

# AVA Home

If you choose AVA Home, keep the tablet on and plugged in until you need it.

- Touch the phone icon
- Enter your 4-digit password 2341 and tap "OK"
- Press "now" to request a call back
- AVA is a personalized tool, it can remind you to take and refill your medications plus other important alerts

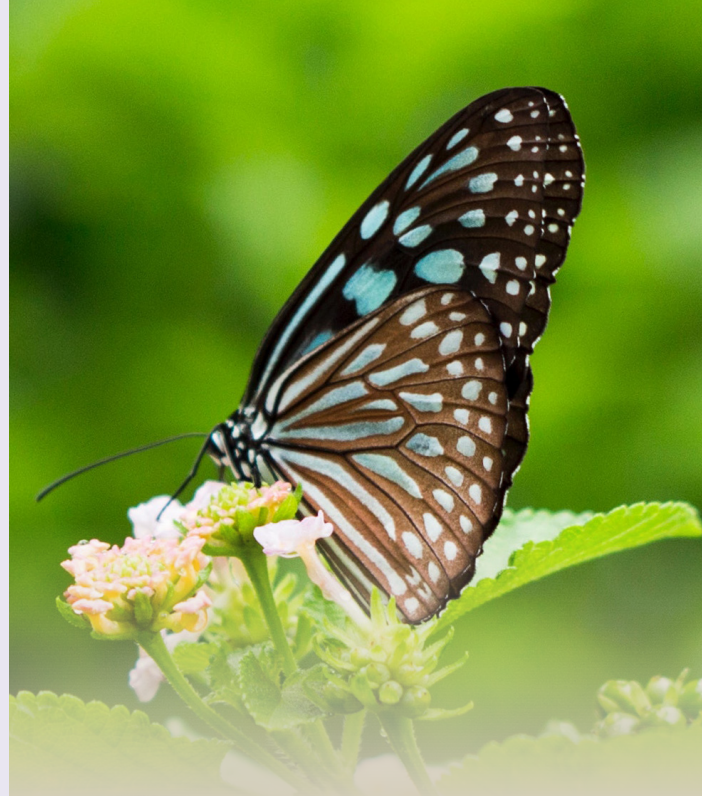
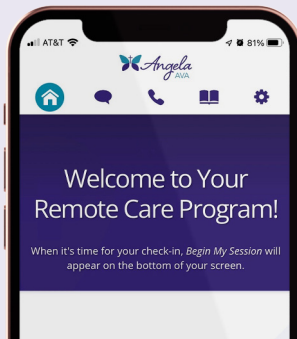


# AVA Go

## FOR APPLE & ANDROID DEVICES

If you choose AVA Go, you'll be sent a personalized login link via email or text message.

- Click the link and it will take you to the App Store to download the free Vivify Health App
- Tap the icon to open the app  
Apple users: Allow Bluetooth and Push Notifications when prompted
- Enter your email or phone number, then you'll be sent a confirmation PIN number
- Tap "Participate" and accept the User Agreement
- Tap "Get Started" to begin  
Android users: Allow Pictures, Video, and Audio permissions when prompted



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WITH AVA YOU ARE  
NEVER ALONE



# Telehealth with AVA



CHAT WITH AN ANGELA HOSPICE NURSE ANY TIME

# face-to-face

Angela's Virtual Assist (AVA) lets you easily connect to a nurse in our patient support center with a click of a button whenever a question or issue pops up — any time of day or night.

AVA does not replace traditional hospice home care visits, but rather supports and enhances care, ensuring your needs are addressed in the most caring, timely, and effective manner possible.

**AVA IS ALWAYS AVAILABLE:**

**24 HOURS A DAY,**

**7 DAYS A WEEK**

## AVA Provides:

### PEACE OF MIND

Knowing a nurse is always just a click away.

### REDUCED WAIT TIME

A nurse can be on screen ready to help in an instant; no waiting for travel time.

### EASE OF COMMUNICATION

Giving you the ability to show what is happening in real time.

### BETTER SYMPTOM MANAGEMENT

Symptoms are able to be managed more effectively and efficiently, for increased comfort.

### DECREASED ANXIETY

Families say having AVA is like having a nurse in the home, always ready to help.

## CHOOSE HOW YOU'D LIKE TO CONNECT:

- **AVA Home**  
We'll set up one of our tablets for you
- **AVA Go**  
We'll text or email you a personalized link to download our free app and connect via your smartphone

FEATURES	AVA HOME	AVA GO
Video call with our Patient Support Center	✓	✓
Secure text messaging with Patient Support Center		✓
Schedule video meetings with our team and your family members	✓	✓
Receive check-ins, reminders, and questionnaires from your nurse	✓	✓
Access educational videos and flyers from our team	✓	✓
Anyone in the home can access the device	✓	

**Your hospice team will help you with whichever option you choose.**

