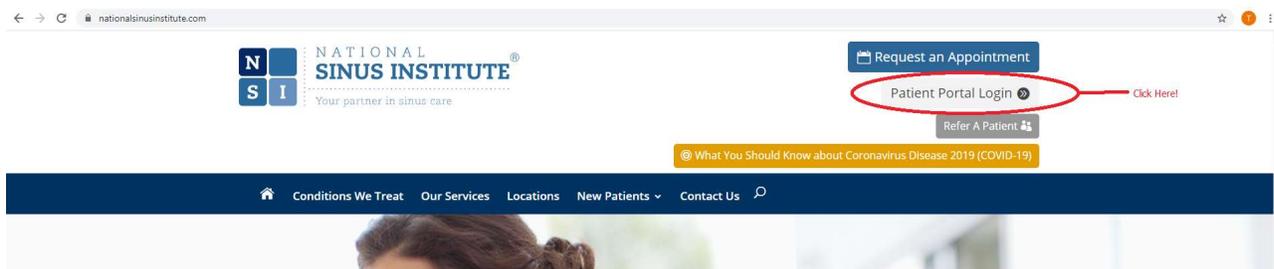## Patient Televisit Guide

Step one - Create a username and password on patient portal
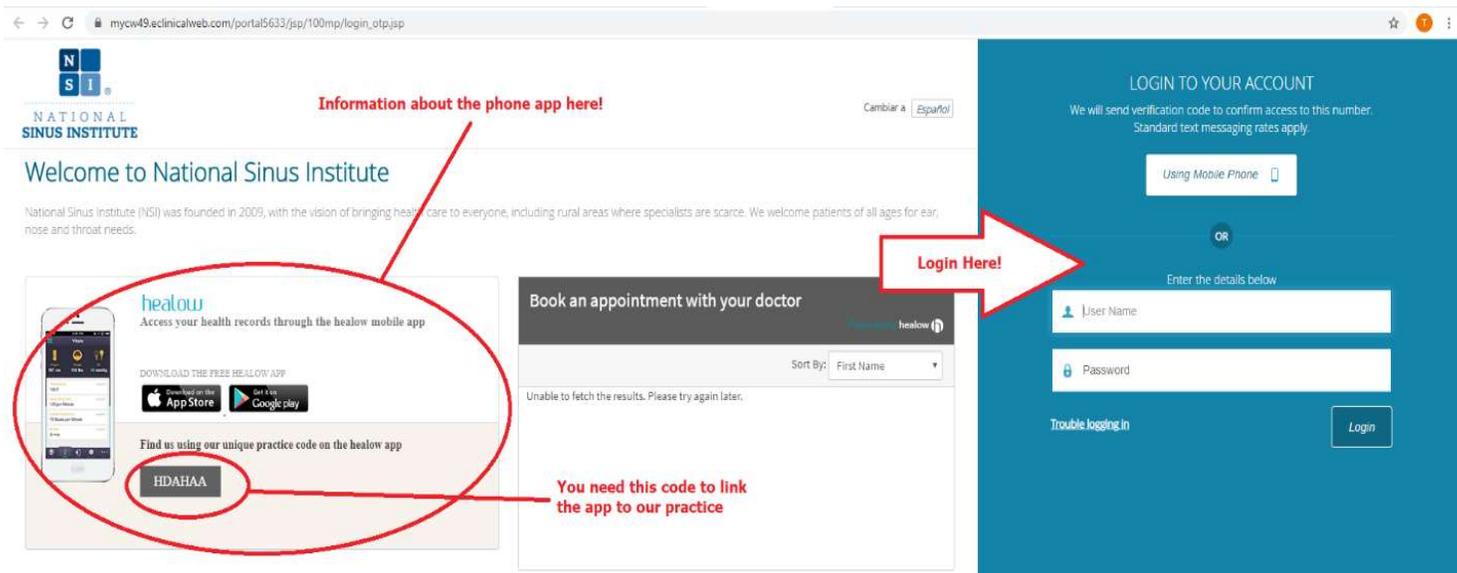
Your username is your email address you provided to us. Your password will be included in the invitation email that you receive or can be supplied by a member of the front office staff.

