



ACCESSING TELE-VISITS VIA THE PATIENT PORTAL

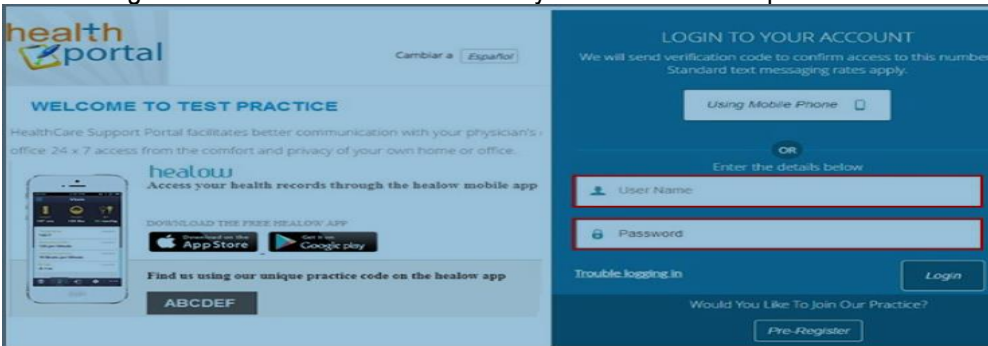
Aspen Family Medicine & Geriatrics is pleased to offer TeleVisits via the Healow app, which is the same medium as the Patient Portal. If you have not set up your account, please contact the practice at 909-982-7741 and we will be glad to assist you!

To join a TeleVisit in the Patient Portal you will need the following:

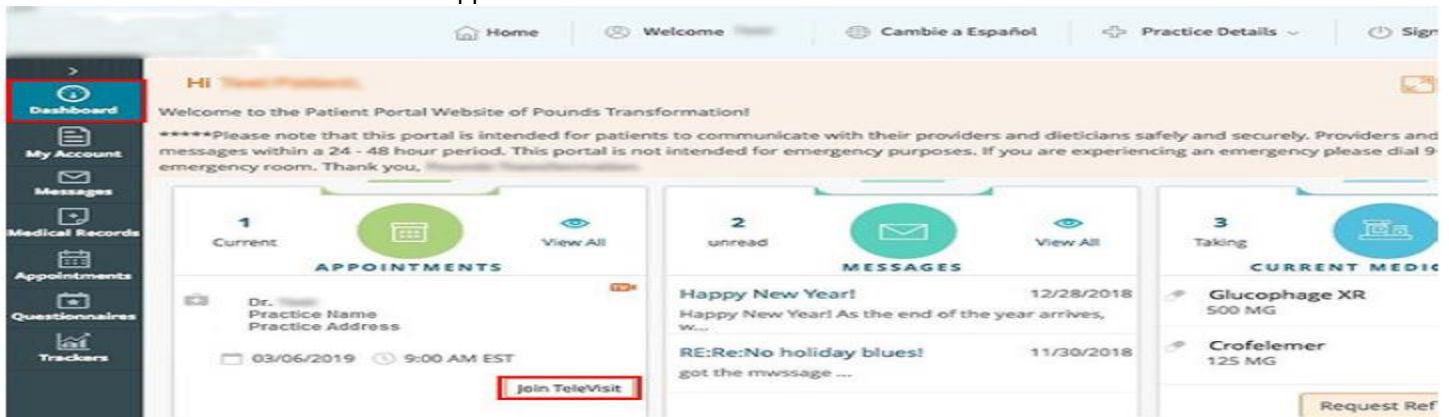
- Google Chrome
- A web cam and microphone (while using a desktop)

To start a TeleVisit in Patient Portal:

1. Log in to the eCW Patient Portal with your username and password



2. On the Patient Portal home page, click Dashboard
3. Click *Join TeleVisit* to start the appointment

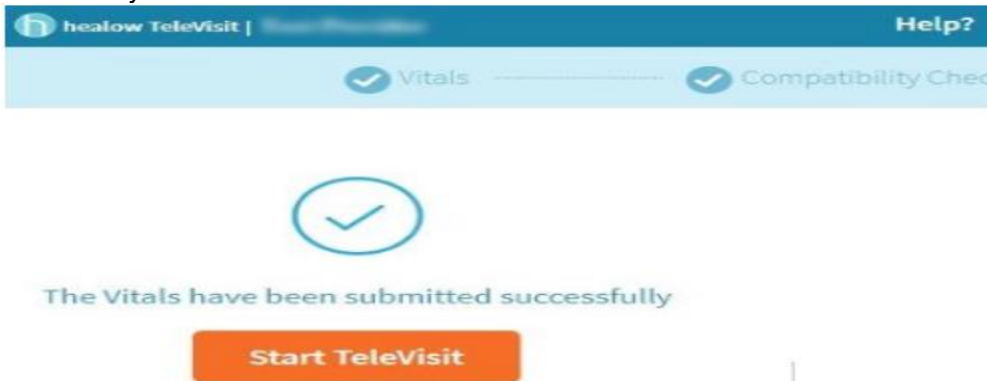


4. On the Patient Portal *TeleVisit* window enter your vitals accurately in the vitals section and then click Submit Vitals:

The portal performs a TeleVisit compatibility check to make sure the necessary requirements including the web cam, microphone, and Internet bandwidth are compatible to join TeleVisit.

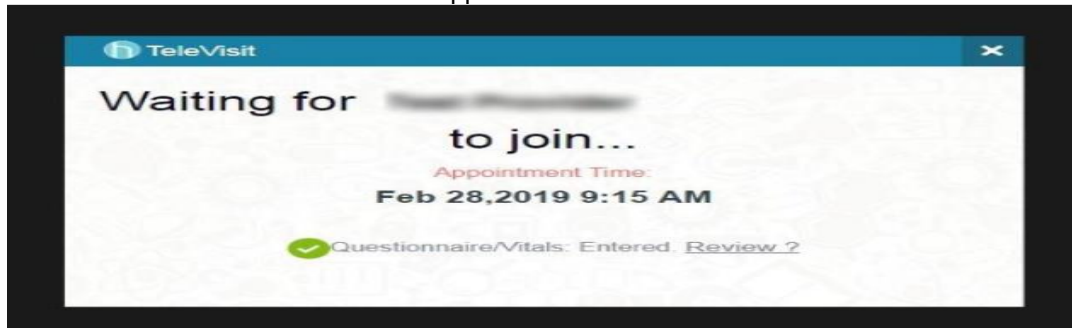


After the compatibility check is performed, the system responds with the following message *The Vitals has been submitted successfully*



5. Click *Start TeleVisit*

The virtual waiting room window opens, displaying the provider name and appointment time. At the same time the Provider is notified that the TeleVisit Appointment



When the Provider joins the TeleVisit, the Provider and patient windows open



6. After the TeleVisit is concluded, click the red phone icon at the bottom of the window to end the encounter

**Thank you for trusting us with your care & for being a valued patient of
Aspen Family Medicine & Geriatrics!**