

E-Link – interactive online consultations with your specialist



E-link is a web-based plug & play solution that enables you to send enquiries and offers e-consultations/second opinion reports with your specialists – all from the comfort of your own home. Below, you will find the guidelines and tips on how to get started.

[Welcome onboard!](#)

Important information:

In order to conduct a video consultation you will need a desktop/laptop with camera and microphone and Google Chrome browser (we also support Mozilla Firefox and Safari).

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1. Sending a consultation enquiry via Enquiry link

Step 1

Your doctor or their secretary will provide you with a personalised Enquiry link through which you can request a consultation.

Enquiry link has a format: www.trusteddoctor.com/xxxx-yyyy-zzzz/request

Step 2

It is necessary to register or sign in before sending the enquiry. You can do it in the step 1 of the enquiry form or by clicking **Login/Register** button in the upper right corner on the main page.

INSELGRUPPE
The largest medical care system in Switzerland

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Request consultation

- Account (required)**
If you want to request an appointment, you need to be registered, so please sign in or register below.
 - I have an account**
Email: _____
Password: _____
[Login](#) [*forget your password? Click here](#)
 - I don't have an account**
If you don't have an account please click below and go to register page.
[Register](#)
- Requester information (required)**
- Enquiry details (required)**
- Attach medical records (required)**
- Describe your case (required)**

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Step 3

The enquiry form consists of 5 simple steps. You can attach your medical records in step 4.

4 **Attach medical records** (required)

Healthcare providers require your medical records to be able to perform a second opinion on your medical condition. Therefore, to have a worthwhile consultation, we suggest you upload medical history documents (pdf), MRI scans (dicoms) and any other images (jpg)

MY ATTACHED FILES Attach files

Test	X	▼
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Your personal data will be processed as set out in our [Privacy Policy](#). In case you attach personal data about other individuals, you represent and warrant that you have obtained the express consent from the individuals whose data you provide us with.

Healthcare provider has my medical records already or there is no need to attach anything.

Step back Next step

Step 4

You can describe your case and ask any relevant questions in step 5.

5 **Describe your enquiry** (required)

Summarize your past medical history and describe your most important questions

B I U

Test consultation

I accept limitations of an online consultation *

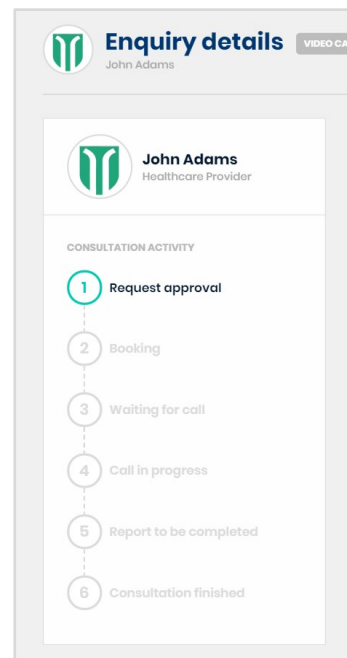
I give permission to a chosen doctor to consult my case with other doctors *

Step back Send

2. Booking a date and proceeding to payment

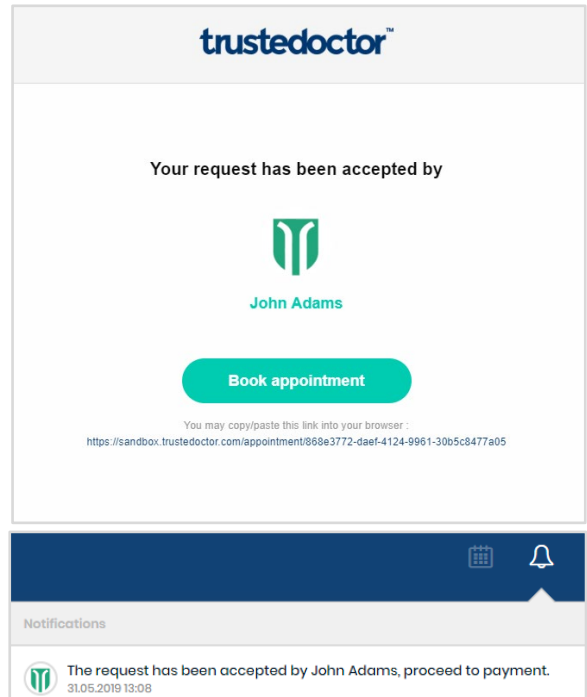
Step 1

Consultation activity on the enquiry details card informs you about the enquiry status.



Step 2

Once the doctor accepted your enquiry you will receive a notification via email as well as on your dashboard.



Step 3

In order to book a consultation date click on the notification and you will be redirected to enquiry details card. Click **Book a date** button and select slot convenient for you.

CONSULTATION ACTIVITY

- 1 Enquiry approved
- 2 **Booking**
Enquiry accepted
Booking
Book a date
Current price
446.63 GBP / 30m
Consultation type
Video call
- 3 Waiting for call

Book the consultation

03 - 09 June 2019

Mon 3/06	Tue 4/06	Wed 5/06	Thu 6/06	Fri 7/06	Sat 8/06	Sun 9/06
	20:30 - 21:00 Available to book	08:20 - 08:50 Available to book			16:45 - 17:15 Available to book	
		14:05 - 14:35 Available to book				

Selected date: Wed 5.06, 14:05-14:35

Book selected date Cancel

Step 4

Select a payment method and provide your bank details.

Please choose payment method and enter details below:

- Pay with credit card
- Pay with **PayPal**
- Pay with **TDH Token**

Card Number
4111 1111 1111 1111

Expiration Date
MM/YYYY

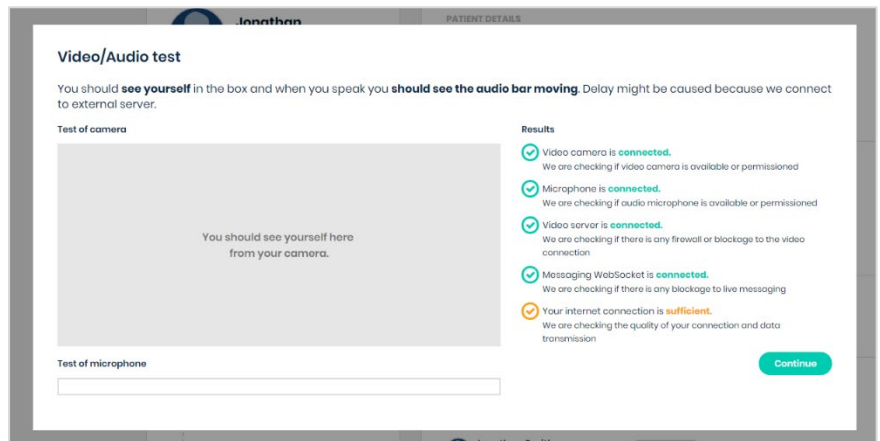
CVV
123

Cancel **Pay 149.60 GBP**

3. Receiving an enquiry

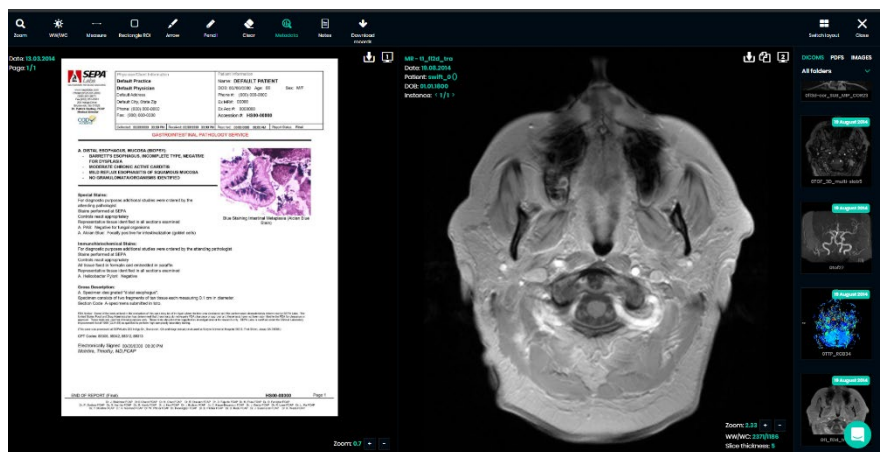
Step 1

It is recommended to perform an equipment test prior to the consultation.



