



## USER MANUAL – FOR PATIENTS

### LOGIN SCREEN

URL via **Google Chrome**:

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

Please contact your Doctor's office for your Channel ID, if you have not received it by text or email.

\*Computer must have a Camera connected so your Doctor can see and hear you.

A screenshot of the MDFlow Telemedicine login interface. 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 four input fields: "Telemedicine Channel ID", "Patient DOB (MMDDYYYY)", "Patient Home Zip Code", and "Screen Name". A blue "Login" button is positioned below the input fields. At the bottom of the form, there is a small disclaimer and copyright notice: "MDFlow Telemedicine System is restricted to authorized users only. Any actual or attempted unauthorized access to the system is subject to civil and/or criminal penalties. All activity is logged and monitored. Use of this system constitutes consent to security testing and monitoring. If you are not an authorized user of this system or do not consent to monitoring, exit the system at this time. © Copyright 2019, All Rights Reserved. MDFlow Systems". At the very bottom of the page, there is a red arrow pointing to a button that says "MDFLOW TELEMEDICINE USER MANUAL" with a globe icon on either side.

Click the Icon to view User Manual

## MAIN MENU SCREEN

Once you log in, you will see the Main Menu Screen. All your patient information will appear at the top. If you have taken your Blood Pressure, Temp, Glucose, etc. you may enter it below to send it to your doctor. At the top of the video, you will see various education material. To begin your visit with the doctor, please select “**START TELEMEDICINE SESSION**” at the top.

CHANNEL ID: 22F51	PATIENT NAME: Carlos H Smith	DATE OF BIRTH: 01-01-1956	GENDER: F	ZIP CODE: 33134	LANGUAGE: English
-------------------	------------------------------	---------------------------	-----------	-----------------	-------------------

**START TELEMEDICINE SESSION**

Coronavirus for Older Adults	Symptoms of Coronavirus	How does Coronavirus spread?	What is Depression?
Mental Health Awareness	Obesity	Eating Healthy Food	



**DR. FOOD**<sup>®</sup>  
**OBESITY**

**DRFOOD.COM** 

### VITAL SIGNS

**TEMPERATURE** Temp  F

**PULSE** Pulse

**WEIGHT** Weight  LBS    Weight  OZ

**HEIGHT** Height  FT    Height  IN

**BLOOD PRESSURE (1)** Systolic  / Diastolic  MMHG

**(2)** Systolic  / Diastolic  MMHG

**BLOOD GLUCOSE** Blood Glucose  MG/DL     FASTING

**O2** O2  %

**RESPIRATION** Respiration

**NEXT**

**LOG OUT**

## TELEMEDICINE CONSULTATION SESSION

If this is your 1<sup>st</sup> time using MDFlow Telemedicine system, the system will ask you to install the **VIDEO WEB AGENT**, see below. Please click the “AgoraWebAgent” and follow all the prompts to download and install. Once you have finished downloading, please close all internet windows and sign back in. If you encounter any issues installing the Agent, please call your doctors office.

The screenshot displays the MDFlow Telemedicine interface. At the top, a dark blue header contains the MDFlow logo, the text "TEST PROVIDER, ANRP", and patient information: "CHANNEL ID: ZBF62 PATIENT NAME: CARLOS SMITH DOB/SEX: 1956-01-01 / F ZIP CODE: 33134 LANGUAGE: ENGLISH". A yellow location pin icon and the time "11:10:00" are also visible. On the left, a vertical sidebar has three icons: a person, a video camera, and a red phone handset. The main area is light gray. On the right, a "LIVE CHAT MESSAGES" panel is partially visible, showing a "SEND" button, a text input field, and a file upload section with "Choose File", "No file chosen", and "Upload" buttons. In the center, a white notification box with a red border contains the following text: "To use voice/video functions, you need to run Agora Media Agent first." followed by a bulleted list: "• if you do not have it installed, please visit url **AgoraWebAgent** to install it. Please refer to the [installation guide](#) if you encounter any questions." "• if you have installed it, please double click the icon to run this app." "• if it has been running, please check if the internet connection is working or not." An "OKAY" button is at the bottom right of the notification box.

The following screen is an illustration of the Telemedicine Session you will see to consult and communicate with your doctor 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 doctor anywhere as long as the internet is available. This 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.

