



Participating in a TeleVisit Call Using my Computer or Laptop and my **Patient Portal**

Telemedicine is a convenient and effective way to see your healthcare provider

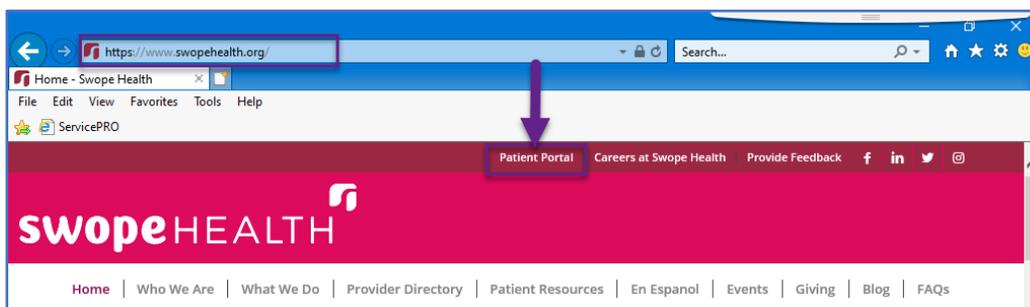
The first step is to call and schedule it with your Provider

Before beginning your TeleVisit, make sure that you:

- Have an active **Patient Portal** account, with username and password. If you do not know, please contact us at 816-923-5800 and a patient representative can check for you.
- Have a **camera and microphone** on your computer. It is good to have a headset or earpods for better sound quality.
- Be using a **supported internet browser**: Chrome, Safari or Firefox only at this time.
- Set aside a secure, private location for the call

To begin your Televisit, follow these easy steps

1. Log in to your patient portal by going to www.swopehealth.org. Click on the Patient Portal link at the top of the page.





2. Enter your User Id and Password. If you have forgotten your password, you can click on the forgot password or you can call us to reset the password.

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3. On your portal dashboard page, your upcoming TeleVisit appointment will be showing. When it is time for the call, click on Join TeleVisit to start the call.

Hi Ecw2,

Welcome to Swope Health Services Patient Portal! We are excited to offer you access to important aspects of your healthcare through our Patient Portal. We encourage you to take full advantage of our portal by accessing your medical record, review/update account information, view appointment information and also view your medical alerts. We thank you for using our Patient Portal. Sincerely, Swope Health Services

APPOINTMENTS View All

Dorothy Jackson
SHN Northland
2906 NW VIVION
RD,,RIVERSIDE,MO 64150-...
04/01/2020
9:30 AM CDT
Vitals: Entered

[Review ?](#)

[Join TeleVisit](#)

[View TeleVisit FAQ](#)

MESSAGES View All

5 unread

RE:BH Eng Reminder 02/13/2020
please call for follow up appt...

RE:labs 12/12/2019
Please call our office to discuss your recent labs...

RE:Notification of labs 11/26/2019
Fall is here and so is flu season! Be sure to ge...

CURRENT MEDICATION View All

1 Medications

Lasix 20 MG Once a day

[Request Refill](#)



4. Enter any vital sign information such as height and weight if you have it. Vital sign information is not required, you can just click Submit to move to the next screen.

The screenshot shows the 'Vitals' section of the healow TeleVisit interface. The header includes the user name 'Dorothy Jackson' and the date '31 Mar 2020'. Navigation links for 'Vitals', 'Compatibility Check', and 'Join the TeleVisit Appointment' are visible. The form contains input fields for Height (feet and inches), Weight (pounds), Blood Pressure, Temperature (F), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). A red box highlights the 'Submit Vitals' button at the bottom left.

5. The system does a check to ensure you have a camera, microphone and are using an internet browser that works. All items should have a green checkmark and then you can click proceed. This program does not work with Internet Explorer currently, only Chrome, Safari and Firefox are supported.

The screenshot shows the 'TeleVisit System Compatibility Check' screen. The header is the same as the previous screen. The main content area is titled 'TeleVisit System Compatibility Check' and lists several system requirements, each with a green checkmark in a red box:

Category	Item	Status
Computer	Browser (Windows 10.0)	✓
	Speaker (with Play button)	✓
	Camera (with webcam preview)	✓
	Microphone (Default - Headset Microphone)	✓
Connection	Video Connection	✓
	Bandwidth (Your internet connection is suitable for TeleVisit.)	✓

At the bottom left, there are two buttons: '<< Review Vitals' and 'Proceed', with the 'Proceed' button highlighted by a red box.



6. Accept the Swope Telehealth agreement and then click proceed. (**Note: Declining will end the call and you will not be able to complete this visit**). You are then placed in a waiting room until your provider arrives for the call. When it is time for your visit, the audio and video portions of the call will open, and you can see and speak with your provider.

7. Your physician will begin the face-to-face TeleVisit and disconnect when the visit ends.

The control bar below appears at the bottom of the screen during your call.



- Click on the square icon to change your camera or microphone if needed
- Click on the II icon to pause your call. This hides your image from the provider. Click it again to resume the call.
- Click the microphone to stop the provider from hearing you. Click it again to talk again.
- Click the red telephone icon to end the call
- Click on the chat icon to the far right to type a message to your provider. Click it again to close the chat window.