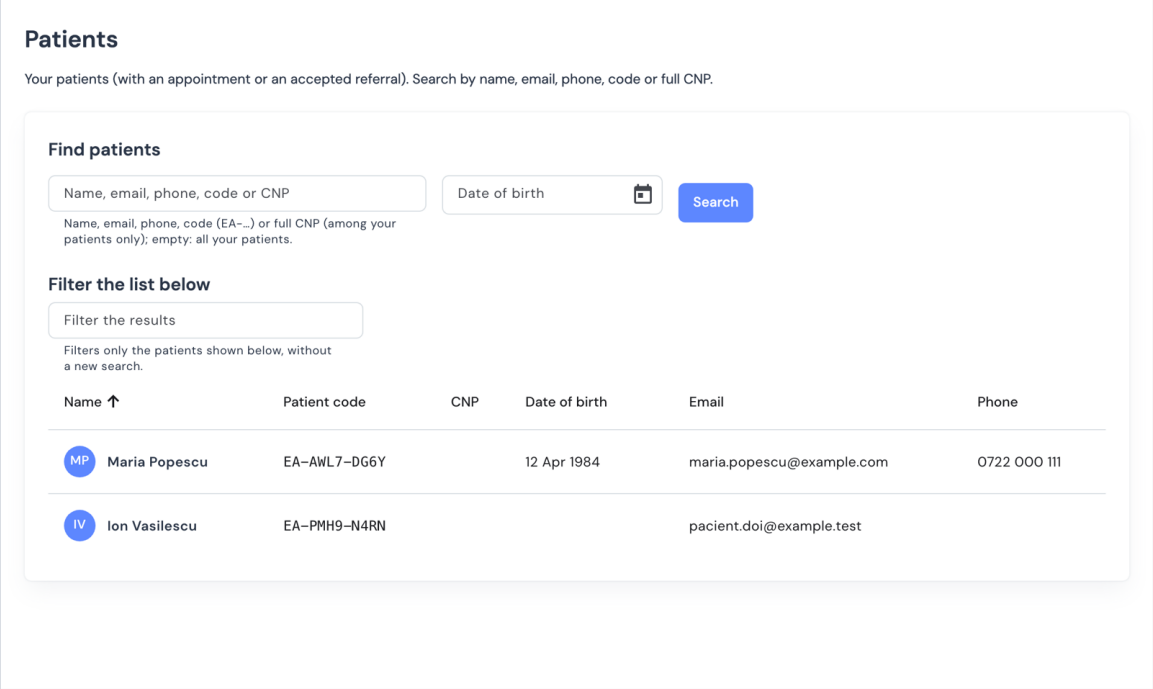
The Weekly schedule, on Clinics and schedule.

3. **Exceptions: Add exception** — **Unavailable** (the whole day or an interval) or **Extra interval** (with a place). Only you see the **Note**; patients never see it.
4. **Leave:** choose the period (at most 92 days) and, optionally, a note; each day becomes unavailable, days already free are skipped, and refused days are listed with the reason.
5. **The next 4 weeks:** the effective schedule with the exceptions applied — what patients see (without notes).

You cannot be in two places at once: an interval that overlaps another is refused, naming the conflicting interval. Limits: 50 active intervals, 365 future exceptions, 12 intervals a day. If an administrator removes your affiliation or archives a clinic, you get a notification (in the app and by email) that opens this page; existing appointments stay. Signed-in users see your schedule on your page under Physicians.

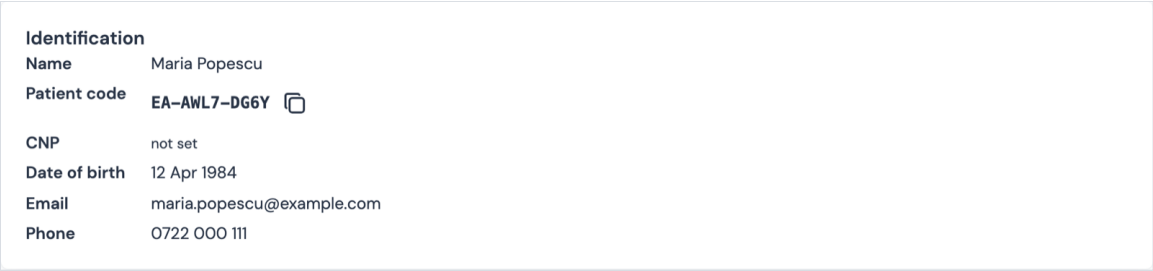
Patients

The **Patients** page (Practice menu) lists all your patients as soon as it opens — those with a non-cancelled appointment or an accepted referral, who haven't revoked your access and whose account is open (at most 200). Other patients don't appear and can't be found.



The Patients page: search and the list of your patients.

1. Type in **Search**: a name (diacritics don't matter), an email, a phone's digits, the **patient code** (`EA-…`, with or without the dash) or the **full CNP**; you can also choose the **Date of birth**. The code and the CNP match only exactly, never in part; a full CNP finds only one of your own patients, and a match appears in the patient's Access log (at most 20 CNP searches an hour).
2. Press **Search**; if “There are more results than shown: refine your search.” appears, add a criterion.
3. Press the patient's name: their page shows **Identification** (name, patient code, masked CNP, date of birth, email, phone) and below it the full record, as from an appointment — with Send message, Refer to a specialist and adding in the sections.



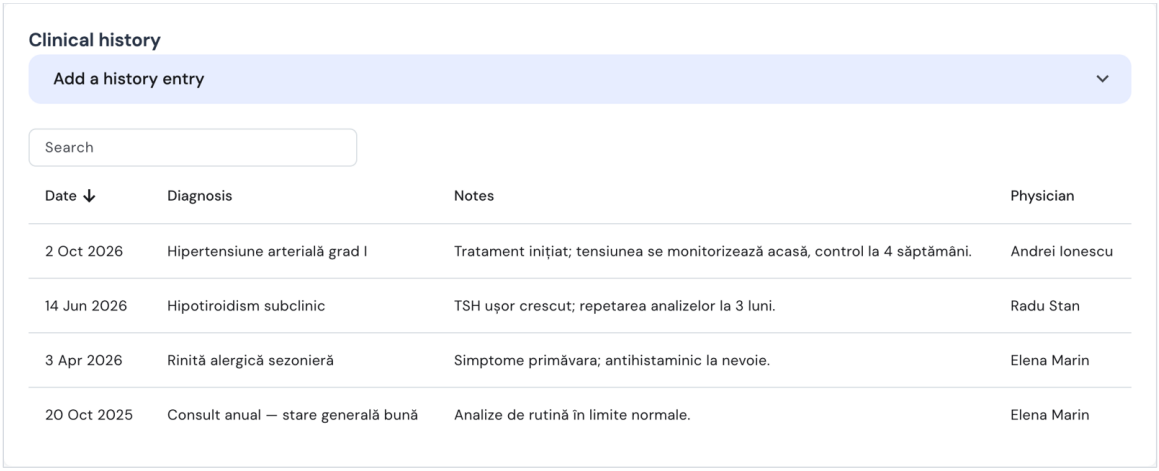
Identification, on the patient's page.

The CNP is masked (its last 3 digits only); **Show** displays it in full (with a copy button) until **Hide**. Each reveal is written in the patient's Access log (“Revealed your CNP”). The code and the CNP also appear in the header of the record opened from an appointment. You don't see the patient's Access log.

e-anamneza

The patient's record

You see and add to a patient's record only if you have an appointment with them that is not cancelled, or a referral they accepted, and the patient has not revoked your access. The record's data is encrypted per patient, but nothing changes for you: files open as before, and every read appears in the access log.



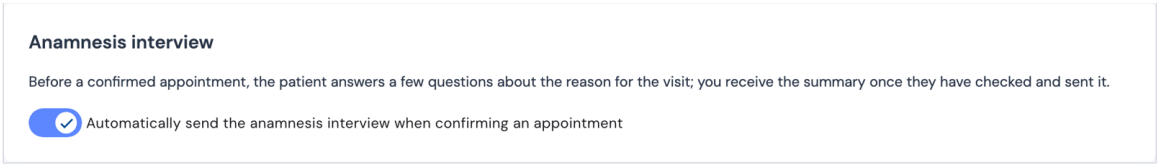
The patient's record: the clinical history and Add a history entry.

- **Opening it:** from Appointments → **View record**, or from a referral's link. Without access, the page says you don't have access to this patient's record.
- **What you add:** clinical history entries (date, diagnosis, notes), allergies (substance, reaction, severity), medication (dose, frequency, period) and documents (PDF, JPEG, PNG, up to 10 MB; the text of scanned documents is extracted automatically).
- **Upload from a phone:** in Documents (also in the mobile app), for the patient in front of you: they scan the QR code or get the link by email or SMS, valid for 30 minutes, sign in on their phone with their own account and take photos (“Take a photo”) or choose documents (up to 30). You see them appear live in the window; the session closes on “Done”, “Close session” or when it expires.
- **Folders, keywords and search:** in Documents you organise the record together with the patient and the other physicians with access — “New folder”, “Rename”, “Move to…” (for a folder or the ticked documents), “Delete folder” (the content moves up one level, nothing is deleted); “Keywords” when uploading or with “Edit keywords”; “Search the documents” (title, keywords and text, diacritics optional; each result shows its folder). Your organising appears in the patient's access log. Delete is only for documents you uploaded, while you have record access: they go to the Trash (n), where you restore them (Restore) for 30 days; the patient is told, and the delete and the restore appear in their access log. If the patient deletes one of your documents, you get a notification.
- **The Documents page:** from the menu (Practice → Documents) you choose a patient in the Patient list (only those whose record you can reach) and work with their documents as in the record; Open the full record takes you to the record. Sort by and the pages work as for the patient (on mobile, Sort by is under the search field, no pages). If you also have the administrator or supervisor role, you first search for the patient (at least 3 characters, as on Patients); with over 200 patients the page says so and offers the same Find a patient field. The browser's Back/Forward switch between the patients you opened.

- **AI summaries and analyses of documents:** in Documents you see the documents uploaded by you, by other physicians and by the patient (the Physician column shows “The patient”), each with its AI summary. “Summarise” and “Analyse with AI” (1–10 documents, optional question) work only with the patient's consent for the AI; otherwise the app says the consent is missing. The analysis appears in the record's AI analyses section (for the patient too) and you get “AI analysis ready”. They are not checked by a physician and are marked so; the use of the documents at your request appears in the patient's log under your name.
- **Questionnaires:** the Questionnaires section lists the patient's submitted answers to any questionnaire (title, submission date, author; newest first). Open shows them read-only, including the scores hidden from the patient; each open appears in their Access log. From the dialog, Download → PDF or Excel saves the response (hidden scores included, marked); each download appears in the patient's log as “Downloaded your answers to a questionnaire”. A questionnaire's results, summary and CSV stay with its author, administrators and supervisors. If the patient consented for the AI assistant, the AI draft (Propose a reply) also takes their latest answers into account.
- **Every action is logged:** the patient sees in the Access log who opened their record, when and what they did.
- **A patient who deleted their account:** the page says the record is no longer available.

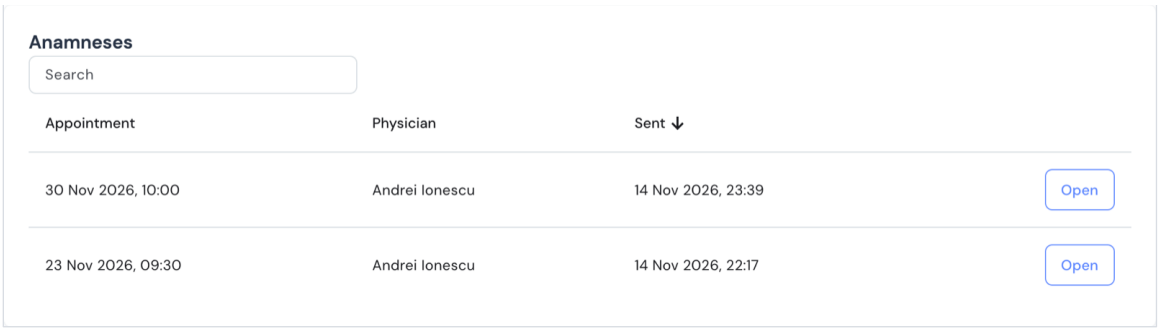
The patient's anamnesis, family, measurements and prevention

The patient's record also has a few new sections.



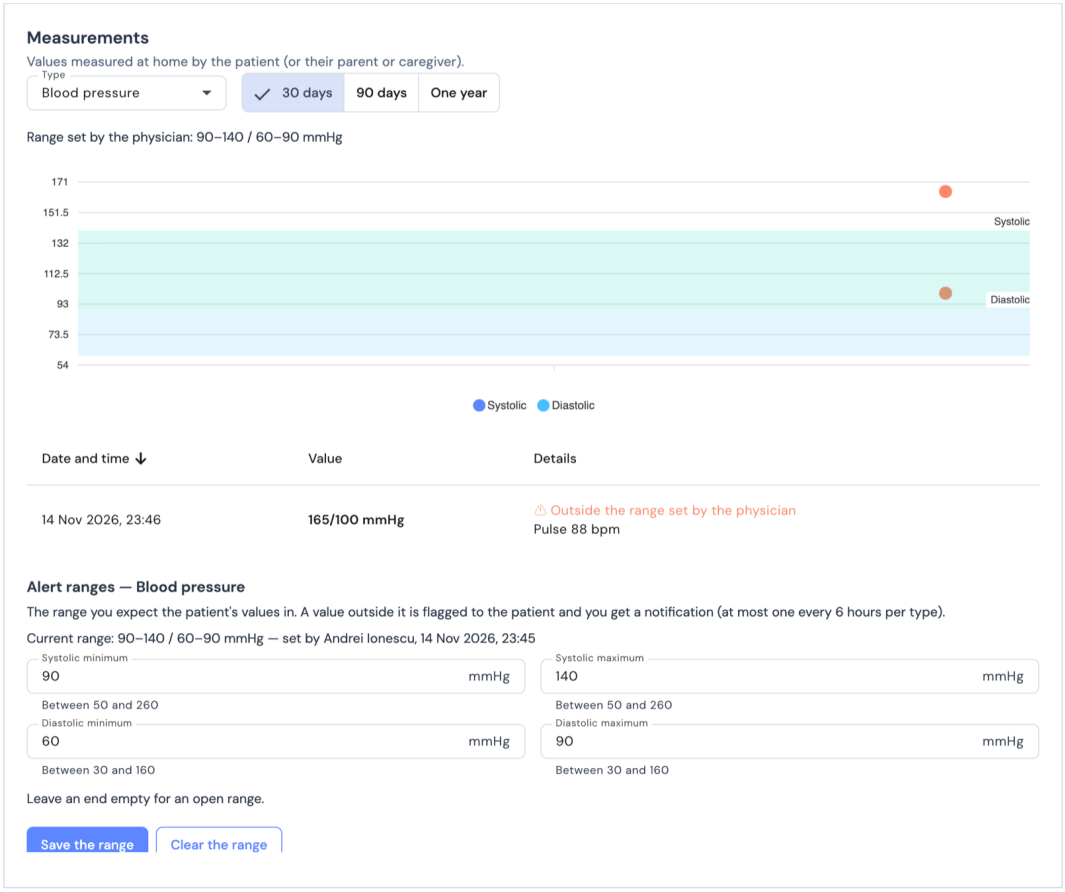
Clinics and schedule → Anamnesis interview: sending it automatically on confirmation.

- **Anamnesis before the consultation.** When you confirm an appointment, the patient automatically gets the anamnesis interview (the setting **Automatically send the anamnesis interview when confirming an appointment** is on Clinics and schedule; if you turn it off, press **Send the anamnesis interview** on the appointment). On Appointments a chip shows the interview's state; only a received one opens: the summary, marked “AI-generated summary (model), confirmed by the patient” (or edited by the patient, or “The patient's answers, in order (no AI)”), then the answers. You get the “Anamnesis received” notification. Every sent anamnesis is in the record, under **Anamneses**; every reading goes into the patient's access log.



The anamneses the patient sent, in their record.

- **Children and caregivers.** A child is a patient like any other, without an account: the parent books and writes to you. What a representative does is marked: in the chat "written by … (caregiver)", on measurements "Added by a parent or caregiver", on prevention "Declared by a family member", on renewals "sent by a family member". A call to a child rings the parent.
- **Measurements.** The Measurements section shows the chart and the table of the values recorded at home (on the phone, read-only). Under **Alert ranges** you set, for the chosen type, a minimum and/or a maximum (for blood pressure, systolic and diastolic separately) — **Save the range** or **Clear the range**. A value measured in the last 24 hours outside the range sends you the "Value outside the range" notification (without the value; at most one per 6 hours per patient and type), only to you, the last one who set the range.

