



Patient User Guide

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1. Purpose

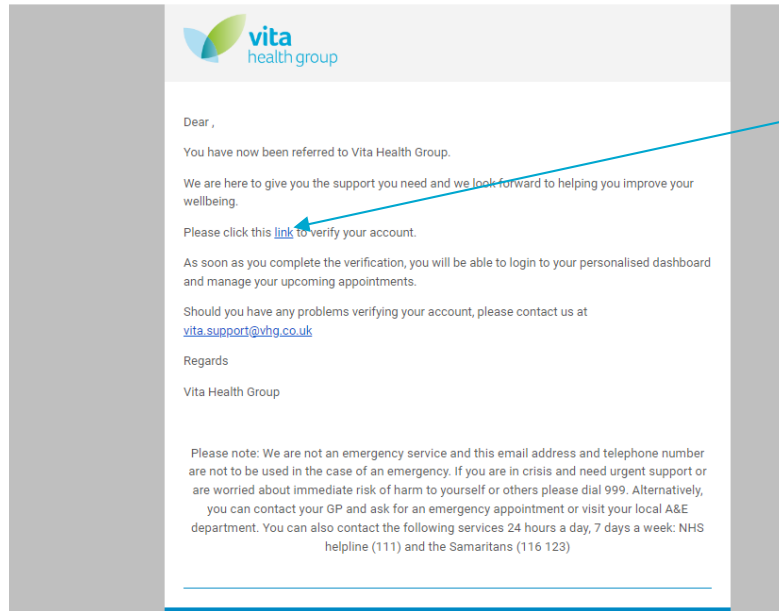
The purpose of this document is to provide a full how to guide for patients accessing the Vita Health Group platform.

2. Logging in

First Time Login

When your first appointment is booked in you will receive a booking confirmation email from the VHG platform that will also contain a registration link to be able to login to the patient area. This is a one time only link that will allow you to setup your password for future logins.

Welcome to Vita Health Group Inbox x





Future logins

A screenshot of the Vita Health Group login page. The page features the Vita Health Group logo at the top. Below the logo is the heading "Login". There are two input fields: "Email Or Username" and "Password". Below these fields are three checkboxes: "Remember Me", "I accept the Terms and Conditions", and "I accept the Privacy and Cookie Policy". At the bottom of the form are three buttons: "Login", "First Time Login", and "Forgot Password?". Below the buttons is the text "Don't Have Account? Register Now". Five blue callout boxes with arrows point to specific elements: the first points to the "Email Or Username" field, the second to the "Password" field, the third to the "I accept the Terms and Conditions" checkbox, the fourth to the "Login" button, and the fifth to the "First Time Login" button.

Email required as per setup.

Password required as per password that was setup.

You must agree to the Terms and Conditions and Privacy/Cookie policy.

Please click the Login button regardless of if it's the first time of logging in or not.

3. Portal Landing Page (Home)



Home



My dashboard



Appointments



Assessments



Profile ▾

Book an Appointment

Welcome back DRJTest1, what would you like to do?

