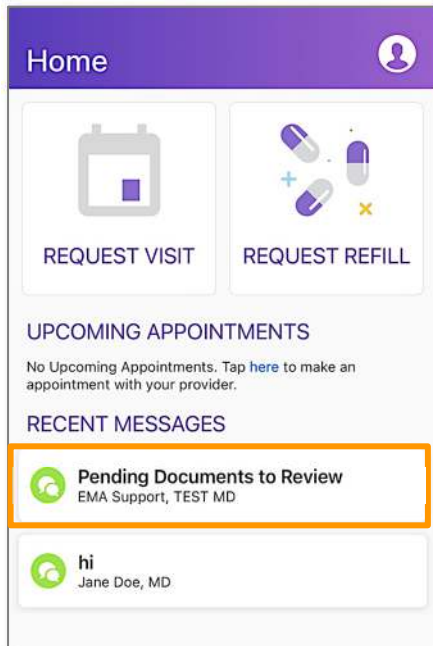


Prepare for Your Visit

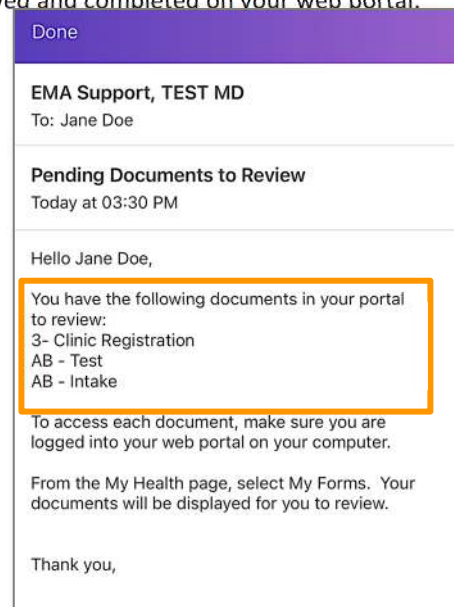
Forms on APPatient

Once you have activated your account, APPatient will notify you of any Pending Documents to Review. To complete the documents, you will need to be logged into your web portal on your computer.

1. When logged into APPatient, you will be navigated to the Home Screen. Below Recent Messages, select **Pending Documents to Review**.



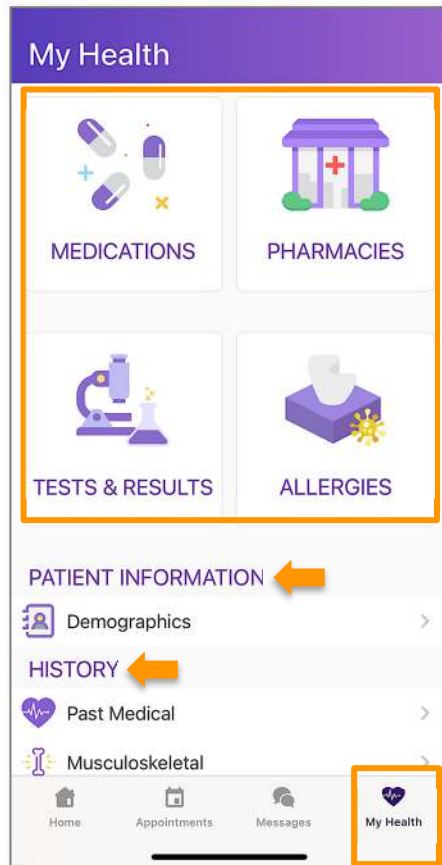
2. The message will show you the documents that need to be reviewed and completed on your web portal.



Add or Update Medical Information

In this section, you will learn how you can update your medical history and verify your patient information.

1. Once logged in to APPatient, select **My Health** and navigate through the sections to update and/or view your *Medications, Pharmacies, Tests & Results, Allergies, Patient Information, and History.*

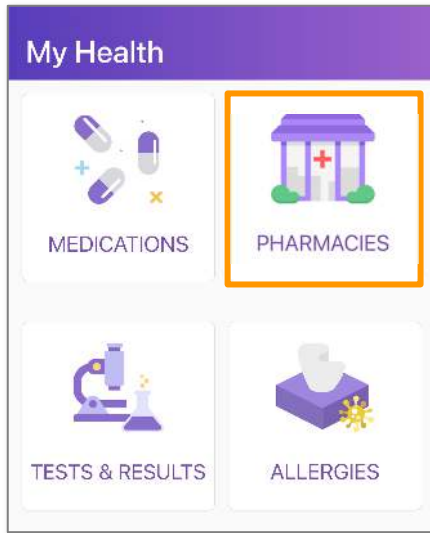


- **Medications** - Add or edit your medications list.
- **Pharmacies** - Add or edit pharmacies. See below for additional instructions.
- **Tests & Results** - View any result that your medical provider has posted. See below for additional instructions.
- **Allergies** - Add or edit your allergies.
- **Patient Information**- Update basic contact and demographics.
- **History** - Add or update Past Medical History, Specialty-Specific History, Social History, and Family History.

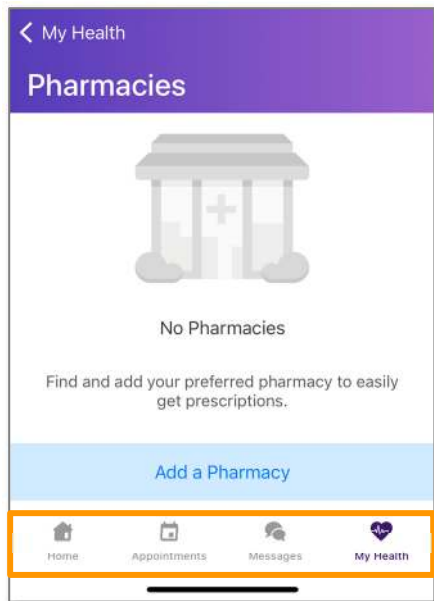
Add Your Preferred Pharmacy

In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

1. From the *My Health* section of the portal, select **Pharmacies**.

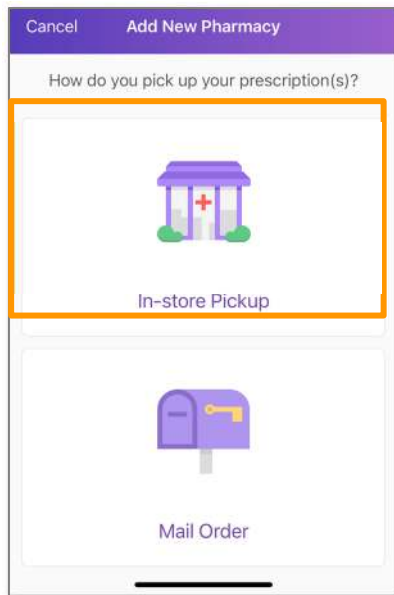


2. Select **Add a Pharmacy**.

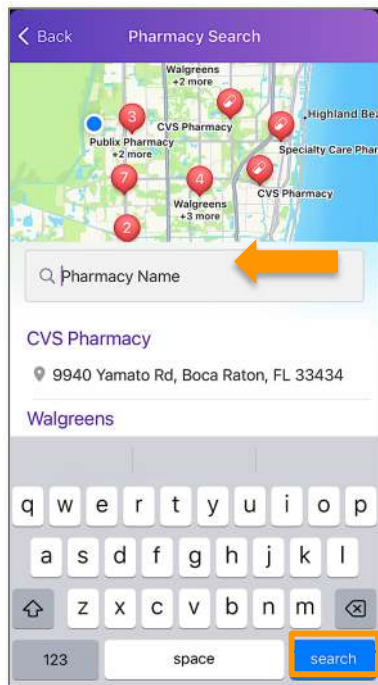


3. There are two options to enter your pharmacy information, *Add In-Store Pickup*, and *Add Mail Order*.
 - **Add In-Store Pickup** – Allows you to search for registered pharmacies that can receive electronic prescription requests.
 - **Add Mail Order** – Allows you to search for registered pharmacies that can receive and mail electronic prescription requests.

4. Select **In-Store Pickup**.

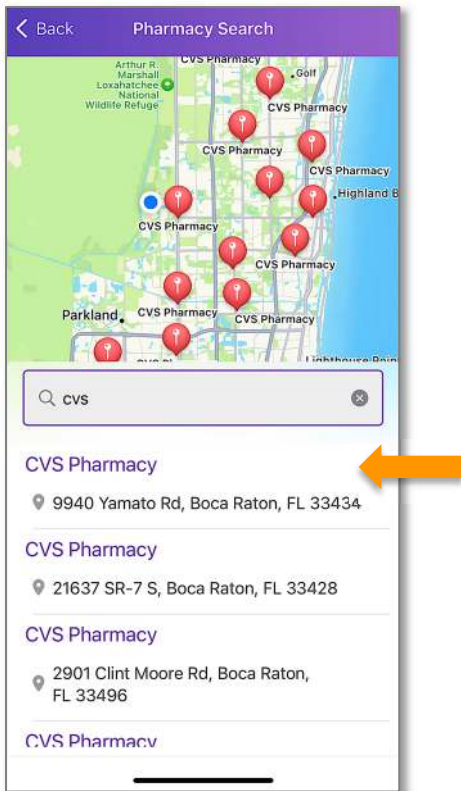


5. In the search bar, type in your preferred *Pharmacy Name*. Then, select **Search**.

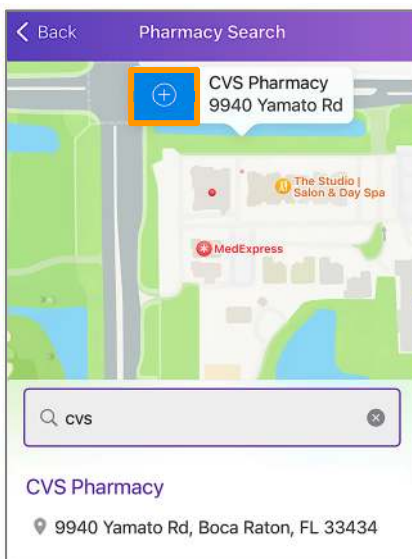


Note: The search will filter pharmacies based on the address you have saved in your demographics.

6. Locate the pharmacy in the list of results by verifying the name and address. Tap the pharmacy of your choice.



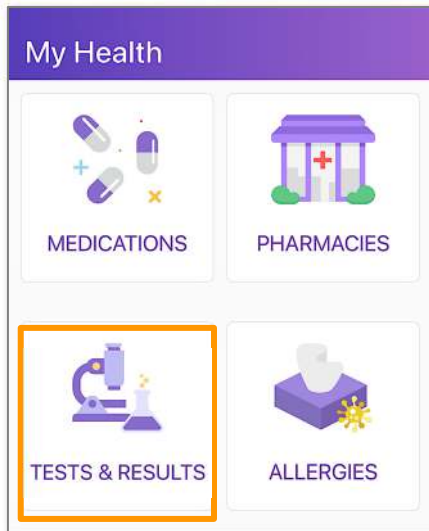
7. Select the **Add Icon** to add the pharmacy.



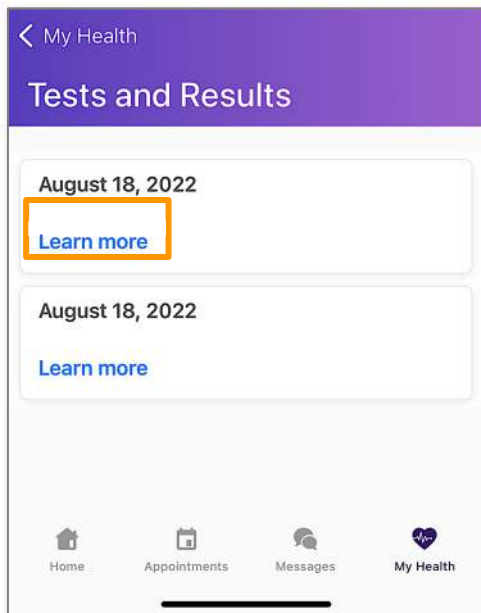
View Your Tests & Results

In this section, you will learn how to view the tests and results that your medical provider has posted.

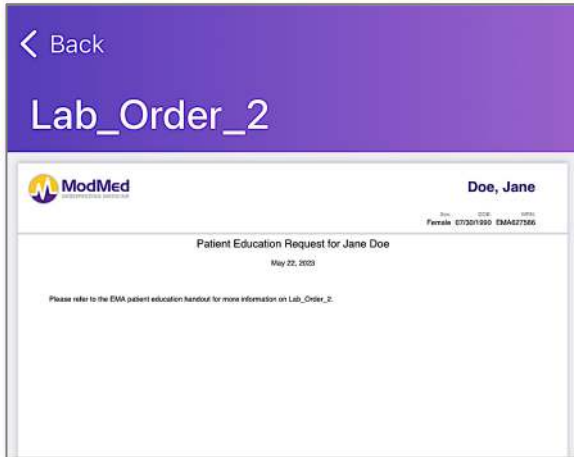
1. From the *My Health* section, select **Tests & Results**.



2. Select **Learn More** to view the tests and/ or results that have been posted by your medical provider.



3. Review your tests and/ or results.



Appointments

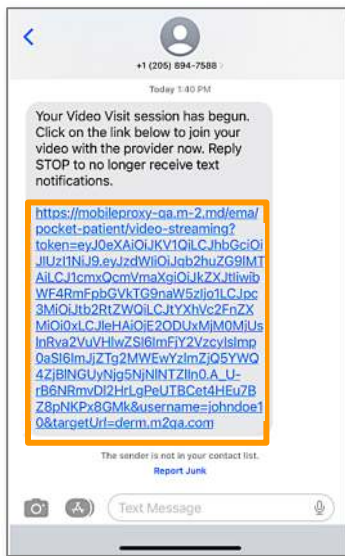
Telehealth Video Visit

After scheduling your video visit appointment with your healthcare provider, follow these steps to ensure your call is successful.

1. At the time of your appointment, you will receive an email reminding you that your video chat visit is ready.

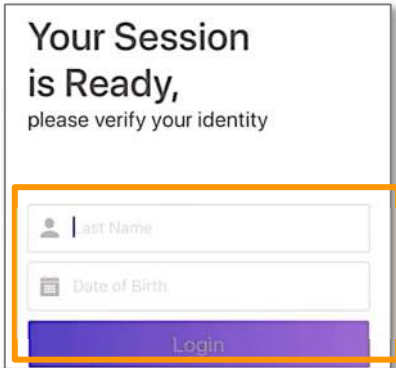


2. You will also receive a text message to with a link to join the video visit. Select the **link**.

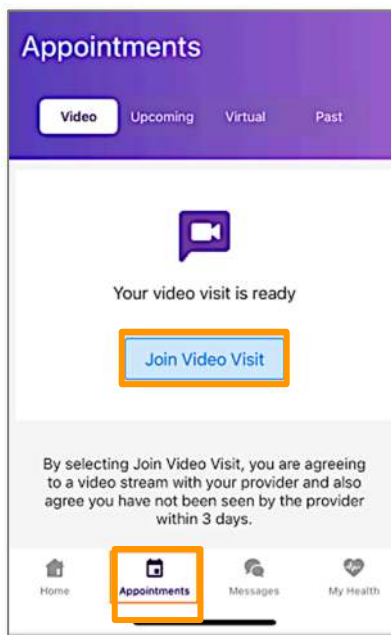


Note: The video visit link is valid for 10 minutes from the time it is launched by the provider. If you do not join within the 10-minute timeframe, the video will need to be launched again by the provider.

- Your Session is Ready. Enter in your **Last Name** and **Date of Birth**. Then, select **Login**.



- Read the Terms of Service. When finished, select **Agree**.
- Select **Join Video Visit**. When prompted, allow access to your camera and microphone.



- Read the Telemedicine Consent. Then, select **Agree**.

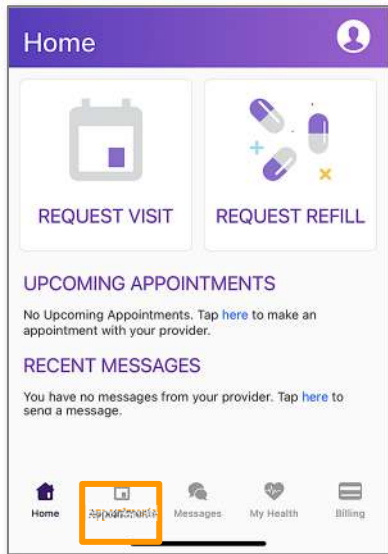
7. When the video visit begins, you can interact with your provider.



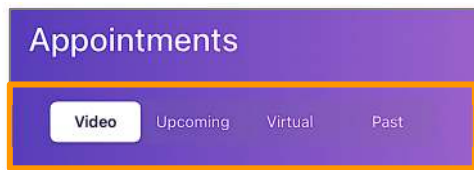
Note: During your call, you can switch between your front and back camera. You can also use your phone's flashlight. If you get disconnected, simply log back into the app and rejoin the call.

View Video, Upcoming, Virtual, and Past Visits

1. From the Home Screen, select **Appointments**.



2. Tap into the section you want to view.

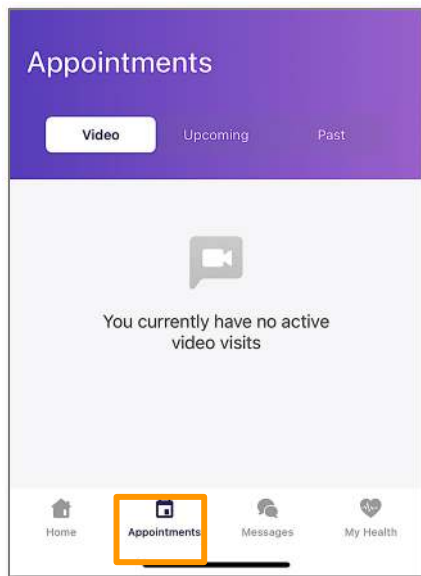


Access Your Medical Records

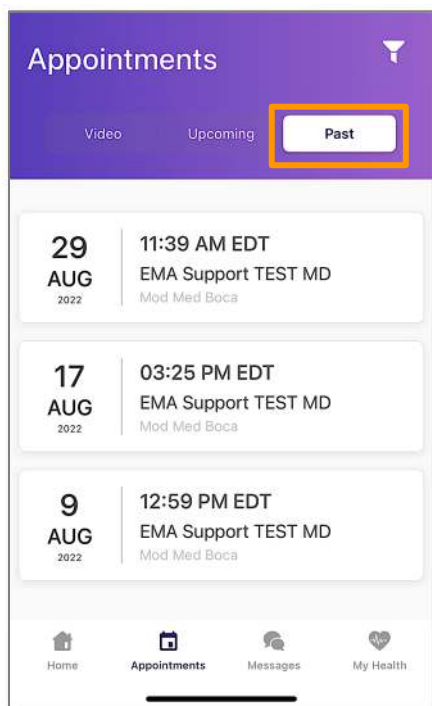
View and Share Your Medical Records

APPatient allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the App.

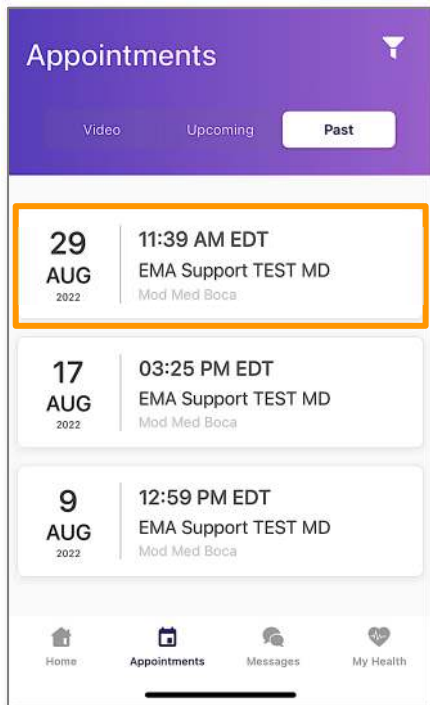
1. Once logged in to APPatient, select **Appointments** from the main navigation bar.



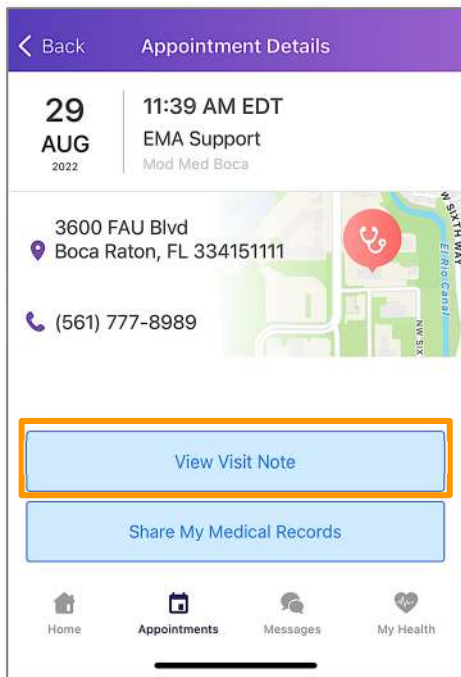
2. To view past visits, select **Past**.



3. Tap the visit you would like to view.



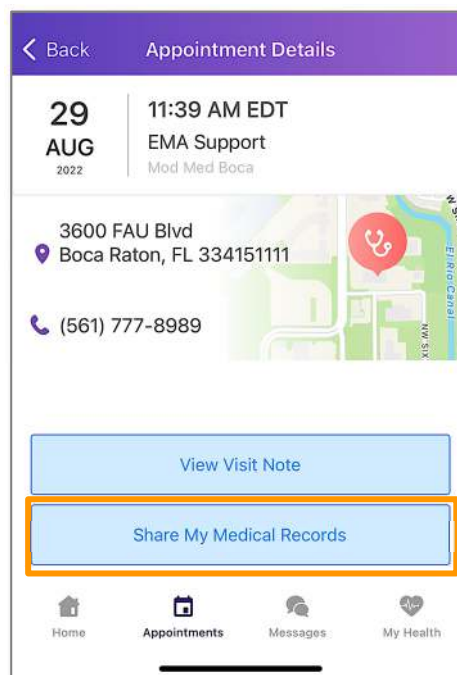
4. You can view your Appointment Details here. To open the visit note, select **View Visit Note**.



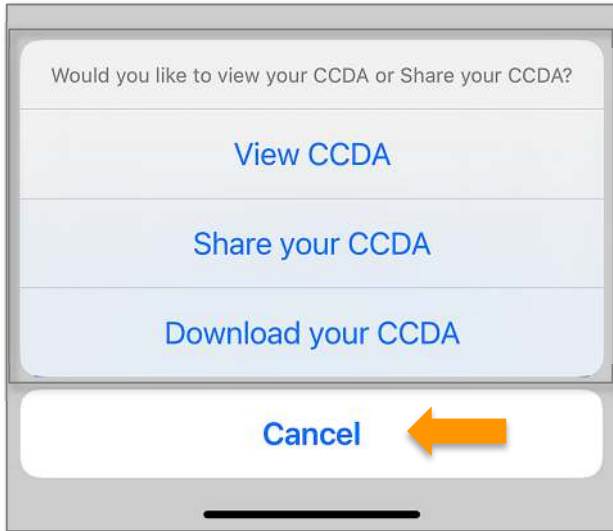
- Here, you can view your Visit Note. To return to the Appointment Details, select **Cancel**.



- From Appointment Details, you have the options to view, share, or download your medical records. Select **Share My Medical Records**.



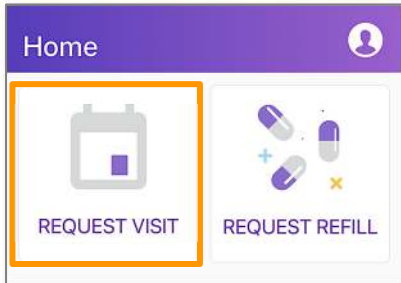
7. A pop-up will appear asking if you would like to view your CCDA or Share your CCDA. Select the option you need. To escape, tap **cancel**.



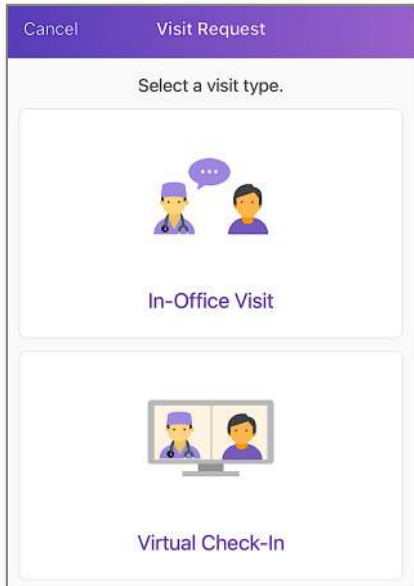
Request Visit and Request Refill

APPatient provides a self-contained method of communicating with our office using secure messaging protocols.

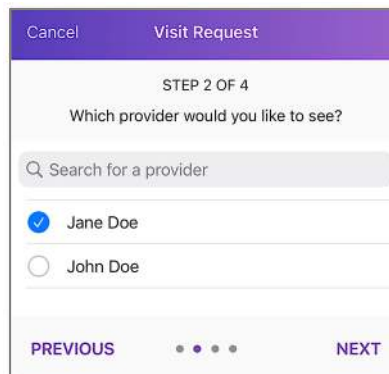
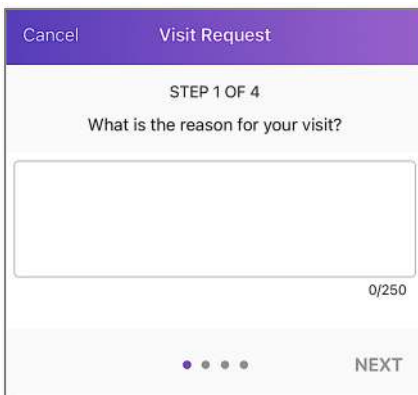
1. From the Home Screen, select **REQUEST VISIT**.

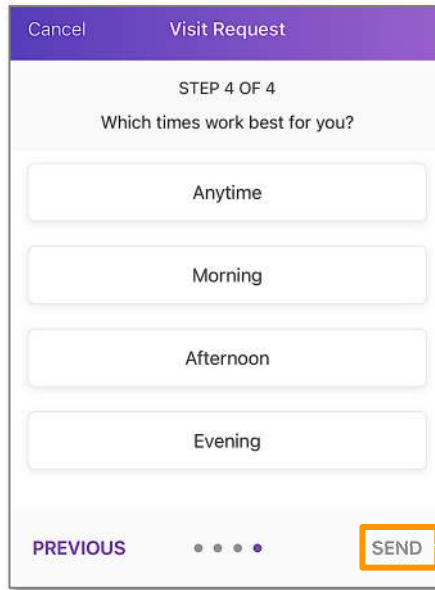
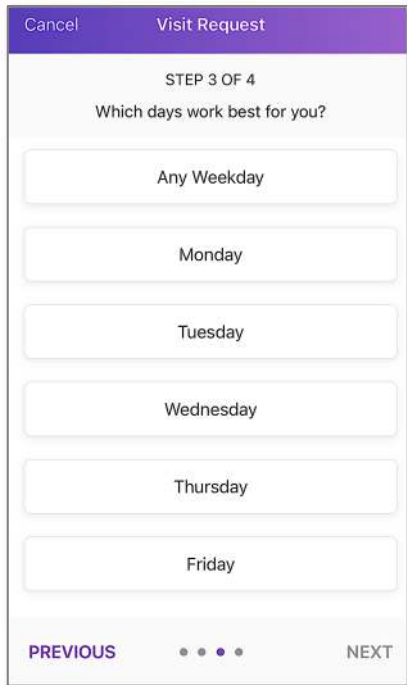


2. To request a visit, select a **visit type**.

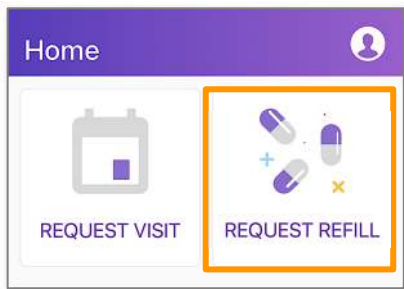


3. Complete steps 1-4. When finished, select **SEND**.

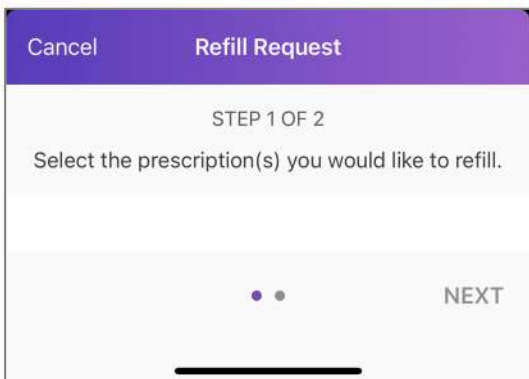




4. To request a refill, select **REUEST REFILL**.



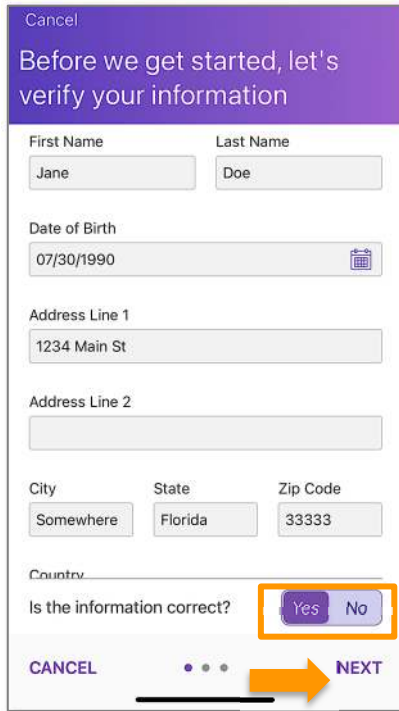
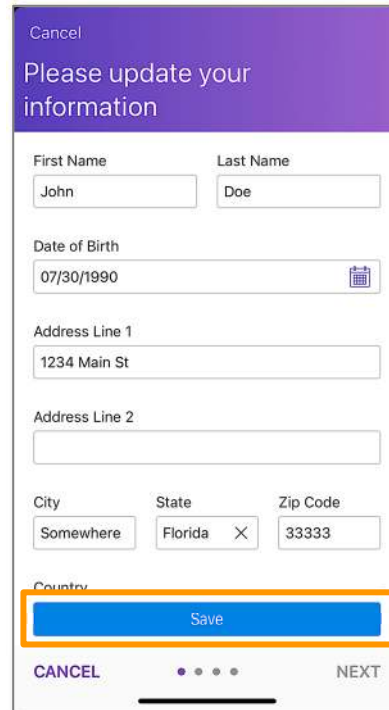
5. Complete the steps. When finished, tap **SEND**.



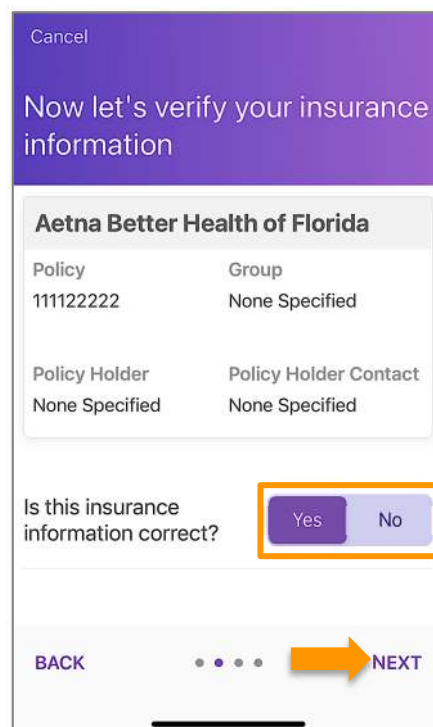
Verify Information

In this section, you will learn how to verify your demographic and insurance information.

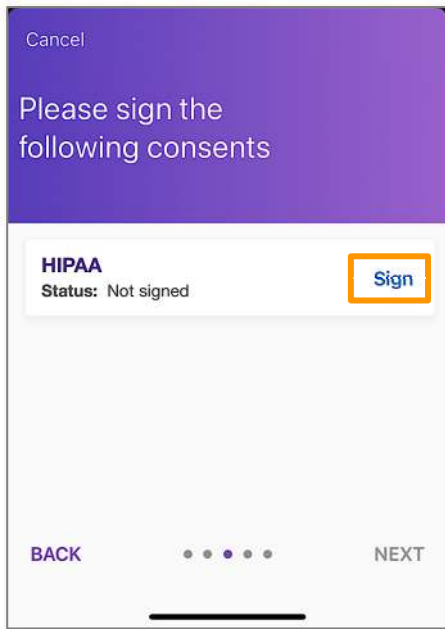
1. Verify your demographic information. If the information is correct, select **Yes**. If you need to make changes, select **No**, edit your information, and then select **Save**. To continue to the next step, select **Next**.

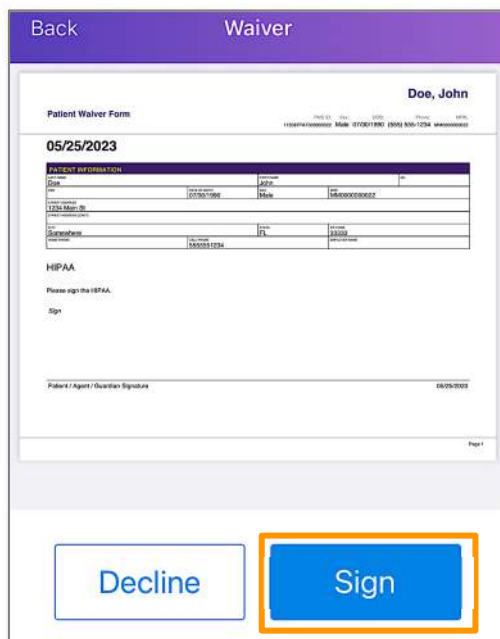
2. Next, you will verify your insurance information. If the information is correct, select **Yes**. If the information is incorrect, select **NO**. After completing the check-in, please notify our practice to update your insurance information. To continue, tap **Next**!



- On the consent screen, you can sign the waivers that have been designated by our practice. Select **Sign** next to the corresponding waiver that you want to sign.



- Review the waiver. Then, select **Sign**.



5. Use your finger or a stylus to sign the form. When you are finished signing, select **Done Signing**.

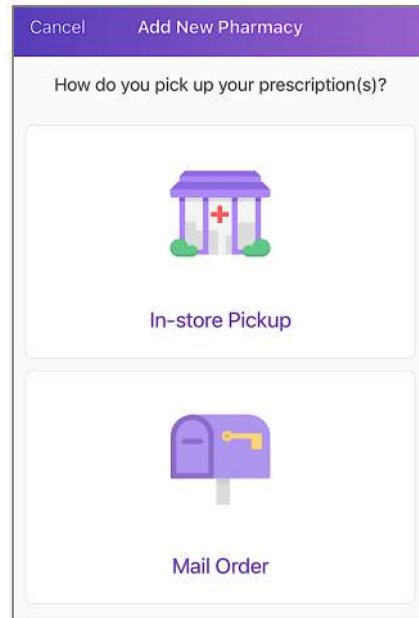
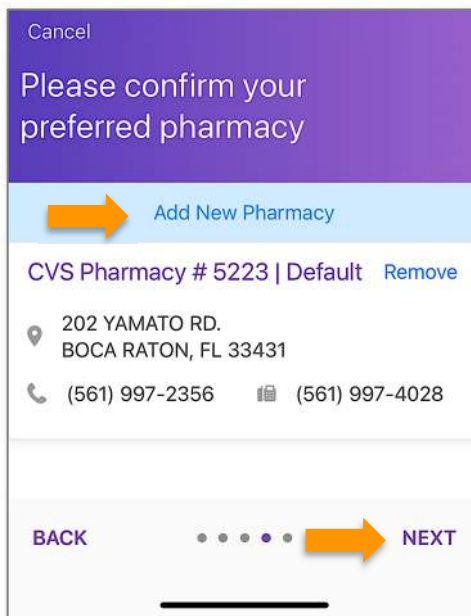


The screenshot shows a mobile application interface for signing a waiver. At the top, there is a purple header bar with a back arrow and the text "Waiver" and "Signature". Below the header, the text "Please sign the area below with your finger." is displayed. A handwritten signature "John Doe" is shown in the center. To the left of the signature is a small "x" mark. Below the signature, there is a horizontal line and the text "I, Patient / Agent / Guardian, agree to the terms and conditions outlined in the waiver form." At the bottom of the screen, there are two buttons: "Clear Signature" and "Done Signing". The "Done Signing" button is highlighted with an orange border.

6. A confirmation of the signed waiver will display. To continue, tap **Next!**



7. Now, you can confirm your preferred pharmacy. If you need to add a pharmacy, select **Add New Pharmacy**. When finished, tap **Next**.

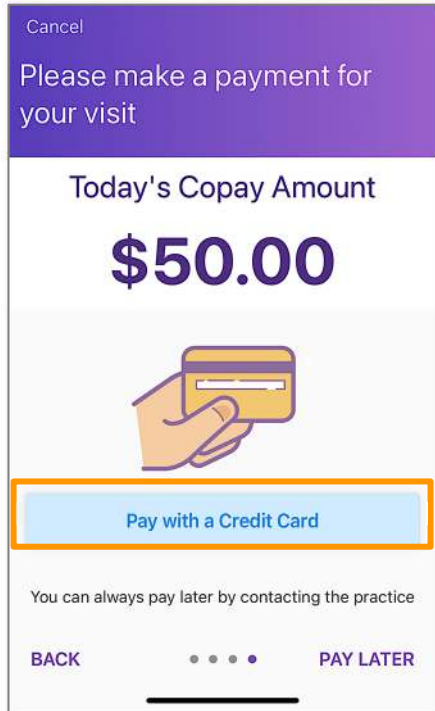


Note: Selecting *In-Store Pickup* prompts the APPatient app to display a map based on the patient's home address. The patient can manipulate the map to search all pharmacies in their area. Selecting *Mail Order* allows patients to search by name to pick from a list of Surescripts pharmacies.

