


myMedSpa
Provider App
Guide

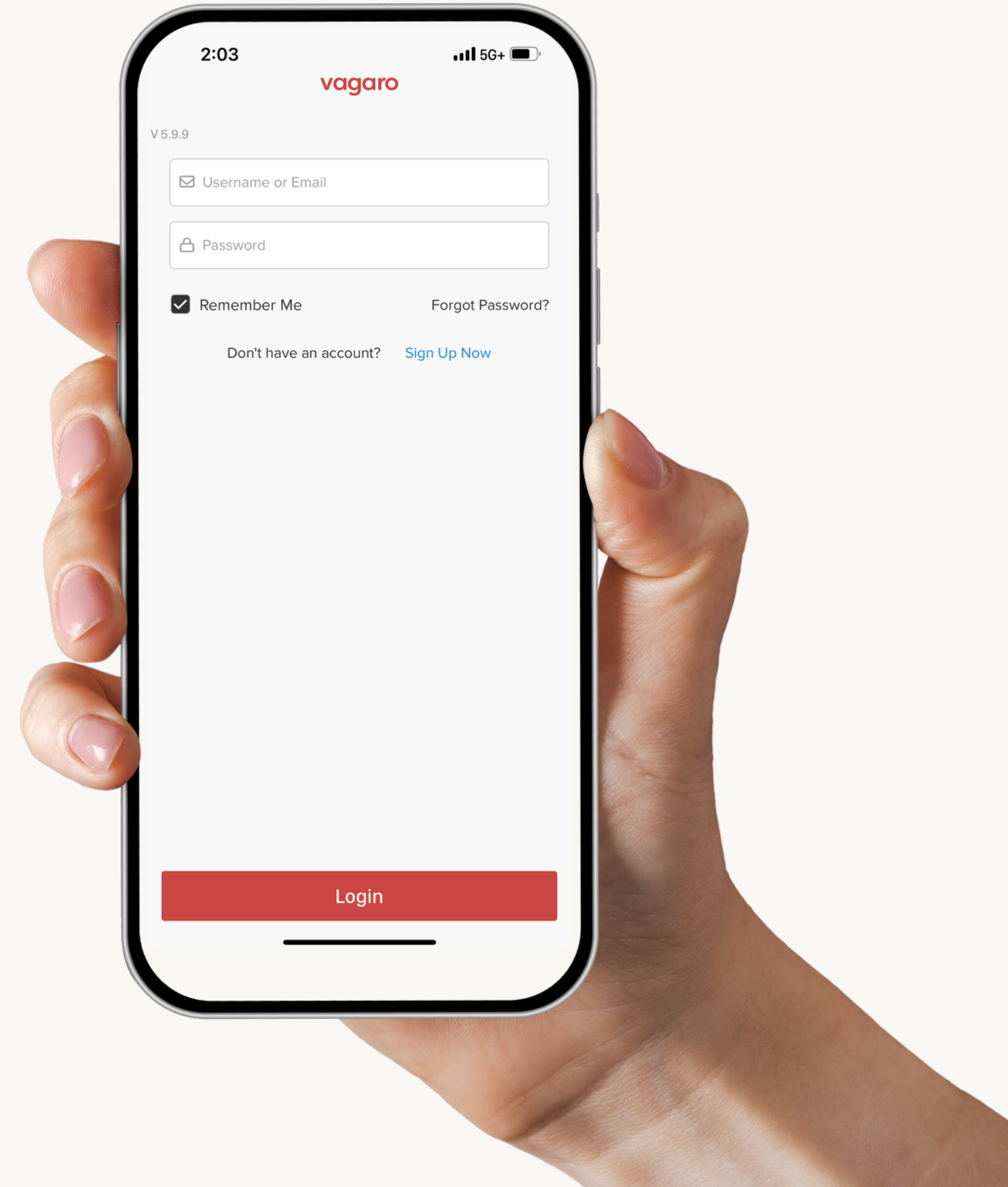


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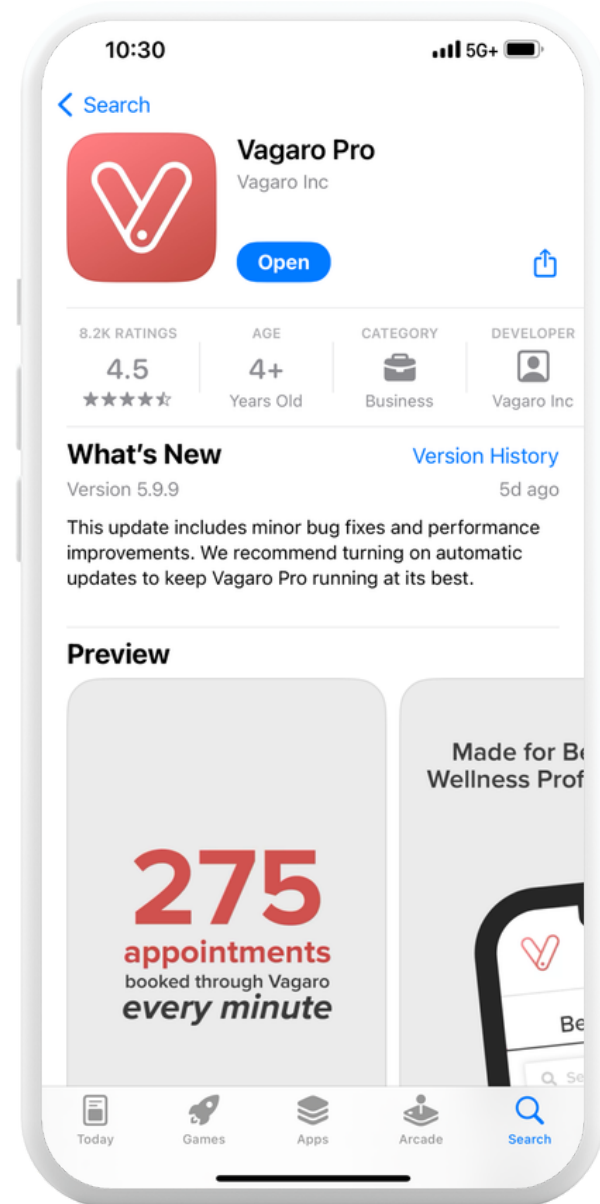
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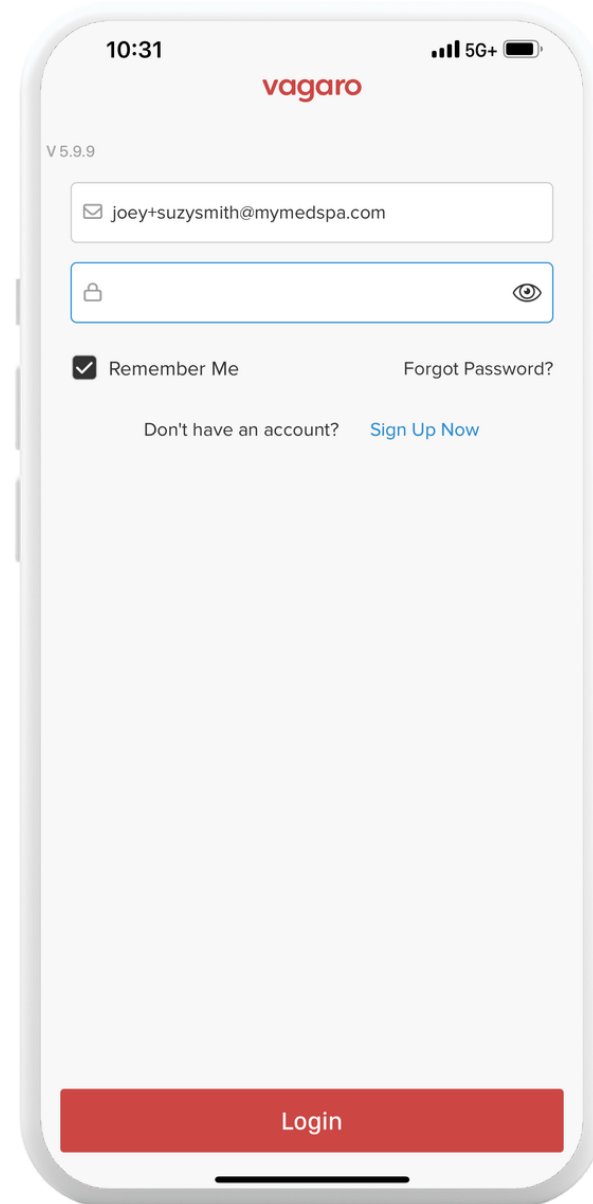
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Account Setup

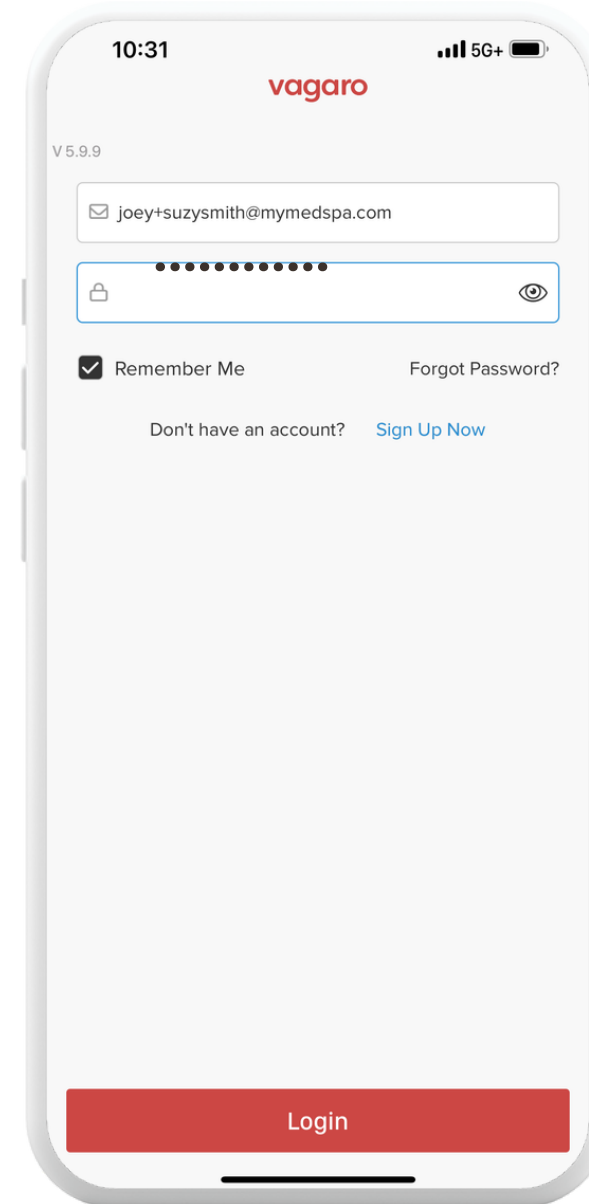
Please download the **Vagaro Pro App** in the Google Play or Apple Play Store.



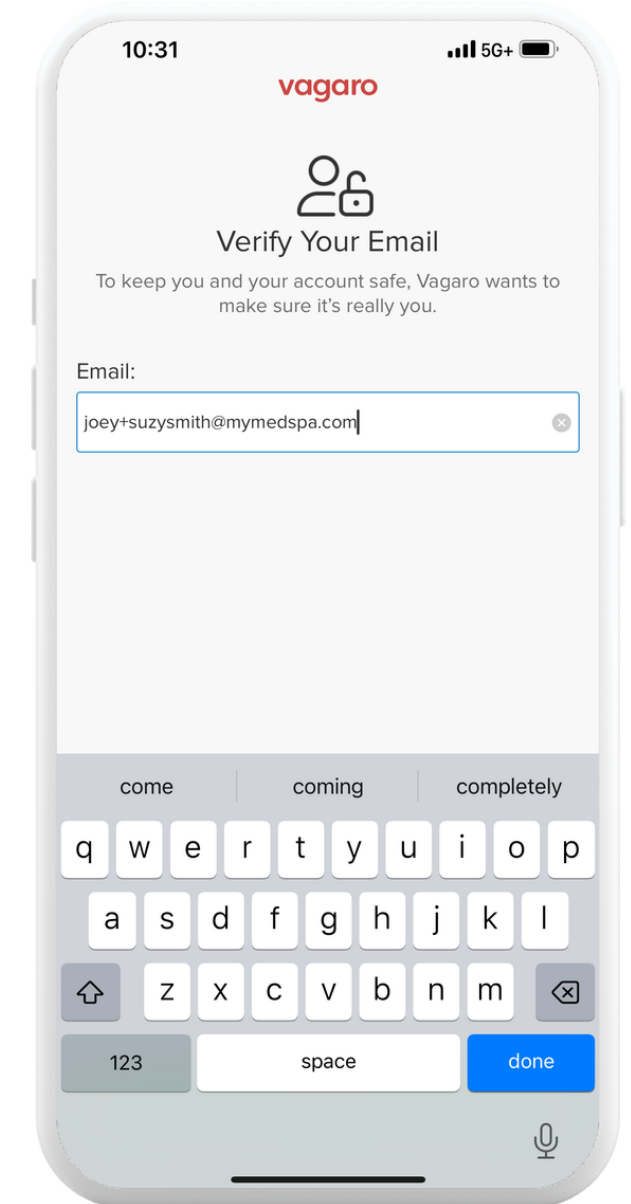
A myMedSpa admin will create your Vagaro account and email your login credentials to the email you provided during onboarding.



Open the Vagaro Pro app on your phone and input the email and temporary password you received from myMedSpa.

