

# What is a TeleVisit?

healow TeleVisits™ are a safe and secure way for you to connect to your doctor remotely, via video and audio connection either on your smartphone or your computer (with audio and video capabilities).

## How do I join a TeleVisit?

On your smartphone or computer:

**Click on the text or email link you receive from your doctor's office.** No login required. **Or you can start the visit by logging into the healow app or Patient Portal.**

## On the day of your appointment:

- ❏ **Set aside a secure and private location for your appointment.**
- ❏ **“Arrive early” by logging into the healow app, Patient Portal, or clicking the link within the email reminder or text message your doctor's office sent you.**
- ❏ **Fill out any patient questionnaires and vitals if applicable (answers are not mandatory on either form, but fill in what you can).**
- ❏ **Click “Proceed” to check your computer's speed and ability to support a TeleVisit.**
- ❏ **Click “Start TeleVisit” to enter the virtual waiting room.**
- ❏ **Your physician will begin the face-to-face TeleVisit and disconnect when the visit ends.**

**For more information:**

<https://www.fcneurology.net/services/telehealth/>

**For assistance:**

[neurologydocs@fcneurology.net](mailto:neurologydocs@fcneurology.net)

