

# Connect from home

AS OF MARCH 13, 2020

Get nurse care from home and help stay safe from COVID-19

DaVita has technology that helps keep you safe

- DaVita Care Connect™ is an app that you can download to a smart phone.
- It gives you the ability to stay in touch with your clinic **if you can't visit and need to stay home because of COVID-19.**
- You can have a secure video visit with your care team. It's like using FaceTime or SKYPE, but secure. You can see their face and talk to them, almost like you're at the clinic.



How it works

- Download the app on a smartphone. It works on most smart phones like iPhone, Samsung, LG, and other Android phones. Go to [DaVita.com/covid-19-information](https://www.davita.com/covid-19-information) for help installing and instructions on using the app.
- If you do not have a device, consider asking a family member or care partner with a device to download the app on your behalf.
- Call your nurse and let them know you are ready to connect.



Google Play



**Download the app now to be prepared.**

Go to [DaVita.com/covid-19-information](https://www.davita.com/covid-19-information) for more information.

If you have symptoms such as fever, cough, shortness of breath, or have been potentially exposed to COVID19, please contact your DaVita Home clinic.

## INSTRUCTIONS

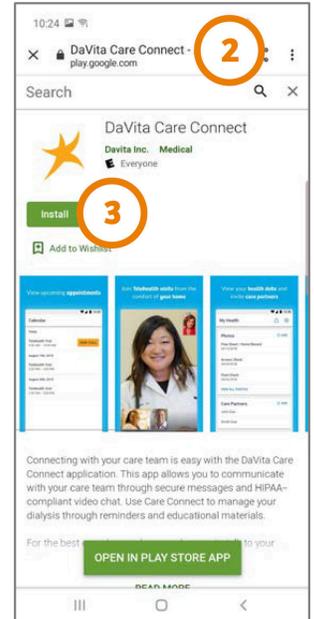
# Download the App

# DaVita Care Connect™

Follow these steps to download the DaVita Care Connect™ mobile app for Android and iPhone devices.\* [Click here](#) to watch a video with the instructions.

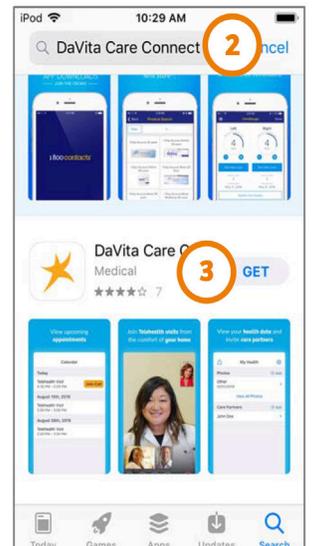
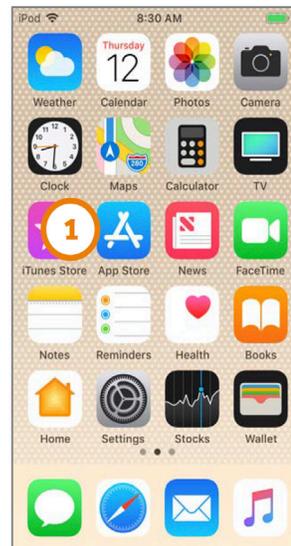
### IF YOU HAVE AN ANDROID

- **Step 1:** Tap to open *Google Play Store*.
- **Step 2:** Enter '*DaVita Care Connect*' in the search field and tap '*Enter*'.
- **Step 3:** Tap '*Install*'.
- **Step 4:** Once the app is installed, you may begin creating an account.



### IF YOU HAVE AN IPHONE

- **Step 1:** Tap to open the *App Store*.
- **Step 2:** Enter '*DaVita Care Connect*' in the search field and tap '*Search*'.
- **Step 3:** Tap '*Get*'.
- **Step 4:** Once the app is installed, you may begin creating an account.



\*You must have an Android or Apple device to participate. The DaVita Care Connect™ application is free to download, however you will be responsible for any data usage or charges related to using the app from your phone or internet provider.

Need help using the app? Have questions?