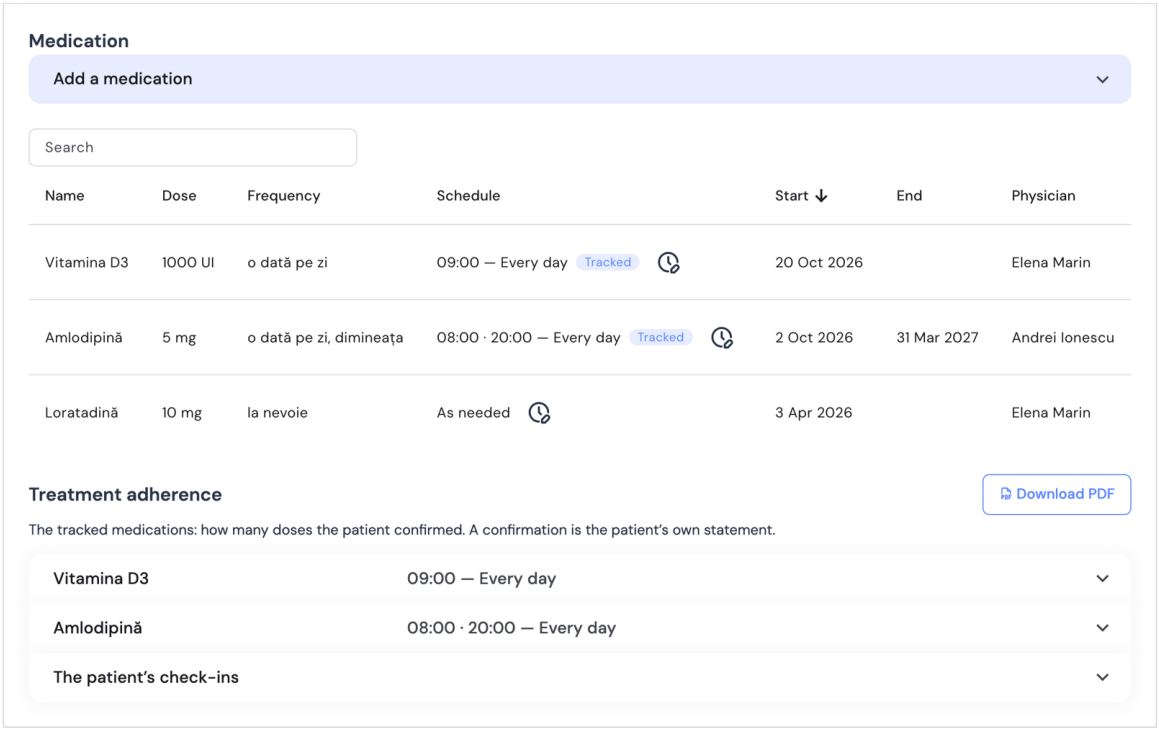


The patient's measurements, with the range set by the physician.

- **Prevention.** The Prevention section: you add, change and delete vaccinations and preventive check-ups, done (with the date) or planned (with the planned date; the patient gets reminders 14 days and one day before). A patient's declaration that you change stays done and becomes your record. On the phone, read-only.
- **DICOM imaging.** A .dcm or .zip study (a single study, up to 200 MB) is uploaded from Documents; only the study's safe data are kept (modality, date, body region, number of images), never the name or ID inside the file. **View** opens the web viewer: the images in order (wheel, arrow keys, slider), **Window/level**, **Pan**, **Zoom** and **Reset**. Some compressions can't be shown — then download the study. Opening it goes into the access log as a download.

Treatment adherence

For a medication with a **Dose schedule**, the patient gets a reminder at every dose and confirms it (**Taken** / **Skipped**); you see what they confirmed. The confirmation is the patient's own statement.



The patient's medication and Treatment adherence.

The schedule. When you add a medication (the patient's record → **Medication**), fill in the **Dose times** (1–8 times, Romanian time) and the days (**Every day** or days of the week). Without times the medication is "As needed" and isn't tracked.

- **Suggest with AI** suggests the times from the frequency text (for example "3 times a day after meals"); the AI gets only the medication's text, nothing about the patient. The suggestion says where it comes from: "Suggested by the AI" or "Automatic suggestion" (no AI configured).
- **Use** fills in the times — nothing is saved by itself; check them and save.

- On an existing medication, the **Schedule** button opens its schedule: change it (**Save schedule**) or **Stop tracking** (confirmed doses stay in the record). The **Schedule** column shows the times or “As needed”.

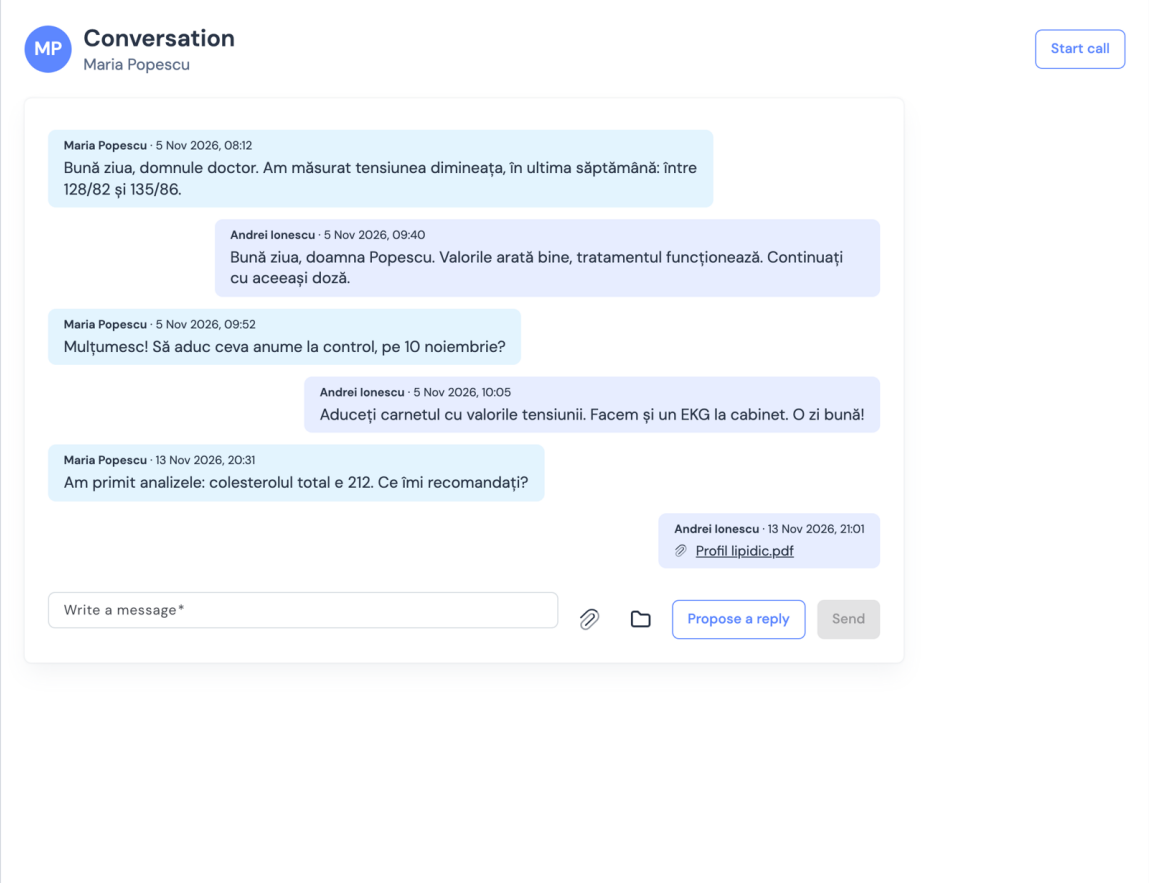
Adherence. Under the **Medication** table, in **Treatment adherence**, **Show adherence** opens for each tracked medication the share of doses taken over the **Last 7 days** and **Last 30 days**, the missed doses in a row and the doses’ calendar (Taken / Taken late / Skipped / Missed / To confirm, with a legend). **Show check-ins** shows the patient’s answers to the periodic check-in and, if the patient gave their consent for the AI, a summary labelled “AI-generated — not reviewed by a physician”. **Download PDF** gives the adherence report. Every look and every PDF appears in the patient’s access log.

Alerts. You get the notification **Missed treatment doses** when the patient misses doses in a row (by default 2) or adherence drops under the threshold (by default 80% over 7 days) — once per episode — and **Side effects reported** when they report them in a check-in. You get them only while you have access to the record; the notification opens the patient’s Medication.

Patients at risk. On **Statistics** (web) and on **Home** (phone), the list **Patients at risk — treatment adherence** shows your patients with missed doses in a row, low adherence or recent side effects, with a link to the record. On the phone: the patient’s record → **Medication**, the **Schedule** button, then **Show adherence**, **Show check-ins** and **Download PDF** (through the share sheet).

Messages, AI drafts and calls

You talk to patients in Messages and can ask the assistant for a draft reply, which you send in your own name.



A conversation with a patient: messages, files, Start call.

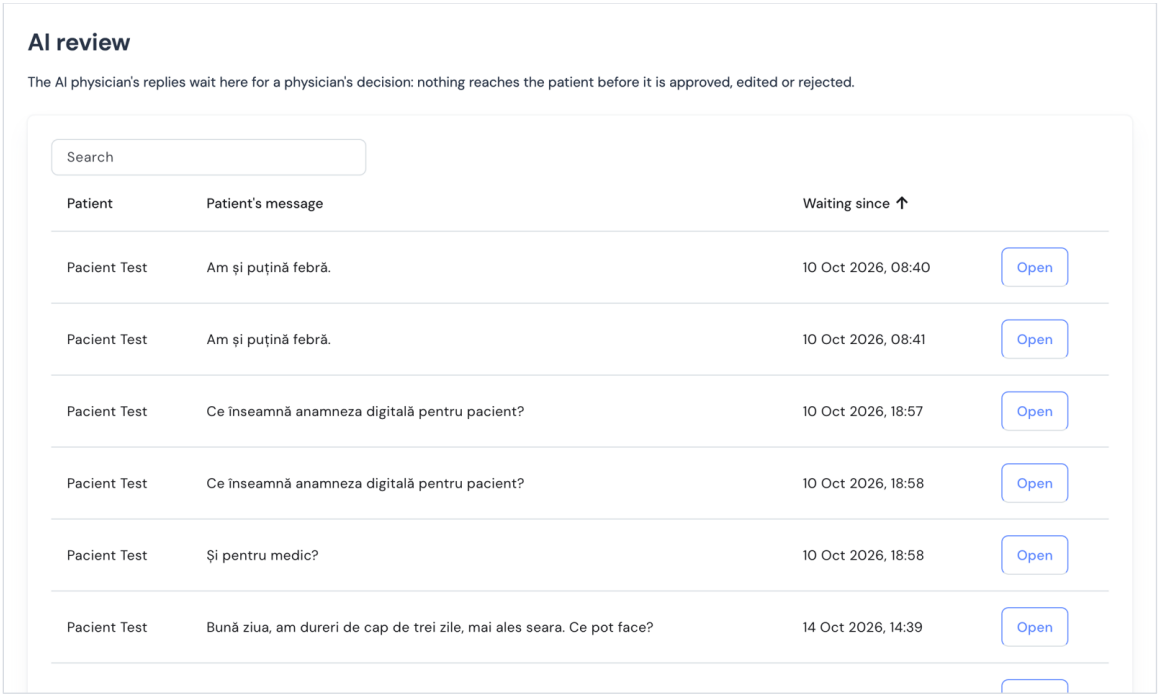
- **Conversations** are in **Messages**; a new one starts from Appointments → **Send message**.
- **Propose a reply:** the AI assistant writes a draft in the message box, from the conversation (and from the patient's documents, if you have access to the record and the patient consented). The draft waits in a shared queue of AI tasks: under the box you see “The AI proposal is waiting in the queue (place n)…”, then “The AI assistant is writing the proposal…”; “Cancel” gives you the box back. You read it, edit it and send it; the message is marked as AI-assisted. Up to 60 drafts an hour.
- **Files in the chat:** the paperclip sends a PDF, a Word document or an image (up to 10 MB); the file also goes into the patient's record, so you need access to the record. Right after sending, the AI assistant puts an analysis of the document in your message box, which you check and send. A file the patient sent you download from the message, and **Propose a reply** analyses it too.
- **From the record:** next to the paperclip, sends an existing document from the patient's record (with access to the record), without a copy; the sharing appears in the patient's access log. The AI assistant reads it for a draft only if the patient gave their AI consent.
- **“… is typing”:** the patient sees when you are writing, and you see when they are.
- **Assistant unavailable:** if the AI service does not answer, the chat tells you so and fills in nothing.
- **Video or audio call:** in the conversation, **Start call**. The call is recorded only if you and the patient both ticked “I agree to this call being recorded”; your call page makes the recording: one MP4 video with both of you side by side (you on the left, the patient on the right, each with role and name, the date and time on top) and both voices, which plays on phones too. Under the picture you see the state: being recorded, waiting for the patient, or not recorded (a consent is

missing). The recording is saved when you leave the call. The patient sees in the app that you are calling ("… is calling you") and answers from there; likewise, when a patient calls you, the notice with **Answer** and **Decline** appears at the top, and the call stays in the bell. It does not matter who joins the call first; if one of you leaves, they can rejoin from the conversation. The call goes through our own server, so it also works from restrictive networks.

- **The consultation note from a recording.** After a recorded video call, in the conversation (the Call recordings list) or in the record (the **Consultation notes** section; on the phone, the button in the chat) press **Generate the consultation note**. The AI transcribes only the call's audio track and writes a draft under fixed headings (reason, what the patient reports, what you found, conclusions, recommendations, next steps), with no diagnosis or advice of its own. You get the "Consultation note to review" notification; open it with **Review the note**, correct it (the transcript is beside it, for comparison) and choose **Save in the clinical history** — the entry is marked "AI-assisted", for the patient too — or **Discard**. The draft and the transcript are deleted on saving or discarding; an unsaved draft is deleted after 30 days. Only the call's physician, while they have access to the record.

AI review

The virtual assistant's replies to patients wait on the AI review page until a physician approves, edits or rejects them.



AI review: the assistant's replies waiting for a physician.

1. Open **AI review**; the list shows the patient, the question and how long it has been waiting. The list updates by itself.
2. Open a reply: you see the conversation and the generated draft.
3. Choose:
    - **Approve** — the reply goes out as it is, with your name as reviewer;

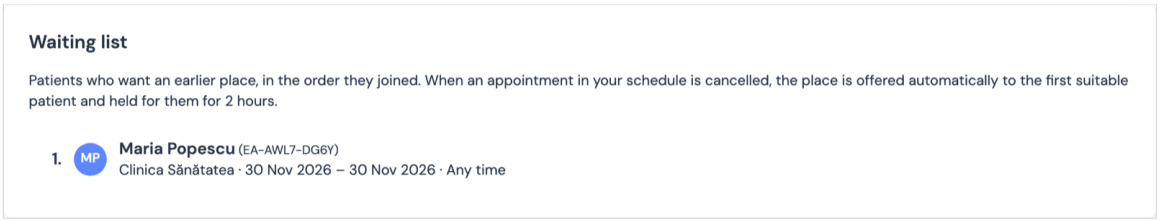
   - **Send edited** — you edit the text first;
   - **Reject** — the patient gets a standard message, with your note.
4. The first decision wins: if another physician decided before you, you are told the reply was already handled.

You don't see the replies of patients who revoked your access. Opening a reply and the decision appear in the patient's access log.

An administrator can turn the review off (Administration → Settings): new assistant replies then go straight to the patient, marked “Not reviewed by a physician”, and those already in the queue still wait for review. If the patient sent a file, you can download it from the review page, to compare the AI analysis with the document. A message the patient dictated (speech turned into text) carries the “dictated” mark, with a microphone, here and in the conversation — it may hold misheard words.

Waiting list, calendar and reception

- **Waiting list.** On Appointments, the **Waiting list** card shows the patients who want an earlier place with you, in order of joining, with the place and days they want and the place offered now. When an appointment in your schedule is cancelled, the time is offered automatically to the first matching patient and held for 2 hours; if they accept, the appointment is confirmed and you get a notification. Web only.



The Waiting list card, on Appointments.

- **Calendar sync.** In My profile, the **Calendar sync** card gives you a secret subscription link for Google Calendar, Outlook or Apple Calendar. Events show the time, the place and the patient only by initials and code, never medical data. The link is shown once; **Generate a new link** replaces it.
- **The clinic's reception.** The receptionists of your clinics can book, confirm, move and cancel your appointments there. You get a notification (in the app and by e-mail) for every appointment booked, moved or cancelled by the reception; on Statistics, its cancellations show separately (“by the reception”).

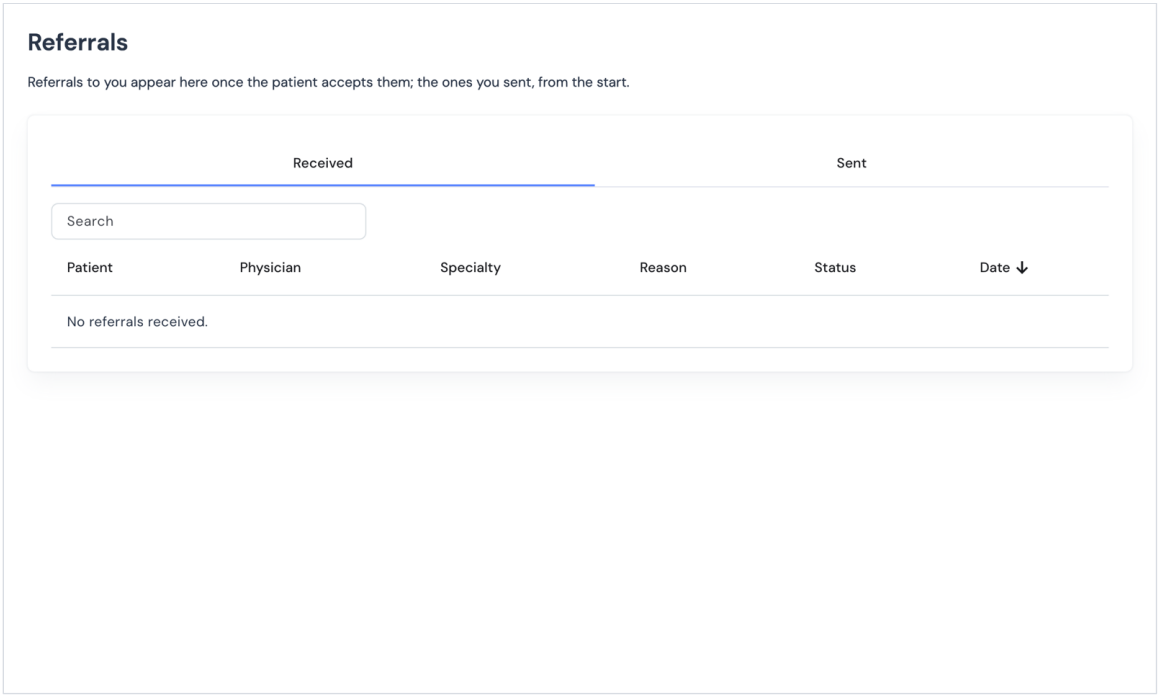
Renewal requests and feedback

- **Prescription renewal requests.** The card on Statistics (on the phone, on Home) shows your patients' pending requests (oldest first), then those of the last 30 days. **Approve** — optionally with a new end date for the treatment, set on the medication and its dose schedule, and a note — or **Decline**, with a required reason. You issue the prescription itself outside the app. You get a notification for every new request.

