

InTouch Patient App

Patient Reference Guide

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System Requirements

InTouch Health's Virtual Care Platform is designed to run on a broad range of devices and network conditions. Ensure your network and devices are optimized to provide an exceptional user experience by meeting the following minimal requirements.

Software Requirements

Supported Browsers and Operating Systems

Browser	Version	Operating System
Chrome	V68.0 and later	Mac OS 10.14 and later Windows 7 and 10 Android v9.0 and later
Safari	12.1 and later for Safari	Mac OS 10.14 and later iOS 12.1 and later
Firefox	v61.0 and later	Mac OS 10.14 and later iOS 11 and later
Edge	Not supported	N/A
Internet Explorer	Not supported	N/A

Hardware Requirements

The following devices have been successfully tested by InTouch Health and/or our partners. However, many factors will affect how a device will function in your use cases.

Any device that meets the minimum requirements listed below should work.

Minimum Requirements: Patient (Mac or PC)

Hardware	Minimum Requirement
Processor	1.9 Ghz intel dual processor (Second Generation)
RAM	6 GB
Webcam	InTouch Patient App supports most webcams. Recommended: Logitech cameras Exception: SunPlus cameras and drivers via HP computer.

Hardware Requirements (continued)

Minimum Requirements: Patient (Mac or PC)

Hardware	Minimum Requirement
Microphone	Required
Speakers	Required
Headsets	InTouch Patient App supports most headsets. Recommended: Logitech Sennheiser Apple AirPods Apple Earpods Exception: Plantronics

iOS Device Minimum Requirements

iOS Device	Patient Minimum Hardware Version
iPhone	iPhone 5s and later
iPad	iPad 5th generation and later

Android Device Minimum Requirements

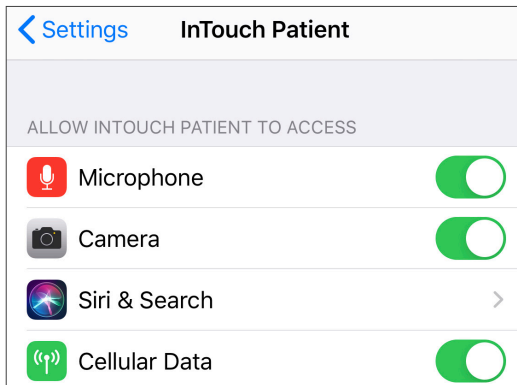
Android Device	Patient Minimum Hardware Version
Android devices	Most Android devices running a minimum OS version are expected to work. Exception: Older models typically have reduced frame rate and lower quality cameras

Setup Requirements

Audio/Video Settings

InTouch Patient app (iOS)

1. Go to *Settings*.
2. In the left-hand navigation bar, scroll down and select *InTouch Health Patient*.
3. Allow access to the device Microphone and Camera as shown below.



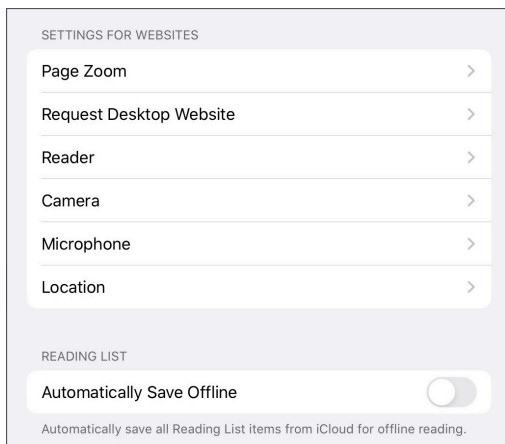
In addition, the Patient may have to check the camera and microphone settings for their preferred browser.

For Chrome Users

1. Go to *Settings*.
2. In the left-hand navigation bar, scroll down and select *Chrome*.
3. Allow access to the device Microphone and Camera as shown above.

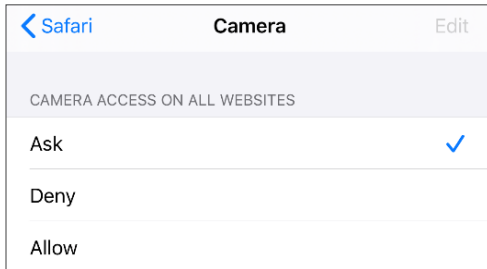
For Safari Users

1. Go to *Settings*.
2. In the left-hand navigation bar, scroll down and select *Safari*.
3. Scroll to Camera and Microphone.



Setup Requirements (continued)

4. Select Camera and then choose either *Ask* or *Allow*.



5. Then select Microphone and repeat step 4.

Version Setting: Verify your app is updated

1. Go to *App Store* application.
2. Select *Updates*.
3. If shown, select *Update* next to the InTouch Patient App icon.

Patient Authentication

InTouch Health utilizes 2-factor authentication for patients connecting to our systems. Health Systems have several options for offering patient authentication, via email address, or member identification number (MemberID).

Email

Patients authenticating through email address are prompted to enter their email address to access the system. They must then choose how they would like to receive an access code which serves as their second authentication factor. Patients may elect to receive their access code via email sent to their email address, or via SMS text message. The access code is a case-sensitive, 4-alpha character code.

For the email authentication method, if a patient enters an email address that is not known to the system, the system may allow that patient to enter their demographic data and create a new patient record. Patients may then proceed with scheduling an appointment.

Patient Authentication (continued)

MemberID

Health systems may elect to utilize a MemberID authentication system for patient access. This method requires the health system to generate a member list. This is a list of patients with their demographic data and an assigned MemberID string that will be imported into the InTouch Health server for the practice.

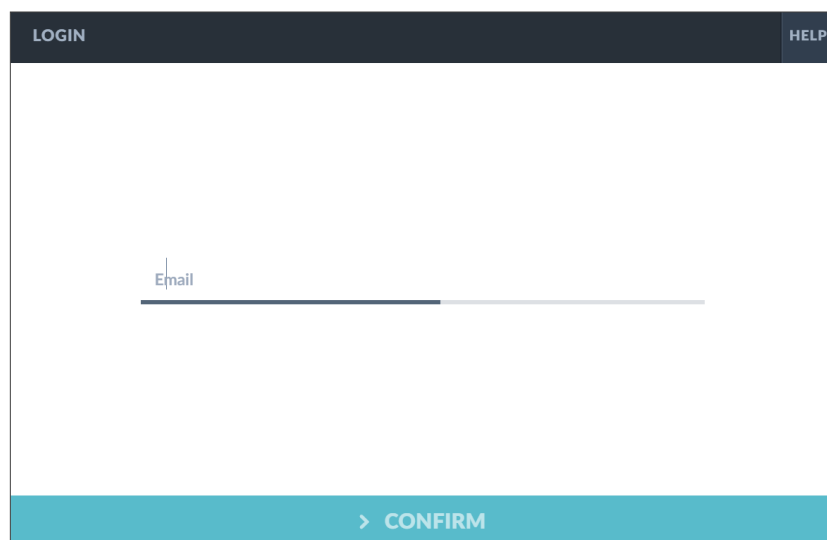
Patients will be prompted to enter their MemberID when they wish to access an InTouch Health system. Once a MemberID has been entered, the system will prompt the patient for a second authentication factor. For the MemberID method, the second authentication factor is the patient's date of birth.

Once this has been entered, the patient may then continue to schedule an appointment. The MemberID list may be updated and reimported every month with new members.

The MemberID method does not allow new patients to be created in real-time like the email method does. MemberIDs are only created through the import process.

Example: After logging into the application, the patient will see the following steps before the intake process begins.

1. Patient receives an email from their provider with an invitation URL.
2. The patient clicks the URL. The following will be displayed.



The screenshot shows a web application interface for patient login. At the top, there is a dark header bar with the word "LOGIN" on the left and a "HELP" link on the right. Below the header is a large white rectangular area. In the center of this area, there is a label "Email" positioned above a horizontal input field. The input field is a thin line, with the left portion filled in dark grey and the right portion in light grey. At the bottom of the white area, there is a teal-colored button with a right-pointing chevron icon followed by the text "CONFIRM".

