

# **USER GUIDE**

## **Your Mobile App for Patients**



- 1)Download the mobile app**
- 2)Create a sample patient account**
- 3)View your practice information**
- 4)View the patient education resources**



# Getting Started

The mobile app is available on iPhones and Android Devices.



Look up “**VIVACARE**”

Download the Vivacare mobile app to your device.

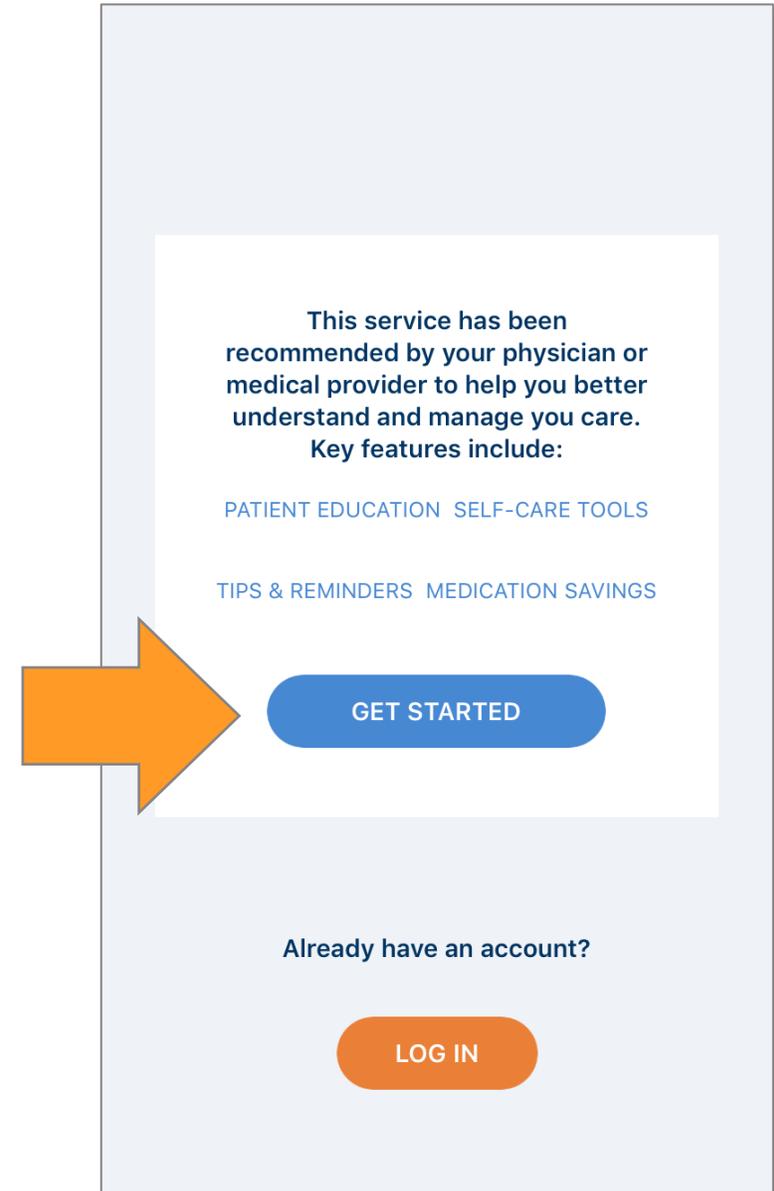


# Getting Started

To see what your patients get, create a sample patient account on the mobile app.

Select the **Get Started** option if its your first time using the mobile app.

Use the Log In option only if you already have a sample patient account .



# Getting Started

Enter your unique CODE.

*(You can also search for yourself by last name.)*

Then, select your profile from the list of clinical staff in your practice.

Enter the code you received from your physician or medical provider:

**YOUR CODE HERE**

SUBMIT

Don't have a code?

Enter the last name of your physician or medical professional

SUBMIT

< Northwest Dermatology

Select the physician or medical provider you usually see for care.

