

Trade the waiting room for your living room

Your guide to TeleVisits-quality, convenient care from anywhere

Table of contents

What is a TeleVisit?	03
When should I use a TeleVisit?	04
What are common conditions and symptoms treated by TeleVisit?	05
How do I prepare for a TeleVisit?	06
How to join a TeleVisit via text message on a mobile phone	07
How to join a TeleVisit using a 12-digit access code on a mobile phone or computer	11
 Joining a mobile phone TeleVisit 	11
 Joining a computer TeleVisit 	17

What is a TeleVisit?

As a Conviva Care Center patient, you can see your trusted provider remotely with a TeleVisit, also known as a virtual visit.

TeleVisits are private, secure and allow you to meet with your provider one-on-one from home or wherever you're most comfortable.

For your TeleVisit, you'll need a smartphone, tablet or computer with a secure internet connection, microphone and camera. You'll also need access to text messages or a web browser.



When should I use a TeleVisit?

TeleVisits should not replace your regular in-office appointments. They are another layer of support for your health and well-being.^{*}

You may want a TeleVisit when:

- You feel too sick for an office visit.
- You're having trouble getting to the provider's office.
- You need to follow up after an appointment to review your care plan or lab results.
- You want to discuss a change to your medicines.

* TeleVisits are not appropriate for life-threatening medical emergencies.
 If you are experiencing an emergency, call 911 immediately.

What are common conditions and symptoms treated by TeleVisit?

Headache	Cough
Pink eye	Urinary tract infection
Rashes	Bladder conditions
Fever	Chronic disease management
Seasonal allergies	Depression and anxiety



How do I prepare for a TeleVisit?

- Choose a quiet and private space.
- Have a list of your symptoms and medicines.
- If possible, **take your vital signs**—including weight, temperature and blood pressure—prior to your appointment.
- Make sure your **device is charged**.
- If using a computer, make sure you have access to your email.



For assistance with your TeleVisit appointment, call the Conviva help desk at 833–714–6395 or call your care center and a team member will assist you.

/ IMPORTANT

If your preferred mobile phone number or email address has changed since you scheduled your TeleVisit, **please call the front desk to let us know at least 1 hour before your appointment time** so we can ensure you receive an invitation to join your visit by text or email.

How to join a TeleVisit via text message on a mobile phone

- 1 30 minutes before your scheduled TeleVisit, you will receive a text reminder with your appointment time.
- **2** 10 minutes before your appointment, open the link in the text to get started.

Hi CINDY, Your Televisit with Manish Mishra is on 01/05 at 2:00 PM EST Click 15 mins before https://msg.fm/ 1aab5305c5eb416e9ae8b689e061c75d Msg&Data rates may apply. Reply STOP to opt-out



-̈̈́Q́- Helpful hint

If you can't connect using the text link, call your center to get a 12-digit code to log in via **ConvivaCareCenters.com** and go to page 11 in this guide for additional instructions on how to join a TeleVisit using a 12-digit access code on a mobile phone or computer.



3 This step is optional. If you know your vitals, you may enter them or select "Next."

4 Accept the TeleVisit Consent Form. This is required to access your TeleVisit appointment. Select "Accept" then "Proceed."

■ Me	issages
v	ideo Visits Orientation 🗂 30 Jan 2024 🕓 2:40 PM
	Entering Vitals below is optional
PI th	ease complete your nearth vitals to
He	eight
	π inches
W	aight
	pounds
Bl	ood Pressure
Те	mperature
	F
Re	spiratory Rate
	breaths per minute
	Next
	healow III
v	ideo Visits Orientation 🗂 08 Feb 2024 🔇 9:45 AM
v	ideo Visits Orientation ☐ 08 Feb 2024 ③ 9:45 AM
v	ideo Visits Orientation 🗇 08 Feb 2024 💿 9:45 AM
v	ideo Visits Orientation 🗇 08 Feb 2024 े 9:45 AM
V	CONSENT FOR MEDICAL TREATMENT: I agree to allow bis provider to conduct procedures to diaenose a medical
v	Consent For MEDICAL TREATMENT: Lagree to allow this provider to conduct procedures to diagnose a medical concern, provide medical care, and provide treatment reading means the standard mean information
V	Consent For MEDICAL TREATMENT: I agree to allow this provider to conduct procedures to diagnose a medical concern, provide medical care, and provide treatment and/or emergency treatment ordered by my provider; which are necessary. I realize that the provider(s)
V	Consent For MEDICAL TREATMENT. I agree to allow this provider to conduct procedures to diagnose a medical concern, provide medical care, and provide treatment and/or emergency treatment ordered by my provider which are necessary. I realize that the provider(s) attending to me directs my care and is responsible for telling me about the type of care and treatment I will
	Consent For MEDICAL TREATMENT: A gree to allow this provider to conduct procedures to diagnose a medical concern, provide medical care, and provide treatment and/or emergency treatment ordered by my provider which are necessary. I realize that the provider(s) attending to me directs my care and is responsible for telling me about the type of care and treatment I will receive. No promises have been made to me as to the results of emergency treatment prevented to the are
V	Concern provider to conduct procedures to diagnose a medical ondore mergency treatment ordered by my provider which are necessary. I realize that the provider(s) attending the experimental metament and/or emergency treatment ordered by my provider which are necessary. I realize that the provider(s) attending to me and is responsible for telling me about the type of care and treatment I will receive. No promises have been made to me as to the results of examinations or treatment provided to me. I understand that students and clinical assistants in the
	Concern, provide medical field under appropriate supervision may watch or help with medical field under appropriate supervision may watch or help with medical field under appropriate supervision may watch or help with medical reading and the supervision may watch or help with medical reading and the supervision may watch or help with medical reading and the supervision may watch or help with medical reading and the supervision may watch or help with medical reading and the supervision may watch or help with my care, however, I have the right to refuse such or help with medical reading and the supervision may watch or help with my care; however, I have the right to refuse such or help with may care. No promises have been made to may watch or help with my care; however, I have the right to refuse such or help with my care; however, I have
	Contraction Contraction
	Control Control Control Control <td< td=""></td<>
V Action	Concern provider to conduct procedures to diagnose a melicial melicial assistants in the medical field under appropriate supervision may watch or help with my care; however, I have the right to refuse standing the diagnose an electronic signature and concern provider to conduct procedures to diagnose a medical and/or emergency treatment ordered by my provider which are necessary. I realize that the provider(s) attending to me directs my care and is responsible for telling me about the type of care and treatment i will receive. No promises have been made to me as to the results of examinations or treatments provided to me. I understand that students and clinical assistants in the medical field under appropriate supervision may watch or help with my care; however, I have the right to refuse such the obtained explaining requirements, understanding ta coceptance of medical services being rendered.
Ac	Color Color C
V Ac has and ele	ibit of the bit of the
V Acc has and ele	Contract of the first of t
V Acc ha: and ele	Contract of the series of
V L L L L L L L L L L L L L L L L L L L	Decline Clicking "Accept" indicates an electronic signature acceptance of medical services being rendered acceptance of medical s
V Acc ha:	Decimie Constrained explaining requirements, understanding december 2012 Constrained explaining requirements and december 2012 Constrained explaining requirements 2012 Constrained explaining requirements and december 2012 Constrained explaining requirements and december 2012 Constrained explaining requirements and december 2012 Constrained explained exp



5 Select "Start TeleVisit."

6 Select "Allow" to enable your microphone and camera.

You must select **"Allow"** for your provider to see and hear you.

 ✓ Messages
heallow International Internat
Video Visits Orientation 🗂 30 Jan 2024 () 2:40 PM
1
Vitals have been submitted
Video Visits Orientation CENTERWELL-ALTAMONTE
360 DOUGLAS AVE ALTAMONTE SPRINGS FL 32714-3335
Start TeleVisit
<< Review Vitals
 ✓ Messages
🕞 healow 🔤
Video Visits Orientation 🗖 30 Jan 2024 🕚 2:40 PM
You have arrived in the Virtual Waiting Room. Video Visits Orientation will join
you shortly.
"mycw31.eclinicalweb.com"
Would Like to Access the Microphone and Camera
Cancel Allow
Questionnaire/Vitals: Entered. <u>Review ?</u>
Video Visits Orientation
CENTERWELL-ALTAMONTE 360 DOUGLAS AVE ALTAMONTE SPRINGS
FL 32714-3335



Need help accessing your TeleVisit? Call your care center or call the Conviva help desk at **833-714-6395** and a team member will assist you.

Conviva TeleVisit Guide | 10

How to join a TeleVisit using a 12-digit access code on a mobile phone or computer

If you are not able to join your TeleVisit via text message, call your center for a unique 12-digit access code. With this code, you can have your TeleVisit over the Conviva Care Center website on a computer or mobile phone.

