

How to View Healow TeleVisit Appointments

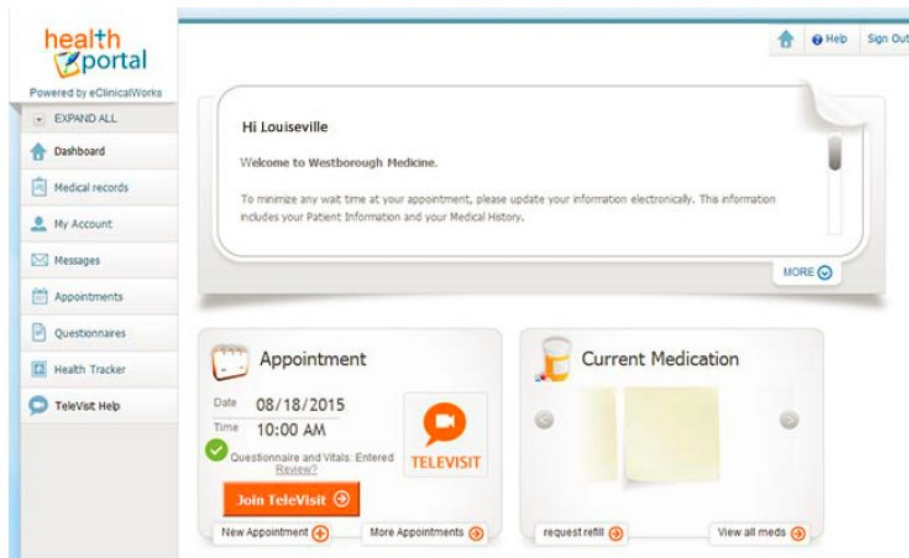
Patients that cannot travel, or live in remote areas, can take advantage of the HNJC Clinics healow TeleVisit option to visit their providers through a two-way video visit. Patients must be web-enabled to access healow. They can login using their Clinic Patient Portal credentials. A webcam must be installed and functioning on the machine that is used for healow TeleVisits.

Patients can also access healow TeleVisits from their phone by downloading the Healow app.

Once an appointment is created for a healow TeleVisit, you will receive an e-mail with an appointment confirmation.

TO START A HEALOW TELEVISIT:

1. Visit <http://bit.ly/HNJCclinicportal> and log in using your username and password. The healow window will open and display any upcoming appointments.



2. Click *Join TeleVisit*. A questionnaire linked to the visit will display.
3. Enter your responses and click *Submit Questionnaire*. The Vitals check will now display.
4. Enter your vitals, and then click *Submit Vitals*. A system compatibility check is performed to detect the software and hardware required to conduct healow TeleVisits.
5. On the top left corner of the Compatibility Test window, click *Allow* in the pop-up message to use the patient-facing camera. The next pop-up message displays.
6. Click *Allow* in the pop-up message to use patient-facing microphone.
7. Once the compatibility check is complete, click *Proceed*. A confirmation message will display, indicating that the questionnaire and vitals have been submitted successfully.
An orange button that says *Start TeleVisit* will display 30 minutes before the scheduled appointment time.
8. Once a provider joins, a message will display asking you to allow camera and microphone.
9. Click *Yes, allow access* for camera and microphone. The TeleVisit window will open and the video call begins. The providers name, date, and time will display on top, and the duration of the visit will display on bottom.

YOU CAN REVIEW FAQs AND IMPORTANT INFORMATION ABOUT HEALOW TELEVISITS FROM THE *TELEVISIT HELP* TAB ON THE LEFT PANE OF THE SCREEN.