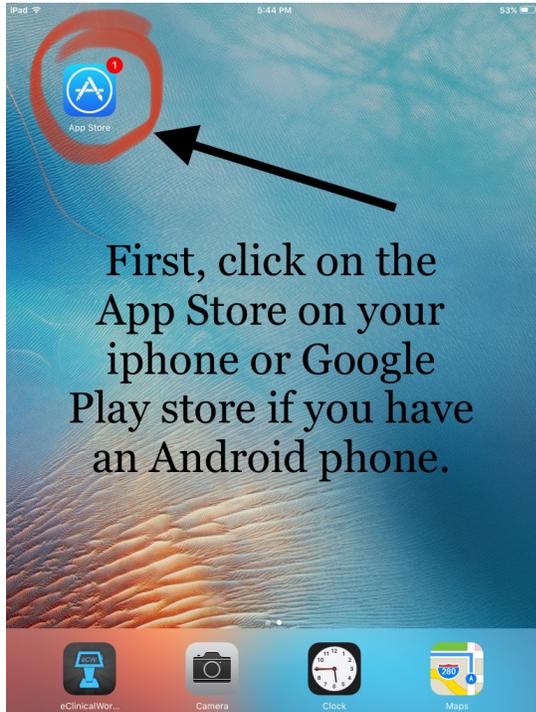
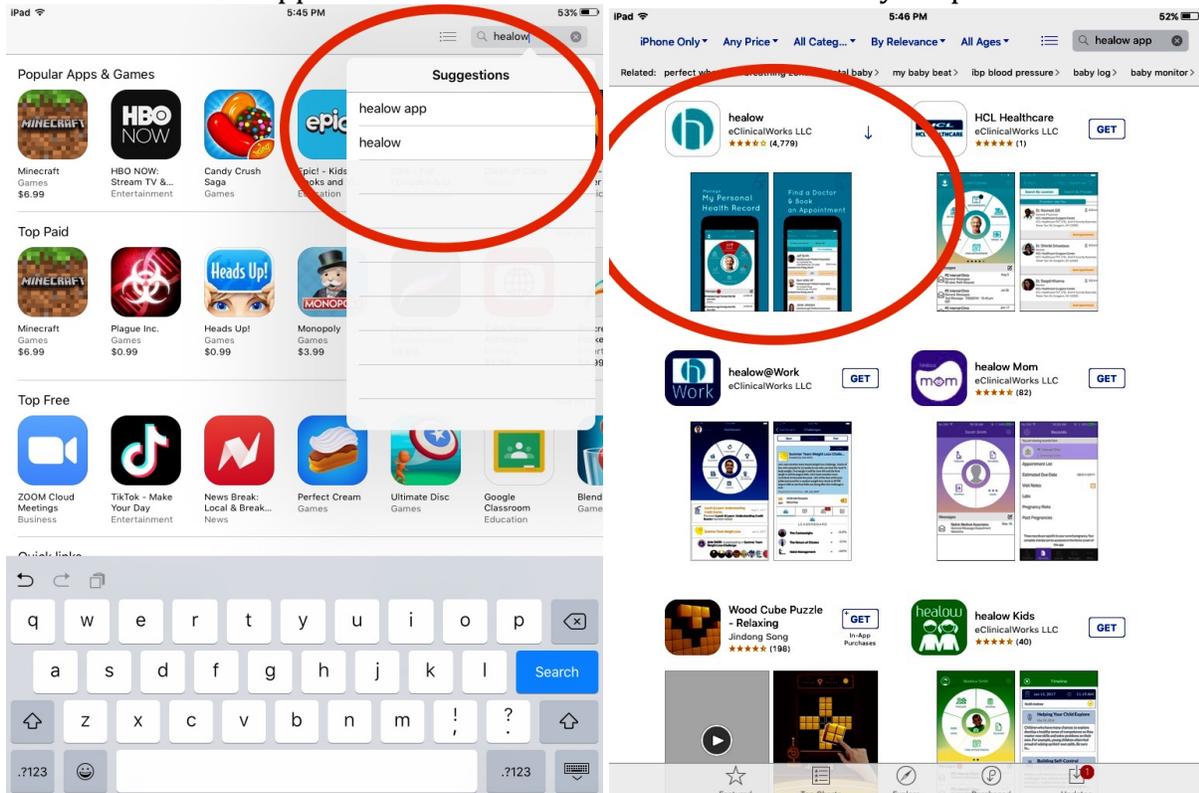


