

See a Doctor Online or by Phone User Guide

Telephone Consultations

- Call the HiDoc® Call Center toll-free at **(844) 423-6242**.
- You will need to provide your **HMAA Member ID** located on the front of your insurance card and **Date of Birth** to verify your eligibility.
- Once you have been confirmed and are ready for your appointment, your HiDoc® physician (and translator, if required) will be conferenced into your phone call to begin your consultation.

You may also schedule telephone consultations using the HiDoc® Patient Portal at www.HiDocOnline.com.

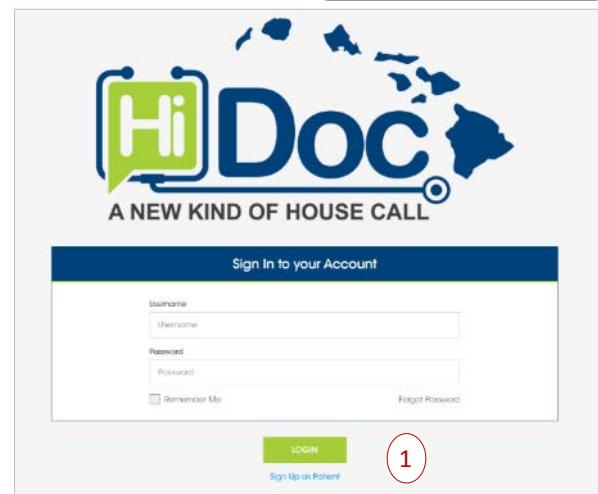
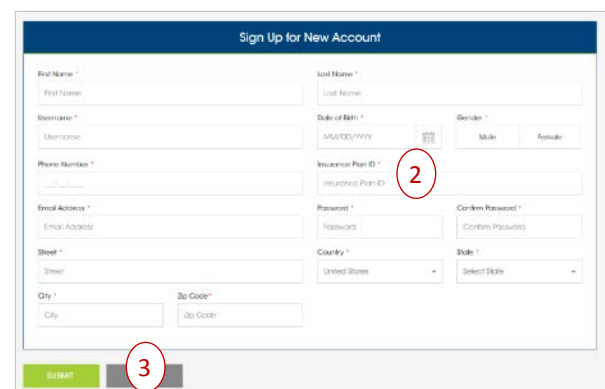
Video Consultations

The HiDoc® Patient Portal is required for video consultations and is accessible from your computer or through the mobile app. It provides access to your telemedicine records and enables you to schedule a consultation online.

- Visit www.hidoonline.com or open the mobile app and login to your patient account. New users will need to set up an account. When you are done, be sure to logout of your account before closing your browser for security purposes.

Set up a new patient account

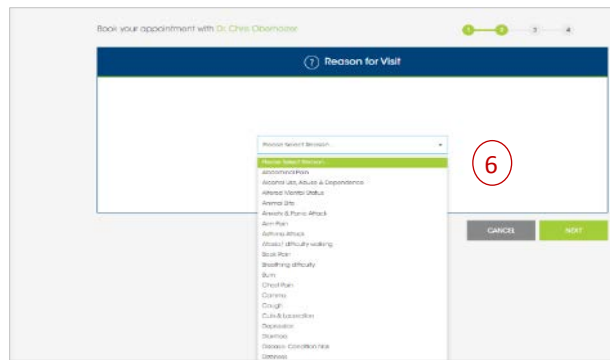
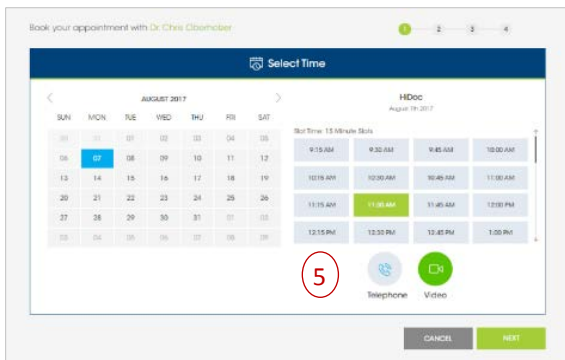
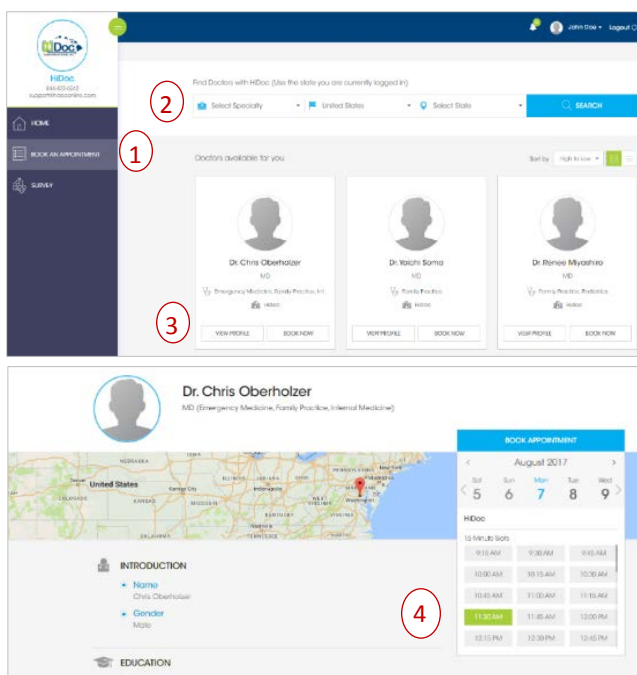
1. Click or press *Sign Up as Patient*.
2. Complete the New Account form by entering your information in the designated fields.
 - Enter your name, date of birth, gender, and contact information.
 - Enter your **HMAA Member ID** in the Insurance Plan ID field.
 - Enter an email address where you want to receive alerts about your account and appointments.
 - Create a username and password.
3. Click or press *Submit*. You will receive an email from Support@HiDocOnline.com confirming your new account. Please keep your username and password in a secure place for future reference. Once your registration is complete, sign in with the username and password you created.

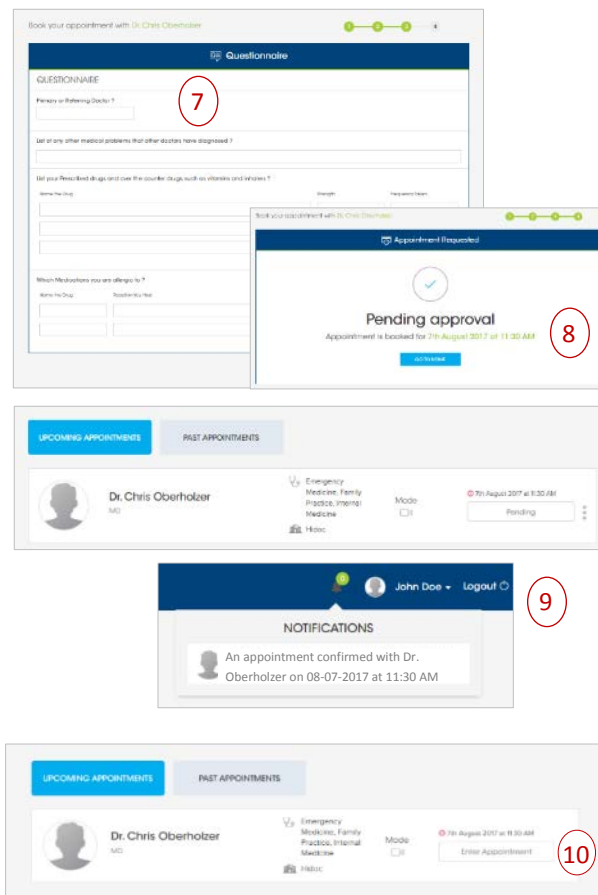
- You will now have access to the following options:
 - Schedule an appointment for a telephone or video consultation.
 - View upcoming or past appointments.
 - View or edit your profile and contact details.
 - View or edit your alert settings to receive notifications via email and/or SMS text messaging (message and data rates may apply). *Not available on mobile app.*
 - Access the health library to download information about various conditions including causes, symptoms, and recommended self-care steps. *Not available on mobile app.*
 - Upload your medical records and images. All health-related questions, records and images should be sent to your HiDoc® physician through the HiDoc® Patient Portal, and not through email or other methods which may not be secure.
 - Complete a survey to tell us about your experience with HiDoc®. *Not available on mobile app.*

Schedule a Consultation from the HiDoc® Patient Portal

- Click or press *Book an Appointment*. You may need to select the triple-dot icon on the top left of your screen to see this option.
- You can search based on specialty or another state. Enter your criteria and click or press *Search*. You will see a list of physicians available in your area.
- Choose from the list of physicians available and select *View Profile* or *Book Now*. When viewing the physician's profile, you will see information such as his/her clinical education and specialty, in addition to the calendar.
- Select your desired appointment date and time from the calendar. If the physician is not available on that date, it will display as *No schedule found*, and you will need to choose a different date or physician.
- Select your preferred communication mode for your consultation (telephone or video), then *Next*.
- Select your reason for the consultation, then *Next*.

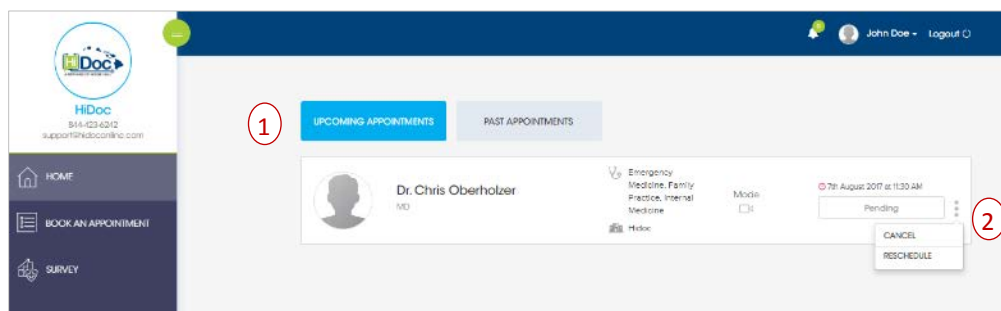


7. Complete the questionnaire (optional). This is recommended to help the physician prepare for your consultation. You may skip this step by leaving the fields blank and clicking or pressing *Next*.
8. Your request will be sent to the physician. You will receive an acknowledgment of your request via the alert method you selected in profile (email and/or SMS text messaging). Click or press *Go to Home* to view your appointment.
9. Your pending appointment will appear on the Home screen under *Upcoming Appointments*. When the physician accepts your appointment, the status will be updated to “Enter Appointment” and you will receive a confirmation alert. You may also view the notification by clicking the bell icon.
10. When it is time for your appointment, click or press *Enter Appointment* to connect with your physician in video mode. For phone consultations, the physician will call you at the phone number you provided. A doctor’s note for your employer is available upon request. You will receive it after your consultation.



