

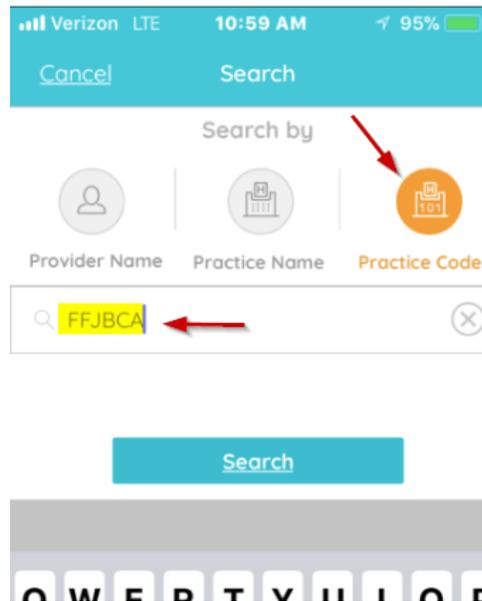
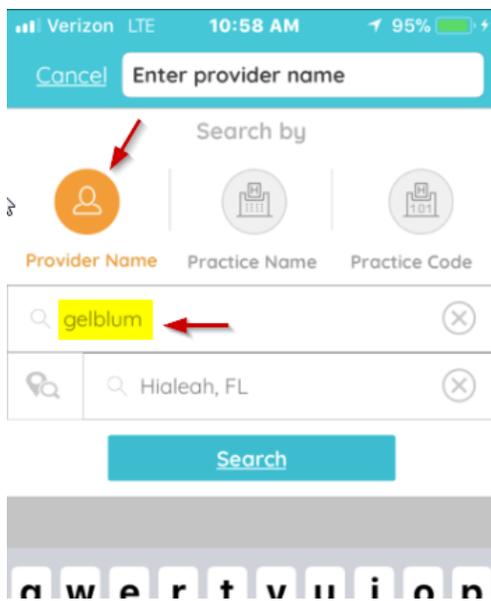
USING THE HEALOW APP on your Phone for Telehealth Visits

BEFORE YOU START

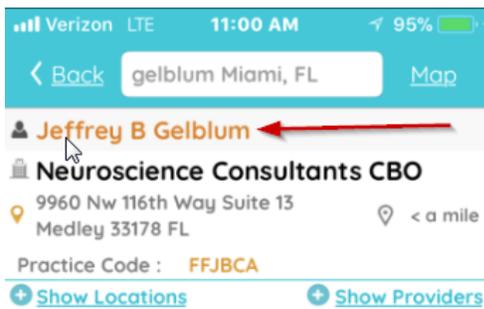
1. Download and install the Healow app on your phone or connect to our patient portal on your computer.
2. Healow Telehealth uses your phone, screen, network connection, microphone and camera. It can use a lot of battery life in some cases, **so please have your phone charged, or plug your phone into a power source. Please remember to log in on time so that we are notified you are ready.**

FINDING YOUR DOCTOR AND ACCESSING YOUR TELEVISIT FROM YOUR PHONE

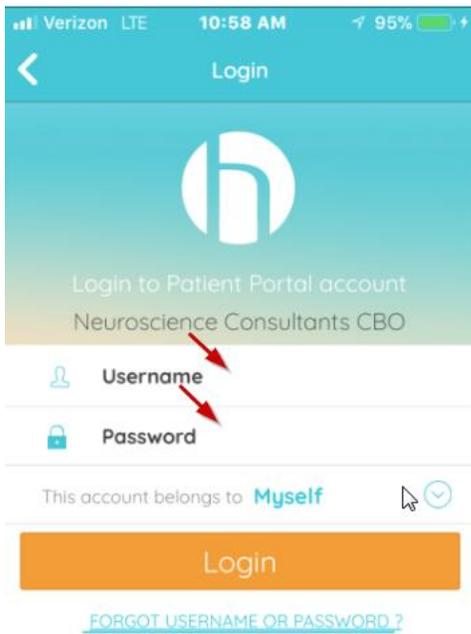
1. If you haven't already done so, open your Healow app on your phone, and either search by provider, or practice code. First Choice Neurology Practice Code for all Providers is: **FFJBCA**



