

TELEMED APPOINTMENT INSTRUCTIONS

Telemed Appointment Confirmation from your doctor's office

Once your telemed visit is scheduled, you will receive an email confirmation.

Rosemarie Francisque St. Victor, MD <no-reply@eclinicalmail.com> Unsubscr... 11:12 AM (6 hours ago) ☆ ↶ ⋮
to me ▾

Royale Pediatric Healthcare
1314 Rockaway Parkway Brooklyn, NY 112362339, 718-360-5385

Hello [REDACTED]

You have a healow TeleVisit scheduled with Rosemarie Francisque-St victor.

Your healow TeleVisit Details

04/02/2020 11:00 AM^{EST}

You may be required to submit a questionnaire and provide your vitals prior to this appointment.

Join this Telemed Appointment directly

In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones.

healow TeleVisits are Quick

- Login to Portal
- Fill Questionnaire & Vitals
- Start Your Appointment

If you need to cancel or reschedule this appointment, please call 718-360-5385 to make alternative arrangements.

Thank you,
Royale Pediatric Healthcare

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At your appointment time, open the confirmation email and click **“Join this Telemed Appointment directly”** to begin your appointment.

Let's Connect Via Our healow App
Get started in 3 simple steps!

Available on the App Store | Available soon for Google play

- 1. Download**
Download the free iOS or Android app
- 2. Enter this code**
Search for our practice using unique code: JDFIAA
- 3. Login**
Login with your portal credentials given by our practice

The next screen that will appear is the vitals page. Entering this information is **OPTIONAL**. If you do not know the answers, **LEAVE ALL BOXES BLANK**.

Submit Vitals ← Click on **"submit vitals"**

The next screen that will appear is the compatibility check. This is to ensure your browser supports the software and that your camera, speaker and microphone are working.

A pop up may appear stating the website would like to use your microphone or camera. Click **"ALLOW"**

Click **"Play"** to test your speakers

Camera Preview: You should see yourself here

Green checks will appear next to each item when all items are working.

← **Proceed** Once you complete the compatibility check, click **"Proceed"**

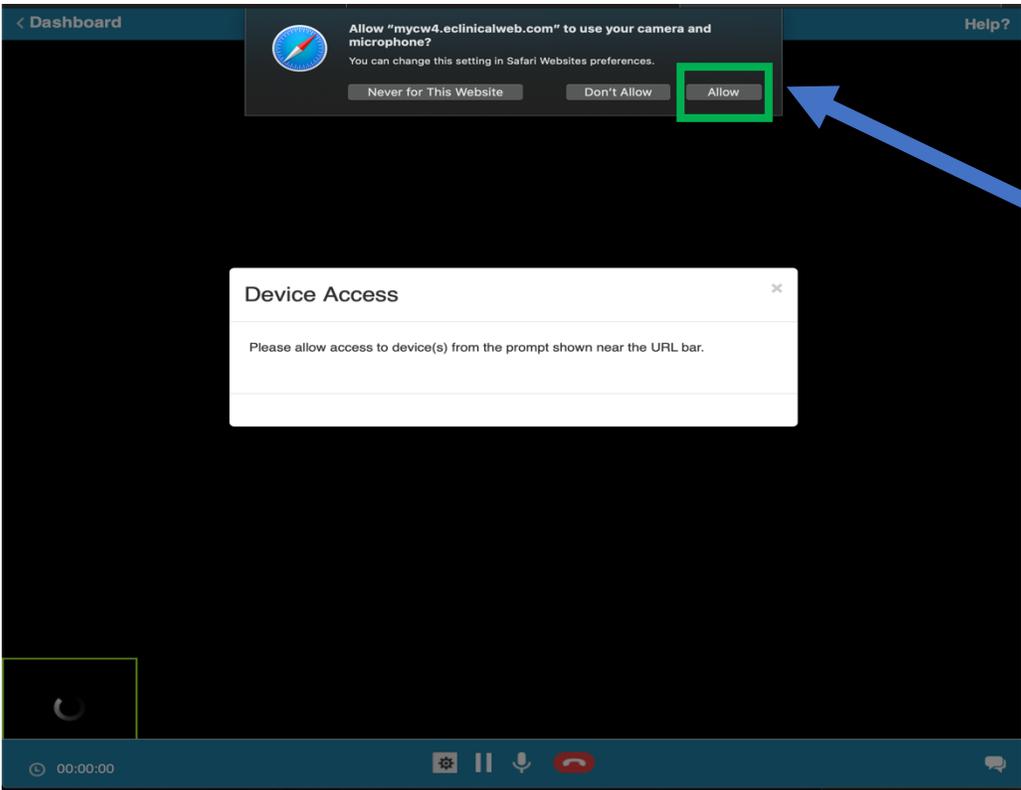
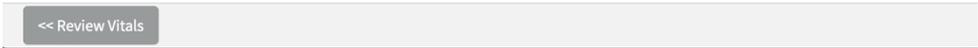
Next, you will see a message confirming your vitals were submitted successfully. Click **“Start TeleVisit”**



The Vitals have been submitted successfully

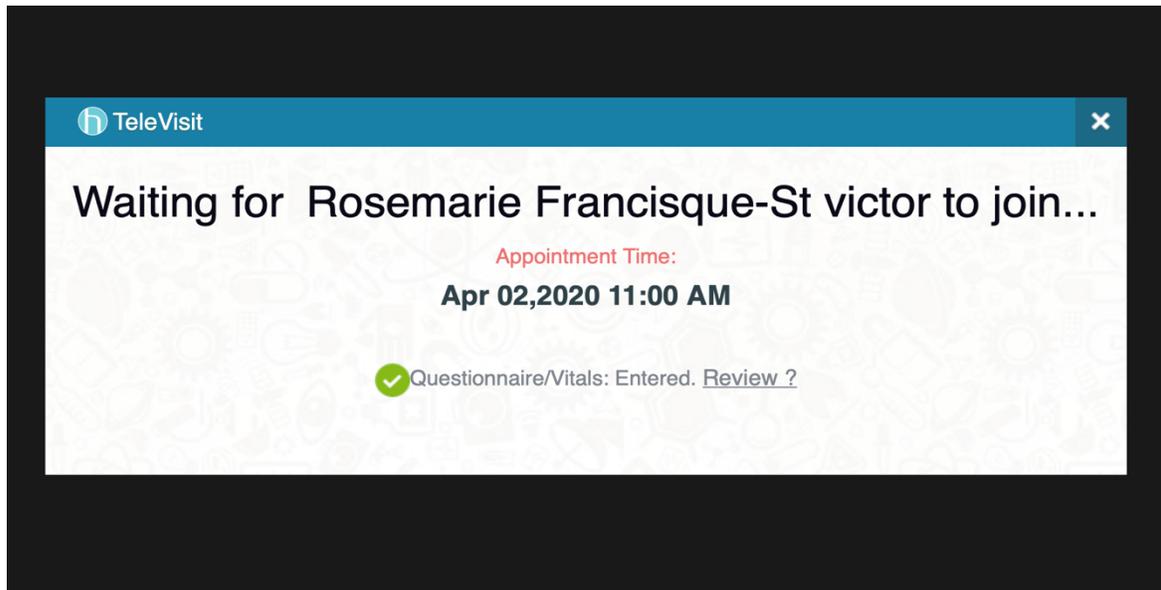


Click **“Start TeleVisit”**



A pop up may appear stating the website would like to use your microphone or camera. Click **“ALLOW”**

The doctor will receive a notification that you have joined the visit. You will see the following page until the doctor joins.



Once the doctor joins, you will be able to see her video and she will be able to see you.

