

## Introduction to Spruce for Patients



Welcome to Spruce! The Spruce app is an all-in-one communication platform for healthcare professionals and patients. When you download the Spruce app, you can conveniently exchange messages with your physician and have the comfort of knowing your communication is secure, encrypted, and HIPAA-compliant.

Spruce gives you more than just messaging. You can send and receive photos, videos, and PDF attachments as well. And if your physician uses telemedicine, you may do video calls or fill out health questionnaires on Spruce. Everything you receive from your physician is stored inside the Spruce app, and when you receive a new message, you'll get a notification on your phone from Spruce.

### Accepting your physician's invitation

To start using Spruce, **you must have an invitation link from your physician's practice**. This special link tells Spruce which clinic you'll communicate with once you're in the app. Typically they will send the invitation link via text message or email. Here are the steps to accept your clinician's invitation and set up your Spruce account.

#### Accepting the invitation from a text or email:

1. You must accept the invitation from your mobile smart phone or desktop computer. Go ahead and find your **invitation link** on your mobile phone or computer now.
2. Open the **email or text message** that contains the **invitation link**. The link usually looks like this: **spruce.care/\_\_\_\_\_**. Click the link. You may have to click the link twice.
3. If you're on your mobile phone (if not skip to Step 5), your internet browser will open to a **Spruce webpage**. Select **Get the App & Connect**. This will take you to the iOS App Store or Google Play, depending on your phone.
4. Select the **Spruce app** and **download**. Once the download is complete, open the Spruce app on your phone and select **Continue** when prompted.
5. Select **Continue**, and enter your personal mobile phone number. You will receive a **verification code** via text message. (If you do not receive a verification code within five minutes, delete the app and start again from step one.)
6. On the next screen, enter the **verification code**, select **Next**, enter your profile information, and then email and password to complete your setup. You can begin messaging with your physician once you have completed these steps!

### Accessing Spruce from the web browser

Once you have created your Spruce account, you can navigate to [www.sprucehealth.com](http://www.sprucehealth.com) on a web browser (Google Chrome is recommended) and select "Login." Then, you can login with your existing account credentials (username/password) and access Spruce from the web.

### Messaging your healthcare practice

Any time you log in to Spruce, you will see all of the clinics you are connected to under the **Get Care** tab. You can initiate a call or message from this tab at any time. Any existing and past conversations will appear in your **Conversation** tab. To send a message, simply select the "+" icon on the bottom right-hand corner, choose who you'd like the message to go to, and **compose** your message by tapping into the **compose bar** at the bottom of the screen and select **Send**.

### Sending attachments

You can securely send photos, videos, and PDFs to your physician and team using Spruce. Select the **Camera Icon** at the bottom of the screen to send a photo or video. Select the "+" icon at the bottom of the screen and then **File** to send a PDF. The file you want to send will need to be available on your mobile phone in order to attach it through Spruce.

## Accepting video calls from your physician

You can accept video calls from your physician on your mobile smart phone or desktop/laptop computer. Only your physician can initiate a video call. At the time of your video appointment, it is best to have the Spruce app open and logged in, ready to accept the video call.

### Accepting video calls from your mobile device:

- Sign into the Spruce app on your mobile device.
- From the incoming call screen, press "**accept.**"

### Accepting video calls from your desktop or laptop computer (from the Google Chrome or Safari browser):

- Sign into [www.sprucehealth.com](http://www.sprucehealth.com) with the same credentials.
- From the incoming call screen, press "**accept.**"

### Troubleshooting video calls

If you are having trouble accepting video calls as a patient on the Spruce app, please check the following:

- **Ensure that you are logged into the Spruce app.** You don't have to have the app open or your phone screen on, but you **MUST** be logged into your Spruce account to accept an incoming call.
- **Make sure that the Spruce app has permission to send you notifications.** Check your device preferences and allow alerts, banners, and other notification types, so that you will be alerted to incoming calls.
- **For best results, have the Spruce app OPEN at the time of the incoming call.** If you do not have the Spruce app open, your device may only provide you a relatively subtle notification of an incoming call, such as a banner and/or a short buzz:
- **If you are using a desktop or laptop web browser, make sure that you have granted camera and microphone permissions to the Spruce app.**

## Adjusting your Spruce settings

### On iPhone

You can access your Settings page by selecting the **Settings** in the bottom right-hand corner.

- Select **Notification Preferences** to adjust your Spruce notifications as needed.
- If you need help from the technical support team for the Spruce app, select **Email Support** to reach us. We're happy to help, but please note that we are not part of your physician's practice, and you should not send us any medical information.
- To log off of Spruce, select **Sign Out** in your settings.

### On Android

- Select **Notifications** from your Settings panel to set up your notification preferences.
- If you need help from the technical support team for the Spruce app, select Email Support to reach us. We're happy to help, but please note that we are not part of your physician's practice, and you should not send us any medical information.
- To log off of Spruce, select **Sign Out in your settings.**