



PATIENT PORTAL TELEVISIT QUICK START GUIDE

This document describes how to join a TeleVisit through the eClinicalWorks® Patient Portal.

To join a TeleVisit in Patient Portal, you will need the following:

- Google™ Chrome™
- A web cam and microphone (while using a desktop)

Open the following link in a Google Chrome browser:

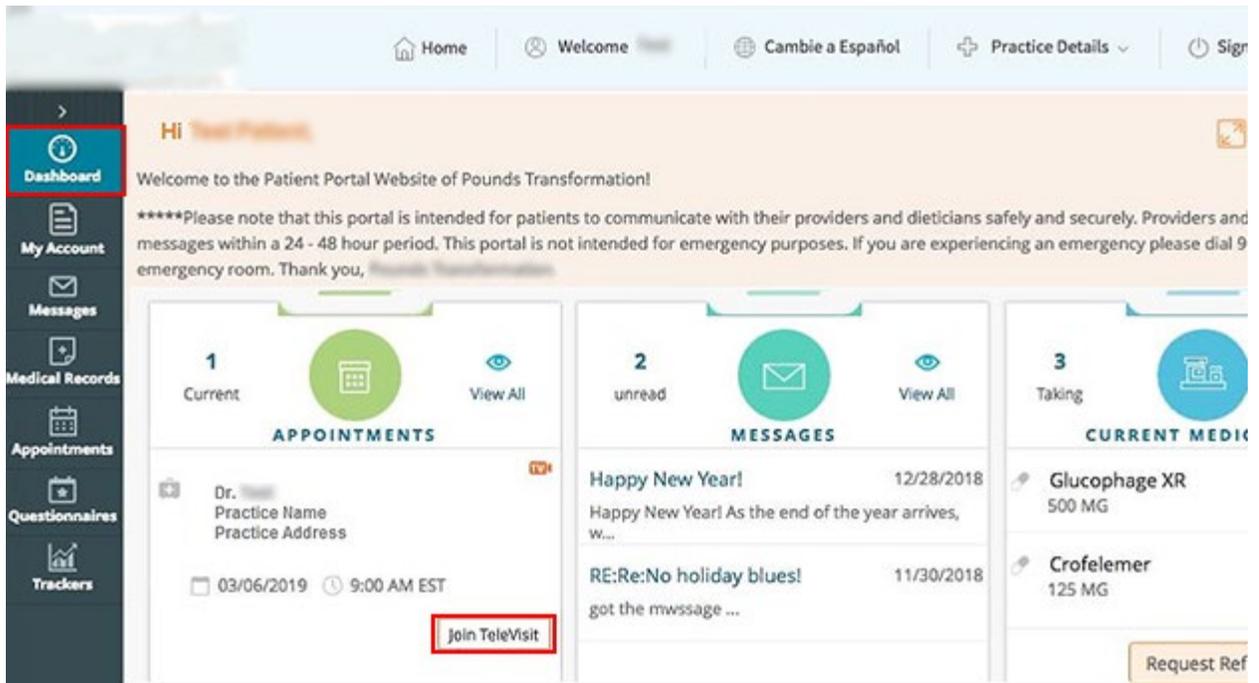
To start a TeleVisit in Patient Portal:

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

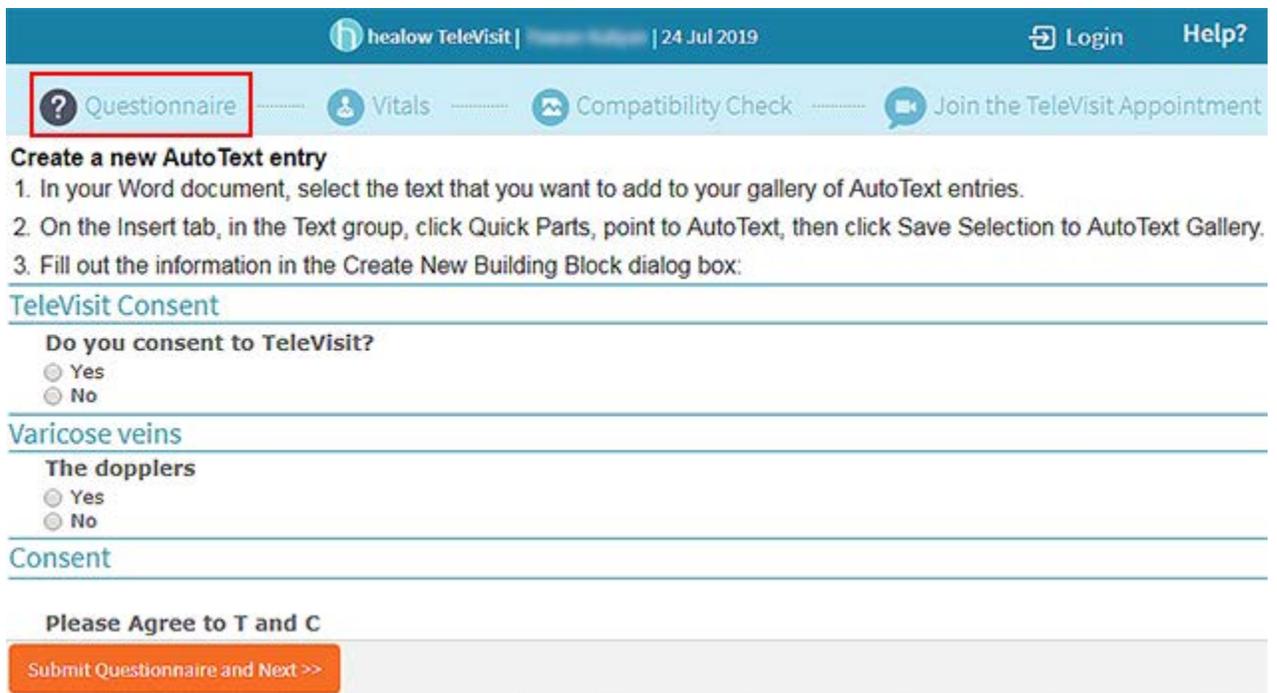
Contact your practice if they have not provided your login credentials:

The image shows two side-by-side screenshots of the Healow Patient Portal. The left screenshot is a 'WELCOME TO TEST PRACTICE' page. It features the 'health portal' logo, a 'Cambiar a Español' button, and a section for the 'healow' mobile app with download instructions for the App Store and Google Play. Below this is a practice code 'ABCDEF'. The right screenshot is the 'LOGIN TO YOUR ACCOUNT' page. It includes a verification code notice, a 'Using Mobile Phone' button, an 'OR' separator, and a prompt to 'Enter the details below'. There are input fields for 'User Name' and 'Password', both highlighted with red boxes. A 'Login' button is at the bottom right, and a 'Pre-Register' button is at the bottom center.

2. On the Patient Portal home page, click *Dashboard*.
3. Click *Join TeleVisit* to start the appointment:



4. On the Patient Portal TeleVisit window, answer for the questionnaires in the Questionnaire section:



Note: Questionnaires must be filled by the patient, if prompted.

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

healow TeleVisit | [View Profile](#) [Login](#) [Help?](#)

Vitals [Compatibility Check](#)

Height
 ft inches

Weight
 pounds

Blood Pressure
 /

Temperature
 F

Respiratory Rate
 breaths per minute

Pulse Rate
 breaths per minute

Submit Vitals

The Portal performs a TeleVisit compatibility check to make sure the necessary requirements, including the web cam, microphone, and Internet bandwidth are compatible to join TeleVisit:

portaltesttemp.ecwlab.com wants to use your microphone and camera. Use your microphone. Use your camera. Allow. Block.

