



Welcome to Telehealth

Talk to a doctor, therapist, or medical expert
anywhere you are by phone or video.

We're here
to help.



**CONSTANT
COMPANION**
Care is Always There

Overview: The Q Tablet for Telehealth

As the **COVID-19** outbreak unfolds, our commitment to providing access to high-quality care through top-rated telemedicine providers. Telehealth has never been more important. Virtual care is recommended by the CDC as the way to get care and help avoid exposure and spread of potentially contagious viruses.

In these unpredictable times, U.S. board-certified doctors are here for you 24/7, working tirelessly to assure that your questions are answered and your needs are resolved. We appreciate your patience during this time as demand is high.



Q TABLET FOR TELEHEALTH

A purpose-built solution serving home care and senior community residents with safe, secure mobile access to the popular telemedicine providers today:



Cleveland
Express

\$55/visit

Options:
Schedule now
Enter waitroom

866.569.7530



Dr on Demand
\$75/ for 15 min
consultation

Options:
Schedule now
Enter waitroom

Credit card,
checking
account,
PayPal,
HSA/FSA

800.997.6196



Live Health
\$59/visit

No insurance
coverage
required

Can choose
phone call to
speed up wait
time.

Only pay when
you use,

888.livehealth



PlushCare

\$99/visit
No insurance
accepted.

Membership
\$14.99/month

Concierge
healthcare
Chat/unlimited
messaging with
professionals

888.788.8719



Teladoc Health

\$49/visit
Requires
insurance or
Teledoc
membership.

Coverage
depends on
benefits

800.teladoc

**These names and information about these telehealth services and their apps are being provided as a convenience and for informational purposes only; they do not constitute an endorsement or an approval by Constant Companion.*

Getting Started

1. To power the device on, **HOLD the on/off button 3 seconds**.
2. Enter the encrypted PIN 9832, then click "**Done**".
3. To start - once the device is on - click the **home button** and swipe up on the screen. Enter PIN 9832 then click OK.
4. Choose your preferred telemedicine application, or "app" (SEE options).
5. The client/patient will need personal, medical and insurance/payment information to create an account before they can see a doctor.
6. Follow the instructions within the telemedicine app.



After Each Use

CLEANING INSTRUCTIONS:

- A. After each Telehealth session is completed, log out/sign out of profile so personal data is not stored.
- B. Clean the device thoroughly using hospital grade disinfecting wipes. Be sure to clean the buttons, tablet surfaces and screen.

Recommended:
Hospital-grade Disinfecting Wipes



Caregiver TIPS

- Do not save passwords.
- Always sign out of the apps after each client.
- Do not click “Remember my username” box when prompted.

TROUBLESHOOTING ISSUES

Long wait lines – Due to COVID-19 waiting rooms have long wait times. Try canceling. An appointment option may appear. Select a time for the next day or later in the week.

App closes or freezes – Touch the key to the left of the home button and close the apps. Reopen and try again.

Lost my place in the que/waiting room – Log back in and try again. If the problem persists, call the app’s customer support

Client doesn’t have an email – An email address is required. Prior to attempting a telehealth visit, ask for one to be made.

Bad connection - If the connection is poor and 4G is not optimal for visit, feel free to use local Wi-Fi. Do not save the password.

Need Support? Help is available via Email, Online Chat or Call Us: 941.877.4000
support@constantcompanion.com or visit us online: www.constantcompanion.com

