

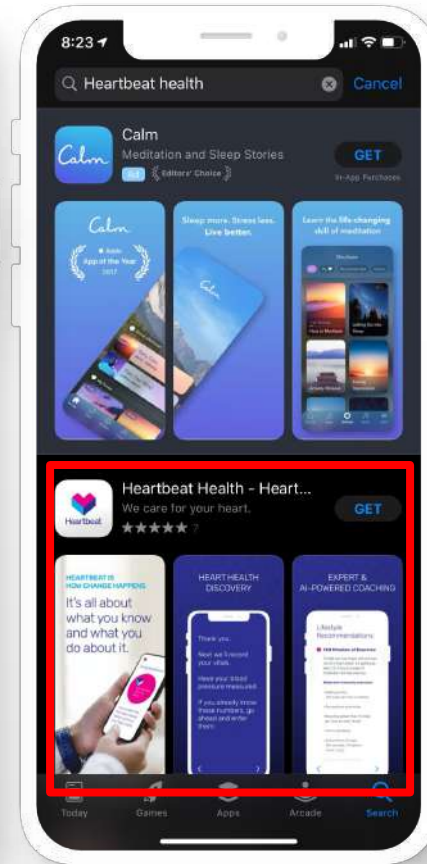
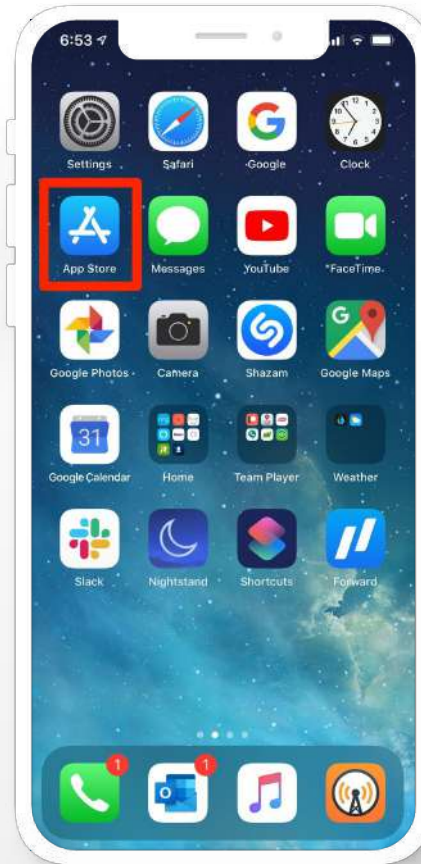
 Heartbeat

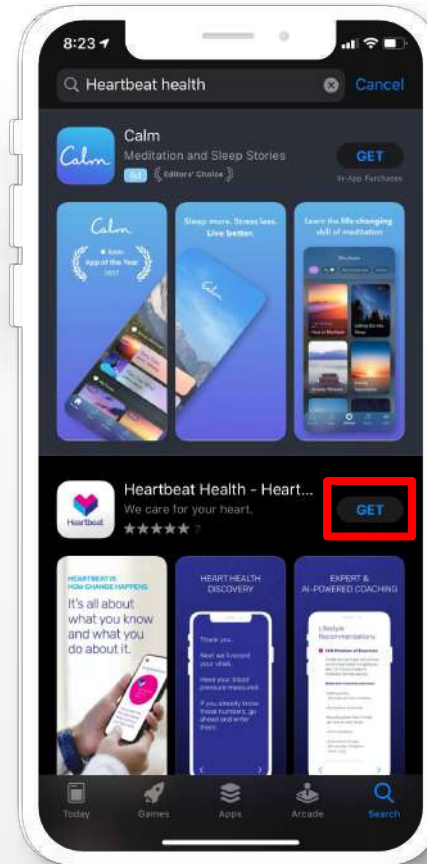
10 minutes with  
us could add years  
to your life.

# Heartbeat App Provider Onboarding

Before you begin onboarding, download the app onto your phone. Do this first by going to the **App store**.

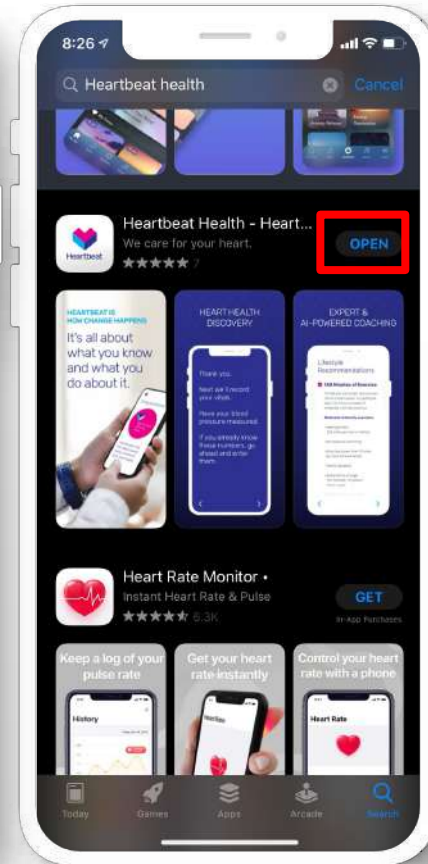
Once you're in the App store search for "**Heartbeat Health.**" The app will appear as your second result. You should recognize the Heartbeat Health icon as well, pictured far right.





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

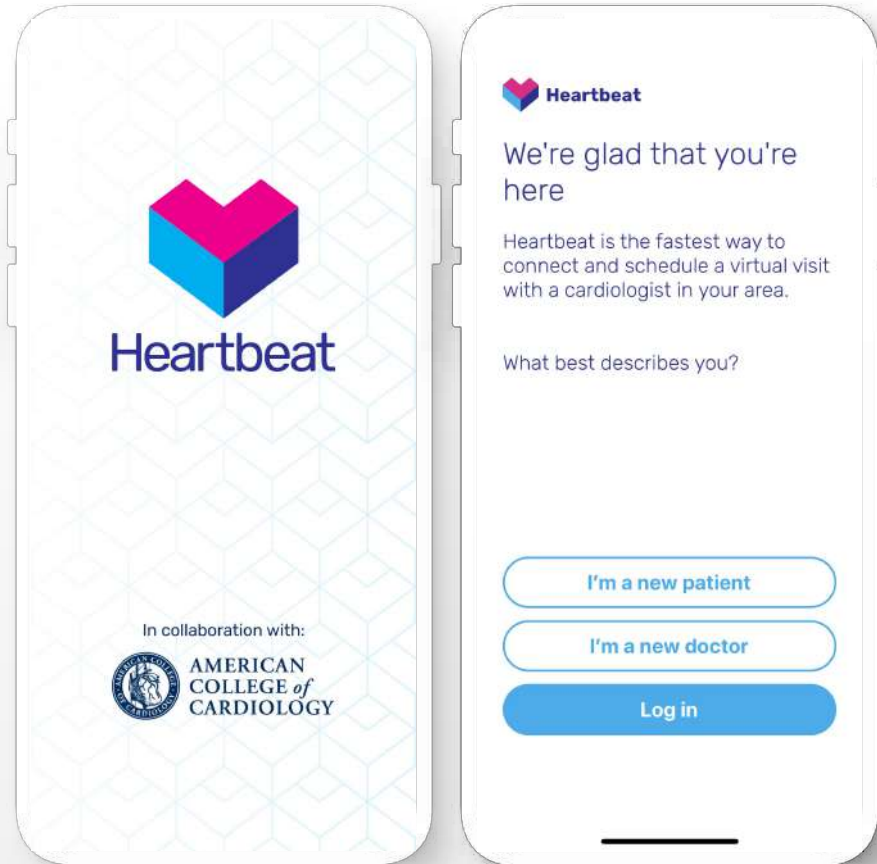
Once the app is downloaded, you will have the option to select **"Open"** to launch the app.



After opening the app you will see a loading screen with the Heartbeat and ACC logos.

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 doctor"** to setup your account

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



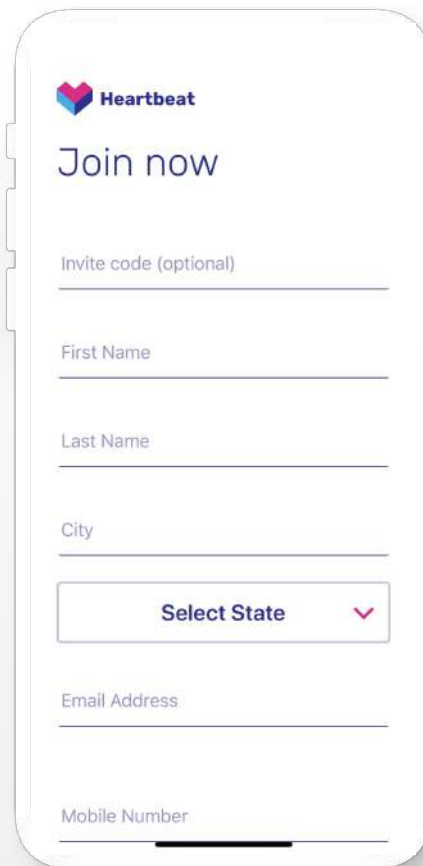
Here, you'll create your account. Input the **unique invite code** provided to you\* into the first field, followed by your personal information.

**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.

\*Sent via email following your approval for participation by Heartbeat Health.



Heartbeat

## Join now

Invite code (optional)

First Name

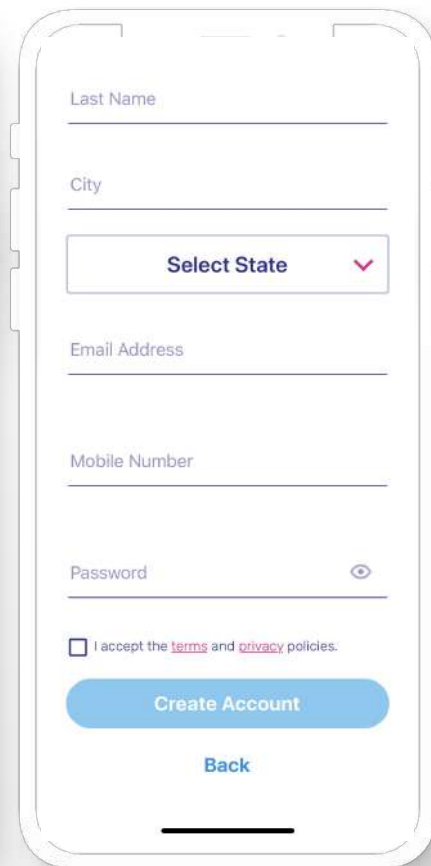
Last Name

City

Select State

Email Address

Mobile Number



Last Name

City

Select State

Email Address

Mobile Number

Password

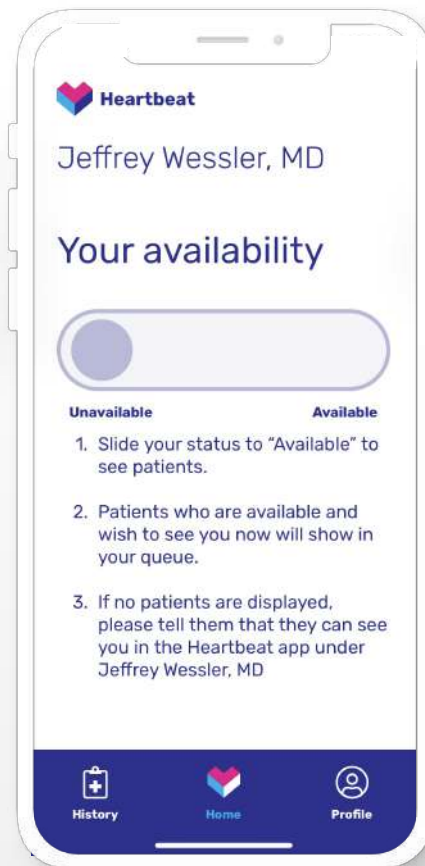
I accept the [terms](#) and [privacy](#) policies.

Create Account

Back

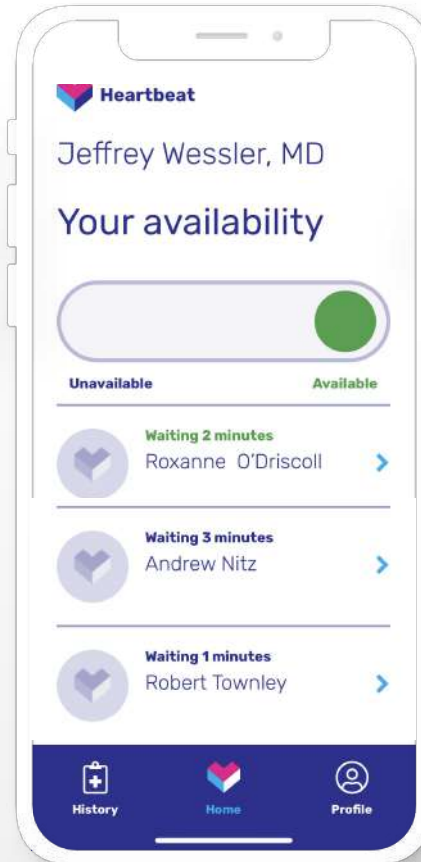
Following account creation, you'll land on your availability screen. This is where you'll be able to set your status to **Available** to see patients.

To become available to patients, simply tap on the toggle. You'll see the toggle turn green as an indication that you're available.



Once you become **Available**, your patients can **join your virtual waiting room**.

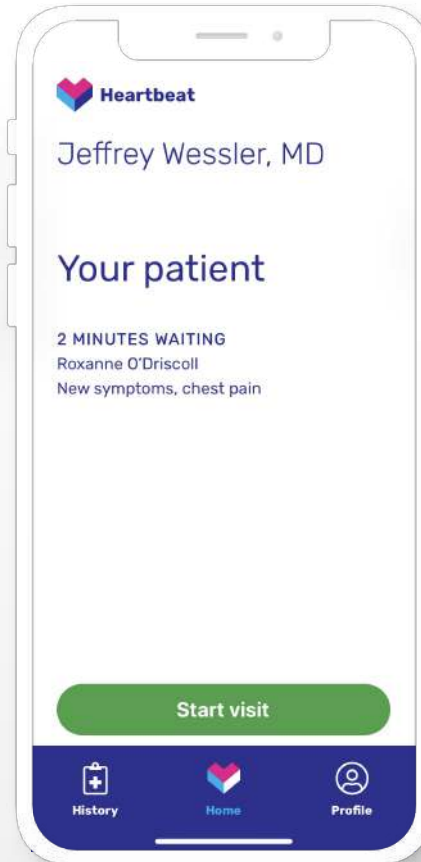
Your patients will be able to see your availability status. Patients are unable to join the waiting room until you're available. If you're available, they will enter your 'waiting room'. If you're unavailable, you will receive a notification from the app that a patient is interested in seeing you, and they will be notified when you become available.



Select a patient from the queue. You will be provided with patient details including their **current wait time, name, reason for visit, as well as any symptoms provided by the patient.**

Once you're ready, select "**Start Visit.**" This will launch the video chat.

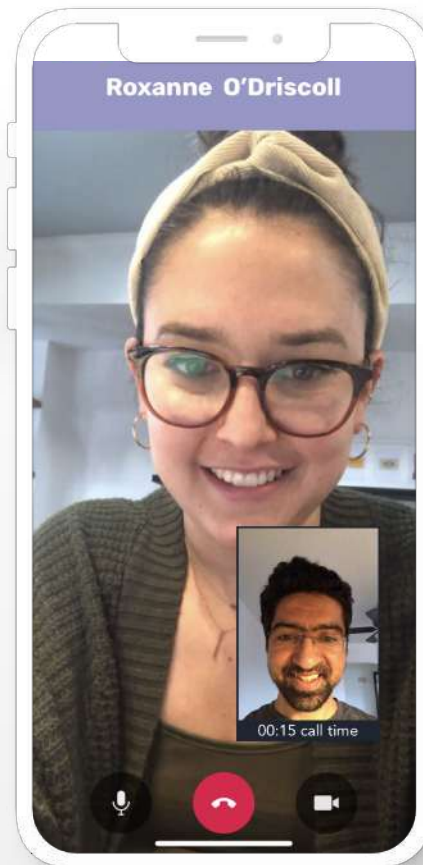
Your patient will be notified you're starting the visit and will be able to join the call.





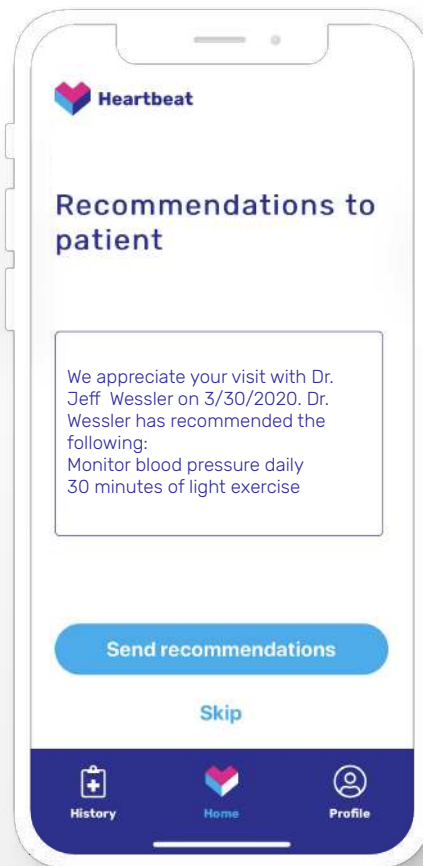
Once you start the video call you'll be able to see and hear your patient. You're able to **mute your audio** (far left icon) or **turn off your video** if needed (far right icon), and your patient is also able to do the same.

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



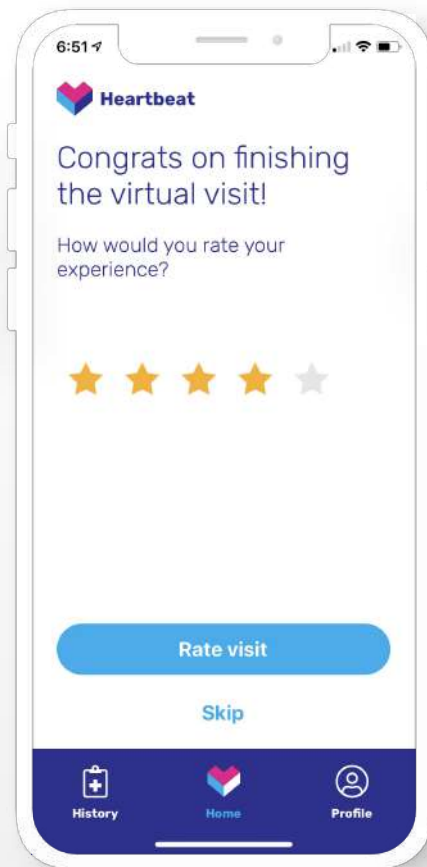
When the visit is complete, you will be prompted to input any patient recommendations. If you do not have recommendations, you can simply **skip** this screen.

If you have recommendations, you can enter them into the text field, and upon selecting “**Submit**” the recommendations will be sent to the patient by email.



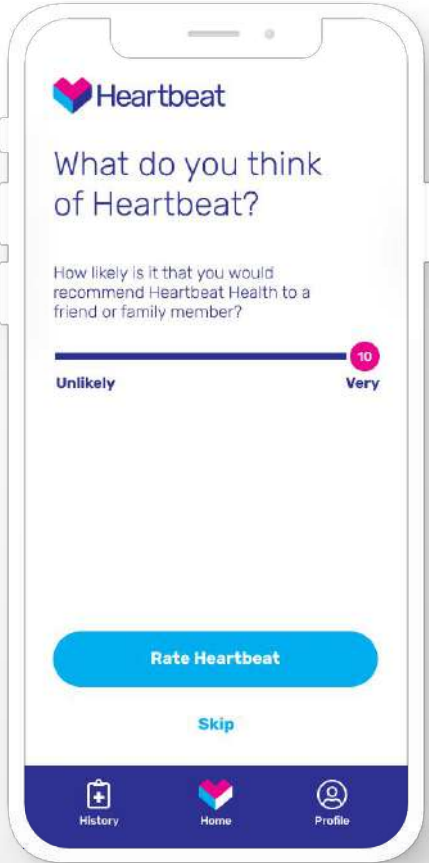
Upon completion of the visit you will have an opportunity to **rate the experience**. Your rating will not be shared publicly, but is an opportunity to provide feedback on the specific visit.

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



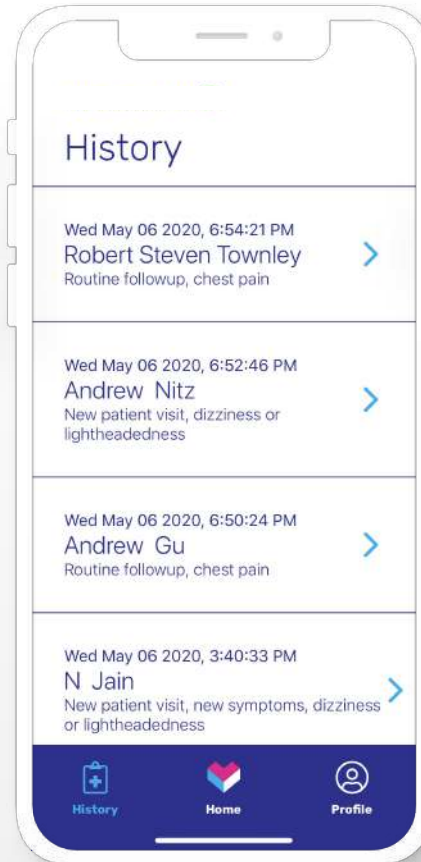
Occasionally we will also prompt you to rate how likely you would be to recommend this app to friends or family, this is an industry standard **NPS (Net Promoter Score)** and will only be used internally as a baseline for our progress.

You may also **skip** this screen



After you've completed several visits, you can reference your patient history by selecting the "**History**" tab in the bottom navigation bar.

Within the history section you will see all your **past visits within the app**. From there, you're able to select previous visits to see which recommendations you sent, with the ability to edit and **resend recommendations** if needed.



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 or location you can do that here. If you need to update any other information, please contact us.

