Participating in a TeleVisit Call
Using my Computer or Laptop
and my Patient Portal

Telemedicine is a convenient and effective way to see your healthcare provider

The first step is to call and schedule it with your Provider
Before beginning your TeleVisit, make sure that you:

- Have an active Patient Portal account, with username and password. If you do not know, please contact us at 816-923-5800 and a patient representative can check for you.
- Have a camera and microphone on your computer. It is good to have a headset or earpods for better sound quality.
- Be using a supported internet browser: Chrome, Safari or Firefox only at this time.
- Set aside a secure, private location for the call

To begin your Televisit, follow these easy steps
1. Log in to your patient portal by going to www.swopehealth.org. Click on the Patient Portal link at the top of the page.
2. Enter your User Id and Password. If you have forgotten your password, you can click on the forgot password or you can call us to reset the password.

3. On your portal dashboard page, your upcoming TeleVisit appointment will be showing. When it is time for the call, click on Join TeleVisit to start the call.
4. Enter any vital sign information such as height and weight if you have it. Vital sign information is not required, you can just click Submit to move to the next screen.

5. The system does a check to ensure you have a camera, microphone and are using an internet browser that works. All items should have a green checkmark and then you can click proceed. This program does not work with Internet Explorer currently, only Chrome, Safari and Firefox are supported.
6. Accept the Swope Telehealth agreement and then click proceed. *(Note: Declining will end the call and you will not be able to complete this visit).* You are then placed in a waiting room until your provider arrives for the call. When it is time for your visit, the audio and video portions of the call will open, and you can see and speak with your provider.

7. Your physician will begin the face-to-face TeleVisit and disconnect when the visit ends.

The control bar below appears at the bottom of the screen during your call.

- Click on the square icon to change your camera or microphone if needed
- Click on the II icon to pause your call. This hides your image from the provider. Click it again to resume the call.
- Click the microphone to stop the provider from hearing you. Click it again to talk again.
- Click the red telephone icon to end the call
- Click on the chat icon to the far right to type a message to your provider. Click it again to close the chat window.