

eClinicalWorks

healow™ TELEVISITS

V10 - September 2015



healow

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ABOUT THIS GUIDE

This guide explains the use of healow™ TeleVisits and the configuration required to perform the tasks related to healow TeleVisits. This guide describes the provider and patient view of healow TeleVisits.

Product Documentation

The eClinicalWorks documentation supports the eClinicalWorks Electronic Medical Record (EMR), Practice Management (PM), and/or additional software features.

eClinicalWorks Documentation is available from:

- my.eclinicalworks.com Customer Portal <https://my.eclinicalworks.com>
 - ◆ click the Documents and Videos widget on the Knowledge tab to display the documents available in PDF format
 - ◆ click the HelpHub widget on the Helpdesk tab to display the documents available in HelpHub
- eClinicalWorks application - from the Help menu, click the HelpHub link.

For more information, refer to the sections:

- [Webinars](#)
- [eClinicalWorks Newsletter](#)

Webinars

For more information, take advantage of the free unlimited eClinicalWorks webinars—interactive seminars conducted online. These courses are presented by product trainers who are experts with eClinicalWorks and all of its capabilities. To sign up for an eClinicalWorks webinar, go to:

my.eclinicalworks.com Customer Portal <https://my.eclinicalworks.com>.

To view and register for webinars, click the Knowledge tab and then click the Webinars widget.

eClinicalWorks Newsletter

To receive important, timely, and informative product notifications, subscribe to the eClinicalWorks Newsletter e-mailing list.

To subscribe to the newsletter:

- click the link available on the Customer Portal: <https://my.eclinicalworks.com>

OR

- click the link available on the eClinicalWorks website: <http://eclinicalworks.com/>

OR

- click the direct link: [eClinicalWorks newsletter](#)

Getting Support

For support-related issues, open a Support Case on the eClinicalWorks Customer Portal at:

<https://my.eclinicalworks.com>

You may also call or e-mail eClinicalWorks Support:

Phone: (508) 475-0450

E-mail: support@eclinicalworks.com




Conventions




This section list typographical conventions and describes the icons used to call out additional information and to indicate item keys, new features, and enhancements to the application.

- Typographical conventions:

Bold	Identifies options, keywords, and items in a description.
<i>Italic</i>	Indicates variables, new terms and concepts, foreign words, or emphasis.
Monospace	Identifies examples of specific data values, and messages from the system, or information that you should actually type.

- Icons are used to highlight new features and indicate enhanced features and item keys:

Icon	Description
	Indicates an item key.
	Identifies new features, suggested by clients, from the eCWideas website: http://ecwideas.eclinicalworks.com .
	Identifies new features.

Icon	Description
	Indicates an enhanced feature.
	Points out helpful tips or additional information.
	Indicates feature meets a Meaningful Use requirement.

Note to Cloud/SaaS Users: When accessing the eClinicalWorks application via RDP (Remote Desktop Protocol) as a backup, be advised that Microsoft® Office® applications such as Excel® and Word® will not be supported.

healow TELEVISITS

healow™ TeleVisits provides a platform for a secure two-way video visit between the patient and the provider, enabling patient access to clinical healthcare from a distance. eClinicalWorks® practices can use healow TeleVisits to provide improved healthcare to their patients, by eliminating the hurdles of distance.

Providers can access healow TeleVisits from the eClinicalWorks application or from the healow agent on their system. Patients can access healow TeleVisits from the eClinicalWorks Patient Portal.

For an overview of healow TeleVisits and activation, refer to [Overview](#).

For more information on healow TeleVisits appointments, refer to [healow TeleVisit Appointments](#).

Overview

The following sections describe the configuration required to access healow TeleVisits:

- [Activating healow TeleVisits](#)
- [Activating Provider for healow TeleVisits](#)
- [Configuring healow TeleVisits Visit Type](#)
- [Associating Questionnaires](#)
- [Configuring E-Mail Message Settings](#)
- [Downloading the healow Agent](#)
- [Configuring the healow Agent](#)
- [healow Agent General Settings](#)
- [Accessing the healow Agent](#)

Activating healow TeleVisits

healow TeleVisits can be activated on demand by the practice from the Admin band in the eClinicalWorks EMR product. For more information about on-demand activation of eClinicalWorks products, refer to the *eClinicalWorks On-Demand Product Activation Guide*.

To activate healow TeleVisit:

1. From the Admin Band in eClinicalWorks, click the *Product Activation* icon.
The Product Activation window displays.
2. Click *Activate* next to healow TeleVisit:



The healow TeleVisit Status window opens and the activation process begins. The activation process and the status of the activation displays.

3. Once the activation process is complete, a confirmation message displays.
4. Click *OK*.

healow TeleVisits is activated.

When healow TeleVisits is activated, the *TeleVisit Compatibility Test* menu changes to *Show* under the Admin band > Patient Portal Settings > Menu Settings:



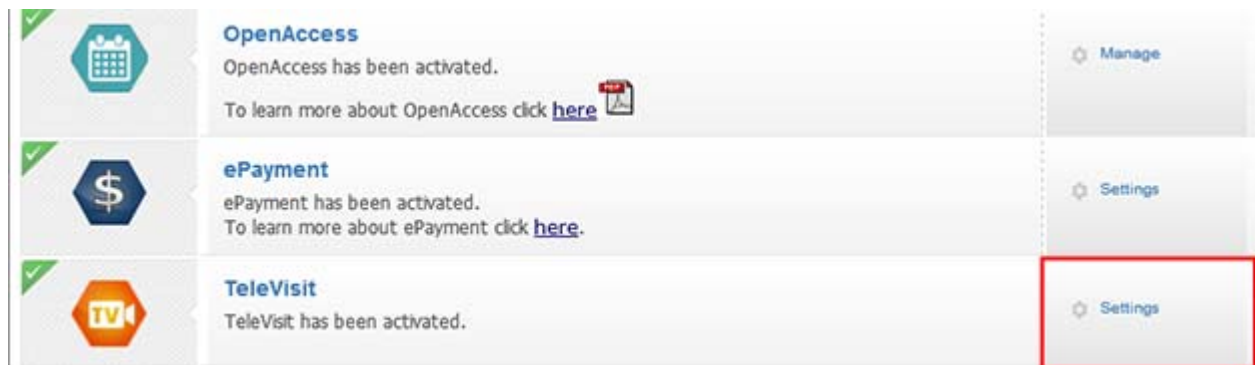
The *Show* menu enables the *TeleVisit Compatibility Test* option to display on the portal. Patients can run the healow TeleVisit compatibility test ahead of the healow TeleVisit appointment.

Activating Provider for healow TeleVisits

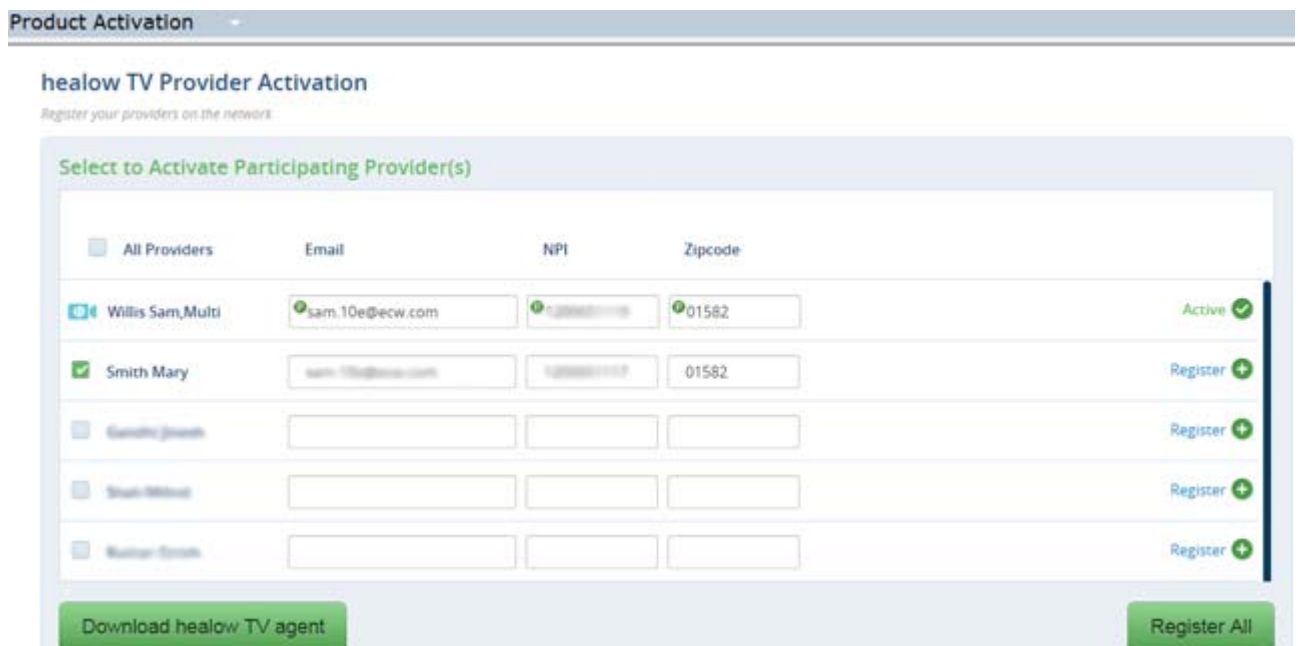
Rendering providers that conduct the healow TeleVisits must be activated first before they can use the healow TeleVisits feature.

