

WOIDMO

World Infectious Disease
Monitoring Organization

**MED-AID MANUAL
FOR
HEALTH SITES**

(FOR HOSPITALS, CLINICS, DOCTORS AND PHARMACIES)

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1. Introduction

Med-Aid is a system that connects Health Sites, such as hospitals and clinics, with aid organizations. It enables you to clearly indicate your site's needs for medicines and medical consumables.

Aid organizations can then respond to your requests and support you in the best way possible.

This service is provided for free by the WoIDMo and we invite you to share its existence with your colleagues in other locations, so that they too can receive the support they need.

This manual and the instruction videos can be found on our website:

<https://www.woidmo.org/med-aid-portal/>

Should you have any queries, need for assistance or have suggestions, please feel free to send a message to: med-aid@woidmo.org

2. Registering, applying for access

Any hospital, clinic, doctor or pharmacy can apply for a Health Site account. To register, please visit our website and fill in the form. After submitting the form you will receive your Username and Password by email. When using Gmail, check your SPAM-folder.

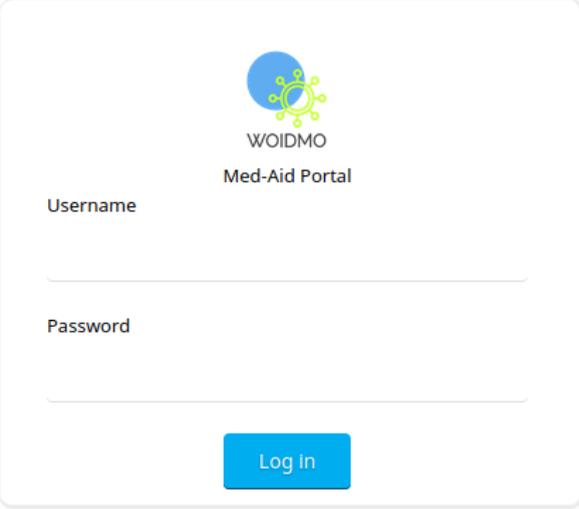
<https://www.woidmo.org/med-aid-portal/>

The screenshot shows the Med-Aid Portal website. At the top is a dark navigation bar with the WoIDMo logo and menu items: Home, Topics, Data, Programs, About, and a dropdown menu. Below the navigation bar is the main content area. On the left, there is a heading "Med-Aid Portal" followed by a paragraph in English and a paragraph in Ukrainian. On the right, there is a red button labeled "Go to Med - Aid System" and a text box with instructions in English and Ukrainian. Below this is a registration form with three tabs: "Hospital registration form / Бланк реєстрації лікарні" (selected), "NGO registration form / Форма реєстрації НУО", and "Questions / Запитання". The form contains the following fields: "Hospital name (English) *" with a text input and "0 of 256 max characters." below it; "Hospital name (local language) *" with a text input and "0 of 256 max characters." below it; "Main contact name *" with two text inputs labeled "First" and "Last"; and "Email *" with a text input.

3. Accessing Med-Aid

Go to <https://med-aid.woidmo.org>

You will be presented with the following login screen. Enter with the Username (your email address) and the password that was sent to you by email.



WOIDMO
Med-Aid Portal

Username

Password

Log In

[Forgot password?](#)

After successfully logging in, you will be presented with the following screen.



Main Help

My healthsite

Aid request

View medicine list

Medicines by section

View consumables list

View equipment list

Clicking the 'Help' tab will show quick instructions on how to use the system.

If this is your first time logging in, only 'My healthsite' will be displayed, go to chapter 4.

In **Main**, you have the following buttons :

- My healthsite** : to edit details of your hospital and manage users for your organization.
- Aid request** : to start an Aid request for medicines, medical consumables And equipment.
- Report attacks** : for reporting incidents on Healthsites and health workers..
- Medicines by section** : a categorized view of the medicine list.
- View consumables list** : shows the medical consumables present in the system.
- View equipment list** : shows the medical equipment present in the system.

4. Logging in the first time

IMPORTANT!

When logging in for the first time, by clicking on 'My healthsite' you will enter the screen below. It is important to fill out this information as completely as possible, as it is used for security purposes. As soon as you have filled out the required information and saved the form, all the buttons will be enabled.

My healthsite

Health Sites

Save

Main

Entity Name (English) Hospital 1

Entity Name (Local language) Лікарня 1

Amenity type Hospital

Operator type Private

Operator NGO - WoIdMo

Website www.woidmo.org

Address line 1 Dept of deliveries

Address line 2 Loop 1

City Amsterdam

State/Province/Region North Holland

Postal code NL12345

Country Netherlands The

GPS Latitude 52.37021600

GPS Longitude 4.89516800

Account active Yes

Operational status Open/Active

Main contact name John Doe

Main contact email john.doe@woidmo.org

Main contact tel +31 45658754

Emergency services No

Staff doctors 80

Nurses 150

Beds 500

ICU beds 30

The different fields will be explained on the next page. When done with the form, click 'Save' on the top left corner.

