

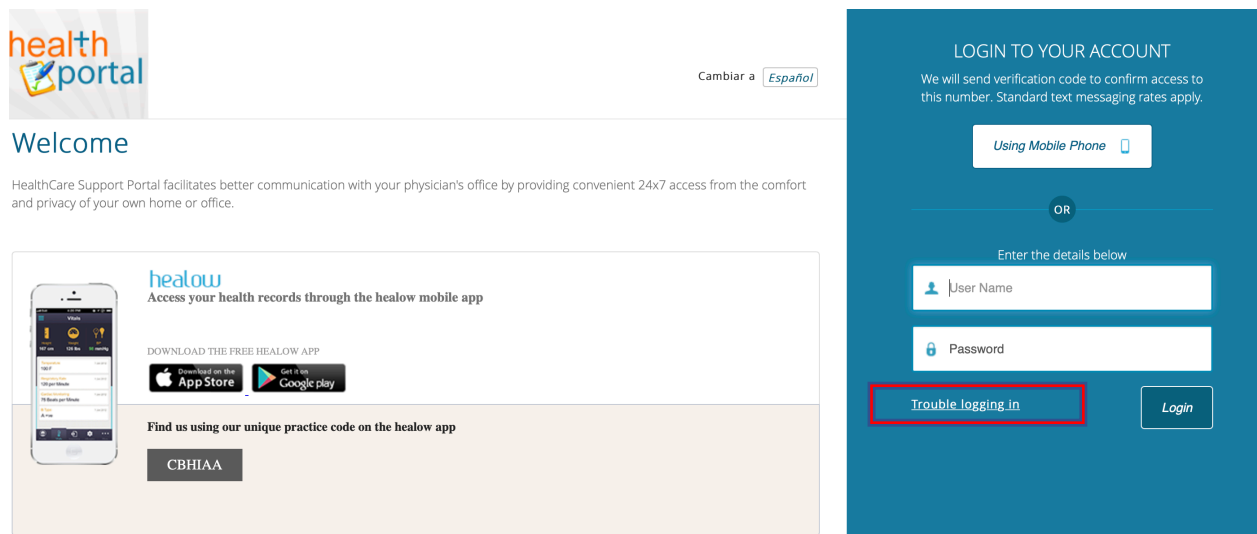
# Woodlands North Houston Heart Center Patient Portal Registration and Telemedicine Visit Information

## Patient Portal Registration Information

Step 1: Make sure you have provided an email address to our office to sign you up for the patient portal. The link to the patient portal is on our website <https://wnhhc.com/>, you can always google “Woodlands North Houston Heart Center” to get to our website



Step 2: After you click on the portal link you will be brought to the screen below. Log in with the username and password that was emailed to you from our office (this may be in your junk folder). This is case sensitive. If the password does not work, you do not have one, or you do not remember it, you can reset it yourself by entering your username and clicking the “trouble logging in” button below . A new link will be sent to you to reset your password and log in.



## Woodlands North Houston Heart Center Patient Portal Registration and Telemedicine Visit Information

Step 3: Once you are logged in you will be brought into the screen below. You can see appts, your current medications, and send a message to your provider. This is where we post normal lab results and communicate normal cardiac testing. This is the BEST way to communicate with our office and bypass waiting on hold or playing phone tag with providers.

The screenshot displays the patient portal interface. At the top, the 'health portal' logo is on the left, and navigation links for 'Home', 'Cambie a Español', and 'Sign Out' are on the right. A dark sidebar on the left contains icons and labels for 'Dashboard', 'My Account', 'Messages', 'Medical Records', 'Appointments', and 'Trackers'. The main content area has a light orange header with a welcome message and an 'Important Message' about COVID-19 risk for cardiovascular patients. Below this, there are two primary panels: 'CURRENT MEDICATION' showing 1 medication with a 'View All' link, and 'MEDICAL RECORDS' featuring a 'Request PHR' link and a 'View Medical Records' button.

health portal

Home Cambie a Español Sign Out

Welcome to the Patient Portal for Woodlands North Houston Heart Center! This website allows us to securely and confidentially communicate with you through e-mail to notify you of test results or other important information. Please watch your e-mail for notification from our office when you have a new message from us!

