pMD®

Android

SECURE MESSAGING

What is pMD® Secure Messaging? pMD is a HIPAA-compliant app your health care provider uses to communicate securely. Connect with your care team to quickly and easily ask treatment questions, send photos or videos, request refills, and more! Our secure messaging application keeps your sensitive health information safe, is easy to use, and, best of all, it's free. Learn how to get started by reading the user guide below.

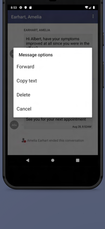
Begin Using pMD: tap on the conversation to view the message from your provider.

Message Your Provider: tap into the text box at the bottom of the screen, begin typing your reply, and tap on the paper plane icon to send.

Send Attachments: tap on the camera button to take or upload an existing photo or video. (Photos taken within the pMD app will not be saved to the phone's photo album.)

Ended Conversations: if your provider ends the conversation, you will no longer be able to send them a pMD secure message. If you need to speak with your provider after this, please contact the medical practice directly. In the case of an emergency, please go to the emergency room or call 911.

Delete Conversations: swipe left on a message thread to ***Delete*** a conversation.



Forward, Copy, Delete: open a conversation and hold your finger down on a message box for options to forward, copy, or delete an individual message.

Message Notifications: you will receive notifications from pMD alerting you when you have a new message.

Settings: customize app notification sounds, reminders for unread messages, and away messages. In this screen, you can also set up Fingerprint and ***Contact pMD*** support for technical assistance.

VIDEO CHAT

Your provider may initiate a secure video conference through pMD. Calls you receive in pMD will ring even if you do not have the app open. Video chat is easy and convenient — just see for yourself!

Answer calls: to accept an incoming video call, tap the ***green video camera*** button.

If you'd like to decline the call, tap on the ***red x*** button.

Video Chat: during a video call, you will have a few options at the lower right corner of your screen.

Camera with arrows icon to change your camera view

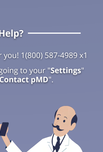
Camera Icon to turn off/on video

Microphone Icon to mute audio

Phone icon to end call

You will be able to pause the call at any time by exiting the pMD app.

Enabling Microphone & Camera: to enable sound and video for the pMD app, go to your phone's Settings, select Apps & Notifications, then select pMD from the application list.



Tap on Permissions and toggle the buttons to allow pMD access to your phone's microphone and camera.

Need Help?

Don't worry, we're here for you! 1(800) 587-4989 x1

You can also reach us by going to your "**Settings**" and tapping on "**Contact pMD**".