

Patients can join a telemedicine visit by either:

1



using a link sent via email or patient portal **only through a laptop or desktop computer with microphone & webcam capabilities using a chrome browser.**

OR

2



downloading and joining through the Healow mobile app.

## 1. JOINING THROUGH THE PATIENT PORTAL

You'll need four things for a successful televisit through the patient portal via a desktop or laptop computer.

- You must be able to sign in to the patient portal - be web enabled
- You must have a camera - a webcam
- You must have a speaker
- You must have a secure and reliable internet connection

Once your televisit is set up, you'll receive a notification reminding you to sign in for that televisit. Once signed into the patient portal, click the button that says 'join televisit' in the appointment area on the left.

Your provider may have requested that you answer a few questions before the televisit begins. Click submit questionnaires to provide your answers. In the vitals section, do your best to fill out the fields recommended by your provider. Then, submit your vitals.

Your computer will perform an automatic system compatibility check on your browser, speaker, camera, microphone, video connection and bandwidth to ensure a secure and successful televisit. You may see a pop-up menu. If so, click 'allow'. Then, click 'proceed' in the bottom left-hand corner.

Finally, click 'start televisit'. You are now in the virtual waiting room. Your provider will begin the visit when they are ready.

## 2. JOINING THROUGH THE HEALOW MOBILE APP

First, download the Healow app onto your mobile phone. Then, sign in to your portal account if your doctor has given you online access to your health record. If not, you may enter the code given to you by your doctor's office or enter your doctor's contact number.

Once signed in, your upcoming appointments will be indicated in red. Touching your appointment wheel will bring you to the dashboard listing of all your upcoming appointments. To start a scheduled appointment, touch the small camera icon and then touch 'Start Televisit'. This will put you in the temporary virtual waiting room.

When your provider joins, you will be able to see and speak with your provider on the Healow app.

For a full video tutorial, please click [HERE](#).