

New Feature April 2020  
Joining TeleVisit using SMS appointment confirmation



## What is a TeleVisit?

healow TeleVisits™ are a safe and secure way for you to connect to your doctor remotely, via video and audio connection either on your smartphone or your computer (with audio and video capabilities).

### How do I join a TeleVisit?

#### On your smartphone or computer:

Click on the text or email link you receive from your doctor's office. **No login required.** Or you can start the visit by logging into the healow app or Patient Portal.

#### On the day of your appointment:

- Set aside a secure and private location for your appointment.
- "Arrive early" by logging into the healow app, Patient Portal, or clicking the link within the email reminder or text message your doctor's office sent you.
- Fill out any patient questionnaires and vitals if applicable (answers are not mandatory on either form, but fill in what you can).
- Click "Proceed" to check your computer's speed and ability to support a TeleVisit.
- Click "Start TeleVisit" to enter the virtual waiting room.
- Your physician will begin the face-to-face TeleVisit and disconnect when the visit ends.

