



INSTRUCTIONS

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1. Sign-up and create your account

Use the following link to access Acacia: <http://www.acacia.link>

A step-by-step video tutorial guide is available in the website homepage.

Click "ENTER".

Click "NEW USER" if you are accessing the system for the first time.

Fill all the required fields in the **CREATE AN ACCOUNT** form and click the checkbox to accept both Terms and Conditions and Privacy Policy.

Create an account

E-mail address:				Ripetere e-mail:			
Password:				Repeat password			
Password must be at least 8 characters long, and contain at least one upper case and one lower case letter, a number and a special character							
<input type="checkbox"/> I have an Italian tax code							
Name	Surname		Tax code:	Date of birth			
Nation	Address of permanent residence			Street number:	Postcode		
Italy							
Region	Province	City:					
Preferred telephone number				Secondary telephone number			
Please insert phone addresses with country code '00' (for italy 0039)							
Terms and conditions			Privacy policy				
Download the document			Download the document				
The user confirms to have read, understood and accepted the Terms and conditions			The user confirms to have read, understood and accepted privacy policy				
yes <input type="checkbox"/> no <input type="checkbox"/>			yes <input type="checkbox"/> no <input type="checkbox"/>				

Confirm

Cancel

A new window will confirm that you have successfully registered to Acacia.

Subscription to the service completed successfully

Subscription completed successfully,
an email has been sent to the email address entered during subscription.

- please click on the link in the email to confirm the subscription -

Go to home page

2. Confirm your registration

To ensure your privacy, you cannot use the service unless you **CONFIRM YOUR REGISTRATION** via e-mail address verification.

Open the confirmation e-mail with the object "**Confirm your registration**" received from info@acacia.link



If you cannot find it, check your spam or junk e-mail folders; otherwise be sure you entered a valid e-mail address in the sign-up windows.

Dear User:

please click on the following link to complete the subscription to the portal Videoconsulto.

[Confirm Subscription](#)

If the link is not enabled please copy the following text and paste it into the browser address bar:

<http://acaciatest.facilecare.com/landingpages/confermasottoscrizione.aspx?lng=EN&id=43464433414646433638333943433230393645323343454146464435364536307C70696C6F6E6966353940676D61696C2E636F6D>

Please note that for a correct use of the videoconference service it is necessary to use the **Firefox** browser

Sincerely,

[Videoconsulto](#)

Click the link "**Confirm Subscription**" in the body of the confirmation e-mail.

A pop-up window with a "**You have successfully registered**" message will open.

Confirmation of the subscription to the service

Subscription confirmed successfully.

[Go to home page](#)

Click on "**GO TO HOME PAGE**".

You will be redirected to the **HOMEPAGE**.



LOGIN

E-mail address:

Password:

Login

Retrieve password **New user**

[Home](#) [Legal notice](#) [privacy](#) [Cookie policy](#) [Who we are](#)

Telemedware S.r.l / c.f. e.p.iva 01840250383 - REA FE-202580

Powered by Telemedware S.r.l www.telemedware.com

Enter your **e-mail address** (the one used for the registration) and your **password**, then click the **“LOGIN”** button to enter the system.



Please make sure that your password is spelled CORRECTLY with respect of uppercase and lowercase letters.

If you lose your password

The **“RETRIEVE PASSWORD”** procedure can be used to reset your password, but only if you have previously confirmed your registration by clicking the link sent to you in the confirmation e-mail.

LOGIN

E-mail address:

Password:

Login

Retrieve password **New user**

3. Choose a specialist

Select the name of the doctor from the drop-down menu.

