



**Welcome to your virtual  
primary care clinic**

**It's time to activate your MedLion App to  
access your virtual primary care doctor.**

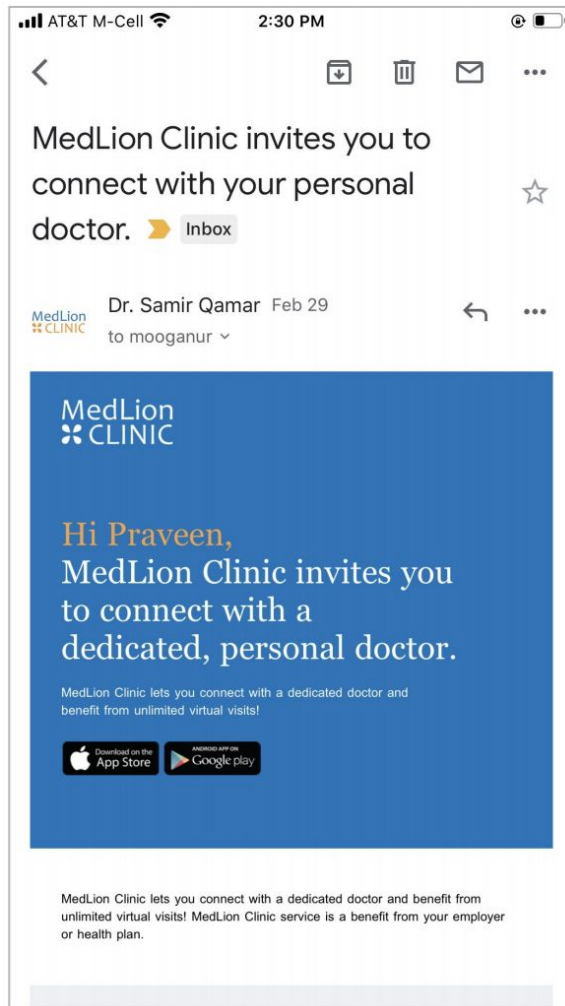
***Is this required?***

Yes! The MedLion app is the only way to interact with your primary care physician to obtain prescriptions, treatment, referrals and more. To avoid delays in care, it's very important you activate your account as soon as possible.

***Let's get started!***

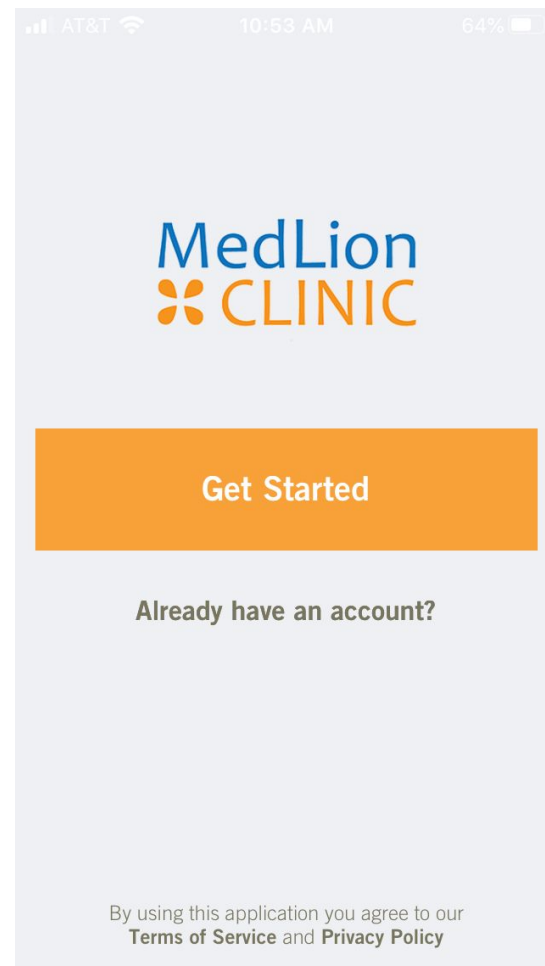
### *On your coverage start date:*

- Check your email for an account activation invite. All members 18 years or older will receive their own invitation.
- Follow the link to download the MedLion Clinic app from the [IOS App Store](#) or on [Google Play](#).



### *Activating your account:*

- Your first name, last name, date of birth and last 4-digits of your SSN will be used to verify eligibility and identity.
- Enter “0000” if the last 4-digits of SSN are not accepted.



AT&T 10:53 AM 63%

< **Let's begin.**

Please fill out the information below so we can pair you with your doctor.

First Name  
|

Last Name

Birthdate

Q W E R T Y U I O P  
A S D F G H J K L  
↑ Z X C V B N M ⌫  
123 😊 🎤 space next

AT&T 10:59 AM 62%

Please fill out the information

< **Let's begin.**

First Name  
Gifford

Last Name  
Armadillo

Birthdate  
May 18, 1985

Last 4 Digits of SSN

1 2 3  
ABC DEF  
4 5 6  
GHI JKL MNO  
7 8 9  
PQRS TUV WXYZ  
0 ⌫

your doctor 10:59 AM 62%

< **Let's begin.**

Gifford

Last Name  
Armadillo

Birthdate  
May 18, 1985

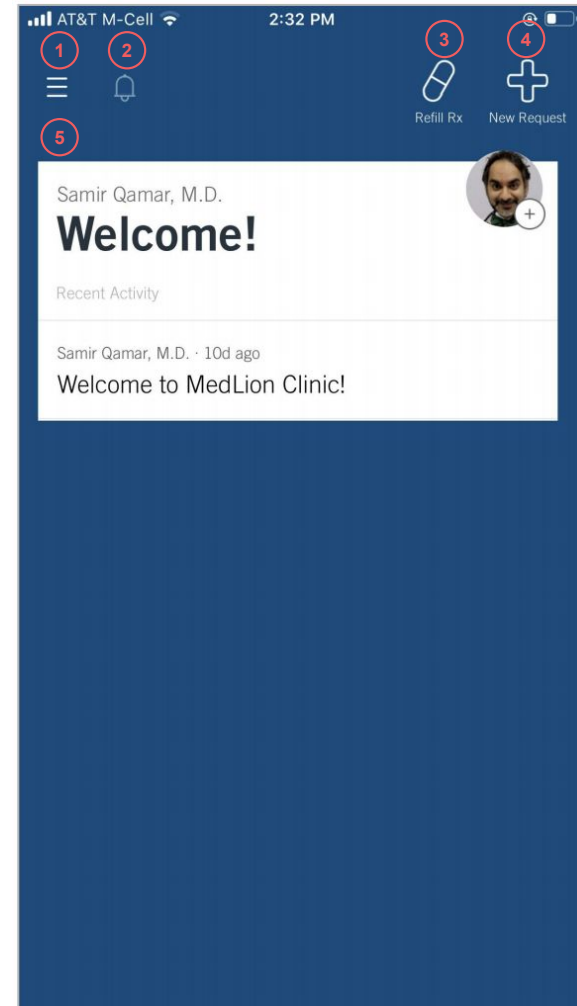
Last 4 Digits of SSN  
1234

Next

1 2 3  