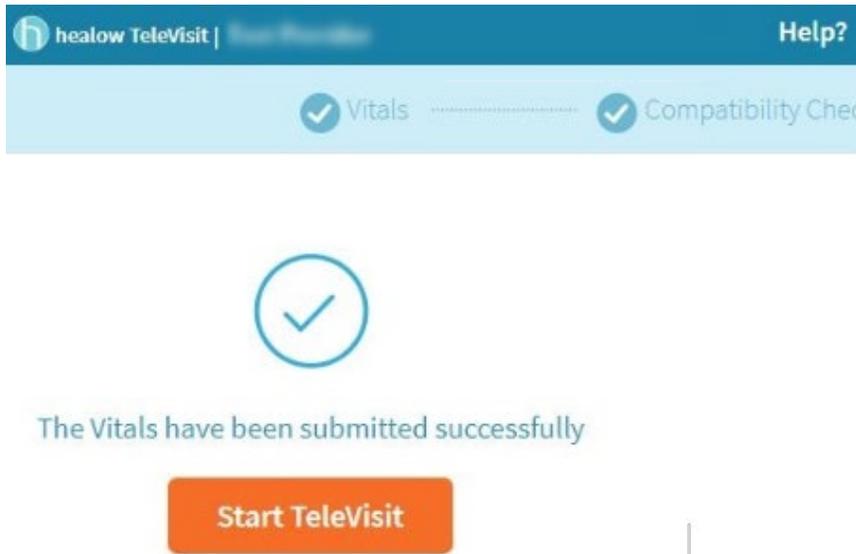
TeleVisit System Compatibility Check

Computer	Browser Chrome 64 bit(version 75) Windows 7
	Speaker Ensure your speakers are working by clicking "Play" below <input type="button" value="Play"/>
	Camera <input type="text"/>
	Microphone <input type="text"/>
Connection	Video Connection
	Bandwidth

<< Review Vitals Test Again Proceed

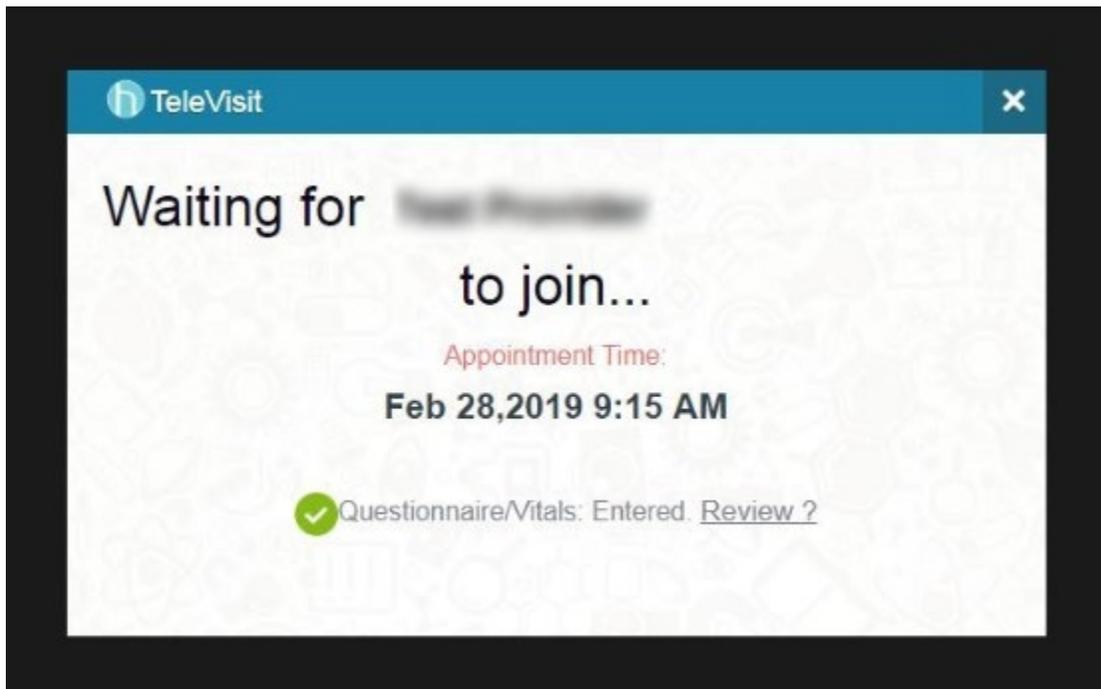
Note: A pop-up will be prompted to allow access to microphone and camera. Click *Allow* to allow access.

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

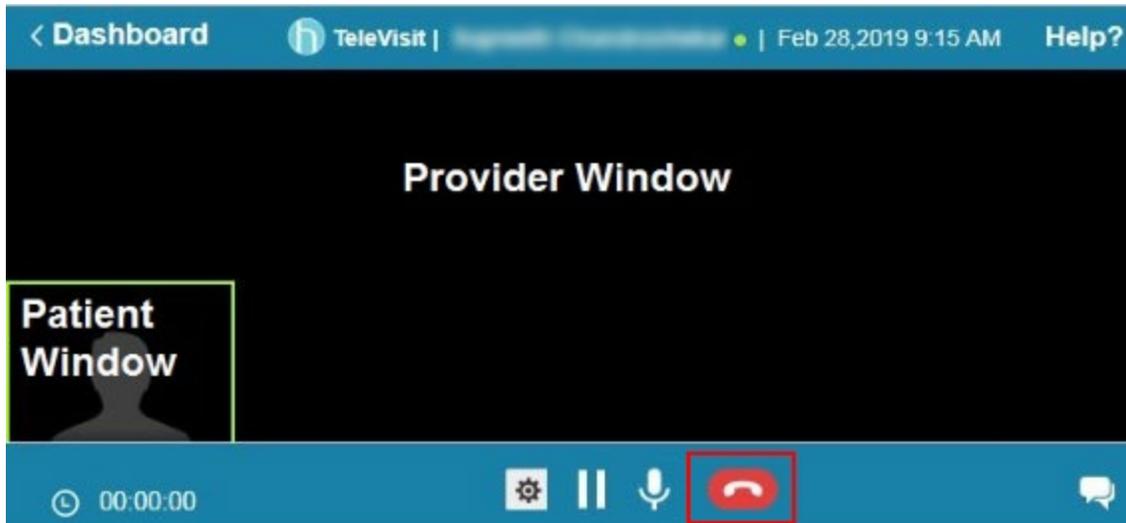


6. Click *Start TeleVisit*.

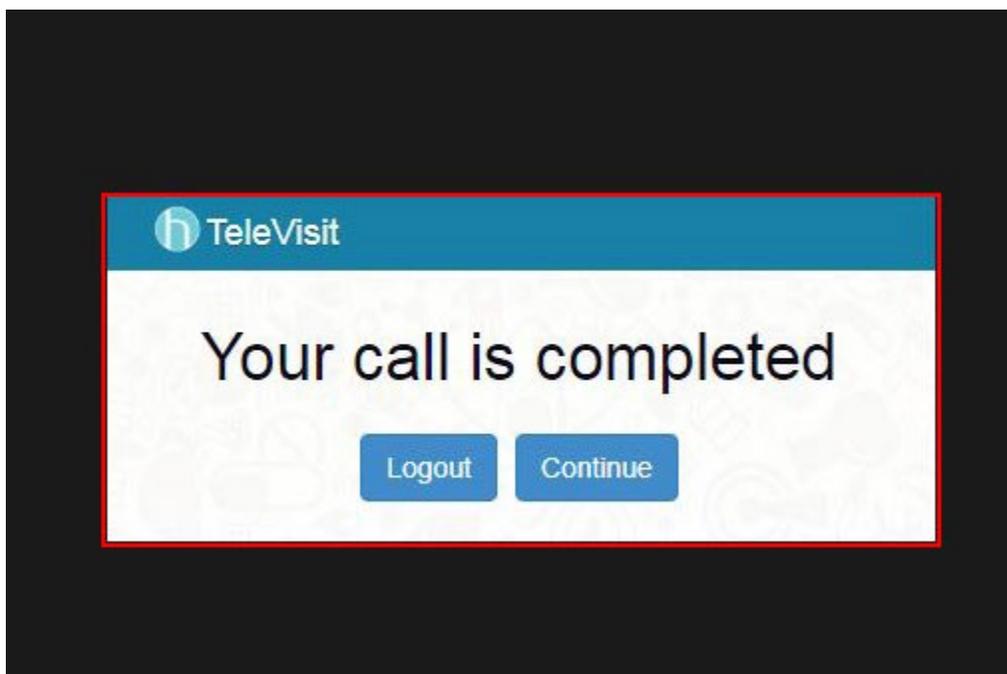
The virtual waiting room window opens, displaying the provider's name and appointment time. At the same time, the provider is notified about the TeleVisit Appointment:



- When the provider joins the TeleVisit, the provider and patient windows open.
The duration of the TeleVisit displays on the bottom of the window.
- After the TeleVisit is concluded, click the red phone icon at the bottom of the window to end the TeleVisit session:

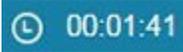


- Click *Logout* to log out from the TeleVisit:

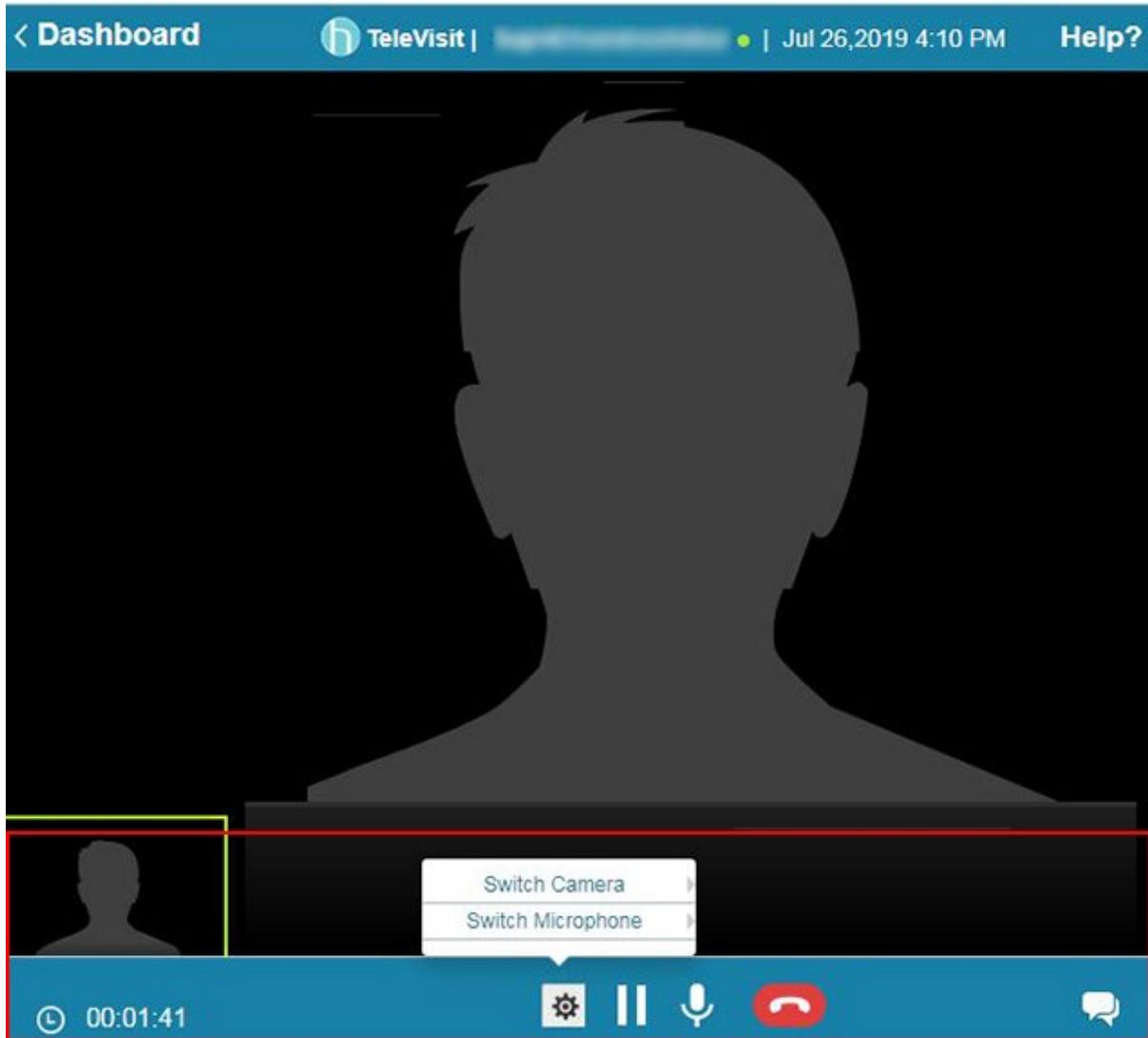


Features of TeleVisit

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

Features	Description
	Duration
	Camera and Microphone Settings
	Pause the Video
	Mute the Audio
	End the TeleVisit
	Chat

The following is the TeleVisit window:



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