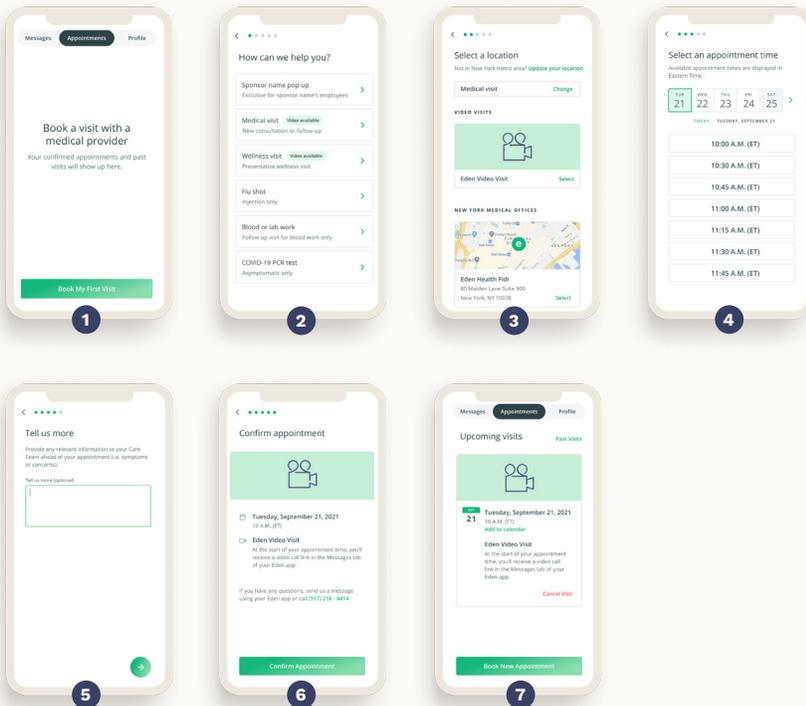


Eden Health members now have the ability to self-schedule a video appointment with their Care Team through the Eden app.

FOLLOW THE STEPS BELOW TO BOOK A VIRTUAL APPOINTMENT WITH YOUR EDEN CARE TEAM.

- 1 Open your Eden app and navigate to the “Appointments” tab
- 2 Here, you’ll see a list of appointment types. Select either “Medical visit” or “Wellness visit,” depending on the type of appointment you need.
- 3 Select the option for an “Eden Video Visit”
- 4 Here, you can choose a day and time that works best for you
- 5 Fill out any additional symptoms or concerns you’d like to share with your Care Team prior to your appointment
- 6 Hit “Confirm Appointment” to complete your booking
- 7 Appointment and confirmation details will now be available in your “Appointments” tab



FAQS

Can video visits be booked for each type of appointment Eden offers?

No, video visits can only be self-scheduled for medical or wellness visits at this time. Certain services require you to be seen in-person by a member of your Care Team.

How do I cancel or reschedule my video visit?

Once your appointment has been scheduled, you will see it listed under the “Appointments” tab of your Eden app. Should you need to cancel, you can click on the “Cancel visit” option on this page.

What do I need to do at my scheduled appointment time?

At the time of your visit, your provider will send you a video link, which you can find in your Eden app under the “Messages” tab.

Do I need to book an appointment?

Self-scheduling a video appointment is a great way to proactively schedule your healthcare needs ahead of time, but you never need an appointment to get in touch with your Care Team. You can still reach us 24/7 in your Eden app and you will get a response from a provider within minutes.