How to download & install the Healow eClinical App

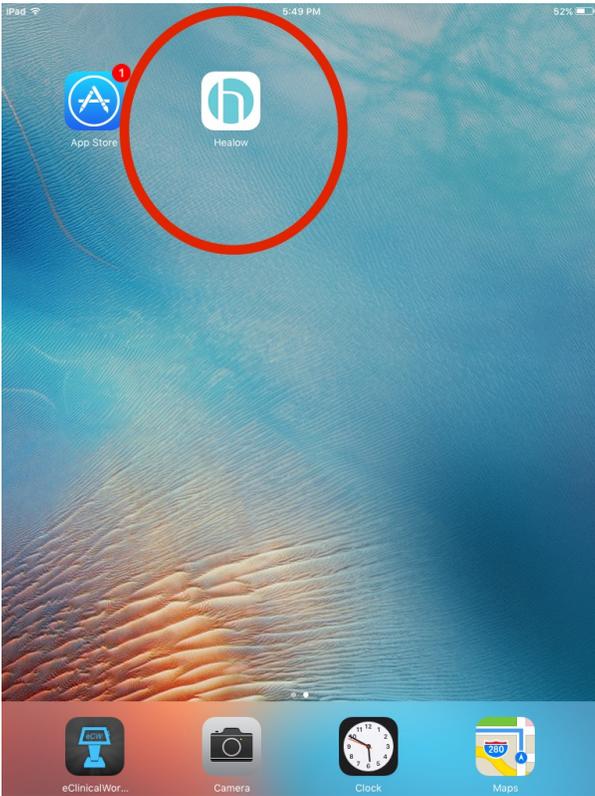
1. Locate your phone's app store. If you have an iPhone, locate the App Store. If you have an Android device, locate Google Play Store. This guide is for iPhone, but it should be similar with Android.



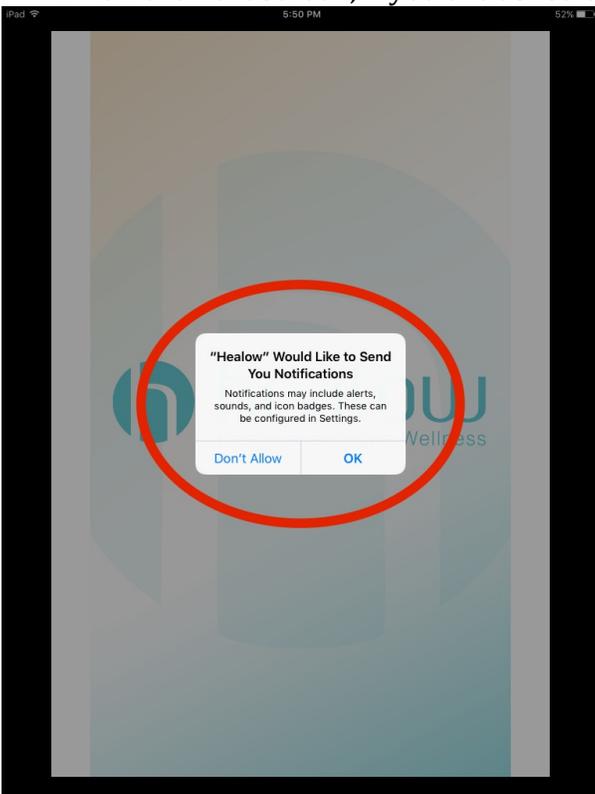
2. Search for Healow app in the search bar. Click to download it on your phone.



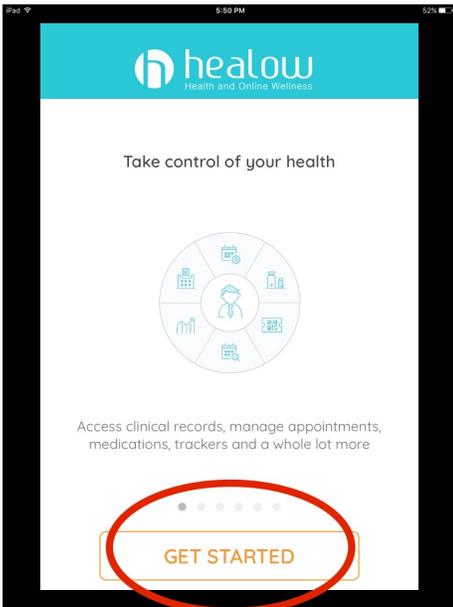
3. Locate the Healow app on your phone and open it.



