Ayornish

YOUR HEALTH COMPANION

AHARNISHAM 24×7

USER MANUAL

Doctor Consultation Workflow

Set your availability, handle appointments, run a consultation and plan the follow-up

UM-09 · Version 1.0 · 22 Nov 2026

For: Approved doctors with a public profile on Ayornish

Checked on Ayornish UAT (test environment), 22 Nov 2026

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About this guide

Item	Detail
Guide	UM-09 · Doctor Consultation Workflow
Version	1.0 (22 Nov 2026)
Who it is for	Approved doctors with a public profile on Ayornish
Checked on	Ayornish UAT (test environment), web revision 00236-jay, 22 Nov 2026, using the synthetic doctor UAT Doctor A. The in-call screens come from the application's test harness; no live call was run.
Screens	Real screens recorded in Chrome on a laptop display (1536 px wide, 125% scaling). Patient names are synthetic and booking references are masked. Availability switches were not changed.

Quick start

1. Open the doctor workspace. On the **Dashboard** check your profile status and the **Instant consultation availability** controls.
2. Open **Schedule**. Check **Accepting new bookings** and your **Weekly schedule**. Choose **Generate slots** so patients can book.
3. Open **Appointments** to see what is **Upcoming**, in **History**, and which **Follow-up** is due or missed.
4. Open an appointment with **Open Care**. Check the patient, shared records and the video consultation status. Join the call from the appointment.
5. Write the prescription on the same page (see the Smart Rx Doctor Manual), then choose **Complete consultation**.
6. Plan the follow-up with **Schedule Free Follow-up**, and use **Follow-up Due** to see who should come back.

> **NOTE** You need an approved and published profile (guide UM-02) and consultation setup with a fee and working hours. Patients can book only times that exist as generated slots.

1. Your dashboard

The **Dashboard** is the first screen of the doctor workspace. It shows your profile status (for example **Approved · Publicly listed**), the availability controls, your working hours, today's consultations and quick links.

1. **Instant consultation availability** offers **Go online**, **Busy**, **Unavailable** and **Go offline**. Patients see you as Online only while Ayornish is open in your browser and reporting in. When offline, patients do not see an availability indicator.
2. **Today** lists today's consultations and follow-ups due. **Quick access** opens Schedule, Care Assistant (messages from your patients), Patients, Earnings & Settlements, Reviews, Medical interns and Public profile.

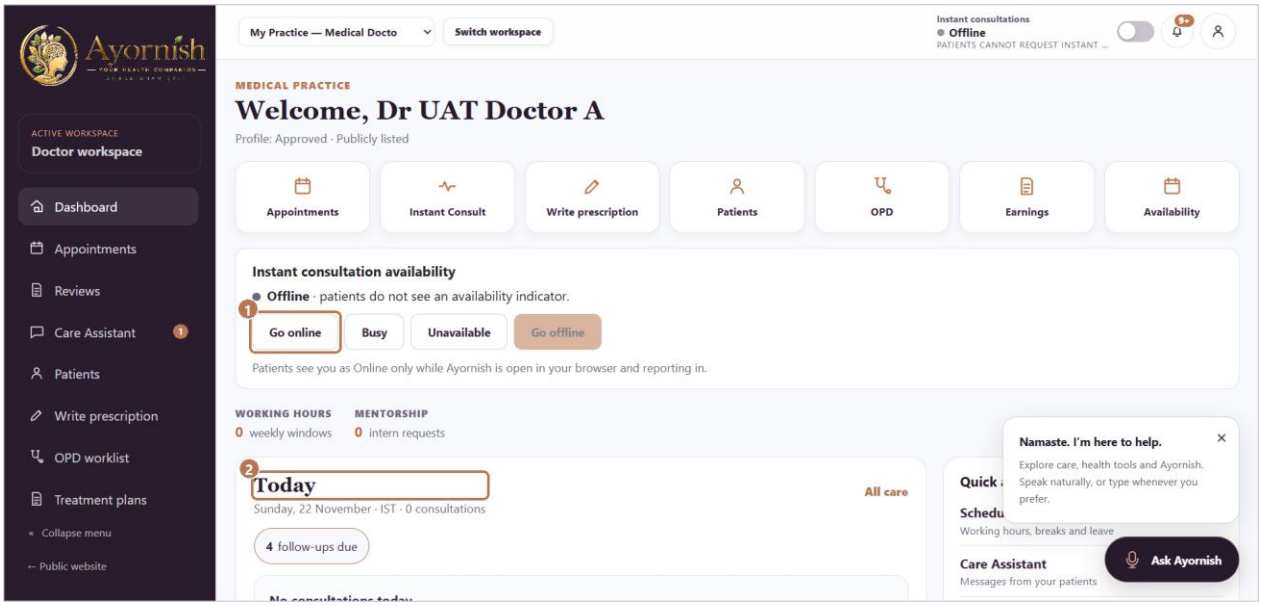

Figure 1. The doctor dashboard.

