

‘How To’ guide

There is a vast amount of medical knowledge available on the Internet and becoming an informed patient about your symptoms or knowing where to find care can be a challenge. The Isabel Symptom Checker addresses these problems by using the latest Artificial Intelligence (AI) searching technology to help you understand the symptoms you are experiencing and research possible causes of the symptoms and/or where to find care.

The Isabel Symptom Checker is adapted from the Isabel Differential Diagnosis Generator which has been used by healthcare professionals around the world for the past two decades. Isabel gives patients access to the most up-to-date and accurate information available online. Choose whether to research possible conditions or to find care and enter your symptoms as you are experiencing them. Each condition is linked to medical reference knowledge to help you learn more about each one. Isabel isn't meant to replace your doctor. Instead, it will help you become more informed and, if necessary, have a more productive discussion with your doctor about your symptoms.

This is a detailed ‘How To’ user guide explaining Isabel’s various functions.

How to use Isabel?

What does Isabel do?

Isabel will help you research your symptoms, suggest possible conditions and help you decide where to find care.

Where do I start?

What kind of help do you need? If you want to understand what’s wrong with you, go to ‘**Check my symptoms**’ (1). If you have already decided to seek care and need help choosing where to go, use ‘**Where to get care?**’ (2).

Isabel - The Symptom Checker doctors use and trust

Developed, refined and tested over 20 years using Artificial Intelligence technologies, Isabel is the most capable and sophisticated symptom checker available.



[Check my symptoms](#)

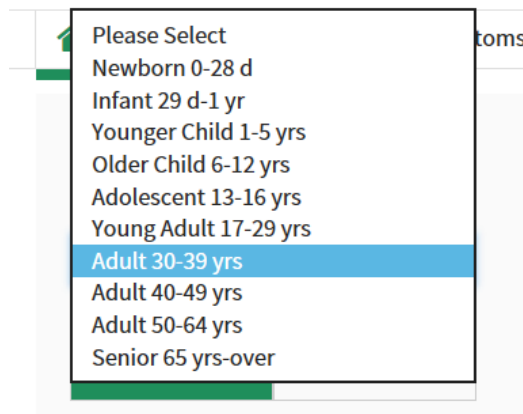
Check my symptoms

‘Check my symptoms’ helps you view possible conditions associated with your symptoms which you can then research and discuss with your healthcare provider.

1/ Tell us about your symptoms

Go through the questions displayed.

How old are you?



A screenshot of a dropdown menu for selecting an age group. The menu is open, showing a list of age categories. The 'Adult 30-39 yrs' option is highlighted in blue. The text 'Please Select' is at the top of the list. The text 'toms' is visible to the right of the dropdown.

- Please Select
- Newborn 0-28 d
- Infant 29 d-1 yr
- Younger Child 1-5 yrs
- Older Child 6-12 yrs
- Adolescent 13-16 yrs
- Young Adult 17-29 yrs
- Adult 30-39 yrs**
- Adult 40-49 yrs
- Adult 50-64 yrs
- Senior 65 yrs-over

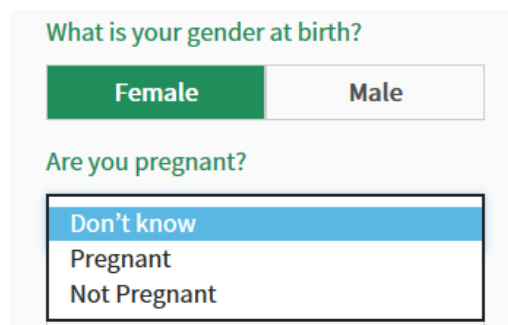
The age group is required for all queries.

What is your gender at birth?

Choose your gender by selecting the appropriate response.

Are you pregnant?

If you have selected female and the pregnancy option appears, you can leave it as ‘Don’t know’. However, your results may not be as relevant. If you do know you are pregnant, select ‘Pregnant’ or are sure you are not pregnant then select, ‘Not Pregnant’ to obtain the most accurate results.



A screenshot of a form with two questions. The first question is 'What is your gender at birth?' with two radio button options: 'Female' (selected) and 'Male'. The second question is 'Are you pregnant?' with a dropdown menu showing three options: 'Don't know' (selected), 'Pregnant', and 'Not Pregnant'.

What is your gender at birth?

