



# STARTING A TELEMED VISIT

**With your FPUD Provider**

THROUGH YOUR CONFIRMATION EMAIL

Page 2

THROUGH YOUR PATIENT PORTAL

Page 5

THROUGH YOUR SMARTPHONE

Page 9

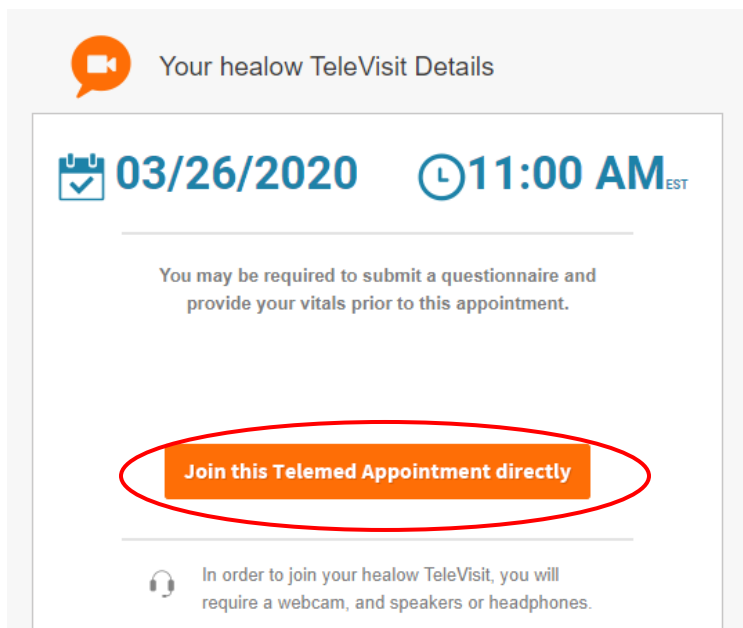
TROUBLESHOOTING

Page 17

## PATIENT'S VIEW FOR TELEMED VISITS

### 1. Using Your Email Confirmation

- a. From the email confirmation, click *“Join this Telemed Appointment directly”*



- 
- b. A patient questionnaire will pop up. Please answer these questions in relation to your current visit.

? Questionnaire

Please complete your health questionnaire to the best of your ability.

---

ROS short

---

Are you currently experiencing chest pain or palpitations?  
 Yes  
 No

Are you currently experiencing digestive problems?  
 Yes  
 No

Are you currently experiencing nose, mouth or throat problems?  
 Yes  
 No

Are you currently experiencing eye or vision problems?  
 Yes  
 No

Are you currently experiencing fevers?  
 Yes  
 No

- c. Please enter your vital signs here. If you do not have the equipment, please leave it blank.

✔ Questionnaire

Height  
 ft  inches

Weight  
 pounds

Blood Pressure  
 /


Temperature  
 F

Respiratory Rate  
 breaths per minute

Pulse Rate  
 breaths per minute

- d. The next screen is a compatibility check to make sure you can use the audio/video on your laptop. You MUST click “Proceed” on the bottom left of the page. If you see “SKIP”, you can also press this if it takes too long to load.

TeleVisit System Compatibility Check

Computer	Browser Windows 10.0 <span style="float: right;">✔</span>
	Speaker Ensure your speakers are working by clicking "Play" below <span style="float: right;">✔</span> <input type="button" value="Play"/>
	Camera  <span style="float: right;">✔</span> <input type="text" value="Integrated Camera (04f2:b604)"/>
	Microphone <input type="text" value="Default - Microphone Array (Realtek(R) Audio)"/> <span style="float: right;">✔</span>
Connection	Video Connection <span style="float: right;">✔</span>
	Bandwidth Your internet connection is suitable for TeleVisit. <span style="float: right;">✔</span>

<< Review Questionnaire and Vitals

- e. This screen will show notifying that all information was submitted. Please click “Start TeleVisit”.



The 'TeleMed Questionnaire' questionnaire and Vitals has been submitted successfully.

Start TeleVisit

- f. You are now in the virtual waiting room and are waiting for the provider to join.

