



Family Care

ASSOCIATES

www.familycareassociates.com

1106 N Merchant Street

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Patient Instructions for ECW Telehealth

**Patient's must be WEB ENABLED to access Healow Telehealth

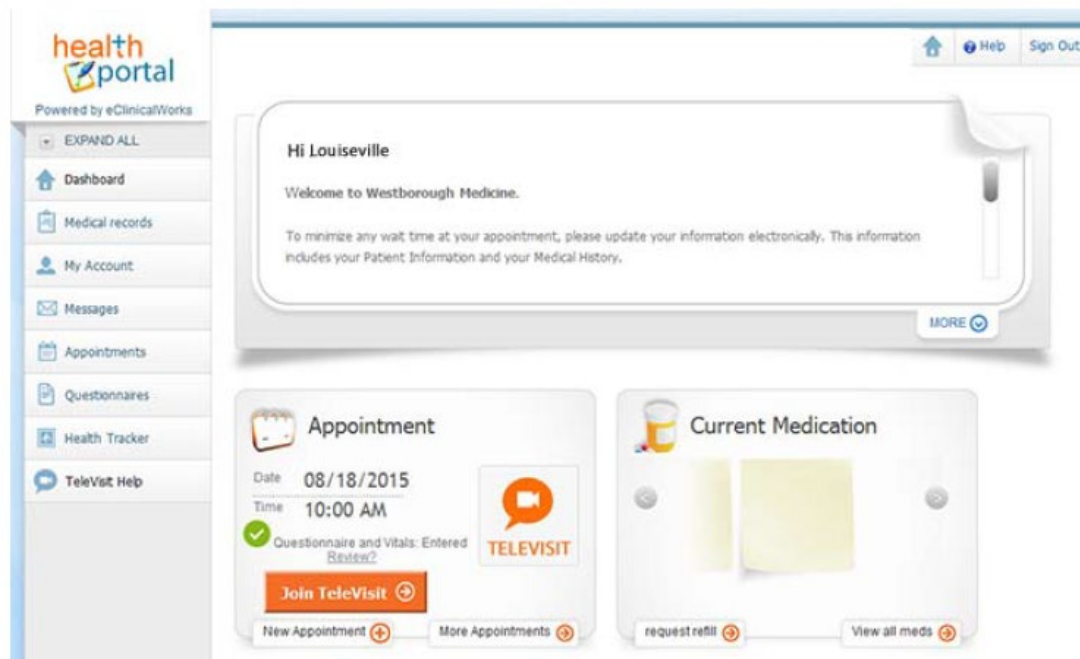
Once an appointment is created for the telehealth visit, the patient will receive an email with an appointment confirmation.

There are 3 ways a patient can access their Healow Televisit:

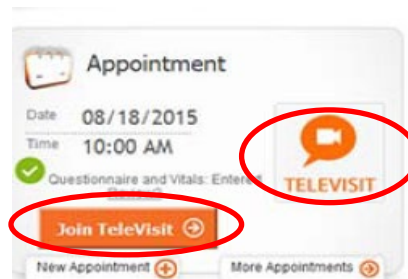
1. Portal
2. Healow app
3. From appt reminder email

To Start a Healow visit from portal:

1. Log into portal with their user specific credentials. The portal window opens, displaying any upcoming appointments.



Click join televisit.





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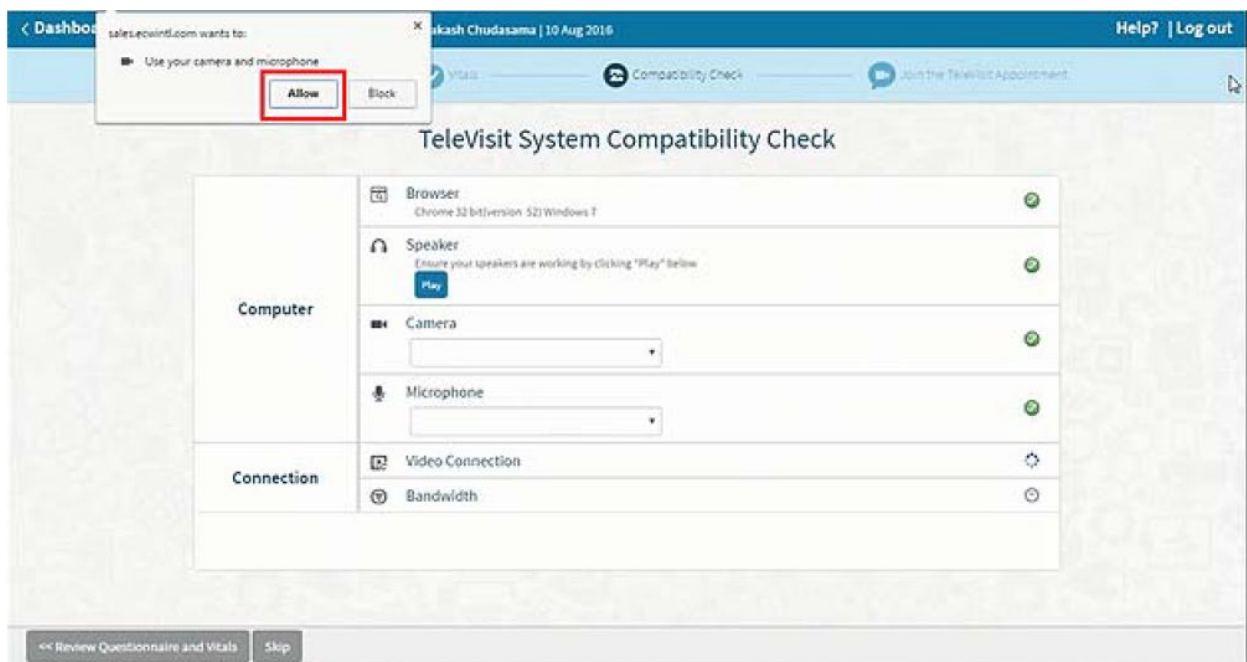
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The Vitals check displays. Enter the vitals and then click submit vitals.

A system compatibility check is performed to detect the software and hardware required to conduct Healow Televisits.

On the top left corner of the Compatibility test window, click Allow in the pop-up message to use the patient facing camera.

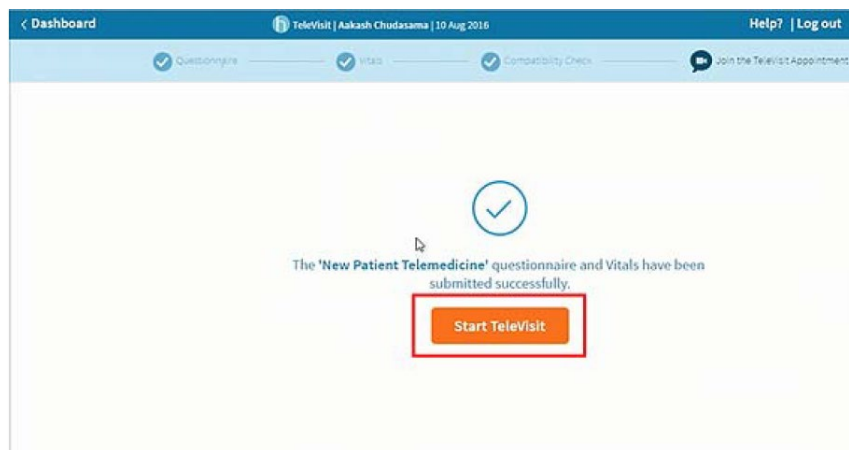
Then click Allow in the pop-up message to use patient facing microphone



Once the compatibility check is complete, click Proceed.

A confirmation message displays, indicating that the vitals have been submitted successfully.

The link to the Healow Televisit waiting room displays. The “Start Televisit” button displays in orange 30 minutes before the scheduled appointment time:





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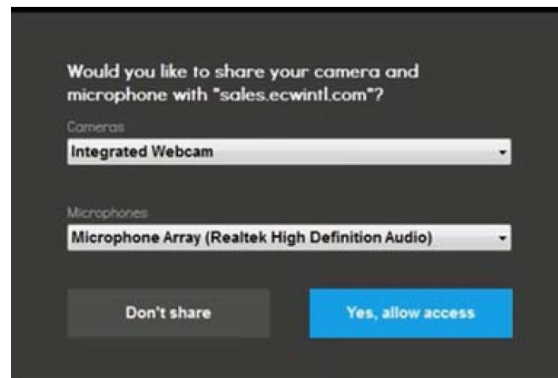
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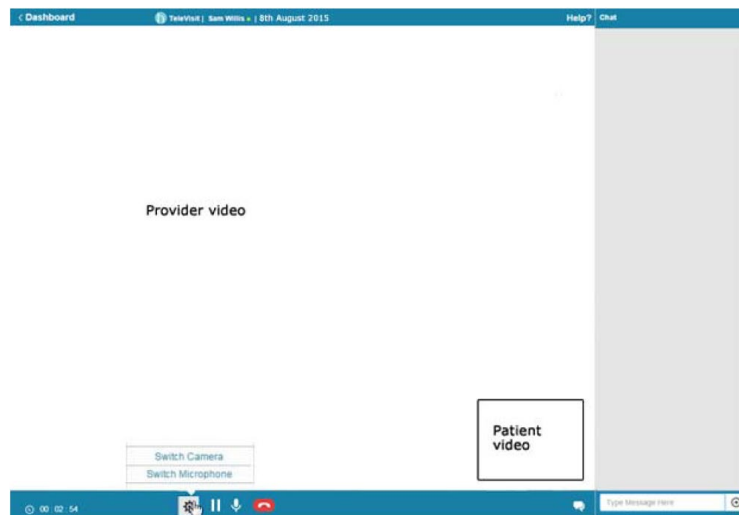
Click the orange Start Televisit button and a message will display:



Once the provider joins, a message displays asking the patient to allow camera and microphone:



Click yes, allow access for camera and microphones. The televisit window opens and the video call begins:





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
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The provider name, date and time displays on tope and the duration of the visit displays on the bottom.

The following list describe the features available in the Healow Televisit window for patients:

Feature	Description
	<p>The Gear icon enables the patient to switch on the camera and microphone before joining the call. Click the <i>Gear</i> icon display the following options:</p> <ul style="list-style-type: none"> ■ Switch Camera - Click this button to display the name of the webcam driver. Click the name of a webcam driver to switch the webcam. ■ Switch Microphone - Click this button to display the name of the microphone driver. Click the name of a microphone driver to switch microphones.
	Click to pause the patient-facing camera. Click again to start the patient-facing camera.
	Click to mute the microphone. Click again to enable the microphone.
	<ol style="list-style-type: none"> 1. Click to open the Chat window. 2. Start typing the text and click the arrow button:  <p>The patient receives a chat notification.</p>
	<p>Click to end the video call.</p> <p>When the patient clicks this button, the following message displays on the patient side: Path: <i>Are you sure you want to end the call?</i></p> <ul style="list-style-type: none"> ■ No - Click to continue the session. ■ Exit - Click to end the session. <p>When the patient clicks <i>Exit</i>, the following message displays on the provider side: Path: <i>Your call is completed.</i></p> <p>The patient displays as <i>Offline</i> on the healow TeleVisits window for the provider.</p>
	Click to open the eClinicalWorks Live Chat window. Patients can chat directly with an eClinicalWorks representative if they encounter any problems during the healow TeleVisit session.



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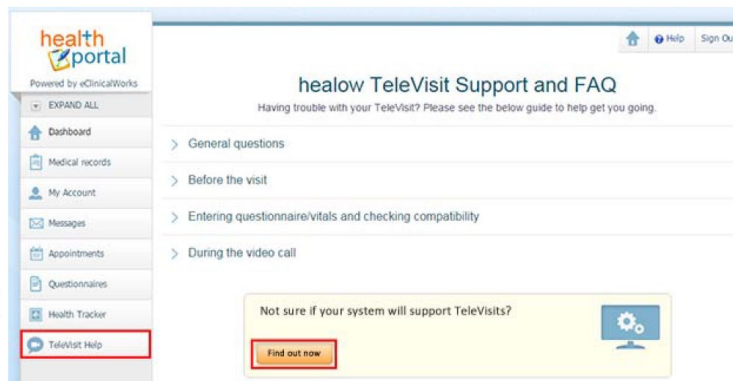
Feature	Description
	Click to return to the healow Dashboard. When the patient clicks the Dashboard button, the following message displays: <i>Path: Return to the dashboard will end the TeleVisit. Are you sure you want to exit?</i> <ul style="list-style-type: none">■ Exit - Click to exit the healow TeleVisit session. If the patient clicks <i>Exit</i>, the healow TeleVisit session is disconnected and the following message displays on the provider's healow TeleVisit window: <i>Path: Patient Offline</i>■ Cancel - Click to continue the healow TeleVisit session.
	Click to exit the TeleVisit session. When the patient clicks this button, the following message displays for the provider: <i>The patient has disconnected unexpectedly. Would you like to exit?</i>

Accessing Healow Televisit Help:

Patients can review FAQ's and important information about Healow Televisits from the Televisit Help tab on the Healow website.

To access Televisit help:

1. From the left pane, click Televisit help tab. The Healow Televisit Support and FAQ window opens.
2. Click a link to expand the information in that section. To test compatibility for Healow, click the Find Now button.



If the patient clicks the help button of the top right corner of the Healow Televisit window during a live Healow Televisit session, the eClinicalWorks Live Chat window opens, enabling the patient to chat with an eClinicalWorks representative.