

PATIENT GUIDE TO TELEVISITS

Patients can use either the Healow app on Android and iPhone, or they can use a webcam enabled computer and the patient portal. Please login a day before your appointment to ensure you can do so.

[Healow for iPhone](#)

[Healow for Android](#)

[Link to Patient Portal](#) (Google Chrome Required)

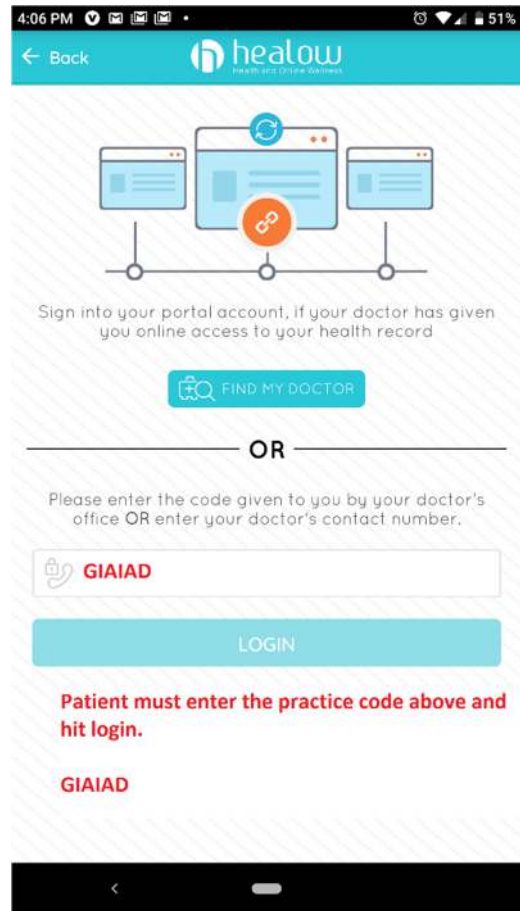
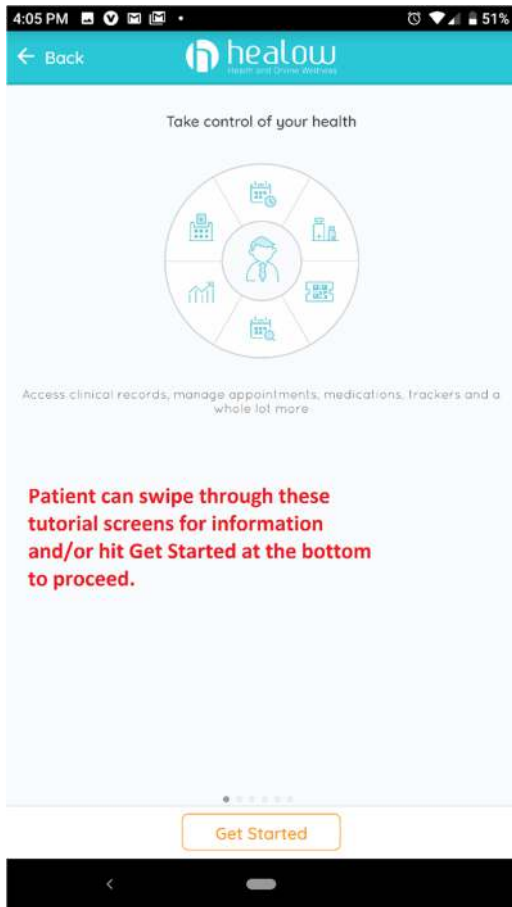
[Login Recovery Instructions](#)

If you are unsure of your login information, please see the [Login Recovery section of this guide](#).

If you have never logged into your patient portal account before, you will need to log in for the first time to set your password. See your automated welcome email that you were sent when you provided your email address to us. The sender will be no-reply@eclinicalmail.com and the subject will read "Patient portal access information From Huntington Heart Center and Affiliates".

Below you will find pictures walking you through starting your Televisit in the [Healow App section](#) of this guide or the [Patient Portal section](#). Please pay attention to the annotations in red.

