Manual for remote users

MonaOS

Telemedicine web interface

Read the instructions prior to performing any task!
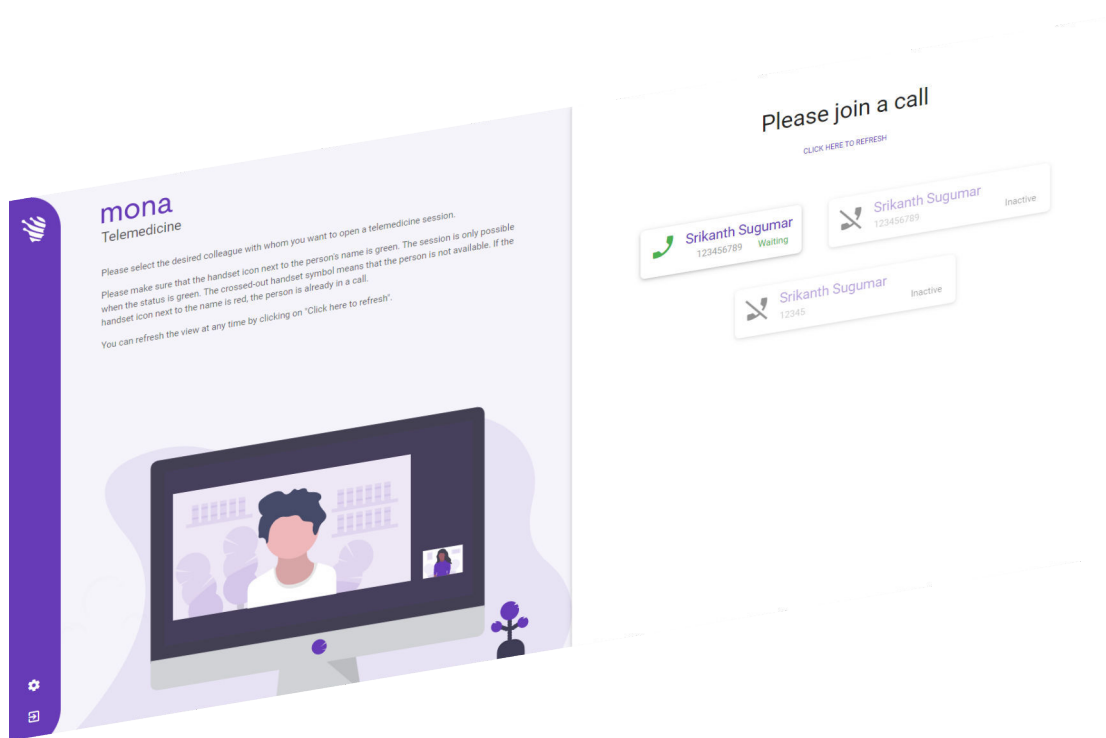
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1 Notes on data protection and use

Data Protection

When the *Mona* telemedicine web interface is used, an encrypted end-to-end connection (E2EE) is established. Only the two communication partners can decrypt the transmission. The information exchange cannot be intercepted by others. The safety of data transmission during use of *Mona* telemedicine has been confirmed by testing institutes.

Password

The user must assign a personal password for access to the *Mona* telemedicine web interface. In order to protect access with the strongest possible password, the user is instructed to observe the following password guidelines:

- The password should not contain the user name or parts of the full name of the user, e.g. the first name.
- The password should use at least three of the four available character types: Lower-case letters, upper-case letters, numbers, special characters.
- The password should be at least 8 characters long.

The user must treat the personal access data as confidential and store them in encrypted form (e.g. password container) according to a suitable recognised encryption technique (e.g. BSI-compliant). The data must not be stored in the cloud or shared with third parties.

Use agreements

All personal data must be treated as confidential and line with regulations. The user is obliged to ensure that their personal data are correct and up-to-date at all times. Any unauthorised release is strictly prohibited.

The user may also not grant administrator rights to external persons on the computer running the *Mona* telemedicine web interface.