To activate a provider for healow TeleVisits:

1. From the Admin Band in eClinicalWorks, click the *Product Activation* icon.
The Product Activation window displays.
2. Click *Settings* next to healow TeleVisits:



The healow TV Provider Activation window displays:



3. Enter the e-mail ID, NPI number, and the ZIP Code for the provider, and then click *Register*.

The provider is activated and the status displays as *Active*.

For more information on downloading the healow agent, refer to [Downloading the healow Agent](#).

Configuring healow TeleVisits Visit Type

To display healow TeleVisit on the Chart Panel of the Progress Notes, the healow TeleVisit option for the visit type must be enabled. The healow TeleVisit visit type also triggers the questionnaire for patients to complete on the healow TeleVisit.

To enable healow TeleVisit visit type:

1. From the Admin band, click the *Admin* icon.
The Admin login window opens.
2. Enter the administrator username and password, and then click *Login*.
The Admin window opens.
3. Click the *User Admin* heading in the left pane, and then click *Visit Type Codes*.
The Visit Type Codes window displays.
4. Click *Add*.

The Visit Codes window displays:

5. Click *Add* to add a new visit type.
To update an existing visit type, click the visit type.

The Visit Codes window displays.

6. Enter a name and description for the healow Televisit.
7. Enter information in the other fields as required.

For more information on these fields, refer to the *System Administration Users Guide*.

8. Check the *healow TeleVisit* box.
9. Click *Save*.

The healow TeleVisit visit type is configured.

Associating Questionnaires

The Form Settings window enables the practice to select the questionnaires and/or immunization forms to be filled out by patients in the Portal, and to map the questionnaire to the appropriate healow TeleVisit visit type.

Note: Questionnaires must be selected in the *Questionnaires to be uploaded to portal* section before they can be mapped to the healow TeleVisits visit type.

For more information on form settings for questionnaire and immunizations and designing questionnaire, refer to the section *Form Settings for Questionnaires and Immunizations* in the *Patient Portal Users Guide*.

To select a questionnaire and map healow TeleVisit visit type with the questionnaire:

1. From the Admin band, click *Patient Portal Settings*.

The Patient Portal Settings window displays.

2. Click *Form (Ques & Imm) Settings* in the left pane.

The Questionnaire Setting window displays in the right pane.

3. Click the down arrow to the right of the Number of Questionnaires field and select the number.

The columns on the left side of the panel reconfigure to enable the selection of the same number of questionnaires as have been chosen to be uploaded.

4. In the first *Selected Questionnaire* field, click the down arrow, and then select the questionnaire to be associated with healow TeleVisits.

5. Click in the *Portal Menu Name* field beside your selected questionnaire, and then type the name of the questionnaire that the patient will see in the menu, such as *healow TeleVisit questionnaire*.

Using the same process, select the remaining questionnaires and assign a name for each.

6. Click the down arrow in the Visit Type field and select the healow TeleVisit appointment:

The screenshot displays the 'Patient Portal Settings' interface. On the left is a navigation sidebar with 'Form(Ques & Imm) Settings' highlighted in red. The main content area is titled 'Questionnaire Setting' and includes sections for 'Questionnaires that are to be uploaded to patient portal', 'Questionnaire Display Option', 'Immunization Setting', and 'Questionnaire-Visit type mapping'. The 'Questionnaire-Visit type mapping' section has a table with columns for Visit Types, Questionnaire, Provider, and Facility. The 'TeleVisits' dropdown in the 'Visit Type' column is highlighted in red.

Visit Types	Questionnaire	Provider	Facility		
EV(Eye Visit)	Vision visit			/	
VisionExam(Vision Exam)	Vision visit	Mary JG Jones	WMA:Westboroug	/	
sample4(chartss)	Vision visit			/	

7. Click *Add*.

The Visit Type-Questionnaire Mapping window displays:

Visit type-Questionnaire Mapping

Provider : Default
Facility : Default

Please select Questionnaire to map with Visit Type TeleVisits

Available Questionnaires	
<input type="checkbox"/>	Name
<input type="checkbox"/>	
<input type="checkbox"/>	Abdominal
<input type="checkbox"/>	AIGB 21
<input type="checkbox"/>	AM Knee Pain
<input type="checkbox"/>	cold symptoms
<input type="checkbox"/>	CSC
<input type="checkbox"/>	DH
<input type="checkbox"/>	dm

Submit Cancel

8. Check the boxes for the required questionnaires that are to be associated with the healow TeleVisit visit type.
9. Click *Submit*.
The questionnaire is associated to the healow TeleVisit visit type.
The associated questionnaire will display on healow for the healow TeleVisit.

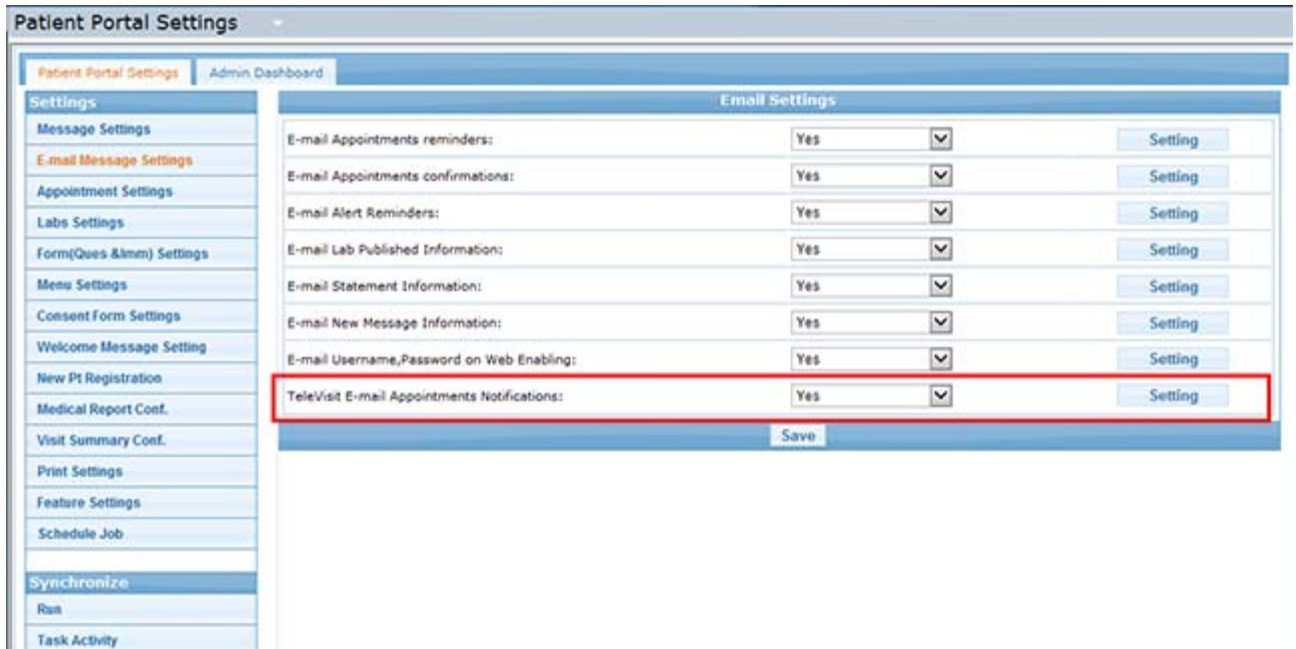
Configuring E-Mail Message Settings

E-mail appointment notifications for healow TeleVisits can be configured from the Patient Portal Settings. These notifications can be sent automatically from the practice to the patient and include appointment reminders and confirmations. Templates are provided for these message types, ensuring consistency in communicating with patients.

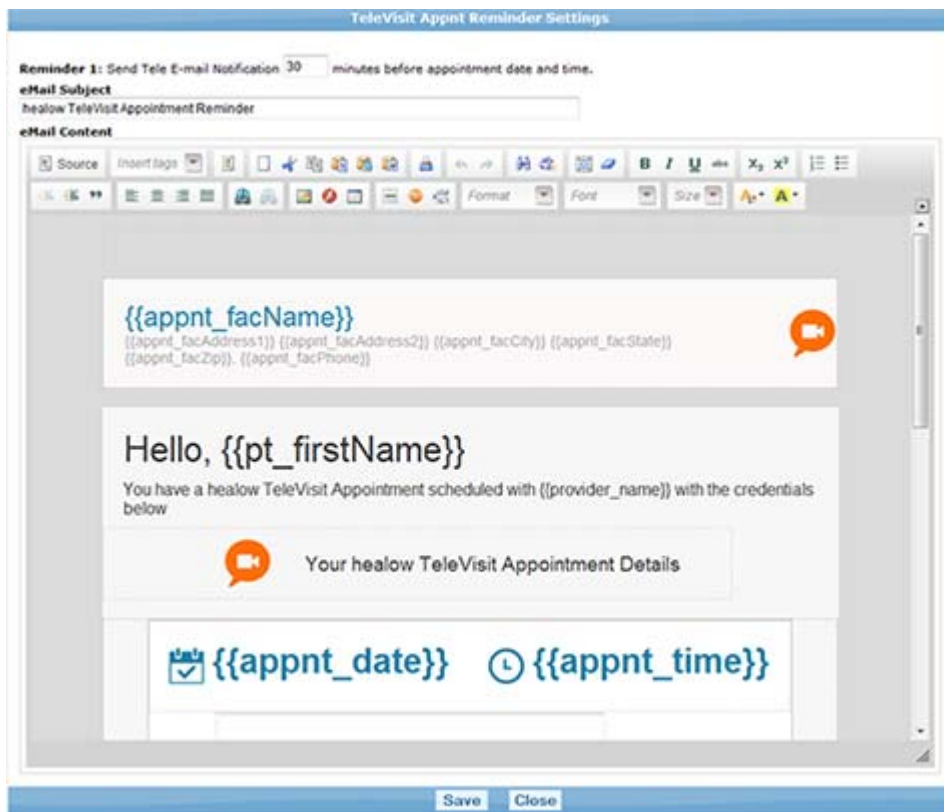
To configure e-mail message settings for healow TeleVisit:

1. From the Admin band, click *Patient Portal Settings*.
The Patient Portal Settings window displays.
2. Click *E-mail Message Settings* in the left pane.
The e-mail settings display on the right pane.
3. Click the down arrow next to healow TeleVisit E-mail Appointment Notification, and then click *Yes*.
4. Click *Save*.

5. Click *Settings*:



The healow TeleVisit Appointment Reminder Settings window displays:



6. Enter information in this window as described below:

- ◆ **Reminder 1** - Enter the number of minutes before the appointment that the appointment reminder notification will be sent to the patient.
- ◆ **E-mail Subject** - Enter the subject of the e-mail.

- ◆ **E-mail Content** - Assign appropriate text to the message type using the HTML editor.
For more information on the HTML editor and its functions, refer to the section *Applying Text to E-Mail Messages using HTML Editor* in the *Patient Portal Users Guide*.

7. Click *Save*.

The appointment reminder e-mail for the healow TeleVisits is configured.

Downloading the healow Agent

The healow agent can be downloaded on the system from the healow TV Provider Activation window. The healow agent can be used to view and initiate healow TeleVisit appointments.

To download the healow-TV agent:

1. From the Admin Band in eClinicalWorks, click the *Product Activation* icon:

The Product Activation window displays.

2. Click *Download healow-TV agent*:

3. Follow the instructions to complete the download.

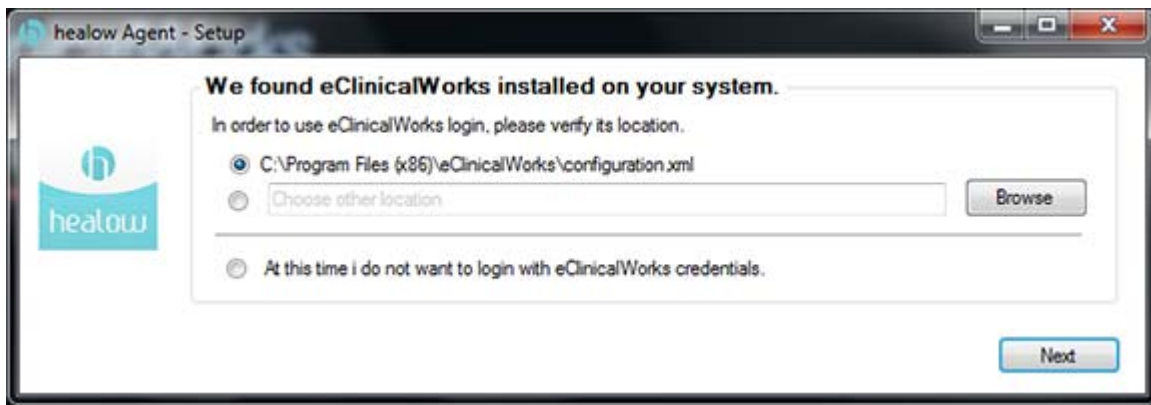
Configuring the healow Agent

The healow agent must be configured correctly before it can be used to initiate healow TeleVisits.

To configure the healow agent:

1. Double-click the healow agent icon on your computer.

The healow agent Setup window displays:



The radio button for the path to the configuration.xml file is selected.

2. To select a different path, click the *Browse* button, and select the path where the configuration.xml file for eClinicalWorks is located.

To change the path for the configuration.xml file, refer to the section [healow Agent General Settings](#).

3. Click *Next*.

The eClinicalWorks Login window displays:

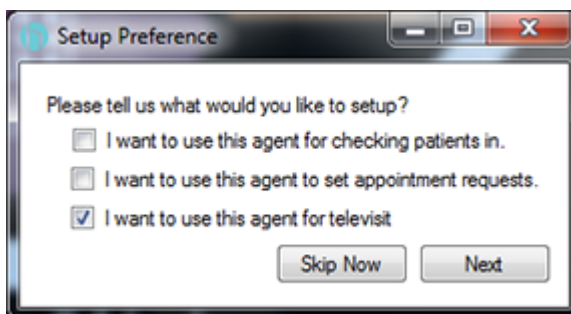


4. Enter the provider username and password.

Note: The provider that is activated for healow TeleVisits must log in to the healow agent with the same credentials as the eClinicalWorks application so they can view their healow TeleVisits appointments.

5. Click *Login*.

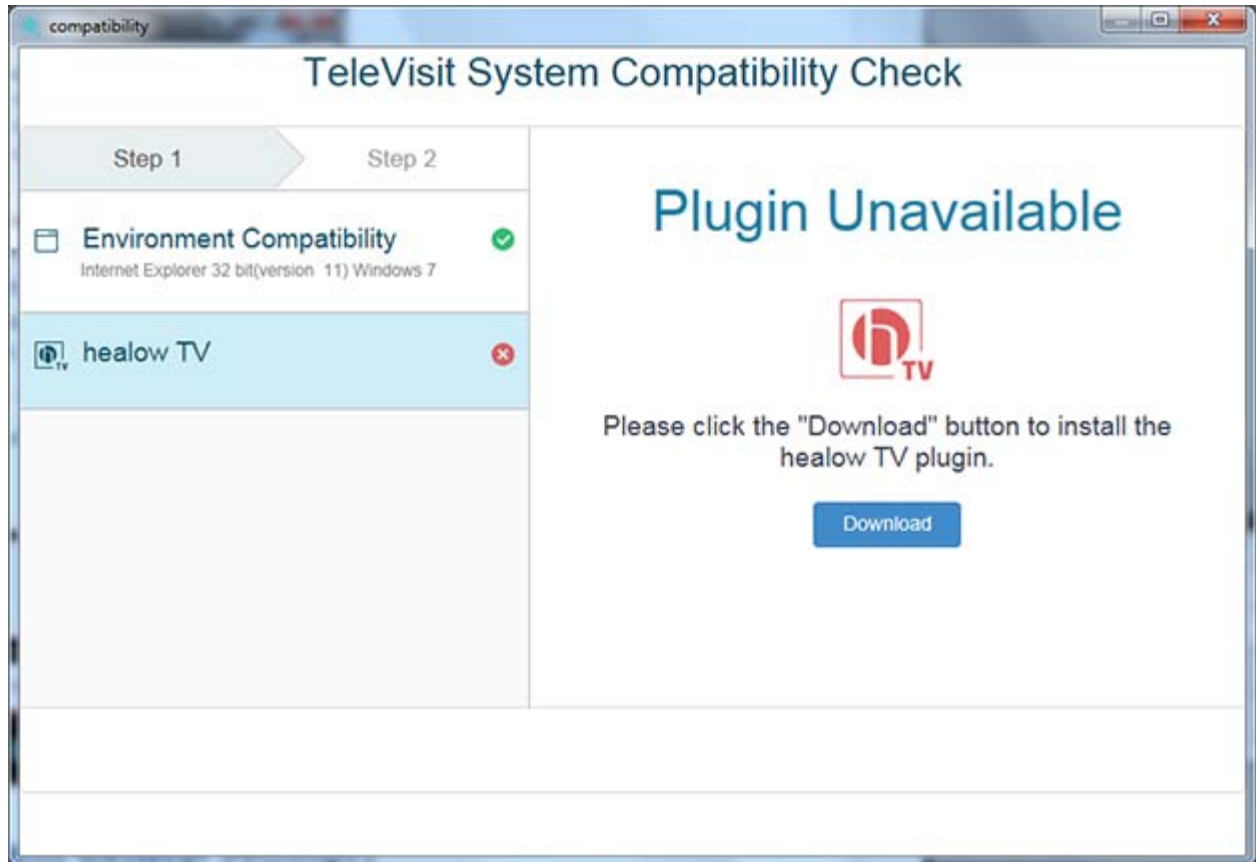
The Setup Preference window displays:



6. Check the *I want to use this agent for televisit* box.
7. Click *Next*.

The TeleVisit System Compatibility Check window displays. If the system is not compatible for healow TeleVisits, a *Plugin Unavailable* message displays.

