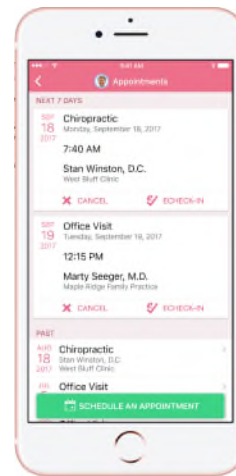


Who is Human API?

Human API is a health technology company that gives you a simple way to retrieve and share your Electronic Health Records (EHRs) with the businesses that need them. Rather than rely on manual processes that involve phone calls, faxing, or mailing, Human API retrieves medical records digitally, from your patient portals. We empower you to seamlessly share your electronic health records - no matter where or how it was stored. For more information, visit www.humanapi.co.

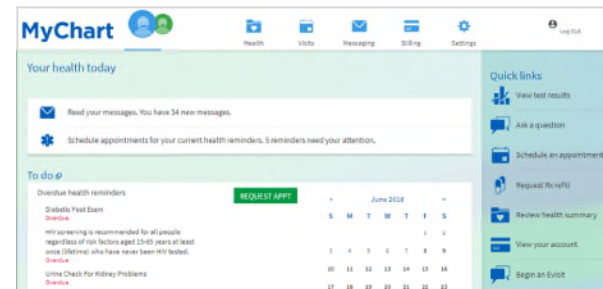
Is my health data secure with Human API?

Yes. Human API is a fully HIPAA-compliant service, meaning it meets or exceeds U.S. government standards for medical data security, akin to those employed by national banks. . Read more about our data security promise here: www.humanapi.co/security.



What kind of information will Human API have access to?

Human API will have access to any information available through the patient portals that you connect. The information will vary depending on the source and healthcare provider, but typically will include things like encounter details, medications, test results, and conditions.



Examples of patient portals.

What is a patient portal?

Patient portals are websites or mobile apps that allow patients to interact with their healthcare providers (schedule appointments, send messages, etc.) and view Electronic Health Records.

What if I don't have a patient portal account?

No problem! As long as your provider has a patient portal in place, you should be able to create an online account. Once you have found and selected your provider in Human API's network, look for the "I don't have an account" button and follow the instructions to register for a new account.

What username and password should I enter to authorize my provider?

You should enter the username and password you use to log into your provider's patient portal. Any other credentials will not work.

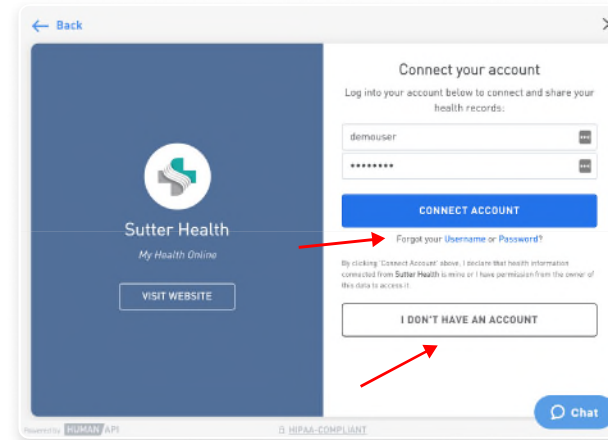
If you haven't created an account in your provider's system yet, you can create a new username and password. Most healthcare providers in the U.S. already have electronic health record systems in place, so you should be able to create a new profile quickly.

What if I forgot my username and/or password?

If you don't remember your username or password, follow the "Forgot Username or Password" links that are conveniently located on the authorization page, right below the "Connect Account" button. This should take you directly to your provider's website, where you will be able to reset your username or password.

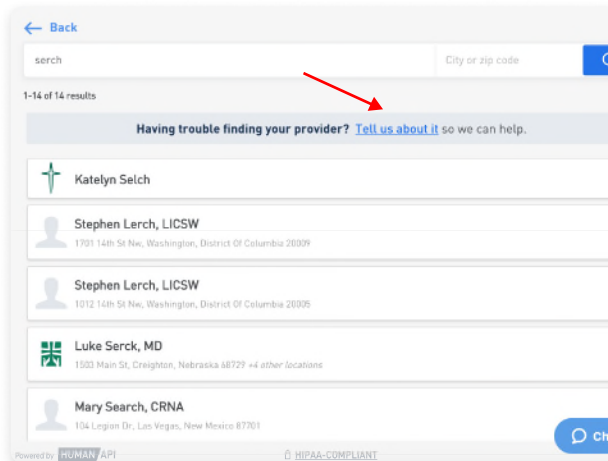
What if I can't find my provider?

