

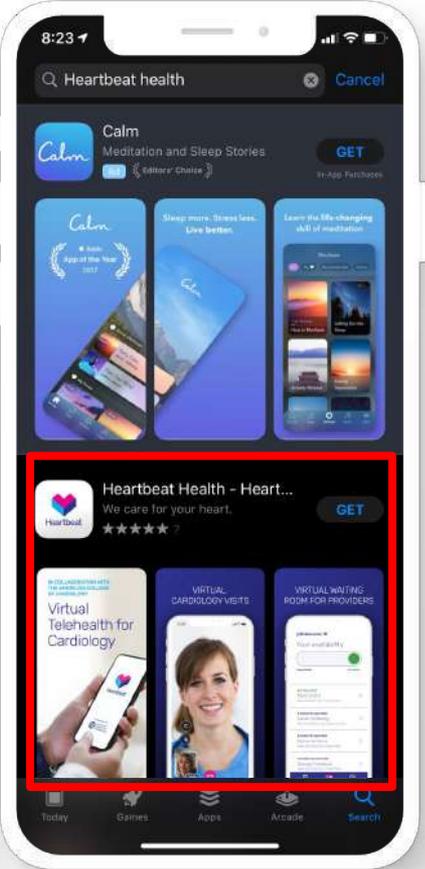
 Heartbeat

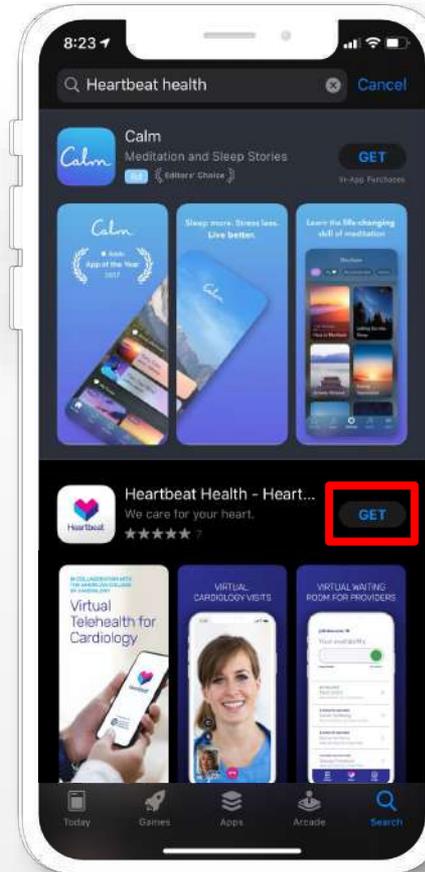
10 minutes with
us could add years
to your life.

Heartbeat App Patient Onboarding

Before you can visit with a provider, you must download the Heartbeat app onto your phone. Do this first by going to the **App store**.

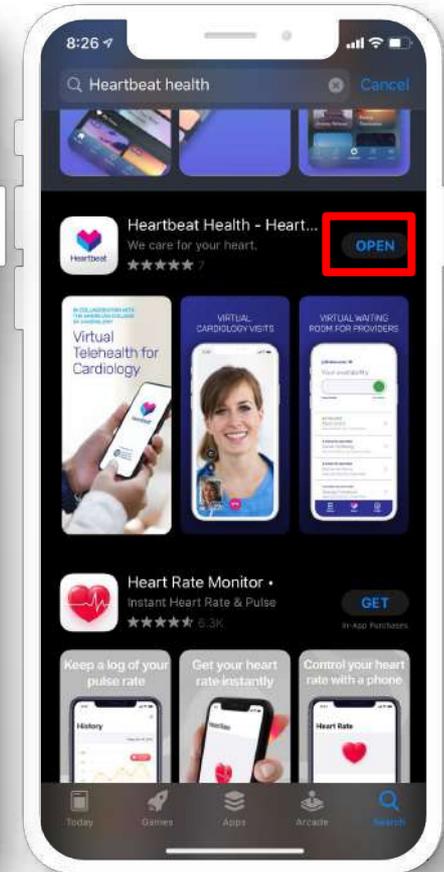
Once you're in the App store search for "**Heartbeat Health.**" The app will appear as your second result. You should recognize the Heartbeat Health icon as well, pictured far right.





Select **"Get"** and then wait for the app to download.

