

Please adapt the letters below for your uses and share the information with your patients regarding MYIO and updates to the telehealth experience.

Introduction to MYIO Letter:

MYIO is your all-in-one patient portal! With MYIO, you have one easy platform for all interactions with our practice.

Through the MYIO app or browser, you can securely communicate with your care team, join telehealth appointments, view and pay your account balance, request future appointments, complete ongoing mental health assessments, access educational materials and resources, update your personal and insurance information, and much more.

If you haven't met with your provider yet, MYIO will help you onboard with your provider and prepare you for your first session. We'll make it easy for you to get all the information you need to start your provider relationship online, so you don't have to fill out paperwork in the office when you begin.

We care about your security. Both the MYIO app and web browser versions, and secure messaging, are HIPAA-compliant and backed by market-leading secure cloud infrastructure.

For questions regarding MYIO, please reach out to your provider or your care team! We look forward to offering you an improved patient experience with MYIO.

MYIO-Integrated Telehealth Announcement Letter:

Starting this June, telehealth sessions that are launched on mobile devices will require the MYIO Patient Portal app to be installed.

Here's what you need to know:

- Please download the MYIO app to join telehealth sessions on your mobile device. As of May 31, mobile browser access will no longer be supported.
- Guests on mobile devices can join sessions through the app without an account. They must only download the app and click the guest access link.
- This update brings significant improvements, particularly for mobile users, making telehealth sessions more convenient and user-friendly than ever before.

MYIO patient portal is available to you as a mobile app and via desktop or mobile browser. The new telehealth interface will improve on existing patient portal functionality but will offer a new modern look and feel!

MYIO helps you stay connected to your care team. Within the portal, you can:

- Complete Assessments
- Communicate with your practice or provider

- Make payments, or change your payment method
- Update insurance details
- Join telehealth sessions
- View your appointments or request a new one!

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