



TeleVisit Appointment Patient Guide

healow TeleVisits offer a unique and intuitive experience for patients, while offering physicians integrated access to the same clinical tools used in the office.

Requirements;

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

Method 1: Logging into TeleVisit from the Patient Portal on your computer

1. You will need to log into the PBTEW patient portal

https://mycw74.ecwcloud.com/portal9736/jsp/100mp/login_otp.jsp

with your username and password to start the scheduled TeleVisit appointment;



Cambiar a [Español](#)

Welcome to Palm Beach Thyroid and Endocrinology Wellness

HealthCare Support Portal facilitates better communication with your physician's office by providing convenient 24 x 7 access from the comfort and privacy of your own home or office. Pre-registration is only for new patients.

healow
Access your health records through the healow mobile app

DOWNLOAD THE FREE HEALOW APP

Download on the **App Store** | Get it on **Google play**

Find us using our unique practice code on the healow app

BFDCA

Book an appointment with your doctor Powered by healow

Sort By:

	Anna Frisch Palm Beach Thyroid And Endocrinology Wellness, LLC 12957 Palms West Dr. Suite 204, Wellington, FL 33470	Book an appointment
	Kui-Tzu Victoria Feng Palm Beach Thyroid and Endocrinology Wellness, LLC 12957 Palms West Dr. Suite 204, Wellington, FL 33470	Book an appointment

LOGIN TO YOUR ACCOUNT

We will send verification code to confirm access to this number. Standard text messaging rates apply.

[Using Mobile Phone](#)

OR

Enter the details below

[Trouble logging in](#) [Login](#)

2. Once you are logged into the patient portal you will see the scheduled TeleVisit in your Patient Dashboard

The screenshot shows a web browser displaying the Health Portal Patient Dashboard. The browser's address bar shows the URL: <https://mycw106.ecwcloud.com/portal/14433/jsp/jipnew/dashboard.jsp?mainNav=dashboard&ldpage=dashboard>. The page header includes the "health portal" logo, a home icon, a language selector for "Español", a "Practice Details" dropdown, and a "Sign Out" link.

The main content area is titled "Hi Jackie," and features a vertical navigation sidebar on the left with icons for Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, and Trackers. The dashboard is divided into four main sections:

- APPOINTMENTS:** Shows 1 current appointment for VASANTHY RAGHAVAN at Pediatrics of Central Florida Pa Kiss, 801 WEST OAK STREET, SUITE 101, KISSIMMEE... on 09/20/2018 at 11:00 AM EDT. A "Join TeleVisit" button is visible.
- LATEST LAB RESULTS:** Shows 1 new result for Hemoglobin on 07/24/2017.
- RECENT REFERRALS:** Shows 2 recent referrals: one on 06/22/2019 and another on 03/12/2019 with the text "murmur | murmur".
- MEDICAL RECORDS:** A section for viewing medical records, with a note at the bottom: "Personal Health Record can be requested by clicking on the..."

4. Next, you will be prompted to enter your vitals. Then, click Submit Vitals.

The screenshot shows a web browser window with the URL <https://mycw106.ecwcloud.com/portal14433/jsp/jspnew/telemed/teleindex.jsp?encryptedDataToTele=KYmRUPloN4CLUKXh%2Bzk3ofW642JDv2897oX%2F2jJDeM3zc7PoswMly%2FLsGQESOGvcLJRdTONma%2BA%2BWM3Yut1qybIKq1x3dee2Fpyl.cE68gP1tuAsk5yKLU...>. The page title is "healow TeleVisit | VASANTHY RAGHAVAN | 20 Sep 2018". The navigation bar includes "Questionnaire", "Vitals", "Compatibility Check", and "Join the TeleVisit Appointment". The "Vitals" section contains the following input fields:

- Height: 5 ft, 3 inches
- Weight: 165 pounds
- Blood Pressure: 110 / 65
- Temperature: [] F
- Respiratory Rate: [] breaths per minute
- Pulse Rate: [] breaths per minute

At the bottom of the form, there are two buttons: "Resubmit Vitals" (orange) and "Skip" (grey).