Resource Manager

Favourite

Link

Name



Getting help when you are experiencing suicidal thoughts

Upcoming Appointments



Matt Test Test

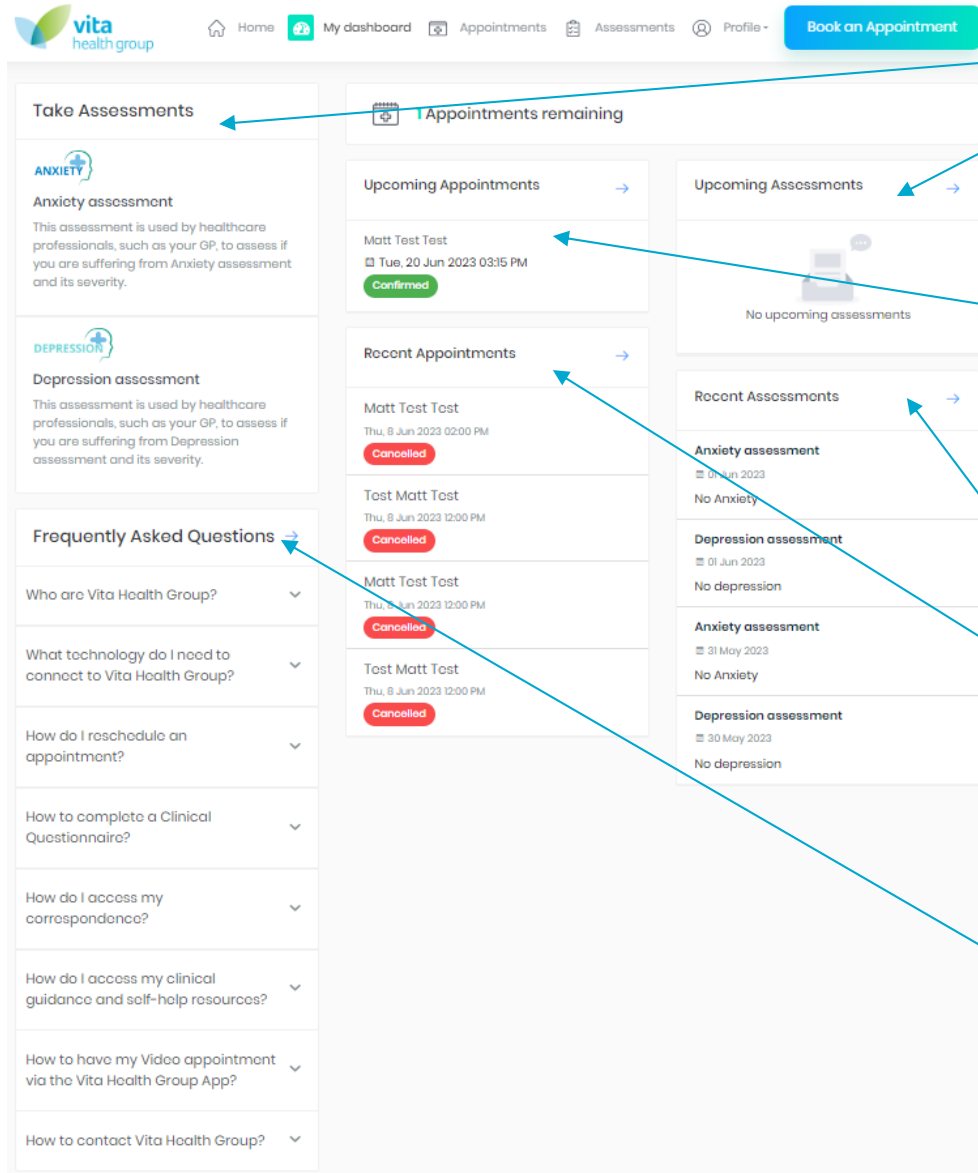
Tue, 20 Jun 2023 03:15 PM

Confirmed

Any favourited resources appear here (see section 9 for how to do this).

The next upcoming appointment is visible here.

4. My Dashboard Tab



The screenshot shows the 'My dashboard' page with a navigation bar at the top containing 'Home', 'My dashboard', 'Appointments', 'Assessments', 'Profile', and a 'Book an Appointment' button. The main content area is divided into several sections:

- Take Assessments:** Contains sections for 'Anxiety assessment' and 'Depression assessment', each with a brief description of the assessment's purpose.
- Upcoming Appointments:** Shows a list of upcoming appointments, including a confirmed appointment for 'Matt Test Test' on 'Tue, 20 Jun 2023 03:15 PM'.
- Recent Appointments:** Shows a list of recent appointments, including several cancelled appointments for 'Matt Test Test' and 'Test Matt Test'.
- Upcoming Assessments:** Shows a message 'No upcoming assessments'.
- Recent Assessments:** Shows a list of recent assessments, including 'Anxiety assessment' (No Anxiety), 'Depression assessment' (No depression), and 'Anxiety assessment' (No Anxiety).
- Frequently Asked Questions:** A list of questions with expandable answers, such as 'Who are Vita Health Group?', 'What technology do I need to connect to Vita Health Group?', and 'How do I reschedule an appointment?'.

