

## Access Your Video Appointment

Once you've scheduled your video appointment, you will receive an email confirmation with instructions on how to access your appointment. You can do so using your smartphone or a computer with a webcam and microphone.



To use your **smartphone**, download the Healow app ([iOS](#) | [Android](#)) and follow the instructions in your appointment confirmation email. **You will need to enter the Wichita Nephrology Group practice code: EJAHBD.**



To use your **computer**, log onto the patient portal at [wichitanephrology.com](http://wichitanephrology.com) and follow the instructions in your appointment confirmation email.

## Video Appointment FAQs

### **How do I access the eCW patient portal?**

Ensure you have an account created on [wichitanephrology.com](http://wichitanephrology.com). Once this is created, log in and find the tab labeled 'Patient Portal.' Click on the 'Patient Portal' button and you will be redirected to the eCW patient portal.

### **How do I download the Healow mobile app?**

Search 'Healow' in either the Apple or Android app stores to find the application, or visit these links from your mobile device: [iOS](#), [Android](#).

### **I am experiencing slowness while in the visit. What is causing this? How can I resolve this?**

Internet connection issues on either you or your provider's end could cause intermittent lag/freezing during the visit. Ensure that you are well connected to an internet source.

### **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.

### **What devices can I use to access TeleVisits?**

You can use any computer connected to the internet to access [wichitanephrology.com](http://wichitanephrology.com) and the eCW patient portal to be able to connect to TeleVisits through the portal.

You can also access TeleVisits through your mobile app, either by clicking the link to join the visit directly from the appointment reminder email, which will open your phone's browser, or by downloading the Healow app. For the app, the Android platform requires version 2.3.3 or higher, and the iOS platform requires version 7.0 or higher.

**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.

**My portal username/password isn't working to log into Healow. What do I do?**

Click 'Forgot Username or Password' from the app and then choose the option "I have forgotten my password." Enter the information requested to receive a text or email that will allow you to reset your password. Once you finish resetting, you will be able to log in.

**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 or Healow app 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.