healthshare®

ConnectMe

Practitioner Guide

Contents

A guide for practitioners

Create Provider Account
Setting up ConnectMe

ConnectMe
Create practitioner account

—

https://au.connect-me.com/accounts/practitioner-signup/

Complete the sign up process

Provider sign up

» Complete the sign up process

Verify your provider account

Verify account

» You will receive an email

» Click the link to verify your account

From: ConnectMe [mailto:noreply@connect-me.com]
Sent: Friday, 22 December 2017 10:17 AM
To: APMHA Provider <apmhaprovider@apmhalliance.com.au>
Subject: Almost done registering for ConnectMe! Please verify your email address

connectme

Thank you for signing up to ConnectMe

Hi **APMHA Provider**,

Thank you for signing up to ConnectMe.
Please click the link below to confirm your email address and register your secure account.
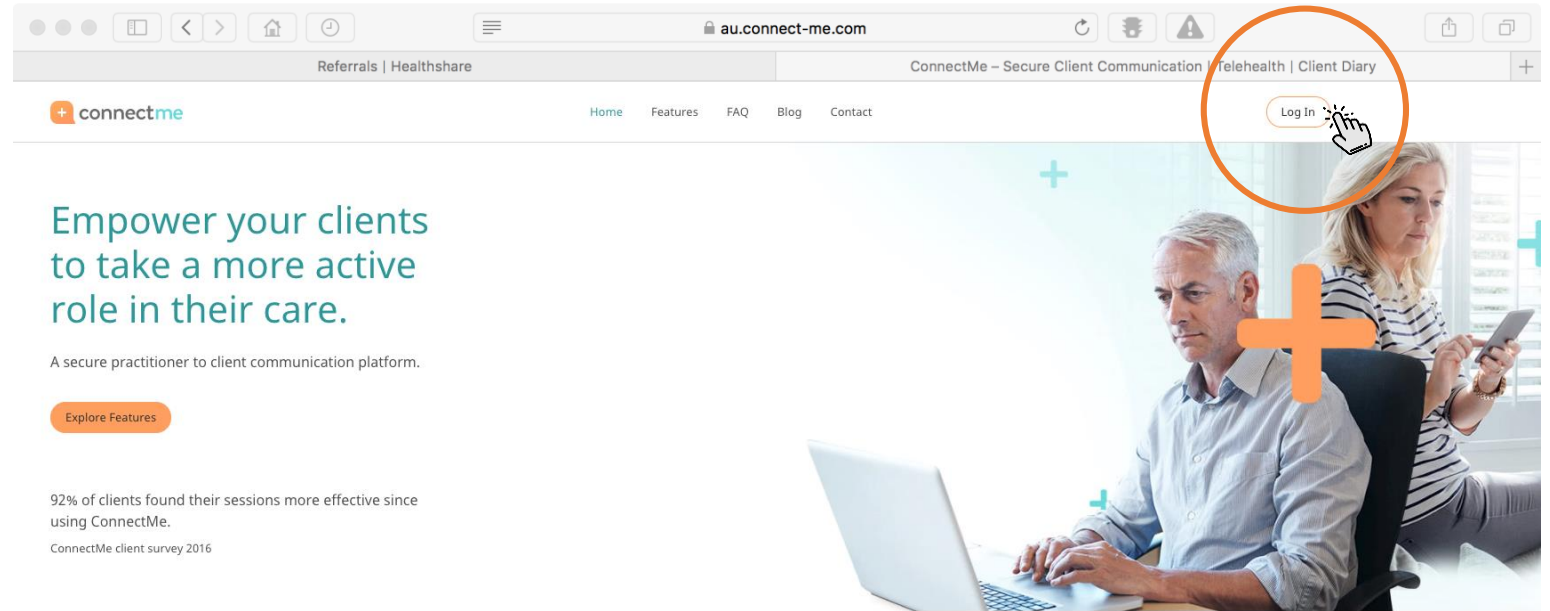
Confirm my Email

