

MDLIVE[®]
Always There.[™]



Virtual Care, Anywhere.

User Guide:
Activation through
Consultation



To access your telehealth benefit, go to:

www.mdlive.com/myzinghealth

Click on the 'Activate Now' button to begin activating your account

The screenshot displays the MDLIVE website interface. At the top, the MDLIVE logo is on the left, and the Zing HEALTH logo is on the right. A navigation bar includes links for Home, Activate Now, FAQs, Contact Us, and Sign In. The main heading reads "Virtual Care, Anywhere." followed by the text "24/7/365 virtual access to providers and therapists." A prominent red "ACTIVATE NOW" button is centered. Below this, a video player is shown with a play button and the text "Click for Video".

The "How it works" section is divided into three steps:

- 1. Activate your account**: Sign up online or download our app.
- 2. Choose a doctor**: Choose from a large network of board-certified doctors and licensed therapists.
- 3. Resolve your issue**: Receive care when you need it.

The "How much does it cost?" section features a grey box with "\$10" and a red "ACTIVATE NOW" button. Below this is a section for the mobile app, showing a red "MD" logo and a "GET THE APP" button.

The bottom of the page is a grey footer with three columns of text:

- What can be treated?**: A list of medical conditions including Acne, Allergies, Constipation, Cough, Diarrhea, Ear Problems, Fever, Flu, Headache, Insect Bites, Nausea, Pink Eye, Rash, Respiratory Problems, Sore Throats, Urinary problems/UTI, Vaginitis, Vomiting, and ...and More.
- Behavioral Health**: A list of mental health conditions including Addictions, Bipolar Disorders, Child and Adolescent Issues, Depression, Eating Disorders, Gay/Lesbian/Bisexual/Transgender Issues, Grief and Loss, Life Changes, Men's Issues, Panic Disorders, Parenting Issues, Postpartum Depression, Relationship and Marriage Issues, Stress, Trauma and PTSD, and Women's Issues.
- Why Use MDLIVE?**: A list of benefits including being an inexpensive alternative to the emergency room, availability after hours, weekends, and holidays, and faster prescriptions.

Zing HEALTH™

HOME FAQs CONTACT US SIGN IN

Register for MDLIVE.

A faster way to wellness.

Convenient, real visits with a Board Certified Doctor and Behavioral Health Provider online.

Your information

First Name _____

Last Name _____

Your current email _____

Create your username _____

Create a password _____

Show Password

Already a member? _____

Your information

Date of Birth
mm/dd/yyyy _____

Phone Number

Zip Code

Gender

I agree to the Terms of Service and Privacy Policy.

< BACK NEXT

Create your account by entering all required information

Once all fields have been completed, click the 'SIGNUP' button

Zing HEALTH™

HOME FAQs CONTACT US SIGN IN

MDLIVE as a benefit.

Your information

Benefit Provider Search

Zing Health ⓘ

< BACK SIGNUP

**Congratulations! Your
account has been
activated.**

**Now, let's schedule a
telehealth visit**

The screenshot displays the MDLIVE patient portal interface. On the left is a navigation sidebar with the MDLIVE logo and menu items: APPOINTMENTS, MESSAGES, PHOTOS & FILES, HEALTH PROFILE, PHARMACY, HELP & SUPPORT, and MY ACCOUNT. The main content area shows the current location as Florida and a notification: "We may be experiencing longer than usual wait times due to the COVID-19 pandemic" with a current wait time of "Over 1 hour" and a note that doctors cannot currently order COVID-19 tests. Below this is a section titled "Who needs help today?" featuring a circular profile icon for a member named "Zing".

Choose the member that needs care today

MDLIVE®

Current Location: Florida

Zing

Choose Your Service Type

Medical Visit	Therapist	Psychiatrist
Providers available 24/7 by secure video or phone for adults	Private, secure and confidential therapy sessions. By appointment only	Psychiatrists typically don't provide therapy, but can prescribe medications when appropriate
\$10 Per Visit Your cost today	\$10 First Visit Follow ups: \$10 or less Your cost today	\$10 First Visit Follow ups: \$10 or less Your cost today
Use it for: Allergies, Cold, Cough, Flu Exposure and Symptoms, Sore Throat, Minor Injuries, Pink Eye, Sinus Infection, Skin infections, UTI and more	Use it for: Anxiety, Grief and Loss, Relationship Issues, Sadness & Stress, Sexuality and more...	Use it for: Anxiety, Bipolar Disorder, Depression, Insomnia, Trauma and PTSD and more...
Learn More → SEE A DOCTOR NOW SCHEDULE A VISIT	Learn More → SCHEDULE A VISIT	Learn More → SCHEDULE A VISIT