Healow App Screenshots: [Practice code: GIAIAD]





Login to Patient Portal Account
Rajeswara R. Patcha, M.d.,p.c. HUNTINGTON NY

Username

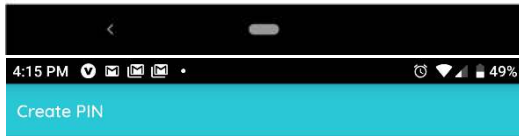
Password

This account belongs to **Myself**

Login

[FORGOT USERNAME OR PASSWORD ?](#)

Patient must login with their Patient Portal Login here.



The confidentiality of your health information is important to us.
For that, we need you to create a 4 digit pin of your choice to be used to unlock your app.

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TERMS OF USE AGREEMENT

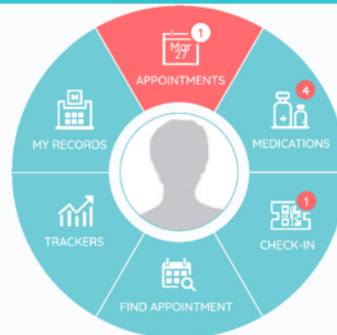
This Terms of Use Agreement ("Terms of Use" or "Terms of Use Agreement") governs your access and use of the software, applications, and services as described below.

Ownership and Purpose of the Websites and Applications:

Healow, LLC ("HEALOW") owns and operates various websites and applications related to electronic medical records ("EMR"), software for EMR and healthcare practice management, and other related online products and services. Some of the HEALOW products and services interact with the software for EMR and healthcare practice management ("EMR Software") owned and licensed by eClinicalWorks, LLC. The HEALOW products and services include the healow websites and applications (including healow.com, healow® and the healow® app, healow@work®, healow mom®, healow kids™, healow smile™, healow open access™, hello2healow™, and the healow telemedicine offering, and the healow widget™ which allows patients to book appointments for a provider or practice from that provider's or practice's webpage or other online listing), and any other current or future websites, mobile access or mobile applications, or other applications. These websites and applications are collectively referred to herein as the "Services."

The purpose of the Services is to provide a secure network that will assist patients in managing their medical records, prescriptions, doctors' appointments and other healthcare related items online and/or from their mobile devices in order to assist them in obtaining improved quality, safety, and efficiency of healthcare. This includes providing a means of interacting with eClinicalWorks, LLC's EMR Software and other EMR-related products and services which one of more of each patient's healthcare providers utilize. Certain websites or mobile applications, such as the healow.com website and the healow widget™, also provide functions and

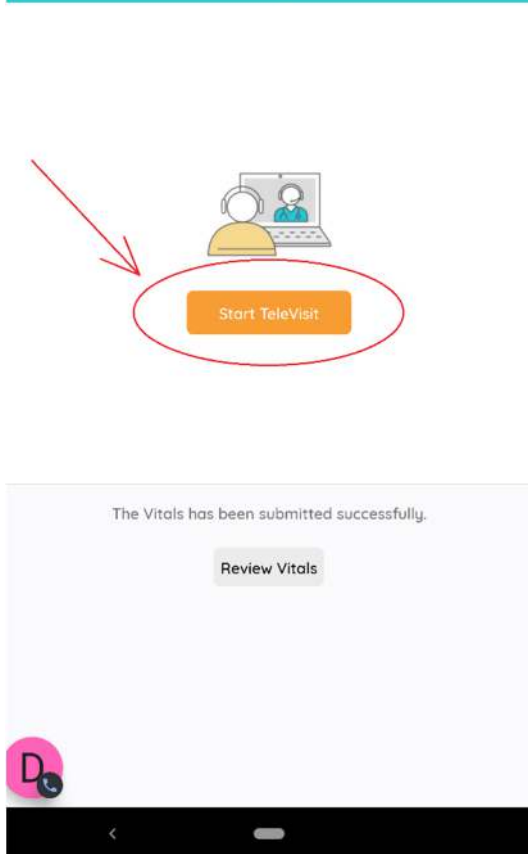
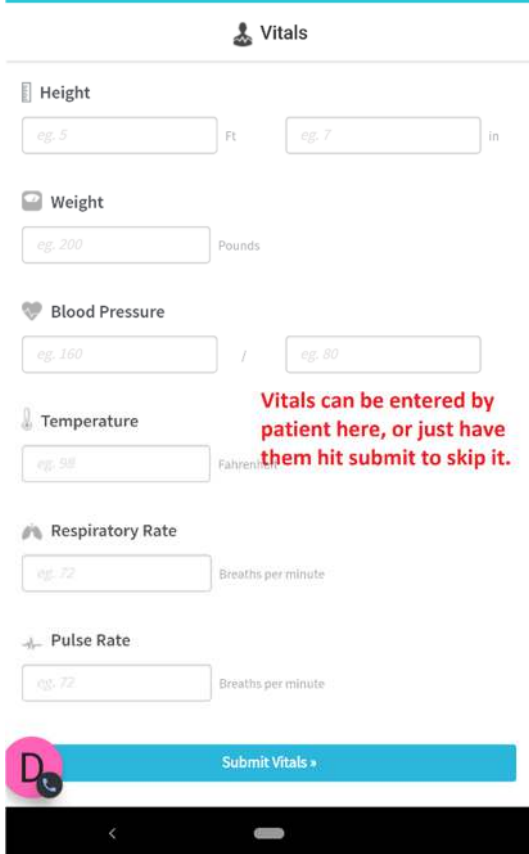
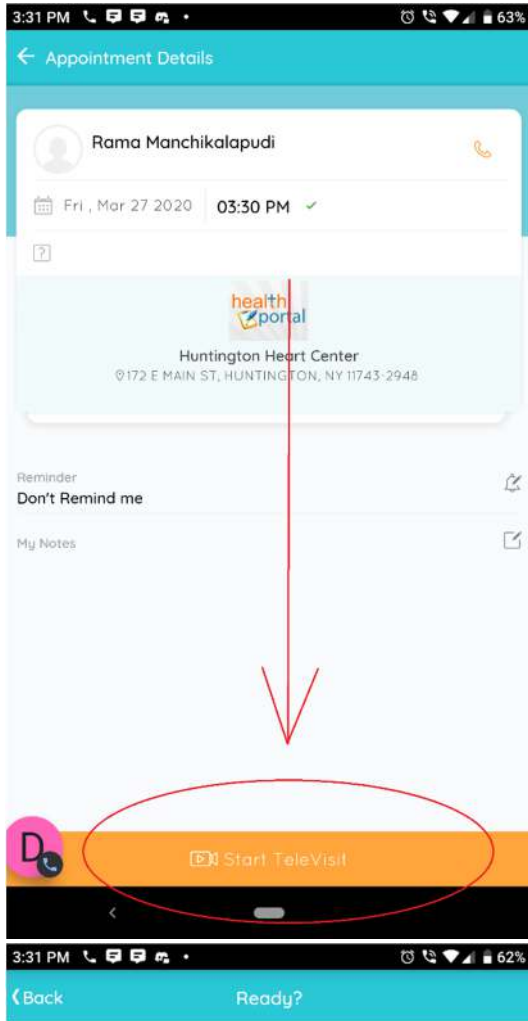
