

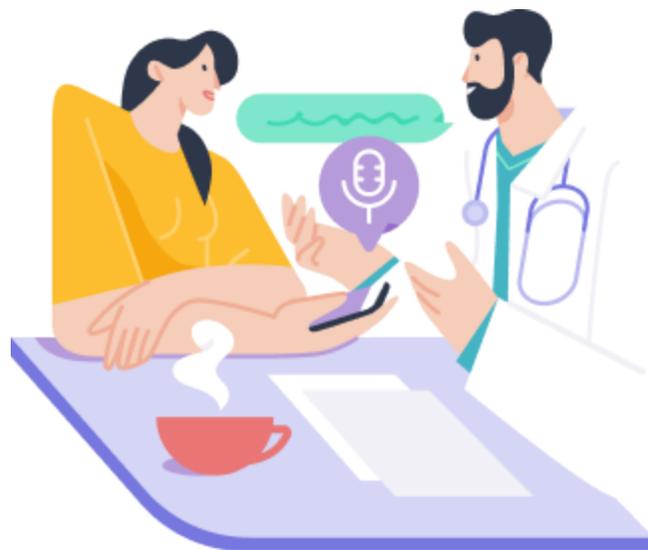


medcorder

# Getting Started Guide for Patients

iOS Edition

June 23, 2020 v1.0



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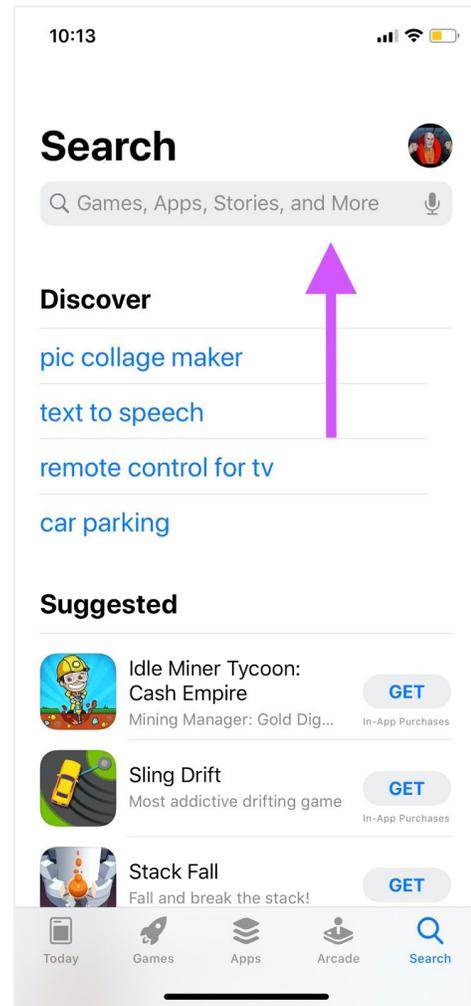
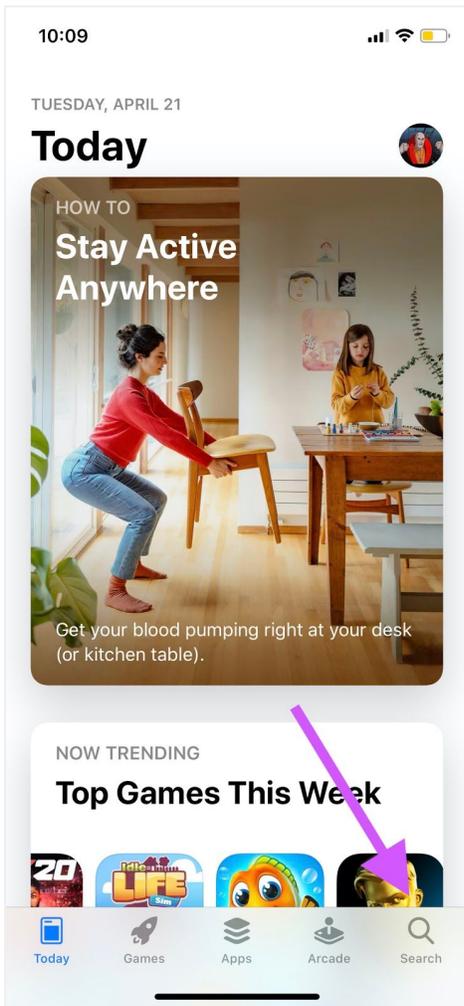
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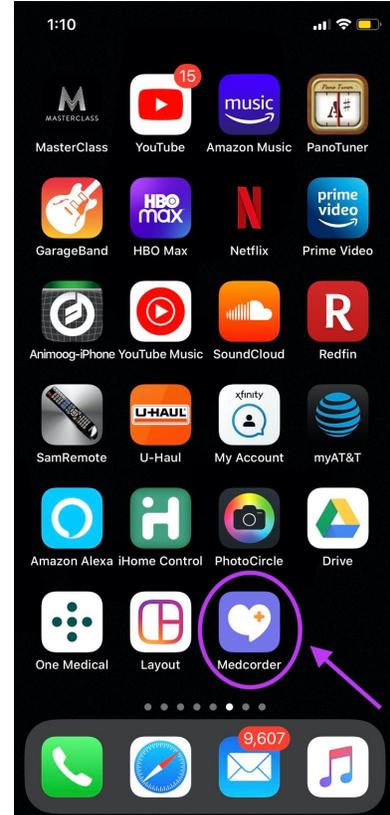
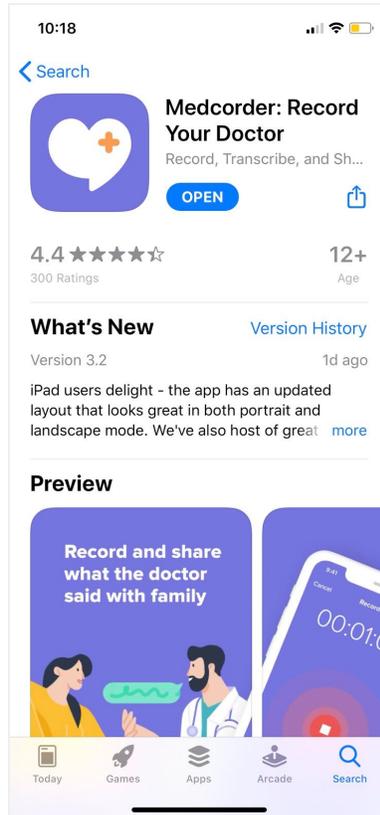
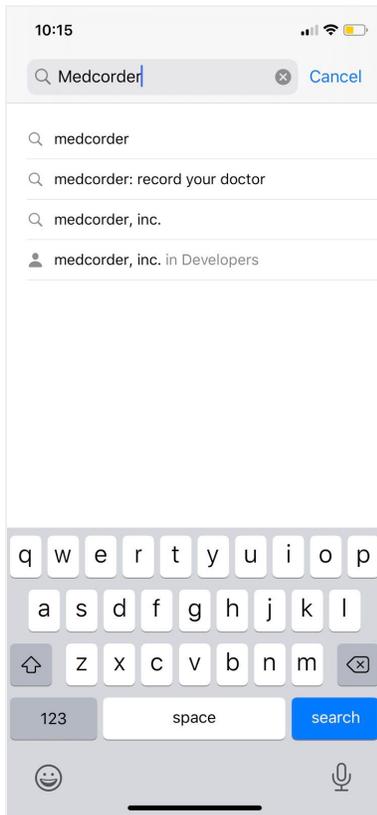
# Installing the Medcorder App

You can use Medcorder on any iOS device running OS 12.4.7 or later. To download it, open up the App Store on your device, tap the search icon in the bottom right corner, and type in “Medcorder”.



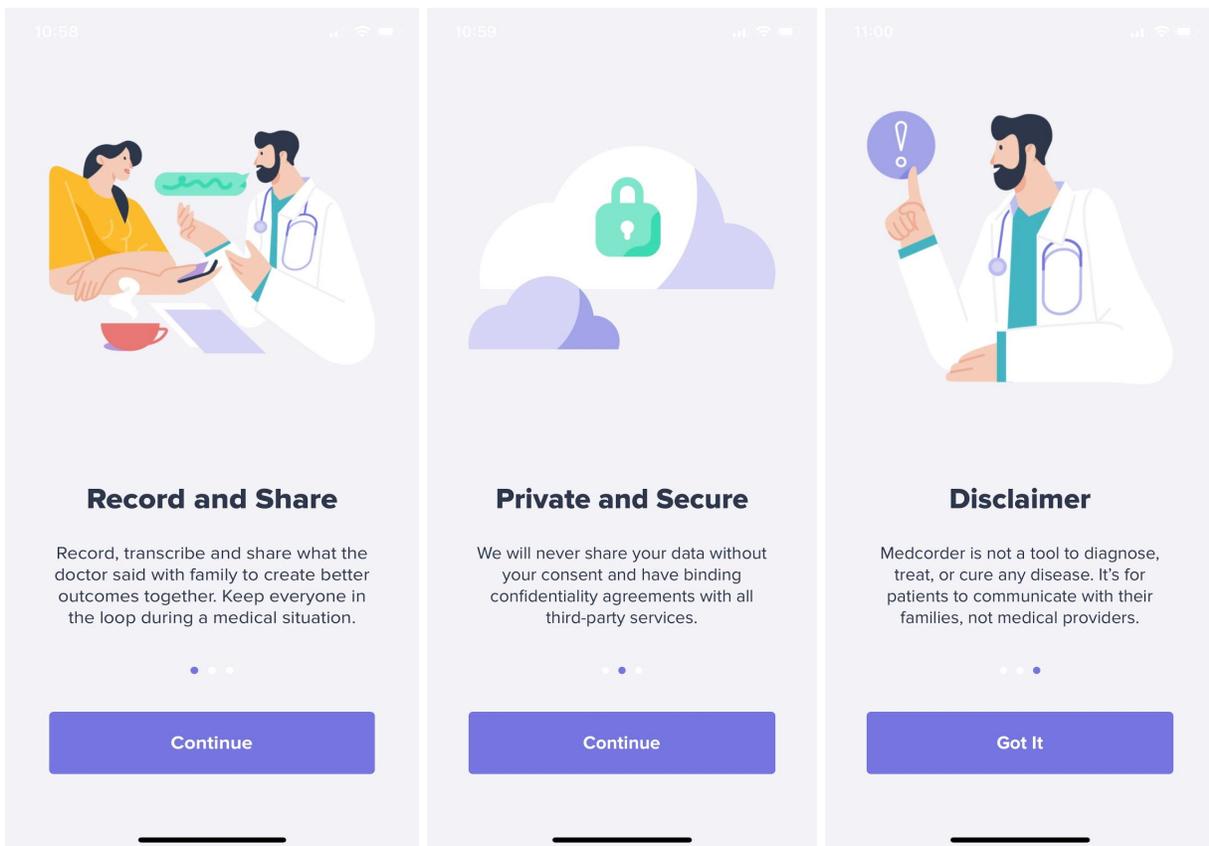
You might see some similar apps to Medcorder advertised in your search results, ignore those and install the one that says, “Medcorder: Record Your Doctor.”

Press "GET" (or the download icon), wait for the app to download and install (there will be a spinning circle) and then press **OPEN** to start the app. You can get back to the app any time by finding the purple Medcorder logo on your phone's desktop.

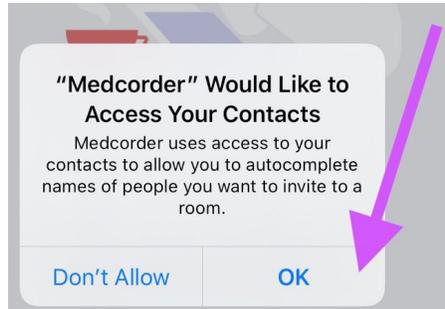


# Log In & Set Up Your Medcorder Account

When you open the app for the first time you will be guided through a series of onboarding screens:

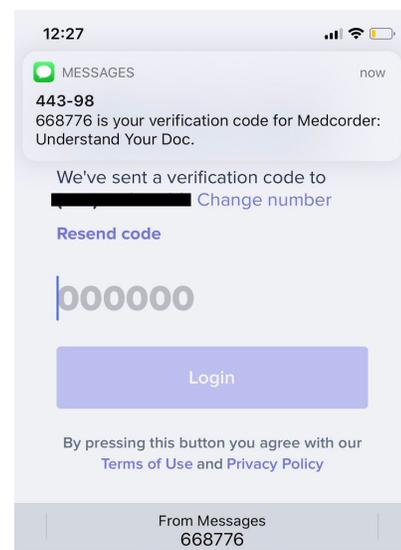
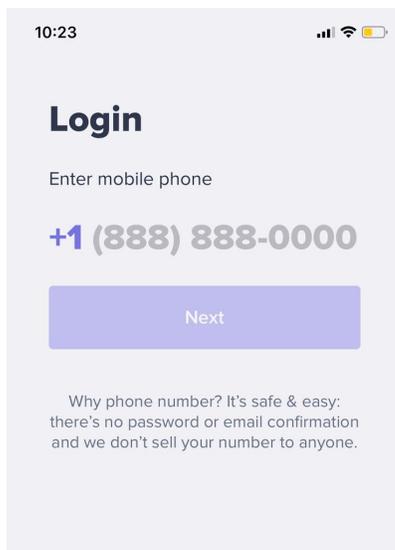


You will be prompted to give Medcorder access to your contacts list. Press “OK” to easily add the friends and family who will be supporting you.

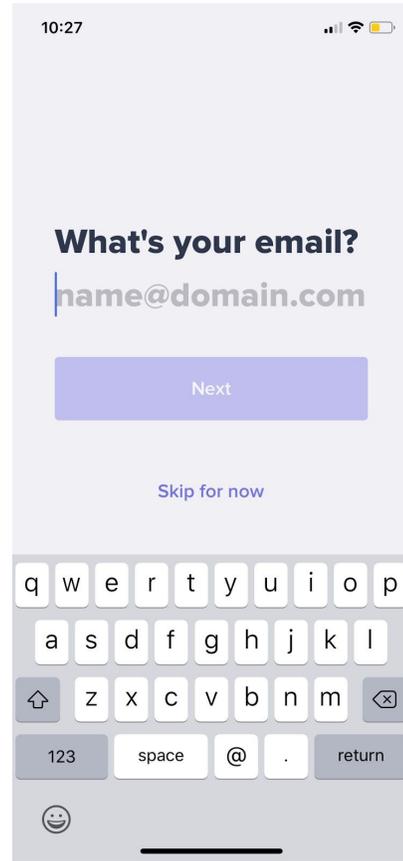
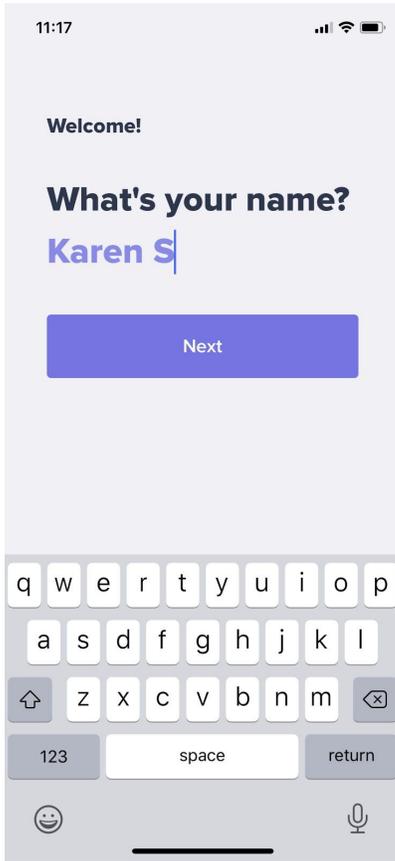


Next, you will be asked to Login using your mobile phone number. We use your phone number because It's safe, easy, and there's no password to remember. Don't worry, we do not sell your phone number to anyone.

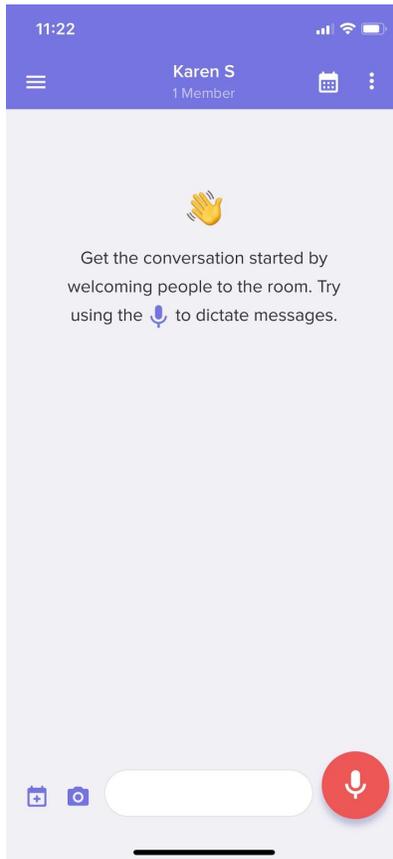
After you enter your phone number and press **Next** you will receive a verification code via text message. Enter the 6 digit code by either typing manually, or pressing the button at the bottom of your screen: **From Messages xxxxxx**



Next, add your name and email address to get notified about updates to Medcorder and content that will help you get the most out of the app. Again, we do not sell your personal information.

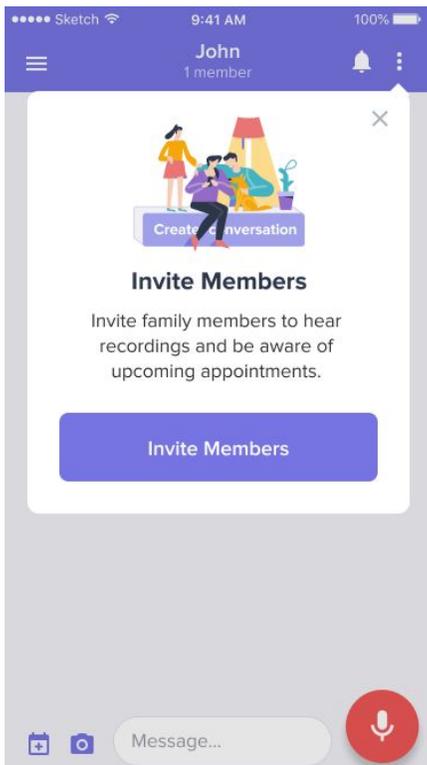
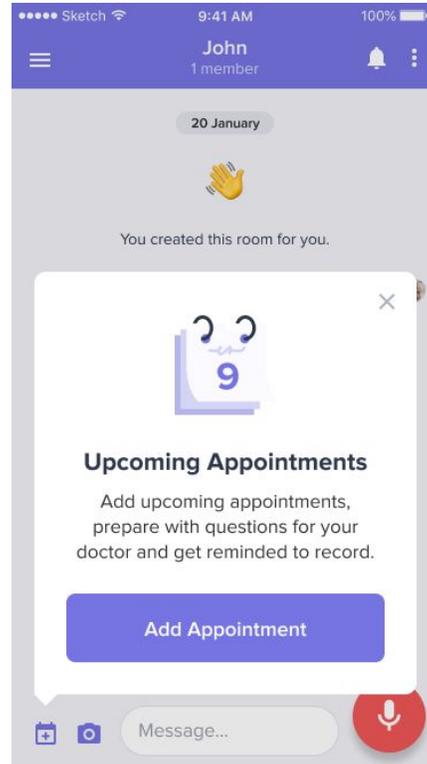
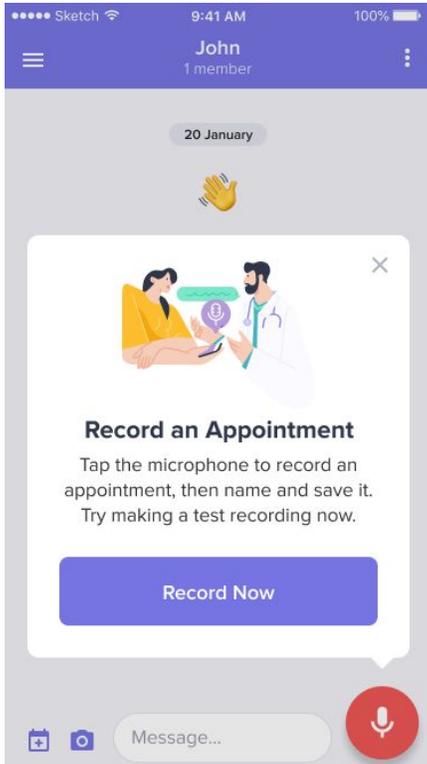


Once you complete the Login process you will see the Chat Room view of the Medcorder app. When you log in for the first time, a Chat Room is automatically created for you and you will see your name at the top of the screen. Now you can configure the app for recording important medical conversations and sharing them with your family.



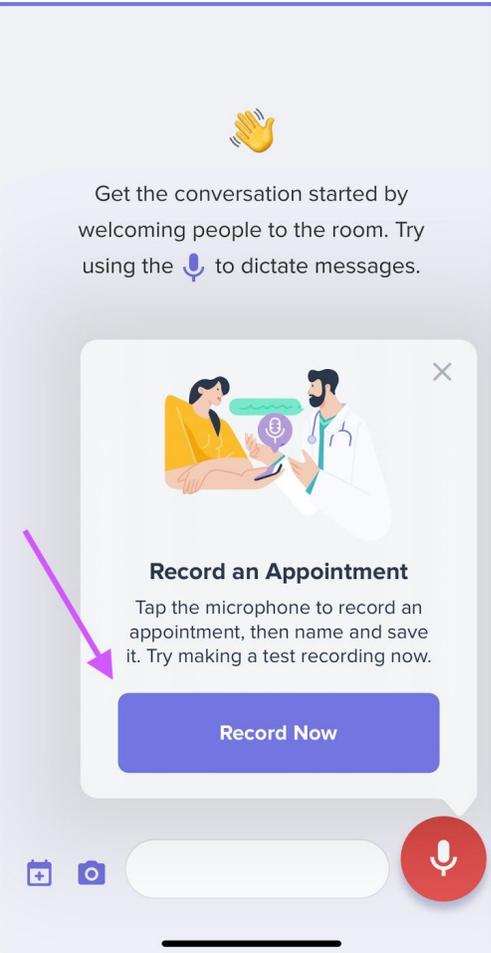
We've included some handy tool tips within the app to help you familiarize yourself with the main features. Once you have viewed the tool tips, they will no longer appear. However, you can always refer back to this guide for learning how to do something within the app.

Now that you have successfully downloaded the app and set yourself up as a patient, let's put it to use!



# Record an Appointment

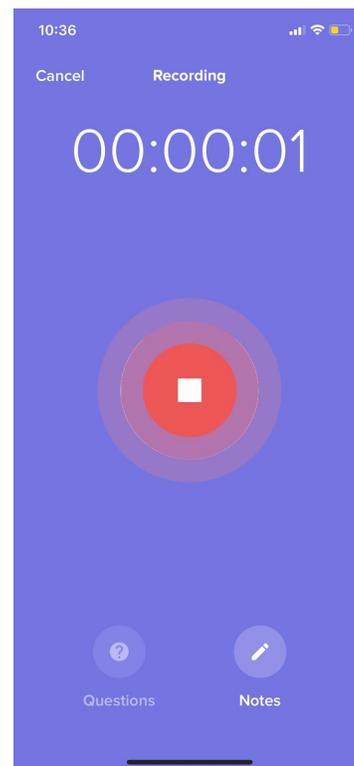
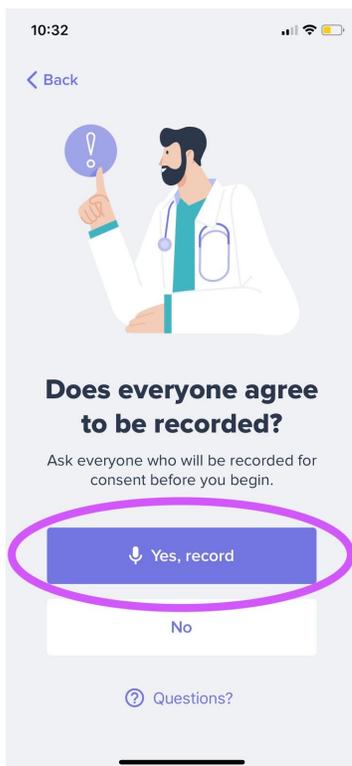
Notice the tool tip pointing to the big red button with the microphone icon at the bottom right of your screen. This button allows you to record conversations with your doctor. Try making a test recording by tapping **Record Now** in the tool tip or the **red record** button.



# Does everyone agree to be recorded?

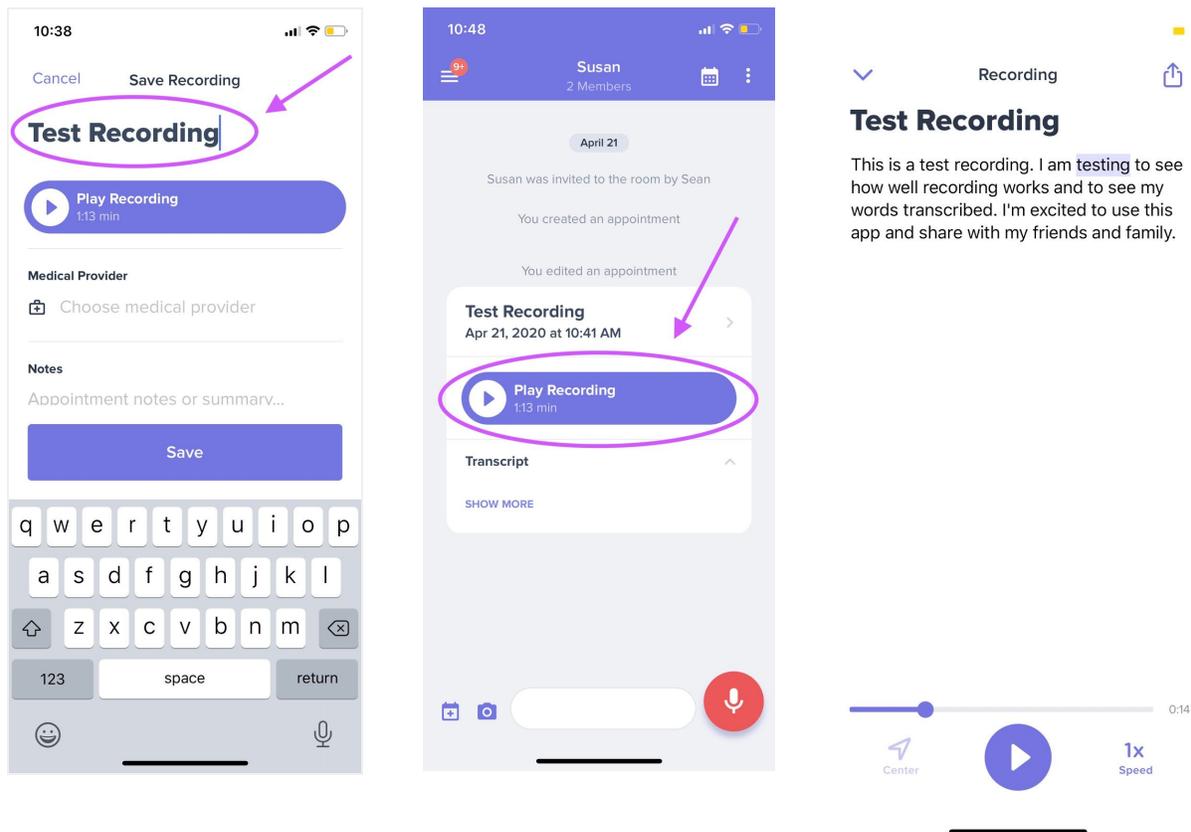
Next, you will see the Recording Consent Screen. On this screen, you will be prompted to ask everyone present to agree to being recorded. You can press the **Questions** button at the bottom of the page to learn more about HIPAA compliance and other questions you may have about recording consent. After receiving consent, press the **Yes, record** button and the app will begin recording. You'll know your recording has started when you see the purple Recording screen with the counter at the top.

For your test recording, say a few sentences into the microphone on your phone. You can also read this guide out loud in order to test the recording function of the app. After you've recorded 10-15 seconds of audio press the **Red Stop** button in the middle of your screen. This will stop the recording and take you to the **Save Recording** screen.



# Save Recording

When you save a recording, you can also save important details about your appointment. For now, name your recording **Test Recording** and tap the **Save** button at the bottom of the screen. This will save the recording in your Chat Room. To play the recording, tap the **Play Recording** button. The full screen playback view will open, and you will hear your recording and see the transcription of the words you recorded.

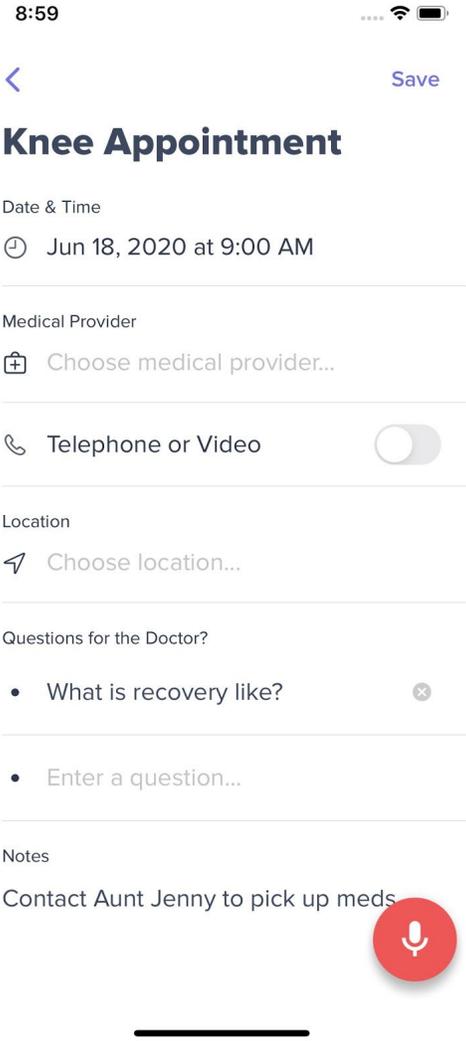
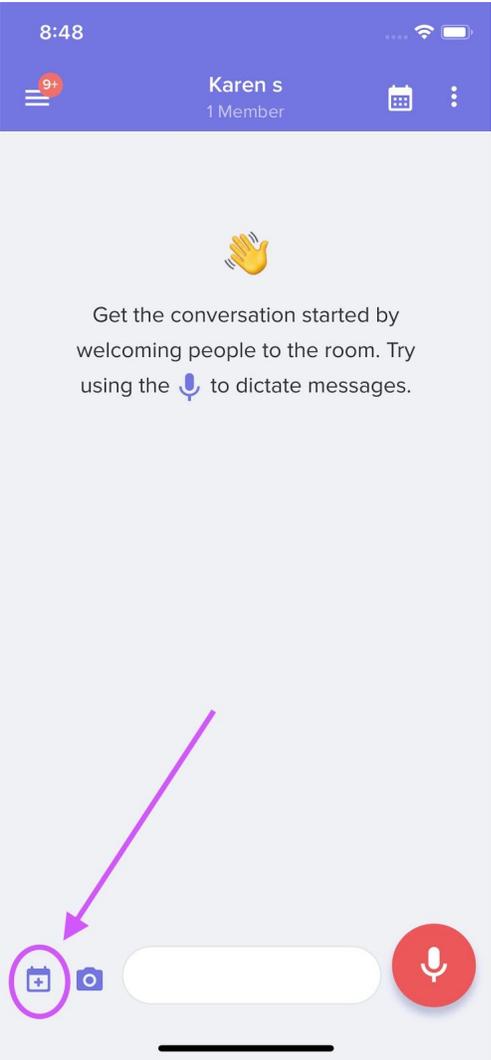


When you are done listening to your recording, tap the **down arrow** button at the top left of your screen to return to the chat room. ▼

# Upcoming Appointments

You can prepare for your upcoming appointments by adding them to Medcorder. Try this out by tapping **Add Appointment** in the appointments tool tip, or by tapping the calendar icon in the lower left corner of your screen. When creating an appointment, you can add the date and time, doctor and location. You also have the option to add questions you want to remember to ask your doctor during your visit.

Finally, there's a notes section for adding important info on-the-fly during your appointment.



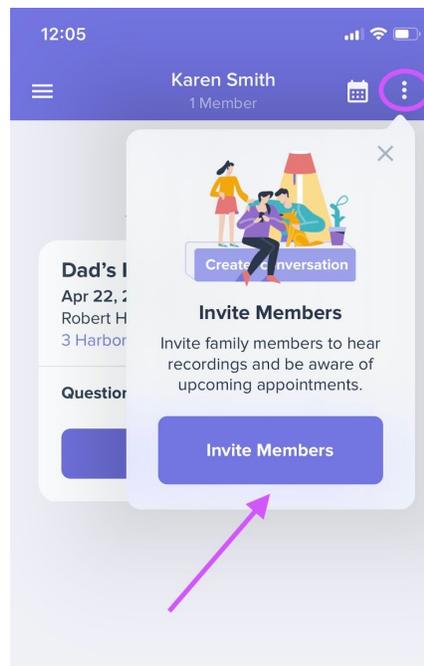
When you record your visit with your doctor, it will automatically save to the appointment you previously created in Medcorder.

## Invite Members

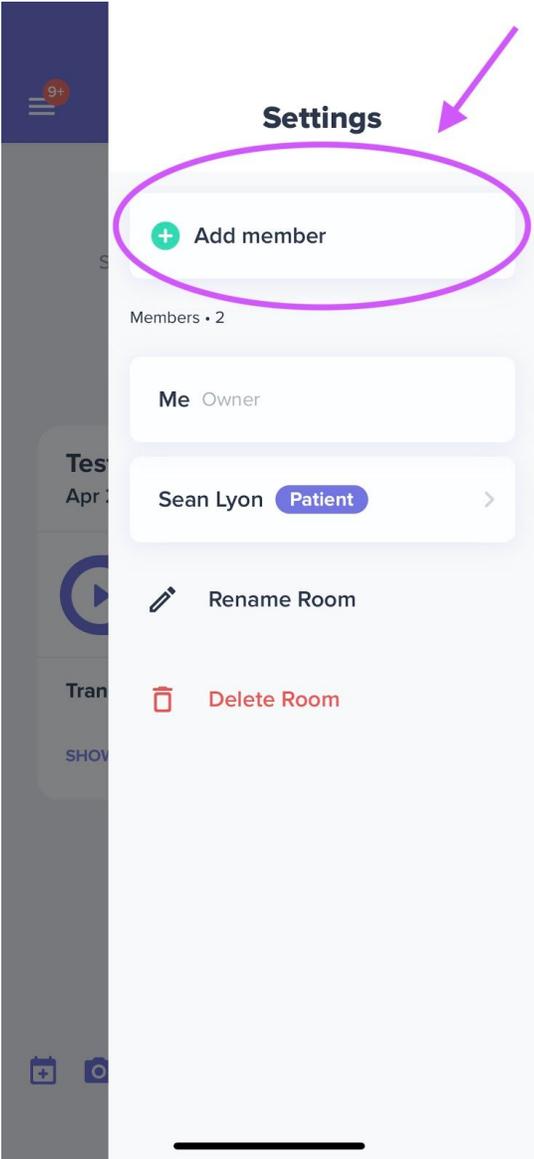
You can invite members to your chat room so they can listen to your recordings, view your transcripts, and see text, video, and picture updates. You can invite anyone you trust to your room, including family, friends, and caregivers. When granting Medcorder access to your contacts, the app can access anyone in the contacts list on your device.

To Invite a Member tap the **three dot** icon in the upper right corner of the chat room. This will open the Settings menu. While the Tool Tip is open you can press the **Invite Members** button.

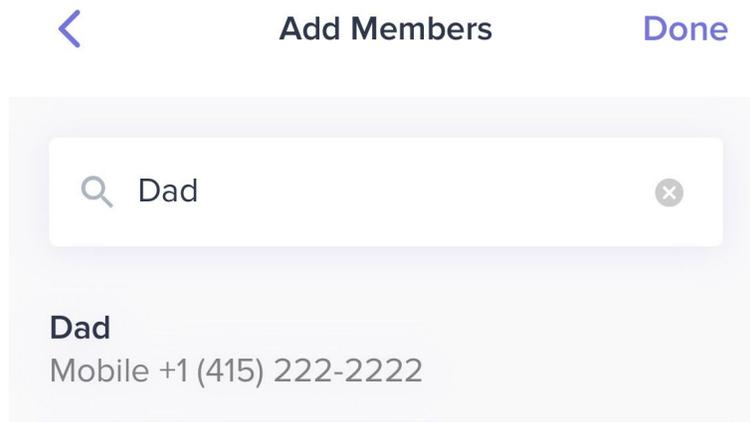
Tap the 3 dot icon to open the Settings menu or the **Invite Members** button in tool tip.



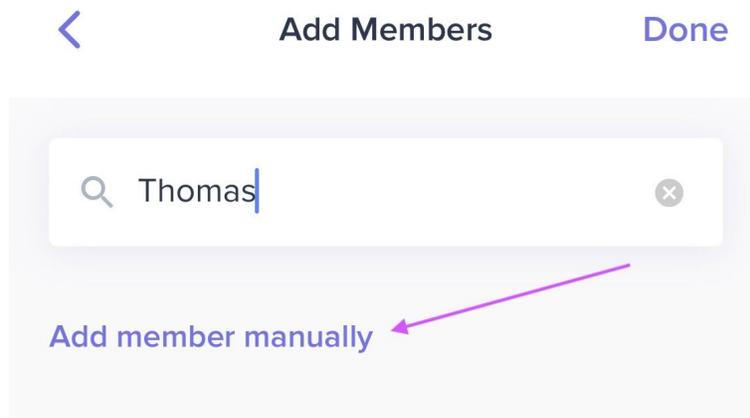
On the Settings Screen press the **Add member** button.



In the Add Member field type the name of a person, family or friend, in your contacts who you would like in your support group.

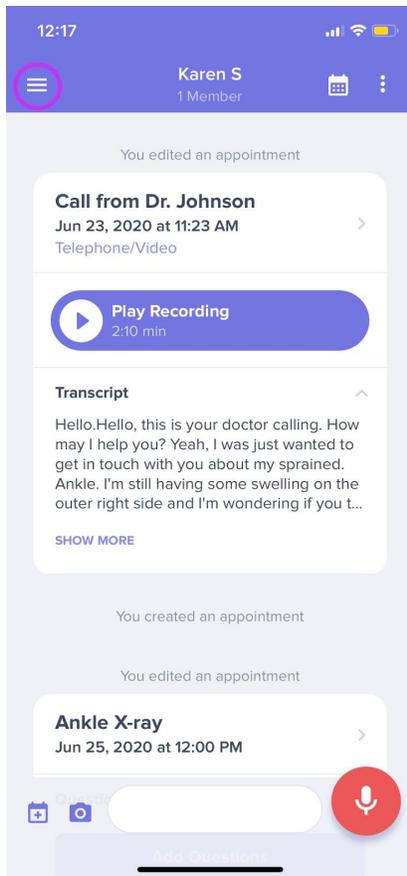


If the person you would like to add is not in your contacts you can manually enter them now by tapping [Add member manually](#). Be sure to add a mobile number.



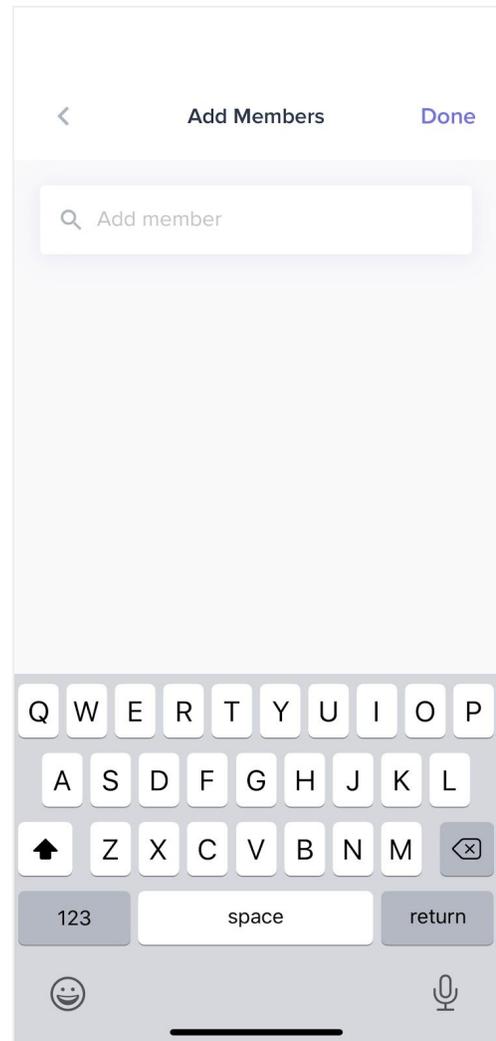
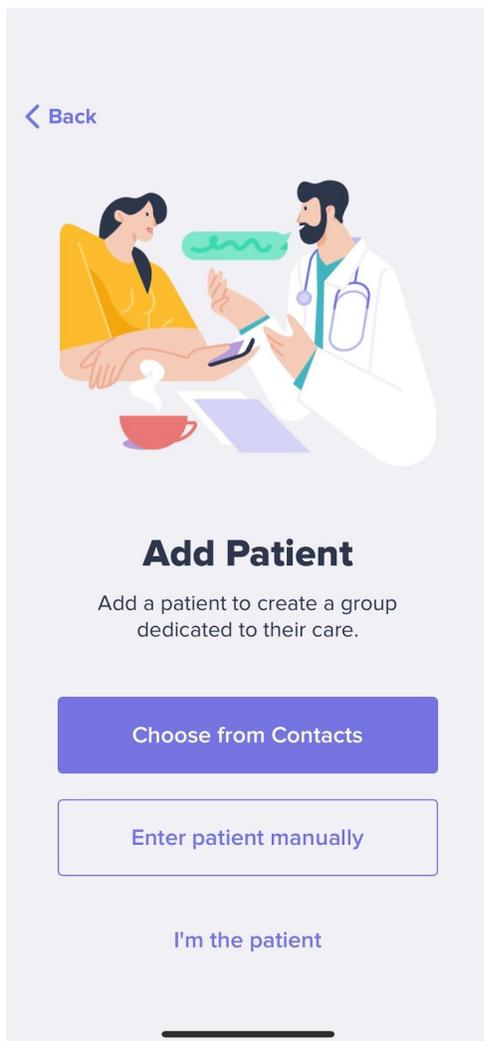
# Add Patients

You can create multiple chat rooms for yourself as the patient, or for someone who is the patient, each with their own set of members. To access this menu, tap the icon on the top left corner of your screen that looks like three lines on top of each other, or often called the “hamburger” menu.



With the Patients Menu open, you will see a list of chat rooms for yourself, patients whose rooms you created, or chat rooms you have been invited to by other Medcorder members.

To Add a Patient, tap the **Add Patient** button and you will be taken through the add patient flow. You can either tap to choose from contacts, enter a patient manually, or select yourself as the patient.



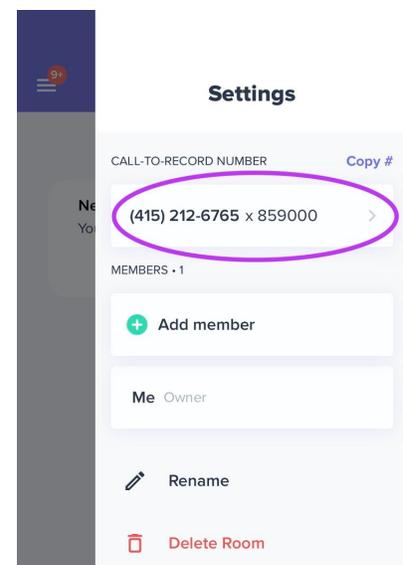
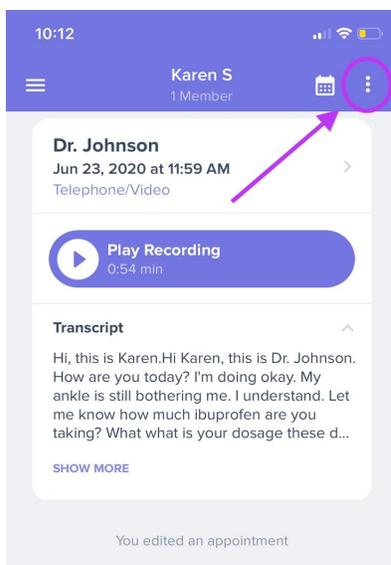
After you make your choice, you will see the Add Members Screen. Here, you can add members to the chat room you created. Reference the Invite Members section for specific steps.

# Telemedicine

With Medcorder, you can now record your telemedicine appointments by giving your doctor a secure medical phone number and extension to call you. When your doctor calls this number and extension, and consents to be recorded, the conversation will be recorded, transcribed, and saved to your chat room.

## If you are the Patient:

1. The mobile number that you entered when logging into medcorder will automatically be set up as the number that will ring when your doctor calls you.
2. Each chat room you set up is given a unique extension, when your doctor calls the Medcorder call-to-record number, dials the extension, and consents to being recorded, the call will be recorded, transcribed and shared in that room.
3. To view the call-to-record number, (415)-212-6765, and the unique extension for your chat room, open the Settings menu by tapping the **three dot** icon in the upper right corner of the Chat Room.



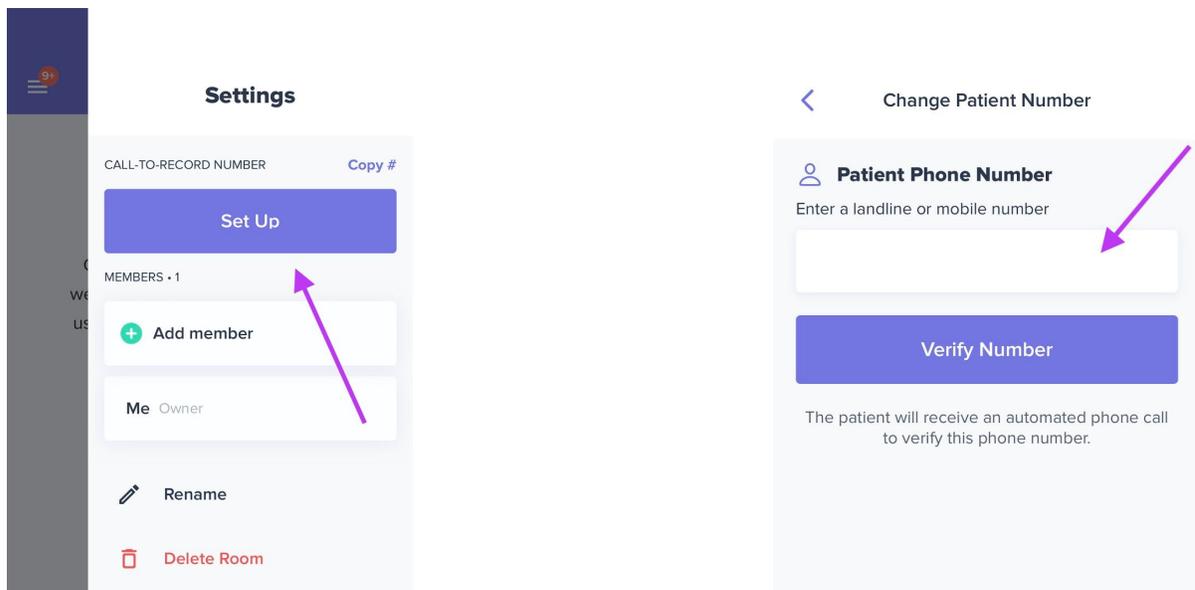
4. When setting the appointment with your doctor, give them your Medcorder call-to-record number and extension.

5. When the Doctor calls you by using the Call-to-Record number, they will be prompted to enter the extension and consent to being recorded. When the call connects, the number you used to login to Medcorder (your personal number) will ring.
6. If the doctor consents to be recorded, the recording will begin automatically when you answer the call.
7. When the call is complete and you hang up, the recording and transcription will save to your chat room and be available for all members to view and play.

## If you are not the Patient (the person the doctor will call)

If you have set up a chat room for a patient that is not yourself, and has a different number than the one you used to login to Medcorder, some extra set up is needed.

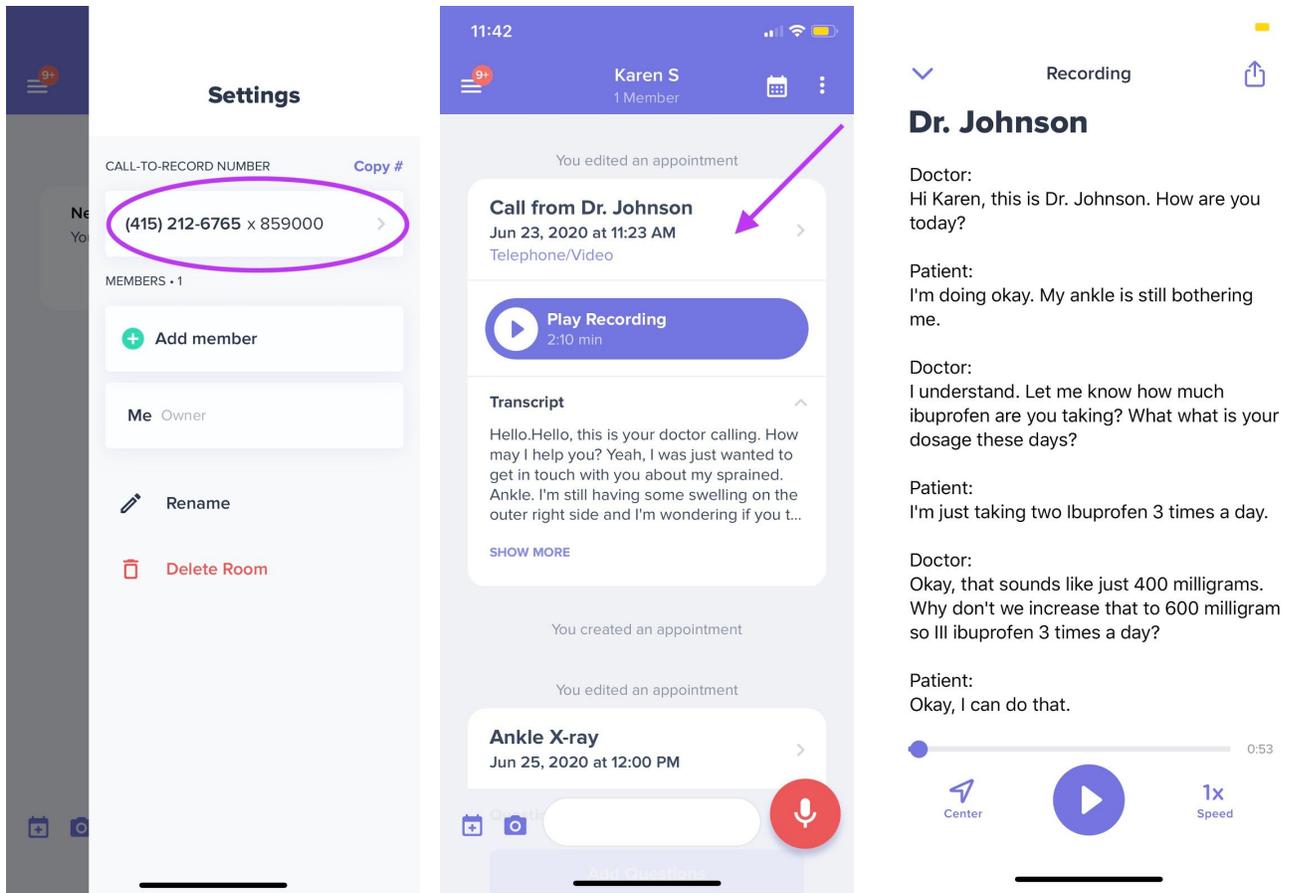
1. Open the settings menu for the room you created for the patient by tapping the **three dot** icon in the upper right of the chat room.



2. Tap the **Set Up** button.
3. Enter the phone number for the patient. This is the number that will ring when the doctor dials the Medcorder Call-To-Record number and extension for that room.
4. To verify the number, tap the Verify Number button. This will ring the patient who will receive the doctor's call. You will want to make sure they are ready to receive

the call and verify to complete the setup process. An automated message will play for the Patient when they answer the phone giving them the option to press 1 to Verify their number.

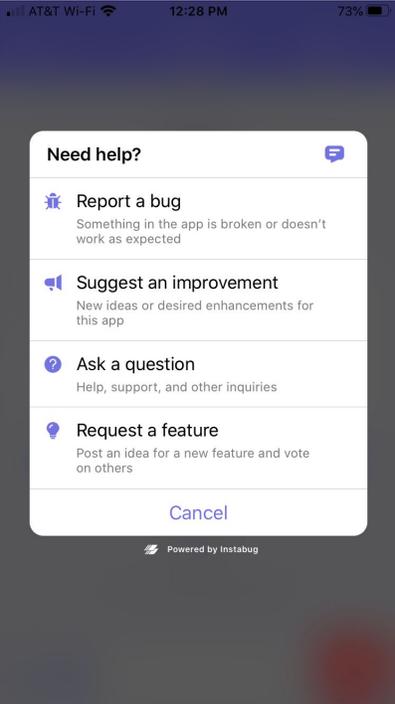
5. Once they have verified, their number will be set up to ring when the doctor calls using the Call-To-Record Number and enters the unique extension. Your number will not ring. You will only be able to see the recording and transcription of the call once it is saved to the room.



# Enjoy using Medcorder!

We sincerely hope that you find Medcorder useful in tracking your medical visits with providers and sharing information with your support network. The best way to really learn the app is to spend some time making recordings, setting up appointments, adding patients, and inviting support members.

If at any point you run into bugs or problems, shake your phone to file a bug report - tell us what went wrong! You can also email us at [support@medcorder.com](mailto:support@medcorder.com). For more information about our company and app, please visit <https://www.medcorder.com/>.



***Shake your phone to send feedback or report a problem!***