

# TEXAS NEUROLOGY Tele-Visit Guide

We recommend joining your Texas Neurology Tele-Visit using your smart phone and the free healow App. You can locate the app by going to the App Store (Apple Store for Apple users and Google Play for Android users) and searching for “Healow”. The icon for the app is a white letter “h” in a turquoise circle (pictured to the left).



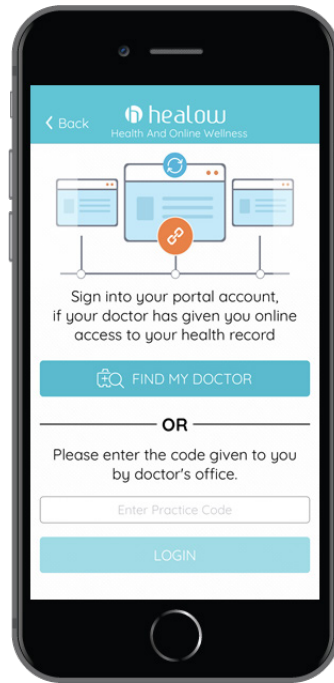
## To ensure your Tele-Visit works smoothly, please make note of the following items:

- Download the Healow app and make sure everything is set up prior to your appointment.
- Make sure your pharmacy is correct (you'll need to update this under My Account > Additional information on our Patient Portal).
- As we do not bill insurance for this service, you will receive a call from our office prior to your appointment so that we can collect a \$75 advance payment for the Tele-Visit.
- When completing your Pre-Visit Questionnaire, you must attest that you have read and agree to our Texas Neurology Tele-Visit Terms and Conditions. Should you wish to read over this document in advance, it is available on our Tele-Visits page at <http://www.texasneurology.com/televisits/>

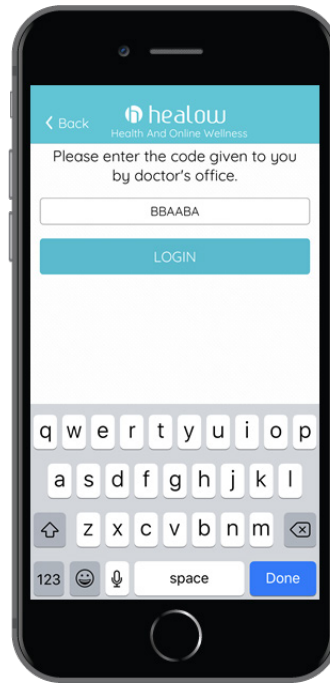
**If you have questions, give us a call at (214) 827-3610 or send us a web message!**



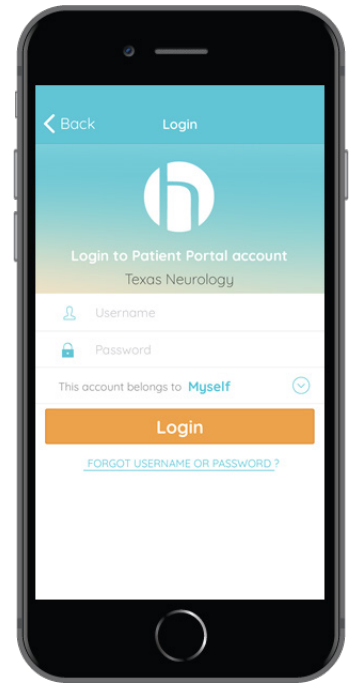
Once the app is downloaded tap "GET STARTED".



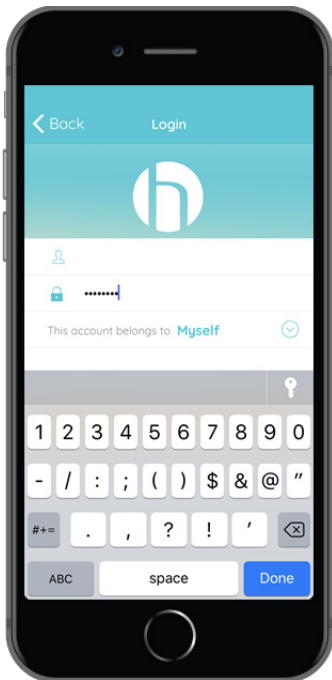
Tap the "Enter Practice Code" box.



