

See your doctor with a TeleVisit

CenterWell Senior Primary Care is making it so you can continue getting the care you need from home. Whether you choose to use your computer, tablet or mobile phone, just follow the step-by-step instructions below to get started.

Scheduling your TeleVisit from your computer or tablet

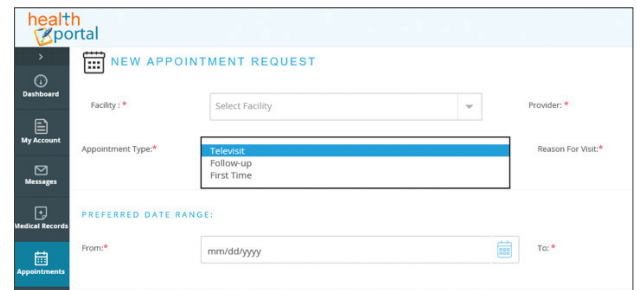
1. You must have access to the Health Portal to schedule a virtual visit. If you already have access, proceed to Step 2. If you do not have access, please call our center, and a staff member will help you register.

Important note: You will need to provide an email address to register. If you do not have an email address or internet access, contact us to set up a phone visit.

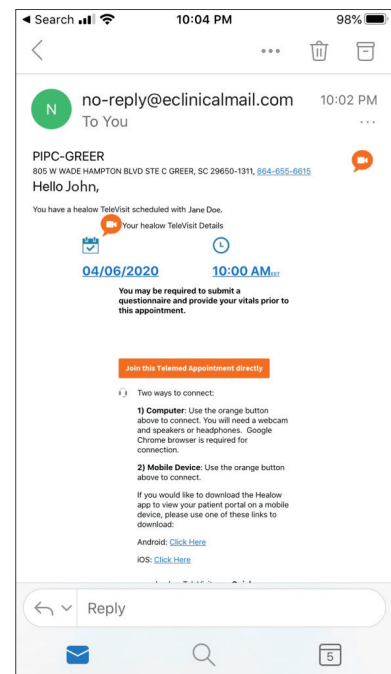
2. Go to www.CenterWellPrimaryCare.com/healthportal and then login.
3. Click on **Appointments** in the left-hand menu, then choose **TeleVisit** in the Appointment Type drop down menu. **See the image to the right.**
4. You will receive an email confirmation soon after the appointment is scheduled. An email and text will also be sent to you 30 minutes before your appointment as a reminder, along with a link to start your TeleVisit. The email will come **FROM: no-reply@eclinicalmail.com** with a **SUBJECT: Telemed Appointment Confirmation from your Doctor's Office.** **See email confirmation image to the right.**

Important notes:

- Text notifications require a cell phone number on file.
- Google Chrome browser is required for connection. If you receive an error that your browser is incompatible, copy and paste the URL into Google Chrome to connect.



The screenshot shows the 'NEW APPOINTMENT REQUEST' form in the Health Portal. The form includes a sidebar menu with options like Dashboard, My Account, Messages, Medical Records, and Appointments. The main form fields include: Facility (a dropdown menu), Appointment Type (a dropdown menu with 'Televisit' selected), Preferred Date Range (From and To date fields), and Provider (a dropdown menu). There is also a 'Reason For Visit' field.



Beginning your TeleVisit from your computer or tablet

1. You have two options to start your TeleVisit a few minutes before the scheduled time of your visit.
 - Login to the Health Portal and click **Join TeleVisit** in your patient dashboard
 - OR click on the link sent to you via email 30 minutes prior to your scheduled TeleVisit appointment
2. Fill out the patient questionnaire and provide requested personal information.
3. Click **Proceed** to check your computer's speed and ability to support a TeleVisit. If your computer does not have a webcam (most do), you will need to attach one.
4. Click **Start TeleVisit** to enter the virtual waiting room.
5. Your physician will begin the face-to-face TeleVisit, and disconnect when the visit ends.



