

We have established the APPatient Application to help effectively and securely manage your healthcare information from your mobile device. The content in this document will guide you through the secure application's most frequently required functions. Should you have other questions about using the APPatient, please contact our office at 413-707-7720.

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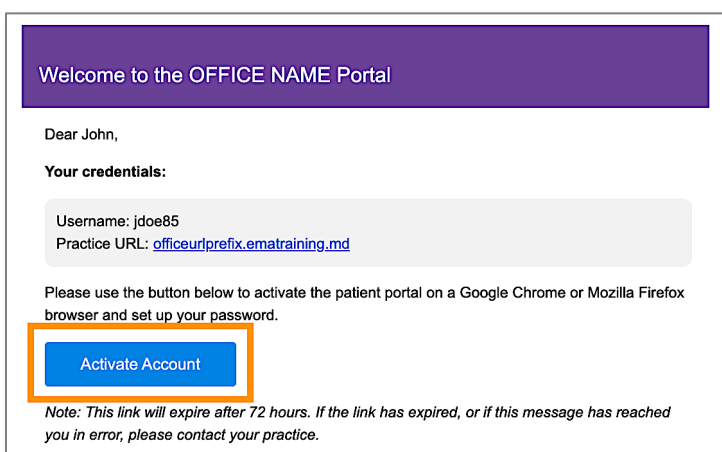
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Access the APPatient App

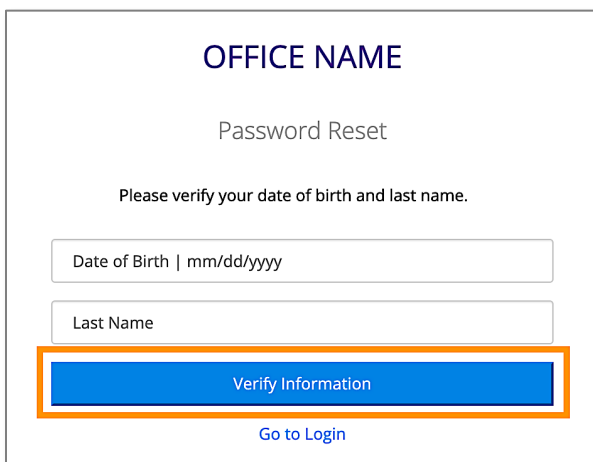
Activate Your Patient Portal Account

An account must be activated through a web browser before you can use or access your data on the APPatient Application. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.

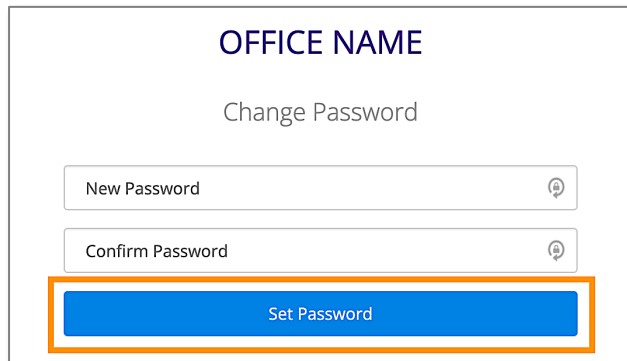
1. Open the email from us with the subject, “Welcome to Your Agape Allergy & Immunology Associates LLC Patient Portal”.
2. The email will include your Patient Portal *Username*, *Practice URL*, and the steps for logging into the portal. The Practice URL that you will use for our office is Agapeai.ema.md
3. Select, **Activate Account**.



4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.



5. You will be prompted to change your password. Once entered, select **Set Password**.



Download APPatient Application

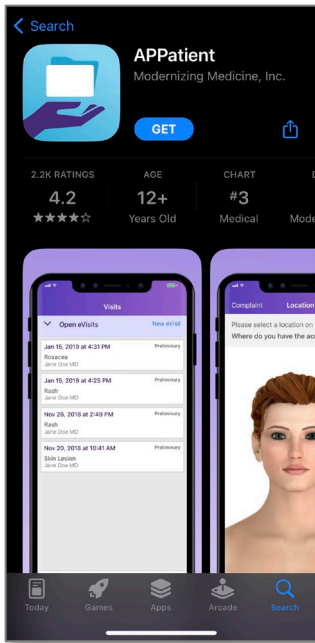
After activating your Patient Portal account on a web browser, you can use our patient mobile app- APPatient. To log into APPatient, you will need your Practice URL, Username, and Password. The Practice URL that you will use for our office is Agapeai.ema.md

1. Open the received email through your smartphone and select the provided hyperlink. If you do not have access to your email on your smartphone, go to the *App Store* and search **APPatient**.



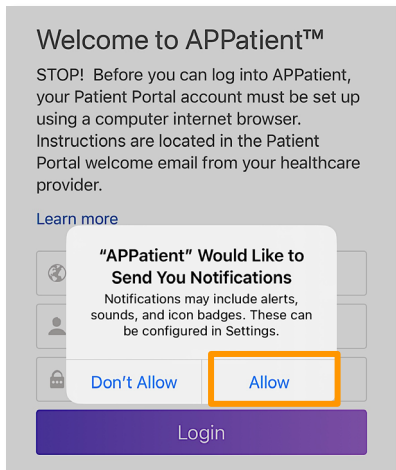
Note: Our practice offers remote, clinical care through telemedicine services available in APPatient. To access telemedicine services, you will need to activate your Patient Portal and download the APPatient mobile app.

2. This redirects you to the App Store to download the APPatient application. Select **Get** to download the application.



Note: If the application has already been downloaded, the hyperlink will redirect you to the application.

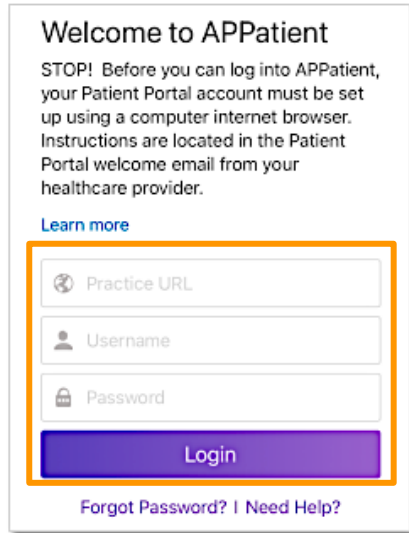
3. You will receive a pop-up asking to Allow Push Notifications. It is highly recommended that you select **Allow** to receive push notifications for updates. If you don't allow, you will have to log into the app frequently to check for updates.



Log in to the APPatient App

After APPatient has been downloaded, you will be able to log in to the App as needed. Follow the steps below to log in.

1. First, enter the **Practice URL**, **Username**, and **Password**. Then, select **Login**. These are the same credentials utilized when accessing the patient portal on the web browser. The Practice URL that you will use for our office is Agapeai.ema.md



Welcome to APPatient

STOP! Before you can log into APPatient, your Patient Portal account must be set up using a computer internet browser. Instructions are located in the Patient Portal welcome email from your healthcare provider.

[Learn more](#)

Practice URL

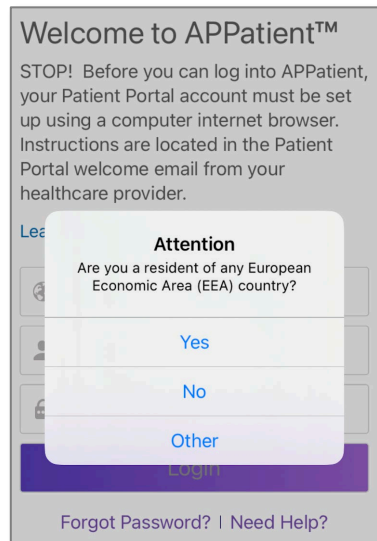
Username

Password

Login

[Forgot Password? | Need Help?](#)

2. Upon the first login, you will be prompted to select if you are a resident of any EEA country.



Welcome to APPatient™

STOP! Before you can log into APPatient, your Patient Portal account must be set up using a computer internet browser. Instructions are located in the Patient Portal welcome email from your healthcare provider.

[Learn more](#)

Attention

Are you a resident of any European Economic Area (EEA) country?

Yes

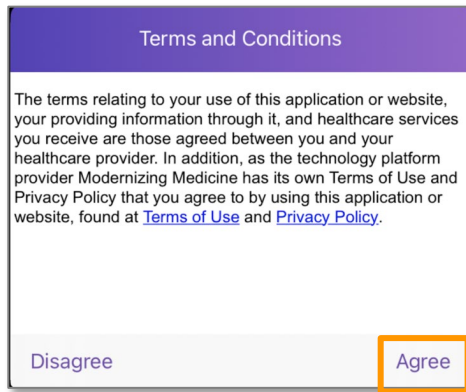
No

Other

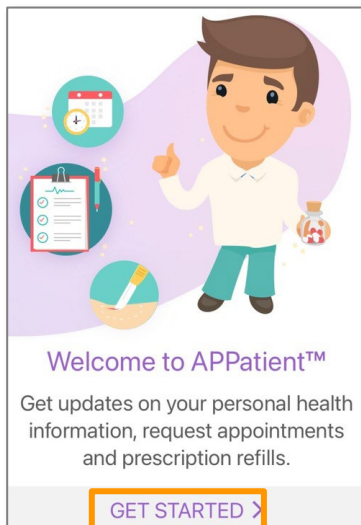
Login

[Forgot Password? | Need Help?](#)

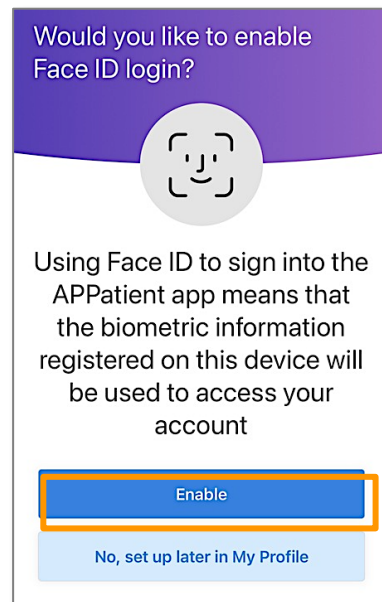
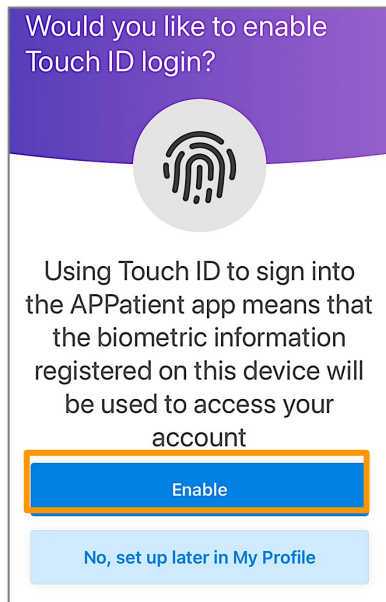
- Next, select **Agree** to the Terms and Conditions to proceed.



- Welcome to APPatient! Tap **Get Started** to continue!



5. If applicable, you can enable *Touch ID* or *Face ID* capabilities.

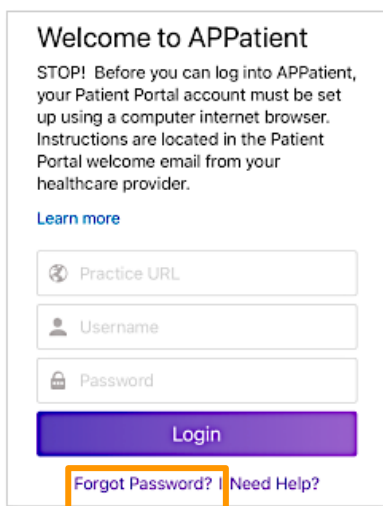


Forgot Password

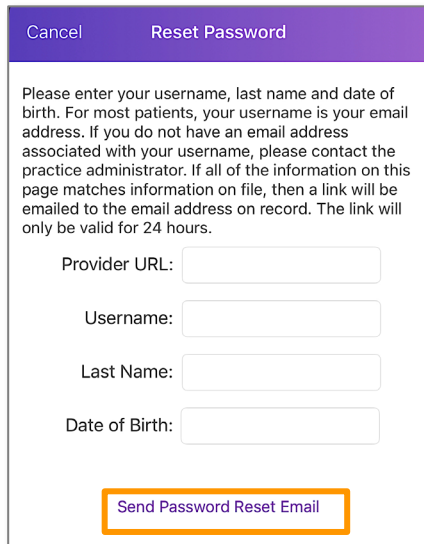
Follow these instructions if you forgot your password and need to create a new one.

Note: These instructions will only work successfully if your Patient Portal account is already created, and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

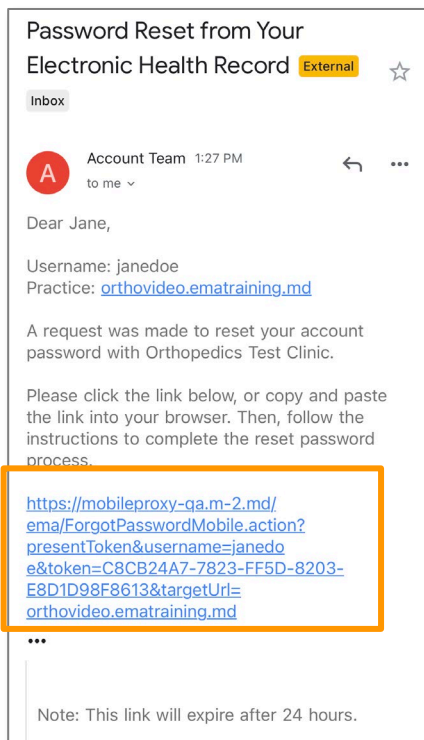
1. From the APPatient login screen, select **Forgot Password**.



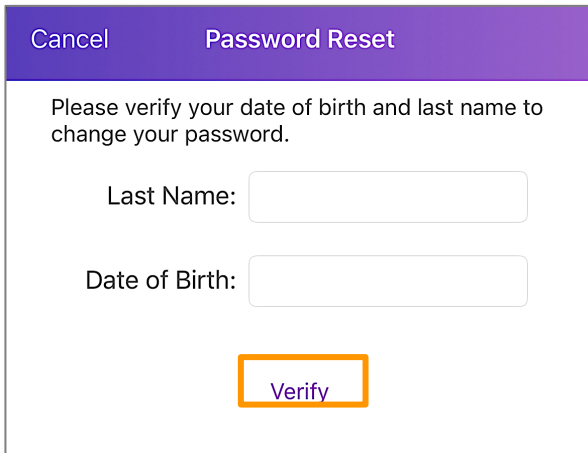
2. Enter the requested information, then select **Send Password Request Email**.



3. Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the **link** to continue.

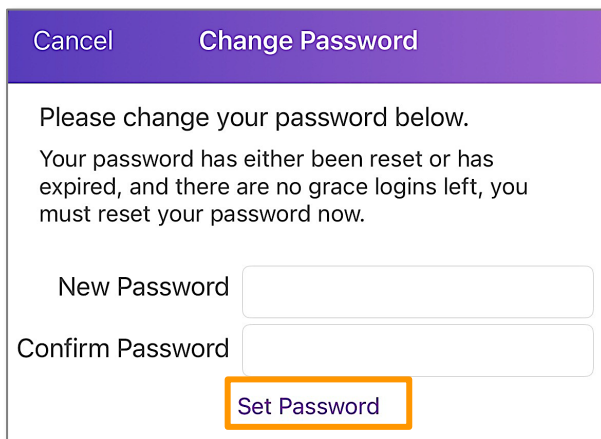


4. You will be prompted to enter your **Last Name and Date of Birth** to verify your identity. After the information is entered, select **Verify**.



The screenshot shows a mobile application interface for password reset. At the top, there is a purple header bar with the text "Cancel" on the left and "Password Reset" on the right. Below the header, the main content area is white and contains the following text: "Please verify your date of birth and last name to change your password." There are two input fields: "Last Name:" followed by a white rectangular text box, and "Date of Birth:" followed by a white rectangular text box. At the bottom center, there is a button with a purple border and the text "Verify".

5. If the information is verified successfully, you will be prompted to enter your new password. Select **Set Password**.



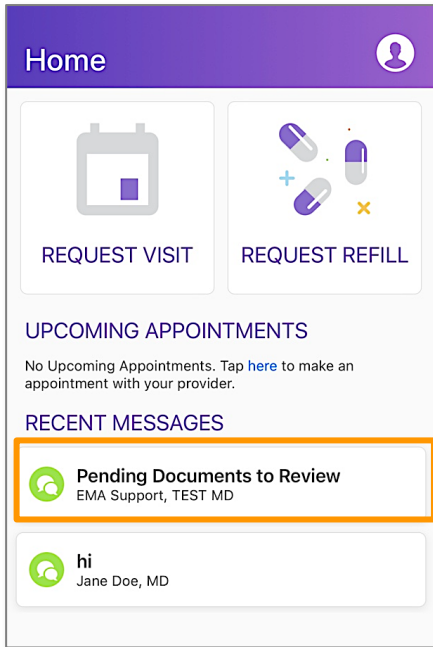
The screenshot shows a mobile application interface for changing a password. At the top, there is a purple header bar with the text "Cancel" on the left and "Change Password" on the right. Below the header, the main content area is white and contains the following text: "Please change your password below." followed by "Your password has either been reset or has expired, and there are no grace logins left, you must reset your password now." There are two input fields: "New Password" followed by a white rectangular text box, and "Confirm Password" followed by a white rectangular text box. At the bottom center, there is a button with a purple border and the text "Set Password".

Prepare for Your Visit

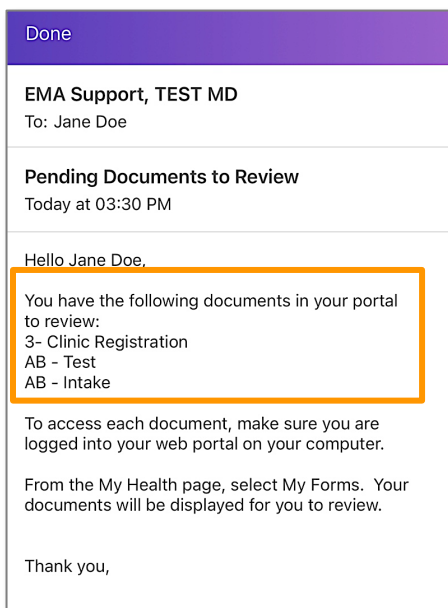
Forms on APPatient

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.

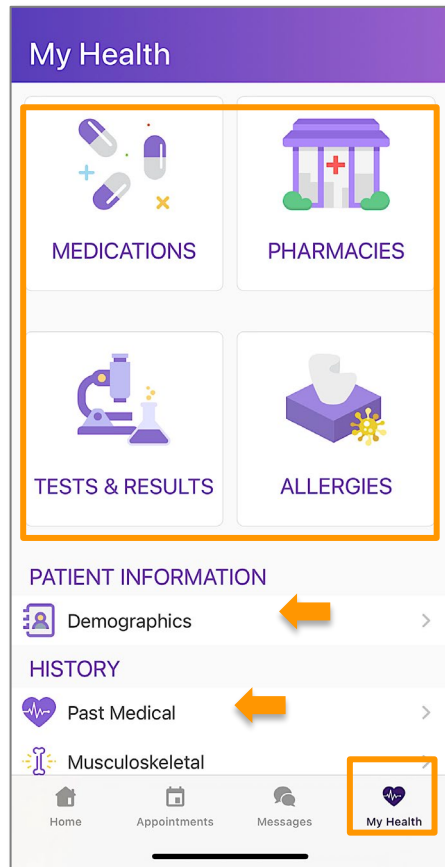


3. Please refer to the Patient Portal Manual for more details on completing forms on the computer.

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*.

