healthstat®

VirtualCare

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;

healthstat	LOGIN TO YOUR ACCOUNT We will send verification code to confirm access to this number. Standard text messaging rates apply.
Welcome to the Healthstat Patient Portal!	Using Mabile Phone
The Healthstat Patient Portal helps you stay connected with your health records and to communicate with your health care staff by allowing convenient 24 x 7 access from the comfort and privacy of your own home or office.	
Access your health records through the healow mobile app	Enter the details below
1 0 1/2 window 0 0 window 0 window 0 window 0	e Password
Find us using our unique practice code on the healow app DUDCA	Tinskill:Logotic.0

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



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

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Questionnaire	Uvitals	Compatibility Check	Doin the TeleVisit Appointment
Welcome to Healthstat VirtualCare! We are excit	ted to serve you.		
Please take a moment to read the consent below. Move to the new	at step by clicking the Submit and Next butto	in at the bottom of the screen. Complete the questions on the follo	owing pages. This information will help us better serve you during this virtual visit.
VirtualCare Consent			
Healthstat VirtualCare uses interactive video conferencing that allo patient/health care provider visit since I will not be in the same roo services.	ws a healthcare provider at a distant locatio om as my health care provider. VirtualCare w	n to provide treatment to me. This type of delivery is known as tel ill allow me to receive medical care without the need to travel long	lehealth. I understand that this type of encounter will not be the same as a direct g distances, to leave a work location, or to wait for extended periods of time to receive
DURING THE TELEHEALTH CONSULTATION: a. Details of my medical history, including but not limited to media b. A physical examination with the use of remotely controlled equi- c. Non-medical personnel may be present to assis in operating with d. Video, audio, and/or photo recordings may be taken during the	cal images, x-rays and tests may be discussed ipment may take place; deo conferencing equipment; procedure to aid in documenting the progre	d; ess of my treatment	
POSSIBLE RISKS: As with any medical procedure, there are potent a. In certain cases, information may not be sufficient to allow for b. Delays in medical evaluation and treatment could occur due to c. Not withstanding best efforts to protect patient information, se	tial risks associated with the use of telehealt medical decision making by the treating prov interruptions and/or failures of the equipme curity protocols could fail, causing a breach of	h. Risks include, but may not be limited to: ider: ent: of privacy of personal medical information.	
DISPUTES: 1 agree that any dispute arriving from the telemedicine	consult will be resolved in the state in which	h the patient is receiving care, and that the law of the states in whi	ich care is being received shall apply to all disputes.
PROXY: If I have signed this consent on behalf of a person who ma consent agreement shall include me, and the person for whom I ar	wy be temporarily or permanently incompete m representing.	nt, unable to sign, or a minor, I represent that I have the authority	to sign this consent agreement on behalf of this person. This use of the first person in this
I UNDERSTAND THE FOLLOWING:			
1. I understand that the laws that protect privacy and the confiden	tiality of medical information also apply to te	elemedicine, and that no information obtained in the use of teleme	edicine which identifies me will be disclosed to researchers or other entities without my
Current: 2. I understand that I have the right to withhold or withdraw my co 3. I understand that I have the right to inspect all information obtain 4. I understand that a variety of alternative methods of medical ca 5. I understand that I is my duty in offern my ophishimologist of 7. I understand that I is my duty inform my ophishimologist of 7. I understand that I is my duty and the main offer the ophishimologist of 7. I understand that I is my duty the anticipated benefits from the	insent to the use of telemedicine in the cour ined and recorded in the course of a telemed re may be available to me, and that I may ch cation of my personal medical information to electronic interactions regarding my care tha use of telemedicine in my care, but that no	se of my care at any time, without affecting my right to future care dicine interaction, and may receive copies of this information for a soo eneor or more of these at any time. The medical practitioners who may be located in other areas, in I may have with other healthcare providers. results can be guaranteed or assured.	r or treatment. reasonable fee. ncluding out of state.
I have read and understand the information provided abo	ove regarding telehealth. I hereby give	e my informed consent for the use of telehealth in my me	edical care.
Submit Questionnaire and Next >>			

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.

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pounds				
Blood Pressure				
Temperature				
F Respiratory Rate				
breaths per minute				
Pulse Rate breaths per minute				
Submit Vitals				

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;

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Ouestionnaire	🖉 Vitals -	Compatibility Check	Join the TeleVisit Appointment	
	TeleVisit	System Compatibility Check		
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	Speaker Insure your speakers are working by clo Play	Airg "Play" below	٥	
Computer	Example 2 Carnera		ø	
11月11日1月1日	Microphone Default - Microphone Aeray (Reallek High	v Definition Audio(SST) •	٥	
	Video Connection		٥	
Connection	Bandwidth Your internet connection is suitable for 1	elevioit.	0	

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.

1 TeleVisit	×	
Waiting for Tucker McKay to join Appendiment Time: Mar 12,2020 12:24 PM Cuestionnaire/Vitals: Entered. Review ?		

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;

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

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Tucker McKay	Ç
111 Thu, Mar 12 2020	12:24 PM 🗸
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Healthstat © 4651 Charlotte Park Dr, Suite 30	Clinic 0, Charlotte, NC 282171916
Reminder Don't Remind me	ß
My Notes	C

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

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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.

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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 <u>healthstatinc.com/for-patients/patient-contact-us</u>