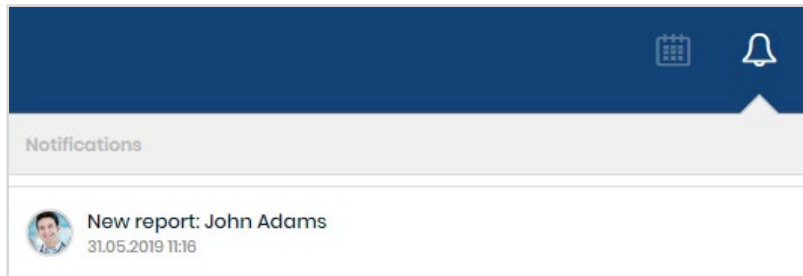
Step 2

At the time of the consultation, the enquiry details card will automatically turn into a consultation room.



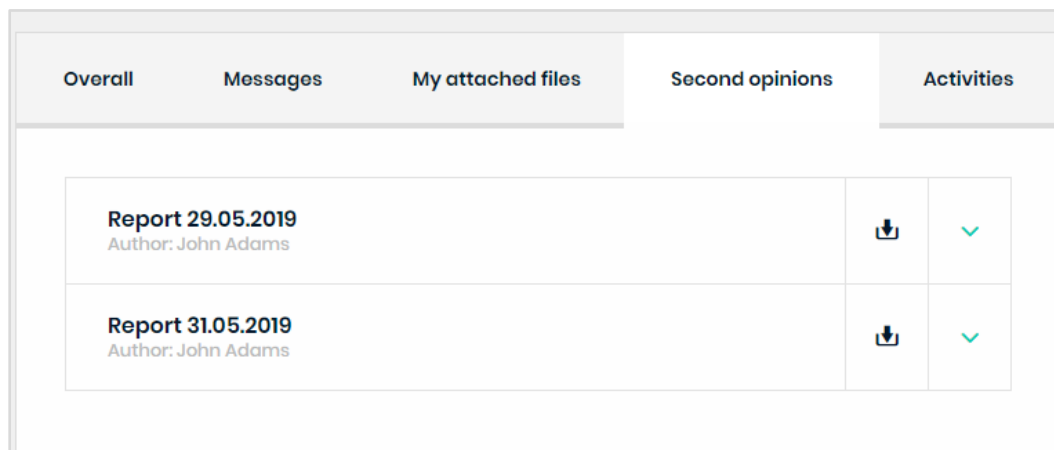
Step 3

Once the consultation finished, doctor will provide you with a report. Please allow at least 24h for the report to be created as doctor may want to do it later after your consultation.



Step 4

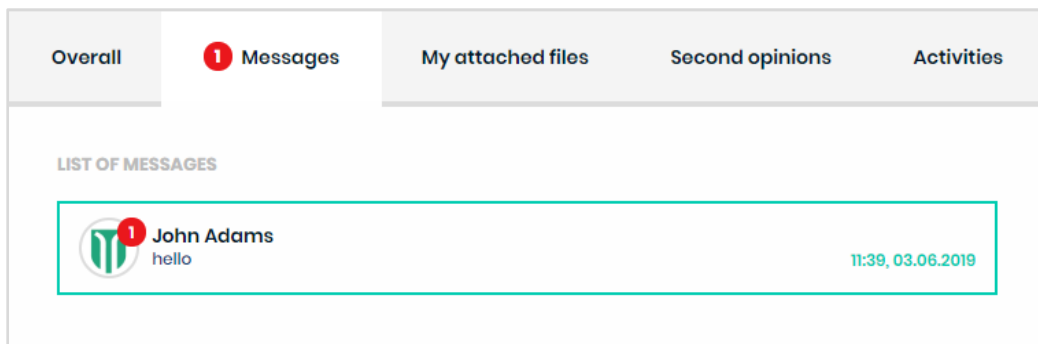
Please click on the notification and you will be redirected to enquiry details. Click See the report. You can also download your report as a PDF file.



4. Requesting a follow-up consultation

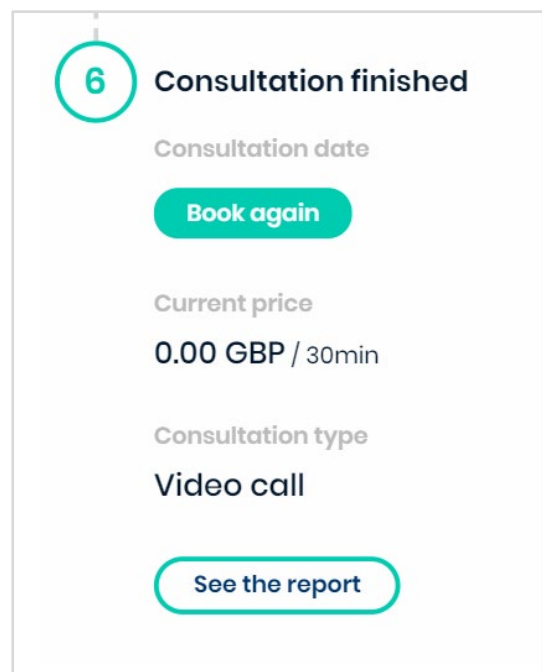
Step 1

You can exchange direct messages with your doctor via **Messages** in order to arrange a follow-up consultation.



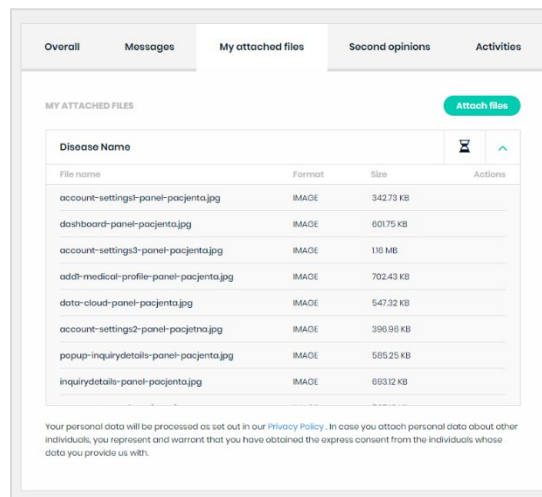
Step 2

Doctor will propose new dates and time slots and you can book the most convenient by clicking **book again**.



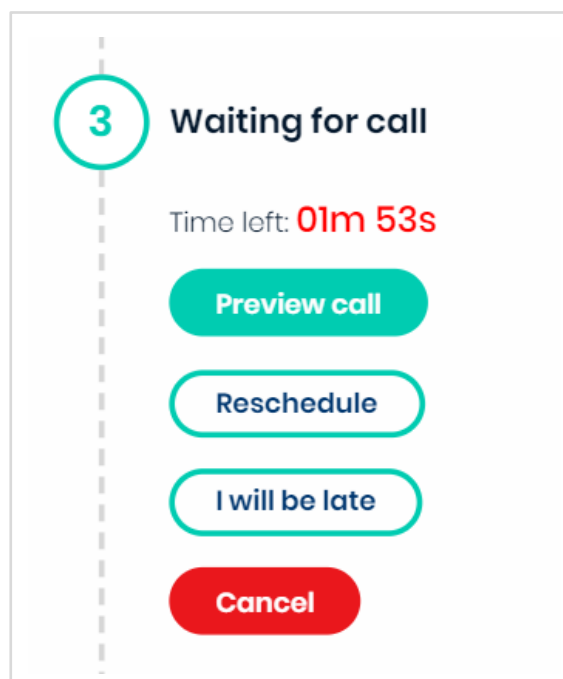
Step 3

If you have new medical records you wish to attach to the follow-up enquiry, you can do so by clicking **Attach files**.



Step 4

Await the consultation.
The screen will automatically turn into a consultation room.



5. FAQ & Troubleshooting

1. How do I reset my password?

To reset your password, please click the 'Login' button and then 'Forgot Password'. Enter the email address you used to register and we will send you a link where you can reset your password.

2. What are the equipment requirements to run a video consultation?

For the best experience we recommend using Google Chrome, Mozilla Firefox or Safari browser. Due to security reasons we do not support Internet Explorer. You will also need a laptop/PC equipped with a camera and microphone.

3. My consultation screen stopped working during the video consultation. How can I retrieve my session?

Please, click on the 'Refresh' button seen at the bottom of the consultation screen. If this does not help, restart your computer and log in again to your account. Go to the appointment details card and the other party should be waiting for you. Please note that you can always extend the video session.

4. My question is different to the above. Who should I ask?

There is a chat box at the bottom right corner where you can type your problem and our technical team will be able to assist you. You can also email us on info@trustedoctor.com