



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.

TeleVisits can be accessed from the following methods:

- patient portal
- healow.com
- healow application (apple or android smartphone)
- appointment confirmation email

Accessing healow TeleVisits from the patient portal

1. From your practice's patient portal, 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).

The left screenshot shows the 'Welcome to MAG Practice' page. It features the 'health portal' logo, a link to download the healow mobile app, and a 'Book an appointment with your doctor' section. The right screenshot shows the 'LOGIN TO YOUR ACCOUNT' page with fields for email and password, and a 'Pre-Register' button.

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

The screenshot shows the healow patient portal dashboard. The dashboard includes a sidebar with navigation links (Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, Trackers) and a main content area. The main content area displays three sections: 'APPOINTMENTS' (showing an appointment for Sam Willis on 03/17/2020 at 2:00 PM EDT), 'CURRENT MEDICATION' (showing Tylenol 325 MG), and 'RECENT REFERRALS' (showing a referral for Sam Willis on 01/15/2021). A 'Join TeleVisit' button is visible in the bottom right corner.



3. Enter any questionnaire or vitals and click submit

Dashboard healow TeleVisit | Sam Willis | 19 Mar

Questionnaire Vitals

Please answer the following Social History questions.

Alcohol Screen (Audit-C)

Did you have a drink containing alcohol in the past year?

☐ Yes
☐ No

Drugs/Alcohol:

Have you used drugs other than those for medical reasons in the past 12 months?

☐ Yes
☐ No

Tobacco Use/Smoking

Patient is a

☐ current smoker
☐ current every day smoker
☐ current some day smoker
☐ Smoker current status unknown
☐ former smoker
☐ nonsmoker
☐ unknown if ever smoked
☐ light tobacco smoker
☐ heavy tobacco smoker
☐ Uses tobacco in other forms

Dashboard healow TeleVisit

Questionnaire Vitals

Height

5 ft 1 inches

Weight

142 pounds

Blood Pressure

/

Temperature

101 F

Respiratory Rate

breaths per minute

Pulse Rate

breaths per minute

Submit Questionnaire

Submit Vitals

- The Compatibility Test window will open and check your computers compatibility.
- Once the compatibility check is complete, click Proceed.

healow TeleVisit | Sam Willis | 19 Mar 2020

Questionnaire Vitals Compatibility Check Join the TeleVisit Appointment

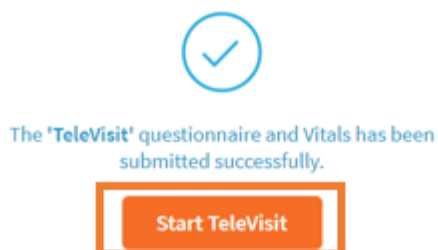
TeleVisit System Compatibility Check

Computer	Browser Windows 10.0	✓
	Speaker Ensure your speakers are working by clicking "Play" below 	✓
	Camera Integrated Camera (5986:0706)	✓
	Microphone Default - Headset (M98 Hands-Free) (Bluetooth)	✓
Connection	Video Connection	✓
	Bandwidth Your internet connection is suitable for TeleVisit.	✓

