

# Stay connected to your health from the palm of your hand.



With the MyBSWHealth app, it's easy to communicate with your care team, manage medications, view test results and more. Explore how the app features can help you make the most of your health and wellness journey.

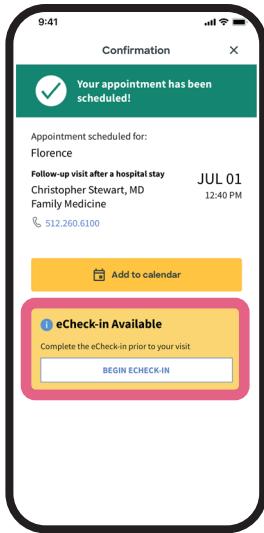
Open your MyBSWHealth account or download the app.



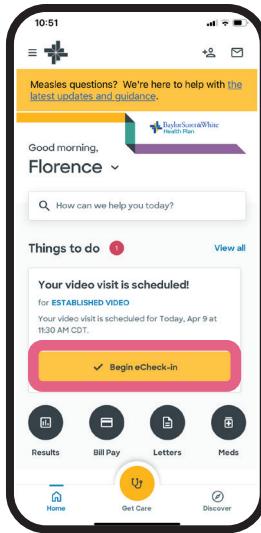
 **MyBSWHealth**

## Prepare for your appointment before you arrive.

You can complete the check-in process on your phone, saving time and allowing you more privacy.



OR

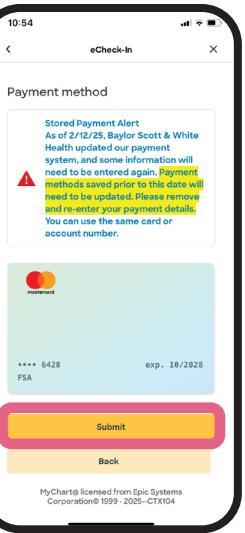
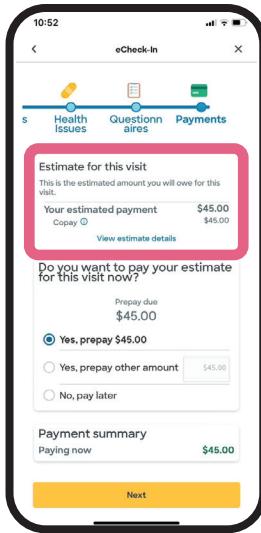


### IN-OFFICE APPOINTMENT

1. From your dashboard, click "Begin eCheck-in".

### VIRTUAL APPOINTMENT

1. From your dashboard, click "Begin eCheck-in".

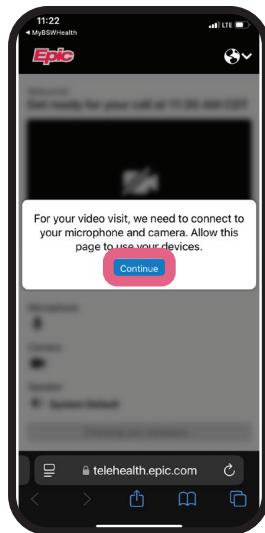
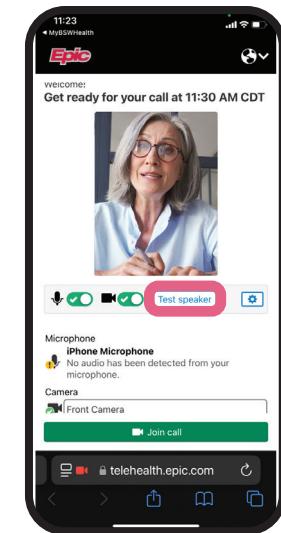
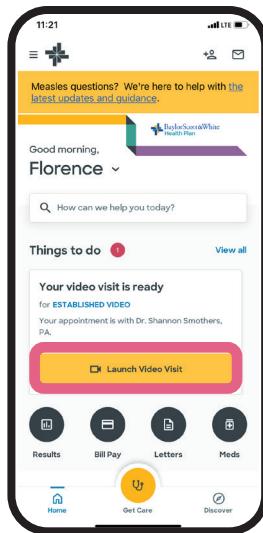


