



# healow APPLICATION TELEVISITS PATIENT GUIDE

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

**Note:** For more information, refer to the complete documentation available on the healow Website at: [help.healow.com](https://help.healow.com)

## Installing the healow Application

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### To install healow application:

1. Open App Store<sup>®</sup> from your iPhone<sup>®</sup> or Google Play<sup>™</sup> 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<sup>®</sup>, 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

**TERMS OF USE AGREEMENT**

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

○ ○ ○ ○

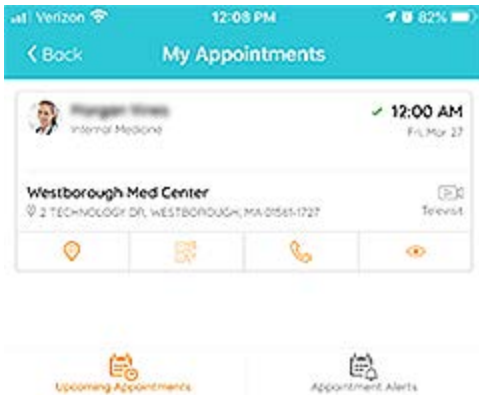
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	<X>

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

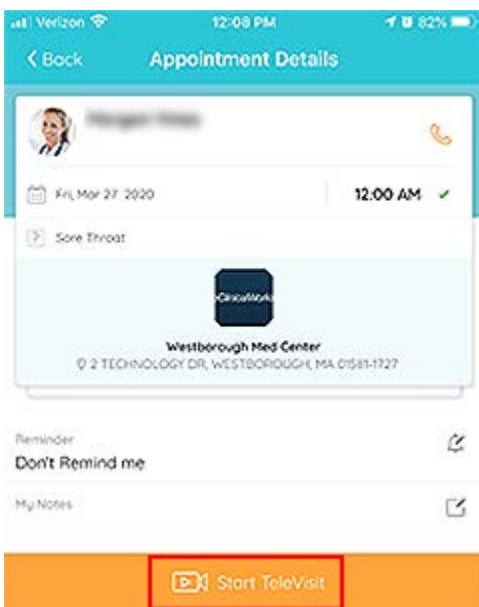
8. On the wheel screen, tap *Appointments*:



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 bar, the patient's name 'Morgan' and a timestamp '27 Mar 2020 12:00 AM' are displayed. The questionnaire consists of several questions with text input fields for answers. Question 1 asks about travel outside the US, question 2 about contact with sick individuals, and question 3 about fever. Question 4 asks about respiratory symptoms, and question 5 asks for a list of such symptoms. Question 6 asks about other symptoms like nausea or diarrhea. A teal button at the bottom right of the second screenshot is labeled 'Submit Questionnaire & Next >'.

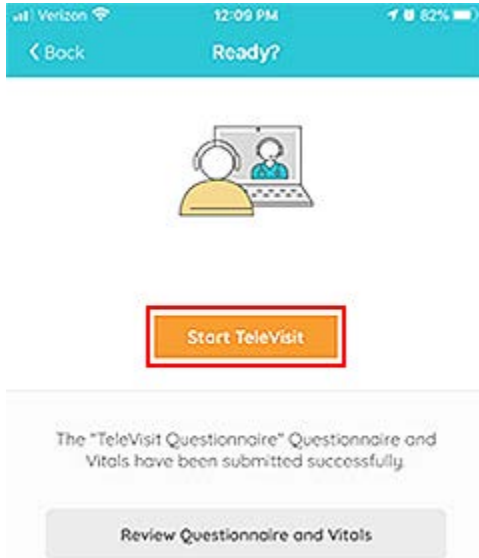
**Note:** Questions are not mandatory; complete as much as you are able.

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

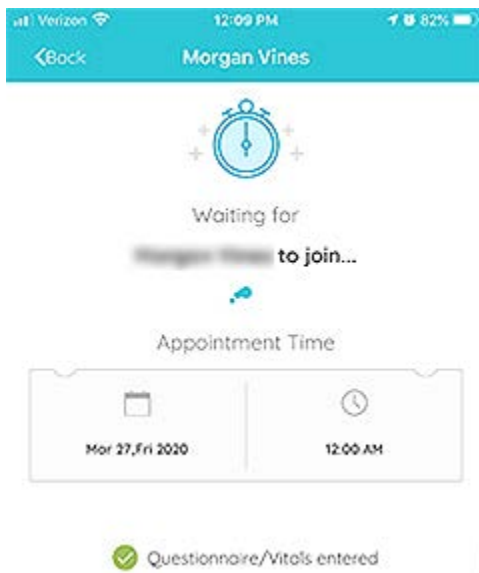
The screenshots show a mobile application interface for entering 'Vitals'. The top bar is teal with a back arrow, the text 'Questionnaire and Vitals', and the time '12:08 PM' and battery level '82%'. Below the bar, the patient's name 'Morgan' is displayed. The 'Vitals' section contains several input fields for different vital signs: Height (feet and inches), Weight (pounds), Blood Pressure (systolic and diastolic), Temperature (Fahrenheit), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). A teal button at the bottom right of the second screenshot is labeled 'Submit Vitals >'. A 'Previous' button is also visible at the bottom left of the second screenshot.

**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:



# APPENDIX A: DOCUMENTATION TERMS AND CONDITIONS

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# APPENDIX B: NOTICES

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