

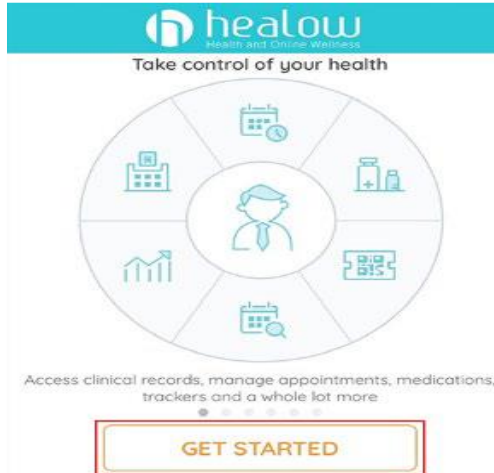


## ACCESSING TELE-VISITS VIA THE HEALOW APP

Aspen Family Medicine & Geriatrics is pleased to offer TeleVisits via the Healow app, If you need assistance setting up your account after reading this guideline, please contact the practice at 909-982-7741 and we will be glad to assist you!

### To initialize a TeleVisit:

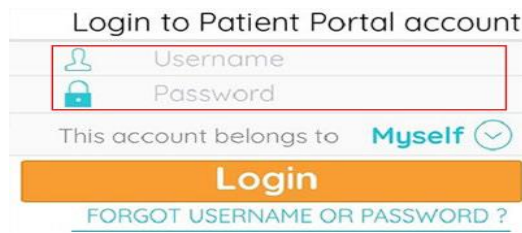
1. Open the Healow app, and tap GET STARTED:



2. Accept the following in-phone notifications:
  - Location
  - Camera
  - Microphone
3. Enter the Practice Code: **GHDFCA**



4. Enter the login credentials provided by the practice and tap *Login*:



5. Accept the Terms and Conditions for the Healow application



6. Verify the 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 in to the application.

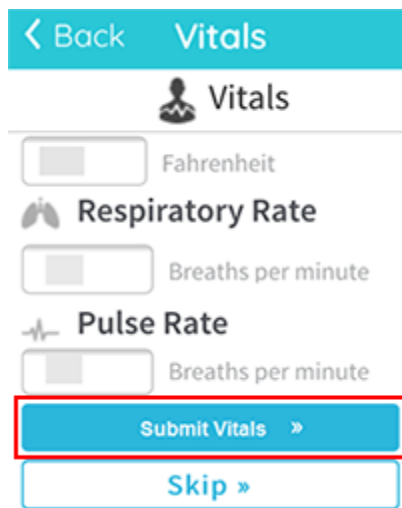
8. On the wheel screen, tap *APPOINTMENTS*:



9. Scroll to the bottom of the screen and tap *Start TeleVisit*:



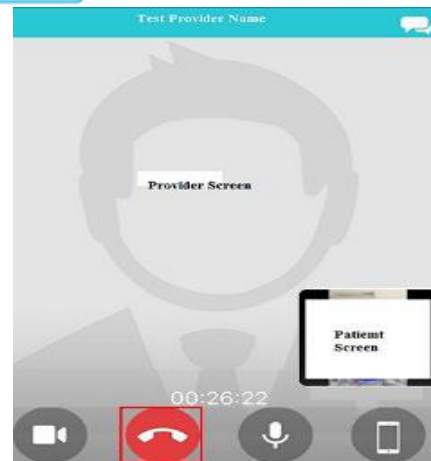
10. Enter your vital signs and tap *Submit Vitals*:



You are checked in. Wait for your provider to connect:



Tap the red phone icon at the bottom of the screen to end the visit:



**Thank you for trusting us with your care & for being a valued patient of Aspen Family Medicine & Geriatrics!**