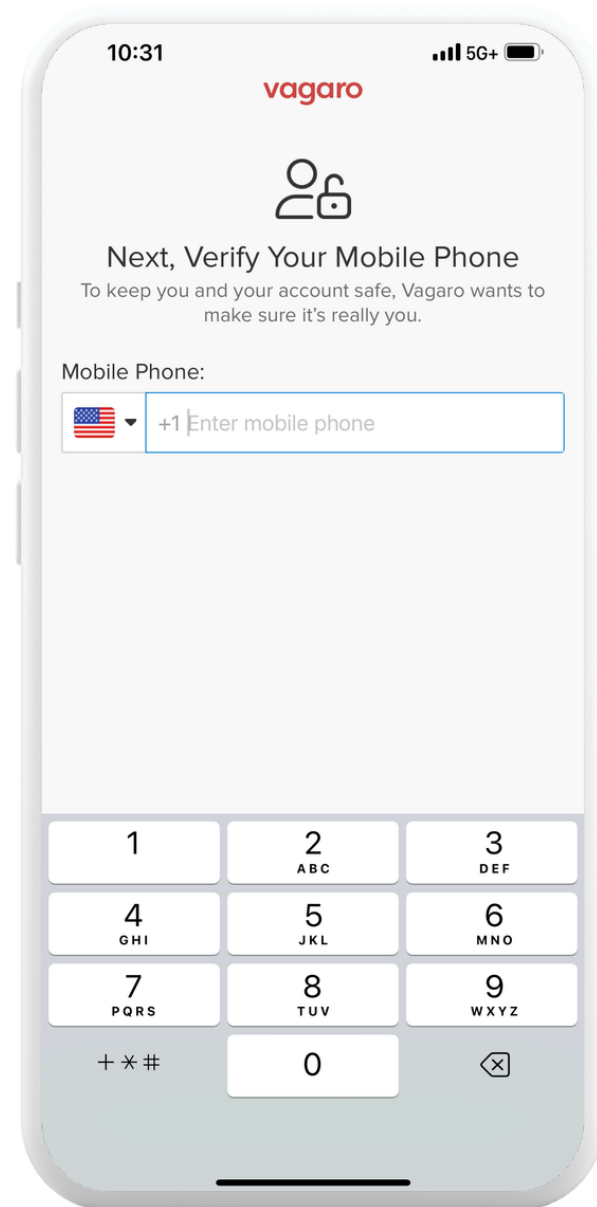


Once logged in, you'll be prompted to verify your email.

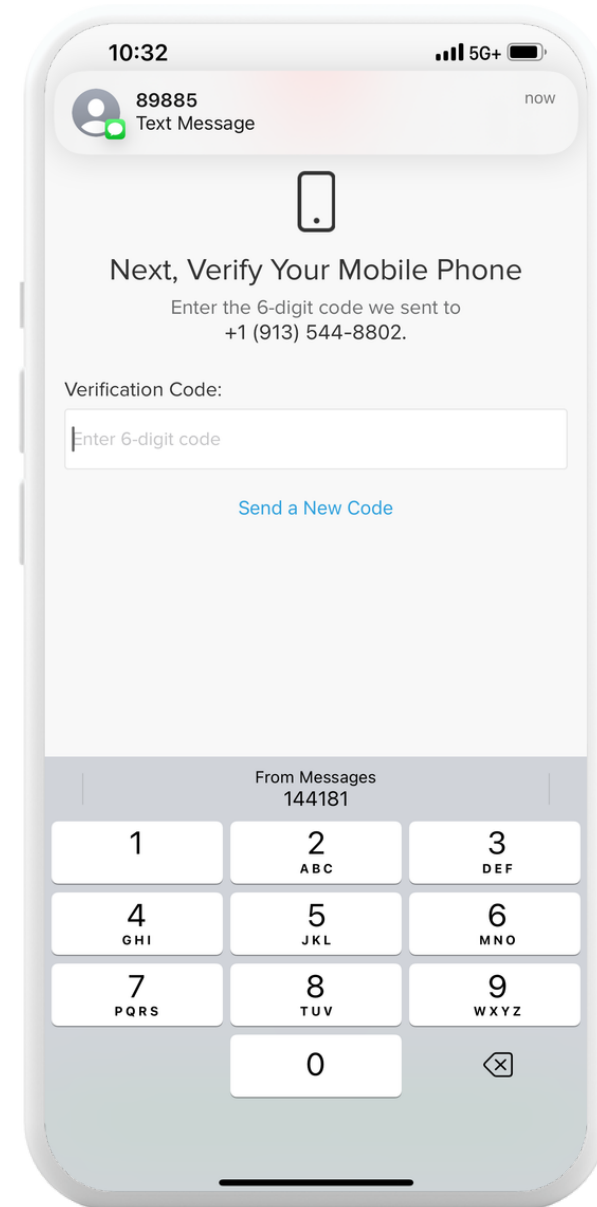


Account Setup

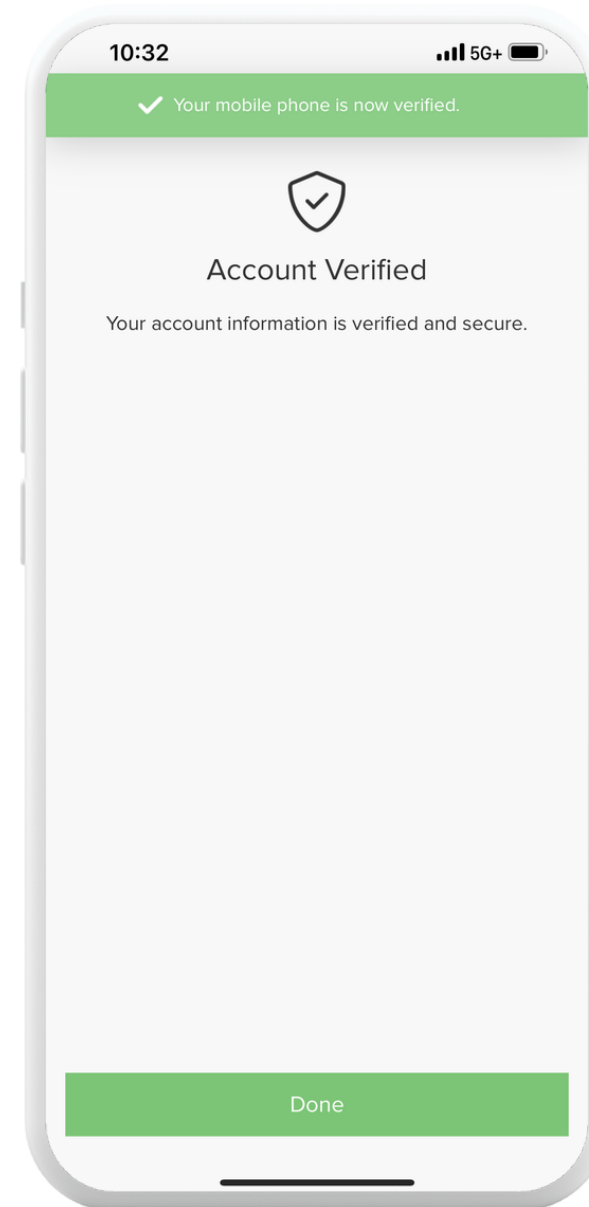
Next, you'll need to verify your phone number. **This step is important because it's how you will receive notifications about your appointments.**



Input the 6 digit codes provided to your email and phone number.



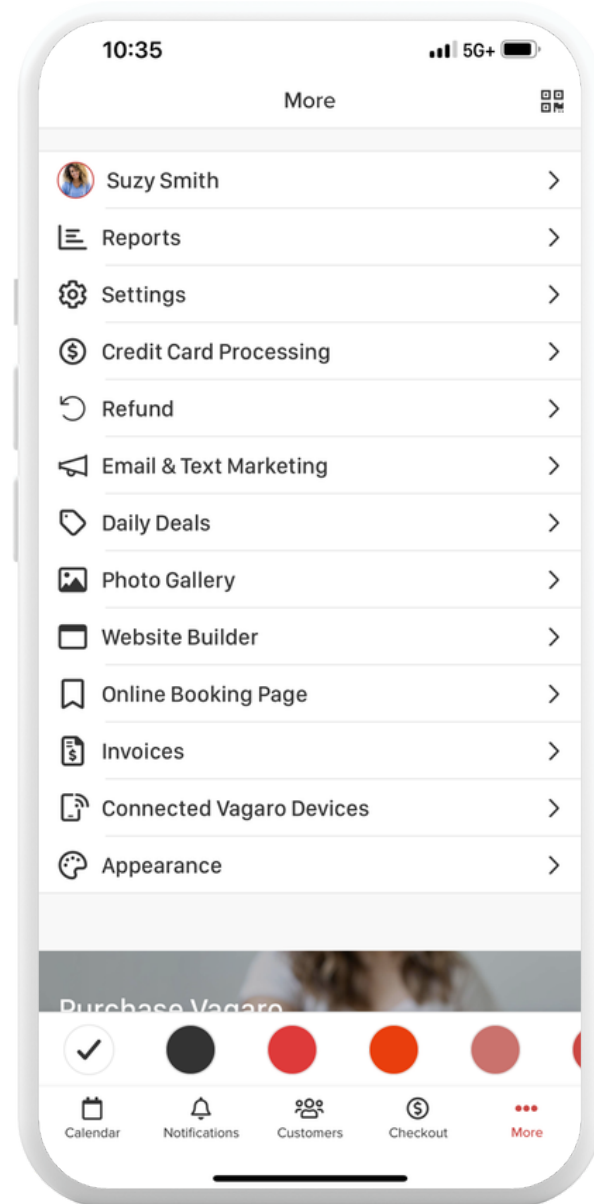
Once verification is complete, you'll land in the app.



Reset Your Password

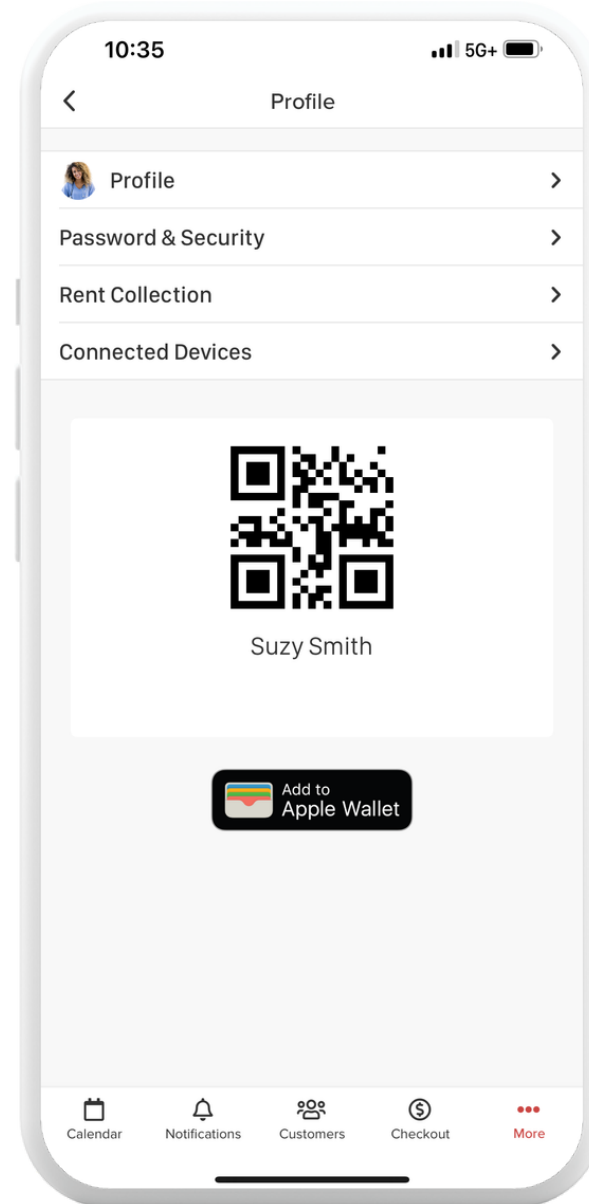
The first thing you should do is reset your password so it is unique to you to help keep your account secure.

Tap **More** in the bottom right.

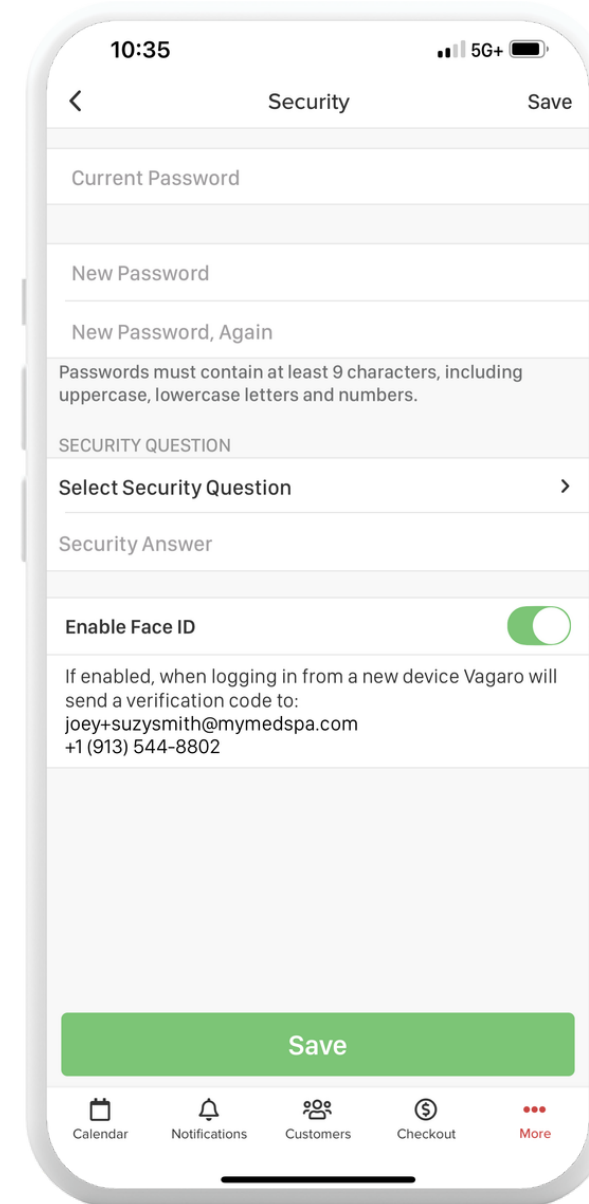


Tap on your profile name.

Tap **Password & Security**.



Input your current password (password emailed to you) and then input your new password twice and tap **Save**.



Appointment Management

When someone books an appointment and selects you during the booking process, you'll get an email, text and push notification alerting you that you have a new appointment. Please follow these instructions for appointments:

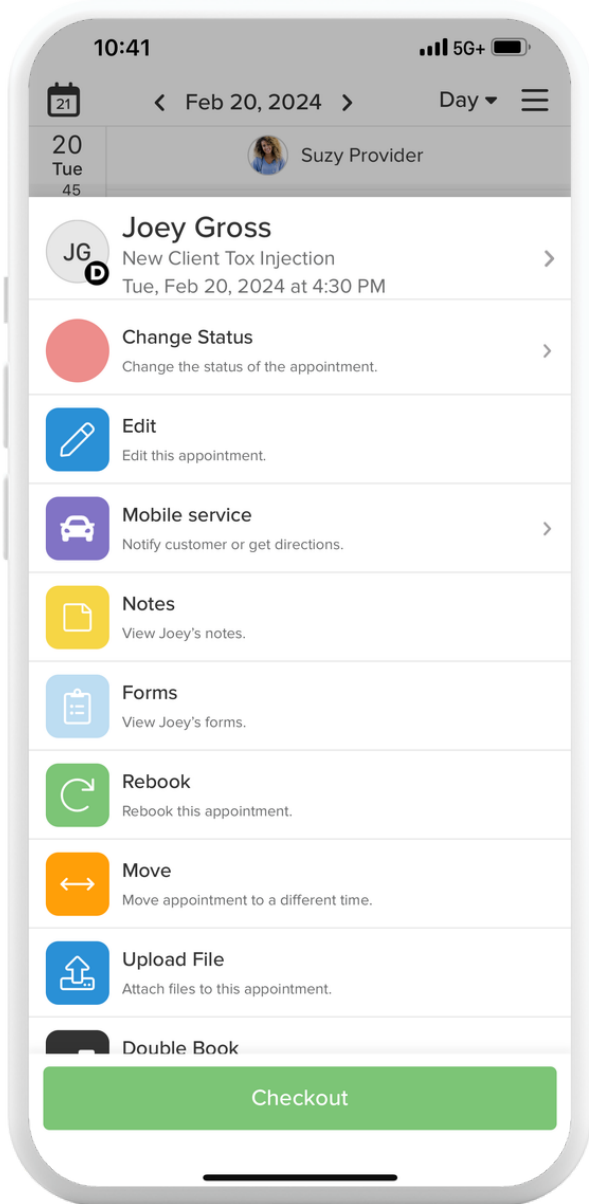
Accepting the Appointment

Once logged into the Vagaro Pro app, navigate to your Calendar.

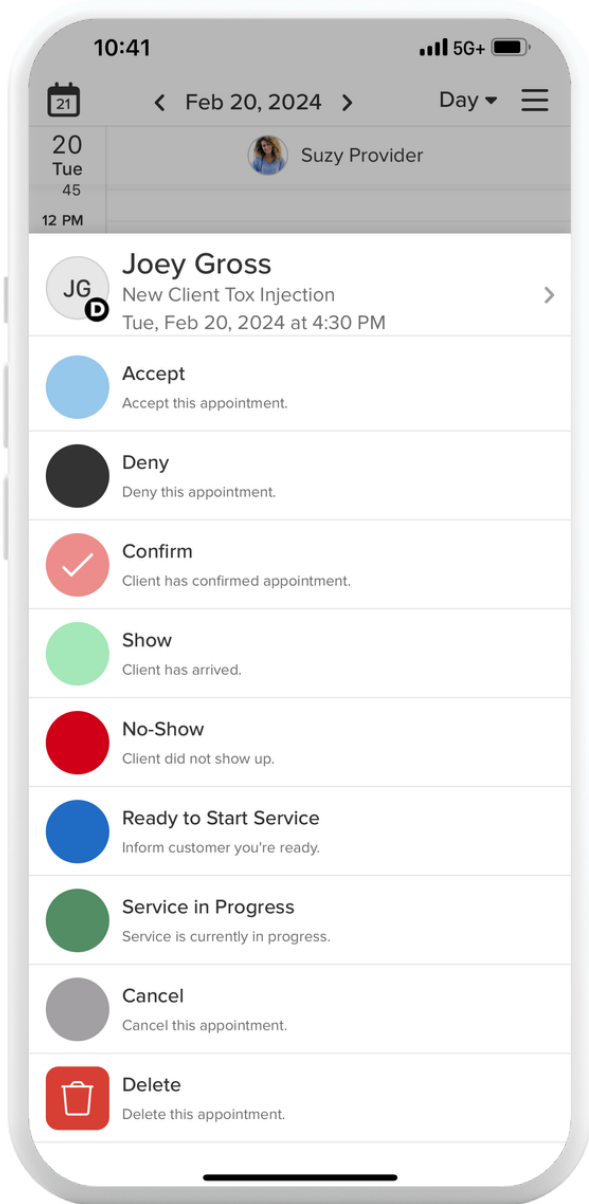


Look for the appointment in your calendar and tap it to open up more information.

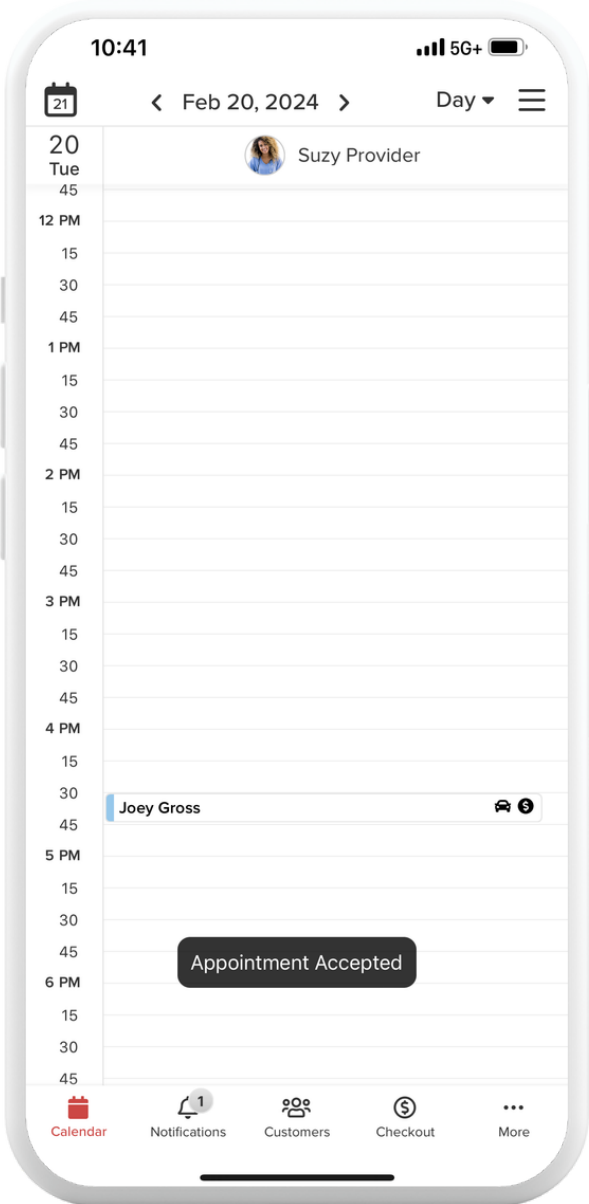
Tap **Change Status**.



Tap **Accept** (This alerts the customer that the appointment has been accepted by you)



The appointment will now appear on your calendar.



Sending Forms

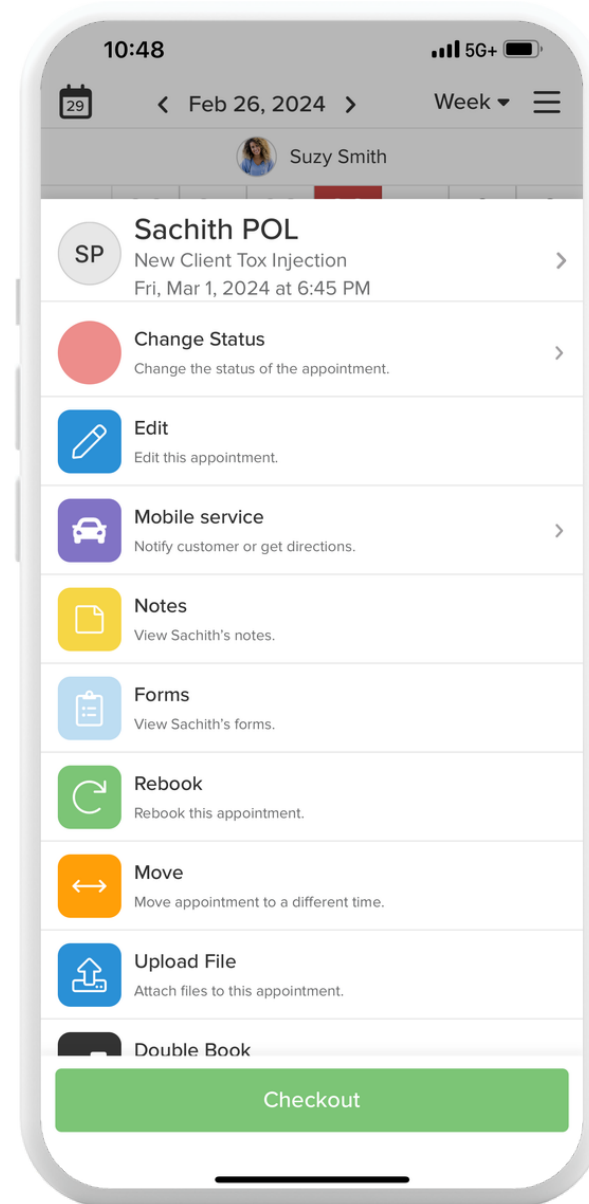
While accepting the appointment, it's best practice to send new patient intake forms as soon as the appointment comes in to ensure they are filled out by the customer prior to the appointment.

Any appointment with **New Patient** in the name requires an intake form.

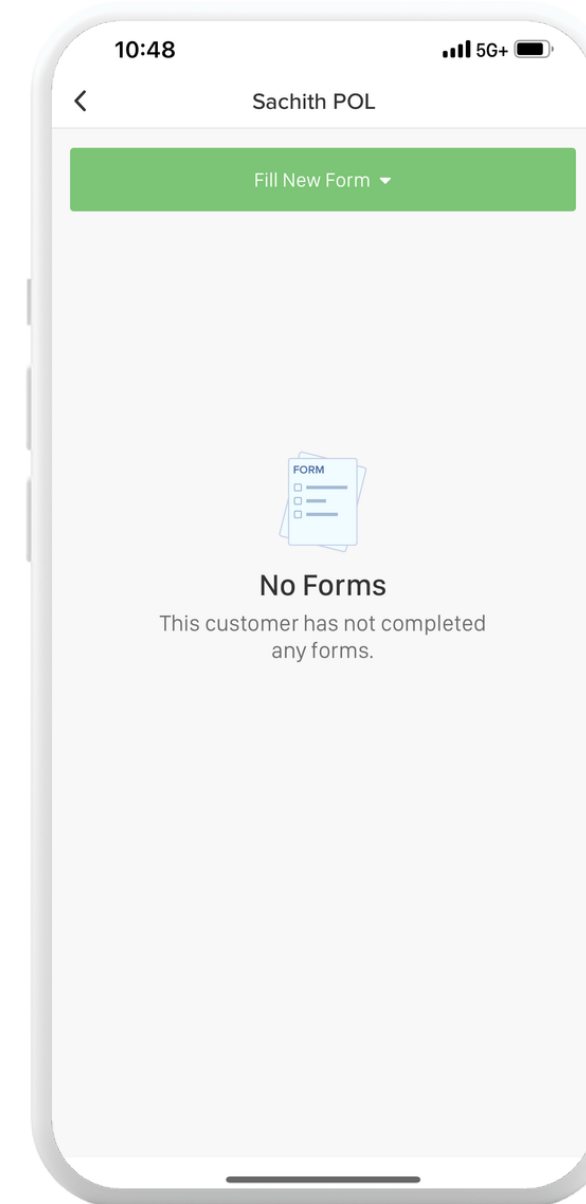
Here's how to send them:

Open the app and navigate to the new appointment request

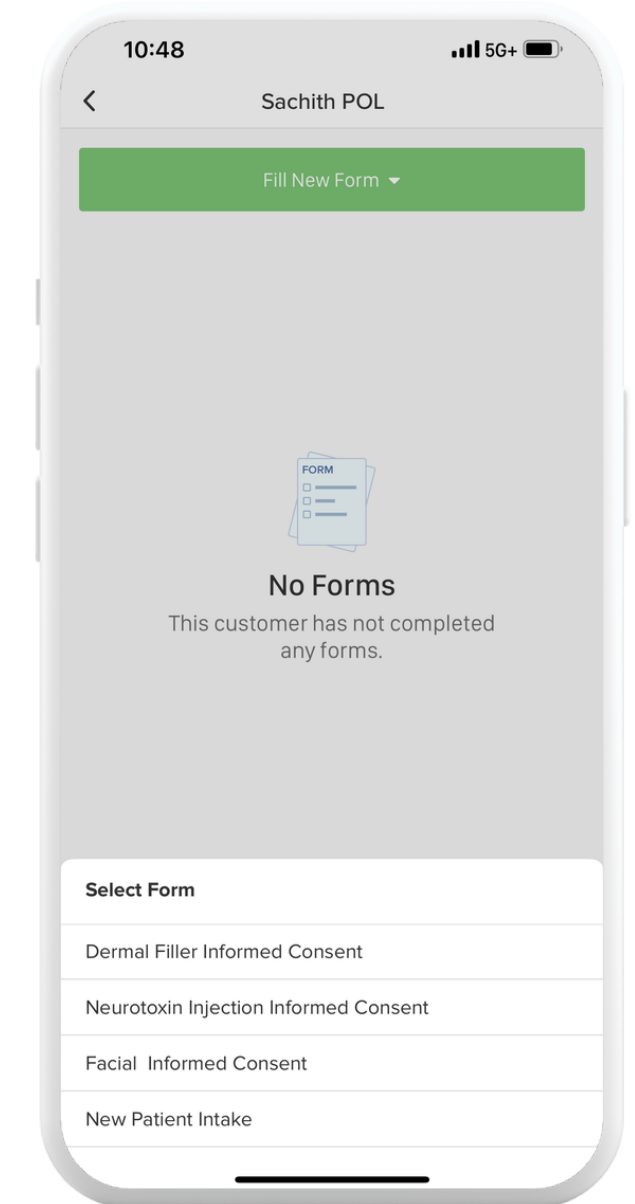
After accepting the appointment, click **Forms**



Tap **Fill New Form**

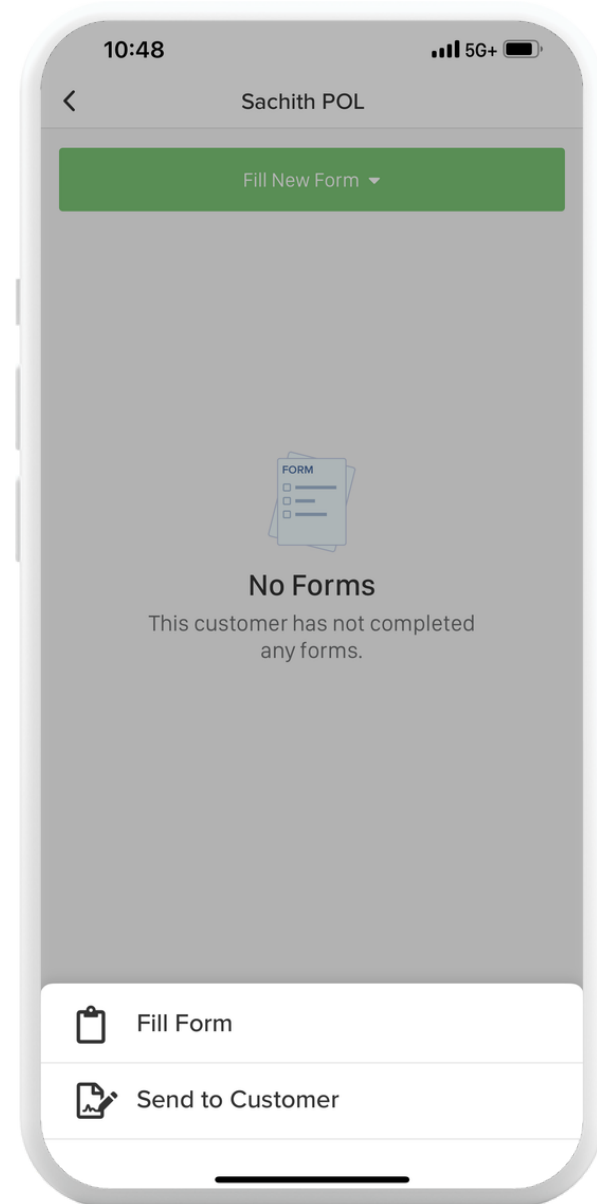


Tap whichever form you need to send, like a consent form



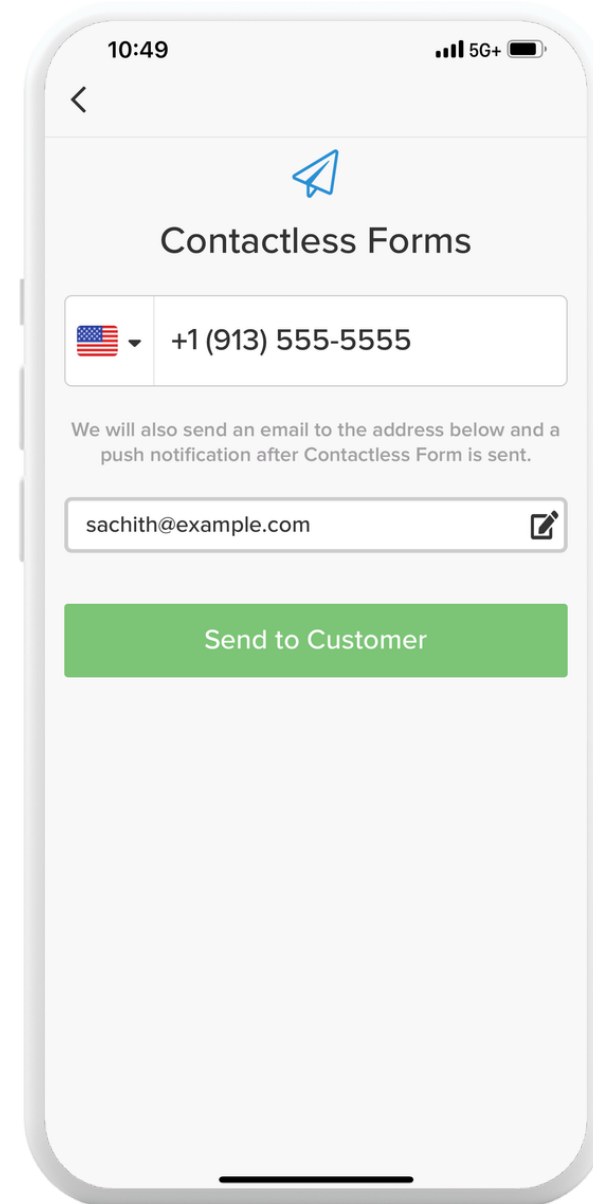
Sending Forms

Tap **Send to Customer**



The customer mobile phone and/or email should be available to send.

Tap the green **Send to Customer**

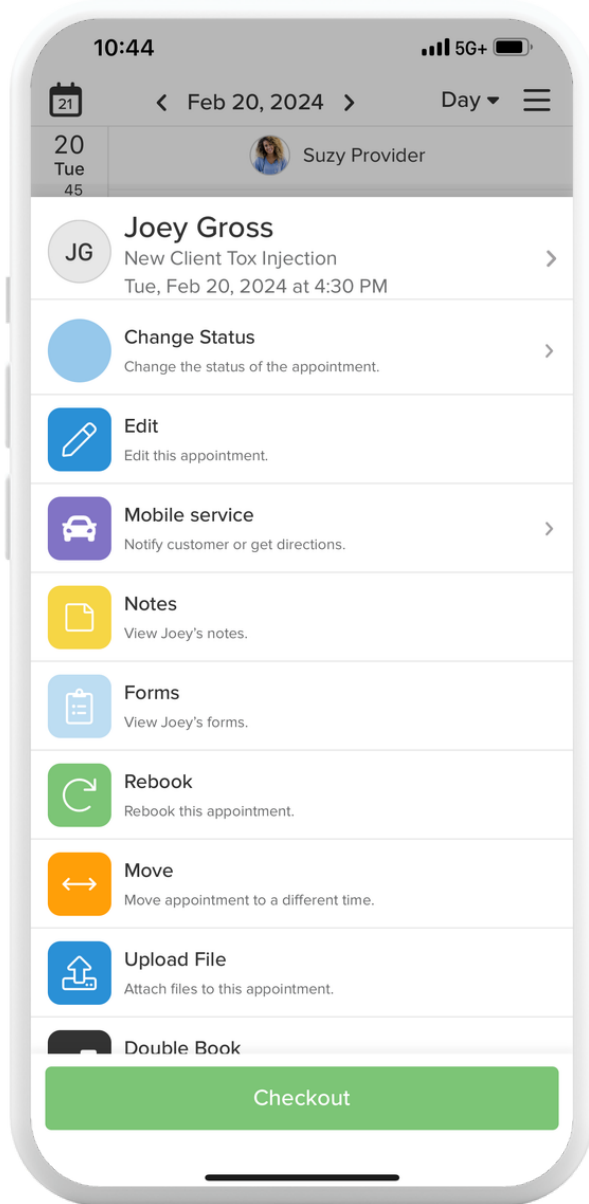


Mobile Services

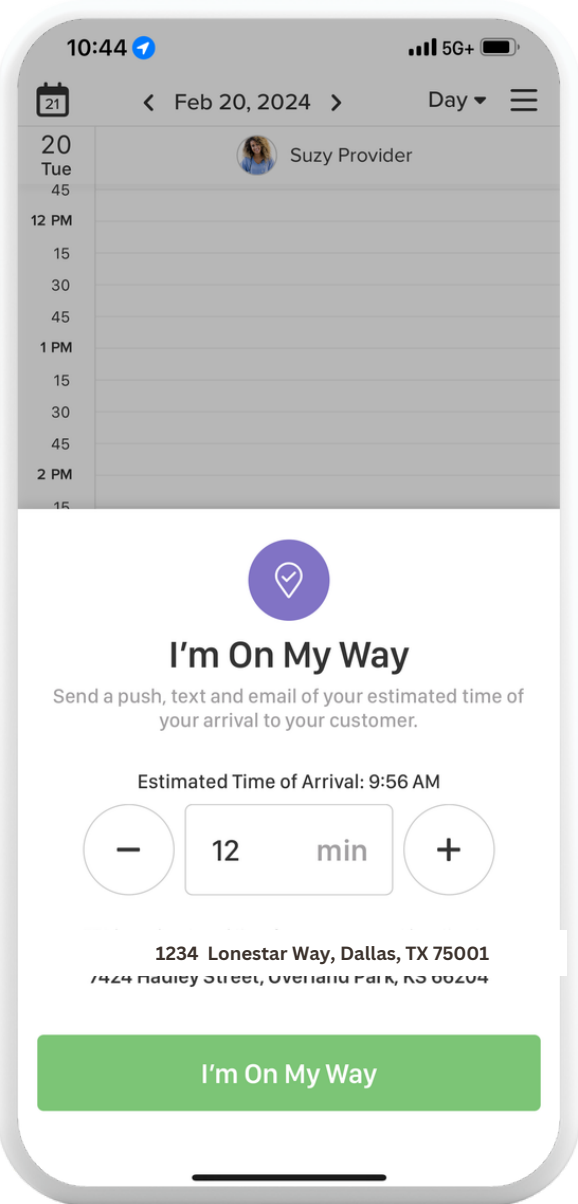
*Because myMedSpa is mobile, it's best practice to follow the Mobile Service status updates for the customer

When you are ready to drive to the customer's appointment location, open the app and navigate to the appointment and open it.

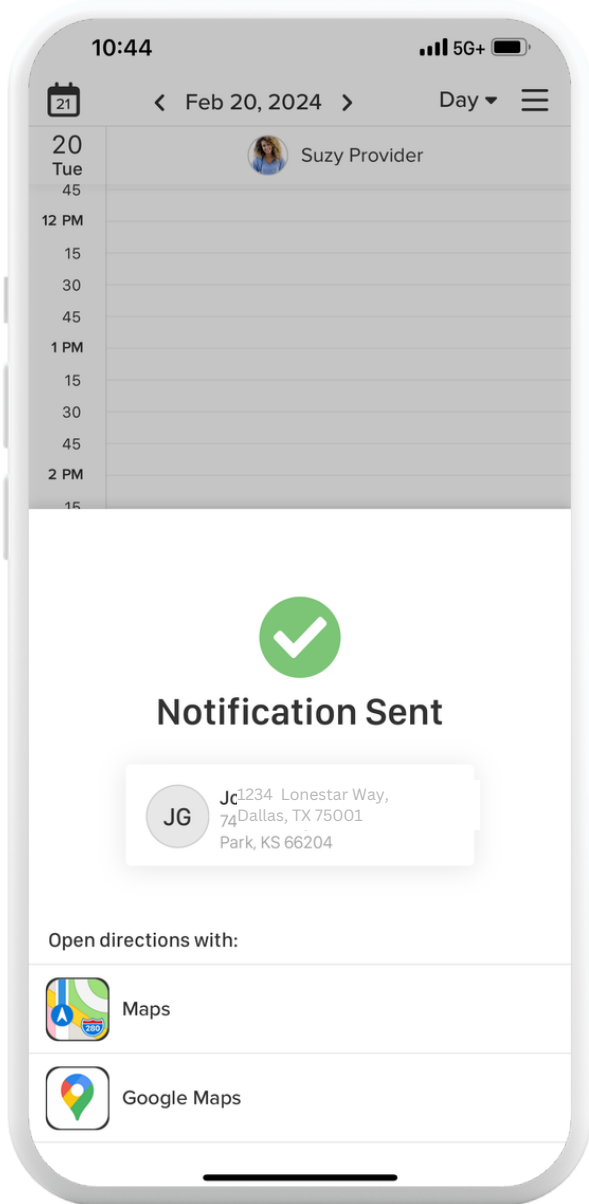
Tap **Mobile Service**



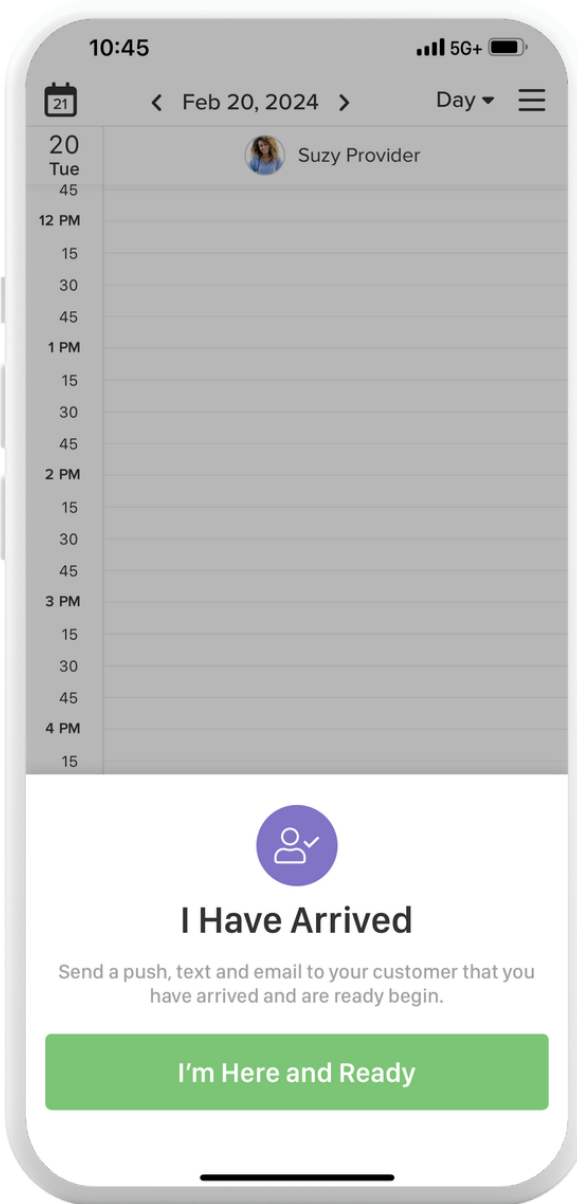
Tap **I'm On My Way**- This notifies the customer that you are en route to the appointment.



If you need directions, tap **Get Directions** and open whichever map you'd like to use to navigate to the appointment location.



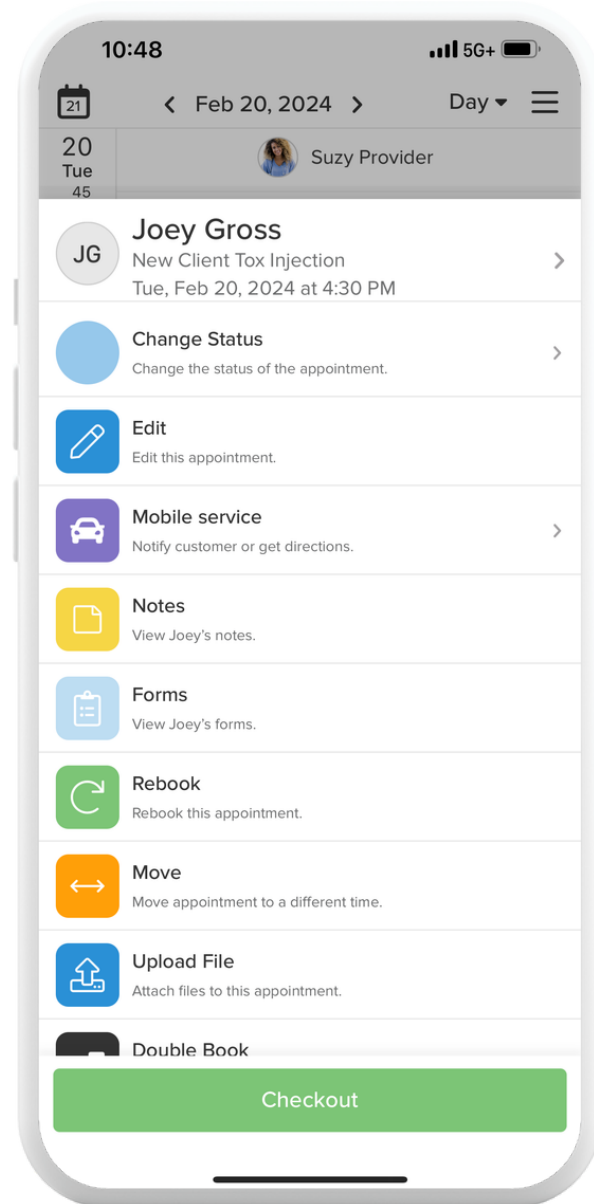
When you've arrived navigate to the appointment again and tap **I Have Arrived** so the customer knows you are there.



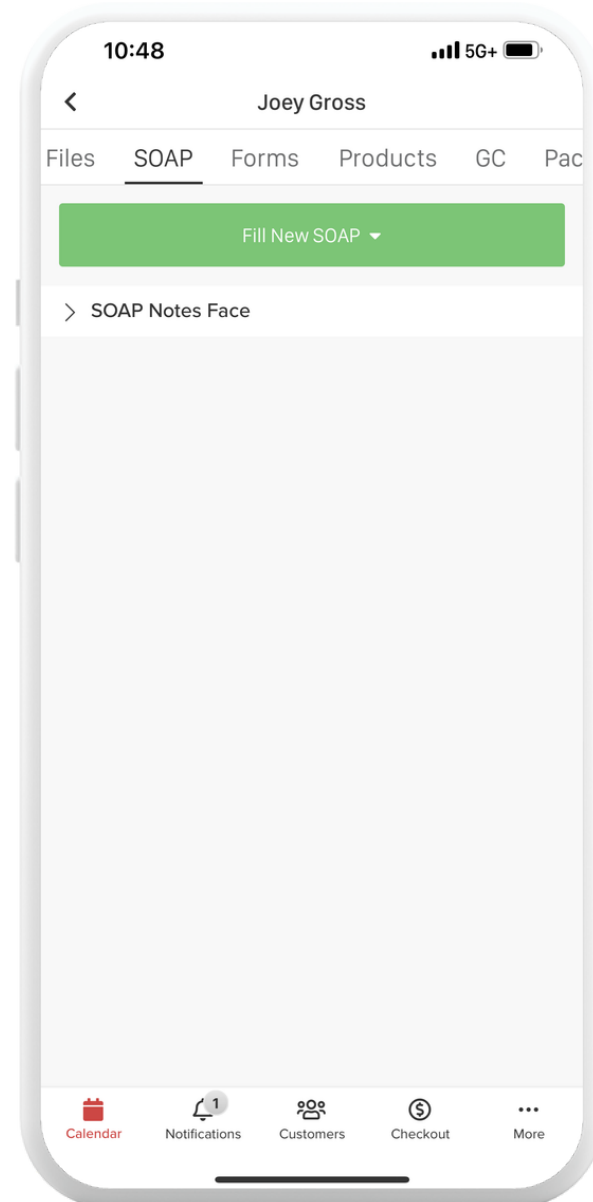
During the Appointment

Open up the appointment in the app and tap **Forms**.

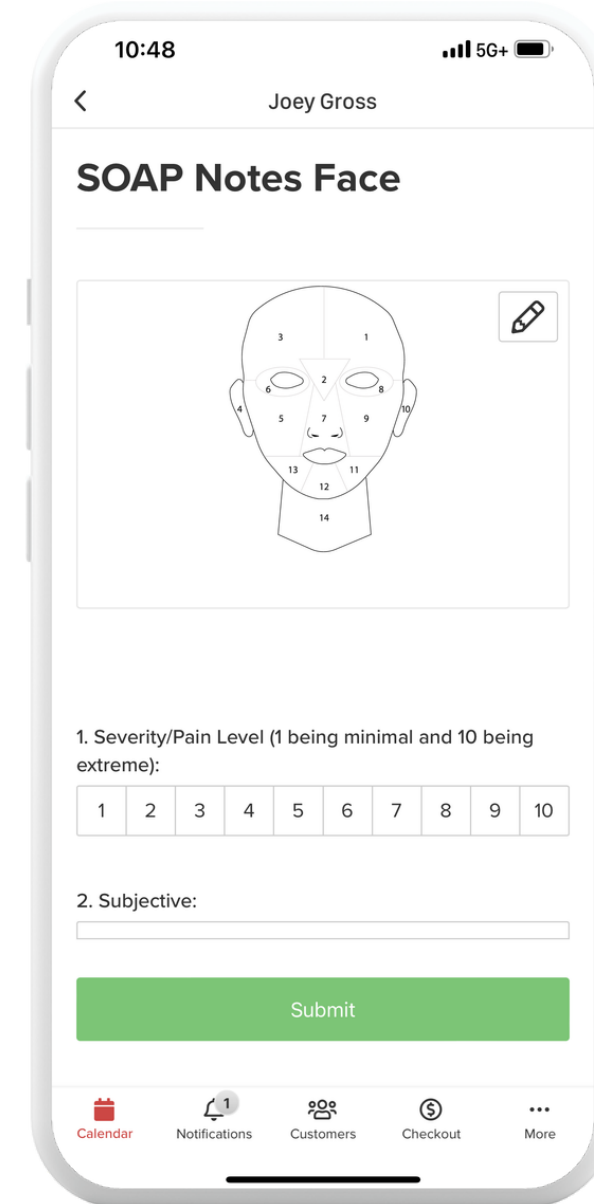
Verify the customer has filled out all the necessary intake forms if they are new to myMedSpa.



Proceed to fill out the necessary SOAP Notes. Open the appointment information again and tap "Notes" Swipe at the top or tap **SOAP**. Select **Fill New SOAP** dropdown menu and select the proper SOAP Note



Before you begin service, upload a "before" picture of the client. Tap **choose a file** in the form and allow access to your camera. Take a picture and it will upload automatically.



After the Service

Fill out each question in the SOAP and chart injection sites.

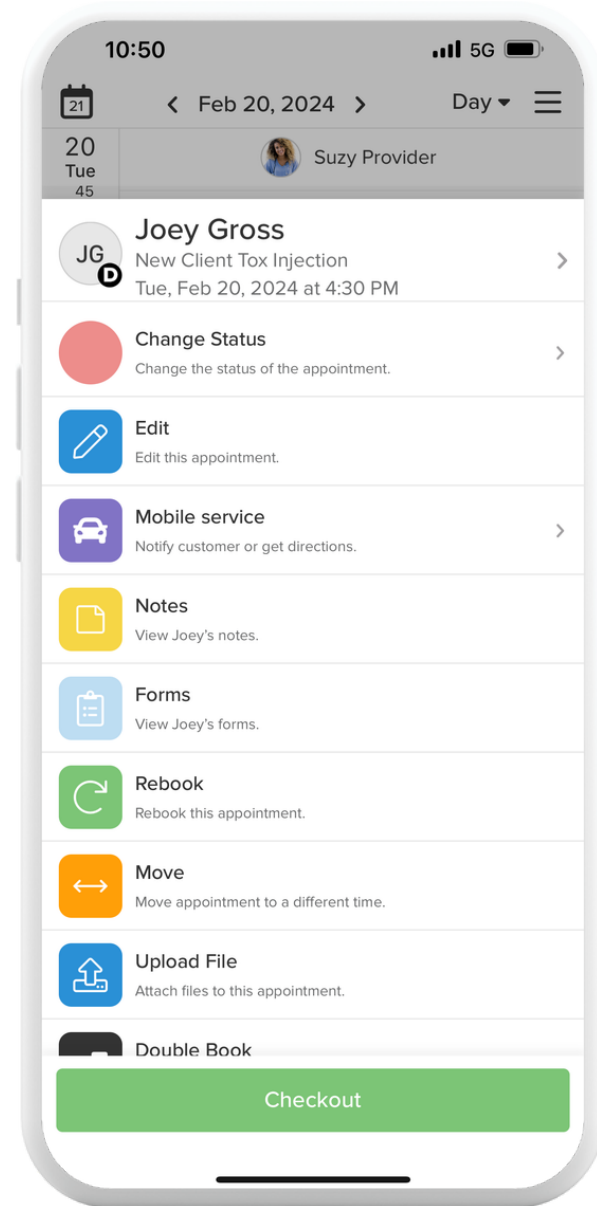
DO NOT sign the SOAP Note, the signature location is for the Medical Director only.

Use the SOAP Note form to upload after pictures.

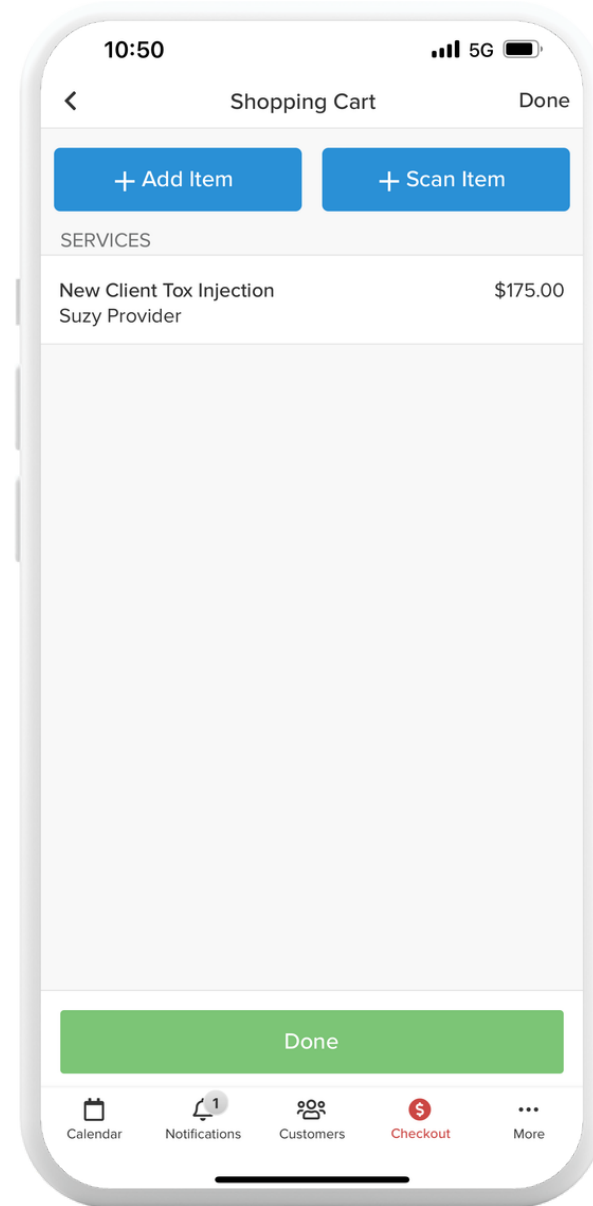
Once all forms are filled out, you can proceed to checkout

Checkout for Injectables

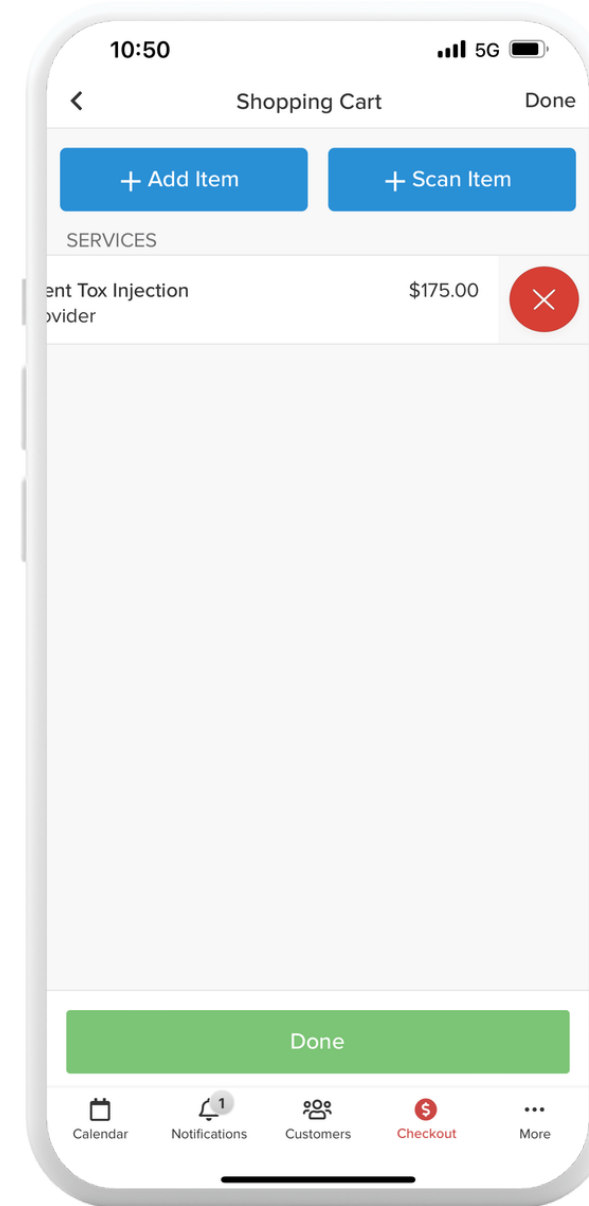
Navigate back to your calendar, tap the appointment and tap **checkout** at the bottom.



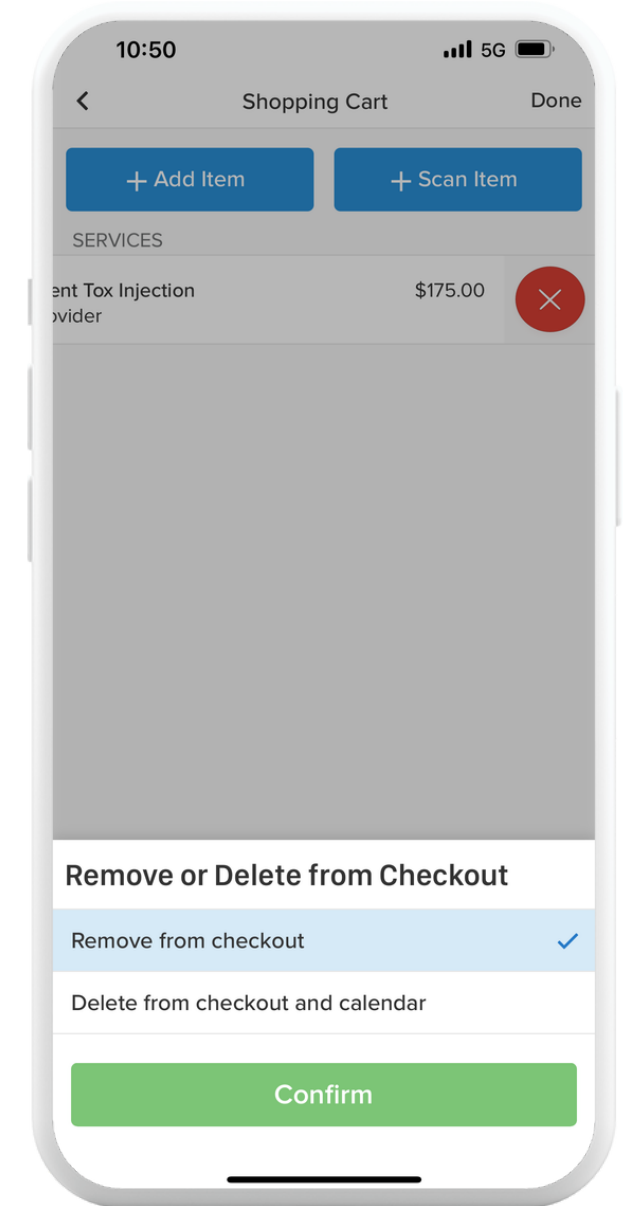
NOTE for Injectables: During booking we required a service charge in the event the customer cancels late or no shows - if the appointment has been completed, remove this "service charge."



Tap the **Service Charges** line item, tap on the service listed and tap **Remove Item**.

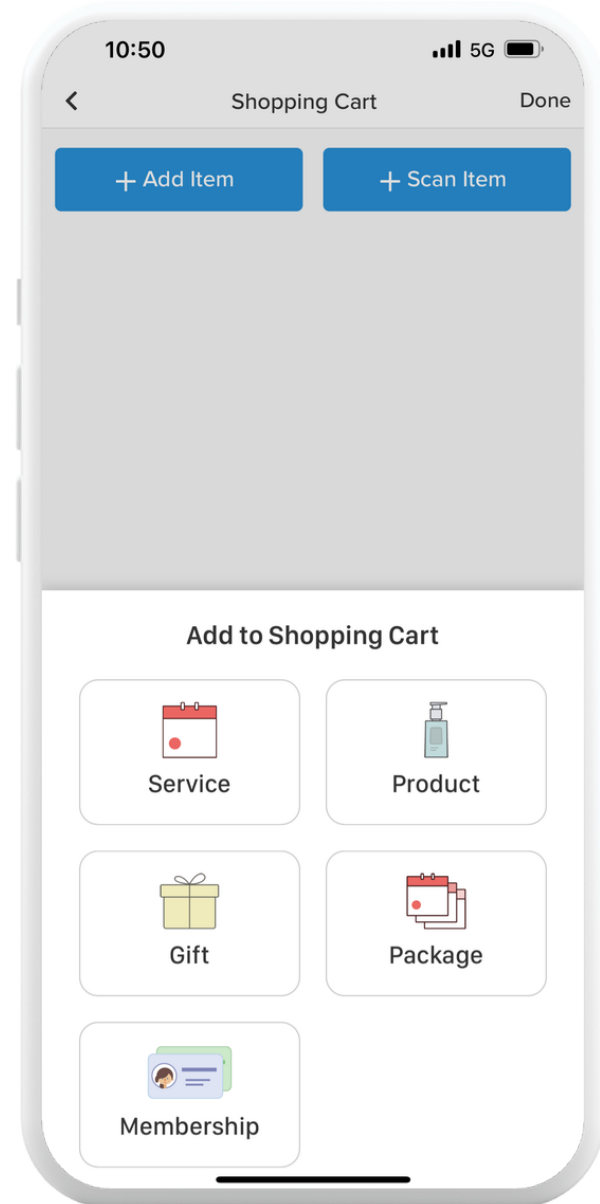


Once verification is complete, you'll land in the app.

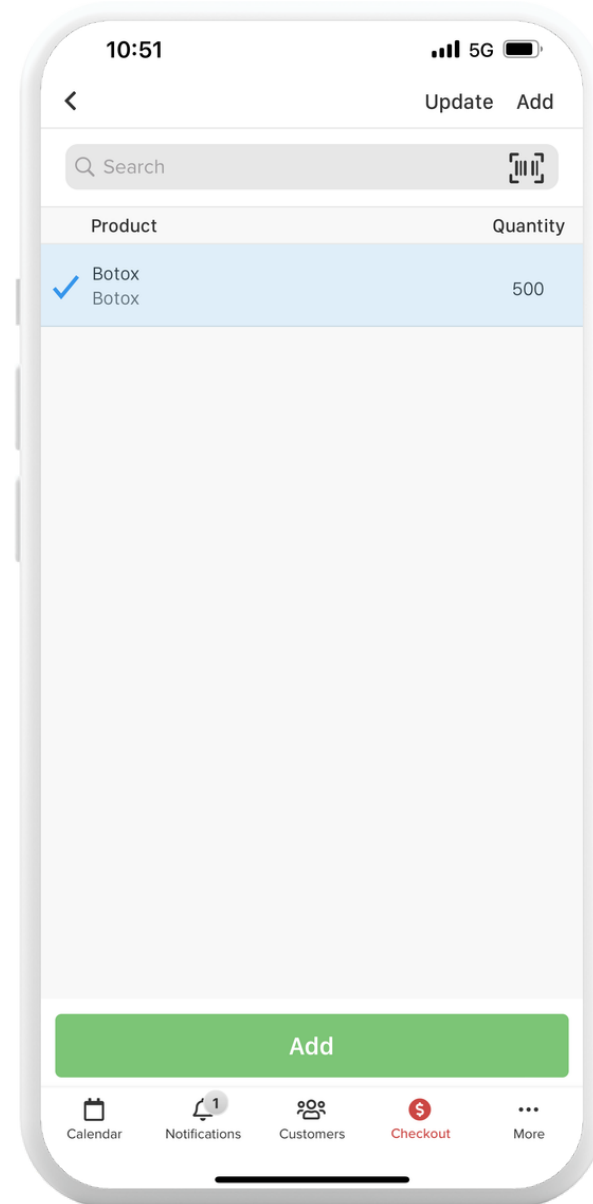


Checkout for Injectables

Once that's removed, tap the **products** line item to add the units of Tox.

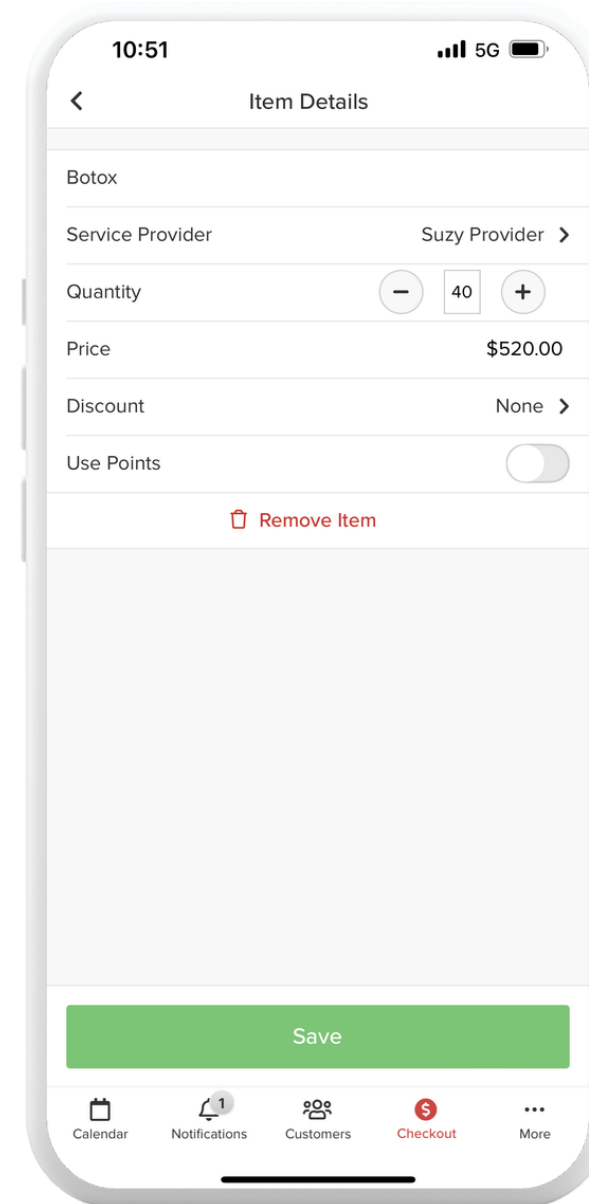


Select which product you injected (Botox, Xeomin, etc.) and tap **add**.

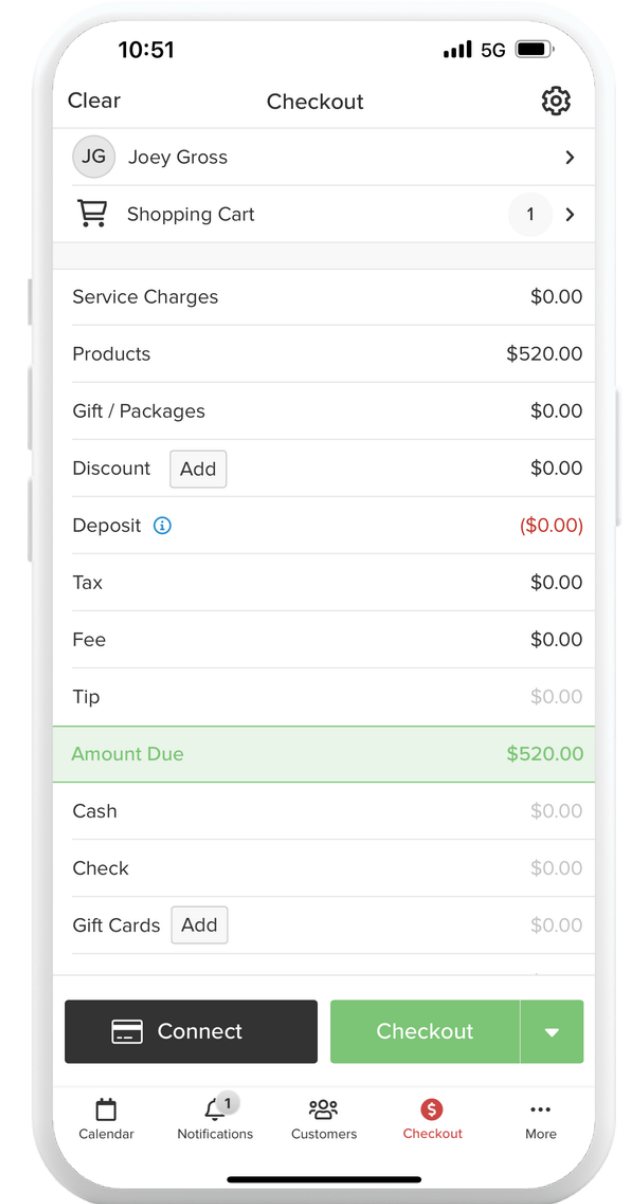


After it's added, tap the product added and enter the quantity or number of units.

Tap **save**.
Tap **done**.

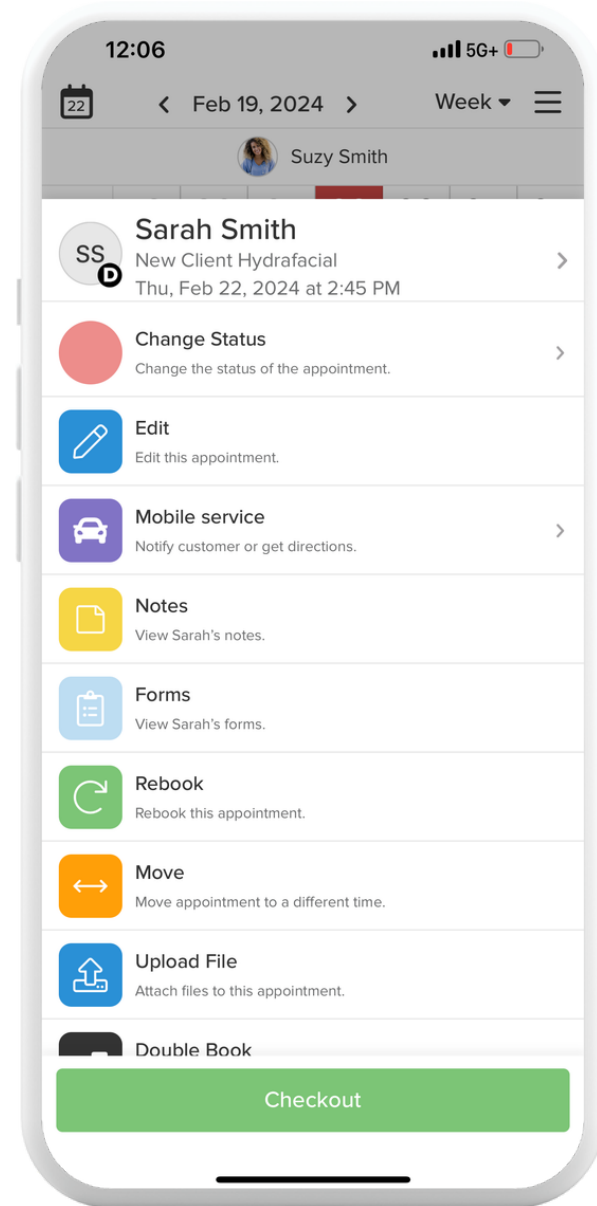


The total should now only reflect the number of units minus the \$50 deposit. Tap **checkout** and charge the card on file.

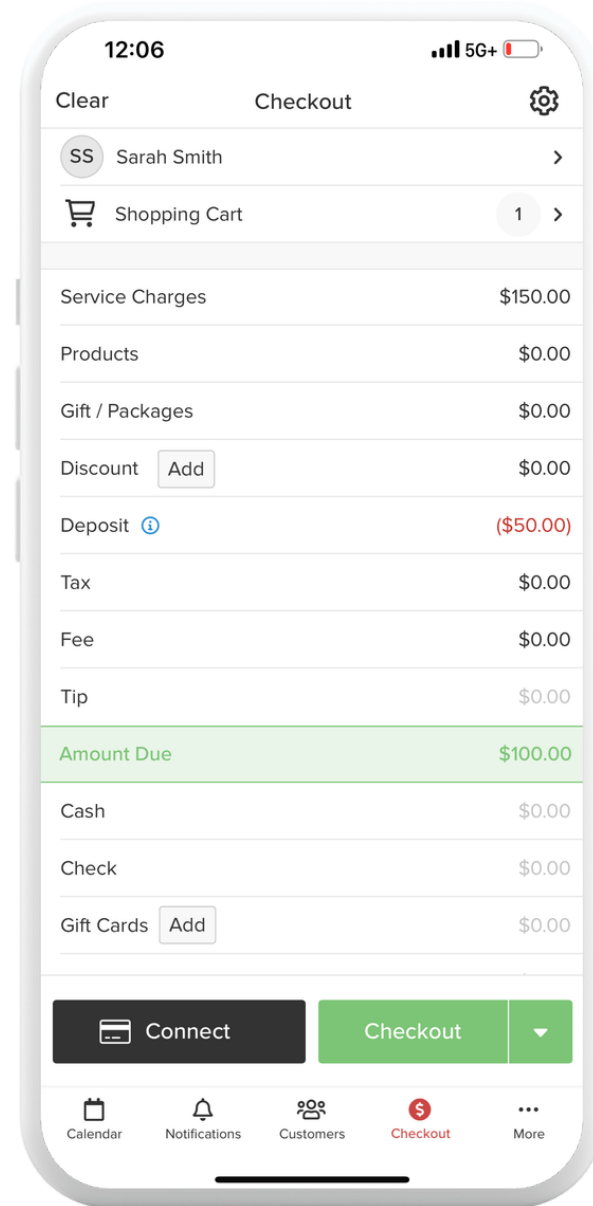


Checkout for Facials

Navigate back to your calendar, tap the appointment and tap **Checkout** at the bottom.

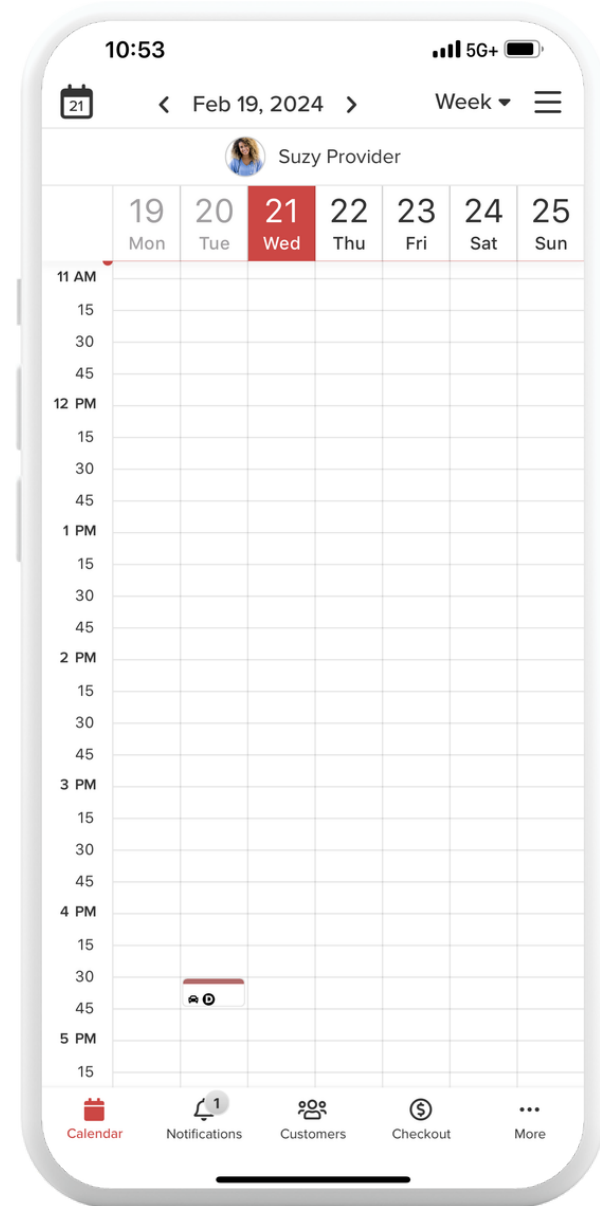


The total should only reflect the Service Charge minus the \$50 deposit. Tap **Checkout** and charge the card on file.

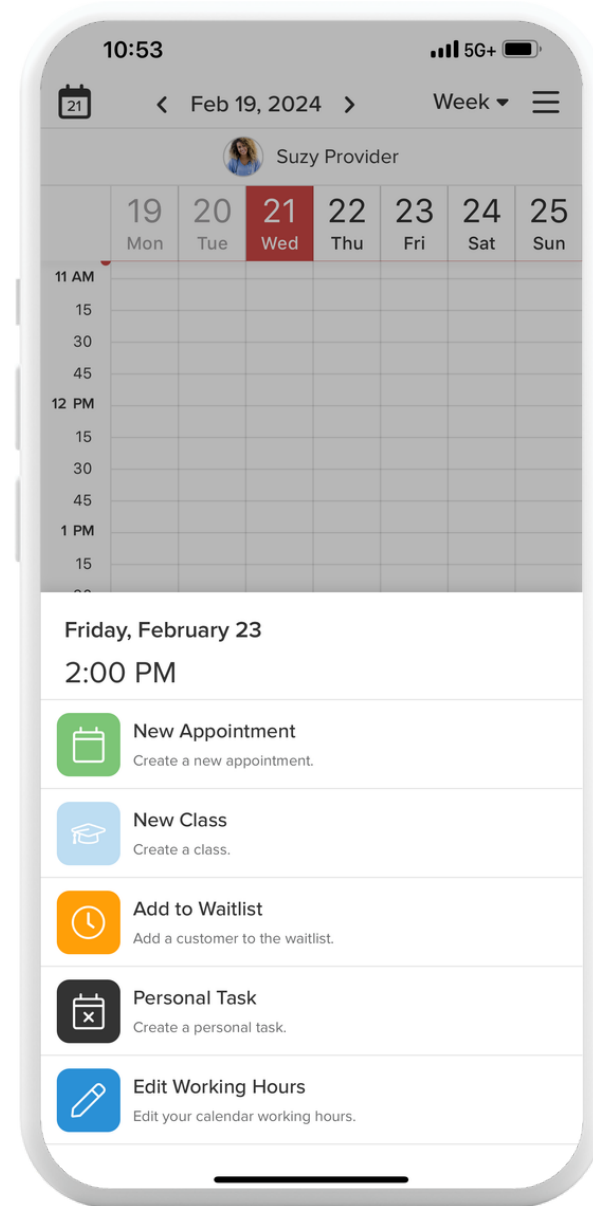


Rebooking

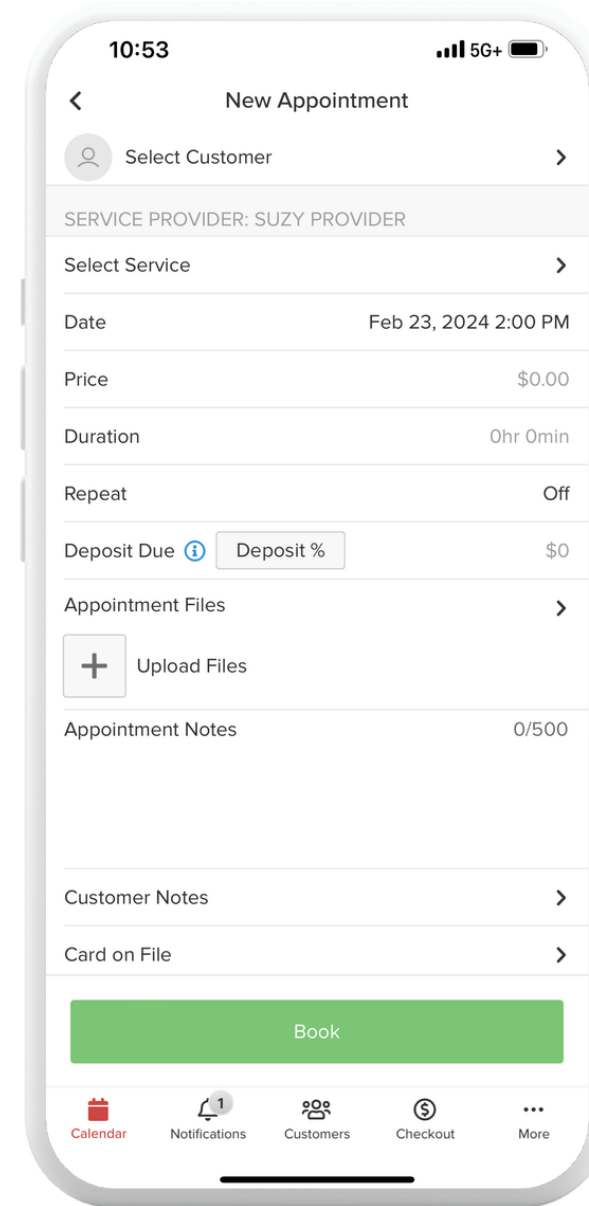
As you're wrapping up the appointment, please ask the customer if they'd like to book another appointment. To book another appointment: Navigate to your calendar in the app. Swipe to the day the customer would like to book.



Navigate to your calendar in the app. Swipe to the day the customer would like to book. Tap on the time slot the customer would like and tap **New Appointment**.



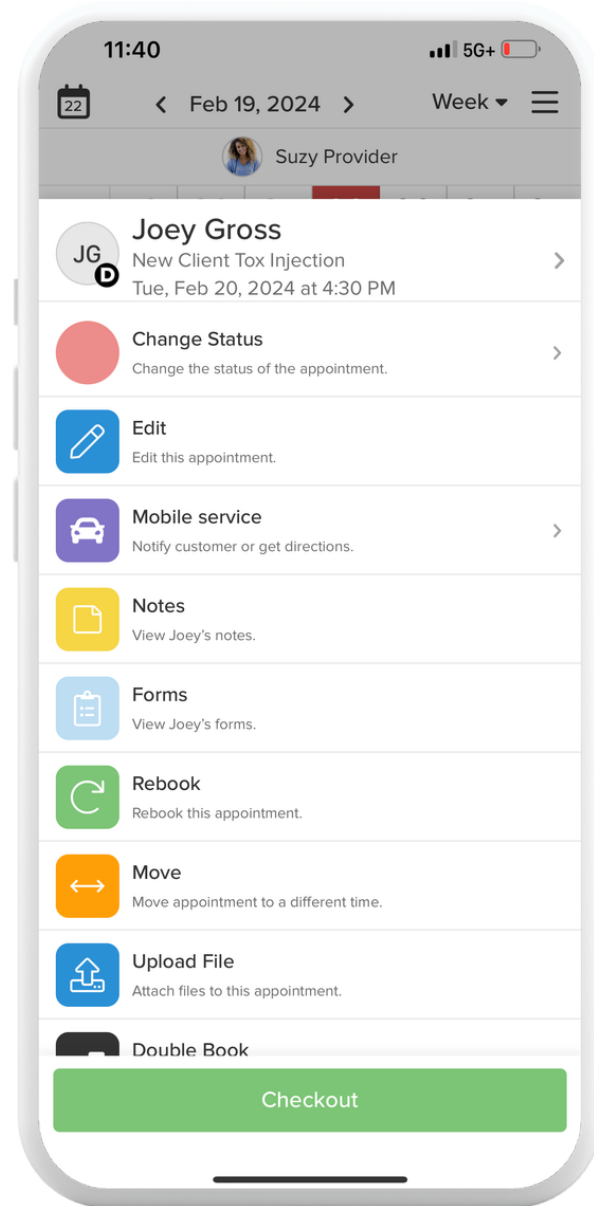
Select the customer at the top. Select which service the customer would like. Follow the remaining prompts to create the appointment.



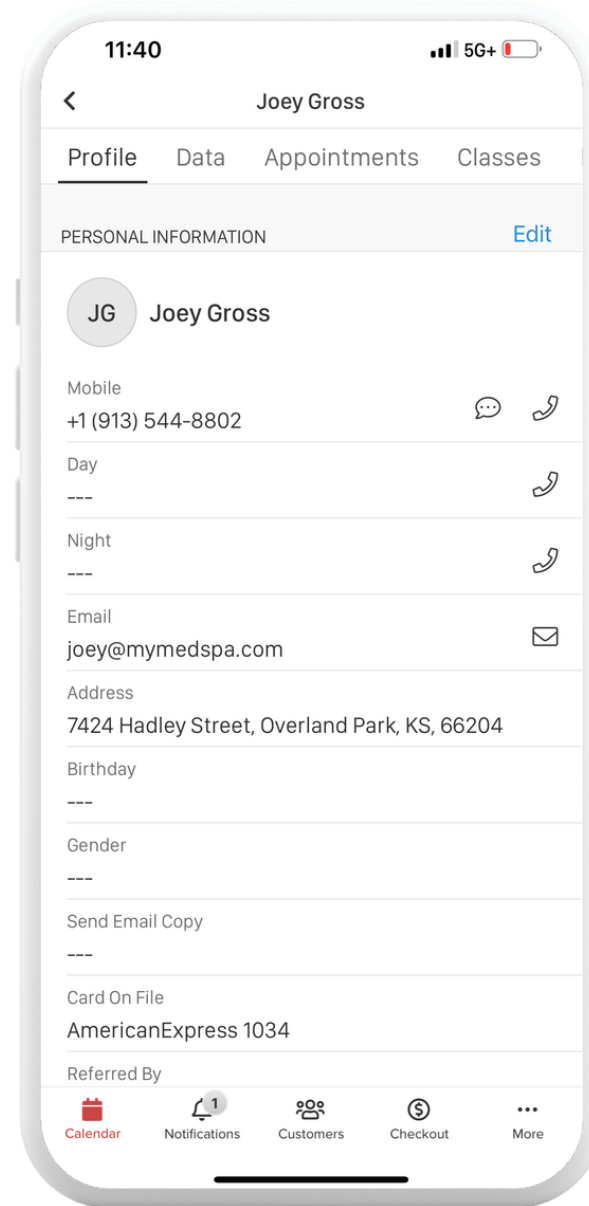
Let the customer now a \$50 deposit is required to book another appointment. Once all of the appointment details have been entered, tap **Charge Deposit** to book the appointment.

Rescheduling

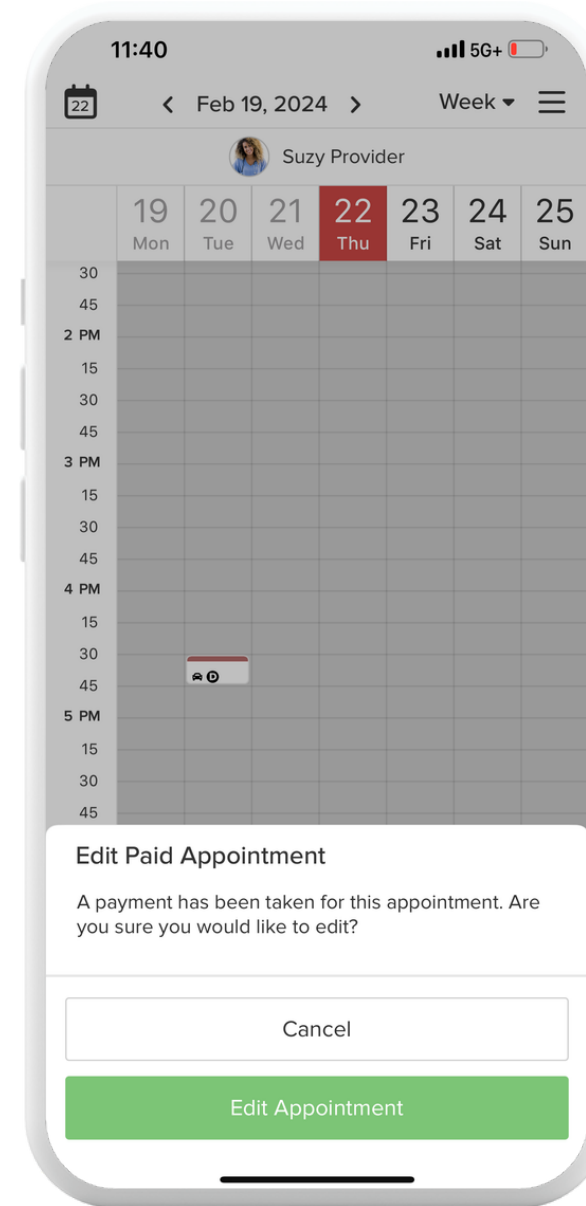
We understand that things happen and you might need to reschedule an appointment. Please take these steps to ensure the rescheduling process is painless for the customer. Open the appointment you need to reschedule from your calendar.



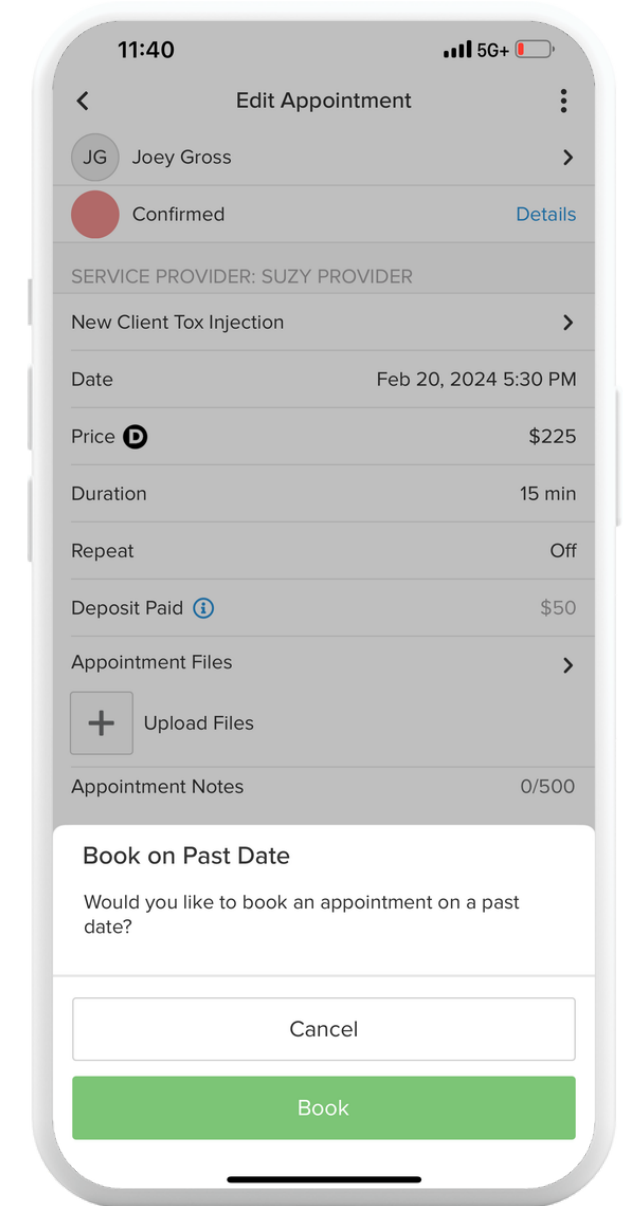
Tap the patient name at the top to open their profile. You should see a mobile number. Tap the message icon or phone icon to call or text the patient. **We encourage you to call them first and use texting as a second option.**



If a phone number isn't there, you can email the client. Next, find a new day and time that works for both you and the patient

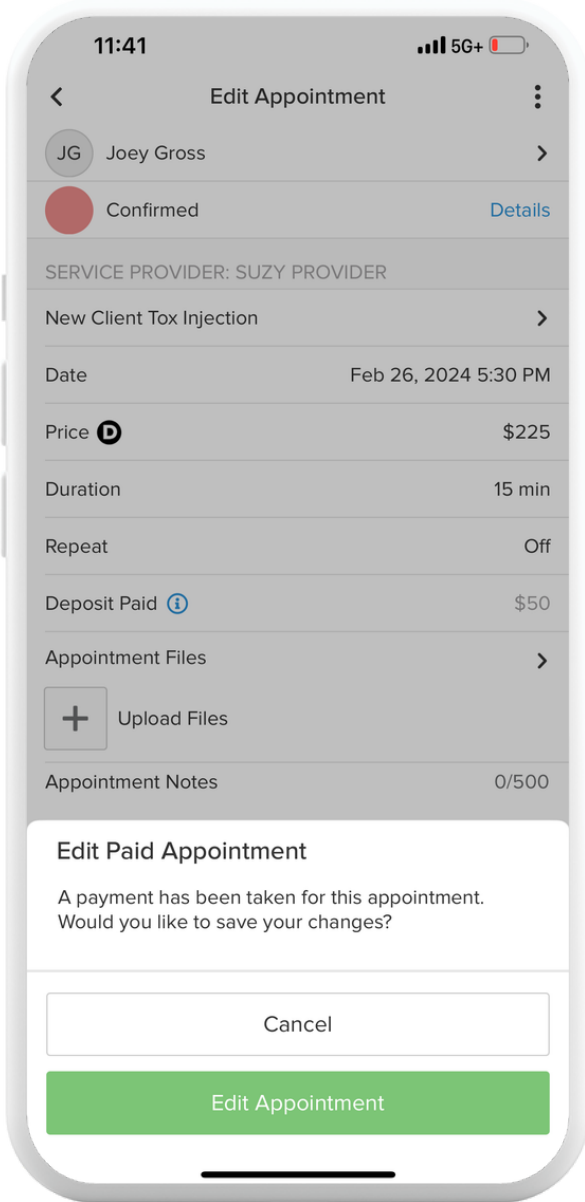


Once you agree on a new day and time, open the appointment again and tap **Edit**.



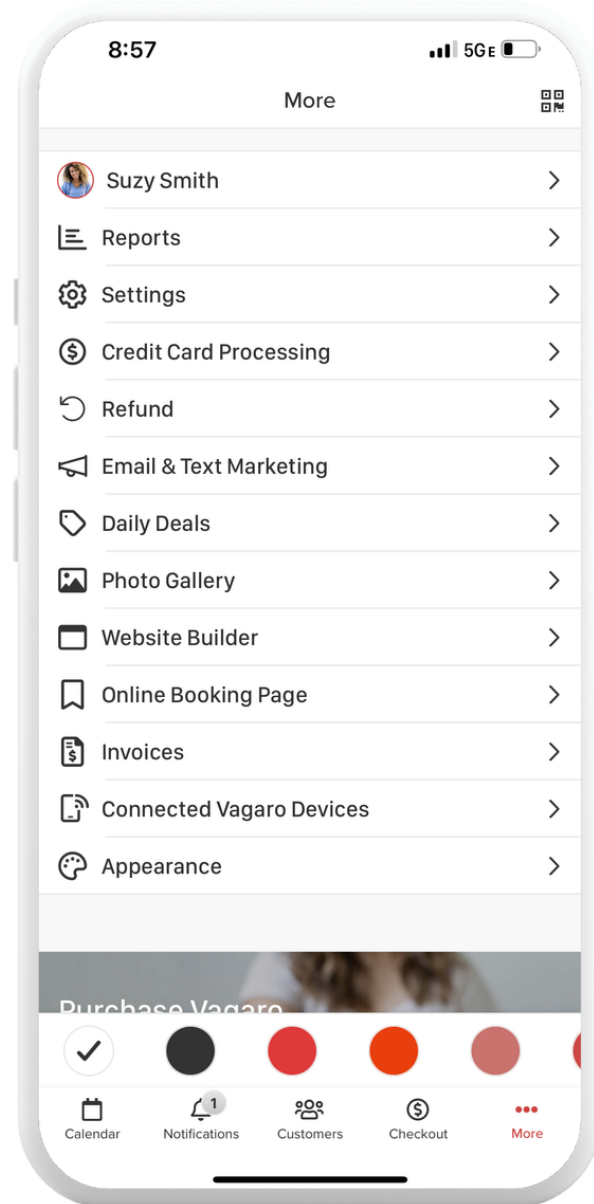
Rescheduling

Tap the green **Edit Appointment** button. Change the date and time and follow the prompts to change the appointment.



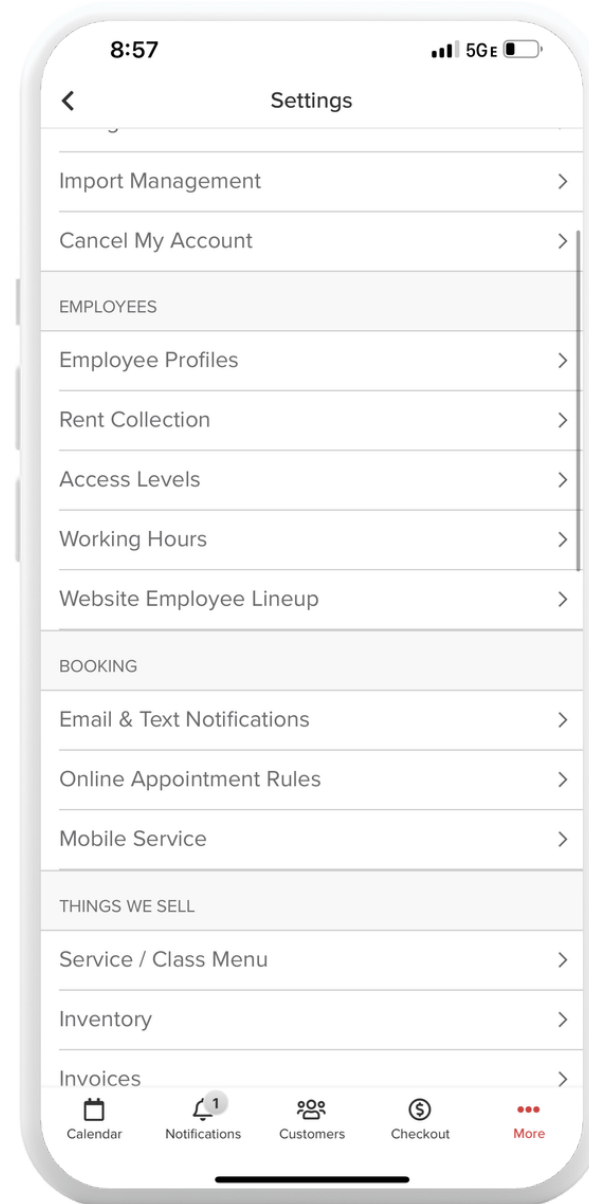
Updating Your Calendar and Availability

It's important to always keep your calendar and availability up to date to avoid scheduling conflicts with clients. To update your calendar: Navigate to **More** in the bottom right navigation menu.

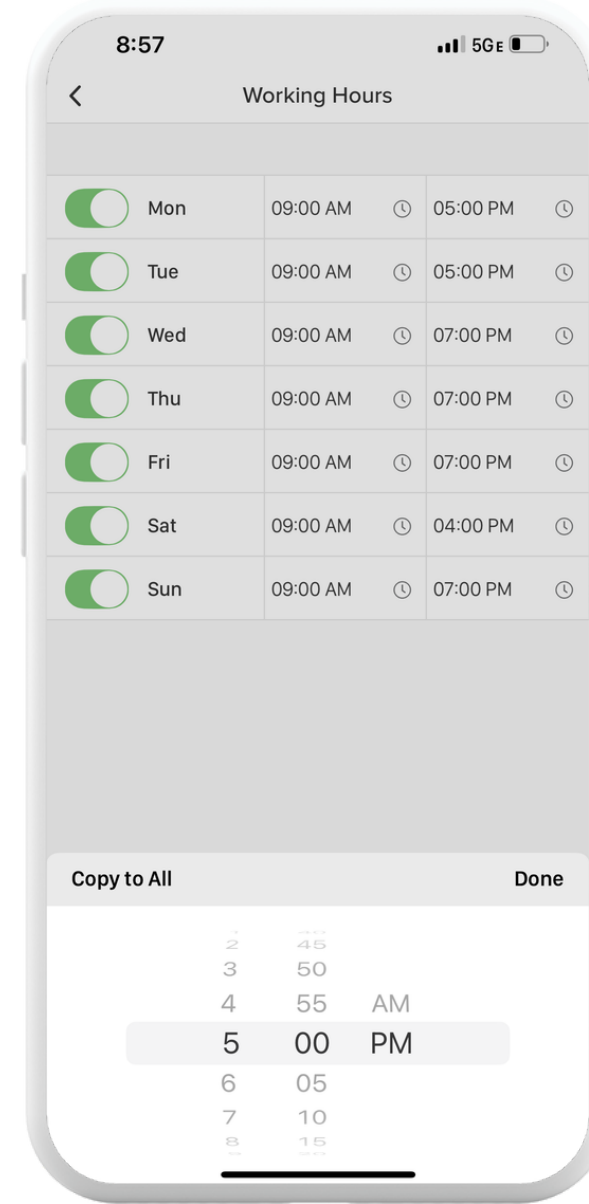


Tap **Settings**

Tap **Working Hours**



Update any day and time frame to fit your schedule.



Tap **Save**.

