

## Patient Guide for Mobile Users v10.2.0

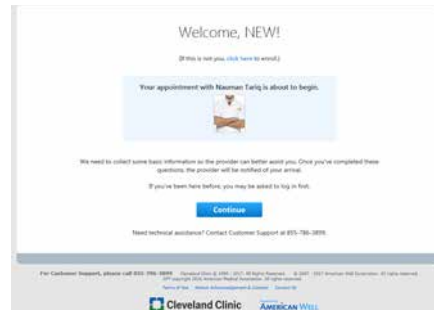
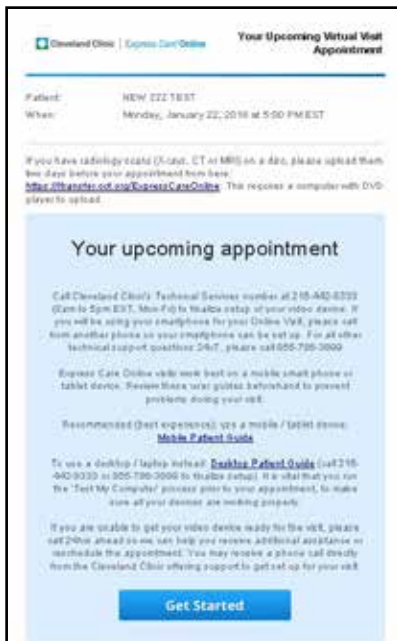


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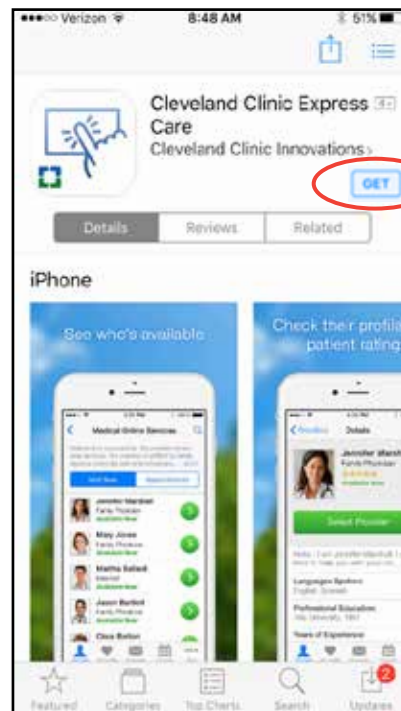
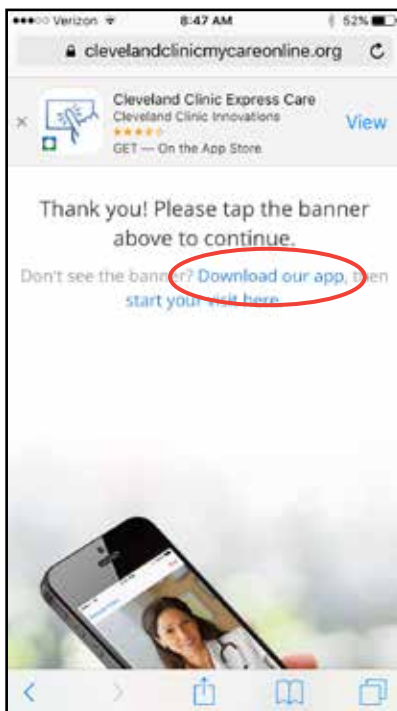
## Express Care® Online Overview

- Your provider has offered an online visit with you using Cleveland Clinic Express Care® Online.
- You will receive an email, at the email account you provided us, with information you need to get prepared in advance. This email contains:
  - a link to download the app to your mobile device
  - a link to start your Express Care® Online visit
- If you are using a mobile device, you may find the process of an online visit easier than using a Desktop or Laptop computer. This Guide shows you what to expect when using a mobile device.
- If you are using a desktop or laptop, there is separate Guide for Desktop / Laptop Users that provides instructions to follow to prepare your computer. Visit [clevelandclinic.org/eco](http://clevelandclinic.org/eco) to download the desktop/laptop user guide.
- Pre-Visit process: Please call 866.569.7530 (8a-5p Eastern) to finalize setup and have the opportunity to do a test visit well in advance of your Express Care® Online Visit. If at any time you need additional technical support, please use 855.786.3899 for all other technical support questions.



