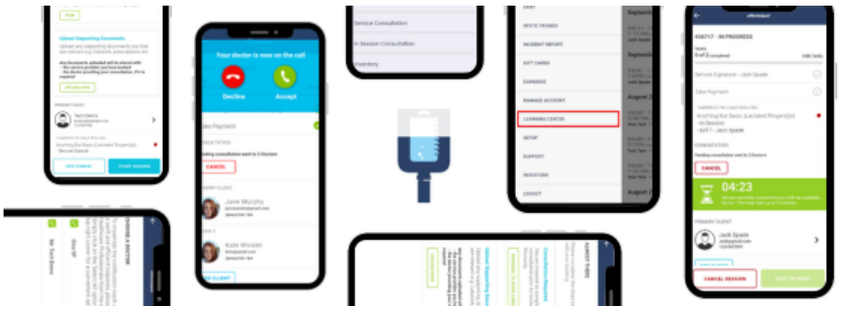
Unlock Tomorrow's Convenience, Today!

With the latest Hydreight feature upgrades to enhance your day to day operations.

Available 9/20/2023



We're thrilled to introduce an improved Hydreight Wellness App experience and more! Until now, the Good Faith Exam (GFE) Consultation before appointments felt puzzling, and mastering App Training was a constant back-and-forth challenge.

We've improved many smaller items, but let's have a close up on the 4 standout features that truly set the stage:

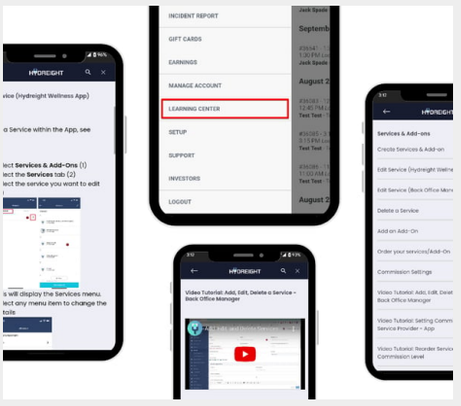
💧 Introducing the **Learning Center**
💧 **Improved Booking Flow** with integration of Good Faith Exam
💧 Telemedicine Video Call Updates for the **'In-Session' Consultations**
💧 Enhanced **Booking Process for Booking Widget and QR Code**

🎯 How to Prepare

Register for one of many live webinars with Hydreight's experts to learn about the details of this release - available to you **September 20, 2023 at 5:00am EST**.

REGISTER HERE

Let's dive into the details!



Introducing the Learning Center

With over 50 videos and training instructions in over 10 topics, the learning centre will help you navigate easily to find answers to you questions and master the Hydreight Wellness App.

Why it Matters?

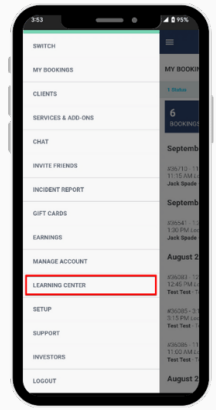
Having all the answers available in the application improves the User Experience! This new resource hub for all users enables access to app training, webinars and much more!

What's in it for you?

- With this new update, finding answers to your questions will be much easier
- When setting up new Clinical Service Provider's, their onboarding will be much more streamlined.
- With a dedicated App Coach, we ensure the topics and videos are frequently updated.
- Find topics easily through the search bar

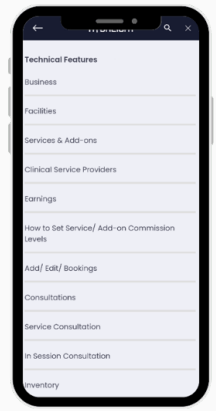
What has changed?

- We have now expanded the Training section into the new and improved Learning Center!
- This will be the central location for Users to retrieve information regarding the Hydreight Wellness app, such as Pharmacy, Training, Video Tutorials, Onboarding, and About Hydreight, Compliance and more.
- This is a dedicated space that serves as your go-to destination for information regarding Hydreight, including details about our Pharmacy, Training Topics, Video Tutorials, and Onboarding.

