

# How do I participate in a Televisit using a cell phone or iPad?



## Getting Started:

Please call Whitney M. Young, Jr. Health Center (WYH) at (518) 465-4771 to schedule the appointment and to obtain your patient **portal username and password** if you have never previously accessed the patient portal for WYH.

- *If you have used the portal before, but you have forgotten your username, please call for that information.*
- *If you have forgotten your password, please follow the steps on the patient portal or Healow app to reset it.*

**IMPORTANT:** Before getting started, please make sure you are in a secure, private location to keep your health information private.

## How to complete a telehealth visit through the Healow App:

### Step 1:

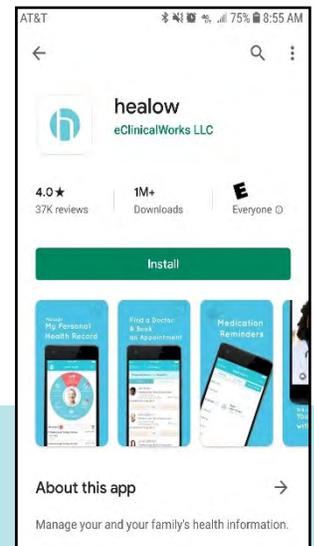
Download the Healow app by clicking on appropriate link:

**Android phone (Google Play):**

<https://play.google.com/store/apps/details?id=com.ecw.healow>

**iPhone or iPad (Apple App store):**

<https://apps.apple.com/us/app/healow/id595012291?ls=1>



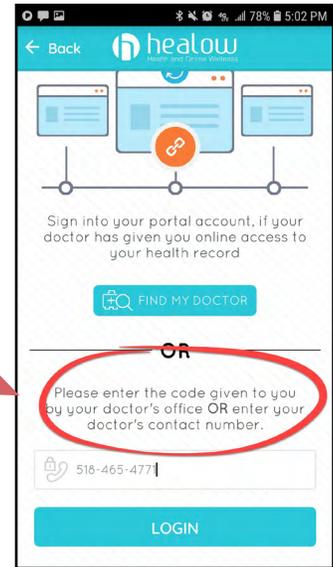
### Step 2:

Open the Healow app on your smartphone.

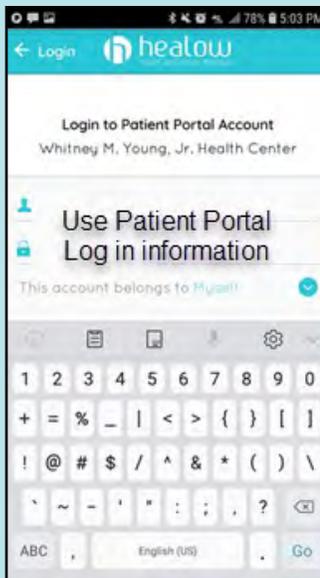
Click **“Get Started”** to begin setting up the Healow app.

### Step 3: Locate Whitney Young Health

To find Whitney M. Young, Jr. Health Center, use either the phone number: **518-465-4771** or the clinic-specific code: **HGBDAA**



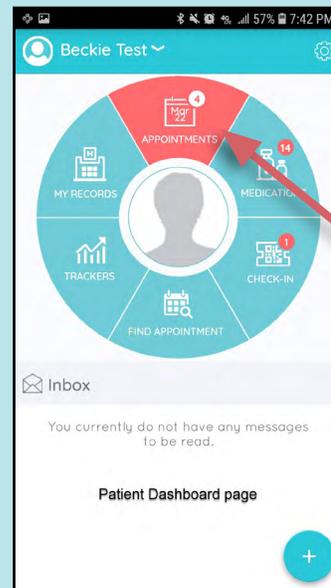
### Step 4: Log in with your patient portal username and password.



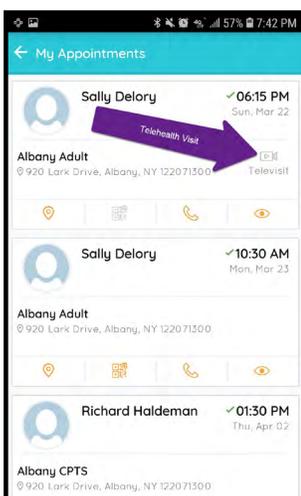
Then accept the Terms of Use Agreement and set up a 4-digit pin code that you will use to unlock the application.

If alerts pop up to allow the application access to your location, select “allow”.

### Step 5: Appointments icon



Click on the **appointments** icon to view all appointments.



### Step 6: Telehealth camera icon

Telehealth visits are differentiated from other appointments by the **camera icon** located on the right hand side of the appointment.