ABC DEF  
4 5 6  
GHI JKL MNO  
7 8 9  
PQRS TUV WXYZ  
0 ⌫

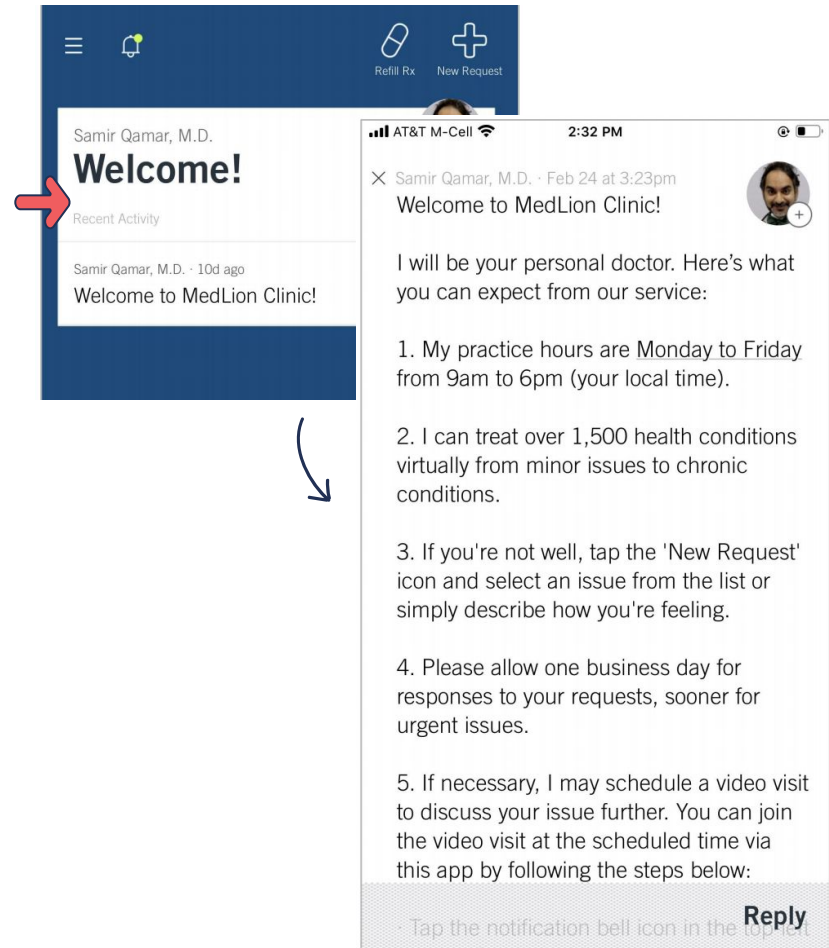
### *On your dashboard:*

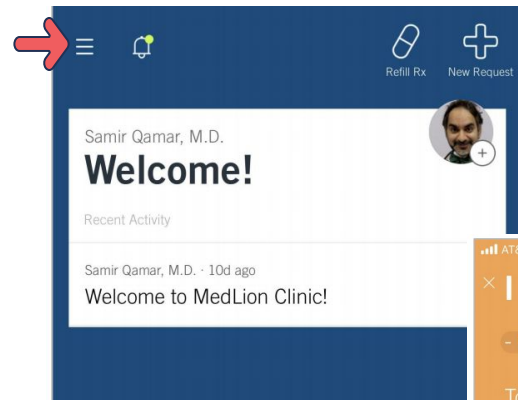
1. The menu button
2. The notification bell
3. The 'Refill Rx' button
4. The 'New Request' button
5. You'll see a welcome message from your personal doctor



### *Your welcome message includes important service details like:*

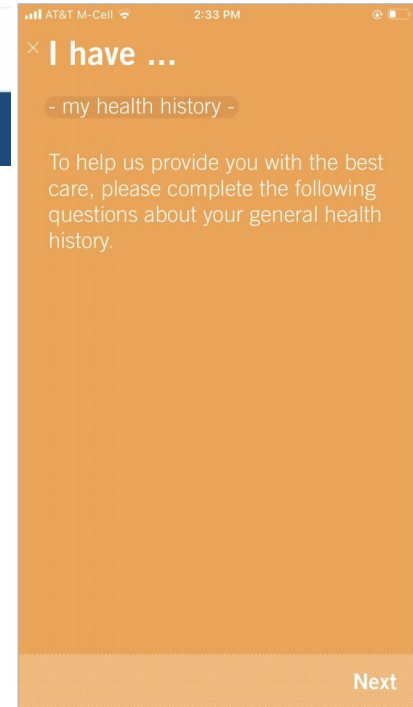
- Your doctor's practice hours
- The type of conditions supported
- How to send new requests
- Expected response times
- Logistics for video visits





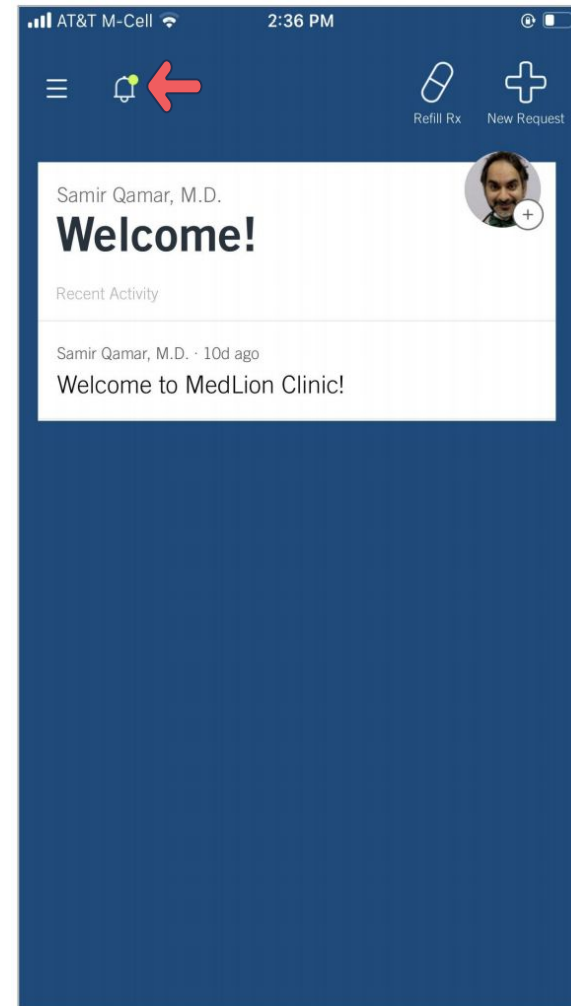
## Complete your health history:

- This is an easy way to share comprehensive information with your personal doctor.
- The Health History Questionnaire can be completed at any time from the menu button in the left-hand corner of the screen.



### *Manage your notifications:*

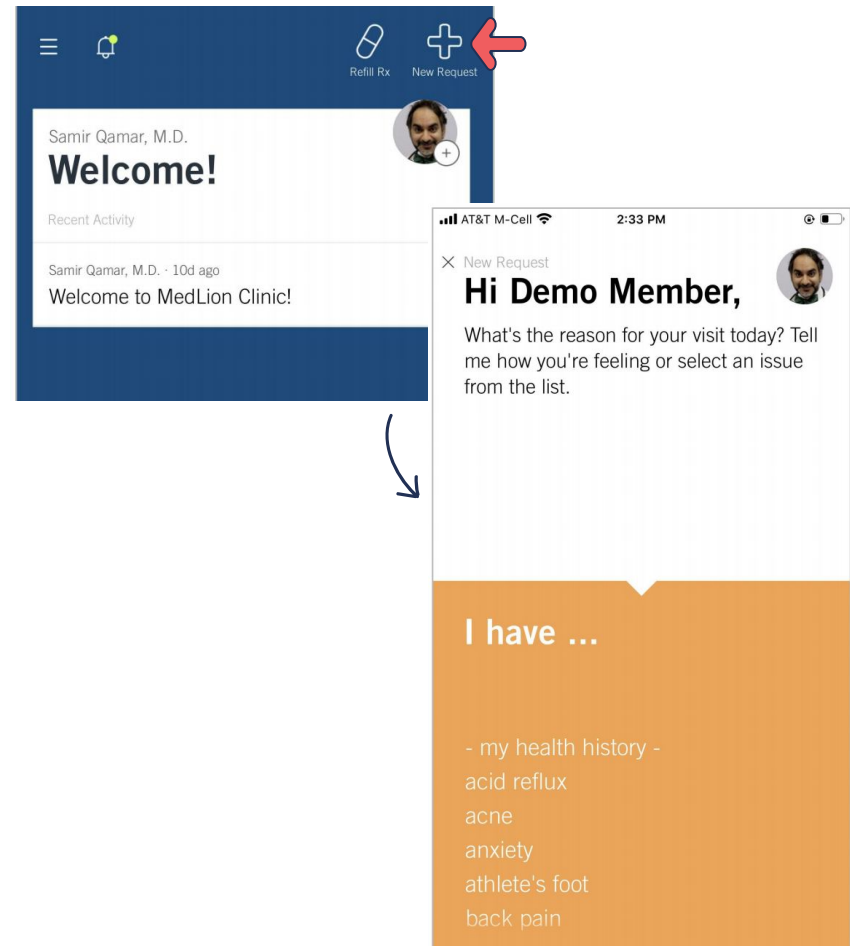
- You'll receive notifications when your personal doctor sends a message or schedules a video visit
- Tap on the bell icon to access message or video visit details





### *Creating a new request:*

- Tap on 'New Request' button
- Choose from an alphabetical listing of health concerns, or report an issue with free style text
- Attach pictures or videos