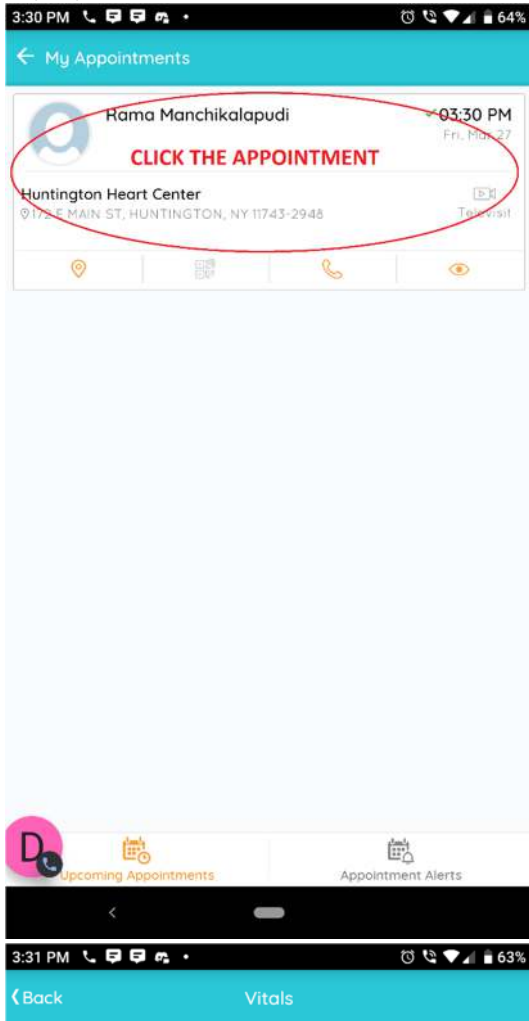
I agree to the terms & conditions



You currently do not have any messages to be read.

