



User Instruction Manual

Quello Platform

May 2023
Version No. 1

Table of Contents

1.0 General Information

1.1 System Overview

2.0 Choosing Products

2.1 Plan Overview

3.0 Medical Questionnaire

3.1 Photo Verification

3.2 Shipping and Payment

4.0 Tele-health Visit Types

4.1 Asynchronous Visits

4.2 Synchronous Visits

5.0 Patient Portal

5.1 Refill Prescription

5.2 Contacting Pharmacist or Support

5.3 Order History

1.0 General Information

The Quello platform is a technology connected infrastructure which includes a physician network spanning all 50 states, nationwide mail-order pharmacy and OTC distribution, including durable medical equipment, and an industry-first software allowing us to power partners in a wide range of categories.

1.1 System Overview

Our system is designed to be as intuitive as possible. You'll begin by filling out some basic, but necessary information about yourself. The starting point (Figure 1) collects some basic info which will be used to establish your account. The email and password you choose here, will be how you log in for future interactions. Every condition is clearly laid out with information before you begin.

The screenshot shows the registration page for an online visit. At the top left is the 'quello' logo. At the top right is a 'Sign In' link. The main heading is 'Your Online Visit For ED Starts Here' with a sub-heading 'Your Online Visit For ED Starts Here' below it. A callout '1' points to the main heading. Below the heading are five input fields: 'First Name', 'Last Name', 'Email', 'Create Password', and 'Confirm Password'. A callout '2' points to these fields. Below the fields is a 'Passwords Requirements (Passwords are case sensitive.)' box stating 'Must be at least eight characters and contain at least one number, one lower case letter and one uppercase letter.' Below that is a checkbox with the text 'By checking this box I agree to the terms of use, privacy policy and consent to remote health.' A callout '3' points to the 'Begin Visit' button. At the bottom center, there is a link 'Already have an account? Sign In'.

Figure 1 - Basic Info

1. Condition you will be answering question about
2. Basic info. Will be used as account login.
3. Consent to telehealth before continuing

1.1 System Overview (cont.)

Your basic info will also be a starting point with the doctor assigned to your visit. Choosing the correct state to ship your medication is important in determining the next action step. The progress bar located on top of the page will guide you through the process, clearly outlining the steps.

quello

Basic Info Choose Medication Questions Secure Payment Done

Basic Info

We just need to gather some basic information before we get started to ensure you meet the requirements for an online visit.

Gender
 Male Female

Birthdate For Example 12 31 1970
Month Day Year
MM DD YYYY

Phone
Enter a phone number

State where medication will be shipped

CONTINUE

Figure 2 - Basic Info (cont.)

1. Progress bar shows your location in the process
2. Basic intake information required by law

2.0 Choosing Your Medication

Medication will vary based on the condition you have chosen to get evaluated for. Figure 3 shows medication if you have chosen Erectile Dysfunction as your condition. Certain medications allow you to choose quantity, auto-refill options, and how frequently you'd like your shipments. Other medications follow a standard protocol.

