User Manual Medisa

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Document Changelog

Version	Date	Author	Description
1.0.0	9 Mar 2026	Rama, Delfitri	Initial Version

Table of Content

Overview

Welcome to Medisa AI, your intelligent clinical documentation assistant. Medisa AI is designed to help doctors focus more on patient care and less on paperwork. By simply recording your patient consultations, Medisa AI automatically transcribes the conversation and generates comprehensive, structured Electronic Medical Records (EMR) in seconds. Whether you are using it on your computer or mobile device, Medisa AI simplifies your workflow, keeps your patient records neatly organized, and ensures you never miss a critical detail during your busy practice.

Medisa Ecosystem

1. Medisa Web Dashboard

What is it? The Medisa Web Dashboard is the comprehensive portal accessed via your desktop or laptop computer browser.
Best used for:
- Managing your entire patient database.
- Deep reviewing and editing of generated Electronic Medical Records (EMRs).
- Account Management: Subscription plans and billing history.
- Maximum screen real estate for viewing complex medical histories and analytics.

2. Medisa Mobile (PWA)

What is it? A Progressive Web App (PWA) that you "install" directly onto your smartphone's home screen for quick, app-like access without needing an app store.
Best used for:
- On-the-go recording: Start sessions bedside or between examination rooms.
- Portability: Accessing patient summaries and recent EMRs from your pocket.
- Speed: Streamlined for convenience during active consultations.

How to Access Medisa AI

Medisa AI is a cross-platform ecosystem. Depending on your needs—whether recording a patient at the bedside or reviewing records at your desk—you can access Medisa through the Mobile App or the Web Dashboard.

Accessing the Medisa Mobile App (Android)

The mobile app is the primary tool for recording consultations and managing patients on the go.
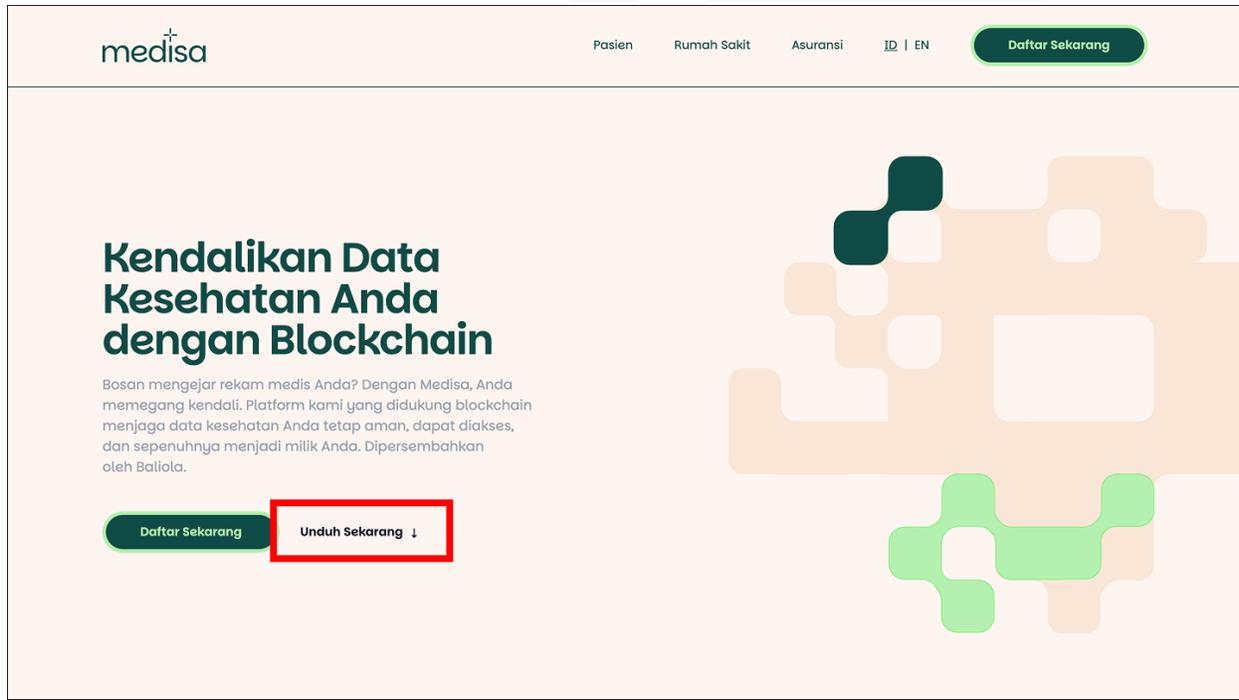

Step-by-Step Access:

1. Open your mobile browser and navigate to the Medisa AI homepage.
2. Locate the **Unduh Sekarang ↓ (Download Now)** button in the main header area.
3. Clicking this button will automatically redirect you to the Google Play Store.
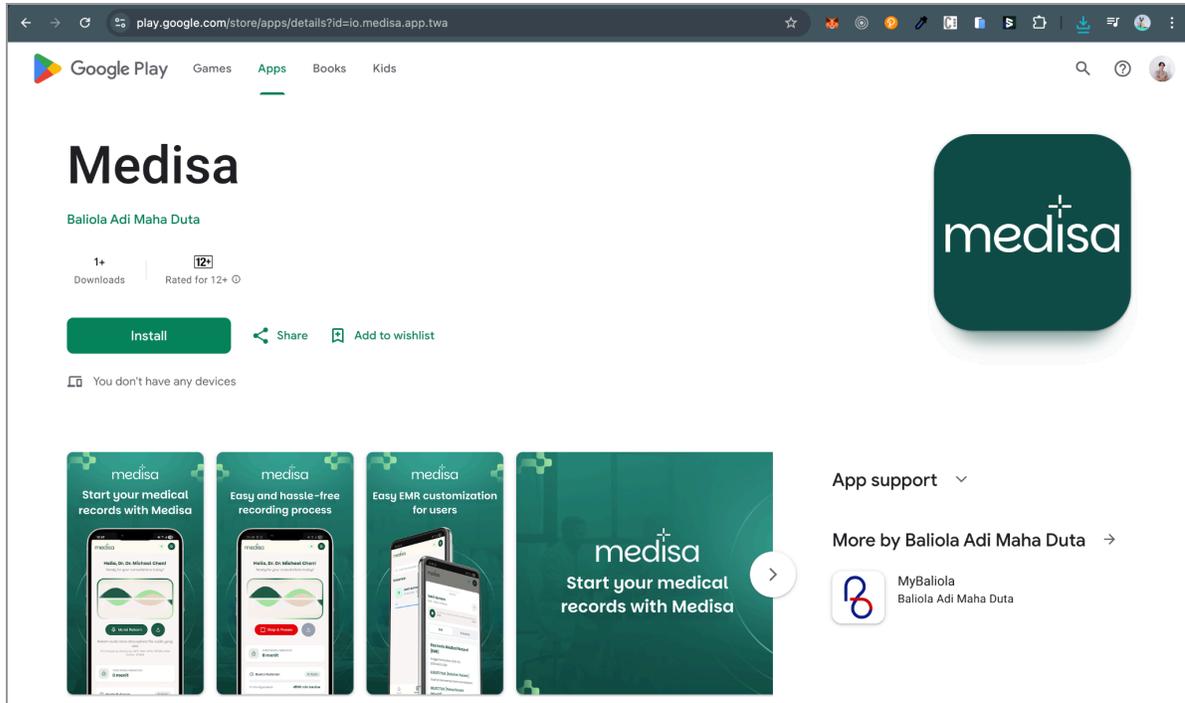
1. On the Play Store page, click **Install**.
2. Once installed, the Medisa icon will appear on your phone's home screen for quick access.

Installing Medisa on IOS (iPhone/iPad)

For the best experience on an iPhone, you can add Medisa AI to your home screen. This gives you full-screen access and an app-like feel without needing the App Store.
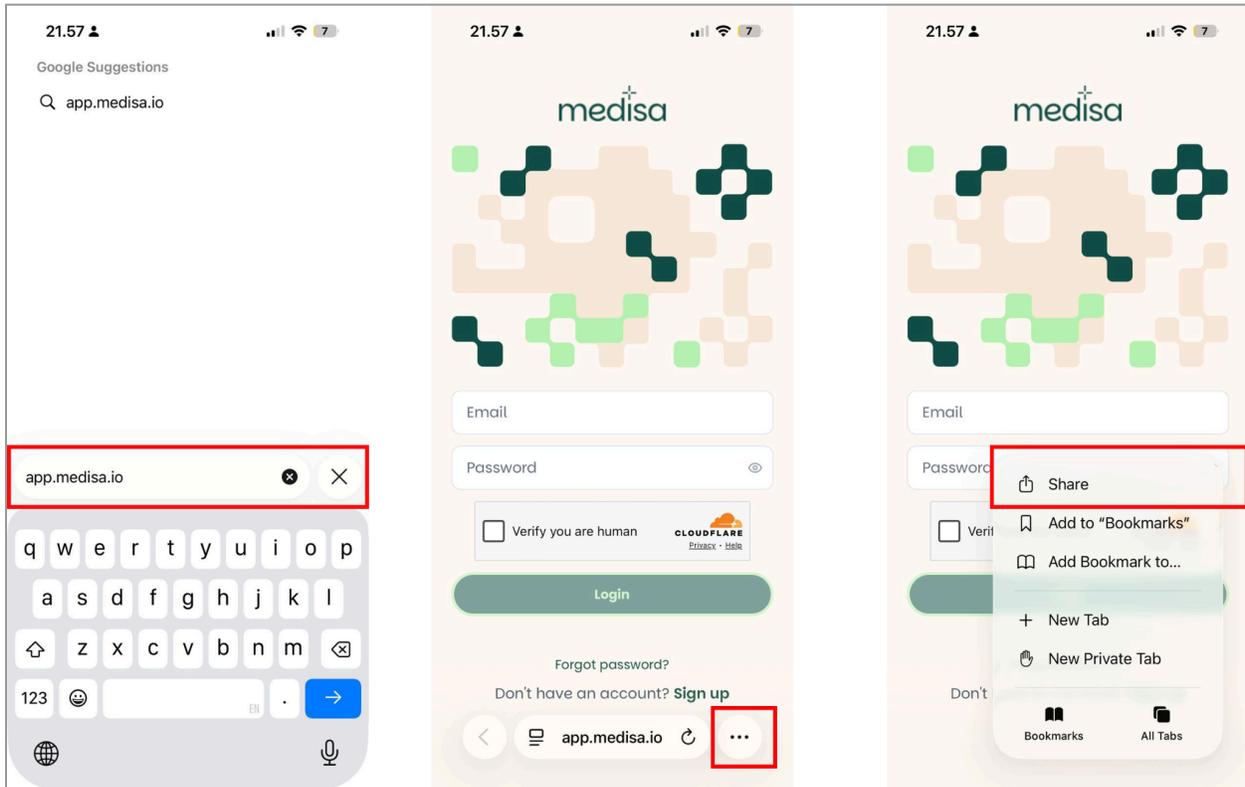

Step-by-Step Installation:

1. **Open your Browser:** Open Safari (or your preferred mobile browser) and navigate to app.medisa.io.
2. **Open the Menu:** Once the login page loads, look at the bottom navigation bar and tap the three dots **(...)** or the Share icon (the square with an upward arrow).
3. **Select Share:** From the menu that appears, tap the **Share button**.
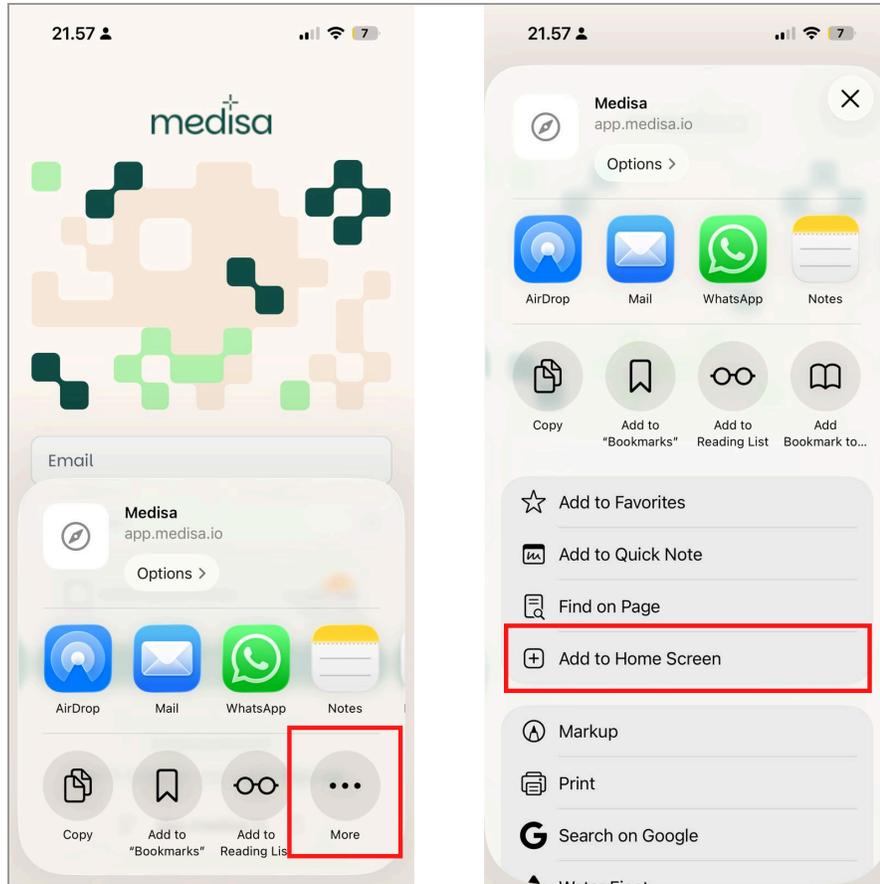
4. **Find More Options:** In the system share sheet, tap the More **(...)** icon or scroll down through the list of actions.
5. **Add to Home Screen:** Look for the option labeled **Add to Home Screen** and tap it.
6. **Confirm:** A confirmation screen will appear showing the Medisa icon. Tap **Add** in the top right corner.
7. **Success:** The Medisa icon will now appear on your iPhone's home screen alongside your other apps. Simply tap it whenever you need to start a consultation.
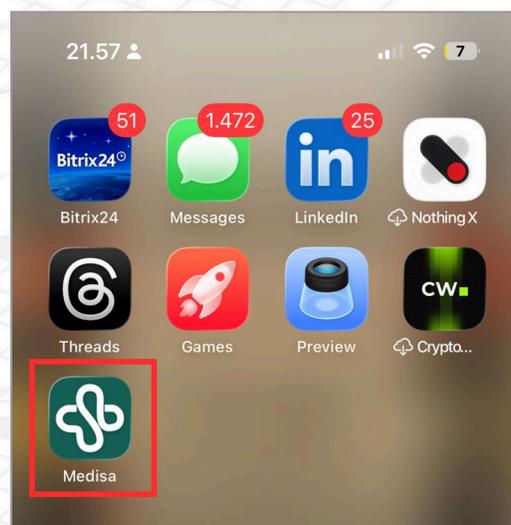
Accessing the Medisa Web Dashboard

The Web Dashboard is used for deep clinical review, editing EMRs, and managing your subscription on a desktop or laptop.
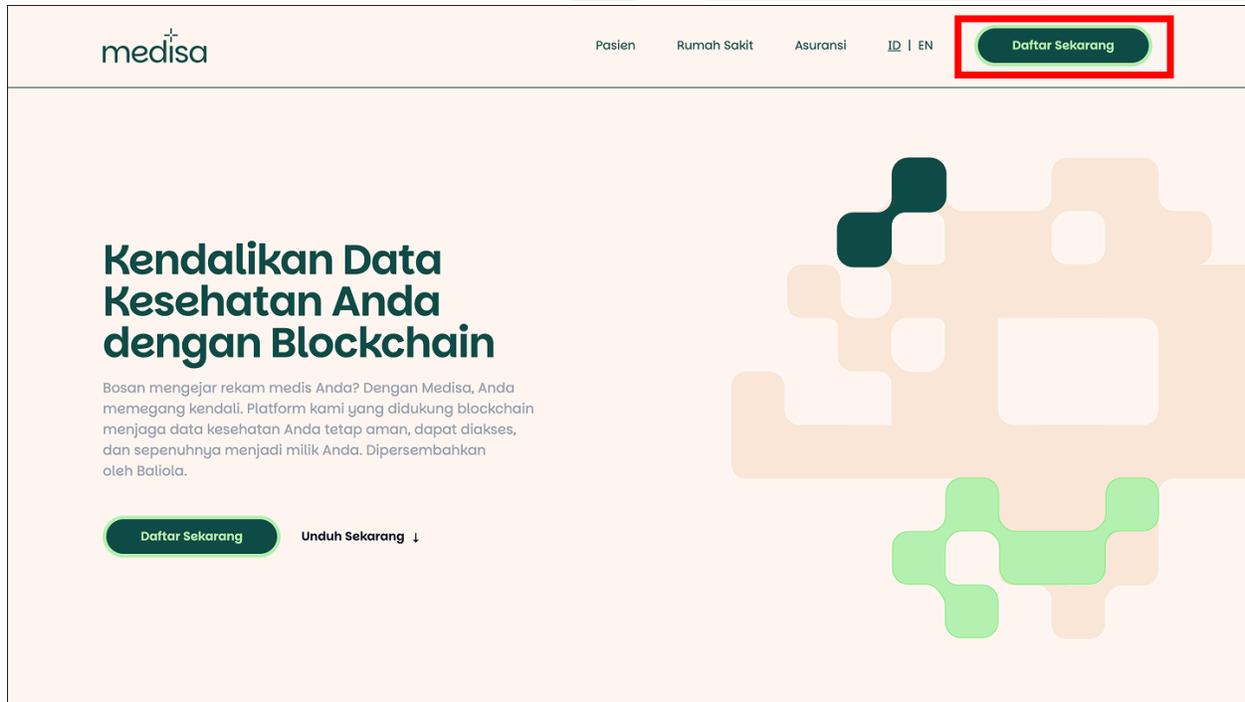
Step-by-Step Access:

1. **Using a desktop browser (Chrome, Safari, or Edge),** navigate to the Medisa AI homepage.
2. In the top right-hand corner of the navigation bar, click the green *Daftar Sekarang* **(Register Now)** button.
3. This will take you directly to the **Portal Login/Registration** page.
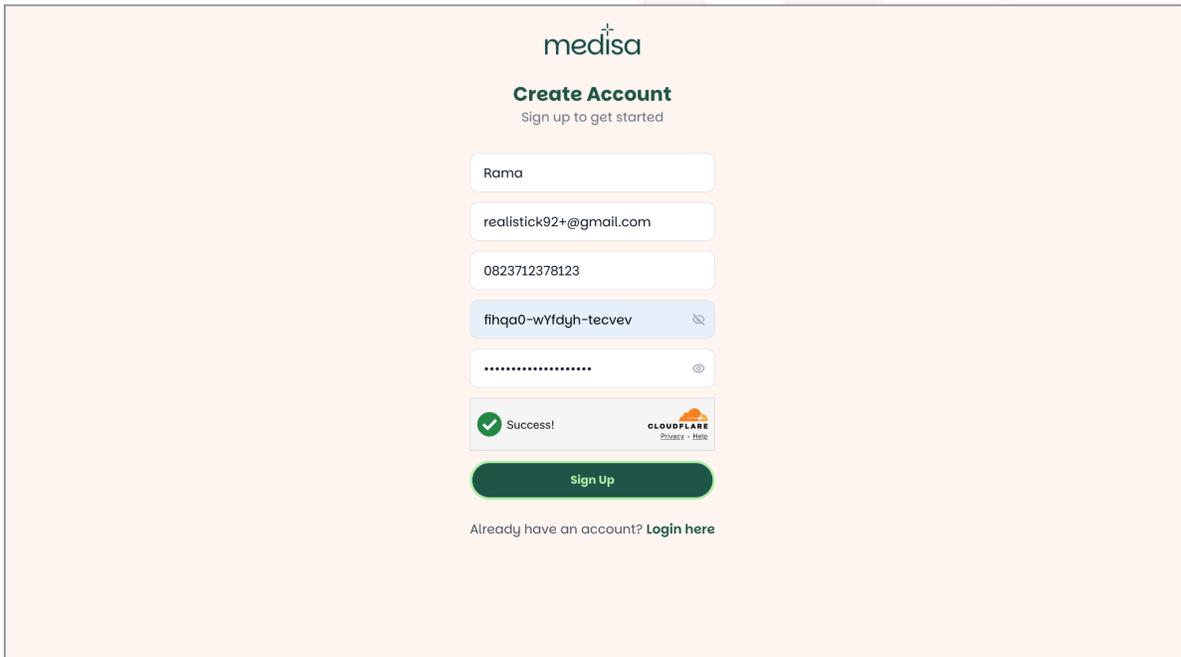
Medisa Web Dashboard Guide

Account Access: Registration, OTP, & Login

Medisa AI provides a secure authentication process to protect your clinical data and your patients' sensitive information.

1. Initial Registration

To start using the platform, you must first create a professional profile.

Step-by-Step Guide:

1. Navigate to the Medisa AI web portal.
2. Click on the **Sign Up** or **Register** button.
3. Fill in your professional details:
   - Full Name
   - Email Address (This will be your primary username)
   - Password (Ensure it is strong and secure)
   - Phone Number
4. Click **Sign Up**.

Baliola

2. OTP (One-Time Password) Verification

To ensure the security of your account and verify your email address, Medisa AI uses two-factor verification.
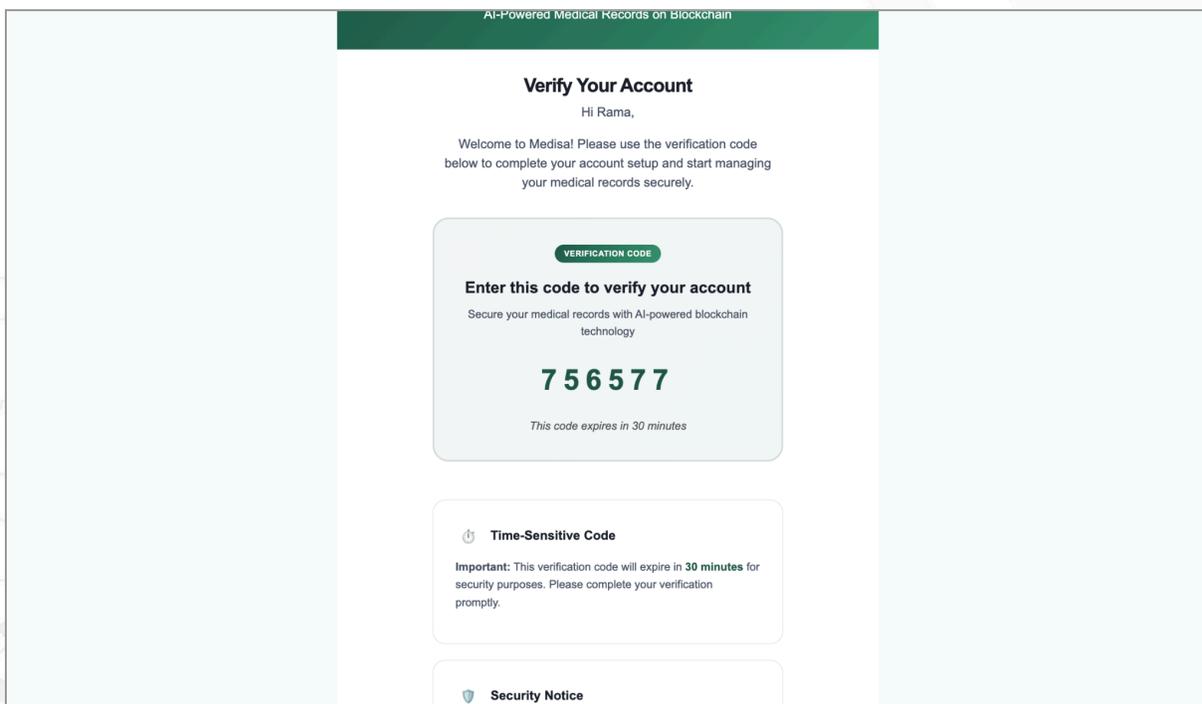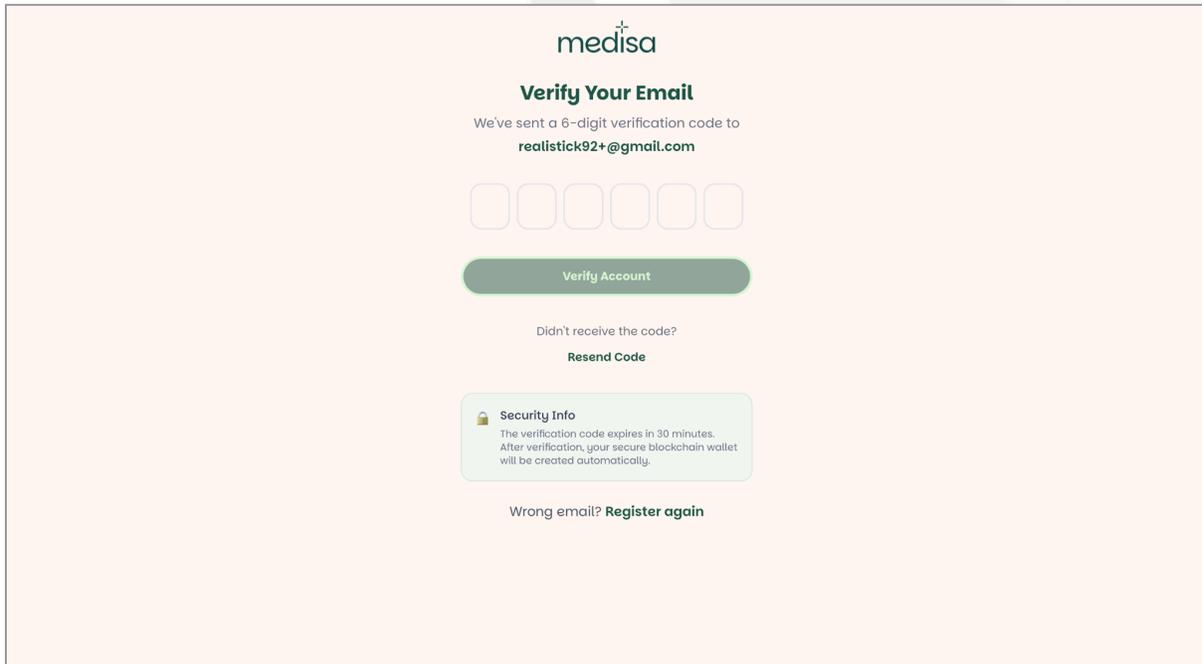
Step-by-Step Guide:

1. After submitting your registration, check the **Inbox** of the **email address** you provided.

2. Look for an email from Medisa AI containing your **6-digit OTP code.** (Check your Spam folder if you don't see it within 2 minutes).
3. Return to the Medisa AI registration page and **enter the OTP code** into the designated fields.
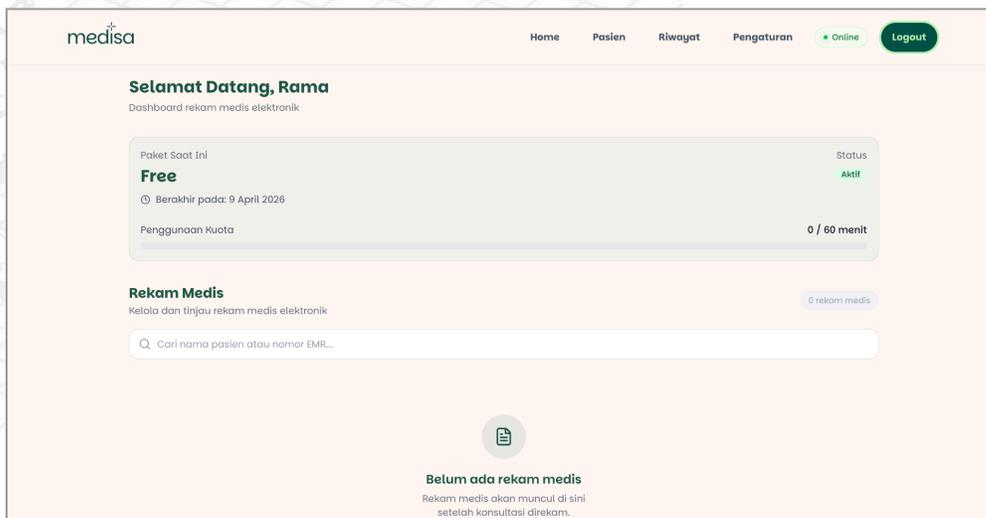4. Click **Verify Account** to activate your account.

3. Secure Login

Once your account is verified, you can access your dashboard from any computer browser.
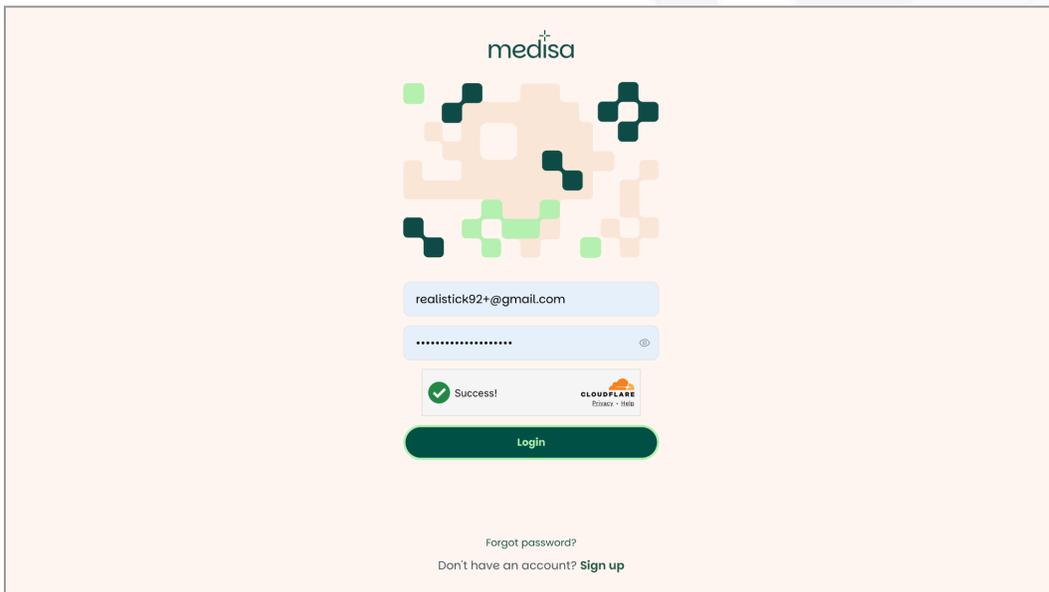
Step-by-Step Guide:

1. Navigate to the **Login page**.
2. Enter your registered **Email Address** and **Password.**
3. Click **Login** to securely access your personalized dashboard and patient records.
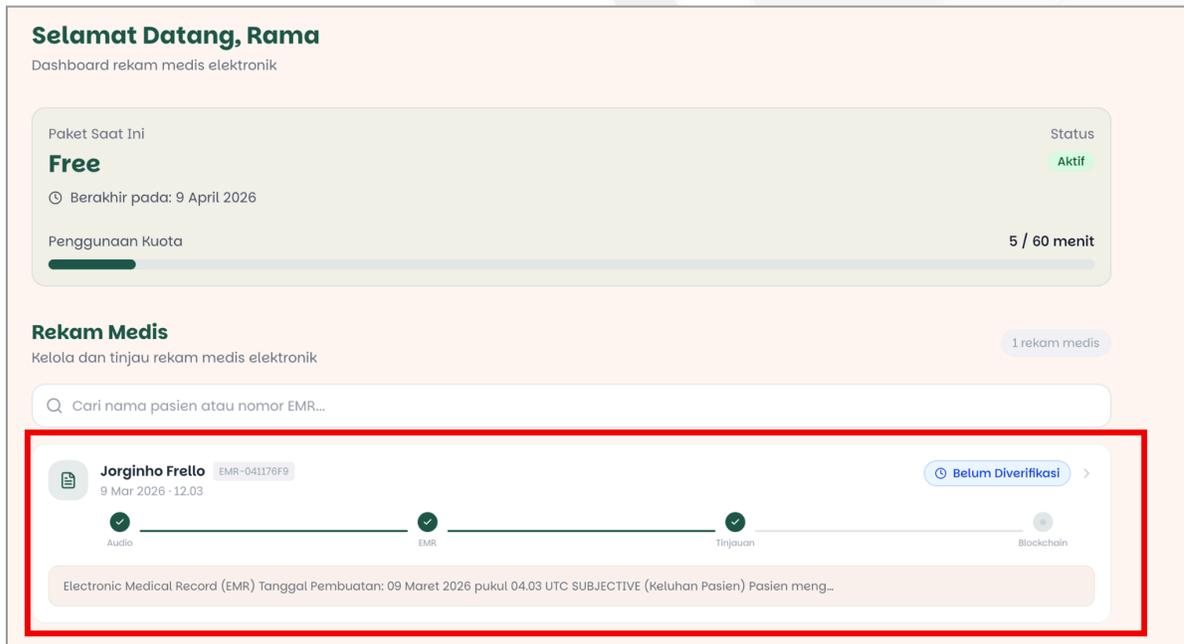
Deep Reviewing and Editing of EMRs

The Web Dashboard is perfectly suited for finalizing medical notes generated from your mobile recordings.

Step-by-Step Guide:

1. Navigate to the **Home** or the **Patient** tab.
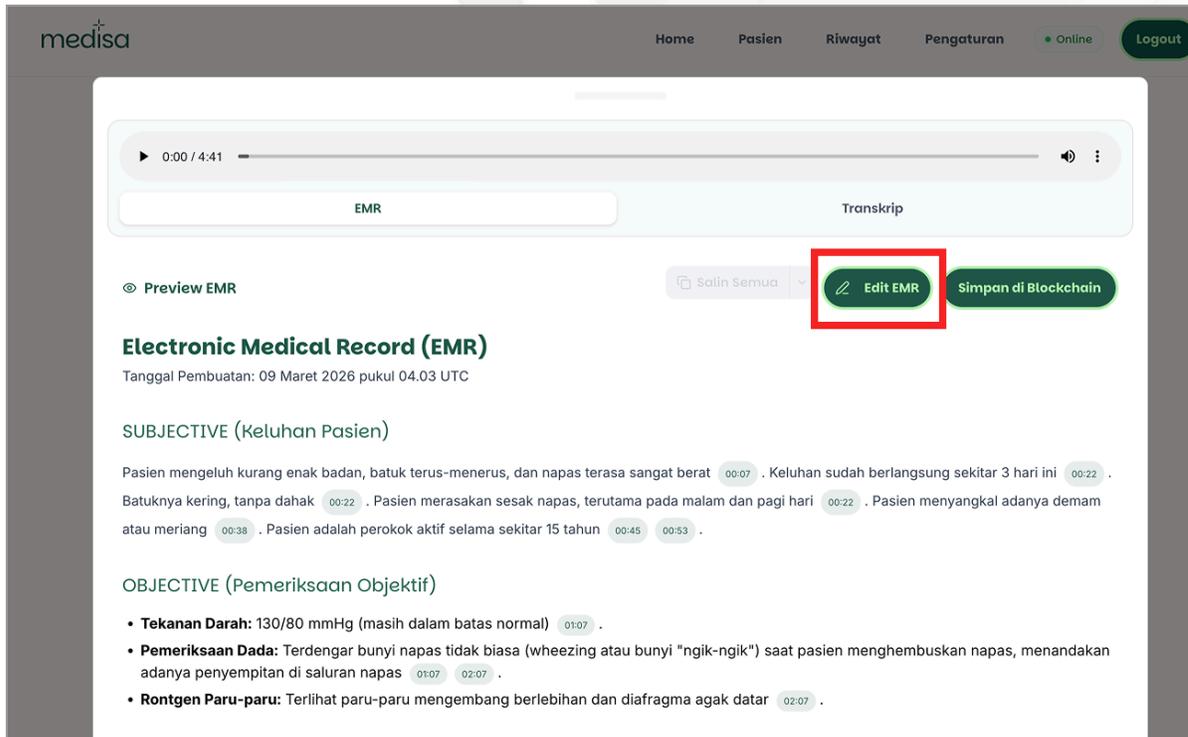2. Open a recently generated EMR (e.g., SOAP notes).

