

Patient Quick Start User Guide

MemorialCare is excited to provide you with this MemorialCare Virtual Exam Kit to improve your virtual care experience. Please set up your Virtual Exam Kit device upon receipt so it's readily available for you to use.

Ensure you have the right devices and proper connectivity

Devices

- The MemorialCare Virtual Exam Kit can be used with Apple® or Android™ devices
- Ensure your device is updated to the latest operating system

Connectivity

- Use a secure network on your phone or tablet: home network with a password or a personal hotspot with a LTE connection

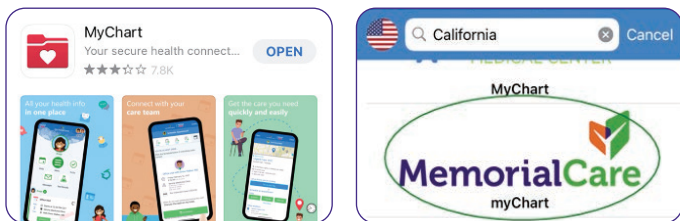
⚠️ **Ensure your virtual exam kit is fully charged prior to activating or conducting your visit. Battery level less than 20% will not function properly.**

More information can be found at memorialcare.org/virtual-exam-kit.

Setting up your MemorialCare Virtual Exam Kit

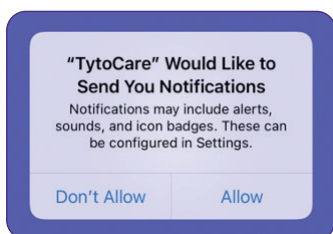
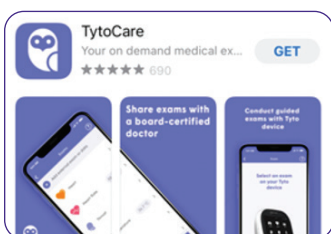
Step 1: Download the myChart app from the App Store® or Google Play™ store onto your smartphone or tablet (if you have the myChart app downloaded, skip this step and download the TytoCare app). Select MemorialCare as your organization. Log into your existing account.

If you do not have an account, sign up at memorialcare.org/activate-mychart.



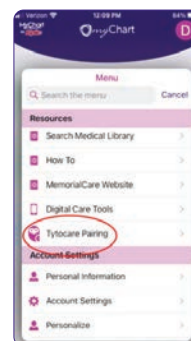
Download the TytoCare app from the App Store or Google Play store onto your smartphone or tablet.

⚠️ **Do not sign up for a TytoCare account. Allow TytoCare to send you push notifications.**



Step 2: Tap **TytoCare Pairing** in the myChart menu.

This one-time setup will allow myChart to communicate with your Virtual Exam Kit. Please complete this step **before** your first visit.



Step 3: Turn on your Virtual Exam Kit device to pair with your TytoCare app and Wi-Fi network or mobile hot spot. You will need your Wi-Fi password to sign onto your home network.

⚠️ **For your security, the Wi-Fi account must be password protected to proceed. If you need assistance with pairing your device, reach out to the dedicated MemorialCare TytoCare support line at (844) 856-6661.**

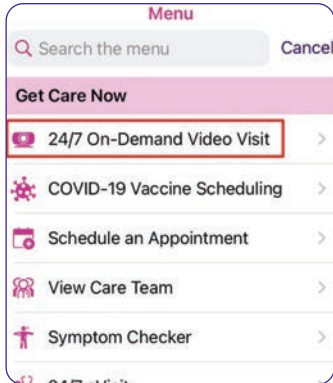
Step 4: Your TytoCare app will display a QR code. Scan the QR code under your Virtual Exam Kit or on the packaging. This will allow the app and your device to share data. The device will prompt an update to the latest version, which will take approximately three to five minutes. After the device updates, allow the app and device one to two minutes to reconnect automatically.



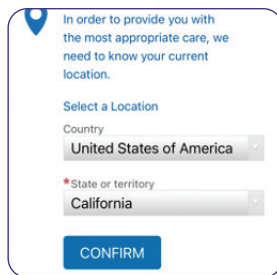
Schedule a 24/7 On-Demand Video Visit

Step 1: Complete required activation listed on the first page.

Step 2: Log into your MemorialCare myChart account. From the drop-down menu, select **24/7 On-Demand Video Visit**.



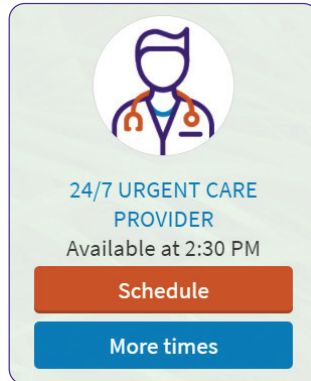
Step 3: Enter the location details and select **Confirm**. *You must be located in the state of California at the time of your visit.*



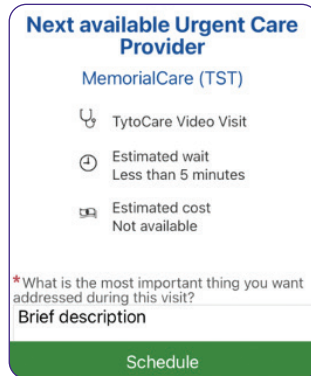
Step 4: Select **Age 18+ TytoCare Video Visit** or **Age 0-17 TytoCare Video Visit** option.



Step 5: Search for **24/7 Urgent Care Provider** and tap **Schedule** or **More times** to schedule a future appointment.

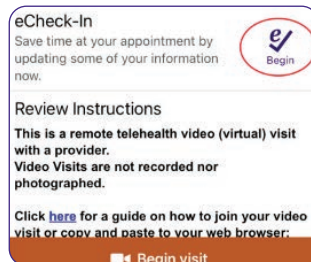


Step 6: Briefly describe in a few words your reason for the visit and then tap the **Schedule** button.



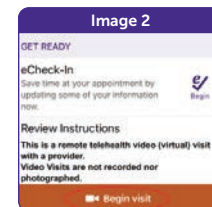
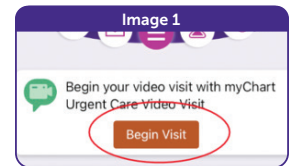
Step 7: Begin **Pre-Visit Check-In** process by clicking on the **eCheck-In** icon.

⚠️ Pre-Visit Check-In is a required step to start a TytoCare visit.



Step 8: A MemorialCare team member from the on-demand virtual urgent care will reach out to you via text or telephone to confirm your configuration. They will also start the rooming process and let you know when it is time to join your TytoCare visit.

Step 9: When it is time to join your visit, you can tap on the **Begin Visit** button (image 1). Another alternative would be to navigate to the visits section indicated with a calendar icon, select the appointment for your visit, and tap the **Begin Visit** button (image 2). **The TytoCare app will launch – a login is not required for this app (image 3).** You will then enter the waiting room where your provider will meet you and guide you through the visit using your MemorialCare Virtual Exam Kit.



Apple and App Store are registered trademarks of Apple® Inc. Google Play and Android are trademarks of Google LLC. TytoCare logo is a trademark of TytoCare Ltd.



Assistance with myChart account or scheduling a visit

Phone: (877) 696-3622
Text: (657) 241-4444

TytoCare 24/7 support
Phone: (844) 856-6661

Virtual Health Ambassadors

Monday – Friday, 8 a.m. – 5 p.m.
Email: virtualhealth@memorialcare.org
Phone: (714) 737-7162
Text: (657) 241-4444