Important Message

Cardiovascular patients are considered to be at a higher risk for COVID 19. In an effort to further prevent the spread of the virus and protect our patients

1 Medications View All

**CURRENT MEDICATION**

View All

**MEDICAL RECORDS**

Personal Health Record can be requested by clicking on the Request PHR below

[Request PHR](#)

View Medical Records

# Woodlands North Houston Heart Center Patient Portal Registration and Telemedicine Visit Information

## Laptop/Computer Setup for your Telemedicine Visit

Step 1: Make sure you have a laptop or computer with a working camera. If you do not have this then you can always complete your visit via smartphone that has a camera (see next page for smartphone set up instructions)

Step 2: The telemedicine function requires you to access our patient portal via our website using specific web browsers. Even if you have used our portal on other internet browsers the telemedicine function will ONLY work with the most updated version of Firefox or Google chrome. Please download one of these to your computer if you do not already use them.

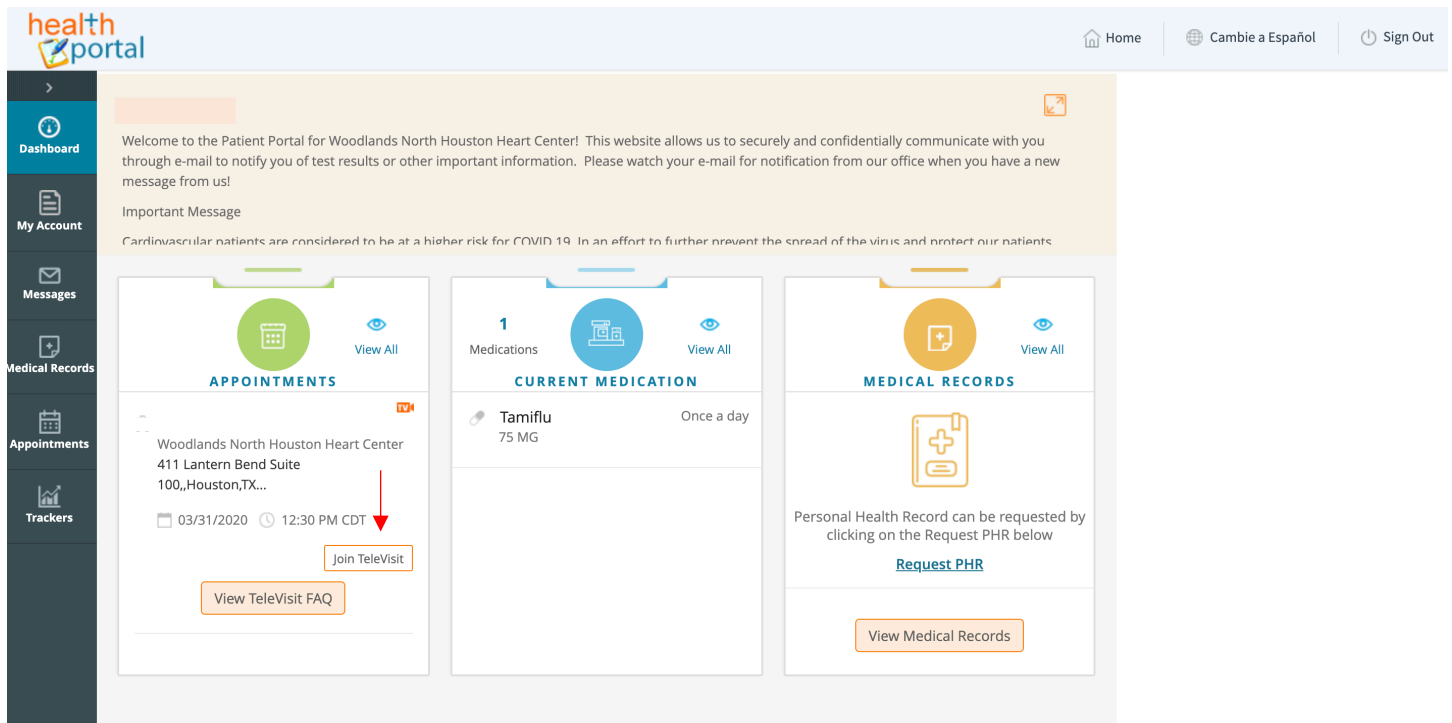


Google Chrome



Firefox

Step 3. Using either Google Chrome or Firefox, go to [www.wnhhc.com](http://www.wnhhc.com) and click on patient portal and log in, you will see the screen below. Click on Join Televist to start appt.

The screenshot shows the patient portal dashboard. At the top, there's a header with the "health portal" logo on the left and navigation links for "Home", "Cambie a Español", and "Sign Out" on the right. A left sidebar contains icons for "Dashboard", "My Account", "Messages", "Medical Records", "Appointments", and "Trackers". The main content area has a welcome message and an important message about COVID-19 risk for cardiovascular patients. Below this are three large panels: "APPOINTMENTS" showing a scheduled appointment at Woodlands North Houston Heart Center on 03/31/2020 at 12:30 PM CDT, with a red arrow pointing to a "Join TeleVisit" button; "CURRENT MEDICATION" showing "Tamiflu 75 MG" with a "View All" link; and "MEDICAL RECORDS" with a "Request PHR" link and a "View Medical Records" button.

## Woodlands North Houston Heart Center Patient Portal Registration and Telemedicine Visit Information

Step 4: You will be asked to fill out a symptom questionnaire and vital signs.

< Dashboard

healow TeleVisit

Questionnaire

Vitals

Please complete your health questionnaire to the best of your ability.

Are you experiencing?

Chest pain with exertion

☐ Yes  
☐ No

Chest pain at rest

☐ Yes  
☐ No

Swelling in the legs

☐ Yes  
☐ No

Shortness of breath at rest

☐ Yes  
☐ No

Shortness of breath with exertion

☐ Yes  
☐ No

Cough

☐ Yes  
☐ No

Fatigue

☐ Yes  
☐ No

Submit Questionnaire

< Dashboard

healow TeleVisit

Questionnaire

Vitals

Height

ft  inches

Weight

pounds

Blood Pressure

/

Temperature

F

Respiratory Rate

breaths per minute

Pulse Rate

beats per minute

Step 5: If this is the first time you have done a telemedicine visit on your device then you will be brought to a compatibility check below. Make sure you allow access to your camera and microphone. You will need to unmute the sound if muted to hear. When you see all green checks on the right you can move on to the next step.

TeleVisit System Compatibility Check

Computer	<div>Browser</div> <div>Chrome 64 bit(version: 68) Windows 10.0</div> <div></div>	
	<div>Speaker</div> <div>Ensure your speakers are working by clicking "Play" below</div> <div>Play</div>	
	<div>Camera</div> <div></div> <div>FJ Camera (04f2zb413)</div>	
	<div>Microphone</div> <div>Default - Microphone (Realtek High Definition Audio)</div>	
	<div>Video Connection</div> <div></div>	
Connection	<div>Bandwidth</div> <div>Your internet connection is suitable for TeleVisit.</div>	

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Step 6: There is consent form you need to review and sign before starting the visit.

**TeleVisit Consent Form**

**To the Patient:** *You have the right, as a patient, to be informed about your condition and the recommended medical or diagnostic procedure to be used so that you may make the decision whether or not to undergo the procedure after knowing the risks and hazards involved. This disclosure is not meant to scare or alarm you; it is simply an effort to make you better informed so you may give or withhold your consent to this telemedicine consultation.*

I voluntarily request BSLMG Woodlands North Houston Heart to provide a telemedicine consultation. I have been asked by my healthcare provider to take part in a telemedicine consultation with Baylor St. Luke's Medical Group and its physicians, associates, technical assistants, affiliated hospitals and other deemed necessary to assist in my medical care through a telemedicine consultation.

I understand the following:

1. The purpose is to assess and treat my medical condition.
2. The telemedicine consult is done through a two-way video link-up whereby the physician or other health provider can see my image on the screen and hear my voice. However, unlike a traditional medical consult, the physician or other health provider does not have the use of the other senses such as touch or smell; and it may not be equal to a face to face visit.
3. Since the telemedicine consultant's practice is in a different location and does not have the opportunity to meet with me

☒ **Accept** (Clicking "Accept" indicates an electronic signature has been obtained explaining requirements, understanding and acceptance of medical services being rendered electronically.)

☐ **Decline**

**Proceed**

Step 7: After you click proceed you will be brought to this screen, you can click "Start TeleVisit" once it turns orange.



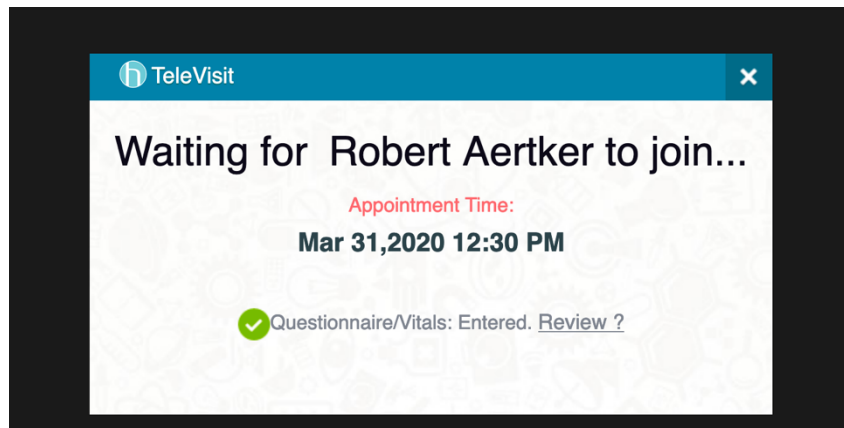
**The 'TELEMED2' questionnaire and Vitals has been submitted successfully.**

**The link to the waiting room for your TeleVisit will appear below.**  
The "Start TeleVisit" link will appear orange in **2 min(s)**, allowing access to the virtual waiting room.

**Start TeleVisit**

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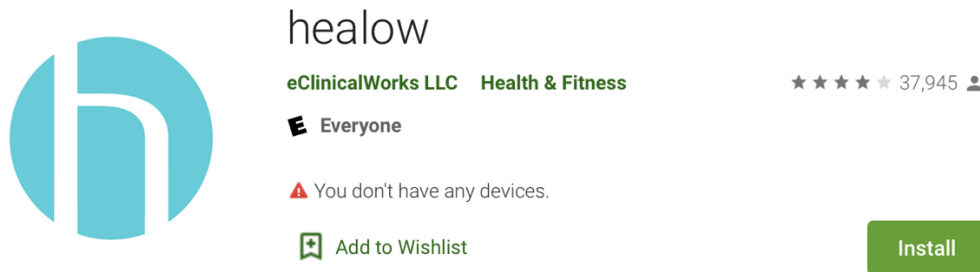
Step 8: After you click the orange button you will hear chiming and will wait for your provider to connect with you



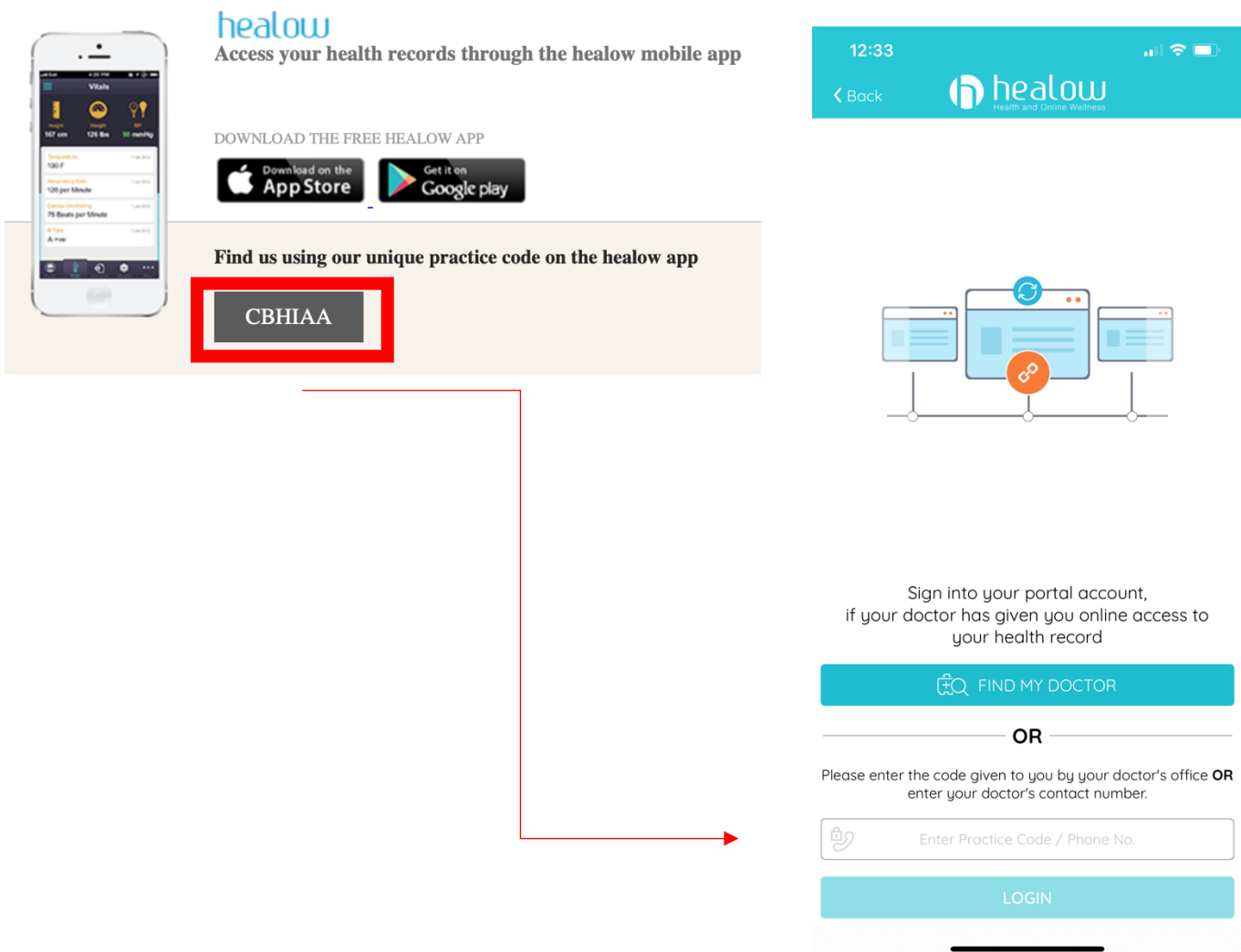
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Smartphone Setup for Telemedicine Visit

Step 1: If you want to use your smartphone (iPhone or Android) for your telemedicine that is another option. You need to have a functioning camera on your phone. You will need to go to the App Store for iPhone users or the Google Play store for Android users and download the app below. It is free.

