

❖ one medical

# HealthEdge Registration Flow

April 2023



## REGISTRATION

# Landing page

Unique landing Page for enterprise employees that activate with:

1. Sponsored organization email

The screenshot shows the One Medical landing page for enterprise employees. The header features the One Medical logo. The main content is split into two columns. The left column is titled 'Welcome to One Medical.' and contains a welcome message, a form to enter an email address, and a 'Get Started' button. The right column is titled 'We're your healthcare home base' and lists several benefits: Primary care, 24/7 virtual care, Same - or next-day appointments, Help with COVID-19, Onsite labs, and Rx renewals.

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## Welcome to One Medical.

Activate your sponsored membership to get exceptional primary care, same or next day appointments, and 24/7 virtual care with our app.

What's your sponsored organization (work, school, etc.) email?

No sponsored organization email? Enter your personal email.  
Are you the spouse or dependent of the sponsored individual?  
Use the email associated with the sponsorship.

**Get Started**

[Already have an account? Update your membership](#)

## We're your healthcare home base

- Primary care**  
Get care for any physical or mental health concern - from colds to chronic conditions.
- 24/7 virtual care**  
Video chat with a provider or message our providers at no cost to you.
- Same - or next-day appointments**  
Safe, convenient care - in our 150+ offices or over video.
- Help with COVID-19**  
Get the latest COVID-19 information, care, and testing if needed.
- Onsite labs**  
Walk in for blood tests, immunizations, vaccines, and more at any One Medical office.
- Rx renewals**



## REGISTRATION

# Membership type




The enterprise member, their spouse, and dependents can register using this flow.

This page allows us to track who is completing the registration and for which family member.

< **one medical** Already a member? Log in

### Who is this membership for?

Select the option that best describes who the membership is for.

- **Myself**  
I receive this benefit from my sponsored organization.
- **Spouse or adult dependent**  
I'm the spouse or adult dependent of the person who gets this benefit.
- **My child**  
I'm creating this account for my dependent under 18. Plans to join yourself? Sign yourself up, first.



## REGISTRATION

# Step 1: Personal Information

We've consolidated all of the account information questions into two pages to decrease the amount of steps in registration.

All fields are required.

The screenshot shows a mobile registration form for One Medical. At the top, there is a back arrow, the One Medical logo, and a link for existing members. The main heading is "Let's get your account set up" with a subtext: "There's no paperwork in the office. Just provide a few quick details now to get set up." The form includes fields for "Legal first name" (filled with "Robert") and "Legal last name" (filled with "Brown"). Below these is an optional field for "Add preferred name". The "Address" section has a large text input field for "Enter location" and a smaller field for "Add apt, suite, floor". The "Phone Number" section has a text input field with a placeholder "xxx-xxx-xxxx". At the bottom, there is a checked checkbox for "Text me a link to download the app" with a subtext "Get 24/7 care over video chat and messages at no cost". A large teal "Next" button is at the very bottom.

< one medical Already a member? Log in

### Let's get your account set up

There's no paperwork in the office. Just provide a few quick details now to get set up.

Legal first name Legal last name

Robert Brown

Add preferred name (Optional)

Address

Enter location

Add apt, suite, floor

Phone Number

xxx-xxx-xxxx

Text me a link to download the app  
Get 24/7 care over video chat and messages at no cost

Next



## REGISTRATION

# Step 2: More Personal Info

< one medical Already a member? Log in

### Tell us more about yourself

We need your date of birth and sex for insurance purposes. If you have a different gender identity, please let us know.

**Date of birth**

MM DD YYYY

**Legal sex**

For billing purposes, which sex does your insurance have on record for you?

Female

Male

Add gender information (Optional)

Next



## REGISTRATION

# Service area

Dropdown of locations. Virtual is the last option.

< **one medical** Already a member? Log in

### Where will you primarily receive care?

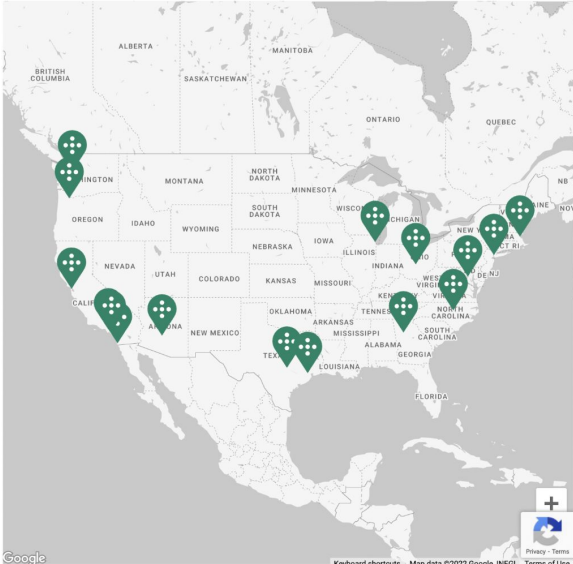
We offer in-person care in the cities below as well as 24/7 virtual care from anywhere.

Not in one of the areas listed? Select "Virtual."

Select a location

SF Bay Area

Next



Google Keyboard shortcuts Map data ©2023 Google, INEGI Terms of Use



## REGISTRATION

# Create login & password

We encourage members to use personal email.

The screenshot shows the 'Create your account' page for One Medical. At the top, there is a navigation bar with a back arrow, the One Medical logo, and a link for 'Already a member? Log in'. The main heading is 'Create your account', followed by a sub-heading: 'Secure your account with a personal email and a strong password to protect your health information.' The form consists of two main sections: 'Log-in email' and 'Create a password'. The 'Log-in email' section has a text input field with the placeholder 'Enter email'. Below it, a note states 'We recommend using a personal email, not a work email'. The 'Create a password' section has a text input field with the placeholder 'Enter password' and a 'Show' button with an eye icon. Below the password field, there are four bullet points listing password requirements: '8 characters minimum', 'One uppercase letter', 'One lowercase letter', and 'One number'. At the bottom of the form is a large teal button labeled 'Create Account'.



REGISTRATION

## Terms of service

< one medical Already a member? Log in

### Terms of Service, Privacy Policy and HIPAA Notice

In order to join One Medical, you must agree to the terms below.

I am at least 18 years old & have read & accept:

|                               |                                     |
|-------------------------------|-------------------------------------|
| ▶ Membership Terms of Service | <input checked="" type="checkbox"/> |
| ▶ Privacy Policy              | <input type="checkbox"/>            |
| ▶ Medical Terms of Service    | <input type="checkbox"/>            |

I acknowledge receipt of the following:

|                                     |                          |
|-------------------------------------|--------------------------|
| ▶ Notice of HIPAA Privacy Practices | <input type="checkbox"/> |
|-------------------------------------|--------------------------|

Next



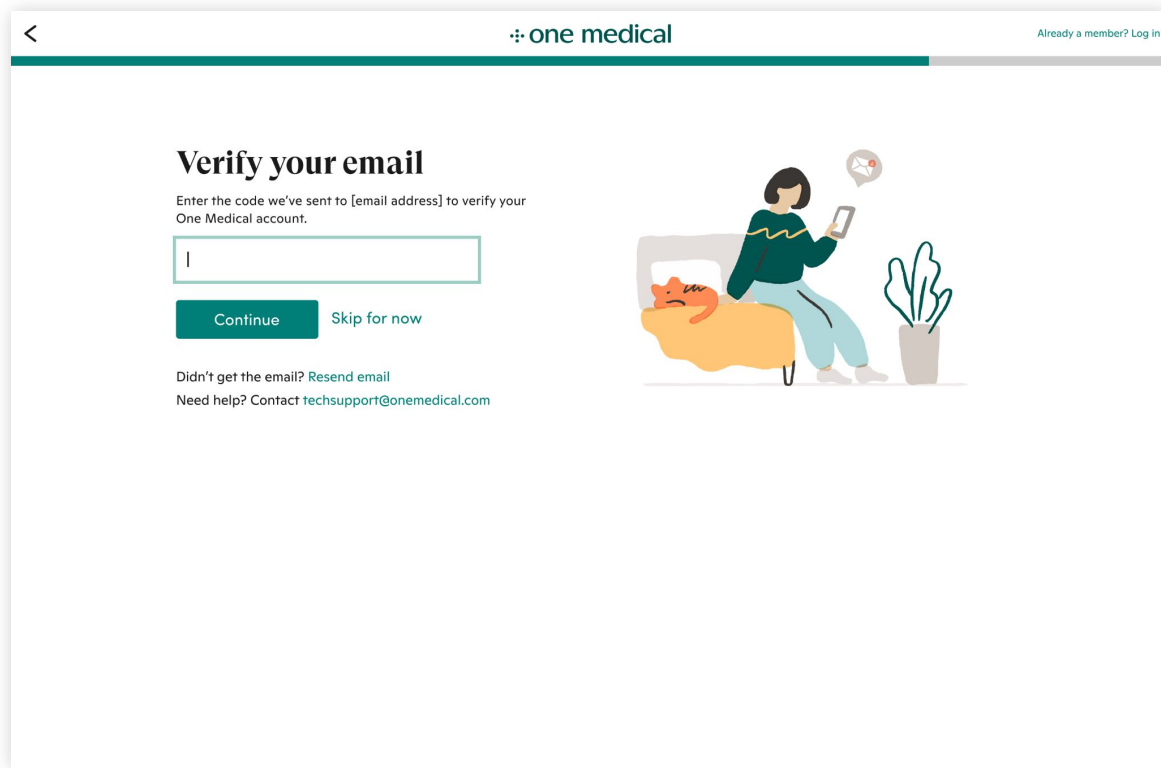


## REGISTRATION

# Verify email (Optional)

**Project goal:** To secure member accounts and protect their health information, we need to verify new member login emails as they registered.

This allows us to confirm the email used to access the account was real, preventing bad actors from accessing personal health information of our members.





## REGISTRATION

# Account confirmation

### Main employee


< one medical Already a member? Log in

## Your sponsored membership is now active.

We sent a confirmation email to jason@gmail.com. You'll experience the best primary care that will meet your health needs and goals.

[Register a spouse or dependent](#)

[Skip for now](#)




### Spouse/adult dependent

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## Your sponsored membership is now active.

We sent a confirmation email to kris@onemed.com. Book an appointment to start using One Medical now.

[Continue](#)



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Thank you

CONTACT

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