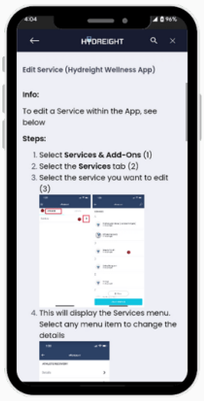


Dive into In-App Training: Explore Multiple Significant Improvements, including:

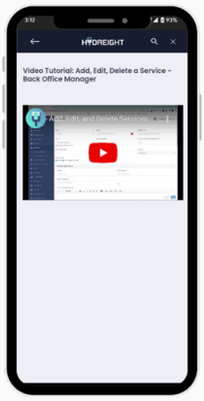
- Based on the user role (Business Admin, Clinical Service Provider, HCP, Receptionist, Affiliate) the user will see specific Learning Center Subjects and Topics
- We've completely revamped subjects & topics organization

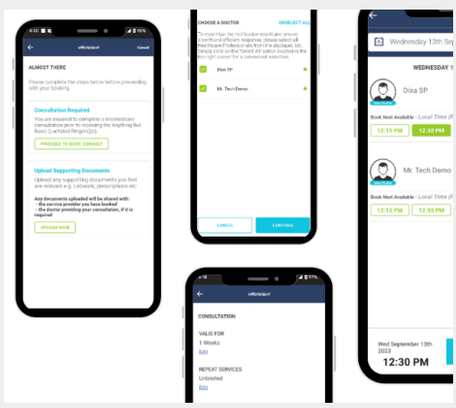


- More than 10 topics have been updated to make it easier to learn the program, and how to market your business



- Over 50 topic-specific instructional videos covering every app aspect





Updated Booking Flow with integration of the mandatory Good Faith Exam

Clients can now easily complete the GFE & other Medical Screening prior to their appointments - shorten your appointment time

Why it matters?

In response to Healthcare Prosoft's telemedicine and Good Faith Exams (GFE) initiative, the Hydreight Wellness App will now prompt an initial consultation at your Client's end with an Independent Healthcare Professional (HCP) before their first appointment, with the consultation remaining valid for six (6) months.

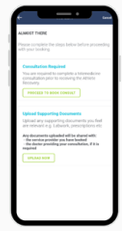
What's in it for you?

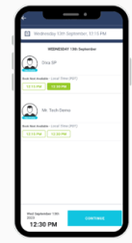
- Enhance User Experience: Streamlined Booking Flow benefits Clients, Clinical Service Providers (CSP) and HCPs.
- Clients can complete the GFE exam before the service in a more user friendly manner

- The app keeps the Client, CSP and the Business Admin in the know about the GFE validity and it needs to be renewed

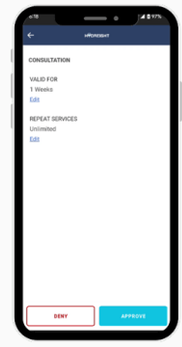
What has changed?

- Consultation Prompt: First-Time Good Faith Exam Now Required for Initial Service Booking by Clients

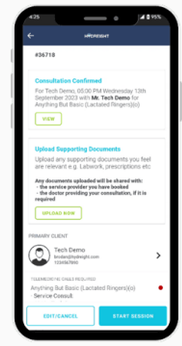


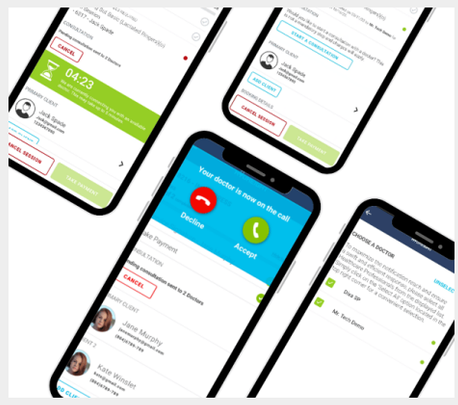


- During the consult, the HCP can set how long the good faith exam is valid for



- Clinical Service Provider (CSP) can see this red dot on their upcoming booking if the consultation is not done





In-Session Consultation Updates

In-Session Consultations are improved for maximum efficiency, empowering Clinical Service Providers with more dedicated time to nurture their client relationships

Why it Matters?

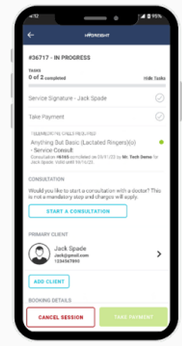
Providing the ability for the Clinical Service Provider (CSP) to see the wait time or connection time with an Independent Healthcare Professional (HCP)

What's in it for you?

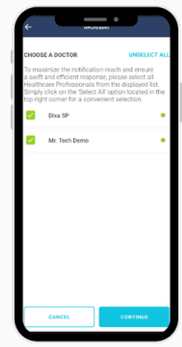
- Better notification system for all stakeholders when waiting for consultations
- Updates SOAP notes section for easier data entry for HCP; and reference for CSP

What has changed?