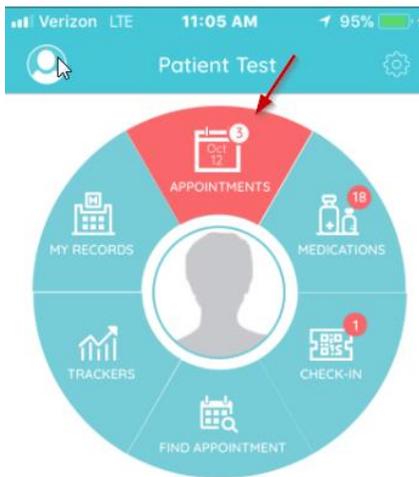
2. Tap and Select your doctor (Please note the address shown is the doctor's central business office address, not the practice address, this is ok).



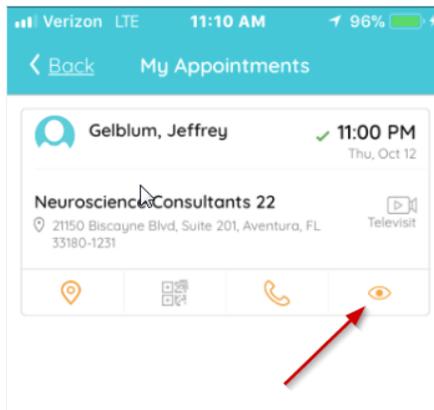
3. Login to Healow app using your patient portal credentials.



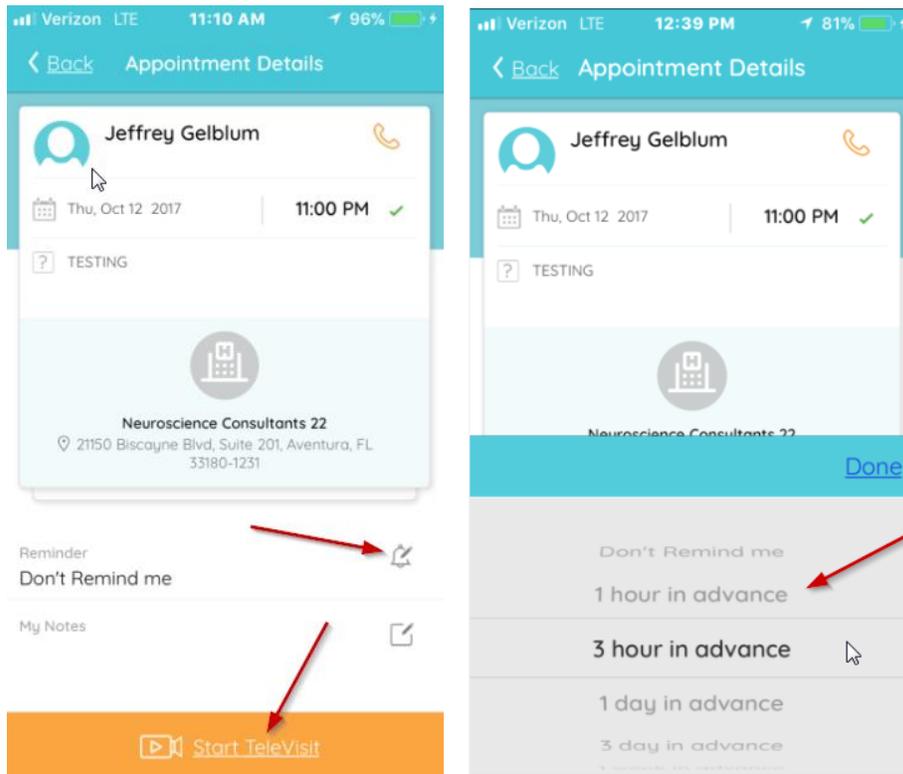
4. On the Healow home screen, you will see the Appointments Link at the top of the circle, in red if you have upcoming appointments. Tap on appointments.



5. You will be taken to the "My appointments" Screen. Tap the "eye" icon to proceed to the televisit.



6. You will now see your televisit appointment screen. You can create a reminder, or start the televisit. To join the televisit, please tap (Start Televisit) in orange at the bottom of your screen (first screenshot). To create a reminder, tap the alarm bell icon on the right, and scroll and select your preferred reminder option (second screenshot).

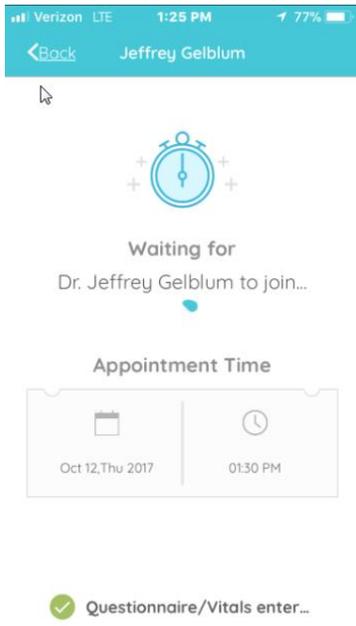


STARTING THE VISIT

7. You will next see a form to enter vitals. ****You do not have to fill these out just click "submit vitals."**

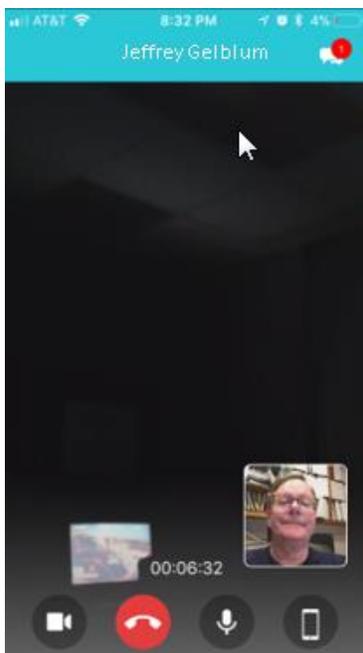
The image shows a screenshot of the 'Vitals' form in the mobile application. The form has a title 'Vitals' and a subtitle 'Vitals'. It contains four sections for entering vital signs: 'Blood Pressure' with two input fields (e.g., 160 / 80), 'Temperature' with one input field (e.g., 98) and a unit selector 'Fahrenheit', 'Respiratory Rate' with one input field (e.g., 72) and a unit selector 'Breaths per minute', and 'Pulse Rate' with one input field (e.g., 72) and a unit selector 'Breaths per minute'. At the bottom, there is a blue button labeled 'Submit Vitals »'. A red arrow points to the 'Submit Vitals' button.

8. Once you have clicked submit, you will now enter the televisit room “Waiting for Dr. _____ to join.” Will now appear until the doctor joins the televisit.



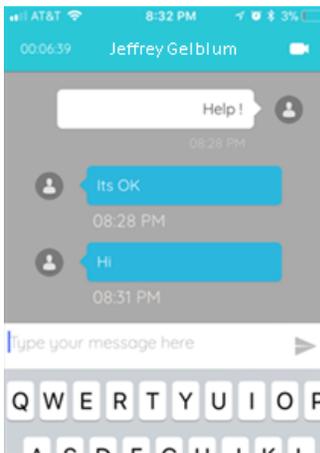
YOUR TELEHEALTH VISIT

9. When the session starts, you will be asked if Healow can access your camera and microphone. Please click OK to both of these questions.
10. You will see 4 buttons at the bottom of your screen.



- a. The Camera button turns your camera ON / OFF

- b. The Red Handset button hangs up and stops your session. Please do not use until your televisit is over.
 - c. The Microphone button turns your mike on or mutes it.
 - d. The phone button toggles your camera between the front camera to the back camera. This could be useful when showing something on your body.
11. On the upper right corner is a CHAT button. If you have trouble with your sound or picture, send us a Chat text message. When we reply, you will see a little red bubble with a number there. Tap the upper right corner again to return to the video screen.
12. Here is what the Chat screen looks like if you use it. Type in your message if necessary, and then send it by tapping on the triangle to the right of the message area.
- **To return back to the video chat, tap the little camera icon in the upper right.**



13. When the televisit is complete, tap on the red Handset button to disconnect.

Please email neurologydocs@fcneurology.net if you have any issues with telehealth.

Thank you for participating in First Choice Telehealth!