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).

2. The patient portal dashboard will open with a link to Join TeleVisit
3. Enter any questionnaire or vitals and click submit

4. The Compatibility Test window will open and check your computers compatibility.

5. Once the compatibility check is complete, click 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:

![Access your Health Record](image)

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

![Sign In To Access Your Health Record](image)

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

![Search Results](image)
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 patients healow portal will open up to the dashboard window indicating their upcoming TeleVisit.
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: