



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

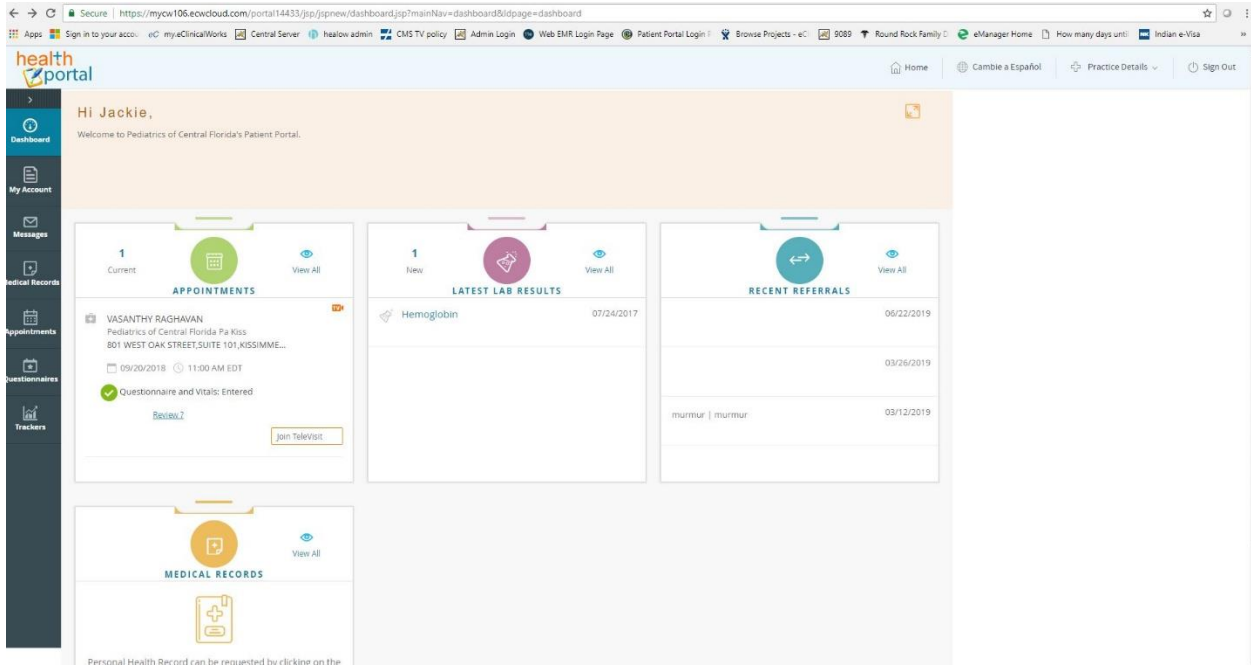
Method 1: Logging into TeleVisit from the Patient Portal on your computer

1. You will need to log into the patient portal

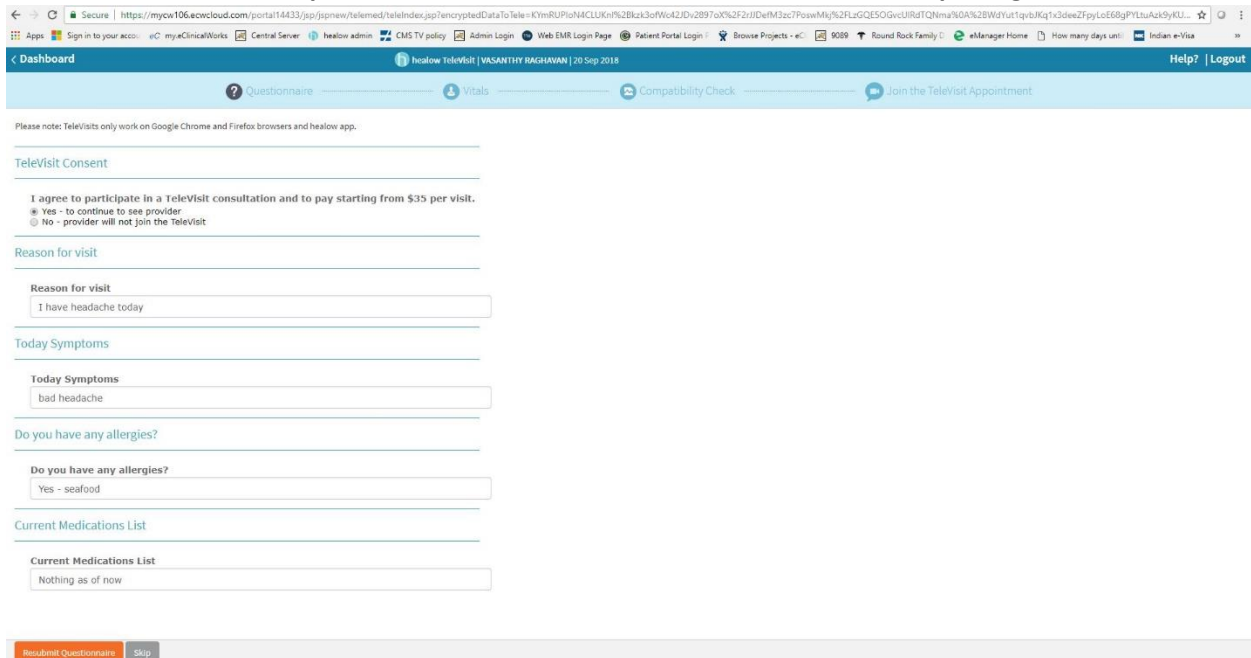
https://mycw106.ecwcloud.com/portal14433/jsp/100mp/login_otp.jsp with your username and password to start the scheduled TeleVisit appointment;

The screenshot shows a web browser window displaying the healow patient portal. The address bar shows the URL: https://mycw106.ecwcloud.com/portal14433/jsp/100mp/login_otp.jsp. The page has a blue header with the 'health portal' logo and a 'Cambiar a Español' link. Below the header, it says 'Welcome to Pediatrics of Central Florida' and provides a brief description of the portal. The main content area is split into two columns. The left column contains a promotional banner for the healow mobile app, including download instructions for the App Store and Google Play, and a 'CAAJAD' button. The right column features a 'Book an appointment with your doctor' section with a 'Sort By: First Name' dropdown and a 'No Results at this time' message. To the right of the main content is a large blue sidebar for 'LOGIN TO YOUR ACCOUNT'. It includes a 'Using Mobile Phone' button, an 'OR' separator, and a form with 'User Name' and 'Password' fields, a 'Login' button, and a 'Trouble logging in' link. At the bottom of the sidebar is a 'Pre-Register' button. The footer contains copyright information: 'Copyright ©2018 eClinicalWorks. All rights reserved. version: Portals 2.7. Use of this website constitutes of our Terms Of Use and Privacy Policy.'

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 a questionnaire. Click Submit Questionnaire after completing it.



4. Next, you will be prompted to enter your vitals. Then, click Submit Vitals.

Dashboard

Questionnaire Vitals Compatibility Check Join the TeleVisit Appointment

Height
5 ft 3 inches

Weight
165 pounds

Blood Pressure
110 / 65

Temperature
F

Respiratory Rate
breaths per minute

Pulse Rate
breaths per minute

Resubmit Vitals Skip

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;

Dashboard

Questionnaire Vitals Compatibility Check Join the TeleVisit Appointment

TeleVisit System Compatibility Check

| | | |
|------------|---|---|
| Computer | Browser Chrome 84 bit(version: 88) Windows 10.0 | ✔ |
| | Speaker Ensure your speakers are working by clicking "Play" below | ✔ |
| | Camera FJ Camera (042B415) | ✔ |
| | Microphone Default - Microphone (Realtek High Definition Audio) | ✔ |
| Connection | Video Connection | ✔ |
| | Bandwidth Your internet connection is suitable for TeleVisit. | ✔ |

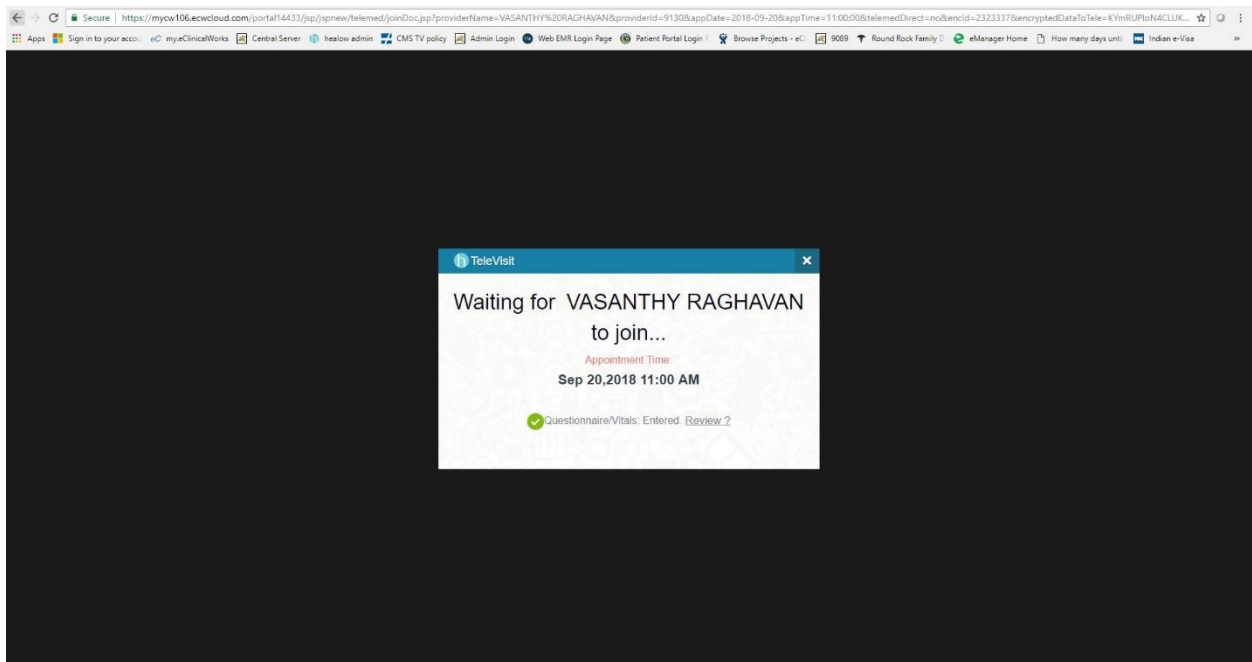
<< Review Questionnaire and Vitals Proceed

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



<< Review Questionnaire and Vitals

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





Method 2: 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.


The screenshot shows a web interface for a TeleVisit appointment. At the top, there is a header with an orange video camera icon and the text "Your healow TeleVisit Details". Below this, the appointment date and time are displayed: "09/20/2018" with a calendar icon and "11:45 AM_{EST}" with a clock icon. A message states: "You may be required to submit a questionnaire and provide your vitals prior to this appointment." Below this message is a prominent orange button that says "Join this Telemed Appointment directly". At the bottom of this section, there is a headset icon and the text: "In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones." Below this section is a large heading: "healow TeleVisits are Quick". Underneath the heading is a three-step process flow diagram. The first step is "Login to Portal" with a blue circular icon containing a speech bubble. The second step is "Fill Questionnaire & Vitals" with a blue circular icon containing a document with a pencil. The third step is "Start Your Appointment" with a blue circular icon containing a calendar with a checkmark.

Your healow TeleVisit Details


 **09/20/2018**  **11:45 AM_{EST}**


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.

healow TeleVisits are **Quick**

 Login to Portal

 Fill Questionnaire & Vitals

 Start Your Appointment

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

The screenshot shows a web browser window with the URL <https://mycw106.ecwcloud.com/portal14433/jsp/jspnew/telemed/teleindex.jsp?encryptedDataToTele=K%2FmRUPloN4CLUKn%28kz3ofW42JDv2897x%2F2zjJDeFM3zc7PoswMlg%2FLzGQESOGvclURdtQNma%0A%2BWF9Yut1qybIkq1x3deeZFpyLcE68gPYltuAzk5yKU...>. The page title is "healow TeleVisit | VASANTHY RAGHAWAN | 20 Sep 2018". The navigation bar includes "Questionnaire", "Vitals", "Compatibility Check", and "Join the TeleVisit Appointment". The main content area contains the following sections:

- TeleVisit Consent:** A checkbox for "I agree to participate in a TeleVisit consultation and to pay starting from \$35 per visit." with radio buttons for "Yes - to continue to see provider" (selected) and "No - provider will not join the TeleVisit".
- Reason for visit:** A text input field containing "I have headache today".
- Today Symptoms:** A text input field containing "bad headache".
- Do you have any allergies?:** A text input field containing "Yes - seafood".
- Current Medications List:** A text input field containing "Nothing as of now".

At the bottom, there are two buttons: "Submit Questionnaire" (highlighted in orange) and "Skip".

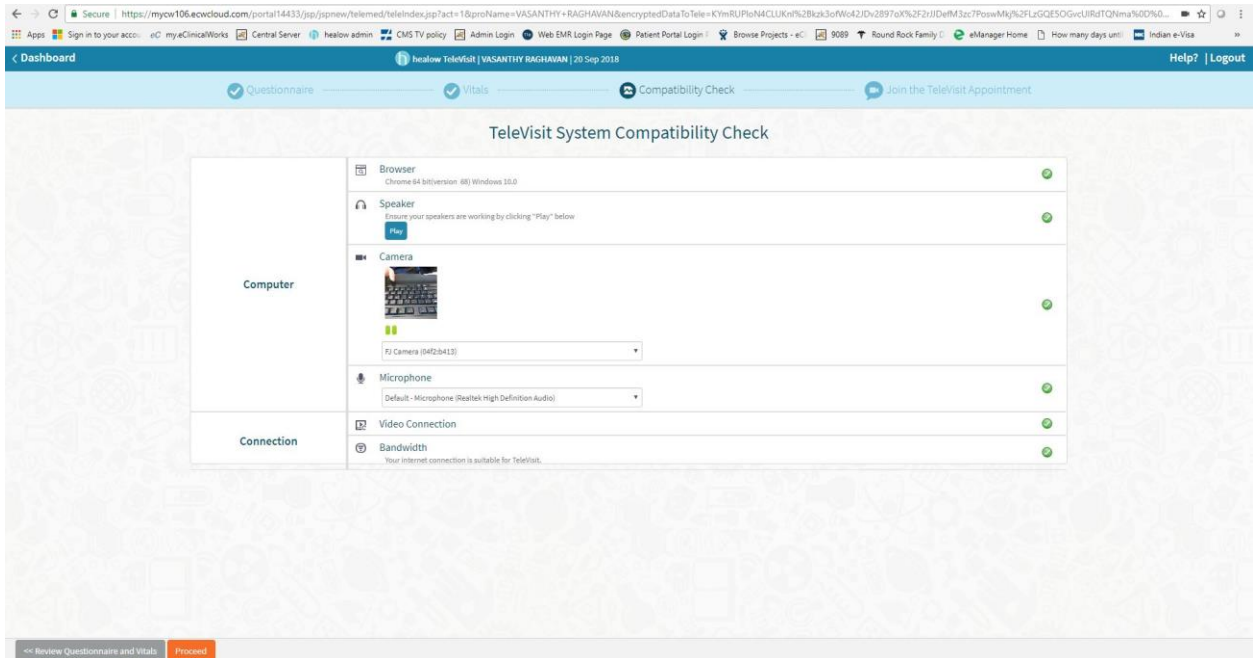
3. Next, you will be prompted to enter in your vitals (optional). Click on “Submit Vitals” when you finish.

The screenshot shows the same web browser window as above, but the "Vitals" section is active. The navigation bar now has a checkmark next to "Vitals". The form fields are as follows:

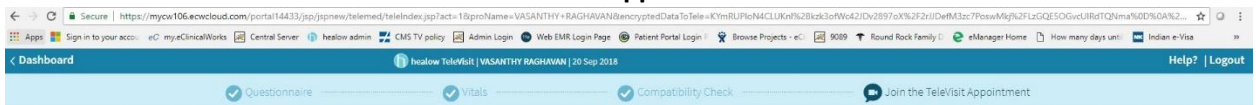
- Height:** Two input fields for "5" and "3" with the unit "inches".
- Weight:** An input field for "165" with the unit "pounds".
- Blood Pressure:** Two input fields for "110" and "65" separated by a slash.
- Temperature:** An input field with the unit "F".
- Respiratory Rate:** An input field with the unit "breaths per minute".
- Pulse Rate:** An input field with the unit "breaths per minute".

At the bottom, there are two buttons: "Submit Vitals" (highlighted in orange) and "Skip".

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.



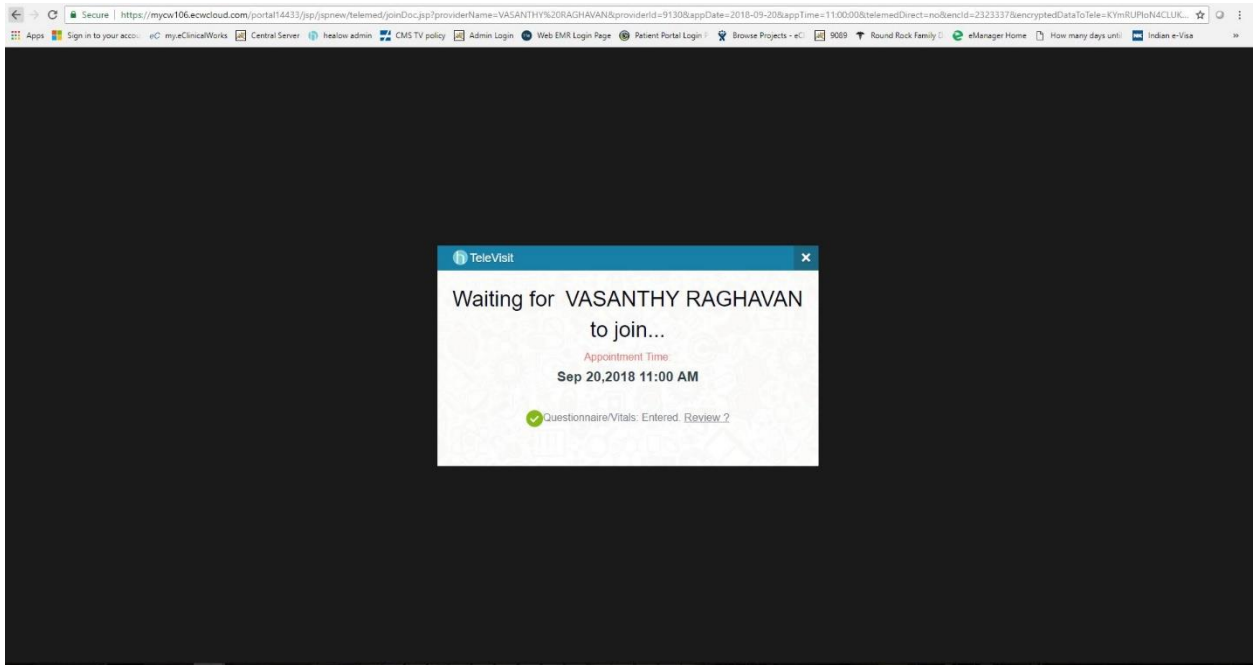
5. Click on “Start TeleVisit” - this will alert your provider that you are ready and they can now start the TeleVisit appointment.



The 'TeleVisit-new' questionnaire and Vitals has been submitted successfully.

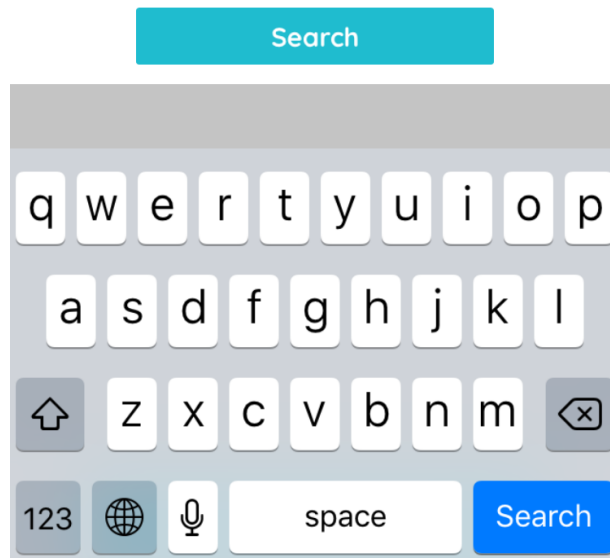
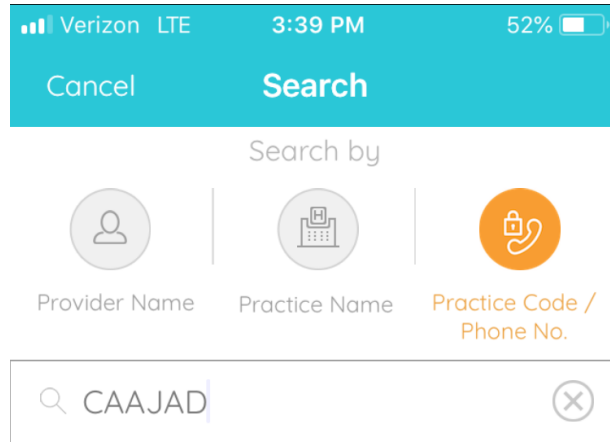
Start TeleVisit

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

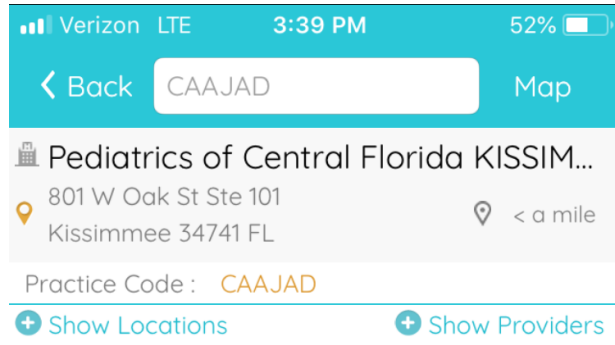


Method 3: Logging into TeleVisit from healow app on your phone

1. Download the healow app on your phone and search for our practice by entering the practice code: CAAJAD

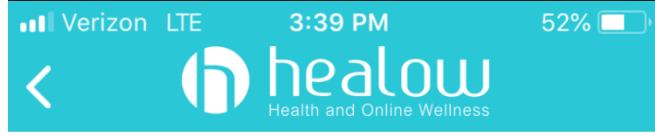


2. Click Search button. You will now see our practice name



CAN'T FIND YOUR DOCTOR ?

3. Log into healow app with your patient portal credentials



Login to Patient Portal account
Pediatrics of Central Florida KISSIMMEE FL

Username

Password

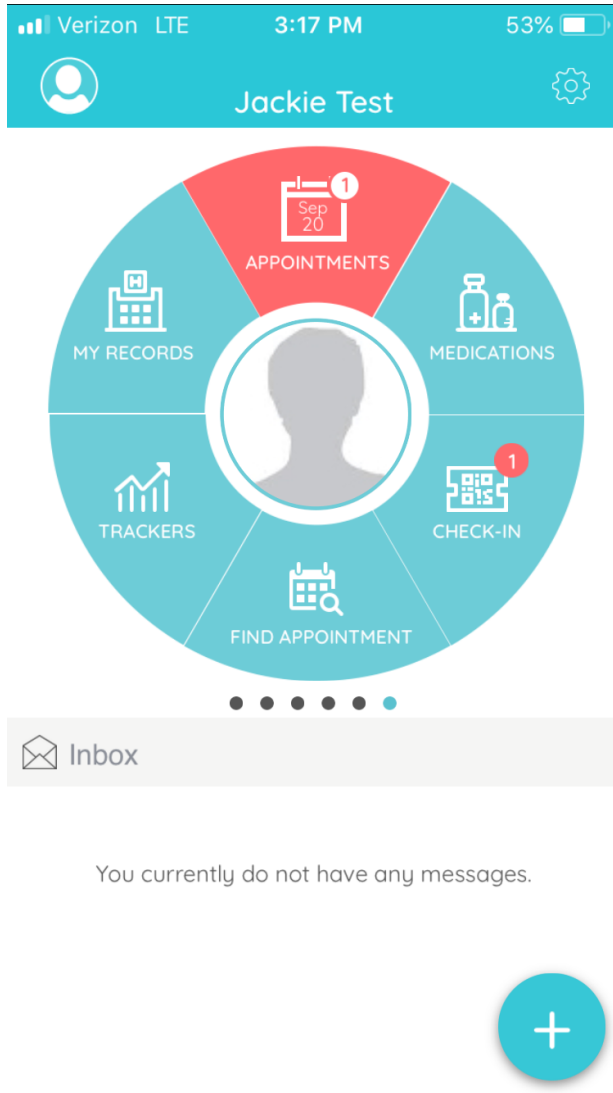
This account belongs to **Myself**

Login

[FORGOT USERNAME OR PASSWORD ?](#)

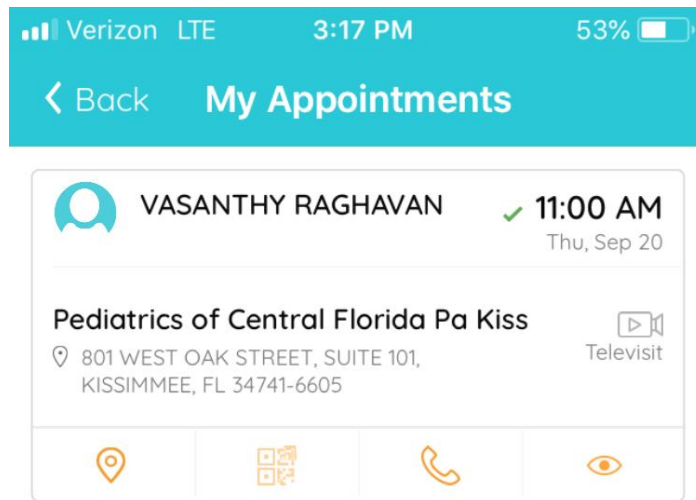
A login form with a light gray background. It contains four main sections: a 'Username' field with a person icon, a 'Password' field with a lock icon, a dropdown menu showing 'This account belongs to Myself' with a downward arrow, and an orange 'Login' button. Below the button is a link for 'FORGOT USERNAME OR PASSWORD ?'.

4. Go to the appointments tab on healow app

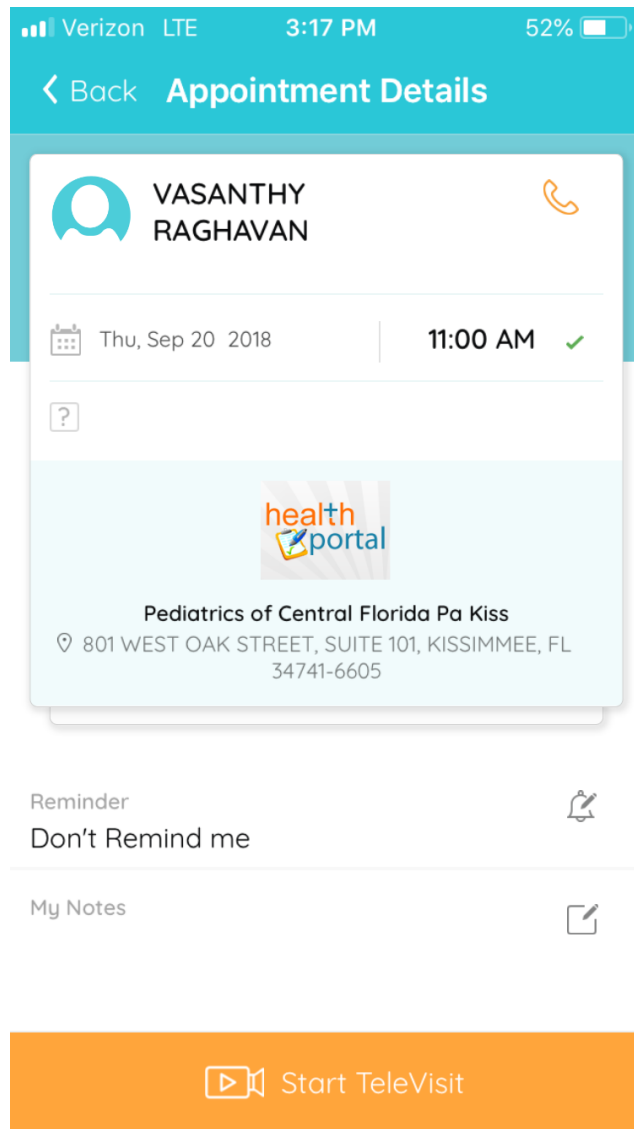


You currently do not have any messages.

5. In the My Appointments section, click on the TeleVisit icon under the appointment time



6. Click on the Start TeleVisit button on the bottom of the screen



7. Answer a questionnaire, click on Submit Questionnaire to move on to the next step

Verizon LTE 3:17 PM 52%

[Back](#) **Questionnaire and Vitals**

TeleVisit-new

Please answer the questions below

TeleVisit Consent

1. I agree to participate in a TeleVisit consultation and to pay starting from \$35 per visit.

Yes - to continue to see provider

No - provider will not join the TeleVisit

Reason for visit


2. Reason for visit


Today Symptoms

8. Enter your vitals, click on Submit Vitals to move on to the next step


Verizon LTE 3:18 PM 52%

[Back](#) Questionnaire and Vitals


 Vitals

 **Height**


Ft in

 **Weight**


Pounds

 **Blood Pressure**

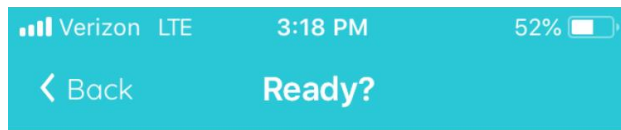
/

 **Temperature**

Fahrenheit

 **Respiratory Rate**

9. Once vitals have been submitted, click on Start TeleVisit

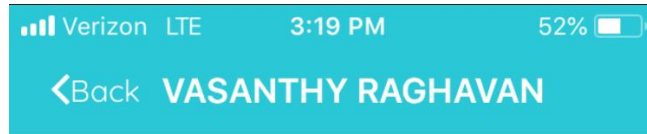


Start TeleVisit

The "TeleVisit-new" Questionnaire and Vitals have been submitted successfully.

Review Questionnaire and Vitals

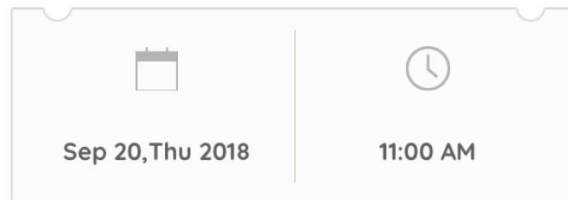
10. Once you click Start TeleVisit, your doctor will be notified that you are ready for the visit. You will then be connected to your doctor.



Waiting for
VASANTHY RAGHAVAN to join...



Appointment Time



 Questionnaire/Vitals entered
