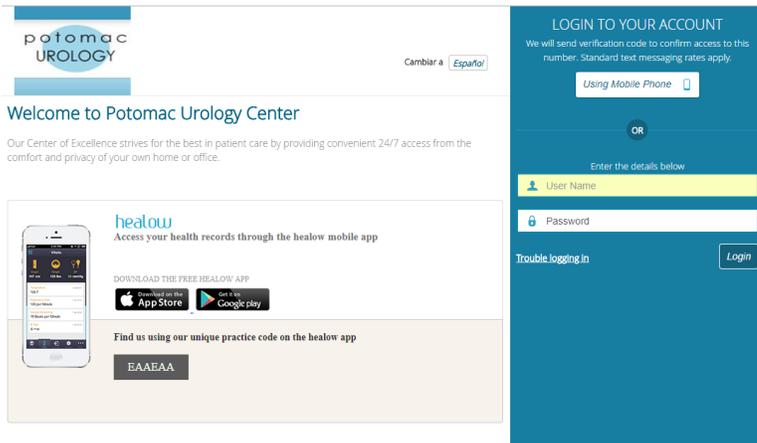


How Do I Participate in a TeleVisit?

You can log in via 1 of 3 ways:

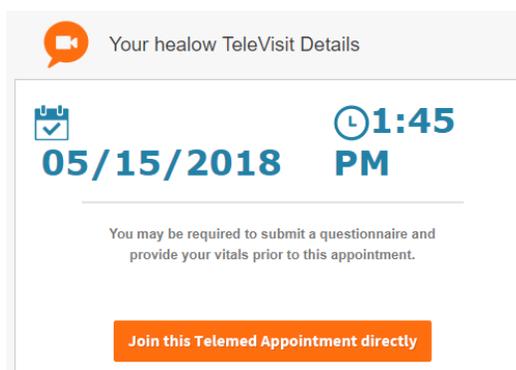
- (1) Log into the patient portal on your desktop/laptop computer
(<https://health.healow.com/potomacurologycenter>)



- (2) Log into the Healow app on your smartphone/tablet
(Practice Code = **EAAEAA**)



- (3) Click the link in the appointment reminder email



How Do I Participate in a TeleVisit?

- (1) Log in via one of the 3 methods available:
 - a. Patient Portal
 - b. Healow app
 - c. Email link

- (2) Click **“Join TeleVisit”** in your patient dashboard, Healow wheel, or email reminder

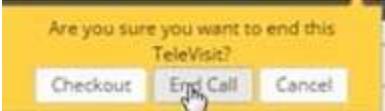
- (3) Fill out any patient questionnaire and provide requested personal information

- (4) Click **“Proceed”** to check your computer’s ability to support a TeleVisit
 - a. If using a COMPUTER/LAPTOP, attach a webcam and ensure it is turned on
 - b. If using HEALOW APP, click on the TeleVisit icon

- (5) Click **“Start TeleVisit”** to enter the virtual waiting room

Your physician will begin the face-to-face TeleVisit and disconnect once the visit is over.



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.

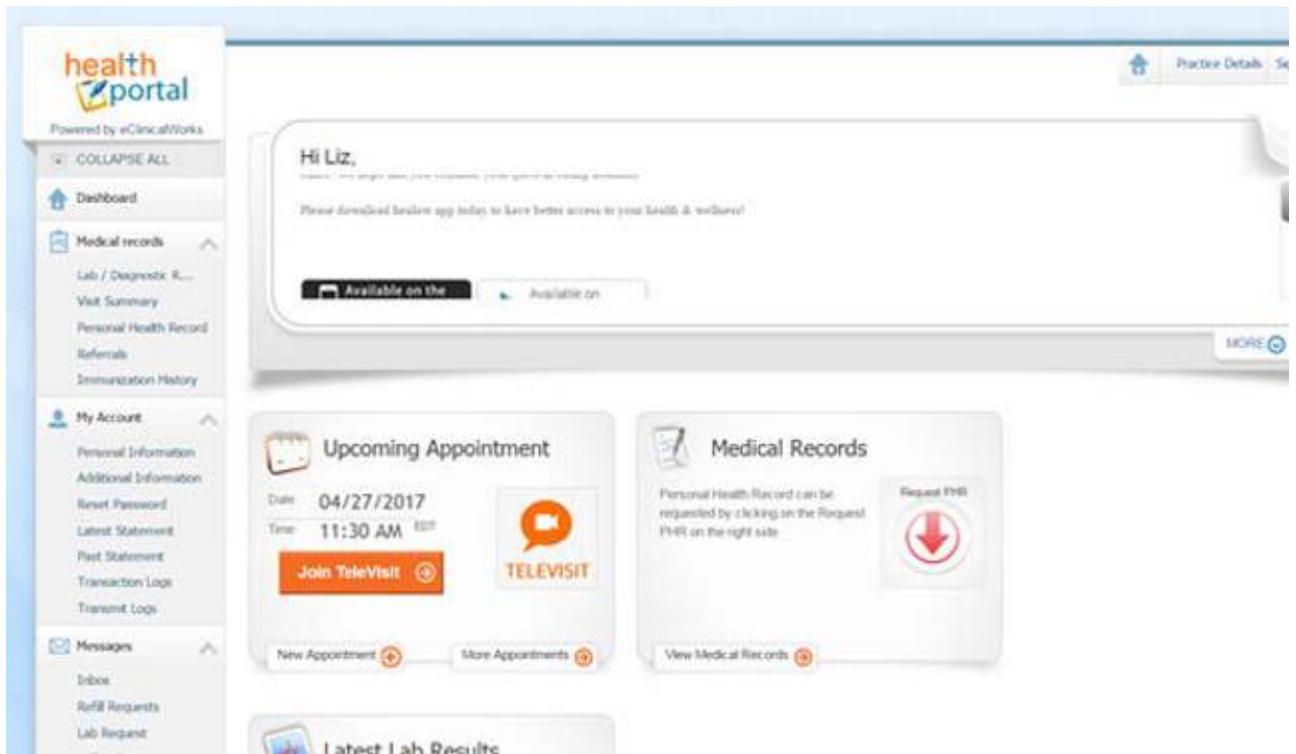
Note: A webcam must be installed and functioning on the machine that is used for healow TeleVisits.

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

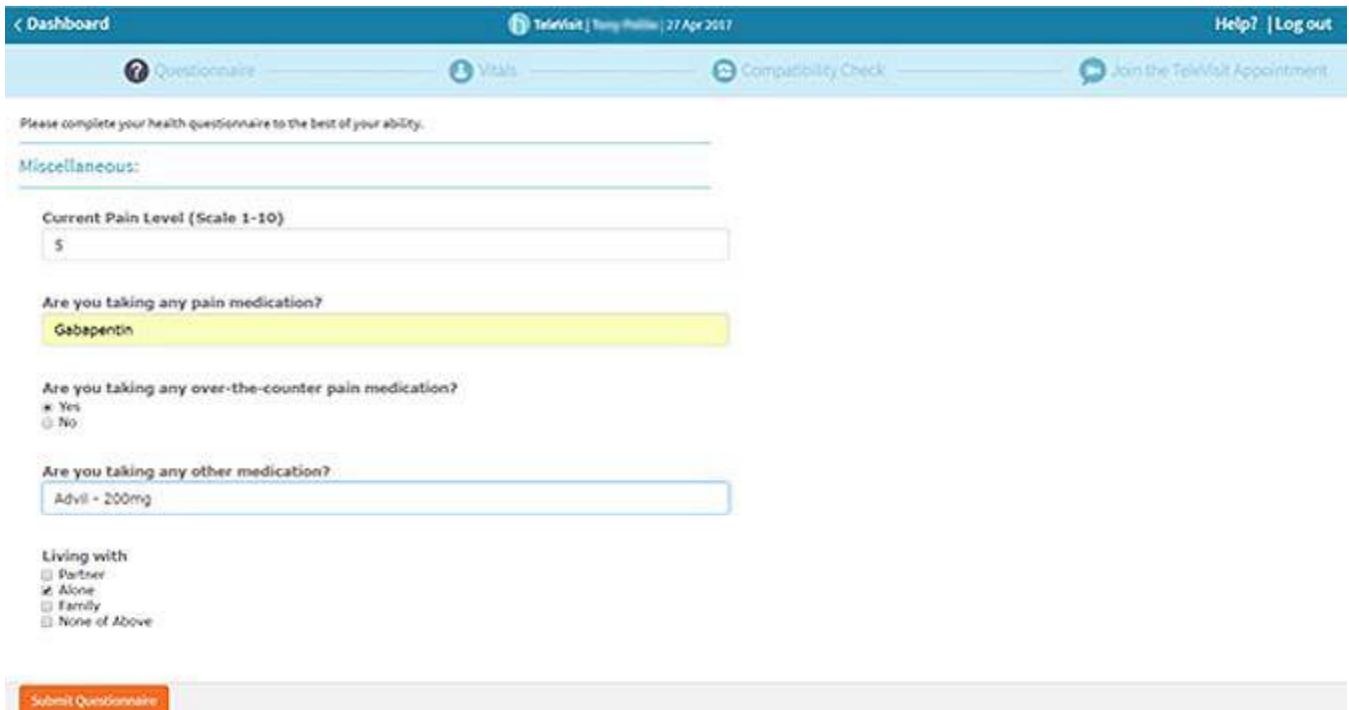
To start a healow TeleVisit:

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

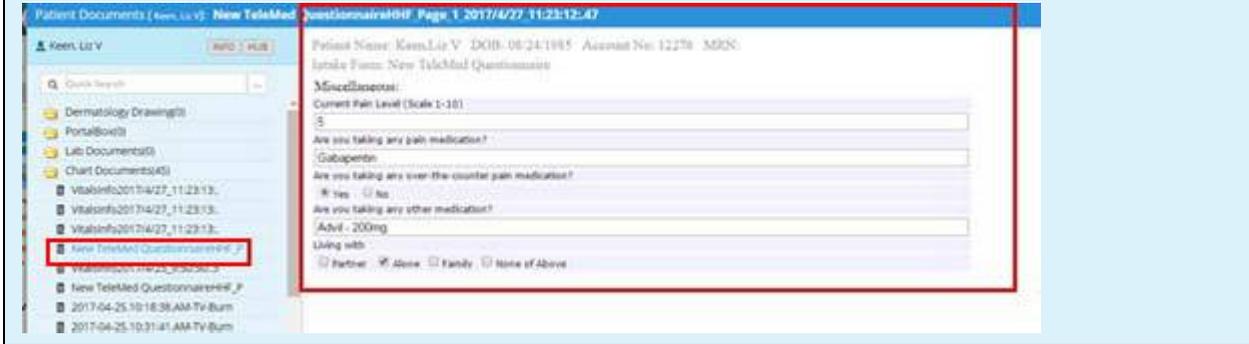
The healow window opens, displaying any upcoming appointments:



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



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:

A screenshot of the 'Vitals' form in the TeleVisit interface. The form is titled 'Vitals' and is part of a larger dashboard. The dashboard includes a 'Questionnaire' button, a 'Vitals' button, a 'Compatibility Check' button, and a 'Join the TeleVisit Appointment' button. The 'Vitals' form contains several input fields for patient measurements: 'Height' (5 ft, 4 inches), 'Weight' (123 pounds), 'Blood Pressure' (120 / 80), 'Temperature' (98.6 F), 'Respiratory Rate' (57 breaths per minute), and 'Pulse Rate' (56 beats per minute). At the bottom of the form, there is a 'Submit Vitals' button.

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:

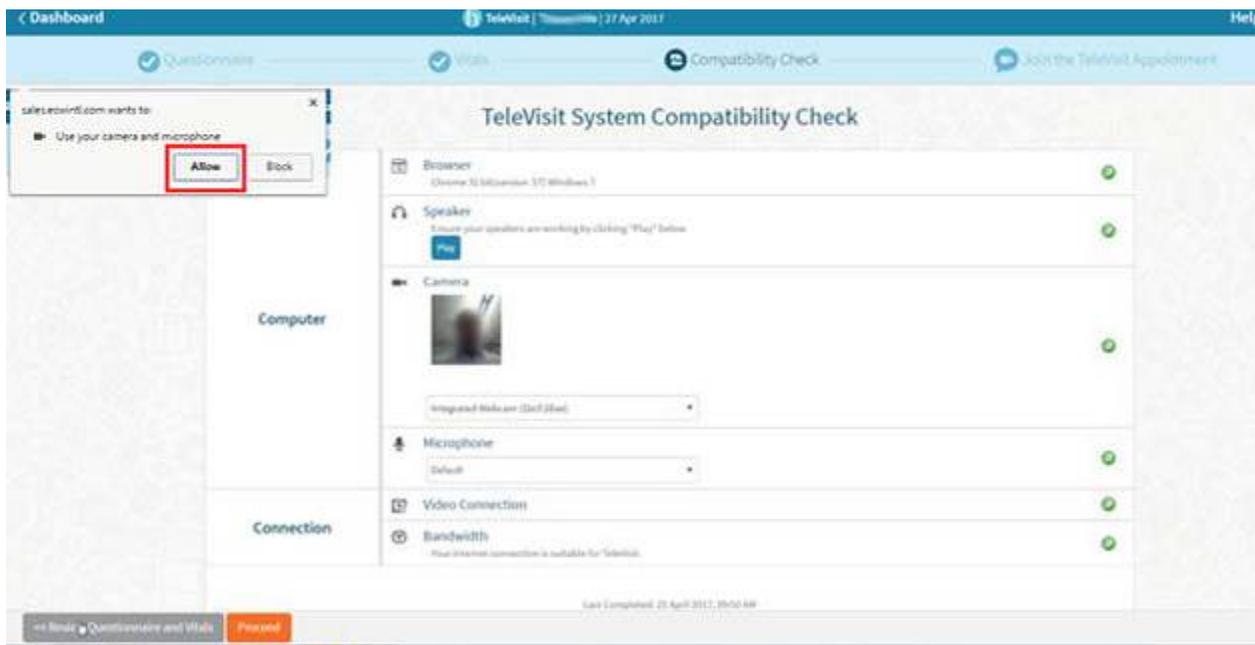


A system compatibility check is performed to detect the software and hardware required to conduct healow TeleVisits.

- 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.

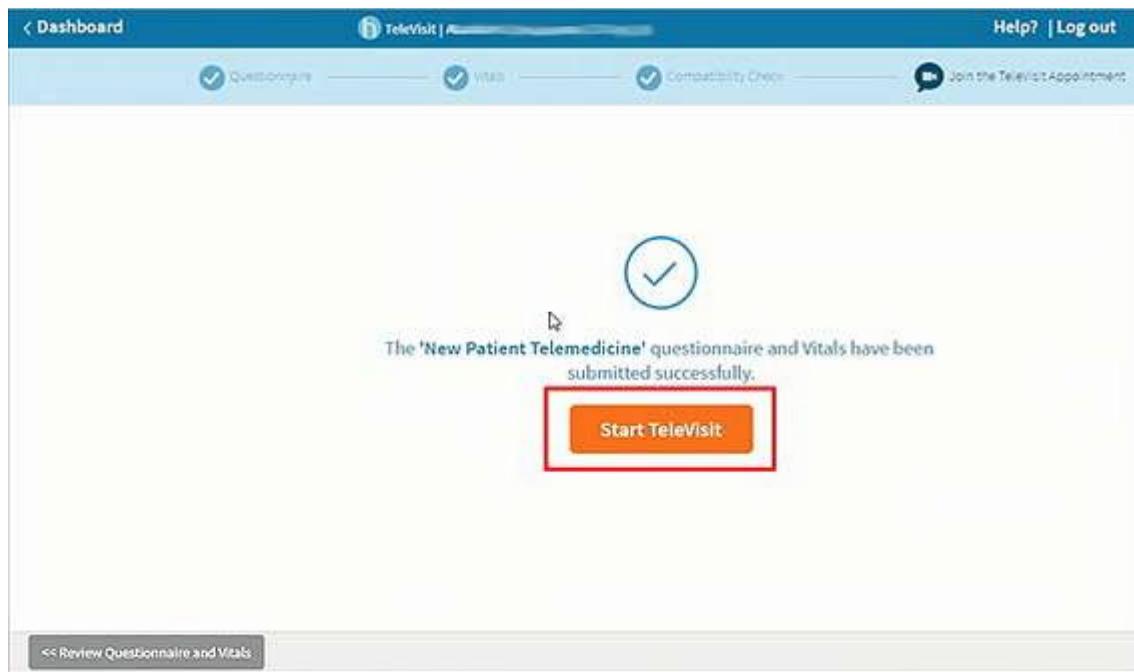
- Click *Allow* in the pop-up message to use patient-facing microphone:



- 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*.

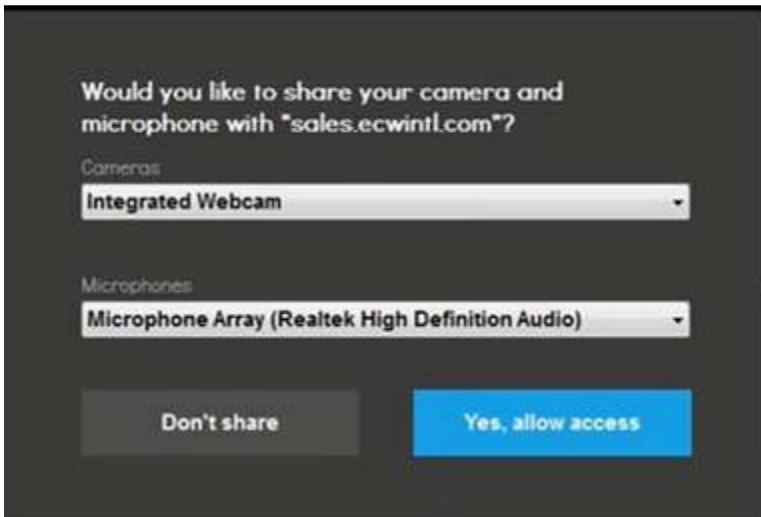
A message displays:



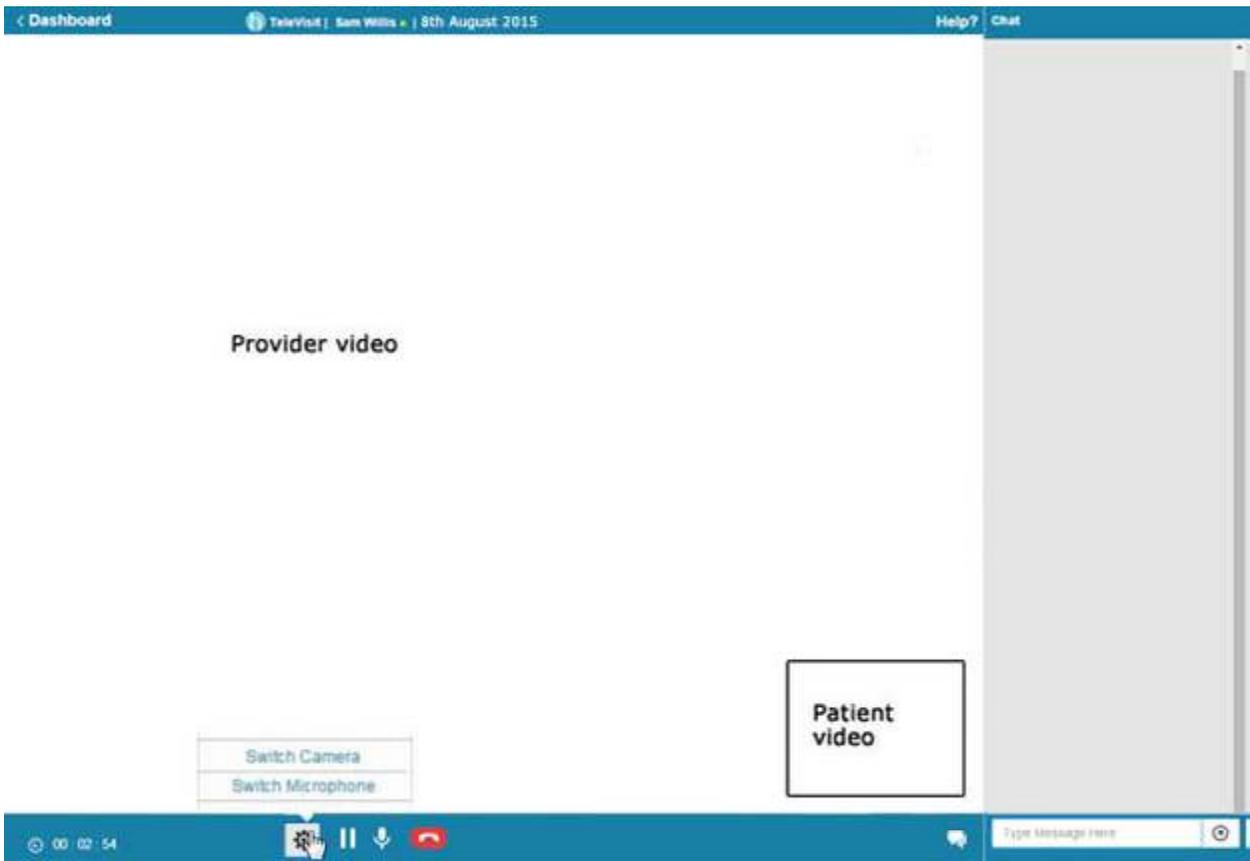
Waiting for the provider to join.

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 *Yes, allow access* 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.

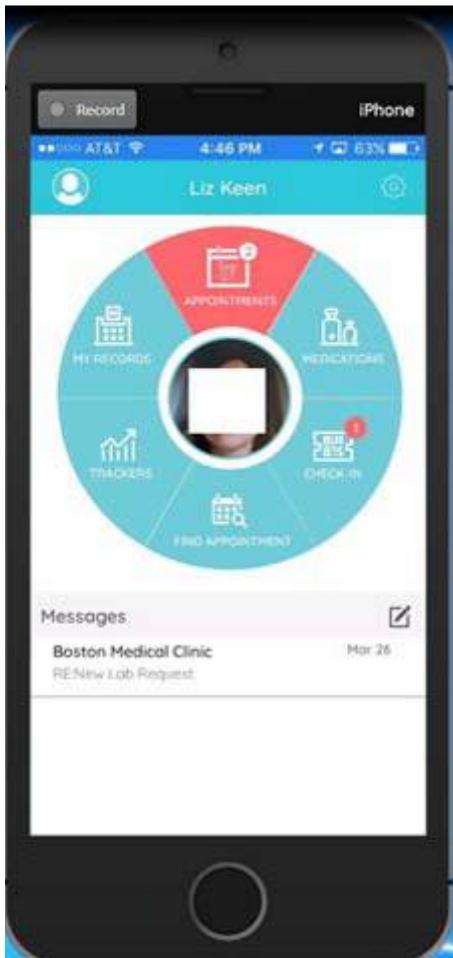
The following list describes the features available in the healow TeleVisit window for patients:

Feature	Description
	<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="text-align: center;">  </div> <p>The doctor receives a chat notification.</p>

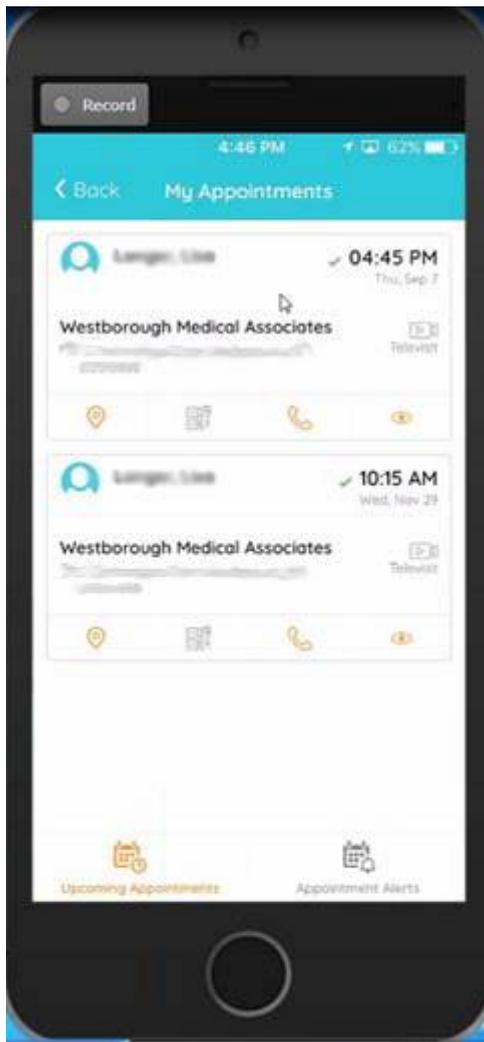
Feature	Description
	<p>Click to end the video call.</p> <p>When the patient clicks this button, the following message displays on the patient side: Path: <i>Are you sure you want to end the call?</i></p> <ul style="list-style-type: none"> ■ No - Click to continue the session. ■ Exit - Click to end the 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>