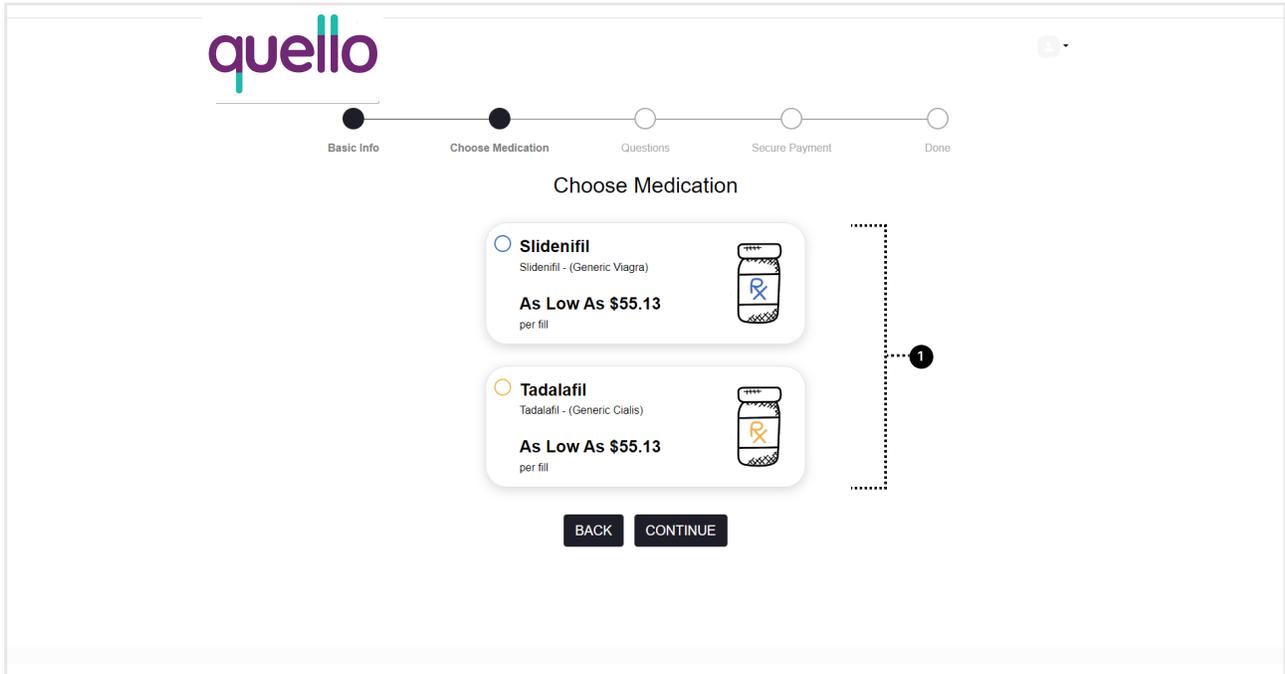


Figure 3 - Choose Medication

1. Medication list based on condition from Figure 1

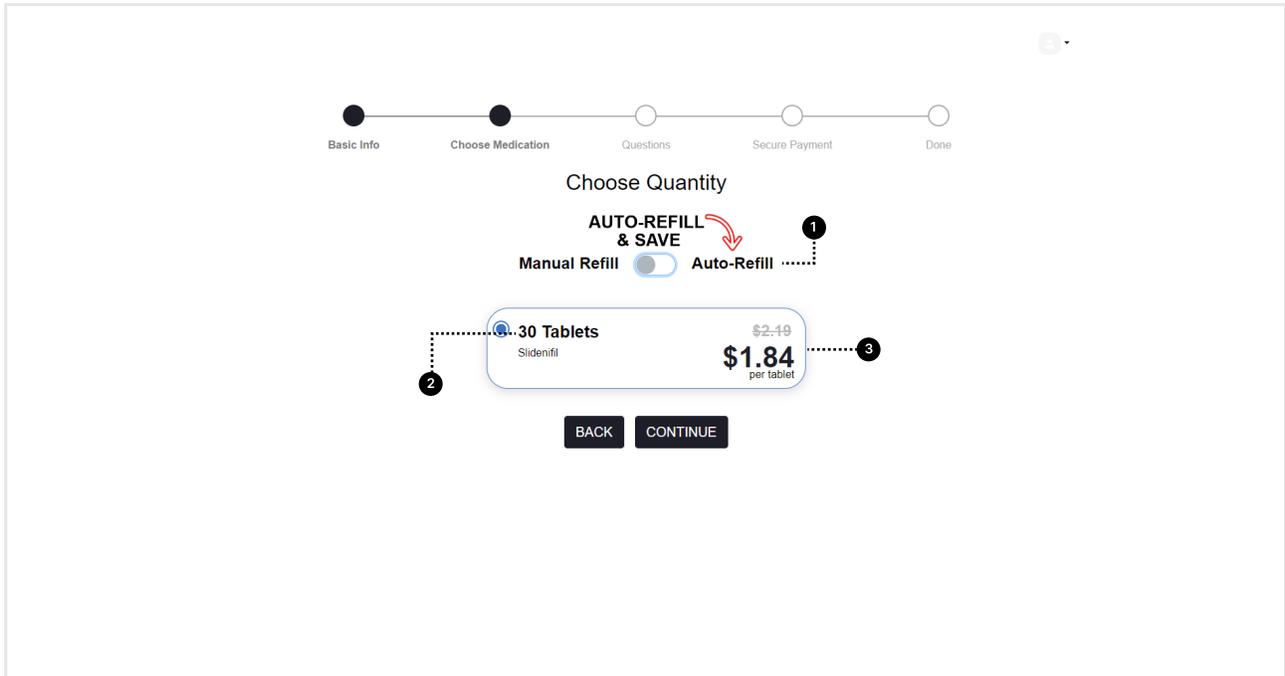


Figure 4 - Medication quantity

1. Select manual or automate your refill process
2. Some medications require you to select quantity desired
3. Price of medication displayed here

2.1 Plan Overview

Your plan overview shows a summary of all actions taken so far, this includes what medication you chose and any additional cost. Credit card is not required yet, this is just for your information before continuing. The doctor review fee covers your doctor visit, whether asynchronously or synchronously.

