

Overview

The Care Location App allows users to access Services from a Teladoc Health device (i.e. not a medical device) using the Teladoc Health Provider Access software. We recommend the Teladoc Health Windows Provider Access software. See the MA-20220 Care Location App User Guide. Teladoc Health devices are not classified as medical devices.



Setup

To configure the Care Location App screen, log into the Teladoc Health Solo platform as an admin. Select **Practice Settings** from the User icon dropdown. Enable each feature by selecting the associated checkbox. Select to **Edit** categories, **Add Titles**, and **Choose Layout** for the Care Location App. See MA-20166 Practice

Admin Care Location App Quick Reference Guide.

Activate Care Location

As a Practice Admin using the Teladoc Health software, select **Care Locations** from the left navigation panel. Copy the **Activate code** next to your Care Location. Now, using your device, enter the activation code into the **Care Location Activation Code** field. See MA-20220 Care Location App User Guide: to Add a new and to update a Care Location.

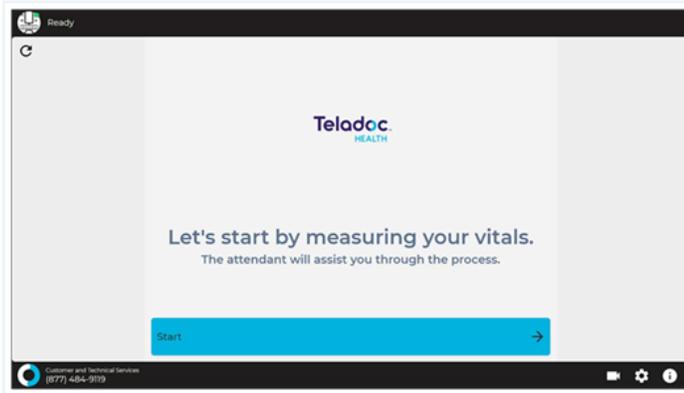
Scheduling

The attendant or scheduler schedules sessions. For new patients, follow the **Demographic** prompts.

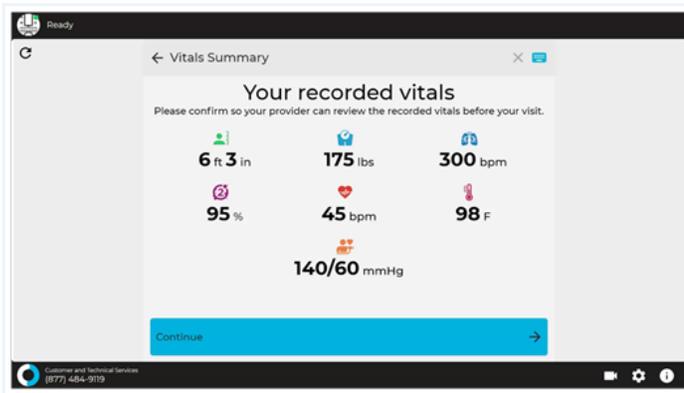
- For existing patients, information about your patient will be displayed. You will need to verify your Passcode.
- For scheduled session, continue to the Symptoms section. For new Visits (i.e. sessions), verify the accuracy of your patient' information or edit it.

Medical Peripherals

The Scheduler or Attendant is responsible for collecting patient vitals using third party medical device peripherals". When ready, click on the **Start** button.



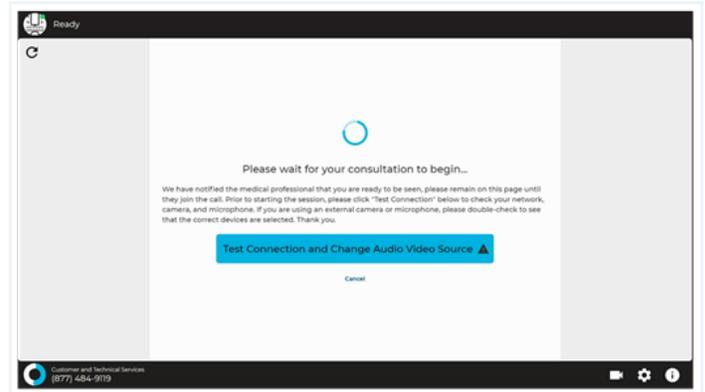
The third party devices include a height scale, weight scale, pulse oximeter, blood pressure monitor, thermometer, dermatoscope, stethoscope, and otoscope. See MA-20220 Care Location App.



Prepare an Encounter

You will be asked to wait for your practitioner to join.

NOTE: Teladoc Health recommends their Windows Provider Access software. See MA-20013 Provider Access software for Windows User Guide.



The session will begin when your practitioner initiates the session.

Contact Teladoc Health 24/7 Live Technical Support +1. 1-877-484-9119.