

Using the Spruce App as a Patient

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We're here to help!

If you're having trouble creating your Patient Spruce account to connect with your doctor, please select this [link \(https://spruce.care/spruce-care-concierge-patient\)](https://spruce.care/spruce-care-concierge-patient) to connect with our Patient Support Team. We will help you get connected!

You can also read the article below, which covers all the basic steps to get started on Spruce.

Introduction to Spruce for patients



Welcome to Spruce! The Spruce app is an all-in-one communication platform for doctors and patients. If you're here, you've probably been invited to use Spruce by your doctor or healthcare provider. When you download the Spruce app, you can conveniently exchange messages with your provider 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 provider uses telemedicine, you may do video calls or fill out health questionnaires on Spruce. Everything you receive from your provider is stored inside the Spruce app, and when you receive a new message, you'll get a notification on your phone from Spruce.

(If you're already on Spruce and you need help troubleshooting access to your account, please see our [account troubleshooting article \(/article/482-troubleshooting-your-spruce-account\)](/article/482-troubleshooting-your-spruce-account).)

Accepting your doctor's invitation

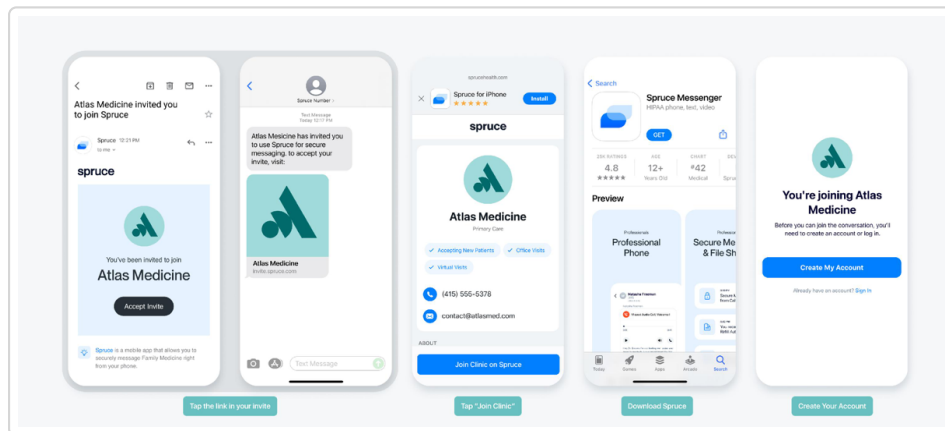
To start using Spruce, **you must have an invitation link from your doctor**. This special link tells Spruce which clinic you'll communicate with once you're in the app. Typically your doctor will send the invitation link via text message or email. Here are the steps to accept your doctor's invitation and set up your Spruce account.

Accepting the invitation from a text or email:

- 1 You must accept the invitation from your mobile smart phone or desktop computer. Go ahead and find your **invitation link** on your mobile phone or computer now.
- 2 Open the **email** or **text message** that contains the **invitation link**. The link usually looks like this: **spruce.care/_____**. Click the link. You may have to click the link twice.
- 3 If you're on your mobile phone (if not skip to Step 5), your 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.
- 4 Select the **Spruce app** and **download**. Once the download is complete, open the Spruce app on your phone and select **Continue** when prompted.
- 5 Select **Continue**, 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.)

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



Accepting an invitation without an email or text

Doctors can also invite patients to Spruce by sharing their invitation link on a flier or on their website. If you receive the invitation link in written format, enter the link in the web browser on your mobile phone or computer, then follow the instructions above, starting with **Step 3**.

Signing up without a doctor's invitation

If you do not have an invitation, you may still download the Spruce app from the app store and create a patient account. When you select **Need an account?** followed by **I'm a**

Patient, you will see the options **Yes, my provider uses Spruce** or **No, I need to find a doctor**.

If you select " **Yes, my provider uses Spruce**", you'll get prompted to enter in their personal Spruce link in order to connect with them directly. Please reach out to them if you do not know it. If you select that you need to find a doctor, you'll be connected to Spruce Care Concierge where our team will help you find the right provider

Accessing Spruce from the web browser

Once you have created your Spruce account, you can navigate to www.sprucehealth.com (<http://www.sprucehealth.com/>) on a web browser (Google Chrome is recommended) and select "Login." Then, you can login with your existing account credentials (username/password) and access Spruce from the web.

If you haven't created your account yet, please get in touch with your provider and ask them to invite you to join Spruce.

Messaging your doctor

Any time you log in to Spruce, you will see all of the clinics you are connected to under the **Get Care** tab. You can initiate a call or message from this tab at any time. Any existing and past conversations will appear in your **Conversation** tab. To send a message, simply select the "+" icon on the bottom right-hand corner, choose who you'd like the message to go to, and **compose** your message by tapping into the **compose bar** at the bottom of the screen 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 "+" icon at the bottom of the screen and then **File** 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.

Accepting Video Calls from your Doctor

You can accept video calls from your doctor from your mobile smart phone or a desktop computer. Only your Provider can initiate the call. So at the time of your appointment, it is best to be logged into Spruce and ready to accept the video call.

Accepting video calls from your mobile device:

- Sign into the Spruce app on your mobile device.
- From the incoming call, press "**accept.**"

Accepting video calls from your desktop computer (from the Google Chrome or Safari browser):

- Sign into www.sprucehealth.com (<http://www.sprucehealth.com/>) with the same credentials.
 - From the incoming call, press "**accept.**"
-

Adjusting your Spruce settings

On iPhone

You can access your Settings page by selecting the **Settings** in the bottom right-hand corner.

- Select **Notification Preferences** to adjust your Spruce notifications as needed.
- If you need help from the technical support team for the Spruce app, select **Email Support** to reach us. We're happy to help, but please note that we are not part of your doctor's practice, and you should not send us any medical information.
- To log off of Spruce, select **Sign Out** in your settings.

On Android

- Select **Notifications** from your Settings panel to set up your

notification preferences.

- If you need help from the technical support team for the Spruce app, select Email Support to reach us. We're happy to help, but please note that we are not part of your doctor's practice, and you should not send us any medical information.
- To log off of Spruce, select **Sign Out in your settings**.

Not using Spruce yet? Learn more [here](https://www.sprucehealth.com/) (<https://www.sprucehealth.com/>).

✉ *Still need help? [Contact Us \(#\)](#)*

Last updated on April 26, 2022

Can't find what you're looking for?

support@sprucehealth.com
(mailto:support@sprucehealth.com)

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SUPPORT MENU

Getting Started

(<https://help.sprucehealth.com/collection/407-getting-started>)

Communication on Spruce

(<https://help.sprucehealth.com/collection/410-communication-on-spruce>)

Getting the most out of Spruce

(<https://help.sprucehealth.com/collection/413-getting-the-most-out-of-spruce>)

Managing your Spruce Account

(<https://help.sprucehealth.com/collection/416-administration>)

Patients on Spruce

(<https://help.sprucehealth.com/collection/477-patients-on-spruce>)

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