

Introducing Our Virtual Care

Synzi and Your Care

We offer you the ability to stay in touch with our team in between your regularly scheduled in-person visits.

- **Virtual Visits:** Through a secure video call (a virtual visit), we can see each other and have a real-time conversation via your smartphone, iPad, tablet or computer. Our physical therapist can connect with you during these virtual visits.
- **Condition Management:** Depending upon your condition, you may also receive timely educational information which will be sent to your personal e-mail address or cell phone via a text message.

What are Virtual Visits?

Virtual visits are secure video calls (similar to FaceTime®) between your assigned staff and yourself. All video calls are secure, encrypted, and HIPAA compliant.

During the virtual visits, our physical therapists may discuss your progress, answer clinical questions, provide educational information, or share guidance regarding your medication, diet, exercise, and well-being.

If appropriate, and with your permission, members of your family may also participate in these virtual visits from time-to-time.

What is Condition Management?

We will send you text messages and/or emails with useful information about your condition and tips to help you manage your condition. Our patients have found that these types of messages have helped them stay home and not return to the hospital.

How Does This Help?

Our patients appreciate being able to communicate with our care team between their regularly scheduled visits. In addition, our patients also value receiving timely reminders and information about upcoming appointments, medication reminders, and the overall treatment plan.

How Does It Work?

1. You will receive an invitation to download Synzi's Care Connect application from our agency via email, text message or both.
2. After receiving the invite, you can click on the hyperlink to download the Care Connect application from either the Apple Store or Google Play Store. This app is free of charge.
3. Upon completion of the app download process, you will login to Care Connect with your date of birth.

Once you complete the authentication process, our team members can initiate live video calls directly to your device. Through the Synzi Care Connect app, you also have the ability to exchange secure messages with your care team regarding your condition.

The Care Connect application performs like most other apps you are already using and on a device (e.g., smartphone, iPad, tablet, or computer) which you frequently use from the comfort and convenience of your home or another familiar setting.

Better technology. Better care. Better outcomes.