



# 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.

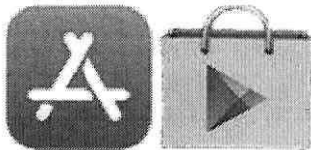
**Note:** For more information, refer to the complete documentation available on the healow Website at: [help.healow.com](http://help.healow.com)

## 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:

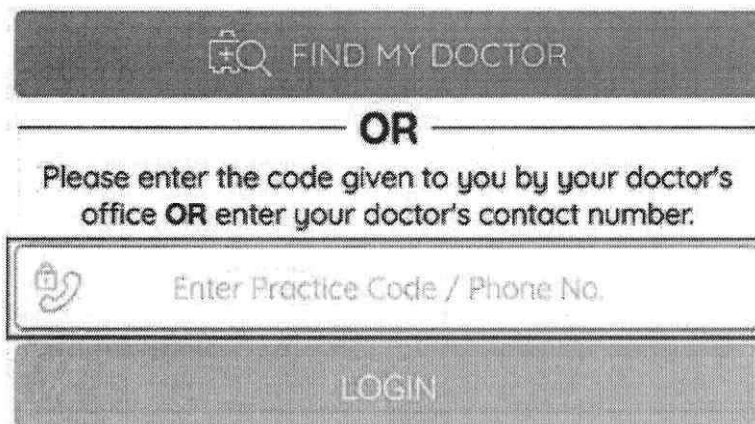
1. Open the healow app, and tap *Get Started*:



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

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 3

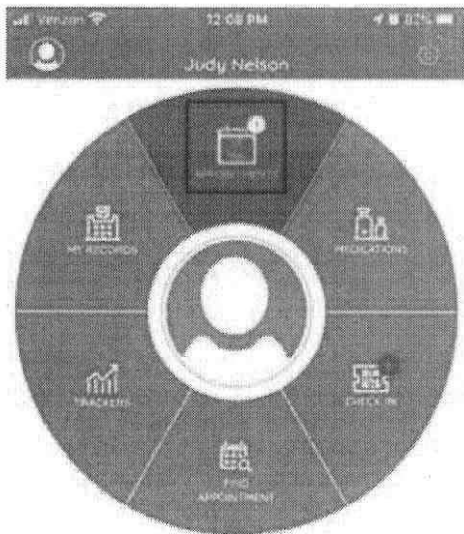
4 5 6

7 8 9

0

**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*:



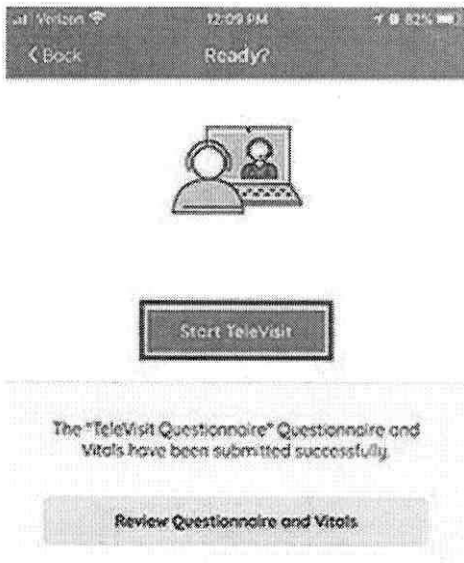
11. Complete the questionnaire and tap *Submit Questionnaire & Next*:

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

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

**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:

