

## Spruce Care Messenger App

Welcome to Spruce! The Spruce Care Messenger app is an all-in-one communication platform for therapists and patients. If you're here, you've probably been invited to use Spruce by your therapist. When you download the Spruce app, you can conveniently exchange messages with your therapist and have the comfort of knowing your communication is secure, encrypted, and HIPAA-compliant.

Spruce gives you more than just messaging. You can send and receive photos, videos, and PDF attachments as well. And if your therapist uses telemedicine, you may do video calls or health questionnaires on Spruce. Everything you receive from your therapist is stored inside the Spruce app, and when you receive a new message, you'll get a notification on your phone from Spruce. For more information about Spruce, visit <https://www.sprucehealth.com/> or ask your therapist.

By creating an account for the app, you are providing consent to be contacted via the app. To rescind consent, contact your therapist.

### Spruce Care App Instructions:

1

Because Spruce is a mobile app, you must accept the invitation from your **mobile phone** (not from a computer). Go to a web browser and enter <https://spruce.care/counseling-with-karine>

2

Your mobile phone's internet browser will open to a **Spruce webpage**. Select **Get the App & Connect**. This will take you to the iOS App Store or Google Play, depending on your phone.

3

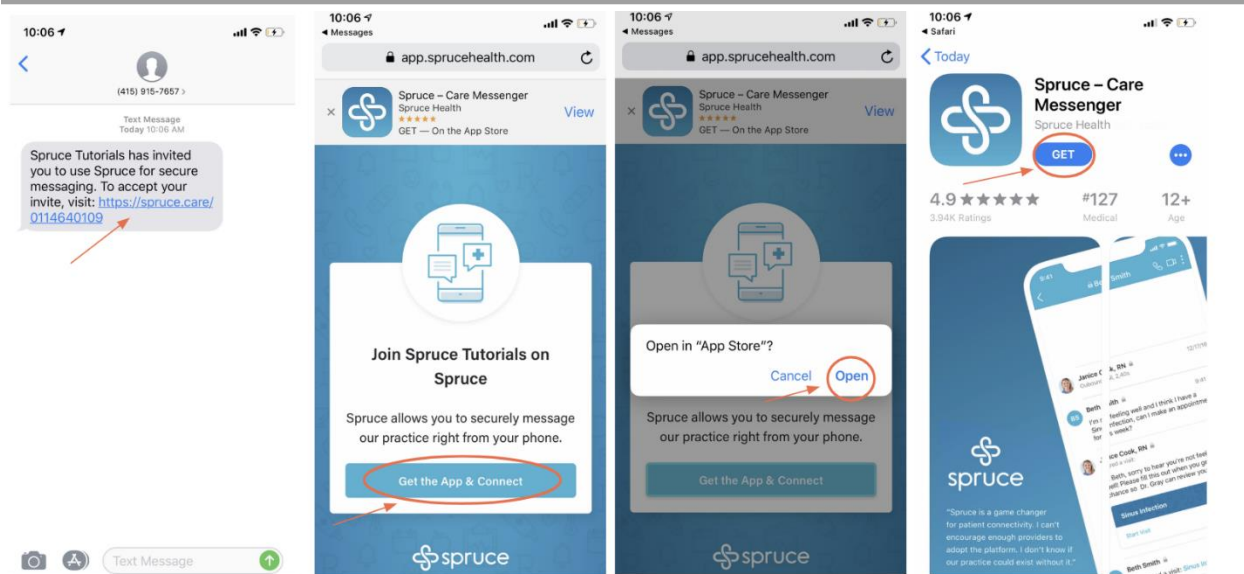
Select the **Spruce – Care Messenger app** and **download**. Once the download is complete, open the Spruce app on your phone and select Continue when prompted.

4

Select Create a **new account**, and enter your personal mobile phone number. You will receive a **verification code** via text message. (If you do not receive a verification code within five minutes, delete the app and start again from step one.)

5

On the next screen, enter the **verification code**, select Next, and enter your profile information to complete your setup. You can begin messaging with your provider once you have completed these steps!

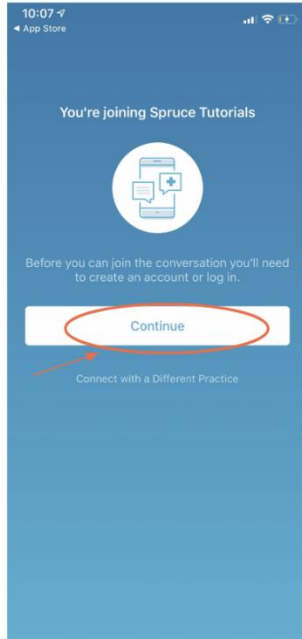


Select the spruce.care link

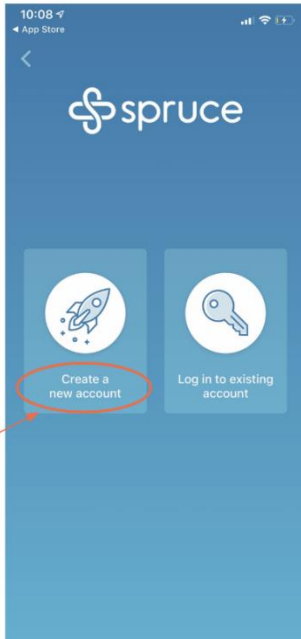
Select Get the App & Connect

Select Open

Select Get



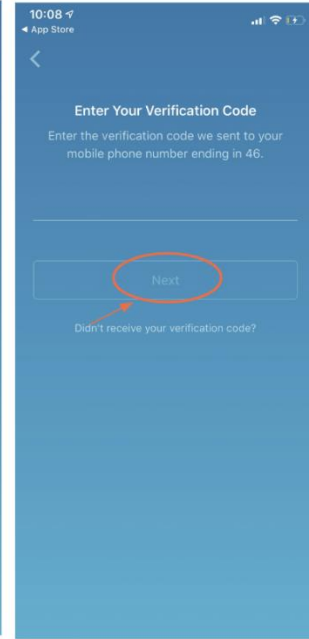
Select Continue



Select Create a new account



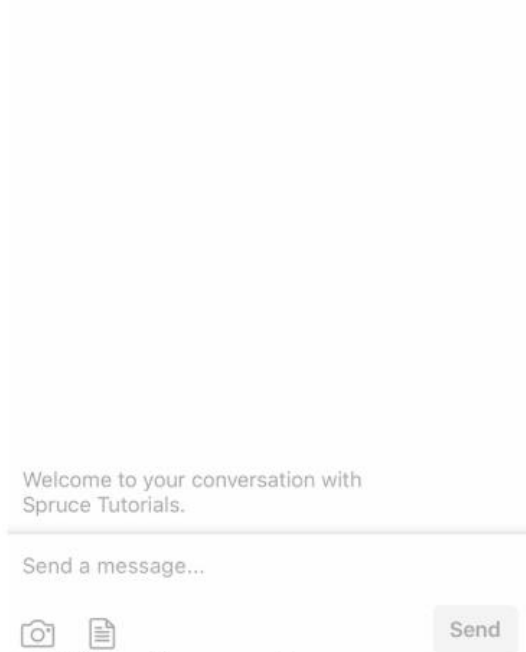
Select Next



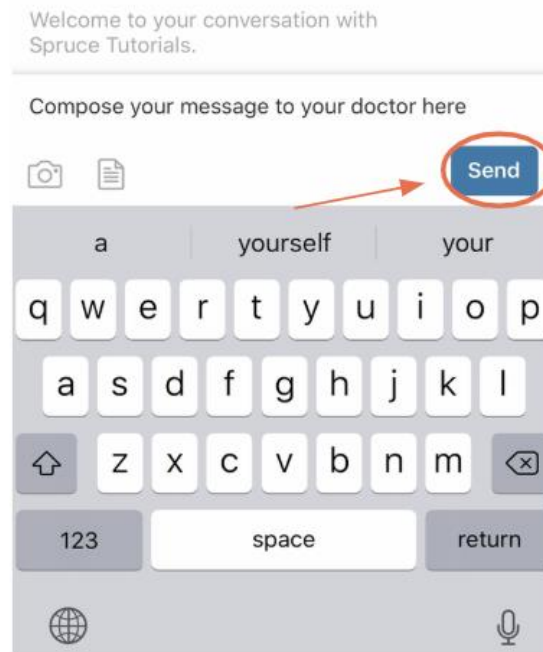
Select Next

## Messaging Your Therapist

Any time you log in to Spruce, you will see the conversation thread between you and your provider. All communication exchanged with a particular practice will be visible here. To send a message, simply **compose** your message by tapping into the **compose bar** at the bottom of the screen and select **Send**.



