



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://mycw99.ecwcloud.com/portal13395/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

	Allison Manko Nurse Midwife Services Gmp 5140 N California Ave, Suite 645, Chicago, IL 60625	Book an appointment
	Andrea Ryan Pediatrics Foster 5215 N California Ave, Suite 601, Chicago, IL 60625	Book an appointment
	Andrew Sazan	

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

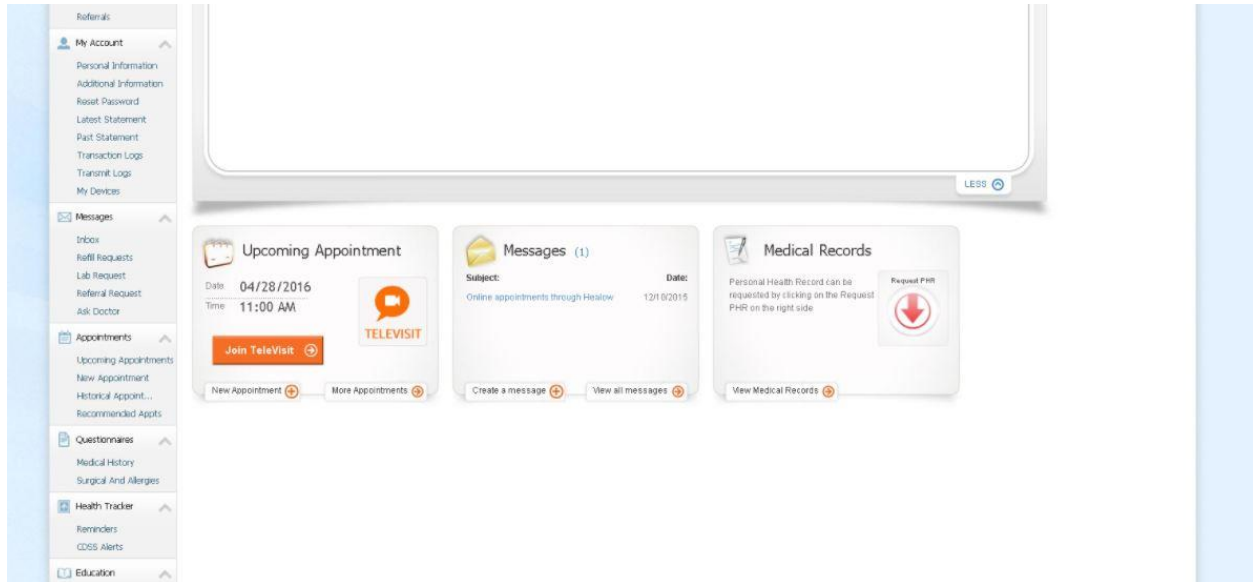
User Name

Password

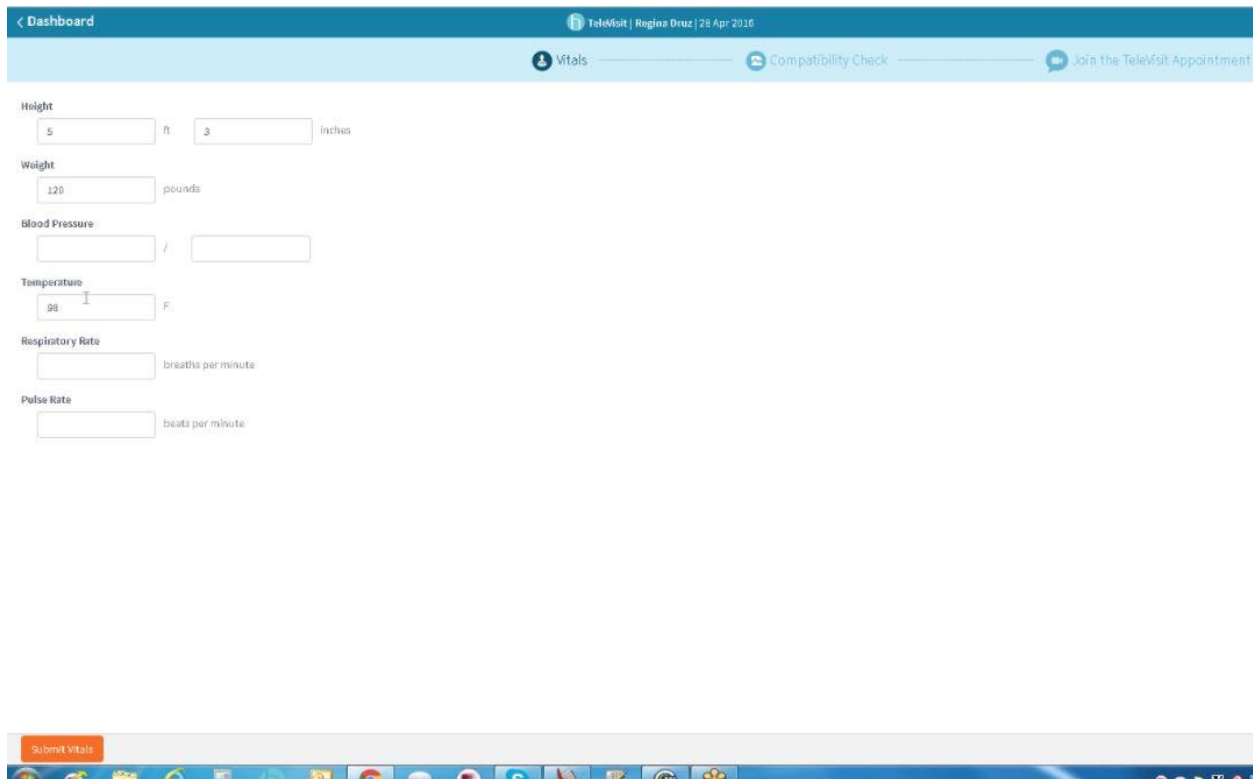
[Trouble logging in](#)

[Login](#)

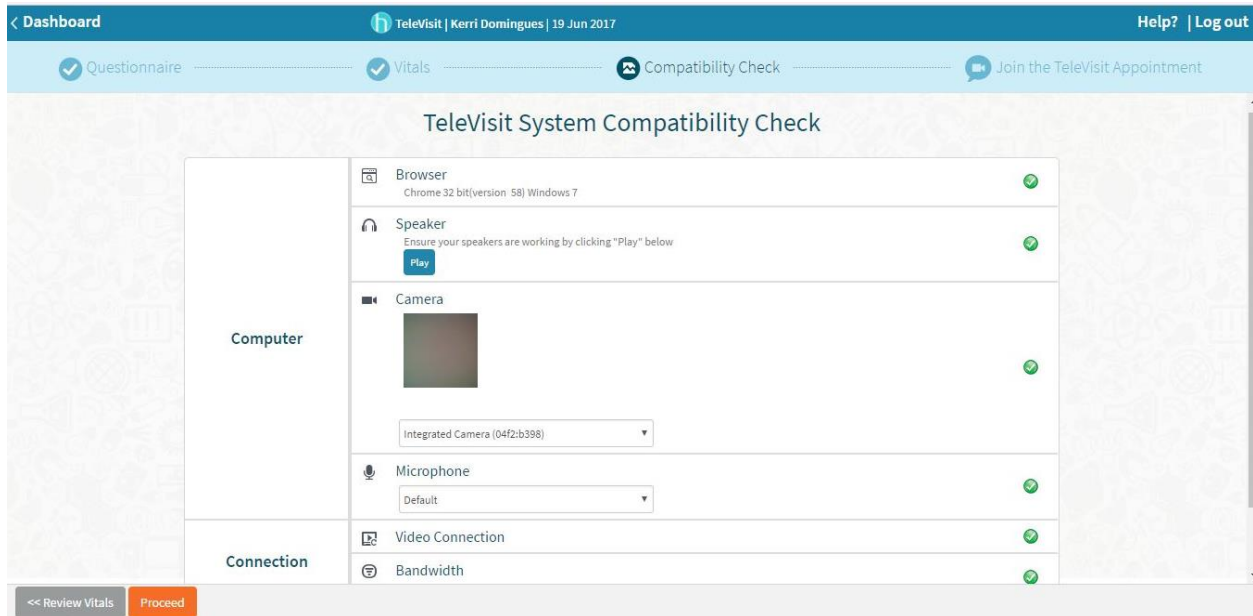
2. Once you are logged into the patient portal you will see the scheduled TeleVisit in your patient dashboard;