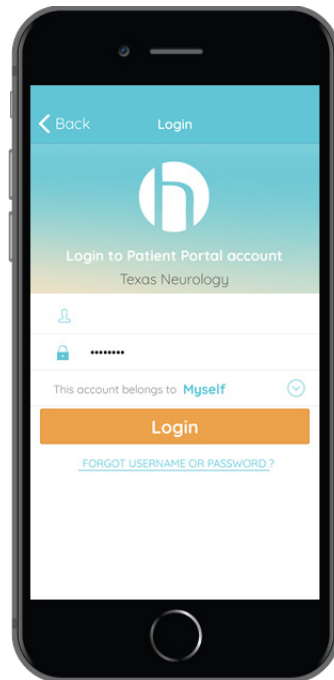
Enter the practice code for Texas Neurology, which is **BBAABA**. Tap the "Done" button when completed.



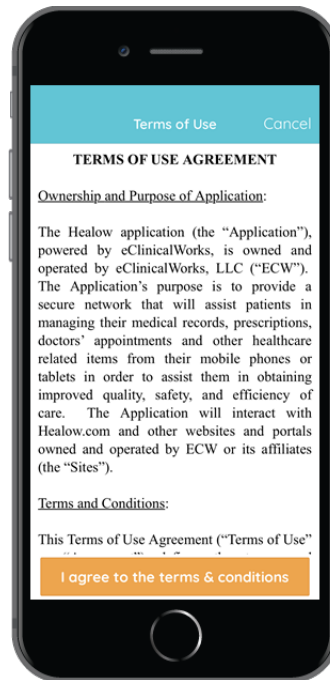
The screen will now say "Login to Patient Portal account Texas Neurology".



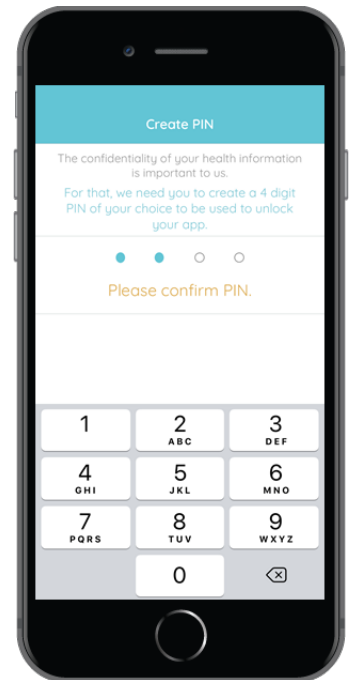
Tap the Username/ Password fields and type the Username/Password that you would normally use to log into the Patient Portal. Tap the "Done" button when completed.



Your Username/Password will be in the fields. Tap the "Login" button.



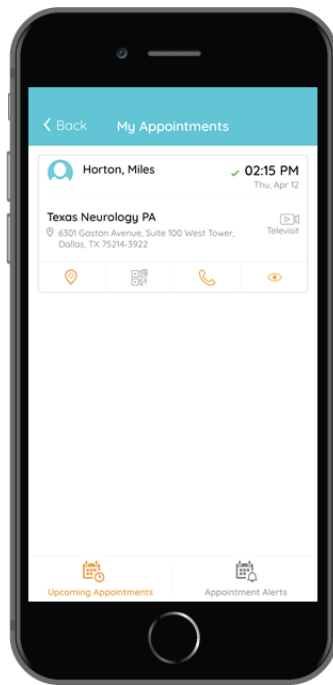
Read the "TERMS OF USE AGREEMENT" and then tap the "I agree to the terms & conditions" button (if you agree to the terms and conditions).



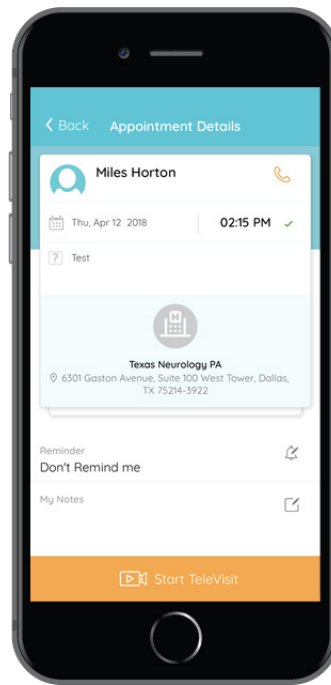
You will now need to create a 4-digit pin which you will use to access the Healow app. You will perform this step twice to confirm the pin you entered is correct.



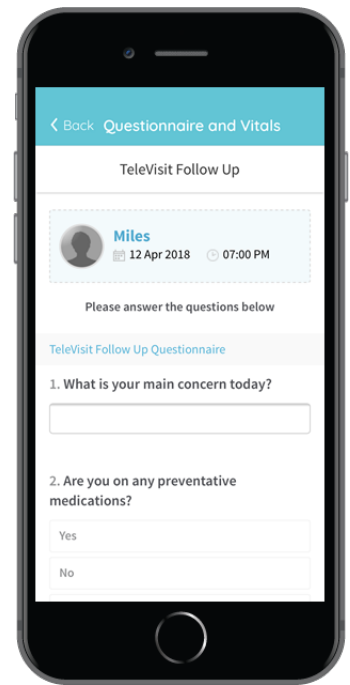
You have now set up the Healow app. If you have an upcoming appointment the dial will be red. If you're ready to start your TeleVisit, tap the red appointment "slice".



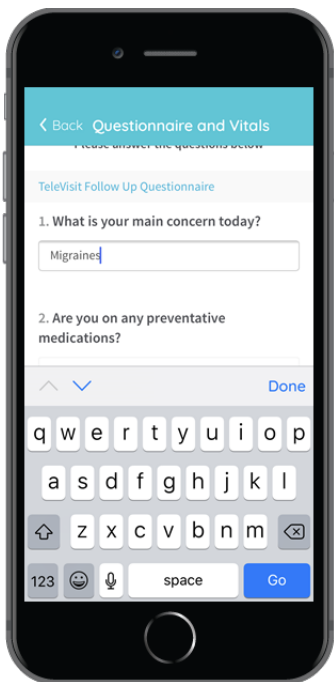
All of your upcoming appointments are displayed. In the example above, there is only one appointment (a TeleVisit) so you would tap that appointment.



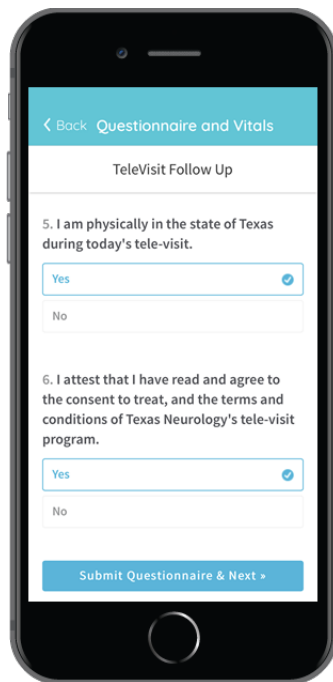
Tap the "Start TeleVisit" button.



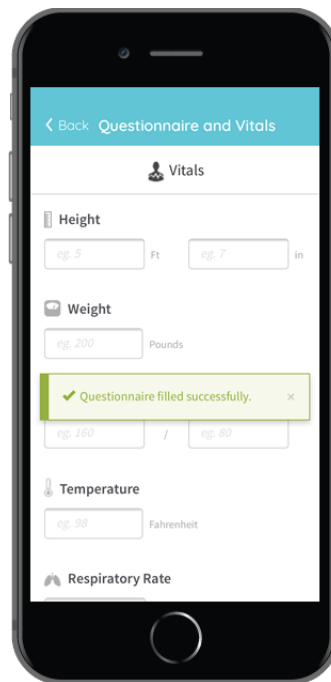
You will need to first fill out a short Questionnaire.



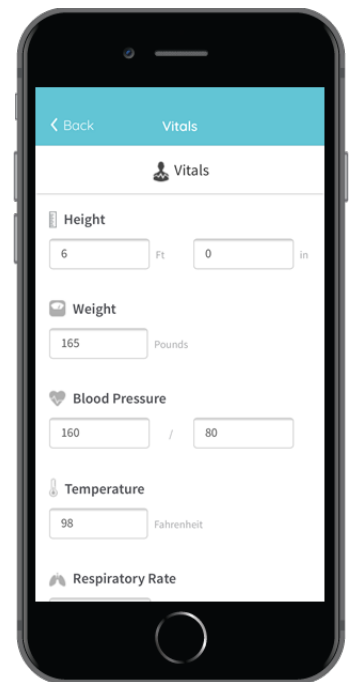
Tap the fields and use your keypad to type out any answers that require free text or select from pre-defined choices depending on the question.



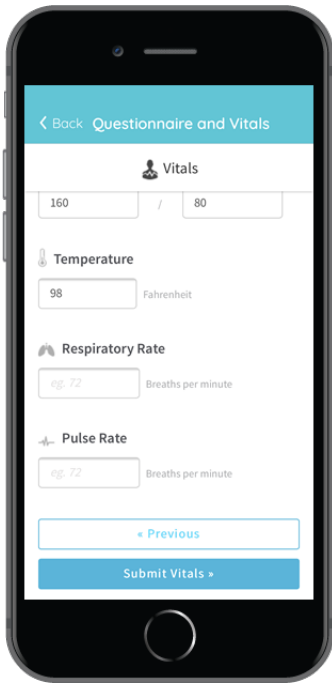
Tap "Submit Questionnaire & Next"



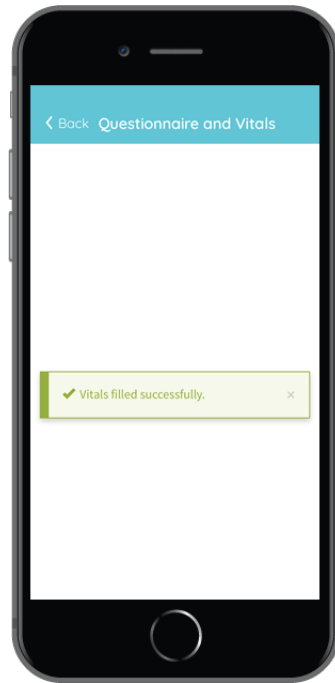
A confirmation message that "Questionnaire filled successfully." will appear.



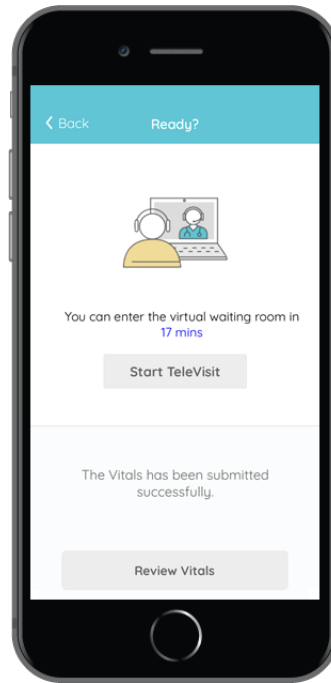
Tap the fields and use your keypad to enter any vitals that you can provide.



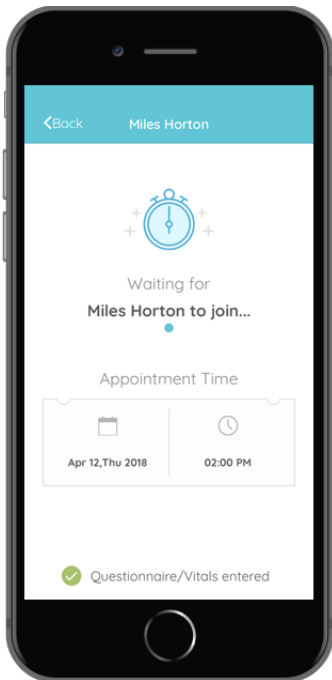
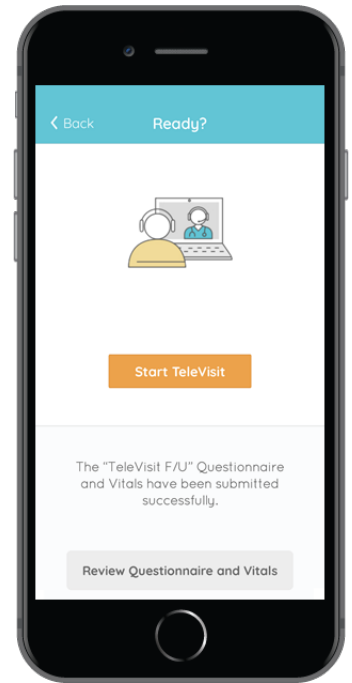
Tap "Submit Vitals"



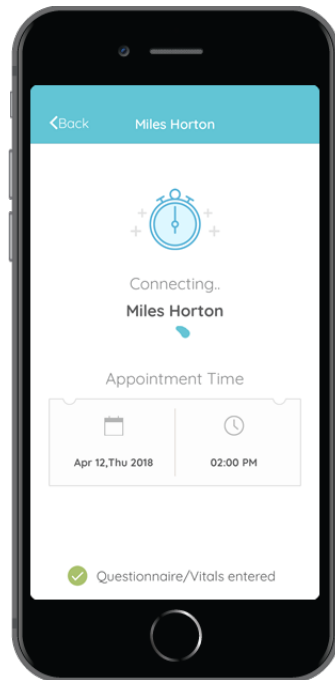
A confirmation message that "Vitals filled successfully." Will appear.



If you are checking into your televisit too soon the "Start TeleVisit" button will be grayed out with a message telling you how many minutes you must wait before you can enter the virtual waiting room, otherwise tap the "Start TeleVisit" button.



A message saying "Waiting for {Name}" will display.



A message saying "Connecting..." will display.

**You've successfully connected to your Tele-Visit!**

