

Telehealth Guide for Patients

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

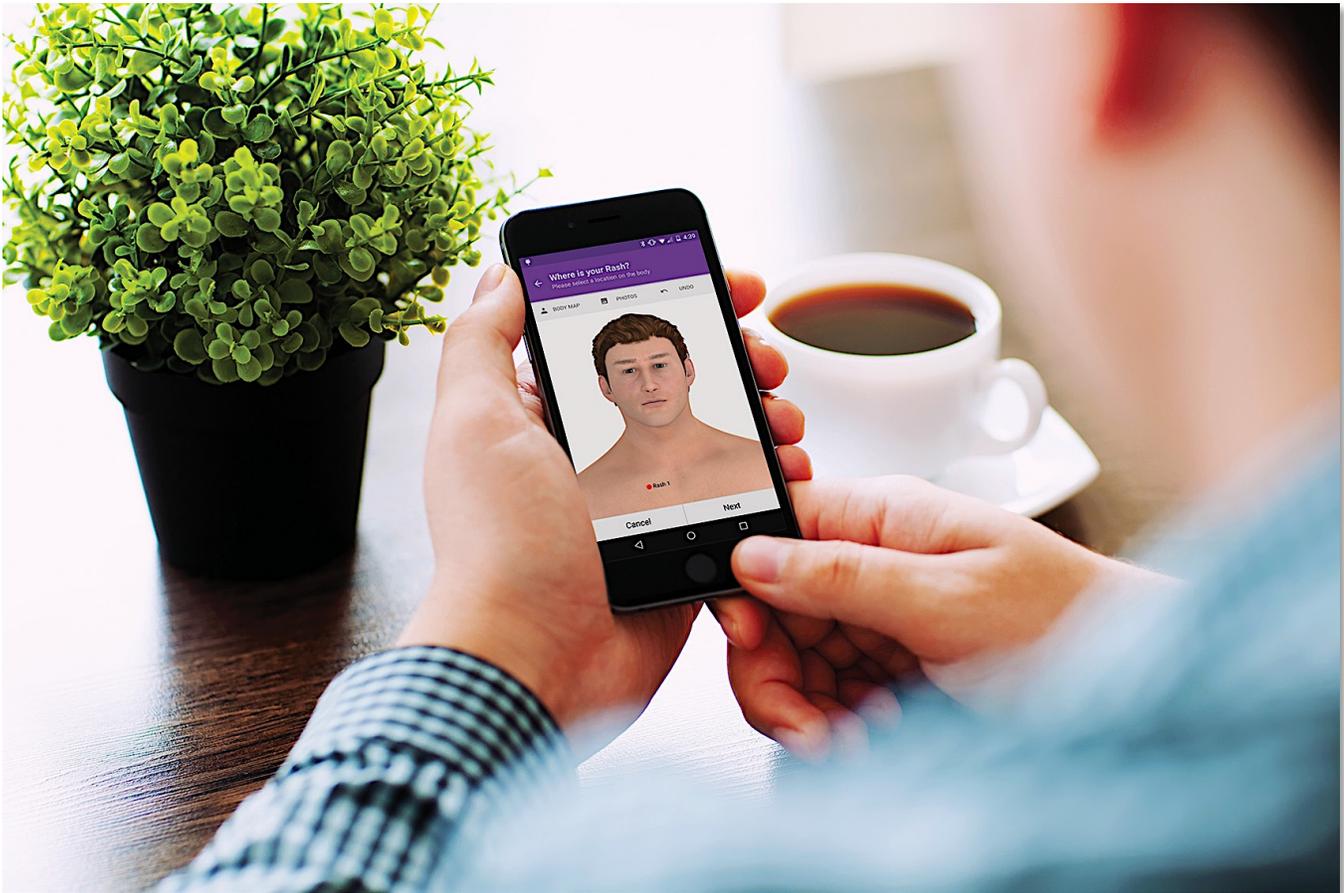


Table of Contents

Get Started with the modmed Telehealth App	3
Download app on iOS and Android devices	3
Manage push notifications.....	3
Log in to the Telehealth App	3
URL and Username.....	3
Password	3
Dashboard Overview	4
View Open and Closed Visits	4
Document Your e-Visit	5
Prescreening.....	5
Provider	6
Consent	6
Past In-Office Visits	7
Financial Waiver or ABN Form	7
Complaint.....	9
Location.....	9
Photo Wizard.....	10
Quality.....	12
Severity	12
Duration	13
Positive and Negatives	13
Medications.....	14
Status	14
Additional Comments	15
Clipboard.....	15
Review e-Visit.....	16
Payment	17
Communicate With Your Provider	18
Settings	19

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**.

