

# PATIENT WORKFLOW

healow TeleVisits™ provides a platform for a secure two-way virtual visit between patients and providers, offering patients remote access to clinical healthcare. Patients can join televisits from their eClinicalWorks® Patient Portal and the healow mobile app.

Patients must be registered on the Patient Portal to use healow TeleVisits. Patients must also have internet service and audio and video equipment that meets the minimum requirements for healow TeleVisits.

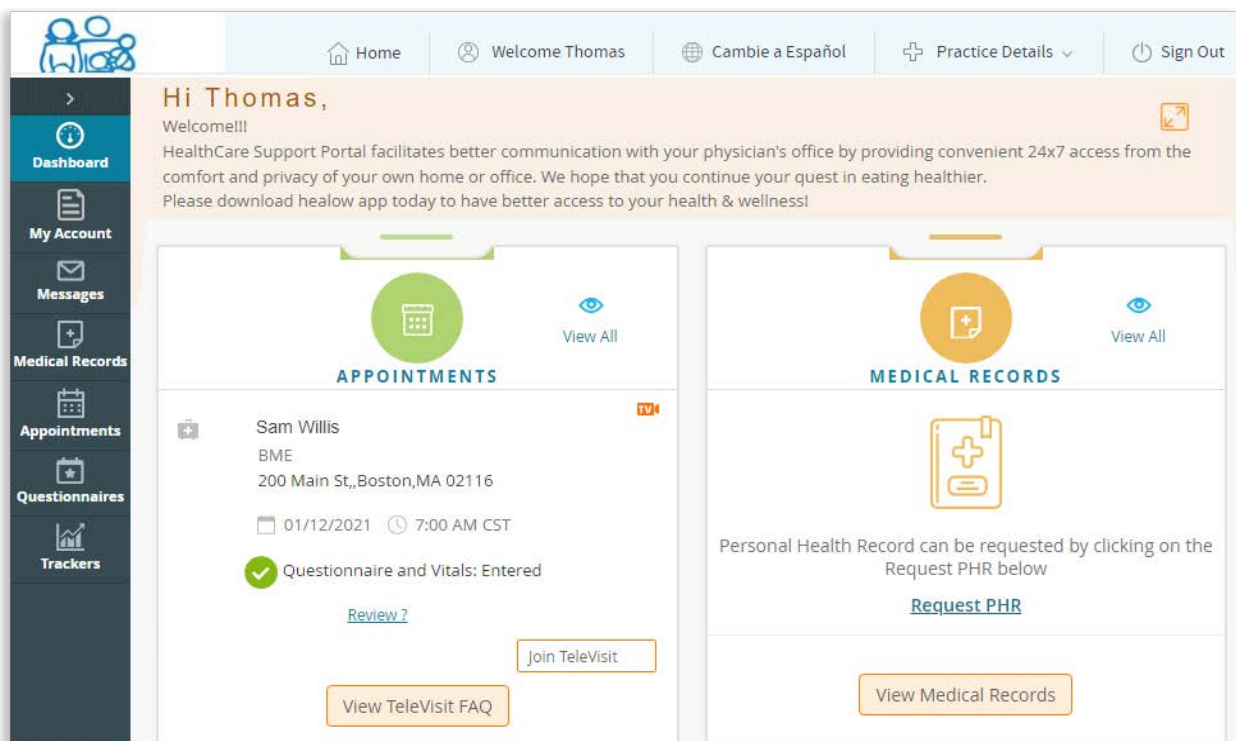
## Start a Televisit from the Patient Portal

**Path:** *healow* > *Join TeleVisit*

**To start a televisit:**

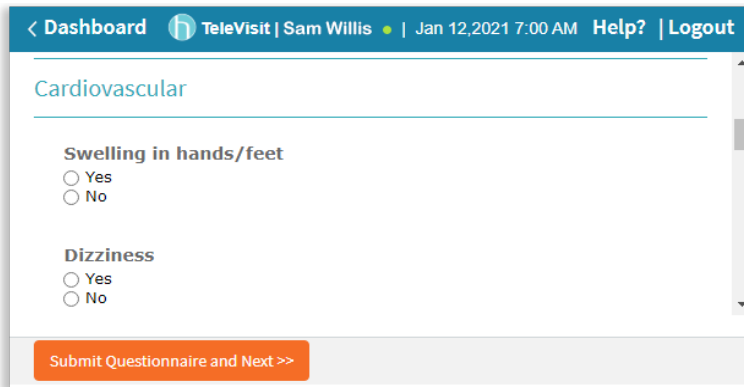
1. Log in to healow with eClinicalWorks Patient Portal credentials.

