



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**

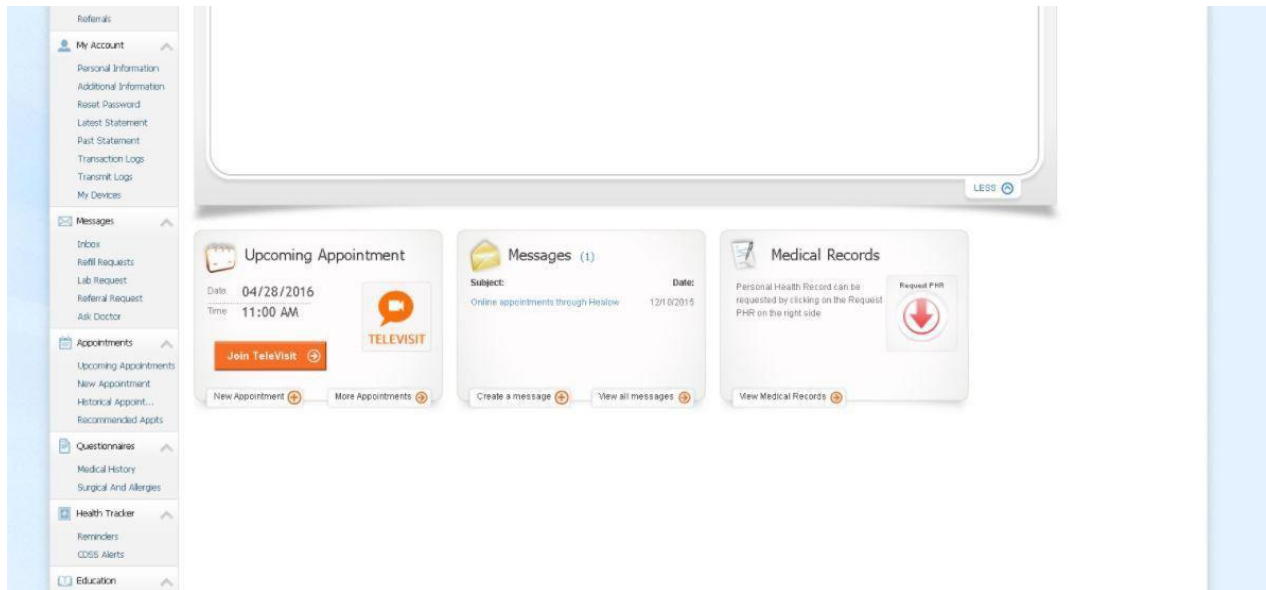
Logging into TeleVisit from the Patient Portal

1. You will need to log into the patient portal:

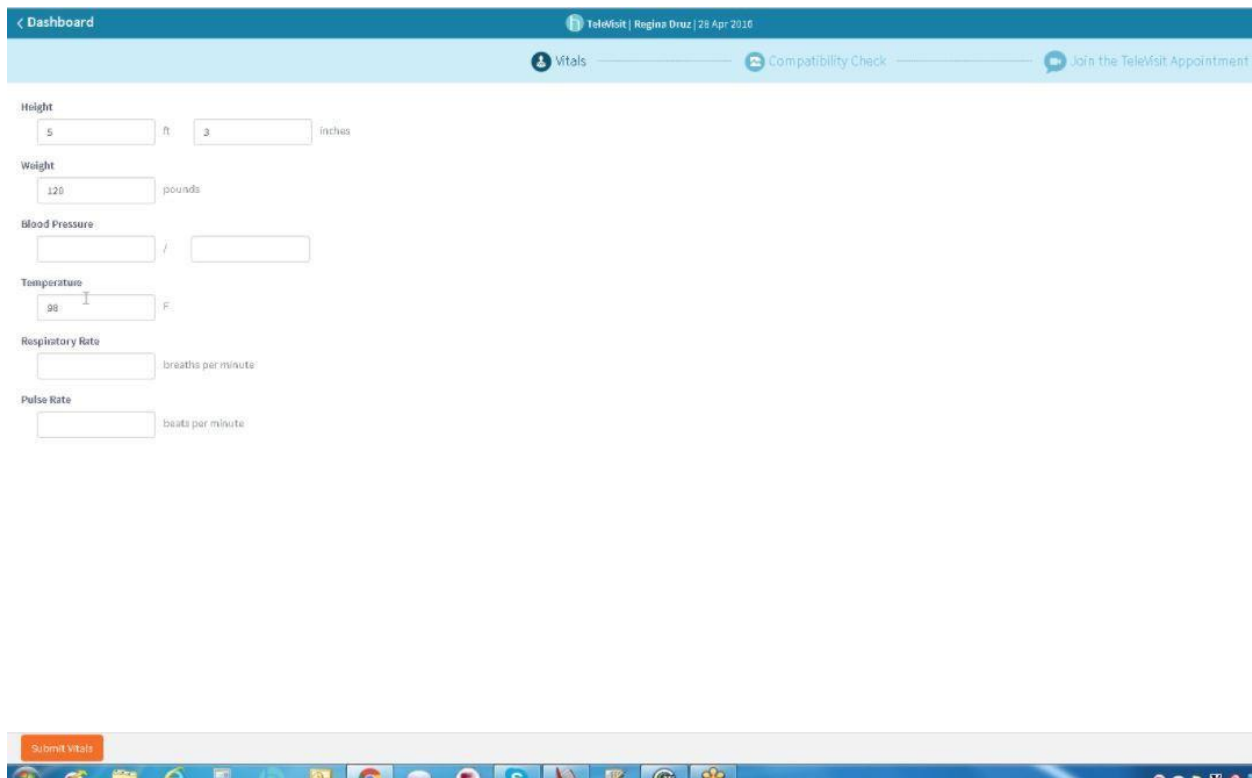
https://mycw29.eclinicalweb.com/portal2922/jsp/100mp/login_otp.jsp **OR** go to www.matthewsvu.com and click on the portal link. Enter your username and password to start the scheduled TeleVisit appointment;

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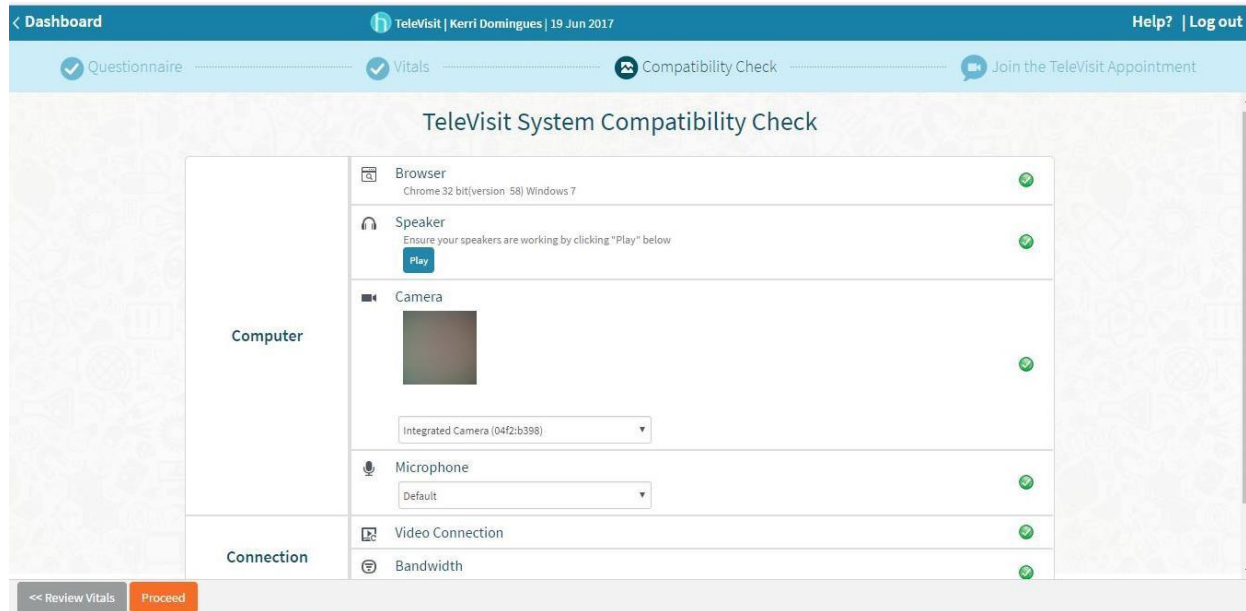
2. Once you are logged into the patient portal you will see the scheduled TeleVisit in your patient dashboard;



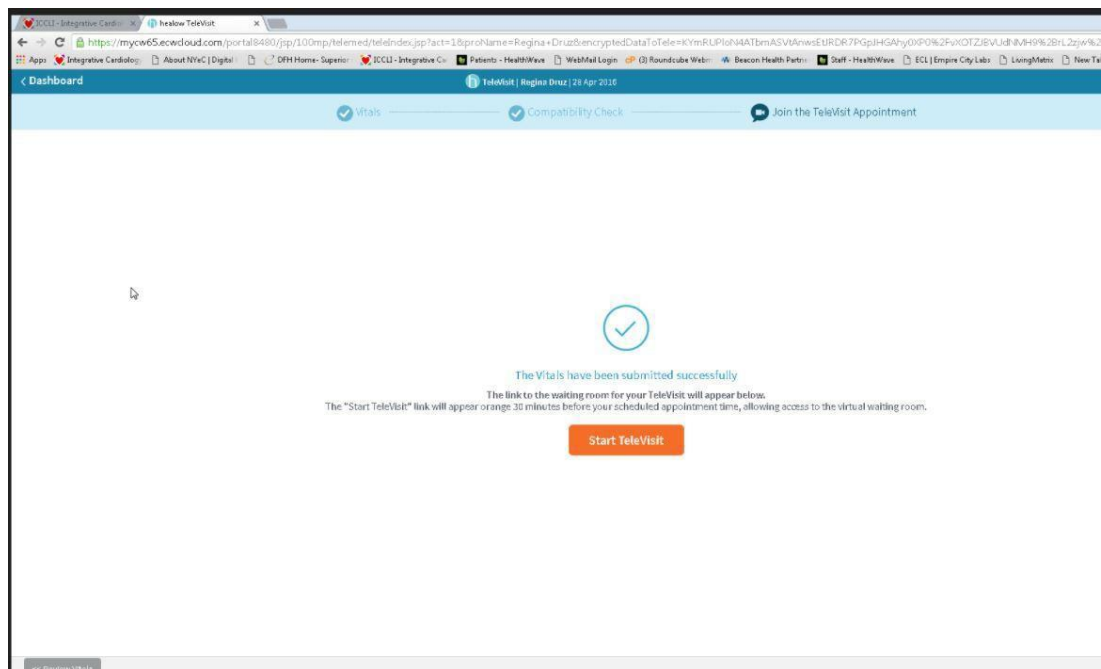
3. Click on Join TeleVisit to start the appointment - you will be prompted to enter in your vitals;



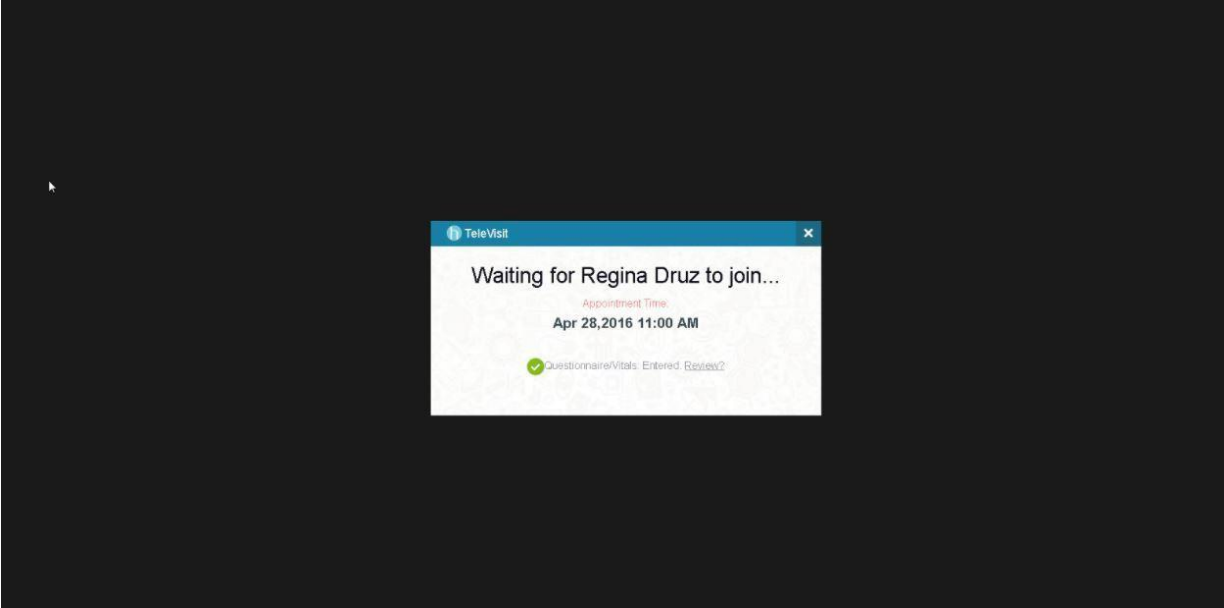
4. Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment.



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

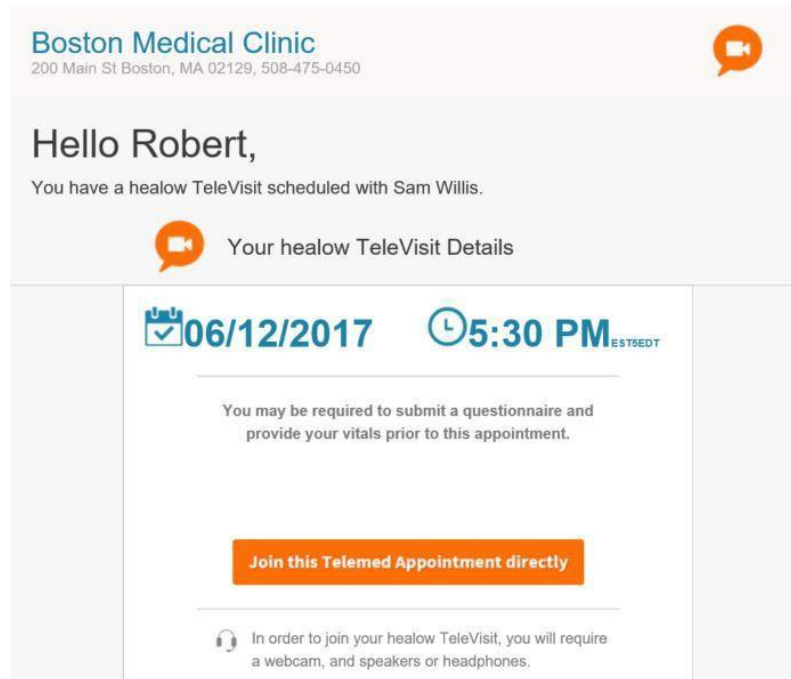


6. You will then be placed in the waiting room for your provider is ready to start the TeleVisit appointment.

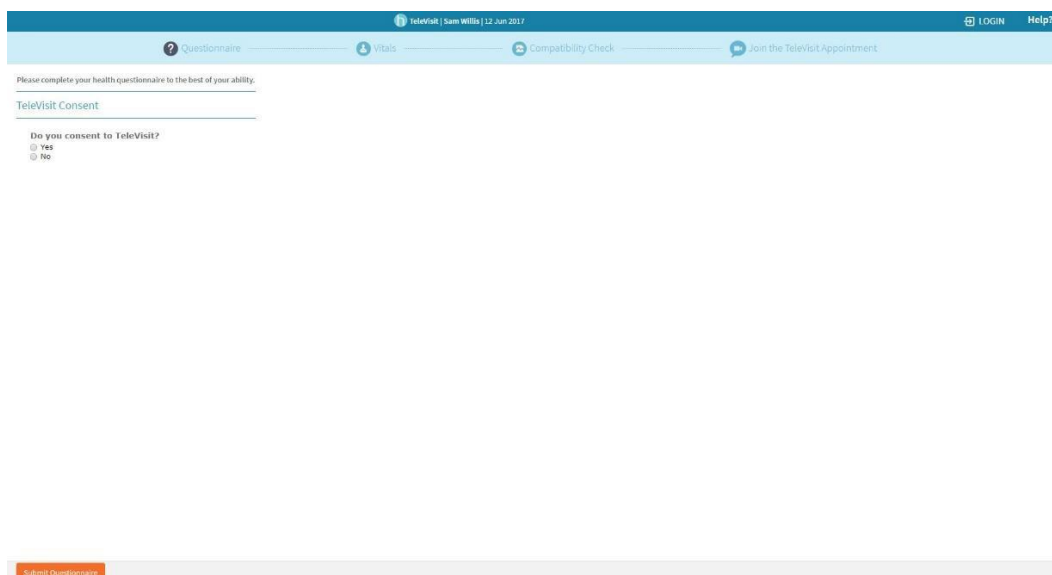


Logging into TeleVisit from the email confirmation/notification

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.



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

The screenshot shows a web interface for entering vital signs. At the top, there is a navigation bar with the following items: "Questionnaire" (checked), "Vitals" (active), "Compatibility Check", and "Join the TeleVisit Appointment". The main content area contains several input fields with labels and units:

- Height: Two input boxes, one for feet and one for inches.
- Weight: One input box followed by "pounds".
- Blood Pressure: Two input boxes separated by a slash.
- Temperature: One input box followed by "F".
- Respiratory Rate: One input box followed by "breaths per minute".
- Pulse Rate: One input box followed by "beats per minute".

At the bottom of the form, there is a red button labeled "Submit Vitals".

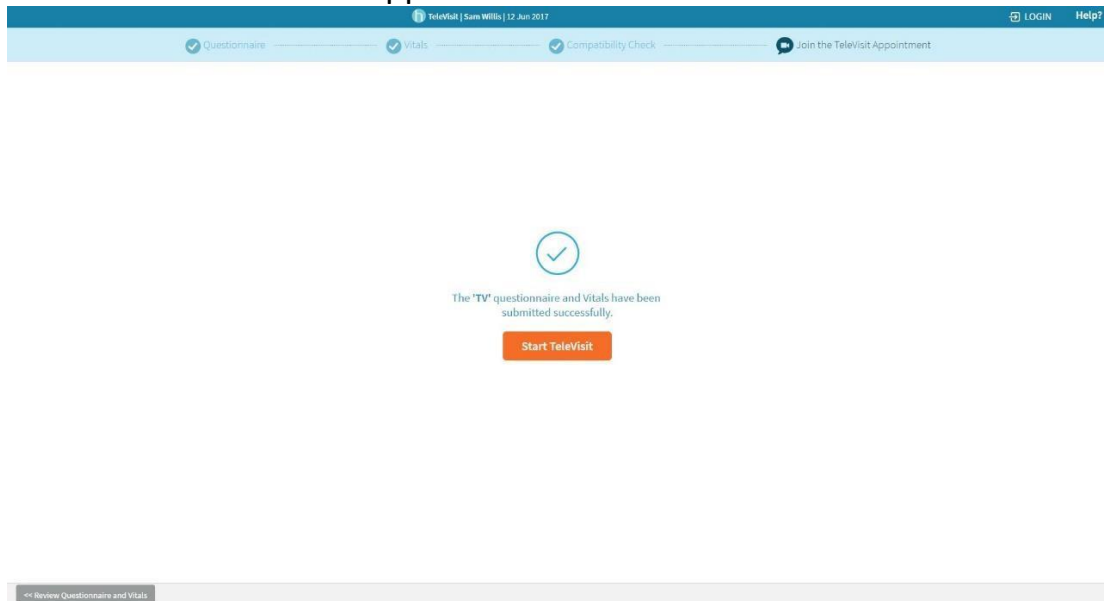
4. A software compatibility check will be run to ensure that the webcam and audio functions, browser, video connection, and bandwidth on your tablet or computer will work for TeleVisit appointment. When it has been completed, click on “Proceed” button.

The screenshot shows the "TeleVisit System Compatibility Check" results page. The navigation bar is the same as in the previous screenshot, but "Vitals" is now checked and "Compatibility Check" is active. The main content area displays a table of system components and their status:

Category	Component	Status
Computer	Browser <small>Chrome 64 (32-bit) Version 50 Windows 10.0</small>	✓
	Speaker <small>Ensure that speakers are working by clicking "Play" below</small>	✓
	Camera <small>Integrated Webcam (3bcf38aa)</small>	✓
	Microphone <small>Default</small>	✓
Connection	Video Connection	✓
	Bandwidth <small>Your internet connection is suitable for TeleVisit.</small>	✓

At the bottom of the page, there is a red button labeled "Proceed" and a link to "<< Review Questionnaire and Vitals". The page also indicates "Last Completed: 12 June 2017, 02:11 PM".

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

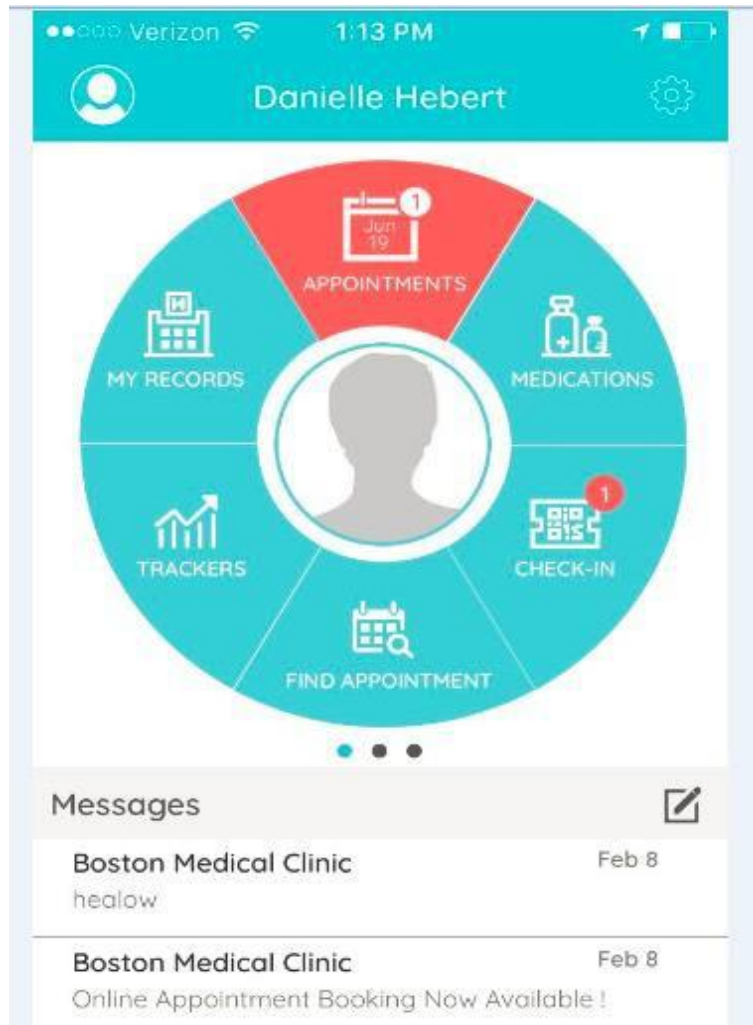


6. You will then be placed in the virtual waiting room.

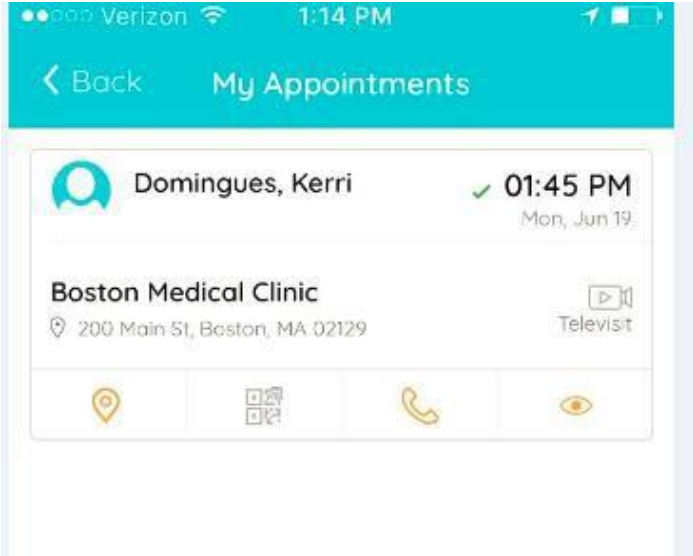


Logging into TeleVisit from healow app

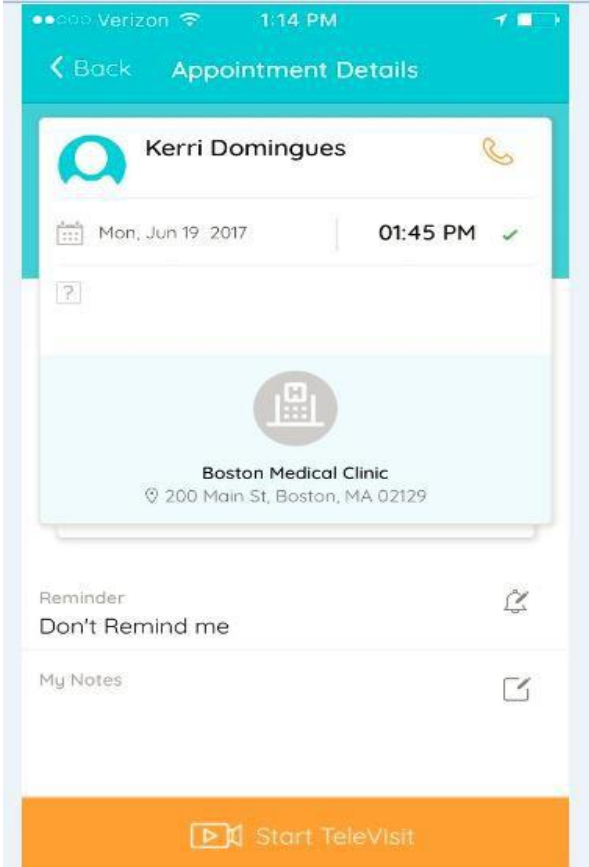
1. Log into healow app **PRACTICE CODE DFBGBA**
2. Go to the appointments tab on healow app



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 vital information, click on submit vitals to move on to the next step

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< Back Vitals

Vitals

Blood Pressure

160 / 80

Temperature

102 Fahrenheit

Respiratory Rate

73 Breaths per minute

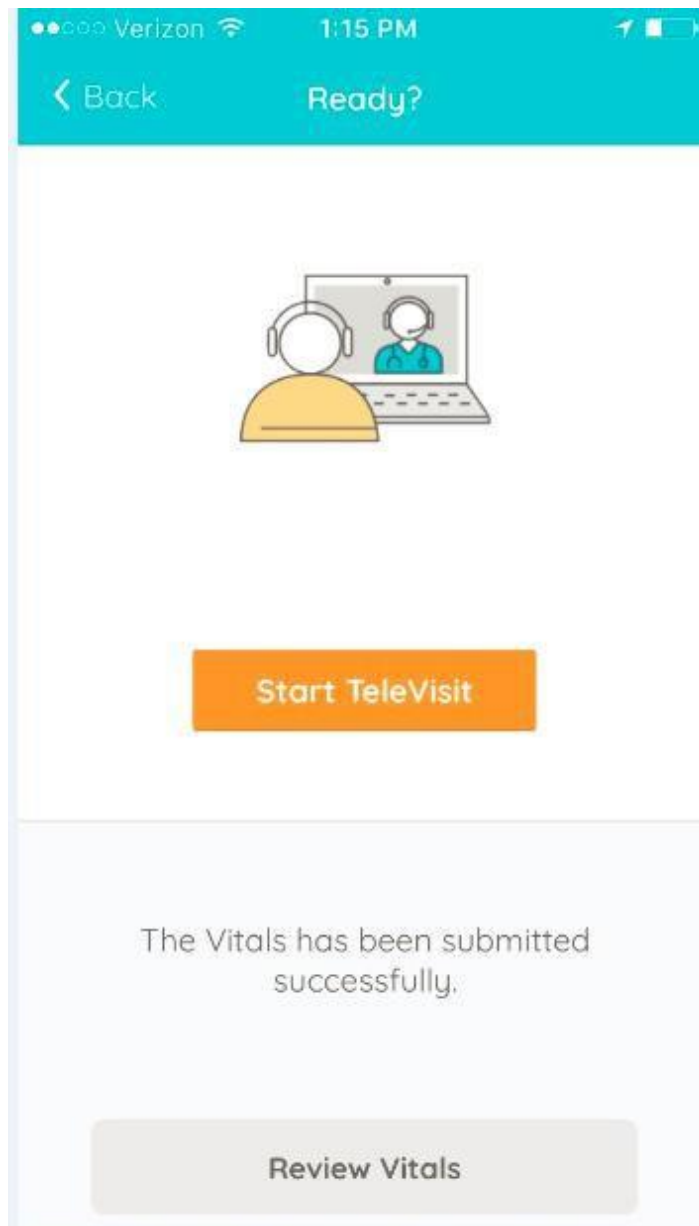
Pulse Rate

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.

