

OVAL

Oval Enrollment & Telemedicine Guide

Oval Care Telemedicine Workflow and Enrollment Guide

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This document outlines the operational workflow for Oval Care telemedicine services, from initial patient enrollment to post-care follow-up, and provides detailed instructions for registration and prescription ordering through Oval Care.

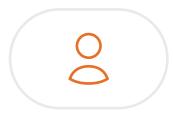
Oval Care Telemedicine Workflow

The following steps detail the patient journey and system processes within the Oval Care telemedicine platform:



Sales Call and Initial Enrollment

- A sales representative contacts prospective patient to introduce the Oval Care telemedicine service.
- Upon patient agreement, the representative collects payment (subscription, consultation fee, or treatment bundle) over the phone.
- The representative submits the customer's essential information (name, email, phone number, etc.) to the Oval Care backend system.



Account Creation and Welcome Email

- Upon receipt of the enrollment request, the Oval Care system automatically creates a new user account.
- A branded welcome email is immediately dispatched to the new user, containing:
 - Their temporary password or a secure access
 - Login instructions and a direct link to their personalized Oval Care portal.



Patient Portal Access

- The patient logs into their portal using the temporary password, gaining access to a fully branded Oval Care dashboard.

Within the dashboard, users can

- View and update personal information.
- Review prescriptions and previous
- Track shipments in real-time.
- Navigate the catalog of available treatments.

[View and update personal information.](#)

[View and update personal information.](#)



Medication Selection

- Users browse Oval Care's catalog of available treatments (e.g., ED medication, GLP1 for weight loss, peptides, acid reflux, hair loss).
- Upon selecting a desired treatment, they are directed to initiate the medical intake process.





Medical Intake Form Completion

- The intake form is dynamic and customized based on the specific treatment chosen.

It encompasses detailed questions regarding:

- Past medical history.
- Current symptoms.
- Lifestyle and risk factors.
- Existing conditions or medications.

At the conclusion of the form, the user is prompted to compose a message to their prescribing physician, describing:

- Their current situation.
- The rationale for the treatment request.
- Any concerns or additional pertinent information.

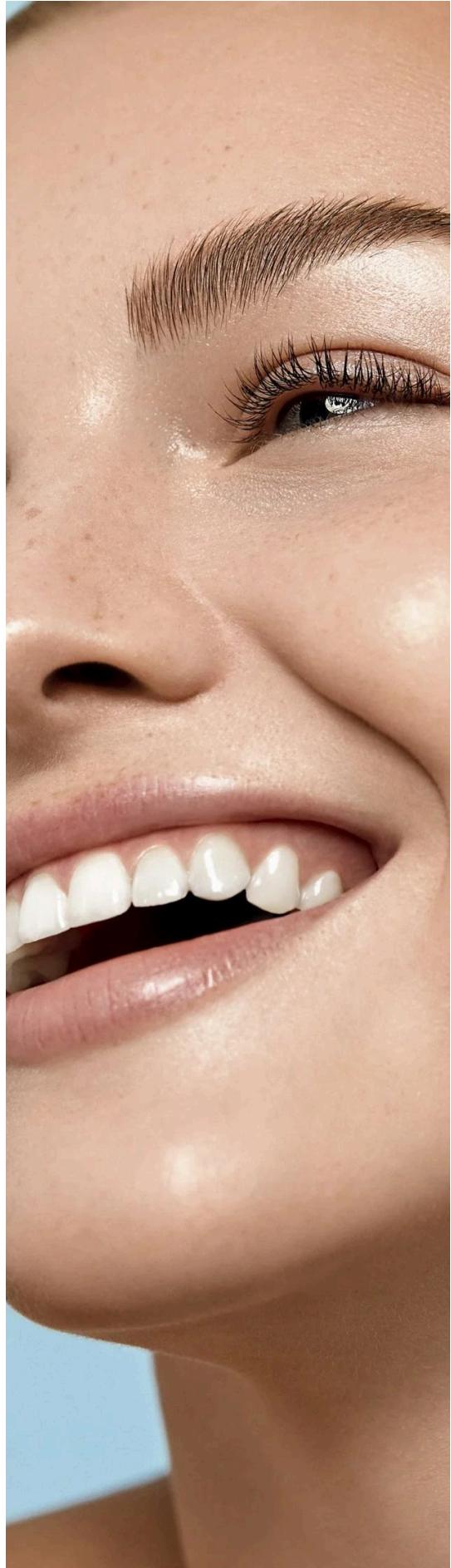
- Users are required to upload a clear photograph of a valid government-issued ID for identity verification.



Intake Submission and Telemedicine Provider Transfer

- Once completed, the intake data, patient message, and ID verification are securely transmitted to Oval Care's telemedicine backend via API.

- This action triggers an automated SMS and email notification to the patient, confirming receipt of the intake and outlining the subsequent steps.





Video Submission Request (if necessary)

- The confirmation message requests the patient to record a concise video explaining their condition and the reason for the treatment request.
- A secure link is provided for direct video recording and submission to the system.



Physician Review and Decision Window

- A licensed physician from the Oval Care network reviews the submitted intake form and video within an eight-hour timeframe.
- The physician evaluates the provided information and either approves or denies the prescription based on established clinical protocols.



Prescription Approval and Fulfillment

If the prescription is approved, the Oval Care system sends a confirmation event via API, which triggers:

- An automatic email to the patient, notifying them of the prescription approval and shipment status.
 - The prescription and fulfillment order being forwarded to the connected white-label pharmacy.
 - A tracking number being generated and shared with the patient via email.



Patient Dashboard and Tracking

Users can log in to their portal at any time to:

- Check their prescription status.
- Track shipments in real-time.
- View past treatments or request refills.
- Manage billing or account preferences.



Post-Care Follow-Up

Following medication delivery, the system can dispatch automated follow-up emails or SMS messages.

These communications may include:

- Refill reminders.
- Check-ins to monitor potential side effects.
- Options to consult with a healthcare provider again.



Oval Care Enrollment and Ordering Options

Oval Care offers multiple convenient methods for registration and ordering your first prescription, as well as additional options for subsequent orders.

Registration Methods



Online enrollment

- Enroll directly at www.ovalcare.com
- Upon successful registration, a confirmation page will display instructions on how to order your prescription.



Enrollment by Mail

- Complete the registration form.
- Mail the completed form, along with your original prescription, to the address specified on the form.



Enrollment by Phone

- Contact the Customer Care Center at **1-305 939-0168**.
- Please have your personal information readily available when you call.