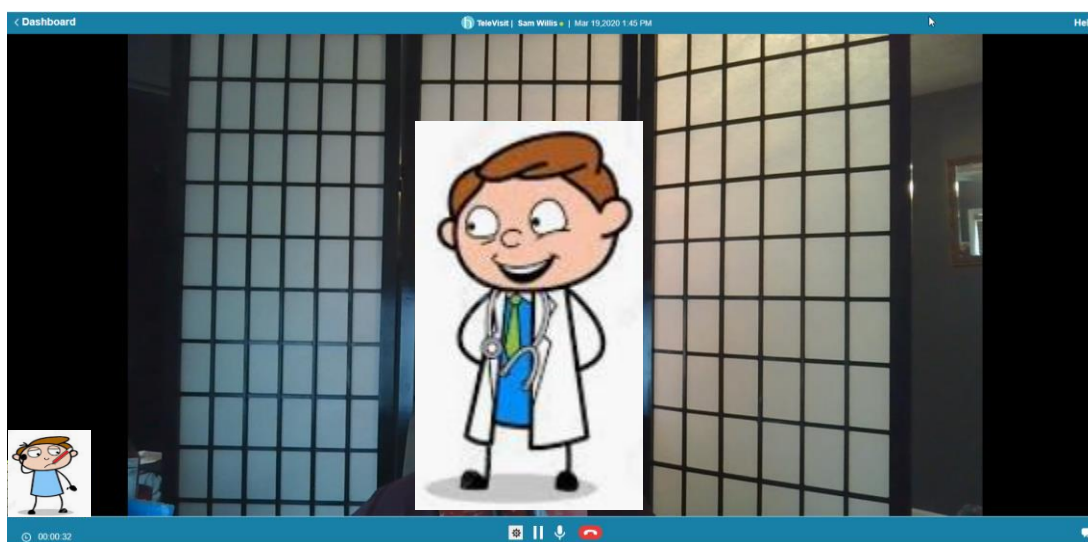
Proceed



6. 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 letting the patient know they are waiting for the provider to join:



7. The TeleVisit window opens and the video call begins:

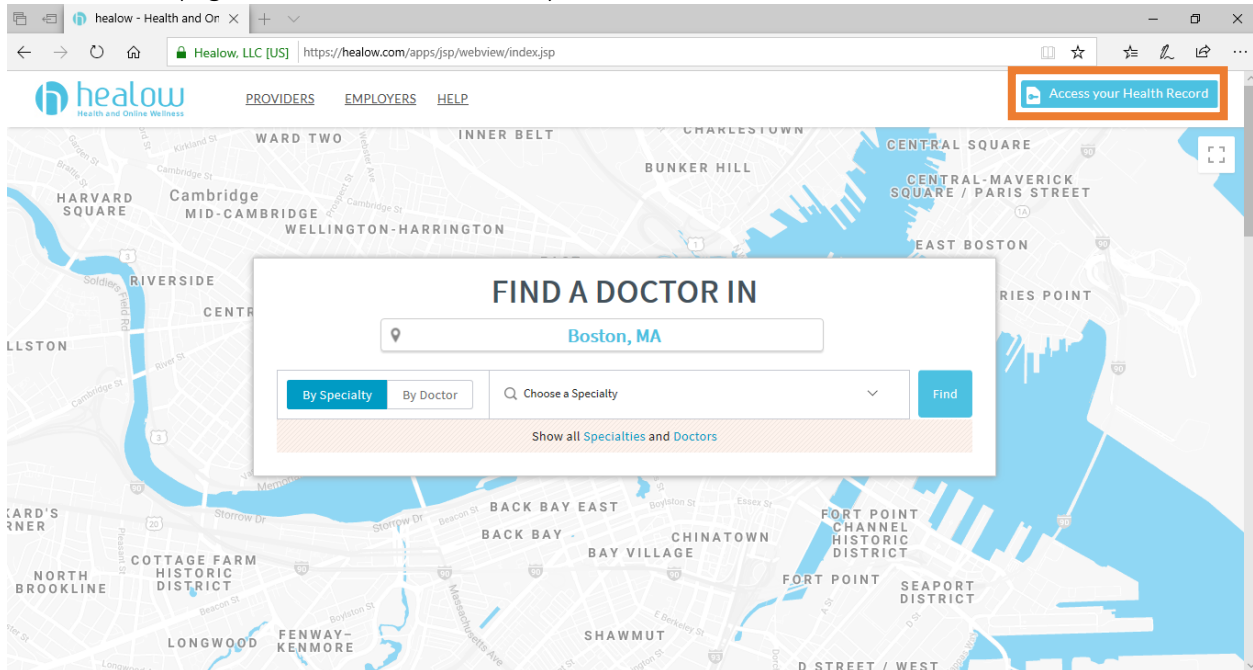




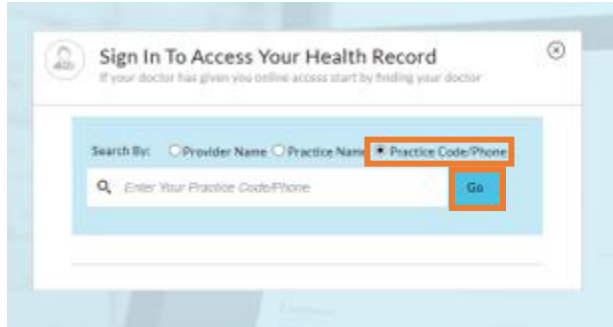
Accessing healow TeleVisits from the healow.com

Patients will need to visit healow.com prior to their TeleVisit for enrollment and setup.

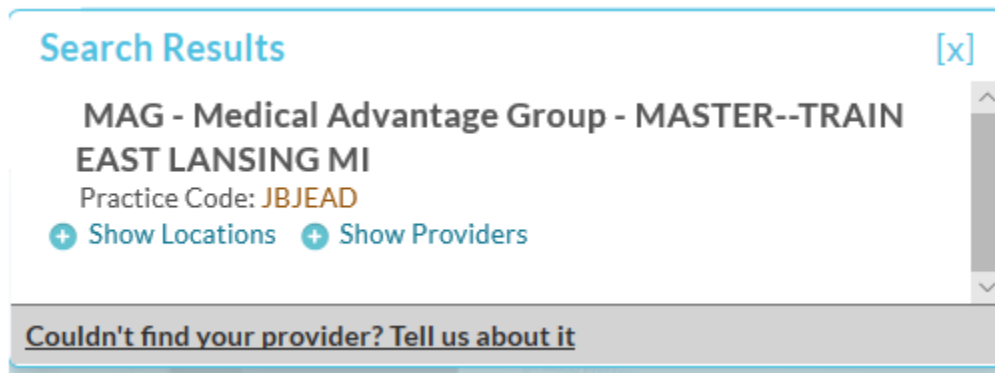
1. From the web page home screen click Access your Health Record:



2. The Sign In To Access Your Health Record window will open. Click on Practice Code/Phone and enter the practice code XXXX and click Go



3. Search Results window will open, click on your practice name:





4. The Sign In to Access Your Health Record window will open. Use your patient portal username and password to login. (This should have been received by email upon enrollment. Contact your provider office should you need assistance with that information).
 - Click the Remember my selection option for later logins.

The image shows a 'Sign In To Access Your Health Record' window. At the top, there is a header with a user icon and the text 'Sign In To Access Your Health Record'. Below this, a sub-header says 'If your doctor has given you online access start by finding your doctor'. The main content area has a green dashed border. Inside, there is a 'health portal' logo, the text 'MAG - Medi...', and a 'Change' button. A checkbox labeled 'Remember my selection' is highlighted with an orange border. Below this are input fields for 'Username' and 'Password', a 'Login' button, and a link for 'Forgot username/password?'.

The patients healow portal will open up to the dashboard window indicating their upcoming TeleVisit.

The image shows the Healow patient dashboard. The top navigation bar includes the Healow logo, a 'Help' link, and a user profile 'Hi, Blake Test'. Below this, a banner shows 'Showing health summary for Blake Test (MAG - Medical Advantage Group - MASTER-TRAIN EAST LANSING MI)' with a 'VIEW PHR' button. The main content area features a large circular icon with a plus sign and the text 'Looks like you have no Vitals listed.' Below this is a section for 'Allergies(0)'. On the right side, there is a 'Upcoming Appointments' widget. This widget shows a 'Confirmed' status, a user profile for 'Sam Willis', and appointment details: 'MAG2', '101 N MAIN ST', 'ANN ARBOR, MI 48104-1411'. It also indicates the appointment is 'Today' at '10:30 AM EDT' and includes a 'Join TeleVisit' button.



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.

