

AI Medical Mixer - Frequently Asked Questions

Getting Started

What is AI Medical Mixer?

AI Medical Mixer is an AI-powered health assistant app that helps you understand symptoms, medications, and health data. It combines chat, image analysis, and health tracking to provide personalized health information. The app is available on iOS and Android.

How do I create an account?

Open the app and tap "Sign Up." You can create an account using:

- Email and password
- Google account
- Apple ID

After signing up, you'll be guided through a quick setup to add your health profile, including medical conditions, allergies, and medications.

Is AI Medical Mixer free to use?

The app offers both free and premium tiers. Free users get 50 AI questions per hour with access to basic features. Premium users enjoy unlimited questions, advanced health insights, and priority support.

What makes AI Medical Mixer different from other health apps?

AI Medical Mixer uniquely combines:

- Conversational AI that understands context and follow-up questions
- Image analysis for prescriptions and medical documents
- Integration with wearables like Apple Watch, Fitbit, and Garmin
- Comprehensive FAQ library with thousands of health topics
- Voice chat capabilities for hands-free interaction

Privacy & Security

Is my health information secure?

Yes. We take privacy seriously:

- All data is encrypted in transit and at rest
- We comply with HIPAA and GDPR regulations
- Your conversations are never shared with third parties
- You can export or delete your data at any time

Who can see my health data?

Only you can see your health data. We do not share your information with advertisers, insurance companies, or healthcare providers without your explicit consent.

Can I delete my account and data?

Yes. Go to Settings → Privacy & Security → Delete Account. You'll be prompted to export your data first. Once deleted, all your information is permanently removed from our servers.

What permissions does the app need?

The app may request:

- **Camera:** For analyzing prescriptions and medical images
- **Microphone:** For voice chat features
- **Health Data:** To sync with HealthKit/Health Connect
- **Notifications:** For health reminders and alerts
- **Location (optional):** For emergency services and finding nearby hospitals

All permissions are optional, and you can still use core features without granting them.

Using Chat Features

How do I ask a health question?

1. Tap the **Chat** tab or "Start Chat" button
2. Type your question in the message box
3. Press send, and the AI will respond within seconds

You can ask about symptoms, medications, first aid, or general health topics.

What kind of questions can I ask?

You can ask about:

- Symptoms: "What causes persistent headaches?"
- Medications: "What are the side effects of ibuprofen?"
- First aid: "How do I treat a minor burn?"
- Health data: "What does my heart rate trend mean?"
- General health: "How much water should I drink daily?"

Can the AI diagnose medical conditions?

No. AI Medical Mixer provides educational information only. It cannot diagnose conditions, prescribe medications, or replace professional medical advice. Always consult a healthcare provider for diagnosis and treatment.

How accurate are the AI responses?

Our AI is trained on medical literature and health databases, but it's not perfect. Responses include confidence levels and sources when available. For serious health concerns, always consult a healthcare professional.

Can I continue a previous conversation?

Yes. Tap the **Chat** tab to see your conversation history. Select any previous conversation to continue where you left off.

How do I use voice chat?

1. Tap the **Voice** tab
2. Press the microphone button
3. Speak your question
4. Review the transcription and tap "Send"

The AI can also respond with audio if you prefer listening to reading.

Image Analysis

What types of images can I analyze?

You can analyze:

- Prescription labels and bottles
- Medical reports and test results
- Symptom photos (rashes, wounds, etc.)
- Medical device readings
- Pill identification

How do I analyze an image?

1. Tap the **Image Analysis** tab
2. Choose "Take Photo" or "Choose from Gallery"
3. Capture or select your image
4. Wait for the analysis (usually 5-8 seconds)
5. Review results and ask follow-up questions

Is my image stored permanently?

Images are encrypted and stored in your account until you delete them. You can delete images anytime from the analysis results screen.

What if the image quality is too low?

If the image is blurry or poorly lit, you'll see a "Low Quality" warning with tips:

- Ensure good lighting
- Keep the camera steady
- Get closer to the subject
- Avoid glare and reflections

You can retake the photo or proceed with the current image.

Can I ask follow-up questions about analyzed images?

Yes! After analysis, you'll see suggested questions like:

- "What does this mean?"
- "Should I see a doctor?"
- "What are treatment options?"

You can also type custom questions or tap "Continue in Chat" for extended discussion.

Health Data & Tracking

What devices can I connect?

AI Medical Mixer integrates with:

- **iOS:** Apple Health (HealthKit), Apple Watch
- **Android:** Google Health Connect
- **Wearables:** Fitbit, Garmin, and other compatible devices

How do I connect my health data?

1. Go to **Settings** → **Connected Apps**
2. Select your device (e.g., HealthKit)
3. Review permissions and tap "Connect"
4. Choose which data types to sync (heart rate, steps, sleep, etc.)
5. Allow access, and data will sync automatically

What health metrics can I track?

- **Vital Signs:** Heart rate, blood pressure, blood glucose, oxygen saturation, temperature
- **Activity:** Steps, exercise minutes, calories burned
- **Sleep:** Duration, quality, sleep stages
- **Body Measurements:** Weight, BMI, body fat percentage

How often does health data sync?

- **Automatic sync:** Every 15 minutes in the background
- **Manual sync:** Pull down to refresh on the Health Data tab
- Data syncs when you open the app or ask health-related questions

Can I manually log health data?

Yes. If you don't have a connected device, you can manually enter readings:

1. Go to **Health Data** tab
2. Select the metric (e.g., Blood Pressure)
3. Tap "**Log Reading**"
4. Enter values and save

How do I view health trends?

On the **Health Data** tab, tap any metric to see:

- Today's summary
- Weekly/monthly trends (line charts)
- Historical data
- AI-generated insights

Pinch to zoom on charts and swipe to pan through different time periods.

Can I export my health data?

Yes. Go to **Settings** → **Privacy & Security** → **Export Data**. Choose:

- Data types (chat history, health data, images)
 - Date range (all time, last month, custom)
 - Format (PDF, JSON, or CSV)
-

FAQ Library

How do I browse the FAQ?

Tap the **FAQ** tab to access:

- Search bar for quick lookup
- Popular questions (most viewed)
- Categories: Symptoms, Medications, First Aid, Preventive Care, Emergencies, Child Health

Can I bookmark articles?

Yes. While reading an article, tap the **bookmark icon** (🔖) in the top-right corner. Access saved articles from **FAQ** → **Bookmarks**.

How do I search for topics?

Use the search bar at the top of the FAQ screen. Start typing, and results appear instantly, showing:

- Top articles
- Related questions
- Option to "Ask AI directly" for personalized answers

Can I share FAQ articles?






Yes. Tap the **menu icon** (⋮) on any article and select "Share." Choose to share via:

- Text message
 - Email
 - Social media
 - Copy link
-

Emergency Features

How do I access emergency features?

Tap the **red Emergency button** (visible on all screens) to access:

-  Call Emergency Services (dials 911 or local emergency number)
-  Find Nearest Hospital (opens map with ER locations)
-  Poison Control (direct dial)
-  Urgent Care Finder
-  My Emergency Info (conditions, allergies, medications, emergency contacts)

Can emergency services see my medical information?

When you call emergency services through the app, your location and basic medical info (conditions, allergies, medications) can be shared if you consent. This helps first responders provide better care.

How do I set up emergency contacts?

1. Go to **Settings** → **Health Profile** → **Emergency Contacts**
2. Tap "**Add Contact**"
3. Enter name, relationship, and phone number
4. Save

Emergency contacts are displayed when you access emergency features.

Account & Settings

How do I change my profile information?

Go to **Settings** → **Profile** to update:

- Personal information (name, email, date of birth)
- Health profile (medical conditions, allergies, medications)
- Preferences (notifications, language)

How do I adjust text size?

For better readability:

1. Go to **Settings** → **Appearance** → **Text Size**
2. Use the slider to adjust (preview shows in real-time)
3. Changes apply app-wide

Can I use dark mode?

Yes. Go to **Settings** → **Appearance** → **Theme** and choose:

- System default (follows device settings)
- Light mode
- Dark mode

How do I change notification settings?

Go to **Settings** → **Notifications** to control:

- Health alerts (unusual patterns detected)
- Medication reminders (coming soon)
- Daily health summaries
- App updates and tips

How do I contact support?

Go to **Settings** → **Help & Support** to:

- Browse the FAQ
 - Submit a support ticket
 - Email us at support@aimedicalmixer.com
 - Access live chat (premium users)
-

Sharing & Exporting

How do I share a conversation?

1. In the **Chat** tab, long-press a message or conversation
2. Select "**Share Conversation**"
3. Choose options:
 - Include images
 - Include timestamps
 - Redact sensitive info
4. Select format (PDF, text, or image)
5. Choose sharing method (email, SMS, WhatsApp, etc.)

What does the PDF export include?

The PDF report contains:

- Conversation summary (your questions and AI responses)
- Referenced health data (if applicable)
- Timestamps
- Important disclaimer about AI-generated information

Can I share my health data with my doctor?

Yes. Export your health data as a PDF or CSV from **Settings** → **Privacy & Security** → **Export Data**. The export includes trends, charts, and raw data that you can email or bring to appointments.

Troubleshooting

The app won't load my health data. What should I do?

1. Check app permissions: **Settings** → **Connected Apps** → **[Your Device]**
2. Ensure the source app (Apple Health, Google Fit, etc.) has data
3. Try manual sync by pulling down on the Health Data screen
4. Restart the app
5. If issues persist, contact support

My image analysis failed. Why?

Common reasons:

- **Poor image quality:** Retake with better lighting
- **No medical content detected:** Ensure the image contains medical information
- **Network error:** Check your internet connection and retry
- **File too large:** Compress the image or take a new photo

The AI isn't responding. What's wrong?

Possible causes:

- **No internet connection:** Some features require connectivity
- **Rate limit reached:** Free users have a 50 questions/hour limit
- **Server issues:** Try again in a few minutes
- **Session expired:** Sign in again

How do I report a bug?

Go to **Settings** → **Help & Support** → **Report a Bug**. Include:

- Description of the issue
- Steps to reproduce
- Screenshots (if applicable)
- Device model and OS version

The app is draining my battery. How can I fix this?

To optimize battery:

1. Reduce background sync frequency: **Settings** → **Connected Apps** → **Sync Settings**
 2. Disable unused features like voice chat
 3. Use dark mode (saves battery on OLED screens)
 4. Ensure you have the latest app version
-

Common Health Topics

When should I go to the emergency room?

Seek emergency care immediately if you experience:

- Chest pain or pressure
- Difficulty breathing
- Sudden severe headache
- Loss of consciousness
- Heavy bleeding
- Suspected stroke (F.A.S.T.: Face drooping, Arm weakness, Speech difficulty, Time to call 911)
- Severe allergic reaction
- High fever with stiff neck

What should I do for a fever?

- **Normal temperature:** 98.6°F (37°C)
- **Fever:** >100.4°F (38°C)

Home care:

- Rest and drink plenty of fluids
- Take fever reducers (acetaminophen or ibuprofen)
- Dress lightly
- Monitor temperature every 4 hours

See a doctor if:

- Fever >103°F (39.4°C)
- Lasts more than 3 days
- Accompanied by severe symptoms (rash, stiff neck, confusion)
- Infant under 3 months with any fever

How do I know if a wound needs stitches?

Seek medical care if the wound:

- Is deep (you can see fat or muscle)
- Is longer than ½ inch
- Has jagged edges that won't stay together
- Is on the face, hand, or joint
- Won't stop bleeding after 10 minutes of pressure
- Shows signs of infection (redness, warmth, pus, fever)

What are normal vital sign ranges?

Adults:

- **Heart rate:** 60-100 BPM (lower for athletes)
- **Blood pressure:** <120/80 mmHg (optimal)
- **Respiratory rate:** 12-20 breaths per minute
- **Oxygen saturation:** 95-100%
- **Temperature:** 97-99°F (36.1-37.2°C)

Note: Ranges vary by age. Consult your doctor for personalized targets.

Premium Features

What's included in AI Medical Mixer Premium?

- ✓ Unlimited AI questions (no hourly limit)
- ✓ Priority support with live chat
- ✓ Advanced health insights and predictions
- ✓ Medication reminders (coming soon)
- ✓ Family health profiles (coming soon)
- ✓ Telemedicine integration (coming soon)
- ✓ Ad-free experience

How much does Premium cost?

Pricing details are available in **Settings** → **Upgrade to Premium**. We offer monthly and annual subscriptions with a free trial period.

Can I try Premium for free?

Yes! New users get a 7-day free trial. Cancel anytime during the trial without being charged.

How do I cancel my subscription?

- **iOS:** Go to iPhone Settings → [Your Name] → Subscriptions → AI Medical Mixer → Cancel
- **Android:** Open Google Play Store → Menu → Subscriptions → AI Medical Mixer → Cancel

Cancellations take effect at the end of your billing period.

Important Disclaimers

Can AI Medical Mixer replace my doctor?

No. AI Medical Mixer is an educational tool, not a replacement for professional medical advice, diagnosis, or treatment. Always consult qualified healthcare providers for medical decisions.

When should I see a real doctor instead of using the app?

See a healthcare provider if you have:

- Serious or worsening symptoms
- Chronic conditions requiring management
- Need for prescription medications
- Concerns about your health that the app cannot address

What should I do in a medical emergency?

Call emergency services immediately. Do not rely on AI Medical Mixer for life-threatening situations. The emergency button in the app is a shortcut to call 911, not a substitute for doing so.

Is the health information in the app verified?

Our AI is trained on reputable medical sources, but information may not be complete or current. Always verify critical health information with healthcare professionals.

Contact & Support

Need more help?

- Email: info@smartavatar.nl
- Website: <https://smartavatar.nl>
- In-app: Settings → Help & Support

Stay connected:

- Follow us on Twitter: (coming soon)
- Like us on Facebook: [SmartAvatar BV – TulipTech](#)
- Join our community forum (coming soon)

App version: 2.0.1

Last updated: November 30, 2024

Remember: AI Medical Mixer provides information, not medical advice. Always consult healthcare professionals for diagnosis and treatment.