

Web:

www.rarementor.com

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For healthcare professionals only



**RARE
MENTOR**



Together towards fast solutions for rare diseases

A platform for the collaboration of
medical experts in the diagnosis and
treatment of rare diseases.



RareMentor · v1.0

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What is Rare Mentor?

Rare Mentor is a platform that connects medical experts across different countries to collaborate on the **diagnosis and treatment of rare diseases**.

Connect with other Experts

Find professionals from around the world to collaborate.

Search for Experts

Main Goals

- Connecting experts from different countries
- Enabling knowledge exchange
- Peer-to-peer consultation
- Faster diagnostic pathway
- Better patient outcomes

Who is it for?

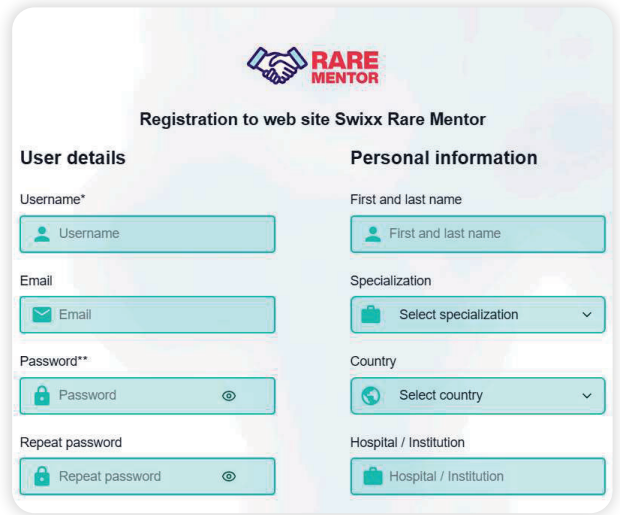
- Medical Specialists
- Researchers
- Clinical Teams
- Consultants

Security: GDPR + HIPAA compliant.
Free for experts. Verify your account in 2 minutes.

1. Registration and Login

1 Account Creation

- Visit www.rarementor.com
- Click Create Account
- Enter details: name, e-mail, specialization, country and institution/hospital
- Check mandatory consents (GDPR, HCP, Terms)
- Confirm registration via e-mail



The screenshot shows the 'Registration to web site Swixx Rare Mentor' form. It is divided into two columns: 'User details' and 'Personal information'. The 'User details' column includes fields for 'Username*' (with a person icon), 'Email' (with an envelope icon), 'Password**' (with a lock icon and an eye icon for visibility), and 'Repeat password' (with a lock icon and an eye icon). The 'Personal information' column includes fields for 'First and last name' (with a person icon), 'Specialization' (a dropdown menu with a shopping bag icon), 'Country' (a dropdown menu with a globe icon), and 'Hospital / Institution' (a dropdown menu with a shopping bag icon). The Rare Mentor logo is at the top right of the form.

2 System Login

Enter your e-mail and password and click LOG IN to access.



2. Install as an App

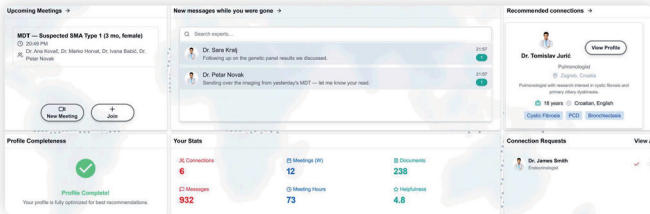
You can add the platform to your mobile home screen or as a desktop icon.

- Mobile: Browser menu → **Add to Home Screen**
- Computer: Icon in the browser address bar

3. Dashboard (Home)

Control panel – everything important in one place:

- **Upcoming Meetings** – upcoming video meetings with title, date and participants. Click to join
- **New Messages** – new messages from teams and chats. Click leads directly to conversation
- **Recommended Experts** – colleagues suggested by the system based on your area of specialization
- **Profile Completeness** – profile completion percentage (goal: 100% for better recommendations)
- **Your Stats** – number of connections, weekly meetings, documents, messages, hours and Helpfulness score
- **Connection Requests** – requests from new colleagues awaiting your approval



4. Your profile

Professional business card. The more complete it is, the higher quality recommendations and better matching.

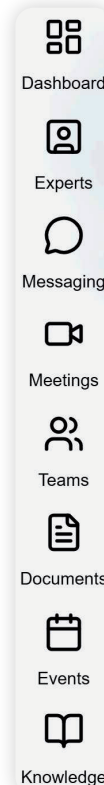
- **About** – short description of yourself and clinical work
- **Education** – studies, specializations, doctorates
- **Experience** – jobs and positions
- **Practice Locations** – where you work (on the map)
- **Publications** – scientific papers and articles
- **Rare Disease Expertise** – list by name all rare diseases you have experience with
- **Active Investigations** – current research in rare diseases

TOP CONTRIBUTOR BADGE is awarded to experts who actively participate in consultations.



5. Navigating the App

Main navigation is in the **sidebar** (computer: left, mobile: bottom).



Dashboard – Comprehensive overview of upcoming meetings, new messages, expert recommendations and your personal activity statistics.

Experts – Advanced search of the doctor database with Smart Match to find colleagues with similar clinical cases.

Messaging – Secure 1-on-1 and team channel messaging with a built-in auto-translator and medical documentation sharing.

Meetings – Scheduling and conducting secure video consultations with high-quality screen sharing for findings analysis.

Teams – Establishing and participating in permanent multidisciplinary team (MDT) working groups with a shared communication channel.

Documents – Centralized archive for secure storage of medical images, findings, and research studies.

Events – Calendar overview and easy registration for upcoming professional webinars, workshops, and virtual congresses.

Knowledge – Direct access to the ORPHANET database and HPO ontology for rare disease search, classifications, and phenotype comparison.



Notifications

A red dot on a sidebar icon indicates new activity. Notifications are triggered by:

- New **message** in a conversation
- New **connection request**
- Invitation to a team
- Reminder for an upcoming **meeting or event**

6. KEY FEATURE

Find a
colleague who
understands
your case



MULTIPLE
specializations

MANY
countries

NOUMEROUS
rare diseases

— FIND THE RIGHT EXPERT —

What is *matching*?

Find Similar Cases is a smart algorithm that **finds experts who have treated cases similar** to yours – based on the suspected rare disease and the patient's clinical symptoms.



Based on:

- **ORPHANET database** – official catalog of rare diseases
- **HPO ontology** – standardized symptom description (Human Phenotype Ontology)
- Case histories entered by other experts on their profiles



Why Smart Match?

- Finds an expert in seconds, not weeks
- More precise than specialty search – based on real cases
- Search by disease, symptoms, or combined
- Direct connection: message or video consultation with one click

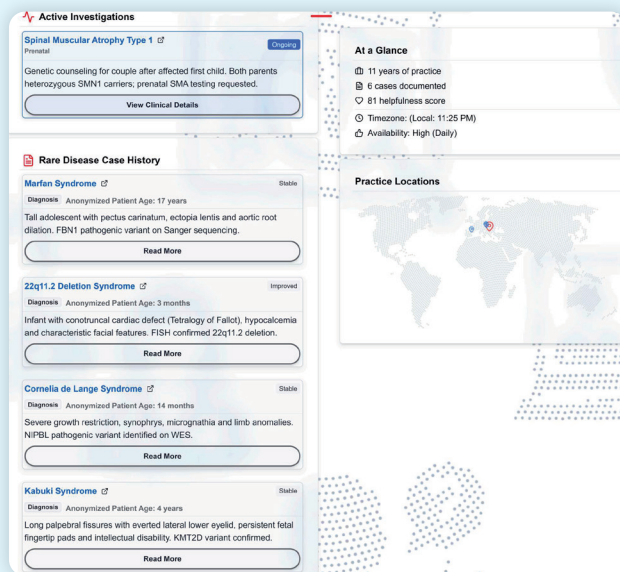
How to Start Matching

The whole process **takes less than a minute**. Go to **Experts** → **toggle "Smart Match"**

