nice

Nice Healthcare App
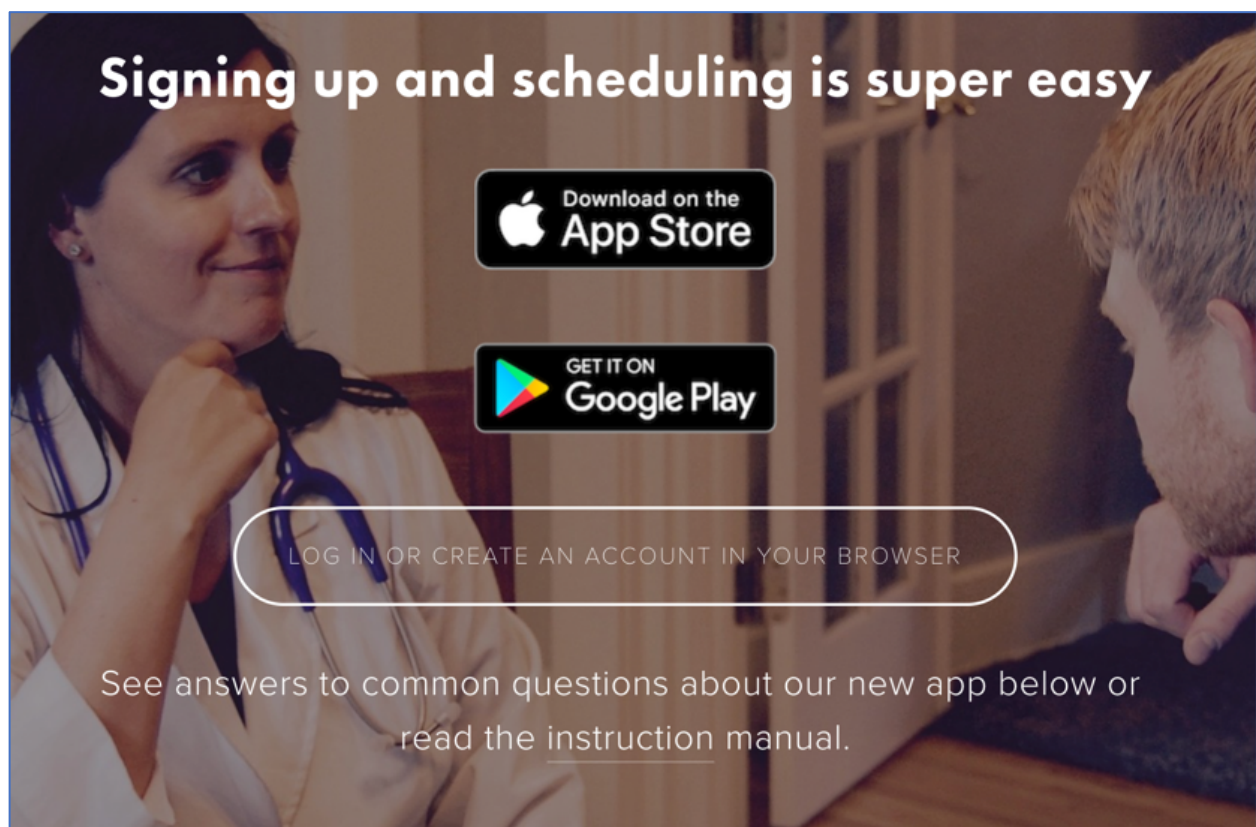# Instructions

Table of Contents

1. Install the App

Nice Healthcare now has a new app for both iOS and Android!

Go to www.nice.healthcare/schedule on your smartphone, tablet or computer* to get started. Always utilize the Nice Healthcare website to obtain the link to app instead of going directly to the app store.
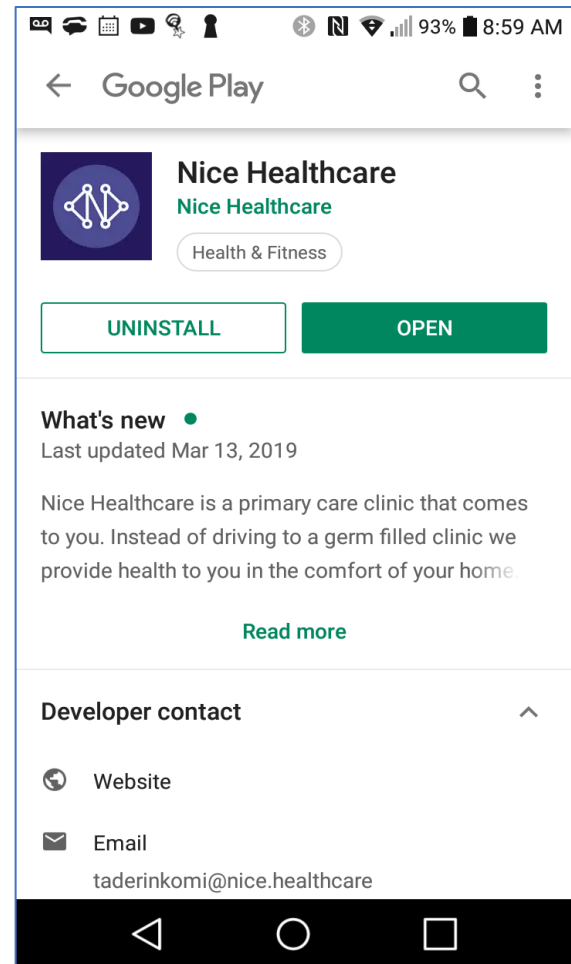
Download the app from the app store of your choice based on the type of device you are using.

