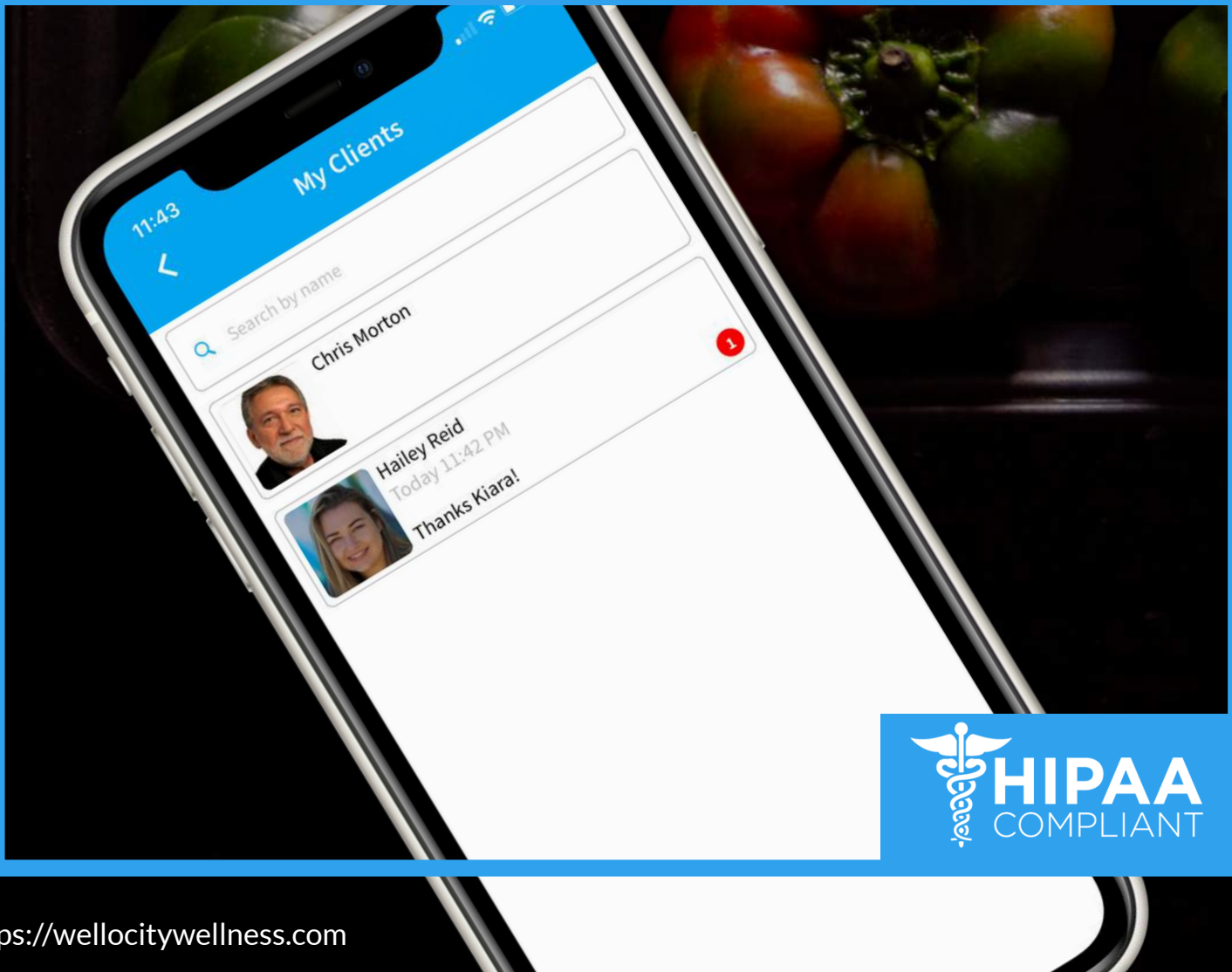


Wellocity<sup>®</sup>  
Health

Coaching Platform

# SECURE MESSAGING

Anywhere, Anytime with Text and Photos



 **HIPAA**  
COMPLIANT



# Overview

Secure Messaging from Wellocity Health offers unlimited messaging and is available 24/7 to both coaches and clients on their phone with the Wellocity App. Secure messaging makes it easier than ever for coaches to connect with their clients and enable them to exchange text and photos with clients using the phone's camera and photo library.



Watch video



## Secure

All text and any images attached to messages are encrypted while stored.



## Photos

Attach photos to messages from your phone camera or your photo library.



## Free App

Free iOS and Android apps with messaging for the coach and client

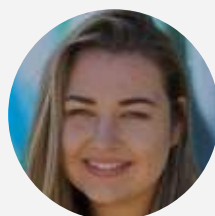


## Let's start a conversation



"Hi Hailey, Let's go through your grocery shopping list and find foods that are low in fat."

Coach: Kiara Norton



"Hello Kiara: I have 7 days worth of meal planning for next week. On my list"

Client: Hailey Reid

---

## Support clients anywhere and anytime

A coach on the Wellocity platform can use secure messaging to engage clients and provide on-demand support, share information and answer any questions they may have.



### Quick notes

Thanks Kiara!

### Timely & positive feedback

That seems like a healthy list to start the week! Great job! Filling your grocery list with the right amount of fiber, proteins, and fiber is a great way to help you lose weight.

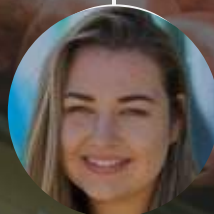


### Photos say it all



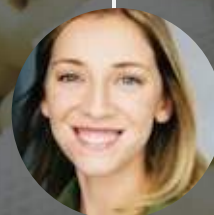
### Detailed response

Hello Kiara: I have 7 days worth of meal planning for next week. On my list, I have whole wheat pita bread, 1 lb chicken breast, whole wheat tortillas, 1 can of low sodium black beans, 1/2 lbs of tomatoes, 1 onion, 1 bell pepper, 1 cucumber, 1 cup unflavored yogurt and 1 cup of feta cheese.



### Proactive support

Hi Hailey, Let's go through your grocery shopping list and find foods that are low in fat. If you want to lose one pound per week, you'll need to cut about 3,500 calories each week.



# How to use Messaging

## Start a conversation

The My Clients page in the Wellocity App page lists all your clients with their names and photo for you to browse and select a client. Once you select a client your messages with the client are displayed as a conversation. If a client sent you a new message you will see a notification next to their name and this prompts you to reply.



## Messaging etiquette

While there are no rules for messaging etiquette we advise coaches to use the following guidelines:

- Set expectations for clients on your response time, maintain a healthy work-life balance as messaging enables you to offer 24/7 support to clients.
- Be clear on the topics that can be discussed in messaging. For the client's safety, the Wellocity app prominently displays the message "If this is an emergency dial 911" on the messaging page.
- Report any inappropriate messages and images from a client immediately to [support@wellocitywellness.com](mailto:support@wellocitywellness.com)

## ? Is there a fee for messaging

No, messaging is available to all coaches who offer services on our platform and their clients can use messaging 24/7 with the free Wellocity App.

# Telehealth Coaching Trial

Scheduling | Payments | Telehealth | Messaging | Client App

START YOUR FREE TRIAL

Only available in US and Canada

