



CATAWBA VALLEY MEDICAL GROUP

Welcome to Tele-Health !

(where you can get medical treatment without going in to the office)

- **From Mobile Phone:** USING THE HEALOW APP on your iPhone or Android
- **From Computer (with speakers and camera):** Log into the patient portal via our website: cvmgonline.org and scroll down to the patient portal link

Call your CVMG Medical Provider's office to schedule a telehealth visit

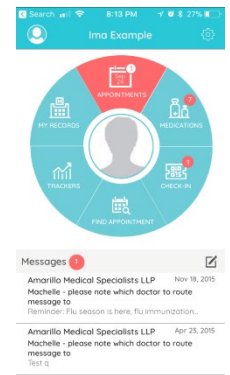
BEFORE YOU START:

- 1) **Verify** that you can use your Healow app (on Mobile Phone) to connect to our patient portal or can log into your patient portal online (on computer). Can you see your labs, and your appointments? If on a computer, make sure you are using Chrome browser. **Reminder: Patients Age 13-17 will not have access to the Patient Portal effective 10/1/2022- please contact the office for an alternative method of Telehealth for these patients.**
- 2) **Check** to see if the TeleVisit appointment is on your appointment list. It will say 'Televisit' toward the right.
- 3) Telehealth visits are put on the Provider schedule the same way as a regular in-office visit. Therefore, **please log in on time so that we can see you.**
- 4) Healow Telehealth uses your phone (computer) , screen, network connection, microphone and camera ALL AT THE SAME TIME. It could use a lot of battery, **so please have your phone charged up, or plug your phone into a power source!**
- 5) The program will ask you for your **vital signs** today. Please weigh yourself. If you have a BP cuff , write down your blood pressure, pulse, height and weight so you can enter them into the visit screen. If you have a fever, please take your temperature. If not, just leave those fields blank.

MOBILE PHONE INSTRUCTIONS:

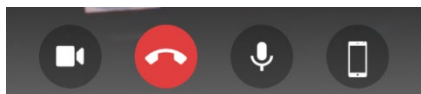
STARTING THE VISIT via Mobile Phone:

- 1) You can log in up to 15 minutes before your scheduled appointment time. Go to the Healow app on your phone and log in. Go to the appointments area, which should be in RED for your visit today. Tap on Appointments.
- 2) You should see today's visit. Tap on the icon of a TV camera where it says Televisit. You will then see 'Appointment Details' at the top. At the BOTTOM, there is an orange band where you can tap "Start Televisit". Tap there when you are all ready to start.
- 3) You will be asked for your vital signs, height, and weight. If you don't have any of these, that's OK! Simply leave that section blank, and then choose Start Visit. If you do have them, see details below.
 - a. It will ask for Height in feet and inches
 - b. Weight in pounds
 - c. Blood pressure Systolic (upper) then / Diastolic (lower)
 - d. Temperature (helps if you are complaining of any infection type symptoms.)
 - e. Respiratory Rate – count how many breaths you take in 1 minute
 - f. Pulse Rate – Count the pulse at your wrist, or over your chest, for 30 seconds then multiply by 2.
 - g. When all is done, press Submit Vitals. You will see a brief acknowledgement that the vitals are complete/filled. You will then be taken to a screen with a doctor and computer screen on it, and the orange band Start Televisit. Press on the orange band when you are ready to see the doctor.
- 4) You will then see "Waiting for Dr. Smith to join". You will be connected as soon as the Provider joins.



YOUR TELEHEALTH VISIT via Mobile Phone:

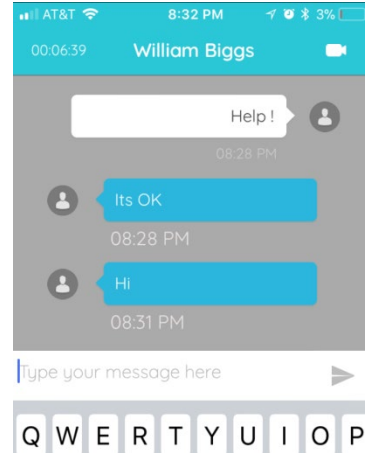
- 5) When the session starts, you may be asked if Healow can access your camera and microphone. Please click OK to both of these questions.
- 6) You will see 4 buttons at the bottom of your screen.



