Send a Message

DaVita Care Connect®

**Follow the instructions below to send secure messages in the DaVita Care Connect®
(DCC) mobile app.**

Note: Your device may appear different based on the brand used (Android vs. iPhone).

SECURE MESSAGING

Pictures and messages that have personal information about your health care
treatment are considered *Protected Health Information (PHI).* Secure Messaging
provides a safe and easy way to communicate PHI with your care team.

You can send and receive *non-emergency* messages using the DCC app.
Your care team reads messages once per day while the dialysis center is open.

Physicians are not able to send or receive messages in the DCC app.

> **If you need an immediate response, contact your
> clinician directly by calling the dialysis center.**
> **If it is an emergency call 911.**

CALL CLINIC

- *Step 1:* Tap to open the **DaVita Care Connect** app.
- *Step 2:* Log into **DCC.**
- *Step 3:* Tap **Contact.**
- *Step 4:* Tap **Call Clinic.**
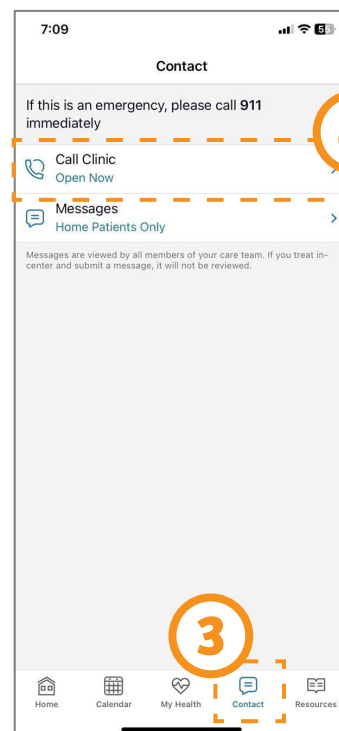
Need help using the app? Have questions?
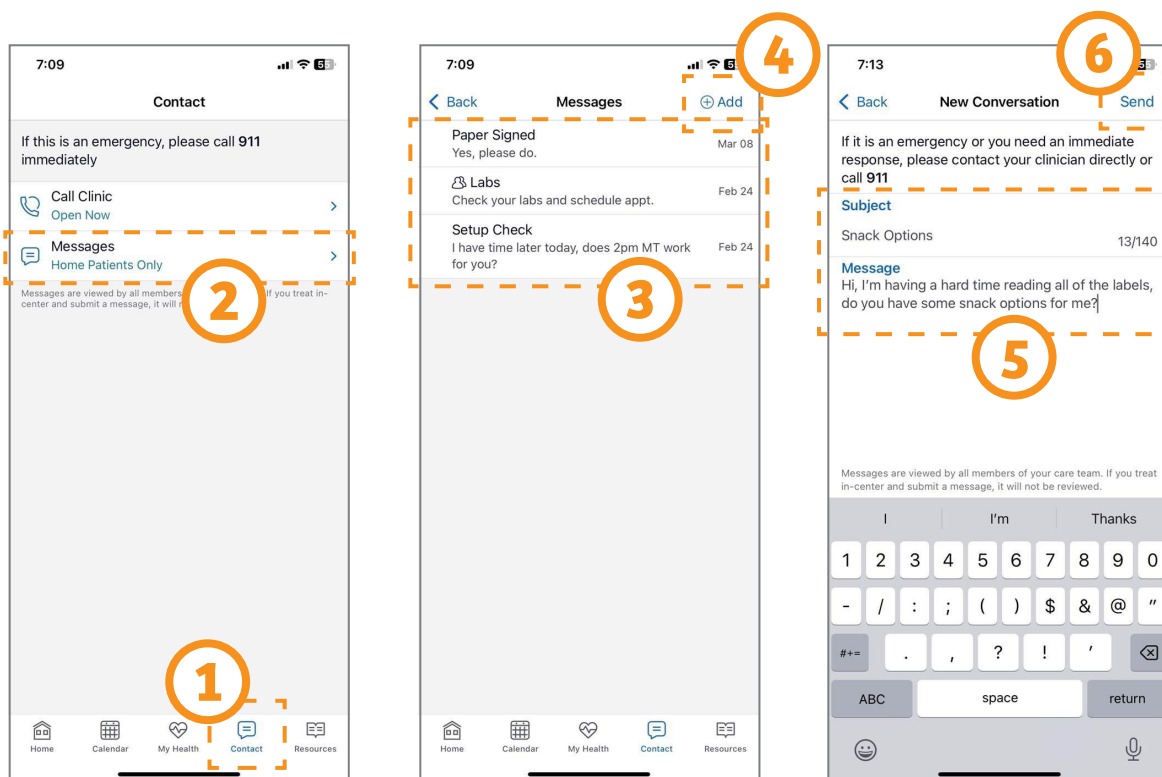**Call: 1-833-803-5542**

Send a Message

DaVita Care Connect®

SEND A MESSAGE

- *Step 1:* Log in to the **DaVita Care Connect** app and tap **Contact**.

- *Step 2:* Tap **Messages**.

- *Step 3:* Your messages will be listed in the **Messages** section.

- *Step 4:* Tap the **plus icon** to create a new message.
For iPhone, tap **New** in the upper right corner.

- *Step 5:* Enter the **Subject** and the **Message**.

- *Step 6:* Tap the **send icon** in the upper right. For iPhone, tap **Send**.

Note: Messages are sent to all care team members, not a specific person.
All care team members in the facility will be able to see and respond to your messages.

Do not use messaging for emergencies!
Contact the clinician directly or call 911!

Need help using the app? Have questions?
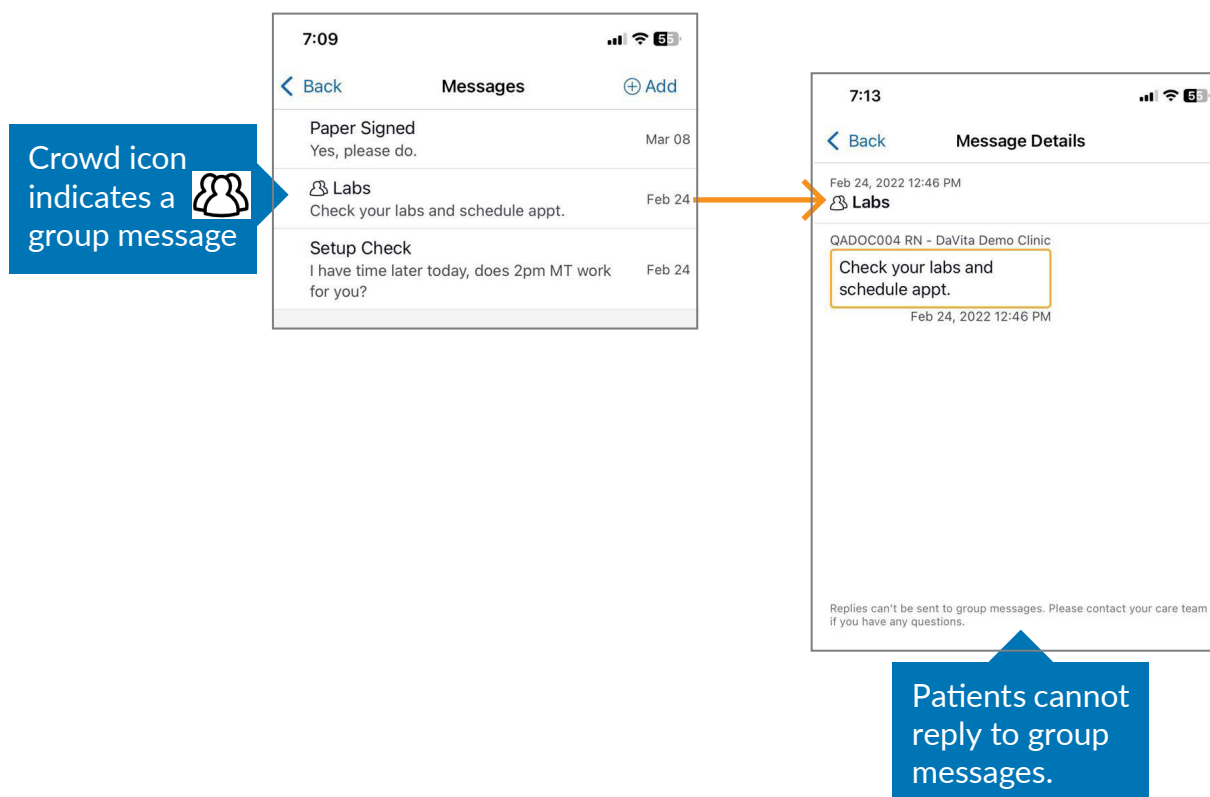**Call: 1-833-803-5542**