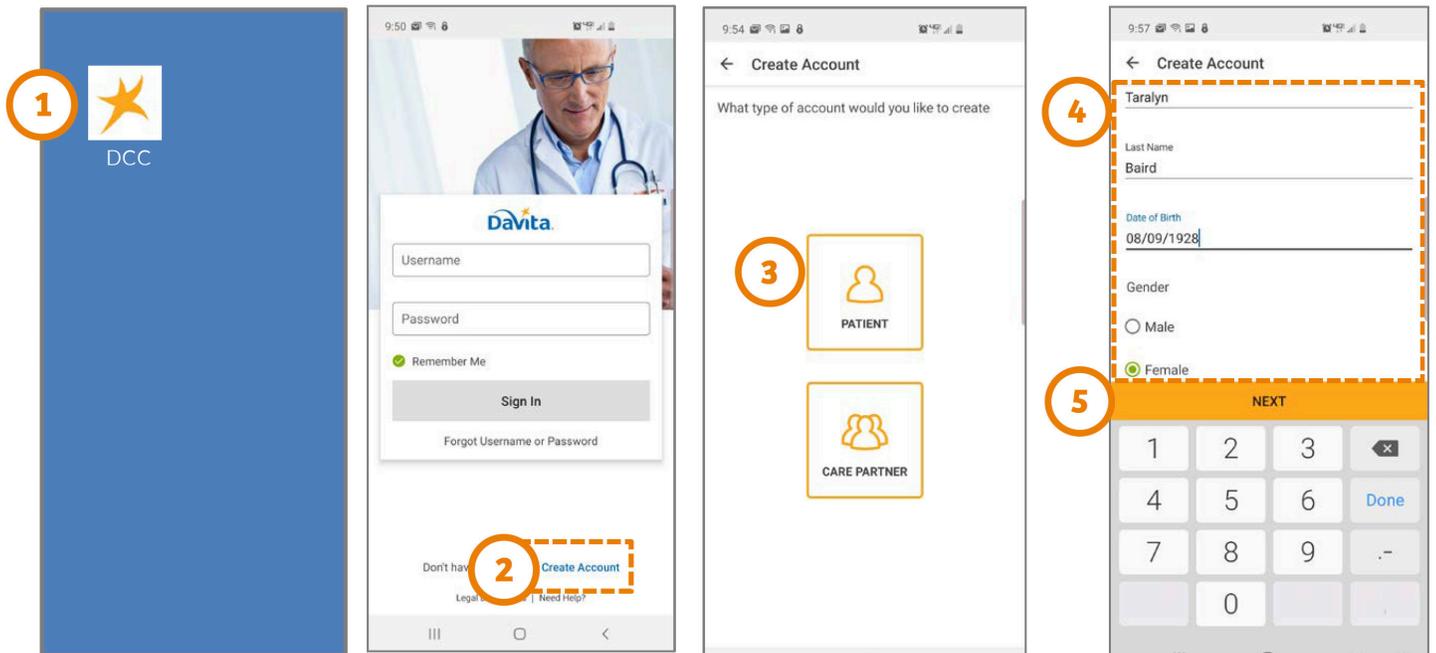
**Call: 1-833-803-5542**

# Create An Account

This is the first page of steps on how to create an account on the DaVita Care Connect™ mobile app. [Click here](#) to watch a video with the instructions.

## CREATE ACCOUNT

- **Step 1:** Tap to open the *DaVita Care Connect™* mobile app on your device
- **Step 2:** Tap 'Create Account'
- **Step 3:** Tap 'Patient'
- **Step 4:** Enter your *First Name, Last Name, Date of Birth* and *Gender*  
*Note: For days or months with a single digit, you will need to enter a "0" before the day or month.*
- **Step 5:** Tap 'Next'



