

HOW TO JOIN A TELEVISIT

1. Do we have your current **EMAIL**, cell phone, home address, and Insurance info?

2. Do you have access to an Internet Connection with at least 3 mbps download/upload speed?

Don't know? Check speed here: <https://speed.measurementlab.net/#/>

YES

3. Do you have a laptop or desktop... i.e. a Mac/PC/ Linux/Chromebook with camera, mic, and speakers?
Updated OS, e.g. Windows 10 or Lion, Catalina, etc.

YES

4. After the appointment is scheduled, look for a **“Telemed Appointment Confirmation”** email in your Inbox.
—The email has button that allows you to join the visit directly, without having to log onto the Portal.
—It takes **10-15 mins for the email to appear**. Check Spam if it doesn't show up. If it still doesn't show up, call the office.

Note: Please join the TeleMed appointment at **least 30 minutes** before your appointment to make sure it works. If it doesn't, you'll have plenty of time to troubleshoot or call us.

Open the email. It will list the appointment date and time. Look for the orange **“Join the Telemed Appointment directly”** button. If you don't see the button, select the **“...”** (three dots) under the time, to expand.

Join this Telemed Appointment directly

Next, enter your child's vitals (at least weight and temp. if possible) and then select the **“Submit”** button.

Complete the **“Compatibility Check.”** If it all works, a **“Start TELEVISIT”** button will appear. You will The patient/parent will then be in the **“WAITING ROOM.”** The provider can join at the appointment start time (but not before).

Troubleshooting: Use Chrome, Firefox, or Safari browser. Make sure Javascript is enabled; Firewalls blocking? Old device? If it still doesn't work: PLEASE CALL THE OFFICE.

NO

4. Do you have a mobile device?
—for iphone/ipad—need Safari 11
—for Android, need Google chrome browser.

YES

Do you know your username/password for our Patient Portal?

If **YES** please go to next step. If **NO**, we will need to **RESET and UNLOCK** your account and then **send you an EMAIL with a link to access the Portal.**

YES

Do you have the Healow APP on your phone?

If **yes**, go to next step.
If **NO**, please **DOWNLOAD** from your App store. Our Practice code is HEADAA. Please do this part as soon as you can, so you have plenty of time to make sure the technology is working.

NO

Telephone or in-person appt.

NO

OPEN EMAIL: Select the **“Set Up Portal Account”** button (orange) which will bring you to a screen that will send a verification code to your cell phone. Then set up the account.

OR

If your portal is already set up (e.g. forgotten password), you can also select the **“Portal Link”** button. Then, on the next screen, enter your cell number (it needs to be in our system), and receive a verification code. Finally, enter the code and your child's birthday.

On the **HEALOW APP:** Access the Televisit appointment by selecting the top Red button (slice) of the screen. Then, on the next screen, tap the appointment or the small eye. On the last screen, select the button at the bottom of the page. You will then be in the **“Waiting Room.”**

