Family Health by Wildflower Mobile Application
Frequently Asked Questions

<u>General Questions</u>

What is Family Health by Wildflower?
The Family Health by Wildflower connects families directly with local health care services and providers. Anyone can download Family Health by Wildflower from the app stores and start using the app. It has been configured to include PayPal care resources and providers. With a tap, the user can connect seamlessly with PayPal and associated resources. Users can invite other family members to share the app. The evidence based content in Family Health by Wildflower helps users track the health of their whole family.

What are the main features of Family Health by Wildflower?
- Track key health milestones for each member of your family, personalized by age, gender
- Health views for different health conditions
  - General Health
  - Pregnancy
- Notifications of milestones reached and key actions needed
- PayPal specific resources and phone numbers
- See what screenings and vaccinations each family member should have
- Keep a calendar of all family appointments and medical treatments
- Organize a running list of questions to ask at upcoming doctor appointments
- Share information with other family members
- Tools for general health and pregnancy
  - General health tools include – growth tracker, vaccine tracker, weight tracker, diaper tracker, feeding tracker
  - Pregnancy tools include – Weight gain calculator, due date calculator, kick counter, weekly ultrasound videos

What conditions are covered in the pregnancy health view?
The app covers over 50 health issues that are most important in pregnancy, including:

- Smoking
- High blood pressure
- History of preterm birth
- Depression
- C-section
- Heart disease
- Alcohol use
- Preeclampsia
- Carrying multiples
- Induced labor

- Stress
- Gestational diabetes

<u>Registration Questions</u>
Who is eligible for Family Health by Wildflower?
Family Health by Wildflower is available for anyone. Content that the users sees is based on a content code: "PayPalFamily"

Does this cost anything?
Family Health by Wildflower is a free application that can be downloaded from the App store or the GooglePlay store

How do I download the app?
- Search "**Family Health by Wildflower**" in the App Store or Google Play.
- You can download Family Health by Wildflower by tapping on the appropriate link through your phone as well.
    - **iTunes link: Download Family Health by Wildflower for your Apple phone**
    - **Google Play link: Download Family Health by Wildflower for your Android phone**

How do I login to the application?
Once you download the app, you'll be asked to set-up an account using your email address and register with a content code: "PayPalFamily". Based on the content code you entered, you'll be shown information about local health care services.

What if a I experience trouble using the app?
All technical support issues should be reported to Wildflower Health at:
support@wildflowerhealth.com

<u>Technical Questions</u>

What types of devices is the app available on?
Family Health by Wildflower is available on devices operating on iOS 8 or later (for Apple iPhones/iPads) and Android 4.1 or later (for Android phones/tablets).

Where in the app can I change information about my profile (e.g. photo, background color, family role, profile visibility)
On the main Home screen, you can tap on your profile photo to be taken to the About You screen. Once on the screen, all fields can be updated and saved by tapping the "Save changes" button. This screen can also be accessed by visiting Settings→Edit My Profile→About Me.

To edit pregnancy information such as due date, visit More Menu→Health View→ the pencil next to Pregnancy. Then tap the "Save changes" button.

How does Family Health by Wildflower protect users' privacy?
Wildflower Health employs strict efforts to safeguard the privacy of members' personal information. As a HIPAA-compliant organization, Wildflower Health secures all personal health information (PHI) on the users' device and on Wildflower Health computers. All Wildflower Health employees undergo a rigorous privacy and security training program as part of being HIPAA compliant. In the normal course of their work, Wildflower employees cannot access any user PHI.

Wildflower Health Questions

Who is Wildflower Health?
Wildflower Health produces mobile health programs that help families better connect to healthcare resources. By driving those connections, we help providers improve engagement with patients and drive behaviors that help the clients meet business and clinical goals. Wildflower's programs help clients engage women and families across multiple life phases and are extensible to address health issues that arise over a lifetime of care. We connect consumers directly with our client's local healthcare resources.

Wildflower Health has developed a mobile platform that combines front-end mobile engagement with enterprise architecture. We engage our clients' enrollees via native applications on the smartphone that are configured to reflect the brands, content, tools and clinical resources of our clients. Our enterprise technology enables scalable configuration of mobile apps across our client base, and also enables clients to tap into powerful tools such as dynamic in-app user messaging and dashboards of population data. Find out more about Wildflower Health at www.wildflowerhealth.com.