



Getting Patients Started with Nuna

A practical tool kit for clinicians and staff



September 2026

YOUR 3-STEP QUICK REFERENCE

Everything your practice needs to introduce Nuna to patients, from first mention to full enrollment.

1

Is your patient a good fit and how to introduce Nuna

PAGE 3

Check the quick criteria before you introduce Nuna. Explain and recommend Nuna in under a minute – two workflows to choose from.

2

How patients get started

PAGE 4

Patients self-enroll – or your staff get them started

3

Bring it into the visit

PAGE 5

Your patient arrives with real data – here's how to work it into the conversation.

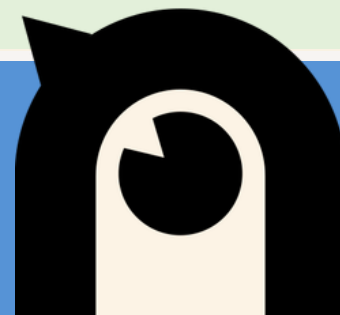
Have questions? Check the FAQ

PAGES 7–8

Answers for you and your patients, plus who to contact for help.

Questions? We're happy to help · hello@nuna.com

Clinical questions: Randy Bak, MD, Medical Director · randybak@nuna.com



Who should you give Nuna to?

Nuna works well for patients managing one or more of these common conditions:

Hypertension

Dyslipidemia

ASCVD

CKD (Stage 3)

Prediabetes

Type 2 diabetes

Obesity

Good fit for Nuna:

- Comfortable with a smartphone and apps
- Anyone who wants to build their health literacy
- Available in English and Spanish

Not a good fit for Nuna:

- Advanced state needed specialist management or disease management team care
- Not capable of working with smartphone app

Use your clinical judgment — Nuna isn't a monitoring device, and it doesn't replace your assessment.

How do I talk to a patient about Nuna?

Try saying: “I want you to think of Nuna as the visit between visits. It checks in with you every day on your meds, your eating, and how active you're being — so what we talk about in here doesn't just stay in here.”

Nuna fits naturally into the conversations you're already having. Tie it to what's already come up:

Managing medication?

Tell them they can set up daily medication reminders in the app to help them stay on track.

Working on diet?

Tell them to snap a photo of their plate — Nuna gives instant feedback on what to eat.

Staying active?

Tell them Nuna sets a daily step goal that fits what they can do, plus a simple weekly goal.

Questions between visits?

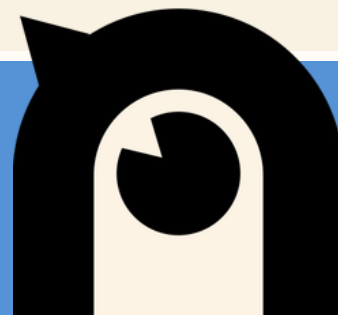
Tell them they can ask Nuna's AI chat everyday questions about their lifestyle, anytime.

Building better habits?

Tell them Nuna's bite-sized lessons and habit-building tools help them make lasting changes, one step at a time.

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1

THERE'S ONLY ONE THING YOU NEED TO DO

Tell the patient which conditions you want them to select when setting up the Nuna app.

High blood pressure

Cholesterol problems

Arterial disease

Kidney disease

Prediabetes

Type 2 diabetes

Obesity (weight management)

2

Patients self-enroll



Download the app

App Store, Google Play,
or nuna.com/download



Enter a few details

Name, birthdate, and
their condition(s)



Call support anytime

1-844-8-GO-NUNA, if
they need help getting
set up

OR

Patients need some guidance? Your staff can help.

Step-by-step guide, staff-assisted setup

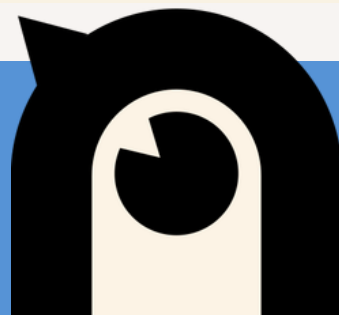
[See page 6 →](#)

NEXT UP

Once they're using Nuna, see page 5 for what to do at the follow-up visit.

