



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: First Name

	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 and navigation links for Home, Cambiar a Español, Practice Details, and Sign Out. A dark sidebar on the left contains icons for Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, and Trackers. The main content area is titled "Hi Jackie," and features four primary dashboard widgets:

- 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 1 recent referral for "murmur | murmur" on 03/12/2019.
- MEDICAL RECORDS:** A section for viewing medical records.

At the bottom of the Medical Records section, a note states: "Personal Health Record can be requested by clicking on the" followed by a partially visible icon.

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%2GA%2BWM3Yut1qybIKq1x3dee2Fpyl.cE56gP1tuAsk5yKLU...>. 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 main content area contains the following 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, there are two buttons: "Resubmit Vitals" (orange) and "Skip" (grey).

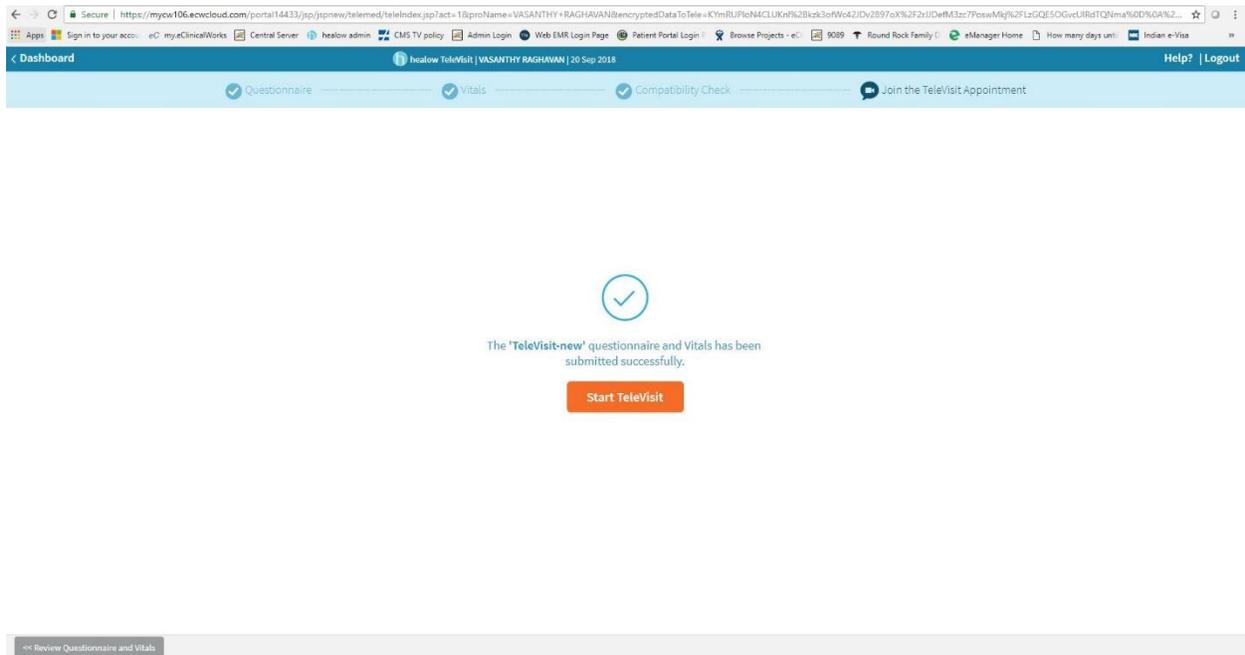
5. Once you enter in your vitals, a software compatibility check will be run to ensure that the webcam and audio functions on your tablet / computer will work for TeleVisit appointment;

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 main content area displays the following compatibility check results:

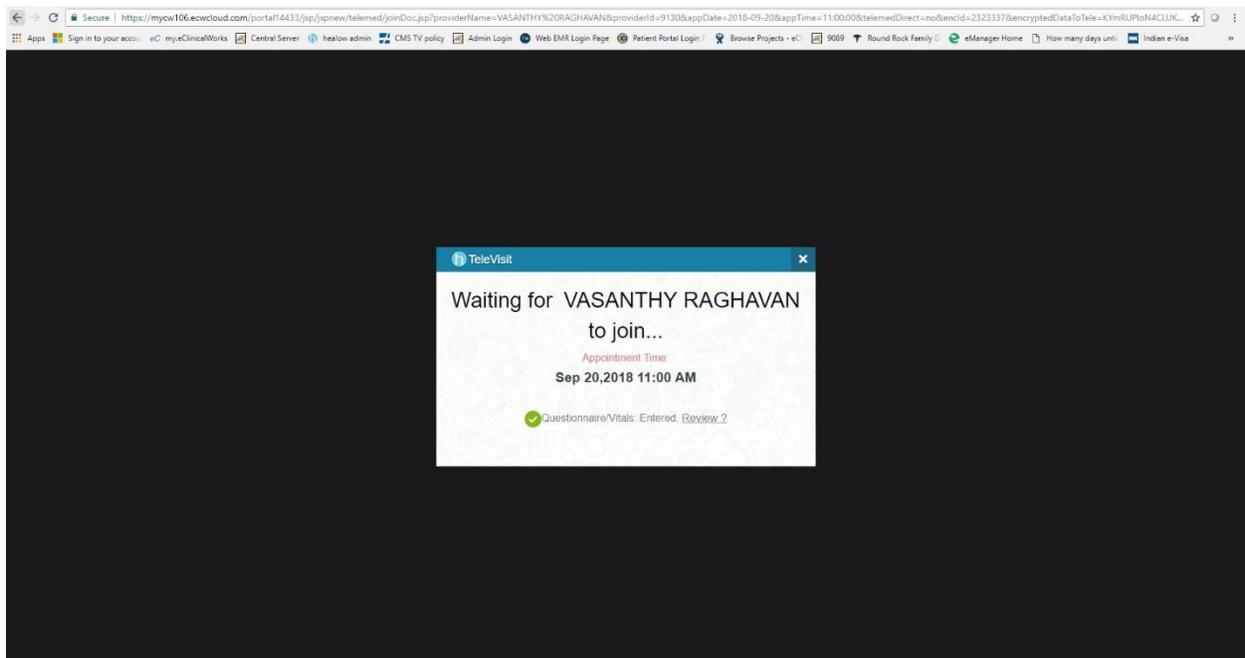
Category	Item	Status
Computer	Browser Chrome 64 bit (version: 68) Windows 10.0	✓
	Speaker Ensure your speakers are working by clicking "Play" below	✓
	Camera FJ Camera (042B415)	✓
	Microphone Default - Microphone (Realtek High Definition Audio)	✓
Connection	Video Connection	✓
	Bandwidth Your internet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

At the bottom, 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 user interface for a TeleVisit appointment. At the top, there is a header with a 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 three-step process flow: 1. "Login to Portal" with a speech bubble icon, 2. "Fill Questionnaire & Vitals" with a document icon, and 3. "Start Your Appointment" with a calendar icon.

Your healow TeleVisit Details

09/20/2018 11:45 AM^{EST}

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

Join this Telemed Appointment directly

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

healow TeleVisits are Quick

Login to Portal Fill Questionnaire & Vitals Start Your Appointment

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=KYmRUPloN4CLUKk%2Bk3ofW642JDv2897oX%2F2zUDeFM3zc7PoswMk%2FLzGQESOGvUURdTCNma%0A%2BWDtut1qvbKq1c3deeZFpyLoE68gPYLtuAzsYkU...>. 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".

Please note: TeleVisits only work on Google Chrome and Firefox browsers and healow app.

TeleVisit Consent

I agree to participate in a TeleVisit consultation and to pay starting from \$35 per visit.

