



# healow APPLICATION AND TELEVISIT QUICK-START GUIDE

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This document describes how to install the healow application and initialize a TeleVisit from an iOS® or Android® smartphone.

**Note:** For more information, refer to the complete documentation available on the healow Website at: [help.healow.com](https://help.healow.com)

## Installing the healow Application

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### To install healow application:

1. Open App Store® from your iPhone® or Google Play™ from your Android phone:



2. Type *healow app* in the search box.
3. Tap *Get* in the App Store or *Install* in Google Play:  
This installs the application to your phone.

**Note:** Make sure the application you are installing is the one developed by eClinicalWorks, LLC.

4. Tap OPEN.

**OR**

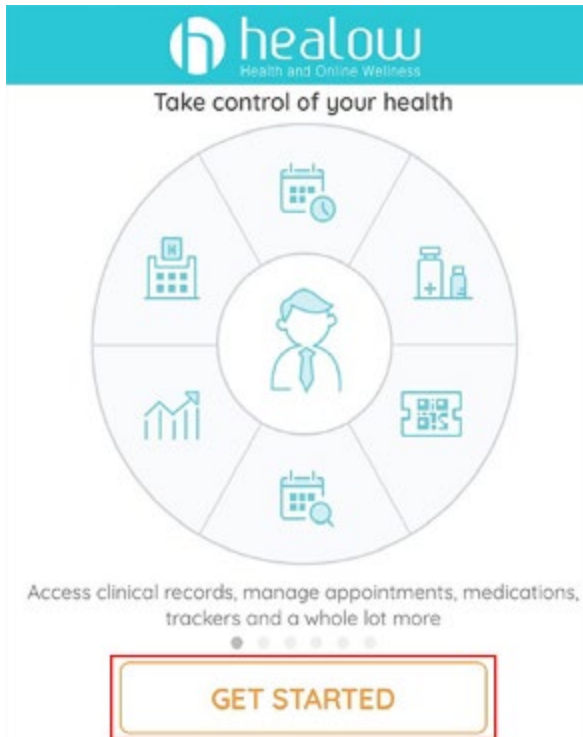
Tap the healow application from the launcher:



# Initializing a TeleVisit

## To initialize a TeleVisit:

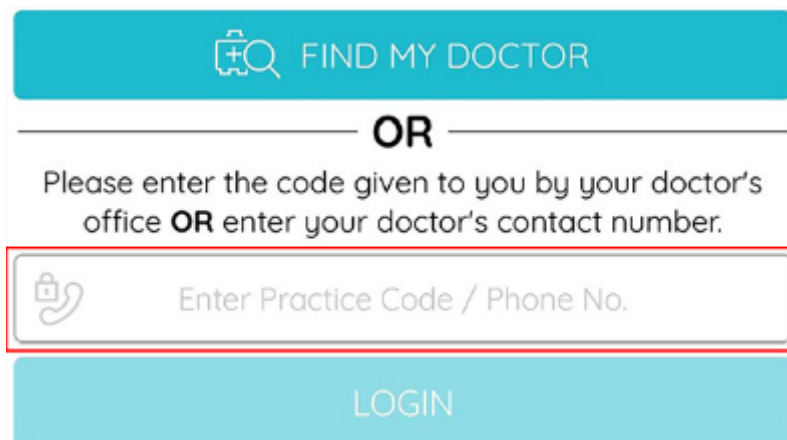
1. Open the healow app, and tap *GET STARTED*:



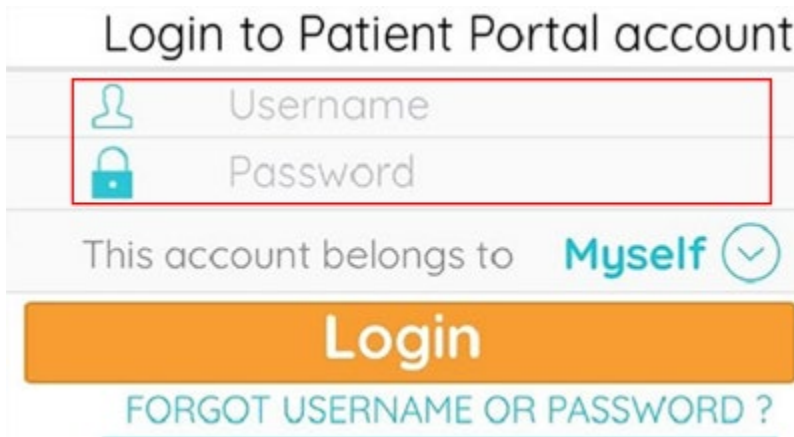
2. Accept the following in-phone notifications:

- ♦ Location
- ♦ Camera
- ♦ Microphone

3. Enter the Practice Code: \_\_\_\_\_

The image shows the Healow login screen. At the top is a blue button with a magnifying glass icon and the text "FIND MY DOCTOR". Below this is a horizontal line with the word "OR" in the center. Underneath is the text "Please enter the code given to you by your doctor's office OR enter your doctor's contact number." Below this text is a white input field with a red border, containing a magnifying glass icon and the placeholder text "Enter Practice Code / Phone No.". At the bottom is a blue button with the text "LOGIN".

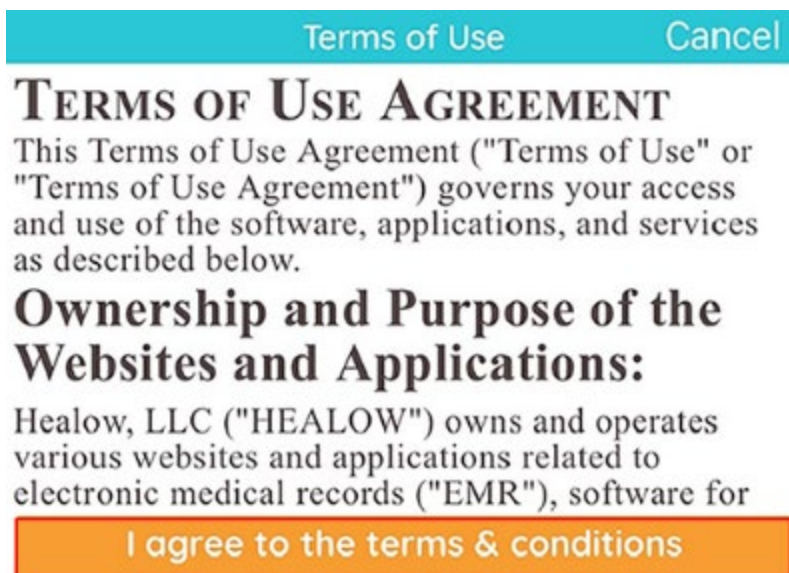
4. Enter the login credentials provided by the practice and tap *Login*:



The screenshot shows the 'Login to Patient Portal account' screen. It features two input fields: 'Username' with a person icon and 'Password' with a lock icon. A red rectangle highlights these fields. Below them is a dropdown menu labeled 'This account belongs to' with 'Myself' selected and a downward arrow. At the bottom is an orange 'Login' button and a link that says 'FORGOT USERNAME OR PASSWORD ?'.

**Note:** The username and the password are case-sensitive.

5. Accept the Terms and Conditions for the healow application:



The screenshot shows the 'Terms of Use' screen. At the top is a teal header with 'Terms of Use' and a 'Cancel' button. Below is the title 'TERMS OF USE AGREEMENT' in bold. The text reads: 'This Terms of Use Agreement ("Terms of Use" or "Terms of Use Agreement") governs your access and use of the software, applications, and services as described below.' This is followed by the section title 'Ownership and Purpose of the Websites and Applications:'. The text continues: 'Healow, LLC ("HEALOW") owns and operates various websites and applications related to electronic medical records ("EMR"), software for'. At the bottom is an orange button that says 'I agree to the terms & conditions'.

6. Verify the account by entering your Date of Birth.
7. Create and confirm a 4-digit PIN of your choice:



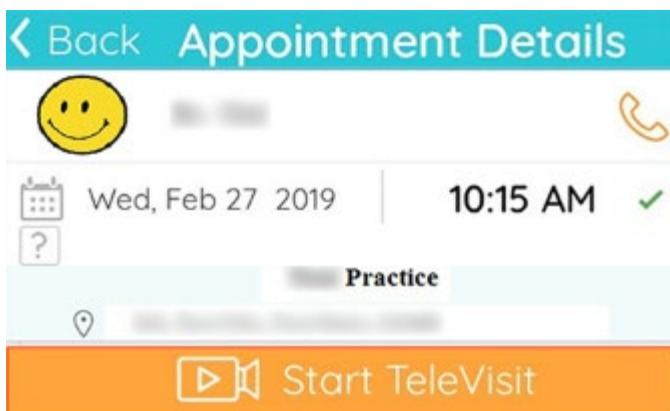
The screenshot shows the 'Create PIN' screen. It has a teal header with 'Create PIN'. Below the header are four empty circles for a date of birth. The main part of the screen is a numeric keypad with digits 1-9, 0, and a backspace button (X). Each digit is in a box, and letters are shown below the digits: 1, 2 (ABC), 3 (DEF), 4 (GHI), 5 (JKL), 6 (MNO), 7 (PQRS), 8 (TUV), 9 (WXYZ), and 0.

**Note:** Remember your 4-digit PIN; you will need it the next time you log in to the application.

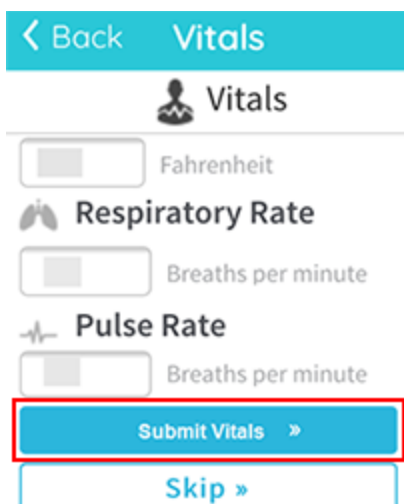
8. On the wheel screen, tap *APPOINTMENTS*:



9. Scroll to the bottom of the screen and tap *Start TeleVisit*:



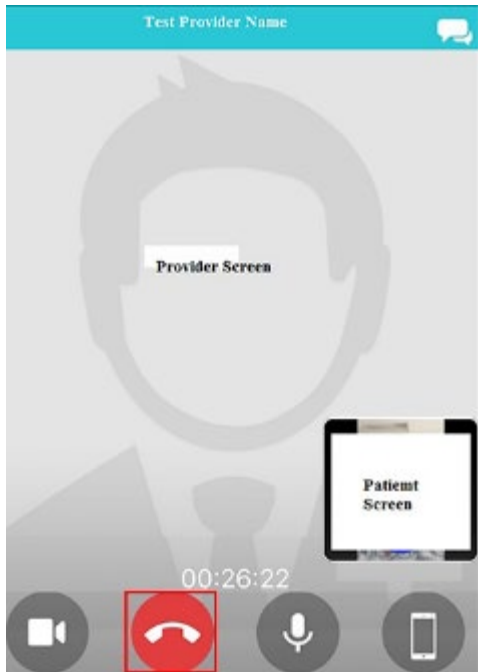
10. Enter your vital signs and tap *Submit Vitals*:



You are checked in. Wait for your provider to connect:



Tap the red phone icon at the bottom of the screen to end the visit:



# APPENDIX A: DOCUMENTATION TERMS AND CONDITIONS

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