

How to Join Your TeleVisit

Healow TeleVisit is a convenient way to meet with your provider digitally, through either the Healow phone application or the eCW Patient Portal on your computer. Below are three ways to log in and join your scheduled TeleVisit to meet with your provider. Once you have joined, continue to section 4 “Complete Pre-Visit Questionnaires and Vitals”.

1. Join through the confirmation email

Healing House Medical Clinic
6968 NE ENETA LN SUQUAMISH, WA 98392-9766, 360-394-1350

Hello Erik,

You have an upcoming televisit with **Alexander Kraft**. Please note the details of the visit below.

 **09/05/2023**  **3:45 PM_{PST}**

Join 15 mins before the visit by clicking the button below.



-OR-

Join using your 12 digit televisit code by visiting
[https://link.zixcentral.com/u/4131b301/PgwXRy9M7hGQaifvhnsoMg?
u=https%3A%2F%2Fhealow.com%2Fapps%2Ftv%2Fcode](https://link.zixcentral.com/u/4131b301/PgwXRy9M7hGQaifvhnsoMg?u=https%3A%2F%2Fhealow.com%2Fapps%2Ftv%2Fcode) and
entering
2LO-1OK-B79-9G2

 healow App users: you can start your visit from the My Appointments area within the App

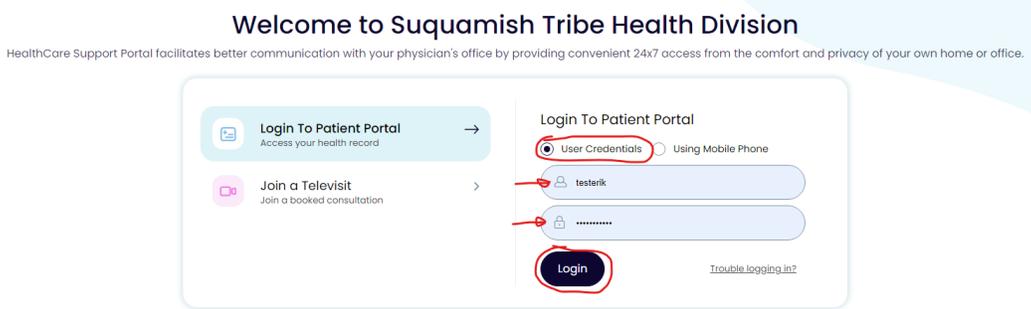
 If you are joining your televisit from a computer, you will need a webcam, and speakers or headphones.

If you need help connecting to your visit or to cancel or reschedule this appointment, please call **360-394-1350**.

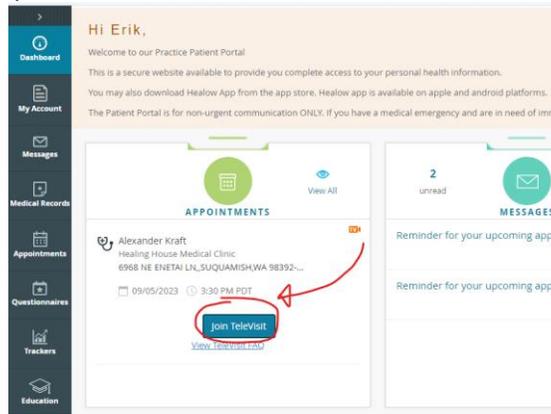
- When your TeleVisit appointment was booked, you should have received a confirmation email to the email address on file from “Suquamish Tribe Health Division” titled “TeleVisit Appointment Confirmation from your doctor’s office”.
- To join, either click the “Start Televisit” button or follow the listed link and enter the 12 digit TeleVisit code from the email when prompted.

2. Join through the eCW Patient Portal (on your computer)

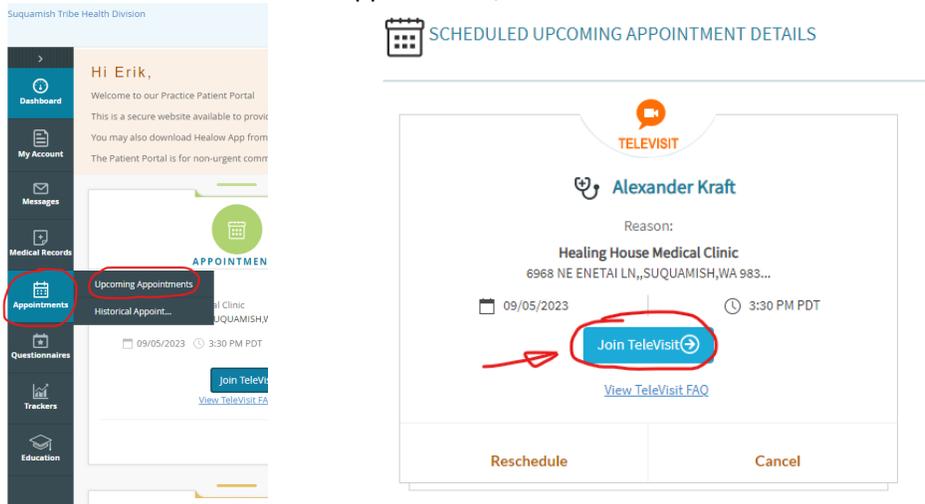
- a. In an internet browser, go to https://mycw180.ecwcloud.com/portal23608/jsp/100mp/login_otp.jsp
- b. With the “User Credentials” option selected, enter your username, password, and then click “Login”.



