



Healow TeleVisits

Welcome to Healow TeleVisits!

Healthcare Associates of Texas is excited to introduce Healow TeleVisits! These visits will allow you to see your healthcare provider, safely and securely, for any number of reasons, from the comfort of your own home.

This guide is designed to help you navigate the TeleVisit using three different options to connect with your HCAT provider:

1. Direct Link through email / text appointment confirmation
2. Patient Portal
3. Healow App

In order to participate in Healow TeleVisits, you must have a Patient Portal account. If you do not have a portal account, please contact your healthcare provider's clinic and request to be web-enabled. Once enabled, you will receive an email with your username, temporary password and a link to the HCAT Patient Portal. If using the Healow App, you need to have previously logged into your Patient Portal account. Logging in is not required when using the Direct Link.

After scheduling your TeleVisit appointment, you will receive an email confirmation with instructions on how to begin your visit. On the day of your appointment, a reminder email will be sent 90 minutes prior to your appointment time and a text reminder will be sent 30 minutes prior. You must utilize a smart phone or computer with a camera and mic for the TeleVisit.

