



PALMETTO  AND SPECIALTY
PRIMARY CARE
PHYSICIANS

PATIENT GUIDE:



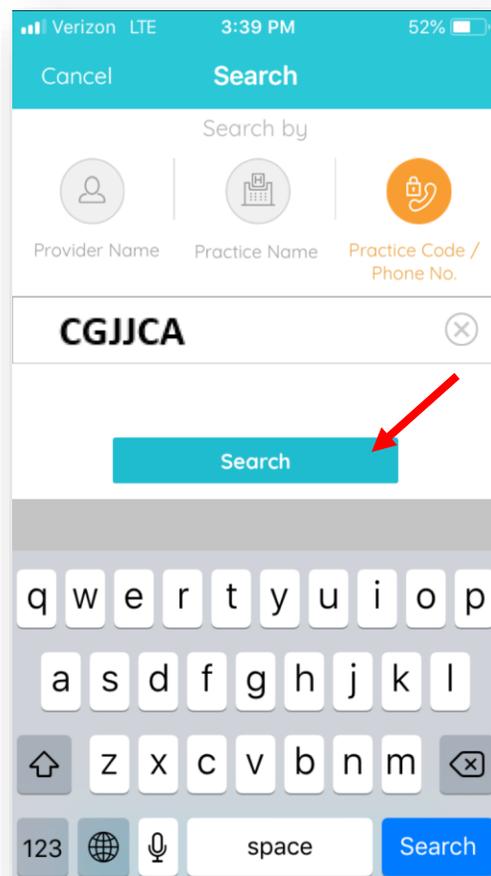
How to Log into your Televisit Appointment using the Healow App

Healow TeleVisits offer a unique and intuitive experience for patients, while offering physicians integrated access to the same clinical tools used in the office.

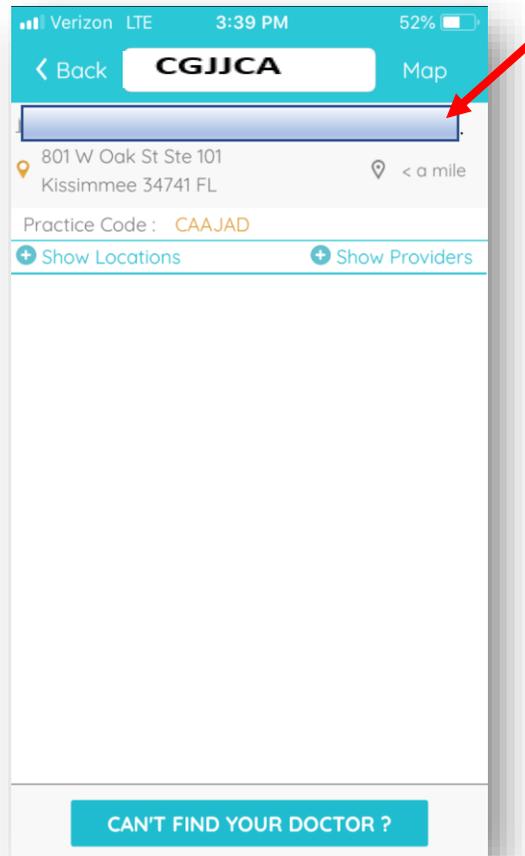
Requirements for Televisit Appointments:

- Google Chrome or Mozilla Firefox internet browsers
- If using a desktop – webcam and speakers / microphone

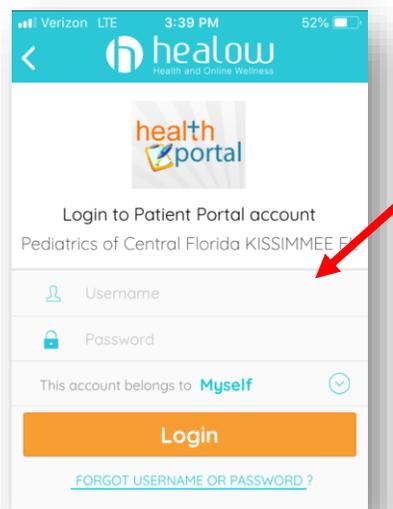
Step 1: Download the Healow app on your phone and search for our practice by entering the practice code: **CGJJCA**. Click the “Search” button.



Step 2: You will now see our practice name. Click on the name of the Practice to choose it.



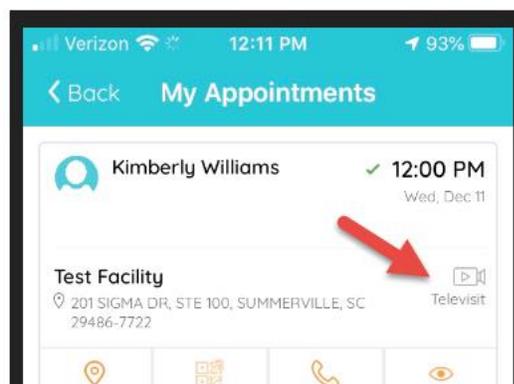
Step 3: Log into Healow app with your patient portal credentials.



Step 4: Click on the appointments tab on Healow app.



Step 5: In the My Appointments section, click on the TeleVisit icon under the appointment time.



Step 6: Click on the Start TeleVisit button on the bottom of the screen.



Step 7: Answer a questionnaire and click on Submit Questionnaire to move on to the next step.

A screenshot of a mobile application questionnaire. The status bar at the top shows 'Verizon LTE', '3:17 PM', and '52%' battery. The app header is teal with a back arrow and the text 'Questionnaire and Vitals'. Below the header, the title 'TeleVisit-new' is centered. A prompt says 'Please answer the questions below'. The first section is 'TeleVisit Consent' with a question: '1. I agree to participate in a TeleVisit consultation and to pay starting from \$35 per visit.' There are two radio button options: 'Yes - to continue to see provider' (which is selected) and 'No - provider will not join the TeleVisit'. The second section is 'Reason for visit' with a question: '2. Reason for visit' and a text input field containing 'I have headache today'. The third section is 'Today Symptoms'.

Step 8: Enter your vitals, click on Submit Vitals to move on to the next step.

Verizon LTE 3:18 PM 52%

< Back Questionnaire and Vitals

Vitals

Height

5 Ft 3 in

Weight

165 Pounds

Blood Pressure

110 / 65

Temperature

eg. 98 Fahrenheit

Respiratory Rate

Step 9: Once vitals have been submitted, click on Start TeleVisit

Verizon LTE 3:18 PM 52%

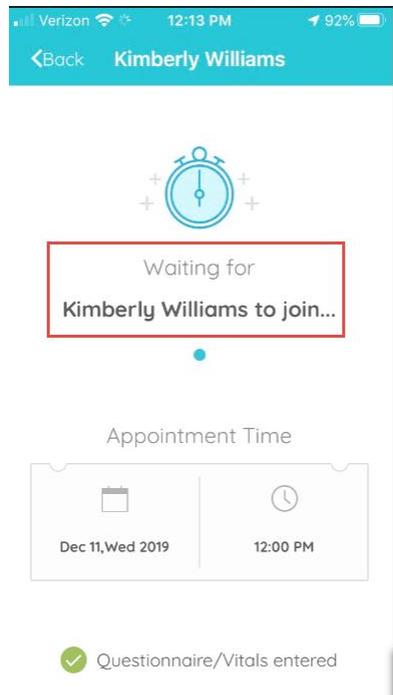
< Back Ready?

Start TeleVisit

The "TeleVisit-new" Questionnaire and Vitals have been submitted successfully.

Review Questionnaire and Vitals

Step 10: Once you click Start TeleVisit, your doctor will be notified that you are ready for the visit. You will then be connected to your doctor.

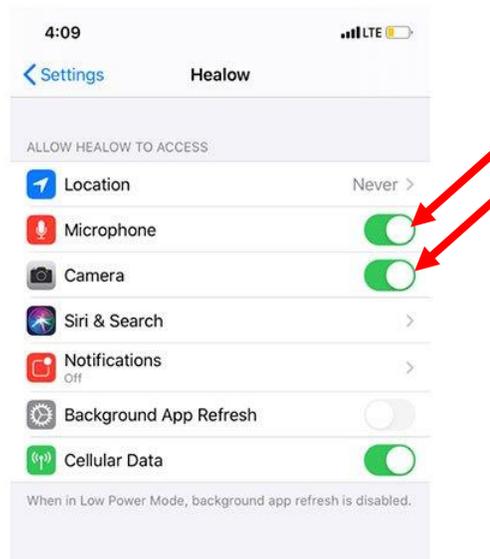


Please Note: You will need to allow speaker and camera access for the Healow App. If you have missed this step, please follow the directions on the next page.

If this step is missed while starting the Televisit, you can go to your Settings (ios):



Scroll to the bottom of Settings and locate the Healow App. Click on the APP to enter settings. Then turn on Camera and Microphone.



If you should have any questions,
please call your physician's office directly.