

Convey Self-Registration App Process

Savience Projects



PHASE 1
APPOINTMENT
REMINDER
MESSAGES



PHASE 2
SELF-REGISTER
KIOSKS

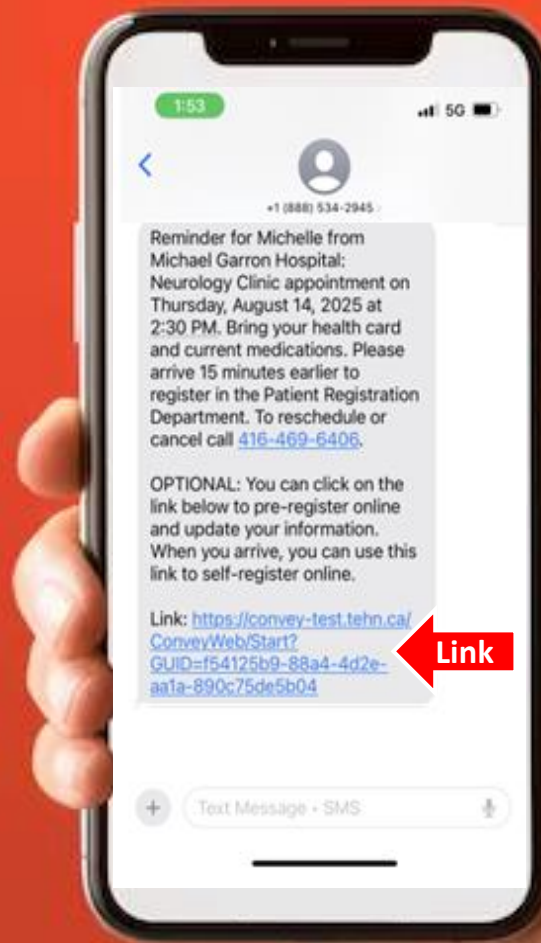


PHASE 3
SELF-REGISTER
MOBILE APP

September 2025

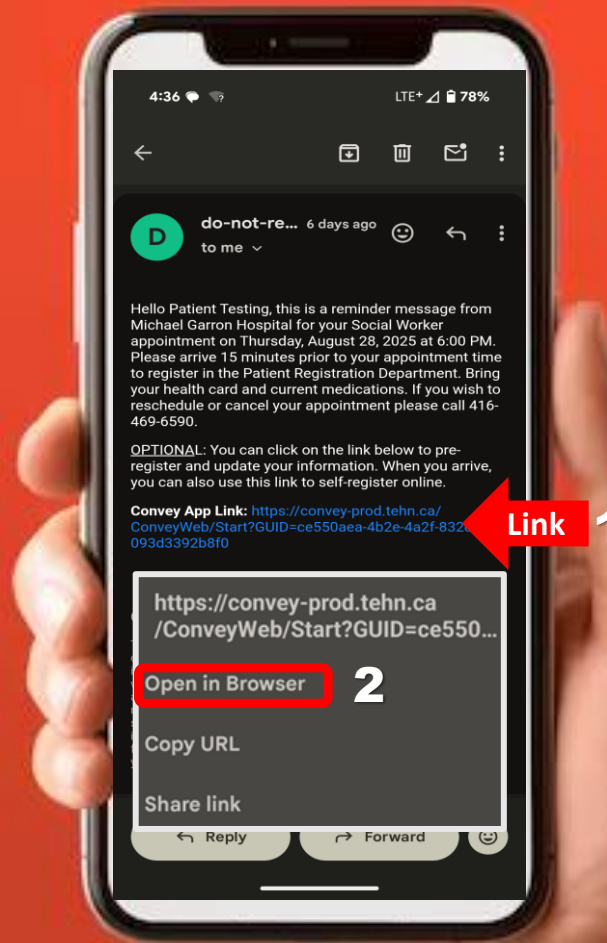
Text Appointment Reminder

- The patient receives an appointment reminder 4-days prior to their appointment.
- At the bottom of the reminder is a link to access the Savience Convey App.
- The patient can pre-register and register using the same link.
- The patients must keep their reminder message on their cellphone or email inbox to be able to access the link.



Email Appointment Reminder

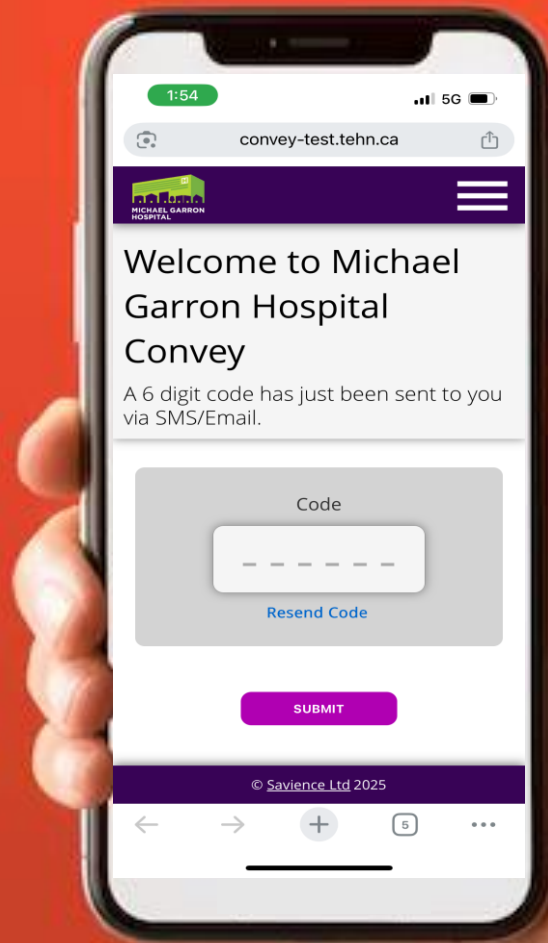
- If the patient's reminder preference is by email, they will receive an email message.
- At the bottom of the reminder is a link to access the Savience Convey App.
- The patient will need to...
 - 1) press and hold the link for a pop-up window to appear, 2) then they select 'Open in Browser', this will enable the patient to go back to their inbox to obtain their MFA code after the Convey app is open.



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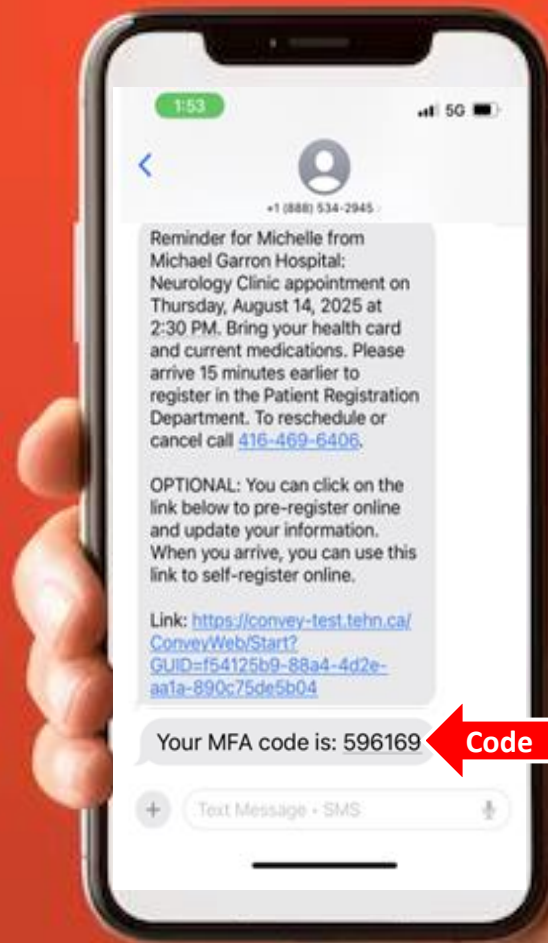
Convey App

- Once the app is open, an MFA code is sent to the patient via text or email message.
- This is a security feature to ensure privacy.



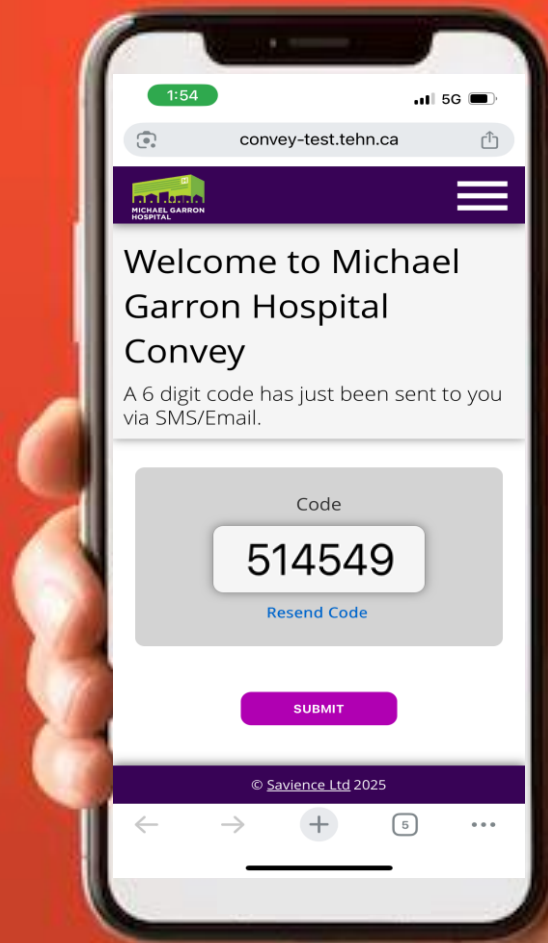
MFA Code

- The MFA code will be send via text message or email to the patient. There is a delay of a few seconds to receive the message.
- The patient can copy the code to paste it onto the app.



MFA Code

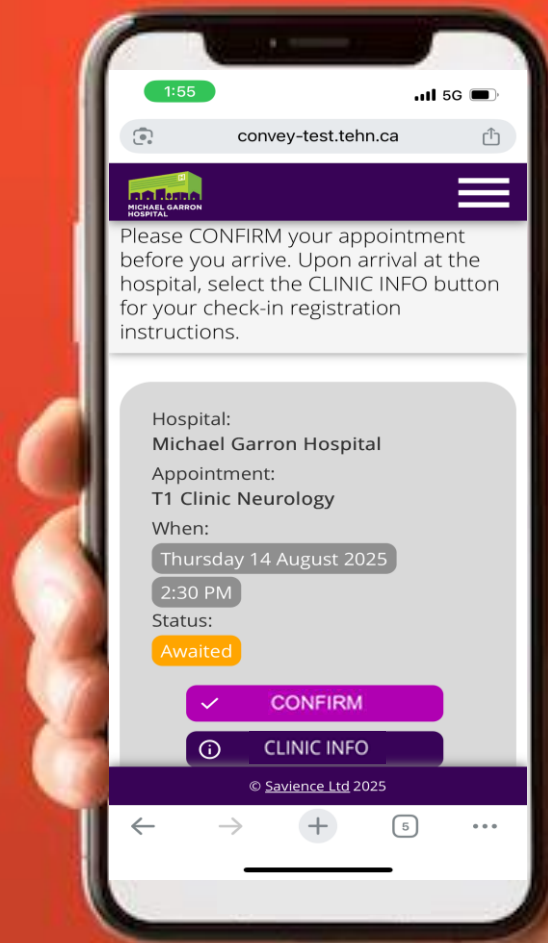
- The MFA code is typed or pasted into the code field.
- If the patient did not receive the code, they can click on the 'Resend Code' option to receive another MFA code.



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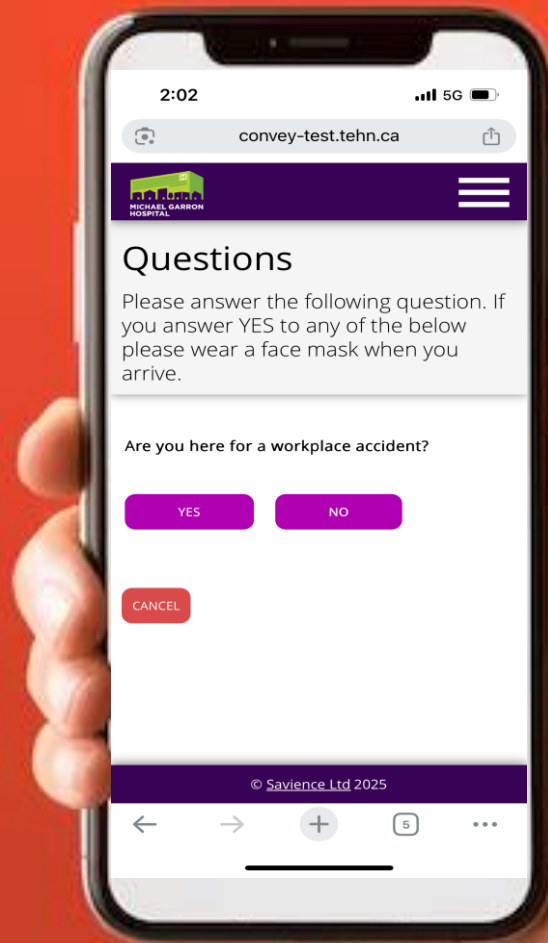
Appointment List