2. Review your estimate for the appointment and select your preferred payment option, then click "Next".

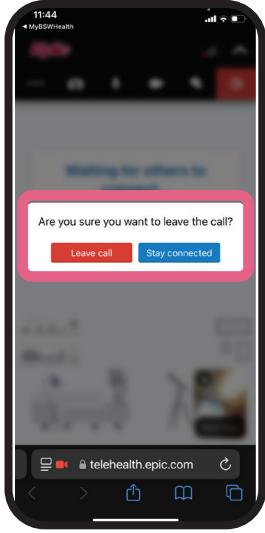
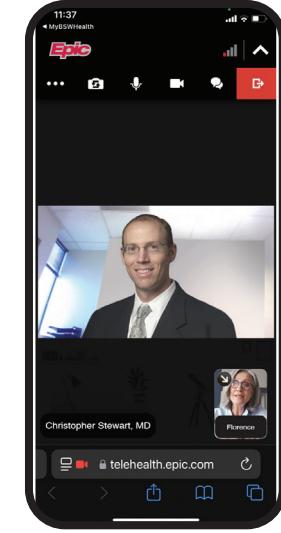
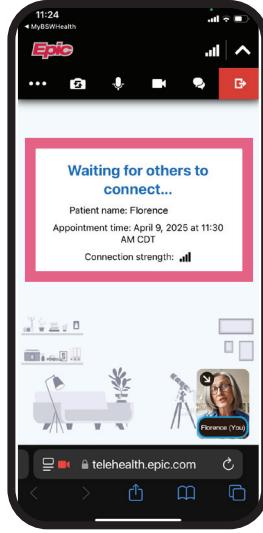
3. If you're making a payment, review your preferred method and click "Submit".

## Join your Telehealth appointment from anywhere.

Get face-to-face care from your phone.



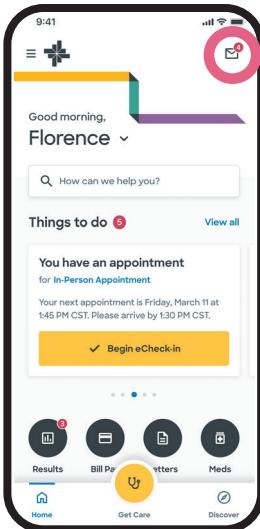
1. When it's time for your appointment, select "Launch Video Visit".
2. Verify you are looking at the front of your phone and your image appears.  
Click "Test speaker".
3. Scroll to "Display name" box and enter your name.  
Click "Join call".
4. Click "Continue" if you will be using your phone for the appointment.



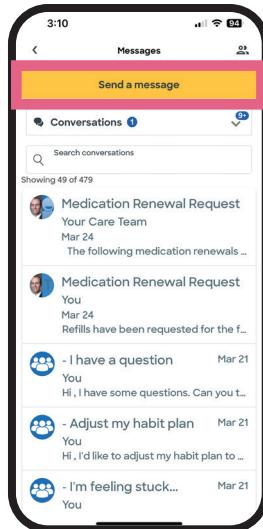
5. You will wait until the provider is available. You should see your name, appointment, time and photo.
6. Your provider will join as soon as possible, and you can discuss any concerns you have like you would in person.
7. Once your visit ends, you will be prompted with a "Leave call" button. Select that to end your visit.

## Keep in touch with your care team.

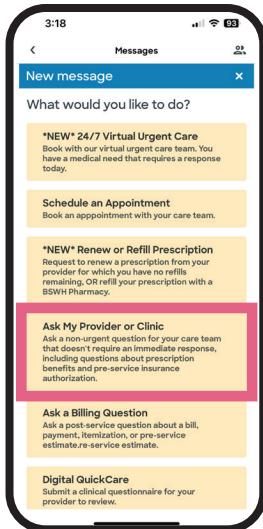
Here's how to reach out to your care team for NON-URGENT matters.