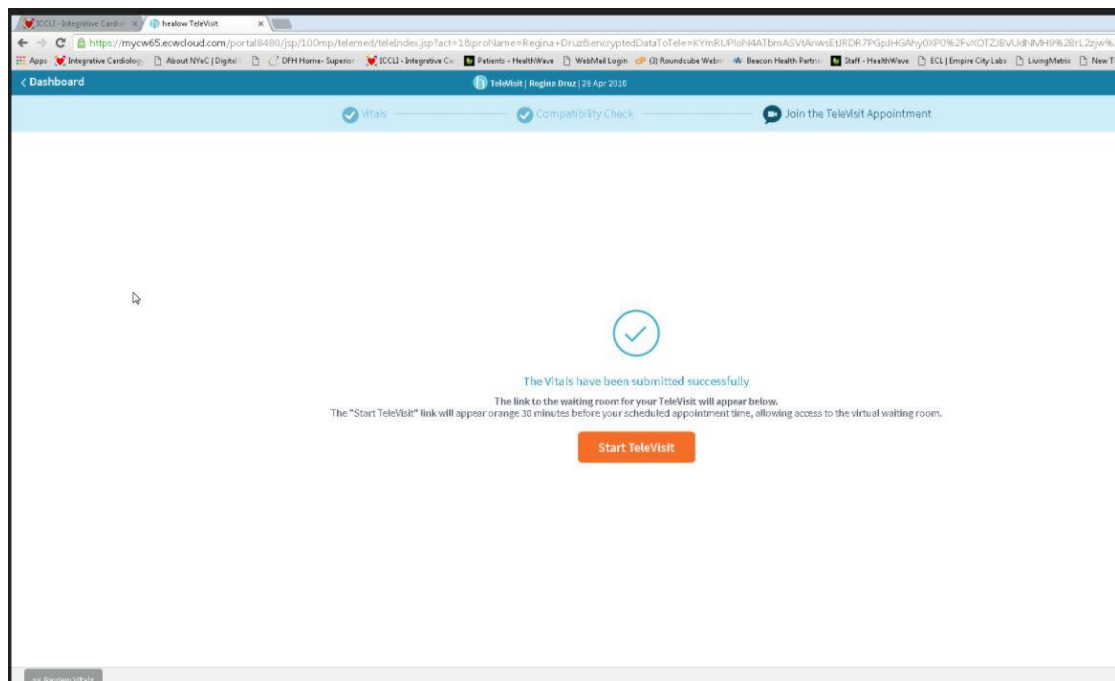
3. Click on Join TeleVisit to start the appointment - you will be prompted to enter in your vitals;



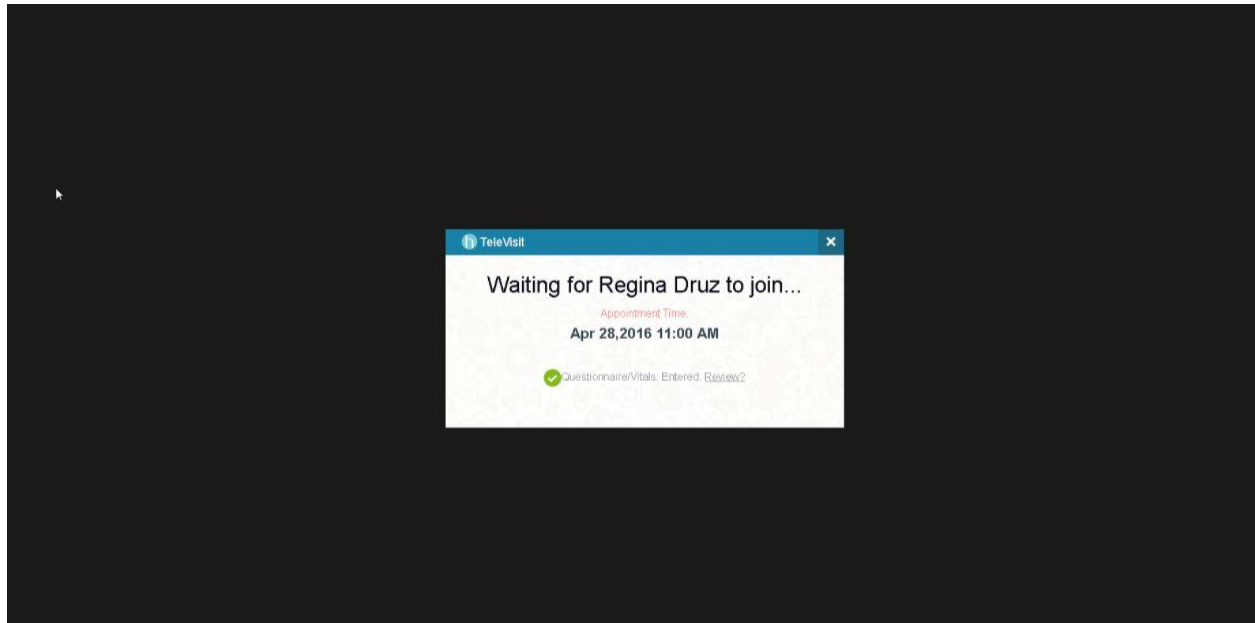
- Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment;



