



athenaPatient™

Customer Product Guide



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athenaPatient™ is an iOS and Android smartphone application that uses a mobile-first approach to connect patients with their care teams, health information, and communication channels to better manage their health and engage with their healthcare providers. By providing patients greater access to care, healthcare organizations can drive greater engagement and streamline work for their staff.

This Customer Product Guide is designed to be a resource for your organization to help staff manage the use of athenaPatient, answer a few questions that may arise, and to point your staff to additional resources. A complete set of resources can be found on the [**athenaPatient Success Community page**](#).

Thank you for sharing athenaPatient with your patients.

We hope you find this guide helpful and welcome any feedback related to current content and or content that you would like us to include in future iterations of this document to better support your organization.

You can contact us by submitting a case, using this path in *athenaOne*:

Support> *Create case or call*. If creating a case, select
Additional Services>*athenaPatient*.

1 What is athenaPatient and who is it for?



What is athenaPatient?

athenaPatient™ is a user-friendly mobile app that gives patients the ability to communicate with care teams and manage their health anywhere, anytime.* Providing patients with access to care and enabling them to send secure messages to your practice, complete self check-in prior to appointments, view test results, and better manage their health can reduce staff work and improve patient satisfaction. athenaPatient will offer patients a convenient, mobile resource with:

- ✔ **Quick log in capability** – Facial recognition and or touch ID can make patient login easier, while keeping data safe. Reduce barriers to accessing patient information and connecting with their care team(s).
- ✔ **Patient-Practice messaging** – Patients can contact your practice whenever they have questions through quick, secure direct messages.
- ✔ **Self-schedule appointments¹** – Enable patients to book appointments with your practice and view upcoming visits at their convenience.
- ✔ **Patient self check-in prior to the visit¹** – Prompt patients to complete the check in process prior to appointments and save time by submitting any necessary documentation before their arrival to the office.
- ✔ **View test results** – Patients can access lab, imaging, and other medical test results as soon as they become available.
- ✔ **Attend virtual visits¹** – Patients can easily initiate and join telehealth visits with members of your care team from their mobile phone via athenaTelehealth.
- ✔ **Get directions to appointments** – Patients can access driving directions from the app, showing them how to get to your office for their upcoming appointment.

We will continue to add new features to athenaPatient in the coming months. For more information, please visit the [athenaPatient Success Community page](#) to access additional resources.

* The athenaPatient app is only available for download and viewing information in the United States for patients of healthcare providers on the athenahealth network.

¹ Your organization must turn on athenaOne Patient Self-Scheduling and Self Check-In to provide their patients the ability to use these capabilities in the athenaPatient mobile application. In addition, for your patients to use the telehealth capabilities in athenaPatient, your organization must be contracted to use athenaTelehealth.

Who can use athenaPatient?

athenaPatient is designed to provide your patients mobile access to their health information and care teams when and where needed. **For practices to offer their patients access to athenaPatient, they will need to have athenaOne and the athenahealth Patient Portal enabled.**

i Please Note: athenaPatient is for *athenaOne* customers only. athenaFlex customers and their patients will not be able to use athenaPatient at this time.

If you have questions regarding athenaPatient for your organization, please contact your Customer Success Manager.



2 What are the technical requirements for patients to use athenaPatient?

Device Requirements

athenaPatient supports all mobile phone devices which have the following operating system versions installed:

- **Android:** athenaPatient supports OS versions 10.x and above
- **iOS:** athenaPatient supports OS versions 15.x and above

athenaPatient does not support tablets (iPads, Notebooks, etc.)

Patient Requirements

Patients must have a patient portal account in order to log in to athenaPatient. The patient *must complete* the full portal registration process *before* logging into athenaPatient.

For complete details, please read this [Patient Portal Registration process article](#) on the Success Community.

i Please Note: Patients can *ONLY* log in to athenaPatient when they are physically within the United States of America. If a patient is physically outside of the U.S., they will not be able to log in to athenaPatient.

For more information on athenaPatient technical requirements, please visit the [athenaPatient Success Community page](#).

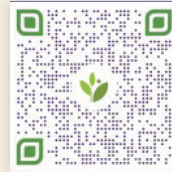
3 Where can patients go to download athenaPatient?

Based on a patient's mobile phone and operating system, they can go to the athenaPatient app using the links below or type in "athenaPatient" to either app store search function, and will be taken to the page for downloading the app.

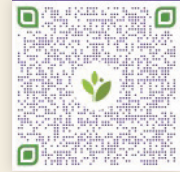
[Apple App Store](#)

[Google Play Store](#)

You can also use the following QR codes in your patient materials to direct patients to the athenaPatient app store listings.



