

How to access your online visit:

Once you've booked an appointment with us you should receive an email confirmation from our office confirming your appointment. This email will also have a link to join the meeting with your provider.

As it gets closer to your online visit time, you will get an appointment reminder email as well.

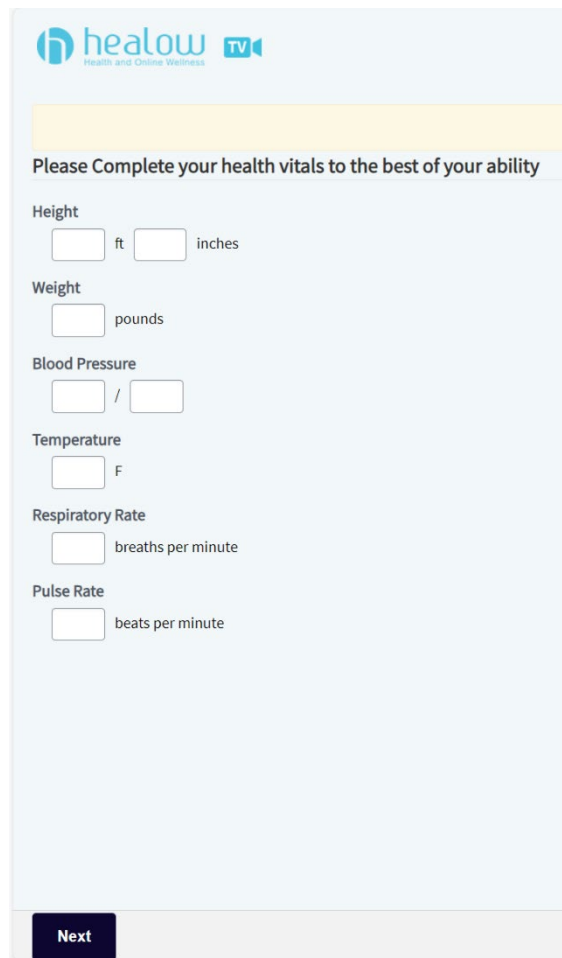
If you are having trouble accessing the email or the link to join your online visit, please let our staff know and a new link will be sent to you via email.

The screenshot shows an email from the Academic Health Care Center. At the top, it displays the center's name and address: "ACADEMIC HEALTH CARE CENTER, 600 NORTHERN BLVD, NYIT RILAND BLDG AT CAMPUS DR GREENVALE, NY 11548-1214, 516-686-1300". A notification icon is in the top right. The main body of the email says "Hello Betty," followed by "You have a healow TeleVisit scheduled with HALLIE ZWIBEL." Below this is a section titled "Your healow TeleVisit Details" with a video call icon. The appointment date and time are listed as "07/30/2024" and "12:15 PM EDT". A note states: "You may be required to submit a questionnaire and provide your vitals prior to this appointment." A large orange button labeled "Start Televisit" is centered below the note. At the bottom of this section, a headset icon is followed by the text: "In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones." The next section is titled "healow TeleVisits are Quick" and features three circular icons connected by a line: "Fill Vitals" (heart icon), "Fill Questionnaire" (document icon), and "Start Your Appointment" (calendar icon). The footer of the email includes a cancellation notice: "If you need to cancel or reschedule this appointment, please call 516-686-1300 to make alternative arrangements." and a sign-off: "Thank you, ACADEMIC HEALTH CARE CENTER". At the very bottom, it says "eClinicalWorks | @2015 All rights reserved."

Joining your online visit:

When you're ready to join your online visit, you can click the *Start Televisit* button in your email.

1. The link will take you to the Healow Televisit website. You will be asked to enter your height, weight, blood pressure, temperature, respiratory rate, and pulse rate. **These are optional. Please enter them to the best of your ability.** Click the "Next" button to move to the next screen.



The screenshot shows the Healow Televisit website interface. At the top, there is the Healow logo with the tagline "Health and Online Wellness" and a TV icon. Below the logo is a yellow banner with the text "Please Complete your health vitals to the best of your ability". The form contains several input fields for health vitals: Height (feet and inches), Weight (pounds), Blood Pressure (systolic and diastolic), Temperature (Fahrenheit), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). A dark blue "Next" button is located at the bottom of the form.

2. The next screen will verify your camera and microphone. Note that while the system is testing your camera and microphone, there may be a button labelled "Running Diagnostics". Once the system has verified you camera and microphone, it will change to a "Next" button to move to the next screen.

You will be able to see the “System Check” section for a status of how the system is checking each part of your computer. This screen should take approximately 1 -5 minutes. If you are having issues with this screen, please feel free to give our practice a call.

The screenshot displays the Healow TV interface. On the left, a large black rectangle represents the camera feed, with a 'Next' button below it. The text 'Please Verify Camera & Microphone' is centered above the feed. On the right, the 'System Check' panel lists several components with green checkmarks indicating they are working: Browser (Chrome 64 bit), Speaker (with a 'Play' button), Camera (Logi Webcam C520e), Microphone (Default - Microphone), Video Connection, and Bandwidth. The top right corner shows the user name 'HALLIE ZWIBEL' and the date/time '01 Aug 2024 9:00 AM'.

- Once you move to the next screen, the system will display a list of providers that you have a televisit with. Please click “Start Televisit” for the provider that you are currently logged on to see.

The screenshot shows a notification at the top: 'Vitals have been submitted' with a checkmark icon. Below this is a provider card for 'HALLIE ZWIBEL' at 'ACADEMIC HEALTH CARE CENTER', with the address '600 NORTHERN BLVD, NYIT RILAND BLDG AT CAMPUS DR, GREENVALE NY 11548-1214'. A 'Start TeleVisit' button is located to the right of the provider information.

- You will then be placed into the virtual waiting room until your provider joins the meeting.