



Starting a TeleVisit from the eMail Link Using a Computer or Laptop

For many people today, telemedicine is a convenient and effective way to see their 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. Click on the orange button in the email confirmation or the email reminder for your appointment.
2. 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.

Your healow TeleVisit Details

04/01/2020 9:30 AM CST

You may be required to submit a questionnaire and provide your vitals prior to this appointment.

If you are joining using a MAC, COMPUTER, OR LAPTOP, be sure you are using Chrome, Safari or Mozilla Firefox as your browser.

This link also works with your iPhone or Android phone

[Join this Telemed Appointment directly](#)

In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones.

Healow TeleVisit | Dorothy Jackson | 31 Mar 2020 | Login | Help

Vitals | Compatibility Check | Join the TeleVisit Appointment

Height: ft. inches

Weight: pounds

Blood Pressure: /

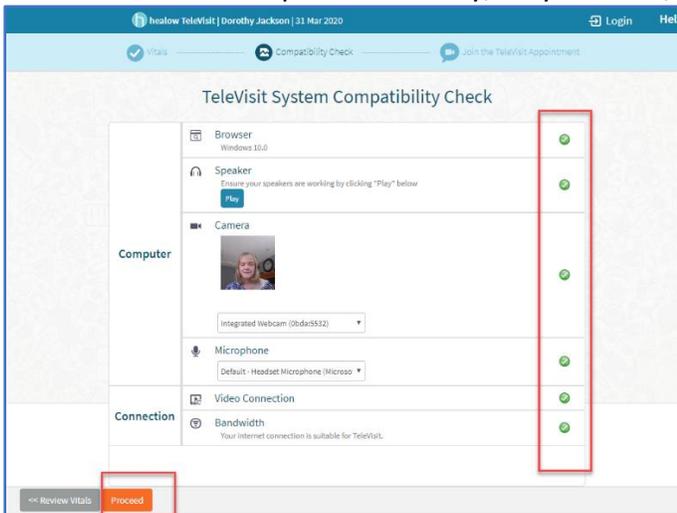
Temperature: F

Respiratory Rate: breaths per minute

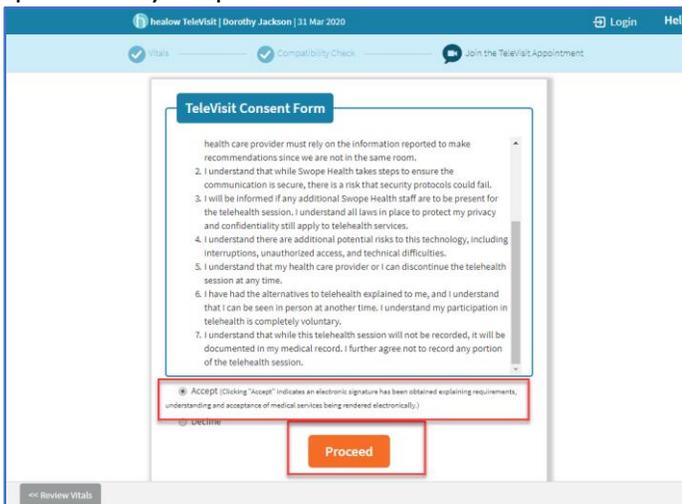
Pulse Rate: beats per minute

[Submit Vitals](#)

3. 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.



4. 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.



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