Save

Click the Home icon to return to the main screen.



4.1 My healthsite form fields

Entity name (English) : enter the English name of your hospital or clinic.

Entity name (Local) : enter the name of your hospital or clinic in its original language

Amenity type : -Hospital: a hospital has more than 25 beds for in-patients.
-Clinic: a clinic has less than 25 beds for in-patients.
-Doctors: a facility that only provides out-patient care.
-Pharmacy: a vending point for medicines.

Operator type : -Private: a privately run hospital or clinic, public sector.
-Government: a hospital or clinic run by the government.
-NGO: a health site that is operated by an NGO.

** Mostly, your facility will be Private or Government*

Address : enter the address of your site here, please fill out as clear as possible to avoid confusion.

GPS Latitude/Lon : these are the GPS coordinates of your site. They aid in making sure that deliveries can easily be made and also add a level of security.

** For finding your GPS coordinates, go to [this site](#) or [Google maps](#).
In Google maps, right clicking on your location will show LAT, LON.*

Account active : You are not able to edit this field, it is for WoIDMO internal use.

Operational status : Is your hospital or clinic open? Set to Yes.

Main contact details : This is the information aid organizations will use to establish a first contact. Please try to assign a person who is fluent in either English, French or Spanish.

Emergency services : Does your Healthsite have emergency services (ER)?

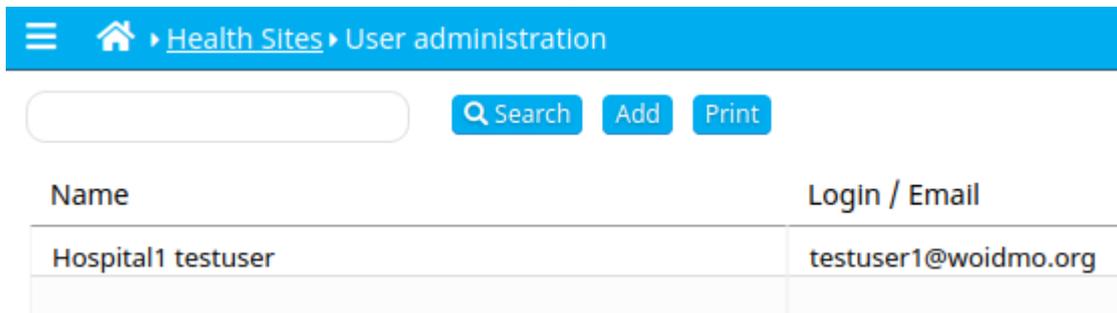
Staff doctors / beds : For hospitals and clinics, this information is mandatory. It is used for security purposes and to better understand your needs.

5. Managing users

On the 'My healthsite' form (on the left), you can add users to your organization by clicking on 'Manage users'.

Manage users

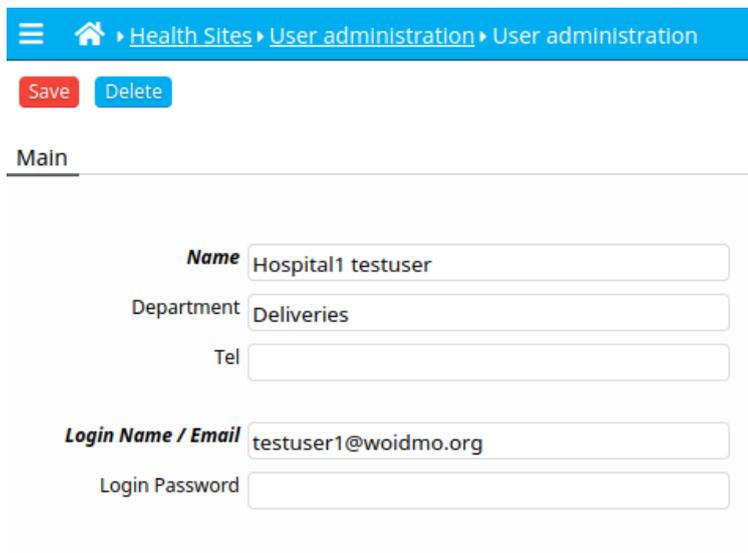
You will then be presented with the following screen, containing a list of all your users.



