

# UNDERSTANDING TELEMEDICINE AT OMAHA PAIN

## HOW TO USE HALE HEALTH MOBILE

### GETTING SET-UP

**STEP 1**

Upon having your telemedicine appointment scheduled, you will receive an email or text inviting you to click the link to install the app and then sign up your Hale account. Our staff will give you an access code which you can record here:

MY ACCESS CODE

**STEP 2**

Once downloading the app it will prompt you to create an account. Please enter your legal name as it would appear on your Drivers License. Everytime you enter the app it will require your password. You may write that here for your reference

MY PASSWORD

When entering your information on the mobile it will sometimes not show you the **NEXT** button, it is there but is tricky to access.

Having Problems Signing up on your mobile device? On a desktop computer go to the internet and enter this as the website [go.hale.co/activate](https://go.hale.co/activate)

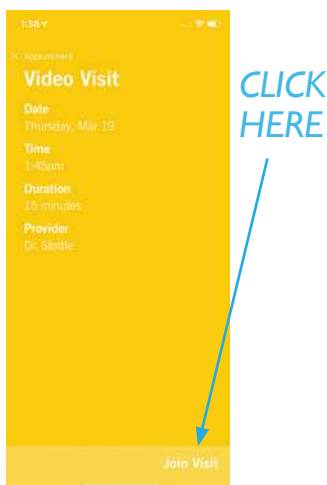
### DAY OF APPOINTMENT

**CHECK IN:** Approximately 15 minutes before your appointment time you will receive a call from our Front Desk to assist you with check in and collect a copay or payment if applicable.

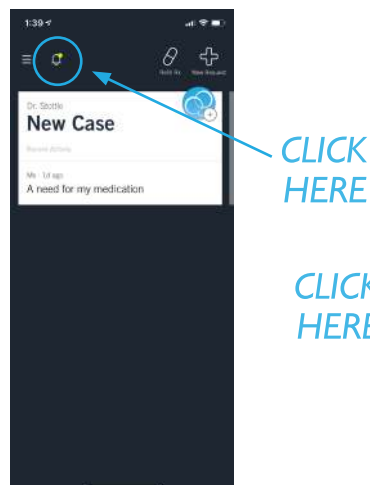
**NEXT STEP, JUST WAIT FOR A CALL:** Do nothing at this time there is no need to log into your app at this time. A member of our clinic team will call you when they are ready for you to log into the app.

**LOG INTO THE APP:** Our clinic member will let you know it is time to log into your app. Enter username and password you registered with.

IF YOU SEE THIS SCREEN



IF YOU SEE THIS SCREEN



Then CLICK HERE