Remember, Nuna Support is a call away

Stuck on a step, call Nuna Support at 1-844-8-GO-NUNA (1-844-846-6862).
Questions or feedback? hello@nuna.com



Follow-up: what to expect

How Nuna fits into the visits you already have.

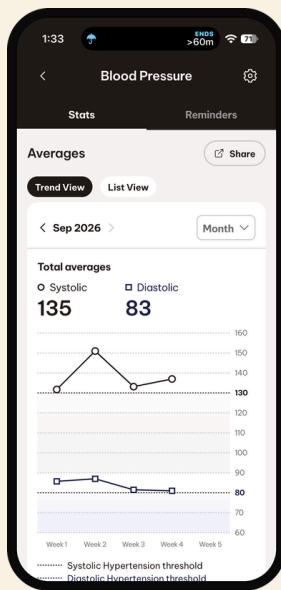
What Nuna does between visits

- Helps a patient measure and track their blood pressure at home
- Reminds patients to take their medications
- Logs patient meals and provides real-time nutritional feedback
- Helps patients learn how to better manage their chronic conditions
- Encourages and logs patient exercise

What happens at the follow-up visit

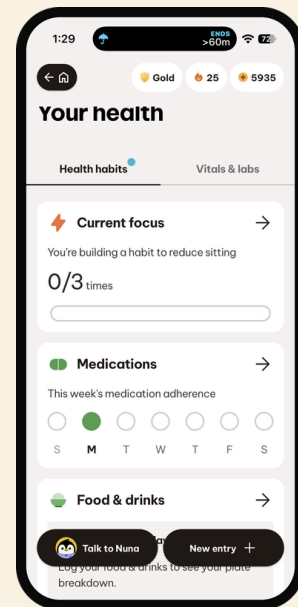
Step 1: Pull up the app together

Have the patient open the Your Health to see what they've been tracking since their last visit.



Step 2: Check home readings

Under Your Health → Vitals and Labs, review their blood pressure trend and any symptoms they've reported.



Optional Step 3: Check health habits

Under Your Health → Health Habits, see their medication adherence and food and drink logging.

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Staff guide: enroll patients in Nuna in under five minutes

Patients can enroll in Nuna on their own, with Nuna support if needed (1-844-8-GO-NUNA). To get patients started in clinic, hand this page to your staff – it walks them through each step below.

1 Confirm with the provider which condition(s) to select before you start

High blood pressure

Cholesterol problems

Arterial disease

Kidney disease

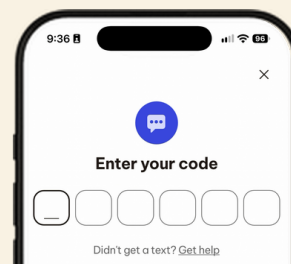
Prediabetes

Type 2 diabetes

Obesity (weight management)

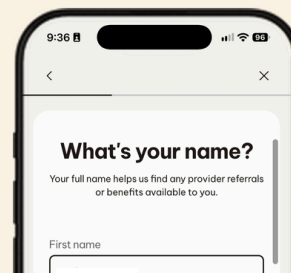
2 Work with the patient on their smartphone

- Search “Nuna Health” in the App Store or Google Play and download the app.
- Open the app and have the patient tap “I’m new,” then accept the Terms & Conditions.
- Have the patient enter their mobile number and confirm the access code.



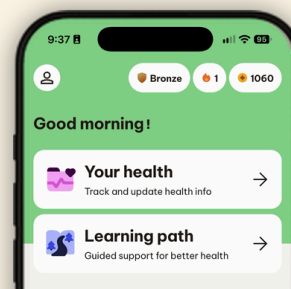
3 Enter personal details

- Enter the patient’s first name, last name, and date of birth.
- **Select the condition(s) identified in step 1.**
- Enter your clinic name and provider name.



