



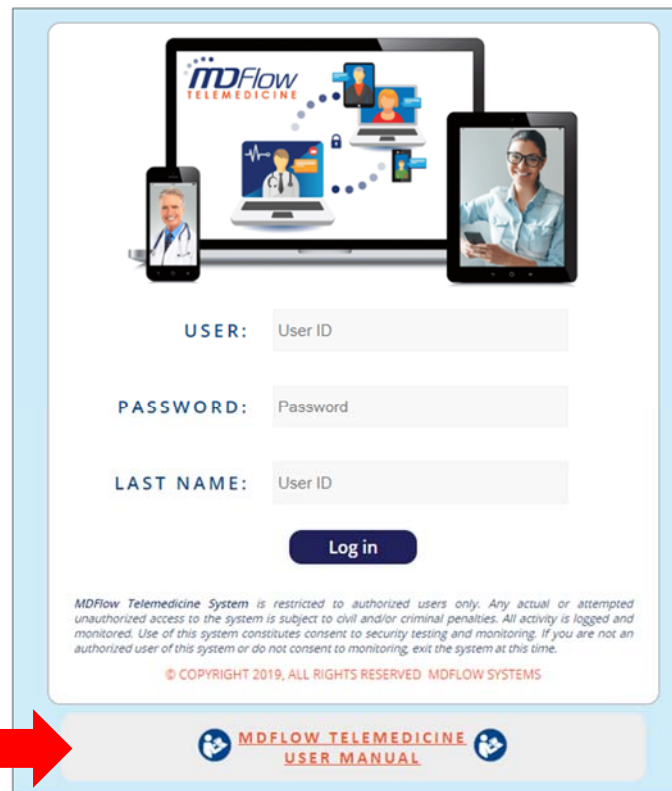
## USER MANUAL – FOR STAFF & DOCTOR

### LOGIN SCREEN

URL via Google Chrome:

<https://telemedicine.mdflow.com/telehealth/>

Please contact your administrator for your User ID and Password information.

A screenshot of the MDFlow Telemedicine login screen. At the top, there is a graphic showing a laptop, a smartphone, and a tablet, all displaying the MDFlow logo and a doctor's profile. Below this graphic are three input fields: "USER:" with "User ID" as a placeholder, "PASSWORD:" with "Password" as a placeholder, and "LAST NAME:" with "User ID" as a placeholder. A blue "Log in" button is positioned below the input fields. At the bottom of the screen, there is a footer containing a copyright notice: "© COPYRIGHT 2019, ALL RIGHTS RESERVED MDFLOW SYSTEMS" and a link to the "MDFLOW TELEMEDICINE USER MANUAL" with a blue icon of a person and a document.

Click the Icon to view User Manual



## MAIN SCREEN

After logging in, this is the screen you will see.

As a Staff member, you will see the list of today's scheduled appointments for all providers.

As a Provider, you will only see the patients who are scheduled for you today.

The screenshot shows the MDFlow Main Screen for a Staff member. The top navigation bar includes the MDFlow logo, a search bar, and buttons for 'TODAY', 'TOMORROW', and 'ALL'. Below the navigation bar is a table with columns: NAME, DOB, G ADDRESS, EMAIL/PHONE, LANGUAGE, LAST APPT, TODAY/FUTURE APPT, and CHECK-IN/DURATION. The table contains one row for 'LADY SMITHX' with details: 05/05/1988 F, 7589 WESTFIELD RD MIAMI, FL, 33013, HAROLDT@MDFLOW.COM, ENGLISH, 03/24/2020 4:40PM, MD. Below the table are tabs for 'TODAY APPOINTMENT', 'FUTURE APPOINTMENT(S)', 'SCHEDULE AN APPOINTMENT', and 'LOG'. A table below the tabs shows appointment details for 'LADY SMITHX (ZE17E-1)'. The table has columns: CHANNEL ID, DATE, PROVIDER, SUBJECT, CHECK-IN/DURATION, ATTENDEES, and CREATED BY. The appointment is for 'TEST' on '2020-03-24' at '4:40PM' by 'LADY SMITHX (ZE17E-1); HAROLDT@MDFLOW.COM'. There are buttons for 'START', 'Log In', and 'Logout'. The status is 'NO USER ONLINE!'.

When you click your name at the top, you will be able to see your User Profile, an option to Change Password and a Login Log.

**\*The first time you log in, you will be required to change your password.**

The screenshot shows the MDFlow Main Screen for a Provider. The top navigation bar includes the MDFlow logo, a search bar, and buttons for 'TODAY', 'TOMORROW', and 'ALL'. Below the navigation bar is a table with columns: NAME, DOB, G ADDRESS, EMAIL/PHONE, LANGUAGE, LAST APPT, TODAY/FUTURE APPT, and CHECK-IN/DURATION. The table contains one row for 'CARLOS SM' with details: 05/05/1988 F, 7589 WESTFIELD RD MIAMI, FL, 33013, HAROLDT@MDFLOW.COM, ENGLISH, 03/24/2020 4:40PM, MD. Below the table are tabs for 'TODAY APPOINTMENT', 'FUTURE APPOINTMENT(S)', 'SCHEDULE AN APPOINTMENT', and 'LOG'. A table below the tabs shows appointment details for 'TEST PROVIDER, ANRP'. The table has columns: CHANNEL ID, DATE, PROVIDER, SUBJECT, CHECK-IN/DURATION, ATTENDEES, and CREATED BY. The appointment is for 'TEST' on '2020-03-24' at '10:30AM' by 'TEST PROVIDER, ANRP'. There are buttons for 'START', 'Log In', and 'Logout'. The status is '(1) USER ONLINE!' and 'TEST PROVIDER, ANRP'. A modal window is open over the appointment table, titled 'TEST PROVIDER, ANRP'. The modal has tabs for 'USER PROFILE', 'CHANGE PASSWORD', and 'LOGIN LOG'. The 'CHANGE PASSWORD' tab is active, showing fields for 'CURRENT PASSWORD:', 'NEW PASSWORD:', and 'CONFIRM NEW PASSWORD:'. There are buttons for 'Change Password' and 'Cancel'. A red arrow points to the 'CHANGE PASSWORD' tab.

## ADDING A PATIENT TO THE TELEMEDICINE DATABASE AND PATIENT SEARCHING

*(For the clients using MDFlow EHR and Care Management systems)*

Select “ALL”, search by (Last Name, First Name, i.e. Smith, John) check the ✓ next to “Include MDFlow DB” and the system will automatically show a list of patients matching the searching criteria, (you may also select “Search”). By clicking “Add” next to patient info, the patient you selected will be added the telemedicine patient database and a pop up will appear to confirm that you’ve added the patient.

- Without selecting the ✓ next to “Include MDFlow DB”, you are only searching the patient within the telemedicine patient database

MDFlow Telemedicine - Google Chrome

telemedicine.mdflow.com/telehealth/import\_mdflow\_member.aspx?name=smithx

PATIENT NAME	DOB	G	ADDRESS	EMAIL/PHONE	PATIENT PROVIDER	INSURANCE	
1 DUMMY SMITHX	12/05/2010	F	123 MAIN STREET SUITE 30111 MIAMI, FL, 33156	SSAAA@MDFLOW.COM 3055551212	CHARLES YANES MD	BENESIGHT	EXPORTED @03/18/2020
2 CHRISTOPHER SMITHX	01/01/2017	F	123 MAIN ST MIAMI, FL, 33134	CHRISTOPHER@IMAGERESEARCH.COM 3052212211	CHARLES YANES MD	PREFERRED CARE PARTNERS	ADD
3 DUMMY3 SMITHX	02/27/1985	F	1050 NW 14 STREET MIAMI, FL, 33144	3056333654	CHARLES YANES MD	MEDICA	EXPORTED @03/20/2020
4 DUMMY SMITHX	01/01/1965	M	11105 SW 200TH ST APT 219 MIAMI, FL, 33157	3056480028	CHARLES YANES MD		EXPORTED @03/20/2020
5 DUMMY PED SMITHX	01/02/1963	F	123 MAIN STREET MIAMI, FL, 33143	3053975704	CHARLES YANES MD	SELF PAY	ADD
6 DUMMY4 SMITHX	01/01/1985	M	123 PONCE DE LEON MIAMI, FL, 33134	3055551212	CHARLES YANES MD		ADD
7 LADY SMITHX	05/05/1988	F	7589 WESTFIELD RD MIAMI, FL, 33013	3056666448	CHARLES YANES MD		EXPORTED @03/18/2020
8 MARIA SMITHX	11/04/1967	F	1533 SUNSET DRIVE SUITE 200 CORAL GABLES, FL, 33143	3056689678	CHARLES YANES MD	CIGNA HEALTHCARE	ADD

telemedicine.mdflow.com says  
The patient data has been successfully recorded.

OK

## ADDING A PATIENT TO THE TELEMEDICINE DATABASE AND PATIENT SEARCHING

*(For non MDFlow EMR and Care Management system users/Clients)*

Clicking the “ADD” button, a pop up screen will appear to add the Patients information. All Information in **RED** is required to complete the patient profile. Once you have entered all the required information, clicking “ADD” in the pop up to save the information you just entered. You will receive a pop up to confirm that the information was saved.

Searching a patient: Select “ALL”, search by (Last Name, First Name, i.e. Smith, John) and DON'T CHECK the  next to “Include MDFlow DB”

The screenshot displays the MDFlow telemedicine interface. At the top, there is a navigation bar with the MDFlow logo, user information (TEST PROVIDER, ANRP), and navigation options (TODAY, TOMORROW, ALL). A search bar is present with the text 'PATIENT NAME/ID:'. To the right of the search bar are buttons for 'SEARCH', 'ADD', 'REFRESH', and 'LOGOUT'. Below the navigation bar is a table of patient search results. The first row is highlighted in orange and contains the following information:

NAME	DOB	G	ADDRESS	EMAIL/PHONE	LANGUAGE	LAST APPT	TODAY/FUTURE APPT	CHECK-IN/DURATION
1 CARLOS SMITH (CLASSIFICATION)	01/01/1956	F	717 PONCE DE LEON BLVD, SUITE 301 CORAL GABLES, FL, 33134	HAROLDT@MDFLOW.COM 2111111111	ENGLISH	3/12/2020 10:23:09 AM TEST PROVIDER, ANRP	03/24/2020 10:30AM TEST PROVIDER, ANRP	6:14PM TO 1:15PM 584 MIN. 34 SEC.

A pop-up window titled 'MDFlow System - Google Chrome' is open, displaying the 'MEMBER INFORMATION' form. The form contains several fields, some of which are highlighted in red to indicate they are required. The fields are:

- LAST NAME (1):
- LAST NAME (2):
- MID INITIAL:
- FIRST NAME:
- SEX: -Select-
- LANGUAGE: -Select-
- DOB:
- RESIDENTIAL ADDRESS: (with a 'Copy to Mailing Address' button)
- RESIDENTIAL CITY:
- RESIDENTIAL STATE: -select-
- RESIDENTIAL ZIP:
- MAILING ADDRESS:
- MAILING CITY:
- MAILING STATE: -select-
- MAILING ZIP:
- PHONE:
- EMAIL:
- MEDICAL CONDITION:

At the bottom of the pop-up window, there is an 'ADD' button. A red arrow points to this button. Another red arrow points to the 'ADD' button in the top navigation bar of the main interface. In the bottom right corner of the main interface, there is a 'CREATED BY' section with a 'RESET' button and a 'Pat Input' button. The 'CREATED BY' section also includes a 'Logs' button, a 'Notes' button, and the text 'TEST PROVIDER, ANRP' and 'MAR 12 2020 10:23AM'.

*\*If you currently do not use MDFlow systems and are interested in using our software, please contact us and we will be more than happy to give you a personal demo of our systems.*

## CREATING A TELEMEDICINE CONSULTATION APPOINTMENT

- 1) Click the red circle icon next to the patient's name a menu will appear at the bottom of the screen
- 2) In the menu, select "Schedule an Appointment"
- 3) Select the date, the time and the provider they will be seeing
- 4) Enter a Subject or Appointment type
- 5) Confirm the attendees email address (if they would like to receive it via email)
- 6) Select "Create Telemedicine Session"

\* When the appointment has been made, an email will be sent to the Patient and the Provider. The appointment will be on their Outlook and Google calanda to alert them of the appointment and the email will include **a Unique Channel ID** for the telemedicine consultation session.

The screenshot displays the MDFlow Telemicine interface. At the top, there is a navigation bar with 'TODAY', 'TOMORROW', and 'ALL' options, along with a search bar for 'PATIENT NAME/ID: smithx'. Below this is a table of patients with columns for NAME, DOB, G, ADDRESS, EMAIL/PHONE, LANGUAGE, LAST APPT, and TODAY/FUTURE APPT. The patient list includes entries for LADY SMITHX, DUMMY SMITHX, EVE SMITHX, VAL SMITHX, DUMMY3 SMITHX, DUMMY SMITHX, and CHRISTOPHER SMITHX.

Below the patient list is a 'SCHEDULE AN APPOINTMENT' form. The form includes fields for 'SESSION INTERNAL ID', 'APPOINTMENT DATE', 'APPOINTMENT TIME', 'PROVIDER', and 'SUBJECT/APPOINTMENT'. There is also a table for 'ATTENDEE'S NAME' and 'ATTENDEE'S EMAIL' with columns for 'ATTENDEE'S CELL #'.

Red arrows and numbers 1 through 6 are overlaid on the form to indicate the steps for creating a telemedicine session:

- 1: Points to the red circle icon next to the patient name 'CHRISTOPHER SMITHX'.
- 2: Points to the 'SCHEDULE AN APPOINTMENT' button.
- 3: Points to the 'APPOINTMENT DATE' and 'APPOINTMENT TIME' dropdown menus.
- 4: Points to the 'SUBJECT/APPOINTMENT' text input field.
- 5: Points to the 'ATTENDEE'S CELL #' column in the attendee table.
- 6: Points to the 'Create a Telemedicine Session' button.

At the bottom of the interface, there is a footer with copyright information: '© 2019, All Rights Reserved, MDFlow Systems' and a help desk contact: 'For assistance, please contact our help desk at 305 648 0028 or e-mail us at help@mdflow.com.' The date 'Tuesday, March 24, 2020' is also displayed.

## ATTENDING A TELEMEDICINE CONSULTATION APPOINTMENT (FOR PROVIDER OR PATIENT CARE TEAM)

As a provider or a member of patient care team, you will see all the patients that are scheduled specifically for you that day, in order by time of appointment.

- 1) To access an appointment, you just have to click the Red Circle icon next to the patient name.
- 2) Today's appointment will appear at the bottom of the screen.
- 3) It will show you if anyone is already logged on to the telemedicine session and the patient is waiting.
- 4) Click "Start" to start the Telemedicine Session. The the retuen session click "Continue" (see the green screenshot below). "Cancel" will cancel the appointment.
- 5) Features – "Logs" will contain all information sent during the Telemedicine session. "Notes" can be used to document anything the doctor would like to add to the visit. "Pat Input" is for the patient to enter information.
- 6) The system will automatically close the session after the telemedicine cosultation is complete, it is good practice that you always click "Close Session" after each Telemedicine session to guarantee that your timer and your session is completely closed out.

The screenshot displays the MDFlow Telemedicine interface. At the top, there is a navigation bar with 'TODAY', 'TOMORROW', and 'ALL' tabs, along with a search bar and 'LOGOUT' button. Below this is a table of scheduled appointments. A red arrow labeled '1' points to a red circle icon next to the patient name 'ANA TESTTTT'. Below the appointment list, there is a 'TODAY APPOINTMENT' section with a tab labeled '2'. A detailed view of the appointment for 'ANA TESTTTT' is shown, with a red arrow labeled '3' pointing to the 'ATTENDEES' section which displays 'NO USER ONLINE!'. A red arrow labeled '4' points to the 'START' button, and another red arrow labeled '5' points to the 'Pat Input' button. Below this, a green screenshot shows the 'CONTINUE' button with a red arrow labeled '4' and the 'CLOSE SESSION' button with a red arrow labeled '6'.

