



# DELO MEDICAL ASSOCIATES

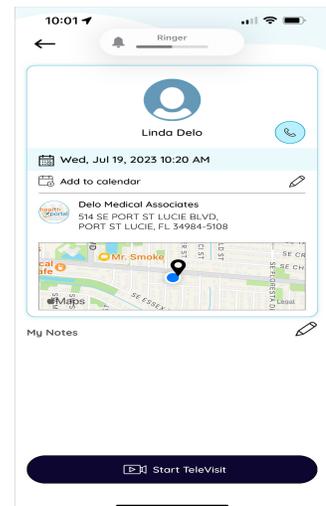
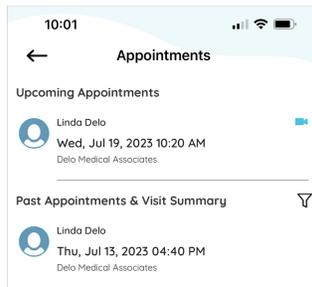
## Using the Healow App on your mobile device for your Tele-visit

If you are scheduled for a Tele-visit, please see the instructions below **BEFORE** your visit starts.

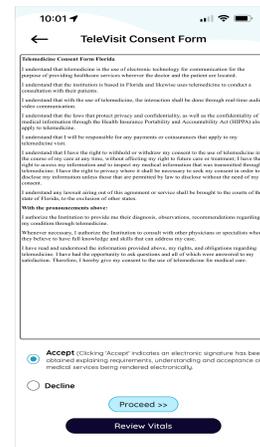
- It is important to review the Telemedicine Consent form enclosed or on our website at [www.delomed.net/about-us.html](http://www.delomed.net/about-us.html) as you will be asked to accept those terms as part of the pre-visit questionnaire.
- If you have a blood pressure cuff, please check your blood pressure. Also, record your temperature if this is a sick visit.
- Close all other apps that could access your audio or video.
- Be sure you have a good internet or cell service connection.

### Starting your visit:

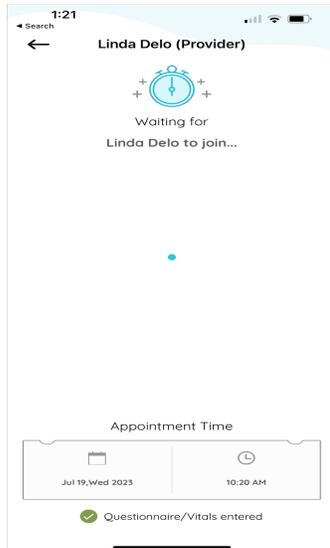
- Log into the Healow App.
- Click on Visits at the top of the menu wheel which will be red indicating an upcoming appointment.
- Next, click on the appointment that indicates Televisit.



- Finally, click on Start Televisit.



- Complete the pre-visit questionnaire and enter your vitals if known.
- Accept the Terms of Use and acknowledge that you are in Florida.
- Click on Start Tele-visit and you will be placed in a virtual waiting room until your provider is connected as shown below.



- Remember to hold the camera to your face unless your provider asks you to show some other part of your body.
- Remember to be in a private area where you can keep your medical information private.

### **Troubleshooting**

1. My app does not find a camera or microphone: You have to allow the Healow app access to your camera and microphone in the settings of your phone.