1 Go online **2** Today

> **NOTE** This test did not change the availability switches.

2. Availability and bookable slots

1. Open **Schedule**. The **Calendar** shows booked, open and blocked times and how many appointments **need your decision**.
2. **Accepting new bookings** is On or Off. **Pause Video bookings only** stops new video bookings; existing appointments and saved schedules stay in place.
3. **Weekly schedule** lists each saved window: day, hours, service, status, with **Edit** and **Delete**. Gaps between windows are breaks.
4. To add hours, use **Add working hours**: choose the service, the weekdays, start and end time, optional valid-from and valid-until dates, then **Save working hours**.
5. For leave or one-off changes use **Date-specific availability**: choose **Block time / Leave** or **Add extra availability**, the service, the start and end, a note, then **Save exception**.

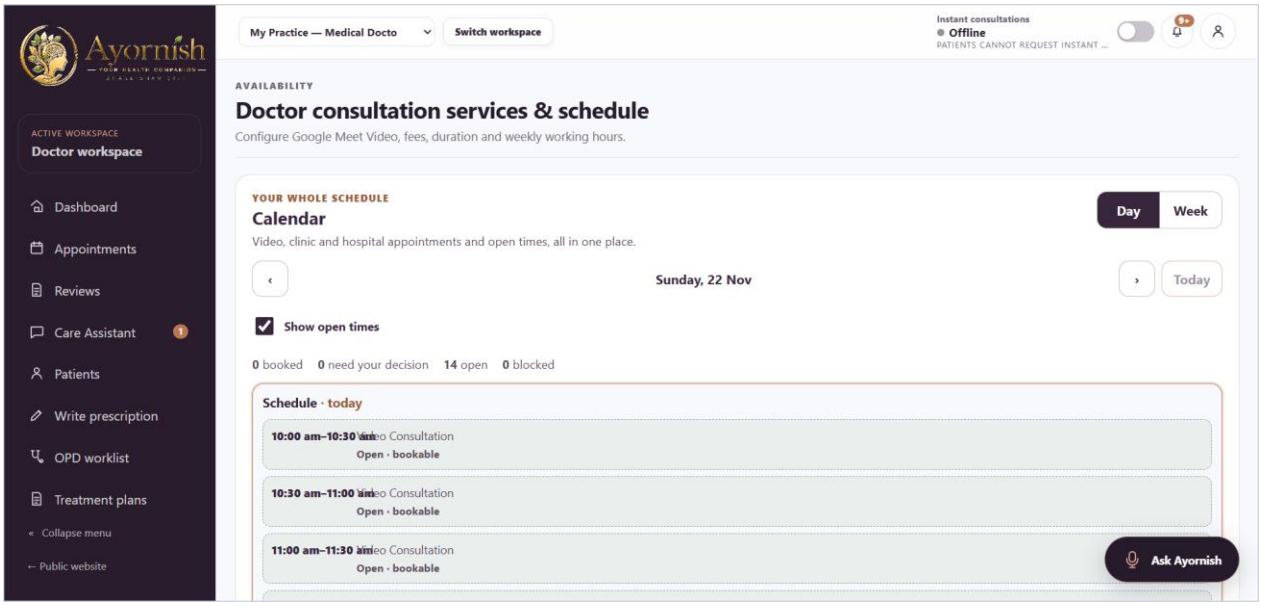

Figure 2. Schedule: calendar and the Accepting new bookings switch.

