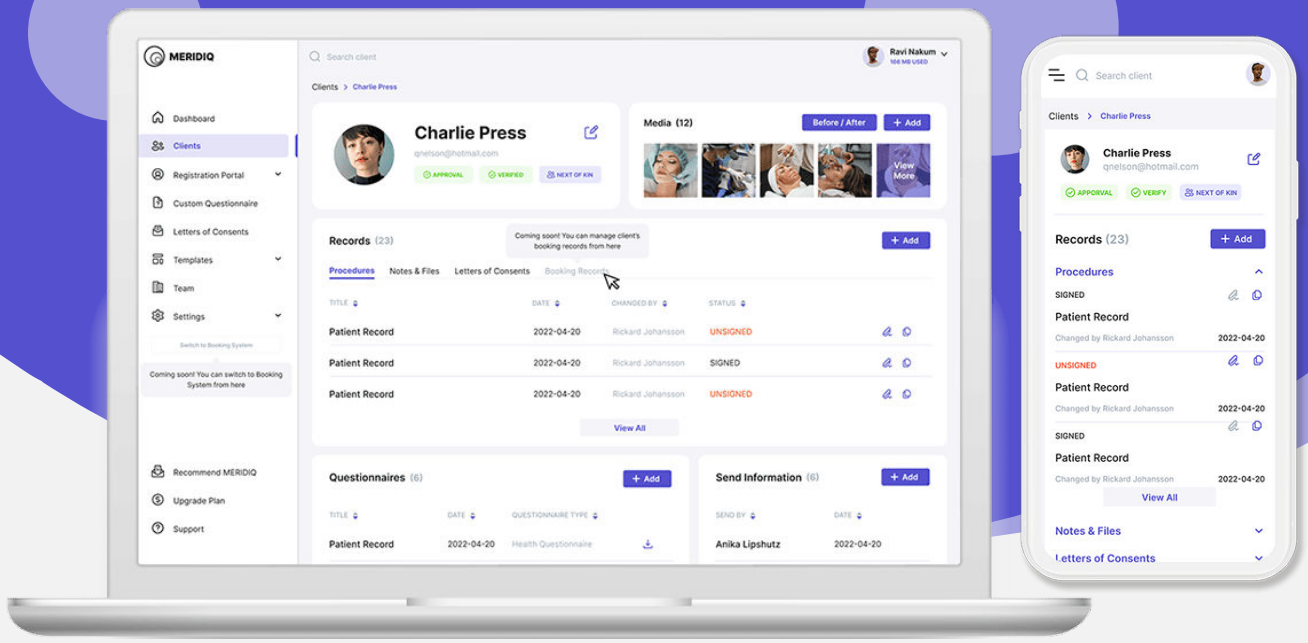
MERIDIQ Aesthetic Patient Record System

USER MANUAL



MERIDIQ

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Introduction

MERIDIQ Aesthetic Patient Record System is a Web and Mobile software that offers medical record services, facilitating effective treatment services between the practitioner and the patient.

The software aims to ensure everyone uses a safe record-keeping system that helps easily administer patient records. The software features easy navigation and seamless use, while it is also efficient at keeping clients up to date.

The software allows a company to register several users and clients, whereby each user has their interface on the same account.

The software requires an internet connection.

Only one user can log in at a time in MERIDIQ. Example: If you log in to a PC with your account and then log in to another PC with the exact copy; the first login will log out.

If you have any questions or support, kindly contact support@meridiq.com.

Useful Terms

Super User -
The user registers the account on behalf of the company–full access to the solution.

Admin -
The medical practitioner or service provider with No access to Company Information and Billing

User -
The medical practitioner or service provider. Same as admin but no access to Client Access, Custom Questionnaires, Letters of Consent, Settings, Upgrade Plan

Client -
The patient who seeks medical care or attention.

Language -
The languages used on the software are English and Swedish.

Useful Icons

Using the Software

Visit the website at https://meridiq.com

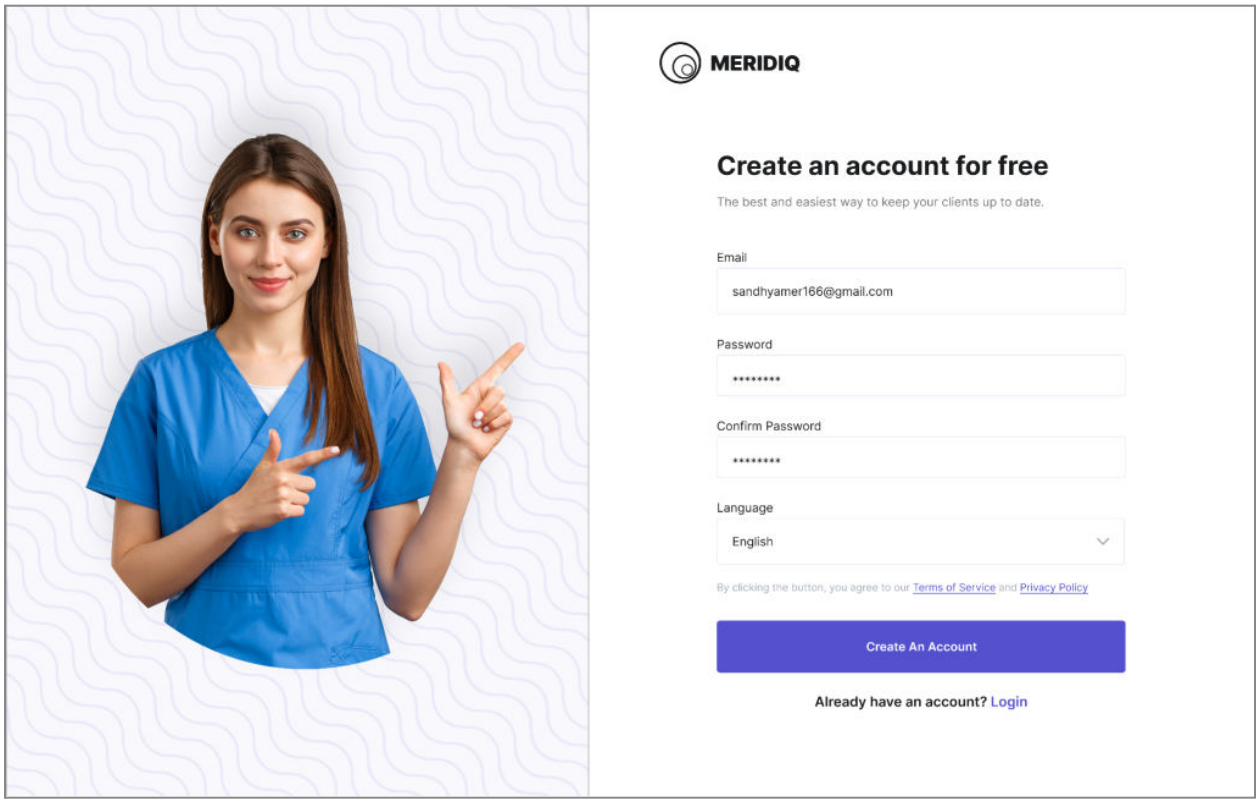
From the homepage, there is a line of menu items which are
'Home,' 'Features,' 'Pricing', 'About Us,' 'News,' 'Support,' 'Login,' and 'Register.'

As a first-time user, click on 'Register'
, which is the last menu on the far right.

and login if you have previously registered.

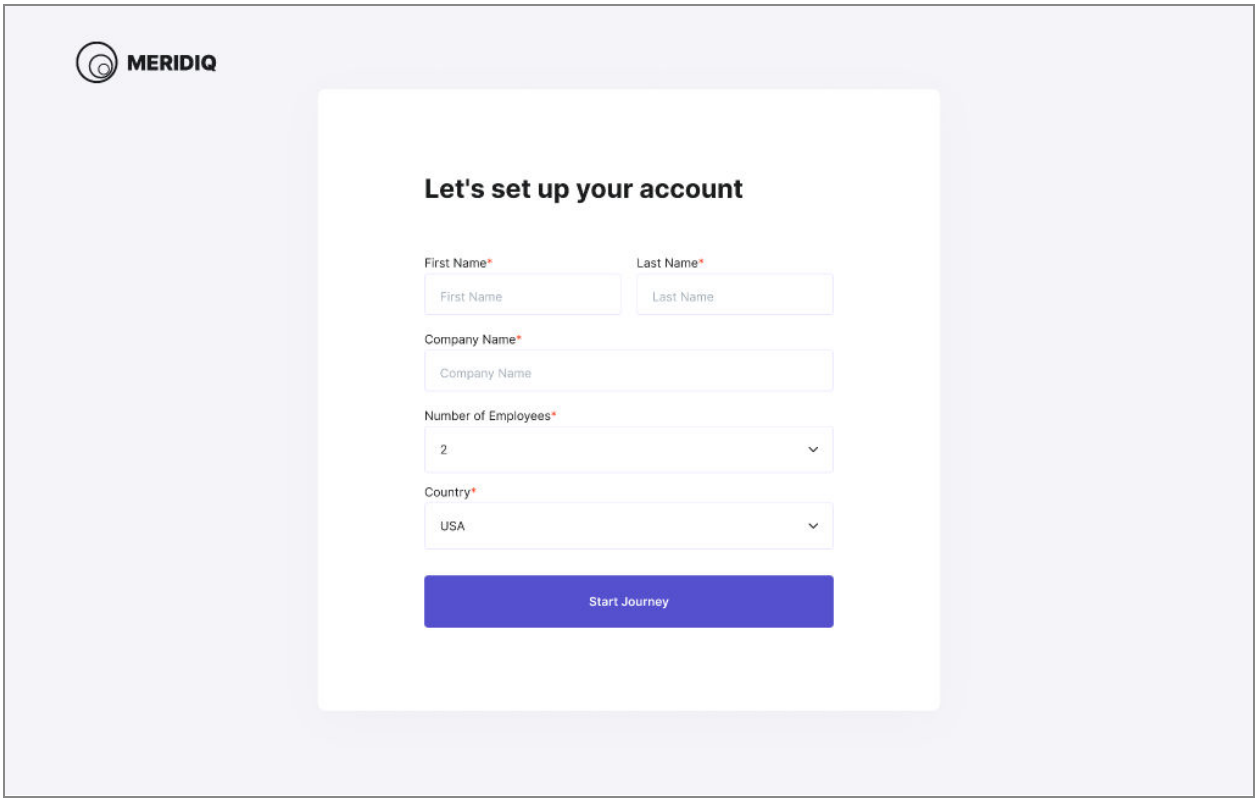
Taking the first steps

Once you click on **'Register'**, you will be directed to register your company's name.



- Select the preferred language between **English and Swedish.**
- Fill in other information:
- Enter the Email
- Enter Password and Confirm Password in the appropriate boxes.

Note: Kindly provide accurate information while registering to use the software. The email will link to the company account and subscription information for the company super user.



- Enter your First Name and Last Name in the appropriate boxes
- Provide your Company Name
- Select Number of Employees and Country
- Click on **'Start Journey'**

Note: The password must be complex for anyone to guess and easy for you to remember. The password must contain at least eight characters. It is suggested that your password must include a mixture of alphabets (upper and lower cases), numbers, punctuation marks, and special symbols. You may also write down the password in a safe place.

You are responsible for the safety of your password as you will be liable for all activities carried out with the login Information.

Meridiq Subscription

After registering the company, you will be taken to the subscription page, where you will choose the appropriate subscription package and provide the billing address and payment information(credit/debit card details).

Free Trial allows one user to twenty clients for an unlimited time. This package enables only one medical practitioner to attend to twenty patients. The software allows one user to 500 clients for the paid subscription package. This means that, subsequently, one user will manage 500 clients through their interface. Users will add 500 clients to a shared client pool if more users are needed.

Note: Your subscription will depend on the number of prospective users and anticipated clients. Other features of the subscription packages include unlimited storage and customer support.

Choosing the Right Subscription for your Company

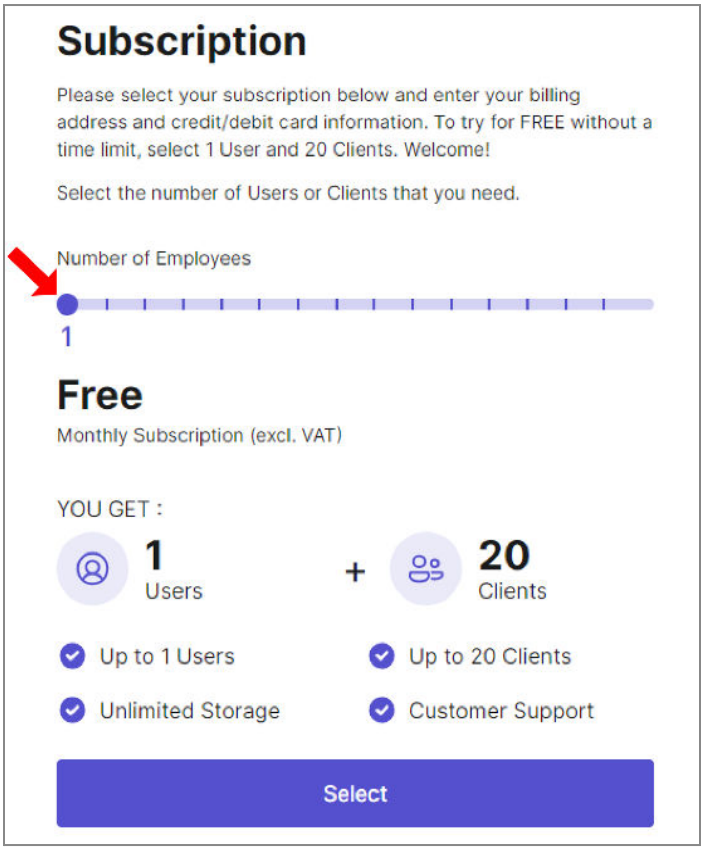
Drag the line bar to the desired point

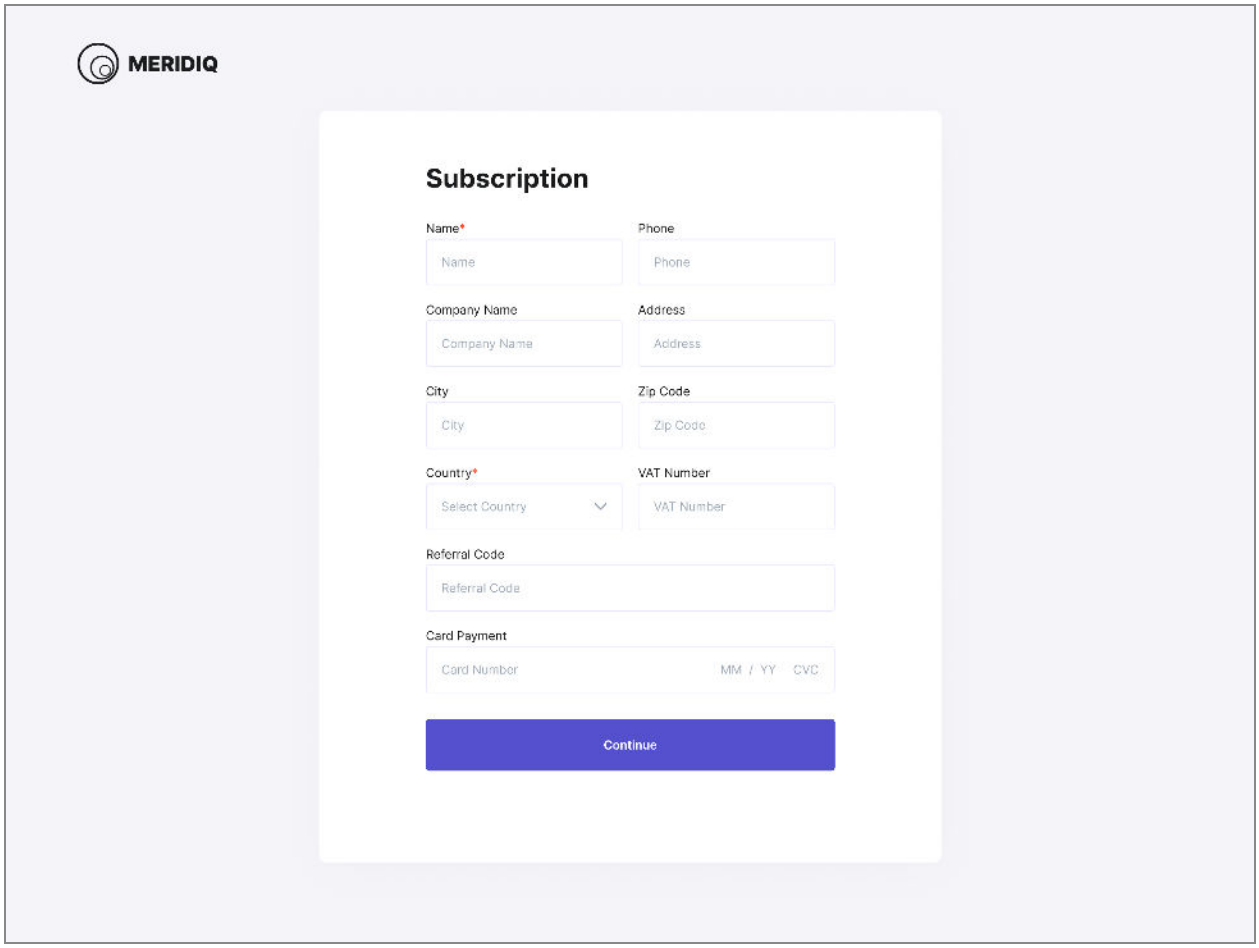
The bill will be displayed above the line while the features of the subscription the package will be shown below.

Once you agree with the details, click on the **'Select'** icon

Payment will be initiated and posted to the billing address while the bill will be deducted from the credit/debit card

You can upgrade to a paid package if you subscribe to the free plan.
You can upgrade to a higher package even if you are on a paid version.



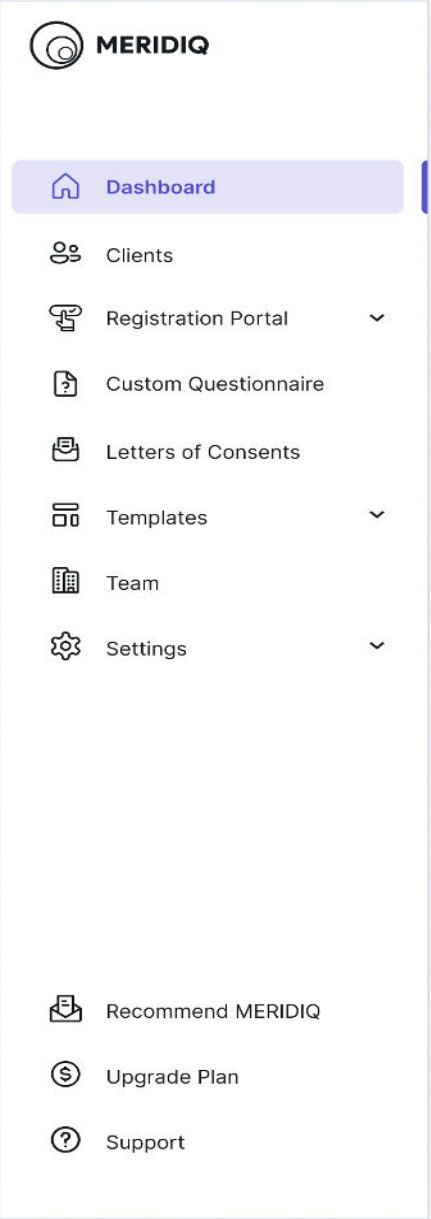

MERIDIQ
Subscription
Name*
Name
Phone
Phone
Company Name
Company Name
Address
Address
City
City
Zip Code
Zip Code
Country*
Select Country
VAT Number
VAT Number
Referral Code
Referral Code
Card Payment
Card Number
MM / YY
CVC
Continue

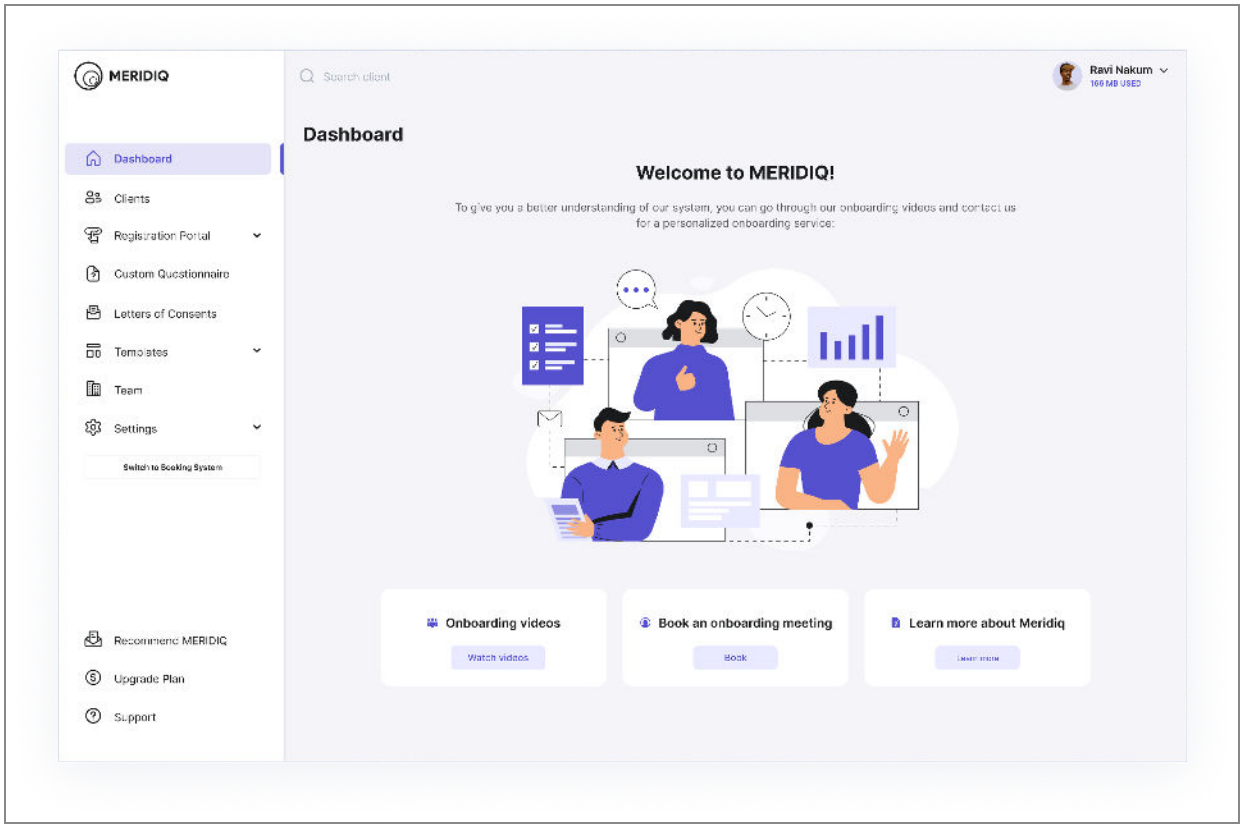
The Dashboard

Once the subscription is successful, you will be automatically directed to the **Dashboard** which will formally welcome and introduce you to the software. The Dashboard is the homepage where other features of the software can be accessed.

There is a Menu Bar on the left side displaying various menus such as **'Home,' 'Clients,' 'Custom Questionnaires,' 'Letters of Consents,' 'Registration Portal,' 'Settings', 'Recommend MERIDIQ', 'Templates,' 'Team,' 'Upgrade Plan,'** and **'Support.'**

Each feature will be discussed in the order we thought was the best.

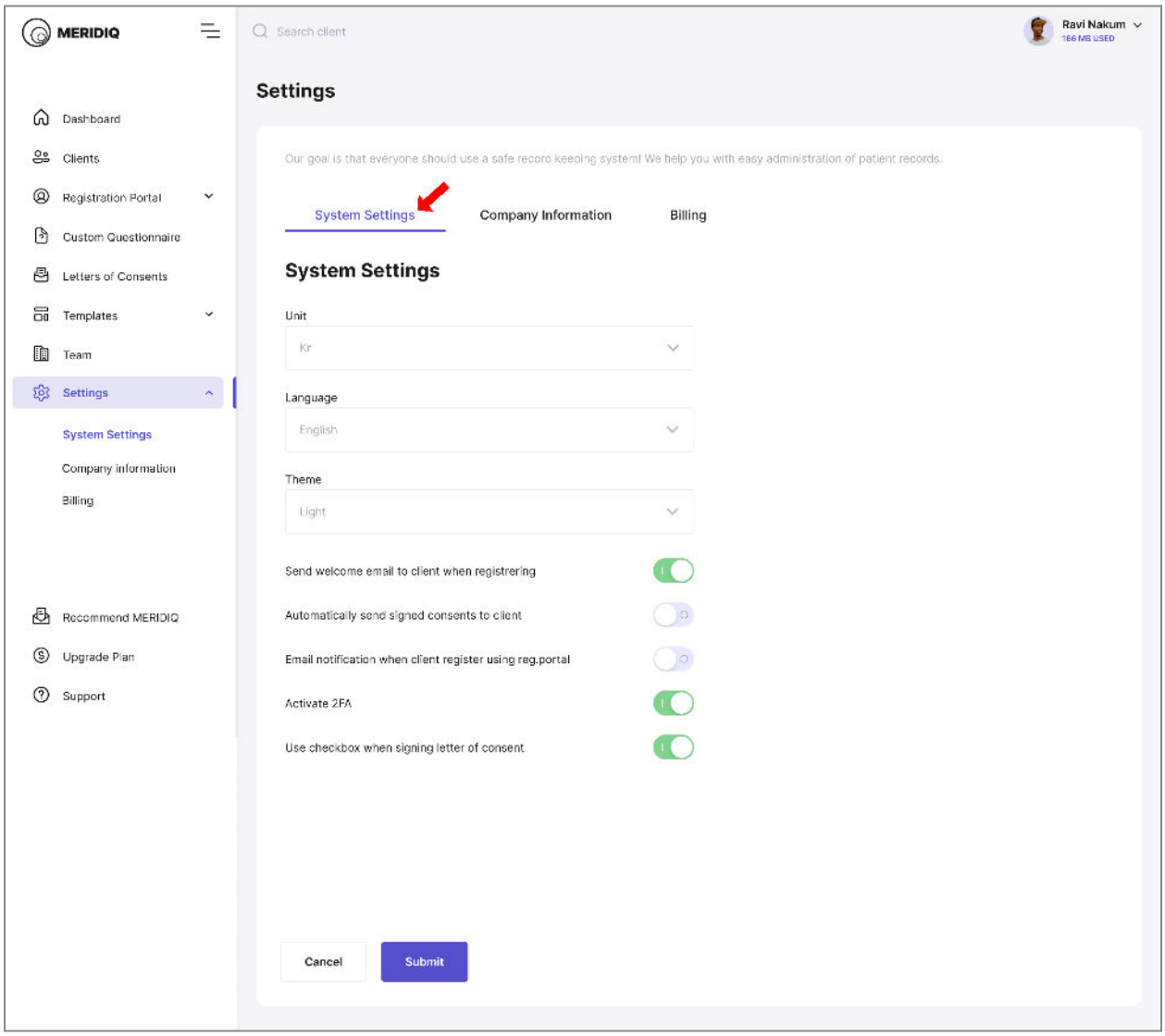



MERIDIQ
Search client
Ravi Nakum
Dashboard
Clients
Registration Portal
Custom Questionnaire
Letters of Consents
Templates
Team
Settings
Switch to Booking System
Recommend MERIDIQ
Upgrade Plan
Support
Dashboard
Welcome to MERIDIQ!
To give you a better understanding of our system, you can go through our onboarding videos and contact us for a personalized onboarding service:
Onboarding videos
Watch videos
Book an onboarding meeting
Book
Learn more about Meridiq

Settings

Once you log in, navigate to the **'Settings'** menu on the dashboard to verify the information you have previously provided.

