



TRAVERSE HEALTH CLINIC

PATIENT MOBILE DEVICE TELEVISIT "HOW TO" GUIDE



WHAT DO I NEED?

Traverse Health Clinic patient portal access
EMAIL ADDRESS REQUIRED
AND an iPhone, iPad or Android Phone

FROM YOUR APPT. REMINDER TEXT MESSAGE

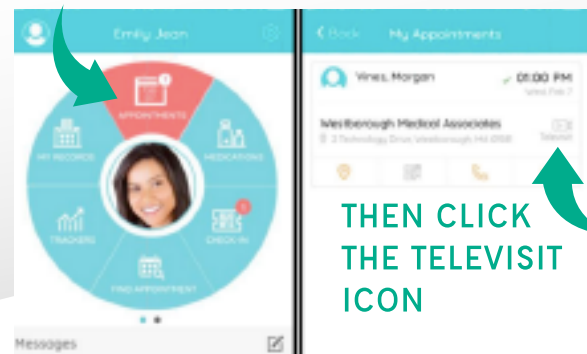
NO DOWNLOAD OR INSTALLATION NEEDED
CLICK ON THE LINK IN YOUR TEXT MESSAGE
10-15 minutes BEFORE your appt. time

Televisit with Roger Gerstle is on 05/15 at 11:20 AM EST Click 15 mins before <https://msg.fm/704b0b0b21004327932c777913e36821> Msg&Data rates may apply. Reply STOP to opt-out

NOTE:
The text message is NOT sent from our phone number

FROM THE HEALOW APP

MUST BE DOWNLOADED & INSTALLED FIRST
OUR PRACTICE CODE IS **GBAIAA**
LOG INTO YOUR HEALOW APP
10-15 minutes BEFORE your appt. time
& CLICK ON THE APPOINTMENT BUTTON



THEN CLICK THE TELEVISIT ICON

1) COMPLETE THE QUESTIONNAIRE & CONSENT FORM

healow TeleVisit | Roger Gerstle | 15 May 2020

Please complete your health questionnaire to the best of your ability

TELEVISIT

Do you consent to TeleVisit today?

☐ Yes
☐ No

If you are using the healow app, do NOT click the orange button in the confirmation or reminder emails.

You cannot log into your app from the email & your phone's browser will not connect you to your TeleVisit.

2) ENTER YOUR VITALS

healow TeleVisit | Roger Gerstle | 15 May 2020

Entering Vitals below is optional.

Height ft inches

Weight pounds

OPTIONAL
medical appts. only

3) CLICK "START TELEVISIT"

healow TeleVisit | Roger Gerstle | 15 May 2020

☒

The 'TELEVISIT CONSENT_ALL' questionnaire and Vitals has been submitted successfully.

Start TeleVisit

4) WAIT FOR YOUR PROVIDER

TeleVisit

Waiting for Roger Gerstle to join...

Appointment Time:
May 15, 2020 11:20 AM

☒ Questionnaire/Vitals: Entered. [Review ?](#)



TRAVERSE HEALTH CLINIC

PATIENT COMPUTER TELEVISIT "HOW TO" GUIDE



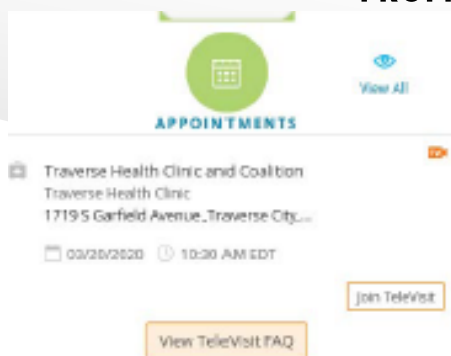
WHAT DO I NEED?

Traverse Health Clinic patient portal access
EMAIL ADDRESS REQUIRED
AND A COMPUTER (PC OR MAC)

EQUIPPED WITH **1) Webcam 2) Microphone 3) Speakers**
RUNNING **Firefox or Google Chrome or Safari**
INTERNET EXPLORER IS NOT COMPATIBLE



FROM YOUR PATIENT PORTAL ON THE COMPUTER



LOG INTO THE PATIENT PORTAL

10-15 minutes BEFORE your appt. time

CLICK ON "APPOINTMENTS"
Then click "Join TeleVisit"

1) COMPLETE THE QUESTIONNAIRE & CONSENT FORM

healow TeleVisit | Roger Gerstle | 15 May 2020

Please complete your health questionnaire to the best of your ability

TELEVISIT

Do you consent to TeleVisit today?

☐ Yes

☐ No

2) ENTER YOUR VITALS

healow TeleVisit | Roger Gerstle | 15 May 2020

Entering Vitals below is optional.

Height ft inches

Weight pounds

OPTIONAL

medical appts. only

3) CLICK "START TELEVISIT"

healow TeleVisit | Roger Gerstle | 15 May 2020

The "TELEVISIT CONSENT_ALL" questionnaire and Vitals has been submitted successfully.

Start TeleVisit

4) WAIT FOR YOUR PROVIDER

TeleVisit

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