Click *Download* to download the healow TV plugin:



Once the healow plugin is installed, the user is logged in to the healow agent, and the healow icon displays in the desktop task bar:



Note: In future versions, if the healow plugin is not installed on the provider's machine, a message will display on the healow roster prompting the user to download the plugin.

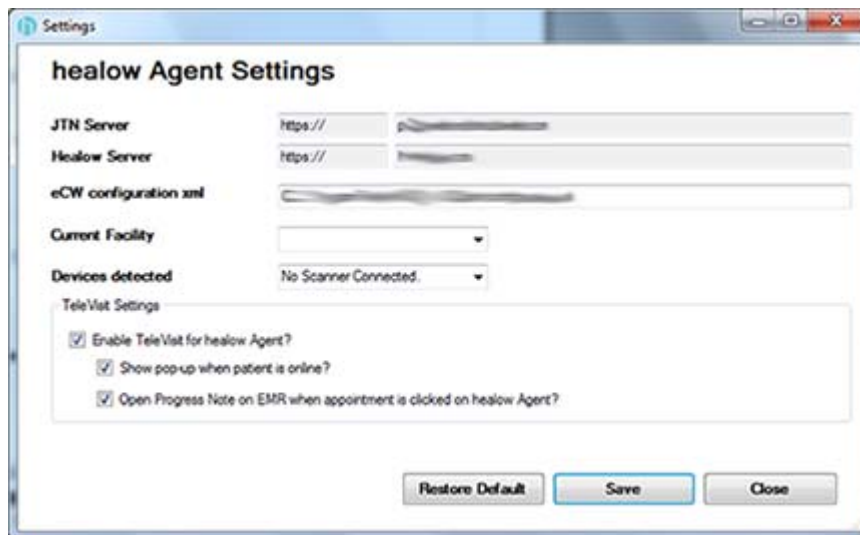
healow Agent General Settings

This section describes the general settings required for the healow agent.

To configure settings for healow:

1. Right-click the healow agent, point to Settings, and then click *General Settings*.

The General Settings window displays:



- ◆ The information in the JTN Server, Healow Server, and the eCW Configuration xml fields display by default.
- ◆ To change the path entered in the eCW Configuration xml field, click *Restore Default*. The Settings window closes.
To change the path, follow the steps described in the section [Configuring the healow Agent](#).

2. Enter information as described below:

- ◆ **Enable TeleVisit for healow agent** - Check this option to enable access to the healow TeleVisit feature from the healow agent.
- ◆ **Show pop-up when patient is online** - Check this option to display a pop-up message when the patient is online. Providers can click the pop-up message to initiate the healow TeleVisit.
- ◆ **Open Progress Notes on EMR when appointment is clicked on healow agent** - Check this option to open the Progress Notes when the provider clicks the healow TeleVisit appointment on the healow agent.

Note: The provider must be logged in to eClinicalWorks with the same credentials that is used for the healow agent.

3. Click *Save*.

Accessing the healow Agent

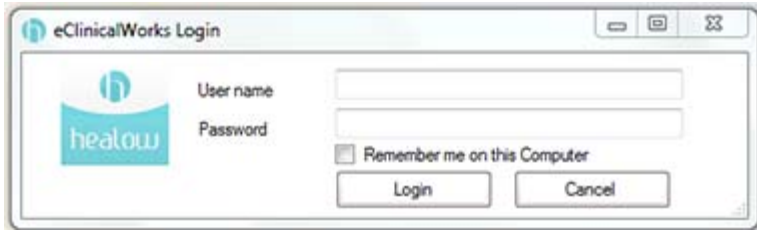
Providers can view healow TeleVisit appointments from the healow agent and start the two-way video visit from the healow agent.

To access the healow agent:

1. Double-click the healow icon on the computer:



The eClinicalWorks Login window displays:



2. Enter the provider username and password, and then click *Login*.

The provider is logged into the healow agent.

3. Right-click the healow agent, and click one of the following options as required:

Feature	Description
View TeleVisit Appointments	Click to view the healow TeleVisit appointment for the logged-in provider. The healow roster opens displaying the TeleVisit Appointment for the current date. Note: If the provider is not activated for healow, the <i>View TeleVisit Appointment</i> option is disabled.
Settings	Point to Settings and click one of the following options: <ul style="list-style-type: none"> ■ TeleVisit Compatibility Check - Click to test compatibility for healow TeleVisits. ■ General Settings - Refer to the section healow Agent General Settings.
About	Click to view the version information for healow.
Logout	Click to log out of the healow agent.
Exit	Click to exit the healow agent application.

healow TeleVisit Appointments

Create healow TeleVisit appointments on the provider’s schedule. Once the appointment is created, an appointment confirmation e-mail is sent to the patient. Patients can log in to healow and complete the questionnaire before the appointment. Once the patient is online, the provider can start the healow TeleVisit at the scheduled time from the healow agent, the healow pop-up message, or the Office Visits.

For more information on creating and viewing healow TeleVisit appointments, and initiating healow TeleVisits in provider and patient view, refer to the following sections:

- [Creating a healow TeleVisit Appointment](#)
- [Viewing healow TeleVisit Appointments - Provider View](#)

- Viewing healow TeleVisit Appointments - Patient View

Creating a healow TeleVisit Appointment

healow TeleVisit appointments can be created in the same way as any other appointment in the Resource Schedule. However, users must select the appropriate visit type to trigger the healow TeleVisit icon in the Chart Panel, and to display the mapped questionnaire on healow.

To create a healow TeleVisit appointment:

1. From the Practice band in the left navigation pane, click *Resource Scheduling*.
2. On the calendar, click the date the patient wants to schedule the appointment.
(Select Details to display the calendar).
3. Open the appointment window:
 - ◆ Double-click the time slot for the appointment.
 - OR**
 - ◆ Click the Single Appointment icon.
 The Appointment window displays.
4. Click the *SEL* button and select the patient.
5. Click the down arrow in the Visit Type field, and then select the healow TeleVisits-enabled visit type:

Appointment on Wednesday, March 18, 2015

Facility: WMA:Westborough Medical Partners (XG) Sgl POS 11

Date: 3/18/2015 Provider: Willis, Sam-JG JG
 Claim Providers: Resource: Willis, Sam-JG JG

Start Time: 10:15 AM End Time: 10:45 AM New Pt

Patient: Smith, Louisville Sel Info Sub
 DOB: 01/01/1979 Tel: E-mail: W

Visit Type: TeleVisit
 Visit Status: PEN (Pending) Reason: Follow Up
 Diagnosis: Transition of care

Open Cases: Case Manager R

Billing Notes: S

General Notes:

Co-pay / Claim changes for this visit only
 Change co-pay for this visit
 Non-billable visit

Scan Charge Details eClinForms Bx Eligibility Misc Info
 OK Cancel

6. Click *OK*.

The appointment is saved and displays in the Resource Schedule.

IMPORTANT! Patient Portal tasks must be synchronized from the Admin band, under Patient Portal Settings, after a healow TeleVisit appointment is created.

For more information on synchronizing tasks, refer to the *Patient Portal Users Guide*.

Viewing healow TeleVisit Appointments - Provider View

Providers can view their healow TeleVisit appointments from the following locations:

- **Office Visits** - Click the S Jelly Bean to display the Office Visits window.

healow TeleVisit appointments display a Video Camera icon:



- **healow Agent** - Right-click the healow agent, and then click *View healow TeleVisit appointment*.

healow TeleVisit appointments for the current date displays.

Note: The provider must be logged in to the healow agent to view their appointments.

For more information on starting healow TeleVisit appointments on the provider side, refer to [Starting healow TeleVisit Appointments](#).

Starting healow TeleVisit Appointments

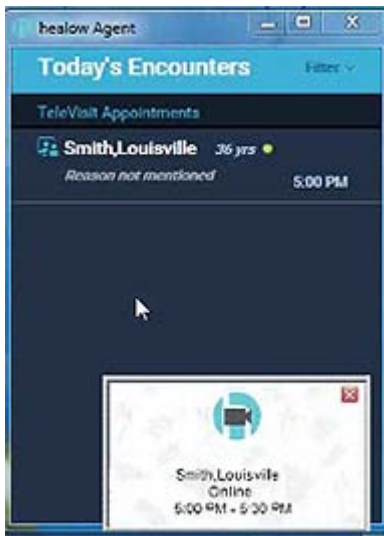
Once the patient is online, the provider can start the healow TeleVisit on the scheduled time. The healow TeleVisit can be started in three different ways:

- From the Pop-up message in the healow agent
- From the healow agent TeleVisit appointment
- From the Office Visit - Progress Notes

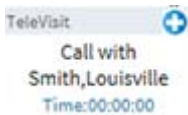
Note: Web camera must be installed on the machine that is used for healow TeleVisits.

To use healow TeleVisit:

1. Click one of the following options:
 - ◆ **healow pop-up message** - When the patient is online, a pop-up message displays:



Click the pop-up message to display a dialog box, and then click the Plus (+) icon to display the Progress Notes in the active EMR:



- ◆ **healow agent** - When the patient is online, a green dot displays next to the patient name in the healow agent.
 - a. Right-click the healow agent, and then click *View healow TeleVisits Appointments*.