Yes - to continue to see provider
 No - provider will not join the TeleVisit

Reason for visit

Reason for visit
I have headache today

Today Symptoms

Today Symptoms
bad headache

Do you have any allergies?

Do you have any allergies?
Yes - seafood

Current Medications List

Current Medications List
Nothing as of now

Resubmit Questionnaire Skip

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, now on the "Vitals" page. The navigation bar shows "Questionnaire" as completed and "Vitals" as the current step. The "Compatibility Check" and "Join the Tele/visit Appointment" buttons are also visible.

Height
5 ft 3 inches

Weight
165 pounds

Blood Pressure
110 / 65

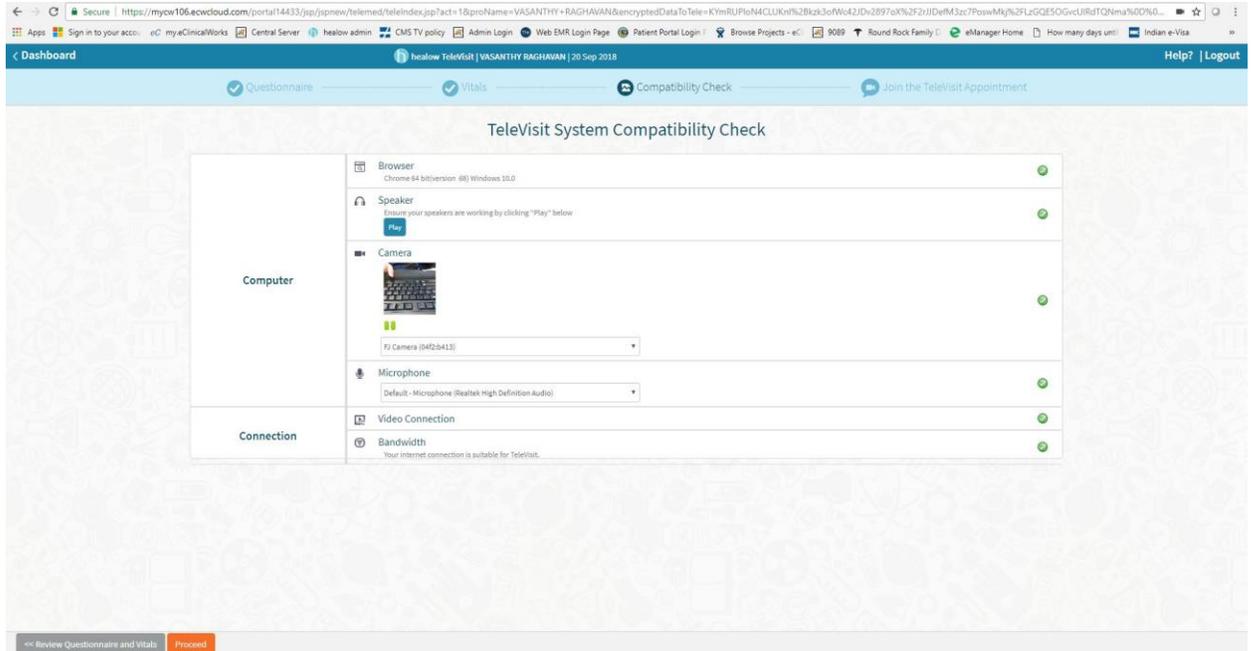
Temperature
F

Respiratory Rate
breaths per minute

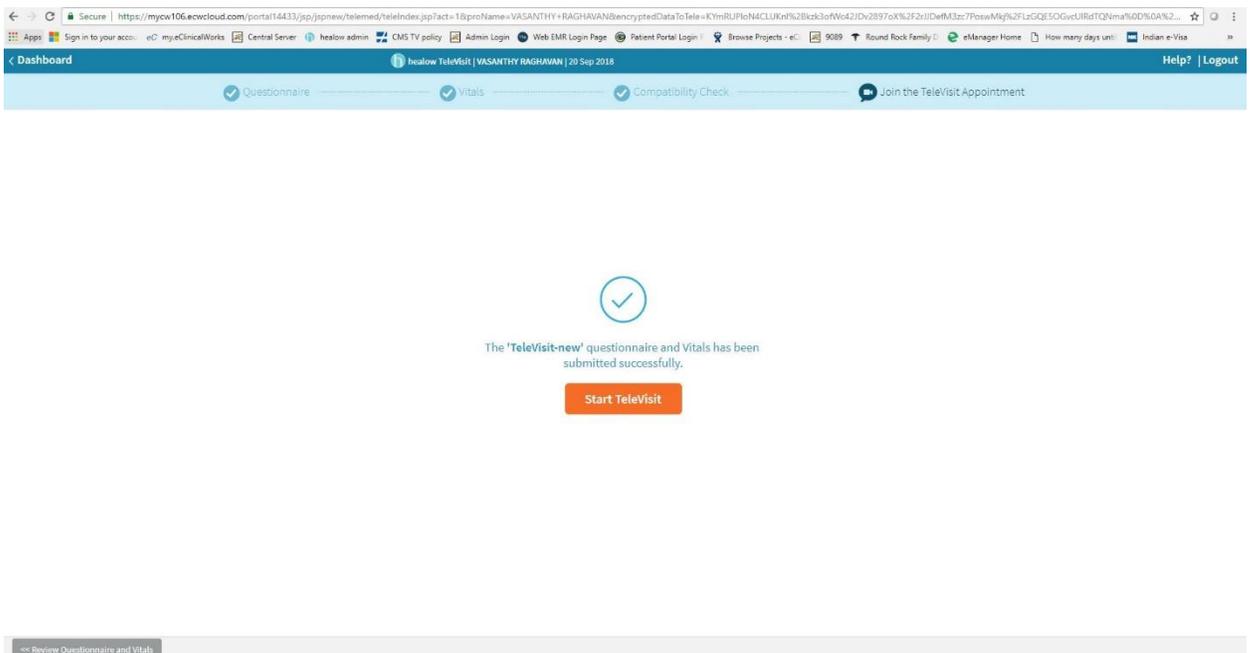
Pulse Rate
breaths per minute

Resubmit Vitals Skip

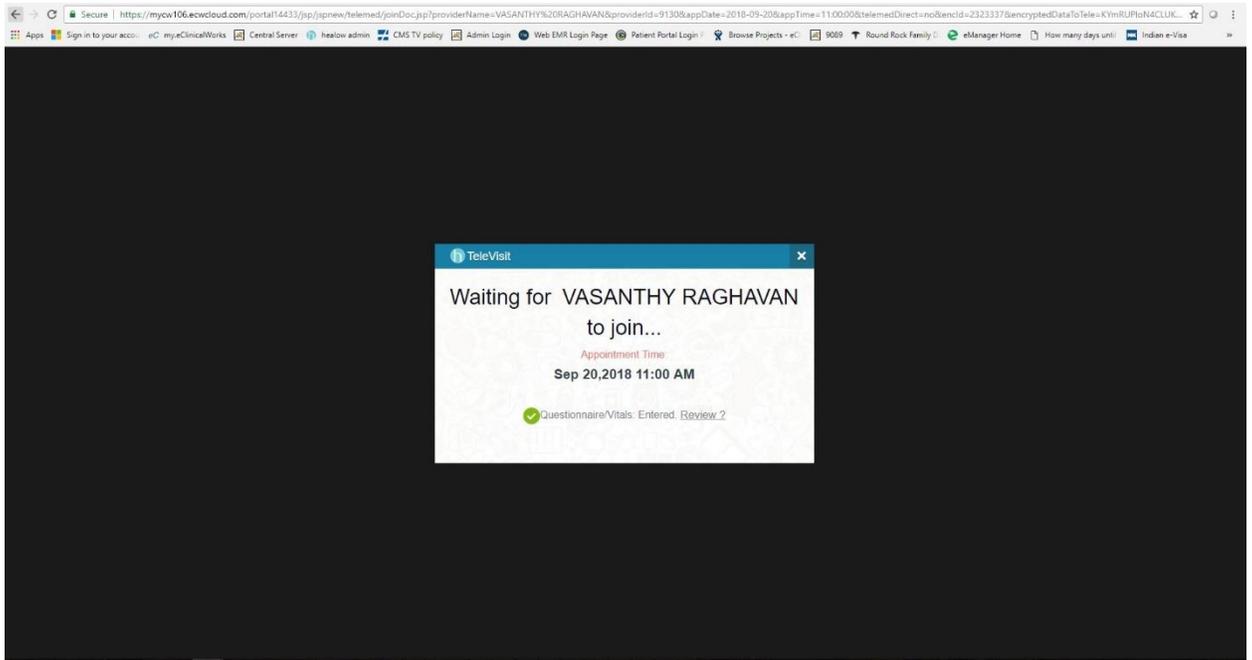
4. A software compatibility check will be run to ensure that the webcam and audio functions, browser, video connection, and bandwidth on your tablet or computer will work for TeleVisit appointment. When it has been completed, click on “Proceed” button.