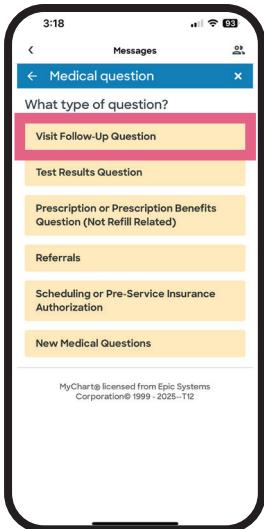
1. Select the envelope in the top right corner of your app.



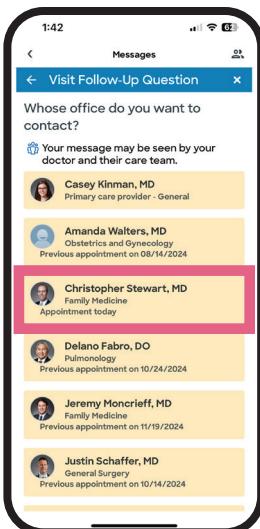
2. Next, click "Send a message".



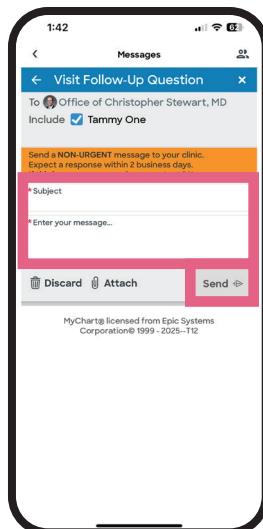
3. Click "Ask My Provider or Clinic" to send a question to your care team.



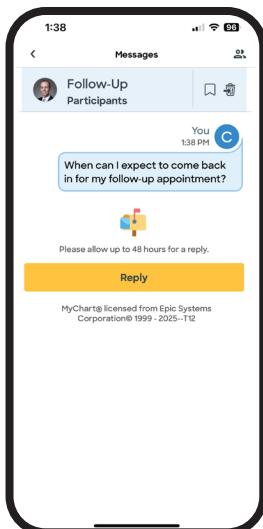
4. Select "Visit Follow-up Question" or the question that best fits your needs.



5. Choose the provider you would like to reach.



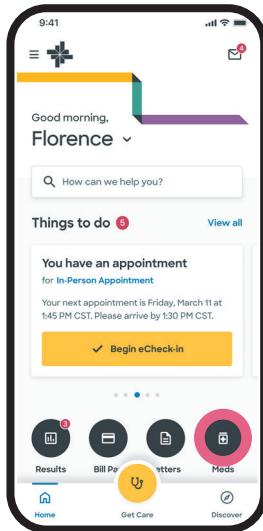
6. Fill in the fields with your question and hit "Send" to reach your provider.



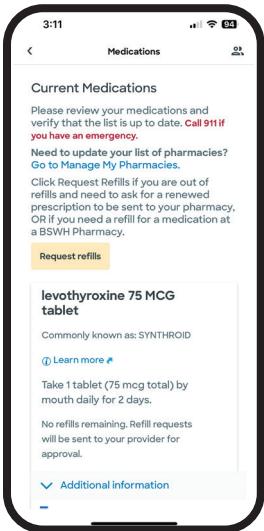
7. Once you send your message, your provider will typically reply within 48 hours.

## Manage your medications with ease.

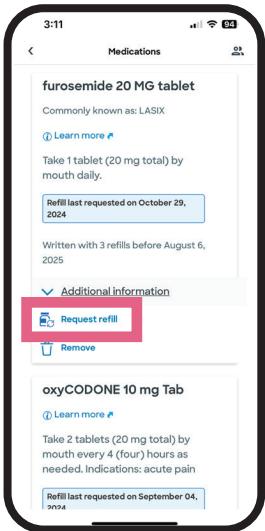
Need a refill? Here's how to make a request.



