Using the patient portal for your Televisit

You are scheduled for a Televisit. Please see the instructions below.

If you have never done so, please log into your patient portal before the telemedicine visit starts as the link below will not work until you have established your account. Using Mobile Phone method is preferred for a first time log in.

Before your visit starts

• Approximately 30 minutes before your visit, you will receive an email containing a link which will take you directly to your televisit appointment.

• It is important to review the Terms of Use document on our website as we will ask you to accept those terms as part of the pre-visit questionnaire.

Starting your visit:

• Log into your portal account by using your username and password or by selecting the “Using Mobile Phone” to receive a code via text to log in.
• Once logged in, select your visit

○ On your opening dashboard, click on Join TeleVisit.

First, you will be asked to fill out a questionnaire and acknowledge that you have read and accept the Terms of Use on our web page. When done, click Submit Questionnaire.
• You will then be asked to Submit vital signs if you have a home blood pressure cuff and scale. If you do not have these items or choose not to enter vitals, then just select Submit Vitals with the fields blank.

• Once completed, then your computer’s audio, visual, and internet capabilities are tested. If they are all green, then you will be prompted to proceed with the visit.

• Click on Start Televisit to proceed.
Your Televisit

- Once started, you will be brought to a holding screen until your provider connects.
- Once connected, you should see your provider’s video feed and a control bar underneath.

The microphone allows you to mute and unmute your microphone.

The pause button pauses the video you are transmitting.

The red phone allows you to disconnect from the visit.

The gear allows you to adjust settings.

Troubleshooting

1. My computer does not find a camera or microphone:
   a. You may have a pop up from Google asking if the portal can access your camera.
   b. Check to make sure your camera is plugged into the USB port on your computer.

2. Can’t remember my password or taking too long to reset my password:
   a. Use the text to your mobile phone option if you can as it is much faster and will allow you to reset your password if needed.
   b. It takes approximately 1 hour for your new password to update in the system if you attempt to reset it.