A screenshot of the TeleVisit interface. At the top, there is a blue header bar with the TeleVisit logo and a close button (X). The main content area has a light green background with a pattern of medical icons. The text reads: "Waiting for Olisvier Ortiz to join..." followed by "Appointment Time: Mar 26,2020 11:00 AM". At the bottom, there is a green checkmark icon followed by the text "Questionnaire/Vitals: Entered. Review ?".

h TeleVisit X

Waiting for Olisvier Ortiz to join...

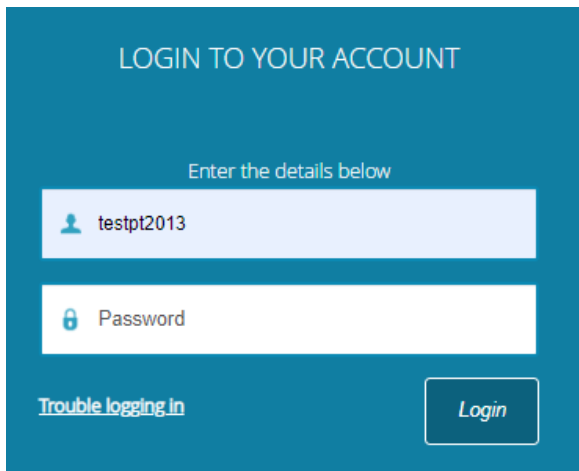
Appointment Time:  
Mar 26,2020 11:00 AM

✓ Questionnaire/Vitals: Entered. [Review ?](#)

## 2. Using the Patient's Portal

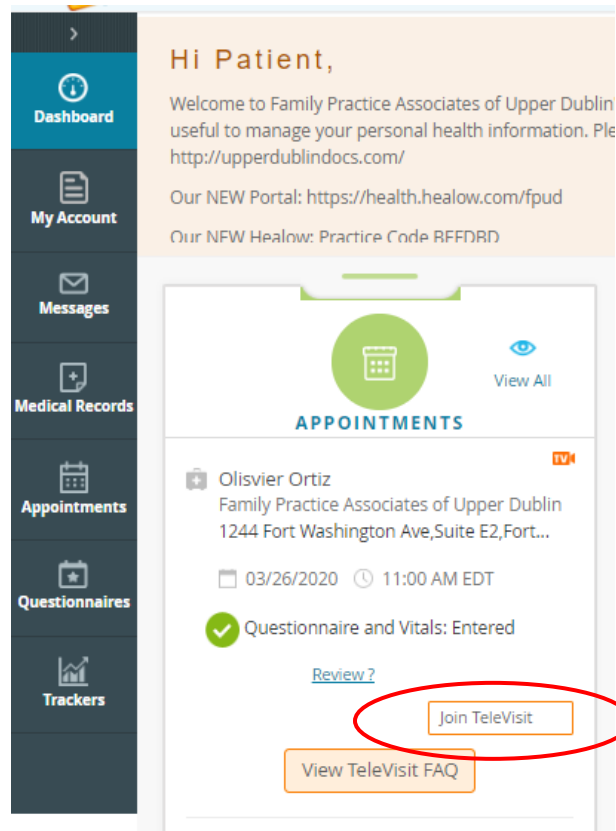
a. Log into your patient portal at

[https://mycw115.ecwcloud.com/portal15902/jsp/100mp/login\\_otp.jsp](https://mycw115.ecwcloud.com/portal15902/jsp/100mp/login_otp.jsp)



The screenshot shows a login page with a blue header and a white form area. The header contains the text "LOGIN TO YOUR ACCOUNT". Below the header, there is a prompt "Enter the details below". The form has two input fields: the first is labeled "testpt2013" and the second is labeled "Password". At the bottom left of the form area, there is a link "Trouble logging in". At the bottom right, there is a "Login" button.

b. From your portal, the visit will be listed on your Dashboard. You can then click "Join TeleVisit" to go to the questionnaire.