- The patient can view all future appointments.
- At the top of the screen the patient is instructed to confirm their appointment.
- There are two options available:
 - CONFIRM - used to review and update information
 - CLINIC INFO - to view registration options.



WSIB Screening Question

- The patient is asked to confirm if their appointment is related to a workplace injury.
- If the patient selects yes, they will be bail out and instructed to see a registration clerk with they arrive to the hospital to register.



Key Demographic Information

- This information cannot be changed by the patient.
- If the patient selects yes to change this information, they will be bail out and instructed to see a registration clerk with they arrive to the hospital to register.

2:02 5G

convey-test.tehn.ca

MICHAEL GARRON HOSPITAL

Key Demographics

Please check that the following information is correct before continuing.

Name	MICHELLE TEST
Date of Birth (DD/MM/YYYY)	11/12/1997
Sex at birth	Female
Family Doctor	LAURA TATE

Do these details need to be changed?

YES NO

CANCEL

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Patient's Contact Information

- The patient can update their home address, telephone numbers, email address, preferred name and appointment reminder preference.



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Patient's Contact Persons

- The patient cannot update their alternative contact person and their substitute decision-maker.
- The patient is instructed to see a registration clerk to update this information.

2:04 5G

convey-test.tehn.ca

MICHAEL GARRON HOSPITAL

ON

M4C5M5

(437)938-7684

Spouse

Alternate Contact If You Are Not Available

DAISY

SAVIENCE

840 Coxwell Avenue

TORONTO

ON

M4C5T2

(437)989-0234

Spouse

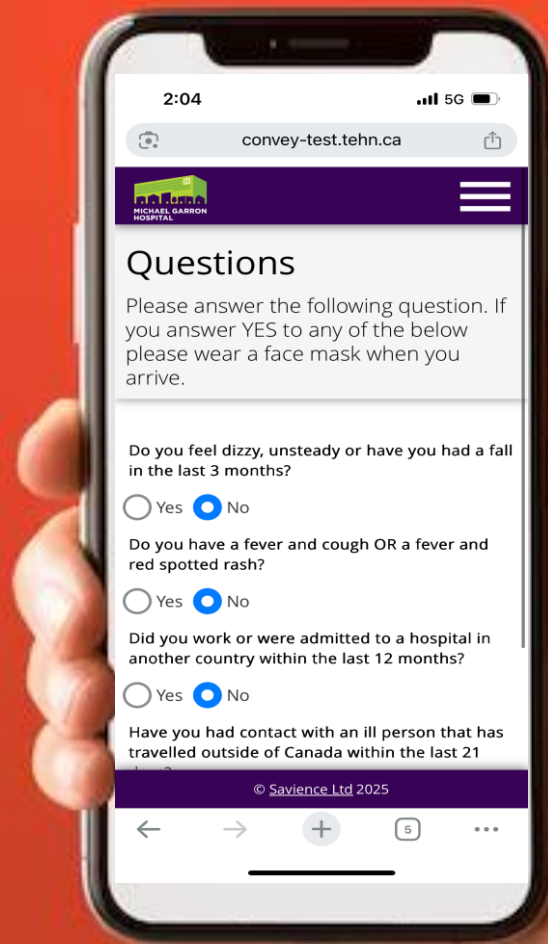
To update your family doctor or contact persons, please see a registration clerk when you arrive at the hospital.