App Store
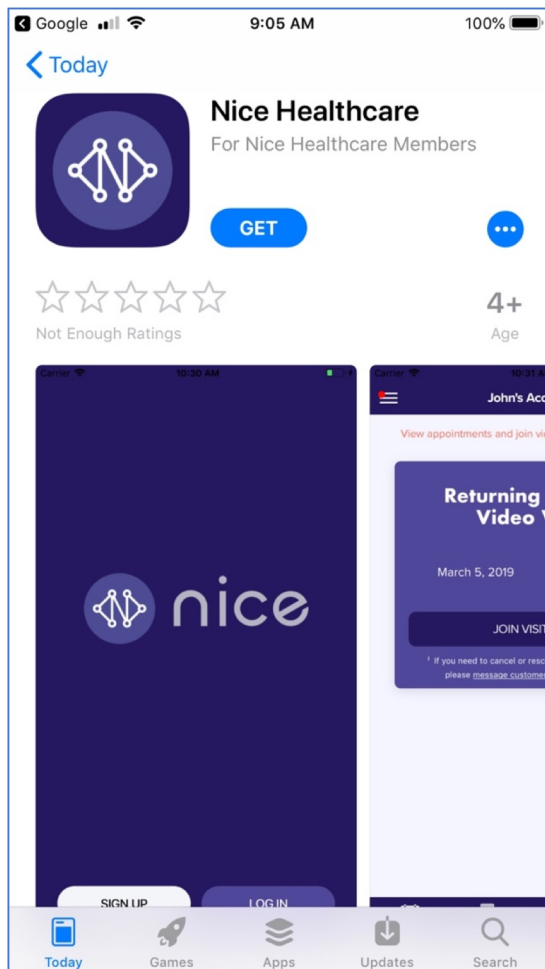
Google Play

*Your computer or mobile device will need to have a webcam and microphone in order for the video visit to work.

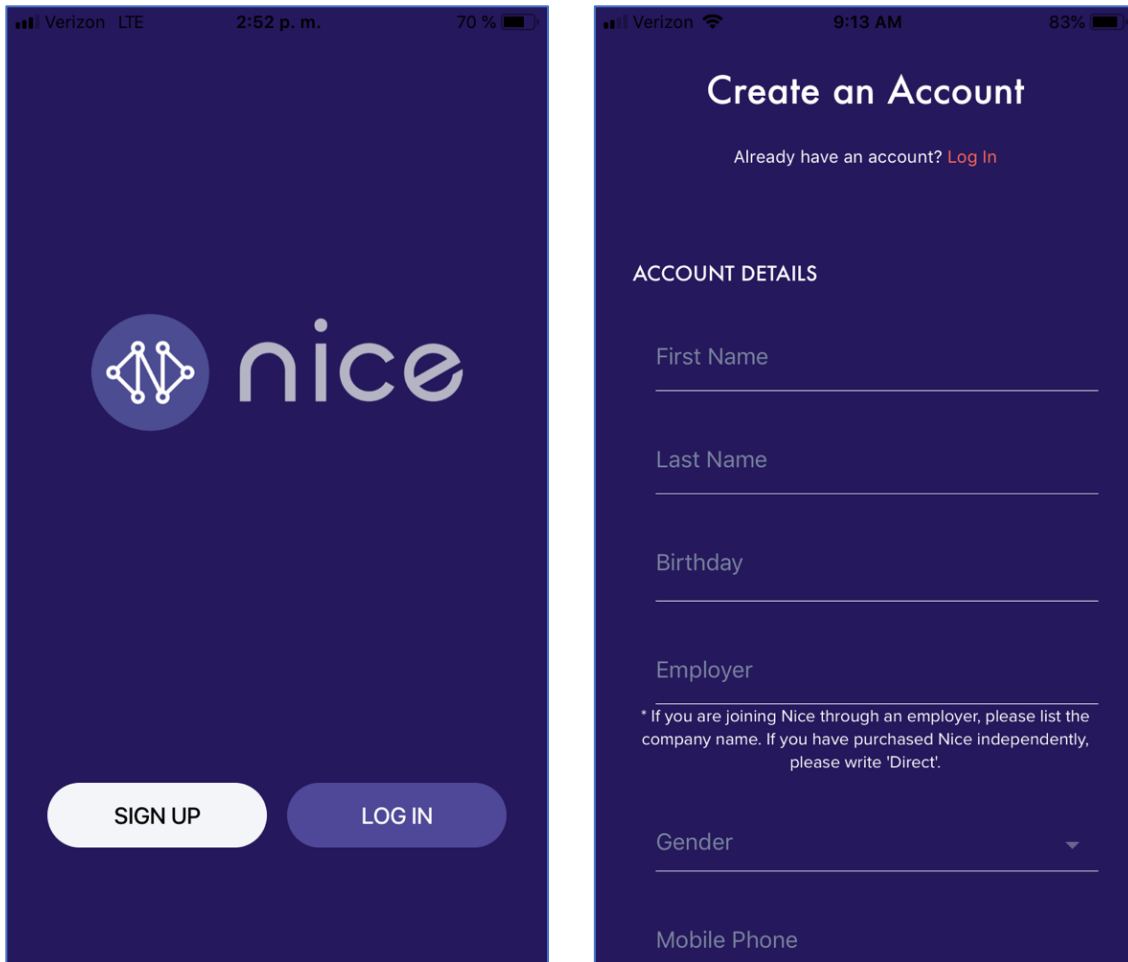If you will be using the app in a web browser, please only use these two browsers!

Only use the Safari browser on **iPhones** (iOS)

