

To Prima CARE Patients: Televisits

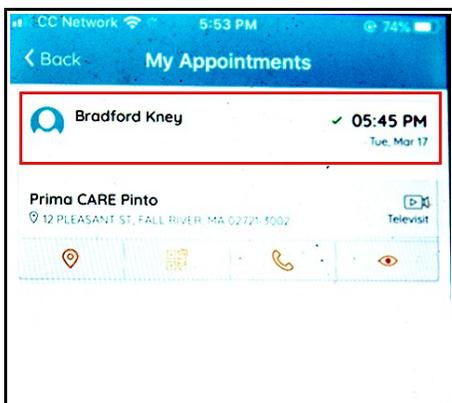
Prima CARE is offering our patients the option to visit with their doctor remotely – either using just a telephone, or using the Healow app on their smartphone, incorporating both voice and video into the televisit. These televisits will keep our patients at home and safe – reducing their risk of exposure to the coronavirus.

For those using only a telephone for the televisit, no special technology is necessary. However, please have your medication list ready, and check your weight, blood pressure, temperature, and heart rate prior to starting this visit if possible.

For people planning to use their iPhone or Android phone for the visit – and include video, please make sure you have a Prima CARE Health Portal account set up, and the Healow app is set up properly on your smart phone. The Healow code for Prima CARE is EAFDCA.

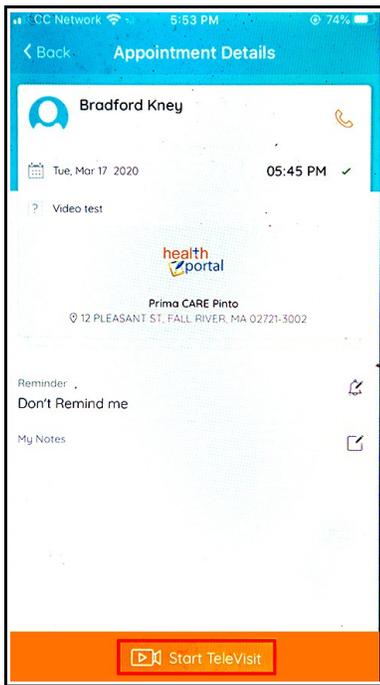
In the settings for your phone, make sure that both the microphone and camera are turned on for the Healow app.

Once you sign in to the Healow app, you should find your upcoming appointment at the top of the screen – as shown here.



Tap on the appointments icon to open a list of your upcoming appointments, as shown in the screen to the left.

A televisit is just like a regular office visit – you need to arrive/sign-in on time, as your doctor will be engaged in face-to-face visits or other televisits, and has blocked off the time of this appointment for you. You can log in up to 15 minutes prior to the start of your actual televisit. If a copayment is charged for a usual face-to-face office visit, it will also be charged for a televisit (any COVID-related visit does NOT include a copayment charge by declaration of Governor Baker).

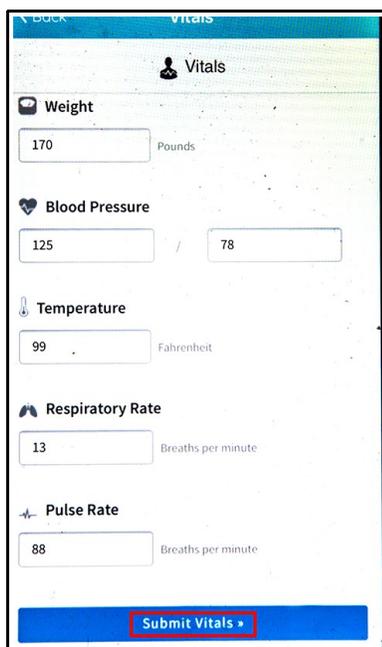
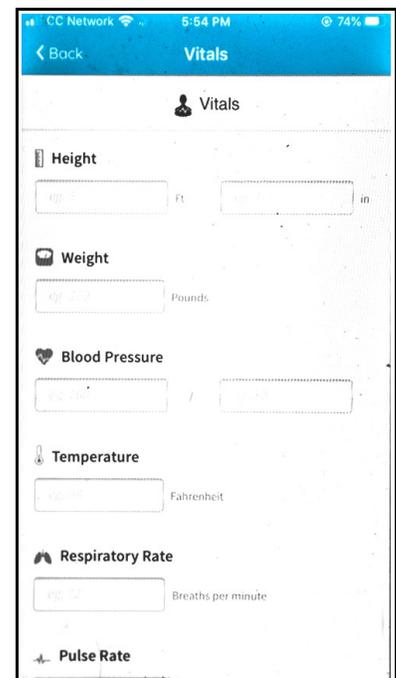


Also, make sure your phone has an adequate battery charge prior to initiating the visit.

Tapping on the appointment shown on the previous page (in the red rectangle) opens the “Appointment Details” screen shown here.

Please have an accurate list of your current medications ready for the visit before tapping “Start TeleVisit”. Also, please also have any other necessary information available for the visit – this might include your recent blood pressure readings, blood sugar readings, reports from other doctors, or lab/X-ray results done outside of Prima CARE (your doctor will have access to all labs, X-rays, and specialist consults done at Prima CARE).

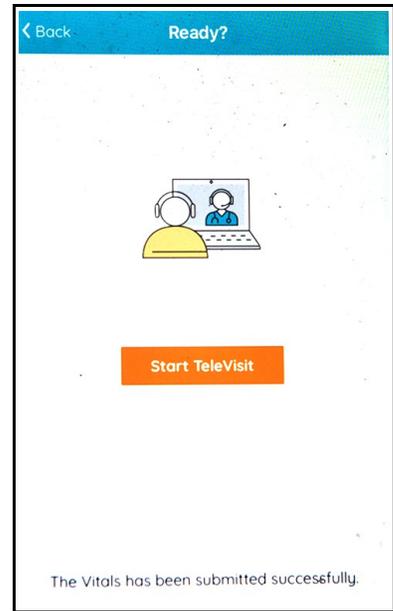
Once you are ready, tap on the “Start Televisit” button at the bottom of the screenshot shown above. This opens the “Vitals” page. Please record as much information as you can. If you have a home blood pressure machine, take your blood pressure and heart rate, and record the results. To measure your respiratory rate, count how many times you take a breath while watching a clock for 60 seconds – make sure you have been resting for a few minutes, and just breath normally while counting. If you are being seen because you are sick, make sure to check and record your temperature. You may not be able to add a decimal point – so just round the temperature up or down to the closest integer/number, but tell the doctor the exact number.



When you are all set, tap on “Submit Vitals”.

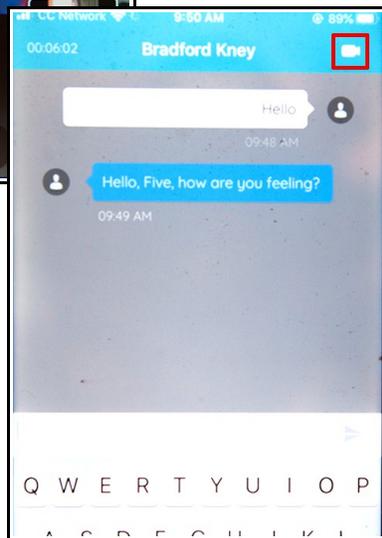
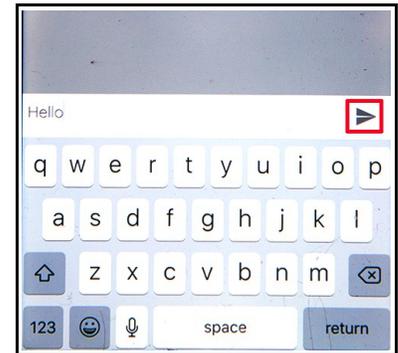
To start the visit, tap on the “Start Televisit” button in the center of this screen that appears after the vital signs have been submitted.

You will now see a spinning icon stating “Waiting for “ your doctor to join the televisit. You may be asked if Healow has permission to access your camera and microphone – answer yes. Once your doctor signs in, the visit will begin. You will be asked at the start of the visit to consent to exchanging sensitive medical information with your doctor.



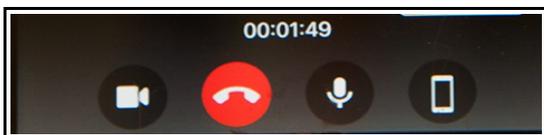
If you have trouble hearing your doctor, you can tap on the CHAT button at the upper right of the screen – shown in the screen to the left.

A keyboard opens on your phone – type in a message and then tap on the little arrow (shown in the red square).



Your doctor can write back to you – shown in the screen to the left.

When you want to return to the video mode, tap on the icon of the videocamera at the top right of the screen.



When the visit is completed, you can tap on the red handset icon to hang up – but do NOT touch this until the visit is completed. If you do hang up by mistake, you can restart the visit by tapping the start televisit icon again.