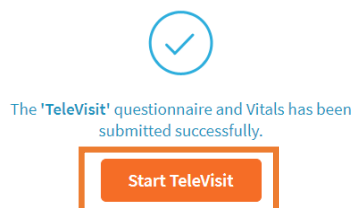
The Intake Questionnaire linked to the visit displays

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

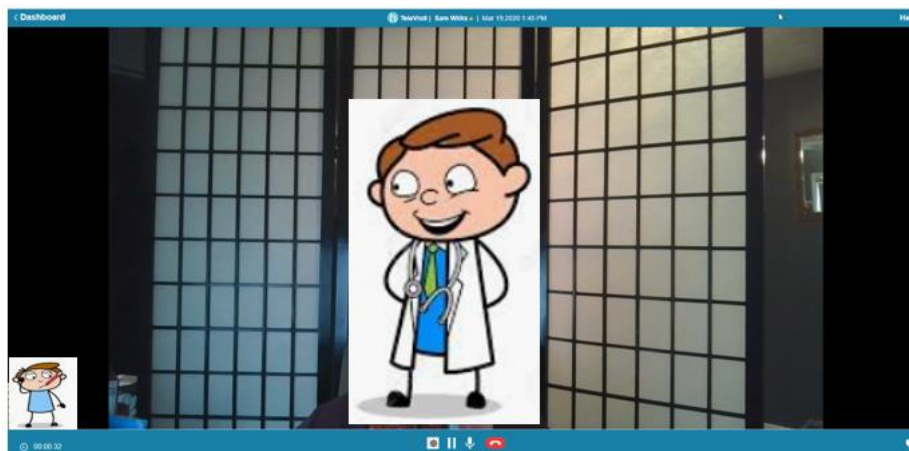


5. A system compatibility check is performed to detect the software and hardware required to conduct healow TeleVisits.
6. Once the compatibility check is complete, click Proceed.

7. 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:



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





Accessing healow TeleVisits from the healow App

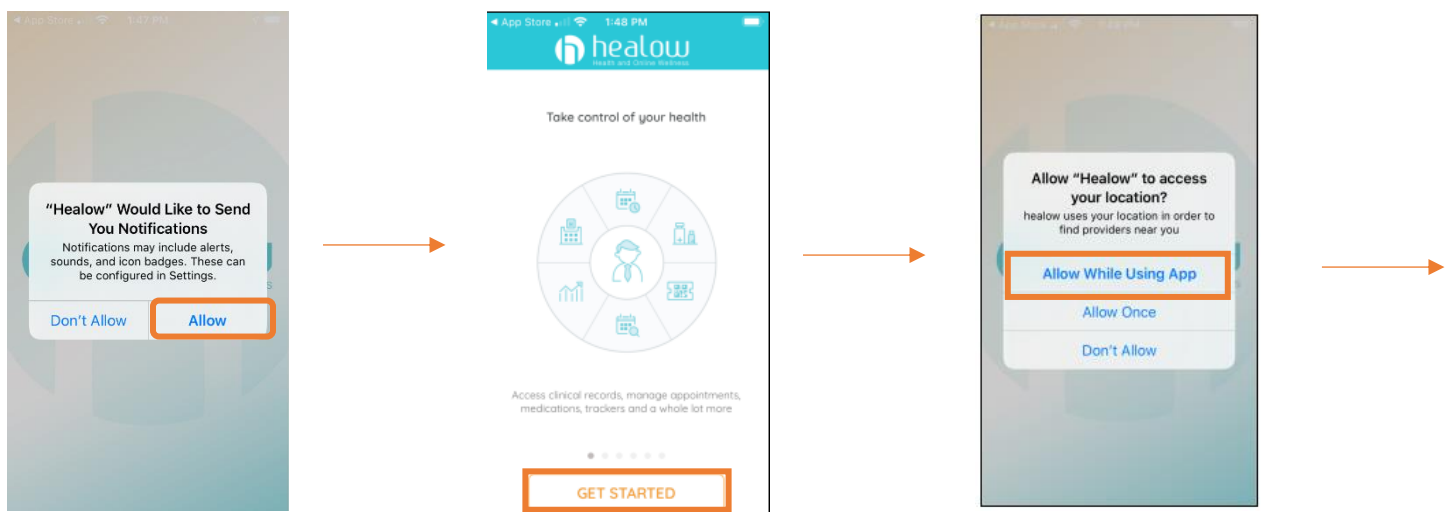
healow TeleVisits can be accessed from the healow app on a phone. This enables patients to attend a healow TeleVisit with their doctor from their phone.

