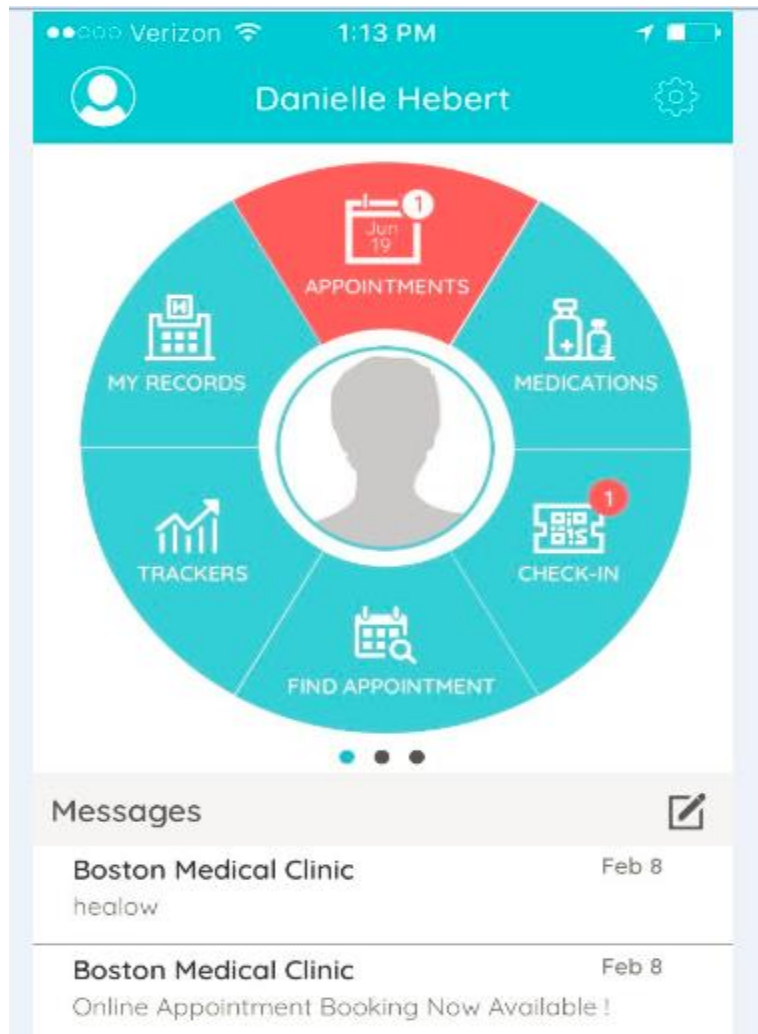
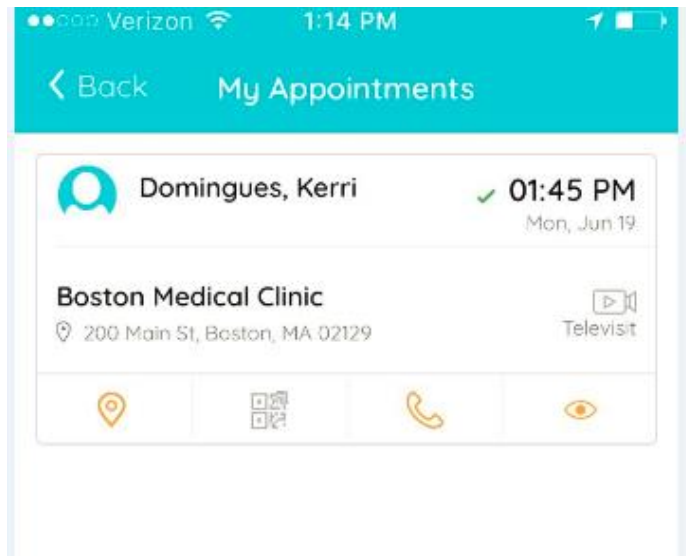


Logging into TeleVisit from Healow app (Mobile)

