portal.drfaizanhussain.com

Consultant Oral & Maxillofacial Surgeon | Dental Surgeon

PATIENT PORTAL USER MANUAL & OPERATING GUIDE

Last Updated: 01/10/2026

Document Version:	**Official Release 2026.4**	**Emergency Hotline:**	**+92 331 0926324**
Prepared For:	Registered Patient	**Website:**	**portal.drfaizanhussain.com**

1. OVERVIEW & GETTING STARTED

Welcome to Dr. Faizan Hussain's Patient Portal

This official digital patient portal is designed specifically for individuals undergoing surgical dentistry, wisdom tooth removal, bone grafting, dental implants, and corrective maxillofacial procedures under the care of Dr. Faizan Hussain. The application bridges pre-operative planning with seamless post-operative recovery monitoring.

Patients can access this portal 24 hours a day, 7 days a week on smartphones (iOS & Android), tablets, laptops, and desktop computers without installing any app store download.

3-Step Quick Start Checklist for New Patients

* Step 1: Open https://portal.drfaizanhussain.com or the direct portal link on any modern browser.
* Step 2: Click "Register New Patient" and enter your 13-digit CNIC, mobile number, and create a 4-digit PIN.
* Step 3: Access your customized Dashboard to track recovery, review appointments, and view treatment plans.

2. ACCOUNT REGISTRATION & SECURITY

Securing your records with your CNIC and 4-Digit PIN

To guarantee patient confidentiality and comply with international medical privacy standards (HIPAA and healthcare data isolation), every patient record is encrypted and verified against their Pakistani National Identity Card (CNIC).

Registration Requirements

- **CNIC Number:** Must be exactly 13 digits without dashes (e.g., 4210112345671). This serves as your unique Medical Record Number (MRN).
- **Full Legal Name:** Enter your full name as it appears on official clinical records and medical insurance.
- **Date of Birth & Location:** Required for age-appropriate medication dosages and assigning your nearest clinical branch.
- **Mobile Phone Number:** 10 digits (e.g., 3001234567) used for urgent clinical SMS alerts and surgical reminders.
- **4-Digit Security PIN:** A confidential 4-digit code created by you. This replaces cumbersome passwords, allowing fast one-tap entry during post-operative recovery.

How to Reset a Forgotten PIN

If you forget your 4-digit PIN, click "Forgot PIN?" on the sign-in screen. Enter your registered CNIC along with your registered mobile phone number or email address. The system will verify your identity and immediately allow you to designate a fresh PIN.

3. THE PATIENT DASHBOARD

Your central recovery cockpit and surgical command center

Upon logging in, the Dashboard presents an intuitive, high-visibility summary of your oral surgery journey:

- **Surgical Countdown Timer:** Displays live days remaining until your upcoming consultation, surgery, or suture removal visit.
- **One-Touch Emergency Button:** Prominent red button that directly connects your phone to Dr. Faizan Hussain's clinical surgical emergency line (+92 331 0926324).
- **Pain & Healing Tracker:** Calculates your rolling 3-day average pain score (1 to 10 scale) based on your symptom logs, alerting you if healing slows.
- **Maxillofacial Surgery Knowledge Base:** Explains specialized procedures, bone biology, and anesthesia standards to keep you informed.
- **Oral Habits & Preventive Advice:** Tailored regional advice highlighting the critical importance of stopping Pan, Chalia, Gutka, and Smoking during mucosal healing.
- **Holiday & Clinic Hours Announcements:** Real-time clinic schedule notifications regarding Eid, public holidays, and doctor operating hours.

4. APPOINTMENTS & SCHEDULING

Booking consultations, surgical procedures, and follow-ups

The portal streamlines clinic visits across Dr. Faizan Hussain's multiple hospital and clinic locations in Karachi.

Requesting a New Appointment

- **Select Preferred Doctor:** Choose Dr. Faizan Hussain (Consultant Surgeon) or designated associate oral surgeons.
- **Choose Clinic Location:** Select between available updated locations nearest at your convenience .
- **Pick Date & Available Slot:** Real-time schedule shows open clinic days and morning (9 am – 2 pm) /afternoon (3 pm – 6 pm) /evening slots (6.30 pm – 8.30 pm).
- **State Reason for Visit:** Describe your symptoms, e.g., "Post-op swelling check", "Wisdom tooth evaluation", or "Dental implant consultation".

Understanding Appointment Statuses

- **Confirmed (Green):** Your slot is officially locked into the clinic calendar. Please arrive 15 minutes early.
- **Pending Request (Amber):** Your request has been received by our clinic coordinator and is being processed.
- **Completed (Teal):** Consultation or procedure concluded; records are updated in your history.
- **Cancelled (Red):** Appointment cancelled. You can easily request a rescheduled slot with one tap.

5. SURGICAL TREATMENT PLANS

Understanding your roadmap to complete oral rehabilitation

Oral and maxillofacial surgery often involves multiple distinct phases—from initial radiographic 3D CBCT diagnosis and surgical extraction to bone grafting, implant fixture placement, and final prosthetic restoration.

Under the "Plan" navigation tab, patients can inspect their customized treatment plan prepared by Dr. Faizan Hussain. Each phase displays:

- **Procedure Name & Anatomy:** Specific tooth numbers or surgical zones (e.g. Tooth #38, #48 impacted third molars, anterior maxilla bone graft).
- **Phase Status:** Clearly tagged as Proposed, Scheduled, In Progress, or Completed.
- **Doctor's Clinical Notes:** Explanations regarding surgical technique, healing times, and pre-medication instructions.

6. POST-OP CARE & SYMPTOM LOGGING

Daily symptom logging ensures rapid, complication-free healing

The Care section is the most critical feature of the portal. Studies show that daily logging drastically reduces post-surgical complications such as dry socket (alveolar osteitis), hematoma, and infection.

Submitting Your Daily Recovery Log

- **Pain Level (1 - 10):** Move the interactive slider from 1 (Minimal discomfort) to 10 (Severe unbearable pain).
- **Swelling Rating:** Select None, Mild (normal cheek puffiness), Moderate (visible asymmetry), or Severe (swelling extending to neck or eye).
- **Bleeding Rating:** Select None, Oozing (pink saliva, normal for 24-48 hours), or Active (continuous bright red blood).
- **Medication Adherence:** Check off whether you took your prescribed antibiotics, pain relievers, and chlorhexidine mouthwash.

[!] SURGICAL RED FLAGS - WHEN TO CALL EMERGENCY IMMEDIATELY

Contact Dr. Faizan Hussain's emergency line (+92 331 0926324) right away if you experience any of the following:
1. Active bleeding that does not stop after 45 minutes of firm biting on fresh sterile gauze.
2. High fever exceeding 101.5°F (38.6°C) or severe chills.
3. Difficulty swallowing fluids or breathing.
4. Swelling that continues to expand rapidly after the 3rd post-operative day.
5. Persistent complete numbness of lower lip or chin lasting more than 24 hours.

7. DAY-BY-DAY SURGICAL RECOVERY GUIDE

Evidence-based instructions for extractions & implants

Day 1: The First 24 Hours (Blood Clot Protection)

- **Gauze Pressure:** Bite firmly on gauze pad for 45-60 minutes. Replace if bleeding persists.
- **Ice Therapy:** Apply ice packs to outside of face: 15 minutes ON, 15 minutes OFF, for the first 24 hours.
- **STRICT PROHIBITIONS:** DO NOT spit, DO NOT rinse vigorously, DO NOT drink through a straw, DO NOT smoke.
- **Head Elevation:** Sleep with head elevated on 2 pillows to minimize overnight throbbing.

Days 2 to 3: Managing Swelling & Cleanliness

- **Warm Saline Rinses:** Dissolve 1/2 teaspoon of table salt in a glass of warm water. Rinse gently 4-5 times daily after meals.
- **Warm Compresses:** Switch from cold ice packs to moist warm towels on cheeks to promote blood flow.
- **Nutrition:** Continue soft nutritious diet. Stay well-hydrated with room-temperature fluids.

Days 4 to 7+: Transition to Normal Function

- **Gentle Brushing:** Brush remaining teeth gently with a soft toothbrush, avoiding surgical sutures directly.
- **Suture Care:** If non-resorbable stitches were placed, attend your scheduled suture removal appointment.

8. SOFT FOODS & KARACHI NUTRITIONAL GUIDE

Healing nutrition adapted for Pakistani cuisine

Proper nutrition accelerates tissue regeneration, boosts immunity, and prevents post-anesthetic nausea. Avoid all hard, crunchy, very hot, or heavily spiced foods for the first 5 to 7 days.

Recommended Soft Foods for Recovery

* Soft Khichdi & Moong Daal Soup: Mildly seasoned, lukewarm, rich in plant protein and easy to swallow.
* Chilled Lassi & Sweet Yogurt (Dahi): Soothes oral tissues and supplies natural probiotics during antibiotic courses.
* Mashed Potatoes & Steamed Eggs: Excellent soft protein sources requiring zero chewing.
* Fruit Smoothies: Blended bananas, mangoes, and milk (drink directly from a glass, never through a straw).
* Mild Haleem or Chicken Soup: Blended smooth, served lukewarm without green chillies or fried onions.

[!] FOODS TO STRICTLY AVOID DURING HEALING

Avoid spicy curries, biryani with whole spices, chips, samosas, nuts, hard roti/naan, crusty bread, carbonated sodas, and smoking/chalia/pan. These can dislodge the blood clot and cause severe infection.

9. NAVIGATION, DESKTOP CONTROLS & OFFLINE SUPPORT

Optimized for mobile touch and desktop productivity

The portal delivers a seamless experience whether accessed on a mobile phone or desktop workstation:

- **Mobile Swipe Gestures:** Swipe left or right smoothly across the screen on phones to switch between Dashboard, Appointments, Care, and Plan.
- **Desktop Collapsible Sidebar:** On PC/laptops, the sidebar features a smooth collapse/expand toggle and an illuminated animated streak background.
- **Real-Time Language Switcher:** Switch instantly between English and Urdu adjusts).
- **Offline Network Detection:** If your internet drops, a gentle notification banner warns you and holds your inputs until reconnected.

10. DOCUMENTS & FORMS VAULT

Confidential storage for your surgical documentation

Under the "Documents" tab, patients can securely access, view, and download clinical paperwork:

- **Surgical Consent Forms:** Review signed procedural consent documents and anesthesia explanations.
- **Post-Op Care Leaflets:** Printable instructions to give to family members and caregivers.
- **Radiographic Imaging:** Access digital panoramic X-rays, periapicals, and CT scan reports.
- **This User Manual:** Always downloadable on any device for offline reference.

11. CLINIC DIRECTORY & HOSPITAL AFFILIATIONS

Official locations and communication channels

- **Principal Surgeon:** Dr. Faizan Hussain (BDS, FCPS Oral & Maxillofacial Surgery)
- **Emergency Surgical Hotline:** +92 331 0926324 (24/7 Priority for surgical emergencies)
- **Taj Medical Complex, Hamdard University Hospital, Karachi**
  Saddar, Karachi
- **Naimat Begum Hospital, Hamdard University Hospital, Karachi**
  Nazimabad # 3, Karachi
- **Alamgir Diagnostics, AWTI, Karachi:**
  K.A.E.C.H.S #7, Karachi
- **Burhani Hospital Medical and Diagnostic Center, Karachi:**
  Saddar, Karachi
- **Official Website:** https://drfaizanhussain.com
- **Official Patient Portal:** https://portal.drfaizanhussain.com
- **Official Store:** https://store.drfaizanhussain.com

12. FREQUENTLY ASKED QUESTIONS (FAQ)

Quick answers to common patient inquiries

- **Q1: How do I access my account on a new phone?:** Simply visit drfaizanhussain.com/patient or portal URL, enter your 13-digit CNIC and your 4-digit PIN. No app store installation required.
- **Q2: Why must I not use a straw after surgery?:** Suction created by a straw pulls the healing blood clot out of the socket, exposing the bone and triggering intense pain known as Dry Socket.
- **Q3: Can my family member log symptoms for me?:** Yes, caregivers can log in with your CNIC and PIN to record your pain level, temperature, and medication schedule on your behalf.
- **Q4: When can I brush my teeth after surgery?:** You may brush your non-surgical teeth starting 24 hours after surgery. Be extremely gentle and avoid touching the surgical wounds.
- **Q5: Are my medical records shared with others?:** No. The portal is backed by military-grade Firestore Security Rules strictly isolating each patient's records.

