



River Valley
Health & Dental
Your Center for Care

Telehealth Visits

River Valley Health & Dental is moving swiftly to implement our technology for Telehealth visits to provide ongoing support for patients during the COVID-19 pandemic. We want, to try to minimize your exposure to the virus while continuing to meet your healthcare needs. Your provider will be able to deliver your care via telephone or web-enabled video. If medically necessary, your provider may schedule you for a face-to-face follow-up visit. River Valley Health & Dental remains open for some face-to-face visits at this time, so we will have a staff member contact you in advance to evaluate your needs and schedule you appropriately.

River Valley Health & Dental

Dear PATIENT,

We have exciting news regarding your health care!

As we continue in our efforts to provide you, our patients, with the highest quality of care, we want to ensure that you are involved in the maintenance and improvement of your health.

To that end, we are proud to announce that our practice now offers you the opportunity to use the power of the Web to track all aspects of your health care throughout our office. The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the Internet.

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Login Credentials

Login URL <https://health.healow.com/yourcenterforcare>

User ID EMAIL ADDRESS

Set up Portal Account

The Portal is a secure and convenient place to manage your health records, along with those of your family members. Here are just some of the many features that we think you will find useful.

Some of the portal features



Medical History

View your medical history (and that of family members). Medical History includes your Problem List, Allergic Immunization Record, Lab/imaging/procedure results, and Medication List.



Request Refills from Your Doctor

Request refills of authorized medications before you run out. Improved compliance means improved health outcomes.



Lab Reports

View the results of labs, imaging studies, and procedures once your healthcare provider has reviewed them.

HOW DOES TELEHEALTH WORK?

- You will be contacted prior to a scheduled appointment to help you navigate the technology available to you.
- Two ways to access:
 - River Valley Patient Portal – if you have signed up (or want to sign up) you can connect with your provider by video, with a computer or phone that has a microphone and camera. If you don't sign up for the Portal, we can send you a link to your email.
 - Phone – connect to your provider by phone if you don't have a device with a microphone or camera.

OTHER BENEFITS OF THE PATIENT PORTAL

- The Patient Portal can also help you to track upcoming and past appointments, view medication lists, and contact your provider.
- Call us today at (570) 567-5400 to sign up.

WHAT TO EXPECT DURING A TELEVISIT?

- A staff member will call you via telephone about 5 – 20 minutes prior to your appointment with your provider. The staff member will collect information (in the same way that is done for a face – to – face visit).
- This call may appear as a “PRIVATE” or unfamiliar number. Please take the call. The staff member will make two attempts to reach you before leaving a voicemail and your appointment may have to be rescheduled.
- After the staff member completes her questions, you will end that call to wait for your provider to call you (telephone visit) or been given instructions on how to join your provider (video visit).

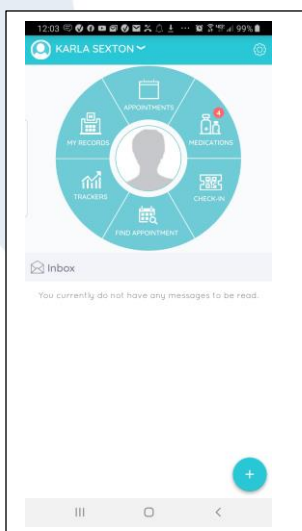
HOW TO USE THE PORTAL PHONE APP(LICATION) FOR VIDEO VISITS

Let's Connect Via Our healow App
Get started in 3 simple steps!

Available on the App Store

Available soon for Google play

- 1. Download**
Download the free iOS or Android app
- 2. Enter this code**
AFHHBD
Search for our practice using unique code: AFHHBD
- 3. Login**
Login with your portal credentials given by our practice



- Go to the Google Play store for Android or the App Store on iOS and download the Healow app.
- Click Get Started to set up your portal account.
- Click FIND My Doctor and search by Practice Name for River Valley Health & Dental in Williamsport, PA or use the AFHHBD code.
- Create your username and password. For security, you will also be asked to create a four-digit code.
- You will see a wheel of functions; click on the appointments icon to access your visit at the appropriate time.

