

# PCA Joining a TeleVisit Help Guide: Web Portal





# Welcome to your new Web Portal!

This is a step-by-step guide to guide you through the process of joining a TeleVisit through the Web Portal.

After reading this guide, you will be able to navigate the process for receiving messages and joining a TeleVisit.

Other topics include steps to check your web portal inbox, receive email notifications, text messages, and a more in-depth look for what to expect during your first TeleVisit.

Finally, you will learn the steps to navigate the TeleVisit process.





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# Welcome to your new Web Portal!

The health portal is an online tool that allows you to access your health information and securely communicate with your care team.

This guide will give you step-by-step instructions for how to navigate the process for receiving messages and joining a TeleVisit.

If you get stuck at any point of the TeleVisit process, please don't hesitate to call our patient phone line.



**The help number is 561-823-3821.**






# Receiving Notification Your Upcoming TeleVisit

Based on your indicated Primary Care Anywhere communication preferences, a notification reminder will be sent to you before your scheduled TeleVisit.

## Web Portal Inbox

Reminders for your scheduled TeleVisit will be located within your Inbox in your web portal. Hover **Messages** and click **Inbox**.


 **MESSAGES**

**Compose** **Delete**


**Inbox** Sent Messages Deleted Messages

<input type="checkbox"/>	Received From	Subject	Date Time
<input type="checkbox"/>	Conviva Primary Care Anywhere	<a href="#">Reminder for your upcoming appointment</a>	03/14/2023 05:31 PM

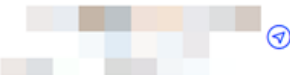
English ▾

Hi 

Your appointment details

 **Thursday,**  
**March 16, 8:50 AM EST**

Video Visits Orientation



Contact us at :  
561 – 403 - 1192

Are you going to be able to make it to this appointment?

**Yes, I'll Be There**

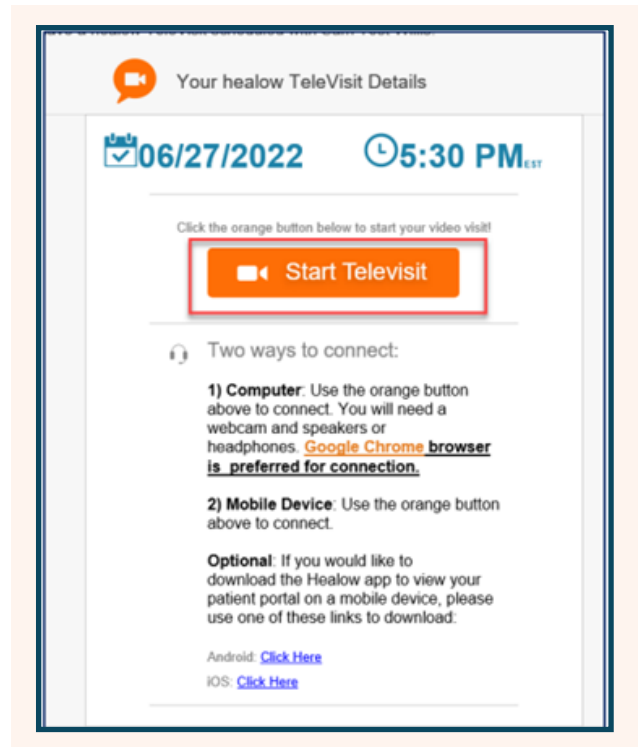


# Receiving Notification

## Types of Notification

### Email Notifications

Email reminders will be sent 30 minutes prior to your scheduled TeleVisit appointment. You will also have the ability to click **Start TeleVisit** within the email to begin the virtual visit when it's time.



### Text Messages

Text message reminders will be sent 30 minutes prior to your scheduled TeleVisit appointment.

Though there will be a link to start the visit - It is recommended, for optimal performance to access your web portal via your web browser on your computer.





# Joining a TeleVisit Via Web Portal

For optimal experience, it is recommended to log into your web portal via your web browser: [Conviva Patient Portal Login Page](#).

## Joining via Web Portal

1. Click **View your health record** and log into your web portal account.
2. Once logged in you will land on your Portal Dashboard, where you can see your upcoming visit.
3. If you do not see the scheduled TeleVisit you are looking for, click **View All** at the top right.

**Welcome to Your Health Portal**

Important Note: To improve services, we have made some updates to the Patient Portal. Your current log-in info may not work. If you are unable to log-in, please visit your center to receive your new username and password.