- 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

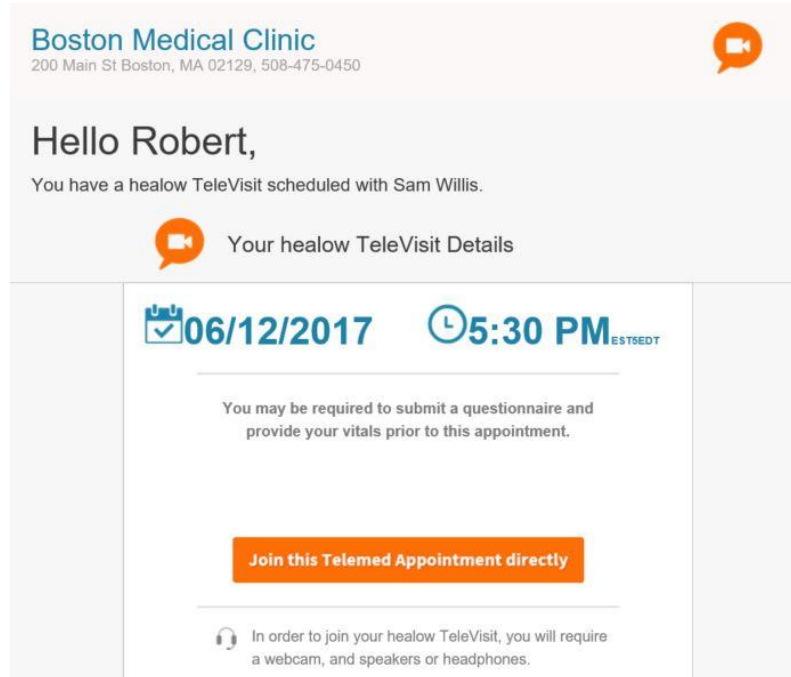


6. You will then be placed in the waiting room for your provider is ready to start the TeleVisit appointment;

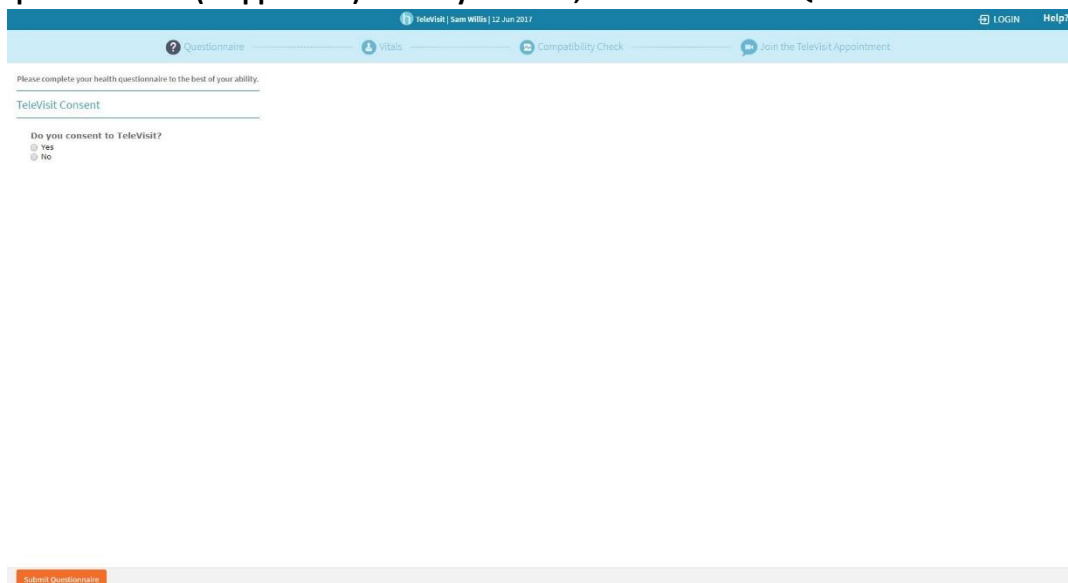


Logging into TeleVisit from the email confirmation/notification

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.



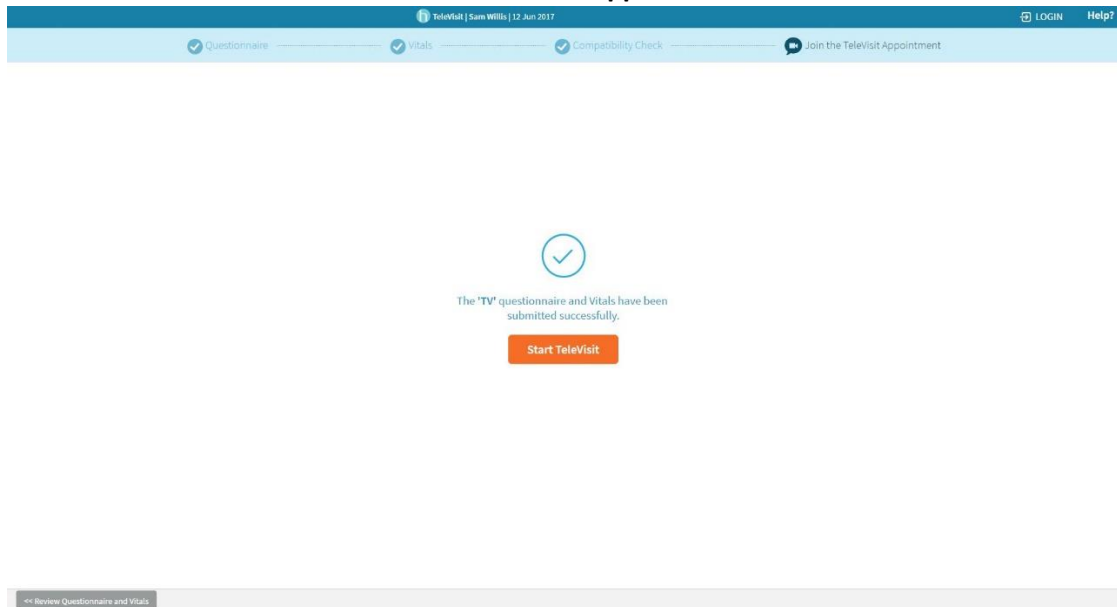
3. Next, you will be prompted to enter in your vitals (optional). Click on “Submit Vitals” when you finish.

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, there are input 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). At the bottom, there is a 'Submit Vitals' button.

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 screen. The title is 'TeleVisit System Compatibility Check'. The screen is divided into two main sections: 'Computer' and 'Connection'. The 'Computer' section includes checks for Browser (Chrome 64 bit/Version 56/ Windows 10.0), Speaker (Ensure your speakers are working by clicking "Play" below), Camera (Integrated Webcam (136f28aa)), and Microphone (Default). The 'Connection' section includes checks for Video Connection and Bandwidth (Your internet connection is suitable for TeleVisit). All checks are marked with a green checkmark. At the bottom, there is a 'Last Completed: 12 June 2017, 02:55 PM' timestamp 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.

