**Instructions for the Healow App**

* Your telehealth visit will be similar to a video call. **This visit cannot be done if your device does not have access to the microphone and camera.**
* Your **patient portal** should be activated **prior** to accessing the Healow app
  + If you do not have access to your patient portal, please refer to the **patient portal instructions** within the Telehealth tab
* Screenshots were taken using an iPhone.
  + Please note that your screen may look different when using an Android device

**To-Do List:**

**Step 1**: Follow instructions to **create Patient Portal**. Ignore this if you already have access to our Patient Portal.

**Step 2**: Follow instructions to install Healow app.

**Step 3:** Please have Steps 1 and 2 completed **well before** your appointment time

**Step 4:** **15 minutes** prior to your appointment, you will need to log back into the Healow app using the username and password you created

**Step 5:** You will see your Appointment Portion of the wheel is red. Click on the red portion. If this portion is **not red**, your appointment is not within the next 15 minutes.

* Download the Healow app by E ClinicalWorks on your Smartphone, Tablet, or Laptop with a built-in camera. (Note: Since this is a video call, your device will need to have the ability to access **BOTH** the microphone and the camera.)

Use the App Store for Apple devices or Google Play for Android devices

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* Click on the App. You will see the screen below. Click “Get Started”

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* In the box that says “Enter Practice Code/ Phone No.”, Enter: **6783882184**

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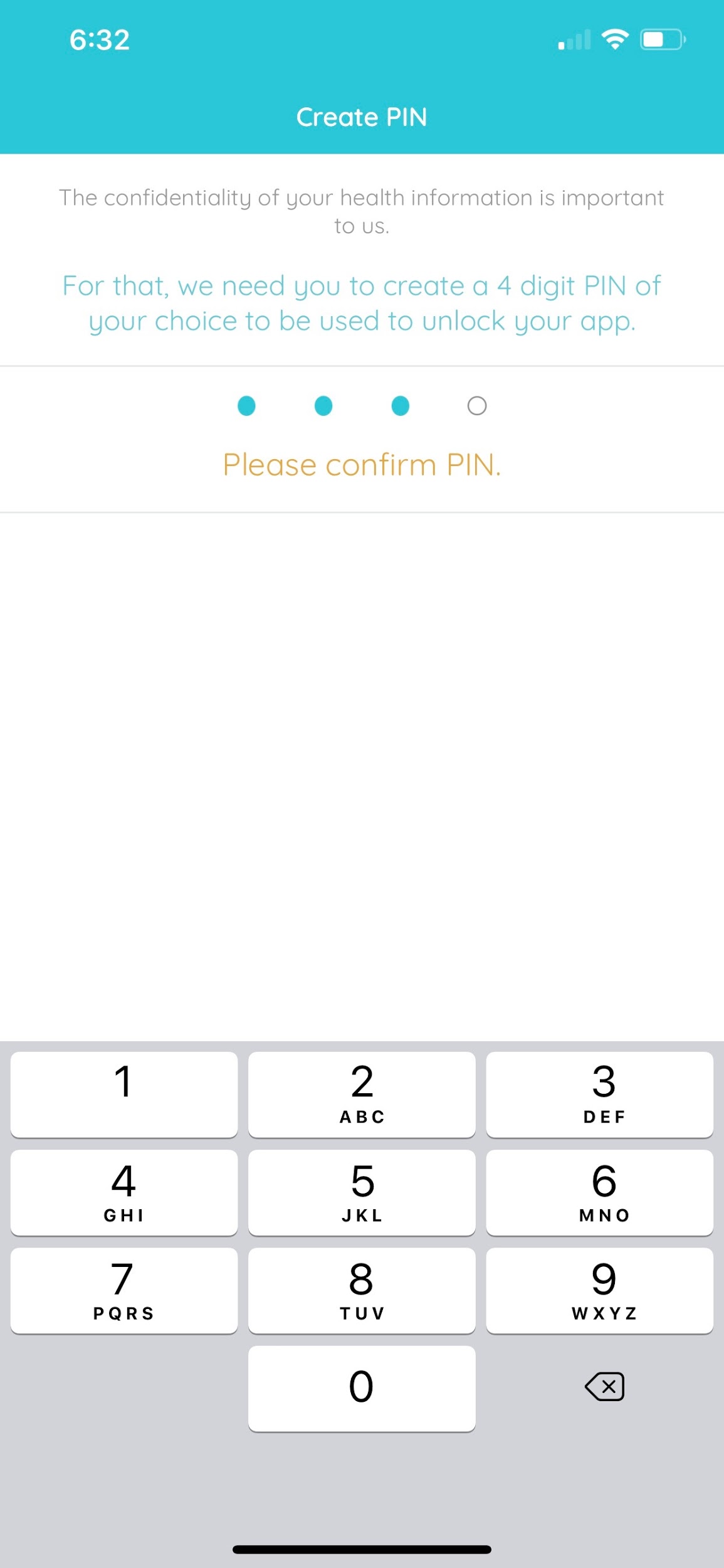
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* At this point, you will see a Login Page.
  + Username: same as Patient Portal (ie. the email address you provided to the practice)
  + Password: same as Patient Portal
  + Click “Login”