Group Messages

DaVita Care Connect®

Follow the instructions below to view group messages in the DaVita Care Connect (DCC) mobile app.
Note: Your device may appear different based on the brand used (Android vs. iPhone).

VIEW GROUP MESSAGES

Your care team has the ability to send a group message to all patients at a facility or a subset of patients. Group messages are labeled with the "crowd" icon (👥). These messages are used to send a common message to the selected group of patients, such as upcoming events or facility updates. You can read but do not have the ability to create, or reply, to group messages. **To protect your privacy and the privacy of other patients, group messages will not contain PHI.**

Crowd icon indicates a group message

Patients cannot reply to group messages.

Need help using the app? Have questions?
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Add Photo to a Message

DaVita Care Connect®

Follow the instructions below to attach a photo to a message in the
DaVita Care Connect® (DCC) mobile app.
Note: Your device may appear different based on the brand used (Android vs. iPhone).
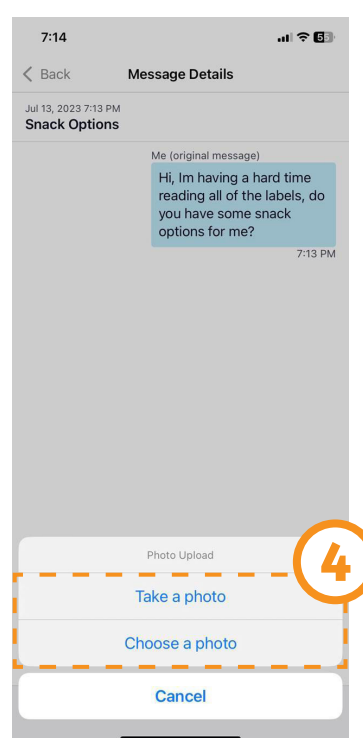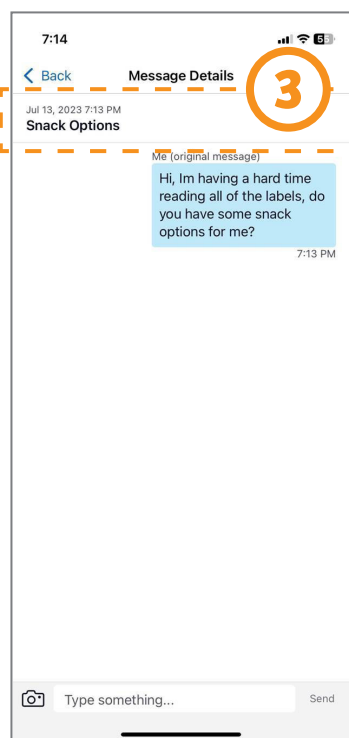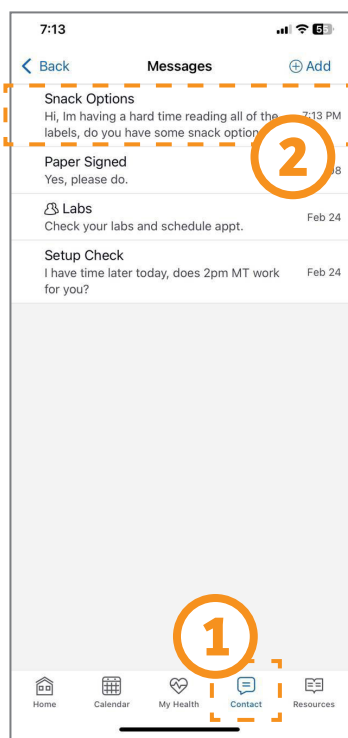
ATTACH PHOTO TO A MESSAGE