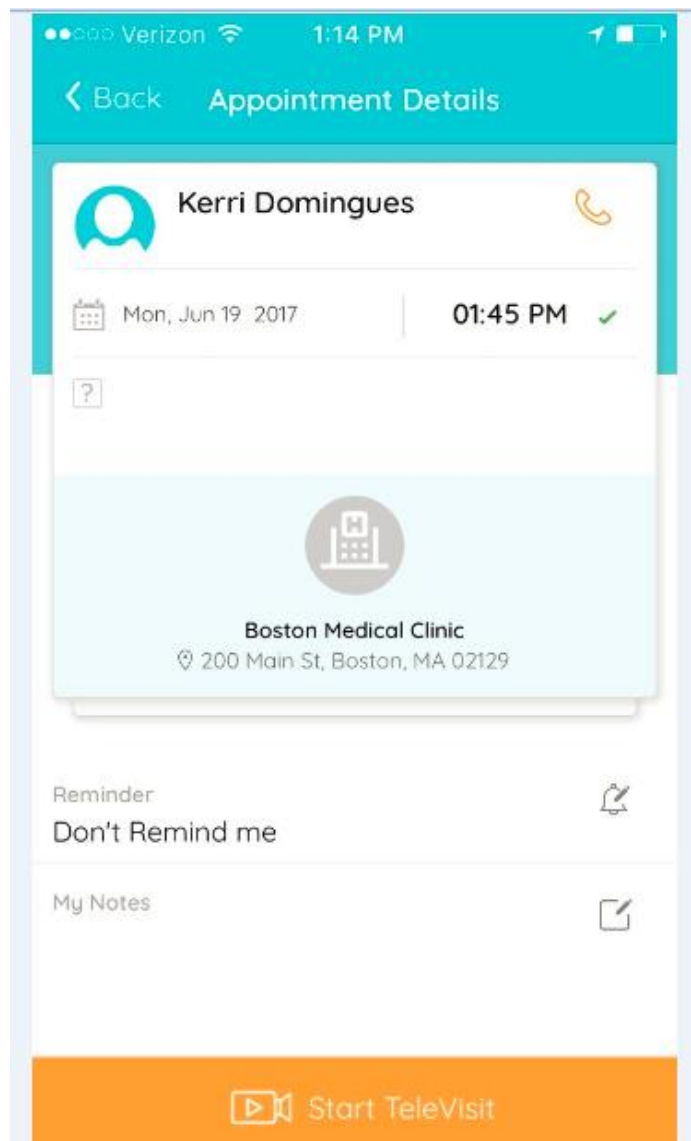
1. Download the Healow app from the Android or Apple App Store and search for our Practice by your **Provider's Last Name and the location of Saint Paul, MN. Do not abbreviate Saint Paul.**
2. Log into Healow app with your patient portal credentials (**username will be given to you by our scheduling department and the link for password should have been sent to your email but if you your password reset, please call our scheduling department @ 651-241-5290).**
3. Go to the appointments tab on healow app



4. In the My Appointments section, click on the TeleVisit icon under the appointment time



5. Click on the Start TeleVisit button on the bottom of the screen



6. There will be a questionnaire for you once in the appointment. Please answer these questions to the best of your ability. You are allowed to skip any questions you do not know.
7. Enter in your vitals information, click on submit vitals to move on to the next step. (Optional)

Verizon 1:15 PM

< Back Vitals

Vitals

Blood Pressure

/

Temperature

Fahrenheit

Respiratory Rate

Breaths per minute

Pulse Rate

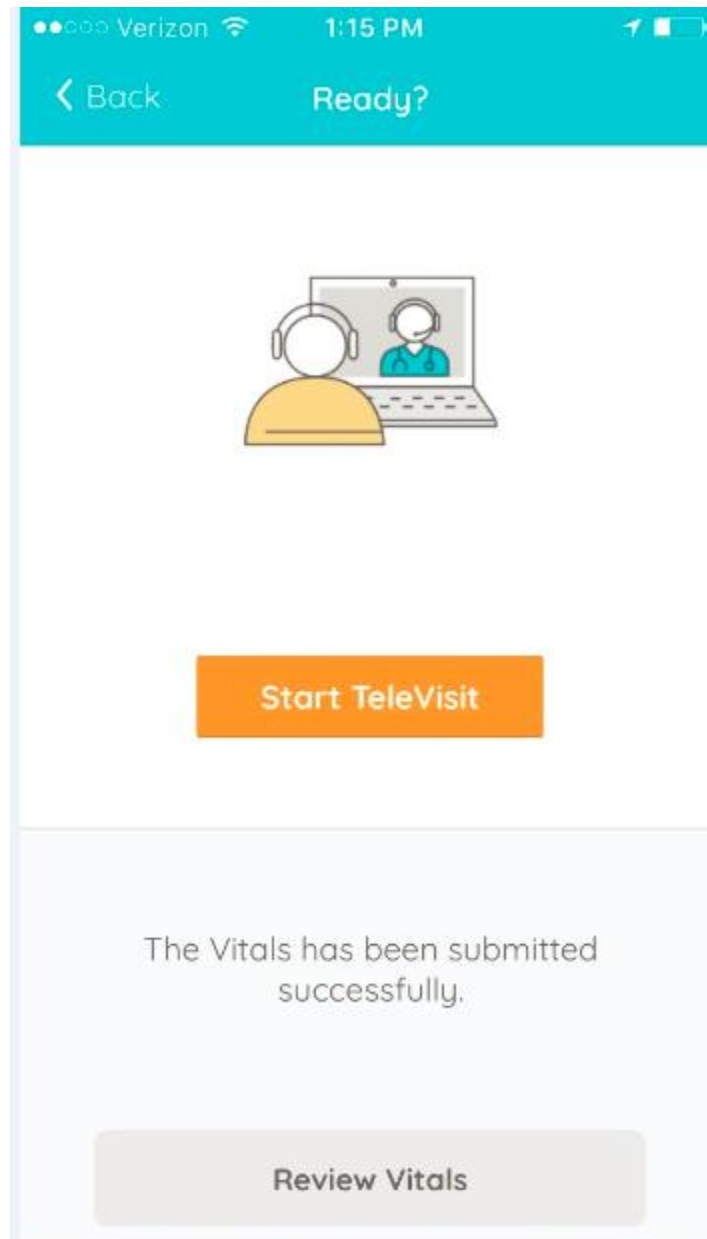
Breaths per minute

Submit Vitals »

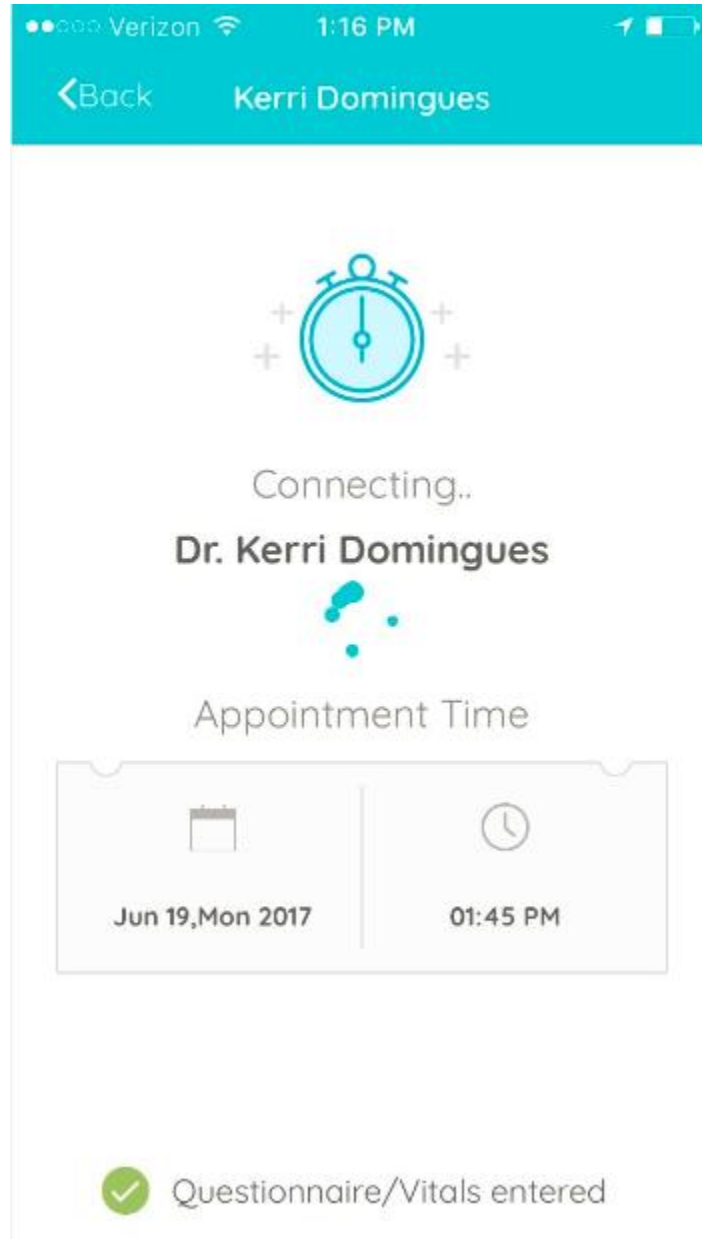
✓ Vitals filled successfully.



