



## 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

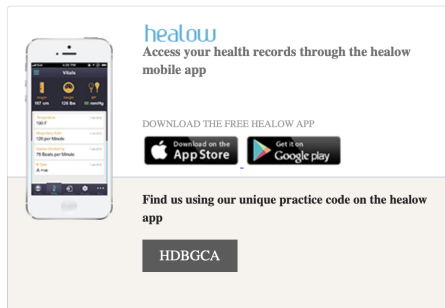
[https://mycw69.ecwcloud.com/portal9037/jsp/100mp/login\\_otp.jsp](https://mycw69.ecwcloud.com/portal9037/jsp/100mp/login_otp.jsp) with your username and password to start the scheduled TeleVisit appointment;



Cambiar a [Español](#)

### Welcome to NOVA Pediatrics and Young Adult Medicine

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.



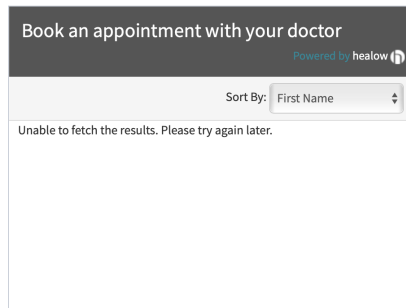
healow  
Access your health records through the healow mobile app

DOWNLOAD THE FREE HEALOW APP

Download on the

Find us using our unique practice code on the healow app

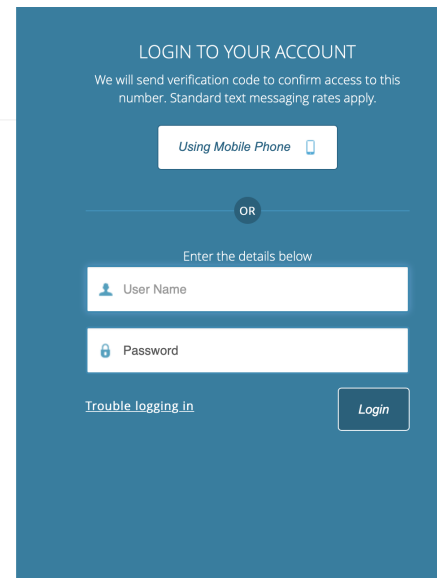
HDBGCA



Book an appointment with your doctor Powered by healow

Sort By: First Name

Unable to fetch the results. Please try again later.



LOGIN TO YOUR ACCOUNT

We will send verification code to confirm access to this number. Standard text messaging rates apply.

[Using Mobile Phone](#)

