



healow APPLICATION TELEVISITS PATIENT GUIDE

This document describes how to install the healow application and initialize a healow® TeleVisits appointment from an iOS® or Android® smartphone.

Note: For more information, refer to the complete documentation available on the healow Website at: help.healow.com

Installing the healow Application

To install healow application:

1. Open App Store® from your iPhone® or Google Play™ from your Android phone:



2. Type *healow app* in the search box.
3. Tap *Get* in the App Store or *Install* in Google Play:
This installs the application to your phone.

Note: Make sure the application you are installing is the one developed by eClinicalWorks®, LLC.

4. Tap *Open*.

OR

Tap the healow application from the launcher:



Initializing a TeleVisit

To initialize a TeleVisit:

1. Open the healow app, and tap *Get Started*:



2. Accept the following in-phone notifications:

- ◆ Location
- ◆ Camera
- ◆ Microphone

3. Enter the Practice Code:



4. Enter the login credentials provided by the practice and tap *Login*:

Login to Patient Portal account

Username

Password

This account belongs to **Myself** (dropdown arrow)

Login

[FORGOT USERNAME OR PASSWORD ?](#)

Note: The username and the password are case-sensitive.

5. Accept the Terms and Conditions for the healow application:

Terms of Use Cancel

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This Terms of Use Agreement ("Terms of Use" or "Terms of Use Agreement") governs your access and use of the software, applications, and services as described below.

Ownership and Purpose of the Websites and Applications:

Healow, LLC ("HEALOW") owns and operates various websites and applications related to electronic medical records ("EMR"), software for

I agree to the terms & conditions

6. Verify the account by entering your Date of Birth.
7. Create and confirm a 4-digit PIN of your choice:

Create PIN

○ ○ ○ ○

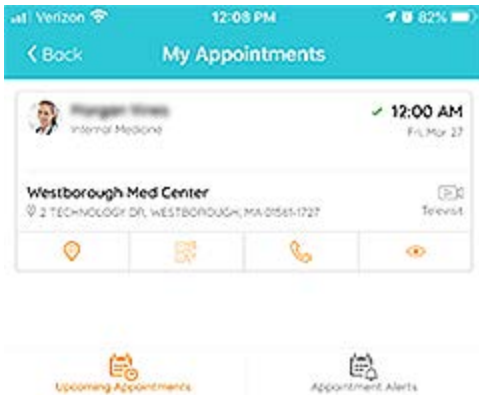
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	<X>

Note: Remember your 4-digit PIN; you will need it the next time you log in to the application.

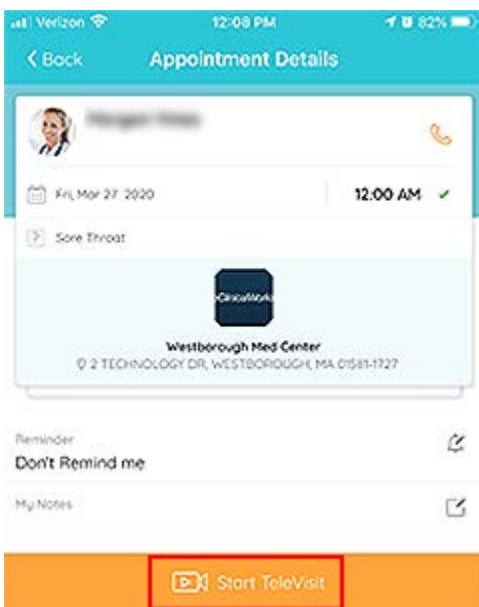
8. On the wheel screen, tap *Appointments*:



9. Tap the appointment:



10. Tap *Start TeleVisit*:



11. Complete the questionnaire and tap *Submit Questionnaire & Next*:

The screenshots show a mobile application interface for a 'TeleVisit Questionnaire'. The top bar is teal with a back arrow, the text 'Questionnaire and Vitals', and the time '12:08 PM' and battery level '82%'. Below the title is a patient profile for 'Morgan' with a date of '27 Mar 2020' and time '12:00 AM'. The instruction 'Please answer the questions below' is followed by a 'Miscellaneous' section. Question 1 asks about travel outside the US, question 2 about contact with sick people, and question 3 about fever. The right screenshot shows question 3 with 'Yes' and 'No' options, question 4 about respiratory symptoms, question 5 asking for a list of symptoms, and question 6 about other symptoms. A teal button at the bottom says 'Submit Questionnaire & Next >'.

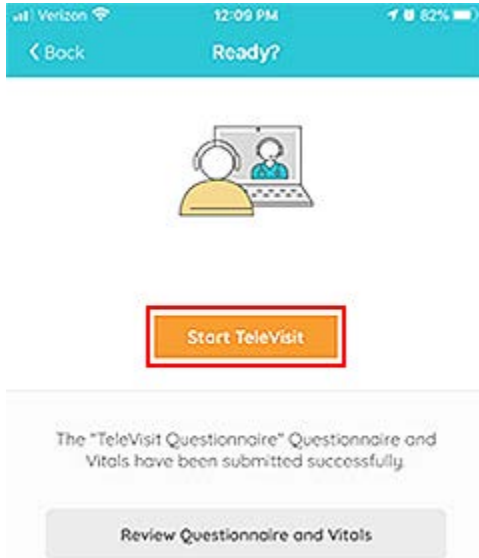
Note: Questions are not mandatory; complete as much as you are able.

12. Enter your vital signs and tap *Submit Vitals*:

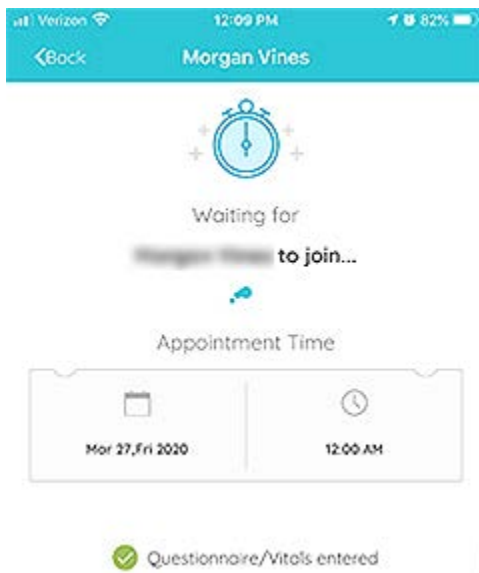
The screenshots show a mobile application interface for entering 'Vitals'. The top bar is teal with a back arrow, the text 'Questionnaire and Vitals', and the time '12:08 PM' and battery level '82%'. Below the title is a 'Vitals' section. The left screenshot shows input fields for Height (feet and inches), Weight (pounds), Blood Pressure (systolic and diastolic), Temperature (Fahrenheit), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). The right screenshot shows input fields for Weight (pounds), Blood Pressure (systolic and diastolic), Temperature (Fahrenheit), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). At the bottom, there is a teal button labeled 'Submit Vitals >' and a light blue button labeled '< Previous'.

Note: Vitals are not mandatory; complete as much as you are able.

13. Tap Start TeleVisit:



You are checked in. Wait for your provider to connect:



Tap the red phone icon at the bottom of the screen to end the visit:



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