- c. From your dashboard, your next appointment will be in the upper left corner of the widgets. If this is the correct appointment, click “Join TeleVisit” and proceed to the section “Complete Pre-Visit Questionnaires and Vitals”

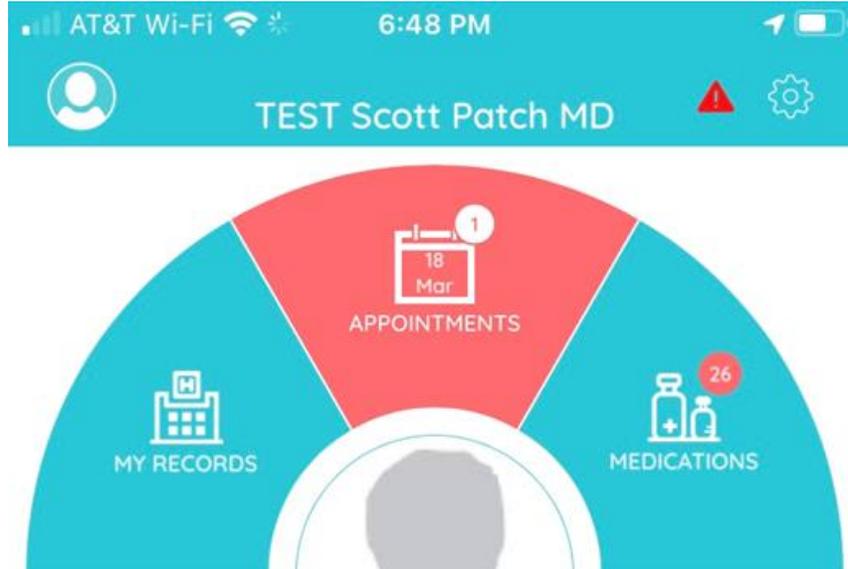


- d. If your televisit is not listed in the upper left widget, hover over the “Appointments’ module on the left toolbar, and then click “Upcoming Appointments”
- e. Find the correct TeleVisit appointment, and then click the blue “Join TeleVisit” button.

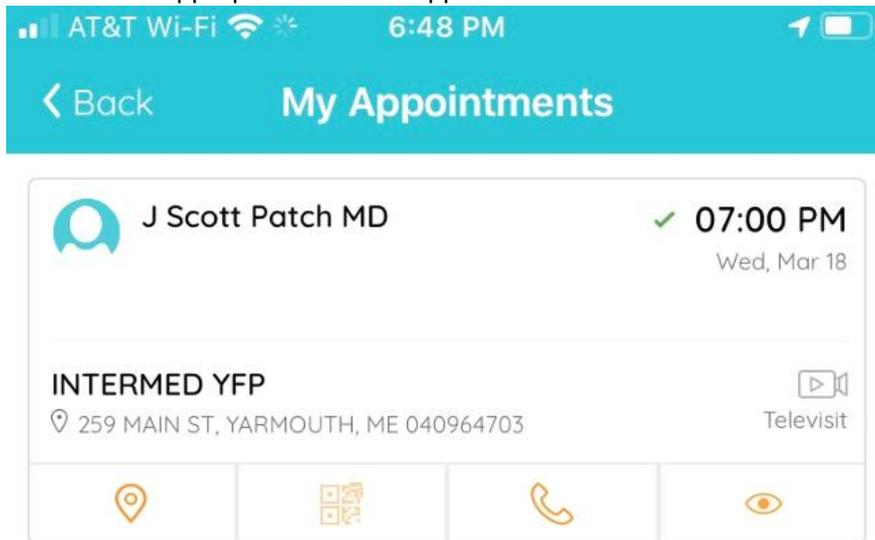


3. **Join through the Healow phone app**

- a. Log into the Healow app on your phone
- b. Click on “Appointments” at the top of the menu wheel



- c. Click on the appropriate TeleVisit appointment



- d. At the bottom of the screen, click “Start TeleVisit”



4. Complete Pre-Visit Questionnaires and Vitals

- a. Once you have joined the TeleVisit, you will be presented pre-visit questionnaire(s).
- b. Complete the questionnaire(s) to the best of your knowledge. If you have any questions about the questionnaire(s) or do not know the answer to a question, you may skip them and discuss them with your provider/nurses.
- c. If you are able to take your own vitals, enter them in the Vitals screen that pops up. If you have any questions or are unable to take your own vitals, you may skip the vitals and discuss them with your provider/nurses.
- d. Click on “Start Televisit” to proceed.

5. During your TeleVisit

- a. Once started, you will be brought to a holding screen until your provider connects.
- b. Remember to hold the camera in front of your face unless your provider asks you to show some other part of your body.
- c. Remember to be in a private area where you can keep your medical information private/prevent unwanted interruptions.
- d. Feel free to bring up any questions to your provider.