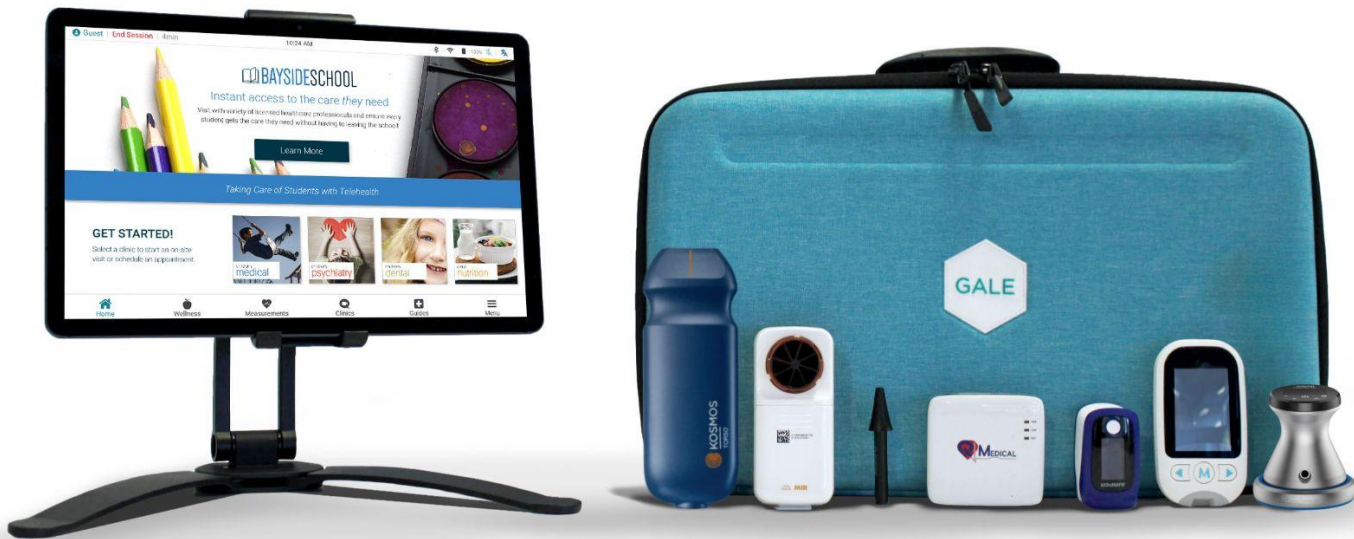


# GALE

Solving Rural Healthcare

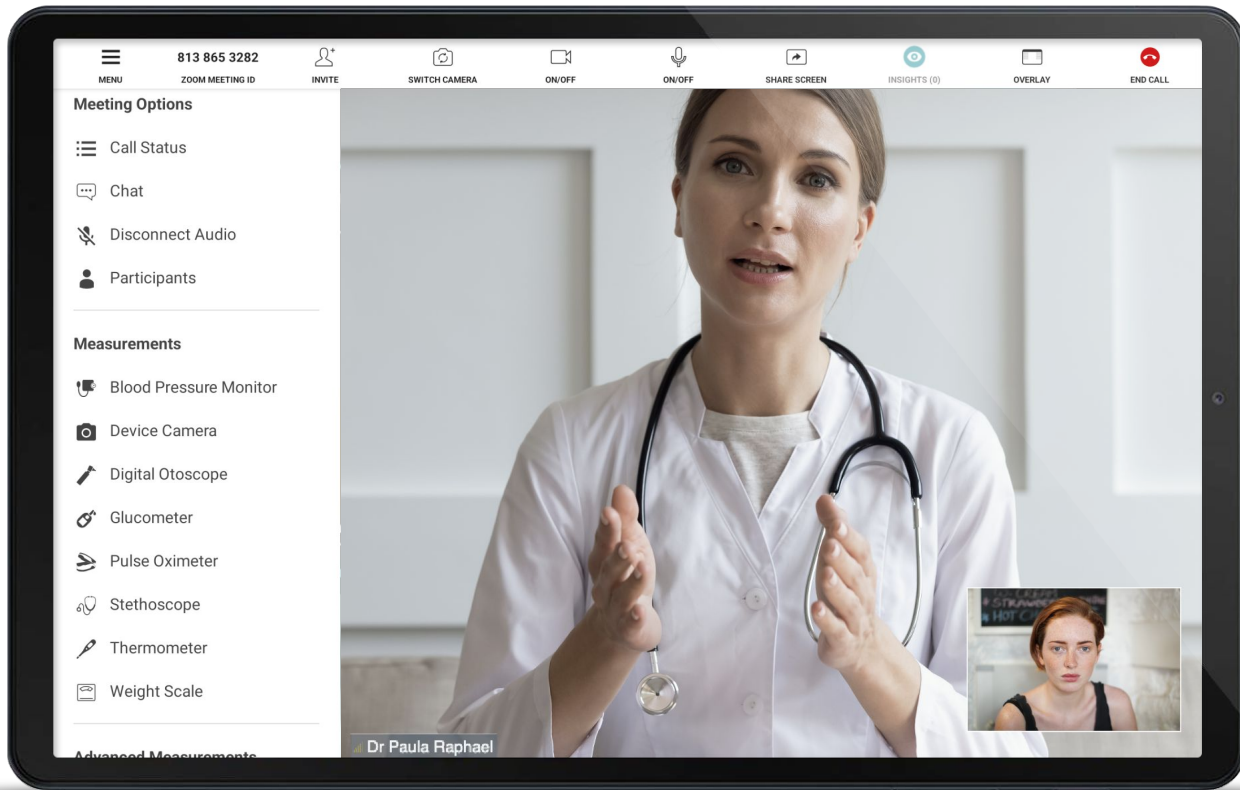


## Introduction

GALE is an affordable, accessible, easy-to-use point-of-care platform that connects clinicians with patients in schools, rural communities, and workplaces.

GALE enables providers and patients to connect seamlessly to provide health equity and improve access to healthcare using video visits and diagnostic devices.

GALE is completely customizable. So, if something doesn't look the same here, that's ok! Contact us, or your administrator to understand all the features of your GALE.



# GALE Telehealth

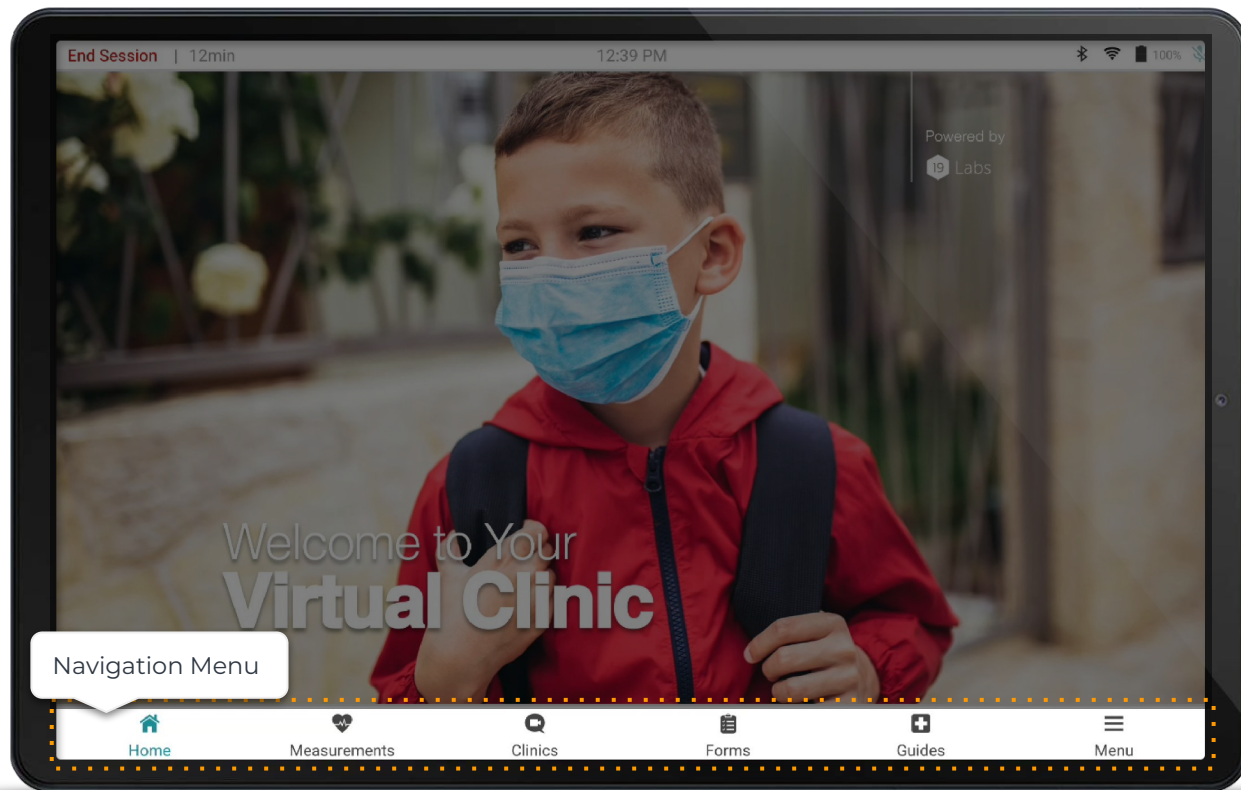
## Main Features



### Navigation

The main features of GALE are displayed along the bottom of the screen for easy access.

Additional features are tucked away in easy to find menus along the outer perimeter of the application.



## Homepage

Home is your “Welcome to GALE” introduction page.

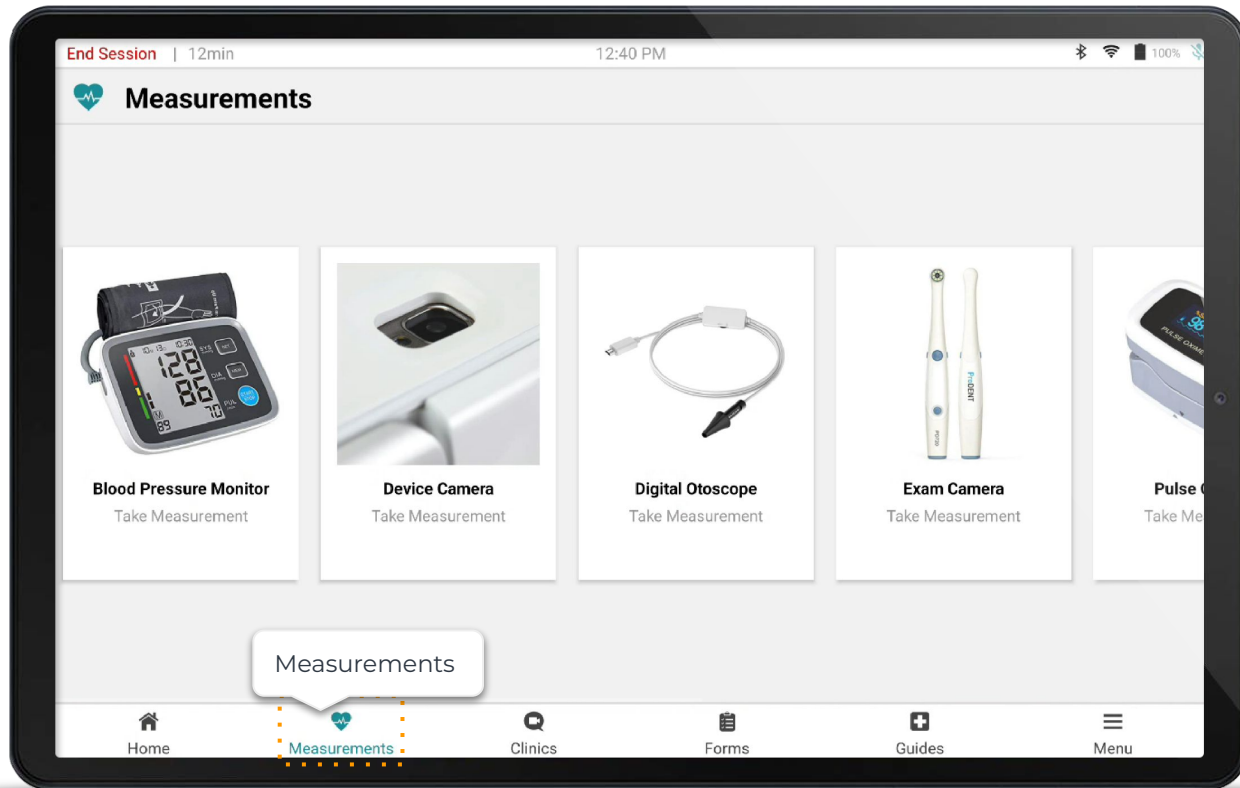
This page is managed by your administrator and may offer helpful information such as how to get started, which services are offered, or display helpful announcements.



### Measurements

The Measurements page is where you may access all of the smart diagnostic devices available with your GALE.

Follow the directions in each module to capture, save, and share measurements.

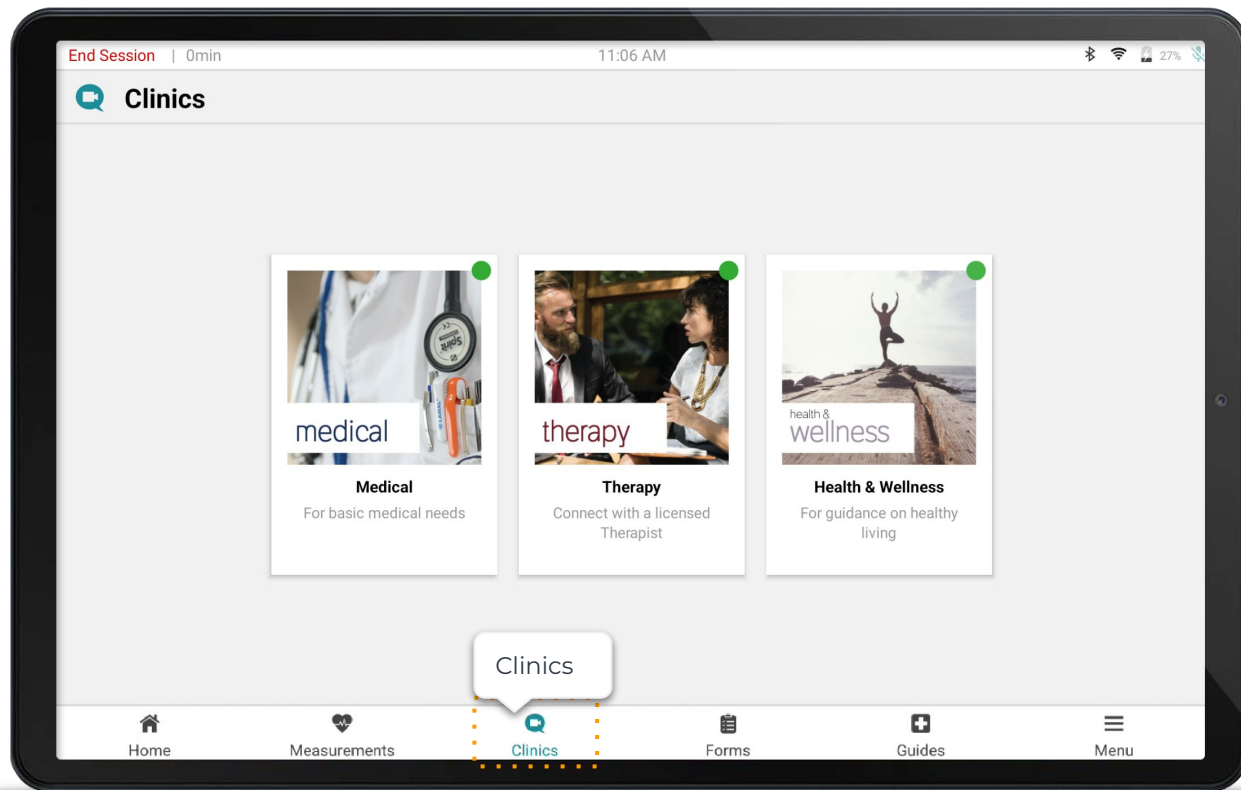




### Clinics

The Clinics page gives you access to a variety of healthcare practices provided by your organization.

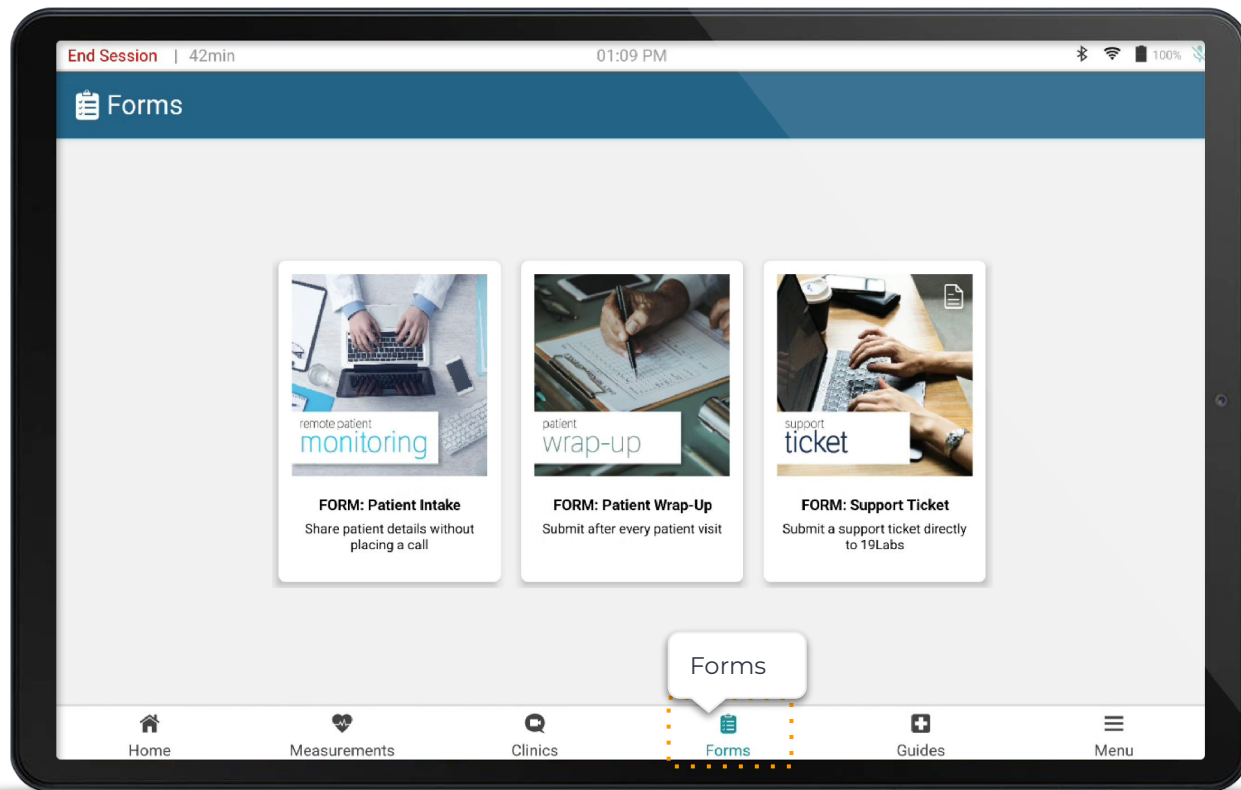
Follow the prompts to complete a video call and connect with a remote provider.



### Forms

The Forms page gives you access to a variety of patient, support, or administrative forms provided by your organization.

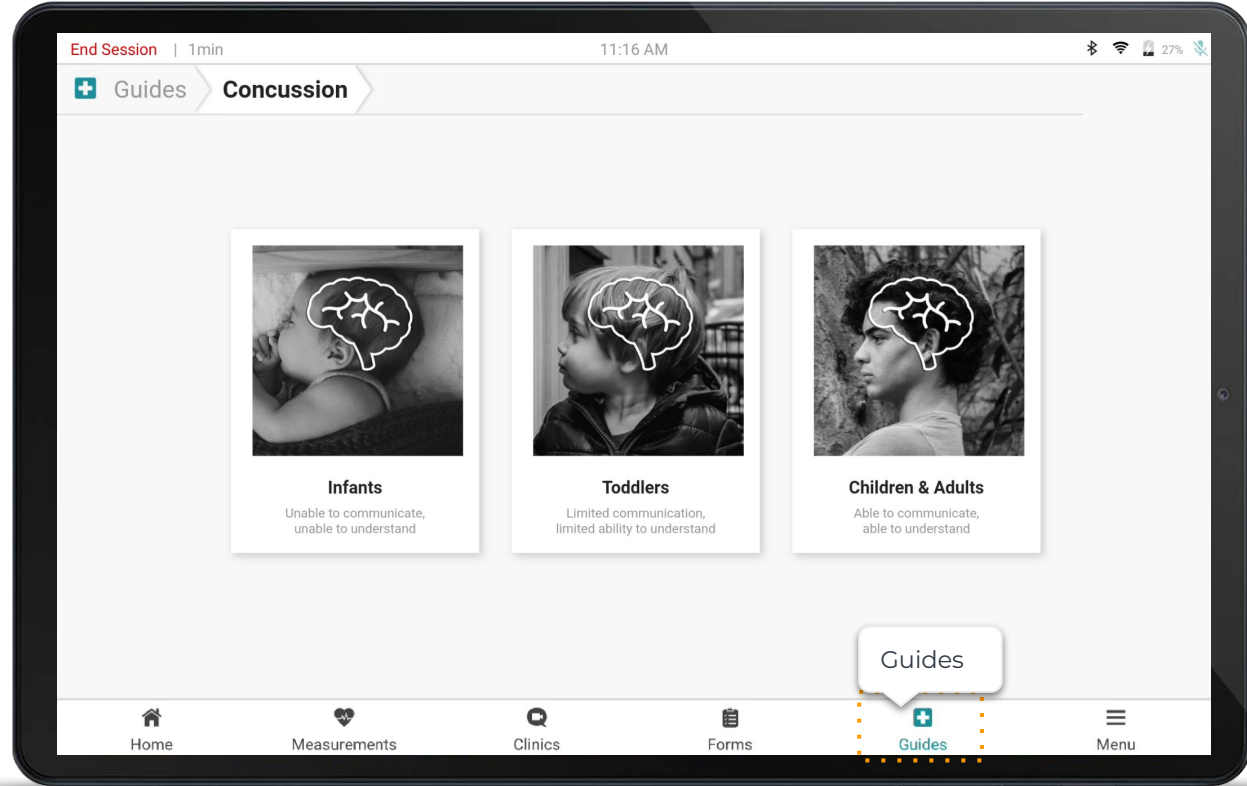
Follow the prompts to submit a form.





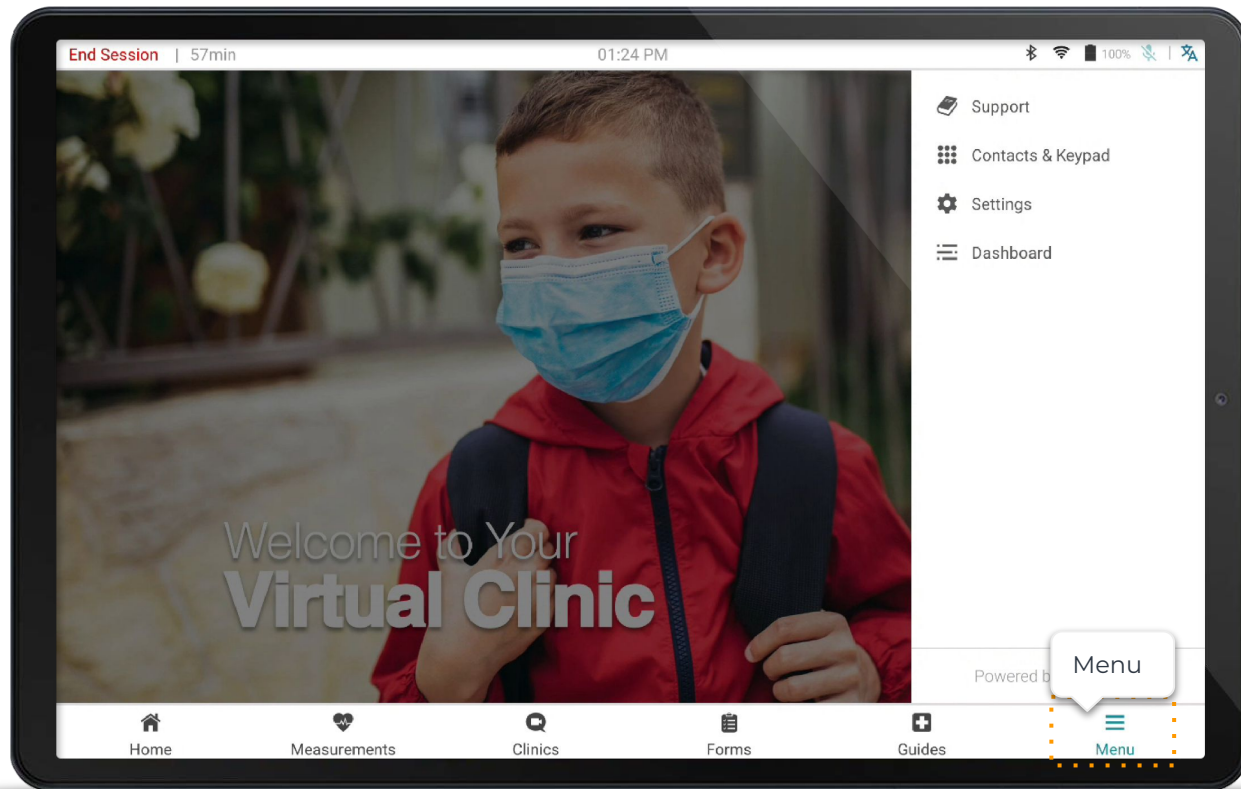
### Guides

The Guides page contains a variety of step by step First Aid and Emergency modules.



### Menu

The Menu is configured by your administrator and gives you access to additional features that may not be displayed on the bottom navigation bar.



GALE Telehealth

# Taking Measurements



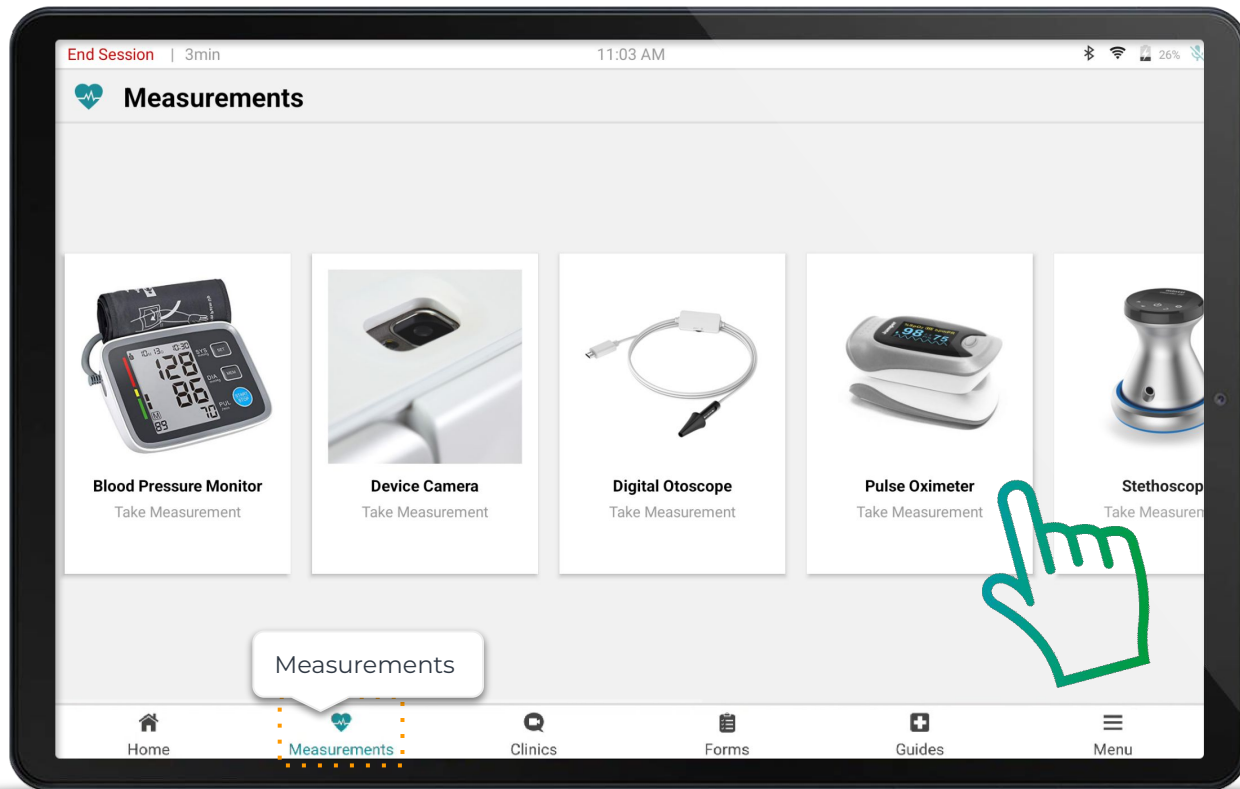
## Diagnostic Devices

The measurements page displays a list of smart diagnostic devices that come with your GALE telehealth kit.

To take a measurement, tap on the diagnostic device you would like to use.

The diagnostic devices come in 3 forms:

1. Bluetooth
2. USB
3. Integrated 3rd party applications



## Taking a Measurement

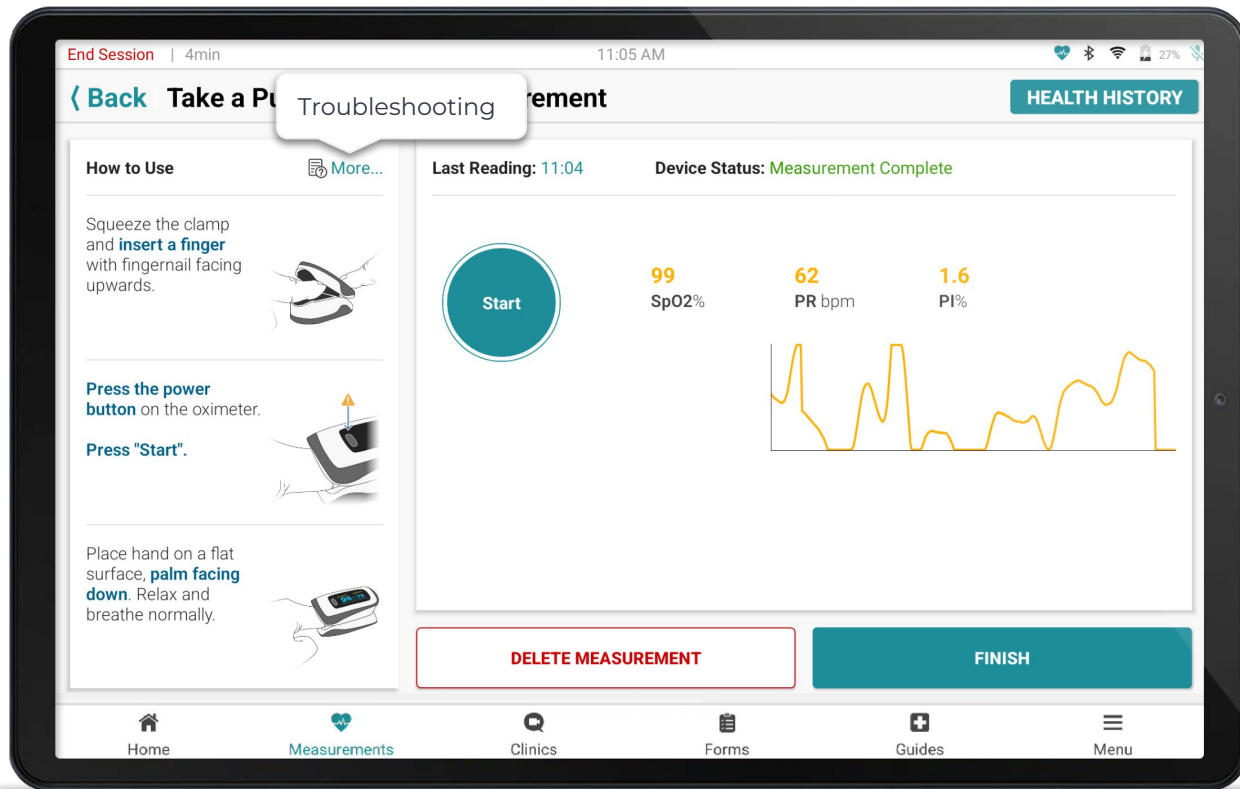
Each diagnostic device works in a similar way.

On the left side of the screen there are 3 step instructions for completing the measurement plus more available if needed.

The device status indicates how the measurement is progressing and when it is complete.

Once the measurement is complete, remove the sensor, or take another measurement and press **Finish**.

*Ensure the sensor is disinfected correctly before and after each use.*



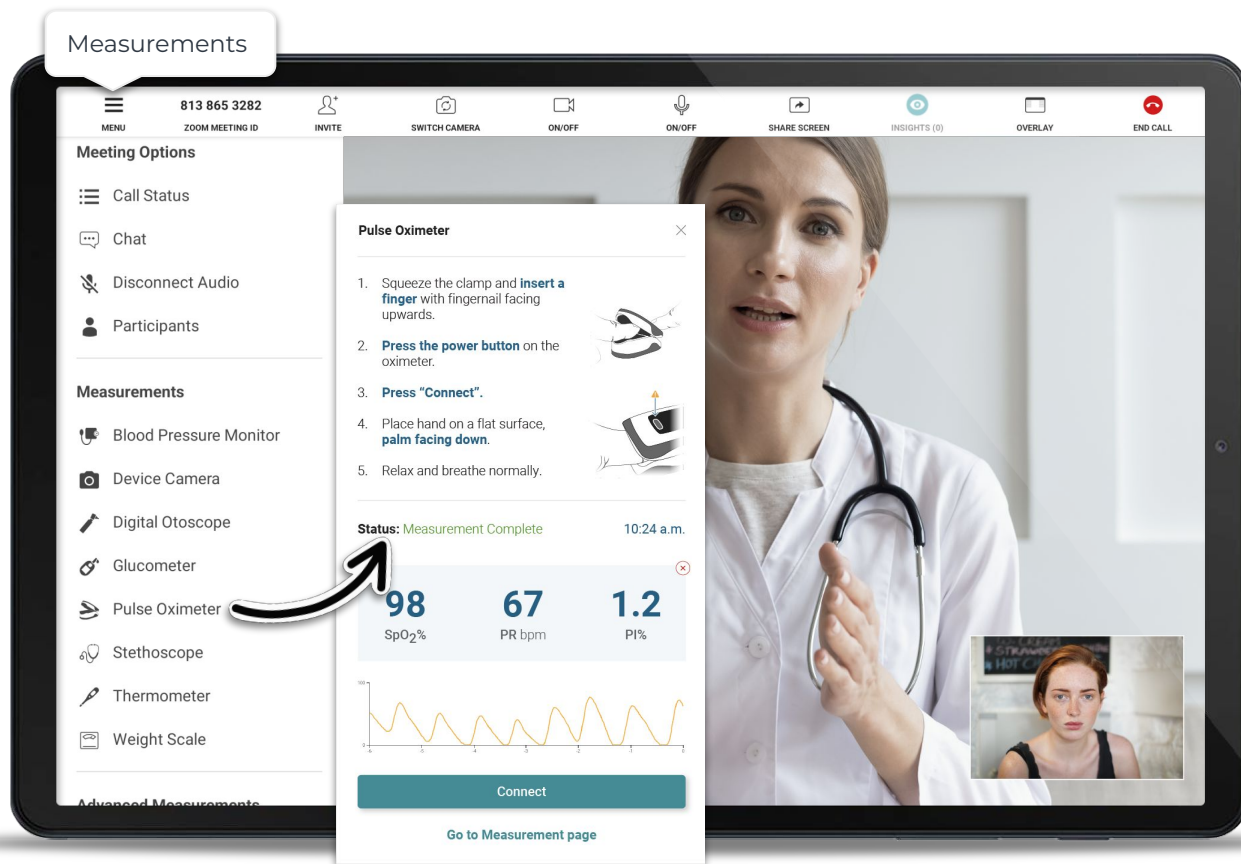
## Using Bluetooth devices during a call

Measurements are shared with Providers during video visits in the course of the same session.

Measurements taken before and during a call are automatically sent to the Clinician through the Video chat and Insights Patient Portal.

To take bluetooth measurements during a call, affix the sensor and select the corresponding sensor icon from the Menu. Follow the directions to complete the measurement.

Wait for the measurement to complete or press **Stop / Disconnect**



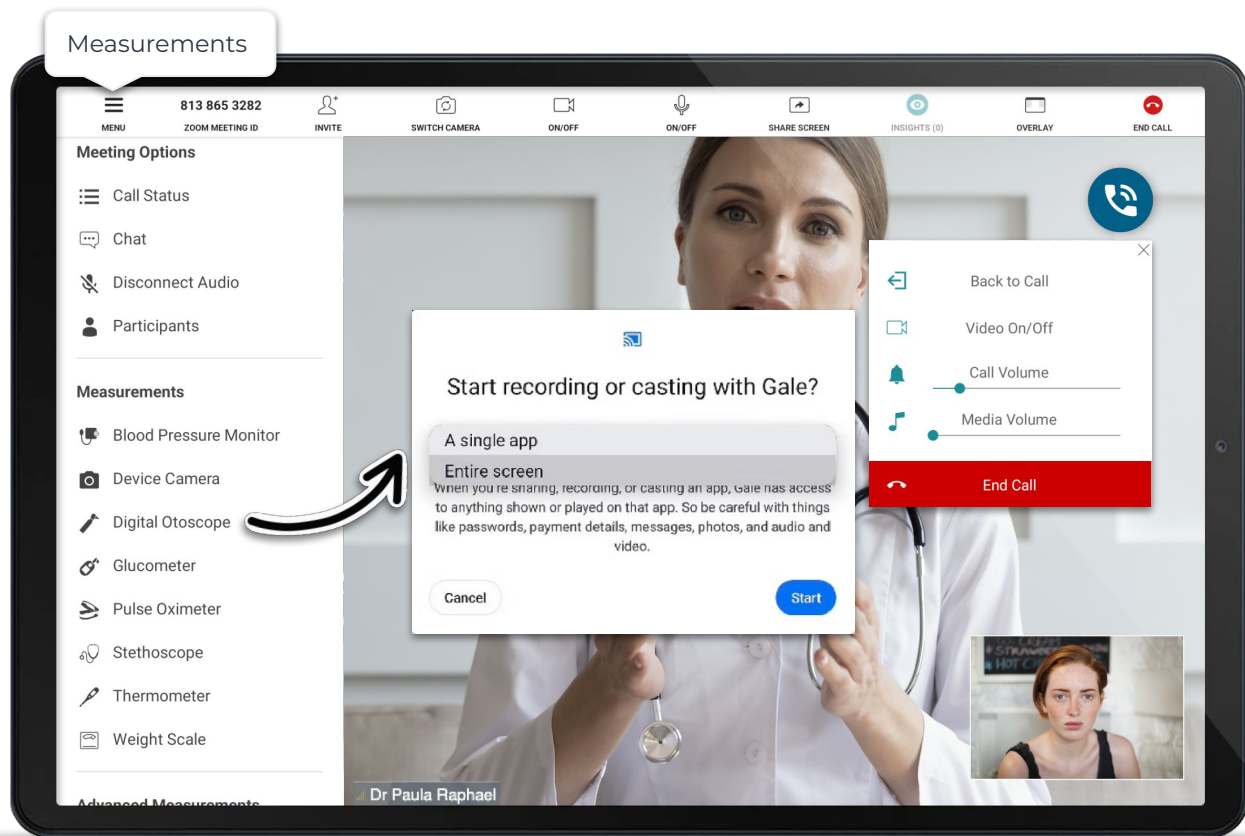


## Using USB Cameras during a call

You may capture images using the tablet camera or an external camera. Simply select the “Exam Camera” or “Otoscope” from the Measurements Menu.

Doing this will prompt you to share your screen with the provider. This will allow them to see the visual examination in real time and capture images.

To stop sharing the screen and return to the call, press the ‘Clinics’ tab or use the floating in-call control button.



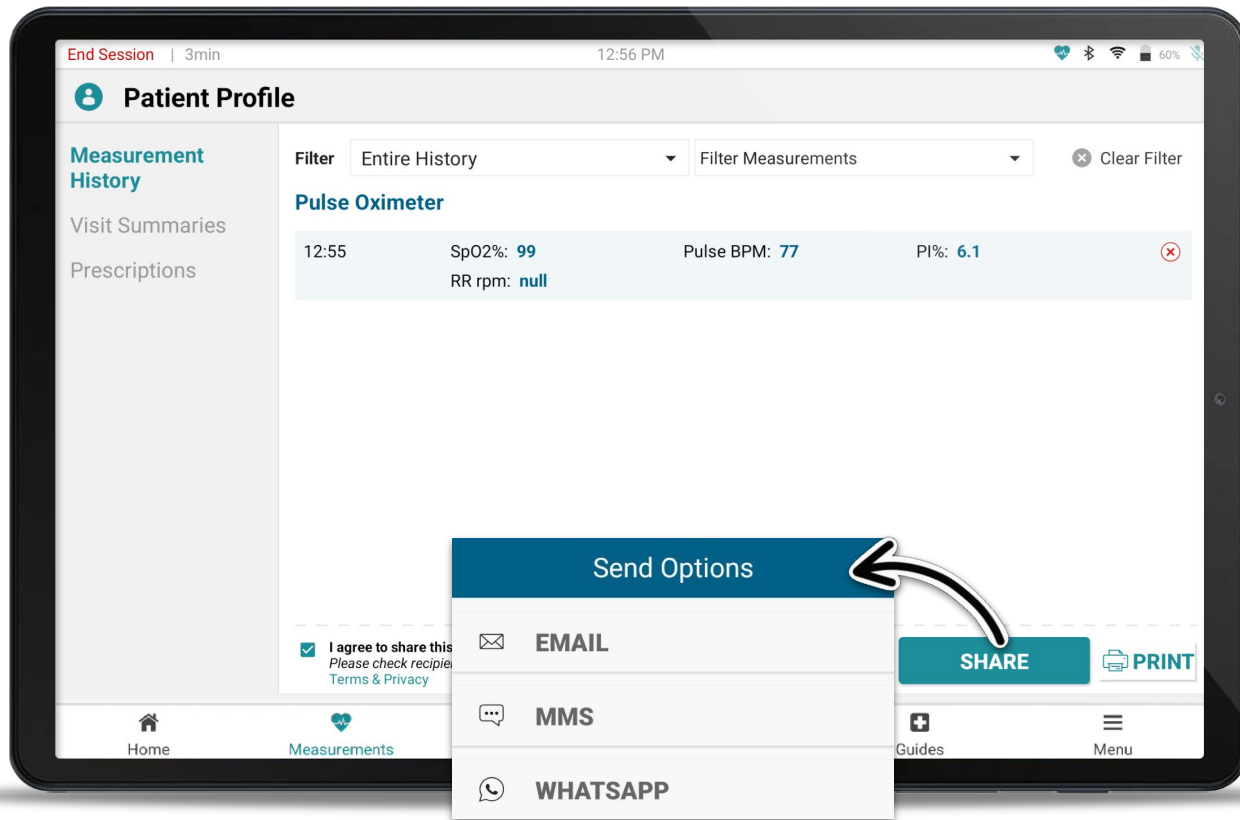
## Managing Measurements

Once you have completed your measurements, you can view and manage your results by tapping on the 'Health History' button on the top right of the measurements page.

To delete any unwanted measurements, tap on the red x inline with the measurement.

If you would like to email a copy of your summary to yourself or a third party, accept the terms and privacy and tap the **Share** button.

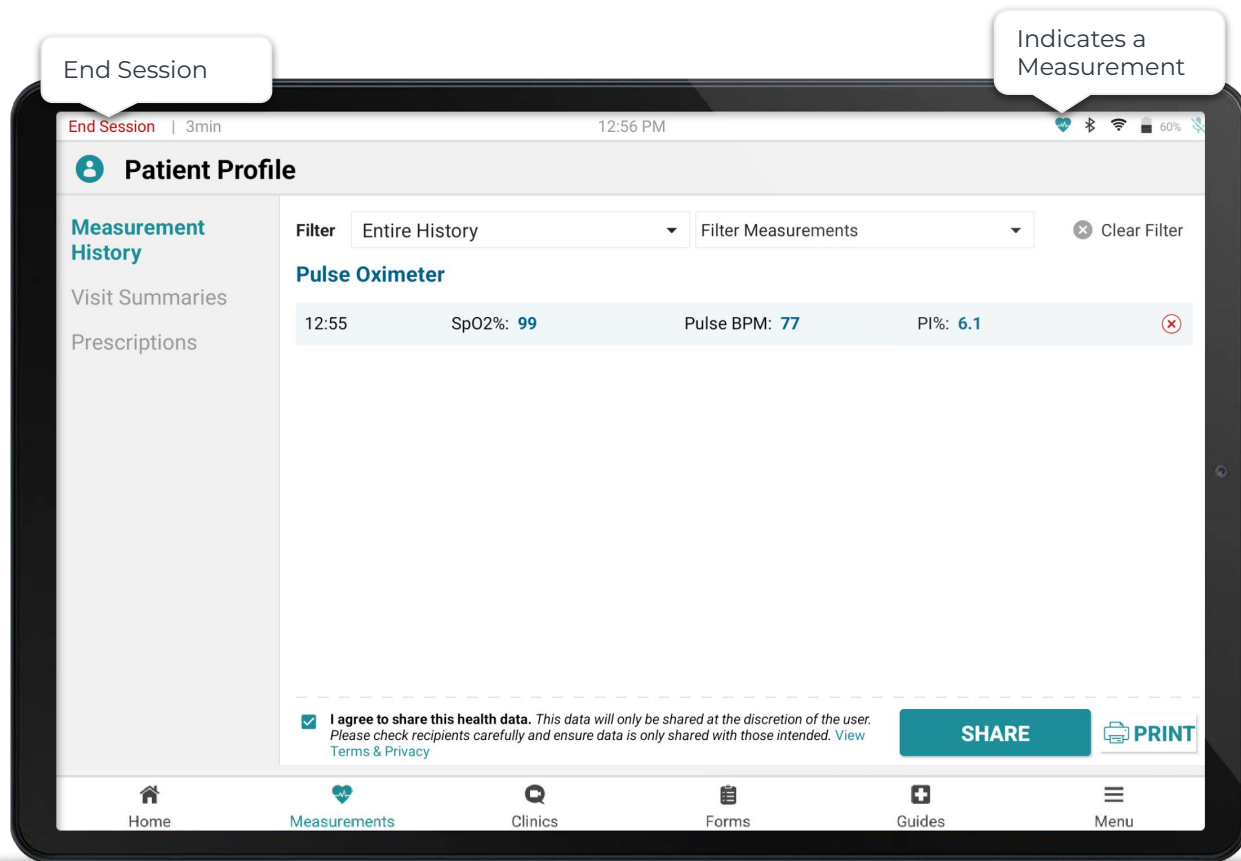
Follow the prompts on the screen to complete the sharing process.



## Removing Health Data from GALE

Once you are finished taking and sharing measurements, press “End Session” in the status bar to permanently remove any health data from the device.

The session will be automatically ended after 5 minutes of inactivity as to not leave patient data on the screen.



# GALE Telehealth Making Calls



## Clinics

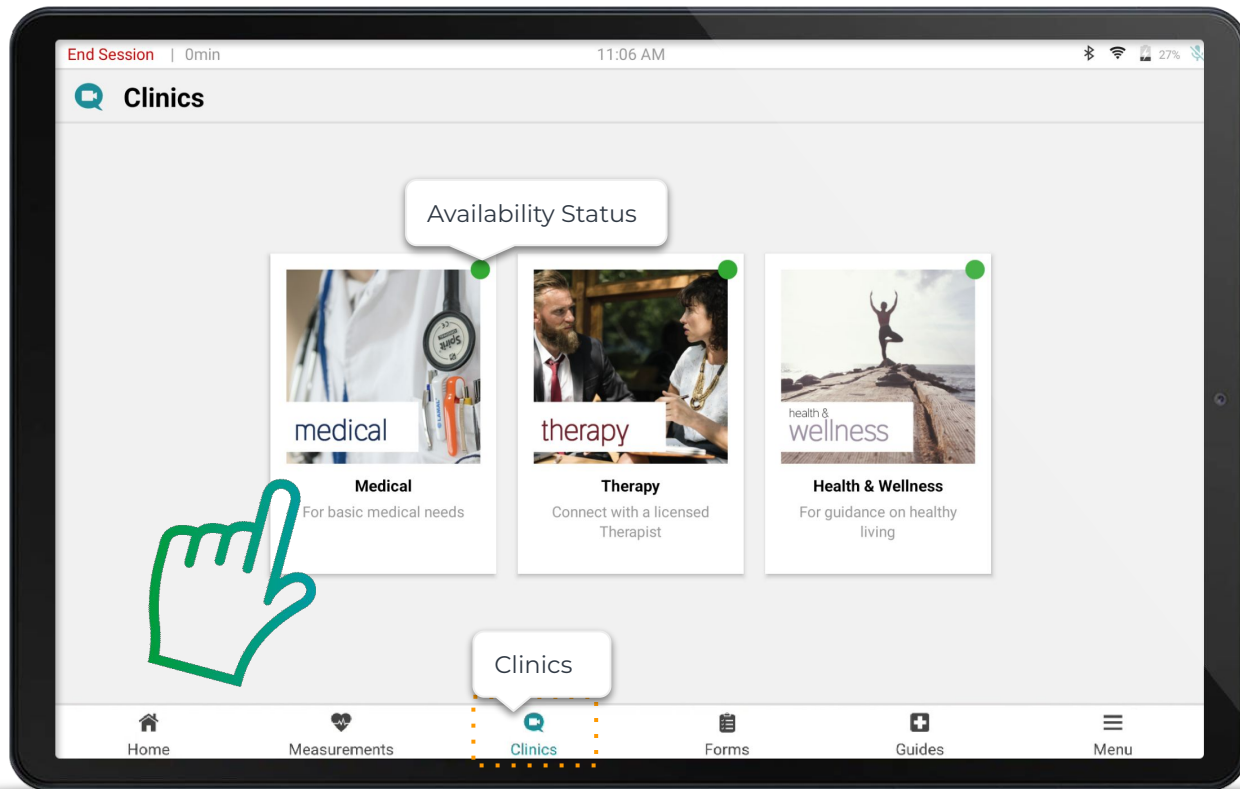
The Clinics page lists all of your available Clinics and Practices.

Video clinics indicate the availability of the provider using a coloured circle.

To begin the call, tap on the clinic you would like to visit.

**Please note:** The provider availability status only indicates if someone is actively logged into the Call Center.

The Provider may be set up to receive notifications and will still be notified of the call regardless of the status.



## Intake Form

An optional intake form may be available for you to provide important patient details.

These details will be shared with the healthcare provider who answers your video call.

Press **Finish & Save** to save the form and keep the session open until you are ready to place the call.

Press **Start Visit** to begin a video call.

**Note:** Intake forms are customizable by your administrator and may differ for each practice.

End Session | 12min 02:30 PM

Intake Cancel

### Visit details

What is the purpose of this visit? ear ache

Describe the level of pain or discomfort related to your main health concern

☐ None  
☐ Mild  
☒ Moderate  
☐ Severe  
☐ Unbearable

When did this main health concern begin? 3 days ago

Has consent for a telehealth visit been reviewed and signed by the patient or, if the patient is under 18 years of age, has ☒ Consent has been given to share this health data \*required

### Progress

- 1 Identification
- 2 Personal details
- 3 Contact details
- 4 Insurance details
- 5 Health history
- 6 Visit details

Finish & Save

Back Start Visit

Home Measurements Clinics Forms Guides Menu

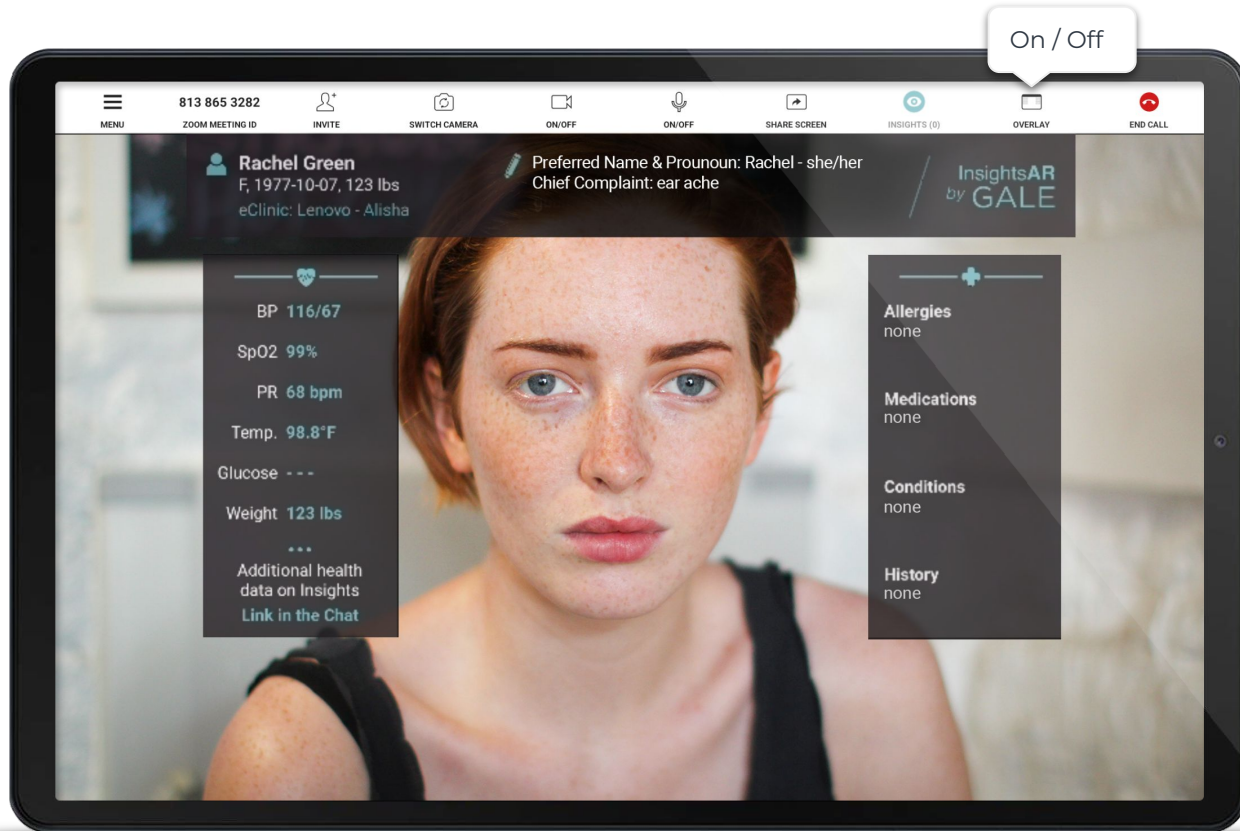


### Health Overlay

A patient summary may be displayed as an overlay on top of your screen. These details will also be available to the remote provider and display health information about the patient captured before the call.

This may include measurements, visit details, and personal information about the patient such as name, date of birth, and medical history.

You can turn this feature on and off using the Overlay button on the top right of the video call.



# GALE Telehealth Forms



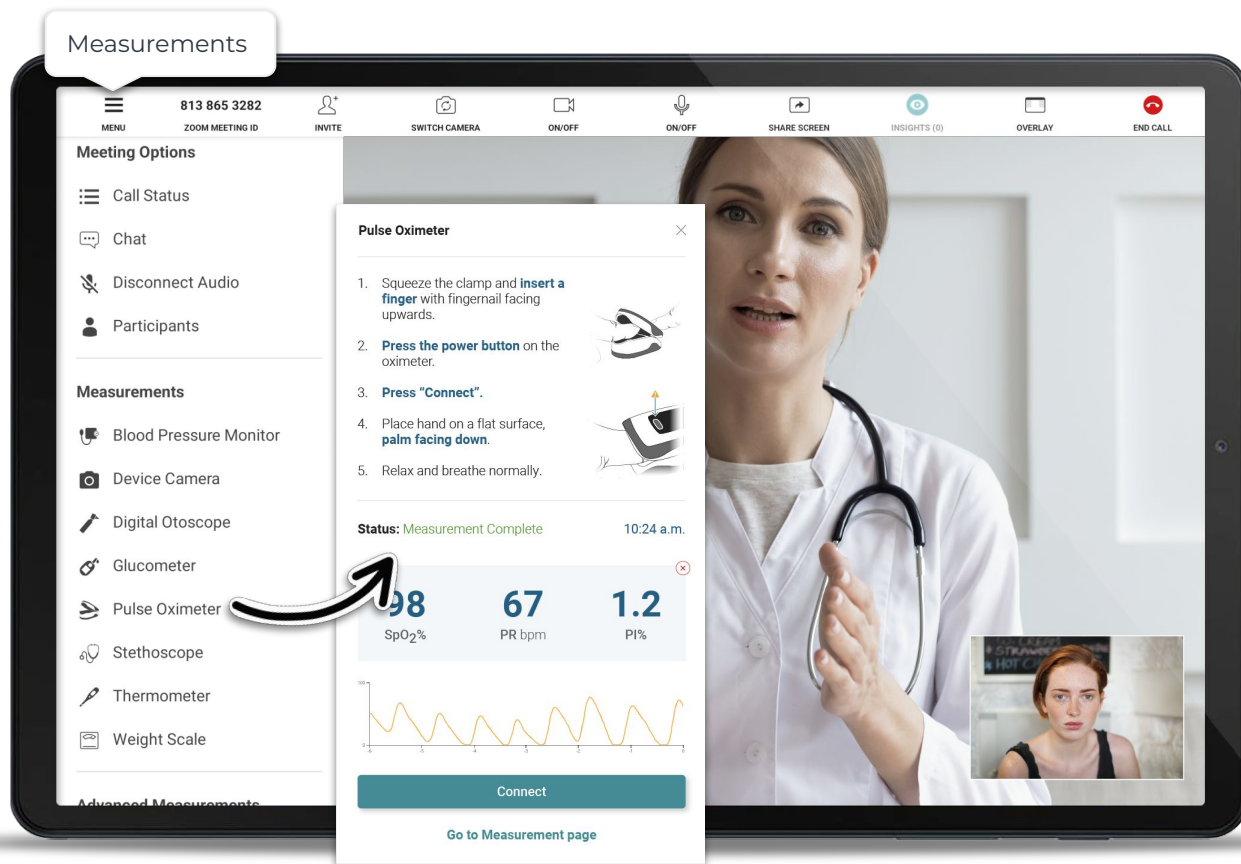
## Using Bluetooth devices during a call

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Measurements taken before and during a call are automatically sent to the Clinician through the Video chat and Insights Patient Portal.

To take bluetooth measurements during a call, affix the sensor and select the corresponding sensor icon from the Menu. Follow the directions to complete the measurement.

Wait for the measurement to complete or press **Stop / Disconnect**

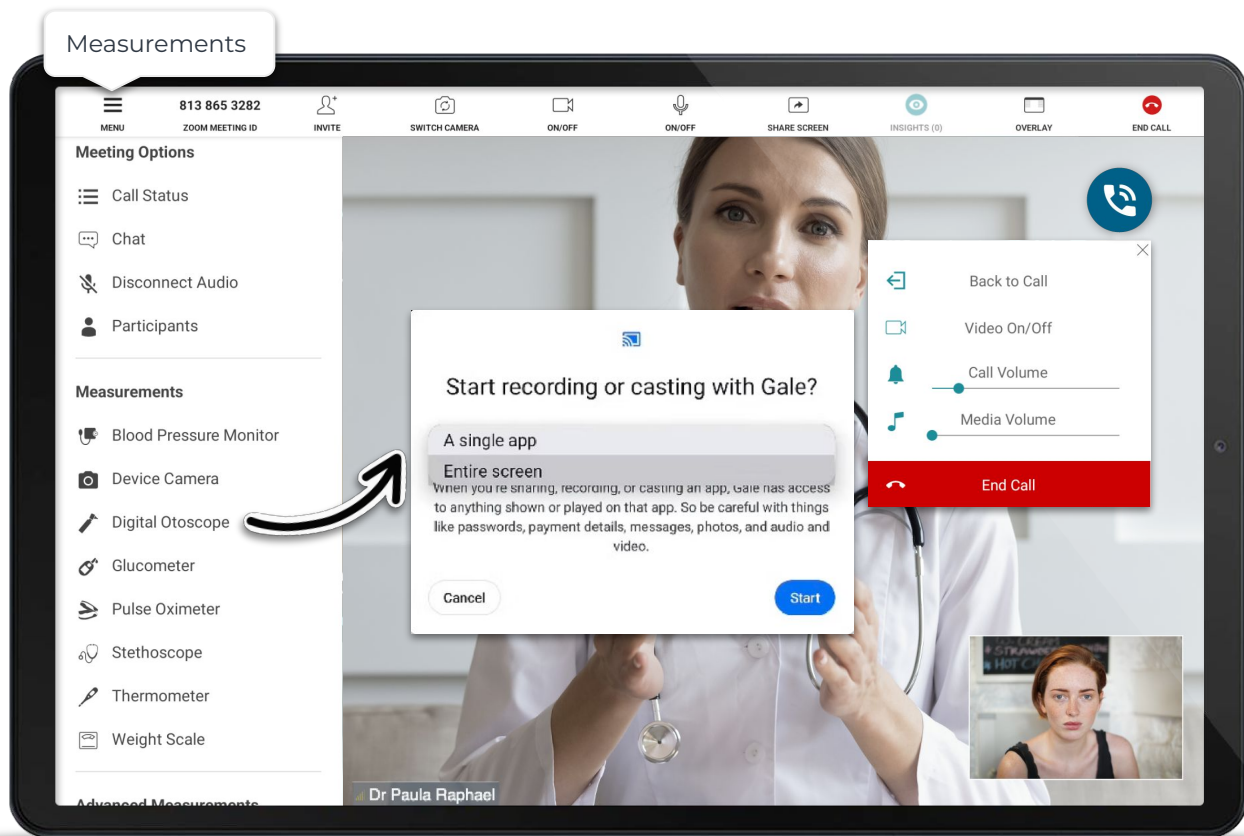


## Using USB Cameras during a call

You may capture images using the tablet camera or an external camera. Simply select the “Exam Camera” or “Otoscope” from the Measurements Menu.

Doing this will prompt you to share your screen with the provider. This will allow them to see the visual examination in real time and capture images.

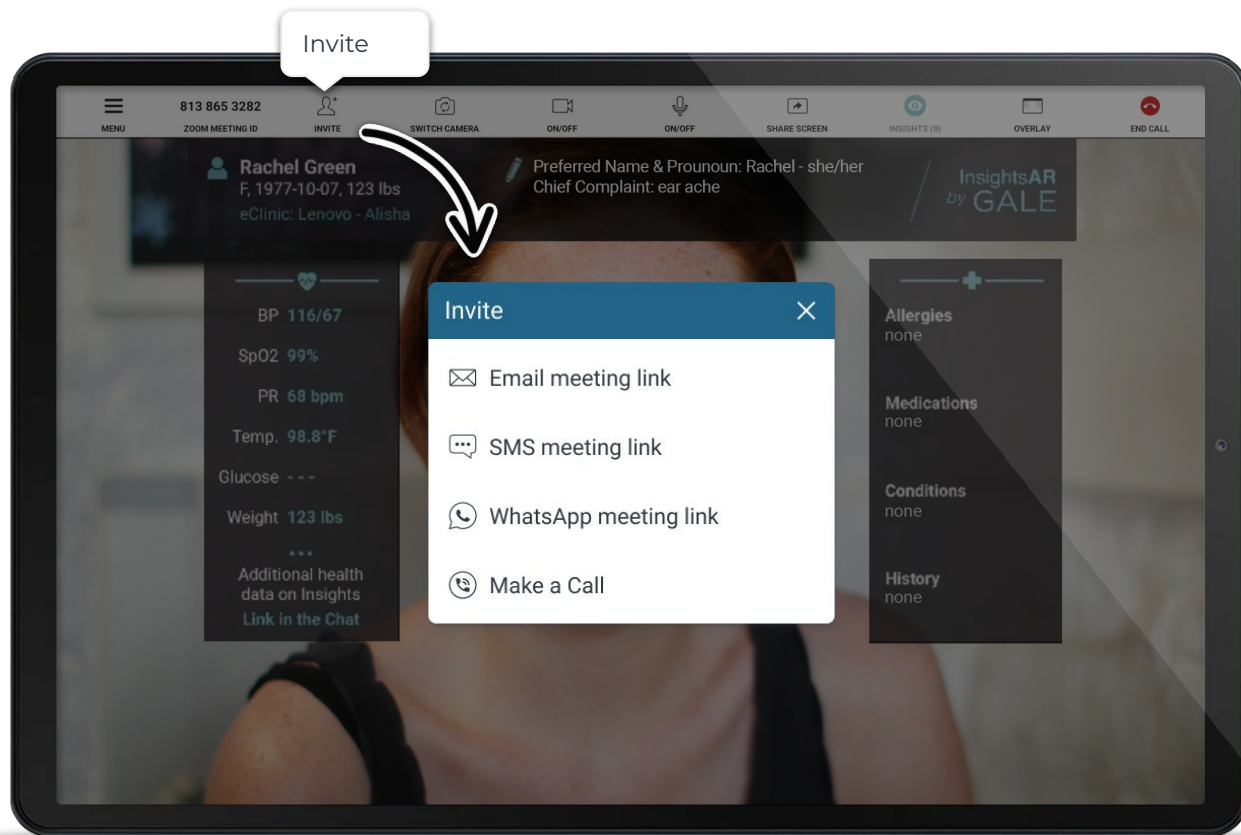
To stop sharing the screen and return to the call, press the ‘Clinics’ tab or use the floating in-call control button.



## Invite

During a call you can use the invite button to invite another participant by email, Text Message, WhatsApp, or by a phone call.

This feature is often used to invite patients, guardians, or specialists.





## Other in-Call Features

**Chat:** send a chat to the other participants or correspond with those who are monitoring the Call Center

**Participants:** those currently in the call

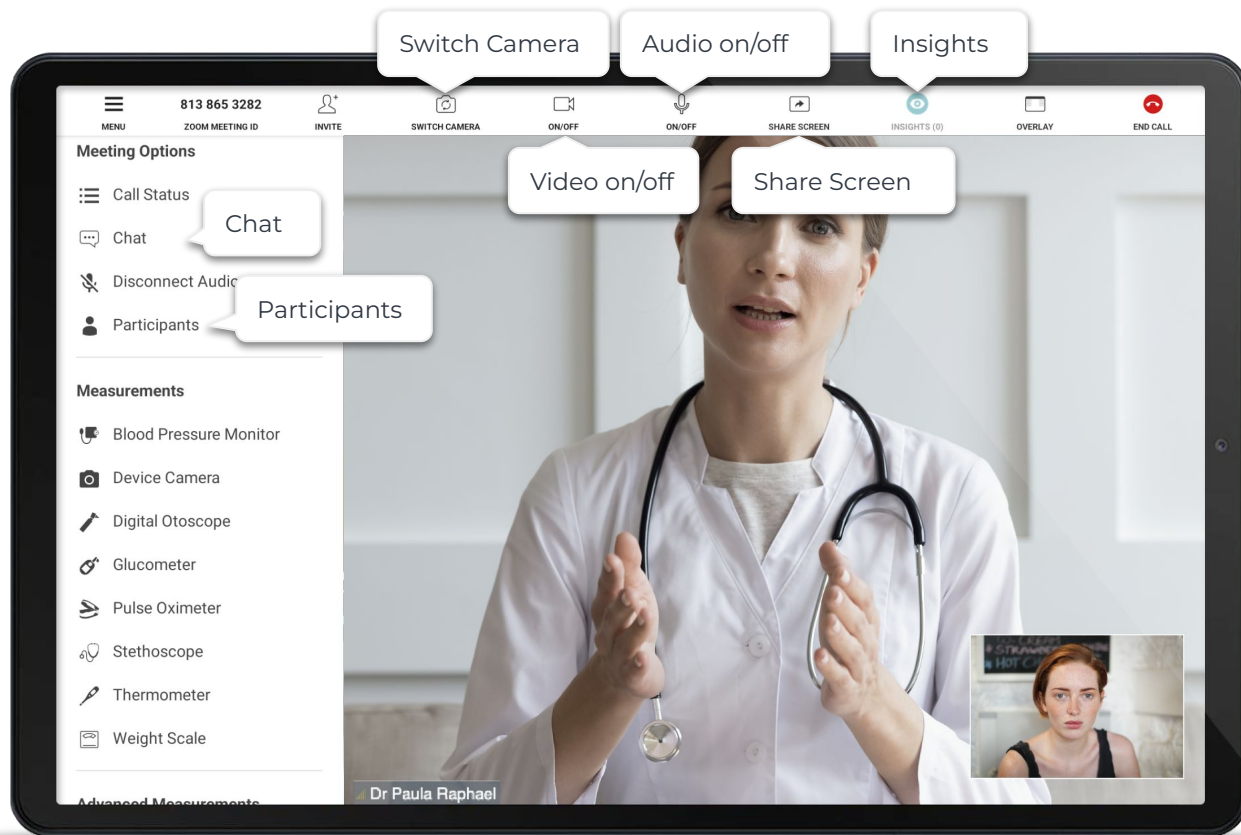
**Switch Camera:** switch between front and back cameras

**Video on/off:** turn video on and off

**Audio on/off:** if you need to mute or unmute your microphone.

**Share Screen:** navigate back to the GALE main application.

**Insights:** an indication of who is viewing the patient's health data through the Insights Patient Portal.





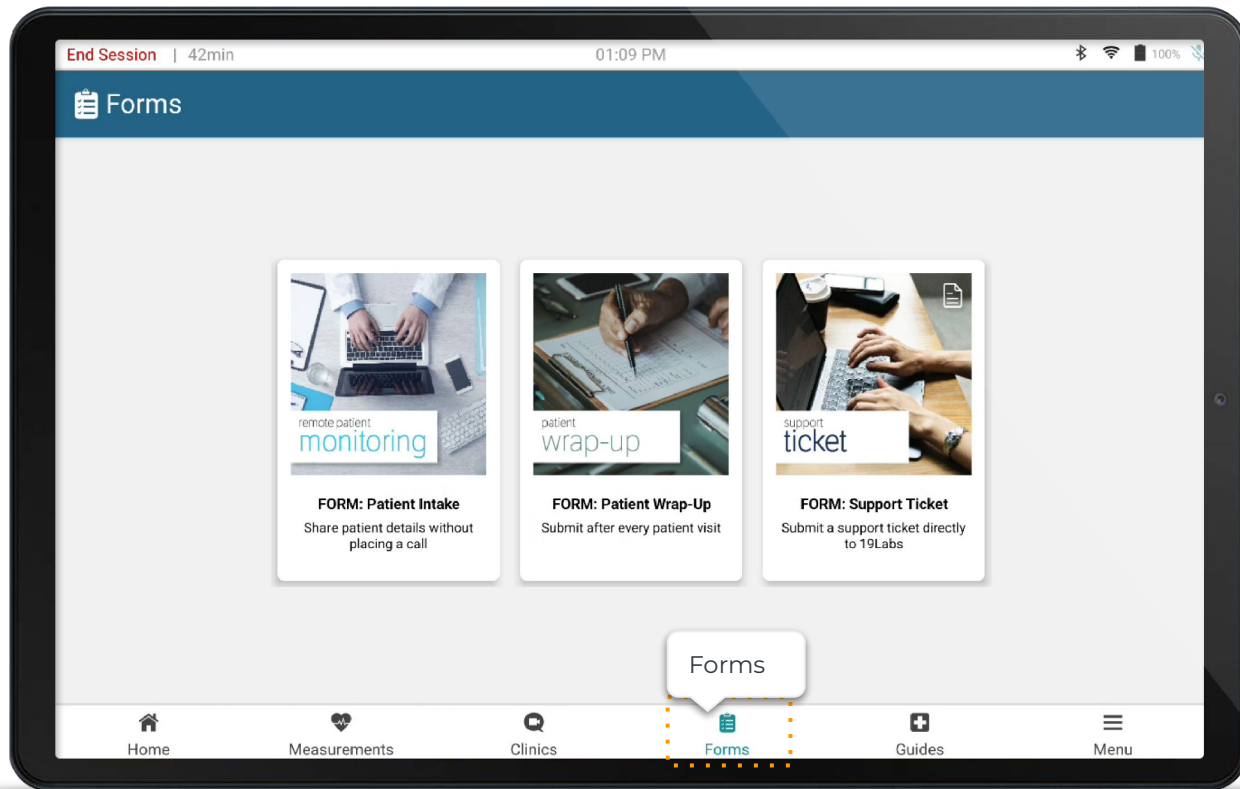
## Forms

The Forms page gives you access to a variety of patient, support, or administrative forms provided by your organization.

Each form is customizable by your administrator and may differ for each deployment.

GALE Forms may be sent to a recipient by email, WhatsApp, or SMS, or be used as data in a dashboard.

External forms can be used in a variety of ways. Ask your administrator for details.



### GALE Form

Your administrator may include patient, support, or administrative forms to be filled.

Press **Submit** to complete the form. This form may be sent by email, SMS, or WhatsApp to an administrator or provider, or the data may be used in a dashboard.

**Note:** Forms are customizable by your administrator and may differ for each deployment.

The screenshot shows a tablet displaying the 'Patient Wrap-up' form. At the top, a status bar indicates 'End Session | 44min' and '01:11 PM'. The form title 'Patient Wrap-up' is in a blue header bar with a 'Cancel' button. The main content area is divided into two sections: 'Consultation details' and 'Progress'. The 'Consultation details' section contains the following fields: 'What is your health center / hospital?' (a dropdown menu with '-- Select --'), 'Name of the person in charge of the area or doctor in the community' (a text input field), 'Date of consultation' (a date picker), 'Time of consultation (please specify am or pm)' (a text input field), and 'Consultation duration' (three radio button options: 'Less than 10 minutes', 'Between 10 and 30 minutes', and 'Between 30 minutes and 1 hour'). The 'Progress' section on the right shows a list of steps: '1 Consultation details' (active), '2 Patient Details', '3 Telemedicine Details', and '4 Outcome'. At the bottom of the form, there are 'Back' and 'Next' buttons. The tablet's home indicator bar at the very bottom shows icons for Home, Measurements, Clinics, Forms (highlighted), Guides, and Menu.

## External Form

Your administrator may include forms that have been created outside the GALE system.

External forms will behave as they are intended on the web. Follow the instructions on each form to submit.

Ask your administrator for additional details.

The image shows a tablet screen displaying a 'Support Ticket' form. The top status bar of the tablet shows 'End Session | 12min', '02:30 PM', and battery status at 59%. The app's top navigation bar is dark blue with a clipboard icon on the left and an 'Exit' button on the right. The form itself is titled 'Support Ticket' and includes a link to 'Sign in to Google' to save progress. A red asterisk indicates a required question. The first question asks for the best way to follow up (email or phone) with a text input field. The second question asks 'How urgent is this issue?' with four radio button options: 'Urgent - critical failure', 'Important - needs attention immediately', 'Not Urgent - needs attention', and 'Inquiry or feature - discussion topic'. The third question asks to 'Please select all areas where this issue is present'. At the bottom, a navigation bar contains icons for Home, Measurements, Clinics, Forms (which is highlighted), Guides, and a Menu icon.

End Session | 12min 02:30 PM 59%

Exit

### Support Ticket

[Sign in to Google](#) to save your progress. [Learn more](#)

\* Indicates required question

Please specify the best way to follow up with you regarding this issue e.g., email, phone \*

Your answer

How urgent is this issue?

☐ Urgent - critical failure

☐ Important - needs attention immediately

☐ Not Urgent - needs attention

☐ Inquiry or feature - discussion topic

Please select all areas where this issue is present

Home Measurements Clinics Forms Guides Menu

# GALE Telehealth

## Additional Features



### Sessions

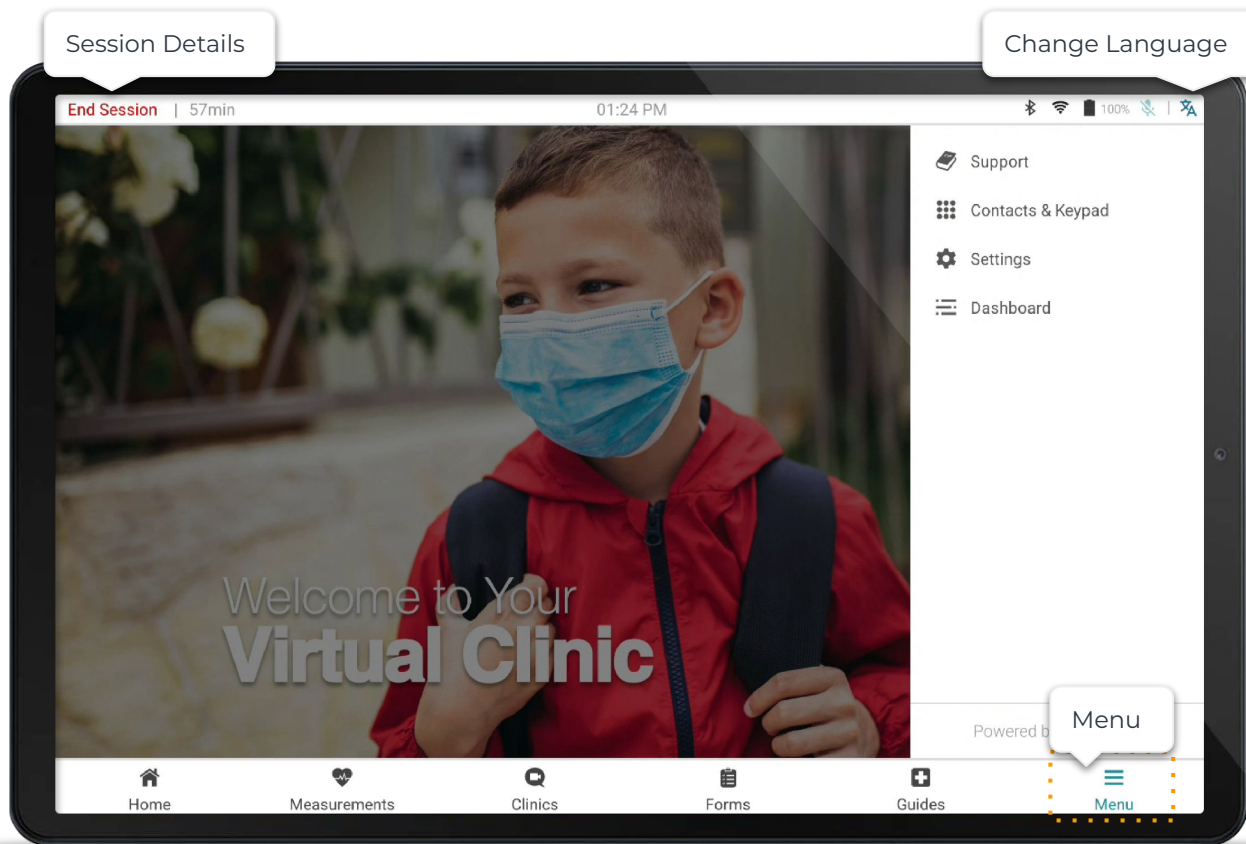
The information on the top left of the status bar displays details about the session - **End Session** | Min Elapsed

### Change Language

If available, tap the translate icon and select a language from the dropdown menu. Your language selection will be applied for the duration of the current session.

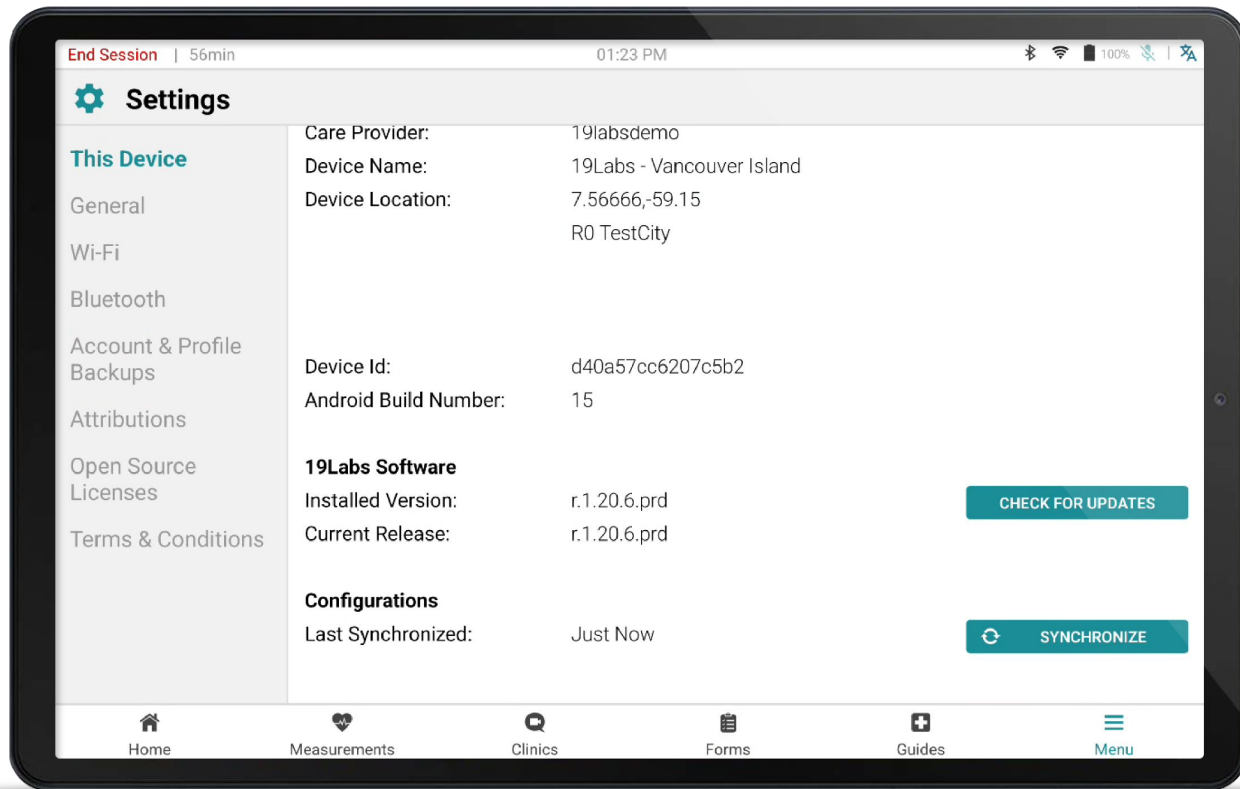
### Menu options

The Menu is configured by your administrator and gives you access to additional features that may not be displayed on the bottom navigation.



# Settings

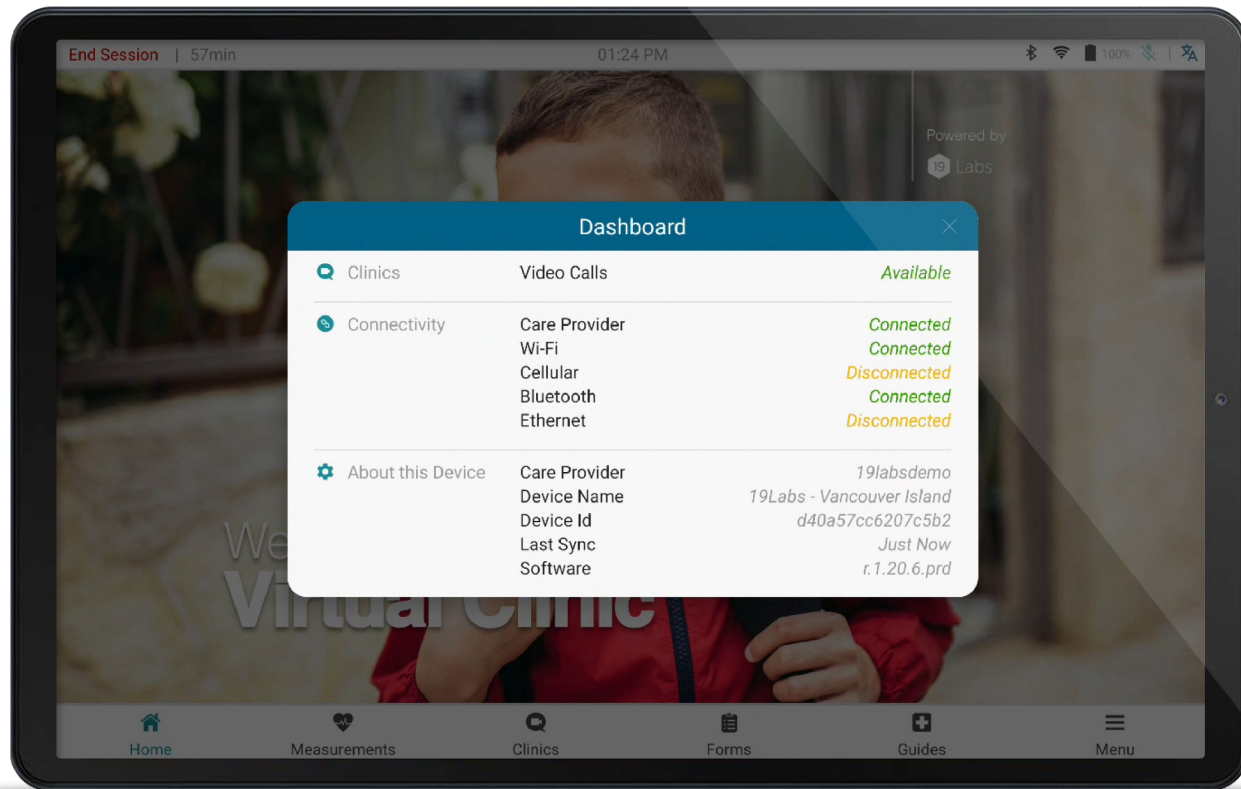
The settings page is for your IT group to connect to wifi, perform software updates, and sync custom content to your GALE device.



### Dashboard

Use the Dashboard to troubleshoot issues, assess connectivity, and find helpful information about your device.

Open the dashboard through the menu or tap the time on the status bar at the top of the screen.







[19labs.com](https://19labs.com) | [support.19labs.com](https://support.19labs.com) | [support@19labs.com](mailto:support@19labs.com)