

Le Bonheur Pediatrics

Video Appointments (also called telehealth, telemedicine) Available

Due to the current COVID-19 pandemic and, in accordance with the Centers for Disease Control and Prevention guidelines, our clinics will offer video appointments for some visits such as medication follow-ups and non-emergent medical issues. These appointments will be available during regular office hours and **MUST** be scheduled in advance. Please continue to **call** the office first if your child is sick. Routine checkups for newborns, children under the age of 2 or children ages 4-5 will be done in the office. These ages require immunizations and should be seen despite the pandemic. Appropriate precautions are being taken to ensure the safety of children during their routine checkups and well child visits.

Before you begin:

- 1) Video appointments are conducted via HEALOW. If you haven't signed your child up for HEALOW or have not set up your child's account on the patient portal, please go our website, www.pedconsultants.com. Then select **PATIENTS** drop down menu, select **EXISTING PATIENTS**, select **PATIENT PORTAL**. If your child is already on HEALOW, skip to step 3.



- 2) If you have not signed up for the patient portal, please do so following the instructions. Use your child's name and date of birth. Once this is complete, use your patient portal login to access the HEALOW app. Enter our unique practice code, **HGIBBA** (all CAPS), to activate your child's HEALOW account.



Cambiar a [Español](#)

Welcome to Methodist Medical Group

At Methodist Healthcare, we are proud to offer a comprehensive network of physician offices located throughout the Memphis area.

healow
Access your health records through the healow mobile app

DOWNLOAD THE FREE HEALOW APP

Download on the App Store | Get it on Google play

Find us using our unique practice code on the healow app

HGIBBA

Book an appointment with your doctor

Sort By: First Name

	Ann-Marie Motley Methodist Medical Group - Primary Care 1264 Wesley Drive, Suite 606, Memphis, TN 38116	Book an appointment
	Agama Murti Methodist Medical Group - Primary Care 2589 Appling Road, Suite 101, Bartlett, TN 38133	Book an appointment

LOGIN TO YOUR ACCOUNT

We will send verification code to confirm access to this number. Standard text messaging rates apply.

Using Mobile Phone

OR

Enter the details below

User Name

Password

[Trouble logging in](#) [Login](#)

- 3) Verify that you can use the HEALOW app to connect to the patient portal. Check to see if you can see your labs and appointments.
- 4) Check to see if the Televisit appointment is on your list. It will say "Televisit" toward the right. If you tap Televisit, you can choose to set a reminder one hour ahead so that your phone will remind you when it is time for your appointment.
- 5) Televisits are conducted in the same way as a regular visit, and we put them on the provider's schedule just like a regular office visit. **PLEASE LOG IN ON TIME SO THAT WE CAN SEE YOU.**
- 6) HEALOW app uses your phone, screen, network connection, microphone and camera AT THE SAME TIME. It can use up a lot of battery life, **SO PLEASE HAVE YOUR PHONE FULLY CHARGED UP OR PLUGGED UP TO A POWER SOURCE.**

Starting the Visit:

- 7) You can log in up to 15 minutes before your scheduled appointment time. Go to HEALOW app on your phone and log in. Go to appointments area, which should be in **RED** for your visit today. Tap on **APPOINTMENTS**.



8) You should see today's visit. Tap on icon of a **TV CAMERA** where it says **TELEVISIT**. You will then see **APPOINTMENT DETAILS** at the top. At the bottom, there is an **ORANGE** band where you can tap **START TELEVISIT**. Tap there when ready to start.

9) You will then see **WAITING FOR DR. X. STAND BY WHILE THE DOCTOR GETS TO THE DESK TO TALK TO YOU.**

10) When the session starts, you will be asked if Healow can access your camera and microphone. Click **OK** for both of these questions.

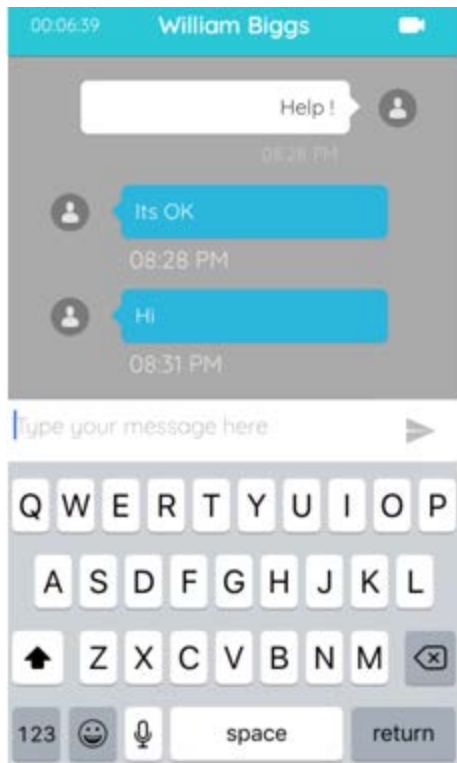
11) You will see four buttons at the bottom of your screen.



- The **CAMERA** button turns your camera **OFF/ON**.
- The **RED HANDSET** hangs up/ends your visit. **DON'T PRESS THIS UNTIL YOU ARE DONE!**
- The **MICROPHONE** button turns your microphone on or mutes it.
- The **PHONE** button toggles your camera between the front camera and the back camera. This may be useful to show us a rash.

12) On the upper right corner is a **CHAT** button. If you have issues with the sound or picture, please use this button to send a text message. When we reply, you will see a red bubble.

13) Below is an example of **CHAT** screen, type your message, send it by clicking on the triangle on the right of message area. To return back to the chat, tap the little camera icon in the upper right.



14) When the session is over, tap on the **RED HANDSET** to disconnect.