The patient app

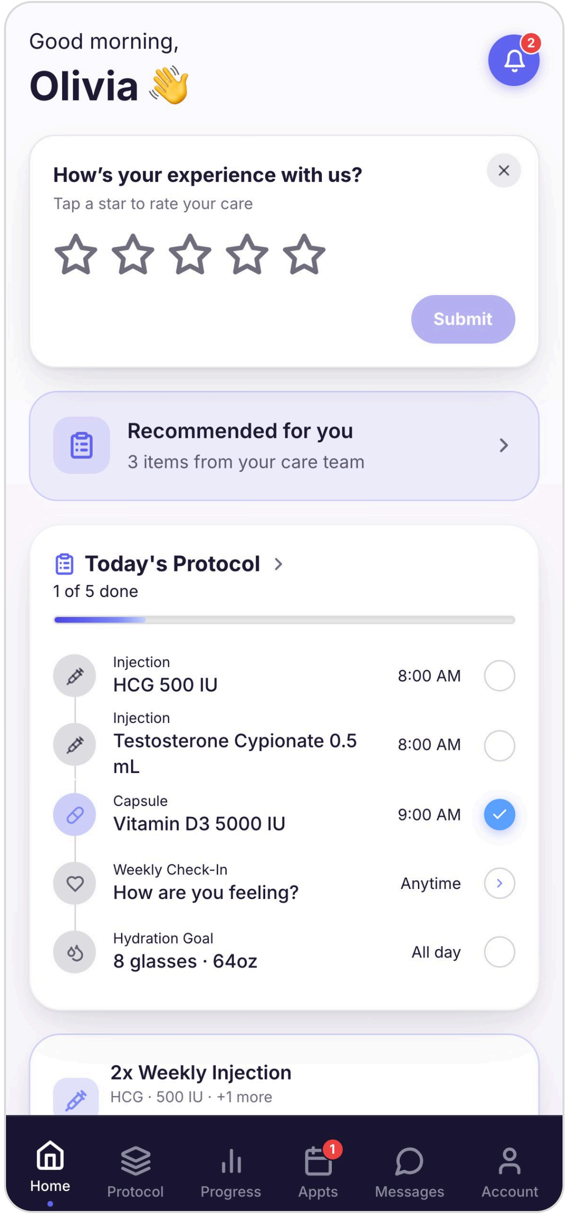
Your patients' side of Aminova, screen by screen: how they get in, what each tab does, and where each thing they do shows up for your team.

Feature manual · For Owners, Managers, Front desk, Providers, Nurses and MAs · aminova.health/university/patient-app

1. WHAT THE PATIENT APP IS

The patient app is what your patients use on their phone. They follow their plan, check in, book and join visits, message your team, sign forms and pay.

Six tabs run along the bottom: **Home**, **Protocol**, **Progress**, **Appts**, **Messages** and **Account**. If you switch messaging off, the **Messages** tab is gone.



Home, with the six tabs along the bottom.

Tip. You choose which parts patients get in **Settings → Patient Portal**. See the setup guide for each switch.

2. GETTING IN

The app signs a patient out after an hour without use, and once a week in any case. It tells them why, and keeps anything they were typing.

1. The patient types your **Clinic code** and presses **Continue**. After the first time, their phone remembers it.
2. The first time, they press **First time? Activate your account**. They enter their **User ID**, **Date of birth** and a new password, then press **Activate account**. They may be asked once for a 6-digit code sent to their email.
3. After that, they sign in with their **User ID** and password. **Remember me on this device** fills in the User ID next time.

4. After their first sign-in, the app offers **Enable Face ID**, so next time they can sign in without typing.

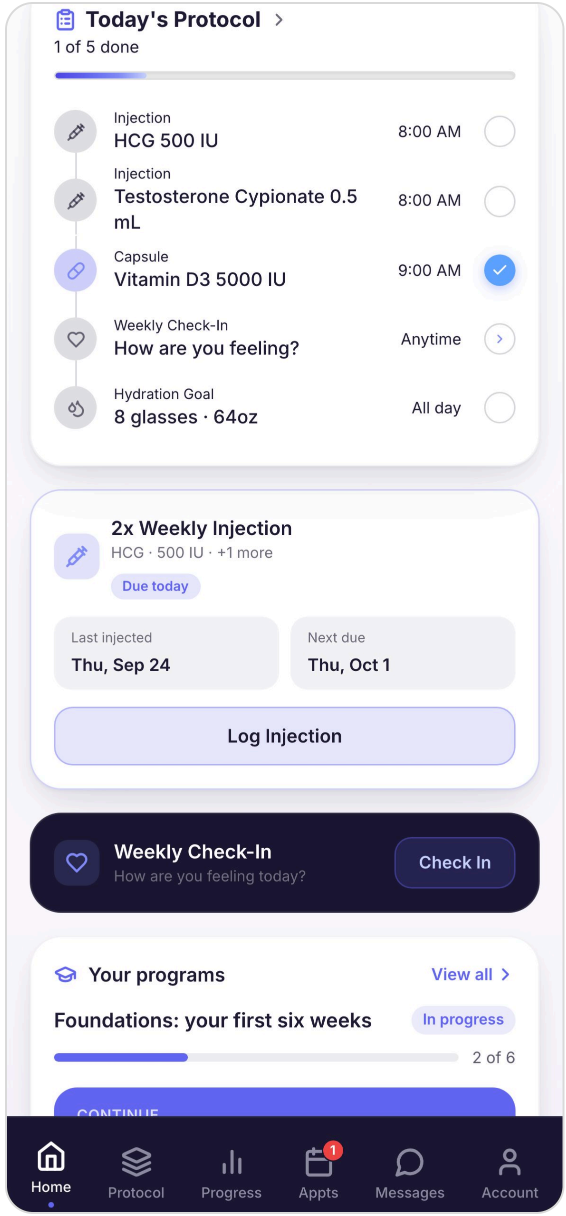
3. THE WELCOME STEPS

1. The first time in, a short welcome asks for their goals. It can also ask for their health background: conditions, allergies, medicines and measurements. Anything you already have is shown for them to check.
2. Then it asks about their lifestyle, an emergency contact, and their insurance and preferred pharmacy, with a first quick rating of energy, sleep and mood.
3. They agree to the **Privacy Policy** and **Terms of Service** and press **Complete Profile**. An emergency contact is required.
4. **Save & Continue Later** lets them stop. A **Complete your health profile** banner stays on Home until they finish.
5. If they have no visit yet, **Schedule your first visit** opens next. **I'll do this later** skips it.

4. HOME AND TODAY'S LIST

Today's Protocol lists what is due today. They tap the circle to check a dose off. Their check-in and water goal are on the list too. Your team sees what they check off.

Below it are cards that come and go: injections to log (**Log Injection**), the next visit, **Refill Status**, **Latest Labs**, their streak, a shipment to track with **I've received it**, **Your programs**, and forms and consents to sign. The bell at the top holds their notices.



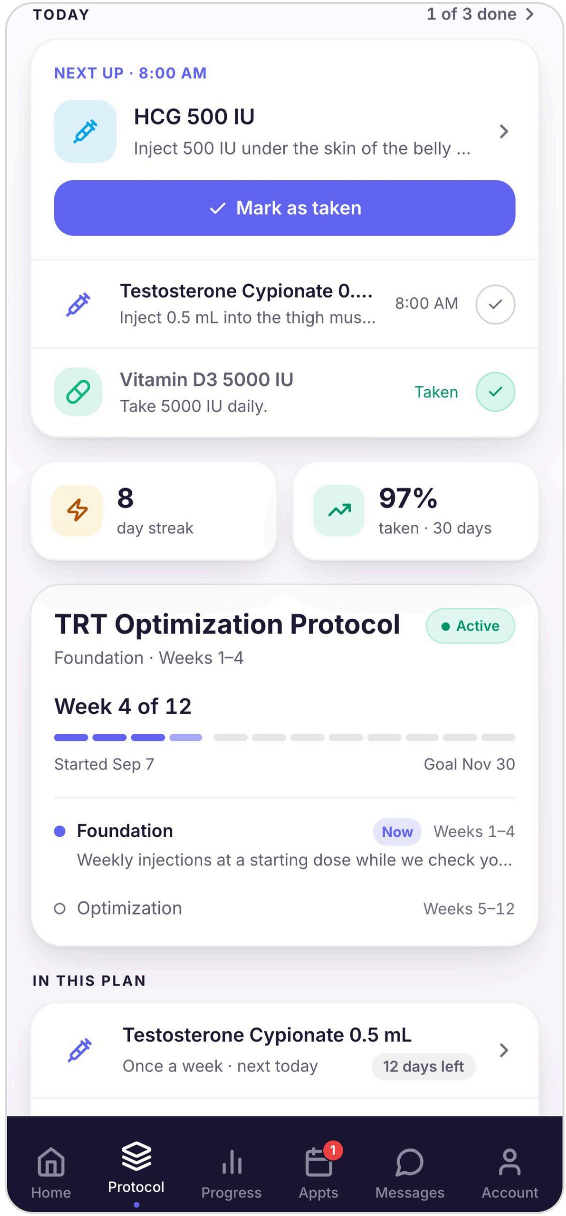
Today's Protocol: each dose, the check-in and the water goal, with the injection card below.

