



Healow App Televisit Guide

Tribe513

1. To access your virtual visit - download the free Healow app from the Apple App Store or Google Play (type “Healow” into the search field).
2. Once you have opened the app, find our practice by entering the unique code: IGCCDA.
3. After entering your username and password, you will be asked to acknowledge the app’s “Terms of Use Agreement,” and then create a 4-digit PIN.
4. Once you have successfully logged on, you will see a wheel with a red “slice” labeled appointments – this red icon indicates that you have a Televisit scheduled.
5. Click on the red slice to view your Televisit appointment information. Click on the appointment itself and then tap the orange “Start Televisit” button.
6. Enter the vitals you have knowledge of on the next screen and then click the orange “Start Televisit” button once it is time for your appointment.
7. Your care provider will join you via video chat and will be able to evaluate you virtually.

Please note: Televisits are filed to your insurance just as a regular office visit would be. If you have a copay plan, your copay amount will be due when the visit is scheduled. The televisit will be filed with your insurance company, and whatever amount they leave as your patient responsibility will appear on your next billing statement as a balance owed.



Once the app is downloaded, tap "GET STARTED."



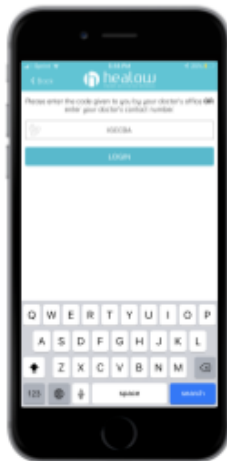
Request appointments, view lab results, request Rx refills, and more!



Use the app for virtual visits with your care provider.



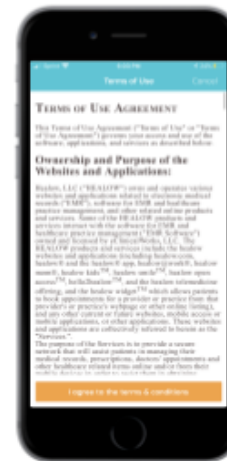
Choose 'Find my doctor' OR enter our practice code.



Enter our unique practice code: **IGCCDA.**



Enter the username & password emailed to you upon establishing care.



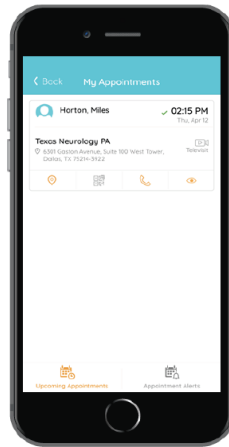
Review the "Terms of Agreement" and click the button to proceed.



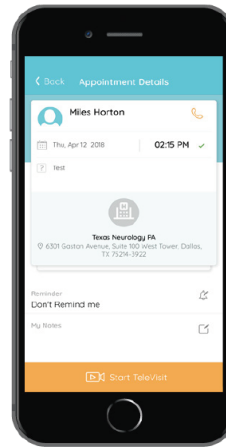
Create a 4 digit PIN to use for accessing the app and login.



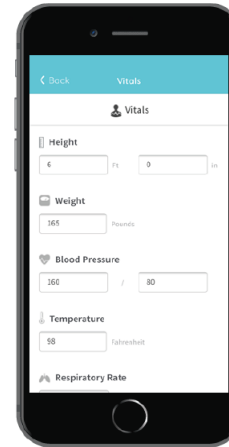
You have now set up the Healow app. If you have an upcoming appointment the dial will be red. If you're ready to start your TeleVisit, tap the red appointment "slice".



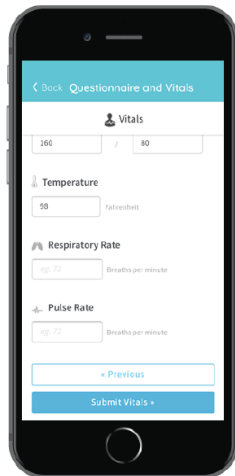
All of your upcoming appointments are displayed. In the example above, there is only one appointment (a TeleVisit) so you would tap that appointment.



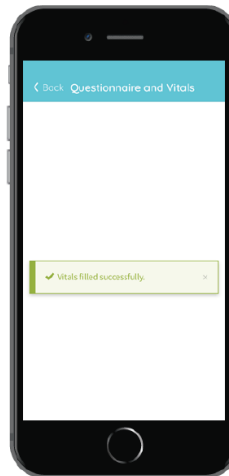
Tap the "Start TeleVisit" button.



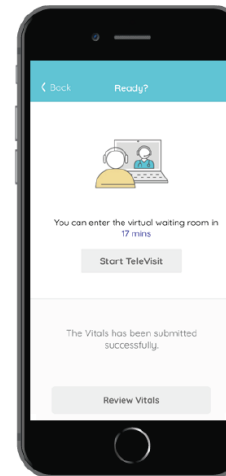
Tap the fields and use your keypad to enter any vitals that you can provide.



Tap "Submit Vitals"



A confirmation message that "Vitals filled successfully." Will appear.



If you are checking into your televisit too soon the "Start TeleVisit" button will be grayed out with a message telling you how many minutes you must wait before you can enter the virtual waiting room, otherwise tap the "Start TeleVisit" button.