1. **Open the Experts module.** In the sidebar, click **Experts**. At the top you'll see a toggle: **Browse • Smart Match**.
2. **Switch to "Smart Match" mode.** Clicking on **"Smart Match"** opens the **Find Similar Cases** panel with two fields.
3. **Enter suspected disease.** In the **"Suspected Disease"** field, type the disease name. The system suggests diseases from the **ORPHANET database** (including synonyms and ORPHANET codes).
4. **Add symptoms.** In the **"Clinical Signs / Phenotypes"** field, type symptoms and click **+** to add them as tags. You can add multiple.
5. **Click "Find Matches".** The system returns a **ranked list of experts** who have treated the most similar cases.

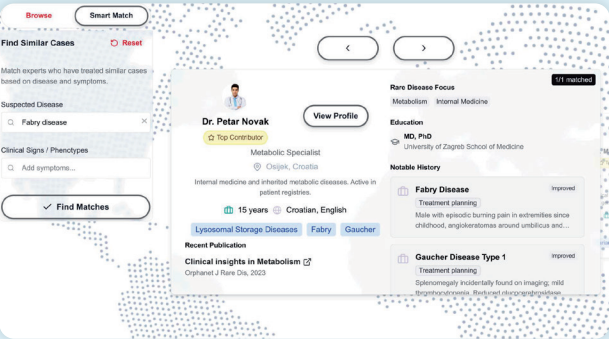


Tip: The more diseases and clinical cases you record on your profile, the easier and more precisely the system can connect you with relevant experts.



Example in practice

You enter **Fabry disease** as the suspected disease and click **"Find Matches"**. The system immediately displays the profile of a matching expert:



The card shows **specialization, location, experience, languages and Notable History** — specific cases the expert has treated. Clicking **"View Profile"** opens the full profile.

Next step: connect

Messages are available only after an accepted connection.



Click **"Connect"** — the expert receives a request. Once accepted, messaging is unlocked. Requests are visible on **Dashboard —> Connection Requests**.

MORE PROFILES —> BETTER MATCH

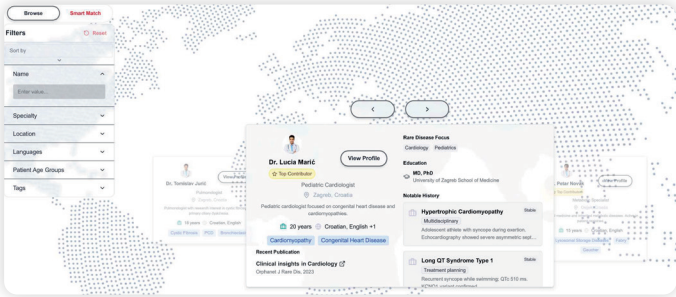
Encourage colleagues to enter their cases

7. Expert Search (Browse)

When not searching for a specific case, use Browse mode – an overview of all experts with filters.

Available Filters

- **Location** – country / region
- **Specialization** – e.g. cardiologist
- **Tags** – diseases / area of work
- **Experience** – year range
- **Response time** – how quickly they reply
- **Languages** – communication
- **Patient age group** – e.g. pediatrics



Sorting

- **By experience**
- **By response time**
- **By name**



Reset button in the top right corner clears all filters at once.

The expert card displays:

- Photo, name, specialities
- Location (with a map icon)
- Buttons: "Connect", "View Profile"

How to Contact an Expert

Messages are not immediately available – a mutual connection is required:

1. Click **"Connect"** on the card or profile
2. The expert receives a connection request
3. Once they **accept** the request, you can send messages to each other

Requests await approval on **Dashboard -> Connection Requests**. You can also cancel a sent request before it is accepted.



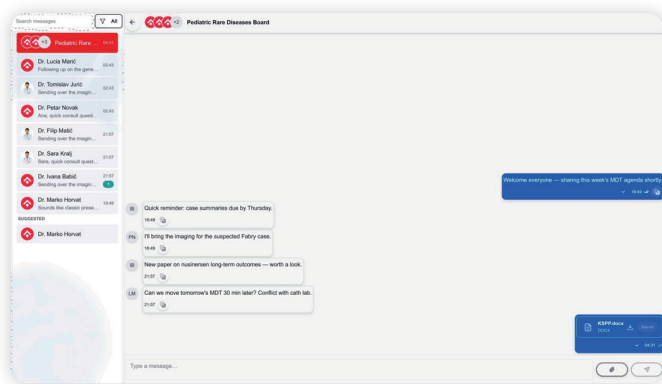
8. Messaging

Secure 1-on-1 conversations or team channels, with auto-translation of messages from colleagues writing in another language.

Opening a Conversation

You can only write to accepted connections. A conversation is opened:

- In **Messaging** – select a contact from the connections list
- **"Suggested"** section recommends colleagues that are best match connecting with
- From the expert's profile → **"Send Message"** (visible only after accepted connection)



Useful Features

- **Attachments** – PDF, images, documents
- **Room info** – participants, team files
- **Participants drawer** – participant list
- **Search messages** + "All" filter
- **Auto-translation** of messages

Message Actions

Hover over your message → opens a context menu:

- **"Edit"** – edit a sent message
- **"Delete"** – permanently deletes a message

Blocking Users

From a conversation or profile → **"Block"**. You can unblock from the **blocked user's profile**.

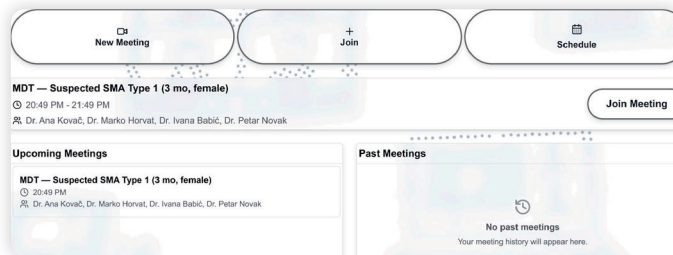
Indicators:

✓ Sent

✓✓ Read

9. Video Meetings

High-quality video consultations with colleagues – with screen sharing.



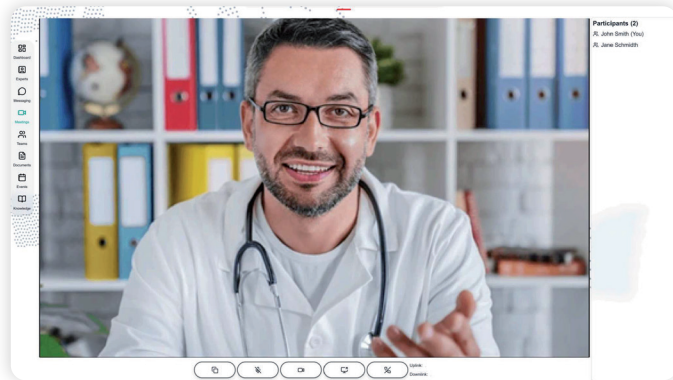
Creating a Meeting

1. Click **"New Meeting"**
2. Enter title, duration and optionally a password
3. Add participants (experts or teams)
4. Confirm – Meeting ID is generated automatically

Joining

Click **"Join"** → enter the Meeting ID and password (if one was set).

In-call Controls



- **Copy invite** – copies Meeting ID and password to clipboard; send to colleagues so they can join the call via the **"Join"** button
- **Microphone** – mute/unmute
- **Camera** – turn on/off
- **Share screen** – share your screen (findings, scans)
- **Leave** – leave the meeting



The browser asks for **camera and microphone** permission – click **"Allow"**.

10. Teams

Teams are **permanent multidisciplinary working groups** – e.g. an multidisciplinary team (MDT) board, research project, or consultation team. Each team has its own chat, documents, and meeting calendar.

