

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:

Computer View:

Curtis, Renee E

From: no-reply@eclinicalmail.com on behalf of Tulane Doctors <no-reply@eclinicalmail.com>
Sent: Monday, March 30, 2020 12:00 PM
To: Curtis, Renee E
Subject: Telemed Appointment Confirmation from your doctor's office

External Sender. Be aware of links, attachments and requests.

The screenshot shows an email from Tulane University Medical Group. The header includes the group name and address: "zzTulane University Medical Group, 1430 Tulane Avenue New Orleans, LA 70112, 504-378-5080". The main body of the email is personalized for "Renee" and states: "Hello Renee, You have a healow TeleVisit scheduled with Susan Ellen Abdalian." Below this, there is a section titled "Your healow TeleVisit Details" with a calendar icon showing the date "03/30/2020" and a clock icon showing the time "12:00 PM". A note indicates: "You may be required to submit a questionnaire and provide your vitals prior to this appointment." A prominent orange button reads "Join this Telemed Appointment directly". At the bottom, a small icon and text state: "In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones."

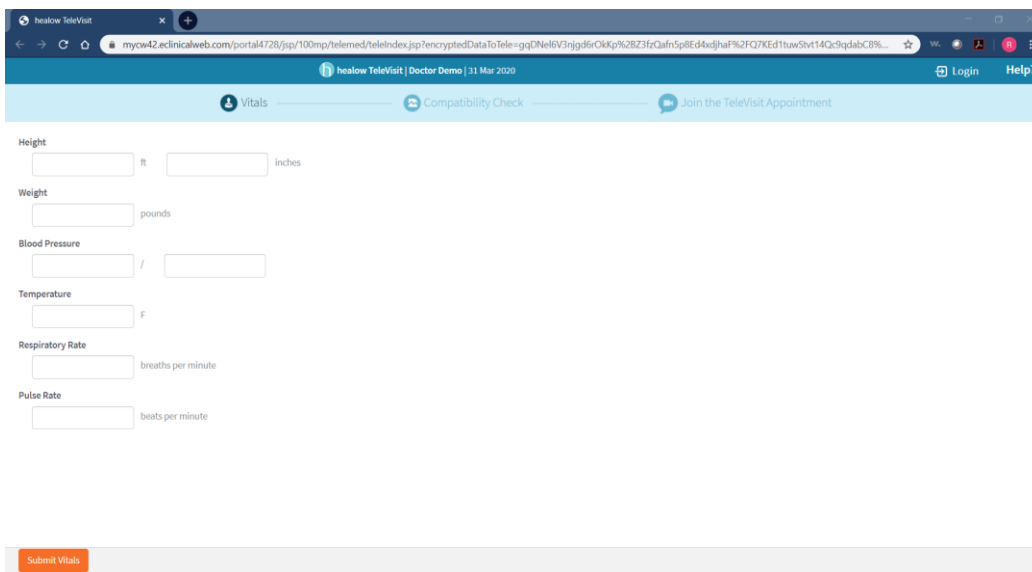
At the appropriate date/time, you may pull up your confirmation or reminder email to click the orange button which looks like this:



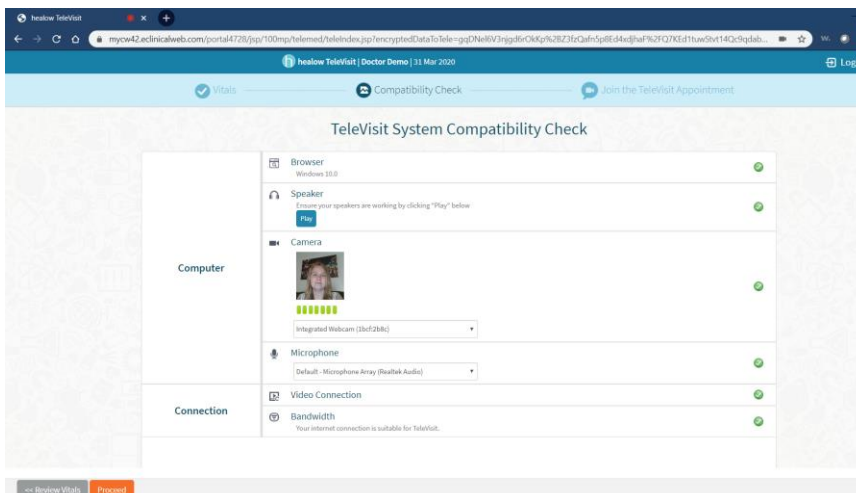
Clicking this button will launch the video session with your provider.

At the time of the Televisit

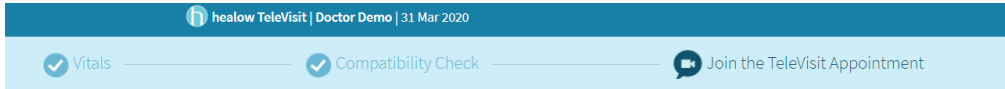
1. Once you have clicked to join the televisit from your email, it will bring you into a window where you can enter some vitals information. This is NOT required. You may leave all fields blank if you choose, then select the orange button at the bottom to submit Vitals.



2. The next window will test your computer's audio/visual system and connection details to make sure that it is compatible for a televisit. If you see green checkmarks besides each, you will be able to click the orange proceed button to move to the next window.



