



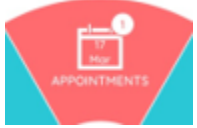

What is Telemedicine?

Telemedicine is a service that allows your health care provider to furnish healthcare visits virtually using audio and video technology. A virtual visit with your provider is called a TeleVisit.

How can I use Telemedicine?

You must first have a Patient Portal account through your health care provider. Next, you'll need scheduled for a TeleVisit with your provider. Once scheduled, the process is:

1. Receive a confirmation email with your appointment information
2. When it's time for your appointment, there are 3 ways to access your appointment
 - a. Your computer – through the “Join this Telemed Appointment directly” button on your confirmation email. Your computer must have internet access, a web-browser, webcam, and two-way audio.
 - b. Your computer – by logging into your Patient Portal <<insert practice portal link here>>. Your computer must have internet access, a web-browser, webcam, and two-way audio.
 - c. Your phone – by logging into your Healow app. Your phone must have cellular or internet access, the Healow app, camera, and two-way audio.

Email Confirmation	Patient Portal	Healow App
<p>Get ready for your visit!</p> <ul style="list-style-type: none"> • Make sure your computer has: <ul style="list-style-type: none"> ○ internet access ○ web-browser ○ working webcam ○ working two-way audio • Make sure you have a quiet, private area for the call • Your provider’s office will call you 15-30 minutes prior to your appointment to collect medical information 	<p>Get ready for your visit!</p> <ul style="list-style-type: none"> • Log in to your Patient Portal account • Make sure your computer has: <ul style="list-style-type: none"> ○ internet access ○ web-browser ○ working webcam ○ working two-way audio • Make sure you have a quiet, private area for the call • Your provider’s office will call you 15-30 minutes prior to your appointment to collect medical information 	<p>Get ready for your visit!</p> <ul style="list-style-type: none"> • Download, log in to and set up your Healow app. Allow microphone and camera access • Make sure your phone has: <ul style="list-style-type: none"> ○ Cellular or internet access ○ working camera ○ working two-way audio • Make sure you have a quiet, private area for the call • Your provider’s office will call you 15-30 minutes prior to your appointment to collect medical information
<p>Select </p>	<p>Log into the patient portal. From the Appointments section, select  for today’s appointment</p>	<p>Log into the Healow app. Select  select today’s appointment and select </p>
<p>Follow the prompts to:</p> <ul style="list-style-type: none"> • Agree to consent • Complete questionnaire • Enter vitals (optional) • Complete computer compatibility check • Allow access to your microphone and camera • Select Start TeleVisit 	<p>Follow the prompts to:</p> <ul style="list-style-type: none"> • Agree to consent • Complete questionnaire • Enter vitals (optional) • Complete computer compatibility check • Allow access to your microphone and camera • Select Start TeleVisit 	<p>Follow the prompts to:</p> <ul style="list-style-type: none"> • Agree to consent • Complete questionnaire • Enter vitals (optional)
<p>You will be placed in a virtual waiting room until your provider arrives.</p>		
<p>When your provider arrives, you will see their video feed along with a smaller view of what your camera.</p>		
<p>During your visit your provider will prescribe any needed treatments and prescriptions.</p>		
<p>Once your visit is completed, your provider’s office may call you to schedule follow up appointments or testing</p>		