



healow E-MAIL LINK TELEVISITS GUIDE FOR PATIENTS

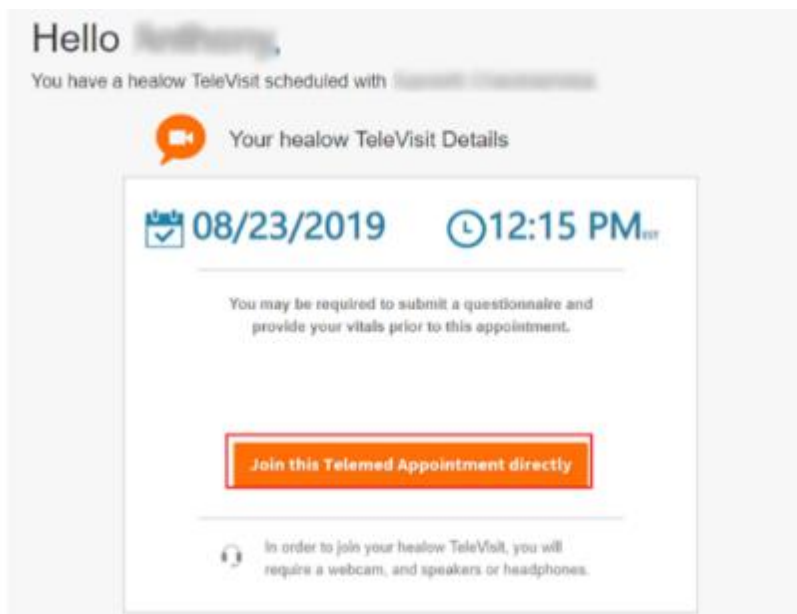
This document describes how to join a healow[®] TeleVisits virtual appointment through an e-mail link provided by the practice.

To join a televisit, you will need the following:

- A supported browser:
 - ♦ Google[™] Chrome[™] for macOS[®], Windows[®], Linux[®], or Chrome OS[™]
 - ♦ Safari[®] for macOS
 - ♦ Firefox[®] for macOS, Windows, or Linux
 - ♦ Opera[™] for macOS, Windows, or Linux
- A webcam and microphone (while using a desktop)

Accessing a TeleVisit from an E-mail Link

To access a healow TeleVisits appointment, click the *Join this Telemed Appointment directly* link sent by your practice to your e-mail address:



Starting the TeleVisit

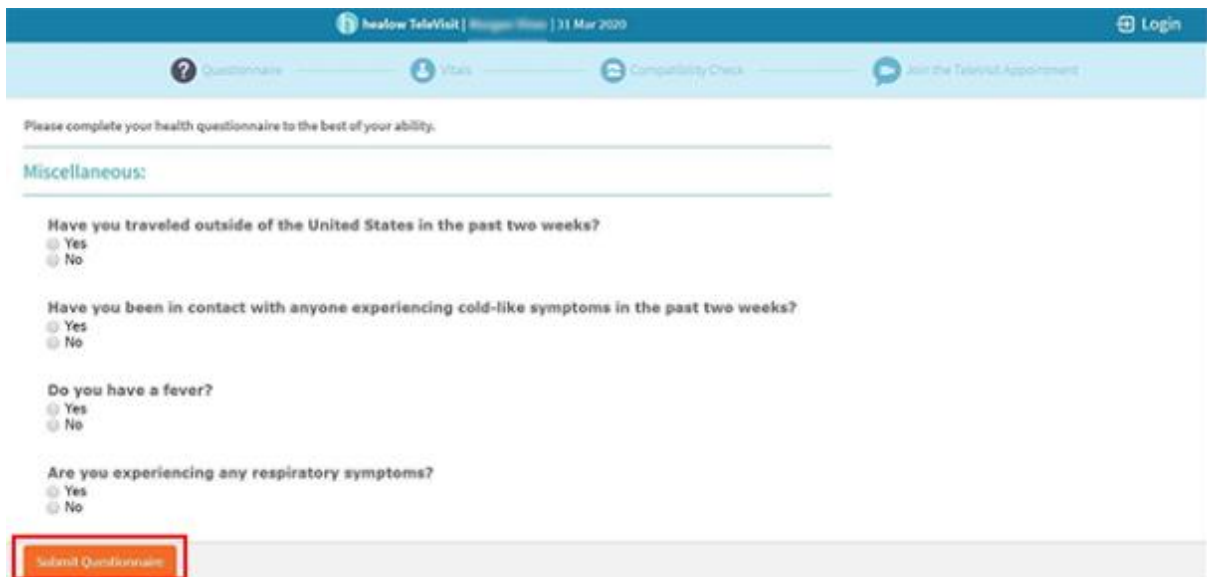
After you click the *Join this Telemed Appointment Directly* button in the e-mail, the healow TeleVisit window opens.

