



# DALLAS RENAL GROUP

Leaders in Kidney Care

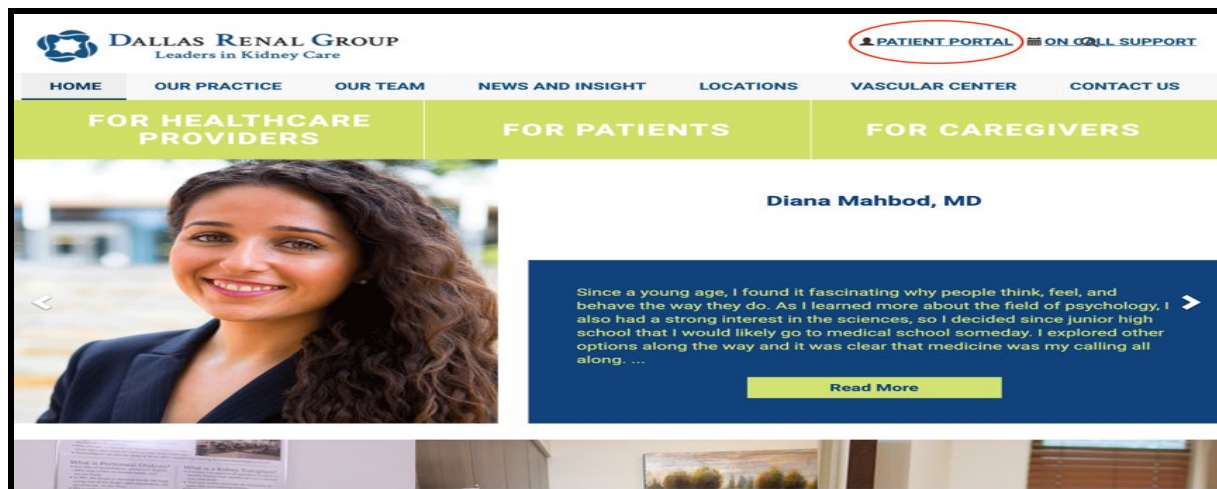
## Instructions to Join Televisit through Laptop/PC

### Requirements:

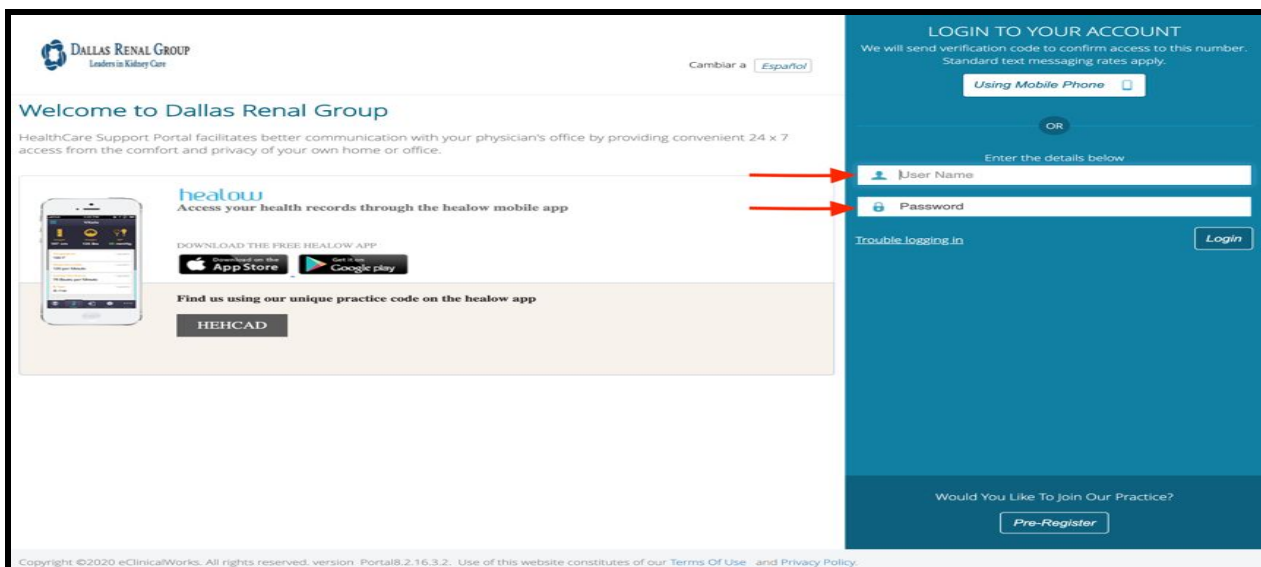
1. Google Chrome
2. Access to Microphone and Camera
3. Strong internet connection
4. Username and password for patient portal (Contact office if you do not have one)