To initiate your telehealth appointment, **click on the camera icon**.

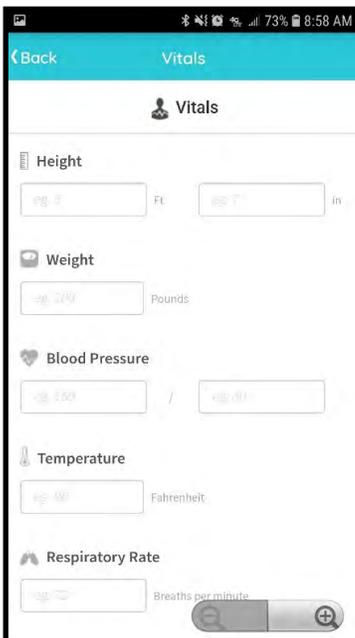
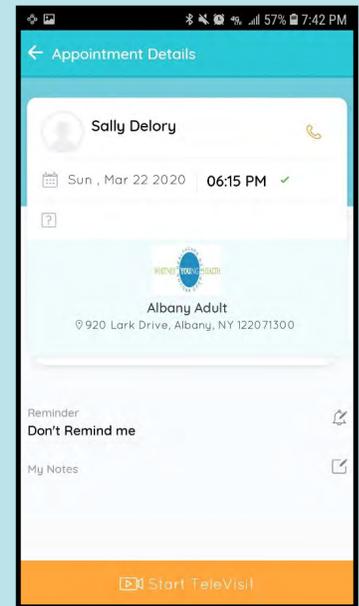


## Step 7: Set a Reminder

You can set a reminder for your telehealth visit by using the reminder feature. Click on **“Start TeleVisit”** to start the visit.

You can initiate your visit 10 minutes before the scheduled appointment time.

***If you are 30 minutes late for your appointment you will not be able to attend the visit. You must reschedule the visit.***



## Step 8: Enter your vitals

Entering in vitals is **optional**.

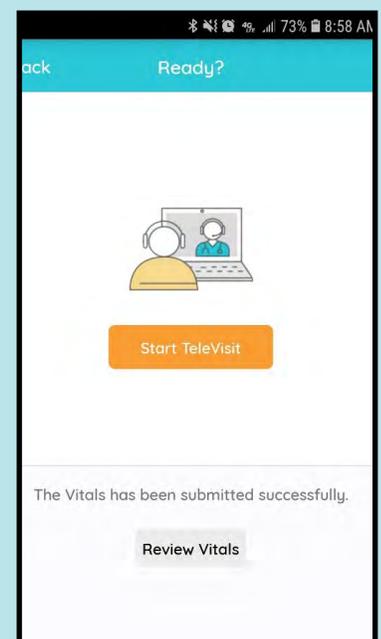
To continue to your appointment, scroll down to the bottom and click **“submit vitals”**.

## Step 9: Start your TeleVisit

If you entered your vitals and you wish to review them, you can do so by clicking **“review vitals”** and repeating step 8 to get back to this screen.

To complete the “check in” process, select **“Start TeleVisit”**. If any alerts pop up asking for the Healow app to have permission to access your camera and audio, select **allow**.

***If you deny the application permission to your smartphone camera and audio, the telehealth visit cannot be done and an office visit must be scheduled with your provider.***

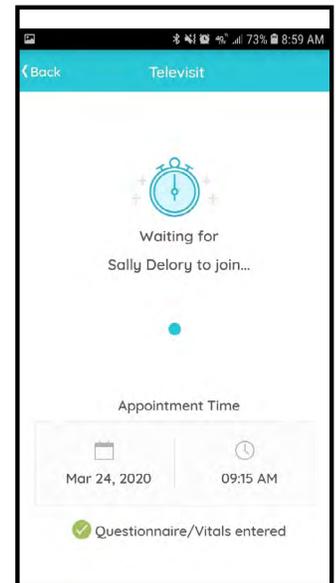


## Step 10: Waiting to join

Once this screen appears, your provider is notified that you have logged on for your appointment and are ready for the provider to join.

Wait for the provider to join. If your connection to the provider is interrupted, you can rejoin by repeating the previous steps.

The provider will begin the face to face TeleVisit, and disconnect when the visit ends.



**If you have any questions or concerns, please call  
Whitney Young Health at 518-465-4771.**



### During Your TeleVisit: Icons and Actions

Once your TeleVisit has started, the following options will be available to you by clicking on the icons:



Allows patient to **pause** and **continue** the video



Allows the patient to **mute** and **unmute** the audio



Opens up a **chat window**



Allows patient to **end visit**

