

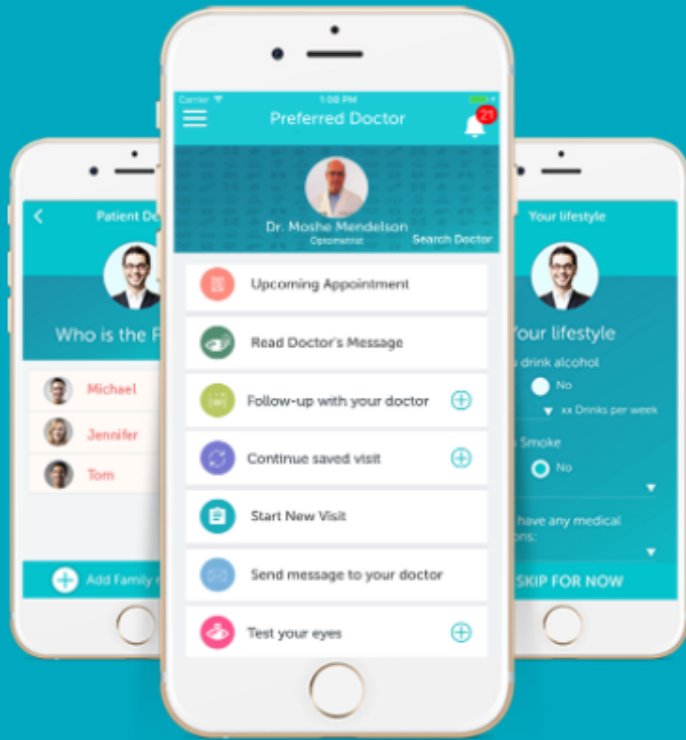
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Your doctor uses telemedicine! Here's how it works:

The doctor uses a secure telemedicine platform to see the patients online on a mobile phone or a tablet. The patients download Eyecarelive app free of charge from Apple Store or Google Play Store. For certain non-urgent conditions and follow-up appointments, your doctor will suggest scheduling an appointment on Eyecarelive app or sending a follow-up question or updates to your condition asynchronously without scheduling an appointment. The doctor will call you back at your scheduled appointment time and see you on a video call on Eyecarelive app. Your doctor may also communicate with you via messenger chat on Eyecarelive app.

Create Profile

Signup and create a profile. A full profile is required to see the doctor and you must provide information about the patient(s), medical and family history, insurance and pharmacy details

Schedule Appointments

Schedule an appointment by choosing the time date and time available on the doctor's calendar. If no open time slots are available, you can chose option to "Send this info to my doctor". This option alerts your doctor on your request for an appointment.

Symptoms

Select the appropriate symptoms on the app. For potential emergency conditions, the app will suggest you seek care at urgent care or emergency room. Please follow instructions carefully. The app will guide you if your symtoms can me managed safely on the app

Video Call

The doctor will call you at your scheduled appointment time. If you sent information to the doctor asynchronously, the doctor my call you when available. When doctor calls, a notification message will be sent to you on Eyecarelive app. Once you answer the call, you will be on a video call with the doctor

Visit Type

Select appropriate visit type on the app. For e.g. General Consultation (Non emergency) or Dry Eye and follow the instructions. You may be asked to take or upload picture and videos of your affected eyes. Please complete the vision tests as presented to you

Secure Messaging

You can use Messaging option to communicate with your doctor. For questions or follow-up with the doctor on existing conditions, please use Follow-up option in the app presented under My Consultations menu on the side menu bar