- a. The Camera button turns your camera ON / OFF
- b. The Red Handset button hangs up and stops your session. **DON'T PRESS THIS UNTIL YOU ARE DONE!**
- c. The Microphone button turns your mike on or mutes it.
- d. The mobile phone button toggles your camera between the front camera to the back camera. This could be useful when showing us a rash on leg etc.

- 7) On the upper right corner is a CHAT button. If you have trouble with your sound or picture, send us a Chat text message. When we reply, you will see a little red bubble with a number on the icon. Tap the upper right corner again to return to the video screen.
- 8) The picture on the right is what the Chat screen looks like if you use it. Type in your message if necessary, and then send it by tapping on the triangle to the right of the message area.

To return back to the video chat, tap the little camera icon in the upper right.



- 9) When we are ALL DONE, that is the time to tap on the red Handset button to disconnect.

COMPUTER INSTRUCTIONS:

STARTING THE VISIT via Computer:

- 1) You can log in up to 15 minutes before your scheduled appointment time. To Login:
 - a. Open CHROME
 - b. Go to cvmgonline.org
 - c. Scroll down and click on Patient Portal Button
 - d. Scroll down and click the Green Login button under the Catawba Valley Medical Group Patient Portal section
 - e. Enter your Catawba Valley Medical Group Patient Portal Username and Password, this opens your portal
 - f. Go to the appointments area of the dashboard. You should see today's visit. Click on Join Televisit button
 - g. When the session starts, you may be asked if CHROME can access your camera and microphone. Please click Allow on this question.

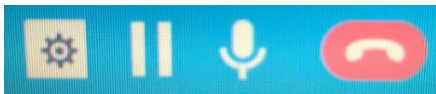
- 2) You will be asked for your vital signs, height, and weight. It helps us if you have those, so enter them now. If you don't have any of these, that's OK! Simply leave that section blank, and then choose Submit Vitals
 - a. It will ask for Height in feet and inches
 - b. Weight in pounds
 - c. Blood pressure Systolic (upper) then / Diastolic (lower)
 - d. Temperature (helps if you are complaining of any infection type symptoms.)
 - e. Respiratory Rate – count how many breaths you take in 1 minute
 - f. Pulse Rate – Count the pulse at your wrist, or over your chest, for 30 seconds then multiply by 2.
 - g. When all is done, press Submit Vitals.

- 3) The compatibility check appears.
 - a. Green check marks will appear on the right if check is successful

- i. If check is not successful, you will need to call the office and cancel your appointment. Our front office staff are not able to troubleshoot internet/connectivity issues with your televisit.
 - b. Click the orange proceed button to begin visit
- 4) You will see a brief acknowledgement that the vitals are complete/filled.
- 5) You will then see an orange button labeled "Start Televisit". Click there when you are all ready to start.
- 6) You will then see "**Waiting for Dr. Smith** to join". You will be connected as soon as the Provider joins.

YOUR TELEHEALTH VISIT via Computer:

- 7) When the session starts, you will see 4 buttons at the bottom of your screen.



- a. The Gear button switches your camera or microphone
 - b. The Pause button turns off the camera and Provider cannot see patient when pause is selected
 - c. The Microphone turns microphone off/on
 - d. The Red handset button hangs up and stops your session. **DON'T PRESS THIS UNTIL YOU ARE DONE!**
- 8) On the lower right corner is a CHAT button. If you have trouble with your sound or picture, send us a Chat text message. When we reply, you will see a little red bubble with a number on the icon.
- 9) Type in your message if necessary, and then send it by clicking on the arrow button to the right of the message area.
- 10) When we are ALL DONE, that is the time to click on the red Handset button to disconnect. You will see a prompt asking if you want to Exit. Click Exit. Then Logout or Continue to stay in your portal.