BACK

Choose the type of provider you'd like to visit

The screenshot shows the 'Reason for Visit' step of a telehealth scheduling process. At the top, a progress bar indicates the current step. The interface features a chatbot character on the left and a series of text boxes and buttons on the right. The chatbot asks for the user's medical problem, provides information about sore throats, asks if the user is ready for a visit, and asks when the problem started. The user has responded with 'Sore Throat', 'Yes', and '1-3 days ago'. The chatbot then asks how the symptoms impact the user, and the user has responded 'Mildly bothersome (can do normal activities)'. Finally, the chatbot asks if the user has a fever, and the user has selected 'No' from a list of options.

MDLIVE

Benbaby Test | Reason for Visit | Interview | Choose Provider | Visit Type | Express Review

Hi! I am Sophie, an A.I. powered Chatbot

Search for your medical problem or choose one of the following conditions

Sore Throat

Sorry to hear about your sore throat - they can be very painful! Typical symptoms of "Strep throat" include sudden onset of a sore throat, fever, tender lymph nodes under the jaw line and red, swollen tonsils with "white pus" on them.

Our telehealth providers can provide advice on home care and medications whether it is due to bacteria ("Strep throat"), viruses or allergies. They can also prescribe antibiotics when appropriate (importantly, our providers are trained on appropriate use, since overuse can cause side effects and decrease the ability for antibiotics to work when you really need them).

IMPORTANT NOTE: If you have difficulty breathing or swallowing, you might have a more severe issue and should go to an urgent care or emergency room instead of continuing with this online visit.

Do you have a sore throat and are ready for your online visit?

Yes

When did your problem start?

1-3 days ago

How do you feel (how much do your symptoms impact you)?

Mildly bothersome (can do normal activities)

Did you have a fever?

No | Unsure, but did NOT feel feverish | Unsure, but did feel feverish | Low grade fever (under 99 F) | Mild fever (99 to 100.5 F) | High fever (over 100.5 F)

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For More Information call 1.888.909.4902

Enter your chief complaint (reason for visit) and answer any follow up questions

Complete your Health History

First time users are required to fill out their health history prior to scheduling a consultation

Return users will confirm their previously entered health history for any subsequent visits

The screenshot shows a web form titled "Reason for Visit" with a progress bar at the top. The progress bar includes steps: "Shannon Dc, Test Acct Palmeri", "Provider", "Reason for Visit" (highlighted), "Health Profile", "Pharmacy", and "Payment". The main content area is titled "Now we need to ask you some questions about your current conditions". It contains seven questions, each with a "YES" and "NO" radio button. The "NO" button is selected for all questions. The third question, "When was your last menstrual cycle?", has a text input field with the placeholder "mm/dd/yyyy".

Shannon Dc, Test Acct Palmeri Provider Reason for Visit Health Profile Pharmacy Payment

Now we need to ask you some questions about your current conditions

Are you currently or could you possibly be pregnant?
 YES NO

Are you currently breastfeeding?
 YES NO

When was your last menstrual cycle?

Do you have any health conditions?
 YES NO

Are you currently taking any medication?
 YES NO

Do you have any Allergies or Drug Sensitivities?
 YES NO

Have you ever had any surgeries or medical procedures?
 YES NO

Search and Choose your preferred pharmacy

First time users are required to select a pharmacy prior to scheduling a consultation

Return users will confirm/change their previously selected pharmacy for any subsequent visits

Found 875 Pharmacy(s) near 33434 Zip Code

- 1 Walgreens Drug Store 02664
3005 YAMATO RD STE C10
BOCA RATON FL 33434
Ph: (561) 241-1105
Fax: (561) 241-2371
Distance: 1.12 miles
- 2 Publix #0428 Woodfield Plaza
3005 Yamato Rd Ste C9
Boca Raton FL 33434
Ph: (561) 998-1652
Fax: (561) 998-1655
Distance: 1.12 miles
- 3 CVS/pharmacy #3818
2140 ST ANDREWS BLVD
BOCA RATON FL 33433
Ph: (561) 391-9613
Fax: (561) 347-3372
Distance: 1.72 miles
- 4 Walgreens Drug Store 01411
21324 ST ANDREWS BLVD
BOCA RATON FL 33433
Ph: (561) 368-5759
Fax: (561) 362-6550
Distance: 1.92 miles
- 5 Humana Retail Pharmacy - Boca
9030 KIMBERLY BLVD
BOCA RATON FL 33434
Ph: (561) 470-5897
Fax: (561) 482-5664
Distance: 1.94 miles
- 6 CVS/pharmacy #4076
2901 CLINT MOORE RD
BOCA RATON FL 33496
Ph: (561) 484-7428