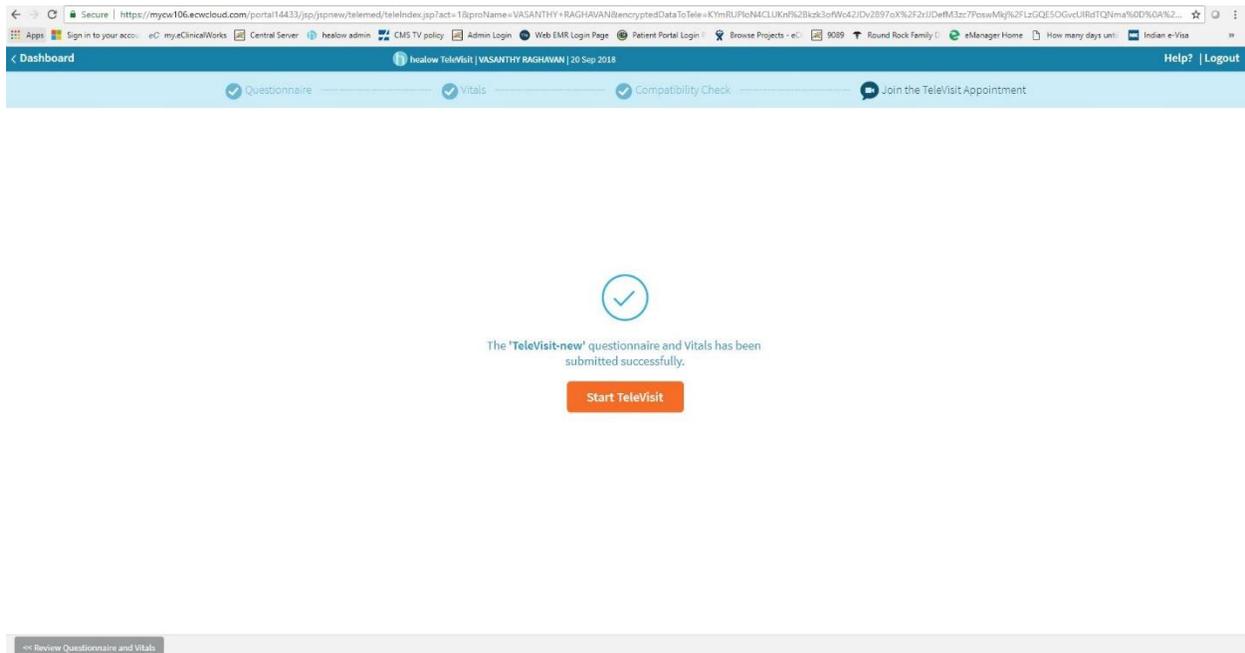
5. Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment;

The screenshot shows the "TeleVisit System Compatibility Check" screen. The page title is "healow TeleVisit | VASANTHY RAGHAVAN | 20 Sep 2018". The navigation bar includes "Questionnaire", "Vitals", "Compatibility Check", and "Join the TeleVisit Appointment". The "Compatibility Check" section displays the following information:

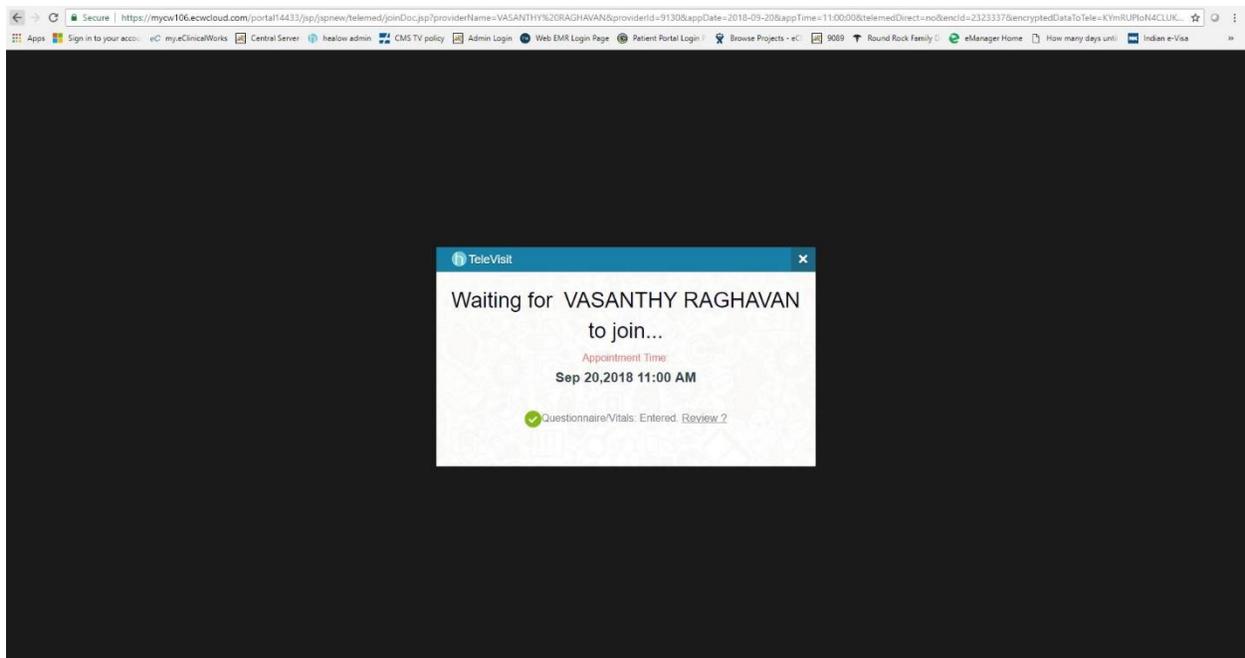
Category	Item	Status
Computer	Browser Chrome 64 bit (version: 68) Windows 10.0	✓
	Speaker Ensure your speakers are working by clicking "Play" below	✓
	Camera FJ Camera (042B415)	✓
	Microphone Default - Microphone (Realtek High Definition Audio)	✓
Connection	Video Connection	✓
	Bandwidth Your internet connection is suitable for TeleVisit.	✓

At the bottom of the screen, there are two buttons: "Review Questionnaire and Vitals" (grey) and "Proceed" (orange).

6. 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



7. You will then be placed in the waiting room for your provider is ready to start the TeleVisit appointment;



Method 2: Logging into TeleVisit from the email confirmation/notification

1. You will receive a confirmation email after scheduling a TeleVisit appointment with your provider and you will also receive a notification email before the appointment time.

The screenshot shows a web interface for a TeleVisit appointment. At the top, there is a header with an orange video camera icon and the text "Your healow TeleVisit Details". Below this, the appointment date and time are displayed: "09/20/2018" with a calendar icon and "11:45 AM^{EST}" with a clock icon. A message states: "You may be required to submit a questionnaire and provide your vitals prior to this appointment." Below this message is a prominent orange button that says "Join this Telemed Appointment directly". At the bottom of this section, there is a headset icon and the text: "In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones." Below this section is a large heading: "healow TeleVisits are Quick". Underneath the heading is a horizontal flow diagram with three steps, each represented by a blue circular icon: 1. "Login to Portal" with a speech bubble icon. 2. "Fill Questionnaire & Vitals" with a document icon. 3. "Start Your Appointment" with a calendar icon.

2. Click on “Join this TeleMed Appointment directly” link. You will be prompted to answer the questionnaires (if applicable). When you finish, click on “Submit Questionnaire” button.

The screenshot shows a web browser window with the URL <https://mycw106.ecwcloud.com/portal14433/jsp/jspnew/telemed/teleIndex.jsp?encryptedDataToTele=KYmRUPloN4CLUKn%2Bk3ofW642JDv2897oX%2F2zUDeFM3zc7PoswMk%2FLzGQESOGvUURdTCNma%0A%2BWDtut1qvbKq1+c3deeZFpyLoE68gPYLtuAzsYkU...>. The page title is "healow TeleVisit | VASANTHY RAGHAWAN | 20 Sep 2018". The navigation bar includes "Questionnaire", "Vitals", "Compatibility Check", and "Join the Tele/visit Appointment". The main content area contains the following sections:

- TeleVisit Consent:** A checkbox for "I agree to participate in a TeleVisit consultation and to pay starting from \$35 per visit." with radio buttons for "Yes - to continue to see provider" (selected) and "No - provider will not join the TeleVisit".
- Reason for visit:** A text input field containing "I have headache today".
- Today Symptoms:** A text input field containing "bad headache".
- Do you have any allergies?:** A text input field containing "Yes - seafood".
- Current Medications List:** A text input field containing "Nothing as of now".