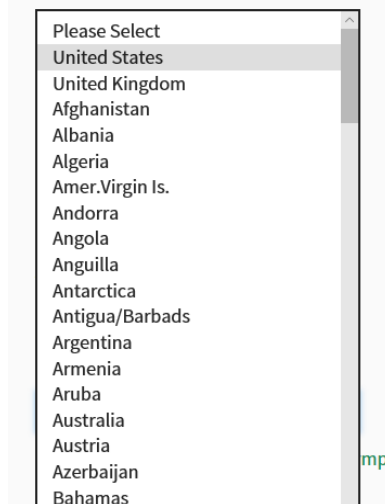
Female Male

Are you pregnant?

Don't know
 Pregnant
 Not Pregnant

Which country are you from?

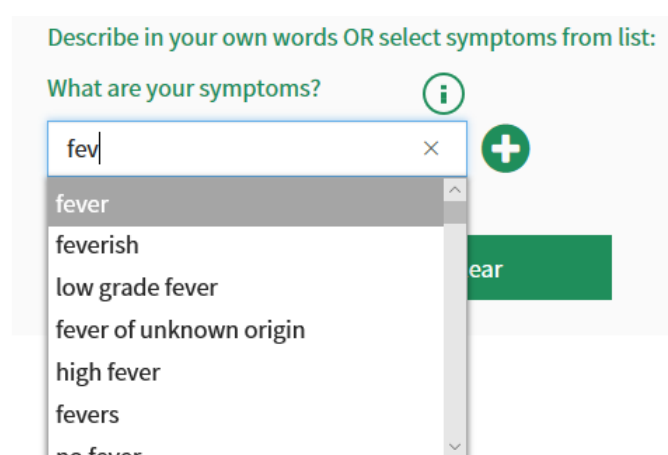
This should be set according to the country where you are currently living.



If you travelled abroad and became ill shortly after returning home, you may be affected by a disease more common in the region where you travelled. This would be particularly likely if you have been to a tropical region. In this case, you can use this function to modify the results according to the country you have visited. For example, if you have recently travelled to Kenya then select Kenya as the country and diseases found in the East Africa region will be considered in the results if they are appropriate for your symptoms. The regions used for the tropical disease are defined by the World Health Organisation (WHO). This could be very important to mention to your doctor, as he or she may not have considered the fact you have travelled recently.

What are your symptoms?

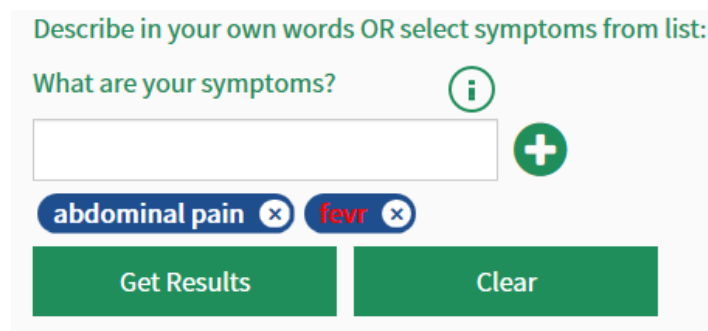
You can enter any combination of symptoms or results of laboratory tests you may have had, as long as you describe them in words and not numbers (see below). As you enter each symptom press the '+' or 'Return' key to add them into the system. What you have entered will appear below so you can review before submitting the query.



You will see the predictive text/ auto-complete function appears after you type in the 3rd character. This works very much like it does in Google. If you see your symptom in the list then select it. If the word or phrase you want is not on the list then just type it in.

Simple rules for entering your symptoms:

1. Use medical terms as far as possible. “Abdominal pain” is better than “tummy hurts” for example.
2. Do not use numbers in the query box. If you have been given a test result, then enter into the system the meaning in words and not the numbers. For example, if you have been given a test result of blood pressure 160/100, then type in “high blood pressure”.
3. Enter only abnormal test results. Do not enter the ones you have been told are normal.
4. Check your spelling. If a word is misspelt, it will be highlighted in red on the results page.



Please note: Check your spelling. The term/s **fevr** may not have influenced the result.

When you’ve entered all your symptoms, tap / click ‘Get Results’

2/ Possible causes

What do the results mean?

These are possible conditions caused by your symptoms. The list of suggestions is based on how well the symptoms you entered matched our database of diseases. In other words, they are **NOT** shown in order of how clinically likely they are for you but displayed in order of relevance or match to the disease database. The results may appear alarming as they will often include cancers and other conditions you may not have heard of. At this stage, you should focus on learning more about the conditions suggested by clicking on the condition names (see below for more details).