System Settings



Unit: Choose the appropriate unit.

Language: Ensure appropriate language.

Theme: Choose a suitable theme.

Welcome Email for New Patient Registration: If activated, new clients who registered through the 'Registration Portal' menu will receive an e-mail confirmation of their successful registration.

Automatically Send Signed Consents to Clients: If activated, this will notify clients when their letters of consent are signed.

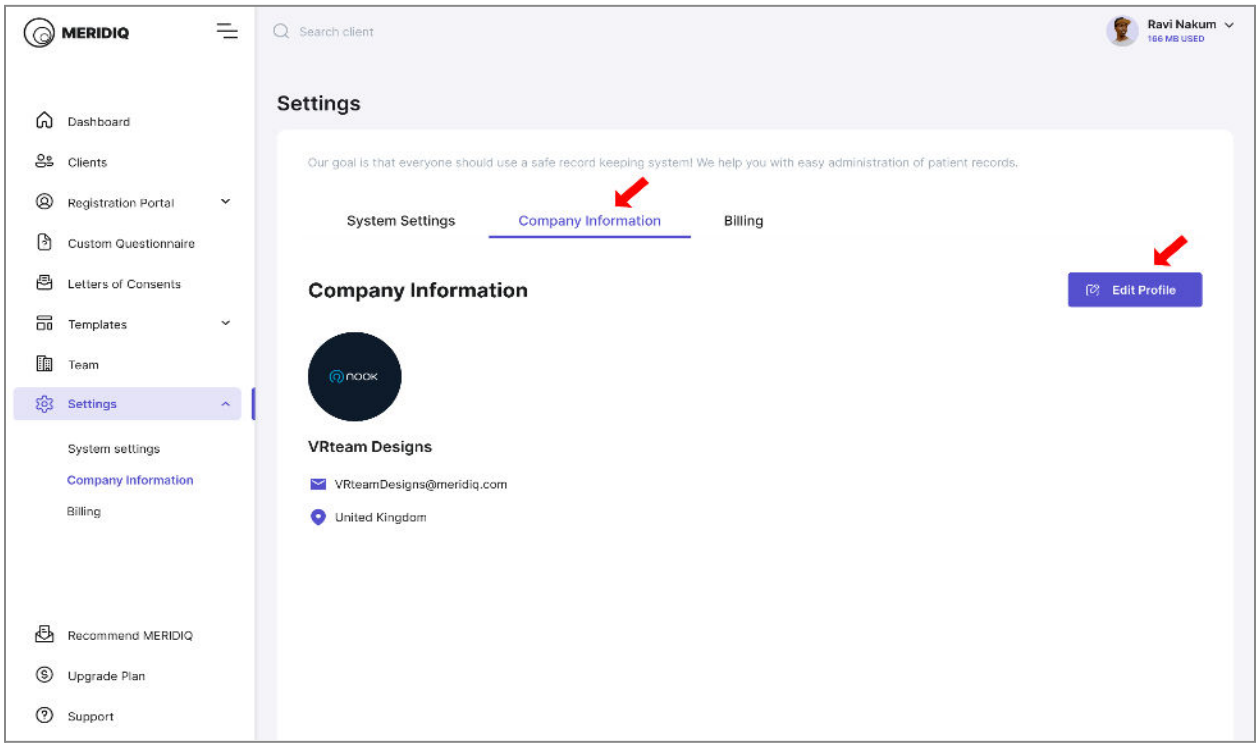
Email Notification When Client Register: If activated, the super user will receive an e-mail notification whenever a new user registers.

Activate 2FA: 2FA is an advanced security feature that requires you to provide your e-mail, password, and security code each time you log in.

Use the checkbox when signing the letter of consent.

Company Information

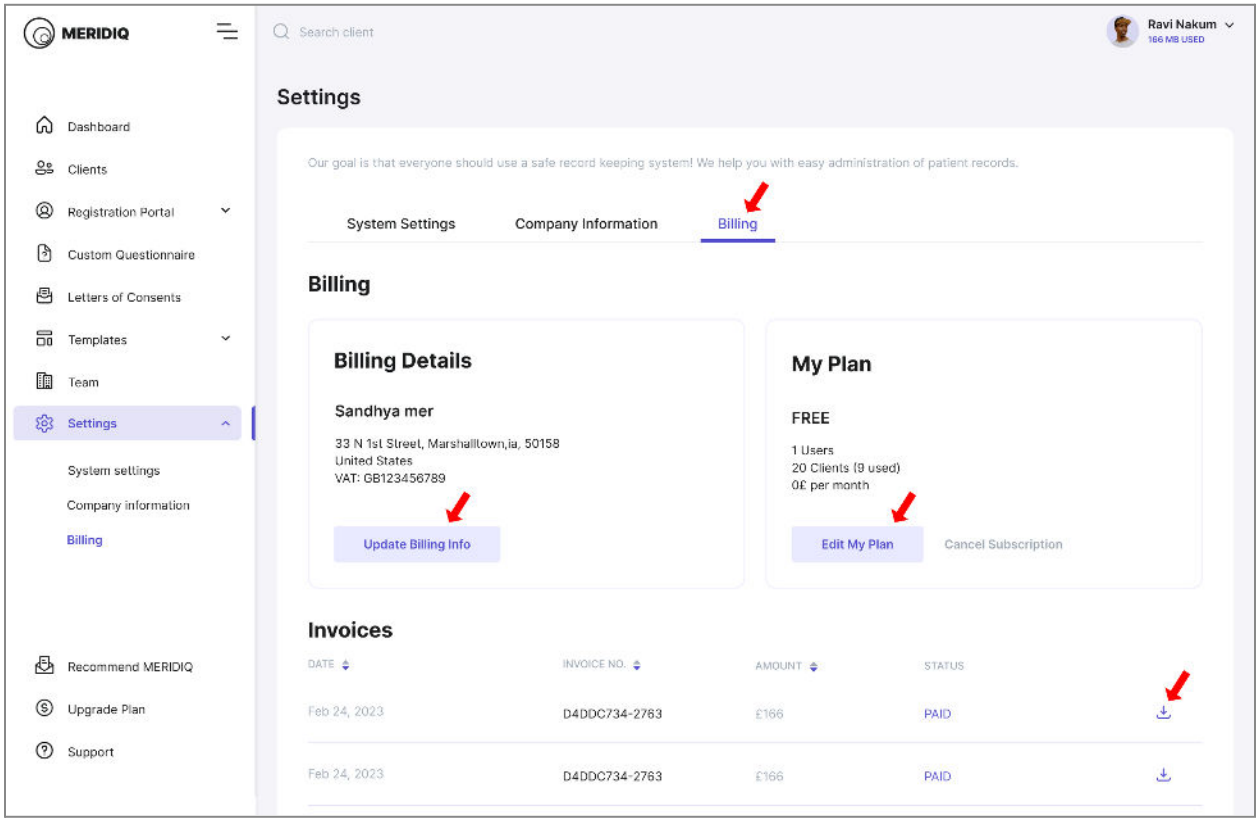
This is the information that was provided during registration. Using the icons, you can edit, change, or delete any information that is not accurate.

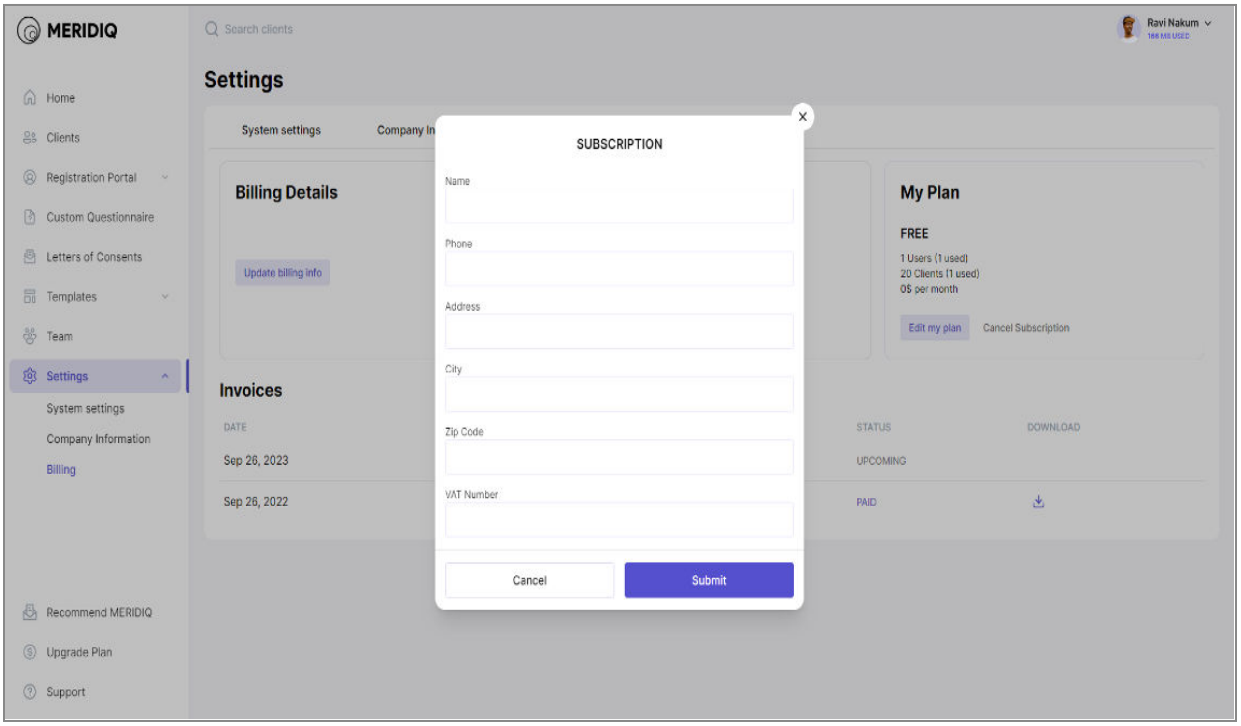


Billing

This page contains your subscription, billing, and payment information.
Here, you can upgrade or cancel your subscription plan.

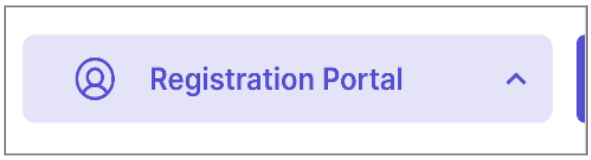
Card and billing information can also be edited. You will be required to provide a VAT Number. Invoices that summarize payment, amount, and status are also included on this page. You can download the invoice for other usages.




MERIDIQ
Search clients
Ravi Nakum
Home
Clients
Registration Portal
Custom Questionnaire
Letters of Consents
Templates
Team
Settings
System settings
Company Information
Billing
Recommend MERIDIQ
Upgrade Plan
Support
Settings
System settings
Billing Details
Update billing info
My Plan
FREE
1 Users (1 used)
20 Clients (1 used)
0$ per month
Edit my plan
Cancel Subscription
Invoices
DATE
STATUS
DOWNLOAD
Sep 26, 2023
UPCOMING
Sep 26, 2022
PAID
SUBSCRIPTION
Name
Phone
Address
City
Zip Code
VAT Number
Cancel
Submit

Registration Portal

The **'Registration Portal'** allows your clients (patients) to fill out their personal information. After they have filled out their personal information, it will be stored in their record for future treatment.