At the bottom, there is a "Resubmit Questionnaire" button and a "Skip" button.

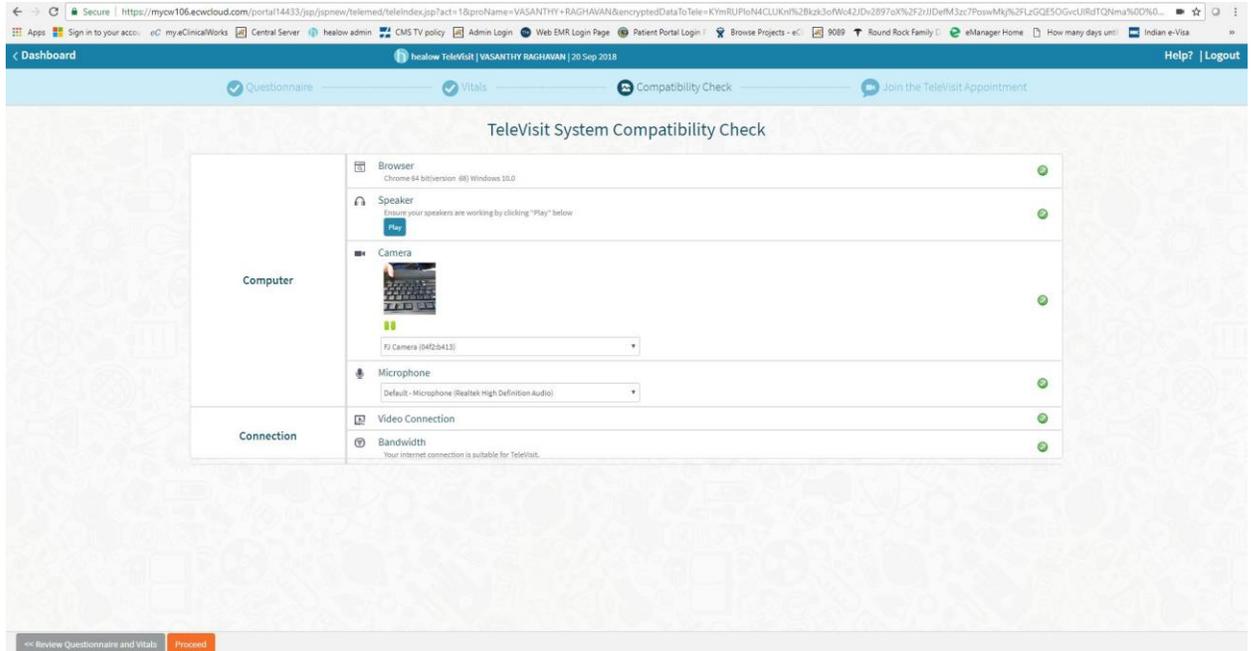
3. Next, you will be prompted to enter in your vitals (optional). Click on “Submit Vitals” when you finish.

The screenshot shows the same web browser window, but the "Vitals" section is active. The navigation bar now shows "Questionnaire" with a checkmark, "Vitals", "Compatibility Check", and "Join the Tele/visit Appointment". The main content area contains the following sections:

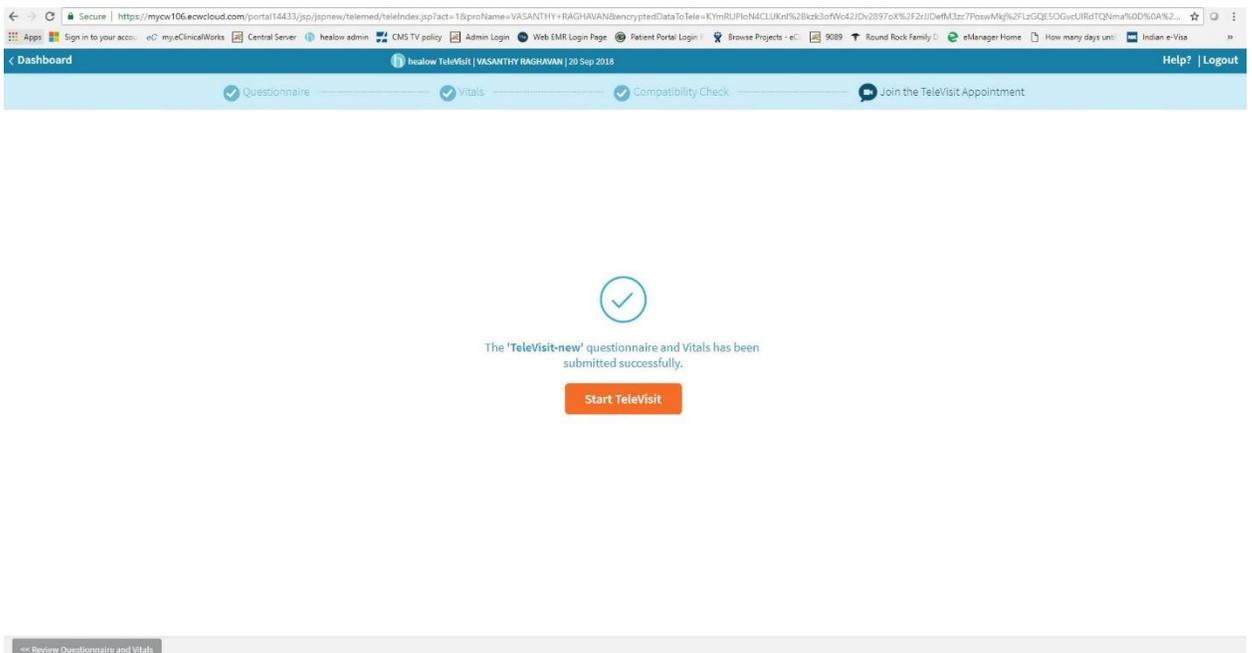
- Height:** Two input fields for "ft" (value: 5) and "inches" (value: 3).
- Weight:** An input field for "pounds" (value: 165).
- Blood Pressure:** Two input fields for the first and second values (values: 110 and 65).
- Temperature:** An input field for "F".
- Respiratory Rate:** An input field for "breaths per minute".
- Pulse Rate:** An input field for "breaths per minute".

At the bottom, there is a "Resubmit Vitals" button and a "Skip" button.

