



Frequently Asked Questions from Patients

1. What is Videra Health?

- a. Videra Health platform and mobile app allow you to remotely (i.e. check-in from anywhere) and asynchronously (i.e. check-in at any time) check-in and engage with your providers with video-based survey questions and assessments. Meaningful analytics tracks your progress and flag changes in symptoms and notifies your provider. These shorter and more frequent check-ins (between traditional in-office visits) help your care team know the whole you, generate better data for treatment planning and drive better outcomes.

2. What are the benefits of me using Videra Health?

- a. The Videra Health mobile app offers shorter and more frequent remote “check-ins” so that you can stay connected with your provider in a more convenient way. No scheduling required. You’re able to help your provider get to know you better and track your progress. All of this helps you and your provider stay better engaged, have more information about how you’re currently doing, be able to adapt treatment plans quicker, and ultimately have better long-term outcomes.

3. How is my information protected?

- a. Videra Health uses a combination of reasonable physical, technical, and administrative security controls to maintain the security and integrity of your Personal Data, to protect against any anticipated threats or hazards to the security or integrity of such information, and to protect against unauthorized access to or use of such information in our possession or control. For more information on the safeguards we have in place to protect your Personal Data, review this section of the full Privacy Policy (<https://www.viderahealth.com/privacy-policy>).

4. What if I have questions or need help with the Videra Health app?

- a. You can talk to your care provider, visit www.viderahealth.com/help, or email support@viderahealth.com.