The screenshot shows the patient portal dashboard. On the left is a dark sidebar with navigation icons and labels: Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, and Trackers. The main content area has a light orange header with "Hi Patient," and a welcome message. Below the header, there is a "View All" link and a "APPOINTMENTS" section. The appointment list shows a visit for "Olisvier Ortiz" on "03/26/2020" at "11:00 AM EDT". Below the appointment details, there is a green checkmark icon and the text "Questionnaire and Vitals: Entered". There is a "Review?" link and a "Join TeleVisit" button, which is circled in red. At the bottom, there is a "View TeleVisit FAQ" button.

- c. A patient questionnaire will pop up. Please answer these questions in relation to your current visit.

? Questionnaire

Please complete your health questionnaire to the best of your ability.

---

ROS short

---

Are you currently experiencing chest pain or palpitations?

Yes  
 No

Are you currently experiencing digestive problems?

Yes  
 No

Are you currently experiencing nose, mouth or throat problems?

Yes  
 No

Are you currently experiencing eye or vision problems?

Yes  
 No

Are you currently experiencing fevers?

Yes  
 No

- d. Please enter your vital signs here. If you do not have the equipment, please leave it blank.

✔ Questionnaire

Height

ft  inches

Weight

pounds

Blood Pressure

/

Temperature

F

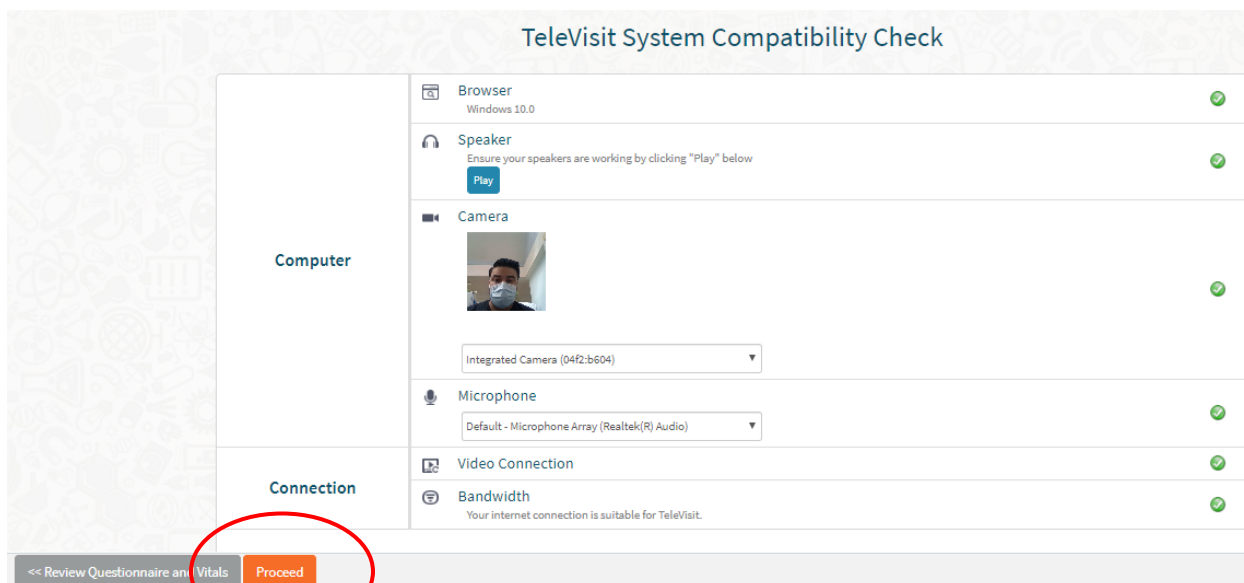
Respiratory Rate

breaths per minute

Pulse Rate

breaths per minute

- e. The next screen is a compatibility check to make sure you can use the audio/video on your laptop. You MUST click “Proceed” on the bottom left of the page. If you see “SKIP”, you can also press this if it takes too long to load.



