Telehealth Guide for Patients

In this document, you will learn how to access and utilize the modmed Telehealth™ phone application.
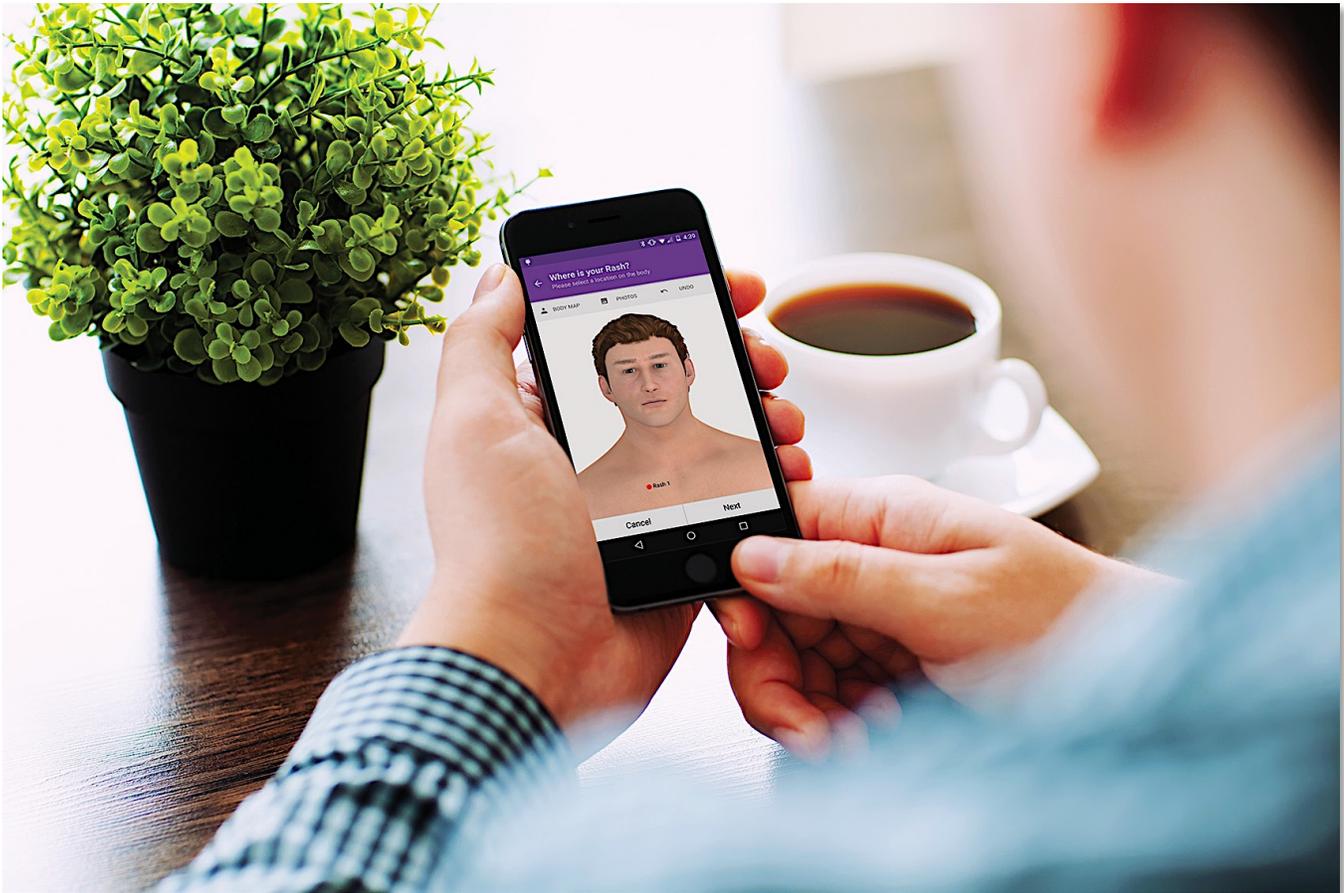
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Get Started with the modmed Telehealth App

Download app on iOS and Android devices

Enter the App Store (for iOS device) or Google Play Store (for Android device), and search for modmed Telehealth. Then download the Telehealth application onto your device.

Manage push notifications

After downloading the app, you have the ability to set your *push notifications* preference, which allows you to receive Telehealth notifications anytime the status of your e-Visit changes, even when you do not have the app open.

If you elect NOT to receive push notifications, the only way to see what is happening with your e-Visit is to open the Telehealth app and view your messages.

Log in to the Telehealth App

To log in to the Modernizing Medicine Telehealth app, open the app, enter your login credentials, and select **Sign In**.

URL and Username

The *URL* is specific to your physician's practice, and the *Username* is unique to each patient; the medical office personnel will provide these to you.

Password

If the practice allows you to set up your own password, a link will be sent to you via email. Follow this link to set up your password.

The doctor's office may have already set up a password for you. In this case, please contact the practice.
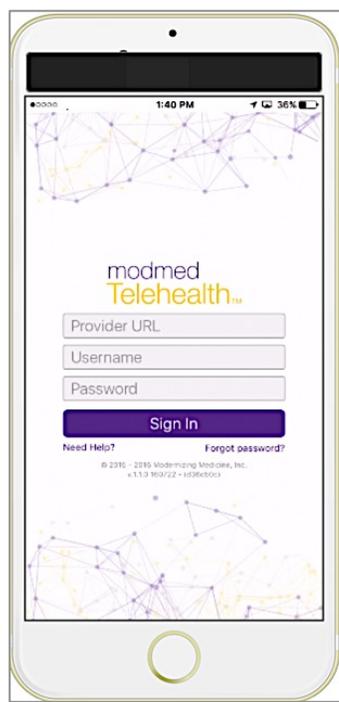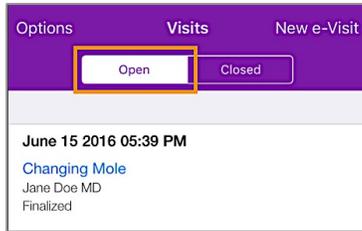
Dashboard Overview

From the dashboard , each e-Visit will display:

- the *date* the e-Visit was submitted
- the *type of complaint* for that e-Visit
- your preferred Telehealth *provider*
- and the *status* of the e-Visit

View Open and Closed Visits

The **Open** tab displays all open e-Visits you have submitted that are still being addressed by your provider.

The **Closed** tab displays all e-Visits you submitted that have been completed.
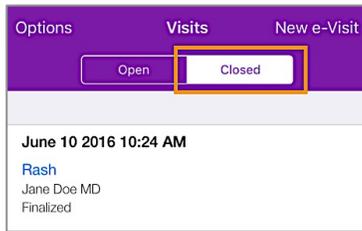
Tap on the hyperlinked complaint to display the detailed activity of that e-Visit

