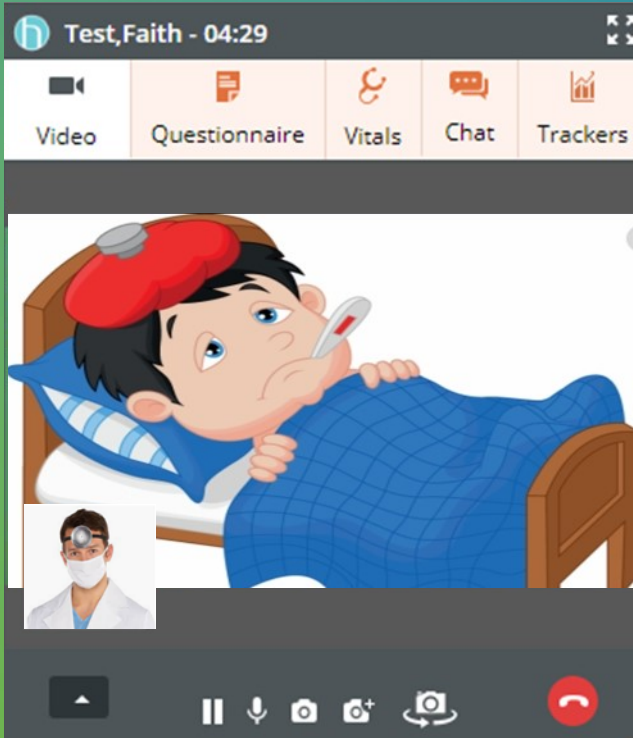


Welcome to TeleVisits!

advocare
Your Health. Our Purpose.



1

Must have a patient portal account with your health provider.

2

There are three ways to join the visit.

3

Saves time from having to come into the office.

Healow TeleVisits

Welcome to Healow TeleVisits!

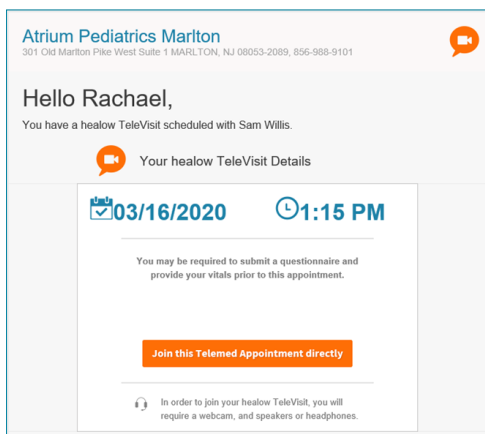
Advocare has implemented Healow TeleVisits as a way to see patients without having to come into the doctor's office.

This guide is designed to help you navigate the TeleVisit using three different options to connect with your provider:

- Patient Portal
- Healow App
- Link located within the appointment confirmation

In order to participate in Healow TeleVisits, you must have credentials to the Patient Portal. If you do not have a Patient Portal account, please provide your email address to your healthcare provider. You will receive an email message with your username, temporary password and a link to the patient portal. It is recommended to access the patient portal at least once prior to signing onto a Healow TeleVisit.

When your healthcare provider schedules the Healow TeleVisit, an email notification will be sent to the primary email on file for the patient. A second email notification will be sent 15 minutes prior to the appointment time reminding the patient to join the appointment. The patient must be using a device, phone or computer, with a camera and speakers or headphones for the visit.

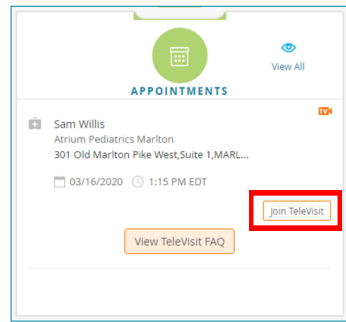
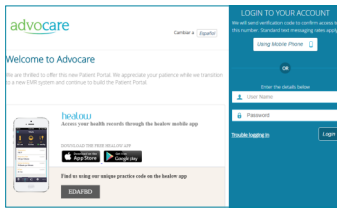


The screenshot shows an email from Atrium Pediatrics Marlon. The header includes the clinic name and address: "Atrium Pediatrics Marlon, 301 Old Marlton Pike West Suite 1 MARLTON, NJ 08053-2089, 856-989-9101". The main content is addressed to "Hello Rachael," and states "You have a healow TeleVisit scheduled with Sam Willis." Below this, there is a section titled "Your healow TeleVisit Details" with a calendar icon for the date "03/16/2020" and a clock icon for the time "1:15 PM". A note says "You may be required to submit a questionnaire and provide your vitals prior to this appointment." At the bottom, there is an orange button that says "Join this Telemed Appointment directly" and a small icon with the text "In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones."

