



CONNECTING TO YOUR TELEVISIT APPOINTMENT

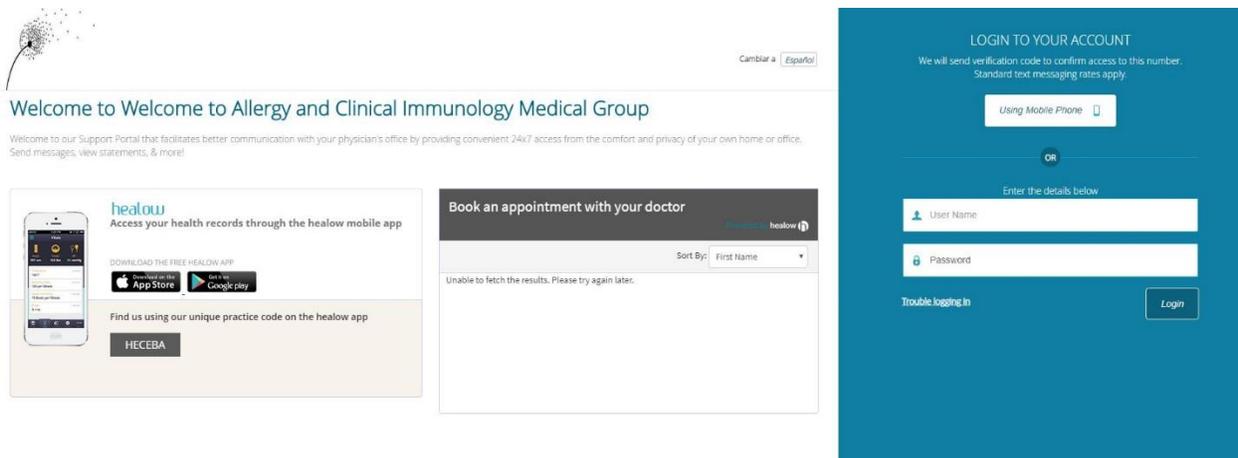
ALLERGY & CLINICAL IMMUNOLOGY MEDICAL GROUP

Your Televisit appointment can be accessed in one of two ways.

1. With the Patient Portal via a Desktop or Laptop computer (must have camera and Chrome)
2. With a Smartphone via the HEALOW App.

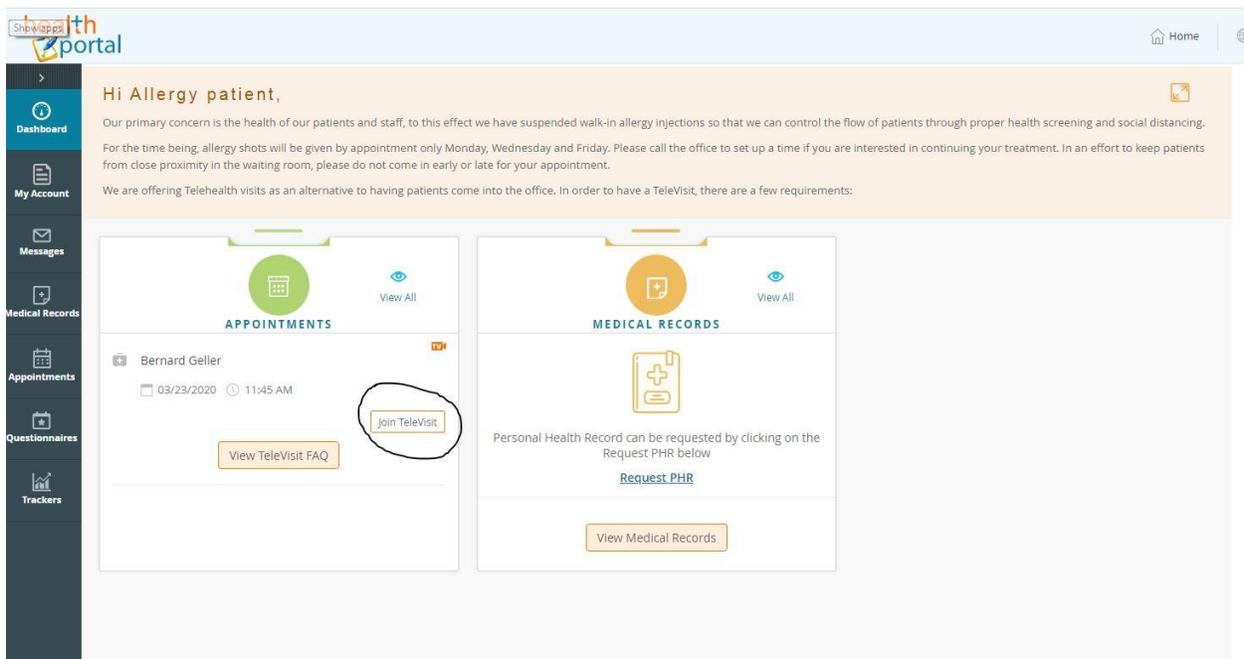
Method 1: Logging into TeleVisit from the Patient Portal on your computer

-Log in to the [Patient Portal](#) with your username and password to begin your scheduled Televisit appointment.



The image shows two screenshots from the Patient Portal. The left screenshot is the home page, titled "Welcome to Welcome to Allergy and Clinical Immunology Medical Group". It features a "healow" app download section and a "Book an appointment with your doctor" section. The right screenshot is the "LOGIN TO YOUR ACCOUNT" page, which includes a "Using Mobile Phone" option, a "OR" separator, and a form to "Enter the details below" with fields for "User Name" and "Password", and a "Login" button.

Once you are logged in to your account, navigate to the Appointments Box and click on Join Televisit.



The image shows a screenshot of the Patient Portal dashboard for a user named "Hi Allergy patient". The dashboard includes a navigation sidebar with options like Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, and Trackers. The main content area displays a message about suspended walk-in allergy injections and offers Telehealth visits. Below the message are two main sections: "APPOINTMENTS" and "MEDICAL RECORDS". The "APPOINTMENTS" section shows an appointment for "Bernard Geller" on "03/23/2020" at "11:45 AM" and includes a "Join TeleVisit" button circled in red. The "MEDICAL RECORDS" section includes a "Request PHR" link and a "View Medical Records" button.



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A Questionnaire will pop-up asking you a few simple questions about your symptoms or the reason for your visit. Please fill this out and submit.

Dashboard | healow TeleVisit | Bernard Geller | 23 Mar 2020 | Help? | Logout

Questionnaire | Vitals | Compatibility Check | Join the TeleVisit Appointment

Telehealth Visit Questionnaire
Please fill out the following questionnaire and vitals page (as much as you can!).
Thank you!

Allergy/immunology

Blistering of skin
 Yes
 No

Congestion
 Yes
 No

Cough
 Yes
 No

Hives
 Yes
 No

Itching
 Yes
 No

Rash
 Yes
 No

Sneezing
 Yes
 No

Submit Questionnaire

Next, a Vitals window will open. Just fill in the information available to you. If you don't know the answer (temperature and blood pressure) simply leave it blank and submit.

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Height
[] ft. [] inches

Weight
[] pounds

Blood Pressure
[] / []

Temperature
[] F

Respiratory Rate
[] breaths per minute

Pulse Rate
[] breaths per minute

Submit Vitals

After you have submitted the questionnaire and vitals pop-up's, the program will check your system compatibility. If your computer asks you to approve audio and video then go ahead and do so.

Next you will press the video camera icon and you will be in our Virtual Waiting room at which point the physician or physician assistant can connect with you!

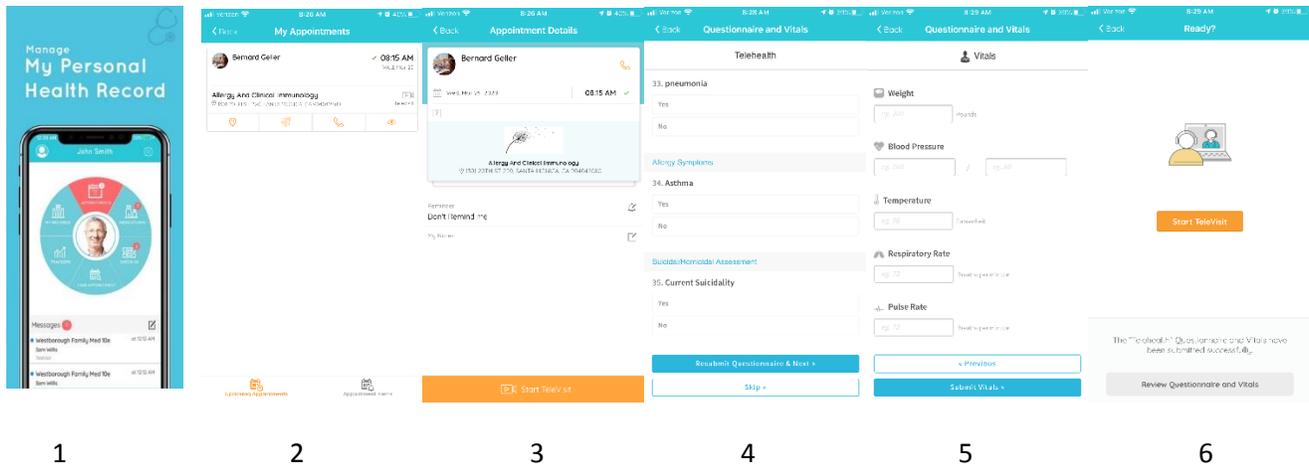
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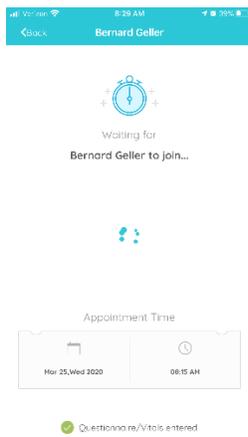


Method 2: Connecting to your Televisit appointment via HEALOW app.

-Once you have downloaded the HEALOW App (instructions for downloading HEALOW App available on website) , log in and touch the Appointments tab. If you have an upcoming appointment scheduled, it will be listed under this tab. Within 30 minutes of your scheduled appointment, you can begin the check-in process. Simply tap the appointment tab (which will be red) **Image 1**, then tap on your visit information **Image 2**, next tap the orange Start Televisit tab (you can set a reminder for your appointment in this area as well if it is not yet your appointment time) **Image 3**. You will be taken to a questionnaire at this point, simply tap yes or no on the questions and tap submit **Image 4**, you will then be prompted to fill in your vitals **Image 5** Only fill out the information that you have, leave the rest blank and tap Submit Vitals. Lastly, tap on Start Telehealth when you are ready to join the visit **Image 6**



You are now in our Virtual Waiting Room and the physician or physician assistant will join the visit shortly!
Image 7



Per insurance guidelines, Patients must initiate the check-in process