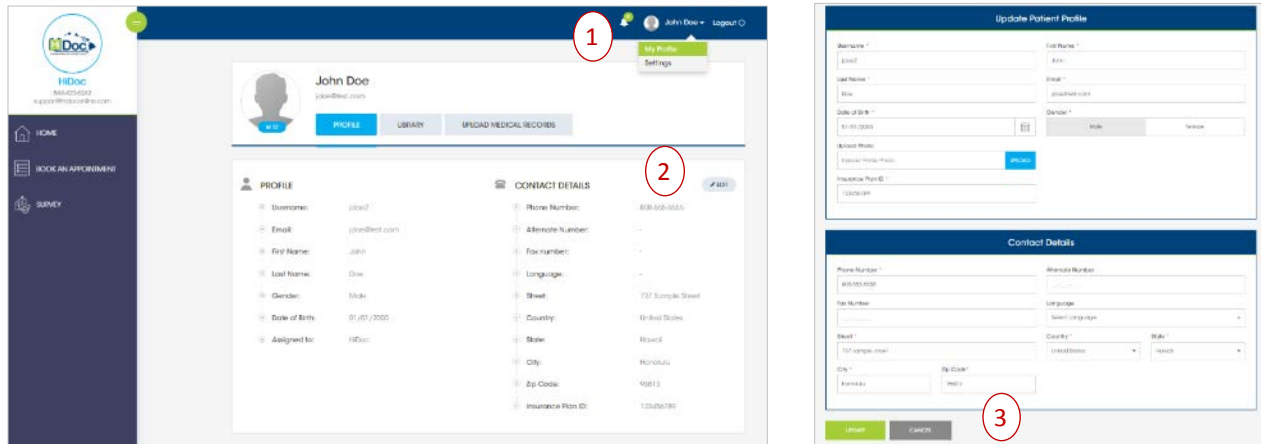
Cancel or Reschedule a Consultation

1. View your Upcoming Appointments on the Home screen.
2. Click or press the triple-dot icon and select *Cancel* or *Reschedule*. Follow the steps to proceed with cancelling or rescheduling your appointment.
 - If you cancel your appointment, it will be removed from the screen.
 - If you reschedule your appointment, the status will change to “Pending” until the physician accepts the new date and time.
3. You will receive a notification confirming your appointment was cancelled or rescheduled.



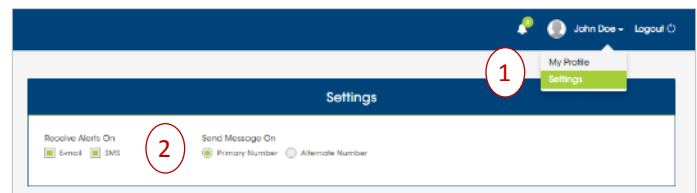
Update Your Patient Profile

1. Click on or press your name and select *My Profile*. Go to the *Profile* section.
2. Select *Edit* to edit your profile information.
3. Update the designated fields, then click or press *Update*. Your Profile will now reflect your updated information.



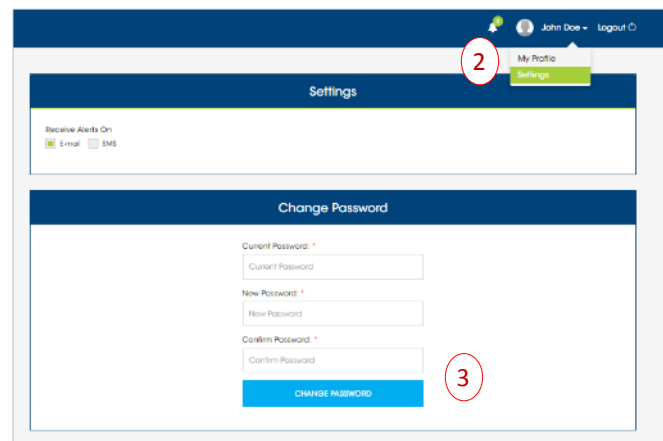
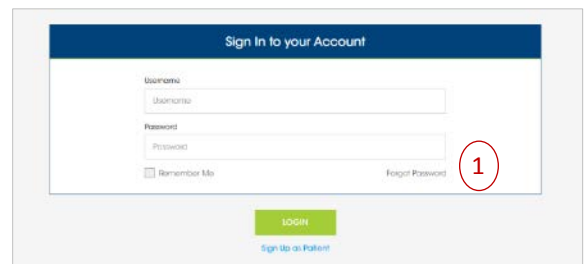
Update Your Alert Settings (not available on mobile app)

1. Click on your name and select *Settings*.
2. Check the box for the alert method through which you would like to receive HiDoc® notifications – email and/or SMS text messaging (message and data rates may apply).



