



**Scenic Bluffs**  
COMMUNITY HEALTH CENTERS

# Healow Virtual Visits



Patient User Guide

# HEALOW VIRTUAL VISITS USER GUIDE

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**For additional user support, please contact  
Scenic Bluffs at 608-654-5100, extension 274.**



# WHAT IS A HEALOW VIRTUAL VISIT?



Healow Virtual Visits are video appointments with your provider which can be done on your phone, computer or tablet. These appointments are a safe and secure way to receive the care you need, wherever you may be.

## 1 SCHEDULE AN APPOINTMENT

Schedule a Virtual Visit appointment by calling Scenic Bluffs at 608-654-5100. Virtual Visit appointments can be scheduled with our medical and behavioral health departments.

## 2 WATCH FOR ADDITIONAL INFORMATION

Appointment information and/or access links will be sent to you prior to your appointment. Information for phone visits will be sent by mail, while information for video visits will be sent by email, text and/or your patient portal.

## 3 BEGIN YOUR APPOINTMENT

15 minutes prior to your Virtual Visit appointment, follow the link provided to you via email or text message to access the appointment. You can also access your appointment by logging in to your patient portal.

## WHAT DO I NEED FOR A VIRTUAL VISIT?

Virtual Visits require an internet-connected device with a camera, speakers and a microphone, such as your smartphone, tablet or computer. A strong internet connection and a Google Chrome browser is required for connection to your Virtual Visit.

For questions on Virtual Visits, call Scenic Bluffs at 608-654-5100.

# PREPARING FOR YOUR HEALOW VIRTUAL VISIT

- 1 FIND A QUIET PLACE**  
Grab your internet-connected device and find a private, quiet and comfortable place for your Virtual Visit.
- 2 REDUCE INTERNET USERS**  
To increase your internet speed for your Virtual Visit, reduce the number of internet users in your household.
- 3 PERFORM A SYSTEMS CHECK**  
Login to your patient portal and complete a systems check on the internet-connected device you will use for your Virtual Visit. If all systems receive a green check mark, your system is ready for the appointment.



## IMPORTANT INFORMATION

- ★ Close all unnecessary apps and programs on your device before starting your Virtual Visit. Devices running multiple apps or programs in the background may cause appointment issues.
- ★ You must allow Healow access to your microphone and camera for your Virtual Visit appointment. Healow is HIPAA compliant, meaning your appointment is secure and confidential. Neither the audio nor the video from your appointment is recorded.
- ★ If more than one person is scheduled for your Virtual Visit, you must be together for the appointment. Virtual Visits require you to logon to the same device at the same time.
- ★ You must have an accurate email and cell phone number on file for your Virtual Visit. Please contact Scenic Bluffs with any changes to your email or cell phone number.

If you forget your username and password for the patient portal, login using the "Using Mobile Phone" option. You will be sent a code via text to your phone to login to your portal.

A screenshot of the Healow login page. The page has a blue header with the text "LOGIN TO YOUR ACCOUNT". Below the header, there is a message: "We will send verification code to confirm access to this number. Standard text messaging rates apply." There are two main options: "Using Mobile Phone" with a phone icon, and "OR". Below "OR", there is a section titled "Enter the details below" with two input fields: "User Name" and "Password". At the bottom left, there is a link "Trouble logging in" and at the bottom right, there is a "Login" button. An orange arrow points to the "Using Mobile Phone" option.

## DOWNLOAD THE HEALOW APP

You can also access Healow Virtual Visits through the Healow app. To download, visit the Apple Store or Google Play. Access your account using practice code:

**JJHCAD**



# JOINING YOUR HEALOW VIRTUAL VISIT

Join your Healow Virtual Visit around 15 minutes prior to your appointment time. You can join your Virtual Visit by email, by text or by logging into your patient portal.

## JOIN BY EMAIL

- 1 You will receive an email from no-reply@clinicalmail.com titled "Telemed Appointment Confirmation from your doctors office". The email will contain your appointment details and a link to join your Virtual Visit. You will receive this email two days before, the day of and 30 minutes before your appointment starts. Please check your junk mail if you don't see the appointment email.
- 2 Around 15 minutes before your scheduled appointment time, open the email and click on the orange "Start Televist" button. This will enter you into the "Vitals" section of your Virtual Visit. Input vitals if known, then click "Next". If not known, click "Next" without adding vitals.
- 3 Complete steps 3-5 listed under "Next Steps" to join your Virtual Visit.