1 Accepting new bookings

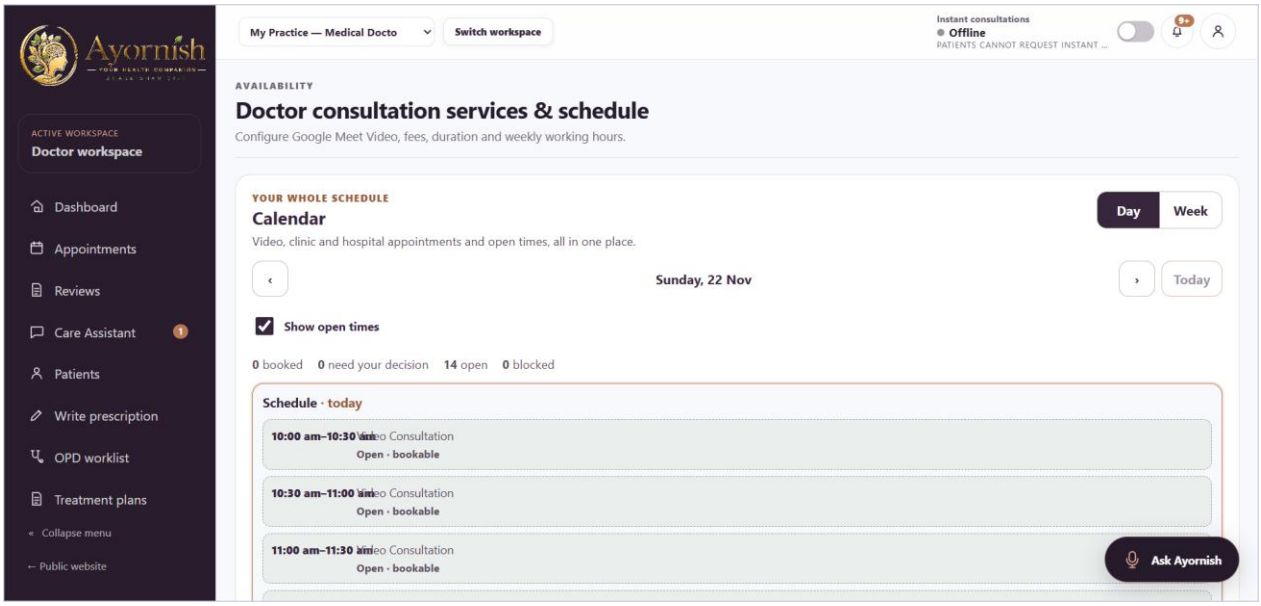

Figure 3. Weekly schedule with Edit and Delete.

Generate slots so patients can book

Saved windows alone do not confirm bookable times. Under **Generate appointment slots** choose **From date** and **To date** and then **Generate slots**. The open times appear in the calendar as **Open · bookable**, and patients can book them.

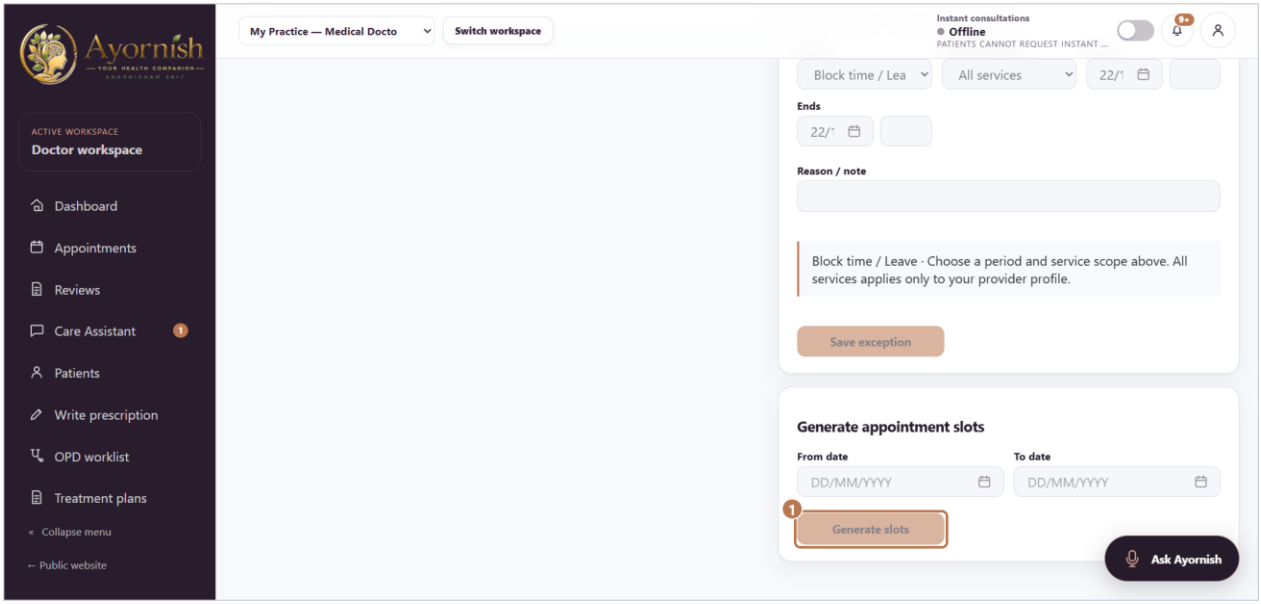

Figure 4. Generate appointment slots: From date, To date, Generate slots.

