

# 1. Go to [www.coxhealth.com/directconnect](http://www.coxhealth.com/directconnect)

The screenshot shows the CoxHealth website's DirectConnect page. At the top is the CoxHealth logo and a search bar. Below is a navigation bar with 'Patients & Visitors', 'Services', and 'Our Hospitals & Clinics'. The breadcrumb trail reads 'Services > DirectConnect'. The main heading is 'DirectConnect'. A paragraph describes the service: 'Let the doctor come to you, with no unexpected costs, no driving and no waiting. DirectConnect offers at-your-fingertips care for common conditions including strep throat, allergies, the stomach flu and much more through our live, confidential video consultation service. If you have a computer, smart phone or other mobile device, you have an appointment. How easy is that?'. A video player shows a person using a smartphone for a video visit. Below the video is a blue button labeled 'Start Your Visit', which is highlighted with a red rectangular box and a red arrow pointing to it from the right. To the right of the main content are three sidebars: 'EMERGENCY?' with the text 'Go to the nearest emergency room, or call 911.', 'For Businesses' with text about helping employees stay healthy, and 'DirectConnect' with a 'Basic Care' schedule: 'Monday - Friday, 7 a.m. - 10 p.m.' and 'Saturday & Sunday, 10 a.m. - 4 p.m.'.

CoxHEALTH

Help me find...

Patients & Visitors Services Our Hospitals & Clinics

Services > DirectConnect

DirectConnect

Let the doctor come to you, with no unexpected costs, no driving and no waiting. DirectConnect offers at-your-fingertips care for common conditions including strep throat, allergies, the stomach flu and much more through our live, confidential video consultation service. If you have a computer, smart phone or other mobile device, you have an appointment. How easy is that?

**EMERGENCY?**  
Go to the nearest emergency room, or call 911.

**For Businesses**  
Helping your employees stay healthy and get well quick is good for them, and good for business. DirectConnect can help with easy access to care for minor conditions, plus occupational medicine and wellness services.

**DirectConnect**  
**Basic Care:**  
Monday - Friday, 7 a.m. - 10 p.m.  
Saturday & Sunday, 10 a.m. - 4 p.m.

**Start Your Visit**

## 2. Click “Start Your Visit”

### 3. Click “Yes, I am in Missouri”

You must physically be located in the state of Missouri at the time of your visit

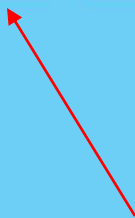
# DirectConnect

EXPERT HEALTHCARE DELIVERED TO YOUR WORKFORCE VIA VIDEO CONSULT

You must be in the state of Missouri to receive treatment.  
Are you currently in Missouri?

Yes, I am in  
Missouri

No, I am not  
in Missouri



**AFFORDABLE**



no  
unexpected  
costs

**CONVENIENT**



no  
driving



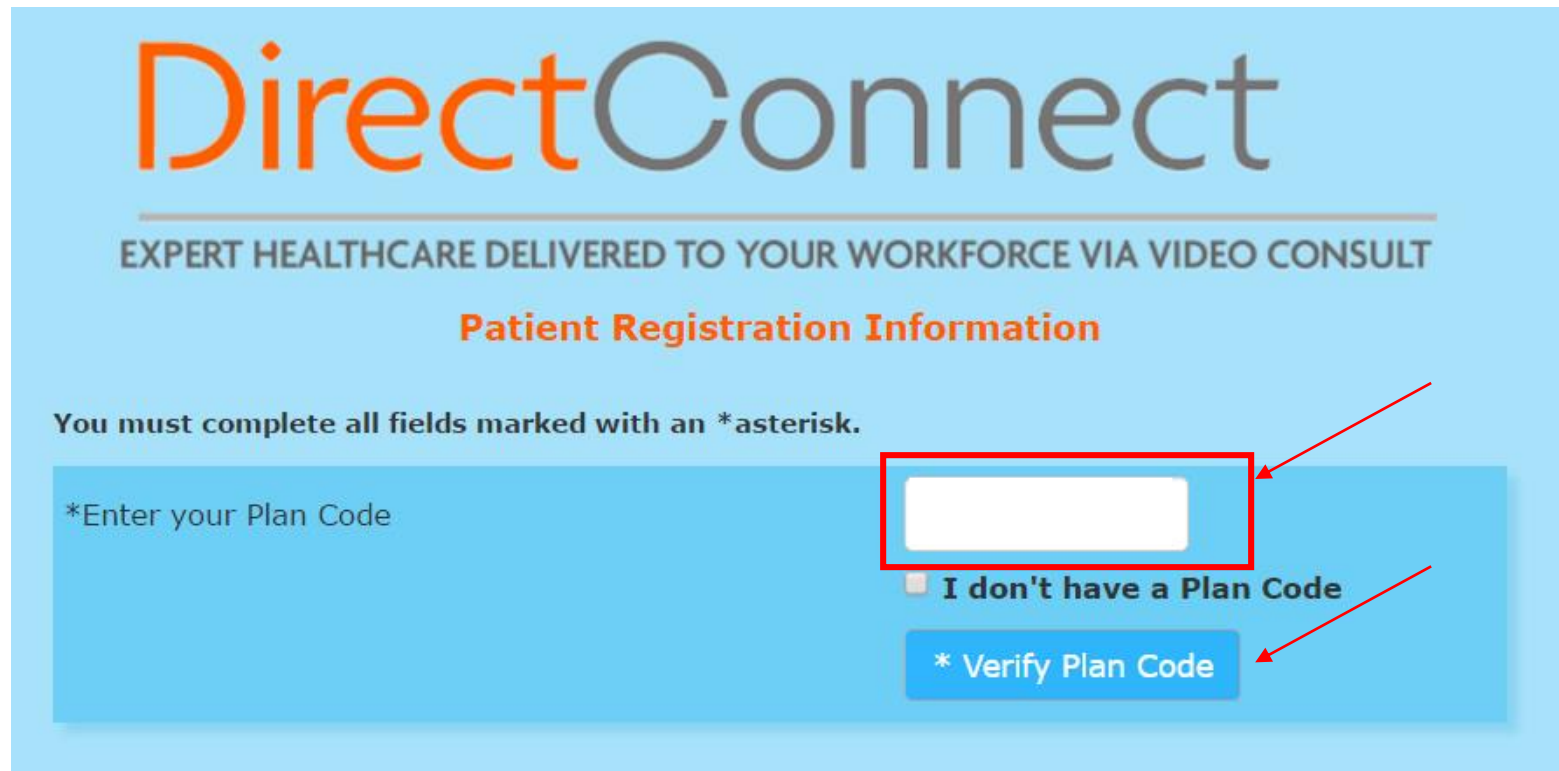
**QUICK**



no waiting

4. Enter your plan code and click “verify plan code”

Plan codes may be provided by your employer or insurance company



The image shows a screenshot of the DirectConnect Patient Registration Information form. The form has a light blue background. At the top, the logo "DirectConnect" is displayed in orange and grey. Below the logo, the text "EXPERT HEALTHCARE DELIVERED TO YOUR WORKFORCE VIA VIDEO CONSULT" is written in grey. The section title "Patient Registration Information" is in orange. A note states "You must complete all fields marked with an \*asterisk." The form contains a text input field labeled "\*Enter your Plan Code" which is highlighted with a red rectangle. Below this field is a checkbox labeled "I don't have a Plan Code". At the bottom right, there is a blue button labeled "\* Verify Plan Code". Two red arrows point to the input field and the button.

**DirectConnect**

EXPERT HEALTHCARE DELIVERED TO YOUR WORKFORCE VIA VIDEO CONSULT

**Patient Registration Information**

You must complete all fields marked with an \*asterisk.

\*Enter your Plan Code

☐ I don't have a Plan Code

\* Verify Plan Code

If you have questions about your plan code, please call our patient care navigator at 417-269-8633(TMED)

5. Complete the online request form with your name and additional information

# DirectConnect

EXPERT HEALTHCARE DELIVERED TO YOUR WORKFORCE VIA VIDEO CONSULT

## Patient Registration Information

You must complete all fields marked with an \*asterisk.

\*Enter your Plan Code  ☐ I don't have a Plan Code

\*Please mark the item that best describes the patient's current telemedicine need/concern:

If you do not see the line of service you are looking for, please click [here](#) for a list of services and hours of operation.

\*Who is receiving care during this visit?

\*Has the patient ever been treated by a CoxHealth provider or at a CoxHealth facility?

\*Patient Legal Last Name

\*Patient Legal First Name

Middle Initial

\*Patient Date of Birth (MM/DD/YYYY):

\*Gender

\*Phone Number where you can be immediately reached.  Ext.

Please provide a phone number for a CoxHealth Telemedicine representative to contact you.

Patient Email address:

# You may be asked to provide your insurance information in addition to your personal information

The following information is needed to ensure your information is updated in our system for future services.

*Street Address Line 1	Personal Address
Street Address Line 2	
*City	
*State	
*Zip Code	
*Insurance Company Name	Select your insurance company
*Insurance Group Number This information is located on your current Insurance card.	Your Group Number
*Insurance Member/Policy Number This information is located on your current Insurance card.	Your Member Number

## 7. Review the privacy policy and Submit



The screenshot shows a light blue form titled "CoxHealth Privacy Policy". A red arrow points from the left margin to the title. Below the title, the text reads: "I acknowledge that on 3/7/2017, I:" followed by two radio button options: "Received" (which is selected) and "Declined". Below these options is the text "a copy of the CoxHealth Notice of Privacy Practices." Further down is an "ACKNOWLEDGEMENT" paragraph. At the bottom, a red line of text states: "By continuing, you accept full payment responsibility if your claim is denied by insurance or your employer." Below this is a red-bordered box containing a "Submit Form" button.

**CoxHealth Privacy Policy**

I acknowledge that on 3/7/2017, I:

☒ **Received**

☐ **Declined**

a copy of the CoxHealth Notice of Privacy Practices.

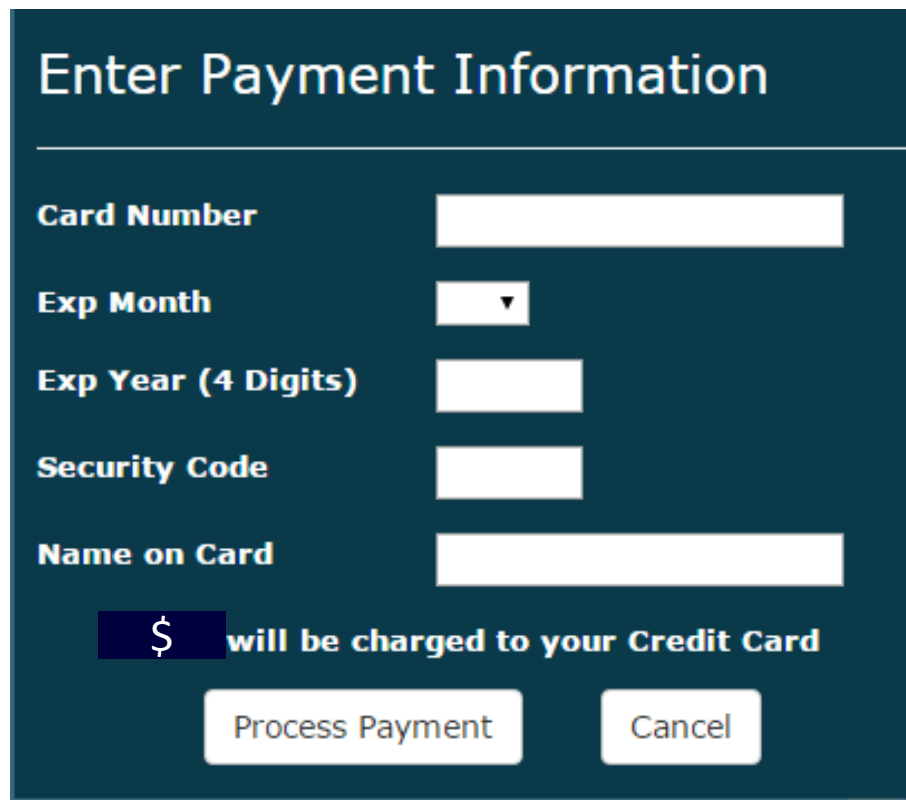
ACKNOWLEDGEMENT: I have read and understand this consent and all of my questions have been answered to my satisfaction. I understand the risks, benefits, and alternatives of the telehealth consultation and consent to it. I, John Doe, give consent for treatment.

By continuing, you accept full payment responsibility if your claim is denied by insurance or your employer.

**Submit Form**

If you would like a copy of the privacy policy you may click the link provided and print

## 8. Enter your card information to pay your co-pay amount



The screenshot shows a dark-themed form titled "Enter Payment Information". It contains five input fields: "Card Number" (a long text box), "Exp Month" (a dropdown menu with a downward arrow), "Exp Year (4 Digits)" (a text box), "Security Code" (a text box), and "Name on Card" (a long text box). Below these fields, a line of text reads "\$ will be charged to your Credit Card", where the dollar sign is inside a small dark box. At the bottom of the form are two buttons: "Process Payment" and "Cancel".

Co-pays may vary based on your employer or insurance company

We accept debit, credit, flex, HSA and HRA cards  
We do NOT accept American Express

9. Please wait while your virtual room is being prepared. Call us if you do not see a link appear in 10 min or less: 417-269-8633(TMED)

# DirectConnect

EXPERT HEALTHCARE DELIVERED TO YOUR WORKFORCE VIA VIDEO CONSULT

Thank you for using DirectConnect!

Please remain on this page. Your DirectConnect patient navigator is preparing a virtual room for you now.

**A link and pin number will appear shortly.  
To join the virtual room, please click on the  
link and enter your room pin when  
instructed.**

**If a link does not appear within 10 min,  
please contact us at 417-269-TMED (8633)**

DirectConnect is for non-emergent illnesses and workplace injuries. In the event of an emergency, call 911 or go to the nearest emergency room.

Contact

(417) 269-TMED (8633)



10. Click on the link to enter your virtual room and make note of your pin number

# DirectConnect

EXPERT HEALTHCARE DELIVERED TO YOUR WORKFORCE VIA VIDEO CONSULT

Thank you for using DirectConnect!

Please remain on this page. Your DirectConnect patient navigator is preparing a virtual room for you now.

**Please click below to continue. You will be prompted to enter the room pin number. Once you join the virtual room, your DirectConnect Navigator will be with you shortly.**

Room Pin: 2882

Make note of your pin number

[Click here to continue](#)



DirectConnect is for non-emergent illnesses and workplace injuries. In the event of an emergency, call 911 or go to the nearest emergency room.

Contact

# You may be asked to download the Vidyo Application for your first time

If prompted please download this application from:

- The App Store



VidyoMobile  
Vidyo Inc.

+ OPEN

- Google Play

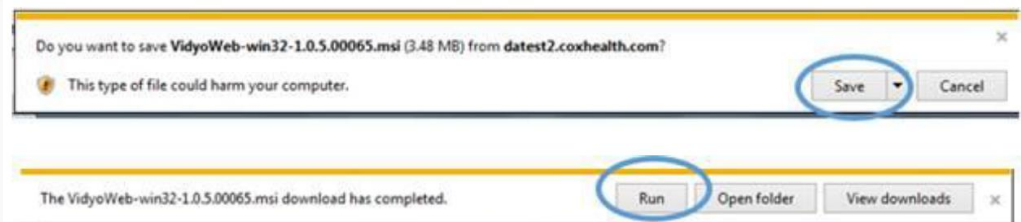


VidyoMobile  
Vidyo  
E Everyone

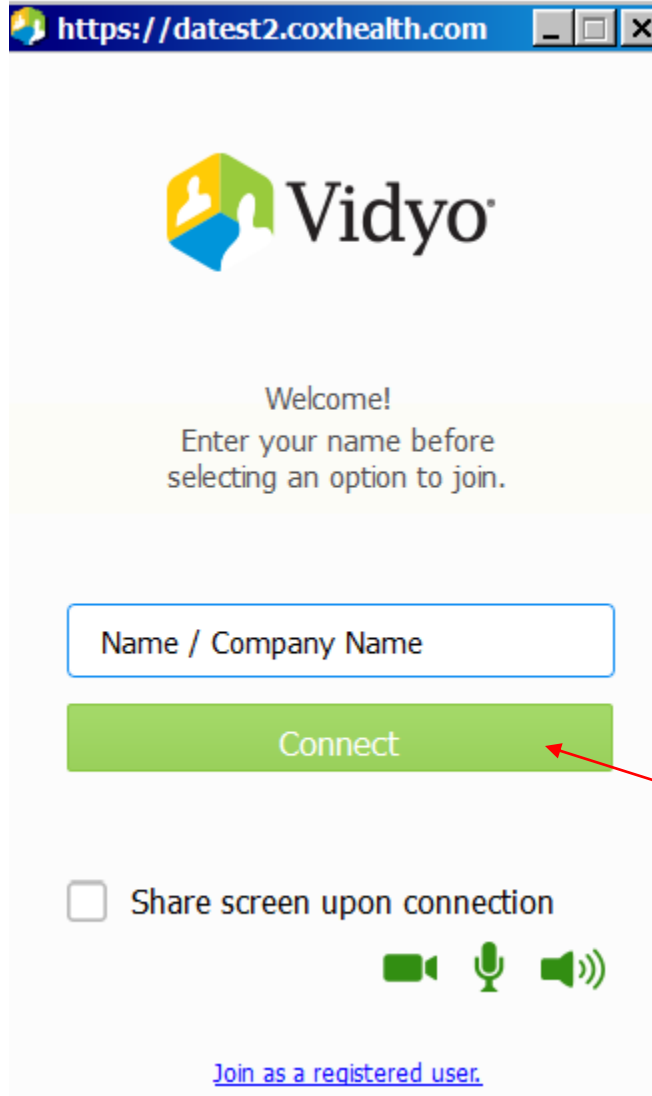


INSTALL

- Or click “Run” this application if you are on computer




# 11. Enter your name or company name



The screenshot shows a web browser window with the address bar displaying <https://datest2.coxhealth.com>. The page features the Vidyo logo at the top, which consists of a stylized icon of three people in a circle next to the word "Vidyo". Below the logo, a yellow banner contains the text "Welcome! Enter your name before selecting an option to join." Underneath the banner is a text input field with the placeholder text "Name / Company Name". Below the input field is a green "Connect" button, which is highlighted by a red arrow pointing to it from the right. Below the "Connect" button is a checkbox labeled "Share screen upon connection". At the bottom of the page, there are three green icons: a video camera, a microphone, and a speaker. At the very bottom, there is a blue link that says "Join as a registered user."

<https://datest2.coxhealth.com>




 Vidyo

Welcome!  
Enter your name before  
selecting an option to join.

Name / Company Name

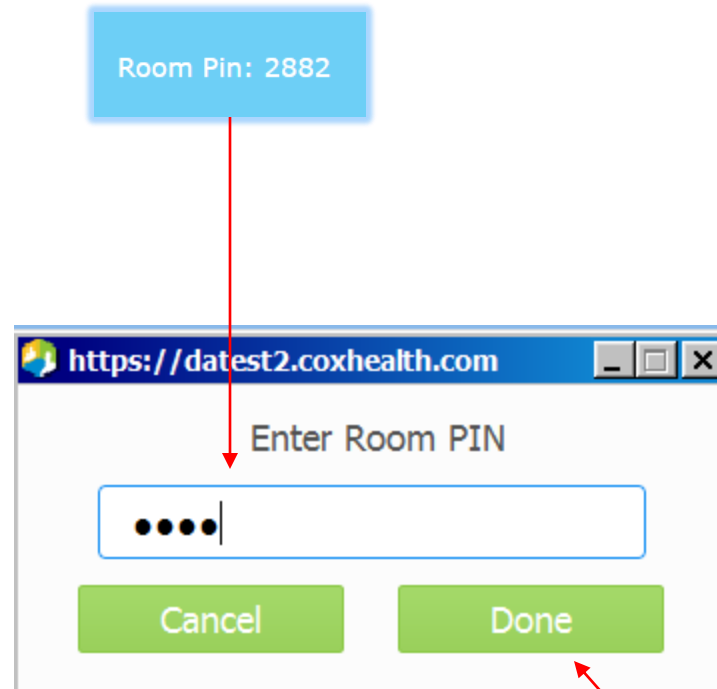
Connect

☐ Share screen upon connection

[Join as a registered user.](#)

12. Enter your unique 4-digit pin provided to you earlier



A screenshot of a web browser window with the address bar showing <https://datest2.coxhealth.com>. The page content includes the text "Enter Room PIN" above a text input field. The input field contains four black dots and a vertical cursor. Below the input field are two green buttons: "Cancel" on the left and "Done" on the right. A red arrow originates from a blue box above the browser window that contains the text "Room Pin: 2882". This arrow points down to the input field. Another red arrow originates from the bottom right and points up to the "Done" button.

Room Pin: 2882

Enter Room PIN

Cancel Done

# 13. You will be greeted on screen by our patient care navigators



We will get your visit started and assist with any technical concerns you could be experiencing

For questions or concerns  
about getting connected,  
your plan code or a recent  
visit just call us at  
417-269-8633(TMED)

