

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://mycw3.eclinicalweb.com/ephy/jsp/100mp/login_otp.jsp with your username and password to start the scheduled TeleVisit appointment;

health portal

Welcome to
Eagle Physicians & Associate, PA

Eagle Physicians Patient 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 App Store | GET IT ON Google play

Find us using our unique practice code on the healow app

FAEGAA

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

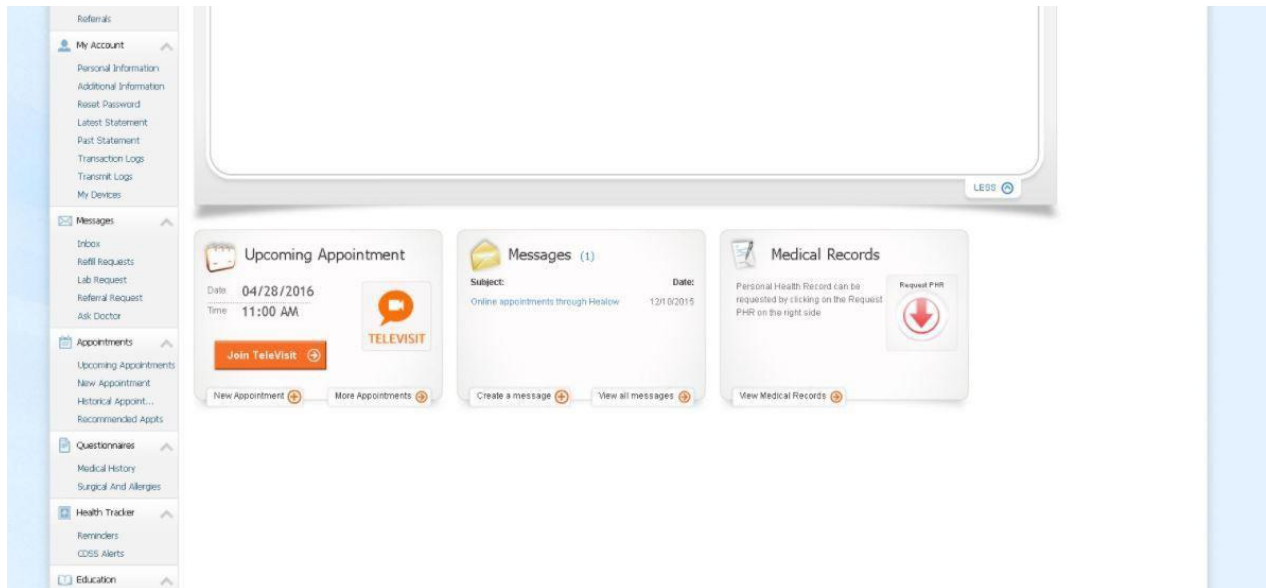
Login

Would you like to join our practice?

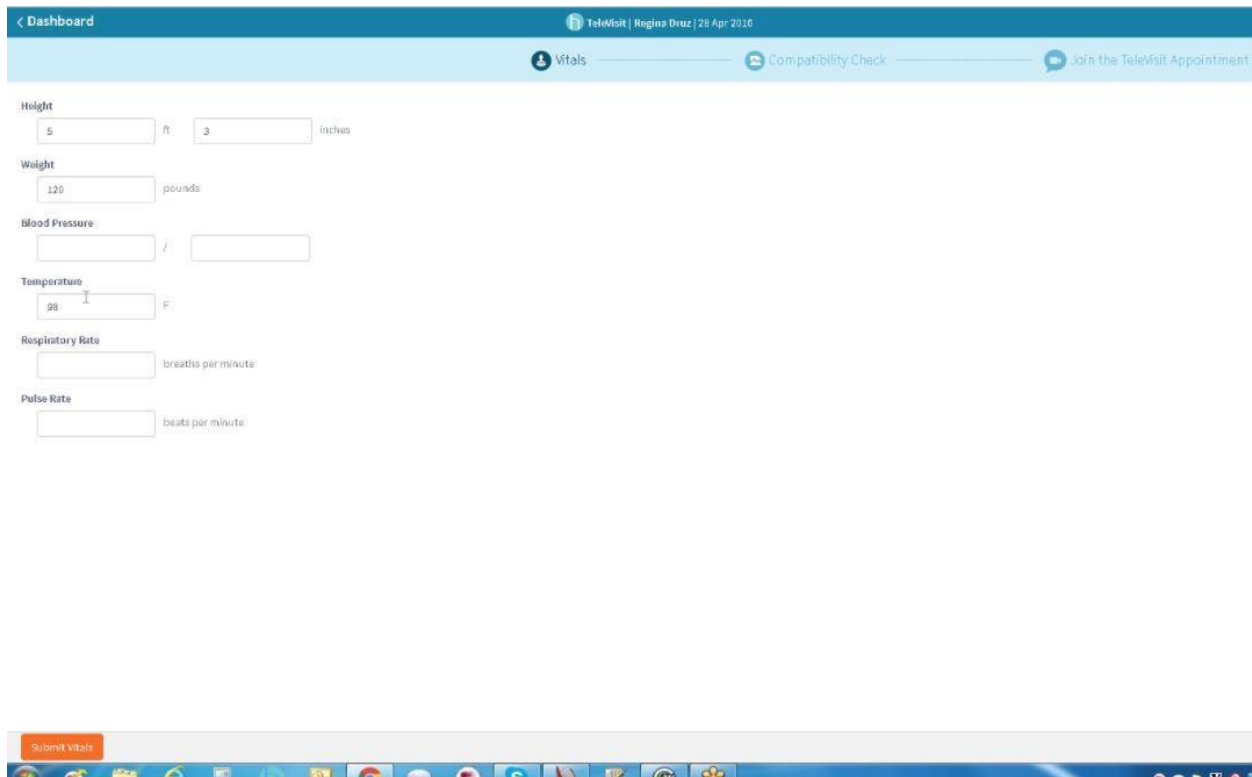
Pre-Register

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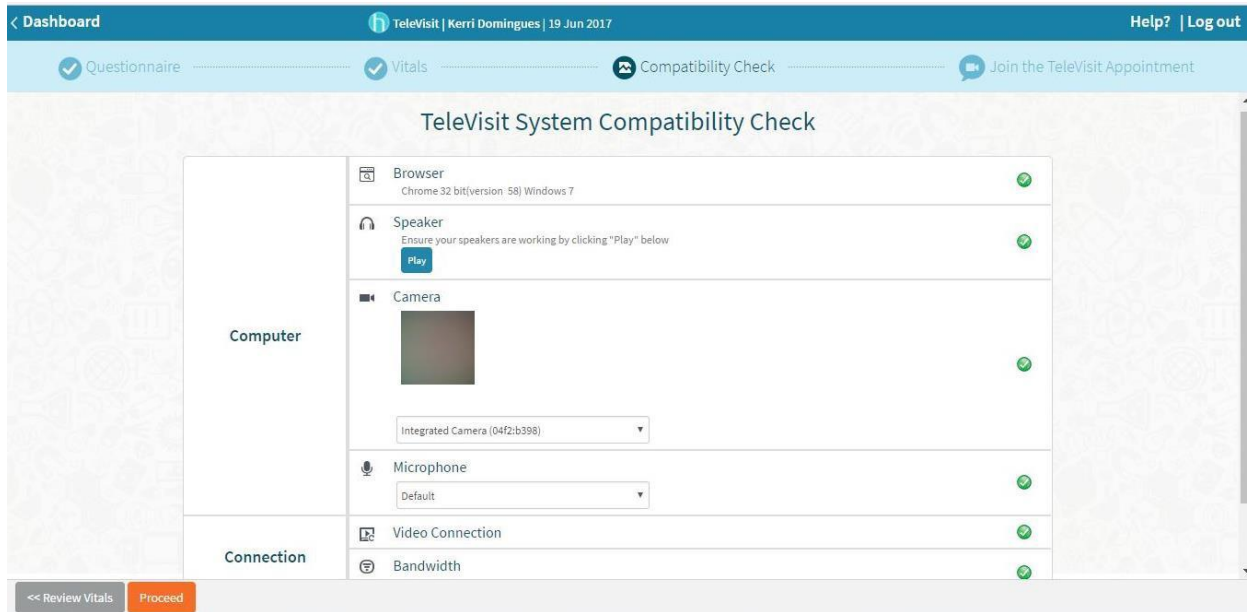
2. Once you are logged into the patient portal you will see the scheduled TeleVisit in your patient dashboard;



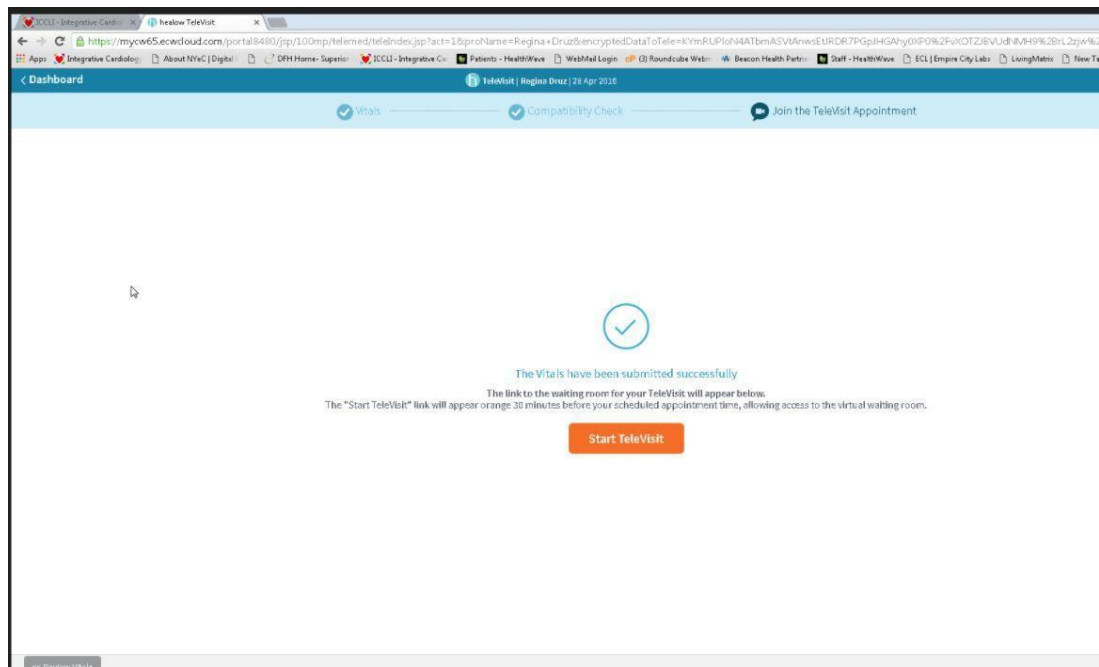
3. Click on Join TeleVisit to start the appointment - you will be prompted to enter in your vitals;



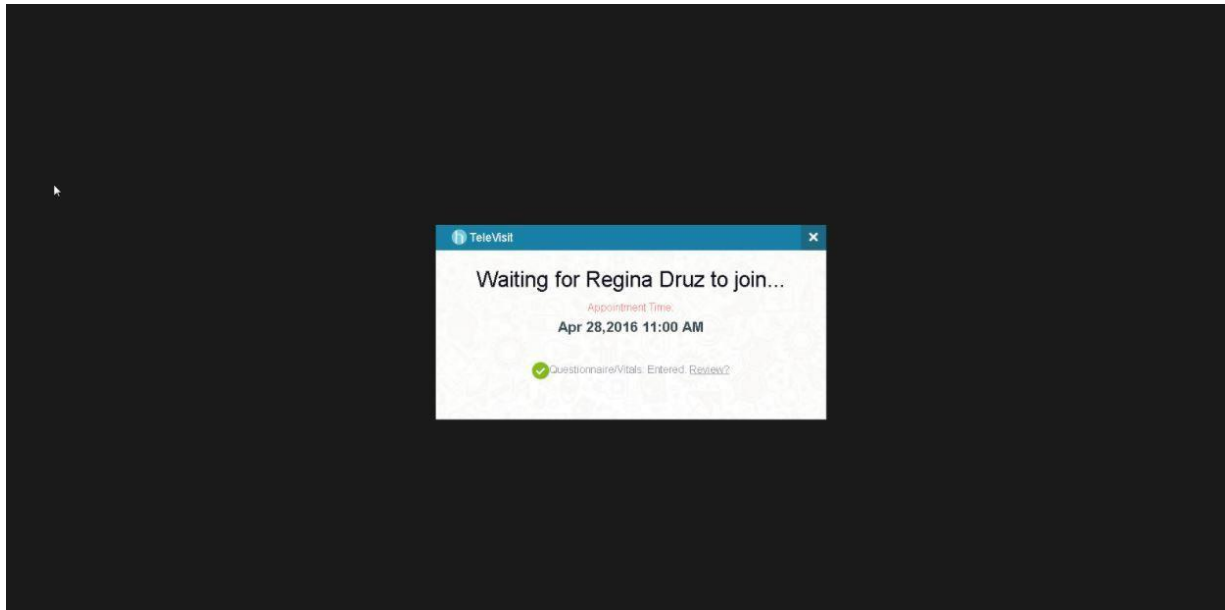
- Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment;



- 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

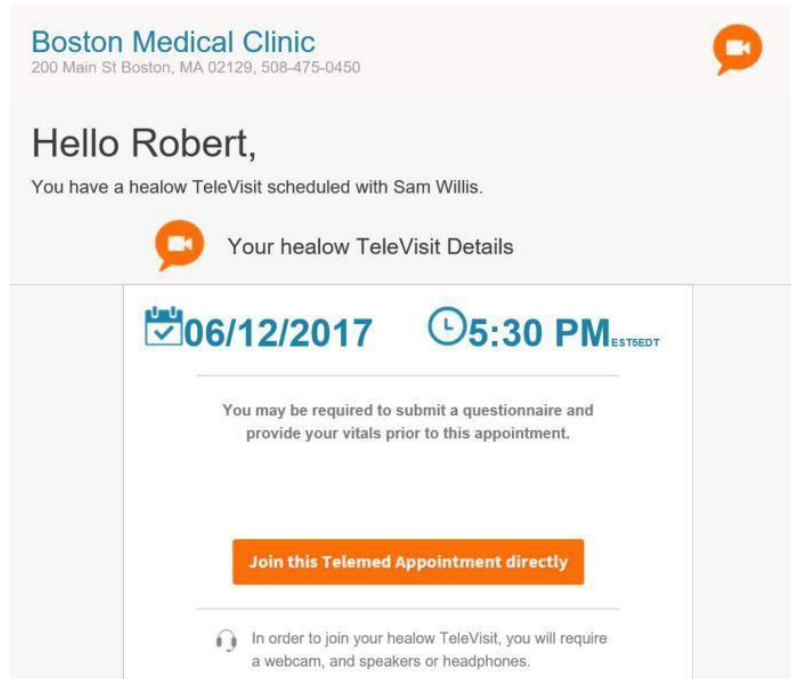


6. You will then be placed in the waiting room for your provider is ready to start the TeleVisit appointment;



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.



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 the TeleVisit questionnaire interface. At the top, there is a navigation bar with "televisit | Sam Willis | 12 Jun 2017" and "LOGIN Help?". Below this is a progress bar with four steps: "Questionnaire", "Vitals", "Compatibility Check", and "Join the TeleVisit Appointment". The main content area is titled "Please complete your health questionnaire to the best of your ability." and "TeleVisit Consent". The first question is "Do you consent to TeleVisit?" with radio button options for "Yes" and "No". At the bottom of the page, there is a "Submit Questionnaire" button.

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

The screenshot shows the 'Vitals' section of the TeleVisit interface. At the top, there is a navigation bar with 'Questionnaire', 'Vitals', 'Compatibility Check', and 'Join the TeleVisit Appointment'. The main area contains input fields for: Height (feet and inches), Weight (pounds), Blood Pressure (systolic and diastolic), Temperature (Fahrenheit), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). A 'Submit Vitals' button is located at the bottom left of the form area.

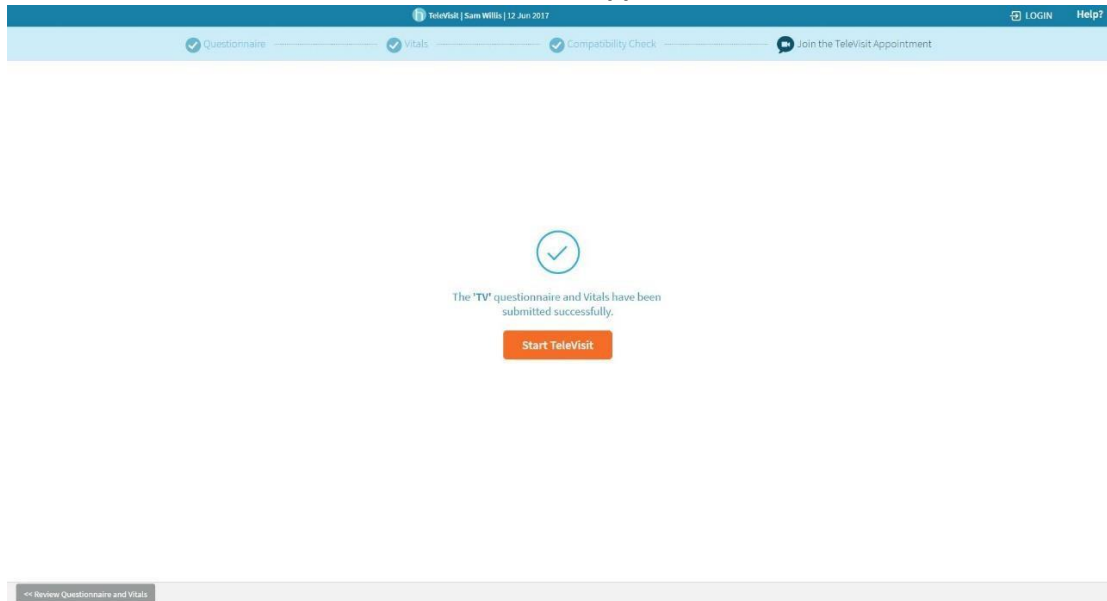
4. A software compatibility check will be run to ensure that the webcam and audio functions, browser, video connection, and bandwidth on your tablet or computer will work for TeleVisit appointment. When it has been completed, click on “Proceed” button.

The screenshot displays the 'TeleVisit System Compatibility Check' results. The interface shows a list of system components and their status:

Category	Component	Status
Computer	Browser (Chrome 64 bit (Version 58) Windows 10.0)	Pass
	Speaker (Ensure your speakers are working by clicking "Play" below)	Pass
	Camera (Integrated Webcam (30x720x90))	Pass
	Microphone (Default)	Pass
Connection	Video Connection	Pass
	Bandwidth (Your internet connection is suitable for TeleVisit)	Pass

At the bottom of the results table, it states: 'Last Completed: 12 June 2017, 02:51 PM'. A navigation bar at the very bottom includes a 'Review Questionnaire and Vitals' button and a '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.

