

How will you be connecting to your Televisit?



Smartphone or Tablet



**Desktop or Laptop
Computer**

Patient Instructions For Televisits Using a Smartphone or Tablet Requirements:

- Healow app downloaded onto your device
- Access to Microphone and Camera
- Strong, Reliable Internet Connection
- A Login User ID and password for your patient portal (If you do not have one, please call us at **877-714-1149** to help you register)

Your Privacy is Important to Us

At Mt. Baker Planned Parenthood, patient privacy and security are a top priority. With all of Planned Parenthood's digital tools — including web, mobile, and chat products — we rigorously safeguard the privacy of users by working closely with our Information Security team to ensure the proper data protections are in place. Third-party platforms that have access to our users' data are required to meet extensive information security requirements. These extensive security requirements also extend to our online telehealth platform.

While we aim to use data to learn how we can be most impactful, at Planned Parenthood data-driven learning is always thoughtfully executed with respect for patient and user privacy. This means using analytics platforms to collect aggregate data to gather insights and identify trends that help us improve our digital programs. We're committed to providing sexual and reproductive health care and information in settings that preserve and protect the essential privacy and rights of everyone — no matter what.

We know people are increasingly worried that their healthcare decisions might be policed. People seeking to better protect their information around reproductive care from big technology companies can review the following resources by clicking on the icons below:

**Note: The resources provided are not affiliated with or supported by Planned Parenthood; it is for informational purposes only.*

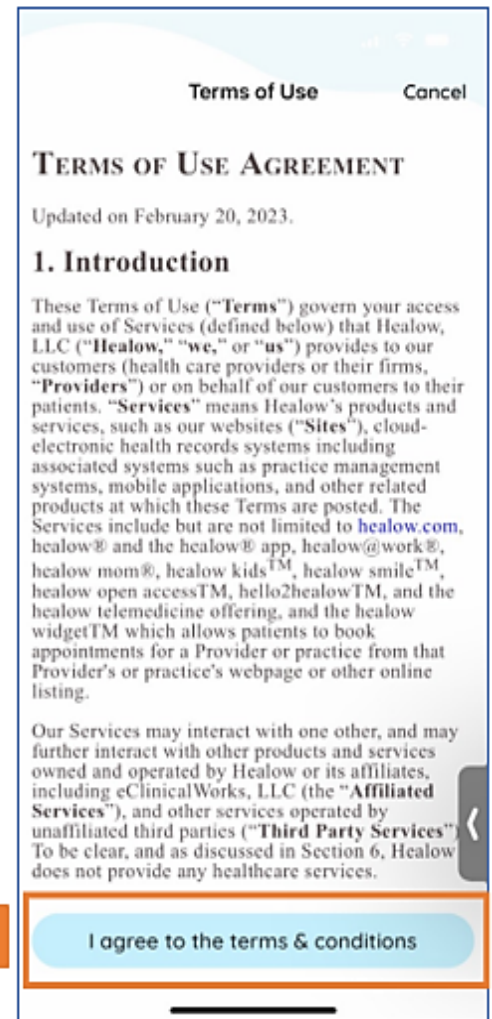
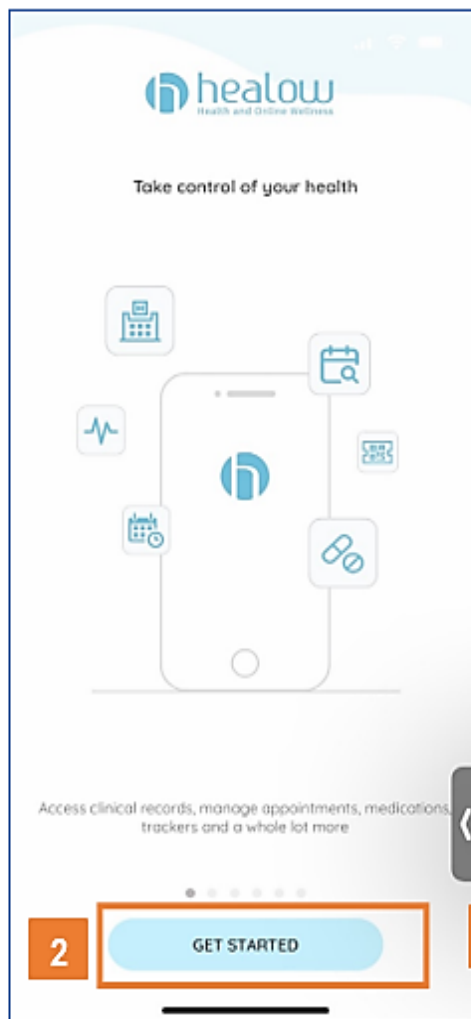
[How to Protect Your Privacy Online | Federal Trade Commission Consumer Advice](#)

[Data Tracking & Collection | Digital Information World](#)

[Privacy Recommendations | Digital Defense Fund](#)

Setting Up Your Healow App

1. Go to the App store on your device and download the **Healow App** (available in for both Android and Apple iOS devices).
2. Once installed, open the Healow App, and tap on the **“Get Started”** button.
3. Review the Healow App Terms and Conditions and tap the **“I agree to the terms and conditions”** button to proceed.



4. Enter your first name, last name, and date of birth in the text fields and tap on the **“Continue”** button to proceed.
5. Tap the **“Yes, I have a Practice Code”** button
6. Enter the practice code in the text field; The practice code is **BHCBBD**. Tap on the **“Next”** button to proceed.

11:44

healow
Health and Online Wellness

Let's **Get Started!**

Please enter patient details.

If you don't have a portal account, please contact the patient's doctor's office.

First Name
Jane

Last Name
Doe

DOB
MM/DD/YYYY

4 Continue

Do you have a practice code from your provider's office?

(You can find practice code in the email which your provider has sent you)

5 Yes, I have Practice Code

No, I don't have a Practice Code

(Use this option if you know your provider or service location name)

Practice Code

Enter your practice code here.

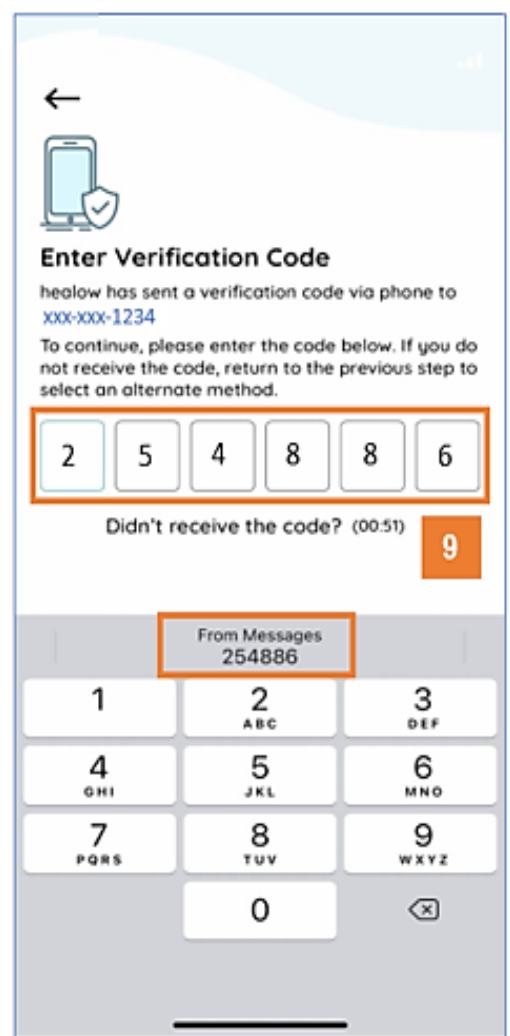
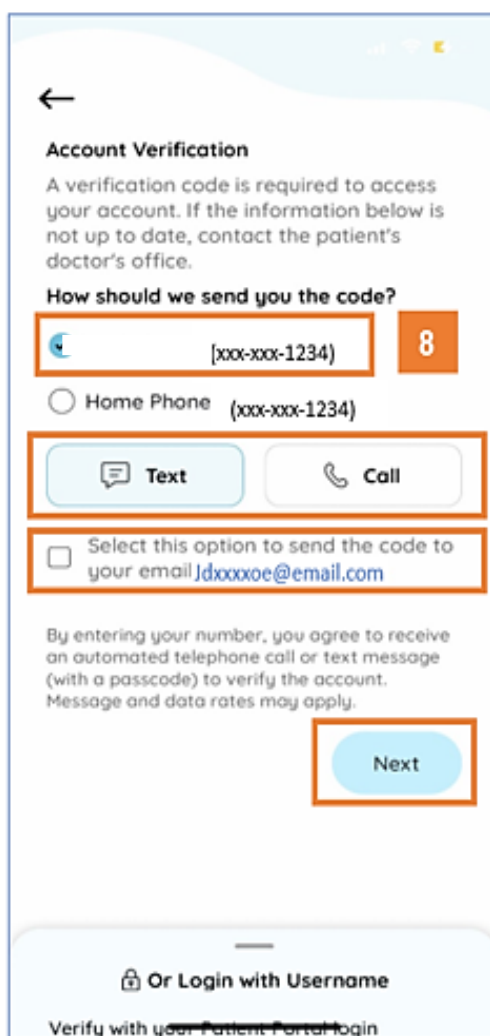
6 BHCBBD

6 Next

7. Tap the **“This is My Practice”** button to verify you are an established patient with Mt. Baker Planned Parenthood.
8. You may be asked to verify your portal account if it is your first time logging into the portal. Tap on the button next to the phone number you would like to receive secure code to.
 - Tap the **“Text”** button to receive the code through a text message
 - OR-
 - Tap the **“Call”** button to receive the code through a

*If you do not have access to your phone number, you can have the secure code sent to your email address by tapping on the check box. Once you have selected your option, tap the **“Next”** button to proceed.

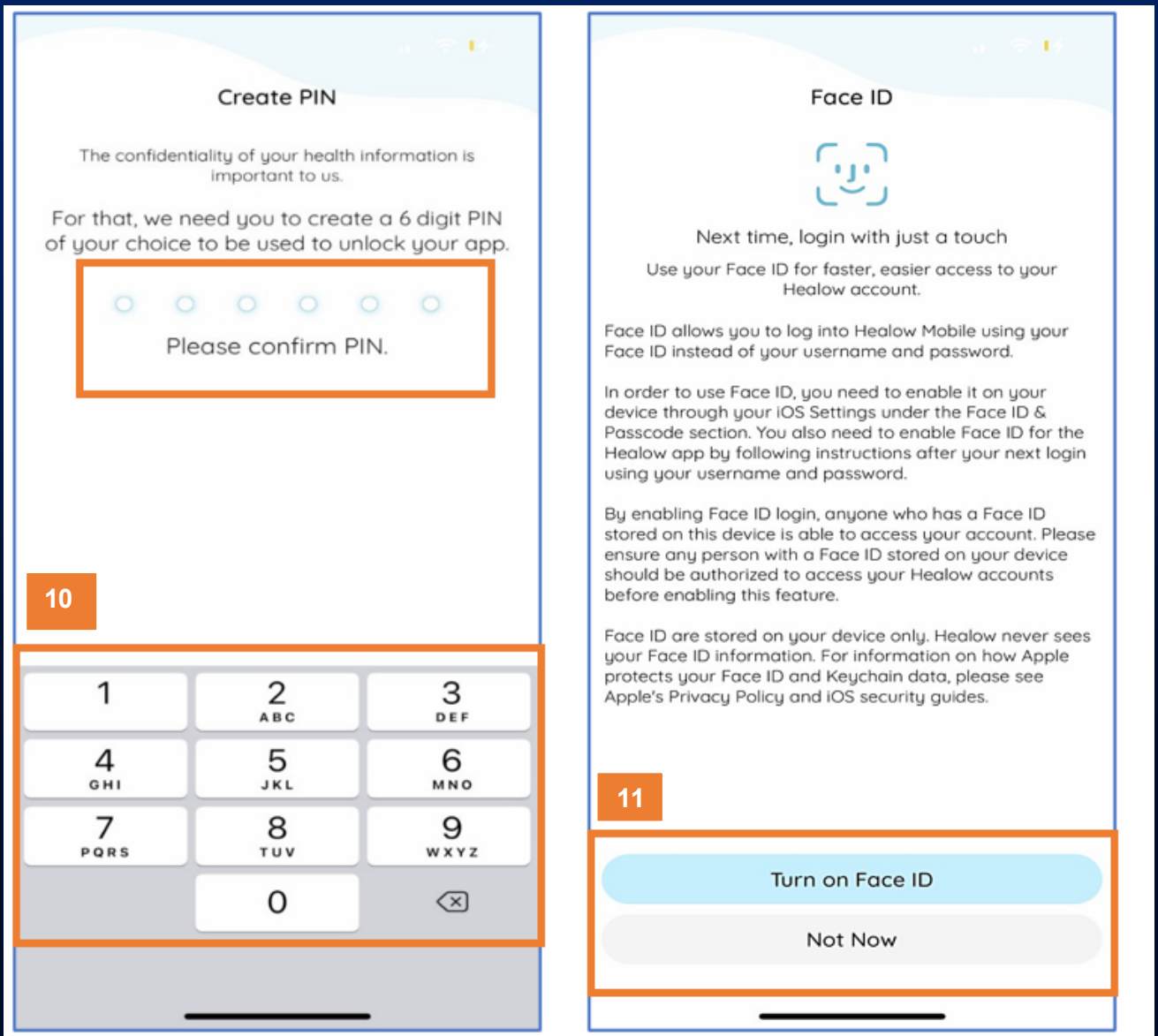
9. Enter the secure code you received in each number field



10. For security purposes, create a **6 digit pin** number for your account. The app will then ask you to confirm your chosen pin-number by entering it again.

11. You can set up Face ID to login to the Healow app. To do so, tap on the **“Turn on Face ID”** button.

* To skip Face ID set-up, tap the **“Not Now”** button



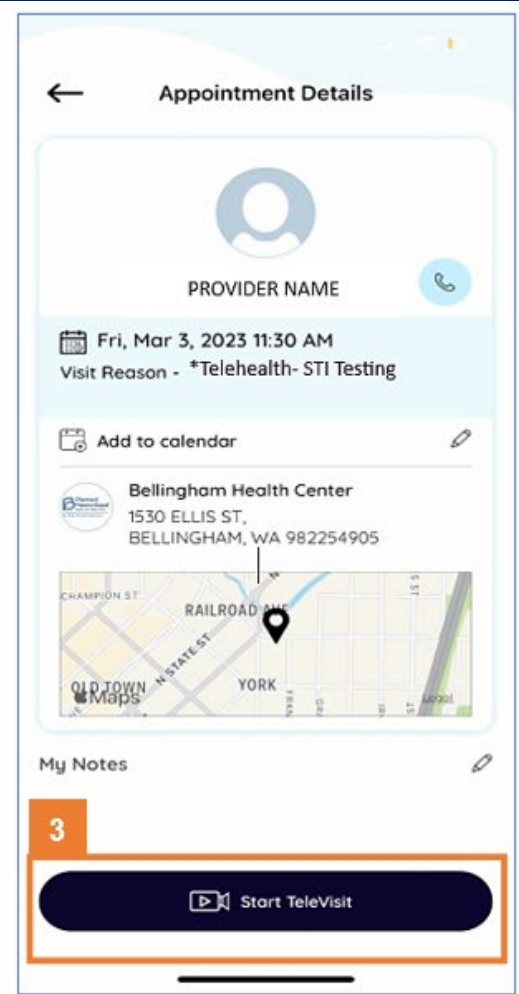
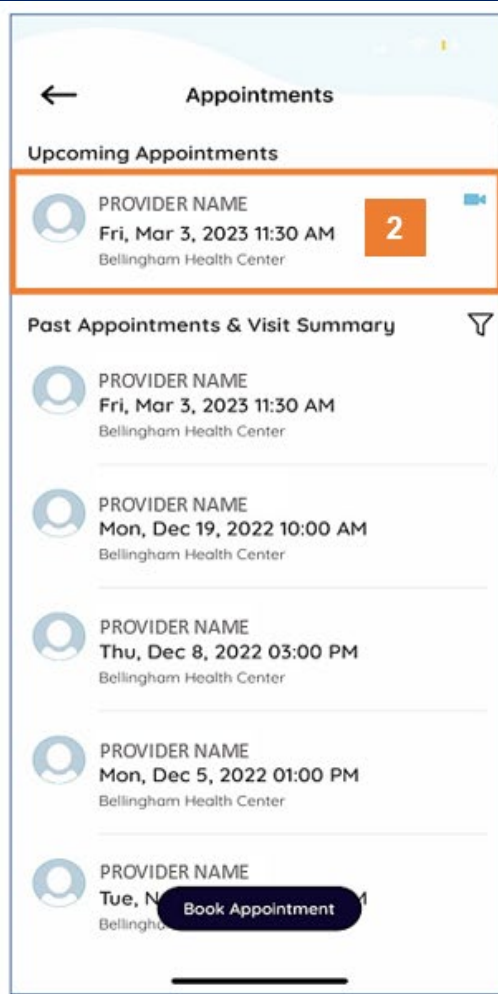
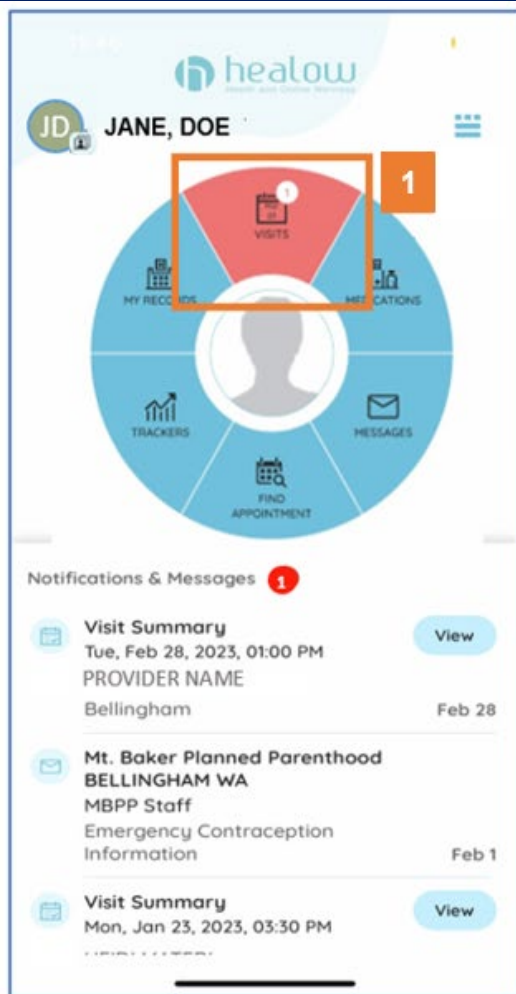
Checking in For Your Televisit

Please Complete This Process 30 minutes Before Your Scheduled Appointment

Tips for a Successful Televisit:

- **Healow:** Be sure you are logged in to the Healow app
- **Get Connected:** ensure you have a strong internet connection or a data plan with your mobile carrier to avoid disconnection during your visit. Make sure your device is fully charged or connected to power. Avoid using public Wi-Fi connections to ensure your information is private and free from cybersecurity risks.
- **Close other applications:** Close other applications on your device to improve your internet connection and reduce distractions.
- **Choose a private spot:** you will want to be able to discuss your health care issues in private. If you have any headphones equipped with a microphone, we recommend you use them for your visit.
- **Photo ID Card:** Please have a photo ID card on hand. You will be asked to verify your identity before starting the visit.
- **Recent Vitals:** You will be asked for your most recent height, weight and blood pressure readings. Your blood pressure reading can be a recent reading from your primary care doctor's office or a reading
- **Write it down.** Write down important information before the visit such as:
 - Your current medications and doses (or gather the actual bottles)
 - Any symptoms, questions, or concerns you want to discuss
 - Keep paper and pen nearby to take notes during your telehealth appointment.

1. Upon logging into the Healow app, Tap on “**Visits**” from your patient wheel.
2. Under the upcoming appointments list, tap on your scheduled telehealth visit.
3. Tap “**Start Televisit**” to start the telehealth appointment check-in process.



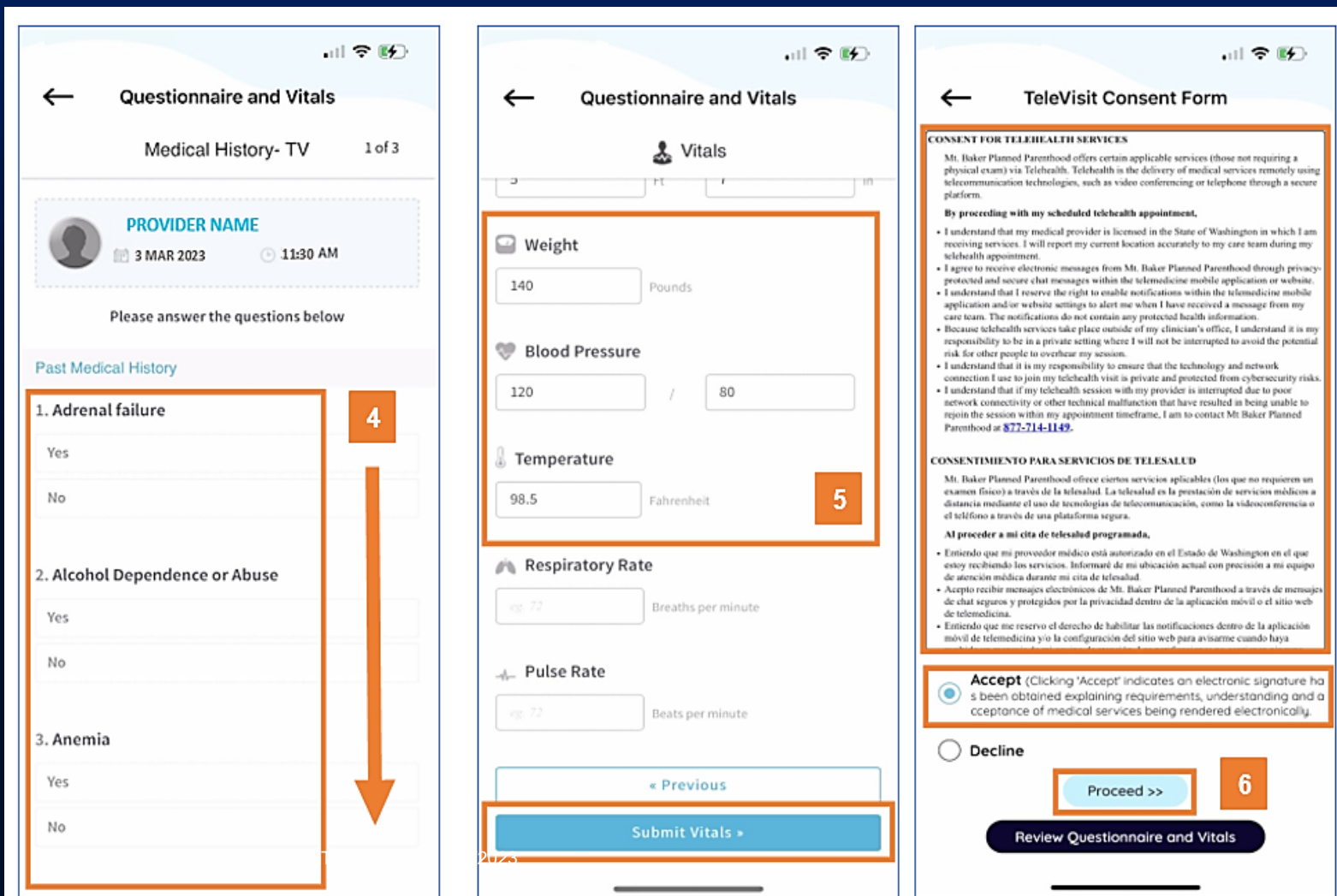
- Complete the medical history questionnaire. Continue scrolling to view and answer all questions until you have completed all three pages of the questionnaire.
- Enter your most recent **height, weight, and blood pressure** readings in each of the text fields.

*If you have readings for other listed fields such as temperature and respiratory rate, please enter them.

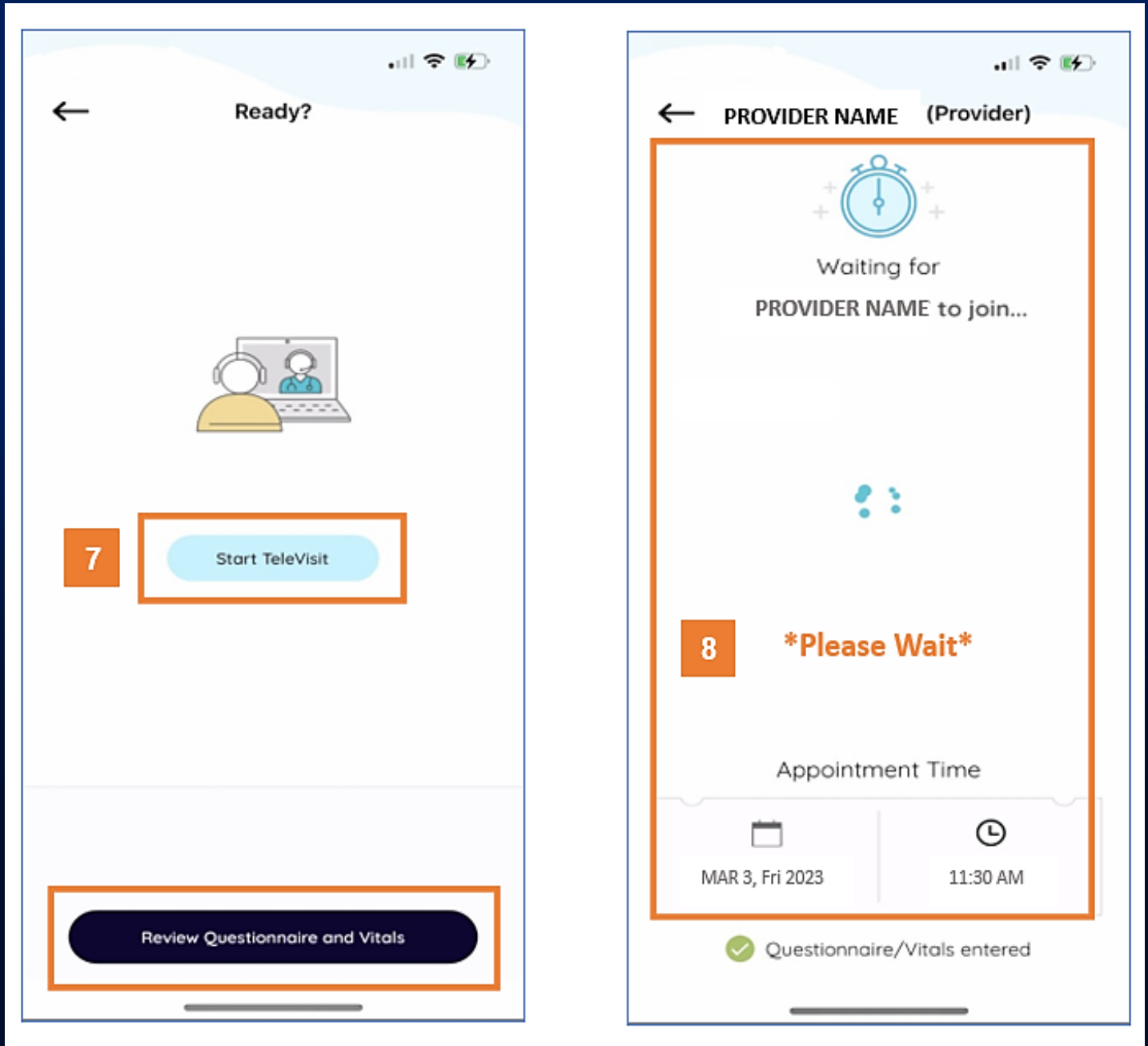
Tap **“Submit Vitals”** to proceed.

- Review the TeleVisit Consent Form provided by Mt. Baker Planned Parenthood. Before you give your consent, be sure you understand the information within the form. If you have any questions, we will be happy to talk about them with you. A copy of this consent will be available in your patient portal.

