



# CallMyDoc – A Universal App for Doctor/Patient Communications

Carl Silva, CEO/CTO  
Shahinaz Soliman, M.D.

Sphinx Medical Technologies, Inc.

# Existing Call Services for Doctors are Inadequate

- They are expensive compared to what they provide
- They are not HIPAA compliant
- They do not adequately or correctly screen patient calls
- The doctor has no information about the patient calling
- None of these calls are documented, so they are never billed for, and they cannot be audited later



# Patients Also Do Not Like Existing Call Services

- They get a busy tone at heavy usage times and cannot reach the doctor
- They have to remember which pharmacy they use in detail when they call
- They have to remember all of their medications when they call, and their allergies, etc.
- The call to the doctor gets dropped
- They may not be speaking to their primary doctor so they have to explain everything all over again
- They do not know if the doctor sent the refill to the correct pharmacy and they do not know when it was sent
- They cannot easily make an appointment after hours



# CallMyDoc – The Mobile/Cloud Solution

- CallMyDoc fixes all of the problems that doctors and patients have to communicate effectively:
  - All calls are HIPAA compliant: patient authenticates using their date of birth and first three letters of their first name
  - Patients have the option to leave a message for the doctor or make an appointment after hours
  - When the doctor gets the call, they have a summary of the patient chart, so no one needs to remember anything, its attached to the call.
  - The doctor can respond in a variety of ways
  - If a prescription is done, the patient is called back and told when it was sent and where
  - All of the doctor/patient interaction is recorded as a session log file and pushed back and attached to the patient chart for audit and billing purposes



# Doctors Love CallMyDoc

- When a patient calls, they know which patient is calling
- If they share patient call handling, any doctor on call will have summary access to the patient chart to handle the call, even if they are not the patient's primary doctor.
- All information is presented in an easy to use, efficient, and well defined manner to get the doctor on and off the call with the patient as quickly and as safely as possible.
- The entire session between the doctor and the patient is well documented, so its clear who said what for audit and billing purposes.
- The doctor can tag and flag calls for staff follow up when the staff logs into the admin panel.



# CallMyDoc is much less expensive

- What is included:
  - Unlimited calling
  - Unlimited storage
  - Using the call documentation feature, it pays for itself
  - Documents all calls and actions taken and puts the log transcript back onto the patient chart
  - Less expensive than any other call center
  - HIPAA compliant unlike call centers





# How does it work?

# Download the App from iTunes and Login



•••• AT&T Wi-Fi 3:31 PM 91%

Welcome to **CALLMYDOC**

Enter your Username

Enter your Password

Enter your PIN Code

Remember me ☐

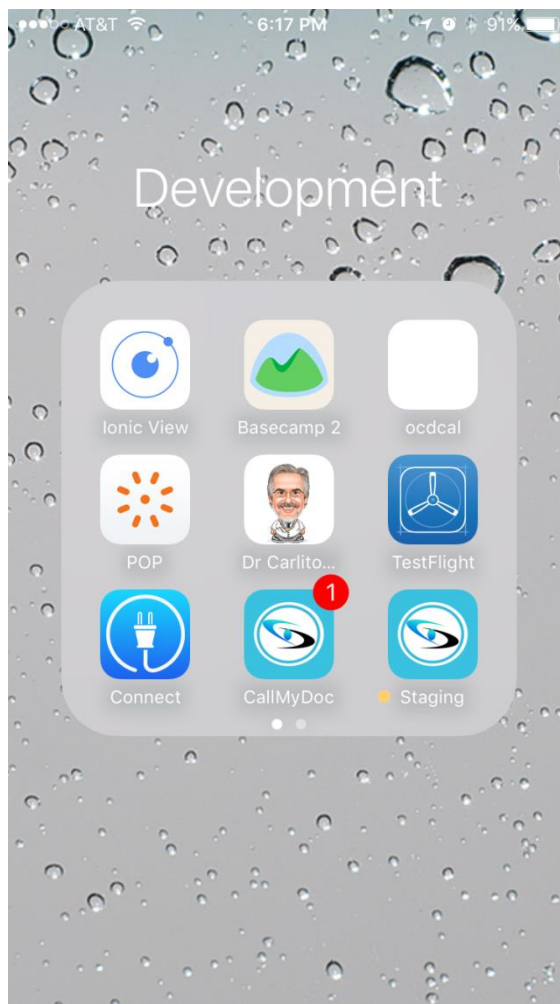
Log On

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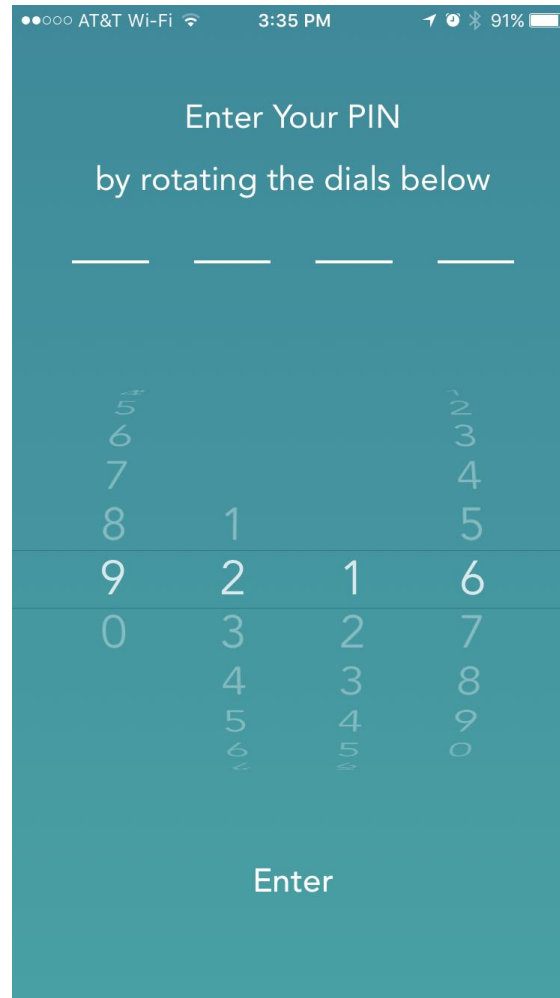
# Patient is Call Forwarded to CallMyDoc 877 System



