

WCHC TIPS FOR STARTING YOUR TELEVISIT

If you plan to use your smart phone or tablet for your visit, you **MUST** download the Healow App and enter in WCHCs unique practice ID: DAHIAD

Let's Connect Via Our healow App
Get started in 3 simple steps!

Available on the App Store

Available soon for Google play

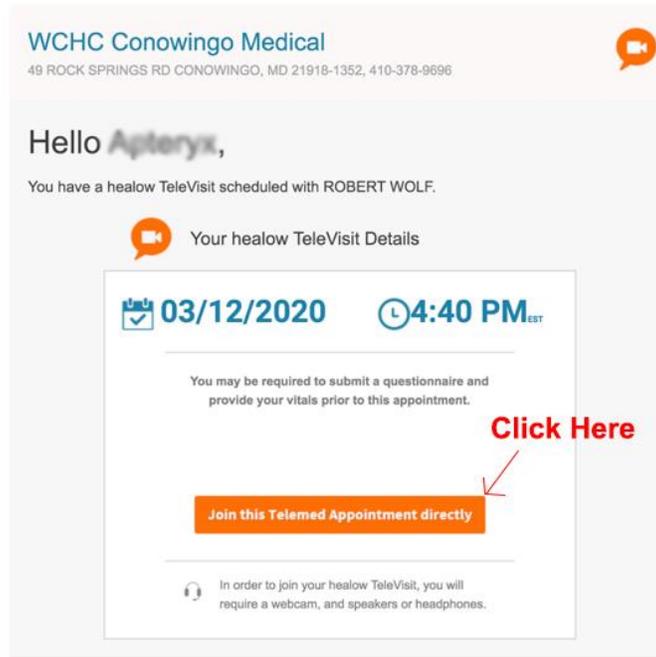
	DAHIAD	
1. Download	2. Enter this code	3. Login
Download the free iOS or Android app	Search for our practice using unique code: DAHIAD	Login with your portal credentials given by our practice

If you plan to use your computer for your visit, you may use the link in your email. While the visit can be supported on any browser, Chrome is the recommended browser. You will need to make sure your microphone and webcam are not turned off in Chrome, and you will want to make sure that “ask for accessing” is turned on.

1. Open Chrome .
2. At the top right, click More  > Settings.
3. At the bottom, click Advanced.
4. Under "Privacy and security," click Site settings.
5. Click Camera or Microphone.
Turn Ask before accessing on or off.
To remove an existing exception or permission, to the right of the site, click Delete  Delete.

1. Within a few minutes of scheduling your telehealth visit, you will receive an email with your confirmation link. When you are ready to start your telehealth visit at your scheduled date and time, click the orange button in the email that says **“Join this Telemed Appointment directly.”**

NOTE: please be sure your pop-up blocker is turned off for this site.

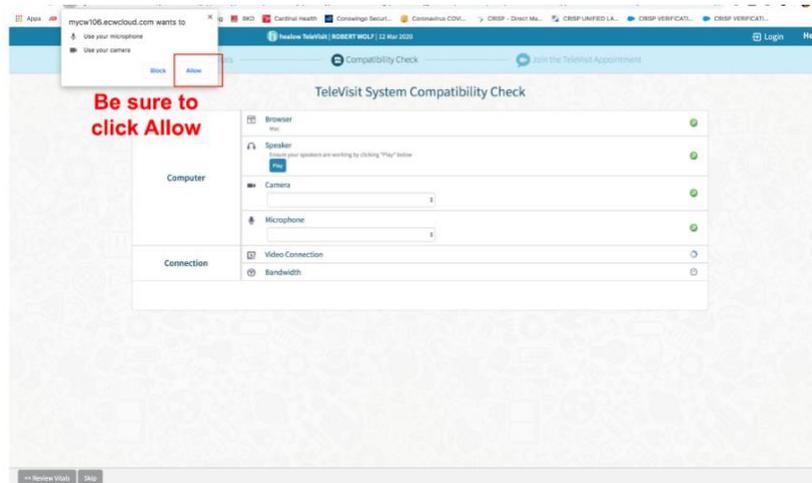


2. If you have access to measuring your vitals, you can submit them on the next screen.

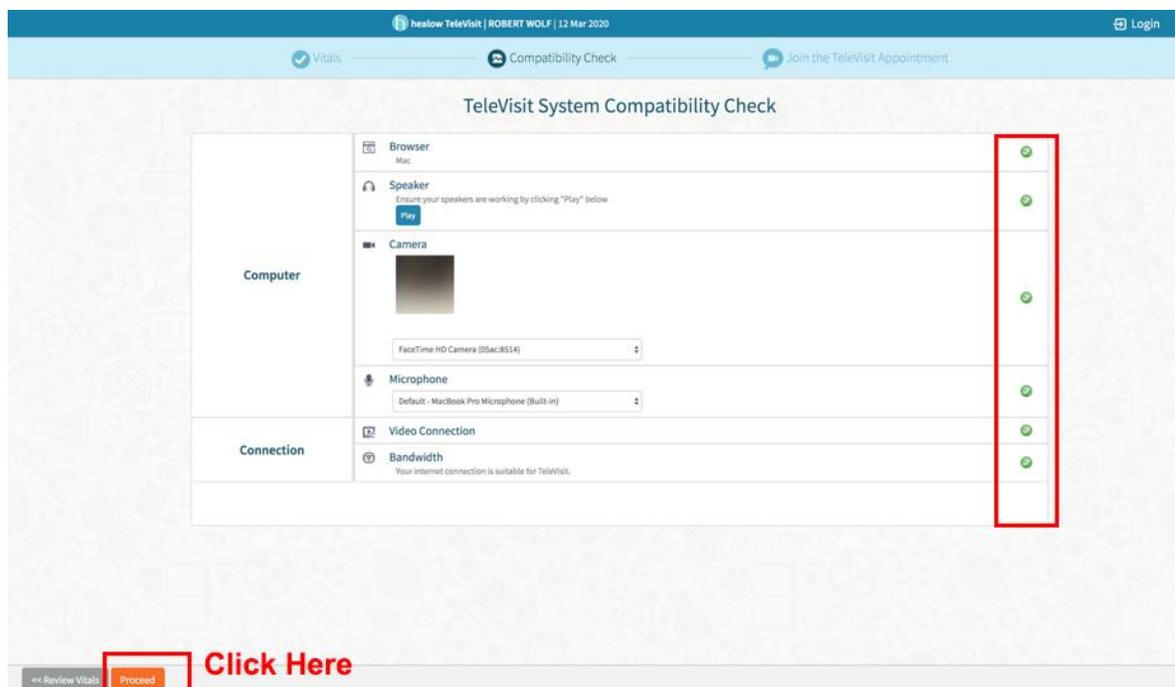
A screenshot of the 'Vitals' submission screen. The header shows 'healow TeleVisit | ROBERT WOLF | 12 Mar 2020'. The main content area contains several input fields for vital signs: Height (feet and inches), Weight (pounds), Blood Pressure (systolic and diastolic), Temperature (Fahrenheit), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). A 'Submit Vitals' button is located at the bottom of the form.

3. When you click the orange button, you will be asked to allow mycw106.ecwcloud.com to access your microphone and camera. Be sure to click allow. *NOTE: if you do not see*

the option to allow, your pop-up blocker may be turned on. Please turn this feature off, and try again.



4. The system will then check your televisit system compatibility to ensure your speakers and camera are functioning and that your internet connection is suitable for the televisit. Once you see the green checkmarks on the right-hand side, click the orange **PROCEED** button. *If one of these features is not compatible, please use follow the instructions for resolving the issues, or use a different device.*



5. On the next page, you can click Start TeleVisit up to one hour before your visit, however we recommend starting about 10 minutes prior to the start of your visit. When the

provider is ready for your visit, they will appear on the screen to start your visit. At the end of the visit, the provider will end the call.

The screenshot displays the Healow TeleVisit interface. At the top, a dark blue header contains the text "healow TeleVisit | ROBERT WOLF | 12 Mar 2020". Below this, a light blue progress bar shows three steps: "Vitals" (checked), "Compatibility Check" (checked), and "Join the TeleVisit Appointment" (with a speech bubble icon). The main content area features a large blue checkmark icon in a circle, followed by the text "The Vitals have been submitted successfully". Below this, a smaller line of text states "The link to the waiting room for your TeleVisit will appear below." and a further note: "The 'Start TeleVisit' link will appear orange in 1 hour(s), allowing access to the virtual waiting room." A blue button labeled "Start TeleVisit" is positioned below the text. At the bottom left, a grey button labeled "<< Review Vitals" is visible.

NOTE: Due to the rapidly evolving regulations regarding insurance payments, WCHC will bill you for any copays, deductibles, or co-insurances that may be due associated with the visit. If you have questions regarding your specific insurance plan, please contact your insurance company.