

How to Start a Telehealth Visit Using Healow Telehealth

Healow TeleVisits allows you to meet with your provider by secure video using your smartphone, tablet, or computer. Below is a consolidated, easy-to-follow guide based on multiple verified patient instruction sources.

Before Your Appointment

1. Make sure you have the required items

- A smartphone, tablet, or computer with a camera & microphone.
- Good internet connection.
- Access to **either**:
 - The **Healow app**,
 - The **Patient Portal**,
 - Or the **TeleVisit link** sent via **email or text** (no login needed).

2. Prepare your device

- Allow **camera** and **microphone** permissions.
- Close apps that may use your mic (Zoom, FaceTime, Teams, etc.).
- Enable **pop-ups** for Healow (important for browsers).

3. “Arrive early”

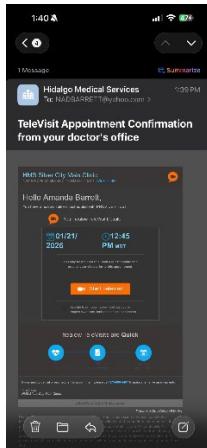
Log in or click your link **10–15 minutes before** the appointment. This helps complete your questionnaire, vitals, and compatibility checks.

Ways to Start Your Healow TeleVisit

Healow allows **four official ways** to begin your appointment:

Option 1 — Start from Email

1. Open your appointment confirmation or reminder email.

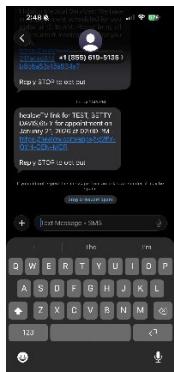


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2. Click “Start TeleVisit”.

Option 2 — Start from Text Message

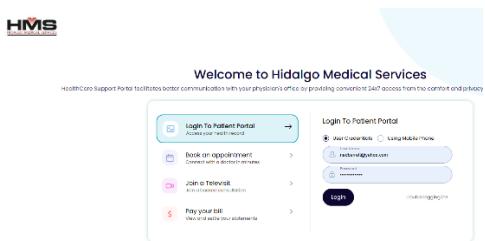
1. Open the appointment reminder text on your phone.



2. Tap the secure link to start the TeleVisit.
(No login required.)

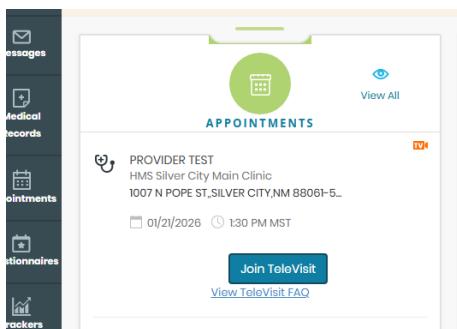
Option 3 — Start from the Patient Portal (Computer or Mobile Browser)

1. Log in to your Patient Portal.



2. Go to Appointments.

3. Click Join TeleVisit.

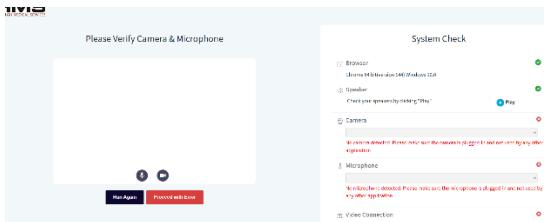


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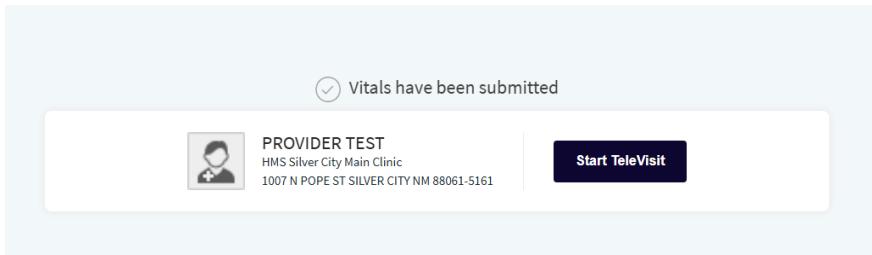
4. Complete questionnaire (optional) and enter vitals (optional).



5. Accept TeleVisit consent.
6. The system will run a compatibility check.



7. Click **Start TeleVisit** to enter the virtual waiting room.



Option 4 — Start from the Healow App (Smartphone)

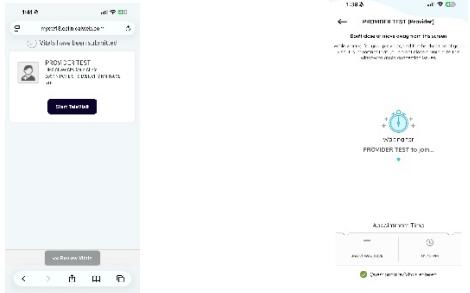
1. Open the **Healow App**.



2. Tap **Appointments** (shown in red).
3. Select your upcoming TeleVisit.

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4. Tap **Start TeleVisit**.
5. Enter vitals (optional).
6. Review and accept consent.
7. Tap **Proceed**, then **Start TeleVisit** to join the waiting room.



What Happens Next

Virtual Waiting Room

Once you start the visit, you'll be placed in the **virtual waiting room** until your provider joins.

During the Visit

You will see:

- **Video view** of you and your provider
- Options to **mute, change camera, use chat, pause, or end call**