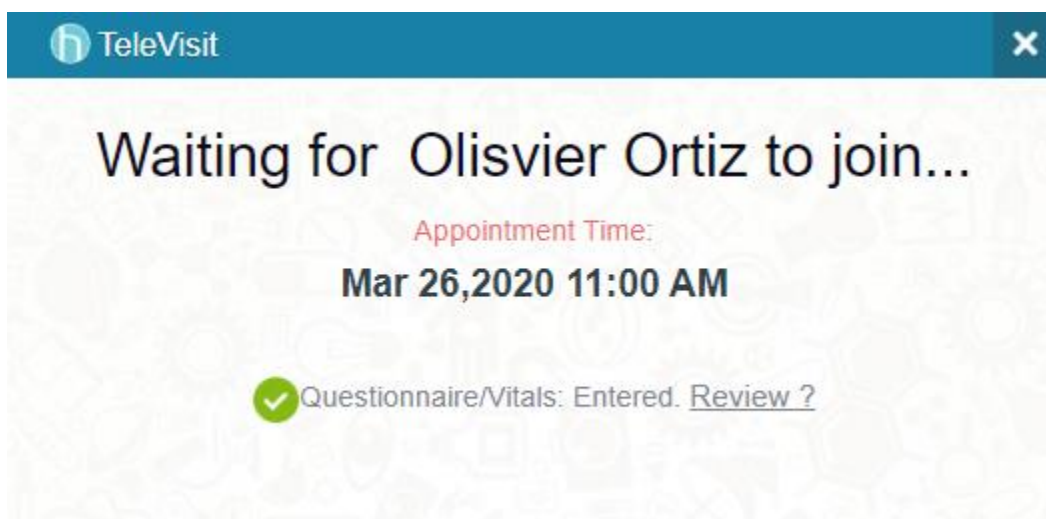
- f. This screen will show notifying that all information was submitted. Please click “Start TeleVisit”.



The 'TeleMed Questionnaire' questionnaire and Vitals has been submitted successfully.

**Start TeleVisit**

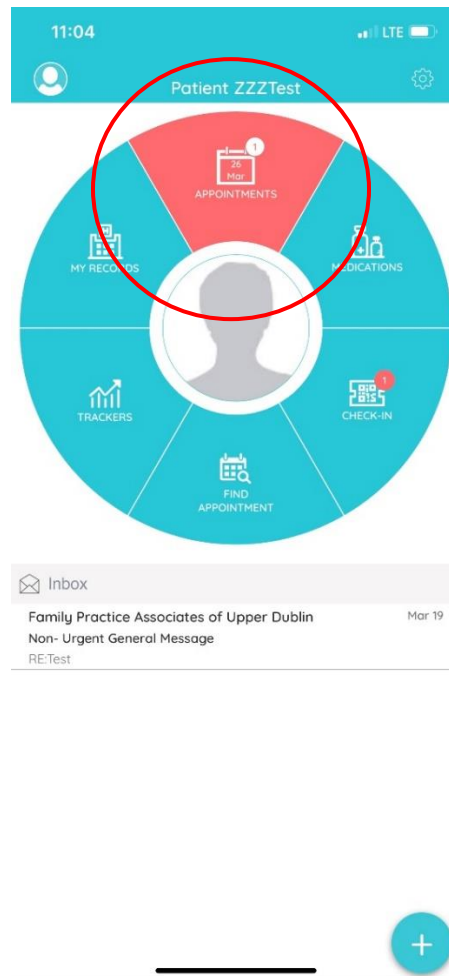
- g. You are now in the virtual waiting room and are waiting for the provider to join.



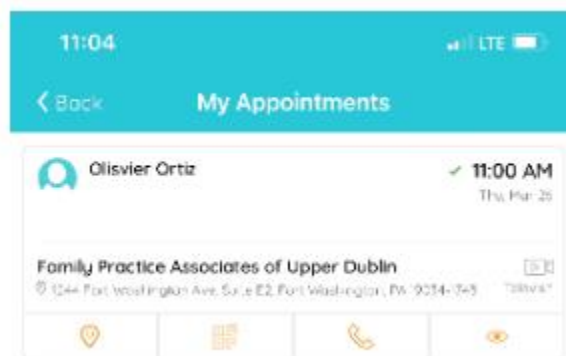


**3. Using the Healow App on SmartPhone (iPhone shown, your phone may look slightly different depending also on your app)**

