



# eCW PATIENT PORTAL healow TELEVISITS GUIDE FOR PATIENTS

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This document describes how to join a healow® TeleVisits virtual appointment *via* the eClinicalWorks® Patient Portal.

To join a televisit, you will need the following:

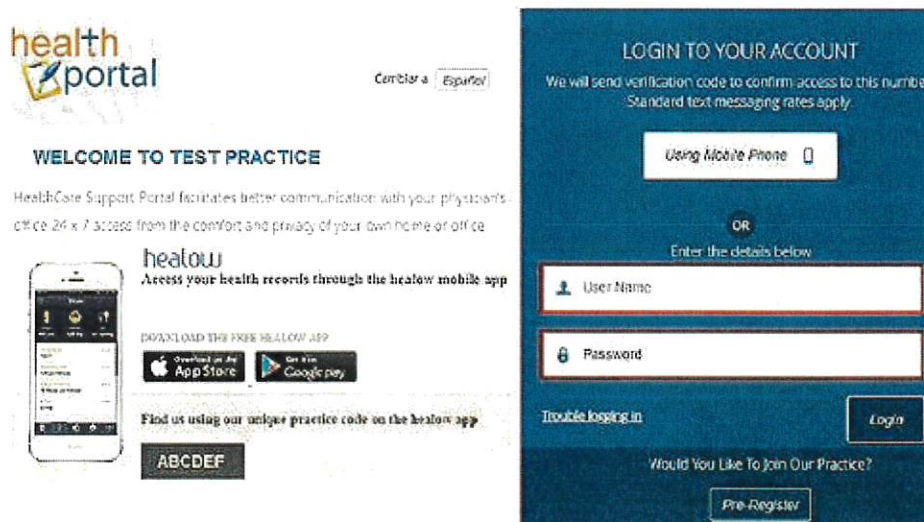
- A supported browser:
  - ♦ Google™ Chrome™ for macOS®, Windows®, Linux®, or Chrome OS™
  - ♦ Safari® for macOS
  - ♦ Firefox® for macOS, Windows, or Linux
  - ♦ Opera™ for macOS, Windows, or Linux
- A webcam and microphone (while using a desktop)

## Starting the TeleVisit

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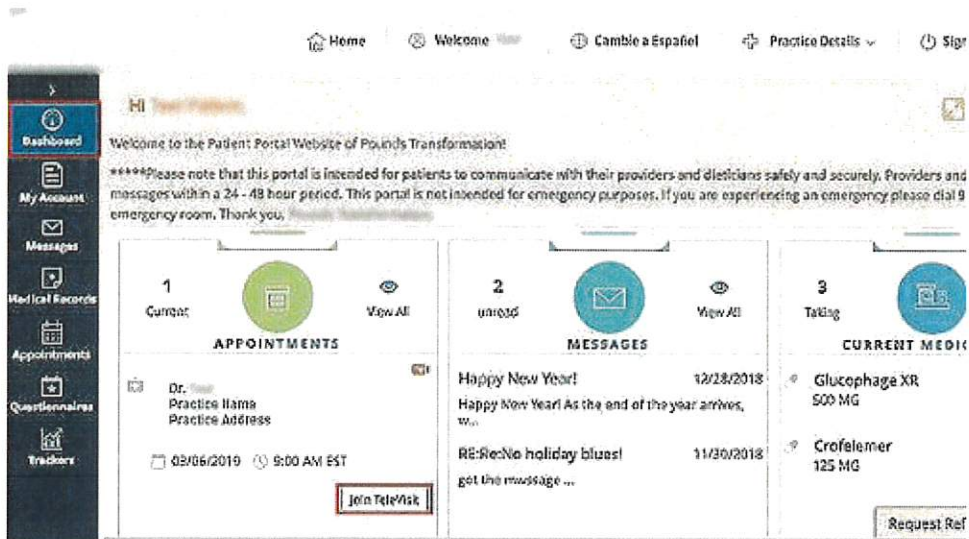
### To join the televisit:

1. Log in to the eCW Patient Portal with your username and password:



**Note:** Contact your practice if you have not yet received your login credentials.

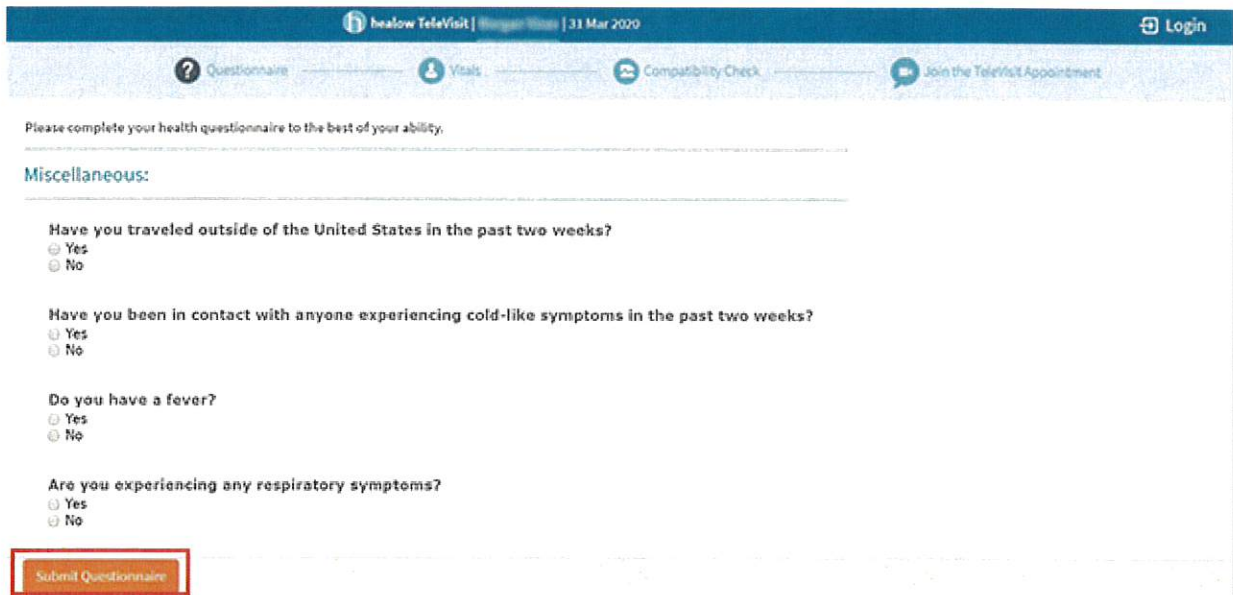
2. On the Patient Portal home page, click *Dashboard*.
3. In the Appointments section, click *Join TeleVisit*:



4. On the healow TeleVisit window, answer the questions in the *Questionnaire* section.

**Note:** Questions are not mandatory; complete as much as you are able.

5. Click *Submit Questionnaire*:



6. Enter your vitals in the *Vitals* section and then click *Submit Vitals*:

The screenshot shows the 'Vitals' section of the healow TeleVisit interface. The form includes input fields for Height (feet and inches), Weight (pounds), Blood Pressure, Temperature, Respiratory Rate (breaths per minute), and Pulse Rate (breaths per minute). A 'Submit Vitals' button is located at the bottom of the form.

**Note:** Vitals are not mandatory; complete as much as you are able.

7. On the pop-up window, click *Allow*.

The healow TeleVisits system performs a compatibility check to make sure the necessary requirements, including the webcam, microphone, and Internet bandwidth, are compatible to join the televisit.

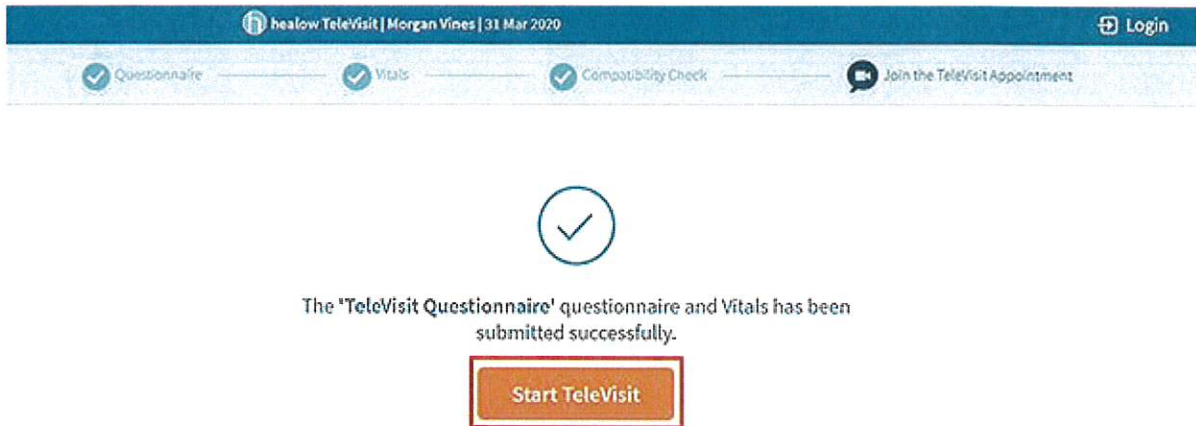
The screenshot shows a 'TeleVisit System Compatibility Check' window. A browser notification from 'portaltesttemp.ecwlab.com' is visible, asking for permission to use the microphone and camera. The compatibility check results are as follows:

Category	Item	Status	
Computer	Browser	Chrome 64 bit / version 75 / Windows 7	Pass
	Speaker	Ensure your speakers are working by clicking "Play" below	Pass
	Camera		Pass
	Microphone		Pass
Connection	Video Connection		Pass
	Bandwidth		Pass

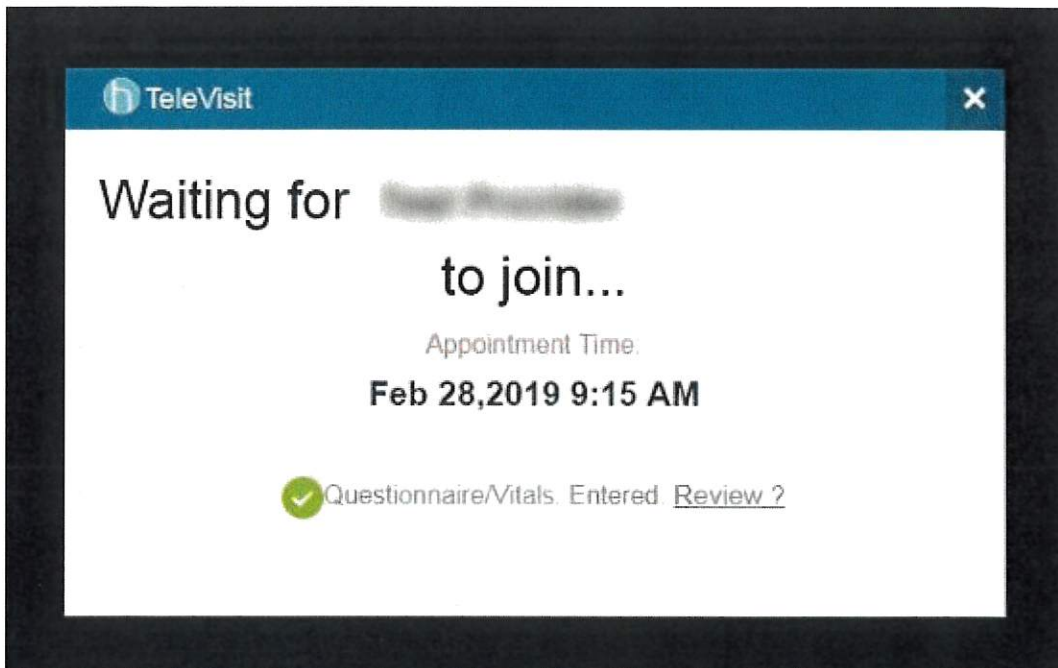
At the bottom of the window, there are three buttons: '<< Review Vitals', 'Test Again', and 'Proceed'.

After the compatibility check is performed, the system responds with the following message:  
*The questionnaire and Vitals have been submitted successfully:*

8. Click *Start TeleVisit*:

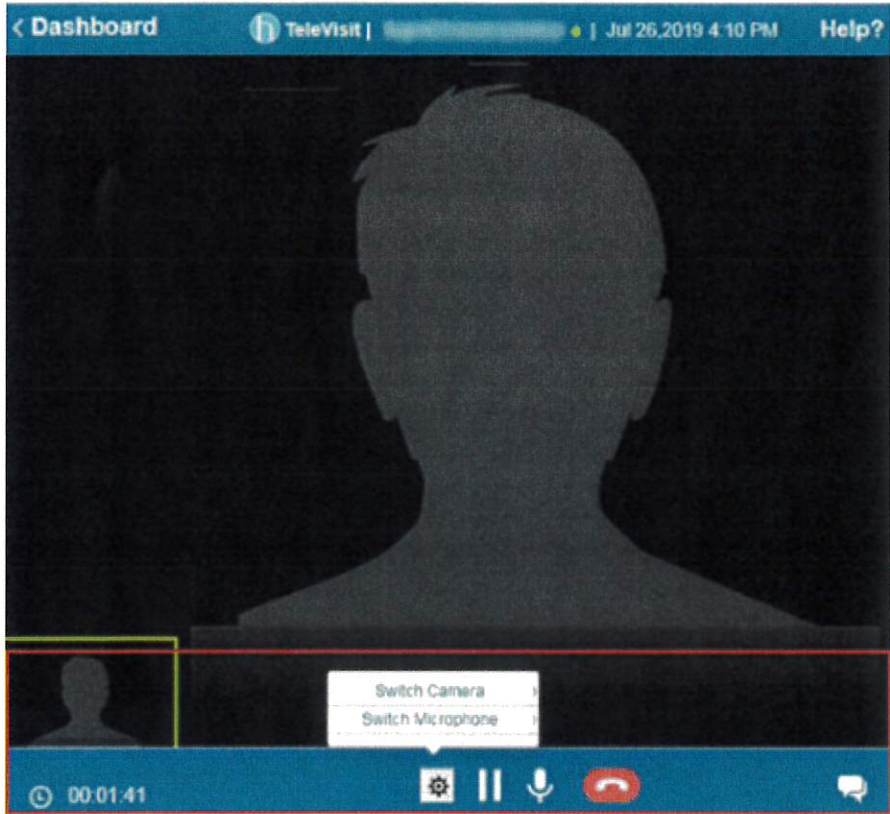


The virtual waiting room window opens, displaying the provider's name and appointment time. At the same time, the provider is notified about the televisit appointment:








When the provider joins the televisit, the *Provider and Patient Windows* opens. The duration of the televisit displays on the bottom of the window.

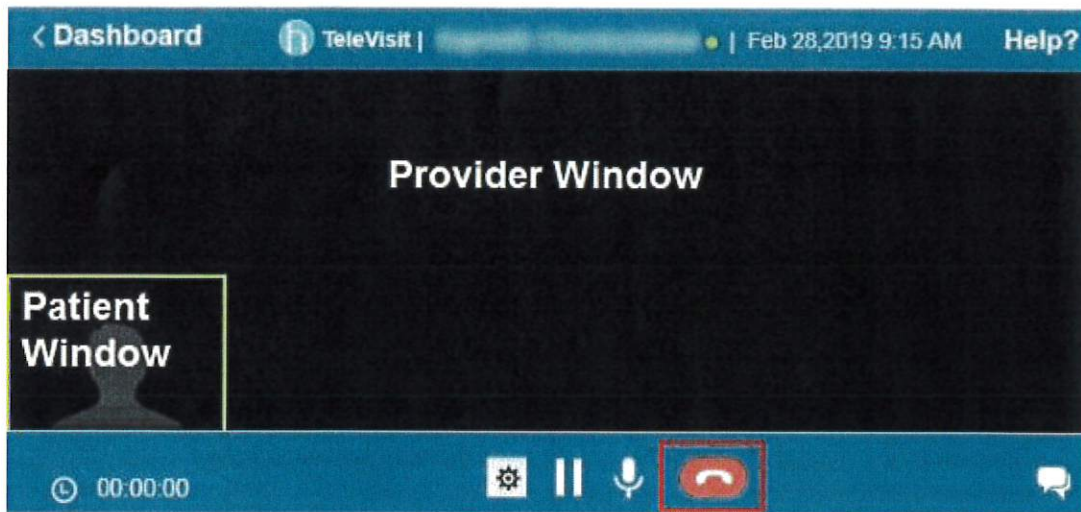
The healow TeleVisit window includes a viewing window, time duration, and camera and audio options:



The following table describes the features available on the TeleVisit window:

Features	Description
 00:01:41	Displays the duration of the visit
	Click the gear icon to view additional camera and microphone settings.
	Click to pause the visit.
	Click to mute your audio.
	Click to display the visit chat.

9. After the televisit is concluded, click the red phone icon at the bottom of the window to end the session:



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