

healow TELEVISITS

11e Browser for Chrome™ - August 2018



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 in the eClinicalWorks® Version 11e (Browser) environment. This guide describes the provider and patient views of healow TeleVisits.

Product Documentation

Some healow products and services integrate with the eClinicalWorks Electronic Medical Record (EMR) and Practice Management (PM) software features. eClinicalWorks-related healow documentation is available at:

- 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

Getting Support

For healow support-related issues, please contact your assigned healow Account Manager.







Conventions

This section lists 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 a Patient Safety feature.
	Indicates an item key.
	Identifies new features.
	Indicates enhanced features.
	Points out helpful tips or additional information.
	Indicates the feature helps meet MACRA and/or Medicaid Meaningful Use requirements. Depending on the practice, this could be MIPS or Advanced APM.

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.

This section describes the setup and workflow for healow TeleVisits in eClinicalWorks Version 11e. For an overview of healow TeleVisits and activation, refer to [Overview](#). For more information on healow TeleVisit appointments, refer to [healow TeleVisit Appointments](#).

IMPORTANT! If using the V11 (exe) environment, providers must first download the healow agent to view and initiate healow TeleVisit appointments, which will trigger a message indicating a patient has joined the virtual waiting room. With 11e, the process is simplified; the 11e (Browser) environment bypasses the healow agent (no downloads needed) and providers can view and initiate healow TeleVisits from the TV Quick-Launch button (jelly bean).

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](#)
- [healow TeleVisit Appointments](#)
- [Accessing healow TeleVisits from the healow App](#)

Activating healow TeleVisits

Path: *Main Menu > Admin > Product Activation*

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

To activate healow TeleVisits:

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

The Product Activation window opens.

2. Click *Activate* next to healow TeleVisit:



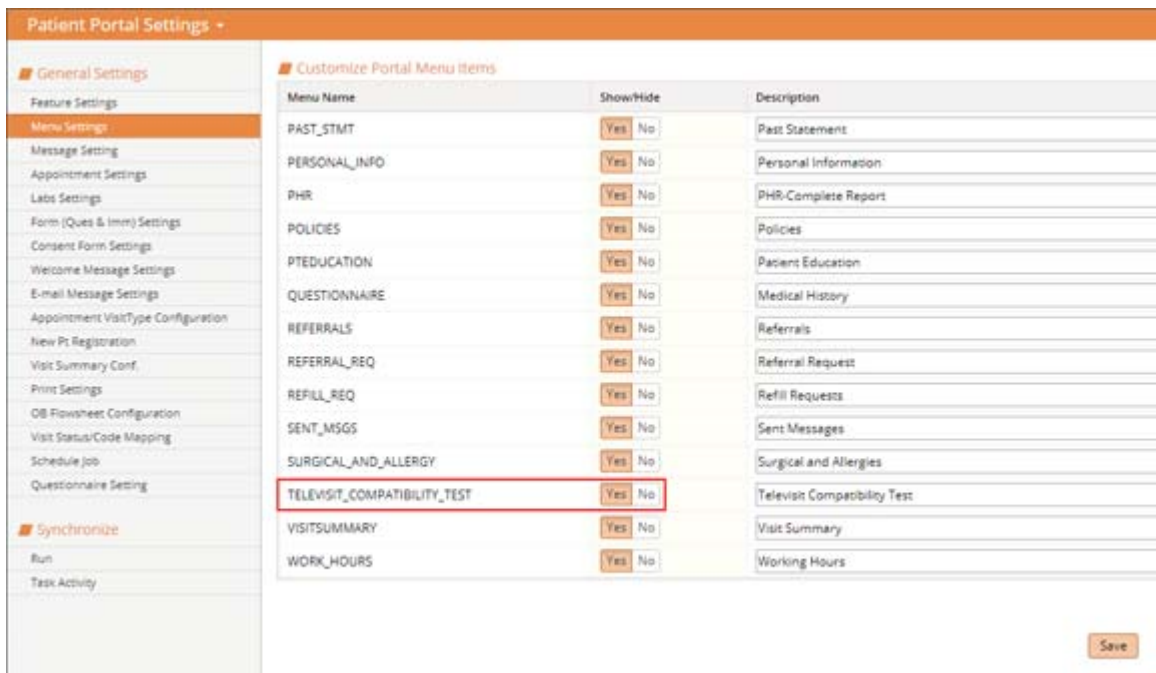
The healow TeleVisit Status window opens and the activation process begins. The activation process and the status of the activation displays.

Note: An EMR/Portal upgrade may be required if the healow TeleVisits option does not display in the Product Activation window. Contact your eClinicalWorks Strategic Account Manager (SAM) if the healow TeleVisits option is not available.

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 *Main Menu > healow > 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

Path: Main Menu > Admin > Product Activation

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 icon in eClinicalWorks, click the *Product Activation* icon.
The Product Activation window opens.
2. Click *Settings* next to healow TeleVisits:



The healow TV Provider Activation window opens:

Product Activation

healow TV Provider Activation
Register your providers on the network

Select to Activate Participating Provider(s)

<input type="checkbox"/> All Providers	Email	NPI	Zipcode	
<input checked="" type="checkbox"/> Willis Sam,Multi	<input type="text" value="sam.10e@ecw.com"/>	<input type="text" value="2288811112"/>	<input type="text" value="01582"/>	Active ✓
<input checked="" type="checkbox"/> Smith Mary	<input type="text" value="sam.10e@ecw.com"/>	<input type="text" value="2288811112"/>	<input type="text" value="01582"/>	Register +
<input type="checkbox"/> Generic Provider	<input type="text"/>	<input type="text"/>	<input type="text"/>	Register +
<input type="checkbox"/> Smith William	<input type="text"/>	<input type="text"/>	<input type="text"/>	Register +
<input type="checkbox"/> Another Smith	<input type="text"/>	<input type="text"/>	<input type="text"/>	Register +

Download healow TV agent Register All

- 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 [healow TeleVisit Appointments](#).

Configuring healow TeleVisits Visit Type

Path: Main Menu > Admin > Admin

To display healow TeleVisits on the Progress Notes, the healow TeleVisits 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.

The healow TeleVisits check box in the Visit Type window will be visible only to providers that have been activated and registered for healow TeleVisits from the Product Activation window.

To enable the healow TeleVisits visit type:

- From the Admin icon, click *Admin*.
The Admin login window opens.
- Enter the administrator username and password, and then click *Login*.
The Admin window opens.
- Click the *User Admin* heading in the left pane, and then click *Visit Type Codes*.
The Visit Type Codes window opens.
- Click *Add* to add a new visit type.
To update an existing visit type, click the visit type.

The Visit Codes window opens:

The screenshot shows the 'Add New' Visit Type Codes window. The breadcrumb trail is 'User Admin > Visit Type Codes > Add New'. The form includes the following fields and options:

- Name* (text input)
- Description (text input)
- Chart Title (text input)
- Visit Type Duration (In Mins) (text input)
- Color (color picker)
- Visit Type (dropdown menu set to 'Regular Visit', with a 'Customize...' button)
- Insurance Plan Type (dropdown menu)
- Status: Active (selected) or Inactive (radio buttons)
- Exclude from Meaningful Use Reporting (checkbox)
- Do not display Appointments with this visit type in 'Progress Notes' visits Drop Down (checkbox)
- Synchronize this visit type to patient portal (checkbox)
- Medication reconciliation not necessary. (checkbox with info icon)
- Collect UB data (checkbox)
- OBGYN History (checkbox)
- PhysicalTherapy (checkbox)
- Requires Claim (checkbox, checked)
- Requires Copay (checkbox)
- Pregnancy Visit (checkbox)
- Vision Visit (checkbox)
- Orthopaedic Visit (checkbox)
- Patient Housing (checkbox)
- Care Mgmt Visit (checkbox)
- Care Plan Visit (checkbox)
- Occ-Health Visit (checkbox)
- Dermatology Visit (checkbox)
- Referral Required (checkbox)
- Healow TeleVisit (checkbox, checked, highlighted with a red box)

At the bottom right, there are three buttons: 'Clear All', 'Save', and 'Cancel'.

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

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

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

The healow TeleVisit visit type is configured.

Associating Questionnaires

Path: *Main Menu > healow > Patient Portal Settings*

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 questionnaires and immunizations and designing questionnaires, refer to the *Patient Portal Users Guide*.

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

1. From the healow icon, click *Patient Portal Settings*.

The Patient Portal Settings window opens.

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

The Questionnaire Setting window opens in the right pane.

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

The columns under *Selected Questionnaire* 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.