The healow Dashboard opens, displaying any upcoming appointments:



2. Click *Join TeleVisit*.

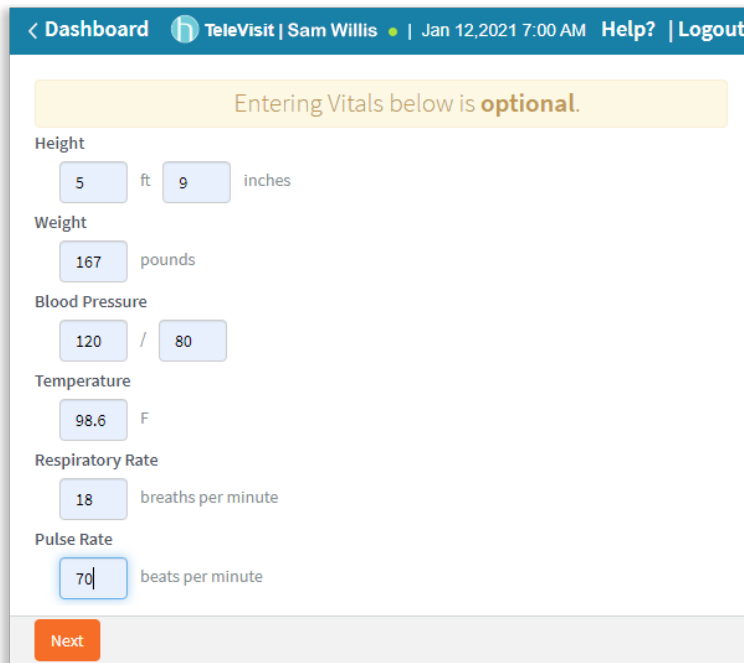
The questionnaires associated with the visit display:



The screenshot shows a web interface for a TeleVisit. At the top, there is a navigation bar with a back arrow, the text "Dashboard", a home icon, "TeleVisit | Sam Willis", a green dot, "Jan 12, 2021 7:00 AM", "Help?", and "Logout". Below the navigation bar, the page title is "Cardiovascular". The main content area contains two sections: "Swelling in hands/feet" with radio buttons for "Yes" and "No", and "Dizziness" with radio buttons for "Yes" and "No". At the bottom of the form is an orange button labeled "Submit Questionnaire and Next >>".

3. Enter the responses, then click *Submit Questionnaire and Next* if there are multiple questionnaires.

The Vitals window opens:

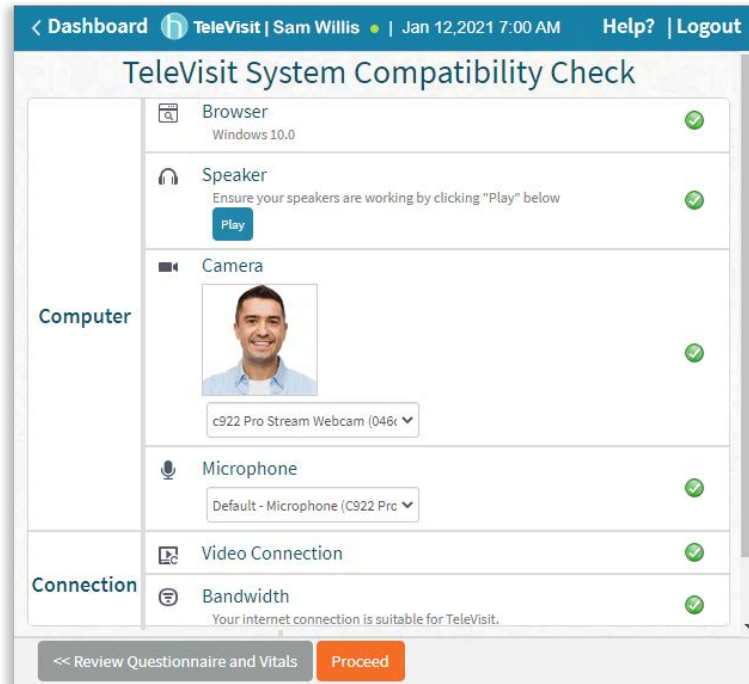


The screenshot shows a web interface for entering vital signs. At the top, there is a navigation bar with a back arrow, the text "Dashboard", a home icon, "TeleVisit | Sam Willis", a green dot, "Jan 12, 2021 7:00 AM", "Help?", and "Logout". Below the navigation bar, there is a yellow banner that says "Entering Vitals below is optional." The main content area contains several input fields: "Height" with "5" in a box followed by "ft" and "9" in a box followed by "inches"; "Weight" with "167" in a box followed by "pounds"; "Blood Pressure" with "120" in a box, a slash, and "80" in a box; "Temperature" with "98.6" in a box followed by "F"; "Respiratory Rate" with "18" in a box followed by "breaths per minute"; and "Pulse Rate" with "70" in a box followed by "beats per minute". At the bottom of the form is an orange button labeled "Next".

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

**Note:** Entering vitals can be skipped by clicking *Submit Vitals* with the fields blank. The vitals information is not imported into the Progress Notes but is saved to Patient Documents.

The TeleVisit System Compatibility Check window opens:



5. The speakers can be tested, and the default camera and microphone can be selected on the TeleVisit System Compatibility Check window. After all items have passed the compatibility verification (a green dot with a white check mark next to each item), click the *Proceed* button.

6. Once the compatibility check is complete, click *Proceed*.

The TeleVisit Consent Form window opens:

< Dashboard | healow TeleVisit | Morgan Vines | 12 Jan 2021 Help? | Logout

### TeleVisit Consent Form

Informed Consent for Telemedicine Services

1. I understand that my health care provider wishes me to engage in a telemedicine consultation.
2. My health care provider has explained to me how the video conferencing technology will be used to affect such a consultation will not be the same as a direct patient/health care provider visit due to the fact that I will not be in the same room as my health care provider.
3. I understand there are potential risks to this technology, including interruptions, unauthorized access and technical difficulties. I understand that my health care provider or I can discontinue the telemedicine consult/visit if it is felt that the videoconferencing connections are not adequate for the situation.
4. I understand that my healthcare information may be shared with other individuals for scheduling and billing purposes. Others may also be present during the consultation other than my health care provider and consulting health care provider in order to operate the video equipment. The above mentioned people will all maintain confidentiality of the information obtained. I further understand that I will be informed of their presence in the consultation and thus will have the right to request the following: (1) omit specific details of my medical history/physical examination that are personally sensitive to me; (2) ask non-? medical personnel to leave the telemedicine examination room: and or (3) terminate the consultation at any time.

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

**Proceed**

<< Review Questionnaire and Vitals

7. Read the consent form, select the *Accept* radio button, then click the *Proceed* button.

A confirmation message displays, indicating that the questionnaire and vitals have been submitted successfully. The *Start TeleVisit* button is active and displays orange 30 minutes before the scheduled appointment:

< Dashboard | TeleVisit | Sam Willis | Jan 12, 2021 7:00 AM Help? | Logout

**✓**

The "Televisit" questionnaire and Vitals has been submitted successfully.

