



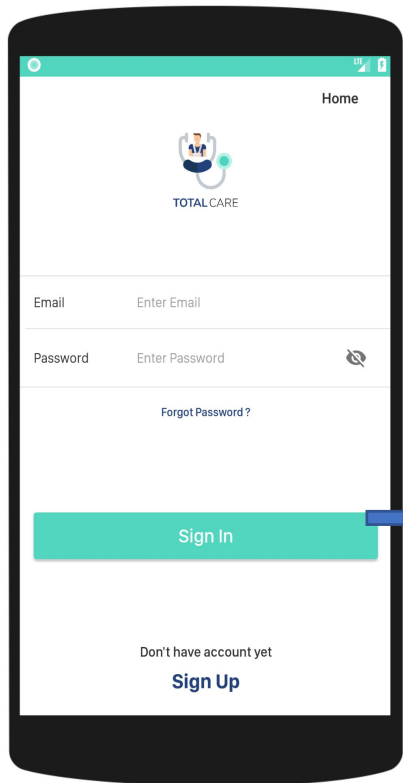
### **Patient Instructions**

1. How to schedule an appointment
2. How to get on a call

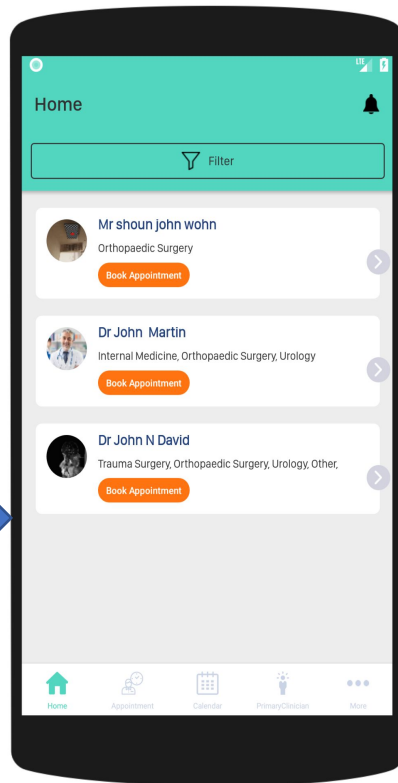
# 1. How to book an appointment

# Step 1: Login to TotalCare

Enter userid and password

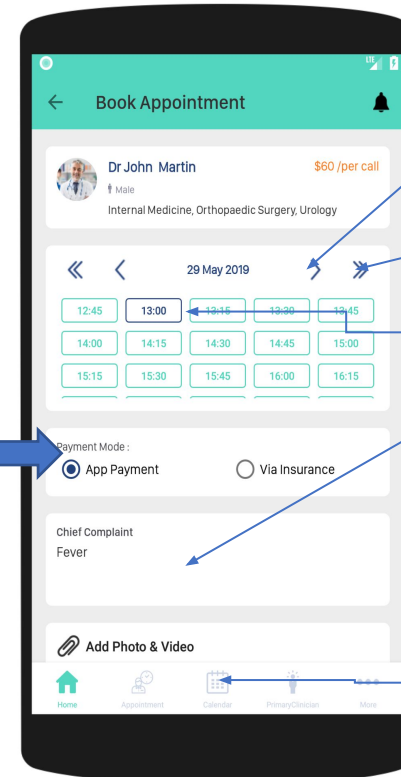
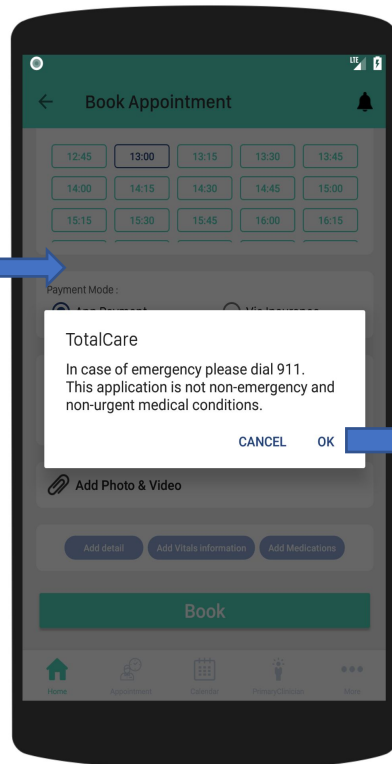
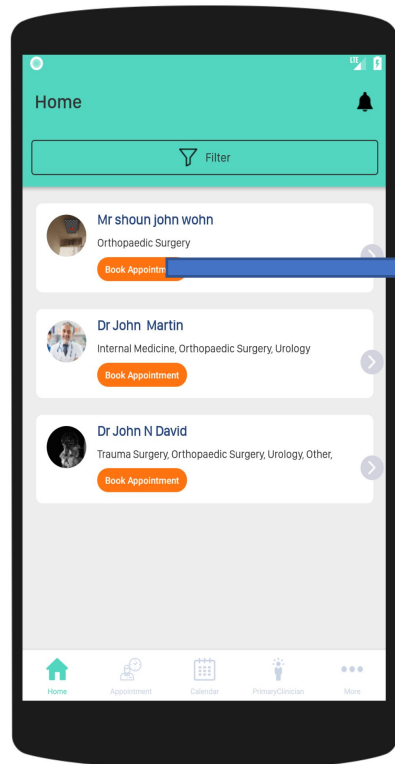


