

## TeleVisit Appointment Patient Guide

healow TeleVisits offer a unique and intuitive experience for patients, while offering physicians integrated access to the same clinical tools used in the office.

### Requirements:

- Google Chrome or Mozilla Firefox internet browsers
- If using a desktop – webcam and speakers / microphone

### Logging into TeleVisit from the Patient Portal

1. You will need to log into the patient portal:

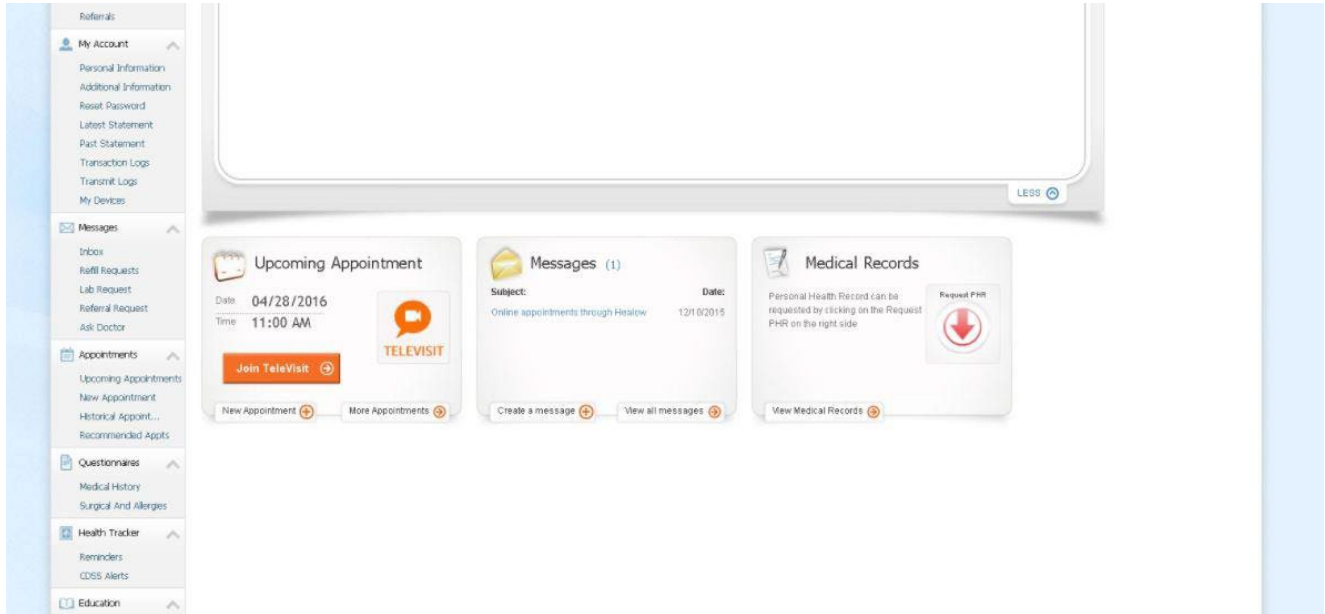
[https://mycw110.ecwcloud.com/portal15044/jsp/100mp/login\\_otp.jsp](https://mycw110.ecwcloud.com/portal15044/jsp/100mp/login_otp.jsp) with your username and password to start the scheduled TeleVisit appointment.