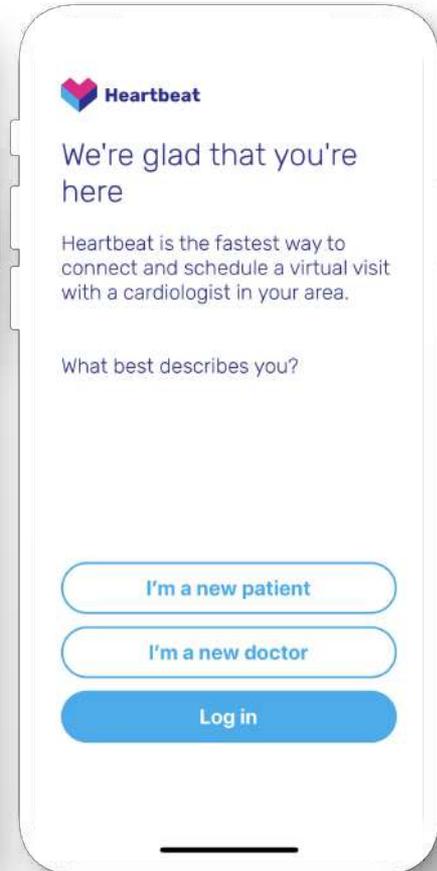
After the app has downloaded, you will have the option to select **"Open"** to launch the app.



When you open the app you will see this loading screen promoting the ACC collaboration

Following this, you'll be presented with a welcome screen to setup your account. On initial account creation, you'll want to **select "I'm a new patient"** to setup your account

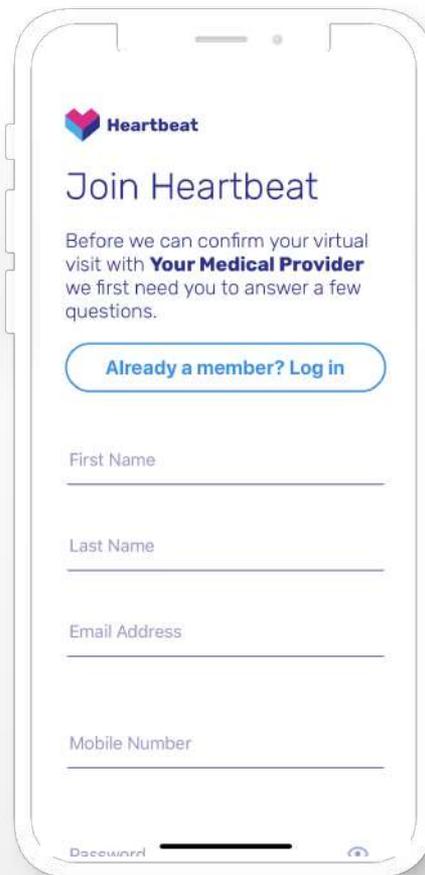
In the future, once your account is setup, you'll simply select **"Log in."**



Here, you'll create your account. **All fields are required**, but can be adjusted later if necessary. You'll also need to **accept our terms and conditions**.

Upon completion of the form, select **"Create Account"**.

If you get any errors completing the form, check back to ensure your email is formatted correctly and the password meets the validation requirements.



Heartbeat

Join Heartbeat

Before we can confirm your virtual visit with **Your Medical Provider** we first need you to answer a few questions.

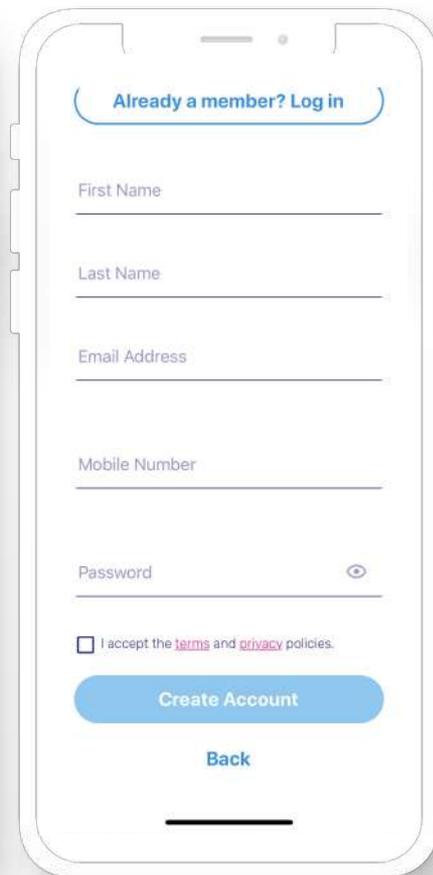
[Already a member? Log in](#)

First Name

Last Name

Email Address

Mobile Number



[Already a member? Log in](#)

First Name

Last Name

Email Address

Mobile Number

Password 

I accept the [terms](#) and [privacy](#) policies.

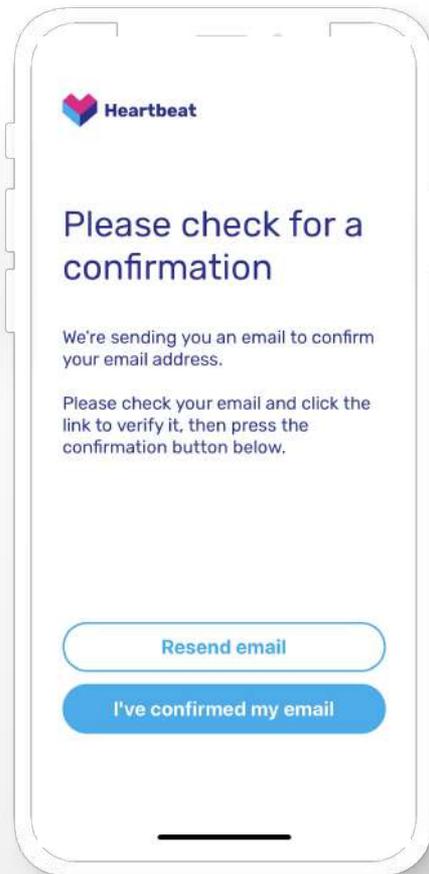
[Create Account](#)

[Back](#)

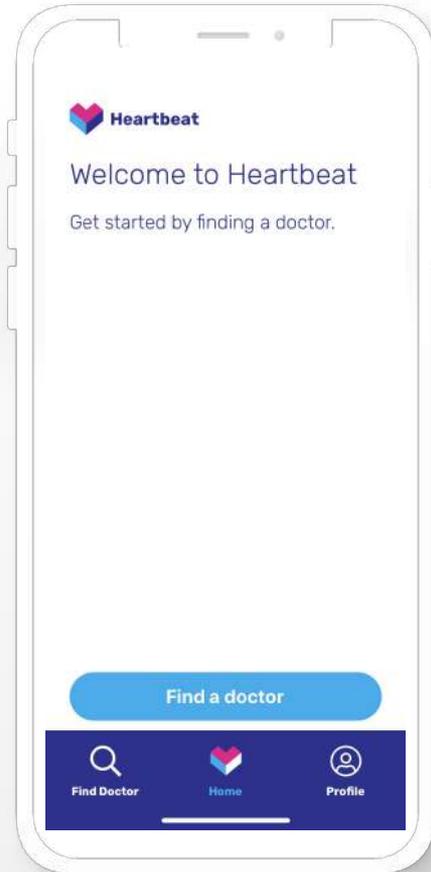
Following account creation, we will send an **email confirmation** for security purposes. This email will go to the email address you provided on the previous screen.

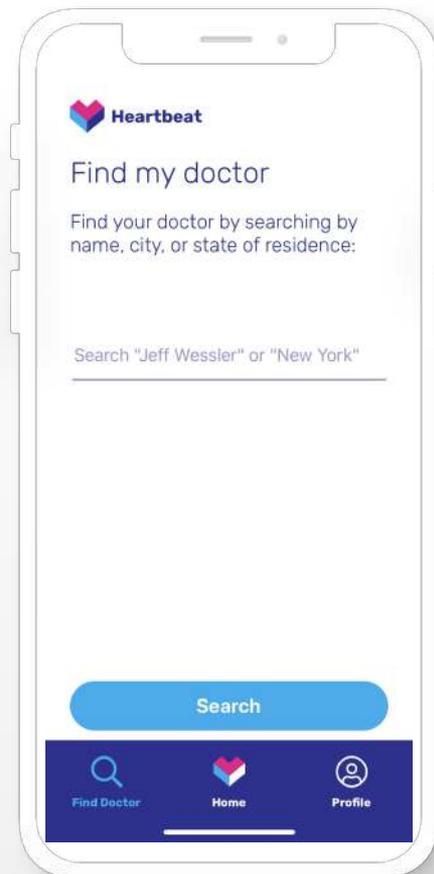
The email will come from **no-reply@heartbeathhealth.com** with the **subject line "Please verify your email!"** If you cannot locate this email, please check your **spam folder**.

You will not be able to proceed past this screen without confirming your email.



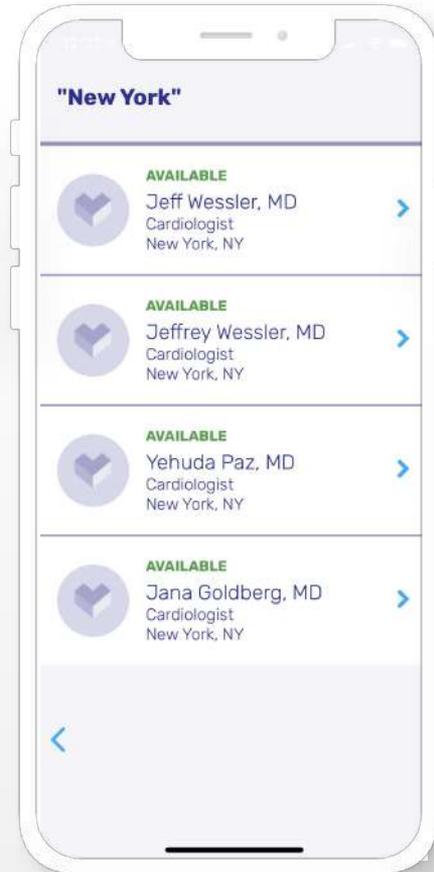
Once you've confirmed your email you're ready to get started! From the home screen you can begin by selecting **"Find a doctor"** from the button on the bottom of the screen or the navigation at the bottom.





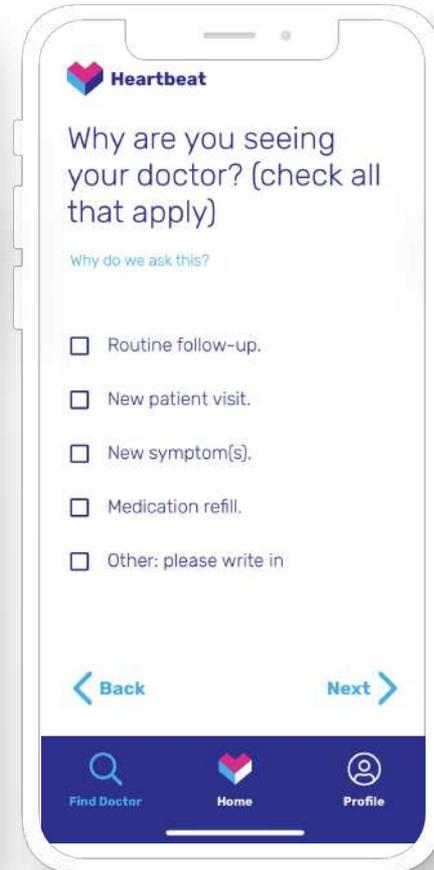
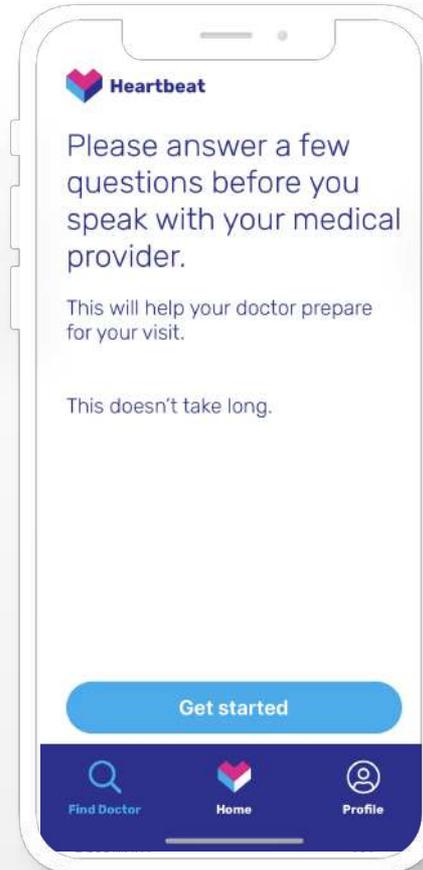
You can search for a provider by their **first name, last name, full name, or your city or state of residence**. After you have input your search term, select **“Search”** and you will be provided with a list of results.

You will see a list of results based on your search term. Providers who are online at the time of your search will be marked “**Available**” and, upon selection, you can join their waiting room. Providers not marked available can still be selected from this list and will be notified you’re looking to meet with them.



Once you've selected a provider from the previous search, you will be prompted to answer a few questions before meeting with them. Select **"Get Started"**.

From there you will be asked **two questions. Check all answers that apply.** If you do not find an answer that fits you, select **"Other"** and you will be prompted to fill in a response.

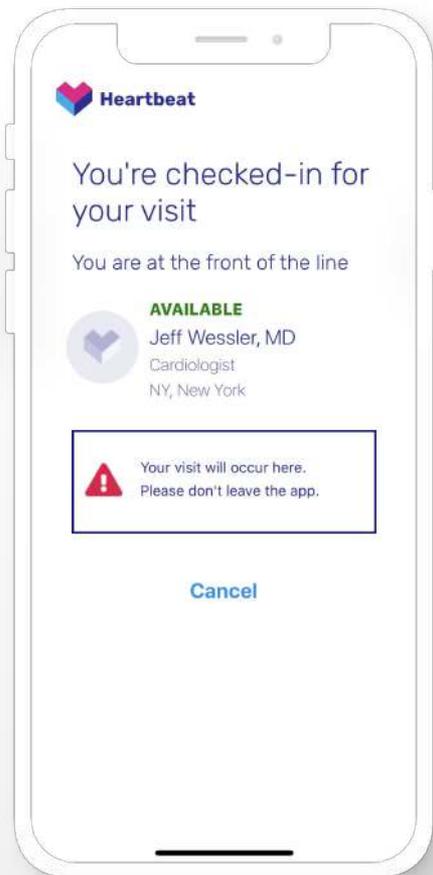


If the provider you selected is currently available for visits, you will enter the providers' 'waiting room.'

Here you will **see your position in your providers' queue**. You should wait patiently on this screen, which is where your appointment will take place.

You're able to use other apps during this waiting period and will receive a notification when your provider is ready for you.

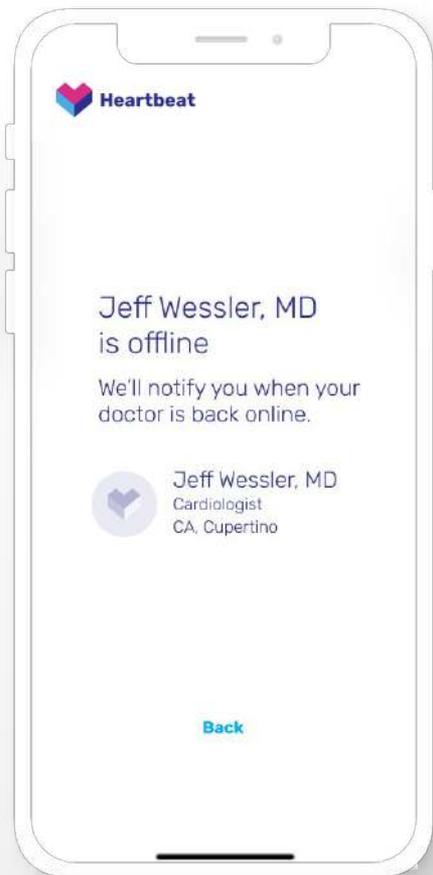
If you need to cancel for any reason, select "**Cancel**" and your doctor will be notified.



If the provider you selected is currently unavailable for visits, you will see this screen. We will notify the provider you're hoping to meet with them.

When that provider becomes available, **we will notify you.** You do not need to stay in the app to wait for this notification.

