



edenhealth +  ALLIED

User Guide

Table of Contents

3	Getting Started
4	Troubleshooting
5	Your Profile
6	Connecting With Your Care Team
7	How To Book an Appointment
8	How To Schedule a Pediatric Consultation
9	Additional Support

Getting Started

Download the Eden Health App

Search for "Eden Health" in your app store.



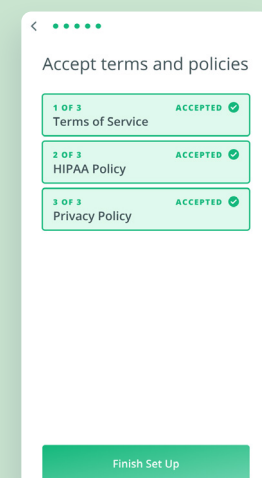
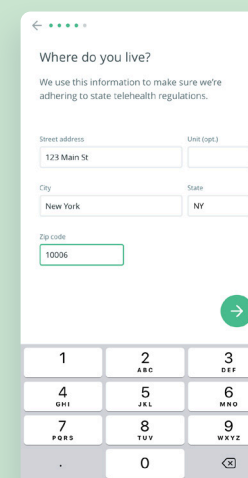
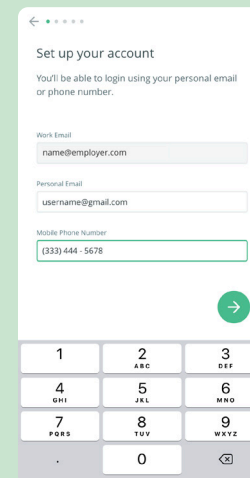
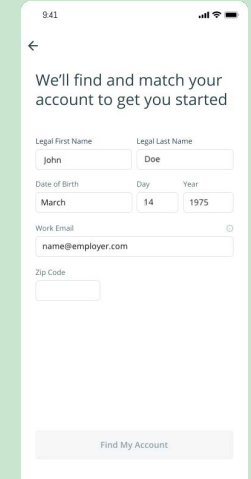
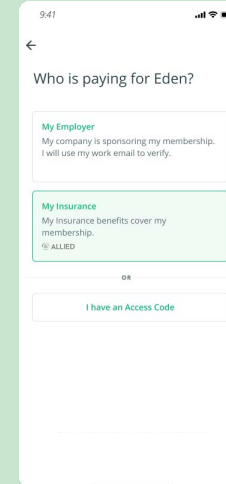
Create a New Account

Follow the steps below to access Eden Health on your phone.

- 1 Open up the Eden Health app on your device and tap "Create Account."
- 2 When prompted for the sponsor of your membership, select "My Insurance" and then choose "Allied."
- 3 Enter some basic information like your name and date of birth to verify your plan.
- 4 Provide some additional details, then review and accept our terms and policies to finish setting up your account.

That's it! You can chat with a member of your Care Team whenever you need them.

If you run into any issues during registration, just email us at support@edenhealth.com, and we'll be happy to help.



Troubleshooting

I don't remember the email I used to register my membership.

Try using your phone number instead.

I don't remember my password.

Hit "I forgot my password." We'll text a password reset link to the phone number associated with your account. (Standard message rates may apply.)

I don't remember the email or the phone number I used to register my membership.

To retrieve your account information, send an email with your full name, date of birth, and work email address to support@edenhealth.com

When I attempt to log in, I'm sent back to the login page.

Try uninstalling and re-downloading the Eden Health app. If this doesn't work, please email us at support@edenhealth.com

Can't find the answer to your question here?

Email us at support@edenhealth.com and we'll work it out together.



Your Profile

The Profile tab will help you make the most of the Eden Health app. It's where you'll find your account information, health records, and more.

Account Information

Update your contact information and personal details.

