

See a Doctor Online or by Phone

HiDoc® User Guide

Our free telemedicine service, HiDoc® (hosted by CloudWell Health), provides virtual access to a local doctor, day or night, usually within 30 minutes from anywhere, or enables you to schedule an appointment for a later date and time. You may schedule a phone or video consultation for non-emergent medical situations, routine medical care when your primary care physician is not available, urgent care conditions commonly treated through telemedicine, and mental health concerns. Consultations are confidential and secure, and a HiDoc telemedicine visit has **no out-of-pocket cost!**

Telephone Consultations

- Call the HiDoc® Call Center at **(808) 400-4113**.
- You will need to provide your **HMAA Member ID** located on the front of your health plan ID card and **Date of Birth** to verify your eligibility.
- A HiDoc® representative will help you set up your account, schedule a consultation, and provide you with further instructions.

You may also schedule phone consultations using your HiDoc® Online account at www.HiDocOnline.com.

Video Consultations

A HiDoc® Online account is required for video consultations and is accessible from your computer or mobile device. Your HiDoc® Online account also provides access to your telemedicine records.

System requirements for video consultations are as follows.

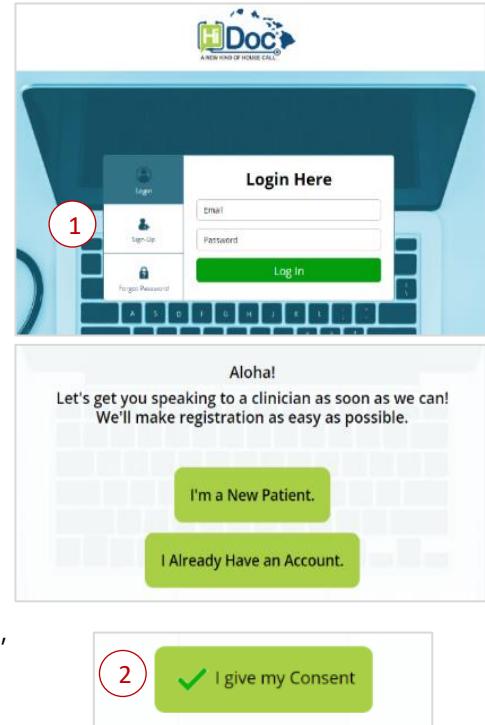
- Not compatible with Google Chrome.
- For Apple devices, use the Safari web browser.
- Ensure your software and web browser have been updated to the latest versions.
- Clear your cache and browser history.
- Enable camera and microphone permissions upon logging in.



Visit www.HiDocOnline.com and login to your account using a compatible web browser, or use the mobile app. On or after **March 1, 2021**, HiDoc users, both new and existing, will need to set up a new account and delete the old app from their device as it will no longer be usable.

Set up a new account

1. Go to *Sign-Up* and follow the prompts to enter your information and schedule a consultation. Your first and last name must be entered exactly as they appear on your health plan ID card. The password you choose must meet the password requirements. If your eligibility cannot be confirmed, you will need to contact the HiDoc® Call Center for assistance.
2. Provide your consent to finalize your registration.



3. You will receive an email from HiDoc@CloudWellHealth.com asking you to verify your email address. Once you have verified your email, you may start using HiDoc Online from your computer or mobile device.
- You will now be able to:
 - Schedule a telephone or video appointment.
 - View upcoming or past appointments.
 - Chat with a provider (must be associated with an appointment).
 - Select a preferred pharmacy.
 - View or edit your profile and contact details.
 - Upload your medical records and images. You should send all of your health-related questions, records and images to your HiDoc® physician through your HiDoc® Online account, and not through email or other methods which may not be secure.
- When you are done, be sure to log out of your account before closing your browser for security purposes.

Schedule a Consultation

1. Go to *Book a New Appointment*.
2. Select *Medical Care* for acute care conditions or *Emotional Wellness* for mental health concerns.
3. Provide your consent.
4. Complete the questionnaire.
5. Select your preferred appointment date and time.
6. Your request will be sent to the physician, and you will receive an email confirmation of your appointment.
7. Go to *Appointments* to view your appointment details. Your pending appointment will appear on the Home screen under *Inbox*. Prior to your appointment, you will receive a call from the HiDoc® Call Center to reconfirm your appointment details.
8. When it is time for your appointment, click/press *Click here to join your appointment* and connect with your physician in video mode. For phone consultations, the physician will call you at the phone number you provided.

After your appointment, a Clinical Coordinator will call you to discuss your prescription (if applicable) and gather feedback about your experience. A doctor's note for your employer is available after your consultation, upon request.

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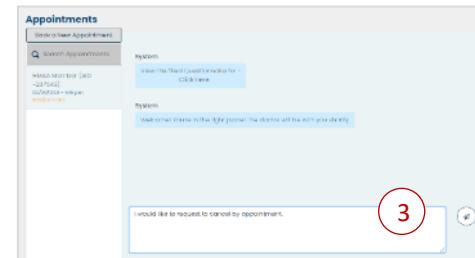
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Cancel or Reschedule a Consultation

1. Go to your upcoming Appointments.
2. To reschedule an appointment, follow the steps to schedule a new date and time.
3. To cancel an appointment, please call the HiDoc® Call Center at **(808) 400-4113**, or click/press your upcoming appointment and use the chat message box to indicate your request to cancel.

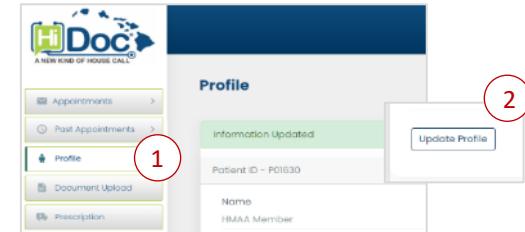
Chat With a HiDoc® Provider

1. Select *Appointments* to access the chat feature.
2. Click/press the appointment that your chat applies to.
3. Send a chat message to:
 - Cancel your upcoming appointment
 - Ask questions prior to or after your appointment if a full consultation is not needed
 - Request a doctor's note



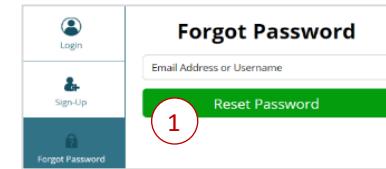
Update Your Account Profile or Password

1. Click or press *Profile*.
2. Update fields including your password, then click/press *Update Profile*. Your Profile will now reflect your updated information.



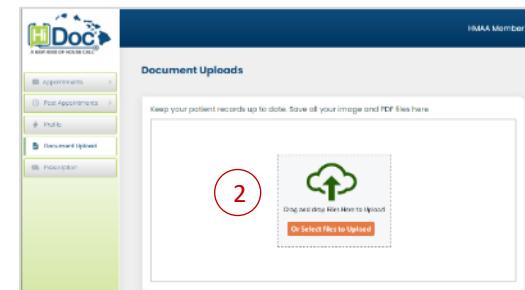
Forgot Password

1. Click or press *Forgot Password*. Enter your email address and select *Reset Password* to receive password reset instructions via email.



Upload Medical Records or Images

1. Click or press *Document Upload*.
2. Upload your medical records or images by dragging the file into the space indicated, or browse your computer or device and select the file. The file must be in image, doc, text, or pdf format.



Assistance

If you have questions or need assistance, please contact:

- [HiDoc Online Support](#) or (808) 400-4113 for technical assistance.
- [HMAA's Wellness Team](#) for all other questions.