- **Patient feedback.** The card on Statistics (on the phone, the average on Home) shows the ratings patients gave after completed consultations, anonymously: no names, no dates, comments in random order. The period is one of the whole-month windows: **Last full month**, **Last 3 full months**, **Last 12 full months**, **Whole history**; the figures change once a month (on the 9th), and an answer appears after the 7 days during which the patient can change it. The average, the distribution and the comments appear only from 5 answers; below 5 you see only the count. The clinic filter shows figures only if every place has 0 or at least 5 answers; otherwise, only the count.

Referrals to a specialist

You refer a patient to another physician or to a specialty from the record page, and you handle the referrals you receive on the Referrals page.



The Referrals page: Received and Sent.

How to refer a patient

5. From the patient's record, press **Refer to a specialist**.
6. Choose the destination: **A physician** (from the list) or **A specialty** (the patient chooses the physician).
7. Write the reason for the referral and, optionally, the clinical question; press **Send**.
8. The patient must accept; until then, the chosen physician sees nothing. You are told when the patient accepts or declines and when the specialist rejects or completes it. You can **Cancel** the referral while it is not completed.

How to handle a referral you received

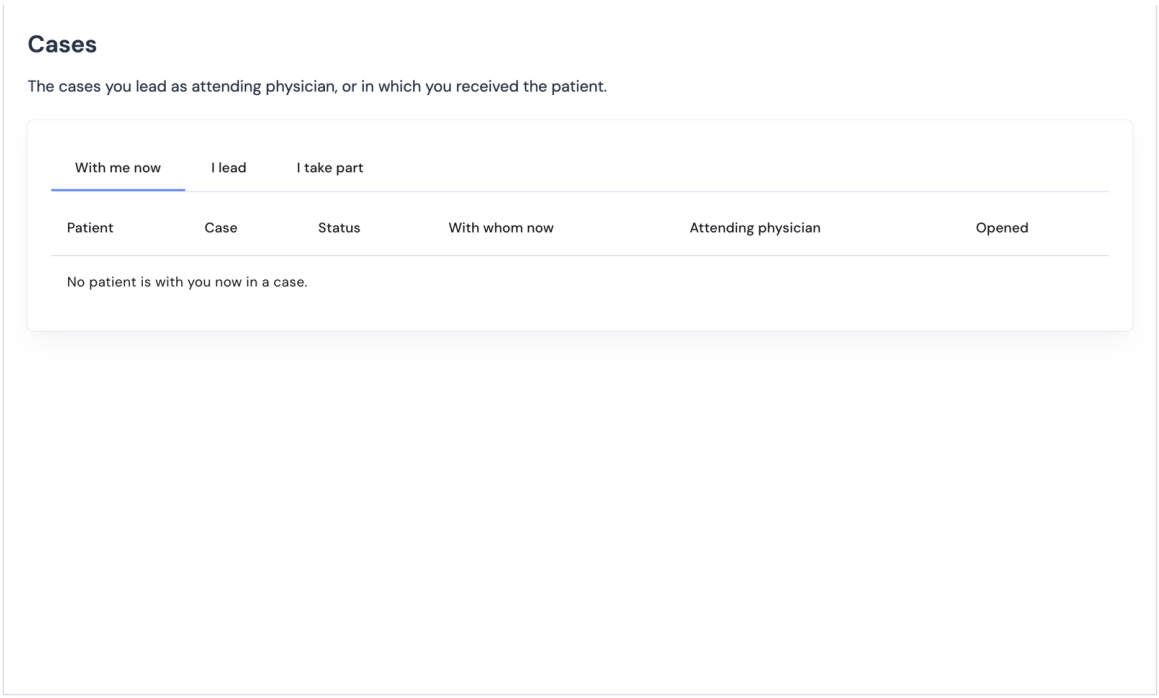
1. **Referrals → Received** shows the referrals patients accepted; open one.
2. Read the reason and the question, then open the patient's record.
3. Choose:
    - **Complete** — you fill in the diagnosis and the conclusion; they reach the referring physician and the patient and go into the clinical history, with you as author;
    - **Reject** — if the referral is not within your competence, with a note.

Status	What it means
Waiting for the patient	Issued, the patient has not decided
Accepted	The specialist has access and can handle it
Completed	The specialist answered
Declined	The patient declined
Rejected	The specialist rejected it
Cancelled	The referring physician cancelled it

If the patient revoked your access, the referral shows you only its status and the names; the reason and the result are hidden.

Cases (the patient's pathway)

You take over a patient's case and lead it as the attending physician: you refer them to other physicians, and they can come back to you or to anyone on the pathway. The patient consents once, for the whole case.



The Cases page: With me now, I lead, I take part.

How you take over a case

1. Open the patient's record and press **Take over the case**.
2. Write the case title (for example the problem) and why you take it over, then press **Take over the case**.
3. The case waits for the patient's consent. You get a notification when they accept or decline it.

How you send the patient on

On the **Cases** page (the Practice section) open the case and press **Send to a physician**: choose the physician, write the reason and, optionally, the clinical question. The step starts at once. The patient is told of every physician new to the case and can revoke their access at any time.

How you complete a step you received

1. In **Cases**, the **With me now** tab, open the case and press **Complete the step**.
2. Write the diagnosis and the conclusion. They go into the patient's clinical history, with you as the author.
3. Choose what comes next: back to the physician who sent them (the default), back to the attending physician, on to another physician (with a reason), or nothing, and the attending physician decides.

If the step isn't your field, press **Reject the step**. The attending physician can **Hand the case over** to a physician who had a step in the case, and ends it with **Close the case**; the steps still open are cancelled. An attending physician who no longer has access to the record can only close the case.

Tab	What you see
With me now	The open cases in which the patient is with you now
I lead	The cases in which you are the attending physician
I take part	The cases in which you received the patient, without leading them

If the patient withdraws their consent, the open steps are cancelled, and the physicians who saw their record only through this case no longer see it.

Questionnaires

On the **Questionnaires** page (the Practice section) you send questionnaires of your own to your patients, and you approve or reject the administrators' and supervisors' questionnaires that require a physician's approval.

A questionnaire of your own

1. Press **New questionnaire** and build it in the **Editor** tab: from the **Add** palette you add questions (text, number, date, choices, Yes / No, rating scale, matrix), sections, pages and repeatable groups; you fill them in under **Properties** (Romanian and, optionally, English and French, **Required**, limits) and move them by dragging, with Alt+↑ / Alt+↓ or with **Move to…**. **Show only if…** shows a question only after given earlier answers; a **Calculated score** adds up the choices' points (hidden from the patient unless you tick **Show the score to the patient**). Check it in **Preview** and save with **Save draft** (Ctrl/Cmd+S). The **JSON (advanced)** tab takes a SurveyJS JSON you already have. The details are in the administrator's manual (the **Administrator** tab, Questionnaires).
2. Press **Publish** and choose the patients: you find only patients whose record you can access (an appointment not cancelled or an accepted referral, not revoked). Your questionnaire goes out at once, with no approval, and the patients get a notification.
3. Its page then offers **Add recipients**, **Close the questionnaire**, **Duplicate** and **Delete** (a draft, or a closed one together with its responses).

The results are on the questionnaire's page too: the responses table, **Open** for a sent response, **Summary** and **Download CSV**. You see a patient's response only while you have access to their record: after a revocation the row shows “access revoked”, and the summary and the CSV leave the patient out. Scores show in the response, the summary (“calculated when filled in”) and the CSV. Next to Download CSV is Download Excel: the same rows and columns, plus a “Questions” sheet with each column's title. In a response's dialog, Download → PDF or Excel saves it in readable form (choices by their text, matrices as tables, hidden scores marked). Every opening and summary appears in the patient's access log; every downloaded file (CSV, Excel, PDF) appears as “Downloaded your answers to a questionnaire”, with the format. The file leaves the app: keep it safe and don't send it over insecure channels.

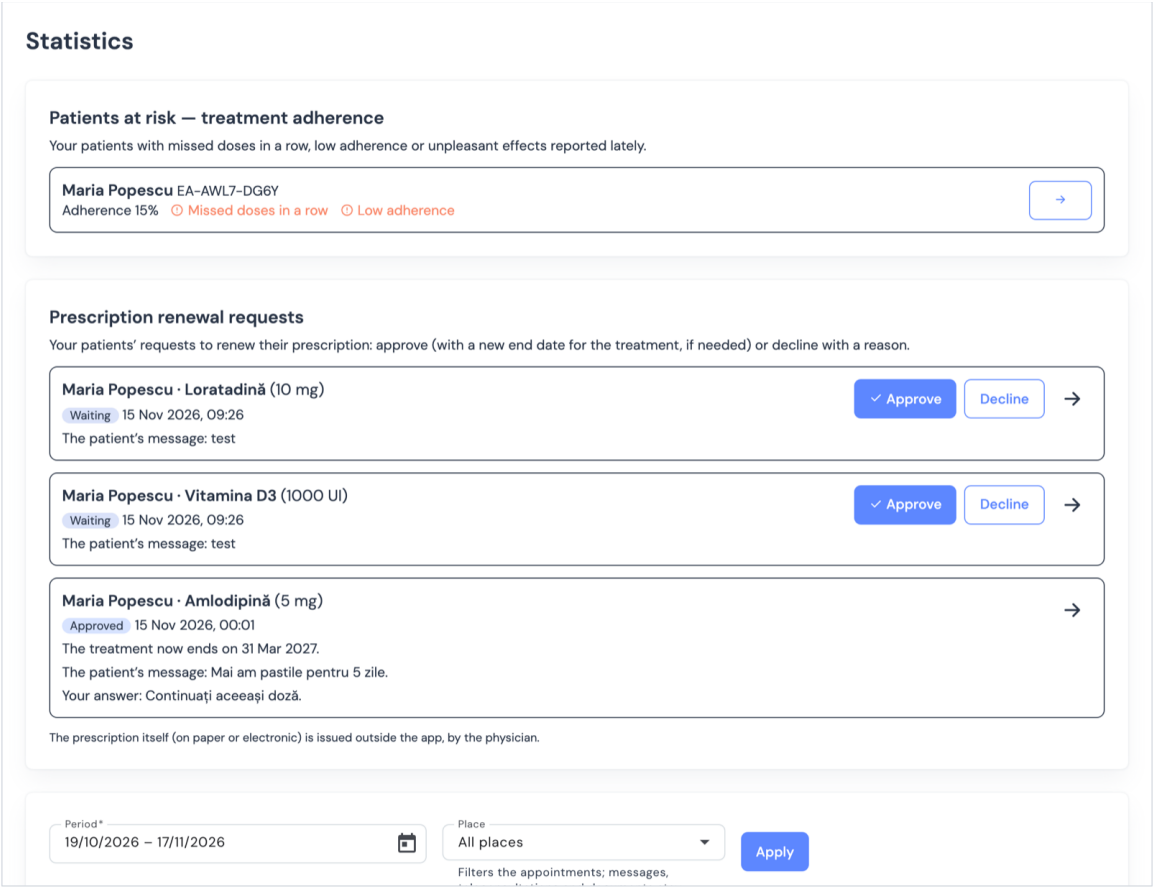
To approve

1. When an administrator or a supervisor sends a questionnaire for approval, you get the notification “Questionnaire to approve”, and the questionnaire appears in the **To approve** tab.

2. Open it and read it in the preview (you see neither the recipients nor the responses).
3. Choose:
    - **Approve** — it goes out at once to the patients the author chose;
    - **Reject** — with a required reason; the questionnaire goes back to its author as a draft, with your reason.
4. The first decision wins: if another physician decided before you, you get the message that the questionnaire was already decided.

Statistics and the API page

Statistics show your own practice's activity over any period; the API page is the platform's technical documentation.



The Statistics page: patients at risk and prescription renewal requests.

- **Statistics:** choose the period (from – to) and press **Apply**. You see:
    - appointments by status, the no-show and cancellation rates;
    - new and returning patients;
    - response times to messages and to confirming appointments;
    - teleconsultations and documents;
    - each figure compared with the previous period, plus its trend over time.

- **API:** the documentation of the programming interface (Swagger). “Try it out” runs with your session, so you see exactly what your account gets. It is useful for integrations, not for daily work.

By place. The **Place** selector on Statistics (All places, one of your clinics, Online, No place) filters the appointment figures (messages, teleconsultations and documents stay whole), and the **Appointments by place** table shows, for the chosen period, each place’s appointments by status, with the no-show and cancellation rates.

Deaf patients

When a patient has set their communication preferences, the chat and the record show the **How the patient communicates** box: that they are deaf (write, don't use voice), that they communicate in Romanian Sign Language (LSR), that they want short sentences with one question at a time, that some messages may be written through signs, or that they want no voice calls.

LSR interpreter. In the video call with a deaf patient press **Ask for an LSR interpreter**; the request reaches interpreters only after the patient agrees. Once in, the interpreter shows as a third picture. You can **cancel** the request or **remove** the interpreter. On an appointment of a patient who is deaf or communicates in LSR you can ask for the interpreter ahead (**Ask for an interpreter for this appointment**). Recording a call with an interpreter starts only with all three parties' consent.

A message marked **from signs** was put together from automatically recognised signs and may be imprecise: confirm the important details (doses, duration, allergies).

The AI draft (**Propose a reply**) writes in simple language for a patient who asked for it.

The patient can answer with the quick buttons (Yes, No, I don't know, 1–10), so short questions answered with yes/no or a number help them.

Administrator manual

The administrator manages patient, physician and supervisor accounts directly in the app, on the **Administration → Users** page; the Keycloak console stays only for administrator accounts and the server's settings.

Getting into the app

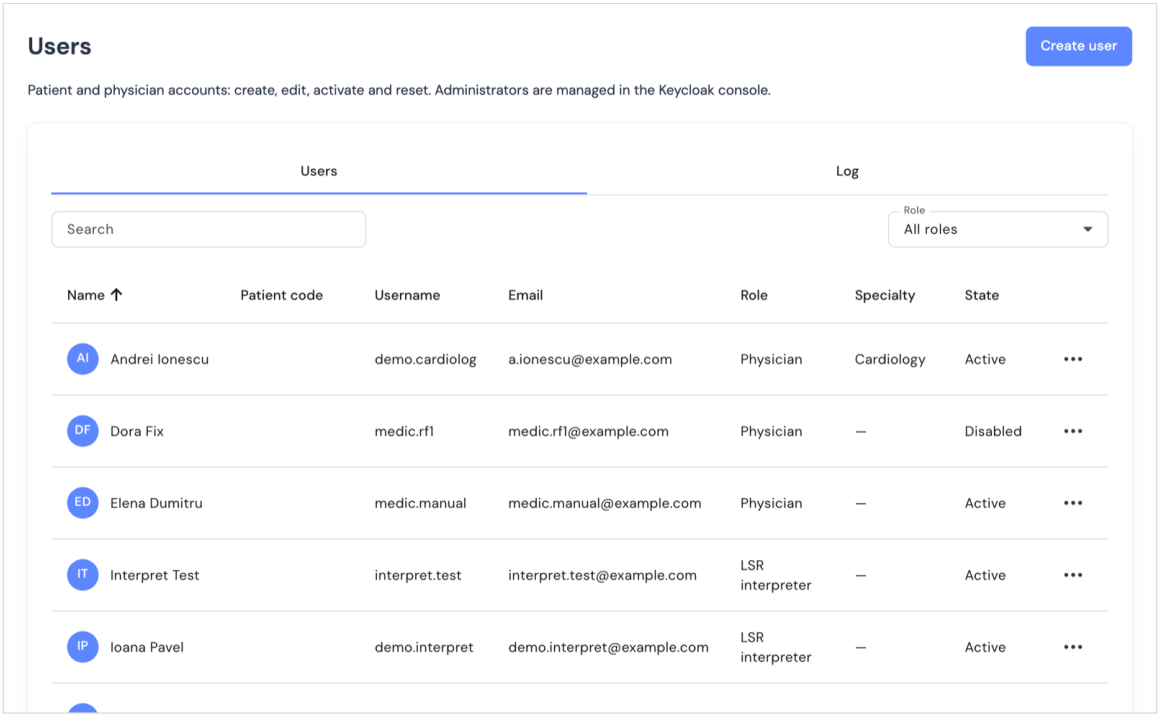
1. Sign in at https://app.e-anamneza.ro with the administrator account. The TOTP code is required: you set it up at your first sign-in, like physicians.
2. The menu shows **Supervision → Call recordings, Questionnaires, Patients, Notification texts**, **Administration → Users**, **Clinics, Change history**, **Settings** and **API**. The administrator sees no appointments, messages or records (a record only through emergency access, from Supervision → Patients); they see the call recordings, the questionnaire answers and the change history, and every look at a patient's data appears in that patient's access log. Medical data is encrypted on disk with per-patient keys; the master key is kept in OpenBao, operated outside the app. On

Settings, the Patient data encryption card shows the migration status and the master-key versions.