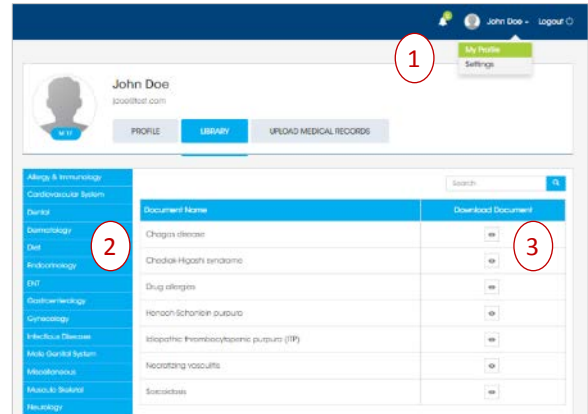
Reset or Change Your Password

1. Click or press *Forgot Password*. Enter your email address and select *Reset My Password* to receive password reset instructions.
2. If you would like to change your password, login to the HiDoc® Patient Portal. Click on your name and select *Settings*.
3. Enter your current password, followed by your new password. Confirm your new password by entering it again and click or press *Change Password*.



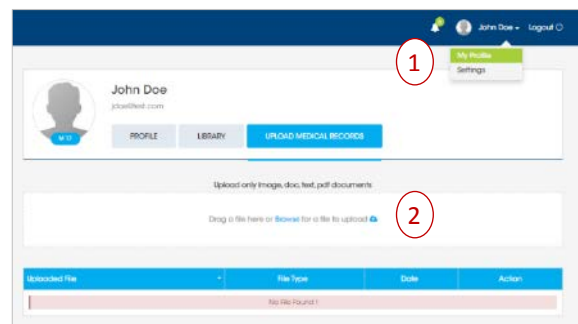
Access the Health Library *(not available on mobile app)*

1. From the HiDoc® Patient Portal, click on your name and select *My Profile*. Go to the *Library* section.
2. Select your desired specialty. Within each specialty, there is a list of downloadable information about various health conditions including the definition, other names for the condition, causes, symptoms, and recommended self-care steps.
3. Select the eye icon to download the document. These documents are in MS Word format.



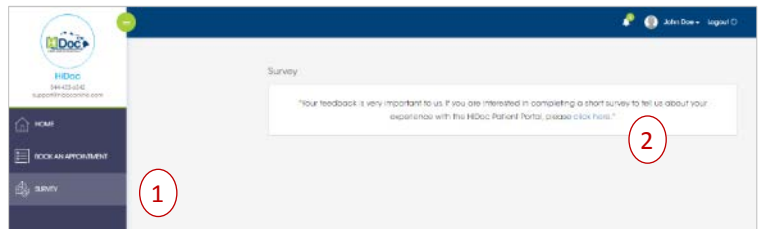
Upload Medical Records or Images

1. From the HiDoc® Patient Portal, click on or press your name and select *My Profile*. Go to the *Upload Medical Records* section.
2. To upload your medical records or images, drag a file into the space indicated, or browse your computer for a file. These files must be image, doc, text, or pdf documents.



Tell Us About Your Experience *(not available on mobile app)*

1. From the HiDoc® Patient Portal, select *Survey*.
2. You will be directed to a short survey. We appreciate your telling us about your experience with the HiDoc® Patient Portal. *Note: This survey is not intended to communicate personal health, financial, or other confidential information.*



Assistance

If you have questions or need assistance, please contact:

- Support@HiDocOnline.com for technical assistance.
- [HMAA's Customer Service Center](#) for all other questions.

System Requirements for Video Consultations

- High-speed broadband/wifi Internet connection or 3G/4G for mobile app
- Webcam with 1.3 megapixel resolution or rear and front facing cameras on a mobile device
- Google Chrome or Mozilla Firefox are the recommended web browsers
- iPhone 4S+ or Android 4.0+ operating system for mobile app
- Microphone and speakers for using on a PC or Mac
- Minimum 5 Mbps download