
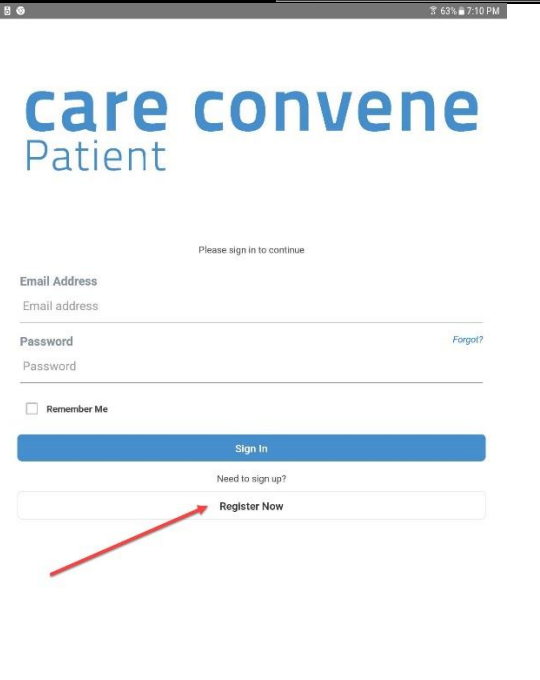

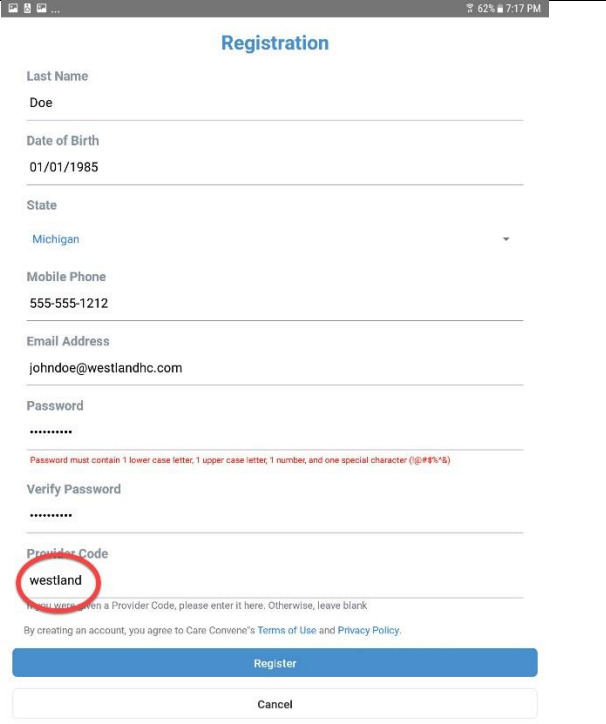
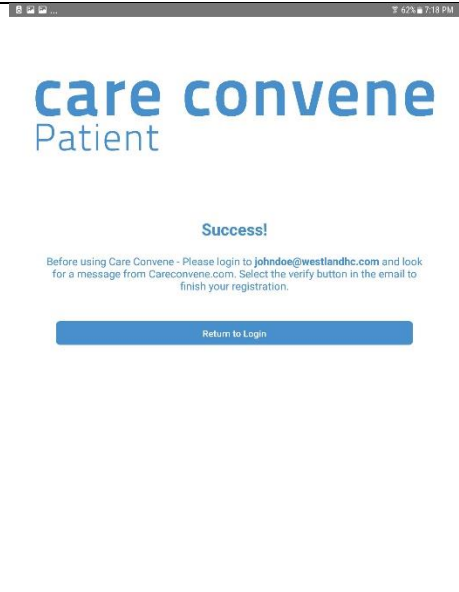
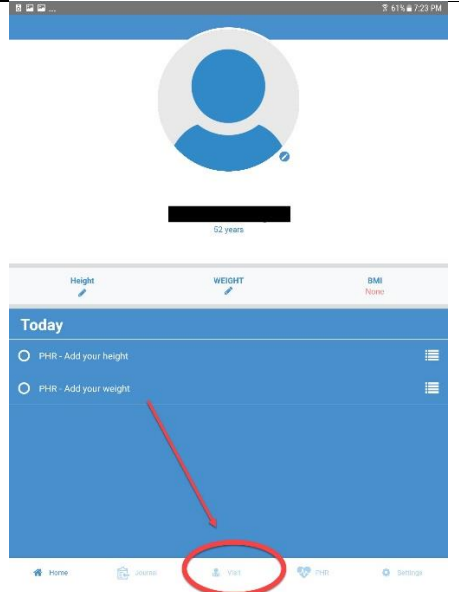




