

Quality and convenient care, when and where you need it



# Introducing **Virtual Visits**

Powered by  **ANDOR**®

**As a Conviva Care Center® patient, you can now have a Virtual Visit with your provider. A Virtual Visit, also known as "telehealth, "telemedicine," or a "video visit," is like a face-to-face office visit with your provider, through secure video from the comfort of your home or other convenient, private location.**

To access your Virtual Visit all you will need is a smartphone, tablet or computer with a secure internet connection, microphone, and camera to access your text messages or email account.

## **How to prepare for your Virtual Visit appointment:**

- Choose a quiet and private space.
- Have a list of your symptoms and medications available.
- 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.



**Note: If your preferred mobile number or email address has changed since you scheduled your visit, 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.**

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

To learn more about Conviva Care Center®,  
**call 1-833-CONVIVA (266-8482) or visit [ConvivaCareCenters.com](https://www.ConvivaCareCenters.com)**

 [@ConvivaCareCenters](https://www.facebook.com/ConvivaCareCenters) |  [@ConvivaCare](https://www.instagram.com/ConvivaCare)

Conviva Care Center® does not discriminate on the basis of race, color, national origin, age, disability or sex.

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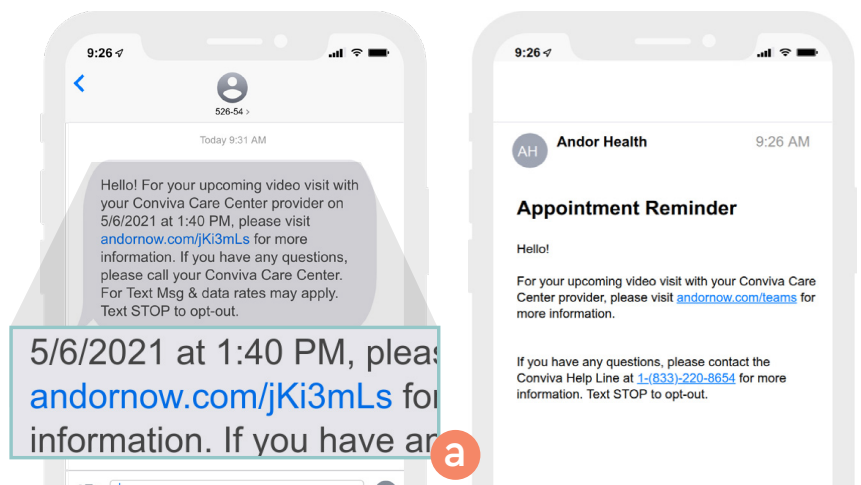
# Conviva Virtual Visits Guide

## Make the most of your Conviva Virtual Visit with these simple steps:

**1. Schedule your Virtual Visit.** Call your care center or on your next visit, ask about having your next follow up visit over video. **Your doctor will determine if a Virtual Visit is the right option for you.**

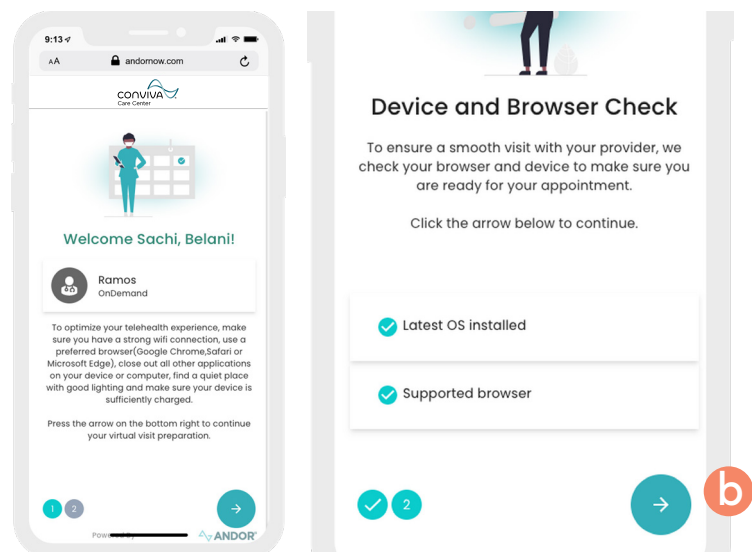
**2. Two (2) days before your Virtual Visit you will receive an appointment reminder via text message and email.**

- a. CLICK on the LINK to access helpful information about what to expect and how to prepare for your Virtual Visit.**



**3. Thirty (30) minutes before your appointment time you will receive a text message and email with a LINK to enter your Personal Virtual Waiting Room.**


- b. CLICK on the → at the bottom of the screen to check your device and browser and complete your Virtual Visit preparation.\***



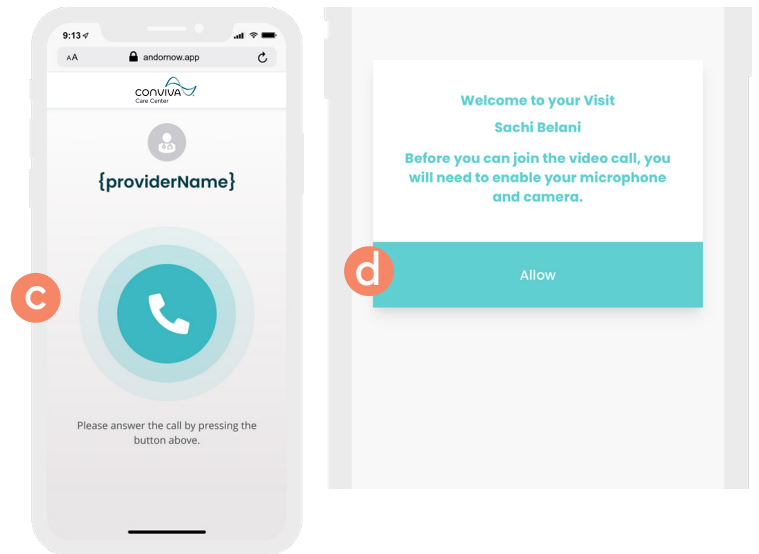
\* For an optimal experience on your web browser, be sure to use either Safari (iPhone/Mac) or Microsoft Edge/Chrome (Android/PC). Internet Explorer is not supported. To switch to a compatible browser, copy and paste the visit link into Safari (iPhone) or Chrome (Android).

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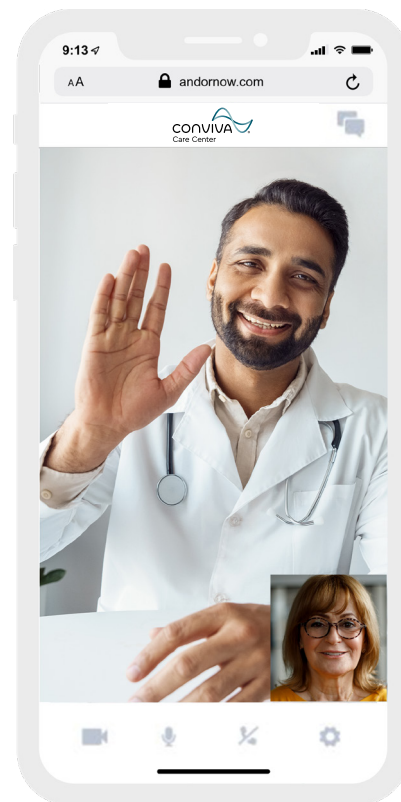
**4. Start your Virtual Visit** When your provider is ready, you will receive a call in the virtual waiting room.

- c.** When the phone rings, **CLICK** the  icon and a new window will open.
- d.** When asked to access your **Microphone and Camera**, you may need to **CLICK** **Allow** three (3) times before your visit begins.\*\*

\*\* Access to the Microphone and Camera is limited to the duration of the Virtual Visit with your provider.



You are now ready to start your Virtual Visit.



**Need help accessing your Conviva Virtual Visit?**

Call your care center and a team member will assist you.



Scan this **QR Code** for technical requirements and tips or visit <https://andornow.com/conviva/techcheck/validatedevice>

**For more troubleshooting tips visit:**

Apple iOS (iPhone): [andornow.com/faq/ios](https://andornow.com/faq/ios)

Android OS: [andornow.com/faq/android](https://andornow.com/faq/android)

Computer Desktop: [andornow.com/faq/pc](https://andornow.com/faq/pc)