

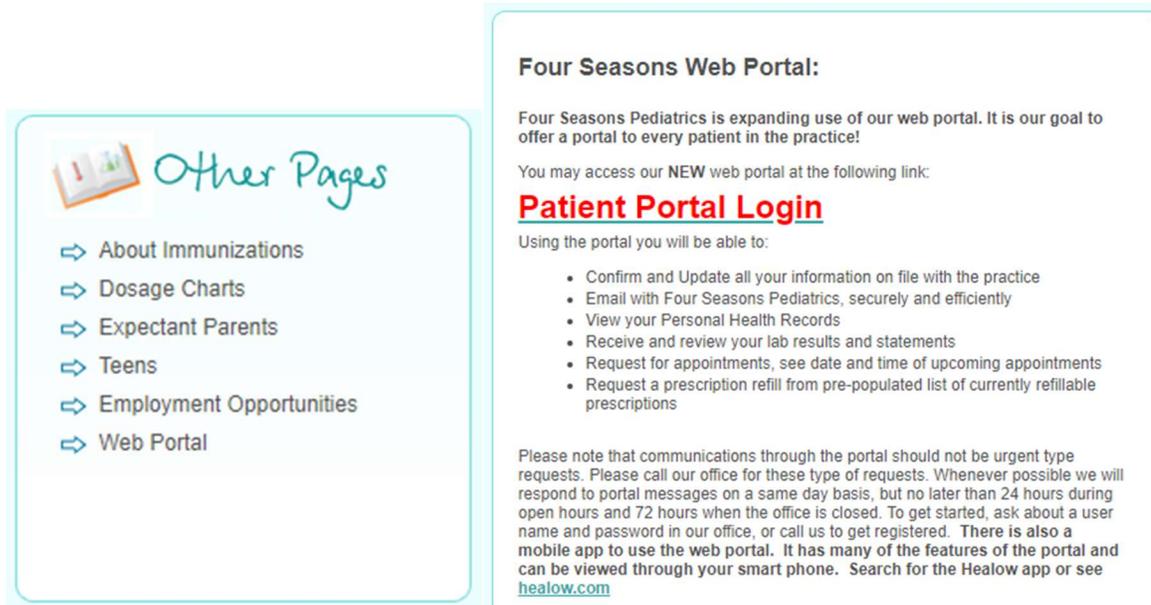
Using the Patient Portal or the Healow App for a TeleVisit appointment with your physician

This is a step by step guide to help parents and patients connect to a TeleVisit appointment with a physician at Four Seasons Pediatrics, rather than physically come into the office. In TeleVisits, you are connected directly to the physician via video chat. Depending on the reason for the TeleVisit, you may also be asked to fill out a question form related to the reason and enter information useful to the physician. To utilize this feature, the patient needs to be Web Enabled with the office. They must have either a webcam for the computer/laptop connection (our preferred method) or a smartphone with the Healow app installed. The device must also have enough internet connection speed for the video chat.

Starting a TeleVisit using the website patient portal on a desktop or laptop with a webcam.

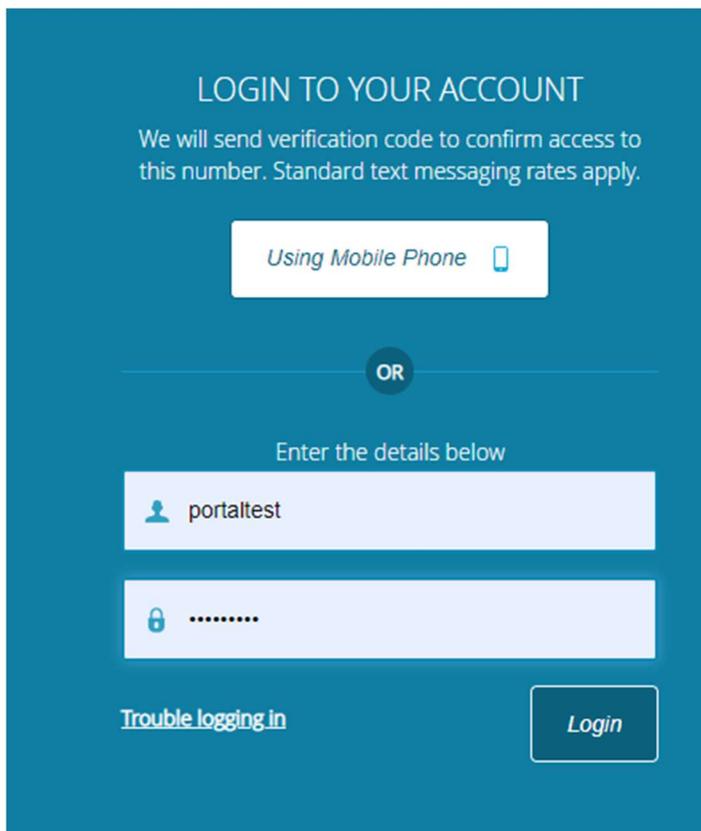
First, go to the practice's main website, www.fourseasonspediatrics.com

On the top left of the homepage, click the 'web portal' link (below left picture).



The screenshot shows two sections of the website. On the left, under the heading "Other Pages", there is a list of links: "About Immunizations", "Dosage Charts", "Expectant Parents", "Teens", "Employment Opportunities", and "Web Portal". On the right, the "Four Seasons Web Portal:" section contains a message about expanding portal use, a link to the "NEW web portal", and a red "Patient Portal Login" link. Below this link, it lists capabilities such as updating information, secure email, viewing health records, reviewing lab results, requesting appointments, and requesting prescription refills. A note at the bottom states that the portal is not for urgent requests and provides instructions for getting started, including the use of a mobile app (Healow) available at healow.com.

Next, click on the 'Patient Portal Login' link (above right picture). This will bring you to the login screen for patients. Unlike the Healow App for mobile devices, the website method requires you to log into the specific child with the TeleVisit.



The login screen has a blue background and the title "LOGIN TO YOUR ACCOUNT". It includes a message: "We will send verification code to confirm access to this number. Standard text messaging rates apply." There is a button labeled "Using Mobile Phone" with a mobile phone icon. Below this is an "OR" separator. The main section is titled "Enter the details below" and contains two input fields: one for a username (containing "portaltest") and one for a password (represented by dots). At the bottom left is a link "Trouble logging in" and at the bottom right is a "Login" button.

After you enter the login info above, you will be directed to the patient specific web portal account.

Once you log into the portal, on the left side of the screen there will be a box regarding appointments. You will see your TeleVisit for the date and time given in this box, along with the 'Join TeleVisit' button. When you are ready, click this button.

The screenshot shows a user interface for appointments. At the top, there is a green circular icon with a calendar symbol and the text 'APPOINTMENTS'. To the right is a 'View All' link with an eye icon. Below this is a card for a patient named Harry Miller. The card includes the clinic name 'Four Seasons Pediatrics', the address '532 Moe Rd., Clifton Park, NY 120653822', and the appointment date and time '03/16/2020 1:15 PM EDT'. A green checkmark icon indicates that the 'Questionnaire and Vitals' have been entered. There is a 'Review?' link, a 'Join TeleVisit' button, and a 'View TeleVisit FAQ' button.

The next screen (below picture) will show questions where you can fill in your answers. If these questions pertain to your TeleVisit, or if instructed by the physician, fill these out and click on the continue button on the bottom of the screen on each page. If you do not know the answers to some of these questions you can skip them.

Questions about fever and cold symptoms

Constitutional/General

How many days for fever

Cough:

- Yes
 No

ENT/respiratory

Runny nose

- Yes
 No

Sore throat

- Yes
 No

Shortness of breath

- Yes
 No

Resubmit Questionnaire

Skip

On the next page will go through capability checks regarding if your device can perform the TeleVisit, such as checking if your microphone camera is working, which are the most important items. Sometimes computers running multiple things in the background, or if others are using the internet a lot, this may affect performance. Most internet speeds should be able to handle the video and audio of TeleVisits. Click proceed or skip if you know everything is working OK.

TeleVisit System Compatibility Check

Computer	 Browser Windows 10.0 ✔
	 Speaker Ensure your speakers are working by clicking "Play" below ✔ <input type="button" value="Play"/>
	 Camera  ✔ <input type="text" value="RGB-IR Camera (0408:7020)"/>
	 Microphone <input type="text" value="Default - Microphone (Realtek High Definition Audio)"/> ✔
	<hr/>
Connection	 Video Connection ✔
	 Bandwidth Your internet connection is suitable for TeleVisit. ✔

Once all the steps above are finished, you will be given the button to 'Proceed'

You will now be placed in the waiting area until the physician joins the virtual meeting. The visit will start automatically once the physician connects.

h TeleVisit ✕

Waiting for Harry Miller to join...

Appointment Time:

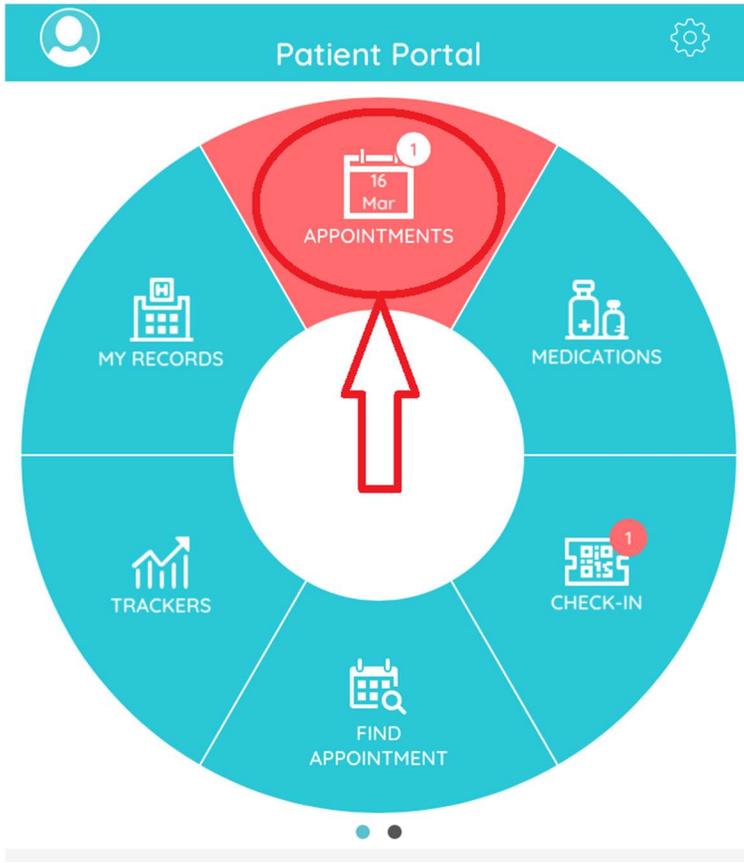
Mar 16,2020 1:15 PM

✔ Questionnaire/Vitals: Entered. [Review ?](#)

To use the Healow mobile app on your smart phone...

Log into your Healow App (and select the child with the visit, if more than 1 are linked)

On the home screen, you will see the section for 'Appointment' highlighted. Tap this menu.



On the next screen, you will see your TeleVisit appointment listed. You will also see any other appointments you may have had or ones upcoming. You will also know what appointment to tap on if you see the video chat icon next to the time. Tap anywhere on the correct appointment square.

← Back

My Appointments



Harry Miller

✓ 01:15 PM

Mon, Mar 16

Four Seasons Pediatrics

📍 532 Moe Rd, Clifton Park, NY 120653822



Televisit



The next screen that will show just confirms the appointment details. Tap on 'Start TeleVisit'

← Back

Appointment Details



Harry Miller

To call the office, tap on the phone symbol



Mon, Mar 16 2020

01:15 PM ✓



Four Seasons Pediatrics

📍 532 Moe Rd, Clifton Park, NY 120653822



Start TeleVisit

The next screen (below) will be titled 'Questionnaire and Vitals.' If these questions pertain to your TeleVisit, or if instructed by the physician, fill these out and tap the continue button on the bottom of the screen on each page.

← Back **Questionnaire and Vitals**

Fever



Harry
16 Mar 2020 02:45 PM

Please answer the questions below

Constitutional/General

1. How many days for fever

On the final page (below left), you will be asked if you are ready to join the visit. You will not be able to check in more than 1 hour before the appointment time. When ready, tap on 'Start.' If you want to go back and review your answers, tap on the 'go back' item on the bottom of the screen.

← Back **Ready?**

← Back **Harry Miller**

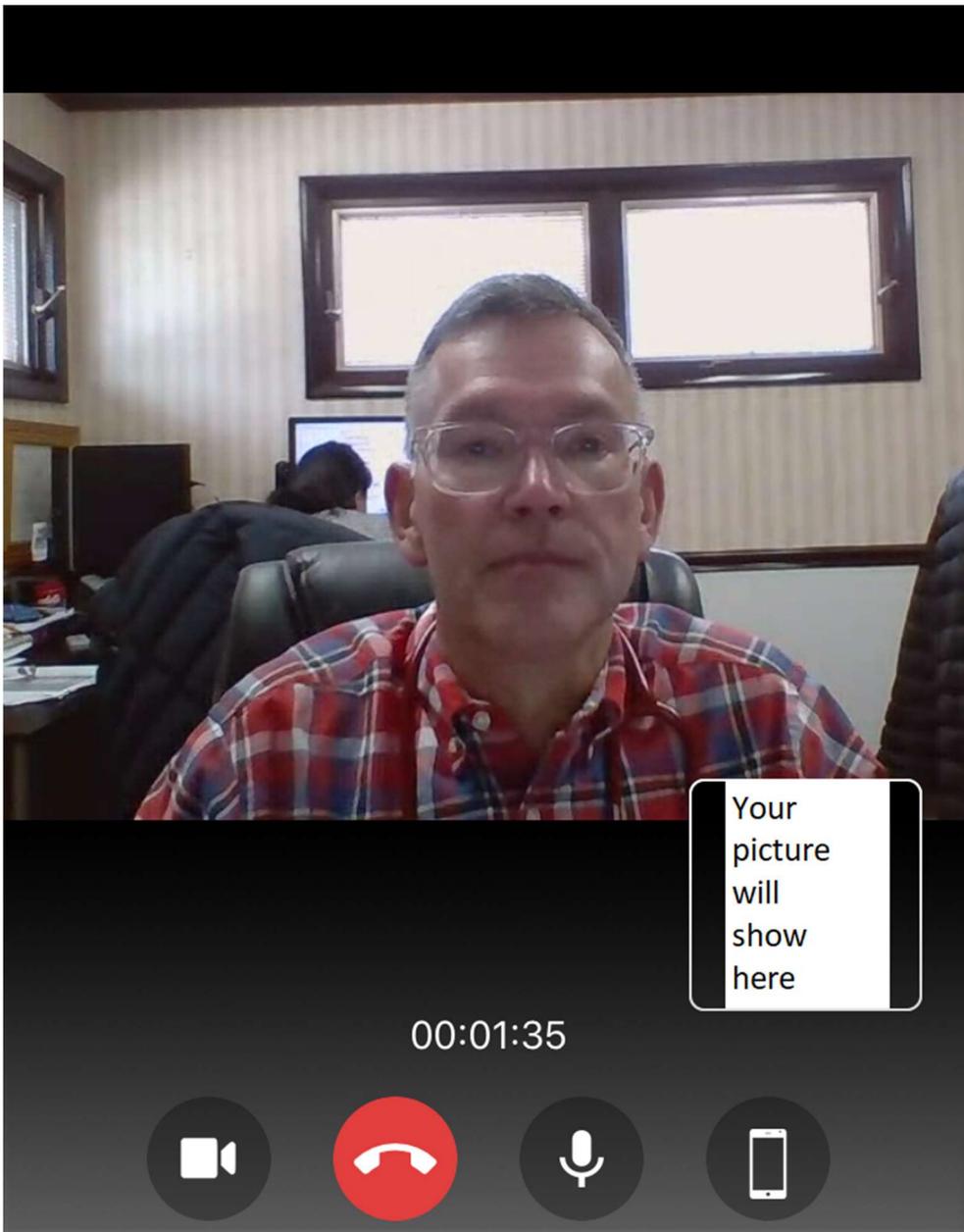


Start TeleVisit



Waiting for
Harry Miller to join...

You are now waiting for the physician to join the TeleVisit (above right). Once they connect from their computer, you will be able to see them, and they will see you. If for some reason the TeleVisit disconnects, you can reconnect using the same steps above.



You can type out messages in text using the chat bubble on the top right of the screen. You can also reverse the camera on your smartphone to show the physician something you are looking at while still seeing them. Simply tap the button on the far right. You can mute the voice, cut the video feed, or hang up by tapping on the other buttons on the bottom.