**View your health record**  
Login to see your reports

**Join a Televisit**  
Join a booked consultation

**Dashboard**

My Account  
Messages  
Medical Records  
Appointments  
Trackers  
Education

**APPOINTMENTS**

**View All**

**Video Visits**

03/16/2023 7:50 AM CDT

**Join TeleVisit**

[View TeleVisit FAQ](#)

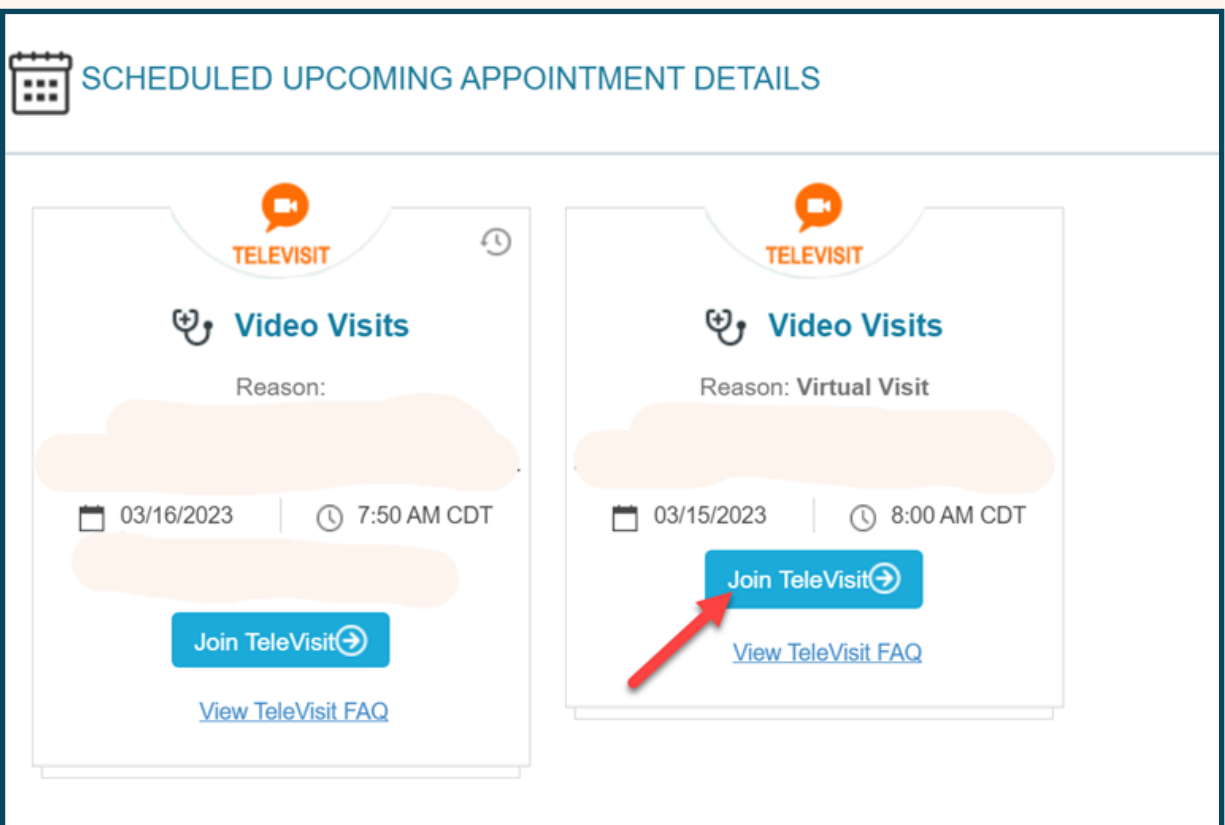




# Joining a TeleVisit Via Web Portal

Remember, for your optimal experience, it is recommended to log into your web portal via your web browser: [Conviva Patient Portal Login Page](#).

Be sure to locate the correct visit before clicking **Join TeleVisit**.