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

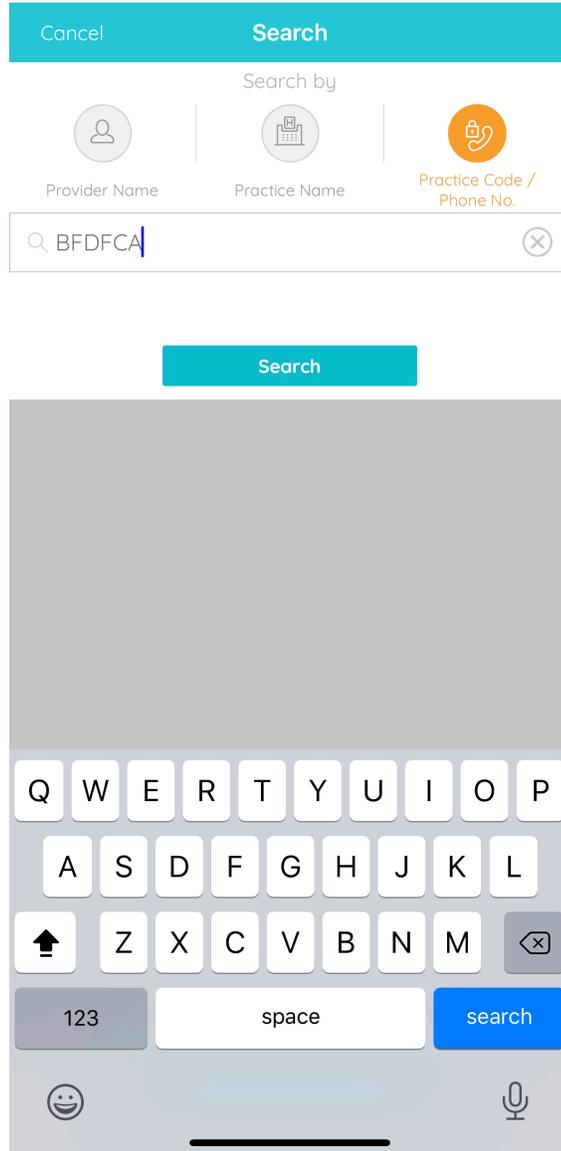


6. *You will then be placed in the virtual waiting room.*

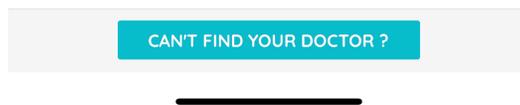
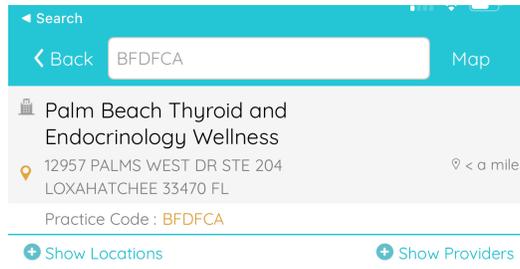


