

# GREENVILLE

PEDIATRIC SERVICES, Inc.

## TELEVISIT GUIDE

HOW TO ACCESS A TELEVISIT: PATIENT PERSPECTIVE VIDEO

<https://www.youtube.com/watch?v=g09utidhW1w>

## DEVICES NEEDED:

### LAPTOP OR DESKTOP

USE GOOGLE CHROME WEB BROWSER

[LINK TO DOWNLOAD GOOGLE CHROME](#)

ENABLE CAMERA AND MICROPHONE

### ACCESS TELEVISIT ON LAPTOP OF DESKTOP

1. GO TO THE URL: [HTTPS://HEALTH.HEALOW.COM/GPS](https://HEALTH.HEALOW.COM/GPS)
2. ENTER LOGIN CREDENTIALS
3. ON DASHBOARD, YOU WILL SEE UPCOMING APPOINTMENT.
4. CLICK ON "START TELEVISIT"
5. REVIEW TELEVISIT CONSENT FORM, CLICK SUBMIT. COMPLETE QUESTIONNAIRE, CLICK SUBMIT. ENTER YOUR VITAL SIGNS, CLICK SUBMIT VITALS. (CLICK SUBMIT IF YOU DO NOT KNOW VITALS TO CONTINUE)
6. IT WILL REVIEW THE COMPATIBILITY OF THE LAPTOP/DESKTOP.
7. YOU MAY SEE A POP-UP IN THE UPPER LEFT-HAND CORNER TO ALLOW THE BROWSER ACCESS TO THE CAMERA AND MICROPHONE. CLICK "PROCEED" WHEN COMPLETE.
8. CLICK "START TELEVISIT"
9. YOU WILL BE PLACED IN THE VIRTUAL WAITING ROOM AND THE PROVIDER WILL START THE VISIT WHEN THEY ARE READY.

### APPLE OR ANDRIOD PHONE

DOWNLOAD HEALOW APP

ENABLE HEALOW APP TO HAVE ACCESS TO CAMERA AND MICROPHONE

### STEPS TO DOWNLOAD THE HEALOW APP TO YOUR PHONE:

1. OPEN APP STORE® FROM YOUR IPHONE® OR GOOGLE PLAY™ FROM YOUR ANDROID PHONE
2. TYPE HEALOW APP IN THE SEARCH BOX.
3. TAP "GET" IN THE APP STORE OR "INSTALL" IN GOOGLE PLAY: THIS INSTALLS THE APPLICATION TO YOUR PHONE. NOTE: MAKE SURE THE APPLICATION YOU ARE INSTALLING IS THE ONE DEVELOPED BY ECLINICALWORKS, LLC.
4. TAP "OPEN"

### ACCESS TELEVISIT FROM HEALOW APP ON YOUR PHONE:

1. BEFORE PROCEEDING, PLEASE MAKE SURE YOU HAVE LOGIN ACCESS TO THE PATIENT PORTAL.
2. OPEN THE HEALOW APP, AND TAP GET STARTED
3. ACCEPT THE LOCATION NOTIFICATION.

4. ENTER THE PRACTICE CODE: **GAJGBD**
5. ENTER THE LOGIN CREDENTIALS PROVIDED BY THE PRACTICE AND TAP LOGIN.
6. ACCEPT THE FOLLOWING IN-PHONE NOTIFICATIONS: CAMERA & MICROPHONE
7. CREATE AND CONFIRM A 4-DIGIT PIN OF YOUR CHOICE.
8. ENTER YOUR PHONE NUMBER AND CONFIRM THE CODE SENT BY TEXT.
9. ON THE WHEEL SCREEN, TAP APPOINTMENTS
10. SCROLL TO THE BOTTOM OF THE SCREEN AND TAP START TELEVISIT
11. REVIEW TELEVISIT CONSENT FORM, TAP SUBMIT. COMPLETE QUESTIONNAIRE, TAP SUBMIT. ENTER YOUR VITAL SIGNS, TAP SUBMIT VITALS. (TAP SUBMIT IF YOU DO NOT KNOW VITALS TO CONTINUE.)
12. FINALLY TAP ON START TELEVISIT AND WAIT FOR DOCTOR TO JOIN YOUR VIDEO CALL SESSION.