The screenshot shows a web interface for user management. At the top, there is a blue navigation bar with a home icon, a hamburger menu icon, and the breadcrumb 'Health Sites > User administration'. Below the navigation bar is a search bar and three buttons: 'Search', 'Add', and 'Print'. The main content area displays a table with two columns: 'Name' and 'Login / Email'. The table contains one row with the following data:

Name	Login / Email
Hospital1 testuser	testuser1@woidmo.org

To edit a user, select user from the list and the following form is prompted.



The screenshot shows the user edit form. At the top, there is a blue navigation bar with a home icon, a hamburger menu icon, and the breadcrumb 'Health Sites > User administration > User administration'. Below the navigation bar are two buttons: 'Save' (red) and 'Delete' (blue). The main content area is titled 'Main' and contains several input fields:

- Name:** Hospital1 testuser
- Department:** Deliveries
- Tel:** (empty field)
- Login Name / Email:** testuser1@woidmo.org
- Login Password:** (empty field)

You can reset members' passwords by entering a new password on "Login Password" and then clicking 'Save'. An email will be sent to the user's email address with their new password. You can also update users' details.

'Delete' will permanently remove the user's account. They will no longer be able to access Med-Aid.

To go back, you can click the 'breadcrumbs' in the top blue bar.

Health Sites > User administration > User administration

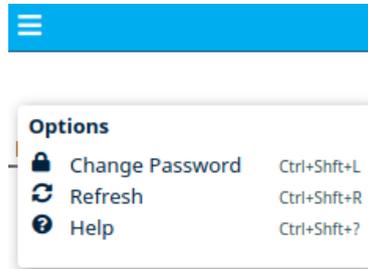
Important!

For your awareness. All of the information in the 'My healthsite' form and the information of the users will be visible to aid organizations when you start an aid request.

6. Changing your password - Forgotten password

Every user can reset their password by clicking on the 3 lines icon in the top blue bar. 

Select the 'Change password' option from the dropdown list.



Passwords can also be changed in 'My healthsite' > 'Manage users' (please refer to 5. Managing users).

If you have forgotten your password, use the password reset procedure on the login form. An email link will be sent to enter a new password. Check your spam-folder if you do not receive the email immediately.

Important!

Never write down your password or share it with anyone!!!

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7. Starting an aid request

When your Healthsite details are complete, you can start an aid request. In the 'Home/Main' screen, click on 'Aid request'.



The following screen will be prompted, showing any current and historic aid requests. Clicking on an aid request will open up the details.

The screenshot shows a table with the following data:

Request Id	Country	Healthsite	Cause	created_at	Active/Open
624ac912ae6e6b7	Netherlands The	Hospital 1	Environmental (weather/earthquake)	2022-04-04 10:31:46	Yes
624c76dec91d394	Netherlands The	Hospital 1	Environmental (weather/earthquake)	2022-04-05 17:05:34	Yes

To create a new request, click on "Add" and a blank form will be prompted.

The screenshot shows the 'Add Aid Request' form. It includes fields for 'Aid request', 'Healthsite', 'Cause' (a dropdown menu), 'Active/Open' (a dropdown menu set to 'Yes'), 'created_at', 'updated_at', and 'Deliver to'. There are also buttons for 'Medicines request', 'Consumables request', and 'Equipment request'. A 'Save' button is at the top left. A 'Circumstances' text area is at the bottom left, and 'Instructions' are at the bottom right.

Select the Cause of your aid request. For Ukraine, select War.

Active/Open will be preset to 'Yes'.

Set 'Deliver to' either to 'Healthsite' or your assigned central warehouse location.

Fill out the circumstances that require you to start an aid request.

Optionally, add information that could be useful such as access roads, best way to enter, possible dangers in the area and other information to be aware of.

When done, click 'Save' at the top. Your data will now be filled in at the top of the form and two buttons appear to add medicines and consumables to your aid request.

Aid request 624dd1f615046f0

Healthsite Hospital 1
Amsterdam Netherlands The

Cause War

Active/Open Yes created_at 06-04-22 updated_at 20-04-22

Deliver to Healthsite

Circumstances Our usual suppliers no longer operate and we are running out of supplies after one month. Our hospital is accessible.

Instructions: Please briefly describe the circumstances that cause you to request aid.

Medicines request
Consumables request
Equipment request

Aid tracking
Doctors without borders (MSF) test

To add medicines, click on 'Medicines request'. This will show an empty screen or a list of medicines that are part of your request, if you are updating.