Patient Portal Settings -

- General Settings
 - Feature Settings
 - Menu Settings
 - Message Setting
 - Appointment Settings
 - Labs Settings
 - Form (Ques & Imm) Settings**
 - Consent Form Settings
 - Welcome Message Settings
 - E-mail Message Settings
 - Appointment VisitType Configuration
 - New Pt Registration
 - Visit Summary Conf.
 - Print Settings
 - OB Flowsheet Configuration
 - Visit Status/Code Mapping
 - Schedule Job
 - Questionnaire Setting
- Synchronize
 - Run
 - Task Activity

Questionnaires Settings

Questionnaires that are to be uploaded to patient portal

Select the Number of Questionnaires you wish to upload to portal: 2

Selected Questionnaire	Portal Menu Name
Televisit_V	

Questionnaires display option

- Display previously submitted patient responses in portal questionnaire(s)
- Display previously submitted Surgical History, Allergies and Hospitalization responses in portal

Immunization Setting

- Mark Portal filled Immunization form document as 'Reviewed' by default

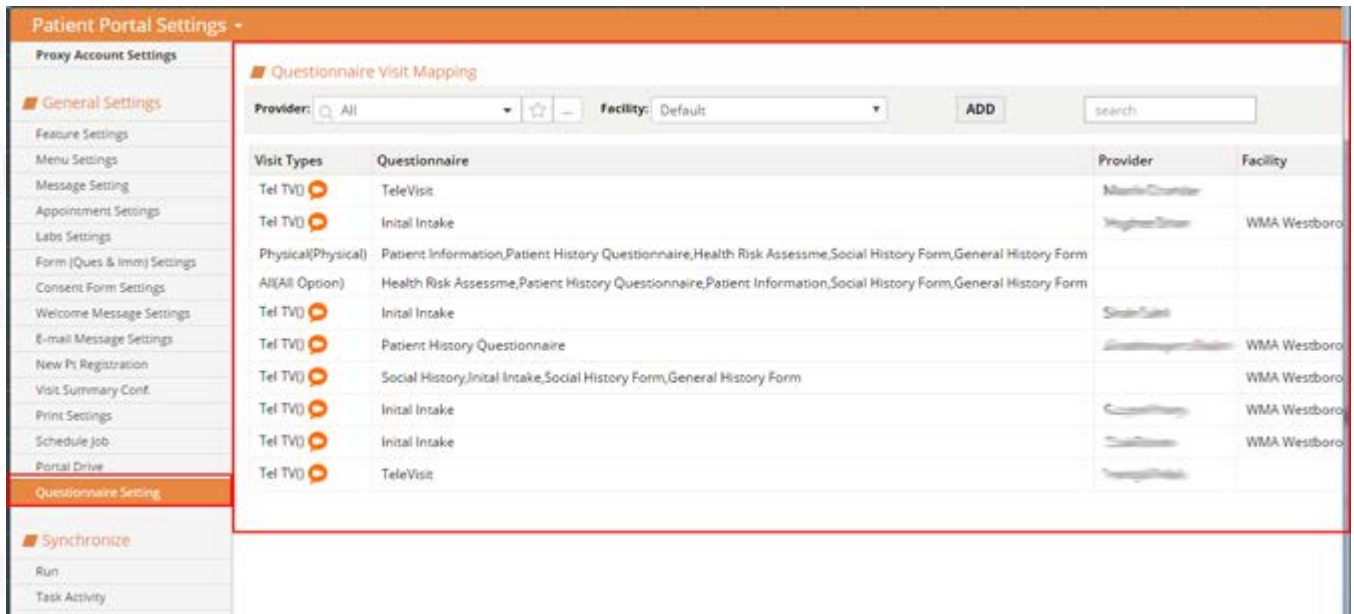
Immunization Form: [Dropdown]

Portal Menu Name: Immunizations

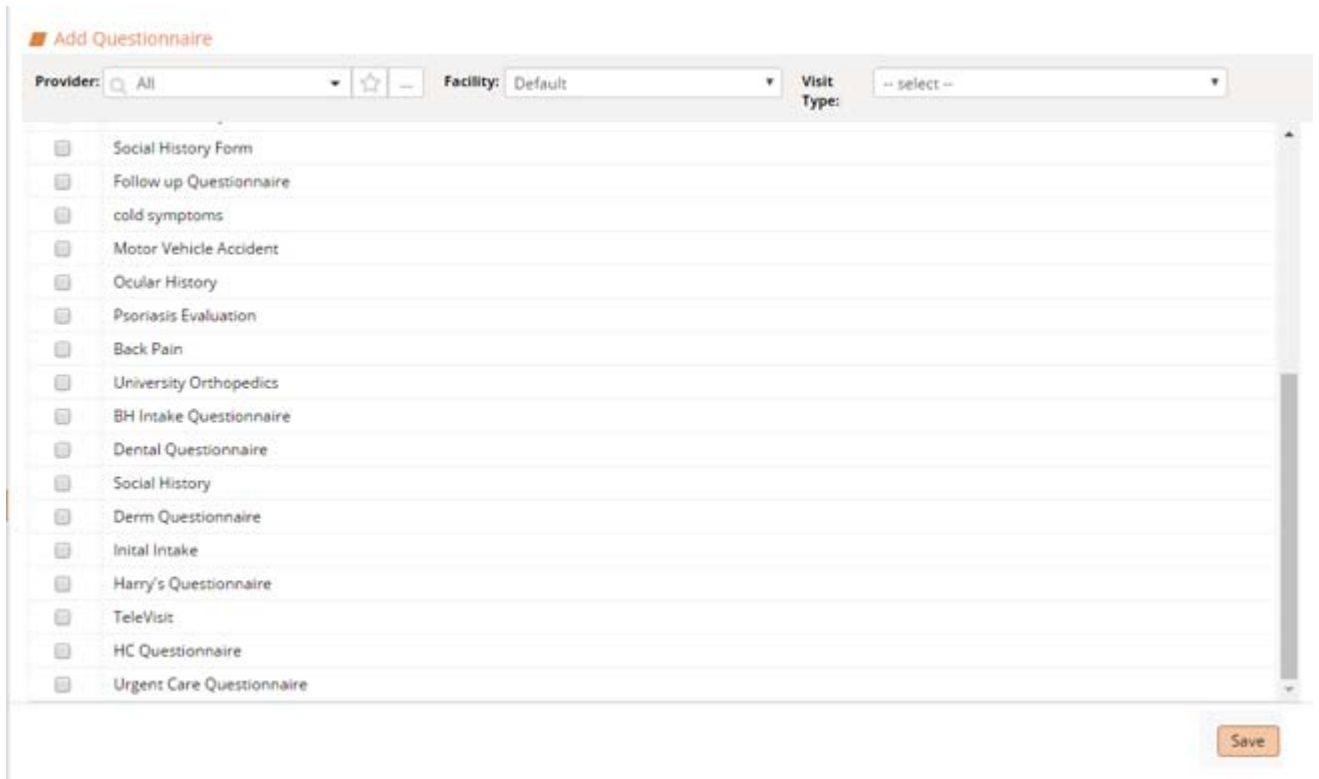
SAVE

6. Click *Save*.

The Visit Type-Questionnaire Mapping window opens:



7. Click *Add* to display the Add Questionnaire window:



8. Select the healow TeleVisit visit type from the *Visit Type* drop-down list.
9. Check the box(es) next to the questionnaire to associate them with the visit type.
10. Click *Save* to save the settings.

The questionnaire is associated to the healow TeleVisit visit type.

The associated questionnaire will display on healow for the healow TeleVisit.

