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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:

- GoogleTM ChromeTM
- 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:

2. On the Patient Portal home page, click *Dashboard*.

3. Click *Join TeleVisit* to start the appointment:
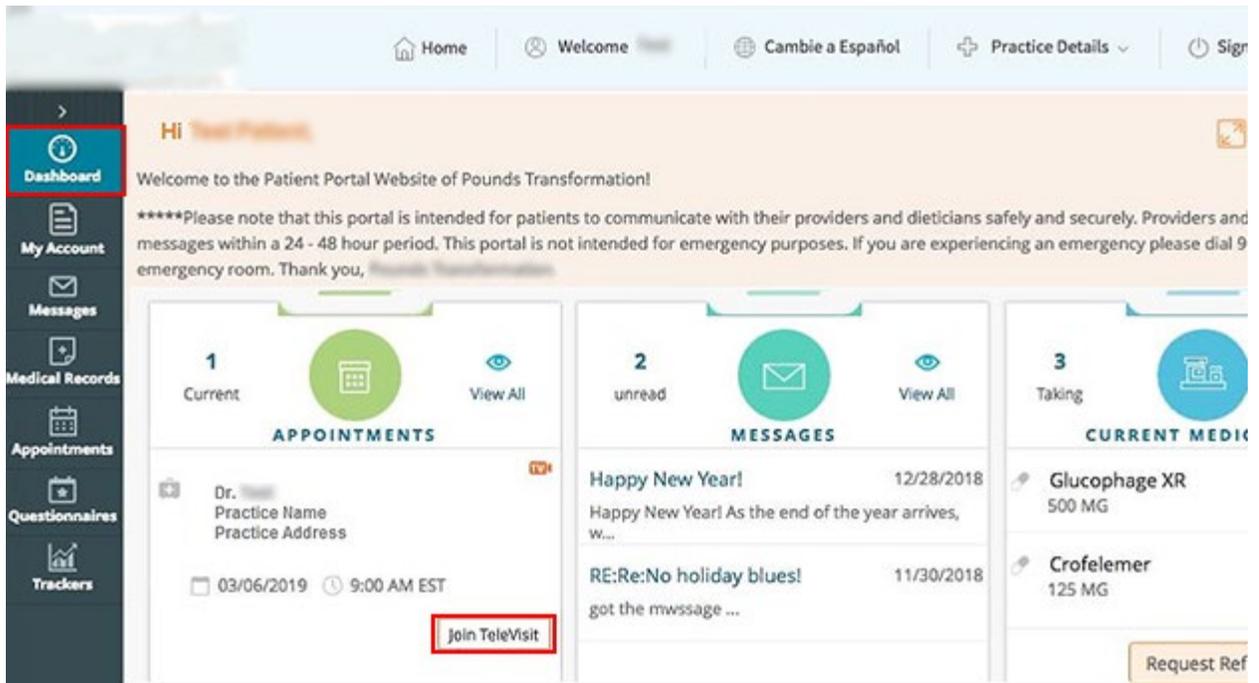
4. On the Patient Portal TeleVisit window, answer for the questionnaires in the Questionnaire section:
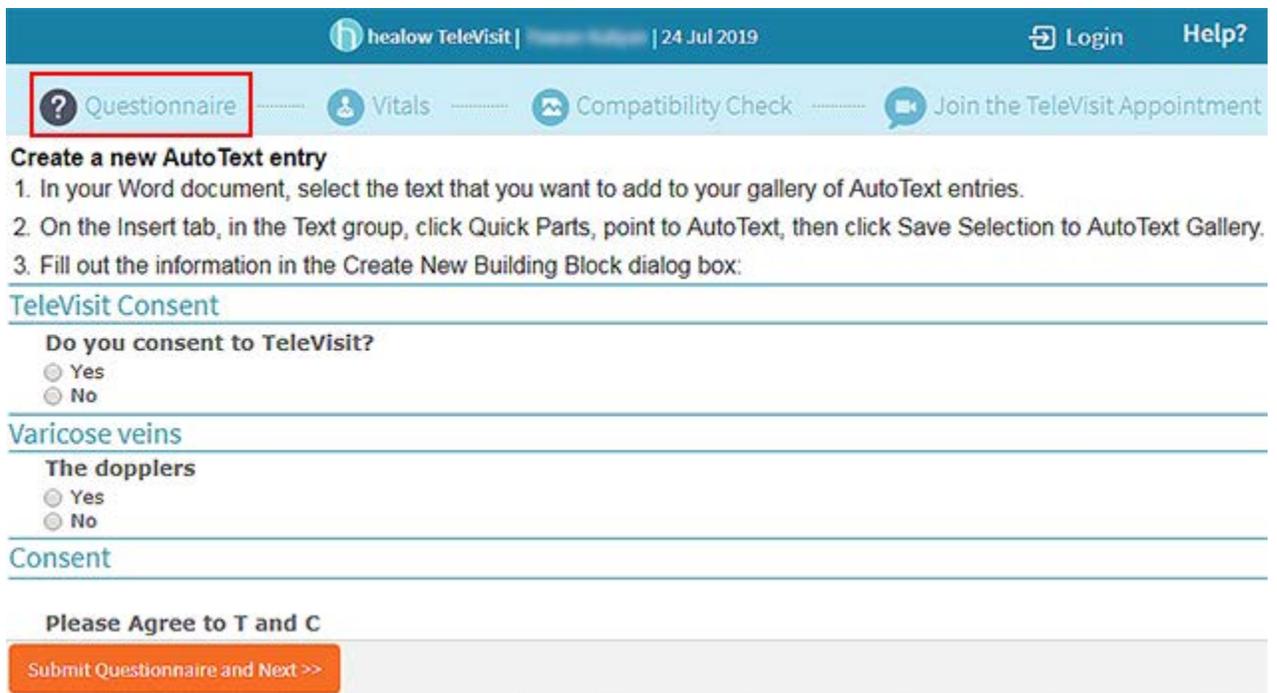
Note: Questionnaires must be filled by the patient, if prompted.

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

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:

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*:
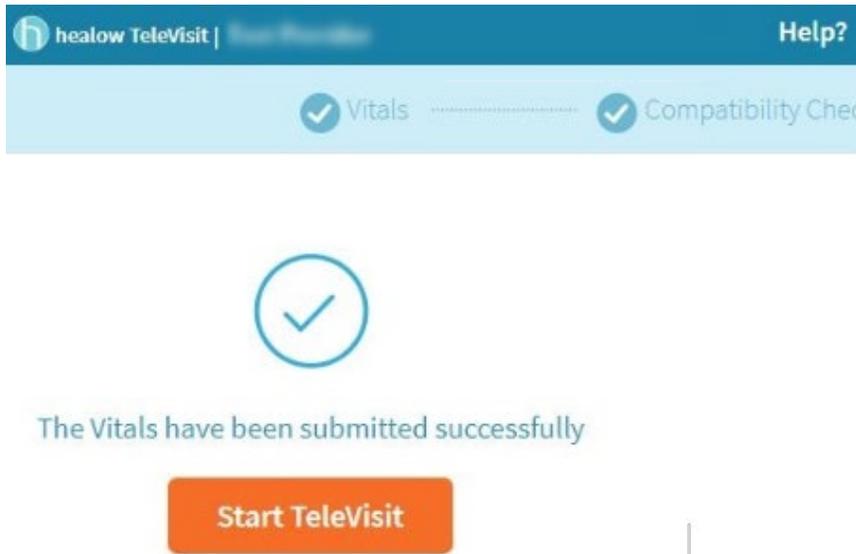
6. Click *Start TeleVisit*.

   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:
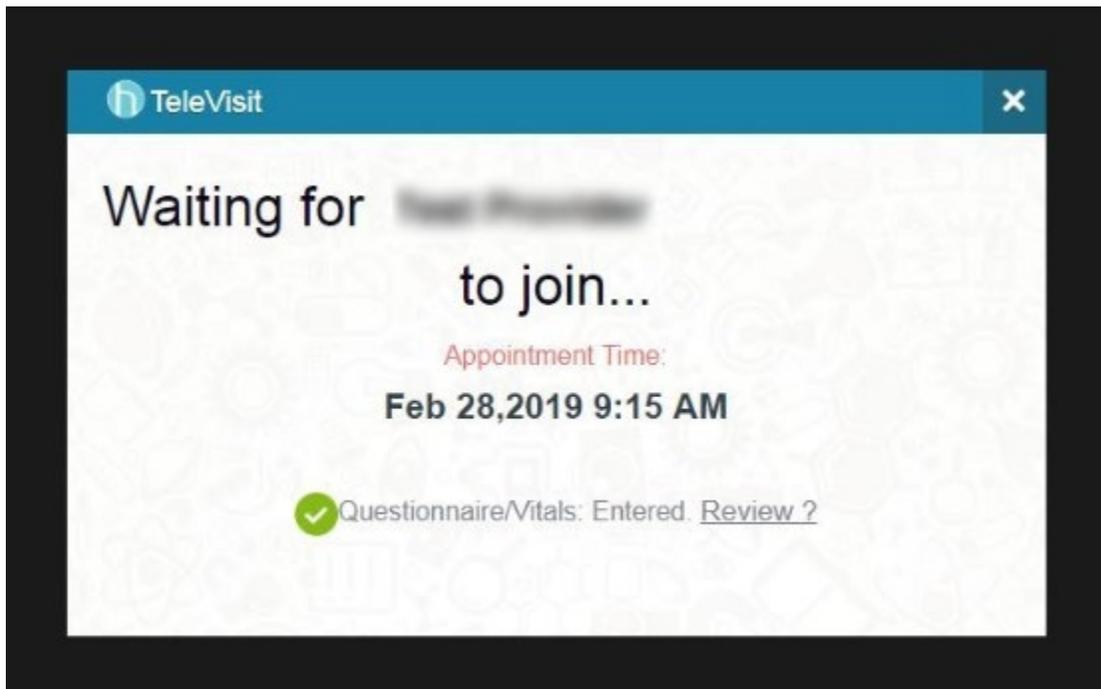
7. When the provider joins the TeleVisit, the provider and patient windows open.

   The duration of the TeleVisit displays on the bottom of the window.

8. After the TeleVisit is concluded, click the red phone icon at the bottom of the window to end the TeleVisit session:
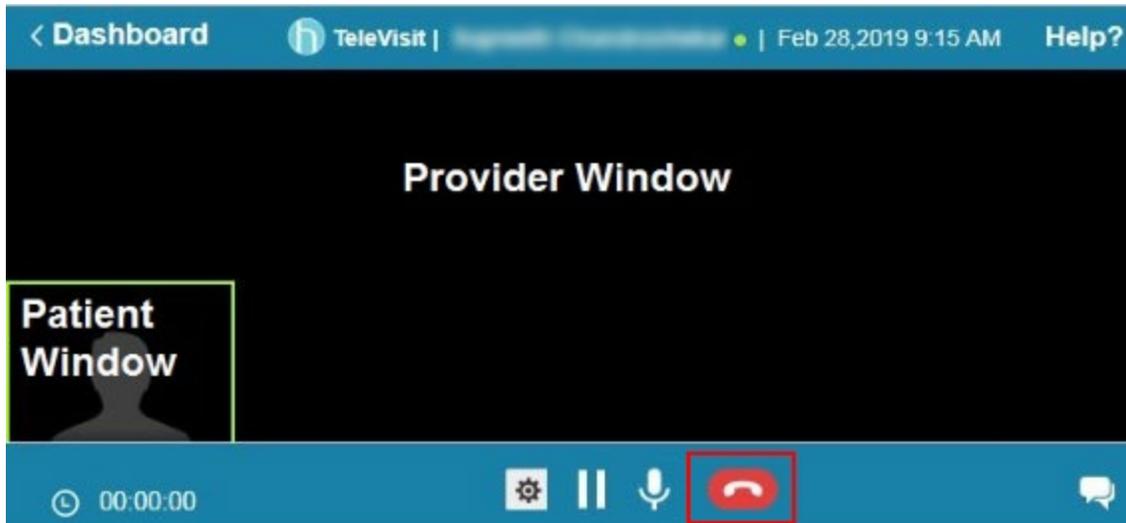
9. Click *Logout* to log out from the TeleVisit:
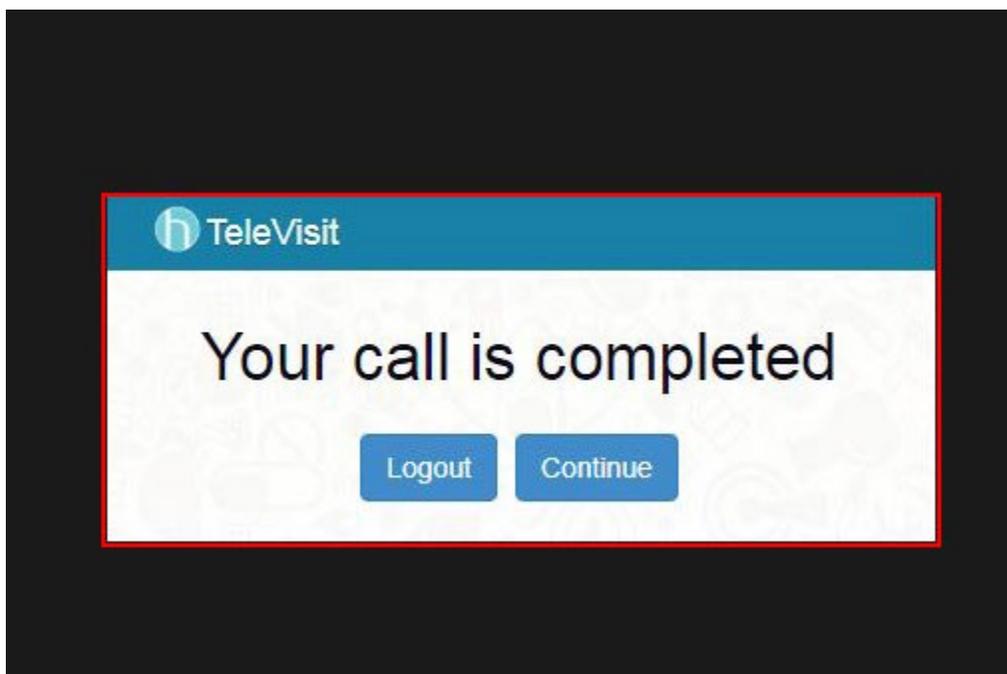
Features of TeleVisit

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

Features	Description
⊙ 00:01:41	Duration
⚙	Camera and Microphone Settings
❚❚	Pause the Video
🎤	Mute the Audio
📞	End the TeleVisit
💬	Chat
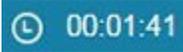
The following is the TeleVisit window:
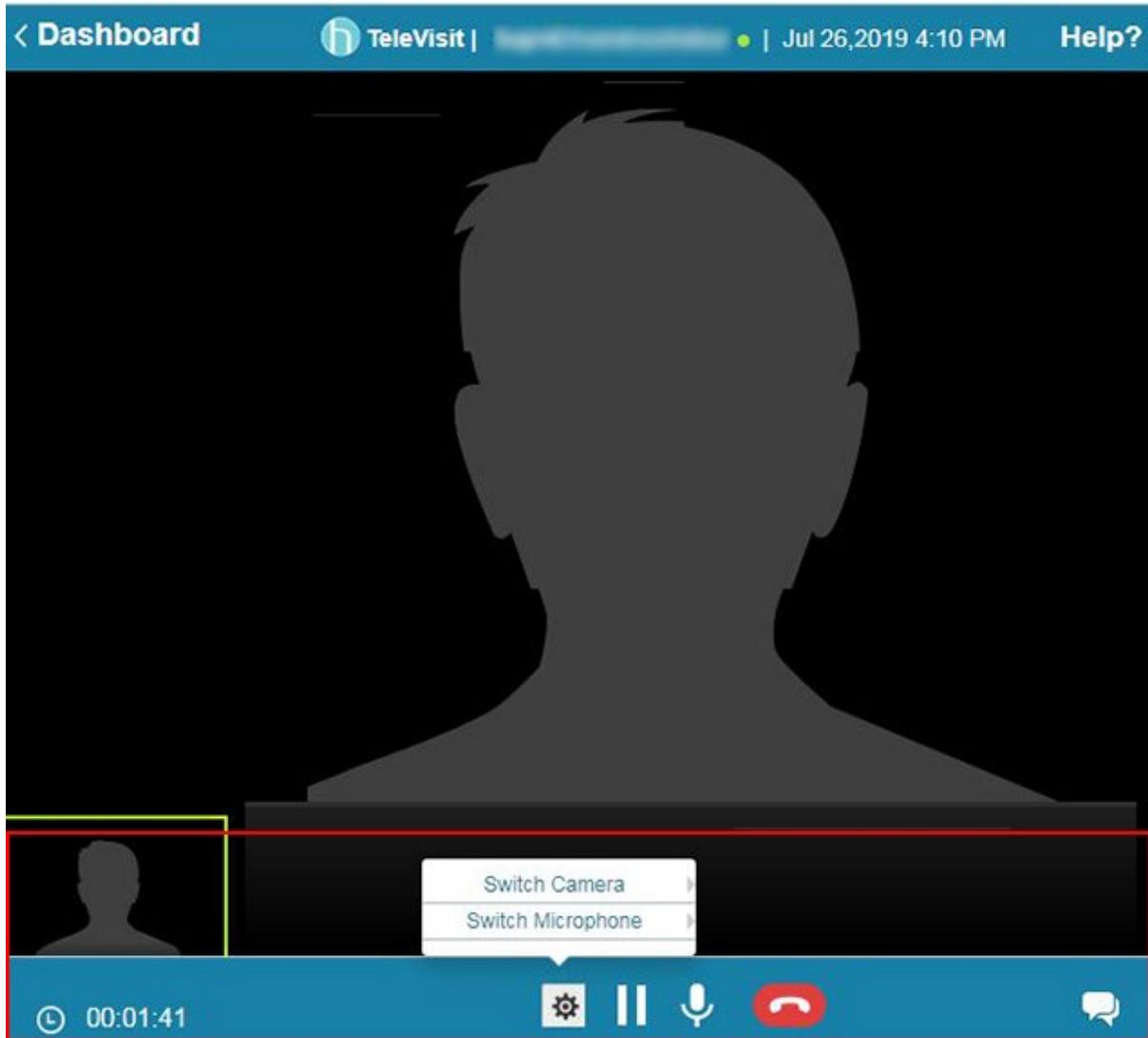
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