

Healow TeleVisits FAQs

General questions

What browsers are compatible?

Mozilla Firefox, Google Chrome, and Safari are compatible with Java Runtime environment installed. If you are having trouble entering your visit, please try with a 32-bit browser.

Can I view my televisit after my appointment?

No, TeleVisits are not recorded.

What type of internet speed is recommended?

We recommend connecting to your healow TeleVisit with an internet connection that has a minimum 2 MB/s upload and 2 MB/s download speed.

I am experiencing slowness during the TeleVisit. What is causing this and how can I resolve it?

Poor internet connection at either your location or your doctor's office could cause intermittent lag/freezing during the visit.

How much does a TeleVisit cost?

Please confirm the cost of your visit with your provider's office.

I just ended the session with my provider and forgot to mention something. Can I rejoin my TeleVisit appointment?

The best way to contact your provider after the session has ended is to call the office directly. Even if the TeleVisit is viewable on your Patient Portal, your provider may not see that you have rejoined the session.

My TeleVisit got disconnected? How do I log back into my TeleVisit?

Please log back into the Patient Portal and rejoin your TeleVisit. If your provider does not appear, please call the doctor's office and inform them you have re-entered the session.

Before the visit

How do I know if my system can handle TeleVisits?

Ensure you have the latest version of your browser installed. Please click [here](#) to run compatibility check on your computer/laptop. The compatibility check will ensure you have what you need for your Healow TeleVisit.

Where is my appointment located?

The latest healow TeleVisit appointment will be available on the dashboard screen once you log into your Patient Portal. If you still do not see your appointment, click the "More Appointments" button on the bottom of the widget, or click the "Upcoming Appointments" link on the left navigation panel. Additionally, you may have received an appointment reminder email from your doctor's office. In that email, you will find a link to join the TeleVisit appointment directly. Click the link, and the process to join the TeleVisit will begin.

I can't see any images on my screen in the healow TeleVisit. What can I do to try to fix the problem?

Right click on the image and selecting another camera. If this does not work, close all browser windows, check physical connections to the computer, and try the TeleVisit again. Go through compatibility check. [Run a compatibility check](#)

Joining your TeleVisit appointment

What is a questionnaire?

Your doctor's office would like you to answer some questions before joining the TeleVisit. These questions are relevant to the purpose of your TeleVisit appointment. Your doctor will review your responses and may discuss them with you during your TeleVisit appointment.

What if I don't know all my vitals?

If you are not able to provide vital information for some or all of the fields, it is OK. You can fill in the values you do know and skip the rest.

What is a system compatibility check?

Upon joining your TeleVisit, you will be prompted to run a system compatibility check. The compatibility check will ensure your laptop/PC is ready for your TeleVisit appointment. We will make sure your camera and microphone are working properly and that you have an adequate bandwidth connection speed for the appointment.

I have already downloaded the healow-TV plugin but I am still being prompted to install it again.

Close all browser windows and check the version of Java you have installed. If you are on a Windows computer, navigate to the Control Panel, and search for Java. Click Java -> the Update tab -> Click Update Now and follow the displayed prompts. Restart all browsers and try again. For Mac computers, Click on the Apple icon on upper left of screen, Go to System Preferences, click on the Java icon to access the Java Control Panel to update Java. Please close all browsers and try again.

It is well past my appointment time and I have yet to connect with my doctor. What can I do?

Ensure you are in the virtual waiting room. The virtual waiting room prompt will display "Waiting for (Your Doctor's Name)." If you see this message and still cannot connect, please contact the office that scheduled your appointment.

I can't enter the virtual waiting room.

You will only be able to enter the virtual waiting room for your TeleVisit once you are within 30 minutes of the scheduled time. The "Start TeleVisit" button will appear in orange when you can join the visit.

During the video call

I can't hear my doctor. What can I do?

Check your volume settings. Most machines have the volume settings available in the taskbar.

My video has frozen or is not moving, what is going on?

You may have temporarily lost internet connection. Please wait and see if the video stabilizes. Also, ensure you have not clicked the "pause" button on your visit.