



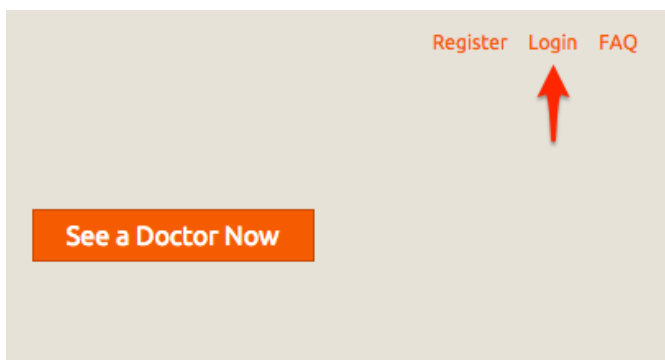
relyMD

Wake County Protocol

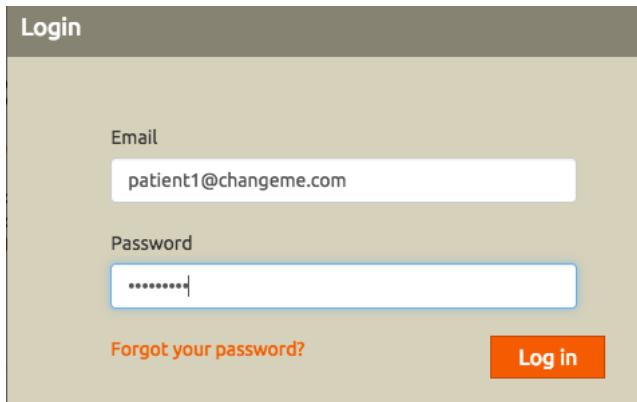
1. In Google Chrome, go to <http://www.relymd.com/wakeems/> to find a copy of these instructions. The password is “**relymddemo1**”
2. Go to the patient spreadsheet <http://goo.gl/PPgEri>. Choose the first line **without** an EMS Unit number next to it and enter **your** unit number on that line.

	A	B
1	Account name	EMS Unit
2	relymddemo1+ems2@gmail.com	77
3	relymddemo1+ems3@gmail.com	42
4	relymddemo1+ems4@gmail.com	58
5	relymddemo1+ems5@gmail.com	
6	relymddemo1+ems6@gmail.com	
7	relymddemo1+ems7@gmail.com	

3. Go to <https://consult.relymd.com>
4. Click “Login” in the upper right corner



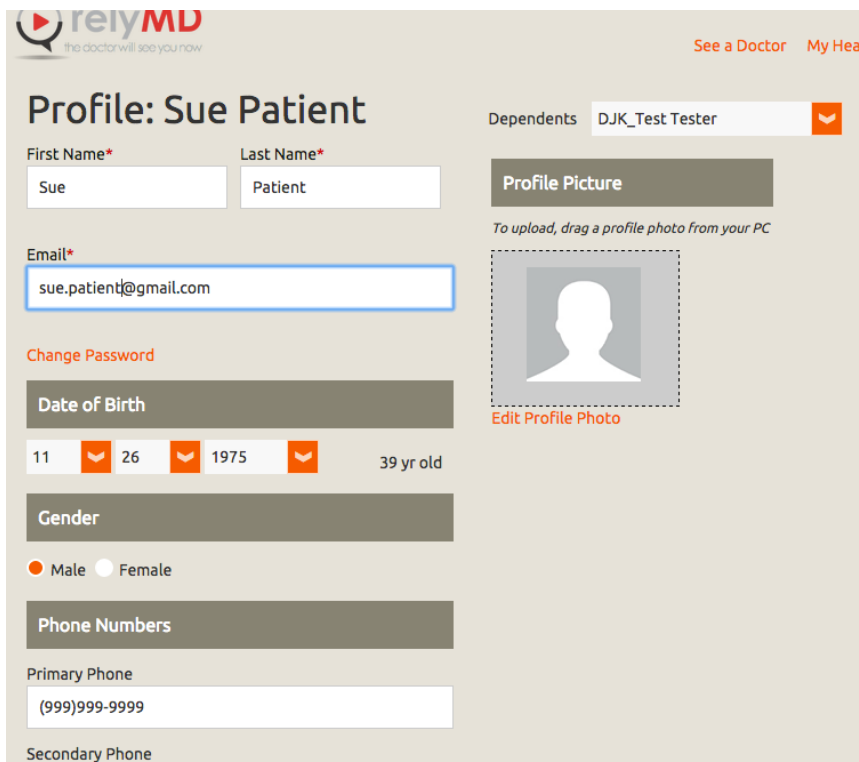
5. Enter the **username** from **step 2**, and the password “**relymddemo1**” and click “**Log in**”



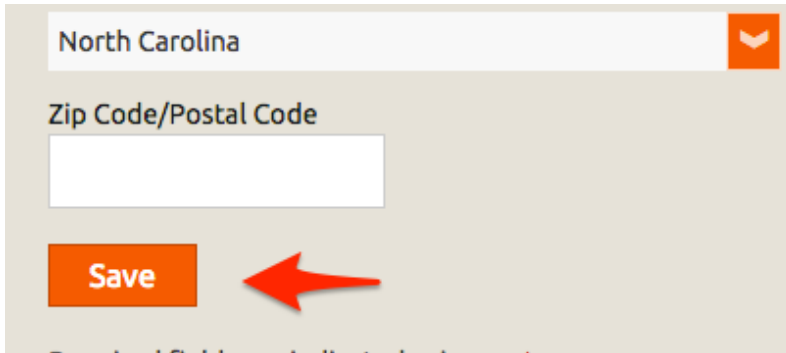
6. Click “**My Profile**” in the upper right corner.



7. Edit the **First Name, Last Name, Email, Date of Birth, Gender, Phone Numbers, Addresses** to match the patients demographics. **Health Insurance** is not needed. **Pharmacy** information is useful if it is available.

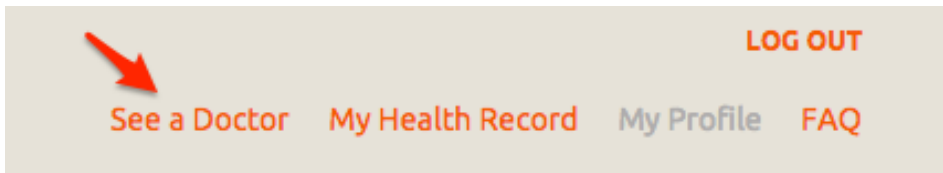


8. Scroll to the bottom of the page and click **“Save”**



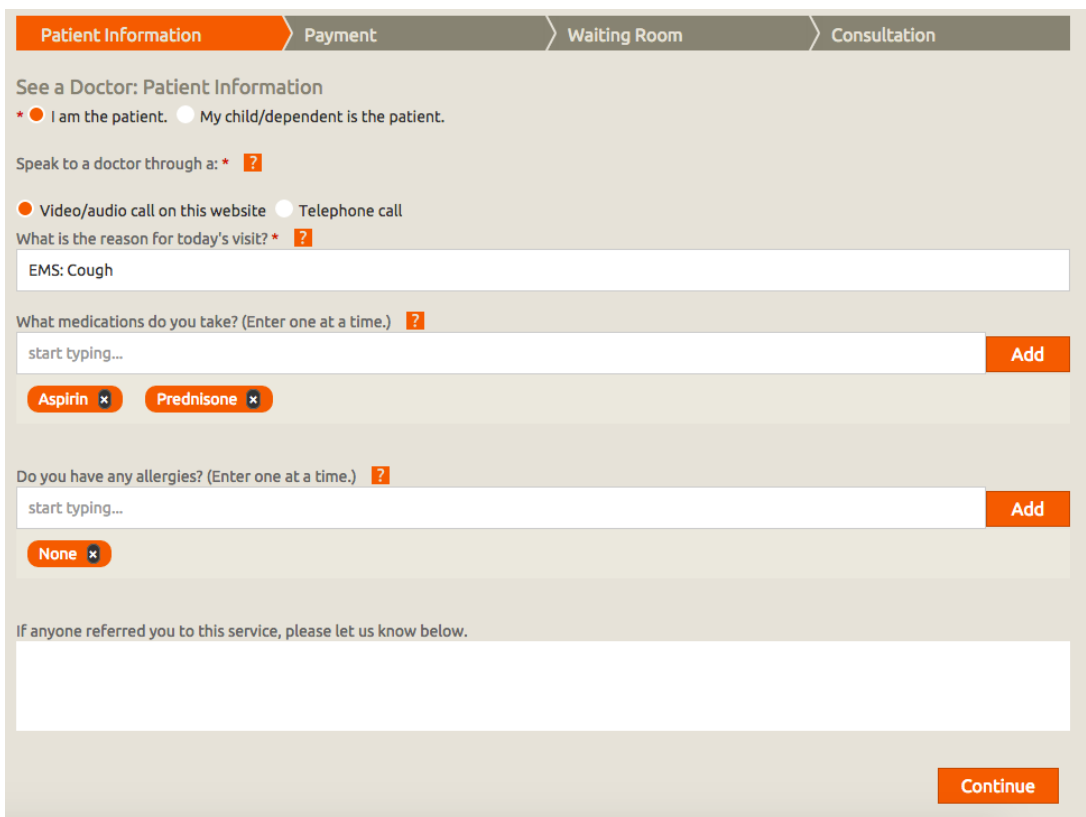
A screenshot of a form section. At the top, there is a dropdown menu with "North Carolina" selected and a downward arrow icon. Below this is a label "Zip Code/Postal Code" followed by an empty text input field. At the bottom left of this section is an orange button labeled "Save". A red arrow points from the right towards the "Save" button.

9. Scroll to the top of the page and click **“See a Doctor”** in the upper right corner.



A screenshot of a navigation bar. On the right side, there is a "LOG OUT" link in orange. Below it, there are four links: "See a Doctor", "My Health Record", "My Profile", and "FAQ". The "See a Doctor" link is highlighted in orange. A red arrow points from the left towards the "See a Doctor" link.

10. Select **“I am the patient”**. Select **“Video/audio call on this website”**. Under **“What is the reason for today's visit?”** enter **“EMS:”** followed by the patients **chief complaint**. This will alert the provider that there is an EMS unit waiting. Add the patients **Medications** and **Allergies**. When you are done click **“Continue”**



A screenshot of the "See a Doctor: Patient Information" form. The form has a progress bar at the top with four steps: "Patient Information" (active), "Payment", "Waiting Room", and "Consultation". Below the progress bar, there are radio buttons for "I am the patient." (selected) and "My child/dependent is the patient.". There is a question mark icon next to "Speak to a doctor through a:". Below that, there are radio buttons for "Video/audio call on this website" (selected) and "Telephone call". There is a question mark icon next to "What is the reason for today's visit?". Below that, there is a text input field containing "EMS: Cough". There is a question mark icon next to "What medications do you take? (Enter one at a time.)". Below that, there is a text input field with "start typing..." and an "Add" button. Below the input field, there are two buttons: "Aspirin" and "Prednisone", each with a close icon. There is a question mark icon next to "Do you have any allergies? (Enter one at a time.)". Below that, there is a text input field with "start typing..." and an "Add" button. Below the input field, there is a button: "None" with a close icon. There is a question mark icon next to "If anyone referred you to this service, please let us know below.". Below that, there is a large text input field. At the bottom right of the form, there is a "Continue" button.

11. Allow the patient to read the “**Terms of Service**”, “**Privacy Policy**” and “**Medical Consent**”. Check the corresponding boxes and click “**Continue**”

The screenshot shows a web form titled "See a Doctor: Payment". At the top, it states "Consultation fee: \$0" with a lock icon. Below this are three checked checkboxes: "I have read and agree with the Terms of Service", "I have read the Privacy Policy", and "I have read the Medical Consent". A dark grey bar with a question mark icon contains the text "Insurance Information (optional)". Below this are four input fields: "Insurance Company", "Insurance ID Number", "Group Number", and two side-by-side fields for "Policy Holder First Name" and "Last Name". An orange "Continue" button is located at the bottom right. A small red asterisk at the bottom left indicates that required fields are indicated with an asterisk.

12. Under “How would you like to be notified” choose “**Alert on the website**”

The screenshot shows a form titled "How would you like to be notified?". The text reads: "Thank you, your payment has been received. How would you like to be notified when a doctor is ready to see you?". There are three radio button options: "Alert on the website" (which is selected), "Text message and alert on the website", and "Phone call and alert on the website". An orange "Continue" button is at the bottom.

13. Update the patients medical history. **Primary Care Provider** and **Social History** are not required unless you feel they are relevant to the complaint. When you are done click “**Next**” then click “**Submit**”

Medical History: Sue Patient

As a new patient, the doctor will need to see your medical history. Please provide the following information while you wait for the doctor.

Height and Weight

Height ? Weight (lbs.) ?
Feet Inches

Primary Care Physician

Name Phone Number

Preferred Pharmacy

Name Phone Number

Address

City

State

Zip Code/Postal Code

Do you have any other medical problems?
(Enter one at a time.) ?

Have you had any surgeries?
(Enter one at a time.) ?

Social History

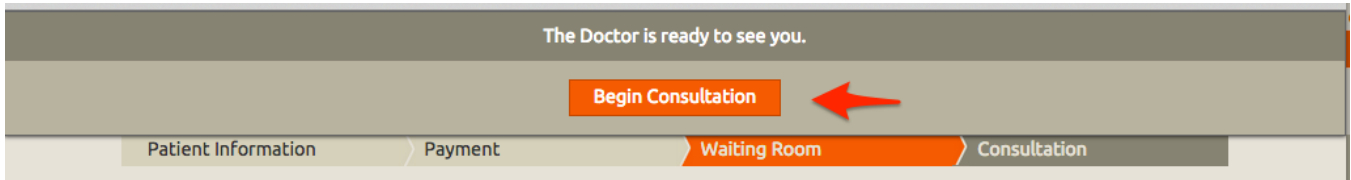
Do you smoke cigarettes?
 Yes No

Do you drink alcohol?

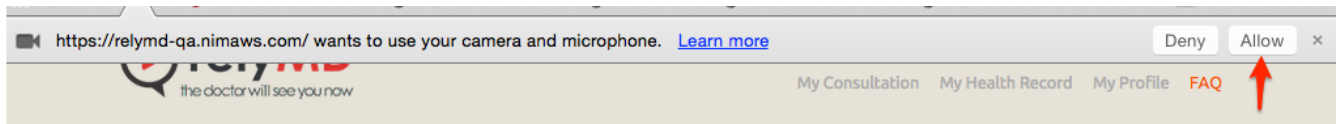
What is your job or profession?

Do any medical problems run in your family?
(Enter one at a time) ?

14. When the doctor is ready to see your patient, a banner will appear at the top of the screen. Click **Begin Consultation**.



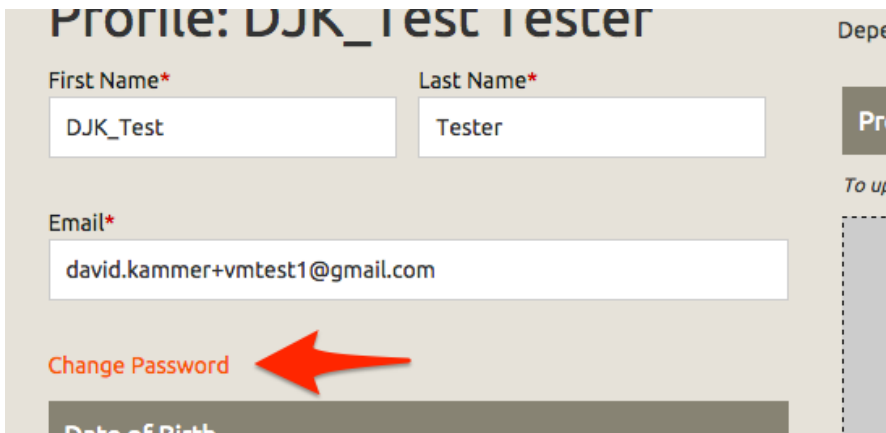
15. You may see a banner appear at the top of the screen requesting use of the camera. If this appears click **“Allow”**



16. After the consultation click **“My Profile”** again in the upper right hand corner.



16. Click **“Change Password”**



17. Have the patient set a new password for themselves, the patient should be allowed to input this themselves directly.

Profile: DJK_Test Tester
DJK_Test Tester
david.kammer+vmtest1@gmail.com

! You will be logged out and will need to log in again to continue

New Password* **?**

.....

Password must contain:

- 8 - 24 characters
- A mix of letters and numbers

Confirm Password*

.....

Cancel **Save**

Required fields are indicated using an *

Version: 1.5.60.13

16. Click “**Save**” to update the password and log the patient out

17. Give the patient the **RelyMD After Encounter Sheet**, encourage them to right down the user name (i.e. email address) they used, and to remember their password. They will receive a message via email to help when their discharge instructions are available on the website (ems personal do not need to wait for this). Any prescriptions will be called in or sent electronically.