



5901 W. Olympic Blvd. #401  
Los Angeles CA 90036  
P 310.651.9017  
F 323.954.1081  
drvmedical.com

## Using the Healow App on your iPhone or Android for remote TeleHealth visits

### BEFORE YOU START

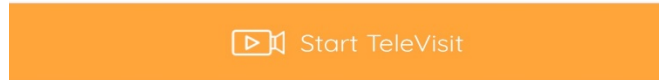
- **Call to schedule your appointment as usual.** Tell the call center that you are scheduling a **TELEVISIT**.
- **Verify** that you can use your Healow app to connect to our patient portal. Can you see your labs, and your appointments?
- We put televisits on our schedule just like a regular in-person visit. **Please log in ON TIME so that we can see you.**
- Televisits use your phone screen, network connection, microphone and camera at the same time and can use a lot of battery life **so please have your phone charged or plug your phone into a power source!**

### STARTING THE VISIT

- 1) You can log in up to 15 minutes before your scheduled appointment time. *Please note it can take up to 20 minutes after scheduling for the appointment to appear.* Go to the Healow app on your phone and log in. The appointments icon should be in RED when it's time for your visit. Tap on the red appointments icon.



- 2) You should see your scheduled visit and the details of your appointment. At the bottom of the screen, there is an orange “Start TeleVisit” button. Tap when you are ready to start.



- 3) You will be asked for your vital signs, height, and weight. These numbers are very helpful to us so if you have a scale, blood pressure machine, thermometer, etc at home, please enter that information. Please note this information is not required and if you do not have the equipment at home, you may leave it blank and press “submit vitals.”

12:33

[← Back](#) **Vitals**

Vitals

---

**Height**

Ft  in

**Weight**

Pounds

**Blood Pressure**

/

**Temperature**

Fahrenheit

**Respiratory Rate**

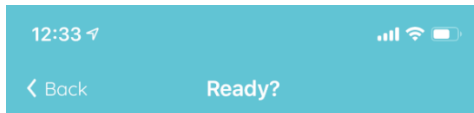
Breaths per minute

**Pulse Rate**

Breaths per minute

**Submit Vitals »**

- 4) You will then be taken to a screen with a televisit icon, and the orange Start Televisit button. Click the orange button when you are ready to see the doctor. You will see a “Waiting for Provider” screen. Stand by while the provider logs on to join the visit.



## YOUR TELEHEALTH VISIT

- 1) When the session starts, you will be asked if Healow can access your camera and microphone. **Please click OK for both questions.**
- 2) You will see 4 buttons at the bottom of your screen as pictured below.
  - a. The Camera button turns your camera ON / OFF.
  - b. The Red Handset button hangs up and stops your session. **DON'T PRESS THIS UNTIL YOU ARE DONE!**
  - c. The Microphone button turns your mic on or mutes it.
  - d. The phone button toggles your camera between the front camera to the back camera. This could be useful when showing us a rash/lesion somewhere.



- 3) On the upper right corner is a CHAT button. If you have trouble with your sound or picture, send us a chat text message.

- 4) When we are **ALL DONE**, that is the time to tap on the red Handset button to disconnect.

