

What Is Talk with Your Doc?

Talk with Your Doc is a video telehealth package that provides tools to help patients and providers prepare for a virtual visit and enables an ongoing relationship between patients and providers. As a patient, you can use the Talk with Your Doc **patient portal** to complete a COVID-19 screening survey, fill out an initial questionnaire, and provide details about your underlying conditions and device readings (such as blood sugar).

The patient portal also integrates with home health devices and offers a way for providers to share a list of tasks for you to complete, including a symptom journal for reporting your temperature and other information at doctor-directed intervals.

To Join the Talk with Your Doc Patient Portal

Your doctor will send you an email invitation to join the Talk with Your Doc patient portal. To create your account, follow the steps below.

NOTE: If your doctor invited you to join the portal while also scheduling a video visit appointment, the link to join the portal will automatically redirect to the page where you will join the video visit 15 minutes before your visit. You can return to the email and use the link to join the portal to complete your registration after the visit's scheduled end time.

1. Click the link in the email invitation you received.
2. At the *Complete your information transfer* prompt, click **Continue**.

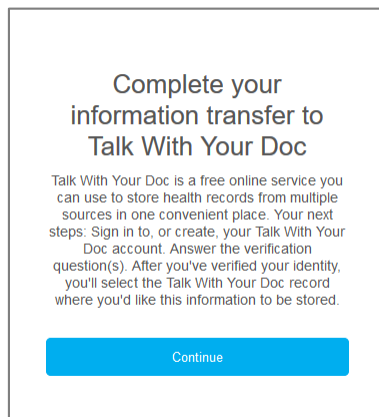


Figure 1: Click Continue

3. If you have a MyCareCorner patient portal account, you can sign in to the Talk with Your Doc portal using the same credentials. Enter your MyCareCorner email and password and click **Sign In**. Then skip to step 7.

or

If you do not have a MyCareCorner account, click **Create Account** to create a new account. Then proceed with the steps below.

The screenshot shows a web form with the following elements:

- Don't Have an Account Yet?** section with a sub-header "Signing up for an account is quick and easy! In just a few simple steps you will be on your way to better managing your health." and a "Create Account" button.
- Sign in to Your Account** section with "Email" and "Password" input fields, a "Forgot Password?" link, and a "Sign In" button.
- A footer note: "You can also sign in using your MYCARECORNER account to log in."

Figure 2: Sign in with your MyCareCorner credentials OR click Create Account to create a new account

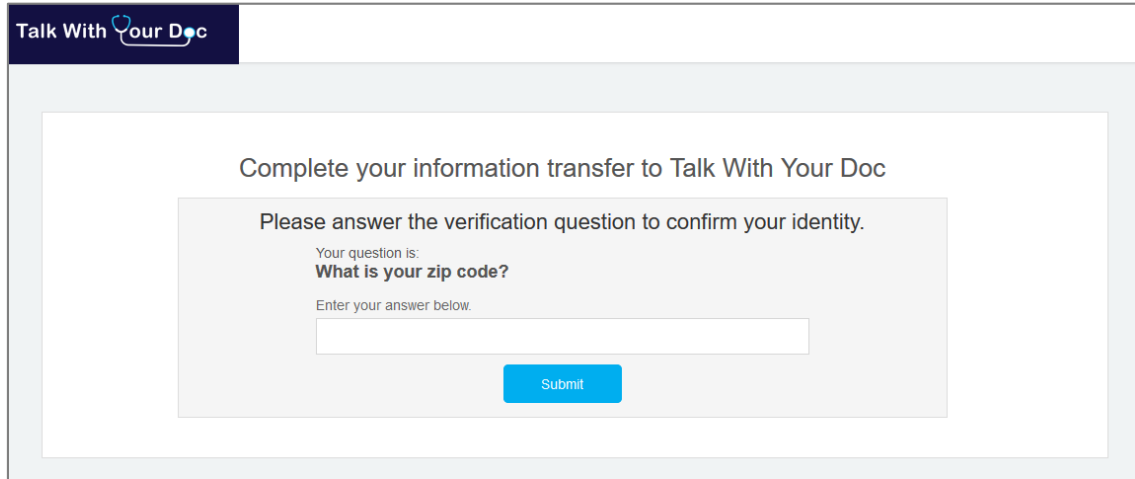
4. Complete the fields on the *Create Your Talk with Your Doc Account* page with your name and other requested details. Then scroll down to enter your email address, choose a password, and accept the license agreement and privacy policy.

The screenshot shows the "Create Your Talk With Your Doc Account" page with the following sections:

- You create your personal health account here**: A paragraph explaining that the health account stores information in one place and that the user is the sole owner.
- Read the End User License Agreement**: A note stating that users must be 16 years of age or older and must accept the EULA.
- Create Your Talk With Your Doc Account**: A form with fields for:
 - Profile image (Browse... button, No file selected)
 - First Name (text input)
 - Last Name (text input)
 - Relationship (dropdown menu, currently set to "Self")
 - Country/Region (dropdown menu, currently set to "United States")
 - Sex (radio buttons for "Female" and "Male")
 - Date of Birth (text input with MM/DD/YYYY format and a calendar icon)
- Create an Account to Manage This Record**: A section with an "Email" input field.

Figure 3: Enter your name and other details

- At the bottom of the page, click **Create Account**.
- When prompted to answer the identity verification question, type the answer and click **Submit**.

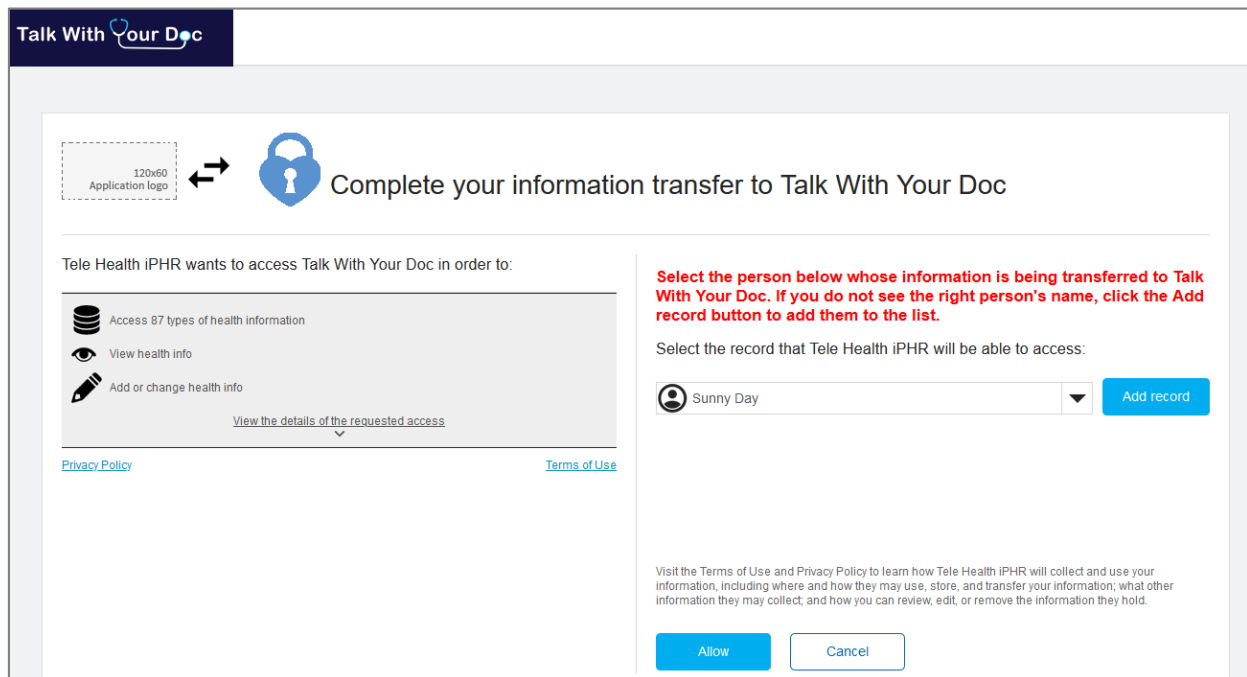


The screenshot shows the 'Talk With Your Doc' interface. At the top left is the logo. The main heading is 'Complete your information transfer to Talk With Your Doc'. Below this, a grey box contains the text: 'Please answer the verification question to confirm your identity. Your question is: **What is your zip code?** Enter your answer below.' There is a text input field and a blue 'Submit' button.

Figure 4: Answer the identify verification question

- On the *Complete your information transfer to Talk with Your Doc* page, verify your name appears in the drop-down field on the right; then click **Allow**. (Do not click the **Add record** button unless your name does not appear in the drop-down list.)

*NOTE: If you logged in with your MyCareCorner credentials, the “Complete your information transfer...” line at the top of the screen reads, “Talk with Your Doc is requesting access to information...” instead, but the remainder of this screen looks the same. Verify your name appears and click **Allow**.*



The screenshot shows the 'Talk With Your Doc' interface for information transfer consent. The heading is 'Complete your information transfer to Talk With Your Doc'. On the left, a box lists the access requested: 'Access 87 types of health information', 'View health info', and 'Add or change health info'. Below this are links for 'Privacy Policy' and 'Terms of Use'. On the right, there is a red instruction: 'Select the person below whose information is being transferred to Talk With Your Doc. If you do not see the right person's name, click the Add record button to add them to the list.' Below this is a dropdown menu with 'Sunny Day' selected and an 'Add record' button. At the bottom, there are 'Allow' and 'Cancel' buttons.

Figure 5: Verify your name appears in the field and click Allow

- On the *Access approved* page, click **Home**.

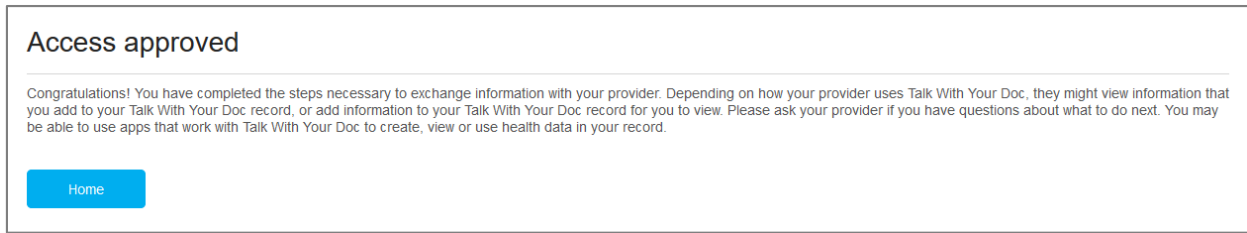


Figure 6: Click Home

- Review the license agreement that appears; then scroll to the bottom, select the **I agree to Terms and Conditions** check box, and click **Accept**. The Talk with Your Doc home page is displayed.

To Log in to Talk with Your Doc

Once you have created a Talk with Your Doc account, follow these steps to log in at any time.

- Go to talkwithyourdoc.com.
- Click the **Sign in** button in the upper-right corner of the screen.
- Sign in to your account with the email address and password you used when creating the account (or with your MyCareCorner credentials, if you already had a MyCareCorner patient portal account).
- Click **Sign in**. The Talk with Your Doc home page is displayed.

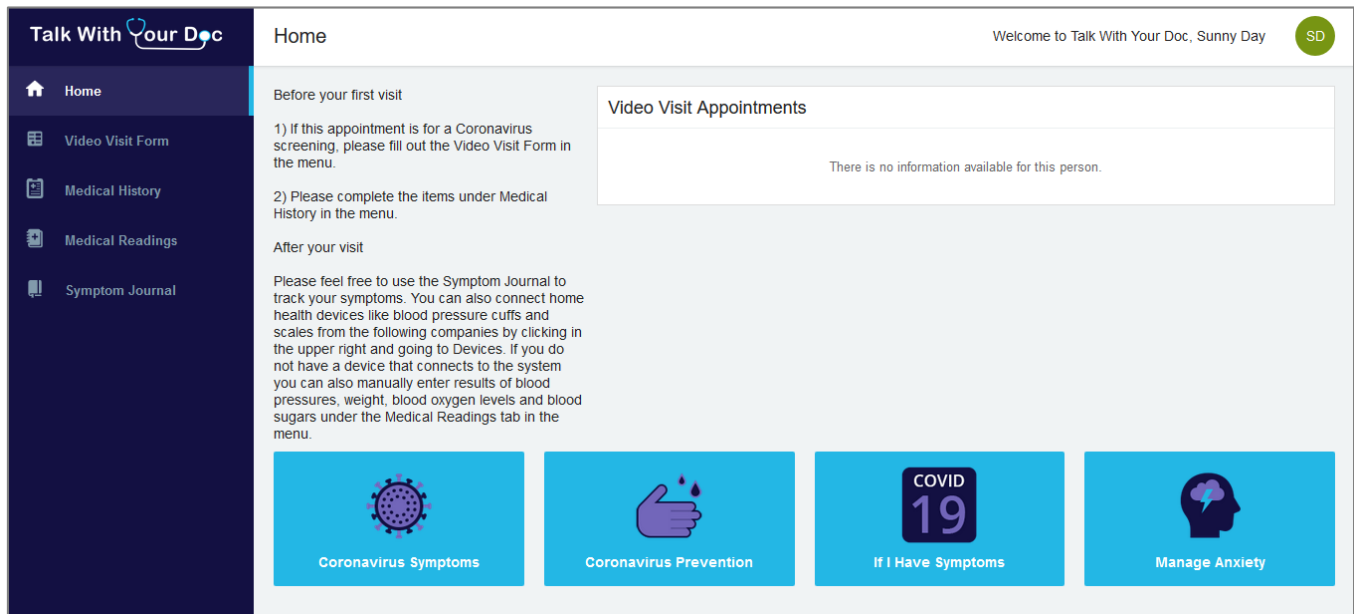


Figure 7: The Talk with Your Doc home page

To Use the Talk with Your Doc Patient Portal

From the Talk with Your Doc home page, you can view Coronavirus information, complete a video visit form, view or update your medical history, view or update your medical readings, and record entries in your symptom journal.

- **View Coronavirus Information:** The blue boxes at the bottom of the Talk with Your Doc home page are links to Coronavirus information from the Centers for Disease Control and Prevention (CDC). Clicking one of these boxes opens the CDC content in a new browser tab.



Figure 8: Links to Coronavirus information from the CDC

- **Complete the Video Visit Form:** If you are requesting a video visit for a Coronavirus screening, your doctor may ask you to complete the video visit form. From the left side of the screen, click **Video Visit Form**. Then, in the Coronavirus Questionnaire box, click **Start**. Answer the questions in the pane that appears on the right side of the screen. After answering each set of questions, click **Next** to proceed to the next set. After completing the final set of questions, click **Submit**. Click the “X” in the upper-right corner of the Coronavirus Questionnaire pane to close it and access other areas of the portal.
- **View/Update Your Medical History:** From the left side of the screen, click **Medical History**. The *Medical History* screen is displayed, listing your current and discontinued medications, conditions, and allergies (when this information is available). To add to your medical history, click the plus sign in the red circle (lower-right corner of the screen) and select the information you want to add (**Add Medication**, **Add Condition**, or **Add Allergy**). Enter the details in the pane that appears on the right; then click **Save** to save the information to your health record.

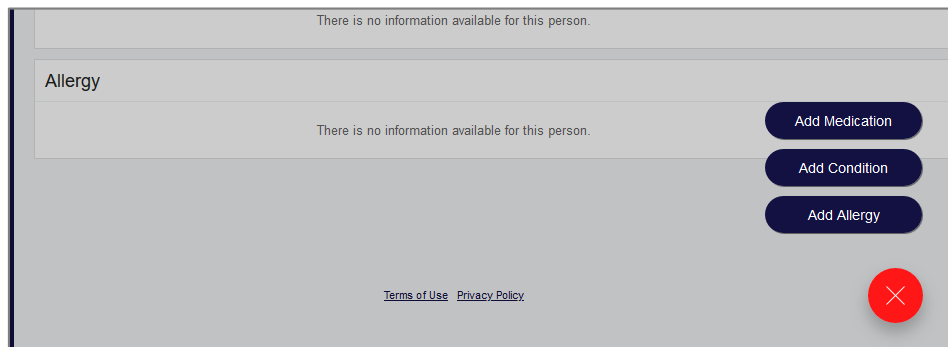


Figure 9: Click buttons to add a medication, condition, or allergy

- **View/Update Medical Readings:** From the left side of the screen, click **Medical Readings**. The *Medical Readings* screen is displayed, listing any readings that have already been saved to your health record. To add a new reading, click the plus sign in the red circle (lower-right corner of the screen) and select the type of reading you want to add (**Add Blood Pressure**, **Add Pulse Rate**, **Heart Rate**, or **Temperature**, **Add Weight**, **Add Blood Glucose**, or **Add Blood Oxygen Saturation**). Enter the details in the pane that appears on the right; then click **Save** to save the information to your health record.

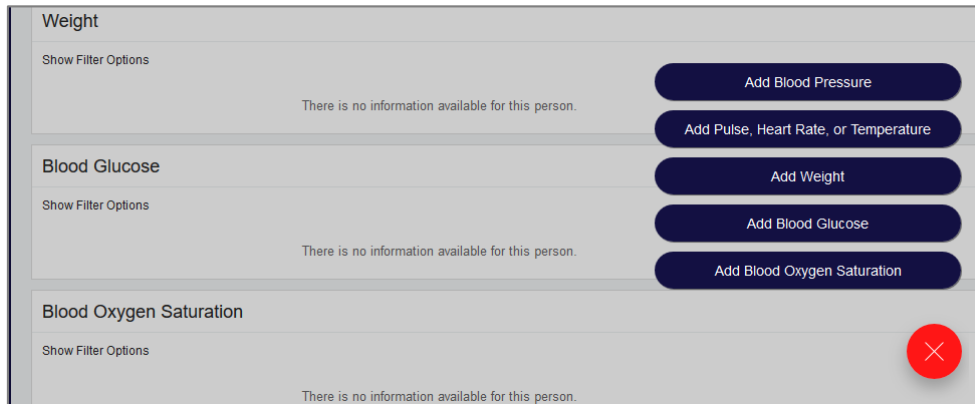


Figure 10: Click buttons to add medical readings

- Use the Symptom Journal:** From the left side of the screen, click **Symptom Journal**. The *Symptom Journal* screen is displayed, listing any entries you have already recorded in your journal. To see the entries from a specific date, click that date from the row of dates that appears by default, or click the calendar icon next to today's date and select another date from the calendar. To add a new entry, click the plus sign in the red circle (lower-right corner of the screen), enter the information in the pane that appears on the right, and click **Save** to save the entry to your journal.

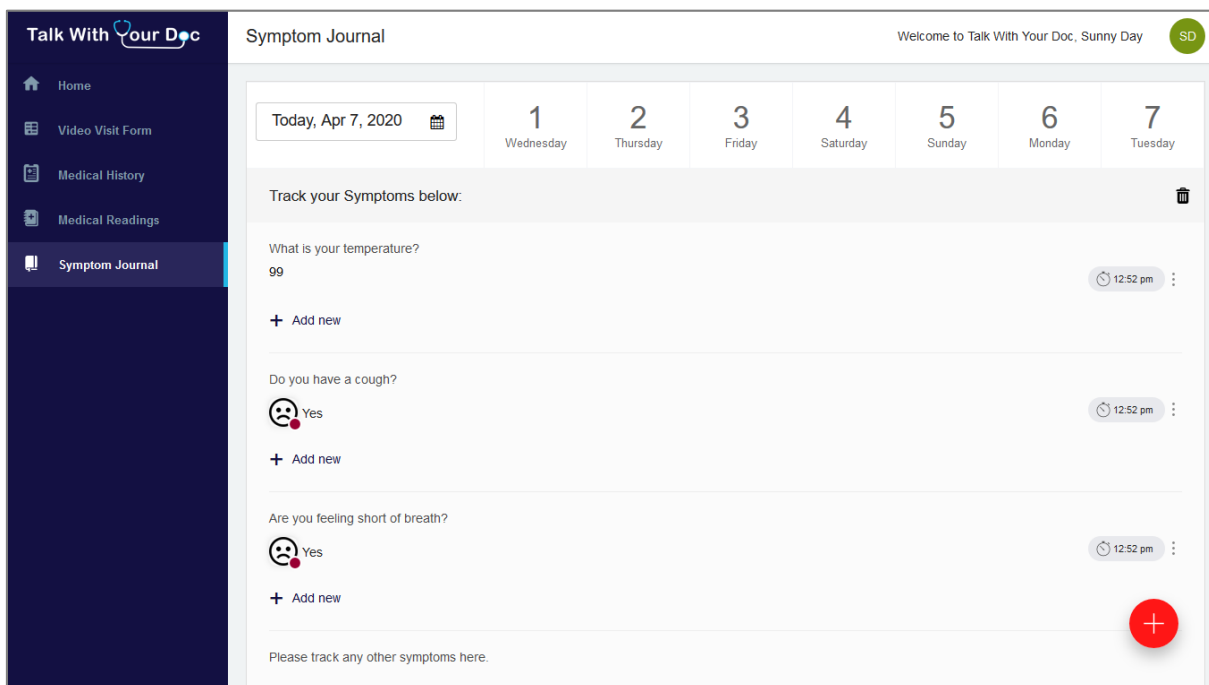


Figure 11: Symptom Journal screen

To View or Update Your Profile Information

Click your initials (or your photo, if you added one when creating your Talk with Your Doc account) in the upper-right corner of the screen to display a menu of profile-related options.

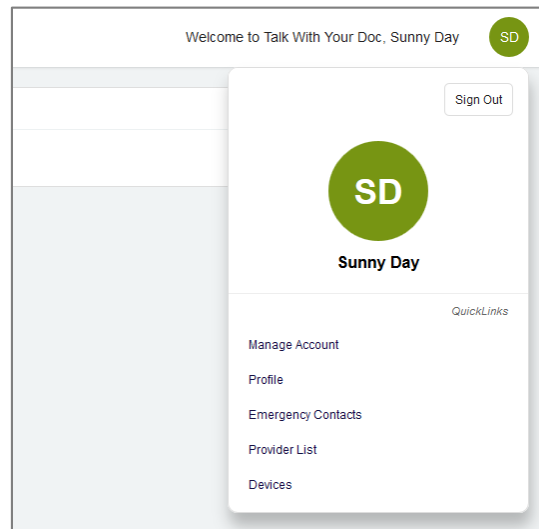


Figure 12: Profile options

The menu contains the following options. Note that you may be prompted to enter your login credentials again before accessing some of these options.

