Downloading and Signing in to healow app

Patient should open their Google Play Store or Apple App Store and search for the app titled Healow.

Ask your patients to download the healow app today. 
healow is available for the iPhone® and Android™ smartphones

Once the patient installs the app, they tap GET STARTED button
Please provide the patient with the six digit code specific to our office (JHHHBA) and instruct them to enter the code in the box toward the bottom of their screen. They should click LOGIN after entering the code.

They will be asked to sign in using their Patient Portal credentials.
The Heallow app will ask them to agree to their ‘Terms & Conditions of Use’ agreement.

The app will ask the patient to create a four digit pin.
When a user signs in for the first time, a tour of the Healow Wheel is given. Patients can also view the tour at a later time by clicking the gear icon in the upper right corner and selected the ‘Take a Tour’ option. Once they have set up their account, they will see the home screen ‘healow Wheel’.

Televisit appointments

When a Televisit appointments is scheduled, the patient will receive an email confirming their appointment. The orange button titled ‘Join this Telemed Appointment directly’ will route them to the patient portal.

(We recommend they use their phone instead of patient portal.)
To attend a Televisit Appointment,
Patients should sign into their Healow app and click on the Appointments section of the healow Wheel.

Their future appointments will appear. They should click on the appointment they wish to attend.
The appointment window with details will appear. The patient should click the Start Televisit button at the bottom of the screen.

The questionnaire assigned to the appointment will appear. Patients are encouraged to complete the questionnaire. Once completed, they should click the Submit Questionnaire & Next button.
The Televisit waiting room screen will appear. A notification will appear on the provider’s screen telling them the patient is ready to start the Televisit.

When the provider starts the Televisit from eClinicalWorks, the screen will update as below and show ‘Successfully Connected’.
The provider will appear in the larger portion of the screen. A thumbnail of the patient will appear in the lower right corner.

**Screen controls:**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Functionality</th>
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</thead>
<tbody>
<tr>
<td>🌨️💬</td>
<td>Text chat – allows users to type responses if audio is not available</td>
</tr>
<tr>
<td>📹</td>
<td>Start/stop the video</td>
</tr>
<tr>
<td>🗣️</td>
<td>Mute/unmute the microphone</td>
</tr>
<tr>
<td>📡</td>
<td>Switch camera on device</td>
</tr>
<tr>
<td>📞</td>
<td>Disconnect from Televisit</td>
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