3. **Grafana (monitoring).** Only administrators sign in at https://grafana.e-anamneza.ro, through Keycloak (password and TOTP code); an account without the administrator role is refused. The dashboards show the requests, the errors, the AI queue, the notifications and the logs. When a user gives you an error code (for example 3f9a1c2e), type it in the search field of the **Logs** dashboard, open a backend line and follow the **TraceID** link to the request's trace (duration, queries, outgoing calls). The logs hold no names, e-mail addresses or medical data; they are kept for 30 days, the traces for 7 days.

The Users page

The table lists patients, physicians and supervisors, with search, a role filter and paging.

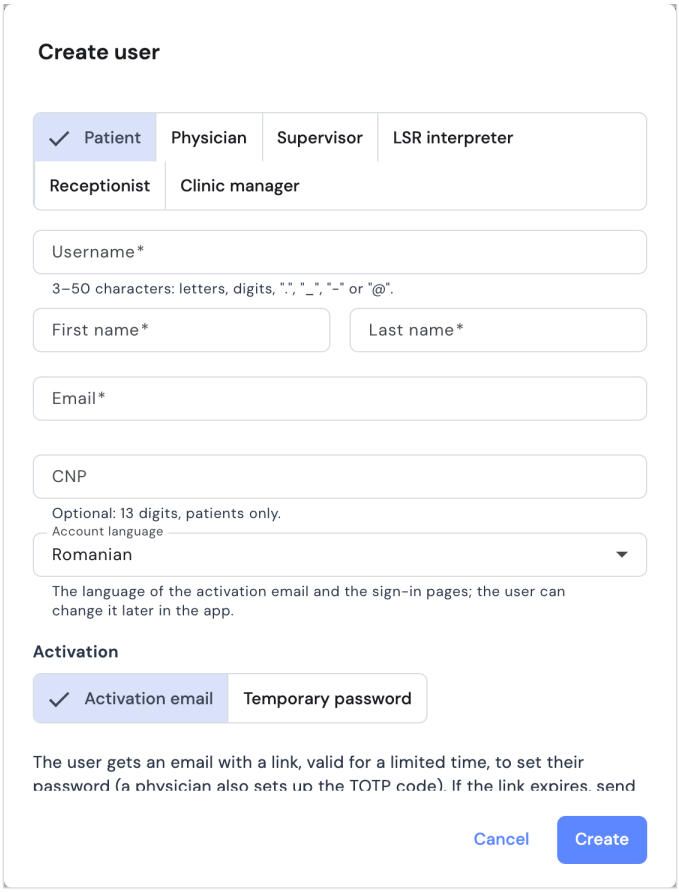


The Users page.

Column	What it shows
Name, Username, Email	The account's details
Role	Patient, Physician, Supervisor, LSR interpreter, Receptionist or Clinic manager
Specialty	Physicians only
Status	Active, Disabled or Closed by the patient
Created	The date the account was created
TOTP	Set up or Not set up

Creating an account

1. Press **Create user**.



The Create user dialog: the role, the details and the activation.

2. Choose the role: **Patient**, **Physician**, **Supervisor**, **LSR interpreter**, **Receptionist** or **Clinic manager**.
3. Fill in the username (3–50 characters: letters, digits, ".", "_", "-" or "@"), first name, last name and email. For a physician you can also choose the main specialty and, under "Other specialties", at most two more. Under **Account language** choose Romanian, English or French: the language of the activation email and the sign-in pages; the user can change it later in the app.
4. Choose the activation:
    - **Activation email** (recommended) — the user gets a link valid for a limited time (72 hours by default), sets their own password, and physicians and supervisors also their TOTP code;
    - **Temporary password** — 12–128 characters, which you pass on through another channel; the user must change it at their first sign-in.
5. Press **Create**. The profile in the app is created at once (a supervisor has no profile, only the account).

If the activation email cannot be sent, the account stays created, and the message shown offers **Set password**, for a temporary password. A username or an email already in use is refused.

Patient code and CNP. The **Patient code** column shows the identification code (`EA-…`, never changed; searchable in the table). In a patient's form, the **CNP** field (optional, 13 digits) is checked before the account is created: check digit, date, county, the match with the date of birth and that it isn't already used ("The CNP is already used by another account; contact support."). When editing you see only the current CNP masked, its last 3 digits only (**********678; **Current CNP**); an empty field keeps it, a new one replaces it, and **Remove the CNP** takes it out. You never see the full CNP here; the Log says only "CNP set / changed / removed". A CNP that can no longer be read shows as "unreadable". A closed account keeps its CNP on the locked record, so the same person can't sign up again with it; only at their documented request, use Remove the CNP (at the person's request) on the closed account (the Log says "CNP removed (closed account)", never the value).

Receptionist and clinic manager accounts

- In **Create user** you can also choose the **Receptionist** or **Clinic manager** role, together with their clinics (at most 20 active). These accounts have no patient or physician profile and no mandatory TOTP.
- An account's clinics are changed in the same dialog or in the clinic's dialog (Administration → Clinics), the **Reception** and **Managers** tabs: tick the accounts that work at that clinic. A supervisor can do the same.
- A receptionist or manager without any active clinic sees nothing until you link one.
- The **Log** has new rows: Receptionist's clinics changed, Manager's clinics changed, every reception action (Appointment booked / confirmed / moved / cancelled by the reception, No-show marked by the reception, Patient added to the waiting list by the reception — with the appointment, the physician, the time and the clinic) and Clinic dashboard downloaded (CSV).

Actions on an account

The menu on an account's row has:

Action	What it does
Edit	Changes the first name, last name, email and, for a physician, the specialties. When the email changes, the holder is told at the old address, their sessions end, and the contact email in the profile changes only if it was the same as the sign-in one
Disable / Enable	The account can't sign in until it is enabled again, and its open sessions end at once (with a confirmation)
Resend the activation email	A new link for setting the password (and the TOTP code, for physicians and supervisors); only until the holder has set their password
Reset the password	Through a reset email sent to the holder; a temporary password only for accounts not yet activated
Reset TOTP	On an account not activated, it removes the code. On an activated account, the holder gets an email to set a new password (and a new code, for physicians and supervisors), and the old password stops working (with a confirmation)

Action	What it does
Delete profile photo	Shown only when the account has a photo; removes an unsuitable one after a confirmation. The holder may upload another. An administrator can’t add photos, only delete them; the action is in the Log (“Photo deletion”).

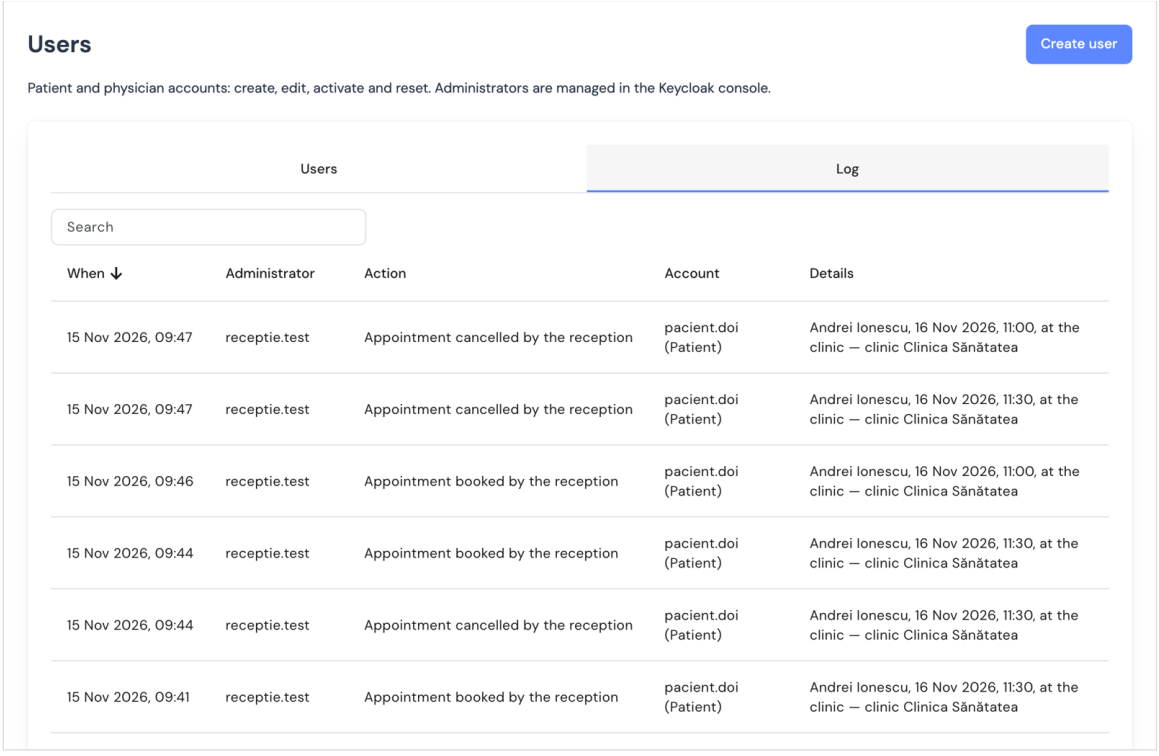
An activated account means the holder set their own password. From then on, the administrator can no longer find out or set the account's password: every reset goes through an email sent to the holder.

The holder is told — by a notification in the app and by email — when their password or TOTP is reset or their email changes, and their active sessions end.

An account closed by the patient can no longer be changed or enabled again: only the patient deletes their account, from My profile, and the record stays locked for the legal period.

The administration log

The **Log** tab lists every administration action: the moment, the administrator, the action, the account concerned and details (never passwords). The log cannot be changed or deleted.

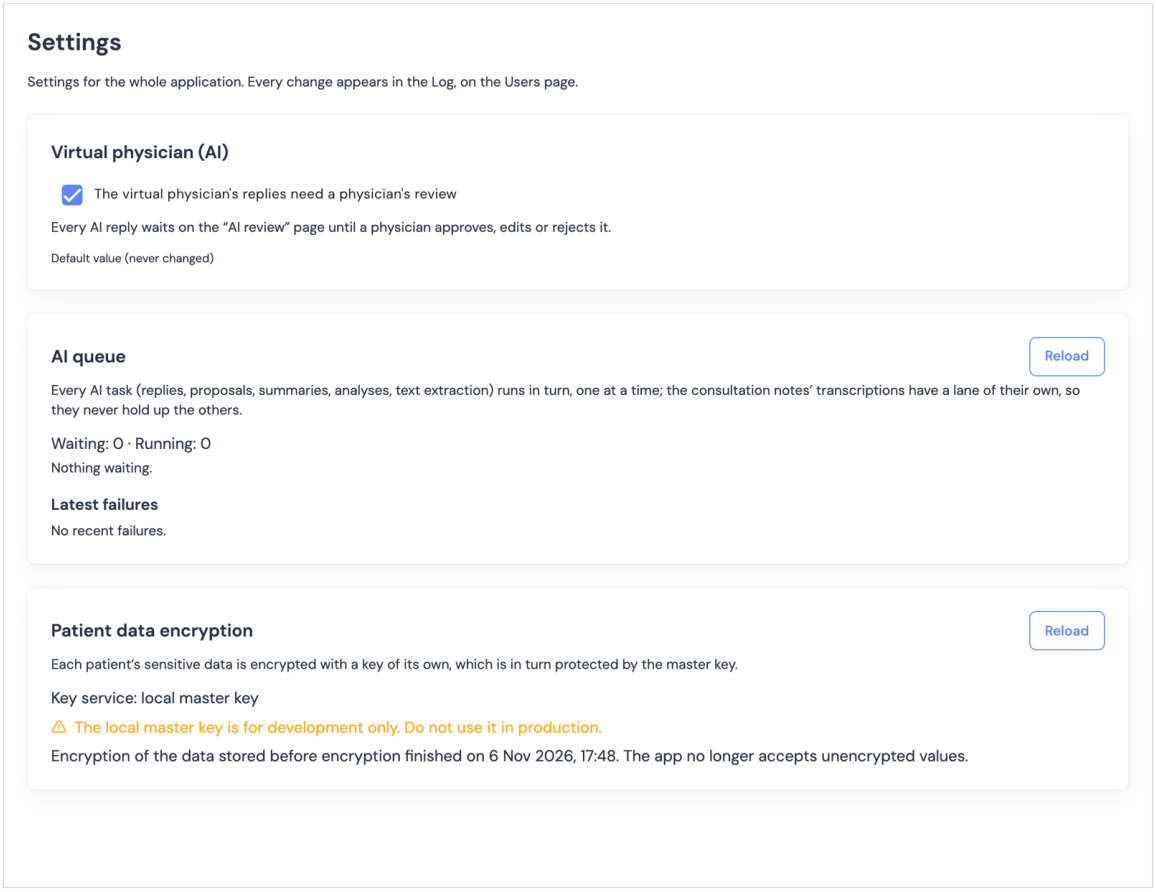


Users → Log: every administrative action.

Settings — the review of AI replies

Administration → Settings has the box **The virtual physician's replies need a physician's review** (ticked by default). Unticked — after a confirmation —, new assistant replies go straight to the patient, marked

“Not reviewed by a physician”; those already in the queue still wait for review. The page shows who changed the setting and when, and every change appears in the **Log**. With real patient data, the review must stay on (the GDPR plan, section 6).

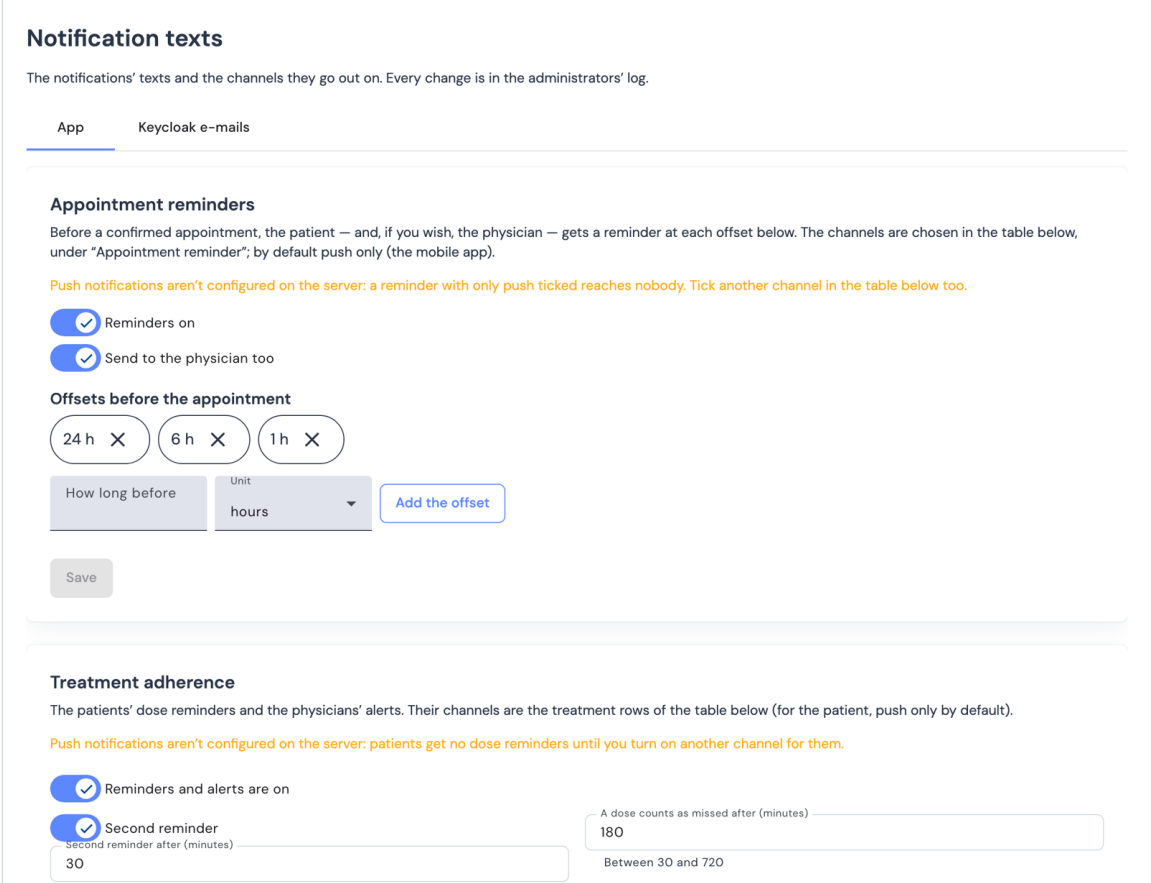


The Settings page: the virtual physician, the AI queue, encryption.

AI queue. Under the setting, the AI queue card shows how many AI tasks wait and run (the assistant's replies, proposals for physicians, text extraction, AI summaries and analyses), since when the oldest waits, and the latest failures (kind, code and date, no patient and no content); Reload refreshes it. Tasks run one at a time: a growing queue means delayed replies. A run of AI_UNAVAILABLE failures shows the AI server isn't answering.

Notification texts — texts and channels

The **Supervision → Notification texts** page (supervisors use it too) has two tabs. Every change appears in the **Log** as “Notification changed”.



Notification texts: appointment reminders and treatment adherence.