Health Records

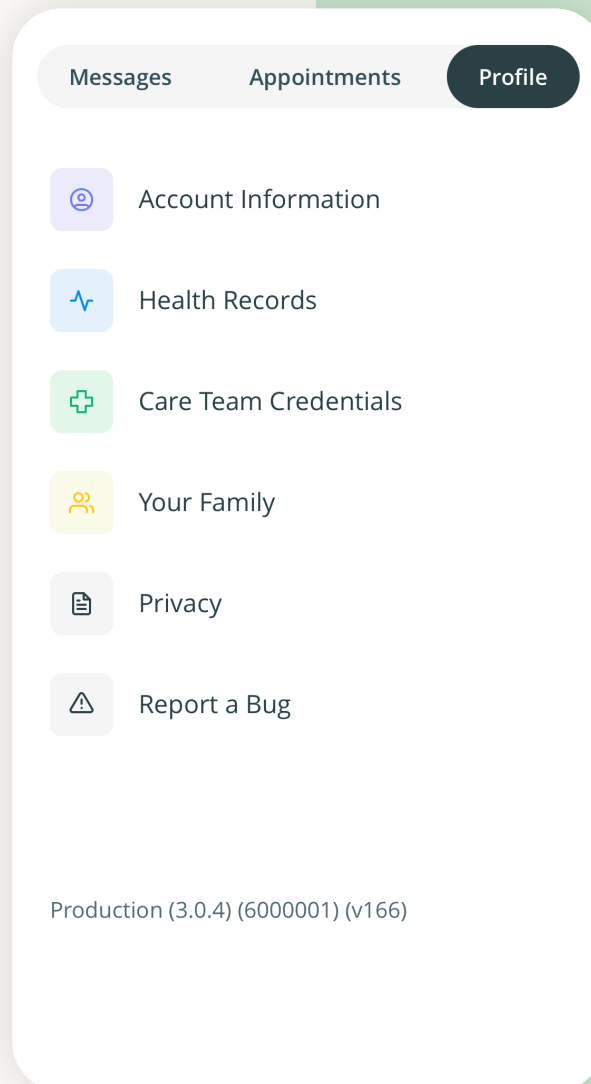
This is where you can find and edit the details of your medical history and access any screeners your provider may ask you to complete.

Medical History

Once you speak with a provider, they'll upload a record of any allergies, medications, and prior health concerns here. You're able to view their notes at any time.

Screeners

If your company requires you to complete a self-administered screener, just follow the question prompts in the app.



Care Team Credentials

Your dedicated, interdisciplinary Eden Health Care Team is made up of a specialized group of medical providers. You can get to know who is managing your care by reading each of their bios and viewing their licensing credentials.

Your Family

Your Eden Health membership benefits extend to dependents over the age of 18. To invite a family member, enter their email address. Once a family member successfully registers, they'll show up under the "Members" section.

Privacy: When you register your Eden Health membership, you'll be asked to accept the terms of service. You're able to view the HIPAA Policy, Privacy Policy, and Terms of Service here.

Report a Bug: If you experience a technical issue when using the Eden Health app, you can report it directly to our engineering and product teams. They'll follow up with you to resolve your problem.

Connecting With Your Care Team

As an Eden Health member, you have 24/7 access to your Care Team.

Messaging Your Care Team



Whether you're feeling sick, need a prescription refilled, or have a medical question, we're here for you. Just hit the "Messages" tab in your Eden Health app to start a conversation with a provider, and your Care Team will respond within minutes.



Most health concerns can be resolved via messaging in the app, but if a video visit is helpful, your Care Team will invite you to join a call right then and there — at no cost to you.

Messages Appointments Profile

Hi there, I've had a sore throat for 3 days and now I'm seeing some white spots on my tonsils. Can you help me?

Dr. Morrison, MD

I'm sorry to hear you aren't feeling well. Happy to help you right here on the app.

Would it be possible for you to send me a picture of your throat? You can turn on your phone's camera flash and use a mirror as a guide.

Can I also ask you to check your neck for any swollen glands? To do this, you can run your fingertips on the sides of your neck from your chin to your chest. Do you feel multiple little lumps and bumps?

Thank you for your help! I do feel some bumps. I'm going to send a picture now."

Type a message...