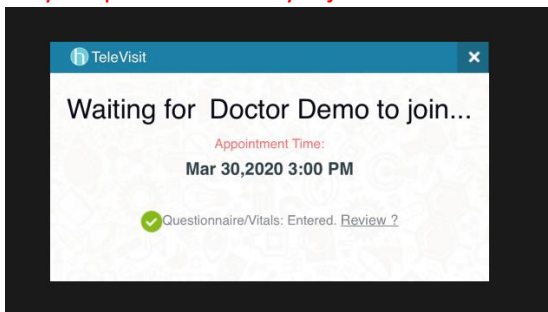
- The last window allows you to join the TeleVisit. When you are ready, please click the orange button “Start TeleVisit”.



The Vitals have been submitted successfully

Start TeleVisit

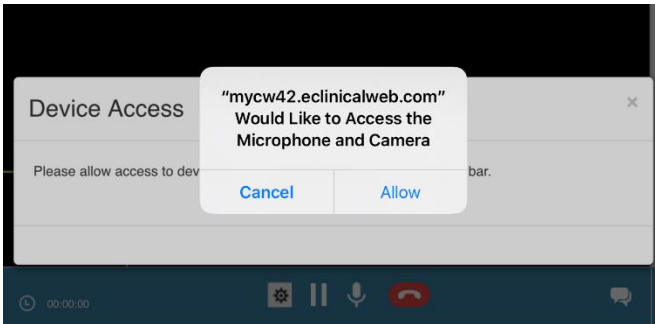
*If your provider is not yet joined on their side, your screen may show like this until they join:



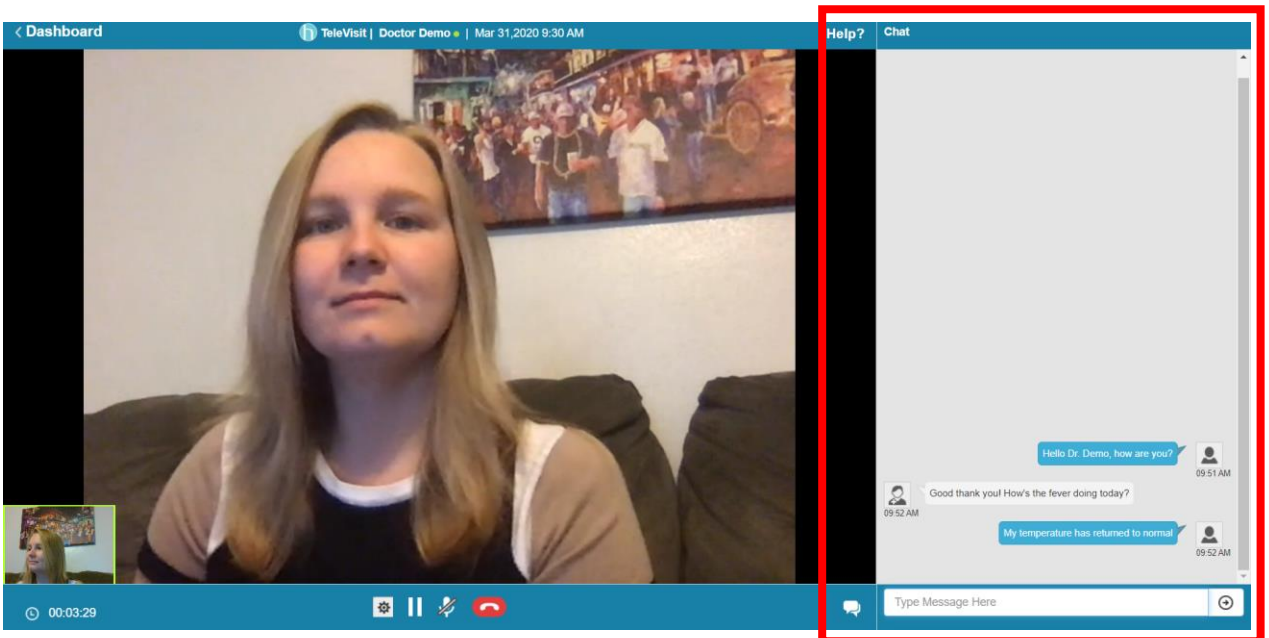
- Once the provider joins, the video call will load and you will be able to see the doctor (large image), as well as a thumbnail of yourself (small corner image).



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

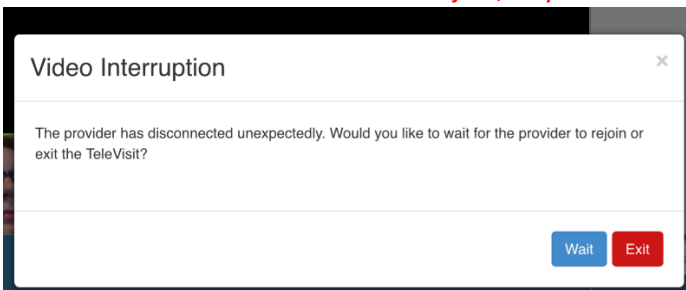



5. If you encounter any audio issues, there is a chat pane that can be used to communicate back and forth with the provider. To access it, just click the speech bubble icon to expand/collapse it.

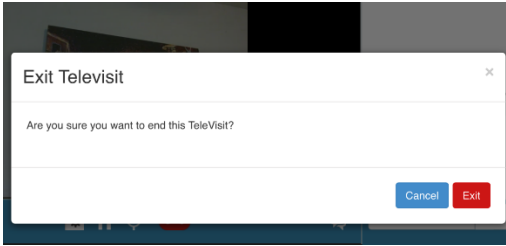


The other icons along the bottom allow you switch to another audio source, to pause/unpause your video feed, mute/unmute yourself, and end the call.

*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. Your visit is complete! Clicking continue will just return you to the main portal login page.