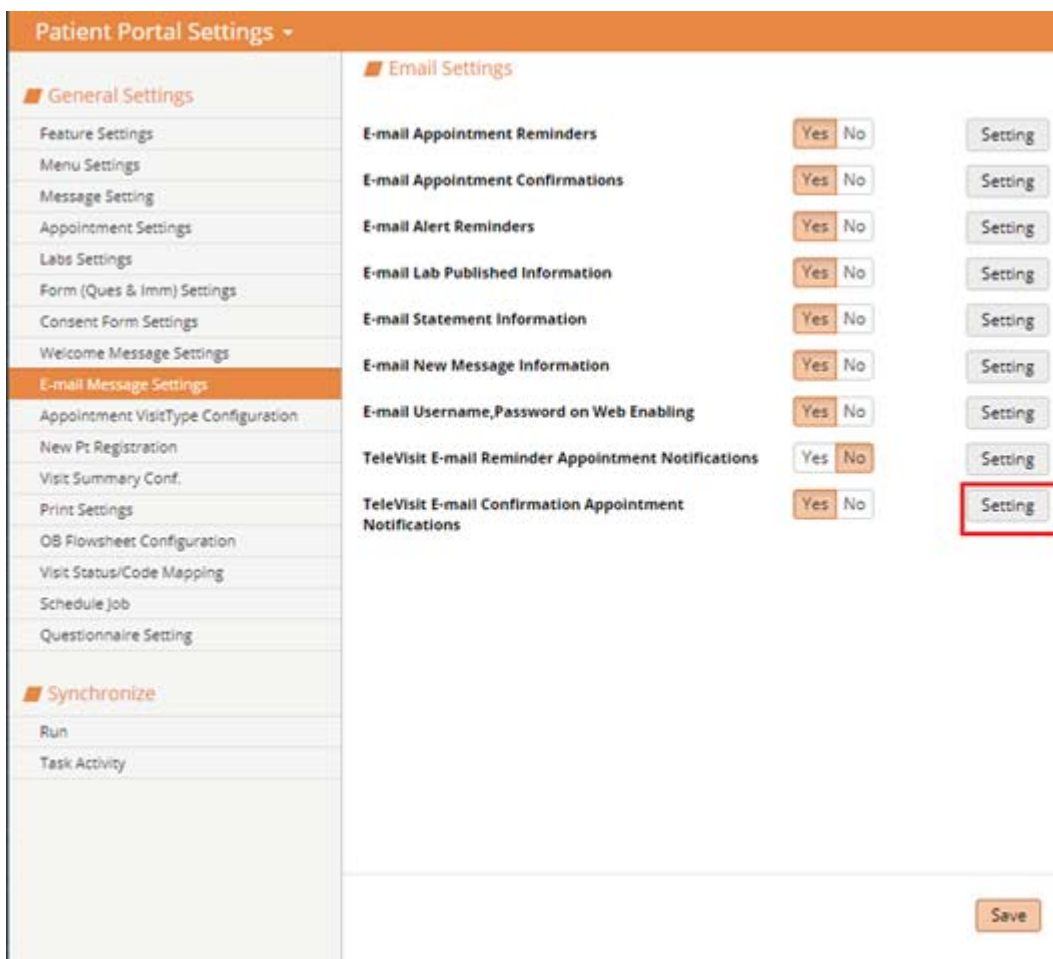
Configuring E-mail Message Settings

Path: Main Menu > healow > Patient Portal 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. Templates are provided for these message types, ensuring consistency in communicating with patients.

To configure e-mail message settings for healow TeleVisits appointment reminders:

1. From the healow icon, click *Patient Portal Settings*.
The Patient Portal Settings window opens.
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 *Setting*:



The healow TeleVisit Appointment Reminder Settings window opens:

6. Enter information in this window as described below:
 - ◆ **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 healow TeleVisits is configured.

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 healow TeleVisit Appointments](#)
- [Viewing healow TeleVisit Appointments - Provider View](#)
- [Viewing healow TeleVisit Appointments - Patient View](#)

Creating healow TeleVisit Appointments

Path: *Main Menu > Practice Icon > Resource Scheduling*

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 icon, click *Resource Scheduling*.
2. On the calendar, click the date the patient wants to schedule the appointment.
3. Double-click the time slot for the appointment to open the Appointment window.
4. In the *Patient* field, enter the patient's name to search for that patient.
5. Click the down arrow in the *Visit Type* field, and then select the healow TeleVisits-enabled visit type:

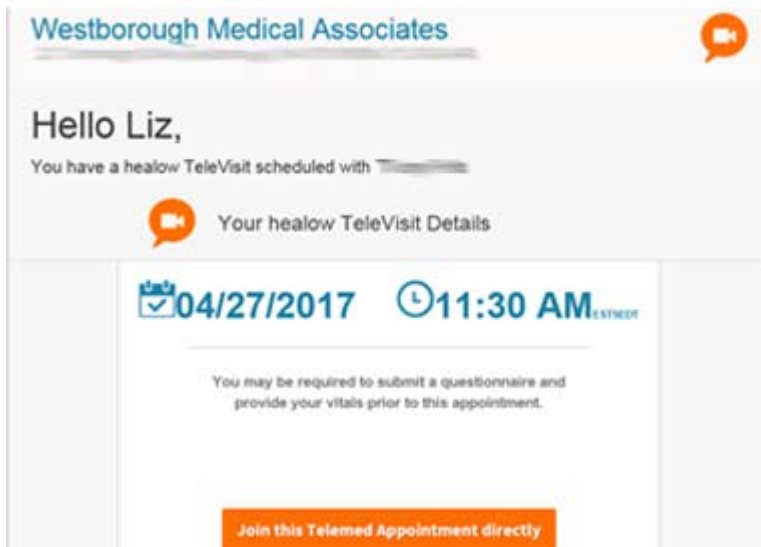
6. Click OK.

The appointment is saved and displays in the Resource Schedule.

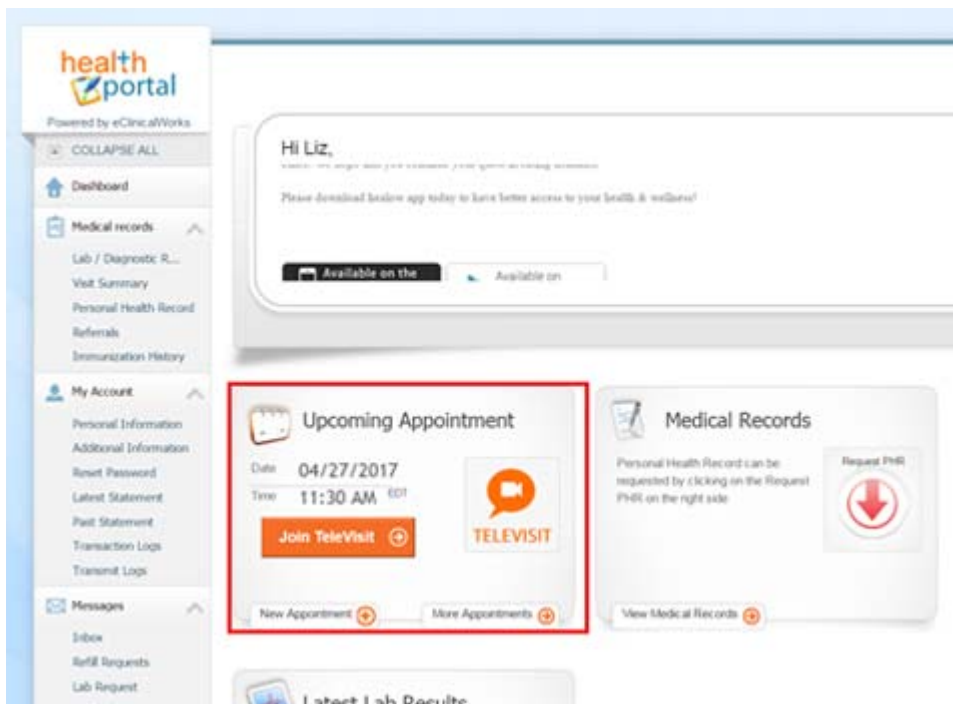
IMPORTANT! Patient Portal tasks must be synchronized from the Admin icon, under Patient Portal Settings, after a healow TeleVisit appointment is created.

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

If appointment reminders are configured, patient will receive an e-mail after their healow TeleVisit appointment has been created:



The patient is also reminded of the TeleVisit appointment on the Patient Portal:



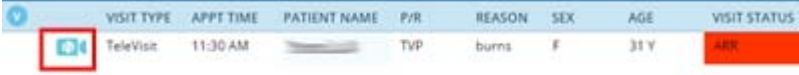

Viewing healow TeleVisit Appointments - Provider View



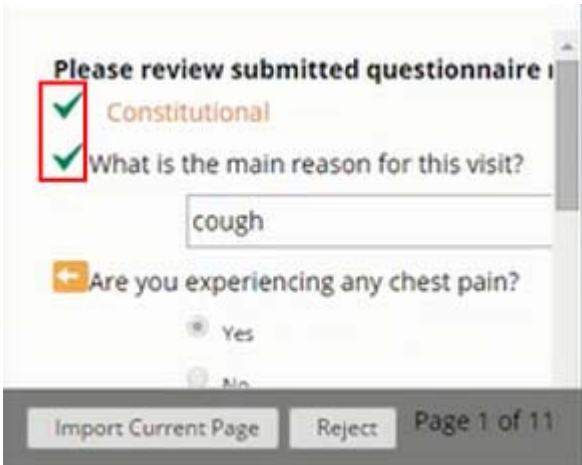
Providers can view their healow TeleVisit appointments from the following locations:

- S Quick-Launch button
- TV Quick-Launch button

To access TeleVisits:

1. Use one of the following options:

Options	Steps
<p>S Quick Launch Button</p>	<ol style="list-style-type: none"> 1. Click the S Quick-Launch button to open the Office Visits window. The patient's healow TeleVisit appointment status changes from <i>Pending</i> to <i>Checked In</i>, and the arrival time displays for the appointment when the patient is online and enters the virtual waiting room. 2. Double-click the healow TeleVisit appointment with the Video Camera icon to display the Progress Notes: 
<p>TV Quick Launch Button</p>	<ol style="list-style-type: none"> 1. Click the TV Quick-Launch button. A list displays, showing the healow TeleVisit appointments scheduled for the logged-in provider for today: 

Options	Steps
	<p>When a patient is <i>online</i>, the TV Quick-Launch button displays as red, and a green icon displays next to the patient that is <i>online</i>:</p>  <p>2. Click the patient appointment with the green icon to display the Progress Notes.</p> <p>The following icons display next to the <i>Start TeleVisit</i> button:</p>  <ul style="list-style-type: none"> ◆ Page Icon - To import a questionnaire, click the <i>Page</i> icon next to the <i>Start TeleVisit</i> button, and then click <i>Import Current Page</i>. The provider can also click the orange arrow next to each question to import specific responses. Once the responses are imported, a green check mark displays next to the questions and the responses are added to the Progress Notes: 

Options	Steps
	<ul style="list-style-type: none"> ◆ Stethoscope Icon - To view the vitals entered by the patient, click the Stethoscope icon. The vitals information entered by the patient cannot be imported to the Progress Notes.