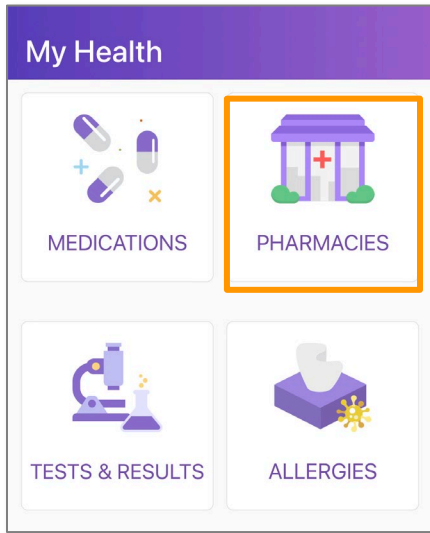


- **Medications** - Add or edit your medications list.
- **Pharmacies** - Add or edit pharmacies. See below for additional instructions.
- **Tests & Results** - View any result that your medical provider has posted. See below for additional instructions.
- **Allergies** - Add or edit your allergies.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

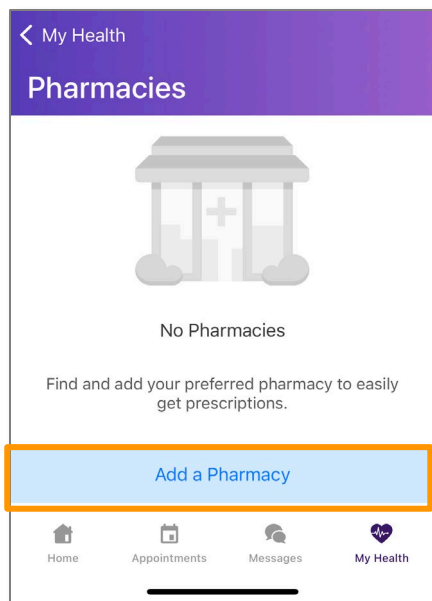
Add Your Preferred Pharmacy

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.

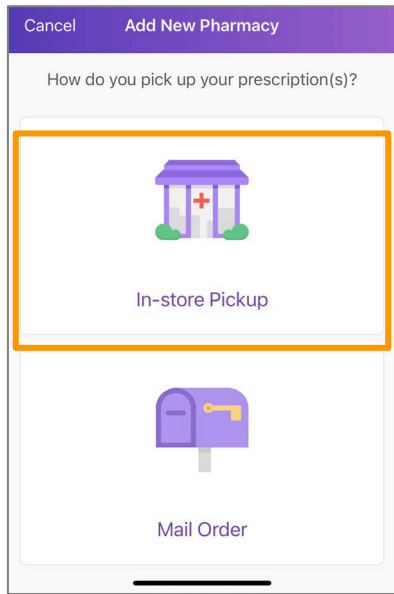
1. From the *My Health* section of the portal, select **Pharmacies**.



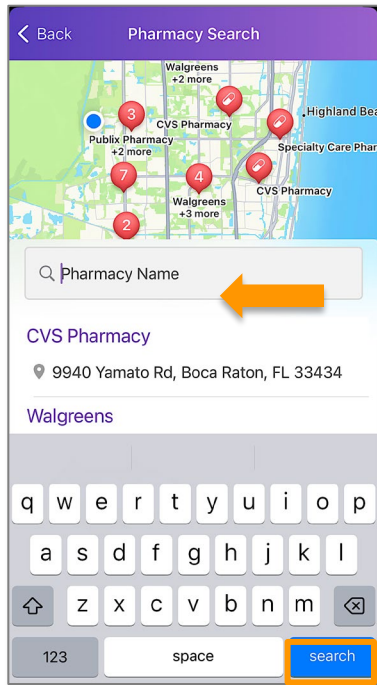
2. Select **Add a Pharmacy**.



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**.

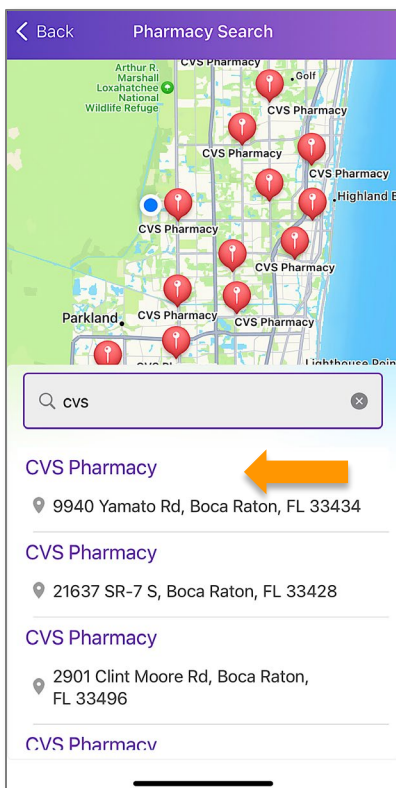


5. In the search bar, type in your preferred *Pharmacy Name*. Then, select **Search**.

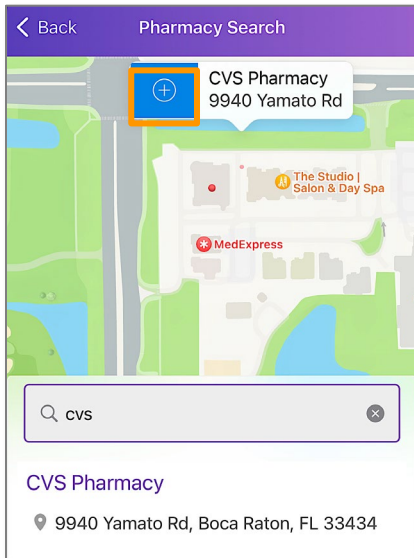


Note: The search will filter pharmacies based on the address you have saved in your demographics.

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



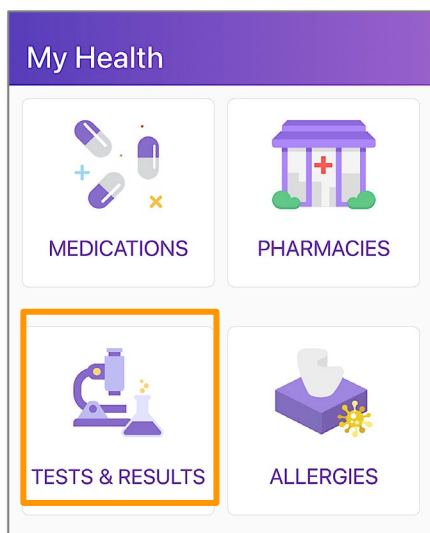
7. Select the **Add Icon** to add the pharmacy.



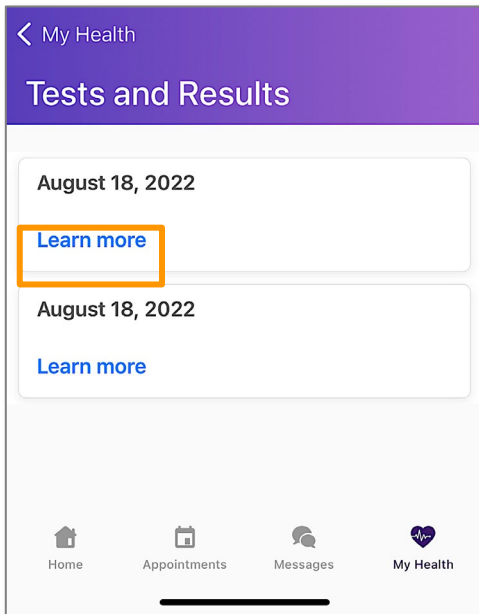
View Your Tests & Results

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

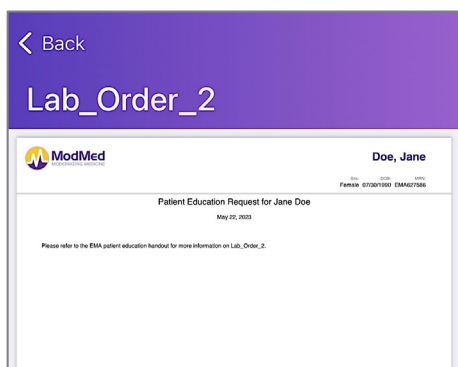
1. From the *My Health* section, select **Tests & Results**.



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.

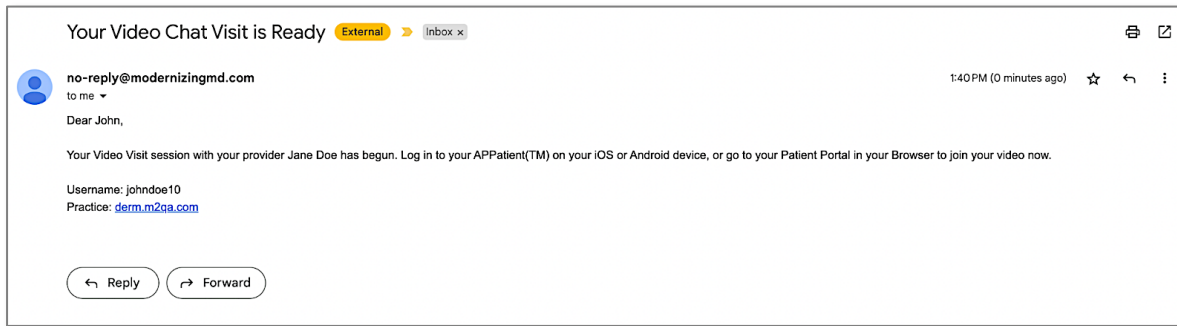


Appointments

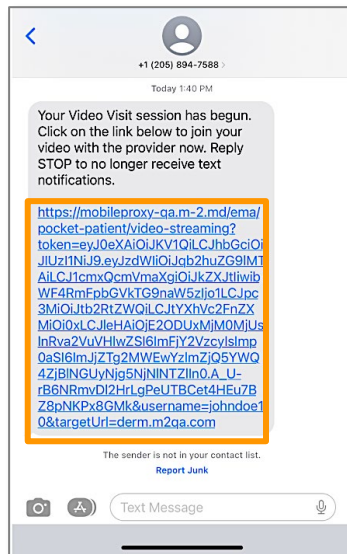
Telehealth Video Visit

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.

