

## **Telemedicine Patient Instructions**

First you will need to download the Healow app to your smartphone from the App Store.

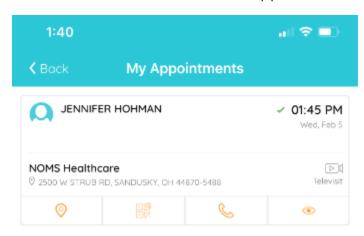


## To Begin the Visit

- 1. Open the Healow app from your phone
- 2. Sign in to the Healow app
  - a. Click Appointments in Red to open your Appointments



3. Once you have clicked on Appointments in Red, you will see all your appointments open, be sure to select the correct appointment if you have several listed.



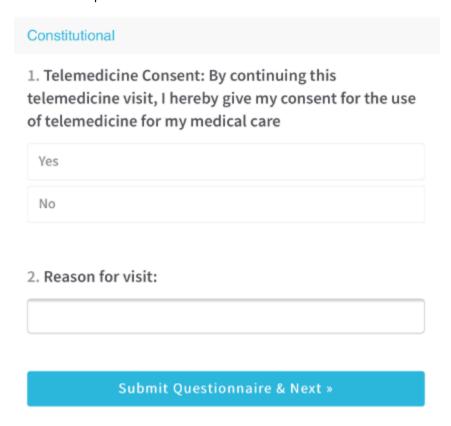
• Appointment details will then open



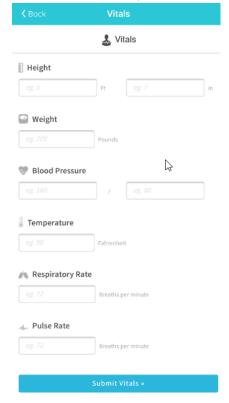
## Click to start the TeleVisit



• You will be prompted to complete a short questionnaire once the visit has started. Once this is completed click Submit



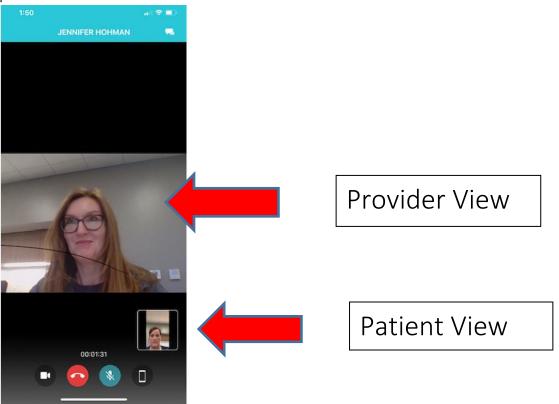
• You will then be promoted to enter your vitals.



Once Vitals have submitted successfully you will now need to click Start TeleVisit. It will say waiting for Dr. X to join...



Once the provider has connected, the TeleVisit window opens with the provider and the patient view.



## Available options available



Click this icon to open a Chat Window



Start typing the text and click the arrow button, the doctor receives a chat notification Click the Video Camera icon to switch to the video mode



Click this button to End the Call



Click this button to switch the camera



Click this button to mute patient microphone