



## eNcounter<sup>®</sup>NOW – Direct-to-Patient Mobile App

### Frequently Asked Questions

#### What is a Direct-to-Patient telehealth visit?

eNcounterNOW is an affordable, convenient way to address routine medical needs through a face-to-face telehealth visit. The eNcounterNOW app is a secure technology that makes it possible to see a doctor, face to face, without the patient leaving their home or office. Setting up profiles, scheduling appointments, accepting patient consent and the visit itself is all performed on your mobile device.

#### Why would I use Direct-to-Patient telehealth visit?

Telehealth is the new delivery method for routine medical exams and visits, so it is important to have a safe and simple system that can provide your patients with this care option. Patients can see a doctor online for a range of issues, from minor illnesses and injuries, symptoms from a chronic condition, or to address general health concerns.

#### Can eNcounterNOW be used if traveling outside of the United States?

Yes. The eNcounterNOW app is a cloud-based service which allows the provider and patient the ability to attend the appointment virtually wherever they are located – even internationally.

#### How does a patient get an account to use the eNcounterNOW app?

To enable a patient to download and use the eNcounterNOW app the healthcare provider's eNcounterNOW administrator must add the patient using the eNcounterNOW administrative portal and then provide the patient an invite to download the eNcounterNOW app. Upon receiving the invite, the patient simply downloads the app to set up their password and enter their profile information. Once they have entered their details, they can schedule appointments with their doctor directly from the app.

#### How does a patient start a video visit?

Once a patient has an eNcounterNOW account, they can now choose their preferred doctor and select an open appointment time. They will receive a confirmation, as well as an SMS or email reminder. At the time of the appointment, they simply log into eNcounterNOW, accept the patient consent, and click "JOIN." Once the provider selects join the appointment will begin immediately.

**What types of notifications will I receive for my visit?**

When requesting a telehealth visit, you have the option to receive text and email notifications as well as push notifications directly from the eNcounterNOW App. Notifications vary based on your profile options but eNcounterNOW will provide notifications when the visit request is confirmed and a reminder before the appointment itself.

**How are appointment cancellations or changes handled?**

Both the provider and patient can cancel or modify existing appointments directly from the app. After logging in to your account, navigate to the "Upcoming Visit" tab. There you will see existing appointments and can cancel or change.

**How long does it take to set up my eNcounterNOW account?**

Once the patient has received their eNcounterNOW it only takes a few minutes to update their profile and schedule an appointment.

**How many people can join a group call?**

eNcounterNOW currently has a recommendation of no more than ten in a single call.

**What is a HIPAA compliant telehealth platform?**

To be HIPAA compliant, telemedicine platforms must incorporate administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of all data in accordance with the Security Rule. You can learn more about HIPAA compliance on web site.

**What devices are compatible with eNcounterNOW?**

iOS: iOS 11 or newer

Android: Android 8.0 or newer

PC or Mac based web browsers