



Big Sky Dermatology

NEW PATIENT Portal Set up and TELEVISIT Instructions

1. You will receive an email to sign up for patient portal.
2. Click the link in orange button within the body of the email “ **SET UP PORTAL ACCOUNT**”
DO NOT CLICK PORTAL LINK YET
3. A code will be texted or called to the number you provided that will allow you to log in to your account for the first time
4. After you have input the code, you will be prompted to return back to the original email and now click the orange “**PORTAL LINK**” button
5. Type in your phone number again, and you will be texted another code
6. Type in the code in the designated box and your birthday
7. You will now be prompted to reset your password to whatever you choose
8. Select a security question
9. You will now be able to log in to your patient portal and input necessary information
10. Begin with the **MY ACCOUNT** tab on the left side of the screen and select **PERSONAL INFORMATION** and fill out required fields and click “**SUBMIT**” at the bottom
11. You will be taken to another screen where you can input additional information. If not you can access this by selecting the **MY ACCOUNT** tab again, but now select **ADDITIONAL INFORMATION**. ***PLEASE make sure to fill out pharmacy*** click “**SUBMIT**” at the bottom
12. Click the “**QUESTIONAIRES**” tab on the left and select “**MEDICAL HISTORY**” and fill out information
13. Click “**QUESTIONAIRES**” tab on the left and select “**SURGICAL AND ALLERGIES**” and fill out information. If none, ok to type NONE in boxes (If not setting up for televisits, stop here). If setting up for **TELEVISITS** continue with following steps;
14. Download the Healow app on your phone from the Apple App Store or Google Play
15. Use the following code to search for Big Sky Dermatology: **CEDGAA**
16. Log in with your credentials you just created above for your Portal Account
17. Accept terms and conditions
18. Set a 4 digit pin of your choosing
19. Allow the app access to your microphone and camera
20. Swipe right as the app walks you through different tabs
21. Please check the **RECORDS** tab to make sure all insurance information is up to date. If you need to update this, please call the office prior to your appointment
22. 10 minutes prior to your appointment please make sure you are logged in
23. Click appointments tab
 - a. Most recent appointments will appear at the top

- b. Televisit appointments will have a video camera icon to the right of the office name
24. Click on the corresponding televisit appointment
 25. Hit the orange bar at the bottom that says **“START TELEVISIT”**
 26. A “Vitals” screen will appear, there is no need to enter any of that information. Scroll down and select “SUBMIT VITALS”
 27. Select **“START TELEVISIT”**
 28. You will now be checked into the appointment which informs the provider you are ready.
 - a. Please stay on this screen. Sometimes there is a delay or a provider is finishing another visit. Please be patient. When the provider is connected in to the visit as well, the televisit will begin.