Method 3: Logging into TeleVisit from healow app on your phone

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*

The screenshot shows the login interface of the healow app. At the top, there is a teal header bar with a search icon, a back arrow, and the healow logo (Health and Online Wellness). Below the header is the logo for Palm Beach Thyroid & Endocrinology Wellness, LLC. The main heading reads "Login to Patient Portal account" followed by "Palm Beach Thyroid and Endocrinology Wellness". There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below these is a dropdown menu showing "This account belongs to Myself" with a downward arrow. A large orange "Login" button is positioned below the dropdown. At the bottom, there is a blue link that says "FORGOT USERNAME OR PASSWORD?".

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

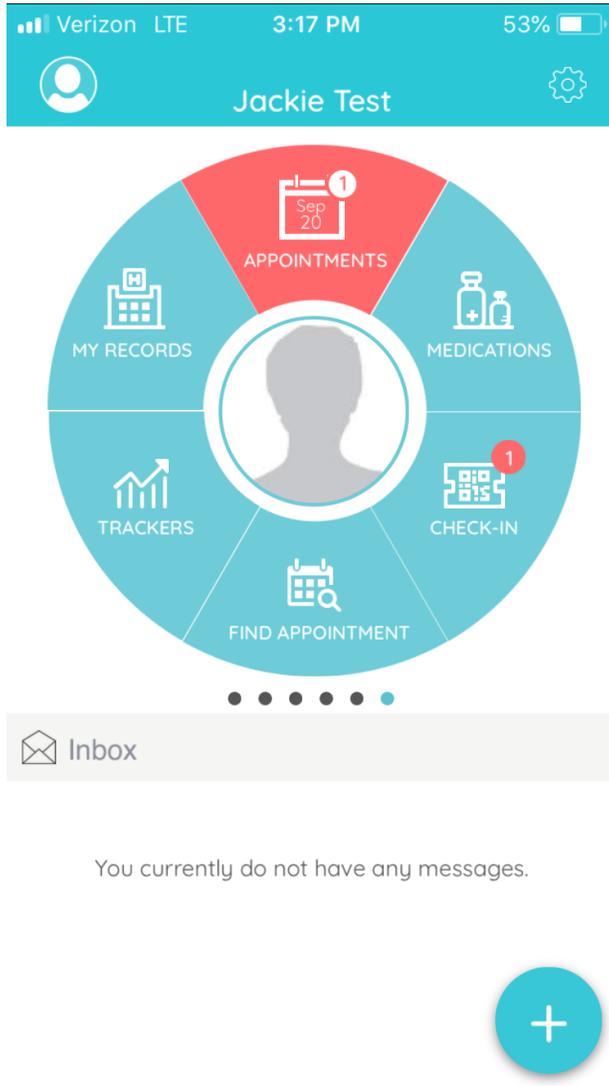
This account belongs to **Myself**

Login

[FORGOT USERNAME OR PASSWORD ?](#)