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

Starting healow TeleVisit Appointments

Path: *S Quick-Launch Button > Office Visits > Progress Notes*

OR

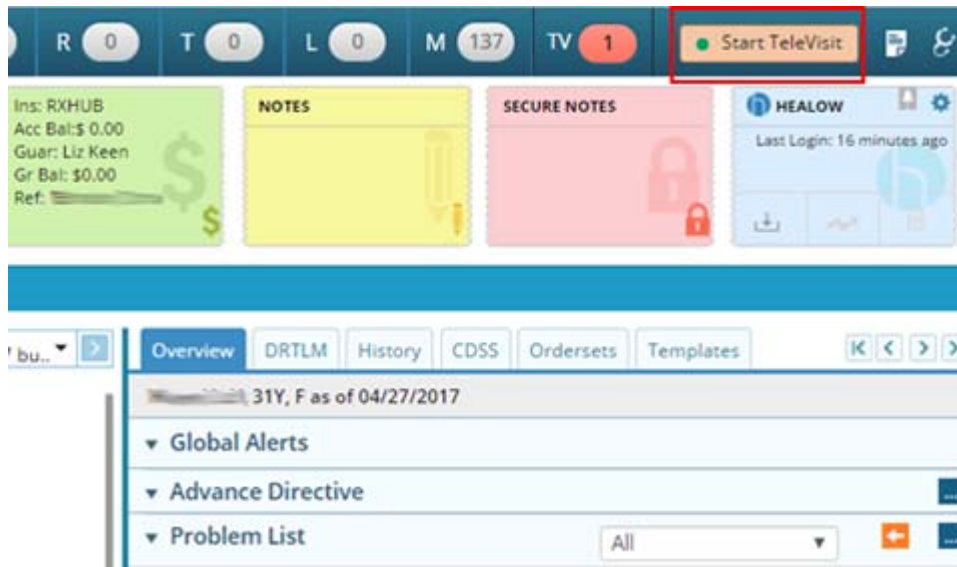
Path: *TV Quick-Launch Button > Progress Notes*

Once the patient is online, the provider can start the healow TeleVisit at the scheduled time.

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

To start a healow TeleVisit:


1. Click the *Start TeleVisit* icon:

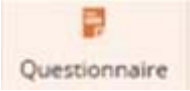
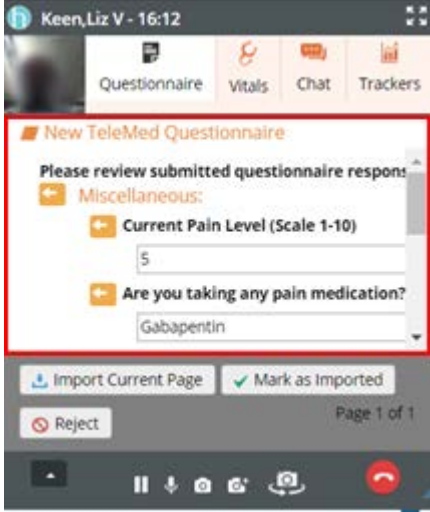



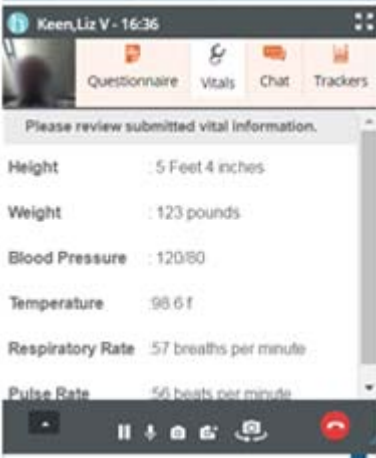

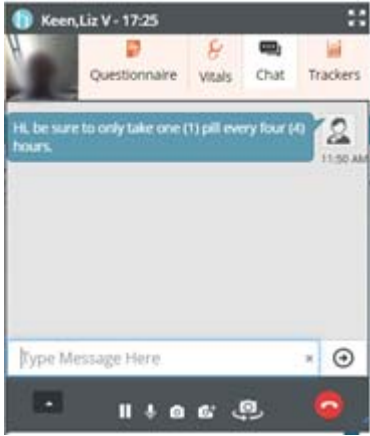

The patient sees a prompt to enable camera and microphone. Once the patient enables the camera and microphone, a prompt displays for the provider to allow the camera and microphone. Once the provider enables the camera and microphone, the healow TeleVisits window opens:

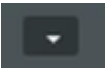
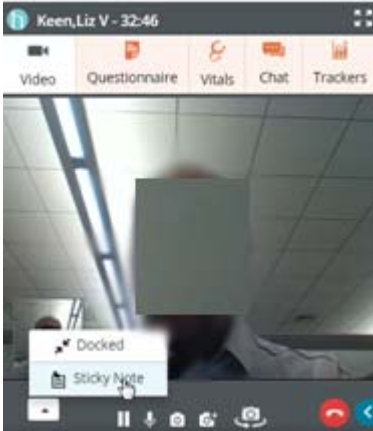










The following table describes the features available on the healow TeleVisits window:


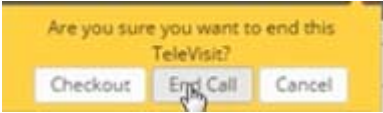
Feature	Description
Move the healow TeleVisits Window	Click inside the healow TeleVisits window, hold the cursor, and drag the window anywhere on the screen. Similarly, the provider self-view box can be dragged anywhere inside the healow TeleVisits window.
Expand the Window	Click on the outside edges of the healow TeleVisits window, hold the cursor, and drag the window out to expand the view. OR Click the Expand icon to expand the window.
	Click the <i>Video</i> icon to display the video mode.

Feature	Description
	<p>Click this button to display the questionnaire completed by the patient:</p>  <p>The following options are available in the Questionnaire tab:</p> <ul style="list-style-type: none"> ■ The provider can also click the orange arrow next to each question to import specific responses. Once the responses are imported, a green check mark displays next to the questions and the responses are added to the Progress Notes. ■ Click <i>Import Current Page</i> to import responses from the current page. ■ Click <i>Mark as Imported</i> if the questionnaire responses have been imported. ■ Click <i>Reject</i> to not import the responses.

Feature	Description
 <p>Vitals</p>	<p>Click this button to view the vitals entered by the patient:</p>  <p>The vitals information entered by the patient cannot be imported to the Progress Notes.</p>
 <p>Chat</p>	<ol style="list-style-type: none"> 1. Click to open the Chat window:  <ol style="list-style-type: none"> 2. Start typing the text and click the arrow button.
 <p>Trackers</p>	<p>Click this button to display the patient's health tracker data, if available.</p>

Feature	Description
	<ul style="list-style-type: none"> Click the arrow button and then click <i>Sticky Note</i> to document information in the Progress Notes while reducing the size of the healow TeleVisits window:  <p>The healow TeleVisits window opens near the sticky notes in Progress Notes:</p>  <p>Providers can click anywhere on the TeleVisits window to revert to the original view.</p> <ul style="list-style-type: none"> Click the arrow button and then click <i>Docked</i> to dock the TeleVisits video window.
	<p>Click this button to display the Progress Notes.</p>
	<p>Click this button to capture a screenshot of the entire window.</p> <p>Once captured, the captured photo displays on the right pane. Select the picture, and then click <i>Upload</i> to save the picture in Patient Documents.</p> <p>To delete the picture from the right pane, click the red X button next to the picture.</p>

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, and then click the <i>Upload</i> button 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: Image displays here</p> <p>To hide the Image Upload pane, click the following icon:</p> 
	<p>Click to mute the microphone. Click again to enable the microphone.</p>
	<p>Click to pause the provider-facing camera. Click again to start the provider-facing camera.</p>

Feature	Description
	<p>Click this button to display the following message:</p>  <ul style="list-style-type: none"> ■ Click <i>Checkout</i> to end the call and change the patient's visit status to <i>Checkout</i>. When the provider clicks this button, the patient sees the following message: Your call has completed. ■ Click <i>End Call</i> to temporarily suspend the call without affecting the visit status. ■ Click <i>Cancel</i> to remove the message.