Only use the Google Chrome browser on **Android** device

2. Create an Account by tapping "SIGN UP"

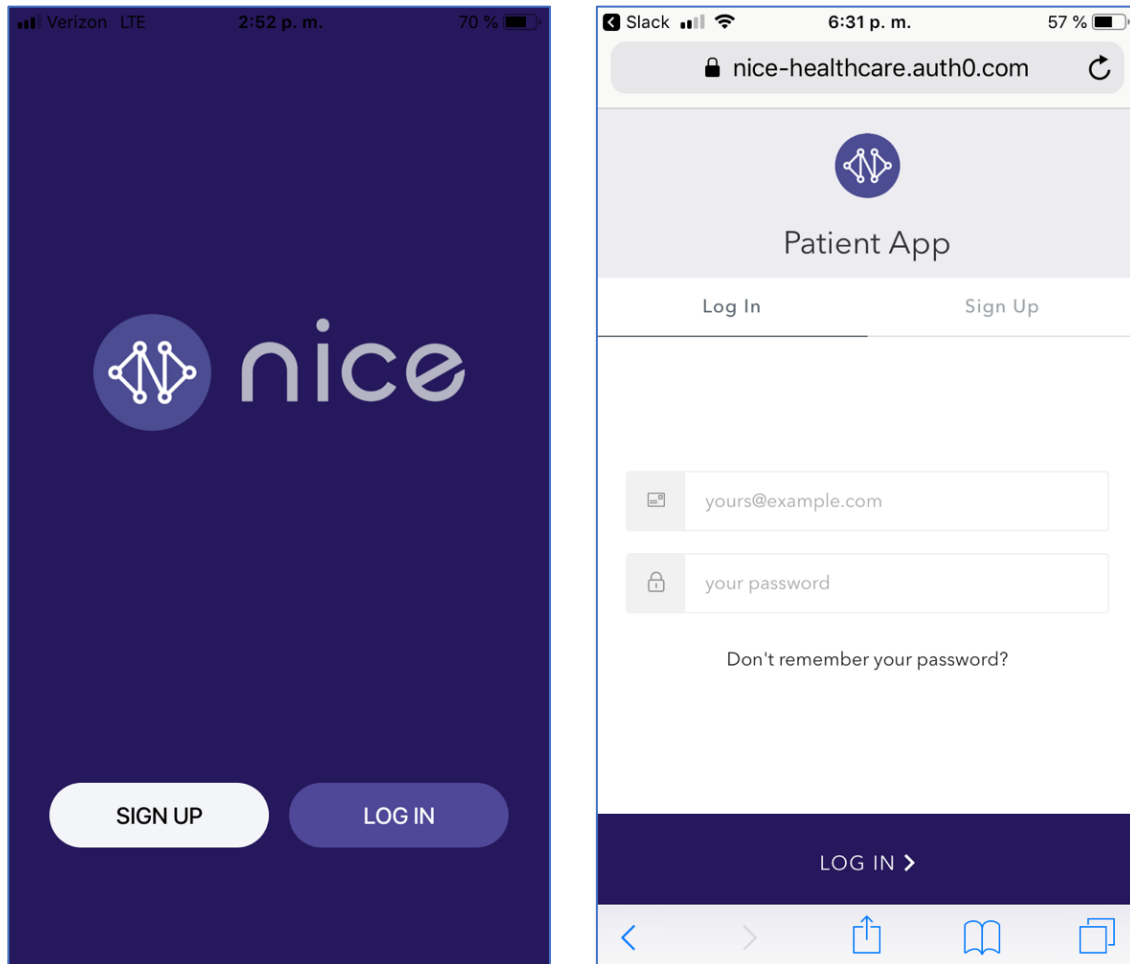- You will need to fill in all of the fields. Please note that you are able to add your family members after your account is created. You will be the primary account holder.
- Please note that your password must include letters, numbers and a special character*

3. Sign in to your new account by tapping "LOG IN"

- Please use the email address you just used to create your account and the password you chose to log in.

4. Scheduling an appointment.
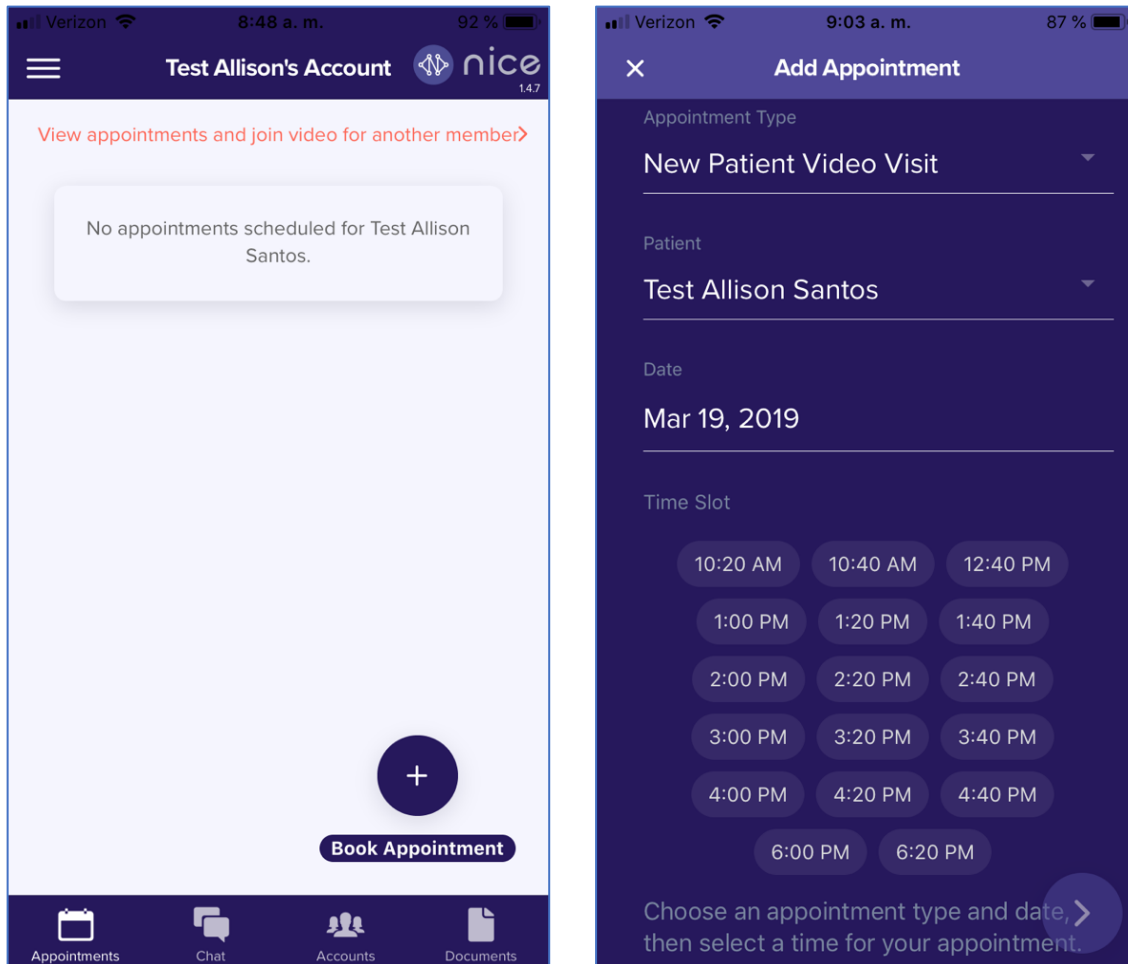
Select the type of appointment you need:

- <u>Returning Patient Video Visit</u> – choose this option if the patient has been seen by Nice in the past
- <u>New Patient Video Visit</u> – choose this option if the patient has not been seen by Nice in the past
- <u>Multiple Returning Patients Video Visit</u> – choose this option if multiple patients need to be seen and they've been seen by Nice in the past
- <u>Multiple New Patients Video Visit</u> – choose this option if multiple patients need to be seen and they haven't been seen by Nice in the past.

