



TOTALCARE™

by Hawkeye MedTech, Inc

# Patient Instructions

Patient account can be created/operated using Web as well as Android/iOS applications

**Website Link:** <https://totalcaretelemed.com>

## **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 all 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. \*\*Your provider may or may not require a credit card for appointment payments. Go to **More > Payment Settings** in order to add your form of payment.
10. LOGOFF when done

\*\*To check if your clinician requires a credit card, please tap/ click on “book an appointment”. You will see a pop up message if they require a credit card.

## **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)
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”



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7. Now, wait for your doctor to start the video call. Please **DO NOT HANG UP**. Let the doctor end the call!
8. **Make sure you LOGOFF after every use.**

For additional instructions, they can go to: <http://www.hawkeyemedtech.com/how-to>

Call 301-358-2339 if you have any questions or run into any technical issues.

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