OR

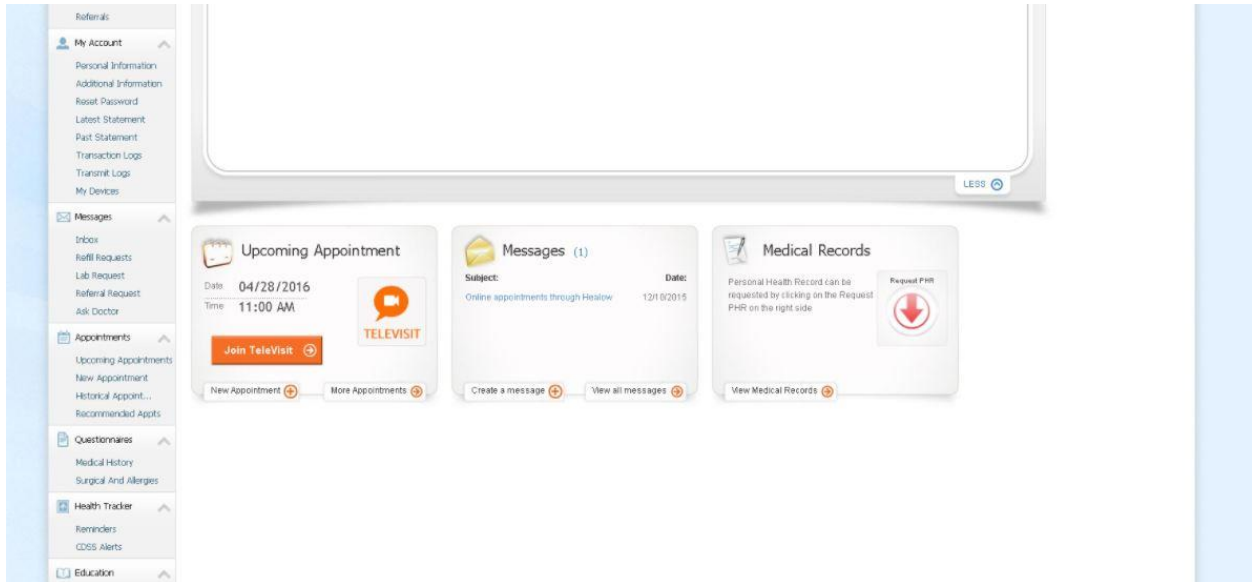
Enter the details below

User Name

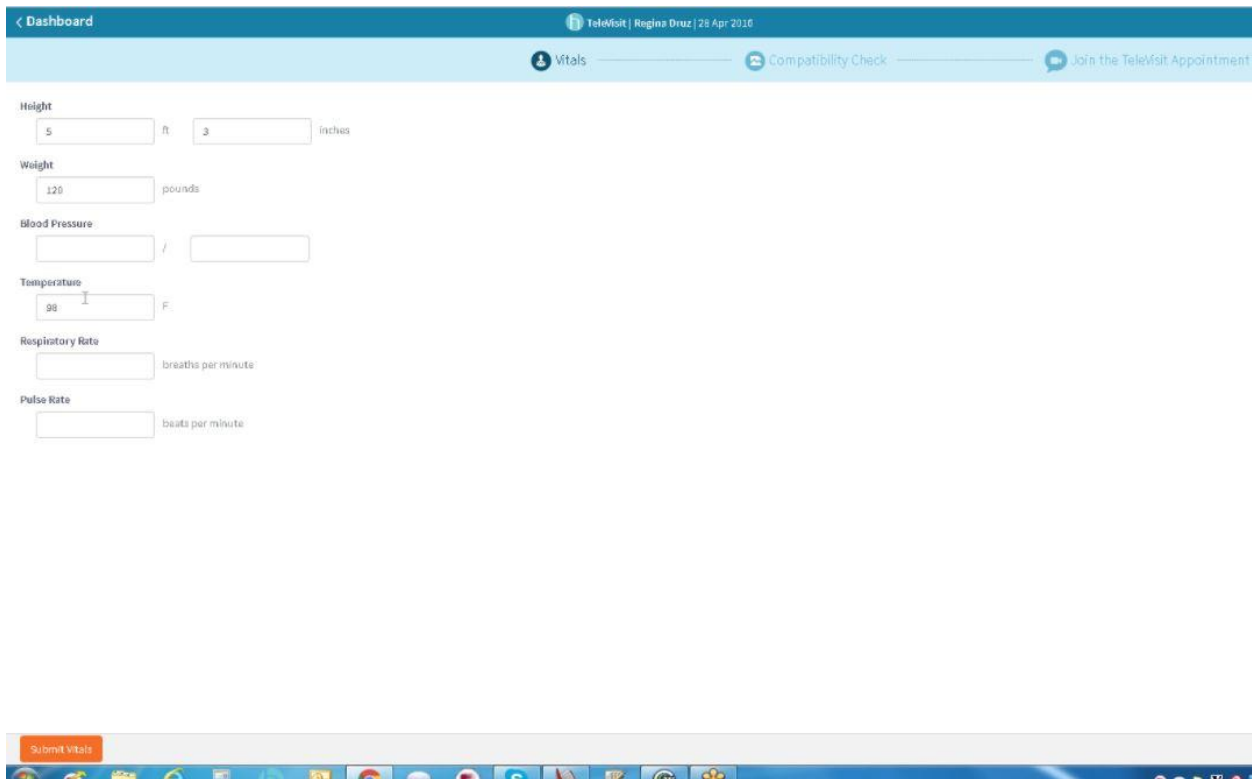
Password

[Trouble logging in](#) [Login](#)

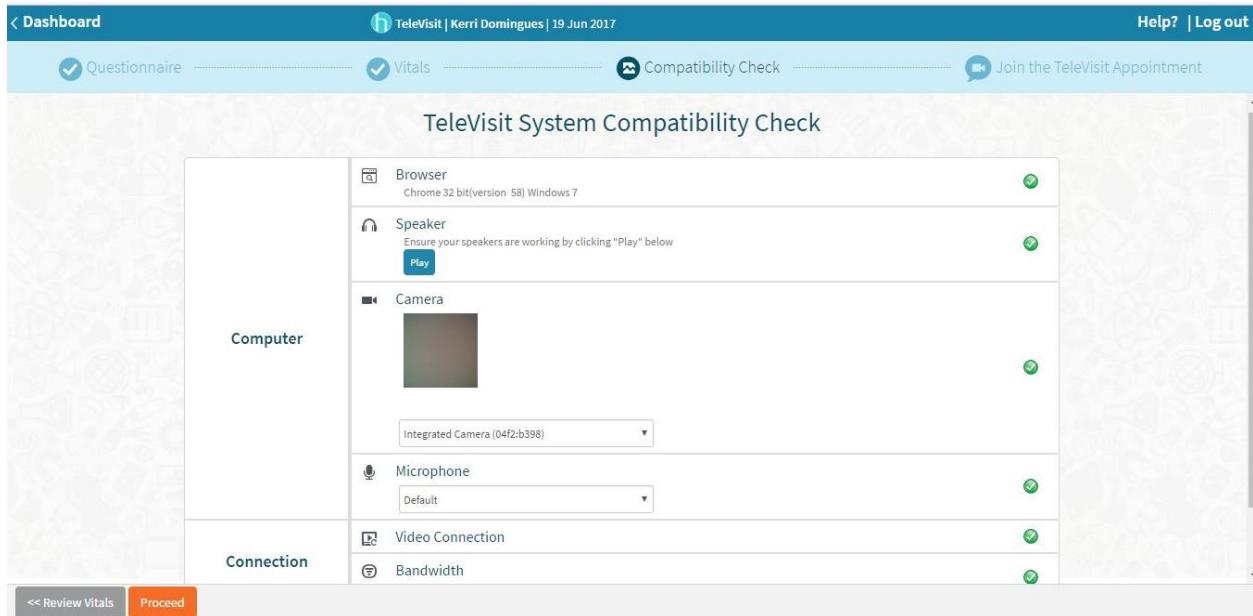
2. Once you are logged into the patient portal you will see the scheduled TeleVisit in your patient dashboard;



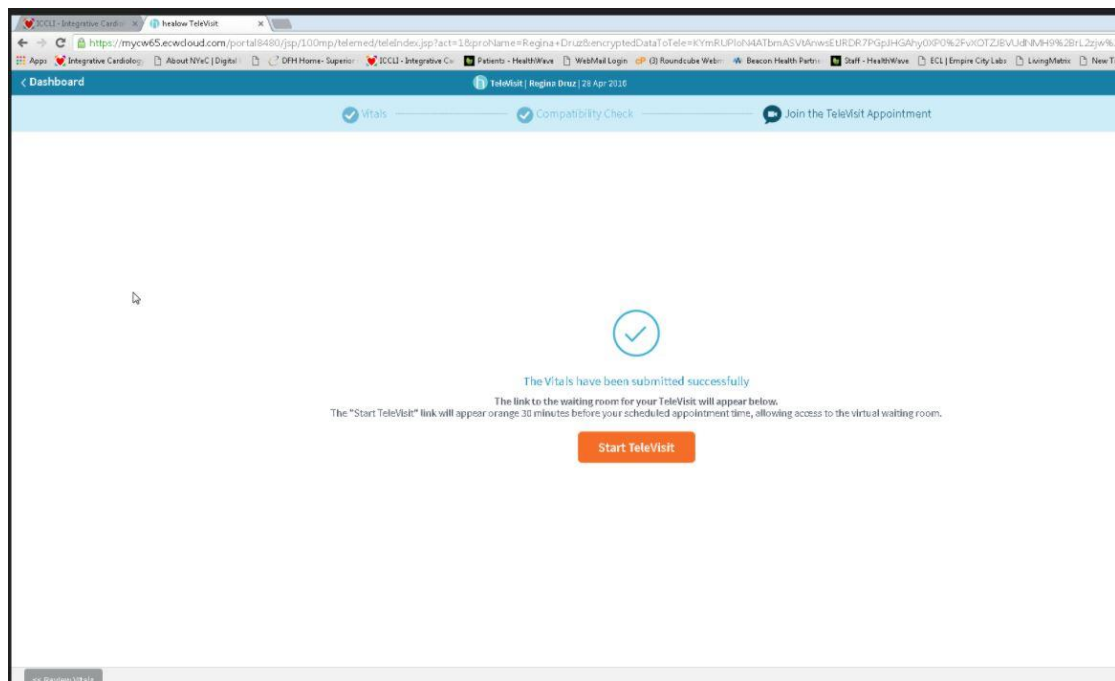
3. Click on Join TeleVisit to start the appointment - you will be prompted to enter in your vitals;



4. 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;



5. 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



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

