

Trade the waiting room for your living room

Your guide to TeleVisits-quality, convenient care from anywhere

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What is a TeleVisit?

As a CenterWell Senior Primary Care[®] patient, you can see your trusted provider remotely with a TeleVisit, also known as a virtual visit.

TeleVisits are private, secure and allow you to meet with your provider one-on-one from home or wherever you're most comfortable.

For your TeleVisit, you'll need a smartphone, tablet or computer with a secure internet connection, microphone and camera. You'll also need access to text messages or a web browser.



When should I use a TeleVisit?

TeleVisits should not replace your regular in-office appointments. They are another layer of support for your health and well-being.*

You may want a TeleVisit when:

- You feel too sick for an office visit.
- You're having trouble getting to the provider's office.
- You need to follow up after an appointment to review your care plan or lab results.
- You want to discuss a change to your medicines.
- * TeleVisits are not appropriate for life-threatening medical emergencies. If you are experiencing an emergency, call 911 immediately.

What are common conditions and symptoms treated by TeleVisit?

Headache	Cough
Pink eye	Urinary tract infection
Rashes	Bladder conditions
Fever	Chronic disease management
Seasonal allergies	Depression and anxiety



How do I prepare for a TeleVisit?

- Choose a quiet and private space.
- Have a list of your symptoms and medicines.
- If possible, **take your vital signs**—including weight, temperature and blood pressure—prior to your appointment.
- Make sure your **device is charged**.
- If using a computer, make sure you have access to your email.



For assistance with your TeleVisit appointment, call the CenterWell help desk at **833-714-6395** or call your care center and a team member will assist you.

🕂 IMPORTANT

If your preferred mobile phone number or email address has changed since you scheduled your TeleVisit, **please call the front desk to let us know at least 1 hour before your appointment time** so we can ensure you receive an invitation to join your visit by text or email.

How to join a TeleVisit via text message on a mobile phone

- 1 30 minutes before your scheduled TeleVisit, you will receive a text reminder with your appointment time.
- 2 10 minutes before your appointment, open the link in the text to get started.

Hi CINDY, Your Televisit with Manish Mishra is on 01/05 at 2:00 PM EST Click 15 mins before https://msg.fm/ 1aab5305c5eb416e9ae8b689e061c75d Msg&Data rates may apply. Reply STOP to opt-out



`॑॑ Helpful hint

If you can't connect using the text link, call your center to get a 12-digit code to log in via **CenterWellPrimaryCare.com** and go to page 11 in this guide for additional instructions on how to join a TeleVisit using a 12-digit access code on a mobile phone or computer.

3 This step is optional. If you know your vitals, you may enter them or select **"Next**."

Accept the TeleVisit Consent Form.
 This is required to access your
 TeleVisit appointment. Select
 "Accept" then "Proceed."

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5 Select "Start TeleVisit."

6 Select "Allow" to enable your microphone and camera.

You must select "Allow" for your provider to see and hear you.

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	instead of talking	

Image: Second Secon

You can mute or turn off the camera

It may take a few minutes before your provider joins your TeleVisit.

How to join a TeleVisit using a 12-digit access code on a mobile phone or computer

If you are not able to join your TeleVisit via text message, call your center for a unique 12-digit access code. With this code, you can have your TeleVisit over the CenterWell Senior Primary Care website on a computer or mobile phone.

Joining a mobile phone TeleVisit:

1 Contact your center to obtain your 12-digit access code. Example: **196-VOA-76M-54P**

ģ́- Helpful hint

Write down the 12-digit code for reference so you will have it handy when prompted to enter it. **NOTE**: Each unique 12-digit code is only valid for your specific appointment. A new 12-digit code must be requested for each new TeleVisit appointment.

2 On your phone's web browser, navigate to **CenterWellPrimaryCare.com** and select **"Menu"** from the top of the home screen.

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For the best experience, use Safari for iPhones and Google Chrome for Android phones.

3 Select "Patient log in" to go to the Patient Portal page.

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Discover today's senior-focused care

Welcome to CenterWell Senior Primary Care

Ξ CenterWell Senior Primary Care

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.

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4 Scroll down to "Join a Televisit" section and select the blue "Join TeleVisit" button.

Join TeleVisit

5 Enter the 12-digit code in ALL CAPS and select "Next."

Make sure you enter the letters in the provided code in ALL CAPS to ensure you can join your TeleVisit.

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Health TeleVisit
Join a Televisit
We offer the convenience of healow TeleVisits!
When, why, and how to use healow TeleVisits
 Get a safe and secure way to connect to your doctor remotely
See your own physician for non-emergency and follow-up care check
 TeleVisits are easy – just use your smartphone, laptop, or PC
Join TeleVisit
healow™ is free and available on the Apple app store and Google Play store. Download the Free healow app
Ξ CenterWell Senior Primary Care
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6

Enter your last name and date of birth. These must match what is listed on your insurance ID card.

Your last name and date of birth must match the information on your insurance ID card to ensure you can join your TeleVisit.

7 This step is optional. If you know your vitals, you may enter them or select "Next."

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8 Accept the TeleVisit Consent Form. This is required to access your TeleVisit appointment. Select "Accept" then "Proceed."

9 Select "Start TeleVisit."

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Accept (Clicking "Accept" indicates an electronic signature has been obtained explaining requirements, understanding and acceptance of medical services being rendered electronically.)	
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10 Select "Allow" to enable your microphone and camera so your provider can see and hear you.

You must select "Allow" for your provider to see and hear you.

11 Wait in the Virtual Waiting Room for your provider to arrive.

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Joining a computer TeleVisit:

1 Contact your medical center to obtain your 12-digit access code. Example: **196-VOA-76M-54P**

°॑ Helpful hint

Write down the 12-digit code for reference so you will have it handy when prompted to enter it. **NOTE:** Each 12-digit code is only valid for your specific appointment. A new 12-digit code must be requested for each new TeleVisit appointment.

2 On your computer's browser, navigate to **CenterWellPrimaryCare.com**. Select **"Patient log in"** at the top of the screen to go to the Patient Portal page.





3 Select **"Join a TeleVisit**."

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5 Enter your last name and date of birth. These must match what is listed on your insurance ID card.

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Weight pounds	
Blood Pressure	
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Respiratory Rate breaths per minute	
Pulse Rate beats per minute	



7 Verify that your camera and microphone work and select "Next."

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8 Accept the TeleVisit Consent Form. This is required to access your TeleVisit appointment. Select "Accept" then "Proceed."

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○ Decline		Proceed	



Select "Start TeleVisit."



10 Wait in the Virtual Waiting Room for your provider to arrive.



Need help accessing your TeleVisit?

Call the CenterWell help desk at **833-714-6395** or call your care center and a team member will assist you.

To learn more about CenterWell Senior Primary Care, visit CenterWellPrimaryCare.com

We accept Original Medicare in most centers, as well as a variety of Medicare Advantage plans.

CenterWell[™] does not discriminate on the basis of race, color, national origin, ancestry, sex, sexual orientation, gender, gender identity, disability, age or religion in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

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