



How to Participate in a Virtual Voyage Visit



To begin your Virtual Voyage Visit, follow these steps:

1. Arrive to your appointment by logging into your SmartChart Patient Portal or by downloading the healow App.
2. Click "Join TeleVisit" from Patient Portal dashboard. If using the healow App, click the Appointments box and then the Televisit video camera icon.
3. Click "Proceed" to check your computer speed and compatibility to support Virtual Voyage Visit. If your computer doesn't have a webcam, you will need to attach one. If using the healow App, skip to step 4.
4. Click "Start TeleVisit" to enter virtual waiting room.
5. Enter Vitals information as able.
6. Your Provider will begin Virtual Voyage Visit and disconnect when the visit ends.

NOTE: Enter the code IJDFBA when asked to enter practice code for the healow App download. If you had the healow App prior to 3.23.2020, please delete the app and download the healow App again.