

# CareClix

The Complete Virtual Health Platform

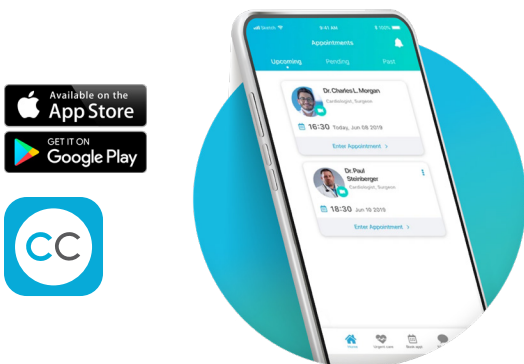
## CARECLIX BRINGS TELEMEDICINE TO YOU, WHEREVER YOUR TRAVELS MAY TAKE YOU


CareClix has the only integrated telemedicine platform providing a continuum of telehealth services allowing for access to a doctor 24 hours a day, seven days a week. Patients will receive collaborative, team-based care with the click of a button. Request a virtual visit from any smartphone, tablet, or computer, and within minutes, you will have access to a certified physician. The best medicine brought to you and your family 24 hours a day, seven days a week.

### HOW TO SEE A DOCTOR

1. Visit anywhere.careclix.com, and log in or call (855) CARECLX
2. Search for a provider and check their calendar
3. Book an appointment
4. Be sure to log in 15 minutes before your appointment

*Sign Up!*



**1**   
Schedule a visit with a physician

**2**   
Get diagnosed

**3**   
Get treated in hours, not days

*CareClix is not intended to replace your relationship with your primary care physician (PCP). Your PCP may offer telemedicine services. Members are encouraged to have all recommended preventative care and screenings with their established PCP. Compatible with Apple iOS devices and Android devices. The CareClix app is free to members and available for download at the Apple App store or Google Play store. Android and google Play are trademarks of Google Inc. Apple iOS devices are trademarks of Apple Inc. App Store is a service mark of Apple Inc.*

## Start using CareClix by logging into the Careclix Mobile App

### Log in

1. Download and open the CareClix Mobile App
2. Click on “[Check Eligibility](#)”
3. Enter your first name, last name, and date of birth. Then select “[Check now](#)”
4. Enter your email address when prompted
5. You will receive an email with your user name and instructions on how to log in to schedule your first appointment

### Book an Appointment

1. Click the “[Book Appt](#)” icon at the bottom of the screen
2. Select primary care, and click “[Next](#)”
3. Select country, state, and appointment time, and click “[Next](#)”
4. Choose the provider, and select a time slot
5. Select your appointment type, and click “[Next](#)”
6. Enter your reason for visit
7. Click the “[Home](#)” icon to view your confirmed appointment

### View your Appointments

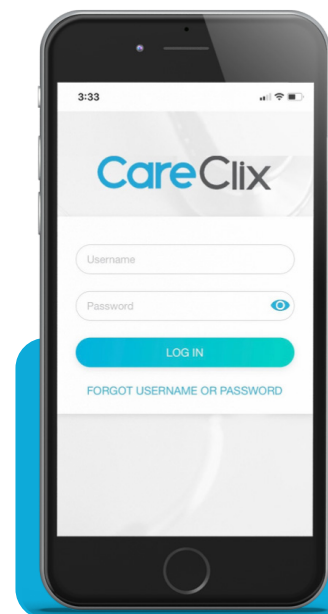
1. Click the “[Home](#)” icon at the bottom of the screen
2. Click the “[Upcoming](#)” tab at the top of the screen to view upcoming appointments
3. Click the “[Confirmed](#)” tab to view confirmed appointments
4. Click “[Past](#)” to view past appointments

### Manage your Messages

1. Click the “[Message](#)” icon on the bottom of the screen
2. Click the “+” button on the top right of the screen
3. Select the provider or admin name to send a new message
4. Click the “[Messages](#)” button to go back

### Manage your Records

1. Click the “[Profile](#)” button on the bottom of the screen
2. Select the “[Medical Records](#)” field
3. Click the button and select the image source to upload your documents
4. Click the “[Profile](#)” button on the bottom of the screen
5. Select the “[Insurance](#)” detail field
6. Update insurance information by selecting “[Edit](#)” on the top right corner of the screen
7. Once changes have been made, click “[Done](#)” in the top right corner to confirm the changes



## Mobile App Continued...

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### Manage your Profile

1. Click the **"Profile"** button on the bottom of the screen
2. Select a field, and click the **"Edit"** button to make changes to your profile
3. Once changes have been made, click **"Done"** in the top right corner to confirm the changes

### Manage your Notifications

1. Click on the notifications icon (the bell), located at the top right of any screen
2. View pending notifications (booking requests, cancellations, or rejected appointments)
3. Click the **"Done"** button to exit the screen
4. Click the **"Profile"** button on the bottom of the screen
5. Select the **"Account Settings"** field
6. Turn on SMS and email notifications by switching the control to green
7. Turn off SMS and email notifications by switching the control to gray

## Start using CareClix by logging into the Careclix Desktop App

### Log in

1. Type in the URL, anywhere.careclix.com
2. Click on **"Check Eligibility"**
3. Enter your first name, last name, and date of birth. Then select **"check now"**
4. Enter your email address when prompted
5. You will receive an email with your user name and instructions on how to log in to schedule your first appointment

### Book an Appointment

1. Click the **'Home'** button on the left toolbar to view appointments
2. Under the book your appointment box, select type of provider (Primary Care, Specialists, or Second Opinion)
3. Select the country/state and appointment time, and click **'search'** to select a provider
4. Select date, time, reason for visit, and type of appointment

### Booking Urgent Care Appointments

1. Click the **"Urgent Care"** button on upper right corner of the screen
2. Select **"Book"** and confirm contact details and questionnaire
3. Accept consent to service and terms & conditions and select **"confirm"**
4. Click **"Enter Appointment"** to be taken into the virtual waiting room

### Manage your Profile

1. Click **"My Profile"** on the left toolbar to view contact details
2. Select the **"pencil"** icon to make any changes to your demographic or contact details
3. Once changes have been made, click **'update'** to confirm updates
4. Click **"Clinic Info"** to view to clinic details



# Desktop App Continued...

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## Manage your Records

1. Select **"My Profile,"** and click **"Medical Records"**
2. Click on the box that says **"Drop file here"** or click to upload to send documents to provider
3. Select the **"Insurance"** tab and click on the pencil to update your insurance details
4. Once changes have been made, click **"update"** to save changes

## Manage your Notifications

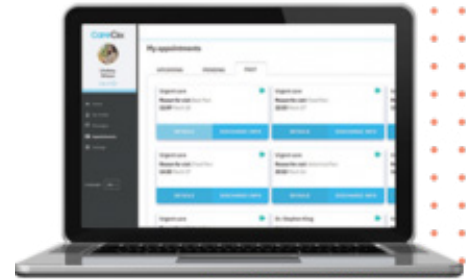
1. Select the notifications icon located at the top right of any screen
2. Click anywhere outside of that box to close the notifications window
3. Select **"Settings"** on the left side of the toolbar
4. Turn on SMS and email notifications by checking the boxes in the alert settings
5. Turn off SMS and email notifications by unchecking the boxes in the settings

## Manage your Appointments

1. Select **"Appointments"** on the left-side toolbar
2. Click the **"Upcoming"** tab to view any upcoming appointments
3. Click the **"Confirmed"** tab to view any confirmed appointments
4. Click the **"Past"** tab to view any past appointments

## Manage your Messages

1. Select **"Messages"** on the left-side toolbar
2. Click the **"Pencil and Pad"** icon under the search field
3. Select the clinic, provider, or clinic admin you would like to message
4. Type your message or comment in the blue box at the bottom of the page, and click the arrow to send your message







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|--------------|-----------------|------------------|-----------------|
| 1. Argentina | 11. Colombia    | 21. Finland*     | 31. Hong Kong   |
| 2. Italy     | 12. Mexico      | 22. Poland       | 32. Switzerland |
| 3. Australia | 13. Czechia     | 23. France       | 33. Korea*      |
| 4. Japan     | 14. Netherlands | 24. Singapore    | 34. Taiwan      |
| 5. Austria   | 15. Denmark*    | 25. Germany      | 35. India T     |
| 6. Latvia    | 16. New Zealand | 26. South Africa | 36. hailand     |
| 7. Belgium   | 17. El Salvador | 27. Guatemala    | 37. Indonesia*  |
| 8. Lebanon   | 18. Norway      | 28. Spain        | 38. UAE         |
| 9. Canada    | 19. Egypt       | 29. Honduras     | 39. Ireland     |
| 10. Malaysia | 20. Philippines | 30. Sweden       | 40. USA         |

\*Prescriptions not available