



# healow E-MAIL LINK TELEVISITS GUIDE FOR PATIENTS

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This document describes how to join a healow<sup>®</sup> TeleVisits virtual appointment through an e-mail link provided by the practice.

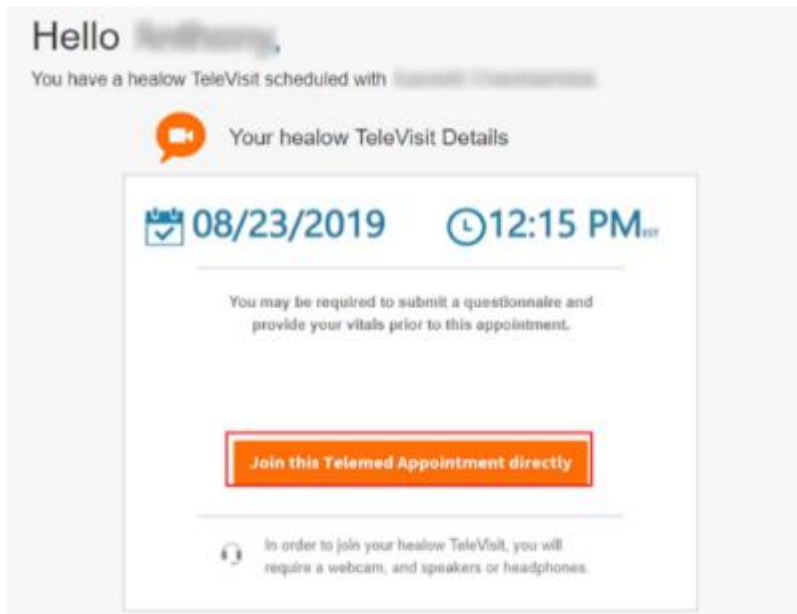
To join a televisit, you will need the following:

- A supported browser:
  - ♦ Google<sup>™</sup> Chrome<sup>™</sup> for macOS<sup>®</sup>, Windows<sup>®</sup>, Linux<sup>®</sup>, or Chrome OS<sup>™</sup>
  - ♦ Safari<sup>®</sup> for macOS
  - ♦ Firefox<sup>®</sup> for macOS, Windows, or Linux
  - ♦ Opera<sup>™</sup> for macOS, Windows, or Linux
- A webcam and microphone (while using a desktop)

## Accessing a TeleVisit from an E-mail Link

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To access a healow TeleVisits appointment, click the *Join this Telemed Appointment directly* link sent by your practice to your e-mail address:



# Starting the TeleVisit

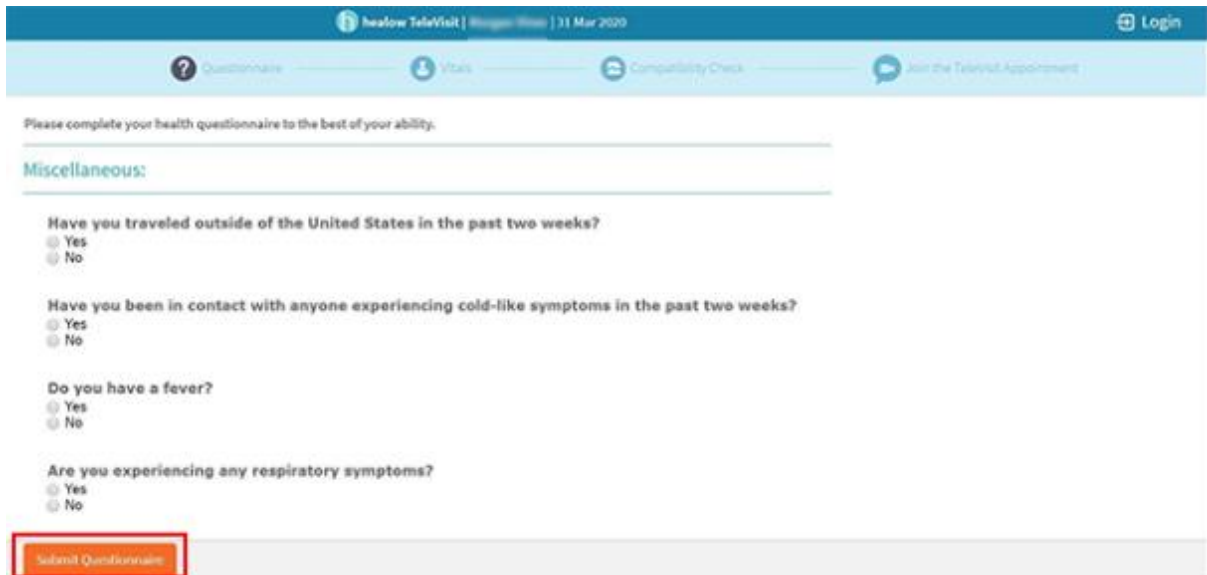
After you click the *Join this Telemed Appointment Directly* button in the e-mail, the healow TeleVisit window opens.

