

How to Access TeleVisits

- Stonecreek must have an accurate email on file.
- Always use Google Chrome.
- Must have Computer/Laptop with camera and microphone capability. **OR** iPhone/iPad/Android/Tablet with camera.
- Three options to join the TeleVisit.

Email – Computer/Laptop Only

- You will receive an appointment confirmation email with the link to “Join this Telemed Appointment directly” once your TeleVisit has been scheduled.
- You will also receive an appointment reminder email 30 minutes prior to your appointment with the link to “Join this Telemed Appointment directly”.
- Make sure to check your junk mail in case you don’t see the TeleVisit appointment confirmation emails. For example, anyone with @ksu.edu or @k-state.edu
- Fill out your Vitals and submit.
- Your computer or laptop will run a compatibility check.
- Once all categories turn green with a checkmark click proceed at the bottom of the page.
- Start the TeleVisit and wait for your provider to join you.

Patient Portal – Computer/Laptop Only

- Log into your patient portal account from your computer or laptop.
- Click on join TeleVisit under the appointment tab in the patient dashboard.
- Fill out your Vitals and submit.
- Your computer or laptop will run a compatibility check.
- Once all categories turn green with a checkmark click proceed at the bottom of the page.
- Start the TeleVisit and wait for your provider to join you.

Healow Mobile App – iPhone/iPad/Android/Tablet Only

- Download the Healow App.
 - Use code **CEIABD** to connect your Healow app to Stonecreek.
 - Go through registration steps.
 - Click on appointment dashboard.
 - Select your TeleVisit scheduled appointment by clicking on the box with information enclosed.
 - Start the TeleVisit.
 - Fill out your vitals and submit.
 - Start the TeleVisit and wait for your provider to join you.
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- **Please make sure you join the TeleVisit at least 15 minutes prior to your appointment time.**
 - **If you are experiencing any technical issues please call 785-587-4101 for assistance.**