



Document vault, eConnector  
& GesondheetsApp

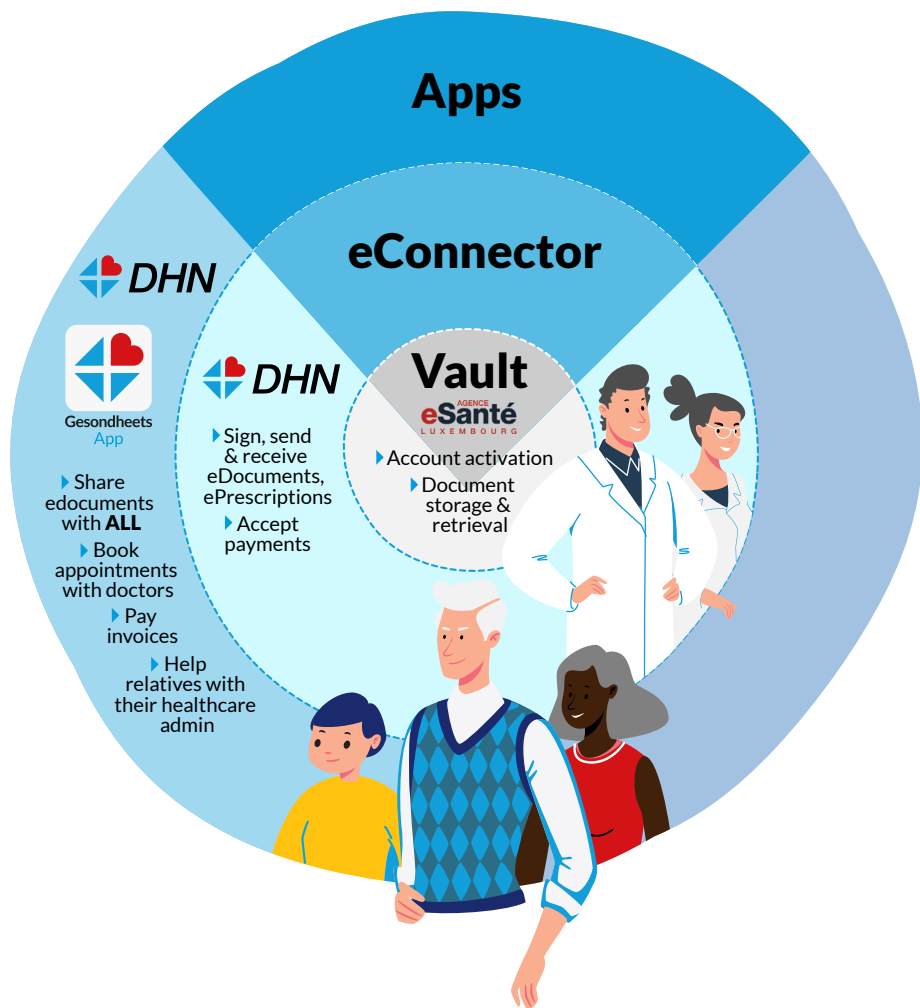


A Guide for  
Doctors and Secretaries

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# Less paperwork, **less hassle**

Keeping track of invoices, certificates and prescriptions. Taking and making payments and booking appointments. Managing the affairs of multiple doctors at once. It's no wonder you're sometimes rushed off your feet.

Digital healthcare administration is here to help. It means no more printing and posting, stamping and sending, folding and filing. It saves you time and makes life more convenient for patients.

The DHN eConnector should already be installed on your PC. It works in partnership with a smartphone app for patients. Together, they'll cut down on paperwork and unnecessary admin headaches.



## **Share eInvoices**

- ▶ Share documents from your computer in seconds
- ▶ Automatic audit trail



## **In-app appointments**

- ▶ Provide available slots for patients to choose from
- ▶ Confirm, reject or reschedule provisional bookings

**Coming soon**



## **In-app payments**

- ▶ No more handling cash or credit cards
- ▶ No more manual reconciliation
- ▶ No more reminders to bad payers

**Coming soon**



## **More documents to share**

- ▶ Certificates of Incapacity to Work
- ▶ Prescriptions
- ▶ Other certificates

# Appointments

The eConnector works seamlessly with your éditeur administration software. Patients will see when the doctor is available and request an appointment. You can then accept the booking, decline it or propose a new time.

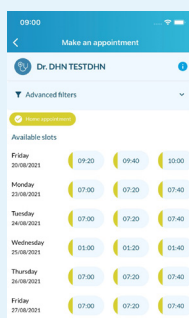
1

In the eConnector settings, enter the doctor's availability in a typical week along with their place of work as well as absences.



2

Patient sees remaining available slots in the GesondheetsApp and requests an appointment for them or their relatives.



3

Appointment request appears as a calendar invite on the éditeur software.

4

Patient receives confirmation SMS.






5

If you need to cancel the appointment, the patient will be informed via the Gesondheets-App.



## Find out the patient's digital status

Go to the patient's profile on your éditeur software. There you'll find one of the following symbols:

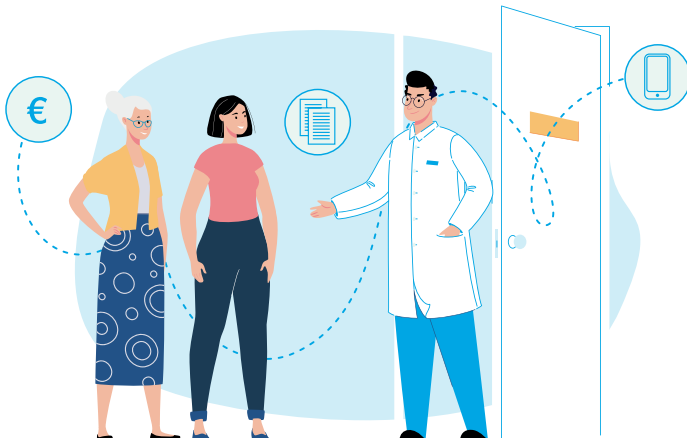
Symbol	What it means	What you should do
	The patient has opted out of digital healthcare administration. This means paper-based administration for the patient.	The patient needs to contact the Helpdesk of Agence eSanté on (+352) 2712 5018 33.
	The patient has opted in to digital healthcare administration but hasn't yet activated their account. This means paper-based administration for the patient. However, their documents are also transmitted digitally. We recommended you invite the patient to activate their eHealth account by printing the instruction sheet.	Print out the instruction sheet and help them activate their account (see next page).
	The patient has activated their eSanté account but hasn't necessarily downloaded the GesondheetsApp.  There is no need to print any more documents for them. The patient can access them via the GesondheetsApp.	If the patient wants to activate the GesondheetsApp, they should be in possession of all the codes and passwords they need.  If they have forgotten any they should contact the Helpdesk of Agence eSanté on (+352) 2712 5018 33.



# Help a patient **activate their account**

Any citizen can download the GesondheetsApp for free and activate it themselves. However, they may need help and ask you for support. Here's how you can get them up and running in just a couple of minutes.

- 1 Have they downloaded the app? If not, ask them to search for it on the Apple or Google Play Store and install it on their smartphone.
- 2 Open the patient's profile on the éditeur software or the eConnector.
- 3 Ask for their identity card and input the last four digits (see next section on where to find the right numbers on different cards).
- 4 Verify the number on their social security card against the number stored on their profile.
- 5 Ask for their mobile phone number and check it against the number stored on their patient profile (if there is one).
- 6 Click the button on the éditeur software to generate the instruction sheet document (if you can't find it, contact your éditeur).
- 7 Hand the document to the patient and ask them to follow the instructions on it.
- 8 If the patient encounters problems with activation you can direct him to the helpdesk of Agence eSanté by phone (+352) 2712 5018 33 or by email [helpdesk@esante.lu](mailto:helpdesk@esante.lu).



# Instructions for patients



<sup>1</sup> If the app is unable to verify your identity automatically you can choose to send the image to an eSanté helpdesk agent for manual verification.



# Checking identity

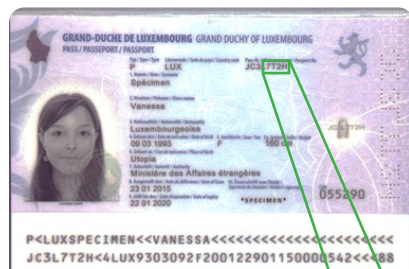
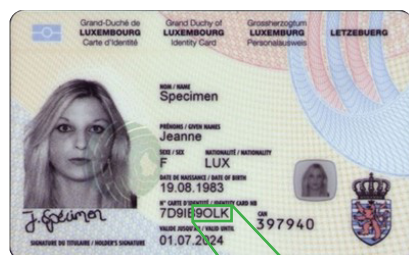
To activate a patient's account, you'll need to enter 4 digits/letters from a valid form of ID. Here's where to find them.



Luxembourg



France



# Checking identity



Belgium



Netherlands



# Checking identity



Italy



Portugal



Germany



## About DHN

The Digital Health Network was created by AMMD, the representative body for doctors and dentists in Luxembourg, to benefit everyone who lives and works in the Grand Duchy. DHN has a licence to operate a supporting eSanté service.

Our aim is to provide a modern, digital approach to healthcare administration. Citizens can book appointments, make payments and securely send and receive estimates, invoices, certificates and other health-related information.

For more information, including FAQ and helpful infographics, please visit [www.dhn.lu](http://www.dhn.lu)

## Further questions

If you have any questions on how to use your administration software, please contact your éditeur.

If you have questions about the DHN services please use the contact form at [www.dhn.lu](http://www.dhn.lu)

[www.dhn.lu](http://www.dhn.lu)

29 rue de Vianden,  
L-2680 Luxembourg  
E : [info@dhn.lu](mailto:info@dhn.lu)