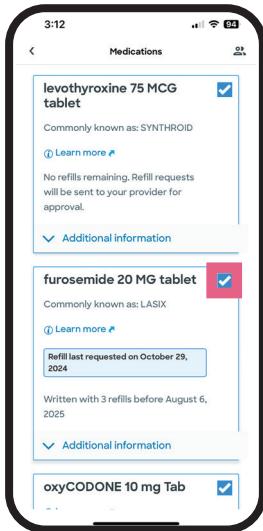
1. Select the “Meds” icon on your app homescreen.



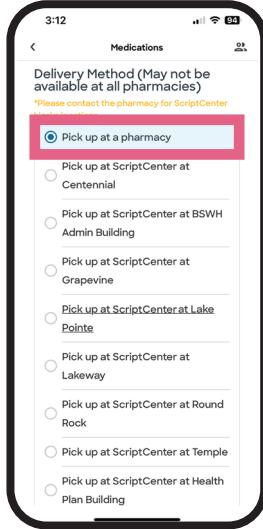
2. Here, you'll find a list of your current medications.



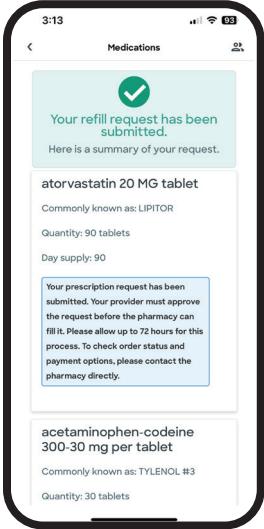
3. Scroll to find the medication you need to refill and click “Request refill”.



4. Select the checkmark in the top right corner of the medication you need and hit “Next”.



5. Next, choose your preferred medication retrieval or delivery method. Scroll to the bottom to submit your request.

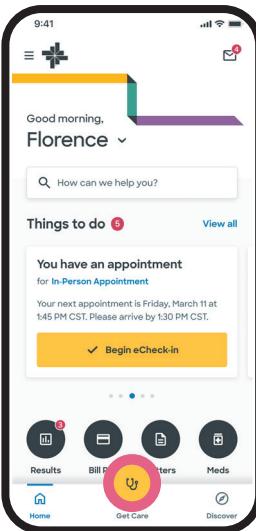


6. After you submit your request, your provider will be notified.

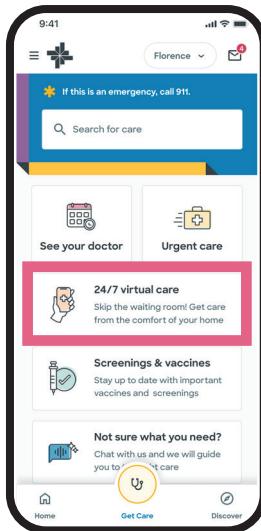
## Access virtual care, 24/7.

Get primary care as soon as you need it—even from home.

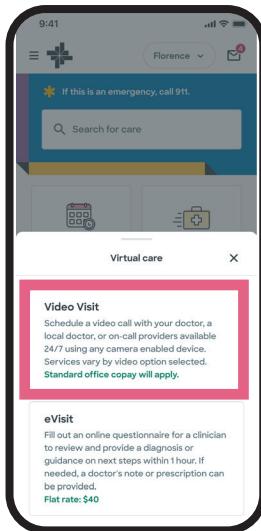
- **Video visit:** For minor illnesses and injuries. Available 24/7 for patients in Texas, age 24 months or older.
- **eVisit\*:** Completing a short questionnaire will prompt a provider to prepare guidance and a treatment plan within an hour.



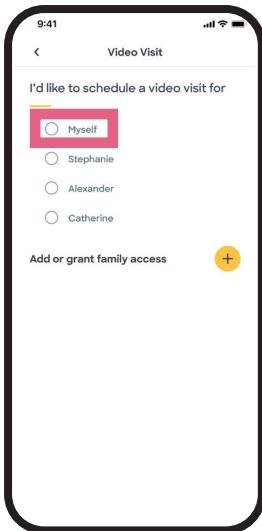
1. From your dashboard, select the “Get Care” button or check your appointment reminders.