Creating a Team

- **Teams** → **"Create Team"**
- Enter name and description, add members by name
- Founder receives the **Mentor** role

Joining a Team

- Receive an invitation from the founder – accept it from notifications
- Or the founder adds you directly during creation

What a Team Provides

- **Group chat** – channel for all team members
- **Shared documents** – share findings and materials
- **Shared calendar** – schedule MDT meetings

11. Events

Webinars, symposia, conferences and workshops – view in **list** or **calendar**.

Visibility

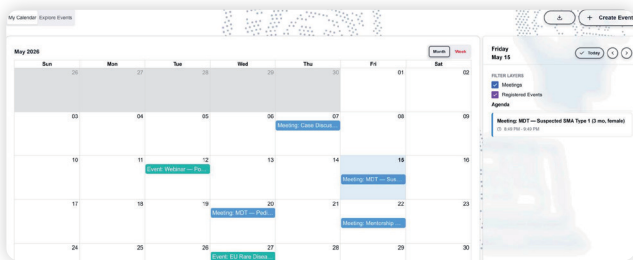
- **Public** – visible to your connections
- **Team Only** – only members of the selected team
- **Invitation Only** – invited guests only

Creating an Event (3 steps)

1. Title, type, visibility, description
2. Date, duration – external link or **"Host via In-App Meeting"**
3. Invite experts and/or teams

Registration

Click "Register Now". For private events an invitation from the organiser is required.



12. Knowledge Base

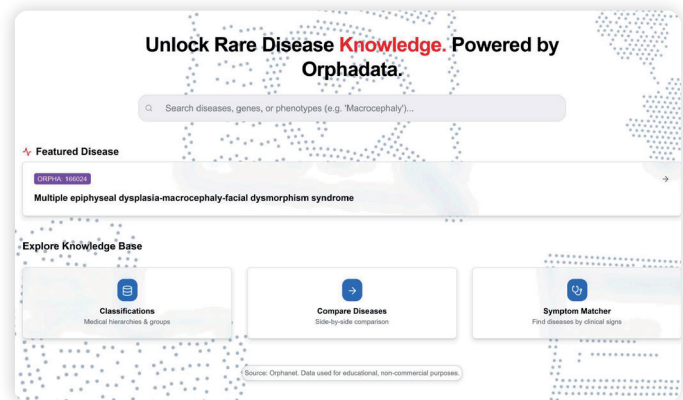
"Unlock Rare Disease Knowledge. **Powered by Orphadata.**" Search diseases, genes, and phenotypes (e.g. Macrocephaly).

Explore Knowledge Base – Three Tools

- A Classifications** – Medical hierarchies & groups – hierarchical display of diseases by groups.
- B Compare Diseases** – Side-by-side comparison – select 2 diseases and compare symptoms, frequencies, and therapies.
- C Symptom Matcher** – Find diseases by clinical signs – select symptoms, the system suggests possible diseases.



Featured Disease every day: the app highlights one interesting rare disease at the top.



Connection to matching:

From disease details, you can open a list of experts who treat it with one click.



13. Documents

Storage and exchange of medical files (PDF, images, Word, Excel and more).

Core Actions

- **Upload** – add a file
- **New Folder** – organise into folders
- **Search** – search all files and folders
- **Filters** – by type, sender or team
- **Download** – save a local copy

Sharing a Document

Click the **Share** icon on any document:

- **Experts** tab – select one or more connected experts
- **Teams** tab – select one or more teams
- Click **"Share"** – the document is sent via chat to all selected recipients



Documents received through messages automatically appear in this module under the **"Shared with me"** filter.



14. Notifications

- New message
- Meeting invite
- Reminder before a meeting
- Team invite
- Match suggestion

15. FAQ

Paid? No, it's free for users.

Mobile? Yes, as a Progressive Web Application (PWA) or in the browser.

Problem? **"Contact Us"** in the footer.

READY TO COLLABORATE?

www.rarementor.com