

Welcome to Your Connected Care at Home Automated Chats

We're Here to Help You Manage Your Health

We're pleased to introduce you to Connected Care at Home, an easy and secure way to stay connected with your Care Team as you manage your health. Your Care Team and primary care doctor have identified you as a candidate for this program.

You've been selected to enroll in this program because your doctor would like to track how well you're doing while you are at home. The advantage of this program is that it allows you to easily report your blood sugar or blood pressure without having to call the clinic with status updates, and your care team will be able to see how well you're doing over time!

About Connected Care at Home

Connected Care at Home is designed to engage and coach you in your care and prepare you to independently manage your health after you have completed the program.

What are Connected Care at Home Automated Chats?

Connected Care at Home Automated Chats are an easy way to stay in touch with your Care Team. The automated chats let us check in with you by text or email to find out how you're doing and be sure you have the support you need.

What will we chat about?

The automated chats will help us share information and ask questions to:

- Help you stay on track with your care
- Find out if you need help or are having any problems
- Support you with tips and resources in your self-care journey

How often will we chat?

We'll start by reaching out to you weekly. After 1 month you will be given the option to change your communication settings to bi-weekly if desired. And if you'd like to check in between chats, you can do that too! You will maintain enrollment into the Connected Care at Home program for one year unless otherwise specified.

How long is the program?

For those enrolled into the program, you will receive automated chats for one year unless otherwise specified. At 1 year you will be asked if you want to continue the program, if so, you will be enrolled until you choose to unenroll.

Connected Care at Home Team

Your answers are sent securely back to your Care Team at University of Michigan Health. That way, we can reach out if you need it. Nurses will be monitoring your health and assist you should your health worsen. The Connected Care at Home Team works closely with your primary care doctor to ensure you remain healthy and happy in the comfort of your home.

It's easy to get started

You'll get a text or email invitation. Simply click the link and you'll be on your way to your secure, automated chat.

Today 1:09 PM

Jane, U-M Health: Welcome to Connected Care at Home! Let's go: <https://clinic-staging.conversahealth.com//e8ae7BppsAZVfHhbk1xAyhalv0PhIx65upjZ70P68A> Reply STOP to stop. Data and msg rates may apply



Text Message



OR

University of Michigan Health: Welcome to your first Connected Care at Home Automated Chat



University of Michigan Health <noreply@conversahealth.com>
To: Melinda Fulmer

Today at 11:29 AM



Dear Melinda_test210,

Welcome to your first Automated Chat with Connected Care at Home!

These conversations are here to help you stay better connected with your team.

Each session will only take a few minutes, and there's nothing to download and no login to remember. Simply click on your answers and your responses will be sent back to your care team.

Thank you,

Your University of Michigan Health Care Team

[Click here to get started!](#)

For more information, visit the Connected Care at Home website. If this link does not work, copy and paste this URL into your browser: <https://www.uofmhealth.org/connected-care-home>

University of Michigan Health is partnered with Conversa Health. We are interested in your experience with this service. Comments or questions? Please contact us at <https://support.conversahealth.com>



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Unauthorized

Please visit the Connected Care at Home website for more information and frequently asked questions:
uofmhealth.org/connected-care-home

For additional questions or problems with your automated chat, please contact your clinic.



Connected Care at Home Automated Chats

Frequently Asked Questions

How does it work?

Once you start an automated chat, we'll walk you through important, bite-sized information. We'll also ask questions about how you're doing.

To answer, just click the blue buttons. We'll review your answers to know if you need any extra help.

Am I talking to a person?

No. This is an automated, personalized chat. You're not chatting with a person. All of your answers are sent back securely to your Care Team.

Can I change an answer in a chat?

Yes. Just choose the answer you wish to change and you will be able to change your answer.

How do I update my settings?

To change your settings and preferences, click the gear icon in the lower left of your screen.

Select "Notifications" to change your preferences (text or email) or update your contact information.

Is it secure?

Yes. Everything you share in your Connected Care at Home automated chats is completely safe and secure. Only your Care Team will be able to see the information shared in your automated chats.

How do I sign up?

Contact your Primary Care Clinician to sign up.

Can I opt out?

Yes. If you were signed up by email, you can use the "Unsubscribe" link in the email.

If you were signed up by text, you can opt out in the chat itself. Click the gear icon in the lower left of your screen. Then click "Account" and move the slider from "On" to "Off."

Is there a cost to being part of the Connected Care at Home program?

Patients will not be charged to participate in Connected Care at Home at this time.

What do I do if I need a device?

You can indicate in the chat that you need assistance.