4 Finish setup

- Have the patient enable notifications so they receive reminders.
 - Patient is now on the daily task list
- Complete the task to receive a blood pressure cuff by confirming cuff size and shipping address.



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Common clinician questions

“Will this add work for me or my staff?”

Not by default. Patients self-enroll and use Nuna on their own – no monitoring, no portal – and they bring their own vitals and data to visits. If you'd like, you can choose to have your staff help patients enroll instead (see page 6).

“Will this give medical advice?”

No – Nuna offers non-medical coaching and encouragement, not clinical guidance. It doesn't diagnose.

“Is patient data safe?”

Yes – protected with HIPAA-compliant safeguards. Patients stay in control of their own information.

“Can I see my patient's data if I want to?”

Not directly today – but patients can export their data from the app and email it to you themselves, or your staff can help them export it. It lives on the patient's phone, so otherwise, ask them to pull up the app at their next visit to look at trends together.

“What does it cost?”

Nuna is available at no charge to the patient and no charge to the clinician.

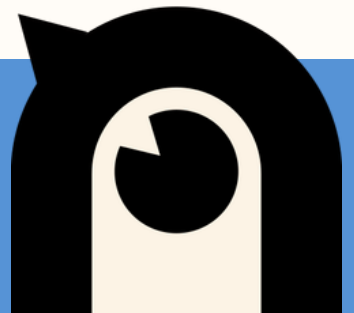
For eligible patients covered by Traditional Medicare, CMS directly pays Nuna for patient app access under the [CMMI ACCESS program](#). Nuna has chosen to waive patient cost-sharing, so neither patients nor their clinicians pay to use Nuna.

Nuna is also currently providing the app and blood pressure cuff at no cost to eligible patients outside the ACCESS Model while we pursue coverage partnerships with Medicaid and Medicare Advantage payers. Patients who enroll during this period will continue to have access to the Nuna app at no cost.

We never sell your health information, and we never use it for advertising. We share it only to support your care, to operate our services under contract, and where the law requires.

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Common patient questions

“What if I’m unfamiliar with using apps?”

Nuna is designed to be simple and easy to use. If you need help getting started, Nuna Support can walk you through it by calling **1-844-8-GO-NUNA (1-844-846-6862)**.

“Will this add work to my busy day?”

Nuna is designed to fit into your routine, not add more work. You can quickly log things like medications, meals, and activity in one place, instead of keeping track of them separately.

“Is my information private?”

Your health information in Nuna is protected using HIPAA-compliant safeguards. You remain in control of your information and can stop using Nuna at any time.

“Can I choose which reminders I receive?”

You can manage your notification preferences in Nuna and choose which reminders you want to receive.

“How much does Nuna cost?”

There is **no cost** to you to use the Nuna app.

“Why is my doctor recommending Nuna?”

Your doctor recommended Nuna to support you between visits, with tools and guidance to help you build healthy habits, stay on track, and keep moving toward your health goals.

For patients tracking blood pressure

“How can Nuna make tracking my blood pressure easier?”

Nuna keeps your blood pressure readings in one place, making it easier to see how your numbers change over time and share them with your doctor.

“How easy is the blood pressure monitor to use?”

The blood pressure monitor is designed to be simple to use, and Nuna Support can help with setup if needed.

Remember, Nuna Support is a call away

If a patient gets stuck at any step, you don’t need to troubleshoot the app for them. Have them call Nuna Support at **1-844-8-GO-NUNA (1-844-846-6862)**.





Healthier Habits. Healthier Patients.

You've got everything you need to bring Nuna into your practice. If a question comes up along the way, we're here.

hello@nuna.com · Clinical questions: Randy Bak, MD, Medical Director · randybak@nuna.com

