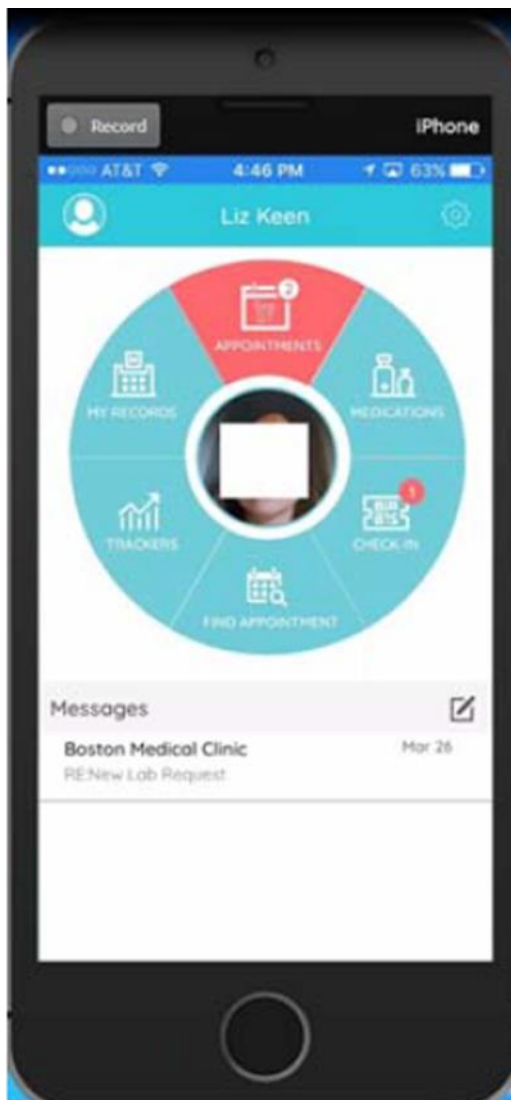


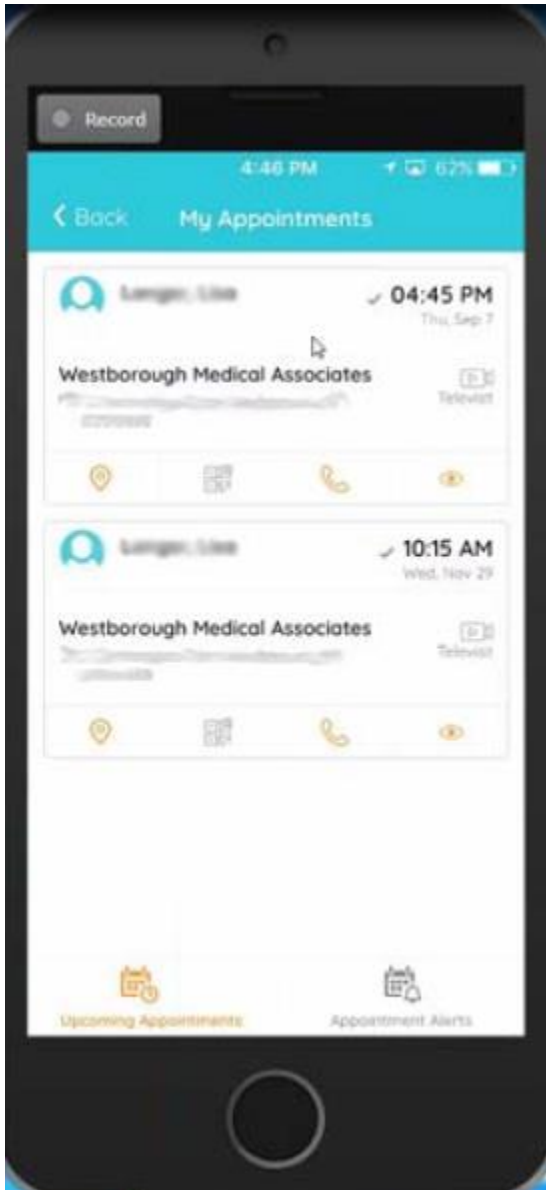
### Procedure for attending a healow TeleVisit from the healow app on the Phone.

