

healow[®] Televisit Appointment User Guide

Televisits Begin August 3rd, 2020

Note: If you installed the healow app prior to May 1, 2020, you may need to delete the App and reinstall.

► JOIN TELEVISIT APPOINTMENTS BY HEALOW APP

STEP 1: Open App Store® from your iPhone® or Google Play[™] from your Android phone, **search** healow app and download. Tap in the App Store or Install in Google Play. NOTE: Make sure the application you are installing is the one developed by eClincalWorks®, LLC.

STEP 2: Intialize a Televisit by opening healow app, a tap "Get Started". Accept Location, Camera, & Microphone to be able to use functionality of televisit. Enter the "Practice Code" (DAAEBD) to prompt login for user name & password. Accept the Terms and Conditions for the healow application, verify the account by entering "Date of Birth", then create and confirm a 4-digit PIN of your choice.

Now You Are Ready To:

START TELEVISIT ► COMPLETE QUESTIONNAIRE ► SUBMIT VITALS

Note: Questionnarie and Vitals are not Mandatory, but please complete as much as possible.

► JOIN TELEVISIT APPOINTMENTS BY DESKTOP COMPUTER

STEP 1: To Join a televisit appointment via the My Health Onsite Patient Portal, you will need the one of the following supported browers: Google[™] Chrome for macOS®, Windows®, Linux®, Chrome OS[™], Safari® for macOS, Firefox® for macOS, Window, or Linux or Opera[™] for macOS, Windows or Linux. *NOTE: A webcam & microphone is needed for televisit via desktop computer*

STEP 2: Go to <u>www.my-patientportal.com</u>, **Log in to the Patient Portal with your Username and Password**, click **"Dashboard**" on the Patient Portal homepage. Next, in the appointments section, click **"Join Televist**".

Now You Are Ready To:

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Note: Questionnarie and Vitals are not Mandatory, but please complete as much as possible.

ACCESSING A TELEVISIT FROM AN E-MAIL LINK

STEP 1: To Join a televisit appointment via an e-mail link, you will need the one of the following supported browers: Google[™] Chrome for macOS®, Windows®, Linux®, Chrome OS[™], Safari® for macOS, Firefox® for macOS, Window, or Linux or Opera[™] for macOS, Windows or Linux.

STEP 2: To access a healow televisit appointment, click the "**Start Televisit Link**" sent by My Health Onsite to your registered email address. After clicking this link, the healow televisit window opens.

Now You Are Ready To:

START TELEVISIT ► COMPLETE QUESTIONNAIRE ► SUBMIT VITALS

Note: Questionnarie and Vitals are not Mandatory, but please complete as much as possible.

If you experience technical difficulties, please call the support center at 1-888-644-1448 and ask to be transferred to your health center.

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