Confirm Video Visit Appointment

April 7th, 2021
Wed at 10:00 am

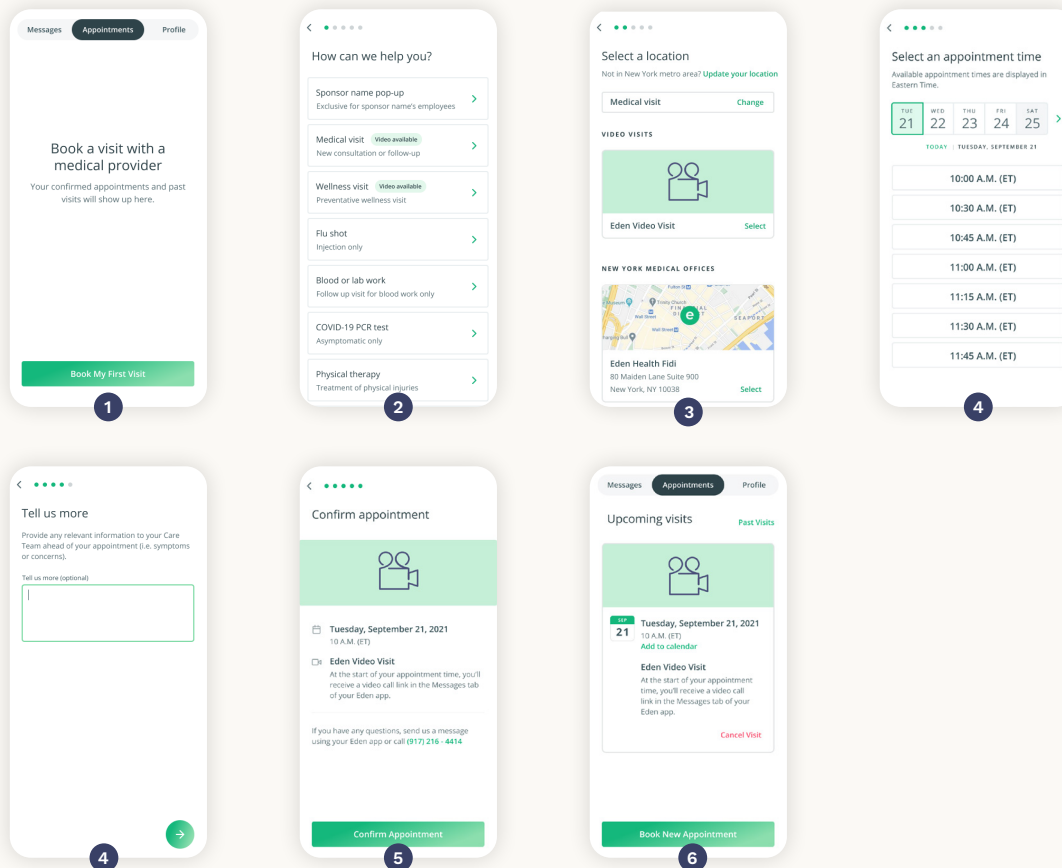
Video Visit
A provider will send you a video call link at the start of your appointment time.

If you have questions, message us on this app or call us at (917) 216 - 4414

Confirm and Book

How to Book a Video Appointment

Follow the steps below to book a virtual appointment with your Eden Care Team.



- 1 Open your Eden app and navigate to the “Appointments” tab
- 2 Here, you’ll see a list of appointment types. Select either “Medical visit” or “Wellness visit,” depending on the type of appointment you need.
- 3 Select the option for an “Eden Video Visit”
- 4 Here, you can choose a day and time that works best for you
- 5 Fill out any additional symptoms or concerns you’d like to share with your Care Team prior to your appointment
- 6 Hit “Confirm Appointment” to complete your booking
- 7 Appointment and confirmation details will now be available in your “Appointments” tab



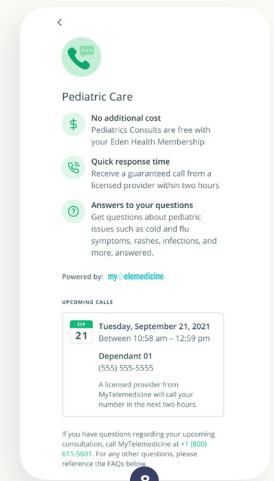
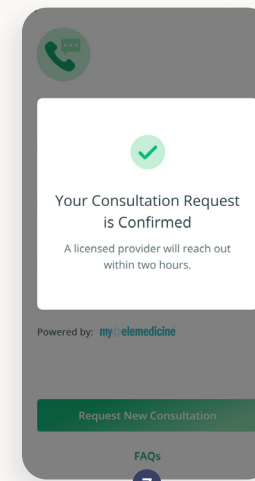
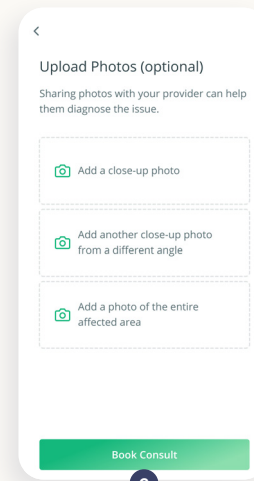
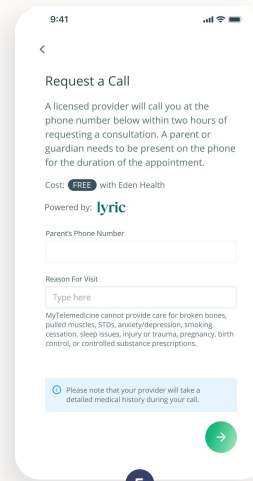
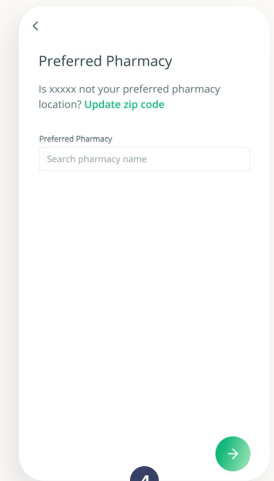
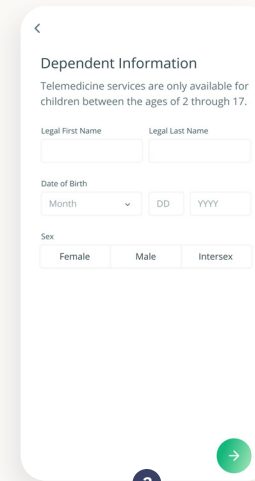
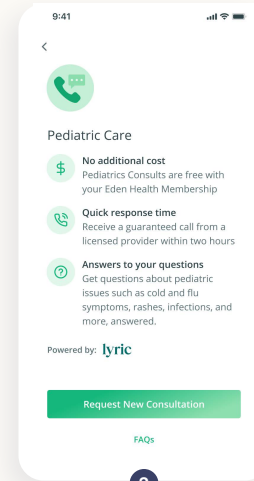
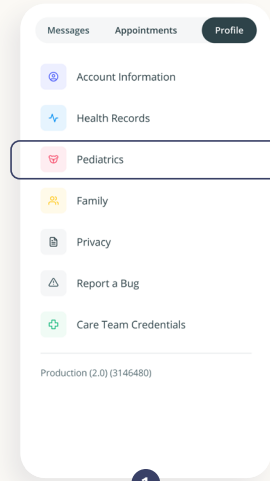
Do I need to book an appointment?

Self-scheduling a video appointment is a great way to proactively schedule your healthcare needs ahead of time, but you never need an appointment to get in touch with your Care Team. You can still reach us 24/7 in your Eden app and you will get a response from a provider within minutes.

How to Schedule a Pediatric Consultation

Eden members have access to 24/7 pediatric care phone consultations. Licensed providers can answer your on-the-spot questions and treat common ailments for children ages 2-17.

- 1 Go to the “Profile” tab
Select “Pediatrics”
- 2 Select “Request Consultation”
- 3 Here, you’ll enter your child’s basic information.
If your dependent has already been added to your Eden account, you can select their name in the app.
- 4 Next you will indicate your preferred pharmacy using your zip code or pharmacy name
- 5 You can then request your call and indicate the reason for your consultation
- 6 You will then have the option to upload any relevant photos to share with the provider
- 7 Next, you’ll see a confirmation screen when your consultation is booked
- 8 Once your consultation is booked, a provider will reach you at the phone number provided



Additional Support

If you encounter any issues or need help using the app, please email support@edenhealth.com

eden health