



PALMETTO  AND SPECIALTY
PRIMARY CARE
PHYSICIANS

PATIENT GUIDE:



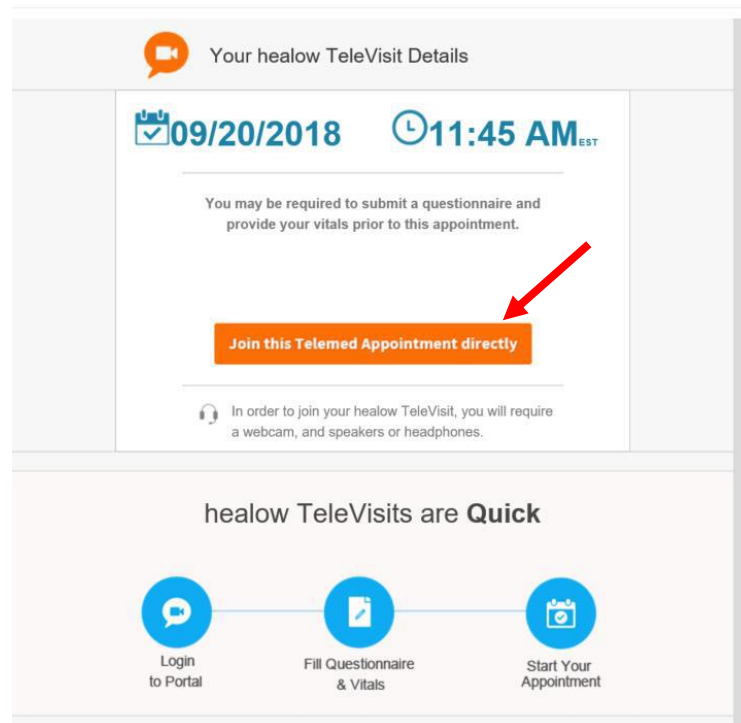
How to Log into your Televisit Appointment using a Confirmation Email

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.

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? Questionnaire Vitals Compatibility Check Join the TeleVisit Appointment

Please complete your health questionnaire to the best of your ability.

Telehealth:

By answering "yes" I acknowledge this is not a medical emergency and I have no critical issues.

Yes
 No

By answering "yes" I acknowledge the Telemedicine visit is cash up front and not filed to my insurance.

Yes
 No

By answering "yes" I acknowledge I am an active patient

Yes
 No

By answering "yes" I acknowledge I have completed my annual well visit

Yes
 No

By answering "yes" I acknowledge I cannot obtain a controlled drug refill on this Telemedicine call and will need to schedule a visit with my primary care provider to obtain a controlled drug refill

Yes
 No

Any other person Participating in the telemedicine visit (IE: spouse or caregiver):

Yes

Submit Questionnaire

Step 3: Next, you will be prompted to enter your vitals. Then, click Submit Vitals.

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✓ Questionnaire Vitals Compatibility Check Join the TeleVisit Appointment

Height

ft inches

Weight

pounds

Blood Pressure

/

Temperature

F

Respiratory Rate

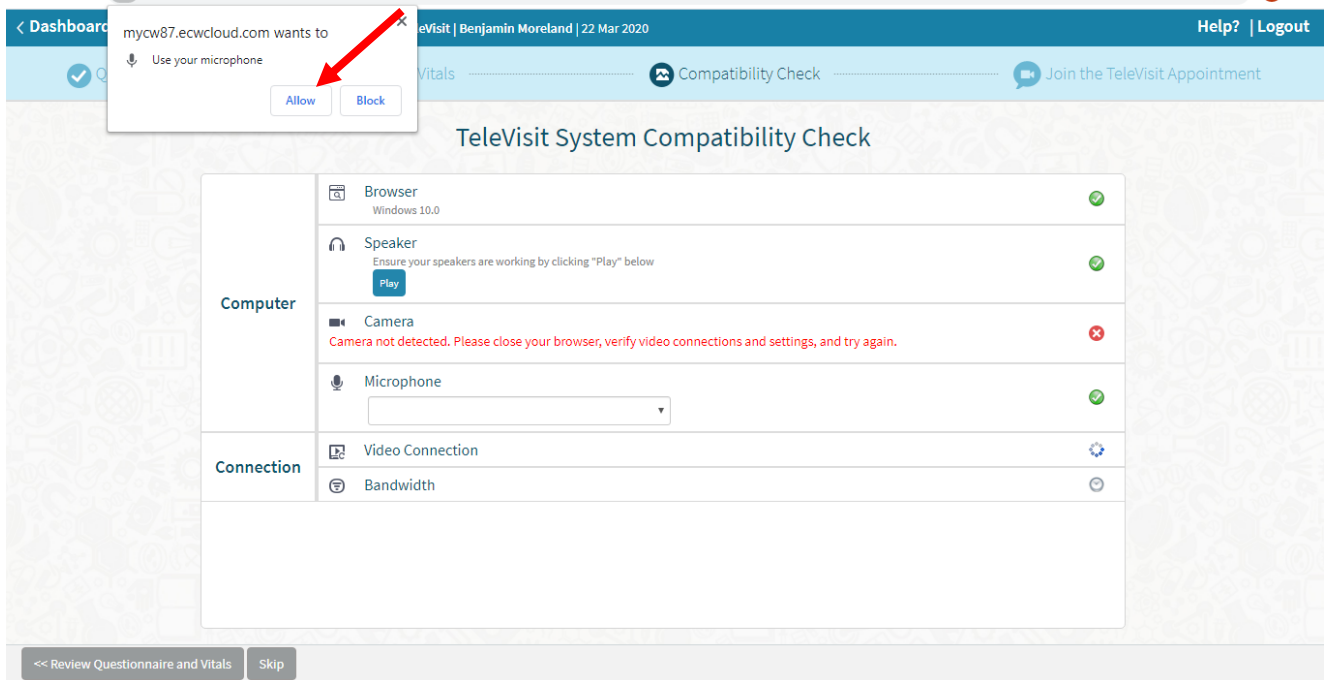
breaths per minute

Pulse Rate

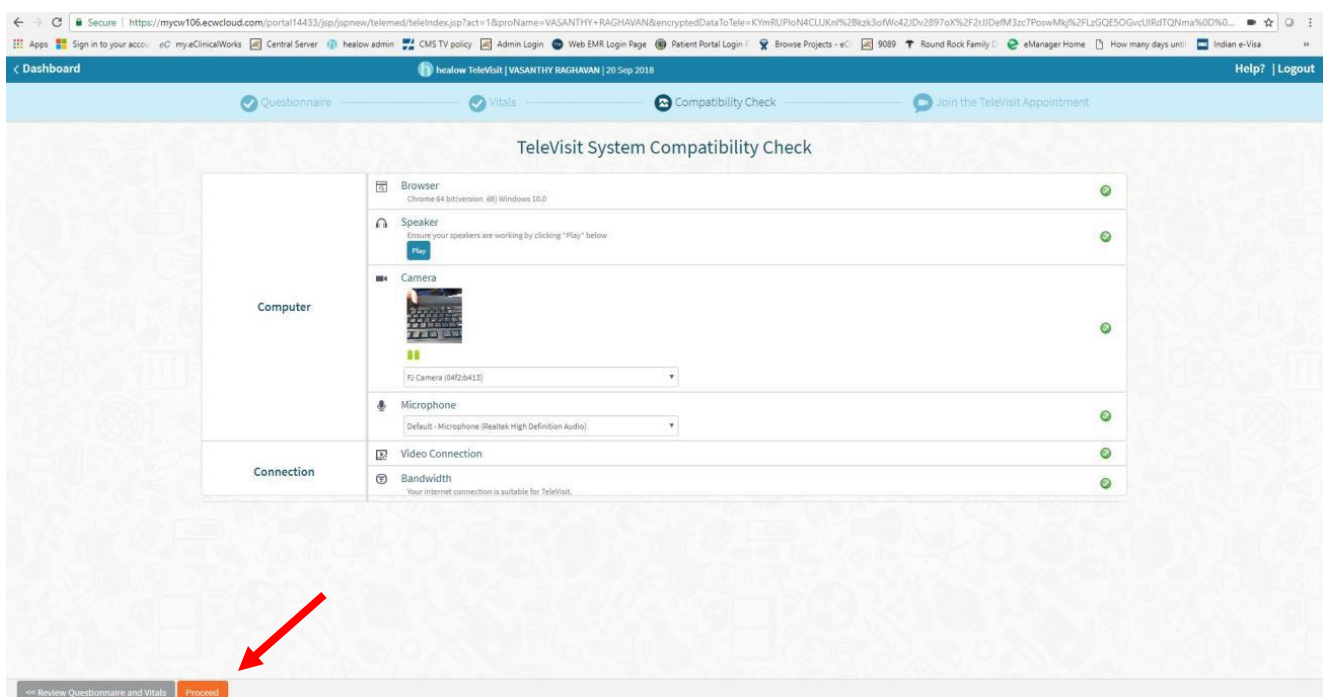
breaths per minute

Submit Vitals

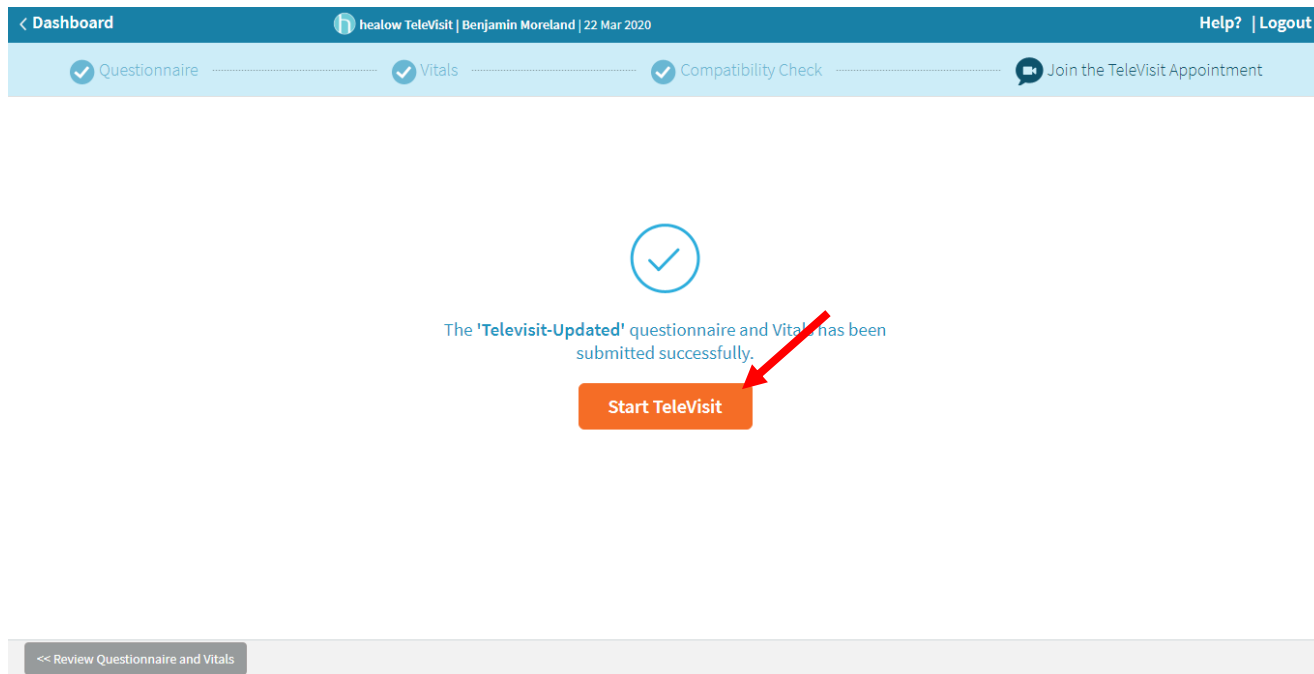
Step 4: Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment. It may ask your permission to use your camera and microphone. Click “Allow”.



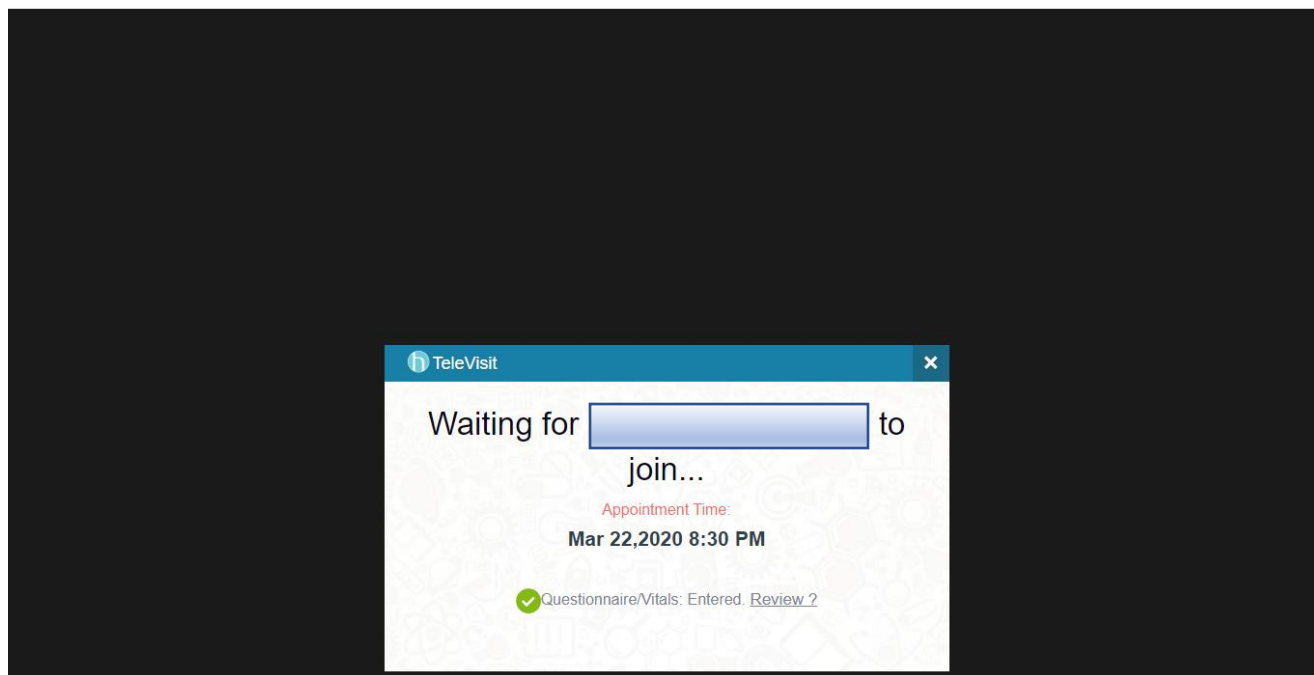
Step 5: Once it is completed, click “Proceed”.



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.



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



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