### *Issue questionnaire:*

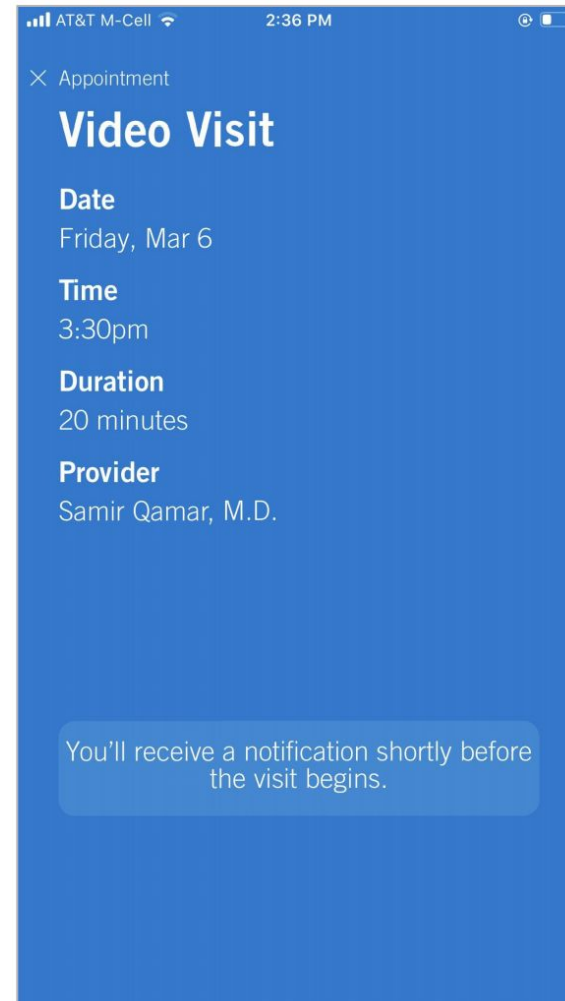
- Once you indicate the issue, you'll answer questions related to your condition
- Your primary care physician will review your answers and respond back to you quickly.
- Your primary care physician will offer video appointment times if necessary

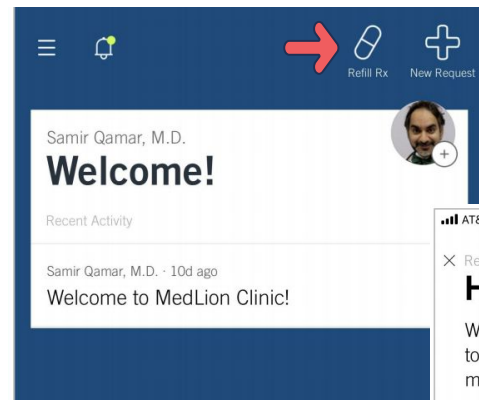


The screenshot shows a mobile app interface. At the top, the status bar displays 'AT&T M-Cell', signal strength, Wi-Fi, and the time '2:34 PM'. Below the status bar, there is a close button (X) and the name 'Samir Qamar, M.D.' next to a circular profile picture of a man. The main heading is 'About your cough.' followed by the text 'Okay, let's go through a few questions to better understand what might be causing your cough.' Below this, there is a large orange section with the question 'How long have you had your cough?'. There are five orange buttons with white text: 'Less than 3 days', '4 - 7 days', '1 - 2 weeks', '2 - 4 weeks', and 'Over a month'.

### *Video visit logistics:*

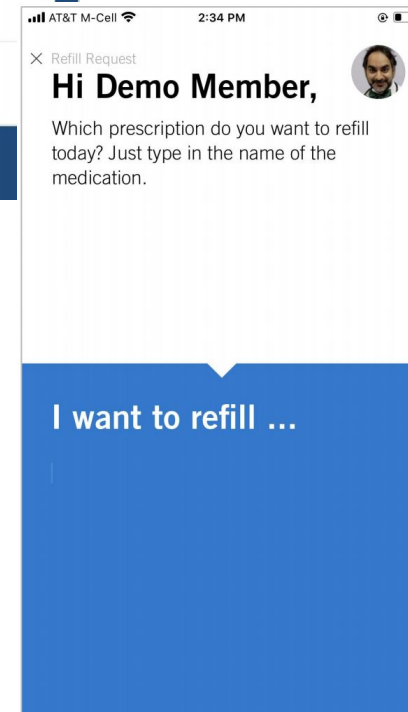
- You'll initiate video visits from within the app by going into the notifications bell icon
- A good WiFi/Internet connection is required for video visits





## Refilling a prescription:

- Tap on 'Refill Rx' button in the dashboard
- Submit your medication information with a picture of your medication bottle
- Include your pharmacy name and phone number
- The refill will be sent to your pharmacy





# Questions?

*We're here to help*

*For MedLion support  
text 415-466-1200*

*For Decent support  
call 866-432-7887 or  
email [support@decent.com](mailto:support@decent.com)*