

# Welcome!



## MDLIVE: TRAINING PRESENTATION

“Request a Consultation Using the MDLIVE Portal”



Access to Doctors 24/7/365 Anytime, Anywhere

**MDLIVE™**



## Landing Page

URL: [www.mdlive.com/mctwf](http://www.mdlive.com/mctwf)

- Click Member Sign In

The screenshot shows the MDLIVE landing page layout. At the top, there is a navigation bar with the MDLIVE logo, a phone number (888-632-2738), and the Michigan Conference of Osteopaths Welfare Fund logo. Below the navigation bar are four buttons: Home, Register, FAQs, and Member Sign In (which is circled in red). The main content area features a large heading "The Future of Healthcare™" and a sub-heading "Get immediate access to doctors by video or phone 24/7/365". A prominent red button labeled "REGISTER NOW" is positioned below the sub-heading. To the right, a photo of Dr. Travis Stork, an emergency medicine physician and TV host, is shown sitting at a laptop. Below the photo are three video thumbnails with play buttons, labeled "What is MDLIVE?", "How it works", and "Testimonials". A section titled "MDLIVE Customers Speak" includes a quote from Samantha: "With the world depending on computers...this is a logical next step. It's so easy and convenient when you have all your medical records and history right there in front of you..." followed by her name. On the right side of the page, there are three informational sections: "Who are our providers?" (stating that providers are U.S. Board Certified physicians and licensed behavioral health therapists), "When should I use MDLIVE?" (listing conditions like ER/urgent care, unavailable primary care, and 24/7/365 availability), and "How much does it cost?" (stating a cost of \$10 per consultation, with credit or debit card required). The footer contains the phone number, copyright information (© 2014 MDLIVE Inc. All Rights Reserved. | Version 2.8.0), and links to Privacy Policy, Terms of Use, HIPAA Statement, and Informed Consent. Social media icons for Facebook, Twitter, and YouTube are also present.

**MDLIVE** 888-632-2738

Home Register FAQs **Member Sign In**

## The Future of Healthcare™

Get immediate access to doctors by video or phone 24/7/365

**REGISTER NOW**

*Dr. Travis Stork* Emergency medicine physician and TV host.

What is MDLIVE? How it works Testimonials

**MDLIVE Customers Speak**

"With the world depending on computers...this is a logical next step. It's so easy and convenient when you have all your medical records and history right there in front of you..."  
-Samantha

**Who are our providers?**

All MDLIVE providers are U.S. Board Certified physicians and licensed behavioral health therapists who are able to treat a wide range of common conditions. For more information, visit the "Our Providers" section at [MDLIVE.com](http://MDLIVE.com).

**When should I use MDLIVE?**

- If you're considering the ER or urgent care for a non-emergency medical issue.
- Your primary care physician is not available.
- At home, traveling or at work.
- 24/7/365, even holidays!

**How much does it cost?**

Your cost is just

# \$10

per consultation. Credit or debit card is required.

888-632-2738 Copyright © 2014 MDLIVE Inc. All Rights Reserved. | Version 2.8.0  
Privacy Policy | Terms of Use | HIPAA Statement | Informed Consent

Like us Facebook Follow us Twitter Watch us YouTube



## Access Your Account

Enter the username and password you created during registration

If you have forgotten your username and/or password, please use the links at the bottom of the page. You will be prompted to enter your email and either your username will be sent to you or your password will be reset.

**MDLIVE** 888-632-2738

Home Register FAQs **Member Sign In**

Member Sign In

**⚠** If this is an emergency, please call 911.

Username:

Password:

[Forgot your password?](#)

[Forgot your username?](#)

**SIGN IN**

**MDLIVE Customers Speak**

*"A call that took no more than 5 minutes saved me \$\$ and time and lots of aggravation. No waiting room, no charge, no driving across town. ABSOLUTELY AMAZING!! I want to thank you for having this awesome service."*

- Michelle Marino

888-632-2738

Copyright © 2013 MDLIVE Inc. All Rights Reserved.  
[Privacy Policy](#) | [Terms of Use](#) | [HIPAA Statement](#) | [Informed Consent](#)

Like us [f](#) Follow us [t](#) Watch us [v](#)



# The MDLIVE PORTAL: MAIN DASHBOARD

The screenshot shows the MDLIVE main dashboard for user Matthew Jerry. At the top, there is a navigation bar with the MDLIVE logo and a user profile dropdown for Matthew Jerry. Below this is a secondary navigation bar with tabs for Dashboard, Find a Doctor, My Health, Message Center, and Help & Support. The main content area is titled "Matthew's Dashboard" and features several key sections:

- Find a Doctor:** A section for finding a provider and making an appointment by video or phone. It includes a "Provider type" dropdown menu set to "Family Physician" and a "Search" button.
- Doctor On Call:** A section for getting instant consultation with the next available doctor.
- My Health:** A section for viewing and managing medical information in one place.
- Message Center:** A section for contacting providers, creating alerts, and viewing system notifications.
- Help & Support:** A section for finding solutions for top issues, common problems, and getting technical support.
- E-mail Advice:** A section for getting medical advice using an automated system at no cost.

On the right side of the dashboard, there is a "Notification Center" with the following items:

- You have 0 new message(s)
- Your Personal Health Record was updated today
- Your current pharmacy: CVS/pharmacy #7933, 4701 South Flamingo Road, Cooper City, FL 33330, (954)334-3745
- My Appointments: No Upcoming Appointments

At the bottom of the dashboard, there is a footer containing the phone number 1-800-400-MDLIVE (1-800-400-6354), copyright information for MDLIVE Inc. (©2013), and links to Privacy Policy, Terms of Use, Disclaimer, and Informed Consent. Social media icons for Facebook, Twitter, LinkedIn, and YouTube are also present.

