

TeleVisit Appointment Patient Guide

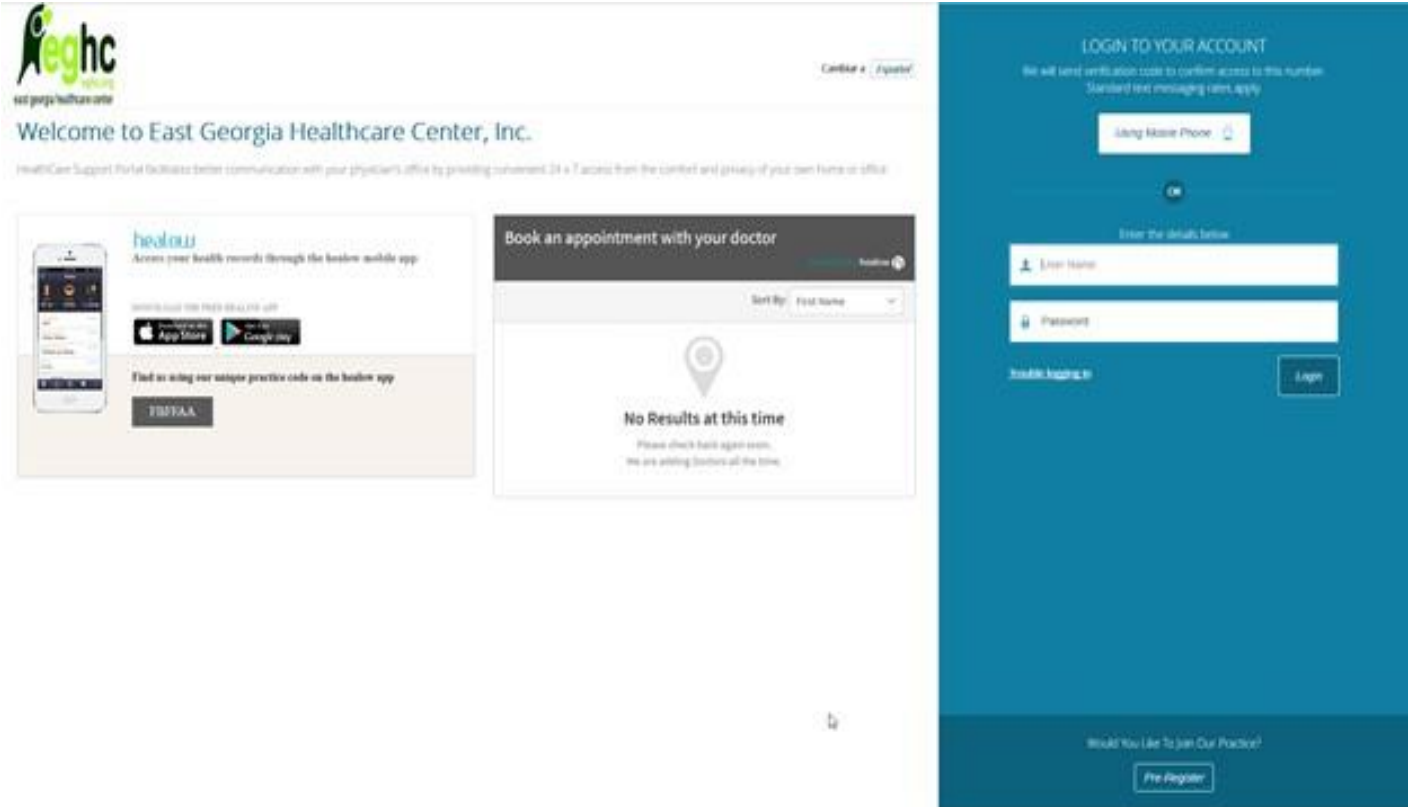
Requirements:

Google Chrome or Mozilla Firefox Internet browsers
If using a desktop – webcam and
speakers / microphone

Logging into TeleVisit from the Patient Portal

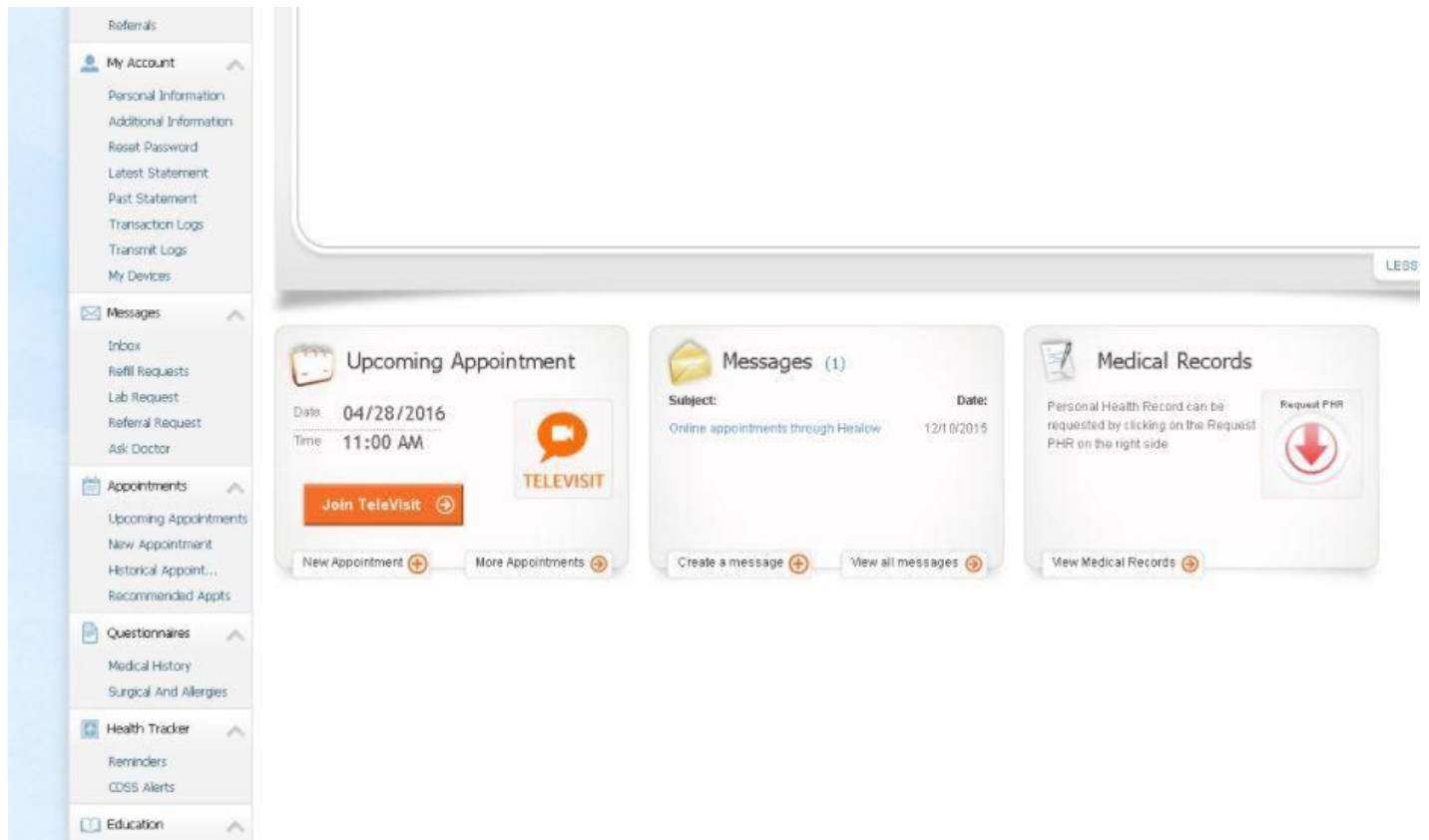
You will need to log into the patient portal

<https://mycw36.eclinicalweb.com/portal4027/jsp/login.jsp> with your username
and password to start the scheduled TeleVisit appointment:

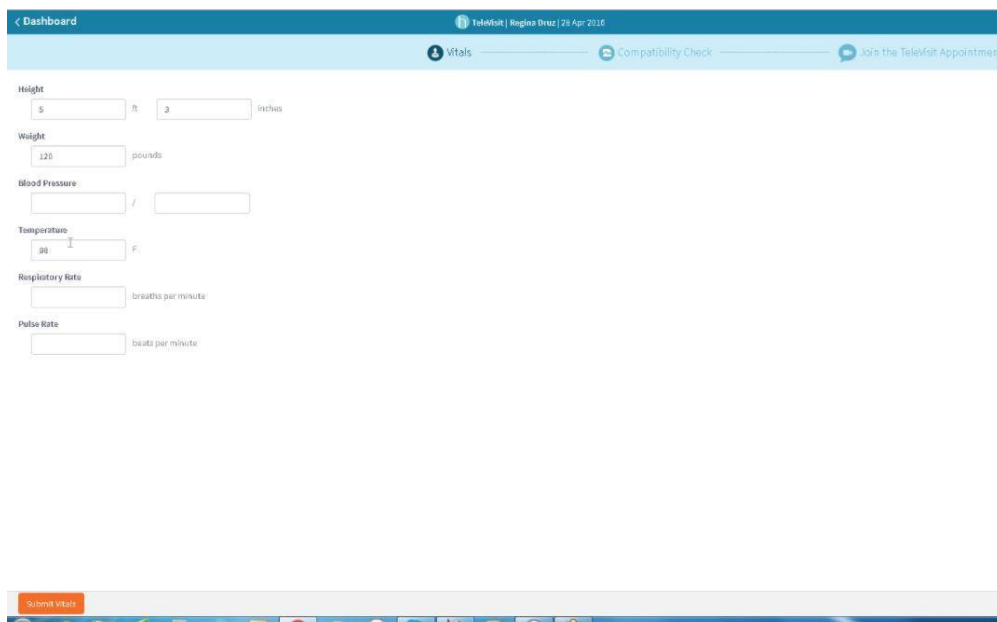


The image shows two screenshots of the East Georgia Healthcare Center patient portal. The left screenshot displays the main portal interface with the logo, a welcome message, and a section for the 'healou' mobile app. The right screenshot shows a search results page with the heading 'Book an appointment with your doctor' and a message stating 'No Results at this time'. The right side of the image shows a blue login page with the heading 'LOGIN TO YOUR ACCOUNT' and fields for 'Enter Name' and 'Password', along with a 'Login' button and a 'Forgot My Password' link.

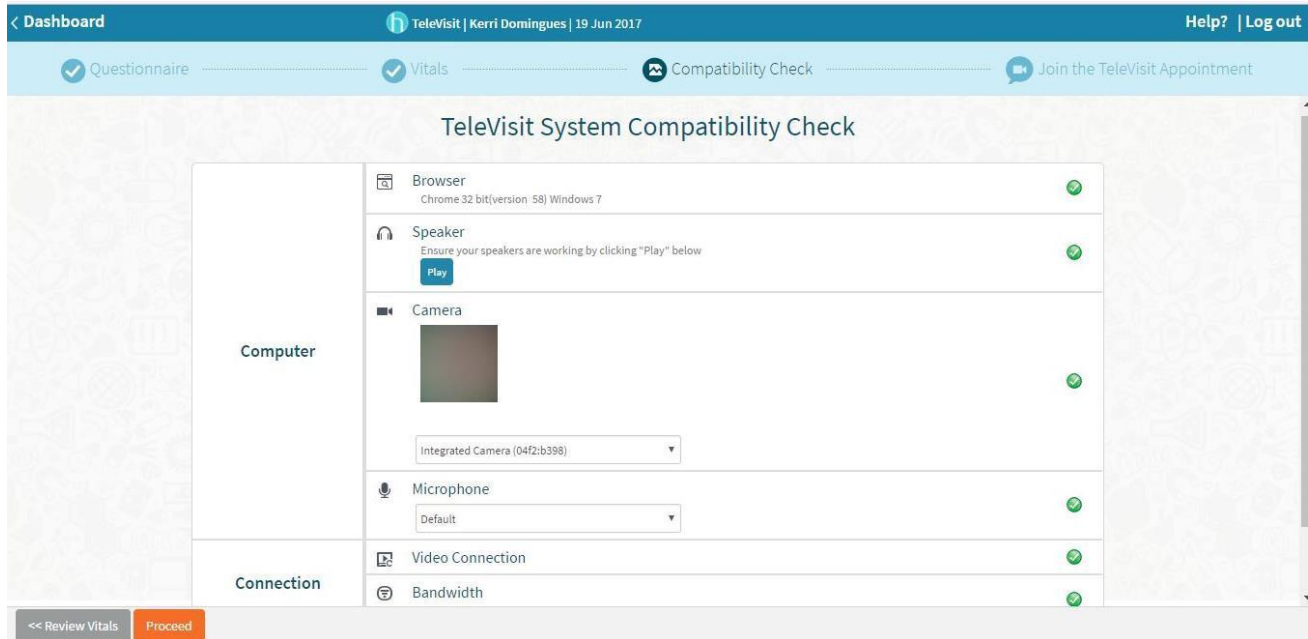
Once you are logged into the patient portal you will see the scheduled TeleVisit in your patient dashboard:



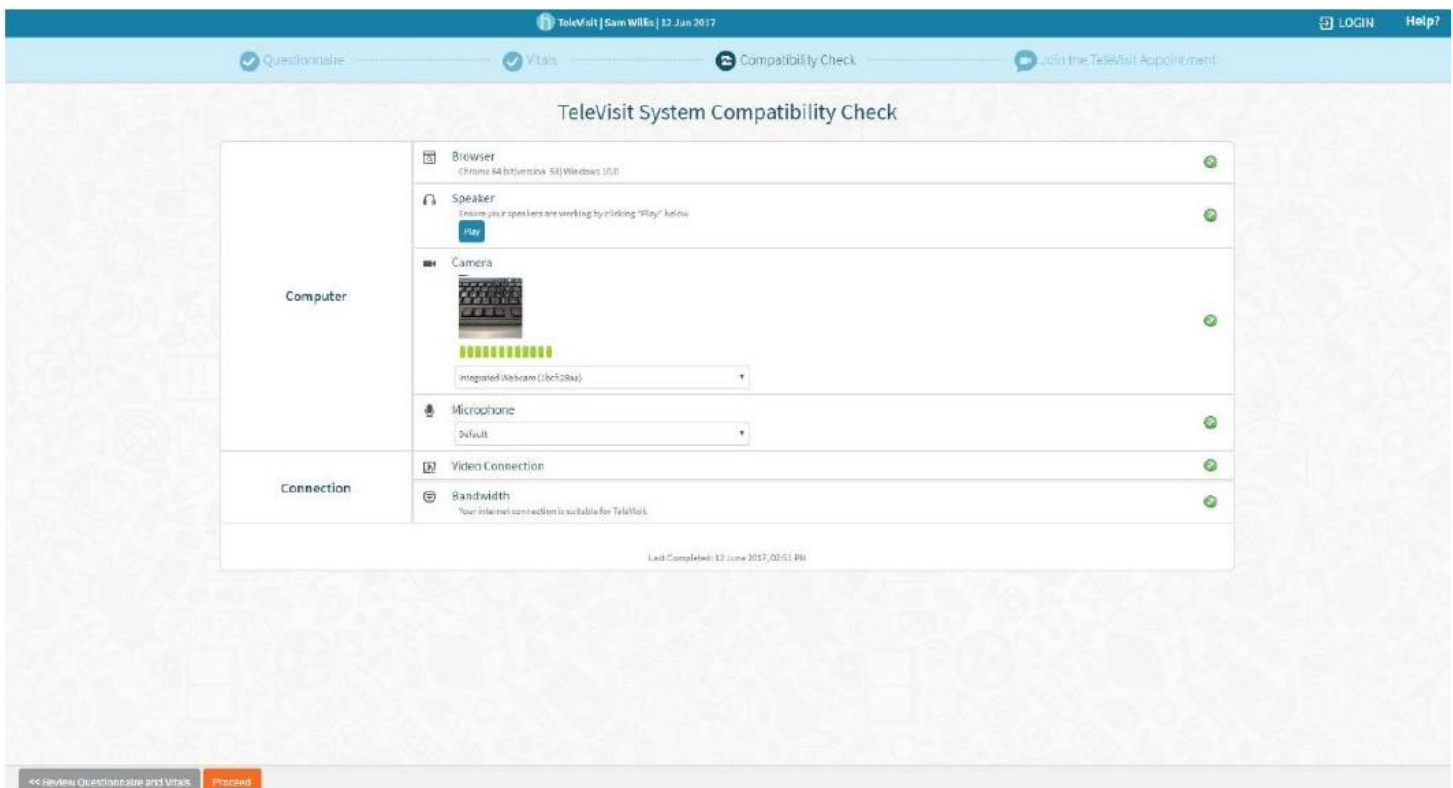
Click on Join TeleVisit to start the appointment - you will be prompted to answer a questionnaire. Click submit, then you will be asked to enter in your vitals (optional): if not, just click the submit vitals to go forward.



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:



You will then be placed in the virtual waiting room until your provider is ready to start the TeleVisit appointment:

