



DALLAS RENAL GROUP

Leaders in Kidney Care

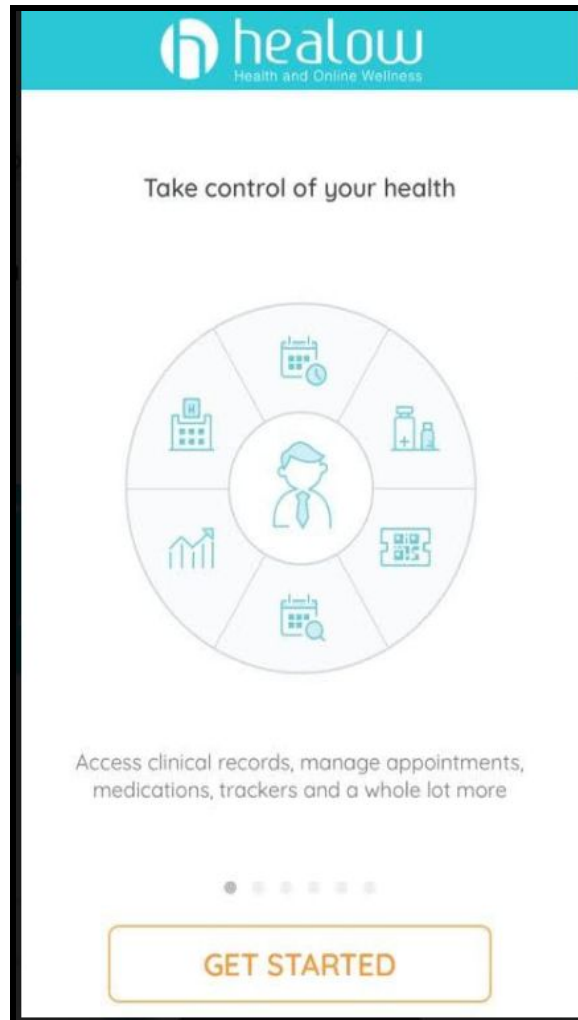
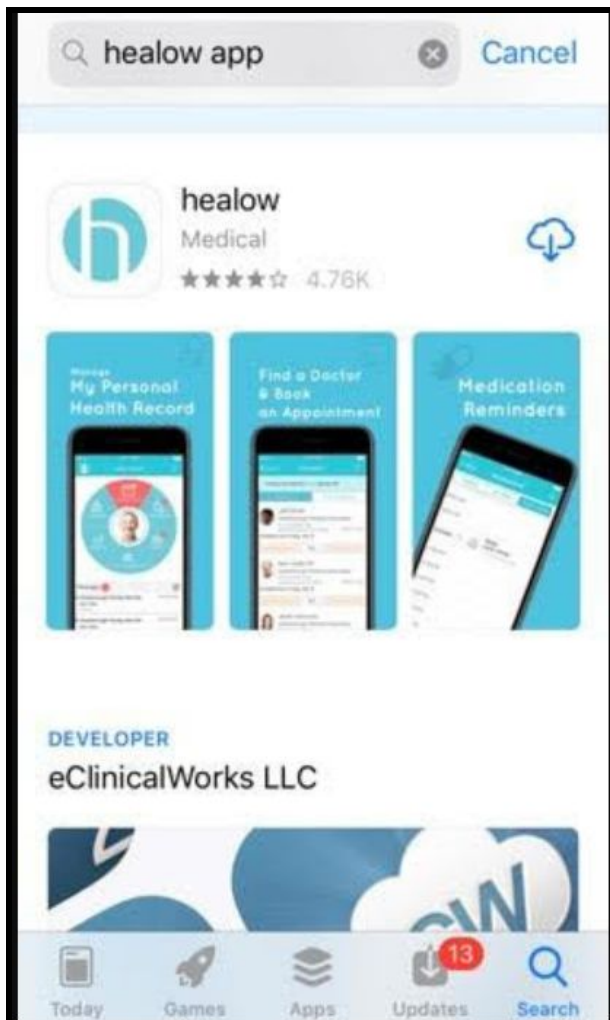
Instructions to Join Televisit through Phone/Tablet/iPad

Requirements:

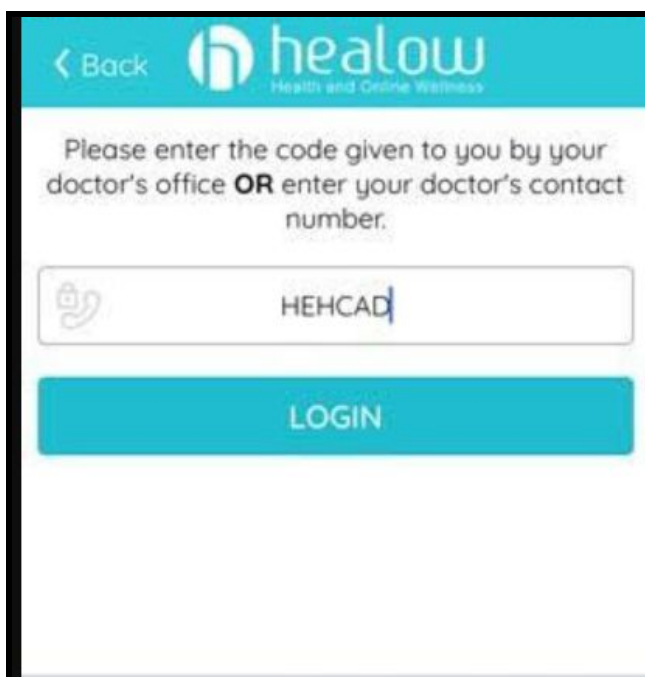
1. **Healow App** on your phone
2. Access to Microphone and Camera
3. Sound internet connection
4. Login ID and password for patient portal(Contact office if you do not have one)

Instructions

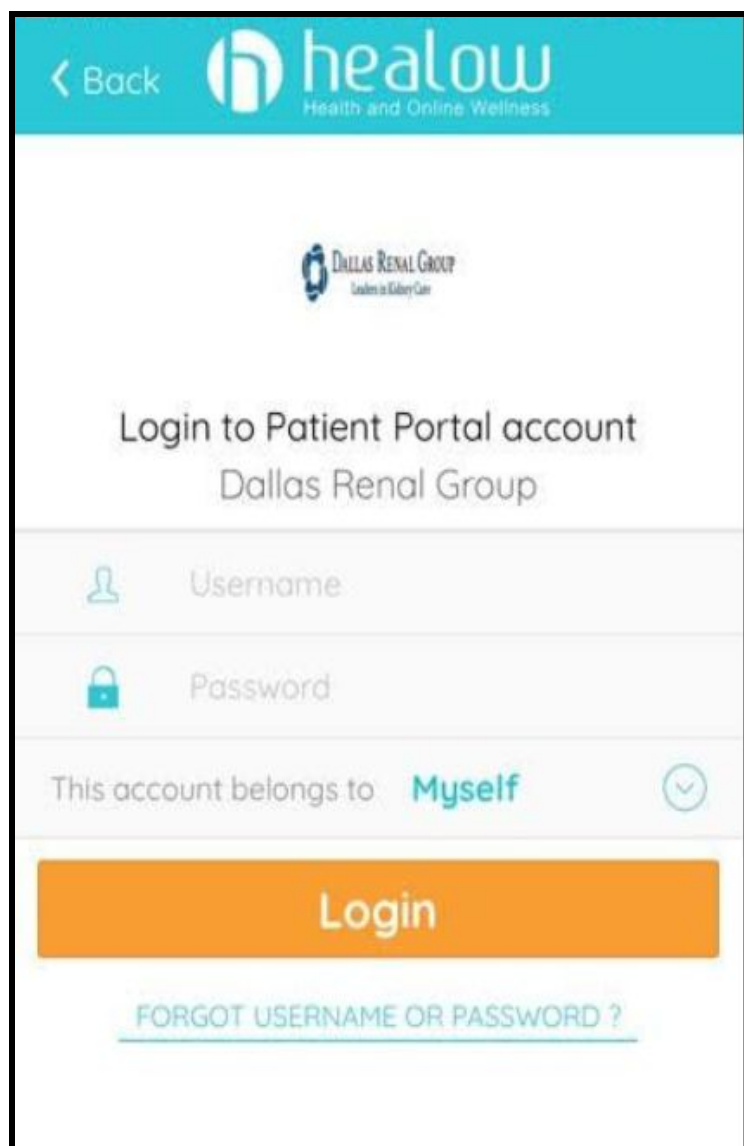
1. **Go to the App store on your phone and Download the Healow App (available in android as well as iOS phones/tablets/iPads). Once installed, open and click on “get started” at the bottom**



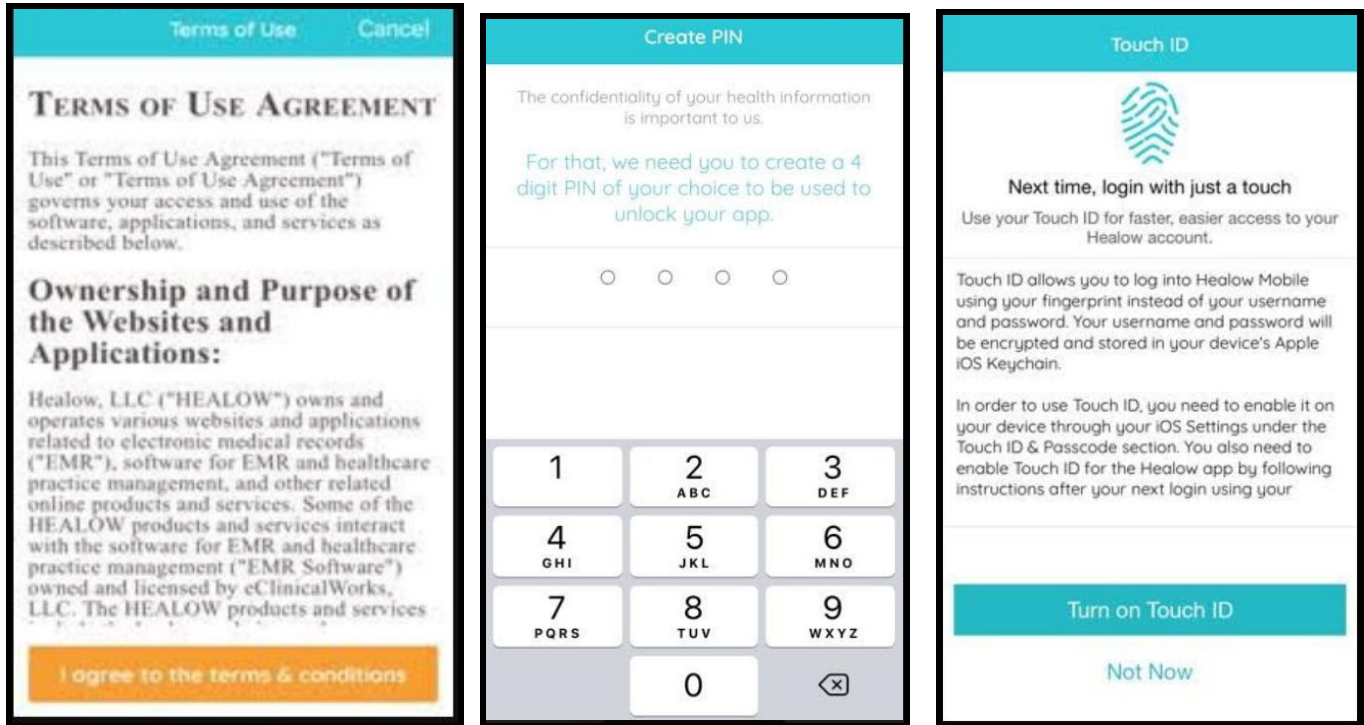
2. **Enter Practice Code as “HEHCAD” at the bottom of the screen**



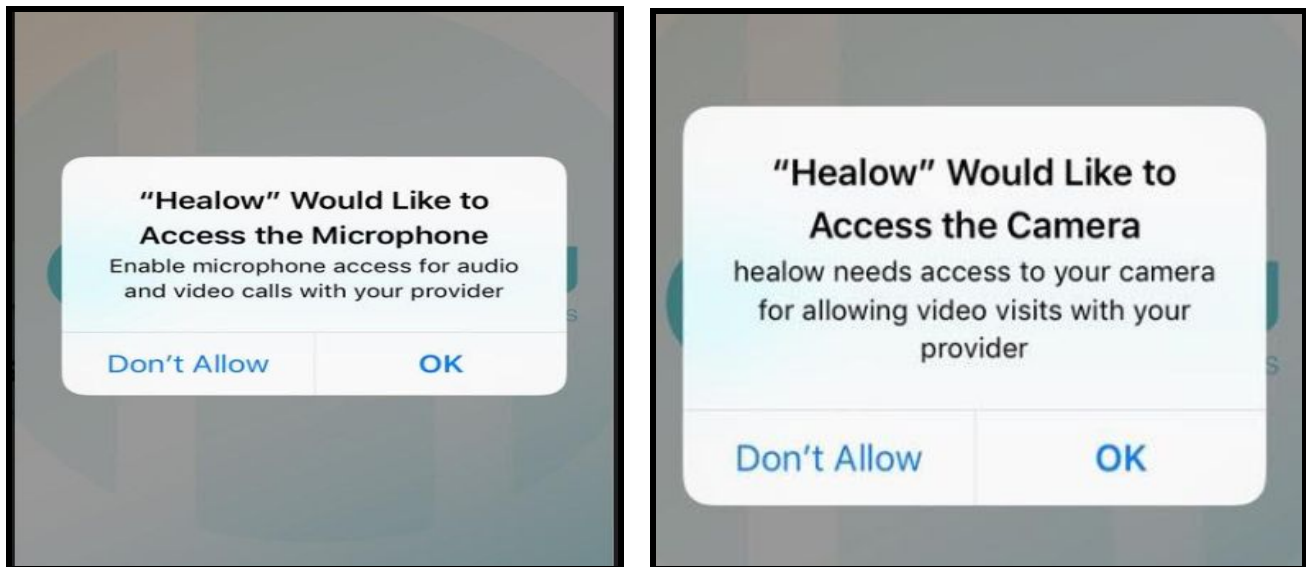
3. Enter username and password given by staff



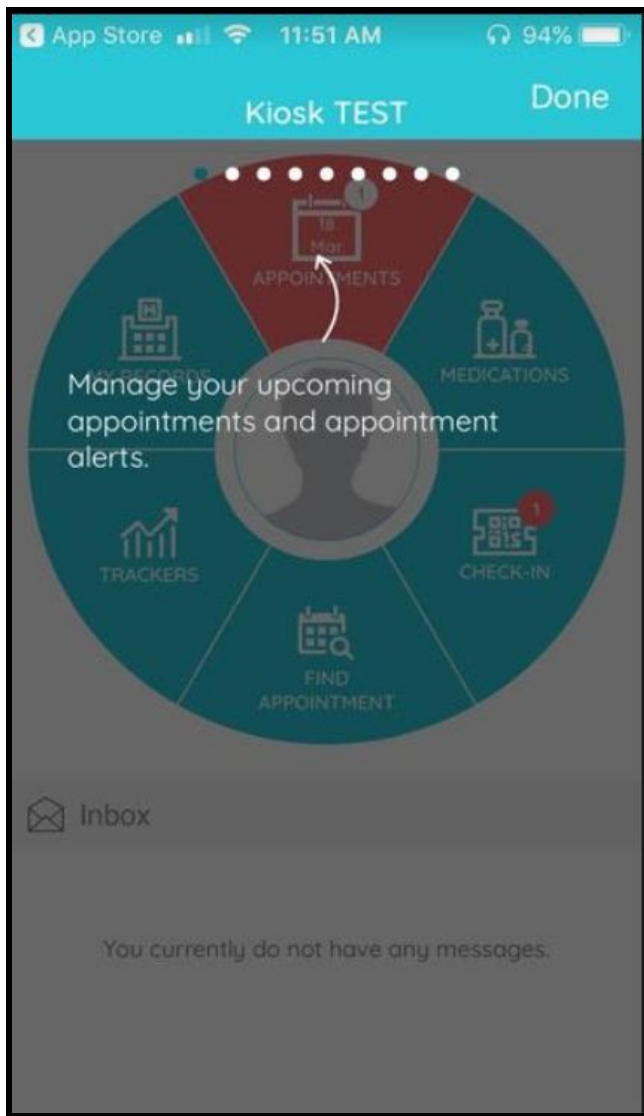
4. Agree to terms of use and set up your App with four digit code and touch ID



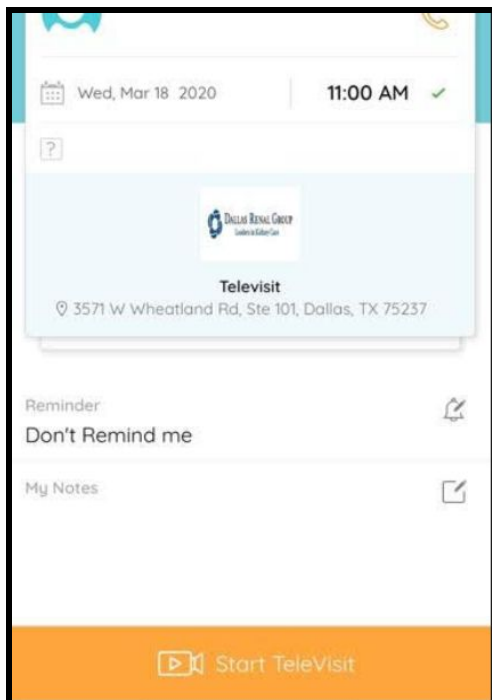
5. Make sure to allow access to Microphone and Camera. Click “OK”



6. Click on “Done” at the top right to move forward and the click on appointments.



7. Select appropriate appointment and Click on 'start Televisit' at the bottom of the screen



8. Check vitals (Blood pressure, heart rate, weight, height) and enter in the given fields (optional). Your answers will help make the visit more efficient with your provider. Click on “submit Vitals” at the bottom of the screen

App Store 11:52 AM 94%

< Back Vitals

Vitals

Blood Pressure

/

Temperature

Fahrenheit

Respiratory Rate

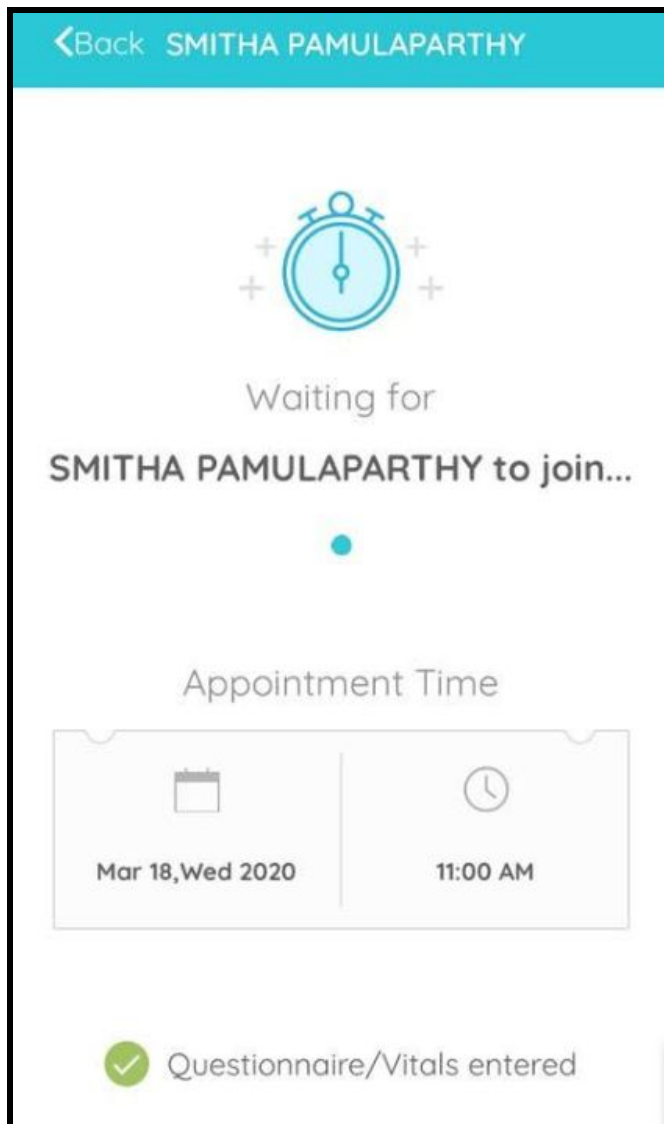
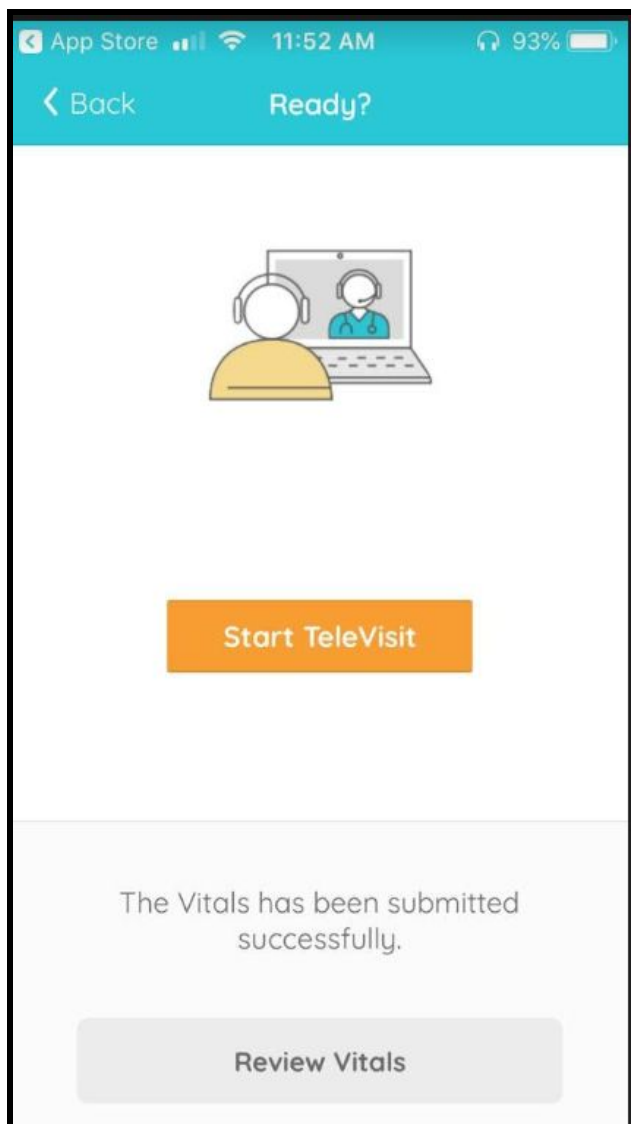
Breaths per minute

Pulse Rate

Breaths per minute

Submit Vitals >

9. Click on “start Televisit” and wait for your Doctor to join the meeting.



FAQs

General Questions

A. Can I view my TeleVisit after my appointment?

No, TeleVisits are not recorded.

B. What type of internet speed is recommended?

We recommend connecting to your healow TeleVisit with an internet connection that has a minimum 2 MB/s upload and 2 MB/s download speed.

C. I am experiencing slowness while on the visit. What is causing this? How can I resolve this?

Internet connection issues on either you or your provider's end could cause intermittent lag/freezing during the visit.

D. I just ended the session with my provider and forgot to mention something to him, can I call him back ? How can I quickly reach him?

The best way to contact your provider after the session has ended is to call the office directly. Even if the TeleVisit is viewable on your Patient Portal, your provider may not see that you have rejoined the session.

E. My TeleVisit just got disconnected due to an outage? How do I log back into my TeleVisit? Do I wait for the doctor to call me?

Please log back into the Patient Portal and rejoin your TeleVisit. If your provider does not appear, please call the doctor's office and inform them you have re-entered the session.

Before the visit

A. How do I know if my system can handle TeleVisits?

Ensure you have the Healow app installed on your phone, have allowed access to microphone and camera, and have internet connection.

B. Where is my appointment located?

Click the "Appointments" button at the top, and click on the appointment for which you want to join televisit .

Entering vitals and checking compatibility

A. It is well past my appointment time and I have yet to connect with my doctor. What can I do?

Ensure you are in the virtual waiting room. The virtual waiting room prompt will display "Waiting for (Your Doctor's Name)." If you see this message and still cannot connect, please contact the office that scheduled your appointment.

B. I can't enter the virtual waiting room.

You will only be able to enter the waiting room for your TeleVisit once you are within 30 minutes of the scheduled time. The "Start TeleVisit" button will appear orange when you can join the visit.

During the video call

A. I can't hear my doctor. What can I do?

Check your volume settings on your phone.

B. My video has frozen or is not moving, what is going on?

There may be a momentary loss of internet connection. Please wait and see if the video stabilizes. Also, ensure you have not clicked the "pause" button on your visit.