

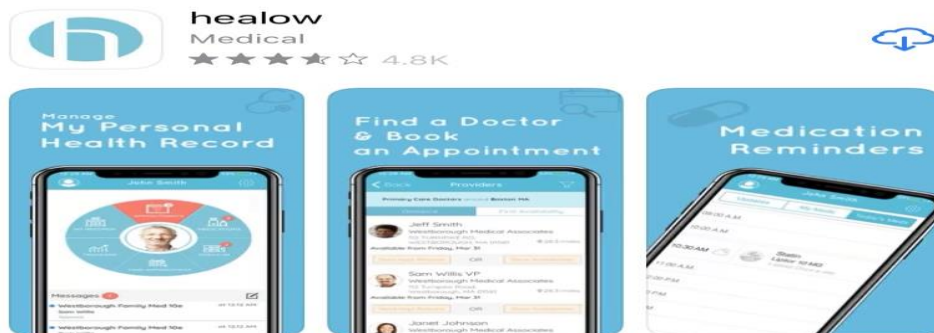


TELEHEALTH

To help protect our patients and their families during the COVID-19 pandemic, **VIP MidSouth** is temporarily providing care for certain visit types through our Patient Portal. Patients can now receive care from the safety and comfort of home during a **televisit**. Please contact one of our 8 office locations to see if a televisit is appropriate for your child's healthcare needs.

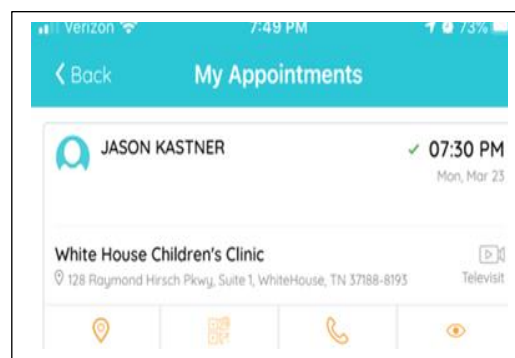
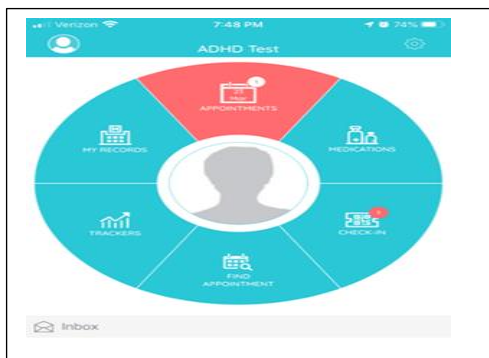
WHAT DO YOU NEED FOR A TELEVISIT WITH YOUR DOCTOR?

PATIENT PORTAL ACCESS USING A SMART PHONE



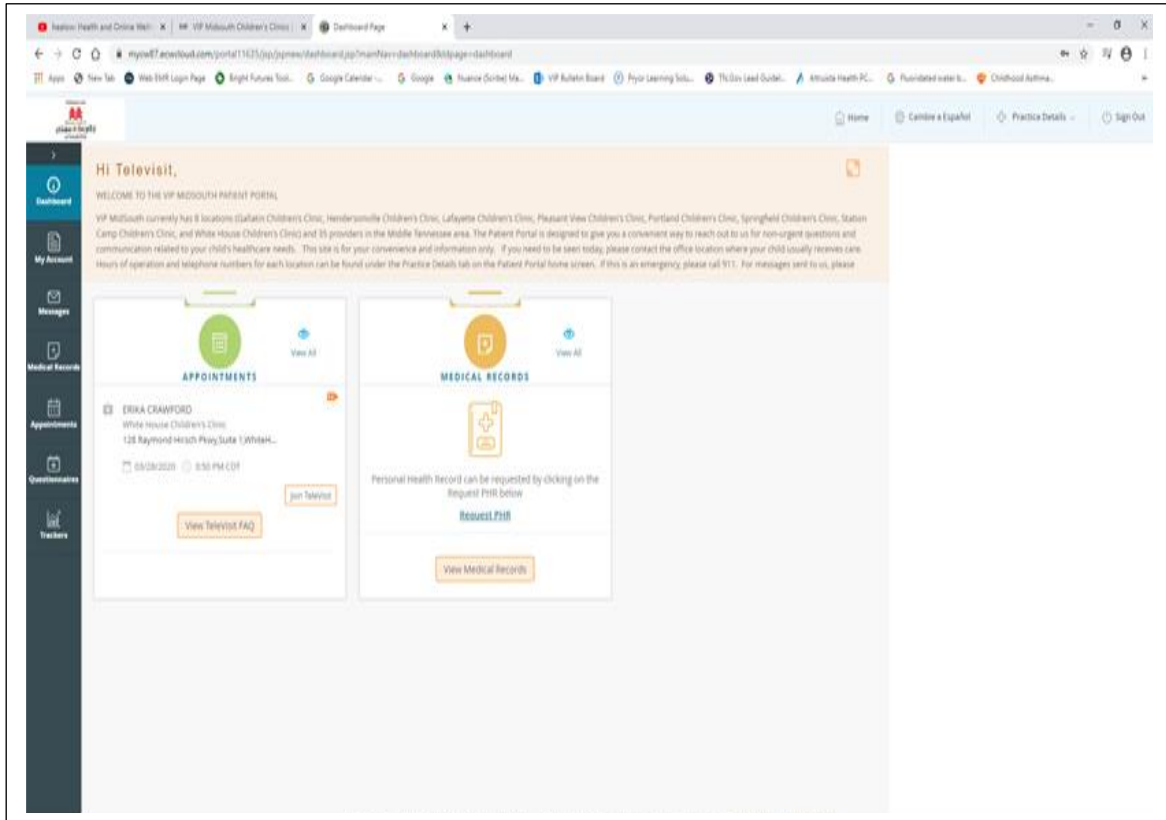
- Download the **Healow** app for IOS or Android devices from App Store or Google Play.

- Enter in our unique practice code **BDIJCA**
- Once you have logged into the app, you can create a 4-digit PIN for future use to prevent having to enter your username and password.
- The Healow app allows you to access the **Patient Portal** from your smart phone.
- To access the Televisit, click on the **Appointments** widget and click on camera icon **Televisit**.



PATIENT PORTAL ACCESS USING A COMPUTER

- Access the **Patient Portal** by clicking on a link from appointment reminder email or by visiting our website www.ourvipkids.com and clicking on the **Patient Portal** tab.
- If using a computer (laptop, desktop, or tablet), you must have access to **ALL** of the following:
 - Reliable Internet connection
 - Access to a webcam. (Most laptops and tablets have webcams, most desktops do not)
 - Access to a microphone. (Most laptops and tablets have microphones, many desktops do not)
- To access the Televisit, log into the **Patient Portal** and click on **Join Televisit**.



FOR MORE INFORMATION, WATCH THESE BRIEF HOW TO VIDEOS ON YOU-TUBE

- **Healow Health and Online Wellness**
https://youtu.be/gZT_mLkNxgw
- **Accessing Televisits with the Healow app**
<https://www.youtube.com/watch?v=hbPfcM2tQPw>