



Viewing healow TeleVisit Appointments - Patient View

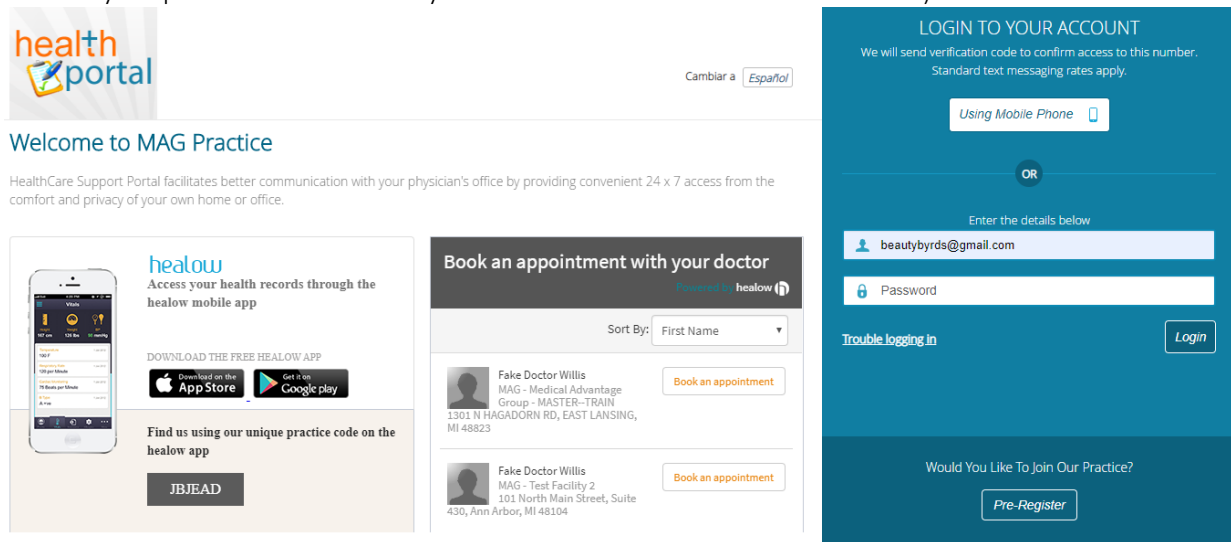
Patients that cannot travel, or live in remote areas, can take advantage of eClinicalWorks healow to visit their doctor through a two-way video visit. Patients must be Web-enabled to access healow. They can log in to healow using their eClinicalWorks Patient Portal credentials.

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

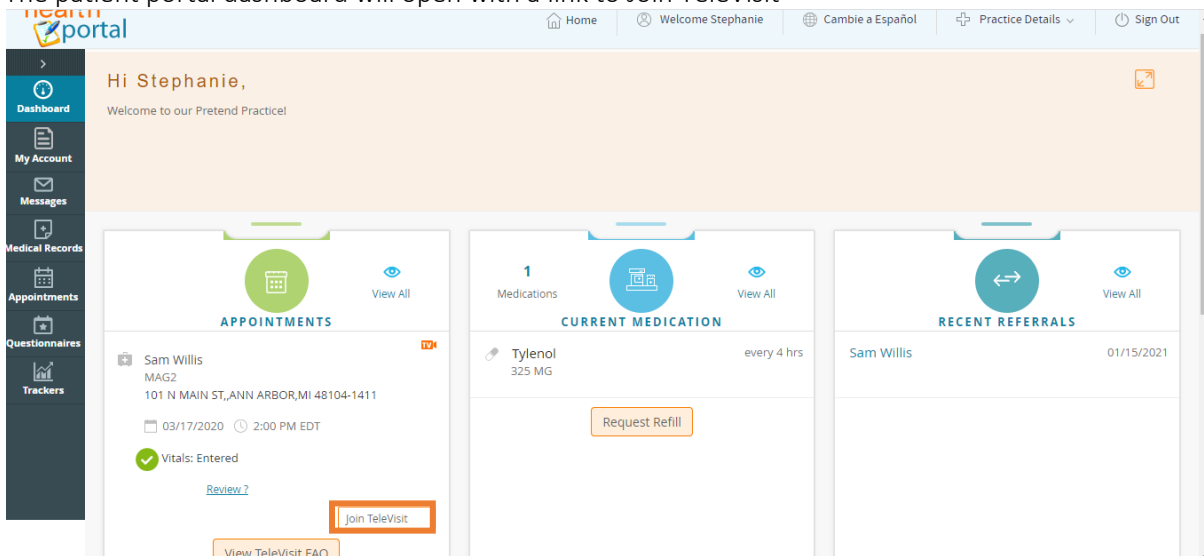
Note: A webcam must be installed and functioning on the machine that is used for healow TeleVisits.

Accessing healow TeleVisits from the patient portal

1. Go to your practice’s patient portal
2. Enter your patient portal username and password. (This should have been received by email upon enrollment. Contact your provider office should you need assistance with that information).



3. The patient portal dashboard will open with a link to Join TeleVisit





The Intake Questionnaire linked to the visit displays.

4. Enter the responses, and then click Submit Questionnaire
5. Enter any vitals and click Submit Vitals

Submit Questionnaire

Submit Vitals

6. A system compatibility check is performed to detect the software and hardware required to conduct healow TeleVisits.
7. Once the compatibility check is complete, click Proceed.

Category	Requirement	Status
Computer	Browser Windows 10.0	✓
	Speaker Ensure your speakers are working by clicking "Play" below	✓
	Camera Integrated Camera (58860706)	✓
	Microphone Default - Headset (M9 Hands-Free) (Bluetooth)	✓
Connection	Video Connection	✓
	Bandwidth Your internet connection is suitable for TeleVisit.	✓



- 8. 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.



- 9. The TeleVisit window opens and the video call begins:

