

eClinicalWorks

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:

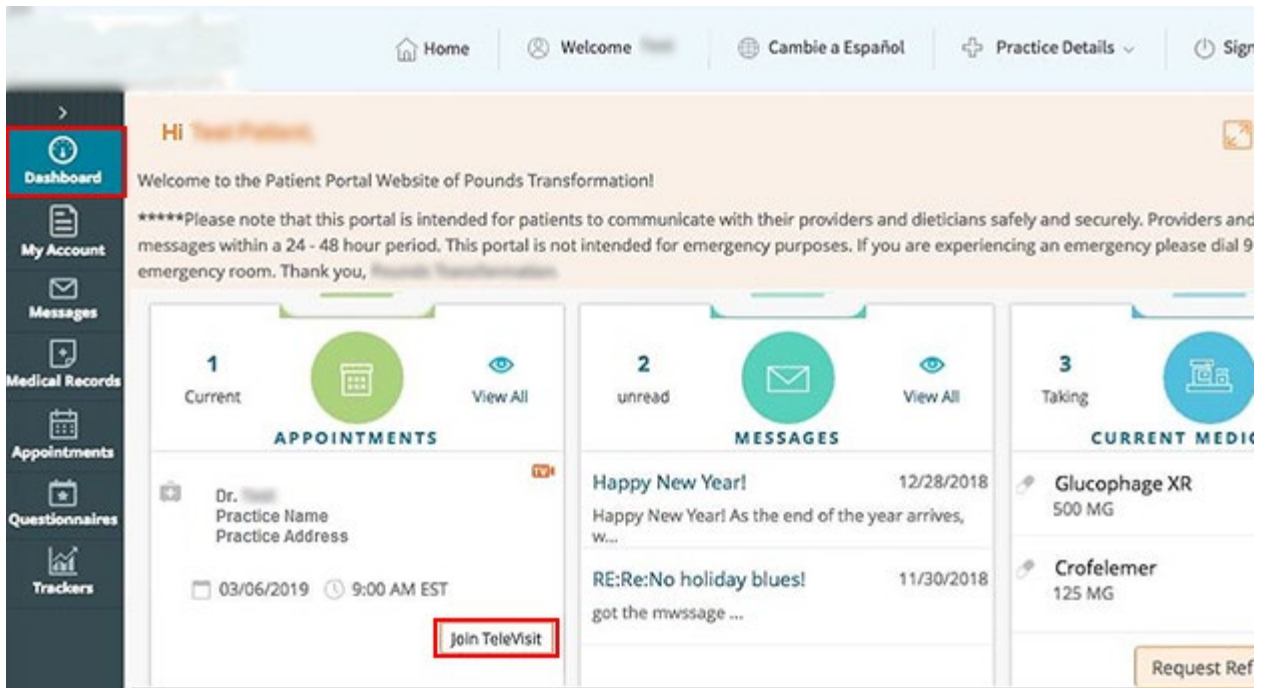
To start a TeleVisit in Patient Portal:

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

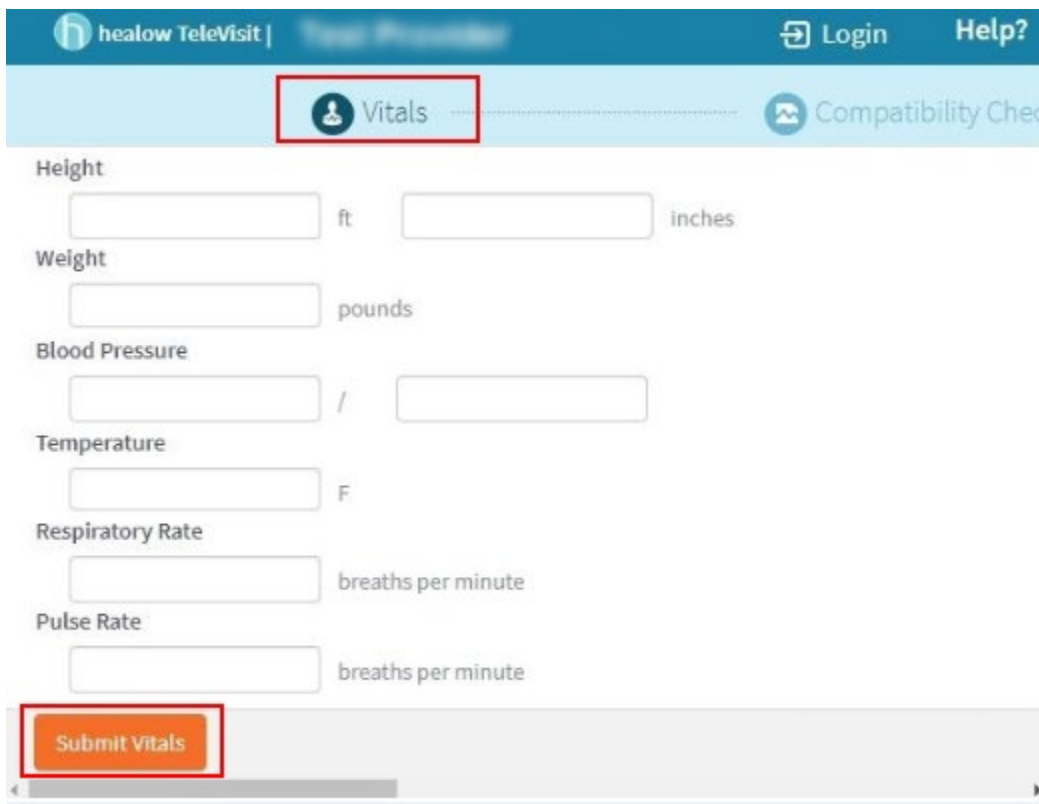
Contact your practice if they have not provided your login credentials:

The image shows two screenshots of the eClinicalWorks Patient Portal. The left screenshot displays the 'health portal' logo, a 'Cambiar a Español' button, and a 'WELCOME TO TEST PRACTICE' message. Below the message, it says 'HealthCare Support Portal facilitates better communication with your physician's office 24 x 7 access from the comfort and privacy of your own home or office.' There is also a section for the 'healow' mobile app, with instructions to 'DOWNLOAD THE FREE HEALOW APP' and links to the App Store and Google Play. A practice code 'ABCDEF' is visible at the bottom. The right screenshot shows the 'LOGIN TO YOUR ACCOUNT' page. It includes a verification code message, a 'Using Mobile Phone' button, and a section for entering details with 'User Name' and 'Password' fields. There is a 'Login' button and a 'Pre-Register' button at the bottom.

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



4. On the Patient Portal TeleVisit window, 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:

Category	Requirement	Status
Computer	Browser Chrome 64 bit(version 72) Windows 7	✓
	Speaker Ensure your speakers are working by clicking "Play" below <input type="button" value="Play"/>	✓
	Camera	✓
	Microphone Default - Microphone (Jabra EVOLVE 20) (0b0e:0301)	✓
Connection	Video Connection	✓
	Bandwidth	✓