After you have successfully entered your username and password you be directed to your **Dashboard** page.



# MDLIVE PORTAL: Doctor Consultations

To consult with a doctor,  
pediatrician, or Therapist,  
you can either choose:

Find a Provider

- OR -

Doctor on Call

- OR -

Therapist on Call

The screenshot shows the MDLIVE portal interface for a user named Mike Marino. At the top, there is a navigation bar with the MDLIVE logo and a user profile dropdown for Mike Marino. Below this is a menu with options: Dashboard, Find a Provider, My Health, Message Center, and Help & Support. The main content area is titled "Mike Marino's Dashboard" and features several key services:

- Find a Provider:** A section with a search icon and the text "Find a provider and make an appointment by video or phone." It includes dropdown menus for "Provider type" (set to "Family Physician") and "My location" (set to "MICHIGAN"), along with a red "Search" button.
- Doctor On Call:** A red button with a doctor icon and the text "Get instant consultation with the next available doctor."
- Therapist On Call:** A blue button with a therapist icon and the text "Get instant consultation with the next available mental health provider."
- My Health:** A red button with a white cross icon and the text "View and manage your medical information in one place."
- Message Center:** A green button with an envelope icon and the text "Contact providers, create alerts and system notifications."
- Help & Support:** A purple button with an open book icon and the text "Find solutions for top issues, common problems & get technical support."
- E-mail Advice:** An orange button with a plus sign in a circle icon and the text "Get medical advice by using our automated system at no cost."

On the right side of the dashboard is a "Notification Center" sidebar with the following items:

- Notification Center:**
  - You have 38 new message(s)
  - Your health history was updated 9 days ago
  - Your current pharmacy: Children's Outpatient Pharmacy-UPMC, 4401 Penn Ave, Room 1202, Pittsburgh, PA 15224, (412)692-9200
  - My Appointments: No Upcoming Appointments



# MDLIVE PORTAL: Find A Provider

If you choose "Find a Provider",  
you may select a:

Family Physician

- OR -

Pediatrician

- OR -

Therapist

Then click **Search**

**MDLIVE** ☎ 888-632-2738 Matthew Jerry ▾

Dashboard Find a Provider My Health Message Center Help & Support

### Matthew Jerry's Dashboard

**Find a Provider**  
Find a provider and make an appointment by video or phone.

Provider type:  My location:  **Search**

Family Physician  
Pediatrician  
Therapist

**Doctor On Call**  
Get instant consultation with the next available doctor.

**Therapist On Call**  
Get instant consultation with the next available mental health provider.

**My Health**  
View and manage your medical information in one place.

**Message Center**  
Contact providers, create alerts and system notifications

**Help & Support**  
Find solutions for top issues, common problems & get technical support.

**E-mail Advice**  
Get medical advice by using our automated system at no cost

**Notification Center**

- You have 0 new message(s)
- You need to update your medical history**
- Your current pharmacy:**  
CVS/pharmacy #7933  
4701 South Flamingo Road  
Cooper City, FL 33330  
(954)434-3746
- My Appointments**  
No Upcoming Appointments

☎ 888-632-2738

Copyright ©2014 MDLIVE Inc. All Rights Reserved.

Privacy Policy | Terms of Use | Disclaimer | Informed Consent | Version 2.8.5





# Request an Appointment

You may either **request an appointment** with a specific doctor.

- OR -


Click **Visit Now** with a **Doctor on Call** to receive an immediate consult

**MDLIVE** ☎ 888-632-2738 Matthew Jerry ▾


Dashboard Find a Provider My Health Message Center Help & Support


### Find a Provider

Appointment Date: 03/19/2014   Provider Type: Family Physician

 **Doctor On-Call**  
 Doctor On-Call is a 24 hr service where you can get an instant consultation by phone with the next available doctor.

Available 24/7/365 by phone

 **Dr. Eric Rodriguez**  
 General Practice

 **Dr. Michael Scott Pirkle**  
 General Practice



## Appointment Request

- Select the member of your family that needs a consult
- Pick from the dropdown the reason for your appointment
- Add additional comments or concerns
- Enter the phone number that you would like to be reached on.
- **Click Request Appointment**

The screenshot shows the MDLIVE website interface. At the top, there is a navigation bar with the MDLIVE logo, the phone number 888-632-2738, and a user profile for Matthew Jerry. Below the navigation bar are tabs for Dashboard, Find a Provider, My Health, Message Center, and Help & Support. The main content area is titled 'Find a Provider' and features a list of providers. A modal window titled 'Appointment Request' is open, displaying the following information:

**Appointment Request**

Provider: Next Available Doctor  
Date: Wednesday, Mar 19 2014  
Time: 19:26 pm EST  
Type: Phone Consultation

Select Member:  
Select a member from this list

What is the reason for your appointment? (ex: Ear Ache)  
Select reason

Additional comments or concerns:

Please enter the phone number we should call:

Buttons: Cancel, Request Appointment





## Completing Medical History

Simply select “Yes” or “No”, as you navigate through the questionnaire.

