



OVERVIEW OF ATHELAS SERVICES

Athelas allows providers to test their patients vitals remotely, without having to visit the office or the laboratory.

Prescription medications can often have side effects on a patient's physical health. Although these are less common, it is important for providers to screen for these conditions and track patients vital signs routinely. As things have moved to telehealth, providers are adopting new ways to check their patient's physical health from home.



Athelas sends patients personal connected health devices to use at home:

- Weight Scale
- Blood Pressure Cuff
- Glucometer

Results are compiled and sent securely to the patient's provider for review.

Providers are able to screen for metabolic changes and keep an eye on their patient's overall health from home.





Common Questions

Is this a scam?

No! But this is a very common question you may receive as an office staff member. If a patient did not see the email from your office introducing this and first see our text, naturally they will want to confirm with you that this is real. You can refer them to the email they got from your office, and assure them that your practice has partnered with Athelas to offer these services.

Is this covered by my insurance?

Yes! Prior to reaching out to any patients, our office ran an eligibility check to confirm coverage with the patient's insurance. There are no out of pocket costs to the patient for this services and no additional copays. This is fully covered by the patient's insurance. Patients will not receive a bill from Athelas.

Why am I being recommended for this now?

Before COVID, patients were seen in the office and it was much easier to measure vitals, send patients to labs and keep proper tabs on physical health. We have partnered with Athelas as an easy way to provide the highest quality, most convenient care while remote.

What devices will be sent to me?

A combination of devices are selected uniquely for each patient depending on their existing conditions and medications. These devices will be listed on the onboarding page when a patient enrolls online. If enrolling over the phone, the Athelas Onboarding team can walk the patient through which devices were selected for them.

Am I required to do this?

No! This services is being recommended and offered to the patients as a supplement to telehealth, but they are not required to sign up. Patients can opt out at any time by replying to the email, text, or phone call indicating that they would not like to participate.



Common Questions

How do I enroll?

Patients can enroll by visiting <https://onboarding.athelas.com/> and following the prompts to confirm their information. Alternatively, patients can enroll via phone by calling (877) 324-4332.

I have questions about Athelas, who can I speak to ?

Patients can reply to our texts with questions, call (877) 324-4332, or email support@athelas.com to speak with an Athelas Staff Member who will answer any questions they have about the program.

Will my information be secure and protected?

Absolutely! Privacy and security is our #1 priority. All Athelas platforms are fully HIPAA compliant and all patient data is fully protected.