[See a Doctor Now](#) [Contact a doctor](#)

Possible causes ⓘ [Share](#) [Print](#) [Save](#)

Gender: **Female**, Age: **Adult 30-39 yrs** [Edit](#)

Country: **United States (North America)**

Symptoms: **Feeling Feverish, Headache, Sore Throat**

💡 Tap on the condition to explore

Show All	Red Flag	Common
Sinusitis		common
Strep Throat		common
Influenza		common
Rocky Mountain Spotted Fever		
Tonsillitis		common
Infectious Mononucleosis		common
Toxoplasmosis		
Acute Infectious Laryngitis		common
Scarlet Fever		
Lyme Disease		

Next – Advice on where to get care now

YES	NO
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Get the most out of your symptom checker results:

- Click on a condition to learn more.
- Use the information to discuss possible conditions with your doctor. Don't be afraid to ask, "What else could be causing my symptoms?"
- Red Flag 🚩 conditions are serious and acute and need to be treated in the Emergency Department.
- Conditions labelled 'common' affect more than 50 people per 100,000. Rare conditions are those affecting fewer than 50 per 100,000 people.



See a doctor now and take advantage of a special [Isabel rate](#)

You can then view this list in various ways:

- **Show all**- this list normally includes about 30 conditions which match your symptoms
- **Red flags** (🚩) these are conditions that can cause severe harm if not treated quickly. If you suspect that you may have one of these red flagged diseases, call or visit the emergency service immediately.
- **Common** - Diseases marked common are, in general, those which affect more than 50 per 100,000 of the population. The diseases not marked common are rare and are generally those affecting fewer than 50 per 100,000 of the population.

Would you like advice on where to seek care now?

When you have finished reviewing the list of conditions, if you need advice on where to seek care for the symptoms you are experiencing, select 'Yes' to go on to the final stage. If you have all the information you need and don't wish to continue, then select 'No' and you can return to **1/Tell us about your symptoms** to refine your current symptoms or clear your query and start a new one.

3/ Where to get care?

The next screen takes you to the **‘Where to get care’** Isabel triage tool which helps you decide whether you need to go to the Emergency Department immediately, see your family doctor/urgent care clinic or get care via telemedicine or similar.

Where to get care?

Please answer these 7 important questions to get advice on where to seek care now.

Gender: **Female** , Age: **Adult 30-39 yrs** Edit
 Country: **United States (North America)**
 Symptoms: **Feeling Feverish, Headache, Sore Throat**

How quickly did your symptoms develop?

Over minutes/hours	Over days
Over weeks	Over months

How long have you had your symptoms?

0-6 days	Weeks
Months	

How have your symptoms changed over the last few hours/days?

Better	Same
Worse	

How much pain or discomfort are you in?

None	Mild Discomfort
Very Uncomfortable	Unbearable

How are your symptoms affecting your daily activities?

No effect	Struggling to carry out usual activities
Unable to carry out usual activities	

Do you feel better after taking medication for your symptoms?

Not taking any	Yes
No	

Do you have any other serious, long term conditions such as diabetes, cancer, heart condition etc?

No	Yes
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Get results

Deciding on ‘Where to get care’ for your symptoms:

- Answer 7 questions about the symptoms you have just described and their impact on you
- The ‘Where to get care’ tool will combine the answers with your symptom checker results and display its findings, making a suggestion on where to seek care
- If the results are borderline and you are concerned about your symptoms then it is sensible to seek care at the higher suggested level

Answer the 7 general clinical questions about your symptoms and how they have affected you. These questions are ones a doctor would routinely ask during your appointment. Next, select ‘Get Results’. The triage tool will combine your symptom checker results with the answers to your questions and calculate a score shown on a gradient bar which will indicate if you should seek care via telemedicine, your family doctor, an urgent care clinic or from the emergency services. If the result looks borderline but if you are very concerned, it would be sensible to go to the Emergency Department.

Where to get care? [Share report](#)

Gender: **Female**, Age: **Adult 30-39 yrs** [Edit](#)
 Country: **United States (North America)**
 Symptoms: **Feeling Feverish, Headache, Sore Throat**

This is just a suggestion of where you should go now to get care and must not be relied on over and above your own instinct and judgement.

Your results

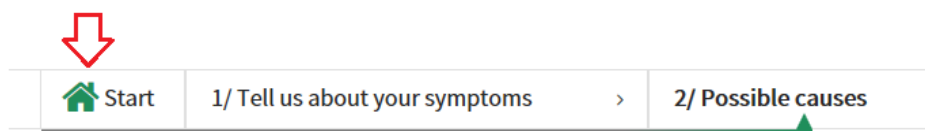
Family Physician / Urgent Care Clinic / Minor Injuries Unit

- Walk in clinic / [Telemedicine](#)
- Family Physician / Urgent Care Clinic / Minor Injuries Unit
- Emergency Services

[Change responses](#) [Share report](#)
Contact a doctor

If you would like a report to take with you to your healthcare provider – click / tap on **‘Share report’** – this compiles a report recording all the details you have entered (symptoms, results and the answers to the triage questions) which you can email or take with you when you see your healthcare provider.