Tip. When medicine is shipped or picked up, the patient presses **I've received it** or **I've picked it up**. That starts the medicine on their list.

5. THE PROTOCOL TAB

Today shows the next dose with **Mark as taken**, and the rest of today below. Tap the count, like **1 of 3 done**, to see today, yesterday and tomorrow at once. Under it are their streak and how much they have taken in the last 30 days.

Then comes their plan: its name, the week they are on, its phases, **In this plan** and **About this plan**. When you change the plan, **Your plan was updated** shows them what changed.

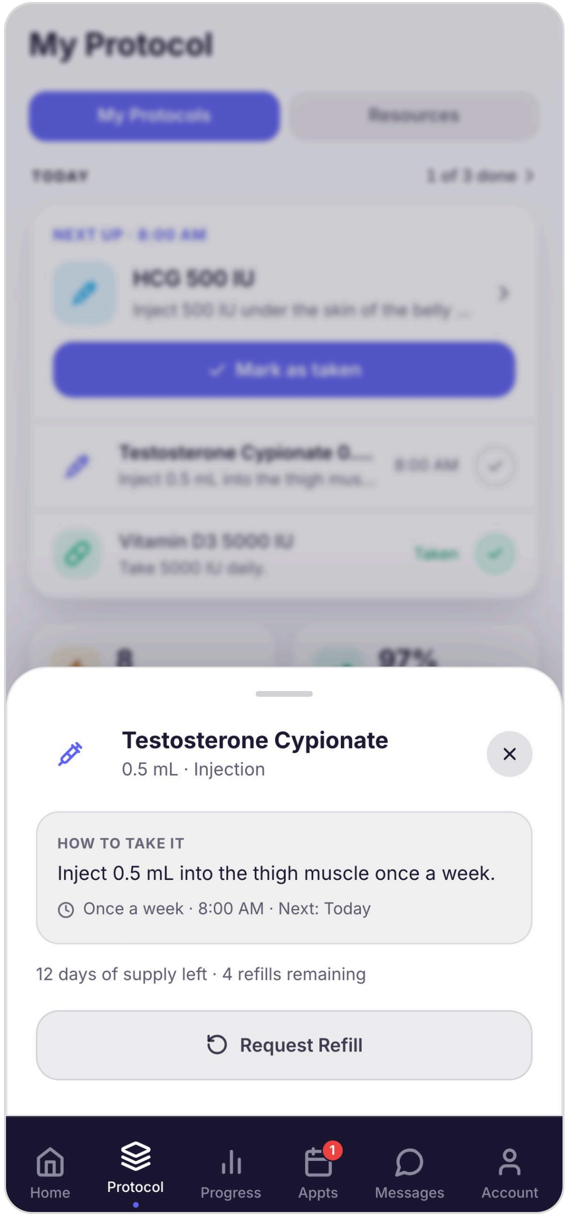


Protocol: today's doses, the streak, and the plan week by week.

6. ONE MEDICINE AND ITS REFILLS

Tapping a medicine opens **How to take it**, with how often and when it is next due. It also shows days of supply left and refills remaining.

