OLAKINO

Wellness and Health

Welcome to Our Practice

We would like to thank you for allowing Olakino Wellness and Health to be part of your wellness journey. We are committed to helping you reach your goals and continue to enhance our services to support you. Please feel free to contact us at any time if you have questions about your wellness plan or medications.

Olakino Wellness and Health uses Better Practice, an all-digital healthcare platform to better serve you and our other clients.

The Better Practice App, available for download from both the Apple and Google Play stores is the primary way for our clients join Telehealth consultations, communicate with their practitioner, book follow up consultations, request services, and track your progress towards your wellness goals.

The Better Practice App includes two journals to help you track your progress towards your weight loss goals.

- The Food Journal allows you to log your daily meals, water intake, and upload photos of your meals.
- The Lifestyle Journal helps you keep track of your daily activity, your body measurements, sleep habits and your mood.

We are asking you to start using the journals right away to help keep track of your progress. During your consultations, we will review your progress, and help you understand your results.

This Guide will provide you information on

- Activating your account
- Using the Better Practice mobile patient app
- Requesting consultations
- Making entries to the food Journal
- Making entries into the lifestyle journal
- Linking your journal to Apple Health

Please activate your account using the welcome email or

https://olakino.practicebetter.io/#/signin

and then download the Better Practice App. Please start using the food journals today to log your daily meals and the lifestyle journal to keep track of your weight loss progress.

As you approach your scheduled consultations, you will receive a reminder to book your appointment and fill out new health forms. We will be sending you a separate email on how to use the client portal and log your journal entries.
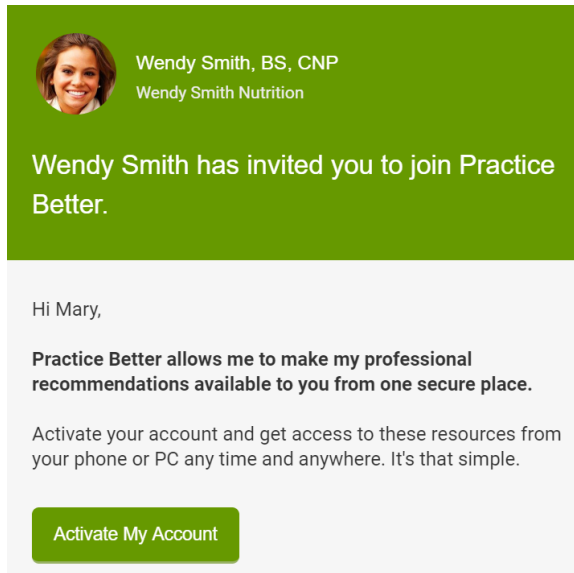
Thank you,

Kim & Amanda

Olakino Wellness and Health

Activating your Client Account

You will receive an email with a subject line asking you to join your practitioner on Practice Better. In the email, you will see a button to activate your account:

Wendy Smith, BS, CNP
Wendy Smith Nutrition

Wendy Smith has invited you to join Practice Better.

Hi Mary,

Practice Better allows me to make my professional recommendations available to you from one secure place.

Activate your account and get access to these resources from your phone or PC any time and anywhere. It's that simple.

Activate My Account

Wendy Smith
nutrition

Hi Mary! We'll need some basic information to activate your account.

First name *
Mary

Last name *
Smith

Email address *
marysmith@practicebetter.io

Password *
••••••••

Confirm password *
••••••••••••••

Use at least 8 characters and include both an uppercase letter and a number

☑ I have read and accepted these **Terms of Service**

Sign up

Already signed up? **Link to my existing account**

After clicking on the activation link, you will be taken to a page where you can set up a password to access the system:

Enter and confirm your password, accept the terms and click the **Sign up** button.

After activating your account, you will then have access to the Client Portal and the resources your practitioner has provided you.