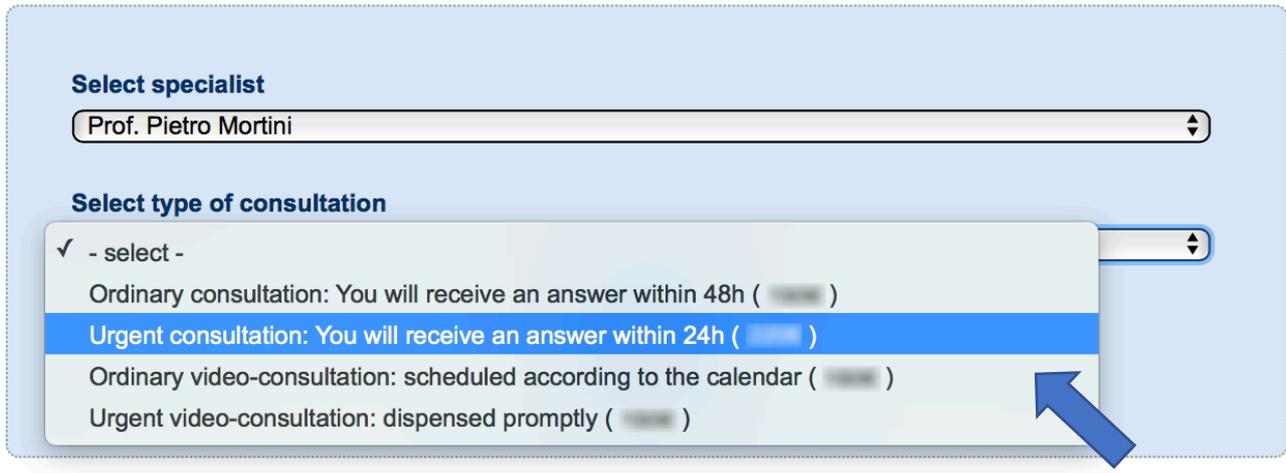


The image shows a light blue rounded rectangular box containing a dropdown menu titled "Select specialist". The dropdown menu is open, showing three options: "✓ - select -", "Prof. Pietro Mortini", and "Dott. Mario Rossi". The "Prof. Pietro Mortini" option is highlighted with a blue background. A blue arrow points to the "Prof. Pietro Mortini" option.

Once selected, click the **"CONFIRM"** button.

4. Choose the type of consultation needed

Select the kind of medical opinion service:



The screenshot shows a form with two main sections. The first section, titled "Select specialist", contains a dropdown menu with "Prof. Pietro Mortini" selected. The second section, titled "Select type of consultation", contains a dropdown menu with four options: "- select -", "Ordinary consultation: You will receive an answer within 48h ()", "Urgent consultation: You will receive an answer within 24h ()", and "Ordinary video-consultation: scheduled according to the calendar ()". The "Urgent consultation" option is highlighted in blue. A blue arrow points to the "Urgent consultation" option.

Once selected, click the **"CONFIRM"** button.



You will get your medical advice or video call only upon **doctor's acceptance** (your request may be rejected by the doctor, providing you notice and explanation).

If your request is **rejected** by the doctor, the amount will not be charged to your credit card (the timing in which the amount will return available to your credit card depends on the terms settled by your credit card and bank refund policies).

Types of consultation



Service	How it works
Standard medical opinion	<p>Enter all the due medical information. 3 notification e-mails from info@acacia.link will guide you step by step:</p> <ul style="list-style-type: none"> • 1st) your request has been successfully submitted • 2nd) specialist has accepted your request • 3rd) receive doctor's opinion (<u>within 48 hours</u>)
Urgent medical opinion	<p>Enter all the due medical information. 3 notification e-mails from info@acacia.link will guide you step by step:</p> <ul style="list-style-type: none"> • 1st) your request has been successfully submitted • 2nd) specialist has accepted your request • 3rd) receive doctor's opinion (<u>within 24 hours</u>)



Service	How it works
Standard video call*	<p>Schedule your video call by selecting an available date and time on the calendar.</p> <p>4 notification e-mails from info@acacia.link will guide you step by step:</p> <ul style="list-style-type: none"> • 1st) your request has been successfully submitted • 2nd) specialist has accepted your request • 3rd) will show the URL link you have to click-on to join the audio-video call with the doctor on the selected day and time • 4th) receive written resume of the doctor's opinion (after the video call)
<u>Urgent video call*</u>	<p>Select video call – Urgent.</p> <p>4 notification e-mails from info@acacia.link will guide you step by step:</p> <ul style="list-style-type: none"> • 1st) your request has been successfully submitted • 2nd) specialist has accepted your request • 3rd) will show the URL link you have to click on to join the audio-video call (the doctor will notify you the date and the time of the video call in advance via e-mail) • 4th) receive written resume of the doctor's opinion (after the video call)

* **For the VIDEO CALL**, make sure that both the **camera** and the **microphone** on your personal device (PC, tablet, smartphone) are connected and enabled.



If another browser (Chrome, Safari, ...) opens automatically by clicking on the link you will find in the body of the confirmation e-mail, copy and paste the URL link in your own browser to open it.

5. Fill-in patient's details and clinical information

Fill-in all the fields with the patient's personal and medical information and then click “NEXT”.

Patient details >> Questionnaire >> Question to the specialist >> Attachments >> Summary

The patient corresponds with the logged in user

Warning!
Please note that the user confirms to have read and understood the [Terms and conditions](#) and, in particular, the parts related to "USER'S CONTENT", "USER'S RESPONSABILITIES AND OBLIGATIONS" and "PROHIBITED USES"

Name: Mario Surname: Rossi Tax code: [redacted] Date of birth: 01/01/1980 Age: 40

Nation: Italy Address of permanent residence: Via Roma Street number: 12 Postcode: 21023

Region: Lombardia Province: Como City: Albese con Cassano

Preferred telephone number: [redacted] Secondary telephone number: [redacted] Email: [redacted]

Please insert phone addresses with country code '00' (for Italy 0039)

[Back to list](#) [Cancel request](#) [Next >>](#)

Fill the form. If you select “Yes”, you can add notes in the appropriate field.

Patient details >> **Questionnaire** >> Question to the specialist >> Attachments >> Summary

GENERAL INFORMATIONS

Sex: Male
Weight (Kg): 75
Height (cm): 175
Smoker: yes: no:
Formal education: select
Current position: select

ALLERGIES (- None)

	yes	no	notes (optional)
To medicines	<input type="radio"/>	<input checked="" type="radio"/>	
To contrast media	<input type="radio"/>	<input checked="" type="radio"/>	
To foods	<input type="radio"/>	<input checked="" type="radio"/>	
Contact dermatitis	<input type="radio"/>	<input checked="" type="radio"/>	

PREVIOUS DISEASES (- None)

	yes	no	notes (optional)
HEART, ARTERIES, VEINS	<input type="radio"/>	<input checked="" type="radio"/>	
LUNG	<input type="radio"/>	<input checked="" type="radio"/>	
TUMORS	<input type="radio"/>	<input checked="" type="radio"/>	
BOWEL, LIVER, PANCREAS	<input type="radio"/>	<input checked="" type="radio"/>	
EAR, NOSE, THROAT	<input type="radio"/>	<input checked="" type="radio"/>	
THYROID AND ENDOCRINE GLANDS	<input type="radio"/>	<input checked="" type="radio"/>	

For each entry, once you have inserted the required information, click the “**CONFIRM**” button on the right.

PREVIOUS RADIATION THERAPY TO THE BRAIN AND SKULL (None)

PREVIOUS RADIATION THERAPY TO OTHER PARTS OF THE BODY (excluding the brain and the skull) (None)

PREVIOUS CHEMOTHERAPY (None)

PREVIOUS SURGICAL OPERATIONS (None)

Date	Disease	Type of SURGICAL PROCEDURE	
15/04/2013	Hyperthyroidism	Thyroidectomy	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Confirm

CURRENTLY TAKEN MEDICATIONS (None)

MEDICINE (e.g. Aspirin)	DOSE (e.g. 100 mg)	How many times a day (e.g. 1)	Starting date (e.g. August 2017)	Medical reason you have been prescribed it for (e.g. previous heart attack)	
levothyroxine	50 mcg	1	April 2013	hypothyroidism	Confirm



The added entry will be displayed as follows.

CURRENTLY TAKEN MEDICATIONS (None)

MEDICINE (e.g. Aspirin)	DOSE (e.g. 100 mg)	How many times a day (e.g. 1)	Starting date (e.g. August 2017)	Medical reason you have been prescribed it for (e.g. previous heart attack)	
levothyroxine	50 mcg	1	April 2013	hypothyroidism	Delete

Fill each field and, at the end, click the “**NEXT**” button.

SYMPTOMS (None)

	yes	no	notes (optional)
HEADACHE	<input type="radio"/>	<input type="radio"/>	frontal headache
VOMIT	<input type="radio"/>	<input type="radio"/>	
PARALYSIS OF ONE OR MORE LIMBS	<input type="radio"/>	<input type="radio"/>	
LOSS OF BALANCE	<input type="radio"/>	<input type="radio"/>	
SEIZURES	<input type="radio"/>	<input type="radio"/>	
INABILITY TO PERCEIVE ODORS	<input type="radio"/>	<input type="radio"/>	
TONGUE PARALYSIS	<input type="radio"/>	<input type="radio"/>	
VISION LOSS	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
DOUBLE VISION / STRABISMUS	<input type="radio"/>	<input type="radio"/>	
SENSORY LOSS IN HALF OF THE FACE	<input type="radio"/>	<input type="radio"/>	
PAIN TO HALF OF THE FACE	<input type="radio"/>	<input type="radio"/>	
PARALYSIS OF FACIAL MOVEMENTS	<input type="radio"/>	<input type="radio"/>	
UNILATERAL HEARING LOSS	<input type="radio"/>	<input type="radio"/>	
DIZZINESS	<input type="radio"/>	<input type="radio"/>	
EAR RINGING OR BUZZING (TINNITUS)	<input type="radio"/>	<input type="radio"/>	
DIFFICULTY IN SWALLOWING SOLID OR LIQUID FOOD	<input type="radio"/>	<input type="radio"/>	
NECK OR UPPER LIMBS PAIN	<input type="radio"/>	<input type="radio"/>	
TINGLING OR LOSS OF SENSITIVITY IN THE LOWER LIMBS	<input type="radio"/>	<input type="radio"/>	
LOSS OF STRENGTH IN THE UPPER LIMBS	<input type="radio"/>	<input type="radio"/>	
DIFFICULTIES WITH SUBTLE MANEUVERING OF THE HANDS (e.g. buttoning up)	<input type="radio"/>	<input type="radio"/>	
BACK OR LOWER LIMBS PAIN	<input type="radio"/>	<input type="radio"/>	
TINGLING OR LOSS OF SENSITIVITY IN THE UPPER LIMBS	<input type="radio"/>	<input type="radio"/>	
LOSS OF STRENGTH IN THE LOWER LIMBS	<input type="radio"/>	<input type="radio"/>	
DIFFICULTIES IN WALKING	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
BALANCE DISORDERS	<input type="radio"/>	<input type="radio"/>	
URINARY OR FECAL INCONTINENCE	<input type="radio"/>	<input type="radio"/>	
SEXUAL DYSFUNCTION	<input type="radio"/>	<input type="radio"/>	

Back to list **<< Back** **Cancel request** **Next >>**

6. Question to the specialist

Enter the **question** directed to the specialist.

Patient details >> Questionnaire >> **Question to the specialist** >> Attachments >> Summary

Use this space to briefly describe the current problem that is submitted for the specialist evaluation

For some months now I have been suffering from headaches and balance problems. My general practitioner made me have a brain MRI. I have just received the report and would like to know what it means and what to do.

(213/800)

Back to list << Back Cancel request Next >>

When all the requests have been inserted click “**NEXT**”.

7. Upload relevant documents

a) Upload medical reports

Click the blue button “**UPLOAD FILES**”.

Now you can:

- A. click on the green button “**SELECT FILES**” and select the files you want to upload (select the name of the file in your *Computer Resources* and choose “attach” or “open”)

or

- B. open on your computer the folder that contains the files you want to upload. Holding the left mouse button, **drag and drop each file** you want to upload from your PC folder to the window “**ATTACH DOCUMENTS**” (see picture as reference).

The screenshot displays the 'Attachments' section of a medical record system. At the top, a navigation bar includes 'Patient details', 'Questionnaire', 'Question to the specialist', 'Attachments', and 'Summary'. The main content area features a 'Attach documents' window with a green '+ Select files...' button and a text prompt: 'Select the file to upload using the button below, or drag it into this window.' Below this, a file selection dialog is open, showing a list of files under 'PDF Documents', with 'RM_report.pdf' circled in blue. A blue arrow points from the circled file to the 'Attach documents' window. At the bottom of the interface, a row of buttons includes 'Back to list', '<< Back', 'Attach radiological images', 'Attach documents', 'Cancel request', and 'Next >>'.

A **GREEN LOADING BAR** will show the progress of the uploading process.

A message will confirm that your upload has been successfully completed; then you can upload additional files.

