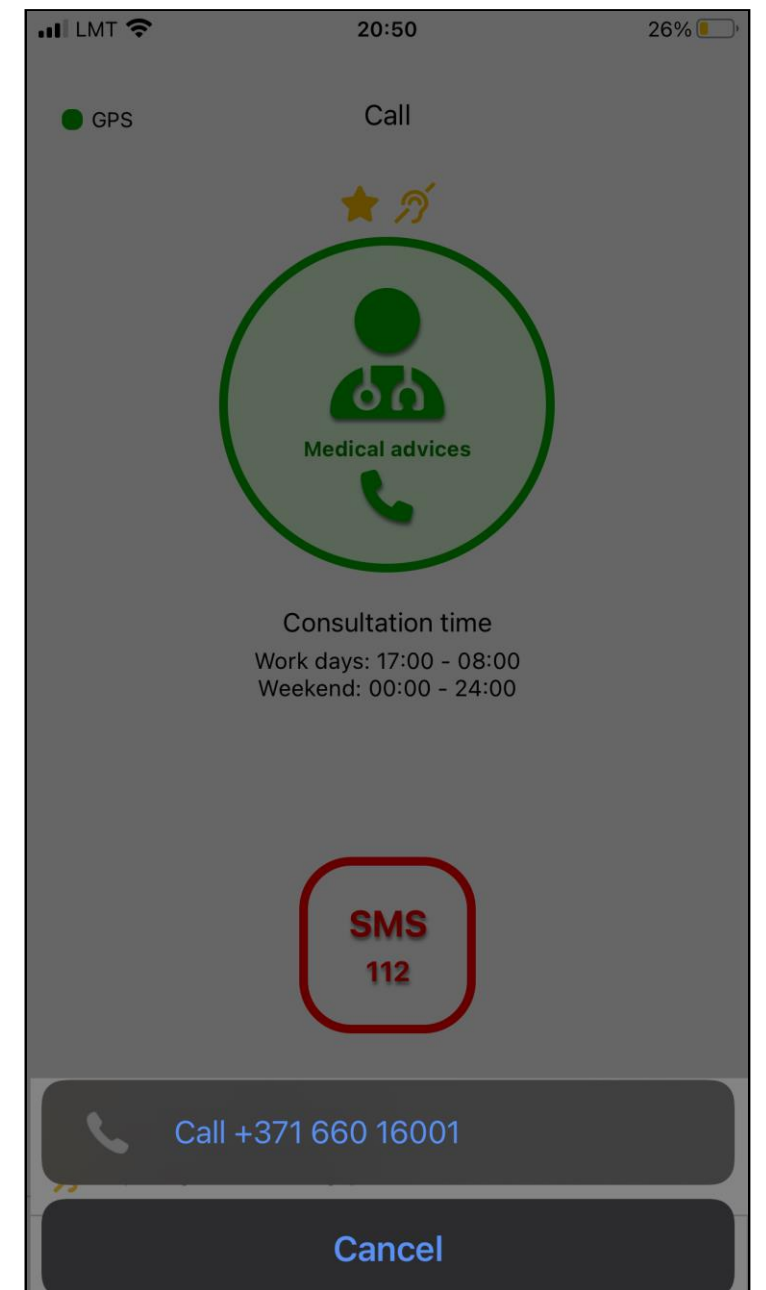
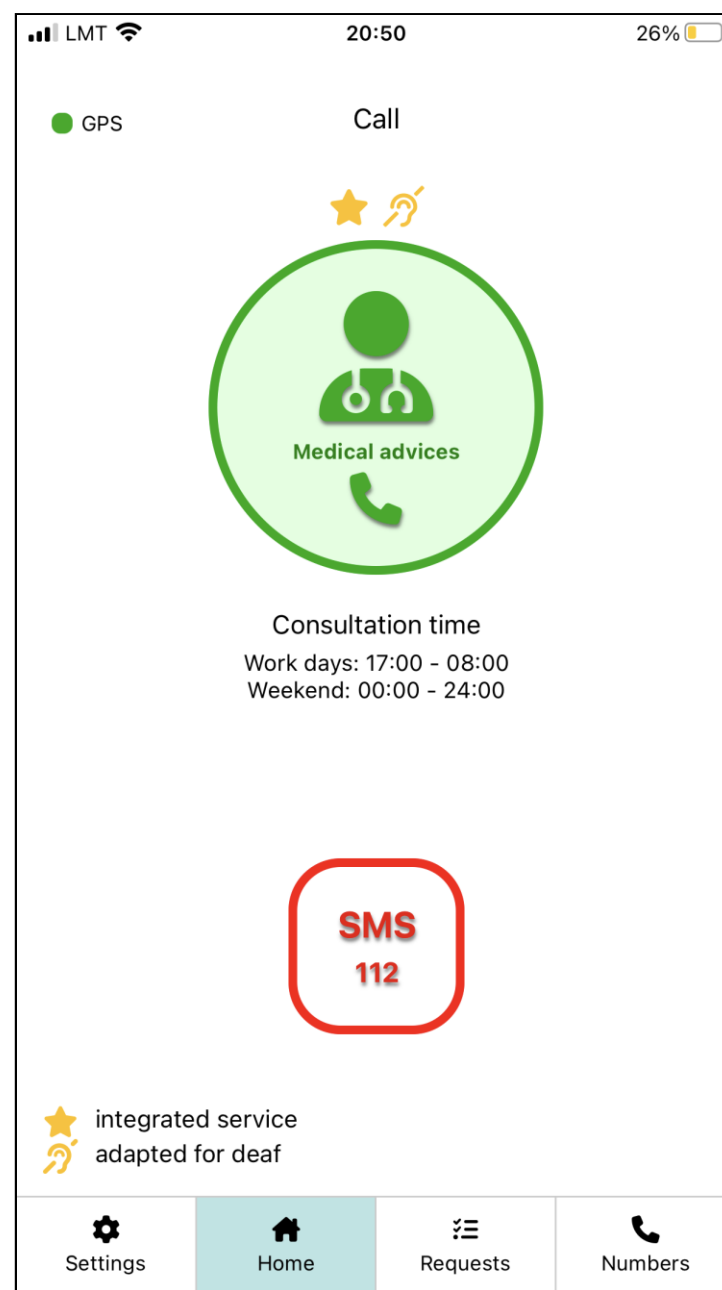


