

DOCSQUAD™



Virtual Care Walkthrough

Prepared for Drum Corps International members and parents



Signing Up for the DocSquad Membership

Get access to visits all summer for a flat rate.

1

Purchase a Membership

Payment can be completed by navigating to

<https://fabric.app.link/e/docsquad-subscription>



Having trouble? Try this link instead.

<https://buy.stripe.com/14k16Y4xt2xu0xifYY>

Fabric

DocSquad Subscription for Drum Corps International (3 months)

\$75.00

Don't miss a beat with big savings on care. Get care in minutes and get back to your life. DocSquad is offering care for the whole summer for only \$75 (up to 10 visits). Students or parents must be 18 or older to register.



Powered by  Terms Privacy

Email

Date of Birth

Payment method

Card Klarna Affirm Cash Ap...

Card information

1234 1234 1234 1234 

MM / YY CVC 

Cardholder name

Full name on card

Country or region

United States

ZIP

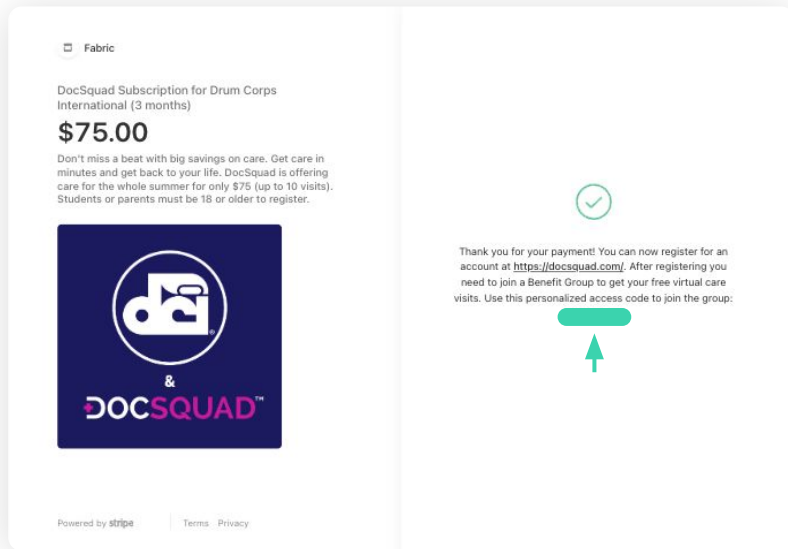
Pay

2

Secure Your Access Code

After payment is collected the site URL and **access code** will be displayed.

This access code will be used during account creation, so be sure to save a copy of it.



Creating a DocSquad Account

Must be 18 or older or a parent or guardian.

1

Create a DocSquad Account

Docsquad can be access on a web browser at <https://my.docsquad.com/> or via the mobile app.



Download on the
App Store

GET IT ON
Google Play

Select **Create an account**



DOCSQUAD™

Virtual care.
Anytime. Anywhere.



Create Account

Log In

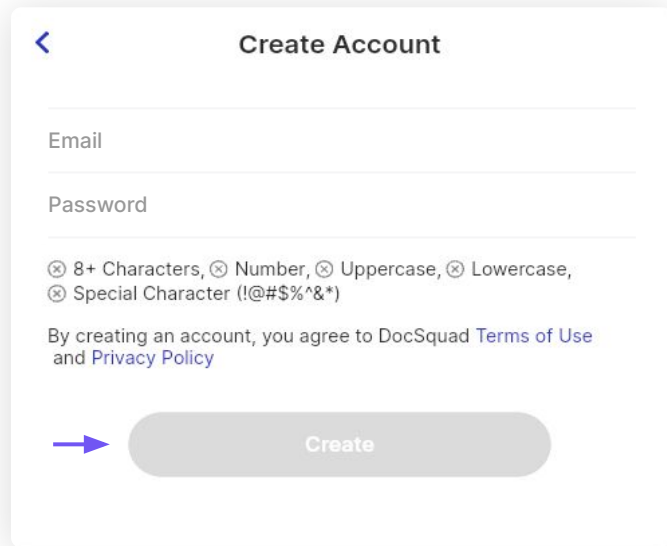
2

Create a DocSquad Account

Email & Password

Enter your email and select a password to create a DocSquad account.

Then, click **Create**



The screenshot shows a mobile app interface for creating an account. At the top, there is a back arrow and the title "Create Account". Below the title are two input fields: "Email" and "Password". Under the "Password" field, there are two lines of requirements, each preceded by a crossed-circle icon: "8+ Characters, Number, Uppercase, Lowercase," and "Special Character (!@#\$%^&*)". Below these requirements is a line of text: "By creating an account, you agree to DocSquad [Terms of Use](#) and [Privacy Policy](#)". At the bottom left is a blue arrow pointing right, and at the bottom right is a grey rounded button with the text "Create".

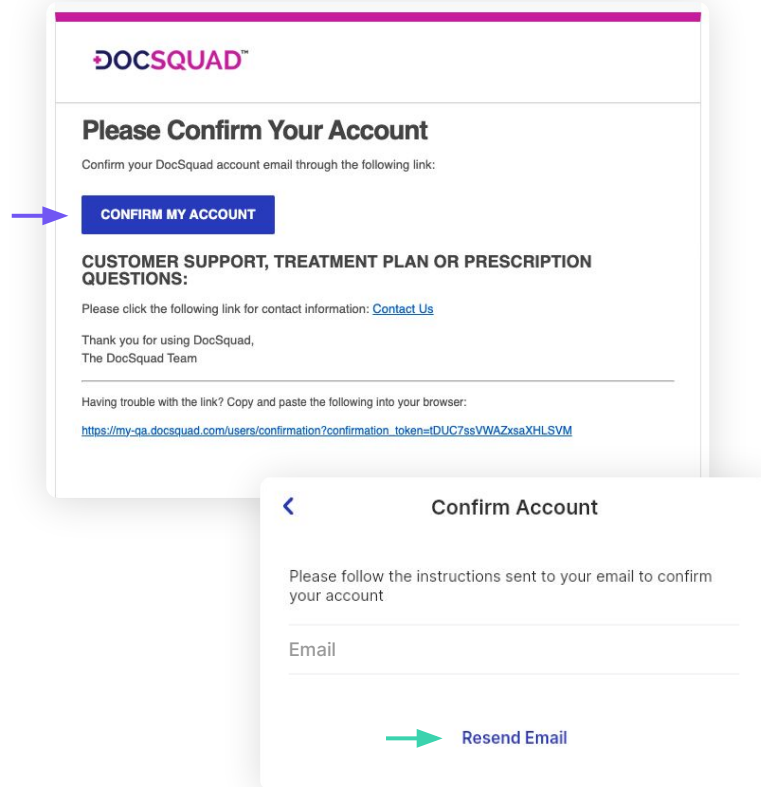
3

Create a DocSquad Account Confirmation Email Link

Check your email for a confirmation link.

Click the **CONFIRM MY ACCOUNT** button to confirm your Docsquad account.

If you do not see an email you can click **Resend Email**.



4

Create a DocSquad Account

Personal Information

Fill in the required personal information.

First name

Last name

Date of birth (MM/DD/YYYY)

Sex at birth

Phone number

Select **Continue**

 **Personal Information**

First name

Jason

Last name

Test

Date of birth (MM/DD/YYYY)

12/12/1980



Sex at birth

Male

Phone number

(612) 666-6666



Continue

5

Create a DocSquad Account

Address

Enter your home address.

Street

Apt/Unit

City

State

Zip code

Select **Continue**

< Address

Street address
123 Test

Apt/Unit (optional)

City
St Paul

State
Minnesota

Zip code
55112

→ Continue

6

Create a DocSquad Account

Select Benefit Group

Select a benefit group:

DCI Prepaid Subscription if you purchased the subscription

Enter the access code **from the payment page**

DCI Payer Per Visit if you want to pay for each visit

Enter the access code **DCIVISITPAY**

Select **Continue**

Select Group

DCI Pre-Paid Subscription

Member information

First name
Jason

Last name
Test

Date of birth (MM/DD/YYYY)
12/12/1980

Sex at birth
Male

Access Code

Continue

Group Name

None of these groups apply to me

DCI Pay Per Visit

DCI Pre-Paid Subscription

Getting Care on DocSquad

Get care for hundred of conditions in minutes.

1

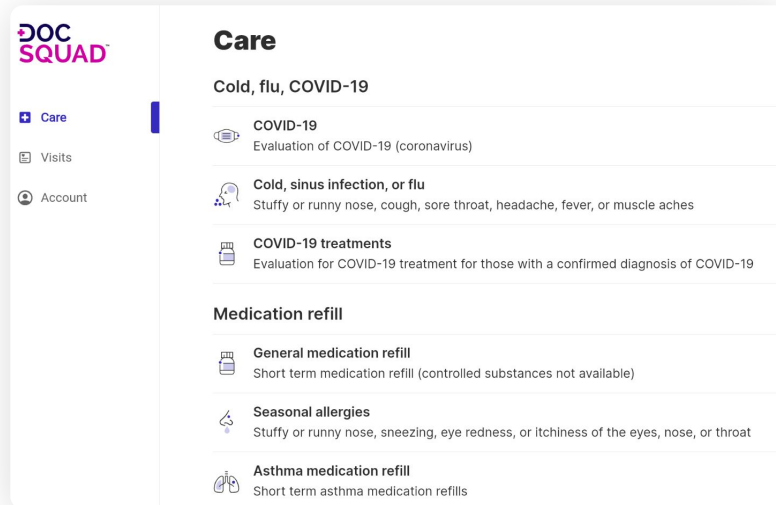
Virtual Visit

Select a Condition

Once logged in, select a condition to start a visit.

Most visits are completed through a brief condition-specific questionnaire. Your responses will always be shared with a certified provider.

If desired, you can select a video visit for \$49.



2

Virtual Visit Start a Visit

Select the **State** where you are getting care.
(This is required to match you with a provider who is certified in the location you're receiving care in.)

Once your state is selected, click on
Start a visit to begin answering questions.

< → **Start a visit**

Pink eye
For ages 1 - 64 

Redness, irritation, or drainage of the eyes
(conjunctivitis)

Where are you getting care?
We'll match you to a provider who is licensed
in that state

Arkansas ▼

Cost
\$25

Hours
Open 24/7

What to expect

- 1 Take 5-10 minutes to answer a few clinical questions
- 2 Submit your answers for review and make a payment
- 3 Wait 10-30 minutes to get a diagnosis from a provider
- 4 Select a pharmacy to pick up your prescription (if applicable)

Information

1. Visits can be cancelled at any time
2. Spanish-speaking providers may not always be available
3. If you cannot be treated online, you will not be charged

3

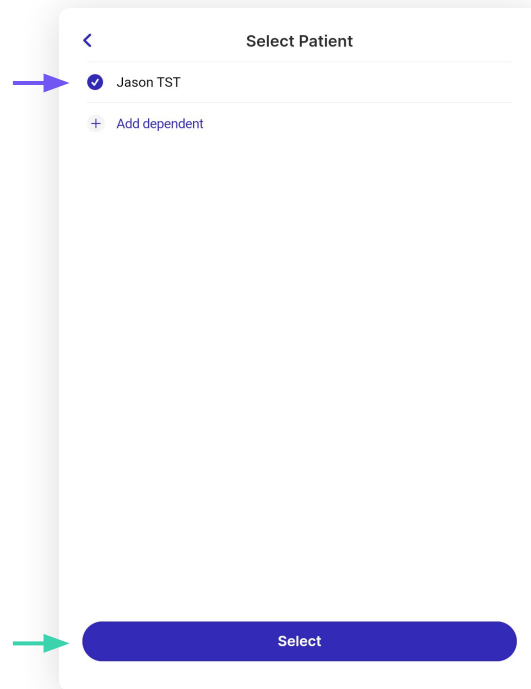
Virtual Visit

Select a Patient

Choose your patient and click **Select**.

Getting care for a dependent?

More than one patient option will apply if you are starting a visit for a dependent on your account. Select the patient receiving care.



4

Virtual Visit Disclaimers

Agree and check the boxes for the Terms of Service, Privacy Policy, and Informed Consent to move forward.

Click **Continue**

Let's Get Started

- ☒ I agree to the DocSquad [Terms of Service](#) and [Privacy Policy](#). I also permit a provider to view my [medication history](#).
- ☒ I acknowledge that I am located in the State of MN at the time I start this visit. I also acknowledge that I have read and agreed to the [Informed Consent](#).



Continue

Is your visit not meeting your needs?

Click below to explore some additional care options from DocSquad.

[Other Care Options](#)

5

Virtual Visit

Serious Health Conditions

Review the serious health conditions and make a Yes or No selection.

Click **Continue**

Interview Provider Review

You should not use DocSquad if you are experiencing an emergency. Emergencies include but are not limited to:

- Severe or unusual chest pain
- Severe shortness of breath
- Symptoms of a stroke (such as facial drooping, arm weakness, or speech difficulties)
- Thoughts of harming yourself or others

Are you experiencing an emergency? If you are experiencing an emergency, call 911 or go to an emergency room immediately.

☐ Yes

☒ No

→ Continue

6

Virtual Visit Visit Length

You will see how long the visit will take. This will depend on the condition selected.

Click **Continue**

Okay, you're about to start the Video visit intake interview.

This intake interview usually takes about 1 minute.

When your intake is done, your provider will be notified. You will be placed in a waiting room until the provider is ready to start the video visit.



Continue

7

Virtual Visit

Select Symptoms

Select any appropriate symptoms that apply.

Click **Continue**

Certain symptoms are not appropriate for virtual care, please seek care in person if any of the following symptoms apply to you.

Do you have any of the following symptoms? Select all that apply.

- ☐ Dizziness (vertigo)
- ☐ Head injury or concussion symptoms
- ☐ Severe headache with no prior headache episodes
- ☐ Severe abdominal pain
- ☐ Sleep concerns
- ☐ Unexplained weight loss
- ☐ None of the above



Continue

8

Virtual Visit

Description of the Health Concern

Provide a description of what you're experiencing.

Click **Continue**

Thanks for choosing DocSquad. To determine the care that is best for you, please answer a few basic questions.

Please provide a description of the health concern that needs to be addressed by the provider.

27 / 500

[Back](#)  [Continue](#)

9

Virtual Visit

Attest to Tobacco Use

Provide an answer to the question.

Click **Continue**

Do you smoke or use smokeless tobacco?

☐ Yes

☒ No

Back → **Continue**

10

Virtual Visit Current Medications

Enter any current medications to
your medication list.

Click **Continue**

Current medications

☐ No prescription or over-the-counter medications

Start typing here to search for medications to add to the list below.

Medication list

No medications listed.

[Back](#)

Continue

11

Virtual Visit Allergies

Enter any current allergies to your allergy list.

Click **Continue**

Medication allergies

Start typing here to search for medication allergies to add to the list below.

Medication allergy list

Pennsaid

✕

[Back](#)

→

Continue

12

Virtual Visit

Enter Weight

Enter your current weight.

Click **Continue**

Please enter your current weight (in lbs). The provider will use the weight entered for medication dosing, so accuracy is important.

[Back](#)



[Continue](#)

13

Virtual Visit

Additional Information

Decide if you need to provide your doctor with any additional information based on the list.

Click **Continue**

Before ending the interview, is there any additional information you would like to share about the following?

- Symptoms
- Recent changes in health
- Medications or any other related health conditions
- Any other relevant information about this visit

Select "yes" to enter additional information.

☐ Yes

☐ No

[Back](#)



[Continue](#)

14

(only applies for Video Visits)

Virtual Visit

Enter the Waiting Room

Provide a phone number in case the video visit disconnects.

Click **Enter Waiting Room**



Video Visit Check In

Before entering the waiting room, please provide a phone number for the provider to reach you in the event the video visit disconnects.



Enter waiting room

[Return to dashboard](#)

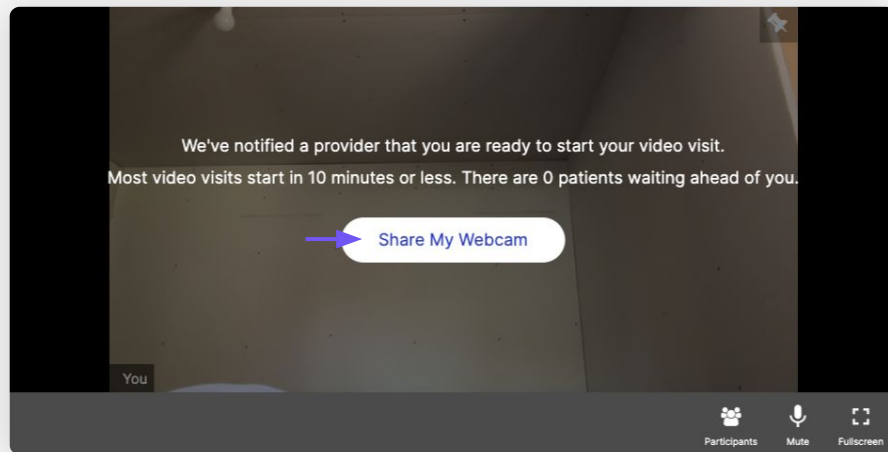
15

(only applies for Video Visits)

Virtual Visit

Share Your Webcam

Click **Share my Webcam**



16

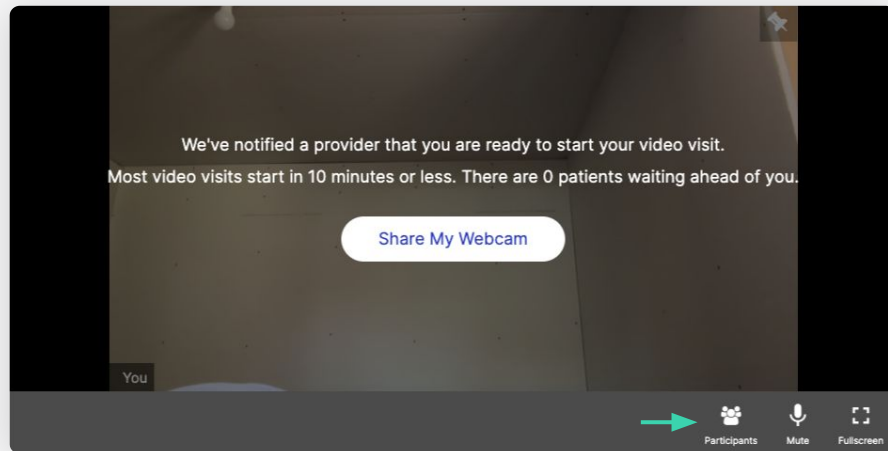
(only applies for Video Visits)

Virtual Visit

Add Guests

Clicking **Participants** will allow guests to be invited to the visit.

This can be used to have adult and minors on the video call with the provider.



17 (only applies for Video Visits)

Virtual Visit

Add Guest Information

Review the current video participants, or click **Invite a Guest**.

Fill out the guest's contact information and click **Send Invitation** to invite them.

The image shows two overlapping UI components. The background component is titled 'Video Participants' and contains a list of two entries: 'Jason DaMan' (Patient, Online) and 'Jason Eck, MD' (Provider, Offline). Each entry has a three-dot menu icon to its right. A green arrow points to a blue 'Invite a Guest' button at the bottom of this component. The foreground component is titled 'Invite a Guest' and contains a form with the following fields: 'First Name' (with a placeholder 'Test'), 'Last Name' (with a placeholder 'Patient'), 'Relationship' (with a placeholder 'Son'), 'Invite by *' (with radio buttons for 'SMS text' and 'Email', where 'SMS text' is selected), and 'Phone *' (with a placeholder '1 (612) 666-6666'). A blue arrow points to a blue 'Send Invitation' button at the bottom of this component, next to a 'Back to List' button.

Video Participants

- Jason DaMan
Patient
● Online
- Jason Eck, MD
Provider
● Offline

Invite a Guest

* indicates a required field.

First Name
Test

Last Name
Patient

Relationship
Son

Invite by *
☒ SMS text ☐ Email

Phone *
1 (612) 666-6666

Send Invitation Back to List

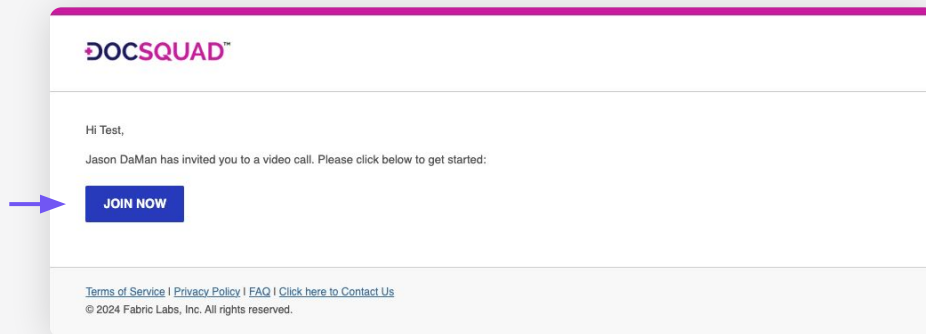
18

(only applies for Video Visits)

Virtual Visit Guest Invite

The guest will receive an email or SMS invite for video visits.

The guest can click **Join Now** when they are ready to join the visit.



19

(does not apply for subscription members)

Virtual Visit Payment

To pay per visit, simply enter your payment information.

Click **Pay \$25.00**

Payment due: \$25.00

Your interview is done. The next step is to provide a method of payment for this visit. Please have a credit card or Health Savings Account debit card available. You will not be charged until a provider responds with a diagnosis and treatment.

Card number

Expiration month

Expiration year

Security code (CVC)

ZIP code

[Have a promo code?](#)

[Have a group benefit?](#)

This visit may not qualify for reimbursement.

Pay \$25.00

20

Virtual Visit Interview Sent to Provider

A provider will now review your visit and respond with a treatment plan.

Your provider may follow up with additional questions before providing a diagnosis.

Interview sent to provider

Thanks for using DocSquad today. Your information has been sent to a provider. You will receive a diagnosis and treatment plan in 1 hour or less. If you have any questions or concerns, please contact DocSquad support at (800) 228-1740.

[Back to dashboard](#)

Getting Your Treatment Plan

DocSquad has quicker care, anytime, anywhere.

1

Virtual Visit

Your Treatment Plan is Ready!

You will receive an email notification when a provider has reviewed your visit and provided a treatment plan.

Click [View treatment plan](#)



DOCSQUAD™

New treatment plan

Your provider has reviewed your symptoms and created a treatment plan. Please open your DocSquad account to review it.



[View treatment plan](#)

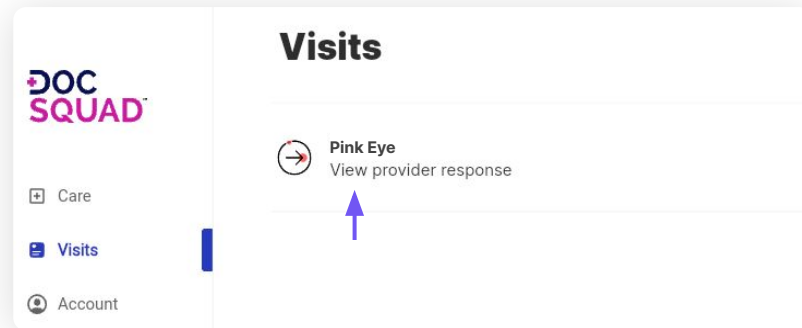
2

Virtual Visit

Navigate to the Treatment Plan

Find the treatment plan under visits on the left side of the screen.

Click **View provider response**



3

Virtual Visit View Treatment Plan

Review the treatment plan and provider response.

Prescriptions are only prescribed when medically appropriate. If a prescription is appropriate, you'll need to select your pharmacy.

Click **Choose Pharmacy**



Your Treatment Plan is Available

Dear Jason,

Hi Jason,

Thank you for chatting. I hope you feel better soon.

Sincerely,

Jason Eck, MD



Action Required: Choose Your Pharmacy

Your provider has prescribed the following prescription, but it has not yet been sent. To fill it, you must choose a pharmacy.

amoxicillin-pot clavulanate 200-28.5 mg oral tablet, chewable
Take 1 tablet, chewable 2 times per day for 5 days

 Not yet sent to pharmacy

[Medication Info](#)



Choose Pharmacy

4

(only if a prescription is medically appropriate)

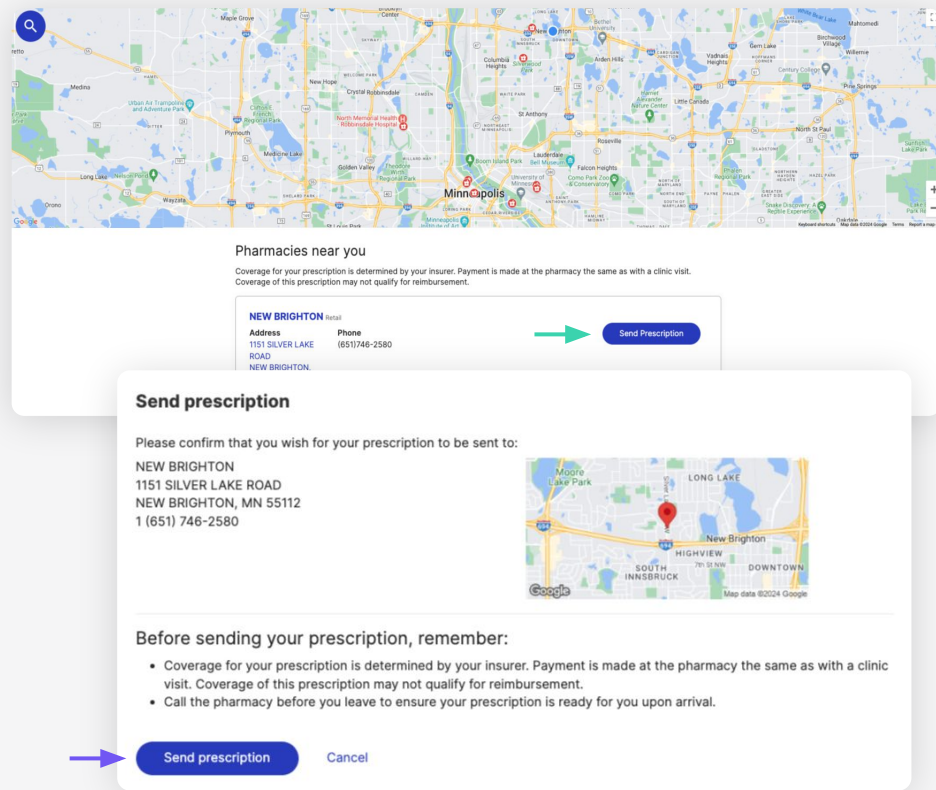
Virtual Visit

Pick Pharmacy Location

DocSquad may ask for your current location. You can select the magnifying glass to move to another area of the map.

Once you find your pharmacy of choice click **Send Prescription**.

Then review your selection and click **Send Prescription**.



The screenshot displays the DocSquad interface. At the top, a map of Minneapolis is shown with a magnifying glass icon in the top-left corner. Below the map, a section titled "Pharmacies near you" provides a disclaimer: "Coverage for your prescription is determined by your insurer. Payment is made at the pharmacy the same as with a clinic visit. Coverage of this prescription may not qualify for reimbursement." A list of pharmacies is shown, with "NEW BRIGHTON" selected. The address is "1151 SILVER LAKE ROAD, NEW BRIGHTON, MN 55112" and the phone number is "(651) 746-2580". A green arrow points to the "Send Prescription" button. Below this, a "Send prescription" modal is open, showing the same address and phone number. A red pin on a map of New Brighton is visible. Below the map, a section titled "Before sending your prescription, remember:" lists two bullet points: "Coverage for your prescription is determined by your insurer. Payment is made at the pharmacy the same as with a clinic visit. Coverage of this prescription may not qualify for reimbursement." and "Call the pharmacy before you leave to ensure your prescription is ready for you upon arrival." At the bottom of the modal, a blue "Send prescription" button and a "Cancel" link are shown. A purple arrow points to the "Send prescription" button.

Pharmacies near you

Coverage for your prescription is determined by your insurer. Payment is made at the pharmacy the same as with a clinic visit. Coverage of this prescription may not qualify for reimbursement.

NEW BRIGHTON Retail
Address 1151 SILVER LAKE ROAD
Phone (651) 746-2580
NEW BRIGHTON, MN

Send prescription

Please confirm that you wish for your prescription to be sent to:

NEW BRIGHTON
1151 SILVER LAKE ROAD
NEW BRIGHTON, MN 55112
1 (651) 746-2580

Before sending your prescription, remember:

- Coverage for your prescription is determined by your insurer. Payment is made at the pharmacy the same as with a clinic visit. Coverage of this prescription may not qualify for reimbursement.
- Call the pharmacy before you leave to ensure your prescription is ready for you upon arrival.

Send prescription Cancel

Need to follow up on your visit?

You can message your provider about your treatment plan.

1

Virtual Visit Follow-Up Message your Provider

If you have any questions about your treatment plan, you can follow up with the provider.

Select **Send provider a message**



Visit Follow-Up

If you are experiencing a medical emergency, please call 911

Click below to submit a question regarding your treatment plan.

This option will be available until midnight on June 16, 2024.

If your question is not specific to your visit treatment plan, please click the following link for contact information: [Contact Us](#)



Send provider a message

2

Virtual Visit Follow-Up Message your Provider

Type your question and phone number.
When you're ready, click **Send message**.

You will be notified when they respond.

Provider responses will show on the
treatment plan.

The image shows two overlapping screenshots from a healthcare application. The top screenshot is a form titled "Send provider a message" with a close button (X) in the top right. It contains the instruction: "Please enter your question and a phone number you can be reached at if the provider needs to contact you." Below this is a "Comment *" field with the text "Can I have another form of my prescription?" and a character count "43 / 500". Underneath is a "Phone Number *" field with the text "1 (612) 666-6666". A blue button labeled "Send message" is at the bottom. A blue arrow points to this button. The bottom screenshot shows the "Visit Follow-Up" message thread. It has a title "Visit Follow-Up" with a speech bubble icon. Below the title is a red warning: "If you are experiencing a medical emergency, please call 911". This is followed by instructions to click below to submit a question regarding the treatment plan, with a note that the option is available until midnight on June 16, 2024. It also provides a link "Contact Us" for non-specific questions. The message thread shows a pink bubble from "Jason DaMan" at 6/13 4:24 pm asking "Can I have another form of my prescription?" and providing the phone number "1 (612) 666-6666". Below this is a grey bubble from "Jason Eck, MD" at 6/13 4:26 pm replying "Sure thing!". A blue button labeled "Send provider a message" is at the bottom of the thread.