

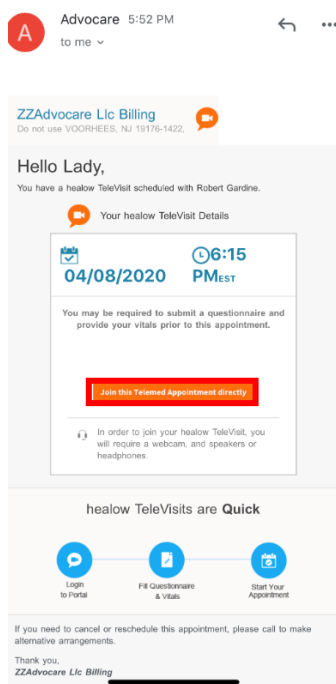
HEALOW TELEVISITS: PATIENT ACCESS VIA EMAIL LINK

The patient receives the two emails once a TeleVisit has been scheduled. The first email is a confirmation email and the second email is a reminder that is sent 15 minutes before the appointment time. These emails are sent to the primary email for the patient’s Patient Portal account. The emails contain a link that allows the patient to connect to the TeleVisit. This link can be used on a computer, tablet and mobile phone. The mobile phone must be a smart phone as flip phones will not be compatible.

This handout highlights the patient’s process as well as helpful hints to better provide assistance to the patient at the Care Center level.

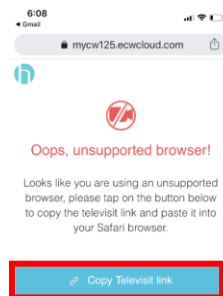
PATIENT WORKFLOW TO INITIATE THE VISIT

1. From the email notification, the patient can tap the link Join this Telemed Appointment directly to initiate the visit.



2. By tapping the link, the patient will be brought to their browser.

NOTE: If using an iPhone, the patient may receive a message that their browser is unsupported. Tap the button to Copy Televisit Link (screenshot below). Open Safari and paste the link to continue with the visit.



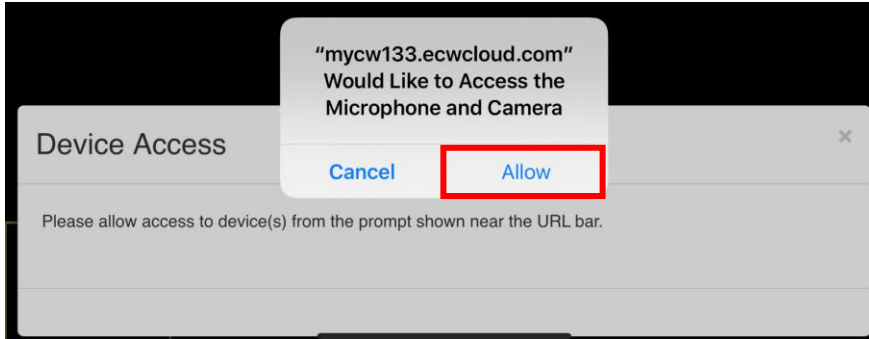
- The patient will be prompted to enter the Healow TeleVisit vitals. The vitals are not mandatory. Tap Next to move to the next screen.

- Tap Start TeleVisit to initiate the visit.

- The appointment widget will appear noting we are waiting for the provider to join.

- Once the provider joins the call, the patient may receive a pop up to allow access to the microphone and camera. The patient must tap Allow.

NOTE: If the patient is having audio issues, they may need to go into the website settings on their mobile phone to allow audio.

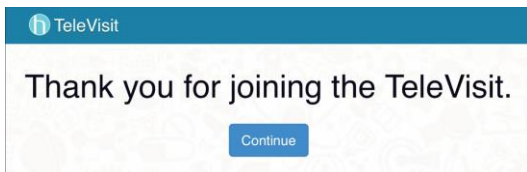


- The patient’s image will display in the bottom left of the screen.
- The patient also has access to use Chat to send messages back and forth to the provider.

NOTE: The patient may need to scroll left and right and up and down to see the entire widget.



- Once the visit is over, the patient will receive a message thanking them for joining the TeleVisit. Tapping Continue will take the patient to the Patient Portal login screen.



HELPFUL HINTS FOR YOUR PATIENT

1. Mobile phone settings:
 - a. Make sure your mobile phone is updated to the latest version
 - b. Orientation lock should be off so that the image can rotate on the phone to landscape
 - c. Having a set of headphones available is helpful to troubleshoot audio issues with echoes
2. Safari is the only browser on an iPhone that will allow the patient to connect to the visit.
3. If the patient receives a pop up to record audio, the patient must click Allow. The session will not be recorded. During testing, this pop up was happening for Android users.
4. The patient can use their tablet to initiate the visit.