Kind Regards,
ConnectMe Team

Login to ConnectMe
Setup your Profile

ConnectMe website to login
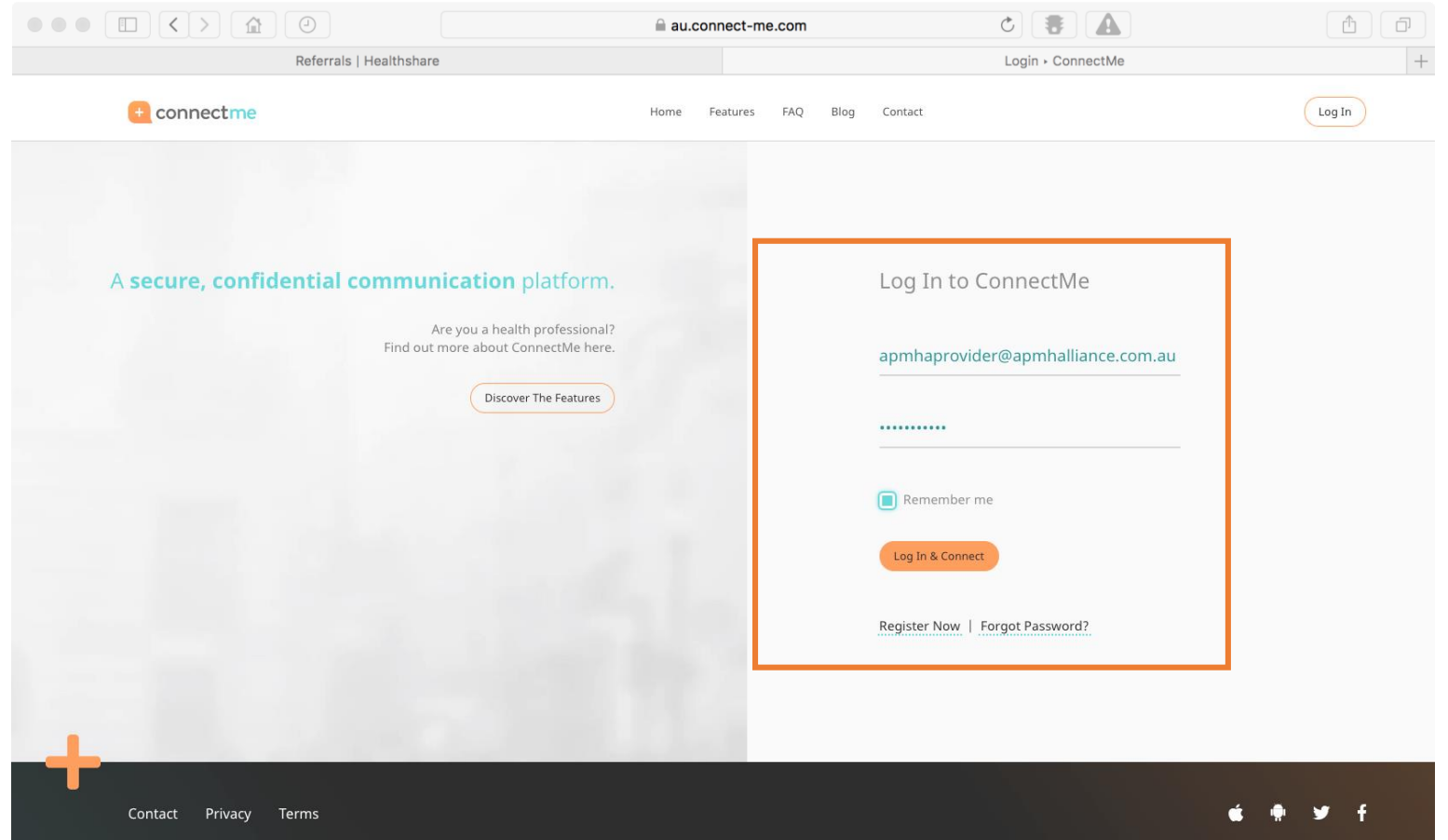
Provider Login

» https://au.connect-me.com/home/

» Click "Login"

Login to your ConnectMe account

Provider Login

» Username is email address

» Password

» Remember me (optional)

» Login & Connect

ConnectMe Dashboard

From the Dashboard

» Update Provider Settings ●
» Invite New Client ●
» View Client List and Select Client ●

Invite a Client
Connecting with ConnectMe

Invite Client

From the Invite New Client Panel

» Select SMS or Email

» Enter client full name
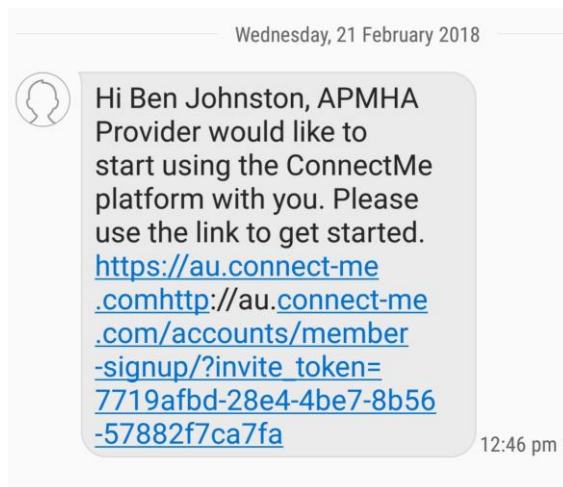
» Enter client Mobile or Email