< MDLIVE

Ben Richardson Reason for Visit Interview Visit Type Choose Provider Express Review

Specialty Language Gender

ALL [Video] [Phone]

Tue, 11 Jun. 2019

Dr. Joel Kornberg, M.D.
General Practice

Available Today, 03:45 PM EDT

SCHEDULE

See all available times

Dr. Lawrence Scalzo, DO
General Practice

Available Today, 03:45 PM EDT

SCHEDULE

See all available times

Dr. Anish Brahmhatt

Hello my name is Anish and I have been practicing hospitalist medicine for the last year. I finished my residency from Charleston, WV but originally I am from Nashville, TN. I love helping people and that is the reason behind me choosing this profession. I am board certified in Internal Medicine and currently practice in Myrtle Beach, SC

Qualifications

Licensed States
Florida, North Carolina, South Carolina, Tennessee

Publications

Location
Myrtle Beach, SC

Tue, 11 Jun. 2019

03:45pm	03:50pm	03:55pm	04:00pm
04:05pm	04:10pm	04:15pm	04:20pm
04:25pm	04:30pm	04:35pm	04:40pm
04:45pm	04:50pm	04:55pm	05:00pm


Choose your provider and preferred appointment time

< MDLIVE

Zing Health Reason for Visit Interview Health Profile Pharmacy Visit Type Choose Provider Video App Payment

Zing, let's get you taken care of.

What type of visit would you like?



VIDEO

[Video vs phone visits. Learn how they work.](#)

What's the best number to reach you at during your visit?

561-451-9192

[Why do we need this?](#)

BACK CONTINUE

Select the Video Visit option and confirm your best call back phone number

Payment Information

Payment Breakdown

Regular E-Visit Cost: \$10.00

Outstanding Balance: \$0.00

Your Cost Today: **\$10.00**

Offer Code: (optional)

[APPLY](#)

Payment Method

Card Type*: Visa

Card Number*: 1111111111111111

CVV Number*: 123

Expiration*: 03/2020

This is an HSA Card. [?](#)

Name on Card*: ZING HEALTH

Billing Address*: 123 test dr

Billing Address 2: Billing Address 2

City*: BOCA RATON

Current Location*: Florida

Zip*: 33434

[BACK](#) [SAVE PAYMENT](#)

Enter your credit card information for payment. MDLIVE accepts most major credit and debit cards, including HSA and FSA cards backed by a major credit card company

< MDLIVE Ben Richardson Reason for Visit Interview Choose Provider Visit Type Express Review

Welcome back ben! Has any of your information changed since you last updated it on June 11, 2019?

Visit Details [Change](#)
Consultation Method: Phone
Reason for Visit: Flu Exposure

Health Profile [Change](#)
Last Updated: June 11, 2019
Height: 5'10 Weight: 195 lbs
Conditions: Diabetes mellitus
Allergies: None
Surgeries: Ankle, Appendectomy, and CABG (Bypass surgery)
Medications: amoxicillin 125 mg chewable tablet

Pharmacy [Change](#)
Walgreens Drug Store 02664
3003 YAMATO RD, STE C10, Boca raton, FL 33434
561-241-1105

Payment Method
No payment is required for this visit

Insurance [Add](#)
No Insurance Added

Primary Care Physician [Change](#)
Dr. Kwang-Jae Joh
Pompano beach, FL
Share Visit Info with PCP: Yes

If MDLIVE was not available, where would you have gone?
Choose One

I certify that I have read and accept the terms of MDLIVE Medical Group's Informed Consent. (Required)

I have read MDLIVE Medical Group's Privacy Policy and I acknowledge that I have the ability to print a hard copy of the Privacy Policy for my records. (Required)

Please enter your initials:

BACK [CREATE APPOINTMENT](#)

Review all information on the confirmation page. If all information is correct, select the 'Create Appointment'

That's it!

You've successfully scheduled a telehealth visit.

You will automatically be connected with your provider at your appointment time

