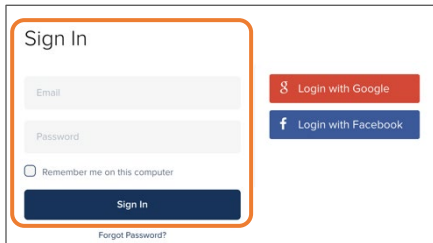


System Training | The Virtual Care Platform

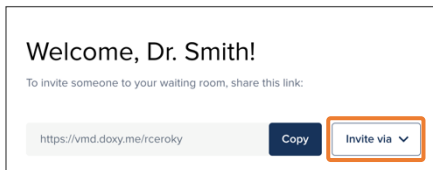
Send a Virtual Care Invite

1. Go to vmd.doxy.me/sign-in using Chrome. Enter your email address and password. Click **Sign In**. The **Provider Dashboard** displays.

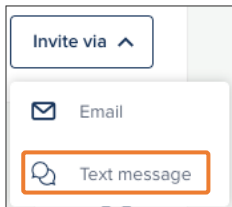


NOTE: The first time you log in, you may need to give your browser permission to access your camera and microphone.

2. Click the **Invite via** dropdown.



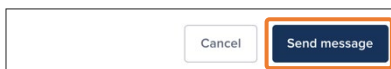
3. Select **Text message**.



4. Enter the patient's phone number in the **Patient phone number** field.

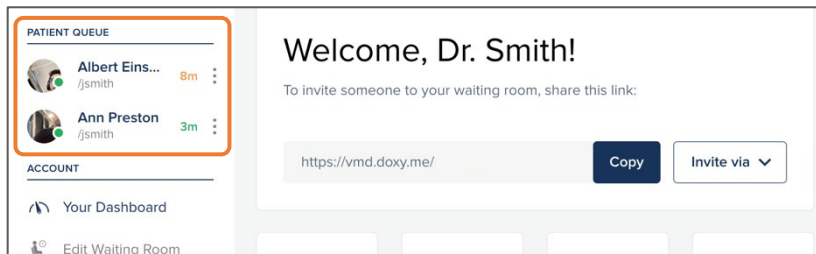


5. Click **Send message**.



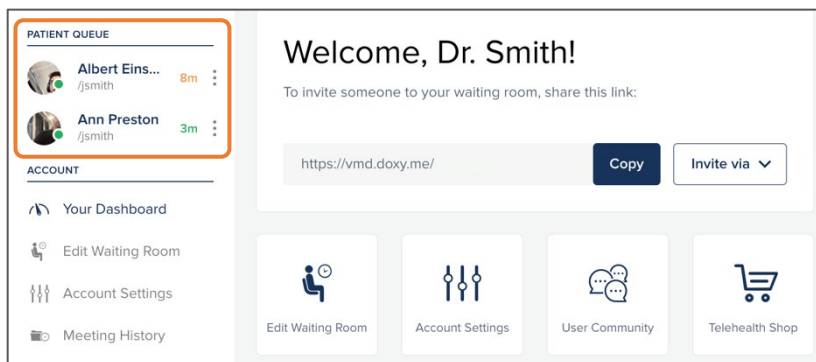
6. At the time of the scheduled appointment, the patient will need to click the shared URL from their device, type in their own name, and join the waiting room.

- Once the patient has joined, the **Provider Dashboard** indicates a patient is in the **Patient Queue** on the left side of the page.

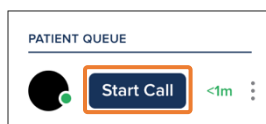


Start A Virtual Care Visit

- Patients awaiting care are visible in the **Patient Queue** on the left side of the screen.



- Hover over a patient name and click **Start Call** to meet with a patient.

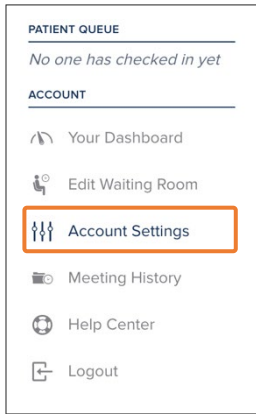


- To begin the visit, complete the following script:
 - Introduce yourself** (Village Medical Physician)
 - Confirm patient's identity** (2 patient identifiers – first and last name and DOB)
 - Intro/Benefits:** You may be familiar with Virtual Care. In short, it is a convenient and timely alternative for you and me to communicate in real time even though we are in two different locations.
 - Do you have any questions about what we discussed with you earlier?
 - Verbal Consent:** Do you consent to receiving health care services virtually today?
- Start the exam.

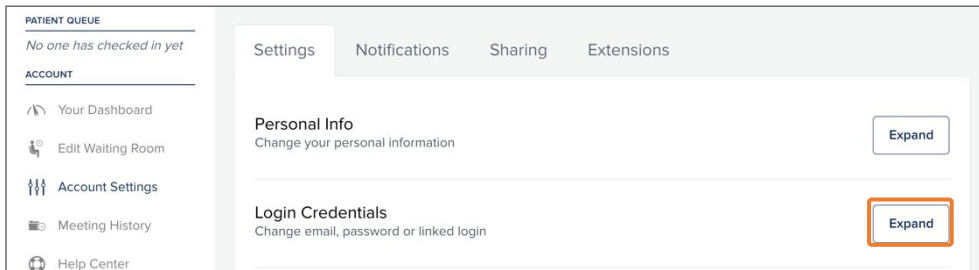
NOTE: If you need to pause the call at any time, the patient will return to the **Patient Queue**, where you would need to click on their name again to resume the visit.