 **James Smith, MD**  
Physician (MD, DO)  
SELECT

 **Jane Jones, MD**  
Physician (MD, DO)  
SELECT

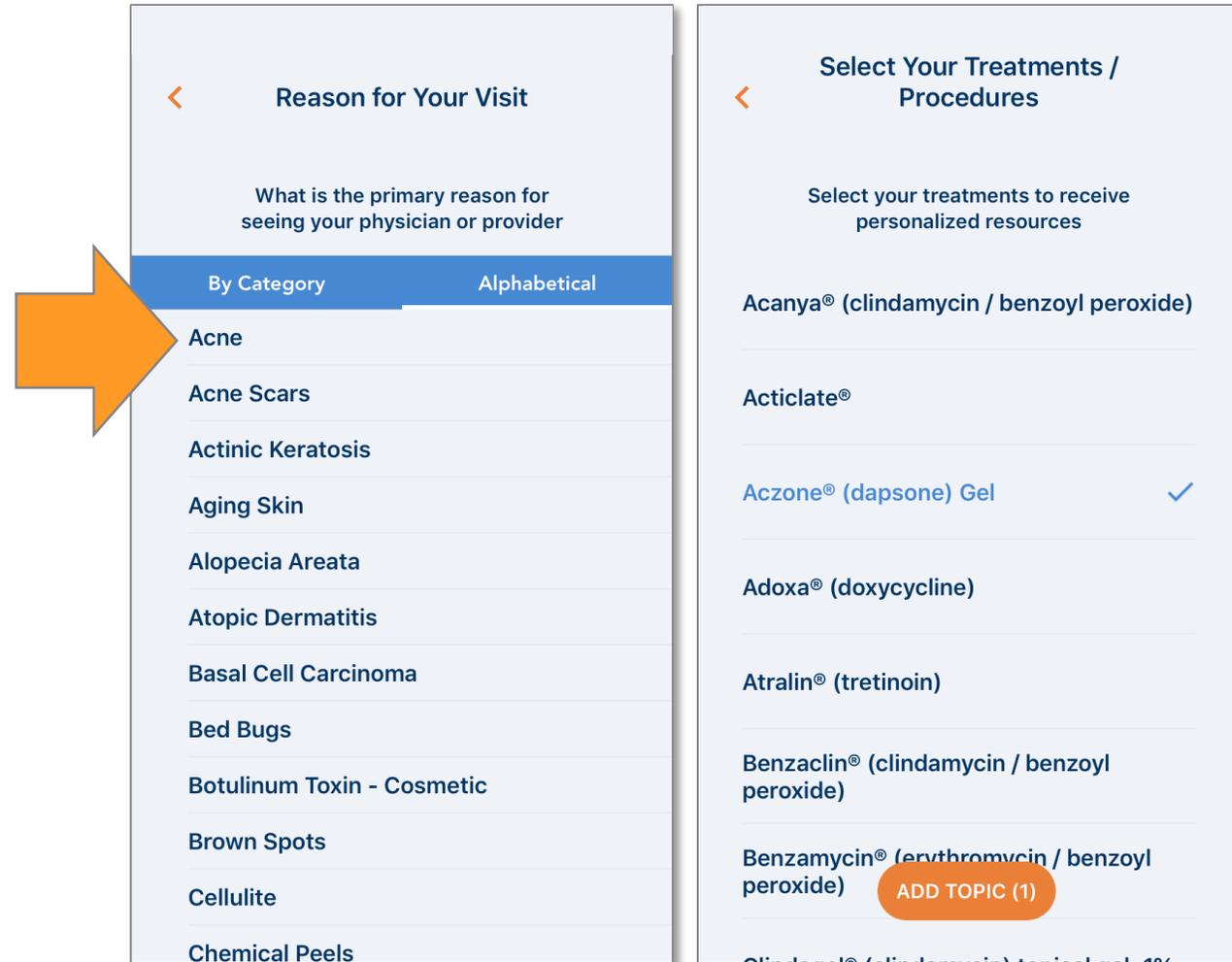
 **Mark Becker, M.D.**  
Physician (MD, DO)  
SELECT

# Getting Started

Select a topic (“Reason for Visit”)

*(For example, you can select “Acne”,  
“Mohs Surgery” or “Psoriasis”)*

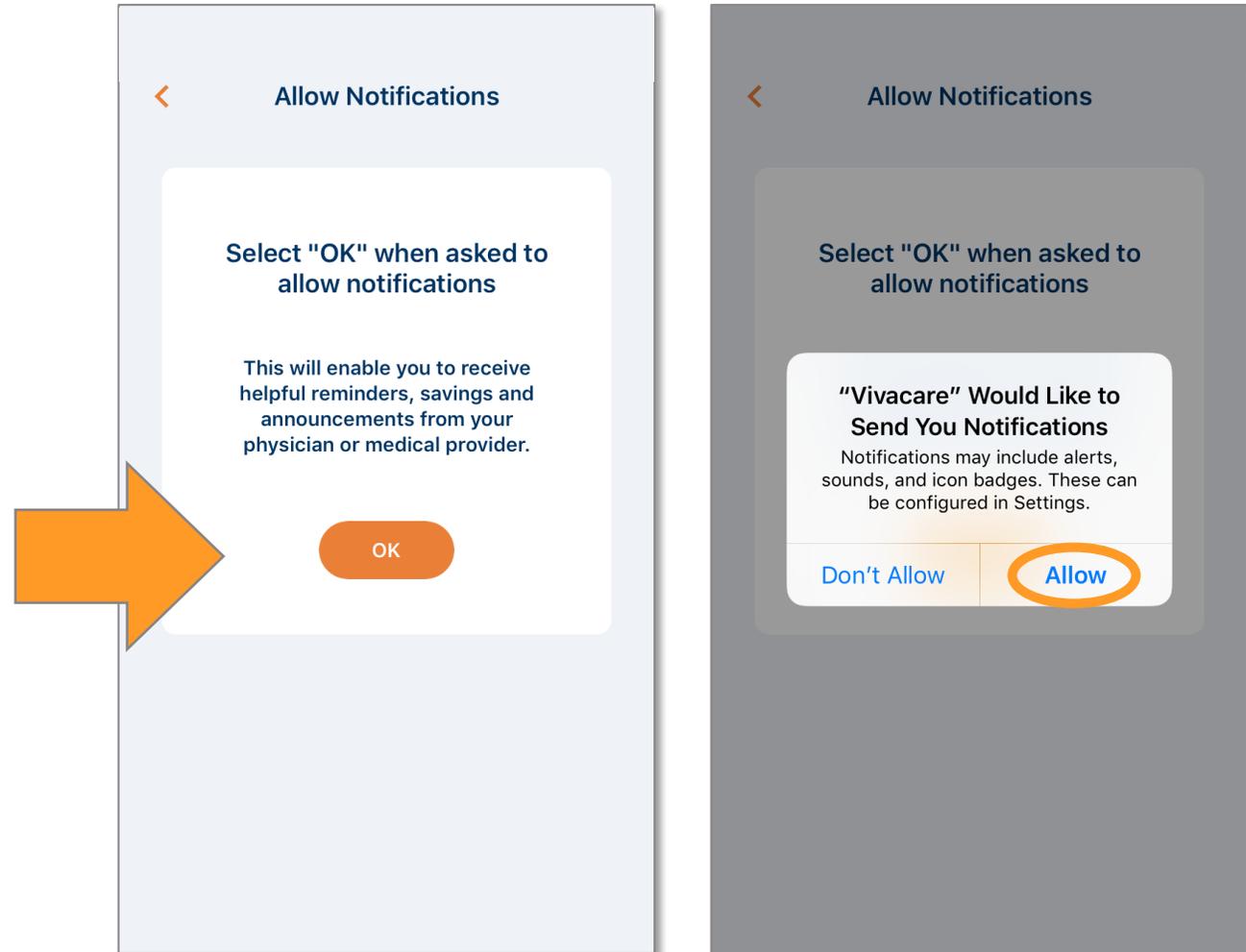
Then, select one or more treatments.