**Start TeleVisit**

<< Review Questionnaire and Vitals

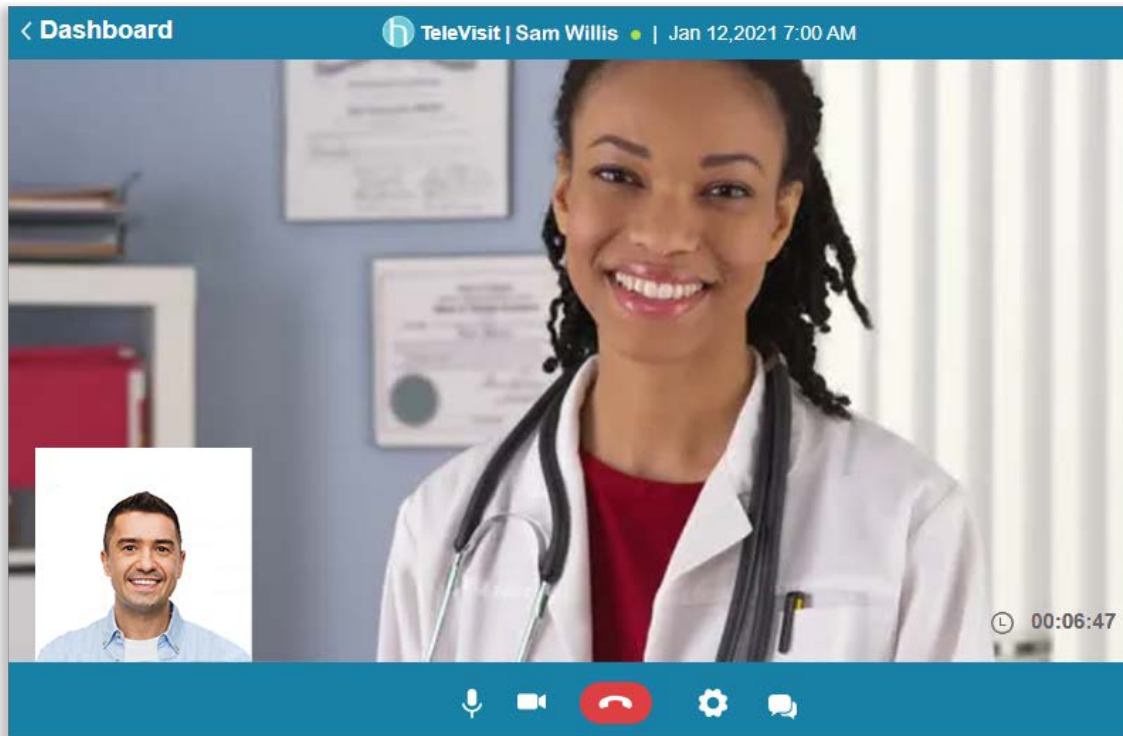
8. Click the *Start TeleVisit* button to enter the virtual waiting room. The televisit begins when the provider starts the session.

The following message displays until the provider starts the televisit. Click the *Review?* link to review and edit the questionnaires and vitals:



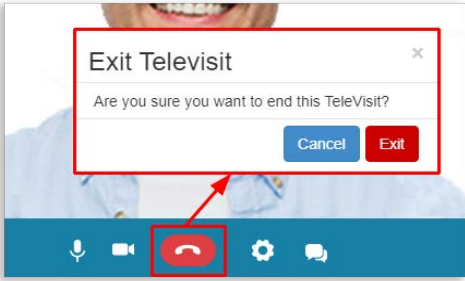
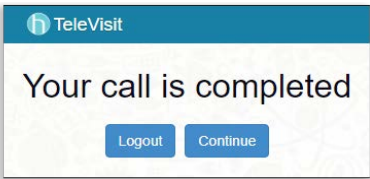
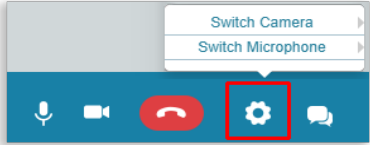
# Conducting the Televisit

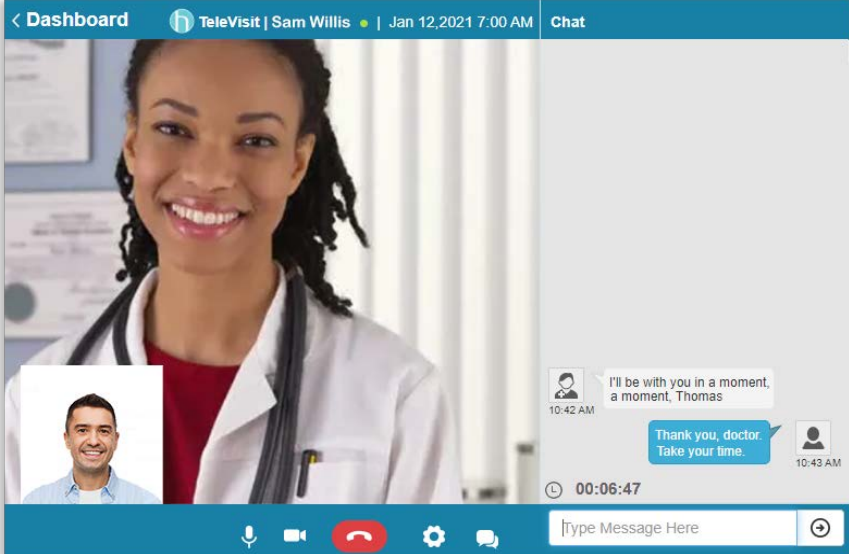
After the provider starts the televisit, the televisit window for patients opens, and the session begins:



The following table describes the features available on the patient's televisit window:

Feature	Description
<b>Microphone icon</b>	Mutes and unmutes the patient's active microphone.
<b>Camera icon</b>	Disables and enables the patient's active camera.

Feature	Description
<p><b>Telephone receiver icon</b></p>	<p>Ends the televisit and offers the patient the following options:</p> <ul style="list-style-type: none"> <li>■ <b>Cancel</b> - Cancel this action and return to the televisit.</li> <li>■ <b>Exit</b> - Ends the televisit:</li> </ul>  <p>If the patient exits, the following options are offered:</p> <ul style="list-style-type: none"> <li>■ <b>Logout</b> - End the televisit and log out of the Patient Portal.</li> <li>■ <b>Continue</b> - End the televisit and remain logged into the Patient Portal:</li> </ul> 
<p><b>Settings icon</b></p>	<p>Offers patients the following options:</p> <ul style="list-style-type: none"> <li>■ <b>Switch Camera</b> - Enables patients to choose a different camera.</li> <li>■ <b>Switch Microphone</b> - Enables patients to choose a different microphone:</li> </ul> 

Feature	Description
<b>Chat icon</b>	<p>Opens the chat window where the patient can exchange messages with the doctor:</p> 

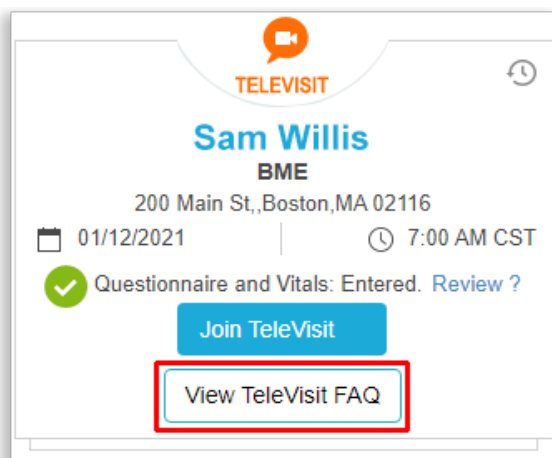
## healow TeleVisits FAQ

### Paths:

- *Patient Portal > Dashboard tab > View TeleVisits FAQ*
- *Patient Portal > Appointments tab > View TeleVisits FAQ*

Patients can review important information about televisits and run a compatibility check on the healow TeleVisit Support and FAQ window.

To access the healow TeleVisit Support and FAQ window, click the *View TeleVisit FAQ* button on any appointment widget:





The healow TeleVisit Support and FAQ window opens:

The screenshot shows the healow TeleVisit Support and FAQ interface. At the top, there is a navigation bar with 'Home', 'Welcome Thomas', '¿ambie a Español', and 'Practice Details'. A left sidebar contains menu items: Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, and Trackers. The main content area is titled 'healow TeleVisit Support and FAQ' and lists categories: General questions, Before the visit, Joining your TeleVisit appointment, and During the video call. A callout box with a laptop icon says 'You may run a system compatibility check at any time to test your system for TeleVisit appointments.' with a 'Run Now' button. Below, the 'General questions' section includes 'What browsers are compatible?' and 'Can I view my televisit after my appointment?'.

Click the *Run Now* button to test the speakers and the default camera and microphone for compatibility with healow TeleVisits.