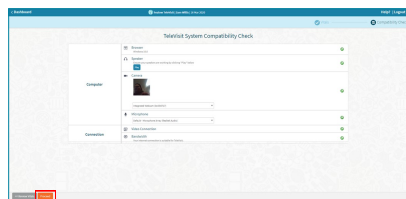
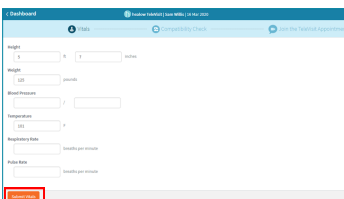
TeleVisits using the Patient Portal

The patient portal can be accessed at: <https://health.healow.com/advocare>. The home screen of the patient portal will display a widget for any upcoming appointments. Patients can use this widget to start the Healow TeleVisit by following the below instructions.

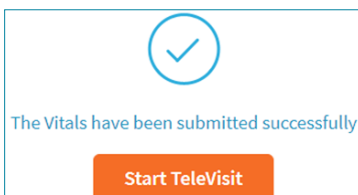
- Log onto the patient portal using your username and password. Click Login
- From the home page of the Patient Portal, click Join TeleVisit from the appointment widget.



- A Vitals screen will display. These are not mandatory fields and can be skipped. Click Submit Vitals to move to the next screen.
- The system will perform a Compatibility Check to ensure the machine is capable of supporting the TeleVisit. Once this is complete, click Proceed.



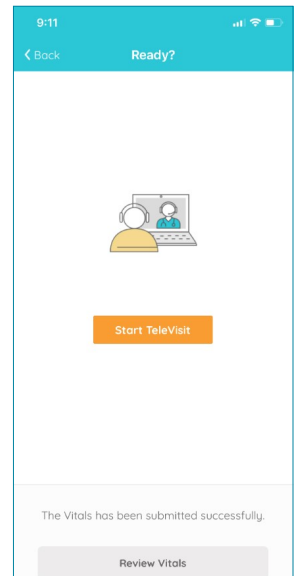
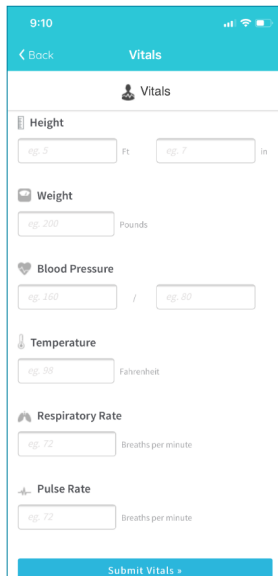
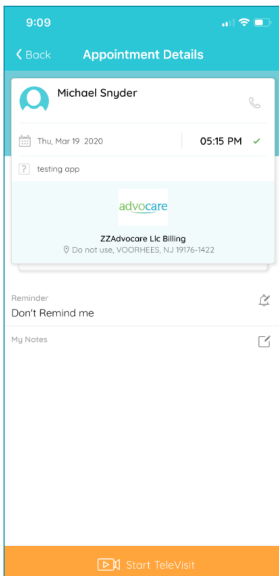
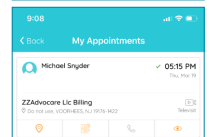
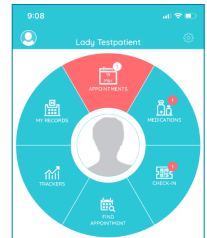
- Click Start TeleVisit to begin the session. This will send a notification to the provider letting them know they can join the visit.
- A screen displays indicating the provider needs to join the call.



TeleVisits using the Healow App

The Healow app is a free app that can be downloaded to a smartphone or tablet through Apple's App Store or Google Play. To easily find your Advocare Healthcare Provider, search by Practice Code and enter **EDAFBD**. The search will result with Advocare LLC, not a specific Advocare Care Center. After selecting this, enter the username and password for the patient portal. Once the portal account is linked, you will be able to view upcoming appointments and call into the TeleVisit.

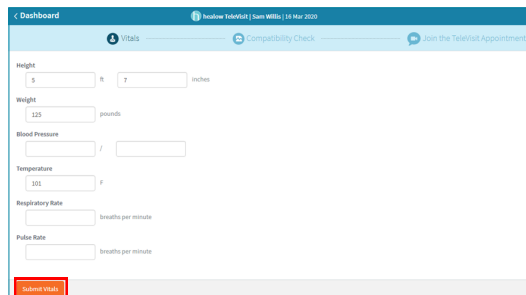
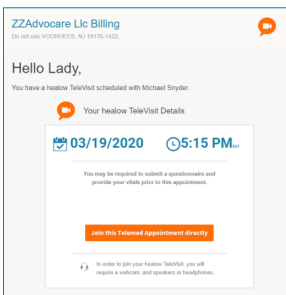
- From the home screen, tap the Appointments section of the wheel.
- From the My Appointments screen, tap the "appointment card" for the TeleVisit.
- Tap Start TeleVisit.
- A Vitals screen will open. These are not mandatory fields and can be skipped. Click Submit Vitals to move to the next screen.
- From the Ready? screen, tap Start TeleVisit. A screen will display indicating the provider needs to join the call.



