

Activating Healow for TeleVisits

Step 1: Ensure your myWHS Physician Office Patient Portal is active. Log into your myWHS Patient Portal BEFORE downloading the healow app

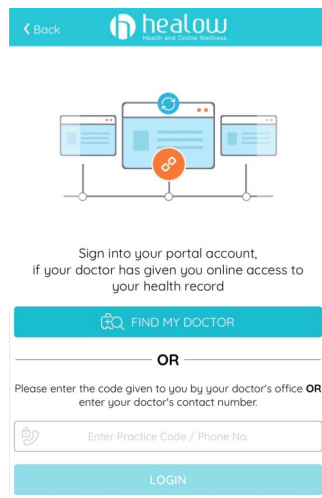
Step 2: Download the **healow** app from



Step 3: Click “get started” once the app has downloaded:



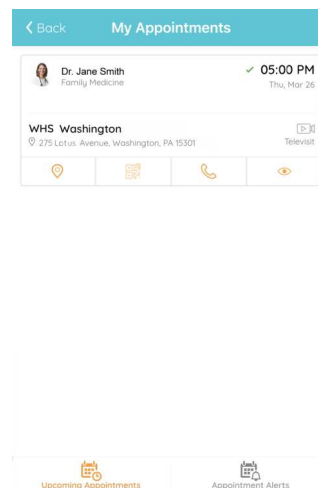
Step 4: Enter Practice Code JCGECA and click “Login”:



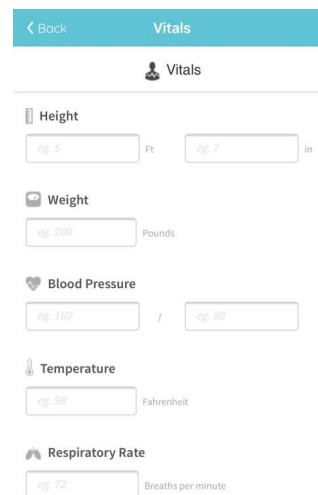
Step 5: The wheel is now visible to navigate through your chart. Click on “Appointments” to access your scheduled TeleVisit:



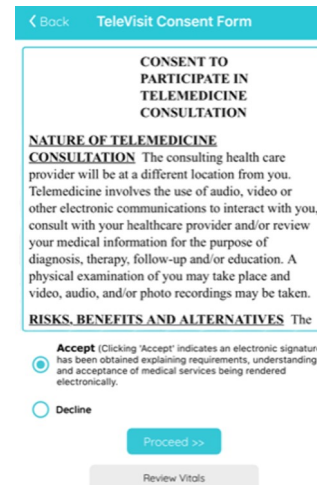
Step 6: Your upcoming appointments are now viewable:



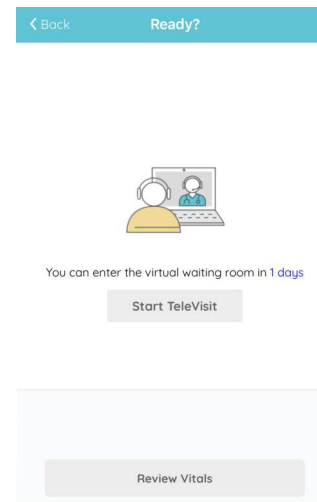
Step 7: If you have taken any of your vital signs, they can be entered. Then click on “Submit vitals”:



Step 8: A consent is presented and must be agreed to by clicking the “Accept” button and then “Proceed”:



Step 9: The TeleVisit is ready to begin. Click “Start TeleVisit”:



If you have a poor connection you may see a message such as “Internet connectivity issue. Retrying.” If you can’t connect, contact the staff at your provider’s office. Please note that you can’t call the office while in a TeleVisit on the same device.