

# How to have the best TeleVisit



Download our app (instructions below)



Choose a well-lit area with limited background noise



If you own the following items, have them ready: thermometer, flashlight, and scale







Log in 10 minutes before your appt time



Make sure you have your child with you at the appt time (they must be present & visible on the screen)

## How to download our app



1. On your iOS device, tap on the App Store Icon 
2. Tap the magnifying glass and type **healow** 
3. Select **healow** and tap the install icon  

### INITIAL LOG IN INSTRUCTIONS:

1. Tap on the healow app on your phone



2. Enter the SouthernMED Pediatrics code

**BDIEAA**

3. Enter your user name & password →

4. Create a PIN number

Default username:

- Patient's legal first name
- Patient's legal last name
- Year born

For example:

**JohnSmith2015**

Initial password:

**smp12345**