1 Generate slots

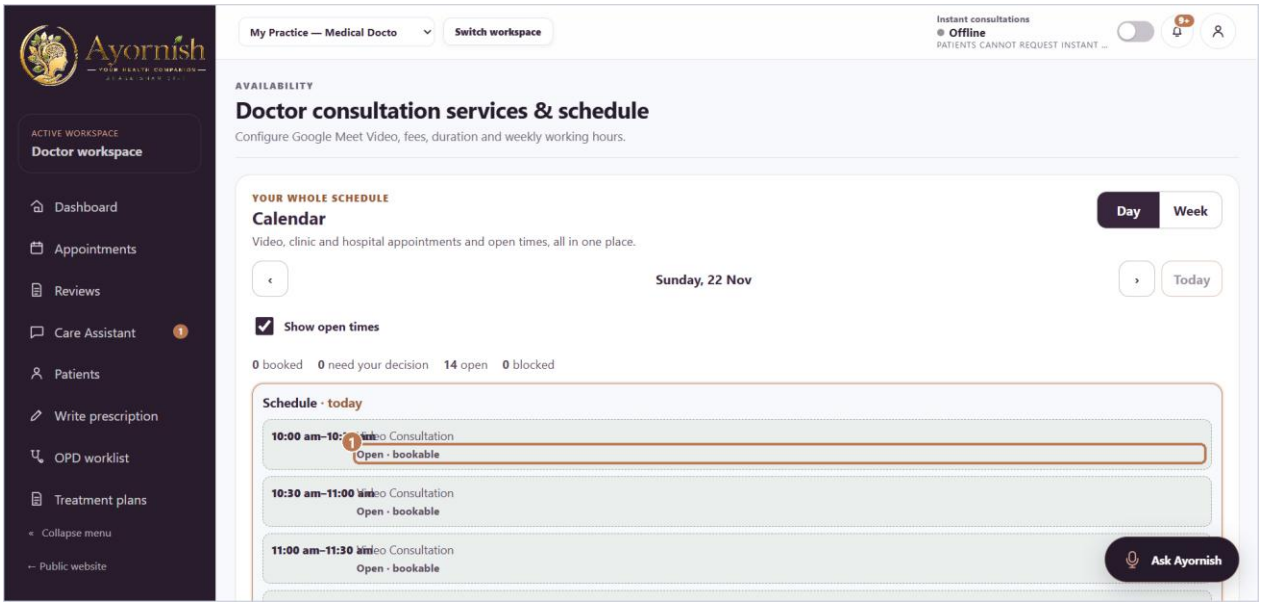

Figure 5. After generating, open times appear as Open · bookable.

1 Open · bookable

> **NOTE** In this test the slots were created with the same request the Generate slots button sends, because the calendar date boxes cannot be driven reliably by the recording tool. Choose the dates in the boxes yourself.

3. Incoming appointments

1. Open **Appointments** (Care). Tabs: **Upcoming**, **History**, **Follow-up Due**, **Follow-up Missed**. Use **Search** and the **From** and **To** dates, then **Apply**.
2. Each row shows the time, the patient, the mode, the status (for example Confirmed or In consultation), the fee and whether it is a follow-up. Choose **Open Care** to open the appointment.
3. Requests that need your decision are counted on the Schedule calendar (**need your decision**).

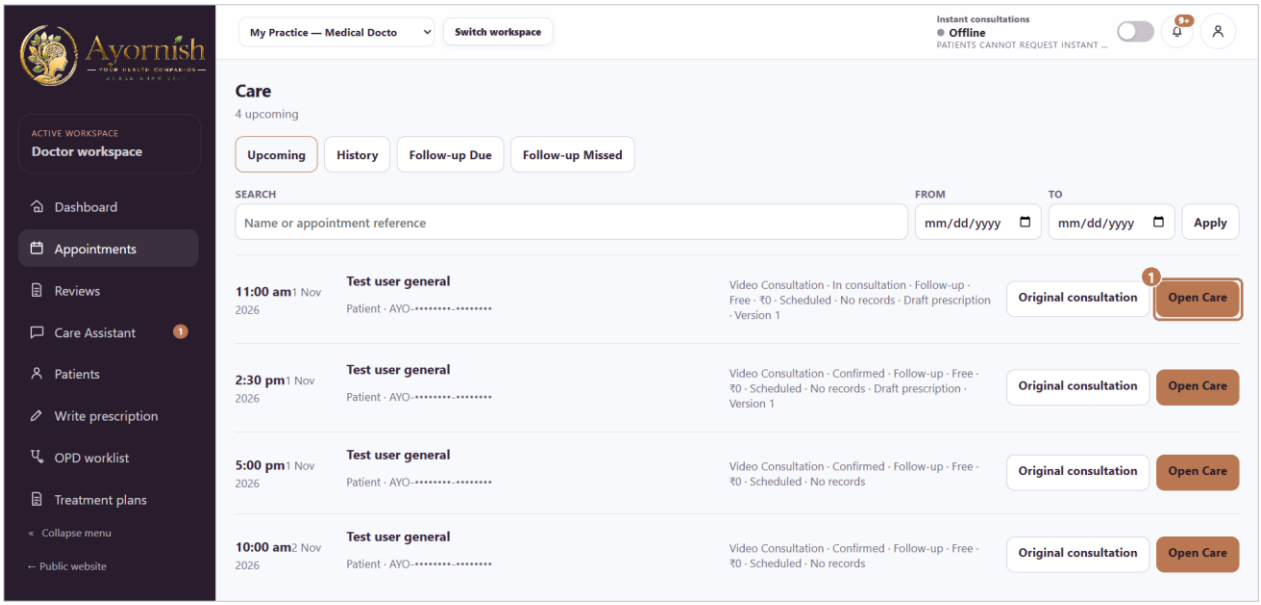

Figure 6. Care lists your appointments.