## JOIN BY TEXT

- 1 Around 15 minutes before your scheduled appointment time, you will receive a text message with the link to your Virtual Visit. The text will come from number 329674. Open your text message and click on the link provided.
- 2 The link provided will enter you into the "Vitals" section of your Virtual Visit. Input vitals if known, then click "Next". If not known, click "Next" without adding vitals.
- 3 Complete steps 3-5 listed under "Next Steps" to join your Virtual Visit.

## JOIN BY PATIENT PORTAL

- 1 Around 15 minutes prior to your scheduled appointment time, login to your patient portal at [www.scenicbluffs.org/portal](http://www.scenicbluffs.org/portal), or through the Healow App. If using the portal, please make sure you have previously setup and logged into your portal.
- 2 Click "Join TeleVisit" listed under "Appointments". This will enter you into the "Vitals" section of your Virtual Visit. Input vitals if known, then click "Next". If not known, click "Next" without adding vitals.
- 3 Complete steps 3-5 listed under "Next Steps" to join your Virtual Visit.

## NEXT STEPS:

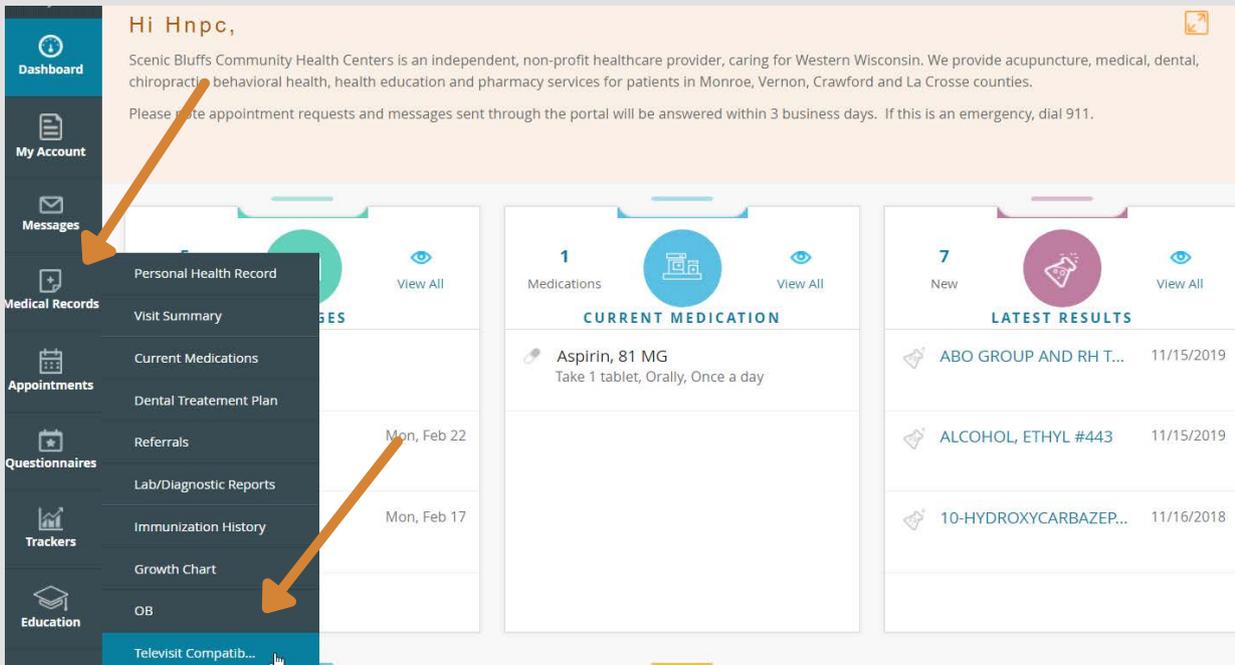
- 3 Next, you will be taken to the "Compatibility Check". This will verify that your device and internet connection are compatible for a Virtual Visit. ***If you are joining through the Healow App, you can skip this step.***
  - If you passed the compatibility check, you will see green check marks next to each category, click "Next".
  - If there is a connection error you will see a red "X" or a yellow exclamation point. This may mean your device or internet connection is not compatible. You can click "Next", but please note you may not be able to have a Virtual Visit with your provider.

***Please call Scenic Bluffs at 608-654-5100 if you cannot connect due to compatibility issues.***

- 4 On the next screen, click on the orange "Start Televist" button. You will be placed in the virtual waiting room, while you wait for your provider.
- 5 Once your provider is ready, you will get a pop up message asking to allow camera and microphone access. Click "Yes, allow access". Your Virtual Visit has now begun.

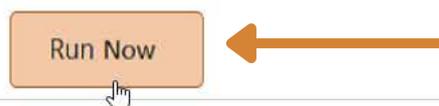
# HOW TO PERFORM A SYSTEM COMPATIBILITY CHECK

- 1 Login to your patient portal by visiting [www.scenicbluffs.org/portal](http://www.scenicbluffs.org/portal).
- 2 Once you have logged into your patient portal, click on "Medical Records" on the left sidebar. From there, click on "Televisit Compatibility".

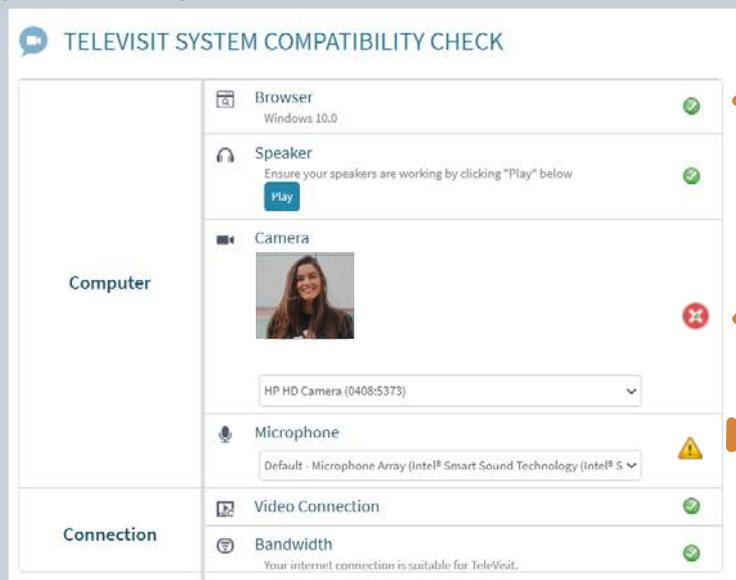


- 3 You will be brought to the Healow TeleVist Support and FAQ page. Click on "Run Now" toward the bottom of the page to begin your system compatibility check.

You may run a system compatibility check at any time to test your system for TeleVisit appointments.



- 4 The Televisit system check should now be complete. If your system passed the compatibility check, you will see green check marks next to each category. If there is an error, you will see red "x"s or yellow exclamation points. This may mean your device or internet connection is not compatible and you will need to find an alternative device for your Virtual Visit.



A green check mark means your device is compatible.

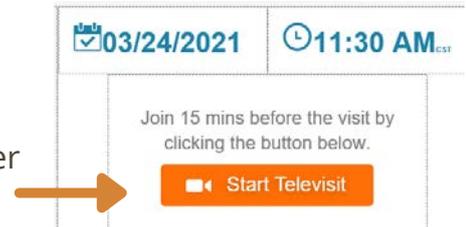
A red "x" or yellow exclamation point means your device or internet connection is not compatible.

# TROUBLESHOOTING YOUR HEALOW VIRTUAL VISIT

## TROUBLE LOGGING INTO YOUR VIRTUAL VISIT

If you are having trouble logging into your Virtual Visit, please do the following:

- 1 Open your Chrome web browser and go to [www.Healow.com](http://www.Healow.com)
- 2 Click on the orange "Start Televisit" button on the top right corner of the web page.
- 3 You will then be asked to enter a 12-digit code. Please call Scenic Bluffs at 608-654-5100 to receive your code.
- 4 After code is entered click "Next".
- 5 Enter your last name and date of birth, then click "Next".
- 6 This will enter you into the "Vitals" section of your Virtual Visit. Input vitals if known, then click "Next". If not known, click "Next" without adding vitals.
- 7 Next, you will be taken to the "Compatibility Check". This will verify that your device and internet connection are compatible for a Virtual Visit.
  - If you passed the compatibility check, you will see green check marks next to each category, click "Next".
  - If there is a connection error you will see a red "X" or a yellow exclamation point. This may mean your device or internet connection is not compatible. You can click "Next", but please note you may not be able to have a Virtual Visit with your provider.

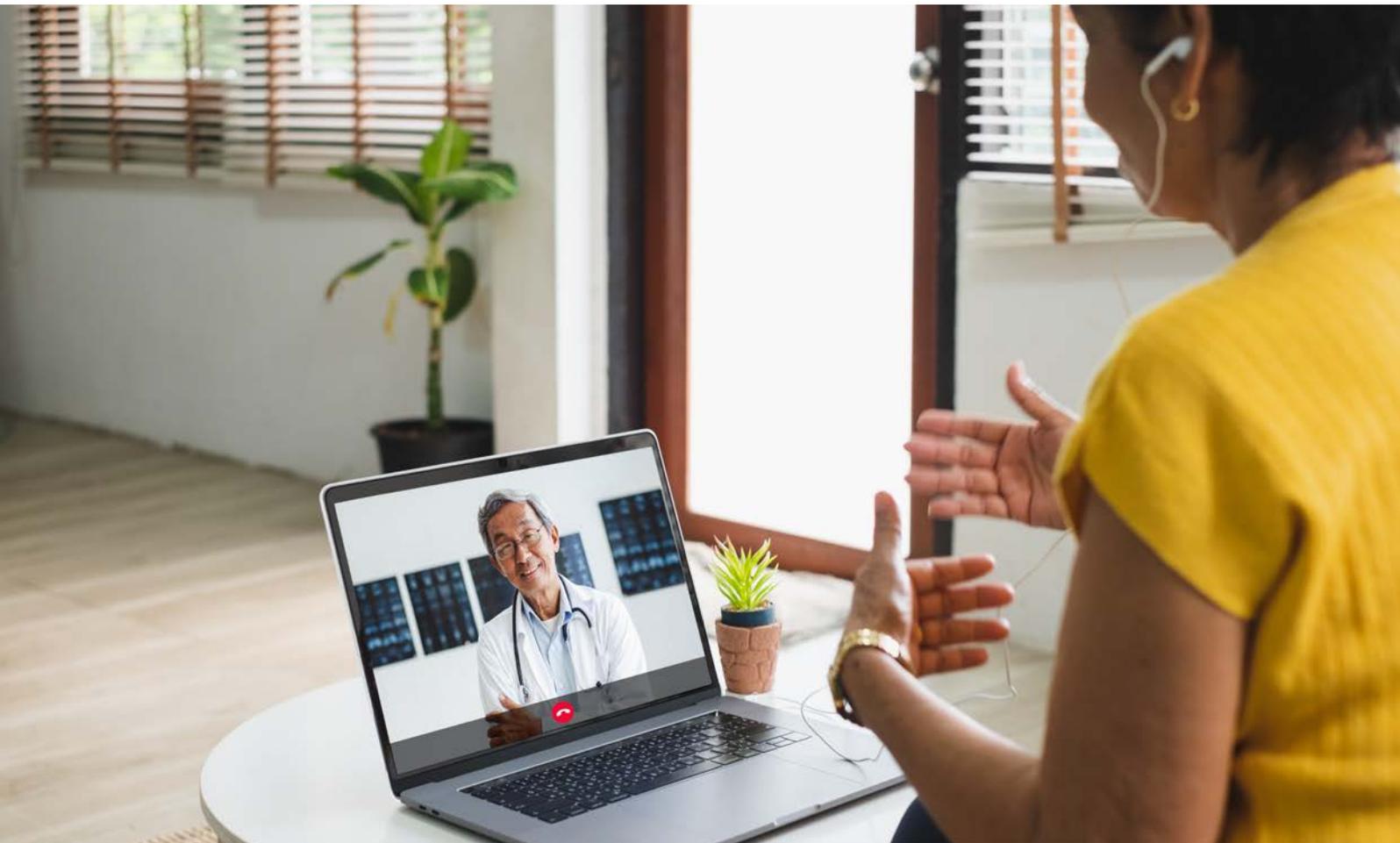


***Please call Scenic Bluffs at 608-654-5100 if you cannot connect due to compatibility issues.***

- 8 On the next screen click on the orange "Start Televisit" button. You will be placed in the virtual waiting room, while you wait for your provider.
- 9 Once your provider is ready, you will get a pop up message asking to allow camera and microphone access. Click "Yes, allow access". Your Virtual Visit has now begun with your provider.

## STILL HAVING ISSUES?

**Please call Scenic Bluffs at 608-654-5100 if you cannot connect to your Virtual Visit. We will try to assist you in connecting to your Virtual Visit. If connection is not possible, the provider will make the decision on what to do next.**



Healow Virtual Visits are video appointments with your provider which can be done on your phone, computer or tablet. These appointments are a safe and secure way to receive the care you need, wherever you may be. Virtual Visit appointments can be scheduled with our medical and behavioral health departments.

## Locations and Contact Information

### **Cashton Health Center**

Scenic Bluffs  
238 Front Street  
608-654-5100

### **Viroqua Dental**

Vernon Memorial Healthcare  
407 South Main Street  
608-654-5100

### **La Crosse Dental**

Scenic Bluffs  
2030 7th Street South  
608-654-5100

### **Norwalk Health Center**

Scenic Bluffs  
200 W. North Street  
608-823-7853

**For questions or  
support, please  
contact Scenic Bluffs  
at 608-654-5100**

### **La Crosse Behavioral Health**

St. Clare Health Mission  
916 Ferry Street  
608-654-5100