Appointment reminders (the card at the top): before a confirmed appointment, the patient — and, with **Send to the physician too**, the physician — gets a reminder at each offset in **Offsets before the appointment** (by default 24 h, 6 h and 1 h). Add one with **How long before**, **Unit** and **Add the offset** (1–10 offsets, between 10 minutes and 14 days); **Reminders on** turns them all off; **Save** keeps the change, which appears in the Log. If several offsets fall due at once only the nearest is sent, and nothing after the appointment time. By default reminders go only as a push to the mobile app; E-mail, In the app and SMS are ticked on the rows **Appointment reminder (to the patient)** and **Appointment reminder (to the physician)**.

Treatment adherence (the card below it): the dose reminders for patients and the alerts for physicians. **Reminders and alerts are on** turns them all off. You set: **Second reminder after (minutes)** (by default 30, 5–180, or off), **A dose counts as missed after (minutes)** (by default 180, 30–720, after the second reminder), **Alert the physician after missed doses in a row** (by default 2, 1–10), **Alert when adherence drops below (%)** (by default 80, 50–100), **Adherence window (days)** (by default 7, 3–30) and **Periodic check-in every (days)** (by default 7, 1–30, or off); **Save** — the change appears in the Log. The channels are on the rows **Treatment dose (to the patient)** and **Treatment check-in (to the patient)** (by default push only), **Missed doses (to the physician)** and **Side effects reported (to the physician)** (in the app + push). The notifications never name the medication.

E-mail body (formatted) (optional, for the types sent by e-mail and the Keycloak e-mails): **Format the e-mail** opens an editor with bold, italic, underline, headings, lists, links (https:// or mailto: only), images

(**Insert an image**: JPEG or PNG, at most 1 MB), **Variables** and a preview; **Use the plain message** goes back to the plain text. The app, push and SMS always use the plain message; in the Keycloak e-mails the action's link stays the button. The server keeps only the allowed formatting; images are hosted by the app, each upload appears in the Log, and one unused for 30 days is deleted.

1. **App** lists the notifications (appointment request, new message, referrals, questionnaires, video call…) with their channels' switches: **In the app** (the bell), **E-mail** and, for calls, **Push** (the phone). With “In the app” off, the notification no longer appears in the bell; with e-mail off, it is no longer e-mailed. Notifications marked **Mandatory (security / GDPR)** — an administrator's changes to the account, sign-in devices, the record opened with emergency access — can't be switched off. **SMS** (when sending by SMS is configured) appears only for the important notifications — appointments, referrals, consent for a case, the LSR interpreter, emergency access, account changes; the SMS carries the notification's title and message. Users can turn SMS off in their profile, but they get the mandatory ones anyway.

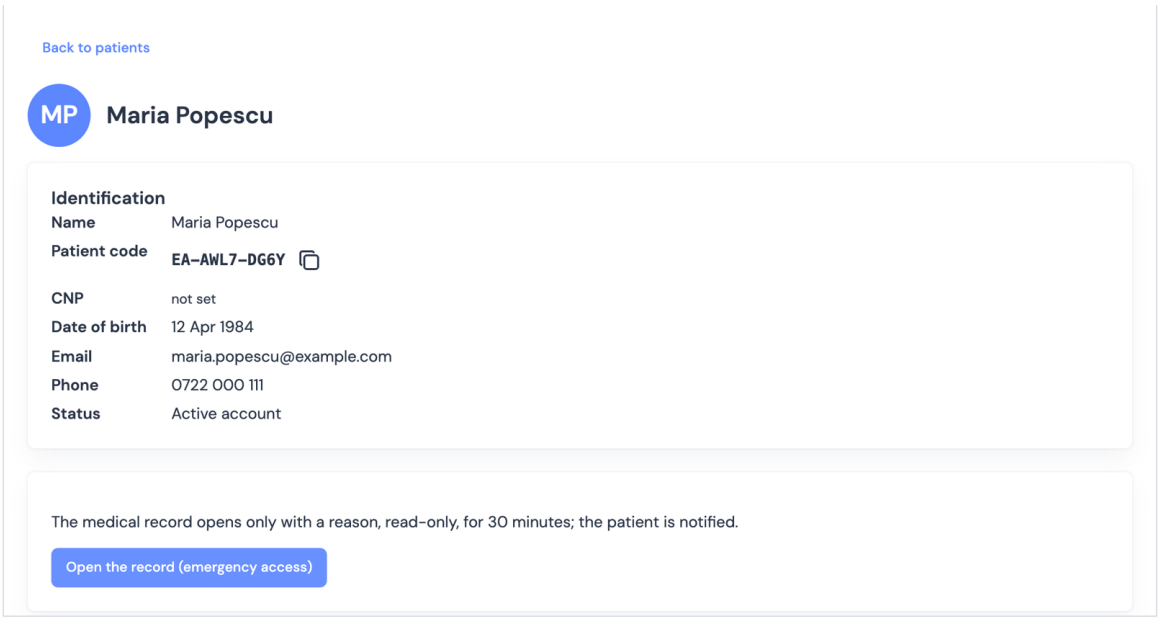
2. **Edit** opens the texts in Romanian, English and French: the title and the message. The buttons under the fields (for example {patientName}) put a variable where the cursor is; in the notification it becomes the real value (the name, the date). A variable the notification doesn't have is refused. **Preview** shows the text with sample values. **Save (English)** saves only the open language; **Back to the default text** restores the app's text.

3. **Keycloak e-mails**: the sign-in server's e-mails — account activation, password reset, address verification, the security alerts (password changed, device added or removed). They always go out; you edit the subject, the text and the **Button label**. {link} must stay in the text: in the e-mail it becomes the button.

In the bell, older notifications show the new text too; e-mails already sent stay as they were.

Patients and emergency access

The **Supervision → Patients** page finds any patient but shows only their identification data. The record opens only through emergency access, with a reason, read-only, for 30 minutes.



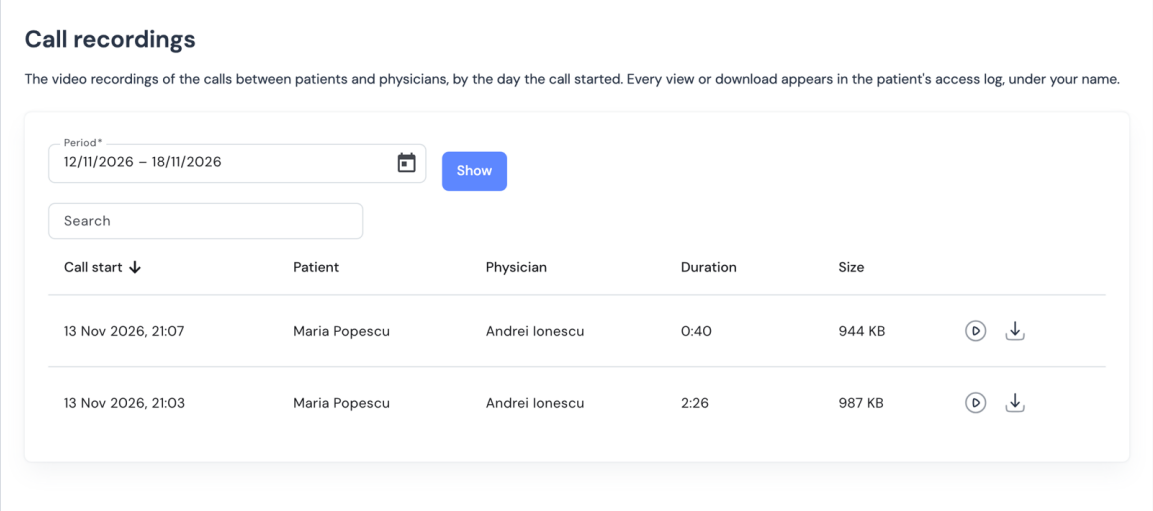
A patient's page: Open the record (emergency access).

1. Type in **Search** at least 3 characters — a name (without diacritics works), an email, a phone, the patient code (`EA-…`) or the full CNP (it finds only a patient whose record you already hold emergency access to; otherwise the answer is “No patient found”, as for a CNP that doesn't exist, and a match appears in the patient's Access log) — or choose the **Date of birth**, then **Search**. At most 50 results are shown (else “refine your search”); the **Status** column says Active account, Closed account or “Emergency access until …”. Other searches are not logged; you have at most 300 searches a day.
2. Press the name: the patient's page shows **Identification** (code, masked CNP, date of birth, email, phone, account status).
3. **Open the record (emergency access)** asks for the **Reason for access** (10–500 characters, for example the support ticket or the legal request number); **Open the record** grants it.
4. A banner shows “Emergency access, read-only, until HH:mm” and the time left. You see the history, allergies, medication, documents (with download, in their folders), questionnaires (including the scores hidden from the patient, marked, and the PDF/Excel download), referrals, the patient's Access log and their call recordings of the last 366 days. You can press **Show** on the CNP. You cannot add or change anything.
5. At the end the content is hidden (“The emergency access has ended; the record was hidden.”); for another 30 minutes you write a reason again.

The grant (with the reason and your role) and every read go into the patient's Access log, and the patient is notified each time in the app and by email, without your name and without the reason (they see it in their Access log). At most 10 grants an hour; a closed account can no longer be opened.

Call recordings

Like a supervisor, you see in **Supervision → Call recordings** the video recordings by the day the call started (the supervisor's manual, in the **Supervisor** tab). Every view or download appears in the patient's access log, with your name and the role “Administrator”.



Call recordings: the list for a period, with viewing and download.

Change history

Every change in the app is kept, with who made it and when.

1. Open **Administration → Change history**.
2. Choose the kind of data (for example Allergy, Appointment, Patient) and, optionally, the row's id.
3. Press **Search**: with an id, you see every version of the row, from the first; without one, the latest 200 changes of that kind.

Rows that belong to a patient (their record, appointments, messages…) show their values only while you hold emergency access to that patient's record (Supervision → Patients → Open the record). Otherwise you see only who changed what kind of row and when, with “[emergency access required]”, the patient's code and a link to their page; the rows of a closed or permanently deleted account stay hidden. Every look at a patient's values appears in their Access log.

Each line shows when, who (“system” for automatic operations), what (Created, Changed, Deleted) and the fields changed, with the value before and after. Looking at the history of a patient's data appears in their access log. Changes made directly in the database (decisions on AI replies, referral steps, account deletion, the purge) do not appear here — they have their own trails. The history stays even after a patient deletes their account.

Questionnaires

You build questionnaires for patients right in the app, in the visual editor, and publish them to all patients or to selected patients, from **Supervision → Questionnaires**; supervisors have the same page.

The **Mine** and **All** tabs list the questionnaires with the title, the status (Draft, Awaiting approval, Published, Closed), the author, the last change, the publication date and the responses (for example “2

sent · 1 in progress”). You manage your own questionnaires and those of the other administrators and supervisors; the physicians' ones you see, with their results, but don't change.

Creating one

1. Press **New questionnaire** and fill in the **Title** and, optionally, the **Description** (shown to the patient). Tick **Requires a physician's approval** if you want it.
2. Below them are three tabs: **Editor** (the default, the visual editor), **Preview** (the questionnaire as patients will see it; answers given there aren't saved anywhere) and **JSON (advanced)**.
3. Build the questionnaire in the **Editor** tab (below), then press **Save draft** (or Ctrl+S / Cmd+S).

The visual editor

- **The Add palette** (on the left; on a narrow screen, the **Add** button with a menu): Short text, Long text, Number, Date, Single choice, Multiple choice, Dropdown, Yes / No, Rating scale, Matrix, Section, Repeatable group, Calculated score and New page. A click adds the element after the selected one (or at the end of the page); you can also drag it onto the canvas. A **Section** groups questions under a title; a **Repeatable group** is filled in by the patient as many times as needed (for example, once for each medicine) and holds only simple questions; in a **Matrix** the patient picks one column on each row.
- **The canvas** (in the middle) shows the pages and, in each, one row per element, with badges: Required, Conditional, EN or EN partial, FR or FR partial, the number of problems. A click on a row selects it.
- **Properties** (on the right; on a narrow screen, a panel with **Close**): the Romanian title (required) and, with **Show the English fields** and **Show the French fields** on, the English and French texts (optional: if the English text is empty, the patient sees the Romanian one; if the French text is empty, they see the English one, else the Romanian one; the toolbar shows how many texts are translated, “EN x/y · FR x/y”, and **Problems** warns about the untranslated texts), the description, **Required** and the limits — minimum and maximum length for text, minimum and maximum value for a number, **Minimum selections** / **Maximum selections** for multiple choice, **Scale from** / **Scale to** (0–10) with the end descriptions. With nothing selected, the panel shows the **Questionnaire settings**.
- **Choices** (for choices and dropdowns; for a matrix, **Rows** and **Columns**): **Add a choice**, or Enter in the last one; reorder them by dragging or with the arrows. The **“Other (please specify)” choice** and **“None” choice** boxes add the two special choices, with an optional text of their own.
- **Moving:** drag the row by its handle, press Alt+↑ / Alt+↓, or use the ⋮ menu — **Move up**, **Move down**, **Move to…** (another page, a section or a group), **Duplicate**, **Delete**. If the deleted element is used in a condition or a score, the confirmation tells you where; after deleting you can press **Undo**.
- **Undo** / **Redo** in the toolbar, or Ctrl/Cmd+Z and Ctrl/Cmd+Shift+Z (or Ctrl+Y) outside text fields; the history stays when you switch tabs.
- **Advanced → Name in the export** is the answer's key and the CSV column. It follows the title until the first save or until you change it, then stays fixed; the choices' values likewise (**Export values (advanced)**).

Conditional display

1. Select the question (or the section, group or page) and tick **Show only if…**.

2. Pick the question, the condition (for example “is”, “has ticked”, “is at least”, “is answered”) and the answer. You can use only questions placed **before** the element, outside repeatable groups (questions in a group can't have conditions either).
3. With **Add a clause** (at most 10) you choose whether **all clauses are true** or **at least one clause is true**. Under the builder the sentence “Shown only if …” appears, and the row gets the **Conditional** badge.

Answers in what gets hidden aren't kept: if the patient changes an answer and an already answered question is hidden, its answer is cleared. For an imported JSON that doesn't do this, the editor warns and offers **Clear hidden answers (recommended)**.

Scores

1. Give points in the questions' properties: **Points** on each choice (and on “None”), **Points for “Yes”** and **Points for “No”**, points on the matrix columns (counted for every row); a scale adds the value chosen. A reverse-scored item is made by giving the points in reverse.
2. Add a **Calculated score** from the palette and tick the **Questions added up** (or **Tick all**).
3. The score is **Hidden from the patient** by default; with **Show the score to the patient** ticked, the patient sees it as they answer. Staff see it anyway: in the preview, the response, the summary and the CSV.

The score is calculated in the patient's browser while they fill in the questionnaire and saved with the answers; the results show it as “calculated when filled in”.

Saving

- **Save draft** or Ctrl/Cmd+S; there is no autosave. **Problems (n)** in the toolbar lists the errors and warnings (a click selects the element). While there are errors, saving is refused (“The editor found errors; fix them before saving”). The server checks the definition too; the problems it finds show on their element.
- If someone else saved the draft meanwhile, you see “Someone else saved the draft meanwhile. Your changes weren't saved and nothing was overwritten.” Choose **Download my JSON**, to keep your version, or **Load the saved version** — after a confirmation, your unsaved changes are lost.
- If you leave the page with unsaved changes, the app asks “Leave without saving?” (**Leave without saving**, or stay). **Publish** stays disabled until you save.

The JSON (advanced) tab

For a SurveyJS questionnaire you already have: paste the JSON into **Questionnaire definition (SurveyJS JSON)** or use **Upload a .json file**. **Download JSON** saves the definition as a file, and **Open the free SurveyJS editor** (surveyjs.io, in a new tab) stays for features the editor doesn't have. The definition is at most 256 KB (above 200 KB the toolbar shows its size). HTML questions, images, files and signatures, external addresses, the SurveyJS cloud service and cookies aren't allowed; the check points them out, each with its place in the JSON.

- A JSON that uses only what the editor knows opens in the **Editor** tab, unchanged.

- Otherwise the tab becomes **Editor (JSON only)**: the note “This questionnaire uses features the visual editor doesn't have” lists the reasons (an element type, a property or a condition the editor doesn't have), with **Copy the list**, **Open the JSON tab** and **Back to the last visual version** (with a confirmation). Nothing is lost silently.
- **Tip:** a questionnaire imported from surveyjs.io keeps the names set there (`question1`, `item1` …), which become the CSV's columns. Rename them in **Advanced → Name in the export** and in **Export values (advanced)** before the first save.

Publishing

1. On the draft's page press **Publish** (or **Send for approval**, if you ticked the approval).
2. Under **Recipients** choose **All patients (including those who sign up later)** or **Selected patients** — search by name or email and add them.
3. Confirm. The patients get a notification in the app and by email. From now on the definition can't be changed, only duplicated.

With approval, the questionnaire moves to “Awaiting approval” and every physician is told. The first physician to decide approves it (it is published at once to the patients chosen) or rejects it with a reason: it goes back to draft, and its page shows “Rejected by … Reason: …”. You are told either way.

After publishing

Action	What it does
Add recipients	New patients for a questionnaire sent to selected patients; they are told and can answer at once
Close the questionnaire	Patients can no longer answer; the responses sent are kept (with a confirmation)
Duplicate	A copy as a new draft, to change and publish separately
Delete	A draft, or a closed questionnaire together with all its responses — for good, with a confirmation; only the author or an administrator

The results

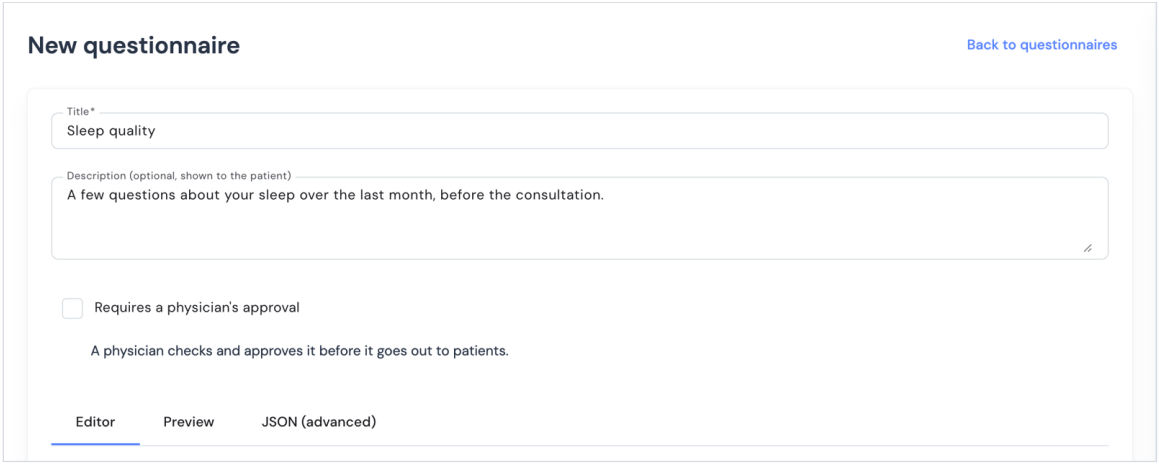
- **Responses:** the table with the patient, the email, the status (In progress, Sent), the last change and the date sent; **Open** shows a sent response, read-only, with the scores (those hidden from the patient too). Patients' drafts can't be opened.
- **Summary:** for each question, the count for each choice (bars with percentages) and, for ratings, numbers and scores, the mean, minimum and maximum — a score is marked “calculated when filled in”. The special choices show as “Other” and “None”, even if you gave them another text. Free-text answers are seen in each response or in the CSV.
- **Download CSV:** one row for each sent response, one column for each name in the export (and for each score).
- **Download Excel** (next to Download CSV): the same rows and columns as the CSV, with the date and numbers as values you can calculate with, plus a “Questions” sheet with each column’s title. In a response’s dialog, **Download** → **PDF** or **Excel** saves the response in readable form (choices

by their text, matrices as tables, the entries of repeatable groups, scores hidden from the patient marked). The file leaves the app: keep it safe and don’t send it over insecure channels.
- **Every look is logged:** opening a response and the summary appear in the access log of each patient included, with your name and role; every file downloaded (CSV, Excel, PDF) appears there as “Downloaded your answers to a questionnaire”, with the format. Only the list of who answered isn't logged.

Step-by-step example: a questionnaire from scratch

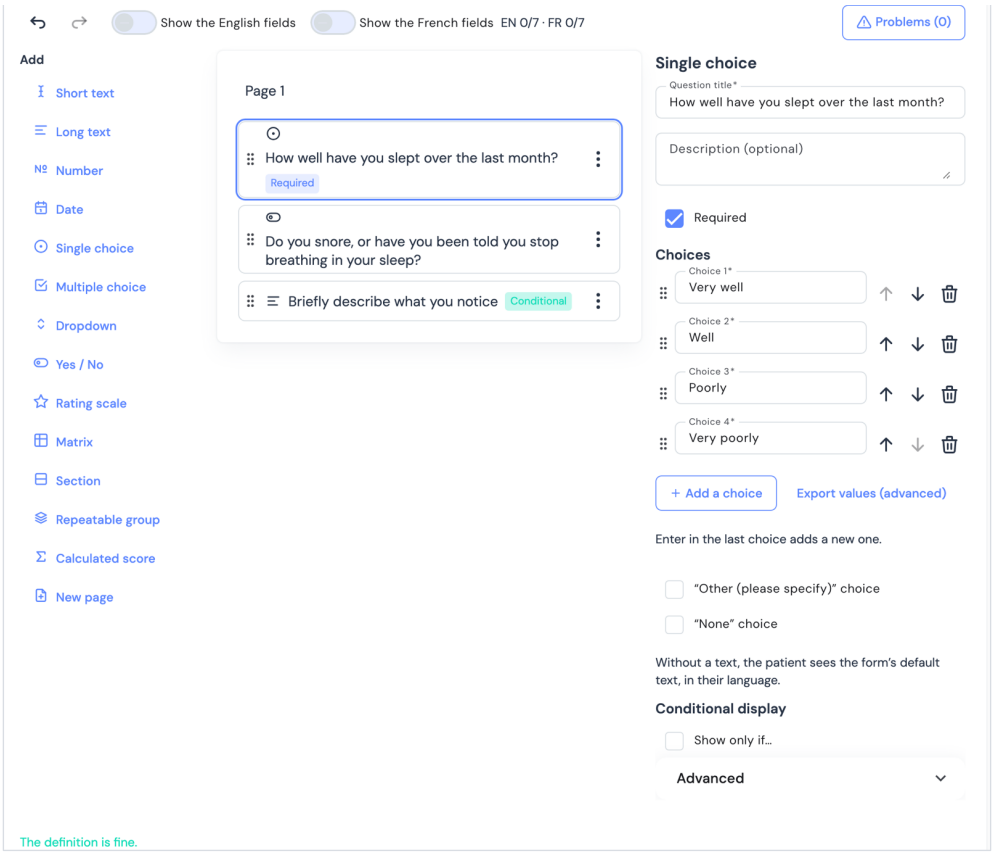
The example builds the questionnaire “Sleep quality”, with three questions; the third shows only if the patient answers “Yes” to the second. The steps are the same for administrators, supervisors and physicians (the Questionnaires page).

Step 1. Open Questionnaires and press New questionnaire. Write the Title (“Sleep quality”) and, optionally, the Description, which the patient sees. Tick Requires a physician's approval only if you want a physician to check it before it goes out to patients.



New questionnaire: the title, the description and the approval.

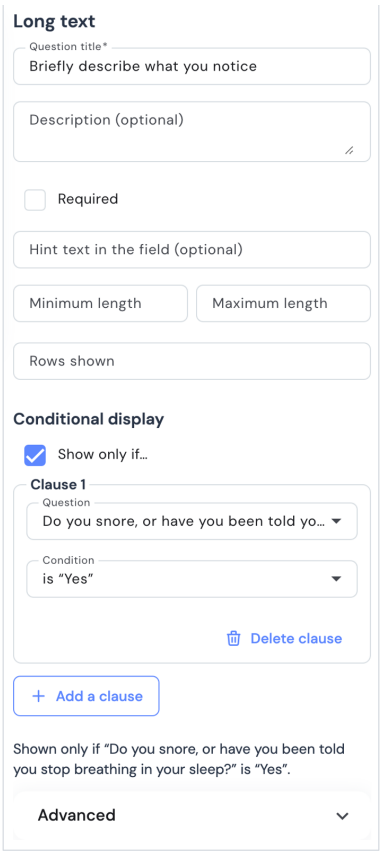
Step 2. In the Add palette (left) press Single choice. On the right write the Question title, fill in Choice 1 and Choice 2, press Add a choice for two more and tick Required. The question appears on the canvas (in the middle), with the Required badge.



The editor: the Add palette, the canvas with the questions and the chosen question's properties.

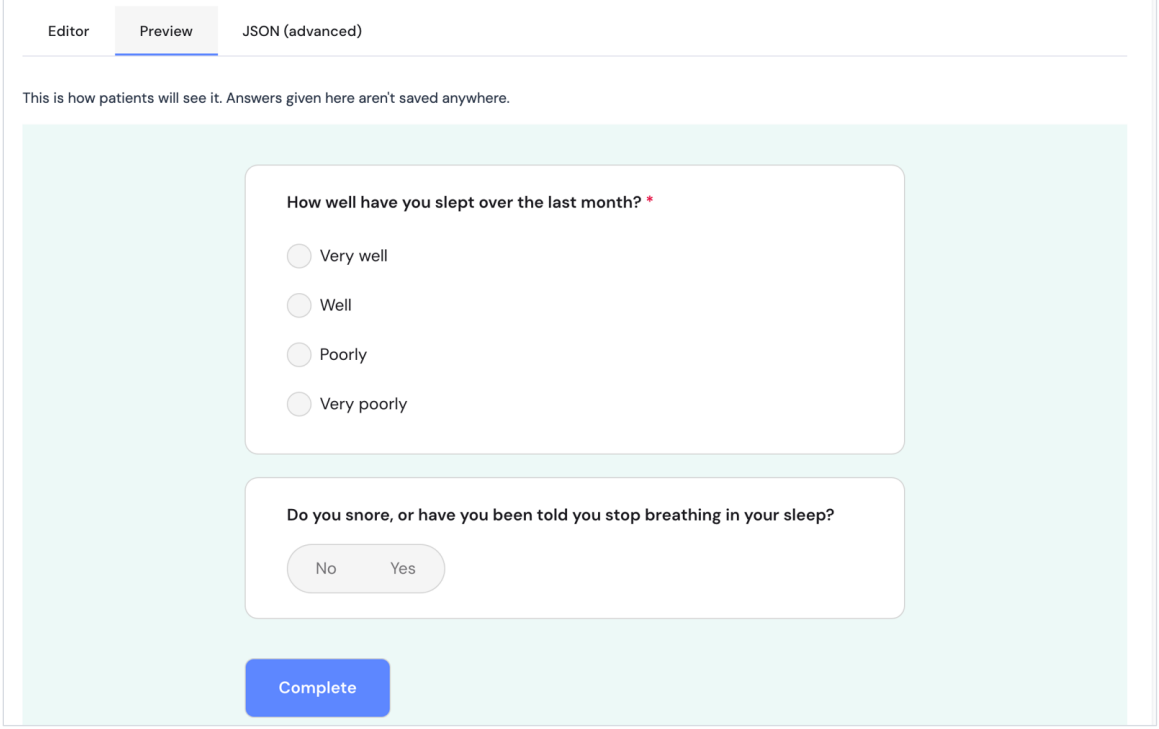
Step 3. Press Yes / No and write the question ("Do you snore, or have you been told you stop breathing in your sleep?"). Then press Long text and write "Briefly describe what you notice".

Step 4. With the Long text question selected, under Conditional display tick Show only if…, choose the Yes / No question under Question and leave the Condition "is "Yes"". Below it the sentence "Shown only if …" appears, and the row gets the Conditional badge. Add a clause sets more conditions.



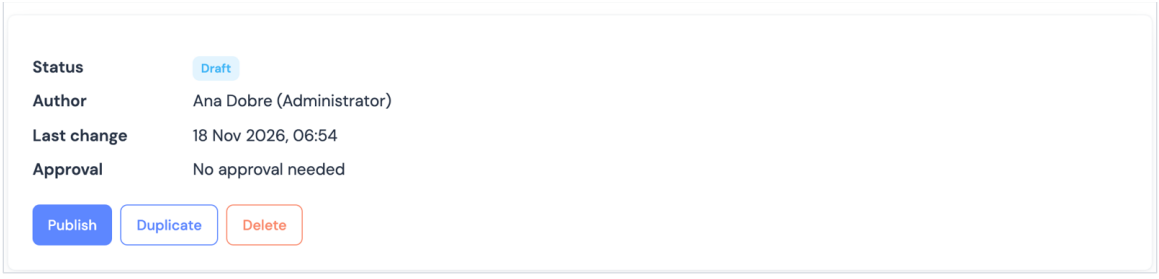
Conditional display: the question shows only if the answer to Yes / No is “Yes”.

Step 5. Open the Preview tab: you see the questionnaire as the patient does; the third question appears only after you choose “Yes”. Answers given here aren't saved.



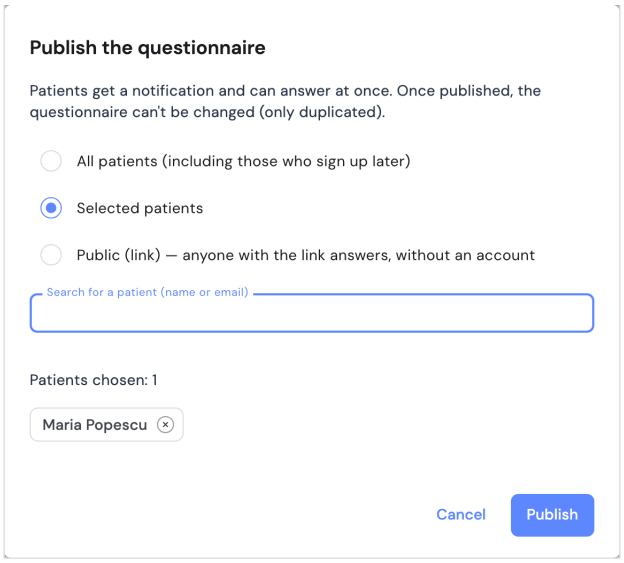
The preview, as the patient will see it.

Step 6. Press Save draft (or Ctrl+S / Cmd+S). The questionnaire has the status Draft and the buttons Publish, Duplicate and Delete; you can change it until it is published.



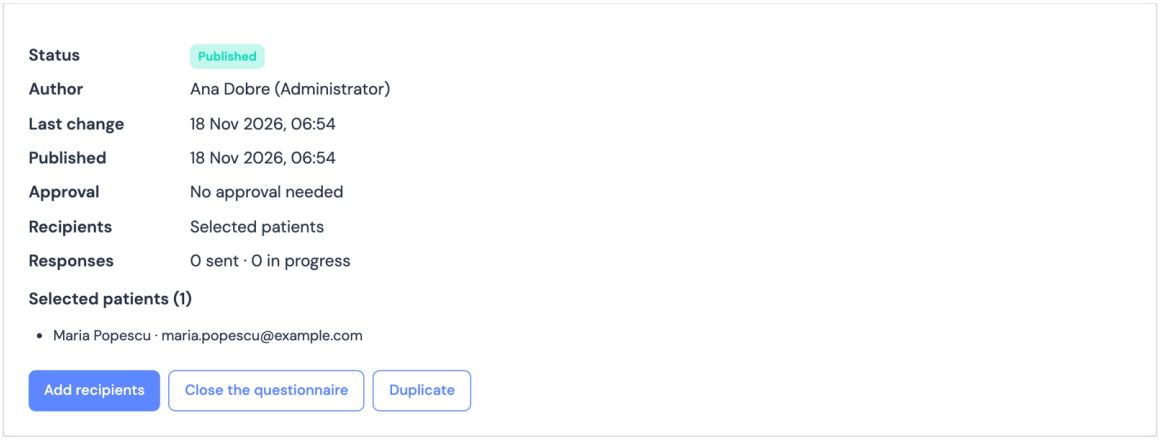
The saved draft: Publish, Duplicate, Delete.

Step 7. Press Publish and choose who gets it: All patients, Selected patients (search by name or e-mail and pick the patient) or Public (link), for anyone with the link. A physician can only pick patients whose record they can access. Press Publish.



The Publish the questionnaire dialog, with one patient chosen.

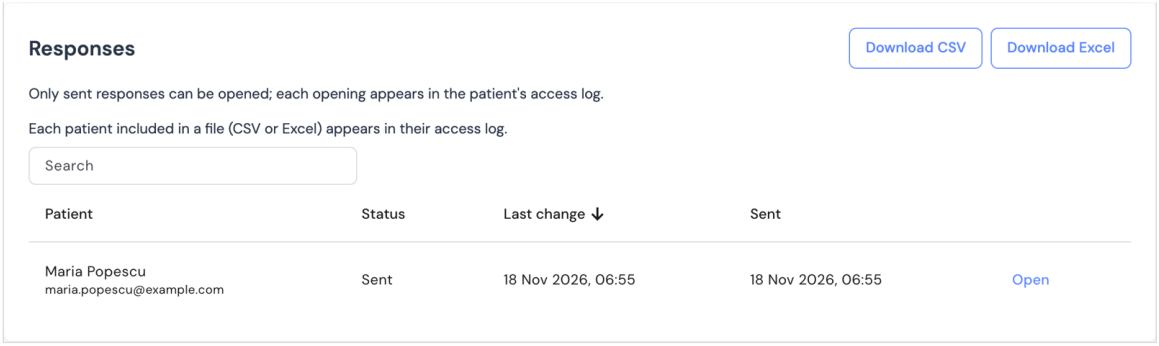
Step 8. The questionnaire is Published, and the chosen patients get a notification. From here you add recipients or close the questionnaire. Once published it can't be changed: for a new version use Duplicate.



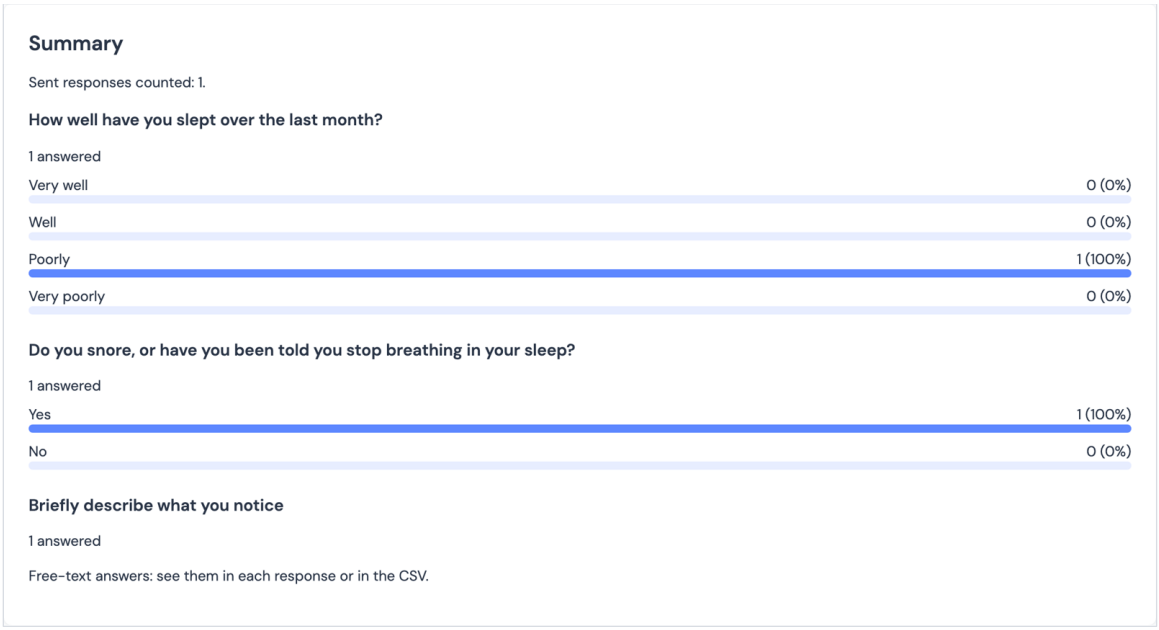
The published questionnaire: recipients, responses, Close the questionnaire.

Step 9. The patient finds it under Questionnaires (status New), fills it in — what they write is saved on its own as a draft — and presses Complete, then Send.

Step 10. On the questionnaire's page you see the Responses (Open shows one response; Download CSV or Download Excel) and the Summary, with the count and the percentage for each choice.



The sent responses, with Open, Download CSV and Download Excel.



The summary of the responses, question by question.

Public questionnaires (no account)

When publishing you can also choose **Public (link)**: anyone with the link answers from their browser, without an account. Only administrators and supervisors can publish publicly; a physician's approval, if you ticked it, is still required.

Link settings: the closing date (optional; the link closes at the end of that day), the maximum number of responses (optional), the respondent's email address (**Don't ask for it** — anonymous responses — or **Optional**) and an introduction (Romanian, optionally English and French).

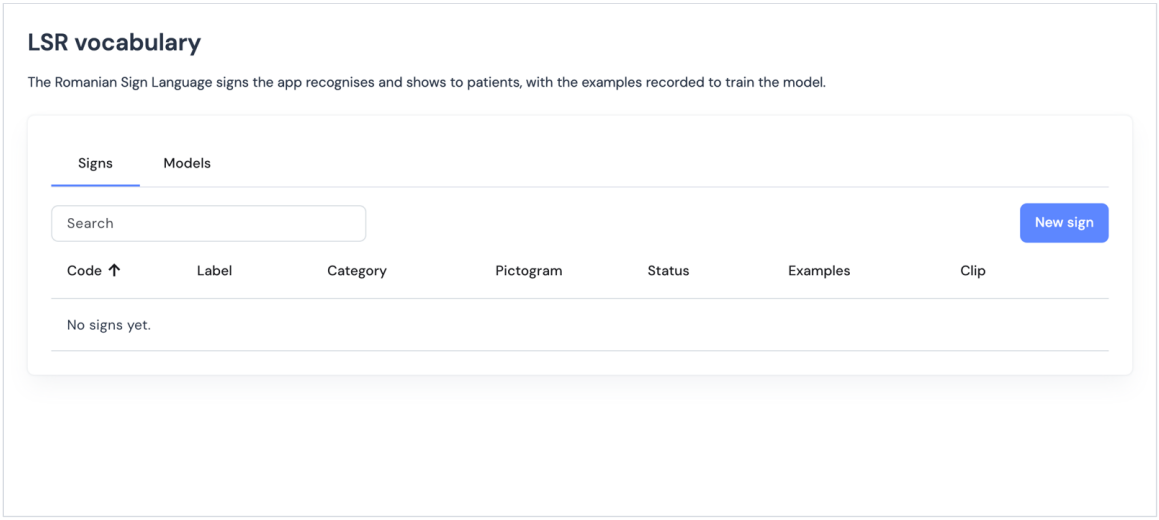
Public link (on the questionnaire's page): the link, **Copy**, the QR code (**Download PNG** / **Download SVG**), the state and the number of responses, **Change settings** and **Generate a new link** (the old one stops working). Give the link only to those it is meant for: it is listed nowhere.

What the respondent sees: the introduction, the GDPR notice and the consent box (they can't start without it), the form, the email if you asked for it, then **Send**. The draft stays only in their browser; one browser sends one response.

Public responses (a results tab): date, language and email, each response opened read-only, the summary, CSV / Excel / PDF. **Delete** a response, or **Delete by email** all the responses of a person who asks for it. They are deleted automatically after one year, go into no record and are not read by the AI.

LSR vocabulary and interpreters

The **LSR vocabulary** page (menu **Sign language**) holds the Romanian Sign Language signs the app recognises and shows to deaf patients. Administrators and interpreters use it.



LSR vocabulary: the signs and the recognition models.

Interpreters are accounts with the **LSR interpreter** role, created on **Users** like supervisors (no specialty, no CNP). An interpreter sees this page and the Interpreting page (the video calls they are asked to join — see the LSR interpreter manual), never a record.

Signs (the **Signs** tab): **New sign** — the code (for example DURERE), the RO/EN/FR labels, the category and the pictogram. From a sign's menu: **Edit**, **Upload a clip** (MP4 or WebM, at most 8 MB, filmed by the interpreter), **Record examples**. Only an administrator deletes a sign, and only one without examples; otherwise make it inactive.

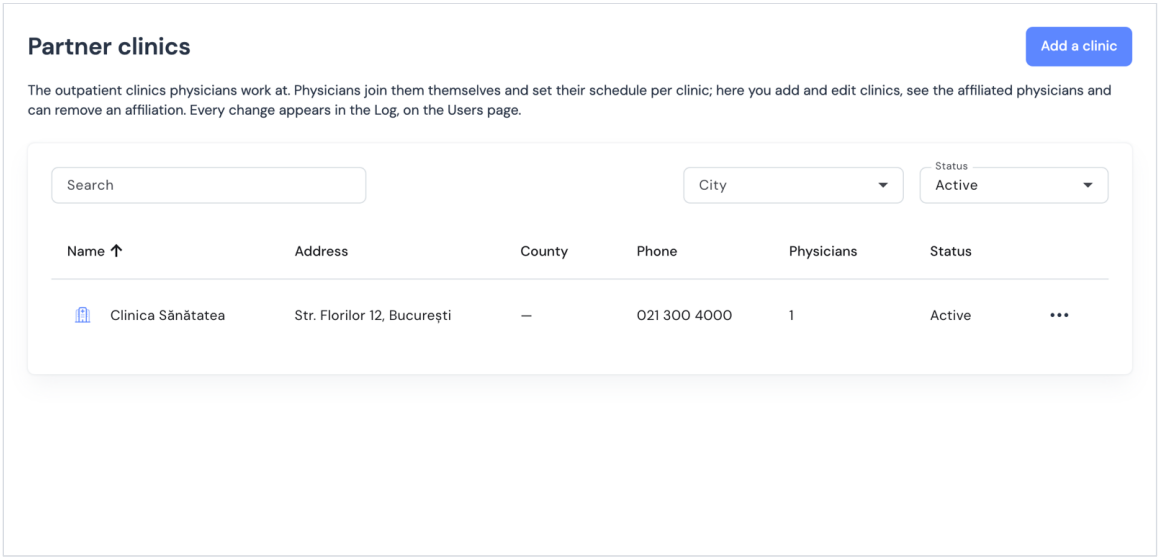
Recording examples: before the first take you tick the consent (only the movement points are kept, never the video). **Record** → the 3-2-1 countdown → 3 seconds of signing → you watch it as a skeleton → **Save** or **Record again**. The goal: at least 30 examples per sign, from several people.

Models (administrators only): **Download the dataset**, train the model outside the app (instructions in tools/sign-model), then **Upload a model** and **Activate**. One model is active; without it, patients can't write through signs.

Clinics

The **Administration → Clinics** page holds the list of partner clinics (polyclinics) where physicians work; physicians affiliate themselves and set their schedule per clinic, and patients find them by city and clinic.

1. The table has a search, the **City** and **Status** filters (Active, the default; Archived; All) and the columns Name (with the logo), Address, County, Phone, Physicians and Status.



The Clinics page.

2. **Add a clinic: Name** (the only required field, unique), **Street and number**, **City**, **County**, **Postal code** (6 digits), **Phone**, **Email**, **Website** (https:// only), **Location on the map** — **Latitude** and **Longitude** (both or neither), or paste a Google Maps, Apple Maps or OpenStreetMap **Map link** and press **Take the coordinates** (the link is read in the page and sent nowhere) —, **Clinic opening hours** and **Access notes** (floor, entrance, parking). Enter only the clinic's own contact details (reception), never someone's personal phone or email.
3. **The logo** (after the first save, from the edit dialog): **Add a logo** — JPEG or PNG up to 1 MB, framed in a square; the server rewrites it without metadata (a transparent logo gets a white background). Then **Change the logo** or **Delete the logo**.
4. From the row's menu: **Edit**; **Affiliated physicians** (who works there and since when; **Remove the affiliation**, after a confirmation: the physician's schedule there ends as of yesterday, extra intervals are deleted, future appointments stay, and the physician gets a notification); **Archive** (after a confirmation: the clinic disappears from lists, filters and the choice of place, its physicians' schedule there is no longer offered to patients, existing appointments stay, marked "(archived)", and the affiliated physicians get a notification); **Restore**; **Delete** (only a clinic nothing uses — appointments, schedules, affiliated physicians; otherwise archive it).

Every change appears in the **Log** (Users page): Clinic added, Clinic edited (with the fields changed), Clinic archived, Clinic restored, Clinic deleted, Clinic logo and Affiliation removed (with the physician concerned). Clinics are managed on the web only; supervisors have the same page, in the Supervision menu.

What stays in the Keycloak console

The console (https://auth.e-anamneza.ro/admin, realm **anamneza**) is used only for:

- **administrator accounts** — creating them, the ADMIN role, resetting them; the app does not manage them;
- **the server's settings** — email (Realm settings → Email), authentication flows, clients; don't change them without a reason, a mistake can block sign-in for everyone;
- **changing an account's role**, which the app doesn't do: for another role, a new account is created.

Supervisor manual

The supervisor sees the video recordings of calls between patients and physicians, by the date of the call, and manages the questionnaires for patients — a patient's record only read-only, through emergency access (Patients, below). The account is created by an administrator, in **Administration → Users**.

Getting into the app

1. You activate the account from the email you received (you set your password) or with the temporary password the administrator gave you, which you change at your first sign-in.
2. At your first sign-in you set up the one-time code (TOTP) in an authenticator app; after that, the code is asked at every sign-in.
3. The menu shows only **Supervision → Call recordings, Questionnaires, Patients, Notification texts, Clinics** and **API**; after signing in you land directly on the recordings page.

Call recordings

1. Choose the **Period** (the last 7 days by default; at most 366 days) and press **Show**.
2. The table shows the recordings of the calls started on those days, newest first: the call start, the patient, the physician, the duration and the file size. You can search and sort by any column.
3. **Play** opens the recording in a window on the page; **Download** saves it on your computer.

What is recorded about you

- Every play and every download appears in the **patient's access log**, with your name, the role “Supervisor”, the moment and the call (its date and the physician). The patient sees these rows in their record.
- A downloaded file holds health data: keep it only as long as needed and don't pass it on.

Patients and emergency access

The **Supervision → Patients** page finds any patient but shows only their identification data; the record opens only through emergency access, with a reason, read-only, for 30 minutes.

1. Type in **Search** at least 3 characters — a name (without diacritics works), an email, a phone, the patient code (`EA-…`) or the full CNP (it finds only a patient whose record you already hold emergency access to; otherwise the answer is “No patient found”, as for a CNP that doesn't

exist, and a match appears in the patient's Access log) — or choose the **Date of birth**, then **Search** (at most 50 results; the **Status** column: Active account, Closed account or "Emergency access until …"). Other searches are not logged; you have at most 300 searches a day.
2. Press the patient's name: you see **Identification**.
3. **Open the record (emergency access)** → write the **Reason for access** (10–500 characters, for example "quality audit, request no. …") → **Open the record**.
4. For 30 minutes (the banner shows the end time and the time left) you read the record, the referrals, the patient's Access log and the section **The patient's call recordings** (the last 366 days, with playback and download); you also see the questionnaire scores hidden from the patient, marked, and can press **Show** on the CNP. Nothing can be added or changed.
5. At the end the content is hidden; for another 30 minutes you write a reason again.

The grant, with the reason and your role, and every read go into the patient's Access log; the patient gets a notification (in the app and by email, without your name and without the reason) on every grant. At most 10 grants an hour. The Call recordings page, by date, stays as before, without emergency access.

Questionnaires

You create, publish and follow questionnaires for patients from **Supervision → Questionnaires**, like an administrator; the details (the visual editor, conditions, scores, the JSON tab, the table of actions, the results) are in the administrator's manual (the **Administrator** tab, Questionnaires).

1. **New questionnaire:** the title, the description and, optionally, **Requires a physician's approval**. You build the questionnaire in the **Editor** tab: add questions, sections, pages, matrices or repeatable groups from the **Add** palette, select them and fill them in under **Properties** (the Romanian texts and, optionally, the English and French ones, **Required**, the limits), and move them by dragging, with Alt+↑ / Alt+↓ or with **Move to…**.
2. **Show only if…** shows a question only after given answers to earlier questions (all clauses, or at least one); answers in what gets hidden aren't kept. A **Calculated score** adds up the points given to the choices; it is hidden from the patient unless you tick **Show the score to the patient**.
3. **Preview** shows it as patients will see it. **Save draft** (or Ctrl/Cmd+S) saves once **Problems (n)** has no errors left; if someone else saved the draft meanwhile, nothing is overwritten and you choose **Download my JSON** or **Load the saved version**.
4. The **JSON (advanced)** tab stays for a SurveyJS JSON you already have (pasted, uploaded, downloaded; the link to surveyjs.io): what the editor doesn't know leaves it "JSON only", with the reasons. Rename imported names (`question1`, `item1` …) before the first save — they become the CSV's columns.
5. **Publish** (or **Send for approval**): **All patients (including those who sign up later)** or **Selected patients**. Once published the definition no longer changes; you can only duplicate it.
6. On the questionnaire's page: **Add recipients**, **Close the questionnaire**, **Duplicate**, **Delete** (only your own questionnaires, a draft or a closed one), and the results — the sent responses (**Open**), **Summary** (scores "calculated when filled in"), Download Excel, **Download CSV**.

You manage your own questionnaires and the administrators' and supervisors' ones; the physicians' ones you see, with their results. In a response's dialog, Download → PDF or Excel saves it in readable form, with the scores hidden from the patient marked. Every opening of a response and every summary appears in the access log of the patients included, with your name and the role "Supervisor"; every

downloaded file (CSV, Excel, PDF) appears as “Downloaded your answers to a questionnaire”. The file leaves the app: keep it safe.

Public questionnaires. Like an administrator, you can publish a questionnaire as **Public (link)** for people without an account: you set the closing date, the maximum number of responses, whether the email is asked for and the introduction, then hand out the link or the QR code. The responses appear in the **Public responses** tab of the results (details in the administrator's manual).

Notification texts

- In **Supervision → Notification texts** you edit, like an administrator, the notifications' texts (Romanian, English, French, with variables and a preview) and switch off the channels of those that aren't mandatory; you also edit the Keycloak e-mails there. The details are in the administrator's manual (the **Administrator** tab, Notification texts). You also set the appointment reminders there (the Appointment reminders card), the treatment reminders and alerts (the Treatment adherence card) and format the e-mails (E-mail body (formatted)). Every change appears in the administrators' log, with your name. The SMS switch of the important notifications is there too.

Clinics

In **Supervision → Clinics** you add, edit, archive, restore and delete the partner clinics and see their affiliated physicians, like an administrator; the details (the fields, the logo, the map link, removing an affiliation) are in the administrator’s manual (Clinics). Enter only the clinic’s own contact details, never a person’s. Every change appears in the administrators’ log, with your name.

What you won't find here

- Recordings are deleted automatically after 90 days; a call is recorded only with a participant's consent.
- The recordings of a patient who deleted their account no longer appear.
- Records, appointments and messages are not available to the supervisor.

