

A step-by-step guide to connect with your Wichita Nephrology Group provider via secure video.

Virtual Care Patient Instructions for a Mobile Device

There are two ways to join - from a computer or a mobile device! If you have questions or technical issues with your virtual care appointment, please contact 316-263-5891



Download *healow* application



Log into *healow* application



Check in for your appointment



Enter your vitals



Begin your appointment

From a mobile device: After your video visit has been scheduled, you will receive an email confirmation with instructions on how to connect via the *healow* app.

Compatibility: You will need a mobile device with Android version 2.3.3 or higher, and Apple iOS version 7.0 or higher.

For first-time users connecting on a mobile device, start with step 1. Repeat users, skip to step 3.



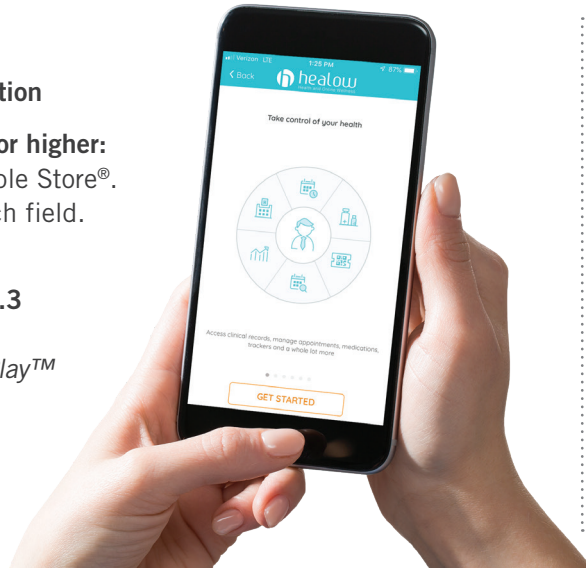
Step 1 Download *healow* application

For Apple users iOS version 7.0 or higher:

- From the device, open the Apple Store®.
- Search for *healow* in the search field.
- Select and install *healow* app.

For Android users on version 2.3.3 or higher:

- From the device, open *Google Play™*
- Search for *healow* in the search field
- Select and install *healow* app
- Select *Accept*



Step 2 Log into *healow* application

- Open the *healow* app
- Select *log in*
- Review the Terms of Use and select *Agree*
- Enter Wichita Nephrology code: **EJAHBD**
**Only needed on your first log in*
- Enter your patient portal username and password to log into *healow* app.
- Create a unique 4-digit PIN or set up Touch/Face ID. You will use this PIN or Touch/Face ID for future log ins.



Step 3 Check in for your video appointment

- Open and log into the *healow* app using your PIN or Touch/Face ID feature (see Steps 1-2 for set up instructions)
- Select *Appointments* from the selection wheel
- Select today's appointment
- Click on the *TeleVisit* camera icon to the right of the location address
- Click *Start TeleVisit* at the bottom of the screen



Step 4 Enter your vitals

- You will be prompted to enter your vitals, i.e. height, weight, blood pressure, temperature, etc.
- Complete the information you know, leave blank what you do not know
- Click *Submit vitals*



Step 5 Begin your video appointment

- Click *Start TeleVisit*
- You will be placed in a virtual waiting room until your provider joins. If your wait is longer than 5 minutes past the scheduled appointment time, please call your clinic directly. Stay connected to video session until you receive instructions on next steps.