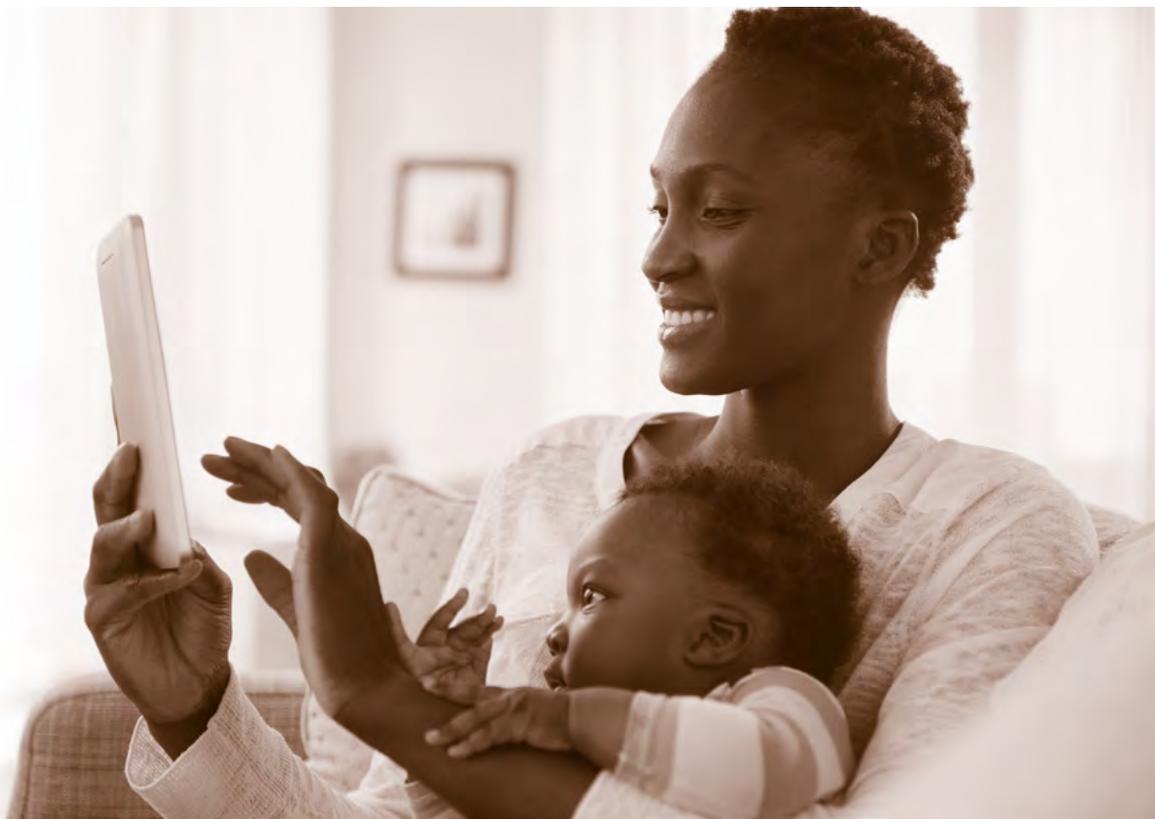




KidzDoc**NO****W**





KidzDoc**NO**W

Thank you for choosing **KidzDocNow**.
Please select the device you will be using during
your appointment from the list below.

ANDROID

iOS

DESKTOP

ANDROID

KIDZDOCNOW ANDROID VISIT INSTRUCTIONS



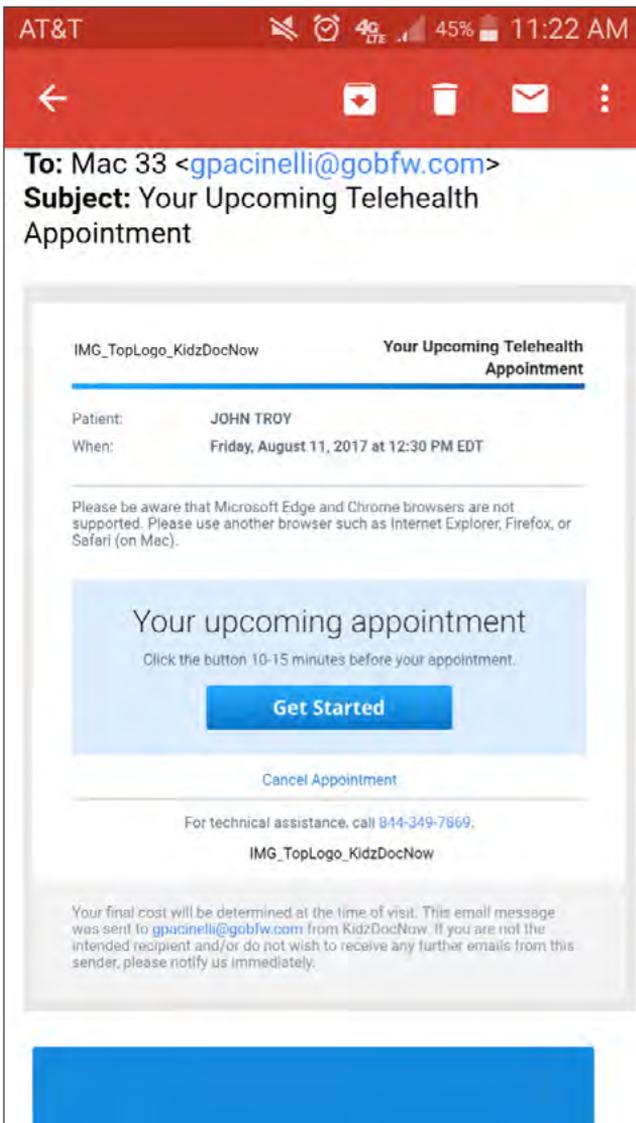
KidzDocNOW



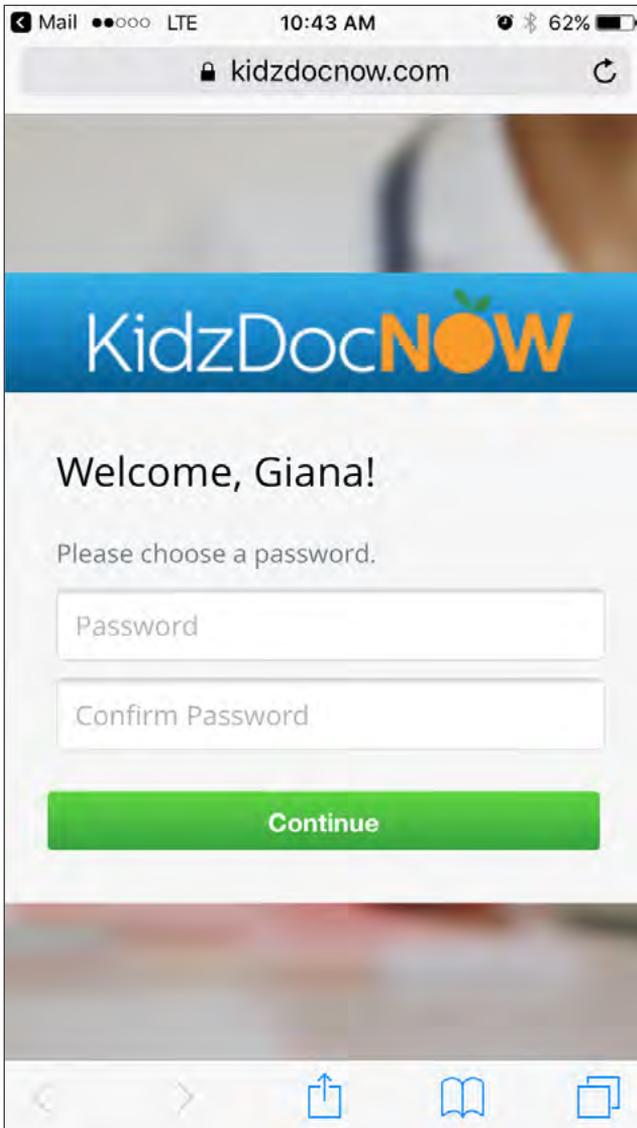
PEDIATRIC
ASSOCIATES

1. Check your email. You should have received an email from KidzDocNow with “Your Upcoming Telehealth Appointment” as the subject line. If you don’t see the email, be sure to check your spam folder. If you don’t receive it or need technical assistance, **call 844-349-7869.**

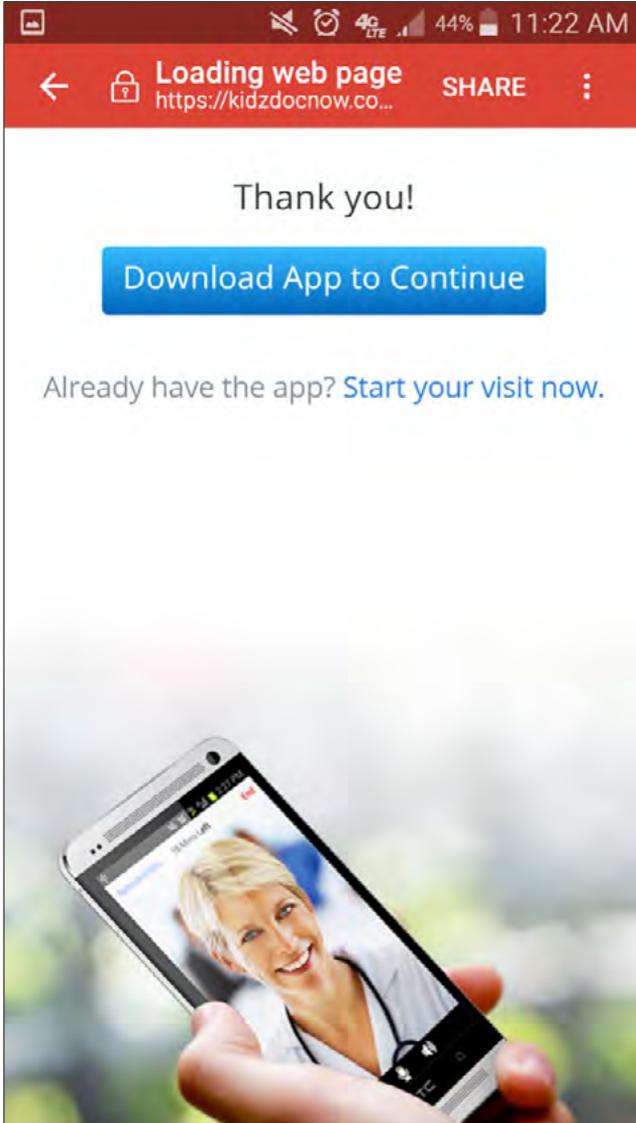
2. Open the email and tap the “Get Started” button. (Note: some email services might not display the rich text of the button. If not, tap in the box.)