The screenshot shows the MDLIVE web interface. At the top, there is a navigation bar with the MDLIVE logo, the phone number 888-632-2738, and a user profile for Matthew Jerry. Below the navigation bar are tabs for Dashboard, Find a Provider, My Health, Message Center, and Help & Support. The main content area is titled 'My Health History' and contains a progress indicator with four steps: 1. Choose Provider, 2. Medical History (current step), 3. Pharmacy, and 4. Confirmation. The 'Medical History' section includes a 'Last Updated: 03/18/2014' timestamp and a prompt: 'Please review your medical history below, and make any additional changes as needed.' The questionnaire consists of four sections, each with a question and radio button options for 'Yes' and 'No':

- My Health Conditions:** Do you have any health conditions? (No selected) → No medical conditions reported
- My Medications:** Are you currently taking any medication? (No selected) → No medications reported
- My Allergies:** Do you have any Allergies or Drug Sensitivities? (No selected) → No allergies reported
- My Surgeries and Procedures:** Have you ever had any surgeries or medical procedures? (No selected) → No surgeries or major procedures reported

A red 'Continue' button is located at the bottom right of the questionnaire.



## Completing Medical History

- If you choose “Yes”, a dropdown will automatically appear.
- Start typing your condition or the medication, and a **list of choices will be provided**.
- You may enter multiple items by clicking the add button.
- When you have completed this page click **Continue**.

MDLIVE 888-632-2738 Matthew Jerry

Dashboard Find a Provider My Health Message Center Help & Support

1 Choose Provider 2 Medical History 3 Pharmacy 4 Confirmation

Last Updated: 03/19/2014  
Please review your medical history below, and make any additional changes as needed.

My Health History

**My Health Conditions**  
Do you have any health conditions?  Yes  No  
No medical conditions reported

**My Medications**  
Are you currently taking any medication?  Yes  No  
No medications reported

**My Allergies**  
Do you have any Allergies or Drug Sensitivities?  Yes  No  
Add new allergy:  
Peanut  
Severity: Severe  Reaction: Rashes on the skin  **Add allergy**

**My Surgeries and Procedures**  
Have you ever had any surgeries or medical procedures?  Yes  No  
No surgeries or major procedures reported

Continue



## Choose a Pharmacy

- Choose a Pharmacy, by entering a:

Zip code

- OR -

City and State

The screenshot shows the MDLIVE website interface. At the top, there is a navigation bar with the MDLIVE logo, a phone number (888-632-2738), and a user profile for Matthew Jerry. Below the navigation bar are tabs for Dashboard, Find a Provider, My Health, Message Center, and Help & Support. The main content area is titled 'Choose a Pharmacy' and is part of a four-step process: 1. Choose Provider, 2. Medical History, 3. Pharmacy, and 4. Confirmation. The 'Choose a Pharmacy' step is active. It prompts the user to search for a pharmacy by entering a Zip Code, City, or State. The current search results show 262 pharmacies in Detroit, MI. A list of six pharmacies is displayed, each with a 'Use this Pharmacy' button. The pharmacies listed are: KMART #9814, HENRY FORD DETROIT NORTHWEST #520, ST JOHN PHARMACY RIVERVIEW HOSP, ST JOHN PHARMACY PROFESSIONAL BUILD, RITE AID-18430 FENKELL STREET, and RITE AID-1900 E 8 MILE RD.

**MDLIVE** 888-632-2738 Matthew Jerry

Dashboard Find a Provider My Health Message Center Help & Support

1 Choose Provider 2 Medical History 3 Pharmacy 4 Confirmation

### Choose a Pharmacy

Search our pharmacy network and choose the most convenient store near you.

Found 262 Pharmacy(s) in Detroit, MI

Zip Code:  OR

City:

State:

[Search Pharmacy](#)

<b>KMART #9814</b> 19990 TELEGRAPH	<a href="#">Use this Pharmacy</a>
DETROIT MI, 48219 ph: (313)537-8038 fx: 3135378044	
<b>HENRY FORD DETROIT NORTHWEST #520</b> 7800 WEST OUTER DRIVE	<a href="#">Use this Pharmacy</a>
DETROIT MI, 48235 ph: (313)543-6300 fx: 3132552091	
<b>ST JOHN PHARMACY RIVERVIEW HOSP</b> 7633 East Jefferson, Ste 130	<a href="#">Use this Pharmacy</a>
DETROIT MI, 48214 ph: (313)499-4031 fx: 3134994039	
<b>ST JOHN PHARMACY PROFESSIONAL BUILD</b> 22151 MOROSS RD STE G25	<a href="#">Use this Pharmacy</a>
DETROIT MI, 48236 ph: (313)343-3776 fx: 3134172975	
<b>RITE AID-18430 FENKELL STREET</b> 18430 FENKELL STREET	<a href="#">Use this Pharmacy</a>
DETROIT MI, 482232301 ph: (313)837-2340 fx: 3138370884	
<b>RITE AID-1900 E 8 MILE RD</b> BELMONT SHOPPING CENTER 1900 EAST 8 MILE ROAD DETROIT MI, 482341081	<a href="#">Use this Pharmacy</a>
ph: (313)892-4600 fx: 3138923753	

**MDLIVE™**



## Choose a Pharmacy

- Once you select a Pharmacy, **you will be shown where it is located** on a map, with Google Maps.
- Click **Continue**

**MDLIVE** ☎ 888-632-2738 Matthew Jerry ▾

Dashboard Find a Provider My Health Message Center Help & Support

Pharmacy was successfully updated

1 Choose Provider 2 Medical History 3 Pharmacy 4 Confirmation

Choose a Pharmacy

Your Current Pharmacy:  
CVS/pharmacy #8047  
8115 W. VERNOR  
DETROIT MI, 48209  
ph: (313)841-9703 fx: 3138491527

Search New Pharmacy

CVS Pharmacy | Photo  
8115 W Vernor Hwy  
2 reviews  
View on Google Maps

CVS Pharmacy | Photo

Back Continue

**MDLIVE™**



## Pay your \$10 copay:

- Securely enter your credit card information.
- Click **Update Payment**

**MDLIVE** Mary Marino

Dashboard Schedule a Visit My Health Message Center Help & Support

1 Choose Provider 2 Medical History 3 Pharmacy 4 **Payment** 5 Confirmation

### Payment Information

Regular E-Visit Cost: \$45.00

Your Cost Today \$45.00

#### Payment Method

Credit Card Type:   This is an HSA Card [What is this?](#)

Card Number:

CVV Number:

Name on Card:

Billing Address:

City:

State:

Zip:

Expiration Date:  /



888-632-2738

Matthew Jerry ▾

Dashboard Find a Provider My Health Message Center Help & Support

## Confirmation:

- Confirm your session details
- Check the check boxes to certify that you accept the terms of the consultation.
- Add your initials
- **Create your Appointment**

1 Choose Provider 2 Medical History 3 Pharmacy 4 Confirmation

### Confirmation

Please confirm your session details:

Provider:	Provider On Call
Provider Type:	General Practice
Chief Complaint:	I Don't know / I'm not sure
Consultation Method:	Phone Consultation
Payment Method:	Available Consultation Visits

Please acknowledge that you have read the following statements by typing your first and last initials (i.e. "MJ") in the box below. Check the box to the left of the statement to indicate your agreement. You must accept the Terms of Use in order to proceed.

- I certify that I have read and accept the terms of [MDLIVE Medical Group's Informed Consent](#). (Required)
- I have read [MDLIVE Medical Group's Privacy Policy](#) and I acknowledge that I have the ability to print a hard copy of the Privacy Policy for my records. (Required)

Please enter your initials: ("MJ")

Back

Create Appointment

888-632-2738



Copyright ©2014 MDLIVE Inc. All Rights Reserved.

[Privacy Policy](#) | [Terms of Use](#) | [Disclaimer](#) | [Informed Consent](#) | [Version 2.8.5](#)





# Your consultation was submitted!


888-632-2738 Matthew Jerry ▾

Dashboard Find a Provider My Health Message Center Help & Support

**Consultation was Successfully Requested**


This process may take a few minutes. You may now close this page.  
When everything is ready, the system will call you back automatically.

Don't go far. Your consultation will start within the next 15 to 30 minutes.

 **888-632-2738**

Copyright ©2014 MDLIVE Inc. All Rights Reserved.

[Privacy Policy](#) | [Terms of Use](#) | [Disclaimer](#) | [Informed Consent](#) | [Version 2.8.5](#)





## MDLIVE PORTAL: Doctor on Call

- Get an instant consultation with the next available doctor.

The screenshot shows the MDLIVE portal interface for user Matthew Jerry. At the top, there is a navigation bar with the MDLIVE logo, the phone number 888-632-2738, and the user's name. Below this is a menu with options: Dashboard, Find a Provider, My Health, Message Center, and Help & Support. The main content area is titled "Matthew Jerry's Dashboard" and features a "Find a Provider" section with a search form. The "Doctor On Call" option is circled in blue. Other options include "Therapist On Call", "My Health", "Message Center", "Help & Support", and "E-mail Advice". A "Notification Center" sidebar on the right shows 0 new messages, a prompt to update medical history, current pharmacy information, and no upcoming appointments.

**MDLIVE** 888-632-2738 Matthew Jerry

Dashboard Find a Provider My Health Message Center Help & Support

### Matthew Jerry's Dashboard

**Find a Provider**  
Find a provider and make an appointment by video or phone.

Provider type: Family Physician My location: FLORIDA **Search**

**Doctor On Call**  
Get instant consultation with the next available doctor.

**Therapist On Call**  
Get instant consultation with the next available mental health provider.

**My Health**  
View and manage your medical information in one place.

**Message Center**  
Contact providers, create alerts and system notifications

**Help & Support**  
Find solutions for top issues, common problems & get technical support.

**E-mail Advice**  
Get medical advice by using our automated system at no cost

**Notification Center**

- You have 0 new message(s)
- You need to update your medical history**
- Your current pharmacy:**  
CVS/pharmacy #8047  
8115 W. VERNOR  
DETROIT , MI 48209  
(313)841-9703
- My Appointments**  
No Upcoming Appointments





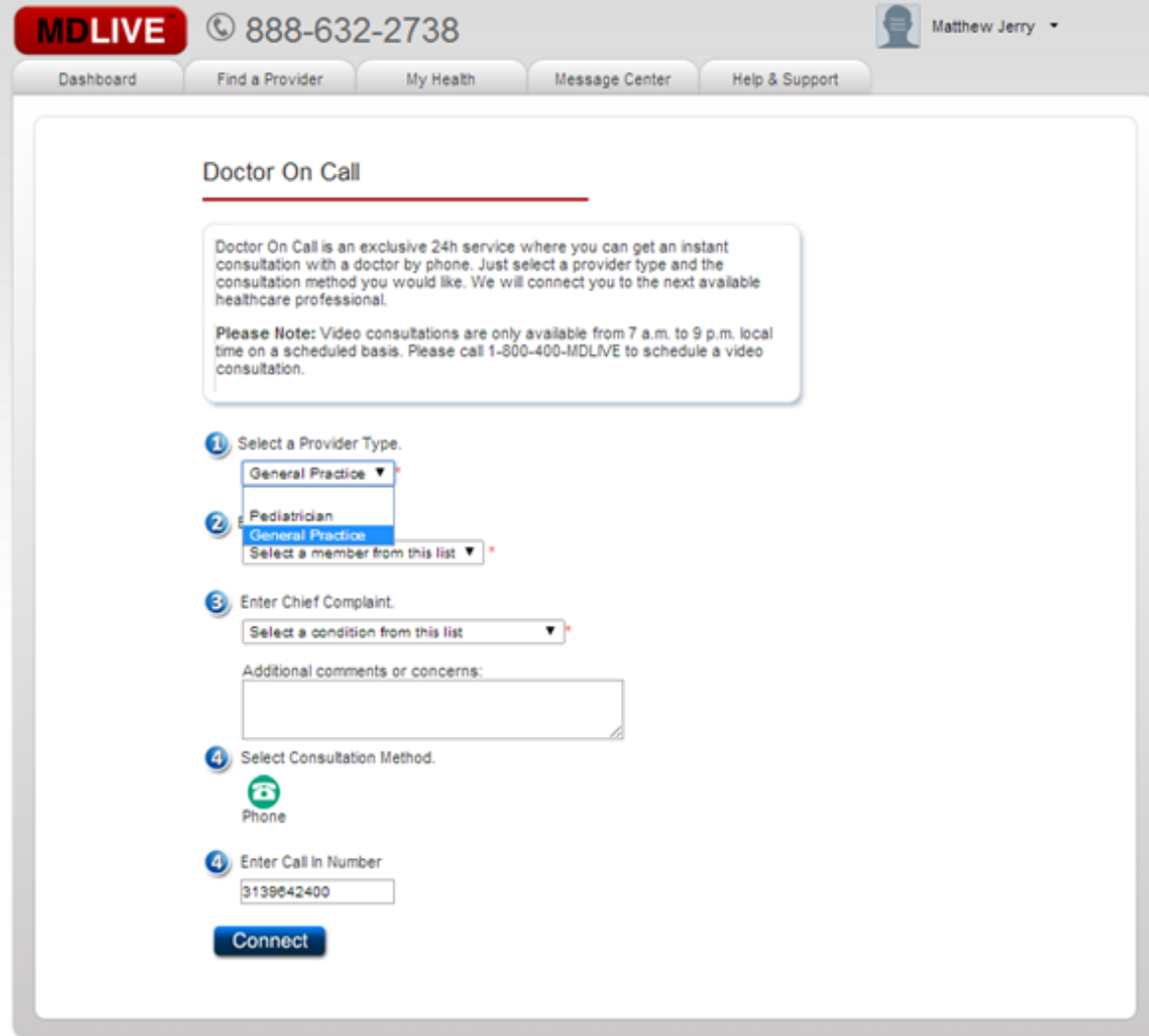
MDLIVE™



## MDLIVE PORTAL: Doctor on Call

If you choose “Doctor on Call”,  
you will:

1. Select a **Provider Type**.
2. Enter a **Chief Complaint**.
3. Add additional comments.
4. Select **consult type: Phone**
5. Enter the phone number that you would like to be reached on.
6. With Doctor on Call, Video consultations are only available from 7 a.m. to 9 p.m. local time on a scheduled basis. Please call 1-800-400-MDLIVE to schedule a video consultation.



**MDLIVE** 888-632-2738 Matthew Jerry

Dashboard Find a Provider My Health Message Center Help & Support

### Doctor On Call

Doctor On Call is an exclusive 24h service where you can get an instant consultation with a doctor by phone. Just select a provider type and the consultation method you would like. We will connect you to the next available healthcare professional.

**Please Note:** Video consultations are only available from 7 a.m. to 9 p.m. local time on a scheduled basis. Please call 1-800-400-MDLIVE to schedule a video consultation.

- 1 Select a Provider Type.  
General Practice  
Pediatrician  
General Practice  
Select a member from this list
- 2 Enter Chief Complaint.  
Select a condition from this list  
Additional comments or concerns:
- 3 Select Consultation Method.  
Phone
- 4 Enter Call In Number  
3139642400

Connect

888-632-2738

Copyright ©2014 MDLIVE Inc. All Rights Reserved.

Privacy Policy | Terms of Use | Disclaimer | Informed Consent | Version 2.8.5



Proprietary & Confidential - not for distribution



## MDLIVE PORTAL: Scheduling a Video Call

There are 3 scenarios for requesting a video appointment:

- 1. Provider is online and available** – When a provider has marked themselves online and available for Video consultations the patient will be able to see this when they search for a provider in their State. They can request an appointment for now with that provider. The patient will go through the process of entering their Chief Complaint, Updating their medical history, selecting their pharmacy, paying for consult (if required) and giving their consents and acknowledgments. At this time they will be able to start the consultation and await a moment for the Doctor to enter the consultation.
- 2. Provider has scheduled availability online** – When a provider has scheduled their availability online the patient will be able to see this when they search for a provider in their State. The patient can choose from the listed availability to schedule an appointment. The patient will go through the process of entering their Chief Complaint, Updating their medical history, selecting their pharmacy, paying for consult (if required) and giving their consents and acknowledgments. At the time of the appointment the patient will need to log in, 5 minutes prior to the scheduled appointment the patient will be able to start the consultation and await for the Doctor to enter the consultation.
- 3. Request an appointment** – When a provider is not online or does not have scheduled availability the patient will be able to request an appointment with that specific provider. When requesting an appointment the patient will choose the desired date, timeframe of visit (Morning, Afternoon, Evening), enter contact number, chief complaint and preferred method of consultation (Phone, Video, First Available). At that time a request will be sent to our HSS who will contact the Physician and schedule the appointment based on the providers availability.



