

How do I Participate in a TeleVisit?

Please Call 541-383-2200 to Schedule Your TeleVisit Appointment

For many people today, telemedicine (TeleVisit) is a convenient and effective way for follow up care. Before beginning your TeleVisit, make sure that you:

- Have an active Patient Portal account, with username and password.
- Set aside a secure, private location with good Internet connection
- Use Google Chrome browser to access your Patient Portal from a laptop with a camera or webcam or IPAD or Smartphone.
- If using your IPAD or Smartphone, you will need to download the Healow application.

To begin your Televisit, follow these easy steps:

1. “Arrive early” by logging in to your Patient Portal. If you can’t access the Portal, you can also begin your appointment through the reminder link sent to your email. Click “Join
2. TeleVisit” in your patient dashboard (or email reminder).
3. Fill out any requested personal information.
4. Click “Proceed” to check your computer’s speed and ability to support a TeleVisit. If your computer does not have a webcam, you will need to attach one.
5. Click “Start TeleVisit” to enter the virtual waiting room.
6. Your provider will begin the face-to-face TeleVisit, and disconnect when completed.



***If you experience any technical problems or have questions about the TeleVisit process, first look at the TeleVisit help file at the bottom left on your Patient Portal. If you still need additional help, we offer free, live chat support, accessible at the bottom of the TeleVisit help page.