Download for iOS



Download for Android

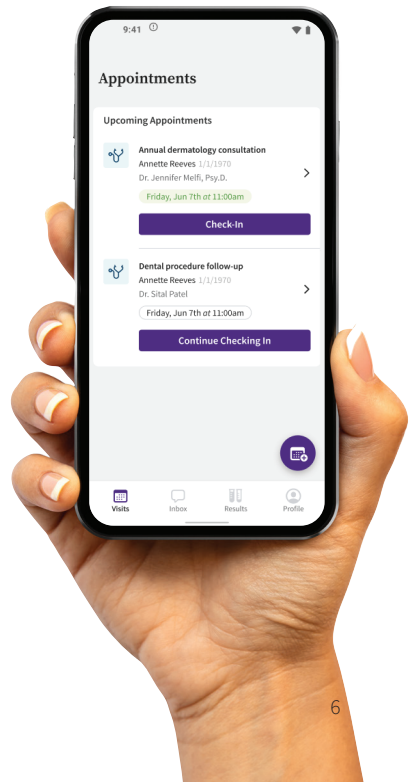
4 What actions and workflows can patients take when using athenaPatient?

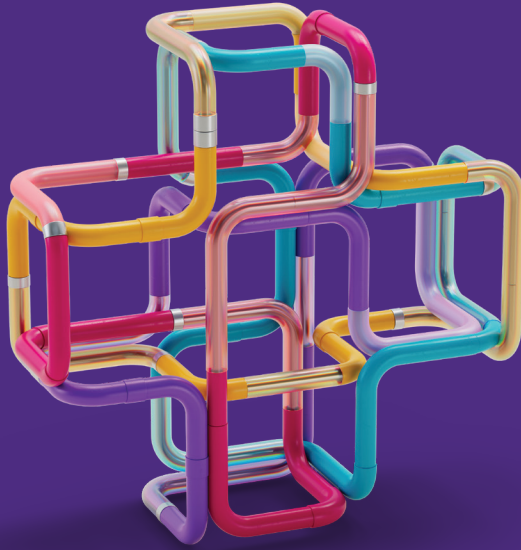
Initially, we have focused on high-value features that offer patients access to care and the ability to communicate with their care teams. These features include:

- ✓ Facial recognition and/or touch ID
- ✓ Patient-Practice messaging
- ✓ Self-schedule appointments¹
- ✓ Patient self check-in prior to the visit¹
- ✓ View test results
- ✓ Attend virtual visits¹
- ✓ Get directions to appointments

We will continue to add new functionality to athenaPatient in the next few release cycles. To view all current functionality in athenaPatient, please reference the [Release Notes](#) or visit the [athenaPatient Success Community page](#) for more information.

1. Your organization must turn on athenaOne Patient Self-Scheduling and Self Check-In to provide patients the ability to use these capabilities in the athenaPatient mobile application. In addition, for your patients to use the telehealth capabilities in athenaPatient, your organization must be contracted to use athenaTelehealth.





5 What features are planned for 2023³?

The following features are currently part of our roadmap for 2023:

- ✓ Improved accessibility
- ✓ Message attachments
- ✓ Payment workflows
- ✓ Push notifications
- ✓ Spanish language support

We will continue to add new functionality to athenaPatient in the next few release cycles. To view all planned athenaPatient functionality, please reference [Features Summary](#) document on the [athenaPatient Success Community page](#) for more information.

3. All upcoming features are tentatively planned for 2023 and subject to change at any time.

6 How do I enable or disable athenaPatient?



Please contact your Customer Success Manager for more information on either setting up your practice to offer athenaPatient to your patients or removing access to athenaPatient for your patients.

7 What materials are available for my staff to understand athenaPatient's capabilities and help patients use the app?

You will find all reference materials on the [athenaPatient Customer Success Community page](#), including:

The image displays two promotional materials for the athenaPatient mobile app. On the left is a flyer titled "Say hello to your new mobile app!" with bullet points: "Quick, convenient log in for all registration and health information", "Access your health information", "Connect with your care team", and "View existing appointments". It includes a QR code and the athenahealth logo. On the right is a video thumbnail with the text "Connect with us through athenaPatient. Download the app and get started today!" and "Download on the App Store" and "GET IT ON Google Play" buttons. The video shows a smartphone displaying the app interface with a patient's profile and appointment details. A woman in an orange shirt is shown at the bottom of the video frame, smiling and looking at her phone.