- **Manage Account:** Select this option to edit your user name, change your password, or delete your account.
- **Profile:** Select this option to view or edit your name, address, and other personal details or to add an email address or phone number.
- **Emergency Contacts:** Select this option to view your existing emergency contacts, if available. Click the plus sign in the red circle (lower-right corner of the screen) to add an emergency contact.
- **Provider List:** Select this option to view your existing care providers, if available.
- **Devices:** Select this option to connect a third-party device (such as a Fitbit or Garmin device) to your account. Information from your connected devices will be shared with your provider.
- **Sign Out:** Click this button to sign out of your Talk with Your Doc account. (You will also be signed out automatically after a period of inactivity in the system.)

To Join a Video Visit

If your doctor sent you an email invitation for a video visit appointment, click the link in that email to join the appointment. You can also log in to the Talk with Your Doc portal and click the **Join** button for the appointment from the **Video Visit Appointments** area on the home page.

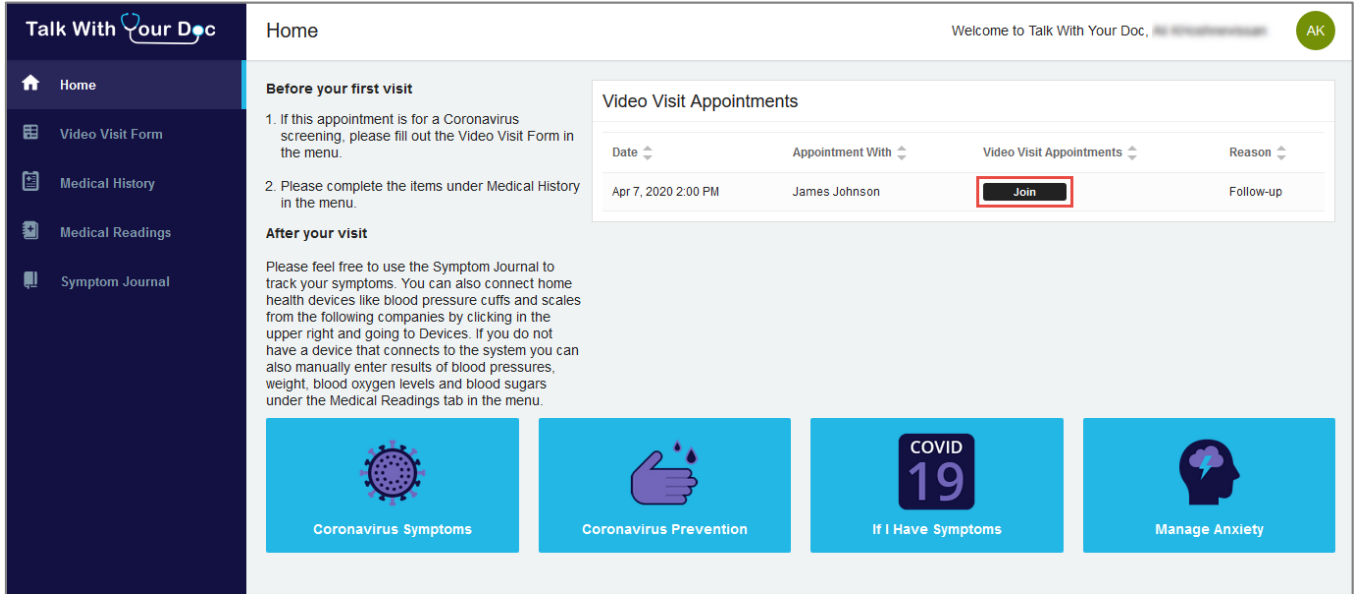


Figure 13: Join button in Video Visit Appointments area of home page

NOTE: You can enter the waiting room up to 15 minutes before your scheduled appointment time.