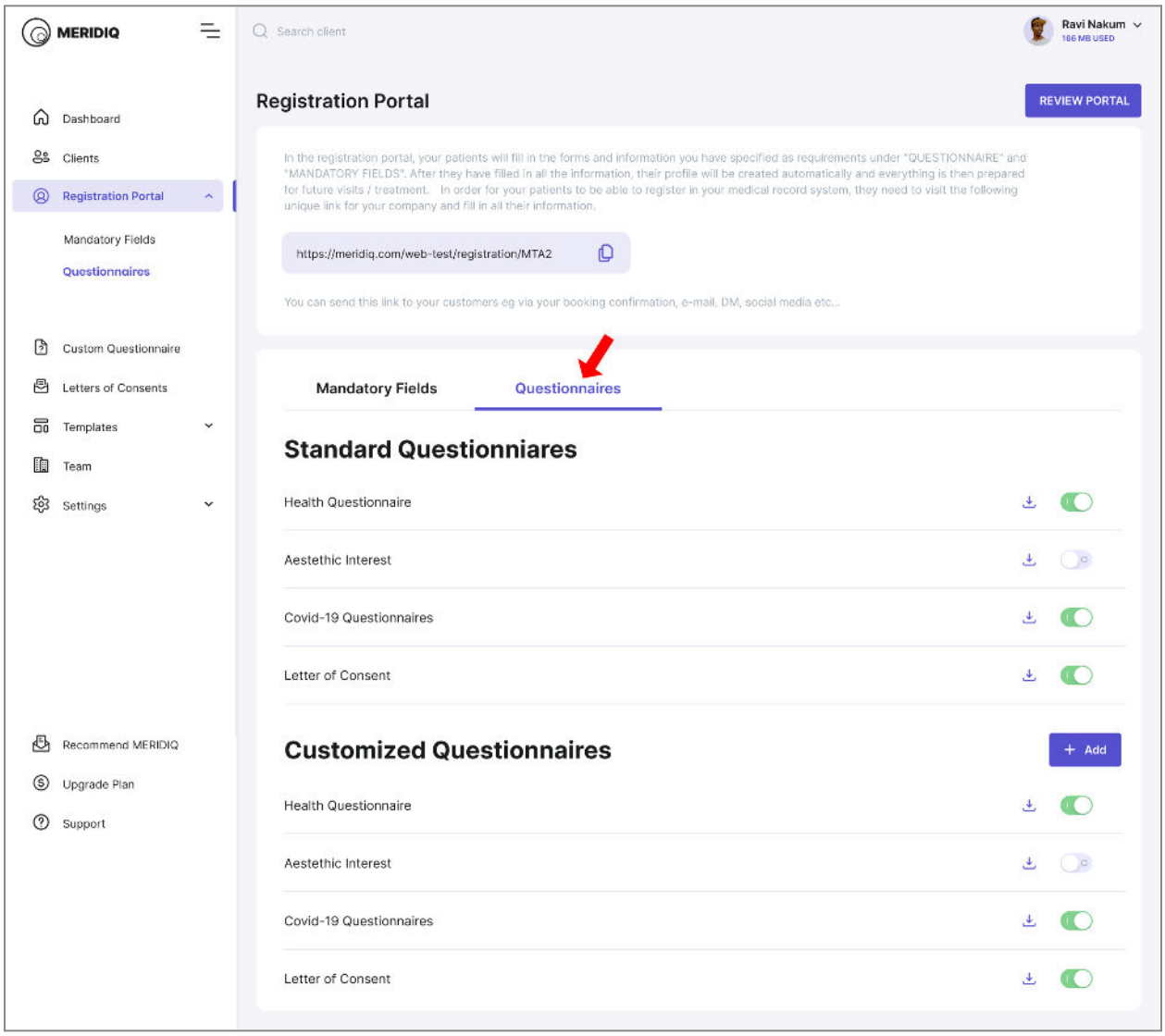
"For patients to register, they need to visit your unique link for your company, an example of unique link: ***https://meridiq.com/web-test/registration/MTA2*** and fill out their details".

Note: You can copy and paste the link into the preferred messaging platform. Link it on your homepage or social media or include it in the booking confirmation the client receives when booking a treatment.

Questionnaire

These are the set of questions that the clients are meant to answer about their general health and other related issues. You can view the questionnaires before activating them.

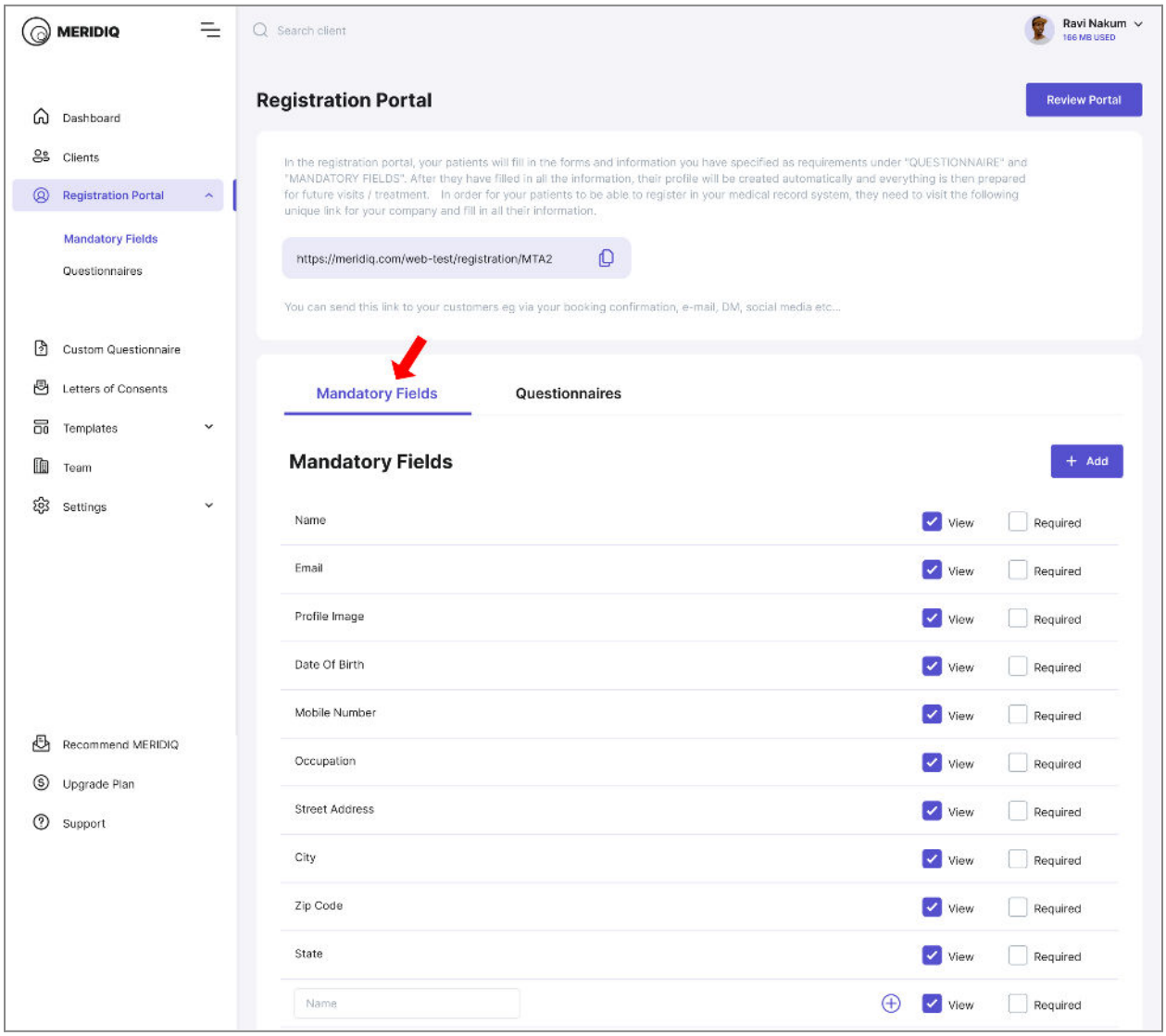
Custom questionnaires can be edited to accommodate other useful information that you wish to ask the client. You edit, create new and delete custom questionnaires from the **"Custom Questionnaire"** in the Menu Bar.



Note: The changes made in the **'Questionnaire'** icon will be reflected in the **'Registration Portal.'**

Mandatory Fields

Allows you to check the mandatory boxes for the clients to answer.
Mandatory fields can also be added.



Note: The **'Questionnaire'** icon in the main menu offers the same features. It allows you to select pre-designed questionnaires, create custom questionnaires, edit the title, and do everything deemed necessary. You can also proceed to add or remove mandatory fields.

Clicking the Link

Clicking the URL link will take your client to the registration portal where the name and the logo of the company is already displayed.

- Choose the preferred language

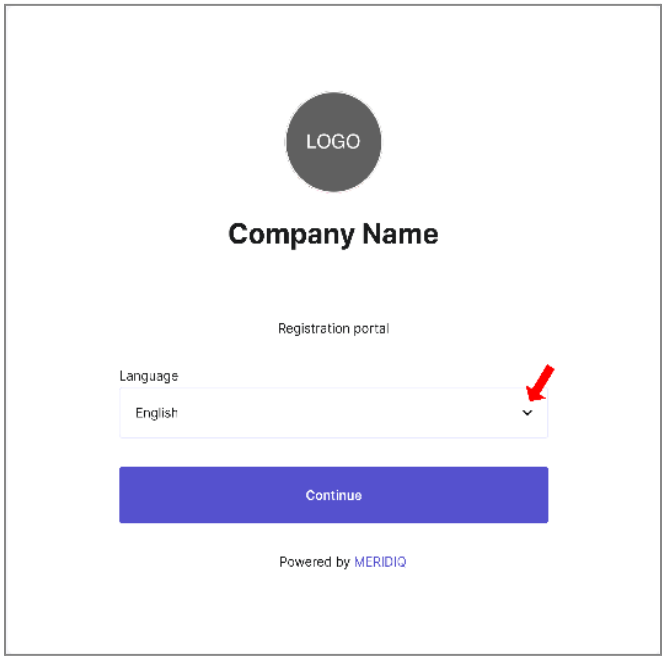
- New clients will provide personal information and profile picture

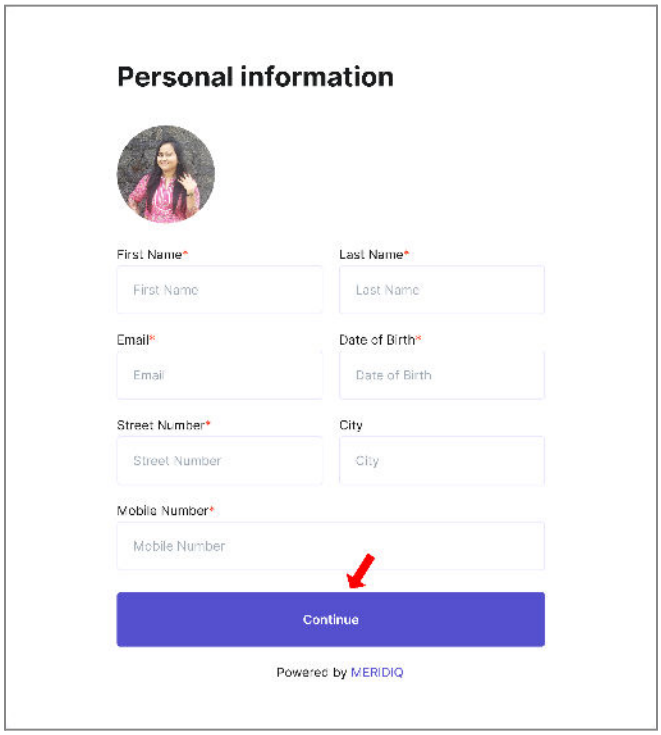
- Clients will proceed to answer questionnaires (that you have selected) and the mandatory fields where the the client will provide necessary information about their general Wellbeing

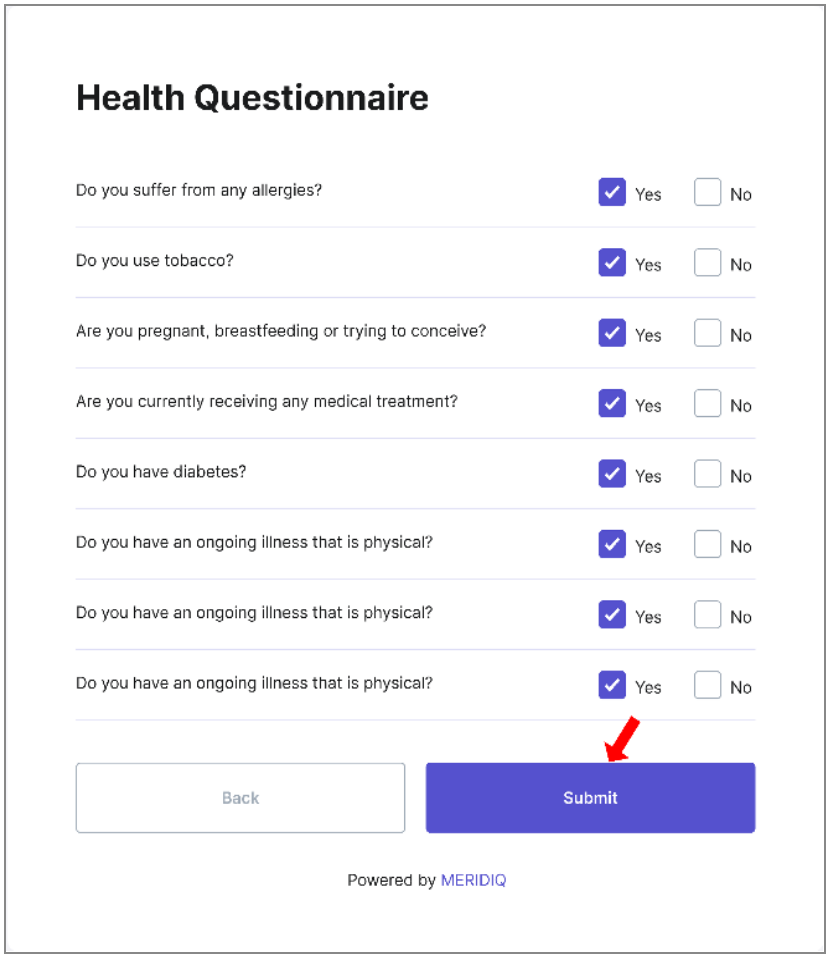
- They will be required to consent to the processing of their personal information

- Click on Save and Finish

Note: Clients can only register their email (ID) Once. If they try to register an already registered email, they will receive an error: "Please enter a unique email".Users can always edit client's profiles and update their email.

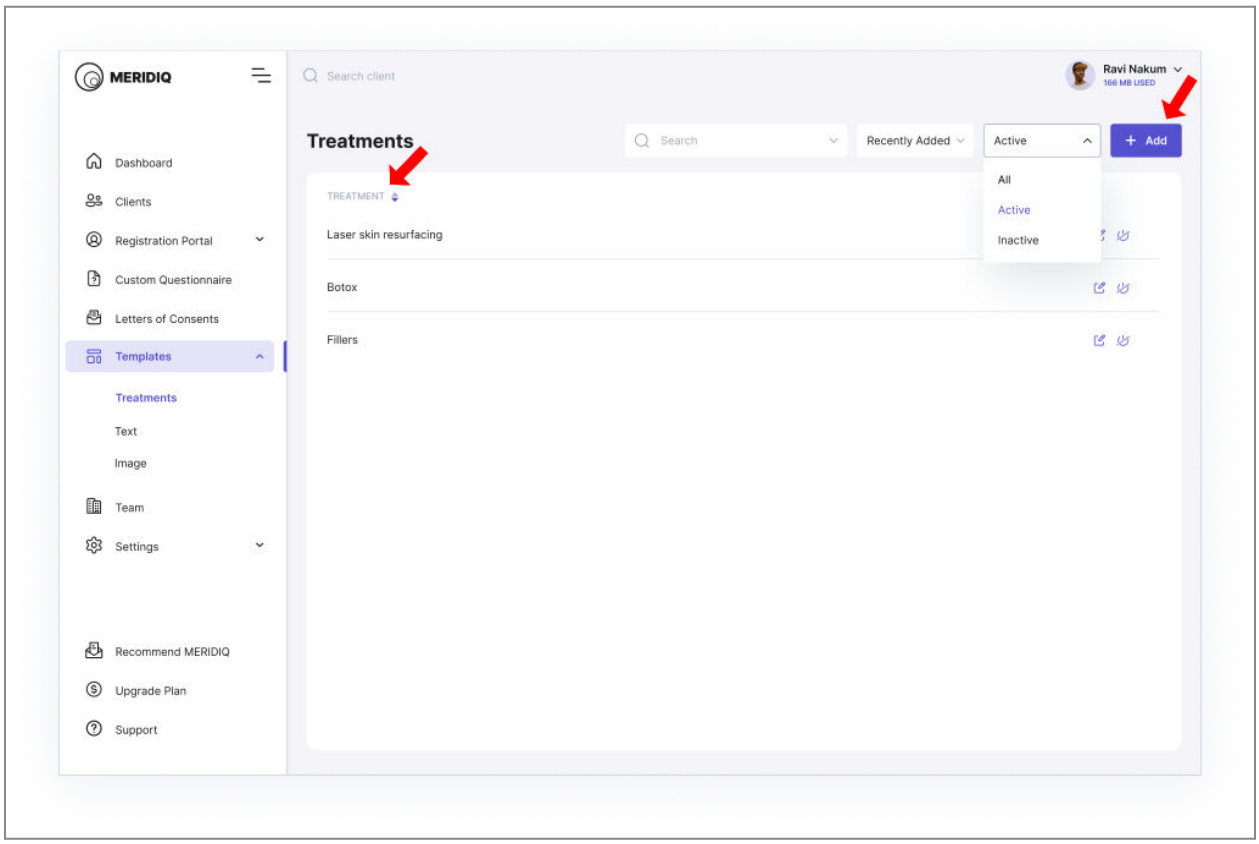





Health Questionnaire
Do you suffer from any allergies?
Yes
No
Do you use tobacco?
Yes
No
Are you pregnant, breastfeeding or trying to conceive?
Yes
No
Are you currently receiving any medical treatment?
Yes
No
Do you have diabetes?
Yes
No
Do you have an ongoing illness that is physical?
Yes
No
Do you have an ongoing illness that is physical?
Yes
No
Do you have an ongoing illness that is physical?
Yes
No
Back
Submit
Powered by MERIDIQ

Templates

Treatments



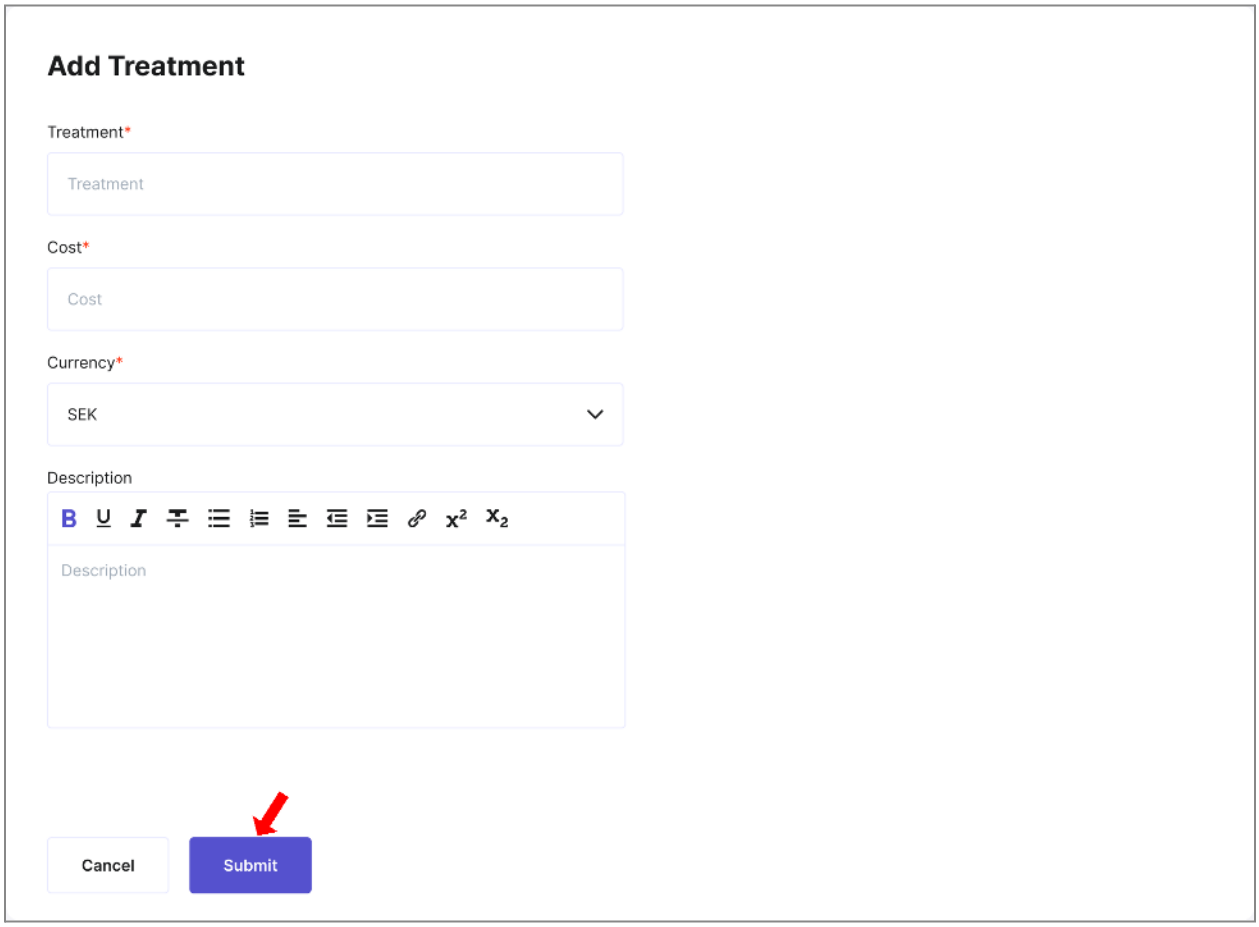
- Clicking on **'Templates'** on the menu bar will lead to the Templates page

- On the page, there is an already designed Treatment Template called **'Fillers.'**

- You can add additional templates by clicking on 'ADD' on the right side or by edit existing templates by clicking the edit Icon.

- Enter the required information

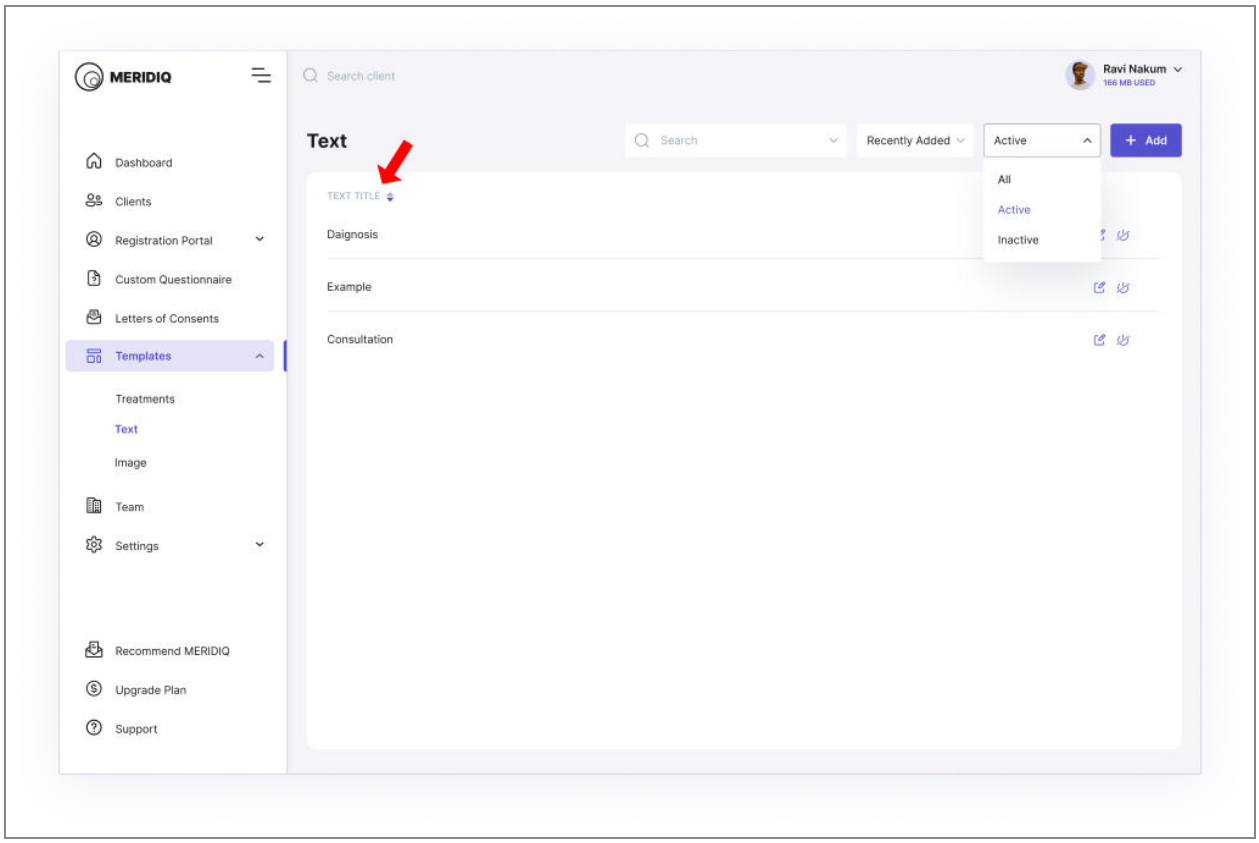
- Click on **'Submit'**



Note: You can activate, inactivate, or edit templates. Templates can be created for each service you provide

Text and Image

- It is a bit more technical- like diagnosis
- You are required to fill in the necessary information
- You can add an image
- You can add more texts, inactivate them, or delete them