This will prompt to start the pre – visit questionnaire(s)

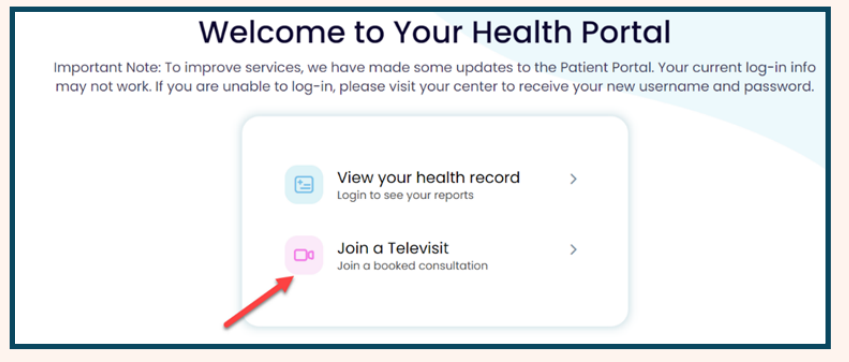




# Joining a TeleVisit Via 12-digit healowTV Code

If a 12-digit TeleVisit code is given to you by your PCA Care team, to access your visit, you should do the following:

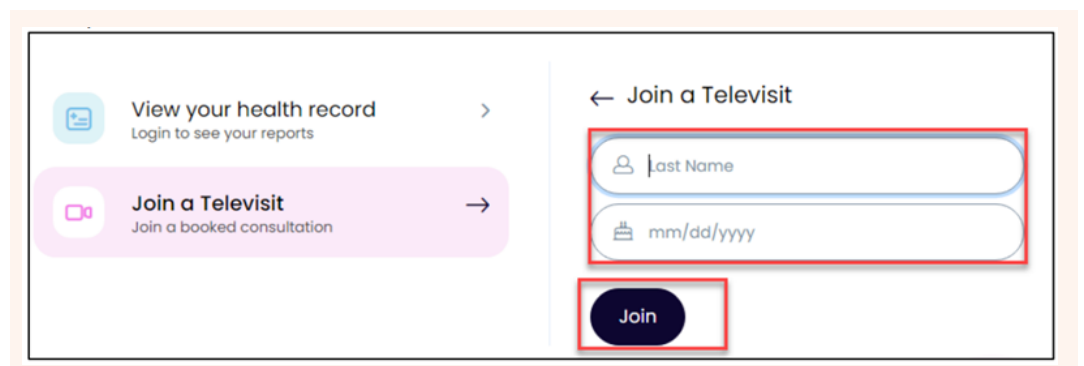
1. Click **Join a TeleVisit**.



2. Enter your 12-digit code then click **Next**.



3. Enter your Last Name and Date of Birth, then click **Join**.



This will prompt to start the pre – visit questionnaire(s)



# Pre-Visit Questionnaire & Consent

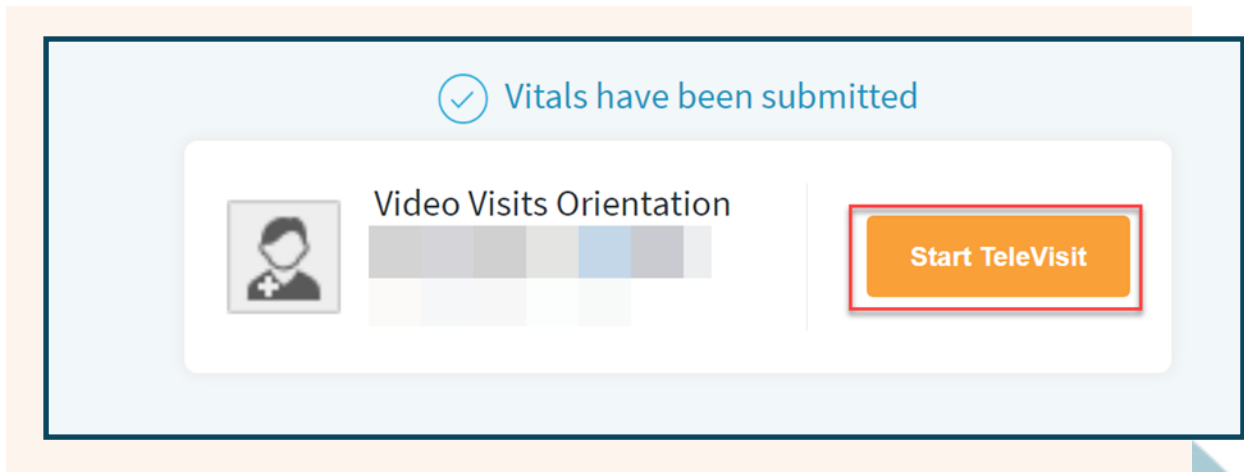
4. Then you will be able to do a System Check. Test to verify that your camera and microphone are working. The goal is to see all green check marks. Click **Next**.

