

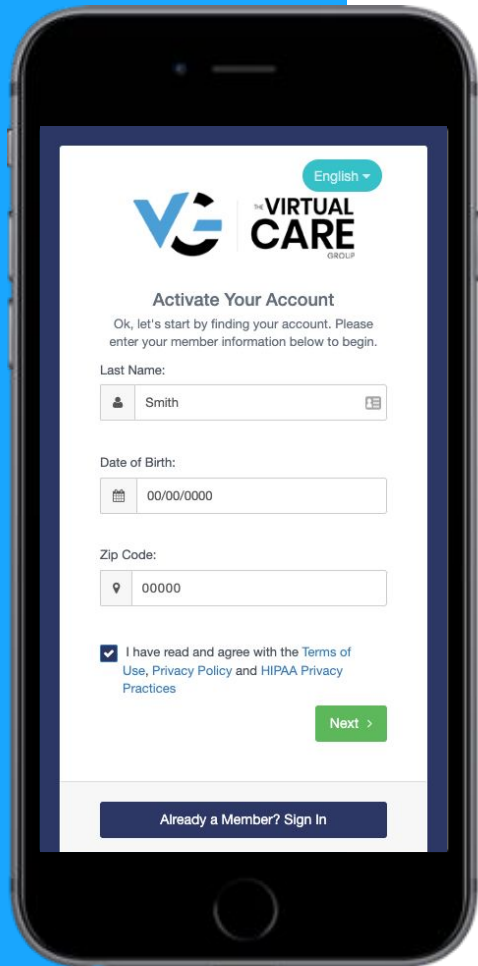


Virtual Care Group

Mobile and Desktop App Instructions

Mobile App Instructions

Activate an Account



STEP 1

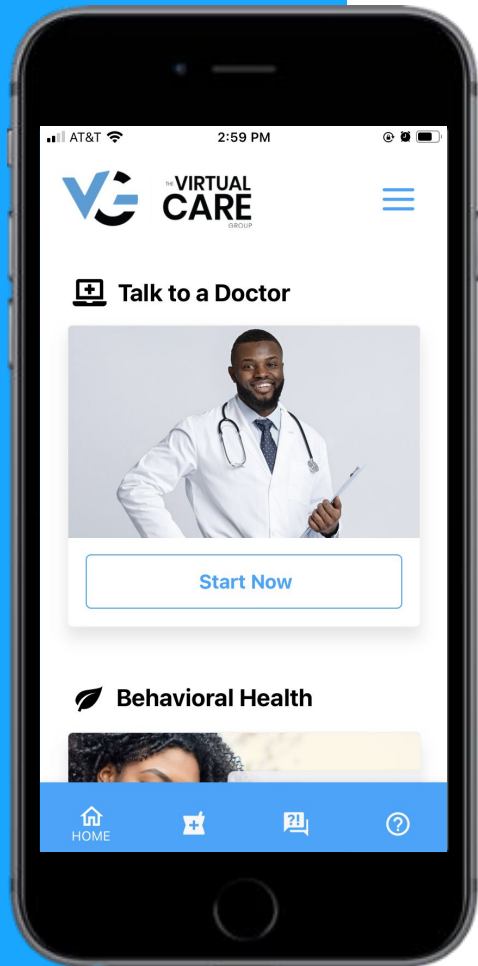
Download and install the VCG app

Select the “Activate My Account” button and fill in details on next screen.



Please use zip code **17603** when prompted.

Mobile App Instructions Behavioral Consult



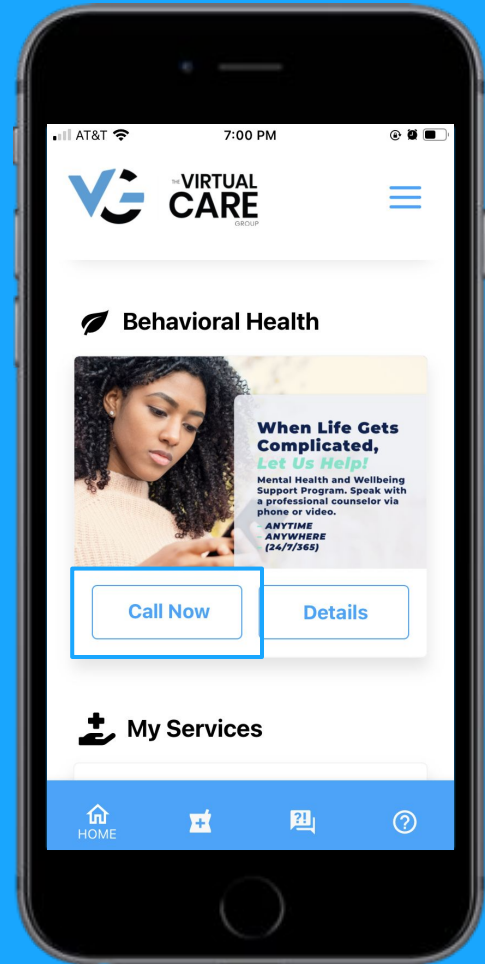
STEP 1

Download and install the VCG app

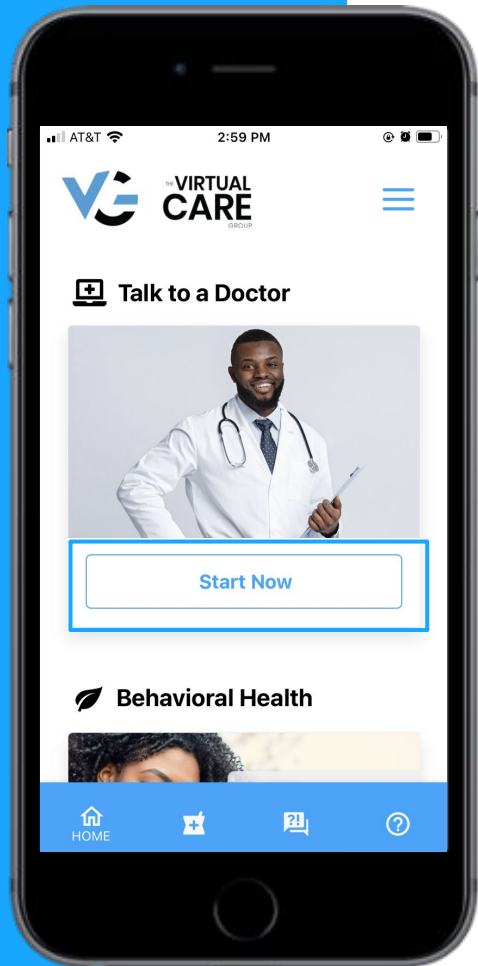


STEP 2

Select the “Call Now” button on the homepage



Mobile App Instructions Medical Consult



STEP 1

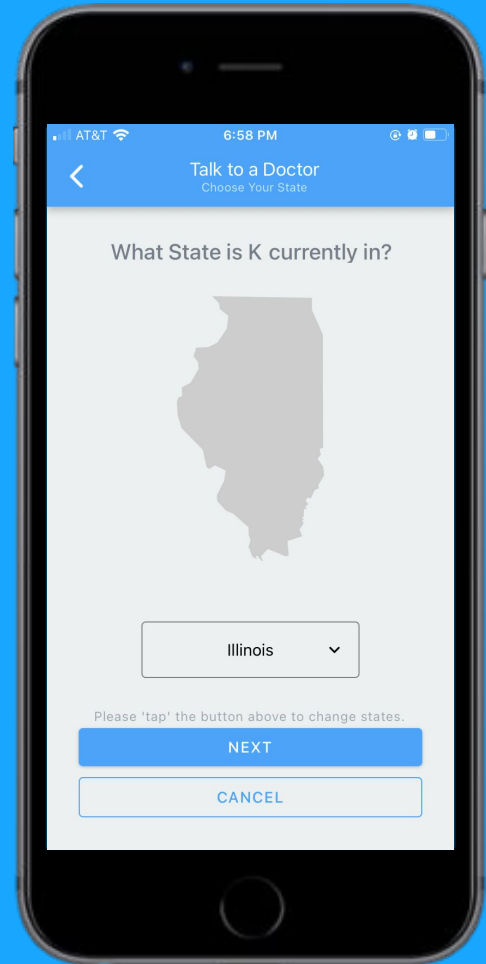
Download and install the VCG app

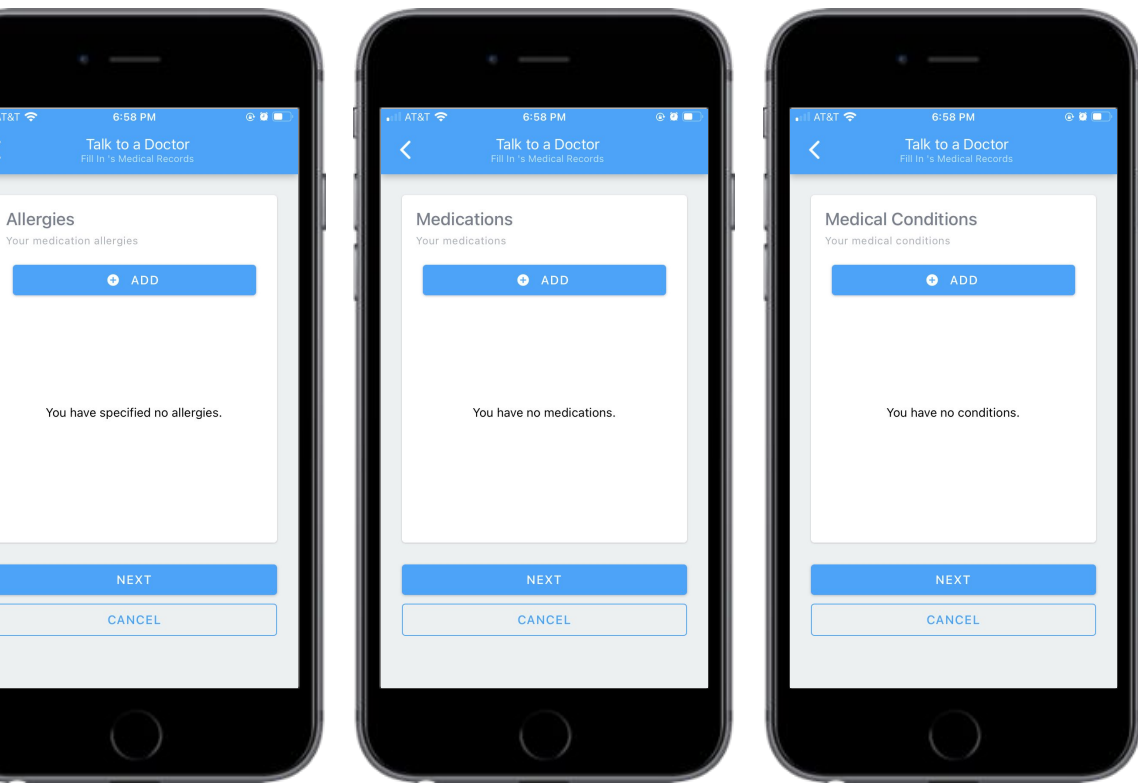
Select the "Start Now" button
under "Talk to a Doctor"



STEP 2

Select state of residence



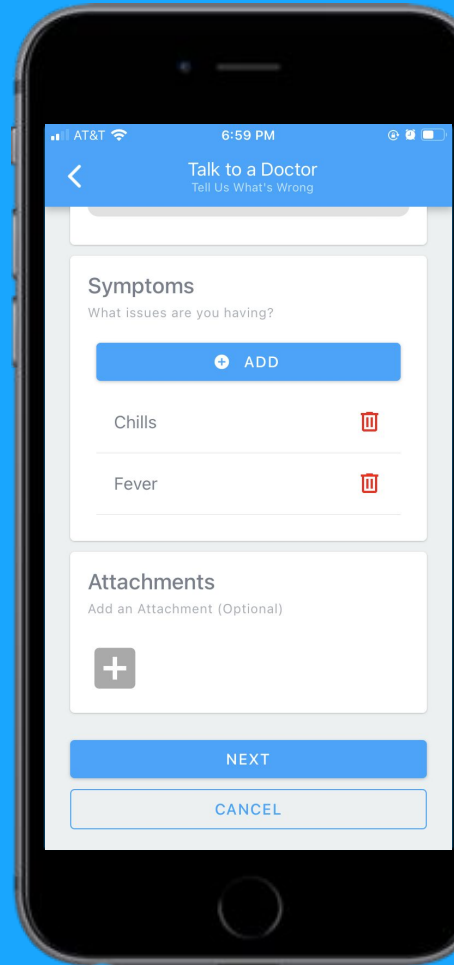
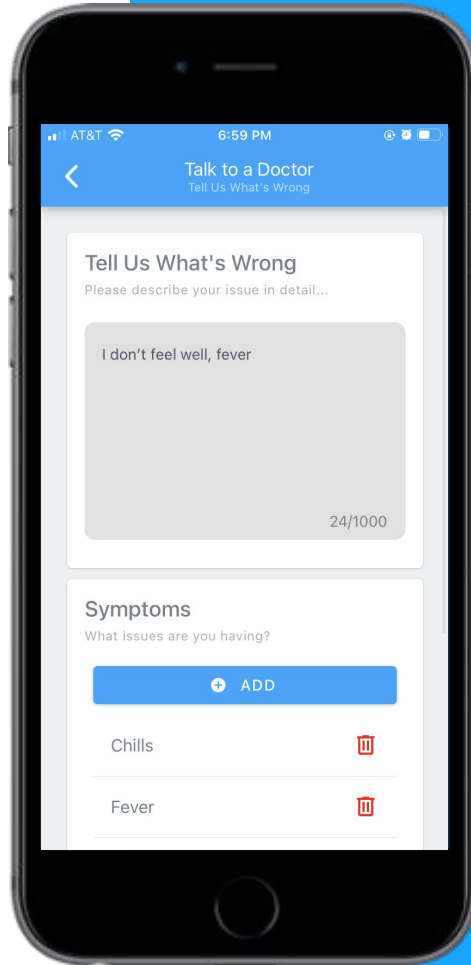


