



TeleVisit Instructions

Welcome to the wonderful world of telemedicine! We are excited to be able to continue care for your child from the comfort of your home. Please use the instructions below PRIOR to your appointment time so that the visit can run smoothly and on time.

AFTER your child's televisit is scheduled, please perform the following:

1. Download the BLUE [Healow app](#) from your phone/tablet's app store. (Typically, in our office if your child is <13yr we use the green Healow app but this version will not allow televisit access.)
2. Open the app and allow Healow to send notifications
3. Tap the orange **GET STARTED** button at the bottom of the screen
4. Enter our practice code at the bottom of the next screen and then tap login: CJFIBA
5. You should see Rainbow Pediatric Center logo. Enter your child's patient portal username and password.

**HELPFUL TIP – typically your child's username is their first name, last name and year of birth (If you do not remember please call the office PRIOR to your appointment to have this reset. You will only need to input this username and password once then you can use the 4 digit code that you will set up on the upcoming screen. Please make sure to write down this 4 digit code as you will need it in the future to login your child)*

6. Press the orange button to **AGREE TO THE TERMS OF USE AGREEMENT**
7. Create a 4-digit pin and then confirm the pin
8. Finally, you will see a brief tutorial about the app. Click done to exit the tutorial.

You are now logged in to the Healow App – Congratulations!

**HELPFUL TIP – You are going to need at the minimum your child's weight prior to logging on for the visit. Please make sure to use your home or other scale to get a current weight for your child. Bonus points if you can also enter your child's temperature, blood pressure, respiratory rate and heart rate.*

At the time of your appointment time or within 15 minutes prior to your appointment please proceed through the next instructions:

1. From the top of the Healow wheel click the APPOINTMENT button
2. Next click on the TELEVISIT ICON to the right of the screen. (This button will only work within a 15 minute window prior to your scheduled appointment time)
3. Verify the appointment date & time and click the orange START TELEVISIT button at the bottom of the screen
4. Enter your child's vitals (just entering the most recent weight is ok) and click blue button to submit
5. Click the orange **START TELEVISIT** button and wait for your provider to connect.

**HELPFUL TIP – You will need to allow access to your camera*