



## 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://mycw56.eclinicalweb.com/portal6850/jsp/100mp/login\\_otp.jsp](https://mycw56.eclinicalweb.com/portal6850/jsp/100mp/login_otp.jsp) with your username and password to start the scheduled TeleVisit appointment;



Cambiar a [Español](#)

### Welcome to Swedish Covenant Medical Group

For assistance using the patient portal, dial 773-989-1398.

healow  
Access your health records through the healow mobile app

DOWNLOAD THE FREE HEALOW APP

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Find us using our unique practice code on the healow app

**FJCCCA**

#### Book an appointment with your doctor

Sort By: First Name

	<b>Allison Manko</b> Nurse Midwife Services Gmp 5140 N California Ave, Suite 645, Chicago, IL 60625	<a href="#">Book an appointment</a>
	<b>Andrea Ryan</b> Pediatrics Foster 5215 N California Ave, Suite 601, Chicago, IL 60625	<a href="#">Book an appointment</a>
	<b>Andrew Sazan</b>	

### 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

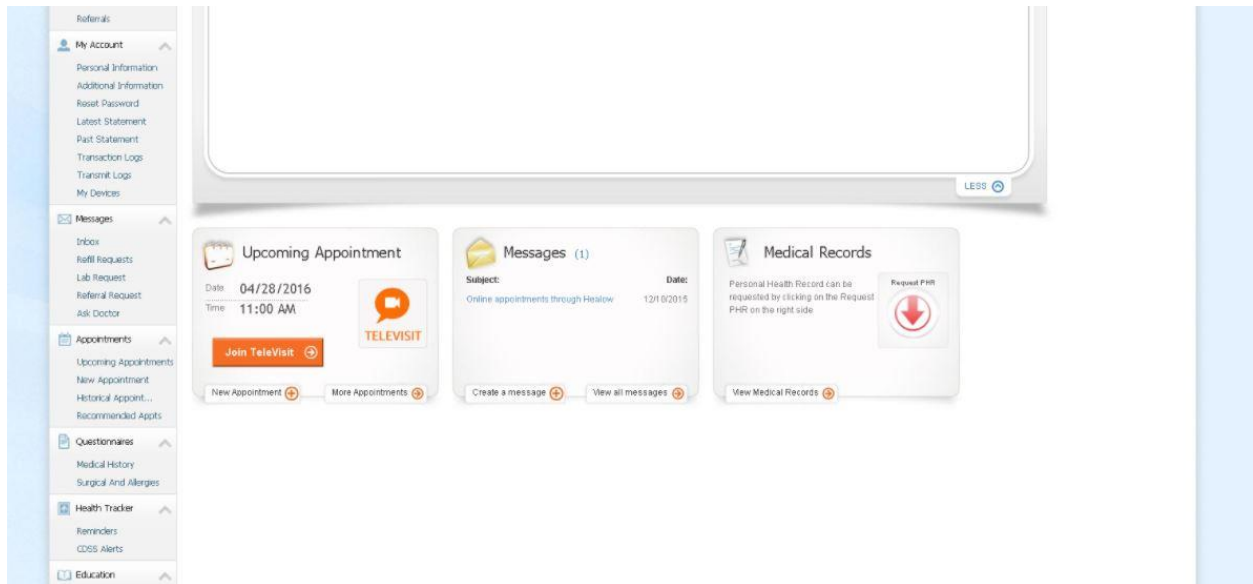
User Name

Password

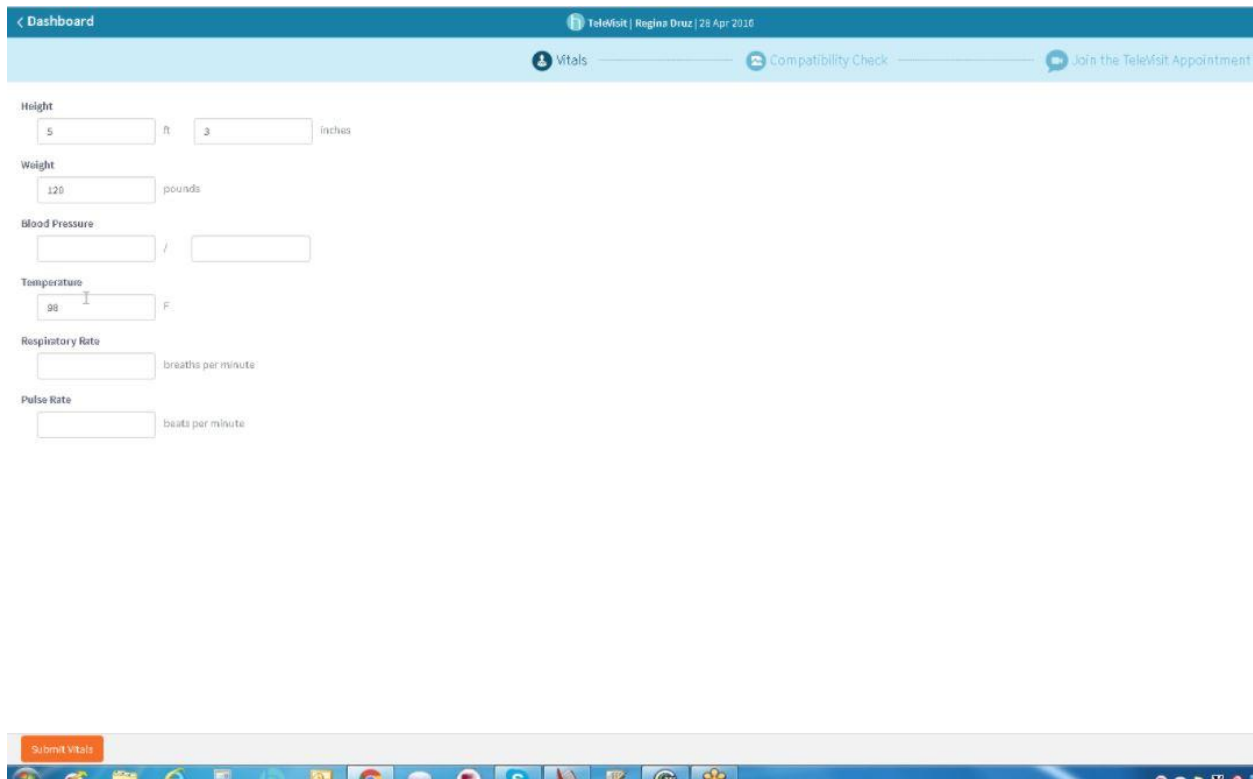
[Trouble logging in](#)

[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;



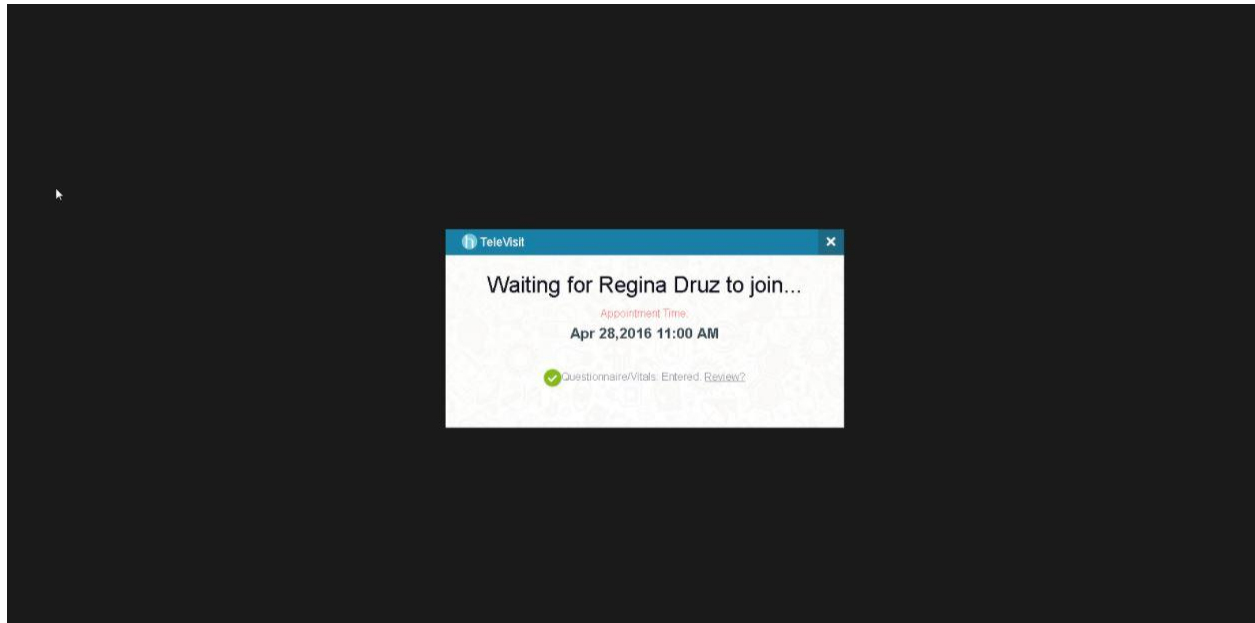
4. Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment;