3. You will be redirected to a page where you'll be asked to **choose a password**. Confirm your password by entering it twice, and **tap "Continue."**



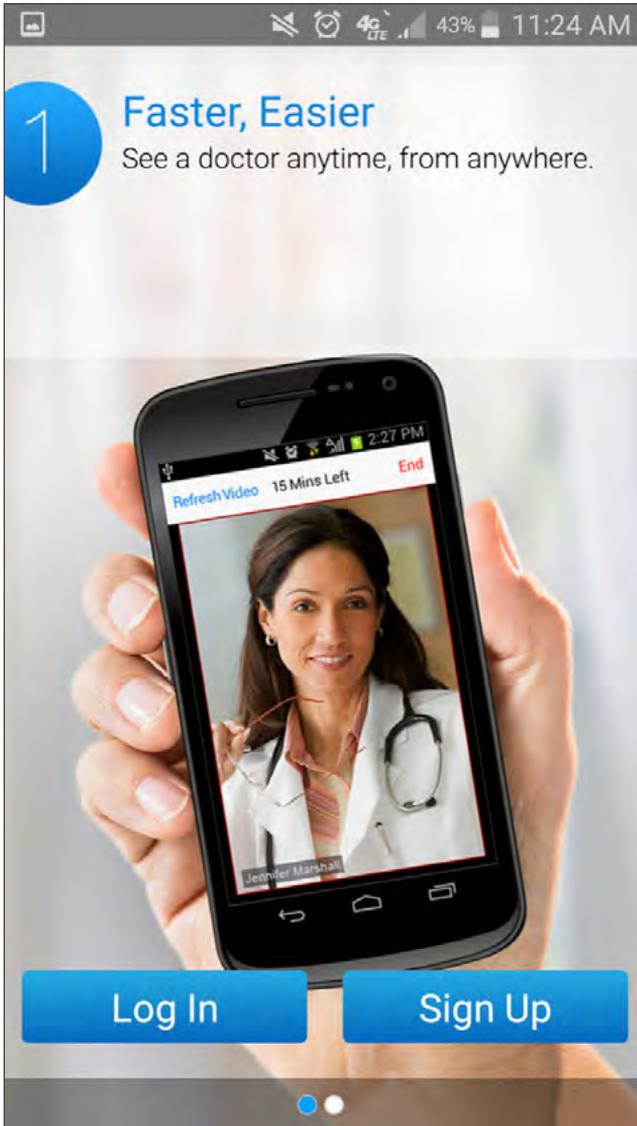
- If you do not have the app, tap **“Download App to Continue.”** Otherwise, tap **“Start your visit now”** underneath the button.



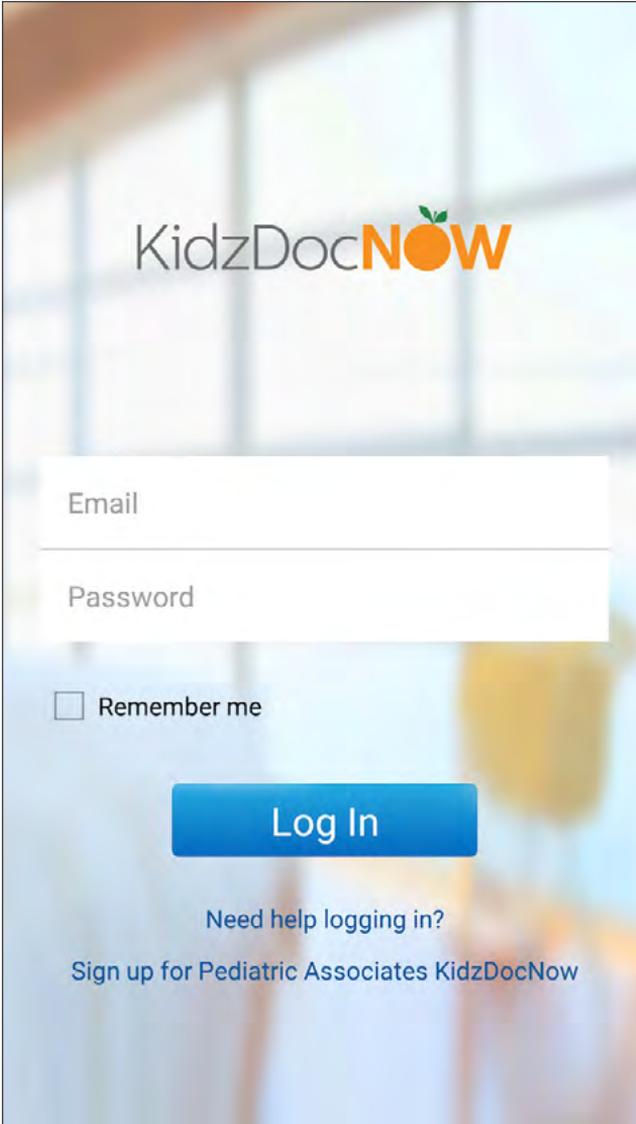
5. **Download** and **install** the app.



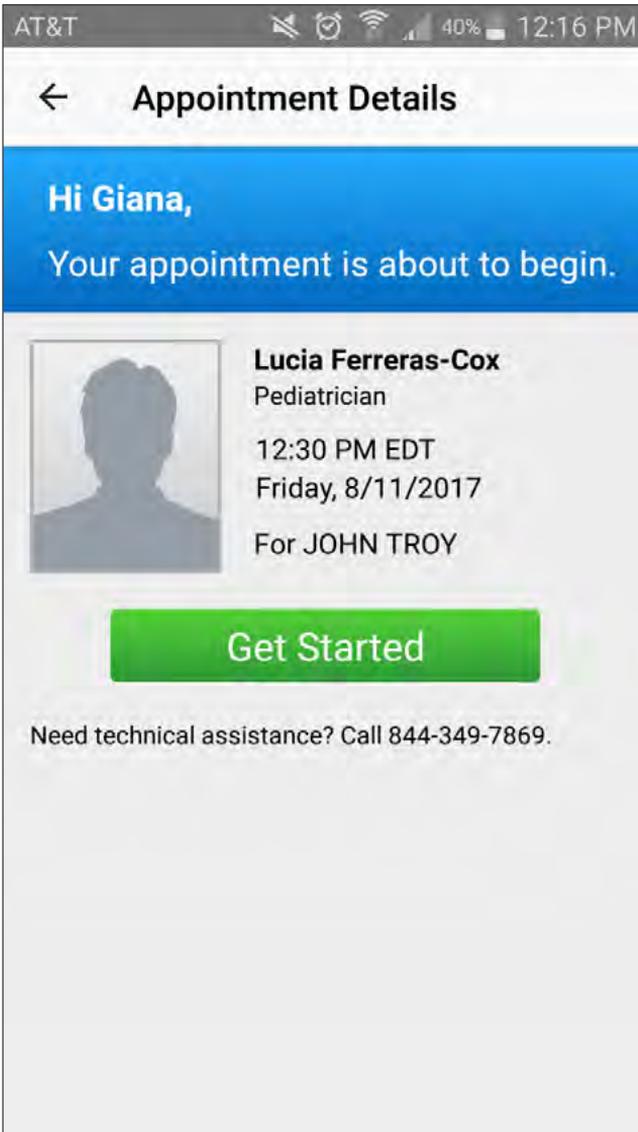
6. Open the app and tap “Log In.”



7. Log in using the **same email address** and the **password** you just set up. Tap “Remember me” if desired.



8. After logging in, tap “Get Started.”



9. You'll now be brought to the intake process. **Confirm** who's being seen by the doctor, and make sure to **put a follow-up number** for the provider to call, if needed. Then, **tap "Continue."**

Get Started

START FINISH

Who is this visit for?

JOHN TROY ✓
DOB: 12/31/10

Invite guest(s) to join your visit (optional) i

[+ Invite a Guest](#)

Where can this provider call you for follow-up, if needed?

Phone Number

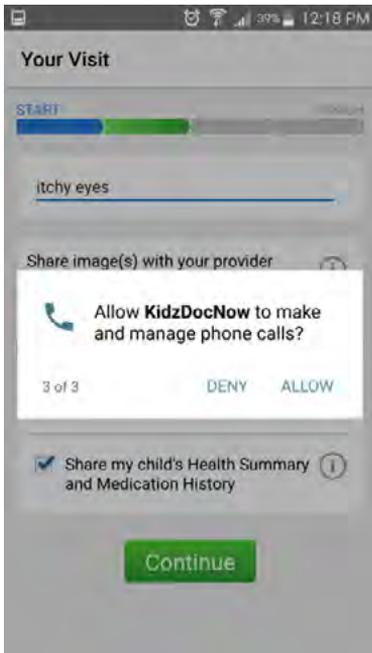
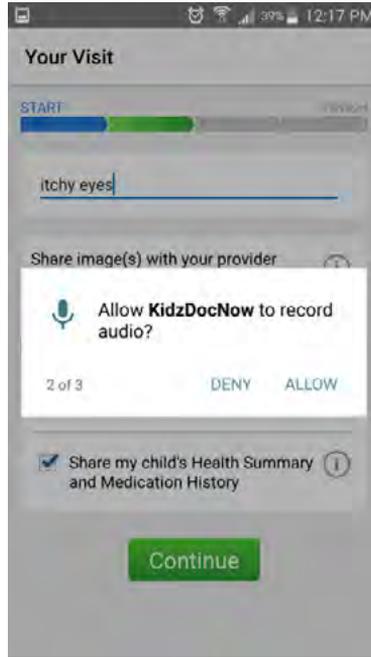
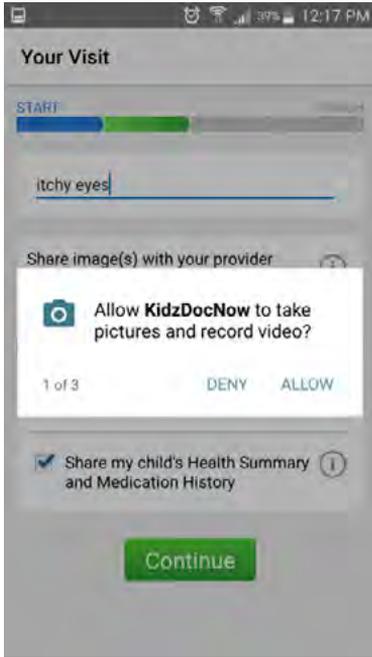
Continue