# Getting Started

Select “**OK**” and “**Allow**” on the screens regarding notifications.

This enables the device to receive reminders and announcements from your practice via Push Notification.



# Getting Started

Enter an email address and password.

**YOU CANNOT USE THE SAME EMAIL  
USED TO CREATE YOUR  
PROFESSIONAL ACCOUNT**

Enter an alternate email address, or  
“make up” an email address, such as by  
entering “phone#@vivacare.com”

(The email address is used as a unique  
identifier and is not used to send  
messages.)

A screenshot of a mobile registration form. At the top, there is a back arrow and the title "Registration". Below this, the text "Create a Vivacare account." is displayed. The form contains two input fields: "Email" with the value "2232600@vivacare.com" and "Password" with a masked input (dots) and a toggle icon. A "REGISTER" button is located below the fields. At the bottom, there is a disclaimer: "By registering you agree to Vivacare's Terms of Service and Privacy Policy and confirm that you're over the age of 13". A link to "View the Privacy Policy" is provided. A large orange arrow points from the text on the left towards the registration form.

# Practice Information

View your practice details and information that can be added for display.

**Your Photo/ Practice Logo**  
**Phone**

**Email (optional)**

**Staff Photos & Bios**

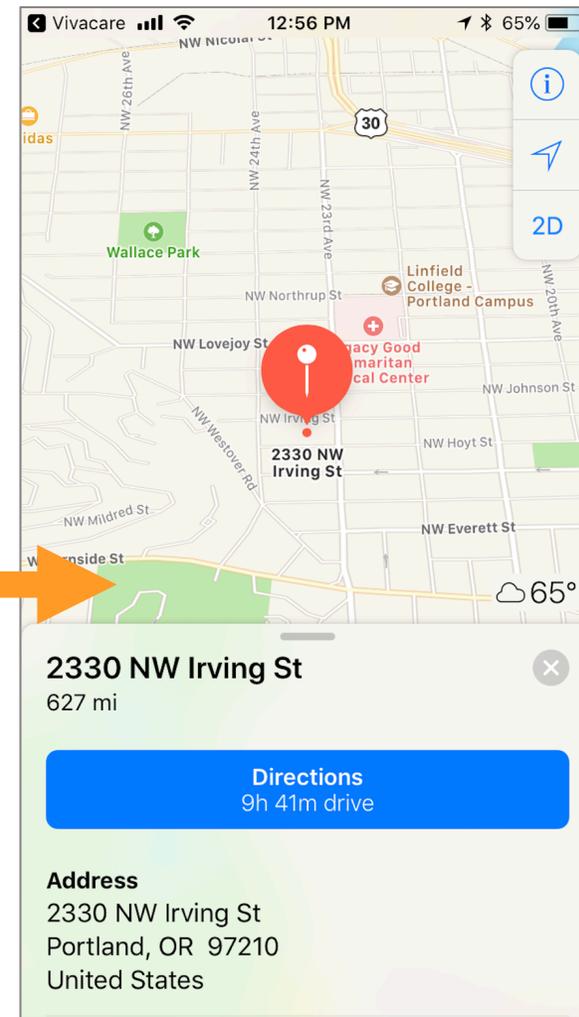
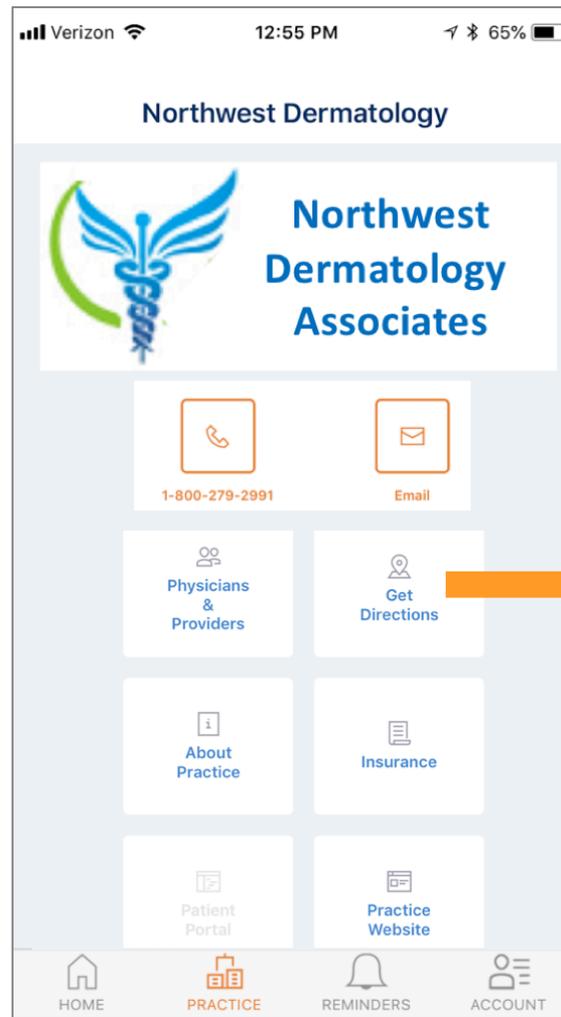
**Locations with Digital Maps**