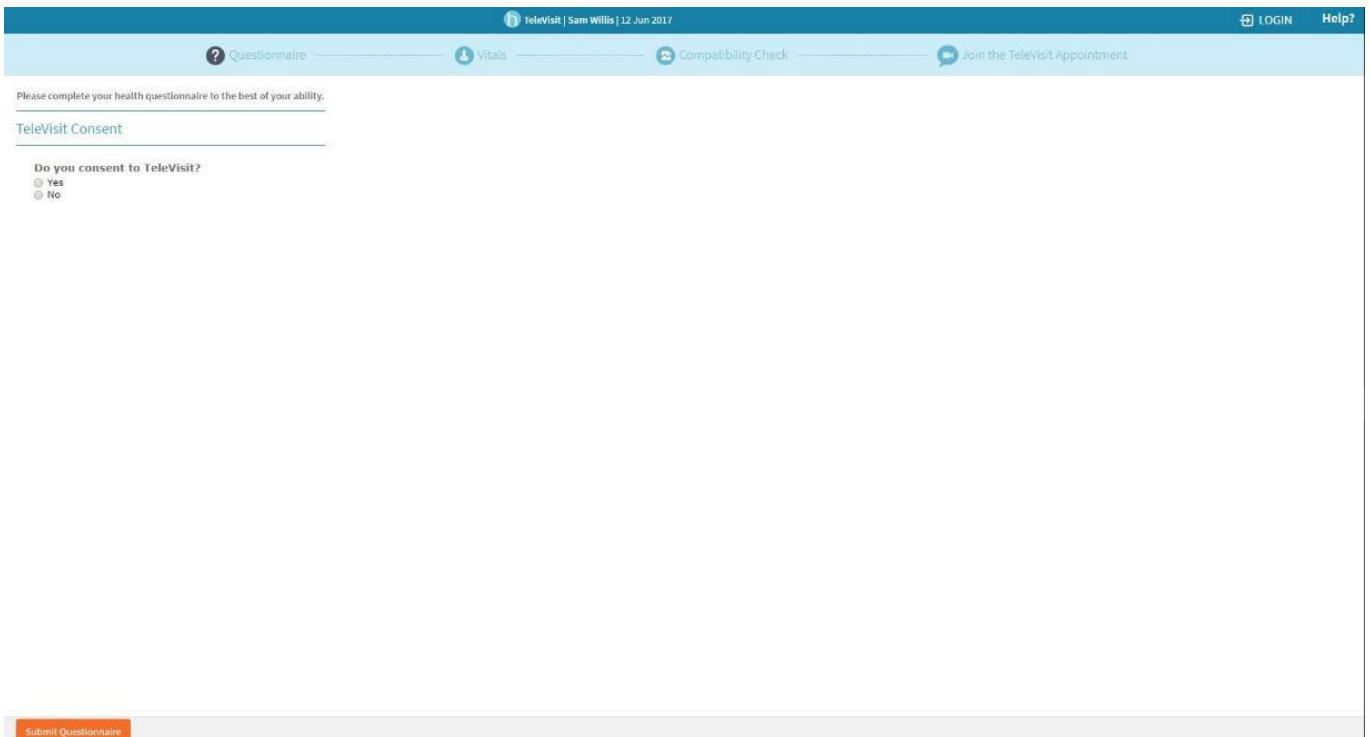
### Welcome to Mt. Baker Planned Parenthood

HealthCare Support Portal facilitates better communication with your physician's office by providing convenient 24 x 7 access from the comfort and privacy of your own home or office.

2. Once you are logged into the patient portal you will see the scheduled TeleVisit in your patient dashboard.



3. Click on Join TeleVisit to start the appointment - you will be prompted to answer 3-page questionnaire. When you finish, click on "Submit Questionnaire" button.



- Next, you will be prompted to enter your vitals. If you do not have this information, leave it blank and click "Submit Vitals".

Dashboard | TeleVisit | Regina Cruz | 28 Apr 2016

Vitals | Compatibility Check | Join the TeleVisit Appointment

Height: 5 ft, 3 inches

Weight: 120 pounds

Blood Pressure: /

Temperature: 98 F

Respiratory Rate: breaths per minute

Pulse Rate: beats per minute

- Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment

Dashboard | TeleVisit | Kerri Domingues | 19 Jun 2017 | Help? | Log out

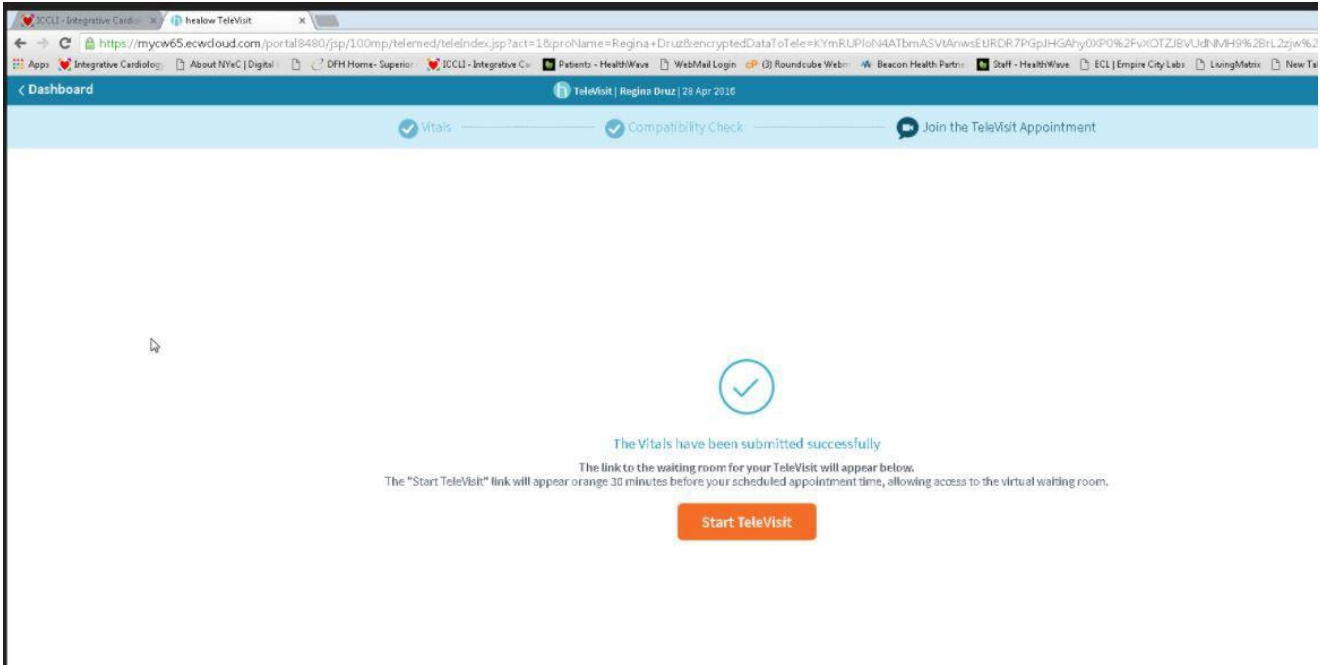
Questionnaire | Vitals | Compatibility Check | Join the TeleVisit Appointment

### TeleVisit System Compatibility Check

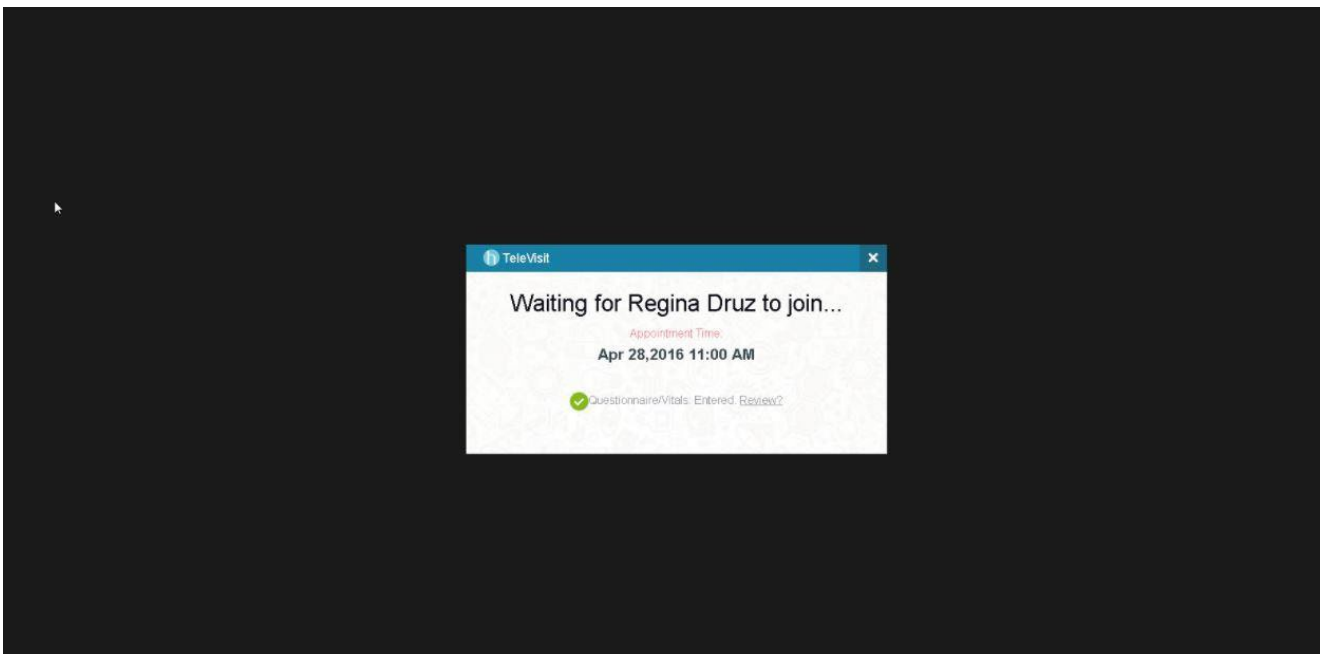
Computer	Browser	Chrome 32 bit(version 58) Windows 7	✓
	Speaker	Ensure your speakers are working by clicking "Play" below	✓
	Camera	Integrated Camera (04f2:b398)	✓
	Microphone	Default	✓
Connection	Video Connection		✓
	Bandwidth		✓

<< Review Vitals | Proceed

6. Once this has been completed you will just need to click on start TeleVisit – this will alert your provider that they can now start the TeleVisit appointment




7. You will then be placed in the waiting room for your provider is ready to start the TeleVisit appointment




## Logging into TeleVisit from the email confirmation/notification



1. You will receive a confirmation email after scheduling a TeleVisit appointment with your provider and you will also receive a notification email before the appointment time.

**Bellingham Health Center**  
1530 ELLIS ST BELLINGHAM, WA 98225-4905, 360-734-9095




**Hello Cibulka,**  
You have a healow TeleVisit scheduled with CLINICIAN NAME

 Your healow TeleVisit Details

 <b>03/27/2020</b>	 <b>10:15 AM</b>
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You may be required to submit a questionnaire and provide your vitals prior to this appointment.

[Join this Telemed Appointment directly](#)

 In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones.

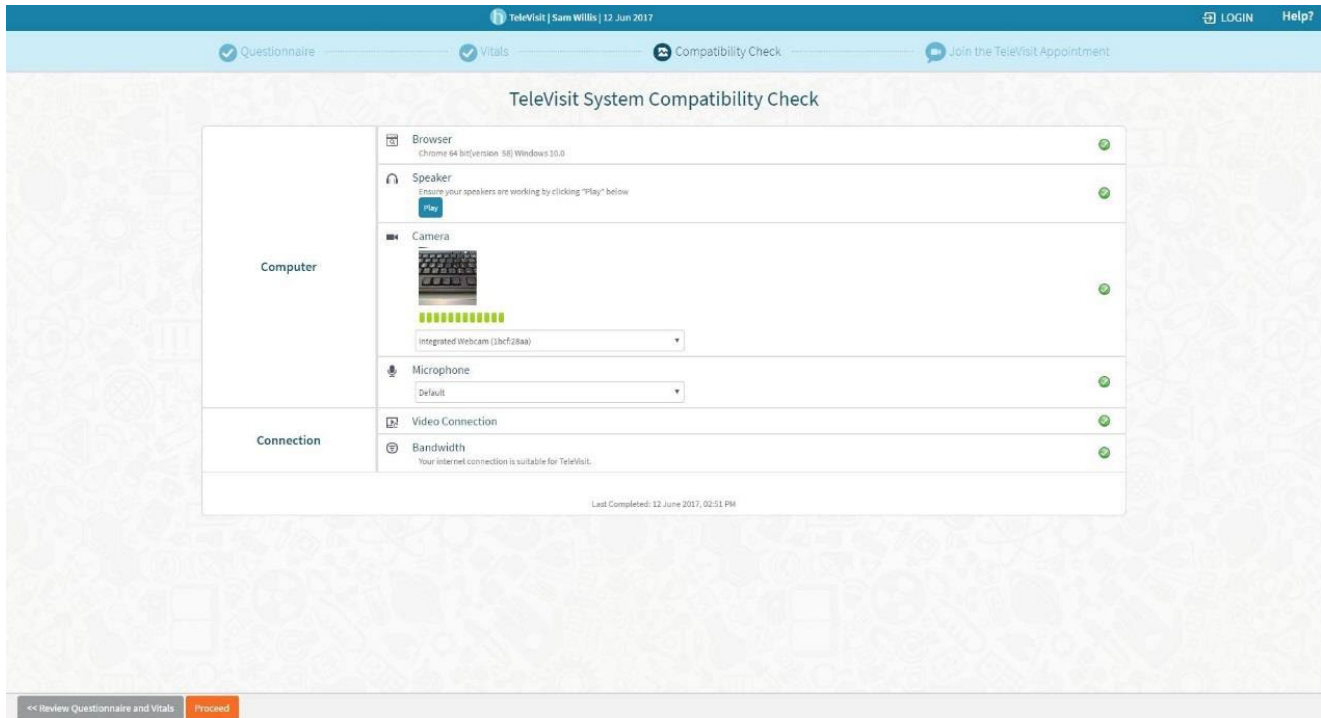
2. Click on “Join this TeleMed Appointment directly” link. You will be prompted to answer the 3-parts questionnaires (if applicable). When you finish, click on “Submit Questionnaire” button.

The screenshot shows a web interface for a TeleVisit appointment. At the top, there is a navigation bar with the text "televisit | Sam Willis | 12 Jun 2017" and links for "LOGIN" and "Help?". Below the navigation bar, there are four tabs: "Questionnaire" (active), "Vitals", "Compatibility Check", and "Join the TeleVisit Appointment". The main content area contains the text "Please complete your health questionnaire to the best of your ability." followed by the heading "TeleVisit Consent". Below this heading is a question: "Do you consent to TeleVisit?". There are two radio button options: "Yes" (which is selected) and "No". At the bottom of the page, there is a red button labeled "Submit Questionnaire".

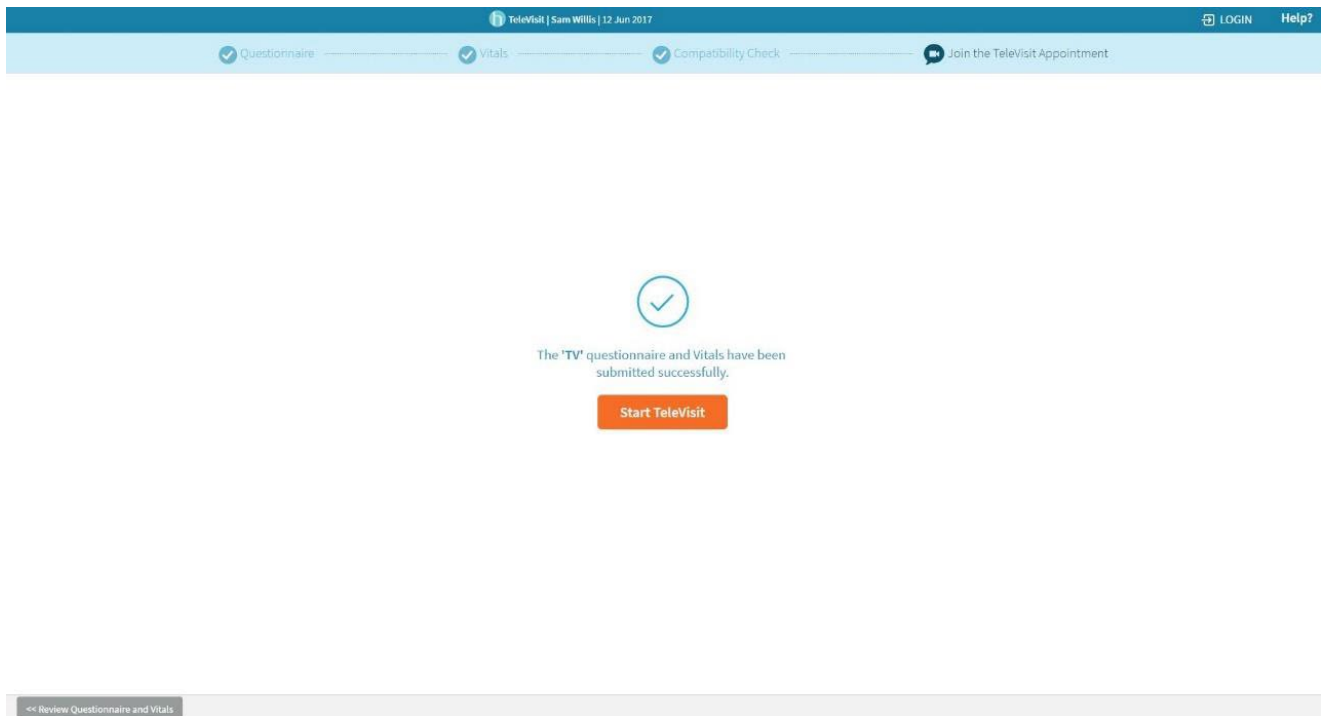
3. Next, you will be prompted to enter in your vitals (optional). Click on “Submit Vitals” when you finish.

The screenshot shows a web interface for entering vital signs. At the top, there is a navigation bar with the text "televisit | Sam Willis | 12 Jun 2017" and links for "LOGIN" and "Help?". Below the navigation bar, there are four tabs: "Questionnaire", "Vitals" (active), "Compatibility Check", and "Join the TeleVisit Appointment". The main content area contains several input fields for vital signs: "Height" (with separate fields for feet and inches), "Weight" (in pounds), "Blood Pressure" (with two fields separated by a slash), "Temperature" (in degrees Fahrenheit), "Respiratory Rate" (in breaths per minute), and "Pulse Rate" (in beats per minute). At the bottom of the page, there is a red button labeled "Submit Vitals".

4. A software compatibility check will be run to ensure that the webcam and audio functions, browser, video connection, and bandwidth on your tablet or computer will work for TeleVisit appointment. When it has been completed, click on “Proceed” button.



5. Click on “Start TeleVisit” - this will alert your provider that you are ready, and they can now start the TeleVisit appointment.



6. You will then be placed in the virtual waiting room.