## MDLIVE PORTAL: Scheduling a Video Call

### 1. Provider is online and available:

- Use **Find a Provider**
- Select your **Provider Type** and **My location**
- Click **Search**

If your in in your home state you may also use the **Find a Provider** tab at the top of your portal.

MDLIVE 888-632-2738 Matthew Jerry

Dashboard Find a Provider My Health Message Center Help & Support

### Matthew Jerry's Dashboard

**Find a Provider**  
Find a provider and make an appointment by video or phone.

Provider type: Family Physician (selected)  
My location: MICHIGAN  
**Search**

**Doctor On Call**  
Get instant consultation with the next available doctor.

**Therapist On Call**  
Get instant consultation with the next available mental health provider.

**My Health**  
View and manage your medical information in one place.

**Message Center**  
Contact providers, create alerts and system notifications

**Help & Support**  
Find solutions for top issues, common problems & get technical support.

**E-mail Advice**  
Get medical advice by using our automated system at no cost

**Notification Center**  
You have 0 new message(s)  
You need to update your medical history  
Your current pharmacy: CVS/pharmacy #7933, 4701 South Flamingo Road, Cooper City, FL 33330, (954)434-3746  
My Appointments: No Upcoming Appointments

888-632-2738

Copyright ©2014 MDLIVE Inc. All Rights Reserved.  
Privacy Policy | Terms of Use | Disclaimer | Informed Consent | Version 2.8.5





## MDLIVE PORTAL: Scheduling a Video Call

### 1. Provider is online and available:

- Next to the provider's name their availability is stated:  
**"I'm available by video or phone"**
- You may select **Visit Now** or **Request and Appointment**

**MDLIVE** 888-632-2738 Matthew Jerry

Dashboard Find a Provider My Health Message Center Help & Support

Find a Provider

Appointment Date: 03/21/2014 Provider Type: Family Physician Search Options

	<b>Doctor On-Call</b> Doctor On-Call is a 24 hr service where you can get an instant consultation by phone with the next available doctor.	Available 24/7/365 by phone	<a href="#">Visit Now</a>
	<b>Dr. Pamela Svendsen</b> General Practice	I'm available now by phone	<a href="#">View Profile</a> <a href="#">Visit Now</a> <a href="#">Request Appointment</a>
	<b>Dr. Maria Daly</b> General Practice	I'm available now by video or phone	<a href="#">View Profile</a> <a href="#">Visit Now</a> <a href="#">Request Appointment</a>

**MDLIVE™**



## MDLIVE PORTAL: Scheduling a Video Call

1. **Provider is online and available:**  
**VISIT NOW**

- Select the **member of your family** who would like to have the consult.
- State the **reason for your appointment** from the dropdown.
- Add **Additional comments or concerns**, if necessary.
- Select **Video**
- Click **Request Appointment**

**MDLIVE** 888-632-2738 Matthew Jerry

Dashboard Find a Provider My Health Message Center Help & Support

Find a Provider

Appointment Date:

Provider: Dr. Maria Daly  
Date: Friday, Mar 21 2014  
Time: 08:43 AM EST

Select Member:  
Matthew Jerry(Self)

What is the reason for your appointment? (ex: Ear Ache)  
Pink eye

Additional comments or concerns:  
My eye is red and itchy.

Would you like this appointment by video or phone?  
 Video  Phone

Cancel Request Appointment



# MDLIVE PORTAL: Scheduling a Video Call

1. **Provider is online and available:**  
**VISIT NOW**

- Just like with a phone consultation, you will add your **Medical History**, and select a **Pharmacy**.
- After filling out these options, there is a **Continue** and **Back** button at the bottom of the page.
- You will then be directed to download software called **VSee** that will enable you to connect with a doctor over Video.
- Click **Continue**

(If you have already downloaded this software, the page will be skipped.)

**MDLIVE** 888-632-2738 Matthew Jerry

Dashboard Find a Provider My Health Message Center Help & Support

1 Choose Provider 2 Medical History 3 Pharmacy 4 Confirmation

**Install Video Application**

Click the button below to download the application.

**Download Now**

**Step 1**  
Save your computer. Do you want to download vsee.exe?  
Save Discard  
Click on "Save" when prompted.

**Step 2**  
vsee.exe  
Click on the "vsee.exe" that just downloaded to run the installer.

**Step 3**  
VSee has been installed successfully.  
OK  
Click "OK" to finish the installation.

Back Continue

**MDLIVE™**



**MDLIVE** ☎ 888-632-2738

Matthew Jerry ▾

Dashboard Find a Provider My Health Message Center **Help & Support**

## MDLIVE Video Software

Our HIPAA compliant video software that is necessary to have a video consult is called “VSEE”

Our Health Service Specialists in our call center will prompt you to download it when you call in for a video consult.

If you are interested in downloading this software, without scheduling a video consult, go to the **Health & Support** tab and click **Download Now** which is under **MDLIVE Software** at the top of the page.

### MDLIVE Software

**Download Now**

### Help & Support

- How do I contact MDLIVE's Customer Service?
- Why should I join MDLIVE?
- Does MDLIVE have doctors in my area?
- Why should I join MDLIVE if there are no providers in my area?
- Can I add my provider to your network?
- Will you keep my information confidential?
- What happens after my consultation with your network provider?
- Do your providers refer to other doctors or facilities?
- Do members have to pay if a face-to-face appointment is required?
- Does MDLIVE offer remote hands-on customer support?

The software is also available under **My Account** which is in a dropdown on the upper right-hand corner of the page.

Then on the right of your **Account Settings**, click **Download MDLIVE**

If the software is already downloaded on your computer, the **Download** buttons will not appear.