3. The patient enters their email address. The following will be displayed.

PICK YOUR DELIVERY METHOD

HELP

☐ EMAIL

☒ SMS (XXX-XXX-8707)

< BACK

> CONFIRM

4. The patient selects either *Email* or *SMS*. The following will be displayed.

LOGIN

HELP

PASSCODE WAS SENT TO | JOHNROBERTS@GMAIL.COM

✓ I HAVE MY CODE

✕ CANCEL

< BACK

> CONFIRM

5. The patient clicks *I have my code*. The following will be displayed.

LOGIN

HELP

Passcode

< BACK

> CONFIRM

6. The patient enters their code. If there is more than one patient associated with the email address (for example, parents and children on their parents' email) the following will be displayed.

LOGIN HELP

SELECT FAMILY MEMBER

☐ SON, ROBERTS ☐ DAUGHTER, ROBERTS

BACK > CONFIRM

After selecting their name, they will enter the waiting room. If there is only one patient associated with the email address they will not see the screen above and will enter the waiting room right after entering their code.

Notification Preference

The patient may select the preferred method of notification and confirmation delivery.

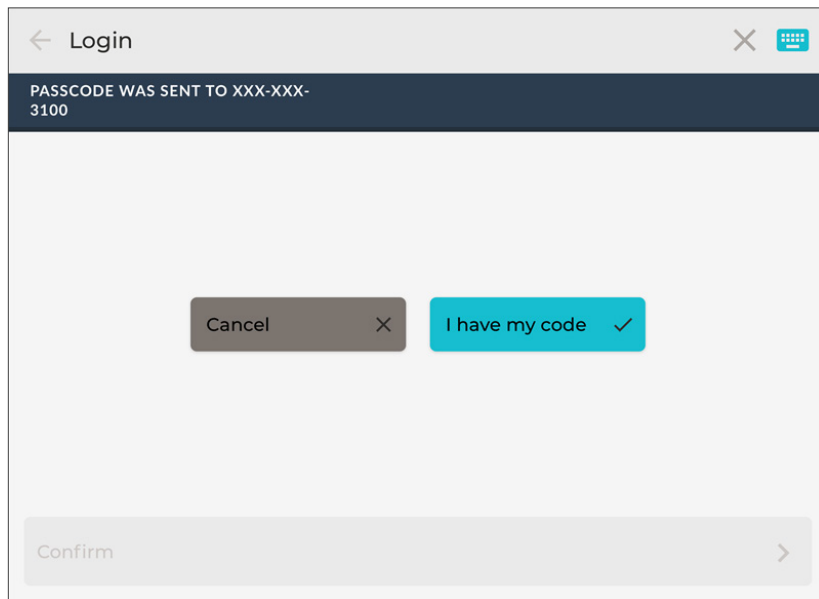
← Pick your delivery method X 📱

Email SMS (xxx-xxx-3100)

Confirm >

Example SMS:

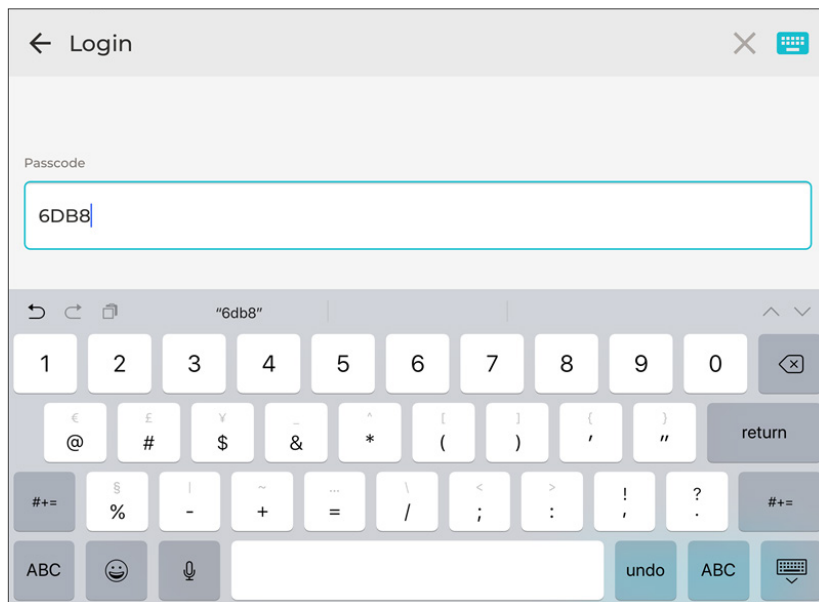
If the patient selects SMS, the confirmation will be delivered to their mobile device with the following message displayed.