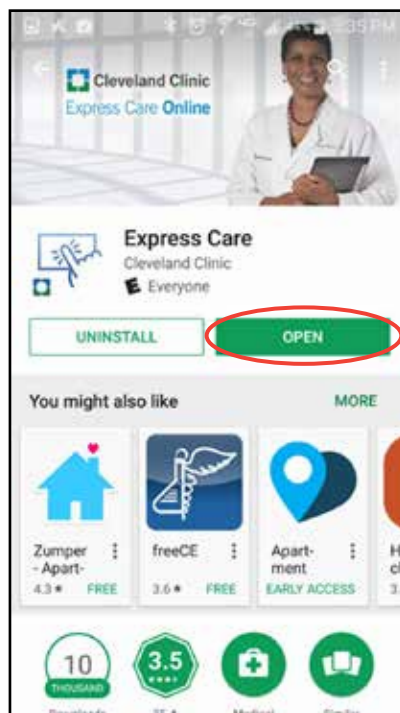
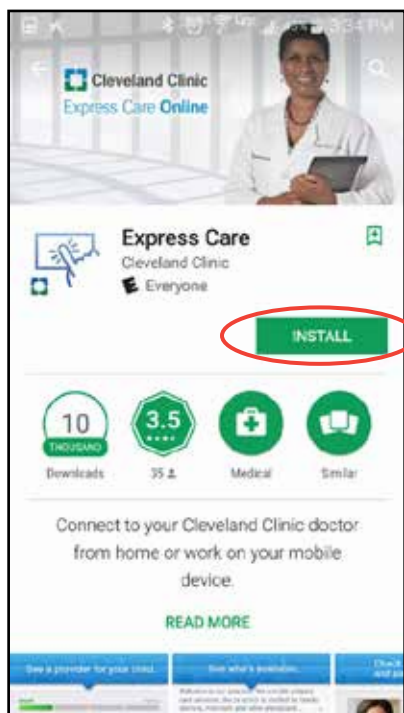
- If you are invited to have a visit using Express Care® Online, you will receive an email invitation from the Cleveland Clinic similar to this one. Make sure to check your junk/spam folder if you do not see the email.
- **SAVE THIS EMAIL!** You will need it to begin your visit when it's time for your appointment.
- "In the e-mail invitation, click the 'Get Started' button. This will bring you to the application installation page.
- "Upon clicking the 'Get Started' button, you are brought to the password creation screen.

## Setting up the App Prior to Your Appointment (iPad, iPhone or Android Device)



### For iPad/iPhone:

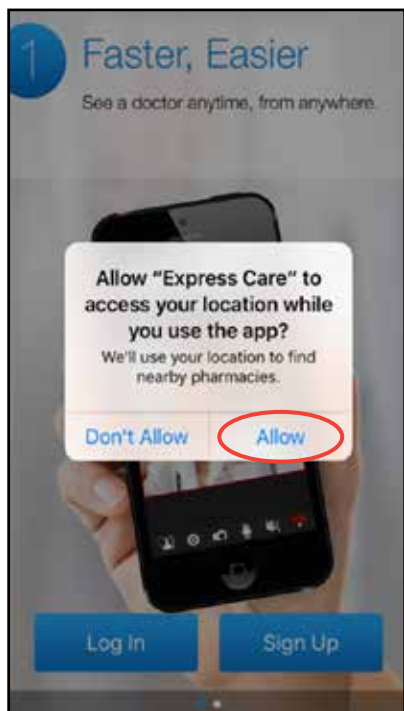
- Click "View" to be taken to download the Express Care® Online app.
- If you don't see the banner, click the "Download our App" link.
- When the App download screen appears, click the "GET" button to start the download. Log in using either Touch Id or your Apple Log in to start the download. Once the download completes, the "GET" button changes to an "OPEN" button.
- Click the "OPEN" button to open the app.



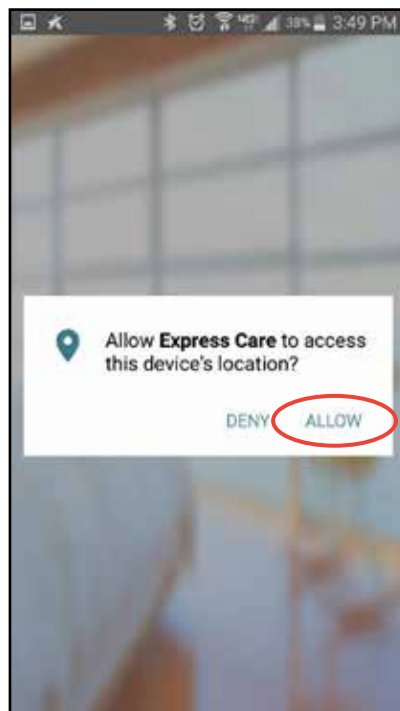
### For Android Installation:

- Click the Install button
- Once the install completes, click the open button and open the application

Apple Geo locate access screen



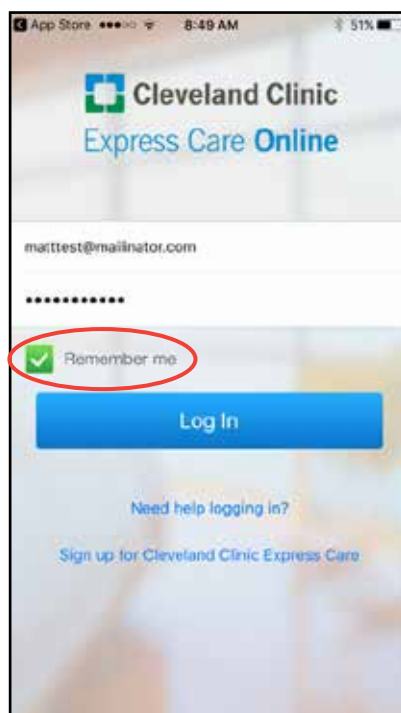
Android Geo locate access screen



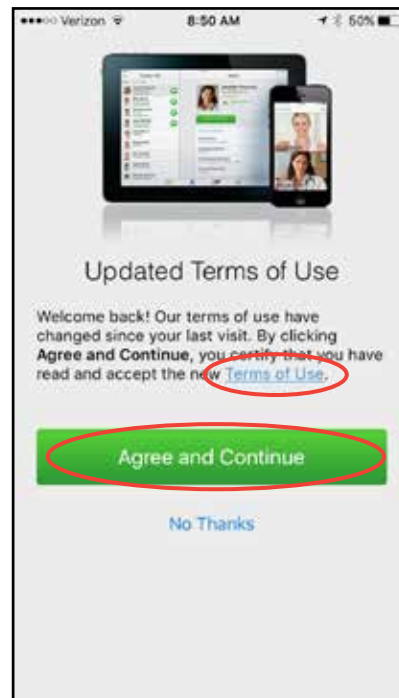
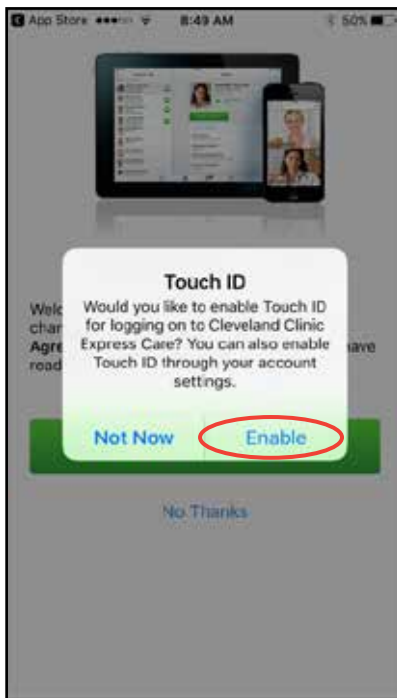
- Click "Allow" for location services to run to help find pharmacies near you



- Click the “Log In” button.

