Welcome!

MDLIVE: TRAINING PRESENTATION

“Request a Consultation Using the MDLIVE Portal”

MDLIVE™

Access to Doctors 24/7/365 Anytime, Anywhere
Landing Page

URL: www.mdlive.com/mctwf

- Click Member Sign In
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.
The MDLIVE PORTAL: MAIN DASHBOARD

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**
MDLIVE PORTAL: Find A Provider

If you choose “Find a Provider”, you may select a:

- Family Physician
- OR -
- Pediatrician
- OR -
- Therapist

Then click Search
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
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
Completing Medical History

Simply select “Yes” or “No”, as you navigate through 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.
Choose a Pharmacy

- Choose a Pharmacy, by entering a:
  - Zip code
  - OR -
  - City and State
Choose a Pharmacy

• Once you select a Pharmacy, you will be shown where it is located on a map, with Google Maps.

• Click Continue
Pay your $10 copay:

- Securely enter your credit card information.
- Click Update Payment
**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
Your consultation was submitted!

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.
MDLIVE PORTAL:

Doctor on Call

• Get an instant consultation with the next available doctor.
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 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.
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 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**
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 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.

The software is also available under My Account which 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 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
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**
Your consultation will now start immediately!

Video Consultation with Dr. Steven Gurland

Click to Start
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**
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.
2. Provider has scheduled availability online:

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

Appointments 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.
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 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*
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**

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**MDLIVE PORTAL: Scheduling a Video Call**

**Request an Appointment**

- **Appointment desired date:** 03/27/2014
- **Ideal time for your visit:** Morning
- **Best number for contact:** 9542904447
- **Reason for appointment?**
- **Preferred method:** Phone

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**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:
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.
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.
THANK YOU!

FOR USING MDLIVE™