You may only attach a photo as a reply to a message (not a new message).
*Note: You can also upload a photo directly without attaching it to a message.
Please see: **Upload a Photo** in the **Resource Library** under the **Resources** tab.*

- **Step 1:** Log into the **DaVita Care Connect** app and tap **Contact**.
- **Step 2:** Tap **Messages**.
- **Step 3:** Tap a **Message** to open.
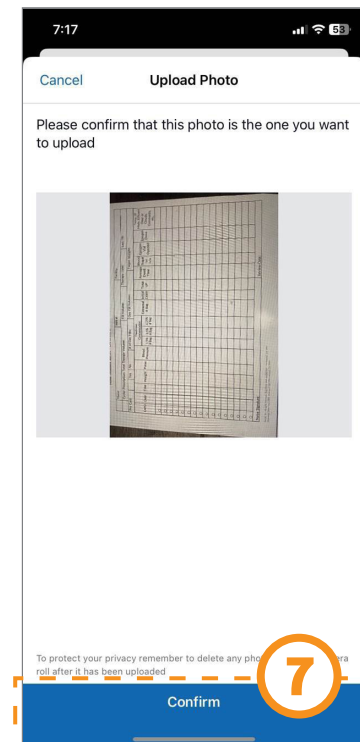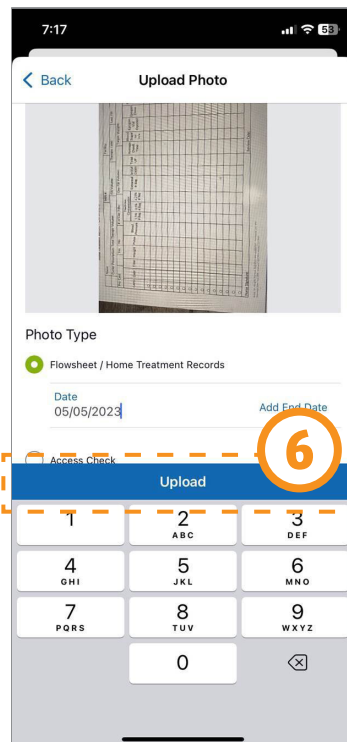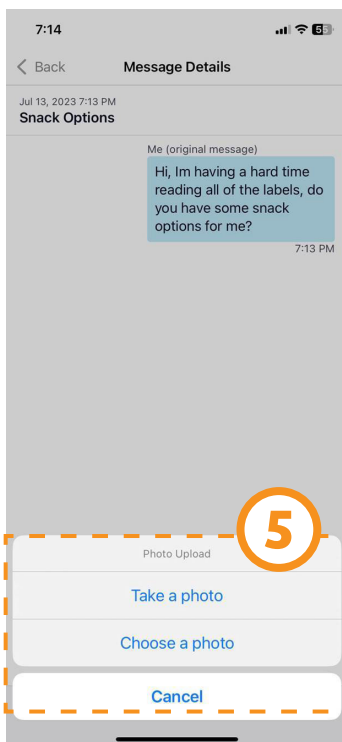- **Step 4:** Tap the **picture icon** to attach a photo.

Need help using the app? Have questions?
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Add Photo to a Message

DaVita Care Connect®

ATTACH PHOTO TO A MESSAGE, CONTINUED

- *Step 5:* Tap **Take a Photo** or **Choose a Photo**.

- *Step 6:* Take the photo by tapping the white circle. Tap **OK** to use. For iPhone, tap **Use Photo**.

- *Step 7:* Tap **Confirm**.

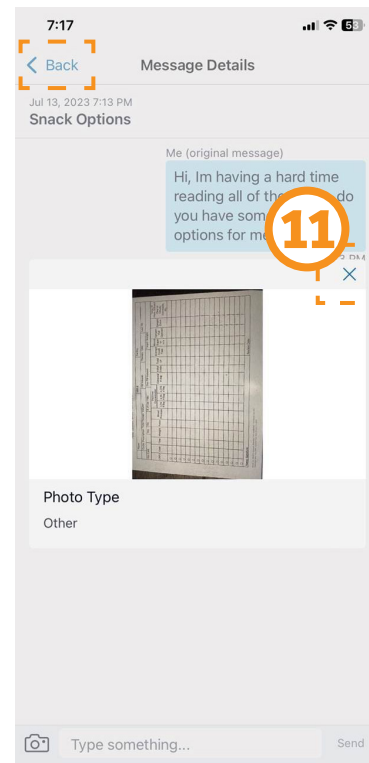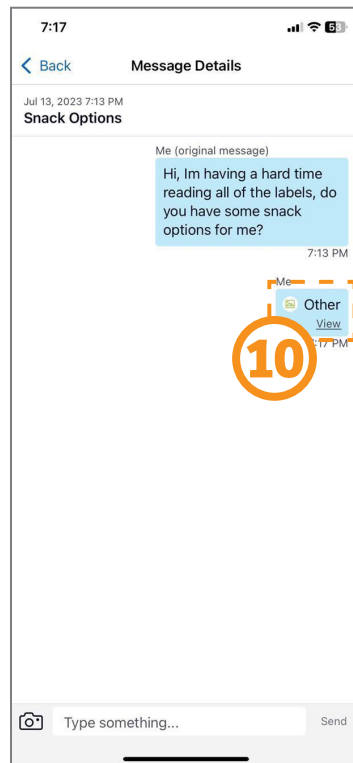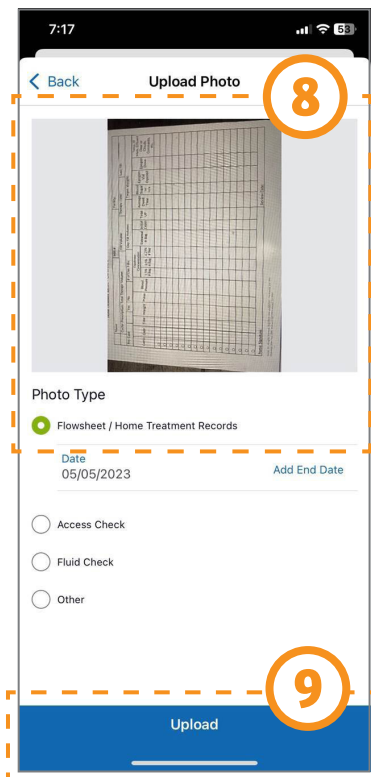**Need help using the app? Have questions?**

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Add Photo to a Message

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ATTACH PHOTO TO A MESSAGE, CONTINUED

- ***Step 8:*** Tap to select the **Photo Type**.
For a Flow Sheet or Home Record, tap **Add End Date**.

- ***Step 9:*** Tap **Upload**.

- ***Step 10:*** Tap **View** to view the photo in the message, if desired.

- ***Step 11:*** Tap the **X** to close the window. Tap the **back arrow** next to Message Details to exit the message.

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