TOTALCARE™   by **Hawkeye MedTech, Inc**

Patient Instructions

Download app:

1. click on https://totalcare.app.link/Dvojmp78E5
   OR
   a. Go to either Google Play or Apple store
   b. Search for "**TotalCare patient**"
   c. Look for the app with a stethoscope and **patient** icon.
2. Download and install the app

Signup:

1. Launch the TotalCare Patient app
2. At the Login screen, select "Signup" at the bottom
3. "*" are Mandatory fields and others are optional
4. Enter requested values (name, address, date of birth,….)
5. Click on the SAVE button
6. Verify entered information
7. Medical information is optional you can add them later
8. You will be navigated to the Home page which lists all available providers
9. LOGOFF when done

How to book an appointment:

1. Sign-in to the TotalCare app using your email address and password
2. Find **your doctor** from the list of providers
3. Click on "Book Appointment"
4. Select the date and time from available times. Clicking on ">" and "<", moves days forwards and backwards. Clicking on ">>" and "<<" moves months forwards and backwards.
5. In the "Chief Complaint" enter the reason for appointment
6. You may optionally enter pictures, videos, and vitals (blood pressure, temperature, pulse, etc)
   o Any pictures or videos added to TotalCare are secured but they may be stored on your phone. Please delete any pictures from your camera roll that you do not wish to retain in order to maintain privacy.
7. Click "Book" to send the appointment request to the doctor
8. LOGOFF

*Doctor will review and accept the request. You will get an alert on your phone and the appointment will show up on your TotalCare app calendar!

How to get on a call:

1. Sign-in to the TotalCare app at least 5 minutes before the appointment time
2. Go to the "Calendar" within the app
3. You will now see a new green button within your appointment
4. Select "Go to the waiting room" button
5. Please answer **"YES" to give access to location, microphone and video!**
6. Select "Ready for Call"

Now, wait for your doctor to start the video call. Please DO NOT HANG UP. Let the doctor end the call!

Make sure to LOGOFF after every use.

For additional instructions, visit http://www.hawkeyemedtech.com/how-to or call 301-358-2339 for technical support.
Get support at https://hawkeyemedtech.com/osticket/