**About Your Practice**

**Insurance/Payment Info**

**Link to your Patient Portal**

*(Log-in to your professional account to add/edit practice information.)*



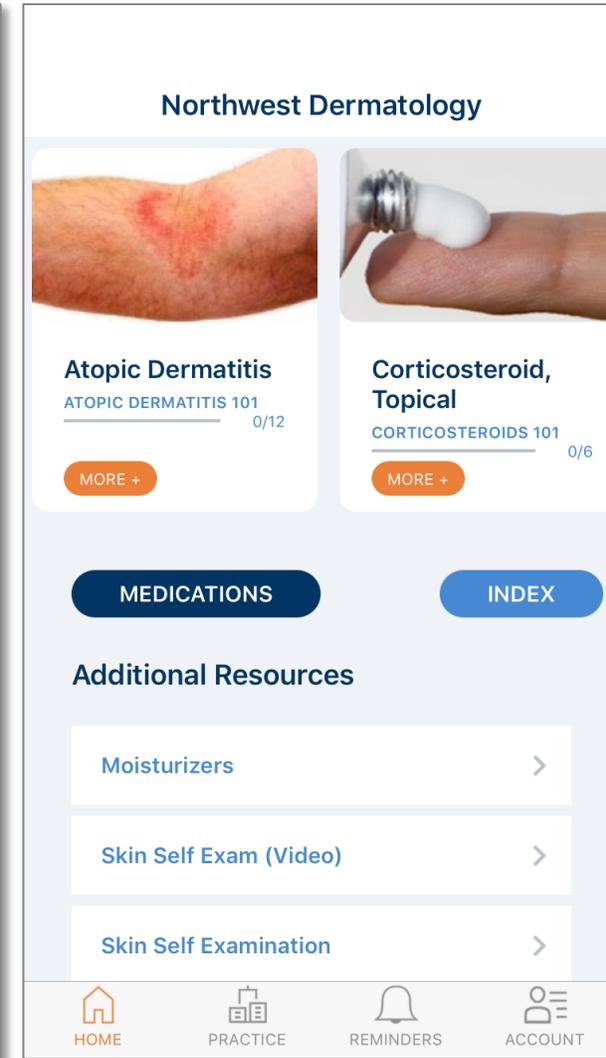
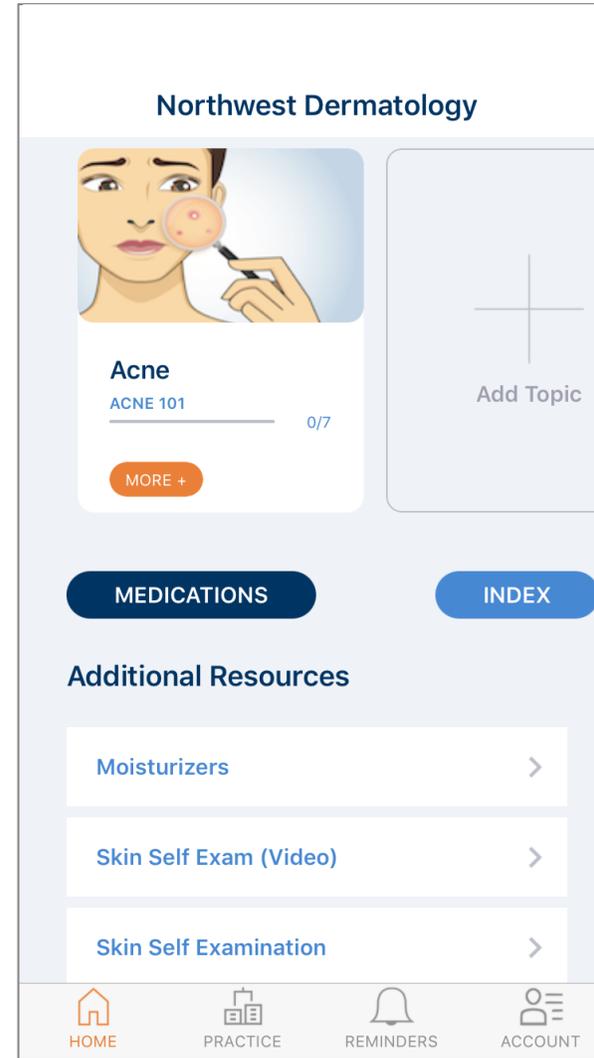
# Personalized Patient Education

Resources displayed at the top of the screen are determined by the topics selected by the patient.

Acne

or

Atopic Dermatitis + Corticosteroids



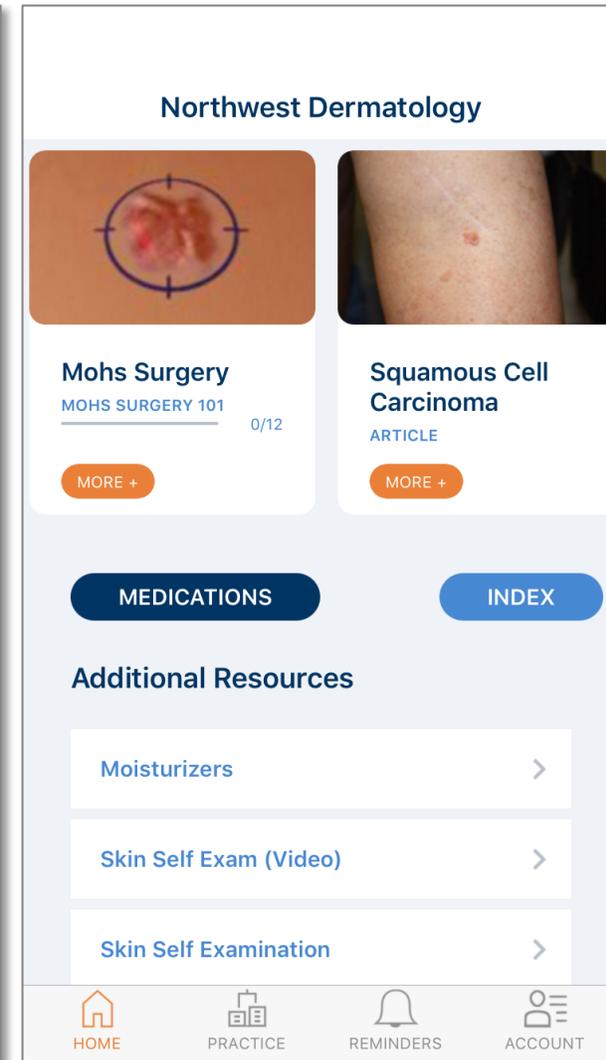
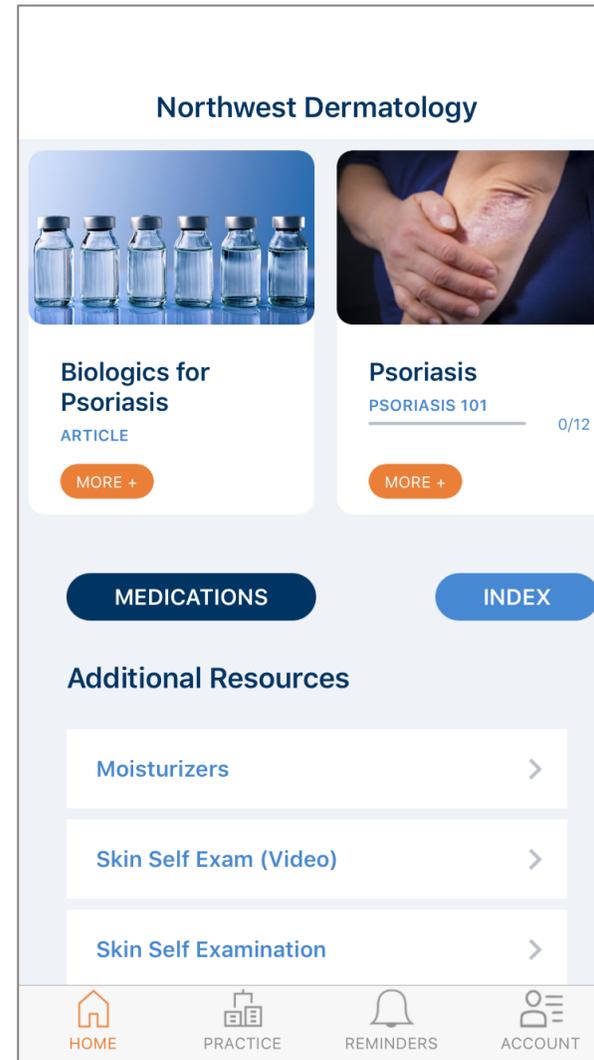
# Personalized Patient Education

Resources displayed at the top of the screen are determined by the topics selected by the patient.