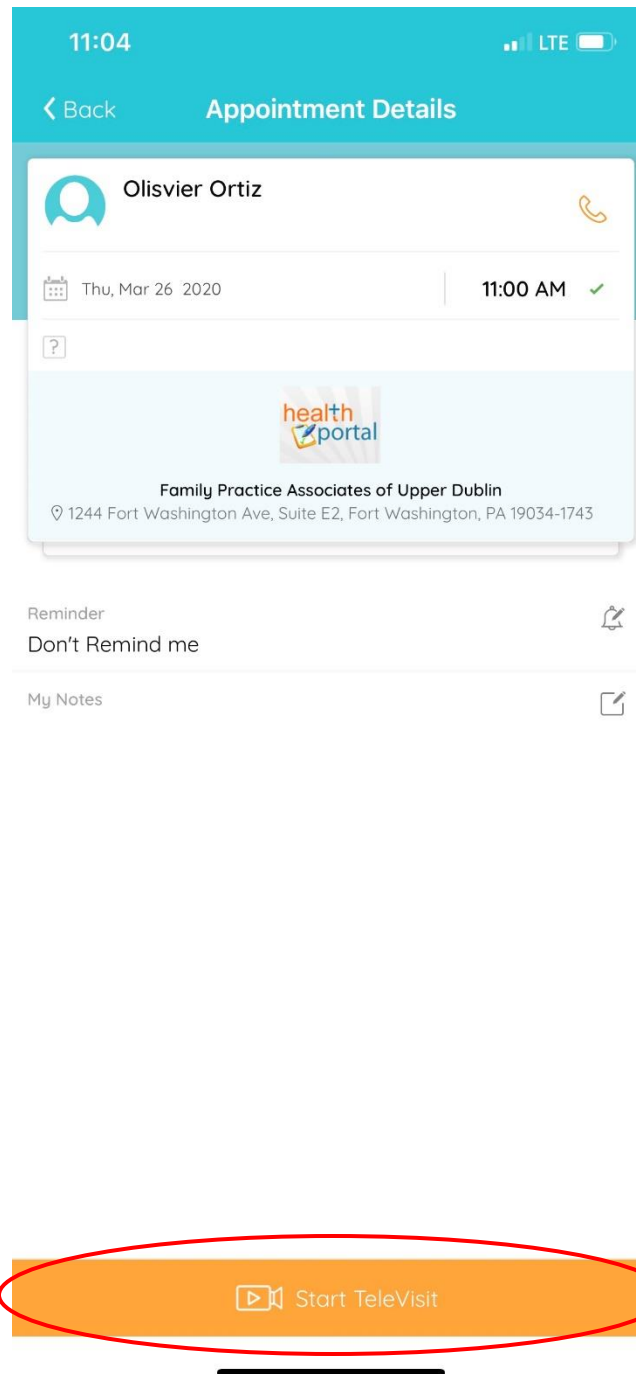
- a. Please log in to your Healow App. Your dashboard shows the appointment in red. You can then click *Appointments*.



- b. A list of your upcoming appointments shows up.



- c. Click on the appointment. From here, you will see “Start TeleVisit” on the bottom. Click it to proceed.




- d. The questionnaire will pop up from here allowing you to answer the review of systems questions depending on your visit needs.

11:05 LTE

< Back Questionnaire and Vitals

TeleMed Questionnaire

 **Olisvier**  
26 Mar 2020 11:00 AM

Please answer the questions below

ROS short

1. Are you currently experiencing chest pain or palpitations?

Yes

No

2. Are you currently experiencing digestive problems?

Yes

No

3. Are you currently experiencing nose, mouth or throat problems?

Yes

No

4. Are you currently experiencing eye or vision

- e. The vital signs are then entered on the next screen. If you do not have access to the equipment, please leave it blank.