1 Upcoming **2** Open Care

> **NOT VERIFIED** Accepting or rejecting an appointment request was not seen: no request was waiting. The patient's side shows the doctor's response (for example Accepted).

4. The consultation page

Choose **Open Care** to open the appointment page. It holds everything for this consultation.

- **Appointment**: When, Mode, State and Fee, and the follow-up link to the original consultation.
- **Patient**: the patient's name, and **Records for this consultation** the patient has shared.
- **Video consultation**: the meeting status. If it cannot reconnect in 5 minutes the page says so; the patient can reschedule for free and you are not penalised.
- **Prescription**, **Secure documents** (appointment reports and files, with Upload), **Clinical forms** and **Previous clinical records**.
- Actions at the top: **Care Assistant** (messages), **Complete consultation**, **Schedule Free Follow-up**, **Refer** and **Clinical Transfer**.

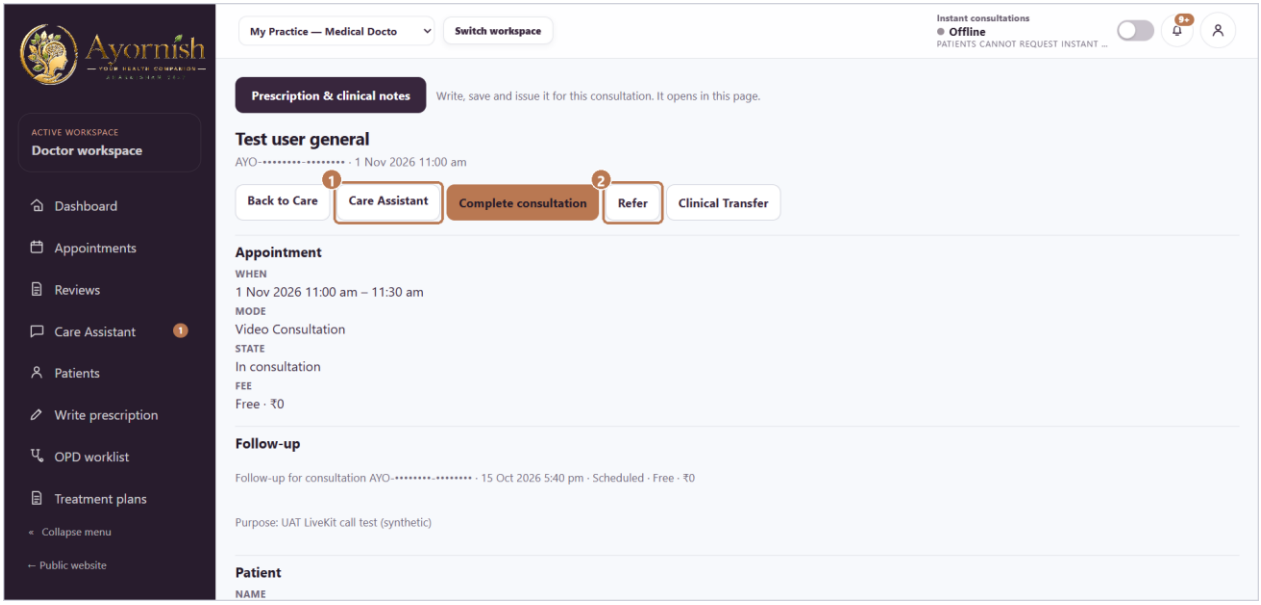

Figure 7. The appointment page: appointment details and actions.