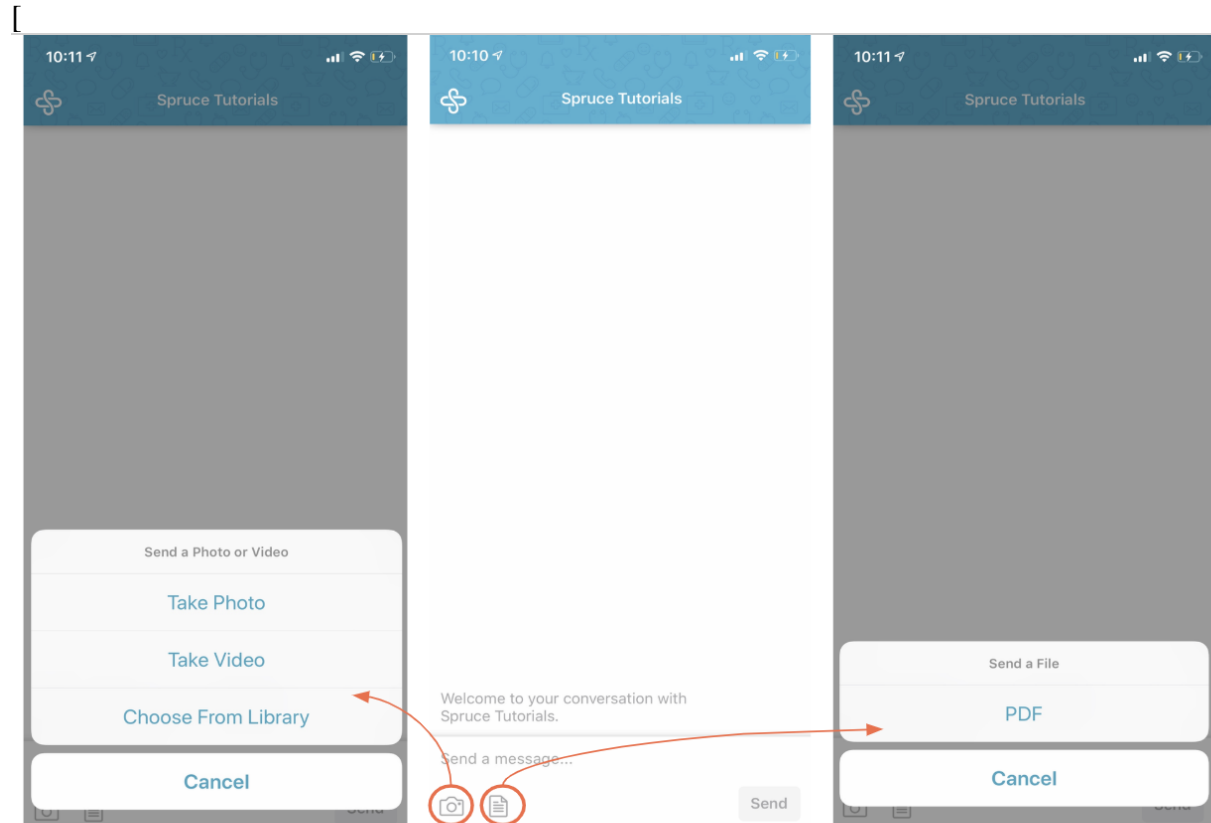
Your Spruce homepage,  
where you will send and  
receive messages



Compose your message,  
and select Send

## Sending attachments

You can securely send photos, videos, and PDFs to your doctor using Spruce. Select the **Camera Icon** at the bottom of the screen to send a photo or video. Select the **Paper Icon** at the bottom of the screen to send a PDF. The file you want to send will need to be available on your mobile phone in order to attach it through Spruce.



Select the camera or paper icon to elect attachment