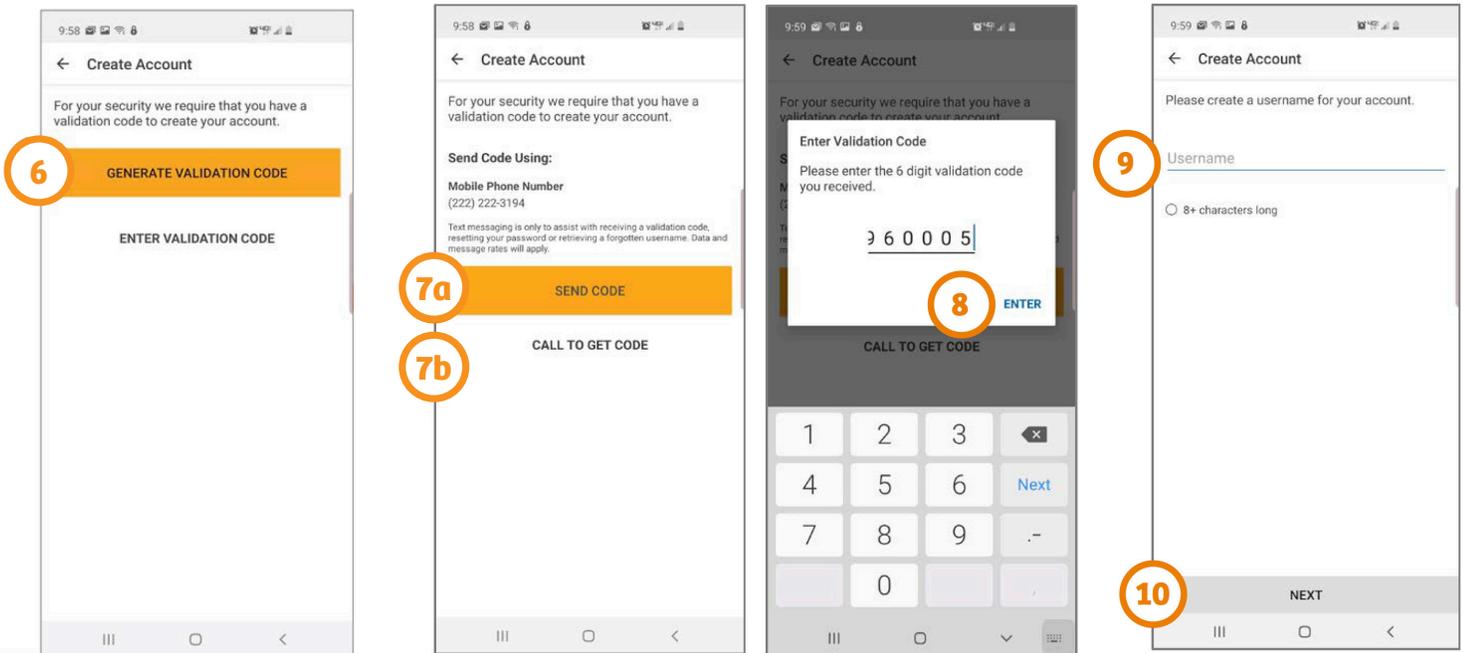
Need help using the app? Have questions?

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## This is the second page of steps on how to create an account on the DaVita Care Connect™ mobile app.

### CREATE ACCOUNT (continued)

- **Step 6:** Tap 'GENERATE VALIDATION CODE'.
- **Step 7a:** Tap 'SEND CODE'.
  - You will receive a text message asking you to confirm receiving this text as well as future texts.
  - Reply 'Yes' to receive the validation code.
- **Step 7b:** If you do not want to receive texts from the *DaVita Care Connect*™ app, tap 'CALL TO GET CODE'. This will automatically call the help desk line which will provide you a validation code.
- **Step 8:** Enter the validation code, and tap 'ENTER'.
- **Step 9:** Enter a username.
- **Step 10:** Tap 'NEXT'.



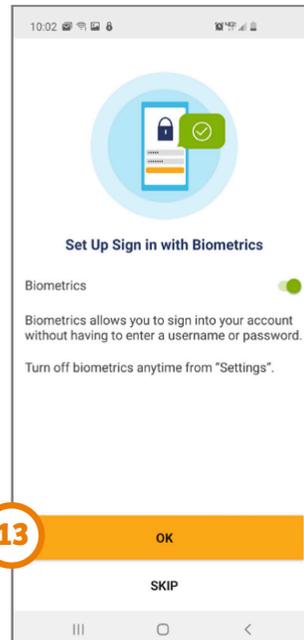
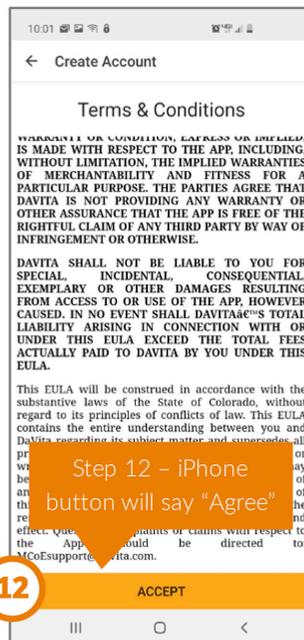
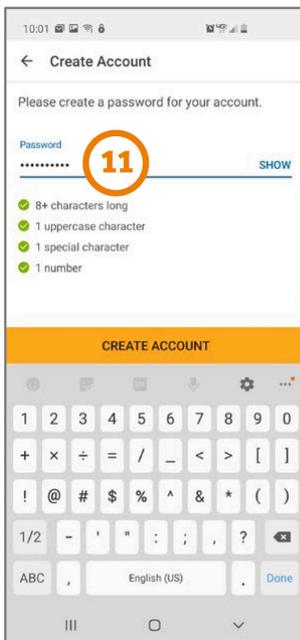
Need help using the app? Have questions?