1 Care Assistant **2** Refer

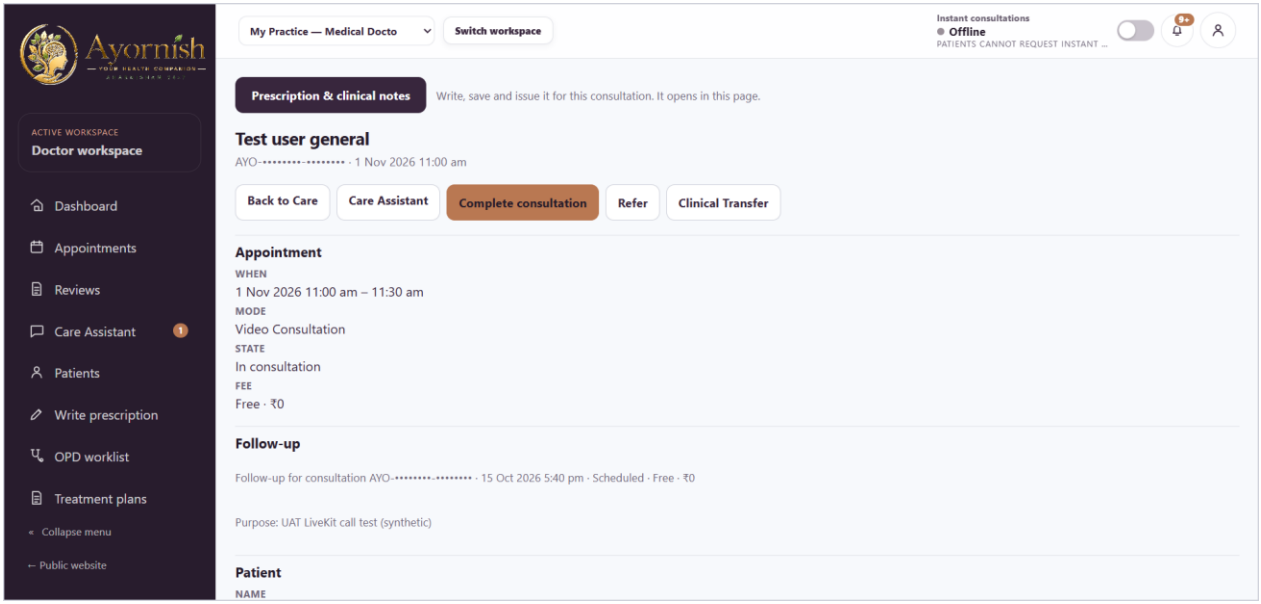

Figure 8. The Video consultation block shows the meeting state.

5. Starting and running the call

You join the video consultation from the appointment when it is time. The screens below come from the application's video-room test harness (synthetic data). A live call was not run.

1. Check your camera and microphone on the pre-call screen, then choose **Join consultation**.
2. In the call the doctor has **Mute**, **Camera off**, **Prescription & notes**, **Complete**, **Leave** and **End call**.
3. **Leave** lets you rejoin. **End call** ends the call for everyone. **Complete** finishes the consultation.
4. Near the end a banner shows a countdown. A dialog titled **Consultation ending soon** offers **Extend 15 min** or **Continue without extending**. If you do nothing the call disconnects at the time limit.

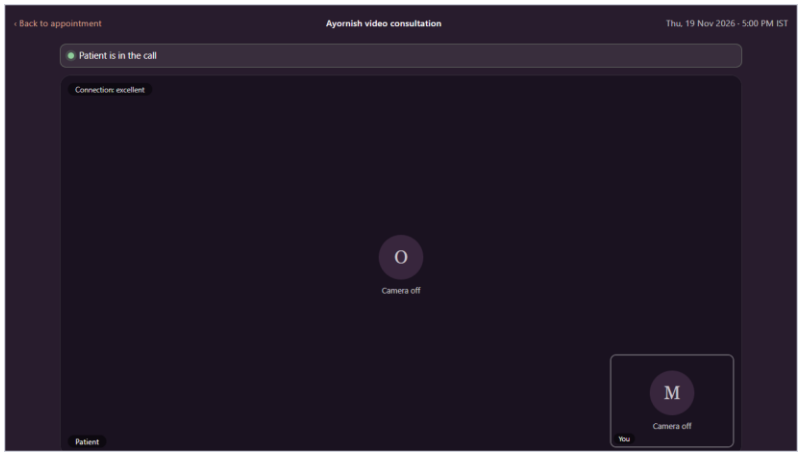

Figure 9. In the call: Mute, Camera off, Prescription & notes, Complete, Leave and End call. (Test harness screen.)

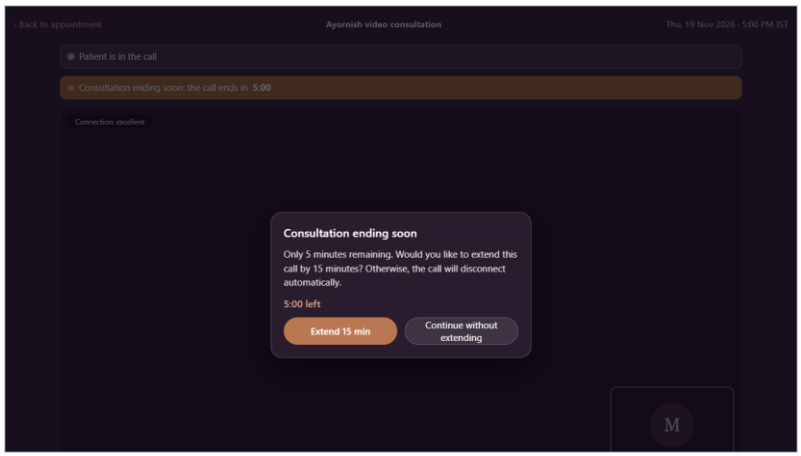

Figure 10. Consultation ending soon: Extend 15 min or Continue without extending. (Test harness screen.)

6. Prescription, completion and follow-up

1. Choose **Prescription & clinical notes** on the appointment page. The prescription opens on the same page with the sections **Complaints**, **Findings & diagnosis**, **Medicines**, **Investigations**, **Advice & plan**, **Follow-up** and **Review & issue**. Use **Save draft** as you go.
2. The Smart Rx Doctor Manual explains every step of writing, issuing and correcting a prescription.
3. When the consultation is finished choose **Complete consultation**.
4. To plan a return visit choose **Schedule Free Follow-up**. Follow-ups carry no fee.
5. Open **Appointments**, **Follow-up Due** to see patients who should come back soon and **Follow-up Missed** for those who did not. **Patients** lists everyone you have consulted.

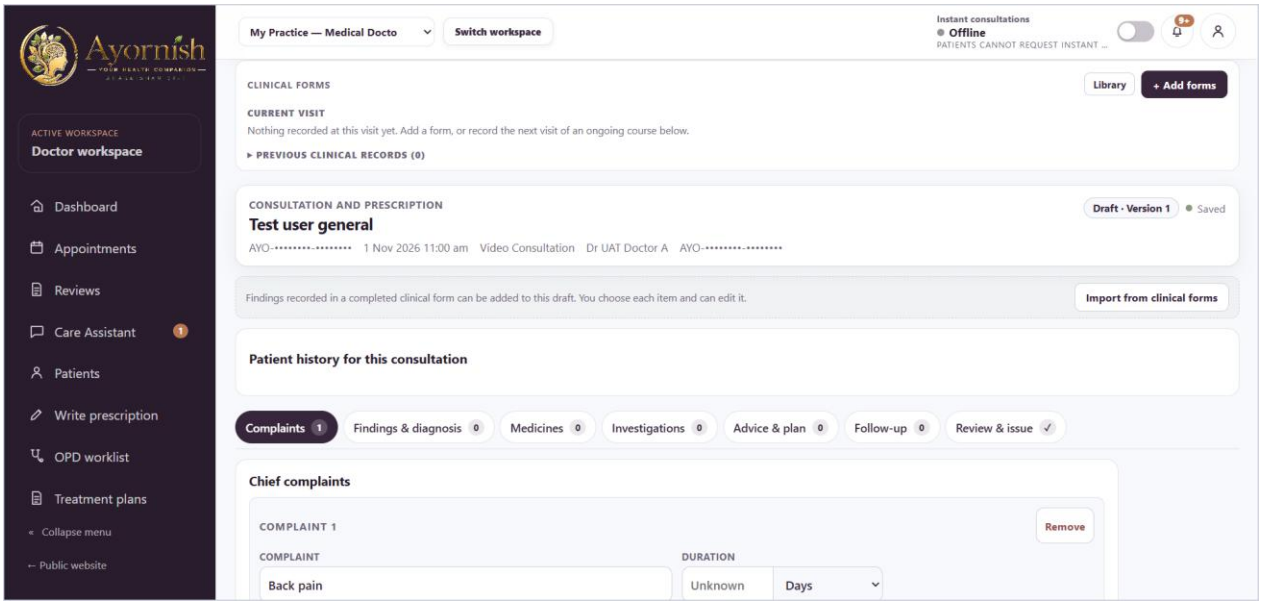

Figure 11. The prescription editor on the appointment page.