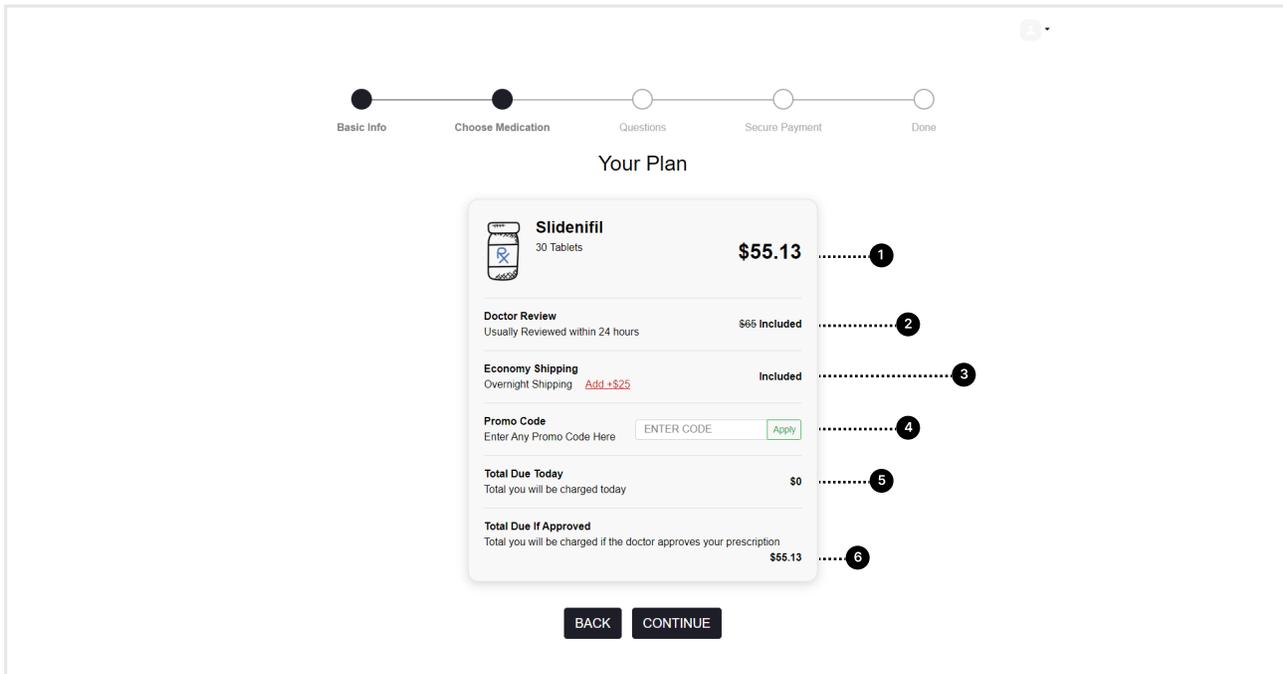


Figure 5 - Plan overview

1. Total cost of medication if doctor prescribes it
2. Cost of online visit for doctor to review
3. Shipping costs associated with medication
4. Promotions code if discount is available
5. How much your card will be charged upon completion of visit
6. How much your card will be billed if the doctor approves the medication you chose

3.0 Medical Questionnaire

Medical questionnaires must be answered with honesty for a doctor to evaluate. Questionnaires will vary in length based on the condition. Certain answers may exclude you from being eligible for a given medication.

The screenshot shows a medical questionnaire interface. At the top, a progress bar consists of five circles: the first three are filled black, and the last two are empty white. Below the progress bar, the text reads: 'Basic Info', 'Choose Medication', 'Questions', 'Secure Payment', and 'Done'. The main title is 'Medical Questionnaire (Page 1 of 2)'. Below the title, a paragraph states: 'Please provide accurate and honest responses so the doctor can make an informed decision to treat you in the safest manner possible. No single answer will automatically exclude you from receiving a prescription. Nothing is more important to us than your safety.' There are two questions with radio button options. The first question is: 'Do you ever have a problem getting or maintaining an erection that is satisfying enough for sex? Please choose one.' The options are: 'Yes, every time' (selected), 'Yes, more than half the time', 'Yes, on occasion', 'Yes, but rarely', and 'I NEVER have a problem getting or maintaining an erection for as long as I want'. The second question is: 'For approximately how long have you had trouble? Please choose one.' The options are: 'Less than one week', '3 weeks or more', 'More than a month' (selected), and 'More than 3 months'. A dashed line on the right side of the page is labeled with a circled '2'.

Figure 6 - Medical Questionnaire

1. Length of questionnaire. Will vary based on condition.
2. Medical questionnaire. These are to be answered truthfully to help a doctor understand your condition.

3.1 Photo Verification

State law requires us to verify your identity. To do this, we use a recent selfie and a government issued I.D..

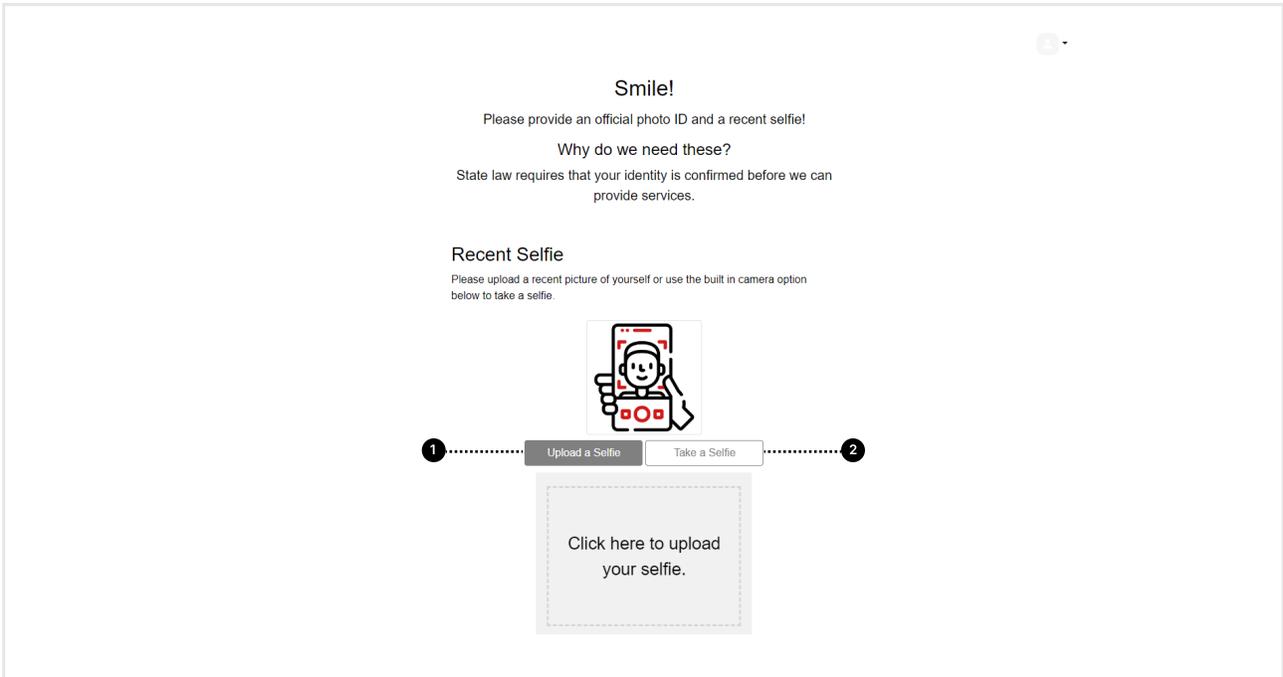


Figure 7 - Photo verification

1. You can upload a photo from the device you are using.
2. Or you can take a photo from the device you are currently using for questionnaire

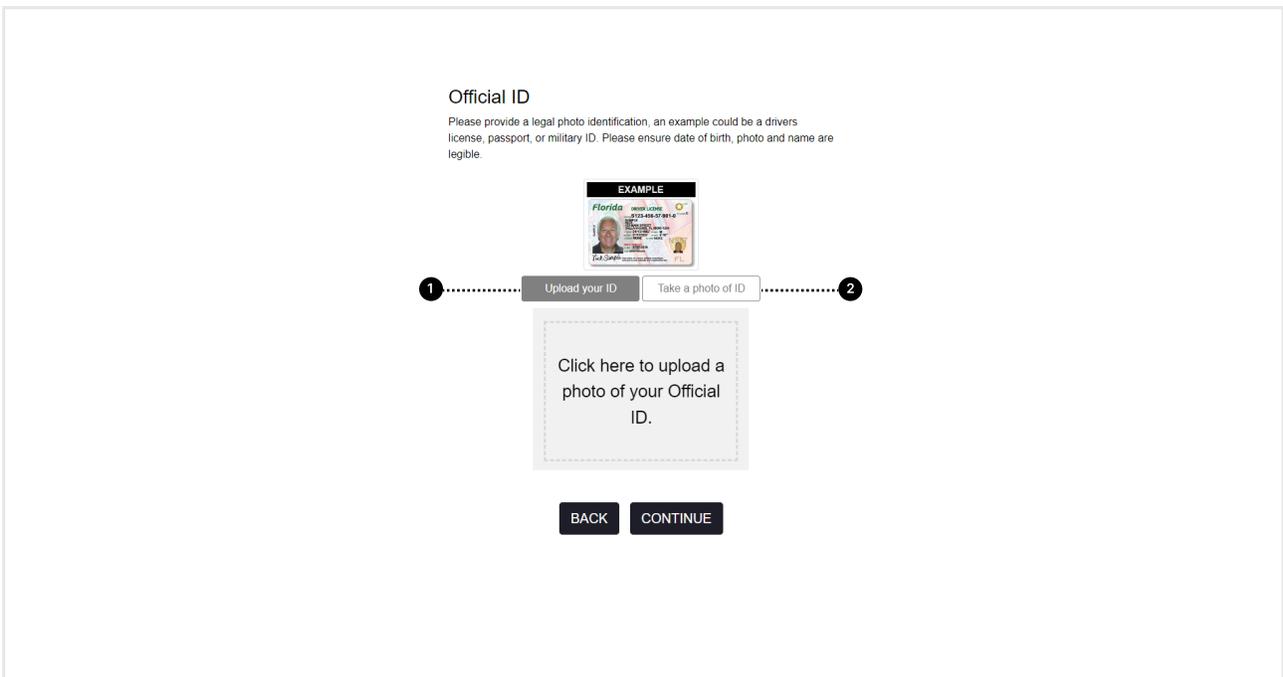


Figure 71 - Photo verification

3.2 Shipping and Payment

Payments may be saved at this point so you do not need to return to pay for your medication if approved. You may also opt out and pay manually with every refill. Home address may differ from shipping address in certain situations.

The screenshot shows a multi-step form with a progress indicator at the top: Basic Info (filled), Choose Medication (filled), Questions (filled), Secure Payment (filled), and Done (empty). The main heading is "Where are we sending your medication?" with a sub-note: "All medicines are shipped in discreet packaging, keeping in mind your privacy at all times." The form is divided into three sections: "Home Address" with fields for Street Address, Apt/Suite, City, State (PA), and Zip; "Shipping Address" with a checked checkbox "Same as Home Address"; and "Payment Information" with fields for Credit Card #, Expiration Date, and CVV. A checkbox at the bottom is checked and labeled "Save my payment info, so my medications can be purchased and shipped as soon the doctor approves them." Two callout boxes are present: one labeled "1" points to the Shipping Address section, and another labeled "2" points to the "Save my payment info" checkbox. At the bottom are "BACK" and "CONTINUE" buttons.