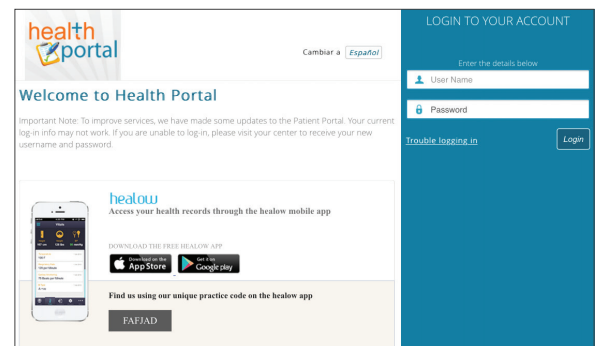
Scheduling your TeleVisit from your mobile phone or tablet

1. You must have access to the Patient Portal via the Healow mobile app to schedule a virtual visit from your phone. If you already have access, proceed to Step 2.

If you do not have access, please call our center, and a staff member will help you register for the Patient Portal and download the Healow app. The free Healow app is available to download via Apple's App Store or Google Play which you can access through the Patient Portal.

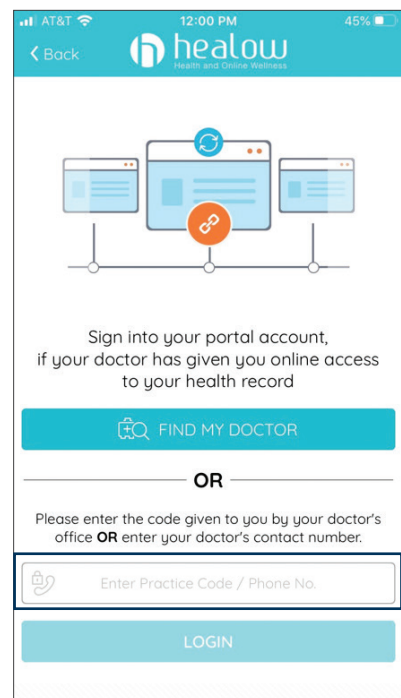
Important notes:

- You will need to provide an email address to register. If you do not have an email address or internet access, contact us to set up a phone visit.
- **Upon first use, you only need to enter our practice code for the Healow app: FAFJAD** in the area outlined in navy blue in the app screen image shown on the right.



2. Enter your login information into the app. If you have any issues with logging in, please call our Health Portal Hotline at 864-465-6259 for assistance.
3. Submit your TeleVisit appointment request by composing and submitting a message to your center within the Healow app. From the main screen, click the blue + button, then click the green **compose** button with the pen and paper icon. You will then select the message type, enter the message details and click **send** on the top right corner of the screen.
4. You will receive an email confirmation soon after the appointment is scheduled. An email and text will be sent to you 30 min before the appointment as a reminder along with the link to start your TeleVisit. The email will come **FROM: no-reply@eclinicalmail.com** with a **SUBJECT: Teleded Appointment Confirmation from your Doctor's Office.**

Important note: Text notifications require a cell phone number on file.



Beginning your TeleVisit from your mobile phone or tablet

1. You have three options to start your TeleVisit a few minutes before the scheduled time of your visit.
 - Login to the Healow app and click on the Appointments icon on your Healow app.
 - OR click on the link sent to your email 30 minutes prior to your scheduled TeleVisit appointment.
 - OR click on the link sent via text notification to your mobile phone 15 minutes prior to your scheduled TeleVisit appointment. **See image to the bottom right.**

Important Note: Choosing the link sent via email or text does not require you to login or to download an app. Just simply click on the link.

2. Click **Start TeleVisit** to enter the virtual waiting room.
3. Your physician will begin the face-to-face TeleVisit, and disconnect when the visit ends.



Hello Roger,
You have a Televisit with
Jennifer Doe on 03/30 at 4:45 PM
EST

Click below 15 mins before your
visit:
<https://msg.fm/dny21rz>