



For many people today, telemedicine is a convenient and effective way for follow up care.

### **Step One:**

Call us at (623) 584-7805 and schedule your TeleVisit appointment.

### **Second Step:**

- Make sure you have an active Patient Portal account, with username and password (this must be set up and created by Dr. Nally's office staff).
- Set aside a secure, private location with good Internet connection
- Use Google Chrome browser to access your Patient Portal from a laptop with a camera or webcam or IPAD or Smart Phone.
- If using your IPAD or Smart Phone, you will need to download the Healow application.

### **Step Three:**

Before beginning your TeleVisit, make sure that you:

1. "Arrive early" by logging in to your Patient Portal. If you can't access the Portal, you can also begin your appointment through the reminder link sent to your email.
2. Click "Join **TeleVisit**" in your patient dashboard (or email reminder).
3. Fill out any patient questionnaire, and provide requested personal information.
4. Click "**Proceed**" to check your computer's speed and ability to support a TeleVisit. If your computer does not have a webcam (most do), you will need to attach one.
5. Click "**Start TeleVisit**" to enter the virtual waiting room.
6. Your provider will begin the face-to-face TeleVisit, and disconnect when the visit ends at the allotted time.

### **To begin your Televisit, follow these easy steps:**

\*\*\*If you experience any technical problems or have questions about the TeleVisit process, first look at the TeleVisit help file at the bottom left on your Patient Portal. If you still need additional help call us.