MERIDIQ
Search client
Ravi Nakum
166 MB USED
Dashboard
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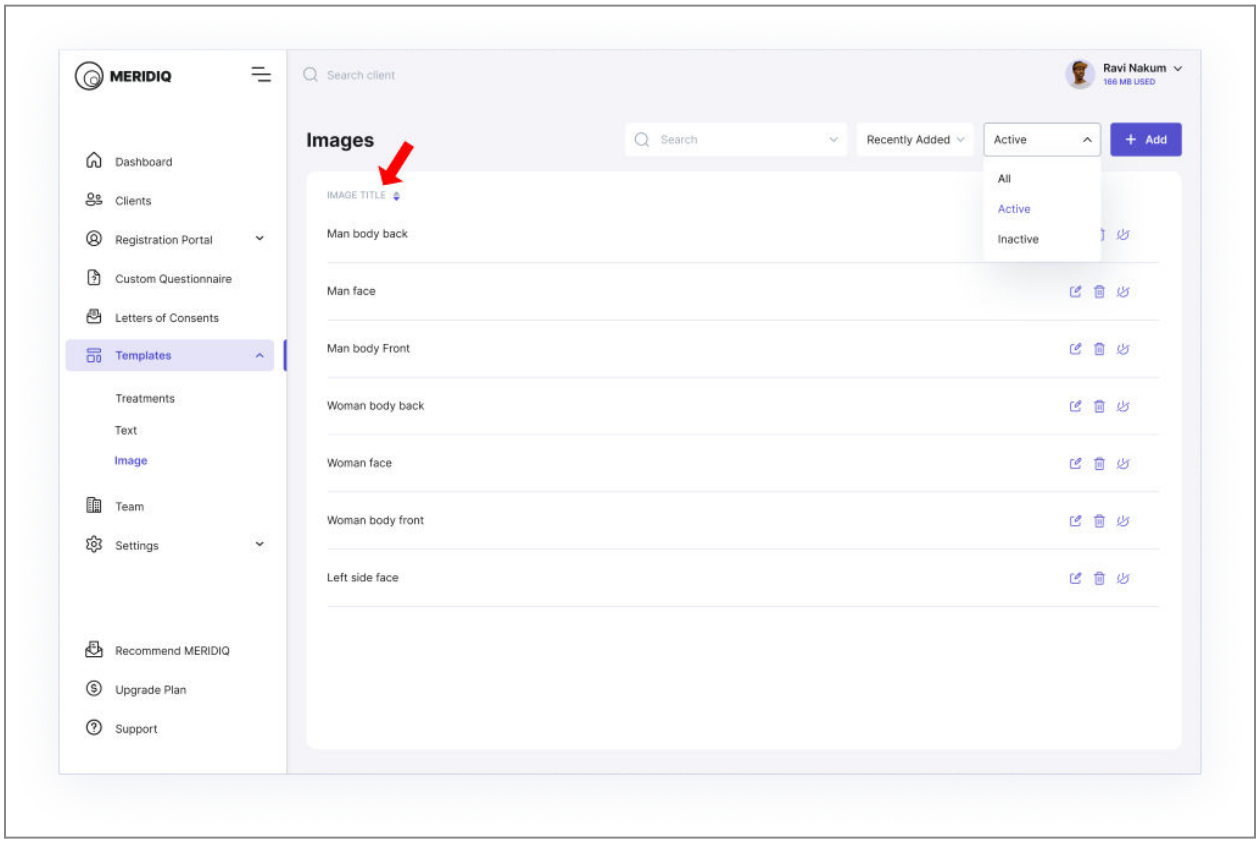
Custom Questionnaire
Letters of Consents
Templates
Treatments
Text
Image
Team
Settings
Recommend MERIDIQ
Upgrade Plan
Support
Text
Search
Recently Added
Active
+ Add
All
Active
Inactive
TEXT TITLE
Daignosis
Example
Consultation


MERIDIQ
Search client
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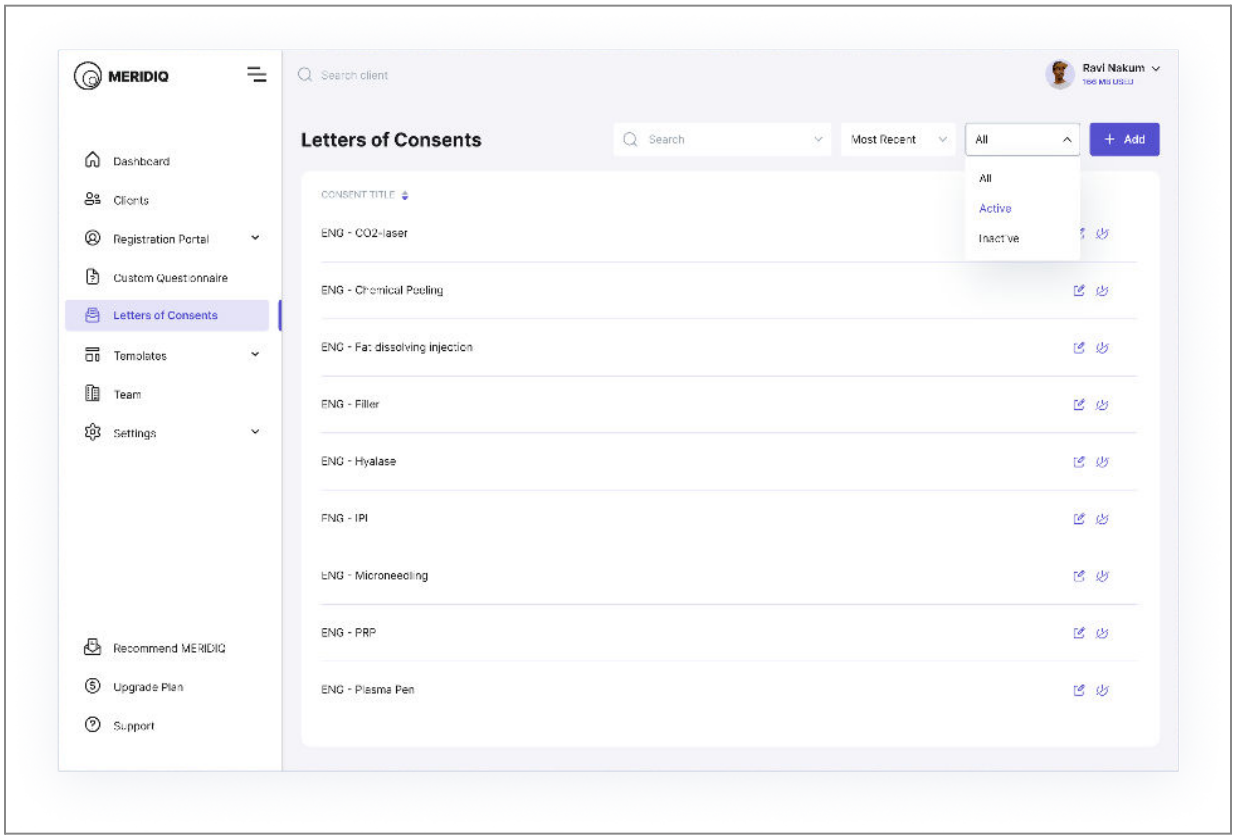
Dashboard
Clients
Registration Portal
Custom Questionnaire
Letters of Consents
Templates
Treatments
Text
Image
Team
Settings
Recommend MERIDIQ
Upgrade Plan
Support
Images
Search
Recently Added
Active
+ Add
All
Active
Inactive
IMAGE TITLE
Man body back
Man face
Man body Front
Woman body back
Woman face
Woman body front
Left side face

Letters of Consents

- By default, there are 10 English and 10 Swedish Letters of Consents.

- You can add new letters, edit, or inactivate the current letters they consider unnecessary.

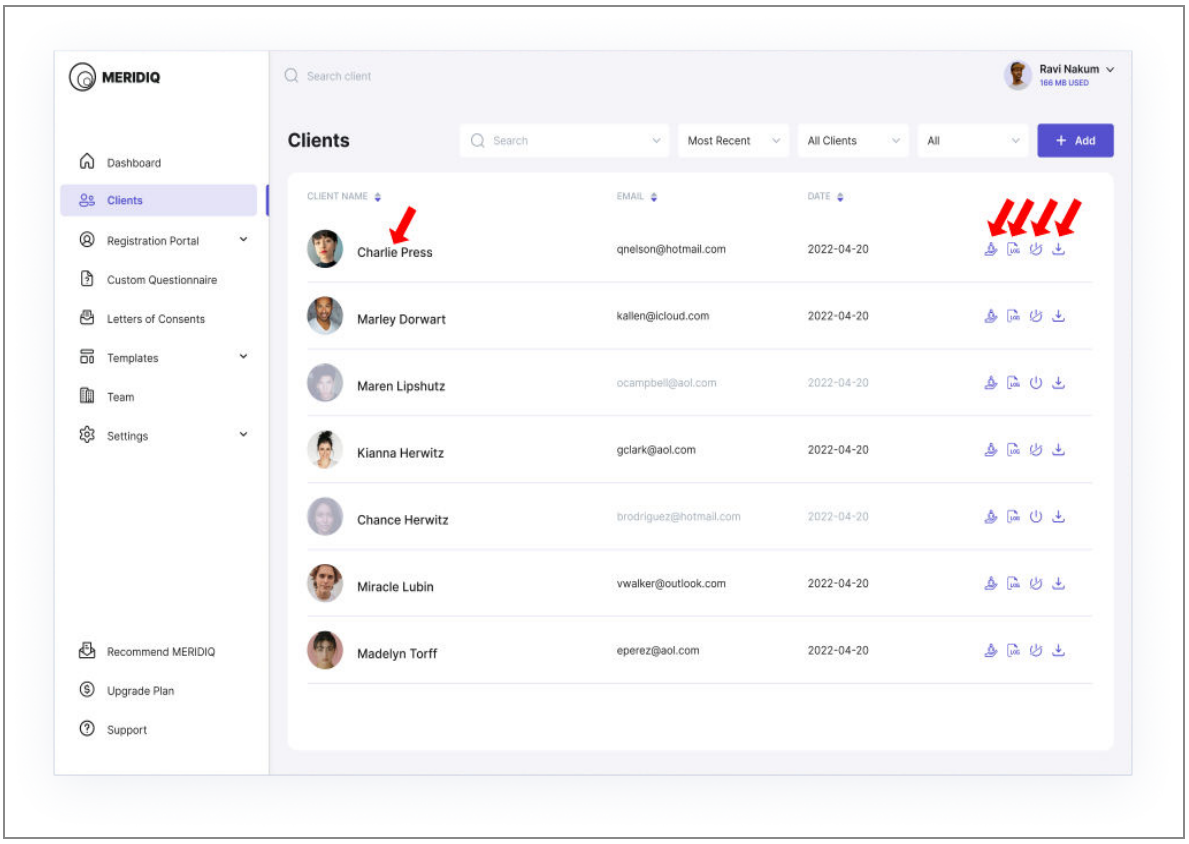


Note: Letters of Consent are like templates; you need to adapt them to suit their purposes.

Clients

When a client has completed registration using the registration portal, the client's details will be added to the 'Clients' menu on the left.

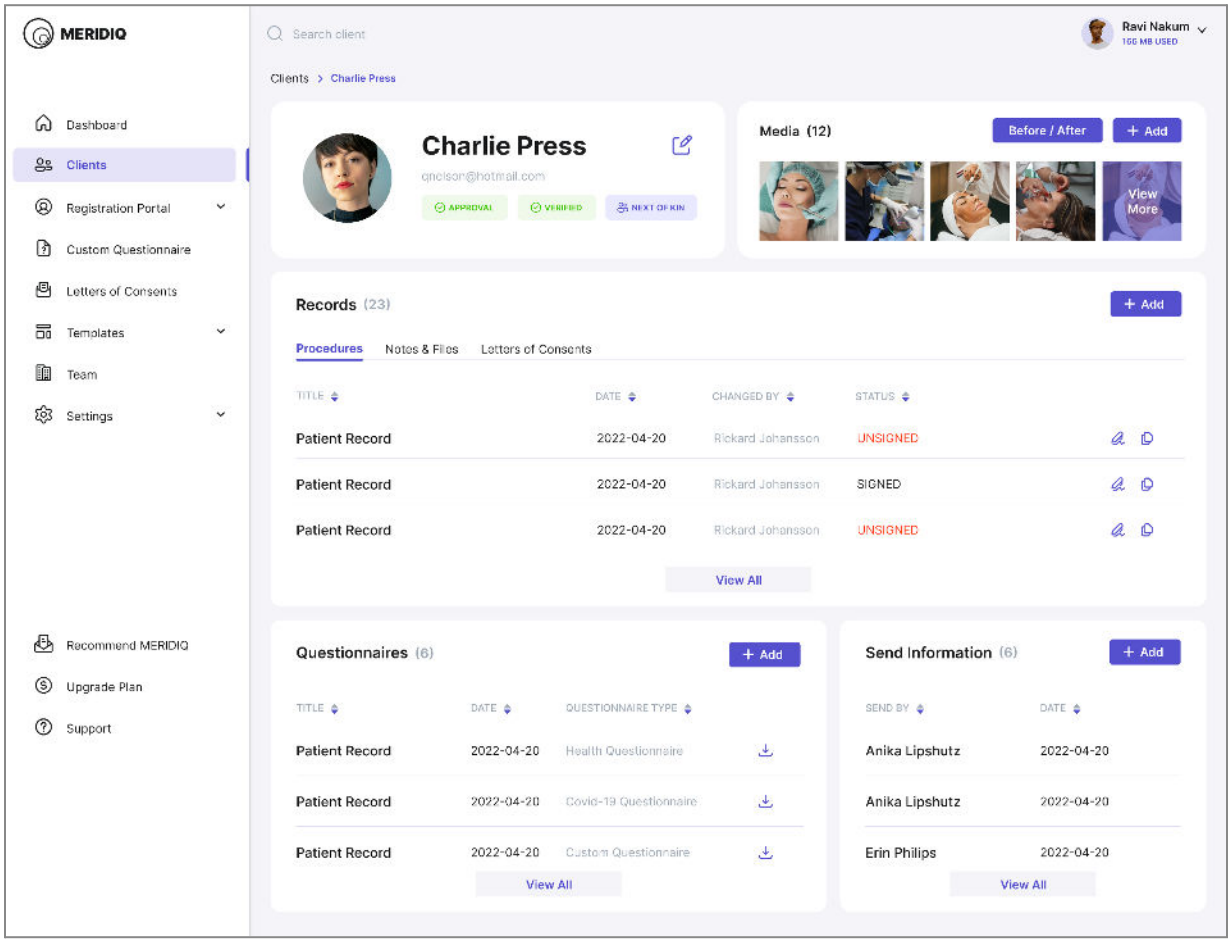
All information about the clients is stored and accessed here. Click on the client's name to access the client's information page. The user can manually add clients through this menu.



- Edit the Clients Dashboard by clicking the edit button or client name
- View the client's log file
- Download the client's medical records
- You can also inactivate the client if needed. This will remove the client from the active filter settings

Note: In the search bar, you can always search for the client you are looking for.