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* You may be directed to create a 4-digit PIN.
  + Select 4 numbers
  + Click “confirm”
  + Re-verify the digits on the next screen

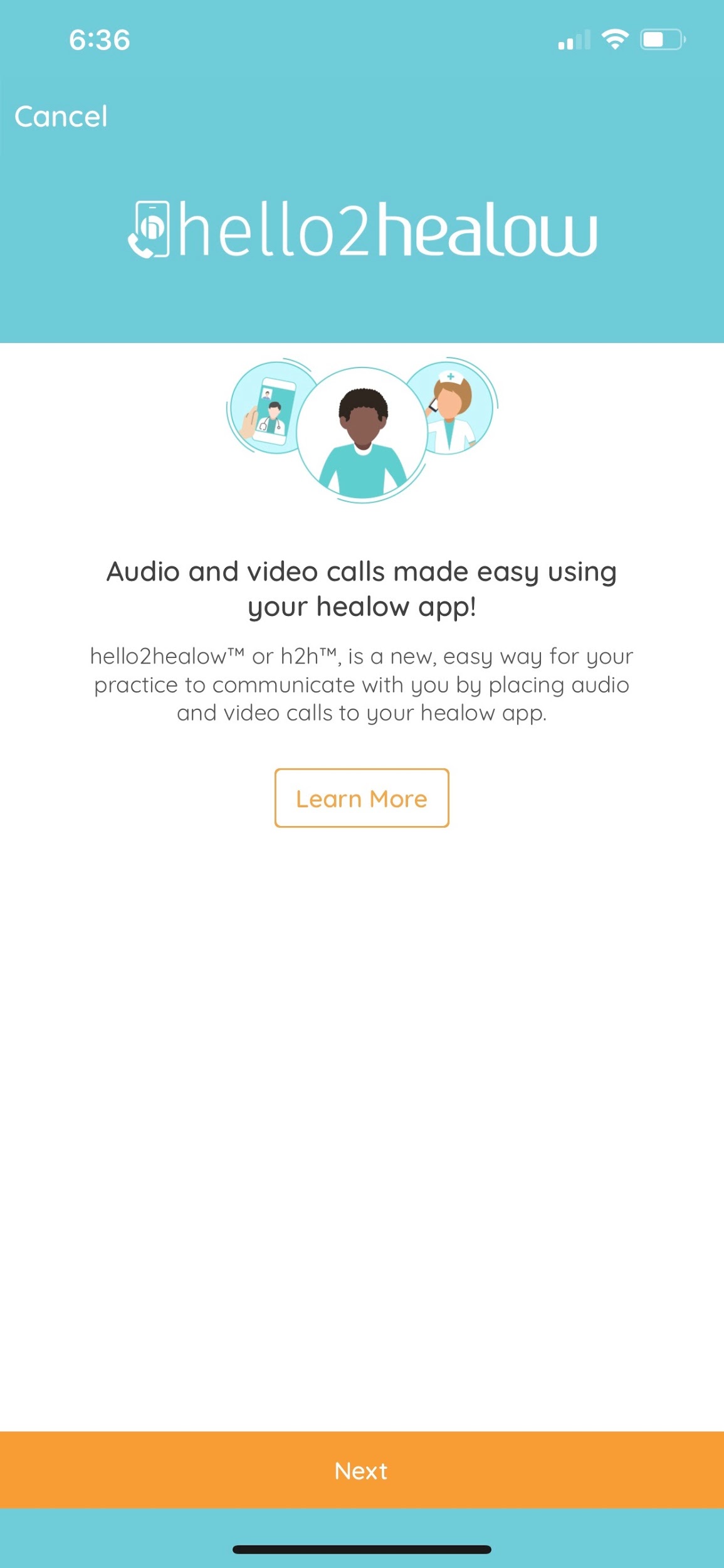


* You may also be directed to turn on TouchID.
  + Click “Turn on Touch ID” at the bottom of the screen if desired.

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* Once you have agreed, you will prompted to enter your name and DOB.
* At the hello2healow screen, Click “Next”.



* Read and agree to the Terms of Agreement. Click “Agree & Continue”.

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* On the next screen, allow access to camera.
* On the next screen, allow access to microphone
  + **WITHOUT ACCESS TO CAMERA AND MICROPHONE, THE TELEHEALTH VISIT CANNOT BE DONE.**

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* On the next screen, you may be requested to input the PIN you created. Type in the PIN here.

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* On the next screen, verify your mobile number. A code will be sent for validation purposes.

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* Click “Verify” and enter your 4-digit verification code that came as a text message.

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* On the next page, you will see the Enrolled Practices screen. At the bottom, click “Complete Enrollment”.

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* On the next screen, click “Done”.

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* On the next page, you should have a “1” in your appointment portion of the wheel. This indicates you have one appointment coming up.

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* Click on the appointments portion to review your appointment date and time.

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* Enter as much information as you can on the “Vitals” screen

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* Click on your appointment. On the right side, click the “Televisit” icon. At the bottom, click “Start Televisit”.

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