Figure 8 - Shipping and Payment

1. Home address and shipping address entered here. Shipping address has option to be different.
2. Option to save payment information to automate medication shipping process.

4.0 Tele-health Visit Types

There are two type of visits available, asynchronous and synchronous. The visit required is assessed by the state of which you reside. Different states have different laws in relation to this. Below you can find an expanded definition for each.

4.1 Asynchronous

Asynchronous means the visit does not happen in real time. You fill out the medical questionnaire and a doctor will review it within a 24-48 hour window. There is no need to see the doctor via video, but further communication will be handled through an online chat.

4.2 Synchronous

Synchronous visits follow the same protocol as listed above, however, before you are approved for medication, a face-to-face visit is required via Zoom. You will be prompted to pick a time and dat that best suites your schedule, and you will be prompted and reminded via email to tak with a doctor. Any video capable device, such as a smart phone can be used. You click a link located within your patient portal or in your email, and the visit will automatically open.

5.0 Patient Portal

Your patient portal hosts all information from past and current visits. You can manage your current medications, chat with a pharmacist, customer support or a doctor, and view past visits you may have had. Any outstanding notifications or messages will be promptly displayed in the alerts section, below your picture.

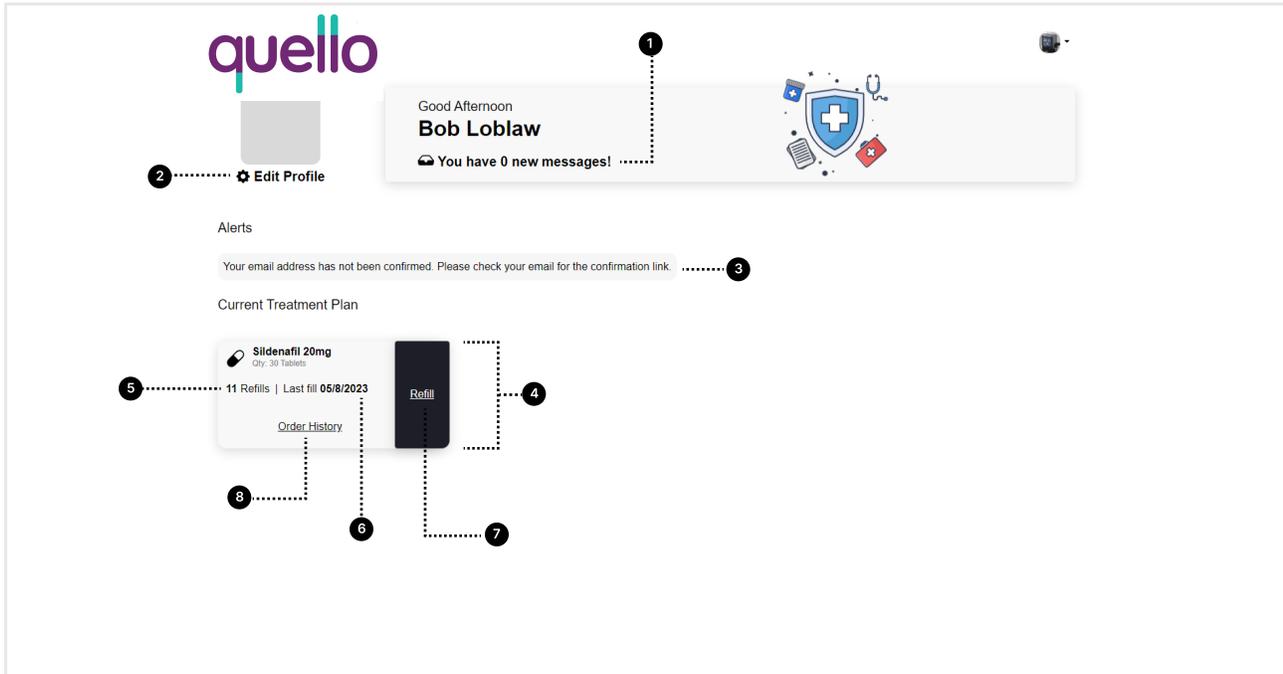


Figure 9 - Patient Portal

1. View new messages or send a new message.
2. Edit profile information
3. Alert bar will show any outstanding information
4. Medication card shows medication and quantity
5. How many refills are remaining
6. Last time medication was filled
7. Click to refill medication
8. View order history

5.1 Refill Prescription

To refill a prescription, click refill within the medication card. You will be prompted to make sure nothing has changed in your health, at which point you can confirm you refill.