Joining a mobile phone TeleVisit:

1 Contact your center to obtain your 12-digit access code. Example: **196-VOA-76M-54P**

-`॑ਊ॔⁻ Helpful hint

Write down the 12-digit code for reference so you will have it handy when prompted to enter it. **NOTE**: Each unique 12-digit code is only valid for your specific appointment. A new 12-digit code must be requested for each new TeleVisit appointment.

2 On your phone's web browser, navigate to **ConvivaCareCenters.com** and select **"Menu"** from the top of the home screen.

- 🏹 - Helpful hint

For the best experience, use Safari for iPhones and Google Chrome for Android phones.

3 Select "Patient log in" to go to the Patient Portal page.

	X Close
Become a Patient	
Services	~
Locations	
Physicians	
Caregivers	
Resources	~
Patient log in	
Schedule a Tour	
Survey FAO	



Scroll down to "Join a TeleVisit" section and select the blue
 "Join TeleVisit" button.

Join TeleVisit

5 Enter the 12-digit code in ALL CAPS and select **"Next."**

Make sure you enter the letters in the provided code in **ALL CAPS** to ensure you can join your TeleVisit.

	1
E Conviva Care Centers and Flite Health	
Health TeleVisit	
 View your medications and request refills 	
Login	
Join a Televisit	
We offer the convenience of healow TeleVisits!	
When, why, and how to use healow TeleVisits	
 Get a safe and secure way to connect to your doctor remotely 	
 See your own physician for non-emergency and follow- up care check 	
 TeleVisits are easy – just use your smartphone, laptop, or PC 	
Join TeleVisit	
healow™ is free and available on the Apple app store and Google Play store.	
<u> </u>	
Ξ Conviva Care Centers and Elite Health	
Welcome to Conviva Care Centers and Elite Health	
Important Note: To improve services, we have made	
some updates to the Patient Portal. Your current log-in info may not work. If you are unable to log-in, please visit your center to receive your new username and password.	
4	H
Join a Televisit	
	1
Please enter the healowTV code given to you by your provider to start the visit.	
Please enter the healowTV code given to you by your provider to start the visit.	
Please enter the healowTV code given to you by your provider to start the visit.	
Please enter the healowTV code given to you by your provider to start the visit.	
Please enter the healowTV code given to you by your provider to start the visit. Next Next Download App healow app is a secure and convenient way to manage what's important and puts you in control of your health. Know More	
Please enter the healowTV code given to you by your provider to start the visit. Next Next Download App Anange what's important and puts you in control of your health. Know More Practice Code FJBFBD	
Please enter the healowTV code given to you by your provider to start the visit. Next Download App Analge what's important and puts you in control of your health. Know More Practice Code FJBFBD	

6 Enter your last name and date of birth. These must match what is listed on your insurance ID card.

Your last name and date of birth must match the information on your insurance ID card to ensure you can join your TeleVisit.