General information



Start

Click / Tap on ‘Start’ at any point and you can go back to the main landing page and start again or chose a new journey. The green indicator bar shows where you currently are.

Symptom details ⓘ Share Print Save

Gender: Male , Age: Adult 30-39 yrs Edit

Country: United States (North America)

Symptoms: Sore Throat, Headache, Feeling Feverish ↑

Edit

At any point in the process if you want to change your symptoms, or add something you may have forgotten, just click / tap on ‘edit’ and you can start again with the last symptoms you entered.

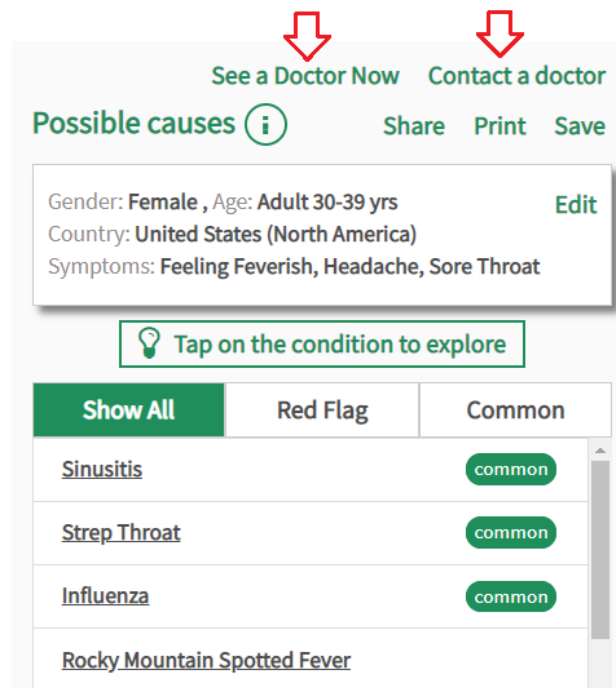
Share, Print or Save

These enable you to save, print or email the symptoms you entered and the results you received so that you can share them with your doctor or family.

More information about each condition

The screenshot displays the Isabel interface. On the left, a sidebar lists 'Web Resources' including Merck - Consumer, MedlinePlus, UpToDate - Patient, Mayo Clinic, Wikipedia, Google, Google Images, WebMD, Patient, and YouTube. The main content area features the 'MSD MANUAL Consumer Version' header with navigation tabs for HOME, HEALTH TOPICS, SYMPTOMS, EMERGENCIES, RESOURCES, NEWS, and ABOUT. A search bar and a 'VIEW PROFESSIONAL VERSION' button are also present. The search results show 'Sore Throat' under 'HEALTH TOPICS & CHAPTERS'. The article includes sections for 'IN THIS TOPIC' (Causes, Evaluation, Treatment, Key Points), 'OTHER TOPICS IN THIS CHAPTER' (Symptoms of Nose and Throat Disorders), and 'ADDITIONAL CONTENT'. The 'Causes' section states that a sore throat usually results from infection, with the most common being tonsillitis.

Each of the conditions listed is linked to medical knowledge from other websites. Click / tap on a condition name and it will initially link to information on that condition from the Merck Manual consumer version. In the left-hand panel, you will also see links to other well-known web resources with information on the condition you are researching.



See a Doctor Now (Telehealth) or Contact a Doctor

Once you have researched your symptoms and read the various resources, you will hopefully have a good idea of 2-3 diseases that appear to fit well with what you are experiencing which you can discuss further with your doctor. It is extremely important that you discuss your thoughts with your doctor before changing, stopping or ordering any medications or planned treatment

At the top of the results page you will see 2 options - 'See a Doctor Now' (Telehealth) and 'Contact a Doctor' which also includes information on 'Find a lab Test' with links to various web resources that offer help. Where possible we will offer links that automatically take the condition you have selected, the medical specialty and your location and return to you a list of relevant specialists in your area.

Access on mobile or tablet

The Isabel Symptom Checker can be used on any device that is connected to the internet providing 24/7 access anywhere when needed. From the device, go to our main web site: <https://symptomchecker.isabelhealthcare.com>, save the shortcut to your home screen. Click / tap on the icon – select 'login' and enter the login details specified when you registered, click / tap 'remember me' to save login details for easy access next time.