Edit the client profile to update the relevant information. Add information about Next of Kin Manually approve consent regarding storing of personal information or send the consent to the client's email for approval.



Notes and Files

A simple and fast way to do a record documentation about a client.

- By clicking on the 'Notes and Files' icon, you can proceed to provide usefully information about the client.

- You can also attach a file (image, document etc.) to the notes

- In the end, click on 'Submit.'

Note: All medical notes and files must be signed. Once signed, notes can only be viewed, not edited.

Health Questionnaire

The questionnaire is used to ask clients certain health-related questions before a treatment is performed. If the client has not filled this out using the registration portal, select "New." and fill out the form with input from the client. If a client's health changes, it's easy to update by just selecting "New" and updating relevant Information.

- Clients are expected to fill the appropriate spaces with the right answers
- Click on 'Submit'

Note: This information can be downloaded by the user for review purpose. This can help you to follow the client's health progress.

Custom Questionnaire

If you have created custom questionnaires they are accessed here to be updated and saved. Every custom questionnaire works the same way as the Standard “Health Questionnaire”. It’s easy to update and change by just clicking the “Custom Questionnaire” and selecting the “+” icon and updating with relevant information from the client.

Send Information

- You can use this space to send documents to the client by uploading the file and click on ‘Submit.’

- The information will be sent to the client via email from noreply@meridiq.com

- Log of each activity will be displayed on the ‘Send Information page

Media Library

This feature allows uploading images of the client. They are sorted on the day they are uploaded. When viewing images, there is also the I delete function if needed. “Media Library” is accessible from the “Procedure” feature so client images can be added to a particular procedure record.

- Upload images to the client’s media Library

- This feature has a very unlimited storage Space

- You can add and delete images

- Upload up to 15 images simultaneously

Before After

- Before After image tool gives the detail of the before image and after image of the completion of the treatment that how much improvement the treatment after completion of the treatment as compared to before.

- Firstly you can open the “Before and After image tool” by clicking on the “Before After.”

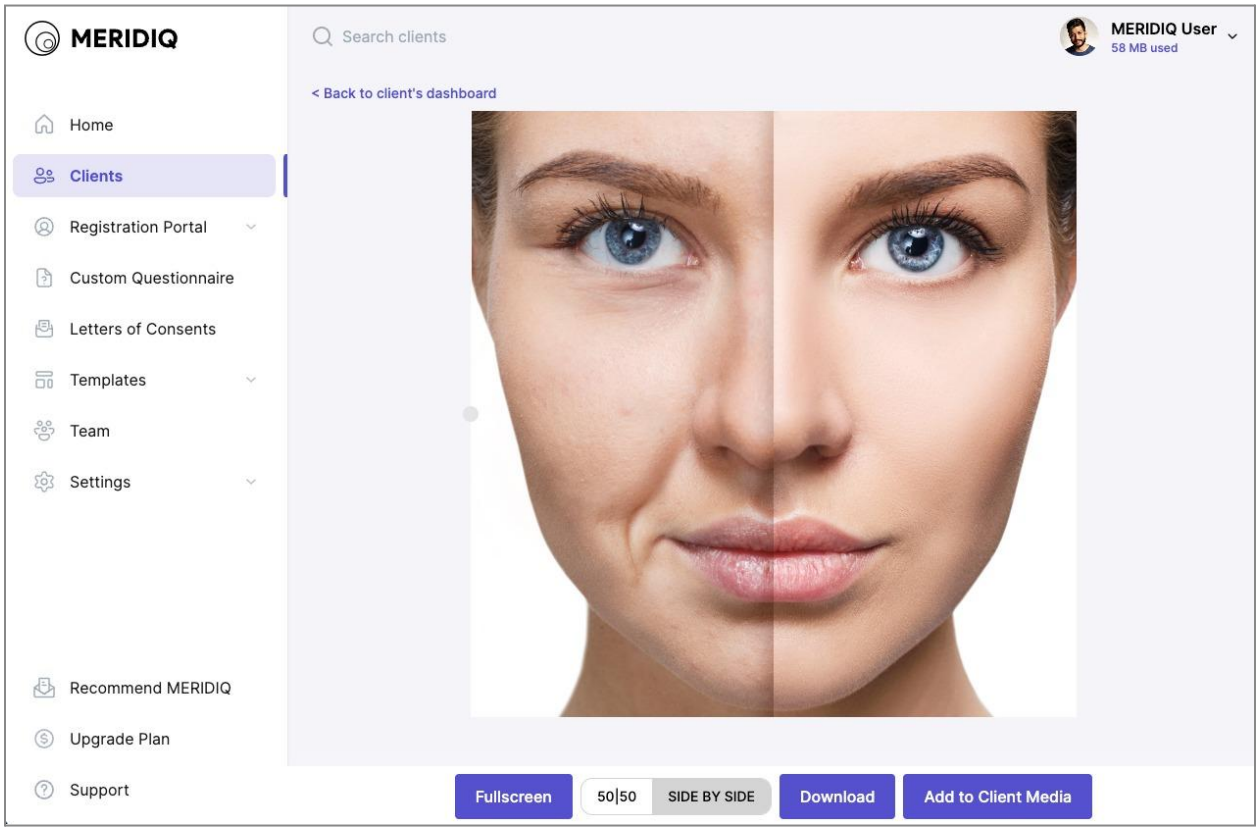
- Start the Procedure by clicking on the “Start”.

- Upload before and after treatment images by clicking on the “Next.”

- You can also upload images from “The client Media Library”.

- You can also edit the image with the “50/50” and “Side By Side” editing tools.

- You can also download that image by clicking on the “Download” and add it to client media also by clicking on the “Add to Client Media.”



Procedure

- Procedure gives the detail of the treatment prescribed

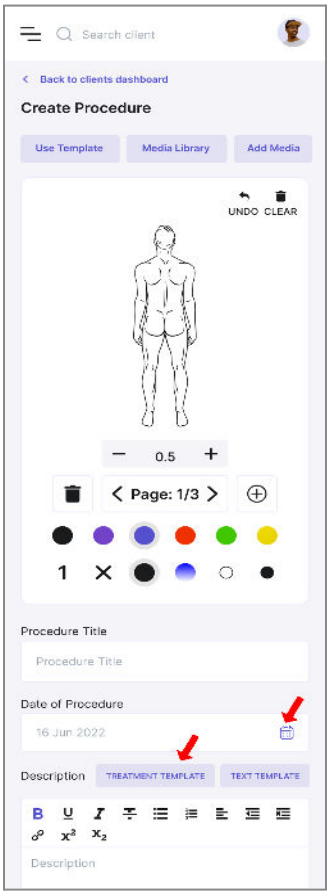
- Attach an applicable treatment template (or text template). You can add a template and change the price for this specific procedure. You can also add multiple treatments templates if needed

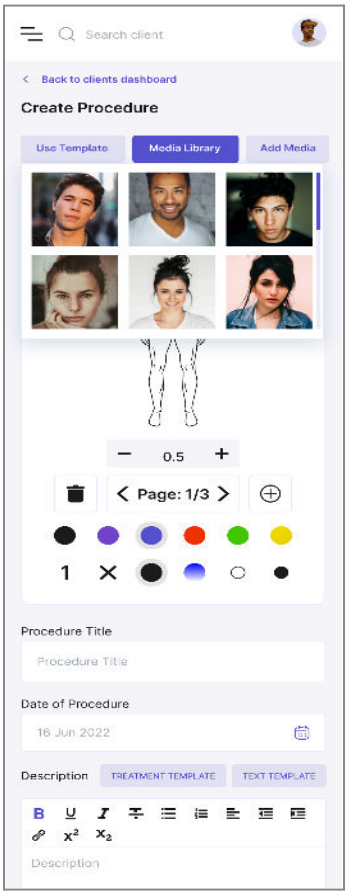
- Add additional information to the template to complete the documentation

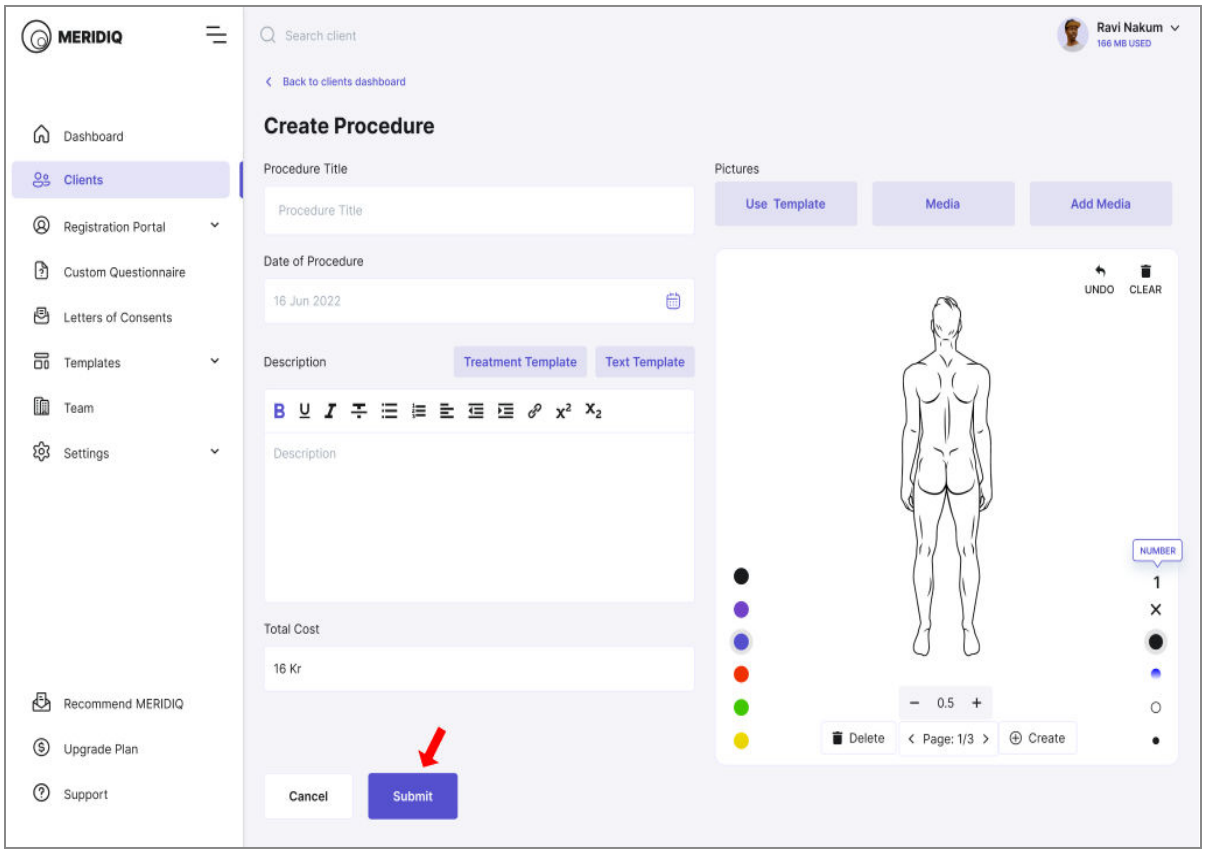
- Add image(s) using the default templates (Use Template) or use the client's authentic images from the "Media".

- There are tools to edit the image to do visual documentation of the procedure. The image or picture can be coloured, and marked in different colours and shapes. You can also add numbers if needed.

- Once all necessary information is included, save the procedure for the patient.





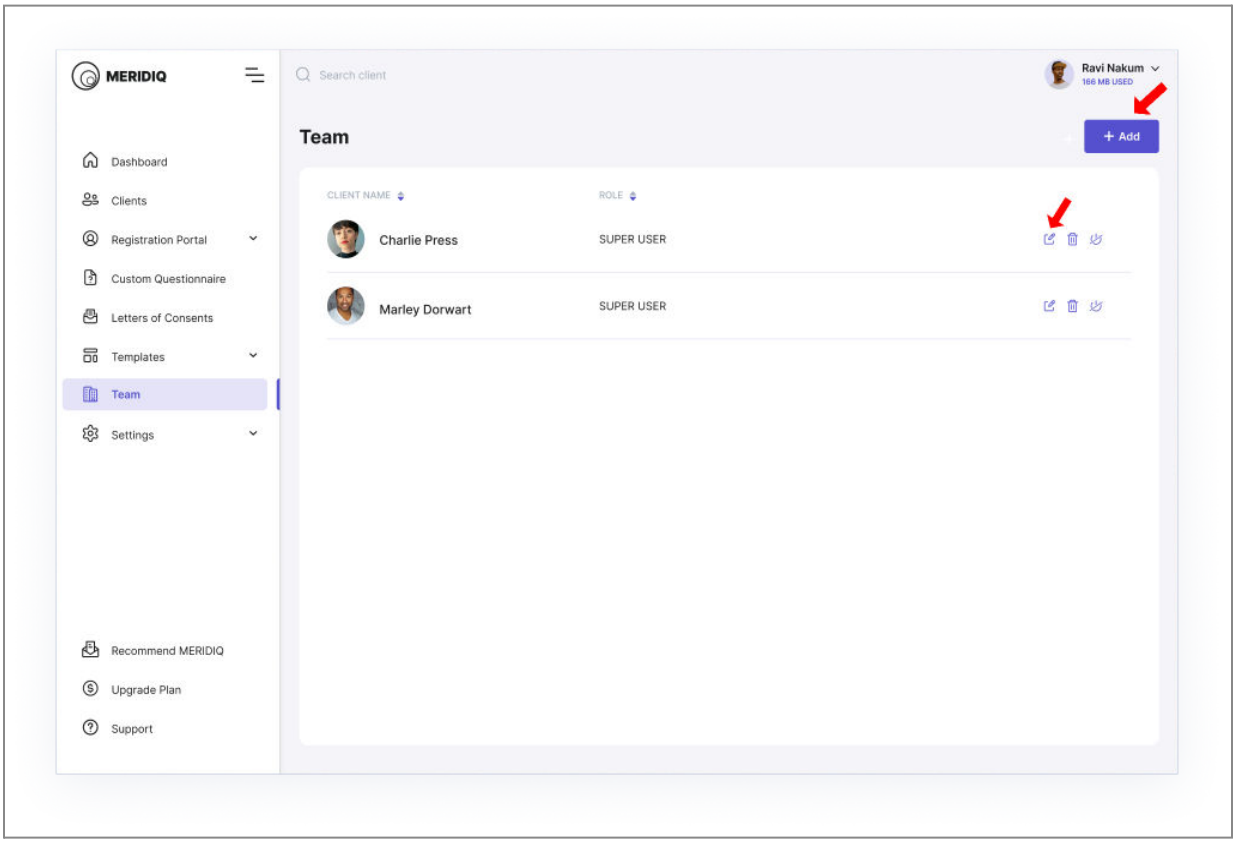


Note: The procedure must be signed by the user to authenticate it. The procedure can be edited and updated until it is signed. Once it is signed, the procedure is locked- it can only be viewed and copied, not edited.

Team

“There are two roles for the User- Admin or User. Fill in the corresponding information and submit.
Admins: Full access but no access to “Company Information” or “Billing.”
Users: Same as admins, and no access to “Custom Questionnaire”, Letters of Consent, Registration Portal, or Upgrade Plan You can add, edit, and delete users.

Note: “You can only add the number of admins/users that you have subscribed to.”



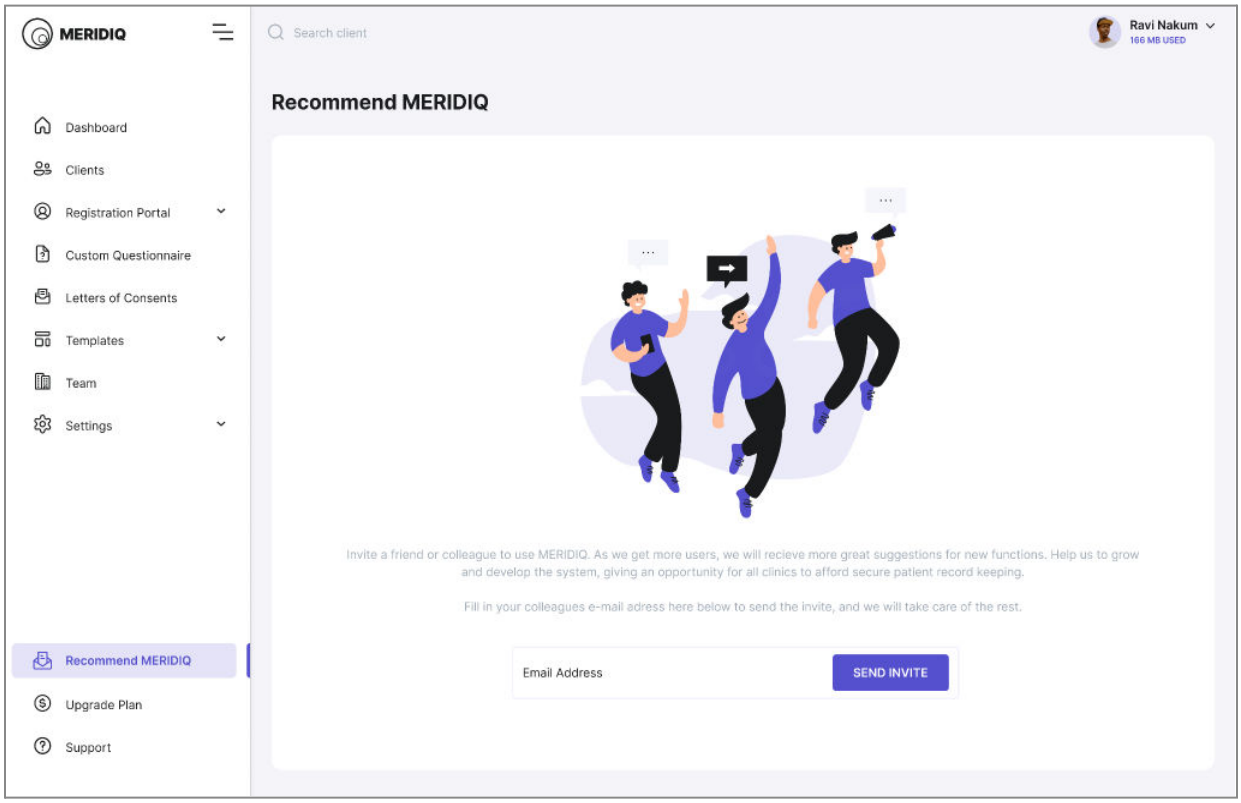
Recommend MERIDIQ

The user can use this menu to invite a friend or colleague to use MERIDIQ. This helps us to grow and become better.

- Fill in the email address of your friend

- Click on **'SEND INVITE'**

- This person will receive an email invite to try out MERIDIQ



Upgrade Plan

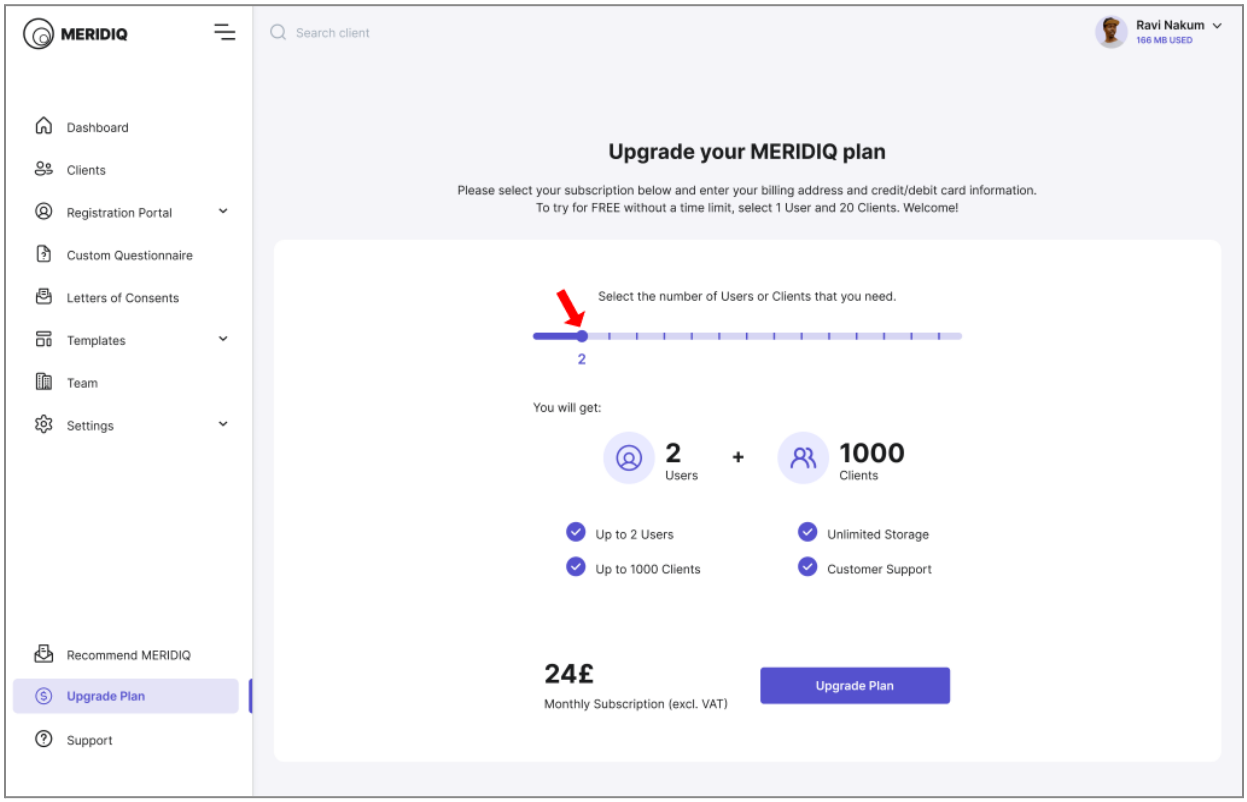
This menu shows your current subscription plan and allows you to upgrade.

- You can drag the line to upgrade to your desired subscription plan

- Click on 'Upgrade Plan'

- Provide all necessary information

- Click on '**Submit**'



Support

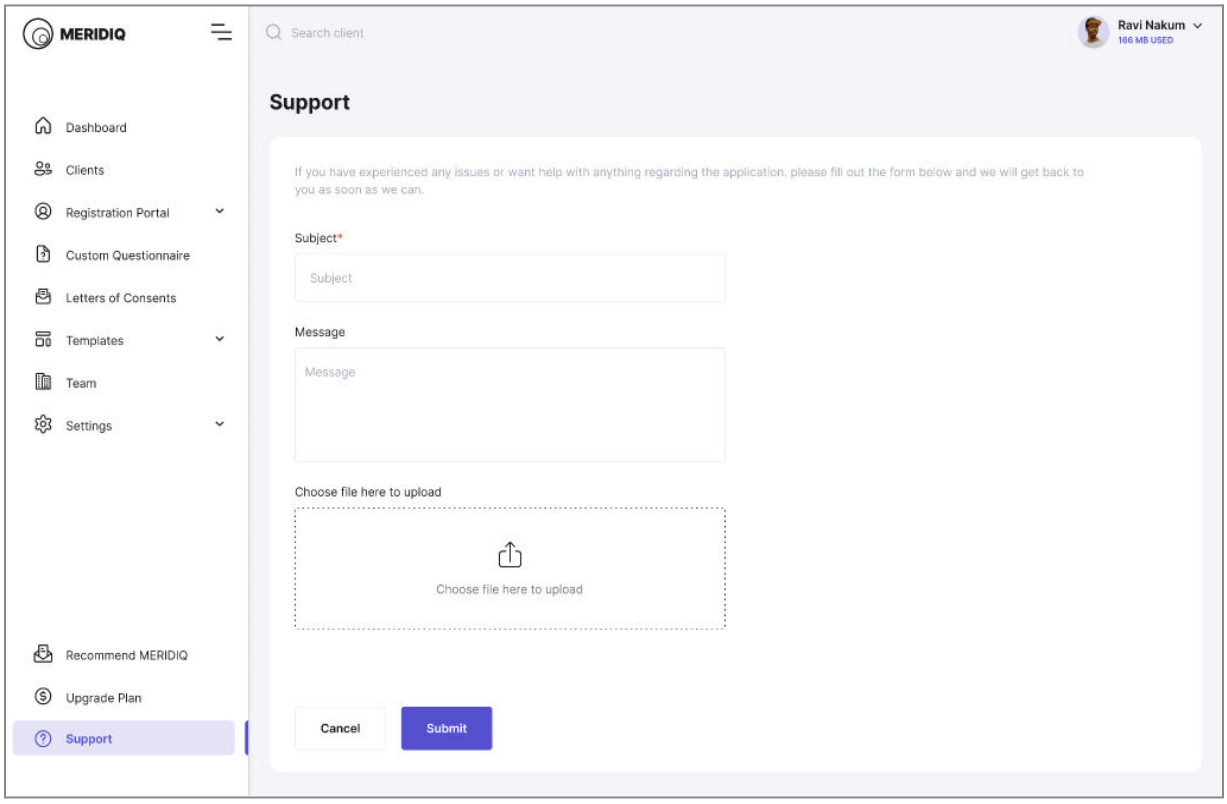
In any case of issues or errors while using the MERIDIQ service, use the 'Support' feature to reach out to us. Our support team is readily available to provide a prompt response to your Inquiries.

- Fill in the subject matter

- Provide the details of the issues you have

- You can also attach a file

- Click on **'SUBMIT'**



General Notes

MERIDIQ was created to enhance medical service delivery. As such, the software facilitates seamless delivery of medical services whereby clients do not have to visit the hospital or clinics to access bespoke health services. Users can track their client's medical progress without any Hassles.

As your clients continue to increase, you can upgrade your subscription plan to cover all your clients and accommodate all your users. One user is meant to cover five hundred clients. Upgrading your subscription plan is easy.

Letters of Contests, Templates, Questionnaires, Mandatory Fields and other aspects can be edited by the user to suit specific requirements. Signing diagnosis, procedures, Letters of Consents, and every document that requires signature are easy to sign without any Complications.

Additionally, it is easy to introduce and invite your friend or colleague to use the MERIDIQ software and enjoy the services provided therein.

MERIDIQ was designed to accommodate diverse needs; hence, your feedback will help us develop the software to achieve better service delivery and optimized performance, leading to the utmost satisfaction. You can always reach us via our email at support@meridiq.com with your remarks, feedback, and inquiries.

Conclusion

The software is designed to facilitate seamless delivery of medical services and accurate keeping of medical records.

Due to the sensitivity and nature of the services provided through the software, it is essential always to ensure the security and safety of the software. In this regard, the email is used for login; hence, you can only have one simultaneously logged-in user per account for security and accountability measures. We recommend that you refuse to share login details with an external party.

Our support team is available for further questions.

MERIDIQ

www.meridiq.com