



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	Reminder for your upcoming appointment	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

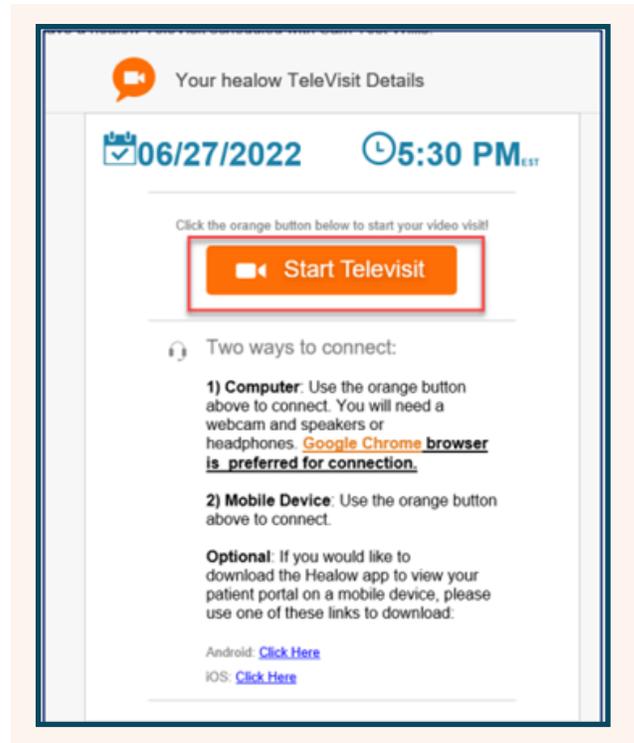


Receiving Notification

Types of Notification

Email Notifications

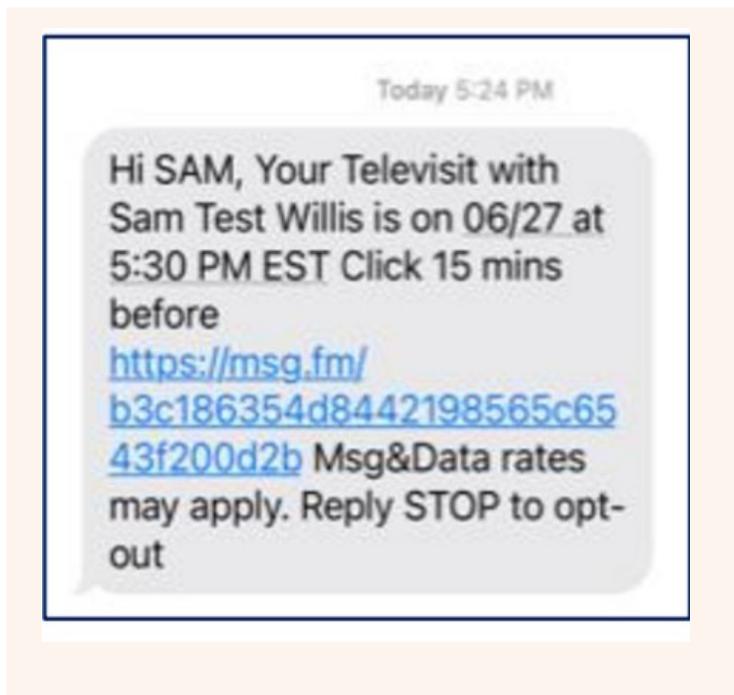
Email reminders will be sent 30 minutes prior to your scheduled TeleVisit appointment. You will also have the ability to click **Start TeleVisit** within the email to begin the virtual visit when it's time.



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.

The image shows two screenshots of the Conviva Patient Portal. The top screenshot is the 'Welcome to Your Health Portal' page, which includes an important note about service updates and two main action buttons: 'View your health record' (with a subtext 'Login to see your reports') and 'Join a Televisit' (with a subtext 'Join a booked consultation'). A red arrow points to the 'View your health record' button. The bottom screenshot is the 'Dashboard' page, featuring a dark sidebar with navigation options: Dashboard, My Account, Messages, Medical Records, Appointments, Trackers, and Education. A red arrow points to the 'Dashboard' menu item. The main content area shows an 'APPOINTMENTS' section with a 'View All' button highlighted by a red box and a red arrow. Below this is a 'Video Visits' card for a visit on 03/16/2023 at 7:50 AM CDT, with a red arrow pointing to the time. At the bottom of the card is a 'Join TeleVisit' button and a link to '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**.

The screenshot displays a section titled "SCHEDULED UPCOMING APPOINTMENT DETAILS" with a calendar icon. It contains two appointment cards, each labeled "TELEVISIT" and "Video Visits".

- Left Appointment:** Reason is redacted. Date: 03/16/2023. Time: 7:50 AM CDT. Includes a "Join TeleVisit" button and a "View TeleVisit FAQ" link.
- Right Appointment:** Reason: Virtual Visit. Date: 03/15/2023. Time: 8:00 AM CDT. Includes a "Join TeleVisit" button and a "View TeleVisit FAQ" link. A red arrow points to this button.

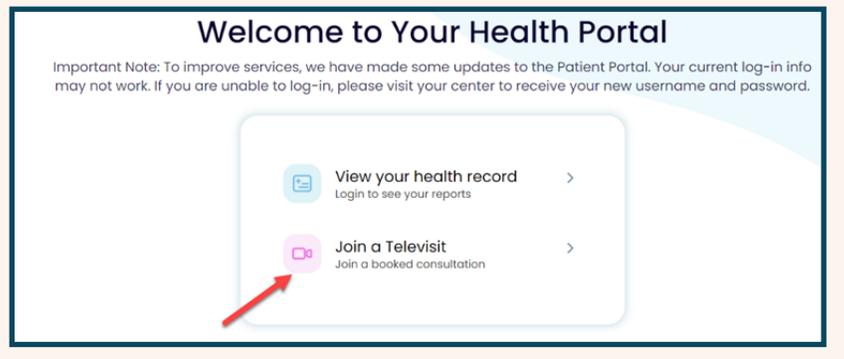
This will prompt to start the pre – visit questionnaire(s)



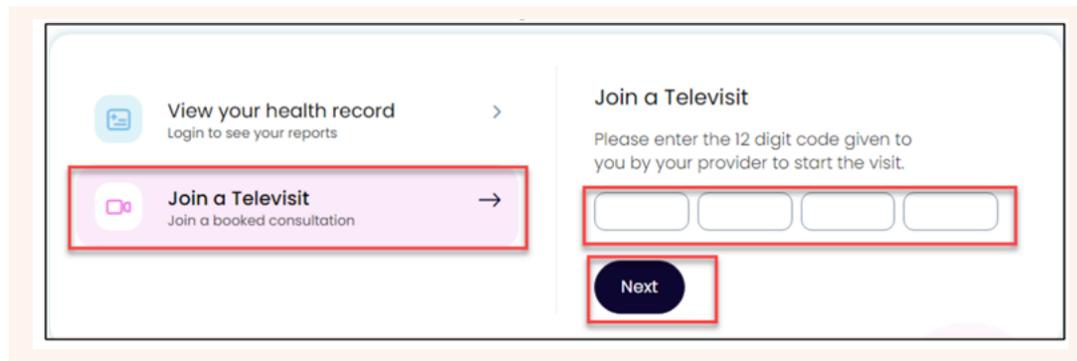
Joining a TeleVisit Via 12-digit healowTV Code

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

- 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**.

healow TV
Health and Online Wellness

« Dashboard | 14 Mar 2023 | 12:00 PM | Help? | Logout

Please complete your health questionnaire to the best of your ability

Food Insecurity Screener

Within the past 12 months we worried whether our food would run out before we got money to buy more.

Often true
 Sometimes true
 Never true

Within the past 12 months the food that we bought just didn't last and we didn't have money to get more.

Often true
 Sometimes true
 Never true

Food Bank resources offered?

Yes - received
 Yes - patient refused
 Not offered

Activities of Daily Living (ADL)

The patient requires assistance with

grooming

Submit Questionnaire

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

healow TV
Health and Online Wellness

Video Visits Orientation | 14 Mar 2023 | 7:30 PM

Entiendo que al proporcionar un número de teléfono o dirección de correo electrónico, le doy a la organización de proveedores y a los afiliados permiso para contactarme (incluyendo mensajes de texto, llamadas de marcado automático y mensajes pregrabados).

Creole:

KONSANTMAN POU TRETMAN MEDIKAL: Mwen akseptè pou m otorize founisè sa antreprann pwosedi pou dyagnostike yon pwoblèm medikal, bay swen medikal ak bay tretman ak/oswa tretman an ijans founisè m nan rekòmande ki nesèsè yo. Mwen konsyan founisè a (yo) ki ap okipe m lan ap dirije swen m ap resevwa yo e gen responsabiltite pou di m ki kalite swen ak tretman m ap gen pou m resevwa. M pa t jwenn okenn pwomès pou sa ki konsène rezilta egramen oswa tretman mwen te resevwa yo. Mwen konprann etidyan ak asistan klinisyen yo nan domin medikal la, anba sipèvizyon apwopriye, ka siveye oubyen ede ak swen m yo; sepadan, mwen gen dwa refize tretman sa yo nenpòt ki lè.

KONSANTMAN POU APÊL TELEFÔNİK (enkli Telefòn Selilè), IMÈL, AK TÈKS:

Mwen konprann ke lè mwen bay yon nimewo telefòn oswa yon adrès imèl, mwen bay òganizasyon founisè a ak afilye pèmisyon pou kontakte mwen (ki gen ladan tèks, apèl otodyalize ak mesaj pre-anrejistre).

Accept (Clicking "Accept" indicates an electronic signature has been obtained explaining requirements, understanding and acceptance of medical services being rendered ele...)

Decline

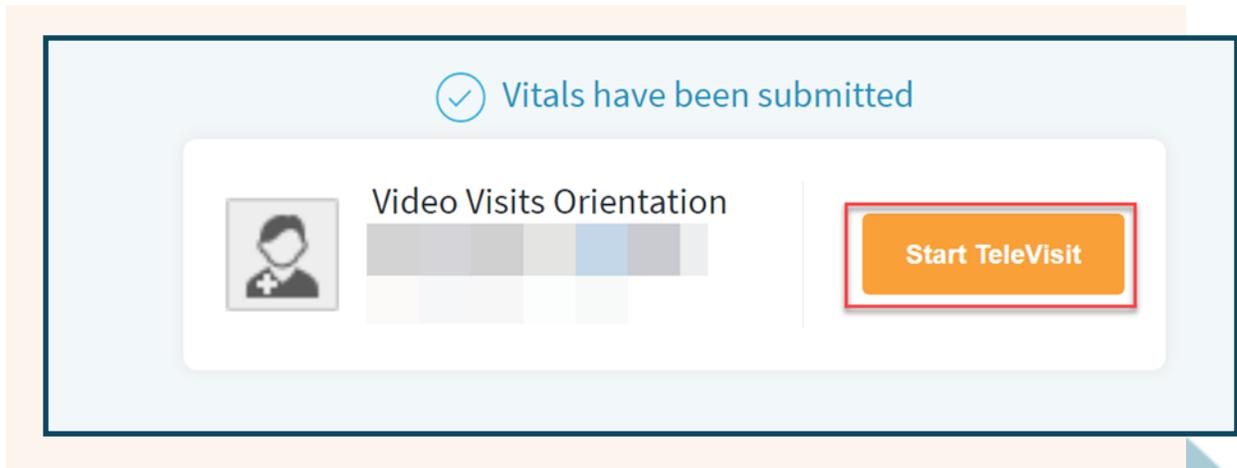
Proceed

<< Review Vitals



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.



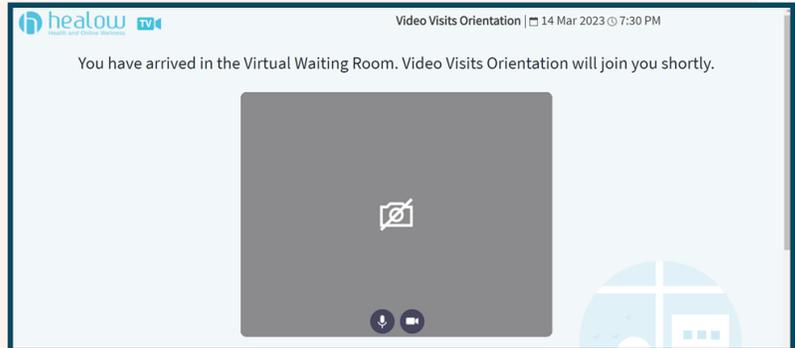
You are now ready to begin your TeleVisit.



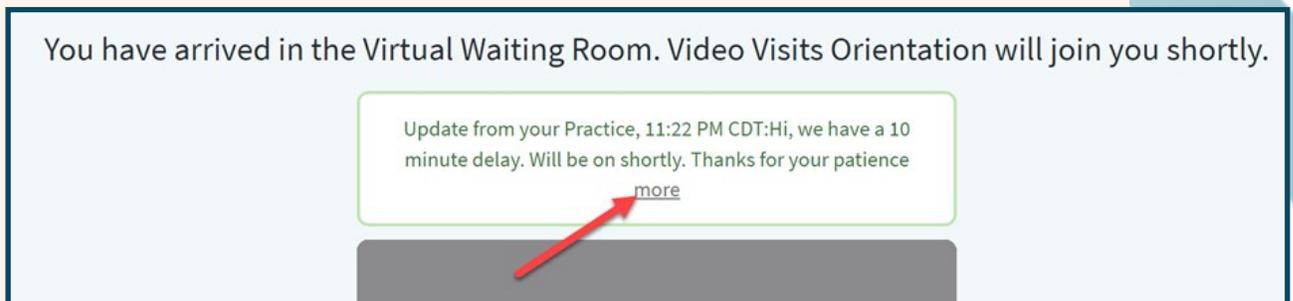
TeleVisit Navigation

Update from your Practice

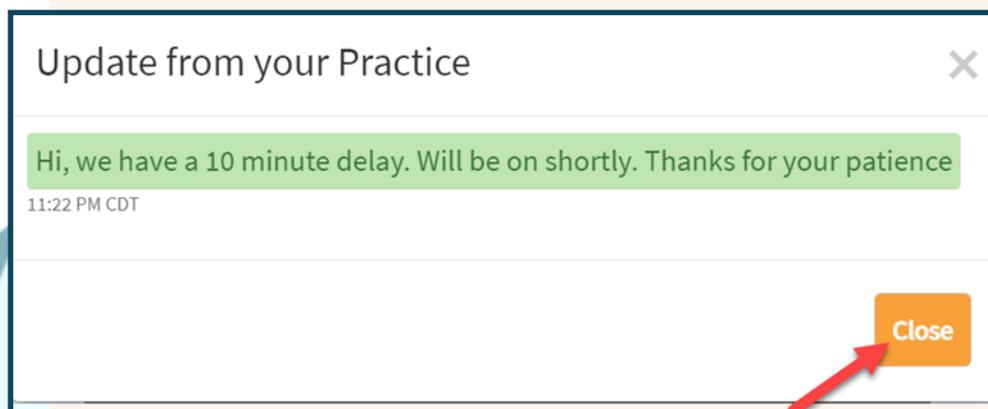
After you start your TeleVisit, you will be placed in the virtual waiting room until a member of your care team is ready to begin the TeleVisit.



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.



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

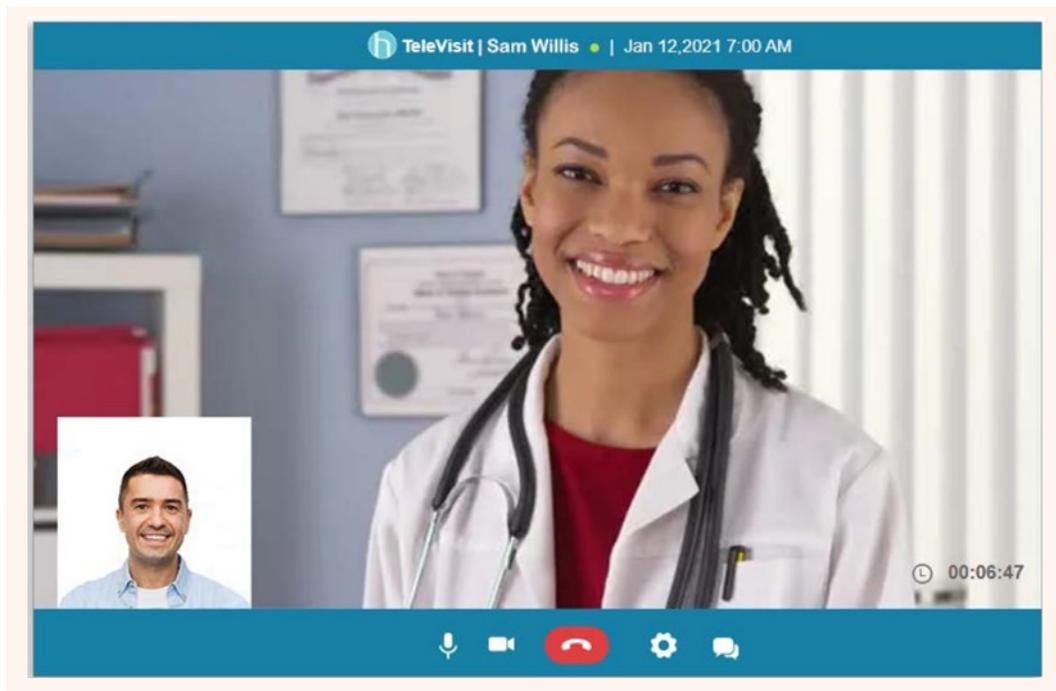




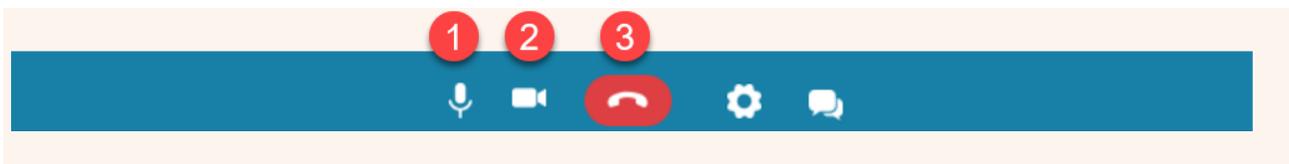
TeleVisit Begins

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.



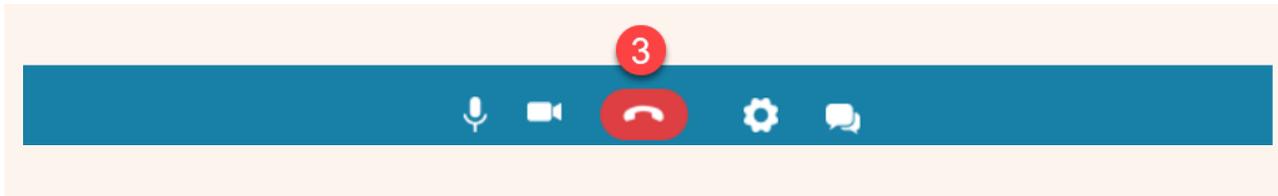
1. **Microphone icon**—Mutes and unmutes your active audio input
2. **Camera icon**—Disables and enables your active video camera
3. **Red telephone receiver icon**



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.

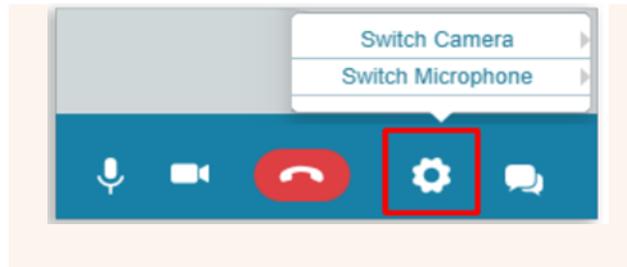
Continue—Ends the TeleVisit and you remain logged into the Patient Portal.



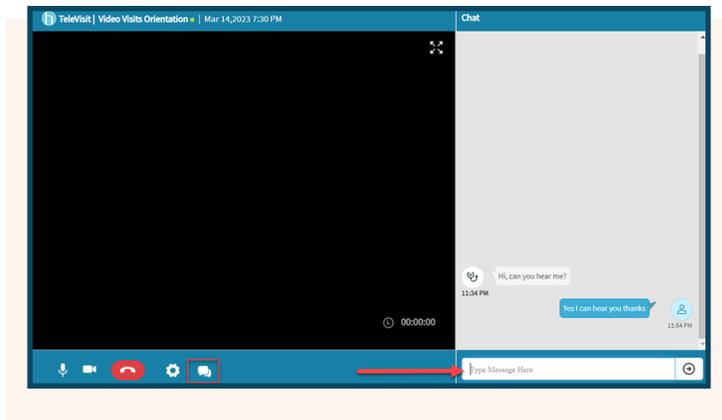


Other Icons

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.