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# This is the third page of steps on how to create an account on the DaVita Care Connect™ mobile app.

## CREATE ACCOUNT (continued)

- **Step 11:** Enter a password
  - Scroll to the bottom and tap **'ACCEPT'** if you agree
- **Step 12:** Review the Terms & Conditions
  - Scroll to the bottom and tap **'ACCEPT'** if you agree
- **Step 13:** Tap **'OK'** to set up the phone to sign in with Biometric feature
  - This allows you to sign in without having to enter a username or password
  - Or tap **'SKIP'** to continue
- **Step 14:** A pop-up window will appear stating: **"DaVita Care Connect™ would Like to Send You Notifications"**
  - Tap **'Allow'** to receive notifications.
  - The app is ready to use!



Need help using the app? Have questions?

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## INSTRUCTIONS

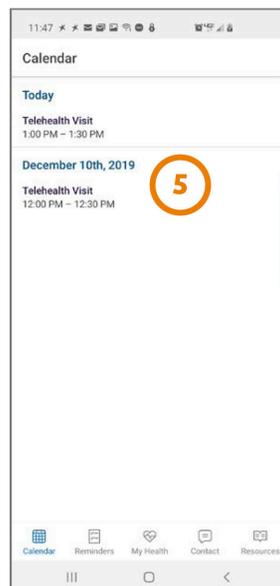
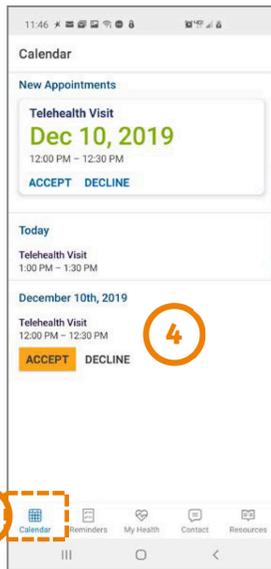
# Accept or Decline a Telehealth Visit Request

DaVita  
Care Connect™

Follow these steps to accept or decline a request for a telehealth visit on the DaVita Care Connect™ mobile app. [Click here](#) to watch a video with the instructions.

### ACCEPT / DECLINE TELEHEALTH VISIT REQUESTS

- **Step 1:** Tap to open the *DaVita Care Connect™* app
- **Step 2:** Log into *DaVita Care Connect™* app
- **Step 3:** Tap 'Calendar' to view appointments
- **Step 4:** Tap 'Accept' or 'Decline'  
- Note: If you decline an appointment, contact your facility to reschedule
- **Step 5:** Tap the *appointment* to view the details.
- **Step 6:** Tap the *back arrow* to close the appointment details



Need help using the app? Have questions?

Call: 1-833-803-5542



## INSTRUCTIONS

# Join a Telehealth Visit

DaVita  
Care Connect™

The next two pages walk you through how to join a scheduled telehealth visit on the DaVita Care Connect™ app. Read through these important notes first to learn more about the telehealth visit capability! [Click here](#) to watch a video with the instructions.

### WHAT IS A TELEHEALTH VISIT?

Telehealth visits take place in private virtual rooms. Patients are able to have telehealth visits with their nurse, dietitian, social worker and/or physician from the comfort of their home.

### ETIQUETTE AND GUIDELINES

*Before participating in a telehealth visit, it is important to follow the following guidelines:*