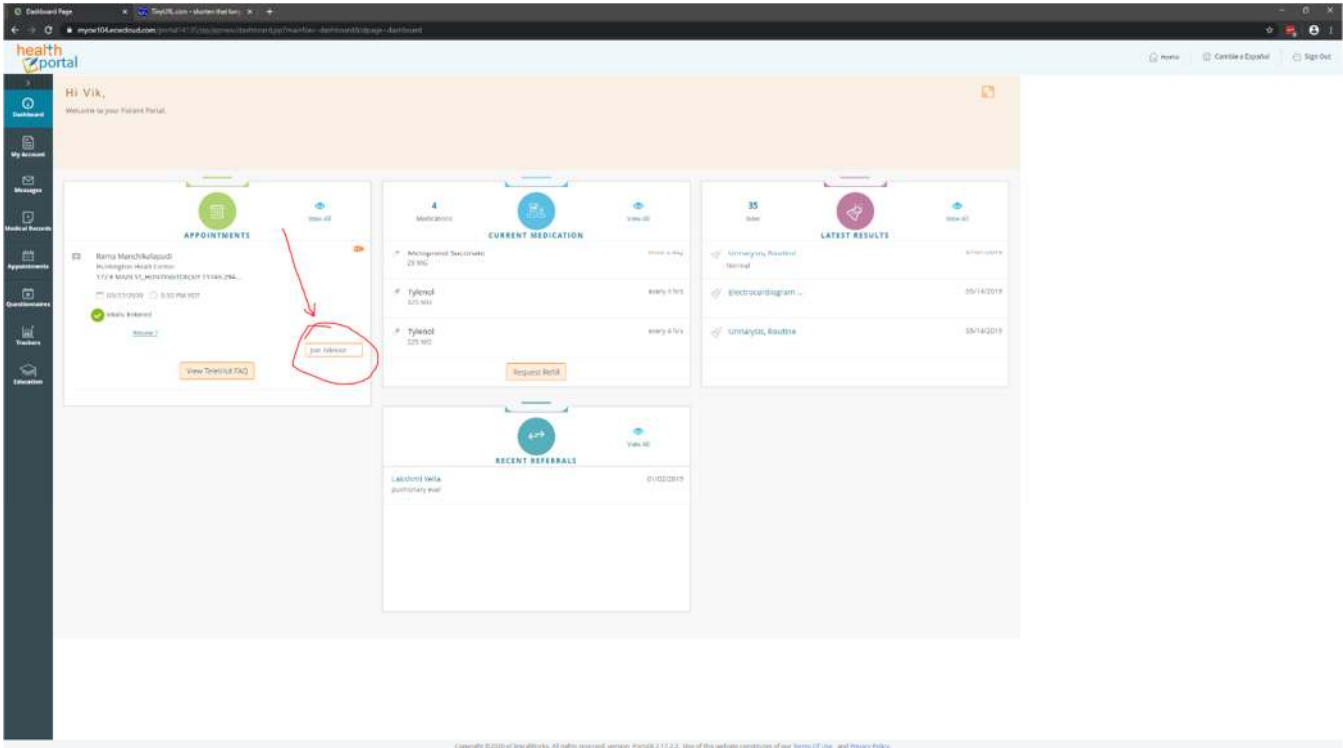
Patient can click APPOINTMENTS to find their scheduled Televisit Appointment.