Downloading the healow app

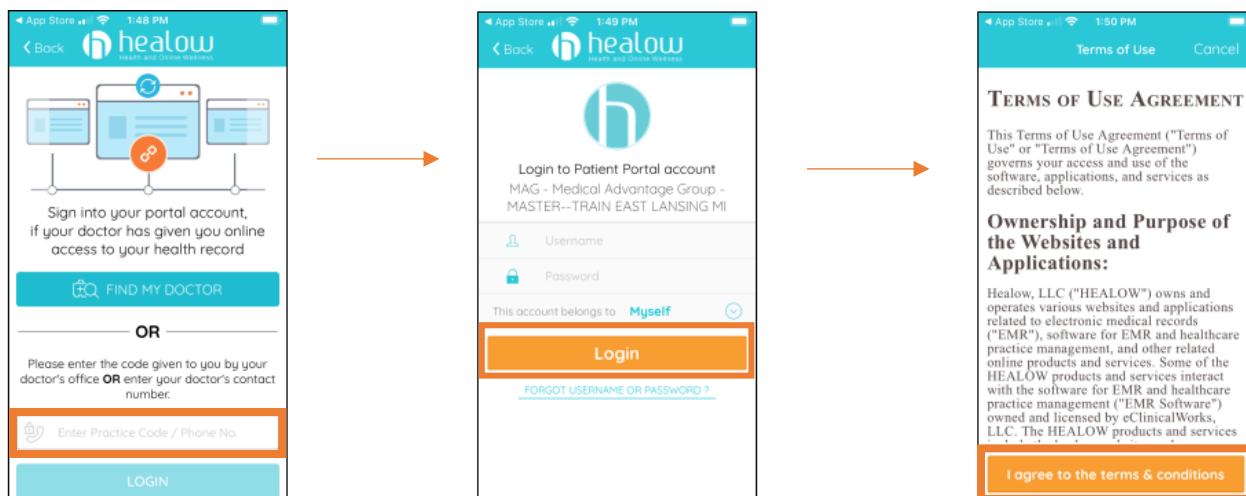
In your phone's app store search for the healow app



Upon opening healow, allow the app to send notifications. The healow app will open with a brief tutorial. Follow the tutorial by swiping left and right on your phone screen. When ready click Get Started. A pop up will appear for the app to allow access to your location. Select Allow While Using App.