4. On the next screen, if you are asked to allow notifications, click "Ok"



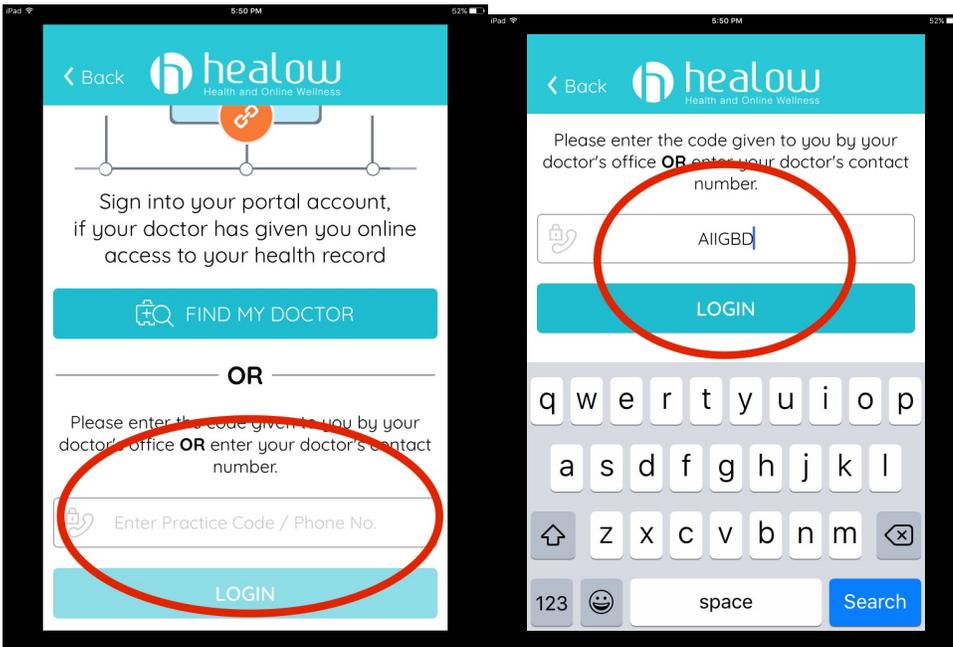
5. Press "GET STARTED" at the bottom of the next screen.



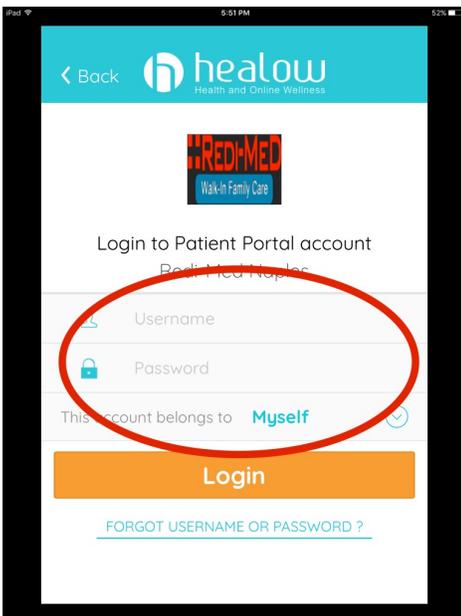
6. On next screen, if you are asked to allow Healow to access your location, press "Allow"



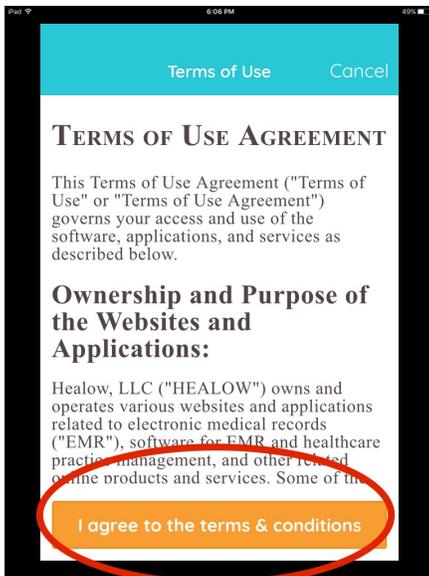
7. In the bottom box, type Redi-Med's Practice code "AIIGBD" and click "LOGIN"



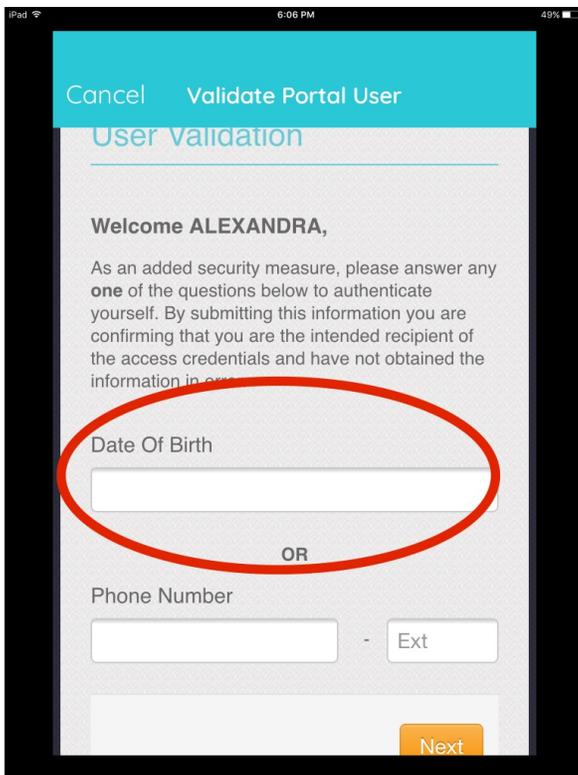
8. If you set up you account via e-mail link, your e-mail is the username. Enter your password. The password is either set up by you or you can get a different one from our office staff. Click "LOGIN"



9. Click on "I agree to the terms & conditions"



10. Put your date of birth and click Next.



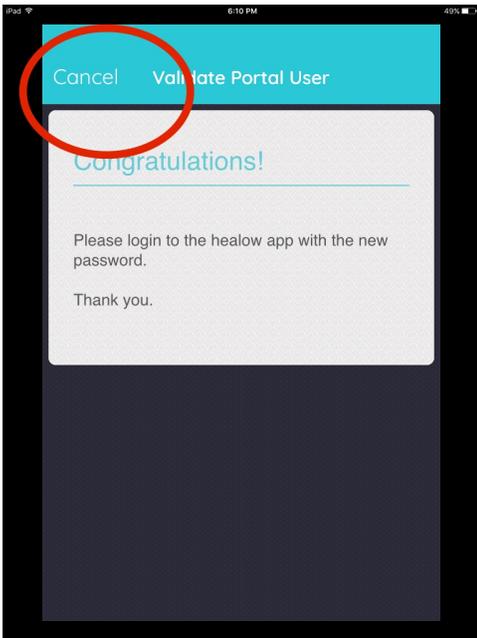
11. If you had your password set up by our office, you will need to establish your own password here. IF you set up your own password on the patient portal, you will not see this step. Click "Confirm"

The image displays two sequential screenshots of a mobile application interface for validating a portal user. Both screens have a teal header with 'Cancel' and 'Validate Portal User' options. The left screenshot, titled 'Reset Password', contains two text input fields: 'New Password' and 'Confirm New Password'. Below these is a section titled 'Customize your security question.' with a 'Security Question' dropdown menu (currently showing 'What was your favorite teacher's name?') and an 'Answer' text input field. The right screenshot shows the same 'Customize your security question.' section, but with a red circle highlighting an orange 'Confirm' button at the bottom right of the form area.

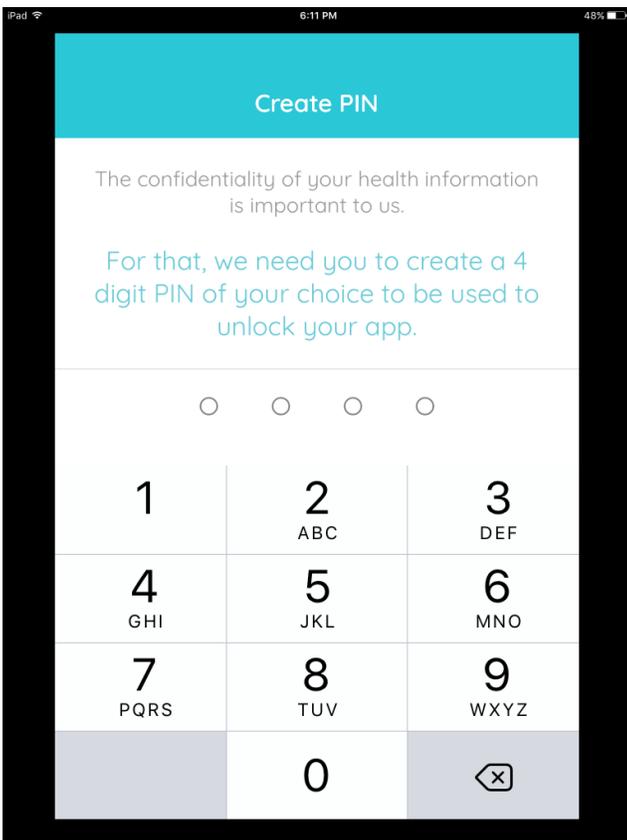
12. Check the box "I have read the consent form...." And click Agree

