



On-line Appointments (Televisits)

Visits are conducted on line via your computer or phone. Visits are similar to a face-time or skype experience.

Please call your physician's office to confirm that your provider is offering on-line televisits and to schedule your appointment.

You will need access to a computer that has a camera and microphone so that you can communicate with your provider on-line. Recommended Browser is Google Chrome.

Contact your physician's office if you need assistance with your patient portal log on credentials.

Your on-line visit can be done via a computer (with camera/microphone) or your mobile phone via the App, which is called Healow. You still need to have patient portal credentials in order to access the App.

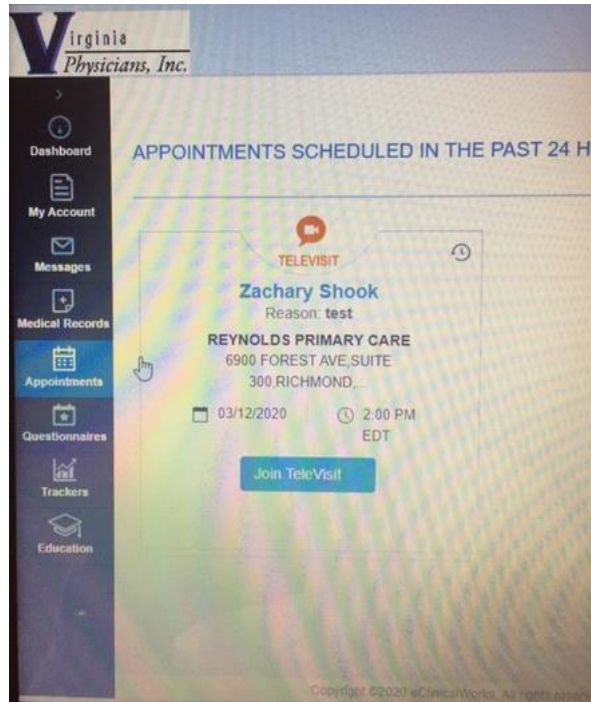
Please log into the patient portal or Healow at least 15 minutes prior to your scheduled on-line appointment time. (See instructions below for downloading the Healow app.)

You can access the patient portal by visiting the Virginia Physicians, Inc. website: www.vaphysicians.com. Under the "For Patients" tab click on "Patient Portal".

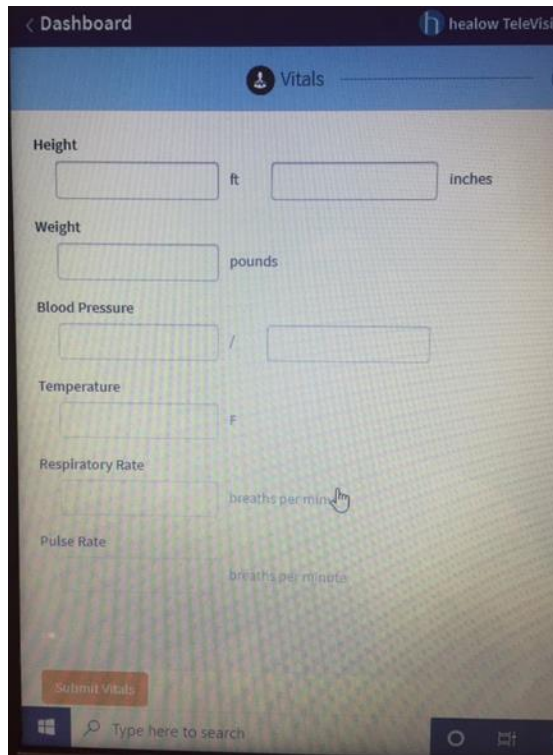
Enter your log-in credentials and you should see your upcoming on-line (televisit) appointment listed on the main dashboard or you can see it by clicking on the "Appointments" icon in the left-hand margin of the screen.

Instruction and Screenshots Showing Test Patient Accessing Televisit

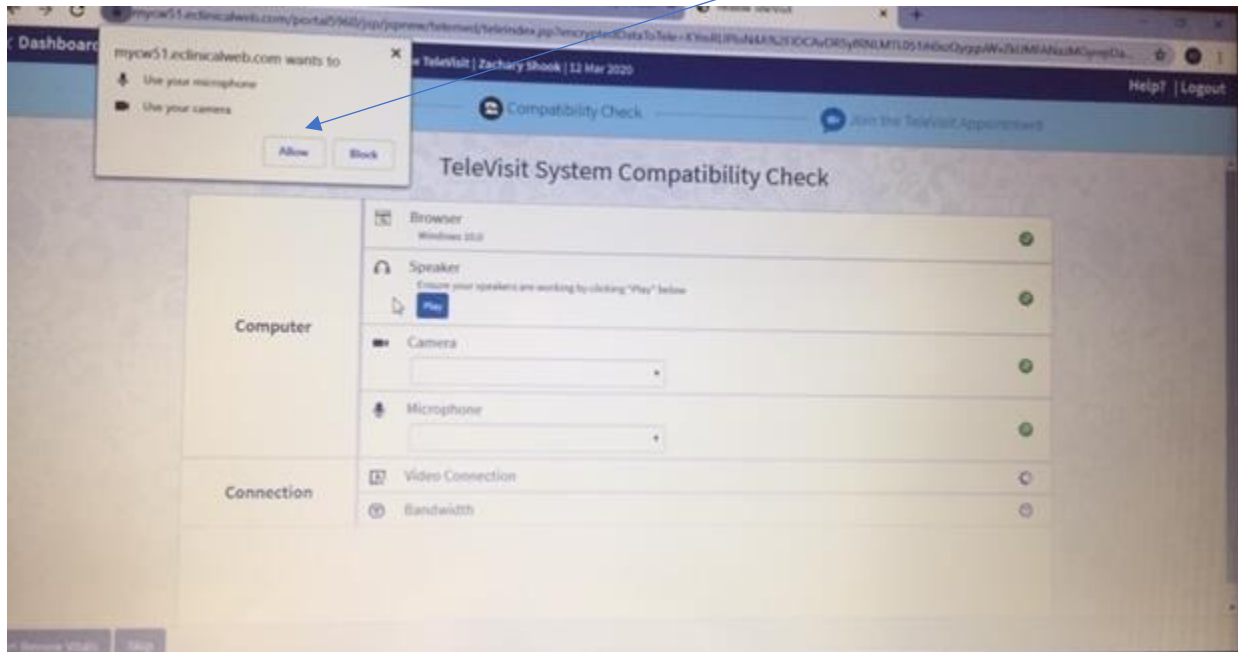
For compatibility reasons, the system advises using Google Chrome (Recommended) or Firefox as your internet browser. Log on to Patient Portal and find appointment under Appointment icon. Click “Join TeleVisit”.



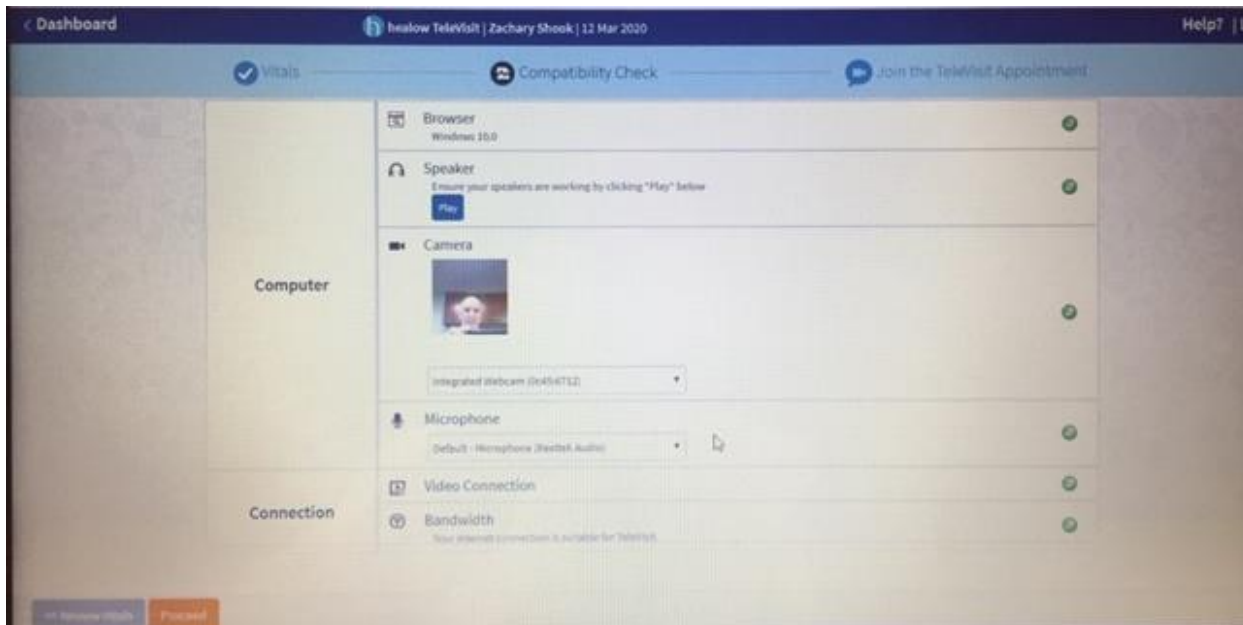
Screen pops up asking patient to enter vitals. Ok to leave fields blank if not known. Click “Submit Vitals”



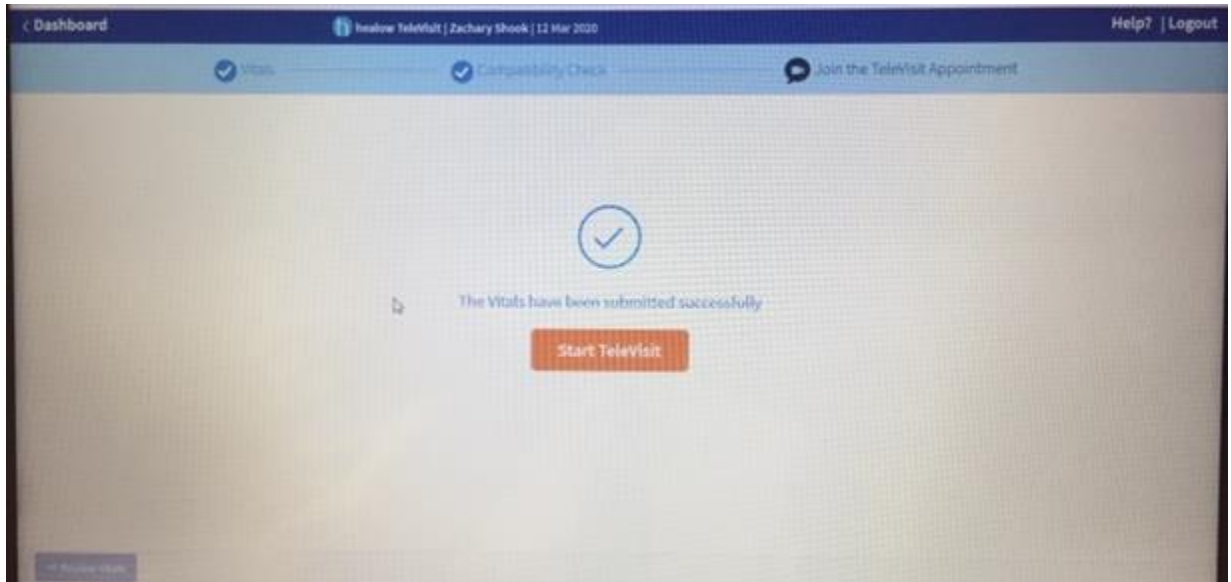
System will then do a Compatibility Check. Also be sure to click “Allow” to allow the system access to camera and microphone.



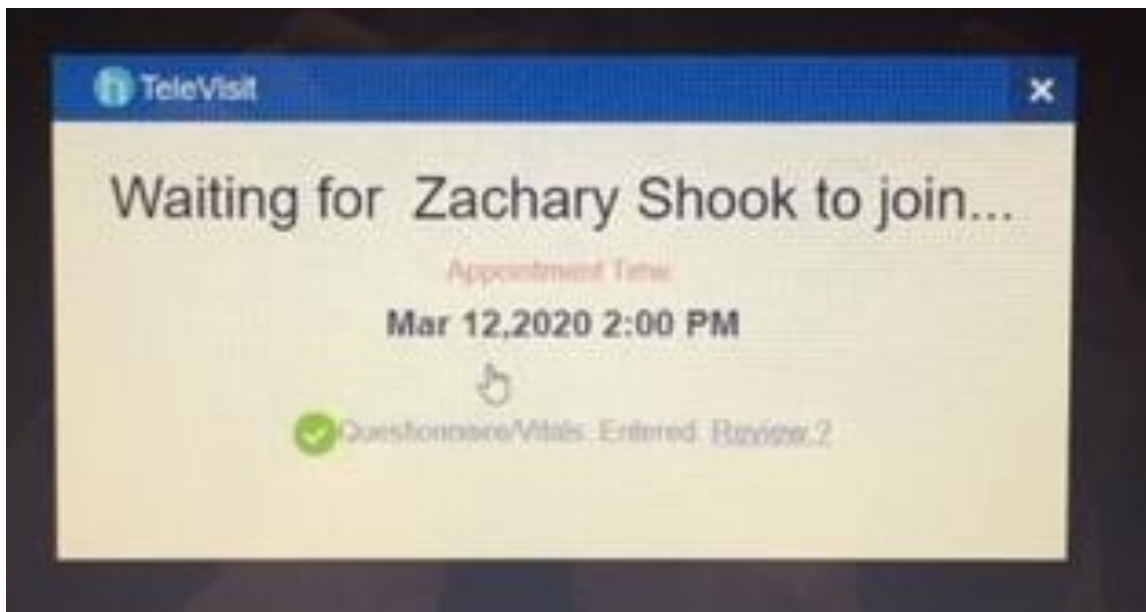
Green check marks in right hand column indicate computer will work for televisit.



System displays that Vitals have been submitted. Click on “Start TeleVisit”.



Screen then gives patient message waiting for physician to join TeleVisit. Audio and Video will begin once the physician joins the visit.



Downloading and Using the Phone App – Healow

Once you have downloaded the Healow APP, please go to Settings – Healow APP on your phone – and make sure that both the microphone and camera are green (allow access).

Steps to install HEALOW app!



1. Download HEALOW app from **app store** or **google play** store
2. Open the app, Search: Provider: Location: **OR** simply enter the code IHBJBA
3. Fill in your USERNAME and PASSWORD
4. Verify your account by typing in your DATE OF BIRTH
5. Create a NEW PASSWORD
6. Select a SECURITY QUESTION
7. LOG OUT
8. LOG IN again to the app with your NEW PASSWORD
9. CREATE a 4-digit PIN number
10. Confirm the 4-digit PIN number

(After this, from now on to open the HEALOW app, you will only need to **REMEMBER your 4-digit PIN number**)

healow APPLICATION AND TELEVISIT QUICK-START GUIDE

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

Installing the healow Application

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:



VIRGINIA PHYSICIANS PRACTICE CODE IS: IHBJBA

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: ~~HCHCAD~~





Practice Code is: IHBJBA

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

Login to Patient Portal account

 Username

 Password

This account belongs to **Myself** 

Login

[FORGOT USERNAME OR PASSWORD ?](#)

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

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

Terms of Use **Cancel**

TERMS OF USE AGREEMENT

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.

Ownership and Purpose of the Websites and Applications:

Healow, LLC ("HEALOW") owns and operates various websites and applications related to electronic medical records ("EMR"), software for

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:

Create PIN

○ ○ ○ ○

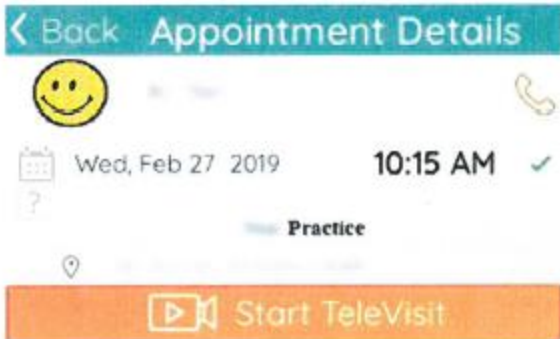
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	

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

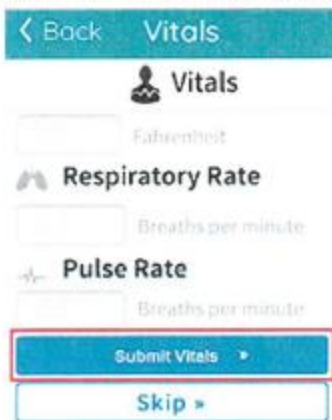
8. On the wheel screen, tap **APPOINTMENTS**:



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:



✔ Questionnaire/Vitals entered

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