Select the patient(s) that need to be seen:

- Choose a date and time that work best for you or the patient.
- Tap the circle confirming that you are a MN resident or will physically be in MN during your visit.
- Provide as much detail as you are able about the reason an appointment(s) is needed.
- You will need to confirm your information prior to confirming that appointment.
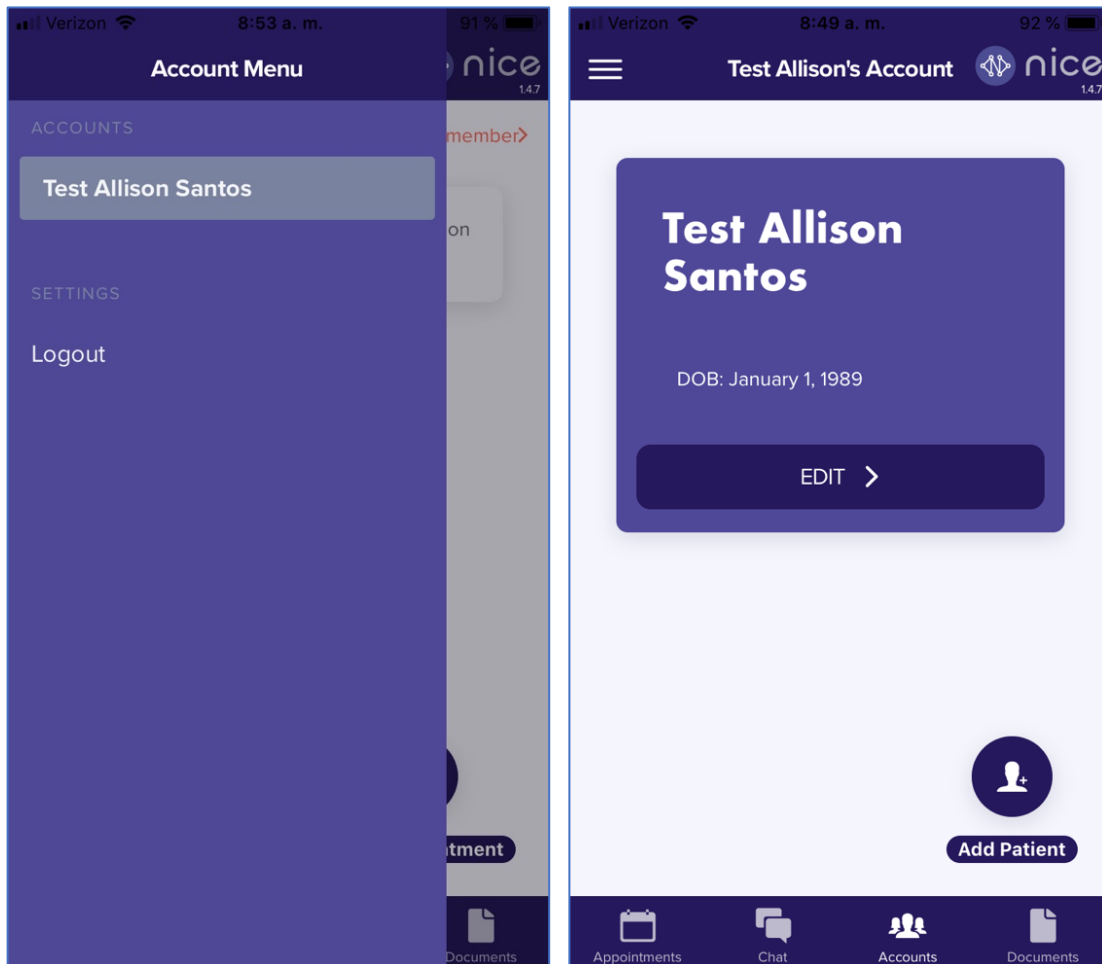
5. Join Video Visit
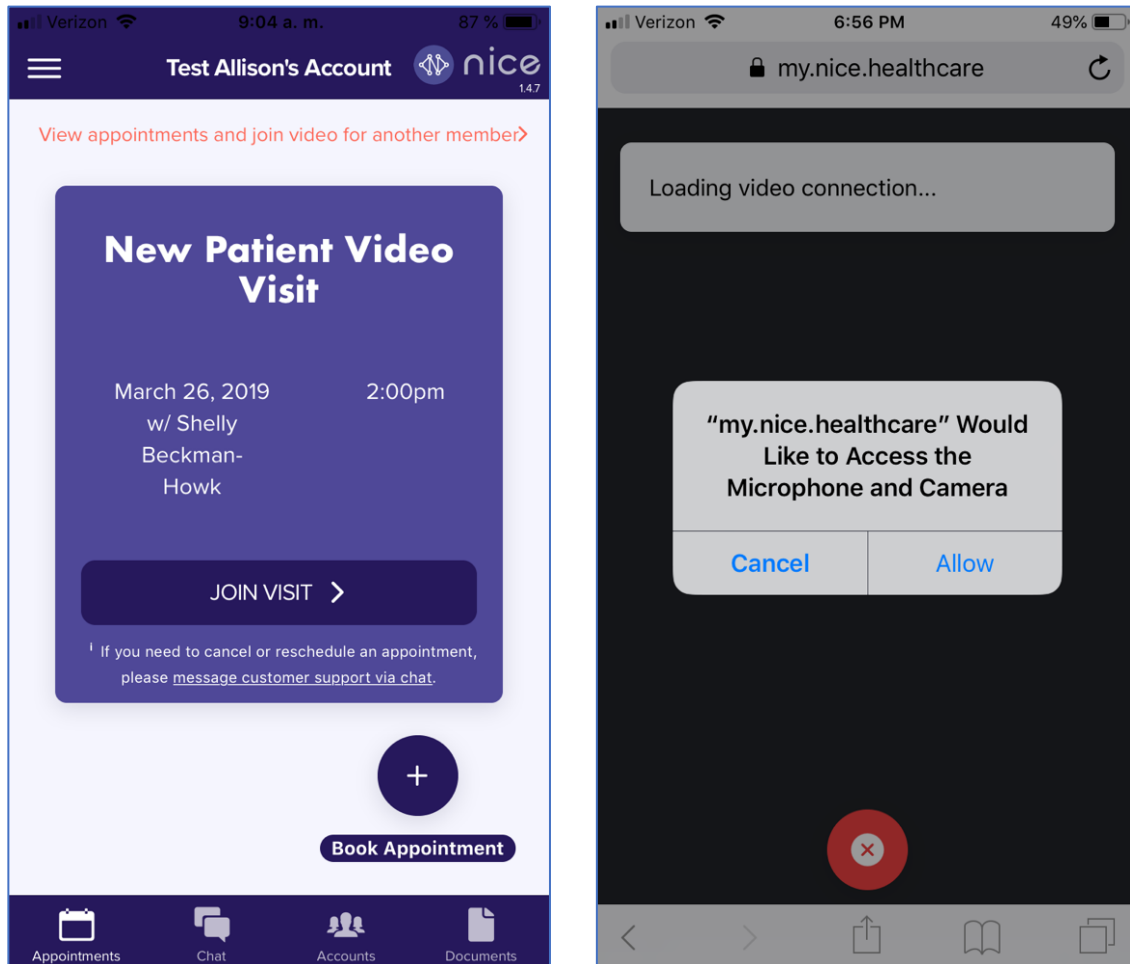
- The photo on the left is what you will see under the 'Appointments' tab once you have confirmed your appointment.

- At the time of your visit, simply tap on "JOIN VISIT"

- **Select "Allow" when prompted to allow access to the Microphone and Camera so that you are able to hear and see your provider.

**See section 8 for more information

6. Adding Family Members

- On the main screen, you can tap on the 3 lines in the top left corner to see all of the members in your account (2nd photo) and easily toggle between family members.

- If/when you want to add a family member, tap on the "Accounts" tab in the bottom bar. Then, tap on the circular head icon in the lower right-hand corner and fill out the information for that family member.

- Every family member needs to have their own account.

- If there are multiple adults or older teenagers in the household, they are able to create completely separate accounts to retain privacy preferences by starting from the sign-up screen.

7. Chatting with Nice Healthcare
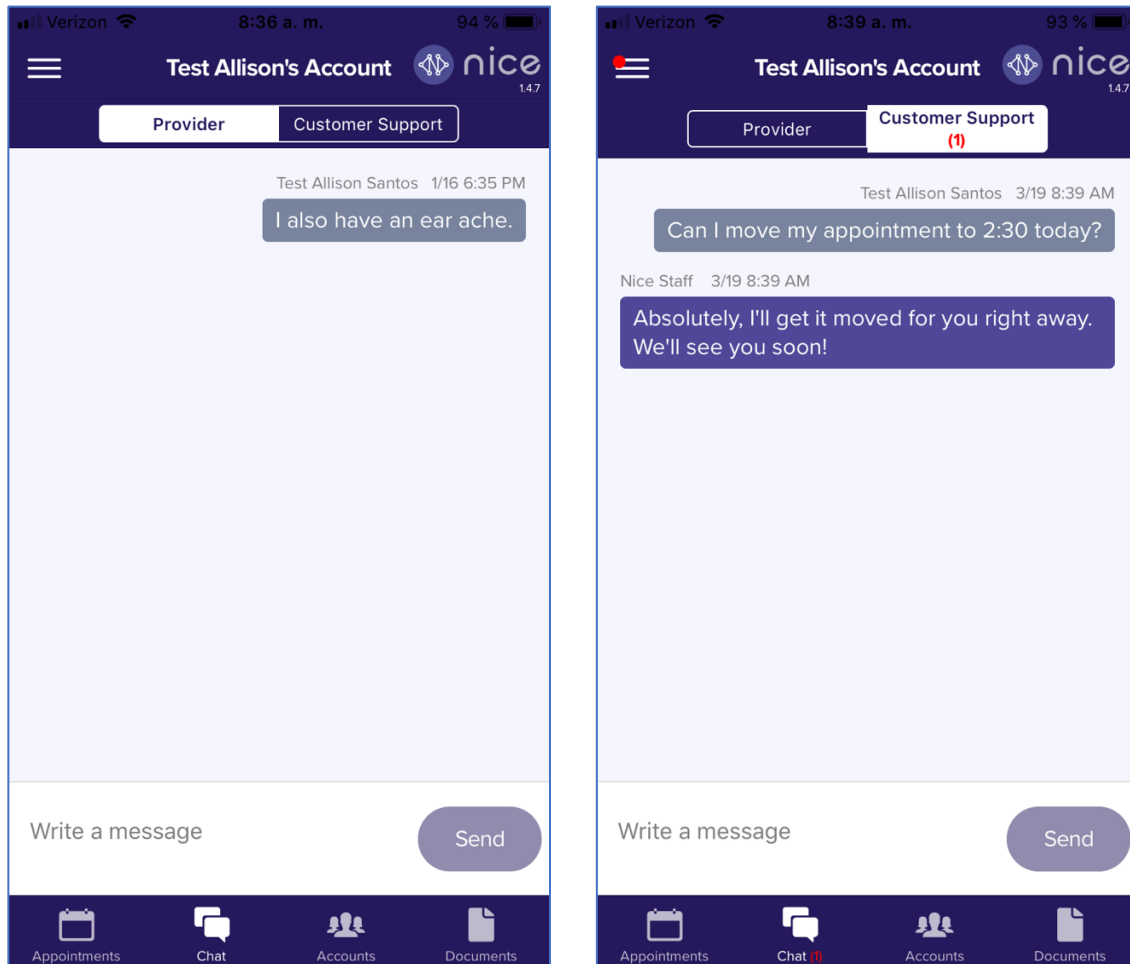
- You are able to chat with your Nice Healthcare team by tapping on "Chat" in the bottom panel.

- There is a 'provider chat' (left photo) where you can chat directly with a Nice Healthcare medical provider about anything pertaining directly to your medical care.

- There is also a 'customer support chat' (right photo) where you can chat directly with a care coordinator about anything pertaining to the logistics around your medical care, referrals, confirmations for visits, etc.

- You can also chat from each person's account to keep the conversations separated by patient.

- When you have an unread message, you will see a red number in the bottom purple bar telling you how many unread messages you have, a red dot on the 3 lines in the top left corner of the app, as well as a number in each the provider and customer support chat to know which channel(s) you have unread messages in.
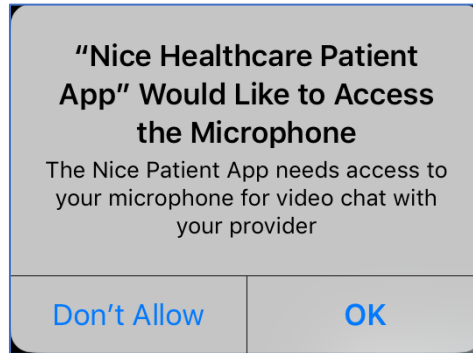
8. Uploading photos and/or documents
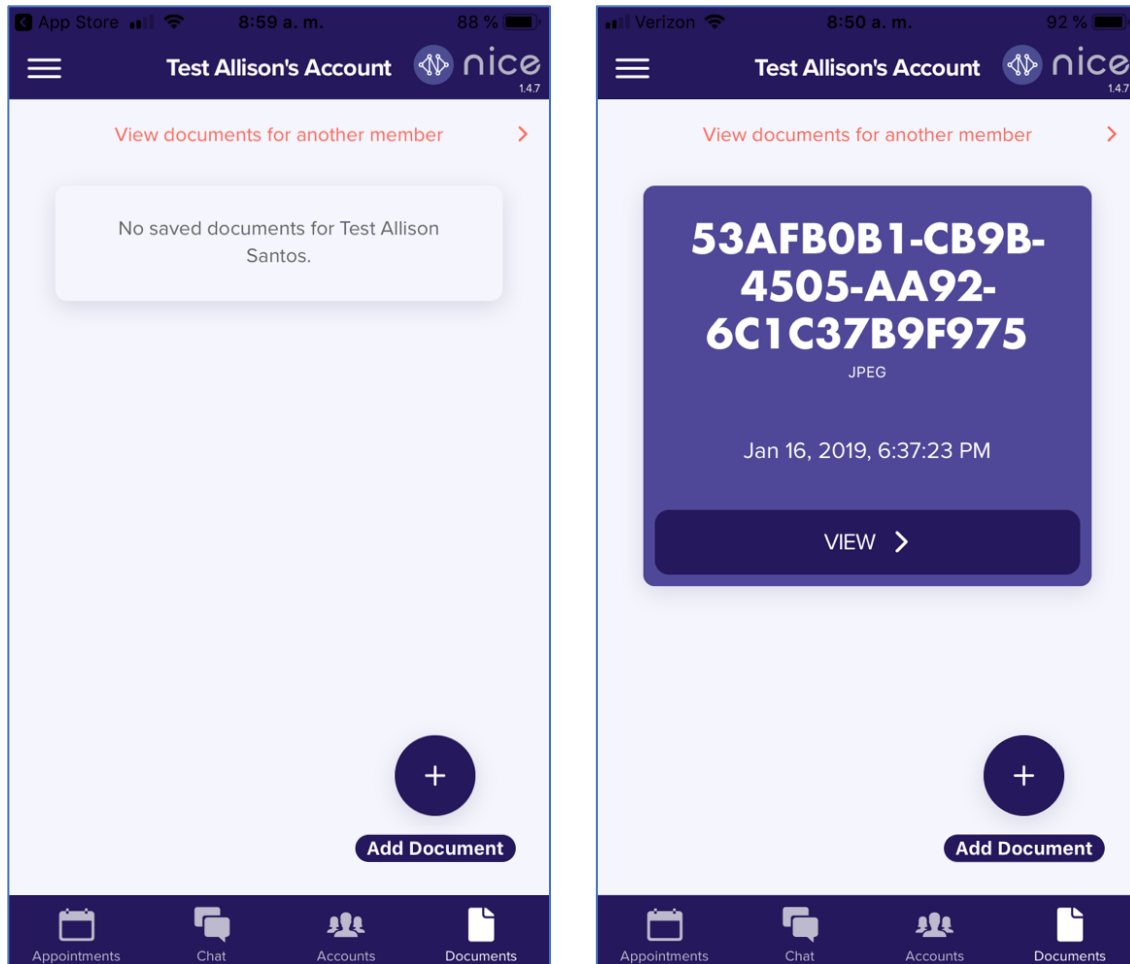
- You can send Nice Healthcare photos that would be helpful for the provider, or even documents that we may need through the "Documents" tab in the bottom right corner.

- Simply tap on the plus (+) button and take a photo or select a previously taken photo or document to upload the document to your Nice Healthcare team.

- This is also where you will find your treatment plans from your medical providers after your visits.