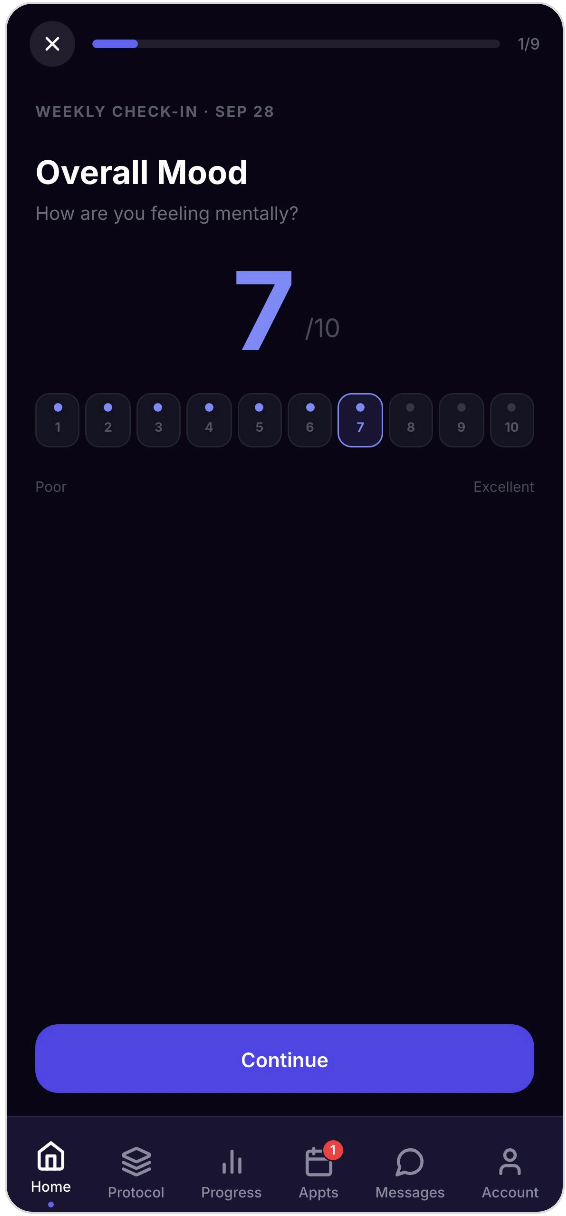
When a refill can be asked for, the patient presses **Request Refill**. Before then it says when it will be available. Once a refill is on its way, its progress shows here instead.



One medicine: how to take it, supply left, and Request Refill.

7. CHECK-INS

1. On Home, the check-in card says **Check In** when one is open.
2. The patient rates each question from 1 to 10. They may be asked about side effects, and can add a note.
3. They press **Submit Check-In**. It is saved for your team to review.
4. The card then shows **Locked** until the next one opens, on the schedule you set.

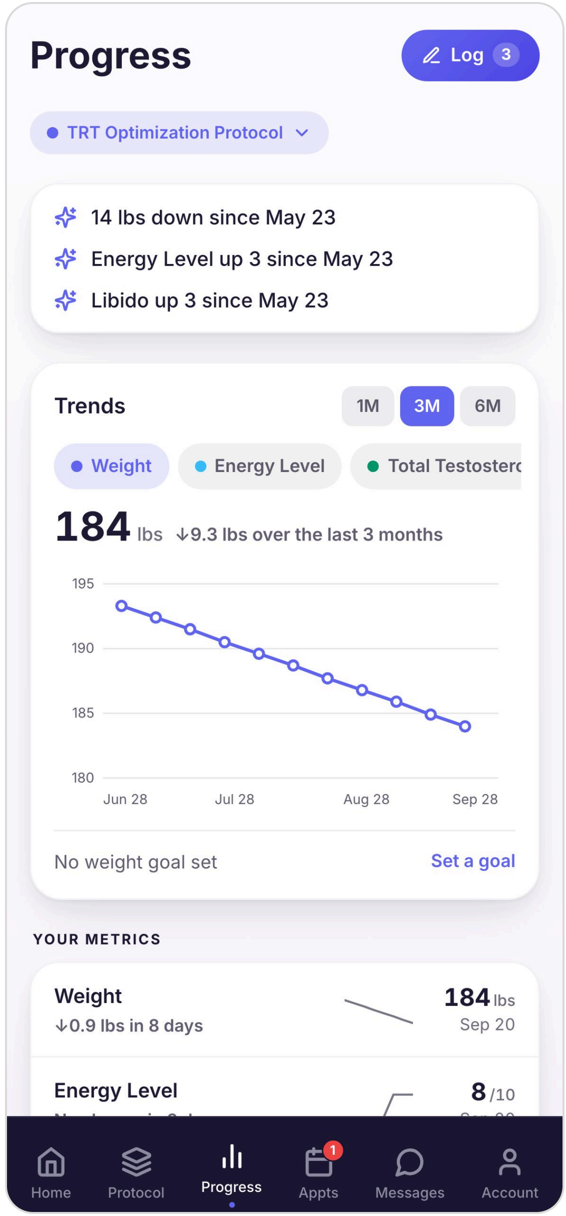


A check-in: one question at a time, scored 1 to 10.

8. THE PROGRESS TAB

Progress shows how they are doing. **Trends** charts one thing at a time, over **1M**, **3M** or **6M**. They can **Set a goal** for their weight.

When something is due, **Log** lets them enter it, like their weight. Below are **Your metrics**, **Your logs**, **Check-in scores**, **Lab Results** and **Adherence**.



Progress: highlights, a trend chart, and the Log button.

9. BOOKING A VISIT

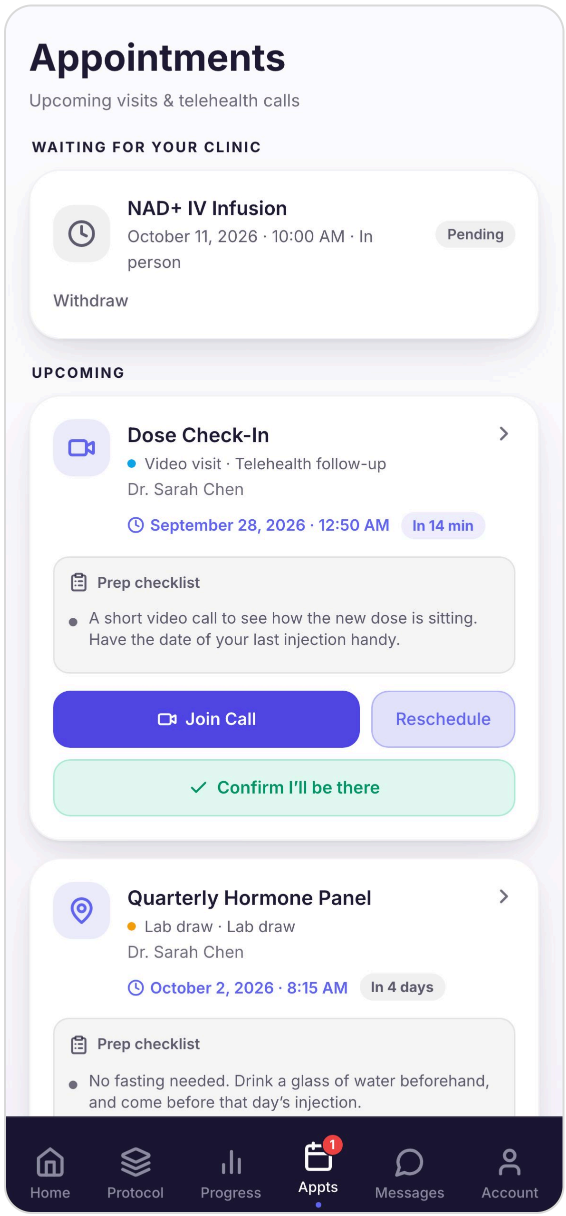
1. On **Appts**, the patient presses **Request New Appointment**.
2. They choose what to book from your visit types, then a date and an open time. **View soonest available** finds the first opening.
3. They press **Review & request**, check what and when, and press **Confirm request**.
4. If you confirm bookings on their own, they see **You're booked**. If not, **Request sent**, and it waits for your team.
5. If the visit needs a deposit, the time is held for a few minutes. They pay it from the card on Home, or the slot is released.

Tip. The visit's forms and consents are sent to them once it's booked. With **Appointment Booking** off, the app tells them to contact your clinic instead.

10. THE APPTS TAB

Waiting for your clinic lists requests you haven't answered yet. The patient can **Withdraw** one.

Upcoming shows each visit with its time, provider and prep checklist. Video visits have **Join Call**. Visits in person have **Get directions**. Forms still to sign for that visit show in red right on the card. Below are **Past Visits** and any classes they can book.