The image shows a screenshot of a mobile application interface for a 'Practice Consent Form'. The screen has a teal header with 'Cancel' and 'Validate Portal User' options. Below the header is a large text area with the placeholder 'Enter Practice Consent Here'. At the bottom of the screen, there is a checkbox labeled 'I have read the consent form and the above information.' and an orange 'Agree' button. Red circles highlight the checkbox and the 'Agree' button.

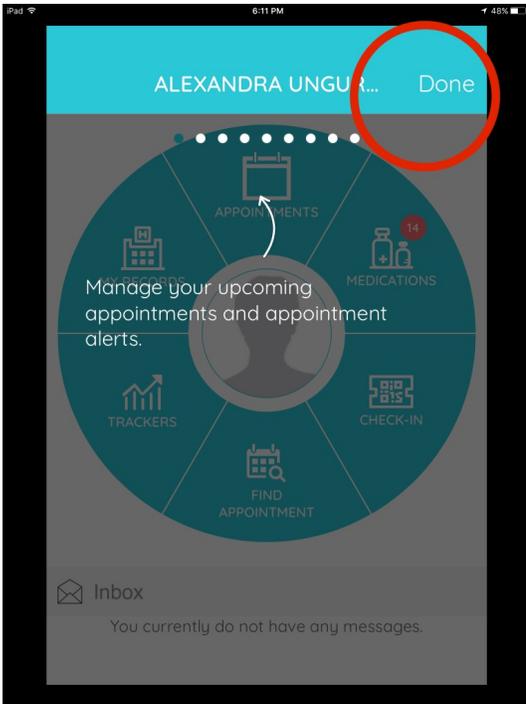
13. Your account is set up. Click "Cancel" to get back to the Log in Page



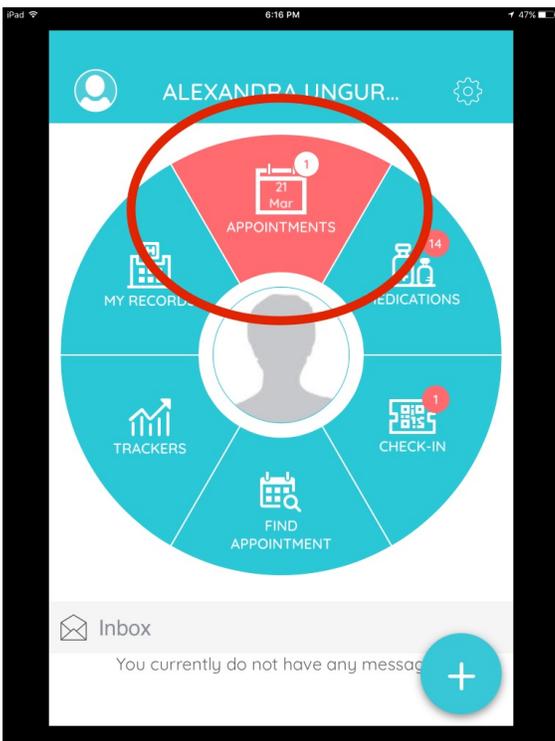
14. Create a PIN number for the app. Make sure you put a PIN that you will easily remember.



