



Member Registration Guide and Urgent Care Walkthrough

Created January 2025 for UnitedHealthCare



New Member Registration

Step by Step Guide

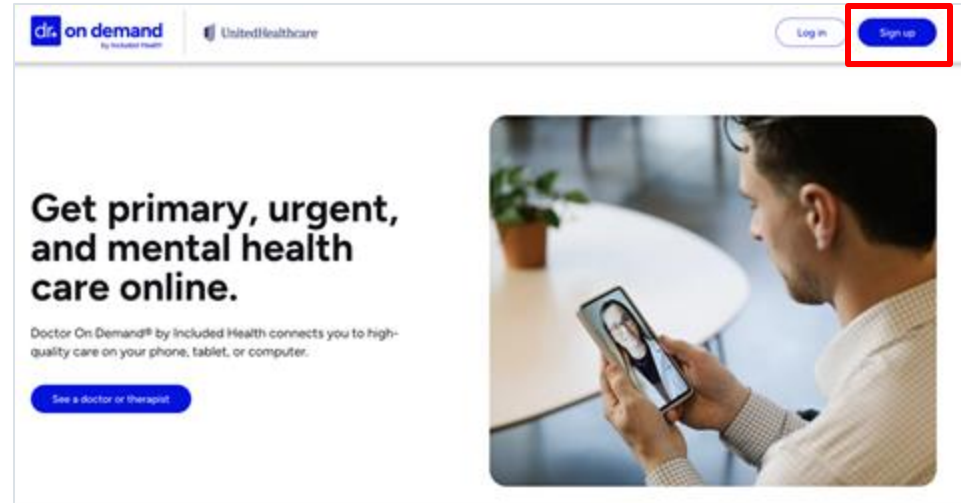
dr+ Step 1

Create an account - all members 18+ must create and use their own account

- Navigate to: doctorondemand.com/uhc-ei
 - Click the “**Sign up**” button in the upper right hand corner

OR

- Download the **Doctor On Demand mobile app** from [Google Play or App Store](#)
- Enter your personal email address (one user per email) and create a password
- Click **Continue**

A screenshot of the 'Create account' form on the Doctor On Demand website. The form has a title 'Create account' and two input fields: 'Email address' and 'Password'. Below the 'Email address' field is a note: 'Using a personal email will ensure you can always access your account.' Below the 'Password' field is a note: 'Using a personal email will ensure you can always access your account.' At the bottom of the form is a large blue 'Continue' button. Below the button is a link: 'Already have an account? Log in'.



Step 2

- Add your first name and last name (your legal names) and click **Next**. *Optional: Add your preferred name
- Add your date of birth, including the full year and click **Next**
- Add your phone number and click **Next**

12:22

[Cancel](#) [Get Started](#) [Help](#)

Welcome to Doctor On Demand

What should we call you?

This is how we'll always address you.

* Legal first name

We use this to match you to your healthcare benefits.

* Legal last name

[Next](#)

12:22

[<](#) [Date of Birth](#) [Help](#)

What's your date of birth?

We use this to verify your age.

[Next](#)

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		

12:22

[<](#) [Phone Number](#) [Help](#)

What's your phone number?

We'll only contact you if we need to get in touch about your care.

+1

[Next](#)

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		




Step 3

- Click “Try Health Insurance” and search for **UnitedHealthCare** in the field and select

Employer

Help



Add your employer

Many members get Doctor On Demand covered by their employer. You may also be covered by a family member's employer.

Next


Not covered by an employer?

Try health insurance

[< Back](#)

Insurance

Help



We take health insurance

Search for your insurance provider to see if you're covered

Next

[Skip for now](#)



Step 4

- Enter your Member ID (contract number), which can be found on your health insurance card

[< Back](#)Verification[Help](#)

Verify your coverage for UnitedHealthcare

Insurance Member ID

Please enter the Insurance Member ID found on your insurance card. If only the Subscriber ID is available, please enter that instead.

