



healow APPLICATION TELEVISITS PATIENT GUIDE

This document describes how to install the healow application and initialize a healow[®] TeleVisits appointment from an iOS[®] or Android[®] smartphone.

Note: For more information, refer to the complete documentation available on the healow Website at: help.healow.com

Installing the healow Application

To install healow application:

1. Open App Store[®] from your iPhone[®] or Google Play[™] 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[®], 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

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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

○ ○ ○ ○

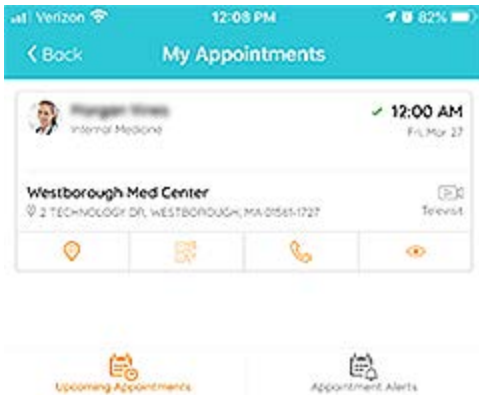
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	<X>

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

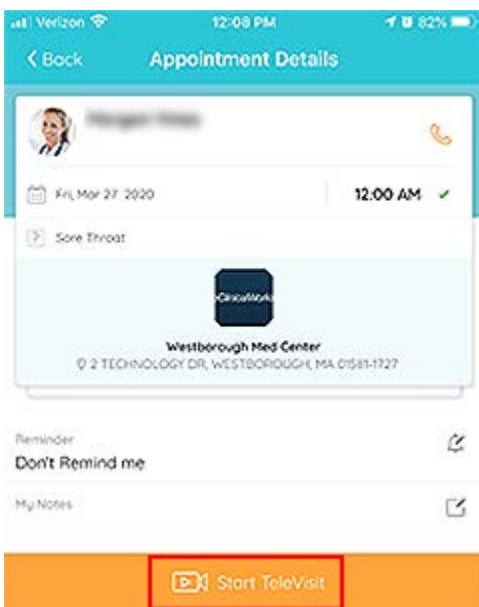
8. On the wheel screen, tap *Appointments*:



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 patient's name is Morgan, and the visit is dated 27 Mar 2020 at 12:00 AM. The questionnaire includes the following questions:

- 1. Have you traveled outside of the United States in the past two weeks?
Yes
No
- 2. Have you been in contact with anyone experiencing cold-like symptoms in the past two weeks?
Yes
No
- 3. Do you have a fever?
Yes
- 3. Do you have a fever?
Yes
- 4. Are you experiencing any respiratory symptoms?
Yes
No
- 5. If you are experiencing any respiratory symptoms, please list them below:
[Text input field]
- 6. Have you had any other symptoms (e.g. nausea, vomiting, diarrhea, abdominal pains, body aches)?
[Text input field]

A blue button at the bottom right of the second screenshot reads 'Submit Questionnaire & Next >'.

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

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

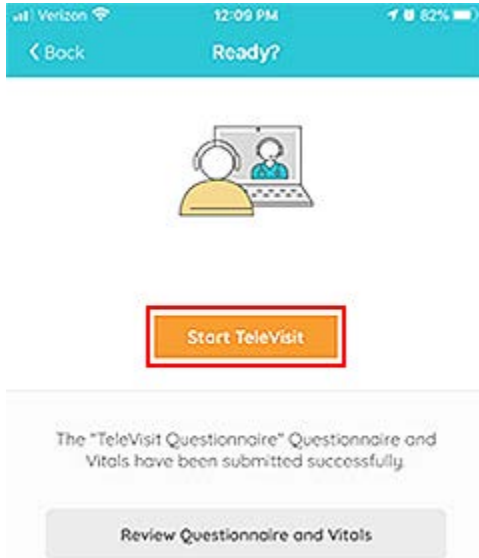
The screenshots show a mobile application interface for entering vital signs. The patient's name is Morgan. The vitals section includes the following input fields:

- Height: [ft] [in]
- Weight: [pounds]
- Blood Pressure: [mmHg] [mmHg]
- Temperature: [Fahrenheit]
- Respiratory Rate: [Breaths per minute]
- Pulse Rate: [Breaths per minute]
- Weight: [pounds]
- Blood Pressure: [mmHg] [mmHg]
- Temperature: [Fahrenheit]
- Respiratory Rate: [Breaths per minute]
- Pulse Rate: [Breaths per minute]

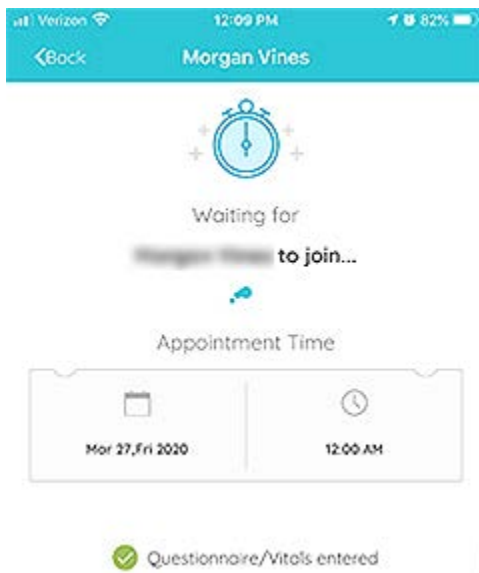
At the bottom of the second screenshot, there are two buttons: a light blue 'Previous' button and a dark blue 'Submit Vitals' button.

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:



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