5. Next you will see the TeleVisit Consent Form. Review and if you would like to continue click **Accept** then **Proceed**.



## Pre–Visit Questionnaire & Consent

6. Lastly you will click **Start TeleVisit** and will be put in the virtual waiting room until your Care Team is ready to begin the visit.



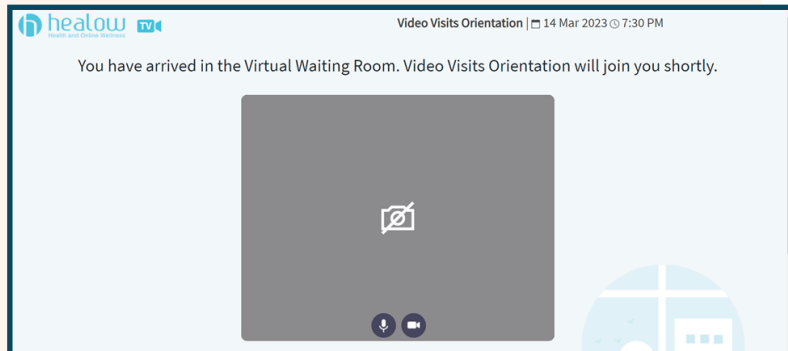
You are now ready to begin your TeleVisit.



# TeleVisit Navigation

## Update from your Practice

After you start your TeleVisit, you will be placed in the virtual waiting room until a member of your care team is ready to begin the TeleVisit.



In the event your care team wants to communicate any information prior to starting the visit, a pop up will appear with a “Update from your Practice” Click **more** if needed to expand.

You have arrived in the Virtual Waiting Room. Video Visits Orientation will join you shortly.

Update from your Practice, 11:22 PM CDT:Hi, we have a 10 minute delay. Will be on shortly. Thanks for your patience

[more](#)

After viewing, click **Close** to resume in the Virtual waiting room.

Update from your Practice



Hi, we have a 10 minute delay. Will be on shortly. Thanks for your patience

11:22 PM CDT

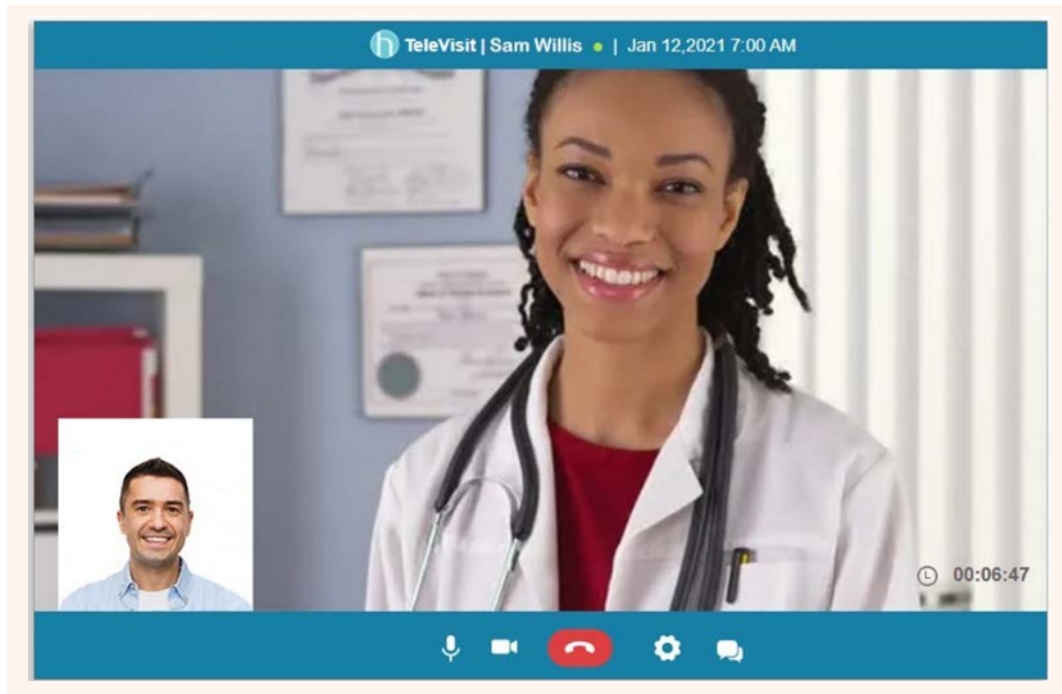
Close



# TeleVisit Begins

## Your Televisit

Once the TeleVisit begins, you will see a bi-directional view of you and your provider on the screen.