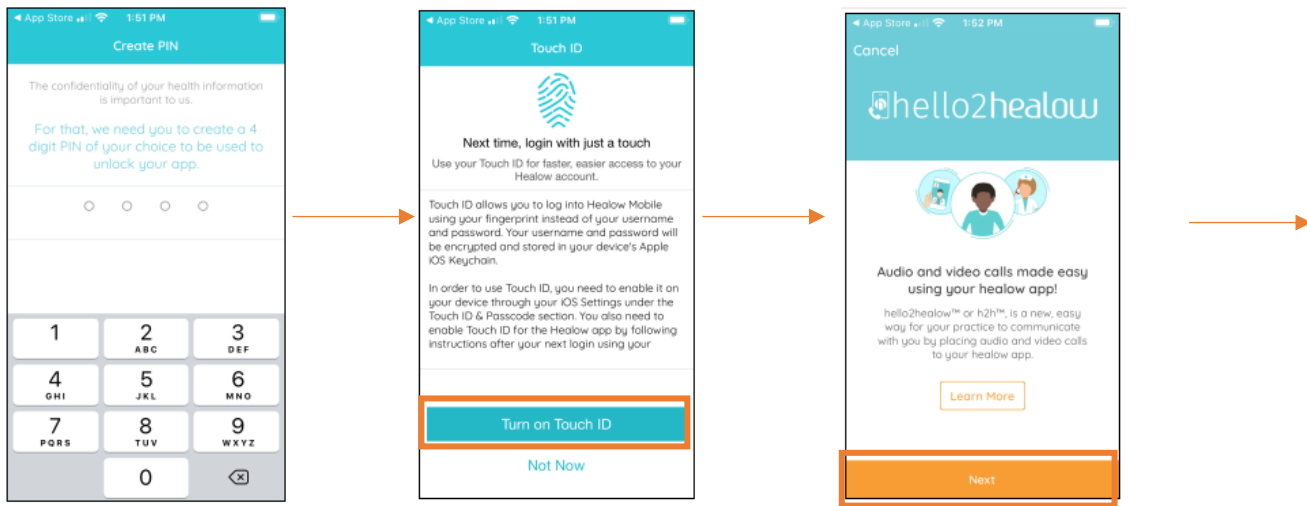


Sign into the patient portal account using the practice code XXXXXX. Enter your patient portal username and password and click login. Accept the Terms of Use Agreement