This is the home screen listing all available clinicians.  
**Find your doctor or healthcare provider!**



# Step 2: Find schedule availability

**NOTE: You must have a credit card in the system, in order to schedule an appointment.**



Move forward one day at a time

Move forward one month at a time

1. Select available timeslot
2. Enter "Chief Complaint"
3. Select "BOOK"

This will send a request to your Provider.

When the appointment is accepted, It will appear on your calendar.

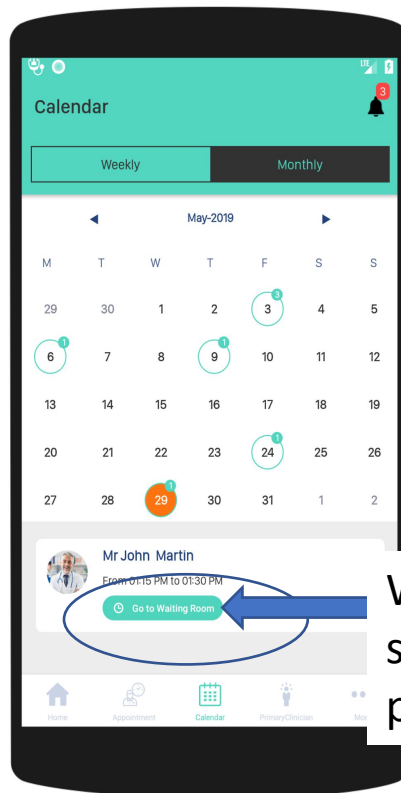
**Congratulations!**  
**You have booked an appointment**

## 2. How to get on a call

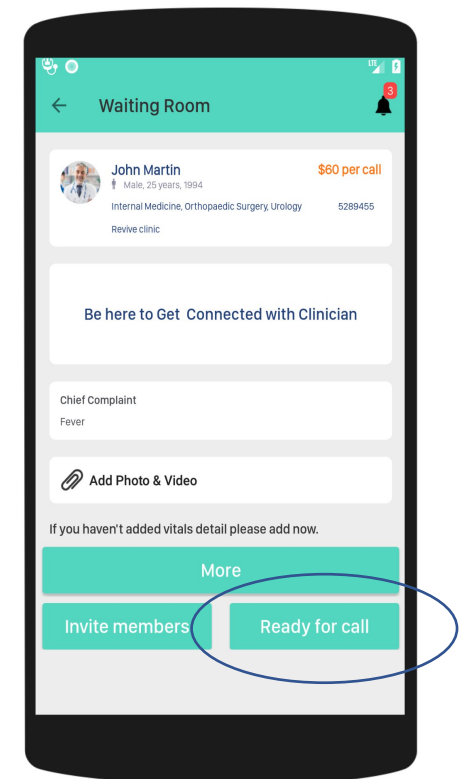
# 5 minutes before appointment time

1. Login to the application
2. Go to the calendar at least 5 minutes before appointment time
3. Click on “Go to waiting room” button

4. Click on “Ready for call”
5. Now wait for clinician to initiate the call.



When ready, click here to start the teleconsultation process



Wait for the provider to start the call



For additional instructions, visit  
<http://www.hawkeyemedtech.com/how-to> or call 301-358-2339 for  
technical support.