Siilo usage

1. Purpose

This Standard Operating Procedure (SOP) describes the use of the mobile phone application Siilo to facilitate communication about screening, diagnosing and treating skin diseases with a dermatologist/medical specialist who is not available on location (tele-dermatology), taking safe (personal) patient information sharing into account.

2. Scope

This SOP applies to all aspects of screening, diagnosing and treating skin diseases and the implementation of post-exposure prophylaxis for leprosy that involves communication with a specialist in a different location via the mobile phone application Siilo.

3. Target group

This SOP applies to general health staff and specialists that want to consult or are consulted about (in the context of SDR-PEP implementation) screening, diagnosing and treating skin diseases of contacts of leprosy patients and the administration of SDR-PEP.

4. Procedure

Siilo is a secure messenger (conversational) app for healthcare professionals to communicate and share information in a secure, encrypted environment. The basic version is free to use. Internet connection is needed to communicate with colleagues, to share photos and to share patient information. It is also possible to take photos without internet connection and share these photos later when the internet connection is back.

Siilo is compatible with the majority of devices, OS and browser versions. The mobile app can be run with *iOS version 13.0* or *Android 7.0* (Nougat) and higher. The app is currently not compatible with Android Go. Siilo Web can be used on Chrome, Safari, Edge, Firefox and Opera. Internet Explorer is not recommended for Siilo Web.

Data security in Siilo is guaranteed through end-to-end encryption. Photos and videos of patients are saved within the encrypted Siilo media library. Users are required to create a PIN-code to access the application.

Via Siilo, it is possible to bilaterally 'chat' with other health care professionals, e.g. to ask a question about a patient to a specialist who is in another location. Click in the *'chats'* screen on any person that is automatically added to the chats list through the synchronization of the contact list. If the person is not listed there, a request can be sent to a new contact via the *'invite'* button.

Siilo can also be used for group discussions, i.e. asking a group of trusted peers for advice on challenging cases. Tap the Quick Launch plus button in the bottom right corner of your screen, and select *'new group chat'*. Then search for people to add, click next and come up with a name and picture for the group.

To ensure patients' privacy, their faces, special tattoos and names or birth dates should be blurred within the app. After opening or snapping an image, select the *'edit'* icon. You can blur parts of an

SDR-PEP implementation – Standard Operating Procedures

image or place an arrow. Tap the *'undo'* button to erase the last change. Tap '*save'* before sending the image to a colleague.

5. Definitions and abbreviations

An overview of all definitions and abbreviations can be found in the document *'Introduction, content and definitions'.*

6. Related SOPs

- *SOP 3: Eligibility criteria for SDR-PEP and screening of contacts*
- *SOP 5: Referral of contacts in case of (possible signs or symptoms of) tuberculosis or leprosy*
- *SOP 7: Referral in case of suspicion of skin diseases (other than leprosy)*
- *SOP 8: Skin medication*
- *SOP 9: Use of the NLR SkinApp*

7. References

Siilo – the free secure messaging app for healthcare professionals. Accessible via:

https://www.siilo.com/