7 This step is optional. If you know your vitals, you may enter them or select "Next."

	1:55	
Ξ	Conviva Care Co	enters and Elite Health
Vel anc	come to Cor I Elite Health	nviva Care Centers
npoi ome ifo n isit y assv	tant Note: To impro updates to the Pati nay not work. If you our center to receiv vord.	ive services, we have made ient Portal. Your current log-in are unable to log-in, please re your new username and
÷	- Join a Televisit	
(🛆 Last Name	
	📥 mm/dd/yyyy	
	Join	
	Don't have a P	ortal account?
Θ.	Create a new acc	count to our patient Portal
_	Download App)
=	healow app is a s	secure and convenient way to
	(D bo	aloui 🖦
Vid	D heath an	
Vid	eo Visits Orientatio	a Colline Walkess on ☐ 25 Jan 2024 ⓒ 3:00 PM
Vid	eo Visits Orientatio	a College Wilderss on ☐ 25 Jan 2024 ⊙ 3:00 PM s below is <mark>optional.</mark>
Vid	Entering Vitals ase Complete	a Dolline Walkess on ☐ 25 Jan 2024 (€ 3:00 PM s below is optional. your health vitals to
Vid Plea	eo Visits Orientation Entering Vitals asse Complete y best of your a	s below is optional. your health vitals to bility
Vid Plea the	Entering Vitals ase Complete y best of your al	s below is optional. your health vitals to bility
Vid Plea the	Entering Vitals asse Complete y best of your al	s below is optional. your health vitals to bility
Vid Plea the Weig	Entering Vitals Entering Vitals asse Complete y best of your al	s below is optional. your health vitals to bility
Vid Plea the Weig	Entering Vitals Entering Vitals asse Complete y best of your al ht ft	s below is optional. your health vitals to bility
Vid Plea the Weig Bloc	eo Visits Orientation Entering Vitals asse Complete y best of your al htftft pounds d Pressure	s below is optional. your health vitals to bility
Vid Plea the Weig Bloc	eo Visits Orientation Entering Vitals asse Complete y best of your al ht to the source the pounds d Pressure the poends	s below is optional. your health vitals to bility inches
Vid Plea the Weig Bloc	eo Visits Orientation Entering Vitals ase Complete y best of your al ht ft	s below is optional. your health vitals to bility inches
Vid Plea the Weig Bloc	eo Visits Orientation Entering Vitals asse Complete y best of your al ht ftf ghtf d Pressure f perature F	s below is optional. your health vitals to bility inches
Vid Plea the Heig Bloc Tem	eo Visits Orientation Entering Vitals ase Complete y best of your al ht to the	ninute
Vid Plea the Heig Bloc Tem	eo Visits Orientation Entering Vitals asse Complete y best of your al ht ftf pounds d Pressure / perature F biratory Rate breaths per m e Rate	ninute
Vid Plea the Bloc Tem	eo Visits Orientation Entering Vitals ase Complete y best of your al ht ft	s below is optional. your health vitals to bility inches



Select "Start TeleVisit."

9

Video Visits Orienta	ealou h and Online Wellness ation 🗂 08 Feb 2	TV 2024 (9:45 AM	
- TeleVisit Con	sent Form		
English: CONSENT FOR MED this provider to condu concern, provide medi and/or emergency tree which are necessary. I attending to me direct telling me about the ty receive. No promises I results of examination understand that stude medical field under ap help with my care; how	ICAL TREATMENT: ct procedures to dia cal care, and provid atment ordered by m realize that the prov s my care and is resp rope of care and treat have been made to ro or treatments prov nts and clinical assis propriate supervisio wever, I have the righ	I agree to allow gnose a medical e treatment hy provider (der(s) oonsible for ment I will ne as to the ided to me. I stants in the in may watch or it to refuse such	
Accept (Clicking "Acce has been obtained expla and acceptance of medi- electronically.)	ept" indicates an el aining requirement cal services being	lectronic signatur s, understanding rendered	e
O Decline			
	Review Vitals		
	_		
		•	
Video Visits Orienta	ealouu h and Online Wellness ation 🗖 25 Jan 2	TV C 2024 (3:00 PM	
Video Visits Orienta	ealouw and Owner Windows attion 🗖 25 Jan 2 nave been sul	TV 2024 ⊙ 3:00 PM bmitted]
♥ Video Visits Orienta ♥ Vitals P ♥ Vitals P ♥ Vitals P ♥ Vitals P ● Vitals P	economic Contraction (25 Jan 2 nave been sul o Visits Orien RWELL-ALTAMONTH UGLAS AVE ALTAMO	TV 2024 ① 3:00 PM bmitted tation E DNTE SPRINGS]
♥ Video Visits Orienta ♥ Video Visits Orienta ♥ Vitals P ♥ Vitals P ● Vitals P	eelouu ation ☐ 25 Jan 2 have been sul o Visits Orien RWELL-ALTAMONTI UGLAS AVE ALTAMO 14-3335	Dimitted]
Video Visits Orienta Video Visits Orienta Video Vitals H Video EL 3273 S	tart TeleVisit	TVI 2024 () 3:00 PM bmitted tation E DNTE SPRINGS]
Video Visits Orienta Video Visits Orienta Video Visits Orienta Video Visits Orienta Video Visits Orienta Son Do FL 3273 Son Do FL 3273 Son Do FL 3273 Son Do	Analysis Control Viewer ation 25 Jan 2 have been sul o Visits Orien RWELL-ALTAMONTI UGLAS AVE ALTAMON tart TeleVisit tart TeleVisit	TV 2024 () 3:00 PM bmitted tation DONTE SPRINGS	



1 IMPORTANT

You must select **"Allow"** for your provider to see and hear you.