## To join the televisit:

1. On the healow TeleVisit window, answer the questions in the *Questionnaire* section.

**Note:** Questions are not mandatory; complete as much as you are able.

2. Click *Submit Questionnaire*:

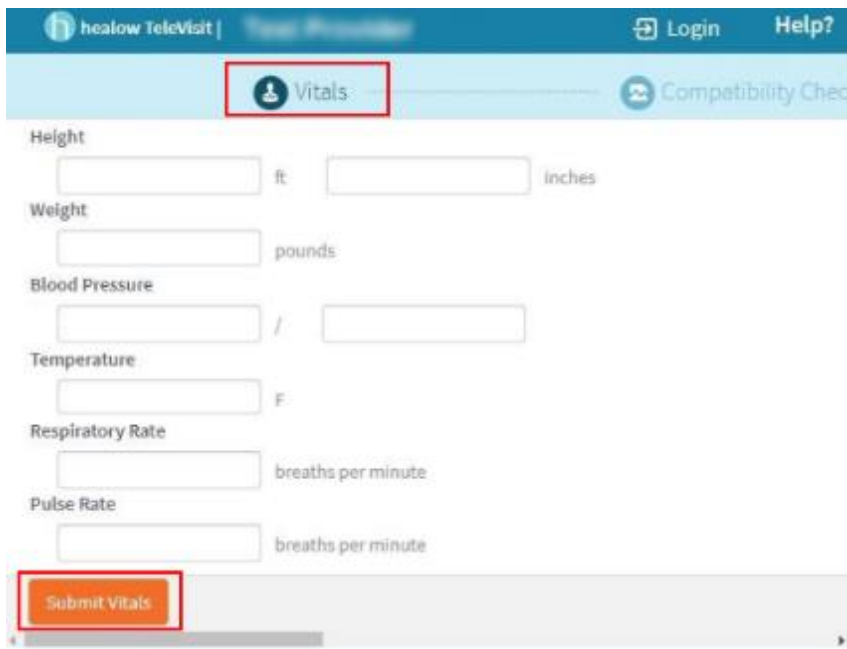


The screenshot shows the healow TeleVisit interface. At the top, there is a navigation bar with the following items: a question mark icon for 'Questionnaire', a person icon for 'Vitals', a checkmark icon for 'Compatibility Check', and a speech bubble icon for 'Join the TeleVisit Appointment'. Below the navigation bar, the text reads: 'Please complete your health questionnaire to the best of your ability.' Underneath, there is a section titled 'Miscellaneous:' with four questions, each with radio button options for 'Yes' and 'No':

- Have you traveled outside of the United States in the past two weeks?
- Have you been in contact with anyone experiencing cold-like symptoms in the past two weeks?
- Do you have a fever?
- Are you experiencing any respiratory symptoms?