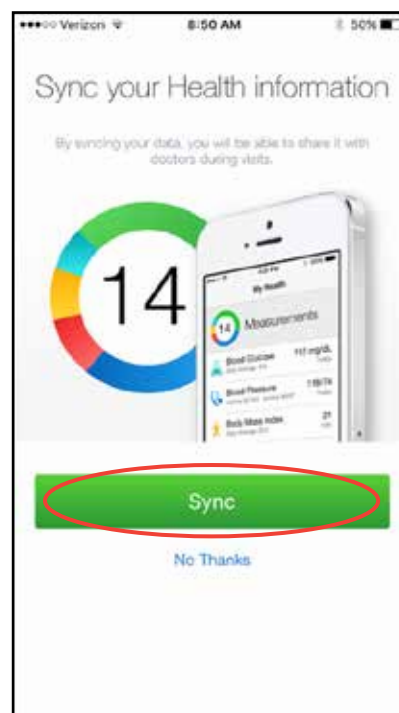
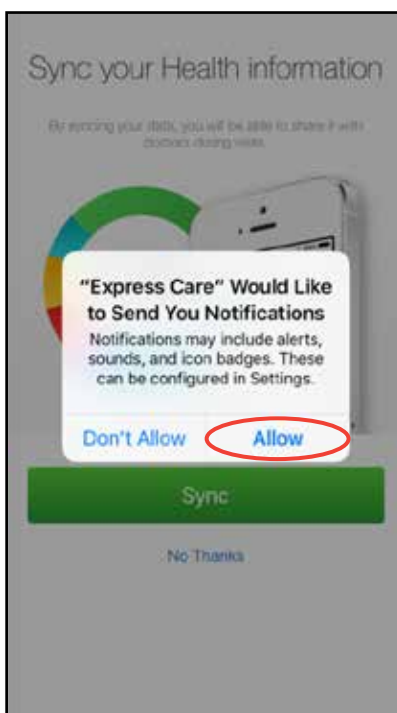


- You are now brought to the log in screen where you will enter your email address – the same email address that the Invitation email was sent to. You will also enter the password you created for your Express Care® Online account. This will be used every time you log into Express Care® Online so please save this information where you will remember it.
- Click the “Remember Me” button to save your email address as the User Name when you return.



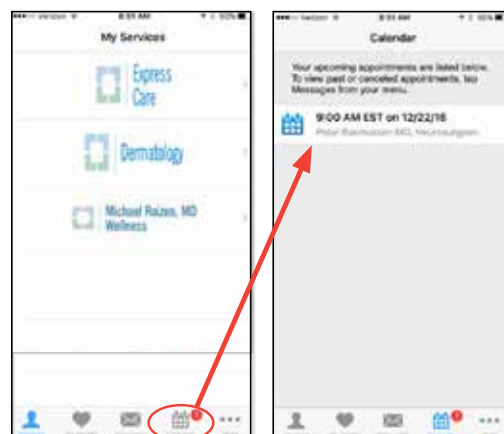
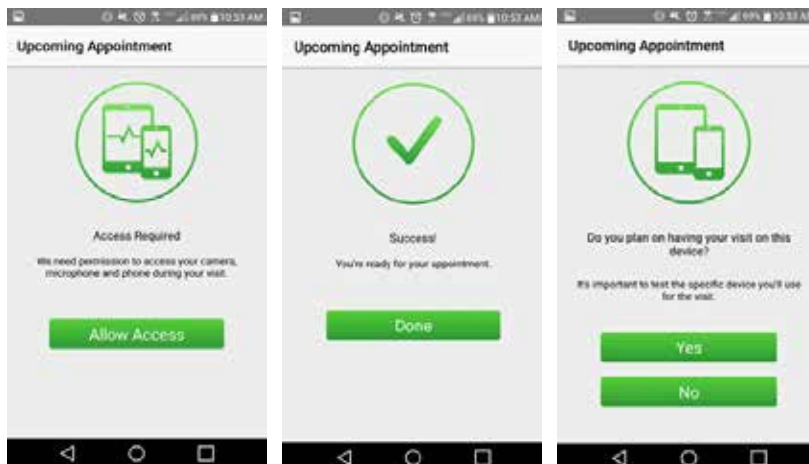
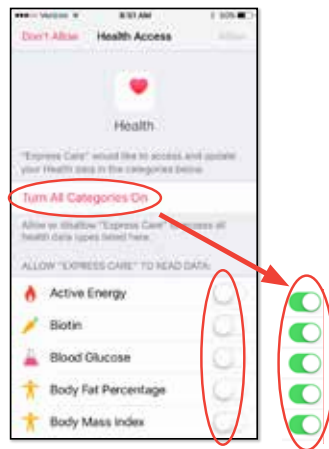
### For iPad/iPhone Only:

- If you already have Touch ID for fingerprint recognition enabled on your Apple device, a prompt will appear asking if you want to enable Touch ID for this app. To turn Touch ID on, click “Enable”.
- Once you have reviewed the Terms of Use, click on “Agree and Continue”. If you click the “No Thanks” link this indicates you do not agree to the Terms of Use and you will not be able to have an online visit.



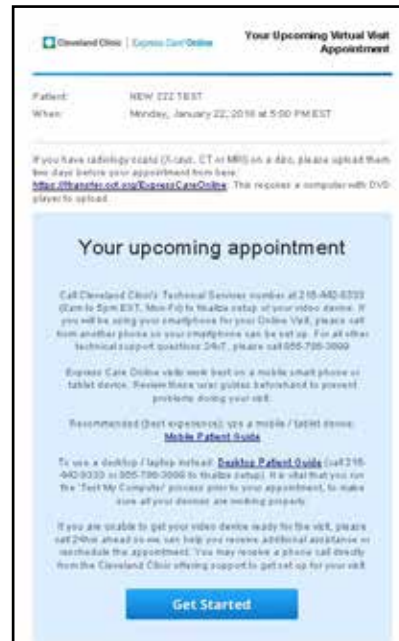
### For iPad/iPhone Only:

- Select Allow to turn on notifications that remind you the time of your appointment.
- Express Care® Online gives you the option to “Sync” your Apple Health data. Apple Health is a separate app that can store any bio-metrics you may track for yourself. This step is not required for an online visits, however, if you want to sync your Apple Health data, click the “Sync” button. To skip this, click “No Thanks”.



- If you use Apple Health, you can select the data, shown in green here, you want to share with the Express Care® Online app by selecting data types.
- Or, by clicking “Turn All Categories On” to select all the health data types to green.
- Now that you have logged in prior to your appointment, the app wants to make sure your device is working. Click on the ‘Continue’ button to make sure you are ready for your upcoming visit.
- Enter your phone number so you can receive a text reminder for your visit.
- If this is the device you plan on using for your visit, click on the ‘Yes’ button. If this is not, please follow the steps above to download the application on the device you plan to use for the visit.
- In order to make sure we can see and hear you during the visit, please click on the ‘Allow Access’ button on the Camera and Microphone Screen.
- After allowing access, will be brought to the ‘Success’ screen. Click on ‘Done’ to be brought back to the home page of the application.
- In Express Care® Online, you can see upcoming appointments by clicking the “Calendar” icon in the bottom tool bar, as seen here.
- The “Services” tab inside Express Care® Online now appears, showing you the clinical practices you have access to.
- The My Health icon allows you to view your Apple Health data.
- The Messages icon allows you to view any incoming messages you have.

