



UNIVERSITY OF SANTO TOMAS
OFFICE OF THE SECRETARY-GENERAL

UST:S006-00-CI06

AY: 2020-2021

**TO: ACADEMIC UNITS
ADMINISTRATIVE OFFICES**

FROM: THE OFFICE OF THE SECRETARY-GENERAL

SUBJECT: ONLINE MEDICAL AND DENTAL CONSULTATION

DATE: 9 OCTOBER 2020


The University, through the updated **ThOMedSS** (<https://thomedss.ust.edu.ph/index.jsp>) of the Health Service, continues to address the medical needs of its internal stakeholders.

Apart from the COVID-19 tracker for monitoring and reporting of cases, online medical and dental consultation is now available for support staff, faculty, and administrators, through the said online portal. *Please see the attached procedure for your reference.*

Effective 19 October 2020, the services in ThOMedSS, including the COVID-19 case tracker and online medical and dental consultation, will also be made available for the students.

Please be guided accordingly.

Thank you.


FR. JESUS M. MIRANDA, JR., O.P.
Secretary-General



UNIVERSITY OF SANTO TOMAS HEALTH SERVICE



PROCEDURE FOR ONLINE MEDICAL CONSULTATION

Step 1: Log in to **thomedss.ust.edu.ph** using your account

- For College & Senior High School Students-use your **MyUSTe Student Portal account**
- For Junior High School Students- use your **MyUSTe JHS Student Portal account**
- For Education High School Students- use your **MyUSTe EHS Student Portal account**
- For Support Staff- use your **USSAP account**
- For Administrators and Faculty- use your **Gurus PATIO account**

Step 2: Click the **ONLINE CONSULTATION TAB** on the tiled menu then proceed to **medical consultation**.

Step 3: Click **(+) NEW MEDICAL CASE** and fill out the online consultation form

- You need to submit the consent form for online consultation before creating an online medical case.
 - For minors, your parent or guardian must sign the consent form and submit to healthservice.consult@ust.edu.ph.
- Once you create an online medical case, it will be queued in the system.
- The nurse will then triage the case to the available doctor on duty.

Step 4: Wait for the **Case-in-progress** status to appear.

- Your attending doctor is now reviewing your medical case.
- If further evaluation is needed, your doctor may contact you through Viber, Messenger, or Google Meet. The doctor may ask you to send additional documents (photo, laboratory result, etc.) through e-mail or Viber/Messenger, whichever is available.
 - Please note that Viber/Messenger messages will be entertained only during the time that your medical case is queued in the system.
- For Google Meet, use the meeting link/code given to talk to your doctor.
- You may submit other supporting documents to healthservice.consult@ust.edu.ph using this e-mail subject format- **Student/Employee Number: Patient Name: Case Number**

Example- **(Student) 2020123456: Juan Dela Cruz: CP-99123**
(Employee) 4567 : Maria Dela Cruz: CP-88456

Step 5: Read the **Doctor's Instructions**

- You may create Patient's Notes for additional inquiry.
- Click Re-queue if you need to follow up with your medical case.

Step 6: Download and Print the **Prescription Form, Laboratory Request or Medical Certificate** given by your doctor



UNIVERSITY OF SANTO TOMAS HEALTH SERVICE



PROCEDURE FOR ONLINE DENTAL CONSULTATION

Step 1: Log in to **thomedss.ust.edu.ph** using your account

- For College & Senior High School Students-use your **MyUSTe Student Portal account**
- For Junior High School Students- use your **MyUSTe JHS Student Portal account**
- For Education High School Students- use your **MyUSTe EHS Student Portal account**
- For Support Staff- use your **USSAP account**
- For Administrators and Faculty- use your **Gurus PATIO account**

Step 2: Click the **ONLINE CONSULTATION TAB** on the tiled menu then proceed to **dental consultation**

Step 3: Click **(+) NEW DENTAL CASE** and fill out the online consultation form

- You need to submit the consent form for online consultation before creating an online dental case.
 - For minors, your parent or guardian must sign the consent form and submit to the healthservice.dental@ust.edu.ph.
- Once you create an online dental case, it will be queued in the system.
- The clerk will then triage the case to the available dentist on duty.

Step 4: Wait for the **Case-in-progress** status to appear.

- Your attending dentist is now reviewing your dental case.
- If further evaluation is needed, your dentist may contact you through Viber, Messenger, or Google Meet. The dentist may ask you to send additional documents (photo, laboratory result, etc.) through e-mail or Viber/Messenger, whichever is available.
 - Please note that Viber/Messenger messages will be entertained only during the time that your dental case is queued in the system.
- For Google Meet, use the meeting link/code given to talk to your dentist.
- You may submit other supporting documents to healthservice.dental@ust.edu.ph using this e-mail subject format- **Student/Employee Number: Patient Name: Case Number**

Example- **(Student) 2020123456: Juan Dela Cruz: CP-99123**
(Employee) 4567 : Maria Dela Cruz: CP-88456

Step 5: Read the **Dentist's Instructions**

- You may create Patient's Notes for additional inquiry.
- Click Re-queue if you need to follow up with your latest dental case.

Step 6: Download and Print the **Prescription Form, X-ray Request, or Dental Certificate** given by your dentist