

**myHCL Pro is intended for health professionals, Hospices Civils de Lyon correspondents.**

## Connect to myHCL Pro

Open the following link in your browser: <https://myhclpro.sante-ra.fr>

The Home page is shown. Use the buttons in the upright part of the page to select the portal language.

If this is your **first visit**, you have to create your user account: read next paragraph for further details.

Otherwise, type your **email** and **password** (6 digits) in the Login area located on the right and then click on **Login** button.

If you've forgot your password, click on the **Forgot password?** Link and follow the instructions.

## Register a new account

Click on **Register** area to create a new account. The following form is shown:

Fill in the form and click on **Register**: congratulations, your account has been created! The Profile page appears: read next paragraph for further details. An email is sent to confirm your email and password.

## Customize your profile

The **Profile** page shows after the creation of your account and also by clicking on your name on the top right of each page.

This page allows you to update your password and your personal information shown to your contacts: title, discipline, phone number ...

Press the **Update** button to save any modifications.

## Request for an advice

### Usage Policies

If this is your first use of the module, you shall sign the Usage Policies.

### Request

Click on **New request** submenu under Telemedicine or on the button on the Home page:

The **request form** shows.

Fill all the steps, from top to bottom of the page. There is a number before each input:

The number is **red** when something is missing or invalid. In that case you can save your request but you can't send it.

The number is **green** when the form is valid.

### Mandatories

- **Recipient:** Enter the beginning of the doctor's name or the team's name and select the name in the list.
- **Subject**
- **General clinic context**
- **Questions:** you must enter at least one question. Click on **+ Add** to add more questions. Click on **-** to remove a question.
- **Contact information:** you must enter at least one way to contact you back (email or phone number).
- **Patient agreement.**

### Specific clinic context

Some **experts** or **teams** use **specific** forms helping the clinic context description. In this case, the form shows:

### Appointment request

If the chosen expert accepts to give advice by phone or webcam, the following question shows:

**Do you want an appointment?**

I want a phone meeting

My requirements are complete and I want a web meeting

No, thanks, I'd rather have a written answer

- Choose the first option if you wish to have a phone contact. The expert will propose you phone meeting and give you his/her number...
- Choose the second option if you have a webcam and you wish to have a video contact. The expert will propose a web meeting...

### Save and Sent

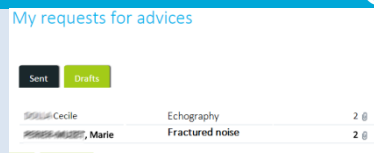
Click on the **Save** button to save your request as a draft.

Click on the **Send** button to save and send your request to the selected expert.

### Read the answers

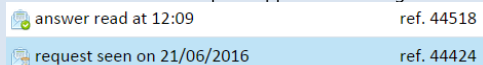
You are informed by email when the expert answers your request..

Log in the myHCL Pro website and click on **My requests for advice** in the Telemedicine menu. The list of your requests shows. The list is divided into two tabs, Sent and Draft:



The unread answers are shown in **bold**. Click on a row to open and read the request and its answer.

The state and number of each request appears on the right of the list:



You may ask more questions and send it to the expert by completing the area:

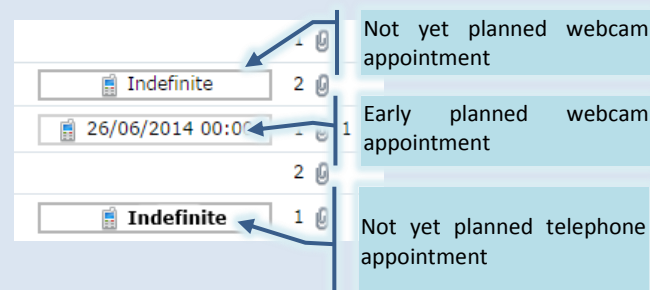
Questions asked

+ Add

**! Please, it is useless to thank the expert by this option!**

If you choose for the web appointment, we invite you to test the link to the conference before the day of the appointment for the necessary facilities and check that your hardware works: webcam, microphone, and speaker.

In your request list, the state, date and time of each appointment appears:



## Plan a consultation

If necessary, the expert may decide to meet with your patient. In that case you'll have to fill in a form about your patient:

Envoyer

**The patient must consult**  
Thanks to complete informations below

Name :  First name :

Birth date :  Gender :

Address :

Phone number :  and/or mail :

Availability/remarks :

Send

You will need to provide his name, date of birth, sex, address and phone or email and his immediate availability, and then click on the button . The secretary of the service will receive this information to plan an appointment and contact the patient.

## Search a request for advice

The search box located at the bottom right of the table of applications allows you to search by **subject**, **recipient**, or **request number**:



## Need assistance?

In case of difficulties or questions / remarks:

[support.myhclpro@chu-lyon.fr](mailto:support.myhclpro@chu-lyon.fr)

## Join a meeting

When the appointment with the expert is set, you receive an email containing:

- In case of a **telephone appointment**: the expert's number, date and time of the appointment. The day of your appointment, you must call the expert at the number.
- In case of a **web appointment**: link, date and time of the appointment. The day of the appointment, click the link to join the web conference. At the first use of this service, the *Microsoft Lync Attendee* program will be installed free on your computer.