

How do I Participate in a TeleVisit?

The first step is to call and schedule it with your provider

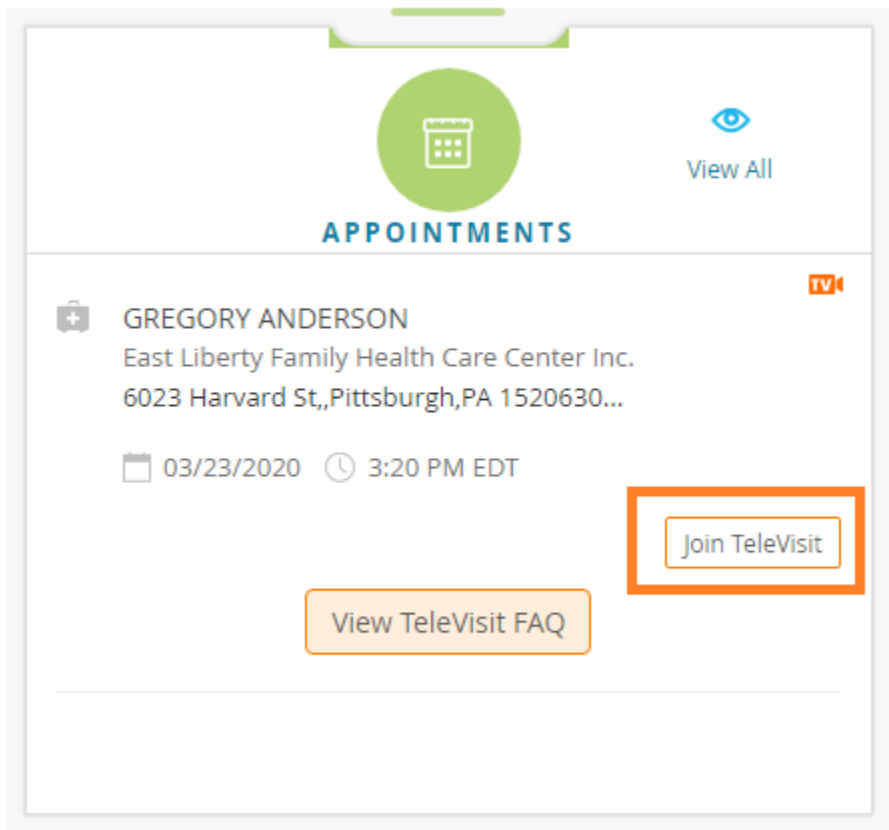
For many people today, telemedicine is a convenient and effective way to see their healthcare provider. Before beginning your TeleVisit, make sure that you:

- Have an active Patient Portal account, with username and password
- Set aside a secure, private location

To begin your Televisit, follow these easy steps:

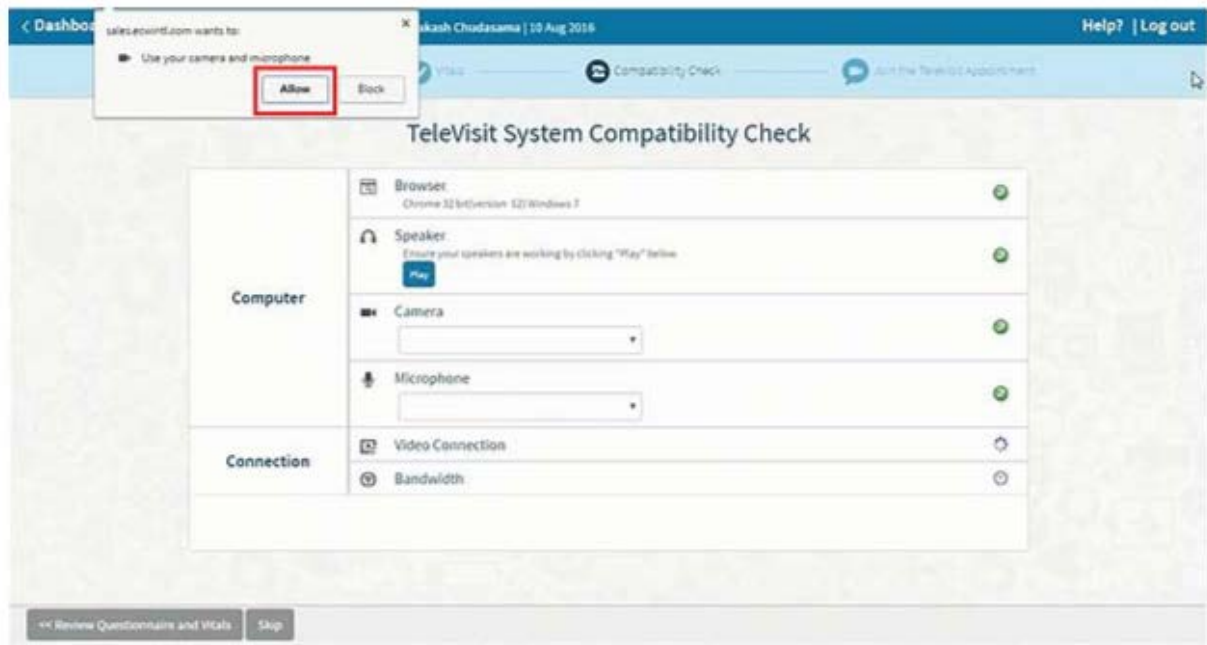
Step 1: Join TeleVisit

Note: You may want to log in early and spend some time reviewing the “View TeleVisit FAQ”



Step 2: You may SKIP the Vitals Section and select “Submit Vitals”

Step 3: The system will do a “TeleVisit System Compatibility Check” All check boxes need to be green for the TeleVisit to continue.

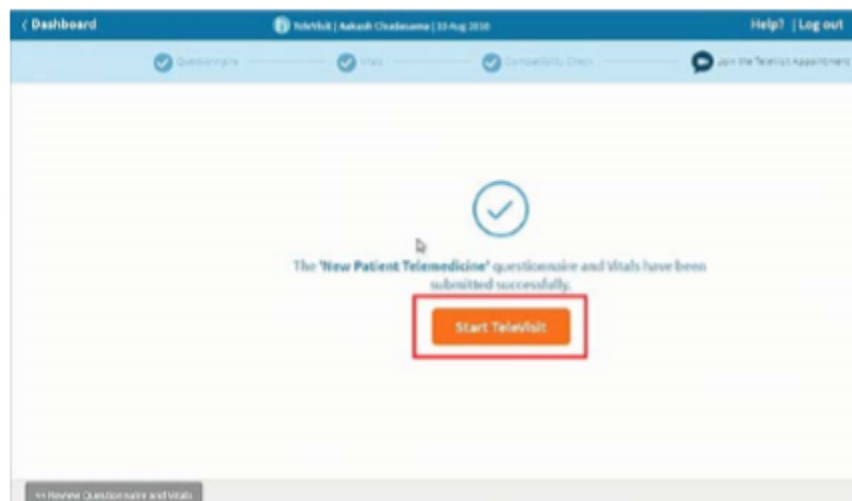


Step 4:

Once the compatibility check is complete, click *Proceed*.

A confirmation message displays, indicating that the questionnaire and vitals have been submitted successfully.

The link to the healow TeleVisit waiting room displays. The *Start TeleVisit* button displays in orange 30 minutes before the scheduled appointment time:



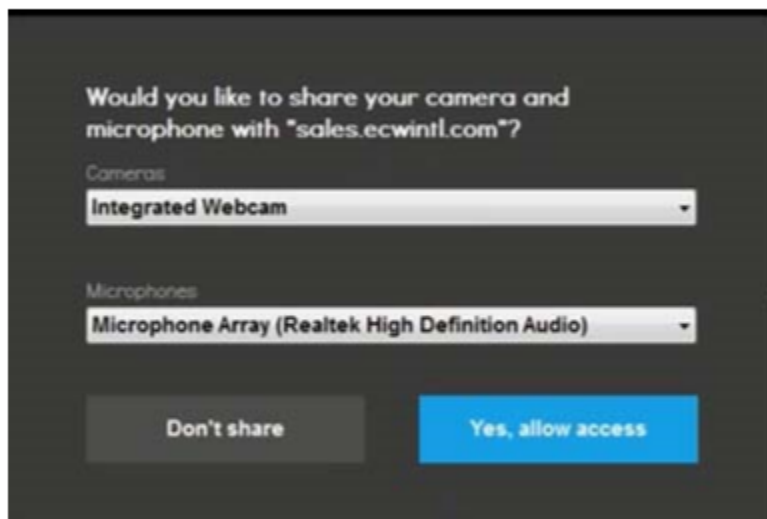
Click *Start TeleVisit*.

Step 5: You are now in the “Virtual” Wait Room. You will wait for the doctor to join.



Step 6:

Once the provider joins, a message displays asking the patient to allow camera and microphone:



Click *Yes, allow access* for camera and microphone.

The TeleVisit window opens and the video call begins: