

NY44 247 OnlineCare User Guide

NY44
Health *Benefits Plan*
Trust

www.ny44.e1b.org


OnlineCare

Welcome to 247 Online Care



- + NY44 Health Benefits Plane Trust and 247 OnlineCare have teamed up to provide a unique \$0.00 telehealth benefit for you.
- + The following is an in-depth user guide for your reference.

When to use our services

- + Whenever medical advice is needed
- + Need a refill and unable to get into PCP
- + Don't want to go to the urgent care or emergency department
- + Not for emergency situations, controlled substances or lifestyle medications, are not prescribed

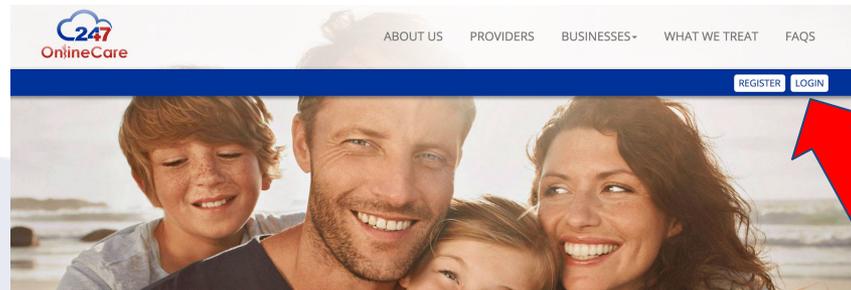
Common Ailments

- + Abrasions
- + Acne
- + Allergies
- + Bites and Stings
- + Body Aches
- + Bronchitis
- + Burn / Sunburn
- + Cold Sore
- + Cough
- + Dehydration
- + Hives
- + Itchy Eyes
- + Lice / Scabies
- + Medication Refills
- + Mild Lacerations
- + Diarrhea
- + Fever
- + Flu
- + Gastrointestinal Ailments
- + Headaches
- + Nasal Congestion
- + Nausea / Vomiting
- + Pink Eye / Sty
- + Poison Ivy
- + Rash
- + Respiratory Infections
- + Ring Worm / Candida Dermatitis
- + Sinus Infections
- + Sore Throat
- + Sprains and Strains

Let's get Started!

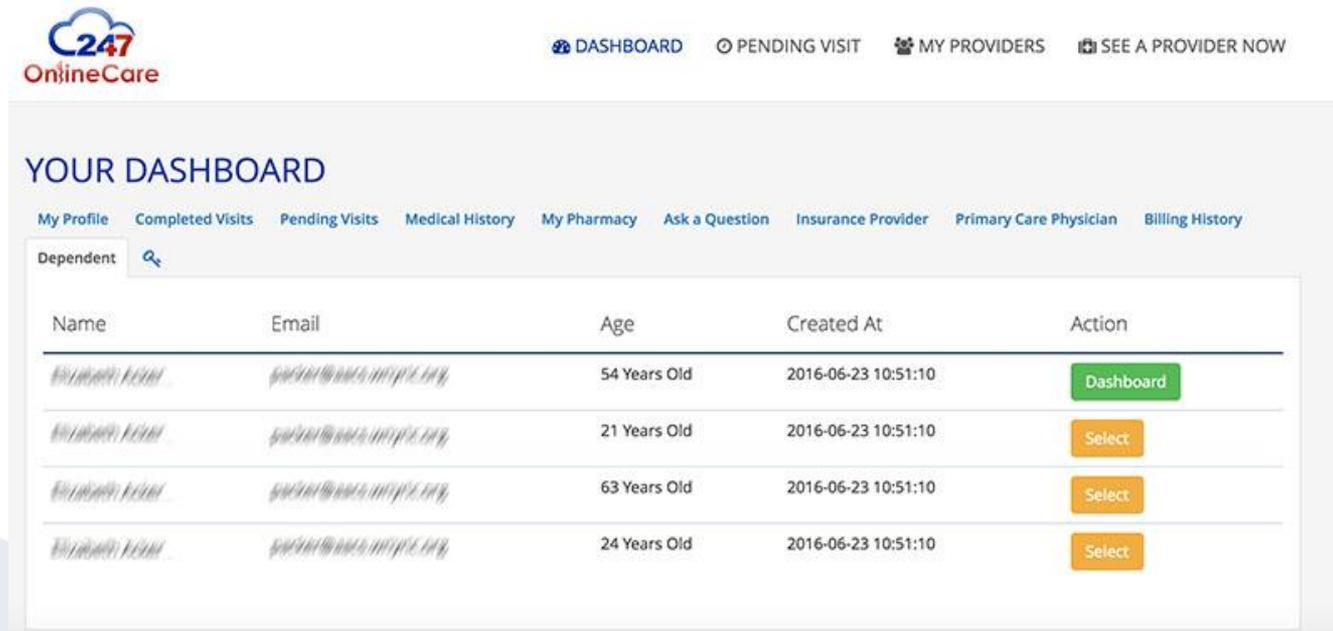
+ New Patient Registration

- Visit www.247onlinecare.com for best results use the Google Chrome web-browser, a web camera and microphone are required a consultation to occur
- Iphone and Android mobile apps are available for free download in the App Store or Google Marketplace
 - (Search: 247 Onlinecare)
- Click on the "Login" button on the top-right side of your screen
- Log in utilizing the Username and Password provided in your welcome e-mail



+ Spouse and dependent accounts

- For Spouses and dependents over the age of 18 they will need to create their own account.
- Their accounts can be created from the subscribers (your) dashboard as seen below

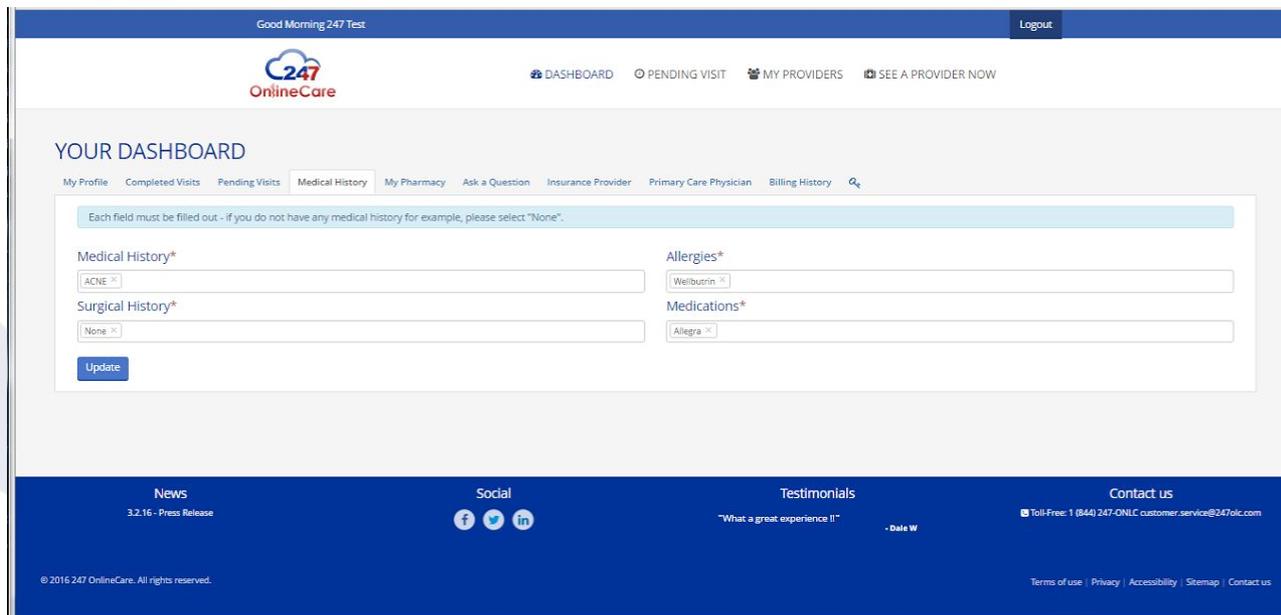


The screenshot shows the 247 OnlineCare dashboard. At the top, there is a navigation bar with the 247 OnlineCare logo on the left and links for DASHBOARD, PENDING VISIT, MY PROVIDERS, and SEE A PROVIDER NOW on the right. Below the navigation bar, the main heading is "YOUR DASHBOARD". Underneath, there are several menu items: My Profile, Completed Visits, Pending Visits, Medical History, My Pharmacy, Ask a Question, Insurance Provider, Primary Care Physician, and Billing History. A "Dependent" tab is selected, and a search icon is visible. Below the tab, there is a table with the following columns: Name, Email, Age, Created At, and Action. The table contains four rows of data, each representing a dependent account.

Name	Email	Age	Created At	Action
[Redacted]	[Redacted]	54 Years Old	2016-06-23 10:51:10	Dashboard
[Redacted]	[Redacted]	21 Years Old	2016-06-23 10:51:10	Select
[Redacted]	[Redacted]	63 Years Old	2016-06-23 10:51:10	Select
[Redacted]	[Redacted]	24 Years Old	2016-06-23 10:51:10	Select

+ Complete your account

- When you login please enter your Medical, and Surgical History, any medications that you are on as well as any allergies that you have
 - Once submitted this information is saved to your account
- Enter your primary care physician's information
 - If you don't have a primary physician we would like to help you get connected with one



Good Morning 247 Test Logout

 [DASHBOARD](#) [PENDING VISIT](#) [MY PROVIDERS](#) [SEE A PROVIDER NOW](#)

YOUR DASHBOARD

[My Profile](#) [Completed Visits](#) [Pending Visits](#) [Medical History](#) [My Pharmacy](#) [Ask a Question](#) [Insurance Provider](#) [Primary Care Physician](#) [Billing History](#) [Search](#)

Each field must be filled out - if you do not have any medical history for example, please select "None".

Medical History*	Allergies*
<input type="text" value="ACNE"/>	<input type="text" value="Wellbutrin"/>
Surgical History*	Medications*
<input type="text" value="None"/>	<input type="text" value="Allegra"/>

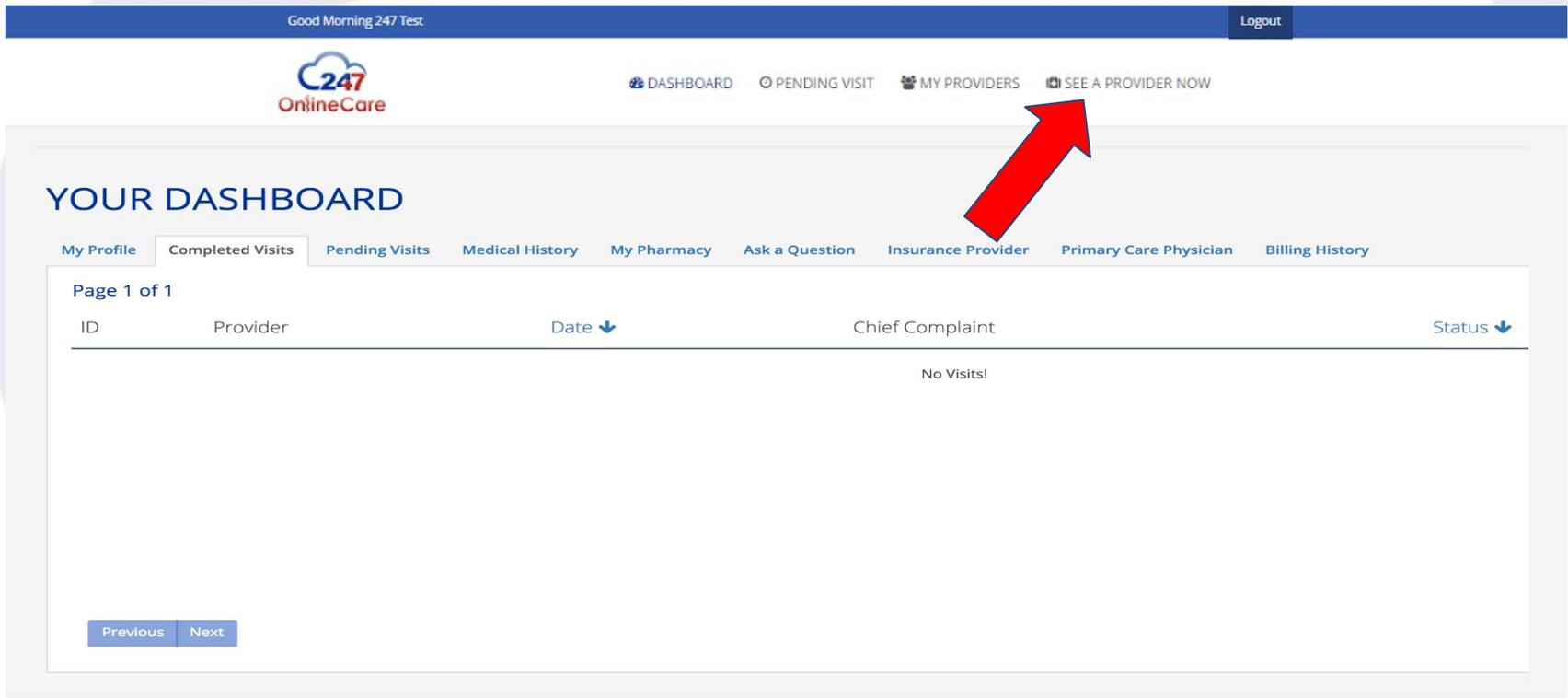
News: 3.2.16 - Press Release | Social: Facebook, Twitter, LinkedIn | Testimonials: "What a great experience!!" - Dale W. | Contact us: Toll-Free: 1 (844) 247-ONLC customer.service@247olc.com

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When you need to see a medical provider

+ Patient Dashboard

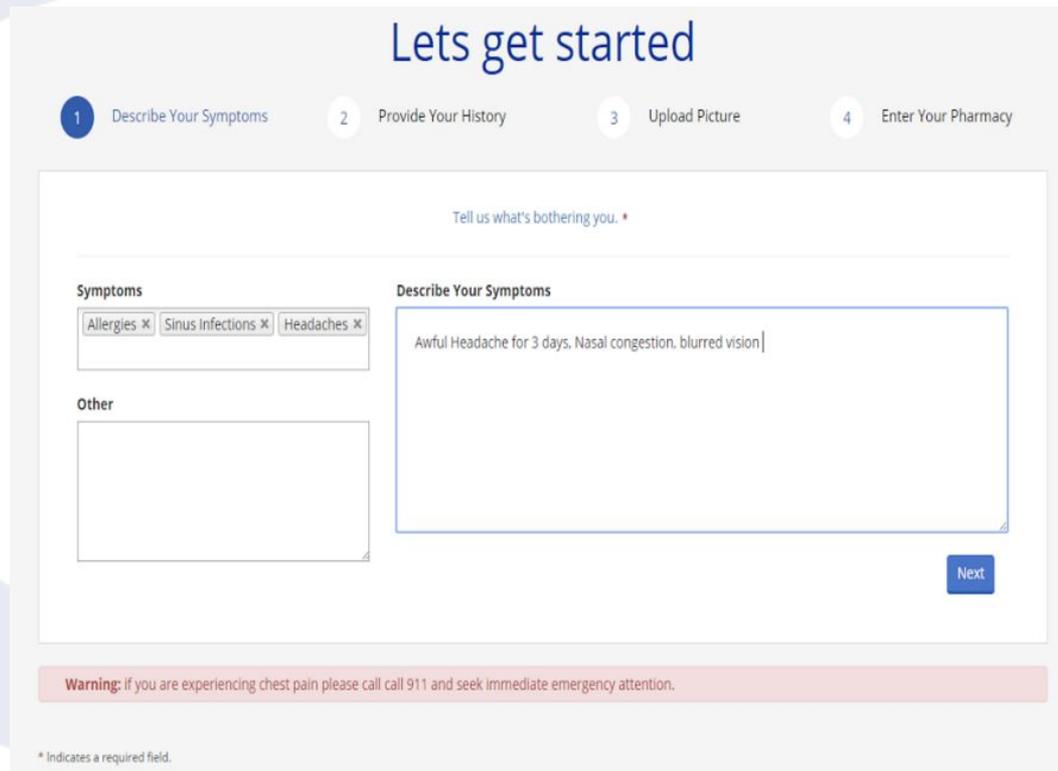
- Your new patient dashboard will be empty until your first visit
- Click “See a Provider Now” on the top right side of your screen...



The screenshot shows the 247 OnlineCare Patient Dashboard. At the top, there is a blue navigation bar with the text "Good Morning 247 Test" on the left and a "Logout" button on the right. Below this bar is the 247 OnlineCare logo and a horizontal menu with four items: "DASHBOARD", "PENDING VISIT", "MY PROVIDERS", and "SEE A PROVIDER NOW". A large red arrow points to the "SEE A PROVIDER NOW" link. The main content area is titled "YOUR DASHBOARD" and features a sub-menu with links for "My Profile", "Completed Visits", "Pending Visits", "Medical History", "My Pharmacy", "Ask a Question", "Insurance Provider", "Primary Care Physician", and "Billing History". Below the sub-menu, it says "Page 1 of 1". A table header is visible with columns for "ID", "Provider", "Date" (with a dropdown arrow), "Chief Complaint", and "Status" (with a dropdown arrow). The table body contains the text "No Visits!". At the bottom left, there are "Previous" and "Next" buttons.

+ Tell us how you're feeling

- Enter your symptoms below
- If you click in the symptoms box a populated list of symptoms will drop down for your selection
- Simply start typing and our software will populate your ailments within our medical records system



Lets get started

1 Describe Your Symptoms 2 Provide Your History 3 Upload Picture 4 Enter Your Pharmacy

Tell us what's bothering you. *

Symptoms

Allergies x Sinus Infections x Headaches x

Describe Your Symptoms

Awful Headache for 3 days, Nasal congestion, blurred vision

Other

Next

Warning: if you are experiencing chest pain please call call 911 and seek immediate emergency attention.

* Indicates a required field.

+ Provide your medical history

- Enter your medical history, surgical history, allergies and any medications you are currently taking in the boxes below
- If you click in one of the boxes a populated list will drop down for your selection
- Remember it is very important that you provide all your pertinent medical information to our providers

Lets get started

1 Describe Your Symptoms 2 Provide Your History 3 Upload Picture 4 Enter Your Pharmacy

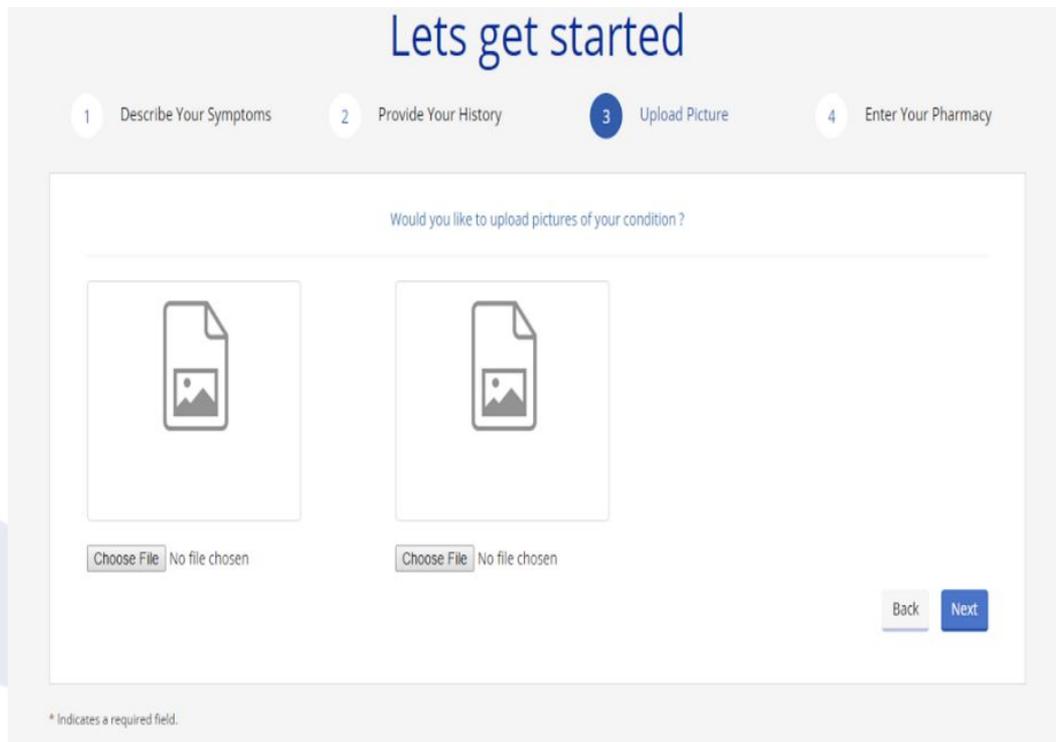
Please select any illness, surgeries, medications or allergies that are part of your medical history from the choices below.

Medical History *	Allergies *
<input type="text" value="ACNE"/>	<input type="text" value="Wellbutrin"/>
Surgical History *	Medications *
<input type="text" value="None"/>	<input type="text" value="Allegra"/>
Smoking Habit *	
<input type="checkbox"/> Do you smoke?	

* Indicates a required field.

+ Upload two photos if applicable

- This photo can be uploaded from your computer or mobile phone for our providers to review during your consultation
- A photo of your ailment will aid our providers in the proper plan of care
- These photos are securely stored in our HIPAA compliant electronic medical record system.



