## PHYSICIANS, RESIDENTS, FELLOWS, AND LICENSED INDEPENDENT PRACTITIONERS:

Please use the Telmediq app on your personal mobile phone:

- On your phone, open a web browser and type: **tmiq.it/get**
  - *This will open the Telmediq page in the Apple App Store or Google Play Store.*
- Press the *Install* button.
- Tap the "IQ" icon to start the app.
- If you received an invitation handout card, please use the e-mail address indicated on the card to log in.
- Otherwise, if you have an **@mlh.org** e-mail address, please use that address to log in.
- If you do not have an MLH e-mail address, log in using: ***<your Cerner login>*@methodisthealth.org**
- Please use your network (Cerner) password to finish logging in.
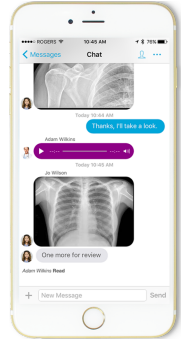
ALL OTHER ASSOCIATES:

Please access Telmediq on desktop PCs:

- If there is a Telmediq "IQ" icon on your PC's desktop, you can simply double-click the icon to launch the application.
- Otherwise, please open a web browser and visit: **http://mlh.app.telmediq.com**
- If you received an invitation handout card, please use the e-mail address indicated on the card to log in.
- If you have an **@mlh.org** e-mail address, please use that address to log in.
- If you do not have an MLH e-mail address, log in using: ***<your Cerner login>*@methodisthealth.org**
- Please use your network (Cerner) password to finish logging in.

Where can I learn more?

- Visit the MLH Telmediq onboarding website at: **http://tmiq.it/mlh**
- Access more videos and tutorials at: **http://support.telmediq.com**
- See the reverse side of this page for Frequently Asked Questions

What if I have questions or problems?

Contact Telmediq support 24/7 at:

**1-888-364-9305** ● **support@telmediq.com**

v1.6

What is Telmediq?

Telmediq is the secure healthcare communications system selected by Methodist Healthcare.

Accessible on your mobile phone or on desktop computers, Telmediq lets you:

- Exchange text messages, voice messages, and images with physicians, nurses, case managers, and other staff throughout the hospital
- View and page on-call providers
- View care teams and patient demographic information at a glance
- Place outbound calls and have your caller ID show as the Methodist switchboard instead of your personal number
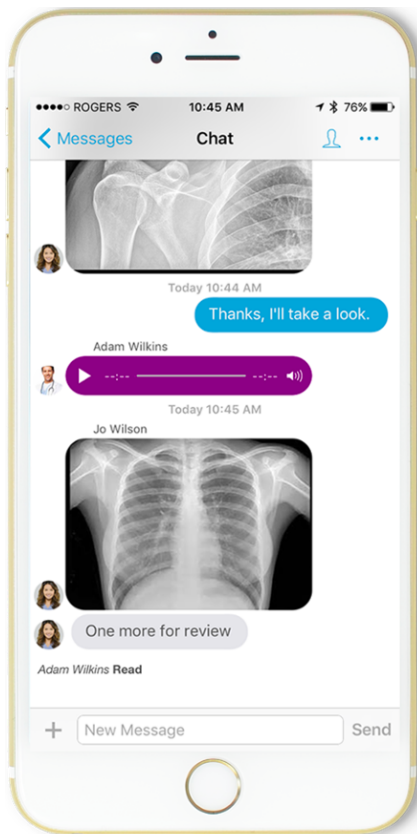
IS SECURE TEXTING ON MY PHONE GOING TO COST ME? HOW MUCH DATA WILL THIS USE?

Telmediq is "free" when your phone is connected to a Wi-Fi network. Even when you're not on Wi-Fi, Telmediq uses less data than iMessage or similar messaging apps (10 to 20 MB per month, on average). Within the application, there are never any texting charges for any messages you send or receive, anytime.

DOES THE ORGANIZATION HAVE ACCESS TO MY PERSONAL DATA ON MY PHONE?

No. Think of Telmediq as a secure portal you access via your personal device. Everything you do through Telmediq (sending a text, taking a photo, or sharing a file) is secure and separate from your personal device and data.

HOW SECURE IS TELMEDIQ?

Very. We're fully HIPAA compliant and built on an ISO 27001 certified infrastructure. We employ security features such as two-factor authentication. Data is locked within the application on your device, while older data is wiped regularly.

WHAT IF I LOSE MY DATA OR WI-FI CONNECTION?

If you lose data or Wi-Fi connectivity and escalation paths are configured, Telmediq will automatically call your primary and secondary contact numbers. If that fails, then the message will be automatically escalated to a corresponding user or someone else in your group — as defined by you.

Where can I learn more?

- Visit the MLH Telmediq onboarding website at: **http://tmiq.it/mlh**
- Access more videos and tutorials at: **http://support.telmediq.com**
- See the reverse side of this page for more information on getting started

What if I have questions or problems?

Contact Telmediq support 24/7 at:

1-888-364-9305 ● support@telmediq.com

v1.6