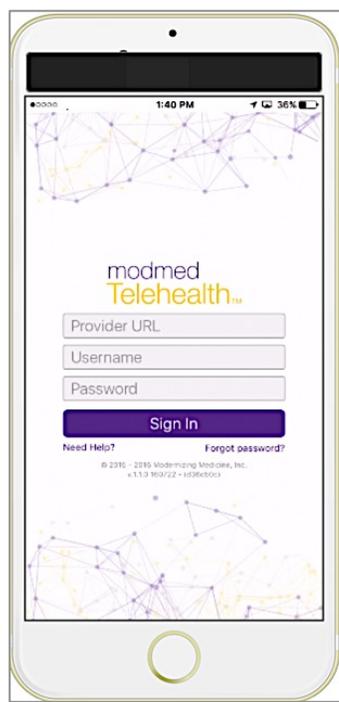
URL and Username

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.



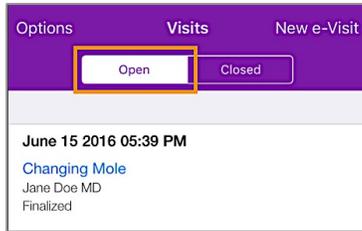
Dashboard Overview

From the dashboard , each e-Visit will display:

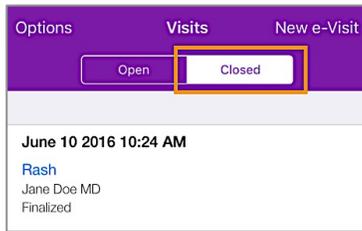
- the *date* the e-Visit was submitted
- the *type of complaint* for that e-Visit
- your preferred Telehealth *provider*
- and the *status* of the e-Visit

View Open and Closed Visits

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

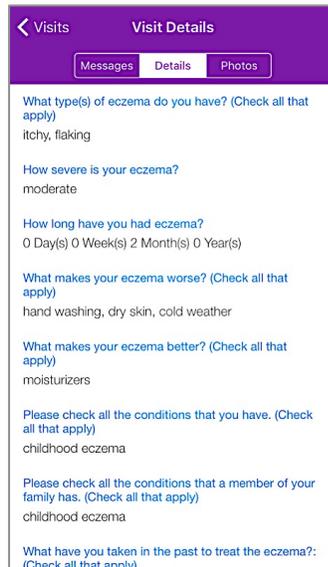
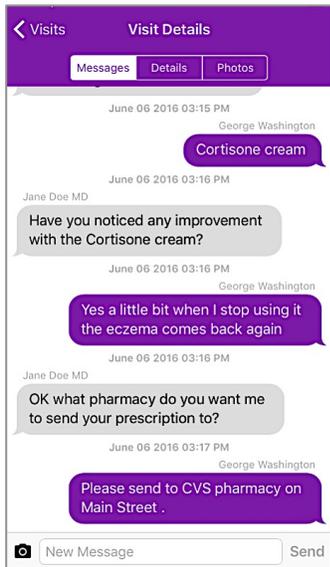


The **Closed** tab displays all e-Visits you submitted that have been completed.



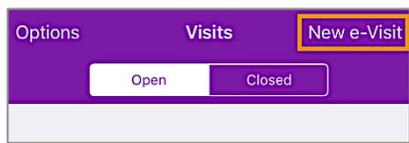
Tap on the hyperlinked complaint to display the detailed activity of that e-Visit