Please click on the link in your email or follow the link on our webpage (www.nationalsinusinstitute.com) to the patient portal login. Here is where you will find the link on our website:

Step two – Login to the patient portal

On the login page you will login to the patient portal with your credentials. This page also gives you information on downloading the **healow** app for your phone which will make telemedicine appointments very simple.

Step three – Login to healow. Phone is preferred

On phone: Download the healow app and login.

Once you have the healow app on your phone you can use the same login in credentials you use for the patient portal to login to healow.

On Laptop: Go to the healow sign-in website using "Chrome" web browser.
https://healow.com/apps/jsp/webview/signIn.jsp

Select the Practice Name option and type in "National Sinus Institute" and zip code. Select "National Sinus Institute" from list provided, then sign in using patient portal login credentials. Or, enter our practice code "HDAHAA" to find us directly.
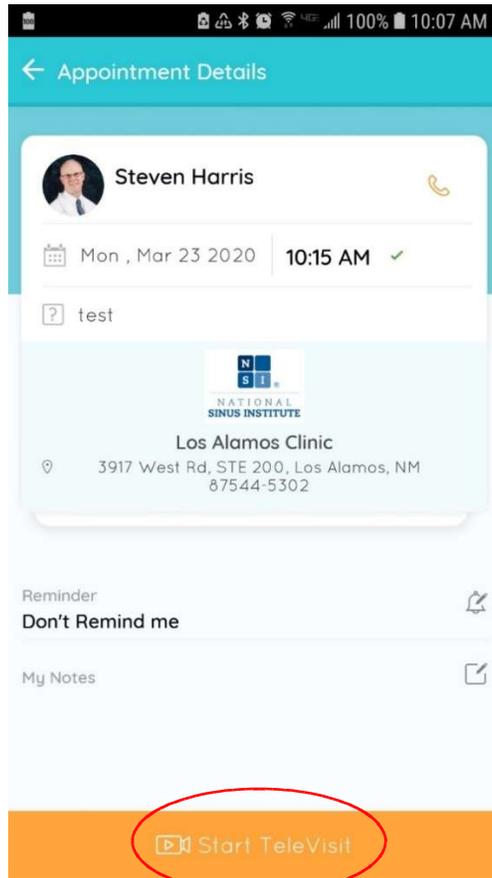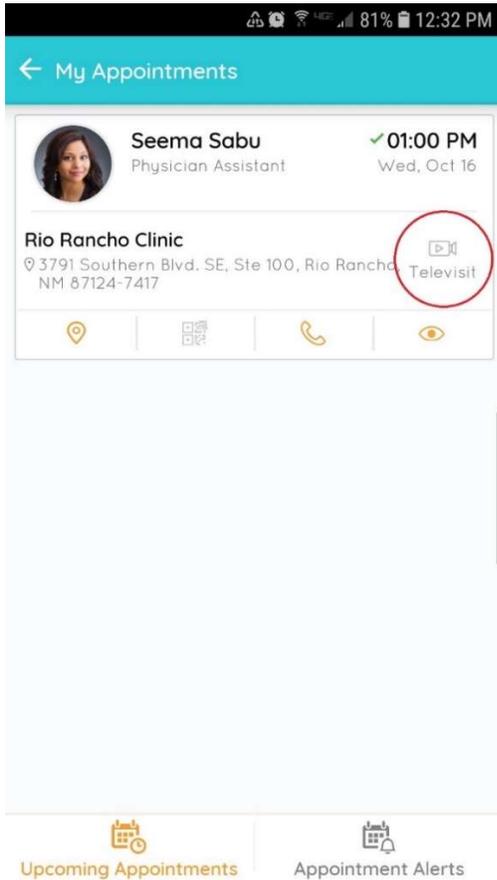

When you open healow and login, your homepage will look something like this:

Step four – Open your appointment

Click the "Appointments" section and then click the "Televisit" to see the screens on the following page. You will click on the **orange strip** "Start TeleVisit" to begin. You will be asked to enter your vitals. Enter what you know and skip what you do not know and then click at the bottom of the screen to continue.

Step five - You will see the following screen. Please click "Start TeleVisit" again. This will indicate to your provider that you are present and ready for your visit. It's like checking-in and waiting in the waiting room. When you provider is ready, (s)he will see that you are ready and (s)he will appear on the screen.