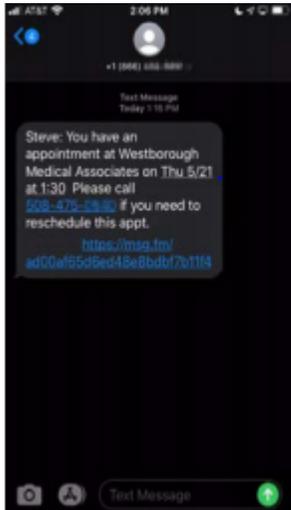
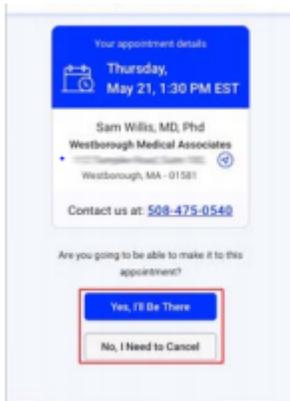


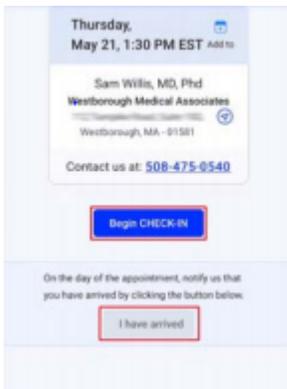
## Virtual Check-In Instructions



The message contains a secure link to the healow CHECK-IN mobile web app, where you can update demographic information, verify medical history, sign consent forms, complete questionnaires, verify insurance information, send pictures of insurance cards, pay for services and announce your arrival.



Tap the link in the text message, the healow CHECK-IN mobile web app opens in a browser, displaying the appointment details, and the confirmation options.



Tapping *Yes, I'll Be There* on the Appointment Confirmation window begins the check-in and arrival notification process. The *I have Arrived Button* is only active on the day of the appointment.

The screenshot shows the 'Associates' app interface. At the top, it says 'Associates' in blue. Below that, it says 'Hello Steve, CHECK-IN to your appointment'. A sub-header reads 'Start by authenticating yourself and complete the process at your convenience.' There is a 'Date of Birth' section with three input fields for MM, DD, and YYYY. At the bottom, there is a blue button labeled 'Start CHECK-IN'.

Authentication – Tapping Begin CHECK-IN on the Appointment Confirmation window opens the DOB authentication window. The patient enters the date of birth, then taps *Start CHECK-IN*.

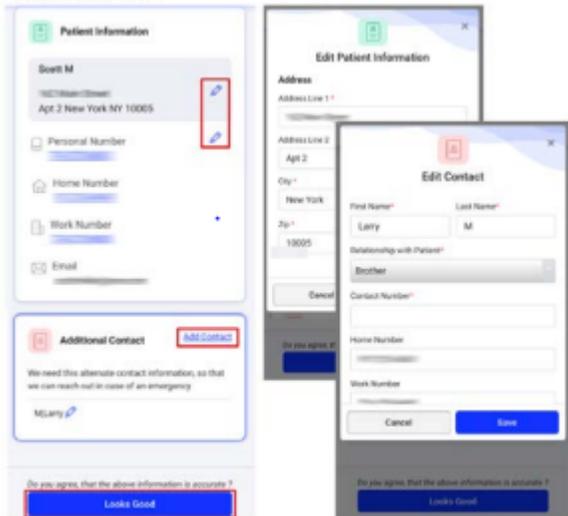
After the patient’s date of birth is verified, the Phone Authentication window opens. You select either text message or voice to get the verification code.

The screenshot shows the 'Let's Verify Your Account' screen. It says 'We need to send a verification code to authenticate your number.' Below that, it says 'Select Number' and shows a phone number: '\*\*\* - \*\*\* - 7520'. The question 'How would you like to receive the verification code?' is followed by two options: 'Voice Message' and 'Text Message'. The 'Text Message' option is selected with a checkmark. At the bottom, there is a blue button labeled 'Request code'.

The patient taps *Request Code* to initiate the call or text message.

The screenshot shows the 'Verification' screen. It says 'Enter the verification code sent to \*\*\* - \*\*\* - 7520'. There is a text input field for the code. Below that, it says 'The code will expire in 5 minutes'. At the bottom, there are two buttons: 'Request new code' and 'Continue'.

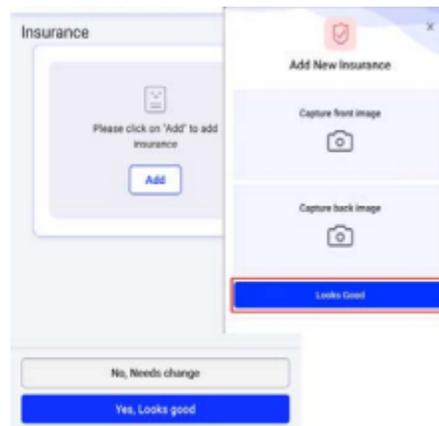
After the verification number is received, the patient enters that number into the field provided, then taps *Continue*:



### Verify Patient Demographics

Tap on the *pencil icons* to add or edit information, if necessary.

Add additional contacts as needed.



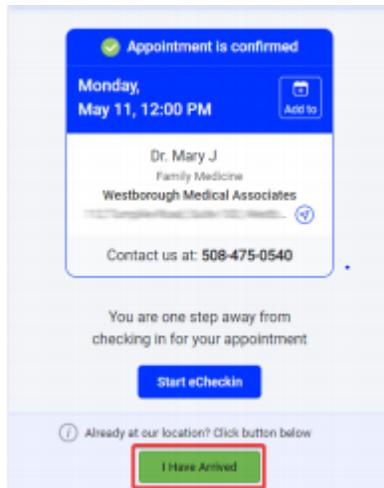
### Verify Insurance:

Review the insurance information, then select either, **No, needs to change** – The *Add New Insurance* window opens, where a photo of the front and back of the insurance card can be captured and uploaded.

**Yes, Looks good** – Verifies the information is accurate, this will advance to the next window

**To add an insurance:** Tap *ADD* on the Insurance window. This will allow you to capture an image of the front and back of your insurance card. Tap *Looks good* to save and submit the images.

Continue to go through the process, accepting consents, verifying medical history, completing any questionnaires as appropriate for the reason for your visit. Check-In is then complete.



### Arrival Announcement:

On the day of the appointment, you will receive another text. Tap on the ***I Have Arrived Button*** to notify us you are in the parking lot and we will text you or call you with next steps.