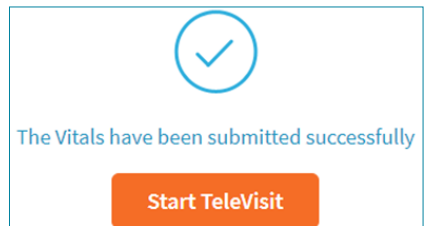
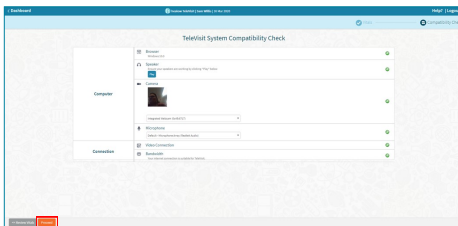
TeleVisits using the Appointment Email

An email will be sent 15 minutes prior to the appointment time as a reminder. Within this email there will be a link available to select to begin the TeleVisit. If using this method of connecting to the TeleVisit, the email must be opened on a computer or laptop. A smartphone or tablet will not work.

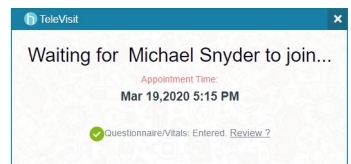
- From the reminder email, click Join this Telemed Appointment directly.
- A Vitals screen will display. These are not mandatory fields and can be skipped. Click Submit Vitals to move to the next screen.



- The system will perform a Compatibility Check to ensure the machine is capable of supporting the TeleVisit. Once this is complete, click Proceed.
- Click Start TeleVisit to begin the session. This will send a notification to the provider letting them know they can join the visit.



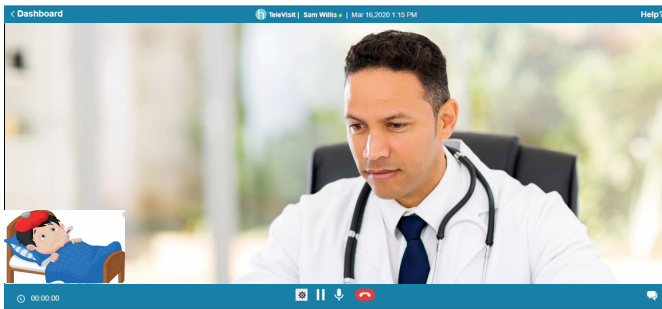
- A screen displays indicating the provider needs to join the call.
- Once the provider joins the visit, the video conferencing will display. The provider's image will show in the larger portion of the screen and the patient's image will display in the lower left corner.



Navigating the TeleVisit Screen

Once the provider joins the TeleVisit, the video conferencing will begin. The patient's image will display in the lower left of the screen and the provider will display in the main screen. The icons within the bottom toolbar can be utilized to change settings within the visit.

- Gear Icon will allow the patient to change the camera or microphone they're using for the call.
- The pause icon will pause the video portion of the call. The provider will be unable to see the patient until the patient restarts the video.
- The microphone icon allows the patient to mute their end of the conversation. The provider will not hear the patient until the patient unmutes the video.
- The red phone icon will end the visit. This should only be clicked if the patient is completely done with the visit.
- The speech bubble allows the patient and provider to type messages to each other in a chat screen.



Ending the TeleVisit

Once the visit has been completed, the patient can end the visit using the red phone icon. A window will pop up asking if you are sure you want to end this TeleVisit. Click Exit to end the visit.

If joining the visit via the Patient Portal, the patient will be asked to Logout or Continue. Logout will completely log out of the Patient Portal. Continue will end the TeleVisit and navigate back to the main Patient Portal Screen.

FAQs

[What web browser is recommended for the TeleVisit?](#)

Google Chrome is the recommended web browser for the TeleVisit System. Firefox will also support the TeleVisit.

[What is the best way to find my provider on the Healow App?](#)

The Healow app offers three ways to find a healthcare provider, Provider Name, Practice Name and Practice Code/Phone No. Select Practice Code/Phone No and enter **EDAFBD**. Select Advocare, LLC. Enter the patient portal username and password to connect to the account.

[I am receiving an error to validate demographic information on the portal when adding my children's accounts.](#)

If you have access to multiple patient portal accounts, for example, yourself and your children, the Healow app will allow users to link several patient accounts under one login. When entering the username and password for the portal account, it's important that you are selecting the correct relationship to 'This account belongs to'. If you are selecting Myself and it is your child's account, you will experience errors. Use the dropdown to select the appropriate relationship.

[Why can't I see my teen's appointment when I log onto the portal using my credentials?](#)

Proxy accounts to adolescent patients do not have access to upcoming appointments. If you are using the patient portal to log onto the TeleVisit, you will not see the upcoming appointment widget. It's best to use either the Healow app or the link within the reminder email.

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