Care Convene Patient App
We Are For Children

Getting Started - Download and Register: Follow these one-time steps prior to a visit to ensure a quick and easy visit.

1. Download the patient app from either the Apple Store or Google Play Store.
2. Open the Care Convene app and choose "Register Now".
3. Choose "I will Register Myself" and complete all the required fields.
4. Enter **FHPeds** in the Provider Code field.
5. Open your email inbox and look for the confirmation email from Care Convene.
6. Click "Verify my email address".
7. Login to your Care Convene Patient App using your email and password.

Getting Started - Account Setup: Your account is set up, but now you'll need to add dependents. You can add as many dependents as needed.

1. Select "Settings" on the bottom menu.
2. Select "Dependents".
3. Select "Add"
4. Complete dependent information.
5. Repeat as necessary.

Virtual Visits - Schedule an appointment: Schedule an appointment same day or in the future.

1. Select "Visit" on the bottom menu.
2. Select the "Forest Hills Pediatrics" card.
3. Select "Tap to Begin".
4. Choose a Provider (Jill Graybill and Renee DeFrang) that is "Available By Appointment".
5. Select a date and time.
6. Choose who this visit is for (This must be a dependent list on the account).
7. Additional Details (Optional).
8. Select "Next".
9. The following areas are not required for the purpose of Pediatric Nutrition visits: Pharmacy, Insurance and Billing. Please leave these blank.
10. Select "Request Visit"

At this point your visit has been scheduled. Please keep the following points in mind:

• Any scheduled appointments are displayed on the "Home" screen on your Care Convene app.
• You will get a reminder 24 hours prior to your scheduled appointment to either "Confirm or Cancel.
• If needed, you can cancel your appointment 2 hours beforehand by selecting the appointment on your "Home" screen.
• As long as your appointment has not been cancelled, you will be prompted to "Check-in" at your appointment time.

Have Questions? Reach us at
support@careconvene.com