

Jim Ellis

Virtual Care

User Guide

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Getting started

Download the Eden Health App

Eden Health is available through a smartphone application. Use the links below or search “Eden Health” in your app store to install the app.



Create an account

1. Open the app by tapping the  Eden Health App icon.
2. In the Welcome screen, tap **Create Account**. (see figure 1.1)
3. Select **My Employer** option in the sponsor type and continue by tapping the  icon. (see figure 1.2)
4. Type in your **work email** when prompted and continue. (see figure 1.3)
 - Note that you will have a chance to change your primary contact email later.
5. Check your work email inbox for an email from careteam@edenhealth.com and copy the **Access Code** displayed in the email.
6. Type or paste the **Access Code** in the app and continue. (see figure 1.4)
 - Please note the code is case sensitive.
 - If you did not receive an access code, click the **I didn't get an access code** link.
7. Type in your desired **primary contact email** and **phone number** and continue. (see figure 1.5)
 - You will be able to **Sign In** with the email and phone number you enter here.
8. Type in your **full name, date of birth, and sex** and continue. (see figure 1.6)
9. Type in your **current home address** and continue. (see figure 1.7)
10. Accept all three Eden Health policies and tap **Finish Set Up**. (see figure 1.8)

Figure 1.1

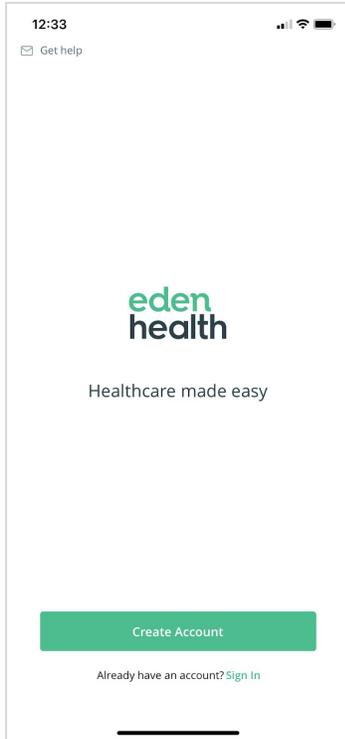


Figure 1.2

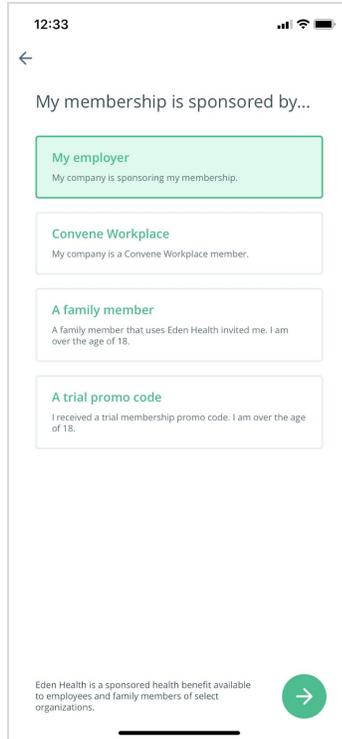


Figure 1.3

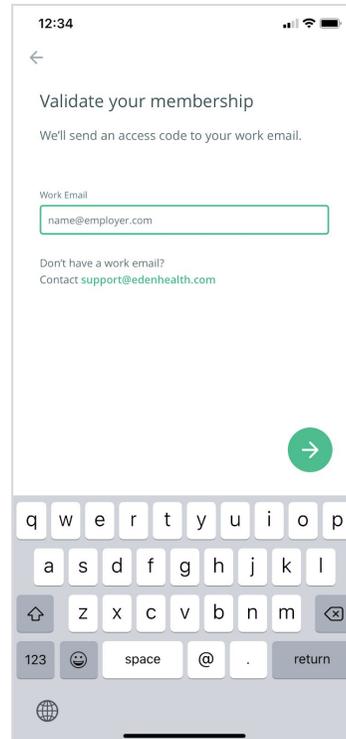


Figure 1.4

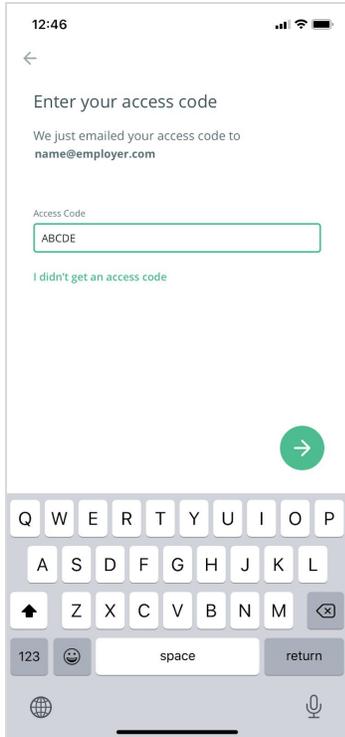


Figure 1.5

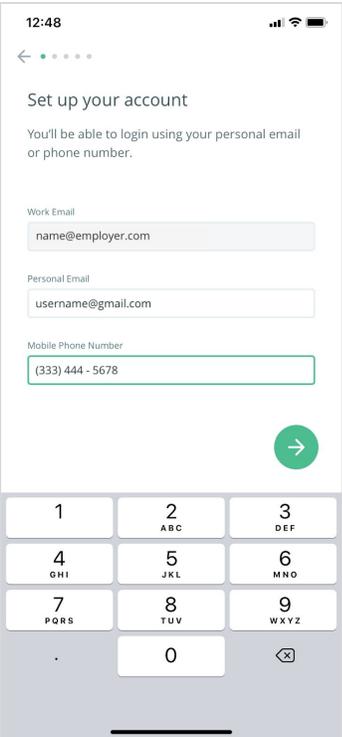


Figure 1.6

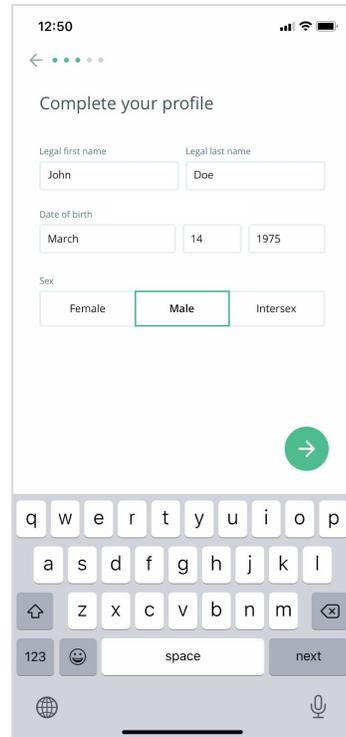
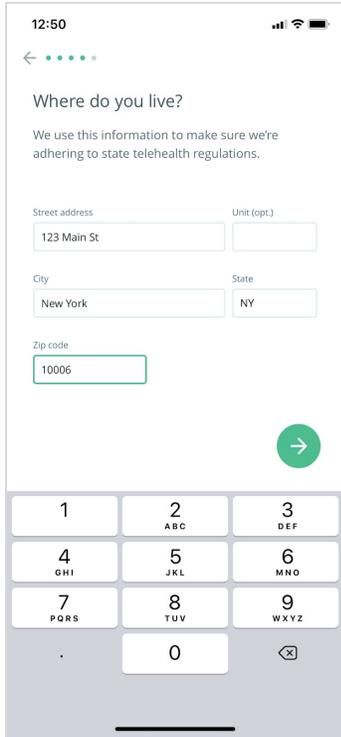


Figure 1.7



12:50

Where do you live?

We use this information to make sure we're adhering to state telehealth regulations.

Street address: 123 Main St

Unit (opt.):

City: New York

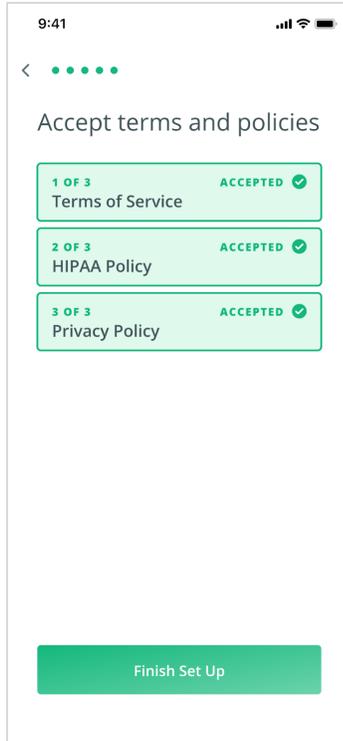
State: NY

Zip code: 10006

→

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
.	0	⊗

Figure 1.8



9:41

Accept terms and policies

- 1 OF 3 Terms of Service ACCEPTED ✓
- 2 OF 3 HIPAA Policy ACCEPTED ✓
- 3 OF 3 Privacy Policy ACCEPTED ✓

Finish Set Up

Sign in to an existing account

1. Open the app by tapping the  Eden Health App icon.
 2. In the Welcome screen, click on the **Sign In** link at the bottom on the screen. (see figure 2.1)
 3. If you know your email and password on file, enter the information and tap the  icon. (see figure 2.2)
-

Troubleshooting

I don't remember the email I used to register. We recommend that you try using your phone number instead.

I don't remember my password. In the login screen (see figure 2.2), click the "I forgot my password" link to start the password reset workflow. A password reset link will be sent to your registered phone number via SMS (standard message rates may apply).

I don't remember the email or the phone number I used to register. Please send an email to support@edenhealth.com with your full name, date of birth, and work email. Our support team will retrieve the email and phone number on file for you.

The app attempts to log in, but sends me back to the login page. If this occurs, please uninstall the app and redownload the app from the app store. If this doesn't resolve the issue, send us an email at support@edenhealth.com.

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

Figure 2.1

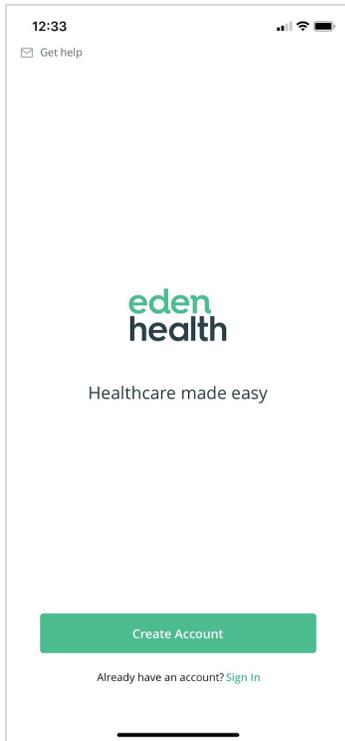
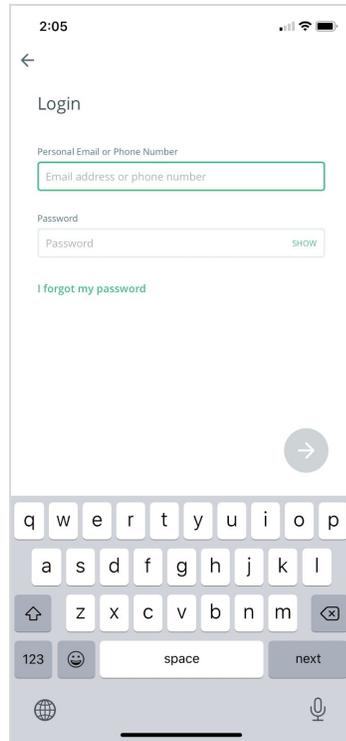


Figure 2.2



Connecting with an Eden Health medical provider

As an Eden Health member, Jim Ellis employees have access to our Eden Health provider team through messaging and video visits. We also provide employees with access to our insurance navigation team that is available to answer questions about their health benefits coverage.

