



User Guide

Your First AASM SleepTM Encounter

Accessing Quality Medical Care Through AASM SleepTM

In today's digital age, emerging technologies are redefining the way you access and receive quality healthcare from your trusted medical professionals. Telemedicine – which is loosely defined as electronically transmitting medical information from one site to another – is one of the latest advancements in medical care which is reinventing how you receive treatment for medical conditions and diseases from now and into the future.

AASM SleepTM – a secure, easy-to-use telemedicine platform – allows you to receive specialized medicine from a distance, saving you time and travel costs without sacrificing quality.

This guide will help you:

- Register your individualized AASM SleepTM account;
- Enter your biographical information and medical history;
- Use AASM SleepTM to meet with your healthcare professional through a secure online encounter.

THIS MAY TAKE 10 - 15 MINUTES

Please complete these steps at least 1 day prior to encounter.

Encounter Checklist

- If being referred by an existing physician or medical professional, I have received my email invitation to join AASM SleepTM.

If I have not received my invitation, I have checked my "Spam" or "Junk" folder for an email from notification@sleeptm.com.

- I have registered my account by filling in my personal information on the AASM SleepTM registration page.

Register A New Patient Account

Are you a physician? [Register your sleep organization here.](#)

Personal Information

Tom Jones

123 Main Apt, Unit, Etc.

Chicago ILLINOIS 60640

Date of Birth Male

Login Information

tjones@telemed.com

Password must contain: minimum of 7 characters, at least 1 uppercase alphabet, 1 lowercase alphabet and at least 1 number or special character.

I agree and acknowledge that I have read, understand and consent to all of the [terms of this consent.](#)


Already have a patient account? [Login now.](#)

Security
AASM SleepTM keeps your confidential health records safe. Data encryption, two-step login verification and secure file storage ensure your privacy.

Convenience
AASM SleepTM gives you broader access to sleep specialists. It eliminates the time-consuming commute, waiting room and inconvenient scheduling.

Sleep Tracking
Track and monitor your sleep habits through AASM SleepTM's sleep diary and sleep questionnaires provided by your provider.

- I have confirmed my email address through clicking the top link on an email from notification@sleeptm.com.



You created an account with AASM SleepTM.

Please click here to confirm your email address:

<https://sleeptm.com/Account/ConfirmEmail.aspx?id=vVI25ZLj4u5MGBw0gl8v9g>

If this was in error or not requested then click to cancel the request:

<https://sleeptm.com/Account/CancelAccount.aspx?id=vVI25ZLj4u5MGBw0gl8v9g>

Confirm Account

Thank you!

You have successfully confirmed your email address. You can now access your account.

I have viewed the AASM Sleep™ Tech Requirements (attached) and I am using software and hardware that are supported by the AASM Sleep™ platform.

I have logged into my account, and verified my account through phone or text message.

Add Phone Number:

AASM Sleep™ is committed to keeping your account secure. To prevent unauthorized access to your account, we require you to provide a phone number that can be used for identity verification. When logging in for the first time from a new browser or unrecognized computer, you will receive an automated call or text message with a one-time access code. You will have to enter this code to log in to your account.

Select contact method:

Text Message

Phone Call

I have uploaded all information listed on the “Getting Started” page. Portions of this step may be temporarily skipped (other than entering height, weight, and neck circumference); you will be prompted to fill out this information upon logging in until this step is completed.

AASM Sleep™

Getting Started

Welcome to AASM Sleep™. This is a checklist for getting your account all set up.

Your Profile

Provide information about yourself so patients can get to know you.

Upload Your Picture
Show your provider a picture of yourself so they can easily recognize you.

Health Information

Update your health profile so providers can make the best decisions regarding your health.

Update Your Biographical information
Provide basic information like height, weight and body mass index.

Complete a Health Questionnaire
Completing health questionnaires can help you and your provider identify if you potentially have sleep problems.

Start Tracking Your Sleep Habits
Use the AASM Sleep™ Sleep Diary to track trends in your sleeping patterns. Synchronize data from your health device wearables such as FitBit for added convenience.

- Height (in) is required
- Weight is required
- Neck Width is required

Update Your Biographical Information

Provide basic information like height, weight and body mass index.

Height*

Weight*

BMI

Neck Width*


You have successfully changed your account information.

☑ I have discussed which encounter option my physician will be using—a scheduled encounter or quick encounter. Scheduled encounters can be accessed by clicking on “Join” in the banner that appears at the top of the Dashboard directly before your scheduled encounter. Quick encounters may be accessed by clicking the “Quick Encounter” button at the bottom of the Dashboard, or by accessing the web address for the quick encounter lobby as provided to you by your healthcare provider

Dashboard

Home > Dashboard

Encounter starting in 4 minutes w/ Doc Smith @1:45 PM.

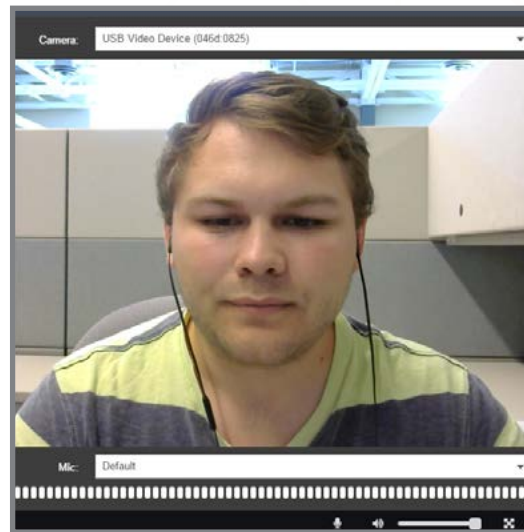


Waiting Room

Please wait for the other party for the encounter to begin.

[Terms & Conditions](#) | [Privacy](#) | [Notice of Privacy Practices](#)

- I have accepted my agreements and have been directed to the “Waiting Room” to wait until my provider starts my encounter.
- I have accepted my provider’s invitation to join the encounter .
- I have selected the camera and microphone that I will be using to complete the encounter from the dropdown menus above and below the video.



- I have successfully completed my first medical encounter with my prover through AASM SleepTM!

FAQ's

What is a “browser?”

Browsers allow you to surf the internet. They are the software items which allow you to update your social media, watch videos, navigate your search engines, and – through AASM SleepTM –visit your doctor. Some browsers come standard on devices—PC offers *Internet Explorer* while Mac features *Safari*—while others can be downloaded for free from the internet.

AASM SleepTM recommends that you use the following browsers for your encounters with your provider:

- [Google Chrome](#)
- [Firefox](#)
- [Internet Explorer 9 and above](#)

Is my internet connection fast enough to hold an encounter?

AASM Sleep™ will operate at speeds as low as 384 Kbps—far lower than the average household speed. However, to check your connection speed, please redirect to <http://www.speedtest.net/>

Can I use my cell phone/tablet to speak with my provider?

AASM Sleep™ *does not* recommend using mobile devices or tablets for holding encounters with your provider. While you may be able to access your video encounter through such devices, using a laptop or desktop when available is strongly encouraged.

I'm having trouble authenticating my account and confirming my email address—what is the issue?

To keep your medical records secure, AASM Sleep™ requires a two-step authentication process—confirming your email address and authentication upon first-time login through phone or text verification. Please allow a few minutes to receive this message. If you have received multiple messages to confirm or verify, make sure you are using the information from the most recent message.

I am living outside the United States—can I still use AASM Sleep™ to see a healthcare provider?

Unfortunately, AASM Sleep™ access is restricted and cannot be used by patients and providers outside the United States.

I do not currently have a provider using the platform—how can I find a physician using AASM Sleep™?

You may locate a provider using AASM Sleep™ by searching the directories found at <https://sleeptm.com/FindASleepProvider> and <http://sleepeducation.com/find-a-facility>

If I am having technical or operational issues while using the platform, where should I go to troubleshoot my problems?

The best source of information is always your trusted healthcare provider, however you may reach AASM Sleep™ staff by filing an online support ticket at <http://support.sleeptm.com> or by phone at (888) 334-6820. Phone lines are open business days 8:00am-4:30pm Central. Please allow one business day for support ticket responses.



AASM SleepTM Hardware and Internet Requirements



Bandwidth

- Minimum bandwidth of 384 Kbps.
- The average house has at least 1 Mbps of bandwidth.
- 1 Mbps=1,024 Kbps.



Web Cam

- Built-in, such as in a laptop; or
- Standalone, attached to your monitor or sitting on a flat surface and pointed at yourself.



Microphone

- Built-in, such as in a laptop or standalone web cam;
- Headset, plugged in and placed on your head; or
- Standalone, sitting on a flat surface and pointed at yourself.



Speakers

- Built-in, such as in a laptop;
- Headset, plugged in and placed on your head;
- Headphones, to be used with a standalone microphone; or
- Standalone, with the volume turned up and pointed at yourself.



Internet Browser

- Google Chrome, Firefox, or Internet Explorer 9 and above set as your preferred Internet browser.

Our support team is here to help.

 888-334-6820

 contact@SleepTM.com