LifeBook Pro – Onboarding How-to Guide – BoaVida

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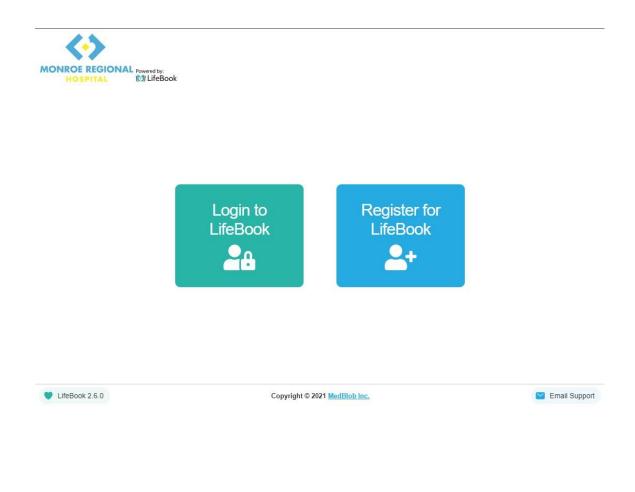
1- Language – Landing Page

- This is the main LifeBook's Landing Page.
- Patients are redirected here by a provider using:
 - A specific url link
 - A scanned QR code
 - A button on an email marketing communication.
- Patients should always verify that the main logo of the page is either LifeBook's brand, or their specific provider's logo.
- The selection of the language will update and change all texts and elements on LifeBook's website, with the exception of legal documents, like the request of access form, which will either remain in English or have English and Spanish at the same time.



2- Registration Start

- Page to select to register as a new patient, or to login if the patient already has credentials.
 - The most common flow is to be redirected by a Provider to this page, so patients visiting the site for the first time will always choose "*Register for LifeBook*".



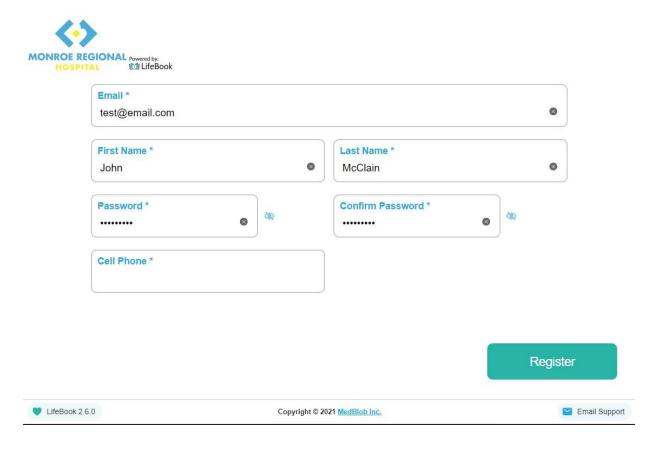
3- Terms of Service

- Page were patients must consent to the Terms of Service and Privacy Policy of LifeBook.
- In case of rejection, the flow will reset to the beginning of the process.
- Patients can read the entire current version of the document by hitting the "*Read*" Button, as well as how LifeBook handles ToS and Privacy Policy updates and notifications.
- Clicking "Accept" will move the flow forward to the next step.

MONROE REGIONAL Powered by: HOSPITAL		
	Please read and consent to our	
	Terms of Service	
	Decline Accept	
V LifeBook 2.6.0	Copyright © 2021 MedBlob Inc.	ビ Email Support

4- Registration Page

- Page to specify Contact and Demographics information required to create an account over LifeBook.
 - o Email: Must have a valid email format for verification and communications.
 - It will be the login username for the patient.
 - First name and Last name
 - No numbers, white spaces or special characters are accepted on these fields.
 - If the patient's Last name contains a whitespace please input it without it and contact <u>support@medblob.com</u> to trigger an update on the profile.
 - Password
 - Must be 6 characters long or more, and it must contain at least one digit, one uppercase letter and one special character.
 - Cell Phone number
 - It must be a mobile cellphone number since a one-time-only code will be sent as part of the verification process.
 - If you do not own a mobile phone number you can specify a landline and request the one-time-code from your Medical Provider.