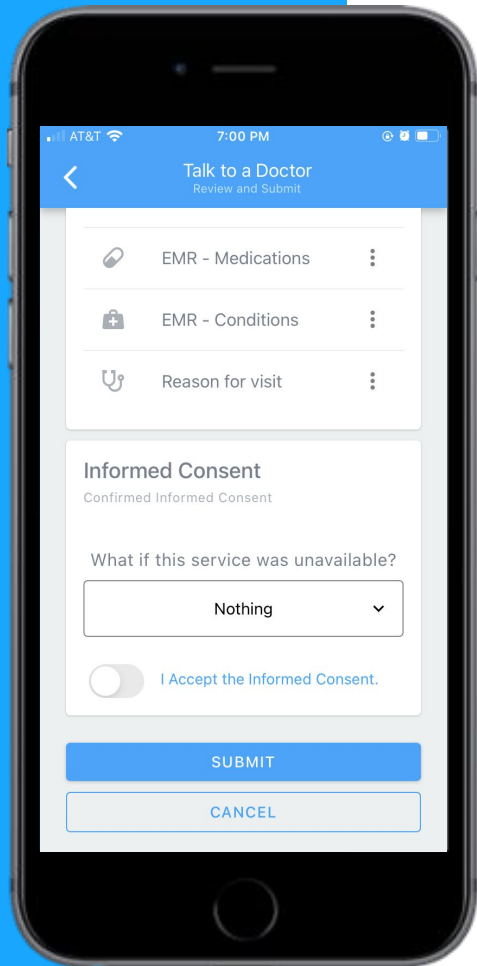
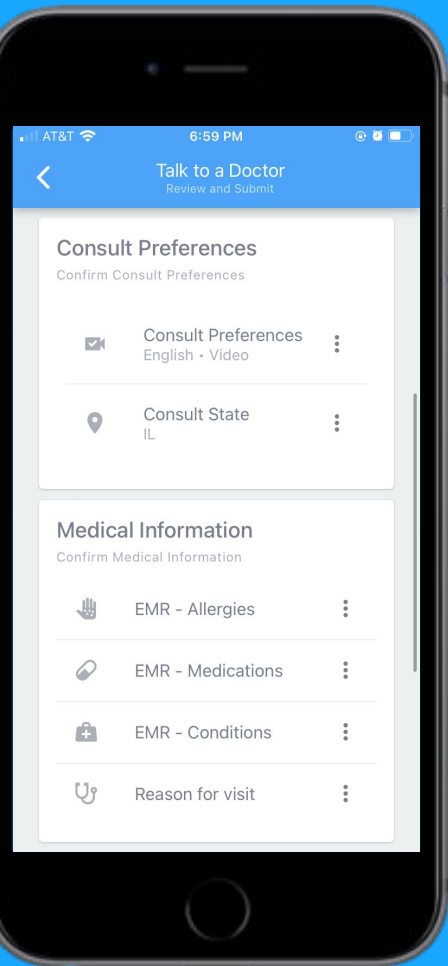
STEP 3

**Fill out health
records**

STEP 4

Fill out reasons for consultation





STEP 5


**Fill out
consult
preferences
and submit**

Desktop App Instructions Activate an Account

STEP 1

Select the “Not Activated Yet? Activate Now” button

English ▾



**the VIRTUAL
CARE**
GROUP

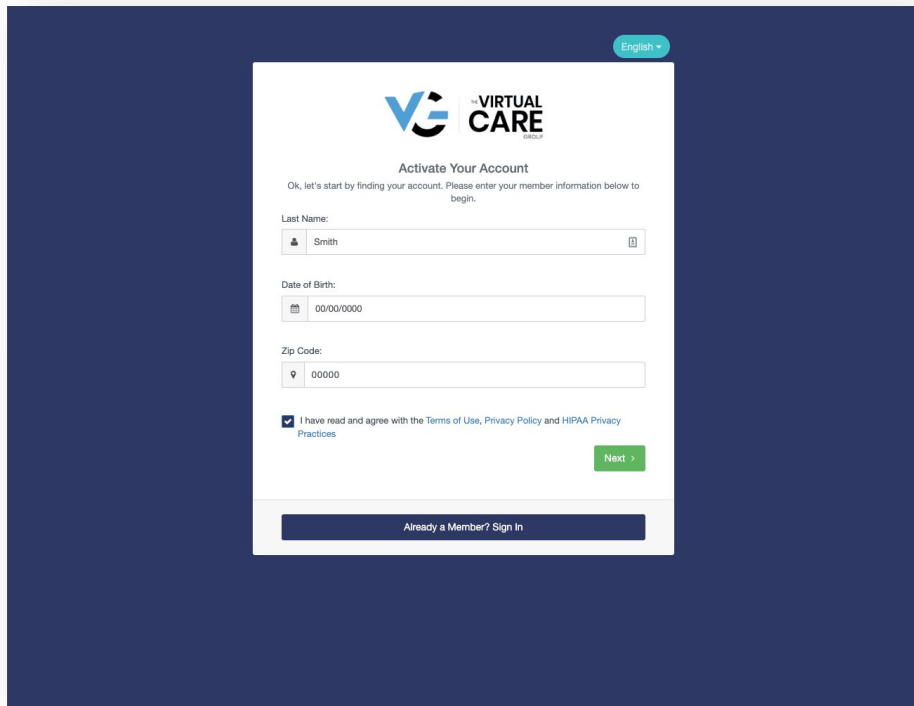
Already a Member?
Sign in to your account

[Forgot Your Password?](#) [Sign in >](#)

[Not Activated Yet? Activate Now](#)

[Test Your Video Capabilities](#) | [Informed Patient Consent](#)

v2022.0331.1.P (107)



The screenshot shows a web form for account activation. At the top right is a language dropdown set to 'English'. The Virtual Care Group logo is at the top center. Below it is the heading 'Activate Your Account' and a subtext: 'Ok, let's start by finding your account. Please enter your member information below to begin.' The form contains three input fields: 'Last Name' with the value 'Smith', 'Date of Birth' with the value '00/00/0000', and 'Zip Code' with the value '00000'. Below these fields is a checkbox that is checked, with the text 'I have read and agree with the Terms of Use, Privacy Policy and HIPAA Privacy Practices'. A green 'Next >' button is to the right of the checkbox. At the bottom of the form is a dark blue button with the text 'Already a Member? Sign In'.