Medicines request

Home Aid Request Aid Request Medicine Aid Request Hospital1 testuser

Search Add Print

Aid request id	Medicine name	QTY required per	QTY current in stock	Status	Aid required	Updated on
624ac912ae6e6b7	abacavir	11	10	Low	Yes	2022-04-06 07:46:27
624ac912ae6e6b7	fentanyl	500	30	Out-of-stock	Yes	2022-04-06 09:11:39
624ac912ae6e6b7	adalimumab	5	3	Low	Yes	2022-04-05 16:05:16
624ac912ae6e6b7	acetic acid	5	3	Low	Yes	2022-04-05 16:05:29
624ac912ae6e6b7	propofol	200	10	Out-of-stock	Yes	2022-04-06 07:10:16

Click on 'Add' to start adding the medicines you require. The screen below will show up.

Home Aid Request Aid Request Medicine Aid Request Medicine Aid Request

Save

Main

Medicine name / Formulation

QTY required per month

QTY current in stock

Aid required Yes

Urgency status Sufficient Updated on

Instructions: Please enter the minimum devisable units for quantities and not per pack or blister. Eg for tablets, each tablet. For vials, each vial.

Click on the search tool after 'Medicine name / Formulation'.

This will open the screen such as below.

×

ID	Medicine	Formulation
1	abacavir	Oral > Solid: 60 mg tablet (dispersible, scored) (as sulfate); 300 mg tablet (as sulfate)
2	abacavir + lamivudine	Oral > Solid: 120 mg (as sulfate) + 60 mg tablet (dispersible, scored)
3	abiraterone	Oral > Solid: 250 mg; 500 mg
4	acetazolamide	Oral > Solid: 250 mg
5	acetic acid	Local > Otological > drops: 2% in alcohol
6	acetylcysteine	Parenteral > General injections > IV: 200 mg per mL in 10 mL ampoule Oral > Liquid: 10%; 20%
7	acetylsalicylic acid	Oral > Solid: 300 to 500 mg
8	acetylsalicylic acid	Oral > Solid: 100 mg
9	acetylsalicylic acid	Oral > Solid: 100 to 500 mg Local > Rectal > Suppository: 50 to 150 mg
10	aciclovir	Parenteral > General injections > IV: 250 mg in vial powder for injection (as sodium salt) Oral > Liquid: 200 mg per 5 mL Oral > Solid: 2
11	aciclovir	Local > Ophthalmological > Ointment: 3% w/w

Type on the search field to find the medicine you require and select the row with the required Formulation.

Save

Main

Medicine name / Formulation Q Oral > Liquid: 20 mg powder for oral liquid; 40 mg powder for oral liquid Oral > S

QTY required per month

QTY current in stock

Aid required

Urgency status Updated on

Instructions:
Please enter the minimum devisable units for quantities and not per pack or blister. Eg for tablets, each tablet. For vials, each vial.

Fill out the QTY required per month. This is also known as the depletion rate.

Fill out your current stock level.

Important!

To account for differences in packaging, please enter the minimum divisible units for quantities and not per pack or blister. Eg number of individual tablets, or vials.

Click the 'Save' button.

An empty medicine addition screen will now appear. This is normal. You can immediately add the next medicine. This is to make entering multiple items faster.

When done, to go back to the list of medicines, use the breadcrumbs in the blue bar.



Adding medical consumables and equipment works in the same way. You do not need to create a new Aid request. In your current Aid request, click on the 'Consumables request' or 'Equipment request' button and start adding them.

8. How will Aid organizations respond

When an Aid organization views your request for aid, they will either contact you or the 'Deliver to' site to make arrangements. Once an Aid organization has committed to delivering aid, you will be able to see this in the Aid request on the right hand side. Like in the example below.

Main

Aid request 624ac912ae6e6b7

Healthsite Hospital 1

Amsterdam Netherlands The

Doctors without borders (MSF) test
Intl red cross test

Cause Environmental (weather/earthquake)

Active/Open Yes

When an Aid request is responded to, tracking information will become available.

9. Tracking of Aid

In your Aid request, click on 'Aid tracking' to view its progress. All tracking updates are emailed as well, to the Main Healthsite contact email address.

Aid request id	Date	Progress
624dd1f615046f0	2022-04-01 10:20:57	Attached
624dd1f615046f0	2022-04-03 10:56:22	Preparation
624dd1f615046f0	2022-04-05 17:43:50	En route

Progress tracking messages are:

- Attached** : an Aid organization has accepted to offer aid and is attached to your request.
- Preparation** : the items of the Aid request are being prepared for shipment by the Aid organization.
- En route** : medicines and consumables are underway to support the Healthsite.
- Received** : when a Healthsite confirms they have received the aid that was sent.

10. Confirming reception of Aid

When you have received Aid, please confirm this to the Aid organization by entering a new tracking record with the 'Progress' field set to 'Received'.

