

Submitting **telehealth appointment requests** through the **Patient Portal**

Step 1. Go to the Patient Portal website.

Log on through your computer by going to **villagehealthpartners.com** and clicking on the **Patient Portal** option on the menu or by visiting **health.healow.com/villagehealth** on your smart phone to go to the desktop site.

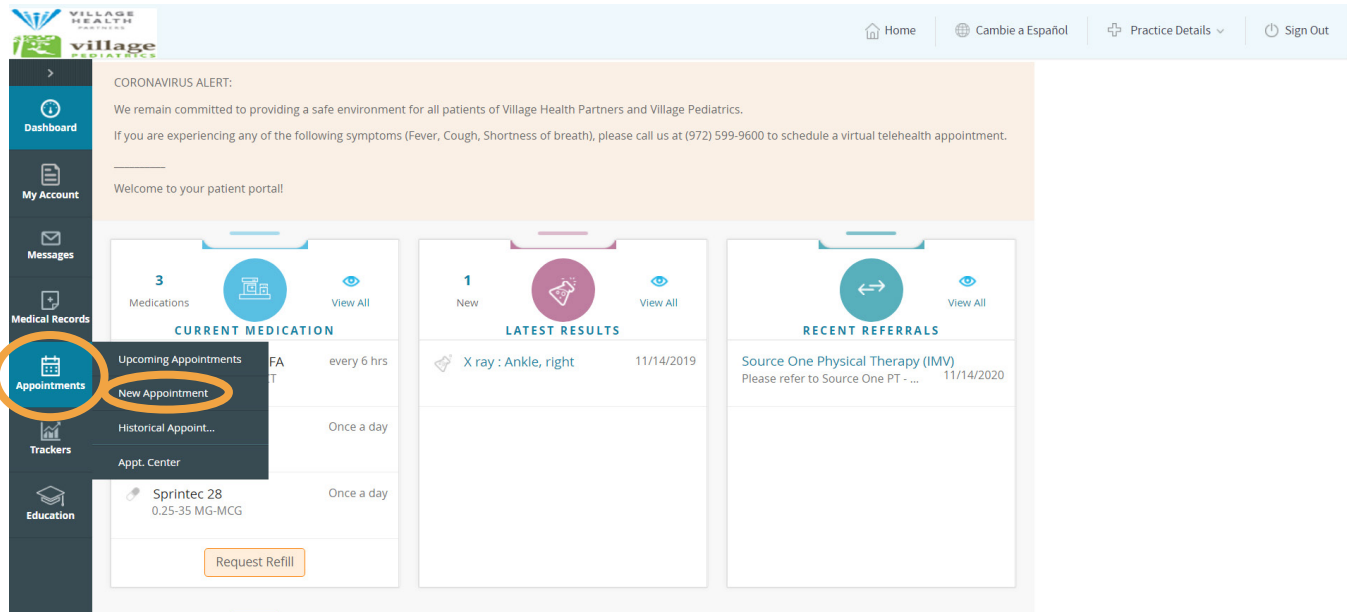
Step 2. Log into your Patient Portal account.

Enter your username and password into the boxes and click "Login".

The screenshot displays the Village Health Partners website interface. At the top left, the logos for Village Health Partners and Village Pediatrics are visible. The main heading reads "Welcome to Village Health Partners | Village Pediatrics Plano". Below this, there is a message about telehealth visits. A central section titled "Book an appointment with your doctor" lists three doctors: Abel Garduno, Alycia Hawkins, and Amber Bagwell, each with a "Book an appointment" button. To the right, a blue overlay titled "LOGIN TO YOUR ACCOUNT" is shown. It includes a mobile phone icon, a language selector for "Español", and a "Using Mobile Phone" button. Below these are "OR" and "Enter the details below" instructions. There are two input fields for "User Name" and "Password". A "Login" button is circled in orange, and two orange arrows point from the "Book an appointment" buttons to the "User Name" and "Password" fields respectively. At the bottom of the overlay, there is a "Trouble logging in" link.

Step 3. Go to the New Appointment Request page

On the left-side menu, hover over **Appointments**, and then click **New Appointment**



Step 4. Fill out the New Appointment Request form

Fill out all required fields, and select **Televisit** as the **Appointment Type**.

