Healow TeleHealth Appointment Using eCW 11e

This document incorporates some screenshots from a 2020 eCW Virtual National Conference in October, 2020.

The screenshot to the left shows an example of a televisit appointment screen.

When the appointment is created, the patient will get an email. They can use the link in their computer email client or from their smart phone to start the televisit.

For patients with the SMS function activated in eCW, a text message notifying him/her of the appointment with a link to join the appointment is sent as well.
If the patient has a Health Portal account, they can join the televisit from the portal if they wish. However, neither a portal account nor a Healow app account is needed for the patient to join a Healow televisit.

The patient can also use the Healow desktop app...

...or the Healow phone app to find and join a televisit appointment. However – to emphasize again – the patient does not need a portal account or Healow account to join a televisit.
Once the patient clicks to join the visit, a questionnaire opens. This is optional – the patient can ignore this they wish.

The next window to open is the VS window. Again, the patient can choose to bypass this screen as well. This is not structured data, and does not populate the VS fields in the progress note – it ends up in the Patient Documents folder, but the provider does have access to this data during the visit.

The patient can pay their co-payment prior to starting the visit with the provider. There is an option at the lower left of the screen to “Pay Later”.

If the patient is using a computer to connect, this compatibility check will be seen.

A consent form, this will appear next.
Then the patient will be admitted to the “waiting room”...

...and the “TV” Jellybean will turn red, letting the provider know that a patient is waiting.

Note that IF the patient lost the email link, clicking on the “TV” will open the list of televisits for the day, and the clicking on the icon highlighted in the screen to the right copies the appointment link – this can then be pasted into an email and sent immediately to the patient so she can join the visit.
Note that a televisit invitation can also be sent from the Resource Schedule (as an email, a text message, or both, depending on the communication preferences of the patient).

When the provider is ready to start the visit, he/she can click on the patient's visit in the Office Visit screen to open the progress note, then click “Start Televisit”.

To see the vital signs entered by the patient, click on the stethoscope at the far top right of the screen. The icon of the page opens the questionnaire. These can be reviewed prior to starting the visit. To start the visit, click on the “Start Televisit” button.
The questionnaire can be imported into the current note by clicking “Import Current Page”.

Once the Healow televisit is started, the provider is seen in a small screen (that can be moved around), and the patient is seen in the larger screen (which can also be moved around the progress note screen).

If the screen gets in the way while documenting, the provider can dock this to the top of the page...

...and pop it back out when needed.
The screen can also be moved to the sticky note tab...

...and popped back out when needed.

There is a chat option (highlighted in red).

The provider can also “pause” the streaming of both audio and video by selecting the pause icon highlighted in yellow.

Here the provider is seen as a silhouette – until the play button is clicked.
There is also a screen sharing option.

The provider can also take a screenshot of the entire patient screen (by clicking on the first camera icon). Or take a screenshot of a smaller selected portion of the screen – in this example, a photo of the patient's eye.

The photos can be uploaded right into the visit note – and will also be stored in the Patient Documents folder.

Clicking on the icon of the phone handset (shown in the red circle above) opens the pop-up menu in which the provider can “End Call” - which ends the call, but allows the televisit to be restarted again if needed. Or “Checkout” - which ends the call and the visit – the televisit streaming cannot be opened again after the visit is checked out.