Click on this to take an assessment but can also be completed by following the upcoming Assessment section. **These can only be completed within 24hrs of the start of the appointment.**

Able to view the next appointment.

Able to view historic outcome measure assessments and appointments.

Information on frequently asked questions is in this section.



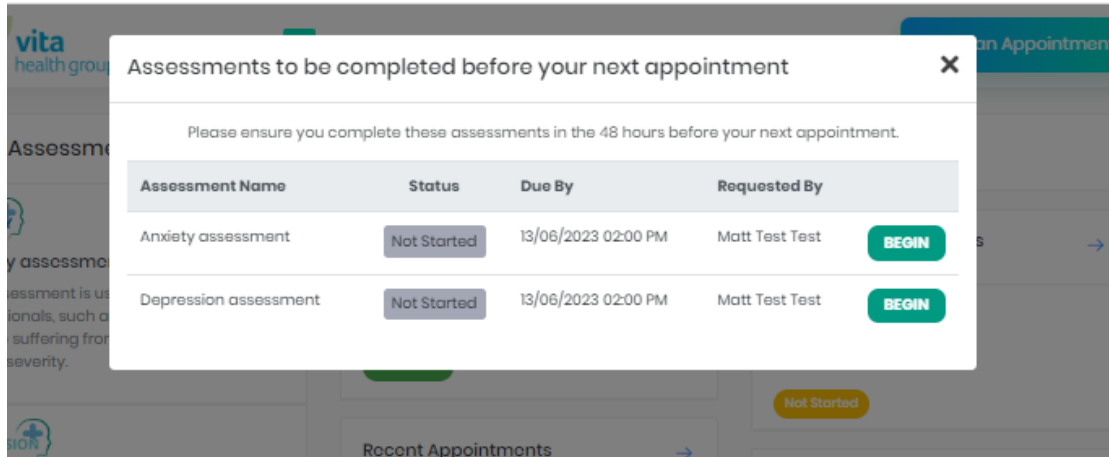
Taking upcoming outcome measure assessments

The dashboard features a navigation bar with 'Home', 'My dashboard', 'Appointments', 'Assessments', and 'Profile' menus, along with a 'Book an Appointment' button. The main content area is divided into three sections: 'Take Assessments' with an 'Anxiety assessment' card, 'Appointments remaining' with 'Upcoming Appointments' and 'Upcoming Assessments' sub-sections. The 'Upcoming Appointments' section shows a confirmed appointment for 'Matt Test Test' on 'Tue, 13 Jun 2023 02:00 PM'. The 'Upcoming Assessments' section shows an 'Anxiety assessment' for 'Matt Test Test' on '13 Jun 2023 02:00 PM' with a 'Not Started' status.

Clicking the upcoming assessments measure the outcome measure can be completed. **The measures can only be completed within 24hrs of the start of the appointment.**

The assessment page is titled 'Anxiety assessment' and 'Welcome to the GAD7 Anxiety assessment.' It contains instructions: 'There are 7 multiple choice questions to answer. Please ensure you select a response to each of the questions and complete the assessment in one attempt. It is important that you answer all 7 questions. You can use the 'Go Back' button to review your responses and update them if required. If you are registered with Dr Julian please ensure you have logged in before taking this assessment. Once you have completed each of the 7 questions, please click the 'Submit' button to submit your answers. The results will be made available to your therapist who will discuss them with you in your next therapy session.' A large blue 'Start Assessment →' button is at the bottom.

Clicking on start assessments take you into the form for completion.



Assessments to be completed before your next appointment

Please ensure you complete these assessments in the 48 hours before your next appointment.

Assessment Name	Status	Due By	Requested By	
Anxiety assessment	Not Started	13/06/2023 02:00 PM	Matt Test Test	BEGIN
Depression assessment	Not Started	13/06/2023 02:00 PM	Matt Test Test	BEGIN

Recent Appointments →

When logging into the platform within 24hrs of an appointment there will be a pop up which serves as a reminder to complete the outcome measure assessments that your therapist has set for you.



5. Appointments Tab

This sections provides an overview of upcoming and past appointments.