# Banner Flashes and Audio Notification of Patient Call

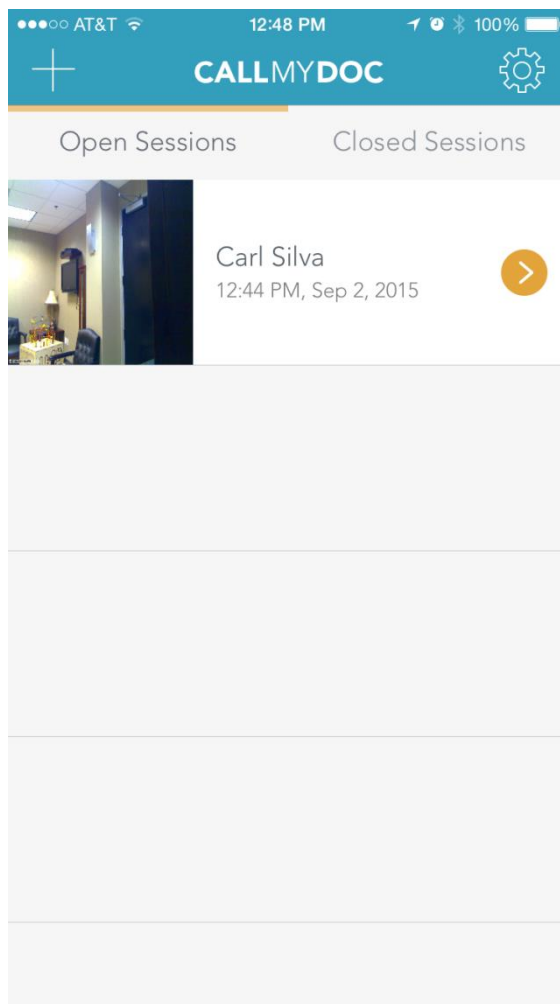


# Open CMD App and Enter Your Passcode PIN





# Open Sessions Display



# General Info and Patient Summary



AT&T 4G 12:50 PM 99%

Carl Silva

General Info

51 yo Male 193lbs

|                |          |
|----------------|----------|
| Last Visit     | 07/23/15 |
| Blood Pressure | 120/80   |

Diagnoses

17

Updated: 06/06/15

Allergies

1

Updated: 10/08/12

Labs

3

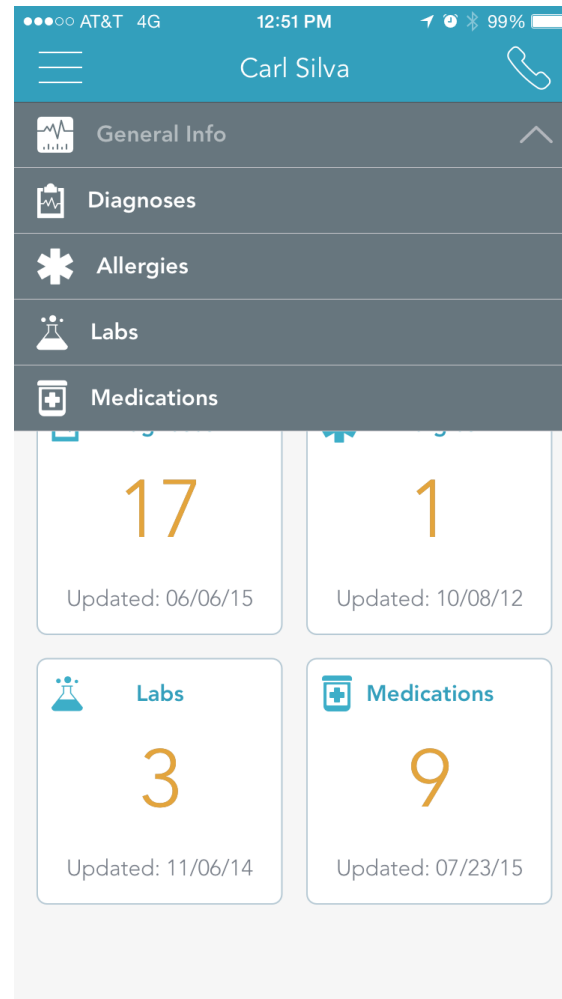
Updated: 11/06/14

Medications

9

Updated: 07/23/15

# General Info Drop-Down Menu





# List of All Labs

AT&T 4G 12:51 PM 98%

Carl Silva

Labs

| Title                        | Date Onset |
|------------------------------|------------|
| CULTURE, FUNGUS W/SME...     | 11/06/14   |
| CULTURE, THROAT              | 11/06/14   |
| Clinical PDF Report EN085... | 11/06/14   |
|                              |            |
|                              |            |
|                              |            |
|                              |            |



