



PALMETTO  AND SPECIALTY
PRIMARY CARE
PHYSICIANS

PATIENT GUIDE:



How to Log into your Televisit Appointment using the Patient Portal

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 for Televisit Appointments:

- Google Chrome or Mozilla Firefox internet browsers
- If using a desktop – webcam and speakers / microphone

Step 1: You will need to log into the patient portal -here:

https://mycw87.ecwcloud.com/portal11649/jsp/100mp/login_otp.jsp

with your username and password to start the scheduled TeleVisit appointment:

The screenshot displays the Palmetto Primary Care Physicians website. On the left, there is a navigation menu with the Palmetto Primary Care Physicians logo and a 'Cambiar a Español' link. The main content area features a 'Welcome to Palmetto Primary Care Physicians' message, a COVID-19 update, and a promotional banner for the Healow mobile app. The app banner includes the Healow logo, a smartphone image, and instructions to download the app from the App Store or Google Play. A unique practice code 'CGJCA' is provided. On the right, a blue sidebar contains a 'LOGIN TO YOUR ACCOUNT' section with a verification code prompt, a 'Using Mobile Phone' button, and a login form with fields for 'User Name' and 'Password'. A 'Login' button and a 'Trouble logging in' link are also present.

Step 2: Once you are logged into the patient portal you will see the scheduled TeleVisit in your patient dashboard. Click the “Join Televisit” button.

Palmetto Primary Care Physicians

Home | Cambie a Español | Sign Out

Hi Rainbow,

AN IMPORTANT NOTE REGARDING CORONAVIRUS (COVID-19)
As your caregivers, your health and safety is our top priority. Please rest assured that our staff and medical practitioners are taking every additional precaution we can to ensure that our office is a clean and safe space for all of our patients to continue to receive medical care during this time.

APPOINTMENTS | View All

Benjamin Moreland
Test Facility
201 SIGMA DR, STE 100, SUMMERVILLE, SC 29...
03/22/2020 8:30 PM
[Join TeleVisit](#)
[View TeleVisit FAQ](#)

MESSAGES | View All

5 unread

Information Regarding Coronavirus (COVID-19) 03/03/2020
This is a message from Palmetto Primary Care Phys...

Physical Therapy Services now available! 02/18/2020
Dear Patient, We are pleased to announce that ...

Physical Therapy Services now available! 02/17/2020
Dear Patient, We are pleased to announce that ...

CURRENT MEDICATION | View All

2 Medications

CBD Oil (cannabidiol)

CBD Oil (cannabidiol)

[Request Refill](#)

Step 3: You will be prompted to answer a questionnaire. Click Submit Questionnaire after completing it.

Dashboard | healow TeleVisit | Benjamin Moreland | 22 Mar 2020 | Help? | Logout

Questionnaire | Vitals | Compatibility Check | Join the TeleVisit Appointment

Please complete your health questionnaire to the best of your ability.

Telehealth:

By answering "yes" I acknowledge this is not a medical emergency and I have no critical issues.
 Yes
 No

By answering "yes" I acknowledge the Telemedicine visit is cash up front and not filed to my insurance.
 Yes
 No

By answering "yes" I acknowledge I am an active patient
 Yes
 No

By answering "yes" I acknowledge I have completed my annual well visit
 Yes
 No

By answering "yes" I acknowledge I cannot obtain a controlled drug refill on this Telemedicine call and will need to schedule a visit with my primary care provider to obtain a controlled drug refill
 Yes
 No

Any other person Participating in the telemedicine visit (IE: spouse or caregiver):
 Yes

[Submit Questionnaire](#)

Step 4: Next, you will be prompted to enter your vitals. Then, click Submit Vitals.

Dashboard | healow TeleVisit | Benjamin Moreland | 22 Mar 2020 | Help? | Logout

Questionnaire | Vitals | Compatibility Check | Join the TeleVisit Appointment

Height: ft inches

Weight: pounds

Blood Pressure: /

Temperature: F

Respiratory Rate: breaths per minute

Pulse Rate: breaths per minute

Submit Vitals

Step 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. It may ask your permission to use your camera and microphone. Click "Allow".

Dashboard | mycw87.ecwcloud.com wants to use your microphone | TeleVisit | Benjamin Moreland | 22 Mar 2020 | Help? | Logout

Questionnaire | Vitals | Compatibility Check | Join the TeleVisit Appointment

TeleVisit System Compatibility Check

Computer	Browser Windows 10.0	✓
	Speaker Ensure your speakers are working by clicking "Play" below <input type="button" value="Play"/>	✓
	Camera Camera not detected. Please close your browser, verify video connections and settings, and try again.	✗
	Microphone <input type="text"/>	✓
Connection	Video Connection	⚙️
	Bandwidth	📶

<< Review Questionnaire and Vitals | Skip

Step 6: Once it is completed, click “Proceed”.

Dashboard | healow TeleVisit | VASANTHY RAGHAWAN | 20 Sep 2018 | Help? | Logout

Questionnaire Vitals Compatibility Check Join the TeleVisit Appointment

TeleVisit System Compatibility Check

Category	Item	Status
Computer	Browser	Chrome 84 bit (version 88) Windows 10.0
	Speaker	Ensure your speakers are working by clicking "Play" below
	Camera	FJ Camera (042b413)
Connection	Video Connection	
	Bandwidth	Your internet connection is suitable for TeleVisit.

<< Review Questionnaire and Vitals **Proceed**

Step 7: Click on “Start TeleVisit” – this will alert your provider that you have entered the Virtual Waiting Room and they can now start the TeleVisit appointment.

Dashboard | healow TeleVisit | Benjamin Moreland | 22 Mar 2020 | Help? | Logout

Questionnaire Vitals Compatibility Check Join the TeleVisit Appointment

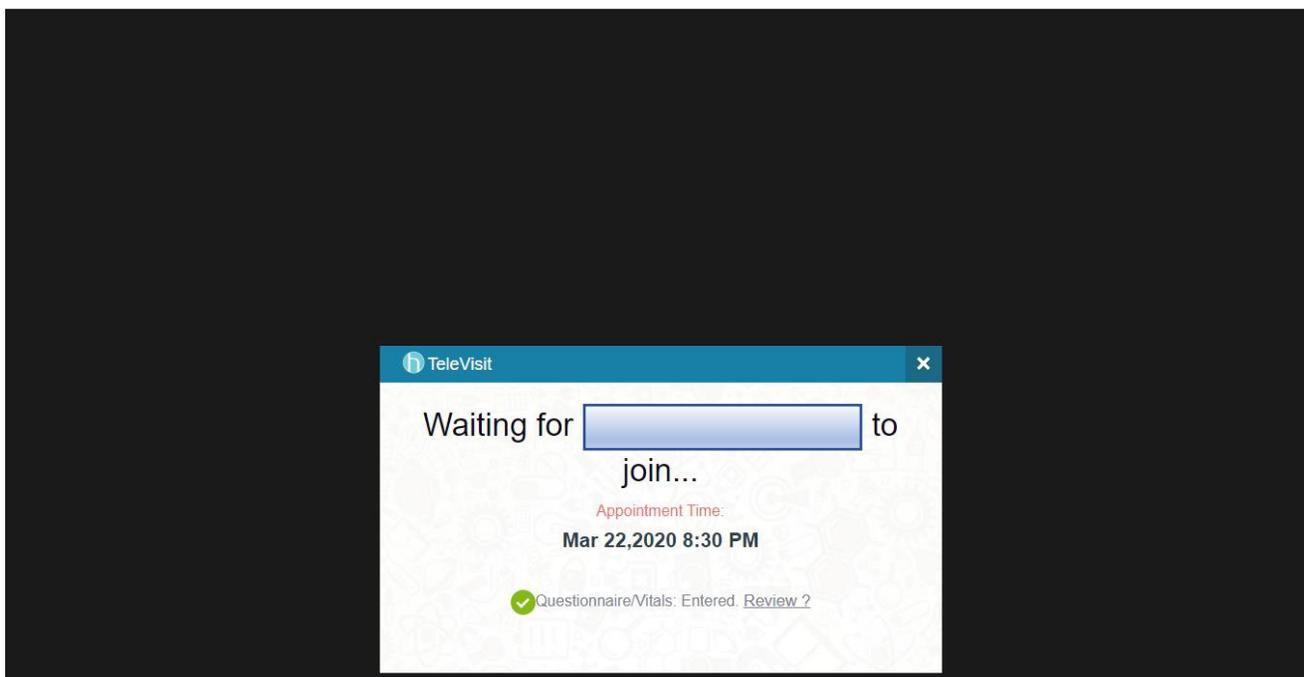
✓

The 'Televisit-Updated' questionnaire and Vital has been submitted successfully.

Start TeleVisit

<< Review Questionnaire and Vitals

Step 8: You will then be placed in the waiting room for your provider is ready to start the TeleVisit appointment.



If you should have any questions,
please call your physician's office directly.