

Quick Start Guide

Use this step-by-step guide to register for a NormanMD account and connect to a physician when you need them.



Register Your Account

1. Navigate to NormanMD.com and click on the **Get Started** button.
2. Enter your **legal First Name, Last Name and DOB**. When you have a visit with NormanMD, we keep your Primary Care Physician in the loop by sending them your visit summaries. Using your legal name ensures that your information is routed appropriately.
3. **Select the plan** that fits you best. For patients under 18 years of age, a Family plan must be selected.
4. On the **Payment Screen**, enter the cardholder's name and payment information.
5. Follow the prompts to continue registering your new account.

Don't Forget Your Family

If you are on a Family- Monthly or Family-365 plan, you can add family members once you have registered your account.

1. From the left-side menu, select **"Family."**
2. Click on **+Add Family Member** to begin adding dependents to your account.
3. Follow the prompts to add their medical information.

You can update your family's information anytime:

1. To edit a family member's information or change their access, navigate to the **Family** option on the left-side menu.
2. Click the **green caret** to the right of their name for a list of options.



Connect with a Physician

1. From the home screen, select **Start Visit**.
2. Indicate **if you are conducting the visit for yourself or on behalf of a family member on your account**. You will be prompted to select both the patient as well as the name of the person assisting with the visit (if applicable).
3. Review, edit, and verify **Medical Information**, the physician will reference this during the visit.
4. Follow the prompts to select a physician on call and to describe the **reason for visit**.

Additional Tips:

- When you click on Start Visit after selecting a reason for visit, the physician will be notified immediately. Do not navigate away from this page. You'll receive a message from them in the chat screen, usually within 10 minutes.
- All visits begin with messaging but if you would like a consultation by voice or video call, type your request in the chat.
- Following your visit, you can review Visit Summaries, transcripts or download/print medical excuse notes by selecting Visit History from the left-side menu.
- At the end of your visit, you will be asked to complete a short survey. Let us know about your experience!

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