



Accessing healow TeleVisits from the healow App

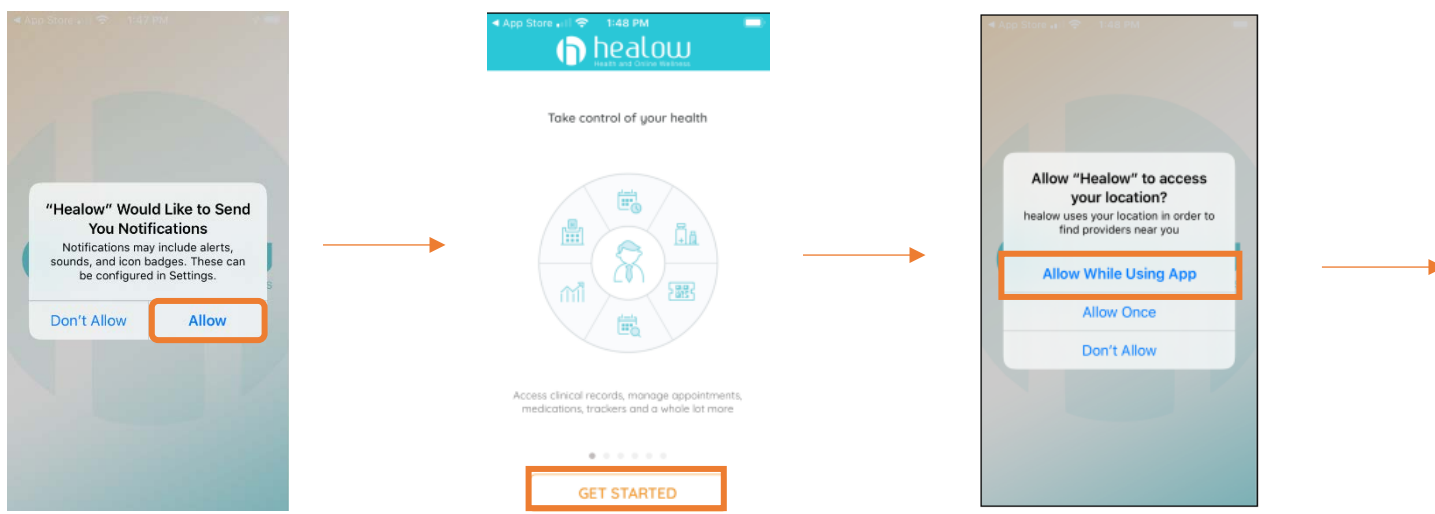
healow TeleVisits can be accessed from the healow app on a phone. This enables patients to attend a healow TeleVisit with their doctor from their phone.

Downloading the healow app

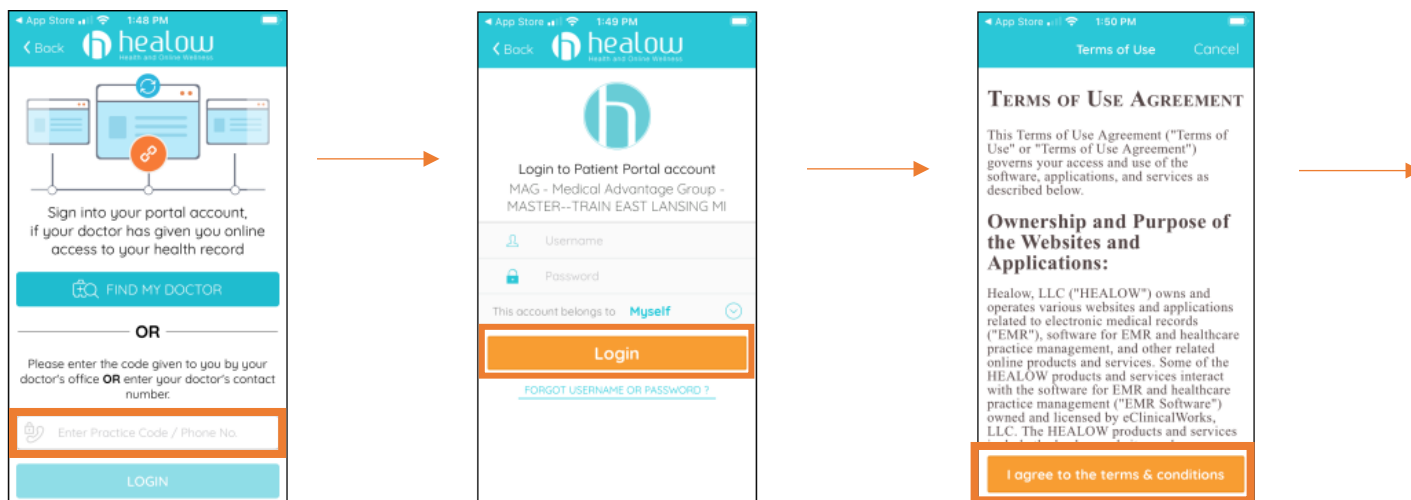
In your phone’s app store search for the healow app