a. **Messages:** View any messages sent from your provider.
b. **Details:** Displays the specific information that was submitted on this e-Visit by you, the patient
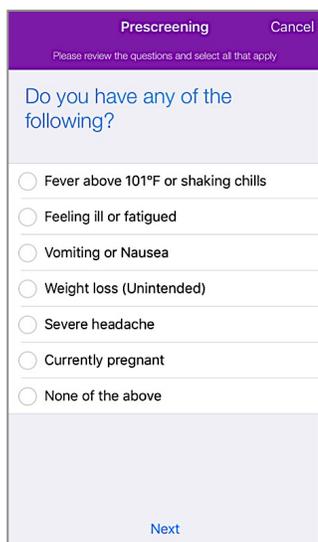c. **Photos:** Displays the photos that were submitted for this e-Visit.
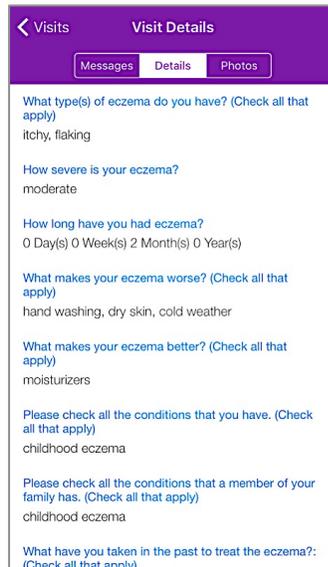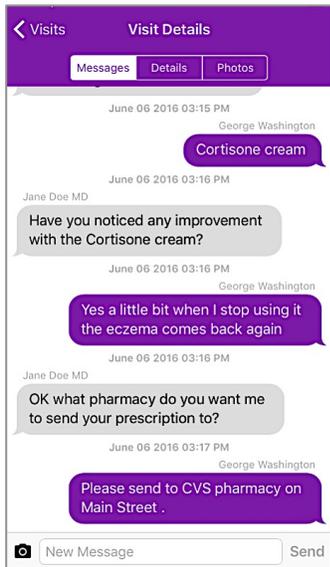
Document Your e-Visit

To begin a new e-Visit, select **New e-Visit** in the top-right corner.
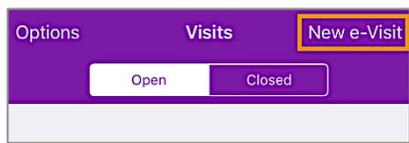
Prescreening

The prescreening question helps determine if a patient should be seen via the Telehealth App. Select the answer that best applies to your situation.


If you answer the prescreening question and a warning displays advising you to seek emergent medical care, you will not be allowed to add a new e-Visit.

If none of the symptoms listed apply to you, select **None of the Above** and proceed to the **Next** screen.
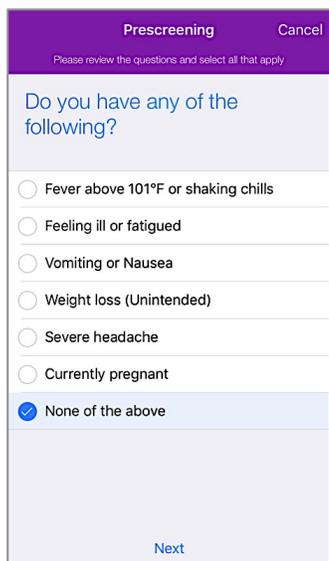
Provider

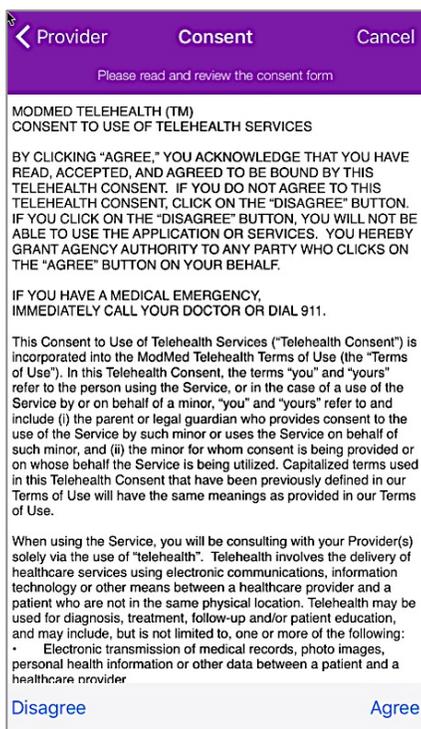Choose your preferred physician from the list provided, or search for another provider using the search field at the top.
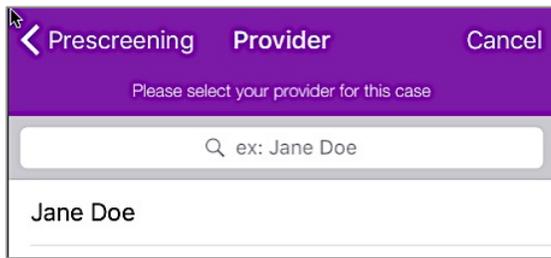
Note: If the provider you select is not available, another provider will be assigned to your e-Visit .

Consent

Read the consent statement regarding Telehealth medical services, and then select **Agree** or **Disagree.**

Past In-Office Visits

The **Past Visits** screen will show any recent procedures and in-office visits you may have had. If the Telehealth e-Visit you are submitting is related to one of these items listed, select **Yes** at the bottom of the screen; select **No** if your e-Visit is unrelated.
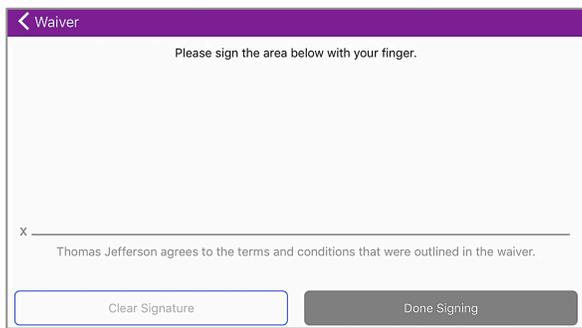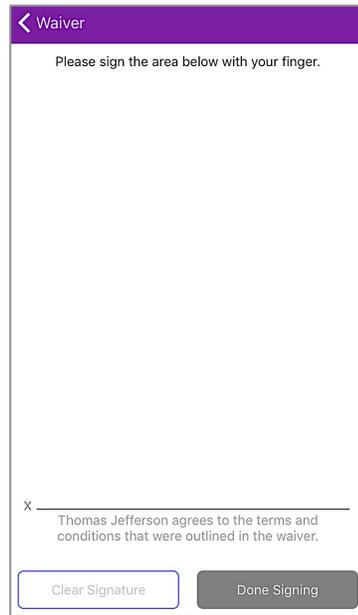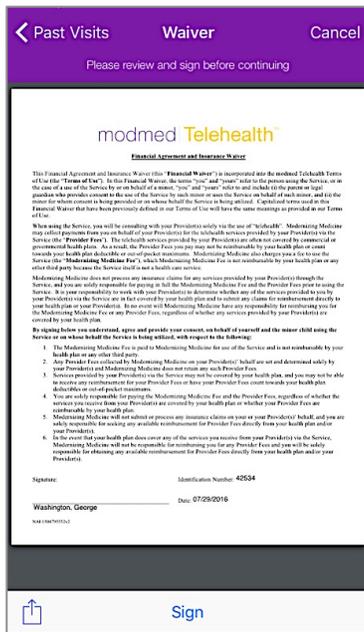

The following screen will display your visit costs.

Financial Waiver or ABN Form

If your Primary Insurance is Medicare, you will be presented with an ABN **Waiver** to sign. Select **Sign**, and sign the form with your finger or a stylus.
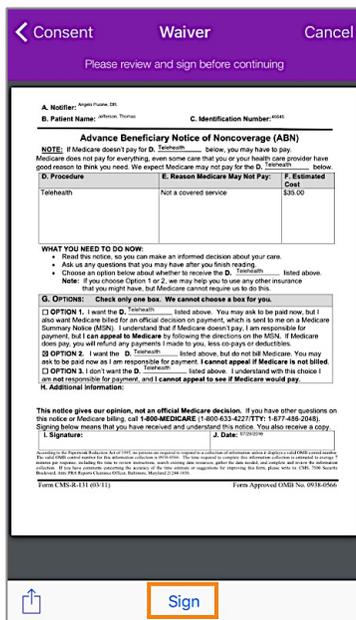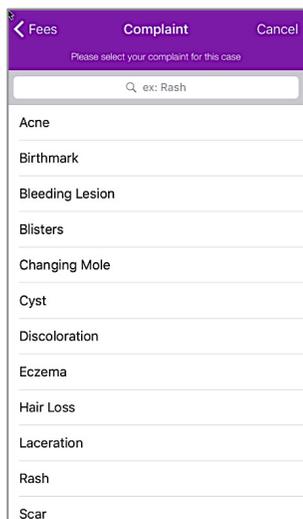
For all other insurance types, a financial **Waiver** will be presented for you to sign. Select **Sign**, and sign the form with your finger or a stylus.

When you're finished, select *Done Signing*.

Complaint

Choose your medical complaint from the list provided, or enter your complaint into the search field at the top.

Location

Select the location of the complaint on the body atlas. You will then be prompted to take two photos with your device's camera: a close-up and a long shot. To zoom in, place your thumb and forefinger on the screen and move them apart; to zoom out, pinch your thumb and forefinger together.

*Note:* Each tap on the body will require two photos.

- **Photos:** Shows you the close-up and long shot photos taken. You may retake your photos or add up to two additional photos per selected location.
- **Reset:** This will delete all photos taken, as well as remove the body location selected.
- **Undo Touch:** Removes the last location you selected on the body atlas along with photos takes of that location.
- **Next:** Takes you to the next screen where you will be prompted to take a photo.

Photo Wizard

Follow the steps below when taking the close-up and long shot photos of your complaint.
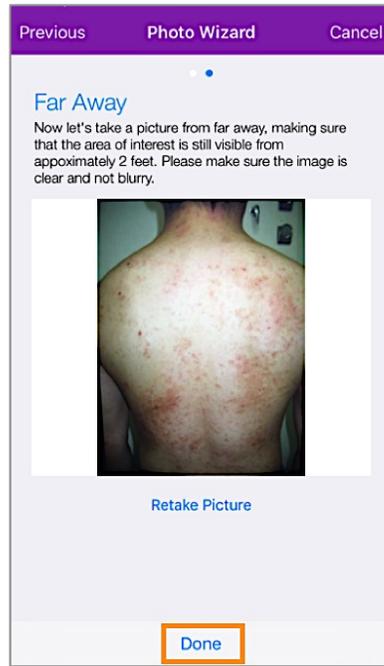
1. Select **Take Picture** to begin.
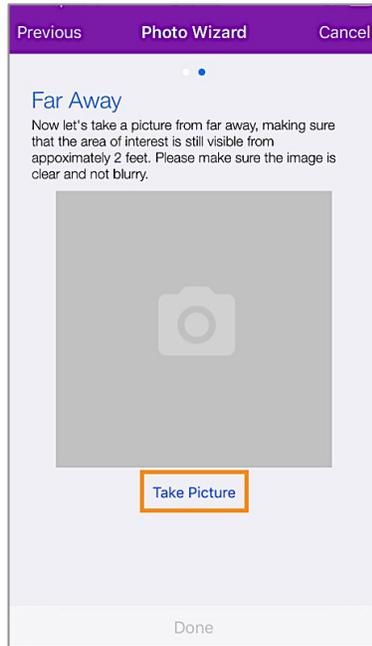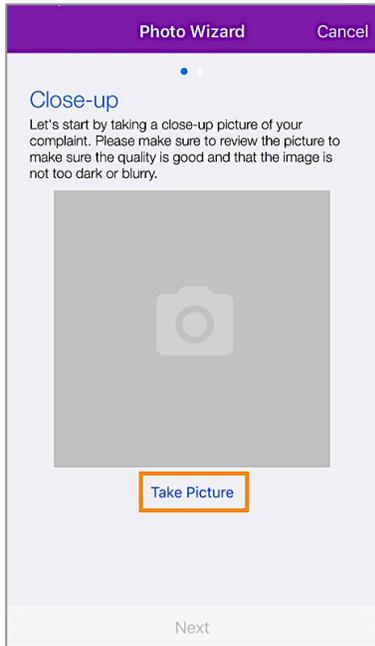
2. After you have taken the photo, select **Retake** to re-take the picture, or tap **Use Photo** if you're satisfied with the image you've taken.

3. Select **Next** or **Done** to move to the next screen.

Select **Next** at the bottom of the screen once done documenting locations and photos. You will see a pop up asking you to add any additional locations and photographs of the chief complaint. Select the appropriate answer and proceed with the e-Visit.

Quality

Choose the appropriate description of your condition; select all that apply.
Then, select **Next**, or swipe to the left to proceed to the next screen.

Severity

Choose the severity of your condition. Select **Next**, or swipe to the left to proceed to the next screen.

Duration

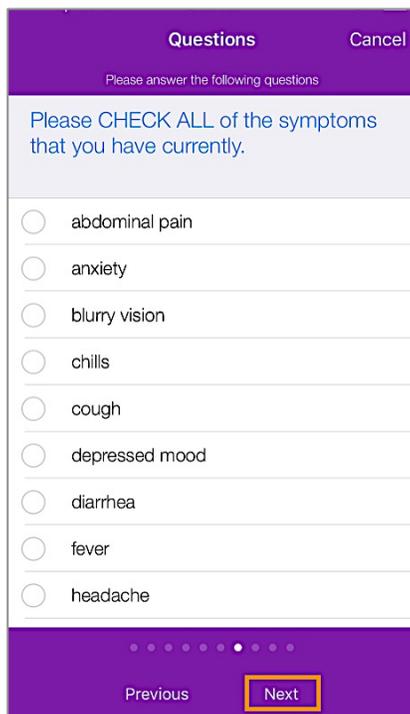Choose the appropriate duration of your condition by selecting the field that corresponds with the time metric, and entering the number.
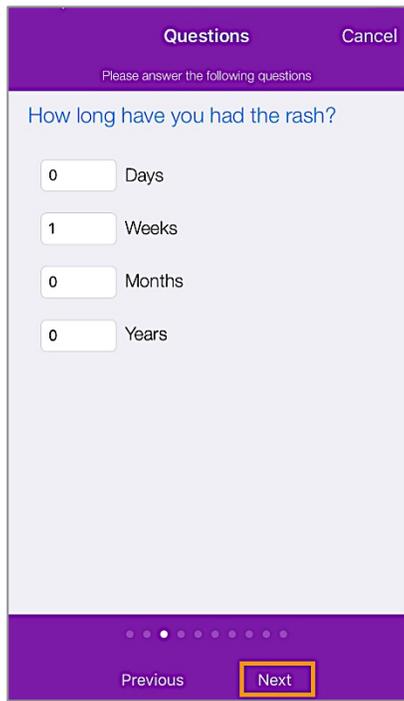
Positive and Negatives

Choose the symptoms that DO or DO NOT relate to your condition; select all that apply.
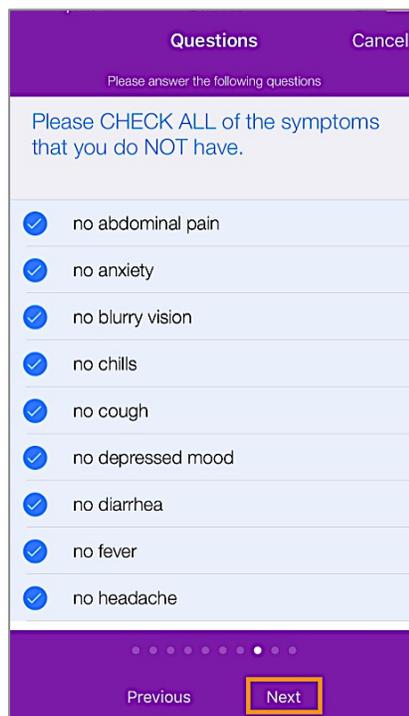
Medications

Review the medication options listed and select all that apply to you.

Status

Select the status of your chief complaint.
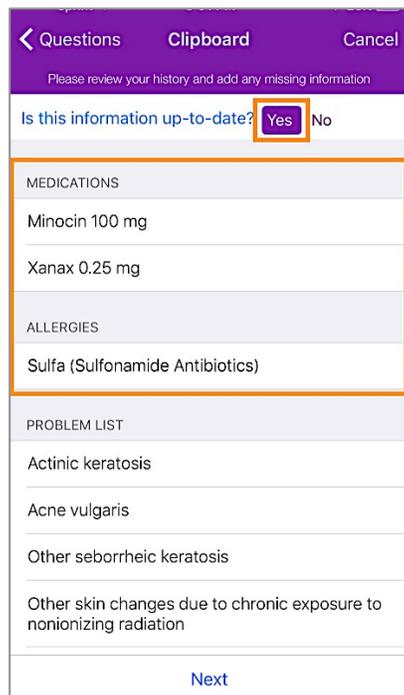
Additional Comments

If there is any additional information about your condition that was not covered in the previous questions, enter that information into the open field.
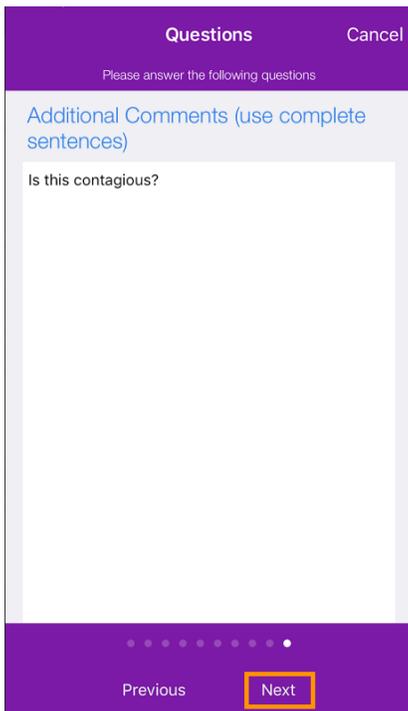
Clipboard

Review the information listed in your clipboard, and verify that the medication(s) and allergy(ies) listed are still current by selecting **Yes** at the top of the screen.

If the information is incorrect, select **No** and enter the correct medications and allergies into the open field.

When you're done, tap *Next*.

Review e-Visit

On the **Review Visit** screen, verify the information that you have selected to ensure accuracy.
- **Details:** Review the answers to your questions
- **Photos:** Review the photos taken to ensure they are adequate.

> *Note:* At any time, you may return to the previous screen by tapping the back arrow in the upper-left corner.

When you're done, select *Submit*.

Payment

Your e-Visit will not be submitted to the provider until you fill out your payment information. After selecting *Submit*, you will be prompted to enter the credit card number, expiration date, CVV, zip code, and cardholder's name.
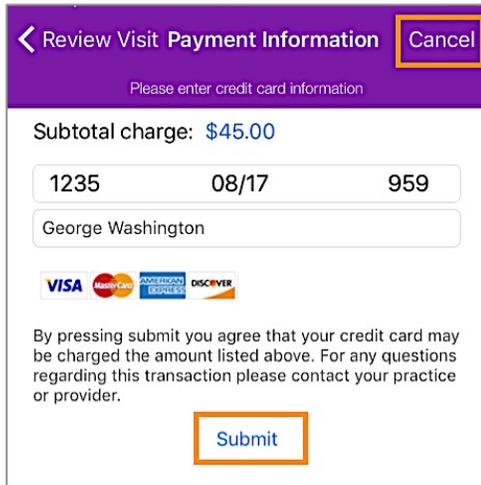
You will then be asked to confirm this transaction. Select *Submit* to approve and submit your e-Visit to your provider.

An email from Modernizing Medicine containing your Telehealth receipt will be sent to the email address your provider has on file.

Communicate With Your Provider

Your provider may send you a message if more information or additional photos are needed. The way in which you'll be notified depends on the *push notification* settings you enabled.

1. Select the appropriate e-Visit under the *Open* or *Closed* tabs.
2. Select the Messages tab to view any communication between you and your provider.
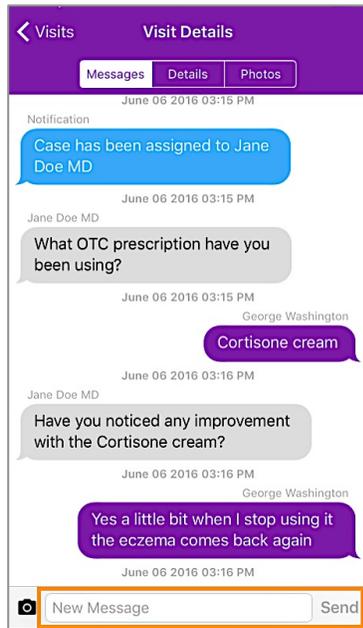3. To send a message, enter your text into the **New Message** field at the bottom of the screen, and then select **Send**.

4. To send additional photos, tap on the **Camera** icon to the left of the **New Message** field.
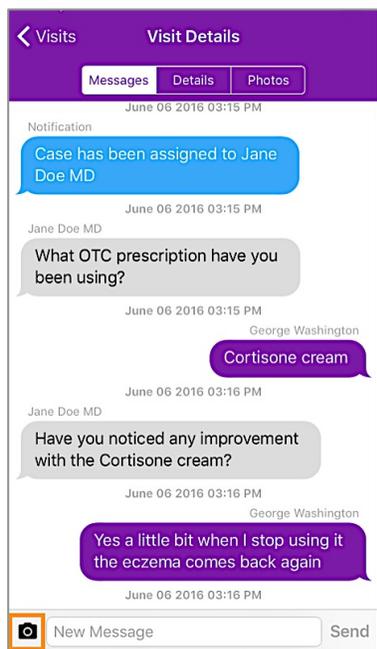
Settings

The **Options** tab allows you to **Log Out** and access some helpful resources..

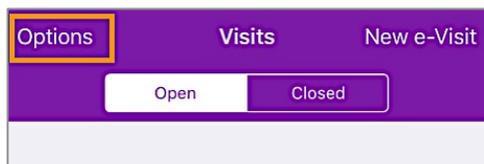- **Logout:** Signs the user out of the Telehealth app.
- *Helpful Resources:* Allows you to access:
  - **Frequently Asked Questions**
  - **Call Technical Support** – Connect with our Technical Support Team. For all clinical questions, please contact your Provider directly.
  - **Terms of Service & Privacy Policy** – Review the Terms of Service and Privacy Policy that you agreed to when you signed into the app for the first time.
  - **Telehealth Consent of Use** – Review this Telehealth Consent of Use that you agree to each time you submit a Telehealth e-Visit.
  - **Camera Settings** – Adjust the camera resolution for your front and rear cameras.
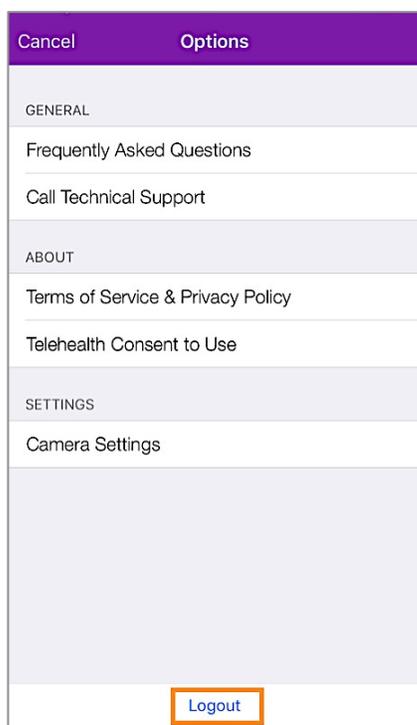
Your provider may provide you with additional educational materials to assist in the submission of Telehealth e-Visits.