# View Lab Result

●●●● AT&T 4G 12:51 PM 98%

Lab X

|             |                                    |
|-------------|------------------------------------|
| Title       | Clinical PDF Report<br>EN085985K-1 |
| Date        | 11/06/14                           |
| Description | Result: Has attachments            |

 View Document



# View Lab Result Document

●●○○ AT&T 4G 12:52 PM 98%

Document X

  Report Status: Final  
SILVA, CARL

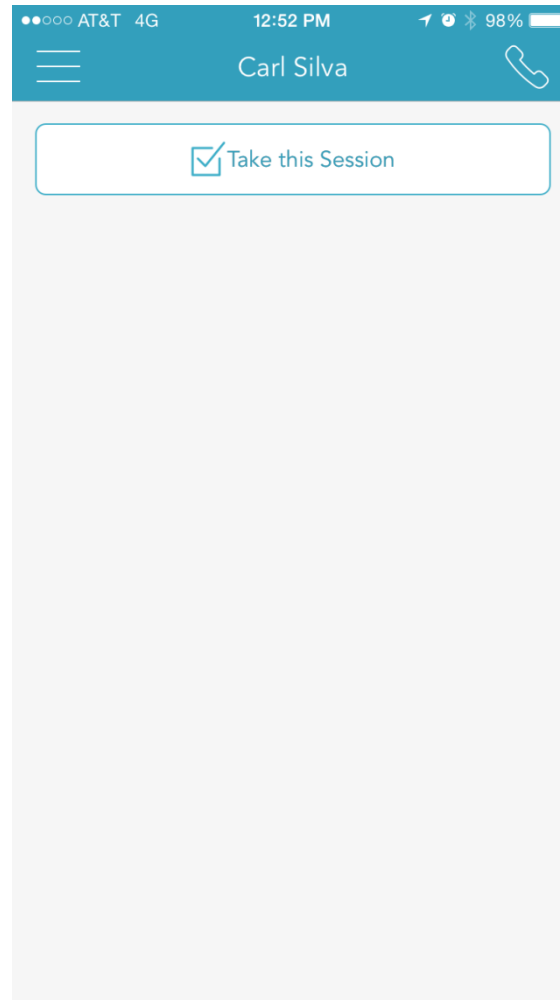
| Patient Information |            | Specimen Information             | Client Information             |
|---------------------|------------|----------------------------------|--------------------------------|
| SILVA, CARL         |            | Specimen: EN085985K              | Client #: 76089575 TR1000      |
| DOB: 09/18/1963     | AGE: 51    | Requisition: 4613368             |                                |
| Gender: M           | Fasting: U | Lab Ref #: 332301                | M.D.                           |
| Phone: NG           |            | Collected: 11/06/2014            | 3445 PACIFIC COAST HWY STE 200 |
| Patient ID: 7231    |            | Received: 11/06/2014 / 22:58 PST | TORRANCE, CA 90505-6659        |
|                     |            | Reported: 11/14/2014 / 13:13 PST |                                |

| Test Name                                     | In Range | Out Of Range | Reference Range | Lab |
|-----------------------------------------------|----------|--------------|-----------------|-----|
| CULTURE, FUNGUS W/SMEAR ROT HAIR, SKIN, BLOOD |          |              |                 |     |
| MICRO NUMBER: 41185018                        |          |              |                 |     |
| TEST STATUS: FINAL                            |          |              |                 |     |
| SPECIMEN SOURCE: THROAT                       |          |              |                 |     |
| SPECIMEN QUALITY: ADEQUATE                    |          |              |                 |     |
| SMEAR: No fungal elements seen.               |          |              |                 |     |
| RESULT: No yeast isolated                     |          |              |                 |     |
| EN                                            |          |              |                 |     |
| CULTURE, THROAT                               |          |              |                 |     |
| MICRO NUMBER: 41185019                        |          |              |                 |     |
| TEST STATUS: FINAL                            |          |              |                 |     |
| SPECIMEN SOURCE: THROAT                       |          |              |                 |     |
| SPECIMEN QUALITY: ADEQUATE                    |          |              |                 |     |
| RESULT: No oropharyngeal pathogens recovered. |          |              |                 |     |
| EN                                            |          |              |                 |     |

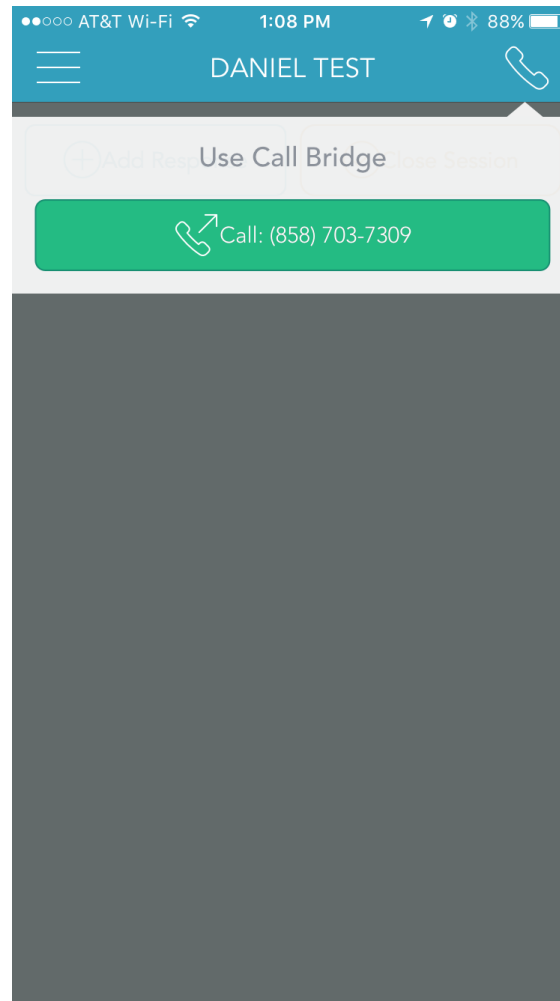
**PERFORMING SITE:**  
EN QUEST DIAGNOSTICS-WEST HILLS 3401 FALLBROOK AVENUE, WEST HILLS, CA 91361-4236 Laboratory Director: CHRISTOPHER H. MOTTENHEAD, PhD, CLIA (10D042627)

