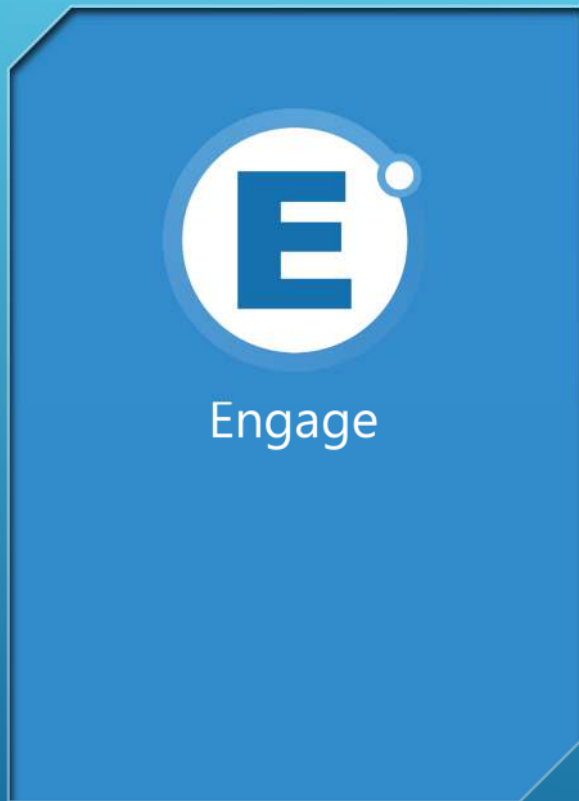


ENGAGE MOBILE

The Patient Engagement Mobile Application



SPLASH SCREEN

This is the main splash screen that displays whenever you launch the Engage application.

Phone Number

Password

LOG IN








[Register for a New Account](#)

[I forgot my password](#)

LOGIN SCREEN

Once the Home Clinic has been selected and verified, the user may log into the application with their Phone Number and Password.

The First time the user will need to register for a New Account. This is where the linking to the Home Clinic occurs, and 2-factor verification happens.

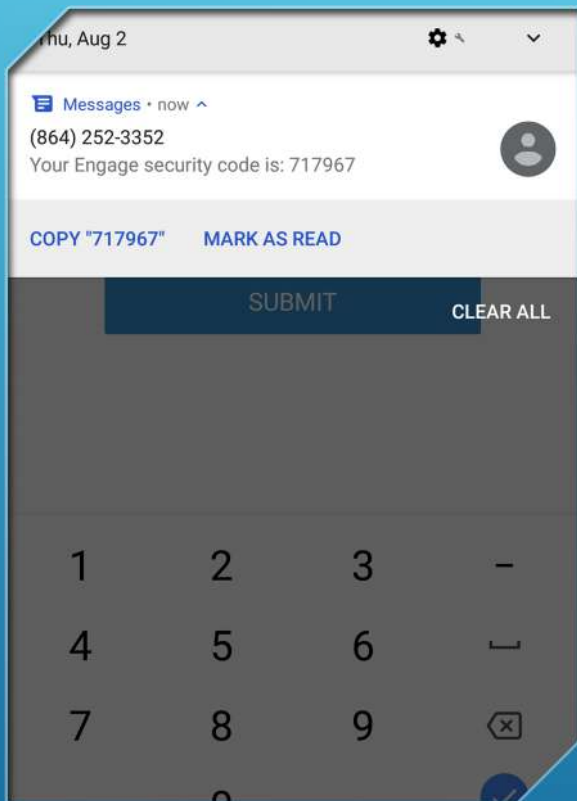
Mayflower Clinic 1 Main Street, Plymouth, MA 02360	 0
High Point Treatment Center 1233 State Road, Plymouth, MA 02360	 5.2
Habit Opco 3088 Cranberry Highway, Wareham, MA 02538	 10.9
High Point Treatment Center- Men's Addiction Treatment Center 10 Meadowbrook Road, Brockton, MA 02301	 21.8
Brockton Addiction Treatment Center 30 Meadowbrook Road, Brockton, MA 02301	 21.8
Brockton Opioid Treatment Program 30 Meadowbrook Road, Brockton, MA 02301	 21.8
Habit Opco 180 Centre Street, Brockton, MA 02302	 22.9

CLINIC SEARCH

The Clinic Search screen provides a couple of options:

- **Nearby** – typically used by patients to select their 'home clinic'. The patient must have valid DOB and Phone number in Methasoft to 'select' a clinic.
- **Search** – This allows a patient to search for clinics based on an address. This can come in handy when looking for Guest Dosing clinics in an area unfamiliar to the patient.

