MD-App Online Application Transition and FAQ

Dear Provider,

We are excited to announce the launch of the MD-App electronic application and look forward to embarking on this new technology together. Below are a few helpful tips to review prior to beginning your MD-App application.

MD-App Homepage URL: https://mdapp.com/gwu-medical-faculty-associates

Once your application has been authorized by the Medical Staff Office, you will receive an application email from service@mdapp.com. If you have never logged into MD-App, you will be prompted to set your password.

Dear Kenneth Bell,

You have been approved to start an online application for Memorial Medical Center.

APPLICATION: https://mdapp.com/memorialmedicalcenter

EMAIL: kbell@memorialmedical.com

PASSWORD: Create Password

You can authorize additional users to assist with completing the application once you are logged in, under the user icon in the upper right.

If you are having technical difficulty, creating your password or MD-App Account, you will need to contact **ASM** at **1-800-736-7276** or email at **support@mdstaff.com**

If you need assistance regarding your appointment, please contact the hospital.

1) I never got the email with the link to start my MD-App Online Application.

The email comes from service@mdapp.com, if you cannot find the email, please check your SPAM and Junk folder. You can also set your account password at any time on our application homepage using the "Forgot Password" in the bottom right corner.

2) I started my application a few days ago and want to log back in to finish.

The application saves in real time and is available anywhere you have an internet connection. You can also download the [MD-App mobile app](#).

3) I logged into MD-App to complete my online application, but I am having technical difficulties with the application.

While MD-App works in all internet browsers (Internet Explorer, Google Chrome, Apple Safari, etc.), you may be experiencing an issue with the browser compatibility. You may need to "Allow Pop-Up Blockers" in your browser settings or try using a different browser. You can also contact the ASM Helpdesk at (800) 736-7276 or email support@mdstaff.com.

3) My MD-App online application lists multiple facility privileges for me to renew, and I don't want to renew at all hospitals.

Before submitting, contact the Medical Staff Office of your primary facility to discuss.

4) What do I need to do in the Section: Documents to Sign/Download?

All documents in the Documents to Download section must be downloaded and reviewed.

Documents to Download

Document	Download Required	
General Document	✔	Download
General Test Document		Download

Documents in the Documents to Sign section must be signed electronically. Click the Sign Documents button to open a Signature Disclosure box where you will type in your name and acknowledge. This will open the signature documents in a new window.

Documents to Sign

Document	
Signature Type Document, DocuSign - Consent and Release, Release Tufts Test **(+ 2 more)**	Sign 5 Documents

You will then be prompted to agree to use the electronic records and signatures. Agree and click Continue.

5) What happens after I click Submit Application?

After clicking submit, you will be directed to an Electronic Signature Page.

Once your application is submitted, you will no longer be able to edit the data. You can return to this site to re-print the application and application packet.
By submitting my application, I agree to allow Medical Staff Services to view my personal data.

☑ Please type your full name into the box below, signifying you agree to the terms and conditions

Electronic Signature

Return To Application   Submit Application

After completing this signature page, the Medical Staff Office will begin reviewing your application. If additional information is needed, you will get an email stating that your application has been returned at which time you must correct and/or complete the necessary sections. You can also log back into your application at any point to download documents or view a summary of your application.

✔ **6 / 6 Steps Complete**
Congratulations! All applications and signed documents have been completed

100%

Documents to Sign

Document	
Signature Type Document, DocuSign - Consent and Release, Release Tufts Test **(+ 2 more)**	Finish Signing

Documents to Download

Document	Download Required	
General Document	✔	Download
General Test Document		Download

Completed Applications

Application	Status	Last Modified			
Platinum Standard	Submitted	03/27/2019	Summary	Unsubmit	View

6) How can my Office Manager/Assistant/Secretary help facilitate completion of the online application?

Once logged in, click on the User icon in the top right corner and select Authorized Users.

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Edit Profile
Change Password
Authorized Users
Log off

Authorized Users
To authorize a user enter the user's email and select the providers.

Provider	Alisa Wray ▾
User's Email	awray@memorialmedicalcenter.com

You may now authorize this user.

Authorize User