

How do I participate in a York Hospital Televisit using my Smartphone?

Create your Patient Portal Account

1. You will receive an email invitation to setup your patient portal account from your provider's office.
2. Follow the instructions in the email to create your account using Google Chrome, Firefox or Safari from your computer, laptop or iPad.
3. Create a unique username and password for your account. This will be used to also access the healow app.

Questions? Please see the guide titled [How do I setup my Patient Portal account?](#) Our YH practice support team is also available to answer your questions at **207-361-6902**

Installing the healow Application on your smartphone:

To install the healow Application:

1. Open the App Store from your iPhone or Google Play from your Android Phone:
2. Type 'healow app' in the search box.
3. Tap 'Get' in the App Store or 'Install' in Google Play: This installs the application on your phone.
4. Tap 'Open' or Tap the healow application from the launcher:



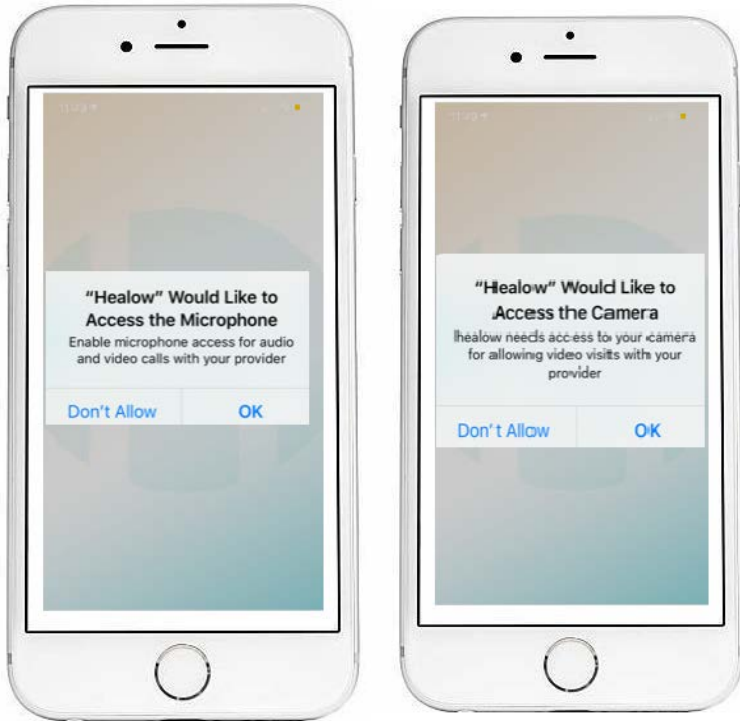
Logging into the healow app for the first time:

1. Open the healow app, and tap 'Get Started':

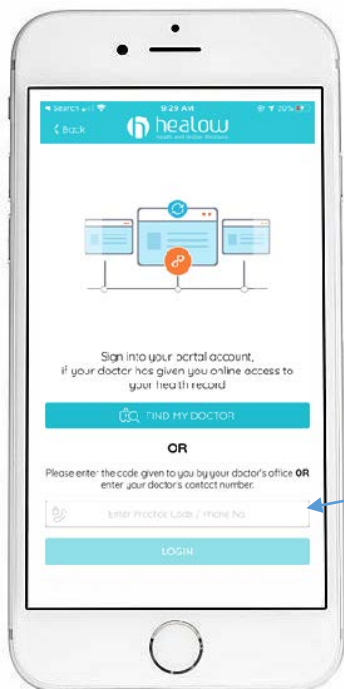


2. Accept the following in-phone notifications:

- Location (not required)
- Camera (required for Televisits)
- Microphone (required for Televisits)

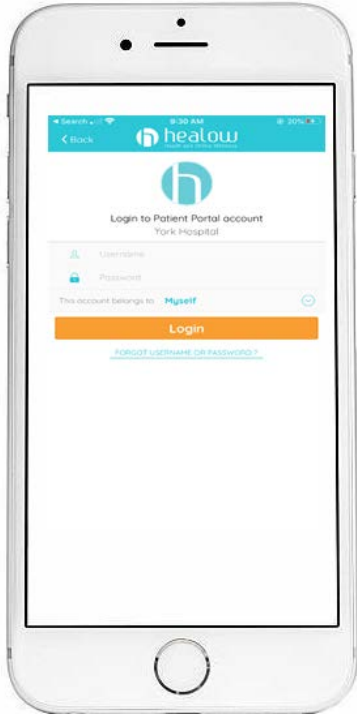


3. Connect your healow account to YH by entering the Practice Code in the box below.



YH Practice Code:
CDIFAD

4. Enter the username and password for your practice patient portal account and tap 'Login':



5. Accept the Terms and Conditions for the healow application.

6. Verify your account by entering your Date of Birth.

7. Create and confirm a 4-digit PIN of your choice:

Note: Remember your 4-digit PIN you will need it the next time you log into the healow app

Joining the TeleVisit appointment from the healow app

1. On the wheel screen, tap 'Appointment'.



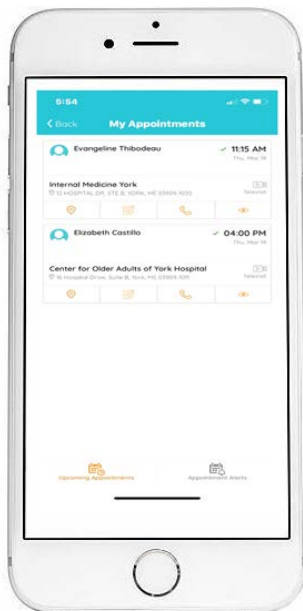
The first step is to call and schedule the TeleVisit appointment with your provider.

For many people today, telemedicine is a convenient and effective way to see their healthcare provider. Before beginning your TeleVisit, make sure that you:

- Have an active Patient Portal account, with username and password
- Set aside a secure, private location
- Confirm that you have Audio and Video on your device.

The upcoming appointments will display. The appointment will identify the provider, the office and the time of the appointment. It will also display a video camera icon to alert you that this is a TeleVisit.

2. Tap the appointment:



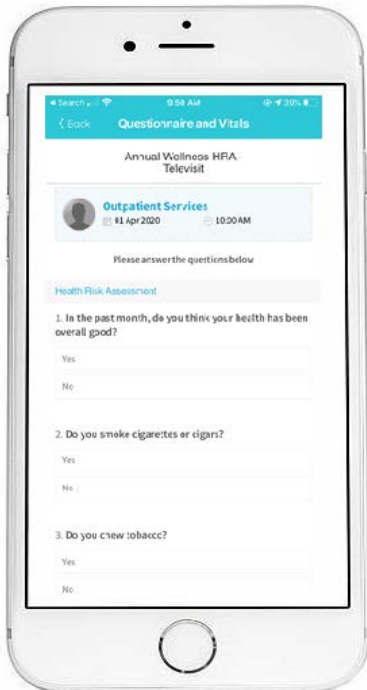
Select the appropriate appointment from the My Appointments screen.

3. Tap 'Start TeleVisit':



Choose 'Start TeleVisit' to check in for your appointment. You will then be prompted to complete any available Questionnaires and enter your vital signs.

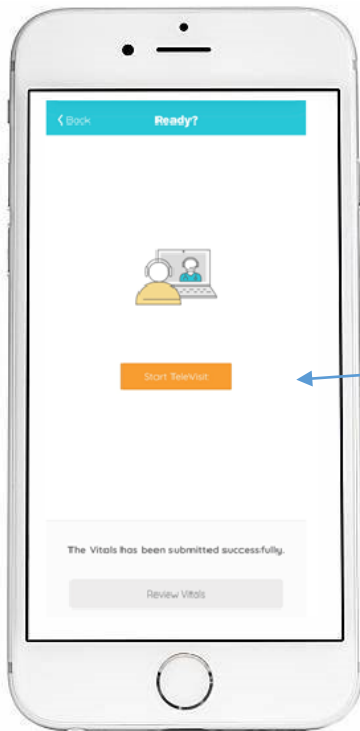
4. Complete any available Questionnaires, tap 'Submit Questionnaire & Next':



5. Enter your vital signs and tap 'Submit Vitals':



6. Tap 'Start TeleVisit':



Tap 'Start TeleVisit' to let your provider know that you're ready to meet. Please remain in the app until your provider connects complete any available Questionnaires and enter your vital signs.

You are now checked in! Please wait for your provider to connect.