CLIENT SERVICES: 866.697.8378 SPECIMEN: EN085985K PAGE 1 OF 1  
Quest, Quest Diagnostics, the associated logo and all associated Quest Diagnostics marks are the trademarks of Quest Diagnostics.

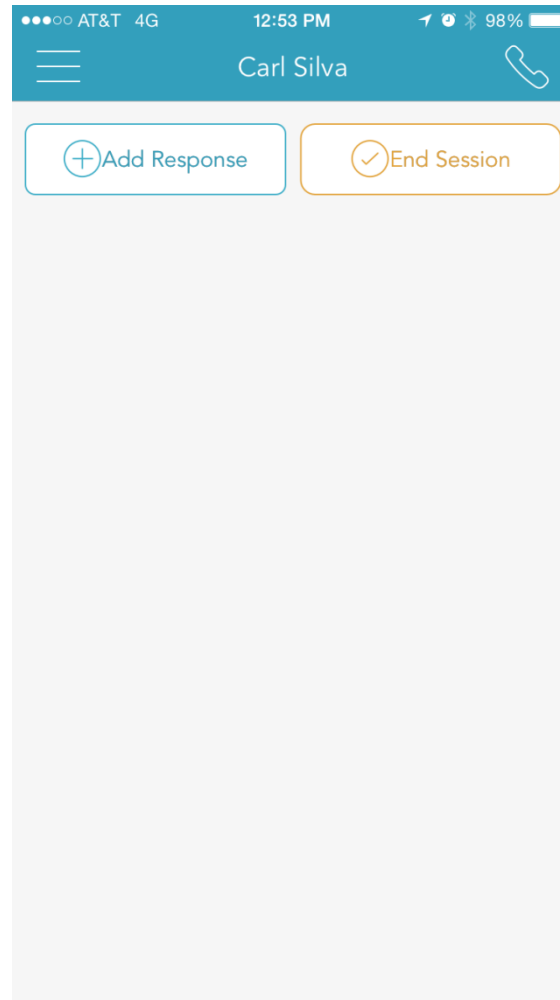
# A Session has to be “Taken” to Respond to Patient



# Doctor can Call Patient in Real-Time



# Doctor can also Add Responses for Patient



# Doctor Response Options to Send to Patient



AT&T 4G 12:53 PM 98%

Response Options

 Prescribe Medication

 Request Appointment

 Record Audio Response

 Custom Spoken Response

Preset Spoken Responses

 Go to Emergency Room

 Medication at Pharmacy

 Call to Make Appointment

# Doctor Pre-Loaded Response Options



AT&T 4G 12:53 PM 98%

Response Options X

Preset Spoken Responses

- Go to Emergency Room
- Medication at Pharmacy
- Call to Make Appointment
- Pain Medications Denied
- Medications Denied
- We Tried to Reach You

# Prescribe from Existing Medications



AT&T 4G 12:59 PM 95%

Prescribe Medication

Icons: Person with heart, Star, Magnifying glass, Pencil

|                                                 |             |
|-------------------------------------------------|-------------|
| <b>DIOVAN HCT 160 MG-25 MG TABLET</b>           |             |
| 160-25 MG                                       | Daily       |
| 90 Tablet(s)                                    | 3           |
| <b>DOXYCYCLINE 100 MG TAB</b>                   |             |
| 100 MG                                          | Twice a Day |
| 20 Tablet(s)                                    | 0           |
| <b>ZITHROMAX 250 MG TABLET</b>                  |             |
| 250 MG                                          | Daily       |
| 5 Tablet(s)                                     | 0           |
| <b>MEDROL (PAK) 4 MG TABLETS IN A DOSE PACK</b> |             |
| 4 MG                                            | as directed |
| 1 pak                                           | 0           |
| <b>MEDROL (PAK) 4 MG TABLETS IN A DOSE PACK</b> |             |
| 4 MG                                            | as directed |

4/22/2016

# Search for Any Medications to Prescribe



AT&T 4G 12:59 PM 95%

Prescribe Medication

👤 ☆ 🔍 ✎

🔍 Medrol

|                         |             |
|-------------------------|-------------|
| <b>Fake Drug Medrol</b> |             |
| 500mg                   | twice a day |
| 30 tablets              | 3           |
| <b>Medrol Test Drug</b> |             |
| 300mg                   | once a day  |
| 10 tablets              | 0           |

# Prescribe using Free Form Script



AT&T 4G 12:59 PM 95%

← ×

Write a Script

Name

Dosage Quantity

Refills Frequency

Note

type notes for this prescription...

CAUTION: Script Process does not check Drug interactions.