Logging into the Client Portal

To access the Client Portal again, you can visit the following link:

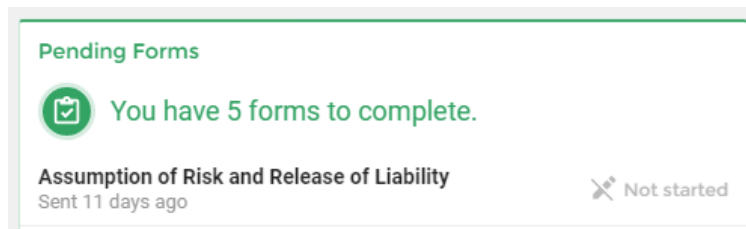https://client.practicebetter.io/#/signin

Or log into the mobile app using your email address and password you set up on the activation page.

How to Submit a Form to Your Practitioner

If your practitioner has sent you a form for completion, you can submit your form in two ways.
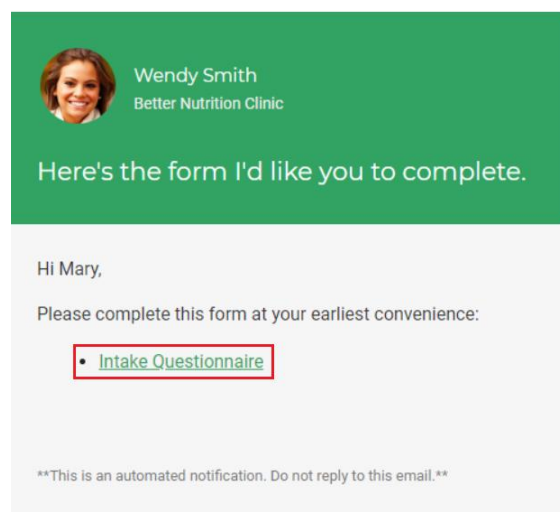
Complete and submit your form through the Client Portal.

Pending Forms

You have 5 forms to complete.

Assumption of Risk and Release of Liability
Sent 11 days ago

Not started

If you have access to the Client Portal, you can access your new forms by clicking on the **form** under the Pending Forms banner or **My Resources> Forms** and selecting the form that you want to work on.

Save & Submit
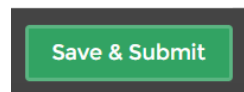
When you have filled in all the fields of your form and you are ready to submit it, click on the **Save and Submit** button on the bottom right of the screen.
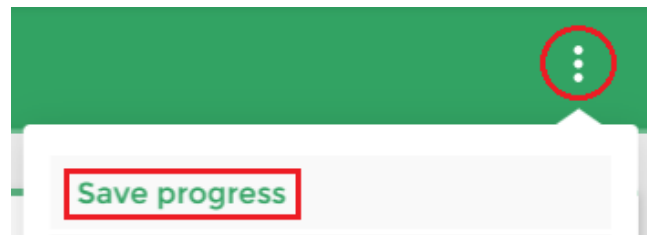
Save progress

If you need to step away from your form but you're not ready to submit it you can save your progress by clicking on the **More Options** button and selecting **Save progress**.

Wendy Smith
Better Nutrition Clinic

Here's the form I'd like you to complete.

Hi Mary,

Please complete this form at your earliest convenience:

• Intake Questionnaire

This is an automated notification. Do not reply to this email.

Complete and submit your form directly from your email

You also have the option of completing your forms directly from the Practice Better, forms notification emails.
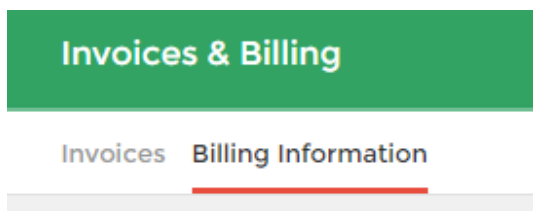
You can do this by clicking on the link to the form.

Saving a credit card via the Client Portal
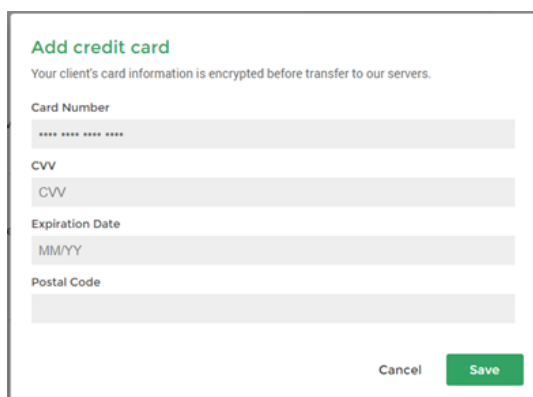
Saving a credit card

To save your credit card details for future payments, go to **My Resources > Invoices & Billing**

Select the **Billing Information** tab. Your card information may already be present if you've paid prior payments for a service/package or payment plan created for you by your practitioner.

Click the **Add card** button to enter your card information. This will open a popup for you to enter your credit card details.

Hit **Save** to save these details to your client file.

Updating the default card on file

The default card on file will indicate to your practitioner which card you'd like to process payments with.

Additionally, if you have any automated payment plans, installments will be automatically processed via the default card on file.

If you have multiple cards in your file, you can change your default card by clicking on the **3 dots** next to the card > **Set as default**:
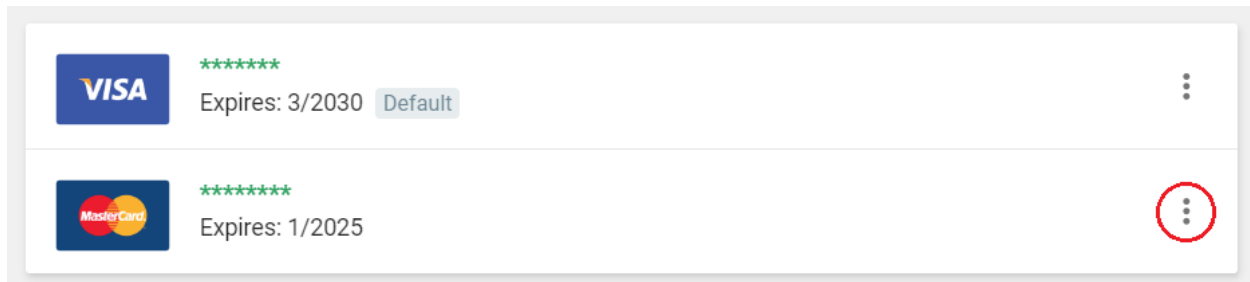
How to pay for an invoice

Pay for invoices in the Client Portal

If you have access to the Client Portal, you can select the **Pay an invoice** button on your Dashboard or access your invoice through the Pending Invoices widget.

You can also navigate to **My Resources > Invoices & Billing** and select **Pay Now** on the desired invoice.

Before finalizing your payment, you can review your invoice's details. Once reviewed you can click **Pay Now** on this page.

Here you will be able to enter your credit card details and you can also choose to store your card for future payments. If you already have a card saved, you will be able to select the card and skip entering your details again.
Click **Submit** when you are finished and the payment will be processed.

◉ Credit card

| 🔲 Card number | MM/YY | CVV |

☐ Store my credit card details securely for future payments

Submit

Pay for invoices directly from your email

You also have the option of paying for your invoice from the invoice notification email.

You can do this by selecting the **Pay Invoice** button in the email.

Wendy's Practice
Wendy Smith

Your invoice is available.

Hi Mary,

I've attached your latest invoice for **$75.00**:

- Follow Up Consultation

Pay Invoice

My Invoice & Payment History

This is an automated notification. Do not reply to this email.

This will bring you to the payment page, and you can follow the same process to review your invoice, enter your credit card details, and complete the payment.

How do I reschedule my upcoming session?

Rescheduling a session through the Client Portal

If you have access to the Client Portal, you can reschedule your sessions by following the instructions below:

1. First, navigate to **My Resources > Bookings**:
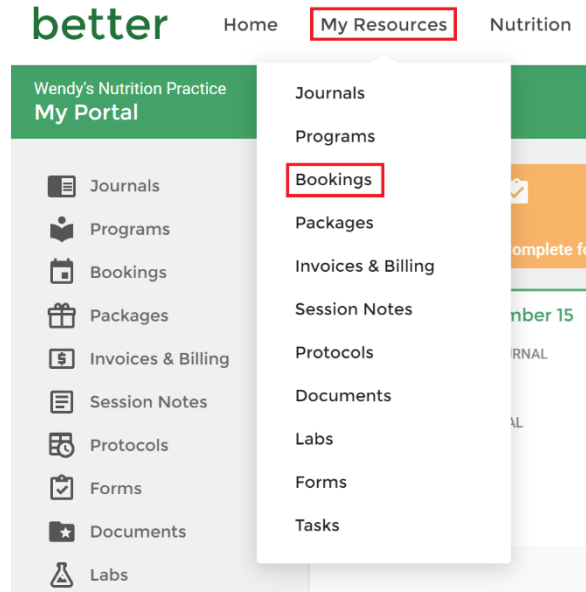
Here, you can view a list of your upcoming sessions. To reschedule, click the **Reschedule** button to the right of the session:
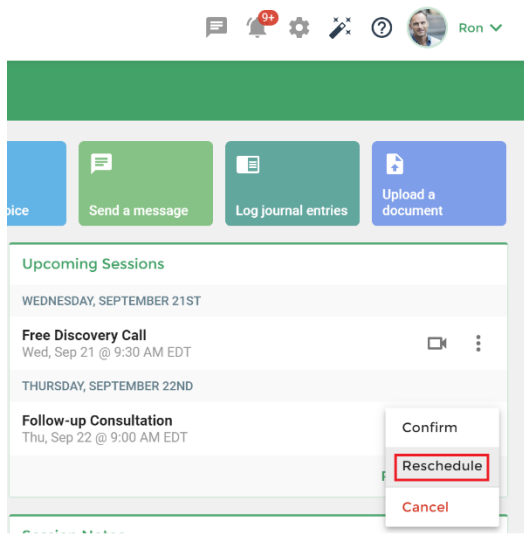
Mrs. Wendy Smith

Thu, September 22nd @ 9:00 am (EDT)
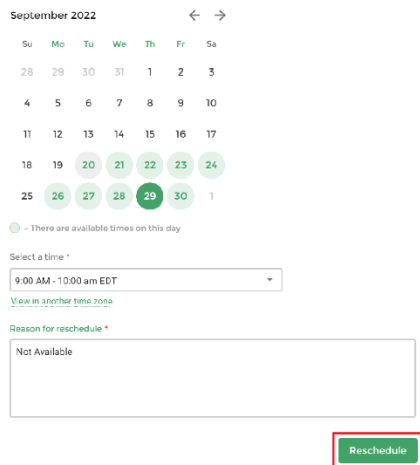
Follow-up Consultation (In-person)

1 hour @ My Office
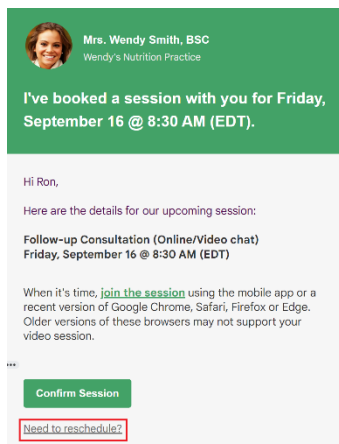
👥 Confirmed

View details   Reschedule   ⋮

Alternatively, on the **Upcoming Sessions** widget on your dashboard, you can click the **More Options button** (3 dots) next to the session and select **Reschedule**:

2. This will allow you to select a new date and time for your session and provide a reason for rescheduling. Click **Reschedule** to finalize your details:

# Rescheduling a session through email notifications

If your practitioner has enabled the option, you will also have the ability to reschedule your session through your confirmation and session reminder emails.

When you receive a confirmation or a session reminder email for a session, you can reschedule by clicking the **Need to reschedule?** button:

Joining a Telehealth Session

Step 1: Activating your Practice Better Account
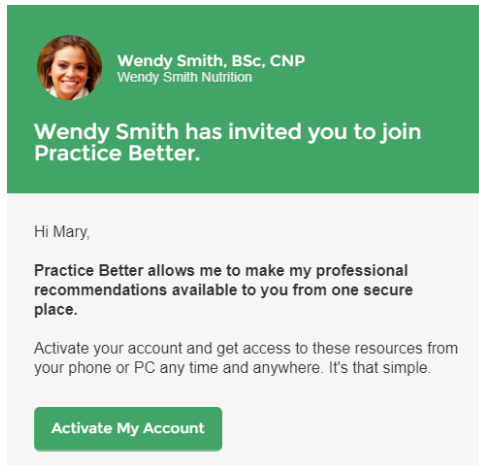
All Telehealth sessions are securely conducted within your Client Portal. You are required to activate your account and set up a login/password before the time of your session.

You can activate your account by clicking the **Activate your account** link at the bottom of your telehealth appointment email or in the Invitation email sent by your provider:

After clicking on the **activation link**, you will be taken to a page where you can set up a password to access the system:

Enter and confirm your password, accept the terms and click the **Sign up** button. After activating your account, you will then have access to the Client Portal and the resources your practitioner has provided you.

Step 2: Connecting to your Telehealth Appointment

You will receive an **email confirmation** and **reminder email** for your telehealth session.

Initial Consultation (Online/Video chat)
June 16 @ 10:00 AM (EST)

When it's time, **click here to join the session** using a recent version of Google Chrome, Safari or Firefox. Older versions of these browsers may not support your video session.

[Confirm Session]

Once you have activated your account, you can simply use the "**click here to join the session**" link in the email to directly join the session from your computer or mobile browser.

Upcoming Sessions

Sat, June 16th

Initial Consultation
Jun 16 @ 10:00 AM (EDT)

You may be prompted to log in first, after which you will be automatically redirected to the **video session waiting room**.

Alternatively, you can log into your Practice Better account from your computer or your mobile device to join your video session.

Click the video icon next to your session in **Upcoming Sessions** on your homepage.

**Wendy Smith**
Waiting for organizer to start session...

[Cancel]

You may see this screen briefly if you join prior to your practitioner starting the telehealth session:

Your Web Browser

The latest version of **Google Chrome**, **Safari or Firefox** is required to conduct video sessions in Practice Better. Using an outdated or unsupported browser (e.g. Microsoft Internet Explorer / Edge) may result in failure to join your session.
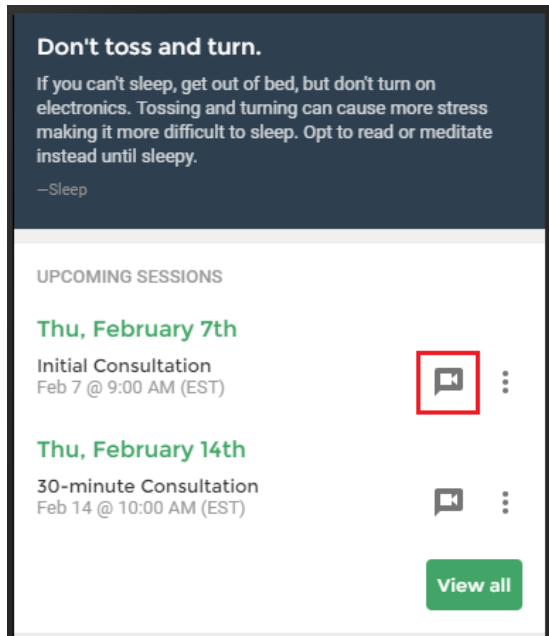
Joining from the Mobile App version of Practice Better

If you are joining from your mobile device, you can click on the video icon from your Home screen under the **Upcoming Sessions**:

If you are viewing the **Session Details**, you can click on the Video icon at the bottom to join the session:
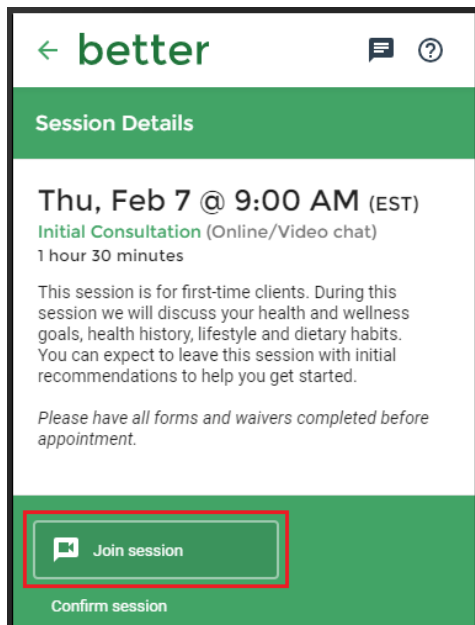

## Step 3: Ensuring that your Camera and Microphone work properly for the telehealth appointment

Practice Better requires access to your camera and microphone so other participants can see and hear you in your video sessions.

Firefox and Safari typically ask you to **enable permissions for each session**. If you've accidentally clicked on **Don't Allow** or **dismissed the popup without allowing access**, you can simply close and re-open the Telehealth session.

Click **Allow** when you see the following popup:
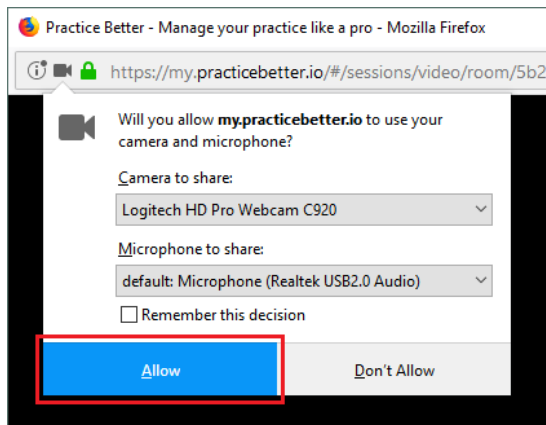
Accepting permissions on Apple Safari:
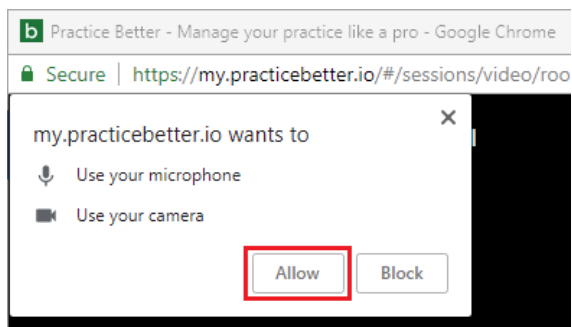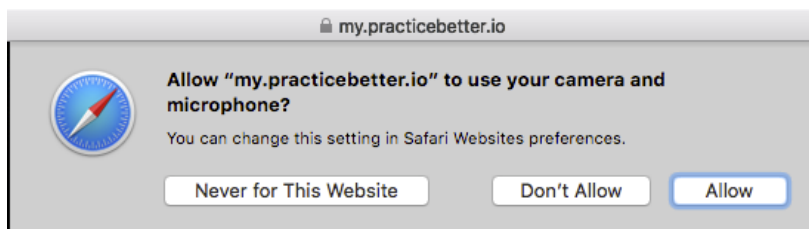
Google Chrome will prompt you the first time you join a session. Click **Allow** to enable access to your camera and microphone:

If you click **Block** or close this popup without allowing access, you may need to manually enable permissions. See the links below for instructions on how to manually enable permissions in Chrome.

Unblocking Camera and Microphone Permissions

You can enable permissions manually if you previously denied Practice Better access to your camera or microphone. Follow these instructions to enable permissions on your device:

- Google Chrome (Windows/Mac)
- Google Chrome (Android)
- Google Chrome (iPhone/iPad)

Once you've re-enabled these permissions, relaunch your video session.