



welio

better together

User guide

PATIENTS

V1.3.0 - MAY 2021



Table of Contents

1. WELCOME TO WELIO	3
Install the App	3
Register with Welio	3
2. MY APPOINTMENTS	4
3. MY CLINICS	5
4. MY TEAMS	5
5. MY MESSAGES	5
6. SETTINGS	6
My Profile	6
Payment details	6
Permissions	6
Appointment History	6
Sign out	6
Return to your Dashboard	6
7. TROUBLESHOOTING	7
The patient iPhone app crashes	7
Password Re-set	7
The App won't allow me to update my details	7
8. CONTACT US	7



1. Welcome to Welio

Install the App

Thank you for choosing to use Welio!

Welio works with your existing doctor's practice to allow you to easily keep in touch with your nominated health professionals.

At the end of each consultation, you will be asked to rate your experience with the Welio platform (not your doctor) using a start rating from one to five. Please be honest and feel free to also use the email link to let us know of any problems or additional features you would like.

The first thing you will need to do is download the Welio app either via the Apple App Store or Google Play Store depending on the mobile device you have. Open the App Store or Google play and type in Welio into the search bar, find Welio and follow the instructions to download the app and install it on your mobile phone. Welio is well-supported by most Android 5.0+ and iOS 10.0+ mobile devices.

The Welio app is simple to use and includes the following:

- **My Appointments:** To view all upcoming appointment(s)
- **My Clinics:** To add and see clinics you are attached to
- **My Teams:** To create & view members of your healthcare teams
- **My Messages:** To start and view current messages with your healthcare providers
- **Settings:** The cog wheel at top right-hand side which gives you access to:
 - **My profile:** You can upload your profile picture and update personal details
 - **Payment details:** You can update your credit card details or change which card you want as your default card for payment
 - **Permissions:** Set up a PIN number and turn notifications on/off
 - **Appointment History:** A list of all your complete appointments with details of the duration and cost
 - **Sign out**

Register with Welio

Once you've downloaded the app from your app store, you will need to register with Welio so that your healthcare provider can use it with you. Simply click on 'Click here to register'. This will take you to the registration screen where you will need to enter your details as well as set a password. Once you've entered all the required details click on 'Sign Up'. ***NB- please use a mobile and email address that does not change (we do not recommend you use a work email address or mobile) as these are used as part of your unique identifiers and cannot be changed.***

You will then be prompted to add a photo that your health provider will be able to see when you're connected with them. Click on the camera to take a photo or click on 'photo library' to upload one you already have. Don't want to add a photo, simply click on Skip. You can always add one later if you change your mind.



The next screen will ask your permission to send you notifications. This is important to be able to know when your healthcare provider has sent you a message or is waiting online for you. Click on Continue then click OK to allow notifications

For security reasons, you will then be sent a code. Enter the code.

You will now be asked to add your credit card details. Enter the card number, Expiry, CVC and your postcode. Click on the tick on the top right-hand corner. You can add a different card number later if you change your card.

The final step is setting a PIN number. If you do not wish to enter a PIN number, click on Skip in the top right-hand corner. You can add a PIN later.

You will now be taken to your 'Dashboard' and are ready to connect

2. My appointments

Welio works with your existing doctors' practice to allow you to easily keep in touch with your nominated health professionals. In the current version, you will need to make your appointments with your clinic in the usual way either via phone or via your practice's current online appointment system.

Once you've booked the appointment with your doctor, your doctor will enter your appointment into Welio and you will receive an email & text with the appointments details and the expected fee (based on the appointment duration booked). You will also receive reminders leading up to the appointment. You can see your booked appointments in the app by clicking on 'My Appointments'.

When your appointment time is near, you will be sent a reminder via text and email from Welio to alert you that your consultation is about to begin. Simply log into Welio, click on 'My Appointments', select the relevant appointment and then the green Welio button to enter your doctor's Welio waiting room. If for some reason the doctor calls you before you enter the waiting room you will receive a notification to open the app, press the relevant appointment and press the green button to join the call. Now, just talk to the doctor as if you were in the clinic.

Once you're in the call you'll be able to choose to stop your video so that the doctor can hear you but not see you by pressing the video button. You can also send the doctor text messages by pressing the message icon and typing your message as you would any other text message.

You can also message your healthcare provider during your video consult. Click on the message bubble at the top right-hand side of your screen. To go back to the video click on the video icon to the right side of the healthcare providers name.

Once you have finished the call press the red button to exit the virtual consult room.

You will also be asked to rate your experience with the Welio platform (not your doctor). Simply click on the number of stars to give us your rating. If you would like to give further feedback feel free to use the email link to let us know of any problems or additional features, you would like.