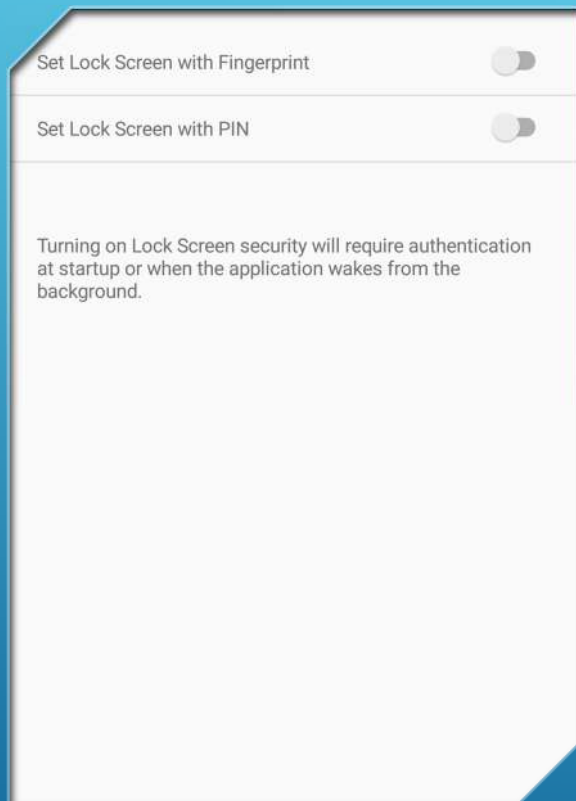
NOTE: The patient must select their Home clinic in order to 'Check-in', 'Check Wait Times', 'Make Payments', 'Receive Notifications', etc.



2-FACTOR AUTHENTICATION

When a patient is selecting their home clinic, and they enter their phone number, we use 2-factor authentication to ensure that the phone number given is indeed their phone. This 'code' is randomly generated and sent to the patient, and they must enter that code in order to log in.

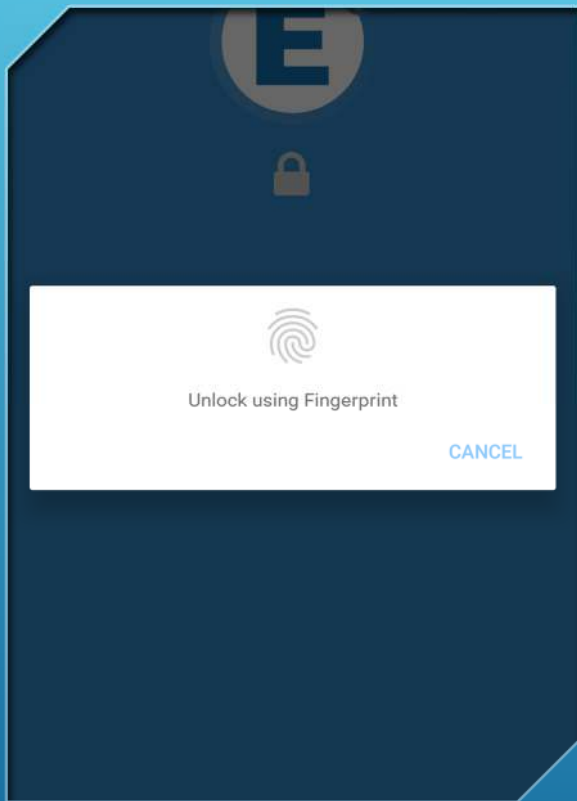
NOTE: Login is not required every time, if the application is used regularly. However, a Fingerprint and/or PIN number is required each time the application is brought to the forefront.



SECURITY OPTIONS

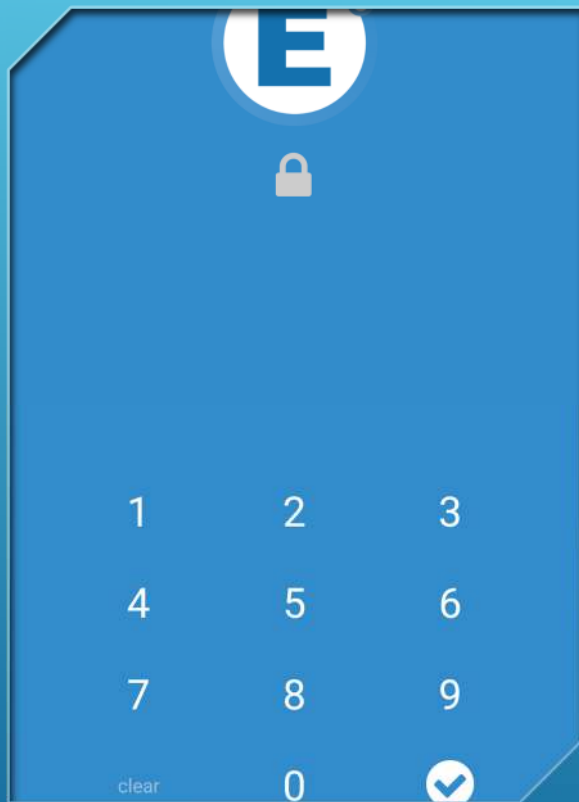
If the phone is equipped with a Fingerprint Sensor, the user has 2 options for security when the application is brought to the forefront. Otherwise, PIN is the only option. The user selects their PIN Number and that is used to 'activate' the application each time it is brought up (assuming they are still logged in).

NOTE: If the user logs out, or if the application is not used for a period of 2 weeks, the user must first login with their Phone number and Password they created. Also, the user has control on whether or not they require this 'authentication' at activation by turning these options on/off.



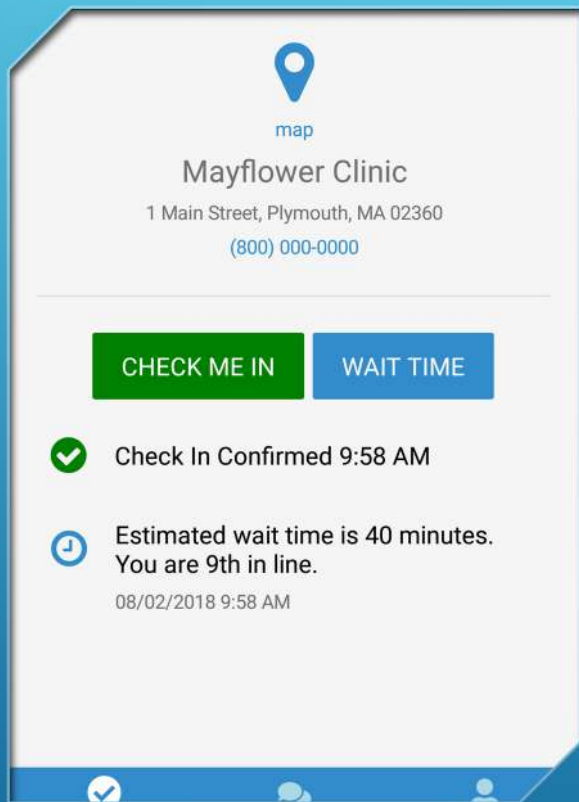
FINGERPRINT VALIDATION

If the phone is equipped with Fingerprint Sensor, the user may 'activate' the application using just their fingerprint that was captured as part of the security settings.



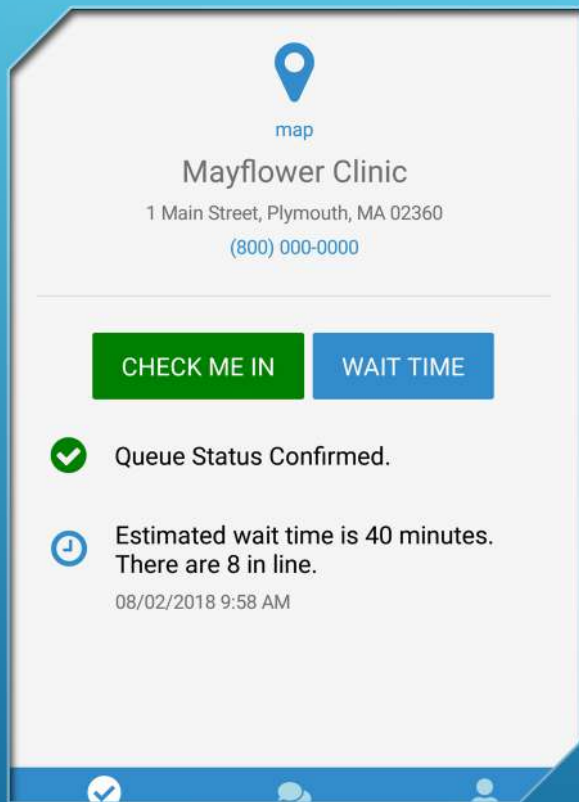
PIN NUMBER VALIDATION

If the user is not using Fingerprint Validation, or their fingerprint cannot be read, they can use the PIN number validation and enter the PIN they set up when turning on the PIN Authentication security setting.