LifeBook

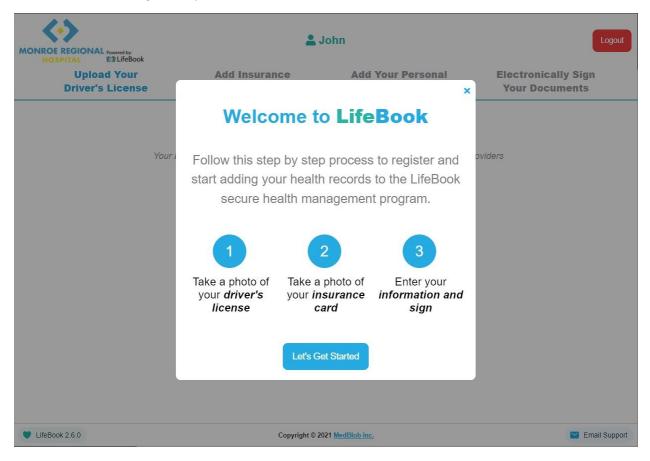
5- Verification Code

- As soon as the patient's information has been verified the system will sent out a message on the stated mobile cellphone with the following format: "Your LifeBook verification code is: 12345". • In this example, 12345 is the code the patient should type into the "Code" field.
 - The message could be sent using different phone numbers, being the most probable one:
- "+18577021851".

MONROE REGIONAL Powered by: HOSPITAL	💄 John	Logout
A verificatio	n code has been sent your mobile phone. Please enter the code below and tap Continue.	
		/erify

6- Welcome Screen

- The screen detailing the steps required to complete the entire onboarding process.
- Once the process is complete:
 - The patient will have access to all LifeBook features.
 - LifeBook will start gathering the patient Claims and Health Care Records on her/his behalf, making them available on their Profile.
 - The patient's Provider will be able to connect and gather the information from LifeBook as long as the patient consents to.



7- Driver's License

- The first step is for the patient to upload the Driver's License.
 - This can be done by taking a picture using the "*Take Photo*" feature, which will trigger the default camera of the device.
 - If the device has multiple cameras, an interface button will allow the patient to switch back and forward between them.
 - It uses the default camera app of the device.
 - It can also be achieved by uploading a picture from the device's storage using the button "choose a photo".



Upload Your Driver's License

Your Driver's License will be used to establish your identity with your medical providers

Take a Photo	
Or	
🐢 choose a photo	
from your device	

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- Once the file is ready, the system will display the uploaded file, and will offer to either re-take or upload the picture, or to move forward to the next step.
- If the patient does not currently own a Driver's license, an alternative is to use a Real Valid State ID.
 - More information on Real ID's <u>here</u>.
 - In case that the patient has no Real ID either, it can upload a picture of the Bibliographic picture of their passport.
 - In this case, the Provider must notify LifeBook of said document, since some features may not be available.



Upload Your Driver's License

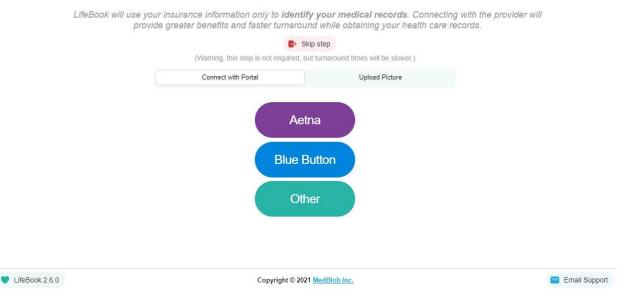
Your Driver's License will be used to establish your identity with your medical providers



8- Insurance Information

- LifeBook can fetch Claim data information instantly if the patient:
 - Has Medicare or Medicaid Insurance through Aetna.
 - Has "Medicare Claims Data Records" (using the BlueButton option).
 - Choosing either provider will open a "popup" window where the patient will use its credentials and choose what will be shared with LifeBook.
- Choosing "Other" will allow the Patient to upload pictures of the Insurance Card.
- If the patient has no Insurance at the moment, this step can be skipped.
 - If the patient DOES in fact have Insurance coverage, it is STRONGLY recommended to provide said information, either by connecting with a provider or by uploading the insurance card pictures, as it will enable LifeBook to fetch both claims and health care records with faster turnaround times.