A mobile app screen titled "Login" with a back arrow and a close button. A dark blue banner at the top displays the text "PASSCODE WAS SENT TO XXX-XXX-3100". Below the banner, there are two buttons: a grey "Cancel" button with a close icon and a teal "I have my code" button with a checkmark icon. At the bottom, there is a grey bar with the word "Confirm" and a right-pointing arrow.

Example Access Code:

By selecting, *I have my code* the following request will be displayed for the patient to input their Access Code.



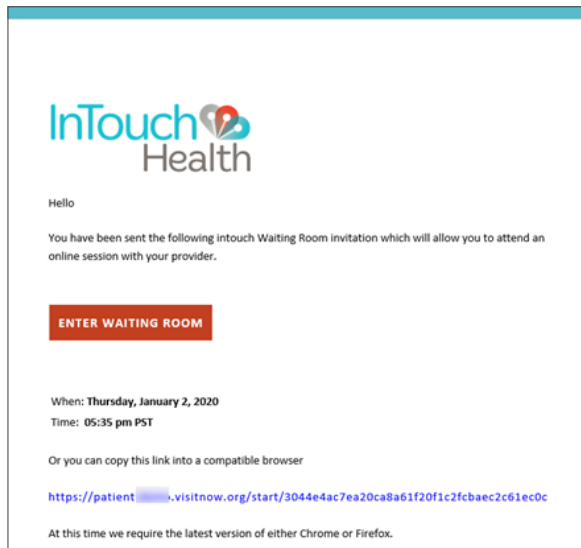
A mobile app screen titled "Login" with a back arrow and a close button. Below the title bar, there is a text input field labeled "Passcode" containing the text "6DB8". Below the input field is a standard iOS-style keyboard with a numeric keypad, symbols, and letters. The keyboard is currently displaying the text "6db8" above the numeric row.

After entering the access code, the patient will then continue with the check-in process. If the patient enters a code or email address that is not found, the system will prompt the patient to complete the demographic data pages before being able to continue.

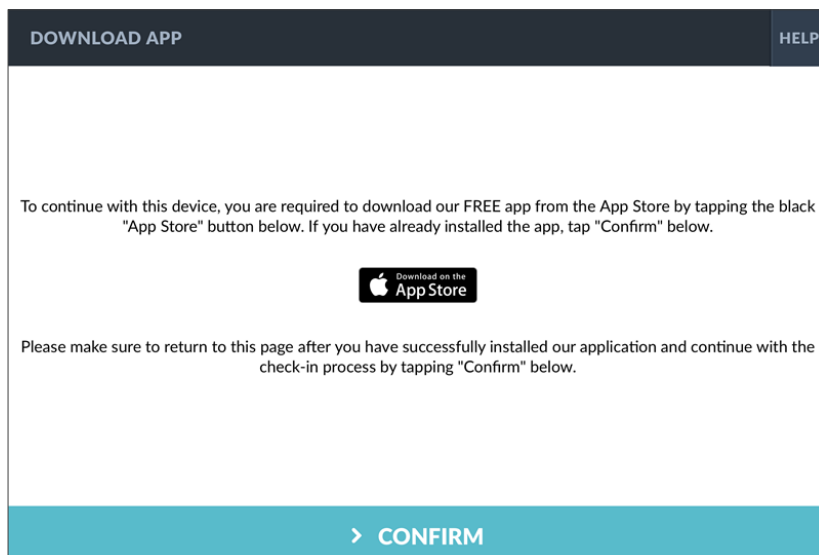
Virtual Consults for Patients

This section outlines the steps you will experience when accessing a virtual consult with a provider.

1. Notifications: Once your virtual consult has been requested or scheduled, you will receive a notification via SMS or email. This notification confirms the date and time of the consult and includes a link to access the virtual waiting room.



2. Patient Access: Enter the virtual waiting room either by clicking the link in the SMS or email.
3. Click *Check-In*.
4. If you are using a laptop or computer, you will enter the waiting room and begin the patient intake/check-in process.
5. If you are using a mobile device or personal tablet, continue to Step 6 (if accessing via computer, skip to Step 7).
6. Downloading the app: if you do not already have the InTouch Patient App installed, the following message will be displayed.