8. Once vitals and questionnaire have been submitted, click on Start TeleVisit



9. Once you click Start TeleVisit, your doctor will be notified that you are ready for the visit. You will then be connected to your doctor.



TeleVisit Appointment Patient Guide

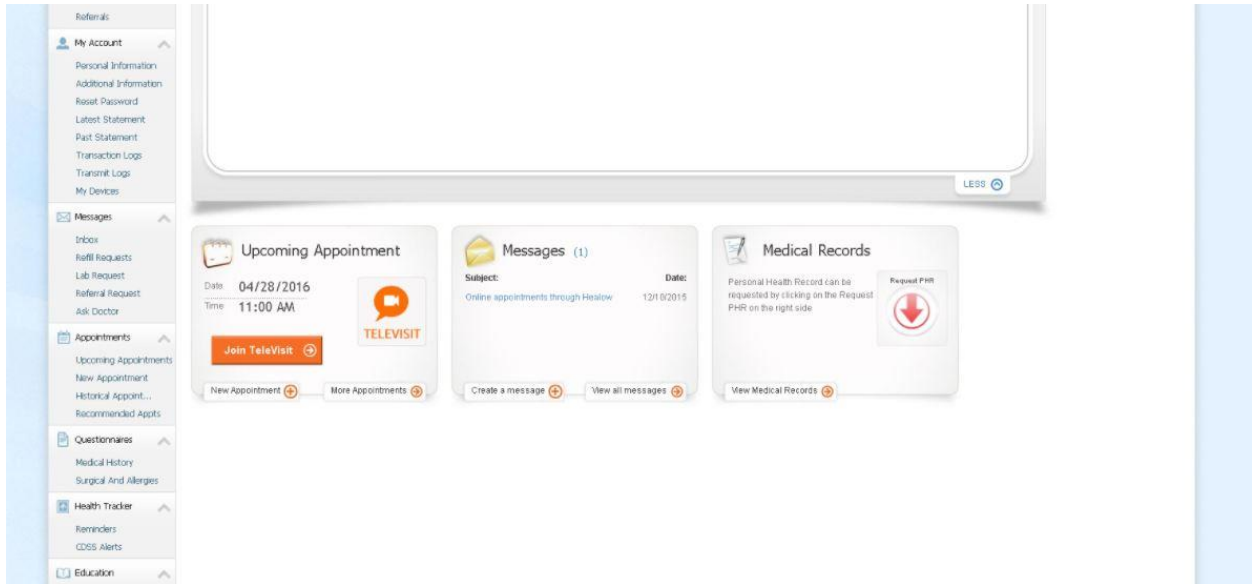
Logging into TeleVisit from the Patient Portal (via Chrome or Firefox)

1. You will need to log into the **patient portal located on our website** with your username to start the scheduled TeleVisit appointment. **Your username will be the email you provided to us when scheduling your first visit and you should have received a link to set up your password. Please contact our scheduling department if you need a temporary password.**

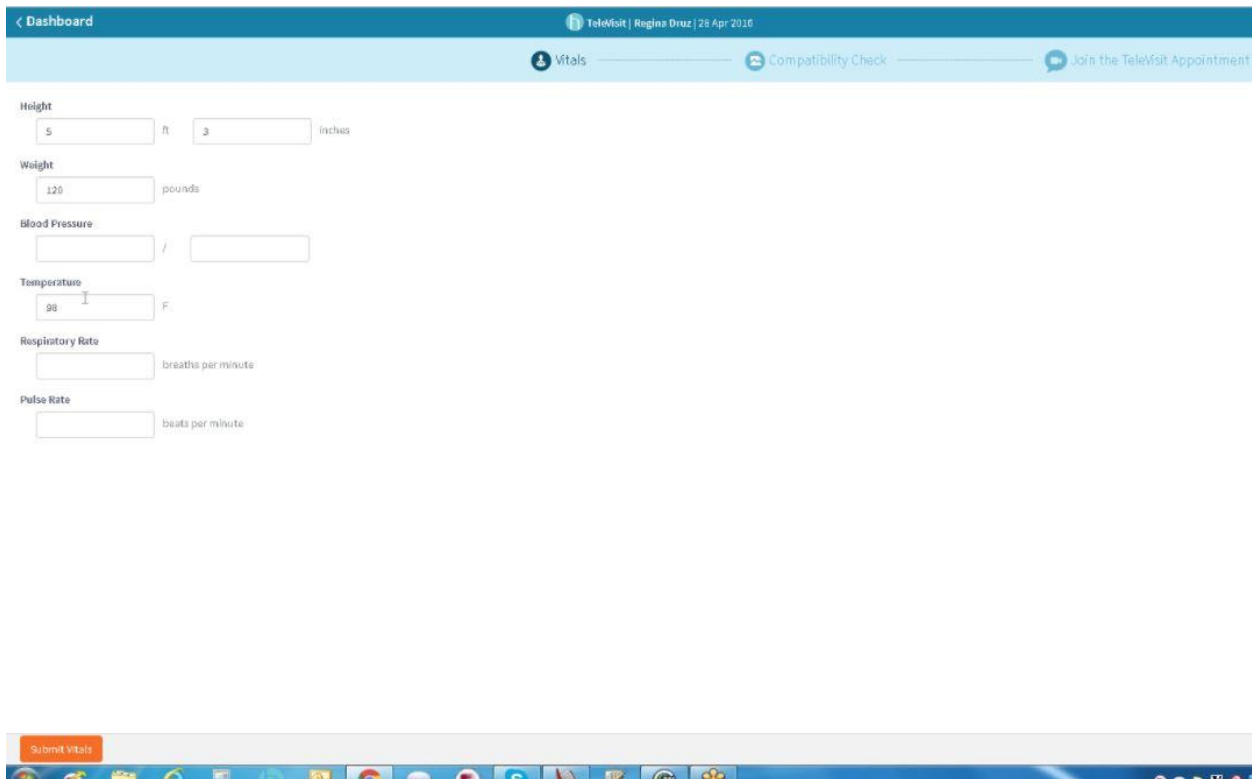
The image shows a screenshot of the City Care Family Practice patient portal. The main content area displays a "No Results at this time" message with the text "Please check back again soon. We are adding Doctors all the time." Below this message is a "Sort By: First Name" dropdown menu. To the left, there is a promotional banner for the "healow" mobile app, which includes a smartphone image and instructions to download the app from the App Store or Google Play. The top of the page features the City Care Family Practice logo and a language selection button labeled "Cambiar a Español".

On the right side of the image, there is a blue login overlay titled "LOGIN TO YOUR ACCOUNT". It includes the text "We will send verification code to confirm access to this number. Standard text messaging rates apply." and a button labeled "Using Mobile Phone" with a phone icon. Below this, there is an "OR" separator and the instruction "Enter the details below". The login form contains two input fields: "User Name" and "Password". At the bottom of the overlay, there is a "Login" button and a link for "Trouble logging in".

1. Once you are logged into the patient portal you will see the scheduled TeleVisit in your patient dashboard;




2. Click on Join TeleVisit to start the appointment - you will be prompted to enter in your vitals;



3. Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment;

The screenshot shows the 'TeleVisit System Compatibility Check' page. At the top, there is a navigation bar with 'Dashboard', 'TeleVisit | Kerri Domingues | 19 Jun 2017', and 'Help? | Log out'. Below this is a progress bar with four steps: 'Questionnaire' (checked), 'Vitals' (checked), 'Compatibility Check' (active), and 'Join the TeleVisit Appointment'. The main content area is titled 'TeleVisit System Compatibility Check' and contains a table of system components:

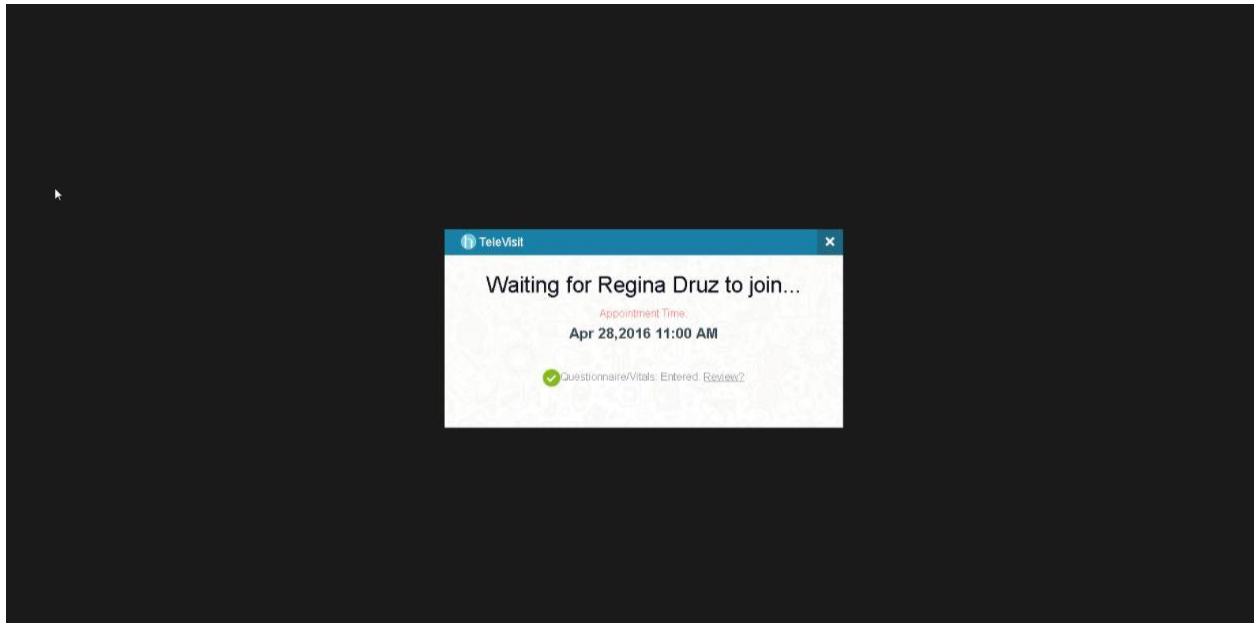
Category	Component	Status
Computer	Browser Chrome 32 bit(version 58) Windows 7	✓
	Speaker Ensure your speakers are working by clicking "Play" below Play	✓
	Camera  Integrated Camera (04f2:b398)	✓
	Microphone Default	✓
Connection	Video Connection	✓
	Bandwidth	✓

At the bottom left, there are two buttons: '<< Review Vitals' and 'Proceed'.

4. Once this has been completed you will just need to click on start TeleVisit – this will alert your provider that they can now start the TeleVisit appointment

The screenshot shows the 'TeleVisit' success confirmation page. At the top, there is a navigation bar with 'Dashboard', 'TeleVisit | Regina Bruz | 28 Apr 2016', and 'Join the TeleVisit Appointment'. Below this is a progress bar with three steps: 'Vitals' (checked), 'Compatibility Check' (checked), and 'Join the TeleVisit Appointment' (active). The main content area features a large green checkmark icon and the text: 'The Vitals have been submitted successfully. The link to the waiting room for your TeleVisit will appear below. The "Start TeleVisit" link will appear orange 30 minutes before your scheduled appointment time, allowing access to the virtual waiting room.' Below this text is an orange 'Start TeleVisit' button. At the bottom left, there is a '<< Review Vitals' button.

5. You will then be placed in the waiting room for your provider is ready to start the TeleVisit appointment;



You will receive a visit summary in your patient portal within a few days by clicking on “my records” and then “appointments”. A Visit Summary page should appear once you select the appointment you are inquiring about.