CANCEL CONTINUE

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Falls Risk & Infection Control Screening Questions

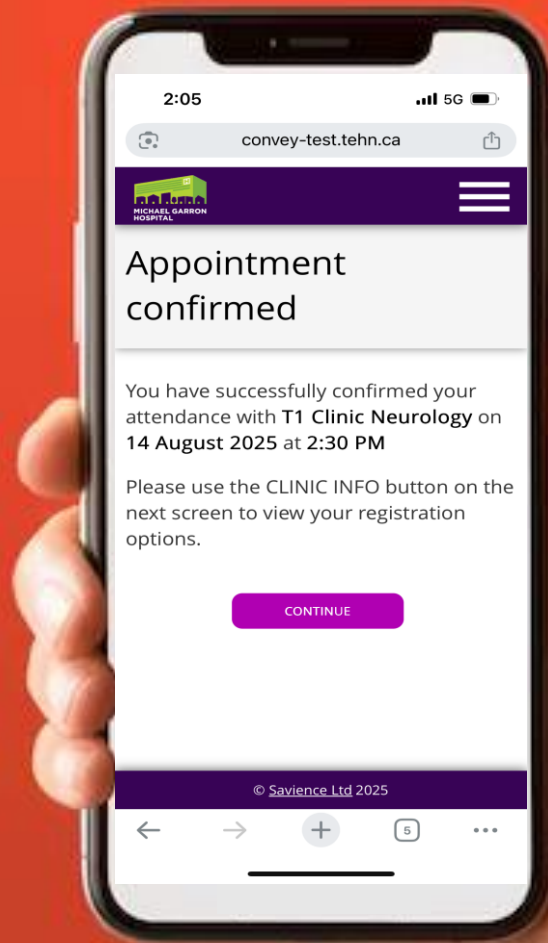
- The patient is required to answer of the questions.
- At the top of the screen, the patient is Instructed to wear a mask upon arrival if they answer yes, to the questions.
- If the patient answers yes to the Falls Risk question, the clinic is notified with a printed label and through the Teletracking eWhiteboard when they register.



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Confirmation (Pre-Registration) Completed

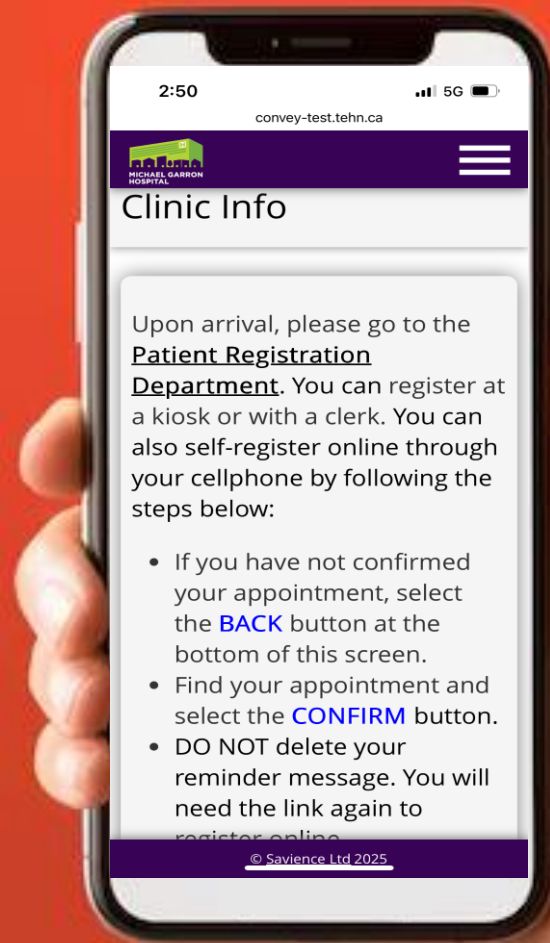
- The patient receives notice that the confirmation process is successful.
- The patient is instructed to click on the CLINIC INFO button to view their registration options.



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Clinic Information

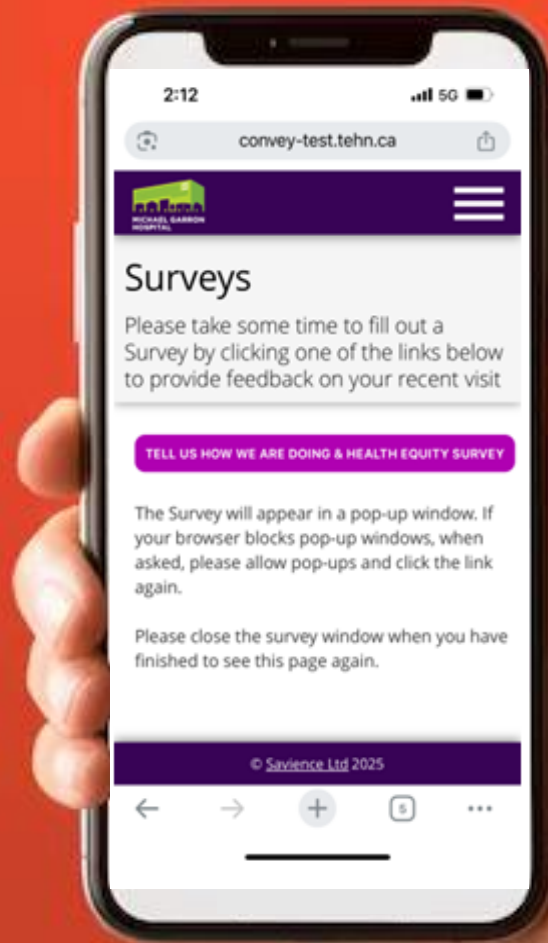
- The patient is instructed to go to the Patient Registration Department to register at a kiosk or with a clerk.
- They are also provided with instructions on how to register online through the app.
- Restrictions for using self-registration are listed to avoid unnecessary bail outs if the patient attempts to use the app or kiosk.



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Health Equity Survey

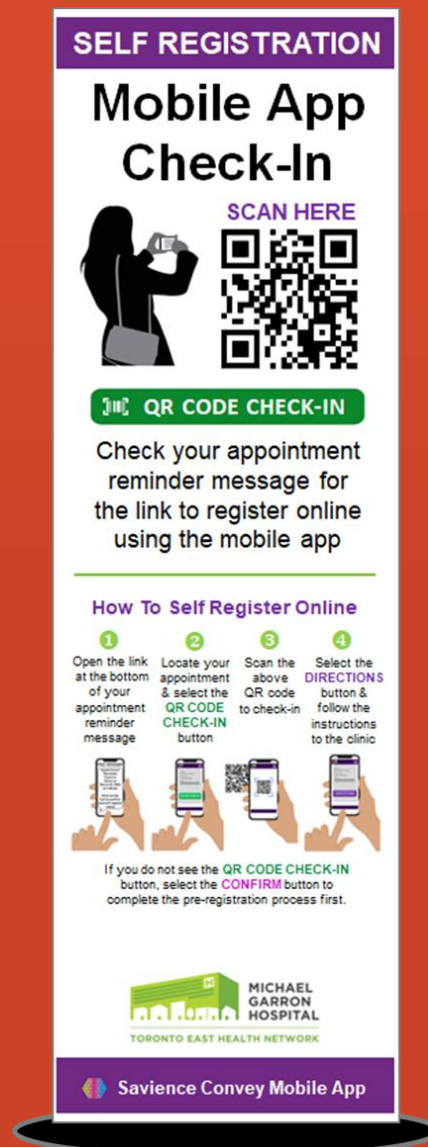
- At the bottom of the CLINIC INFO screen, patients are asked to participate in the survey by going to the menu bar on the app.
- There is a section in the menu for Surveys.
- If the patient decides to participate, they must click on the link which will bring them to the online form website.



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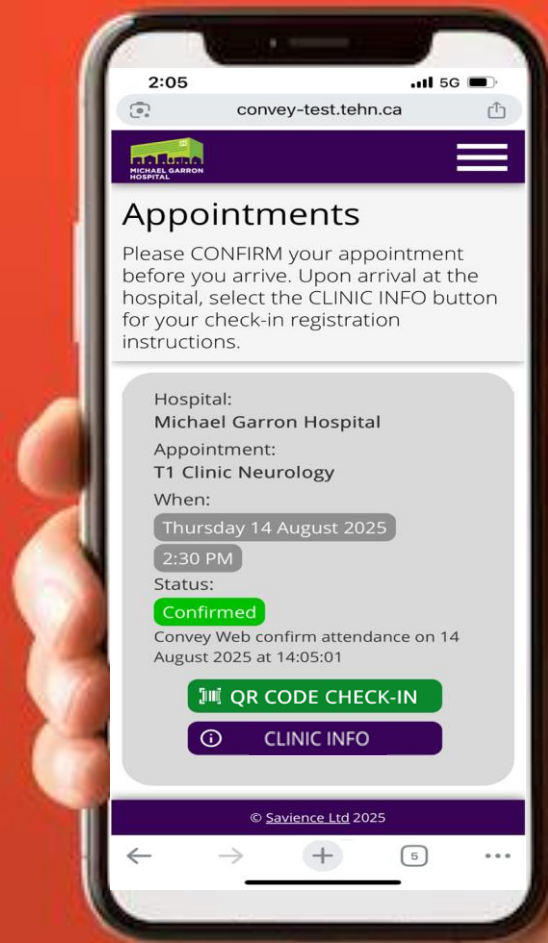
QR Code Sign

- Upon arrive to the Patient Registration Department, the patient locates the QR Code Sign.
- Signs will also be posted at each clinic reception desk for patient to scan for frequent visits.
- Information brochures will be available next to each sign.



Registration

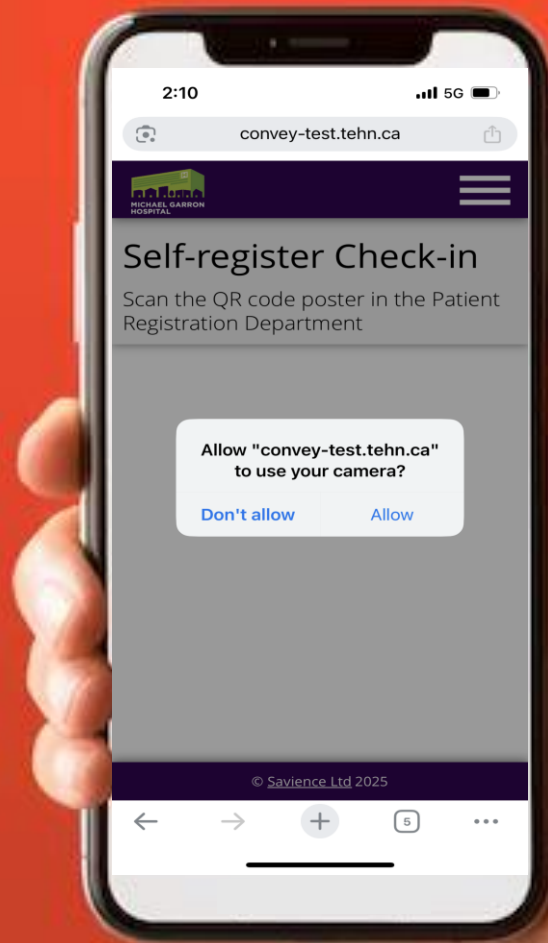
- The patient opens their appointment reminder and clicks on the link again to open the app.
- The patient locates their appointment for today and selects the QR CODE CHECK-IN button to begin the registration process.
- This button will only appear on the day of the appointment.



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Allow Camera Access

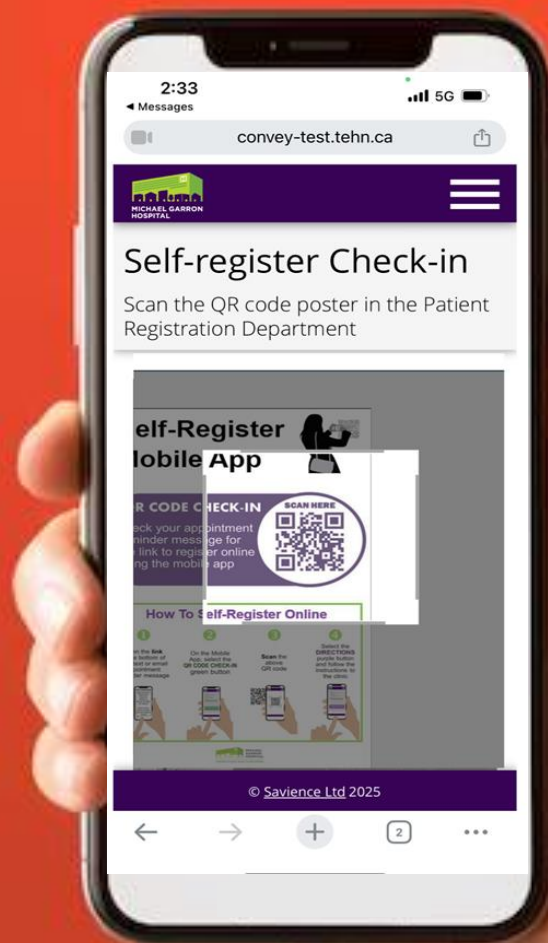
- The patient will be prompted to allow access to their cellphone camera to be able to scan the QR code sign.
- If the patient does not allow access, they will be instructed to see a registration clerk.



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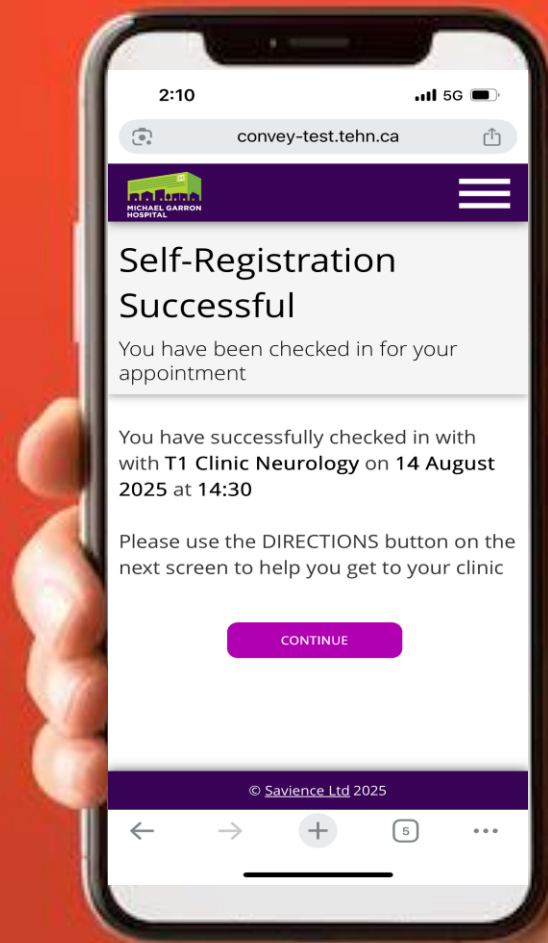
Scanning QR Code

- The patient will point their camera at the QR Code Sign and immediately the Savience system completes the registration process.



Self-Registration Completed

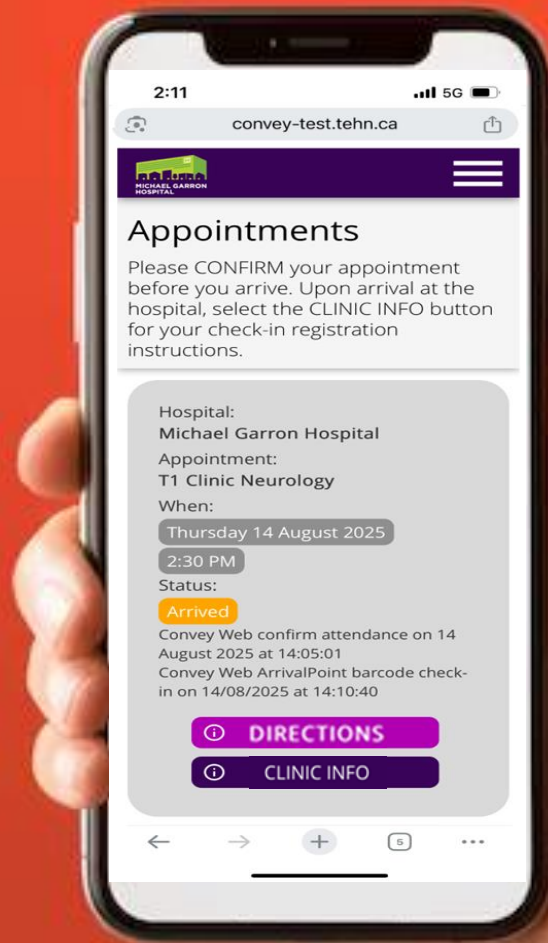
- The patient receives notice that the registration process is successful.
- The patient is instructed to select the DIRECTION button for way-finding instructions.



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Directions

- The patient selects the DIRECTIONS button to view the way-finding instructions, which begin from the Patient Registration Department to the clinic.



Self-Registration App Patient Flow

