

Getting Started with aptihealth

We're glad you've chosen us to be
your mental healthcare provider.

Here's a look at what to
expect on your journey
towards feeling better.





What is aptihealth?

aptihealth is an online mental healthcare provider. We provide fast, easy access to high-quality mental healthcare to New York State residents ages 5 and up.

Our therapists truly care about you, understand what you're going through, and can help you feel better.

91%

of our patients say that our care has encouraged them to make **positive changes**

Our patients rate their care team

4.8
out of 5

Everything you need to feel better



PERSONALIZED GOAL-ORIENTED CARE

Our providers take time to get to know you and build a care plan focused on your goals.



ONLINE THERAPY from a licensed therapist

Online video sessions with your therapist where and when it's convenient for you.



MEDICATION MANAGEMENT (If needed)

If recommended, a prescriber is added to your care team. Your therapist and prescriber will work together to support you.



24/7 SUPPORT

We provide support anywhere, any time, including direct messaging with your therapist on our secure app.

What's next?

Your Community Care Physician provider has referred you to our care team. There are just a few steps for you to complete before starting care.

1 Complete your registration

Before your first session, you'll need to confirm your email, create an account password, and complete a self assessment. This is a set of questions that helps us get to know you and your needs. Instructions for completing registration will be sent to your email address.

Please note: Your assessment must be completed 24 hours before your first session.

2 Schedule your first session

Your first video meeting is called a Diagnostic Intake session. An aptihealth behavioral specialist will ask you questions about your health history and your goals, so we can match you to the best care team for you.

Log in to your account at aptihealth.com or use the mobile app to schedule your first session.

3 Start care, start feeling better

After your first session, our team will match you with a licensed therapist and prescriber if needed. Care may also include a care manager and peer support specialist to help support you along the way.

If you need help completing your assessment, need to reschedule your first session, or have any questions about completing this process please call us at (888) 454-3827 or email support@aptihealth.com.

Easy-to-use platform

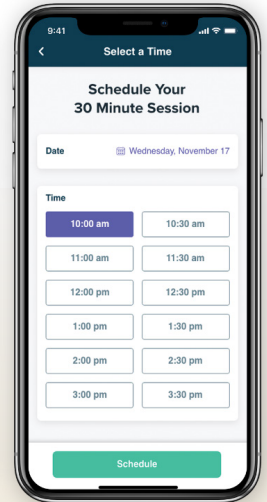
All of your sessions will take place on our secure video platform using your smartphone, computer, or tablet. Our platform gives you the ability to schedule your sessions, direct message your therapist, and keep track of your progress.

Log in to your account at aptihealth.com

(available on Chrome, Firefox, or Safari browsers)

Or download our app

Available in the App Store for iPhone and the Google Play store for android. Search for aptihealth or scan the QR code.



Life-changing results

95%

of our patients say that aptihealth is **improving their lives**

70%

of our patients experience **reduced depression symptoms** after 60 days of care.



**Have questions?
We are here to help.**

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