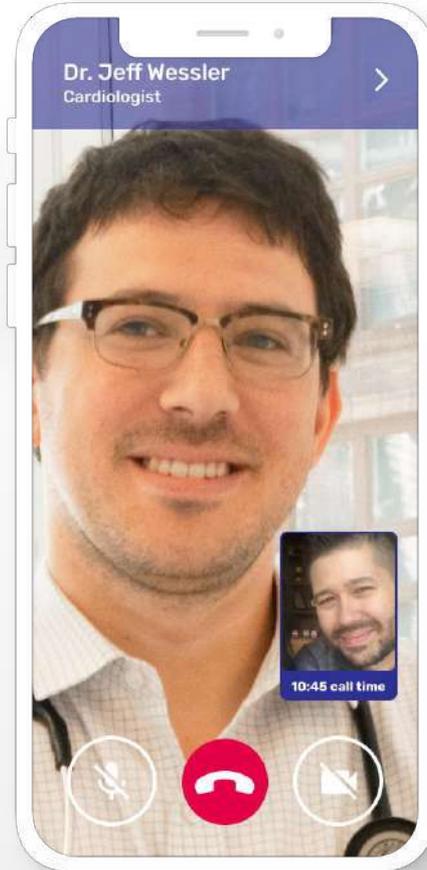
If you urgently wish to speak with someone, you should call your provider directly or go back to search and select an available provider. In the event of an emergency, please dial 911 directly.



When your provider is ready, they will start the video call. Once the call begins you'll be able to see and hear your provider. You're able to **mute your audio** (far left icon) or **turn off your video** if needed (far right icon), and your provider is also able to do the same.

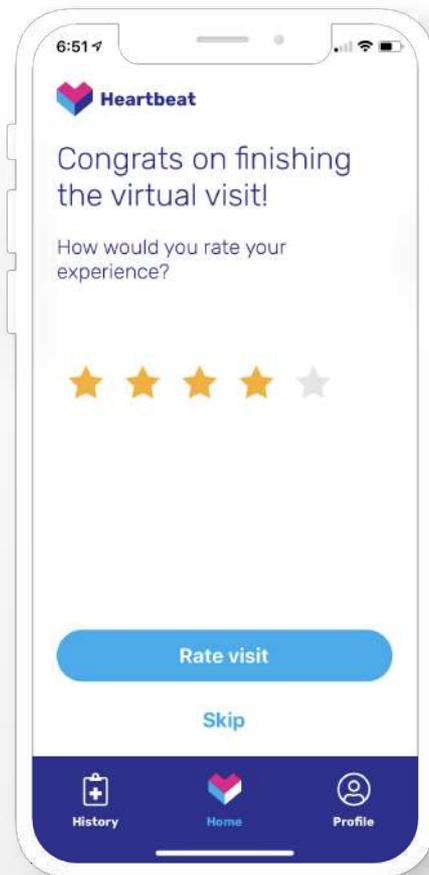
When you're done with the visit, the **center red button** will end the call.

Navigating away from this screen will pause the audio and video, but not end the call. You must hit the center red button to completely end the call.



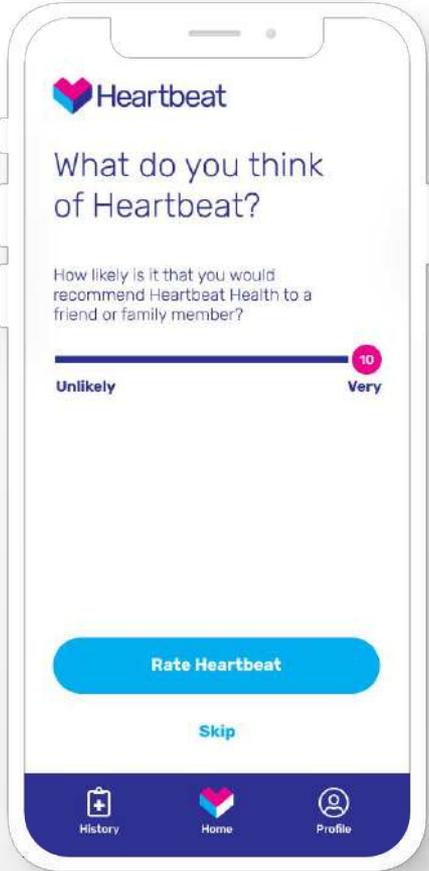
Upon completion of the visit, you will have an opportunity to **rate the experience**. Your rating will not be shared publicly, but is an opportunity to provide feedback on your visit.

Once you select the number of stars, select **“Rate Visit.”** Alternatively, you can **skip** this screen.



Occasionally we will prompt you to rate how likely you would be to recommend this app to friends or family. This is an industry standard **NPS (Net Promoter Score)** and will only be used internally as a baseline for our progress.

You may also **skip** this screen



The far left tab, **Profile**, will take you to your profile with the information you input during account creation.

If you need to edit your name you can do that here. If you need to update any other information, please contact us.