## On the day of your appointment

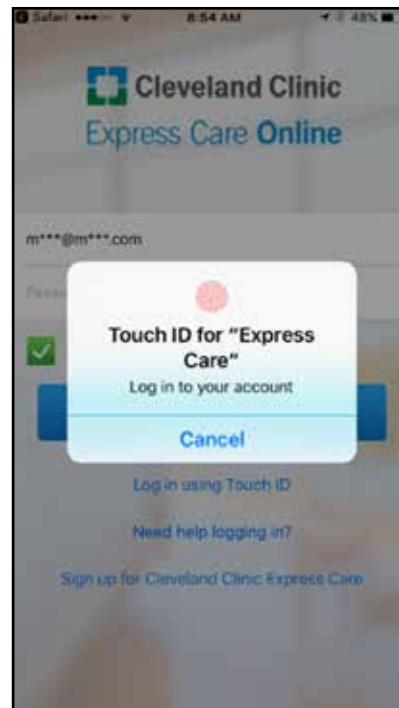


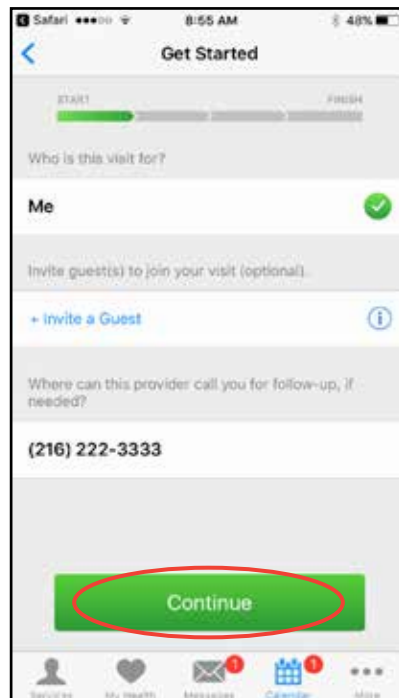
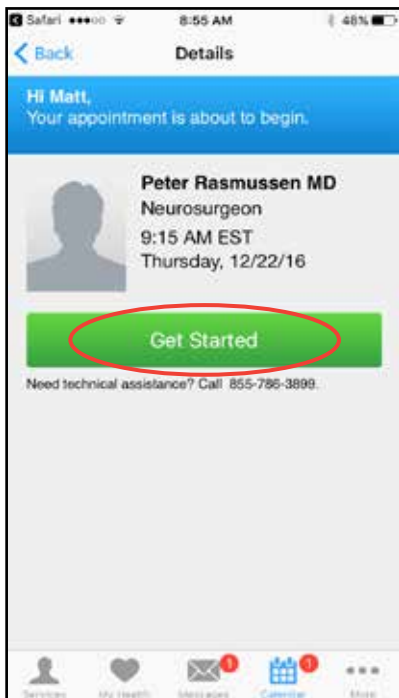
**On the day of your appointment you can begin your appointment in either one of two ways:**

1. "Open the e-mail invitation and click the blue 'Get Started' button at the bottom of the e-mail to launch the Express Care Online app

[OR]

2. Open the Express Care Online app on your device and log in using your email and the password you set, or (iPad/iPhone only) using Touch ID fingerprint recognition.



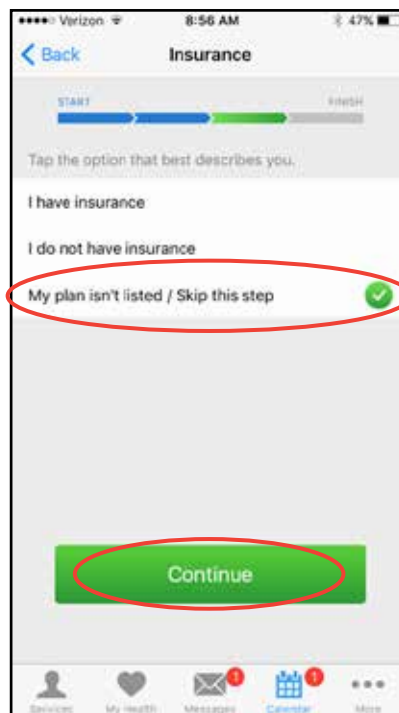
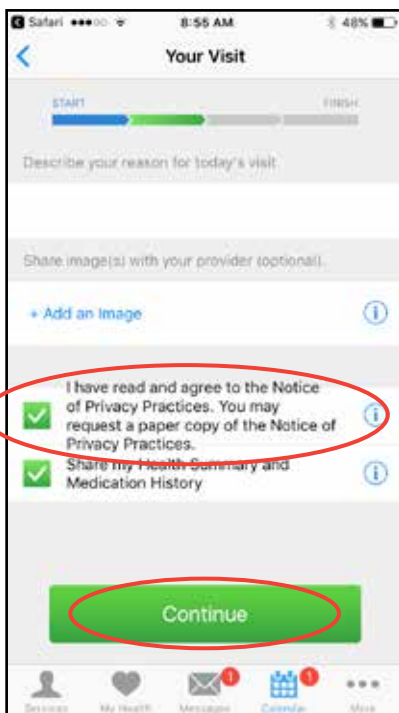


### On the “Details” page

- Your appointment information will be displayed under the “Calendar” tab.
- Click the “Get Started” button up to 30 minutes prior to your appointment.

### On the “Get Started” page

- Click the “Continue” button.

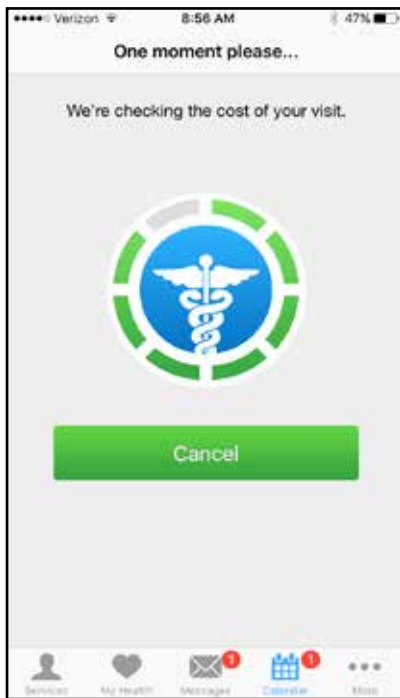


### On the “Your Visit” page

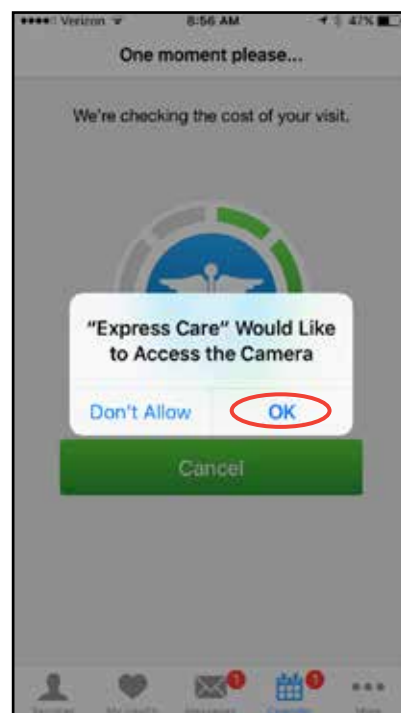
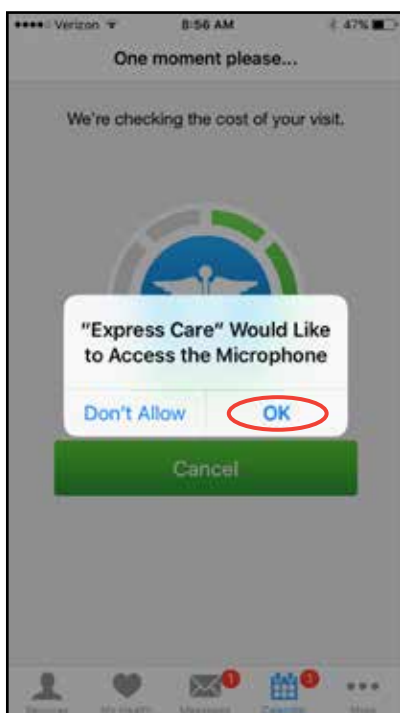
- You must check the “Notice of Privacy Practices” box.
- If necessary, you have the option to take a picture and share it with your provider by clicking the “Add an Image” link.
- Click the continue button.