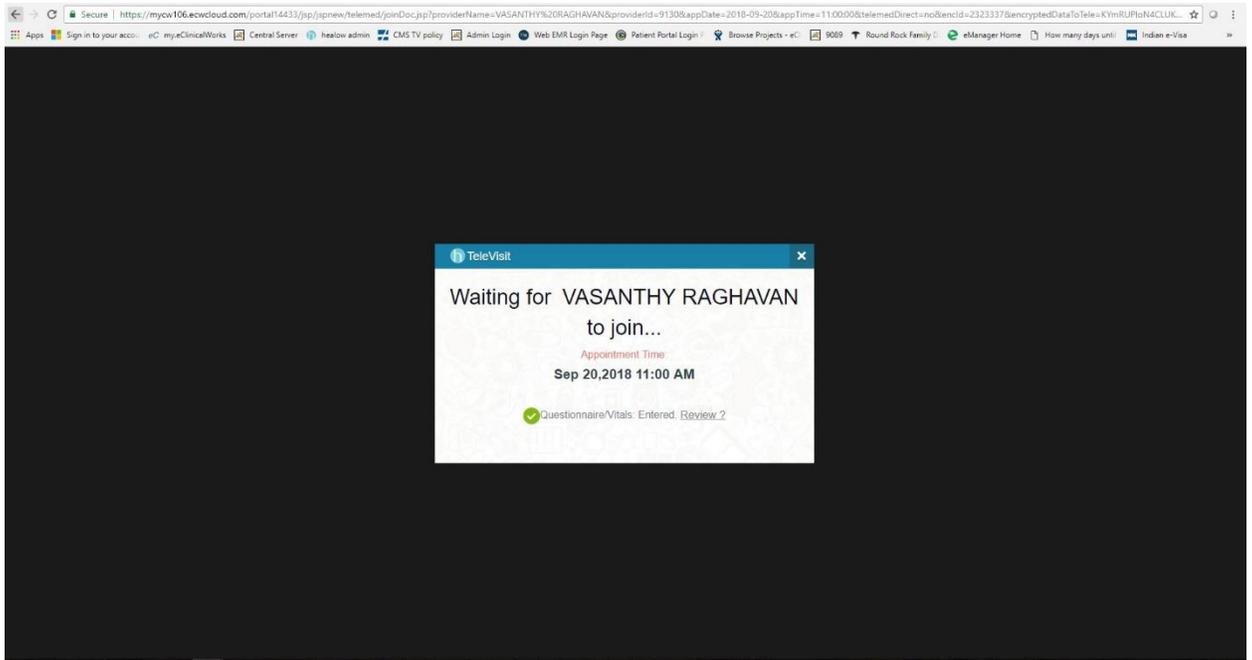
4. A software compatibility check will be run to ensure that the webcam and audio functions, browser, video connection, and bandwidth on your tablet or computer will work for TeleVisit appointment. When it has been completed, click on “Proceed” button.



5. Click on “Start TeleVisit” - this will alert your provider that you are ready and they can now start the TeleVisit appointment.

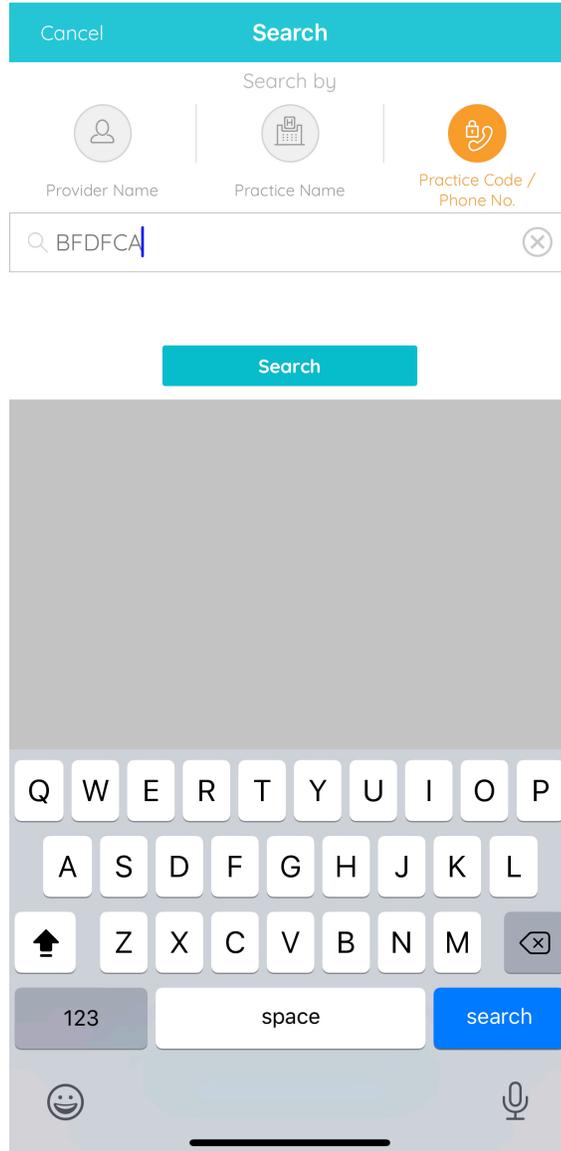


6. *You will then be placed in the virtual waiting room.*

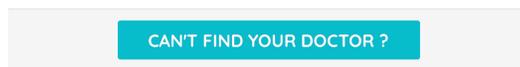
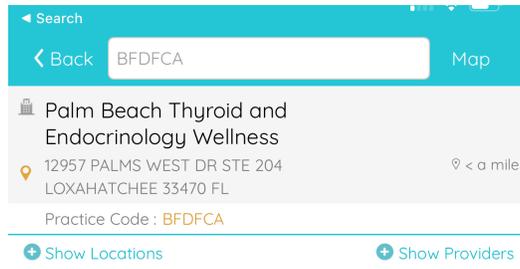