There is also a diary format to this section with the ability to filter on a monthly/weekly or daily view.





Rebooking and Cancelling Appointments

The screenshot shows a mobile application interface with a calendar view of appointments. A modal window titled "Matt Test Test" is open, displaying the following information:

- Therapist Name:** Matt Test Test
- Start Time:** 15:15 on 20 of June 2023
- End Time:** 16:15 on 20 of June 2023
- Description:** You did not leave any information for your Therapist

At the bottom of the modal are two buttons: "Rebook" (teal) and "Cancel" (red). A blue arrow points from the "Rebook" button to a specific appointment slot on the calendar (June 20th, 15:15 - 16:15). Another blue arrow points from the "Cancel" button to the same appointment slot. A third blue arrow points from the "Description" field to the same appointment slot.

By clicking on a booked appointment if over 24hrs before the start of the appointment an appointment can be either rebooked or cancelled





Matt Test Test

Therapist Name: Matt Test Test

Start Time: 15:15 on 20 of June 2023

End Time: 16:15 on 20 of June 2023

Description:
You did not leave any information for your Therapist

Rebook **Cancel**

Are you sure want to rebook your appointment?

You will only be able to rebook your appointment with Matt Test Test with a duration of 60 minutes.

Continue **Cancel**

Select slot

Please select a new Appointment time

Please select a new Appointment time

Rebook **Cancel**





The screenshot shows a calendar interface with a modal window titled "Matt Test Test". The modal contains the following information:

- Therapist Name:** Matt Test Test
- Start Time:** 15:15 on 20 of June 2023
- End Time:** 16:15 on 20 of June 2023
- Description:** You did not leave any information for your Therapist

At the bottom of the modal are two buttons: "Rebook" (teal) and "Cancel" (red).

This is a close-up of the "Cancel" button from the modal window in the previous screenshot. The modal content is visible in the background:

- Therapist Name:** Matt Test Test
- Start Time:** 14:00 on 13 of June 2023
- End Time:** 15:00 on 13 of June 2023
- Description:** You did not leave any information for your Therapist

The "Cancel" button is a red rectangular button at the bottom of the modal.

Cancelling with over 24hrs notice or within 24hrs is the same process. With a reason required. If under 24hrs notice this will come out of your authorisations.

The confirmation dialog features an orange exclamation mark icon at the top. Below it, the text reads "Are you sure?" followed by "Please tell us why". There is a text input field with the placeholder text "Your cancellation reason". At the bottom, there are two buttons: "Confirm Cancellation" (teal) and "Keep Appointment" (orange).





6. Assessments tab

Take Assessments

ANXIETY

Anxiety assessment

This assessment is used by healthcare professionals, such as your GP, to assess if you are suffering from Anxiety assessment and its severity.

DEPRESSION

Depression assessment

This assessment is used by healthcare professionals, such as your GP, to assess if you are suffering from Depression assessment and its severity.

My Assessments

Upcoming History

22 Jun 2023 03:00 PM

Anxiety assessment

Matt Test Test

Not Started

22 Jun 2023 03:00 PM

Depression assessment

Matt Test Test

Not Started

Upcoming outcome measure assessments can be complete here if within 24hr of the appointment date and time.





[Book an Appointment](#)

Take Assessments



Anxiety assessment

This assessment is used by healthcare professionals, such as your GP, to assess if you are suffering from Anxiety assessment and its severity.



Depression assessment

This assessment is used by healthcare professionals, such as your GP, to assess if you are suffering from Depression assessment and its severity.

My Assessments

Upcoming

History

16 Jun 2023 08:55 AM

WSAS assessment

Assessment is completed

16 Jun 2023 08:12 AM

Depression assessment

Mild depression

9/27 >

16 Jun 2023 08:12 AM

Anxiety assessment

Moderate Anxiety

10/21 >

01 Jun 2023 03:25 PM

Anxiety assessment

No Anxiety

0/21 >

01 Jun 2023 03:24 PM

Depression assessment

1/27 >

Historic outcome measure assessments can be viewed in the historic section.