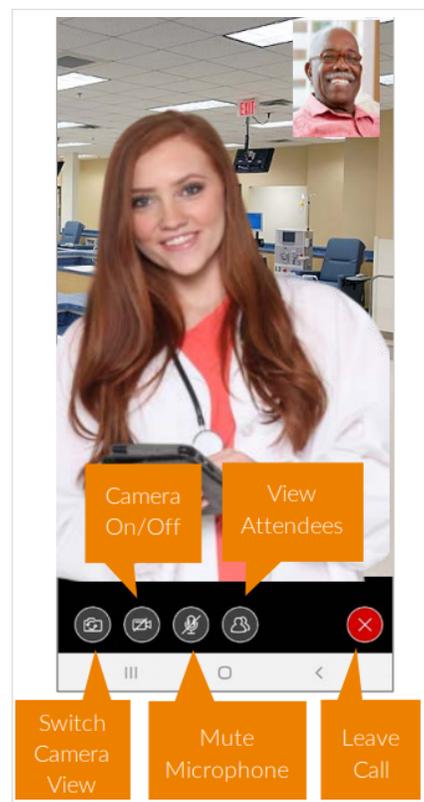
- Make sure you are in a private place where you are comfortable talking about your health care.
- Make sure you are connected to a secure Wi-Fi network.
- Make sure to upload your most recent treatment sheets and any other photos that you would like to discuss during the visit.

*During a telehealth visit it is important to follow these guidelines:*

- Don't take any screen shots of the call or share any information including photos with others.

### CONTROL

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



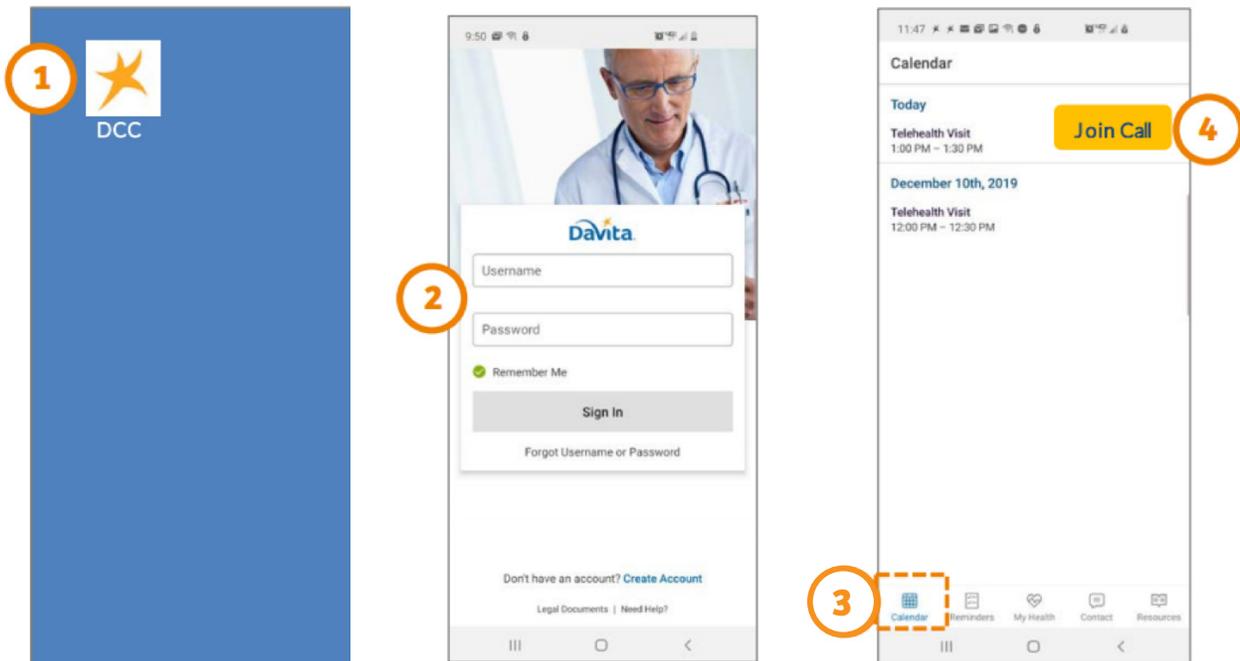
Need help using the app? Have questions?

**Call: 1-833-803-5542**

This is the first page of instructions on how to join a scheduled telehealth visit on the DaVita Care Connect™ mobile app.

### JOIN A TELEHEALTH VISIT

- **Step 1:** Tap to open the *DaVita Care Connect™ app*.
- **Step 2:** Log into the *DaVita Care Connect™ app*.
- **Step 3:** Tap '*Calendar*' to view appointments.
- **Step 4:** Tap '*Join Call*'.
  - The button becomes active 5 minutes prior to the start time.



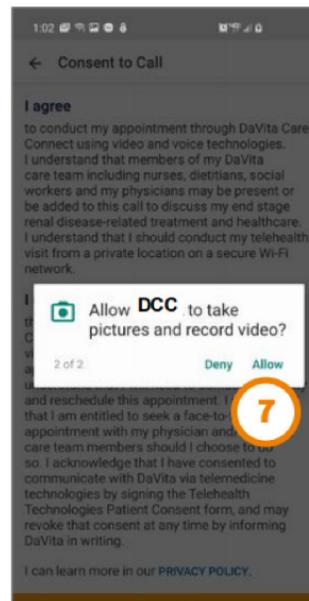
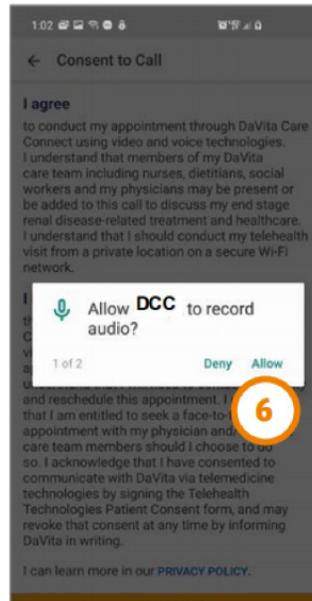
Need help using the app? Have questions?

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## This is the second page of instructions on how to join a scheduled telehealth visit on the DaVita Care Connect™ mobile app.

### JOIN A TELEHEALTH VISIT (continued)

- **Step 5:** Tap **'I ACCEPT'** the 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.
- **Step 8:** Telehealth visit opens.
  - Patient can view the clinician on the main screen.
  - Patient views themselves in the small window in the upper right.



Need help using the app? Have questions?

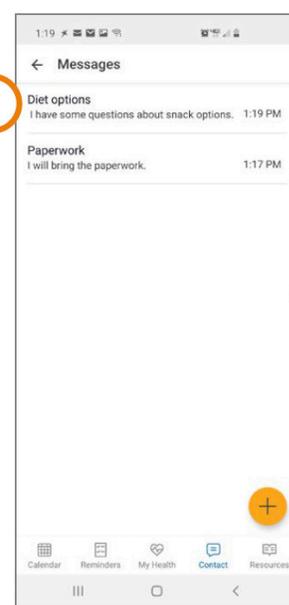
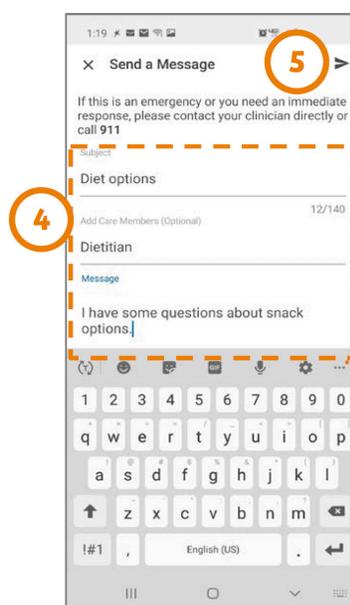
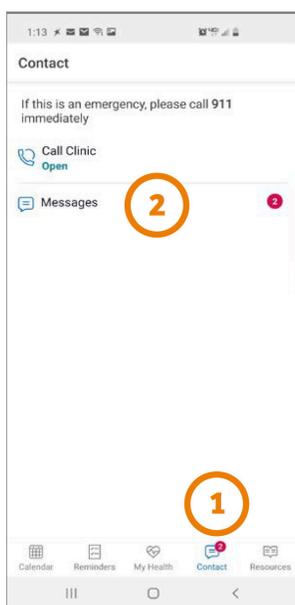
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# Send a Message

Follow these instructions on how to send a secure message to the DaVita care team in the DaVita Care Connect™ mobile app. The secure messaging feature can be used to send *non-emergency messages* to your care team. If you need an immediate response, call your clinician directly. In case of emergency, call 911. [Click here](#) to watch a video with the instructions.

## SEND A MESSAGE

- **Step 1:** Log into the DaVita Care Connect™ app and tap the **'Contact'** icon
- **Step 2:** Tap **'Messages'**
- **Step 3:** Tap the **plus icon** to create a new message. For iPhone tap **'New'**
- **Step 4:** Enter your **'Subject'** and the **'Message'**
- **Step 5:** Tap the **send icon** in the upper right
- **Step 6:** The message will be listed in the **Messages section**
  - Tap open to reply
  - *Note: Care team members monitor messages daily and reply as needed. Physicians do not have access to the messaging functionality and do not receive messages*



Need help using the app? Have questions?

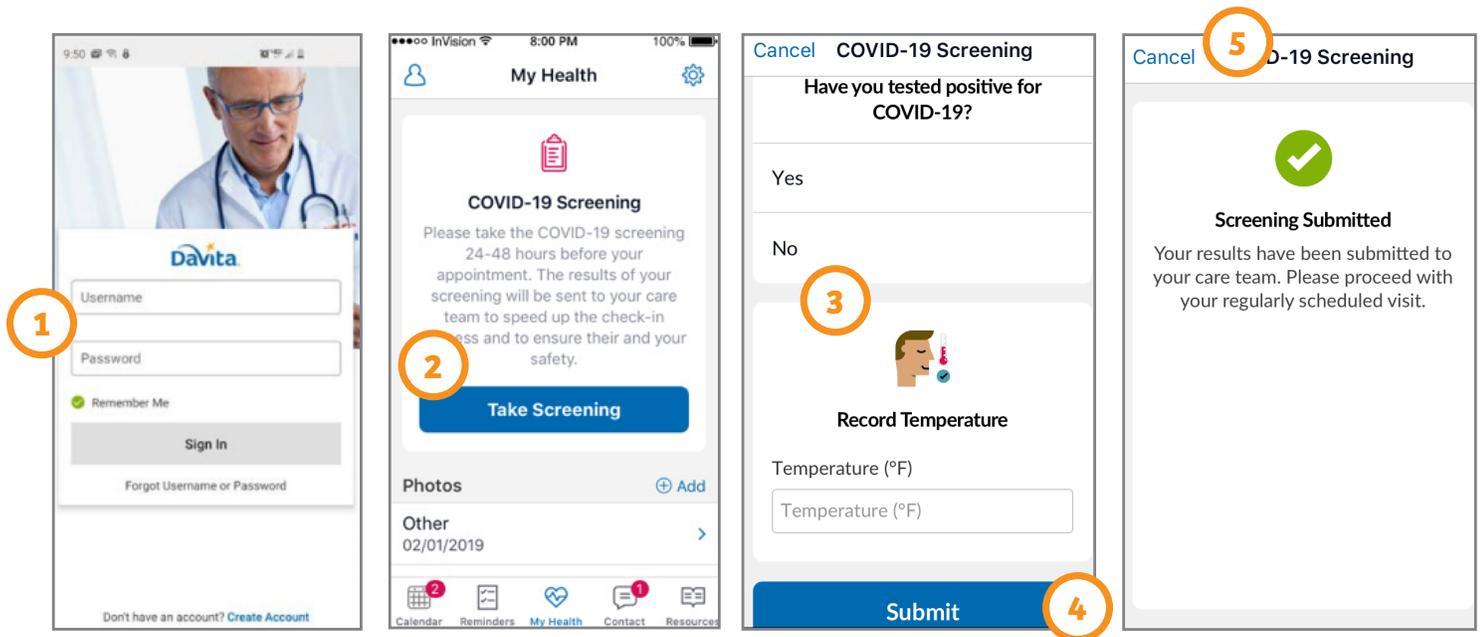
**Call: 1-833-803-5542**

# COVID-19 Self Screening

COVID-19 screening questions to be completed 24-48 hours prior to an in-person clinic visit.

## TO COMPLETE

- **Step 1:** One to two days before your in-person appointment at the dialysis center, log into *DaVita Care Connect™*.
- **Step 2:** Tap 'Take Screening'.
- **Step 3:** Answer the screening questions, including your current temperature. *NOTE: if you do not have a thermometer, you can submit your answers without entering a temperature.*
- **Step 4:** When you have answered all of the screening questions, tap 'Submit'.
- **Step 5:** Tap 'Cancel' to return to the app's main screen.



Need help using the app? Have questions?

**Call: 1-833-803-5542**

**Consent to the use of telehealth is required prior to your first telehealth appointment.  
Please call your dialysis center to provide consent over the phone  
or fill out this form and return it to your dialysis center by fax or email.**

## Telehealth Technology Patient Consent

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Facility: \_\_\_\_\_

You have been identified as a candidate for or have inquired about utilizing Telehealth Technology (“Telehealth”) to communicate with healthcare providers regarding your end stage renal disease-related care and treatment. Telehealth includes internet-based telecommunication and information technologies, including but not limited to audio and live video conferencing.