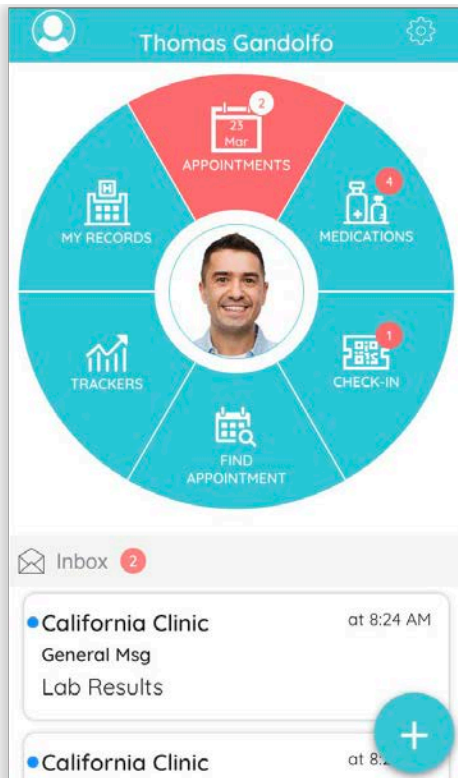
# Start a Televisit from the healow App

**Path:** *healow App > Appointments*

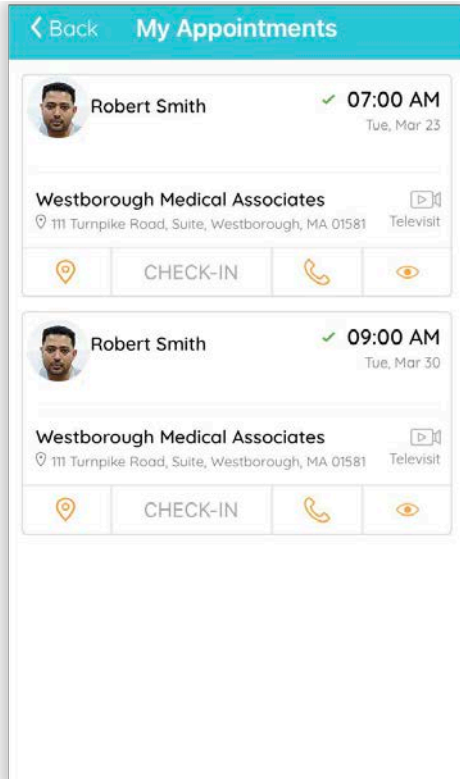
Televisit can be accessed from the healow app on a mobile device.

**To join a televisit from the healow app:**

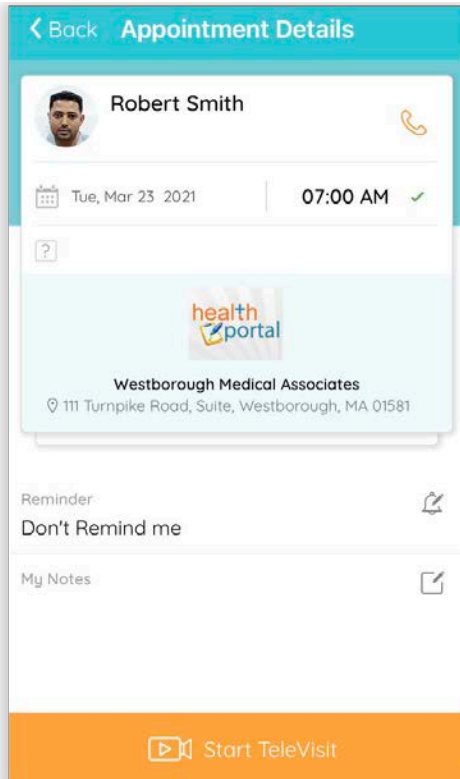
1. Launch the healow app and then sign in.
2. On the home screen, tap *APPOINTMENTS* on the healow Wheel:



3. On the My Appointments screen, tap the televisit appointment to join:



4. Tap *Stat TeleVisit* at the bottom of the Appointment Details screen:



5. On the TeleVisit Questionnaire screen, provide the requested information and then tap the *Submit Questionnaire & Next* button:

TeleVisit Questionnaire

Thomas  
25 Mar 2021 09:00 AM

Please answer the questions below

Miscellaneous:

1. Have you traveled outside of the United States in the past two weeks?

Yes

No

2. Have you been in contact with anyone experiencing cold-like symptoms in the past two weeks?

Submit Questionnaire & Next »

6. (Optional) On the Vitals screen, enter the patient's vitals and then tap *Submit Vitals*:

Vitals

Blood Pressure

eg. 160 / eg. 80

Temperature

eg. 98 Fahrenheit

Respiratory Rate

eg. 72 Breaths per minute

Pulse Rate

eg. 72 Beats per minute

Submit Vitals »

**Note:** Entering vitals can be skipped by clicking *Submit Vitals* with the fields blank. The vitals information is not imported into the Progress Notes but is saved to the Patient Documents.

7. Read the TeleVisit Consent Form, select the *Accept* radio button, then click the *Proceed >>* button"

Telehealth involves the real-time evaluation, diagnosis, consultation, and treatment of a health condition using interactive audio, video, or other electronic media. The use of telehealth technology allows the provider to see and communicate with you, the patient, in real-time from a remote or distant location.

I, \_\_\_\_\_ (Patient Name), voluntarily request and consent to \_\_\_\_\_ (name of telehealth provider) physician(s) and/or non-physician practitioners ("Providers"), and any associates, technical assistants, and/or other professionals as such Providers may deem necessary ("Telehealth Providers"), participating in my medical care by utilizing telehealth services.

I understand that Telehealth Providers: (a) may conduct their practice in a different location than the one where I may be physically present for such medical care; (b) may not have the opportunity to perform an in-person physical examination of me at the time my telehealth services are provided; and (c) may rely on information provided by me before and during our telehealth services encounter.

I also understand that as with any medical procedure, there are potential risks associated with the use of telemedicine. These risks include, but may not be limited to: (a) in rare cases, information transmitted may not be sufficient (e.g. poor resolution of images) to allow for appropriate medical decision making by the physician and consultant(s); (b) delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment; (c) in very rare instances, security protocols could fail, causing a breach of privacy of personal medical information; and (d) in rare cases, a lack of access to complete

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

**Decline**

**Proceed >>**

Review Questionnaire and Vitals

The virtual waiting room screen opens:

**Robert Smith**

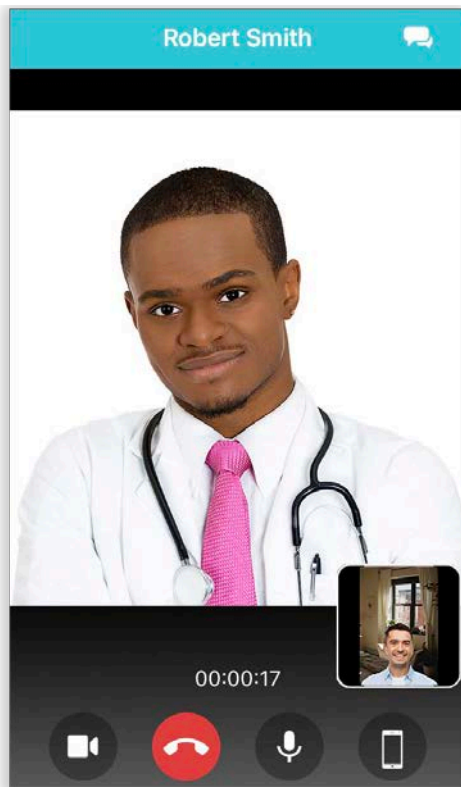
Waiting for  
**Robert Smith to join...**

Appointment Time

Mar 23, Tue 2021 | 07:00 AM

Questionnaire/Vitals entered

After the provider starts the televisit, the healow televisit screen automatically opens, and the session begins:



The following controls are available on the televisit screen:

- ◆ **Message icon** - Tap to start a text chat session with the provider.
- ◆ **Camera icon** - Tap to turn the device's camera on or off.
- ◆ **Telephone receiver icon** - Tap to end the televisit.
- ◆ **Microphone icon**: Tap to mute or unmute the device's microphone.
- ◆ **Mobile phone icon**: Tap to change the device's camera (front/back).

For more information about the healow app, refer to the healow App User Guide available on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal.