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 with your username and password to start the scheduled TeleVisit appointment.
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.
4. Next, you will be prompted to enter your vitals. If you do not have this information, leave it blank and click “Submit Vitals”.

5. 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.
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.

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

Your healow TeleVisit Details

📅03/27/2020  ⌚10:15 AM

You may be required to submit a questionaire 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.

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