LifeBook	1	John	Logout
Upload Your Driver's License	Add Insurance Information	Add Your Personal Information	Electronically Sign Your Documents
	Add Insuran	ce Information	

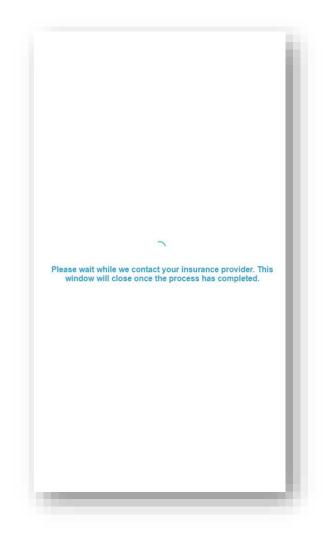


Connect with your insurance provider OR provide pictures of your insurance card.

- The following are screens showcasing the process for connecting with Aetna (connecting with BlueButton is the same process).
- Depending on the type of insurance, patients may or may not be presented with a screen at the end offering to share with LifeBook "Claim data only" or the entire profile.
 - LifeBook only needs access to the claim information, and nothing else, so either option is useful and it is up to the patient to choose one.
 - The more information the patient selects to share on the Insurance screen the more information the patient will be able to access on LifeBook.

♥aetna [®]	♥aetna °
Welcome to Aetna	Welcome to Aetna
At this time we are supporting Medicare member data transfer. You may be able to login and apply access authorization if you are not medicare member, however only medicare member data will transfer to your 3rd Party Application.	At this time we are supporting Medicare member data transfer. You may be able to login and apply access authorization if you are not medicare member, however only medicare member data will transfer to your 3rd Party Application.
Username Password Remember username Sign In	Username YourAetnaUser Password Remember username Sign In
Don't have an account or need to reset your user id or password? It's easy to register or reset your account. After completion please return here to continue. Medicare Members Others	Don't have an account or need to reset your user id or password? It's easy to register or reset your account. After completion please return here to continue. Medicare Members Others

• After filling in "Username" and "Password", selecting sign in will trigger the Process, with a loading screen.



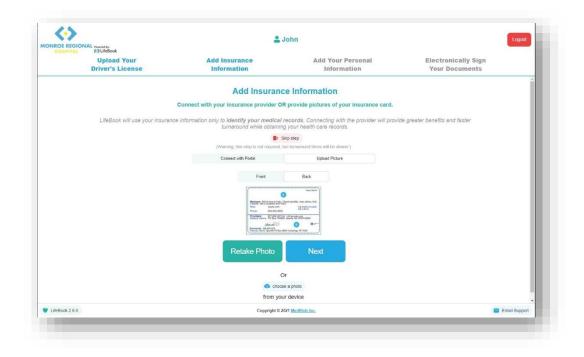
- Once the process is completed, this window will close automatically, and the patient will be taken to the next step by the system without any further interaction.
- If there was an error, or the credentials were incorrect, the patient will be required to upload images of the insurance card (front and back).

• The following images showcase the flow to upload the insurance card pictures, using the same features used to upload the Driver's license.

OF REGION	L Powered by:	_		
	Upload Your Driver's License	Add Insurance Information	Add Your Personal Information	Electronically Sign Your Documents
		Add Insurance	e Information	
		Connect with your insurance provider OF	R provide pictures of your insurance card.	
	LifeBook will use your insuran	ce Information only to identify your medical i turnaround while obtaining	records. Connecting with the provider will prov g your health care records.	ide greater benefits and faster
			kip step	
		(Warning, this step is not required, to Connect with Portal	Upload Picture	
		Connect with Portal	opidad Piccare	
			r e a photo	
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ROE REGIONAL Powered I HOSPITAL III Life				
	load Your r's License	Add Insurance Information	Add Your Personal Information	Electronically Sign Your Documents
		Add Insurance	e Information	
			R provide pictures of your insurance card.	
Life	eBook will use your insuran	ce information only to identify your medical i turneround while obtainin	records. Connecting with the provider will prov g your health care records.	ide greater benefits and faster
			kip step	
		(Warning, this step is not required, t		
		Connect with Portal	Upload Picture	
		United States of the second se		
		Retake Photo	Next	
		C	r	
		choose	e a photo	
		from you	r device	
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ISPITAL IST LifeBook			
Upload Your Driver's License	Add Insurance Information	Add Your Personal Information	Electronically Sign Your Documents
	Add Insuran	ce Information	
	Connect with your insurance provider O	R provide pictures of your insurance card	
LifeBook will use your in	nsurance information only to identify your medical turnaround while obtaini	records. Connecting with the provider will pr og your health care records.	ovide greater benefits and faster
		Skip step but turnaround times will be slower.)	
	Connect with Portal	Upload Picture	
	Front	Back	
	,		
	Take	a Photo	
		Dr	
	choc	se a photo	
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9- Personal Information

- Fields to complete
 - o Date of Birth
 - Format MM/DD/YYYY
 - Example: 09/23/1951
 - Last 4 of SSN
 - Example: 1234
 - For some states, based on state regulations, LifeBook might request the full SSN number (either on the onboarding process or on the intake form).
 - PCP (Primary Care Provider).
 - This is optional.
 - Patients can select "I do not have or remember my PCP".
 - The PCP does not necessarily have to be the Primary Care Provider.
 - It can be the doctor / physician / provider
 - the patient visited last.
 - the patient remembers.
 - that has the records that are the most usefull for the current provider that is providing treatment for the patient.
 - LifeBook will use the information to improve the document gathering process of Health Care Records.

	Add Your Personal Information	Electronically Sign Your Documents
		N.
Book will securely capture your	r information for medical record use onl	lv.
		2
of Birth * DD/YYYY	Last 4 of SSN *	
to retrieve your	health care records:	
1	Next	
_1		Mali Su
	primary care provide to retrieve your Add ease do not use the physicia I do not have	DD/YYYY Please find your most recent primary care provider or medical practitioner to retrieve your health care records: Add PCP Add PC

Upload Your Driver's License	Add Insurance Information	Add Your Personal Information	Electronically Sign Your Documents
	Add Your Pers	sonal Information	
	LifeBook will securely capture your	r information for medical record use onl	У
	Date of Birth *	Last 4 of SSN *	
	01/23/1990	1234	•
	Please find y	your most recent	
		er or medical practitioner	
	to retrieve your	health care records:	
	Add	PCP 😫	
	* Please do not use the physician	n who asked you to fill out this form.	
	8 I do not have	or remember my PCP	
	٢	Next	

- The following is "Add PCP" the pop-up screen.
 - \circ $\;$ Patients can search providers using a wide range of data fields.
 - State is the only mandatory field that must be selected for each query, since the DB contains more than 6 million providers.

LifeBo	ok	💄 John	Logout
Upload Your Driver's License	Add Insurance	Add Your Personal Find a Provider +	Electronically Sign Your Documents
	First Name Michael City	Lest Name State CT CT	
	If yo	Search Q be used in conjunction with another search field, ur provider cannot be found e top right corner to add specific information.	
	No provid	ers match your search criteria	
		Next	
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• The following is how a complete page looks like when the PCP selection has been skipped.

Upload Your Driver's License	Add Insurance Information	Add Your Persona Information	Electronically Sign Your Documents
	Add Your Per	sonal Information	
	LifeBook will securely capture you	ir information for medical record	use only
	Date of Birth *	Last 4 of SSN *	
	01/23/1990	1234	۵
	Please find	your most recent	
		er or medical practitioner	
	to retrieve your	health care records:	
	Add		
	* Please do not use the physicia	an who asked you to fill out th	s form.
	S I do not have	e or remember my PCP	
	Patient chose r	not to provide a PCP.	
		Next	

10- Patient Address

- This is the last page to create the virtual profile of the patient.
- It requires the information about the current address where the patient is living.

Driver's License	Add Insurance Information	Add Your Pe Informat		Electronically Sign Your Documents
	Add Your Po	ersonal Informatio	on	
	LifeBook will securely capture y	your information for medical	record use only	
Address	s *	Address (Line 2)		
Mass A	venue 11	Apt 108		0
City *		State *	Zip *	
Boston		MA - Massachu *		8
	_			
		Next		

11- Request of Access Signature

- The ROA page is where the patient can read the HIPPA act, as well as the legal access document LifeBook has created with all the information provided by the patient.
- It is what the patient signs in order to provide LifeBook with the permission to gather documents on the patient's behalf.

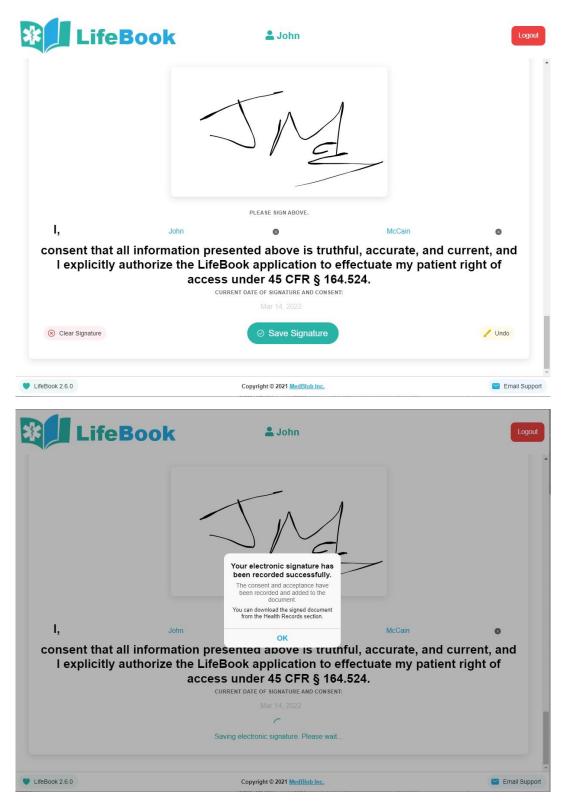
	eBook ² John		Logout
	Sign Request of Access	s Form	
	Please read and sign at the end	of the page.	
<back< th=""><th>LifeBook</th><th></th><th></th></back<>	LifeBook		
	LifeBook, Inc. PATIENT'S REQUEST FOR ACCESS AND DIRECTION TO DISCLOSE PROTECTED HEALTH INFORMATION (PHI)		
	LifeBook, Inc. PATIENT'S REQUEST FOR ACCESS AND DIRECTION TO DISCLOSE PROTECTED HEALTH INFORMATION (PHI) Patient Name: John McCain	DOB: 1/23/1990	
	LifeBook, Inc. PATIENT'S REQUEST FOR ACCESS AND DIRECTION TO DISCLOSE PROTECTED HEALTH INFORMATION (PHI)		
	LifeBook, Inc. PATIENT'S REQUEST FOR ACCESS AND DIRECTION TO DISCLOSE PROTECTED HEALTH INFORMATION (PHI) Patient Name: John McCain	DOB: 1/23/1990	
	LifeBook, Inc. PATIENT'S REQUEST FOR ACCESS AND DIRECTION TO DISCLOSE PROTECTED HEALTH INFORMATION (PHI) Patient Name: John McCain MRN: Not disclosed Last 4 SSN: 1234	DOB: 1/23/1990	
	LifeBook, Inc. PATIENT'S REQUEST FOR ACCESS AND DIRECTION TO DISCLOSE PROTECTED HEAL TH INFORMATION (PHI) Patient Name:John McCain MRN:Last 4 SSN:1234 Address:Mass Avenue 11	DOB: 1/23/1990 Phone: 617-340-5187 d patient's LifeBook account provided by dical records under 45 C.F.R. h plan, physician, health care r health care provider that has provided st to disclose all health information for di mages, information concerning	
	LifeBook, Inc. PATIENT'S REQUEST FOR ACCESS AND DIRECTION TO DISCLOSE PROTECTED HEALTH INFORMATION (PHI) Patient Name: _John McCain MRN:_Not disclosed	DOB: 1/23/1990 Phone: 617-340-5187 d patient's LifeBook account provided by dical records under 45 C.F.R. h plan, physician, health care r health care provider that has provided st to disclose all health information for di mages, information concerning	
	LifeBook, Inc. PATIENT'S REQUEST FOR ACCESS AND DIRECTION TO DISCLOSE PROTECTED HEALTH INFORMATION (PHI) Patient Name: John McCain MRN: Not disclosed Last 4 SSN: 1234 Address: Mass Avenue 11 Boston, MA 02110 Purpose for Disclosure: Release of medical records to the above-name Pursuant to my right of access to my protected health information and me §164.524 and state medical record access laws, I hereby direct any healt professional, hospital, clinic, laboratory, pharmacy, medical facility or othe payment, treatment or services to me or on my behalt freeelying this reque the dates below, which may include clinic visit notes, radiologic reports an treatment for drug/alcohol abuse, mental health, HIV status or genetic tes	DOB: 1/23/1990 Phone: 617-340-5187 d patient's LifeBook account provided by dical records under 45 C.F.R. h plan, physician, health care r health care provider that has provided st to disclose all health information for di mages, information concerning	

- The following screen show the signature module:
 - The signature area contains an animation showing the place were the patient needs to sign.
 - The first time the patient touches the correct area the animation will go away.
 - Then the patient will be able to draw her/his signature.
 - For the written consent, the patient needs to type in her/his first name in the first box, and her/his last name on the second box.

