

## See a Doctor Online or by Phone HiDoc® User Guide

HMAA's free telemedicine service, HiDoc® (hosted by CloudWell Health), provides virtual access to a local network of physicians and therapists, day or night. HiDoc® is intended to work in tandem with your primary care physician (PCP) and not as a replacement. If you do not have a PCP, HiDoc® also offers primary care. Consultations are confidential and secure, and a HiDoc® telemedicine visit has **no out-of-pocket cost!** Skip the waiting room and speak with a doctor usually within 30 minutes from anywhere, or schedule an appointment for a later date and time.

### Telephone Consultations

- Call the HiDoc® Call Center at **(808) 400-4113**.
- You will need to provide your member number located on the front of your **HMAA ID** card and **Date of Birth** to verify your eligibility.
- A HiDoc® representative will help you set up your account, schedule a consultation, and provide further instructions.

You may also schedule phone consultations using your HiDoc® Online account at [www.HiDocOnline.com](http://www.HiDocOnline.com).

### Video Consultations

A HiDoc® Online account is required for video consultations and is accessible from your computer or mobile device. Your HiDoc® Online account also provides access to your telemedicine records.

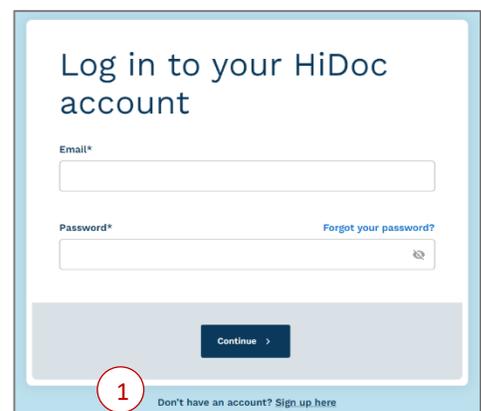
System requirements for video consultations are as follows.

- On Apple devices, use the Safari web browser.
- Ensure your software and web browser have been updated to the latest versions.
- Clear your cache and browser history.
- Enable camera and microphone permissions upon logging in.

Visit [www.HiDocOnline.com](http://www.HiDocOnline.com) and login to your account using a compatible web browser, or use the mobile app.

### Set up a new account

1. Go to *Sign-Up* and follow the prompts to enter your information. Your first and last name must be entered exactly as they appear on your HMAA ID card. The password you choose must meet the password requirements. If your eligibility cannot be confirmed, you will need to contact the HiDoc® Call Center for assistance.
2. Agree to the terms and conditions to finalize your registration.
3. You will receive an email from [hidoc@cloudwellhealth.com](mailto:hidoc@cloudwellhealth.com) confirming the setup of your account so you can start using HiDoc Online from your computer or mobile device.



Log in to your HiDoc account

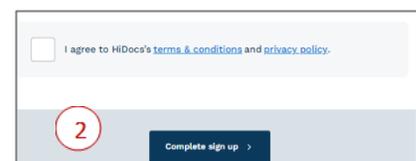
Email\*

Password\*

Forgot your password?

Continue >

1 Don't have an account? Sign up here



I agree to HiDoc's [terms & conditions](#) and [privacy policy](#).

2 Complete sign up >

- You will now be able to:
  - Schedule a telephone or video appointment.
  - View upcoming or past appointments.
  - Send a chat message.
  - View or edit your profile and contact details.
  - Upload your medical records and images. You should send all of your health-related questions, records and images to your HiDoc® physician through your HiDoc® Online account, and not through email or other methods which may not be secure.
- When you are done, for security purposes be sure to log out of your account before closing your browser.

## Schedule a Consultation

- Go to *Book Appointment*.
- Select the type of consultation.
  - Medical Care* for acute care conditions.
  - Emotional Wellness* for mental health concerns.
  - Pediatrics* for children under 18 years old. To schedule an appointment, a separate account for your child is required.
- Select Appointment Type.
- Describe your Health Concern.
- Give Consent and Confirm Booking.
- Select your preferred appointment date/time and Confirm booking. Your physician will be assigned based on availability, and you will receive an email confirmation of your appointment.
- Information will appear on your screen with next steps, and a clinical coordinator will call you to confirm your appointment and collect pharmacy information. You also have the option to add your medical information to the portal prior to your phone call with the clinical coordinator.
- Go to *My Account* to view your appointment details. Your pending appointment will appear on the Home screen under *Upcoming Appointments*. Prior to your appointment, you will receive a call from the HiDoc® Call Center to reconfirm. You will also receive an email confirmation with your appointment details and instructions.
- When it is time for your appointment, click or press *View details*. A link to join your consultation will appear here 20 minutes before the scheduled start time, and will connect with your physician in video mode. For phone consultations, the physician will call you at the phone number you provided.

After your appointment, a Clinical Coordinator will call you to discuss your prescription (if applicable) and gather feedback about your experience. A doctor's note for your employer/school is available after your consultation, upon request, and can be requested through the online chat feature under *Send Message*.

The screenshots illustrate the following steps:

- Upcoming appointments:** Shows a message "You have no upcoming appointments." and a "Book appointment" button.
- Medical Care, Emotional Wellness, Pediatrics:** Three options for consultation types with brief descriptions.
- Appointment type\*:** Two options: "Video appointment" (Chat via a secure video link) and "Phone appointment" (Talk to a physician over the phone).
- Please describe your symptoms in as much detail as you can\*:** A text input field for describing the health concern.
- I give my consent for HiDoc to provide me with telehealth under the terms of use found here.** A checkbox for consent.
- Select a date\*:** A calendar view for "Wednesday April 5th (today)" with a grid of time slots. A "Confirm booking" button is at the bottom.
- What happens next?:** Text explaining that a clinical support team will contact to confirm the appointment and provide instructions on how to prepare.
- Add medical information:** A section for providing additional medical details to the practitioner.
- Upcoming appointments:** Shows a confirmed appointment: "Medical Care Video appointment, Wednesday April 5th 2023, 10:45am" with a "View details" button.
- Appointment details:** A detailed view of the appointment including patient name (Jane Sample), appointment type (Video appointment), date and time (Wednesday April 5th 2023, 10:45am), health concern (Skin rash), and helpful links.

## Enrolling in Primary Care

To enroll in Primary Care through HiDoc<sup>®</sup>, select *Make us your primary care provider* and follow the prompts to schedule an appointment and get started with primary care. Once enrolled, you will be able to schedule appointments through the *Primary Care* option.

## Cancel or Reschedule a Consultation

To cancel an appointment, please contact the HiDoc<sup>®</sup> Call Center at **(808) 400-4113** or email [hidoc@cloudwellhealth.com](mailto:hidoc@cloudwellhealth.com). You can also cancel your appointment or submit questions about your consult through the online chat feature under *Send Message*.

## Upload Medical Records or Images

To upload medical records or images, select *Send Document*. Upload your medical records or images by dragging the file into the space indicated, or browse your computer or device and select the file. The file must be in image, doc, text, or pdf format.

## Update Your Account Profile or Password

You can update your email and password under *My Profile*. Enter your new information, then click or press *Save Changes*, and your Profile will reflect your updated information. Your personal details (name, date of birth, etc.) cannot be updated online and will need to contact the HiDoc<sup>®</sup> Call Center at **(808) 400-4113**.

## Forgot Password

Click or press *Forgot Password*. Enter the email address associated with your account and select *Continue* to receive password reset instructions via email.

## Consultations While Traveling

If you are traveling to the Mainland or out of the country, contact the HiDoc<sup>®</sup> Call Center at **(808) 400-4113** to schedule your consultation.

- For free consultations on the Mainland, the HiDoc<sup>®</sup> Call Center will assist you with scheduling your appointment through our partnered Mainland vendor. Consultations are at no cost to you because HiDoc will handle any payments directly with the vendor.
- For free consultations outside the U.S., you can see a regular HiDoc<sup>®</sup> physician as if you are in Hawaii; however, your doctor will only be able to provide medical advice and answer questions. They are unable to treat conditions or arrange for medication outside the country.

## Assistance

If you have questions or need assistance, please contact:

- [HiDoc Online Support](#) or (808) 400-4113 for technical assistance.
- [HMAA's Wellness Team](#) for other questions.

*Hosted by CloudWell Health. Last updated May 10, 2023.*

The instructions in this User Guide conform to the requirements of HiDoc<sup>®</sup> Online. In case of any conflict between this Guide and the online portal, the online portal takes precedence. Although HMAA makes every reasonable effort to ensure the accuracy and validity of the information provided in this Guide, HMAA acknowledges that errors and omissions may occur, and information sometimes changes before those changes can be reflected in this Guide. HMAA does not warrant the content of this Guide and does not assume liability for its completeness, accuracy, or any losses or damages resulting from its use or application.

