

VirtualCare Appointments: Patient Guide

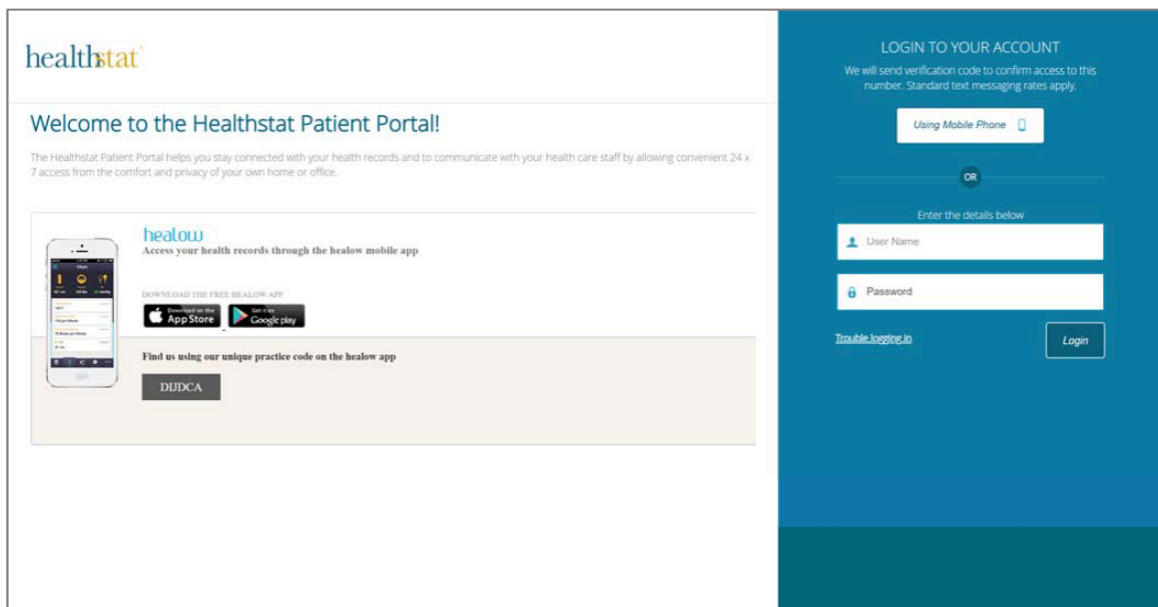
Healthstat’s VirtualCare option allows patients to visit a Healthstat Health Center from the privacy of their own home or office location. Healthstat Providers have full access to your medical record and can offer a unique and intuitive experience to receive care even when you are unable to physically get into a Health Center. Contact your Health Center or the Healthstat Scheduling Line to schedule a Virtual Visit.

To use this service, there are a few requirements:

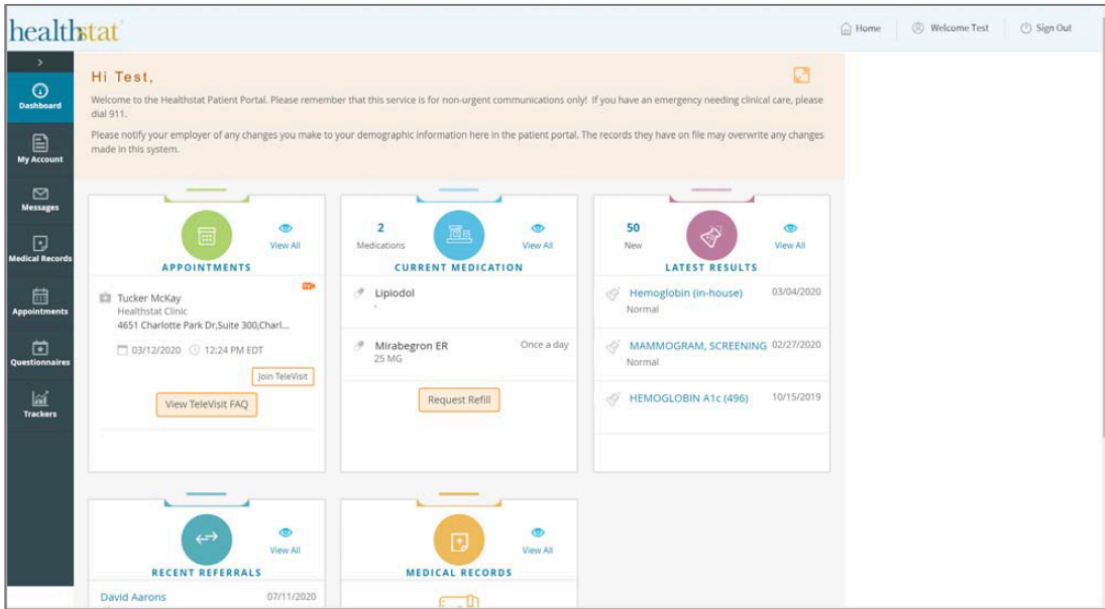
- You must have a Patient Portal account and be “Web-enabled.”
- You need to have a reliable internet connection;
- Use Google Chrome or Mozilla Firefox internet browsers;
- If using a desktop or laptop – you need to have a connected webcam and speakers / microphone

Logging into a VirtualCare Appointment from Your Computer

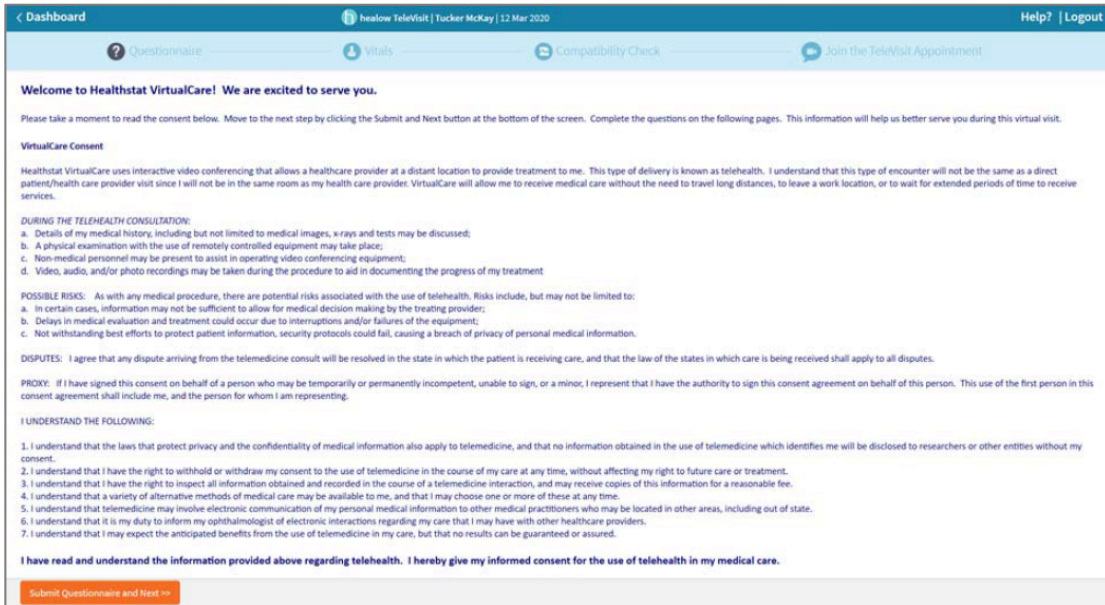
1. You will need to log into the Healthstat patient portal at patientportal.yourhealthstat.com
2. Enter your username and password to start the scheduled TeleVisit appointment;



- Once you are logged into the patient portal you will see the scheduled TeleVisit in your patient dashboard;



- Click on Join TeleVisit to start the appointment-you will be prompted to answer a questionnaire. Click Submit Questionnaire after completing it.



