

Johns Hopkins OnDemand Virtual Care

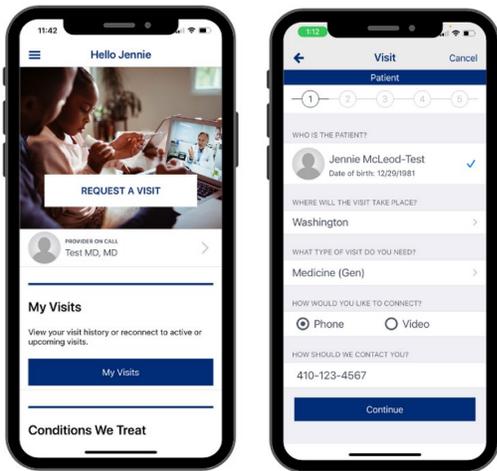
See a Provider Quickly for Minor Care Needs

There is never a good time to get sick. When you need quick care for a rash, allergy or reaction, and your primary care provider is not available, use Johns Hopkins OnDemand!

This document outlines the steps you'll take to request an OnDemand visit. If you haven't done so already, you'll need to set up an account first.

Requesting an OnDemand Virtual Care Visit

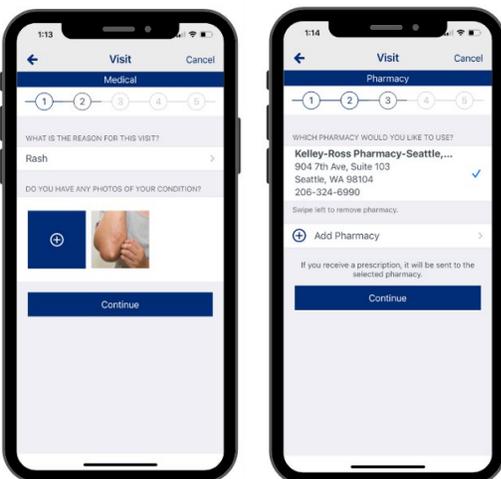
OPEN THE APP AND PROVIDE PATIENT DETAILS



After downloading the Johns Hopkins OnDemand app and creating an account, click **“Request a Visit.”**

Confirm the name and date of birth of the patient, location of the visit, type of visit needed, whether you'd like a phone or video visit and, if phone, a phone number to be contacted on.

CHOOSE A REASON FOR YOUR VISIT AND ADD A PHARMACY

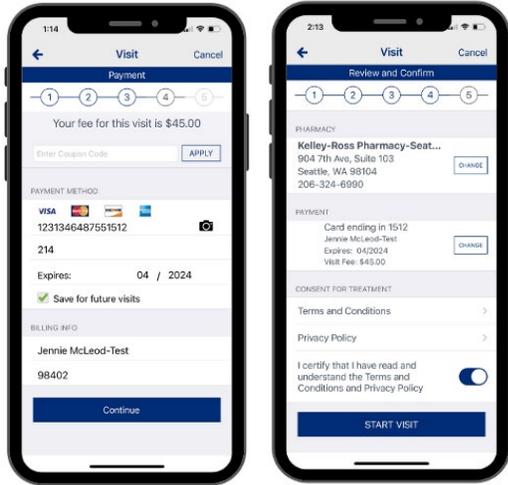


Select the reason for your visit from the drop-down menu and upload any photos of your symptoms that you want the health care provider to see, such as a photo of a rash.

Next, you'll be asked to add a local pharmacy. This is where any medications prescribed during your visit will be filled, so pick the pharmacy that's most convenient for you!

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ADD PAYMENT DETAILS, THEN REVIEW AND CONFIRM VISIT DETAILS



Depending on your plan, you may have a small copayment. If so, you'll be prompted to add a payment method.

The last section of the form will present you with the information you've provided so far. Confirm the information, read the terms, conditions and privacy policy, and click the slider to confirm your receipt of these materials. Then click "Start Visit" to submit your visit request.

GET CONNECTED TO A PROVIDER



You will be placed in a virtual waiting room — most patients wait between seven to 10 minutes and are then notified that the provider is ready to start the visit.

The best part? The next time you request a visit, most of your information will be prefilled, making future visits that much easier.



To learn more about setting up a Johns Hopkins OnDemand virtual visit, visit our website at hopkinsmedicine.org/ondemand

Depending on availability, you may be seen by a Johns Hopkins Medicine provider or by a Teladoc provider. It is important to keep your primary care provider informed about your care concerns.

Do not use Johns Hopkins OnDemand Virtual Care for emergency medical matters.

Call 911 if you are experiencing a medical emergency.