Next



Urgent Care Walkthrough

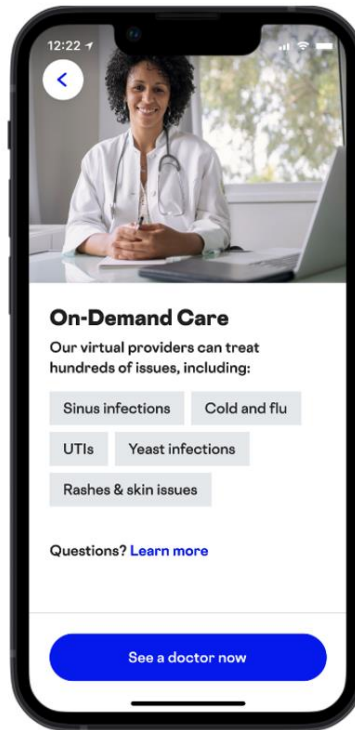
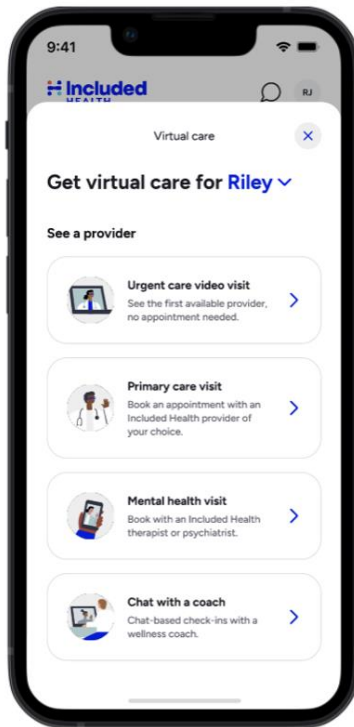
Step by Step Guide



Get Care - Step 1

Screen Description

- To schedule an appointment, navigate to the Virtual Care screen

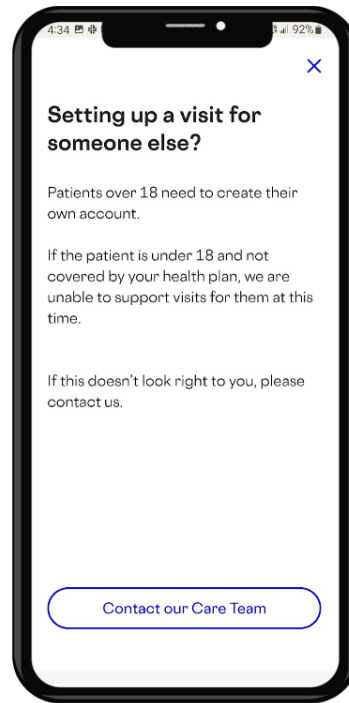
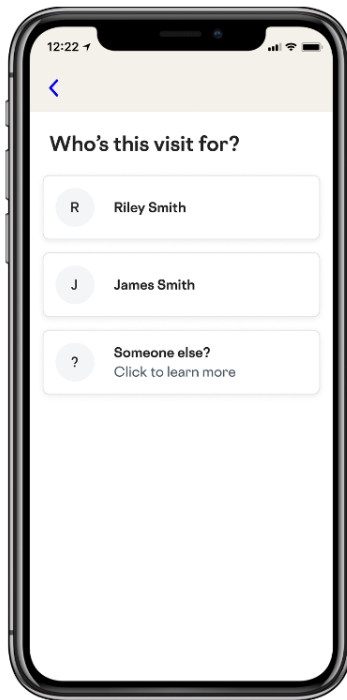




Who is This Visit For - Step 2

Screen Description

- Select who the visit is for – the employee for a dependent
- Note: Dependents 18+ must create their own account to have a visit



If "Someone else?" is tapped, additional information and guidance for the member is provided



Reason for Visit - Step 3

Screen Description

- Members will complete a brief set of intake forms to provide more information to the clinician – starting with the reason for the visit
- To select the reason for a visit, the member will select from a list of common conditions OR they may select “Other reason” and type in a description
- The list of reasons will vary depending on member age and sex
- If needed, clinicians may write doctor’s notes for members

Select the reason for a visit



Medical Intake - Step 4

Screen Description

- Next the member will be asked to provide further details about the selected patient's visit reason, such as their symptoms, vitals.

12:22

<

How long has this been going on?

3

Days

Next

Members will indicate how long they've been feeling symptoms

9:41

<

Do you have any of these symptoms?

Check all that apply.

General Symptoms

Difficulty sleeping ☒

Fatigue / weakness ☐

Fever ☐

Loss of appetite ☐

Mood changes ☐

Night sweats ☐

Weight loss / gain ☐

Head / Neck

Next

Select all applicable symptoms

12:22

<

Add your temperature

If you have a thermometer, adding your temperature now will save time during your visit. No guessing please!

Temperature

Thermometer Location

Mouth

Save

Skip

Smart intake form will request additional information depending on the symptoms selected



Health Profile - Step 5

Screen Description

- To provide additional detail regarding their overall health and medical history, members will be asked to complete a health profile
- The health profile includes questions such as: current medications, drug allergies, and medical conditions

9:41

<

Let's create your health profile

We'll ask about your medications, allergies, and medical history.

Please answer everything to the best of your knowledge so we can provide you with the best care.

Next

9:41

<

Are you currently taking any medications?

Consider medications you're taking on a regular basis and for a brief period.

☐ Yes

☐ No

9:41

<

Which medications?

Consider medications you're taking on a regular basis and for a brief period.

Medication How long? ▾

[Add another medication](#)

Done



Review Your Health Profile - Step 6

Screen Description

- The health profile only needs to be created the first time a member uses Doctor on Demand
- On subsequent visits members will only be asked to review the information they've previously provided

9:43

<

Review your health profile

Current Medications

Aspirin ×

Mirtazapine 15 mg tablet ×

[Add another medication](#)

Need to remove allergies?

Drug Allergies

Acetaminophen

Penicillin

[Add another drug allergy](#)

Medical Conditions

Done

Returning members jump directly to the health profile, where they have the option to approve or edit their health profile



Additional Questions - Step 7

Screen Description

- If needed, clinicians may write doctor's notes for members

The image shows a mobile app interface on a smartphone. At the top, the status bar shows the time 3:17, a search icon, and 5G+ signal. Below the status bar is a navigation bar with a blue back arrow and the text '< Back'. The main content area has a bold heading 'Do you think you may need a doctor's note for this visit?'. Below this heading is a smaller text line: 'e.g. Excuse note from work/school or doctor's note confirming you can return to work/school'. Underneath is a label 'Please select:' followed by a rounded rectangular input field containing the placeholder text 'Please select:'. Below the input field is a large blue button with the text 'Continue'. At the bottom of the screen is a blue link labeled 'Skip'.

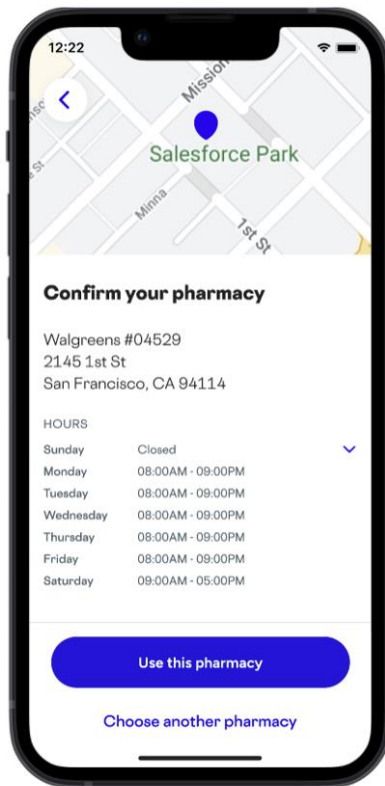
As needed, clinicians may write doctor's notes for members. Members have the option to skip this section



Pharmacy Selection - Step 8

Screen Description

- Before their visit, members will also specify a nearby pharmacy to pick up any prescriptions ordered during the visit.
- Pharmacy hours are displayed to help guide members to a pharmacy that meets their needs.
- A list of favorite pharmacies can also be managed at any time within the my health section of the app.

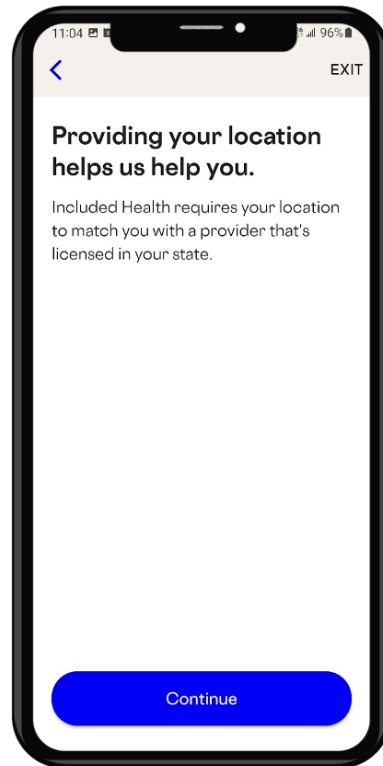
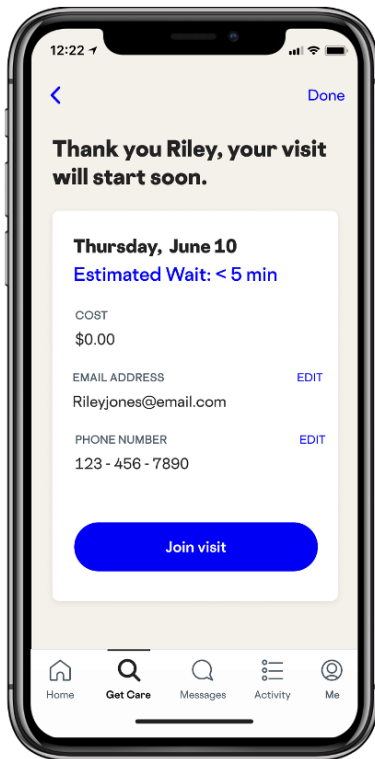




On Demand Visit - Step 9

Screen Description

- After completing intake forms and the health profile, members will receive an appointment confirmation
- Confirmation screen includes a summary for their expected cost and contact info
- Once the appointment is confirmed, the member must all location permissions so Doctor on Demand may route the member to a clinician that is licensed to practice in the state they are located

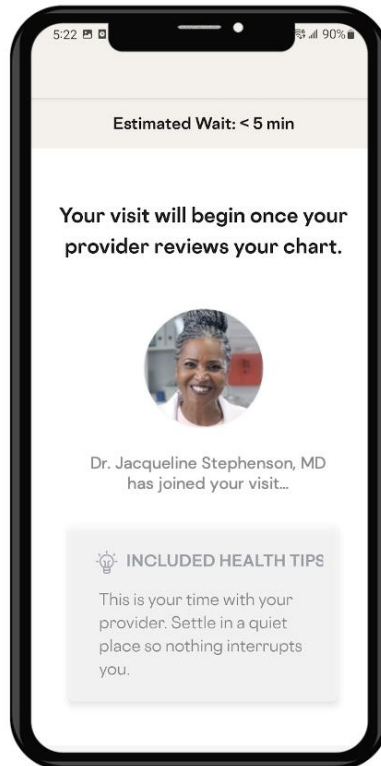
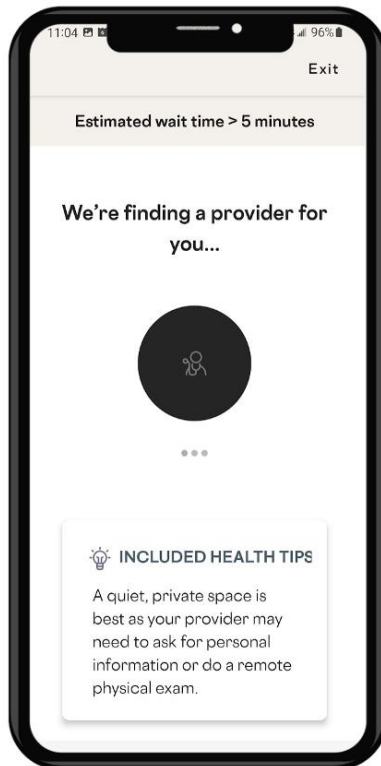




Waiting Room - Step 10

Screen Description

- Before entering the visit, members wait for the first available clinician in a virtual waiting room
- The waiting room displays the estimated wait time





On Demand Visit – Step 11

Screen Description

- When the clinician is available, the member will be prompted to provide permissions for a video visit
- They can then join the video visit with the clinician

During the visit the member has the option to turn on/off their camera, switch between front/rear camera, send a photo to the provider (mobile only), and end the visit

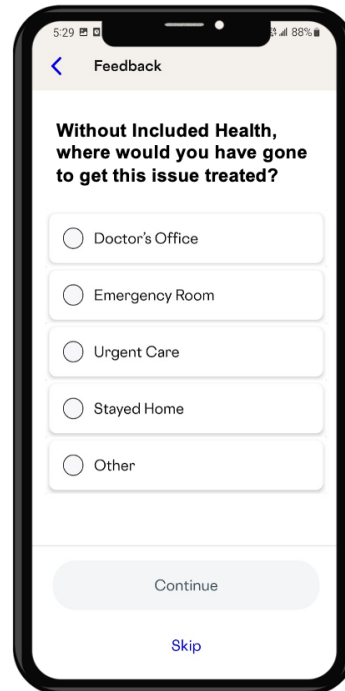
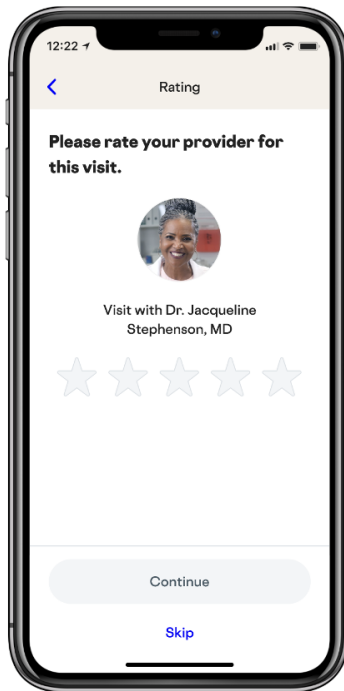




Post-Visit Summary – Step 12

Screen Description

- After the visit, the member may provide a review of the clinician they met with through a star rating
- Additionally, members can provide feedback regarding whether they would recommend Doctor on Demand to a friend or colleague
- Finally, we ask member about alternative sites of care they would have used if they did not choose Doctor on Demand



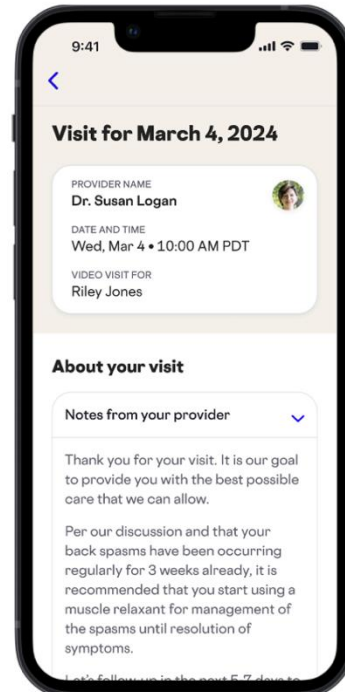
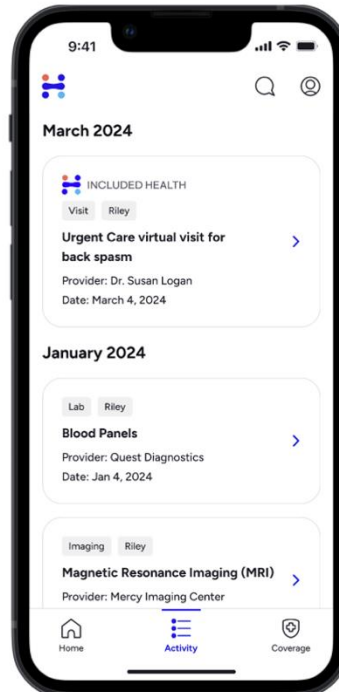
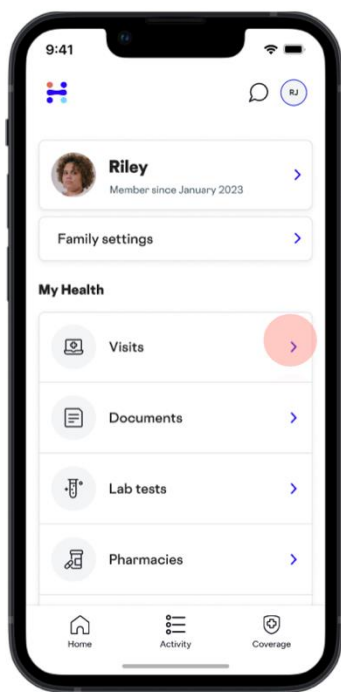


Post-Visit Instructions – Step 13

Screen Description

- After the visit, the member receives an After Visit Summary, which may be found in the Me > Visits section of the app

After a visit the member may find a written summary of their visit in the “Me” > “Visits” section of the app. The “Me” button is located in the bottom right corner of the app interface.