9. Allowing Access to Camera & Microphone on iPhone/iPad
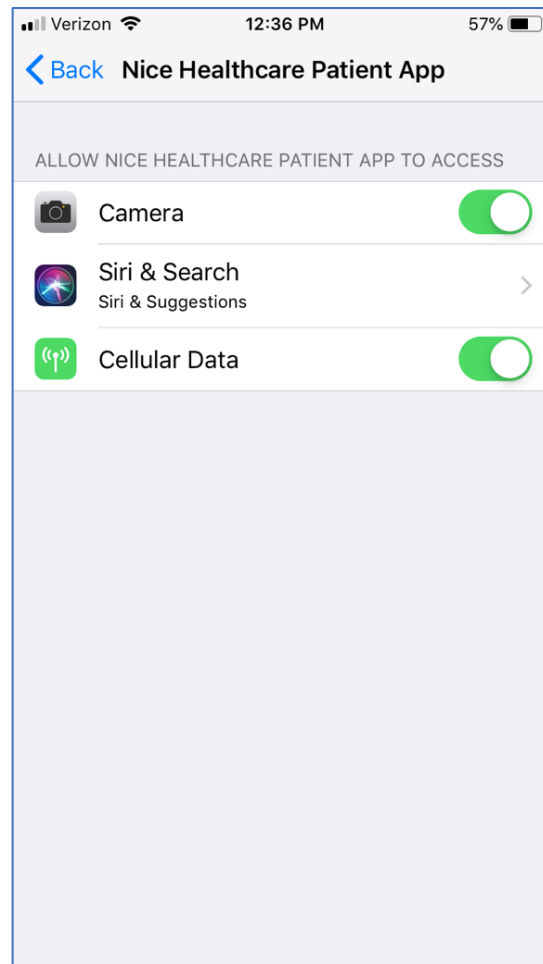
- You will need to allow access to the camera and microphone on your iPhone/iPad.

"Nice Healthcare Patient App" Would Like to Access the Microphone

The Nice Patient App needs access to your microphone for video chat with your provider

| Don't Allow | OK |

The app should prompt you to allow once you go to join your video visit, but if it doesn't, you can find the settings this way.
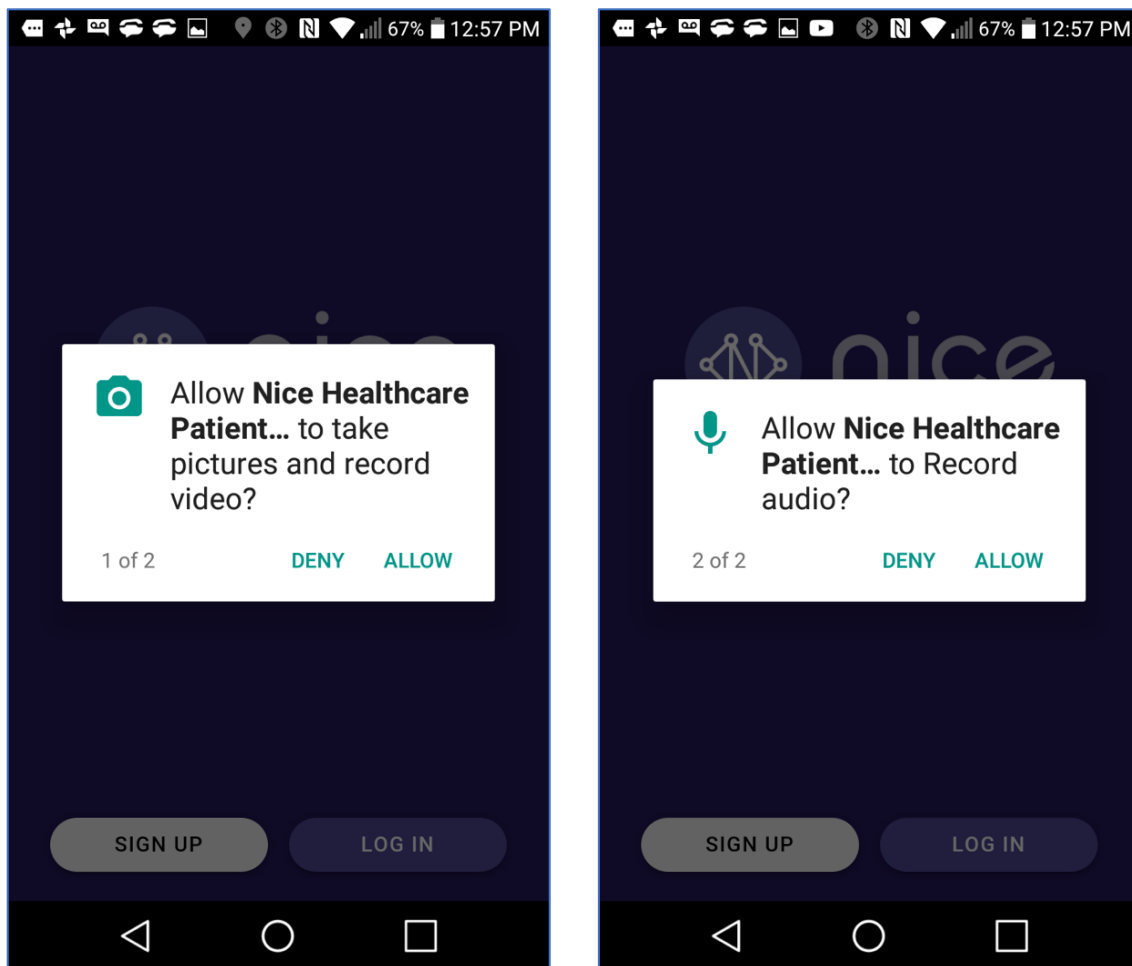
On iPhone/iPad:

- Go to your settings app on your iPhone or iPad

- Then scroll down to the Nice Healthcare Patient App
- Then tap on the button to turn on access to the camera (as shown in the 1st photo above)
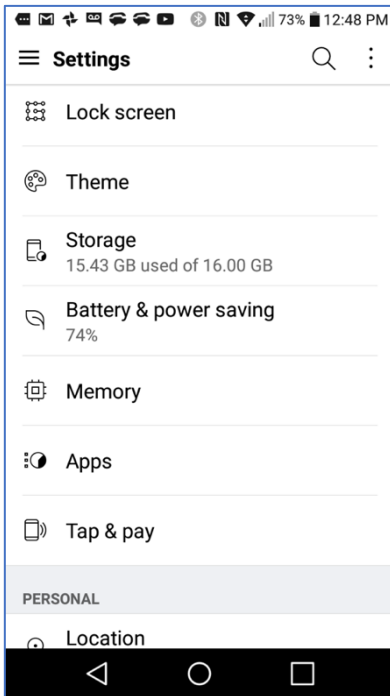
10.   Allowing Access to Camera & Microphone on Android/Chrome Browser

You will need to allow access to the camera and microphone on your Android device.