3. **Editing EMR:** Click the **Edit EMR** button to open the edit mode.

4. Now you can edit your EMR and if finished you can save it by clicked **"Simpan"** button.
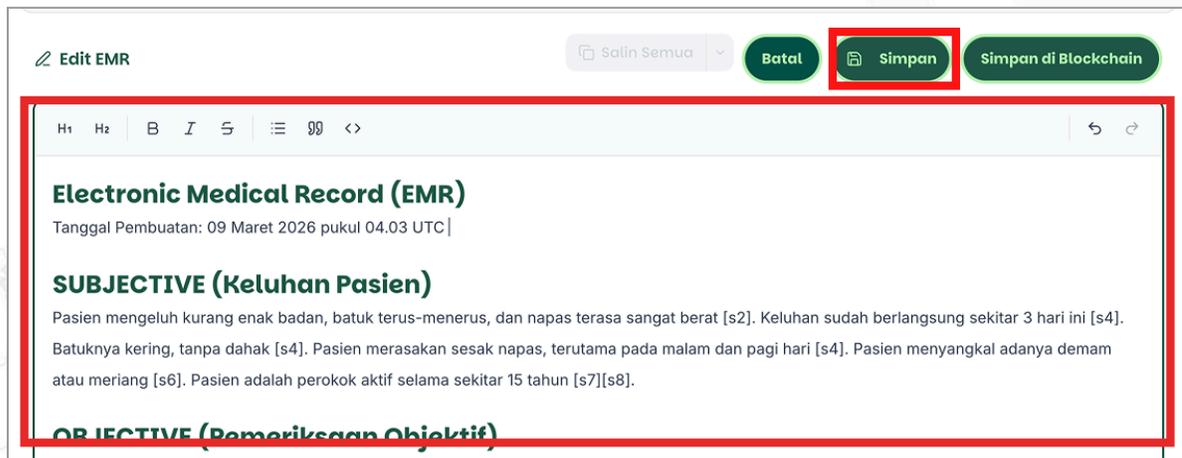
5. **Interactive Citations:** Click specific **Transkrip Tab** in the EMR to jump to that part of the audio/transcript to verify context.
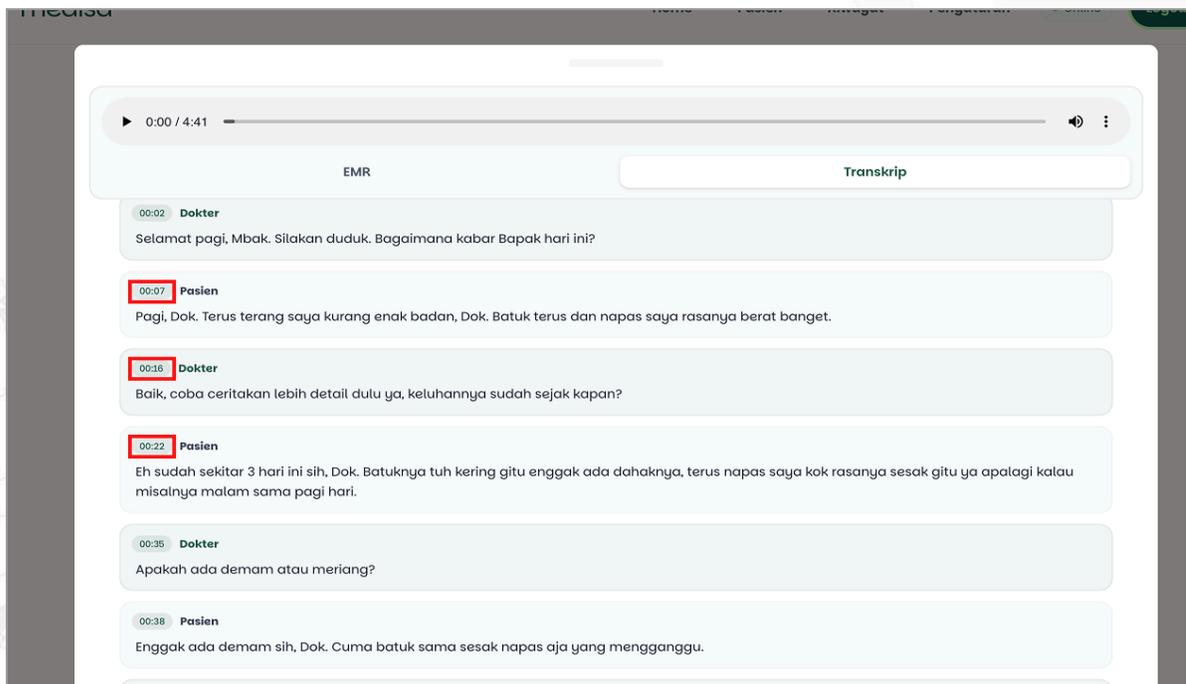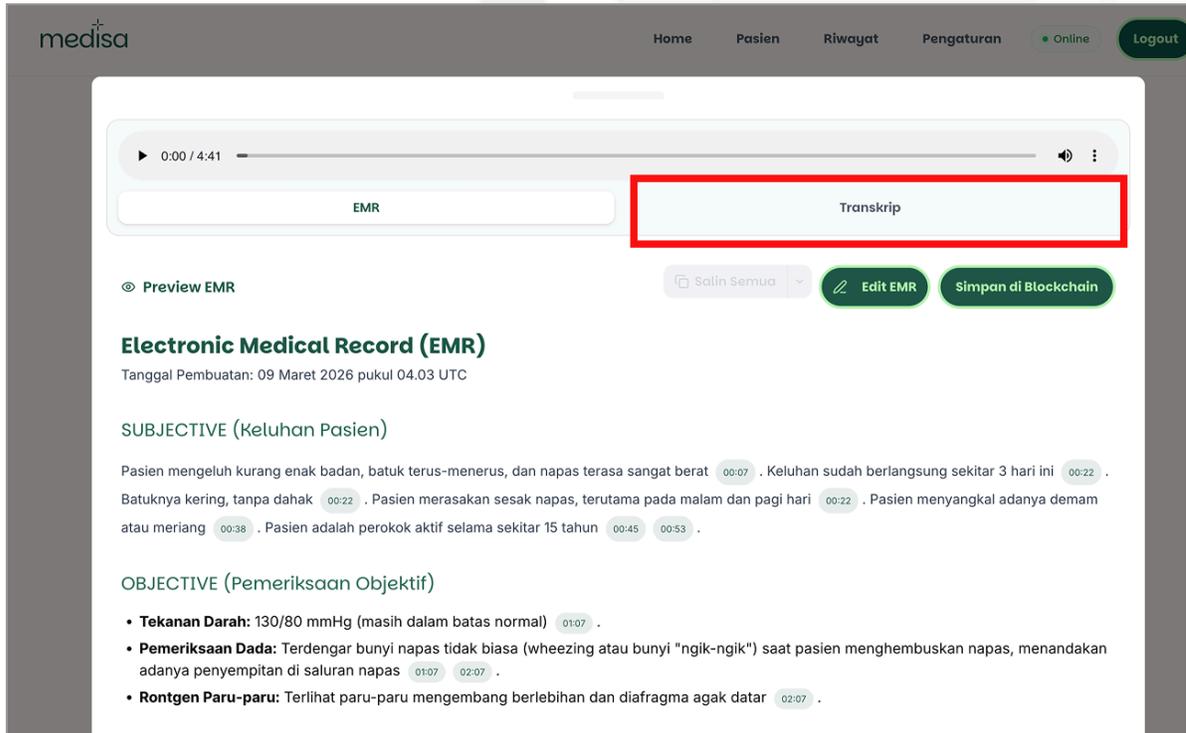
Patient Management

A secure clinical database to manage patient identities, track demographic details, and access complete consultation histories.
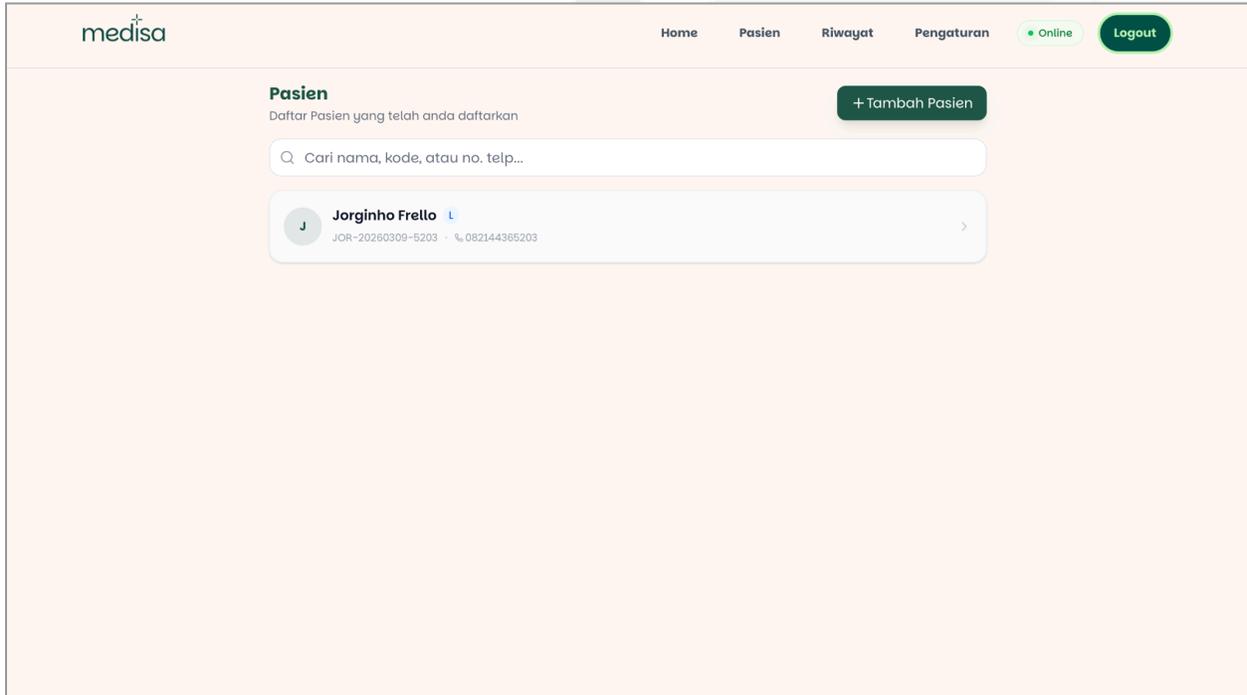
Step-by-Step Guide:

1. **Navigate to the Patients Tab:** From the top navigation bar, click on Pasien (Patients).
2. **Search Functionality:** Use the search bar to find patients quickly by typing their Name, Patient Code, or Phone Number.
3. **Add a New Patient**
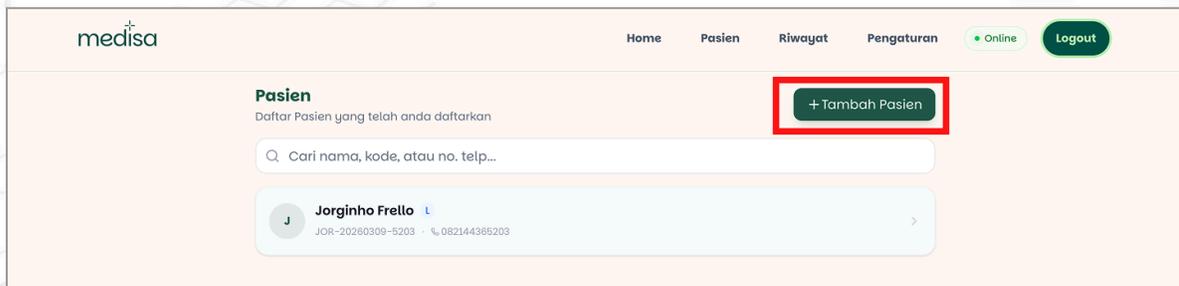
- Click **Tambah Pasien (+ Add Patient)** button.
- A registration modal will appear (see below).
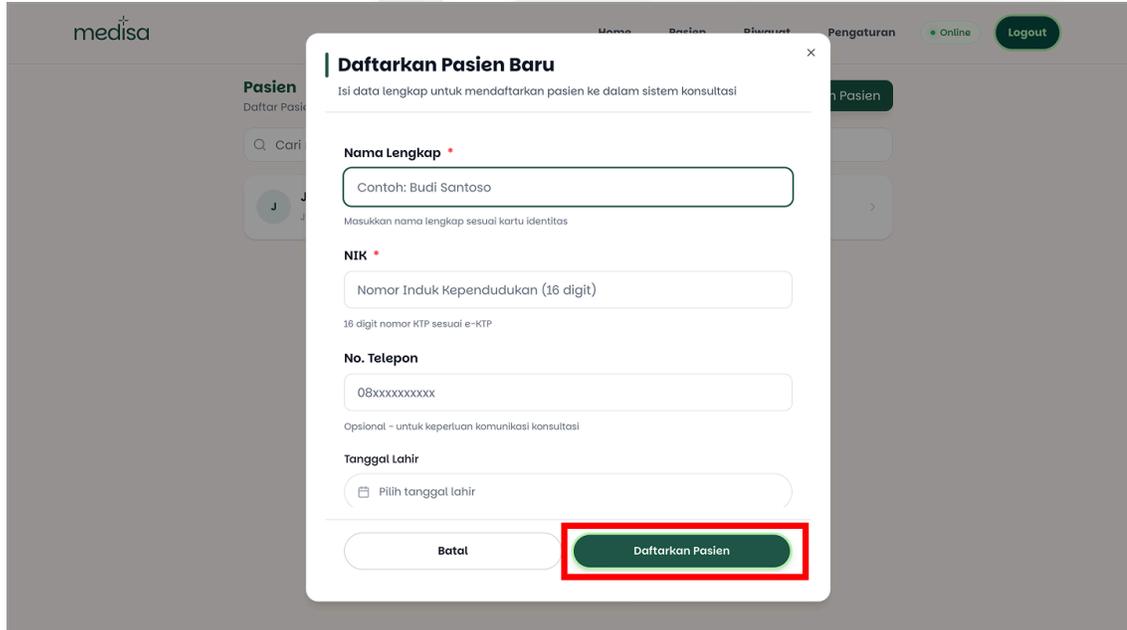
- **Enter the required details:**
  - Nama Lengkap (Full Name)
  - NIK (Identity Number)
  - No. Telepon (Phone Number)
  - Tanggal Lahir (Date of Birth)

- Click **Daftarkan Pasien (Register Patient)** to save.

4. **View Patient Details and History**

- Click on any patient row from the list to open the Detail Pasien (Patient Detail) window.
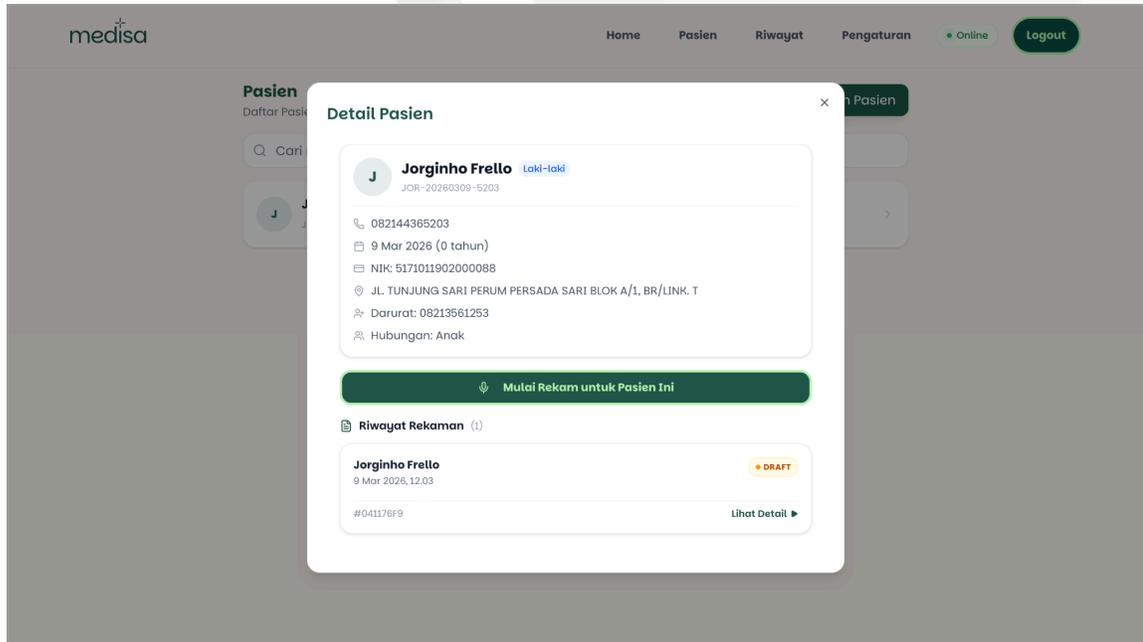
- **Demographic Summary:** View the patient's full profile, including address and emergency contact information.
- **Start a Consultation:** Click the large green button **Mulai Rekam untuk Pasien Ini (Start Recording for This Patient)** to begin a new session directly.
- **Recording History:** Scroll down to the **Riwayat Rekaman (Recording History)** section to see all past consultations, their dates, and their status (e.g., Draft or Final).
- Click **Lihat Detail** on any specific record to review the EMR and transcript.

Managing Subscriptions & Billing

Medisa AI operates on a monthly subscription model based on recording hours. You can monitor your current usage, upgrade your plan, and manage your billing history from the dashboard.

Available Subscription Plans

Choose the plan that best fits the consultation volume of your practice:

- **Medisa Starter:** Rp 850.000 / month. Includes 40 hours of consultation recording, AI EMR generation, blockchain storage, and email support.

- **Medisa Basic (Most Popular):** Rp 1.500.000 / month. Includes 75 hours of consultation recording, AI EMR generation, blockchain storage, and priority support.

- **Medisa Max:** Rp 2.500.000 / month. Includes 145 hours of consultation recording, AI EMR generation, blockchain storage, and 24/7 dedicated support.
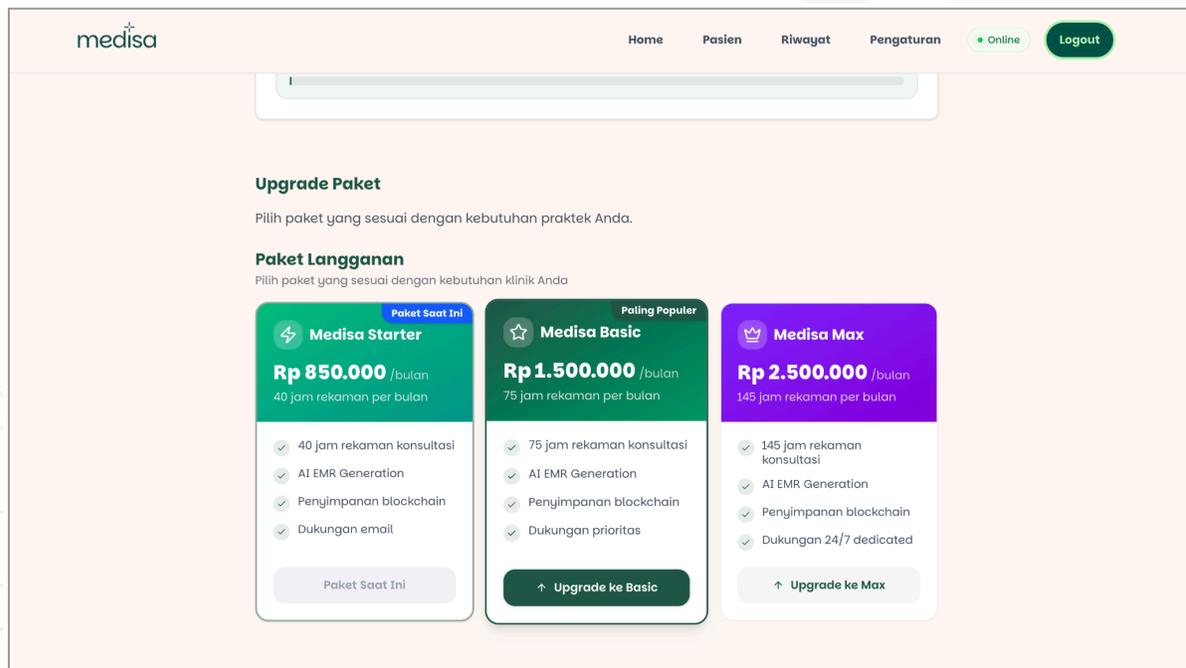

Step-by-Step Upgrade Guide:

1. **Navigate to Settings:** From the top navigation menu, click on Pengaturan (Settings).
2. **Select a Plan:** Under the **Upgrade Paket** section, review the available packages. Click the green **Upgrade ke [Plan Name] button (e.g., "Upgrade ke Basic")** for the tier you wish to purchase.

3. **Confirm Payment:** A confirmation modal titled Konfirmasi Pembayaran will appear.
   ● Review the message stating you will be redirected to the secure Xendit payment page.
   ● Click **Lanjut ke Pembayaran (Proceed to Payment).**
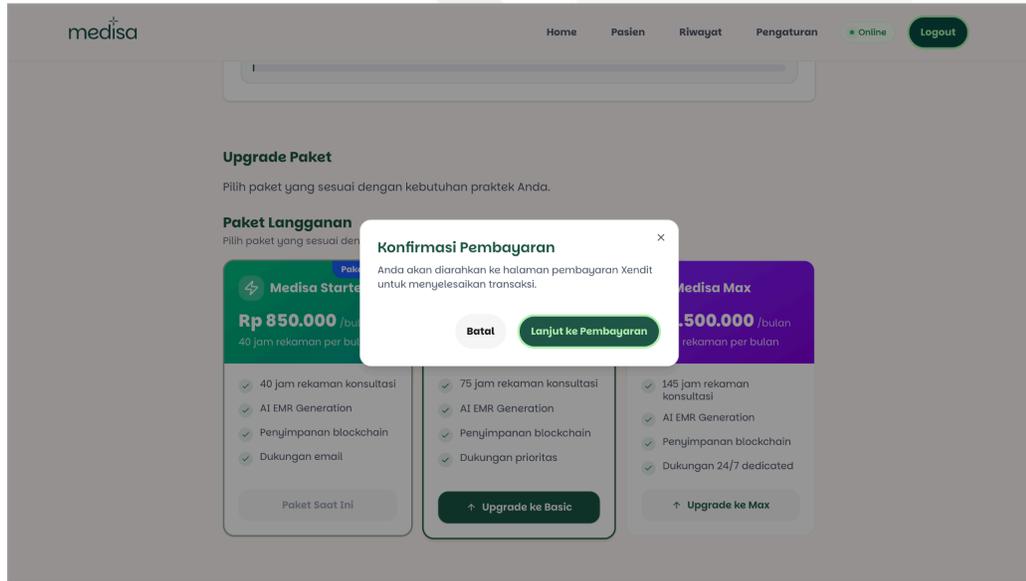
4. **Complete Transaction via Xendit:** You will be redirected to our secure payment gateway.

