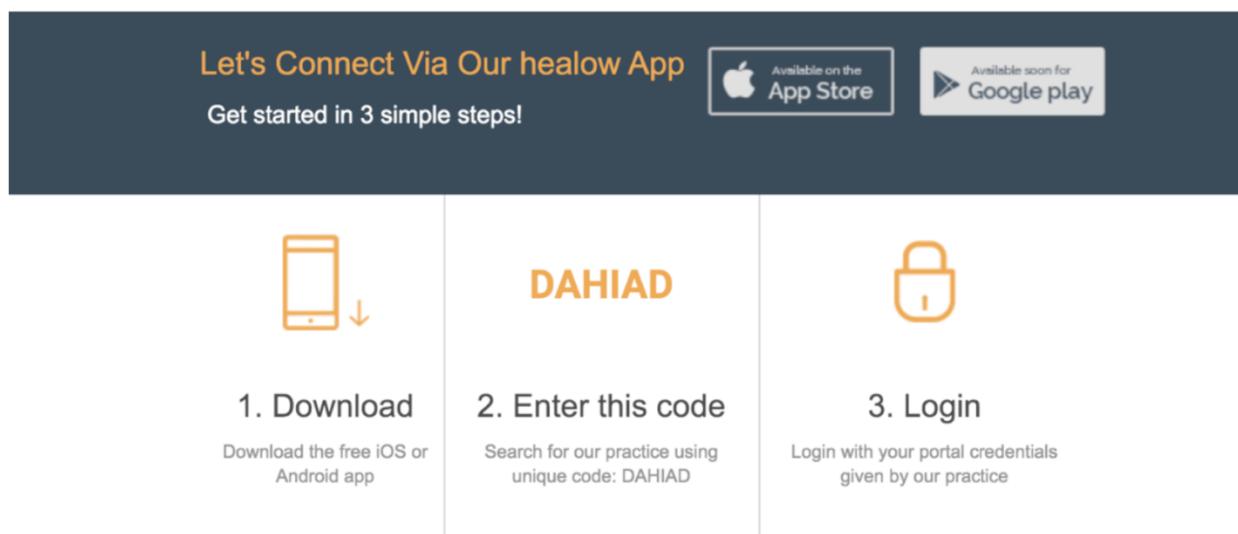


## WCHC TIPS FOR STARTING YOUR TELEVISIT

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

While Healow is no longer a requirement for your Televisit, it does allow the doctor to call you directly and view your chart during your visit. You can access your visit directly from the link emailed to you on either a smartphone or computer. You will also receive a text messages 30 minutes prior to your appointment with the link to join.



### Say hello2healow!

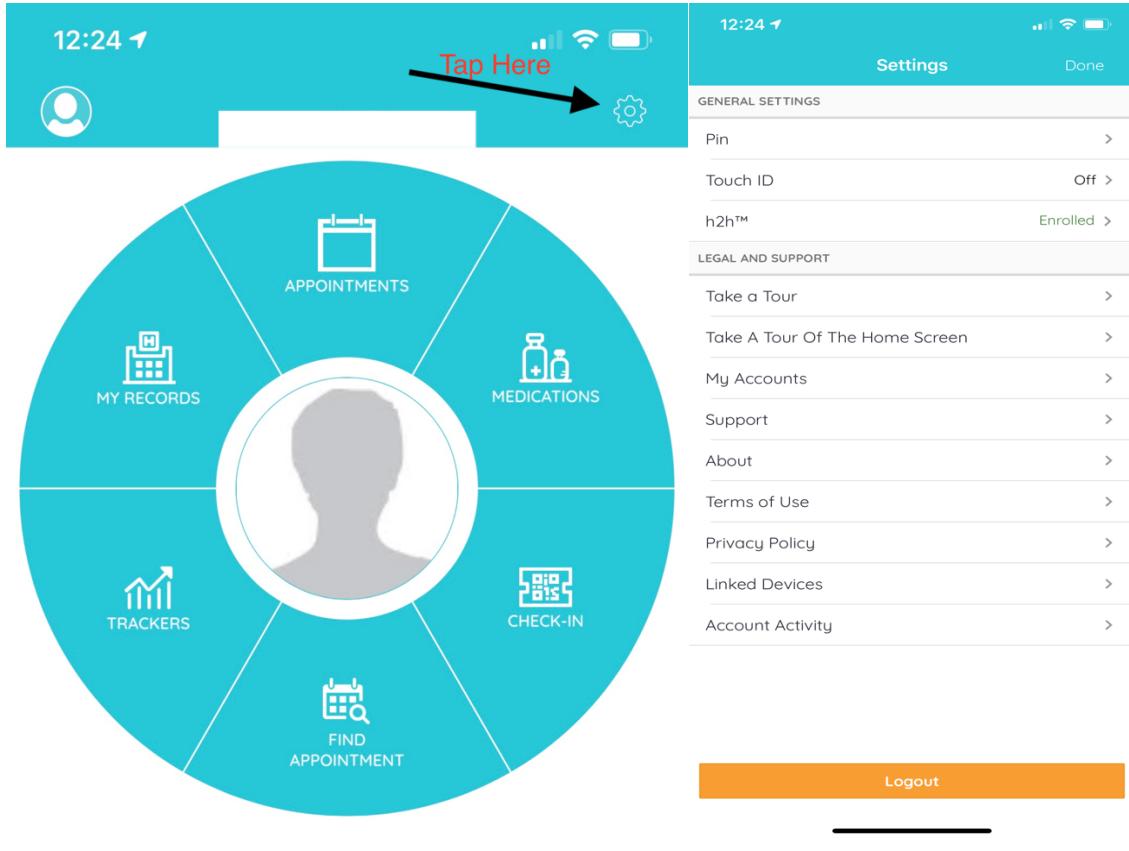
Enroll in h2h so you may receive audio or video calls from a nurse to review your labs, or your doctor to check on you after a surgery, discuss a visit request, receive nutrition counseling, and more!

hello2healow (h2h®) is a secure, convenient way to conduct audio or video calls with healthcare providers — for you or those for whom you are an authorized caretaker.

Make sure you have downloaded the latest version of the healow app. Then follow three simple steps to see how easy it is for h2h to improve your healthcare experience!



To enable Hello2Healow, you will need to go to the settings gear in the top right of the Healow App, then choose the h2h option to enroll your device.



### Three Easy Steps



**Step 1**  
Validate your phone number using the four-digit code h2h sends you and click "complete enrollment."



**Step 2**  
Set the toggle to "on" for your linked practices then, click "complete enrollment."



**Step 3**  
You're now ready to receive audio and video h2h calls! You can modify your settings by visiting the h2h section in your healow app settings.

**If you plan to use your computer for your visit, you may use the link in your email.** While the visit is 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.

← Camera

 Search

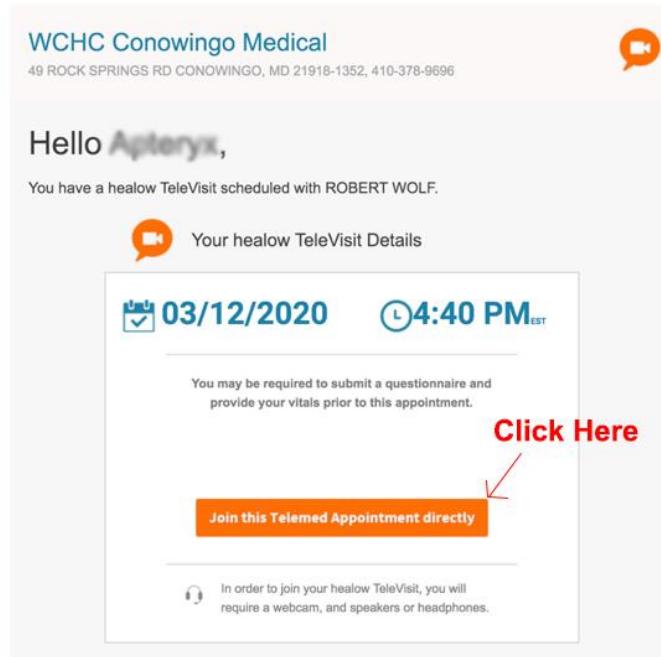
FaceTime HD Camera (Built-in ▾)

Ask before accessing (recommended)



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.*

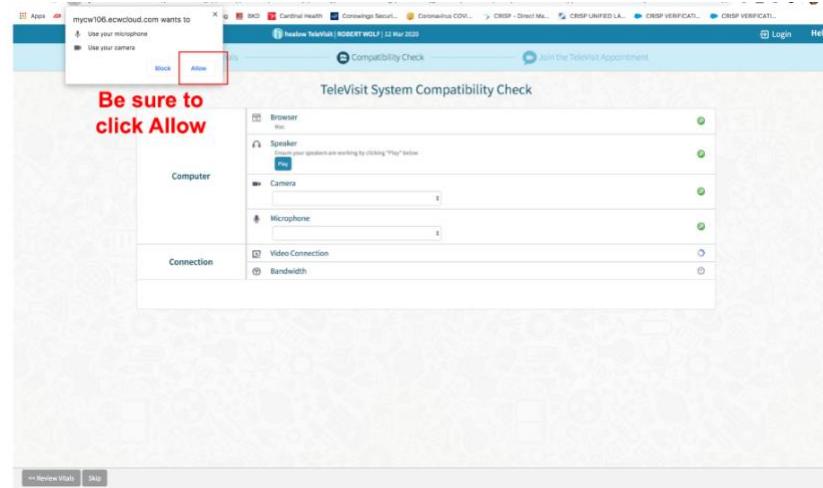


2. If you have access to measuring your vitals, you can submit them on the next screen.

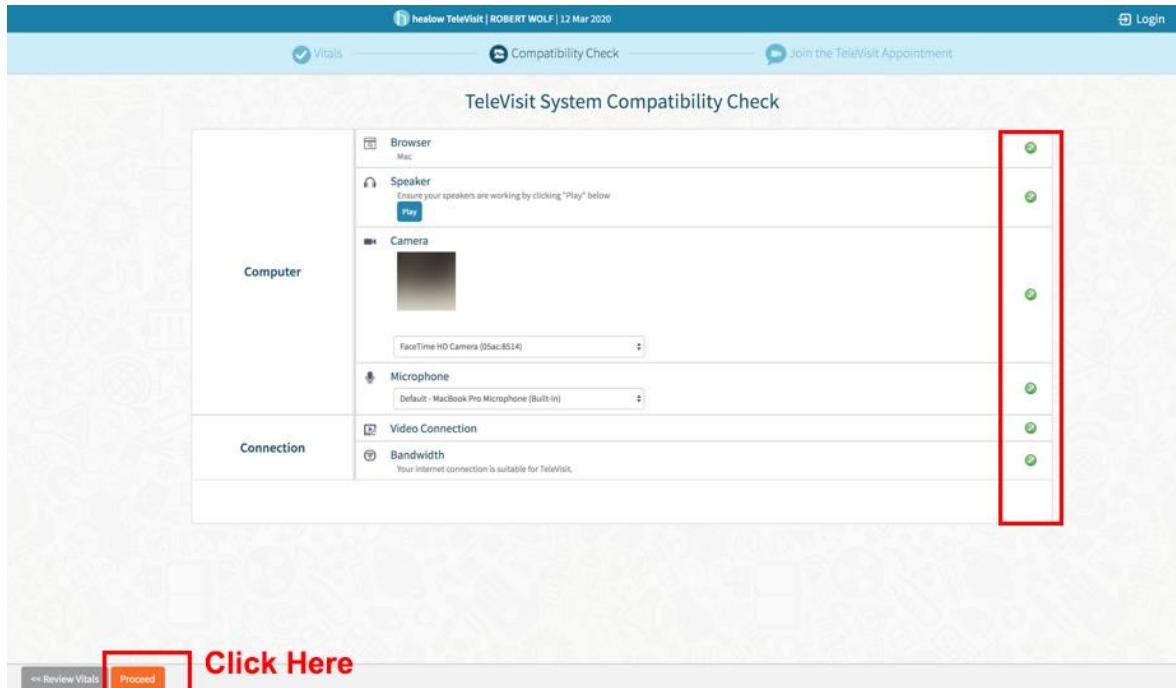
A screenshot of a web page for a healow TeleVisit. At the top, it says "healow TeleVisit | ROBERT WOLF | 12 Mar 2020". Below that are fields for Height (feet and inches), Weight (pounds), Blood Pressure (top and bottom numbers separated by a slash), Temperature (degrees F), Respiratory Rate (breaths per minute), and Pulse Rate (breaths per minute). At the bottom is an orange "Submit Vitals" button.

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.*

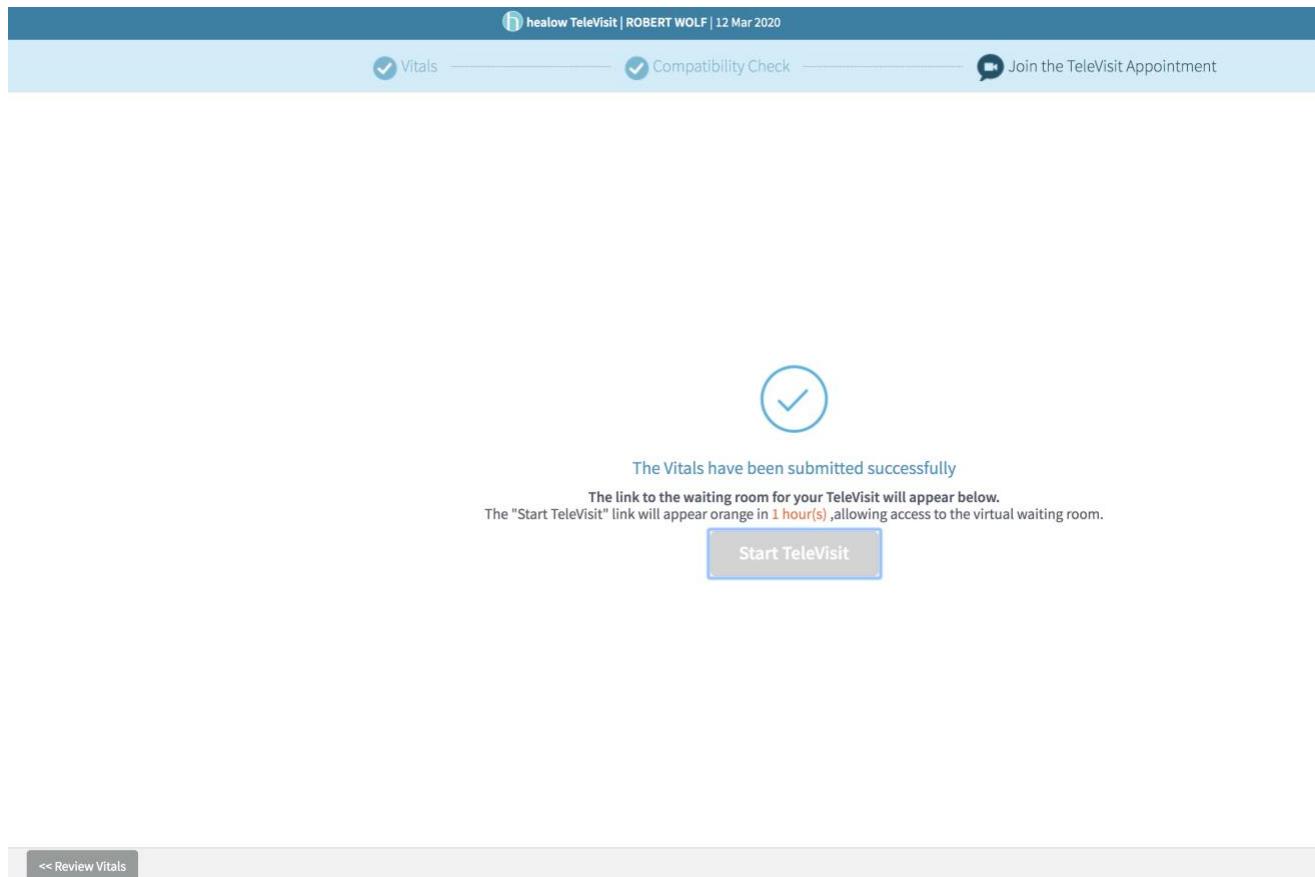


4. The system will then check your televisit system compatibility to ensure your speakers and camera are functioning and that your internet connection is suitable for the televisit. Once you see the green checkmarks on the right-hand side, click the orange **PROCEED** button. *If one of these features 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.



**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.