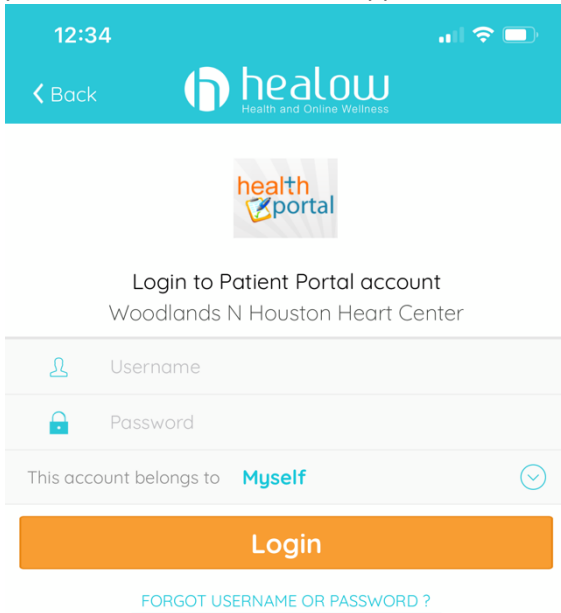


Step 2: You will need to enter the unique practice code CBHIAA into the app on your phone



## Woodlands North Houston Heart Center Patient Portal Registration and Telemedicine Visit Information

Step 3: You will see the clinic name populate. Login with the same username and password you have used previously, you can also reset it with the app.



12:34

< Back

healow  
Health and Online Wellness

health  
portal

Login to Patient Portal account  
Woodlands N Houston Heart Center

Username

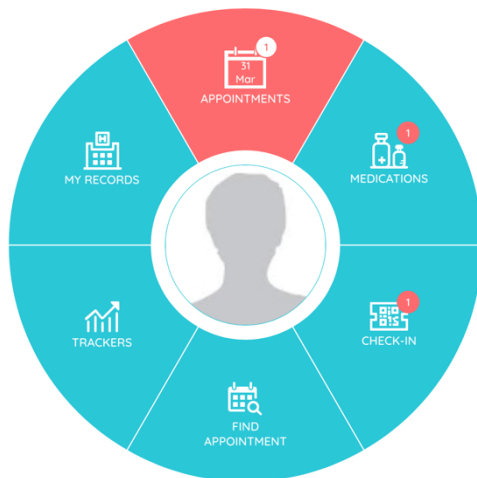
Password

This account belongs to **Myself**

Login

[FORGOT USERNAME OR PASSWORD ?](#)

Step 4: Once you are logged into the app you will see the screen below, click on appointments





## Woodlands North Houston Heart Center Patient Portal Registration and Telemedicine Visit Information

Step 5: This will bring you to the next screen which will show the providers name, click the orange start televisit button. You will be asked to complete a symptom questionnaire and input vitals

The first screenshot shows the 'Appointment Details' screen for Robert Aertker on Tuesday, March 31, 2020, at 12:30 PM. It includes the Woodlands North Houston Heart Center logo and address. At the bottom is an orange 'Start TeleVisit' button.

The second screenshot shows the 'Questionnaire and Vitals' screen titled 'TELEMED2'. It asks 'Are you experiencing?' and lists five symptoms with 'Yes' or 'No' response options: 1. Chest pain with exertion, 2. Chest pain at rest, 3. Swelling in the legs, 4. Shortness of breath at rest, and 5. Shortness of breath with exertion.

The third screenshot shows the 'Vitals' section with input fields for Height (eg. 5 Ft, eg. 7 In), Weight (eg. 200 Pounds), Blood Pressure (eg. 160 / eg. 80), Temperature (eg. 98 Fahrenheit), Respiratory Rate (eg. 12 Breaths per minute), and Pulse Rate (eg. 72 Breaths per minute). At the bottom are buttons for '< Previous', 'Resubmit Vitals >', and 'Skip >'.

Step 6: After you submit vitals you will be brought to this screen. Click start televisit and wait for your provider to show up on your screen

The first screenshot shows a 'Ready?' screen with a 'Start TeleVisit' button and an icon of a person on a video call.

The second screenshot shows the 'Waiting for Robert Aertker to join...' screen. It features a clock icon and a progress indicator. Below, the 'Appointment Time' is confirmed as Mar 31, Tue 2020 at 12:30 PM. A green checkmark indicates 'Questionnaire/Vitals entered'. At the bottom is a 'Review Questionnaire and Vitals' button.