

## INSTRUCTIONS FOR TELEHEALTH VISITS

You have several options to choose from to connect with us. I would strongly encourage you to try connecting at least 15 minutes in advance of your consultation. Please let us know if you have any questions and we can try to assist you through the process.

### OPTION 1:

- You will be sent an appointment reminder via text or email 30 minutes prior to your appointment.
- Click on the provided link and it will take you directly to your appointment. Once you start your appointment, please complete the following steps:
  - Complete the Health History Form.
  - Skip over vital signs. A member of our healthcare team will contact you prior to your appointment to acquire this information.
  - Next, you will enter a connectivity test. This will perform a computer diagnostic test to ensure a stable connection with the provider.
  - Lastly, you will enter a virtual waiting room and a message will be sent to the provider stating you are online.

### OPTION 2:

- Download **Healow app** on your smartphone.
- Login to Healow app using your Comprehensive Gastrointestinal Health patient portal login information (username & password).
- Click on *Appointments*.
- Click on *Televisit w/ camera* (upper right hand corner of the screen).
- Click on *Start Televisit* (orange button on the bottom of the screen).
- You will be prompted to complete a Health History Form.
- Next, you will be asked to enter your vitals. Ignore this and just leave blank. A member of our healthcare team will contact you prior to your appointment to acquire this information.
- Click *blue button* at the bottom of the screen.
- Click *Start Televisit* you will then enter a virtual waiting room and the provider will be sent a message stating you are online.

### OPTION 3:

- Follow this link to our patient portal. [https://mycw119.ecwcloud.com/portal16415/jsp/100mp/login\\_otp.jsp](https://mycw119.ecwcloud.com/portal16415/jsp/100mp/login_otp.jsp)
- Log in using the username and password that was sent to you via our automated system.
- Click on *Appointments*.
- Click on *Televisit w/ camera* (upper right hand corner of the screen).
- Click on *Start Televisit* (orange button on the bottom of the screen).
- You will be prompted to complete a Health History Form.
- Next, you will be asked to enter your vitals. Ignore this and just leave blank. A member of our healthcare team will contact you prior to your appointment to acquire this information.
- Click *blue button* at the bottom of the screen.
- Click *Start Televisit* you will then enter a virtual waiting room and the provider will be sent a message stating you are online.