



# HEALOW® TELEVISIT APPOINTMENT USER GUIDE

*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 eClinicalWorks®, LLC.**

**STEP 2:** Initialize 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: Questionnaire 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 browsers: 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 [www.my-patientportal.com](http://www.my-patientportal.com), 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 Televisit".

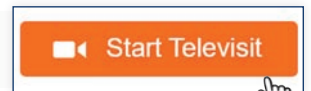


**Now You Are Ready To:**

**START TELEVISIT ► COMPLETE QUESTIONNAIRE ► SUBMIT VITALS**

*Note: Questionnaire 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 browsers: 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: Questionnaire 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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