For staff/practice materials:

- Patient FAQ
- Customer FAQ
- Datasheet
- Release notes
- And much more

Patient support materials:

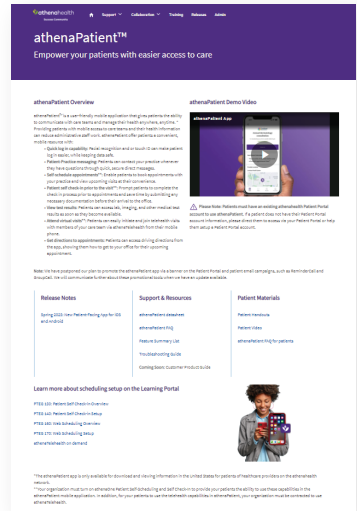
- Patient handouts
- Patient demo video
- Posters for medical offices

If you have any questions about athenaPatient or would like additional support, please submit a case to the Client Support Center (CSC) using this path in athenaOne: *Support> Create case or call*. If creating a case, select *Additional Services>athenaPatient*

8 How can my practice promote athenaPatient to our patients?

Begin thinking about which patient interactions are ideal for guiding them to use athenaPatient for access to their health information, staying connected with your practice, and completing certain tasks using patient self-serve tools. Some examples may include:

- Patient calls the office for health information such as test results.
- In-office registration, prior to an encounter.
- Patient contacts the office to book an appointment.
- Sending direct messages to individual or groups of patients.
- Among many other examples of patient-practice interactions you may have that will be opportunities to promote athenaPatient.



Use the patient materials provided on the [athenaPatient Customer Success Community page](#) to communicate with patients when they are in the office and or as part of your outreach to patients, either via direct email, social media, or athenaCommunicator campaigns. Examples include:

- Place patient handouts in your waiting room, have available at the registration desk.
- Hang posters in the waiting room and in exam rooms for patient to see while waiting.
- Add patient materials to your practice website and promote downloading the app.

Please Note: Make sure your patients clearly understand that they need a Patient Portal account (email address and password) prior to downloading athenaPatient. They will not be able to access their information on the app without Patient Portal registration.



9 How can I submit a feature request for athenaPatient?



You can submit ideas for athenaPatient through the Success Community. If your idea already exists in the community, you can search for, vote, and comment to add details about the idea. [Submit your idea.](#)

10 What are common questions and or issues that my practice may receive from patients about athenaPatient?

While it is difficult to know all of the questions that may arise from your patients related to athenaPatient, there will likely be questions that focus on the following items:

- Login issues related to app access with Patient Portal email address and password.
- Why a patient's personal information may not be available in the app based on their history with your practice.
- Patient information that is not visible on the app.
- Not able to schedule and or check-in to an appointment on the app.

To resolve these issues and or others that may arise from your patients, please review the [athenaPatient Customer Troubleshooting Guide](#) and or the [Customer FAQ document](#). If you do not find an answer to a question here, please contact the Client Support Center (CSC) by submitting a case to the CSC using this path in athenaOne: *Support> Create case or call*. We will continue to update this document periodically.

11 How do I submit a support case regarding a patient-related issue with athenaPatient?

Please submit all support cases to the Client Support Center (CSC) using this path in athenaOne: *Support> Create case or call*. If creating a case select *Additional Services > athenaPatient*. We will review all support cases and provide guidance to help you resolve the issue in a timely manner.



12 What are the requirements for my patients to begin using athenaPatient?

Your patients must have a mobile phone device with one of the following operating system versions installed:

- **Android:** athenaPatient supports OS versions 10.x and above
- **iOS:** athenaPatient supports OS versions 15.x and above
- **Please note:** athenaPatient does not support tablets (iPads, Notebooks, etc.)

Your patients must have an existing athenahealth Patient Portal account to use athenaPatient. If they do not currently have a patient portal account, you can assist them by sending a portal registration email message via athenaCommunicator prompting them to register. Once they have downloaded the athenaPatient app, they must log in using the same email address and password used to access your practices' athenahealth Patient Portal to begin using the app.

Patients must fully complete the patient portal verification process before they can log in to athenaPatient.

Patients can ONLY log in to athenaPatient when they are physically within the United States of America. If a patient is physically outside of the U.S., they will not be able to log in to athenaPatient.