The appointments display:



- b. Click the appointment to display a dialog box, and then click the Plus (+) icon to display the Progress Notes in the active EMR.
- ◆ **Office Visits** - The patient's healow TeleVisit appointment status changes from *Pending* to *Checked In*, and the arrival time displays for the appointment when the patient is online and enters the virtual waiting room:

Office Visits

Providers/Resources: All Jones, Mary JG Appt. Time: All Day View: All Unlocked Encounters P = Providers R = Resources

Facility: Orough Medical Partners (JG) sel Sort by: Appt Time < 03/18/2015 >

Visit Type	Appt Time	Patient Name	P/R	Reason	Sex	Age	Visit SE	Arr Time	Duration	Room	Status	Notes	Sits
Telemed	11:45 AM	Smith, Louisville	SW	follow up	F	36 Y	OK				IN		

2. Double-click the healow TeleVisit appointment.
The Progress Notes display.
3. Click the *TeleVisit* icon in the Chart Panel:

JpToDate® GO TELEVISIT

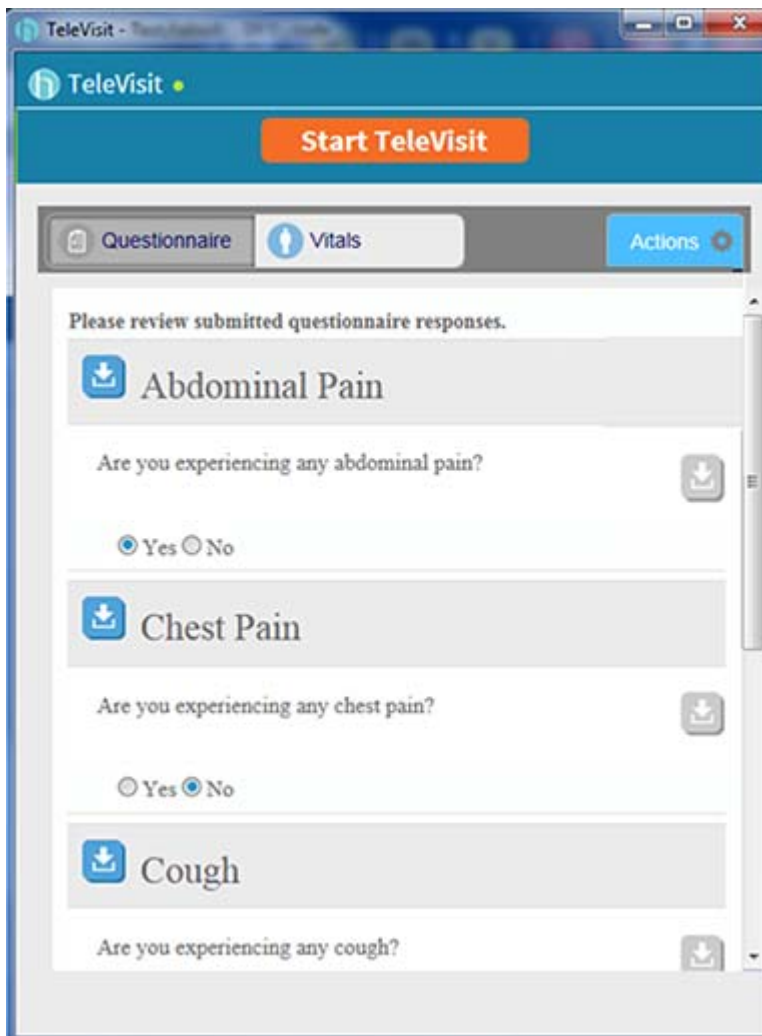
Overview DRTLA History CDSS Templates

Smith, Louisville 36 Y, F as of 03/18/2015

CDSS Alerts

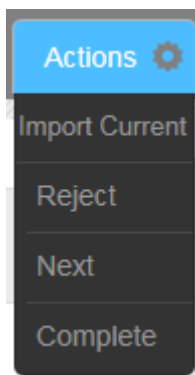
- Alcohol use screening ?
- Body Mass Index ?
- Cervical cancer screening ?
- Depression screening ?
- HIV screening ?
- Sexual history taken ?
- Smoking status ?

The healow TeleVisit window opens displaying the Questionnaire and Vitals tabs:



Note: The responses to the vitals do not become part of the Progress Notes but are saved in the Patient Documents.

4. Click the *Questionnaire* tab.
5. Click the *Actions* button, and then click one of the following options:



- ◆ **Import Current** - Click to import the questionnaire to the Progress Notes. A confirmation message displays.

Click *OK* to continue.

- ◆ **Reject** - Click to reject the questionnaire.
- ◆ **Next** - Click to display the next set of questionnaire.
- ◆ **Complete** - Click to complete importing the questionnaire.

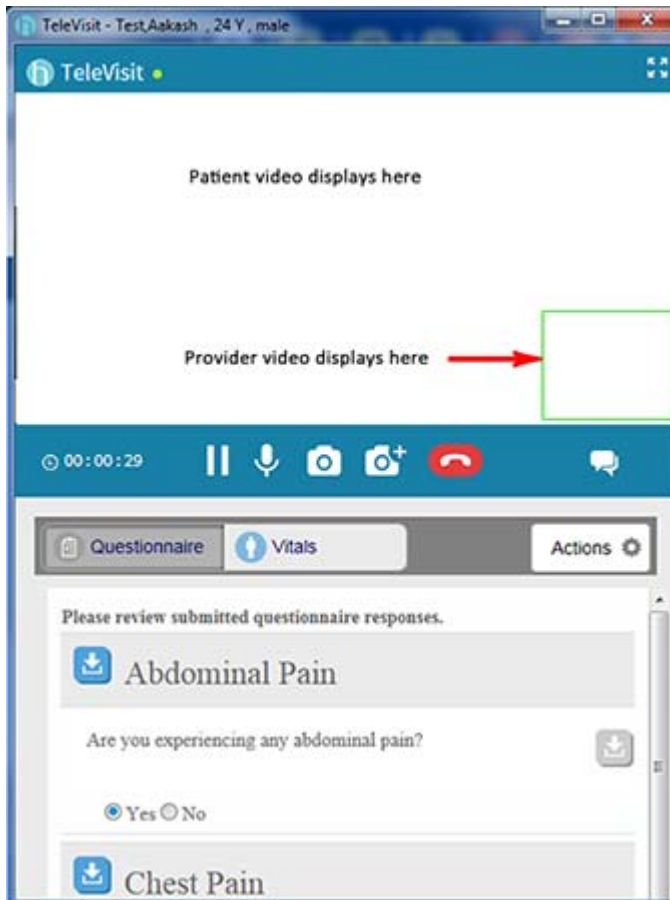
6. Click the *Start TeleVisit* button to initiate the video.

The status displays as *Waiting for patient to broadcast*:

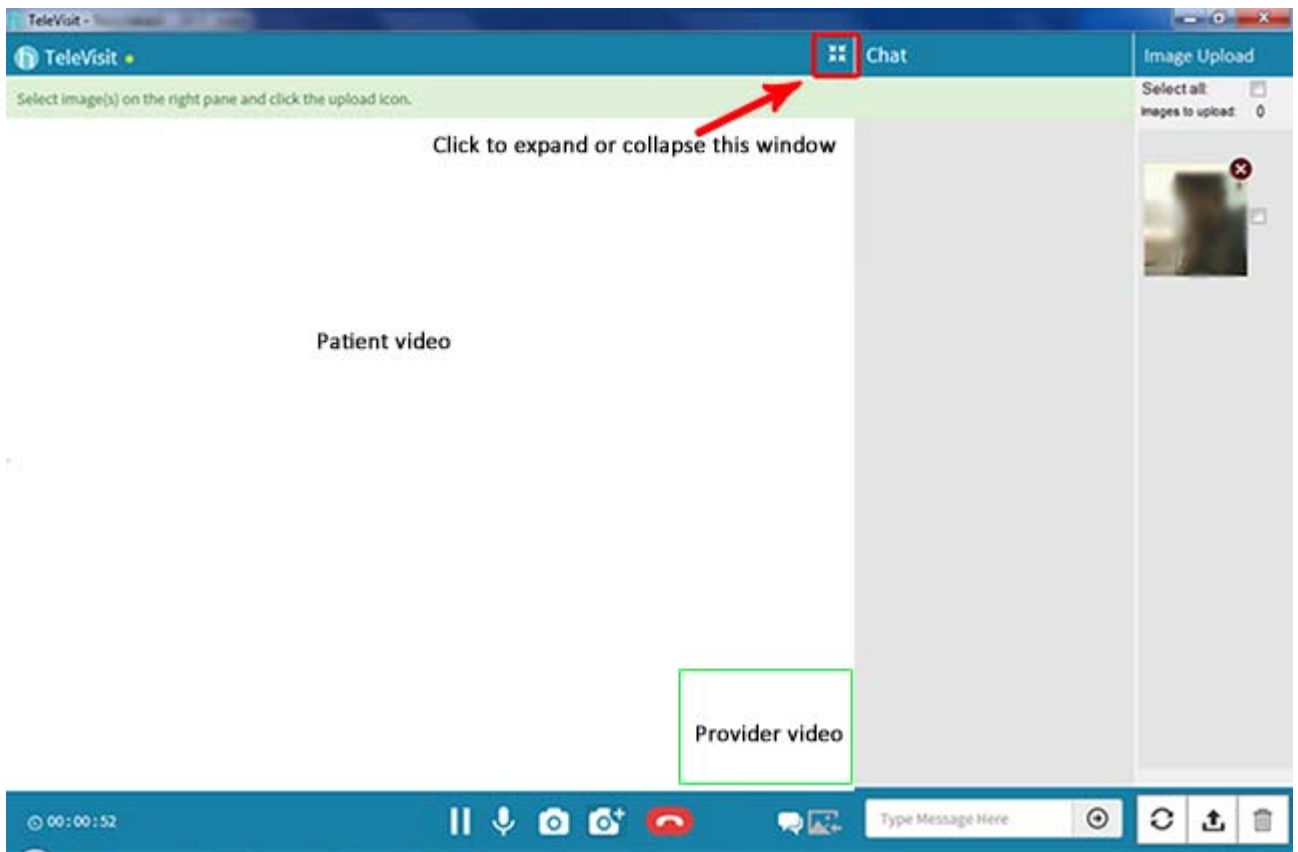


At this point the patient sees a message on the healow website, asking them to allow camera and microphone. When the patient clicks *Allow* for camera and microphone, the provider can view the patient.