3. My clinics

In order to message your healthcare providers, you first need to connect to your clinic. Your clinic will send you a unique clinic code. Enter this code into the search bar then click on the clinic and Add Clinic. You are now connected and can message participating healthcare providers within the clinic. Click on the clinic again to see all the healthcare providers within that clinic.

4. My messages

My Messages is Welio's unique feature that allows you to message your healthcare provider outside of a normal consultation. This feature is like your appointments in that it attracts a time-based fee set by your healthcare provider and is designed for short simple exchanges. Your healthcare providers per minute fee is shown when you click on their name in the *My Teams* section. When starting a message, you will be asked to click on the check box to confirm you are aware of your healthcare providers fees for this service.

In *My messages* you and your healthcare provider can exchange text, voice, video and image messages. Note that these are asynchronous, meaning that your healthcare provider will look at them when they have time. If your matter is urgent, please call your practice to make an appointment or send a message via the reception team directly.

To use *My Messages*, click on My messages then start typing your healthcare providers name in the search bar. Alternatively click on their name in the *My Clinics* section then click on message.

To send a message, click on the green square under your name and start typing then click on the send arrow. To send a photo, audio or video, click on the paperclip then

- Click on Take Photo to take a photo then send
- Click on Choose from gallery to attach a photo already saved to your device
- Tap on Record Audio to record a message. Click on the red record button to start recording and again to stop; or
- Click on Record Video to record a video. Click on the red record button to start recording and again to stop.

New messages will appear in bold. Read messages will be un-bolded. You will also receive a notification text when your healthcare provider has sent you a new message.

To return to the dashboard, click on the down arrow to the right of *My Messages*.

5. My teams

My Teams is designed to allow you to create healthcare teams regardless of whether they are at the one practice or several. In *My Teams* you can create teams for your different health care needs. For example, you might create your Diabetes team and add in your GP, Diabetes Educator, Podiatrist, and Endocrinologist. In the future, Welio will then enable you and your 'team' to message each other allowing the whole team including yourself to be kept in the loop.



To create a 'team', click on *Create Team* then type the name of your team e.g. Diabetes Team, then click on Save.

Next you need to add your team members to the team. Click on the search bar and start typing the health professionals name in. Once it appears, click on add. To add this health professional to the team you've created, click on the team, click on the health professional you want to add to the team, and then click on done.

6. Settings

Click on settings (the cog wheel icon) top right-hand side of the screen to access the following:

My Profile

Update your profile picture, and name. Simply click on Edit then click on the details you need to update. To add/change your photo, click on the camera button then take a photo or choose one from your photo library on your device. Once you've made changes to your profile, click on Save then the back arrow to go back to the settings menu. As we use email and your phone number as main account identifiers, any changes please email support@welio.com

Payment details

Update your card payment details by clicking payment details then '+Add new card...'. Enter the new card details then then click on the 'tick' at the top right-hand corner of the screen then the back arrow to go back to the settings menu. You can change between your default card at any time. Simply click on the card you wish to use. The tick will then move to the card chosen and this will be used for payment. Click on the back arrow to go back to the settings menu. To remove card completely, simply swipe to the right then click on OK.

Permissions

In permissions you can turn Enable PIN and notifications on or off respectively. When turned off, the slide button will be greyed out. To turn on simply click on the slide button which will then turn to green. If you did not set up a PIN during the registration process, you will be prompted to enter one now. Click on the back arrow to go back to the settings menu.

Appointment History

Review all your completed appointment details here. Click on the completed appointment to see the appointment details including date, duration and final fee. Click on the back arrow to go back to the appointment history menu then the back arrow to go back to the settings menu.

Sign out

To sign out of the app click on Sign out. You will be prompted to confirm you want to sign out by clicking on yes. Clicking on yes will take you back to the Welio sign in screen. If you didn't mean to click on Sign Out, simply click on no and you will be returned to the setting menu page.

Unregister

We understand that you may want to unregister as a user. Click on Unregister then click on yes to confirm. Our support team will receive your request and remove you from our database. If you want to use Welio again in the future, you will need to re-register.



Return to your Dashboard

Click on the left arrow at the top left-hand side of the screen to return to dashboard.

7. Troubleshooting

FAQsa

For all your troubleshooting questions, please see answers to our FAQs on our website at <https://www.welio.com/patient/support-resources/>. If you still need help, please contact our support team by email at support@welio.com

Password Re-set

If you have forgotten your password to sign into the app, click on forgotten password. You will be prompted to put in your mobile number then click on continue. You will then be sent an email with a link to re-set your password. You should receive this immediately. If you haven't received it, check the spam/junk box to see if it has gone there. If you still haven't received it, please email us at support@welio.com and we will help you re-set your password for you.

The App won't allow me to update my details

Please email us at support@welio.com

8. Contact us

For more help or feedback about the app, send us an email to support@welio.com



Email support@welio.com

Phone 0459 927 732

welio.com

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