

Alamo Heights Dermatology
131 W Sunset, Suite 101
San Antonio, Texas 78209
210-255-8447

Welcome to TeleHealth!

**USING THE HEALOW APP on your iPhone or
Android for remote TeleHealth visits**

1. **Verify** that you can use your Healow app to connect to our patient portal. Can you see your appointments for Alamo Heights Dermatology?
 - a. If signing up in Healow for the first time, HEALOW may request a Doctor Code or Practice Code. If so, it is BDBIAA.
 - b. If you can't remember your username, call our office for instructions.
 - c. If you can't remember your password, try the password reset instructions, and call our office if this is unsuccessful so we can do a manual reset for you.

- 2) **Once signed in, check** to see if the TeleVisit appointment is on your Appointments list. It will say 'Televisit' toward the right. If you tap Televisit, you can choose to set a reminder 1 hour ahead so your phone will remind you close to when it is time for your appointment.

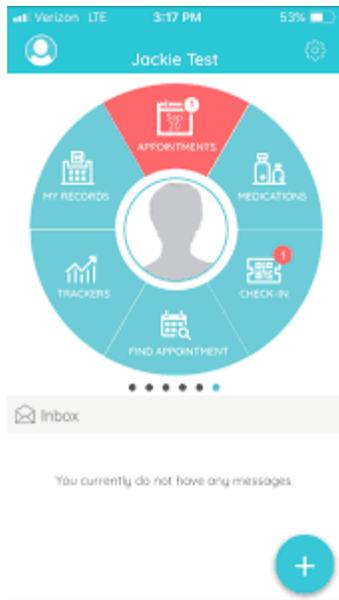
- 3) Telehealth visits contain the same content as a regular visit, and we put them on our schedule just like a regular visit in person. **Please log in on time so that we can see you.**

- 4) **Have your phone charged up, or plug your phone into a power source!** Healow Televisits uses your phone, screen, network connection, microphone and camera ALL AT THE SAME TIME. It uses up a lot of battery life sometimes.

- 5) Make sure you have a solid data connection, either through WiFi , 4G, or LTE. If you can only see one bar on your connection, we may experience problems.

STARTING THE VISIT

- 6) 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.



7) 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.

8) You will be asked for your vital signs, such as: 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 Start Visit.

9) Next, you will consent to the Televisit by checking off the appropriate button below.

10) You will then see "Waiting for Dr Kelso or Dr Fridlington to join." Stand by while the doctor connects to the televisit.

YOUR TELEVISIT

11) When the session starts, you will be asked if Healow can access your camera and microphone. Please click OK to both of these questions.

12) 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 phone button toggles your camera between the front camera and back camera. This could be useful when showing us a rash somewhere.

13) 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 there. Tap the upper right corner again to return to the video screen. To return back to the video chat, tap the little camera icon in the upper right.

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