Tap **“Accept”** to agree to the terms and conditions of the TeleVisit consent form. To proceed with your scheduled visit tap **“Proceed”**.



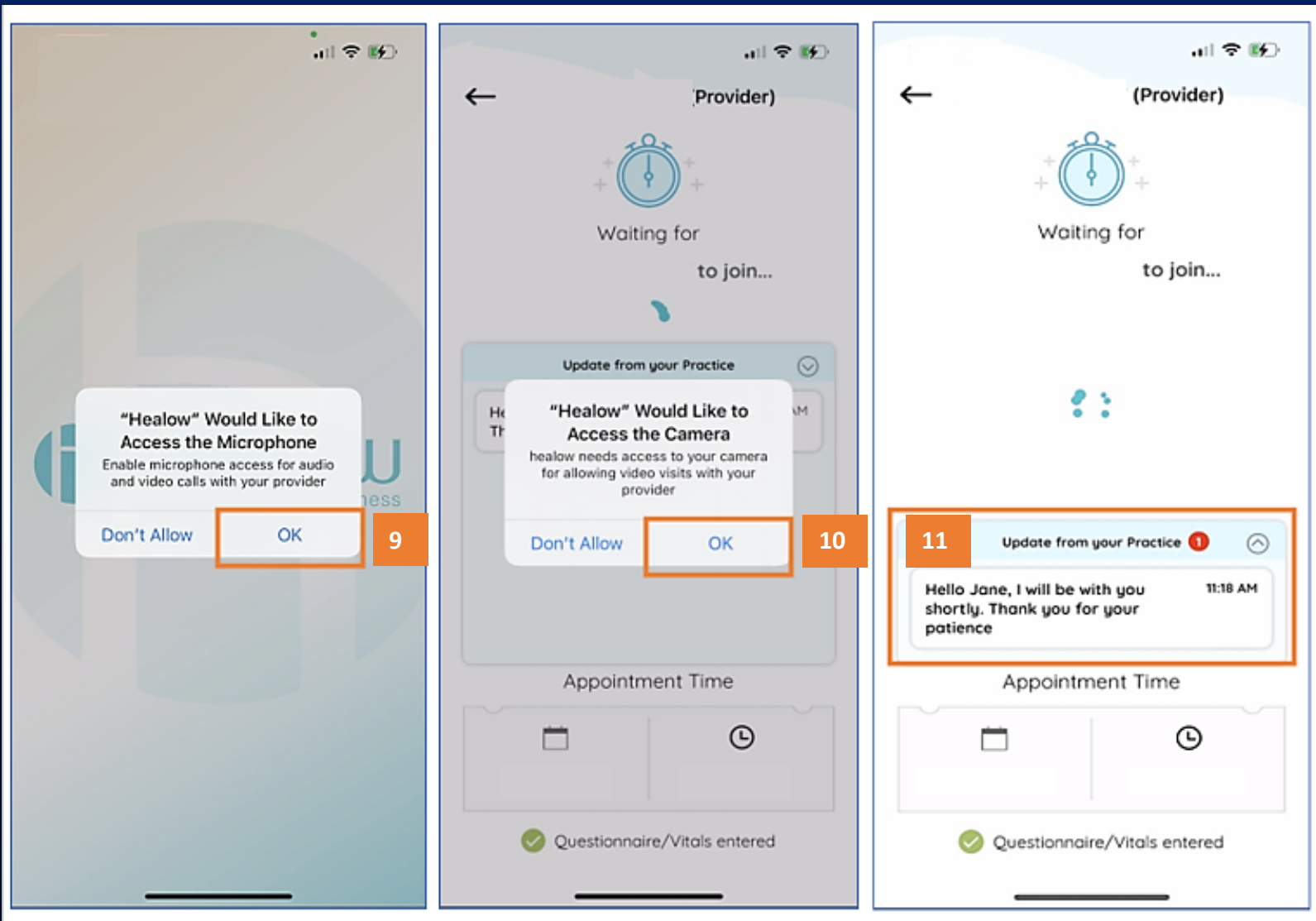
7. If you would like to review your answers on the questionnaire or the vitals entered, you can tap on “**Review Questionnaire and Vitals**”, otherwise, tap “**Start Visit**” to be placed in the virtual waiting room.
8. Once you are in the virtual waiting room, please stand by. Do not exit or close the application. Your provider will be with you shortly.



9. While in the virtual waiting room, you may be asked to allow the app to have access to your microphone. Your provider will need to be able to hear you; tap “OK” to allow.

10. Additionally, you will be asked to allow the app to also have access to your camera. Your provider will need to be able to see you during your visit; tap “OK” to allow.

11. You may receive messages from your provider letting you know the status of your appointment as you wait for them to start your visit.



Tools and Features During Your Televisit

The provider's video screen

PROVIDER NAME (Provider)

Tap to send a chat message to your provider

JANE DOE (Patient)

Your video screen

00:00:00

Tap to turn ON/OFF your video

Tap to end your visit

Tap to mute/unmute your mic

Tap to flip your camera view

Tap to invite a third person to join your visit

Patient Instructions for Televisits Using a Computer

Checking-In For Your Televisit

Please Complete This Process 30 minutes Before Your Scheduled Appointment

Requirements:

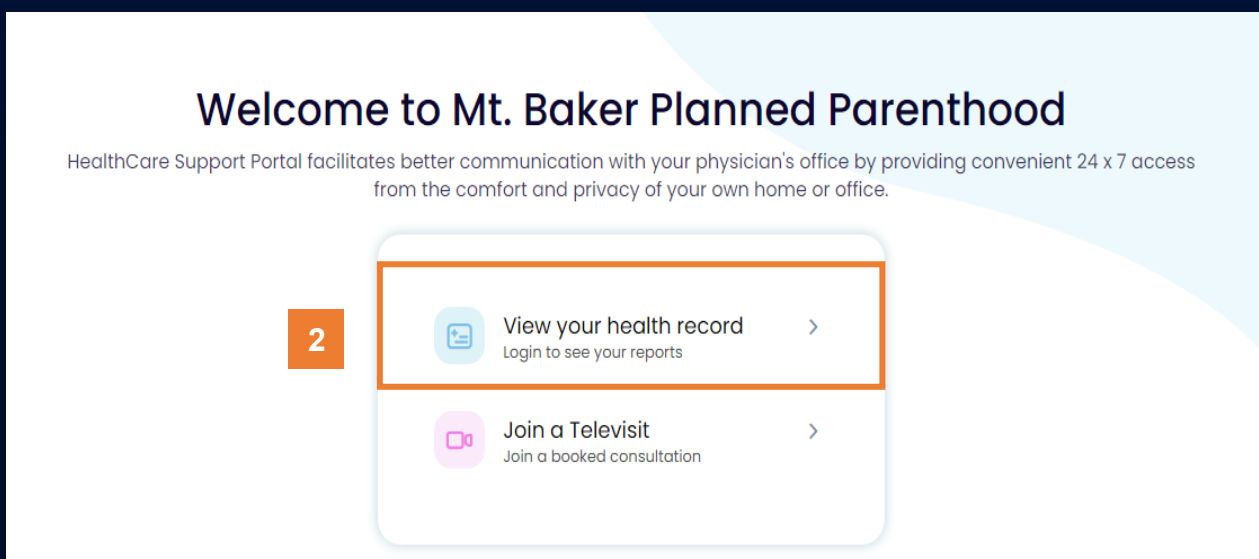


- Google Chrome or Mozilla Firefox Internet Browser
- Access to Microphone and Camera
- Strong, Reliable Internet Connection
- A Login User ID and password for your patient portal (If you do not have one, please call us at **877-714-1149** to help you register)

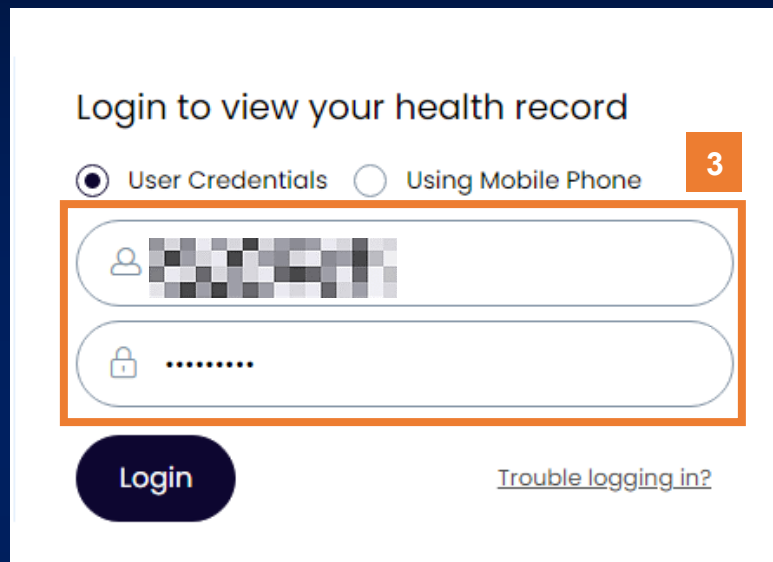
1. Using a Google Chrome or Mozilla Firefox internet browser, go to the patient portal website.



2. Click on **“View your health record”** to log into your patient portal



3. Enter your credentials to log into your portal account: Enter your portal username and password. Click “Login” to proceed.



4. After successfully logging in to your patient portal, click on “Join Televisit” under your appointments section

