



Congratulations on joining Diamond Virtual Care!

As a new Diamond Virtual Care member, you now have your personal physician at your fingertips. Unlike other telemedicine platforms, you are not in an online queue waiting for the next available provider you've never spoken to before. With Diamond you have virtual access to your very own primary care provider who you will remain with throughout your membership. Your provider will deliver continuity of care, know the nuances of your health, hear your concerns, and respond to your specific healthcare needs.

Finally, you are able to see your physician HOW you want to - phone calls, texts, emails, and virtual telemedicine are all available to you. Our HIPAA-compliant software ensures that your personal medical data remains safe regardless of your method of communication.

See your physician AS OFTEN as you want to - your monthly membership fee covers unlimited consultations.

Getting started is as easy as 1-2-3:

1. Your email address and mobile phone number will be downloaded to our Diamond Virtual Care server via your Accresa Enrollment. You will receive an email notification once this process is complete with your login credentials to our DrLink app. If you do not receive an email in the next 24 hours, please check your spam folder first, then contact [enroll@diamondvirtualcare.com](mailto:enroll@diamondvirtualcare.com). **Please note that you won't be able to use the DrLink account even after you download the App WITHOUT the system generated email with your initial login credentials as the App is useful to you only AFTER you are paired with your personal doctor in the system.**

2. Download the iOS app on your iPhone: You can either search for "Doctor Link" (Make sure you choose the "Patient" version of the App) or use this direct link:  
<https://itunes.apple.com/us/app/dr-link-patient-app/id1247349000?mt=8>

If you have an Android device, please download from the Google Play Store:

<https://play.google.com/store/apps/details?id=com.the.drlink>

3. The App, for security reasons, will automatically log you out if no activities are detected after 20 minutes. Unless you want to re-enter the password every time, we suggest that you enable Touch ID or Face ID on the login screen.

Now, you are ready to have secure communication with your personal doctor any time!

You will also be able to do the following:

- Simple, intuitive texting or virtual encounters in a secure connection to protect your Health Information.
- View details of all your encounters
- Update your contact details and preferred pharmacy. This can be really handy when you are travelling.)
- View notes from your physician encounter.
- Request a refill and check the status of your refill
- Check the history of all your text messages with your doctor.
- You can call your doctor from within the App directly
- You will receive a notification from the App when your doctor sends you a message.

If you have any app questions, please feel free to contact our support staff available 24 hours a day, 7 days a week. You can reach us either through our [website: thedrink.com](https://www.thedrink.com) or email us at [contact@thedrink.com](mailto:contact@thedrink.com).

We welcome you again to Diamond Virtual Care, and we look forward to working together with you to achieve optimum health!