Viewing healow TeleVisit Appointments - Patient View

Path: *healow* > *Join TeleVisit*

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.

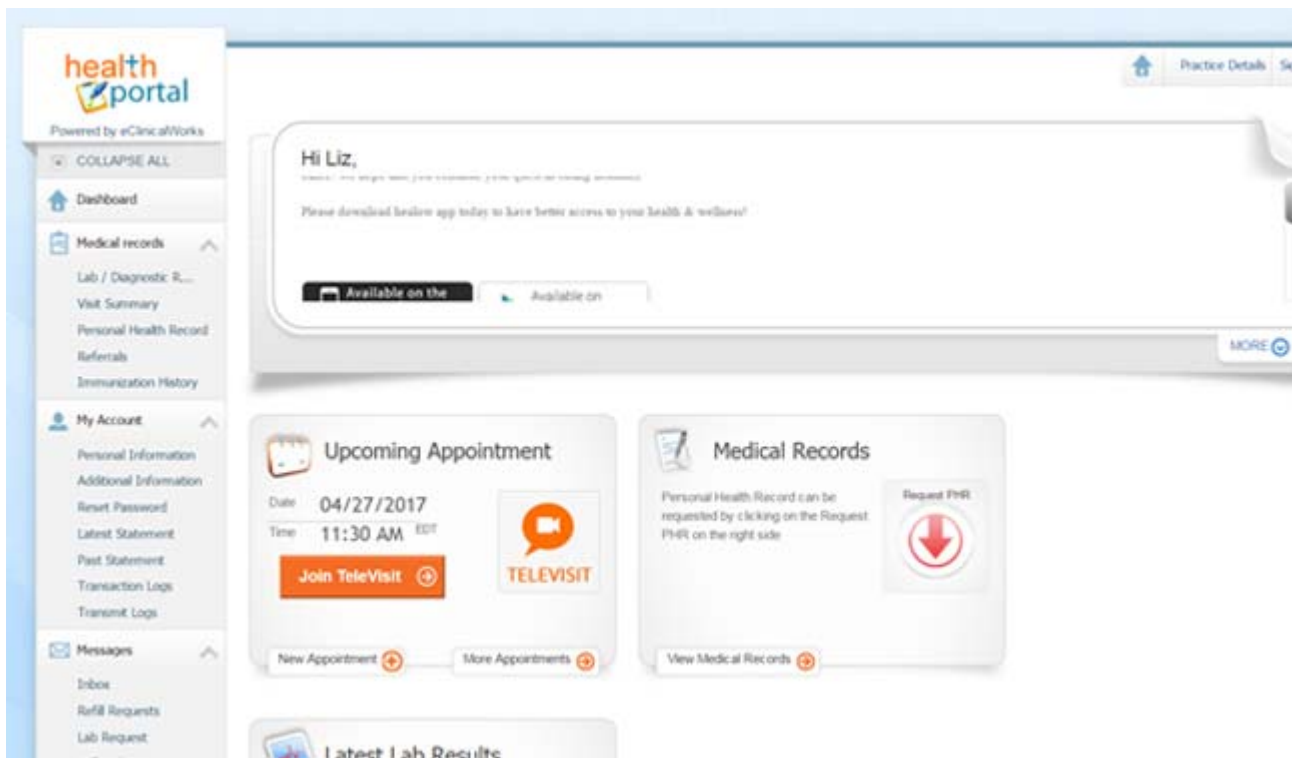
Note: A webcam must be installed and functioning on the machine that is used for healow TeleVisits.

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:



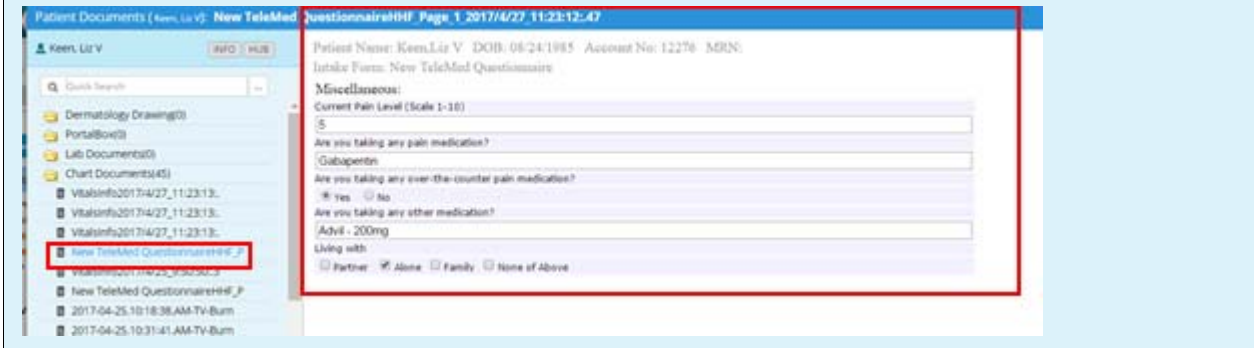
2. Click *Join TeleVisit*.
- The Intake Questionnaire linked to the visit displays.
3. Enter the responses, and then click *Submit Questionnaire*:

The screenshot shows the 'TeleVisit | Tony Phillips | 27 Apr 2017' questionnaire interface. At the top, there are navigation tabs: 'Questionnaire', 'Visits', 'Compatibility Check', and 'Join the TeleVisit Appointment'. The main heading is 'Please complete your health questionnaire to the best of your ability.' The form is titled 'Miscellaneous:' and contains the following questions and answers:

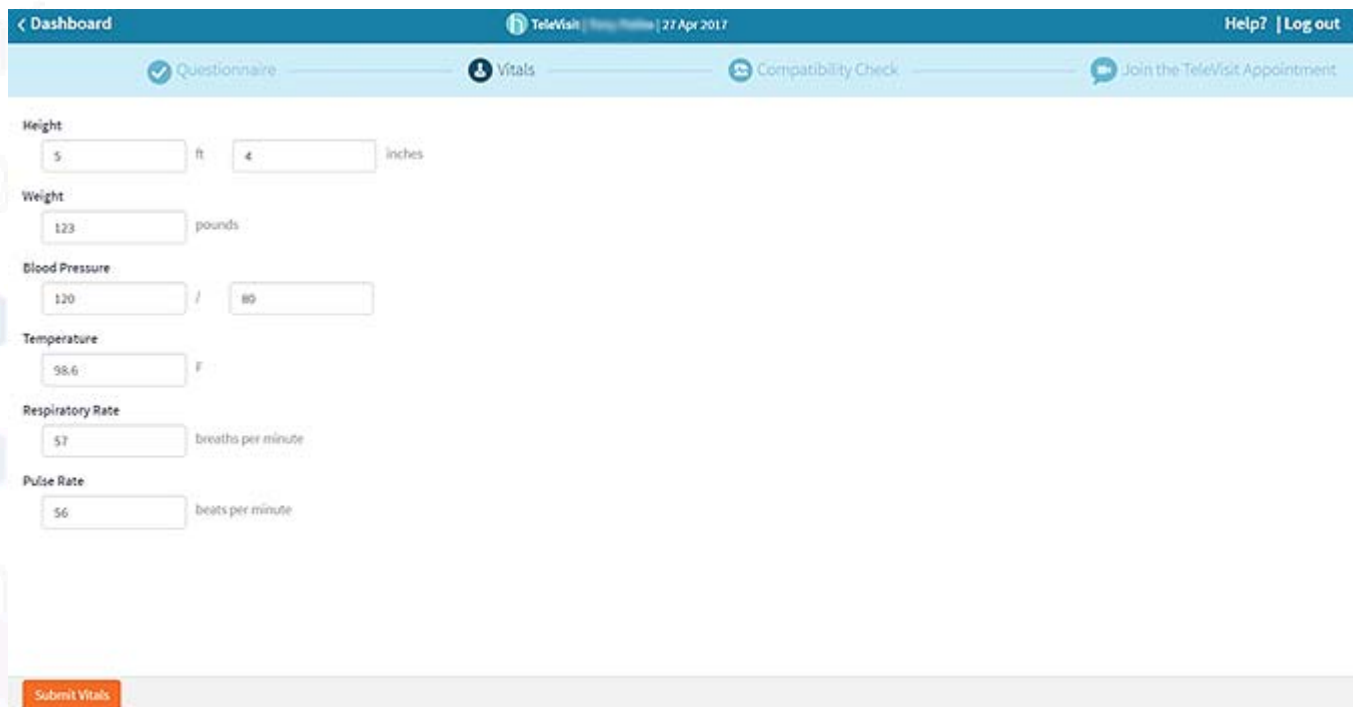
- Current Pain Level (Scale 1-10): 5
- Are you taking any pain medication?: Gabapentin
- Are you taking any over-the-counter pain medication?: Yes, No
- Are you taking any other medication?: Advil - 200mg
- Living with: Partner, Alone, Family, None of Above

A 'Submit Questionnaire' button is located at the bottom of the form.