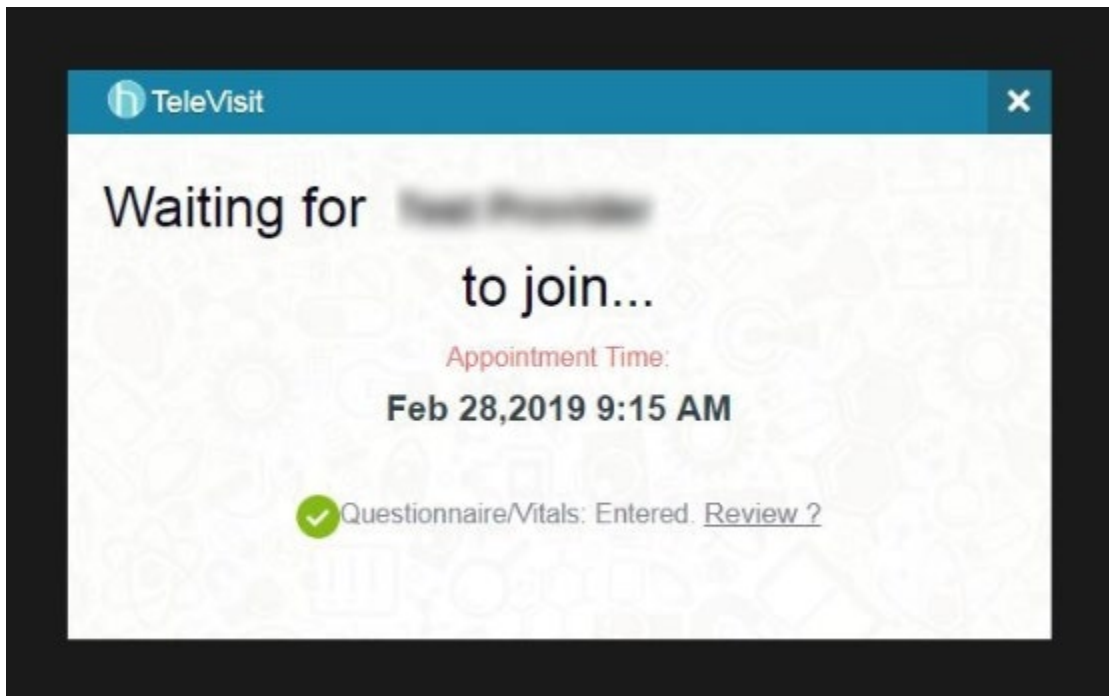
<< Review Vitals Test Again Proceed

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

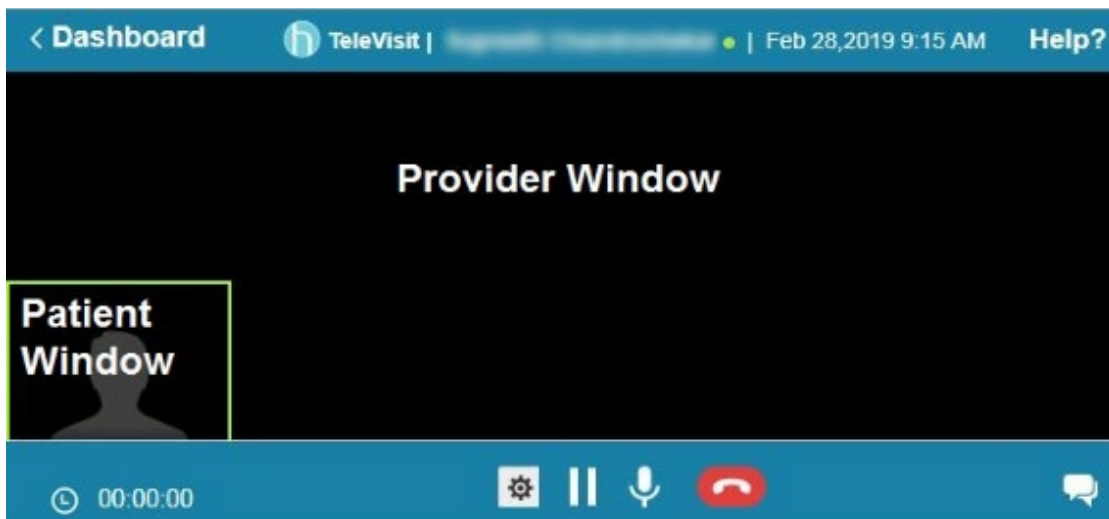
The Vitals have been submitted successfully

5. Click *Start TeleVisit*.

The virtual waiting room window opens, displaying the provider 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.

6. After the TeleVisit is concluded, click the red phone icon at the bottom of the window to end the TeleVisit session.

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