11:05 LTE

< Back Questionnaire and Vitals

Vitals

Height

Ft  in

Weight

Pounds

Blood Pressure

/

Temperature

Fahrenheit

Respiratory Rate

Breaths per minute

Pulse Rate

Breaths per minute

« Previous

Resubmit Vitals »

Skin »

- f. Once the questionnaire and vitals are entered, you can then start the visit by clicking “Start TeleVisit”

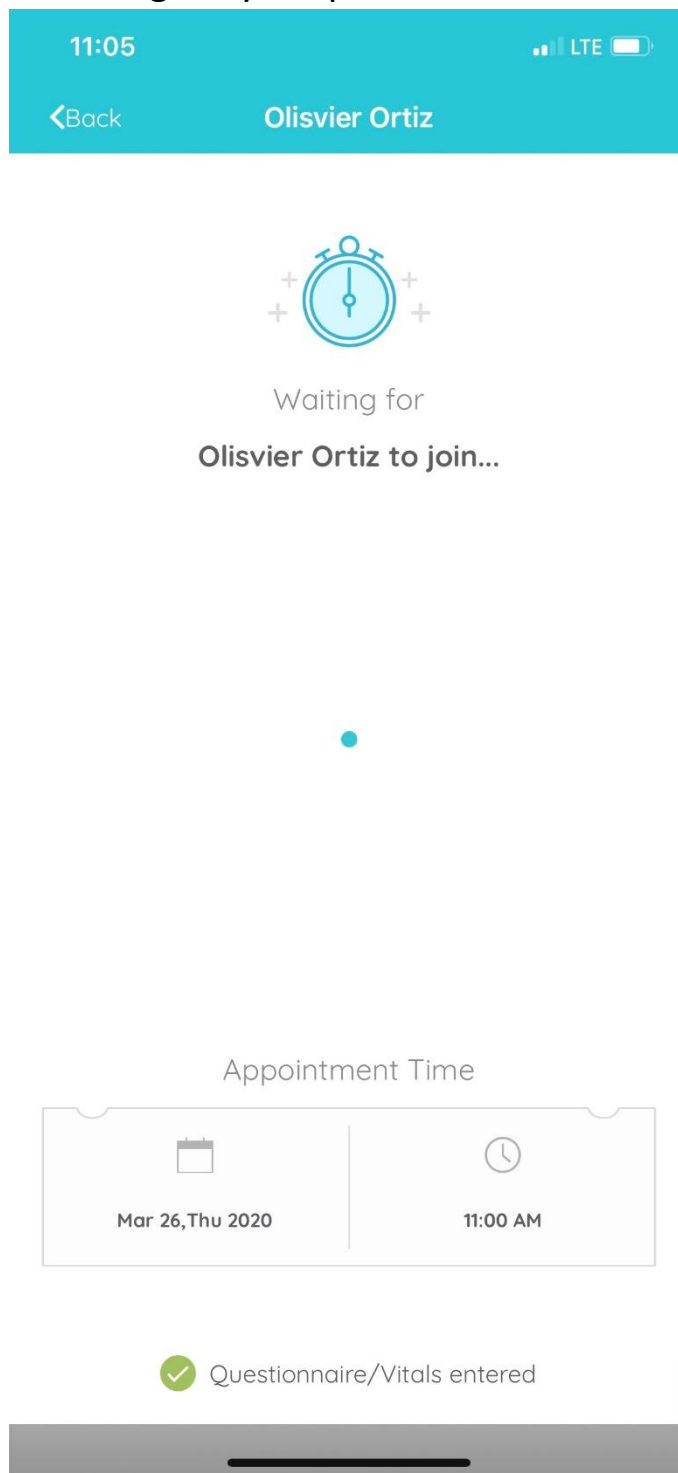


Start TeleVisit

The "TeleMed Questionnaire" Questionnaire and Vitals have been submitted successfully.