The healow TeleVisit window displays:














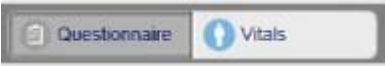
Users can click the following button to expand the TeleVisits window:




The following list describes the features available in the healow TeleVisit window:

Feature	Description
	Displays the total time of the video call.
	Click to pause the provider-facing camera. Click again to start the provider-facing camera.
	Click to mute the microphone. Click again to enable the microphone.
	Click to capture a screenshot of the entire window. Once captured, the captured photo displays on the right pane. Select the picture to display a gray check mark, and then click <i>Upload to Patient Docs</i> to save the picture in Patient Documents. To delete the picture from the right pane, click the red X button next to the picture.

Feature	Description
	<p>Users can capture a selected area of the window using this button.</p> <p>To capture:</p> <ol style="list-style-type: none"> 1. Click the camera button. The TeleVisits window expands and displays the Image Upload area in the right pane. 2. Drag the cursor to select an area, and then release the cursor to capture the screenshot. Once captured, the captured photo displays on the right pane. 3. Select the picture to display a check mark, and then click the following icon to save the picture in Patient Documents:  <p>The captured image displays in Progress Notes under Images:</p> <p>Billing Information: Visit Code: Procedure Codes:</p> <p>Images: </p> <p>Other options for the Image Upload area are:</p> <ul style="list-style-type: none"> ◆ To hide the Image Upload pane, click the following icon:  ◆ To refresh the Image Upload pane, click the following icon:  ◆ To delete an image, first select the image, and then click the Trash Can icon:  <p>A confirmation message displays. Click Yes to delete.</p>

Feature	Description
	<ol style="list-style-type: none"> 1. Click to open the Chat window. 2. Start typing the text and click the arrow button:  <p>The patient receives a chat notification.</p>
	<p>Click to end the video call. When the provider clicks this button, the patient sees the following message:</p> <p>Your call has completed.</p>
	<p>Click to expand the TeleVisits window.</p>
	<ul style="list-style-type: none"> ■ Click the square button on the top right corner of the window to collapse or expand the view. ■ Click the Minus (-) button on the top right pane of the healow TeleVisit window to minimize the window. The provider can minimize the healow TeleVisit window to document clinical information in the Progress Notes. <p>When the healow TeleVisits window is minimized, a small healow TeleVisit dialog box displays.</p> <p>Click the Plus (+) button in the dialog box to maximize the healow TeleVisit window.</p>
	<p>Click the Questionnaire and Vitals tab to review the responses entered by the patient.</p>

Feature	Description
	<p>Click to exit the TeleVisits session. When the provider clicks this button, the following message displays:</p> <p>Are you sure you want to end this TeleVisit?</p> <ul style="list-style-type: none"> ■ Yes - Click to end the TeleVisit session and to change the patient's appointment status in the Office Visits window to <i>Checked Out</i>. ■ No - If the provider clicks <i>No</i>, the following message displays: Would you like to exit the TeleVisit without checking out the patient? (You may re-join the TeleVisit after exiting) <ul style="list-style-type: none"> ◆ No - Click to continue with the current TeleVisits session. ◆ Yes - Click to rejoin the TeleVisits session later. However, the patient must remain in the virtual waiting room for them to display online. The provider can click <i>Join TeleVisit</i> on the healow TeleVisits window later to rejoin the TeleVisits session. <p>When the provider clicks <i>Yes</i>, the patient sees the following message:</p> <p>The provider has disconnected unexpectedly. Would you like to wait for the provider to rejoin or exit the TeleVisit?</p> <ul style="list-style-type: none"> • Wait - Click to remain in the virtual waiting room, and display as online on the provider side. • Exit - Click to leave the session. The patient will display as offline on the provider's side.

Viewing healow TeleVisit Appointments - Patient View

Patients that cannot travel, or live in remote areas, can take advantage of eClinicalWorks healow to visit their doctor through a two-way video visit. Patients must be Web-enabled to access healow. They can log in to healow using their eClinicalWorks Patient Portal credentials.

Once an appointment is created for the healow TeleVisit, the patient will receive an e-mail with an appointment confirmation.

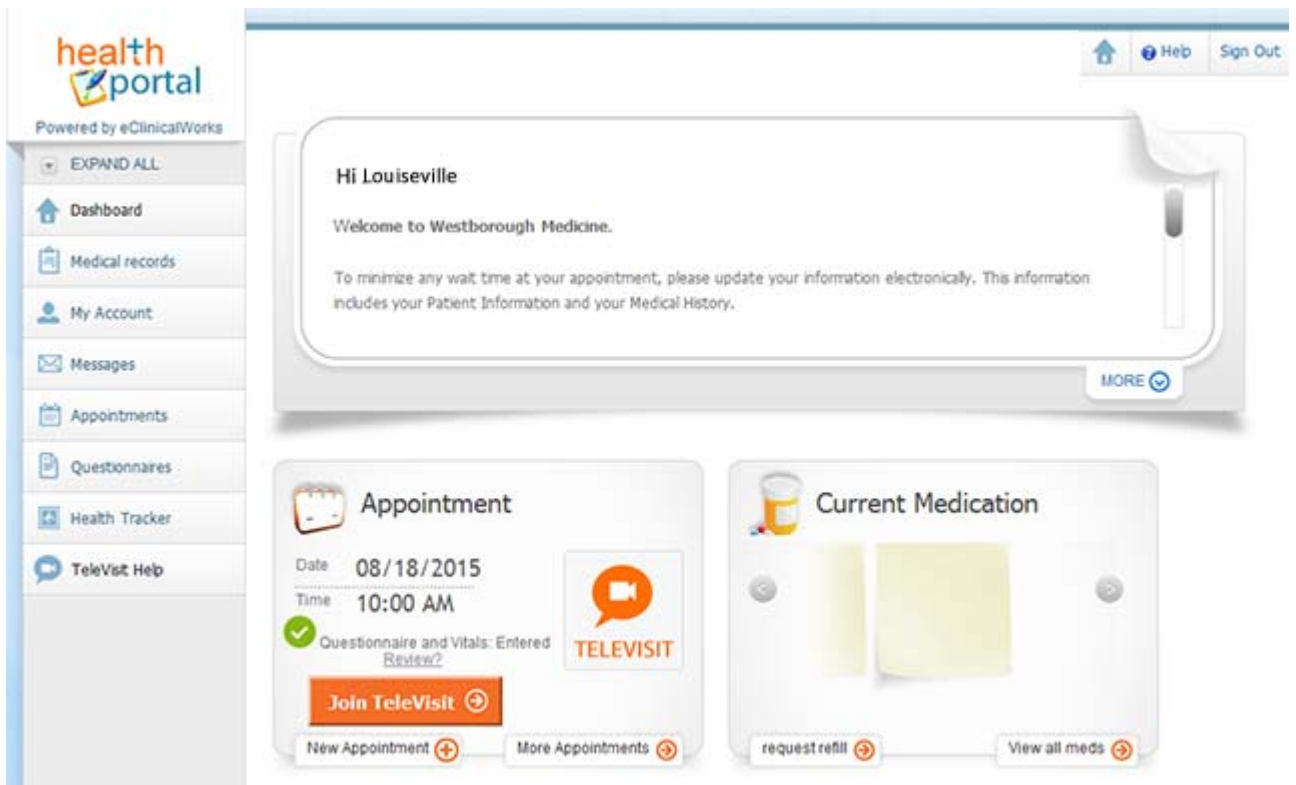
Note: A webcam must be installed and functioning on the machine that is used for healow TeleVisits.

For more information on accessing healow TeleVisits Help, refer to [Accessing healow TeleVisits Help](#).

To start a healow TeleVisit:

1. Log in to healow with the eClinicalWorks Patient Portal credentials.

The healow window opens, displaying any upcoming appointments:



2. Click *Join TeleVisit*.
The Intake Questionnaire linked to the visit displays.
3. Enter the responses, and then click *Submit Questionnaire*:

Dashboard | TeleVisit | Sam Wilson | 8th August 2015 | Log out

Questionnaire | Vitals | Compatibility Check | Join the TeleVisit Appointment

Design Customization

Abdominal Pain

Are you experiencing any abdominal pain?

Yes
 No

Chest Pain

Are you experiencing any chest pain?

Yes
 No

Cough

Are you experiencing any cough?

Yes
 No

General

Are you experiencing fever?

Yes
 No

Are you experiencing any headache?

Yes
 No

Submit Questionnaire

Note: The questionnaire responses can be imported to the Progress Notes by the provider, and are also saved in the Patient Documents.

The Vitals check displays.

4. Enter the vitals, and then click *Submit Vitals*.

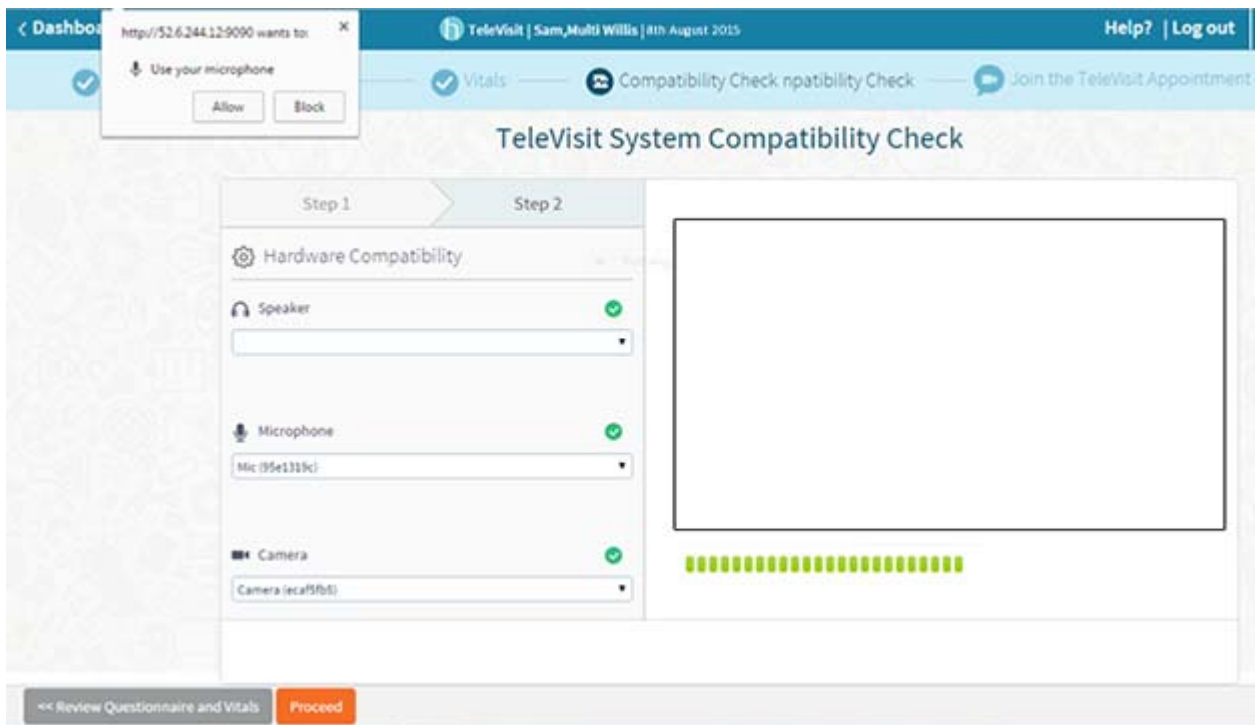
Note: The responses to the vitals do not become part of the Progress Notes but are saved in the Patient Documents.

A system compatibility check is performed to detect the software and hardware required to conduct healow TeleVisits.

5. On the top left corner of the Compatibility Test window, click *Allow* in the pop-up message to use patient-facing camera.

The next pop-up message displays.

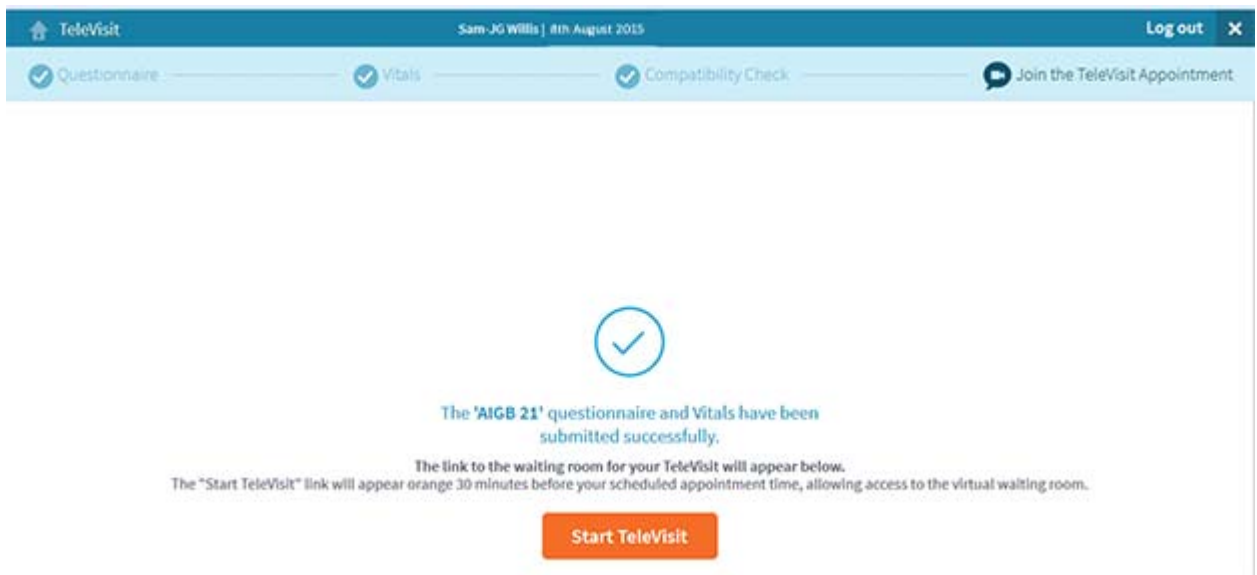
6. Click *Allow* in the pop-up message to use patient-facing microphone:



- Once the above message displays, click *Proceed*.

A confirmation message displays indicating that the questionnaire and vitals have been submitted successfully.

The link to the healow TeleVisit waiting room displays. The *Start TeleVisit* button displays in orange 30 minutes before the scheduled appointment time:



- Click *Start TeleVisit*.

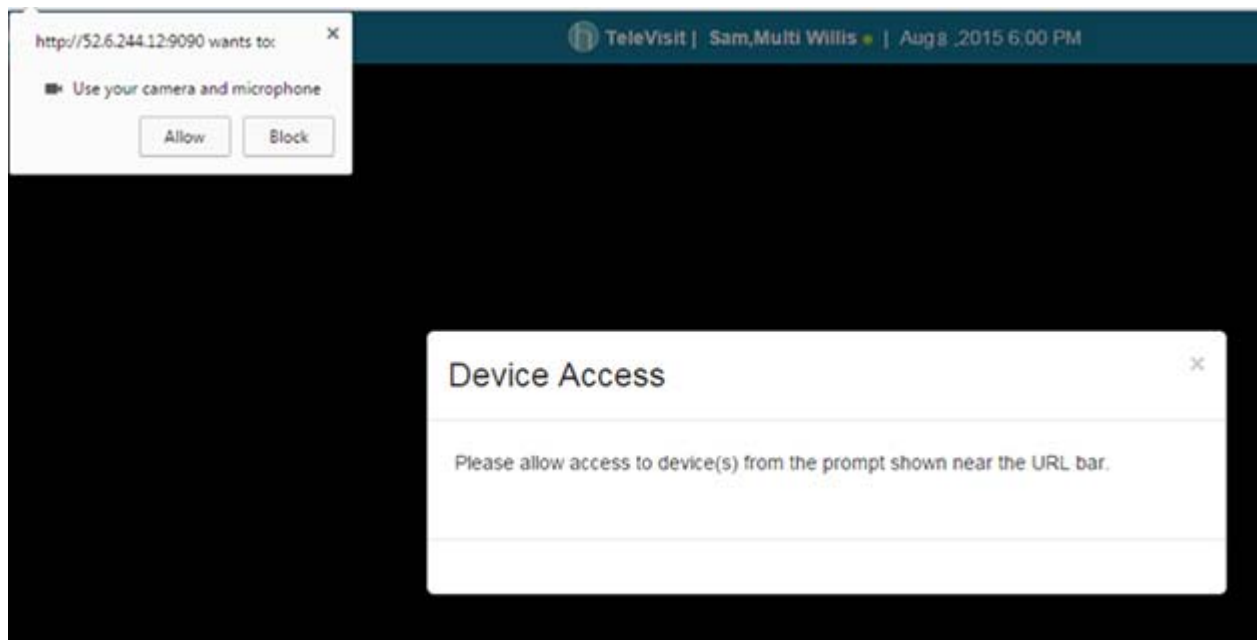
A message displays:



Waiting for the provider to join.

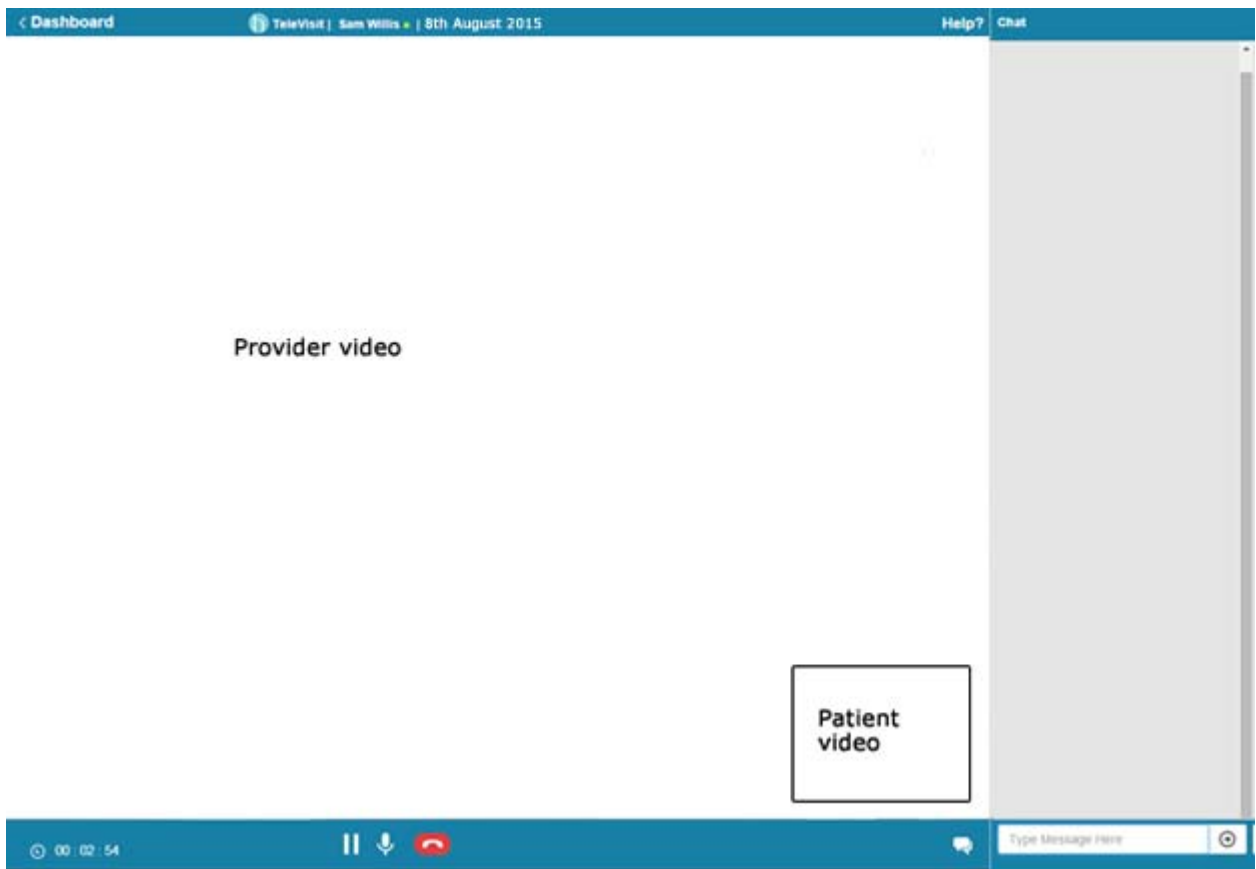
To review the questionnaire and vitals, click *Review*.

Once the provider joins, a message displays asking the patient to allow camera and microphone:





9. Click *Allow* for camera and microphone.





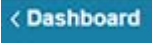
The TeleVisit window displays and the video call begins:




The provider name, date, and time display on top, and the duration of the visit displays on the bottom.

The following list describes the features available in the healow TeleVisit window for patients:

Feature	Description
	Click to pause the patient-facing camera. Click again to start the patient-facing camera.
	Click to mute the microphone. Click again to enable the microphone.

Feature	Description
	<ol style="list-style-type: none"> 1. Click to open the Chat window. 2. Start typing the text and click the arrow button:  <p>The patient receives a chat notification.</p>
	<p>Click to end the video call.</p> <p>When the patient clicks this button, the following message displays on the patient side:</p> <p>Are you sure you want to end the call?</p> <ul style="list-style-type: none"> ■ No - Click to continue the session. ■ Exit - Click to end the session. <p>When the patient clicks <i>Exit</i>, the following message displays on the provider side:</p> <p>Your call is completed.</p> <p>The patient displays as <i>Offline</i> on the healow TeleVisits window for the provider.</p>
	<p>Click to open the eClinicalWorks Live Chat window. Patients can chat directly with an eClinicalWorks representative if they encounter any problems during the healow TeleVisit session.</p>
	<p>Click to return to the healow Dashboard. When the patient clicks the Dashboard button, the following message displays:</p> <p>Return to the dashboard will end the TeleVisit. Are you sure you want to exit?</p> <ul style="list-style-type: none"> ■ Exit - Click to exit the healow TeleVisit session. ■ Cancel - Click to continue the healow TeleVisit session. <p>If the patient clicks <i>Exit</i>, the healow TeleVisit session is disconnected and the following message displays on the provider's healow TeleVisit window:</p> <p>Patient Offline</p>

Feature	Description
	<p>Click to exit the TeleVisits session.</p> <p>When the patient clicks this button, the following message displays for the provider:</p> <p>The patient has disconnected unexpectedly. Would you like to exit?</p>

Accessing healow TeleVisits Help

Patients can review FAQs and important information on healow TeleVisits from the TeleVisit Help tab on the healow website.

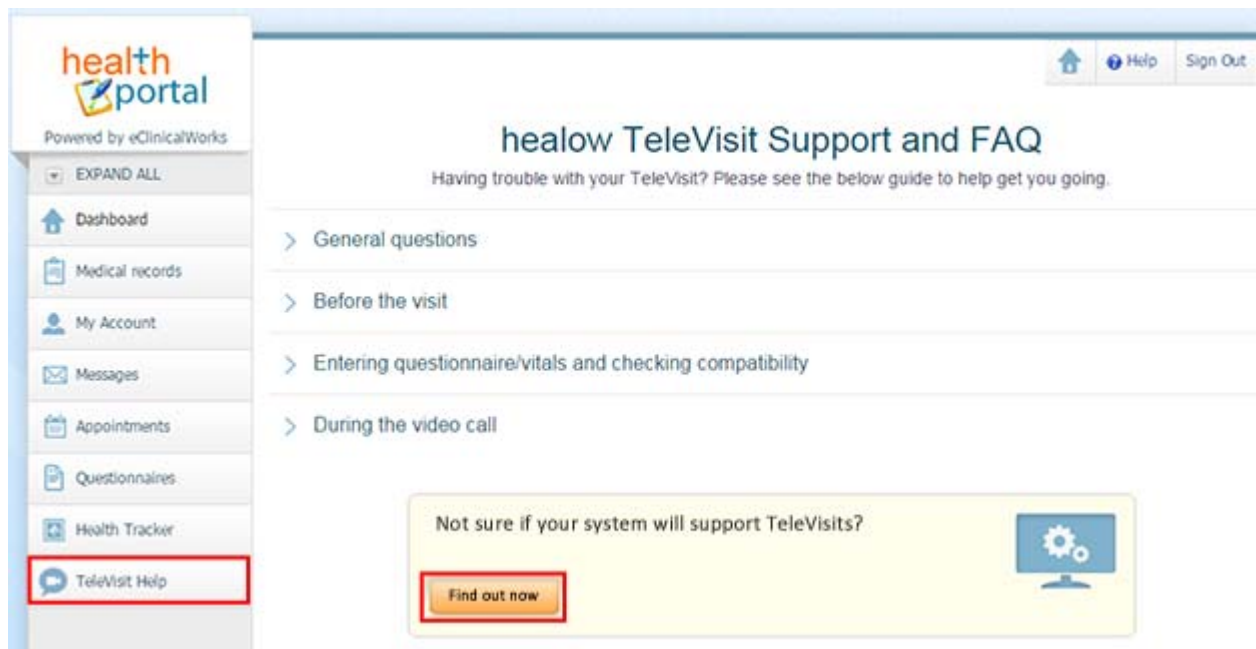
To access healow TeleVisits help:

1. From the left pane, click *TeleVisit Help* tab.

The healow TeleVisit Support and FAQ window displays:

2. Click a link to expand the information in that section.

To test compatibility for healow, click the *Find Now* button:



The compatibility test displays.

- ◆ To return to the TeleVisit Support and FAQ window, click the *Help* button on the top right corner of the window.
- ◆ If the patient clicks the *Help* button on the top right corner of the healow TeleVisit window during a live healow TeleVisit session, the eClinicalWorks Live Chat window displays enabling the patient to chat with an eClinicalWorks representative.

APPENDIX A: NOTICES

The following section lists the Trademarks contained in this document.

Trademarks

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healow™

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