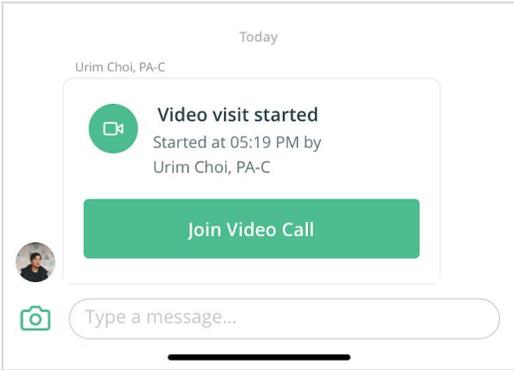
Messaging your Care Team

In the Eden Health app, go to the Messages tab. On this tab, any messages or images sent will be read and responded to by one of our Eden Health medical providers.

Video visits

The Eden Health app also allows our providers to connect with our members over video chat. When a video visit is required, an Eden Health provider will send an invitation to join in the Messages tab of the app.

Tapping on **Join Video Call** will begin the video chat with our provider.



Push notifications

When a new message, image, or video visit is sent to a member, the member will receive a push notification to let them know.

COVID-19 Testing & Results

Our Eden Health team of clinicians facilitate testing, ongoing support, and treatment for COVID-19. Eden Health will be a resource to provide:

- Access to diagnostic testing and care coordination
- Rapid identification of symptomatic and exposed patients
- Virtual assessment and clinical management

Step 1: Diagnostic Testing & Care Coordination

An Eden Health clinician will coordinate diagnostic testing:

- **Diagnostic testing:** Nasal and oral swabs are used to collect samples for COVID-19 testing for active cases. Venipuncture is required for serology testing for the presence of antibodies. The Eden Health care team will coordinate testing at our medical office or another local facility.
- **Supportive care:** Teaching related to safe self-quarantine and self-isolation protocols will be provided. The Eden Health care team will deliver ongoing, virtual care through the Eden Health mobile app.

Step 2: Self-Quarantine & Self-Isolation

Self-isolation and self-quarantine measures help protect the public by preventing exposure to people who have or may have COVID-19.

Self-quarantine separates and restricts the movement of people who have been exposed to a COVID-19 positive person for a time period of 14 days from the date of exposure. During this time, individuals under self-quarantine should monitor themselves for symptoms.

Self-isolation separates sick people with a known COVID-19 infection from people who are not sick.

Step 3: COVID-19 Testing & Follow-up

Negative results

Depending on the patient's particular symptoms and subsequent exposures, they will be advised on the need for self-isolation measures or additional diagnostic testing.

- Self-isolation is generally discontinued 72 hours after symptoms and fever have completely resolved.
- Additional testing may be necessary if there are concerns about ongoing symptoms or additional exposures.

Positive results

Ongoing care will be provided for patients.

Reporting

- Eden Health will be responsible and obligated by the Department of Health (DOH) to report any COVID-19 positive patients. Eden Health collaborates with Employers to determine next steps for their workforce.
- Self-quarantine will be recommended for all of the patient's identifiable close contacts.

Treatment

- For mild symptoms, patients will receive regular follow up with the Eden Health care team and should remain in self-isolation.
- For severe symptoms such as difficulty breathing, the Eden Health care team will continue to provide care through virtual visits and, as necessary, facilitate hospital admission. We will communicate with the facility to prepare them for the patient's arrival.

Follow-up after test results

In the event that a patient requires hospitalization, the Eden Health care team will coordinate follow-up care in the outpatient setting. Patients will receive ongoing medical and mental health support as they recover fully and return to work.

Additional Support

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