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



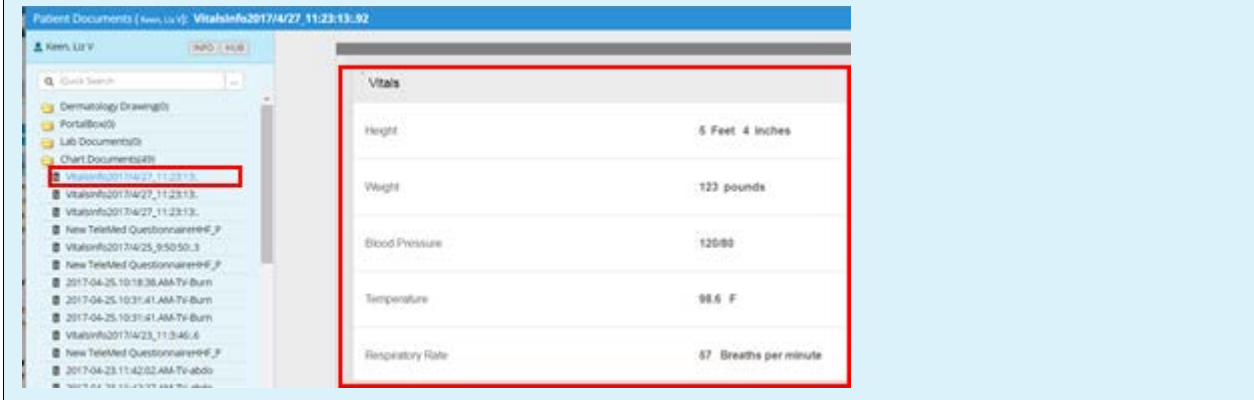
The Vitals check displays:



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

Patients can skip this step by simply clicking the *Submit Vitals* button.

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

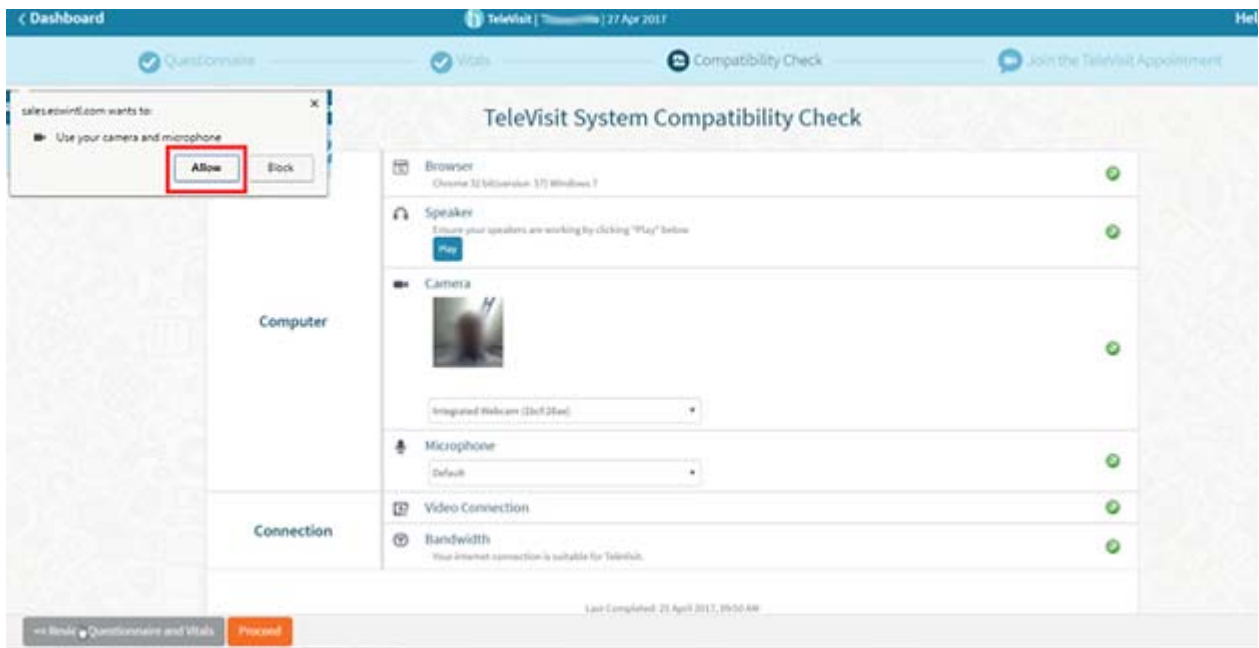


A system compatibility check is performed to detect the software and hardware required to conduct healow TeleVisits.

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

The next pop-up message displays.

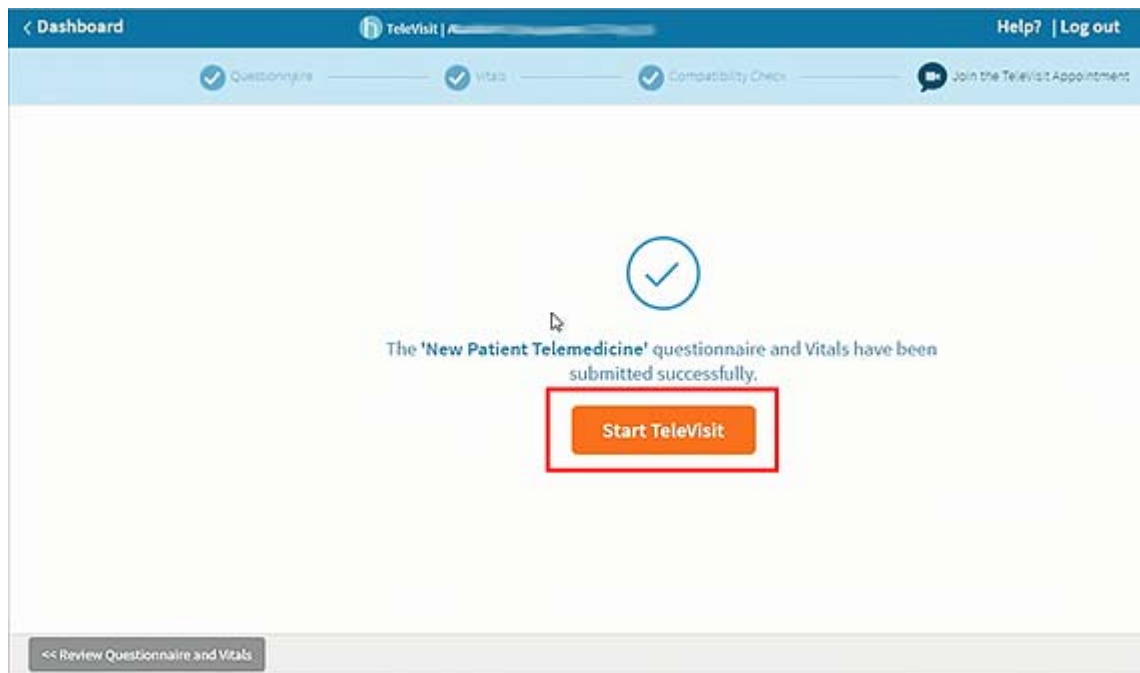
6. Click *Allow* in the pop-up message to use patient-facing microphone:



7. Once the compatibility check is complete, 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:



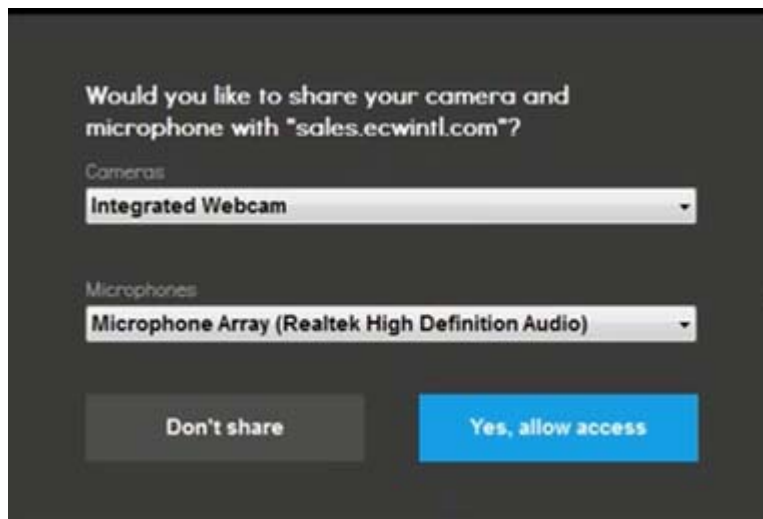
8. Click *Start TeleVisit*.