At the bottom of the questionnaire section, there is a red-bordered button labeled 'Submit Questionnaire'.

3. Enter your vitals in the *Vitals* section and then click *Submit Vitals*:



The screenshot shows the healow TeleVisit interface for the 'Vitals' section. The navigation bar at the top includes 'healow TeleVisit | Your Provider', 'Login', and 'Help?'. The 'Vitals' section is highlighted with a red box. Below the navigation bar, there are several input fields for vital signs:

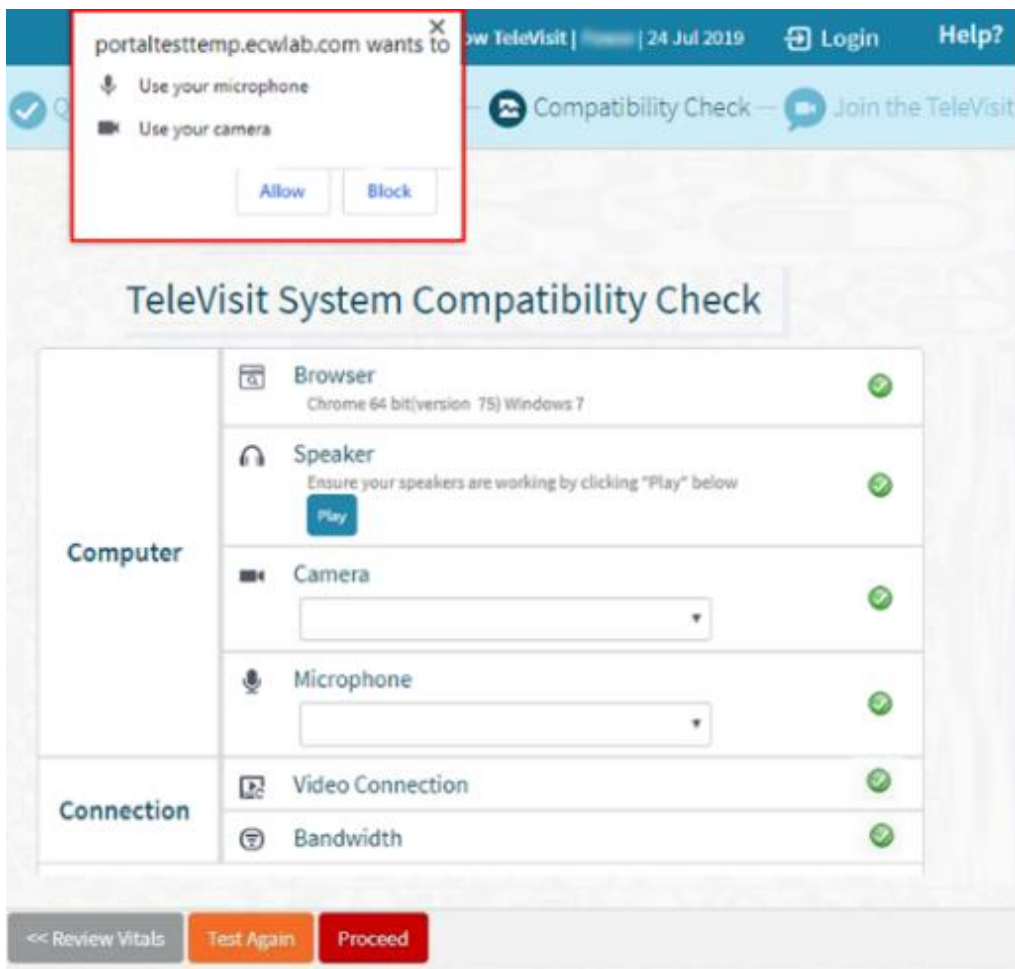
- Height: Two input fields for feet and inches.
- Weight: One input field for pounds.
- Blood Pressure: Two input fields separated by a slash.
- Temperature: One input field for degrees Fahrenheit.
- Respiratory Rate: One input field for breaths per minute.
- Pulse Rate: One input field for breaths per minute.

