

## 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.

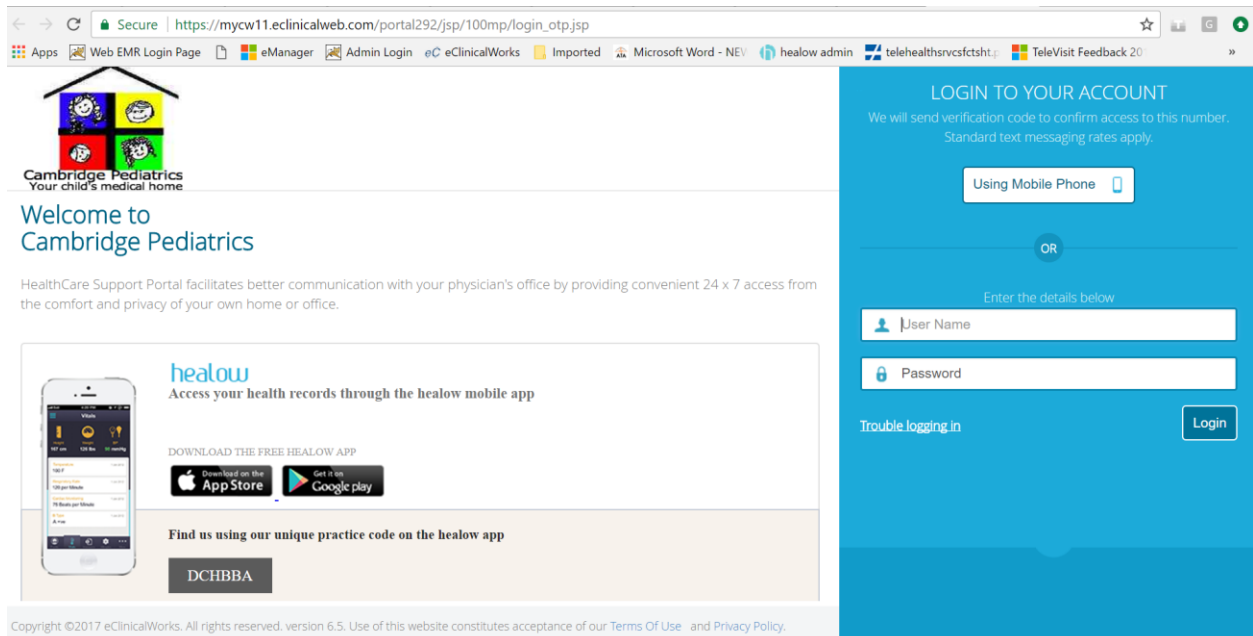
### Requirements;

- 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://mycw11.eclinicalweb.com/portal292/jsp/100mp/login\\_otp.jsp](https://mycw11.eclinicalweb.com/portal292/jsp/100mp/login_otp.jsp) with your username and password to start the scheduled TeleVisit appointment;




Secure | [https://mycw11.eclinicalweb.com/portal292/jsp/100mp/login\\_otp.jsp](https://mycw11.eclinicalweb.com/portal292/jsp/100mp/login_otp.jsp)

Apps Web EMR Login Page eManager Admin Login eClinicalWorks Imported Microsoft Word - NEV healow admin telehealthsvcsfctsh... TeleVisit Feedback 20



  
Cambridge Pediatrics  
Your child's medical home

Welcome to  
Cambridge Pediatrics

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


**DCHBBA**


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

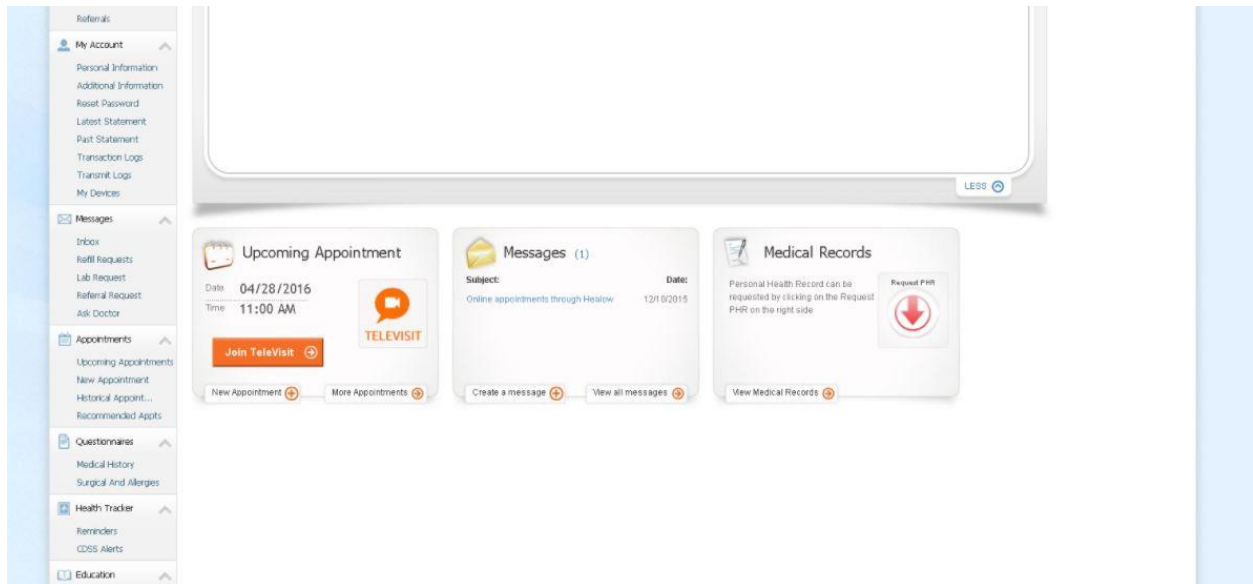
 User Name

 Password

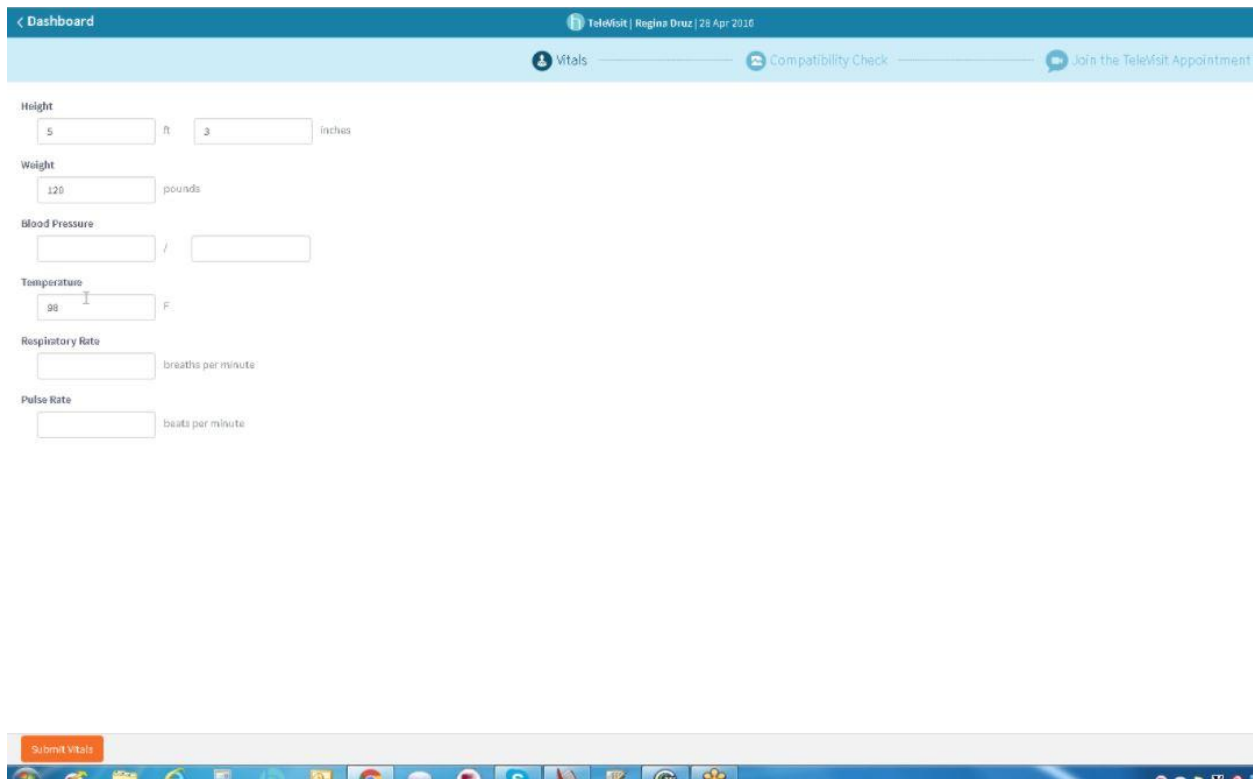
Trouble logging in 