LSR interpreter manual

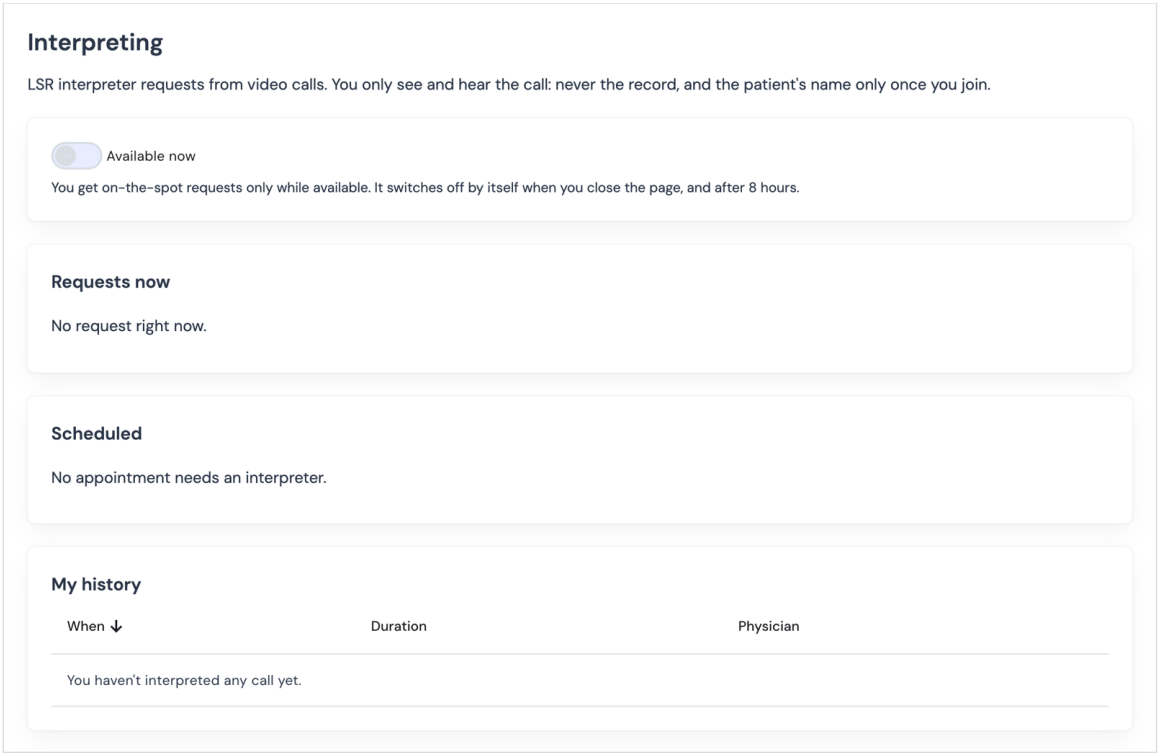
The LSR interpreter **works with the clinic** (under contract and professional secrecy) and joins the video call between a deaf patient and their physician as the third party. The interpreter **only sees and hears the call**: never the medical record or the written conversation, and the patient's name only once they join.

Getting in

The administrator creates your account on **Users**, with the **LSR interpreter** role. You get an activation e-mail, choose your password and sign in. Your start page is **Interpreting**. You use the web app, on a computer or in your phone's browser; the mobile app is for patients and physicians only.

Available now

Turn **Available now** on when you can take on-the-spot requests. Only while it is on do you get new requests (and a browser notification when the tab isn't in front — the browser asks for permission the first time). It switches off by itself when you close the page, and after 8 hours.



The Interpreting page: Available now, requests, appointments and history.

Requests now

The list shows requests from calls in progress: who asked (**Asked for by the patient** or **Asked for by the physician**), the language (LSR) and how long it has been waiting — no patient name and nothing medical. Press **Accept**: the first interpreter to accept joins the call; if someone was quicker, you see a message and the request goes away. A request no interpreter takes expires after 10 minutes. A request made by the physician reaches you only after the patient agreed.

Scheduled

Appointments with a physician for which an interpreter was asked: date, time and physician. **Take it** — you take the appointment (the patient and the physician see your name); **Give it up** — you release it, at the latest 2 hours before. On the day, when the call starts, you are rung automatically (the call banner, or **Join the call** in the list).

In the call

You see and hear the patient and the physician, and they see you. Tick **I agree to this call being recorded** if the physician wants to record it: without your consent, the recording stops when you join. **Leave the call** takes you out; the patient or the physician can remove you too, and the call also closes for you when it ends. Every time you join it shows in the patient's access log, with your name, and the patient gets a notification.

My history

The calls you interpreted: date, duration and physician.

LSR vocabulary

As an interpreter you also have the **LSR vocabulary** page: the signs, clips and examples recorded for sign recognition (see the Administrator manual).

Receptionist manual

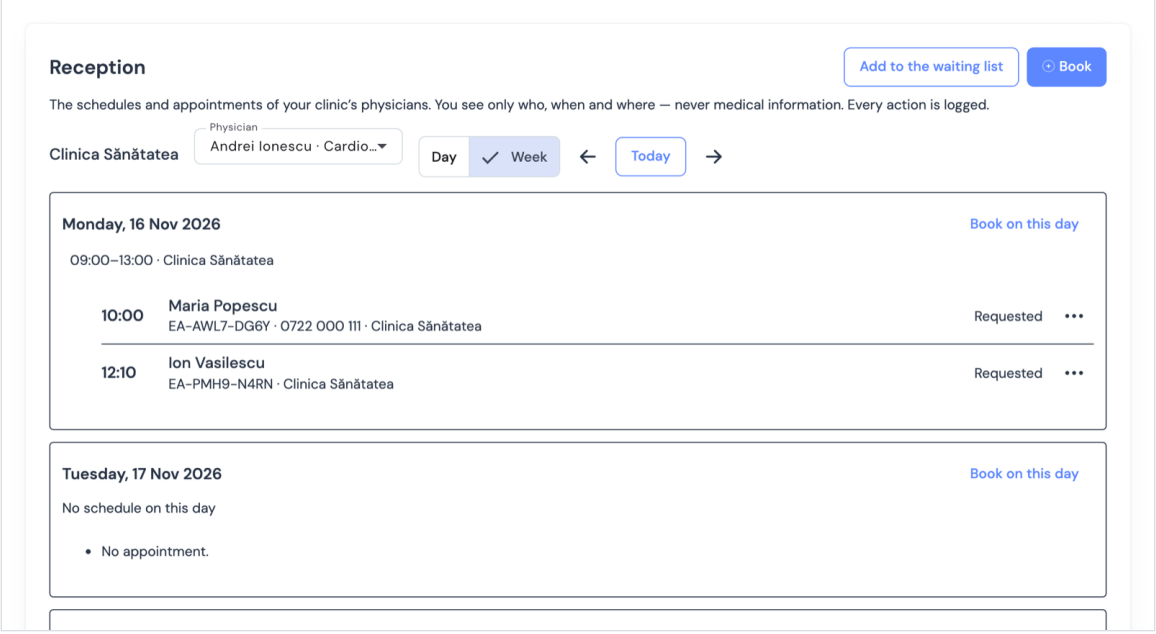
The receptionist works at the front desk of a partner clinic: they book patients with the clinic's physicians and manage their appointments, **with no access to any medical data**. They use the web app only.

Signing in

- The administrator creates the account, with the Receptionist role and your clinics; you get an activation e-mail. The TOTP code is not mandatory.
- The start page is **Reception**. If you see “You are not linked to any active clinic”, ask an administrator to add you to your clinic.

The Reception page

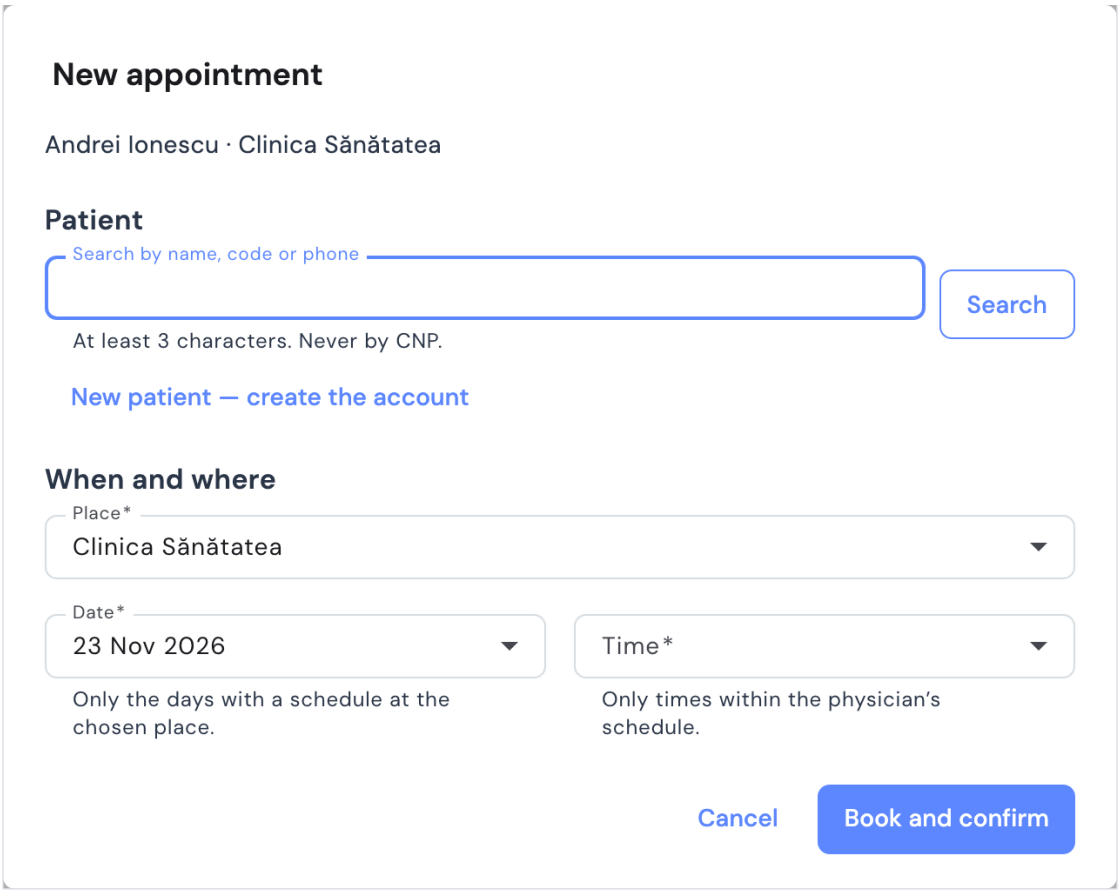
- Choose the **Clinic** and the **Physician** (the physicians affiliated with the clinic), then **Day** or **Week**; **Previous**, **Today**, **Next** change the period.
- You see the physician's schedule at the clinic and the appointments there or online: the patient (name, code, phone), the time, the place and the status — never the notes, the record, the messages or the anamnesis.



The Reception page, week view.

Booking a patient

1. Press **Book** (or **Book on this day**).



The New appointment dialog: the patient, the place, the day and the time.

2. Search for the patient by name, code or phone (at least 3 characters; never by CNP) and press **Choose**. A new patient: **New patient — create the account** (they get the activation e-mail at the address given).
3. Choose the place (this clinic or online), the day and the time within the physician's schedule (times taken by the physician's other appointments are not shown; an appointment lasts 30 minutes), then Book **and confirm**. The appointment is confirmed at once, and the patient and the physician are told.

Actions on an appointment

- **Confirm** a requested appointment; **Move** — choose the new time (the old time is offered to the waiting list); **Cancel the appointment** (shown as cancelled "by the reception"); **Mark as no-show**, after the appointment's time.
- A time held for someone on the waiting list, taken meanwhile by another appointment, or outside the physician's schedule, is refused; the day stays chosen, the times reload and you choose another.
- **Add to the waiting list** puts a patient on the physician's list: where and when it suits them. They are told only when a matching place opens up, which is held for them for 2 hours.

What is recorded

Every action (booking, confirmation, move, cancellation, no-show, waiting-list entry) goes into the administrators' log, with the appointment, the physician, the time and the clinic, and into the patient's data. Searches are not kept.

Clinic manager manual

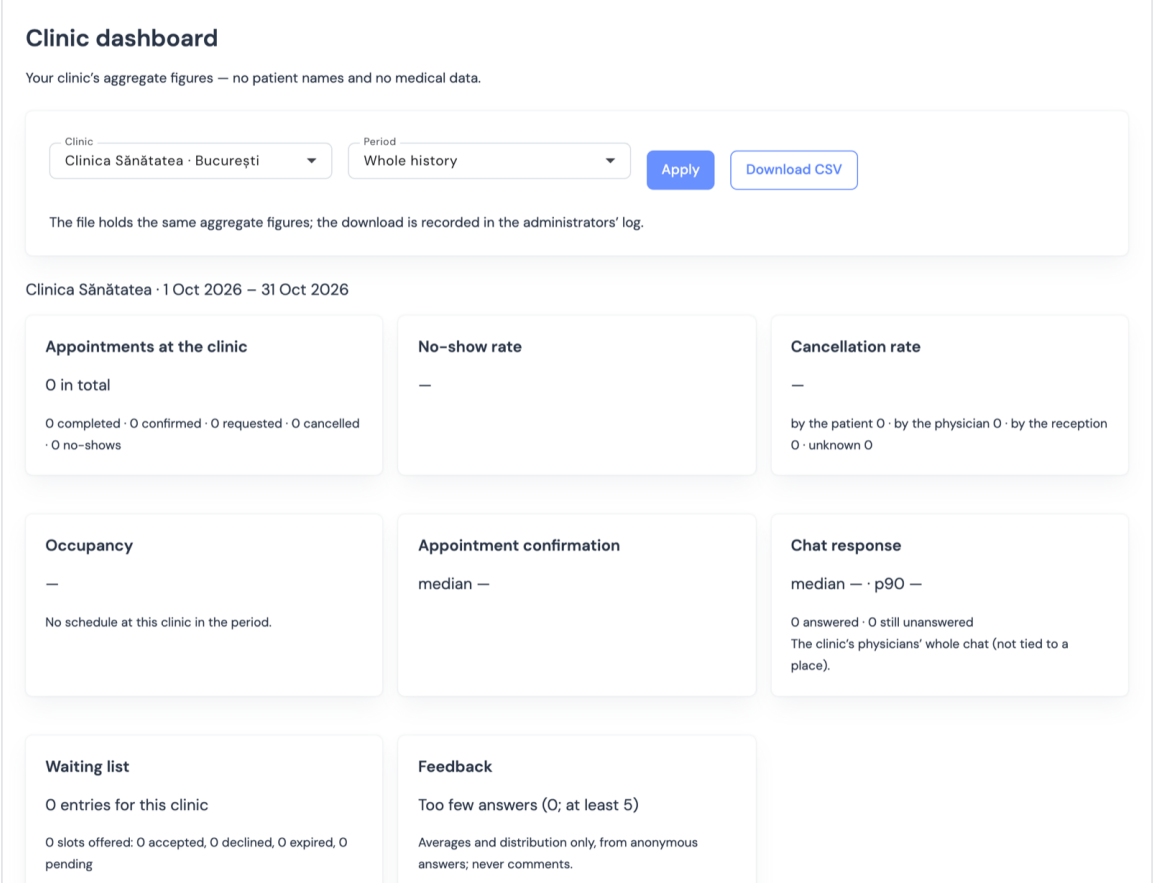
The manager of a partner clinic sees the clinic's aggregate figures — **never a patient's name or any medical data**. They use the web app only.

Signing in

- The administrator creates the account, with the Clinic manager role and your clinics. The start page is **Clinic dashboard**; without an active clinic, ask an administrator to add you.

Clinic dashboard

- Choose the **Clinic** and the **Period**: **Last full month**, **Last 3 full months**, **Last 12 full months** or **Whole history**. Periods are whole months and change once a month.
- For the clinic and for each physician: the clinic's appointments by status, the no-show and cancellation rates (who cancelled: patient, physician, reception), the occupancy (appointments against the slots in the schedule), the median time to confirm and to answer in chat, the waiting list (entries, places offered, accepted, declined, expired).



The Clinic dashboard (here, a period without appointments).

- **Feedback**: the average and distribution of patients' ratings, only from 5 answers and without comments; the clinic's average is hidden when it would reveal the answers of physicians with fewer than 5.

Download CSV

Download CSV saves the same figures (one row per physician, then the clinic and the waiting list). The download appears in the administrators' log; the dashboard itself is not logged, because it touches no patient.

Frequently asked questions and problems

Short answers to the situations that come up most often. If the problem stays, write to the support team and give the error code from the message.

I forgot my password.

Ask the administrator to Reset the password: you get an e-mail with a link for a new password.

I lost or changed the phone with the authenticator app.

Ask the administrator to Reset TOTP. At the next sign-in you set up the code again, on the new phone. If you added a second device beforehand (Account security → Add a device), use that one.

The 6-digit code is refused.

The phone's time must be set automatically (from the network). The code changes every 30 seconds: type the one shown now; a code already used isn't accepted again, wait for the next one.

The activation link has expired.

Ask the administrator to Resend the activation email.

An error message ends with “(code: …)”.

The code holds no personal data. Give it to the support team: with it they find exactly the request that failed.

The time I want doesn't show when booking.

Only times within the physician's schedule, still free and in the future are shown. An appointment lasts 30 minutes, so times that would overlap another one don't show. Without a published schedule, you choose any time.

“The physician already has an appointment at this time.”

Someone else took the time in the meantime. The place and the day stay chosen, the times reload: choose another time.

I can't complete an appointment or mark a no-show (physician, reception).

It is only possible after the appointment's time.

I can't see a patient's record (physician).

You only have access with an appointment that isn't cancelled or an accepted referral, and only if the patient hasn't revoked it (Who can see your record).

The AI assistant doesn't take my documents into account.

In My profile → Consents turn on “The AI assistant may read my documents and questionnaire answers”.

The AI assistant's reply is late.

If the administrator asked for a physician's review, the reply goes out after a physician approves it in AI review. AI work is done in turn, in a queue.

I don't get notifications by e-mail, SMS or on the phone.

Check the e-mail and phone in My profile and the Receive notifications by SMS switch; on the phone, the app's notification permission. The administrator chooses each notification's channels in Notification texts.

“You are not linked to any active clinic” (reception, manager).

Ask an administrator to add you to your clinic (Users → Edit or Clinics → Reception / Managers).

I can't change a published questionnaire.

Once published, the questionnaire is frozen. Press Duplicate, change the new draft and publish it; you can close the old one.

I deleted a document by mistake.

Open Trash in Documents and press Restore; the document stays in the trash for 30 days.

The app asks me to sign in again.

After 30 minutes without activity the session closes; after signing in you return to the page you were on.