

## **Phreesia FAQ**

### **Q: What is Phreesia?**

A: Phreesia is a software application which helps healthcare organizations manage the patient intake process, including mobile registration. Mobile check-in allows you to complete pre-visit registration from your own device (any smartphone, computer or tablet) ahead of time and in the privacy of your home.

### **Q: Why is SVA partnering with Phreesia?**

A: SVA is partnering with Phreesia to improve the appointment reminders, check-in process and online bill pay process.

### **Q: Is the Phreesia system secure?**

A: Yes. Phreesia provides industry-leading privacy and security for our patients' data.

### **Q: Do we need to use the new system for every appointment?**

A: Yes. But once you have completed the initial registration, the next time will be much quicker because Phreesia saves your answers.

### **Q: Do I need to download an app to do mobile check-in?**

A: No. There is no app – you simply click the link provided in the text message or email. This allows you to securely answer any registration and questions necessary for your appointment.

### **Q: Can I complete the forms in a language other than English?**

A: Yes! Mobile registration is available in 20 different languages.

### **Q: What happens if I can't finish my registration before the appointment?**

A: That's okay! If you have not completed your registration before the visit, see one of our receptionists, and they will be happy to send you a new link.

### **Q: What if I have questions or feedback?**

A: You can talk with any of our receptionists in the clinic or ask for any of the managers