Method 3: Logging into TeleVisit from healow app on your phone

1. Download the healow app on your phone and search for our practice by entering the practice code: BFDFCA



2. *Click Search button. You will now see our practice name*



3. Log into healow app with your patient portal credentials

← Search

← Back

healow
Health and Online Wellness

PALM BEACH
THYROID &
ENDOCRINOLOGY WELLNESS, LLC

Login to Patient Portal account
Palm Beach Thyroid and Endocrinology Wellness

Username

Password

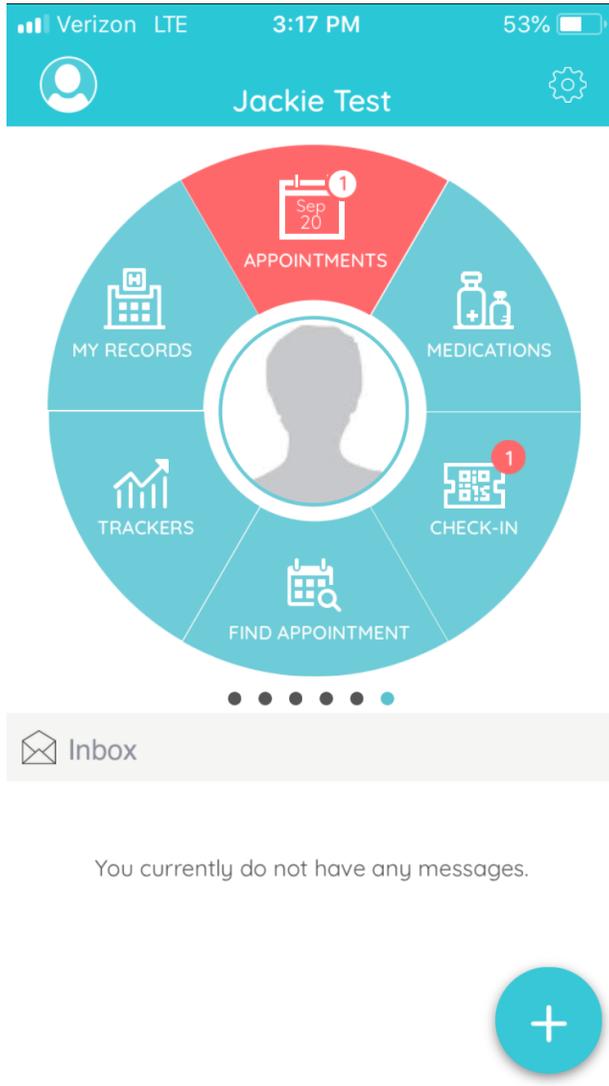
This account belongs to **Myself**

Login

[FORGOT USERNAME OR PASSWORD ?](#)

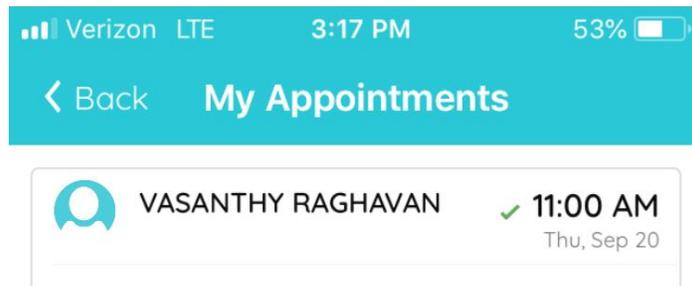


4. Go to the appointments tab on healow app

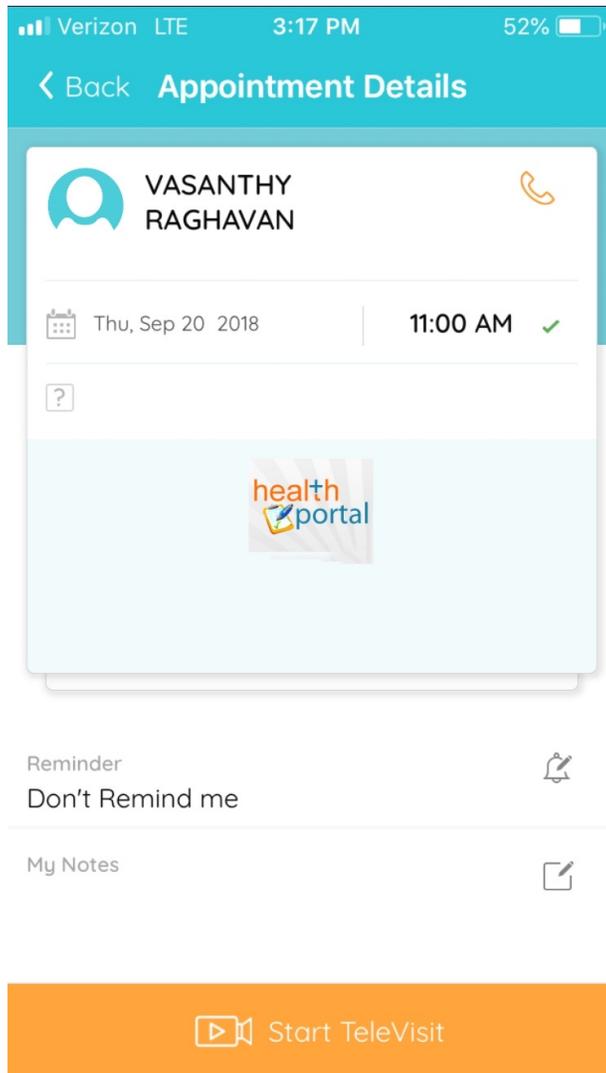


You currently do not have any messages.

5. In the My Appointments section, click on the TeleVisit icon under the appointment time



6. Click on the Start TeleVisit button on the bottom of the screen



8. Enter your vitals, click on Submit Vitals to move on to the next step

Verizon LTE 3:18 PM 52%

[Back](#) Questionnaire and Vitals

 Vitals

 **Height**

Ft in

 **Weight**

Pounds

 **Blood Pressure**

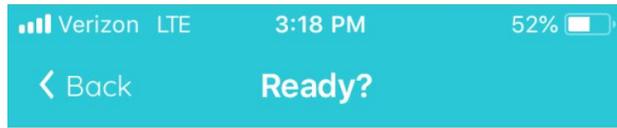
/

 **Temperature**

Fahrenheit

 **Respiratory Rate**

9. *Once vitals have been submitted, click on Start TeleVisit*

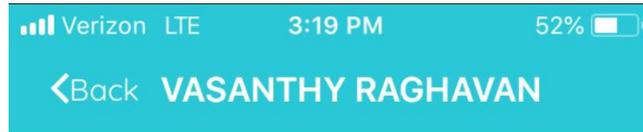


[Start TeleVisit](#)

The "TeleVisit-new" Questionnaire and Vitals have been submitted successfully.

[Review Questionnaire and Vitals](#)

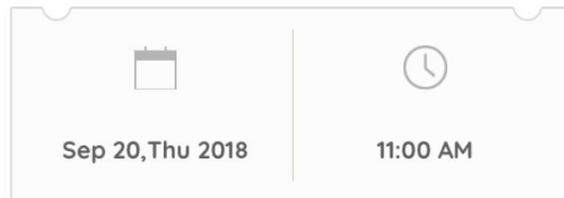
10. Once you click Start TeleVisit, your doctor will be notified that you are ready for the visit. You will then be connected to your doctor.



Waiting for
VASANTHY RAGHAVAN to join...



Appointment Time



 Questionnaire/Vitals entered
