

HEALO: TELEVISIT

Local healthcare, at home.



PATIENT GUIDE - MOBILE DEVICE

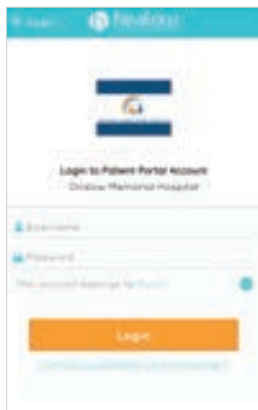
REQUIREMENTS:

- A Smart phone capable of downloading the Healow app from the Google Play Store or Apple App Store
- Login credentials to the Patient Portal
- Must have successfully logged into the Patient Portal via web or URL link: https://mycw8.eclinicalweb.com/onmh/jsp/100mp/login_otp.jsp

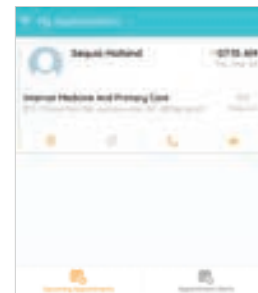
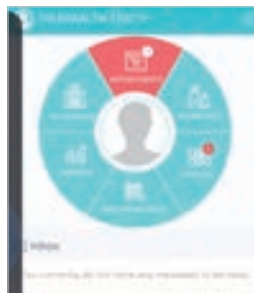


How to Begin

- 1 Download healow app on your phone.
- 2 Search for our practice by entering the practice code: **GFCBBA**
- 3 Log into healow app with your patient portal username and password.
- 4 Go to the appointments tab on healow app.



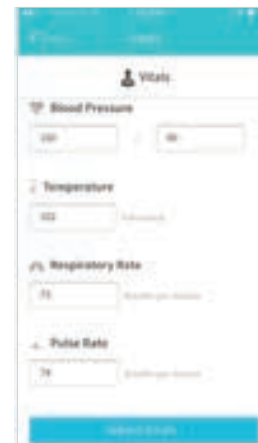
- 5 In the My Appointments section, click on the TeleVisit icon under the appointment time.



- 6 Click on the Start TeleVisit button on the bottom of the screen.



- 7 To enter your vitals and Questionnaire information, click on the review vitals and Questionnaire button at the bottom of the screen.



If you do not have any vitals to enter please just select "submit vitals" and skip this screen.

You will get the message was filled out successfully.



- 8 Once vitals have been submitted, click on Start TeleVisit.



- 9 Once you click Start TeleVisit, your doctor will be notified that you are ready for the visit. You will then be connected to your doctor.

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PATIENT GUIDE - COMPUTER

REQUIREMENTS:

- Google Chrome, Firefox, or Safari Internet browsers
- If using a desktop, you'll need a webcam and speakers or a micro phone
- An OAS employee at the Clinical Office must register you. Once you get the Welcome email, you will be able to follow the below steps.



How to Begin

1 Access the Patient Portal

Type in the URL:
https://mycw8.eclinicalweb.com/onmh/jsp/100mp/login_otp.jsp

OR

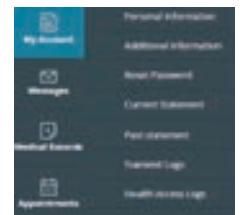
Click on the link in your Welcome to the Patient Portal email.



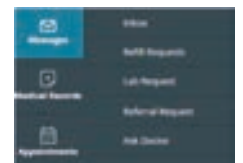
2 Dashboard - Overview of upcoming appointments, quick link to view Medical Records, requesting Personal Health Records (PHR).



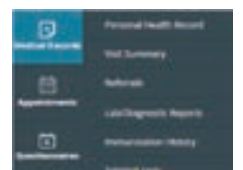
3 My Account - This will allow you to view and change personal information, additional information, Reset Password, Current Statement, Past Statements, Health Access logs, and My Devices.



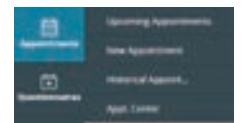
4 Message - The patient can view their inbox messages from your medical office, request refills, Lab request, Referral request, and ask your doctor questions.



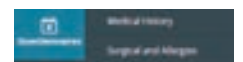
5 Medical Records - Within date range, you can view Visit Summary, Referrals, Labs/Diagnostic Reports, Immunization History, and TeleVisit Help.



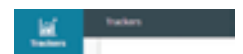
6 Appointments - View upcoming appointments, request a new appointment, view historical appointments, and Appointment Center.



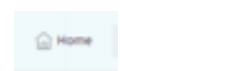
7 Questionnaires - viewing the Medical History, Surgical, and Allergies



8 Tracker - You can view the trackers that are setup with your devices.



9 Home - Takes you to the home screen.



10 Camble a Español - Allows you to switch between English and Spanish.



11 Sign out - Logs out the Patient Portal.

