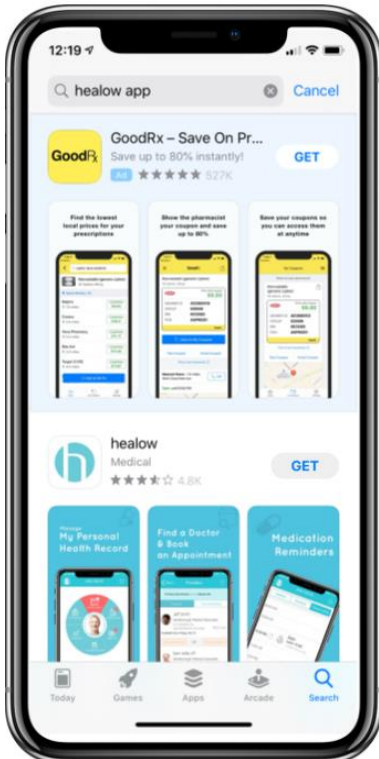
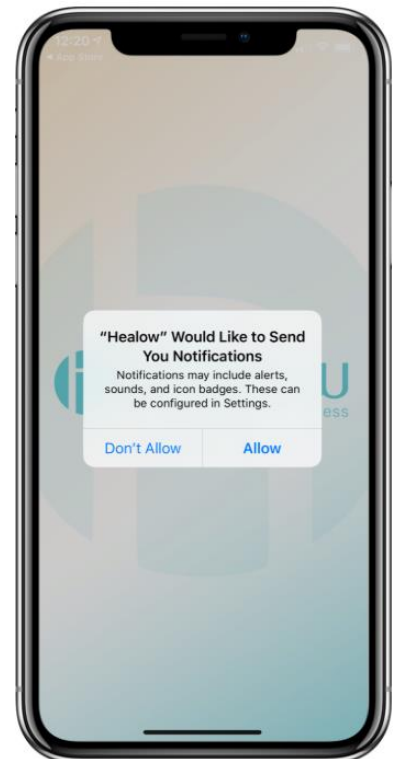
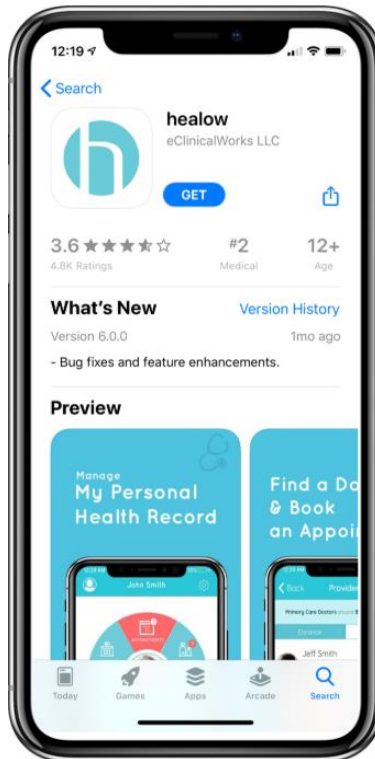


Healow App Walkthrough



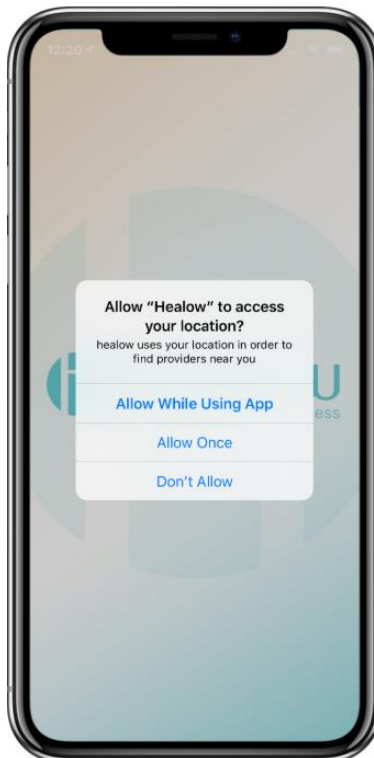
Navigate to the App Store (iPhone) or Google Play (Android). Search for "Healow" and make sure the app is published by eClinicalWorks LLC.



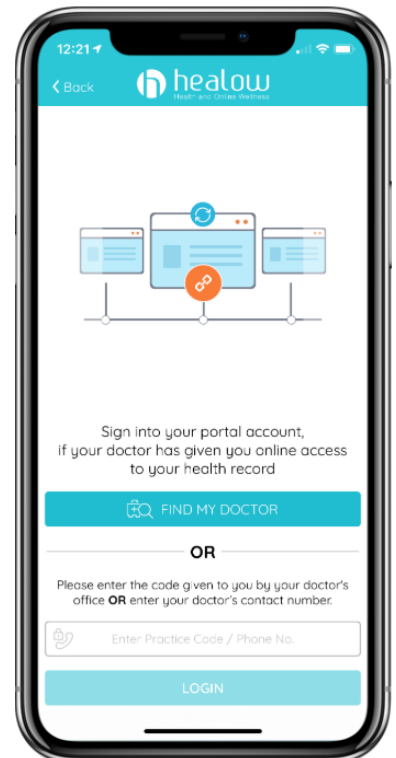
Select your notification preference.



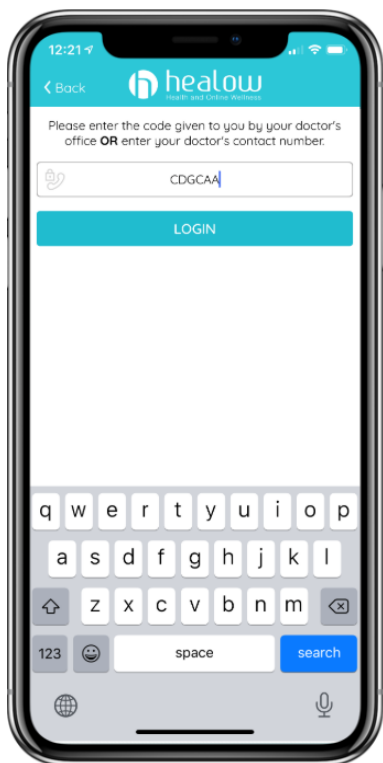
Click "Get Started" at the bottom of the screen.



Select your preference.



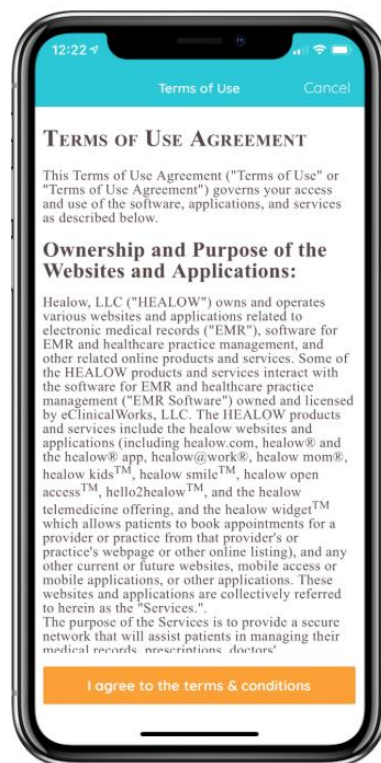
Click "Enter Practice Code" at the bottom of the screen.



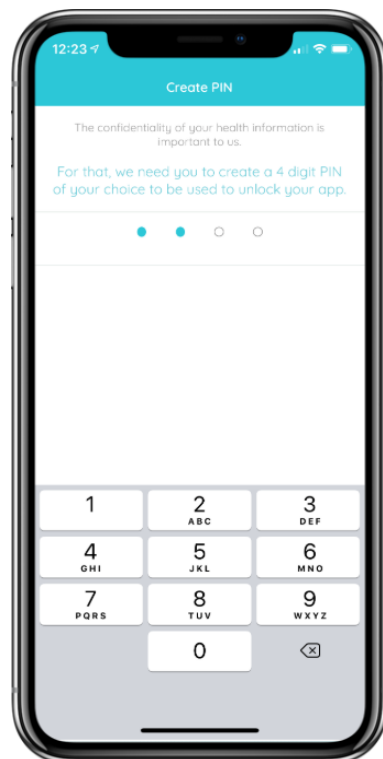
Enter the practice code “CDGCAA” for InterMed, then click Login.



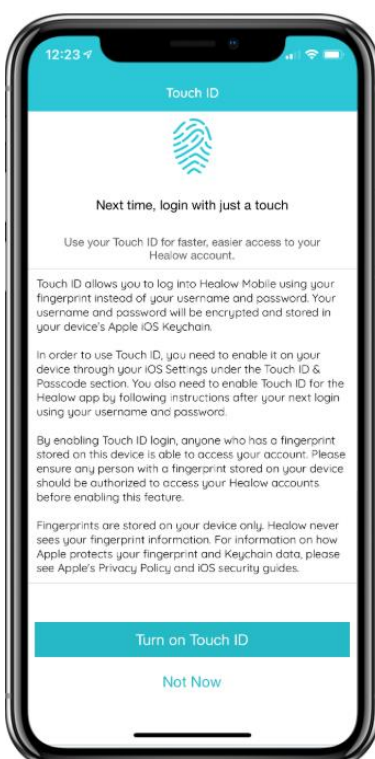
Login to your portal account. **If you have trouble, you can tap “Forgot username or password?” or give us a call to reset it for you.*



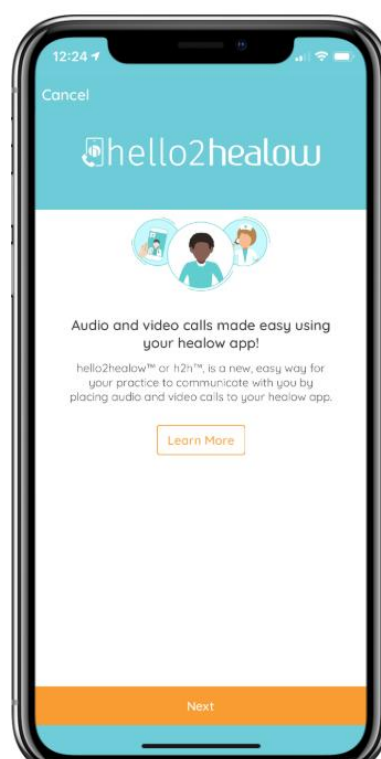
Read through the Terms of Use Agreement for Healow, then click the orange “I agree” button.



Set up a PIN for your app. You’ll need to confirm your PIN a second time.



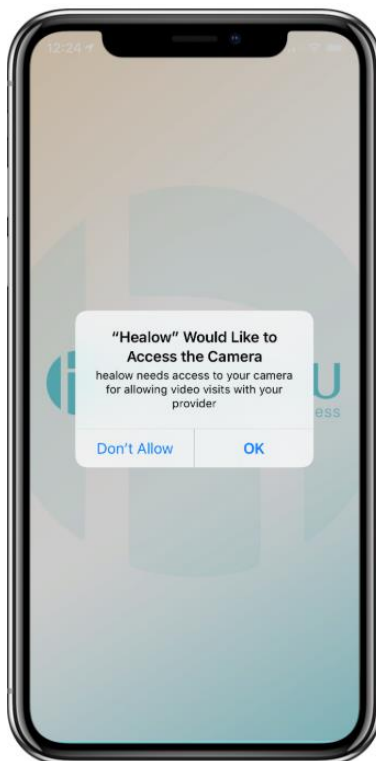
Select your preference for using touch login. This may vary by phone.



You can select “Learn More” to view the tutorial, or you can click “Next” to move on.

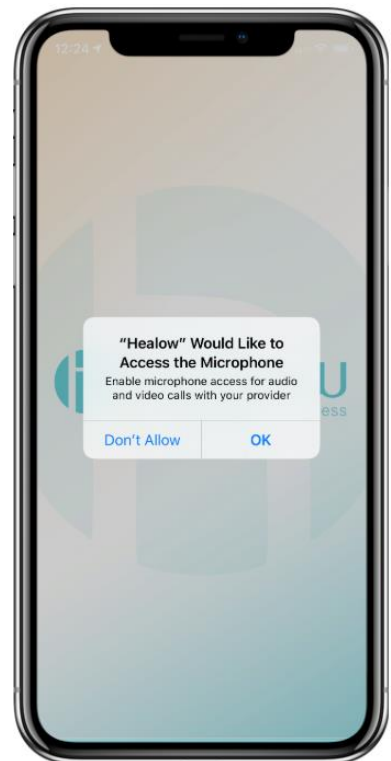


Read through the Terms and Conditions for Healow, then click the orange "I agree" button.



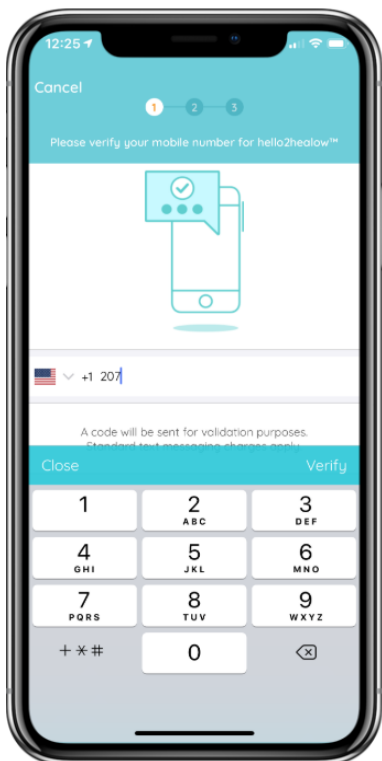
Hit "OK" to allow camera access for your visit.

**Android users: this step will come later for you*

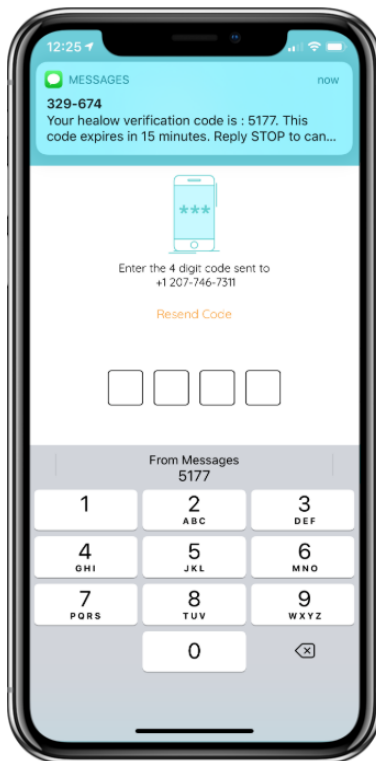


Hit "OK" to allow mic access for your visit.

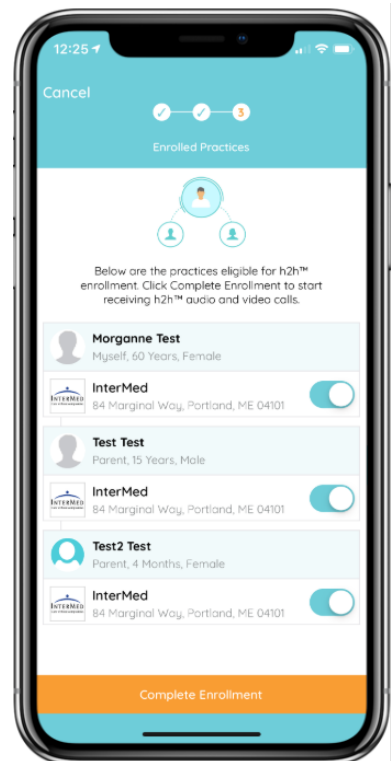
**Android users: this step will come later for you*