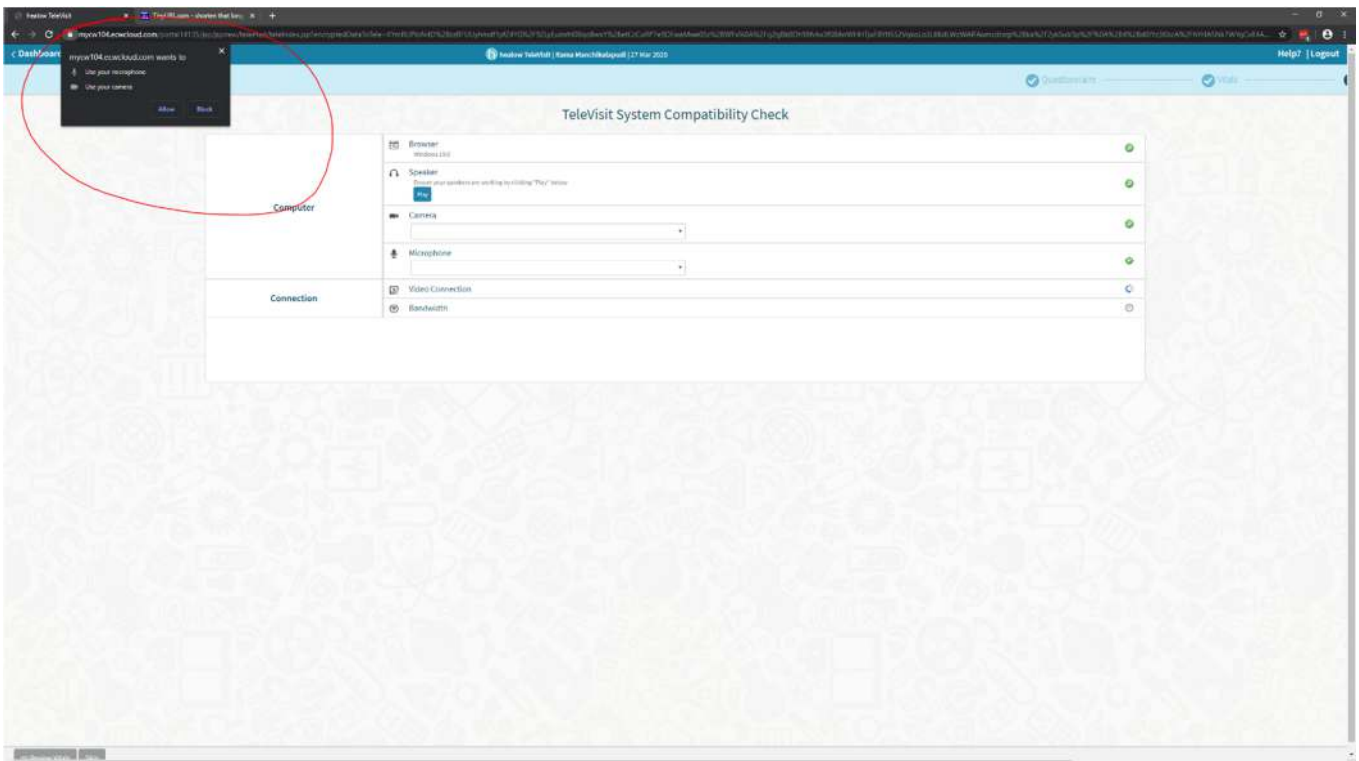


Patient Portal Screenshots: *(Google Chrome is the required web browser)*

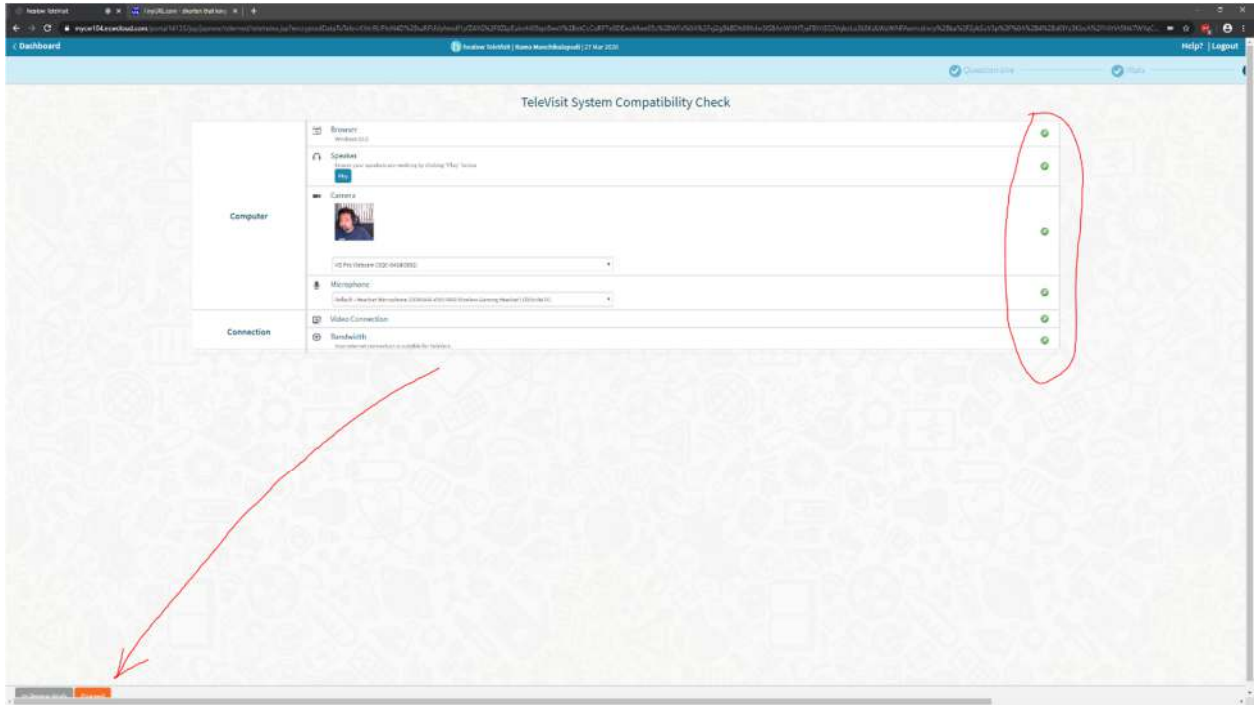
Login to the portal and click Join Televisit in the Appointments Section