LifeBook	💄 John	Logou
	W	
	PLEASE SIGN ABOVE. me here Write Last Monopresented above is truthful, accurate the LifeBook application to effectuate the second seco	ite, and current, and
r explicitly autionize th	access under 45 CFR § 164.524.	ly patient right of
	CURRENT DATE OF SIGNATURE AND CONSENT: Mar 14, 2022	
⊗ Clear Signature	⊘ Save Signature	🖌 Undo
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🔰 LifeBook

- The following screen shows a completed signature module with all the correct data fields.
- After this, the patient can tap "Save Signature" and if all fields match the profile information the system will record the electronical signature.



- At any point in time the patient can logout, and then log back in at a future instance to complete the process.
 - All steps record the information as soon as it has been specified / uploaded.
- If the patient chooses to log out at this step, and then come back in, a screen like the following will be presented, taking them back to the signature module by tapping on "Sign Consent Form", and the additional pages to complete the onboarding process.

LifeBook		La John	Logout
Upload Your	Add Insurance	Add Your Personal	Electronically Sign
Driver's License	Information	Information	Your Documents

Electronically Sign Your Documents

LifeBook allows you to provide your consent by electronically signing the request for access form. Tap the button below to open the document and follow the instructions provided to sign it.



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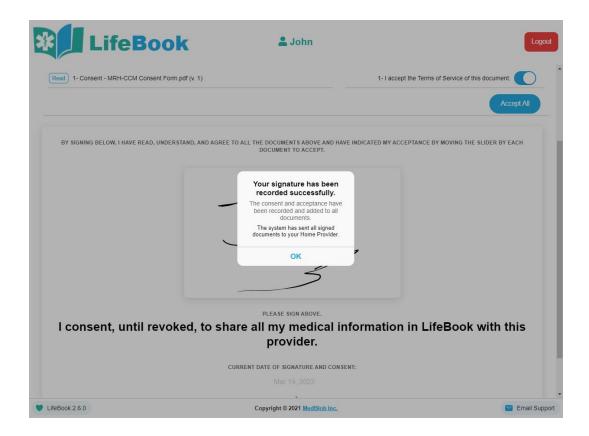
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12- Provider Forms

- The following is a screen were all documents, legal contracts and consent forms from the provider inviting the patient to join LifeBook are shown.
- These are documents established by each provider and they differ from Hospital to Hospital.
- Patients must consent to all of them in order for LifeBook to connect the patient's profile with the Provider and share the patient's information with the Provider.
- By tapping "*Read*" the patient can read every specific document stated in this area.
- All documents with their current version will be saved to the patient's profile and can be accessed at any time.
- The signature module to consent is the same as the one utilized for the Request of Access document in the prior screen.

LifeBook	💄 John	Logout
	Consent Forms	
Boa Vida I	Hospital DBA Monroe Regional	l Hospital
Timeline		
Please review and consent to all the legal terms in order for y	our Home Care Provider to have access to your n	nedical records.
Read 1- Consent - MRH-CCM Consent Form.pdf (v. 1)		1- I accept the Terms of Service of this document.
		Accept All

	DOCUMENT TO ACCEPT.	NCE BY MOVING THE SLIDER BY EACH
	PLEASE SIGN ABOVE.	
l consent, until revoke	ed, to share all my medical information in	LifeBook with this
,,	provider.	
,	provider.	
	-	



13- Intake Form

- This is the last step of the onboarding process.
- It is an Intake form that Hospitals, clinics and providers use to onboard their patients and gather information to improve their treatment.
- This Intake forms differ by Provider and State.
- Patients are required to complete it in as granular detail as they are able to do so.
- LifeBook will autocomplete as much information as possible based on the prior steps and documents already provided by the patient.

LifeBook	🚔 John	Logout
	Intake Form	
	Monroe Regional Hospital	
<timeline< th=""><th></th><th>Print intake form</th></timeline<>		Print intake form
atient Intake Form		
atient Information		
	General Demographics	Next
* First Name John	General Demographics Middle Name	Next
* First Name John * Last Name McCain		Next
	* Sex at Birth	Next
* Last Name McCain	* Sex at Birth Female Male	Next

• Once the patient reaches the final stage, they will have an opportunity to provide feedback about the process, or to complete using any of the two "*Complete*" buttons on the right.