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:

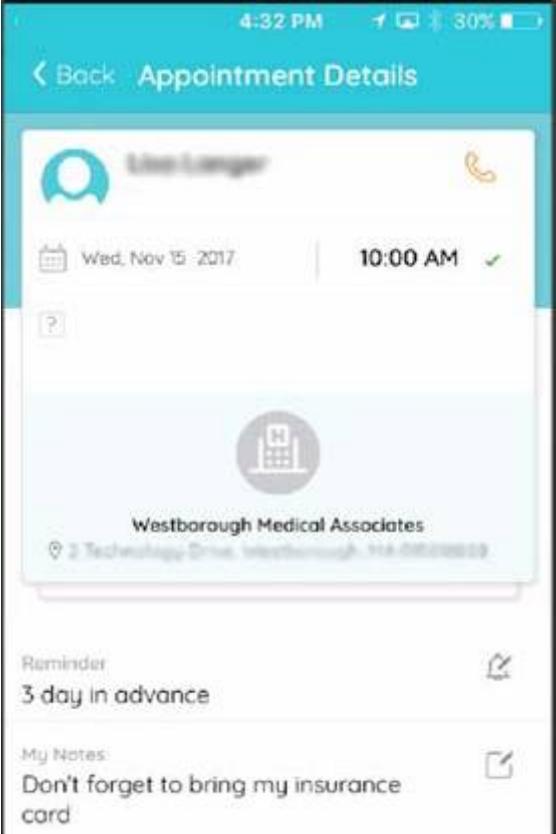


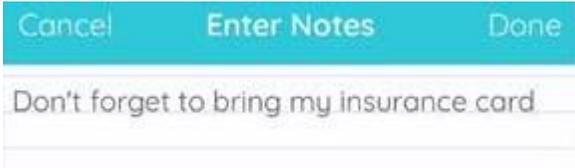
3. Click the *Appointment* widget to display patient's upcoming appointments:



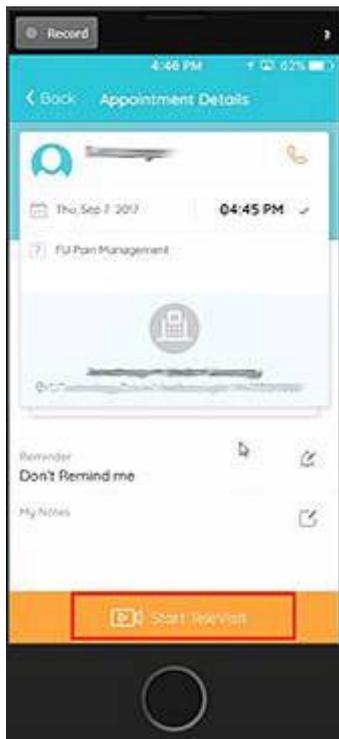
The following table describes the options available in the My Appointments window:

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> 

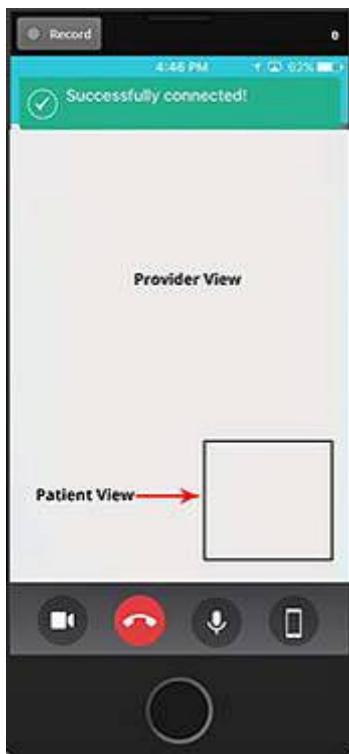
Item	Description
	<p>In the Appointment Details window, click the following options as required:</p> <ul style="list-style-type: none"> <p>Click the <i>Reminder</i> icon and select the days in advance the patient wants to be reminded of the upcoming appointment:</p>  <p>Click <i>My Notes</i> to enter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

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

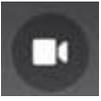


The following message displays:

Once the provider is connected, the TeleVisits window displays 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>