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



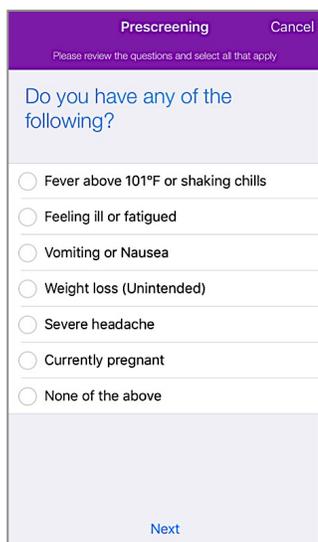
Document Your e-Visit

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



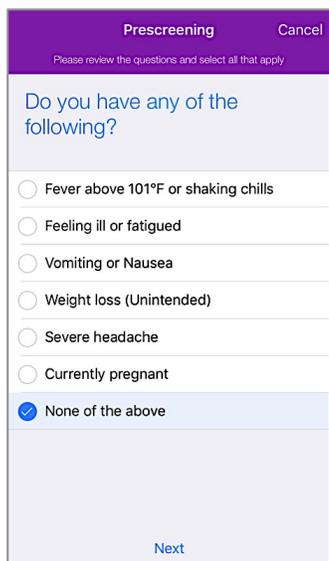
Prescreening

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

A screenshot of a mobile application's prescreening screen. The screen has a purple header with 'Prescreening' and 'Cancel' buttons. Below the header is a subtitle: 'Please review the questions and select all that apply'. The main question is 'Do you have any of the following?'. Below the question are seven radio button options: 'Fever above 101°F or shaking chills', 'Feeling ill or fatigued', 'Vomiting or Nausea', 'Weight loss (Unintended)', 'Severe headache', 'Currently pregnant', and 'None of the above'. At the bottom of the screen is a 'Next' button.

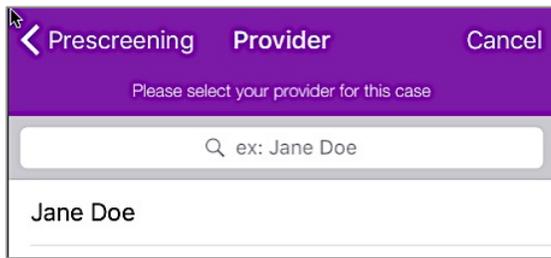
If you answer the prescreening question and a warning displays advising you to seek emergent medical care, you will not be allowed to add a new e-Visit.

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

A screenshot of a mobile application's prescreening screen, identical to the previous one, but with the 'None of the above' radio button selected. The 'None of the above' option is highlighted with a blue background.

Provider

Choose your preferred physician from the list provided, or search for another provider using the search field at the top.



Prescreening Provider Cancel

Please select your provider for this case

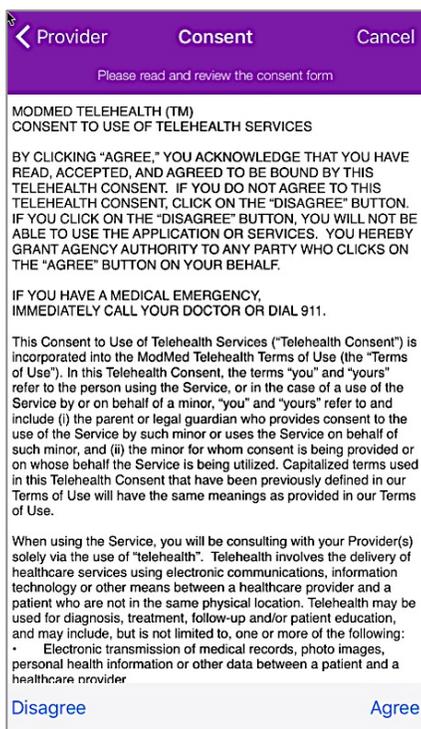
Q ex: Jane Doe

Jane Doe

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**.



Provider Consent Cancel

Please read and review the consent form

MODMED TELEHEALTH (TM)
CONSENT TO USE OF TELEHEALTH SERVICES

BY CLICKING "AGREE," YOU ACKNOWLEDGE THAT YOU HAVE READ, ACCEPTED, AND AGREED TO BE BOUND BY THIS TELEHEALTH CONSENT. IF YOU DO NOT AGREE TO THIS TELEHEALTH CONSENT, CLICK ON THE "DISAGREE" BUTTON. IF YOU CLICK ON THE "DISAGREE" BUTTON, YOU WILL NOT BE ABLE TO USE THE APPLICATION OR SERVICES. YOU HEREBY GRANT AGENCY AUTHORITY TO ANY PARTY WHO CLICKS ON THE "AGREE" BUTTON ON YOUR BEHALF.

IF YOU HAVE A MEDICAL EMERGENCY,
IMMEDIATELY CALL YOUR DOCTOR OR DIAL 911.

This Consent to Use of Telehealth Services ("Telehealth Consent") is incorporated into the ModMed Telehealth Terms of Use (the "Terms of Use"). In this Telehealth Consent, the terms "you" and "yours" refer to the person using the Service, or in the case of a use of the Service by or on behalf of a minor, "you" and "yours" refer to and include (i) the parent or legal guardian who provides consent to the use of the Service by such minor or uses the Service on behalf of such minor, and (ii) the minor for whom consent is being provided or on whose behalf the Service is being utilized. Capitalized terms used in this Telehealth Consent that have been previously defined in our Terms of Use will have the same meanings as provided in our Terms of Use.

When using the Service, you will be consulting with your Provider(s) solely via the use of "telehealth". Telehealth involves the delivery of healthcare services using electronic communications, information technology or other means between a healthcare provider and a patient who are not in the same physical location. Telehealth may be used for diagnosis, treatment, follow-up and/or patient education, and may include, but is not limited to, one or more of the following:

- Electronic transmission of medical records, photo images, personal health information or other data between a patient and a healthcare provider

Disagree Agree

Past In-Office Visits

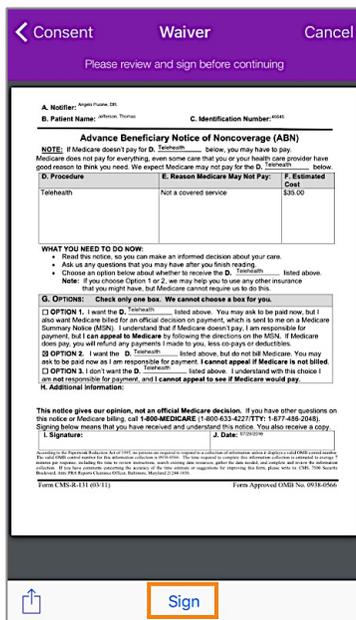
The **Past Visits** screen will show any recent procedures and in-office visits you may have had. If the Telehealth e-Visit you are submitting is related to one of these items listed, select **Yes** at the bottom of the screen; select **No** if your e-Visit is unrelated.



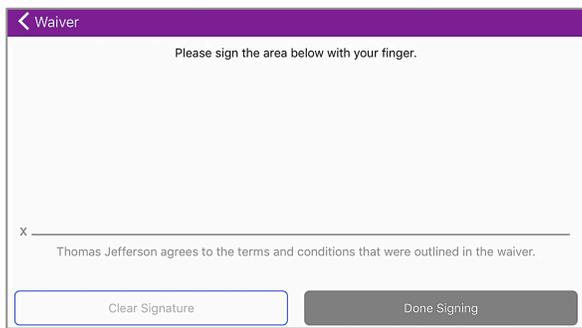
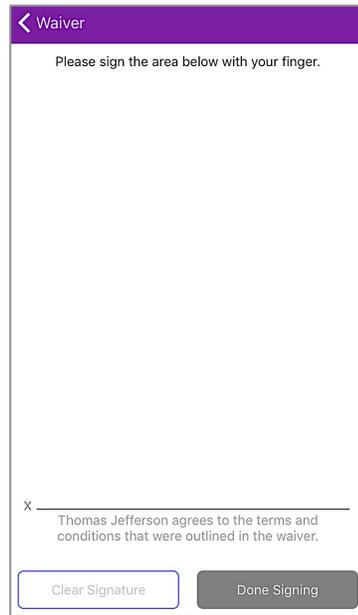
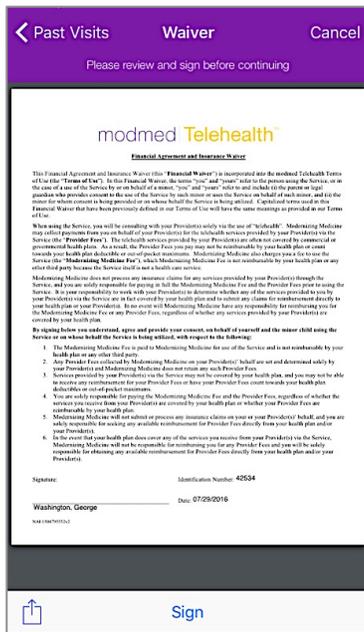
The following screen will display your visit costs.

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.



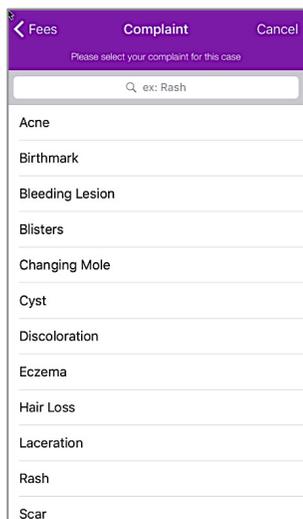
For all other insurance types, a financial **Waiver** will be presented for you to sign. Select **Sign**, and sign the form with your finger or a stylus.



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.

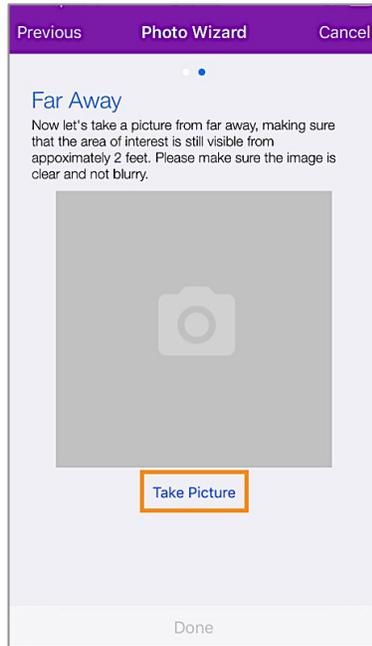
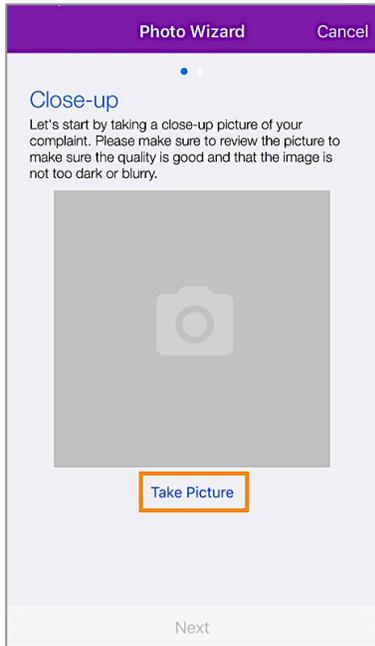
- **Photos:** Shows you the close-up and long shot photos taken. You may retake your photos or add up to two additional photos per selected location.
- **Reset:** This will delete all photos taken, as well as remove the body location selected.
- **Undo Touch:** Removes the last location you selected 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.

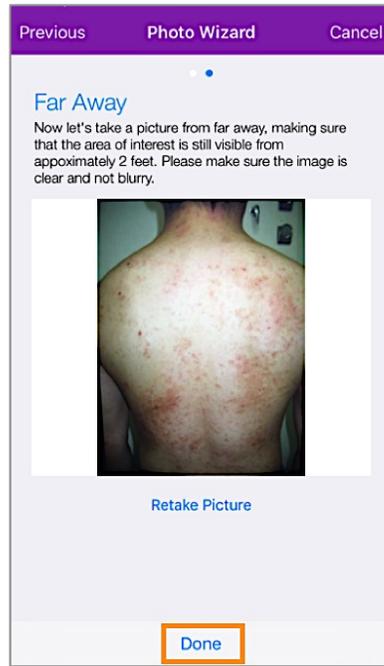
1. Select **Take Picture** to begin.



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.

The screenshot shows a mobile application interface for a 'Quality' question. The title bar is purple with 'Questions' on the left and 'Cancel' on the right. Below the title bar, it says 'Please answer the following questions'. The question is 'What best describes your rash? (Check all that apply)'. There are seven radio button options: 'blistering', 'burning' (checked), 'flaking', 'itchy' (checked), 'no symptoms', 'painful', and 'red' (checked). At the bottom, there is a purple bar with a progress indicator (a row of 10 dots, the first is filled), a 'Previous' button, and a 'Next' button which is highlighted with a yellow box.

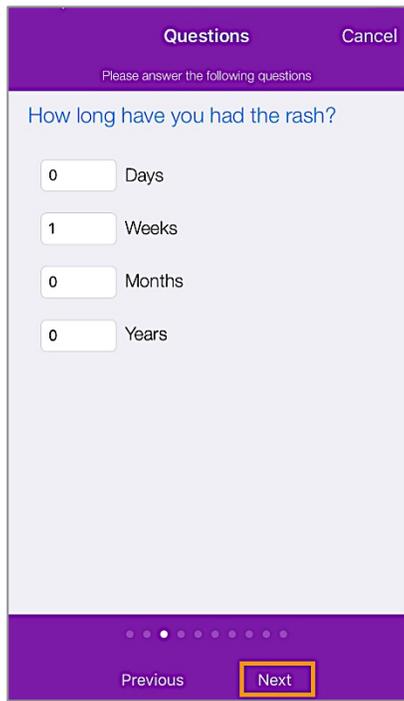
Severity

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

The screenshot shows a mobile application interface for a 'Severity' question. The title bar is purple with 'Questions' on the left and 'Cancel' on the right. Below the title bar, it says 'Please answer the following questions'. The question is 'How severe is your rash?'. There are three radio button options: 'mild', 'moderate' (checked), and 'severe'. At the bottom, there is a purple bar with a progress indicator (a row of 10 dots, the first is filled), a 'Previous' button, and a 'Next' button which is highlighted with a yellow box.

Duration

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



Questions Cancel

Please answer the following questions

How long have you had the rash?

0 Days

1 Weeks

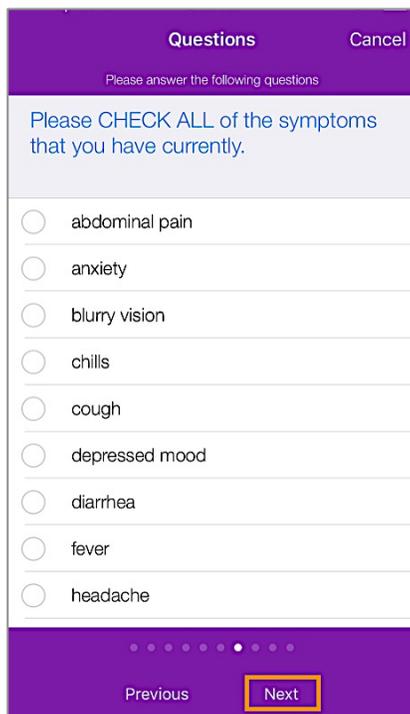
0 Months

0 Years

Previous Next

Positive and Negatives

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



Questions Cancel

Please answer the following questions

Please CHECK ALL of the symptoms that you have currently.

abdominal pain

anxiety

blurry vision

chills

cough

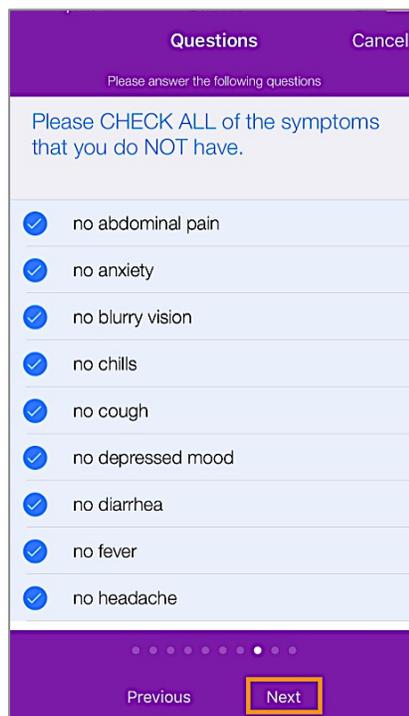
depressed mood

diarrhea

fever

headache

Previous Next



Questions Cancel

Please answer the following questions

Please CHECK ALL of the symptoms that you do NOT have.

no abdominal pain

no anxiety

no blurry vision

no chills

no cough

no depressed mood

no diarrhea

no fever

no headache

Previous Next

Medications

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

The screenshot shows a mobile application interface with a purple header containing the text 'Questions' and 'Cancel'. Below the header, it says 'Please answer the following questions'. The main question is 'What are you currently taking to treat the rash?: (Check all that apply)'. There are four radio button options: 'no treatment' (checked), 'over the counter topical steroids', 'prescription topical steroids', and 'topical moisturizers'. At the bottom, there is a progress indicator with 10 dots, the first of which is filled, and two buttons: 'Previous' and 'Next' (highlighted with a yellow box).

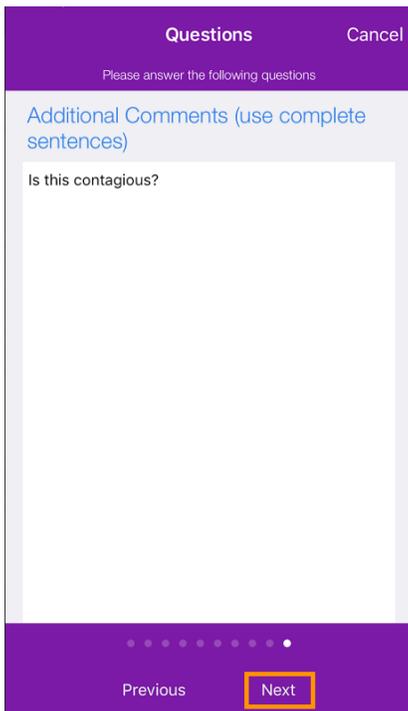
Status

Select the status of your chief complaint.