If you have received everything you require, close the Aid request by setting 'Active/Open' to No.

If you have only been partially filled or the danger of running low on certain items still exists, keep the current aid request open and update your stock levels for the requested medicines and consumables.

11. Requesting to add Medicines or Consumables

1 Medicines

The medicine list covers all essential medicines. There may however be certain items, such as cancer medicines that are lacking. Please send us an email with your requirements, including the international name of the medicine (INN), formulation and category (its use or function).

Important:

We cannot add all medicines that are used for patient care. Medicines eligible for addition need to be essential for the treatment and wellbeing of patients.

2 Consumables

While the list of consumables contains most of what is required in emergency rooms and theaters, it is still being extended. Please use the [Excel-sheet](#) to request additions.

Important:

Also for consumables, make sure that they are essential for either your safety, the ability to do your job or essential for patient care

3 Equipment

The equipment list is more open, as different emergencies will have specific needs. Please use the [Excel-sheet](#) to request additions. Please try to avoid using brand names and use generic descriptions.

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12. Attacks on Healthsites

This aims to collect standardized primary data about attacks on healthcare facilities, personnel and patients. This data can potentially be shared with WHO if your country has opted in. By default it is not shared.

To report an attack, click on

[Report attacks](#)

And then

[Add](#)

You will then be presented with the following form:

Main

Healthsite id 62483b2397dfd36 Healthsite

Attack date Total injured 0 Total death 0 Description of incident

Attack type

- Abduction/Arrest/Detention of health personnel or patients
- Removal of health care assets (e.g. transport, supplies, materials)
- Assault (without weapons)
- Violence with individual weapons (knives, bricks, clubs, guns, grenades and improvised explosive devices (IED)
- Violence with heavy weapons (requires more than one person to use such as firearms, tanks, missiles, bombs, mortars)
- Setting fire
- Chemical agent
- Militarization of a health care asset
- Armed or violent search of health care personnel, facility or transport
- Obstruction to health care delivery (e.g. physical, administrative, legal etc)
- Psychological violence/threat of violence/intimidation
- Sexual assault
- Criminalization of health care
- Obstruction of humanitarian aid / supply
- Other

* To select multiple items, hold CTRL while clicking

Were health workers impacted?

HS personnel

HS injured

HS death

HS abduction

HS arrest

HS detention

Were patients impacted?

HS patients

Patients injured

Patients death

Patient abduction

Patient arrest

Patient detention

Other impacts?

HS facilities

HS transport

HS supplies

HS warehouse

Enter:

- The date of the attack
- Select the type from the options. Multiple options can be selected while holding down the ctrl key.
- Enter if healthcare workers were affected. If yes, specify the numbers in the fields below.
- Enter if patients were affected. If yes, specify the numbers in the fields below.
- Indicate other impacts. HS facilities means damage to buildings or equipment. HS transport means an incident during patient transport. HS supplies means raiding medical supplies. HS warehouse means damage to a warehouse facility separate from the Healthsite.
- Describe briefly what happened in English or your local language or both.

When done, click save.

13. Security considerations and data management

1. Data in Med-Aid is compartmentalized as much as possible, without hampering efforts for delivering Aid:

Hospital data can only be consulted by Aid organizations when an aid request is created by a Health site.

Aid organization contacts can not be directly consulted by Health sites.

While the availability of location data for Healthsites could be considered a security issue in certain situations, awareness must be raised to the fact that organizations concerned with health already have regional or global databases of health facilities. At WoIDMo, we have a non-public database of all Healthsites globally with address and contact information.

While Aid organizations are vetted before granting access to Med-Aid, we cannot vouch for the internal practices used by Aid organizations regarding user access and management of data related to your Aid request.

2. The only goal of Med-Aid is to improve Aid responses:

Data in Med-Aid cannot be used for commercial purposes or resold in any way.

Non-aggregated data will never be made available for any purpose to a 3rd party.

Personal data is only made available for the purpose of facilitating the delivery of Aid as efficiently as possible.

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14. FAQ

Error, A lookup is being populated!

This error can show up if you are trying to save a form while your mouse is still on a lookup field. Just click in a regular text field and saving will work.

No emails received from Med-Aid

If you do not receive email, check your spam-folder.

In Gmail, marking the emails as 'not-spam' will move them to your Inbox.

For future mails, add med-aid@woidmo.org to your contacts.

Go to <https://contacts.google.com> and click on create contact.

Can I add a 'Deliver to' location?

Delivery locations are managed by WoIDMo. You cannot add these yourself. A request for adding a central warehouse location needs to come from the ministry of health or a similar authority.

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