How does a Deaf person call (to correspond with) the «Medical advice»* service? (this service for deaf is still in the testing phase – not yet activated)

Starting the communication process

1

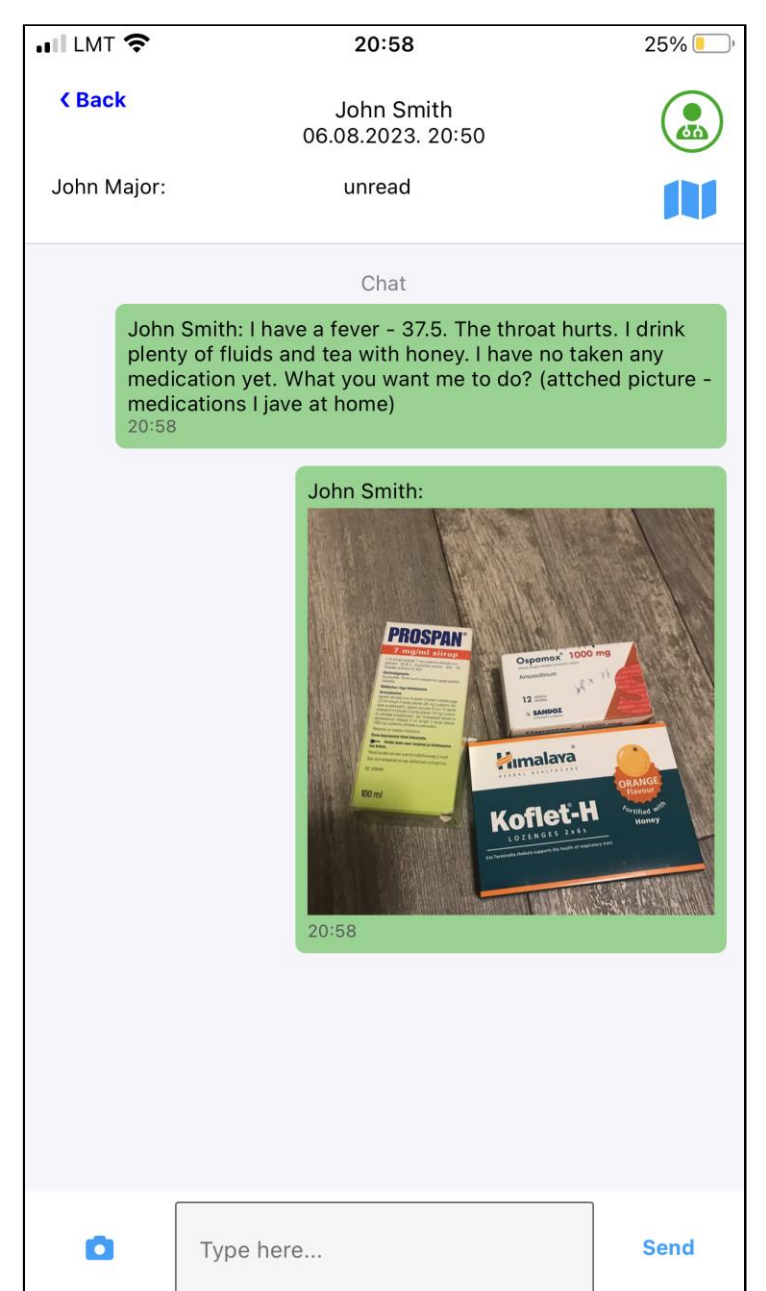
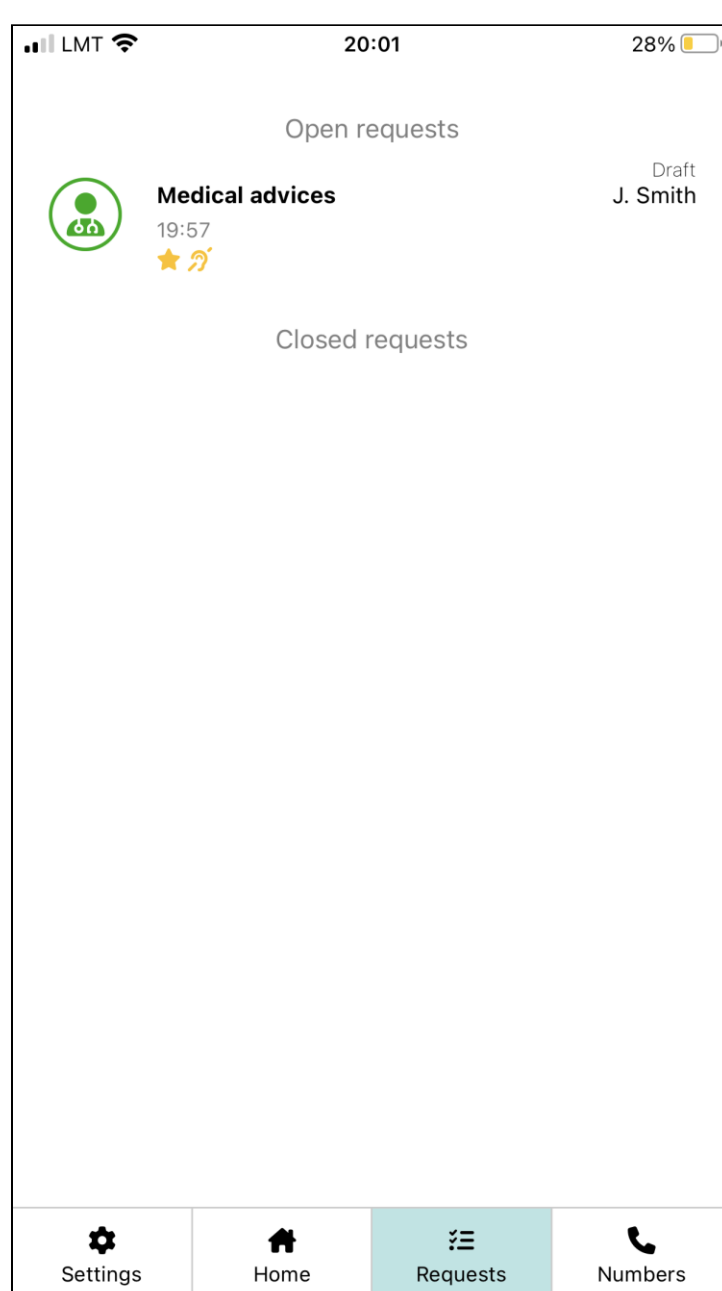
- First, you need to press (select) the button on the screen of the «Medical advices» so that the menu of the mobile phone offers you to make a call. **You do not need to make a call (!); your choice makes the app create an Open request (and a new request has already been created).**