Lets get started

1 Describe Your Symptoms 2 Provide Your History 3 Upload Picture 4 Enter Your Pharmacy

Would you like to upload pictures of your condition ?

Choose File No file chosen

Choose File No file chosen

Back Next

* Indicates a required field.

We need your pharmacy information

+ Pharmacy details

- You can find your pharmacy by entering your zip code in the box below
- Our system will pull information for all the pharmacies within that zip code
- Click the add button next to your pharmacy before moving forward
- If you can not find your pharmacy, you can simply add their information in the “add pharmacy” slot below
- Click “submit pharmacy and finalize the visit” to meet with one of our highly trained clinicians



Dashboard



Pending Visits



Providers



See a provider now

Pharmacy Information

Please search our pharmacy database first to find the closest pharmacy to your location. If your pharmacy is not included in our database listing please click "add a pharmacy you can't find" and fill out the form displayed to add your pharmacy.

[Search our pharmacy list.](#)

[Add a pharmacy you can't find.](#)

Find a Local Pharmacy

City, State Zip Phone

Select a filter type above and enter the various form inputs to search our Pharmacy database.

City

State
Choose a State... ▼

[Search](#) [Add a pharmacy you can't find.](#)

If you can't find the pharmacy you are looking for add a pharmacy manually and let your provider know during your appointment!

Last Next
Showing: 10 of 13

Per Page

10 ▼

Name	Address	Phone	Add
CVS/pharmacy #1402	1062 ELDEN STREET HERNDON , 20170	703-471-7000	Add
CVS/pharmacy #2006	2525 CENTREVILLE RD, MCNAIR FARMS HERNDON , 20171	703-713-1526	Add
CVS/pharmacy #2155	3071 CENTREVILLE ROAD HERNDON , 20171	703-787-9578	Add
Giant Pharmacy #753	2551 John Milton Drive Herndon , 20171	703-620-9664	Add
GIANT PHARMACY #773	1228 Elden Street Herndon , 20170	703-689-2570	Add
GIANT PHARMACY #775	13330 Franklin Farm Rd Herndon , 20171	703-689-3450	Add
Harris Teeter Woodland Prk Crossing	2311 Woodland Crossing Dr. Herndon , 20171	703-796-0239	Add
Herndon Pharmacy and Medical Supply	208 Elden Street Herndon , 20170	703-481-0123	Add
SAFEWAY #35-1689	413 EDLEN STREET HERNDON , 20170	571-262-2970	Add
Shoppers Pharmacy #2356	2425 Centerville Road Herndon , 20171	703-667-4283	Add

Our telehealth platform was created with you in mind

+ Details you may need...

- If you are having a hard time viewing our physician you can make the screen larger by clicking the fullscreen box option
- We have created a chat feature so that you can communicate with your provider through technical difficulties if necessary. This is found on the right hand side of your screen
- We also have a toll free technical support line at the bottom of your screen 1-(844) -247-ONLC

Good Afternoon Deena

Logout

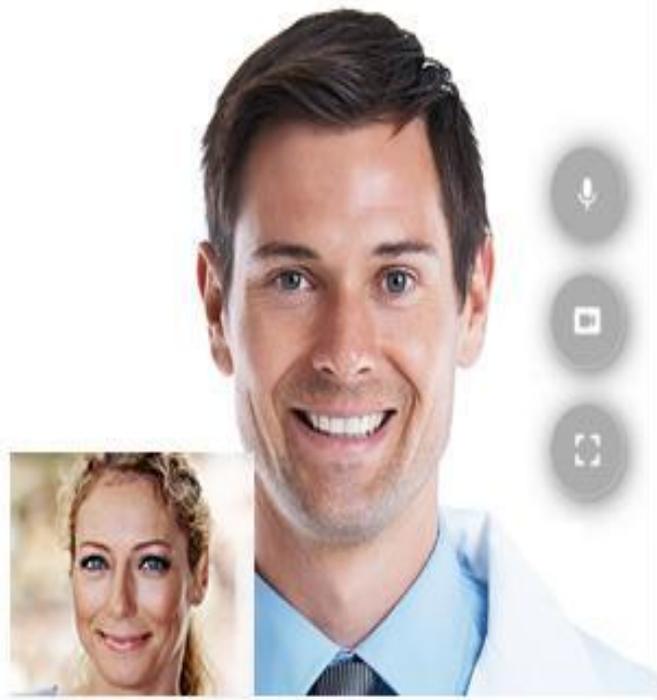


DASHBOARD

PENDING VISITS

PROVIDERS

SEE A PROVIDER NOW



Chat

Provider will be with you shortly. Please do not close or leave this screen. If you do so this meeting will be cancelled.