» Click "Send Invitation"

Pending Invitations

Pending Invitations

» Visible in the Pending Invitations panel

» Patient receives invitation (below) which includes link to install the ConnectMe patient app – automatically connecting the patient to you as their provider

Invitation accepted by client

Once client invitation accepted

» Client is moved to the Client List

» This means the client has accepted the invitation and has installed the ConnectMe (Client) app on their smart device

You're now ready to engage with your client using ConnectMe

Using ConnectMe
Client engagement dashboard

Open the client record

Open a client record

» Click on the client you want to connect with

Notification

» Orange circle shows, at a glance, there are new updates from client

ConnectMe client record

connectme

Benjamin Johnston

- Diary
- Messaging
- Reminders
- Notes

Start Video Call

Benjamin Johnston's Diary Entries

3 drinks

⏱ SUBMITTED THURSDAY, 18 JAN 2018

Felt really great today

⏱ SUBMITTED THURSDAY, 18 JAN 2018

FEB 2018

SUN MON TUE WED THU FRI SAT

1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28

Add a private note
Your client will not see these notes

Diary
» Client entered diary notes
» Visible to provider and client

Messages

Write a message to Benjamin Johnston...

📎 Send

Benjamin Johnston · 18 Jan · 11:07 am
Great, speak then

You · 18 Jan · 11:06 am
Hey Ben, confirming your appointment next Wednesday. Look forward to speaking then.

FEB 2018

SUN MON TUE WED THU FRI SAT

1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28

Add a private note
Your client will not see these notes

Messages
» Real time, 2 way messaging
» Visible to provider and client

Benjamin Johnston's Reminders

Add a New Reminder

Health Fund 'Well-come'

Hi Benjamin, I will video call you. Just have your mobile handy with ConnectMe, and be comfortable. Its an enjoyable and useful chat.

1 / 1 COMPLETED

📅 28TH DEC 2017 AT 10:00 AM

Drinks today

Please send number drinks yesterday

1 / 2 COMPLETED

📅 18TH JAN 2018 - 19TH JAN 2018 - EVERY DAY AT 11:28 AM

Enter a title

FROM
22 February 2018

TO
Choose a date

SET TIME
08:00

REPEAT
Every day

Reminders
» Provider scheduled activities, tracked completion
» Visible to provider and client