10. Enter the reason for your visit (e.g. “itchy eyes”) and make sure to **check the box** next to “I have read and agree to the Notice of Privacy Practices.” Then **tap “Continue.”**

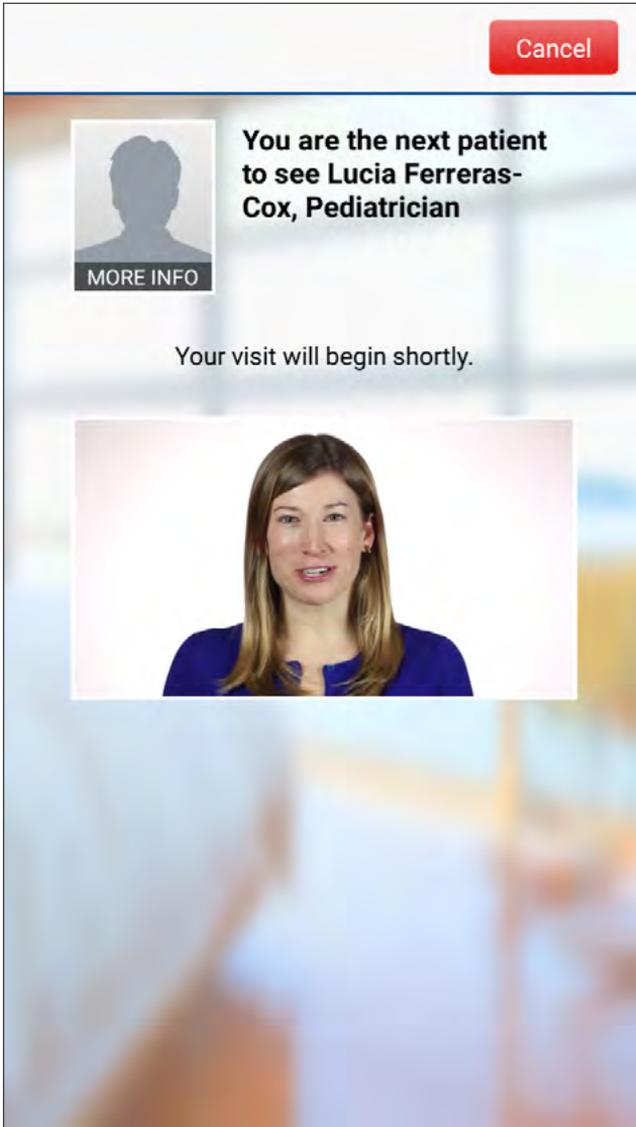
The screenshot shows the 'Your Visit' form in the KidzDocNow app. At the top, there is a progress bar with 'START' on the left and 'FINISH' on the right. Below the progress bar is a text input field containing 'itchy eyes'. Underneath is a section for sharing images with the provider, labeled 'Share image(s) with your provider (optional)', with a blue '+ Add an Image' link. Below that are two checkboxes, both of which are checked: 'I have read and agree to the Notice of Privacy Practices' and 'Share my child's Health Summary and Medication History'. At the bottom of the form is a large green button labeled 'Continue'.

Note: Attaching photos will allow the provider to see the concerns prior to the visit. If the video quality is poor, the provider will have the ability to view the photos to help with diagnosis and treatment. To attach photos, **tap “Add an image.”**

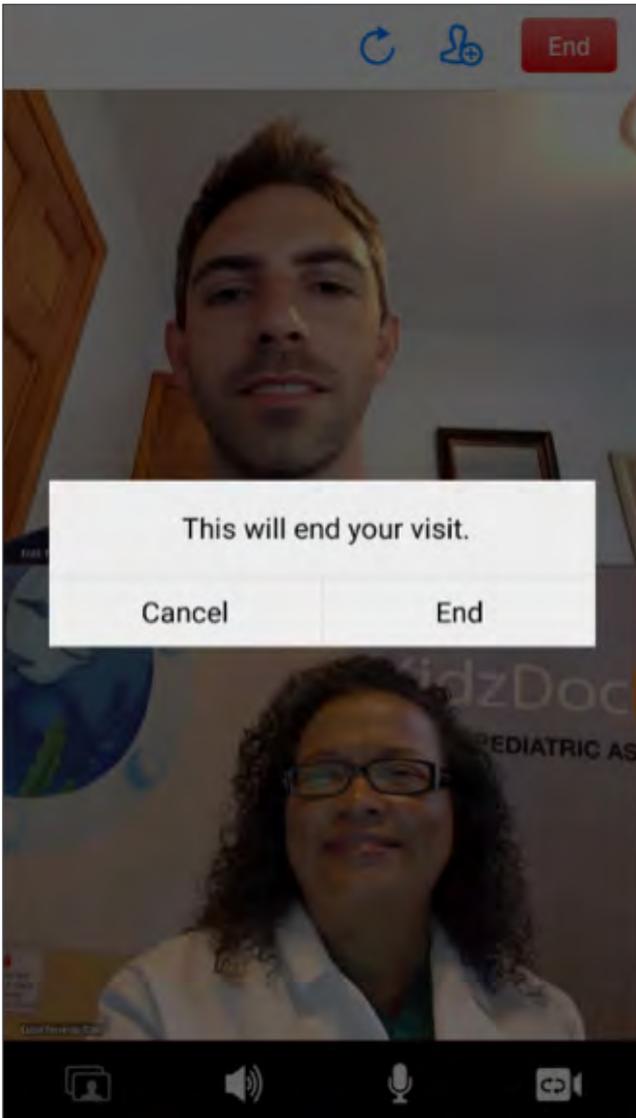
11. When prompted, be sure to **allow the KidzDocNow app** to record video, audio, and make calls to enable your virtual visit.



12. You will be now put in the **virtual waiting room** while you wait for the pediatrician.

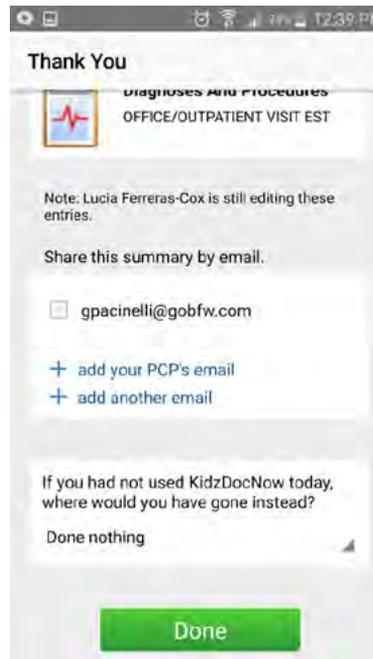
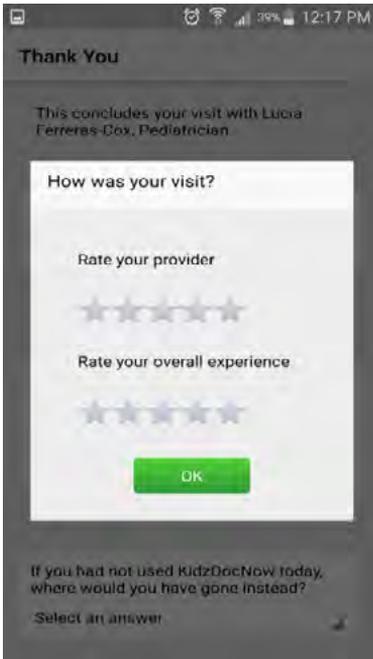


13. Your video visit has begun! After your visit, click “End,” then confirm you’d like to end the visit.



14. You will then be asked to **rate** both the **provider** and **the KidzDocNow service**, as well as answer the following feedback question: “If you had not used KidzDocNow today, where would you have gone instead?”

You may choose to **send a summary of this visit to your email** or to someone else (family member, significant other, other doctor) but this is **entirely optional**.



15. Tap “**Done.**” Your visit is over! We hope you’ve enjoyed using KidzDocNow. **If you need any technical assistance, please call 844-349-7869.**

KIDZDOCNOW iOS VISIT INSTRUCTIONS



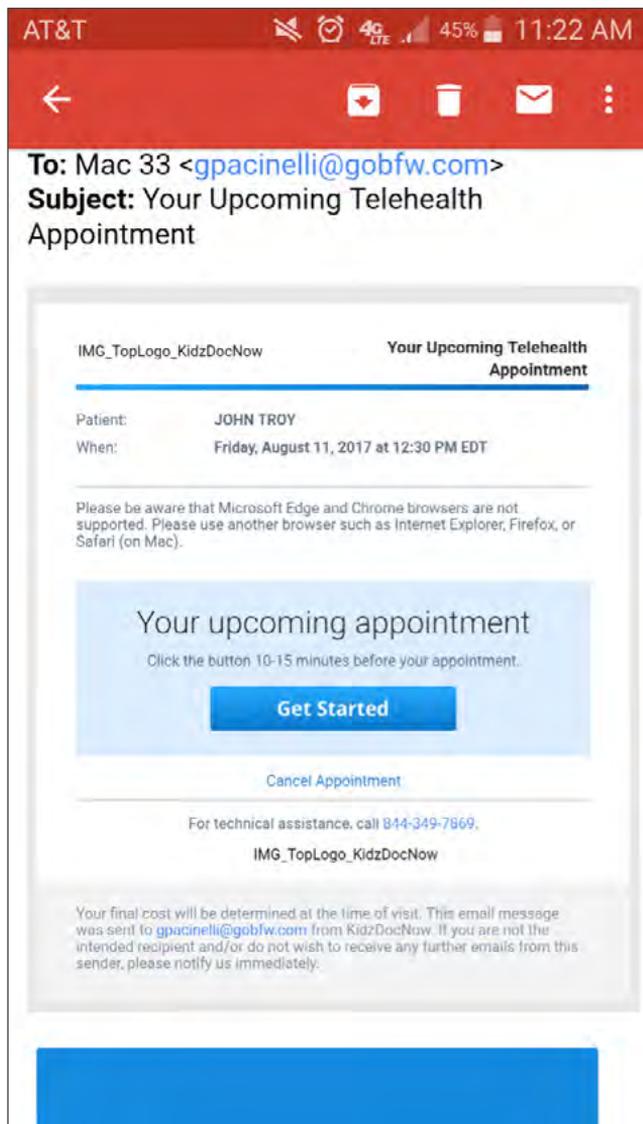
KidzDocNOW



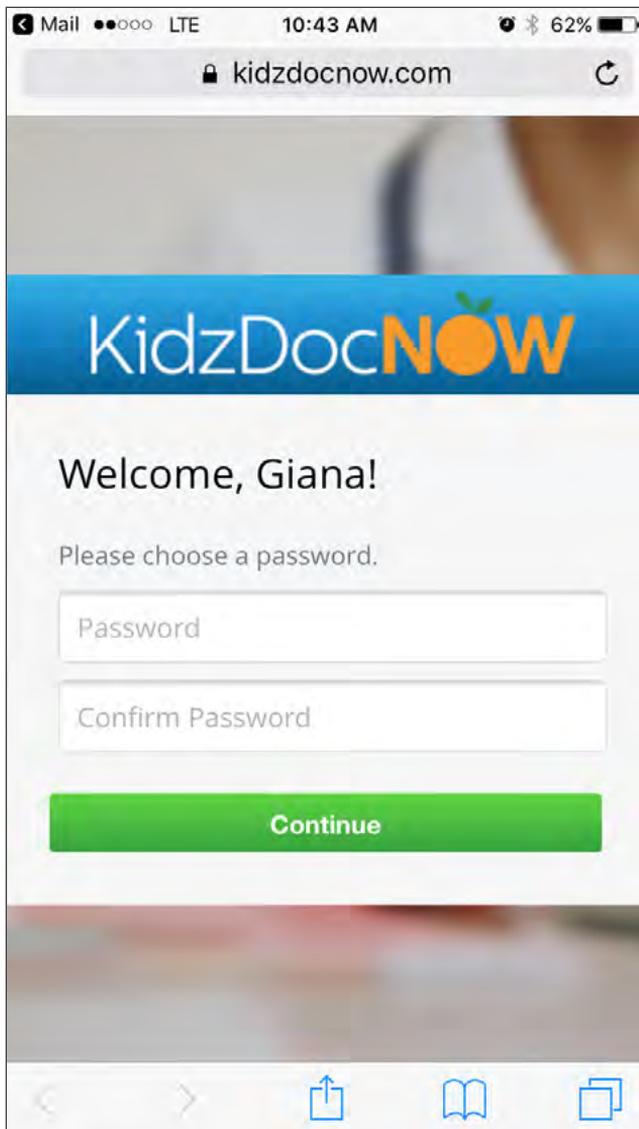
PEDIATRIC
ASSOCIATES

1. Check your email. You should have received an email from KidzDocNow with “Your Upcoming Telehealth Appointment” as the subject line. If you don’t see the email, be sure to check your spam folder. If you don’t receive it or need technical assistance, **call 844-349-7869.**

2. Open the email and tap the “Get Started” button. (Note: some email services might not display the rich text of the button. If not, tap in the box.)

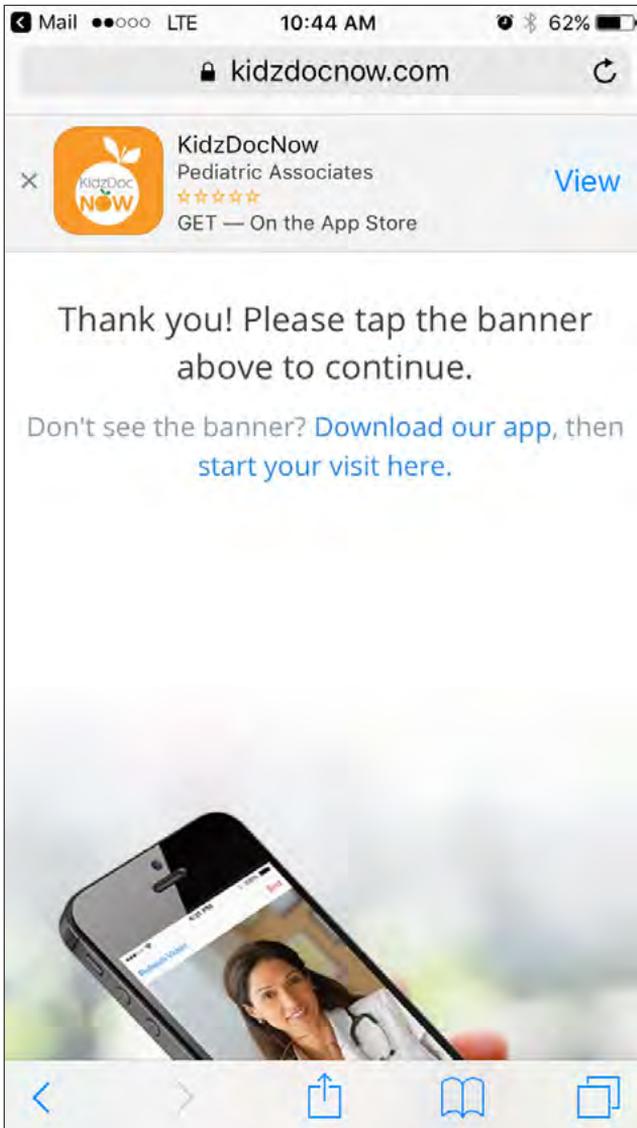


3. You will be redirected to a page where you'll be asked to **choose a password**. Confirm your password by entering it twice, and tap **“Continue.”**



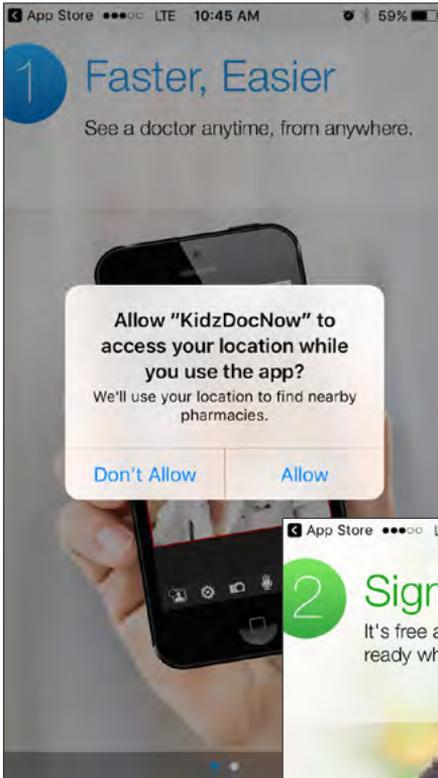
The screenshot shows the mobile app interface for creating a password. At the top, the status bar displays 'Mail', signal strength, 'LTE', '10:43 AM', and '62%' battery. The browser address bar shows 'kidzdocnow.com'. Below the address bar is a blurred image of a person's face. The main content area features the 'KidzDocNOW' logo in a blue banner. Below the logo, the text reads 'Welcome, Giana!' followed by 'Please choose a password.' There are two input fields: 'Password' and 'Confirm Password'. A green 'Continue' button is positioned below the input fields. At the bottom, there is a blurred image and a navigation bar with icons for back, forward, share, bookmarks, and tabs.

4. If you do not have the app, tap the top banner or **“Download our app.”** Otherwise, tap **“Start your visit now.”**

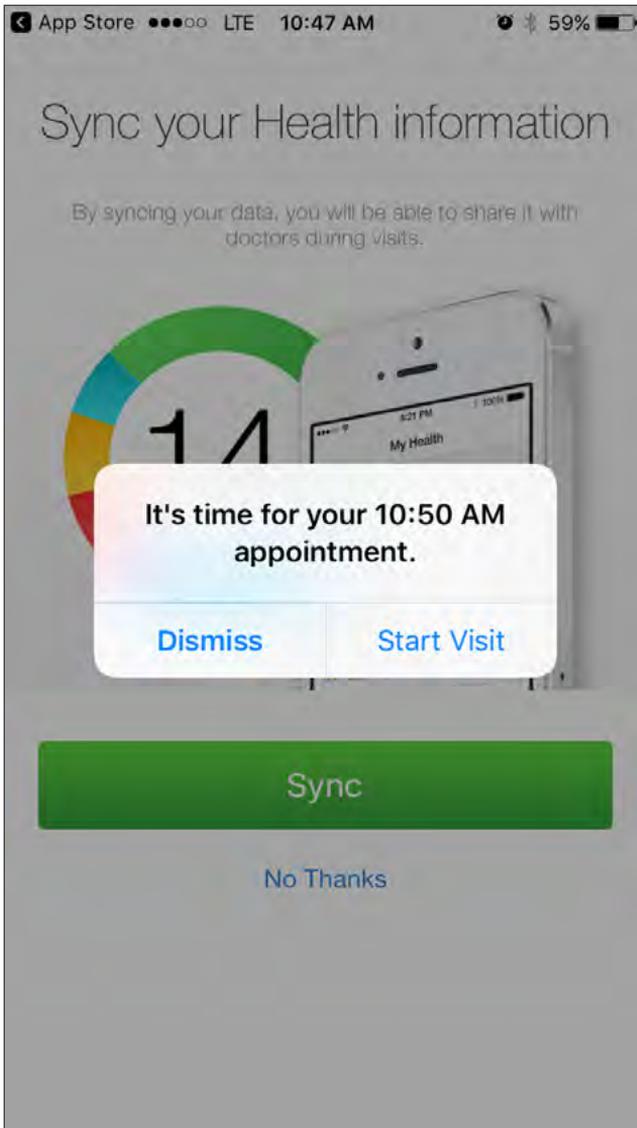


5. **Download** and **install** the app.

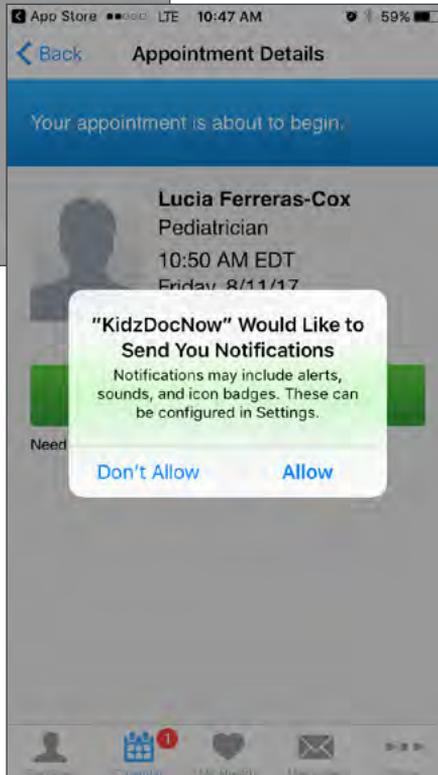
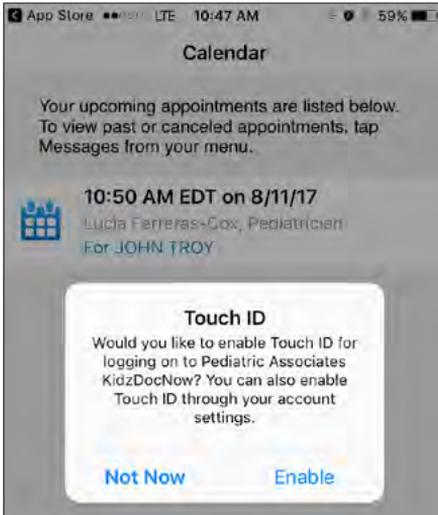
6. **Open** the app, allow KidzDocNow to access your phone's location, swipe to the right, and tap **“Log In.”**



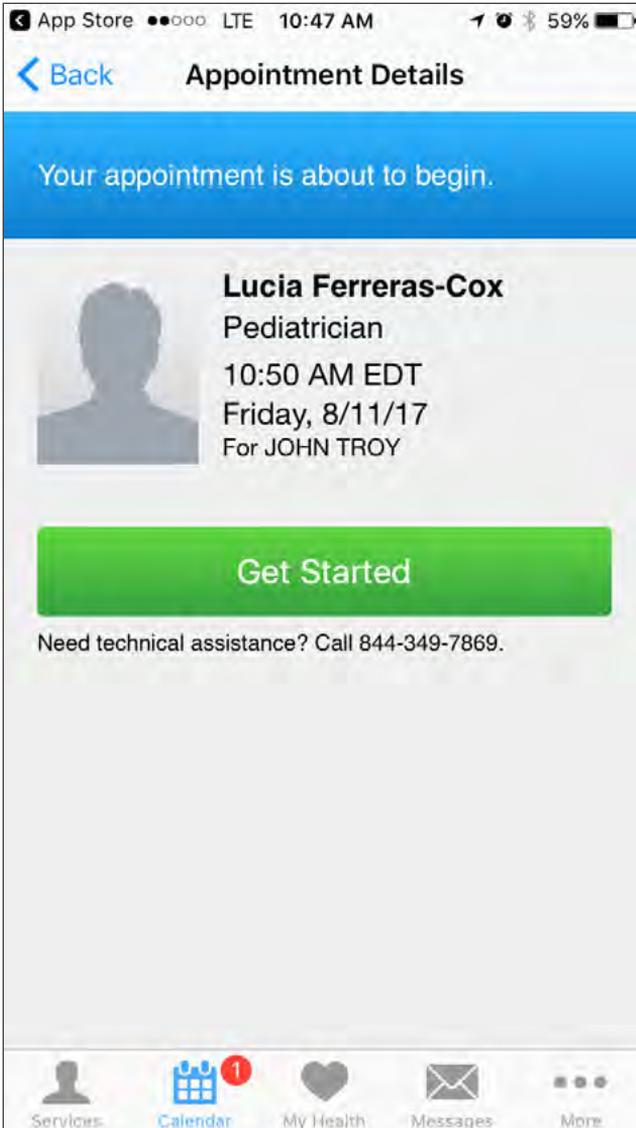
7. Tap **“Start Visit”** when prompted.



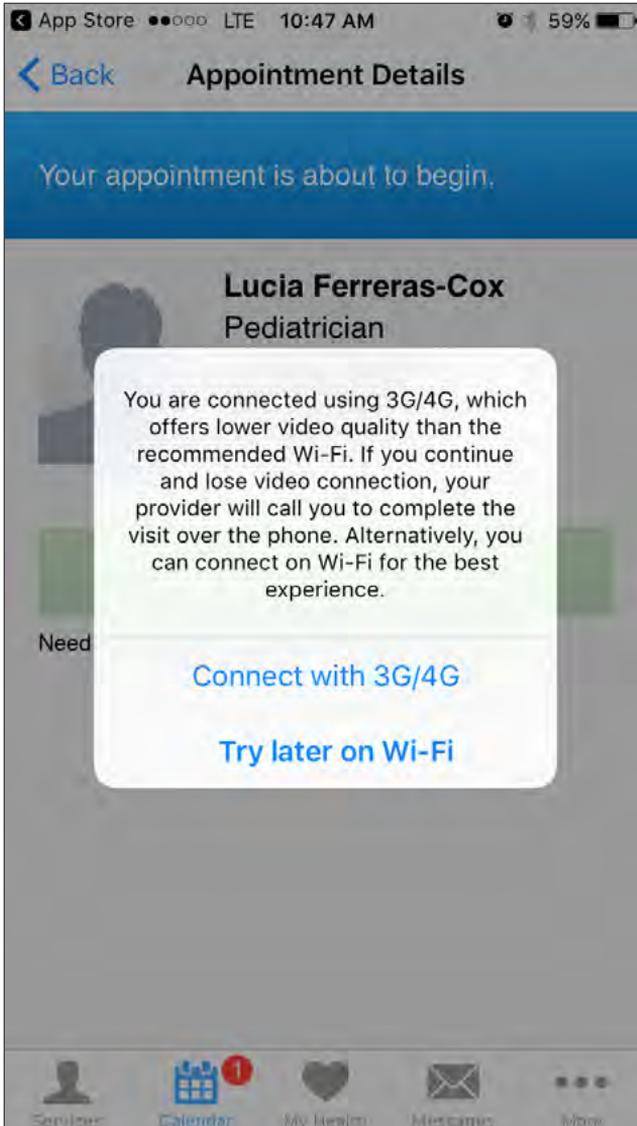
You may choose to set up **TouchID** for KidzDocNow (optional) **or choose** to allow KidzDocNow to **send you notifications** (optional, but encouraged).



7. Tap “Get Started.”



When available, always try to connect using Wi-Fi. If necessary you can use 3G/4G, but visit quality might be choppy depending on signal strength.



9. You'll now be brought to the intake process. **Confirm** who's being seen by the doctor, and make sure to **put a follow-up number** for the provider to call, if needed. Then, **tap "Continue."**

App Store 10:48 AM 59%

Get Started

START FINISH

Who is this visit for?

JOHN TROY ✓
DOB: 12/31/2010

Invite guest(s) to join your visit (optional).

+ Invite a Guest ⓘ

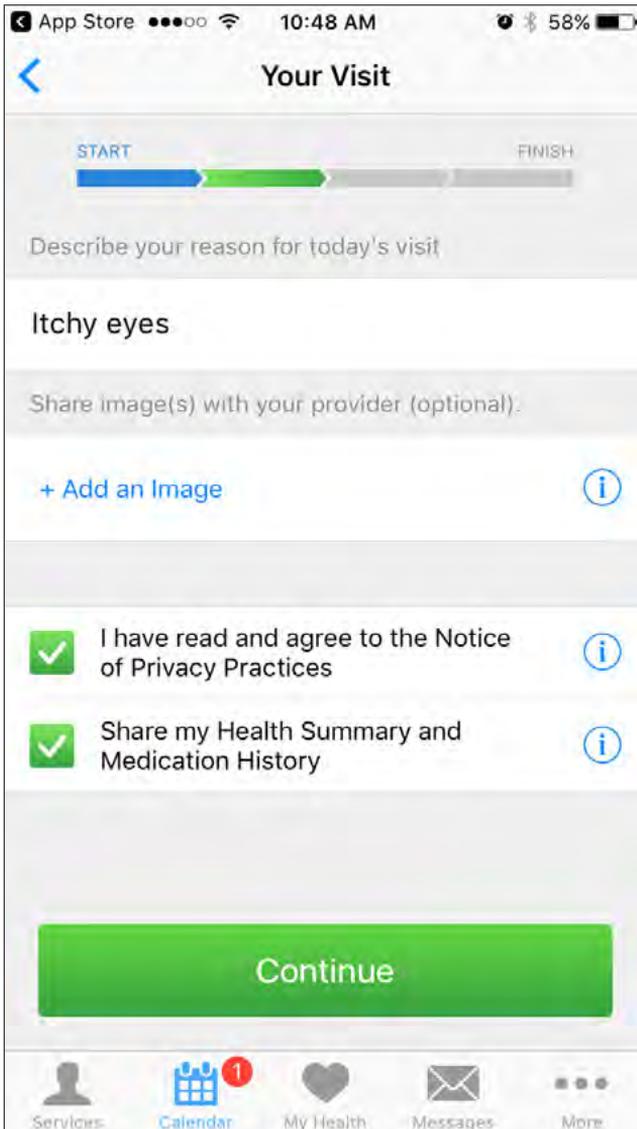
Where can this provider call you for follow-up, if needed?

Phone Number

Continue

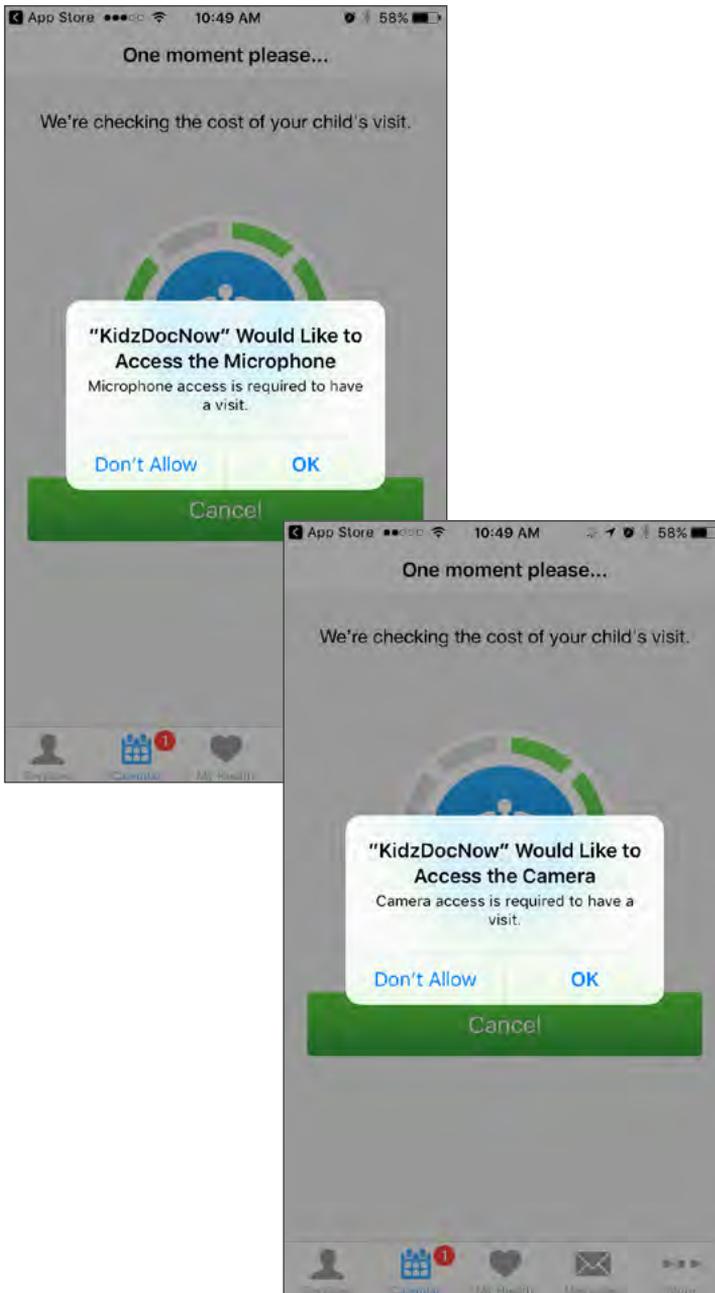
Services Calendar My Health Messages More

10. Enter the reason for your visit (e.g. “Itchy eyes”) and make sure to **check the box** next to “I have read and agree to the Notice of Privacy Practices.” Then **tap “Continue.”**

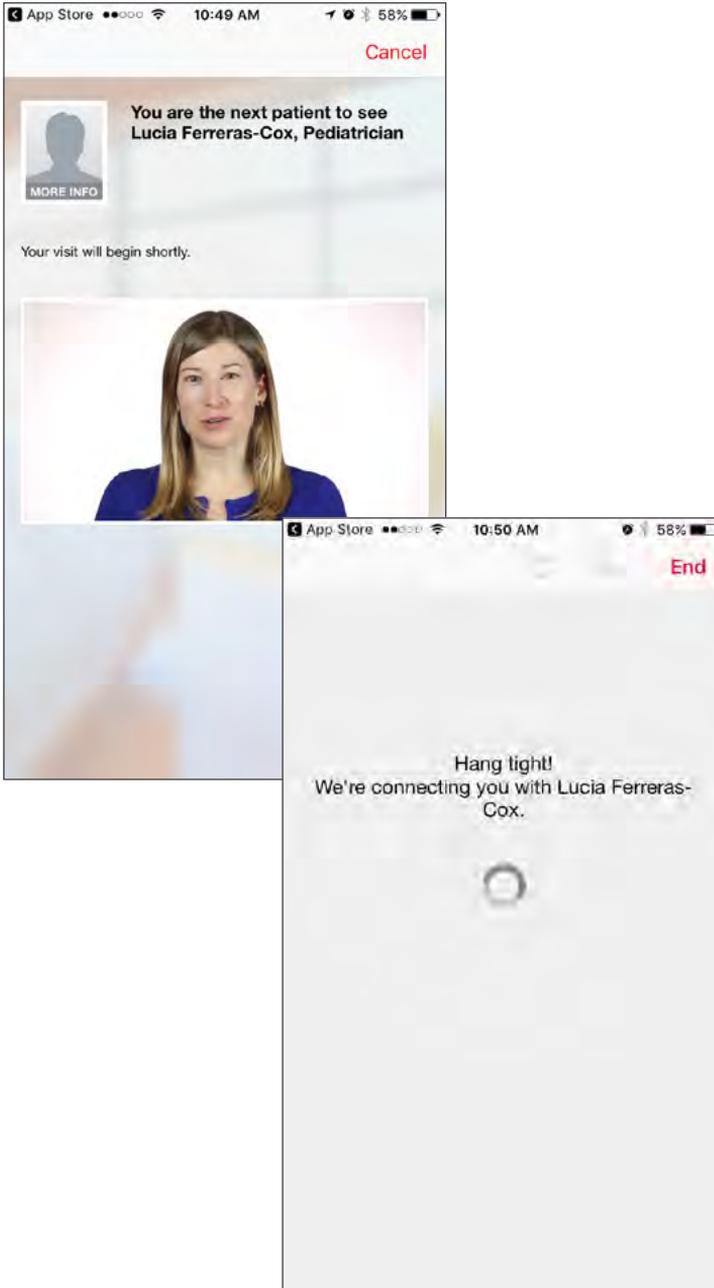


Note: Attaching photos will allow the provider to see the concerns prior to the visit. If the video quality is poor, the provider will have the ability to view the photos to help with diagnosis and treatment. To attach photos, **tap “Add an image.”**

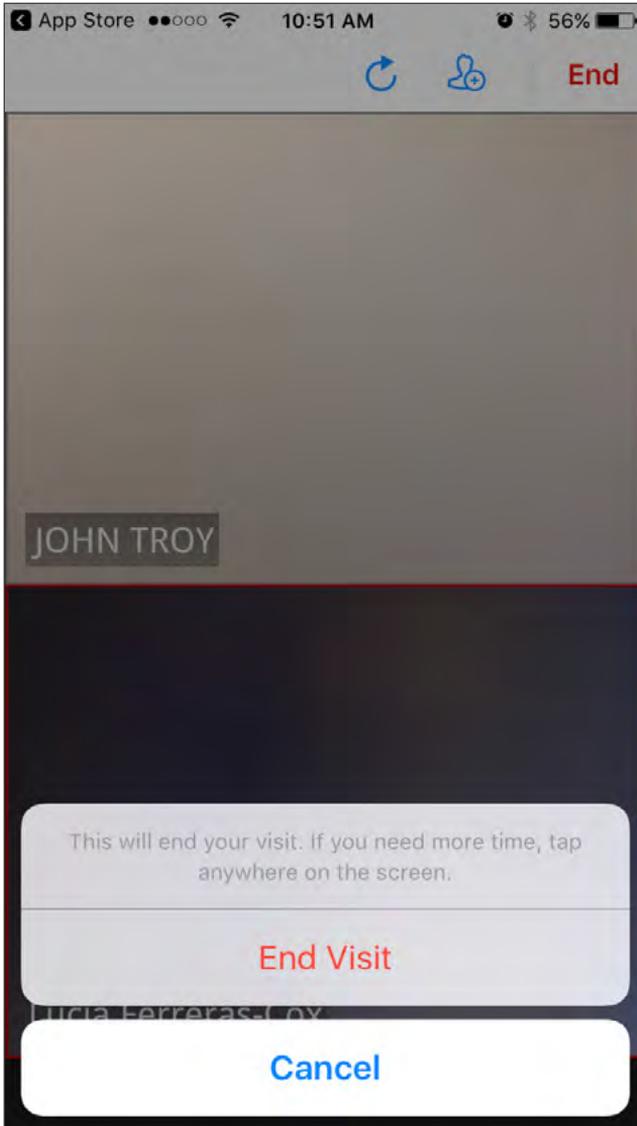
11. When prompted, be sure to **allow the KidzDocNow app to access the microphone and camera** to enable your virtual visit.



12. You will be now put in the **virtual waiting room** while you wait for the pediatrician.

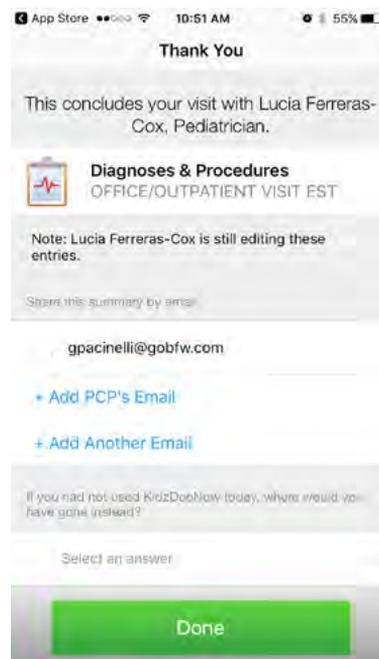
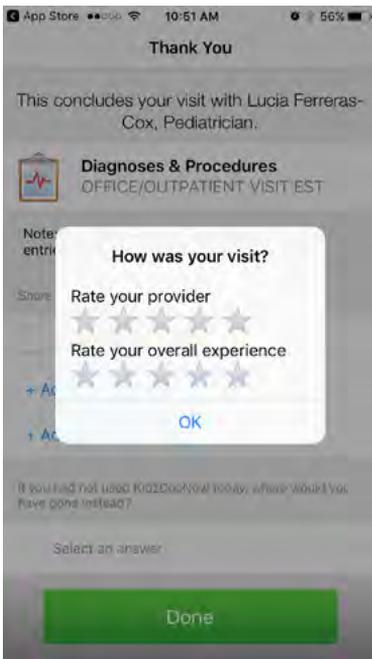


13. Your video visit has begun! After your visit, click **“End”** then confirm you’d like to end the visit.



14. You will then be asked to **rate** both the **provider** and **the KidzDocNow service**, as well as answer the following feedback question: “If you had not used KidzDocNow today, where would you have gone instead?”

You may choose to **send a summary of this visit to your email** or to someone else (family member, significant other, other doctor) but this is **entirely optional**.



15. Tap “Done.” Your visit is over! We hope you’ve enjoyed using KidzDocNow. **If you need any technical assistance, please call 844-349-7869.**

KIDZDOCNOW **DESKTOP** INSTRUCTIONS



KidzDoc**Now**

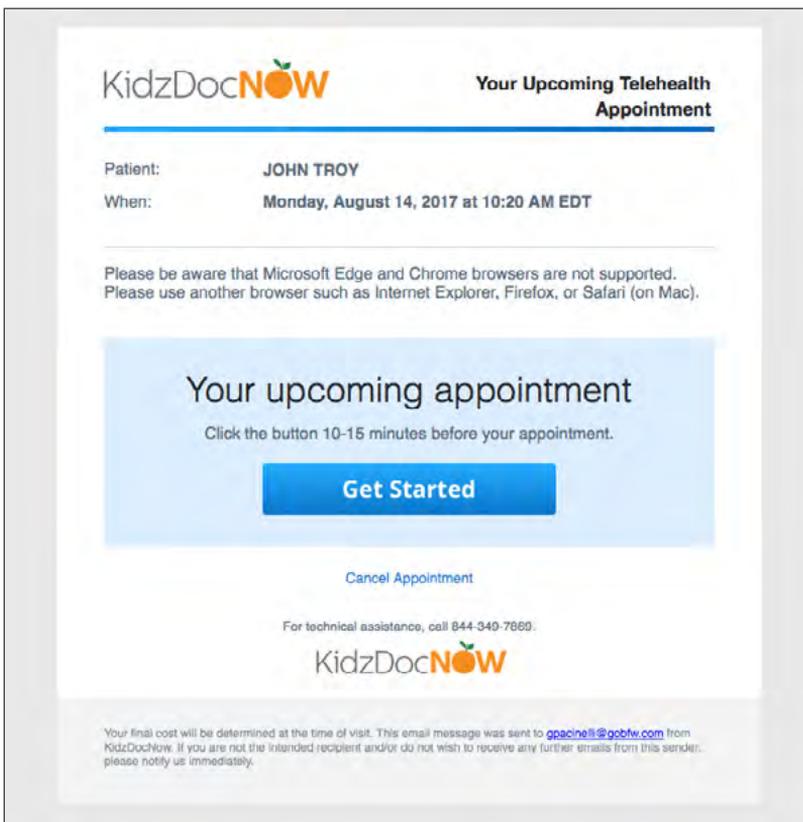


PEDIATRIC
ASSOCIATES

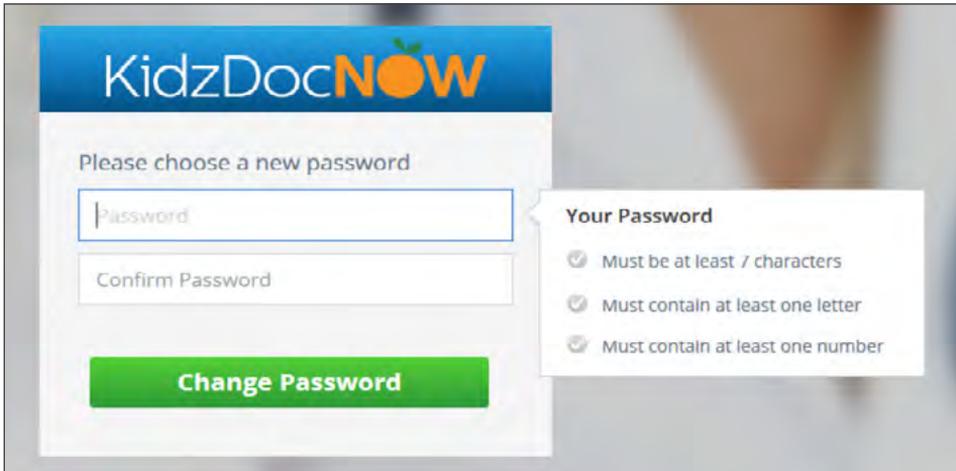
1. Check your email. You should have received an email from KidzDocNow with **“Your Upcoming Telehealth Appointment”** as the subject line. If you don’t see the email, be sure to check your spam folder. If you don’t receive it or need **technical assistance, call 844-349-7869.**



2. Open the email and click the “Get Started” button. (Note: some email services might not display the rich text of the button. If not, click in the box.)

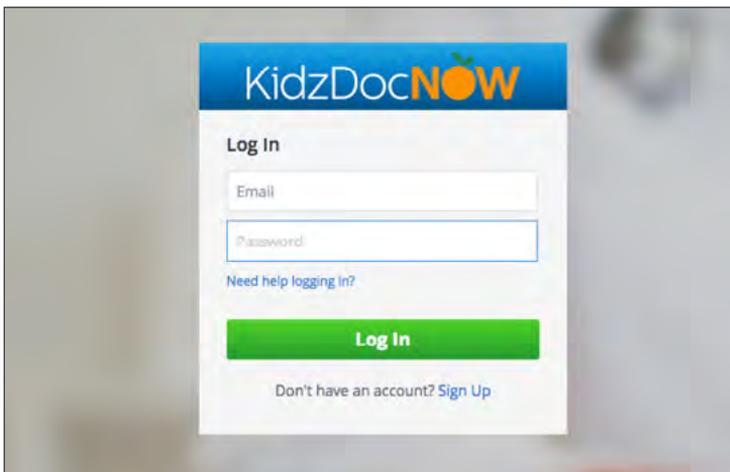


3. You will be redirected to a page where you'll be asked to **choose a password**. Confirm your password by entering it twice, and click **“Change Password.”**



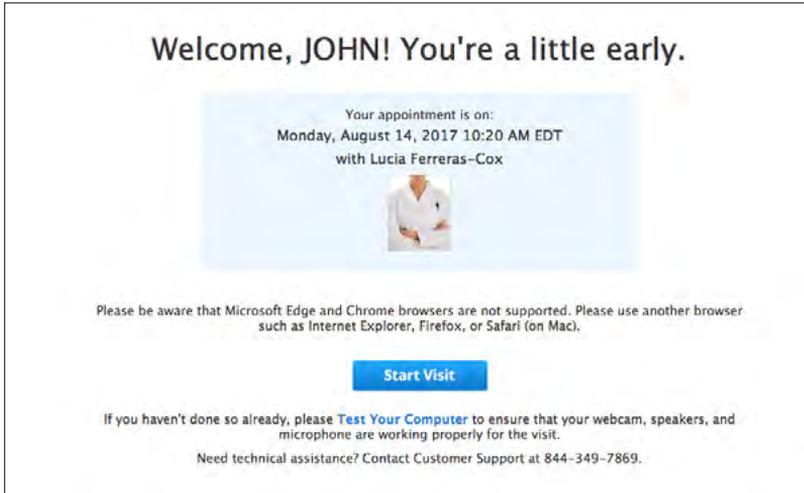
The screenshot shows the KidzDocNOW password creation interface. At the top is the KidzDocNOW logo. Below it, the text reads "Please choose a new password". There are two input fields: "Password" and "Confirm Password". A green button labeled "Change Password" is positioned below the fields. To the right, a white box titled "Your Password" lists three requirements: "Must be at least 7 characters", "Must contain at least one letter", and "Must contain at least one number". Each requirement is preceded by a checkmark icon.

4. **Log in** using your email and the password **you just created**.



The screenshot shows the KidzDocNOW login page. At the top is the KidzDocNOW logo. Below it, the text reads "Log In". There are two input fields: "Email" and "Password". Below the "Password" field is a link that says "Need help logging in?". A green button labeled "Log In" is positioned below the fields. At the bottom, there is a link that says "Don't have an account? Sign Up".

5. If you've logged in early, you'll be redirected to a page with the option to **“Test Your Computer.”** We **recommend** that all first-time web users log in early and click “Test Your Computer” to make sure you have all necessary plug-ins and updates. If you've already tested your computer, ignore this step, click **“Start Visit”** and skip to number 7 on this list.



Welcome, JOHN! You're a little early.

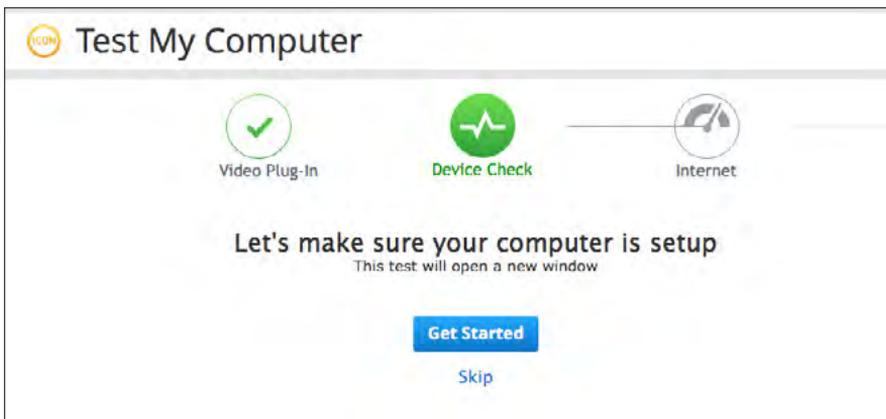
Your appointment is on:
Monday, August 14, 2017 10:20 AM EDT
with Lucia Ferreras-Cox

Please be aware that Microsoft Edge and Chrome browsers are not supported. Please use another browser such as Internet Explorer, Firefox, or Safari (on Mac).

[Start Visit](#)

If you haven't done so already, please [Test Your Computer](#) to ensure that your webcam, speakers, and microphone are working properly for the visit.
Need technical assistance? Contact Customer Support at 844-349-7869.

6. When you click **“Test Your Computer,”** you will be redirected to the test page. **Click “Get Started”** and follow the directions to test your software, hardware, and internet connection. If the system finds any problems, it will let you know how to fix them. If you're **having trouble**, please **call 844-349-7869**.



Test My Computer

Video Plug-In Device Check Internet

Let's make sure your computer is setup
This test will open a new window

[Get Started](#)

[Skip](#)

7. After you log in and click “Start Visit”, you’ll be brought to the intake process. To get started with your visit, **enter a phone number** where you can be reached. If the video drops out mid-visit, the KidzDocNow platform will connect you to the provider. You also have the option to invite a guest to join this visit. They will be sent an email with a link like you received. **Click “Continue.”**

The screenshot shows the 'Get Started' step of the intake process. At the top, there are two tabs: 'Get Started' (active) and 'Your Visit'. Below the tabs, there is a yellow flag icon and the text 'Get Started'. A light blue box contains the message: 'There is 1 patient ahead of you to see Lucia Ferreras-Cox, Pediatrician'. Below this, the question 'Where can this provider call you for follow-up, if needed?' is followed by a text input field. Another question, 'Would you like to invite someone to join your visit? (Optional)', is followed by a link '+ Add a guest'. At the bottom, there are two blue buttons: 'Back' and 'Continue'.