Review Questionnaire and Vitals

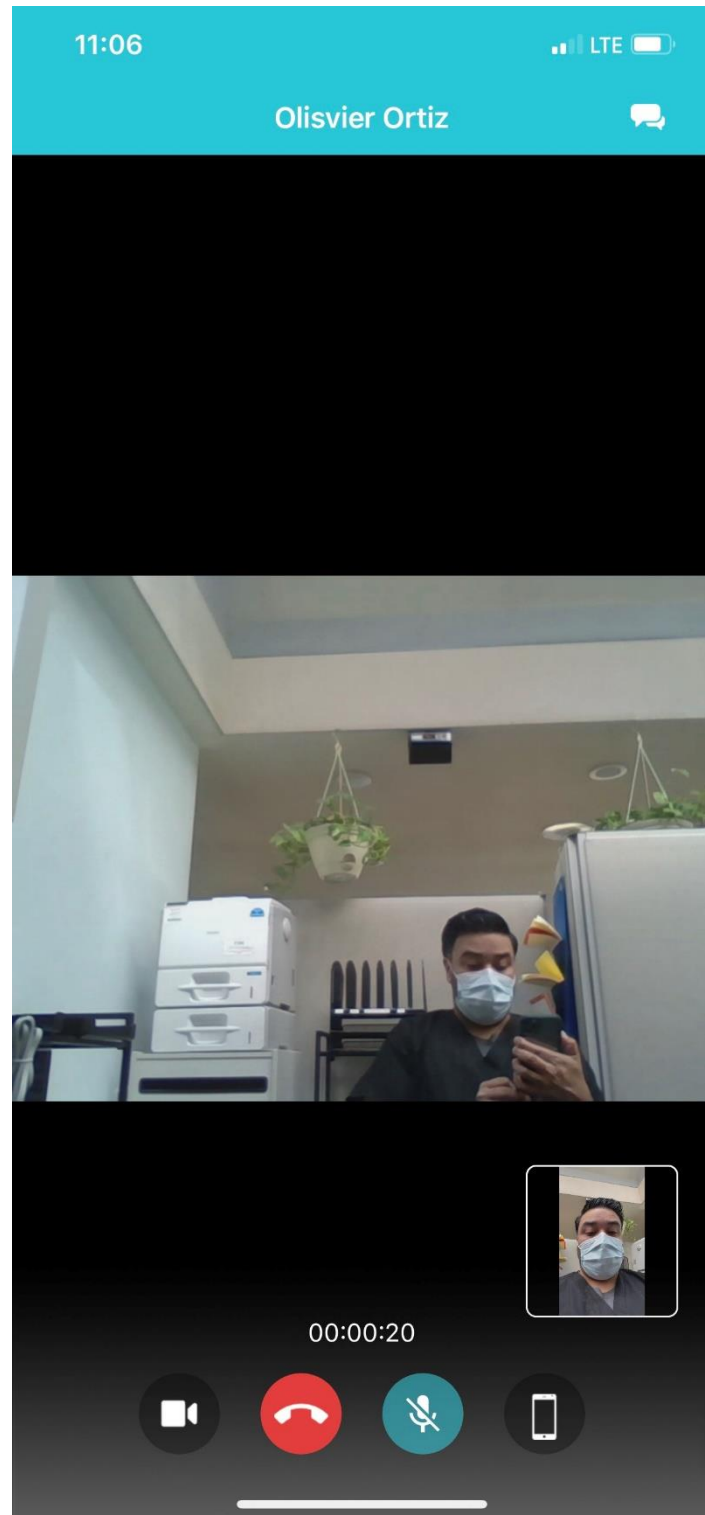
- g. Once you enter the virtual waiting room, it will let you know that you are waiting for your provider.



- h. Once the provider initiates the call, you will not see them on your screen until the provider initiates their audio/video. This may take a moment for the provider to review your questionnaire and vital signs.



i. When the provider allows access, the call will start.





## **TROUBLESHOOTING**

### **I did not get an email confirmation.**

Please call our office during normal business hours to cancel and reschedule your appointment for that same time. This may reset the email confirmation.

### **I do not have access to the patient portal.**

Please call our office during normal business hours to get your account set up for being web-enabled. Our staff can help get you a username and password.

### **My password is expired or is incorrect and I am locked out.**

Please call our office during normal business hours to get your account unlocked or password reset.

### **I cannot hear or see the provider.**

Make sure you have allowed your device to have access. Also make sure your volume is up and your camera is active. Some laptops have a slider across the camera to prevent hackers from seeing you.

### **My provider is unable to see or hear me.**

Please make sure you allow access to your laptop or device for video/audio.

### **I've tried it all... it is still not working.**

Call our office. Your provider may be able to use FaceTime, Zoom, or another video platform to speak to you.