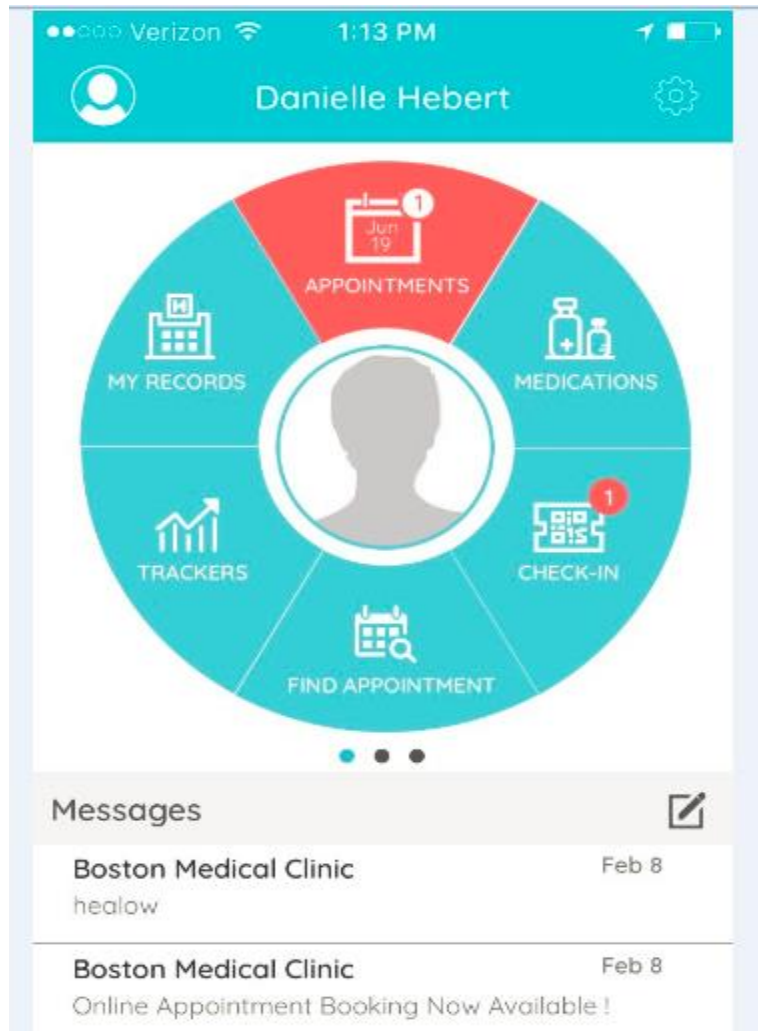


6. You will then be placed in the virtual waiting room.

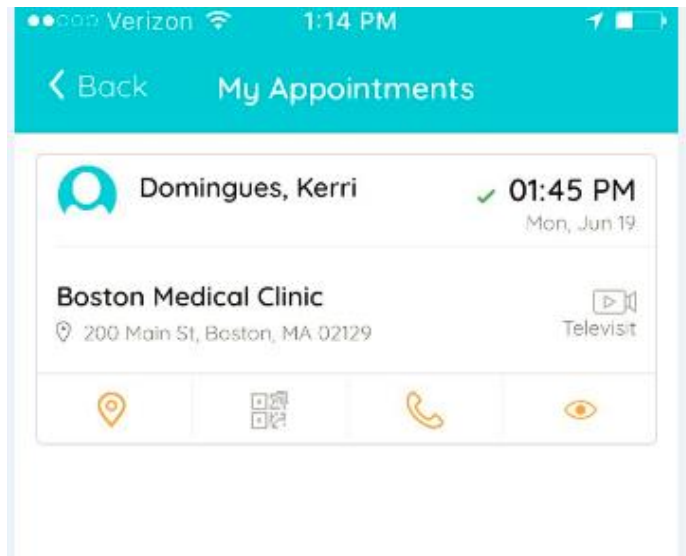


Logging into TeleVisit from healow app

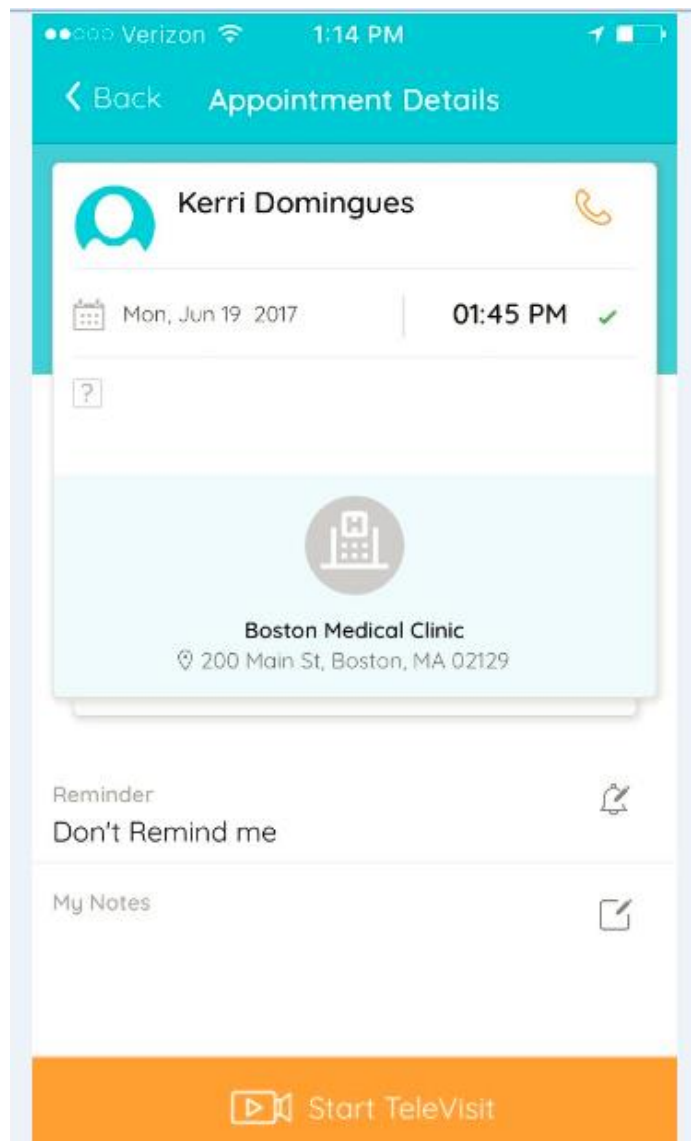
1. Download the healow app and search for our Practice by entering the practice code JFIFAD
Log into healow app with your patient portal credentials
2. Go to the appointments tab on healow app



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

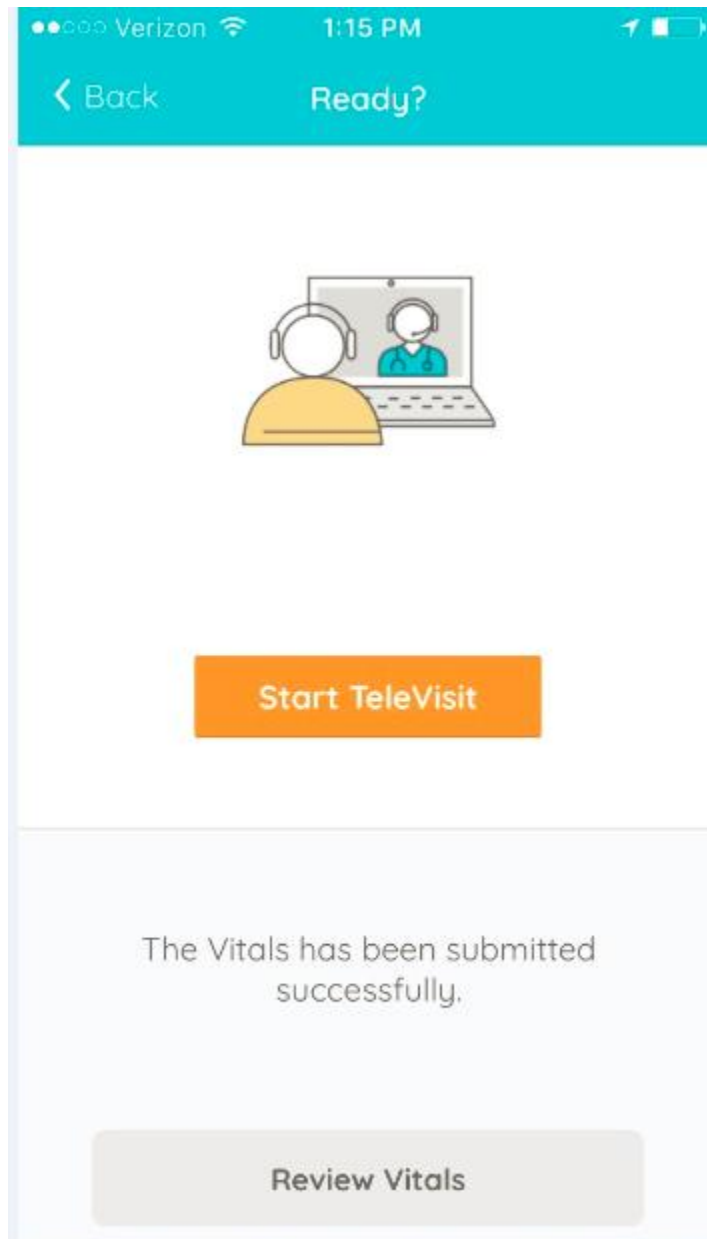
Breaths per minute

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.

