



healow APPLICATION TELEVISITS PATIENT GUIDE

This document describes how to install the healow application and initialize a healow® TeleVisits appointment 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:



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 login screen of the Healow app. At the top is a teal 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 large teal button with the text 'LOGIN' in white.

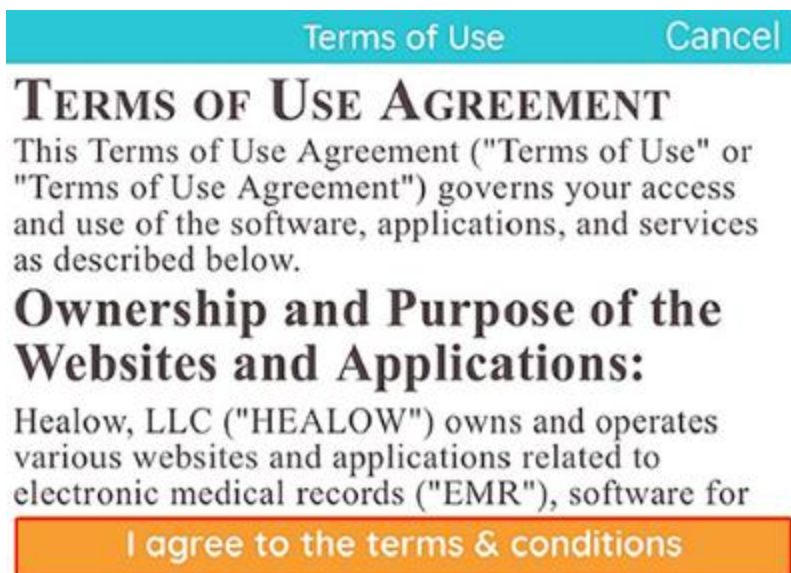
4. Enter the login credentials provided by the practice and tap *Login*:



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. Below these fields is a dropdown menu labeled 'This account belongs to' with 'Myself' selected and a downward arrow. At the bottom, there 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, there are two buttons: 'Terms of Use' and 'Cancel'. Below them 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, there 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:



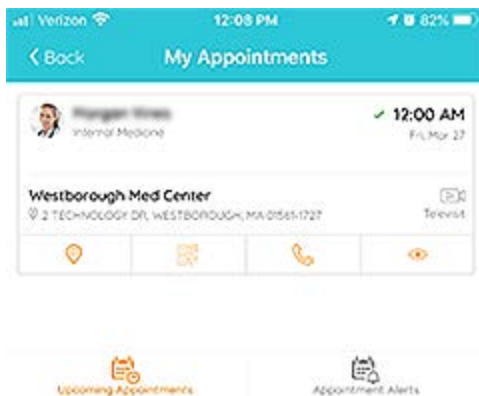
The screenshot shows the 'Create PIN' screen. At the top, there is a teal bar with the text 'Create PIN'. Below this bar are four empty circles for a date of birth. The main part of the screen is a numeric keypad with numbers 1 through 9, 0, and a backspace button (X). Each number is in a white box with its corresponding letters below it: 1, 2 (ABC), 3 (DEF), 4 (GHI), 5 (JKL), 6 (MNO), 7 (PQRS), 8 (TUV), 9 (WXYZ), 0, and a backspace button.

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

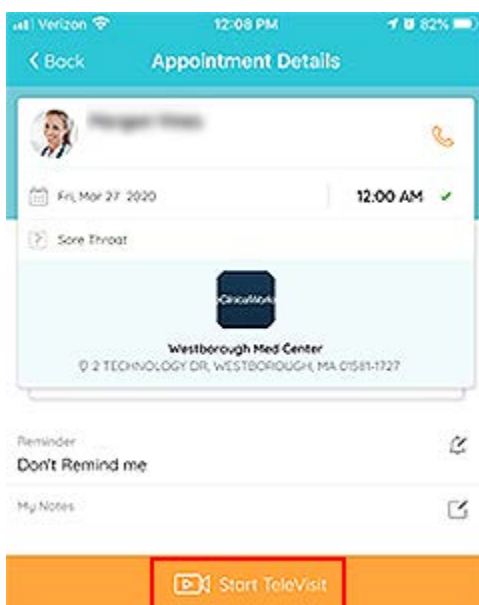
8. On the wheel screen, tap *Appointments*:



9. Tap the appointment:



10. Tap *Start TeleVisit*:



11. Complete the questionnaire and tap *Submit Questionnaire & Next*:

The left screenshot shows the 'TeleVisit Questionnaire' screen for a user named Morgan. It includes a 'Please answer the questions below' instruction and a 'Miscellaneous' section with three questions: '1. Have you traveled outside of the United States in the past two weeks?', '2. Have you been in contact with anyone experiencing cold-like symptoms in the past two weeks?', and '3. Do you have a fever?'. Each question has 'Yes' and 'No' input fields. The right screenshot shows the same questionnaire but with additional questions: '4. Are you experiencing any respiratory symptoms?', '5. If you are experiencing any respiratory symptoms, please list them below:', and '6. Have you had any other symptoms (e.g. nausea, vomiting, diarrhea, abdominal pains, body aches)?'. A 'Submit Questionnaire & Next >' button is at the bottom.