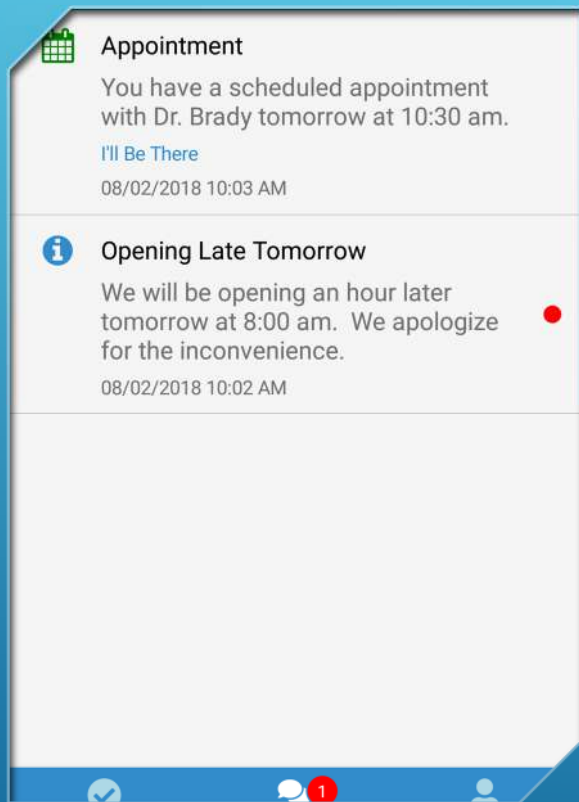
CLINIC CHECK-IN SCREEN

This shows the screen AFTER the user selected then CHECK ME IN button. The check-in was confirmed and an estimated wait time is displayed to the user. In addition, any 'flags' that have been scheduled to show to this user will show on this screen as well. By default, when you first log in, this screen is displayed, with the 2 buttons showing, with no information under the buttons.



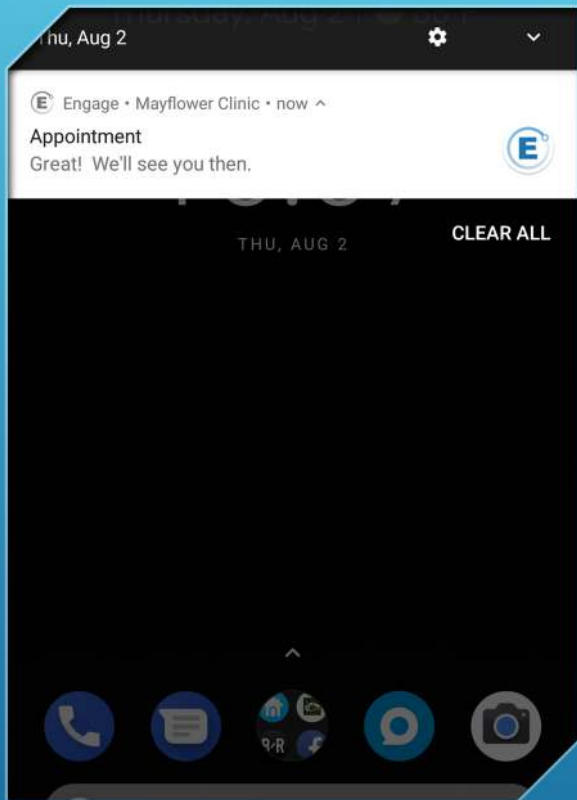
WAIT TIME CHECK

If the user wants to check the Wait Time, they hit the Wait Time button, and the system will confirm that they are a valid, active patient of this clinic, and if so, it will display the wait time estimate. Once a patient has been discharged/deactivated, they will no longer be able to check Wait Time, or Check-in to the clinic.



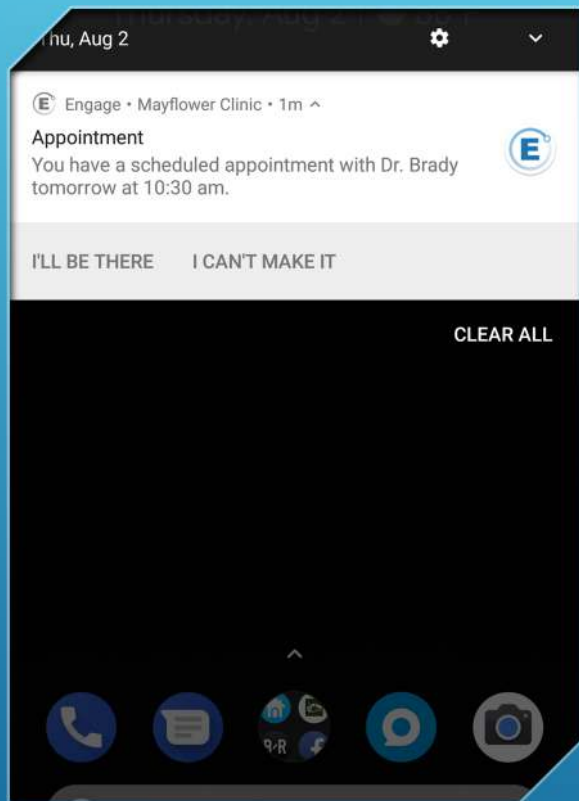
NOTIFICATIONS

The Notifications screen (see bottom of screen shot) will display individual and clinic-level notifications to the user. This is a sample of the individual notification, as well as a clinic-level notification.



NOTIFICATIONS – INACTIVE APP

If the user does not have the application active at the time a notification is sent, standard 'phone notifications' will display, like the one you see above. Note: In this screen shot, the user does not have the Engage application running in the foreground.



NOTIFICATIONS AND RESPONSES

The Notifications feature has the ability to send 'response buttons' with the notification, allowing the user to respond with a specific answer to the notification. In this screen shot, the user can respond to the 'scheduled appointment' with 'I'll be there' or 'I can't make it'.

NOTE: Currently, notifications are entered via our Netalytics Cloud application. In future releases of Methasoft, this will be integrated directly into areas like our Scheduler.

Name:	Tim R
ID:	TR1001
Counselor:	Carrie Cortez
Balance:	(\$35.00)
Bal Other:	\$0.00
Please Pay:	\$42.00

MAKE PAYMENT

ACCOUNT SUMMARY

The third tab in the application is the Account Summary tab. It includes information about the patient, including their current balance, the 'recommended payment' based on what they are expected to receive, and their current Counselor. In addition, there is an option to 'Make Payment' from this screen.

Card Number

1234 1234 1234 1234

Expiration CVC Zip

MM / YY 1234 12345

SAVE PAYMENT METHOD

Powered by **stripe**

ADD CREDIT CARD

In order to make a payment, the patient's credit card must be entered into the application. This information is not stored on any Methasoft servers. All information is stored on Stripe, which is the provider we use for our credit card processing.

 Visa 4242

UPDATE PAYMENT METHOD

Powered by 

No credit card information is ever stored on our servers. We use Stripe.com, one of the most secure and reputable payment processors available.

Stripe has been audited by an independent Payment Card Industry Data Security Standards (PCI DSS) Qualified Security Assessor (QSA) and is certified as a PCI Level 1 Service Provider.

This is the most stringent level of certification available in the payments industry.

[Remove Payment Method](#)


UPDATE PAYMENT METHOD

This screen allows the patient to remove a credit card entered, or update to a different credit card. Again, this information is not stored in Methasoft, but instead stored on Stripe.com. Information about Stripe.com is included for the patient's benefit.

Balance: (\$35.00)


Other Balance: \$0.00

\$ _____

 Visa 4242

[Update payment method](#)

SUBMIT PAYMENT

Powered by 

SUBMIT PAYMENT

The Submit Payment screen is where the patient can enter their payment amount, and submit the payment. The payment will first be confirmed with Stripe, and if successful, sent on to Methasoft to update the patient's balance, and send a confirmation back to the patient that their payment was successfully (or failed) processed.

Phone Number:	*** ** 4100
Birth Date:	** ** 1961

ACCOUNT INFO SCREEN

Just gives basic information about the patient's account – last 4 of their phone and DOB (year).



Engage

Version 1.0.0.3796

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Lat: 41.9140405 Lon: -70.6319291

ABOUT ENGAGE

This is a standard 'About' page. One important note – This screen displays Latitude and Longitude. This is useful when setting up the 'Check-in' for the clinic. Most clinics will pick a 'check-in' location, and set the 'distance' from that location that the patient can check-in. This allows the clinic to get the exact GPS coordinates of, say, the front desk, and use that as the 'check-in' center, and configure, say, 25ft radius from that location that the patient can check-in. Any further away they will be denied check-in.

ADDITIONAL INFORMATION

- The application is free to use
 - There are fees associated with Stripe
 - Engage currently only works on Android and iOS phones.
 - All 3 main tabs in Engage can be refreshed by a standard “pull down” on the screen.
- 