

MeMD Patient Account Setup

MeMD Patient Account Setup Guide



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MeMD Patient Account Setup

Step 1:

Click "Start Visit" on your landing page.

Step 2:



Questions? 1-855-636-3669

Start Visit



Click here to complete your medical profile and request a visit

Why Wait at Urgent Care?

Get treated at your home or office now.

- Sign up**
Create your secure account, then log in for an online-webcam consultation with one of our highly trained medical providers.
- Visit with a provider**
Professional healthcare provided through your webcam from a high quality provider licensed to practice in your state.
- Get treatment**
With MeMD you can consult a nurse practitioner or doctor online and receive personalized treatment. When medically needed, our providers can submit an e-prescription for purchase and pick-up at your local pharmacy.

What MeMD Most Commonly Treats

For minor ailments, you don't have to wait in the emergency room or urgent care center for diagnosis and treatment. MeMD's highly qualified healthcare providers can evaluate common conditions like these:

- Abrasions
- Allergies
- Bites and Stings
- Body Aches
- Bronchitis
- Bruises
- Cough
- Dehydration
- Diarrhea
- Earache
- Fever
- Flu
- Frostbite
- Headaches
- Hives
- Itchy Eyes
- Lice
- Medication Refills
- Mild Lacerations
- Nasal Congestion
- Nausea
- Pink Eye
- Respiratory Infections
- Sinus Infections
- Sinus Symptoms
- Skin Infections
- Sore Throat
- Sprains and Strains
- Travel Medications
- Urinary Tract Infection

Step 3:

Enter your log in and temporary password in the welcome box.

The screenshot shows the MeMD patient account setup page. At the top is the MeMD logo. Below it is a navigation bar with "Questions? 1-855-636-3669" and a "Start Visit" button. A red arrow points to the "Start Visit" button with the text "Click here to complete your medical profile and request a visit".

The main content area is divided into two columns. The left column is titled "Why Wait at Urgent Care?" and lists three benefits: "Sign up", "Visit with a provider", and "Get treatment". The right column is titled "What MeMD Most Commonly Treats" and lists 20 common conditions.

Below this is the "Step 3:" section, which says "Enter your log in and temporary password in the welcome box." This section contains a login form and a sign-up form. The login form has fields for "Login name:" and "Password:", a "Login" button, and a link for "Lost Password? Retrieve It.". A red box highlights the login form, and a red arrow points to it with the text "Enter your login and temporary password here.". The sign-up form has an "Email:" field and a "Sign Up" button.

Below the login and sign-up forms are two informational sections: "Hours of Availability in our Provider Networks" and "Treatment Policies".

Hours of Availability in our Provider Networks

8:00am – 8:00pm Mon – Fri
8:00am – 6:00pm Sat & Sun

- Alaska
- Alabama
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Florida
- Georgia
- Idaho
- Illinois
- Iowa
- Kentucky
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Mexico
- New Jersey
- New York
- North Carolina
- North Dakota
- Ohio
- Oregon
- South Carolina
- Tennessee
- Utah
- Virginia
- Wisconsin
- Washington

24/7 Coverage
Hours By Appointment

Treatment Policies

MeMD Providers do not issue prescriptions for any controlled substances, Tramadol, Carisoprodol, Armodafinil, Fiorcet, Pseudoephedrine and/or "elective" medications (i.e. erectile dysfunction, hair loss, obesity, or similar). If you are not certain what is a controlled substance, please review the [DEA Controlled Substances Schedules](#). MeMD PROVIDERS ISSUE PRESCRIPTIONS BASED ONLY ON THEIR MEDICAL JUDGMENT. We do not guarantee a specific medication will be prescribed if requested by the patient if the medication is not allowed by MeMD Treatment Policies or not medically appropriate, as determined by the Provider. **Refunds for completed consultations are not provided solely on the basis of Providers not prescribing a medication that is not permitted by**

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Step 4:

Complete the following pages:

Basic Information

The screenshot shows the 'Basic Information' form in the MeMD patient portal. The header includes the MeMD logo and the email 'lsmith@company.com'. A 'Sign Out' link is in the top right, and a 'Return' button is below it. The main content area is titled 'Patient Visit' and contains the instruction 'Please tell us about yourself.' Below this are four input fields: 'First Name *', 'Middle Name', 'Last Name *', and 'Date of Birth (MM/DD/YYYY) *'. The 'Date of Birth' field has a calendar icon. Below these fields is a 'Sex *' section with radio buttons for 'Male' and 'Female'. A blue 'Continue' button is at the bottom left.

Contact Information

The screenshot shows the 'Contact Information' form in the MeMD patient portal. The header includes the MeMD logo and the name 'Laura Smith'. A 'Sign Out' link is in the top right, and a 'Return' button is below it. The main content area is titled 'Patient Visit' and contains several input fields: 'Address 1 *', 'Address 2', 'City *', 'State *' (a dropdown menu), 'Zip Code *', 'Email Address' (pre-filled with 'lsmith@company.com'), 'Cell Phone', and 'Home Phone'. A blue 'Continue' button is at the bottom left.

Patient Medical History

The screenshot shows the 'Patient Medical History' page in the MeMD patient portal. The header includes the MeMD logo and the name 'Laura Smith'. A 'Sign Out' link is in the top right. The main content area has a blue banner with the text: 'Welcome to your MeMD Urgent Care customer portal. Bringing you Healthcare Virtually Anywhere. From here you can edit your profile, review your medical history and past visit information, or begin a new consultation by clicking "Patient Visit" below. If you need phone-based support, please call us at: 855-636-3669'. Below the banner are two links: 'Medical History' (with a document icon) and 'Start Patient Visit' (with a person icon). A red box highlights the 'Medical History' link, and a red arrow points to it from the right. On the right side, there is a 'Profile Information' box containing: 'Login name: lsmith@company.com', 'Name: Laura Smith', and links for 'Update Basic Information...' and 'Update Contact Information...'. At the bottom right, it says 'For phone support, please call: 855-636-3669'.

MeMD Laura Smith
[Sign Out](#)

[Return](#)

Patient Visit

Please tell us about your Medical History.

Are you currently taking any medications? *

Yes No

Select any medications and/or other substances that you are allergic to or cannot take. *
List all food, plant, animal, environmental or other medication allergies separated by commas in the 'Other' textbox.

None Penicillin
 Aspirin Sulfa
 Advil/Motrin/Aleve/Ibuprofen/NSAIDs Narcotics
 Other:

Please enter your height (Feet, Inches) * **Please enter your weight (Pounds) ***

Have YOU had any of the following conditions? *
(Check all that apply)

<input type="checkbox"/> None	<input type="checkbox"/> Depression	<input type="checkbox"/> Kidney Stones
<input type="checkbox"/> Abnormal Heart Rhythm	<input type="checkbox"/> Diabetes	<input type="checkbox"/> Memory Problems
<input type="checkbox"/> Anxiety	<input type="checkbox"/> Drug or Alcohol Dependency	<input type="checkbox"/> Poor Hearing
<input type="checkbox"/> Arthritis	<input type="checkbox"/> Fainting or Dizzy Spells	<input type="checkbox"/> Poor Vision
<input type="checkbox"/> Asthma	<input type="checkbox"/> Gallbladder disease	<input type="checkbox"/> Psychiatric Illness
<input type="checkbox"/> Bronchitis	<input type="checkbox"/> Headaches/Migraines	<input type="checkbox"/> Stomach or GI Disorders
<input type="checkbox"/> Cancer	<input type="checkbox"/> Heart Disease	<input type="checkbox"/> Stroke
<input type="checkbox"/> High Cholesterol	<input type="checkbox"/> Hernia	<input type="checkbox"/> Thyroid Disorders
<input type="checkbox"/> COPD or other Lung Disease	<input type="checkbox"/> High Blood Pressure	<input type="checkbox"/> Other
<input type="checkbox"/> Congestive Heart Failure	<input type="checkbox"/> Kidney Disease	

Has anyone in your BIOLOGICAL FAMILY had any of the following conditions? *
(Check all that apply)

<input type="checkbox"/> None	<input type="checkbox"/> Depression	<input type="checkbox"/> Kidney Stones
<input type="checkbox"/> Abnormal Heart Rhythm	<input type="checkbox"/> Diabetes	<input type="checkbox"/> Memory Problems
<input type="checkbox"/> Anxiety	<input type="checkbox"/> Drug or Alcohol Dependency	<input type="checkbox"/> Poor Hearing
<input type="checkbox"/> Arthritis	<input type="checkbox"/> Fainting or Dizzy Spells	<input type="checkbox"/> Poor Vision
<input type="checkbox"/> Asthma	<input type="checkbox"/> Gallbladder disease	<input type="checkbox"/> Psychiatric Illness
<input type="checkbox"/> Bronchitis	<input type="checkbox"/> Headaches/Migraines	<input type="checkbox"/> Stomach or GI Disorders
<input type="checkbox"/> Cancer	<input type="checkbox"/> Heart Disease	<input type="checkbox"/> Stroke
<input type="checkbox"/> High Cholesterol	<input type="checkbox"/> Hernia	<input type="checkbox"/> Thyroid Disorders
<input type="checkbox"/> COPD or other Lung Disease	<input type="checkbox"/> High Blood Pressure	<input type="checkbox"/> Other
<input type="checkbox"/> Congestive Heart Failure	<input type="checkbox"/> Kidney Disease	

Your Past Surgical History *

<input type="checkbox"/> None	<input type="checkbox"/> Hysterectomy	<input type="checkbox"/> Thyroid Surgery
<input type="checkbox"/> Appendectomy	<input type="checkbox"/> Pacemaker	<input type="checkbox"/> Splenectomy
<input type="checkbox"/> Gall Bladder Surgery	<input type="checkbox"/> Prostate Surgery	<input type="checkbox"/> Other
<input type="checkbox"/> Heart Surgery	<input type="checkbox"/> Tonsillectomy	
<input type="checkbox"/> Hernia Repair	<input type="checkbox"/> Tubal Ligation	

 Click "Continue" when you have completed your Medical History.

Step 5:

When you see the page below, your account is complete and you may exit the system. If you wish to proceed with a visit, please continue to complete the forms.

MeMD Laura Smith
[Sign Out](#)

Welcome to your MeMD Urgent Care customer portal. Bringing you Healthcare Virtually Anywhere.

From here you can edit your profile, review your medical history and past visit information, or begin a new consultation by clicking "Patient Visit" below. If you need phone-based support, please call us at: 855-636-3669

 **Start Patient Visit**
Click here to start a telehealth visit now

[View Past Records](#)

Profile Information

Login name: lsmith@company.com

Name: Laura Smith

[Update Basic Information...](#)
[Update Contact Information...](#)

For phone support, please call:
855-636-3669

 Click "Start Patient Visit" if you would like to request a MeMD online consultation.