PALMETTO *AND SPECIALTY*
**PRIMARY CARE**
PHYSICIANS

PATIENT GUIDE:

How to Log into your Televisit Appointment using a Confirmation Email

Healow TeleVisits offer a unique and intuitive experience for patients, while offering physicians integrated access to the same clinical tools used in the office.

Requirements for Televisit Appointments:
• Google Chrome or Mozilla Firefox internet browsers
• If using a desktop – webcam and speakers / microphone

Step 1: You will receive a confirmation email after scheduling a TeleVisit appointment with your provider and you will also receive a notification email before the appointment time. Click on "Join this TeleMed Appointment directly" link.
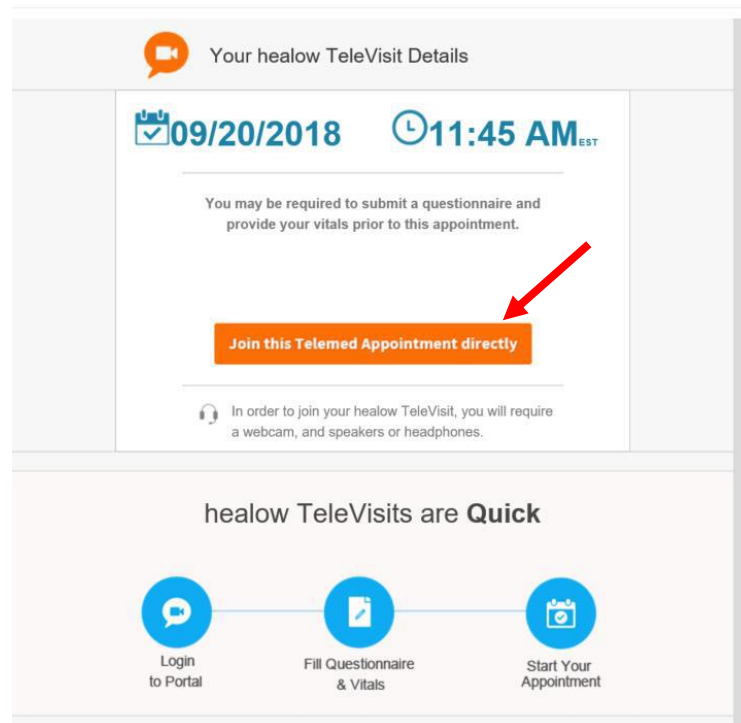
Step 2: You will be prompted to answer a questionnaire. Click Submit Questionnaire after completing it.

Step 3: Next, you will be prompted to enter your vitals. Then, click Submit Vitals.
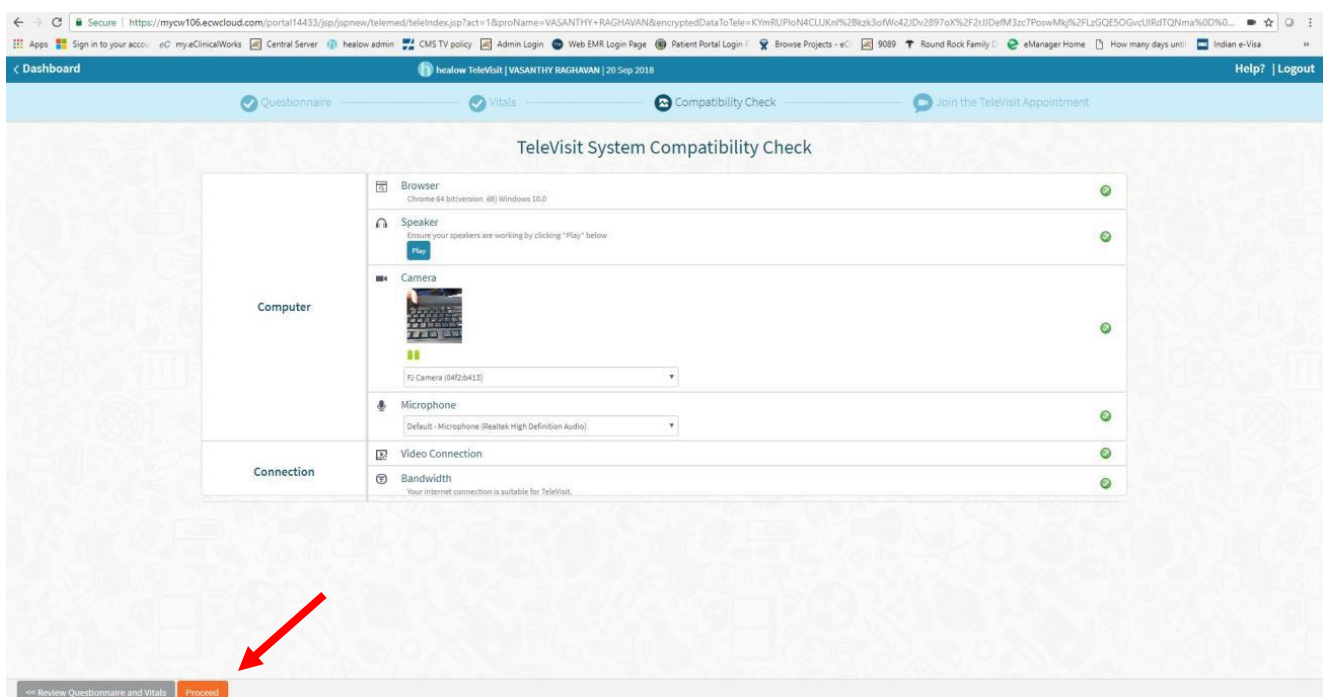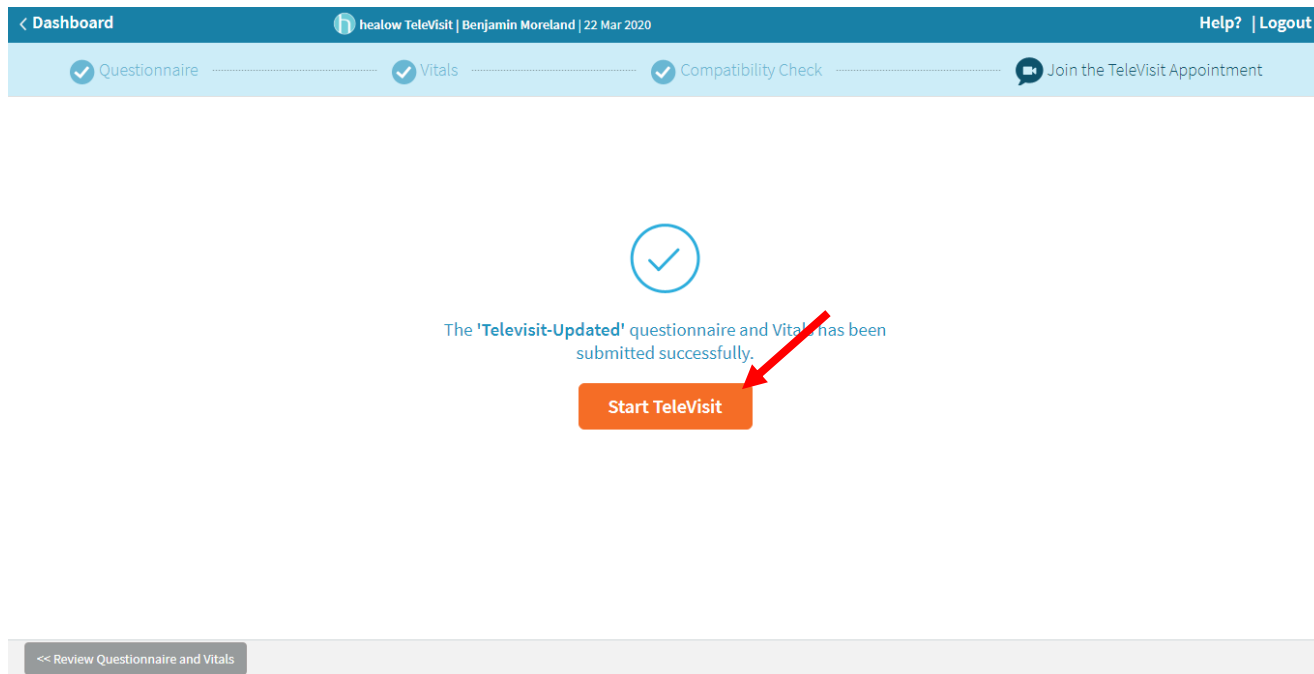
Step 4: Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment. It may ask your permission to use your camera and microphone. Click "Allow".
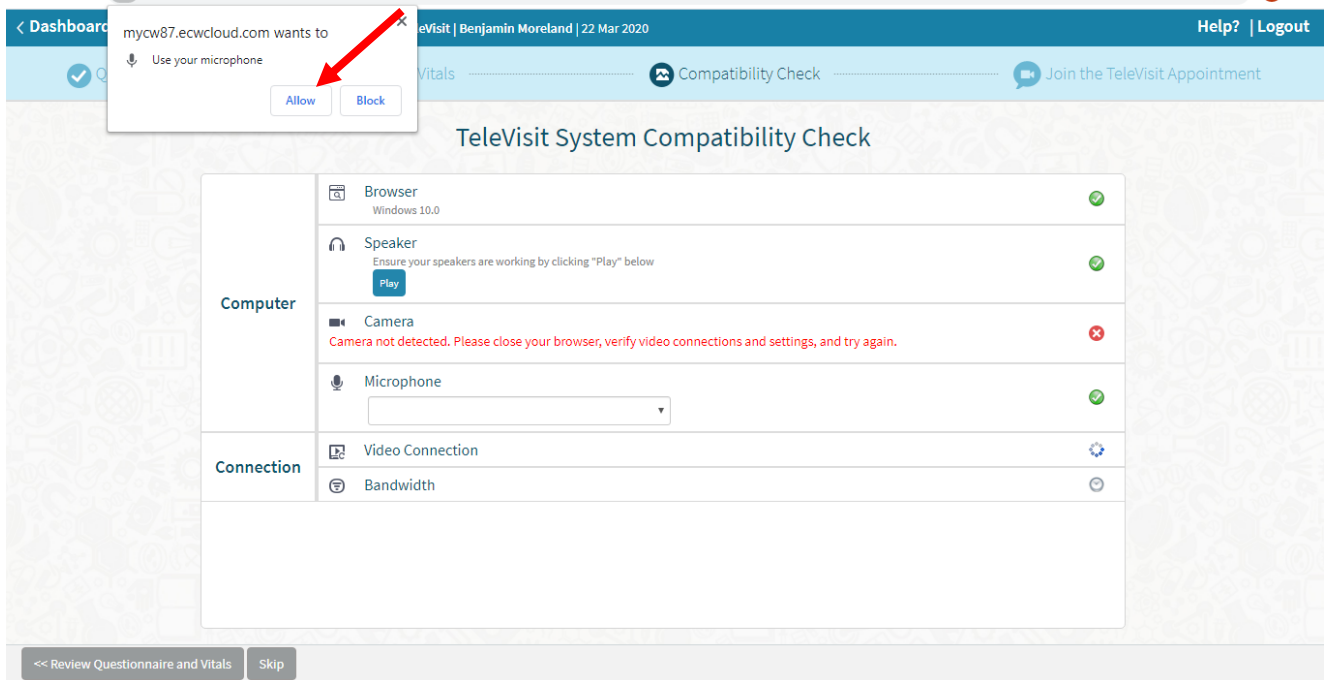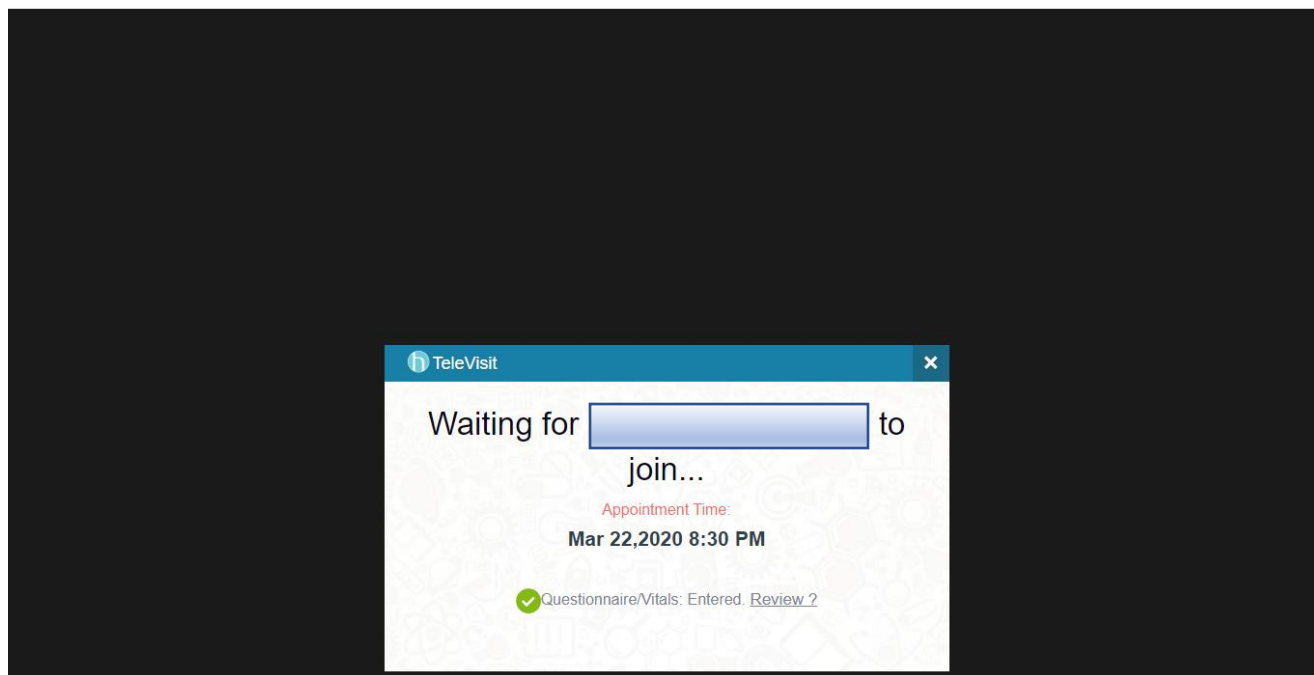

Step 5: Once it is completed, click "Proceed".

Step 6: Click on "Start TeleVisit" – this will alert your provider that you have entered the Virtual Waiting Room and they can now start the TeleVisit appointment.

✓ Questionnaire — — — — — ✓ Vitals — — — — — ✓ Compatibility Check — — — — — 📹 Join the TeleVisit Appointment

✓

The **'Televisit-Updated'** questionnaire and Vital has been submitted successfully.

Start TeleVisit

<< Review Questionnaire and Vitals

Step 7: You will then be placed in the waiting room for your provider is ready to start the TeleVisit appointment.

TeleVisit   ✕

Waiting for [ ] to join...

Appointment Time:

Mar 22,2020 8:30 PM

✓ Questionnaire/Vitals: Entered. _Review ?_

If you should have any questions,
please call your physician's office directly.