

Thank you for your interest in using virtual visits as an access point for your child's care. We have attached step by step directions for easy set up. The physicians are happy to have the technology to "see" you at home for certain conditions. They have opted to use this platform to accommodate busy schedules and allow ease of access.

Please call the office at 616-243-9515 if you have any questions

Care Convene Virtual Visit Set Up

Step 1

Download the app

Search the Apple app store or Google play store for Care Convene

Step 2

Register here

Complete the registration

Provider Code: ALGER

Step 3

Open your email

Look for an email from Care Convene

Click "verify my email address"

Step 4

Start Visit

Open the Care Convene app and enter your email and password to login

Adding dependents:

1. While in the app- tap the gear icon on the far right
2. At the top of the screen- tap dependents
3. On the top right- tap add and fill out the form
4. Once form is completed- tap the save button

First time users:

We recommend downloading and registering 15-30 minutes prior to your appointment to confirm your device is set up for successful virtual visit.

Helpful steps:

After adding a dependent click the "back arrow" located on bottom far right corner

Bottom middle screen click "visit"

Tap tap Alger Pediatrics

then choose the provider

need to click “now”

Who is the visit for (patient’s name)

Reason for visit (other)

You do not need to update pharmacy, medications, etc.