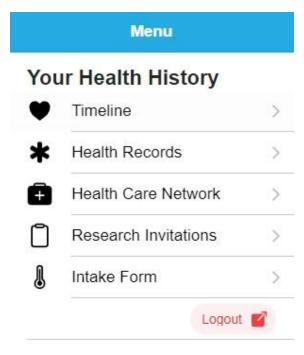
LifeBook	La John	Logout
Timeline		Print intake form
Patient Intake Form Patient Information		
Previous		Complete
	Feedback	
The information on this form will	c you for completing the patient intake form. allow your provider to have further insights into m will also be uploaded into your LifeBook accou	
We are grateful for any feedback regarding the form and	d process:	
L		
Page 9 of 9		
Previous		Complete
LifeBook 2.6.0	Copyright © 2021 <u>MedBlob Inc.</u>	📔 Email Support
LifeBook	💄 John	Logout
	Intake Form	
	Monroe Regional Hospital	
Timeline		Print intake form
Patient Intake Form	(
Patient Information	Thank you! Intake form completed successfully. Your intake information has been saved	
	successfully and send to your Health Care Provider.	
	ок	
UlfeBook 2.6.0	Copyright © 2021 MedBlob Inc.	🔛 Email Support

14- Home Page

- Once the patient completes the Intake form, it will be redirected to the "Timeline" page.
- That marks the end of the onboarding process.
 - The patient can logout of the system and notify their Provider that they have successfully onboarded over LifeBook.
- The screen looks as follows:

*	LifeBook ^{± John}		Logout
=	LifeBook Timeline		•
\bigcirc	HOME PROVIDER FORMS SIGNED. All forms from Home Care Provider have been signed		
	and accepted!	2022/03/14	

• If the patient wants to review all the materials that LifeBook has gathered, or manage their Health Care Network, they can access the menu by tapping on the top left corner the *"three horizontal lines"* menu icon, to access navigation features:



15- Health Records

- Here the patient can see all documents on their profile
 - Documents uploaded by them.
 - Documents generated by LifeBook.
 - Documents gathered from other providers, insurance companies or connected entities.
- Each document can be viewed online with the "View" button, or downloaded with the "Download" button.
- The "*Download All*" button will create a ".*zip*" file with the entire contents of the Patient's profile and offer to download it to the patient's device.

LifeBook		🚨 John	Logout
		Health History	
		Download All	+.
	ł	V.1 - 2022/03/14 - LifeBook Intake - Form Results.pdf Mar 14, 2022 View O Download O	
		V.1 - Consent - MRH-CCM Consent Form.pdf Mar 14, 2022 View Townload	
	8	SignedROA.pdf Mar 14, 2022 View 1 Download	
	P	V.1 - Aetna Patientinfo.txt Mar 14, 2022 View 1 Download	
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16- Health Care Network

- Here LifeBook will display the Entities that have shared documents about the patient with LifeBook.
- Care Team
 - These are Providers from which LifeBook requested documents.
 - If the providers have the LifeBook logo on the top right, and a "*Revoke Access*" option, it means that particular provider not only provides documents to LifeBook about the patient, but the patient has also consented LifeBook to share all of the patient's information and documents with said provider.
 - If the patient wants to revoke access from that provider to the patient's information, the "*Revoke Access*" feature will trigger a flow to do so.
- Insurance providers
 - These are portals that the patient has logged into and granted LifeBook access to obtain Claim data.
 - For each portal, LifeBook will show what was the last date that LifeBook connected to the portal to obtain information.
 - If the patient wants to trigger a newer flow to gather said data, it can tap on the provider's name, and the same popup displayed on the onboarding process will show up and enable the patient to log in to the insurance entity.

¥ Life	Book	1	John	Logout
=			Care Network	
	Care Team		Insurance Providers	
	+ Add Provider Care Provider: Monroe Regional Hospital Phone: 🗞 +1 (888) 339-7339 X1112	38	Aetna Last Connected On: Mar 14, 2022 @ 7:09 PM Blue Button	
	Email: C Info@qualexahealthcare.com Website: C http://www.qualexahealthcare.com	TREVOKE Access		
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