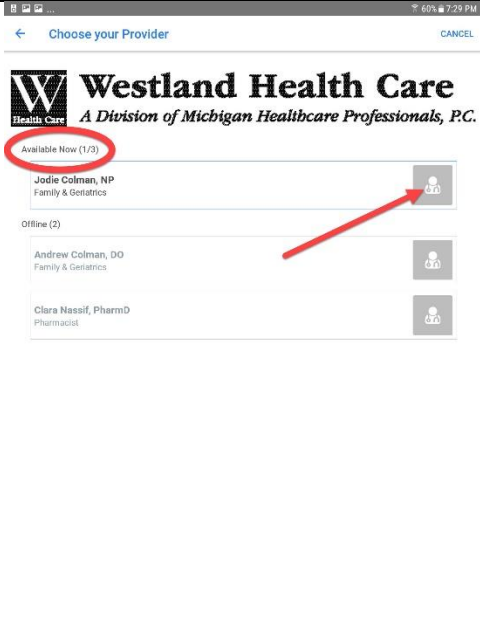
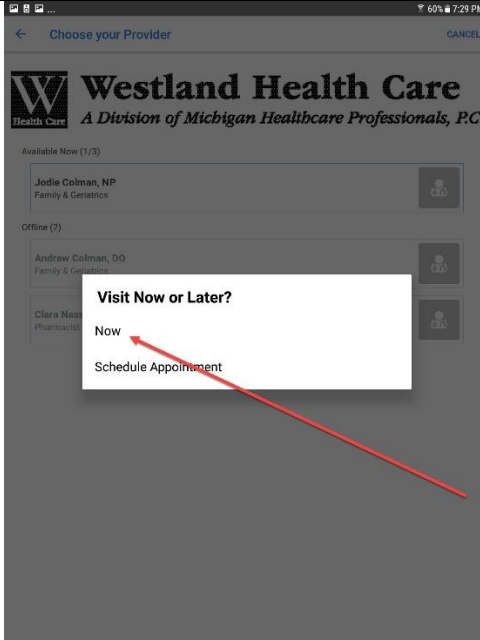
Westland Healthcare – Care Convene – Detailed Patient Guide – Twenty Steps To Ensure Success


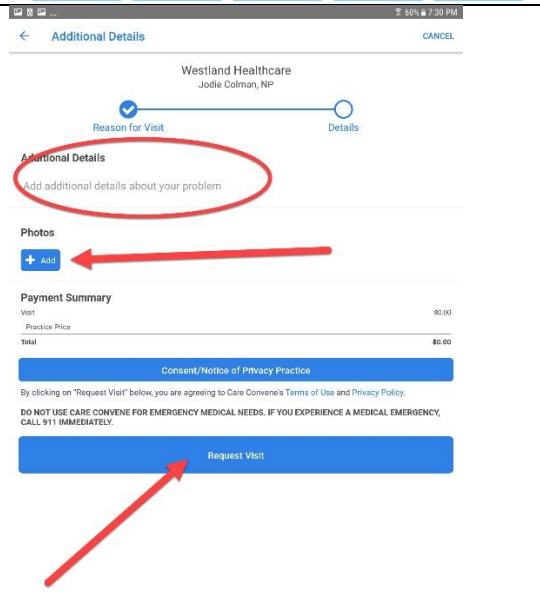
1.		Download the app. "Care Convene" on Google Play or the Apple App Store.
2.		Open the Care Convene App and select "Register Now"