English

VG | **VIRTUAL CARE**
GROUP

Activate Your Account

Ok, let's start by finding your account. Please enter your member information below to begin.

Last Name:

Smith

Date of Birth:

00/00/0000

Zip Code:

00000

☒ I have read and agree with the [Terms of Use](#), [Privacy Policy](#) and [HIPAA Privacy Practices](#)

Next >

Already a Member? Sign In

STEP 2

Fill in details


Please use zip code **17603** when prompted.

Desktop App Instructions Behavioral Consult


STEP 1

Sign into the VCG desktop app


English ▾

 **THE VIRTUAL
CARE**
GROUP

Already a Member?
Sign in to your account



Email



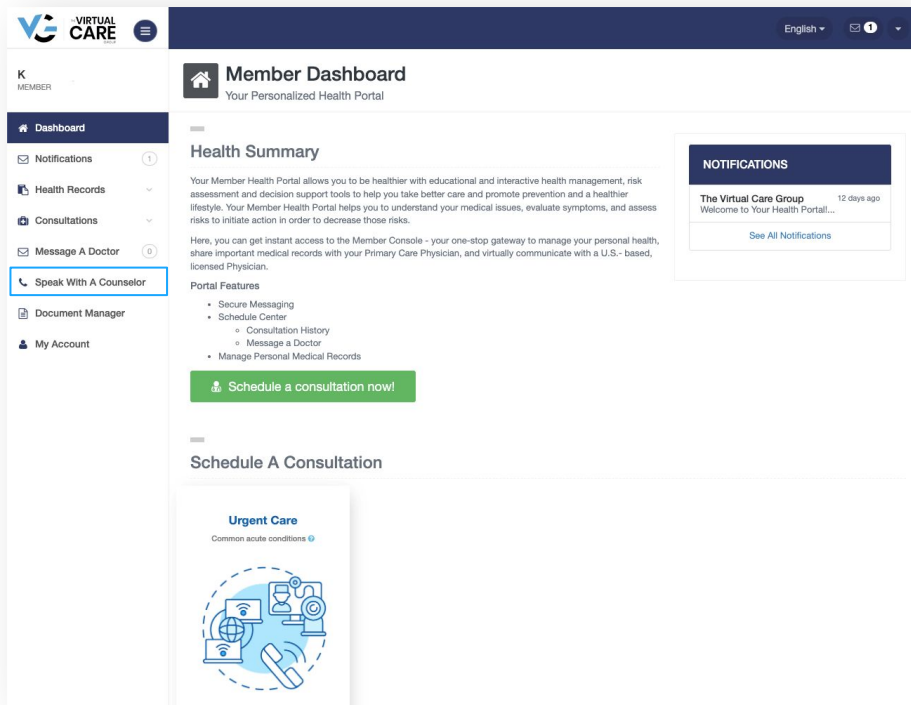
Password

[Forgot Your Password?](#) [Sign In >](#)

[Not Activated Yet? Activate Now](#)

[Test Your Video Capabilities](#) | [Informed Patient Consent](#)

v2022.0331.1.P (107)




STEP 2

Select “Speak With a Counselor”

STEP 3

Call the number on the screen

VIRTUAL CARE

English ⓘ 1

K
MEMBER

Dashboard

Notifications 1

Health Records


Consultations

Message A Doctor 0


Speak With A Counselor

Document Manager

My Account

 **Behavioral Health Virtual Counseling**
We are here to help

Whether you have questions about handling stress at work and home, parenting and child care, managing money, or health issues, you can turn to your Behavioral Health Virtual Counseling benefits for a confidential service that you can trust. Behavioral Health Virtual Counseling offers support with mental, financial, physical, and emotional well-being ANY TIME, 24/7, 365 days a year.



ACCESS LINE
To access your dedicated counseling service please call:
855-XXX-XXXX

CLINICAL SERVICES
Behavioral Health Virtual Counseling Clinical, which gives you immediate access to thousands of Masters – level professionals. Number of sessions will be determined by counselor and what is clinically appropriate per issue. Sessions offered via phone or video.

SERVICES


Life	Family	Health	Work	Money
Retirement	Parenting	Mental Health	Time Management	Saving
Midlife	Couples	Addictions	Career Development	Investing
Student Life	Separation/Divorce	Fitness	Work Relationships	Budgeting
Travel	Family Relationships	Management Stress	Work Stress	Management

Desktop App Instructions Medical Consult


STEP 1

Sign into the VCG desktop app


English ▾

 **THE VIRTUAL
CARE**
GROUP

Already a Member?
Sign in to your account



Email



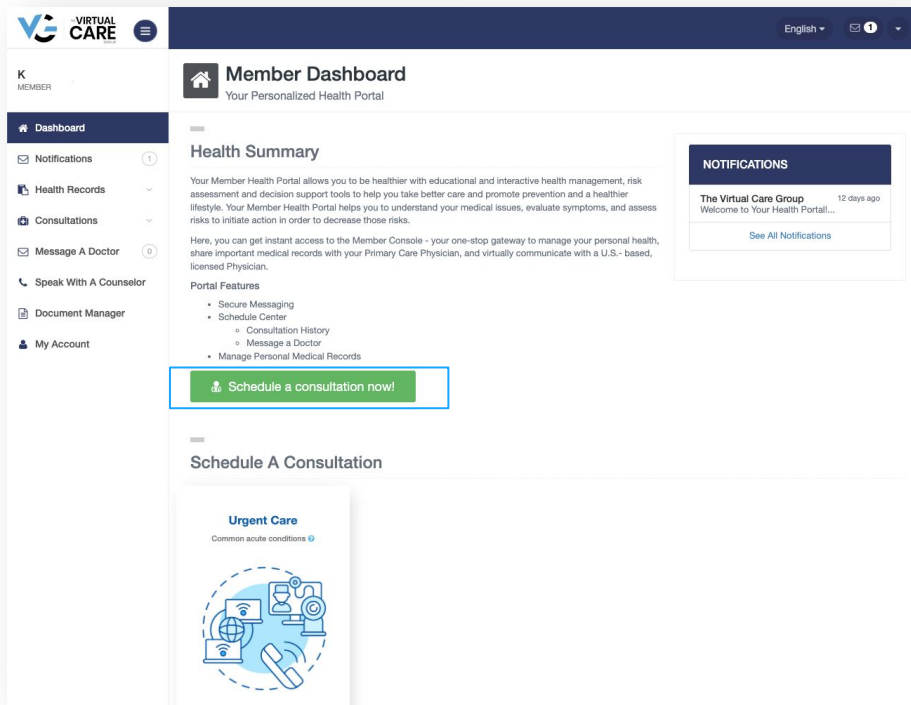
Password

[Forgot Your Password?](#) [Sign In >](#)

[Not Activated Yet? Activate Now](#)

[Test Your Video Capabilities](#) | [Informed Patient Consent](#)

v2022.0331.1.P (107)



STEP 2

Select the
“schedule a
consultation
now” button

STEP 3

Confirm patient information

The screenshot displays the Virtual Care patient portal interface. On the left is a sidebar menu with options: Dashboard, Notifications (1), Health Records, Consultations (with sub-options: Schedule a Consultation, My Consultations), Message A Doctor (0), Speak With A Counselor, Document Manager, and My Account. The main content area is titled 'Patient Details' with the subtitle 'Diagnostic Consultation By Phone'. Below this is a breadcrumb trail: Patient > EHR > Phone > State > Details > Schedule > Pharmacy > Billing > Finish. The 'Patient' tab is selected. The main text reads 'Click Continue to start a consultation for K' with a blue 'Continue' button below it. The footer contains the Virtual Care logo, telephone access hotline (866-533-1827), legal links (Terms of Use, Privacy Policy and HIPAA Privacy Practices, Informed Patient Consent), and tool links (Test Your Video Capabilities, My Account, Modification Settings).

Virtual Care

K
MEMBER

Dashboard

Notifications 1

Health Records

Consultations

Schedule a Consultation

My Consultations

Message A Doctor 0

Speak With A Counselor

Document Manager

My Account

Patient Details
Diagnostic Consultation By Phone

Patient EHR Phone State Details Schedule Pharmacy Billing Finish

Click Continue to start a consultation for K

Continue

Virtual Care

Telephone Access Hotline
866-533-1827

Legal:

Terms of Use

Privacy Policy and HIPAA Privacy Practices

Informed Patient Consent

Tools

Test Your Video Capabilities

My Account

Modification Settings

The screenshot displays the Virtual Care portal interface. At the top, the Virtual Care logo is on the left, and a navigation bar on the right includes 'English', a notification icon, and a dropdown arrow. A left sidebar lists navigation options: Dashboard, Notifications (with a badge), Health Records, Consultations, Schedule a Consultation, My Consultations, Message A Doctor (with a badge), Speak With A Counselor, Document Manager, and My Account. The main content area is titled 'Electronic Health Records verification for Kristen Rhyme' with the subtitle 'Diagnostic Consultation By Phone'. Below this is a progress bar with steps: Patient, EHR (active), Phone, State, Details, Schedule, Pharmacy, Billing, and Finish. The EHR step contains the heading 'A Diagnostic Consultation requires valid and up-to-date Electronic Health Records' and a text field showing 'Health Records Last updated on 04/05/2022'. A blue banner below this says 'Click here if you'd like to make an update to your EHRs, otherwise continue to Step 3'. A form with three checkboxes is shown, all of which are checked and highlighted with a blue border. The first checkbox is 'I certify that the Electronic Medical Records of K are up-to-date to the best of my knowledge.' The second is 'By selecting this box, I hereby state that I have read, understand, and agree to the terms of the Informed Member Consent. Click here to view full version of the Informed Member Consent.' The third is 'I have read and agree with the Terms of Use, Privacy Policy and HIPAA Privacy Practices'. At the bottom of the form are 'Continue' and 'Cancel Consult' buttons. The footer contains the Virtual Care logo, a telephone access hotline number (866-533-1827), and links for Legal (Terms of Use, Privacy Policy and HIPAA Privacy Practices) and Tools (Test Your Video Capabilities, My Account).

Electronic Health Records verification for Kristen Rhyme
Diagnostic Consultation By Phone

STEP 4

Confirm or fill out Electronic Health Records

Health Records Last updated on 04/05/2022

Click here if you'd like to make an update to your EHRs, otherwise continue to Step 3

☒ I certify that the Electronic Medical Records of K are up-to-date to the best of my knowledge.

☒ By selecting this box, I hereby state that I have read, understand, and agree to the terms of the Informed Member Consent.
Click here to view full version of the Informed Member Consent.

☒ I have read and agree with the Terms of Use, Privacy Policy and HIPAA Privacy Practices

[Continue](#) [Cancel Consult](#)

Virtual Care
Telephone Access Hotline
866-533-1827

Legal:
[Terms of Use](#)
[Privacy Policy and HIPAA Privacy Practices](#)


Tools
[Test Your Video Capabilities](#)
[My Account](#)

STEP 4

Confirm or fill out Electronic Health Records

STEP 5

Confirm phone number

 **VIRTUAL CARE**
HEALTH

K

MEMBER

Dashboard

Notifications

Health Records

Consultations

Schedule a Consultation

My Consultations

Message A Doctor

Speak With A Counselor

Document Manager

My Account

?

Confirmation

Diagnostic Consultation By Phone

Patient

EHR

Phone

State

Details

Schedule

Pharmacy

Billing

Finish

By Appointment Medical Questionnaire for K

You are about to schedule a diagnostic telephone medical consultation with a physician. Diagnostic consultations are detailed discussions with an appropriately licensed physician to discuss symptoms, diagnose common conditions and even prescribe medications as appropriate.

Please verify that this is the phone number where you can be reached.

000-000-0000


[Click here to add an International Phone Number](#)

What would you have done if you didn't have this service?

Nothing

Continue

Cancel Consult

 **VIRTUAL CARE**
HEALTH

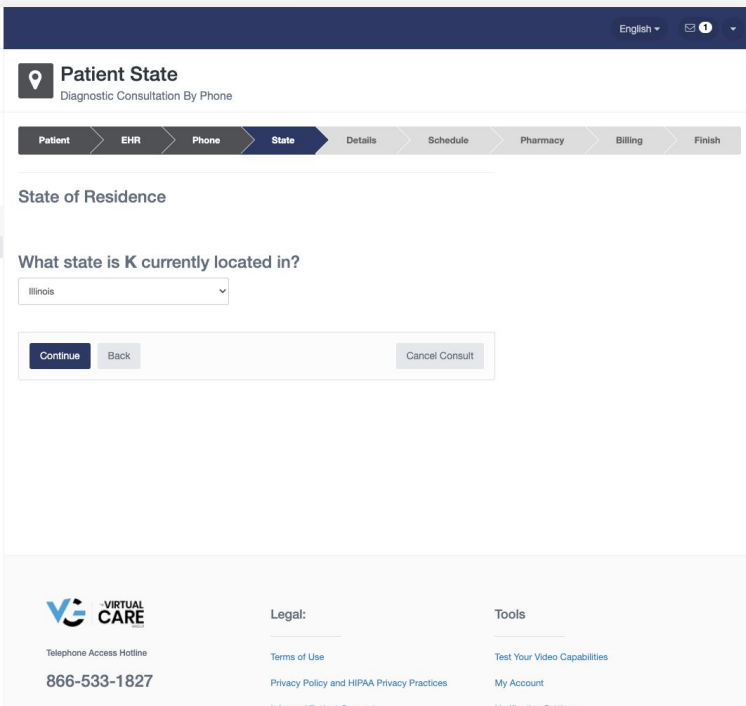
Telephone Access Hotline
866-533-1827

Legal:

[Terms of Use](#)
[Privacy Policy and HIPAA Privacy Practices](#)

Tools

[Test Your Video Capabilities](#)
[My Account](#)



Select state of residence

STEP 7

Fill out reasons for consultation

VG | VIRTUAL
CARE

K
MEMBER

Dashboard

Notifications

Health Records

Consultations

Schedule a Consultation

My Consultations

Message A Doctor

Speak With A Counselor

Document Manager

My Account

Reason for Call

Diagnostic Consultation By Phone

Patient

EHR

Phone

State

Details

Schedule

Pharmacy

Billing

Finish

Now we need to tell the Doctor why you are scheduling a consultation

Please fill the form below with accurate details regarding *Kristen Rhyme's* current condition.