Upon opening healow, allow the app to send notifications. The healow app will open with a brief tutorial. Follow the tutorial by swiping left and right on your phone screen. When ready click Get Started. A pop up will appear for the app to allow access to your location. Select Allow While Using App.

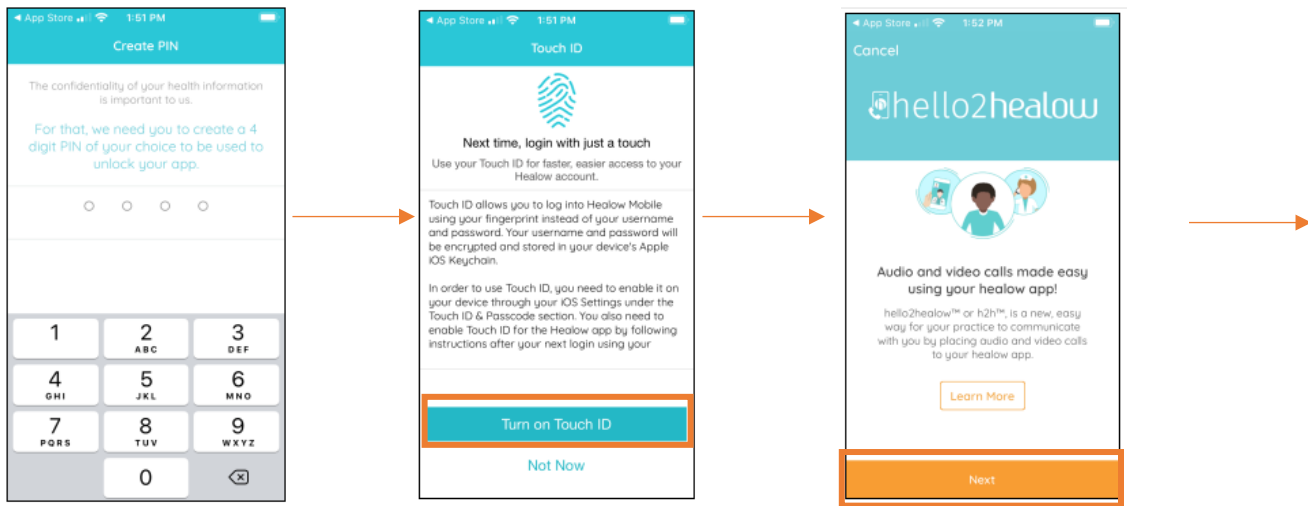


Sign into the patient portal account using the practice code XXXXXX. Enter your patient portal username and password and click login. Accept the Terms of Use Agreement





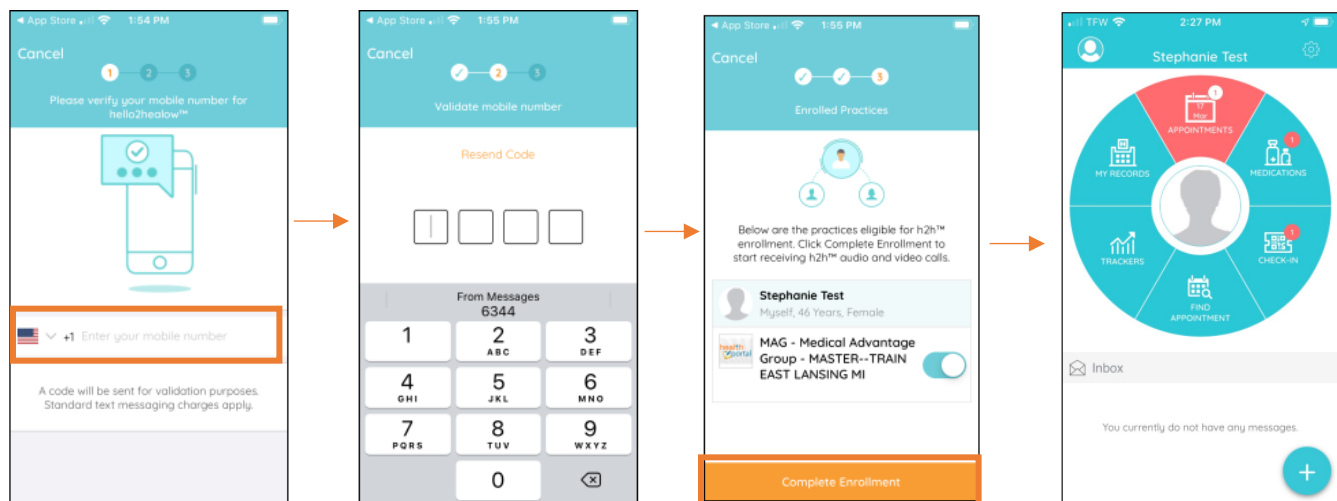
Create a 4 digit pin and confirm. Turn on touch ID if desired. Setup the hello2healow by clicking next.



Accept the Terms of Use Agreement. Allow access to the phones microphone. Allow access to the phones camera.



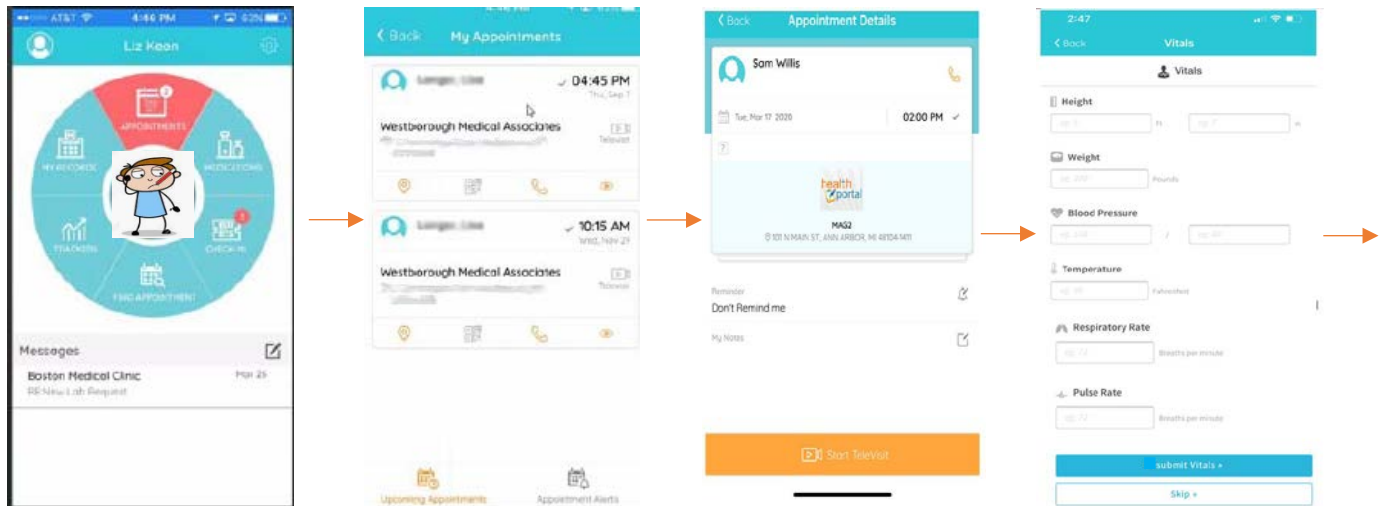
Verify your telephone number. Enter the 4 digit code texted to your phone. Complete enrollment. Your patient dashboard will open.





To attend a healow TeleVisit from the healow app on the phone:

1. Open the healow app from the phone.
2. Sign in to the healow app:
 - If the patient has already checked into the appointment, the Appointment widget displays in red:
3. Click the Appointment widget to display the patient’s upcoming appointments.
4. Click on the desired appointment to open the appointment.
5. Click the Camera icon, Start TeleVisit:
6. Complete the questionnaire if applicable and enter any vital information. Click Submit.



The following message displays:

Once the provider is connected, the TeleVisits window opens with the provider and the patient view:

