



advance|medical

Care on Demand

Member Journey



Registering for the service

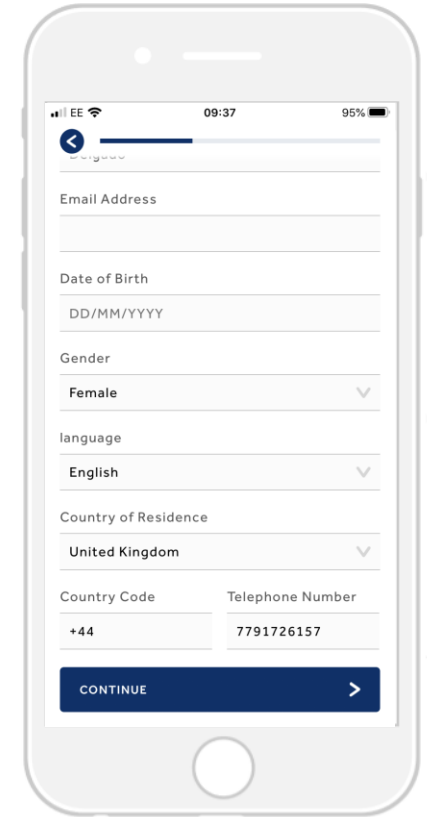
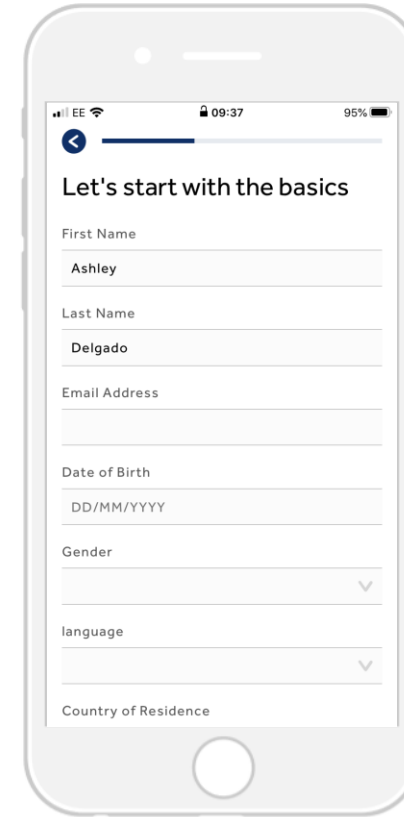
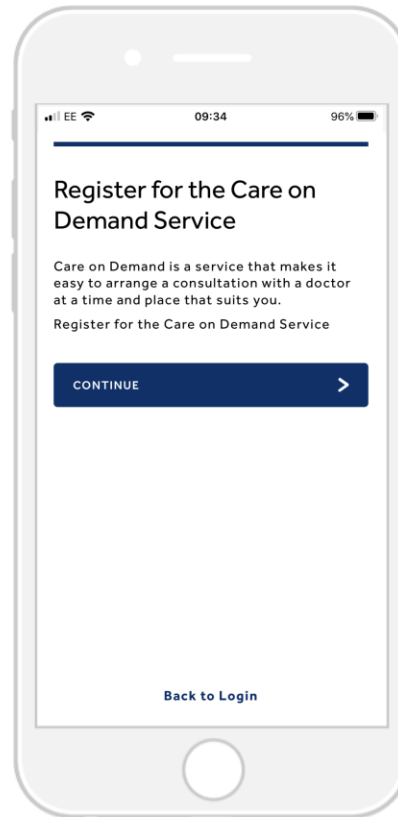
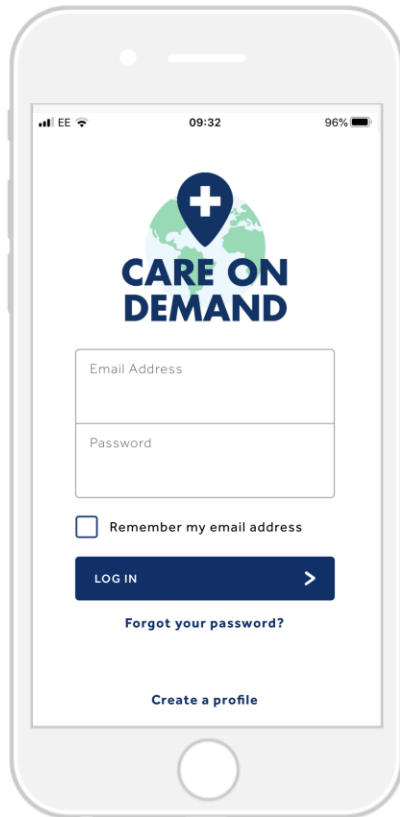
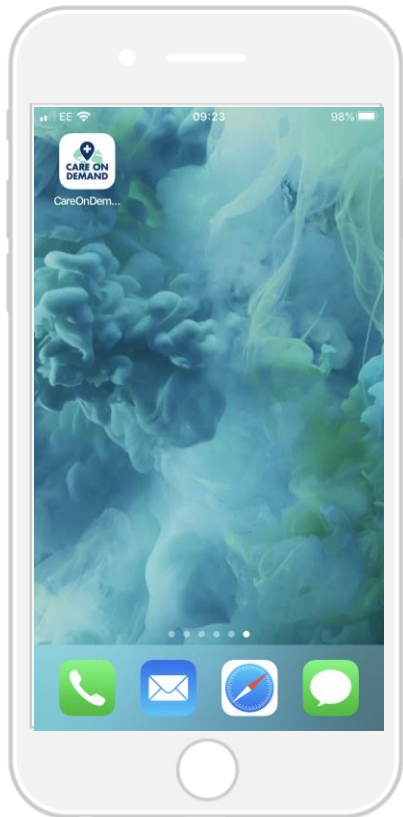
Download the **Care On Demand** app in the App store or Google play



Once you click on the app icon you will be asked to create a profile, if using the service for the first time. Click on **'create a profile'**

This takes you to the **'Register for the Care On Demand'** page. Click on **'continue'**

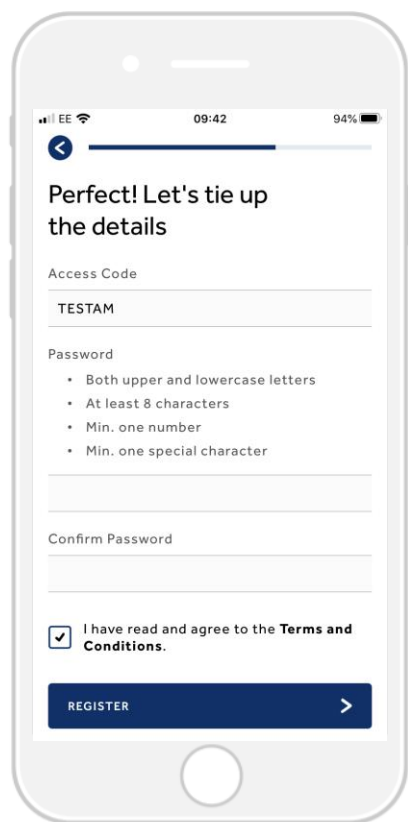
You will be asked to complete your personal details, including your name, email address, date of birth, gender, preferred language, and contact telephone number. The app detects your country location and this field is automatically completed. Press **'continue'**.



Registering for the service

You will then be asked to provide your access code or membership number. You will need to set up a password and confirm that you have read and agreed to the **terms and conditions** and **privacy policy**. Once you have completed this select '**register**' you will be asked if you wish to set up a **secure pin** or **touch ID**.

The next time you log in you can use your pin or touch ID to access the App. You'll also receive a welcome email. If you **Log out** completely, you will need your email address and password to access the App.



09:42 94%

Perfect! Let's tie up the details

Access Code

TESTAM

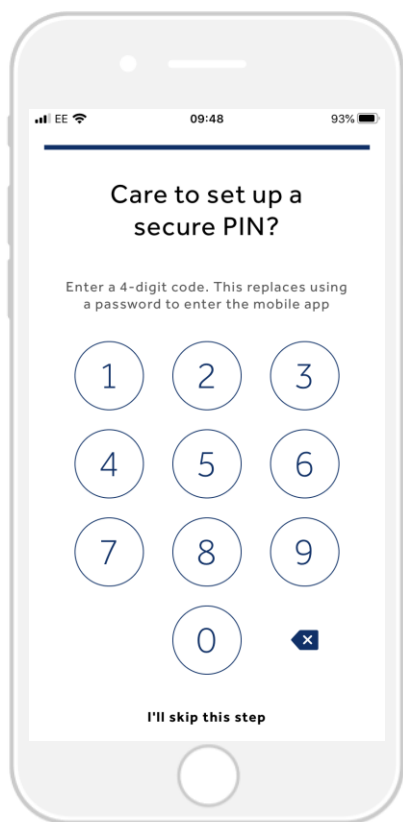
Password

- Both upper and lowercase letters
- At least 8 characters
- Min. one number
- Min. one special character

Confirm Password

☒ I have read and agree to the **Terms and Conditions**.

REGISTER >



09:48 93%

Care to set up a secure PIN?

Enter a 4-digit code. This replaces using a password to enter the mobile app

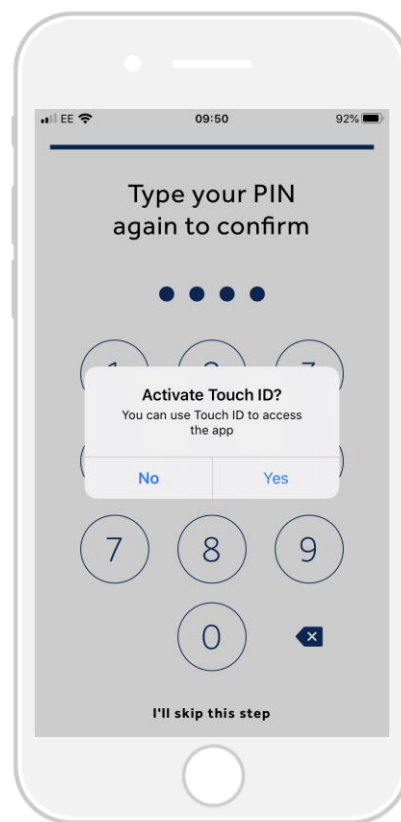
1 2 3

4 5 6

7 8 9

0 ✕

I'll skip this step



09:50 92%

Type your PIN again to confirm

• • • •

1 2 3

4 5 6

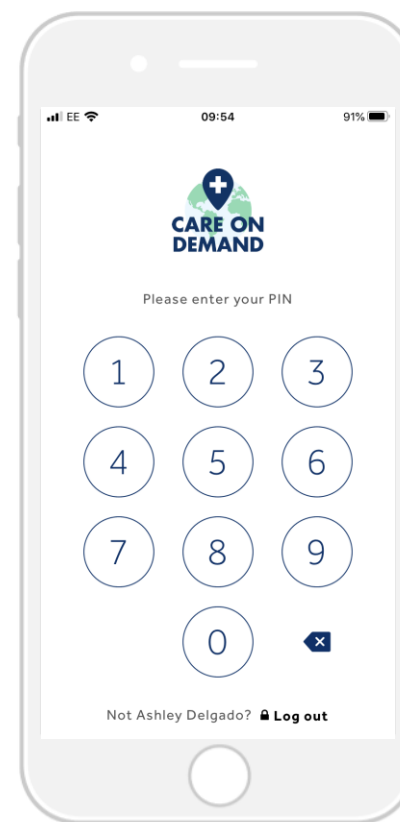
7 8 9

0 ✕

I'll skip this step

Activate Touch ID?
You can use Touch ID to access the app

No Yes



09:54 91%

CARE ON DEMAND

Please enter your PIN

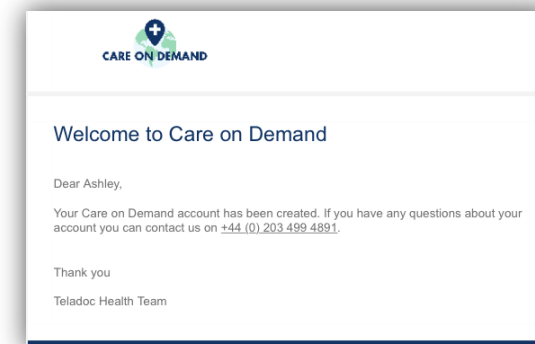
1 2 3

4 5 6

7 8 9

0 ✕

Not Ashley Delgado? **Log out**



CARE ON DEMAND

Welcome to Care on Demand

Dear Ashley,

Your Care on Demand account has been created. If you have any questions about your account you can contact us on +44 (0) 203 499 4891.

Thank you

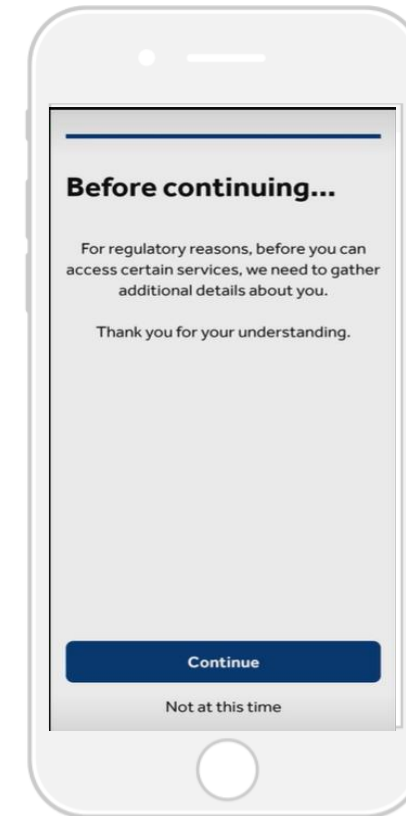
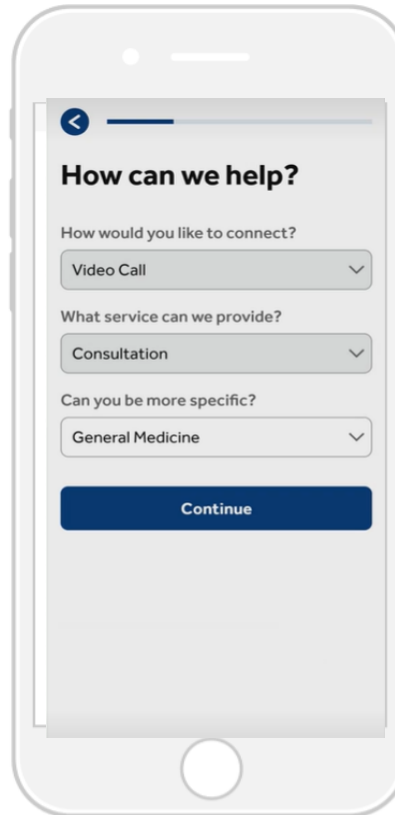
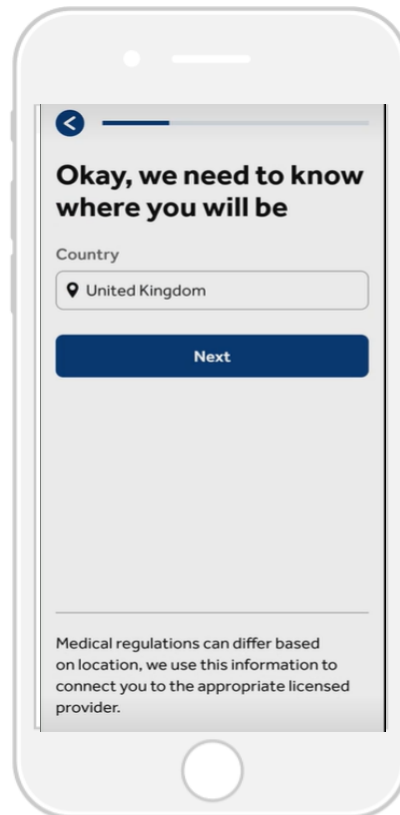
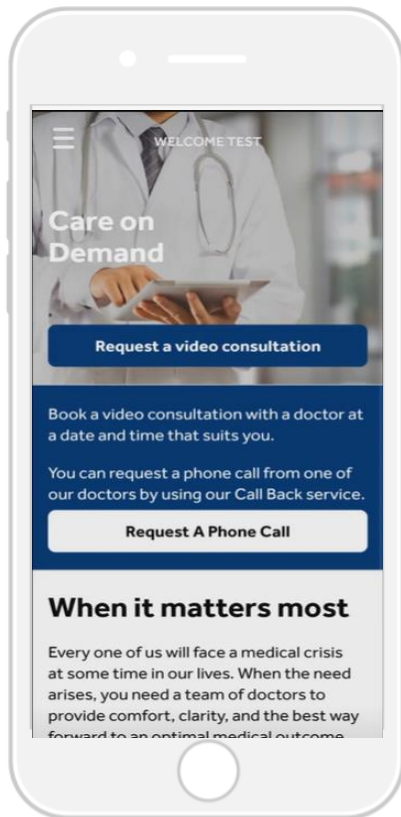
Teladoc Health Team

Book first appointment – ID Verification

Once you are registered you can request your first appointment

If you wish to book a video consultation, please select **'Request a video consultation'**

If you have not completed ID verification yet you will receive a prompt which will navigate you to an area to complete ID & add information



Book first appointment – ID Verification

You will then be asked to input your **Address, Emergency contact and GP details.**

Once you have entered your details you will then receive final confirmation of this along with receiving ID verification link SMS & email.

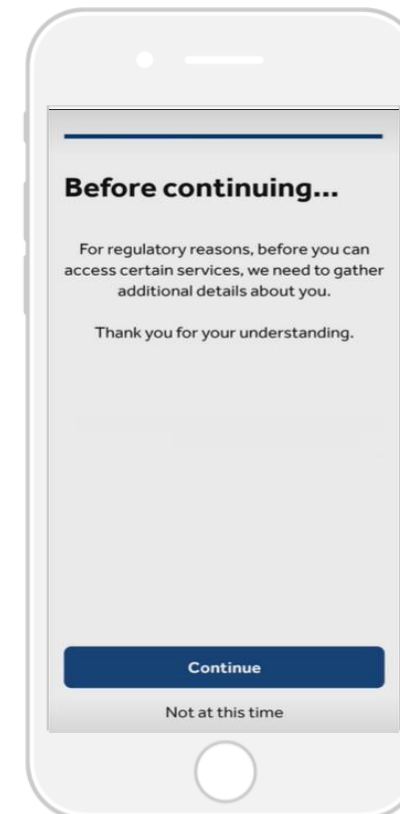
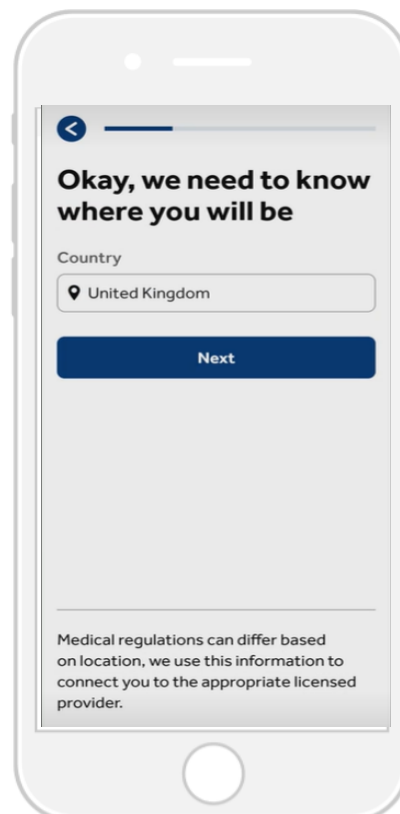
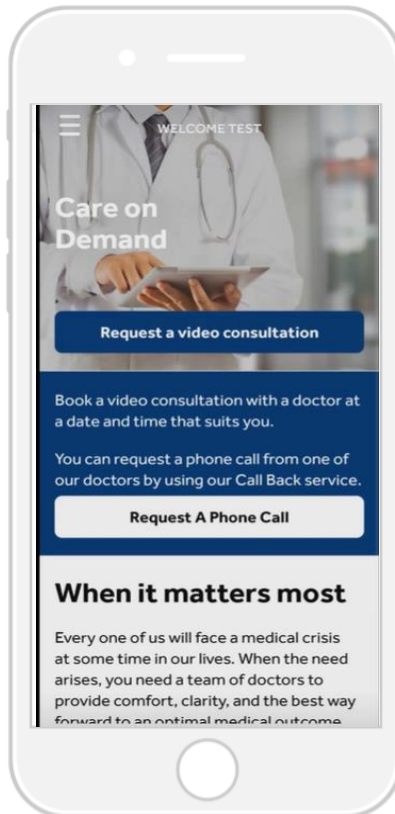
The image displays four smartphone screens illustrating the steps of the ID verification process:

- Postal information:** Fields for Address line 1, Address line 2 (optional), Town, Postal code, County, and a dropdown for Country (currently showing 'United Kingdom'). A 'Save' button is at the bottom.
- Update emergency contact:** Fields for First Name, Last Name, Country code (1), Phone number (1), Country code (2), Phone number (2), Comments, and a dropdown for Relationship (currently showing 'Husband').
- GP details:** Fields for Surgery Name, Address Line 1, Address Line 2 (optional), Town, County, Postal code, and Country.
- ID verification:** A confirmation screen with text explaining the need for ID verification, the use of Onfido, and contact information for assistance: 0044 (0) 2034994891 or generaladmin@teladochealth.com.

Book appointment – ID Verification not completed

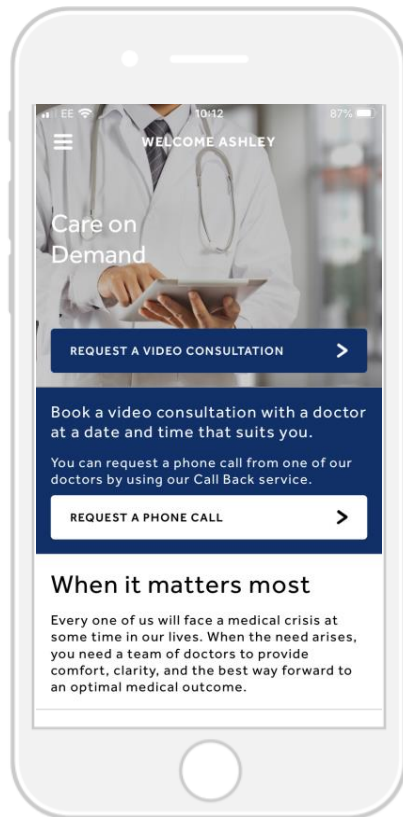
Even when ID verification is not complete, you will be able to request an appointment.

If you have not completed your ID verification you will be stopped going any further and receive the below screen. **(Before continuing)**

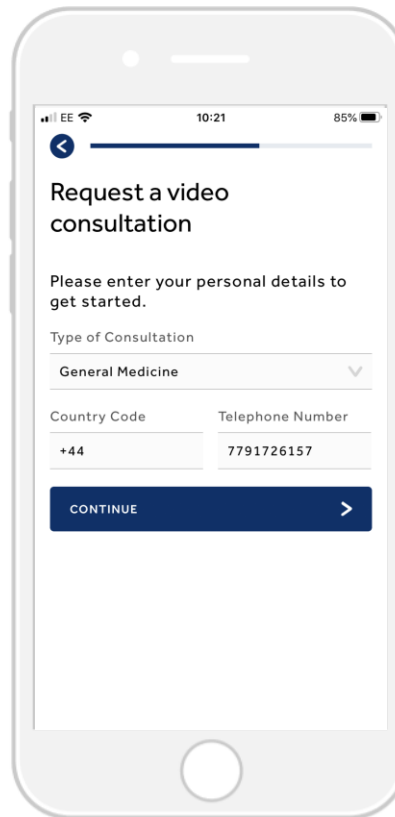


Book an appointment – Video consultation

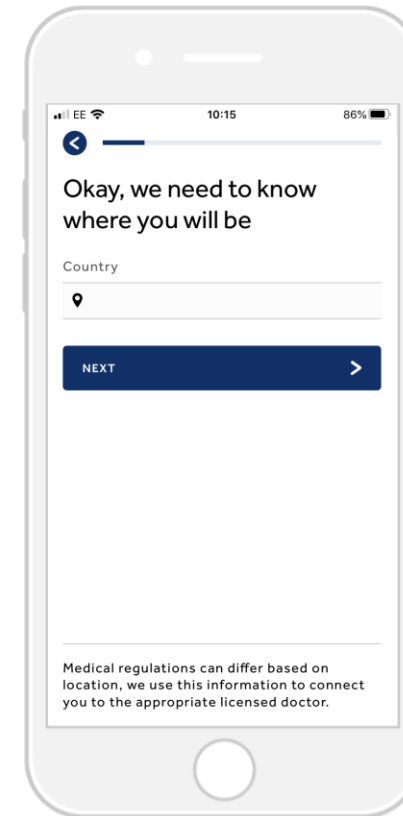
Once you are registered you can access the service. **Home page** – from here you can request a video consultation or a phone call, as well as call in/email us, view your appointments and log out of the service.



If you wish to book a video consultation, please select '**Request a video consultation**'

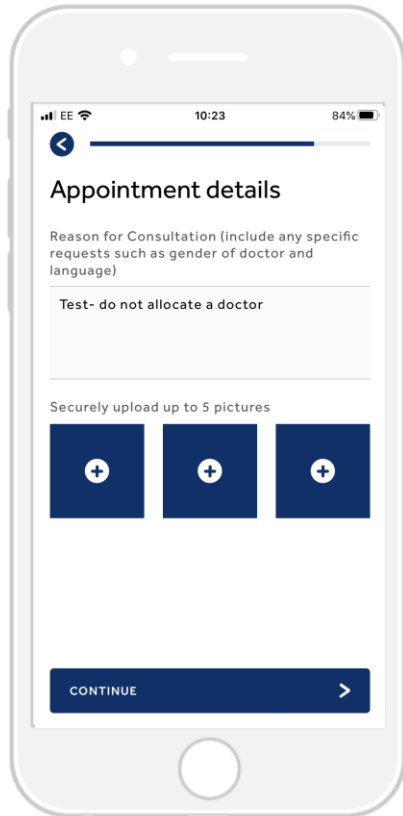


If you are already registered, then most of these fields will be pre-populated. Please advise of the type of consultation you require, as well as the language and your time zone and press '**continue**'



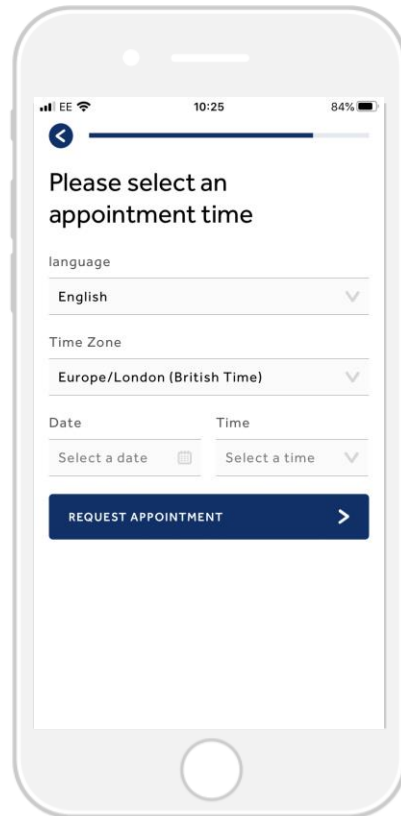
Book an appointment – Video consultation

Input the reason for your appointment. Here you can also securely upload any scans/pictures and these are then saved in your history.



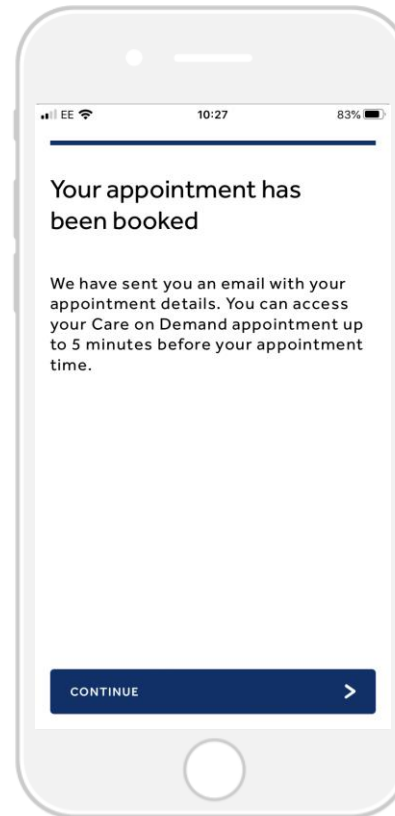
The smartphone screen displays the 'Appointment details' form. At the top, it says 'Appointment details' with a back arrow. Below is a text input field for 'Reason for Consultation (include any specific requests such as gender of doctor and language)'. Underneath is a button that says 'Test- do not allocate a doctor'. Below that is a section for 'Securely upload up to 5 pictures' with three blue square buttons, each containing a white plus sign. At the bottom is a blue 'CONTINUE' button with a right arrow.

Select the timezone, language selection and the date and time for your consultation and select '**request appointment**'

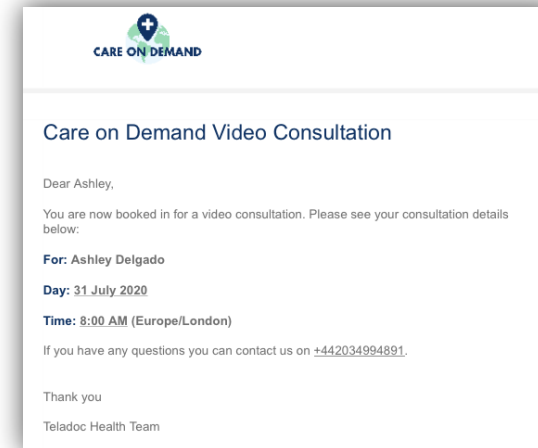


The smartphone screen displays the 'Please select an appointment time' form. It has a back arrow at the top. The form includes a 'language' dropdown menu with 'English' selected. Below is a 'Time Zone' dropdown menu with 'Europe/London (British Time)' selected. There are two input fields: 'Date' with a calendar icon and 'Time' with a dropdown arrow. At the bottom is a blue 'REQUEST APPOINTMENT' button with a right arrow.

You will then receive confirmation that your consultation is booked, as well as an email confirming this.

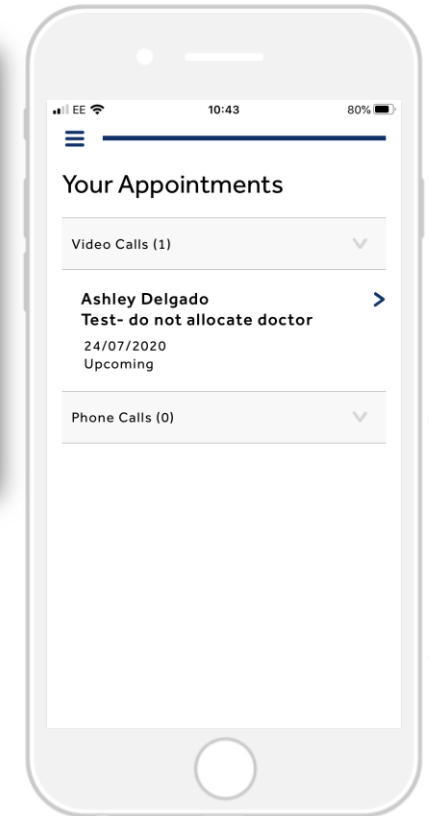


The smartphone screen displays a confirmation message: 'Your appointment has been booked'. Below this, it says 'We have sent you an email with your appointment details. You can access your Care on Demand appointment up to 5 minutes before your appointment time.' At the bottom is a blue 'CONTINUE' button with a right arrow.



The email confirmation is from 'CARE ON DEMAND'. It is addressed to 'Dear Ashley,' and states: 'You are now booked in for a video consultation. Please see your consultation details below:'. The details listed are: 'For: Ashley Delgado', 'Day: 31 July 2020', and 'Time: 8:00 AM (Europe/London)'. It also provides a contact number: 'If you have any questions you can contact us on +442034994891.' The email ends with 'Thank you' and 'Teladoc Health Team'.

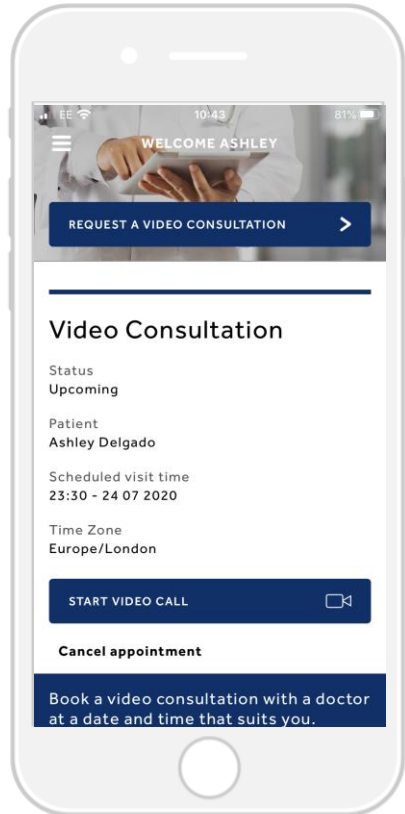
At the time of your consultation go into the appointment section in the app and press '**start video call**' to connect with your doctor.



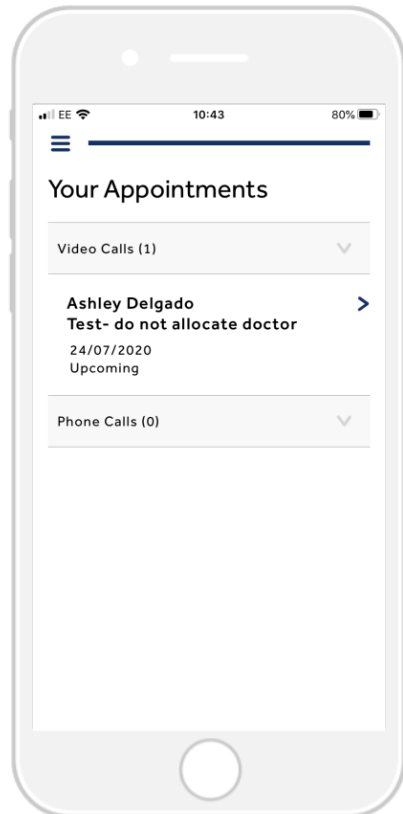
The smartphone screen displays the 'Your Appointments' section. It has a back arrow at the top. There are two expandable sections: 'Video Calls (1)' and 'Phone Calls (0)'. The 'Video Calls (1)' section is expanded, showing details for 'Ashley Delgado' with the text 'Test- do not allocate doctor', the date '24/07/2020', and the status 'Upcoming'. There is a right arrow next to the doctor's name.

Cancel a Video Consultation

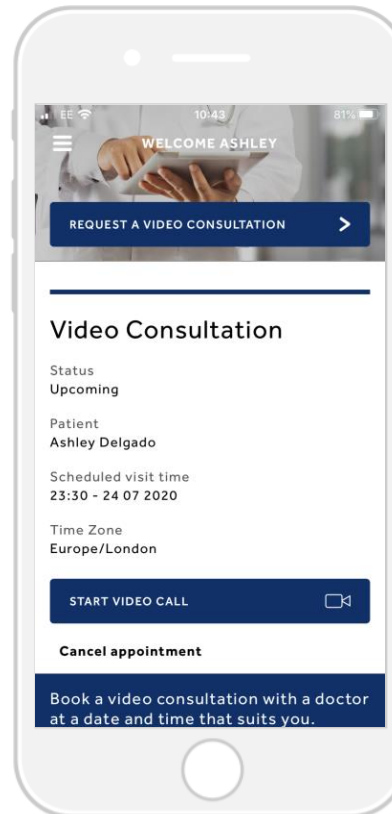
To cancel a video consultation, from the **Home** page select **'Appointments'**.



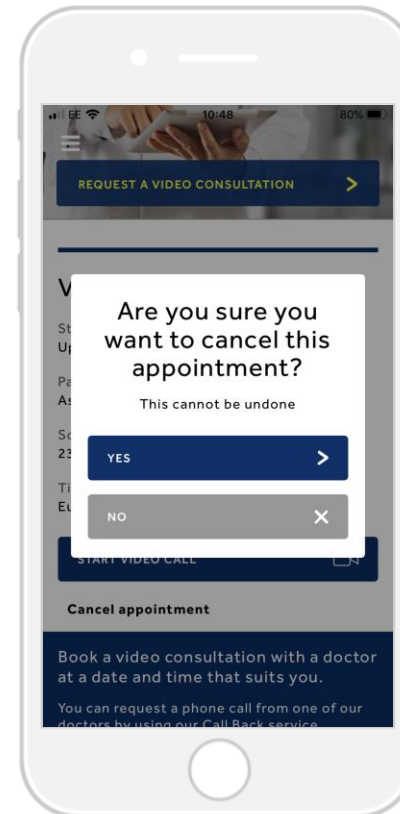
Your pending and past appointments will show here. Click on the video call you would like to cancel.



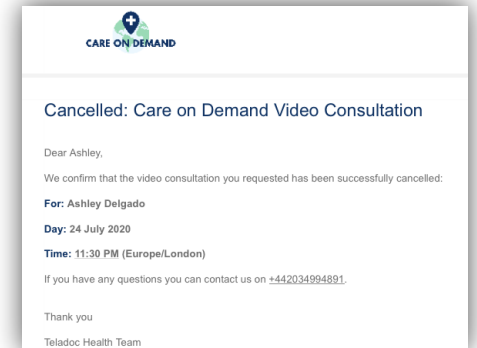
Click on **'cancel appointment'** at the bottom of the screen.



You will be asked if you are sure that you want to cancel this appointment. Click **'Yes'**

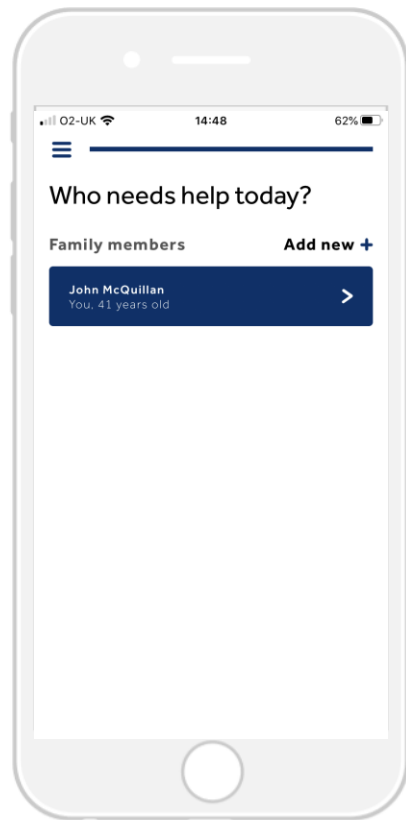


This will then take you back to **your appointments**, where you will see that the appointment has been cancelled. You will also receive a cancellation email

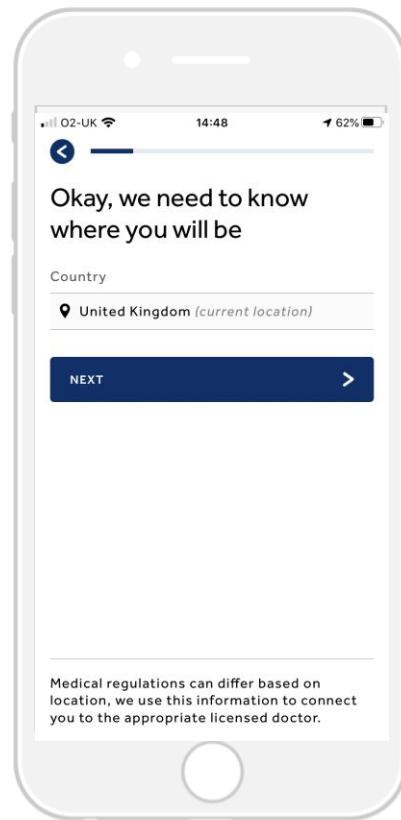


Make a call back request

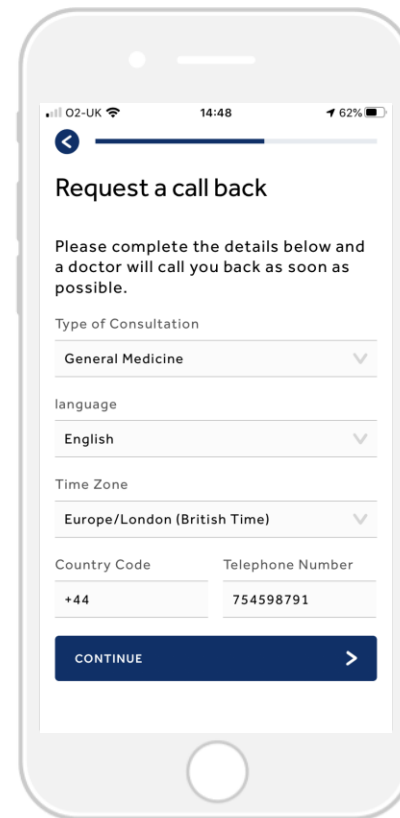
From the home page select **'Request a Phone call'** and then select who the appointment is for



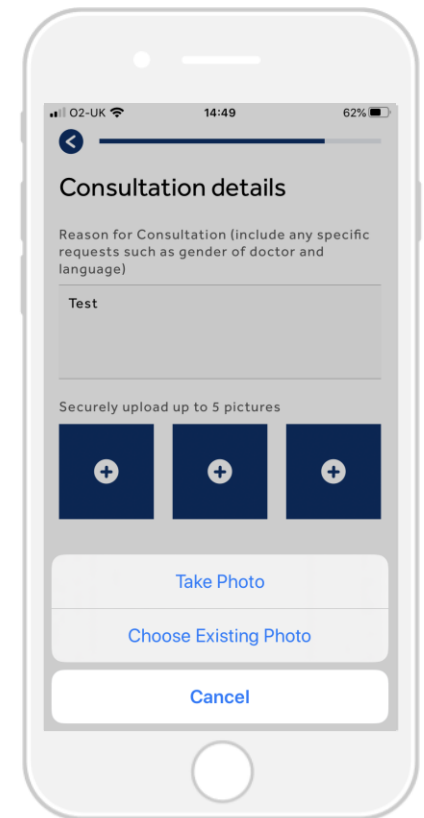
Enter your location



Select the time zone, language selection, add in your phone number and select **'continue'**

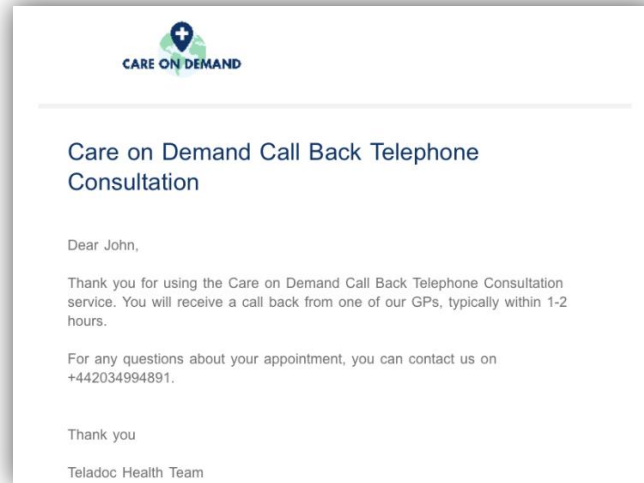
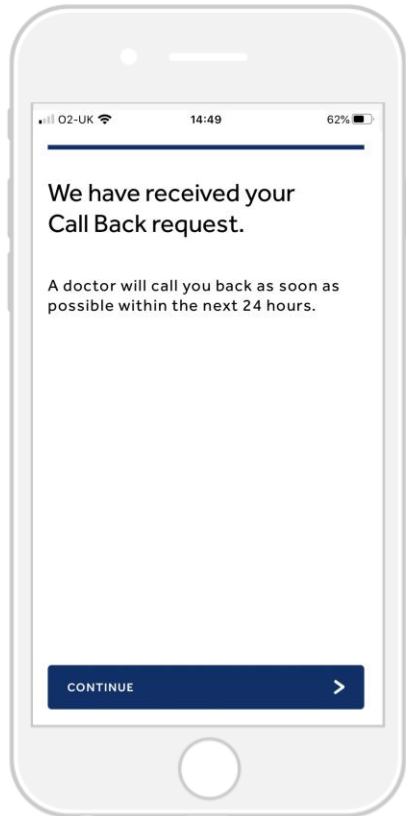


Input the reason for your consultation. Here you can also securely upload any scans/pictures and these are then saved in your history.



Make a call back request cont'd

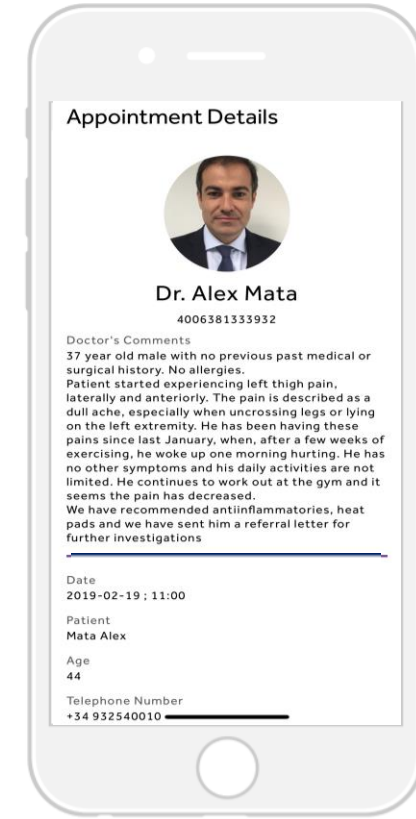
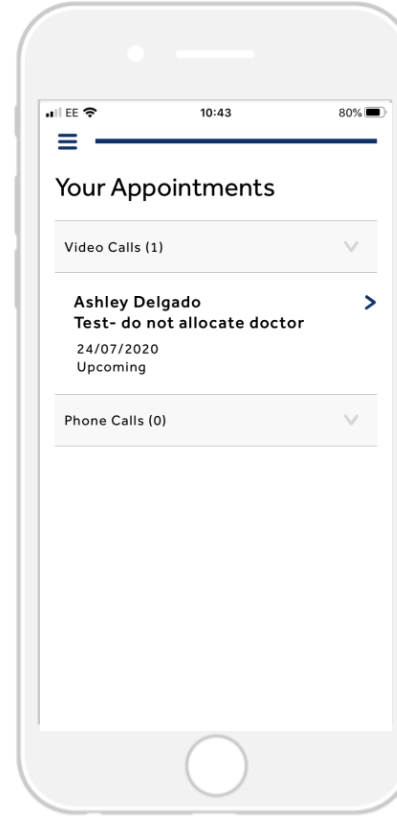
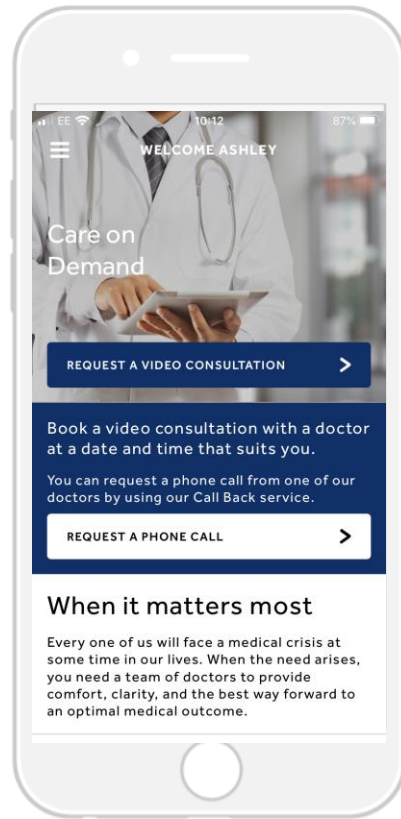
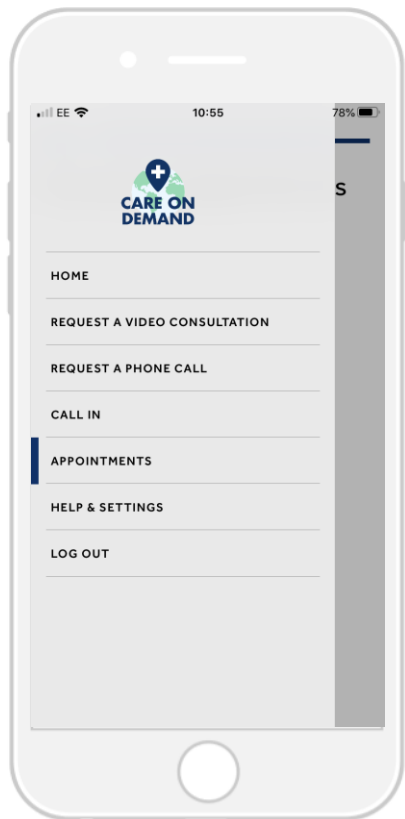
You will then receive confirmation that your call back has been requested as well as an email confirming this.



View video/phone consultation notes

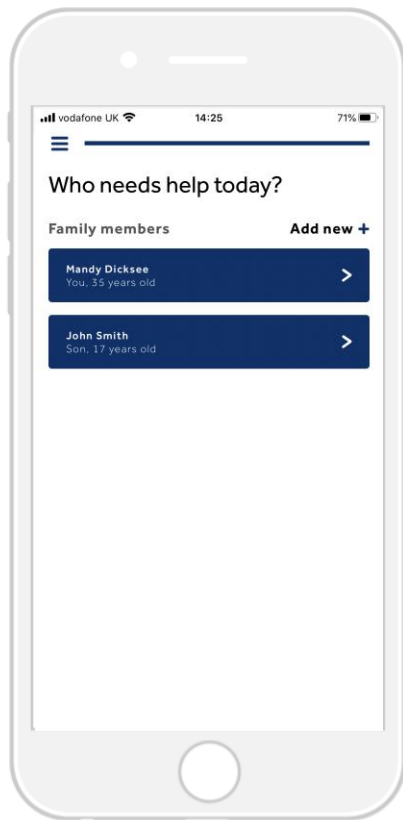
From the **Home** page you can select '**Appointments**' to see any past video or phone consultations.
Select the appointment you wish to view

The notes relating to your consultation can be viewed here along with any recommendations made by your doctor.

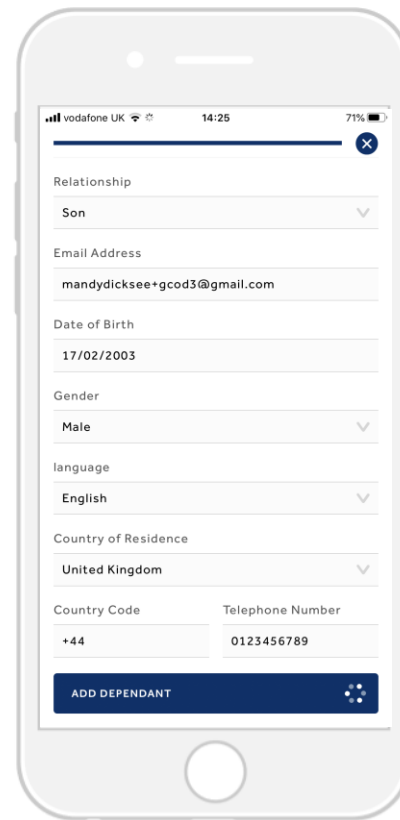


Adding dependents

Dependants can be added to your details – select **Add new +**



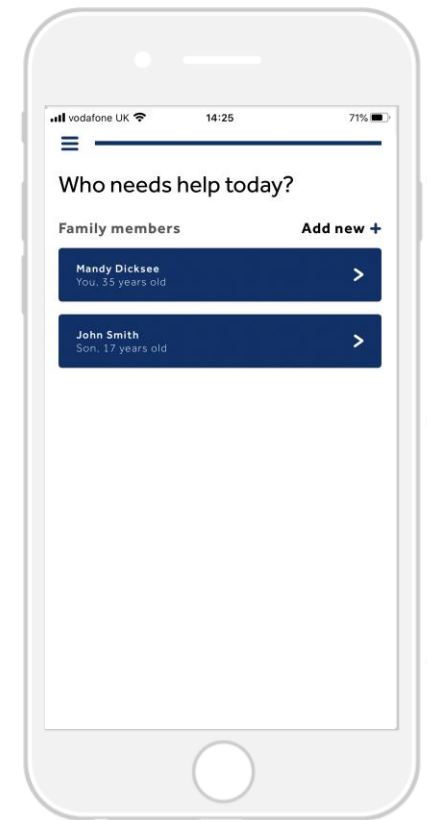
Complete the details for your dependant, including their age, gender, and contact details



Once you have added their details, select **Add Dependant** and you will receive confirmation that they have been added

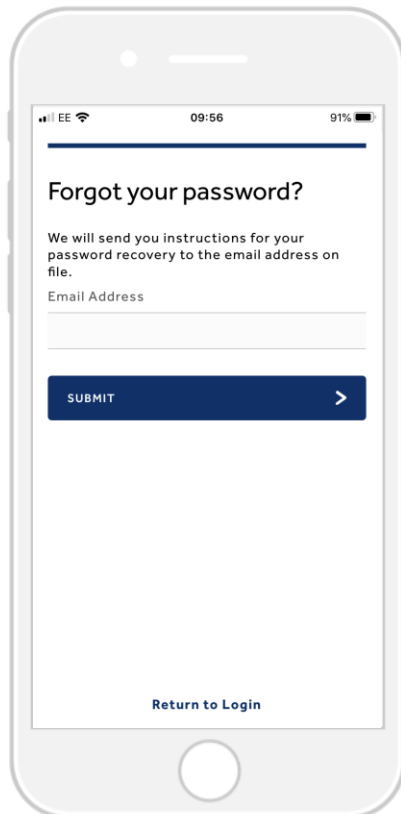


Your details and any details of your added dependants will show when you go to book an appointment



Resetting your password

If you have forgotten your password click on the **'forgotten password'** button from the log in screen



09:56 91%

Forgot your password?

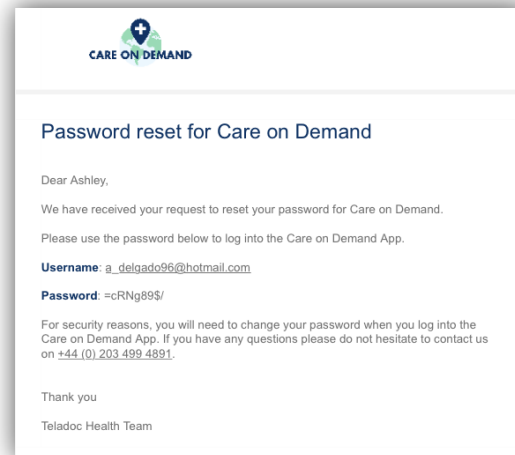
We will send you instructions for your password recovery to the email address on file.

Email Address

SUBMIT >

[Return to Login](#)

You will need to check your emails, where there will be a link to reset your password.



CARE ON DEMAND

Password reset for Care on Demand

Dear Ashley,

We have received your request to reset your password for Care on Demand.

Please use the password below to log into the Care on Demand App.

Username: a_delgado86@hotmail.com

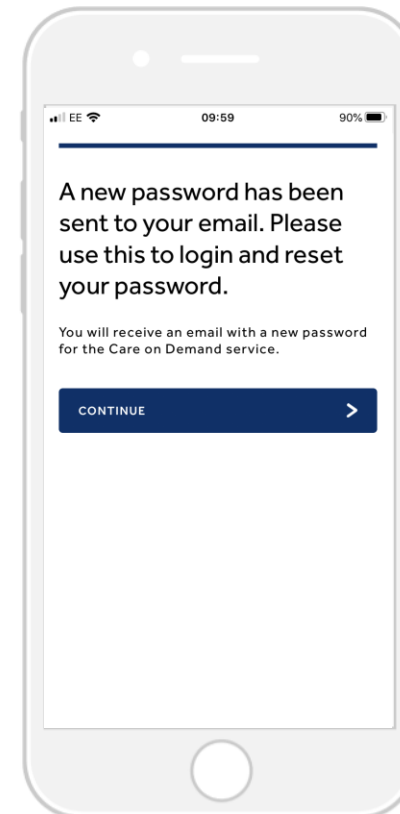
Password: =cRNg89\$!

For security reasons, you will need to change your password when you log into the Care on Demand App. If you have any questions please do not hesitate to contact us on +44.(0) 203 499 4891.

Thank you

Teladoc Health Team

After you click on the link you will be asked to log in with your temporary password through the portal or you can go back into the app and put in the temporary password provided by clicking on **'continue'**



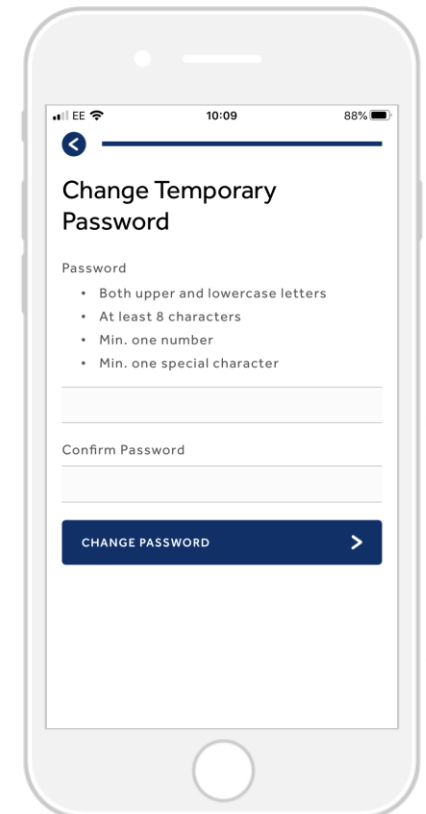
09:59 90%

A new password has been sent to your email. Please use this to login and reset your password.

You will receive an email with a new password for the Care on Demand service.

CONTINUE >

Once you have entered these details you will be asked to change the temporary password to a new one. Once you submit these you will be asked if you wish to set up a pin number to access the app.



10:09 88%

Change Temporary Password

Password

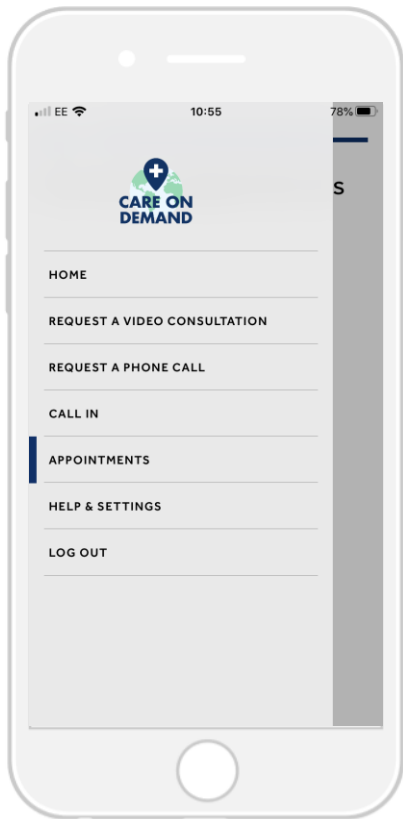
- Both upper and lowercase letters
- At least 8 characters
- Min. one number
- Min. one special character

Confirm Password

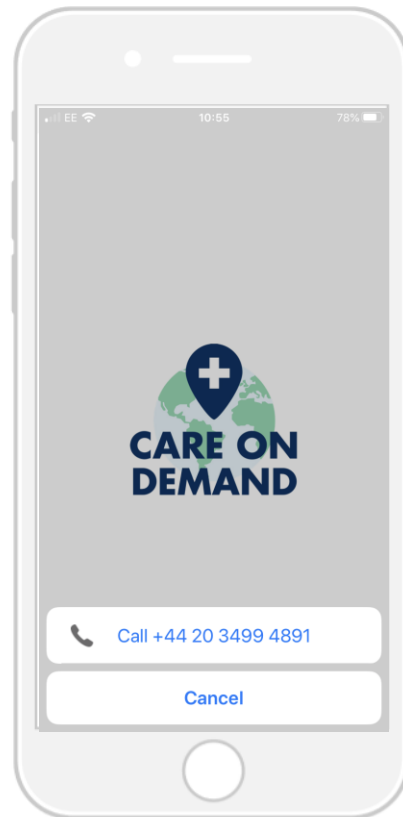
CHANGE PASSWORD >

Other functions

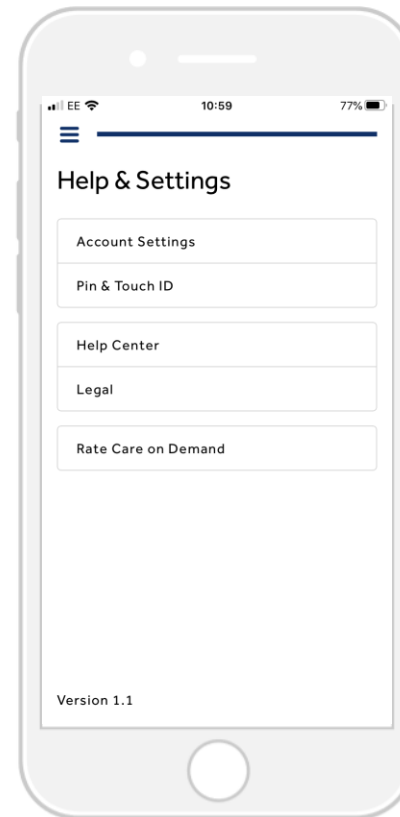
From the **Home** page you can also call in directly to the service. Click on **'Call in'**



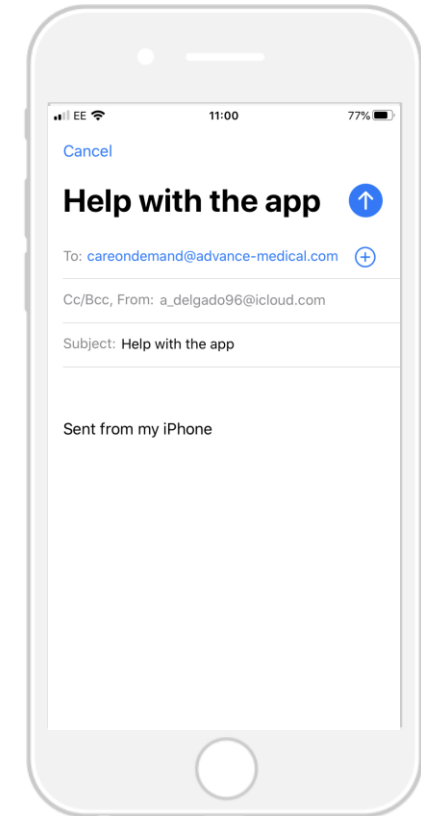
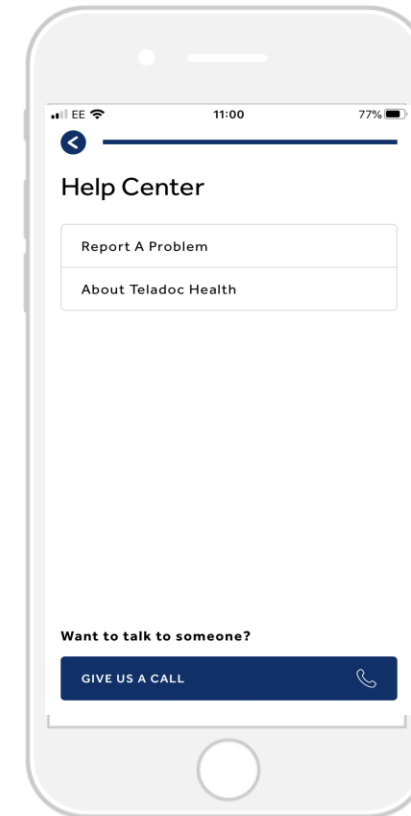
Once you have selected the number it will ask you to confirm if you wish to call. If you select **'Call'** then you will be connected with one of the Care on Demand team who will assist you



If you wish to send us an email, either about the app or an appointment then go to **'Help & Settings'** on the Home page and select **'Help Center'**

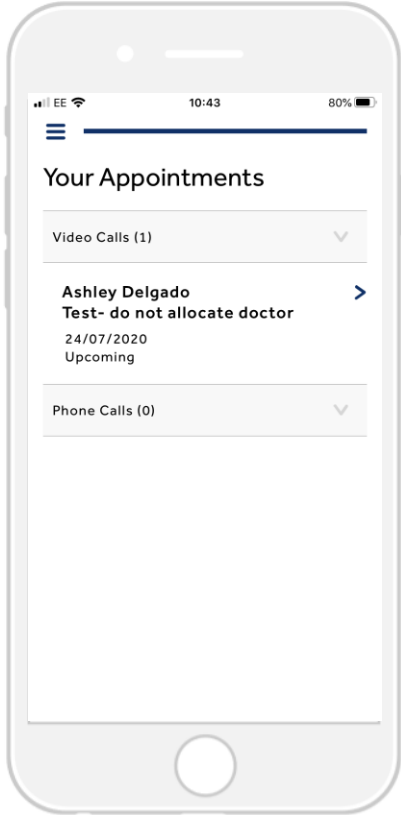


Select **'Report a Problem'** and you will get two options for either **Help with the app** or **Help with my account**

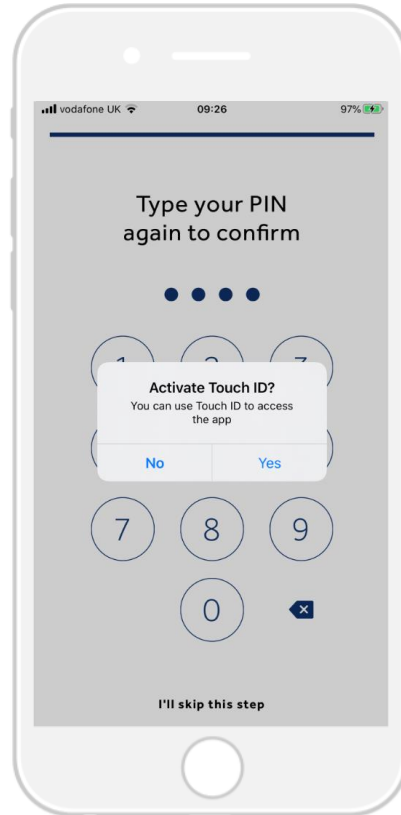


Other functions

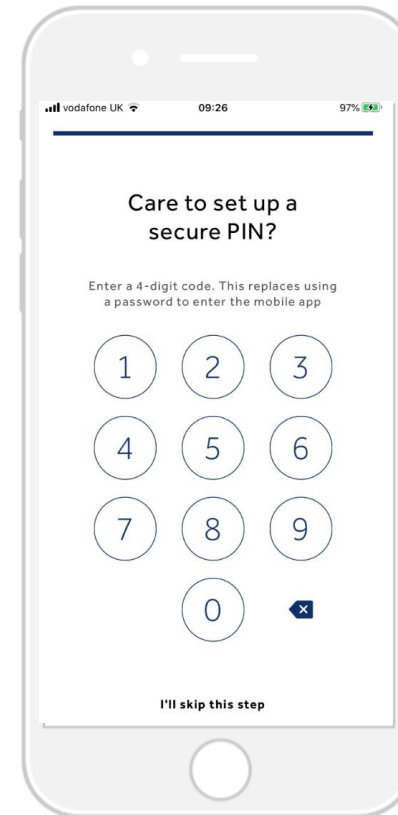
From the **Appointments** section you can view your history of booked video and phone calls, as well as any past consultations. All of your records and summaries of your cases are kept here.



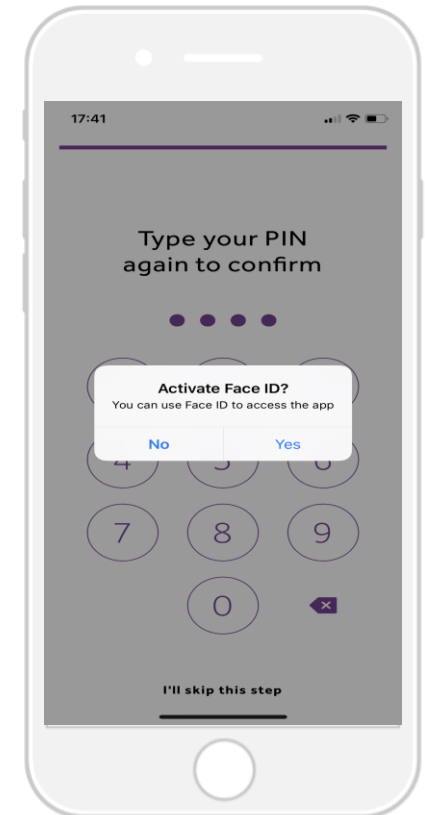
You can access Care On Demand using **Touch ID/Face ID**



Or using your **pin number**

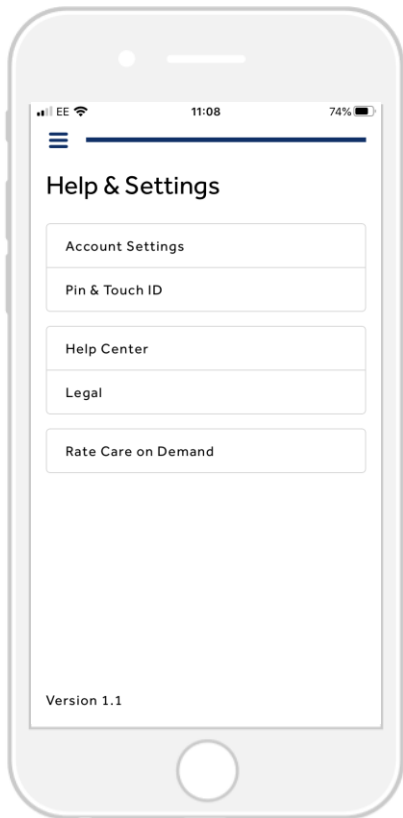


Or using **Face ID** if your iPhone supports this

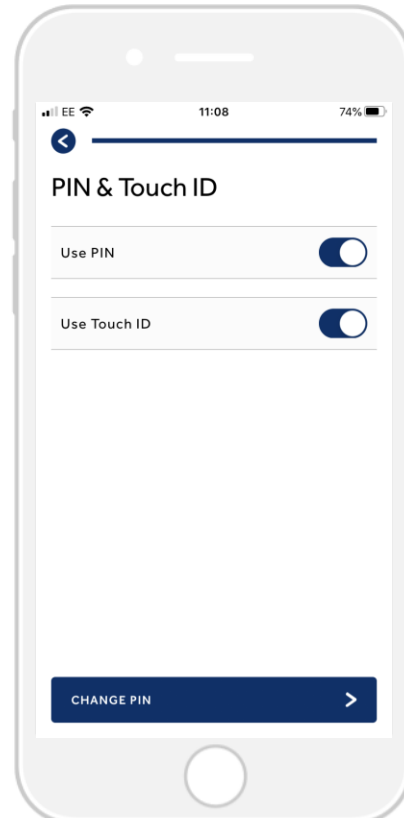


Other functions

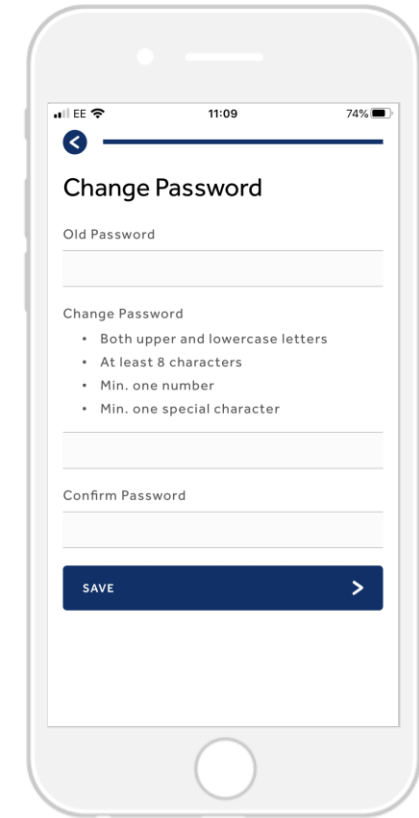
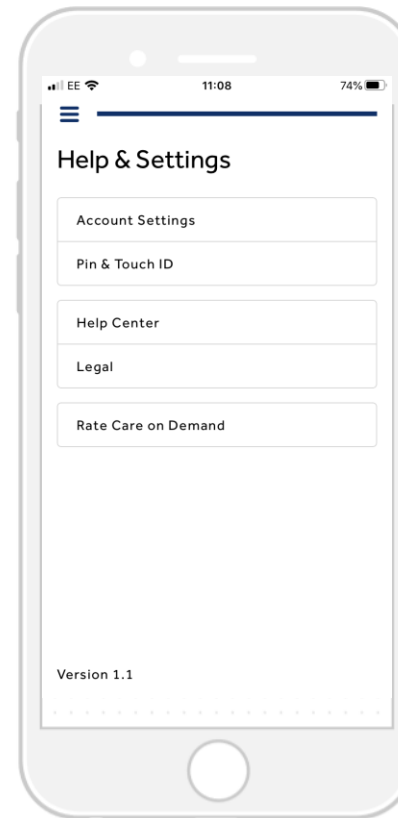
From **Help and Settings** you can securely access and amend your account details, set up Pin & Touch ID, as well as access the **Help Centre** and give feedback



You can set the app up to either recognise a **pin** number or **Touch ID**, if available on your phone and **change pin**

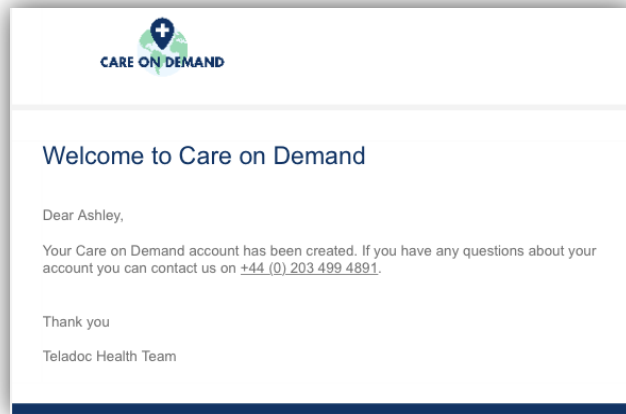


From **Help & Settings** you can amend your personal details in **Account Settings** as well as change your password

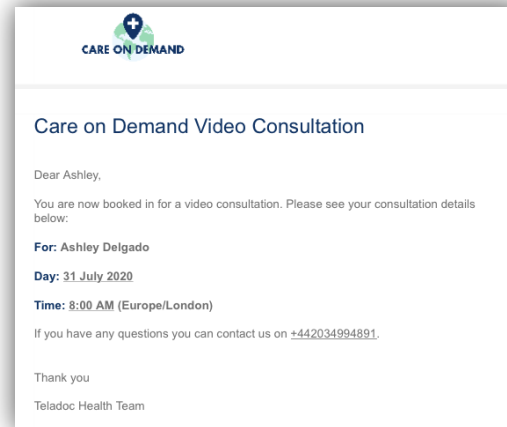


Email outputs

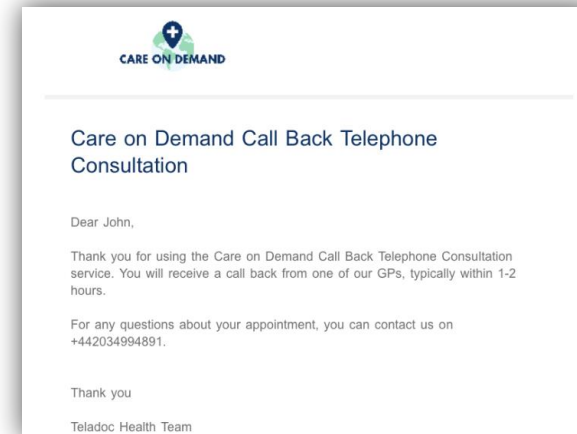
Welcome email – after registering



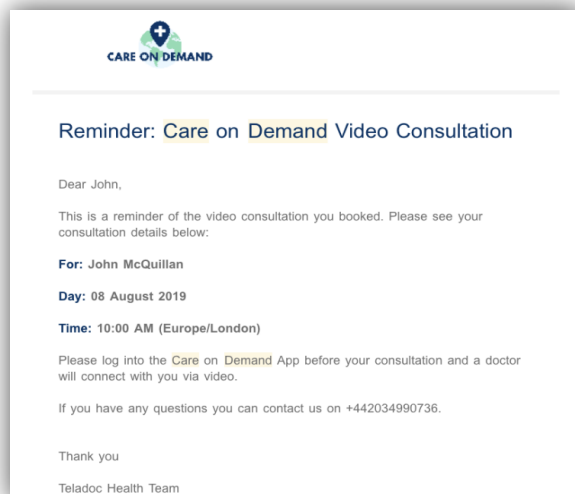
Video consultation confirmation email



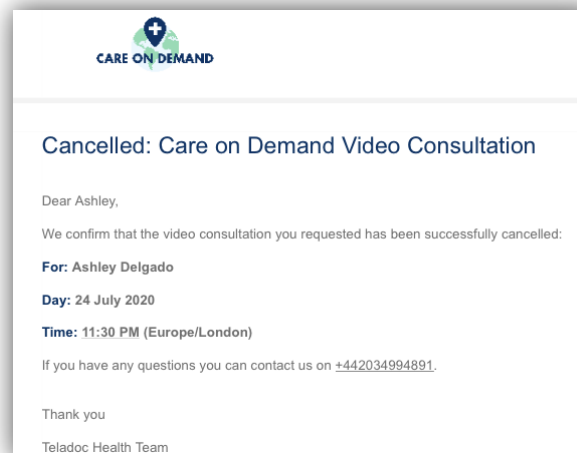
Call back confirmation email



Appointment reminder



Video cancellation email



Password reset email