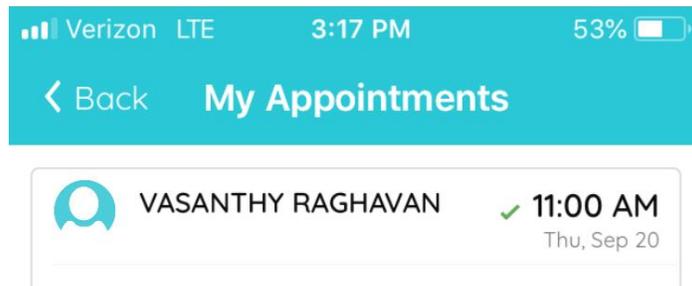


4. Go to the appointments tab on healow app

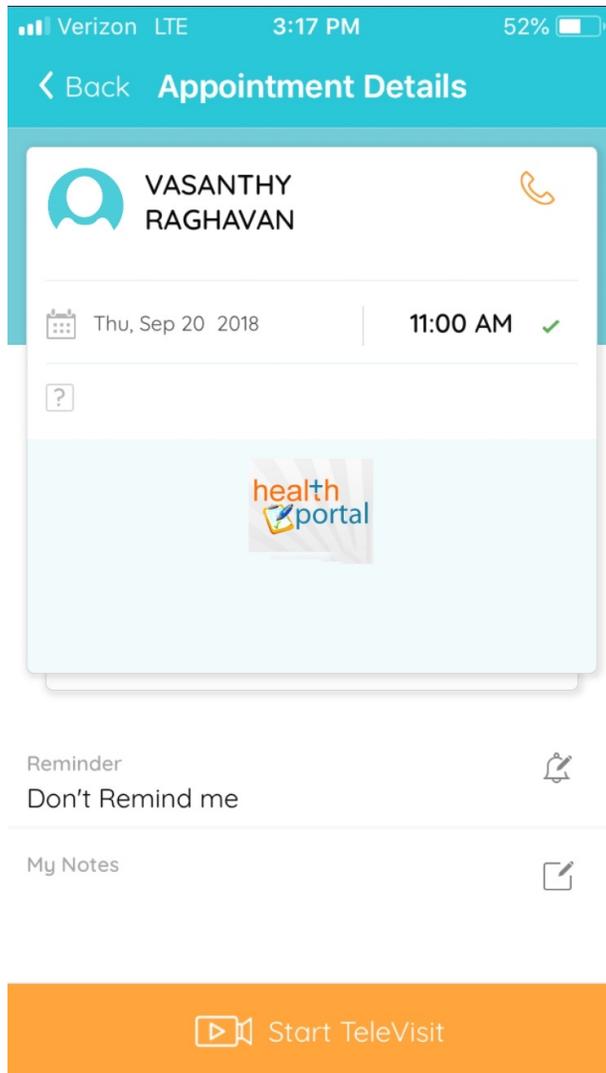


You currently do not have any messages.

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**

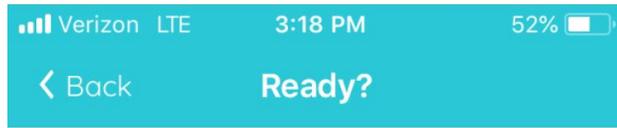
/

 **Temperature**

Fahrenheit

 **Respiratory Rate**

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

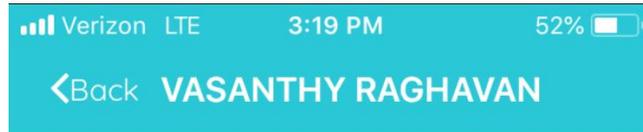


Start TeleVisit

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

Review Questionnaire and Vitals

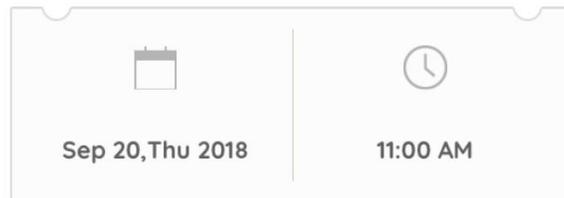
10. Once you click Start TeleVisit, your doctor will be notified that you are ready for the visit. You will then be connected to your doctor.



Waiting for
VASANTHY RAGHAVAN to join...



Appointment Time



 Questionnaire/Vitals entered
