

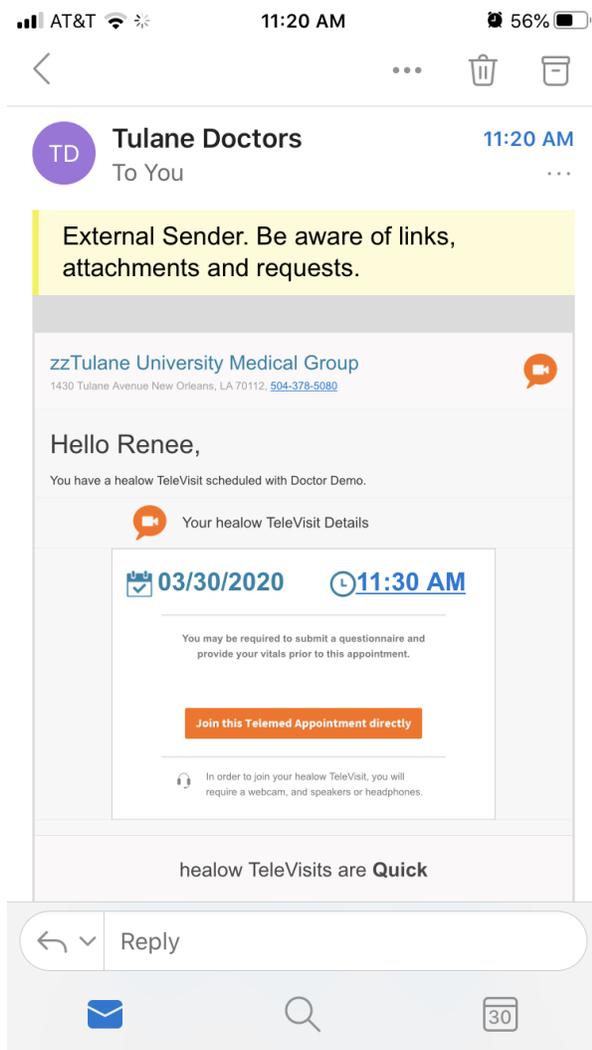
Accessing Televisits –Even Easier For Patients Now...

Effective 3/30/2020, eClinicalWorks has applied an update that now allows patients to join their Televisits **DIRECTLY** through the automatic email confirmation/reminder they receive. This means as a patient, you no longer need to login to your patient portal/Healow App in order to launch your Televisit. As long as you access the email from a device with audio/video capability, such as a smart phone, or laptop with integrated camera/mic, you will be able to join your televisit with the click of a button!

Confirmation & Reminder Email Link

When you have a Televisit scheduled with one of your doctors, you will automatically receive an appointment confirmation, and an appointment reminder email. It will look like this:

Cellular Device View:



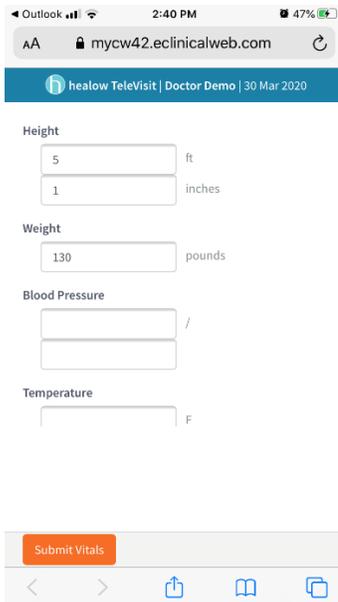
At the appropriate date/time, you may pull up your confirmation or reminder email to click the orange button which looks like this:



Clicking this button will launch the video session with your provider.

At the time of the Televisit

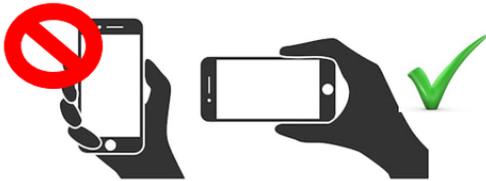
1. Once you have clicked to join the televisit from your email, app, or portal webpage, it will bring you into a window where you can enter some vitals information. This is NOT required. You may leave all fields blank if you choose, then select the orange button at the bottom to submit Vitals.



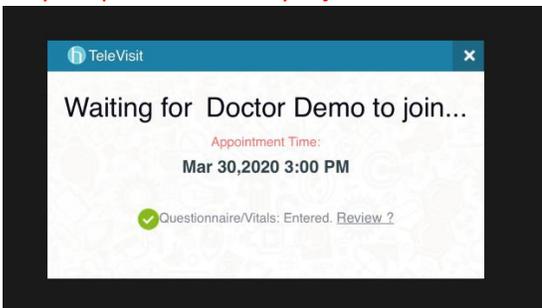
2. The window will refresh to say that your vitals have been submitted, and now you will see an option to Start Televisit.



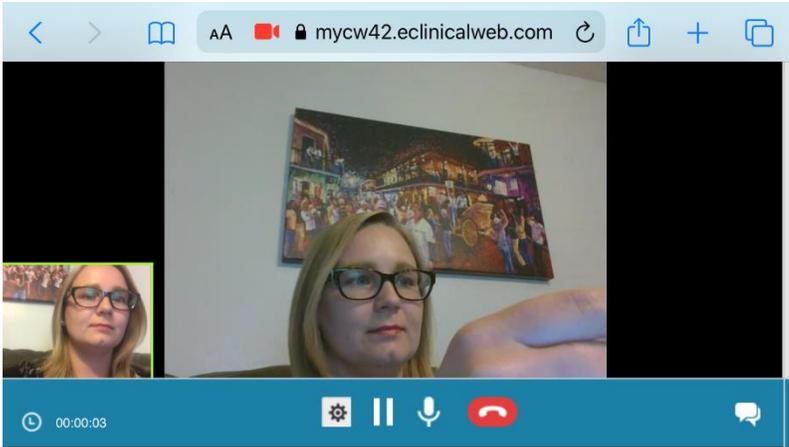
3. Once you select Start Televisit, it will try to load the video call.
Please hold your phone **HORIZONTALLY**, so that it can display correctly.



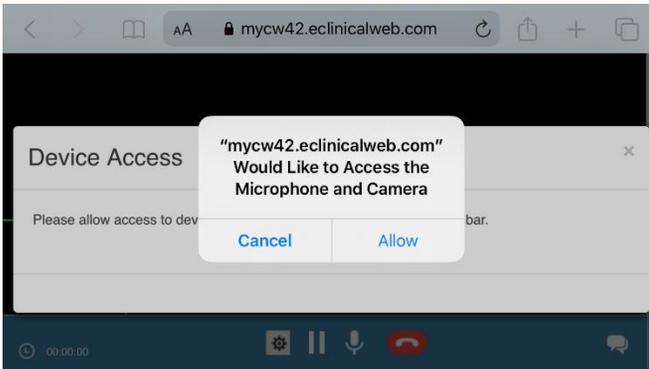
*If your provider is not yet joined on their side, your screen may show like this until they join:



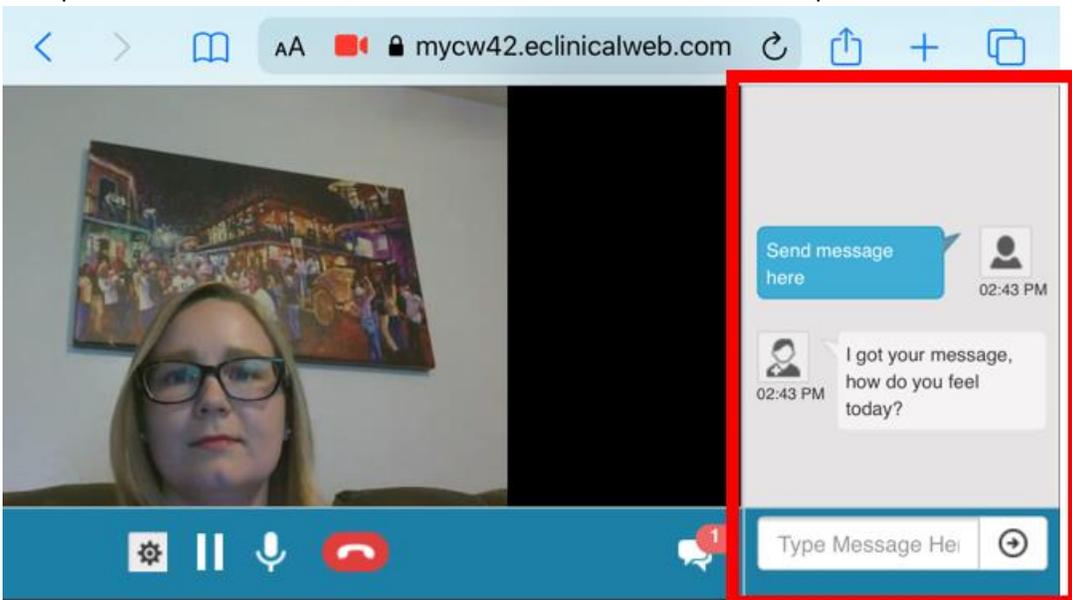
4. Once the provider joins, the video call will load and you will be able to see the doctor (large image), as well as a thumbnail of yourself (small corner image).



*If you receive a popup asking for access to your camera and microphone, please say ALLOW. This allows the provider to see/hear you.



5. If you encounter any audio issues, if you scroll a little to the right part of the window there is a chat pane that can be used to communicate back and forth with the provider.

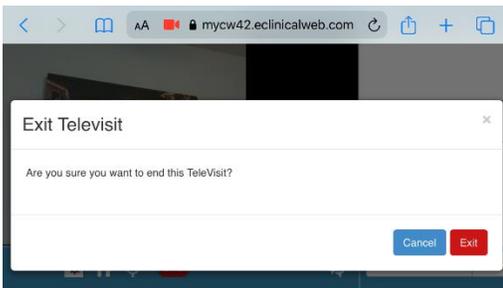


The icons along the bottom allow you to pause/unpause your video feed, and the microphone allows you to mute/unmute yourself.

*If the provider accidentally disconnects, the call will stay on the line. You will receive a popup, and can choose to wait for them to rejoin, or you can exit the call.



6. When your visit is completed, the provider can end the call, or you can click  at any time to end the call.



A confirmation will popup, click Exit to end call.

7. You will then see a thank you message, and your visit is complete! Clicking continue will just return you to the main portal login page.