The screenshot shows the 'TeleVisit System Compatibility Check' page. At the top, there is a navigation bar with 'Dashboard', 'TeleVisit | Kerri Domingues | 19 Jun 2017', and 'Help? | Log out'. Below this is a progress bar with four steps: 'Questionnaire' (checked), 'Vitals' (checked), 'Compatibility Check' (active), and 'Join the TeleVisit Appointment'. The main content area is titled 'TeleVisit System Compatibility Check' and contains a table of system components. The 'Computer' section includes Browser (Chrome 32 bit/version 58 Windows 7), Speaker (with a 'Play' button), Camera (with a video feed and 'Integrated Camera (04f2:b398)' selected), and Microphone (with 'Default' selected). The 'Connection' section includes Video Connection and Bandwidth. All components have a green checkmark icon. At the bottom, there are two buttons: '<< Review Vitals' and 'Proceed'.

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

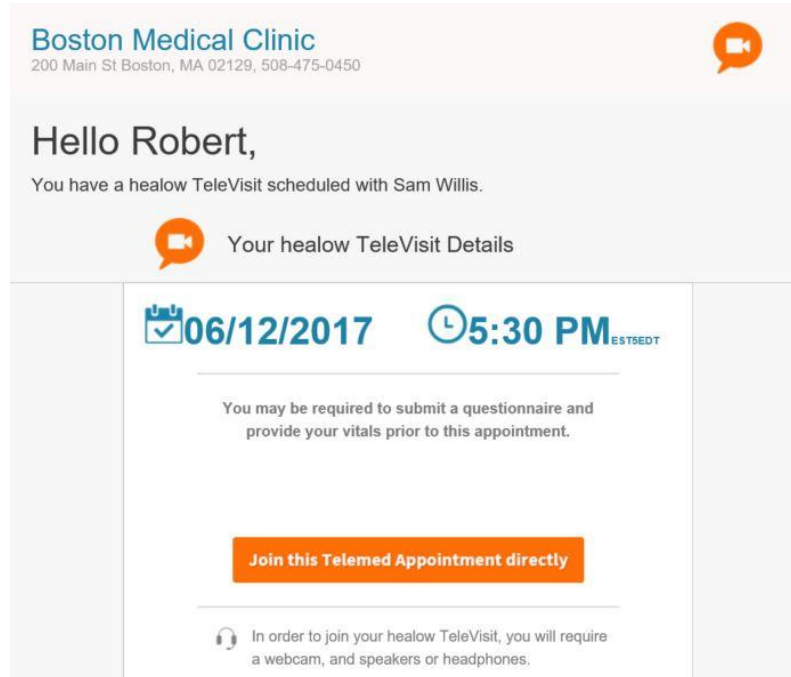
The screenshot shows the 'TeleVisit' success message. The browser address bar shows the URL: 'https://mycw65.ecwdoud.com/portal/8480/jsp/100mp/telemed/teleindex.jsp?act=1&prName=Regina+Druz&encryptedDataToTele=K%YmRUP16tNAATbmASVAnwsURDR7PgpjHGahy0Xp0%2FvxOTZJ8VUdR8VH9%2B1L2zjw%2'. The navigation bar is the same as in the previous screenshot. The main content area features a large green checkmark icon in a circle. Below the icon, the text reads: 'The Vitals have been submitted successfully. The link to the waiting room for your TeleVisit will appear below. The "Start TeleVisit" link will appear orange 30 minutes before your scheduled appointment time, allowing access to the virtual waiting room.' At the bottom, there is an orange 'Start TeleVisit' button. At the very bottom, there is a '<< Review Vitals' button.

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.

TeleVisit | Sam Willis | 12 Jun 2017 LOGIN Help?

Questionnaire Vitals Compatibility Check Join the TeleVisit Appointment

Height  ft.  inches

Weight  pounds

Blood Pressure  /

Temperature  F

Respiratory Rate  breaths per minute

Pulse Rate  beats per minute

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.

TeleVisit | Sam Willis | 12 Jun 2017 LOGIN Help?

Questionnaire Vitals Compatibility Check Join the TeleVisit Appointment

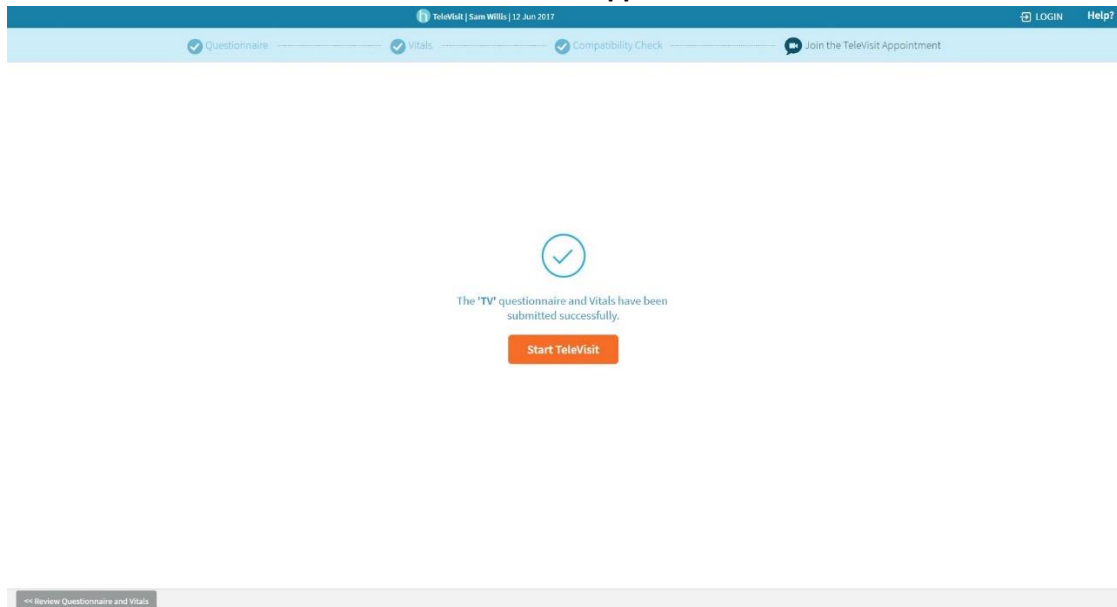
TeleVisit System Compatibility Check

Category	Component	Status
Computer	Browser Chrome 64 bit (version 58) Windows 10.0	✓
	Speaker Ensure your speakers are working by clicking "Play" below	✓
	Camera Integrated Webcam (136f28aa)	✓
	Microphone Default	✓
Connection	Video Connection	✓
	Bandwidth Your internet connection is suitable for TeleVisit.	✓

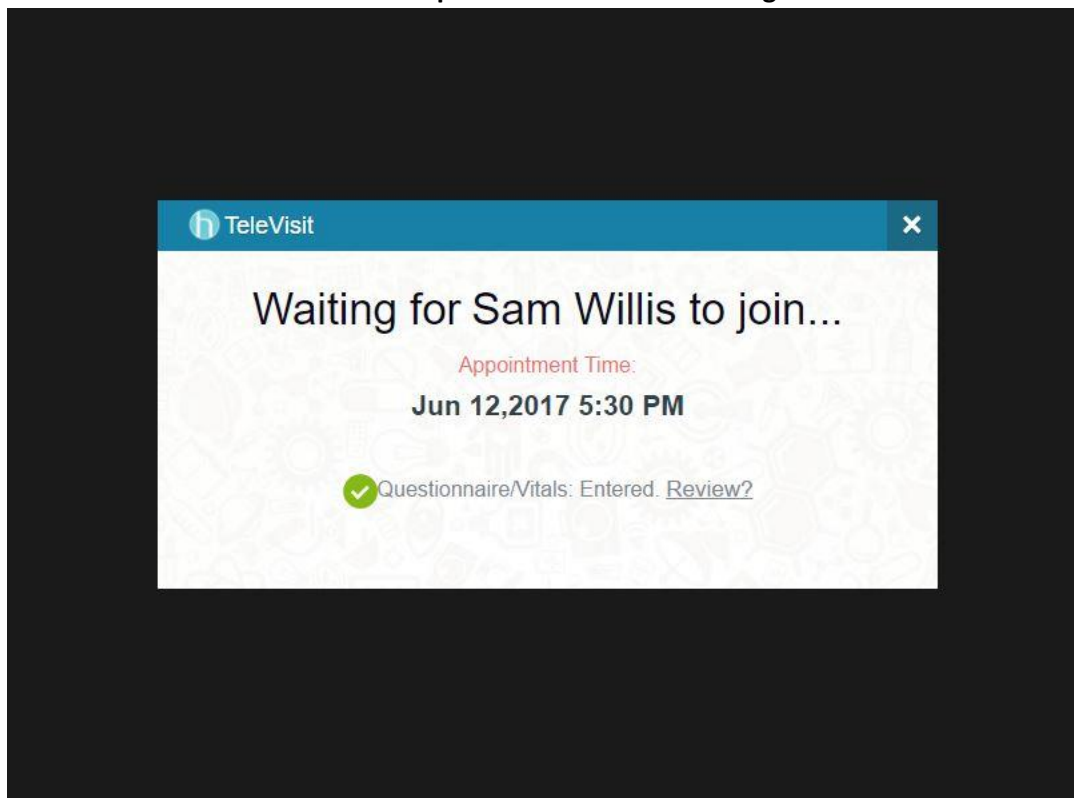
Last Completed: 12 June 2017, 02:55 PM

<< Review Questionnaire and Vitals Proceed

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

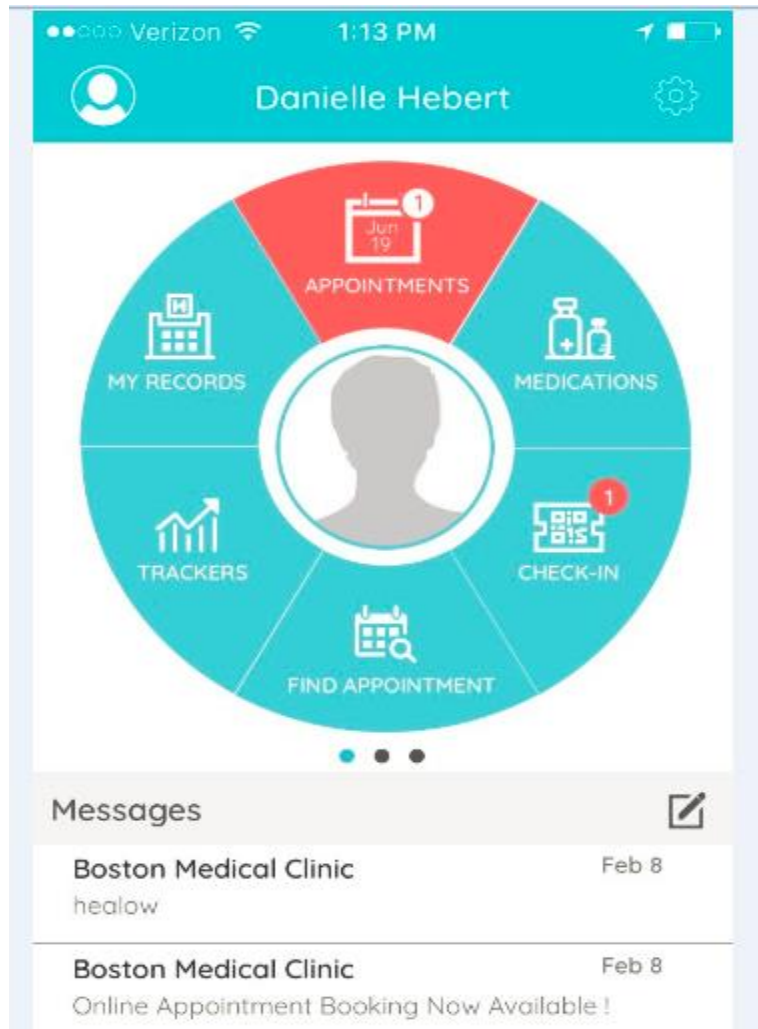


6. You will then be placed in the virtual waiting room.



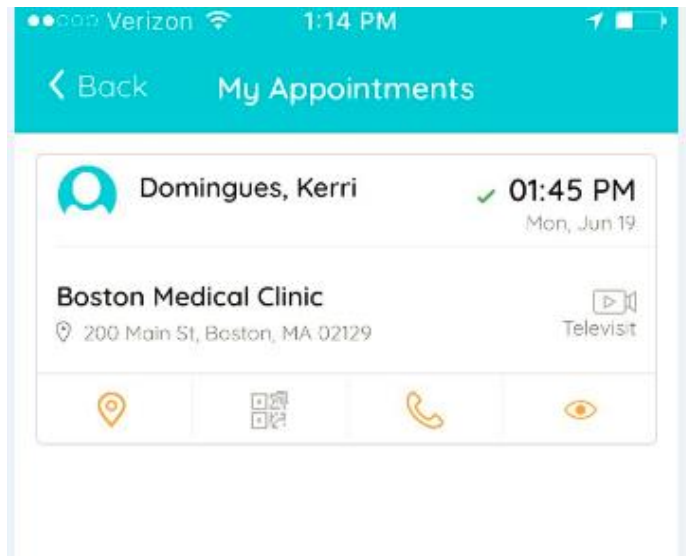
## Logging into TeleVisit from healow app

1. Download the healow app and search for our Practice by entering the practice code HIABBD  
Log into healow app with your patient portal credentials
2. Go to the appointments tab on healow app

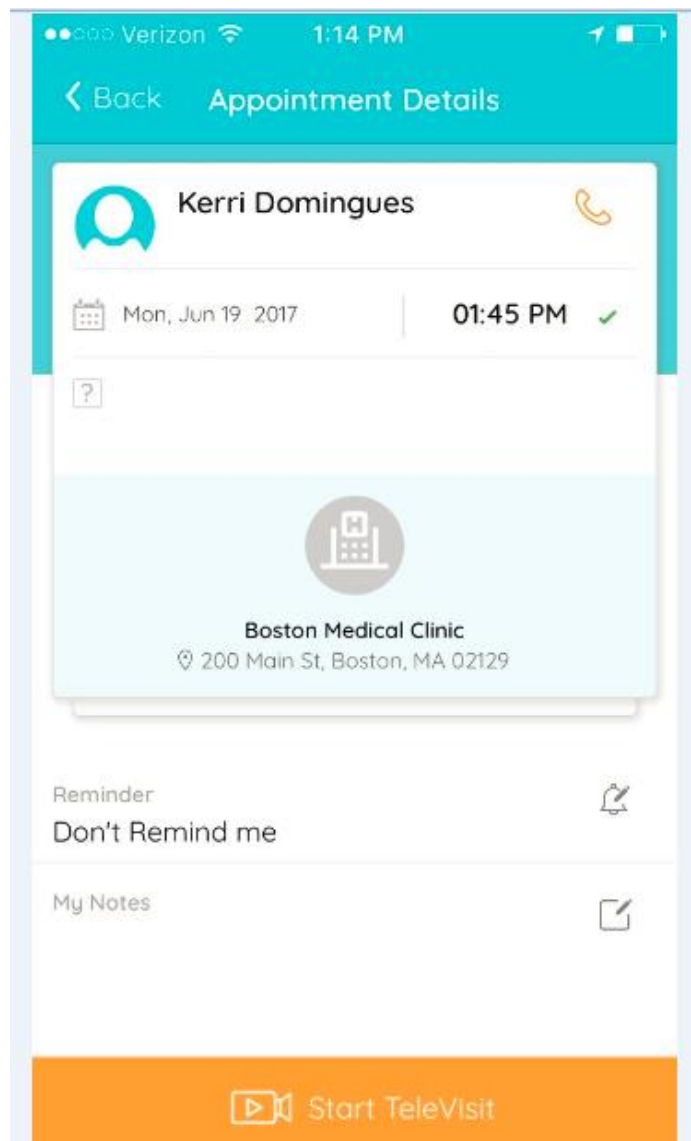




3. In the My Appointments section, click on the TeleVisit icon under the appointment time



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

Verizon 1:15 PM

< Back Vitals

Vitals

**Blood Pressure**

/

**Temperature**

Fahrenheit

**Respiratory Rate**

Breaths per minute

**Pulse Rate**

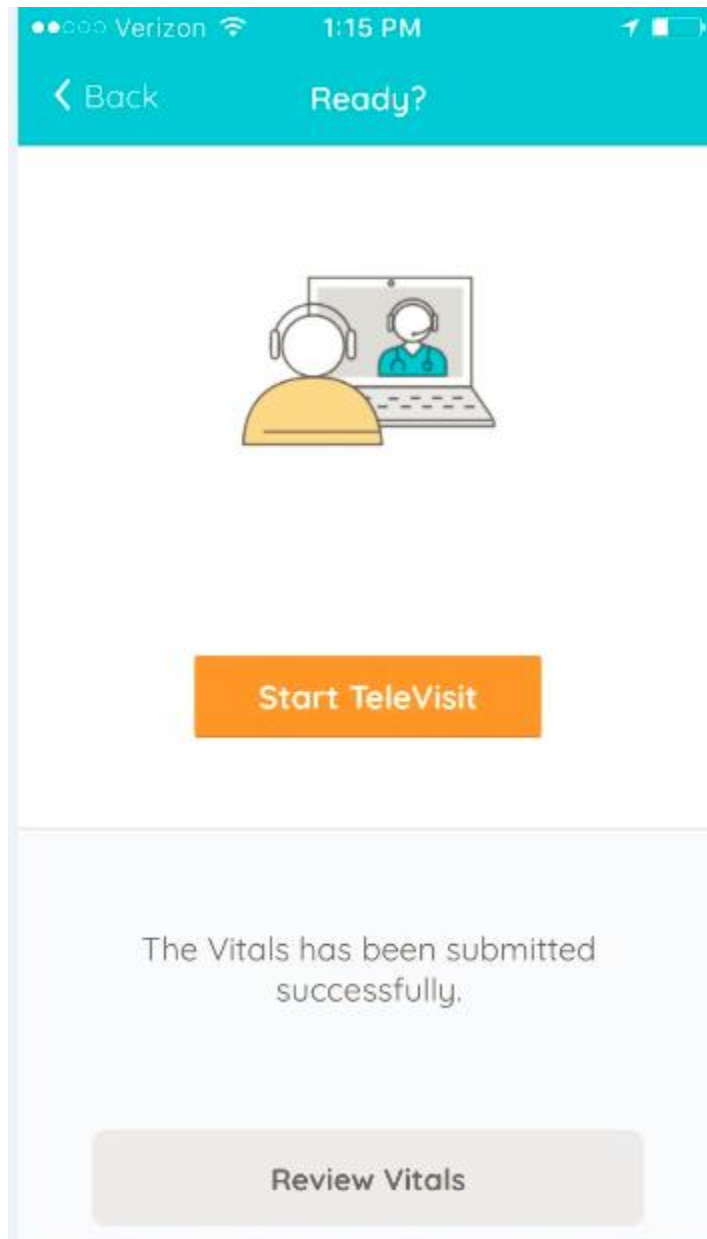
Breaths per minute

**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.