Preparing the information

2

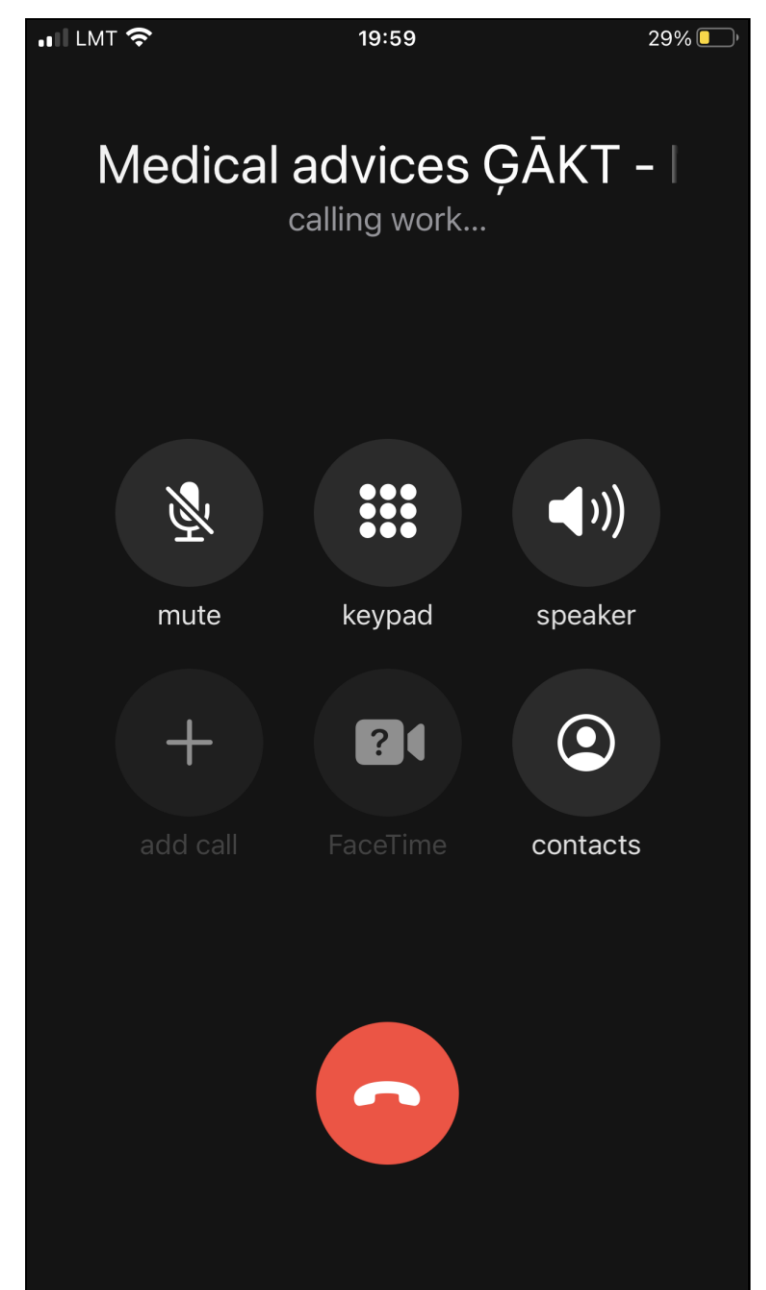
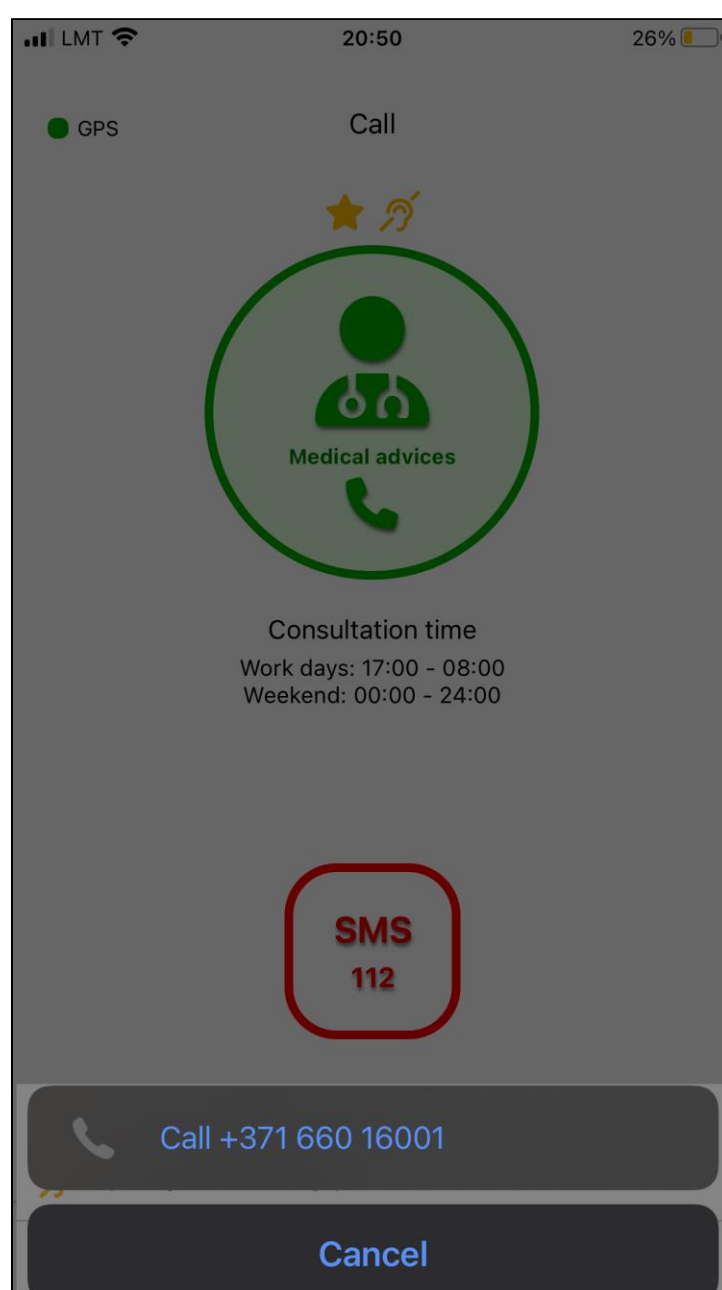
- Switch to the "Requests" section of the app.
- There is now a new "Open request" section.
- You have to open the last Medical Advices request and in the Request's Chat you have to leisurely write down everything you would like to say to the doctor (you can also attach a photo) and ask the doctor your question. The more accurately and fully you describe the situation and ask your question, the easier the communication will be.
- Once you have written everything down, you need to switch back to the main screen to finally actually call the Medical Advices number.



Making a call

3

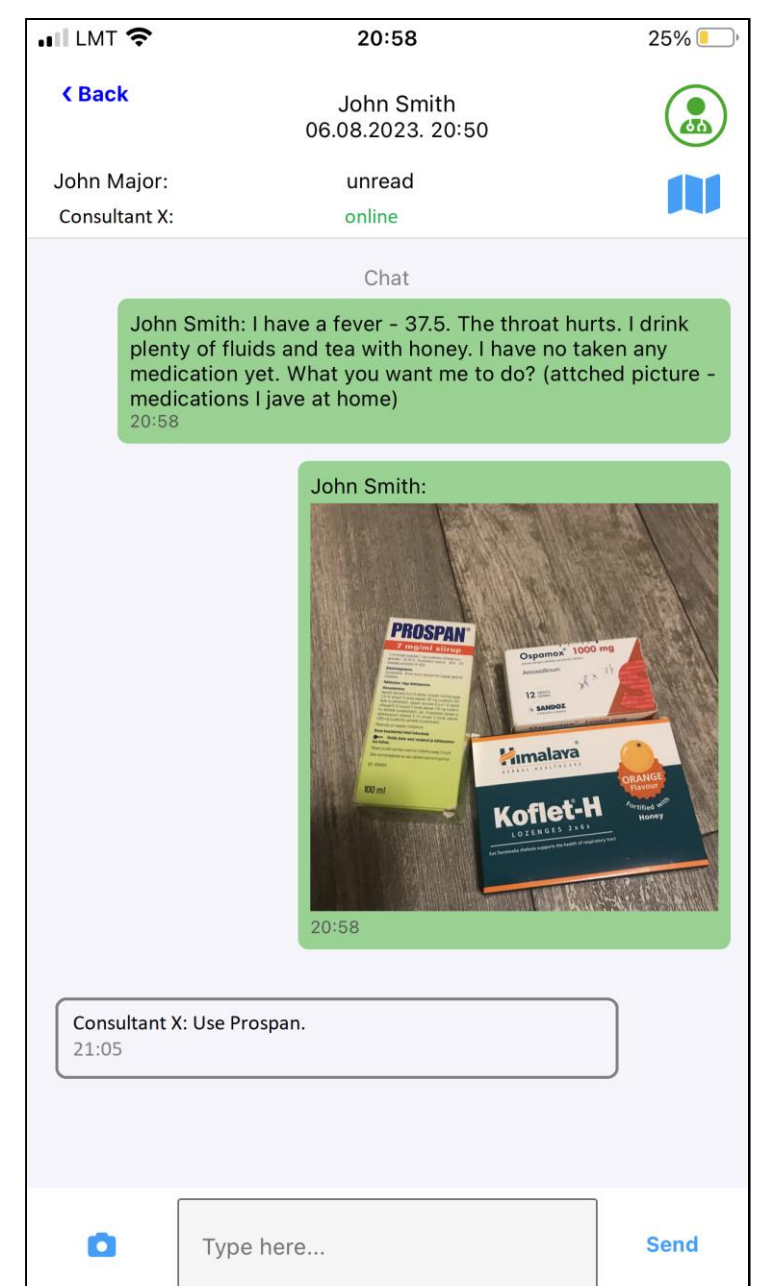
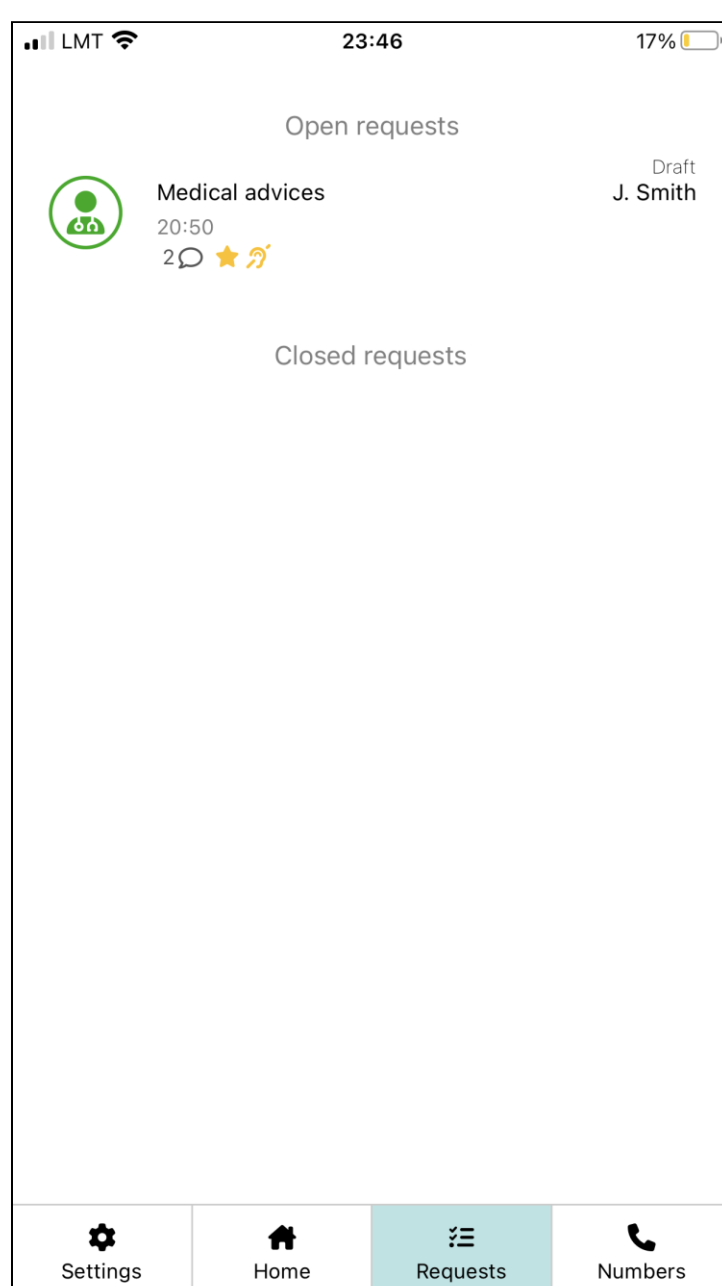
- To make a call, you now need to select the Medical Advices number again and make a voice call.
- After the connection has started (when you see that you are connected), without interrupting the voice call (!), you have to switch to the request window where all the necessary text was already written in time for the chat.



Connecting

4

- When logging in to the chat room, you have to wait for the on-call doctor to log in online. When the doctor logs in: 1) it will pop-up in the chat + 2) the doctor will be able to see that the doctor is "online" at the very top of the Request.
- Only when a doctor joins the chat can you start a correspondence with the doctor.
- You can only expect a reply from the doctor during the call (voice call) and only when the doctor appears "online"!



* «Medical advices» = the Family Doctor Consultations Service number
([what is it? - link](#))