### Instructions

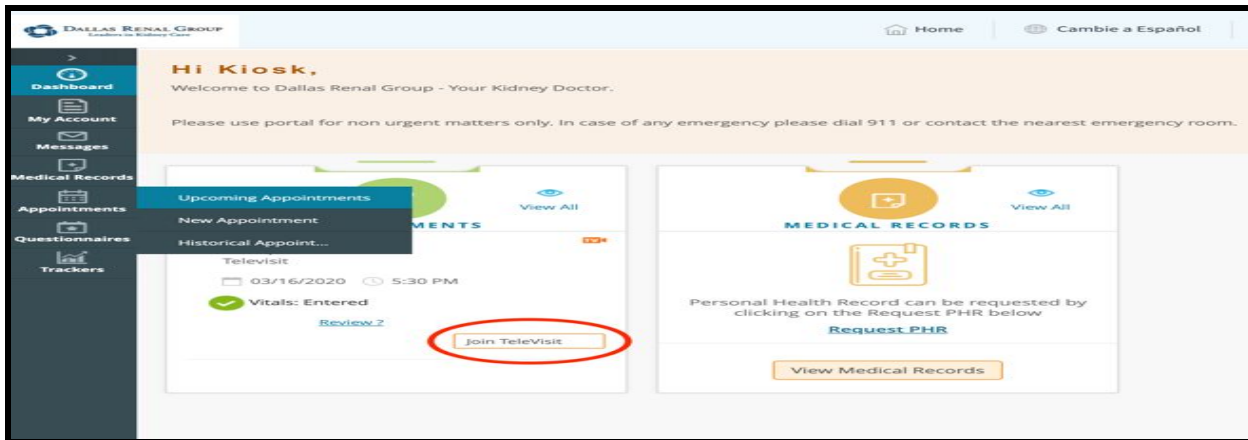
1. Click on the link [Patient Portal](#) or go to [dallasrenalgroup.com](http://dallasrenalgroup.com) and click on “Patient portal” at the top right



2. Log in with the given username and password



3. Once in the patient portal, click on appointments (4th option on left side of the screen).
4. Click on upcoming appointments.
5. Click on 'Join Televisit'

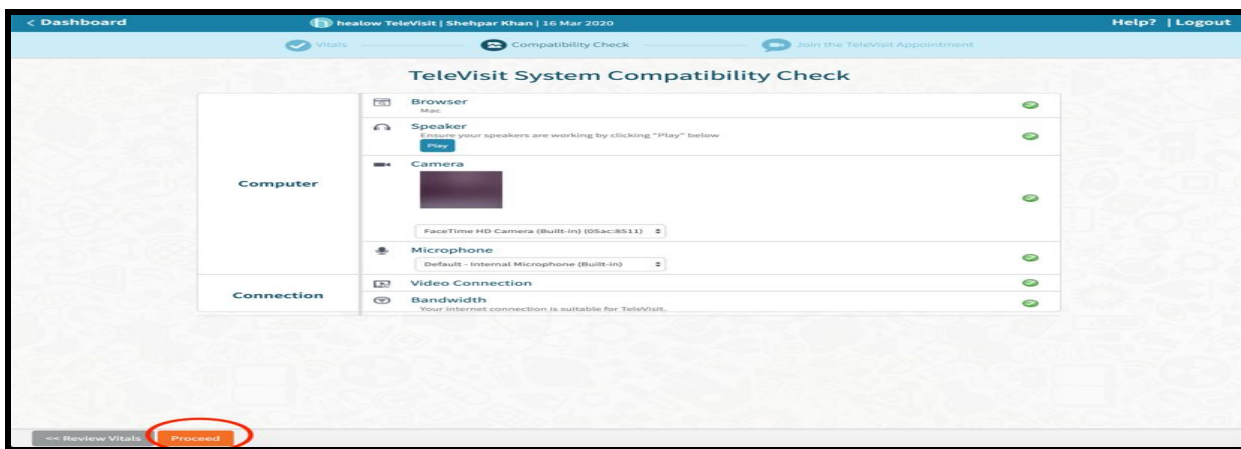
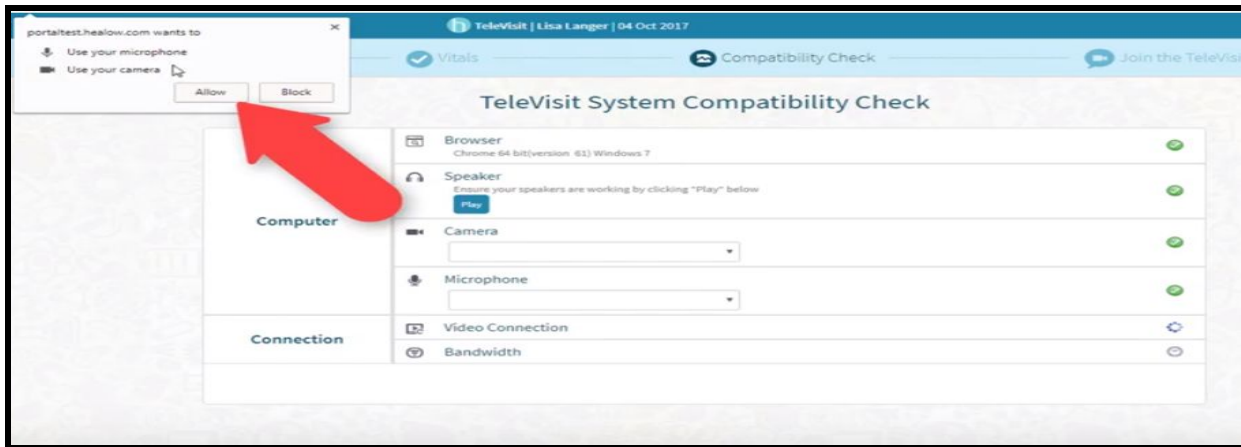


6. Check vitals (Blood pressure, heart rate, weight, height) and enter in the given fields. This is optional but your answers will help make the visit more efficient with your provider.

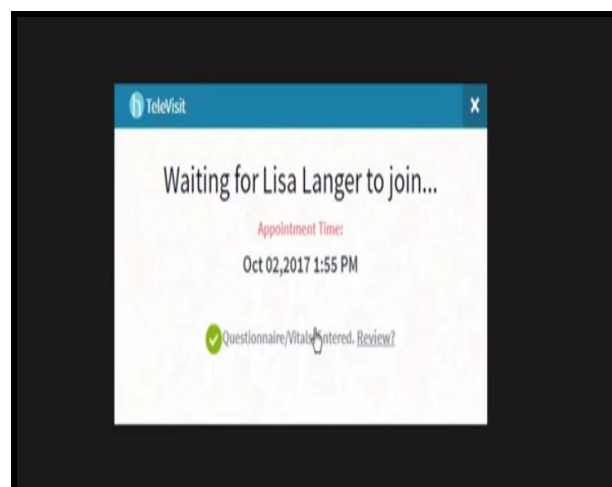
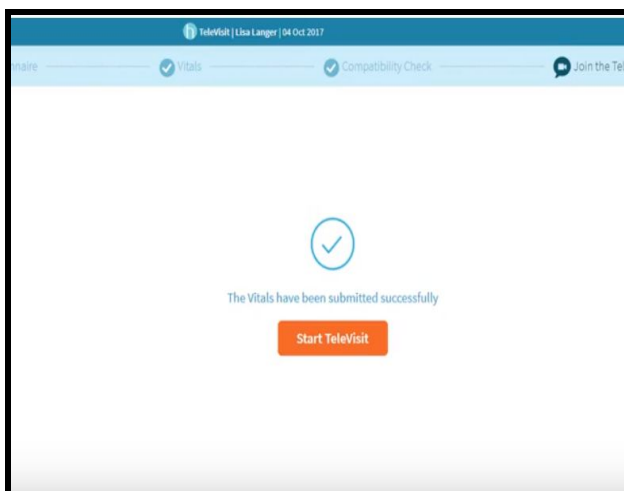
The screenshot shows the 'Vitals' section of the patient portal. The top navigation bar includes 'Dashboard' and 'TeleVisit'. The 'Questionnaire' section is active, and the 'Vitals' section is highlighted. The form contains the following fields:

- Height: Two input fields for feet and inches.
- Weight: One input field for pounds.
- Blood Pressure: Two input fields separated by a slash.
- Temperature: One input field for Fahrenheit.
- Respiratory Rate: One input field for breaths per minute.
- Pulse Rate: One input field for beats per minute.

7. Portal will perform automatic Compatibility check (Mic, Camera, etc). If you see a pop-up on the left side, click allow to provide access to Mic and Camera. Once all the checkmarks turn green, click on 'Proceed' at the bottom right of the screen.



8. Click on "start Televisit" and wait for your Doctor to join the meeting.



## General Questions

### **A. What browsers are compatible?**

Google Chrome is compatible with the Java Runtime environment installed. If you are having trouble entering your visit, please try with a 32-bit browser.

### **B. Can I view my TeleVisit after my appointment?**

No, TeleVisits are not recorded.

### **C. What type of internet speed is recommended?**

We recommend connecting to your healow TeleVisit with an internet connection that has a minimum 2 MB/s upload and 2 MB/s download speed.

### **D. I am experiencing slowness while on the visit. What is causing this?**

Internet connection issues on either you or your provider's end could cause intermittent lag/freezing during the visit.

### **E. I just ended the session with my provider and forgot to mention something to him, can I call him back ? How can I quickly reach him?**

The best way to contact your provider after the session has ended is to call the office directly. Even if the TeleVisit is viewable on your Patient Portal, your provider may not see that you have rejoined the session.

### **F. My TeleVisit just got disconnected due to an outage? How do I log back into my TeleVisit? Do I wait for the doctor to call me?**

Please log back into the Patient Portal and rejoin your TeleVisit. If your provider does not appear, please call the doctor's office and inform them you have re-entered the session.

## Before the Visit

### **A. How do I know if my system can handle TeleVisits?**

Ensure you have the latest version of your browser installed, your computer/laptop has allowed access to microphone and camera, and have internet connection.

### **B. Where is my appointment located?**

The latest TeleVisit appointment will be available on the dashboard screen once you login. If you still do not see your appointment, click the "Appointments" button on the bottom of the widget, and click on the "Upcoming Appointments" link on the left navigation panel.

### **C. I can't see any images on my screen in the healow TeleVisit. What can I do to try to fix the problem?**

Begin by trying to right click on the image and selecting another camera. If this does not work, close all browser windows, check physical connections to the computer, and try the TeleVisit again. Go through the compatibility check.

## **Entering vitals and checking compatibility**

### **A. It is well past my appointment time and I have yet to connect with my doctor. What can I do?**

Ensure you are in the virtual waiting room. The virtual waiting room prompt will display "Waiting for (Your Doctor's Name)." If you see this message and still cannot connect, please contact the office that scheduled your appointment.

### **B. I can't enter the virtual waiting room.**

You will only be able to enter the waiting room for your TeleVisit once you are within 30 minutes of the scheduled time. The "Start TeleVisit" button will appear orange when you can join the visit.

## **During the video call**

### **A. I can't hear my doctor. What can I do?**

Check your volume settings. Most machines have the volume settings available in the taskbar at the bottom right. Let your Doctor know through the chat window on your screen.

### **B. My video has frozen or is not moving, what is going on?**

There may be a momentary loss of internet connection. Please wait and see if the video stabilizes. Also, ensure you have not clicked the "pause" button on your visit.