

Care Convene Core Features

Provider Text-A-Visit

What is a Text-A-Visit?

The Text-A-Visit is a visit link sent by a provider to a patient based on known variables such as; First Name, Last Name, Date Birth and either a cell phone number or email address. The Text-A-Visit functionality is available to the provider via the Provider Portal and Provider App.

How does a Text-A-Visit differ from the Care Convene app for a patient?

The Text-A-Visit is a leaner visit experience in which a one-time URL is sent from the provider to the patient. There are no requirements for the patient to download an app or create an account.

The app offers a richer and more complete experience for those patients who use Care Convene to collaborate with their providers. The app requires the patient to download and create an account. All visits via the app are requested by the patient and accepted by their provider.

All visits, whether they arrive via the app or the Text-A-Visit will appear in the provider dashboard to be worked.

Text-A-Visit Tips

The following suggestions should help the visit experience between the patient and provider.

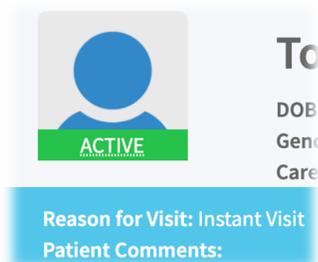
Technical considerations

- **Camera & Microphone:** The patient and provider must have their camera and microphone enabled and functioning for a visit to be successful. Please visit this link to ensure your device's hardware is working: <https://careconvene.com/vtp/>
- **The Text-A-Visit is a browser-based URL** that is delivered by SMS Text or Email.
 - The patient's visit URL automatically refreshes when they leave and return to the browser.
 - The patient can refresh the browser themselves if the connection was not made properly.
 - There is no need to send a new Text-A-Visit link if the connection is determined not to be sufficient. Just have the patient refresh their browser.
- **Bandwidth requirements:** It's necessary for both the patient and provider to have sufficient internet bandwidth for the video and audio to function.
- **Browsers:** For best results please use recommended browsers such as Chrome or Firefox.
- **Smartphone SMS capability:** It should not be assumed that all phone numbers are cell phones and that all cell phones have plans that accept SMS messages. It's best to know your patient and their capability for this service. If any of these present an issue, a Text-A-Visit can be sent via email to a computer.

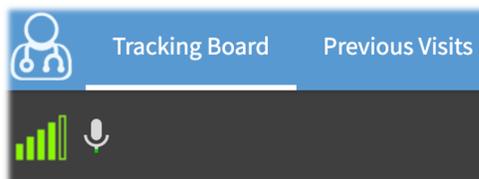


Provider Practice considerations

- **Timing of the Text-A-Visit:** Whether the link is sent to the patient via SMS text or email, timing is important. Sending the link out too far in advance may be detrimental as the patient may get sidetracked.
- **Patient alerted when the provider starts the video:** When the provider starts the video portion of the visit and if the patient is not in the visit browser, an alert will be sent to the patient. For the alert to be seen by the patient, several assumptions are made such as the patient has their volume on, that the phone is near them, etc.
- **How can the provider know if the patient is active in the browser visit?**
The provider dashboard indicates if the patient is actively in their browser visit or not.



- **Can the provider determine the patient's bandwidth and whether their microphone is muted?**
Yes, the provider dashboard has an indicator for this. The patient indicator is in the top left corner of the dashboard. The 5-bar indicator shows bandwidth strength and the microphone as either on or muted manually by the patient.



There is a related indicator in the bottom right that shows the bandwidth of the provider. Either indicator alerts the provider of potential performance issues due to internet bandwidth.