

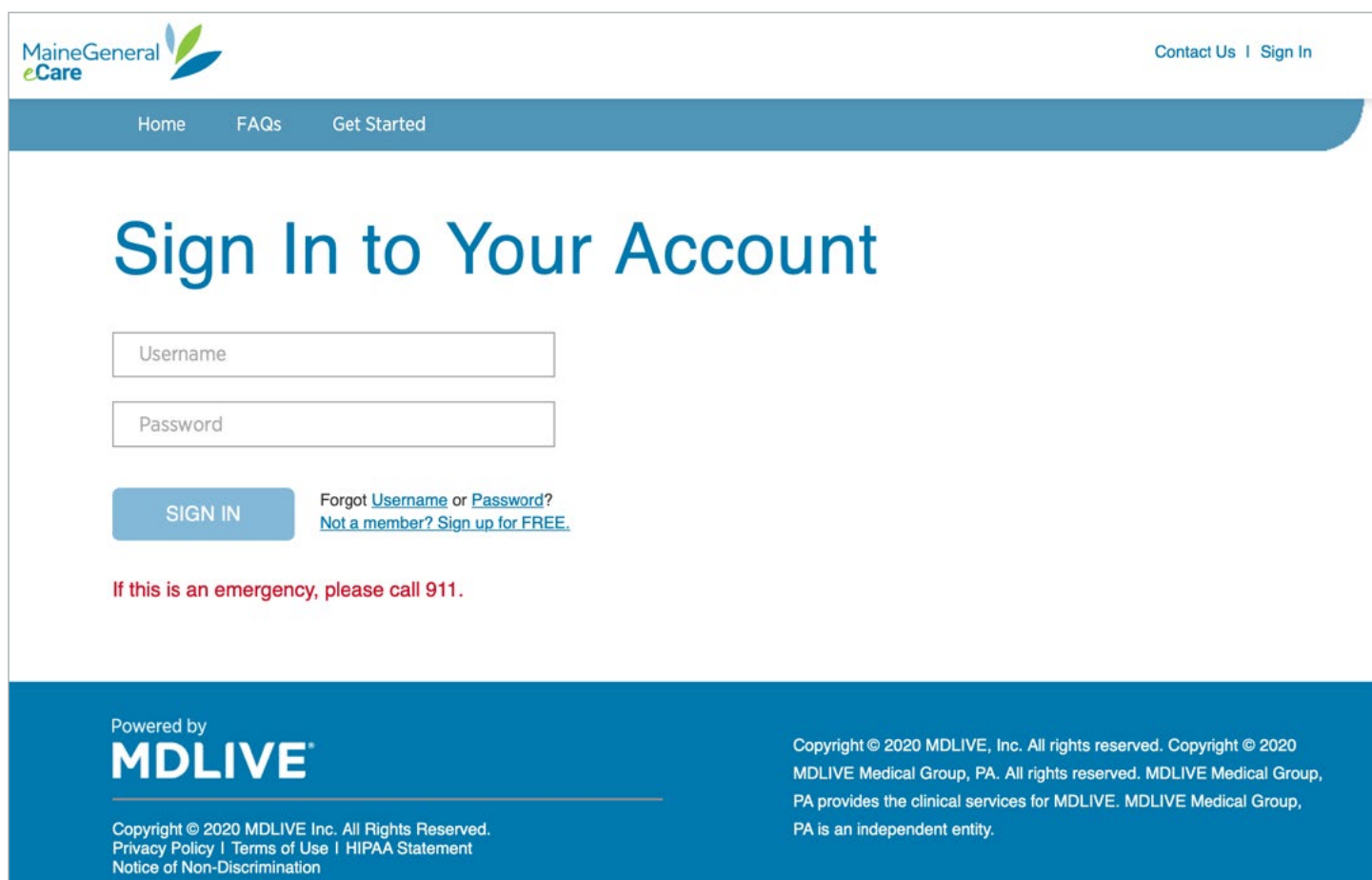
# MaineGeneral eCare

## Steps to Access Your Virtual Visit

MaineGeneral eCare is a great, affordable way to access a health care visit – wherever you are!

Below are the steps to get ready for your visit.

1. Sign in to your account on [ecare.mainegeneral.org](https://ecare.mainegeneral.org).



The screenshot shows the sign-in page for MaineGeneral eCare. At the top left is the logo with the text "MaineGeneral eCare". At the top right are links for "Contact Us" and "Sign In". Below the logo is a navigation bar with "Home", "FAQs", and "Get Started". The main heading is "Sign In to Your Account". There are two input fields: "Username" and "Password". Below the "Password" field is a blue "SIGN IN" button. To the right of the button are links: "Forgot Username or Password?" and "Not a member? Sign up for FREE.". Below the sign-in area is a red warning: "If this is an emergency, please call 911.". The footer is blue and contains the MDLIVE logo, copyright information for 2020, and links for "Privacy Policy", "Terms of Use", and "HIPAA Statement".

If you have not pre-registered, click “Activate Now” on the home screen and fill out the information on the following screens. (See “Sign Up Instructions”)



2. Click on the name of "Who needs help today?"

MaineGeneral eCare

Current Location: [Maine](#)

Current wait time to speak to a doctor: **20 minutes or less**

### Who needs help today?

Joy

Add dependent

3. Click on either "See First Available" or "Schedule a Visit."

### Family Physician

Providers available 24/7 by secure video or phone for adults.

**\$49** Per Visit

Your cost today

**Use it for:**  
Allergies, Cold, Cough, Flu Exposure and Symptoms, Sore Throat, Minor Injuries, Pink Eye, Sinus Infection, Skin infections, UTI and more

[Learn More →](#)

[See First Available](#)

[Schedule A Visit](#)



4. At the virtual health assistant screen, answer the questions. This information will help the medical staff who will see you at your virtual visit. If you have not fully pre-registered (given your medications list, height, weight, etc.), you'll see a screen following this one that will ask you for this information.

The screenshot shows a chatbot interface for Joy Mc Kenna. At the top, a progress bar indicates the current step is 'Reason for Visit', with other steps being 'Joy Mc Kenna', 'Interview', 'Choose Provider', 'Visit Type', and 'Express Review'. The chatbot, Sophie, says: 'Hi! I am Sophie, MaineGeneral eCare's health assistant chatbot'. The first question is 'What is your reason for seeking care today?'. A 'Full-screen Stop' button is visible. A blue button labeled 'Ear Pain' is selected. The second question is 'When did your problem start?'. A blue button labeled '1-3 days ago' is selected. The third question is 'How do you feel (how much do your symptoms impact you)?'. Four blue buttons are shown: 'Normal', 'Mildly bothersome (can do normal activities)', 'Moderately bothersome (normal activities limited somewhat)', and 'Severely bothersome (cannot do normal activities)'. A vertical scrollbar is on the right side of the chat area.

5. You may be asked to take a photo of your problem – a rash, for example. You can save it to your computer or upload it from your phone.

The screenshot shows a screen titled 'A photo may be helpful for treatment.' Below the title, it says: 'You can upload a photo or document if you believe it will help the provider understand your problem better.' There are two main options: 'UPLOAD FROM A PHONE' and 'UPLOAD FROM THIS DEVICE'. Under 'UPLOAD FROM A PHONE', it says: 'We will send a text message with instructions on how to upload photos'. Under 'UPLOAD FROM THIS DEVICE', it says: 'Already have the photos ready? Upload them right now from here'. Below these options is a section with a question mark icon and the text: 'Why do I need to upload a photo? Photos can be very helpful for problems related to your Skin, Eye, Throat, or any issue that shows a change in color or swelling. A photo of your prescription bottle also helps if you need a refill.' At the bottom, there are two buttons: 'BACK' and 'CONTINUE'.

6. If you chose to see a medical staff member at the “First Available” time (see step 3), you’ll go to step 7. If you chose to make an appointment, you’ll see the screen below that shows you the medical staff available. You can pick your time slot to be seen here.

Specialty Language Gender Wed, 01 Jul. 2020

**Ashley Hamilton-Ellis, NP**  
General Practice  
Available Today, 08:45 AM EDT  
[SCHEDULE](#)  
[See all available times](#)

**Amanda Williams, NP**  
General Practice  
Amanda Williams, NP does not have any open appointments.

**April Hertlein, NP**  
General Practice  
April Hertlein, NP does not have any open appointments.

7. At the next screen, confirm your phone number and click “Continue” at the bottom of the page.

What type of visit would you like?

**VIDEO**  
Video vs phone visits. [Learn how they work.](#)

**PHONE VISIT**

What's the best number to reach you at during your visit?

207-837-4885  
Why do we need this?

[BACK](#) [CONTINUE](#)

8. Test your camera and phone at the next screen. Follow prompts. Allow MDLIVE to access your camera and microphone – top left.

Will you allow patient.mdlive.com to use your camera and microphone?

Camera to share: Integrated Camera

Microphone to share: Microphone Array (Realtek High Definition Audio)

Remember this decision

Allow Don't Allow

### webcam and microphone

Full-screen Step

#### Camera

You should see yourself in the square. You may have to click "allow" in the box which pops up in the upper left (Mozilla and Chrome) or bottom (Microsoft Edge) of your browser.

#### Microphone

To test your microphone, simply make some sound. You may have to click "allow" just as you did for your camera. If your microphone is recognized by the

9. Go through the prompts and if you see the camera and audio are working, click on "Everything's Working!"

Joy Mc Kenna Reason for Visit Choose Provider Visit Type Video App Express Review

Full-screen Step

#### Microphone

To test your microphone, simply make some sound. You may have to click "allow" just as you did for your camera. If your microphone is recognized by the browser, you should see a green waveform in the box.

#### Test Sound

Make sure your volume is not on mute or too low to hear.

PLAY TEST SOUND

BACK I NEED HELP EVERYTHING'S WORKING!