To make sure that your file has been correctly uploaded, click on the file name on the list on the same window (the system will download and open the file).

b) Radiological images (Magnetic Resonance Images, Computed Tomography scans, others)

Insert the **CD with your medical imaging** (MRI, CT scan, others) in your **PC driver**.

Click the orange button "**ATTACH RADIOLOGICAL IMAGES**".

Use this space to up summaries together and/or Radiotherapy

Attach radiological images from a CD/Folder (DICOM format)

Drag the CD-ROM icon or folder containing the DICOM files into this window (alternatively, select the DICOM files to be uploaded using the button below)

WARNING! The upload of radiological images could take a long time (especially when uploading a DVD or when using a slow internet connection). Please do not break the upload and wait for the completion of the operation.

If a radiological examination report is available, attach it as a document.

+ Select files...

Back to list **<< Back** **Attach radiological images** **Attach documents** **Cancel request** **Next >>**

Open "**This PC/My Computer**" and, while holding the left mouse button, drag and drop the CD/DVD icon on the Acacia window (this is the method to be preferred). Do not double click on the CD/DVD icon.

Use this space to up summaries together and/or Radiotherapy

Attach radi

Select the file to upload using the button below

+ Select files...

No attachments

Back to list **<< Back** **Attach radiological images** **Attach documents** **Cancel request** **Next >>**

You can also drag and drop single or multiple **DICOM files** that have been saved on your PC or external storage devices (as USB flash drive or others).

Use this space to up summaries together and/or Radiotherapy

NOTE: Trasmision complete the consul

No attachments

Attach radiological images from a CD/Folder (DICOM format)

Select the file to upload using the button below, or dr

+ Select files...

Desktop

Dropbox

Downloads

Documents

Applications

iCloud Drive

Internal Runtime Libraries

Images

pituitary-...noma.jpg

PDF Documents

referito RM.pdf

Tc_Cereb... - 56424

Cancel Choose

Back to list << Back Attach radiological images Attach documents Cancel request Next >>

 **Zipped DICOM files (.zip, .rar) must be unzipped or extracted** in a single folder before uploading.

You can also upload images using the option **“SELECT FILES”** (green button), selecting and uploading multiple DICOM files contained in the same folder (select the name of the file in Computer Resources and choose **“ATTACH”** or **“OPEN”**).

 You cannot use this option to add **folders** (only multiple DICOM files can be selected and uploaded this way): use the drag and drop option to add DICOM-containing folders (see above).

A **GREEN LOADING BAR** will show the progress of the uploading process. A message will confirm that your uploading has been successfully completed; you can upload additional studies if needed.

Use this space to up summaries together and/or Radiotherapy

NOTE: Trasmision complete the consul

Attachment

pituitary-adenoma.j

Attach radiological images from a CD/Folder (DICOM format)

Drag the CD-ROM icon or folder containing the DICOM files into this window (alternatively, select the DICOM files to be uploaded using the button below)

WARNING! The upload of radiological images could take a long time (especially when uploading a DVD or when using a slow internet connection). Please do not break the upload and wait for the completion of the operation.

If a radiological examination report is available, attach it as a document.

+ Select files...

Delete

Back to list << Back Attach radiological images Attach documents Cancel request Next >>



The upload may take several tens of minutes (depending on the size of the files and on your internet connection). **Even if the green bar does not appear to move forward, please wait at least 20-30 minutes before considering interrupting the process.**

A message will notify that the upload has been successfully completed.



To be sure that your files have been correctly uploaded: click on each **file name** on the list (the system will show you the scan images).



If the medical reports and the imaging are not properly uploaded the doctor may not be able to provide his opinion.

Patient details >> Questionnaire >> Question to the specialist >> **Attachments** >> Summary

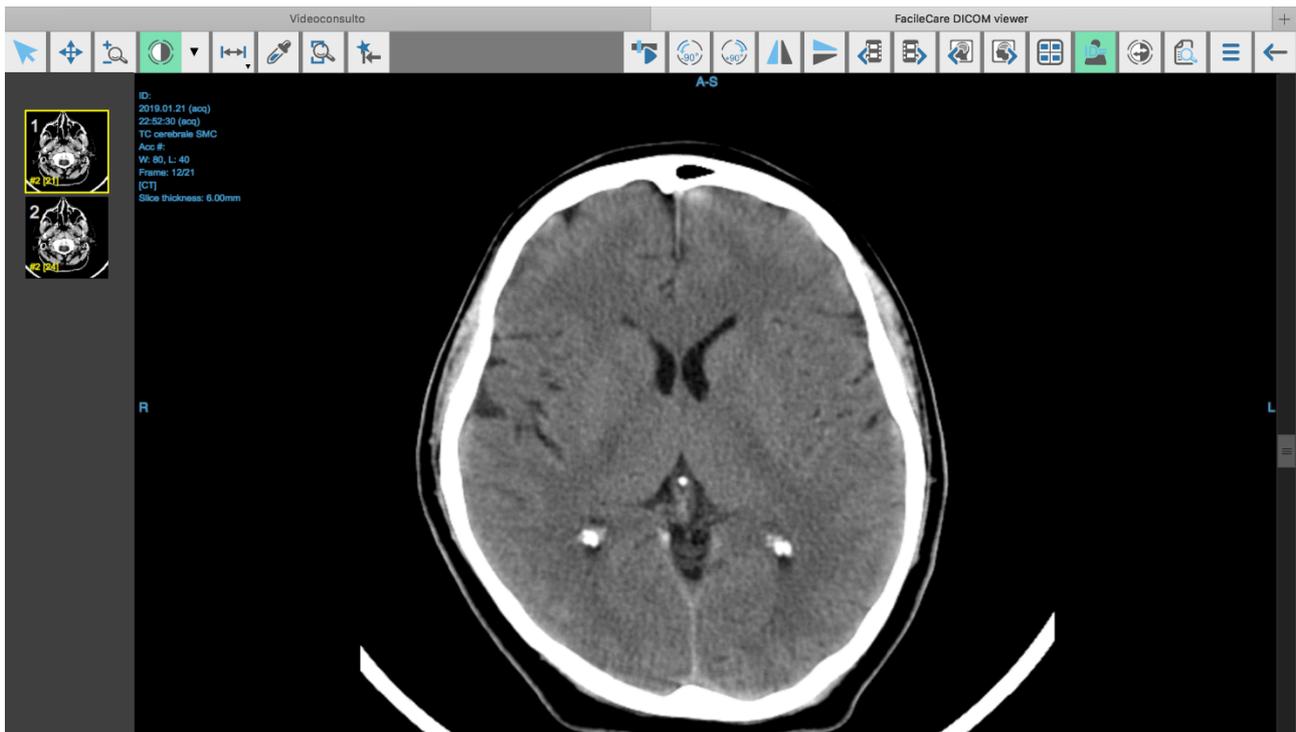
Use this space to upload medical reports and radiological images. In case of previous hospitalizations please attach the discharge summaries together with the description of the surgical procedures and the histological results. In case of previous Chemotherapy and/or Radiotherapy please attach a specialistic report with the description of the treatments.

NOTE: Transmission of radiological images is of leading importance. An incomplete trasmission may lead to the impossibility to complete the consultation.

Attachment	
DICOM file (45) 9218966	Delete
pituitary-adenoma.jpg 3073	Delete
RM_report.pdf 79820	Delete

Back to list << Back Attach radiological images Attach documents Cancel request Next >>

By clicking on the link with the file name (DICOM), you can open a file-preview and make sure that the file has been uploaded.



You can upload files from multiple CDs with the same procedure.

Once all your medical files have been uploaded, click on the green button “NEXT”. The next window will resume your data. Double-check the fields and make any change if you need.

[Patient details](#) >>
 [Questionnaire](#) >>
 [Question to the specialist](#) >>
 [Attachments](#) >>
 [Summary](#)

The patient corresponds with the logged in user
 Il soggetto per cui si richiede il consulto è in possesso di codice fiscale italiano

Name: Mario | Surname: Rossi | Tax code: [redacted] | Date of birth: 01/01/1980 | Age: 40

Nation: Italy | Address of permanent residence: Via Roma | Street number: 12 | Postcode: 21023

Region: Lombardia | Province: Como | City: [redacted]

Preferred telephone number: [redacted] | Secondary telephone number: [redacted] | Email: [redacted]

Please insert phone addresses with country code '00' (for italy 0039)

GENERAL INFORMATIONS

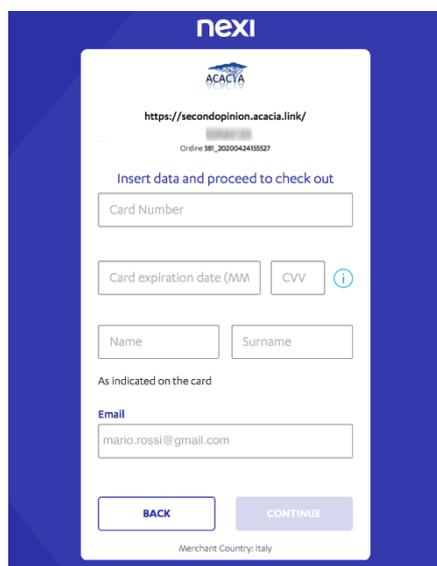
Sex: Male | Weight (Kg): 75 | Height (cm): 175 | Smoker: yes: no:

Once you are sure that all the fields are correct, click on

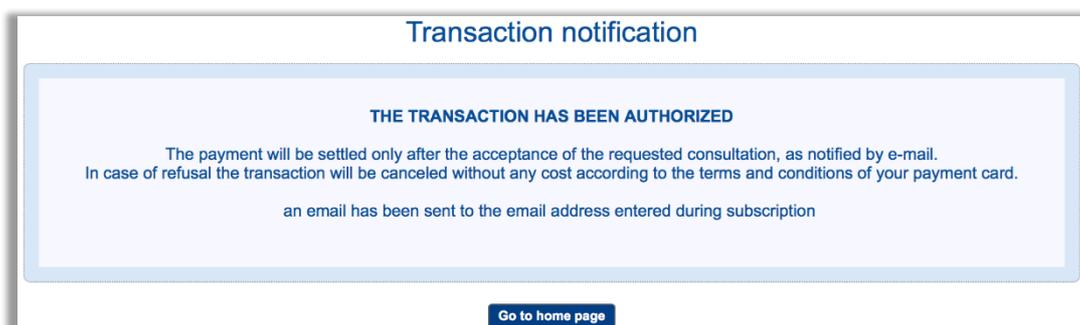
[Proceed to checkout](#)

8. Payment

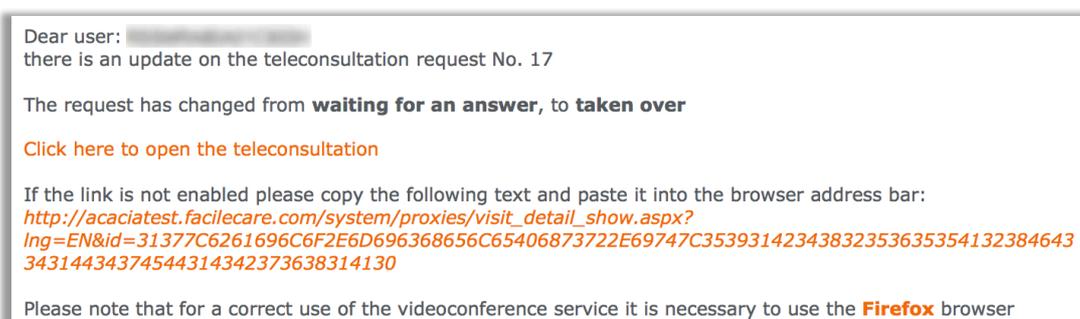
Follow the online payment procedure step by step (VISA, Mastercard and Paypal are available).



A new window will confirm that your request of payment has been successfully submitted.



A notification e-mail by info@acacia.link will confirm that your request for medical opinion has been successfully submitted.



The visit fee **WILL NOT BE CHARGED** if the specialist **DOES NOT ACCEPT** your request of medical opinion. If this occurs, the **REASON** for which your request of has been denied will be notified by an e-mail from info@acacia.link.

9. Service delivery

a) MEDICAL OPINION (STANDARD or URGENT)

You will get an e-mail by info@acacia.link informing that the doctor answer is now available (timing of reply depends on the kind of service you have requested).

Dear [REDACTED]
we inform you that the teleconsultation no.17 of 13/04/2020 11:18:34 has been **completed**.

Dr.: Prof. Pietro Mortini

Your question:
Pituitary adenoma

Specialist's answer:
I have seen the MRI you uploaded. Surgery is recommended.

