



Joining Your TeleVisit Through the Healow App

Log into your Healow App on your smartphone or iPad. You will see the following screens with some variation depending on the type of cell phone or iPad you are using (see page 2 for written instructions):



- A. After logging into the Healow App, you will see a circle with the Appointments section at the top. This section will be red if you have an upcoming TeleVisit. Touch the Appointment section of the circle.
- B. You should see your TeleVisit listed. If you have other future appointments, you will see these in the list. Touch the center of the box of the appointment that you wish to join.
- C. The bottom of the next screen has an orange Start TeleVisit button. Touch this to proceed.
- D. Complete the questionnaire. Be sure to scroll to the bottom of the page. Once finished, click on Submit Questionnaire & Next.
- E. If you have a blood pressure cuff, thermometer, or scale, enter vital signs and click Next. If you have no vitals to enter, it is ok to leave the fields blank and click Submit Vitals.
- F. Click the orange Start TeleVisit. If you need to review your questionnaire or vitals before joining the visit, you may click the button at the bottom of the screen.
- G. You are now in the virtual waiting room when you see “Waiting for ‘Your Doctor’ to join...”. If your screen times out or the screensaver comes on, you are likely disconnected. Be sure to periodically touch your screen until the provider joins the visit.
- H. When the provider joins, it may take a few seconds for their picture to present. You may receive a pop-up asking to Allow Camera and Microphone access – Say Yes! You will see the provider in the large portion of the screen. Your picture will be in the bottom corner. Be sure the provider can see you clearly. There are 4 icons at the bottom of the video screen:
 - a. The video camera icon allows you to pause the video so the provider will not see you.
 - b. The red phone icon allows you to disconnect from the visit.
 - c. The microphone icon allows you to mute yourself so the provider can’t hear you.
 - d. The cell phone icon allows you to reverse your camera.