8. Next, **enter the reason** for your visit, **attach any materials** you want the doctor to see, and **check both boxes**. Then, **click “Continue.”**

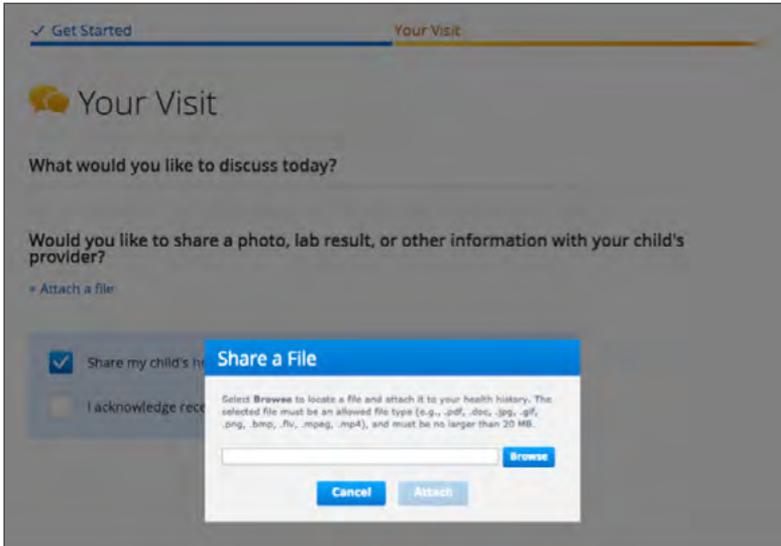
The screenshot shows the 'Your Visit' step of the intake process. At the top, there are two tabs: 'Get Started' (inactive) and 'Your Visit' (active). Below the tabs, there is a yellow speech bubble icon and the text 'Your Visit'. The question 'What would you like to discuss today?' is followed by a text input field. Below this, the question 'Would you like to share a photo, lab result, or other information with your child's provider?' is followed by a link '+ Attach a file'. A light blue box contains two checkboxes: the first is checked and labeled 'Share my child's health summary and medication history', and the second is unchecked and labeled 'I acknowledge receipt of this Notice of Privacy Practices'. At the bottom, there are two blue buttons: 'Back' and 'Continue'.

KidzDocNow

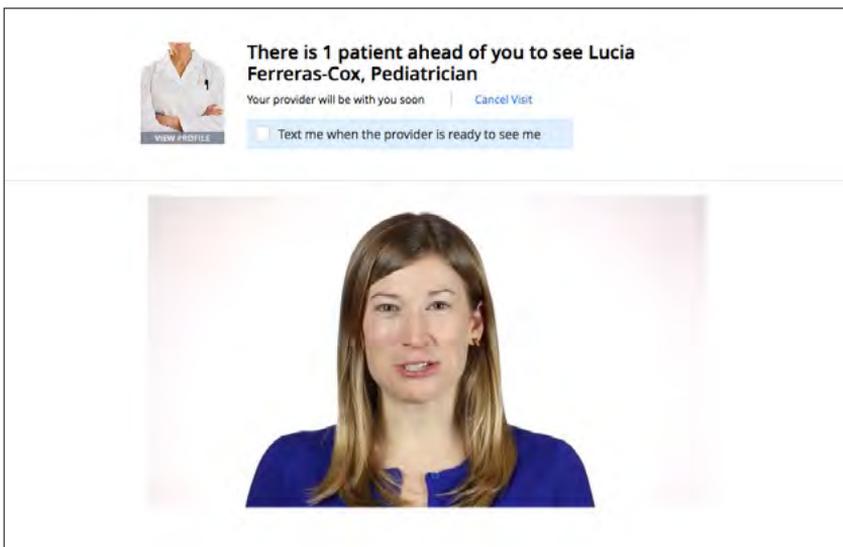


PEDIATRIC
ASSOCIATES

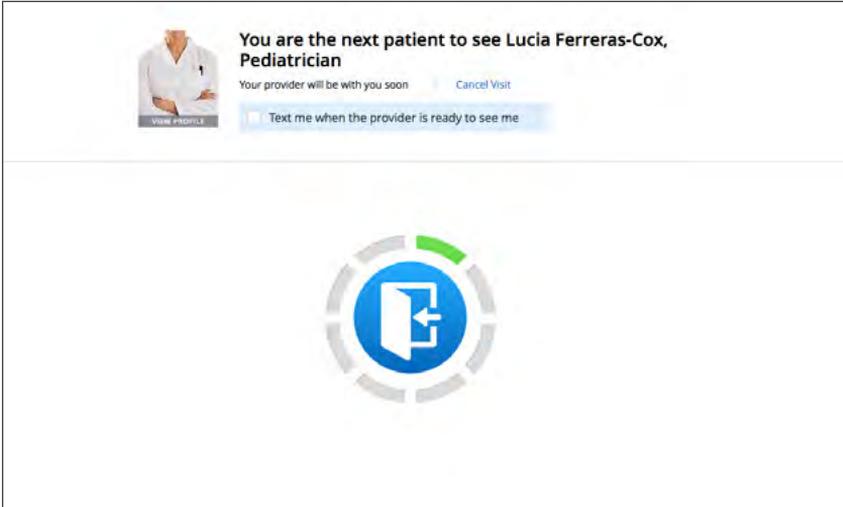
Note: Attaching photos will allow the provider to see the concerns prior to the visit. If the video quality is poor, the provider will have the ability to view the photos to help with diagnosis and treatment. To attach photos, **click “Attach a file”** and follow the directions shown below.



9. You will now be put in the **virtual waiting room** while you wait for the pediatrician.



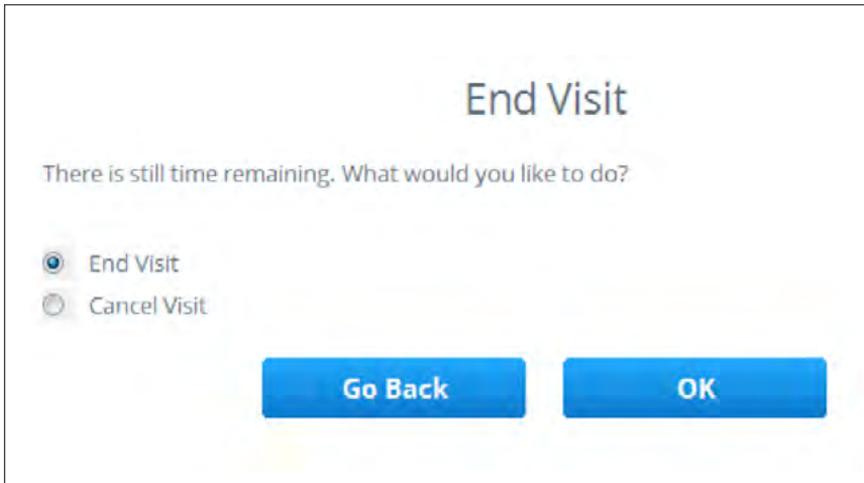
10. Please **wait until the video connects you** to the pediatrician you are about to see. The video will pop up in another window.



11. Your video **visit has begun!**



12. After your visit, **click “End Visit”** in the top right of the screen, then confirm you’d like to end the visit.



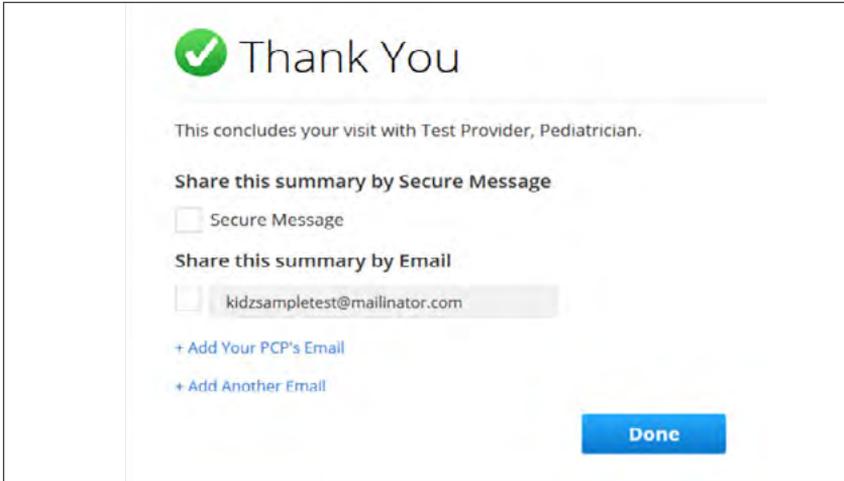
The screenshot shows a white dialog box titled "End Visit". Below the title, it says "There is still time remaining. What would you like to do?". There are two radio button options: "End Visit" (which is selected) and "Cancel Visit". At the bottom, there are two blue buttons: "Go Back" and "OK".

13. You will then be asked to **rate both the provider and the KidzDocNow service**, as well as answer the following feedback question: “If you had not used KidzDocNow today, where would you have gone instead?”



The screenshot shows a feedback form titled "End Visit" with a blue header. The form is divided into two main sections: "Rate This Provider" and "Rate Your Overall Experience", each with a five-star rating system. Below these sections is a question: "If you had not used KidzDocNow today, where would you have gone instead?". This question is followed by a dropdown menu currently showing "- Select -". At the bottom of the form is a blue button labeled "End Visit".

14. You may choose to **send a summary of this visit** to someone else (family member, significant other, other doctor), but this is **entirely optional**.



 Thank You

This concludes your visit with Test Provider, Pediatrician.

Share this summary by Secure Message

Secure Message

Share this summary by Email

[+ Add Your PCP's Email](#)

[+ Add Another Email](#)

Done

15. Click “Done.” Your visit is over! We hope you’ve enjoyed using KidzDocNow. If you need any **technical assistance**, please call **844-349-7869**.