The user must ensure that the web browser has no plug-ins that compromise the security of the web browser. Special attention must be paid here to redirections to websites, intermediate proxy servers and active VPN accesses.

It is strictly prohibited to create screenshots or video recordings during a video conference. Institutions that operate *Mona* share responsibility for compliance with the legal requirements and regulations in the country where the software is deployed.

2 Using Mona telemedicine web interface
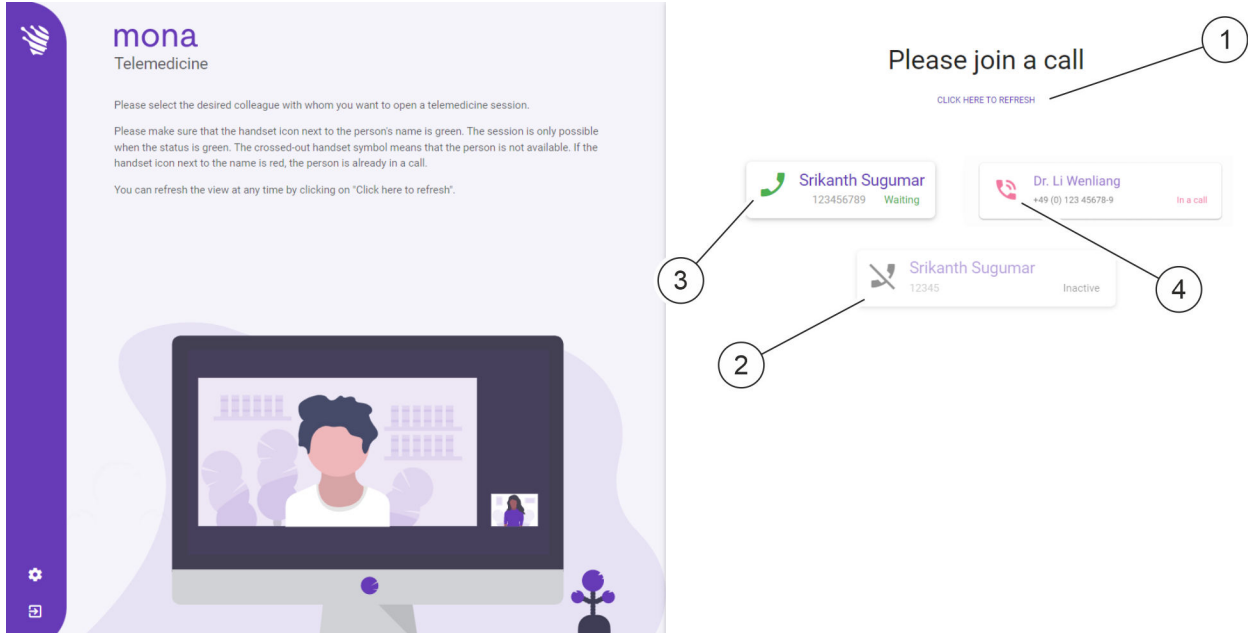
Personnel: ■ Medical specialists

Fig. 1: Video call management in the web browser

Item no.	Meaning
1	Retrieve available video calls
2	Participant not present
3	Participant making the call
4	Participant in conversation

The *Mona* system is equipped with a telemedicine function that allows users to launch a video conference from a *Mona* terminal, and to consult an external doctor or specialist for an exchange of opinions and information during treatment of a patient. During the video conference, it is possible to share and discuss information remotely and visually by transmitting the relevant views in the *Mona* system to the remote user.

A remote user can take part in a video conference via the *Mona* system using a web browser on a normal PC. For web access, the user must request personal access from Clinomic Support (support@clinomic.ai). The remote user then receives their personal access data via email and can use these data to log in to the web browser.

> ⓘ *The remote user must first assign a personal pass-word after the first login to receive access to the hospitals for which they have been approved.*

In the web browser, the remote user can view the hospitals for which they have been granted personal access, and the virtual meeting rooms available at the relevant hospitals, along with the relevant contact persons (Fig. 1), and can enter a waiting video call.

> ⓘ *Video conferences can only ever be conducted with one contact person.*

The list of available contact persons at a hospital can be refreshed (Fig. 1/1).

- Participants waiting for feedback are displayed with the icon ⤴ (Fig. 1/3). A video call is accepted by pressing the icon.
- Participants who are not present are displayed with the icon ⤢ (Fig. 1/2). These participants cannot be called.
- Participants who are already in a video conference are displayed with the icon 📞 (Fig. 1/4). These participants cannot be called.
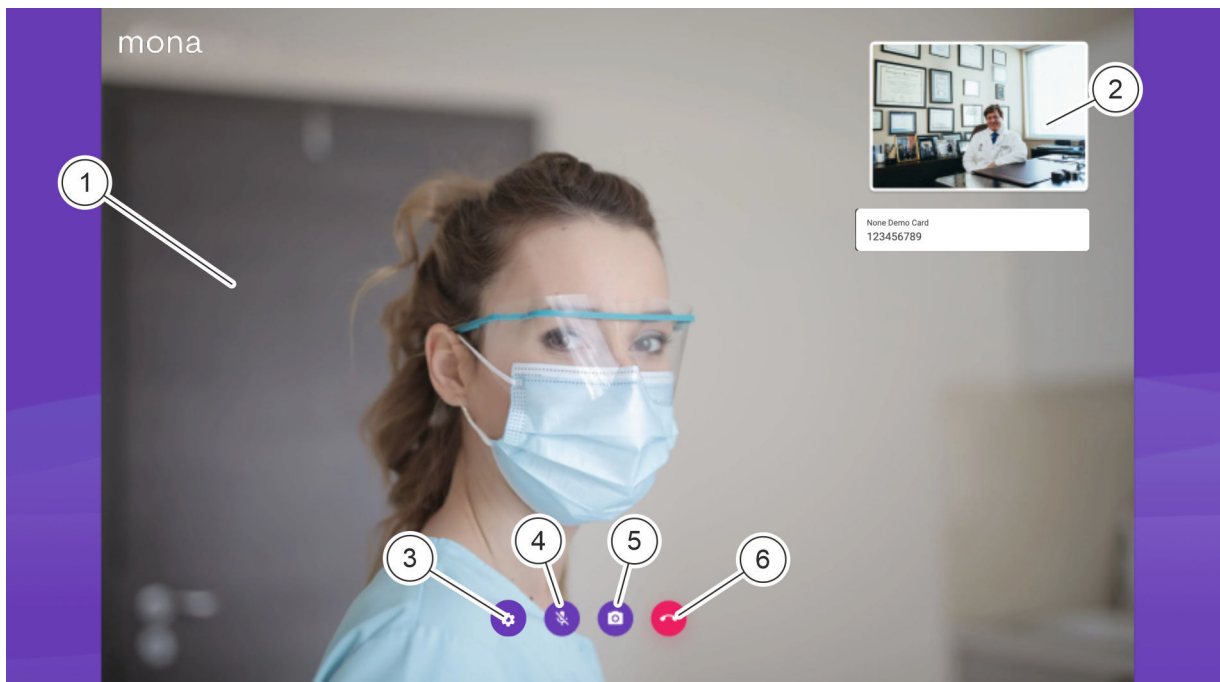


Fig. 2: Video call display in the web browser

Using Mona telemedicine web interface

Item no.	Meaning
1	Video image, *Mona* system user
2	Own video image (remote user)
3	Settings for microphone and camera
4	Switching the sound on and off
5	Switching the video image on and off
6	Ending a video call

During the video call, the calling *Mona* system user is displayed with a large image (Fig. 2/1). The own video image is shown in reduced size (Fig. 2/2).

Icon ⚙ (Fig. 2/3) can be used to define the camera and microphone of the remote user.

Icon 🎤 (Fig. 2/4) can be used to switch the own sound transmission on and off.

Icon 📷 (Fig. 2/5) can be used to switch the own video transmission on and off.

Icon 📞 (Fig. 2/6) can be used to terminate the video call.

Requirements:

- The remote user has a PC with internet access.
- The PC of the remote user is equipped with audio devices for sound transmission and a video camera for image transmission.
- Clinomic has set up access for the remote user.
- The remote user was informed by the video caller about the upcoming video call.
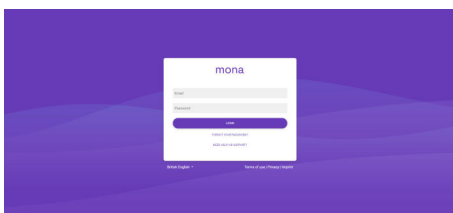
Opening web access

Fig. 3: Login to Mona Web login

1. ▶ Call up the link from the email in a web browser.

   ⇨ The login screen appears.

Logging in and changing the password

2. ▸ ■ In the *'Email'* input field, enter the email address to which the *Mona* access data were sent.

■ In the *'Password'* input field, enter the one-time password specified in the email with the *Mona* access data.

> ○ *If the web access has already been used, the*
> ⌐ *user must enter the personal password*
> ⌐ *instead of the one-time password.*

⇨ The specified user is logged in to the *Mona* system. The main screen of the web access is displayed ↳ *'Accepting a video call' on page 8*.

> ○ *Upon first login to the web access, the*
> ⌐ *screen for changing the password is dis-*
> ⌐ *played.*

Changing the password

Change your password

Old Password

New Password

Confirm Password

SAVE

Fig. 4: Changing the password

3. ▸ During first login, the user must assign a personal password for web access.

■ In the *'Old password'* input field, enter the one-time password specified in the email with the *Mona* access data.

■ In the *'New password'* input field, enter a personal password.

■ In the *'Repeat password'* input field, enter the personal password once again.

4. ▸ Save new password with *'SAVE'*.

⇨ The one-time password is now invalid. The personal web access is protected by the personal password.
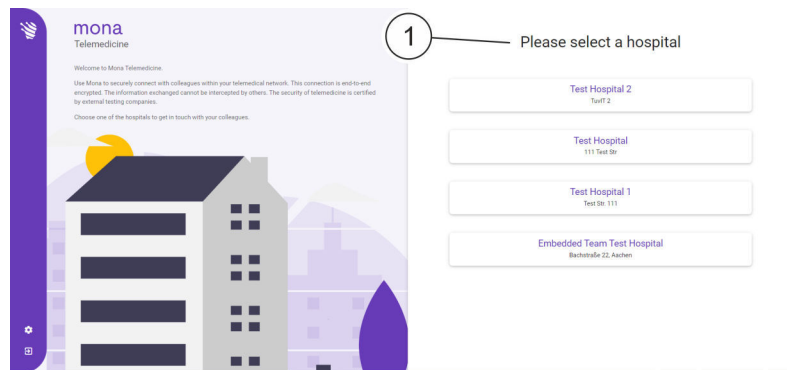
Accepting a video call

Fig. 5: Web access main screen with available hospitals

5. ▶ Select the hospital where the conversation partner works from the list (Fig. 5/1) in the *'Please select a hospital area'* on the main screen.

> ℹ️ *The list only shows hospitals where conversation partners have been approved for the remote user by the IT administration of the respective hospital.*

⇨ The screen with available contact persons at the selected hospital is displayed.

6. ▶ Select the contact person with whom a conversation has been scheduled.

> ℹ️ *The icon 📞 must appear next to the name of the contact person. If this is not the case, wait for a moment and have the appointment with the contact person confirmed by phone or email once again if necessary.*

⇨ The video transmission starts.

Switching the image and sound on and off

7. ▶ To transmit your own sound, press the icon 🎤 .

To transmit your own video, press the icon 📷.

⇨ The audio and video signals are transmitted to the remote user.

Ending or rescheduling a video call

8. ▶ To end an ongoing video call, press the icon 📞.

⇨ The video call is ended.

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