Note Entries

Write a new note here

Create a private note. Your client will not see note entries.
Save

Video Call conducted 18/1/18 - see consult notes in X system, updated Finis

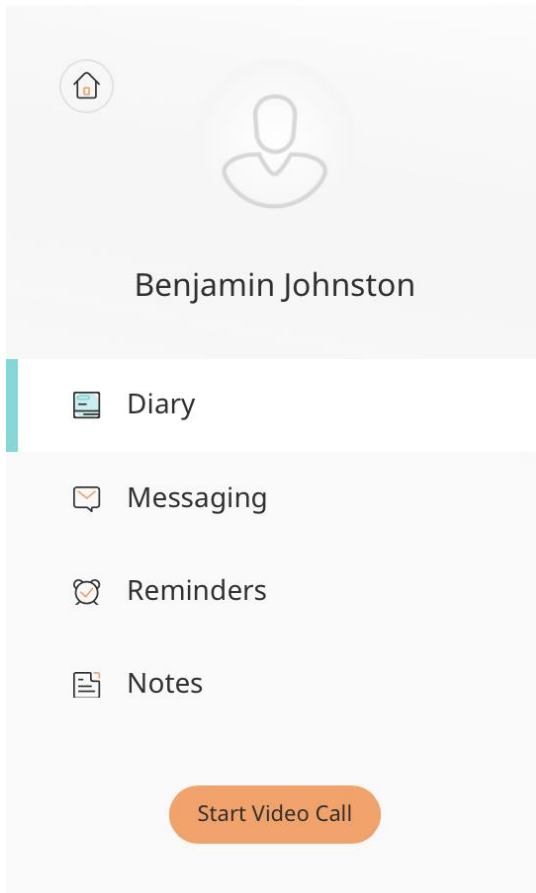🕐 CREATED 18 JAN · 11:21 AM

Updated patient record

FEB 2018

SUN MON TUE WED THU FRI SAT

1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28

Notes
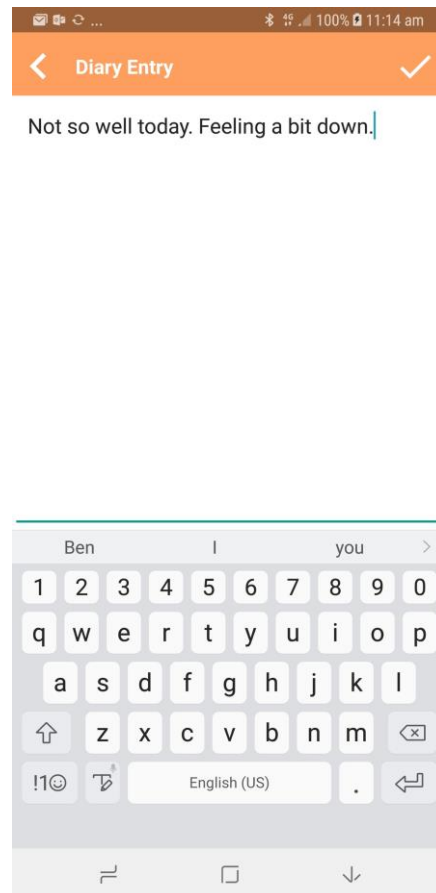» Provider notes regarding client interaction
» Visible to provider only