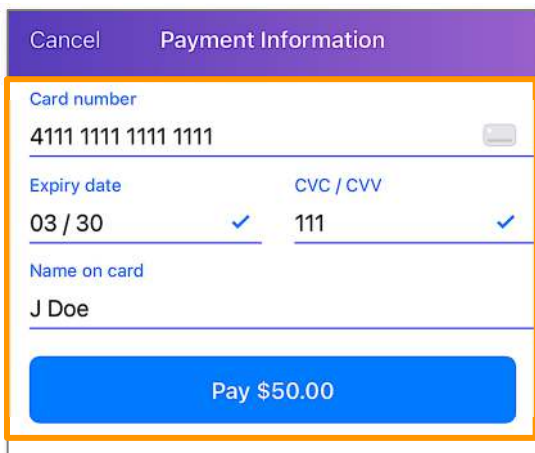
Make Copay Payment

In this section, you will learn how to make a payment for your copay through the APPatient app.

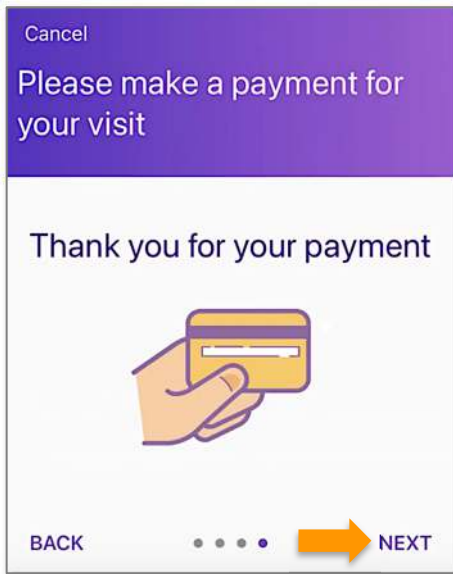
1. To make a copay payment towards your visit, select **Pay with a Credit Card**.



2. Input your credit card information in the required fields. Tap **Pay**.

A screenshot of the 'Payment Information' screen in the APPatient app. The screen has a purple header with 'Cancel' and 'Payment Information'. The form fields are: 'Card number' with the value '4111 1111 1111 1111'; 'Expiry date' with '03 / 30' and a checkmark; 'CVC / CVV' with '111' and a checkmark; and 'Name on card' with 'J Doe'. A large blue button at the bottom is labeled 'Pay \$50.00'. The entire form area is outlined with an orange border.

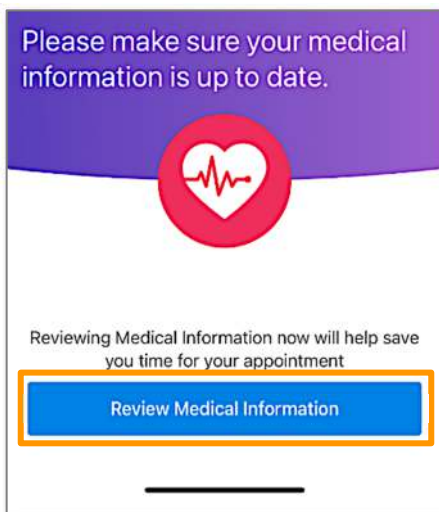
3. You will be directed to a confirmation screen. To continue, tap **Next**.



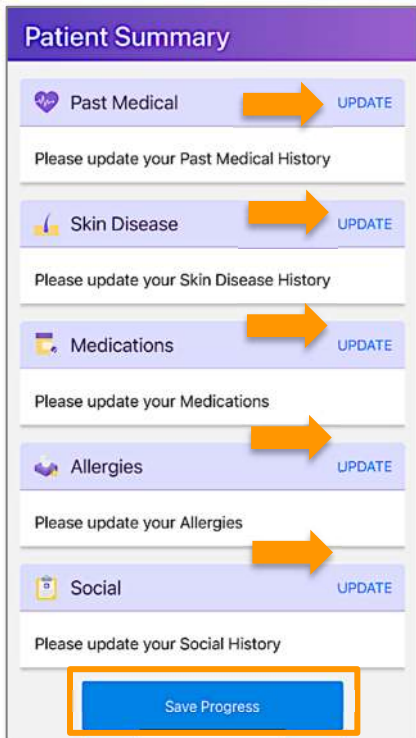
Update Medical Information

In this section, you will learn how to update your medical information.

1. Select **Review Medical Information**.



2. To update your medical information, tap **Update** in each section. When finished, select **Save Progress**.



The screenshot displays the 'Patient Summary' screen with the following sections and update buttons:

- Past Medical**: UPDATE button with an orange arrow pointing to it.
- Skin Disease**: UPDATE button with an orange arrow pointing to it.
- Medications**: UPDATE button with an orange arrow pointing to it.
- Allergies**: UPDATE button with an orange arrow pointing to it.
- Social**: UPDATE button with an orange arrow pointing to it.

At the bottom of the screen, a blue button labeled 'Save Progress' is highlighted with an orange border.