The Telehealth used will incorporate network and software security protocols to assist in protecting the confidentiality of patient identification and imaging data and will include reasonable and appropriate measures to safeguard the data against intentional or unintentional corruption.

Before DaVita Inc. can facilitate a Telehealth visit or communicate with you via Telehealth, you must read and agree to the terms and conditions of this Telehealth Technology Patient Consent Form (“Consent”):

### **Anticipated Benefits:**

- Improve access to end stage renal disease-related care.
- Efficiency in evaluation and management of end stage renal disease.

### **Possible Risks:**

There are potential risks associated with the use of Telehealth that you should carefully consider. These risks include, but may not be limited to:

- The potential for a different, incomplete or less effective health care consultation and/or treatment as compared to a live, in-person visit. Physical assessment during a telehealth visit is limited via video conferencing and is reliant on patient reporting of physical symptoms.
- The possible failure, interruption, or disconnection of the audio/visual connection.
- Transmission of a video image that is not sufficiently clear to meet the needs of remote consultation and/or treatment as determined by the provider.
- A risk of unauthorized access to the Telehealth visit and/or treatment through the interactive connection by electronic tampering or similar means.
- A risk of the Telehealth visit being overheard and/or viewed by others in and around where the Telehealth visit is being conducted.

### **Financial Obligations:**

Any financial obligations you have to healthcare providers may be the same when utilizing Telehealth as they are when visiting healthcare providers in person, including any applicable copay and coinsurance responsibilities. Please reach out to your provider for further information.

**Consent to the use of telehealth is required prior to your first telehealth appointment.  
Please call your dialysis center to provide consent over the phone  
or fill out this form and return it to your dialysis center by fax or email.**

**Conditions:**

DaVita Inc. will take reasonable steps to protect your privacy during the Telehealth session. Before DaVita Inc. can facilitate communications with you via Telehealth, you must acknowledge and consent to the following conditions:

- By signing this consent, you understand that Telehealth is not appropriate for urgent or emergency medical situations. If there is a medical emergency, you should immediately call 911 or seek help from your provider, hospital, or appropriate health care facility.
- You understand that individuals including facility staff, patients, and/or visitors may be present at DaVita's location who may incidentally overhear your Telehealth communications. Your care team will protect the confidentiality of your communications to the best of its ability and will meet the privacy and security standards and other safeguards required of it with regard to your protected health information (PHI).
- Due to their professional role and/or licensure, certain individuals are legally required to report information (pursuant to state law on mandatory reporting – for example, reporting elder and dependent adult abuse) to the appropriate agency.
- If you have requested that another person listen in and assist with the telehealth visit, the other person should be listed on your Permission to Discuss Health Information form, or you will be asked to provide verbal consent allowing the other person to be involved in the communications.
- You understand that you may also ask for particular additional measures to be taken to protect your privacy. Your request will be accommodated if DaVita is reasonably able to do so.
- You understand that you can end any Telehealth conversation at any time if you are no longer comfortable continuing the conversation, without affecting your right to future care or treatment.

By signing this form, I understand the following:

- I understand that the laws that protect privacy and the confidentiality of medical information also apply to Telehealth, and that information obtained in the use of Telehealth which identifies me will only be disclosed pursuant to applicable laws and regulations.
- I understand that I have the right to inspect or access information obtained in the course of Telehealth interaction, and may receive copies of this information.
- I understand that it is my duty to inform all of my health care providers of services I receive via Telehealth just as I would for services received in person to facilitate coordination of care.
- I understand that I may expect the anticipated benefits from the use of Telehealth in my care, but that no results can be guaranteed or assured.
- This consent shall remain in effect for so long as I am a DaVita patient. I may revoke this consent at any time by providing written notice of such revocation to DaVita Inc.

**Patient Consent for the Use of Telehealth:**

I acknowledge I have read and understand the information provided above regarding Telehealth, including the benefits, possible risks, and conditions of using Telehealth to communicate with healthcare providers regarding my end stage renal disease-related care and treatment, and all of my questions have been

**Consent to the use of telehealth is required prior to your first telehealth appointment.  
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answered to my satisfaction. I hereby give my informed consent for the use of Telehealth in my medical care and treatment.

Patient Signature (or Person Authorized to Sign for Patient):

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If Authorized Signer, Authorized Signers Name: \_\_\_\_\_

If Authorized Signer, Relationship to Individual: \_\_\_\_\_