



TELEHEALTH APPOINTMENT INSTRUCTIONS

Please review the below instructions prior to your scheduled telehealth appointment.

CHECK TECHNICAL REQUIREMENTS AHEAD OF TIME

- You can use your computer or smart phone for the appointment. Please make sure your device has a camera, a microphone, a strong internet connection, and access to your email. We recommend being in a quiet place for your visit.
- How to access your telehealth appointment:
 - If you will be using a computer for your appointment, please be sure you have installed the latest version of your internet browser (Chrome, Safari, Edge or Firefox).
 - For smart phone and tablet users, you may download the healow™ app as a free download from the [Apple App Store](#) or the [Google Play Store](#) prior to the visit; Or you can use the internet browser on your hand-held device.

ABOUT YOUR APPOINTMENT

- Prior to your scheduled appointment, a medical assistant will call you to review your demographics, surgical history, allergies, and current medications before you join the virtual exam room with the provider.
- Approximately 30 minutes before your scheduled appointment, you will receive an email from eClinicalWorks that will include the Virtual Televisit link.
- To join your appointment, open the email, and click "Start Televisit." Follow the on-screen instructions to open in your web browser or access through the app.
- Follow the prompts to complete your Medical History questionnaire.
- Ensure you select ALLOW camera and microphone access if there is a pop-up.
- Please wait in the virtual waiting room until your provider joins.

If you do not see your eClinicalWorks email at the time of appointment, please be sure to check your junk or spam folders.