



HOW TO PARTICIPATE IN TELEVISITS WITH MICARE THROUGH PATIENT PORTAL

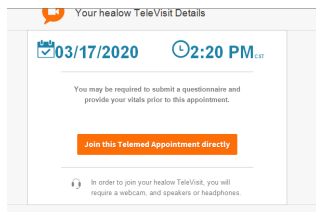
The first step is to call and schedule with your provider

Before beginning your TeleVisit, make sure that you:

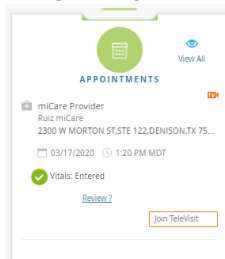
- 1.) Have access to a computer/laptop, with a camera and **GOOGLE CHROME** browser
- 2.) Have an active Patient Portal account, with username and password

To begin your Televisit, follow these easy steps:

- 1) **“Arrive early”** by clicking **“Join this Telemed Appointment directly”** in your emailed appointment reminder.



Or by accessing your Patient Portal Online at health.healow.com/miCare and selecting **“Join Televisit”** on your patient Dashboard



- 2) Fill out any vitals that you have available and select **“Submit Vitals”** or select **“Skip”** to move on.

- 3) The system will check your computer’s speed and ability to support a TeleVisit. If your computer does not have a webcam (most do), you will need to attach one. You will see all green check marks when you are ready to move on.



- 4) Click **“Proceed”** to enter the virtual waiting room.

- 5) Your physician will begin the face-to-face TeleVisit, and disconnect when the visit ends.

HOW TO PARTICIPATE IN TELEVISITS WITH MICARE THROUGH HEALOW APP

The first step is to call and schedule with your provider.

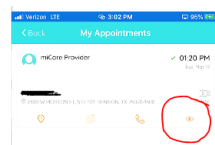
Before beginning, you must have access to the miCare Healow App and have an account setup.

To begin your Televisit, follow these easy steps:

- 1) **“Arrive early”** by opening up your Healow App and selecting the **RED “Appointments”** Icon at the top



- 2) Select the **eye icon** to the right of the screen



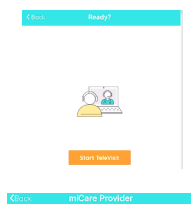
- 3) Select **“Start Televisit”** at the bottom of the screen



- 4) Enter vitals and scroll down to **“Submit Vitals”** or **“Skip”**



- 5) Click **“Start Televisit”**



- 6) Your physician will begin the face-to-face TeleVisit, disconnect when the visit ends.