A message displays:



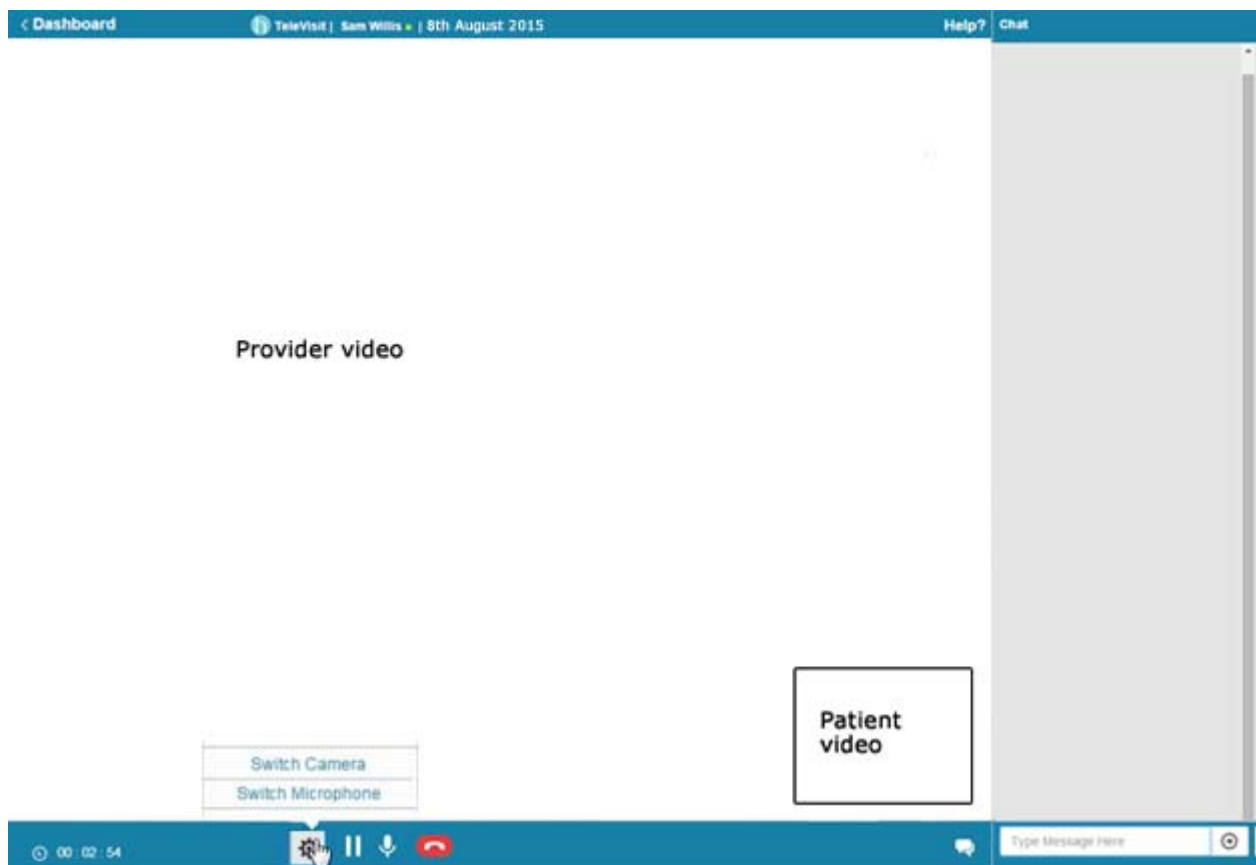
To review the questionnaire and vitals, click *Review*.

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







9. Click *Yes, allow access* for camera and microphone.





The TeleVisit window opens 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
	<p>The Gear icon enables the patient to switch on the camera and microphone before joining the call. Click the <i>Gear</i> icon display the following options:</p> <ul style="list-style-type: none"> ■ Switch Camera - Click this button to display the name of the webcam driver. Click the name of a webcam driver to switch the webcam. ■ Switch Microphone - Click this button to display the name of the microphone driver. Click the name of a microphone driver to switch microphones.
	<p>Click to pause the patient-facing camera. Click again to start the patient-facing camera.</p>
	<p>Click to mute the microphone. Click again to enable the microphone.</p>
	<ol style="list-style-type: none"> 1. Click to open the Chat window. 2. Start typing the text and click the arrow button: <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <div style="background-color: #0070c0; color: white; padding: 2px 5px;">Chat</div> <div style="background-color: #f0f0f0; height: 150px; margin: 5px 0;"></div> <div style="border-top: 1px solid #ccc; padding: 5px 5px 0 5px;"> <input style="width: 90%; border: none;" type="text" value="Enter text here"/> ➤ </div> </div> <p>The doctor receives a chat notification.</p>

Feature	Description
	<p>Click to end the video call.</p> <p>When the patient clicks this button, the following message displays on the patient side: Path: <i>Are you sure you want to end the call?</i></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: Path: <i>Your call is completed.</i></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: Path: <i>Return to the dashboard will end the TeleVisit. Are you sure you want to exit?</i></p> <ul style="list-style-type: none"> ■ Exit - Click to exit 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: Path: <i>Patient Offline</i></p> <ul style="list-style-type: none"> ■ Cancel - Click to continue the healow TeleVisit session.
	<p>Click to exit the TeleVisit session.</p> <p>When the patient clicks this button, the following message displays for the provider: The patient has disconnected unexpectedly. Would you like to exit?</p>

Accessing healow TeleVisits Help

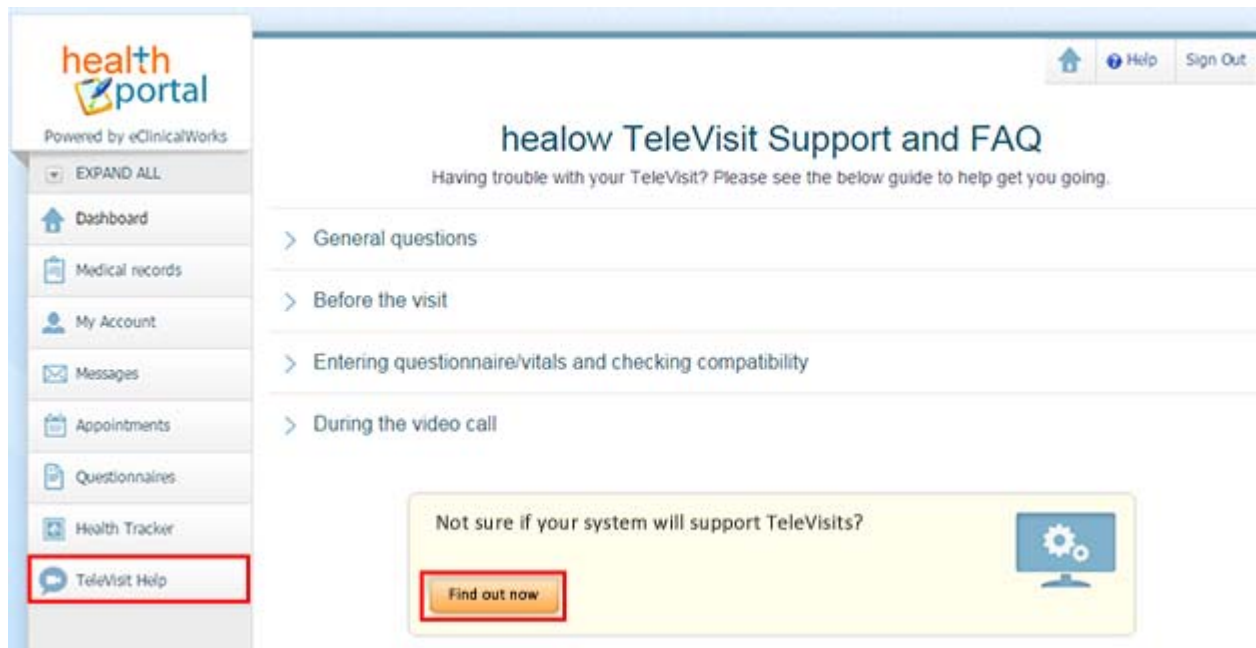
Path: *healow > TeleVisits Help*

Patients can review FAQs and important information about 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 opens.
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 opens, enabling the patient to chat with an eClinicalWorks representative.

Accessing healow TeleVisits from the healow App

Path: *healow App > Appointments*

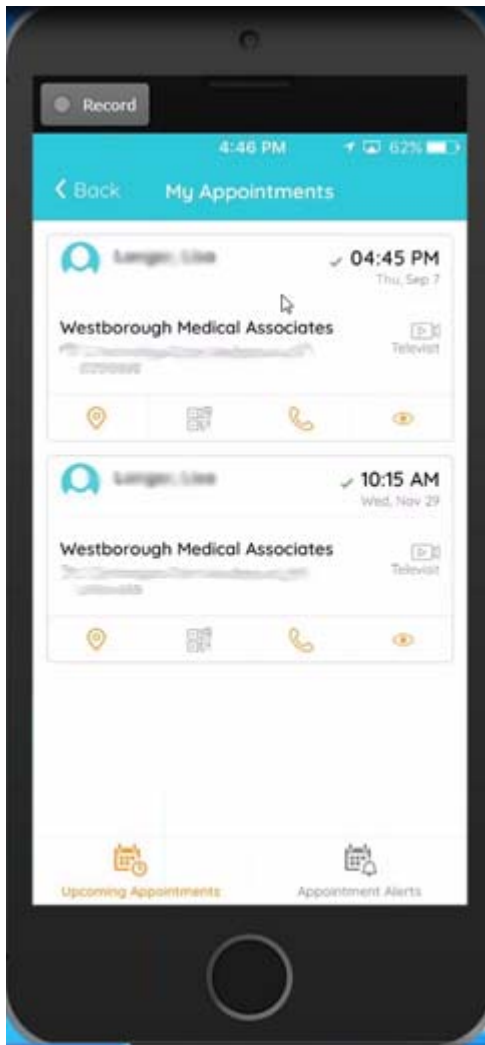
healow TeleVisits can be accessed from the healow app on a phone. This enables patients to attend a healow TeleVisit with their doctor from their phone.

To attend a healow TeleVisit from the healow app on the phone:




1. Open the healow app from the phone.
2. Sign in to the healow app:
 - ◆ The 1 on the Check-In widget indicates that the patient has checked in through the portal. If the patient checks in through the healow app, the Check-In widget turns red to alert the patient.
 - ◆ If the patient has already checked into the appointment, the Appointment widget displays in red:


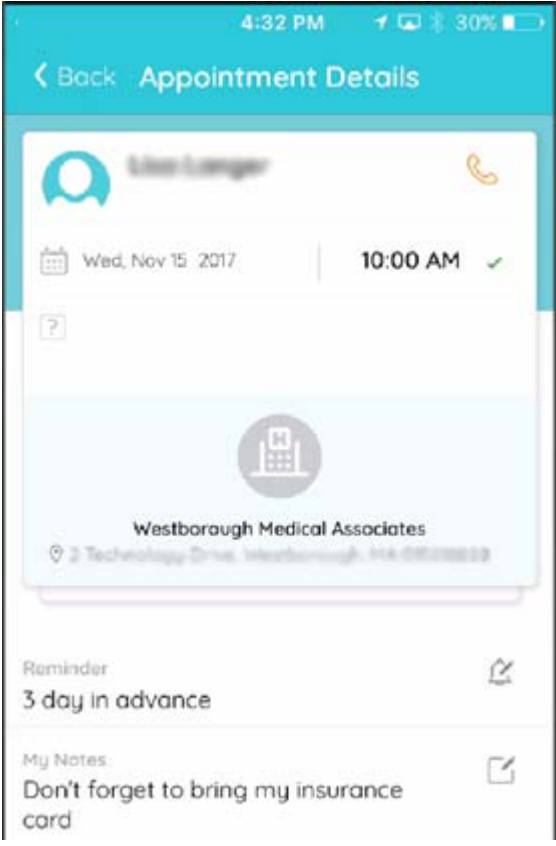



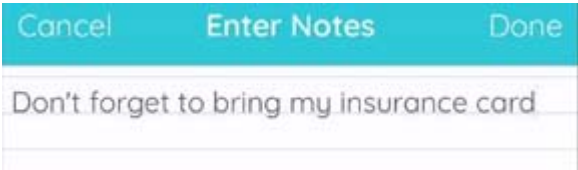


3. Click the *Appointment* widget to display patient's upcoming appointments:



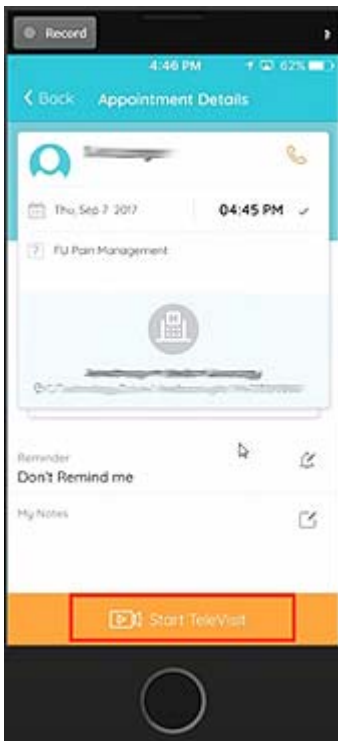
The following table describes the options available in the My Appointments window:

Item	Description
	Click this icon to display the patient's location.
	Click to display the QR code if the patient is checking in an office visit.
	Click this icon to call the practice directly.

Item	Description
	<p>Click this icon to display the appointment details:</p>  <p>The screenshot shows a mobile application interface for appointment details. At the top, the status bar displays 4:32 PM, signal strength, Wi-Fi, and 30% battery. Below the status bar is a teal header with a back arrow and the text 'Appointment Details'. The main content area features a patient profile card for 'Lisa Langer' with a profile picture and a call icon. Below this, the appointment date 'Wed, Nov 15, 2017' and time '10:00 AM' are shown with a checkmark. A location card for 'Westborough Medical Associates' is displayed with a building icon and the address '2 Technology Drive, Westborough, MA 01581'. At the bottom, there are two sections: 'Reminder' set to '3 day in advance' and 'My Notes' containing the text 'Don't forget to bring my insurance card'.</p>

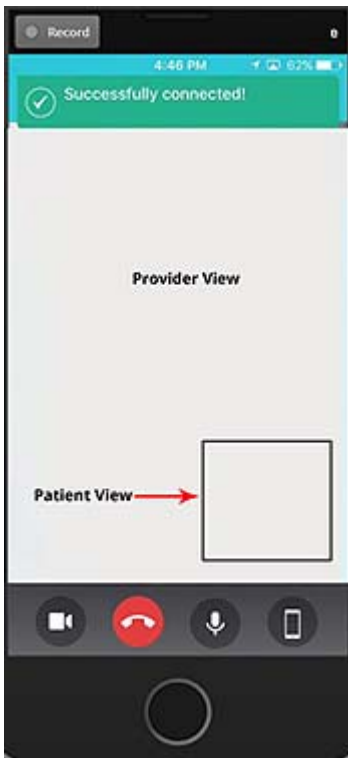
Item	Description
	<p>In the Appointment Details window, click the following options as required:</p> <ul style="list-style-type: none"> <p>Click the <i>Reminder</i> icon and select the days in advance the patient wants to be reminded of the upcoming appointment:</p>  <p>Click <i>My Notes</i> to enter your notes. Click <i>Done</i> to save the notes:</p> 
 Televisit	Click this icon to start the TeleVisit.
 Appointment Alerts	Displays the appointment alerts from the practice. If the practice subscribes to healow, they can send out appointment alerts for open slots and cancellations.

- If the questionnaires and vitals have been completed, click the *Camera* icon, and then click *Start TeleVisit* to start the visit:









The following message displays:

Once the provider is connected, the TeleVisits window opens with the provider and the patient view:



The following table describes the options available on the healow app - TeleVisits view:

Item	Description
	<ol style="list-style-type: none"> 1. Click this icon to open the Chat window. 2. Start typing the text and click the arrow button:  <p>The doctor receives a chat notification.</p> <ol style="list-style-type: none"> 3. Click the <i>Video Camera</i> icon to switch to the video mode.
	<p>Click this button to end the call.</p>
	<p>Click this button to switch the camera.</p>
	<p>Click this button to mute the patient's microphone.</p>
	<p>Click this button to hide the patient view and mute the patient's microphone.</p>

APPENDIX A: NOTICES

The following section lists the [Trademarks](#) contained in this document.

Trademarks

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