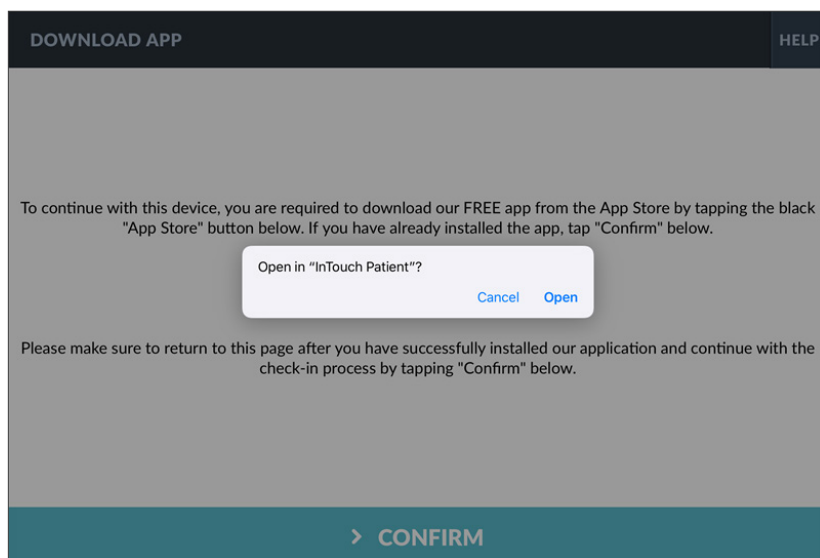


- a. Select *Download on the App Store* icon as displayed above. Below is the Apple Store application that is available to download, select *Get* to download.

NOTE: Do not click *Open* from the App Store. You must go back to the browser and click *Confirm*. (Follow step b. to continue)

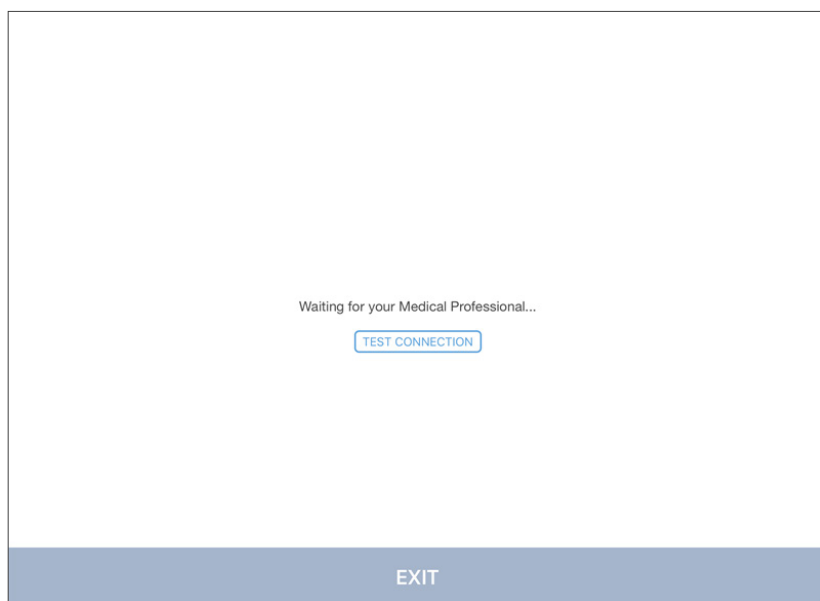


- b. Once confirmed, the following message will be displayed. Select the option *Open* to initiate the download.



7. The intake/check-in steps are dependent upon the configuration of the virtual consult. For example, this step of the process may include demographics, providing signature, insurance/payment, etc. Please contact your provider if you have questions on these check-in steps.

8. After the intake/check-in process is complete, the following message will be displayed.



9. You will now be waiting for the virtual consult to be started by your medical professional. Click *Test Connection* to ensure your audio/video connections are adequate for the virtual consult to take place.

Patient Virtual Care Visit View

Below is an example of the patient experience during the virtual consult.