   ● **Select Payment Method:** Choose from various options including Bank Transfer (BCA, Mandiri, BNI, BRI, etc.), Credit/Debit Cards, E-Wallets (OVO, Dana, ShopeePay), or QRIS.
   ● **Follow the on-screen instructions** for your chosen method to complete the payment.
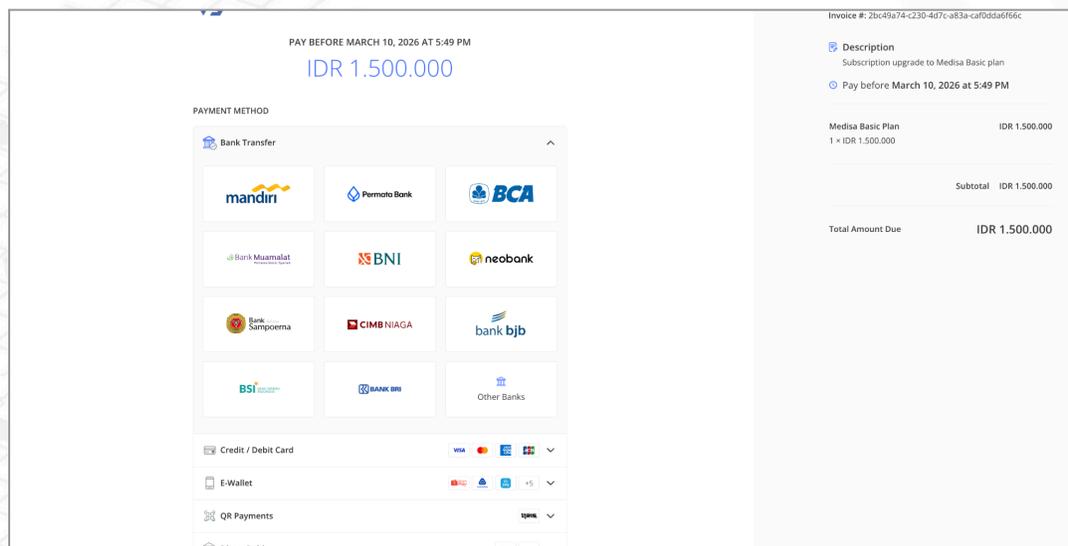
5. **Activation:** Once the payment is successful, your account quota will be updated instantly, and you can resume recording consultations immediately.

Riwayat (Payment History)

Keep track of all your subscription transactions in one place. This section provides a transparent record of your payments, including blockchain verification for each successful transaction.
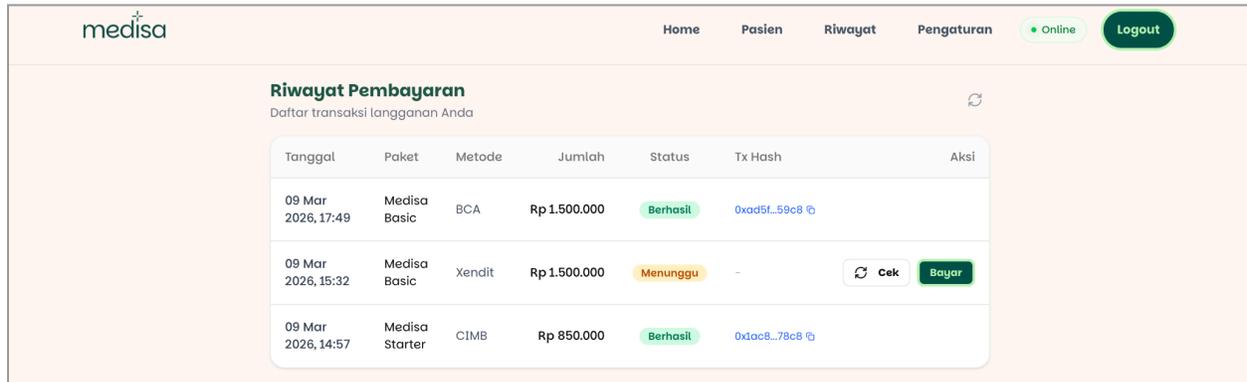

How to Read Your Payment History:

- **Tanggal:** The exact date and time the transaction was initiated.
- **Paket:** The specific subscription plan purchased (e.g., Medisa Starter, Basic, or Max).
- **Metode:** The payment method used (e.g., BCA, Xendit, CIMB).
- **Status:**
  - Berhasil (Success): The payment was processed, and your recording hours have been updated.
  - Menunggu (Pending): The transaction is initiated but not yet paid.
- **Tx Hash:** A unique blockchain transaction ID. You can click this code to verify the authenticity and security of your record on the blockchain.

Step-by-Step Guide to Managing Transactions:

1. **Access History:** Navigate to Pengaturan (Settings) and scroll down to the Riwayat Pembayaran section.
2. **Complete a Pending Payment:**
   - If you see a status marked as Menunggu (Pending), you can click the green Bayar (Pay) button under the Aksi column to return to the payment gateway and finish your purchase.
3. **Check Status:** Click the Cek button to manually refresh the status of a specific transaction if it hasn't updated yet.
4. **Refresh List:** Use the Refresh icon (circular arrow) at the top right of the table to update the entire list of transactions.

Medisa Mobile Guide

The Mobile Home

Upon logging in, you are greeted with a high-level summary of your clinical documentation status.
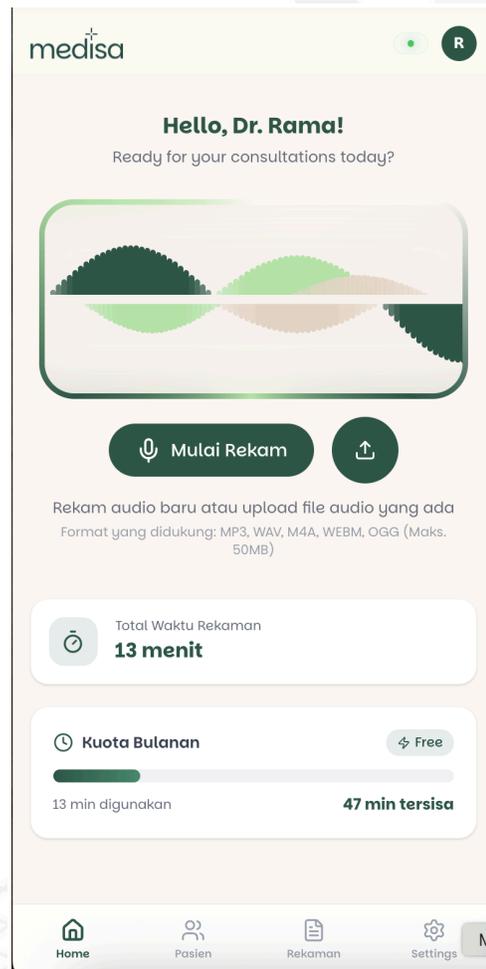

- **Total Waktu Rekaman:** View the cumulative duration of all recordings made.
- **Kuota Bulanan:** Monitor your monthly usage at a glance. The progress bar shows how many minutes have been used and how many remain in your current plan (e.g., "47 min tersisa").

Medisa Voice: Recording Features

Medisa Voice is the core AI engine that captures and processes your clinical conversations.

Step 1: Initiating a Recording

1. Tap the green **Mulai Rekam (Start Recording)** button on the Home screen.
2. **Legal Consent:** A privacy modal will appear. You must ensure the patient has given consent to be recorded. Tap **Lanjutkan (Continue)** to proceed.
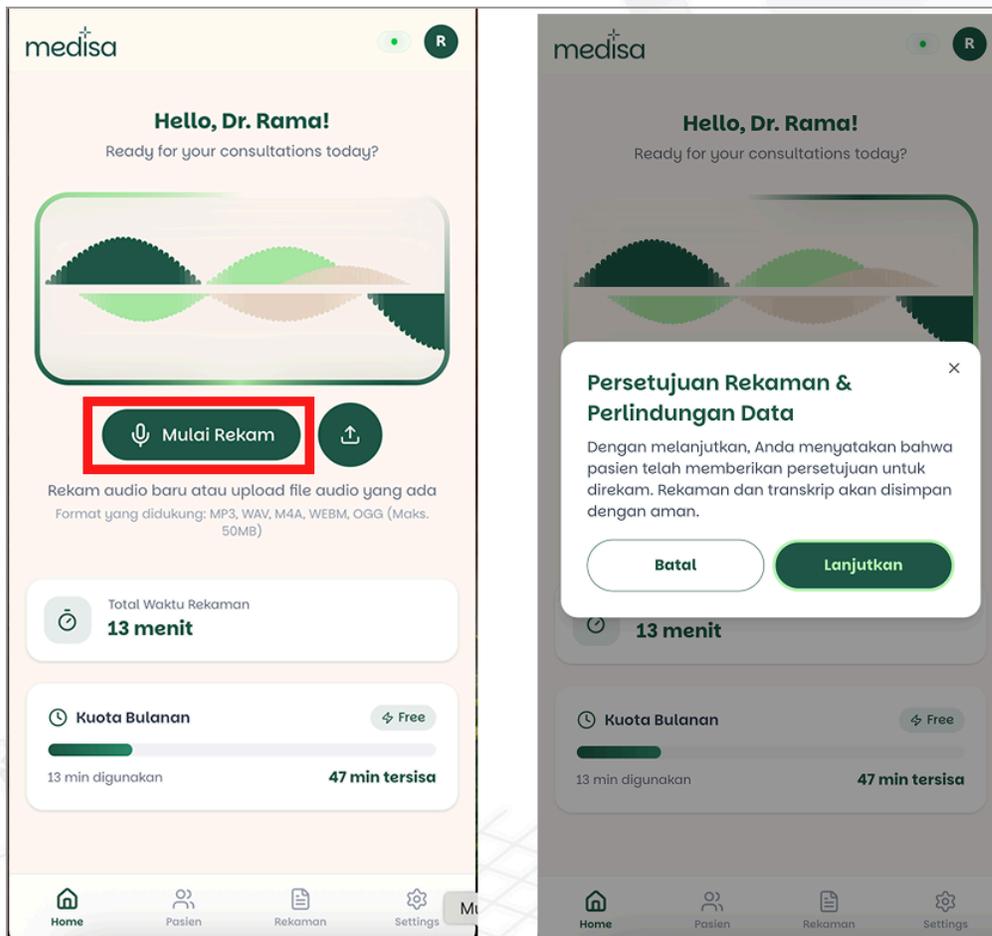
Step 2: Selecting Patient Type

Documentation must be linked to a specific patient. Before the recording begins, you must choose the patient status:
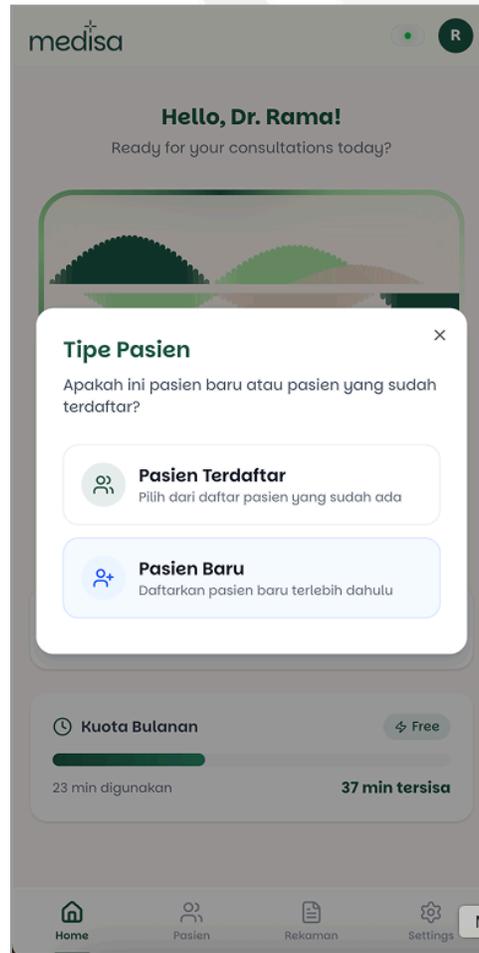

- **Pasien Terdaftar (Registered Patient):** Choose this if the patient has visited your clinic before. This will open the search list to select their name.
- **Pasien Baru (New Patient):** Choose this to register a first-time visitor. This will open the short registration form **(Nama, NIK)** before the recording starts.