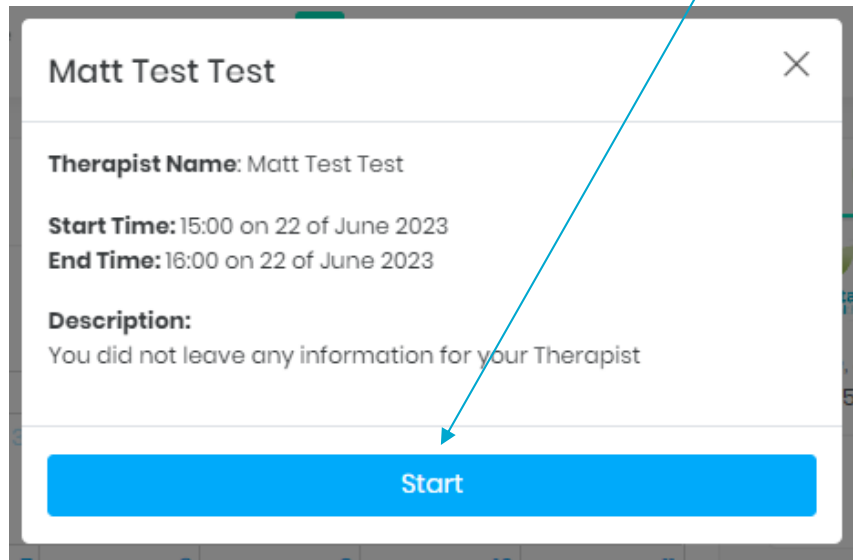


7. Video Appointments

Your Therapist will inform you if the appointment is not utilising the video functionality within the platform and send you further details.



At the time of the video appointment, you can join the video call by clicking on the appointment tab and then the specific appointment, followed by the start button.





Able to mute and unmute.

End the video session.

Video or non-video.


Chat feature with the Therapist.

Able to share screen if required.





8. Book an Appointment



Home
 My dashboard
 Appointments
 Assessments
 Profile ▾
Book an Appointment

Match Me
✕

Please unselect any days and times you would **NOT** be available for appointments.

Mornings: 0000hrs to 1200hrs

Monday Mornings

Tuesday Mornings

Wednesday Mornings

Thursday Mornings

Friday Mornings

Saturday Mornings

Sundays Mornings

Afternoons: 1200hrs to 1700hrs

Monday Afternoons

Tuesday Afternoons

Wednesday Afternoons

Thursday Afternoons

Friday Afternoons

Saturday Afternoons

Sunday Afternoons

Evenings: 1700hrs to 0000hrs

Monday Evenings

Tuesday Evenings

Wednesday Evenings

Thursday Evenings

Friday Evenings

Saturday Evenings

Sunday Evenings

Therapist Gender (Optional):

No Preference

Male

Female

Appointment Type (Optional):

No Preference

Video

Voice

Face to Face

2 matching slots found.

Clear All

Match Me

By clicking on Book an Appointment the following match me screen appears. **You cannot use this feature if you have an appointment already booked.**

Should you not have a future appointment booked and have authorisations left you can book your next appointment with the same Therapists you have been having treatment with.

Head Office: Vita Health Group, Suffolk House, 7 Angel Hill, Bury St Edmunds IP33 1UZ

www.vitahealthgroup.co.uk

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Filter Therapists [Clear All](#)

Issues

Select issue types

Preferred Languages

Select preferred languages


Therapy Types

Select therapy types

Book an Appointment

Search Therapist

Previously Used Therapists



Matt Test Test
Therapist

All Therapists

The Therapist you are having treatment with will show on the following screen so you can view their diary and book an appointment.





My Appointments

Month Week Day **June 2023** < Today >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26 11:00 - 1: BOOK N	27 15:15 - 1 BOOK N	28	29	30	1	2
3	4	5	6	7	8	9

Proceed to Booking Basket

Back to therapist list

Appointment slots will appear in the diary as per this example and can be clicked on to select that date and time. Then Proceed to Booking Basket can be selected.

Booking is not allowed. Patient already has future appointments booked.

OK

The following appears if attempting to book an appointment when there is a future appointment already booked.