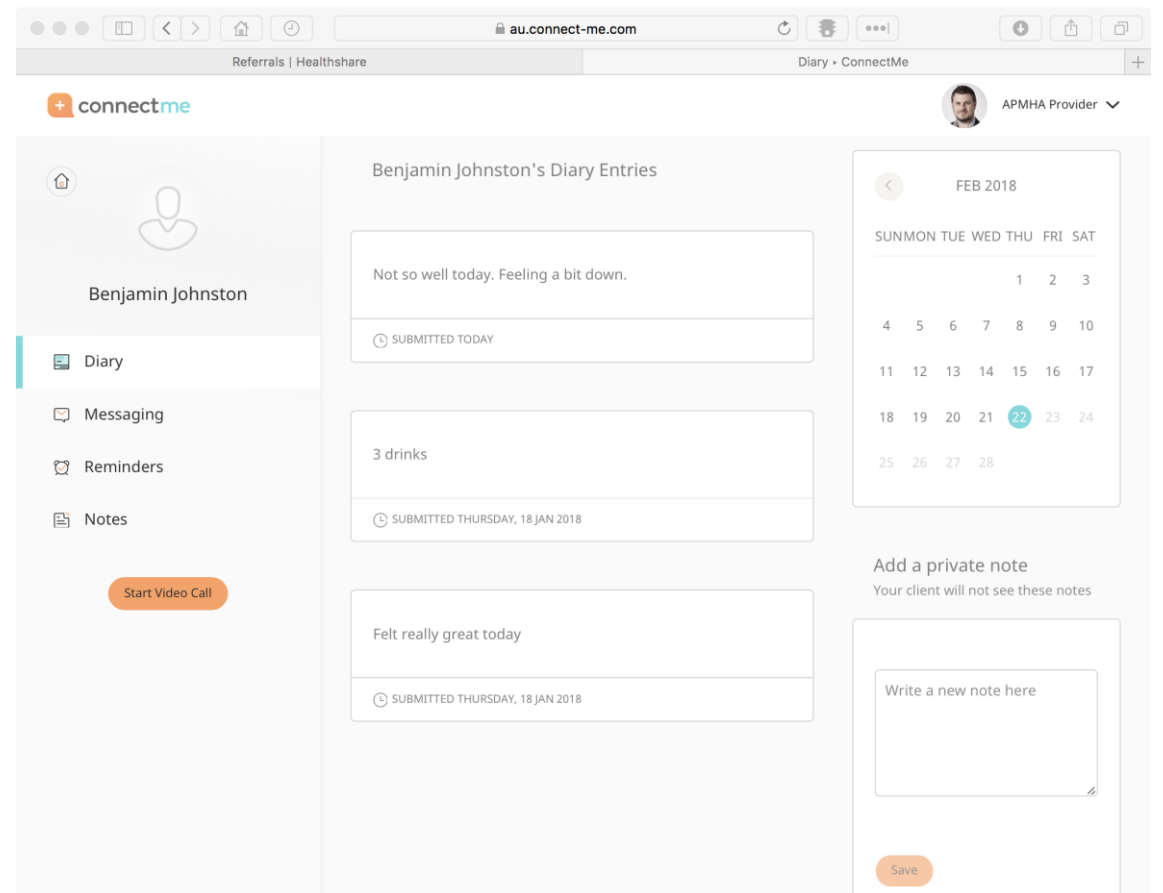APMHA Provider

Using ConnectMe
Diary

ConnectMe Diary

Client

» Client diary entry made in the client app

Provider

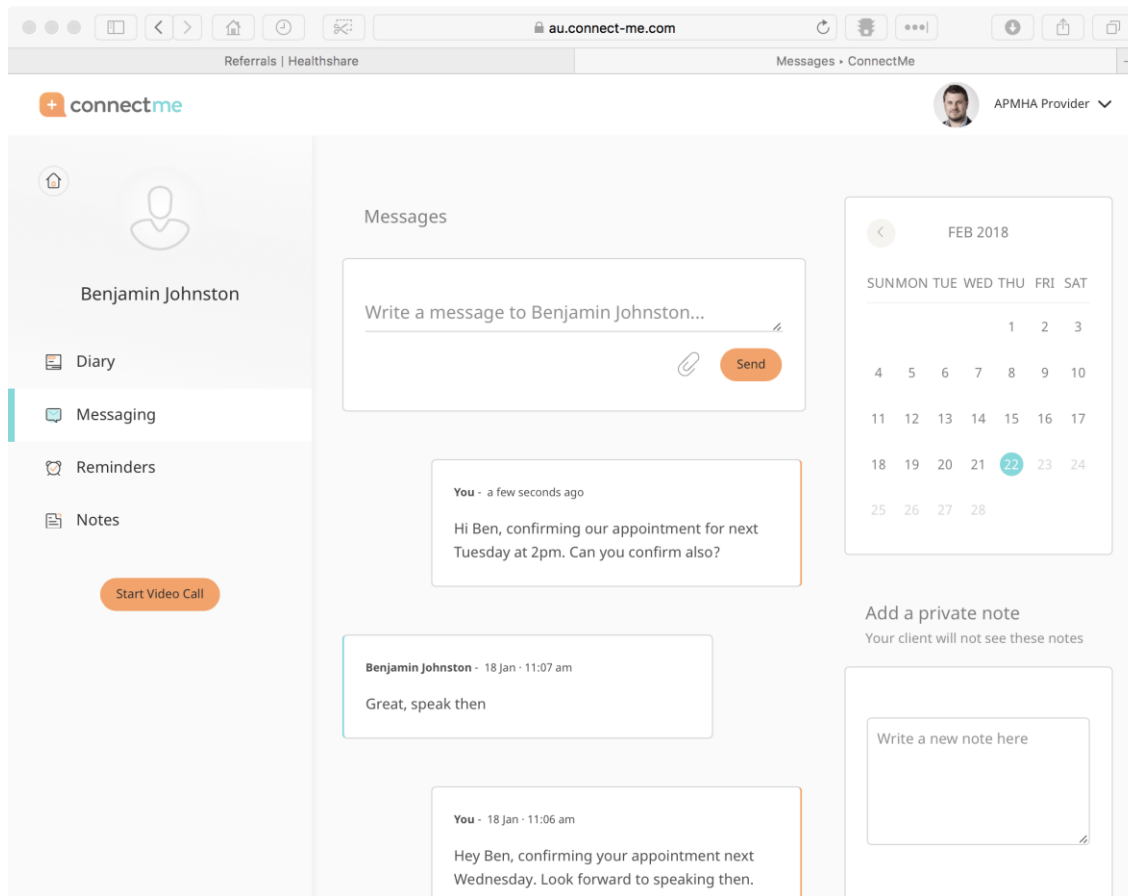» Provider can view timeline of client diary entries in preparation for next appointment

Using ConnectMe
Messaging

ConnectMe Messaging
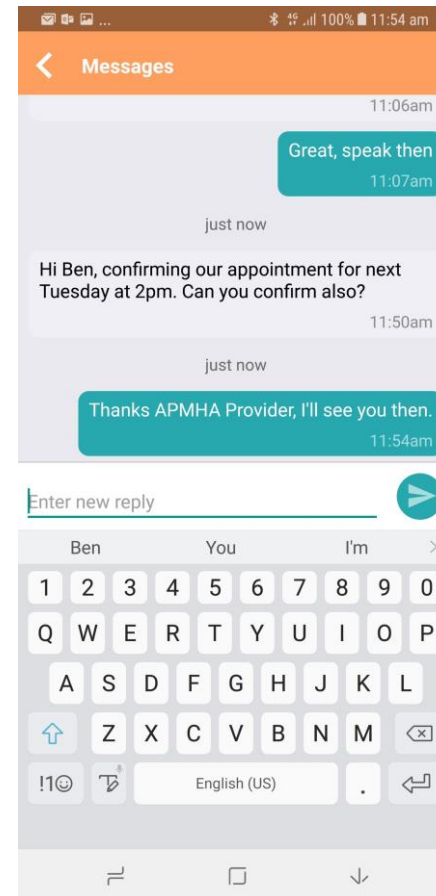
Provider

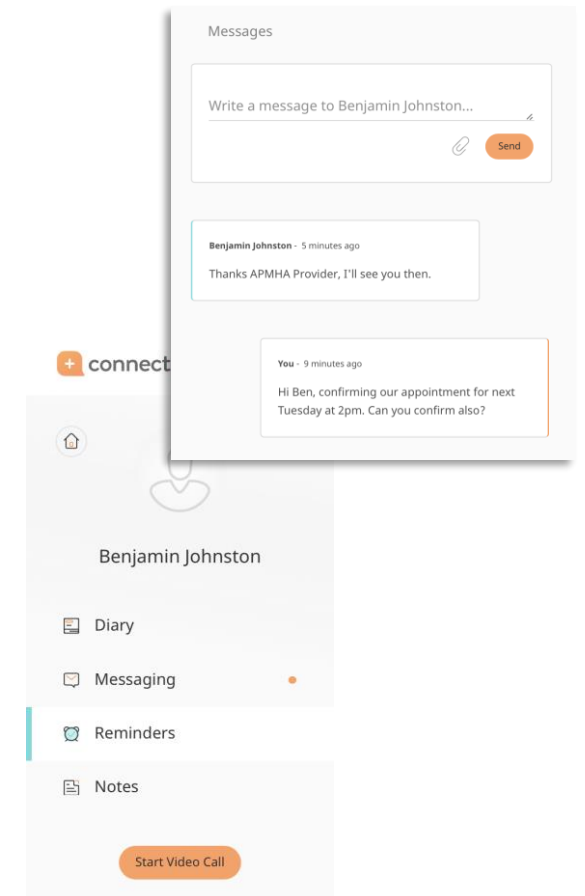» Provider can write a message to the client in the 'write a message' box and send, including attachments

Client

» In real time, client receives and can reply to message

Provider

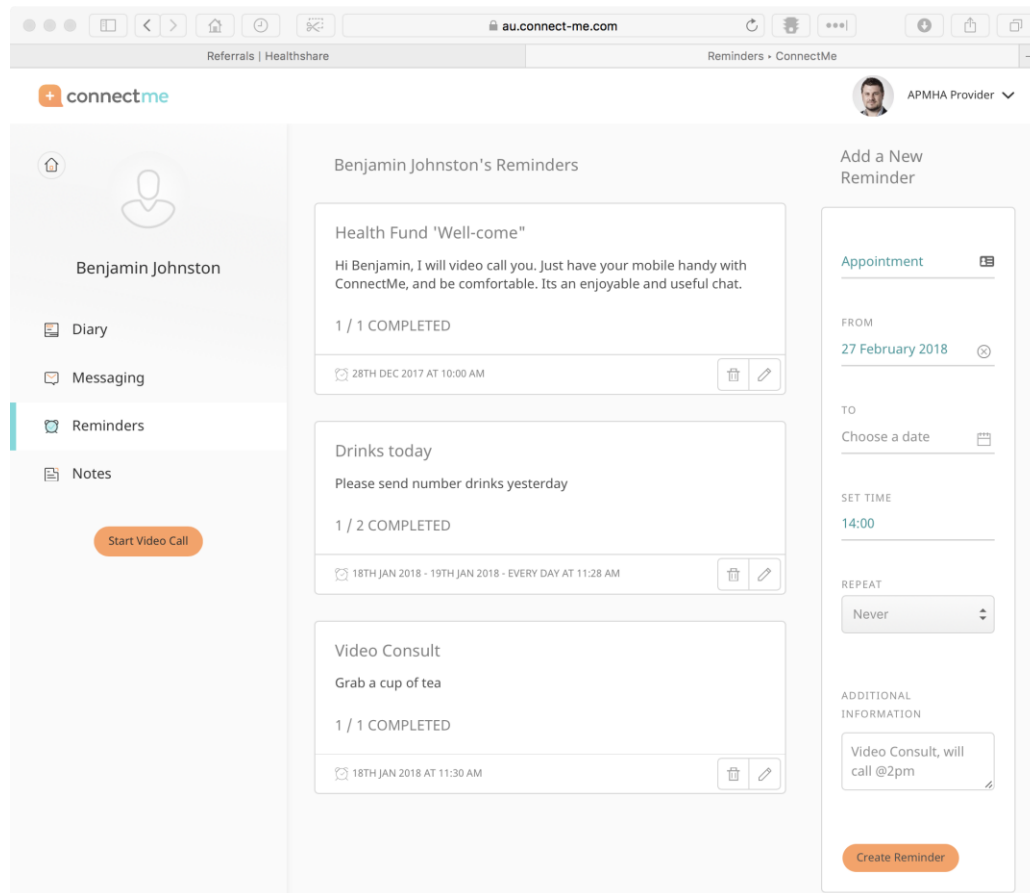» In real time, provider receives reply from client. Panel alerts new message.

Using ConnectMe Reminders

ConnectMe Reminders

Provider

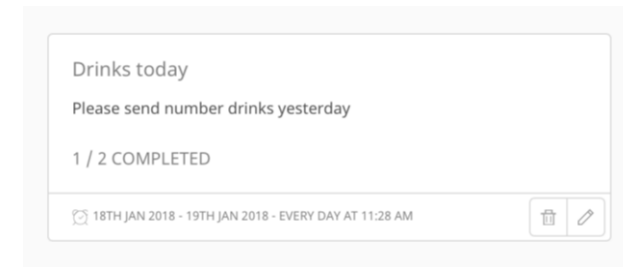» Provider can add new Reminder in the right panel, these can be set as daily, weekly, monthly or one-off activities

Client

» Reminders notify in the patient app as they are due

Provider

» Provider has visibility of reminder activity completion

Using ConnectMe
Notes

ConnectMe
Notes

Provider

» Provider can add new Reminder in the right panel, these can be set as daily, weekly, monthly or one-off activities

Client

» Reminders notify in the patient app as they are due

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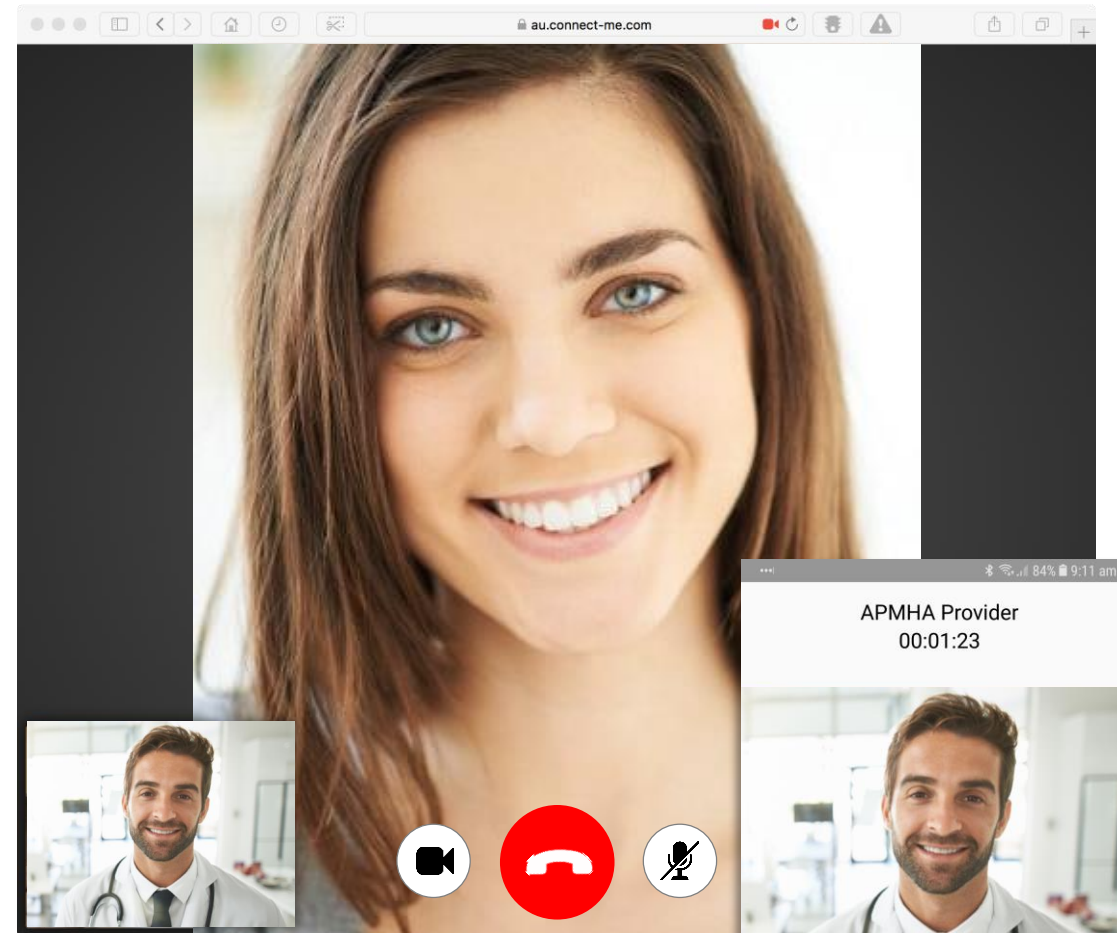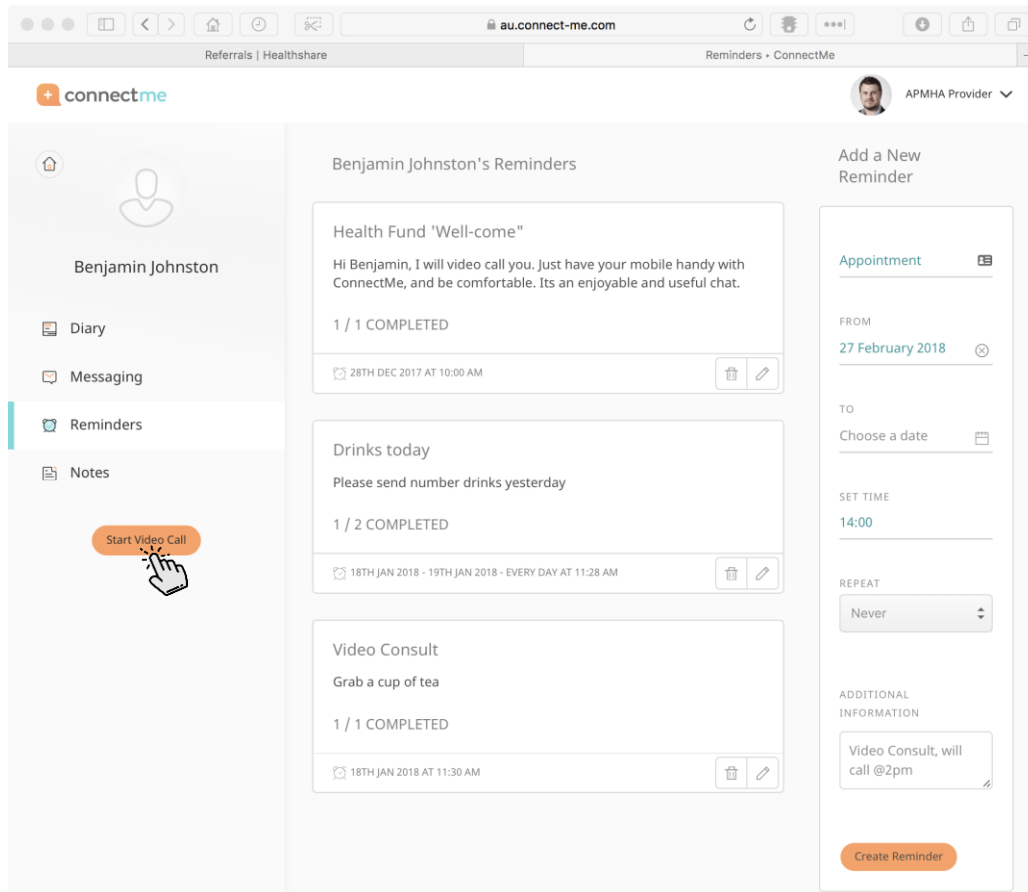# Using ConnectMe
Secure Video Call

ConnectMe
Secure Video Call

Provider

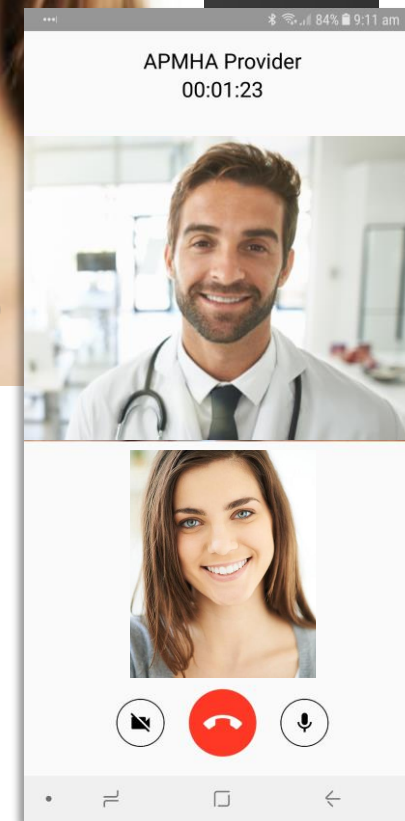» Provider (not client) can launch a secure video call with the client

Provider View

» Provider video call view in web browser window
» Secure WebRTC connection

End-to-End Video Encryption

Client View

» Client video call in app
» Secure WebRTC connection

Support

In Application

> **ConnectMe Support**
> Updated 22 Dec · 10:16 am

Email

» support@connect-me.com

FAQs

» https://au.connect-me.com/faq/