Date: 13/04/2020 11:23:01

[Click here to open the teleconsultation on the online platform](#)

b) VIDEO CALL



Devices requirements and settings for the video call:

- **Internet connection**
- **Updated browser installed**
- **enabled camera**
- **enabled microphone**

Standard video call

The scheduled day and time:

- Log into your **e-mail account**
- You will get **notified by e-mail** (info@acacia.link) when the doctor is ready for the video call and entered the system

Dear user: [REDACTED]

the user **Prof. Pietro Mortini**, entered in videoconference,
related to the teleconsultation request no. 20

Click here to open the videoconference

If the link is not enabled please copy the following text and paste it into=the browser address bar:
<http://acaciatest.facilecare.com/system/ccwsVideoCall/?confId=32307C34=C59>

or =[click here to open the teleconsultation](#)

If the link is not enabled please copy the following text and paste it into=the browser address bar:
http://acaciatest.facilecare.com/system/proxies/visit_detail_show.aspx?l=g=EN&id=32307C6261696C6F2E6D696368656C65406873722E69747C4135303034=73142304541383846443145414443

Please note that for a correct use of the videoconference service it is nec=ssary to use the **Firefox** browser

- Click on “**Click here to open the videoconference**” to join the video call.

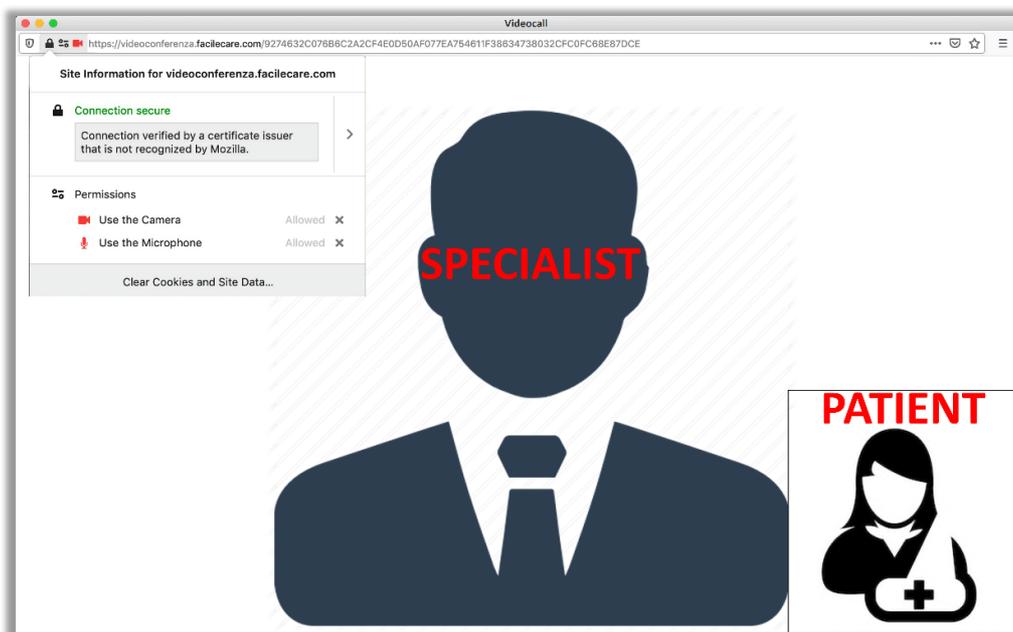


If another browser (Chrome, Safari, ...) opens automatically by clicking on the link you will find in the body of the confirmation e-mail, copy and paste the URL link in your own browser to open it.

Urgent video call

You will receive:

- An **e-mail from the doctor** with **date and time** of the video call
- An **e-mail notification** (info@acacia.link) when the doctor is ready for the audio/visual call
- Click on "**Click here to start the audio/visual call**" to start the call.



Once the audio/video call is done, you will get a written **resume** by the doctor by return e-mail from info@acacia.link.



10. Receive your bill

You will receive your receipt by e-mail only from no-reply@fattureincloud.it.

Click on “**Download document**” to obtain the PDF of your bill.

Dear

Click on the blue button below to download a PDF version of your bill

Download document

Kind regards,

Contacts

For assistance in creating your account or navigating the website.

Email: postmaster@acacia.link