

TeleVisits:

CONNECT WITH YOUR CARE PROVIDER



WHAT IS A TELEVISIT?

Phelps Health is partnering with Healow to offer TeleVisits™ for patients to connect with their care provider. TeleVisits through Healow are a safe and secure way for you to remotely visit with your doctor from your smartphone* (with audio and video capabilities).

Call your Phelps Health provider's office to find out if they are offering TeleVisits through Healow.

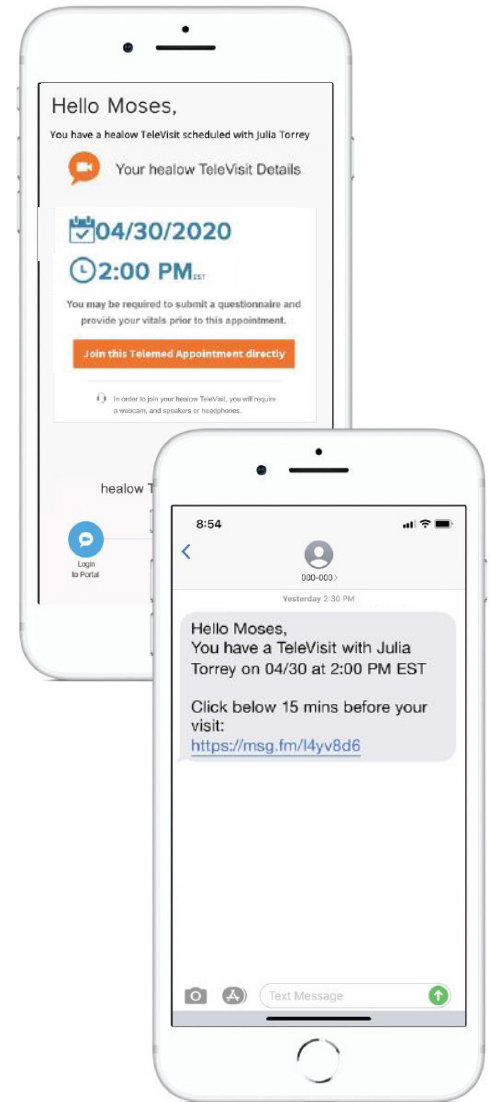
HOW DO I JOIN A TELEVISIT?

On your smartphone, do one of the following:

- Click on the text or email link you receive from your doctor's office (no login or download required), or
- You can login to the Healow app or the Phelps Health Clinic Patient Portal for TeleVisits.

WHAT SHOULD I DO ON THE DAY OF MY APPOINTMENT?

- Find a secure and private location for your virtual appointment.
- "Arrive early" by logging into the Healow app or Patient Portal, or by clicking on the text or email link you receive from your doctor's office about 15 minutes before your scheduled appointment.
- Fill out any patient questionnaires or information about your vitals, if applicable. (Answers are not mandatory, but fill in what you can.)
- Click "Submit" to check your device's speed and ability to support a TeleVisit.
- Click "Start TeleVisit" to enter the virtual waiting room.
- Your provider will begin the face-to-face TeleVisit and disconnect when the visit ends.



**Messaging and data rates may apply.*

For questions about Phelps Health TeleVisits, contact your healthcare provider's office.
For questions about the Clinic Patient Portal, call (573) 458-8950 or email clinicpatientportal@phelpshealth.org (only include your name and a contact phone number for a lost account inquiry).



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