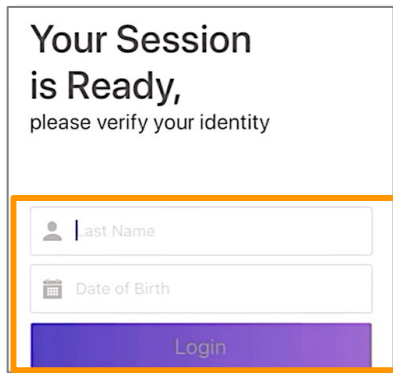


2. You will also receive a text message to with a link to join the video visit. Select the **link**.



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.

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



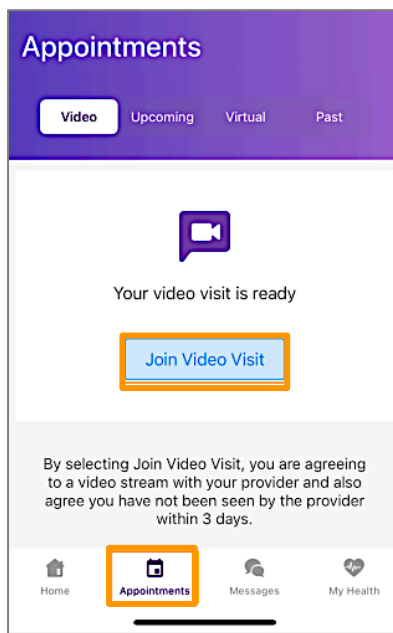
Your Session
is Ready,
please verify your identity

Last Name

Date of Birth

Login

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



Appointments

Video Upcoming Virtual Past

Your video visit is ready

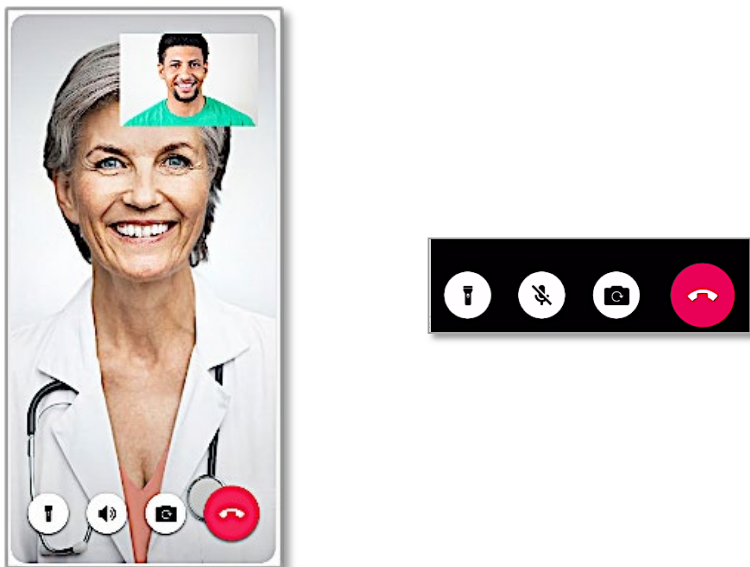
Join Video Visit

By selecting Join Video Visit, you are agreeing to a video stream with your provider and also agree you have not been seen by the provider within 3 days.

Home Appointments Messages My Health

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

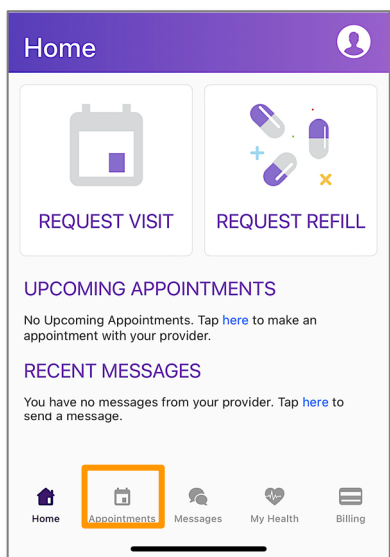
7. When the video visit begins, you can interact with your provider.



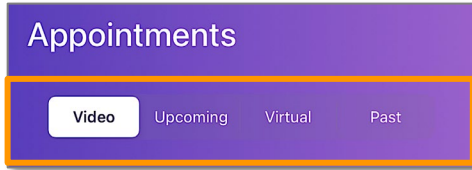
Note: During your call, you can switch between your front and back camera. You can also use your phone's flashlight. If you get disconnected, simply log back into the app and rejoin the call.

View Video, Upcoming, Virtual, and Past Visits

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



2. Tap into the section you want to view.

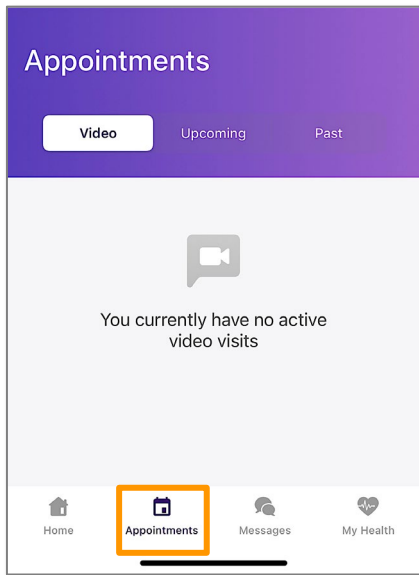


Access Your Medical Records

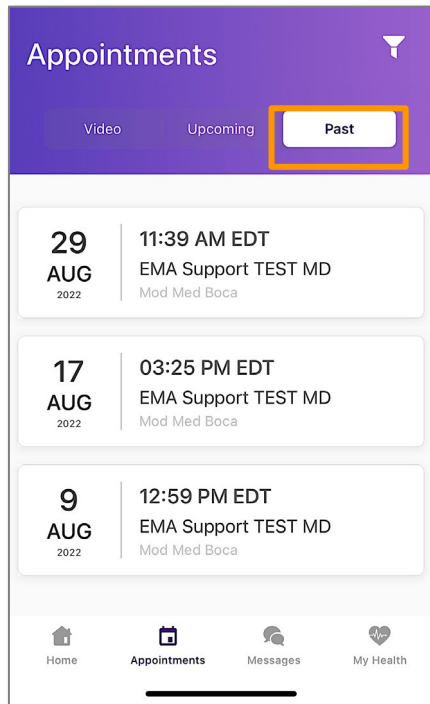
View and Share Your Medical Records

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.

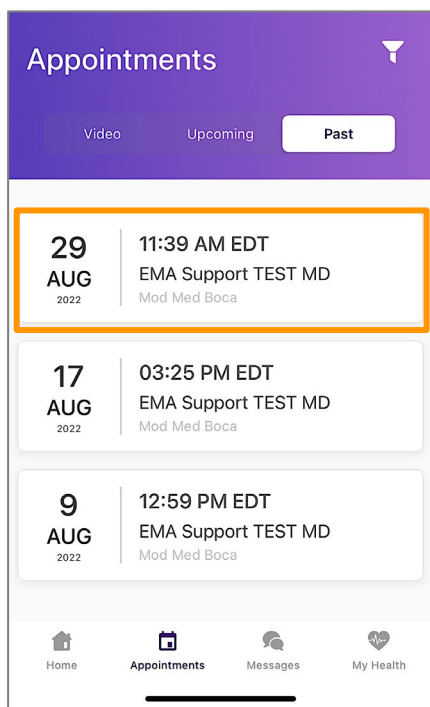
1. Once logged in to APPatient, select **Appointments** from the main navigation bar.



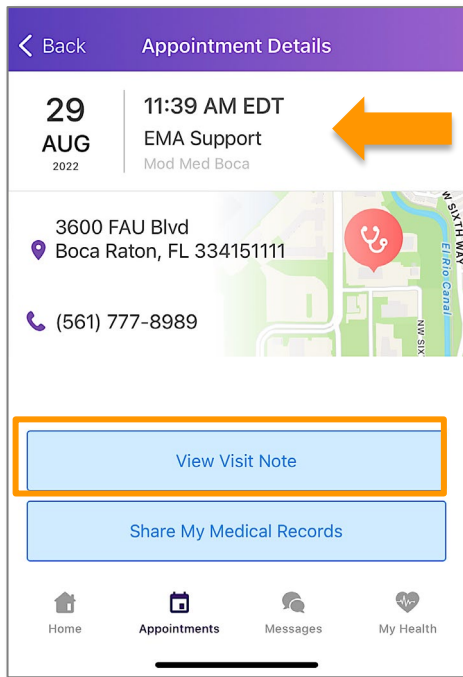
2. To view past visits, select **Past**.



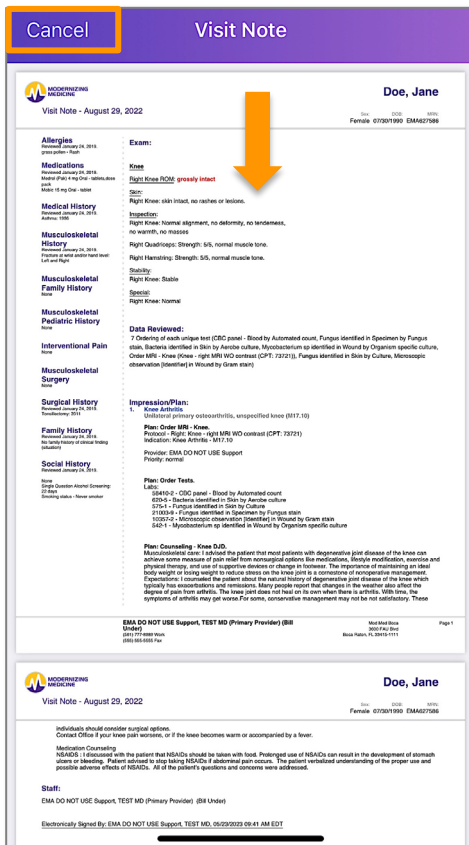
3. Tap the visit you would like to view.



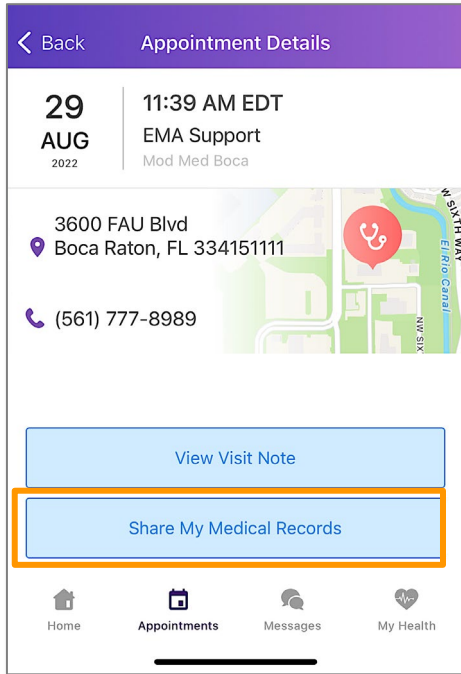
- You can view your Appointment Details here. To open the visit note, select **View Visit Note**.



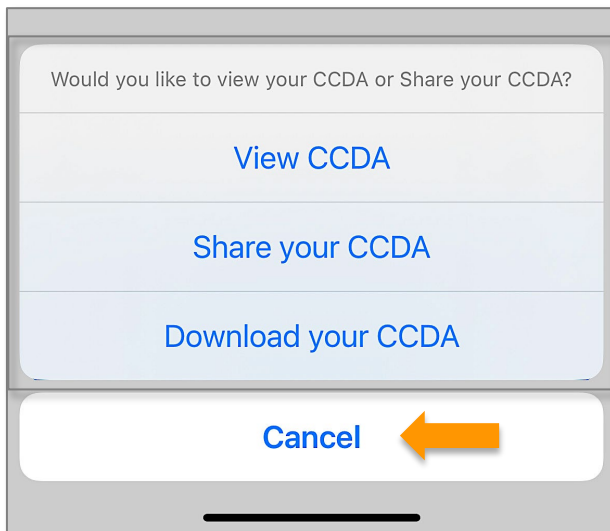
- Here, you can view your Visit Note. To return to the Appointment Details, select **Cancel**.



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



- 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**.



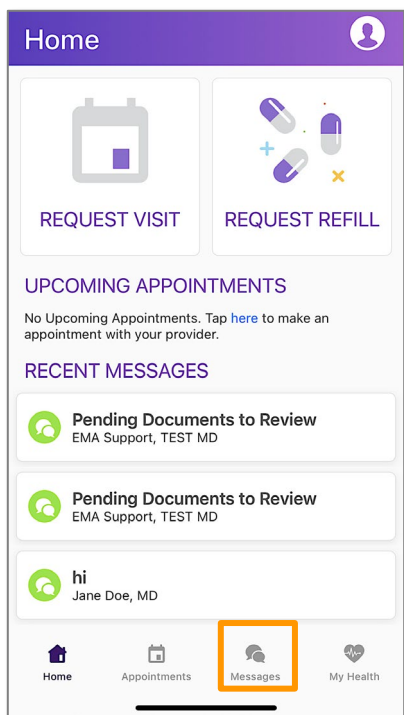
Communicate with Our Office

Send a Message to Our Office

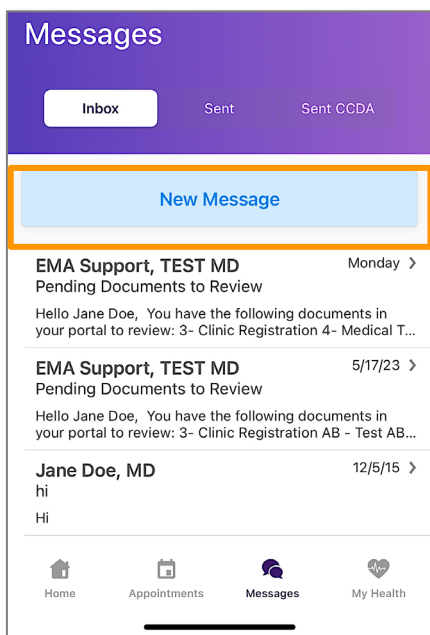
APPatient provides a self-contained method of communicating with our office using secure messaging protocols.

Note: If you are experiencing a medical emergency or need immediate assistance, please call 911.

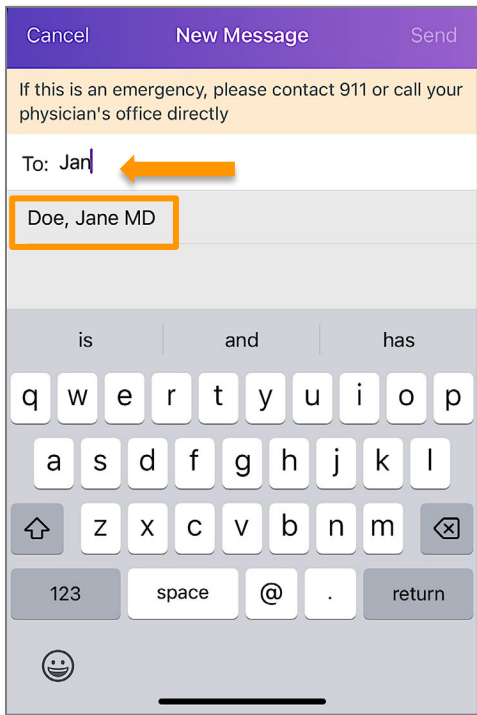
1. Once logged in to APPatient, select **Messages** from the main navigation bar.



2. Select **New Message**.

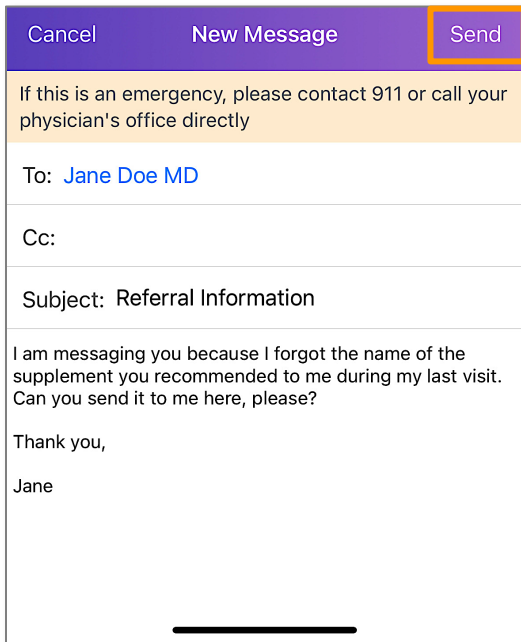


3. Enter the recipient into the *To* field.



Tip: If you start typing the first few letters of the recipient's name, it will narrow the list and allow you to find them more quickly and easily.

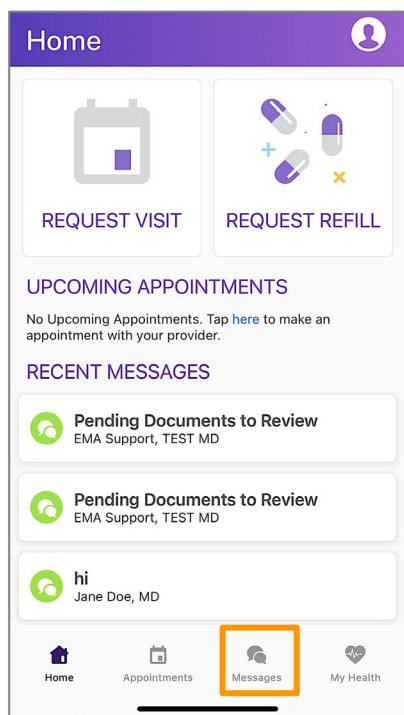
4. Enter the subject of the message into the Subject field.
5. Enter your message into the Message field.
6. When you are ready to send your message, select **Send**.



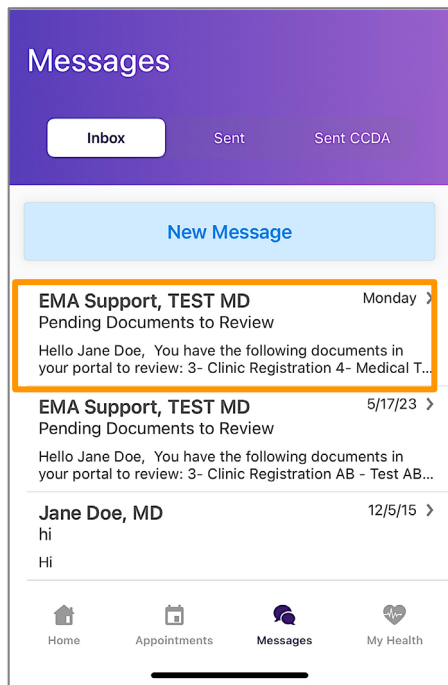
Read and Reply to Messages

Our office may send messages to you through the App. These messages could include documents; such as test results, or just a general message regarding your care. Follow these steps to view and/or reply to a message.

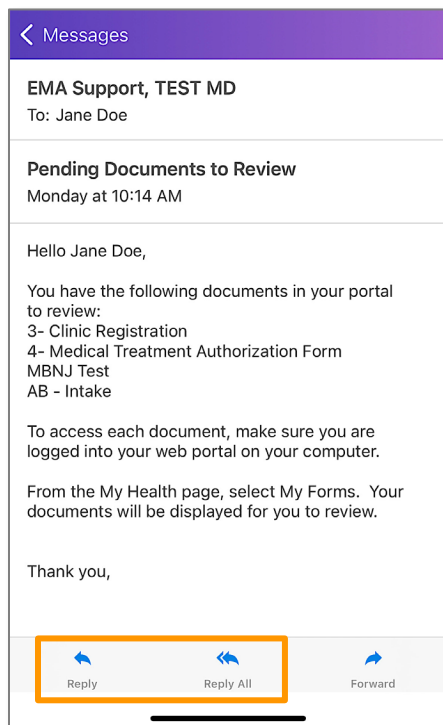
1. Log in to the APPatient and select **Messages** from the main navigation bar.



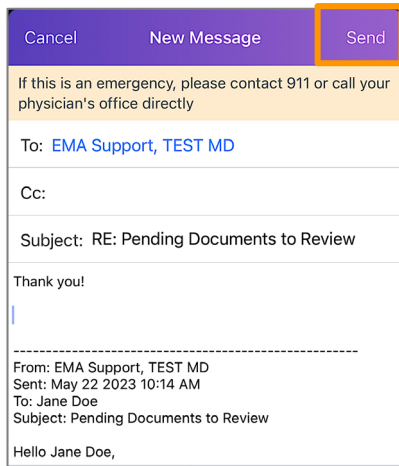
2. Tap on the message you want to open.



3. To reply to a message, select **Reply** or **Reply All**.



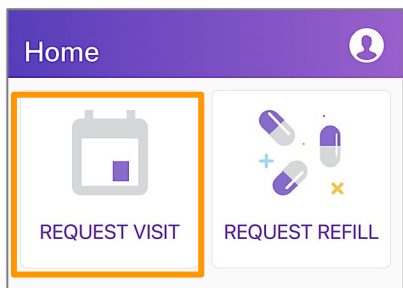
4. Enter your response into the *Message* field, then select **Send**.



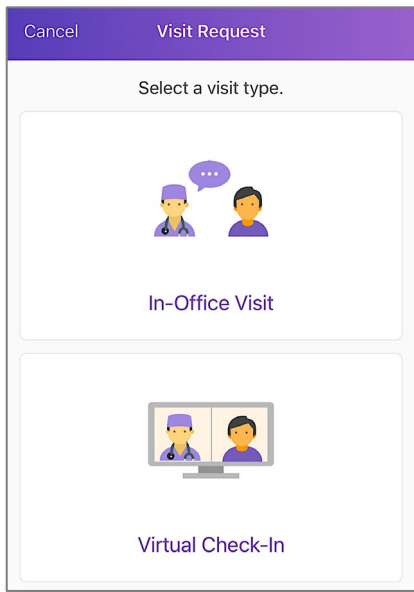
Request Visit and Request Refill

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

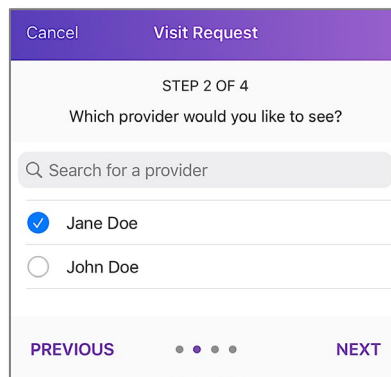
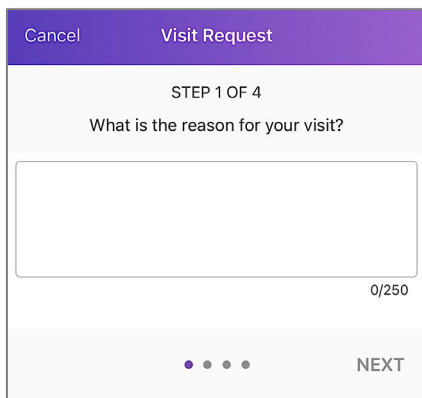
1. From the Home Screen, select **REQUEST VISIT**.

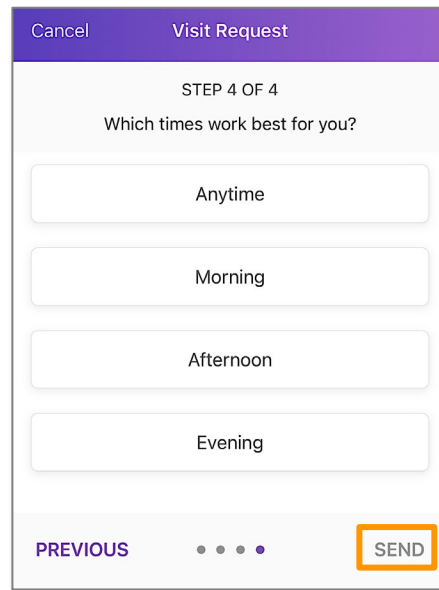
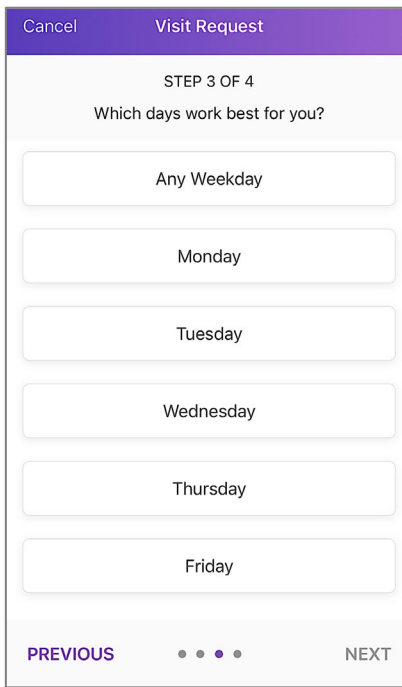


2. To request a visit, select a **visit type**.

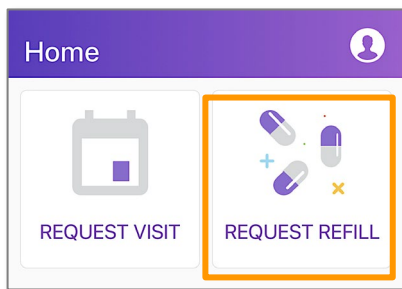


3. Complete steps 1-4. When finished, select **SEND**.

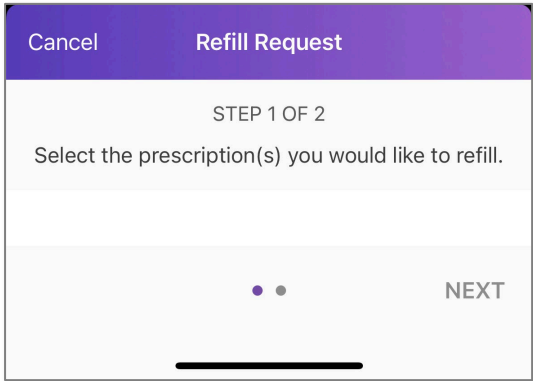




4. To request a refill, select **REUEST REFILL**.



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

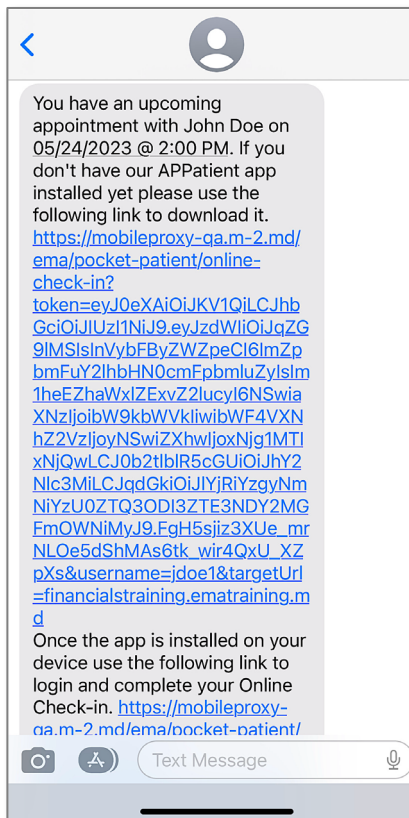
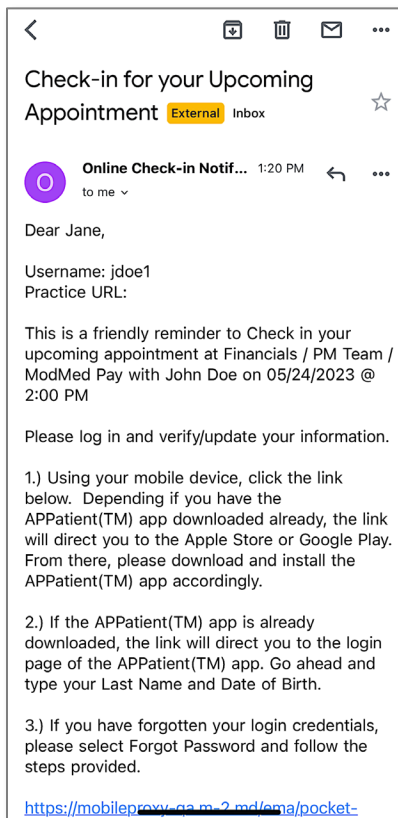


Complete Mobile Check-In

Start Mobile Check-In

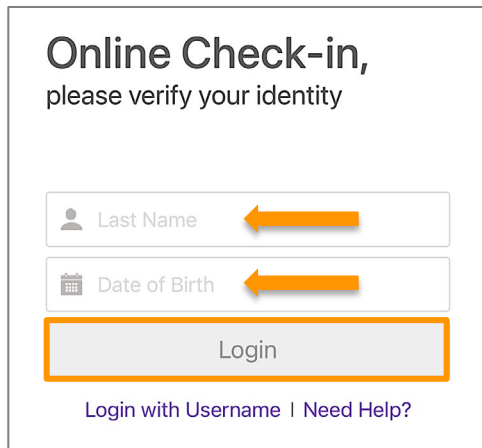
In this section, you will learn how to initiate the check-in process through APPatient.

1. You will receive an email and a text message with a link that will navigate you to APPatient on your mobile device. Select the **link** to start your mobile check-in.

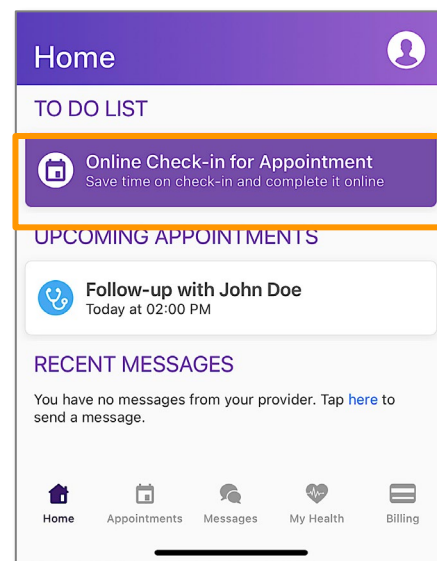
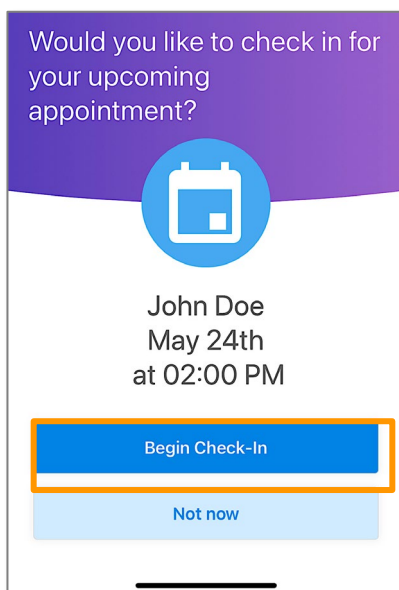


Note: If you do not have the APPatient app downloaded, the link will direct you to the Apple Store or Google Play. If the APPatient app is already downloaded, the link will direct you to the login page.

2. Enter your **Last Name** and **Date of Birth**, then select **Login**.



3. A pop-up will open asking if you would like to check in for your upcoming appointment. Select **Begin Check-In** to initiate the process.



Note: If you select **Not now**, you can initiate the process later by tapping **Online Check-in for Appointment** from the Home Screen.

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**.

Cancel

Before we get started, let's verify your information

First Name: Jane Last Name: Doe

Date of Birth: 07/30/1990

Address Line 1: 1234 Main St

Address Line 2:

City: Somewhere State: Florida Zip Code: 33333

Country:

Is the information correct? Yes No

CANCEL [dots] NEXT

Cancel

Please update your information

First Name: John Last Name: Doe

Date of Birth: 07/30/1990

Address Line 1: 1234 Main St

Address Line 2:

City: Somewhere State: Florida X Zip Code: 33333

Country:

Save

CANCEL [dots] NEXT

- 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!**

Cancel

Now let's verify your insurance information

Aetna Better Health of Florida

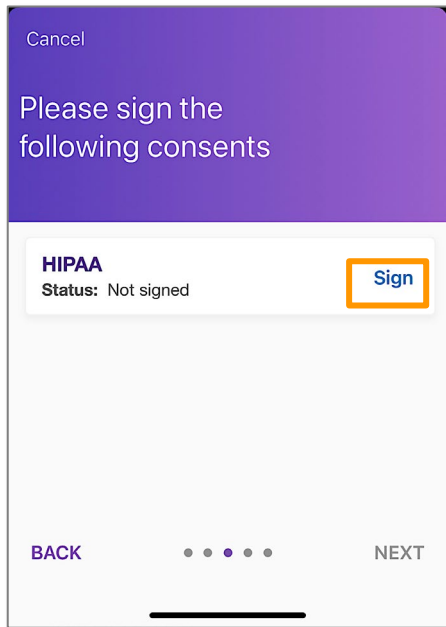
Policy	Group
111122222	None Specified

Policy Holder	Policy Holder Contact
None Specified	None Specified

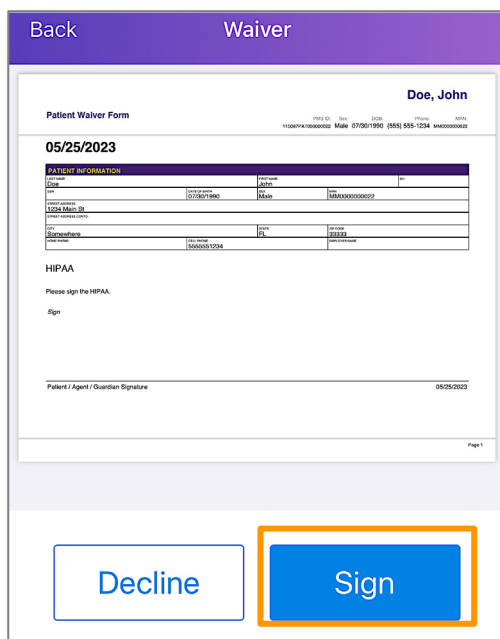
Is this insurance information correct? Yes No

BACK [dots] NEXT

3. 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.



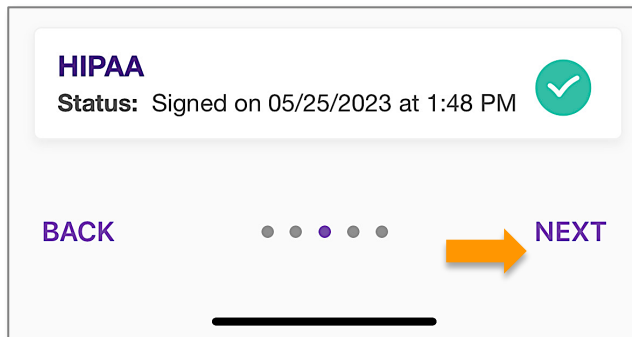
4. Review the waiver. Then, select **Sign**.



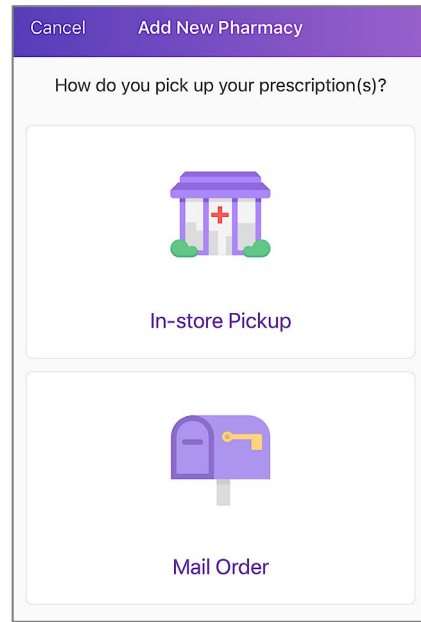
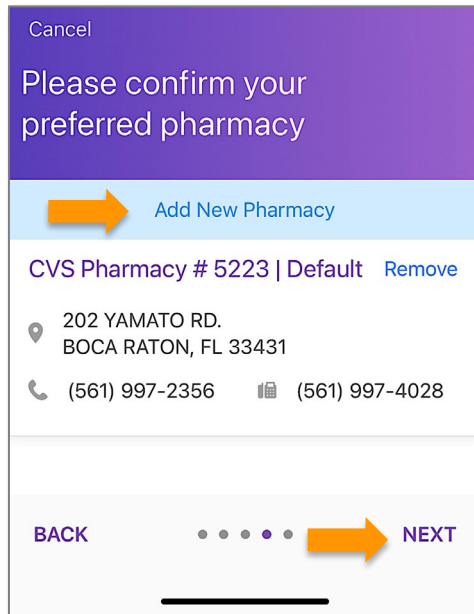
5. Use your finger or a stylus to sign the form. When you are finished signing, select **Done Signing**.



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**.

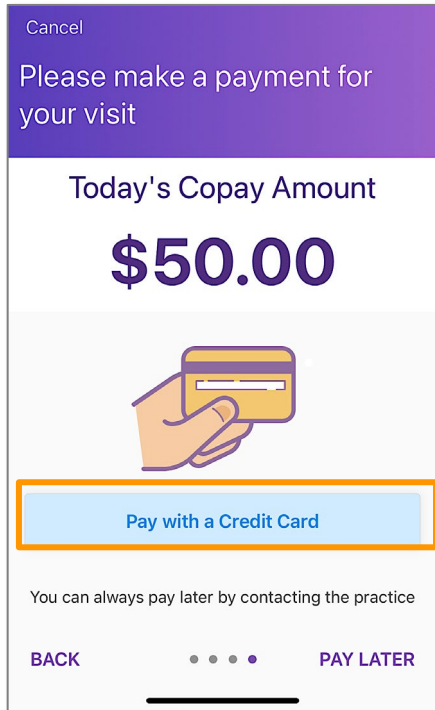


Note: Selecting *In-Store Pickup* prompts the APPatient app to display a map based on the patient's home address. The patient can manipulate the map to search all pharmacies in their area. Selecting *Mail Order* allows patients to search by name to pick from a list of Surescripts pharmacies.

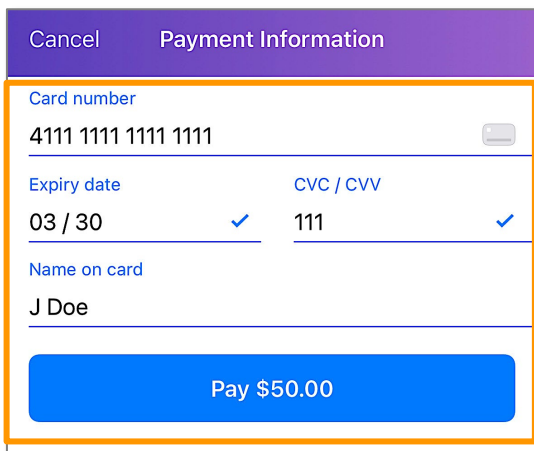
Make Copay Payment

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

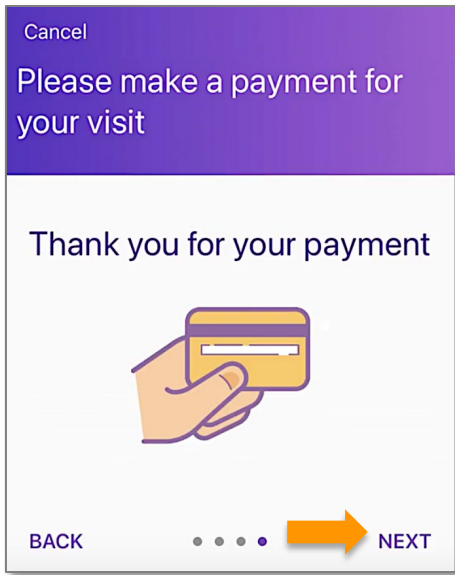
1. To make a copay payment towards your visit, select **Pay with a Credit Card**.



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



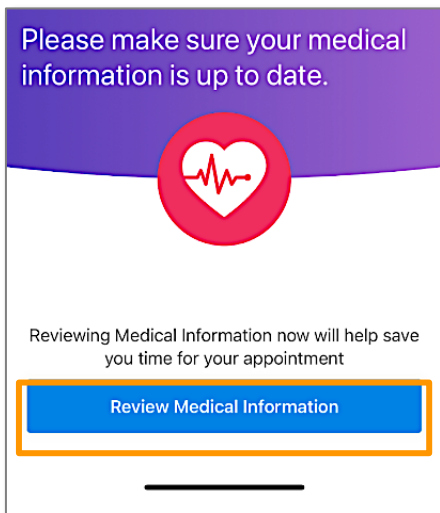
3. You will be directed to a confirmation screen. To continue, tap **Next**.



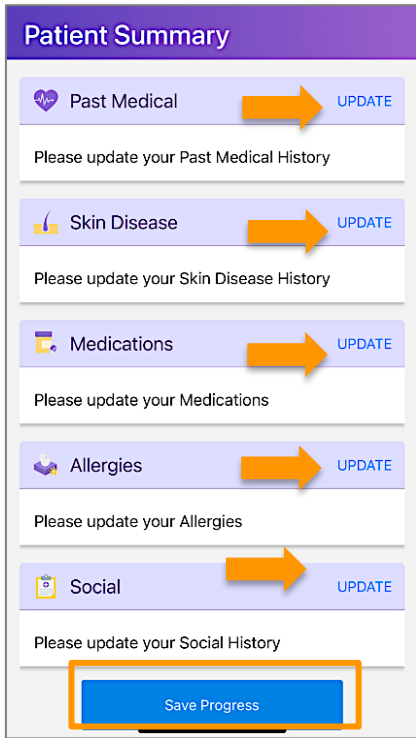
Update Medical Information

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

1. Select **Review Medical Information**.



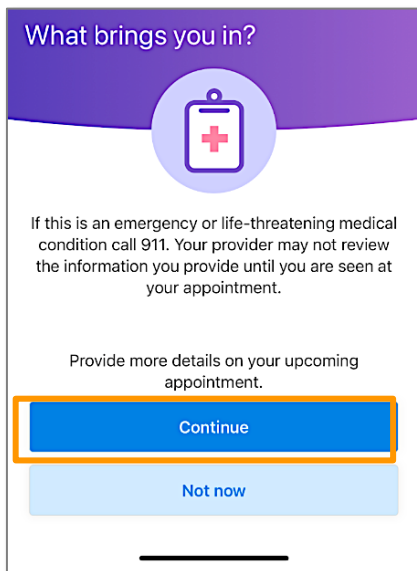
2. To update your medical information, tap **Update** in each section. When finished, select **Save Progress**.



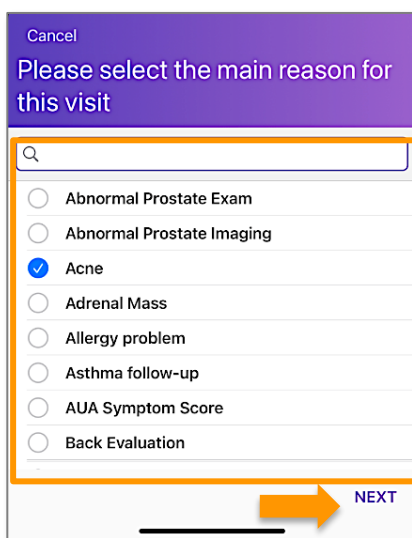
Chief Complaint

In this section, you will learn how to enter your chief complaint.

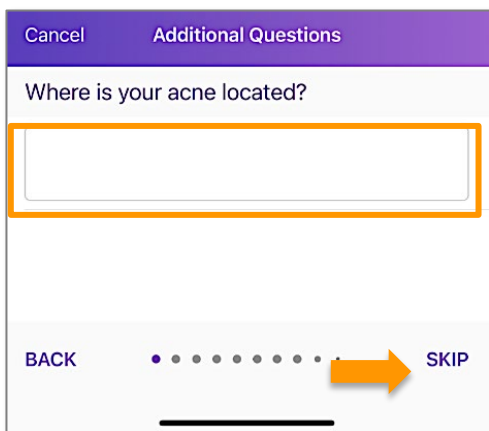
1. What brings you in for your appointment? To provide details on your upcoming appointment, select **Continue**.



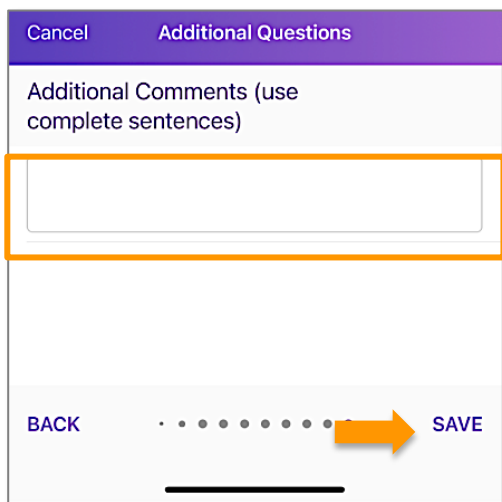
2. Search for or select the main reason for your visit. Then, select **NEXT**.



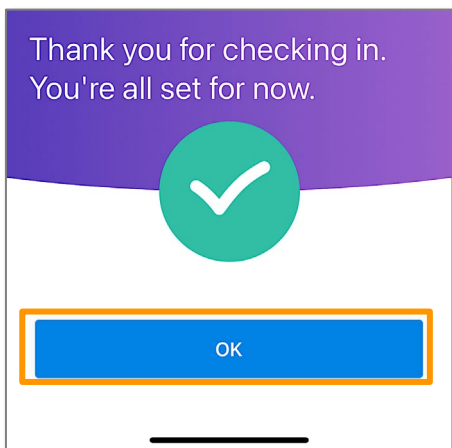
3. If you want to provide more information, answer the additional questions in the boxes. To move on, tap **SKIP**.



4. If necessary, you can share additional comments at the end. Please use complete sentences. When finished, select **SAVE**.



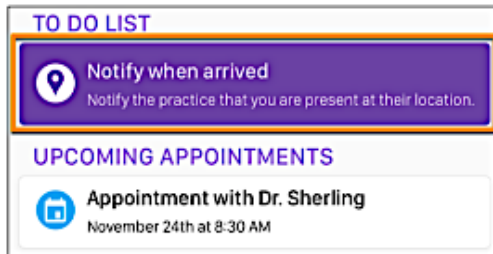
5. Thank you for checking in! Select **OK**.



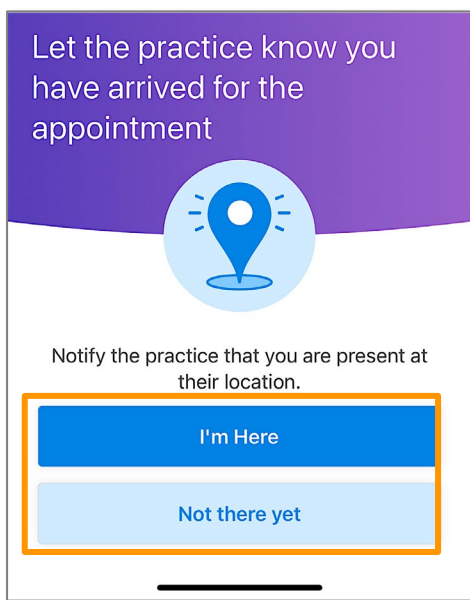
Notify of Arrival

In this section, you will learn how to notify our practice that you have arrived through the APPatient app.

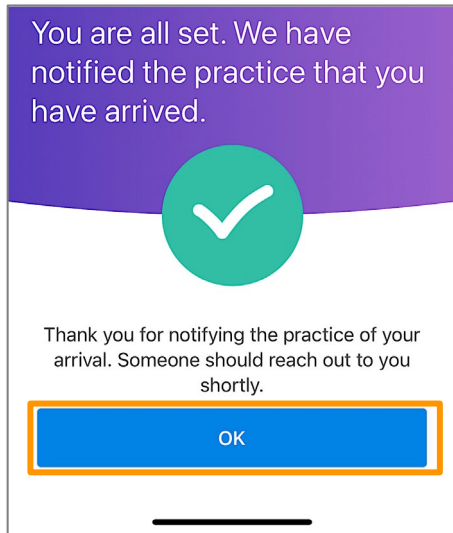
1. From the Home Screen, select **Notify when arrived**.



2. When you are ready, select **I'm Here!** If you select **Not there yet**, APPatient will redirect you to the Home Screen.



3. A confirmation screen will display. Select **OK**.



4. You will receive a text message from our practice notifying you when we are ready to see you.