Pharmacy: RITE AID-23 PENINSULA C... [edit](#)

23 PENINSULA CENTER (310) 377-4472  
(310) 377-2313

# Notes can be Entered on Prescription



AT&T 4G 1:00 PM 95%

← X

Confirm Selected Prescription

Name

ZITHROMAX 250 MG TABLET

Dosage Quantity

250 MG 5 Tablet(s)

Refills Frequency

0 Daily

Note

type notes for this prescription...

⚠ View Drug Interaction Warning

Pharmacy: RITE AID-23 PENINSULA C... [edit](#)

23 PENINSULA CENTER (310) 377-4472  
(310) 377-2313

# Lookup to Send Prescription to Any Pharmacy



| Pharmacy Name                               | Location                                              |
|---------------------------------------------|-------------------------------------------------------|
| COAST SURGERY<br>CENTER OF SOUTH<br>BAY     | 3445 Pacific Coast<br>Hwy, Torrance, CA<br>90505      |
| AMBULATORY<br>ANESTHESIA<br>ASSOCIATES INC. | 3445 Pacific Coast<br>Hwy #110, Torrance,<br>CA 90505 |
| CENTURY THERAPY<br>GROUP                    | 3525 Pacific Coast<br>Hwy, Torrance, CA<br>90505      |
| AMY D. MONTAGUE,<br>PH.D.                   | 24050 Madison St,<br>Torrance, CA 90505               |
| DALE HUGHES,<br>LCSW, APC                   | 24430 HAWTHORNE<br>BLVD, Torrance, CA<br>90505        |

# Push Appointment to a Patient



AT&T 4G 12:54 PM 98%

Appointment X

Choose appointment type ▲

|                  |                                  |
|------------------|----------------------------------|
| Specific Problem | <input checked="" type="radio"/> |
| Physical Exam    | <input type="radio"/>            |
| Restylane        | <input type="radio"/>            |
| Botox Treatment  | <input type="radio"/>            |
| Follow up        | <input type="radio"/>            |
| Injection        | <input type="radio"/>            |
| Lab Only         | <input type="radio"/>            |
| Chemical peel    | <input type="radio"/>            |
| Pre-Op Physical  | <input type="radio"/>            |
| Pap Smear        | <input type="radio"/>            |

Choose one or more doctors ▲

☒ Save Response

# Pick Which Doctor The Patient Should See



AT&T 4G 12:54 PM 97%

Appointment X

Choose appointment type ▲

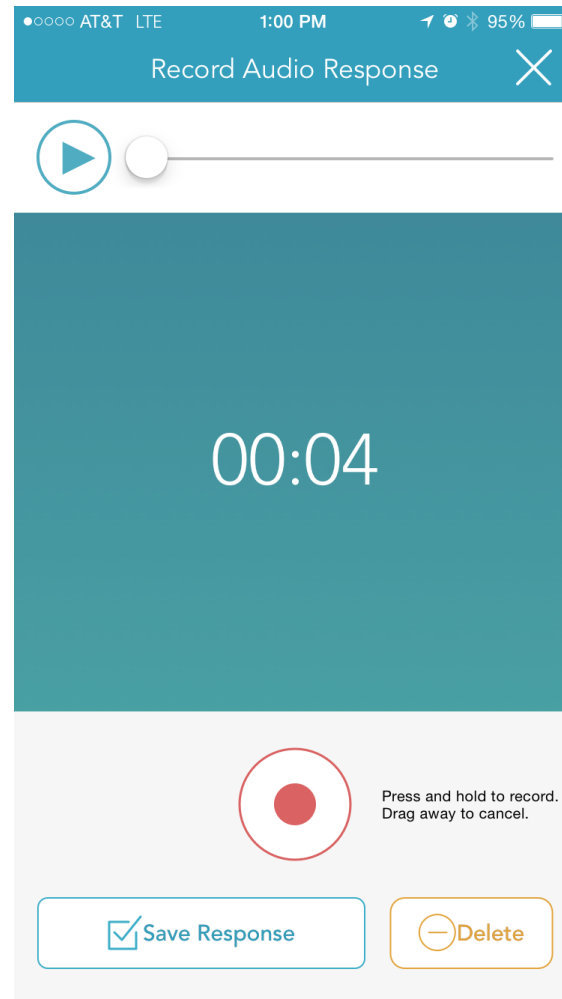
|                 |                       |
|-----------------|-----------------------|
| Lab Only        | <input type="radio"/> |
| Chemical peel   | <input type="radio"/> |
| Pre-Op Physical | <input type="radio"/> |
| Pap Smear       | <input type="radio"/> |

Choose one or more doctors ▲

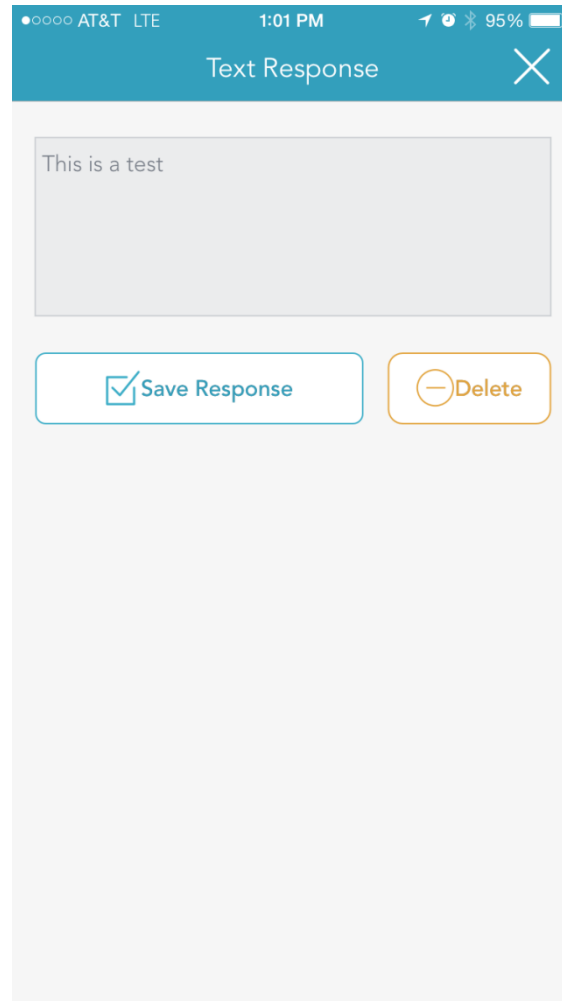
|                                        |                                  |
|----------------------------------------|----------------------------------|
| Any                                    | <input checked="" type="radio"/> |
| Julie Urone, P.A.                      | <input type="radio"/>            |
| Schedule for Labs and Ultrasounds only | <input type="radio"/>            |
| Shahinaz Soliman, M.D.                 | <input type="radio"/>            |
| Jennifer Janke, P.A.                   | <input type="radio"/>            |

☒ Save Response

# Record Audio to Send to Patient



# Send the Patient a Custom Text to Speech Response

A screenshot of a mobile application interface. At the top, a status bar shows 'AT&T LTE', '1:01 PM', and '95%' battery. Below this is a teal header with the text 'Text Response' and a close button (X). The main area is a light gray rectangle containing the text 'This is a test'. Below the text are two buttons: a blue 'Save Response' button with a checkmark icon, and an orange 'Delete' button with a minus sign icon.

# Close Session to Send to Execute Instructions



AT&T Wi-Fi 8:36 PM 63%

CARL TEST

+ Add Response

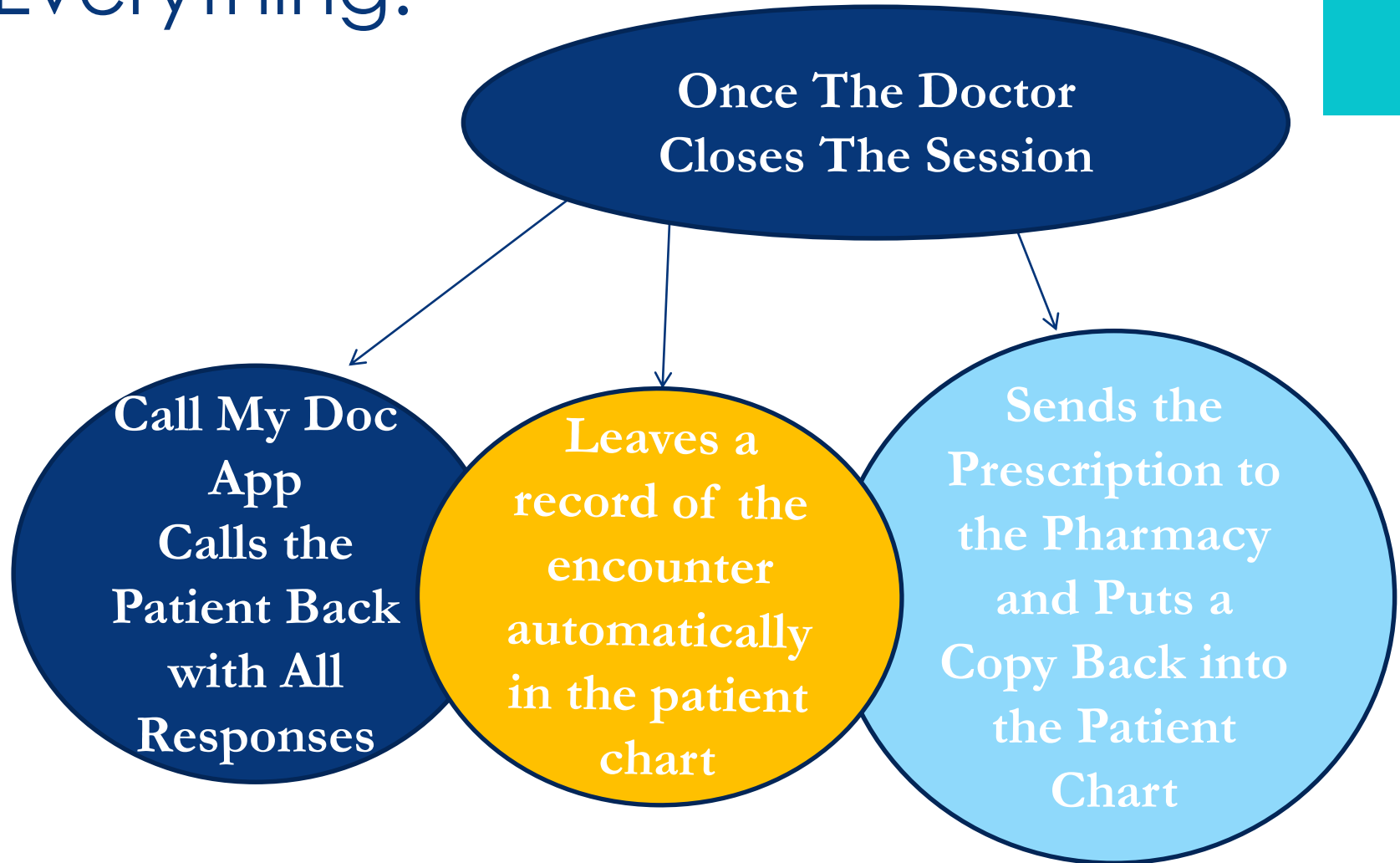
✓ Close Session

1 **Text Response**  
We tried to reach you few times and were unsuccessful. Please call back to discuss. Thank you.