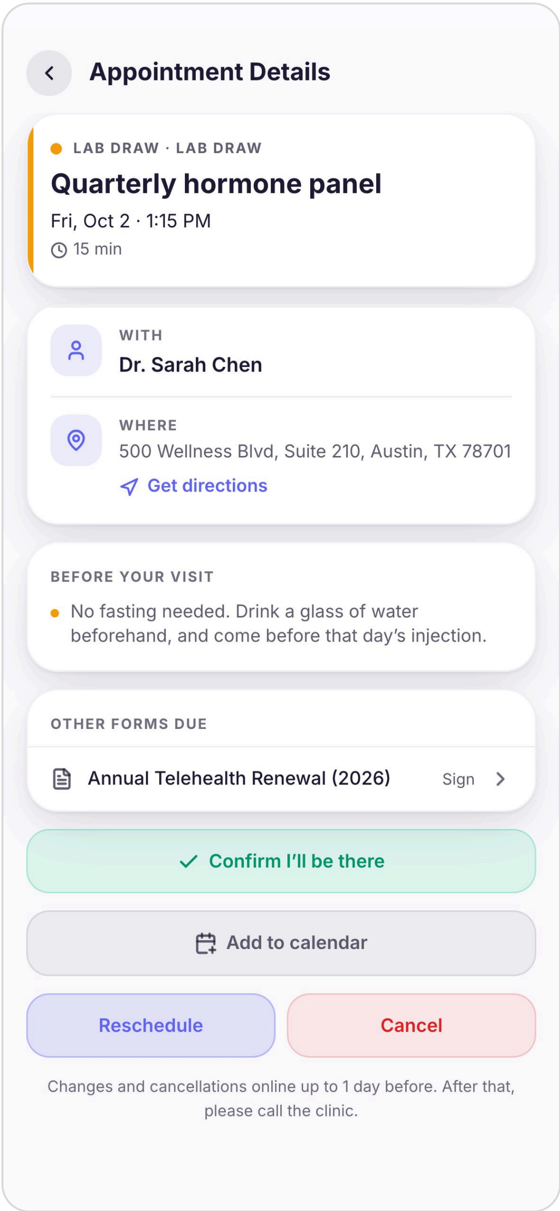


Appts: a request waiting on the clinic, then upcoming visits.

11. MANAGING A VISIT

1. Tapping a visit opens **Appointment Details**: when, with whom, where, and what to do before.

2. **Confirm I'll be there** shows in the week before. **Add to calendar** saves it to their phone.
3. **Reschedule** asks your team for a new time, or lets them pick one themselves if your clinic allows it. **Cancel** cancels it. Too close to the visit, it says to call the clinic.
4. On the day of a visit in person, **I'm here** shows from 45 minutes before. It tells the desk; they still check the patient in.
5. For a video visit, **Join video visit** opens 15 minutes before. If your clinic asks for consent to record, they are asked first and can join without it.

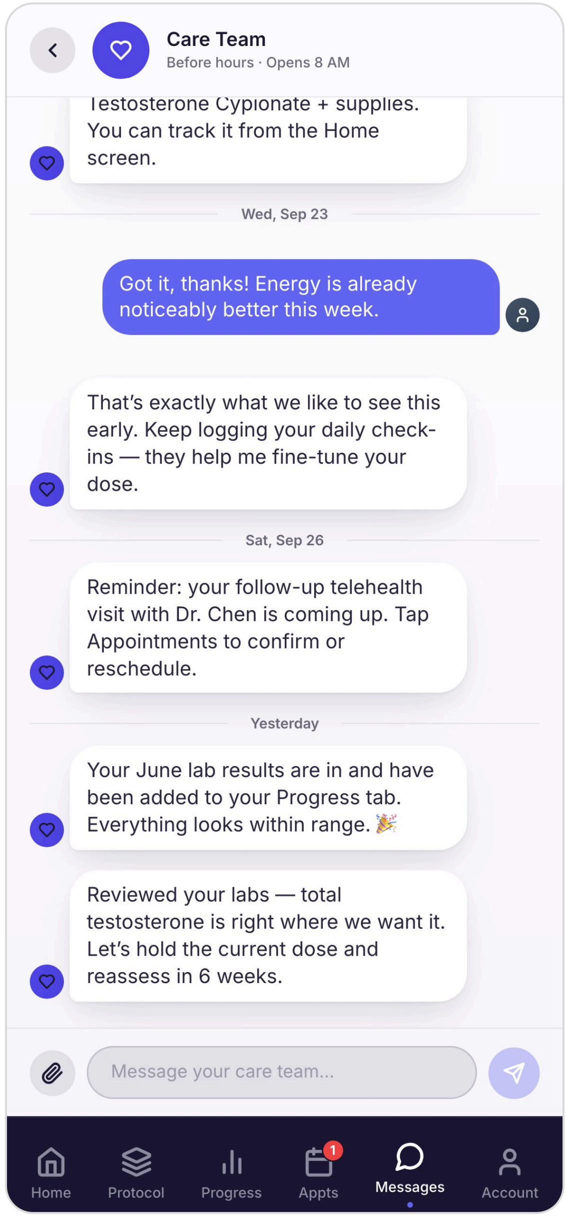


Appointment Details: the visit, what to do before, and its buttons.

12. MESSAGES

The **Messages** tab lists who they can write to, such as their provider and your care team. You set the list and the names.