### On the “Insurance” page

- Many insurance plans do not yet pay for virtual visits, so just click the “My plan isn't listed / Skip this step” link.
- You can click the “I have insurance” link and check to see if your insurance company is listed to cover virtual visits.
- Click, “Continue”.

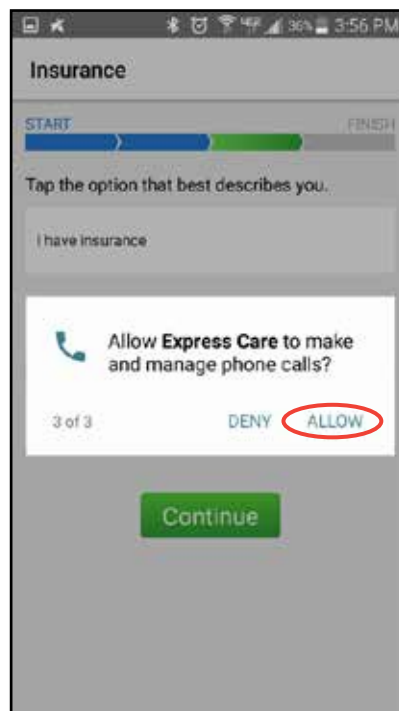
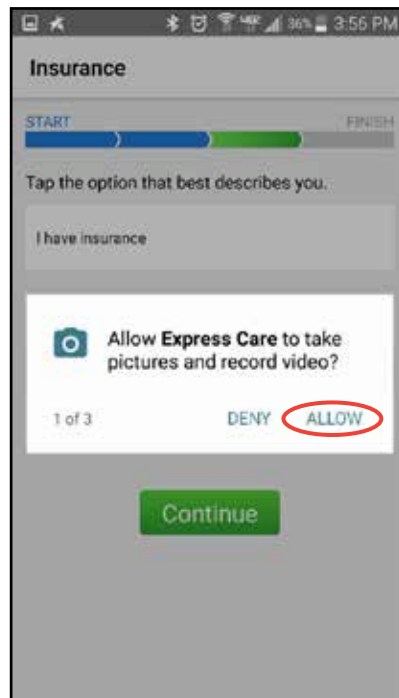
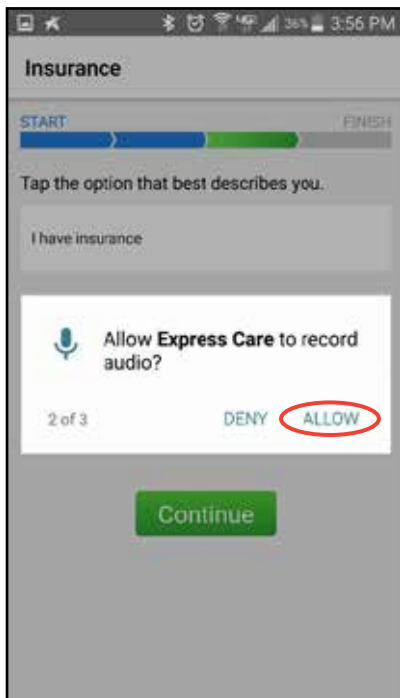


- Express Care® Online will briefly check the fee associated with your visit. If there is a fee, you will be asked to enter a credit card for payment after your visit. Your credit card will only be charged at the end of a visit. If there is no fee associated with your visit, you will not see this screen.



#### For iPad/iPhone users:

- Click "OK" to allow Express Care® Online access to your Microphone and then "OK" again for your camera. This access is granted only while you are in a visit with a provider.
- If you do not click "OK" to allow your microphone and camera to be accessed, the provider will not be able to hear or see you.
- The provider will now be notified you are ready, and will join you when they are available.

**For Android users:**

- Click “Allow” to allow Express Care Online access to your Microphone and then “Allow” again for your camera. This access is granted only while you are in a visit with a provider.
- If the connection is lost at any time the provider will reconnect with you via phone. Click “Allow” to enable calling through the Express Care application
- If you do not click “OK” to allow your microphone and camera to be accessed, the provider will not be able to hear or see you.

The provider will now be notified you are ready, and will join you when they are available.