Using the Healow app on your mobile device for your Televisit

You are scheduled for a Televisit. Please see the instructions below.

**Before your visit starts**

- It is important to review the Terms of Use document on our website at [https://www.intermed.com/content/uploads/Telemedicine-Terms-of-Use.pdf](https://www.intermed.com/content/uploads/Telemedicine-Terms-of-Use.pdf). We will ask you to accept those terms as part of the pre-visit questionnaire.
- If you have a cuff, please check your blood pressure. Also, record your temperature if this is an ill visit.

**Starting your visit:**

- Log into Healow App.
- Click on Appointments at the top of the menu wheel.

- Next, click on the appointment that indicates Televisit
Finally click on Start Televisit at the bottom of the next screen.

**Complete pre-visit questionnaire and enter Vitals**

- Complete the questionnaire, making sure that you accept the Terms of Use and acknowledge that you are current in Maine. Click Submit Questionnaire and Next at the bottom when done.

  **Terms of Use Acknowledgement**

  1. I have reviewed and agree to the Terms of Use on the InterMed website prior to this visit.

     Yes

     No

  2. I certify that I am currently in the state of Maine for this televisit.

     Yes

     No

- Enter your vital signs if you have them and click Submit.

- Click on Start Televisit to proceed.
Your Televisit

- Once started, you will be brought to a holding screen until your provider connects.
- Remember to hold the camera in front of your face unless your provider asks you to show some other part of your body.
- Remember to be in a private area where you can keep your medical information private.

Troubleshooting

1. My app does not find a camera or microphone:
   a. You may need to allow the Healow app access to your camera and microphone in the settings of your phone.