5. After completing the questionnaire, you will be prompted to enter your vitals. If you have the ability to enter of this information, you may do so, or if you don't have any Vital Sign, click Submit Vitals button.

The screenshot shows the 'Vitals' section of the Healow TeleVisit interface. The header includes 'Dashboard', 'healow TeleVisit | Tucker McKay | 12 Mar 2020', and 'Help? | Logout'. Below the header, there are navigation tabs: 'Questionnaire' (checked), 'Vitals', 'Compatibility Check', and 'Join the TeleVisit Appointment'. The main area contains input fields for: Height (ft and inches), Weight (pounds), Blood Pressure (two fields with a slash), Temperature (F), Respiratory Rate (breaths per minute), and Pulse Rate (breaths per minute). A 'Submit Vitals' button is located at the bottom left.

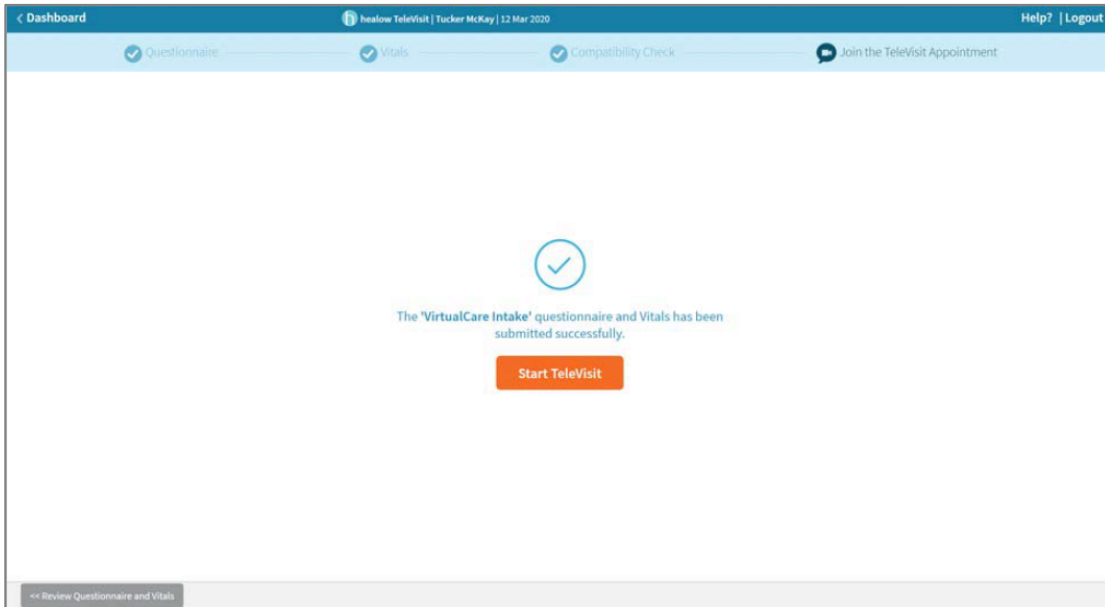
6. Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment;

The screenshot shows the 'TeleVisit System Compatibility Check' screen. The header is the same as the previous screenshot. The navigation tabs are: 'Questionnaire' (checked), 'Vitals' (checked), 'Compatibility Check', and 'Join the TeleVisit Appointment'. The main area is titled 'TeleVisit System Compatibility Check' and displays a table of system checks:

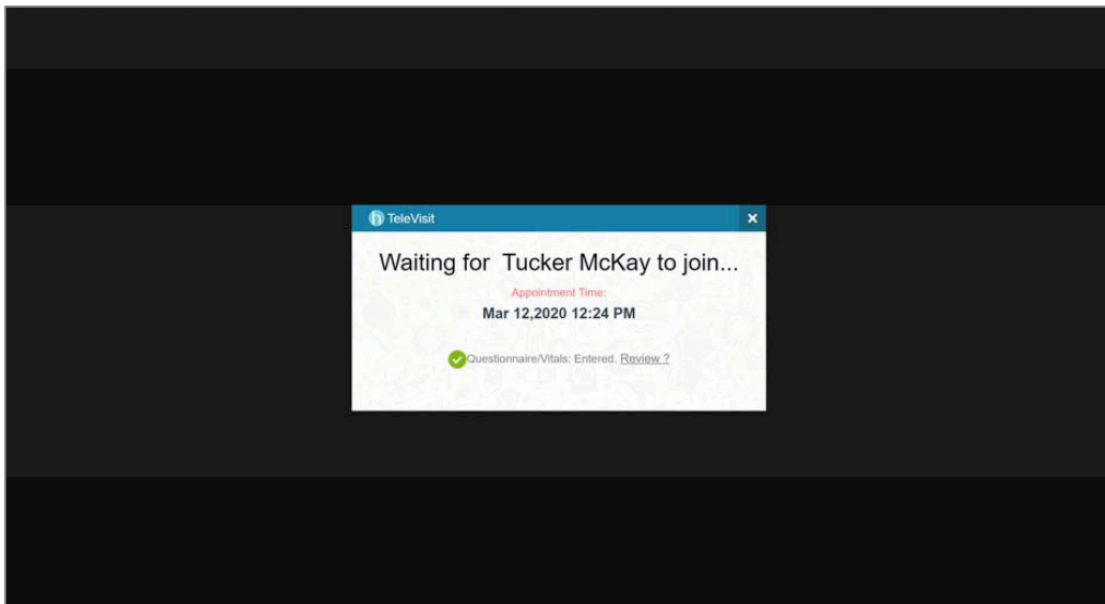
Category	Item	Status
Computer	Browser (Windows 10.0)	✓
	Speaker (Ensure your speakers are working by clicking "Play" below)	✓
	Camera (Microsoft Camera Front)	✓
	Microphone (Default: Microphone Array (Broadly High Definition Audio)(SST))	✓
Connection	Video Connection	✓
	Bandwidth (Your internet connection is suitable for TeleVisit.)	✓

At the bottom, there are two buttons: 'Review Questionnaire and Vitals' and 'Proceed'.

7. Once this has been completed you will just need to click on start TeleVisit – this will alert your provider that they can now start the TeleVisit appointment.

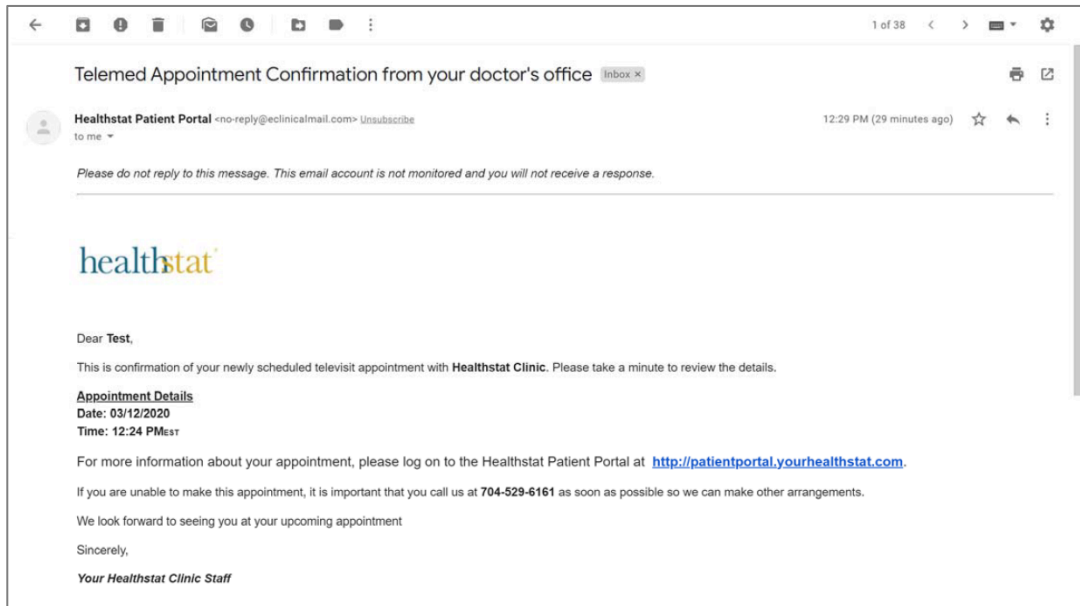


8. You will then be placed in the Virtual Waiting Room. Once your Provider is ready for the visit, you will be connected to the appointment.



Logging into TeleVisit from the Email Confirmation/Notification

1. You will receive a confirmation email after scheduling a TeleVisit appointment with your provider and you will also receive a notification email before the appointment time.

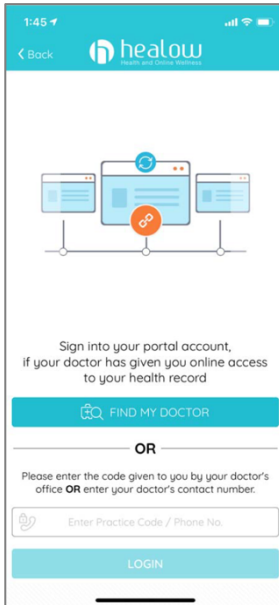


2. Click the Patient Portal link. Log in to your account and follow the same steps as outlined above.

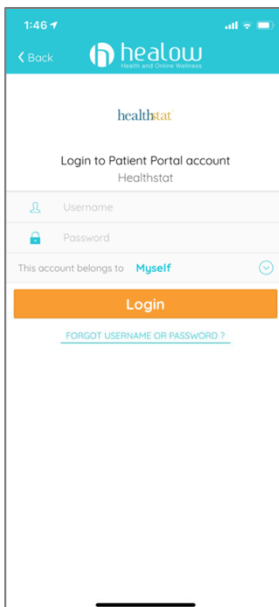
Logging into TeleVisit from healow app on Your Smartphone

1. Download the healow app on your phone and search for our practice by entering the practice code in the bottom section.

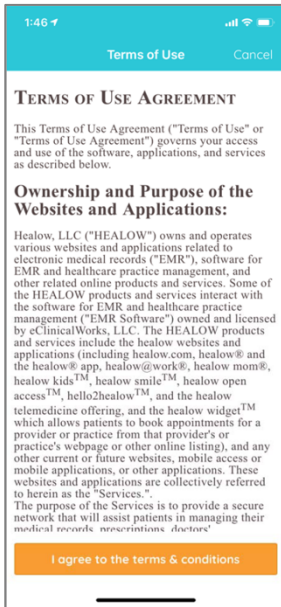
Healthstat's Practice Code is **DIJDCA**



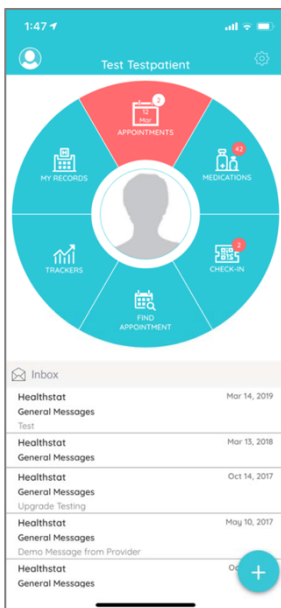
2. Log into healow app with your patient portal credentials



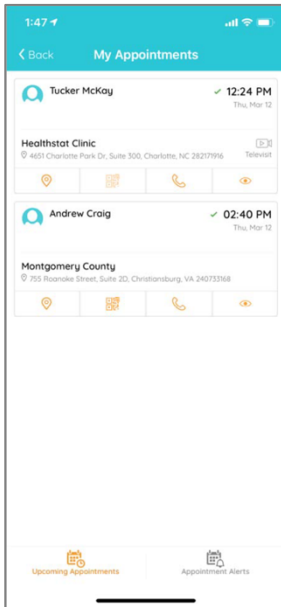
3. If this is your first time logging in to the healow App, read and agree to the Terms of Use Agreement;



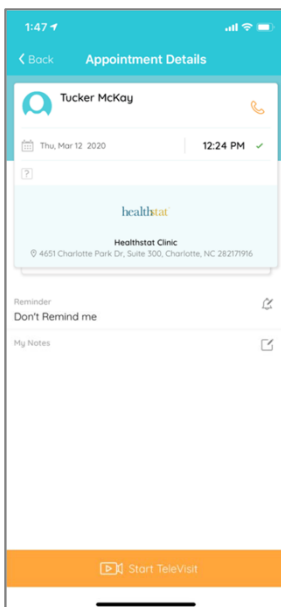
4. Once into the app, Click the Appointments section;



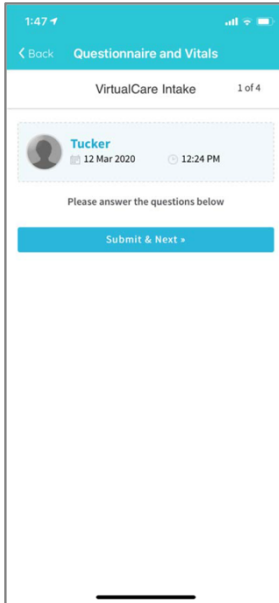
5. In the My Appointments section, click on the TeleVisit icon under the appointment time. The Televisit icon will only be visible to appointments being done via VirtualCare;



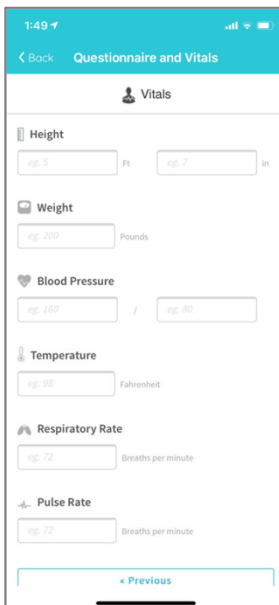
6. Click on the Start TeleVisit button on the bottom of the screen;



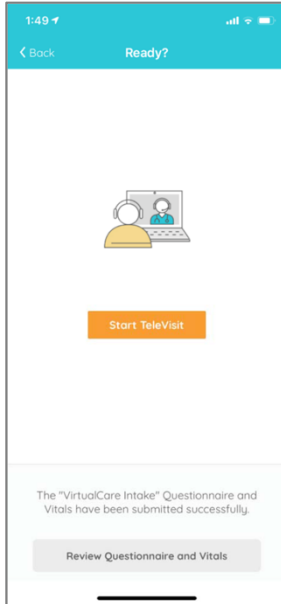
7. Answer the questionnaire, click on Submit Questionnaire to move on to the next step;



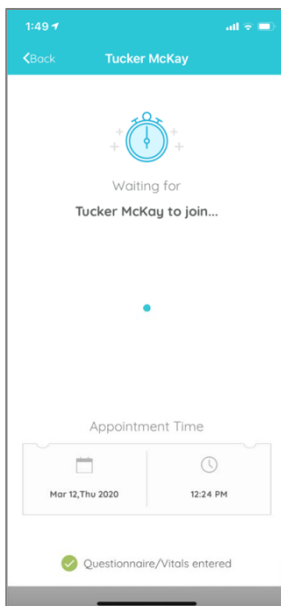
8. If you have your Vital Signs information, click on Submit Vitals to move on to the next step. If not, Click the Skip button



9. Once vitals have been submitted or skipped, click on Start TeleVisit button;



10. 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.



We hope that this service will allow you to maintain access to your Health Center and provide a valuable way to get services needed, even when you may not be able to come to the Health Center.

If you have any questions, please feel free to contact your Health Center or the Healthstat Help Center at healthstatinc.com/for-patients/patient-contact-us