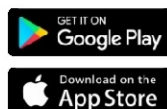


# **SCHEDULER INSTRUCTIONS**

## **\_\_\_"INSTANT ACCESS" HIPAA-COMPLIANT TEXTING PLATFORM\_\_\_**

1. WHEN YOU REGISTERED, YOU CREATED A USERNAME AND PASSWORD FOR EACH OFFICE SCHEDULER, THEY ARE NUMBERED IN ORDER THAT THEY SIGNED UP, IF ONLY ONE SCHEDULER THEN THEY ARE SCHEDULER #1 FOR SOFTWARE PURPOSES. IF YOU HAVE 3 SCHEDULERS, THE SOFTWARE NUMBERS EACH OF THEM 1, 2, AND 3 RESPECTIVELEY.
2. PREFERRED BROWSER IS GOOGLE CHROME
3. TO OPEN THE DAY, EACH SCHEDULER BROWSES TO [WWW.MYINSTANTACCESS.COM](http://WWW.MYINSTANTACCESS.COM)
4. ONCE AT HOME PAGE, CLICK DOCTOR TAB
5. CLICK DOWN
6. ENTER USERNAME (EMAIL ADDRESS) AND PASSWORD
7. A TEXT BOX WILL LOAD SHOWING A LEFT-HAND COLUMN AND A MAIN TEXT PAGE ON THE RIGHT. WHEN YOU CLICK ON THE PATIENT'S BOX ON THE LEFT, THE PATIENT'S MESSAGE WILL APPEAR IN THE TEXT BOX ON THE RIGHT.
8. PATIENT TEXTS WILL COME IN ON THE LEFT AS A WHITE BOX WITH A BLUE DOT
9. ONCE A SCHEDULER CLICKS ON THE WHITE BOX, A YELLOW DOT WITH THEIR SCHEDULER NUMBER WILL APPEAR IN THE LOWER PART OF THE TEXT BOX ON THE LEFT AND THE MAIN BODY FOR TEXTING WITH THAT SPECIFIC PATIENT WILL BE OPEN ON THE RIGHT
10. AT THE TOP OF THE TEXT BOX ON LEFT IS PATIENT'S NAME. CLICK ON IT AND YOU WILL SEE PRE-POPULATED INFO BOX WITH THAT PATIENT'S VITAL DATA
11. THE SCHEDULER WILL RESPOND AND CLICK SEND AND THE CIRCLE IN THE RIGHT UPPER CORNER OF THE TEXT BOX ON THE LEFT TURNS GREEN
12. ONCE THE PATIENT RESPONDS BACK, THE CIRCLE TURNS YELLOW AGAIN AND IS READY TO BE PICKED BACK UP BY THE SCHEDULER
13. THIS GOES ON UNTIL THE CHAT IS OVER
14. THAT CHAT CAN BE TERMINATED BY EITHER THE PATIENT OR THE SCHEDULER. ONCE THAT HAPPENS, THE SCHEDULER SHOULD ARCHIVE THE PATIENT
15. THE ARCHIVE BUTTON IS LOCATED AT THE TOP RIGHT BY CLICKING ON THE SCHEDULERS CIRCLE. ONCE THE SCHEDULER HITS THE ARCHIVE BUTTON, A FORM WILL COME UP TO CHECK THE REASON. IF THE REASON FOR THE CHAT WAS TO SCHEDULE A PROCEDURE, THEN CLICK EITHER OFFICE APPOINTMENT, OUTPT SURGERY OR SURGERY, WHICHEVER IS APPROPRIATE. AT THAT POINT A FORM WILL POP UP AND SHOULD BE FILLED OUT NOTING PLACE, DATE AND TIME OF PROCEDURE OR OFFICE VISIT AND ANY COMMENTS
16. ONCE THE SCHEDULER FILLS THAT OUT AND HITS SEND, IT SENDS THE EMAIL TO THE PATIENT AND THE TEXT BOX DISAPPEARS AND IS SAVED IN THE SCHEDULER'S ARCHIVE FOLDER
17. THIS STEP IS REPEATED FOR EACH MESSAGE THAT APPEARS IN THE LEFT COLUMN QUEUE
18. REMEMBER, THE SOFTWARE CAN HANDLE UNLIMITED SIMULTANEOUS TEXT MESSAGES!



Toll-Free Number  
(833) 427-2665

[info@instantaccesssolutions.com](mailto:info@instantaccesssolutions.com)  
<http://myinstantaccess.com>