

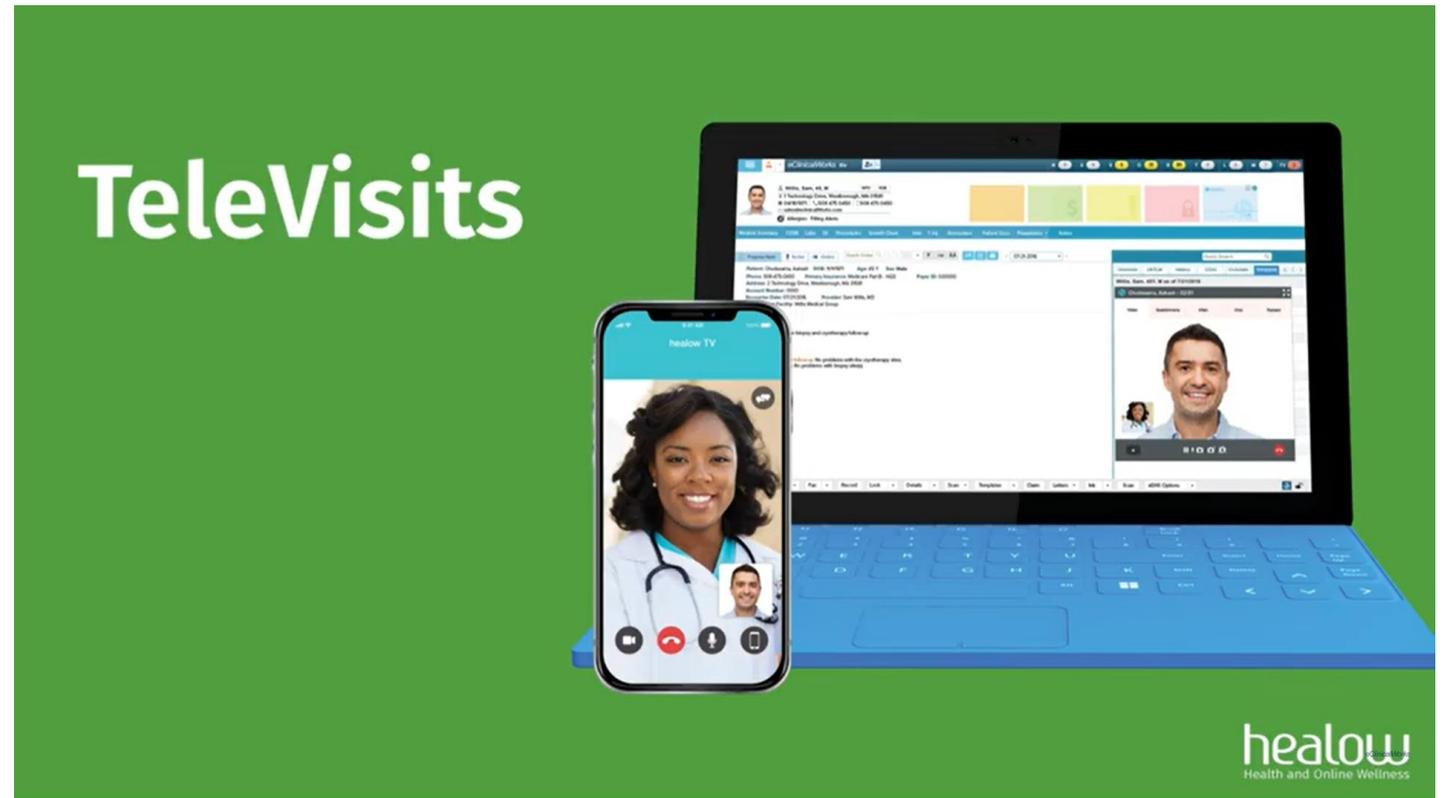
Televisits – An Alternative for Patients

To Our Patients:

Commonwealth Primary Care is pleased to offer telehealth visits to our patients.

This alternative can be used for certain types of visits, although not suitable for complete physical exam appointments.

Your provider will be able to recommend the best type of visit for you.



Televisits Can Occur in a Variety of Locations



You'll need a smart phone or device, such as an iPad, or a computer with a camera.

Your provider must be able to see you.

Your telehealth visit can take place in the convenience of your home, at work, in your car or many other locations.

It should **be private** and in an area with **minimal background noise**.

Regardless of location, you **must have internet connectivity at the location**.



Secure Connection Ensures your Communication is Safe



Our telemedicine service uses secure messaging to ensure your communication is safe.

You can talk with your provider the same as if you were in the exam room.

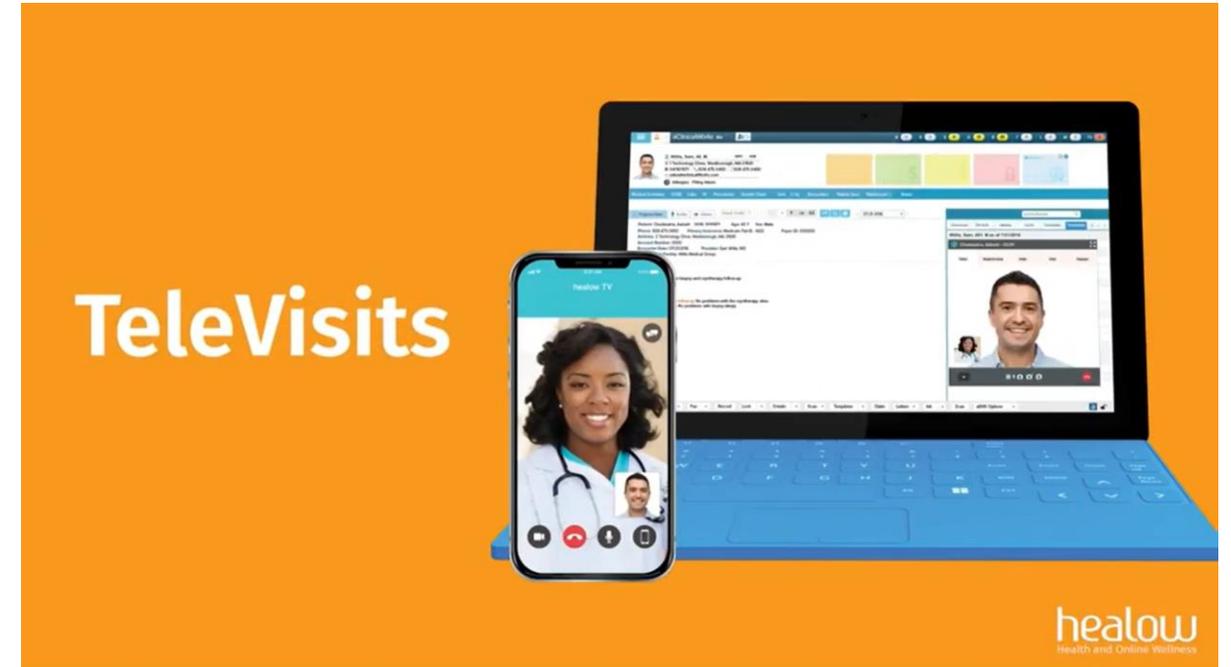


Your provider will have access to your medical record and all your important information -- the same as when you have an in person visit.

Just a Few Simple Steps to Get Started

1. You must be **connected to our patient portal** to use this service so you can receive secure messages.
 - You may be asked to download the Healow app.
2. You'll be sent an appointment reminder with a link to click and sign-in.
3. Once you sign-in you'll be in the **“waiting room”** until the provider is ready.
 - You may have a **questionnaire** to complete with certain types of visits.

A nurse or staff member may contact you first to make sure you can connect.



It's easy and it's convenient. We are here to help you!

If interested, please contact your provider's office to schedule a telehealth visit.