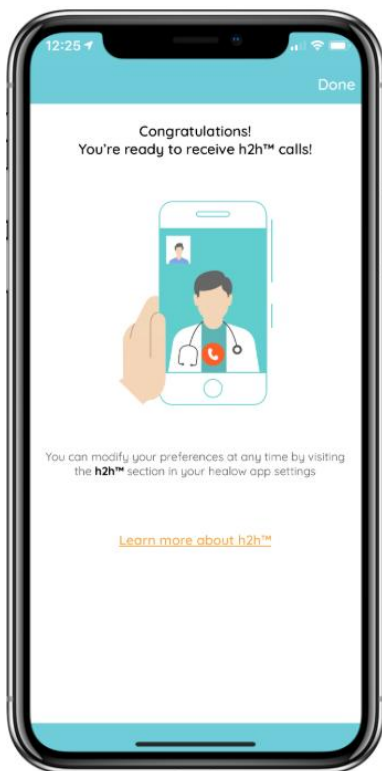
Enter your phone number to receive a verification code from Healow, then click "Verify". **This is *not* your PIN.**



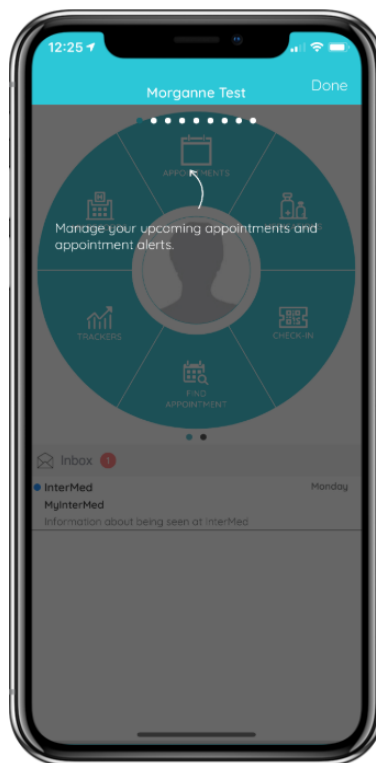
When you receive the verification code via text, enter it in the boxes.



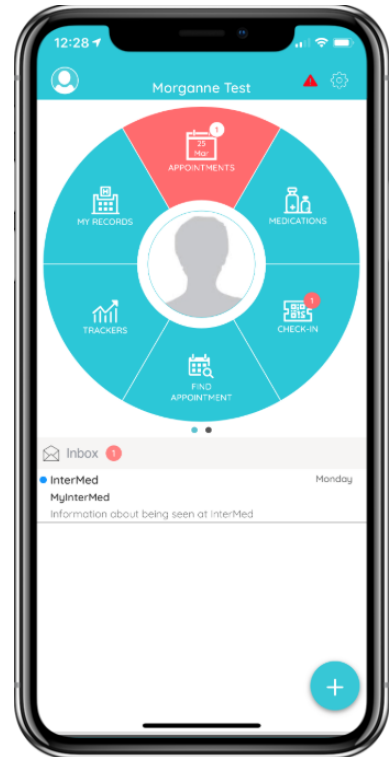
Confirm that You can see your portal account, as well as any minors you hold a proxy accounts for, then click "Complete enrollment".



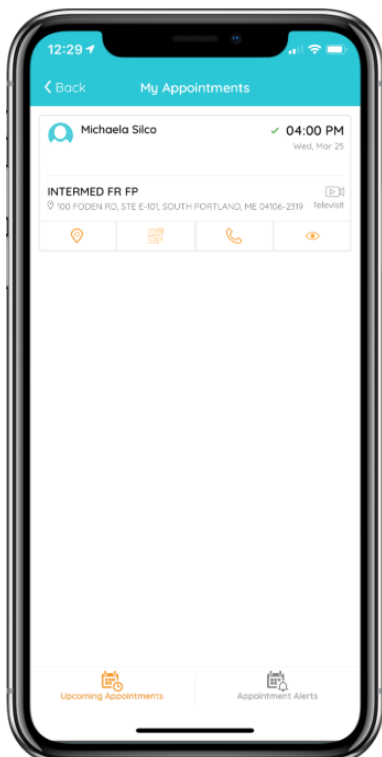
You can select “Learn more about h2h™” to view the tutorial, or you can click “Done” to move on.



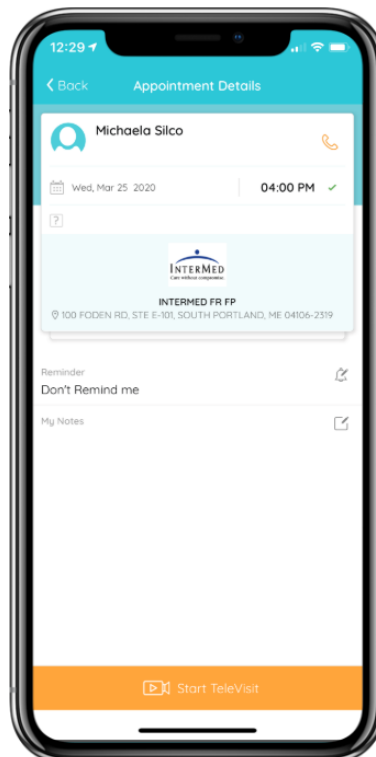
You can select swipe to view the tutorial, or you can click “Done” to move on.



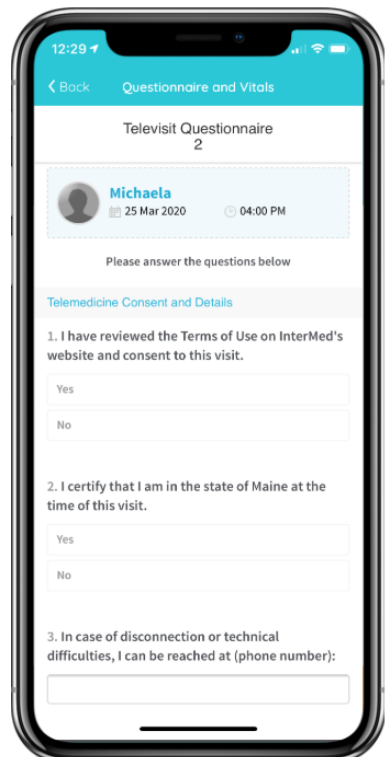
10-15 before your appointment, click on the red “appointments” tab.



Locate your telehealth visit and click on the orange eyeball image.



Click “Start TeleVisit” at the bottom of the screen.



Fill out all sections of the questionnaire.

12:29

Questionnaire and Vitals

Televisit Questionnaire 2

Body aches ☒

Weakness ☒

Dizziness ☒

9. Please check if you are experiencing any of the following symptoms:

Nausea ☒

Vomiting ☒

Diarrhea ☒

Abdominal pain ☒

10. Please tell us about any travel in the past 14 days including locations and dates (state none if no travel):

Submit Questionnaire & Next >

When you finish, click “Submit Questionnaire & Next”. You will need to scroll down to see all of it.

12:30

Questionnaire and Vitals

Vitals

Height

eg. 5 Ft. eg. 7 in

Weight

eg. 200 Pounds

Blood Pressure

eg. 160 / eg. 80

eg. 80 Fahrenheit

Respiratory Rate

eg. 12 Breaths per minute

Pulse Rate

eg. 72 Breaths per minute

Questionnaire filled successfully.

Previous

You’ll see a confirmation message. You do **not** need to fill out your vitals, but you **do** need to scroll all the way down and click “Submit” again.

12:30

Ready?

You can enter the virtual waiting room in 2 hours

Start TeleVisit

The “Televisit Questionnaire 2” Questionnaire and Vitals have been submitted successfully.

Review Questionnaire and Vitals

If you are early, the “Start TeleVisit” button will be displayed in gray. You can go back to the appointment again closer to the time shown.

12:33

Ready?

Start TeleVisit

The “Televisit Questionnaire 2” Questionnaire and Vitals have been submitted successfully.

Review Questionnaire and Vitals

When the “Start TeleVisit” button is orange, click on it.

12:33

Michaela Silco

Waiting for Michaela Silco to join...

Appointment Time

Mar 25, Wed 2020 12:30 PM

Questionnaire/Vitals entered

Leave Healow open on the waiting room screen until your doctor appears.

Troubleshooting

Provider cannot hear the patient:

- Have patient turn up their volume
- Turn off their Bluetooth
- If using Healow app, did they “allow” Healow to use their camera and microphone?

If not, Patient needs to go to the setting for their phone

- If Iphone go to “settings” then scroll down to Healow apps



- If Android go to settings then scroll to App & Notification → Permissions