11 Wait in the Virtual Waiting Room for your provider to arrive. <image><text><text><text><text><image><text><text><text><text>





Joining a computer TeleVisit:

1 Contact your medical center to obtain your 12-digit access code. Example: **196-VOA-76M-54P**

-̈̈́Q́- Helpful hint

Write down the 12-digit code for reference so you will have it handy when prompted to enter it. **NOTE:** Each 12-digit code is only valid for your specific appointment. A new 12-digit code must be requested for each new TeleVisit appointment.

2 On your computer's browser, navigate to **ConvivaCareCenters.com**. Select **"Patient log in"** at the top of the screen to go to the Patient Portal page.





Select "Join a TeleVisit."

		Español Healow App available on
Important Note: To impr	Welcome to Conviva Care Centers and Elite Health we services, we have made some updates to the Patient Portal. Your current log-in info may not work. If you are unable center to receive your new username and password. Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Patient Portal Image: Degin To Pati	to log-in, please visit your
	Download App Feedow app is a secure and convenient way to manage what's important and puts you in control of your health. Know More	

4 Enter the 12-digit code in ALL CAPS and select "Next."

Important Note: To Impr	Contraction of C	Make sure you enter the letters i the provided cod in ALL CAPS to ensure you can
	Dewnload App Provinced App Image: Strategy and puts you in control of you	join your TeleVisi

5 Enter your last name and date of birth. These must match what is listed on your insurance ID card.

	Image: Source system Image: Source system <t< th=""><th>on on rance o ensure oin Visit.</th></t<>	on on rance o ensure oin Visit.
--	---	---

6 This step is optional. If you know your vitals, you may enter them or select **"Next."**

	Entering Vitals below is optional.
Please Complete your health vitals to the best of your ability	
Height ft inches	
Weight pounds	
Blood Pressure	
Temperature F	
Respiratory Rate breaths per minute	
Pulse Rate beats per minute	



7 Verify that your camera and microphone work and select "Next."



Accept the TeleVisit Consent Form. This is required to access 8 your TeleVisit appointment. Select "Accept" then "Proceed."

TeleVisit Consent	iom
English	
English.	
CONSENT FOR MEDICAL TRE the type of care and treatme	ATMENT: lagree to allow this provider to conduct procedures to diagnose a medical concern, provide medical care, and provide treatment and/or emergency treatment ordered by my provider which a nt i will receive. No promises have been made to me as to the results of examinations or treatments provided to me. I understand that students and clinical assistants in the medical field under approp
CONSENT TO TELEPHONE C	LLS (including Cell Phone), EMAILS, TEXTS
I understand that by providi	ig a talephone number or email address, I am giving the provider organization and affiliates permission to contact me (including texts, autodialed calls and pre-recorded messages).
Spanish:	
CONSENTIMIENTO PARA TRA atlende(n) dirige(n) mis cuid o ayudar con mis cuidados.	TAMENTO MÉDICO. Acepto permitir que este proveedor lleve a cabo procedimientos para diagnosticar una inquieto dimédica, proporcionar cuidados médicos y proveer un tratamiento y/o tratamiento ados y tienín/) la responsabilitado de informarme sobre el tipo de cuidado y tratamiento que recibiler. No se me ha hecho promesa alguna en cuanto a los resultados de los existences o tratamientos que anis la supervisión servolació. Sin embraros teros de recho e aniscar la tratamiente o cualcular momento.
CONSENTIMIENTO PARA LLA	MDAS TELEFÓNICAS (incluvendo teléfono celular), CORREOS ELECTRÓNICOS, MENSAJES DE TEXTO:
_	
Accept (Clicking "Accept	indicates an electronic signature has been obtained explaining requirements, understanding and acceptance of medical services being rendered electronically.)
O Decline	Proceed

Need help accessing your TeleVisit? Call your care center or call the Conviva help desk at 833-714-6395 and a team member will assist you. 

Select "Start TeleVisit."



10 Wait in the Virtual Waiting Room for your provider to arrive.





Need help accessing your TeleVisit?

Call the Conviva help desk at 833-714-6395 or call your care center and a team member will assist you.

To learn more about Conviva Care Centers, visit **ConvivaCareCenters.com**.

We accept Original Medicare in most centers, as well as a variety of Medicare Advantage plans.

Conviva does not discriminate on the basis of race, color, national origin, ancestry, sex, sexual orientation, gender, gender identity, disability, age or religion in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

CCC-24-DIGI-TELEVISITGD-E



ConvivaCareCenters.com