

## Kids Creek Children's Clinic Televisit Information

1. Contact the office to schedule a televisit.
2. Make sure you are web enabled by us.
3. Once you are web enabled, you will need your login and password for your child's patient portal. If you do not know this, it can be provided to you by KCCC.
4. Access your patient portal through e-clinical. There is a link towards the bottom of our website (kidscreekcc.com) that gets you to your patient portal.
5. Once you have successfully logged into your patient portal you will then download the healow app.
  - a. I phone users: you can go to your app store and type in healow and the app will come up for you to download
  - b. Android users: download the healow app through google chrome
6. Once the healow app is successfully downloaded on your phone you will use your portal logins to login into the app. It will link you with KCCC and verify your child's name.
  - a. You need to allow access to your microphone and camera
  - b. H2h need to be allowed, this allows us to televisit
  - c. You will set up a 4 number pin
7. Now that the app is set up you will see a wheel that has appointments, medications, etc. you can choose from.
8. Select appointments and you will see your scheduled tele med appt, click on this appointment.
9. You will select start telemed, you will need to answer our questionnaire and enter as many vitals as you can (temperature, HR, RR, and most recent weight), and then you wait for the provider to join you. The patient is the one who initiates the whole appointment.
10. It is best to start the process of starting your appointment about 5 minutes prior to the scheduled time, you may have to wait for the provider to be available.
11. Another option to start your visit is through email. You will receive an email 30 minutes before the visit, click on "Join this telemed appointment" directly to start the process.