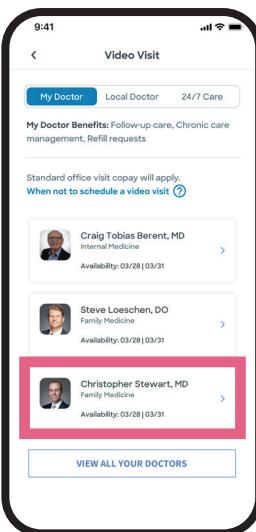
2. Select the type of care you need.



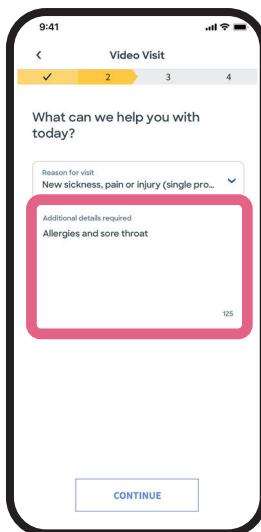
3. If you need 24/7 care, choose from a Video Visit or an eVisit.



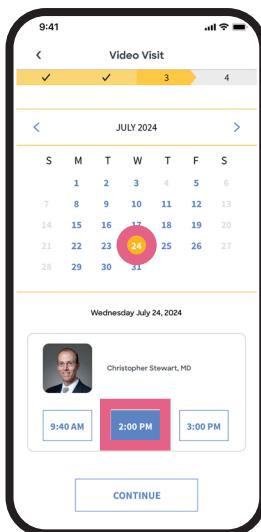
4. Let us know who you would like to schedule a visit for.



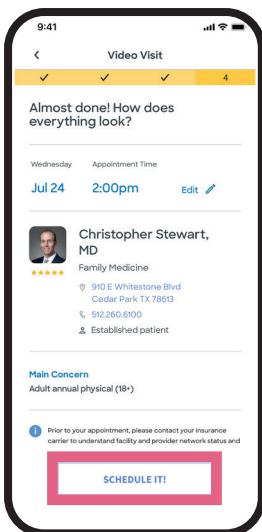
5. Choose the provider you would like to reach.



6. Let us know the reason for your visit.



7. Pick the date and time that works best for you.



8. Confirm the details of your appointment and click “Schedule it!”.

### \*For:

- Colds, flu, allergies or sinus issues

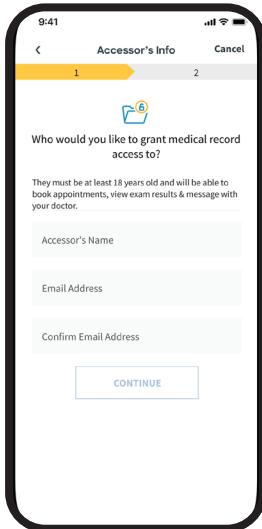
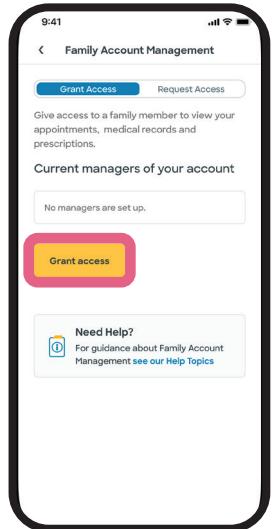
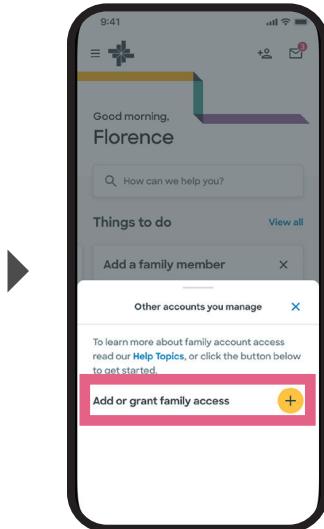
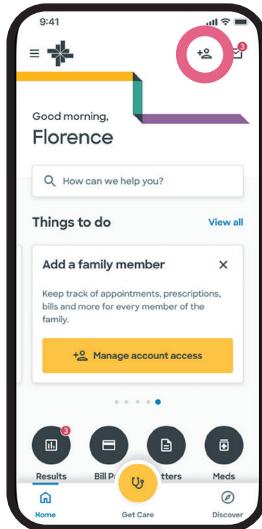
- Common adult female problems

- Common eye and mouth problems

- Skin and nail problems
- Stomach problems

## Easily share account access with a loved one.

Here's how to give a caretaker access to your MyBSWHealth account.

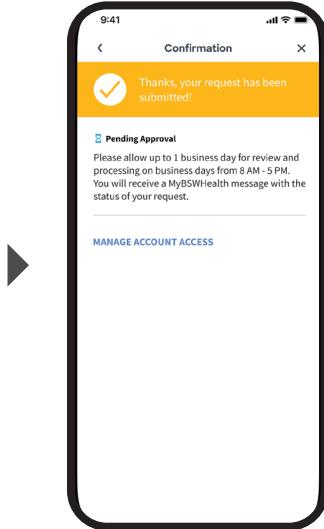
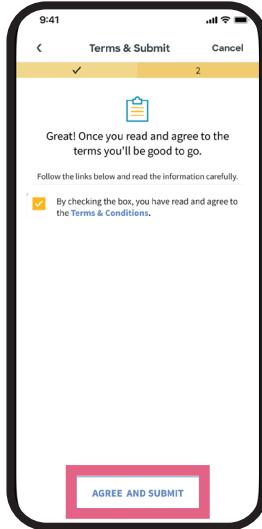


1. Click on the person icon or the drop-down arrow next to your name.

2. Select "Add or grant family access" in the 'accounts you manage' drawer.

3. Once you're on the "Family Account Management" page, click on "Grant access" button.

4. Fill out the relevant information for the person you want to have access to your account.



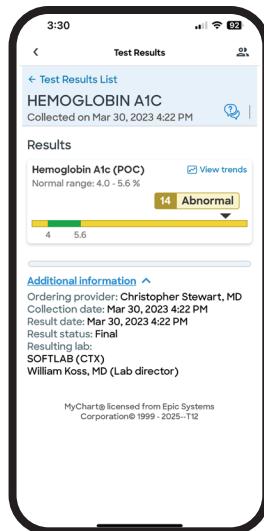
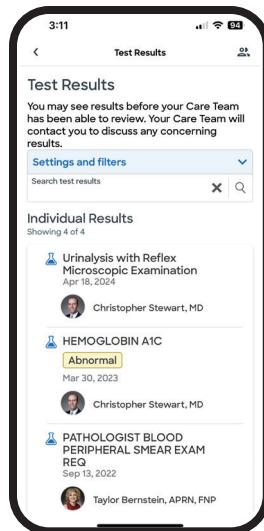
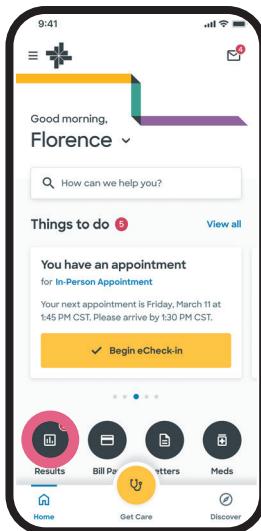
5. Agree to the Terms & Conditions.

6. Wait up to one business day for access updates to process.

- Proxy access is not limited to family members.
- Users must be at least 18 years of age to request access to another's medical record.

## View test results in real-time.

Get notified as soon as your test results come in.



1. Ready to view your results? Select the “Results” icon.
2. Any results that are ready will be listed and ready for you to click on.
3. Once you click on your test results, you can scroll through a more detailed view.



Open your MyBSWHealth account at [MyBSWHealth.com](https://MyBSWHealth.com) or download the app