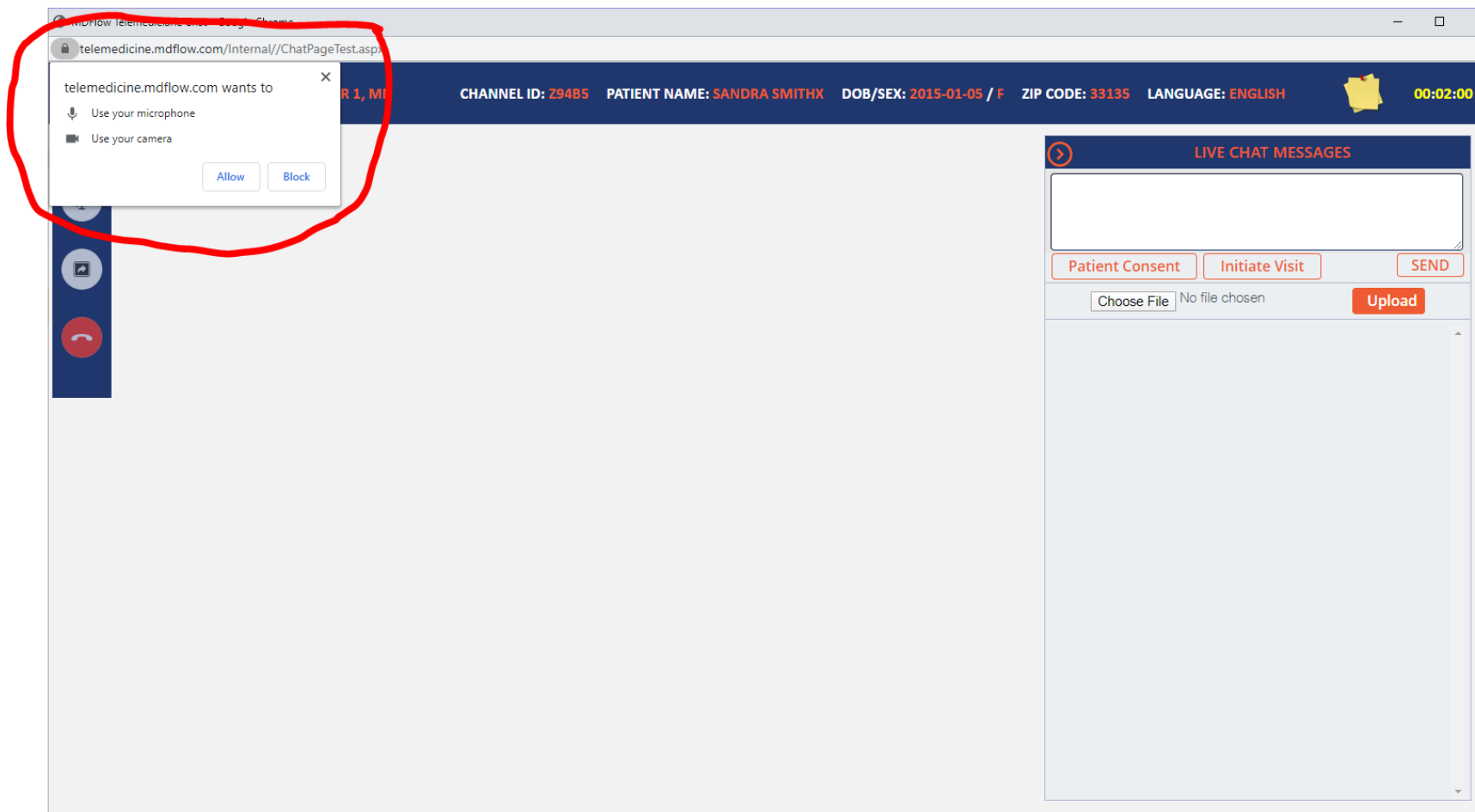
NAME	DOB	G	ADDRESS	EMAIL/PHONE	LANGUAGE	LAST APPT	TODAY/FUTURE APPT	CHECK-IN/DURATION
1 CARLOS SMITH (CLASSIFICATION)	01/01/1956	F	717 PONCE DE LEON BLVD, SUITE 301 CORAL GABLES, FL, 33134	HAROLDT@MDFLOW.COM 2111111111	ENGLISH	3/12/2020 10:23:09 AM	03/24/2020 10:30AM	6:14PM TO 1:15PM 584 MIN. 34 SEC.
2 ANA TESTTTT	02/01/1933	F	123 MAIN STREET CORAL GABLES, FL, 32771	JIELI@MDFLOW.COM 5555555555	ENGLISH	3/23/2020 12:27:37 PM	03/24/2020 4:30PM	

CHANNEL ID	DATE	PROVIDER	SUBJECT	CHECK-IN/DURATION	ATTENDEES	CREATED BY
Z2A55	2020-03-24 4:30PM	TEST PROVIDER, ANRP	TEST		ANA TESTTTT (Z2A55-1) TEST PROVIDER, ANRP (Z2A55-0); JIELI@MDFLOW.COM NO USER ONLINE!	TEST PROVIDER, ANRP MAR 24 2020 2:01PM

CHANNEL ID	DATE	PROVIDER	SUBJECT	CHECK-IN/DURATION	ATTENDEES	CONTROLS	CREATED BY
Z8F62	2020-03-25 10:30AM	TEST PROVIDER, ANRP	TEST	6:14PM TO 11:38AM 667 MIN. 5 SEC.	CARLOS SMITH (Z8F62-1) TEST PROVIDER, ANRP (Z8F62-0) (2) USER(S) ONLINE! TEST PROVIDER, ANRP CARLOS	CONTINUE RESET CLOSE SESSION	TEST PROVIDER, ANRP MAR 12 2020 10:23AM

## TELEMEDICINE CONSULTATION SESSION

When using MDFlow Telemedicine system, the system will prompt you to Allow or Block permissions, you MUST select **ALLOW** for the patient to be able to see and hear you. If you encounter any issues, please call our help desk.



The following screen is an illustration of the Telemedicine Session you will use to conduct a consultation and communicate with your patient via secure real-time audio/video. This feature transforms the health care delivery system from face-to-face doctor and patient encounters into an interactive online environment. You can connect with your patients anywhere as long as the internet is available. It helps improve healthcare outcomes and patient engagement by making the health care services more accessible.

For more information and assistance, our client support team is ready to assist you.

