

We are implementing virtual visits (televisits) to be able to continue the care of our patients. You will have to be signed up and registered for the patient portal to be able to participate in this.

Here is the link to do register or log in:

https://mycw13.eclinicalweb.com/portal570/jsp/100mp/login_otp.jsp

To schedule a Televisit with Dr. Norris:

- Step 1.** go to <http://www.norrisderm.com> and click on the make appointment link or click **here** to make an appointment
- Step 2.** Click on button that says “book” with Dr. Norris
- Step 3.** Choose an available time/day on the schedule provided
- Step 4.** Fill in your personal information including name, date of birth, phone number and gender
- Step 5.** Fill out reason for visit i.e. acne, medication refill, concerning spot. Remember we are not able to do things like skin checks over the televisits.
- Step 6.** please put “televisit” in the info for provider section
- Step 7.** choose if you will be self-pay or if we are billing your insurance provide the carrier and subscriber number.
- Step 8.** verify the information is correct and send a code to yourself to verify you are a real human, type this code in and click “BOOK”
- Step 9.** we will verify the appointment on our end and you will then receive a notification that the appointment has been confirmed.

You can either join the televisit through an email that will be sent once our office has confirmed the appointment or through the patient portal. Below are instructions on how to access the televisit appointment you have booked through the patient portal.

- Step 1.** If you don't know your username and password please use your cell phone number, name and date of birth to log in.
*If you used the phone number option choose your cell phone number for the code to be sent and then enter the code that is sent to you in a text message.
- Step 2.** Once you have put in the code and gotten logged in, you should see your upcoming appointment as well as other information listed **If the appointment is not showing on your home screen please call /email us or send a new appointment request through your portal.
- Step 3.** Click “Join televisit.” The next screen will have you verify connection and go through getting you connected. Be sure to have a video and microphone available on your computer or cell phone or device you are using.

If you have any trouble please reach out to us through your portal account or by calling 503-227-7117 or our secure email at norrisderm@hushmail.com