

Convey App Tip-Sheet

What is the Convey app?

The Convey app is a free, secure mobile service that takes the stress out of managing your medical appointments. With the app.

What are the benefits of using the Convey app?

- **Convenient.** Confirm your appointment from home. Check and update registration details and complete the screening questionnaire before your appointment.
- **Reassuring.** With real-time notifications, you can be confident you are in the right place at the right time. Your clinician will also know when you arrive at the hospital.
- **Saves you time.** Self-service check-in is quicker, eliminating the in-person registration time.

How to get the Convey app

After your appointment is scheduled, we will send you a SMS (text) message with instructions on how to download and use the Convey app. You can also download the app from the

If you have an issue downloading or using the Convey app, support may be provided during your appointment.

Section 1: Convey App Installation and Registration

[Step 1: Download the Convey app](#)

[Step 2: Register your Account](#)

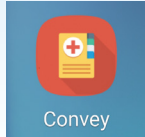
Section 2: Pre-Appointment Preparation

[Step 3: Confirm your Appointment](#)

[Step 4: Check-in and Complete Screening Questionnaire](#)

[Step 5: Present your Check-in outcome upon Entry to the Hospital](#)

[Step 6: Go to your Appointment Waiting Room](#)



Installation and Registration

Step 1: Download the Convey app

iOS Device



- 1 Find **Convey app** in the [App Store](#)
- 2 Tap **Get** to download the app
- 3 When the download is complete, tap **Open** from the App Store to launch Convey

Android Device



- 1 Find **Convey app** in the [Google Play Store](#)
- 2 Tap **Install** to download the app
- 3 When the download is complete, tap **Open** from the Google Play Store to launch Convey

Step 2: Register your account

- 1 Enter the **Hospital Group Code**
You can find the Hospital Group Code in SMS (text) message sent to your mobile phone
- 2 Enter your **PIN Code**
You can find your PIN Code in the SMS (text) message sent to your mobile phone
- 3 Enter your **Date of Birth**
- 4 Review and confirm your appointment by tapping **Confirm**

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

JBH

Your PIN code

Enter your PIN code

Your Date of Birth



Confirm

Pre-Appointment Preparation

Prior to your appointment, you will receive 2 SMS (text) messages to prompt you to confirm your appointment.




48 hours prior to your appointment, you will receive a SMS (text) message reminding you to confirm your appointment.



4 hours prior to your appointment, you will receive a SMS (text) message reminding you that you have an appointment today.

Step 3: Confirm your appointment

If you have not confirmed your appointment yet, you can do so by following the instructions outlined below.

- 1 Open the Convey app and enter your **Date of Birth** to log in
- 2 Locate your appointment and tap **Confirm** 
- 3 Review and confirm your personal information. Accuracy is important.

You cannot make changes to an appointment or personal information using the Convey app. Changes can be made by visiting Registration desk on the day of your appointment.

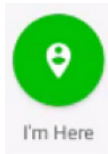
Step 4: Check in and complete the screening questionnaire

If you are accompanied by an Essential Care Partner, they will need to be screened on site at a Screening Checkpoint.

- 1 When you arrive to the hospital, open the Convey app and enter your Date of Birth to log in
- 2 You can check-in to your appointment by using geolocation or scanning a QR code

Option 1: Use geolocation

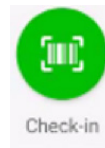
- Enable your location settings on your device ([iOS/Android](#))
- Locate your appointment
- Tap **I'm Here**



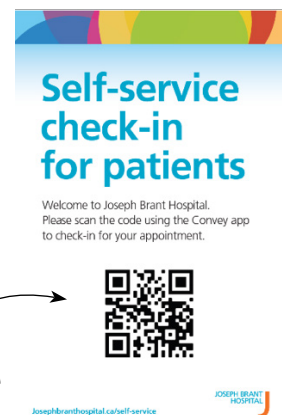
You must be within the physical vicinity of your appointment to use this option.

Option 2: Scan QR code

- Enable permission for the Convey app to use your device camera
- Locate your appointment
- Tap **Check-In**



- The app will open your device camera. Using the camera, scan the **QR code** on a Self-Service poster at the hospital entrances and in clinic areas



QR Code

- 3 Complete screening questionnaire and tap Continue to complete check-in

If you are unable to successfully complete check-in, please proceed to the Registration desk.

Step 5: Present your Check-in outcome upon Entry to the Hospital

When you have completed the screening questionnaire and submitted your answers, the next screen will show your check-in outcome. The messaging that appears on the screen will clearly indicate whether you have successfully completed check-in. Please show your check-in outcome at the Screening Checkpoint when entering Joseph Brant Hospital.

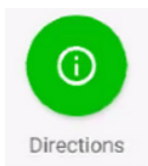
1. Patients who have successfully checked in should:

- Show check-in outcome to Screener at Screening Checkpoint
- Proceed to appointment waiting area as planned

2. Patients who have not successfully checked in should:

- Attend appointment as planned
- Stop at the Screening Checkpoint to show the Screeners the check-in outcome message
- Wait for Screener to provide next steps

Step 6: Go to your Appointment Waiting Area



Once you have successfully checked in, you can tap Directions for instructions on finding the waiting room for your appointment.