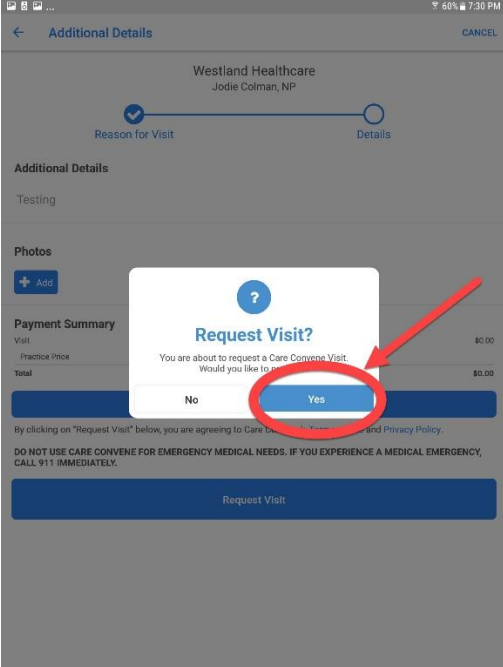

<p>3.</p>		<p>Select "I will Register Myself"</p>
<p>4.</p>		<p>Complete the registration.</p> <p>Please ensure email address is correct. You will have to verify it at the end of registration.</p> <p>Password must be no less than 8 characters and it must contain one capital letter, one small letter, and at least one number, and one special symbol.</p> <p>For the Provider Code, enter "Westland" or "westland".</p> <p>When done, tap the "Register" button.</p> <p>You can add "Dependents" later. (See Steps 19 and 20)</p>

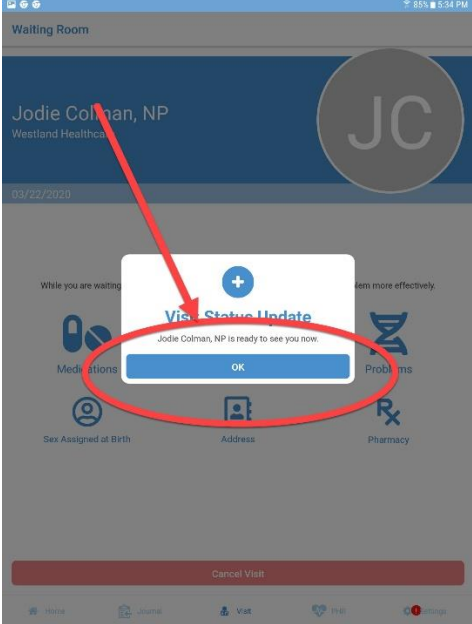
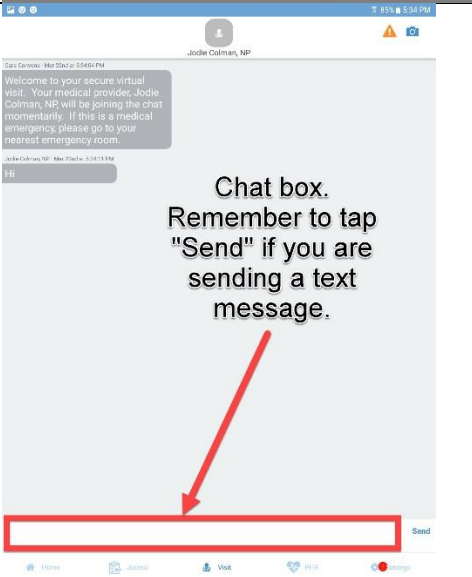
<p>5.</p>	 <p>The screenshot shows the Care Convene Patient app interface. At the top, it says "care convene Patient". Below that, a "Success!" message is displayed. The text reads: "Before using Care Convene - Please login to johndoe@westlandhc.com and look for a message from Careconvene.com. Select the verify button in the email to finish your registration." A blue button labeled "Return to Login" is centered below the text.</p>	<p>Check your email for an email asking you to verify your Care Convene account.</p> <p>Once you have verified your email address, re-open the app or press the "Return to Login" button, and Login to the App.</p>
<p>6.</p>	 <p>The screenshot shows the Care Convene Patient app home screen. At the top, there is a profile card with a blue circular icon and the text "02 years". Below the profile card, there are three tabs: "Height", "WEIGHT", and "BMI None". Under the "Today" section, there are two items: "PHR - Add your height" and "PHR - Add your weight". At the bottom, there is a navigation bar with five icons: Home, PHR, Visit, PHR, and Settings. The "Visit" icon is circled in red, and a red arrow points to it from the text "Visit" in the instructions to the right.</p>	<p>Once logged into the App, tap on "Visit".</p>

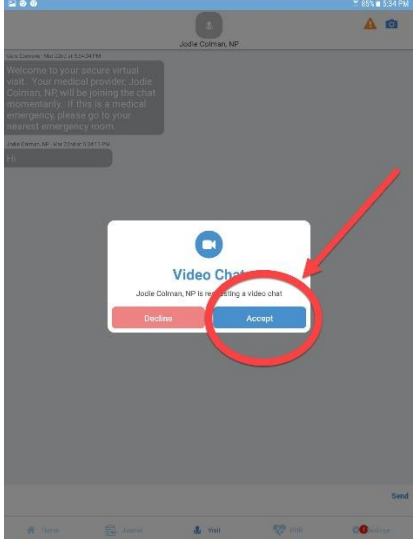
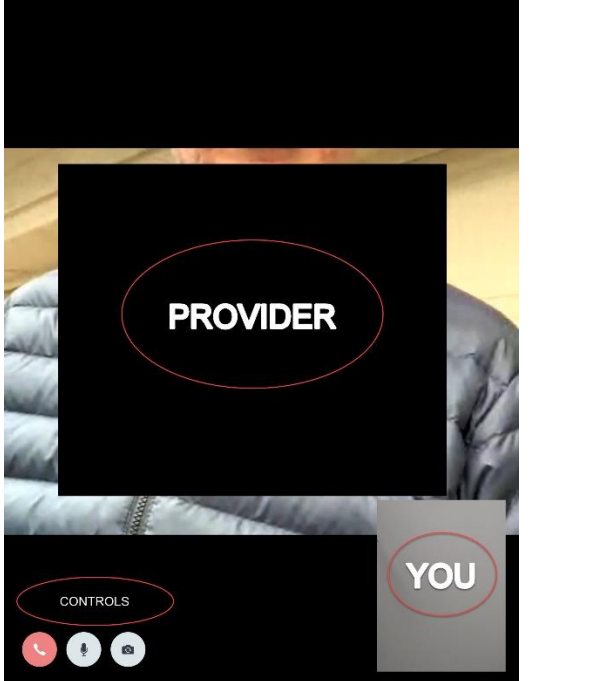
<p>7.</p>		<p>Ensure your screen matches what is shown in this picture and tap “Tap to begin”.</p>
<p>8.</p>		<p>Select “Myself” or the applicable dependent.</p>

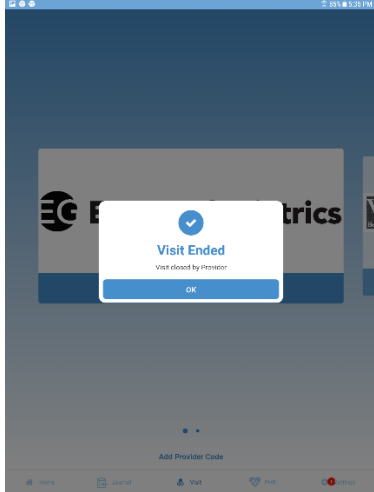
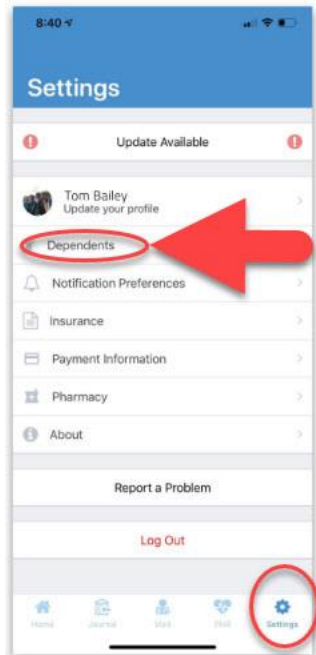
<p>9.</p>		<p>Select the provider you are scheduled to see. If the provider you are scheduled to see isn't "Available", please select "Barbara Belanger, LPN", if she is available.</p> <p>If no one is available during regular business hours of 8:00AM to 4:00PM, Monday-Thursday, and 9:00AM-1PM, Friday, please close the app and try again in 5 minutes.</p>
<p>10.</p>		<p>Tap "Now".</p>