# MDLIVE PORTAL: Scheduling a Video Call

## 1. Provider is online and available: VISIT NOW

- Just like with a phone consultation, you are requested to Confirm your Appointment and certify that you have read MDLIVE Medical Group's **Informed Consent** and **Privacy Policy**.
- You may do this by clicking the blue print or they are both listed throughout the portal at the bottom of the page.
- Once you checked the boxes and placed your initials in the section provided click **Create Appointment**

**MDLIVE** ☎ 888-632-2738 Matthew Jerry ▾

Dashboard Find a Provider My Health Message Center Help & Support

1 Choose Provider 2 Medical History 3 Pharmacy 4 Confirmation

### Confirmation

Please confirm your session details:

**Provider:** Provider On Call  
**Provider Type:** Pediatrician  
**Chief Complaint:** Pink eye: My eye is red and itchy.  
**Consultation Method:** Video Conference  
**Payment Method:** Available Consultation Visits

Please acknowledge that you have read the following statements by typing your first and last initials (i.e. "MJ") in the box below. Check the box to the left of the statement to indicate your agreement. You must accept the Terms of Use in order to proceed.

I certify that I have read and accept the terms of [MDLIVE Medical Group's Informed Consent](#). (Required)  
 I have read [MDLIVE Medical Group's Privacy Policy](#) and I acknowledge that I have the ability to print a hard copy of the Privacy Policy for my records. (Required)

Please enter your initials: ("MJ")

[Back](#) [Create Appointment](#)

☎ 888-632-2738

Copyright ©2014 MDLIVE Inc. All Rights Reserved.  
Privacy Policy | Terms of Use | Disclaimer | Informed Consent | Version 2.8.5







## MDLIVE PORTAL: Scheduling a Video Call

### 1. Provider is online and available: **VISIT NOW**

- The Video Consultation prompt will appear on your screen.
- **Click to Start** your video consult

The screenshot displays the MDLIVE portal interface. At the top, there is a navigation bar with the MDLIVE logo and user information for Mike Manno. Below the navigation bar, there are several menu items: Dashboard, Find a Provider, My Health, Message Center, and Help & Support. The main content area shows an appointment confirmation for Dr. Deborah Mulligan. A prominent white popup window is overlaid on the screen, titled "Video Consultation with Dr. Deborah Mulligan". This popup contains a "Click to Start" button, which is circled in red. Below the button, there is a message: "You may be prompted to launch an application." and a checkbox labeled "Remember my choice for all links of this type:" which is checked. A "Launch Application" button is also visible. In the background, the appointment details are partially visible: Provider: Dr. Deborah Mulligan, Date: Friday, 09/04/2015, Time: 09:04 AM, Chief Complaint: Pink eye, Itchy.



## MDLIVE PORTAL: Scheduling a Video Call

### 1. Provider is online and available: VISIT NOW

- **Status:** Consultation is starting
- Another screen will pop up to make sure your webcam is functioning with the **Vsee** application.
- Click **Yes** if you see yourself
- It will also do a sound test to make sure you it is connecting with your speakers as well as your microphone.
- When set up is completed click **Done**

The screenshot displays the MDLIVE portal interface. At the top, there is a navigation bar with the MDLIVE logo and a user profile for Mike Marino. Below the navigation bar, there are tabs for Dashboard, Find a Provider, My Health, Message Center, and Help & Support. The main content area shows a 'Consultation in Progress' section with the title 'Video Consultation with Dr. Deborah Mulligan'. A status box indicates 'Status: Consultation is starting.' and includes the text 'Please wait. Your doctor will call in a moment. Please do not leave this page until the consultation is over.' Below this, there is a 'Relaunch Consultation' button and a 'Contact Support' button. The bottom section is titled 'Setup Your Video and Audio' and contains a 'Setup your webcam' section with the question 'Do you see yourself?' and 'Yes' and 'No' buttons. A video preview window shows a man smiling, and the camera is identified as 'Microsoft LifeCam Cinema'.

**MDLIVE™**



**Your consultation will now start  
immediately!**



**Video Consultation with  
Dr. Steven Gurland**

**Click to Start**








## MDLIVE PORTAL: Scheduling a Video Call

### 2. Provider has scheduled availability online :

- Follow the same steps as when the provider is online and available.
- The difference is that you do not have a green **Visit Now** button. The site states that the doctor is available by appointment either video or phone or both.
- Click **Request Appointment**

	<b>Dr. Maria Daly</b> General Practice <a href="#">View Profile</a>	<b>I'm available now by video or phone</b> <a href="#">Visit Now</a> <a href="#">Request Appointment</a>
	<b>Dr. Ankush Bansal</b> General Practice <a href="#">View Profile</a>	<b>I'm available for appointments by phone</b> <a href="#">Request Appointment</a>
	<b>Dr. Pamela Svendsen</b> General Practice <a href="#">View Profile</a>	<b>I'm available for appointments by video or phone</b> <a href="#">Request Appointment</a>



## MDLIVE PORTAL: Scheduling a Video Call

### 2. Provider has scheduled availability online :

- You may now select a time to speak with the physician.
- If you do not find any times that fit your schedule, you may change the date with the calendar icon in the upper right-hand corner of the screen.
- **Please go back to slide 21 and follow the slides until your consult is scheduled.**

About Me My Credentials **My Availability**

I'm available for appointments by video or phone

My available times for **Thursday, 27 March, 2014**

08:00 AM	08:15 AM	08:30 AM	08:45 AM
09:00 AM	09:15 AM	09:30 AM	09:45 AM
10:00 AM	10:15 AM	10:30 AM	10:45 AM
11:00 AM	11:15 AM	11:30 AM	11:45 AM
12:00 PM	12:15 PM	12:30 PM	12:45 PM
01:00 PM	01:15 PM	01:30 PM	01:45 PM



# MDLIVE PORTAL: Scheduling a Video Call

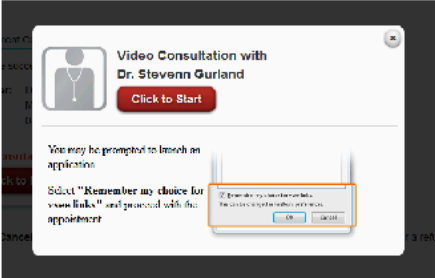
## 2. Provider has scheduled availability online :


- You will then receive an appointment confirmation on your screen.