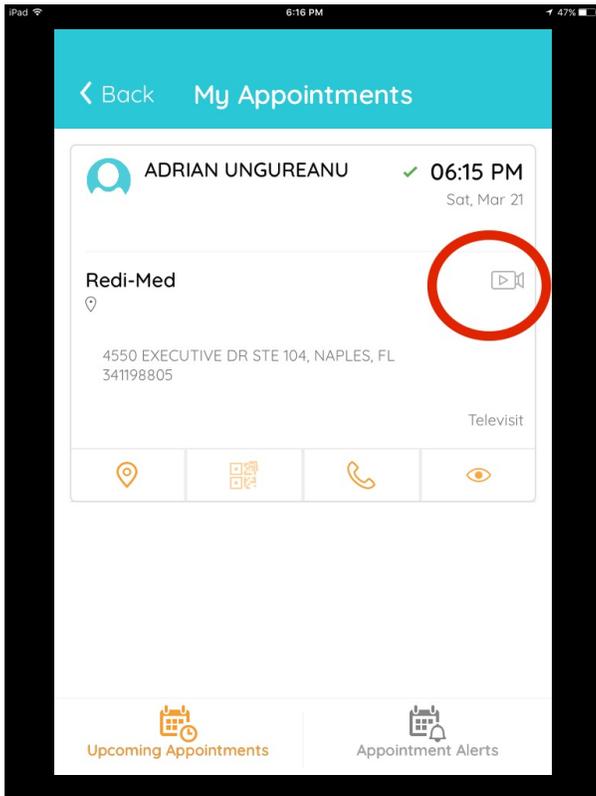
15. Click Done to enter the app.



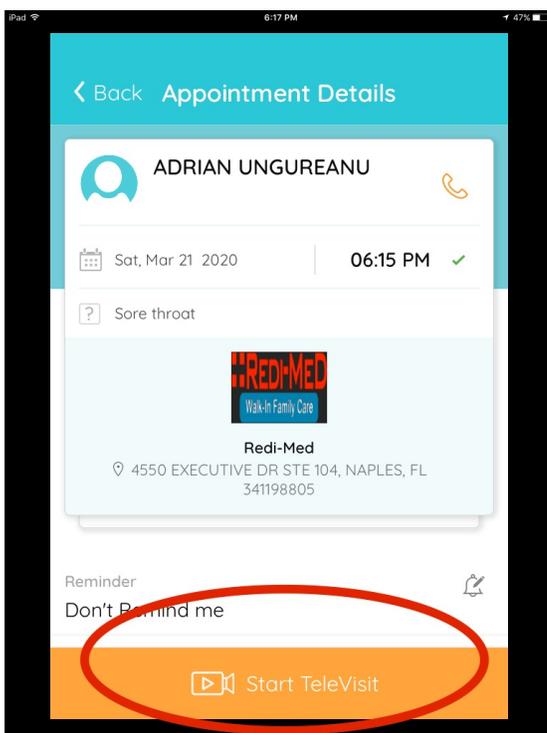
16. On this screen, you will see a pie chart. On top, you will see the “Appointments” in red color if you have an appointment already scheduled by the Redi-Med staff. If you do not see the appointment, please call our office at 239-566-1226. Click on the center blank picture and take a picture of yourself for our records. Click on “Appointments”



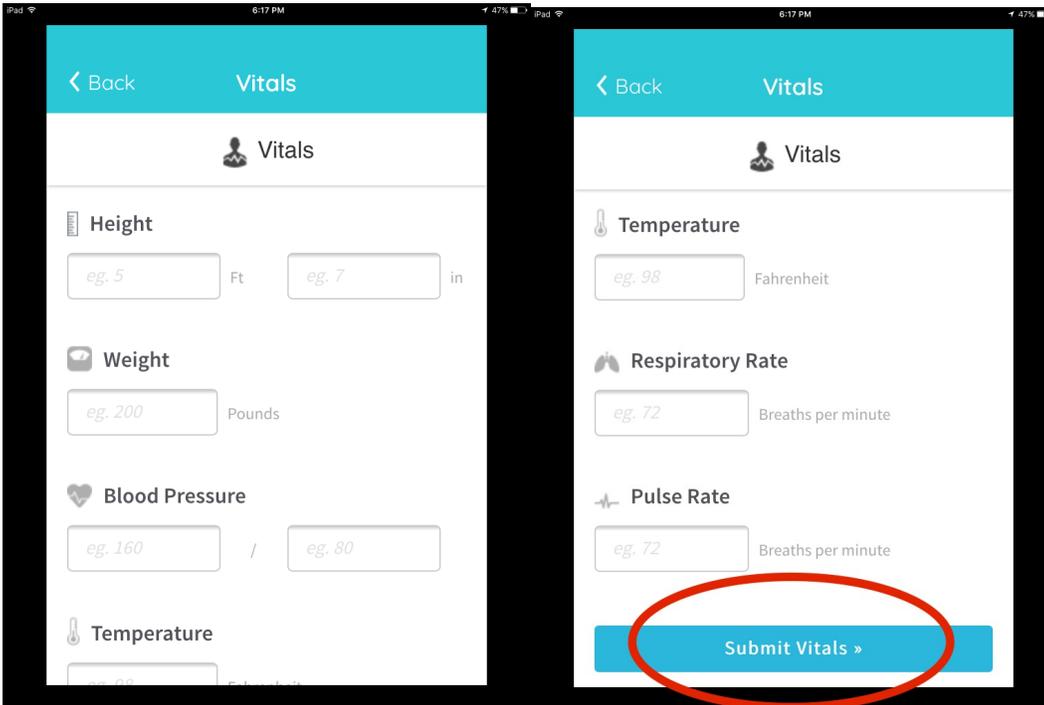
17. Next screen, you will see the appointments details screen. Your provider's name will show on top. Click on the camera sign to proceed to the next screen.



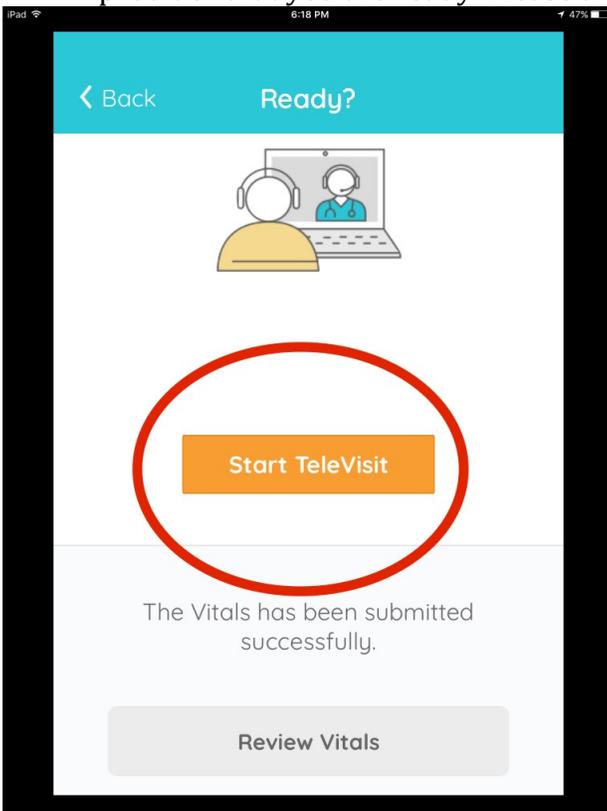
18. Click on the orange rectangle "Start TeleVisit"



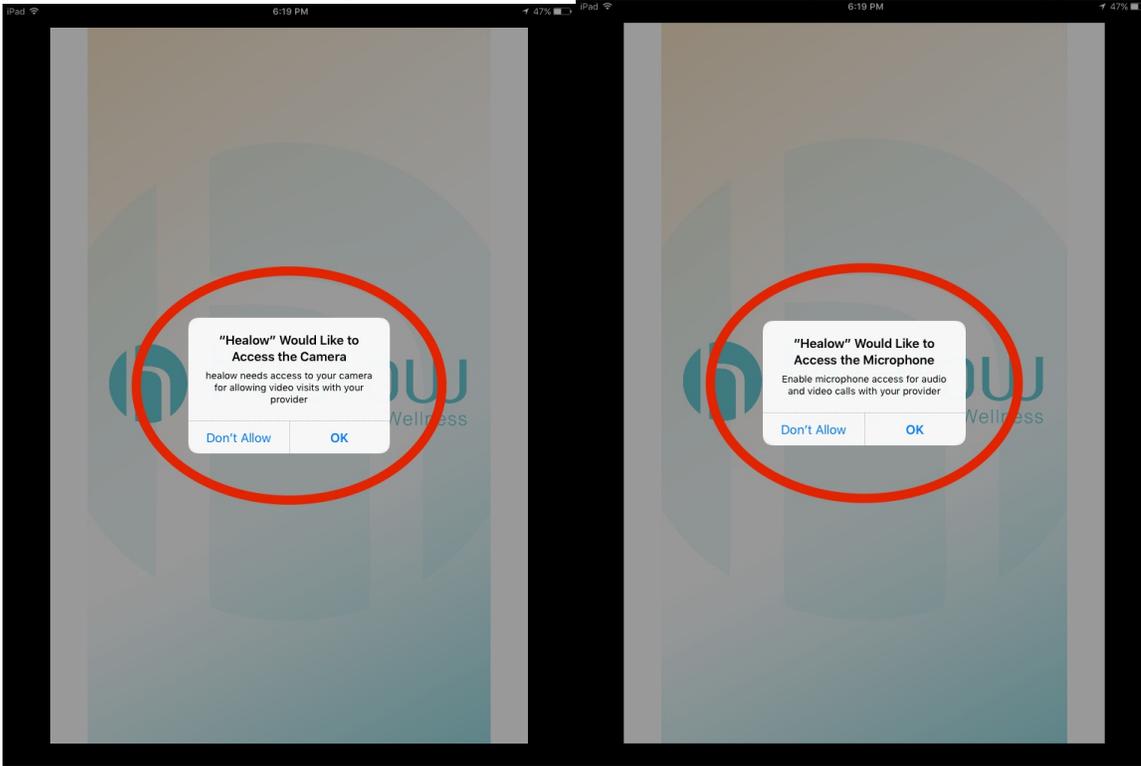
19. If you know any vital signs, please add them on the next screen. *Tips: If you want to take your heart rate, find the pulse on your wrist and count the beats for 15 seconds, then multiply it by 4.
20. Click on Submit Vitals



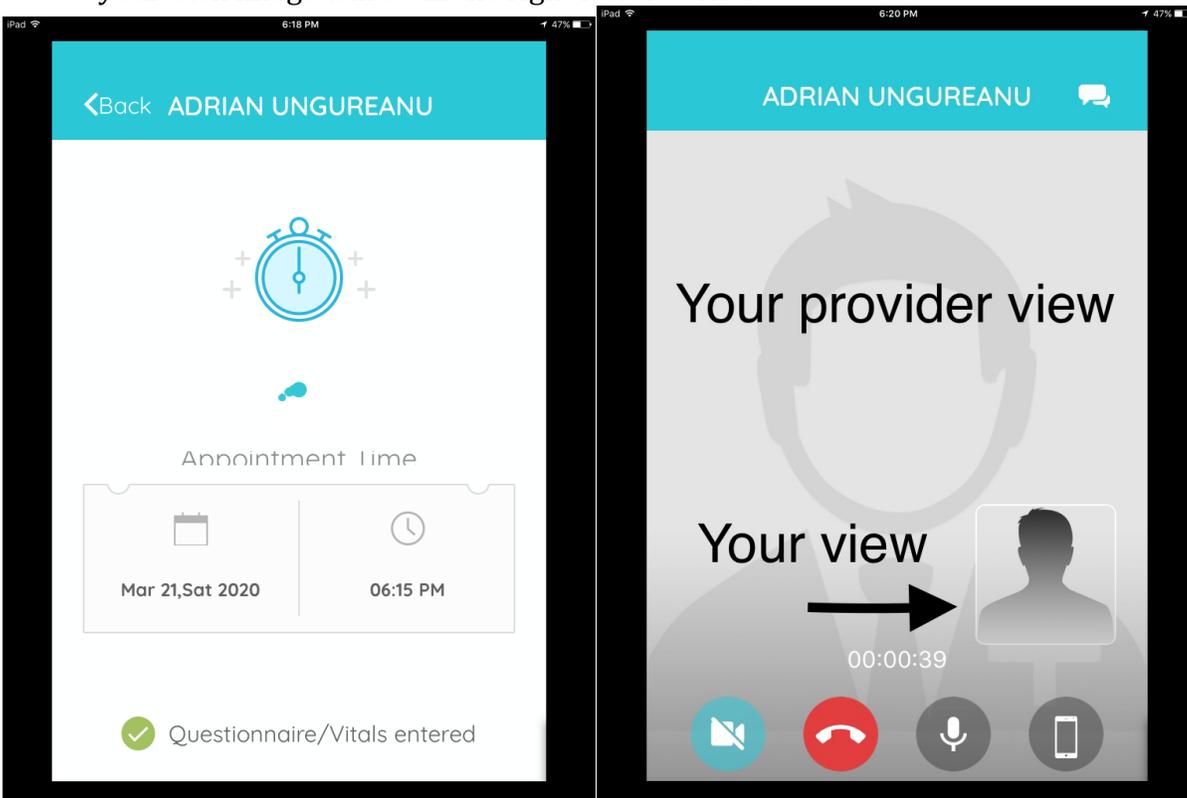
21. On next screen, click on "Start Televisit" when you are ready to proceed. This will notify the provider that you are ready. Please allow our providers to log in and start the Televisit.



22. If the next screen you will see these messages, please click ok. This will give the app permission to access your microphone and camera. Without these permission, the app will not work.



23. When you are connected, you will see this screen. Your provider will appear on the large screen, your own image will be in the right lower corner.



24. If you need further assistance, please call our office at 239-566-1226