Male
Matt Test Test
Therapist

Contact Therapist

Booking Details

DATE	APPOINTMENT TYPE
------	------------------

Monday 26 June 11:00 - 12:00hrs ✕

Select appointment type

- Video
- Voice

Book Now

The appointment type can be selected, and book now can then be completed. This sends a request to the





Your Appointment Request Sent To
Matt Test Test
for confirmation

Mon, 26 Jun 2023
11:00 AM - 12:00 PM

Video

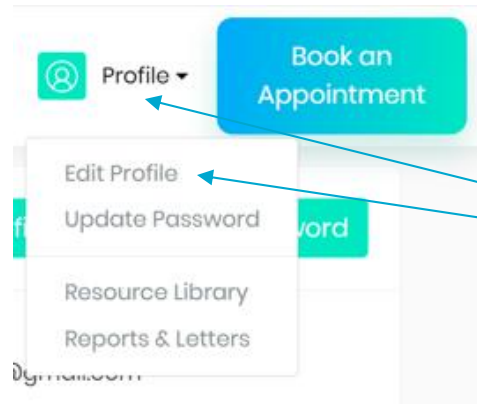
The appointment then needs to be confirmed by the therapist and you are notified once completed.





9. Profile

Edit Profile



By clicking on profile and then edit profile the following screen appears. Please don't edit your profile this can be done by contacting VHG so we can amend your details centrally.

Edit Profile

First Name: Last Name:

Date of Birth: Gender:

GP Practice Name: Town of GP Practice:





Book an Appointment

Edit Profile

First Name	Last Name
<input type="text" value="DRJTest1"/>	<input type="text" value="DRJTest1"/>
Date of Birth	Gender
<input type="text" value="06/05/1969"/>	<input type="text" value="Male"/>
GP Practice Name	Town of GP Practice
<input type="text" value="test GP test"/>	<input type="text" value="Test GP test"/>

Resource library takes you to the resources that have been assigned by your therapist. These can be favoured to appear on the home screen if required (see next page).



Report and Letters take you to any reports or letters relating to your case.





Resource Library

Recommended For You



Issue Name	Category Name	Name
  PTS Risk Leaflet		Getting help when you are experiencing suicidal thoughts

Resource Categories

[Anxiety NOS](#)

[Stress](#)

Anxiety NOS

Favourite	Link	Name	Advisories
		Anxiety NHS	

Resources can be viewed here and favourited by clicking the star to appear on the home screen.





Home



My dashboard



Appointments



Assessments



Profile

Book an Appointment

- Resource Library
- Reports and Letters
- About us
- FAQs
- Need help or support?
- Report an issue
- Data Security
- Logout

Edit Profile

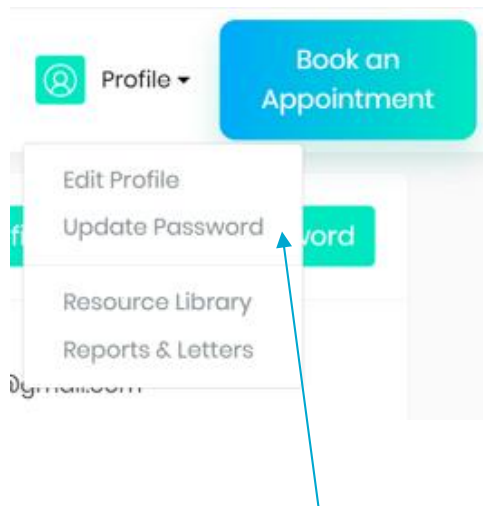
First Name	Last Name
<input type="text" value="DRJTest1"/>	<input type="text" value="DRJTest1"/>
Date of Birth	Gender
<input type="text" value="06/05/1969"/>	<input type="text" value="Male"/>
GP Practice Name	Town of GP Practice
<input type="text" value="test GP test"/>	<input type="text" value="Test GP test"/>

The other sections within the profile tab (about us to Data Security) direct you to the VHG website for further information.





Manage Passwords



Selecting Update Password means that you can change password whilst in the platform by following the current, new and confirm password fields.

Change Password

Current Password

New Password

Confirm New Password