1 Save draft

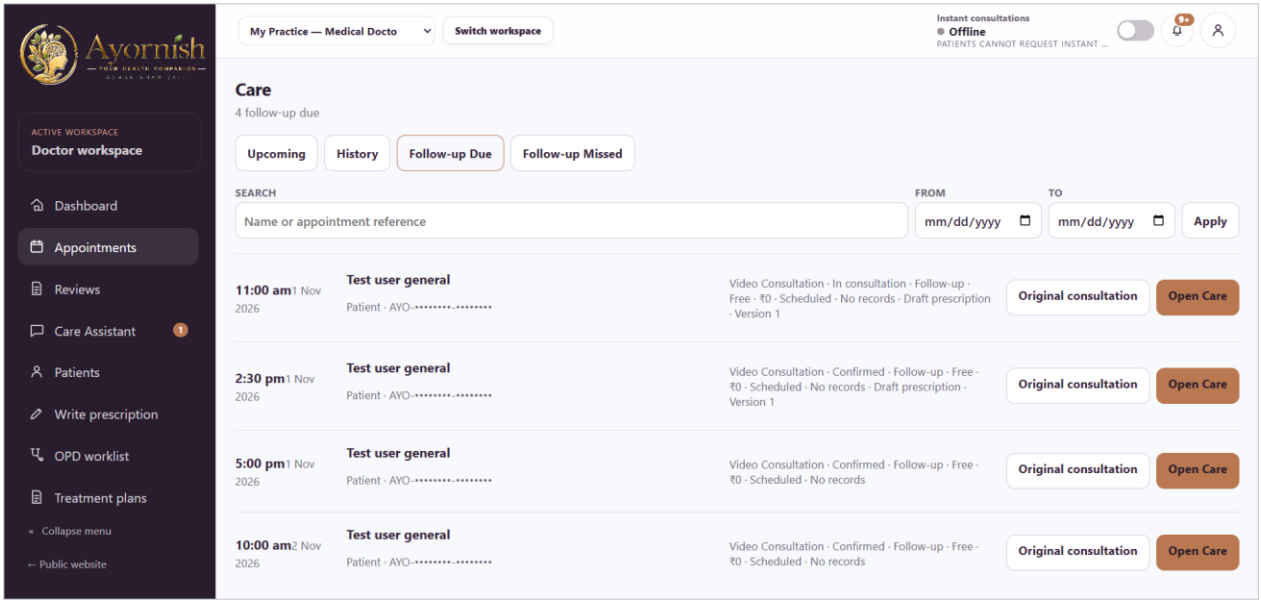

Figure 12. Follow-up Due.

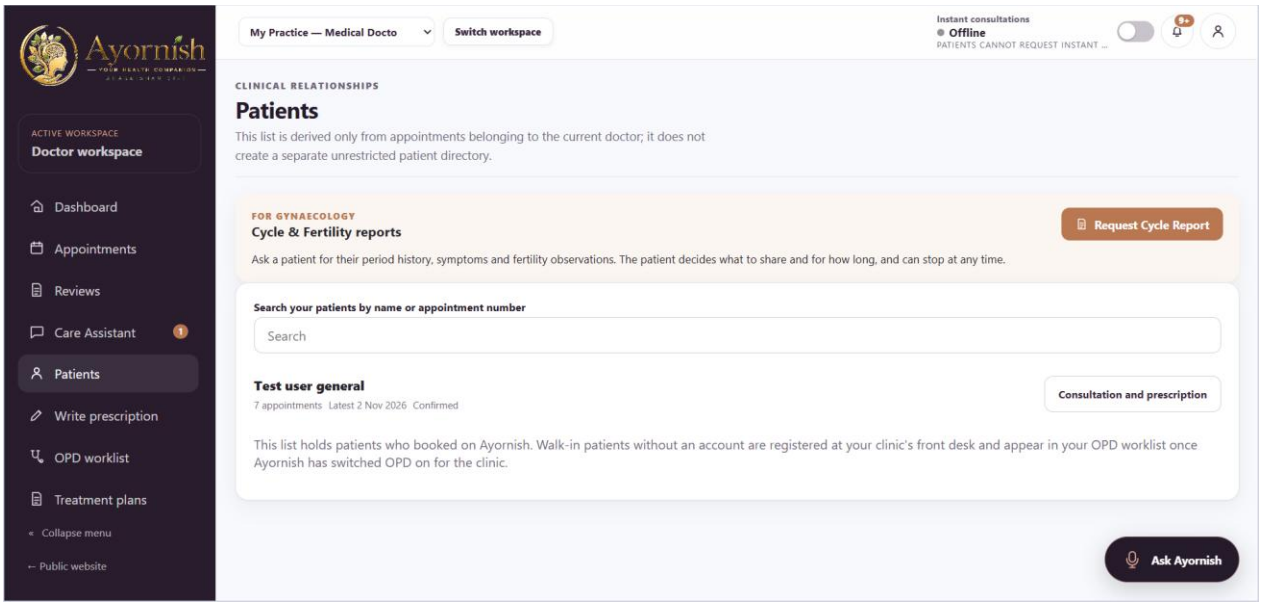

Figure 13. Patients.

NOTE The Schedule page describes the video service as Google Meet Video, while Consultation setup says Ayornish sets up the room. Follow what you see on your own screens when you set up your service.

NOT VERIFIED Not performed: starting a live call, completing a consultation, issuing a prescription from a new booking, scheduling a follow-up and referral. They are described from the buttons and messages on the screens and from the application's test harness.

Common problems and what to do

What you see	Why	What to do
Patients say they cannot find a time	Working hours are saved but no slots are generated, or bookings are paused.	On **Schedule** check **Accepting new bookings** is On and choose **Generate slots** for the dates you want.
We could not reconnect in 5 minutes	The video connection did not return within 5 minutes.	The page says the patient can reschedule for free, the consultation is not marked completed and you are not penalised. Ayornish support reviews it. Nothing more is needed.
Patients see you as Offline	Instant consultation availability is off, or Ayornish is not open in your browser.	Use **Go online** on the Dashboard. You show as Online only while Ayornish is open in your browser and reporting in.
No prescription appears for the patient	The prescription is still a draft.	Open the appointment, finish the prescription and issue it (Smart Rx Doctor Manual).
A booked time should not be offered	You are on leave or unavailable.	Under **Date-specific availability** choose **Block time / Leave**, enter the times and **Save exception**.

Related guides

- UM-02 Medical Doctor Registration & Profile
- UM-08 Patient Appointment & Video Consultation
- Smart Rx Doctor Manual