If you can't find your provider, click on the "Having trouble finding your provider?" link and leave more details about your provider. Human API is regularly adding providers to their network and they will notify you once your provider is added if you leave your email address.



If you forgot your username and/or password, you can follow either of the links on the authorization page.

If you don't have a patient portal account, look for the "I don't have an account" button on your provider's authorization page to register for a new account through your healthcare provider's patient portal.



Click on "Tell me about it" if you can't find your provider.

I visit more than one medical provider. Can I authorize multiple providers?

Yes! You can authorize multiple providers by clicking the “Add new connection” button after you’ve authorized your first provider, then repeat the process to authorize another provider.

Can I revoke access to my medical records?

Yes, you can disconnect a provider to revoke access at any time by selecting a provider from the Wallet screen, then clicking on “Disconnect”.

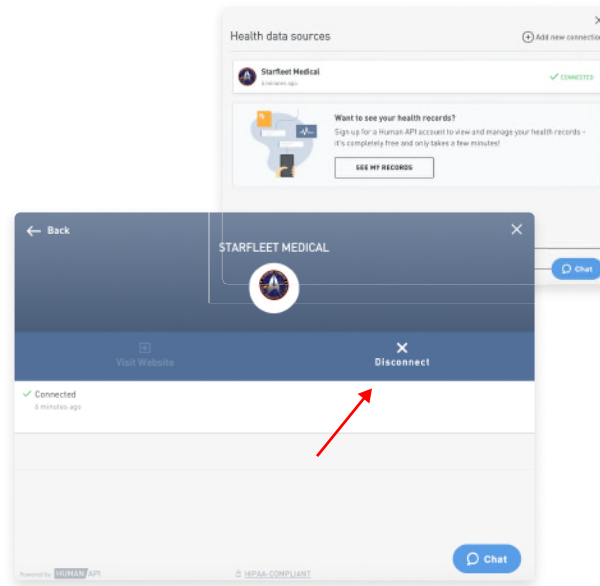
Can I get a free copy of my medical records?

Yes! To view a copy of your medical records, look for the panel that says “Want to see your health records?”, which will appear after you’ve successfully authorized at least one provider, then click on “See My Records” to sign up for a Human API account.

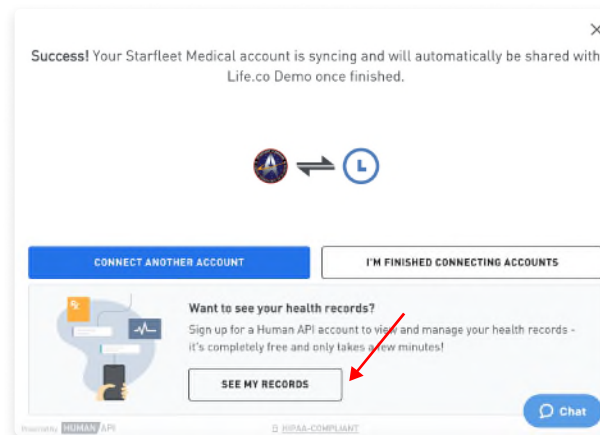
With a Human API account, you will be able to view a timeline of your medical records as well as download a PDF copy of your record. Additionally, you will be able to see and manage who you are sharing records with and what you are sharing with them.

If I feel there is a discrepancy or error in my health records, how do I dispute that?

Human API retrieves your medical records directly from your healthcare provider’s portal, and we do not modify any data. If you feel there is discrepancy or error in your data, please contact your provider directly to have the data corrected.



To revoke access to your medical records, select a provider from the Wallet screen (top right), then click on “Disconnect” (bottom left).



To view a copy of your medical records, look for the “See My Records” button and sign up for a Human API account.

Who has access to my health data and for how long?

The core philosophy behind Human API is that you, the consumer, are always in control of all your health data. Human API will never share your data with a company unless you explicitly indicate you want to.

By connecting your providers via Human API, you are explicitly authorizing Human API to retrieve and share your health data on your behalf. You can stop sharing your data at any time.