**Psoriasis + Biologics**

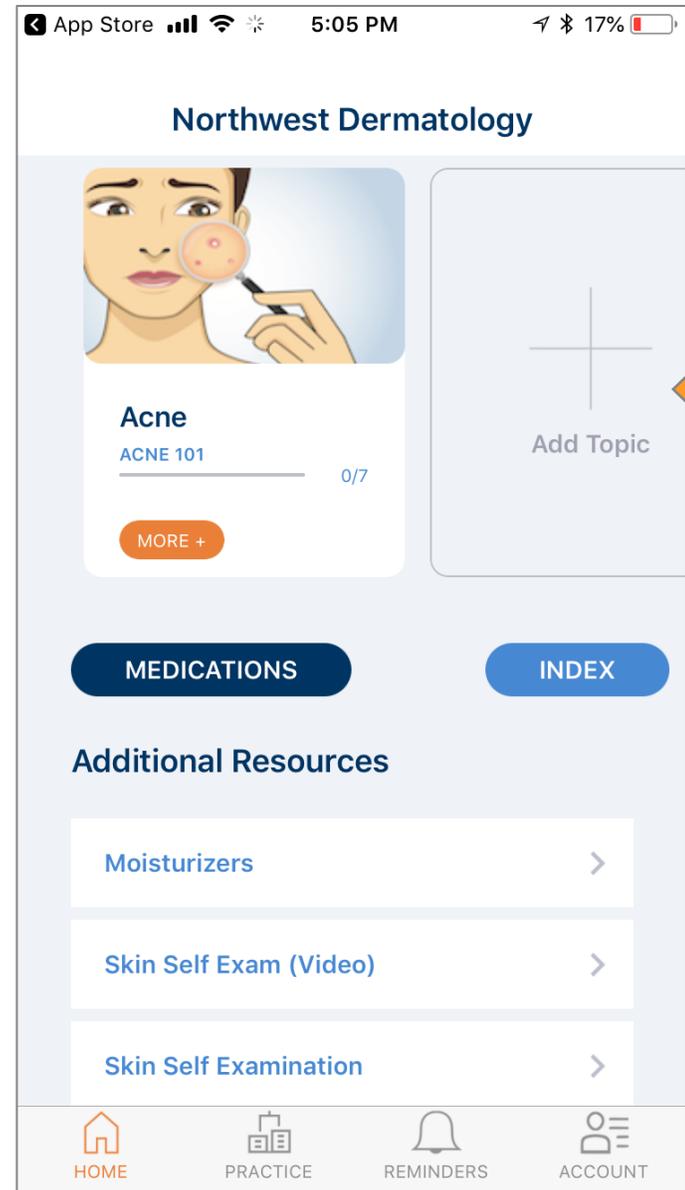
or

**Squamous Cell + Mohs Surgery**



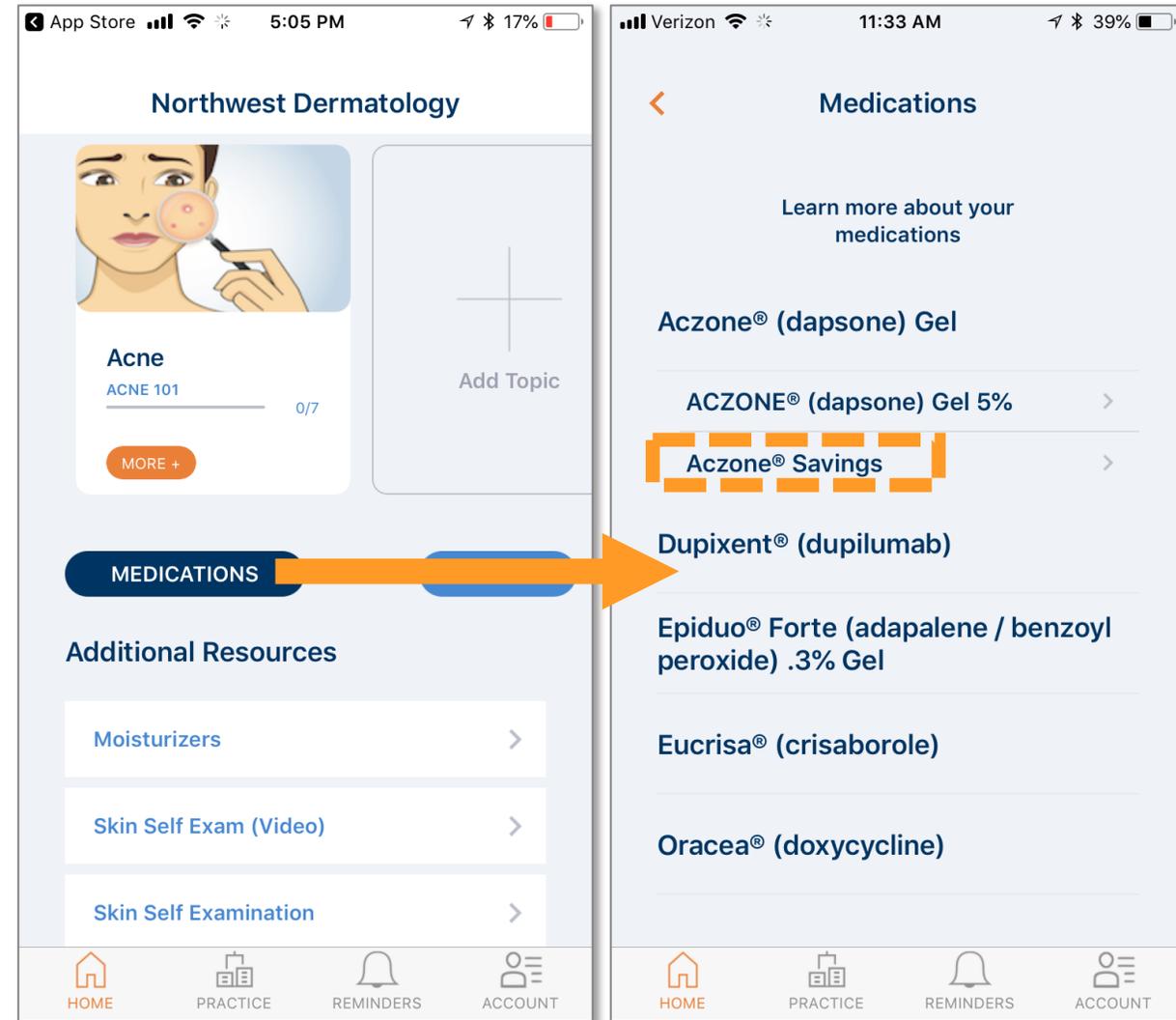
# Personalized Patient Education

Patients can add topics by selecting the “+” Sign.



# Personalized Patient Education Medication References

Information about selected medications  
& savings/rebates if available.



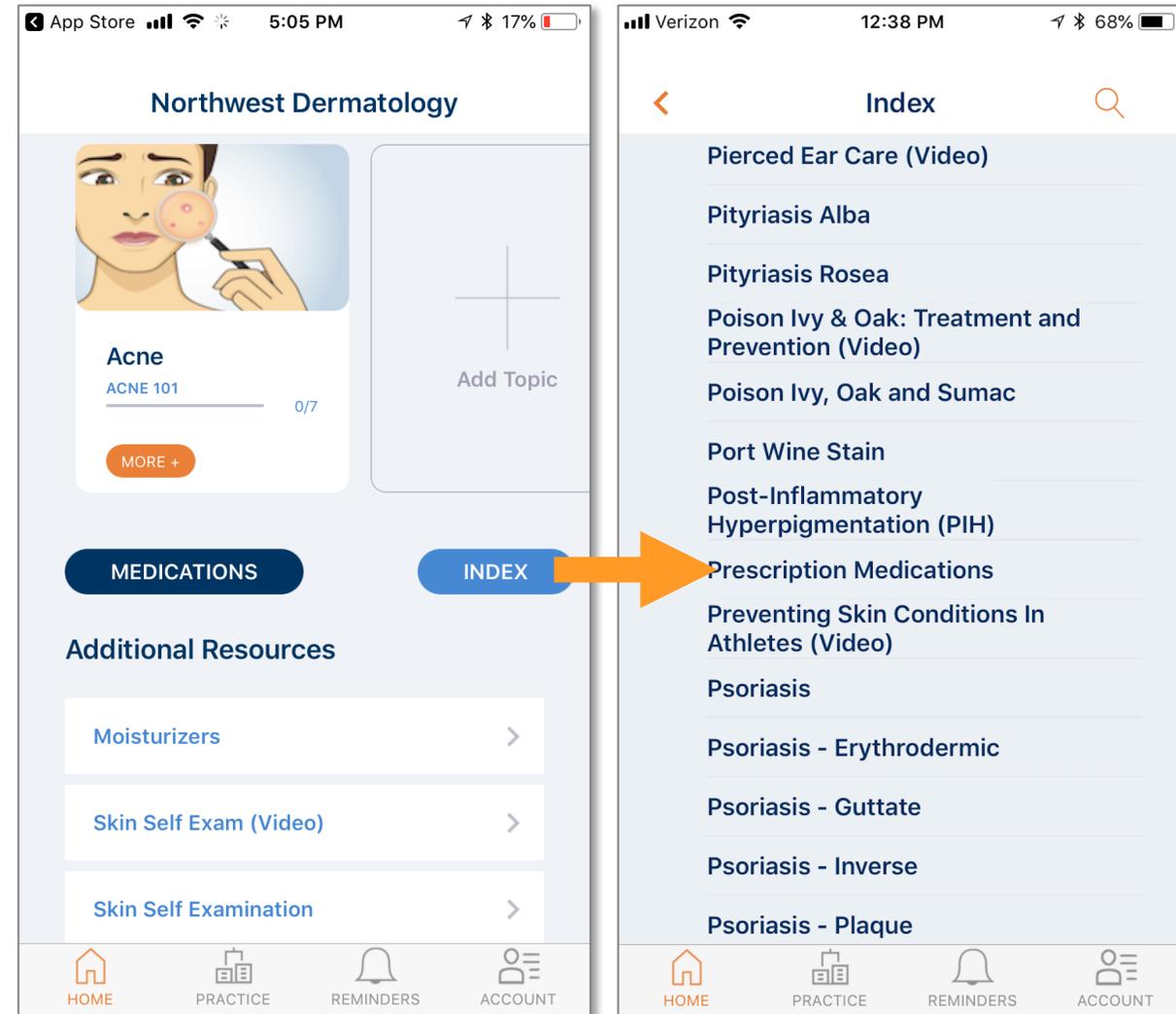
# Personalized Patient Education

## Index

A complete listing of patient education references made available for patients.

You can customize this list to reflect your approach to care.

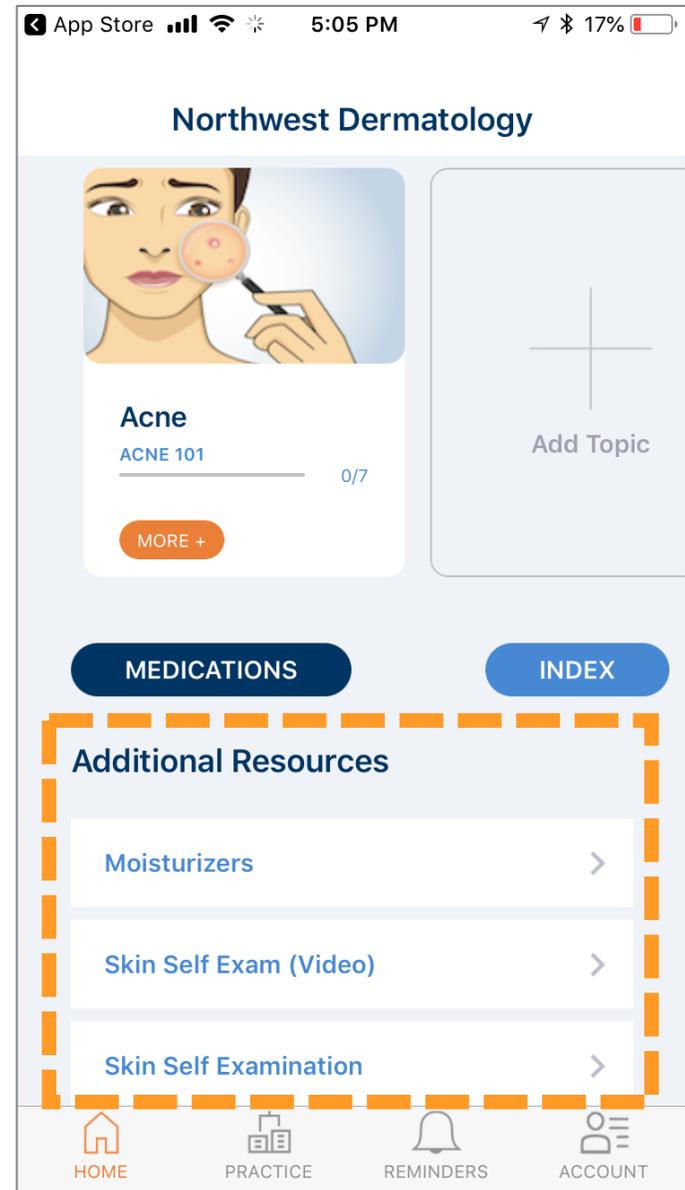
*(Log-in to your professional account at [www.vivacare.com](http://www.vivacare.com) to add/remove titles listed in the Index.)*



# Personalized Patient Education

## Additional Resources

Helpful resources of value to a wide range of patients that cover self-care and prevention.



# Personalized Patient Education

## Learning Modules

Some topics include “learning modules” that guide patients through key points in a step-wise fashion with a Q&A format.

Patients are informed of completion and provided a sense of gaining mastery of key issues.