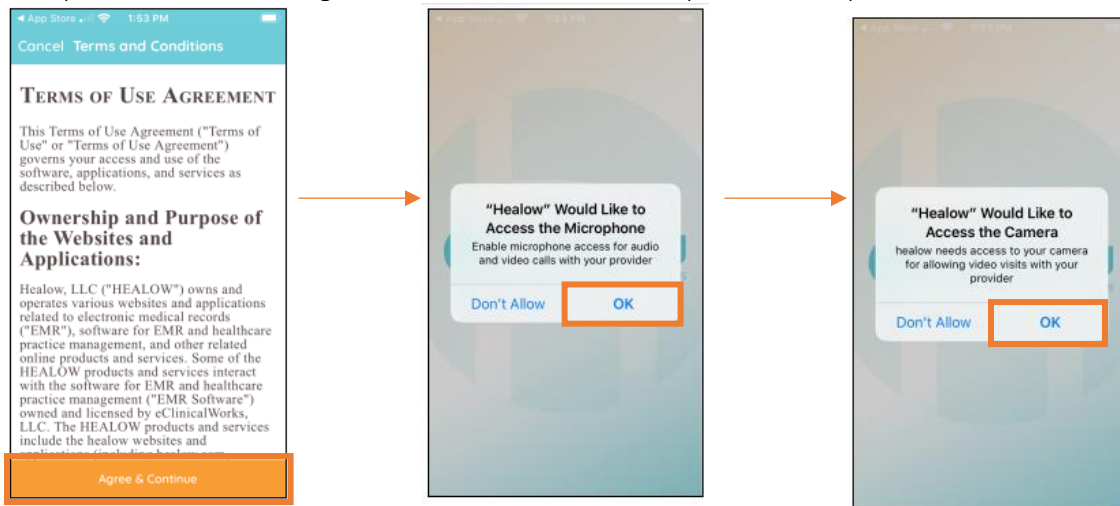




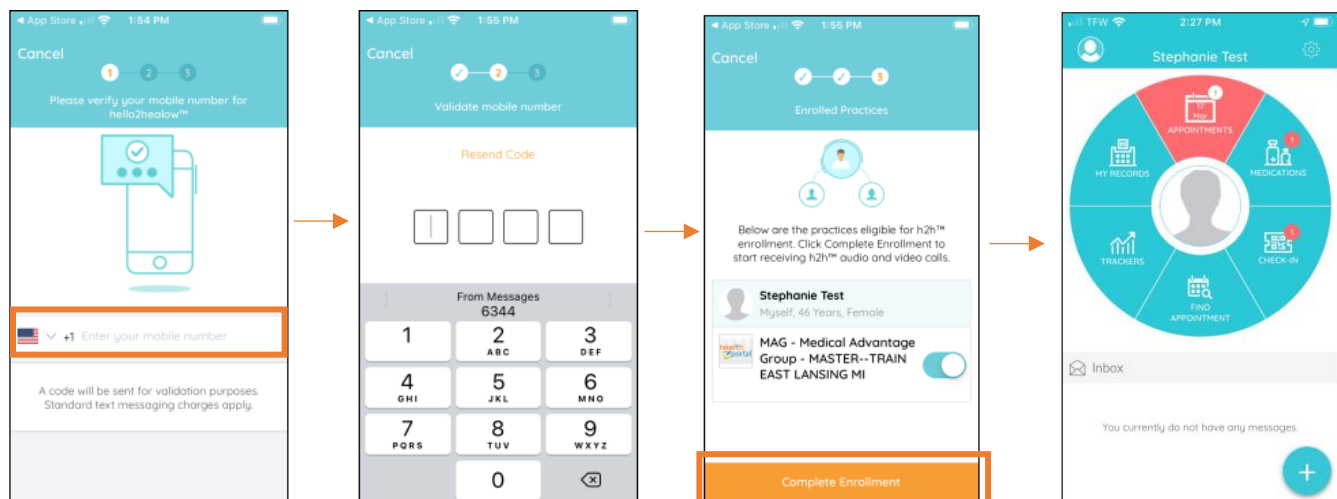
Create a 4-digit pin and confirm. Turn on touch ID if desired. Setup the hello2healow by clicking next.



Accept the Terms of Use Agreement. Allow access to the phones microphone. Allow access to the phone's camera.



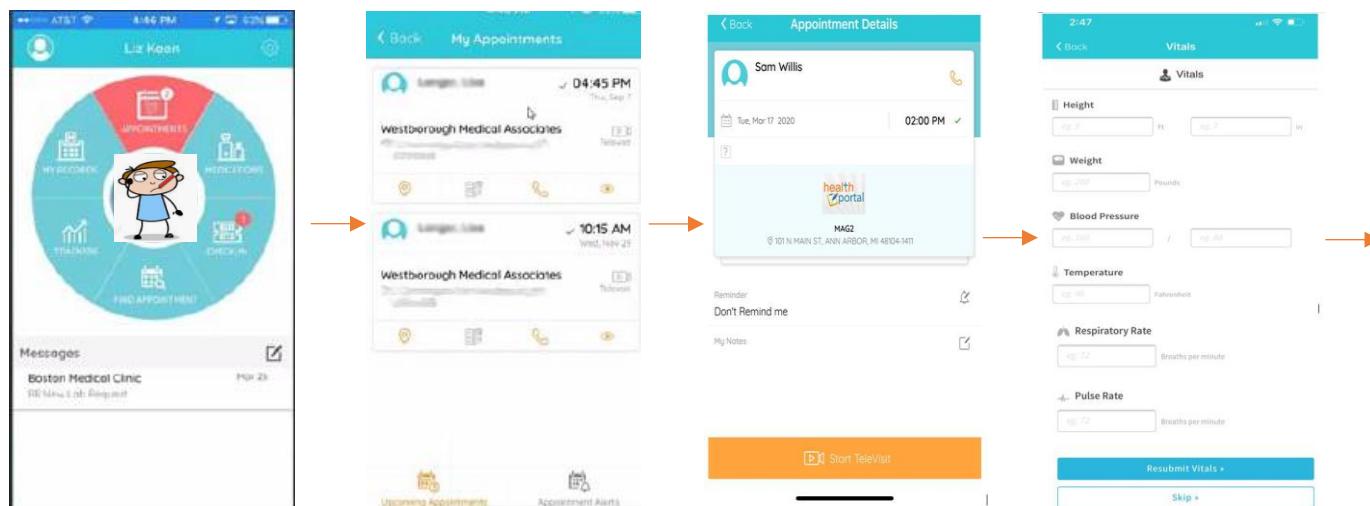
Verify your telephone number. Enter the 4-digit code texted to your phone. Complete enrollment. Your patient dashboard will open.





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:
 - 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.
4. Click on the desired appointment to open the appointment.
5. Click the Camera icon, to start the visit:
6. Enter any questionnaire answers or vital information and click Submit.



The following message displays:

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

