

Patient User Guide

Step-by-step guide to using eMD Access



Activate Your Account

1. If you haven't activated your account, register at <https://telemedicine.emdaccess.com/admin/checkuser>
(Works best on Chrome or Firefox browsers)
2. Enter the name and date of birth (select year first) of the Ambetter primary policyholder.
3. Create your personal or family Username and Password. *Note: Usernames cannot be changed after activation.*

Sign In to Your Account

1. Sign in at emdaccess.com or through the eMD Access app available on



2. Verify and complete your personal information under **My Profile**.



Manage Dependents

You may review your family member profiles. If an update is needed:

1. Select **My Profile** from the dashboard.
2. Edit the existing family member's **First Name, Last Name, Gender, and Date of Birth**.



3. Once the member has been updated or edited, click **Submit** to save.

If you have any problems updating your family member's profile, please call Customer Support at 512-421-5678.

Message a Physician

1. Select **Message Now** from the dashboard.
2. An image of the Physicians on call will appear. Select a specialty and click **Start Message Now**.
3. For family accounts, select the name of the patient experiencing symptoms. *If multiple family members have the same symptoms, select one member and note step 7 below.*


4. Document Reason for Visit.

To attach a photograph, if applicable, click **Choose File**.

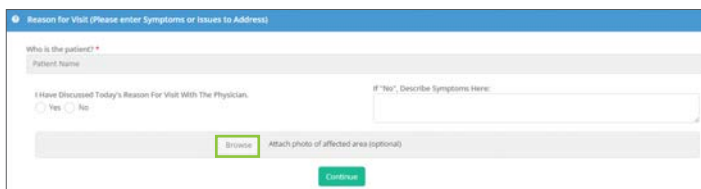
- If your device has a camera, you may take a photo, which instantly uploads.
 - If you have a saved photo, you may search through photographs and select.
5. Continue documenting:
 - Medical History
 - Medications & Allergies
 - Primary Care Physicians
 6. Agree to Terms and Conditions and click **Submit**.
 7. Begin chat at bottom of window and click **Send**.
⚠ Remain on this page or the session will terminate
 - *If multiple family members have the same symptoms, explain the situation to physician and document their names. You may be asked to submit additional details.*

8. At the conclusion of your visit, you will receive a notice that the session is closed and will be asked to complete a survey.
9. Click **Submit** and you will return to the Dashboard.

Video Visit with a Physician

1. All visits are initiated with messaging. If you and/or the physician decide to transition to video, the message session will be closed.
2. Select **Video Visit** from the dashboard. 
3. Select Location: **eMD Access**.
(Defaults to "All Locations" as well)
4. Select Specialty: **Family Medicine** or **Pediatrics**.
5. Complete Reason for Visit screen.

To attach a photograph, if applicable, click **Browse**.



Reason for Visit (Please enter Symptoms or Issues to Address)

Who is the patient? *

Patient Name

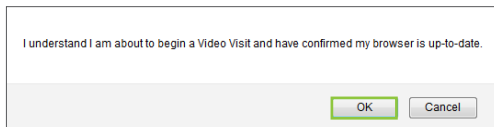
I Have Discussed Today's Reason For Visit With The Physician.

Yes No

If "No", Describe Symptoms Here:

Attach photo of affected area (optional)

6. Click **Continue**.
7. Agree to Terms and Conditions & Patient Consent.
8. Find the Available physician and select **Video Visit**.
9. Click **OK** on confirmation pop-up.

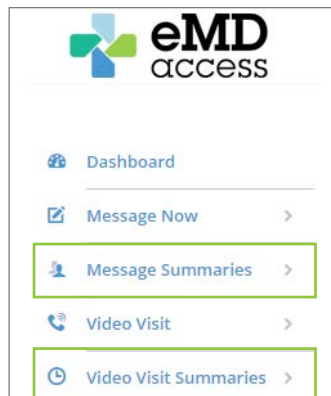


I understand I am about to begin a Video Visit and have confirmed my browser is up-to-date.

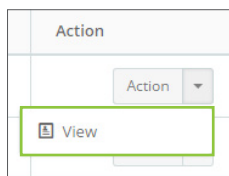
10. At the conclusion of the visit, you will receive a survey to complete.
11. Click **Submit**.
12. You will return to the Dashboard.

Review Your History

1. Review visits by selecting **Message Summaries** or **Video Visit Summaries** from the left-side menu.



2. Select the correct date of visit, then click **Action** from the far right column and select **View**.



Sign Out

At the end of your visit, **Sign Out** in the top right corner.

