

# TeleVisit Information and Instruction Guide

## Why Televisit?

- Don't want to wait in a lobby full of sick people?
- Is it hard for you to get away from work?
- Do you have limited amount of time?
- Can't get a babysitter?
- Do you want to keep up to date on your healthcare?

**For many people today, telemedicine is a convenient and effective way for follow up care.**

## How to participate

The first step is to call us at **727-834-8377** and schedule a TeleVisit appointment

## Getting Started

- Have an active Patient Portal account, with username and password.
- Set aside a secure, private location with good Internet connection
- Use Google Chrome browser to access your Patient Portal from a laptop with a camera or webcam or IPAD or Smart Phone.
- If using your IPAD or Smart Phone, you will need to download the Healow application.

## To begin your Televisit, follow these easy steps:

1. "Arrive 30 minutes early" by logging in to your Patient Portal. If you can't access the Portal, you can also begin your appointment through the reminder link sent to your email.
2. Call our office to let us know you are logged in and to address any co-pays or balances due.
3. Click "Join TeleVisit" in your patient dashboard (or email reminder).
4. Fill out any patient questionnaire, and provide requested personal information.
5. 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.
6. Click "Start TeleVisit" to enter the virtual waiting room.
7. Your provider will begin the face-to-face TeleVisit, and disconnect when the visit ends.

\*\*\*If you experience any technical difficulties or have questions about the TeleVisit process, first look at the TeleVisit help file at the bottom left on your Patient Portal. If you still need additional help, eClinicalWorks offers free, live chat support, accessible at the bottom of the TeleVisit help page.