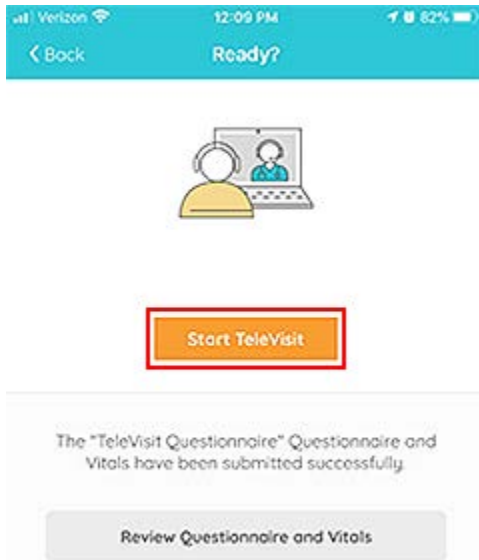
Note: Questions are not mandatory; complete as much as you are able.

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

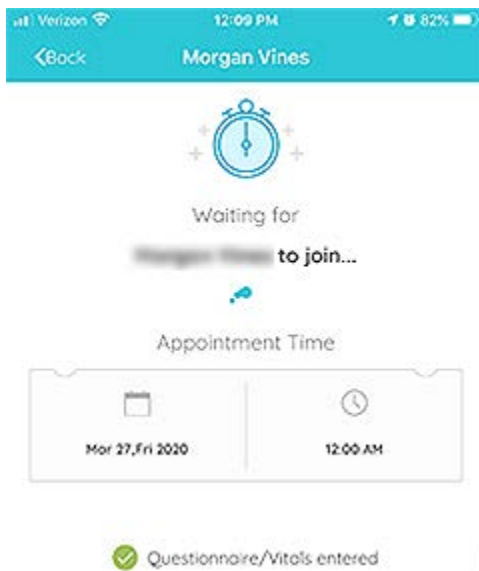
The left screenshot shows the 'Vitals' section of the app. It has input fields for Height (feet and inches), Weight (pounds), Blood Pressure (systolic and diastolic), Temperature (Fahrenheit), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). The right screenshot shows the same vitals entry screen but with a 'Submit Vitals >' button at the bottom instead of the 'Previous' button.

Note: Vitals are not mandatory; complete as much as you are able.

13. Tap *Start TeleVisit*:



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

Documentation: This document contains information that is confidential and proprietary to healow, LLC and is intended for use solely by its authorized licensees (the “Authorized Entity”). In accordance with these conditions and contractual agreements by the Authorized Entity, this document may not be copied, displayed, distributed, published, or otherwise reproduced, otherwise used, transmitted, or in any form or otherwise made available or used by anyone other than the Authorized Entity to whom this document was originally delivered without the prior written consent of healow, LLC. Pursuant to Authorized Entity’s agreement with healow, Authorized Entities may receive copies of or access to certain written technical support or explanatory documents regarding healow’s software, healow’s services, and/or healow’s internal policies and procedures (collectively, the “Documentation”).

The examples, images, and scenarios presented in this Documentation are solely for explanatory use of healow’s software and services, and should not be construed as directives for clinical or medical decisions; the Authorized Entity is ultimately and completely responsible for clinical and/or medical decisions made regarding patient care.

healow’s Documentation may contain hyperlinks to external sites and/or third-party vendors for functional, informational, or instructional purposes. Use of these external links is at the Authorized Entity’s risk.

healow assumes no responsibility for errors or omissions that may appear in this publication and reserves the right to change this publication at any time without notice. All users are instructed to consult the latest version of the Documentation at my.eclinicalworks.com for the latest updates to the Documentation at all times.

Once obtained, the distribution or posting of this proprietary document on the Internet for public and/or private use is strictly prohibited. This restriction includes Internet websites, forums, blogs, private or public portals, or any other electronic means of sharing beyond the Authorized Entity.

APPENDIX B: NOTICES

The following appendix lists the trademark and copyright information for this document.

Trademarks

healow®

healow® is a registered trademark of healow, LLC.

All other trademarks or service marks contained herein are the property of their respective owners.

Android™

Google™

Google Play™

Android is a trademark of Google Inc. Google is a registered trademark or service mark of Google, Inc. Google, the Google logo, Google Message Filtering, Google Message Security, Google Message Discovery, Postini, the Postini logo, Postini Perimeter Manager, Postini Threat Identification Network (PTIN), Postini Industry Heuristics, PREEMPT, Chromebook, and Chrome are trademarks, registered trademarks, or service marks of Google, Inc. Always include a TM symbol on the first or most prominent instance of Google Play™ in text. When referring to the mobile experience, use "Google Play" unless the text is clearly instructional for the user. For example, a marketing headline might read "Download our games on Google Play™," but instructional text would read "Download our games using the Google Play™ Store app." Any use of the Google Play name or icon needs to include this attribution in your communication: Google Play is a trademark of Google Inc.

Apple®

App Store®

iPhone®

App Store is a signature mark and Apple Store® is a registered trademark of Apple Inc., registered in the U.S. and other countries.

iOS®

IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.