13 What features in the app are dependent on my practice's settings? How can I enable or disable these settings?

Patient Self-Scheduling

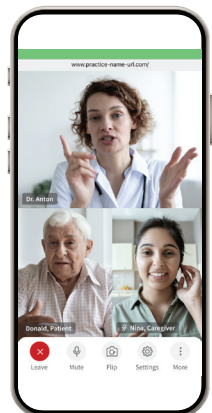
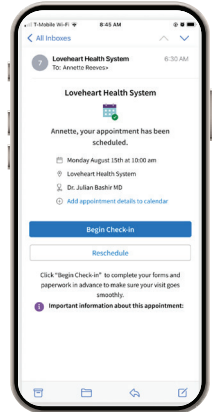
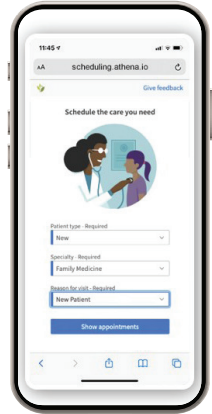
- athenaPatient supports Patient Self-Scheduling, which allows your patients to self-schedule appointments with your practice through the Patient Portal and or your practice marketing channels. This feature must be turned on in your athenaOne settings. If you do not know if this is enabled for your practice, please contact the Client Support Center (CSC) for assistance. Once confirmed that you have Patient Self-Scheduling enabled, your practice must configure web scheduling. To learn more about Patient Self-Scheduling setup please click [here](#).
- If your practice(s) does not use Patient Self-Scheduling, then your patients will still be able to use athenaPatient; however, they will not be able to self-schedule appointments through the app.

Self Check-In

- athenaPatient supports both legacy and enhanced Self Check-In solutions. You can only enable one of these Self Check-in solutions, and they must be turned on in your athenaOne settings for patients to use the check-in experience. If your practice(s) does not use athenahealth Self Check-In solutions, your patients will still be able to use athenaPatient; however, they will not be able to check-in to scheduled appointments from the app. To learn more about enhanced Self Check-in click [here](#). To learn more about legacy Self Check-In click [here](#).

athenaTelehealth

- If your practice(s) are contracted to use athenaTelehealth, patients will be able to join virtual appointments from athenaPatient. If your practice(s) do not use athenaTelehealth, your patients will be able to use athenaPatient; however, they will not be able to join virtual appointments via the app. To learn more about athenaTelehealth [click here](#).



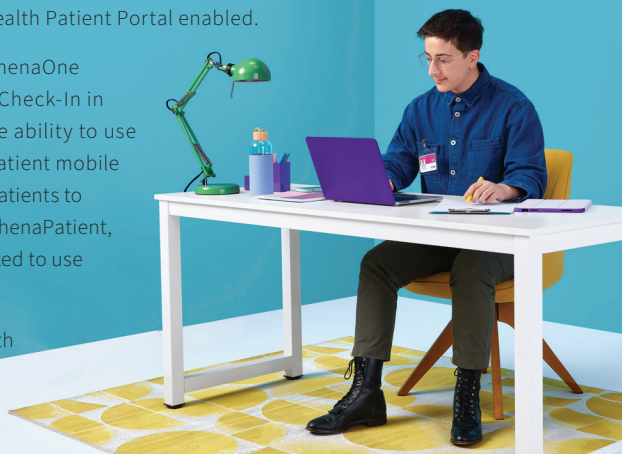
14 Where can patients get answers to questions and or issues they are experiencing with athenaPatient?

- Initially, patients can be directed to the [Patient Frequently Asked Questions](#) (FAQ) document that is accessible through athenaPatient app. This should answer many of the questions that may arise.
- In addition, patients will be directed to your practice, as in many cases the issue or question may be related to patient portal access and items related to their health information that may be best answered by your practice staff. The [athenaPatient Customer Troubleshooting Guide](#) and or the [Customer FAQ document](#) can help to answer these and other questions that may arise from your patients.
- If your staff is not able to answer the patient question or resolve the issue, they will be able to submit a case to the Client Support Center (CSC) for assistance by logging into athenaOne and following the path *Support > Create case or call*. If creating a case select *Additional Services > athenaPatient*.

15 What athenahealth products are needed to enable athenaPatient?

- To offer your patients access to athenaPatient, your organization must have athenaOne and the athenahealth Patient Portal enabled.
- Your organization must turn on athenaOne Patient Self-Scheduling and Self Check-In in order to provide your patients the ability to use these capabilities in the athenaPatient mobile application. In addition, for your patients to use the telehealth capabilities in athenaPatient, your organization must be contracted to use athenaTelehealth.

To learn more about athenaTelehealth [click here](#).



If you have questions regarding athenaPatient for your organization, please contact your Customer Success Manager (CSM).