14:58pm

Send

Close Meeting

Refresh Video

Our telehealth platform was created with you in mind

+ Confirmation question

- After your telehealth visit has been completed a small box will appear at the top of your screen. This box will ask you to confirm that you are finished with our provider
- Once you click yes in the confirmation box a visit satisfaction survey will appear
- Keep in mind this survey is optional but, we greatly appreciate your feedback to help us improve our services

Your visit summary is available to you now...

+ Patient Dashboard

- Once you have left the survey screen you will be automatically rerouted to your new patient dashboard screen
- This dashboard has important details about your visits
- You can see which provider treated you, the date the visit occurred, and meeting details
- Click on the “meeting details” icon to open your plan of care
- This plan of care includes diagnosis, RX information, and follow up care instructions
- You can easily print the plan of care in PDF format for your PCP, or Specialist to review on your next visit



Dashboard

Pending Visits

Providers

See a provider now

YOUR DASHBOARD

Completed Visits Pending Visits Account Profile Primary Care Physician Billing History Medical History

Page 1 of 8

ID	Provider	Date ↓	Chief Complaint	Status ↓	
679	 Dr. Tanvir Dara	Aug 14, 2015 12:15:57 PM	testing	Canceled By User	Meeting Details
678	 Dr. Tanvir Dara	Aug 14, 2015 10:33:34 AM	Suresh Test	Canceled By User	Meeting Details
677	 Dr. Tanvir Dara	Aug 14, 2015 10:03:15 AM	JJ Testing with DK	Canceled By User	Meeting Details
666	 N/A	Aug 12, 2015 8:19:48 AM	testing	Canceled By User	Meeting Details
659	 N/A	Aug 11, 2015 2:56:15 PM	testing texts	Canceled By User	Meeting Details

Not feeling better in a few days...

+ Reach out to us if needed....

- If you're not feeling better in 48-72 hours you can reach out to your provider with a follow-up message
- Your message will be triaged for subject matter
- If your message is medically related, we will respond within 24 hours
- All other inquiries will be routed to the appropriate department (i.e. Billing, Technical) for answering
- The messaging feature can be found on the patient dashboard under the "ask a question" tab.



YOUR DASHBOARD

My Profile | Completed Visits | Pending Visits | Medical History | My Pharmacy | **Ask a Question** | Insurance Provider | Primary Care Physician | Billing History

Page 1 of 1

ID	Provider	Date ↓	Chief Complaint	Status ↓
No Visits!				

A red arrow points to the "Ask a Question" tab in the navigation bar.

After-care needs

← → ↻

Select Visit

- Maureen Shea, PA (05-Nov-2015 14:41:10)
- Kellen Kreger, PA (09-Nov-2015 10:32:30)
- John Radford, MD (10-Nov-2015 09:30:47)
- Kellen Kreger, PA (10-Nov-2015 11:21:37)
- Ann-Marie Harper, PA (10-Nov-2015 12:07:16)
- David Senn, PA (10-Nov-2015 14:10:56)
- Ginny Greene, PA (10-Nov-2015 17:00:59)
- David Senn, PA (11-Nov-2015 13:08:45)
- LouAnne Giangreco, MD (14-Nov-2015 10:04:34)
- Maureen Shea, PA (15-Nov-2015 11:09:44)
- Maureen Shea, PA (15-Nov-2015 11:15:18)
- Christina Yambo, MD (11-Dec-2015 20:33:33)
- Doug Kane (22-Jan-2016 13:38:04)
- Doug Kane (22-Jan-2016 13:55:57)
- Doug Kane (27-Jan-2016 11:28:51)
- Doug Kane (27-Jan-2016 11:45:09)
- Doug Kane (01-Feb-2016 13:59:55)
- David Senn, PA (02-Feb-2016 12:48:39)
- Doug Kane (22-Feb-2016 08:15:22)

Select Visit ▼ *

Question:

Submit

board-question

Logout

DASHBOARD PENDING VISITS PROVIDERS SEE A PROVIDER NOW

History My Pharmacy Ask a Question Insurance Provider Primary Care Physician Billing History



1-(844) -247-ONLC

customer.service@247olc.com