



Telemedicine Visit Instructions

If you would prefer to have an appointment from your home through our Telehealth System, please call us at 833-4-BEVCARE (833-423-8227). Not all appointments could be done via Telemedicine Visits, but our staff will check with your provider and let you know.

- The first thing you will have to do is call our clinics to provide your email address and we will create a username and password for you.
- Before starting your Telemedicine session, please choose a comfortable private area in your home. This is to comply with HIPAA regulations and protect your privacy during the session.
- Please connect at least 15 minutes before your appointment so you can follow the steps.

Telemedicine Visit from Your Phone:

1. Please go to your app store and search the Healow app to download. The Healow app is free and available for download on both Android and Apple smartphones.
2. After downloading the Healow app, new users will login for the first time by clicking **Begin Now** at the bottom of the screen.
3. Search BeverlyCare or your provider's name in the search box
4. Using your ID and password provided by our staff, login into the Patient Portal account for BeverlyCare
5. Review and agree to Terms of Use Agreement
6. Create a 4-digit pin number, which will be used to login to the Healow App for any future visits
7. Click on **Appointments**
8. Please fill out any questionnaires and vitals that you are able to, or skip if you are unsure.
9. Click **Start Televisit**
10. Your provider will begin the face to face Televisit and disconnect once the visit is completed.
11. If you experience any problems, call us at 833-4-BEVCARE (833-423-8227) and we will be able to guide you through the process.

Telemedicine Visit from your PC or laptop:

1. Access the patient portal through our website: www.beverlycare.org and click on **My Health Portal** on the home page.
2. If you forget your username or password, click **Reset** and you will get a new one by email.
3. Click on Questionnaires on the left-hand side, then click Medical History, complete the COVID19 Screening and Consent of Services and click **SUBMIT REQUEST**.

Telemedicine Visit from your PC or laptop (cont.):

4. Once you've completed the questionnaires, click on Appointments on the left-hand side, then click "UPCOMING APPOINTMENTS." You will see your Televisit appointment. Click **JOIN TELEVISIT**.
5. Click **START TELEVISIT** to enter the virtual waiting room. It will ask you a few questions about your vitals and if you are unsure, you have the ability to skip.
6. The next screen will check your computer's speed and ability to support the Televisit. As soon as all categories receive a green check mark, you will then be asked to **PROCEED**.
7. Your provider will begin the face to face Televisit and disconnect once the visit is completed.
8. If you experience any problems, call us at 833-4-BEVCARE (833-423-8227) and we will be able to guide you through the process.

Telemedicine Visit from SMS Message on your smart phone:

1. A text with a link to your Televisit appointment will be sent to your cellphone 30 minutes before your appointment.
2. Click on the link 15 minutes before your appointment time and it will take you to the Televisit appointment. Answer any questions if possible and the provider will begin the face to face televisit.
3. If you experience any problems, call us at 833-4-BEVCARE (833-423-8227) and we will be able to guide you through the process