Step 3: Assigning the Patient

- **For Registered Patients:** Type their name, patient code, or phone number in the search bar and tap their profile.
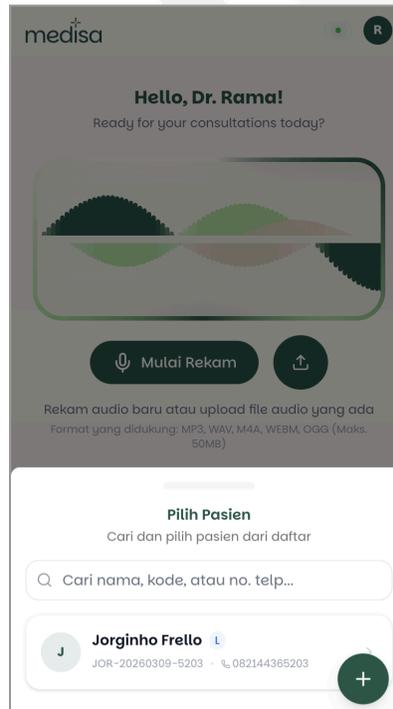
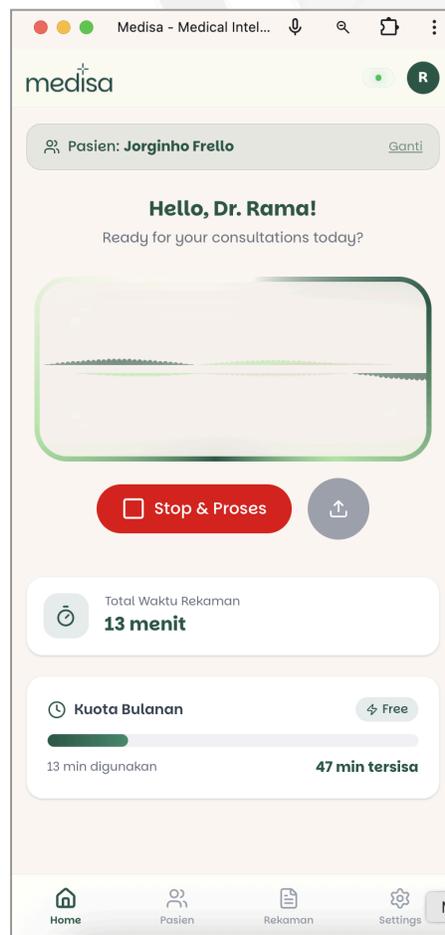- **For New Patients:** Complete the registration fields and tap Daftarkan Pasien.
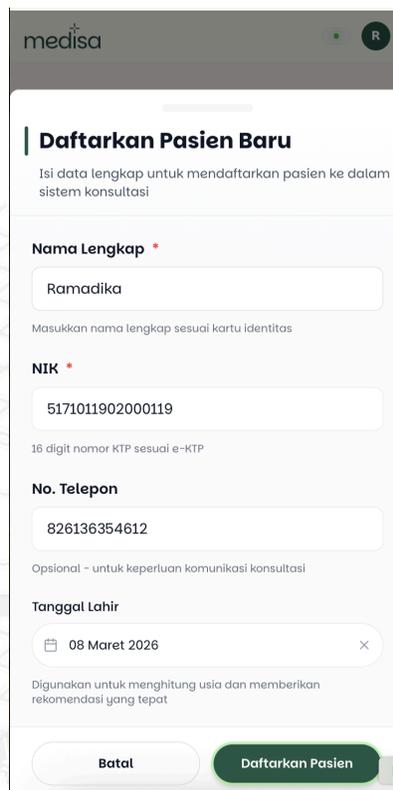
Step 4: Active Recording

Once a patient is selected, the recording begins.

- Waveform Visualization: A live visual indicator confirms the AI is capturing audio.
- Stop & Proses: When the consultation is over, tap the red Stop & Proses button. Medisa will immediately begin turning the audio into a structured medical note.

Step 5: Background Processing

Documentation shouldn't slow you down. Once you tap Stop, a notification confirms that the Rekaman Sedang Diproses (Recording is being processed).
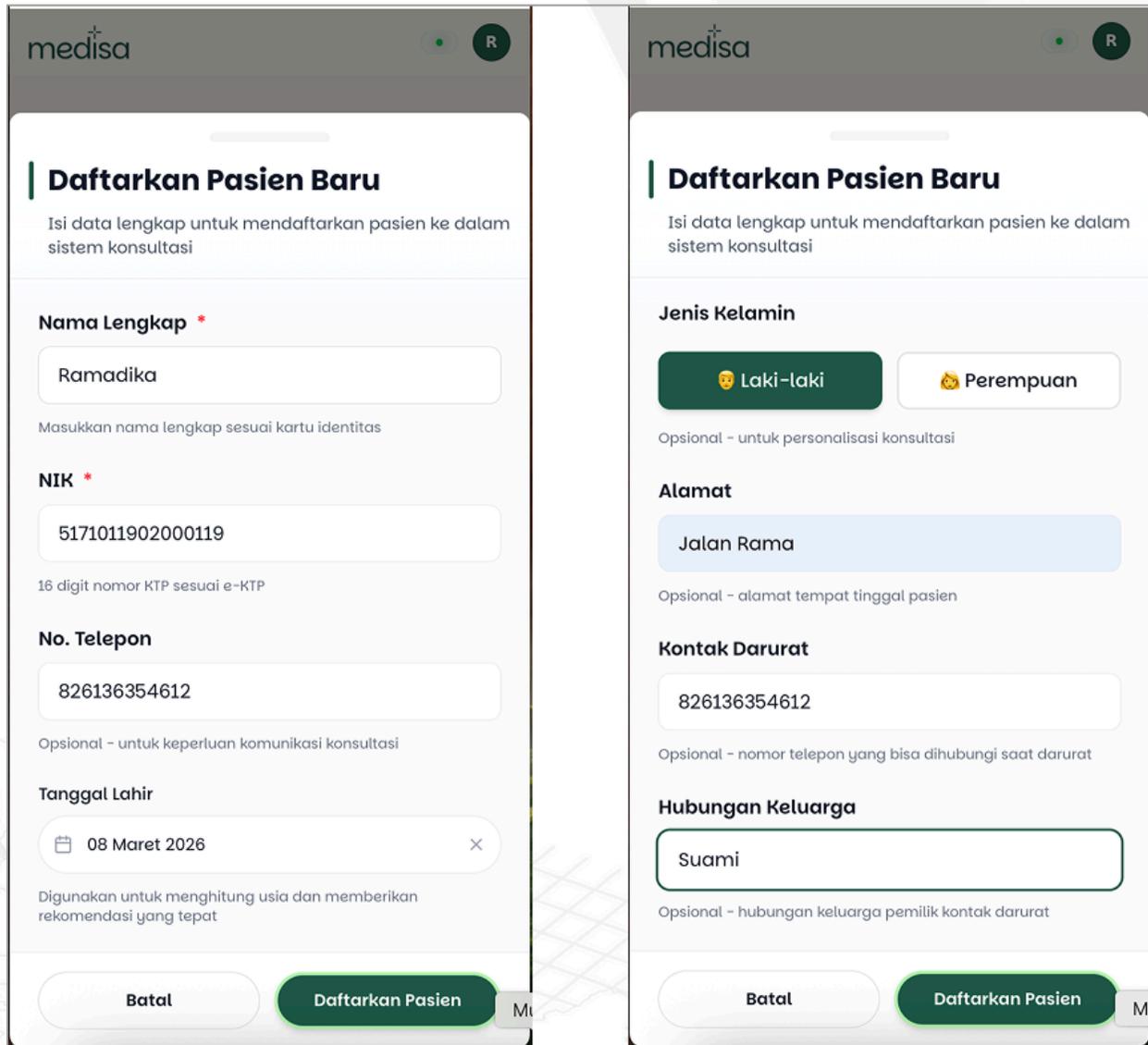

- You do not need to stay on this screen. Tap Lanjutkan to return to your dashboard or move to your next patient while the AI works in the background.

Mobile Patient Management

Registering and reviewing patients can be done directly from your smartphone.

Adding a New Patient

If treating a new patient, fill out the comprehensive registration form.

- **Required Fields:** Nama Lengkap (Full Name), NIK (ID Number), and Tanggal Lahir (Date of Birth).
- **Optional Details:** You can also record Gender, Address, Emergency Contact, and Family Relationship for a more complete EMR.

Reviewing History

Access the Pasien (Patients) tab at the bottom to see your full list.
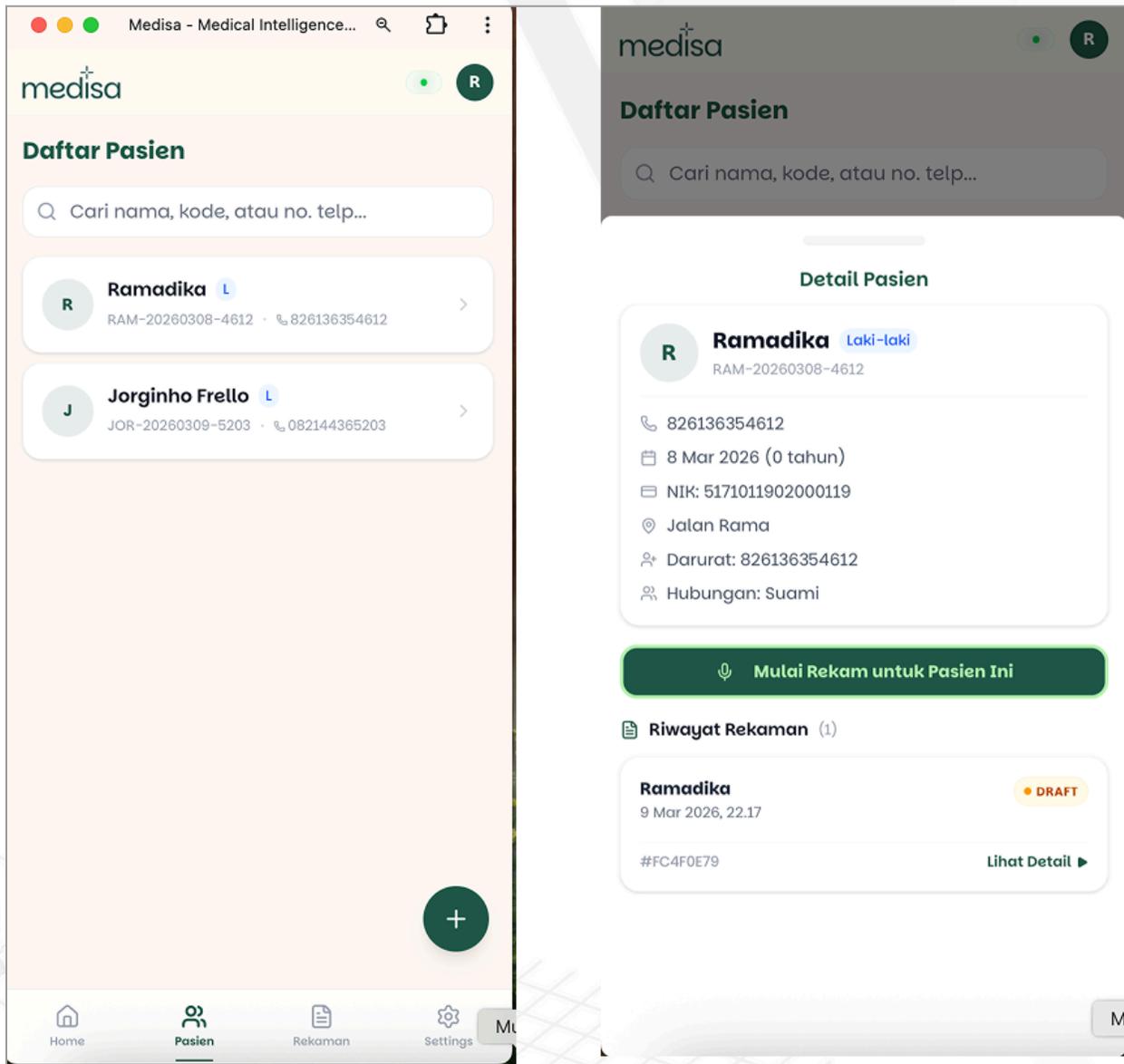
- **Search:** Find any patient instantly by name or phone number.
- **Patient Profile:** View full demographic details and a timeline of Riwayat Rekaman (Recording History).
- **Status Tracking:** Check if a recent session is still in "PROSES" or ready for review.

Reviewing and Verifying Records

Once the AI finishes processing a consultation, it creates a Draft record. You can review this draft immediately on your mobile device to ensure all clinical details are accurate before final verification.

Step 1: Accessing the Draft

1. Navigate to the Pasien (Patients) tab and select the patient.
2. In the Riwayat Rekaman (Recording History) section, locate the record marked with an orange ● **DRAFT** tag.
3. Tap **Lihat Detail (View Detail)** to open the record.
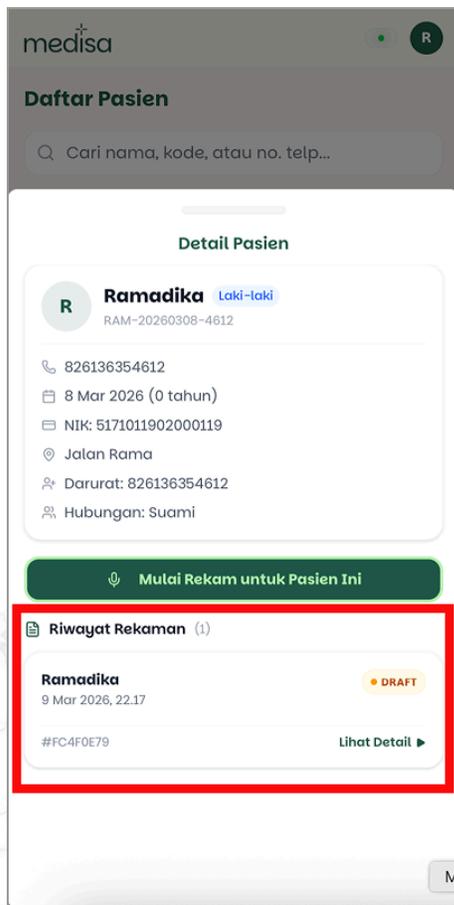
Step 2: The EMR Review Interface

The detail screen provides everything you need to audit the AI-generated note:

- **Audio Playback:** Use the play button at the top to listen to the original recording. This is helpful if you need to clarify a specific part of the conversation.
- **EMR vs. Transkrip:**

- **EMR Tab:** Shows the structured medical note (Subjective, Objective, Assessment, Plan).
- **Transkrip Tab:** Shows the full word-for-word dialogue between you and the patient.
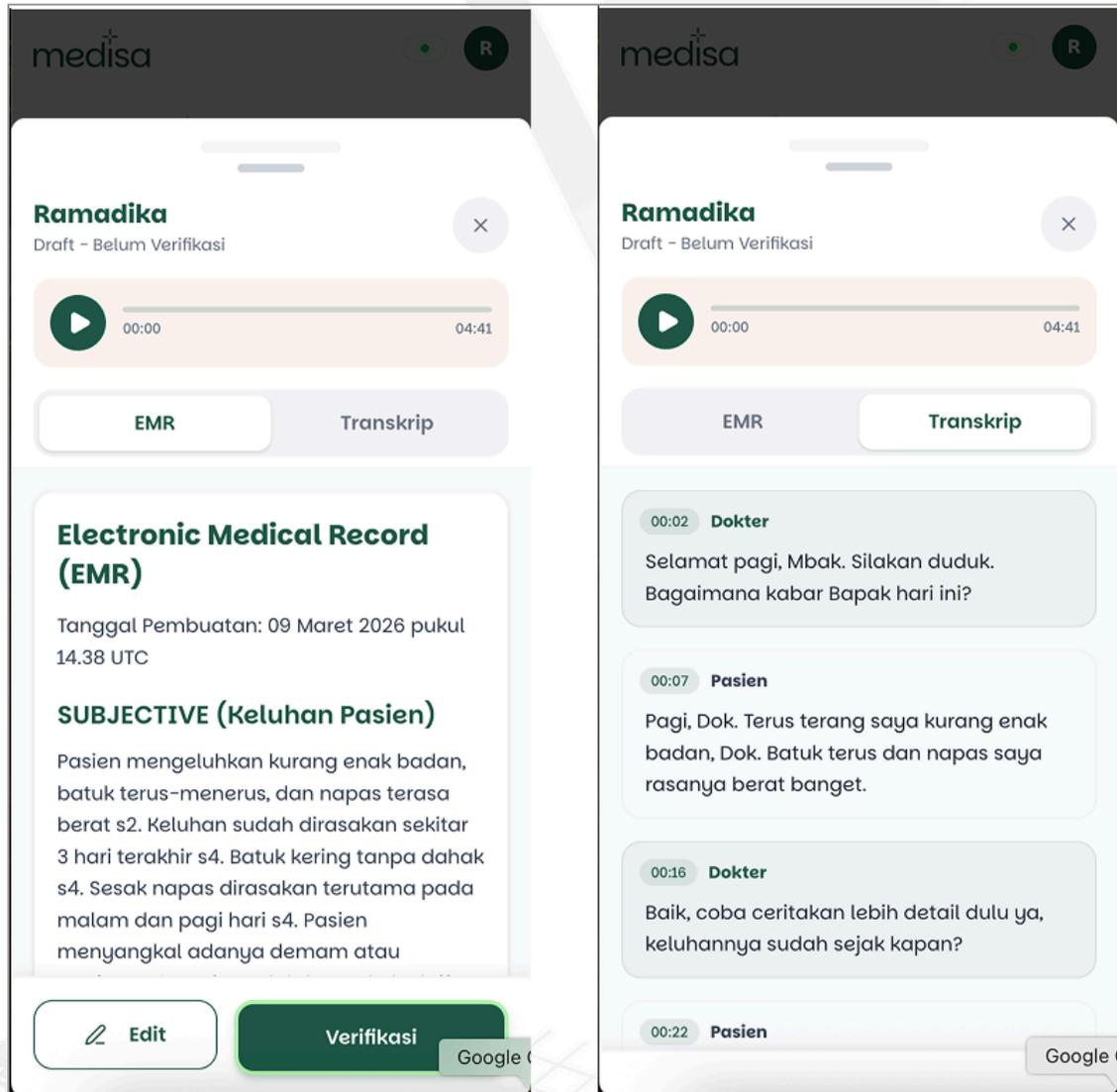
- **Interactive Citations:** Inside the EMR text, you will see small minutes tags like [00:02] or [00:07]. These are citations linked to the transcript, proving where the AI gathered that specific information.

Rekaman (Recording Library)

The Rekaman tab is a dedicated library where every consultation you record is stored. This is your primary workspace for managing "pending" clinical notes that need your review.

Features of the Recording Library:

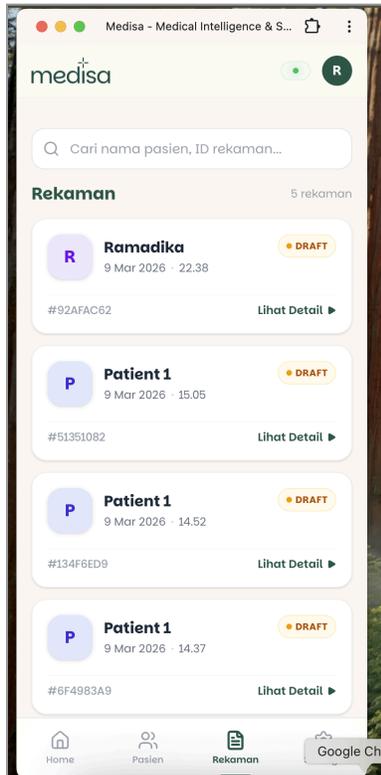1. **Centralized Search:** Use the search bar at the top to find specific consultations by typing the Patient's Name or the unique ID Rekaman (Recording ID).
2. **Total Count:** The library displays a total count of recordings (e.g., "5 rekaman") so you can easily track your pending documentation volume.
3. **Status Badges:**
   - DRAFT (Orange): This indicates that the AI has finished transcribing and generating the EMR, but you have not yet verified it.
   - VERIFIKASI (Green): (Visible once finalized) Indicates the record is complete and locked.
4. **Recording Cards:** Each card provides a snapshot of the consultation:
   - Patient Name & Initial: Quick visual identification.
   - Timestamp: The exact date and time the consultation took place.
   - Recording ID: A unique alphanumeric code (e.g., #92AFAC62) used for tracking and support.

Settings (Pengaturan)

The Settings tab serves as your personal administrative hub. From here, you can verify your account details, track your subscription usage, and securely sign out of the application.

2.6.1 User Profile (Profil Pengguna)

This section displays your registered professional identity within the Medisa AI ecosystem.
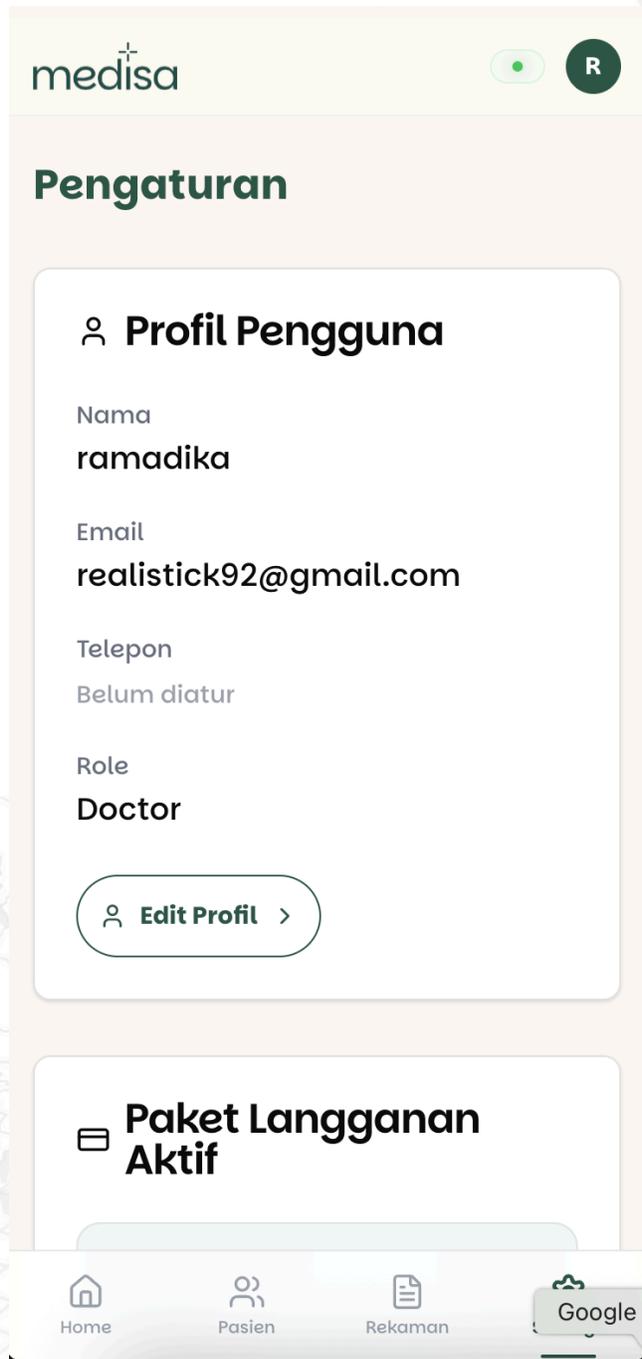
- Nama: Your full name as it appears on generated reports.
- Email: Your registered login email.
- Telepon: Your contact number (if set).

- Role: Your professional designation (e.g., Doctor).
- Action: Tap the Edit Profil button if you need to update your name or contact information.

2.6.2 Active Subscription (Paket Langganan Aktif)

Medisa AI provides real-time tracking of your recording minutes to ensure you never run out of quota during a consultation.

- Paket Saat Ini: Displays your current plan level (e.g., Basic, Starter, or Max).
- Status: Confirms if your subscription is currently Aktif (Active).
- Berakhir pada: The expiration or renewal date of your current billing cycle.
- Penggunaan Kuota: A visual progress bar and numerical counter showing exactly how many minutes you have used out of your monthly total (e.g., 5 / 4500 menit).

2.6.3 Log Out

To ensure the security of your patient data, especially if using a shared device, it is recommended to log out when your shift ends.

- How to Log Out: Scroll to the very bottom of the Settings page and tap the red Log Out button.
- App Version: You can find the current version of your app (e.g., Version 0.1.0) at the bottom of this screen for troubleshooting purposes.