Change Your Password

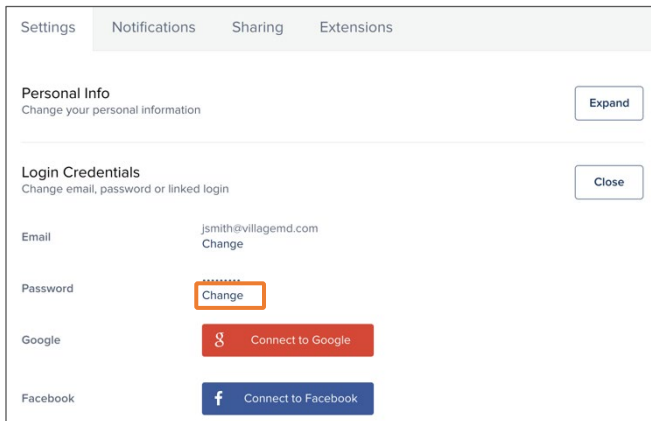
1. Click **Account Settings** in the side navigation menu.



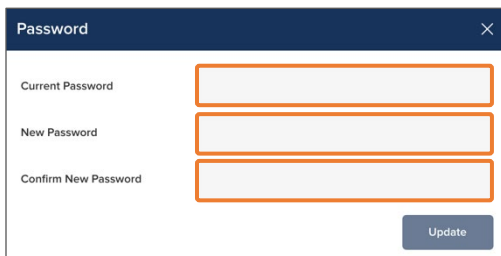
2. Click the **Expand** button in the **Login Credentials** section of the **Settings** tab.



3. Click the **Change** link in the password section.



4. In the **Password** popup, enter your *Current Password*, then enter your new password in the *New Password* text box and again in the *Confirm New Password* text box.



5. Click the **Update** button when complete.




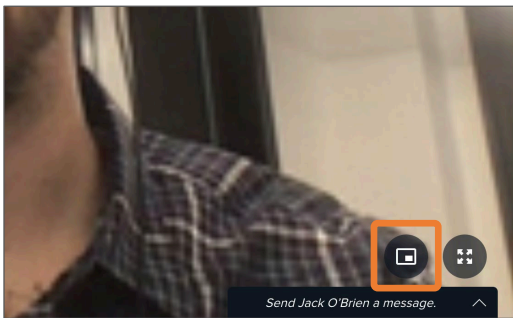
A screenshot of a web form for password confirmation. The form has a label "Confirm New Password" followed by a text input field containing several dots. Below the input field is a blue button with the word "Update" in white text.

Provider Tips

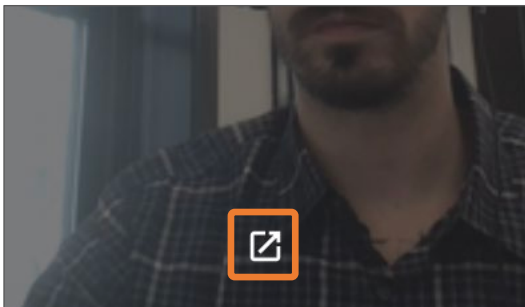
Picture in Picture Mode

The platform supports **Picture in Picture** mode, while using *Chrome*. This allows the provider conducting the call to lock the patient's video to the front of their screen while they use another browser window or program (e.g. the EMR to document the visit).

To use **Picture in Picture** mode, click the **Minimize**  icon in the lower right corner of the screen. The resulting window can be moved and resized to fit your workflow, while remaining at the front of your desktop.



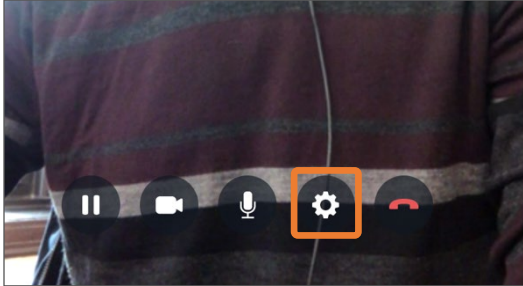
To return to the normal view, click the **Return to Screen**  icon



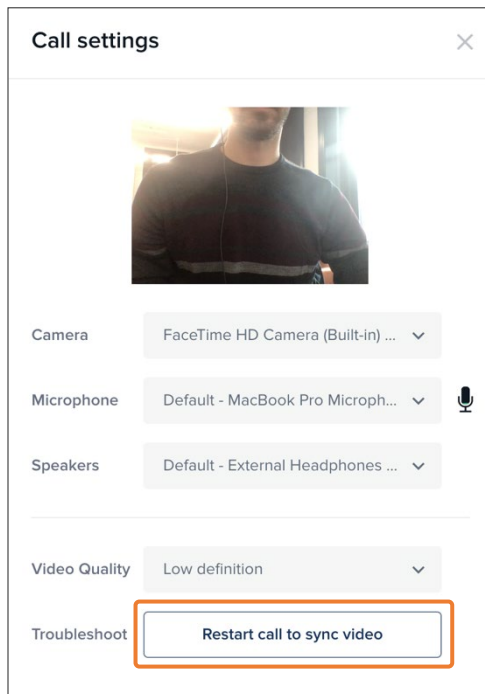
Troubleshooting Audio/Video Issues

During a *Telemedicine* visit, the provider can initiate a "restart" which can solve most audio and video issues.

To restart a call, first hover over the patient's video with your mouse and click the **Gear**  icon.



The **Call settings** display. Click the **Restart call to resync video** button.



Discourage Multitasking

Audio and video quality can suffer if the patient decides to start using other apps/browser windows while on their phone during a call. Ensure patients are focused only on the call.