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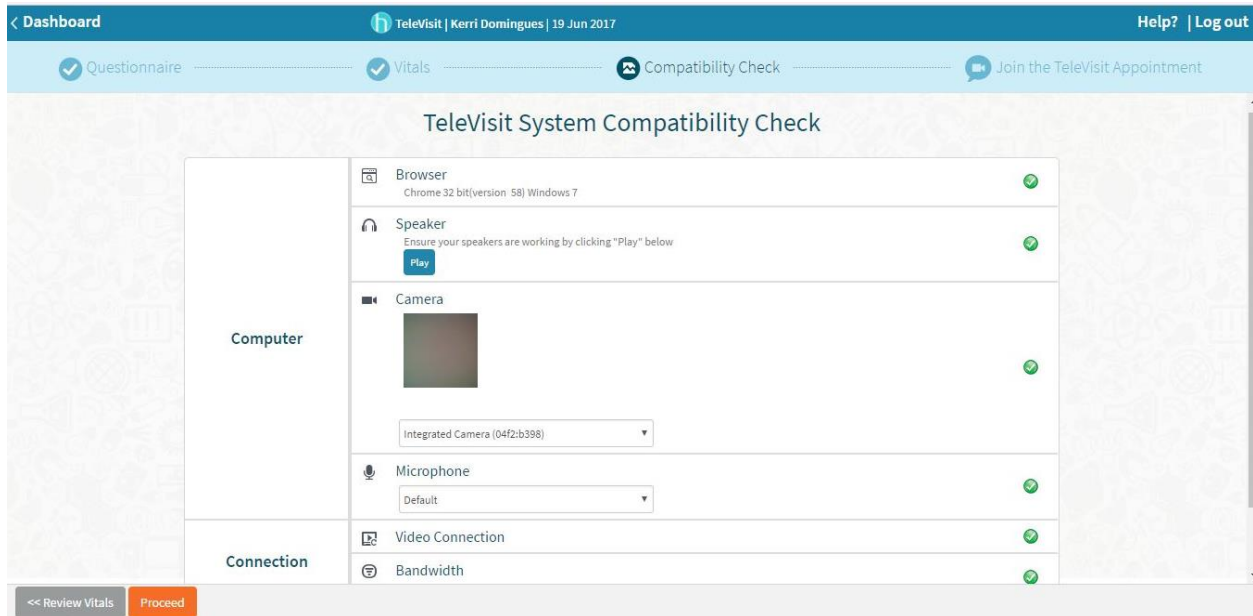
2. Once you are logged into the patient portal you will see the scheduled TeleVisit in your patient dashboard;



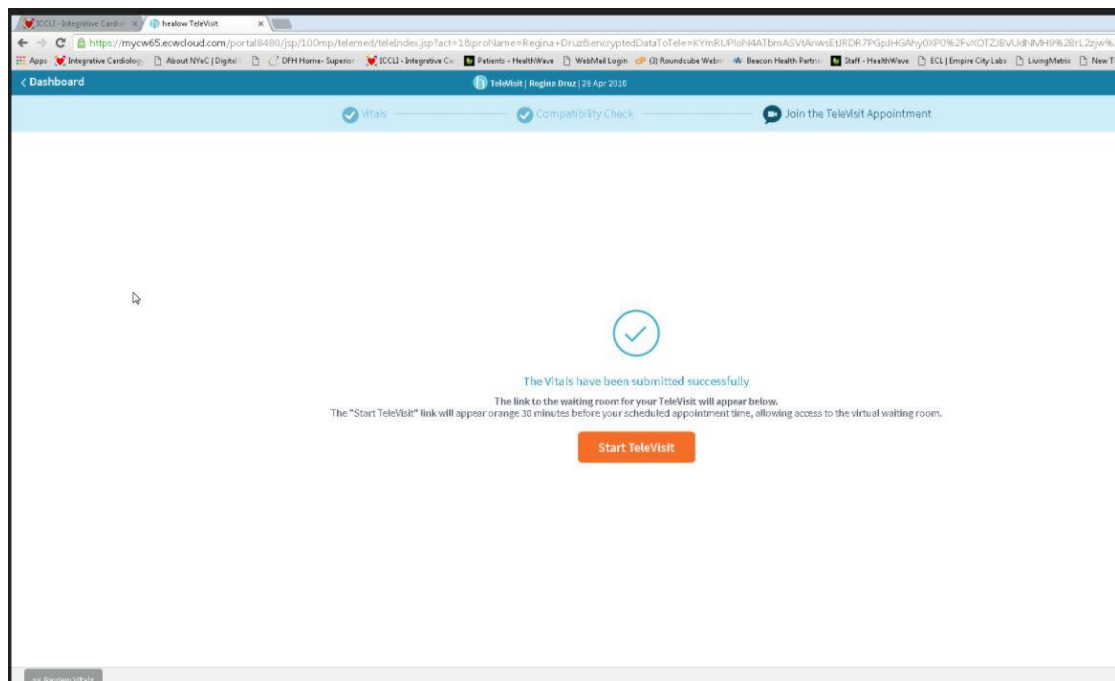
3. Click on Join TeleVisit to start the appointment - you will be prompted to enter in your vitals;



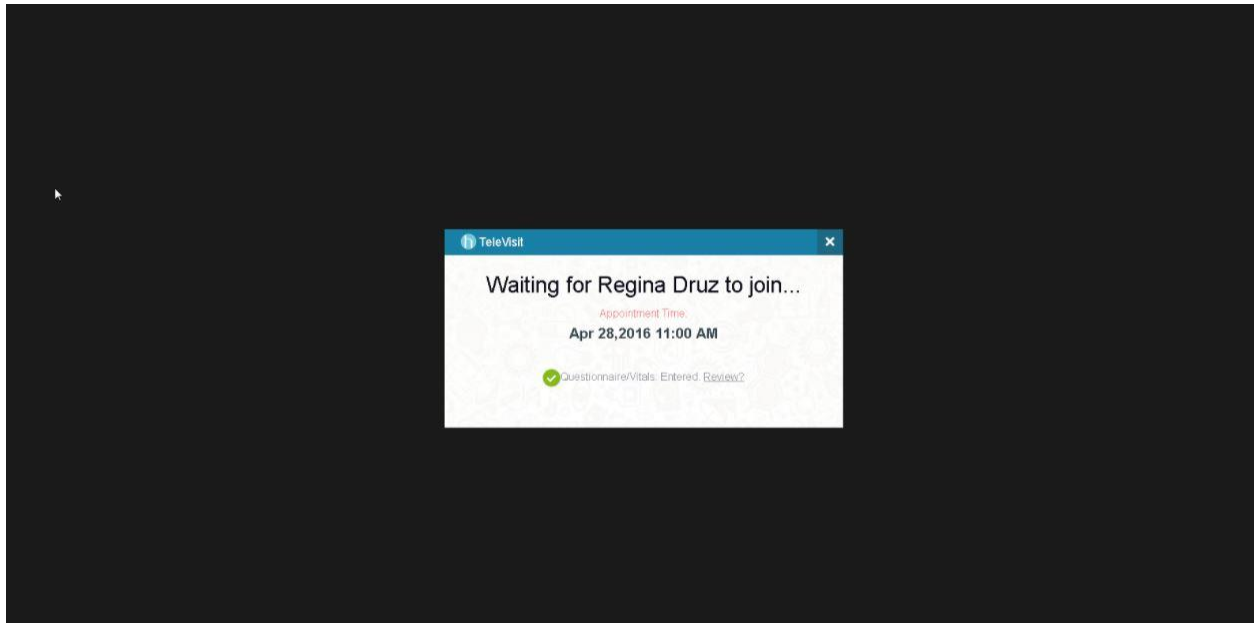
4. Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment;



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

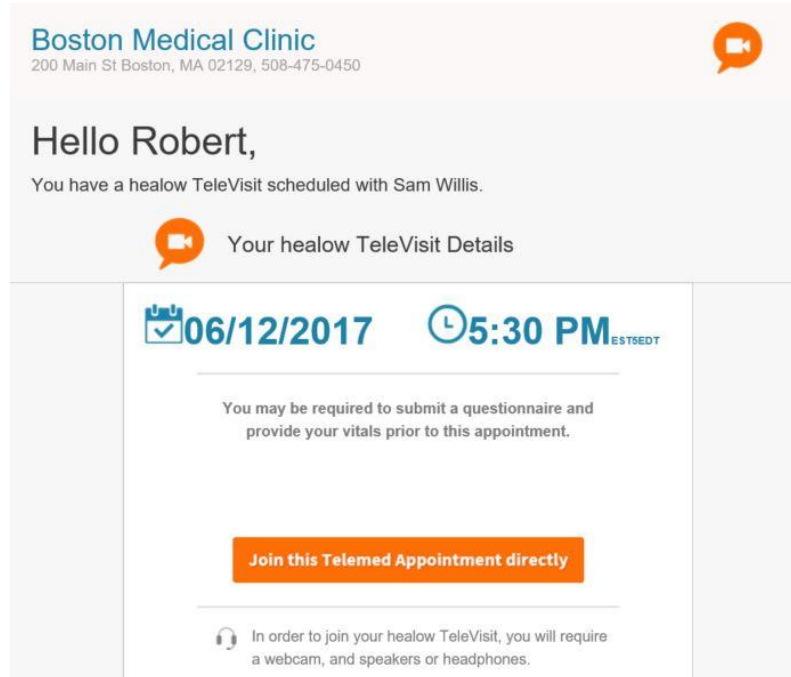


6. You will then be placed in the waiting room for your provider is ready to start the TeleVisit appointment;



## 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 the navigation bar, there are four steps: "Questionnaire", "Vitals", "Compatibility Check", and "Join the TeleVisit Appointment". The "Questionnaire" step is currently active. The main content area says "Please complete your health questionnaire to the best of your ability." and "TeleVisit Consent". Below this, there is a question: "Do you consent to TeleVisit?" with two radio button options: "Yes" and "No". At the bottom of the page, there is a "Submit Questionnaire" button.

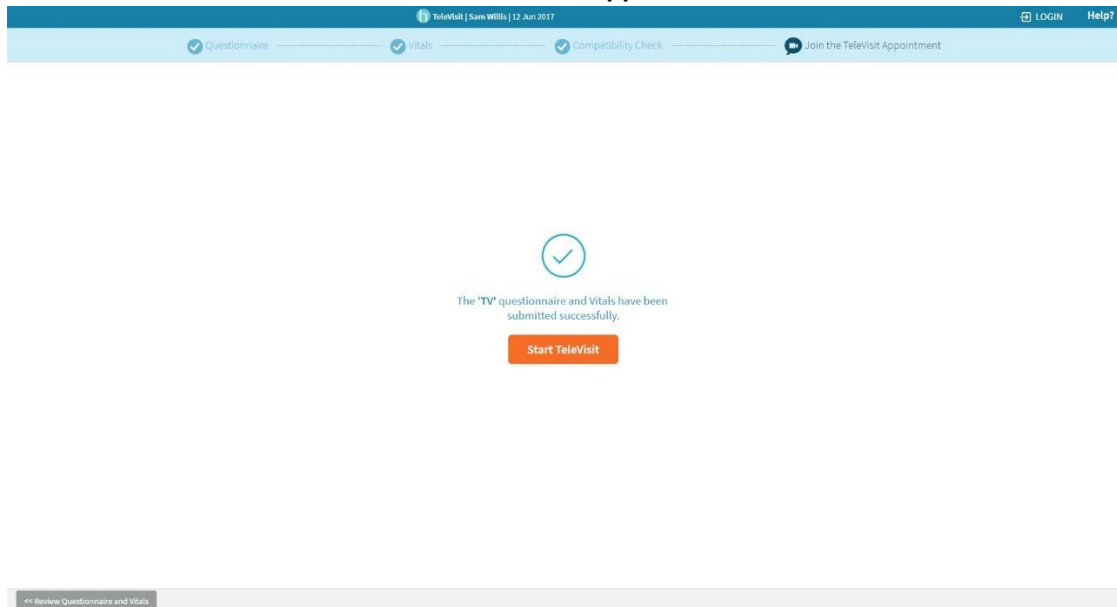
3. Next, you will be prompted to enter in your vitals (optional). Click on “Submit Vitals” when you finish.

The screenshot shows the TeleVisit interface for entering vitals. At the top, there is a navigation bar with 'Questionnaire', 'Vitals', 'Compatibility Check', and 'Join the TeleVisit Appointment'. Below this, the vitals entry form includes fields for Height (feet and inches), Weight (pounds), Blood Pressure (systolic and diastolic), Temperature (F), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). A 'Submit Vitals' button is located at the bottom of the form.

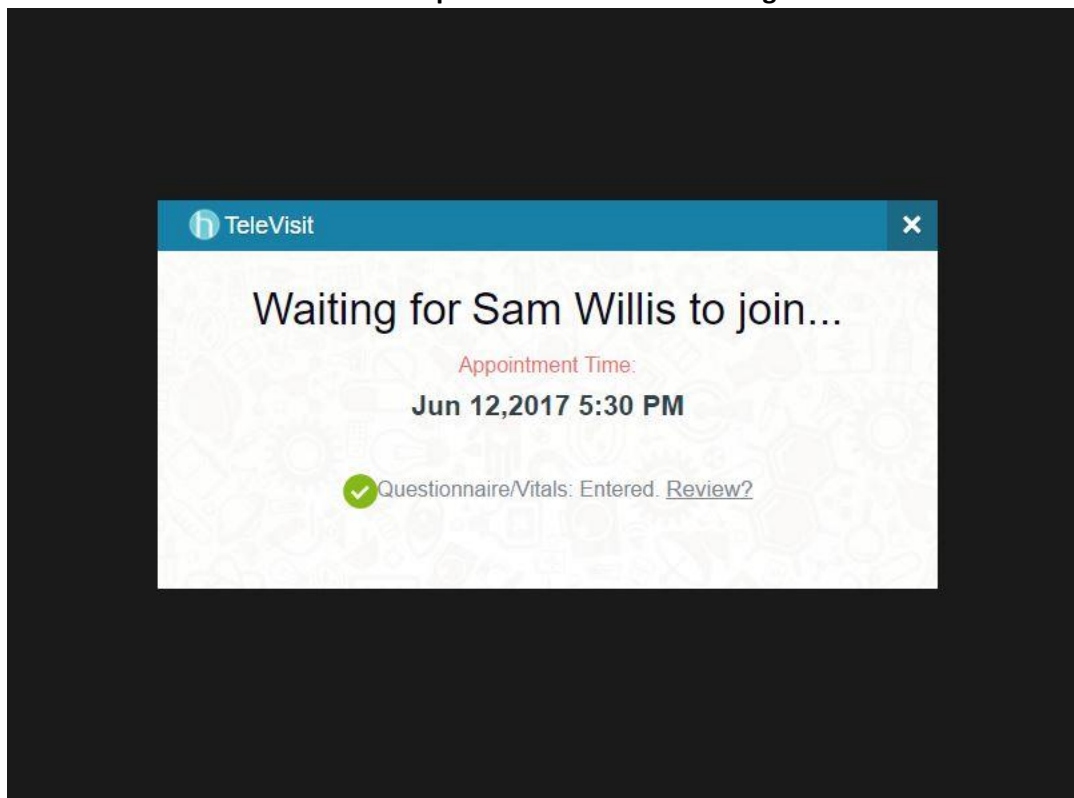
4. A software compatibility check will be run to ensure that the webcam and audio functions, browser, video connection, and bandwidth on your tablet or computer will work for TeleVisit appointment. When it has been completed, click on “Proceed” button.

The screenshot displays the 'TeleVisit System Compatibility Check' screen. It features a navigation bar with 'Questionnaire', 'Vitals', 'Compatibility Check', and 'Join the TeleVisit Appointment'. The main content area is divided into two sections: 'Computer' and 'Connection'. The 'Computer' section includes checks for Browser (Chrome 64 bit/Version 56/Windows 10.0), Speaker (with a 'Play' button), Camera (with a video feed and 'Integrated Webcam (136f28aa)' selected), and Microphone (Default). The 'Connection' section includes checks for Video Connection and Bandwidth (with the note 'Your internet connection is suitable for TeleVisit.'). A 'Last Completed' timestamp of '12 June 2017, 02:55 PM' is shown at the bottom. At the very bottom, there are buttons for '<< Review Questionnaire and Vitals' and 'Proceed'.

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

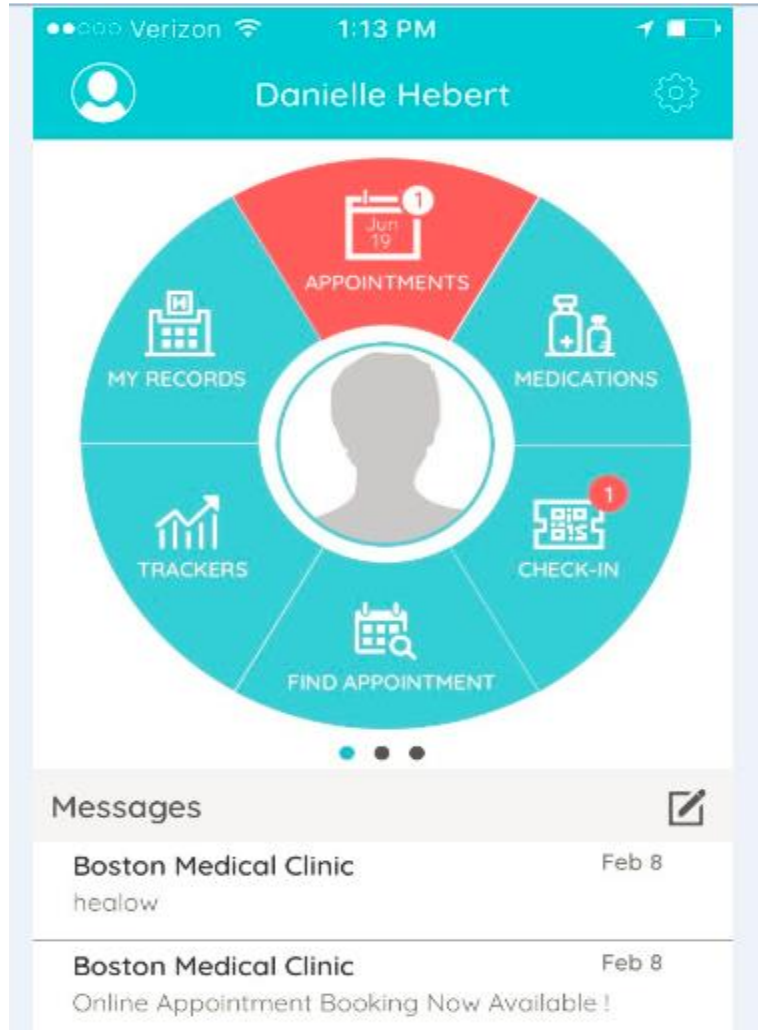


6. You will then be placed in the virtual waiting room.



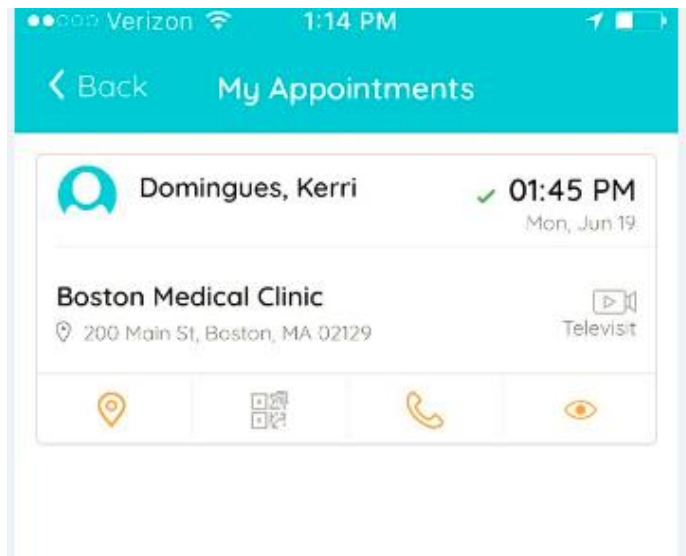
## Logging into TeleVisit from healow app

1. Log into healow app
2. Go to the appointments tab on healow app

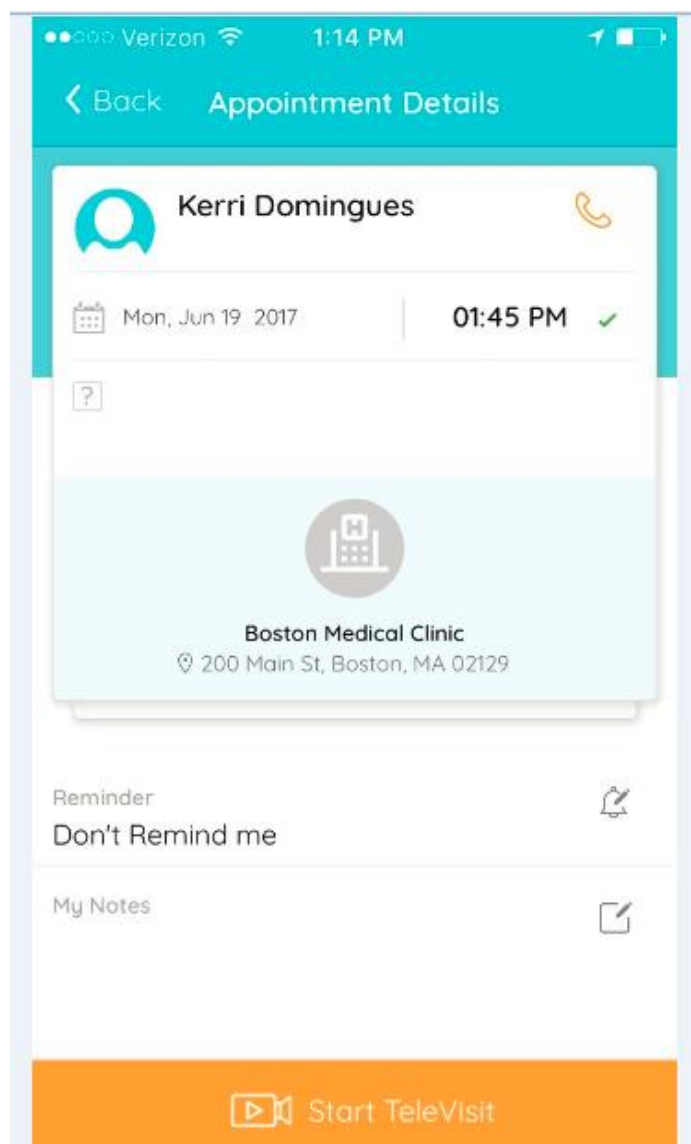




3. In the My Appointments section, click on the TeleVisit icon under the appointment time



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



5. Enter in your vitals information, click on submit vitals to move on to the next step

The screenshot shows a mobile application interface for entering vital signs. At the top, there is a teal header bar with a back arrow and the text "Vitals". Below the header, there is a white area with a person icon and the text "Vitals". The main content area is white and contains four sections, each with an icon and a title: "Blood Pressure" (heart icon), "Temperature" (thermometer icon), "Respiratory Rate" (lungs icon), and "Pulse Rate" (heart rate icon). Each section has a text input field and a unit label. At the bottom, there is a teal button with the text "Submit Vitals »".

Verizon 1:15 PM

< Back Vitals

Vitals

📍 Blood Pressure

160 / 80

🌡️ Temperature

102 Fahrenheit

🫁 Respiratory Rate

73 Breaths per minute

📈 Pulse Rate

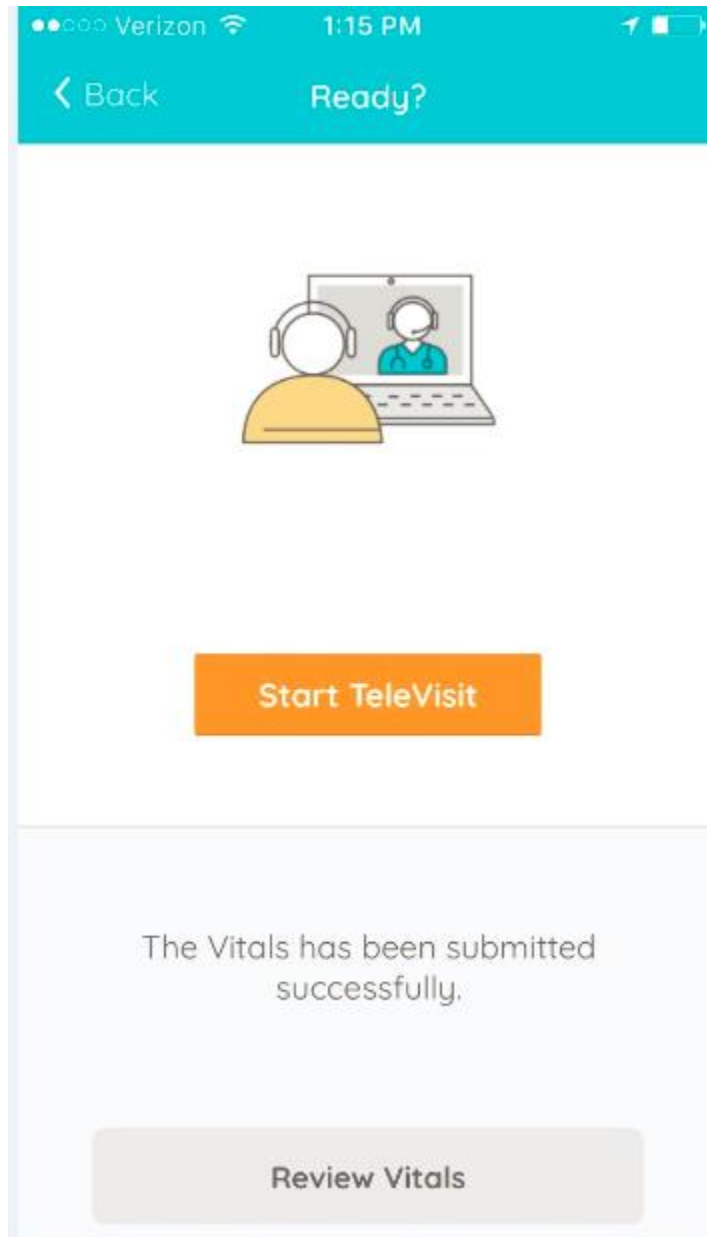
74 Breaths per minute

Submit Vitals »

✓ Vitals filled successfully.



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



7. 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.

