



How to Start a Telehealth Video Visit

Dear NHI Beneficiaries,

Telehealth video visits are here! **What are Telehealth video visits?**

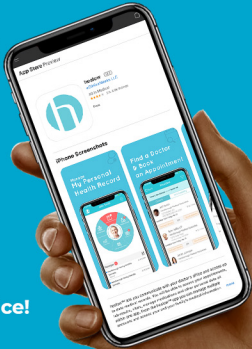
They are a convenient option, where Beneficiaries can have a virtual appointment with their Provider by using their mobile phone, tablet, or computer in the comfort of their own home. Telehealth video visits are secure and hassle-free. There is NO additional cost for a Telehealth video visit for NHI Beneficiaries.

There are **three ways** to start a Telehealth video visit:

- Click a link in a text message
- Click a link in an email
- Download the Healow App

If you wish to set up a Telehealth video visit appointment, please contact your Provider.

We hope you enjoy this convenient service!



First option to start a Telehealth video visit:

A text message will automatically be sent to you 30 minutes prior to your Telehealth appointment. Click on the link in the text message and you will be directed to fill out a pre-visit questionnaire before you are placed in the virtual waiting room. Your Provider will meet you in the virtual waiting room when your appointment starts.

Second option to start a Telehealth video visit:

An email will automatically be sent to you 30 minutes prior to your Telehealth appointment. Click on the link in the email and you will be directed to fill out a pre-visit questionnaire before you are placed in the virtual waiting room. Your Provider will meet you in the virtual waiting room when your appointment starts. This option will only work on a computer and is not compatible with a mobile phone.

Third option to start a Telehealth video visit:

Download the Healow App and set up a Patient Portal account. In order to do so, please follow the instructions here:

1. Make sure you have received an email from your Provider's office offering to set up a Portal Account. If you have not received this email, please contact your Provider's office and ask them to 'web-enable' you.
2. Download the Healow App.



3. Click the 'Get Started' button and enter your Provider's code. If you do not know your Provider's code, see following codes below. Please note that Telehealth uses your provider's regular in-office hours for appointments. **The codes provided will only work with your provider once you are web-enabled.**

Practice Name	Doctor's Name	HEALOW Code
Bahama Paed	Dr. Percival McNeil & Dr Tecora Cartwright-Munnings	ICCHBD
Bay Street Medical	Dr. Tyneil Cargill	HECHBD
Chelsea Family Clinic	Dr. Elsa Wilson	EBCHBD
Child & Adolescent Health Care	Dr. Janet Davis-Dorsett	BIDHBD
Cinquefoil Wellness	Dr. Philippa Pratt	IABHBD
Complete Family Prctice	Dr. Brian Tynes	CICHBD
Dr Gloria Ageeb	Dr. Gloria Ageeb	AADHBD
Dr Julian Anthony Stewart	Dr. Julian Stewart	JFBACD
Family Medical Centre	Dr. Gregory Carey	BIJBD
Integrated Medical Centre	Dr. George Charite	HFGJBD
Lucayan Family Doctor	Dr. Tiadra Dorsett-Johnson	JJJACD
Javon Medical Centre	Dr. Cyprian Strachan	AGBACD
Medical Conceirge Services	Dr Denotrah Archer	JBACD
Nassau Medical	Dr. Leo Ignacio	FDIACD
Palmdale Medical	Dr. Yasmin Williams-Robinson	EJDACD
Poinciana Medical Services Ltd	Dr. Cindy Dorsett	DIJBD
St. Jude's Medical Centre	Dr. Francis Williams	GFGJBD
Stellar Urgent Care	Dr. Christopher Clarke	BGBACD
The Neighbourhood Doctor	Dr. Estelle Laville	DBDHBD
Yorkshire Medical Centre	Dr. Abigail Stuart-Ramtulla	EIACD