5.2 Oder History

You can click on order history to see past transactions taken on the platform. This can include previous conditions or visits, previous medication orders, refills and any other transaction taken on our platform since you enrolled.

5.3 Contact Pharmacist or Support

Click the message icon below your name to access the messaging tab (Figure 10). Here you can elect who you would like to message. Messaging a pharmacist or customer support is always available. The ability to message a doctor is limited to the condition you may be getting evaluated for.

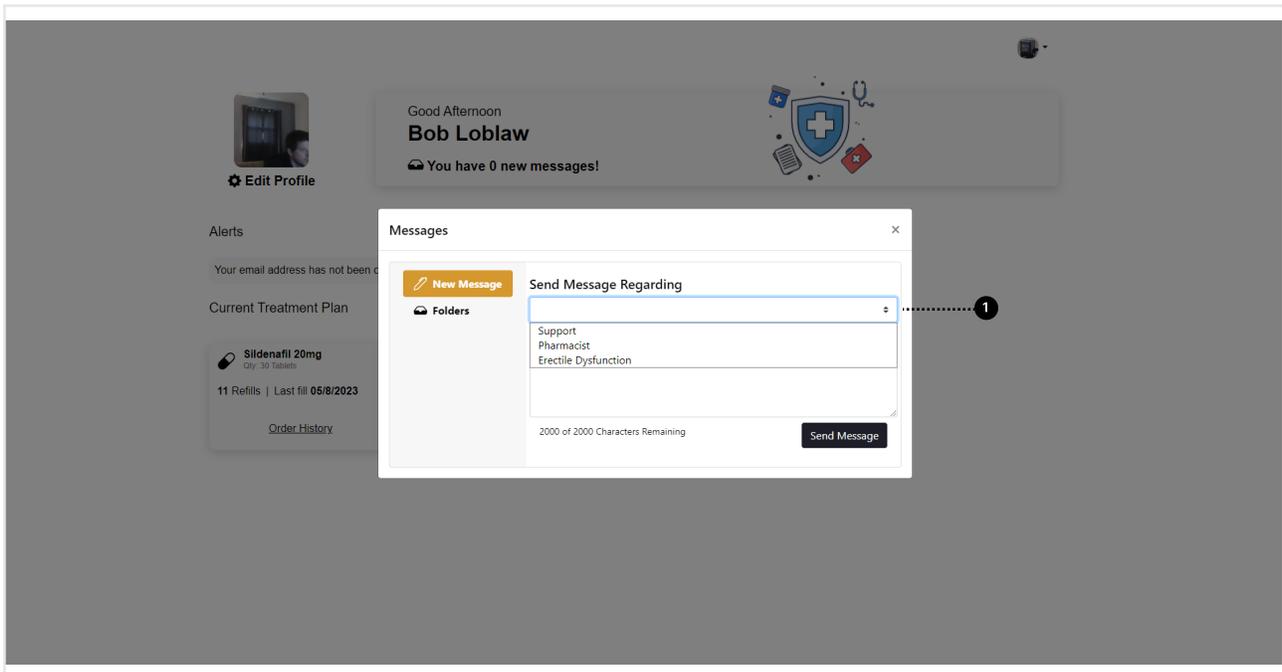


Figure 10 - Messaging

1. Click to select which subject you'd like to message about. Support will go to customer support for admin questions, pharmacist will go to a pharmacist for medication questions, and the condition will go to a doctor for medical questions.



625 Kolter Dr
Indiana, PA 15701

Tel: 877.423.0601

Email: info@quellohealth.com

Web: quellohealth.com