<p>11.</p>		<p>Select the reason for your consult. If it isn't listed, select "other".</p>
<p>11.</p>		<p>On this screen, you may:</p> <ul style="list-style-type: none"> i) Add additional details. ii) Upload photographs <p>Both of those are optional.</p> <p>If you choose one, or both options, tap "Request Visit" when you are done.</p>

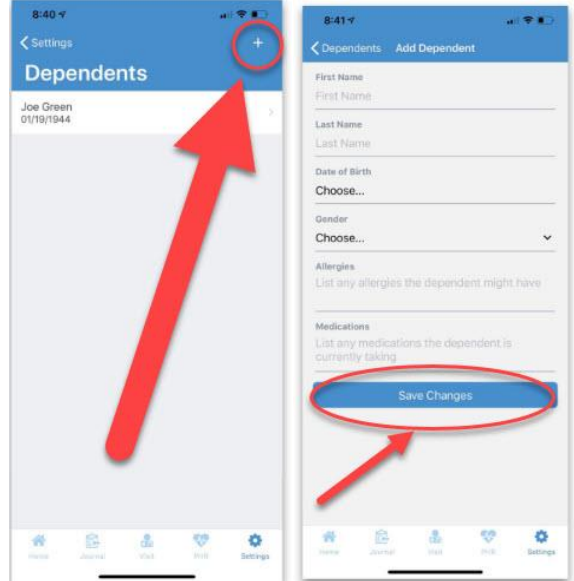
<p>12.</p>		<p>Tap "Yes".</p>
<p>13.</p>		<p>You will be placed in the virtual "waiting room" to wait for your appointment with the provider. You do not need to do anything here but wait.</p>

<p>14.</p>		<p>When the provider is ready for your appointment, the “Visit Status Update” box will pop out and prompt you to tap “OK”.</p> <p>Tap “OK”.</p>
<p>15.</p>	 <p>Chat box. Remember to tap "Send" if you are sending a text message.</p>	<p>The use of this feature is optional unless the Provider asks you to use it.</p> <p>Just wait here, and the Provider will request an Audio/Video conference.</p>

<p>16.</p>		<p>The “Video Chat” window will pop up. Tap “Accept”.</p> <p>Important: On first use, the app may ask for “App Permissions”. Press “Yes” or “Allow Access” for those permissions. One of the permissions may reference “Audio”, and the other permission may reference “Video”. If the App doesn’t have the required permissions, we will not be able to proceed with your appointment.</p>
<p>17.</p>		<p>You may now proceed with your virtual appointment with the provider.</p> <p>Ensure your mic is not muted and that your video is not on “block”. Those two options can be accessed in the “CONTROLS” area of the screen.</p>

<p>18.</p>		<p>When your visit is over, the provider will end the visit and the “Visit Ended” window will pop out, to advise you the visit has ended.</p>
<p>19.</p>		<p><u>Adding Dependents</u></p> <ol style="list-style-type: none"> 1. Open the App 2. Tap settings in the lower right hand corner. 3. Tap “Dependents”

20.



Adding Dependents (cont'd)

4. Tap the “+”
5. Fill in the details.
6. Tap “Save Changes”

Please call the office at **734-728-2130** if you encounter any issues.