

How to Access TeleVisits

- Stonecreek must have an accurate email and cell phone number on file.
- Always use Google Chrome when possible.
- Must have Computer/Laptop with camera and microphone capability. **OR** iPhone/iPad/Android/Tablet with front facing camera.
- Four options to join the TeleVisit.

Text – Smartphone Only

- You will receive a text 30 minutes prior to your appointment. Click on the blue link in the text message. Submit your vitals, agree to consent form and start the TeleVisit. Allow microphone and video access.

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. A second email reminder will be sent 30 minutes prior to your appointment.
- 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
- Submit your vitals and agree to consent form.
- 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.
- Submit your vitals and agree to consent form.
- 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. Allow microphone and video access.
- Click on appointment dashboard.
- Select your TeleVisit scheduled appointment by clicking on the box with information enclosed.
- Start the TeleVisit.
- Submit your vitals and agree to consent form.
- Start the TeleVisit and wait for your provider to join you.

**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.**