The app should prompt you to allow once you go to join your video visit, but if it doesn't, you can find the settings this way.
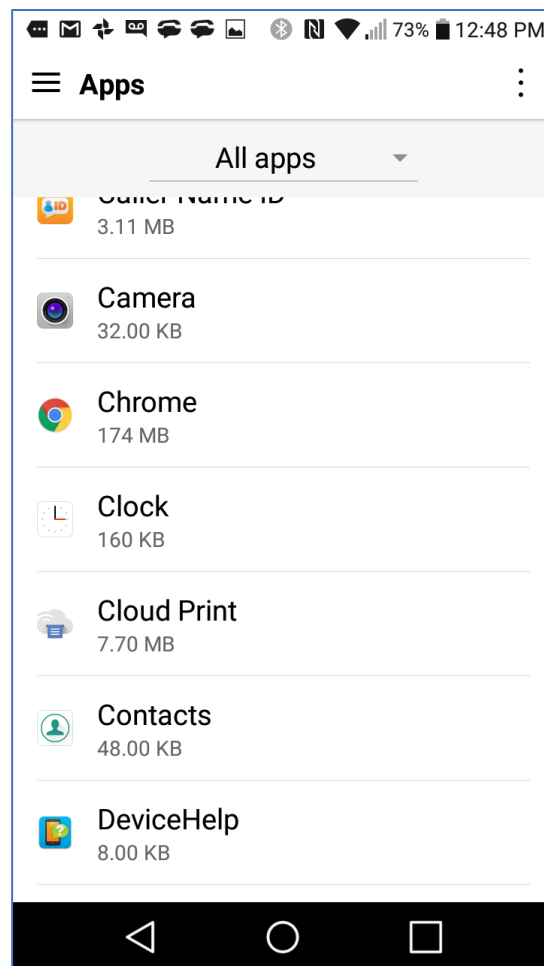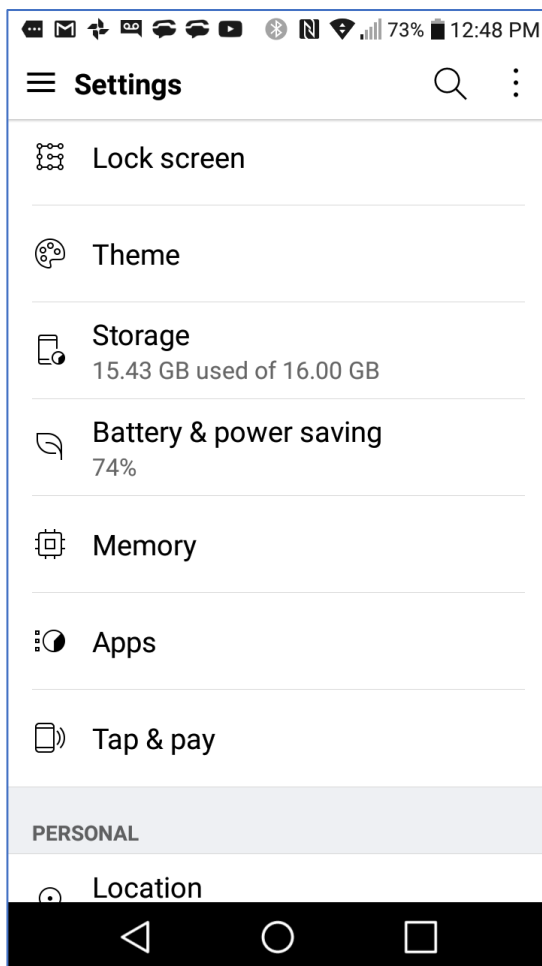
To check your app settings, go to Settings > Apps > Nice Healthcare Patient App > Permissions to allow access to the camera and microphone
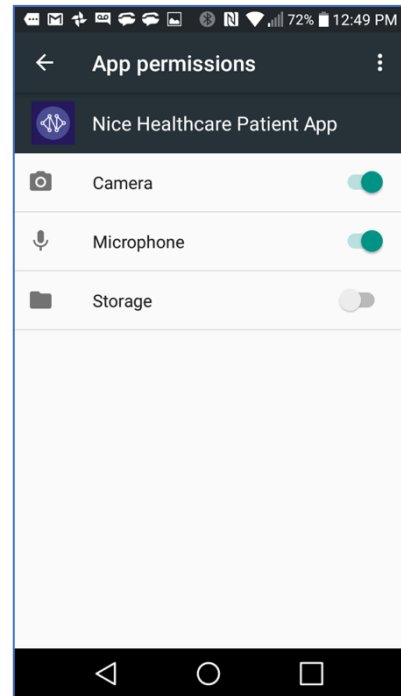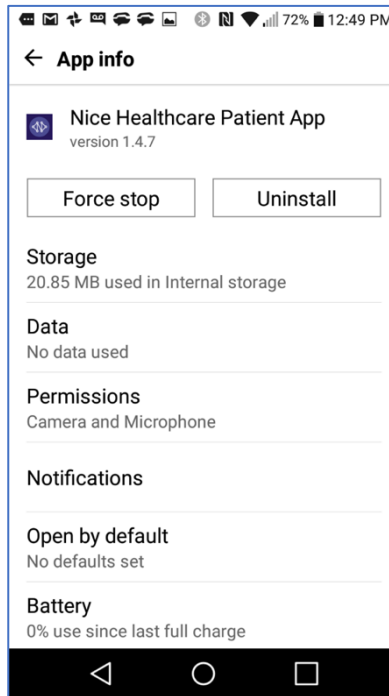
Google Chrome Browser:

You will need to allow access to the camera and microphone for your video visit. The app should prompt you to allow once you go to join your video visit, but if it doesn't, you can find the settings this way.

Go to Settings > Chrome

Then open Chrome > Permissions