The screenshot shows a mobile application interface with a purple header containing the text 'Questions' and 'Cancel'. Below the header, it says 'Please answer the following questions'. The main question is 'Since your previous visit, your rash is:'. There are ten radio button options: 'better', 'improved', 'resolved', 'stable', 'spreading', 'unchanged', 'worse', 'recurring' (checked), 'n/a', and 'other'. At the bottom, there is a progress indicator with 10 dots, the eighth of which is filled, and two buttons: 'Previous' and 'Next' (highlighted with a yellow box).

Additional Comments

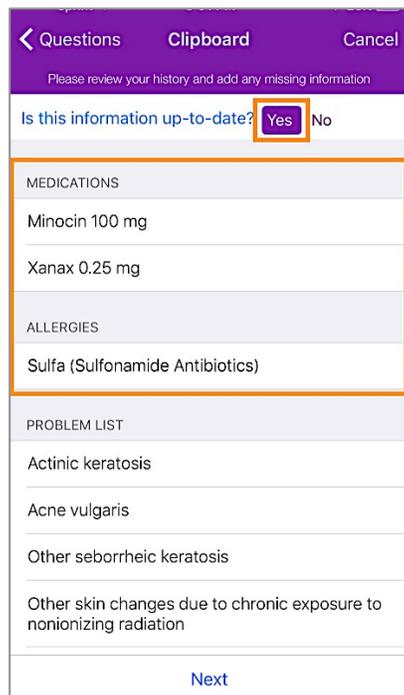
If there is any additional information about your condition that was not covered in the previous questions, enter that information into the open field.



The screenshot shows a mobile application interface with a purple header containing 'Questions' and 'Cancel'. Below the header, it says 'Please answer the following questions'. The main content area is titled 'Additional Comments (use complete sentences)' and contains the question 'Is this contagious?'. Below the question is a large, empty white text input field. At the bottom, there are two buttons: 'Previous' and 'Next', with the 'Next' button highlighted by a yellow box.

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.



The screenshot shows a mobile application interface with a purple header containing '< Questions', 'Clipboard', and 'Cancel'. Below the header, it says 'Please review your history and add any missing information'. The main content area starts with the question 'Is this information up-to-date?' followed by two radio buttons, 'Yes' and 'No', with the 'Yes' button highlighted by a yellow box. Below this is a list of medical information organized into sections: 'MEDICATIONS' (Minocin 100 mg, Xanax 0.25 mg), 'ALLERGIES' (Sulfa (Sulfonamide Antibiotics)), and 'PROBLEM LIST' (Actinic keratosis, Acne vulgaris, Other seborrheic keratosis, Other skin changes due to chronic exposure to nonionizing radiation). At the bottom, there is a blue 'Next' button.

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

Questions Clipboard Cancel

Please review your history and add any missing information

Is this information up-to-date? Yes **No**

Please enter in your updates below:

MEDICATIONS

Minocin 100 mg

Xanax 0.25 mg

ALLERGIES

Sulfa (Sulfonamide Antibiotics)

PROBLEM LIST

Actinic keratosis

Acne vulgaris

Next

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.

Clipboard Review Visit Cancel

Details Photos

What best describes your rash? (Check all that apply)
burning, red, itchy

How severe is your rash?
moderate

How long have you had the rash?
0 Day(s) 1 Week(s) 0 Month(s) 0 Year(s)

What symptoms do you have with this rash? (Check all that apply)

Applicable Negatives (Check all that apply)
no chills, no joint pain, no recent infections, no new personal care products

What are you currently taking to treat the rash?: (Check all that apply)
no treatment

Please CHECK ALL of the symptoms that you have currently.

Please CHECK ALL of the symptoms that you do NOT have.

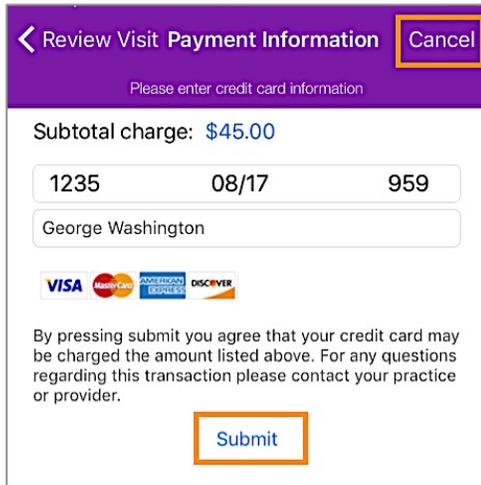
Submit

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.



< Review Visit **Payment Information** Cancel

Please enter credit card information

Subtotal charge: **\$45.00**

1235 08/17 959

George Washington



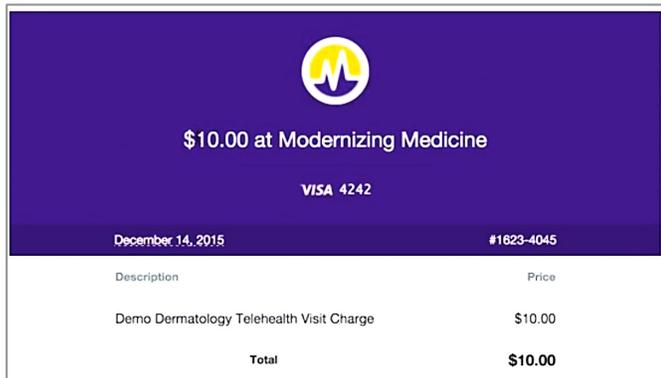



By pressing submit you agree that your credit card may be charged the amount listed above. For any questions regarding this transaction please contact your practice or provider.

Submit

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.

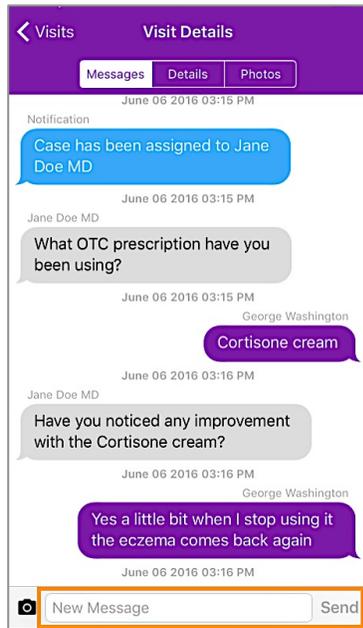


 \$10.00 at Modernizing Medicine VISA 4242	
December 14, 2015 #1623-4045	
Description	Price
Demo Dermatology Telehealth Visit Charge	\$10.00
Total	\$10.00

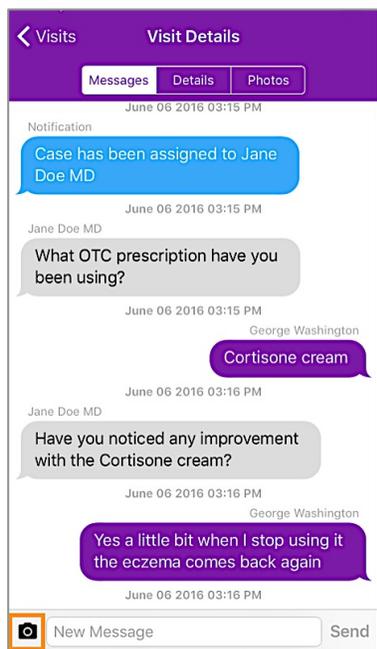
Communicate With Your Provider

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**.

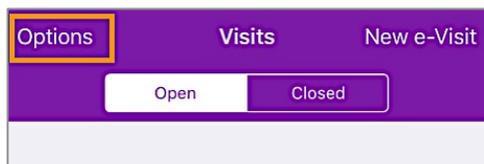


4. To send additional photos, tap on the **Camera** icon to the left of the **New Message** field.

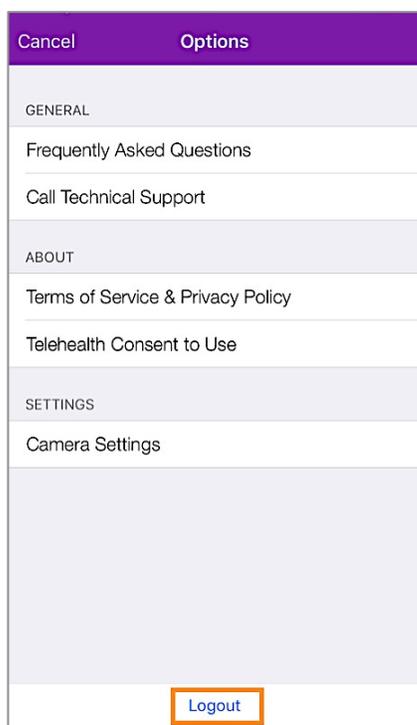


Settings

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.