Allow microphone/camera access

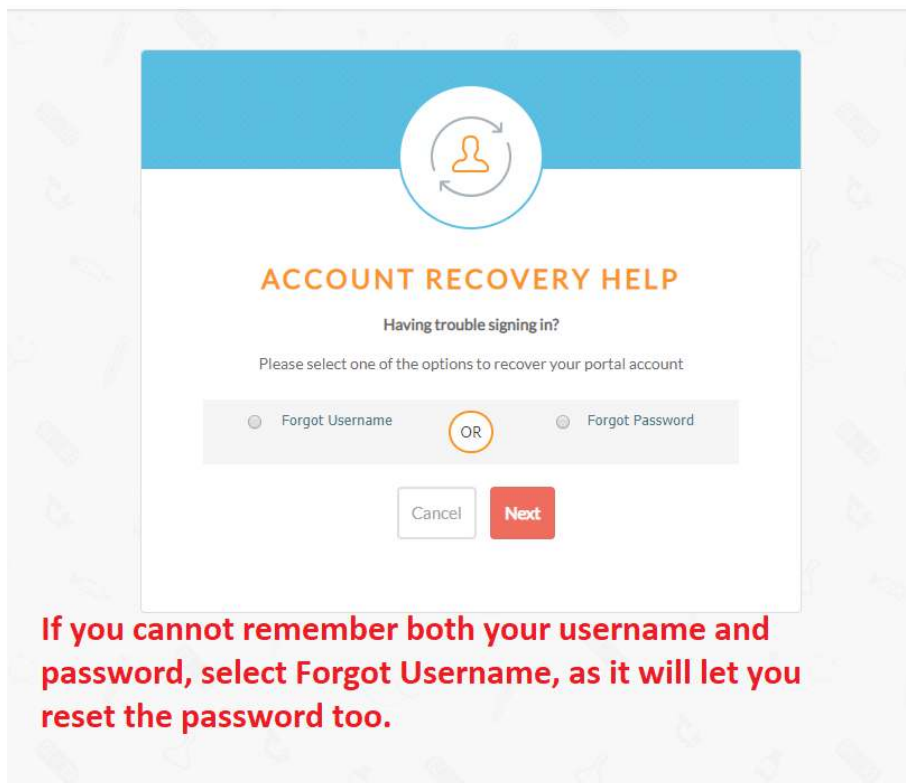
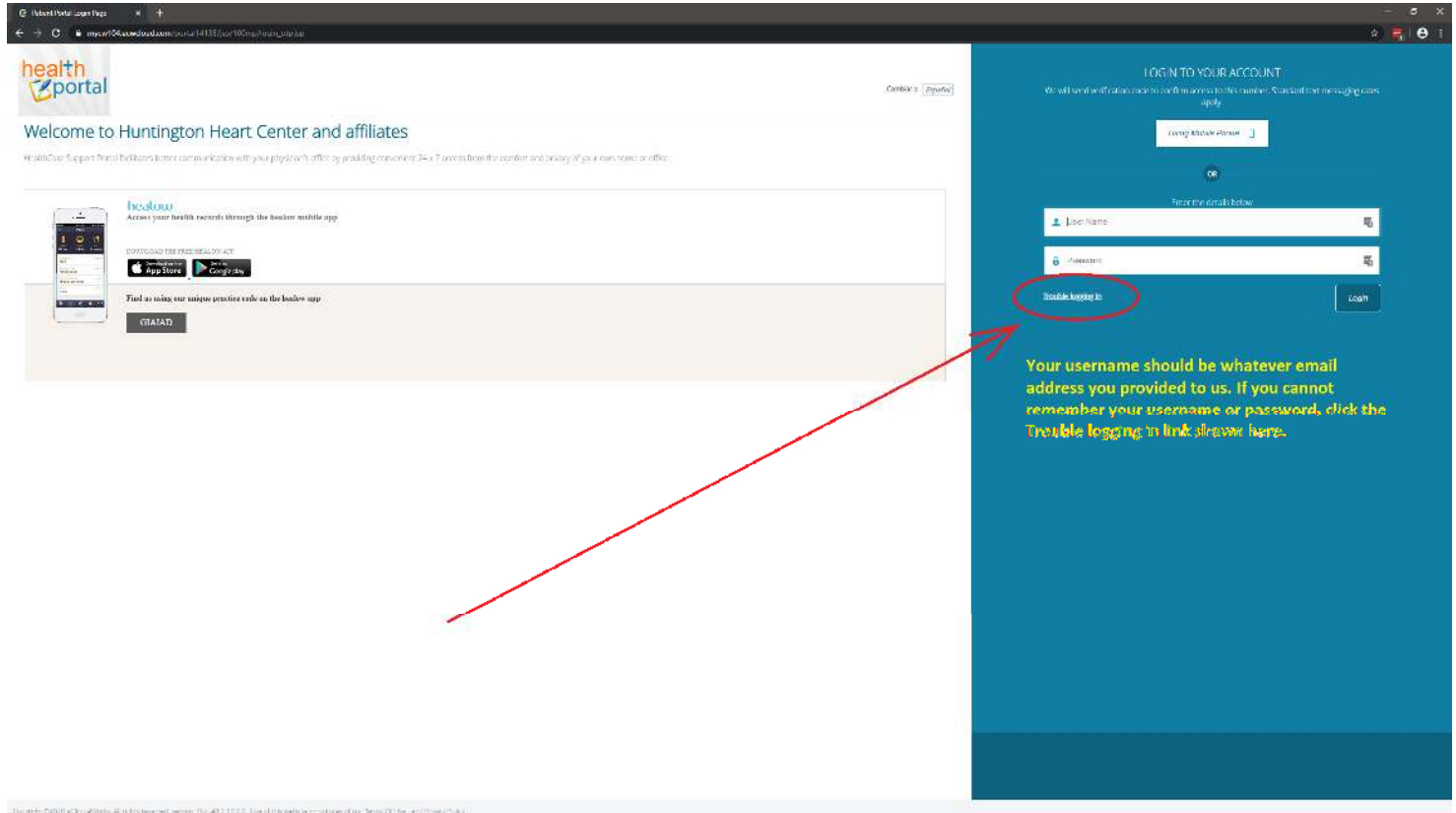


Green means good! Proceed.



Login Recovery:

If you do not remember your login information, click “Trouble logging in” and proceed.



If you cannot remember both your username and password, select **Forgot Username**, as it will let you reset the password too.