To join the televisit:

1. On the healow TeleVisit window, answer the questions in the *Questionnaire* section.

Note: Questions are not mandatory; complete as much as you are able.

2. Click *Submit Questionnaire*:

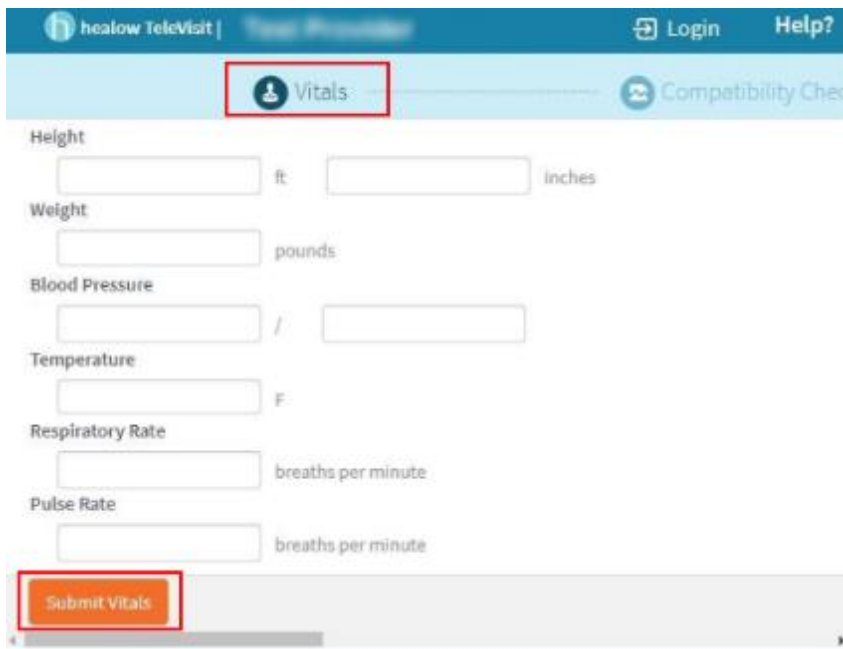


The screenshot shows the healow TeleVisit interface. At the top, there is a navigation bar with a question mark icon and the text "Questionnaire", a person icon and "Vitals", a checkmark icon and "Compatibility Check", and a speech bubble icon and "Join the TeleVisit Appointment". Below the navigation bar, there is a header "Please complete your health questionnaire to the best of your ability:" followed by a horizontal line. Underneath, the section is titled "Miscellaneous:". There are four questions, each with radio button options for "Yes" and "No":

- Have you traveled outside of the United States in the past two weeks?
- Have you been in contact with anyone experiencing cold-like symptoms in the past two weeks?
- Do you have a fever?
- Are you experiencing any respiratory symptoms?

At the bottom of the questionnaire section, there is a red-bordered button labeled "Submit Questionnaire".

3. Enter your vitals in the *Vitals* section and then click *Submit Vitals*:



The screenshot shows the healow TeleVisit interface for the Vitals section. At the top, there is a navigation bar with a person icon and the text "Vitals", and a checkmark icon and "Compatibility Check". Below the navigation bar, there are several input fields for vital signs:

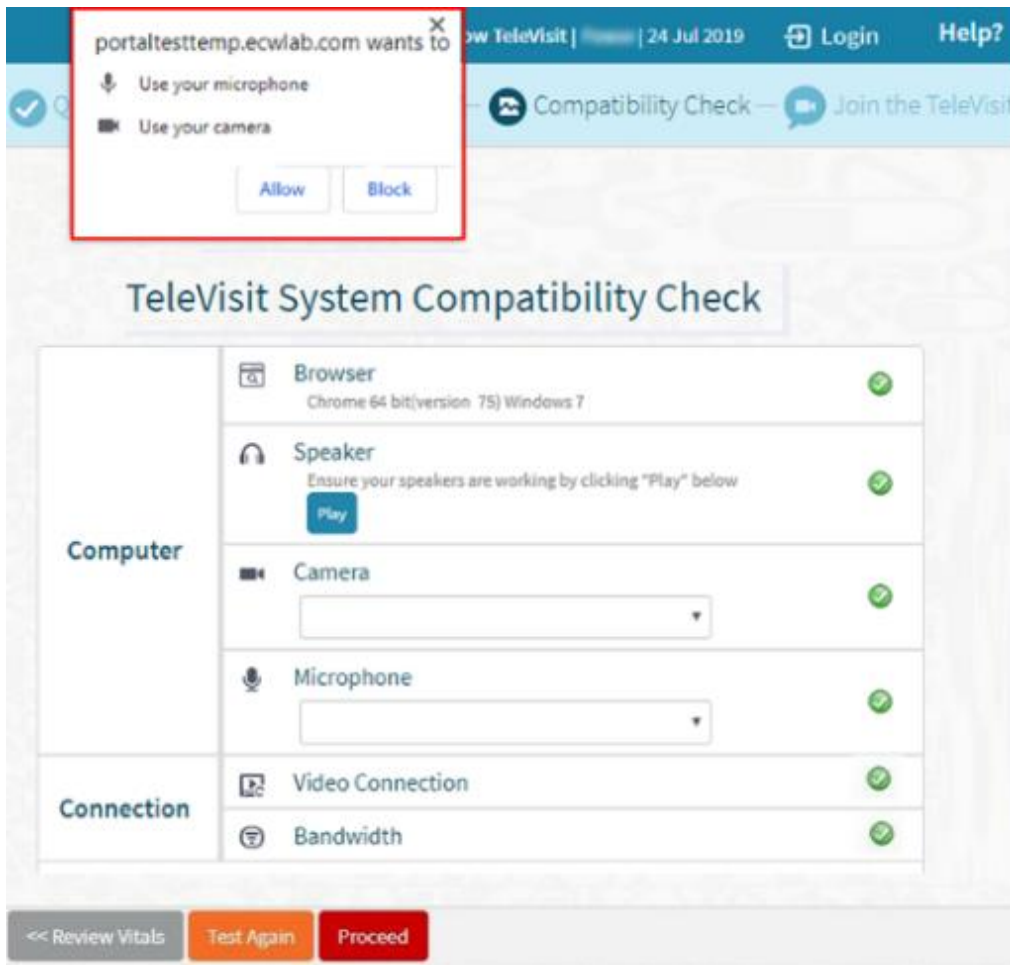
- Height: Two input fields for feet and inches.
- Weight: One input field for pounds.
- Blood Pressure: Two input fields separated by a slash.
- Temperature: One input field for degrees Fahrenheit.
- Respiratory Rate: One input field for breaths per minute.
- Pulse Rate: One input field for breaths per minute.

At the bottom of the vitals section, there is a red-bordered button labeled "Submit Vitals".

Note: Vitals are not mandatory; complete as much as you are able.

4. On the pop-up window, click *Allow*.

The healow TeleVisits system performs a compatibility check to make sure the necessary requirements, including the webcam, microphone, and Internet bandwidth, are compatible to join the televisit.

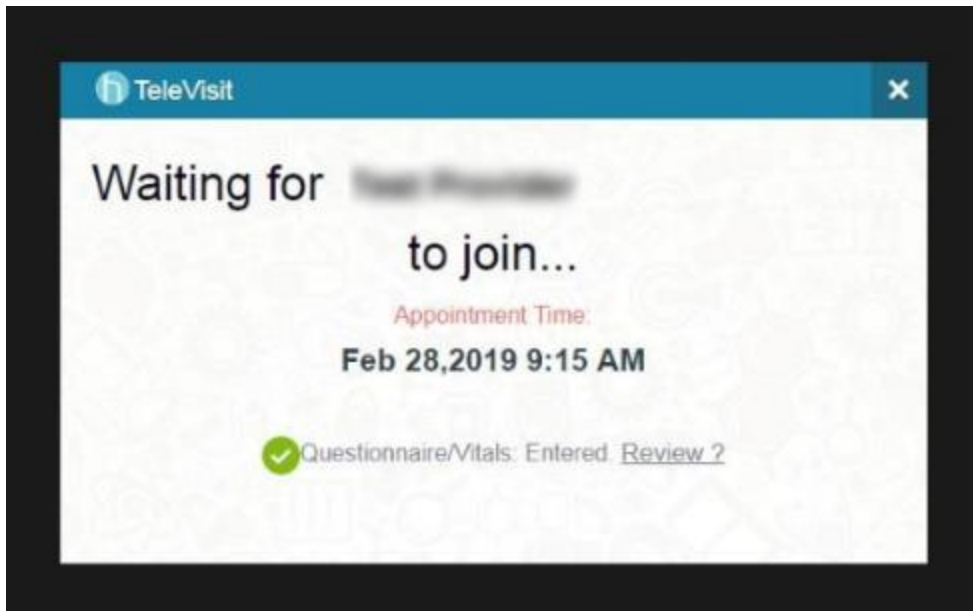


After the compatibility check is performed, the system responds with the following message: *The questionnaire and Vitals have been submitted successfully:*

5. Click *Start TeleVisit*:



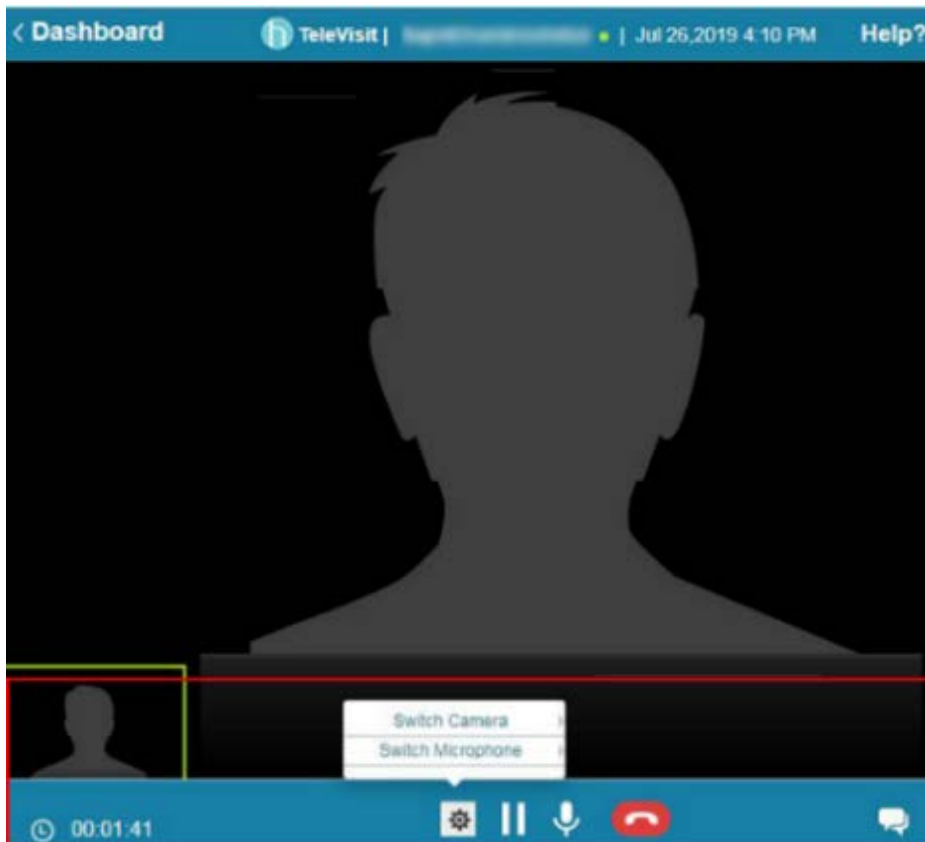
The virtual waiting room window opens, displaying the provider's name and appointment time. At the same time, the provider is notified about the televisit appointment:








When the provider joins the televisit, the *Provider and Patient Windows* opens.

The duration of the televisit displays on the bottom of the window.

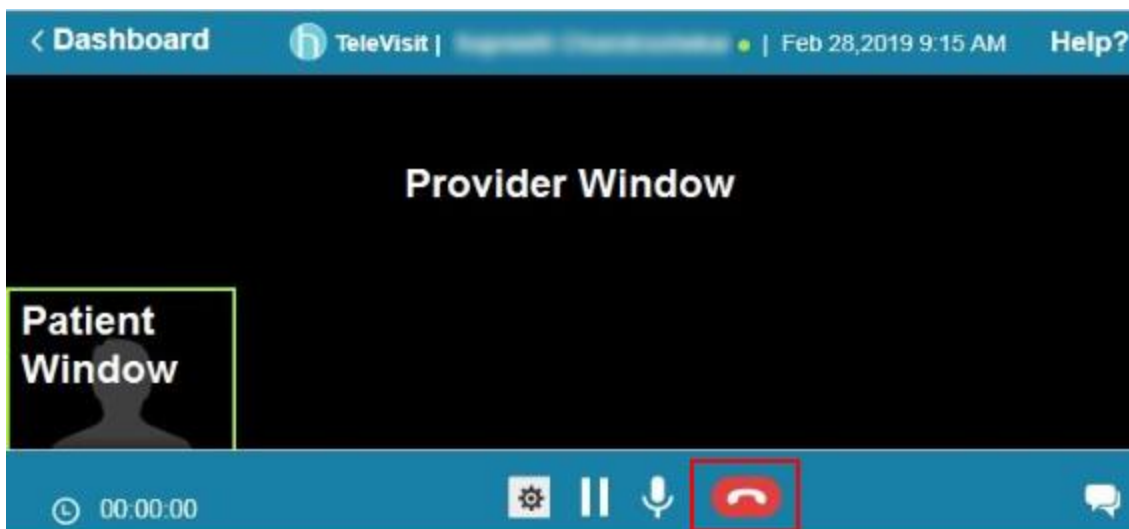
The healow TeleVisit window includes a viewing window, time duration, and camera and audio options:



The following table describes the features available on the TeleVisit window:

Features	Description
	Displays the duration of the visit
	Click the gear icon to view additional camera and microphone settings.
	Click to pause the visit.
	Click to mute your audio.
	Click to display the visit chat.

- After the televisit is concluded, click the red phone icon at the bottom of the window to end the session:



APPENDIX A: DOCUMENTATION TERMS AND CONDITIONS

Documentation: This document contains information that is confidential and proprietary to healow, LLC and is intended for use solely by its authorized licensees (the “Authorized Entity”). In accordance with these conditions and contractual agreements by the Authorized Entity, this document may not be copied, displayed, distributed, published, or otherwise reproduced, otherwise used, transmitted, or in any form or otherwise made available or used by anyone other than the Authorized Entity to whom this document was originally delivered without the prior written consent of healow, LLC. Pursuant to Authorized Entity’s agreement with healow, Authorized Entities may receive copies of or access to certain written technical support or explanatory documents regarding healow’s software, healow’s services, and/or healow’s internal policies and procedures (collectively, the “Documentation”).

The examples, images, and scenarios presented in this Documentation are solely for explanatory use of healow’s software and services and should not be construed as directives for clinical or medical decisions; the Authorized Entity is ultimately and completely responsible for clinical and/or medical decisions made regarding patient care.

healow’s Documentation may contain hyperlinks to external sites and/or third-party vendors for functional, informational, or instructional purposes. Use of these external links is at the Authorized Entity’s risk.

healow assumes no responsibility for errors or omissions that may appear in this publication and reserves the right to change this publication at any time without notice. All users are instructed to consult the latest version of the Documentation at my.eclinicalworks.com for the latest updates to the Documentation at all times.

Once obtained, the distribution or posting of this proprietary document on the Internet for public and/or private use is strictly prohibited. This restriction includes Internet websites, forums, blogs, private or public portals, or any other electronic means of sharing beyond the Authorized Entity.

APPENDIX B: NOTICES

The following appendix lists the trademark and copyright information for this document.

Trademarks

eClinicalWorks®

eClinicalWorks® is a registered trademark of eClinicalWorks, LLC.

healow®

healow® is a registered trademark of eClinicalWorks, LLC.

All other trademarks or service marks contained herein are the property of their respective owners.

Apple® macOS®

Apple® and macOS® are trademarks of Apple Inc., registered in the U.S. and other countries.

Google™ Chrome™

Google™ Chrome™ is a registered trademark or service mark of Google, Inc.

Linux®

Linux® is a registered trademark of Linus Torvalds.

Microsoft® Windows®

Microsoft® and Windows® are registered trademarks of Microsoft Corporation in the United States and other countries.

Opera®

Opera® is a registered trademark of Opera Software AS (a Norwegian company) in Singapore, Norway, the European Union and other countries.