At the bottom of the vitals section, there is a red-bordered button labeled 'Submit Vitals'.

**Note:** Vitals are not mandatory; complete as much as you are able.

4. On the pop-up window, click *Allow*.

The healow TeleVisits system performs a compatibility check to make sure the necessary requirements, including the webcam, microphone, and Internet bandwidth, are compatible to join the televisit.

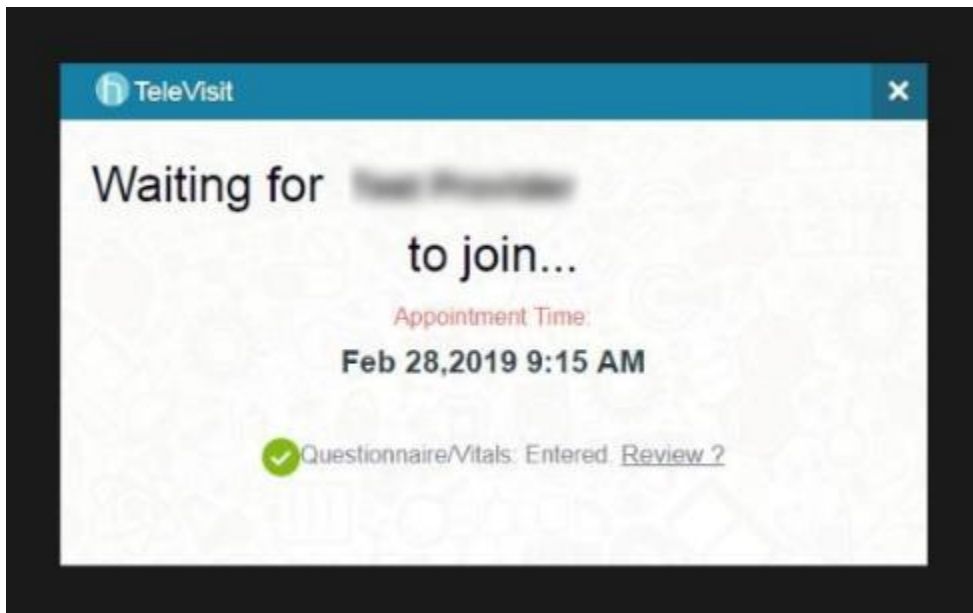


After the compatibility check is performed, the system responds with the following message:  
*The questionnaire and Vitals have been submitted successfully:*

5. Click *Start TeleVisit*:



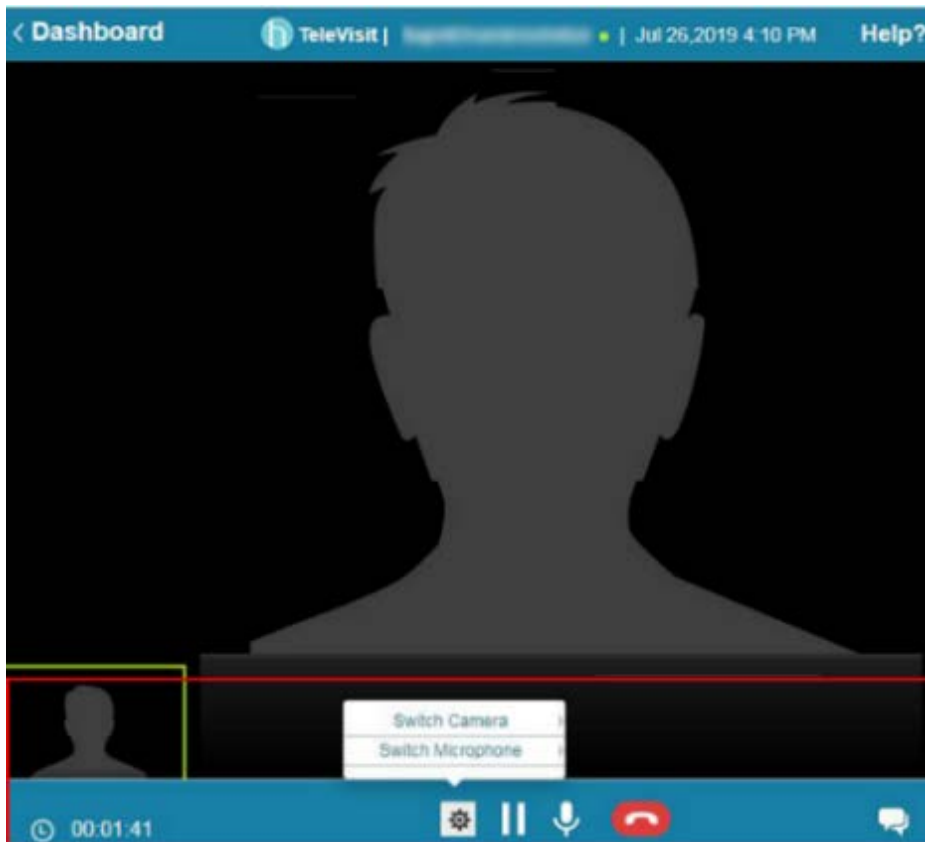
The virtual waiting room window opens, displaying the provider's name and appointment time. At the same time, the provider is notified about the televisit appointment:








When the provider joins the televisit, the *Provider and Patient Windows* opens.

The duration of the televisit displays on the bottom of the window.

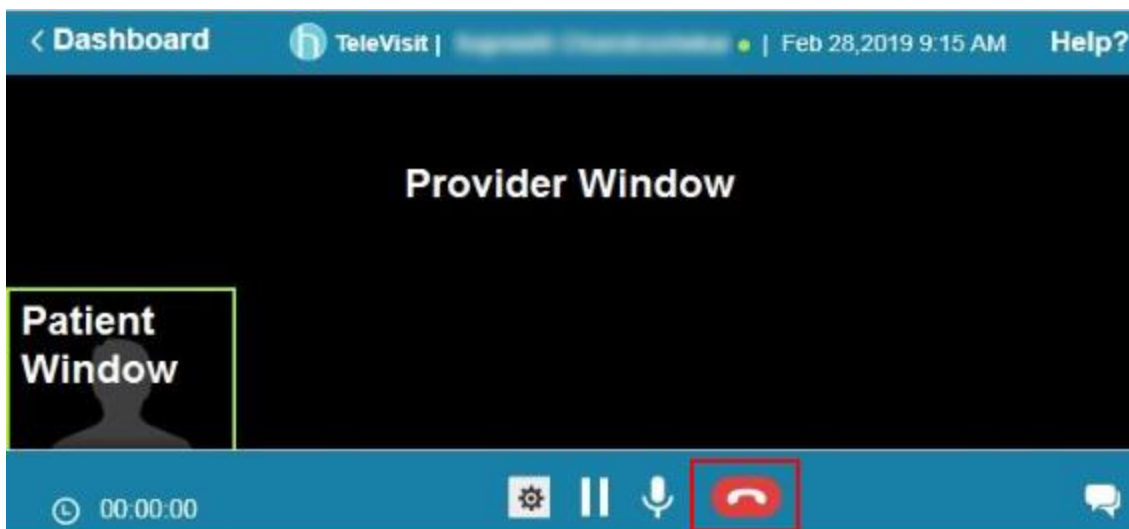
The healow TeleVisit window includes a viewing window, time duration, and camera and audio options:



The following table describes the features available on the TeleVisit window:

Features	Description
	Displays the duration of the visit
	Click the gear icon to view additional camera and microphone settings.
	Click to pause the visit.
	Click to mute your audio.
	Click to display the visit chat.

6. After the televisit is concluded, click the red phone icon at the bottom of the window to end the session:



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