2-19-25

Instructions for Use: ChatMD Medical Device

Welcome to ChatMD

ChatMD is an AI powered medical device designed to assess 39 infectious conditions and provide relevant clinical information to a licensed medical provider. The medical provider with ChatRx Telemedicine then uses this data to make informed treatment decisions for their patients. Please read these instructions carefully to ensure the safe and effective use of ChatMD.

1. Getting Started

Step 1: Accessing ChatMD via ChatRx Telemedicine

1. **Visit the ChatRx Telemedicine Website**
   a. Open your web browser and go to **chatrx.md**
2. **Enter the ChatMD System**
   a. Click on the "Check My Symptoms" CTA button.
3. **Create an Account**
   a. Follow the AI agent chat prompts.
4. **Verification**
   a. Verify your identity through the provided verification process.
   b. Fill in your personal information and create a secure password.
5. **Log In**
   a. Enter your username and password to access your ChatRx-ChatMD account.

Step 2: Setting Up Your ChatRx-ChatMD Medical Profile

1. **Personal Information**
   a. Complete your medical profile with accurate personal and medical history information.
   b. Ensure all information is up to date for accurate assessments.

2. Using ChatMD

Step 1: Starting an Assessment

1. **Answer Questions**
   a. Respond to a series of chat questions about your symptoms, medical history, and other relevant details.
   b. Ensure all answers are accurate and complete for the best assessment results.

Step 2: Receiving Your Assessment

1. **Review Results**
   a. ChatMD will analyze your answers and provide an assessment of your condition.
   b. Carefully review the assessment before proceeding to the next step.

Step 3: Prescribing Treatment

1. **Prescription Options**
   a. If ChatMD determines that your assessment qualifies you for treatment, you will be presented with the option to become a patient of ChatRx Telemedicine under the care of their licensed medical provider.
   b. A list of medication treatment choices will be provided to you.
2. **Select Pharmacy**
   a. Choose a pharmacy where you would like to pick up your prescription.
3. **Confirm Prescription**
   a. Review and confirm your prescription details before finalizing the checkout cart payment process.

Step 4: Work or School Note

1. **Obtain a Work or School Note**
   a. If applicable, you can obtain a physician-approved work or school absence note directly through ChatRx.

3. Warnings and Precautions

Important Safety Information

1. **Accuracy of Information**
   a. Ensure all information provided to ChatMD-ChatRx is accurate and complete. Inaccurate information may affect the assessment and treatment recommendations.
2. **Follow Prescriptions**
   a. Use medications only as prescribed. Do not alter dosages or frequency without consulting a healthcare professional.
3. **Monitor Symptoms**
   a. Regularly monitor your symptoms. If your condition worsens or new symptoms appear, seek medical attention immediately.
4. **Avoid Overuse**
   a. Do not use ChatMD-ChatRx excessively. Follow recommended guidelines to avoid overuse of antimicrobial treatments.
5. **Consult Healthcare Professionals**

        a. ChatMD-ChatRx is not a substitute for professional medical advice. Always consult a licensed healthcare provider for serious or persistent conditions.
6. **Complete List of Warnings** can be [found here.](#)

4. Troubleshooting and Support

Common Issues and Solutions

1. **Login Problems**
      a. Ensure your username and password are correct.
      b. Use the "Forgot Password" feature if needed.
2. **Profile Setup Issues**
      a. Ensure all required fields are completed accurately.
      b. Contact support if you encounter verification issues.
3. **Assessment Issues**
      a. Ensure all questions are answered thoroughly.
      b. Restart the assessment if needed.

Customer Support

- **Email:** support@chatrx.md
- **Support Hours:** Monday to Friday, 9 AM - 5 PM (EST)

5. Privacy and Data Security

Your Privacy Matters

1. **Data Protection**
      a. ChatMD-ChatRx uses advanced encryption and security measures to protect your personal information.
2. **Privacy Policy**
      a. Review our full privacy policy on our website for more details on how your data is used and protected.

Thank you for choosing ChatRx Telemedicine powered by the ChatMD medical device. We are committed to providing you with safe, effective, and convenient healthcare solutions. If you have any questions or need assistance, please contact our support team.

Stay Healthy with ChatRx Telemedicine powered by ChatMD!

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