

# 1 Login:

From a Computer:

- Go to [www.hmsaonlinicare.com](http://www.hmsaonlinicare.com)
- Parents: Login with your email and password.

From a Mobile Device:

- Download the free Online Care mobile app
- Login with your email and password.



## HMSA's Online Care®

### Log In

[Forgot Password or Email Address?](#)

[Log In](#)

[Don't have an account? Sign Up](#)

# 2 Select HMSA's Online Care Practice:

- Locate and select the appropriate practice according to needs: **Primary Care, Medical care, Specialty care, Behavioral Health etc.**

The screenshot shows the HMSA's Online Care website interface. At the top, there is a navigation bar with the logo and user information (Test Consumer, Last Login 12/26/2018, Location: Hawaii, My Account, Log Out). Below the navigation bar is a search bar and a grid of service categories. The categories include:

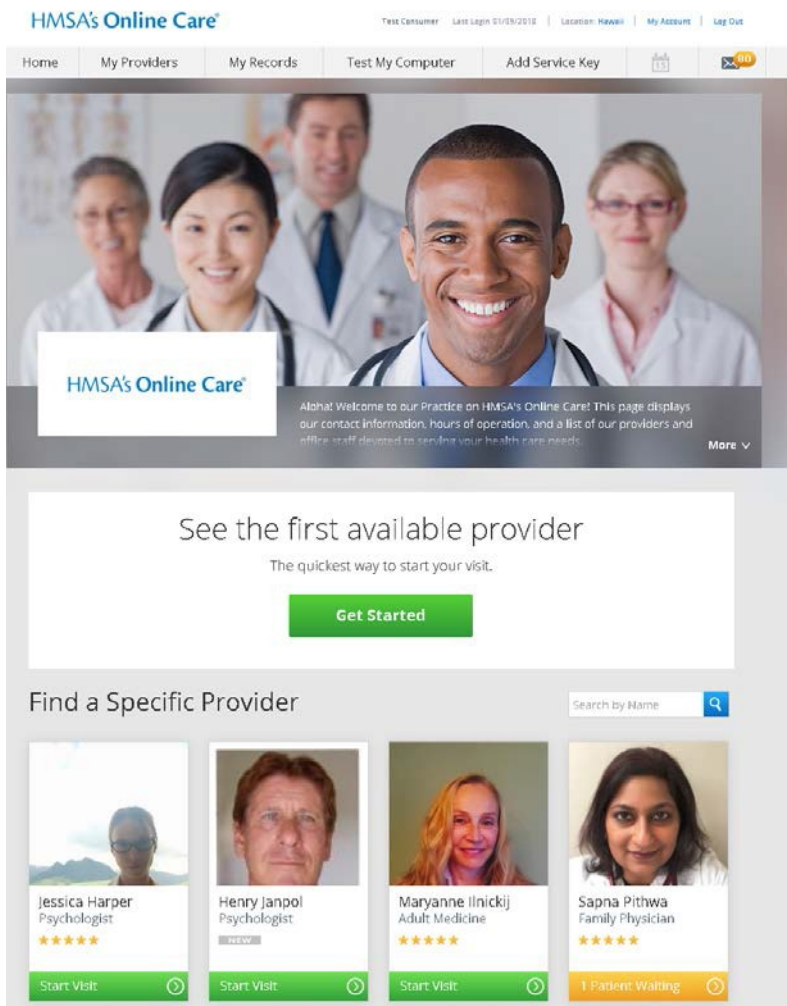
- HMSA's Online Care® Medical**: Aloha! Welcome to our Practice on HMSA's Online Care! This page...
- HMSA's Online Care® Behavioral Health**: BEHAVIORAL HEALTH. Aloha! Welcome to HMSA's Online Care Behavior Health Practicet
- HMSA's Online Care® Primary Care**: PRIMARY CARE. Aloha! Welcome to HMSA's Online Care Primary Care Practicet
- HMSA's Online Care® Specialty Care**: SPECIALTY CARE. Aloha! Welcome to HMSA's Online Care Specialty Care Practicet
- Ho'okupu Counseling Services**: Husband and wife duo Steven Nagasaka (M.A., LMFT) and Deanna...
- Pacific Behavioral Health**: Pacific Behavioral Health's mission is to provide personalized...