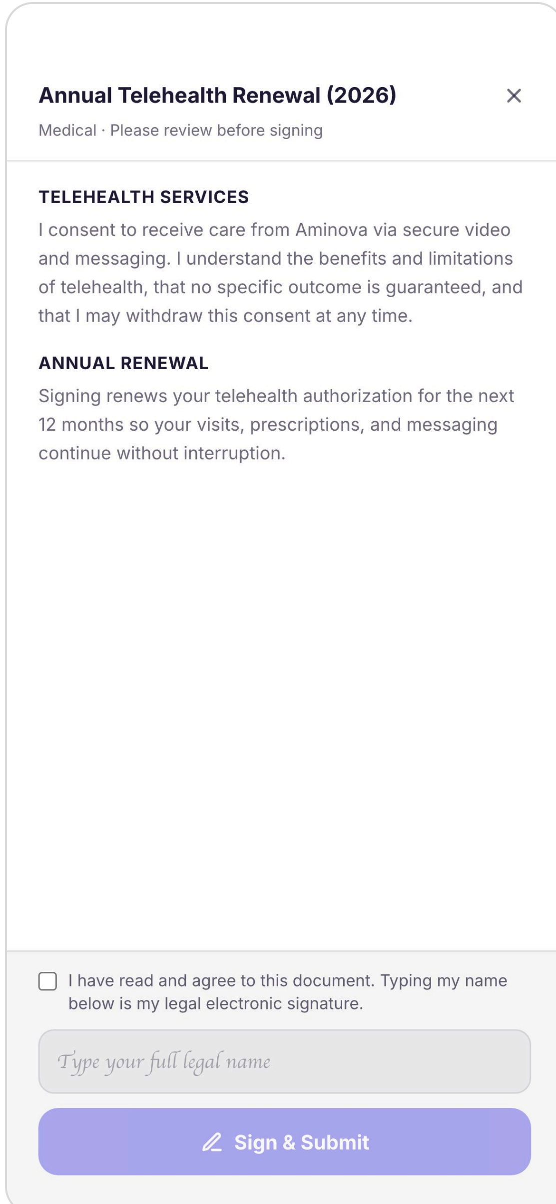
They type, or press the paperclip to send a photo or a file. Their last message shows **Sent**, then **Read** once your team opens it.



A conversation with the care team.

13. FORMS AND CONSENTS

1. Forms waiting for them show on Home under **Forms to complete** and **Consents**, and on the visit they belong to.
2. For a form, they press **Start**, answer, and press **Send to my clinic**.
3. For a consent, they press **Review & sign**, read it, tick the box, type their full name and press **Sign & Submit**.
4. For a PDF with places to sign, they adopt their signature once. After that, one tap signs.
5. Signed copies are kept under **Account → Consent Forms**.

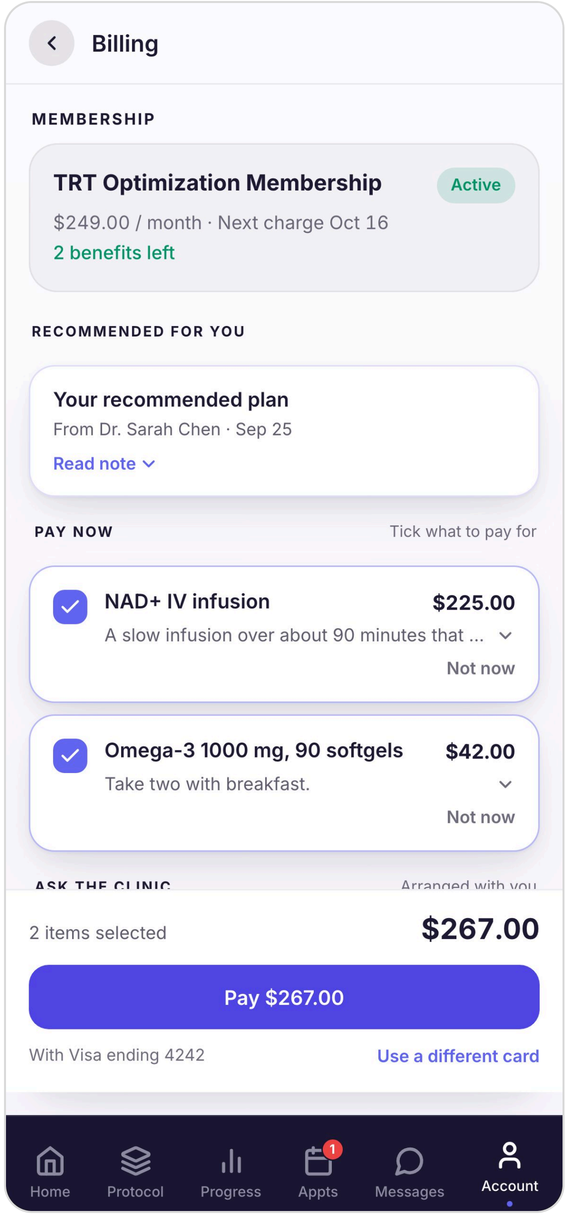


A consent open for review, with the name box and Sign & Submit.

14. PAYING

Recommended for you on Home opens **Billing**, where they see what their provider recommended. They tick what to pay for, or press **Not now**. Some things say **I'd like to start**, and your clinic arranges them.

Billing also holds **Bills to pay**, their **Card on file**, their membership, **Payment history** with receipts, and plans they can join.

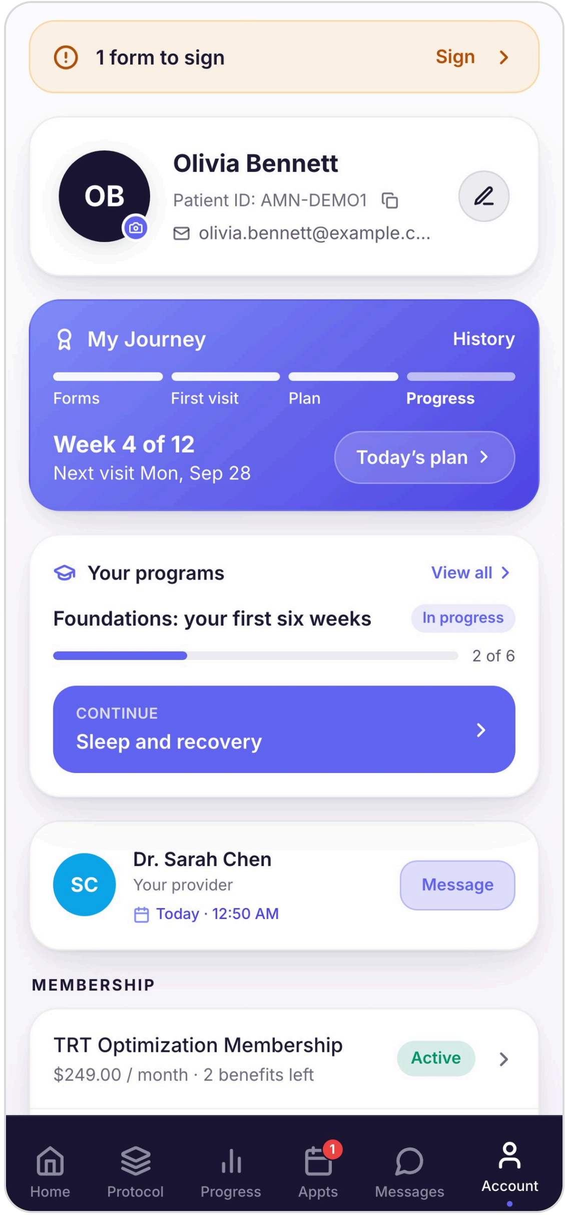


Billing: the membership, then what the care team recommended.

15. THE ACCOUNT TAB

Account holds their profile, **My Journey**, their provider with **Message**, and their membership. Under **Documents** are **My Labs**, **Consent Forms**, **Prescriptions** and **Visit Summaries**. **Order Labs** lets them ask for a lab panel; their provider reviews each request.

Notifications turns phone alerts on or off by type. They still see everything in the app. **App Settings** has dark mode, **Download my records**, and **Request account deletion**. **Get help** opens a message to your care team.



Account: a form to sign, the profile, My Journey and the provider.

16. WHAT YOUR TEAM SEES

1. A visit request lands on **Appointments** under **Requests**. A cancellation sends your team a notice.
2. **Confirm I'll be there** shows as **Confirmed** on the visit. **I'm here** sends a notice to the front desk and the provider.
3. Messages arrive on your **Messages** page. Refill requests land on **Refills** under **Requests**. Lab requests land on **Labs** under **Requests**.
4. Check-ins show on the patient's chart under **Protocol**, and their scores and logs under **Progress**. Check-offs feed their **Adherence**. Signed consents show on **Consents**.
5. Payments land in **Billing**.