



**ModuleMD<sup>®</sup>**

**Providing solutions...not just software**

# **Telemedicine User Guide: Patient Registration & Scheduling**

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# Purpose

# Purpose

The purpose of this user guide is to explain:

- How to register for Telemedicine
- How receptionists can support patients with Telemedicine setup and scheduling

# Registration

# Registration

Contact ModuleMD Client Services to register your practice for Telemedicine. You will be unable to use Telemedicine without registering your practice.

Client Services is available to help you through the setup process.

# **Receptionist use of Telemedicine**



# Register Patients for Patient Portal

ModuleMD® 14:08:08  
Medical Clinic Inc  
LEAD CLINICIAN, Telehealth (EST)

My Activities

Messages Finalize Notes Quality Programs E-Fax

Select Patient x Search

Dashboard

Today's Patient List Messages Review Lab Results Procedures Today's IT Patient List Lab Order **Patient Portal**

Patient Portal Users

Register Web User Register From Practice

Search: {Account No} {First Name} {Last Name} Search

#	Account No #	Last Name	First Name	Contact No	Login Name	User Type	Email ID
1	31155	45	Patient	964-269-7347	P4531155	P	alava.hara@modulemd.com
2	80225	128	Patient	767-517-3401	P1880225	P	

1. Go to your user dashboard and select "Patient Portal"

2. If patient is not yet registered for the portal and are not on this list, select "Register From Practice" to register a patient.

Consent Form

Please print the consent form and click on the next button to continue web user registration process

Print:

Web user type:

☒ Patient is web user

☐ Authorized web user for patient

Print Consent Form

Next

3. Print consent form and have patient sign.

4. Select either "Patient is web user" if the patient is registering themselves or select "Authorized web user for patient" if a parent/guardian is registering on behalf of a minor.

5. Select "Next"



# Register Patients for Patient Portal (Continued)

**Create Web User Account**

Important Note: The fields underlined with red color are mandatory.

Please use the Search button to look up patients in your practice

Patient ID:

Name: {First Name} {Last Name} {Suffix}

Address 1:


Address 2:

City, State, ZIP:

Country:

Phone Number:

Email:

 Search


1. Select "Search" to search for a patient by their name or account number. Otherwise, enter the patient's information manually.

**Search Patient**

First Name:

Last Name:

Patient ID:

 Search

2. Enter name and/or date of birth to search for a patient. Then select "Search"

**Patient List**

Last Name	First Name	Date of Birth	Patient ID	Practice Code

Page 1 of 1

**Search Patient**

**Patient List**

Last Name	First Name	Date of Birth	Patient ID	Practice Code
11	Patient	12/9/1953	3193	ACRS

Page 1 of 1

Displaying 1 - 1 of 1

Select

3. Select the correct patient.

4. Click "Select"


# Register Patients for Patient Portal

## (Continued)

**Create Web User Account**

Important Note: The fields underlined with red color are mandatory.

Please use the Search button to look up patients in your practice.

Patient ID:   Search

Name:

Address 1:

Address 2:


City, State, ZIP:



Country:

Phone Number:

(Home Phone) (Cell Phone)

Email:

 Please enter valid data for the form


**1.** After searching for your patient you will have to enter a valid email for the patient\*.

**\* Tip** – Patients have to use different emails for each person being registered. For example, if a parent is registering themselves and a child, the parent will have to provide a unique email for each person. This will become important when registering for Telemedicine.

**Create Web User Account**

Important Note: The fields underlined with red color are mandatory.

Please use the Search button to look up patients in your practice.

Patient ID:   Search

Name:

Address 1:

Address 2:


City, State, ZIP:



Country:

Phone Number:

(Home Phone) (Cell Phone)

Email:

 Form data is valid

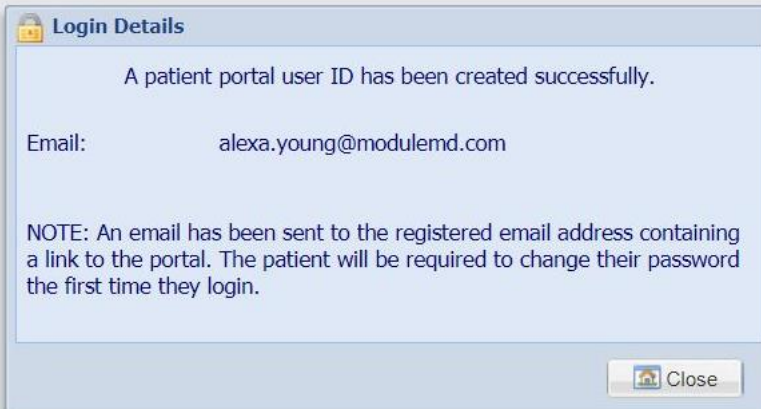
 

**2.** Once an email is entered, you will see a green circle with a check mark in it.

**3.** Select “Save”

# Register Patients for Patient Portal

## (Continued)



**1.** After registering the patient you get this message saying the patient portal ID has been created successfully. The patient should receive a confirmation email immediately.

Dear Patient,

**Note: Please do not reply to this mail. Replies to this message are routed to an unmonitored mailbox. If you have any questions please contact your doctor's office.**

This message is sent to you on behalf of Dr. Gary Davis, MD from Medical Clinic, Inc. Please read the following message to complete the registration process to access your medical records securely.

This is to inform you that Dr. Gary Davis, MD's office has granted you access to your Patient Portal. This portal offers you the benefit and convenience of reviewing some of your clinical information and medical records that your doctor may choose to post on your portal. Access to the portal is controlled by a username and password. Your username will be displayed when you change your password.

Please click on the link below to access the portal and set up your user access. For security reasons you will be asked to change your password when you login for the first time. Please enter a password of your choice and keep it confidential.

<https://mmdas.modulemd.com/patientportal/createpasswordAU.aspx>

**2.** Email the patient will receive after registration for the patient portal.

**3.** Tell patients to follow the link in the email to complete registration.

If you have any questions please contact your doctor's office. ModuleMD is only an EMR service provider for your doctor's office.

Regards,  
Gary Davis, MD  
Medical Clinic, Inc  
St Joseph  
269-428-0002

# Register Patients for Telemedicine

11, Patient J Search Options Patient: 11, Patient J Account #: 3193 DOB: 12/09/1953 Age: 65 yrs, 5 mo Sex: M More..

Dashboard Reception x Patient Chart x

Demographics View Notes Visit Notes ePrescriptions Immunotherapy Medication Administered Skin Tests Messages Lab Documents

Quick Link Picture ID Personal Insurance Authorization Reminders Receipt Educational Resources Pa

To Do S O A P MU All Visit Slip: 06/10/20 Visit Date: 06/28/2018 Provider: James Catwell, MD Quality Measures Print Visit Slip Copy History Print

1. Go to “Demographics” in the patient chart and select “Personal”

11, Patient J Search Options Patient: 11, Patient J Account #: 3193 DOB: 12/09/1953

Dashboard Reception x Patient Chart x

Demographics View Notes Visit Notes ePrescriptions Immunotherapy

Patient Dashboard Quality Measures Dashboard Established x Demographics x

Update Clear Scan Picture ID Registration/HIPAA Forms More.. Telemedicine Registration

First Name: Patient

Birth Sex: Male

Race: White

Ethnicity: Not Hispanic or Latino Preferred Language: English

Statements: Yes Primary Language: English

SSN: Employer: Select Employer ADD EDIT

Special Instructions: 13 10/Ins BCBS/CommBlue Date of Death: Select Date... Preliminary Ca

Patient Communication Information

Suite/Apt: Street Address: 47750 Waubascon Rd

City: Benton Harbor

Email:

3. Select “Update”. This will take you out of this page. Simply return by repeating step 1 to finish registration.

2. Add/update patient's email.

4. Select “Telemedicine Registration”. Let patient know they will receive a confirmation email. They will have to follow steps in the email to activate their account.

**\* Tip** – Please note that if a patient is registering themselves and someone else (for example, the patient and their child), they will need to provide a unique email for each person being registered. This is important for using Telemedicine because each patient's email is used as a unique login ID for patient Telemedicine visits/records.



# Schedule Patients for Telemedicine

## (Continued)

\*Scheduling for Telemedicine is no different than normal scheduling. You just need to be sure you're selecting an appropriate visit type depending on how your practice is setup for Telemedicine visits. You will also need to make sure the clinician is set as available on the Telemedicine platform schedule. See the "Telemedicine User Guide (Registration & One Time Setup)" user guide to find out how clinician's availability can be adjusted.

**2. Search for patient**

Existing Patient: 103, Patient

Select Location: Telemedicine

Provider/User: ☒ Clinician Lead

Referral Provider:

When: 5/28/2019 3:30 PM to 3:45 PM

Appointment Type: TELEMEDICINE

Visit Reason:

Insurance Notes:

Special Instructions:

Ledger Comments:

Auth Info: 09/26/14 MA straight Gateway sw

**3. Select "Submit"**

Submit Close

**1. Select time slot**

**4. Patient added to schedule**

Start Time	Visit Type	Duration (Min)	Authorization	Eligibility	Patient Portal	Exclude No Show	Patient Name	Notes
2:45 PM	WCH							
3:00 PM	SCR							
3:15 PM	SCR							
3:30 PM	TLM	15	N	Y	<input type="checkbox"/>	E VS	103, Patient Michael	



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**Thank You**

**Questions?**

**Contact Support 248-434-0444, option 2**