Please choose what best describes your problem:

"Cold" or "Flu"

Please check all other symptoms you are experiencing:

Common Symptoms

☐ "Cold" or "Flu"

☐ Earache

☐ Sinus congestion

☒ Chills

☒ Fever

☐ Skin rash

☐ Cough

☐ Headache

☐ Sore throat

☐ Diarrhea

☐ Nausea, vomiting

☐ Urinary problems

All Other Symptoms

☐ General malaise

☐ Tired

☐ Weak

☐ Eye problem

☐ Lightheadedness or Dizziness

☐ Chest pain

☐ Hypertension (High blood pressure)

☐ Shortness of breath

☐ Abdominal pain

☐ Female problems

☐ Male problems

☐ Backache

☐ Foot pain

Please describe the medical condition for which you are scheduling a consultation:

I don't feel well, fever

Do you need a medication refill?

Yes

No

Continue

Cancel Consult

The screenshot displays the 'Consultation Schedule Time' interface within the Virtual Care portal. The top navigation bar includes the Virtual Care logo, a language dropdown set to 'English', and notification icons. A left sidebar lists user options: Dashboard, Notifications, Health Records, Consultations (with a sub-link for 'Schedule a Consultation'), Message A Doctor, Speak With A Counselor, Document Manager, and My Account. The main content area features a breadcrumb trail: Patient > EHR > Phone > State > Details > **Schedule** > Pharmacy > Billing > Finish. The 'Schedule' step is active, showing a form titled 'Please select a convenient time for this Diagnostic Phone Medical Consultation:'. It contains two radio button options: 'Consultation within 2hrs.' (selected) and 'Schedule a consultation in the future'. Below this, a question asks 'What language should the physician speak?' with radio buttons for 'English' (selected) and 'Español'. At the bottom of the form are 'Continue' and 'Cancel Consult' buttons. The footer contains the Virtual Care logo, telephone access hotline (866-533-1827), legal links (Terms of Use, Privacy Policy and HIPAA Privacy Practices, Informed Patient Consent), and tools links (Test Your Video Capabilities, My Account, Modification Options).

Consultation Schedule Time
Diagnostic Consultation By Phone

Patient > EHR > Phone > State > Details > **Schedule** > Pharmacy > Billing > Finish

Please select a convenient time for this Diagnostic Phone Medical Consultation:

☒ Consultation within 2hrs. ☐ Schedule a consultation in the future

What language should the physician speak?

☒ English ☐ Español

[Continue](#) [Cancel Consult](#)

VIRTUAL CARE
Telephone Access Hotline
866-533-1827

Legal:
[Terms of Use](#)
[Privacy Policy and HIPAA Privacy Practices](#)
[Informed Patient Consent](#)


Tools
[Test Your Video Capabilities](#)
[My Account](#)
[Modification Options](#)

STEP 8

Select time and language window for consultation

STEP 9

Verify pharmacy details

 **VIRTUAL CARE**
HEALTH

K
MEMBER

Dashboard

Notifications 1

Health Records

Consultations

Schedule a Consultation

My Consultations

Message A Doctor 0

Speak With A Counselor

Document Manager

My Account

Preferred Pharmacy

Diagnostic Consultation By Phone

Patient

EHR

Phone

State

Details

Schedule

Pharmacy

Billing

Finish

Verify Pharmacy Details

In the event a doctor determines that a prescription is needed we can issue this prescription at a pharmacy of your choice.

If the pharmacy below is not the correct pharmacy for this consult, click the "Change Pharmacy" button to find the correct pharmacy.


Preferred Pharmacy

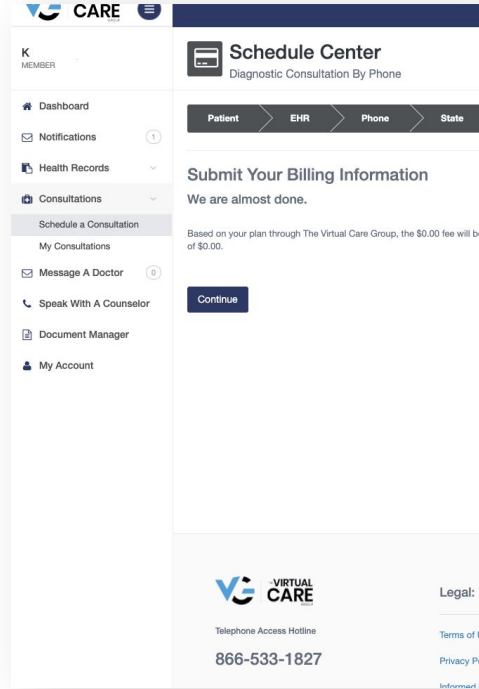
CVS/pharmacy #10614
812 S Grand Ave
Los Angeles, CA 90017
P: 2136277925

Continue

Change Pharmacy

Cancel Consult

 **VIRTUAL CARE**
HEALTH



STEP 10

**Confirm
consultation
by clicking the
“continue”
button**

Questions

care@thevirtualcaregroup.com