Appointment Confirmation  
You have successfully scheduled a consultation

**Provider:** Dr. Deborah Mulligan  
**Date:** Wednesday, March 26  
**Time:** 07:45 PM  
**Chief Complaint:** Asthma

At the time of your appointment login to MDLIVE.  
A popup window like the one shown on the right will appear on the screen 5 min before your appointment.  
Follow the instruction to start your consultation.



 **Cancellations:** Appointments need to be cancelled within 24 hours of consultation time for a refund.



## MDLIVE PORTAL: Scheduling a Video Call

### 2. Provider has scheduled availability online :

- On your portal, the appointment will show up on your dashboard message.
- When it time for your appointment to start, the Video Consultation prompt will appear on your screen that is shown on slide # 25.

**MDLIVE** Mike Marino

Dashboard Find a Provider My Health Message Center Help & Support

Mike Marino's Dashboard

**Find a Provider**  
Find a provider and make an appointment by video or phone.

Provider type: Family Physician My location: MICHIGAN Search

**Doctor On Call**  
Get instant consultation with the next available doctor.

**Therapist On Call**  
Get instant consultation with the next available mental health provider.

**My Health**  
View and manage your medical information in one place.

**Message Center**  
Contact providers, create alerts and system notifications.

**Notification Center**

- You have 43 new message(s)
- Your health history was updated 14 days ago
- Your current pharmacy: Children's Outpatient Pharmacy-UPMC, 4401 Penn Ave, Room 1202, Pittsburgh, PA 15224, (412)692-9200
- My Appointments**  
Dr. Deborah Mulligan  
Wednesday, March 26 at 07:45PM  
Video Consultation



## MDLIVE PORTAL: Scheduling a Video Call

### 3. Request an appointment:

- When a provider is not online or does not have scheduled availability you are able to request an appointment with that specific provider.
- Click **Request Appointment**



**Dr. Steven Gurland**

General Practice



View Profile



Request Appointment



**Dr. Ankush Bansal**

General Practice



View Profile



Request Appointment





## MDLIVE PORTAL: Scheduling a Video Call

### 3. Request an appointment:

- When a provider is not online or does not have scheduled availability you are able to request an appointment with that specific provider.
- Choose the **Appointment desired date**
- The **Ideal time for your visit** which is either Morning, Afternoon, or Evening.
- Type in your **Best number for contact**
- State your **Reason for Appointment**
- Add your **Preferred method** of how you would like your appointment: **Phone** or **Video** or which ever option they have that is **First Available**.
- Click **Request Appointment**

About Me   My Credentials   My Availability

**Dr. Yevsey Goldberg does not have any open appointments. If you wish to visit with this provider, please complete the form below and we will try to arrange an appointment for you:**

### Request an Appointment

---

**Appointment desired date:**

**Ideal time for your visit:**

**Best number for contact:**

**Reason for appointment?**

**Preferred method:**

**Request Appointment**



## MDLIVE PORTAL: Scheduling a Video Call

### 3. Request an appointment:

- On the top of your dashboard, the statement appears that your **Request** was **sent successfully**
- The request is sent to a HSS representative in our call center who will contact the Physician and schedule the appointment based on the providers availability.
- The HSS representative will get in touch with you by phone to let you know the appointment is scheduled. After, the appointment is confirmed you will then receive a confirmation email as well.

The screenshot shows the MDLIVE portal interface. At the top, there is a navigation bar with the MDLIVE logo and buttons for Dashboard, Find a Provider, My Health, Message Center, and Help & Support. Below the navigation bar, a blue arrow points to the text "Request sent successfully". Underneath, the user's name "Mike Marino's Dashboard" is displayed. The main content area features a "Find a Provider" section with a sub-header "Find a Provider" and the instruction "Find a provider and make an appointment by video or phone." Below this, there are two dropdown menus: "Provider type" set to "Family Physician" and "My location" set to "MICHIGAN". A red "Search" button is positioned to the right of the location dropdown.



## MDLIVE PORTAL: Message Center

You may use the message center to:

- Follow up with the doctor that you had a consult with.
- Ask a doctor for medical advice.

**MDLIVE** Matthew Jerry ▾

Dashboard Find a Doctor My Health **Message Center** Help & Support

My Messages Ask Medical Advice

Ask Medical Advice

MDLIVE E-mail medical advice is not intended for use in a medical emergency or for medical treatment. If you suspect you have a medical emergency please call 911 or go to an emergency room immediately. MDLIVE medical advice e-mails are answered within 24 hours.

To:

Subject:

Send

1-800-400-MDLIVE  
1-800-400-6354

Copyright ©2013 MDLIVE Inc. All Rights Reserved.  
Privacy Policy | Terms of Use | Disclaimer | Informed Consent

f t in YouTube



**THANK YOU!**

**FOR USING**