Below these categories, there are more practice listings with logos and descriptions:

- Kelly Donovan, LMFT**: Talk Therapy Services. Therapy is a time for self care and restoration of balance....
- MAKA'OHA**: Aloha! Welcome to our Practice on HMSA's Online Care! Serving the...
- LD-ADHD CENTER OF HAWAII**: Neuropsychology & Family Therapy. BEHAVIORAL HEALTH. Welcome to The LD-ADHD Center of Hawaii on HMSA's Online care!
- Hamakua Counseling**: You are one step closer to feeling empowered on a positive path to...

### 3 Select Your Provider:

- Select your provider you are scheduled to have an appointment with or use the search feature to find the provider by name



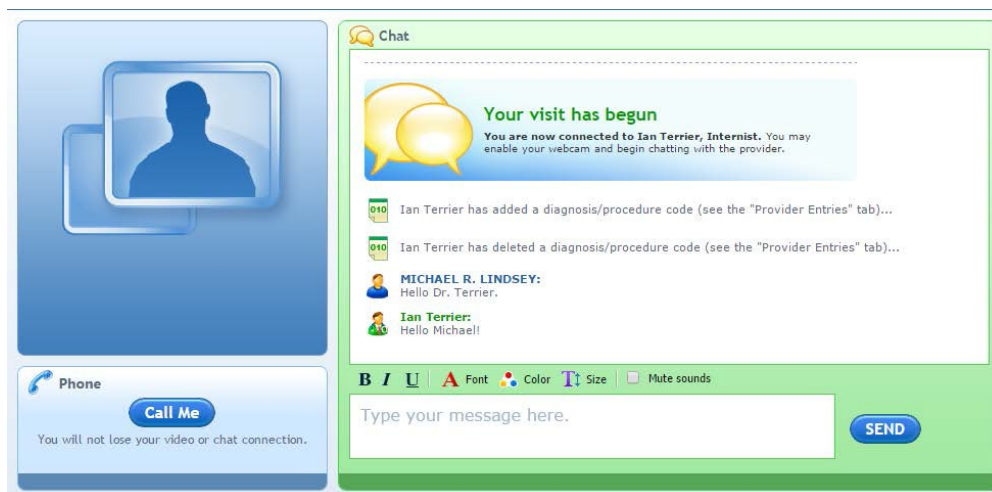
### 4 Get Started:

- Parent with dependent(s) have a choice of who the visit is for. Choose yourself or the dependent.
- Complete the intake form questions.
- Select a Pharmacy (if prompted)
- Agree to the terms of Use
- Click **Connect** to start the visit

The screenshot shows the "Get Started" step in the HMSA's Online Care process. At the top, there is a progress bar with four steps: "Get Started" (highlighted), "Your Visit", "Pharmacy", and "Payment". Below the progress bar is a large "Get Started" button. Underneath is a section titled "Who is this visit for?" with three radio button options: "Myself" (selected), "dependent consumer15" (DOB: 01/01/2000), and "Another child". Below this is a section titled "Where can this provider call you for follow-up, if needed?" with a phone number input field showing "808" and two empty boxes for area and number. At the bottom right, there are two buttons: "Back" and "Continue".

## 4 Congratulations! Your visit will begin shortly:

- You will now be placed in the waiting room while provider reviews your information
- Once the provider connects, you will be able to see and hear each other.
- When your visit is over, click the red **End** button.



The screenshot displays a telehealth interface. On the left, there is a blue panel with a video call icon and a 'Call Me' button. Below the video call icon, it says 'Phone' and 'You will not lose your video or chat connection.' On the right, there is a green chat window titled 'Chat'. The chat window contains a message: 'Your visit has begun. You are now connected to Ian Terrier, Internist. You may enable your webcam and begin chatting with the provider.' Below this, there are two system messages: 'Ian Terrier has added a diagnosis/procedure code (see the "Provider Entries" tab)...' and 'Ian Terrier has deleted a diagnosis/procedure code (see the "Provider Entries" tab)...'. There are also two messages: 'MICHAEL R. LINDSEY: Hello Dr. Terrier.' and 'Ian Terrier: Hello Michael!'. At the bottom of the chat window, there is a text input field with the placeholder 'Type your message here.' and a 'SEND' button. Above the input field, there are formatting options: 'B I U' (bold, italic, underline), 'Font', 'Color', 'Size', and 'Mute sounds'.