



AxS Health

Telemedicine Instructions

Appointment questions? call your Physician's office

Technical help? email to info@axshealthapp.com

When your telemedicine appointment is scheduled, you will receive a link to download the app on your mobile device. After downloading from the iTunes App Store or Google Play Store, create an AxS Health account with your name and a few basic details. You will be asked to verify your phone number.

If the patient is under 18 years of age, the parent/guardian must register an AxS Health account under the parent/guardian name, then add the minor as a dependent on their AxS account.

Make sure you allow the app to send you notifications, to access your microphone, and access your camera. These are important for your provider to be able to communicate with you.

Appointment Day:

The night before your appointment, you will receive a text message with a link. Click the link to open the app and answer questions for this visit. You'll receive a reminder the morning of, and one hour before your appointment time, if you haven't completed the questions by then.

You're ready to submit your answers when you see the screen to the right.

Keep your phone close at your appointment time. You will receive a notification when your provider has reviewed your answers and responded. Click on the notification to open the app. A red dot will appear in the upper right corner of the home screen. Click that dot to view your provider's response or answer the in-app video call if requested by your provider.

You can always review visit details by clicking "Care Plans" on the bottom menu of the app.

