

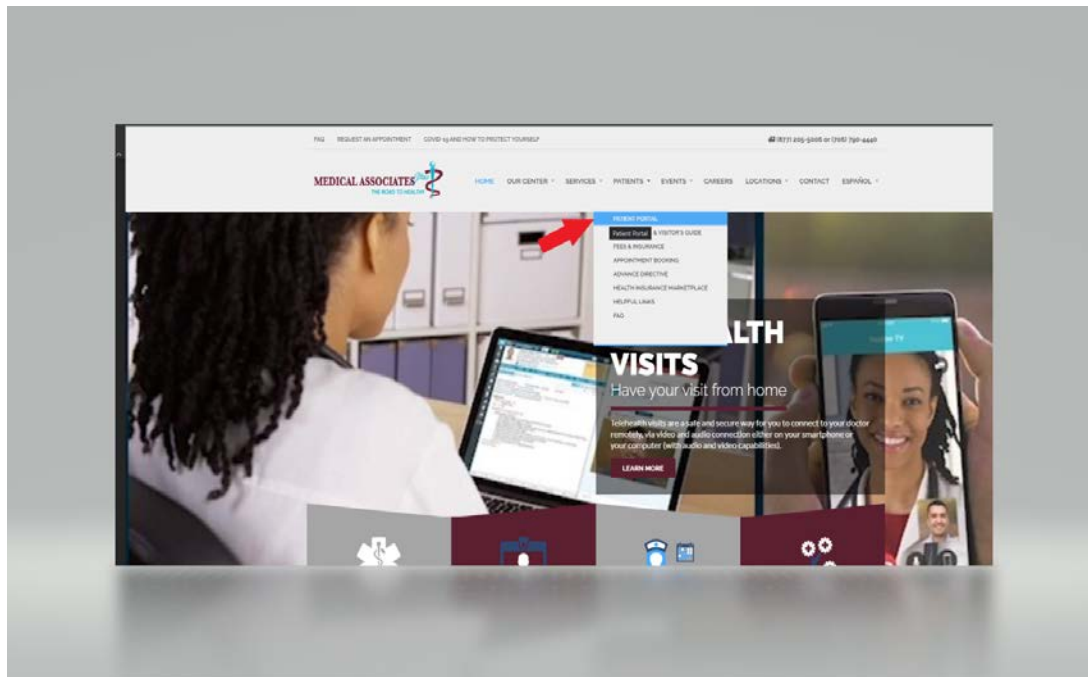
## How to use your Computer for a TeleHealth through the Patient Portal

### Pre-Visit Checklist:

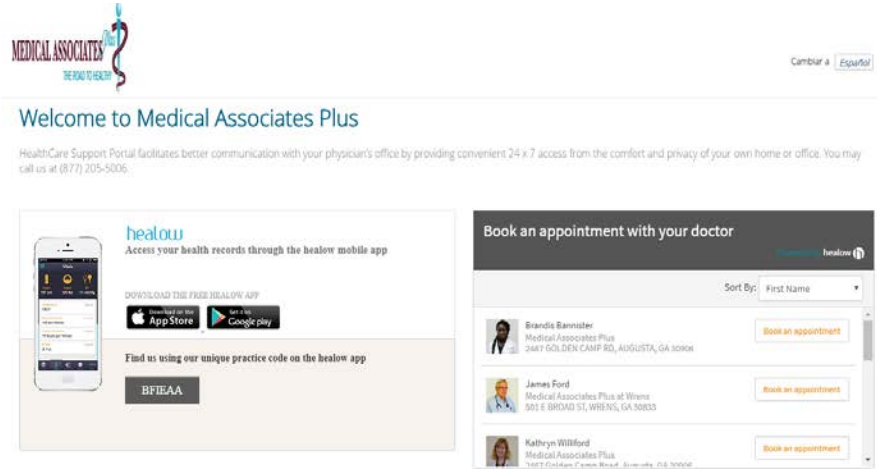
- ✓ Establish Patient Portal Access.
- ✓ Ensure you have a private and quiet area with good internet connection for your visit.

### Get Started:

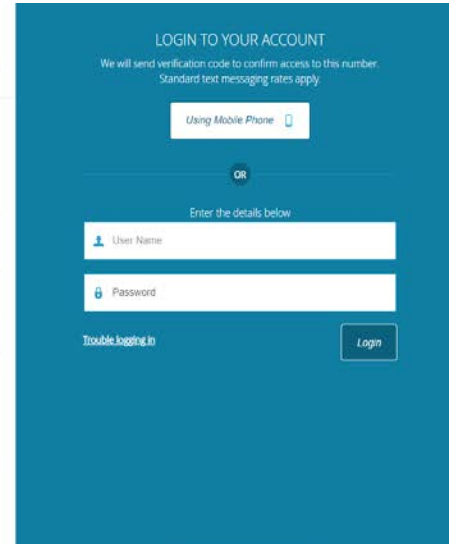
1. Fifteen minutes prior to your appointment, access our practice's website at Mapbt.com
2. Select the Patient Portal link.



3. Log into your portal account.

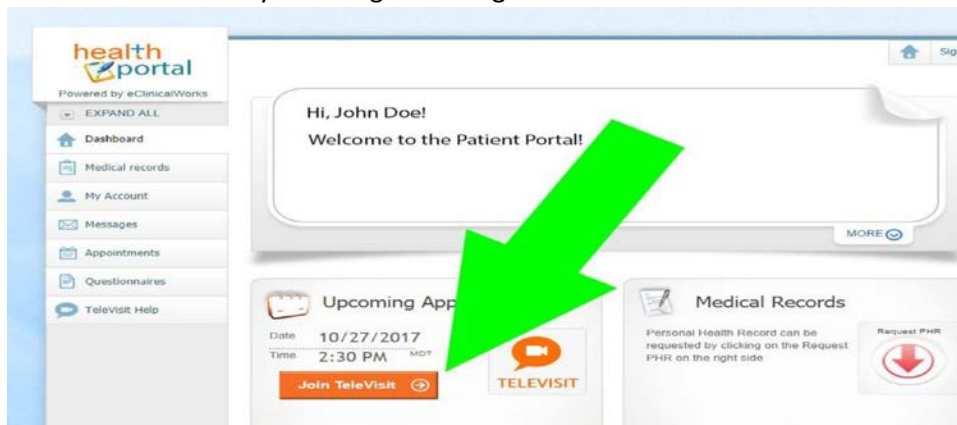


The screenshot shows the Medical Associates Plus website. At the top left is the logo with the tagline "THE ROAD TO HEALTHY". A "Cambiar a Español" link is in the top right. The main heading is "Welcome to Medical Associates Plus". Below this is a paragraph: "HealthCare Support Portal facilitates better communication with your physician's office by providing convenient 24x7 access from the comfort and privacy of your own home or office. You may call us at (877) 205-5006." There are two main content areas: on the left, a "healow" mobile app promotion with "Download the free healow app" and "Find us using our unique practice code on the healow app" (BFIEAA); on the right, a "Book an appointment with your doctor" section with a "Sort By: First Name" dropdown and a list of three doctors: Brandie Bannister, James Ford, and Kathryn Willford, each with a "Book an appointment" button.



The screenshot shows a blue login page titled "LOGIN TO YOUR ACCOUNT". It includes the text: "We will send verification code to confirm access to this number. Standard text messaging rates apply." There is a "Using Mobile Phone" button with a phone icon. Below that is an "OR" separator and the instruction "Enter the details below". There are two input fields: "User Name" and "Password". At the bottom left is a "Trouble logging in" link, and at the bottom right is a "Login" button.

4. Join the TeleHealth by selecting the orange **Join TeleHealth** link.



The screenshot shows the Patient Portal dashboard. The top left has the "health portal" logo and "Powered by eClinicalWorks". A navigation menu on the left includes "EXPAND ALL", "Dashboard", "Medical records", "My Account", "Messages", "Appointments", "Questionnaires", and "TeleVisit Help". The main content area has a welcome message: "Hi, John Doe! Welcome to the Patient Portal!". Below this is an "Upcoming App" section for "10/27/2017" at "2:30 PM MDT" with a "Join TeleVisit" button and a "TELEVISIT" icon. To the right is a "Medical Records" section with a "Request PHR" button and a red arrow icon. A large green arrow points from the "Join TeleVisit" button towards the "Medical Records" section.

5. Complete the questionnaire(s) (if applicable for center).

healow TeleVisit [redacted] 13 Mar 2020

Questionnaire Vitals Compatibility Check Join the TeleVisit Appointment

Have you been in contact with anyone experiencing cold-like symptoms in the past two weeks?

Yes  
 No

Do you have a fever?

Yes  
 No

Are you experiencing any respiratory symptoms?


Yes  
 No

If you are experiencing any respiratory symptoms, please list them below:

Have you had any other symptoms (e.g. nausea, vomiting, diarrhea, abdominal pains, body aches)?

Submit Questionnaire

6. Enter any available vital signs.

< Dashboard 

Height

ft  inches

Weight

pounds

Blood Pressure

/

Temperature

F

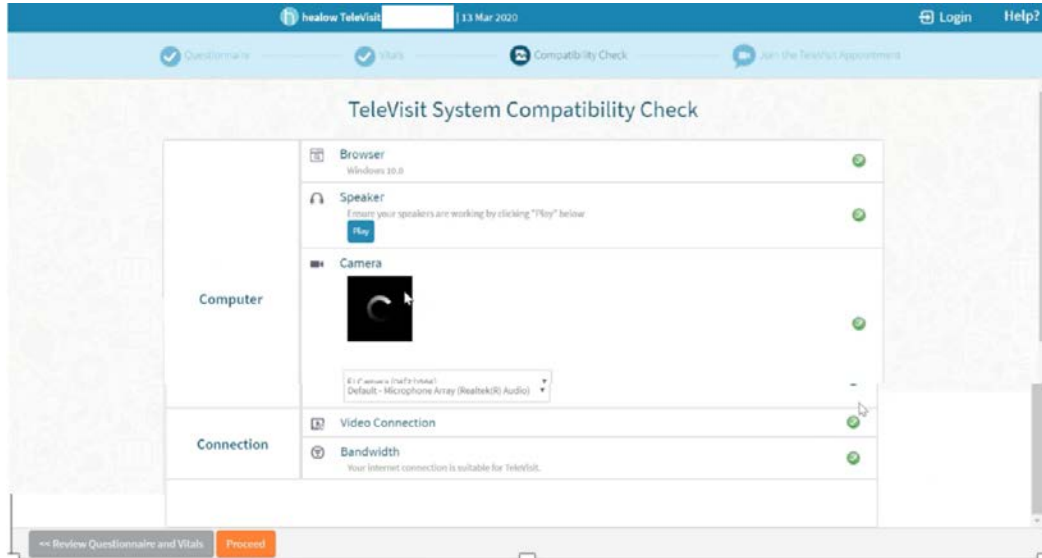
Respiratory Rate

breaths per minute

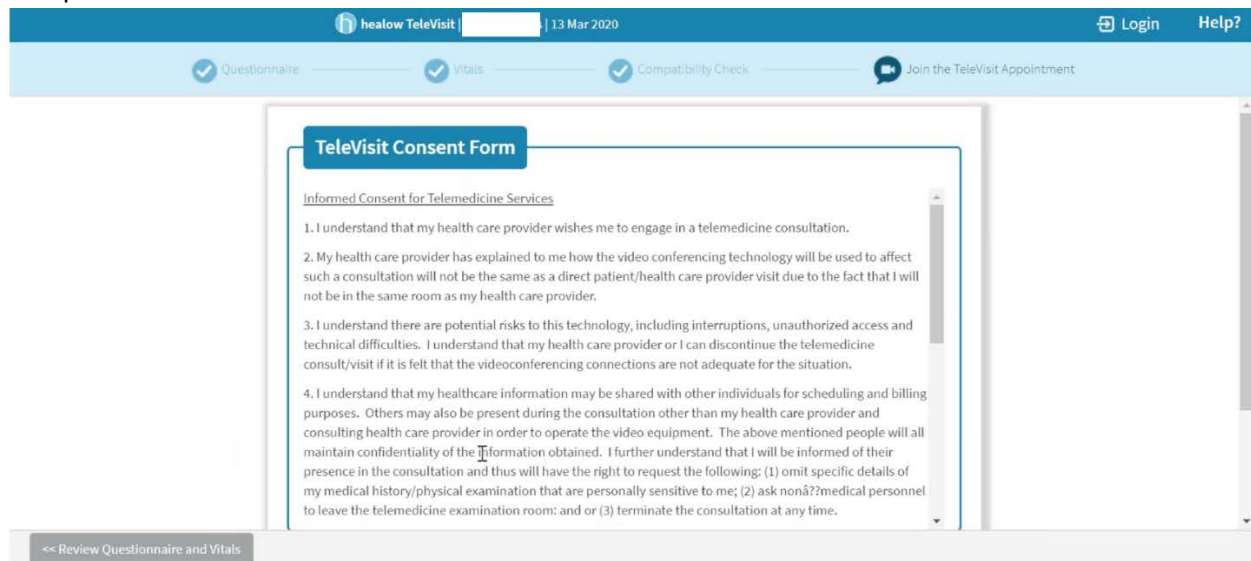
Pulse Rate

breaths per minute

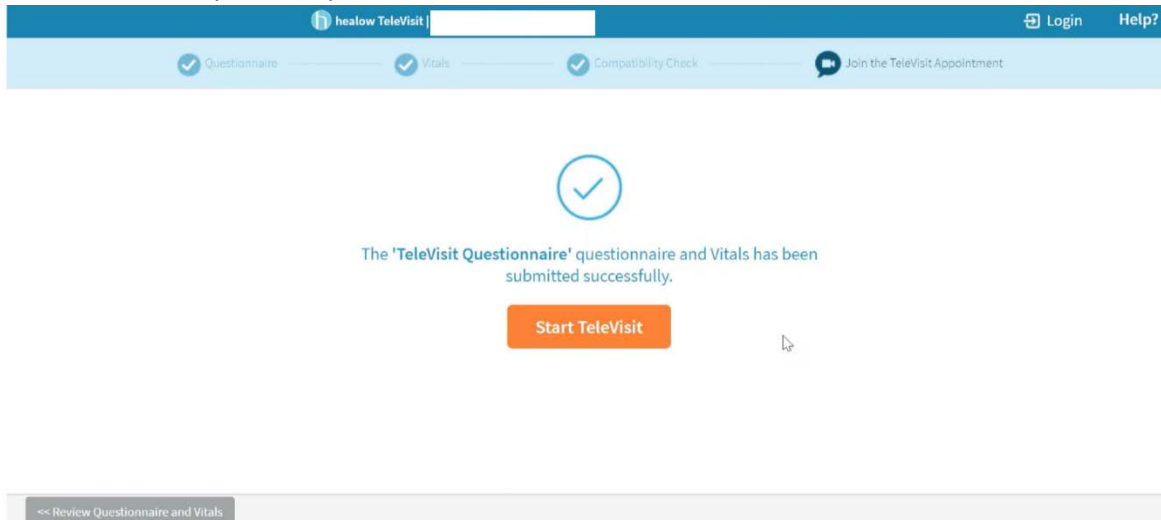
7. Verify your hardware will work.



8. Accept the TeleHealth Consent Form

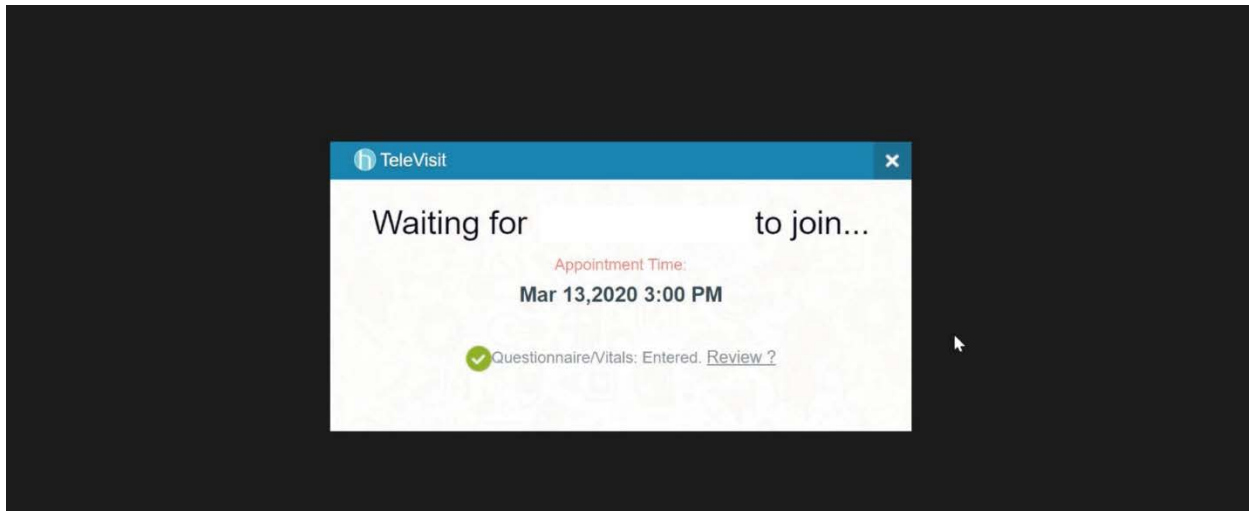


9. You are now ready to start your visit.



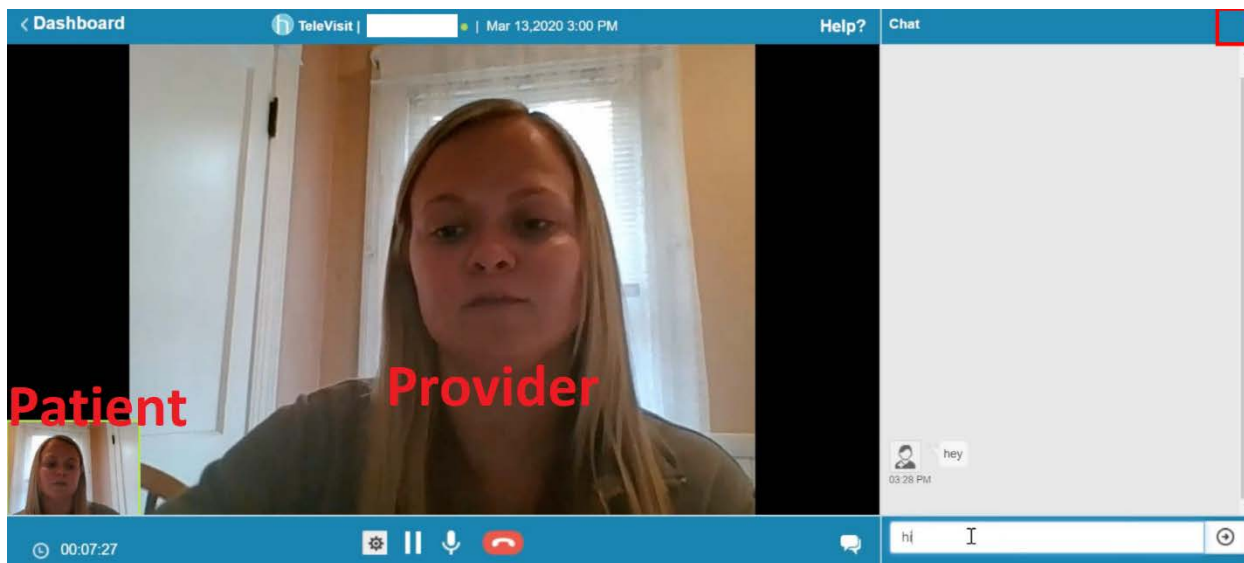
The screenshot shows a web interface for a televisit. At the top, there is a blue navigation bar with a search box containing "healow TeleVisit", a "Login" button, and a "Help?" button. Below the navigation bar is a light blue progress bar with four steps: "Questionnaire" (checked), "Vitals" (checked), "Compatibility Check" (checked), and "Join the TeleVisit Appointment" (not checked). The main content area features a large blue checkmark icon in a circle, followed by the text: "The 'TeleVisit Questionnaire' questionnaire and Vitals has been submitted successfully." Below this text is an orange button labeled "Start TeleVisit". At the bottom left, there is a grey button labeled "<< Review Questionnaire and Vitals".

10. You will wait in the virtual waiting room. The practice is automatically notified you are ready.



The screenshot shows a window titled "TeleVisit" with a close button. The main text reads "Waiting for [redacted] to join...". Below this, it says "Appointment Time: Mar 13, 2020 3:00 PM". At the bottom, there is a green checkmark icon followed by the text "Questionnaire/Vitals: Entered. [Review ?](#)".

11. Your visit view:



12. Ending the visit – You can stop the video and microphone at any time by selecting the phone icon.

