

Connecting to Telehealth Visits | PCSG Patients

What Is a TeleVisit?

A TeleVisit is a virtual appointment with your provider using secure audio and video on your cell phone, tablet, or computer.

Before your visit:

- You will receive a secure link to join your TeleVisit.
- You may also access your visit through the Patient Portal or the Healow app.
- Depending on your visit type, you may be asked to complete health questionnaires.
- You may be given the option to enter vital signs (such as blood pressure or weight).
This is optional and only needed if your provider specifically requests it.
- You may be asked to complete:
 - A technology compatibility check (to test your camera and microphone)
 - A TeleVisit consent form

Option 1: Join by Text Message

(No login required)

1. Receive a text message with your TeleVisit link.
2. Tap the link in the text message.
3. Follow the on-screen prompts to complete any required questionnaires.
4. Entering vitals is optional unless requested by your provider.
5. Complete the technology compatibility check if prompted.
6. Select **Start TeleVisit**.
7. Your provider will join the visit as soon as they are available.

Tip: If your phone does not open the link directly, copy the link from the text message and paste it into your internet browser.

Option 2: Join by Email

(No login required)

1. Open the TeleVisit email and select **Start TeleVisit**.
2. Follow the on-screen prompts to complete any required questionnaires.
3. Entering vitals is optional unless requested by your provider.
4. Complete the technology compatibility check if prompted.
5. Select **Start TeleVisit**.
6. Your provider will join the visit as soon as they are available.

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Option 3: Join Using the Healow App

(Login required) Practice Code: **CEIBAA**

1. Log into the Healow app.
2. Select **Visits**.
3. Select **Start TV** for your scheduled appointment.
4. Follow the on-screen prompts to complete any required questionnaires.
5. Entering vitals is optional unless requested by your provider.
6. Complete the technology compatibility check if prompted.
7. Select **Start TeleVisit**.
8. Your provider will join the visit as soon as they are available.

Option 4: Join Through the Patient Portal

(Login or phone authentication required)

<https://mycw21.eclinicalweb.com/portal1577/jsp/login.jsp>

1. Log into the PCSG Patient Portal.
2. Select **Join TeleVisit** for your scheduled appointment.
3. Follow the on-screen prompts to complete any required questionnaires.
4. Entering vitals is optional unless requested by your provider.
5. Complete the technology compatibility check if prompted.
6. Select **Start TeleVisit**.
7. Your provider will join the visit as soon as they are available.

Option 5: Join Through the Patient Portal without Logging In

(No login is needed, but you must obtain an access code from a PCSG staff member)

<https://mycw21.eclinicalweb.com/portal1577/jsp/login.jsp>

1. Select **Join a TeleVisit**
2. Enter the access code obtained from the PCSG staff member
3. Select Next
4. Entering vitals is optional unless requested by your provider.
5. Complete the technology compatibility check if prompted.
6. Select **Start TeleVisit**.
7. Your provider will join the visit as soon as they are available.

Helpful Tips for a Successful Visit

- Not receiving our text messages? Text START to 329674
- Join your TeleVisit at least 5–10 minutes early.
- Make sure you are in a quiet, well-lit location.
- Use a strong Wi-Fi or cellular connection.
- Allow access to your camera and microphone when prompted.
- If you have trouble connecting, please contact the office for assistance.