



TeleVisits using the Healow App

The Healow app is a free app that can be downloaded to a smartphone or tablet through Apple's App Store or Google Play. Once downloaded, easily find your HCAT Provider by searching by Practice Code: **CGFDBD** for Healthcare Associates of Texas, LLC. After selecting this, enter your HCAT Patient Portal username and password. Once the portal account is linked to the Healow App, you will be able to view your TeleVisit within the Appointments section.

- From the home screen, tap the Appointments section of the wheel.
- From the My Appointments screen, tap the "appointment card" for the TeleVisit.
- From the Appointment Details screen, Tap Start TeleVisit.
- A Questionnaire and Vitals screen will display. While these are not mandatory fields, we do request that you fill them out to the best of your ability. Click Submit Questionnaire and Submit Vitals to move to the next screen.
- A consent form will display and you will need to select Agree to begin your TeleVisit. Then click Proceed.
- From the Ready screen, tap Start TeleVisit to begin your session. This will send a notification to the provider letting them know you have arrived for your visit.