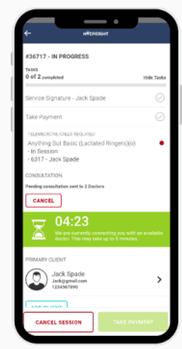
- A Clinical Service Provider (CSP) can request an 'In-Session Consultation' while in a booking



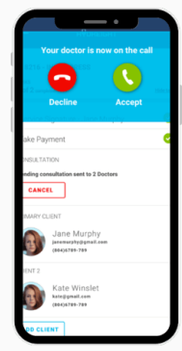
- The CSP can select multiple HCPs when trying to book a consultation. The HCPs will the receive a SMS and Push notification request

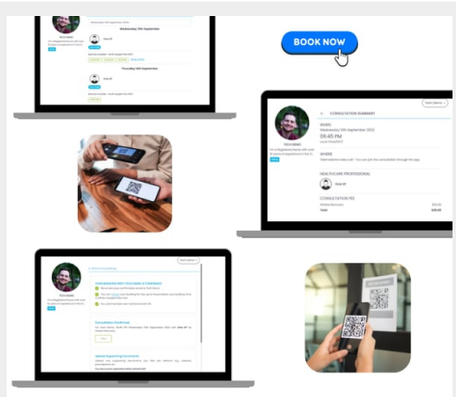


- Once the request has been submitted, the CSP will see a timer



- The app will show a pop-up dialog box when the HCP joins the call, which the CSP can then join to initiate the consultation





Optimized Booking Experience for Booking Widget & QR Code

Empower your clients with the convenience of booking appointments, completing the GFE, and accessing their accounts outside the app. Expand your reach to connect with even more potential clients.

Why it Matters?

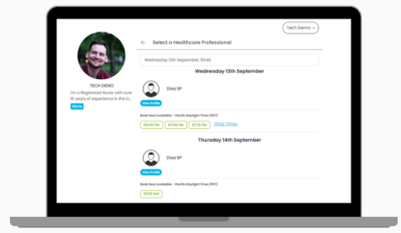
Eliminate more app hassles! Clients don't need to download the app to book appointments with your business and complete GFEs, and can use their mobile browser or computer to book with you at any time!

What's in it for you?

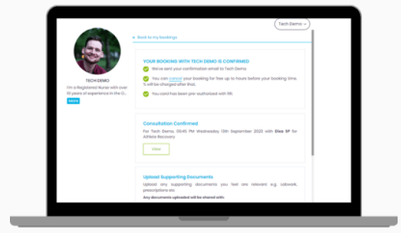
- This feature provides the ability for Clients to book on a desktop or from a web browser, and outside of the app entirely.
- Even the Telehealth Consultation, GFE prior to the initial appointment can be BOOKED & COMPLETED outside the app, on their desktop or mobile browser

What has changed?

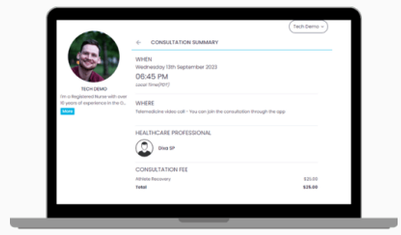
- Streamlined Booking: Clients can now book services and schedule Good Faith Exam consultations directly from their desktop using the Booking widget link or QR Code, eliminating the need to download the Hydreight Wellness App for scheduling.



- Easy Access to Upcoming Appointments: Clients can conveniently check their upcoming appointments from both desktop and mobile browsers by using the Booking Widget or QR Code links after signing in to their account.



- Seamless Booking Experience: Clients can now complete the entire booking process without needing the Hydreight Wellness App.



OTHER NOTABLE ITEMS

Expanding the Medical Network by 100+ HCPs

Hydreight's Medical Network keeps growing with over 100 Independent Healthcare Professionals currently on the platform to improve the availability and expand hours for more consultation access.

Your Comprehensive Learning Center

Everything you need, all in one place - Your Ultimate Resource

Improved Payment Processing

Consultation charges are now being streamlined and billed directly to your clients.

A Sneak Peek Of What's Coming

Thank you for all of your feedback - your input is the seed from which all of this grows.

Thank you!

Your Hydreight Team

w: Hydreight Website

e: customer.service@hydreight.com

ANY QUESTIONS?

To access these upgrades, please update your Hydreight Wellness App from the Google Play Store or Apple App Store on Wednesday, September 20th. Should you require assistance or have any questions, don't hesitate to contact our dedicated support team by submitting a ticket through the app's "SUPPORT" in the Main Menu. Our team is here to assist you.

❤️ SHARING IS CARING
Please share this email with your team and clinical service providers to keep everyone up to date.

IV Hydreight Inc, 7251 West Lake Mead Boulevard, Suite 300, Las Vegas, NV 89128, United States

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