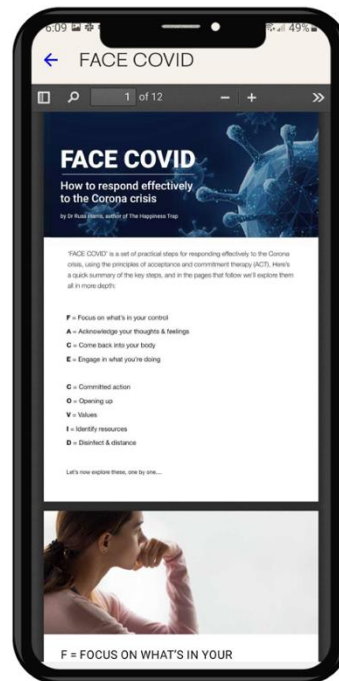
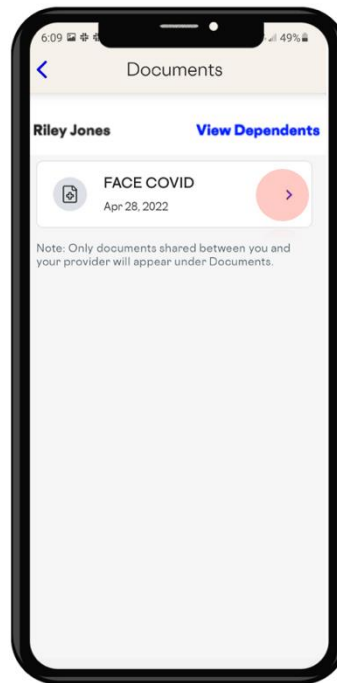
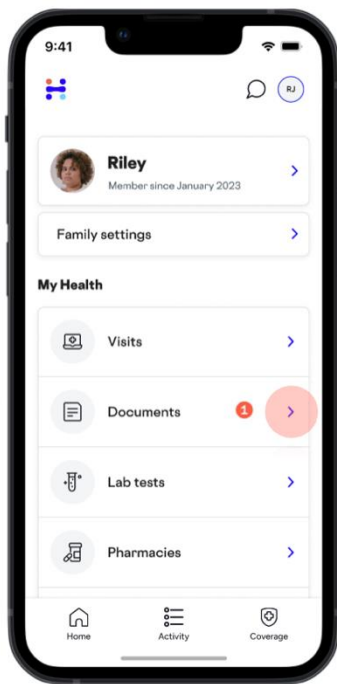




Documents – Step 14

Screen Description

- Documents from the provider are saved in the “Me > Documents” section

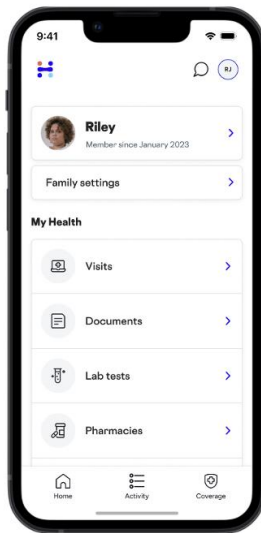




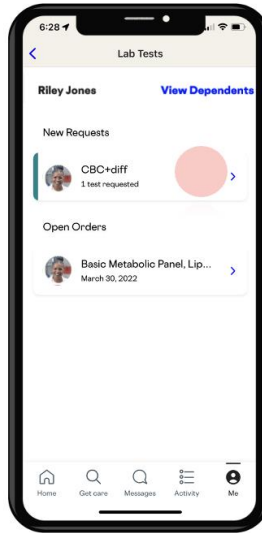
Labs – Step 15

Screen Description

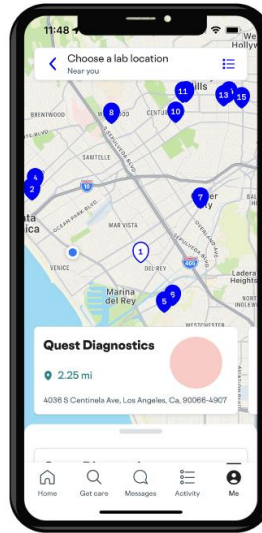
- Labs are saved in the Included Health app under "Me > Lab Test"
- From the app, the member may view the lab orders, select their preferred lab, and send the order to the lab



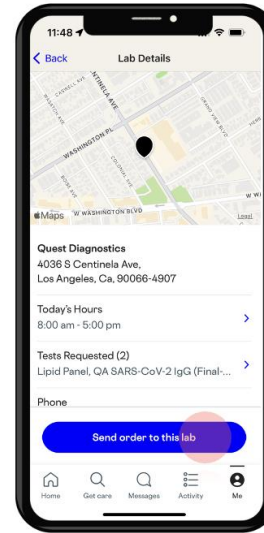
Navigate to "Me" > "Lab Tests"



Select new request



Use map or list view to select preferred lab location



View hours, required tests, and phone number.

"Send order to this lab" will submit order to that patient service center