- Open the healow app from the phone.
- Sign in to the healow app:
  - The 1 on the Check-in-widget indicates that the patient has checked in through the portal. If the patient checks in through the healow app, the Check-in widget turns red to alert the patient.
  - If the patient has already checked into the appointment, the Appointment widget displays in red.






## How to Access healow TeleVisits from healow App


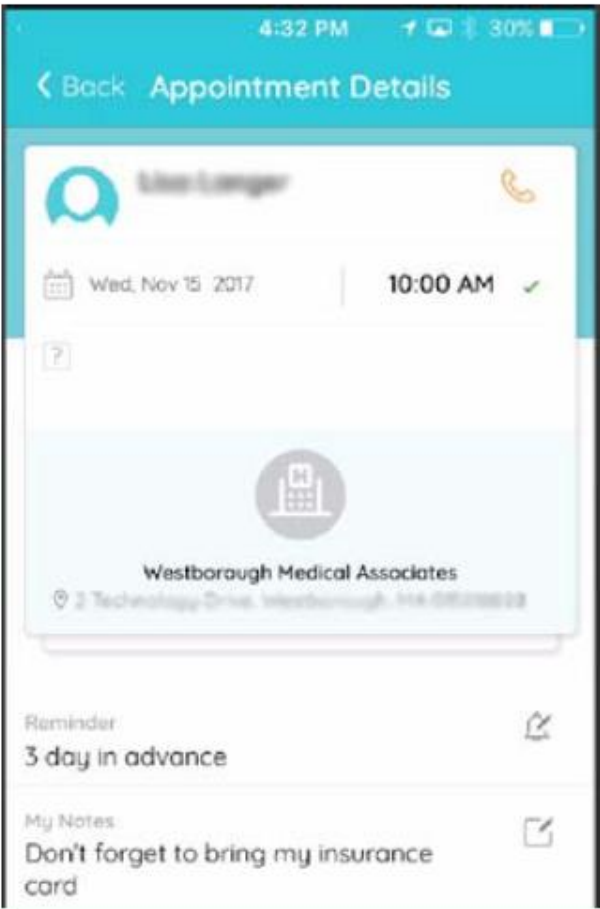
- Click the Appointment widget to display patient's incoming appointments:

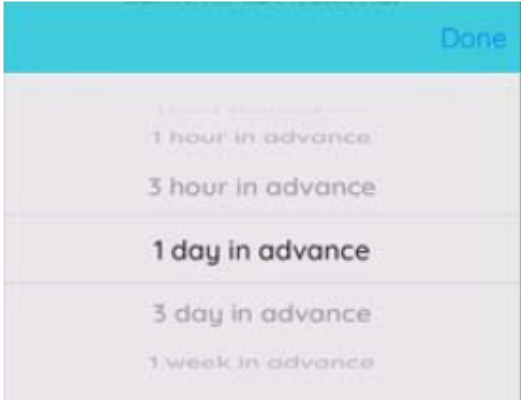
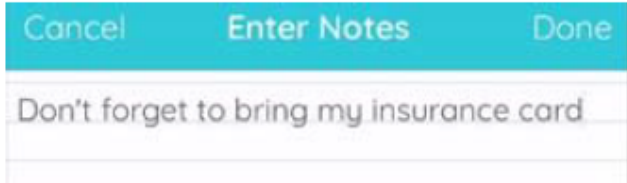




## How to Access healow TeleVisits from healow App

- The following table describes the options available in the My Appointments window:

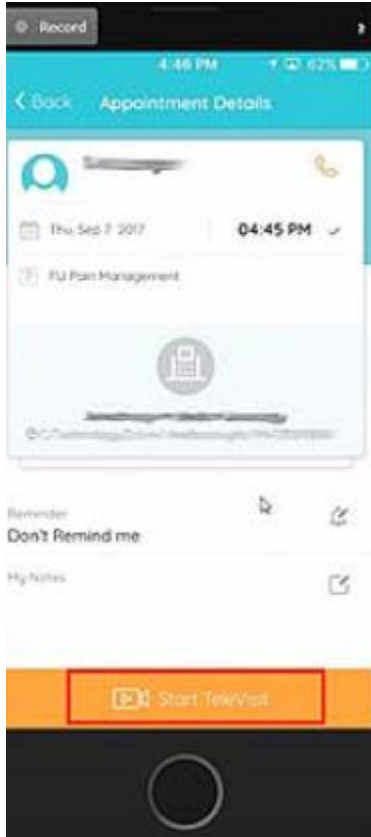
Item	Description
	Click this icon to display the patient's location.
	Click to display the QR code if the patient is checking in an office visit.
	Click this icon to call the practice directly.

Item	Description
	Click this icon to display the appointment details: <div data-bbox="592 940 1188 1843" style="border: 1px solid black; padding: 10px; margin-top: 10px;">  </div>

Item	Description
	<p>In the Appointment Details window, click the following options as required:</p> <ul style="list-style-type: none"> <li> <p>Click the <i>Reminder</i> icon and select the days in advance the patient wants to be reminded of the upcoming appointment:</p>  <p>The screenshot shows a menu with a teal header containing the word "Done". Below the header are five options: "1 hour in advance", "3 hour in advance", "1 day in advance", "3 day in advance", and "1 week in advance".</p> </li> <li> <p>Click <i>My Notes</i> to enter your notes. Click <i>Done</i> to save the notes:</p>  <p>The screenshot shows a teal header with three buttons: "Cancel", "Enter Notes", and "Done". Below the header is a text input field containing the text "Don't forget to bring my insurance card".</p> </li> </ul>
 <p>Televisit</p>	<p>Click this icon to start the TeleVisit.</p>
 <p>Appointment Alerts</p>	<p>Displays the appointment alerts from the practice. If the practice subscribes to healow, they can send out appointment alerts for open slots and cancellations.</p>

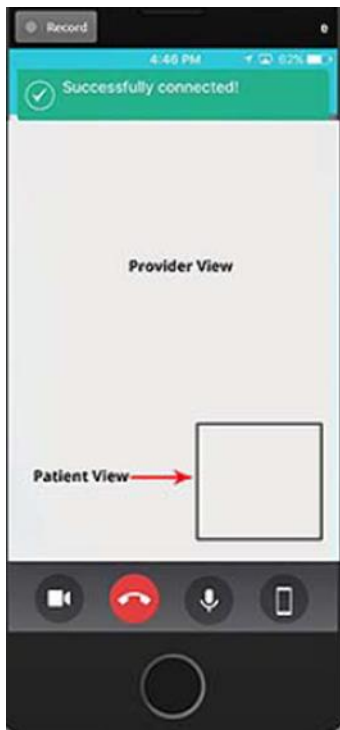
## How to Access healow TeleVisits from healow App

- If the questionnaires and vitals have been completed, click the Camera icon, and then click Start TeleVisit to start the visit:









## How to Access healow TeleVisits from healow App

- Once the provider is connected, the Televisits window opens with the provider and the patient view:



- The following table describes the options available on the healow app-TeleVisits view:

Item	Description
	<ol style="list-style-type: none"> <li>Click this icon to open the Chat window.</li> <li>Start typing the text and click the arrow button:           <div data-bbox="548 638 761 1014" style="text-align: center;">  </div> </li> <li>The doctor receives a chat notification.</li> <li>Click the <i>Video Camera</i> icon to switch to the video mode.</li> </ol>
	<p>Click this button to end the call.</p>
	<p>Click this button to switch the camera.</p>
	<p>Click this button to mute the patient's microphone.</p>
	<p>Click this button to hide the patient view and mute the patient's microphone.</p>