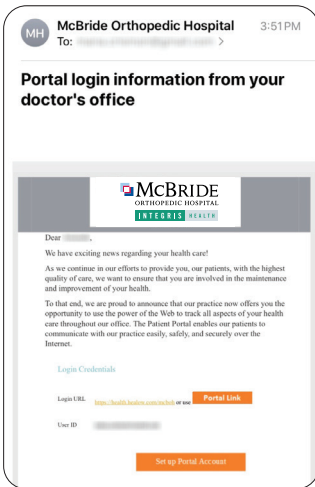


HEALOW APP INSTRUCTIONS for Smartphones/Tablets

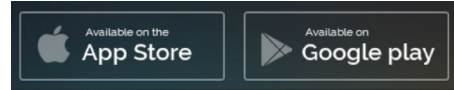
1. Set up your portal account



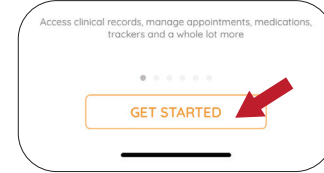
Click on "Set up Portal Account" in the email you received from McBride Orthopedic Hospital. Your email address will be your User ID.

2. Download the Healow app

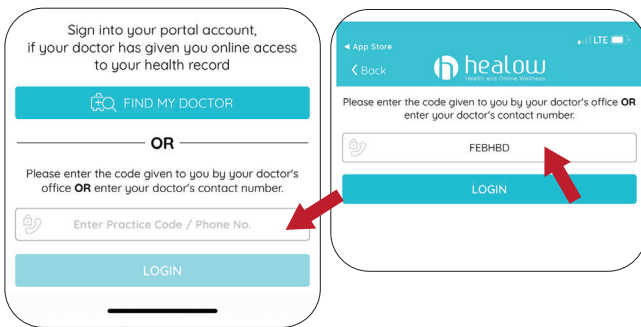
Available on the App Store or Google play.



3. Click on 'Get Started'

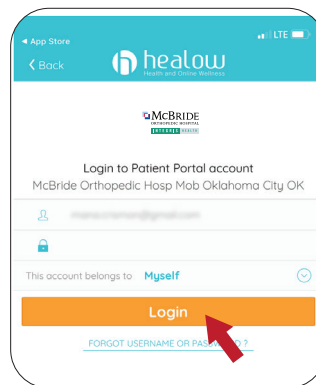


4. Enter Practice Code: FEBHBD



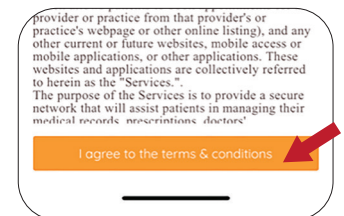
5. Login to Portal Account

Username is your email and use password you created.



6. Click to Accept Terms

Also, make sure you enable your phone's camera access for the app.



7. Please Create a Pin

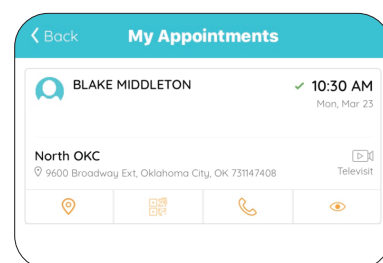
To better protect your personal health information.

Create a PIN to lock the app. This protects access to your personal health information.

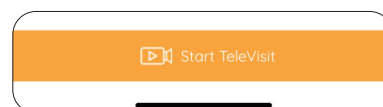
8. 'APPOINTMENTS' will turn RED prior to your scheduled appointment time



Click red 'APPOINTMENTS' button. There may be a delay as it loads.



Click on your appointment to see Appointment Details.

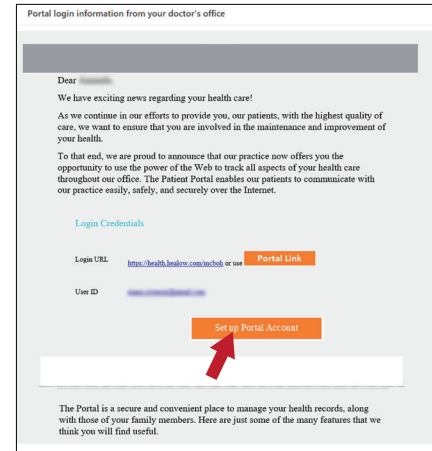


Click to Start TeleVisit.

TELEVISIT INSTRUCTIONS for Desktop/Laptop

1. Set up your portal account

Click on "Set up Portal Account" in the email you received from McBride Orthopedic Hospital. Your email address will be your User ID.

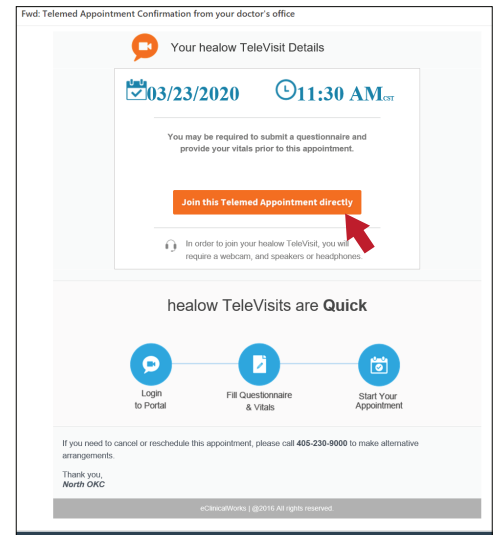
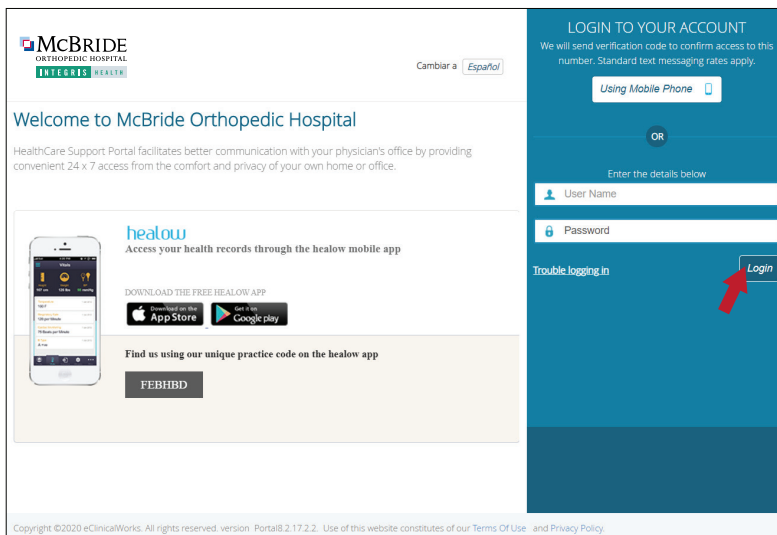


2. In your browser, go to:

<https://www.mcboh.com/patient-portal>

– OR –

click on link in your reminder email.



3. Click to Join TeleVisit in the Patient Portal

You will be asked to complete a Vitals check.

A TeleVisit System Compatibility Check will automatically run to test that your camera, speaker and microphone is working properly and your video connection is adequate. Once check is complete, click 'Proceed'

Once the provider joins, click 'Yes, allow access' for camera and microphone. The TeleVisit window will open and your video call begins.