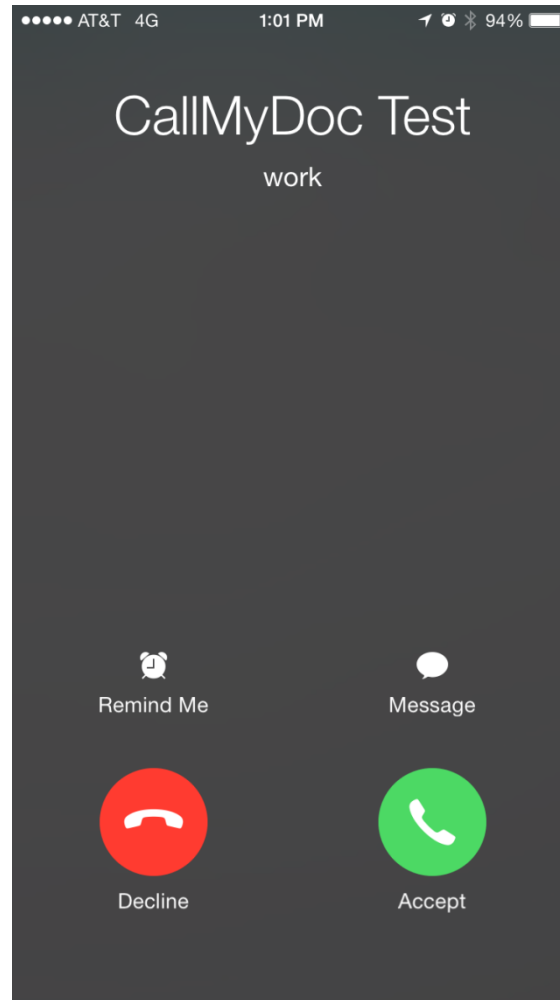
2 **Text Response**  
Call back tomorrow and make an appointment

Please make sure to call him back

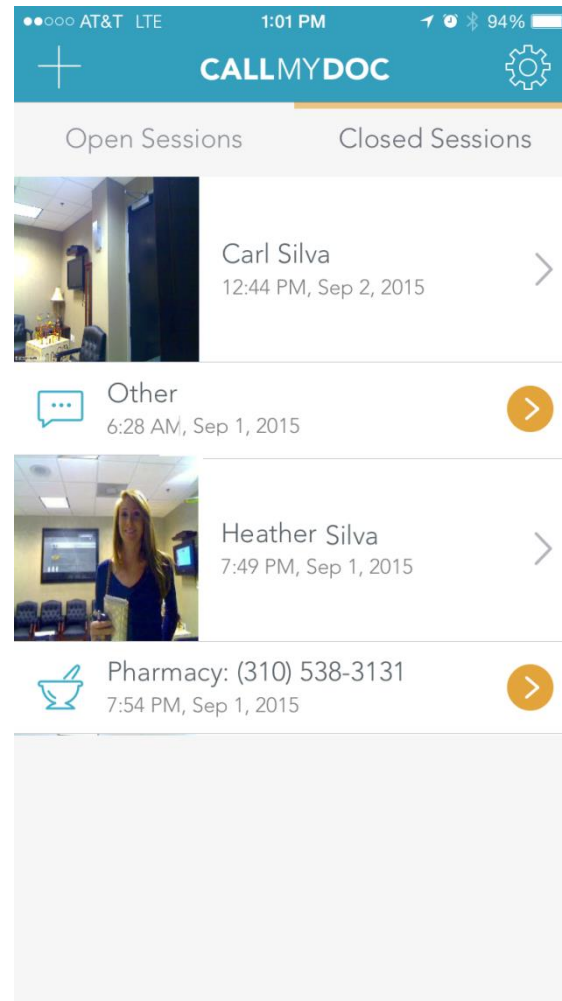
# CallMyDoc Takes Care of Everything!



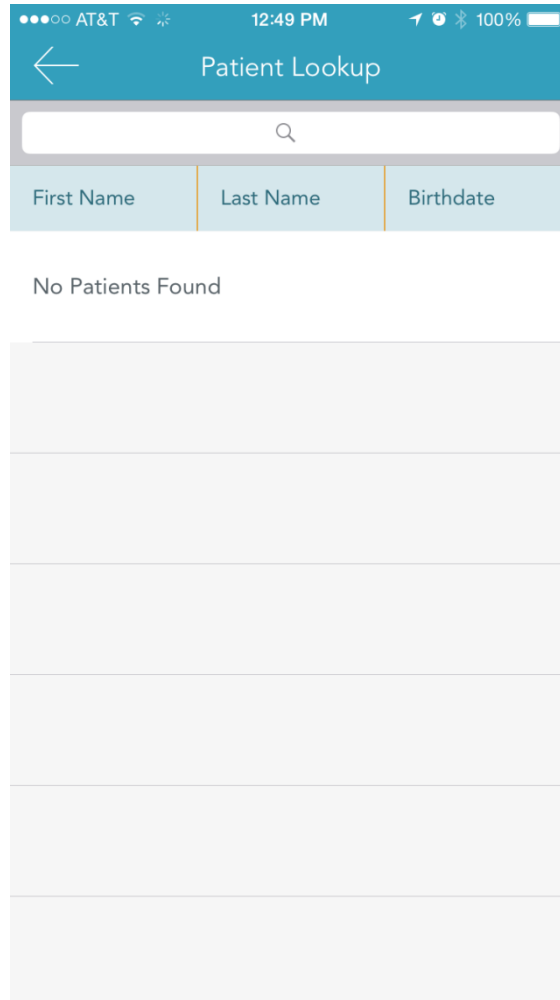
# CallMyDoc Calls Patient back with Doctor Responses



# View Closed Sessions written to Patient Chart



# Patient Lookup for Outbound Patient Calling

A screenshot of a mobile application interface for patient lookup. The status bar at the top shows 'AT&T', signal strength, time '12:49 PM', location, and 100% battery. The app header is blue with a back arrow and the title 'Patient Lookup'. Below the header is a search bar with a magnifying glass icon. Under the search bar is a table with three columns: 'First Name', 'Last Name', and 'Birthdate'. Below the table, the text 'No Patients Found' is displayed. The bottom half of the screen shows a list of empty table rows, indicating no data was found.

| First Name        | Last Name | Birthdate |
|-------------------|-----------|-----------|
| No Patients Found |           |           |
|                   |           |           |
|                   |           |           |
|                   |           |           |
|                   |           |           |
|                   |           |           |
|                   |           |           |
|                   |           |           |



# CallMyDoc Settings

AT&T LTE 1:01 PM 94%

← Settings

Logged in as

carl [Logout](#)

First Name Last Name

Carl Silva

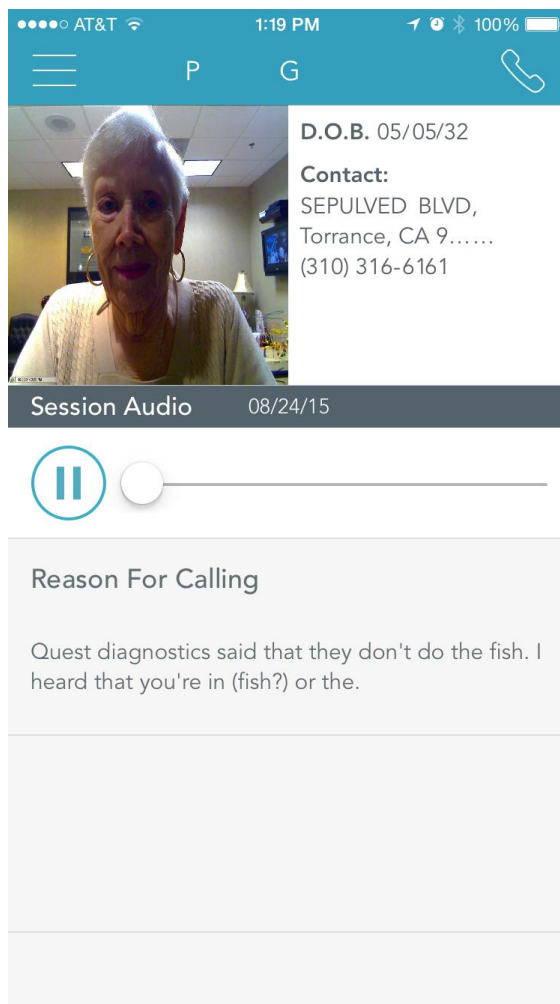
Mobile Number Passcode

8587034309 9216

[Save](#)



# All Ages Use the System!!!





# CallMyDoc Admin Portal

Staging: Call My Doc

Filter

Status: Any Closed Date: 2015-09-03

09/17/15

|                                                                                                                                   |                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <p>Pending doctor review</p> <p>CARLOS REYES</p> <p>Received at 4:35 PM<br/>(909) 997-4977</p> <p>PATIENT LOGS RESPONSES PDF</p>  | <p>Pending doctor review</p> <p>TEST TEST</p> <p>Received at 4:18 PM<br/>(310) 730-5414</p> <p>PATIENT LOGS RESPONSES PDF</p> |
| <p>Pending doctor review</p> <p>CARLOS GARCIA</p> <p>Received at 3:08 PM<br/>(562) 221-9907</p> <p>PATIENT LOGS RESPONSES PDF</p> | <p>Pending doctor review</p> <p>TEST TEST</p> <p>Received at 3:08 PM<br/>(310) 730-5414</p> <p>PATIENT LOGS RESPONSES PDF</p> |
| <p>Pending doctor review</p> <p>AMELIA TEST</p> <p>Received at 3:08 PM<br/>(310) 730-5414</p> <p>PATIENT LOGS RESPONSES PDF</p>   |                                                                                                                               |

09/10/15

|                                                                                                                                                   |                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>No responses to deliver</p> <p>Test Test</p> <p>Received at 8:42 PM<br/>(562) 491-5667</p> <p>Audio File</p> <p>PATIENT LOGS RESPONSES PDF</p> | <p>Pending doctor review</p> <p>Carl Silva</p> <p>Received at 7:57 PM<br/>(858) 703-7309</p> <p>Audio File</p> <p>PATIENT LOGS RESPONSES PDF</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|



# Questions?



## Call My Doc <sup>TM</sup>

Prescribed By Doctors for Doctors

[www.callmydoc.com](http://www.callmydoc.com)