

HEALOW TELEVISITS: PATIENT ACCESS VIA SMS

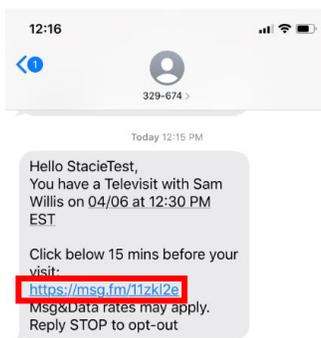
Patients will receive a text message reminder 15 minutes prior to the TeleVisit with a link to initiate the visit. Patients can use this link with their smart phone or tablet. Flip phones will not be compatible.

This text message is in addition to the normal reminder calls/SMS messages that are sent two days prior to the appointment. The normal reminder calls/SMS messages have been updated noting the appointment is a virtual appointment.

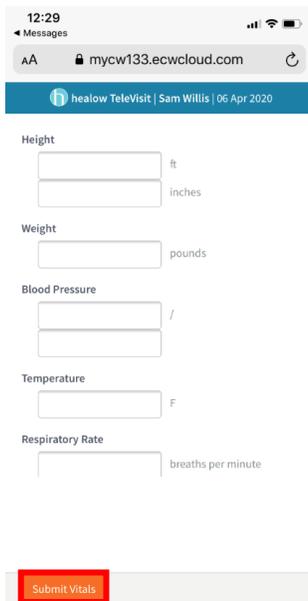
This handout highlights the patient’s process to initiate the visit through the text message as well as helpful hints to better provide assistance to the patient at the Care Center level.

PATIENT WORKFLOW TO INITIATE THE VISIT

1. The patient will receive the SMS 15 minutes prior to the appointment time.



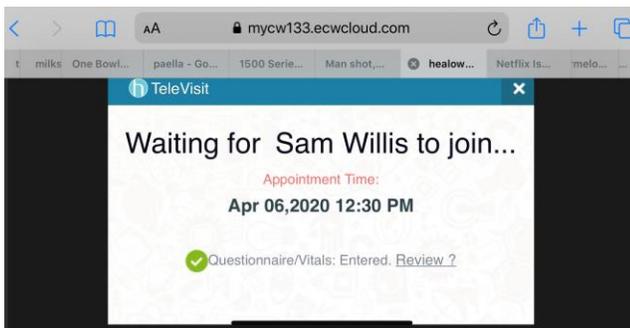
2. By tapping the link, the patient will be brought to their browser to enter the Healow TeleVisit vitals. The vitals are not mandatory. Tap Submit Vitals to move to the next screen.



3. Tap Start TeleVisit to initiate the visit.

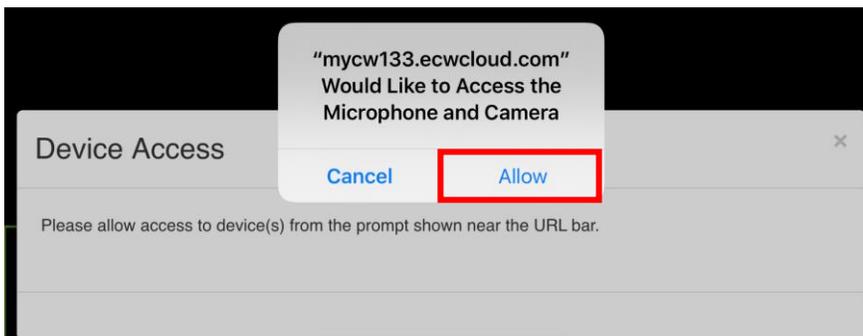


4. The appointment widget will appear noting we are waiting for the provider to join.



5. 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.

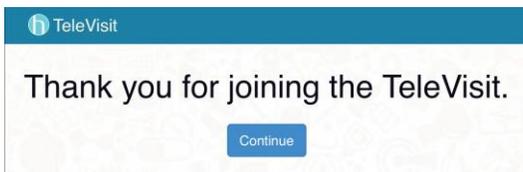


6. The patient’s image will display in the bottom left of the screen.
7. The patient also has access to use Chat to send messages back and forth to the provider.

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



8. 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. 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.
3. The patient can use their tablet to initiate the visit.