Within your Virtual Visit you have many features that are accessible on the bottom blue bar.



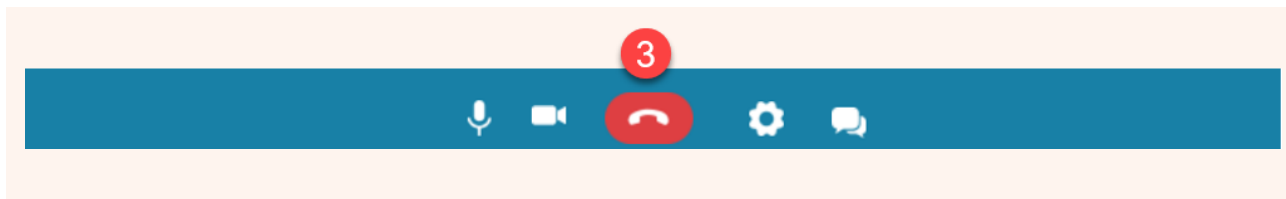
1. **Microphone icon**—Mutes and unmutes your active audio input
2. **Camera icon**—Disables and enables your active video camera
3. **Red telephone receiver icon**



# Icons

## Red Telephone Receiver Icon

Let's look specifically at the **Red telephone receiver icon**.



**Cancel**—You can cancel this action and return to the TeleVisit.

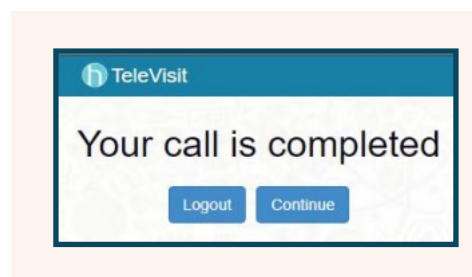
**Exit**—Ends the TeleVisit.



If you Exit, you will be offered the following options:

**Logout**—Ends the TeleVisit and logs you out of the Patient Portal.

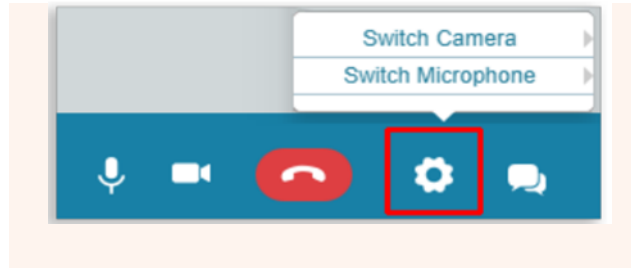
**Continue**—Ends the TeleVisit and you remain logged into the Patient Portal.



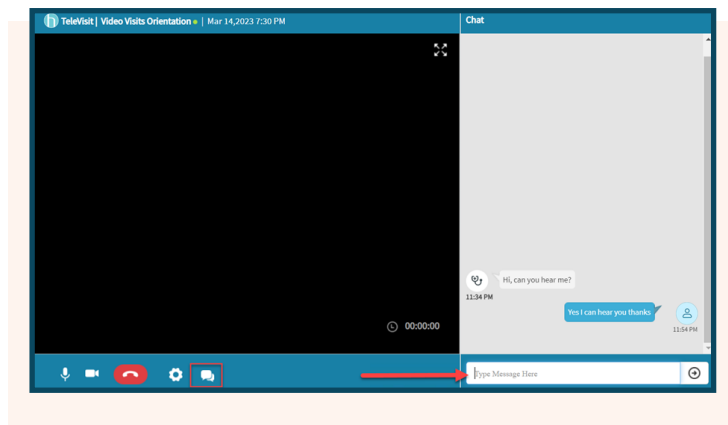


## Other Icons

**Settings Icon** — Provides the option for different Camera view and different Microphone input.



**Chat Icon** — Opens the chat window towards the right side of the screen. This feature can be used to communicate with your Care Team if any audio issues arise.



- a. If the chat window is not open within the **video visits**, you can see that you have a new chat message by the number of pop-ups on the chat icon.



**You now have all the necessary tools to navigate your upcoming TeleVisit!**

For more information on how to navigate your patient web portal, please refer to the additional help guides located on our PCA website. The help number is 561-823-3821.