

In this guide, you will learn how to enable the APPatient™ Application, the patient experience within the application, how to manage requests, and reconcile patient updates. By using the APPatient, patients can view and request appointments, send messages to your staff, update their medical information and history from their mobile device App.

## Getting Started

### Grant Patient Access

For patients to be able to log in to the APPatient Application, you will need to grant patients access by enabling the Patient Portal. Click [HERE](#) for more instructions on how to enable the Patient Portal.

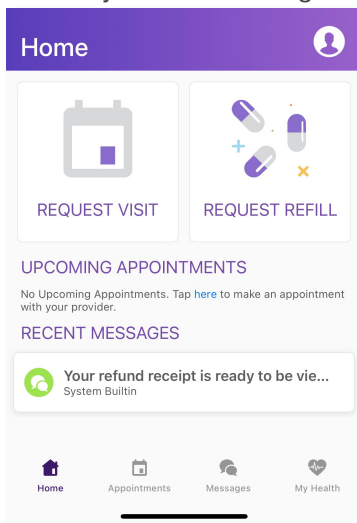
### APPatient App Download

Once the patient has been granted access by enabling the Patient Portal, the patient will open the received email through their smartphone and select the hyperlink. This redirects them to the App Store to download the APPatient application. Click [HERE](#) for more instructions on how to Download.

## APPatient App

### Home Screen:

From the Home screen patients can Request Visits, Request Refills of their medications, view Upcoming Appointments and Recent Messages. They also have the ability to send messages to your staff.



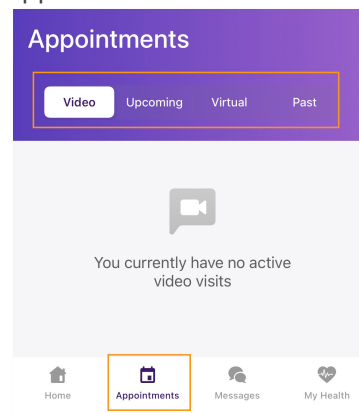
- **Request Visit**
  - **In-Office Visit** - In order for patients to request an In-Office Visit you must first enable this feature in Practice Settings. Patients can then request an In-Office Visit and are prompted to answer a series of questions. Once complete, an intramail message is sent to the Patient Portal Visit

Requests staff group and will need to be managed.

- Click [HERE](#) for more information on how to enable and manage these requests.
- **Virtual Check-In** - If a provider has enabled Virtual Check-In, patients have the ability to submit a Virtual Check-in visit where they can connect with their provider and send photos for evaluation.
  - For more information on Virtual Check-In Visits, click [HERE](#).
- **Request Refill** - In order for patients to request an In-Office Visit you must first enable this feature in Practice Settings. Patients can then request refills of their medications. Once complete, an intramail message will be sent to the Patient Portal Refill Requests staff group and will need to be managed.
  - Click [HERE](#) for more information on how to enable and manage these requests.
- **Upcoming Appointments** - Patients can view their upcoming appointments or request an appointment.
- **Recent Messages** - The patient can view their recent Intramail messages that were sent by staff.

### Appointments Screen:

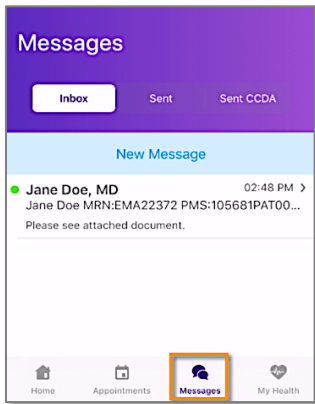
Patients can select Appointments to join Telemedicine Video visits, view or request Upcoming appointments, view or request Virtual Check-ins, and to view Past appointments.



- **Video** - If the patient has a scheduled Telehealth Visit, they will select Join the Video Visit to launch audio and video chat, when they are alerted that the provider is ready to see them.
  - Click [HERE](#) for more information on ModMed® Telehealth.
- **Upcoming**- Patients can view their upcoming appointments or request an In-Office Visit or a Virtual Check-In if needed.
- **Virtual** - Virtual Check-In Visits that are open and being managed by the practice or provider are listed under Virtual. The Patient also has the ability to Request a Virtual Check-In.
- **Past** - All past visits will display within the Past tab. Once a visit is finalized, the patient can tap on the visit date to view the visit details.

### Messages Screen:

Patients will select Messages to view any intramail messages sent from your practice, create new Messages, and view sent messages.

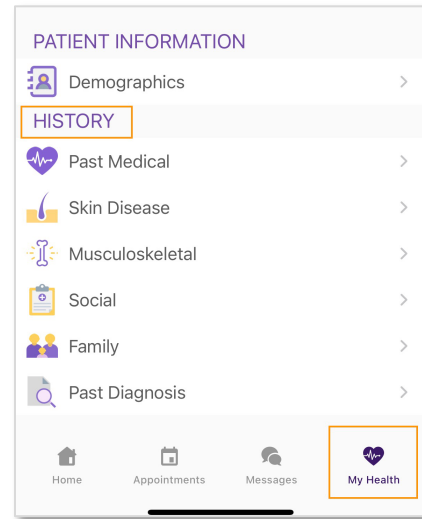


### My Health Screen:

Patients can select My Health to enter and/or update their Medications, Pharmacies, and Allergies, view any Tests and Results that the provider has posted, and manage their past History.



- **Medications** - Selecting Medications will allow the patient to Add a Medication or Edit existing medications in their Clipboard.
- **Pharmacies** - Patients have the ability to Add a New Pharmacy or Edit existing pharmacies.
- **Tests & Results** - Patients can view any result that the provider posted. They will also be able to view corresponding educational materials by selecting Learn More.
- **Allergies** - Patients can also Add Allergies or Edit existing allergies.
- **Demographics** – Patients can update their demographic information.
- **History** - Patients can add and update their Past Medical, Skin Disease, Musculoskeletal, Social History and Family History. They also have the ability to view their Past Diagnoses and view corresponding educational materials.



### Reconcile Patient Updates

If a patient has made any changes in their APPatient App, Patient Portal, or ModMed® Kiosk, your staff will need to reconcile the changes before the information is added to the patient’s chart.

- Select [HERE](#) for more information on how to Reconcile Patient Updates.