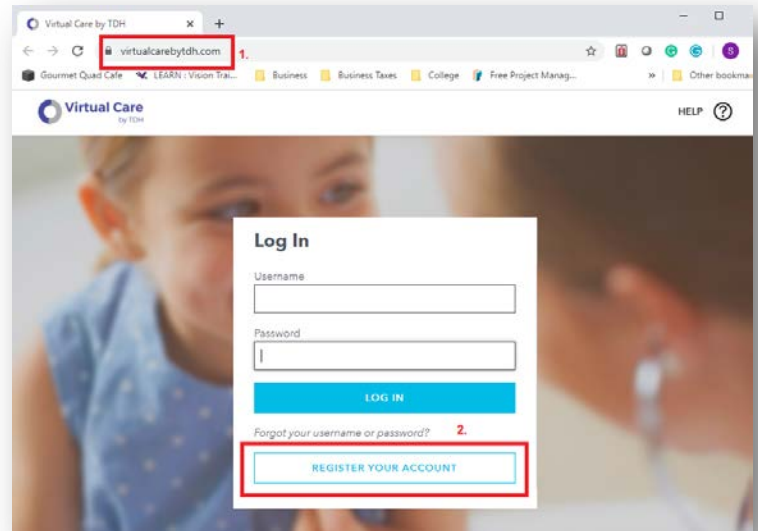
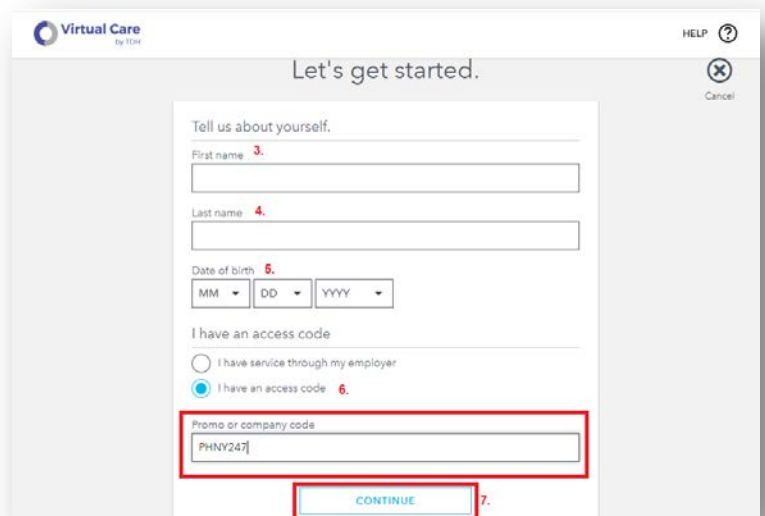


ProHEALTH Telemedicine patient guide

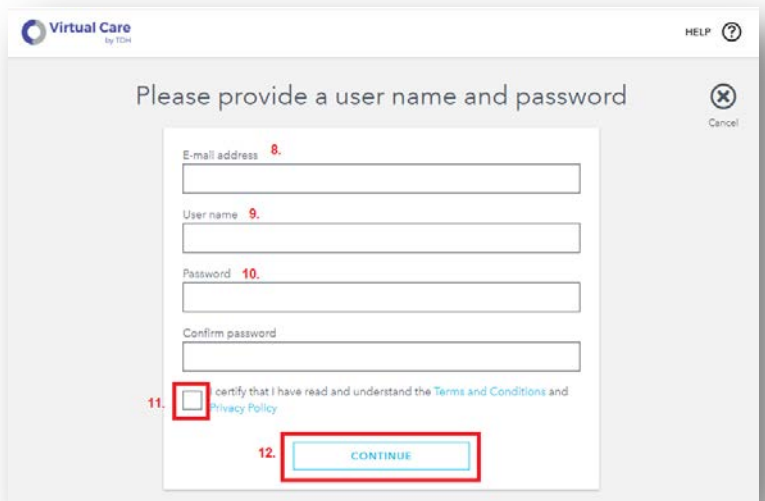
1. Log on to: <http://virtualcarebytdh.com>
2. Select: "Register Your Account".



3. To get started, enter your first name.
4. Enter your last name.
5. Enter your date of birth.
6. Under "I have an access code", select "I have an access code" and type "PHNY247" in the text box.
7. Select the button: "Continue".



8. To create your account, enter your e-mail address.
9. Create a user name.
10. Create a password, and confirm your password by typing your new password again.
11. Click the check box to show that you understand the terms and conditions and the privacy policy.
12. Select the button: "Continue".



13. You are required to choose two security questions to create your account. Click on the down arrow and choose security question #1 and enter the answer.
14. Click on the down arrow and choose security question #2 and enter the answer.
15. Select the button: "Continue".

Virtual Care by TDH

HELP ?

Please select security questions

If you ever need to reset your password, we will need to ask you a couple of simple questions.

Question 1 **13.**
Select question...

Question 2 **14.**
Select question...

15.

16. Enter your street address. Use the optional second line if you have a specific apartment, suite, unit, building or floor number.
17. Enter your city and state.
18. Enter your ZIP code.
19. Select the button: "Continue".

Virtual Care by TDH

MENU ☰

What is your primary address?

Just a few more questions - almost there!

Address Line 1 **16.**
Street address

Address Line 2 (optional)
Apartment, suite, unit, building, floor, etc.

City **17.**

State
Select state...

Zip **18.**

19.

20. As an optional step, enter your home number, cell phone number or both.
21. Select the button: "Continue".

Virtual Care by TDH

MENU ☰

How should we call you?

Just a few more questions - almost there!

Home Phone Number (optional)

20. Mobile Phone Number (optional)

21.

22. Enter your height, typing the total feet in one text box and inches in the second text box on the right.

23. Enter your weight in pounds (lbs).

24. Select the button: "Continue".

Virtual Care by TDH MENU

Just a few more questions - almost there!

Previous

What is your current height and weight?

Height (feet) **22.** Height (inches)

Weight (lbs) **23.**

24. CONTINUE

25. Select your gender.

26. Select the button: "Continue".

Virtual Care by TDH MENU

Just a few more questions - almost there!

Previous

What is your gender?

25.

Male Female Other

26. CONTINUE

27. Click on the down arrow and select your preferred language.

28. Select the button: "Continue".

Virtual Care by TDH MENU

Just a few more questions - almost there!

Previous

What is your preferred language?

Language **27.**

English

28. CONTINUE

29. To answer if you require a hearing impaired relay service, select "Yes" or "No".

30. Select the button: "Continue".

Virtual Care by TDH MENU

Just a few more questions - almost there!

Previous

Do you require a Hearing Impaired Relay Service?

29.

Yes No

30. CONTINUE

31. Review the default answers in each category about your medical history. Click on “Change” on the right side of each section to update the category.
32. When finished, select the button “Continue”.

The screenshot shows a web form titled "Please enter your medical history." with a "Previous" button on the left and a "Finish" button on the right. The form contains four sections: "MEDICATIONS" (No medications), "KNOWN ALLERGIES" (No known allergies), "MEDICAL CONDITIONS" (No medical conditions), and "SOCIAL HISTORY" (Alcohol use, Drug use, Tobacco use, Immunizations, and Recent out of the country travel, all marked as "not answered"). Each section has a "Change" link on the right. At the bottom, there are "CONTINUE" and "SKIP" buttons, both highlighted with red boxes.

33. If you have a primary care physician, enter their information. This includes their first and last name. It is optional to fill in their middle name, address or phone number.

The screenshot shows a web form titled "Who is your primary care physician?". It features three input fields: "First Name" (with a red "33." next to it), "Middle Name (optional)", and "Last Name" (with a red "33." next to it). Below each field is a red error message: "Please enter a first name." and "Please enter a last name.".

34. Once complete, select the button “Continue”. If you do not have a primary care physician, click the button titled “Skip”.

The screenshot shows a web form with three optional input fields: "Zip (optional)" (containing "11042"), "Phone Number (optional)", and "Fax Number (optional)". At the bottom, there are "CONTINUE" and "SKIP" buttons, both highlighted with red boxes. Red numbers "33." and "34." are positioned on either side of the buttons.

35. If you have an emergency contact, enter their information. This is an optional step.

36. When finished, select “Finish”.

The screenshot shows the 'Virtual Care by TDH' logo in the top left and a 'MENU' icon in the top right. The main heading reads 'Just a few more questions - almost there!'. Below this is a question: 'Who should we contact in the case of emergencies?'. The form contains several input fields: 'First Name (optional)' with a red '35.' next to it, 'Last Name (optional)', 'Phone Number (optional)', and a 'Relationship (optional)' dropdown menu with 'Select one...' as the current selection. At the bottom of the form, a blue 'FINISH' button is highlighted with a red box and labeled with a red '36.'.

37. To visit with a provider, click on “Request a Visit” at the top of your screen. You will be sent to a “waiting room” and a provider will be with you shortly.

The screenshot shows the 'Virtual Care by TDH' logo in the top left and a 'MENU' icon in the top right. The user's name is partially visible in the top left. A large purple banner across the top features a blue 'REQUEST A VISIT' button highlighted with a red box and labeled with a red '37.'. Below the banner is a navigation bar with 'My Account', 'My Visits', and 'Conditions and Tests'. On the right side, there is an 'Add Dependent' button with a plus sign icon. The main content area shows a profile card for a 'Primary' user with a 'Date of birth:' field and two buttons: 'PROFILE' and 'VISITS'.

If you have any questions or issues, please call 1-855-511-6502 or email virtualcarebyteladoc@teladoc.com.