

VIEWING TELEVISIT APPOINTMENTS



Exceptional Care. One Patient at a Time.

COMPATIBLE PLATFORMS

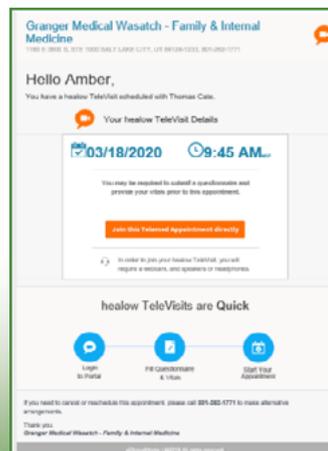
for TeleVisits

- If you're using an Apple device: **Safari**
- If you are using an Android phone, you must use **Google Chrome** or **Firefox**
- If you are using a computer other than Apple, you must use **Google Chrome**

Option 1

EMAIL CONFIRMATION

- You will receive an email confirmation with a link on how to start your TeleVisit
- Click "Join Telemed Appointment."
- You will be routed to the questionnaire, vitals screen, and device compatibility
- Once these are submitted, you will see "Start Telehealth"; click this button to be routed to the virtual waiting room



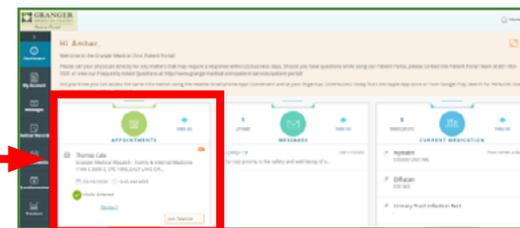
Option 2 HEALOW APP

- Log into your Healow app; the device requires a front-facing camera and microphone
- The appointment tab will be highlighted in red, showing you have an appointment; click on tab to view
- TeleVisit appointments will have a camera next to the facility name; click camera
- Click "Start TeleVisit" at bottom of screen; this will route you to questionnaires, vitals, and the virtual waiting room
- If you join too early, you will not see the "Start TeleVisit" button



Option 3 PATIENT PORTAL

- Log into your portal at: **grangermedical.com/patient-portal**
- Upon logging in, the upcoming appointment will display on your dashboard; click "Join TeleVisit"



- You will be routed to questionnaires, vitals, and a system compatibility check
- Click "Proceed" and then "Start TeleVisit"; you will be placed in the Provider's virtual waiting room

Option 4

DOXY.ME

- Provider will text or email the link to join their **doxy.me** waiting room
- Click on link provided and enter your name and click "Check in"
- You will be prompted to enable camera and microphone
- Once allowed, you will enter the Provider's virtual waiting room

