Join a Telehealth Appointment

DaVita Care Connect™

Follow the instructions below to join a scheduled telehealth appointment on the DaVita Care Connect™ (DCC) mobile app.
Note: Your device may appear different based on the brand used (Android vs. iPhone).

WHAT IS A TELEHEALTH APPOINTMENT?

Patients and their care partners are able to have virtual appointments with the patient's care team from the comfort of their home. Appointments take place in a private virtual room on your mobile device.
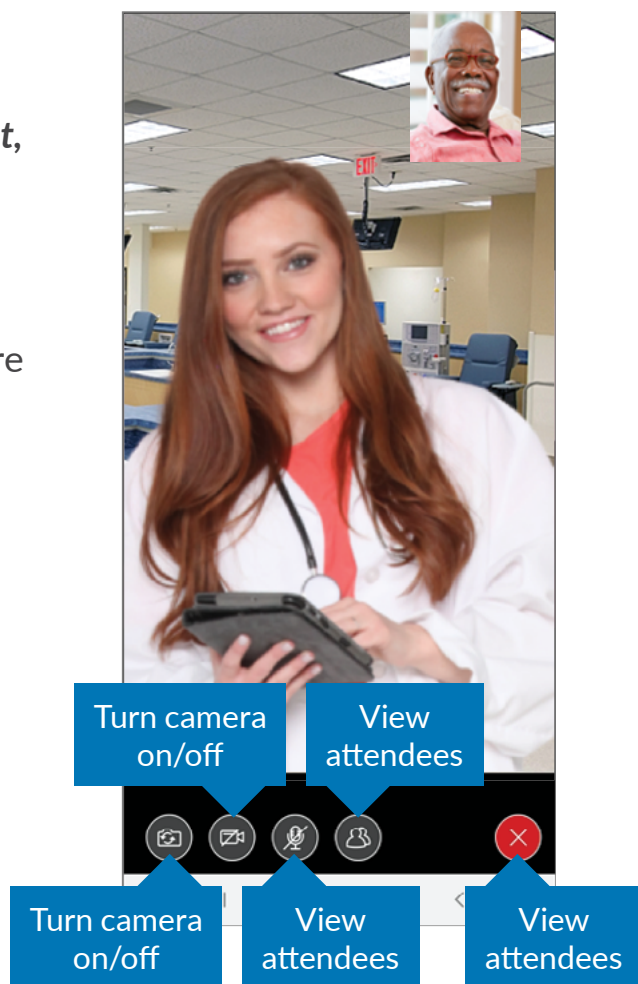
ETIQUETTE AND GUIDELINES

Before participating in a telehealth appointment, it is important to follow these guidelines:

- Find a private place where you are comfortable talking about your health care.
- Connect to a secure Wi-Fi network.
- Make sure your home treatment records are up to date.
- Upload any treatment-related photos you would like to discuss with your care team.

CONTROLS

See graphic on the right for instructions on how to use the buttons on the app.

Turn camera on/off

View attendees

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View attendees

View attendees

Need help using the app? Have questions?
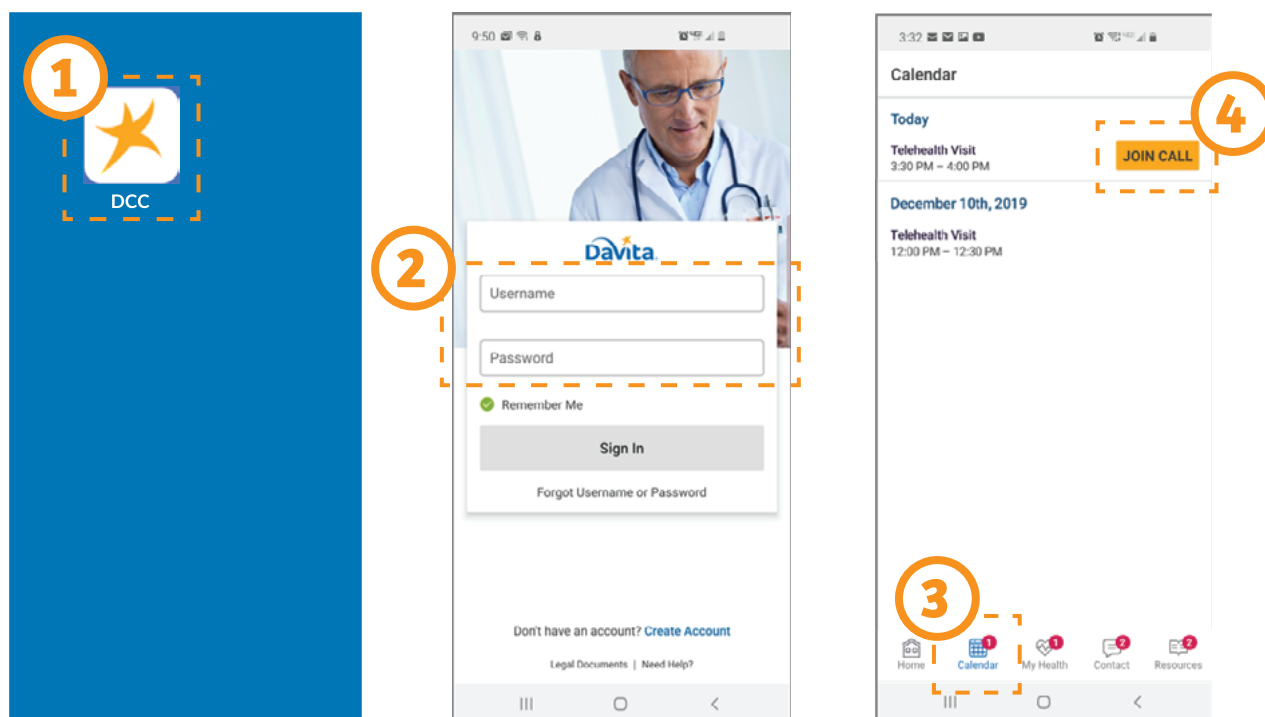**Call: 1-833-803-5542**

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JOIN A TELEHEALTH APPOINTMENT

- *Step 1:* Tap to open the **DaVita Care Connect™** app.

- *Step 2:* Log in to **DCC.**

- *Step 3:* Tap **Calendar** to view appointments.

- *Step 4:* Tap **Join Call**.
  Note: The button becomes active 15 minutes prior to the start time.

Note: If you have previously agreed to receive push notifications you will receive a reminder 15 minutes before your scheduled appointment. You will be sent another reminder 5 minutes before the start time to join the call.

> ✳ CC QA 10:03 AM
> **You have an appointment in 5 min**
> You can join the visit at any time
>
> ✳ CC QA 9:21 AM
> **You have an appointment in 15 min**
> You can join the visit at any time

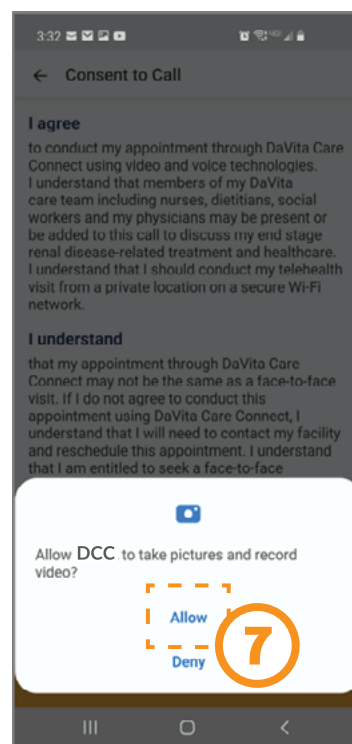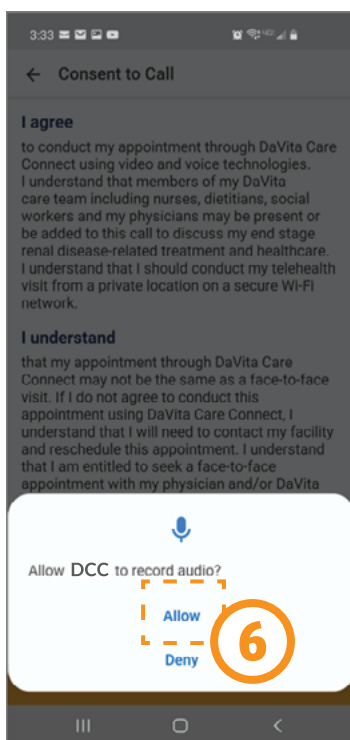**Need help using the app? Have questions?**
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JOIN A TELEHEALTH APPOINTMENT, CONTINUED

- *Step 5:* Tap **I Accept** to Consent to Call.
- *Step 6:* Tap **Allow** for the app to access the microphone.
- *Step 7:* Tap **Allow** for the app to access the camera.

Note: No video or camera recording will take place.
This terminology is used to request access to the phone's microphone/camera during the telehealth call only.

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JOIN A TELEHEALTH APPOINTMENT, CONTINUED

- *Step 8:* A Call Set Up window will appear with steps to confirm that your audio and video are working before you join the call. Follow the instructions on the screen and as each step is completed successfully, a green checkmark will appear.

- *Step 9:* Tap **Join Call**.

- *Step 10:* The DaVita image will display while you wait for others to join.

- *Step 11:* When the appointment begins you will be able to view your care partner and care team members on the main screen. You can view yourself in the small window in the upper right. Whoever is currently speaking will appear larger in the main video window.

Note: If you leave the call before the call duration ends, you can re-join the appointment by using the **Join Call** button in the **Calendar** view of the mobile app.

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