

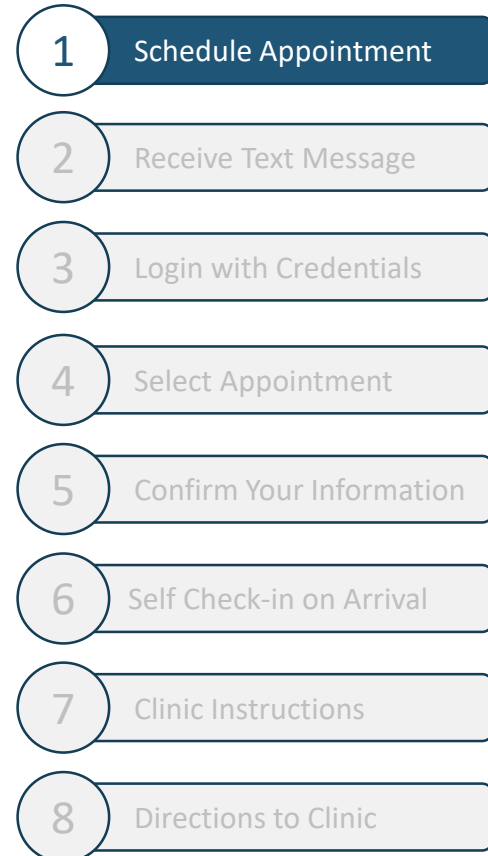
Patient Appointment Self Check-in



Enabled by the Convey App

Developed by Savience Ltd.

Your Self Check-in Patient Experience



- When your appointment is scheduled, we will ask for your cell phone number and your consent to send to text messages.
- As a patient, this is optional.
- Without this, you can continue to use the Welcome Centre to register like you do today.

Your Self Check-in Patient Experience

- 1 Schedule Appointment
- 2 Receive Text Message
- 3 Login with Credentials
- 4 Select Appointment
- 5 Confirm Your Information
- 6 Self Check-in on Arrival
- 7 Clinic Instructions
- 8 Directions to Clinic

- Receive your instructions by text 48 hours before your appointment.
- Download the Convey app.

You have an appointment at Southlake Regional Health Centre on Wednesday, November 18, 2020 at 03:30 PM.

You will be able to self check-in & register for this appt. through the Savience Convey app.

INSTRUCTIONS
1. Download the Convey app from the Apple App Store or Google Play app store on your mobile device.
2. Enter your hospital group code: SRHCTEST
3. Enter your personal PIN code: 6874e4aa

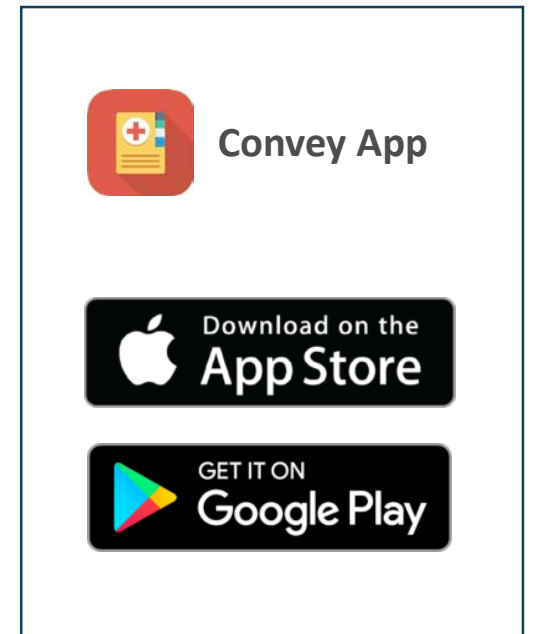
You will receive additional instructions via text message 24h in advance of your appointment.

To find out more or if you require assistance, please go to <https://southlake.ca/selfcheckin/>

If you have technical issues, please call [1-866-259-4329](tel:1-866-259-4329)

If you are unable to attend your appointment, please contact Southlake at: [905-895-4521](tel:905-895-4521).

DO NOT REPLY TO THIS MSG.



- Note: A reminder text is sent 24 hours before your appointment.

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- Enter the Southlake Hospital code: **SRHC**
- Enter PIN code provided in your text message.
- Enter Date of Birth of patient.

Enter Hospital Code

To Register, please enter a Hospital Group Code then click Next.

The code and any additional information will be sent to you via SMS or Email after booking an appointment at your hospital. Please wait for this before trying to register.

You will be given instructions on which registration option to select on the next page.

Enter your Hospital Group Code

Next

Back Registration Cancel

SOUTHLAKE
REGIONAL HEALTH CENTRE

Southlake Regional Health Centre

Your PIN code
Enter your PIN code

Your Date of Birth

Complete Registration

Your Self Check-in Patient Experience

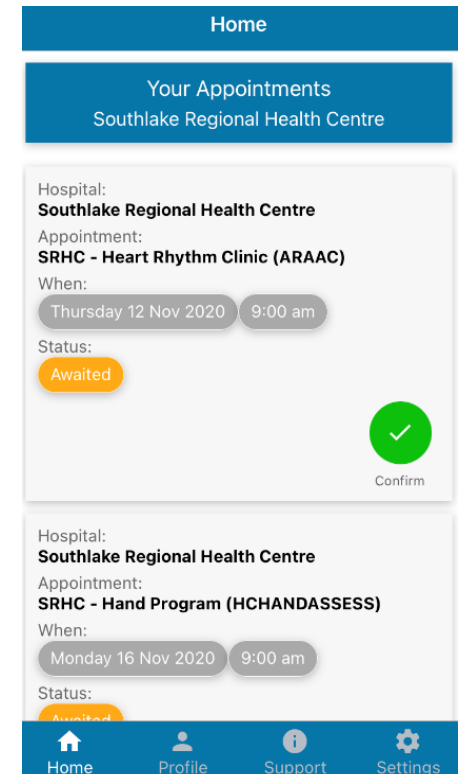
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- Once you have logged in, you can see your upcoming appointments (for clinics using the service).
- The confirm option is only be displayed 24 hours in advance.

Why is this only available 24 Hours before the appointment?

There are screening questions that are time sensitive

- You will not be able to confirm your appointment once your appointment time has passed.



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- Confirm your personal contact information.
- Answer screening questions.
- Receive confirmation that:
 - A. Registration information is accurate
 - B. Screening questions are passed

What happens if information is not accurate?

Confirm that this is not correct and proceed to the Welcome Centre instead of using the app. We are working to allow patients to update certain information in the application in a future release.

Home Convey

Your Appointment Confirmation

Please click the online Confirmation button

Home Convey

Click the arrow to your appointment

Key demographics

Your Date of Birth

01-January-1990

Your Name

Danielasavience Test

Family Physician

MEDITECH MT

Check-in Questions

Are you an Ebola Virus Disease (EVD) survivor?

No

Yes

In the last 21 days, have you worked in a lab that handles viruses / animals associated with VHF?

No

Yes

Are you feeling feverish, had shakes or chills in the last 24 hours?

No

Yes

Do you have a new / worse cough or shortness of breath?

No

Yes

Are the above details correct?

No

Yes

Have you had any unexplained vomiting OR diarrhea?

No

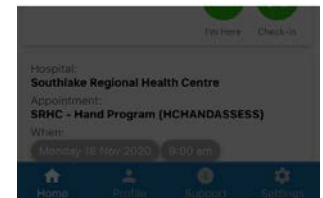
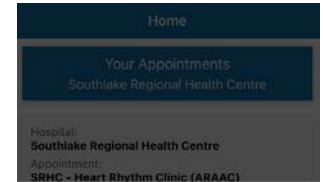
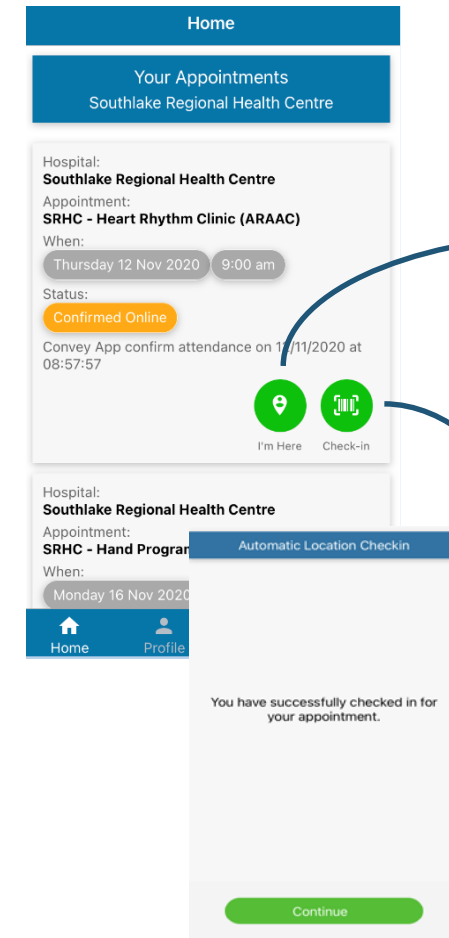
Yes

Continue

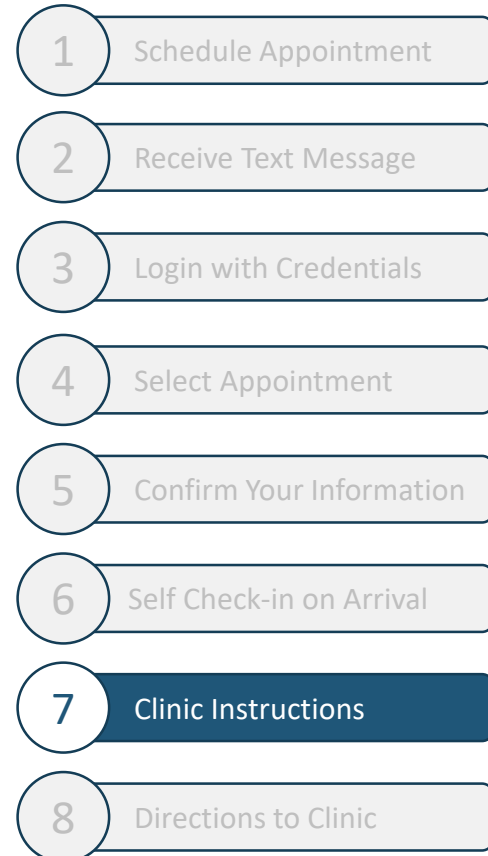
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- You will be able to check-in when you arrive in 2 ways.
- First, Check “I’m Here” when prompted or you open your app when you get onsite.
- Second, Scan the barcode before you go into the site (these are specific to a defined location).
- A patient only needs to complete 1 of the check-in processes.



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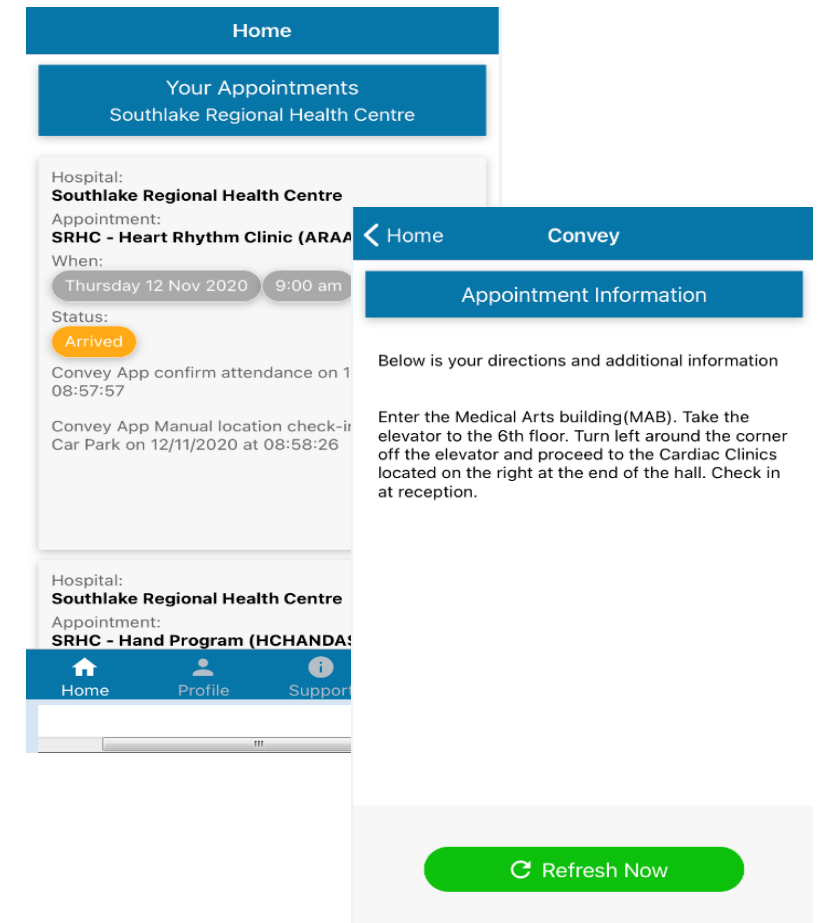


- Once you have registered, the clinic may send you specific instructions by text message to wait in your vehicle until you are called.
- If you do not receive instructions, you can proceed to the clinic for your appointment.

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- Once you have registered, you are marked as arrived and you can click on the directions to the clinic from your check-in location.



Patient Support

Technical Support

If you have technical issues with your Convey app experience, call (866) 259-4329 between the following hours:

- Mon to Fri: 08:30am to 12:00am EST
- Sat to Sun: 10:30am to 9:00pm EST

Appointment Questions

- If you have a question about your clinic appointment (e.g. modify / cancel), call Southlake at (905) 895-4521.
- You will be redirected to the appropriate location.

For other Information / Frequently Asked Questions, please go <https://www.southlake.ca/selfcheckin>.