Example: Acne 101

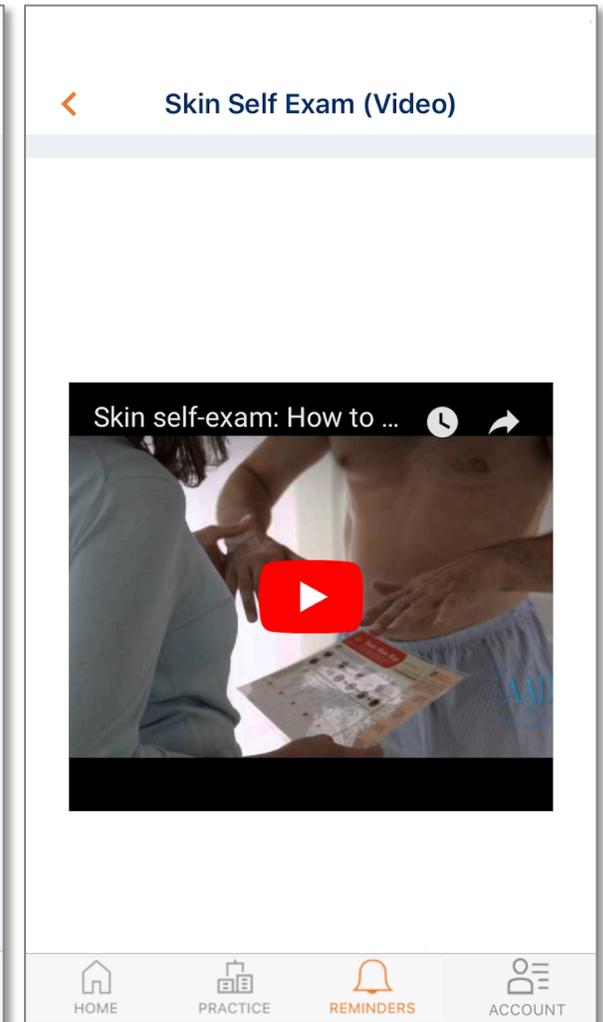
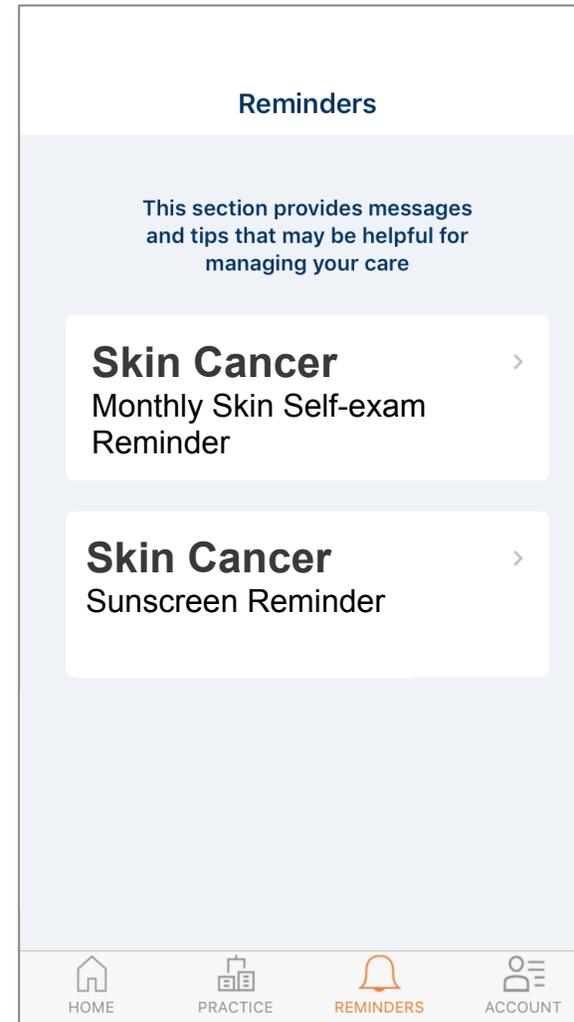
The screenshot shows the 'Acne 101' learning module. At the top, there is a back arrow and the title 'Acne 101'. Below the title, there is a paragraph of text: 'environmental irritants (cigarette smoke, pollution) and high humidity.' This is followed by a sub-heading 'KNOW YOUR SKIN AND HOW IT CHANGES' and another paragraph: 'Some people experience outbreaks before or after getting sick. Many women experience a worsening of acne 2 to 7 days before their menstrual period. Identify the patterns of your acne.' The main content area features a 'Question' section with the text: 'It can take 6 to 8 weeks to see the results of your acne treatment.' Below the question are two buttons: 'TRUE' (blue) and 'FALSE' (orange). At the bottom of the question area are 'BACK' and 'SKIP' buttons. The bottom navigation bar includes icons for HOME, PRACTICE, REMINDERS, and ACCOUNT.

The screenshot shows the 'Northwest Dermatology' app home screen. At the top, there is a title 'Northwest Dermatology'. Below the title, there is a large blue card with an illustration of a person's face and a magnifying glass. The card contains the text 'Acne COMPLETED' and a trophy icon, with a 'MORE +' button below it. To the right of this card is a button with a plus sign and the text 'Add Topic'. Below these elements are two buttons: 'MEDICATIONS' and 'INDEX'. Underneath is a section titled 'Additional Resources' with three list items: 'Moisturizers', 'Skin Self Exam (Video)', and 'Skin Self Examination', each with a right-pointing arrow. The bottom navigation bar includes icons for HOME, PRACTICE, REMINDERS, and ACCOUNT.

# Reminders

Patients receive reminders over time to assist them with managing their selected health topic.

For instance, a patient who selected “Skin Cancer” receives monthly skin-check reminders.



# Support

You can make changes to the content distributed via your mobile app by logging in to your Vivacare Professional Account

**Go to [www.vivacare.com](http://www.vivacare.com)**

**Select the Log-In option**

**Enter your username (email) and password**

**Choose the function you wish to manage**

Or.....Contact Vivacare to make the changes for you

**Phone: 1-800-279-2991**

**Email: [support@vivacare.com](mailto:support@vivacare.com)**

