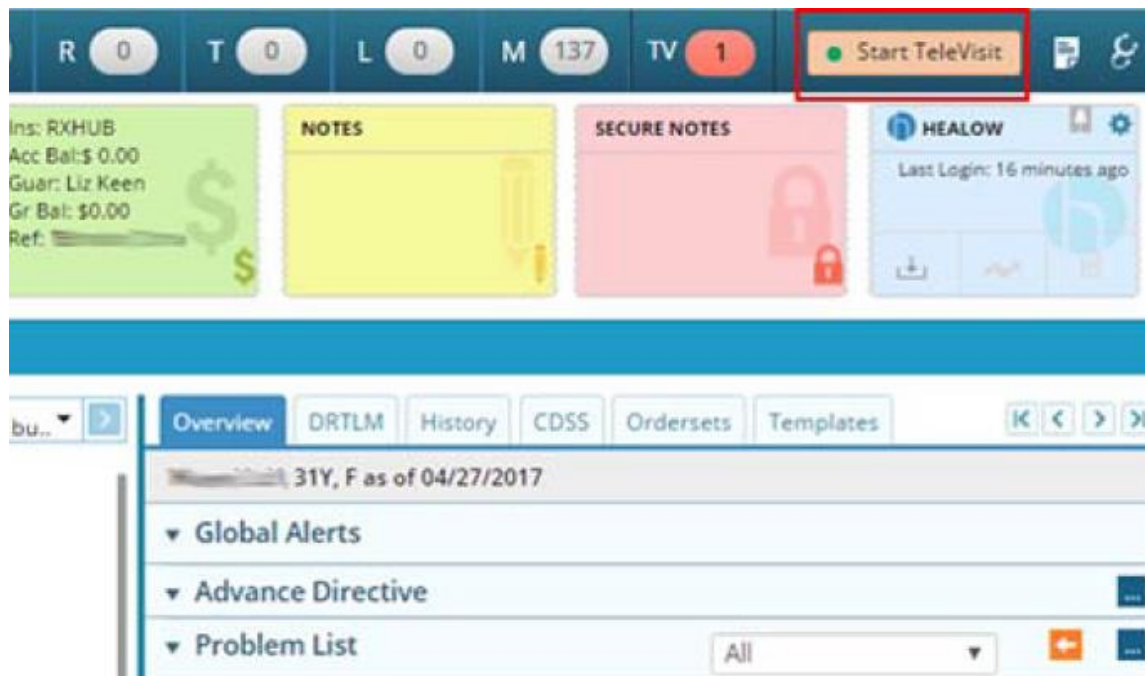



Procedure for starting a healow Televisit appointment.


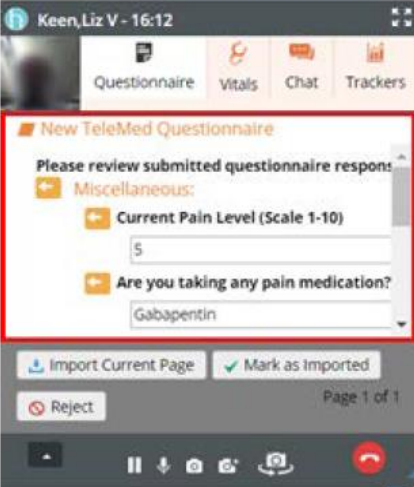
- Providers can view their healow TeleVisit appointments from the following locations:
- S Quick-Launch button or Jellybean. Path: S jellybean > Office Visits > Progress Notes
- TV Quick-launch Button or Jelly Bean. Path: TV jellybean > Progress Notes.
- Once the patient is online, the provider can start the healow Televisit at the scheduled time.
- To Start a healow TeleVisit > Click the Start TeleVisit icon. The Patient sees a prompt to enable camera and microphone, a prompt displays for the provider to allow the camera and microphone. Once the provider enables the camera and microphone, the healow TeleVisits window opens:


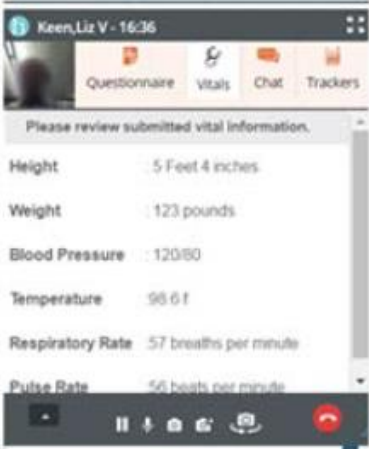

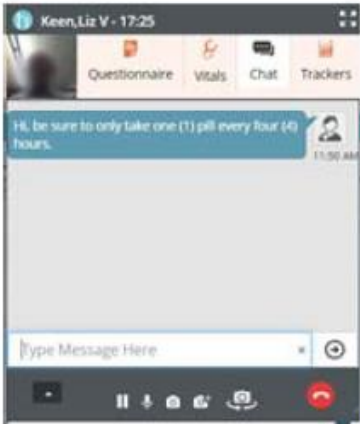




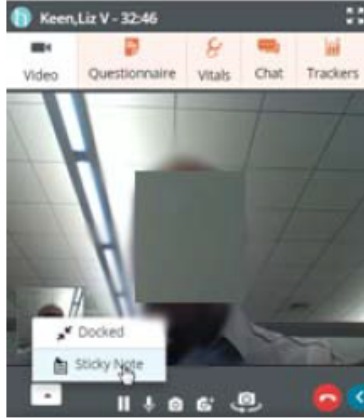











- The following table describes the features available on the healow TeleVisits window:


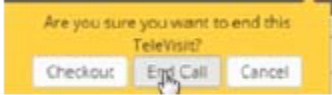
Feature	Description
Move the healow TeleVisits Window	Click inside the healow TeleVisits window, hold the cursor, and drag the window anywhere on the screen. Similarly, the provider self-view box can be dragged anywhere inside the healow TeleVisits window.
Expand the Window	Click on the outside edges of the healow TeleVisits window, hold the cursor, and drag the window out to expand the view. OR Click the Expand icon to expand the window.
	Click the <i>Video</i> icon to display the video mode.

Feature	Description
	<p>Click this button to display the questionnaire completed by the patient:</p>  <p>The following options are available in the Questionnaire tab:</p> <ul style="list-style-type: none"> ■ The provider can also click the orange arrow next to each question to import specific responses. Once the responses are imported, a green check mark displays next to the questions and the responses are added to the Progress Notes. ■ Click <i>Import Current Page</i> to import responses from the current page. ■ Click <i>Mark as Imported</i> if the questionnaire responses have been imported. ■ Click <i>Reject</i> to not import the responses.

Feature	Description
	<p>Click this button to view the vitals entered by the patient:</p>  <p>The vitals information entered by the patient cannot be imported to the Progress Notes.</p>
	<ol style="list-style-type: none"> Click to open the Chat window:  <ol style="list-style-type: none"> Start typing the text and click the arrow button.
	<p>Click this button to display the patient's health tracker data, if available.</p>

Feature	Description
	<ul style="list-style-type: none"> Click the arrow button and then click <i>Sticky Note</i> to document information in the Progress Notes while reducing the size of the healow TeleVisits window:  <p>The healow TeleVisits window opens near the sticky notes in Progress Notes:</p>  <p>Providers can click anywhere on the TeleVisits window to revert to the original view.</p> <ul style="list-style-type: none"> Click the arrow button and then click <i>Docked</i> to dock the TeleVisits video window.
	<p>Click this button to display the Progress Notes.</p>
	<p>Click this button to capture a screenshot of the entire window.</p> <p>Once captured, the captured photo displays on the right pane. Select the picture, and then click <i>Upload</i> to save the picture in Patient Documents.</p> <p>To delete the picture from the right pane, click the red X button next to the picture.</p>

Feature	Description
	<p>Users can capture a selected area of the window using this button.</p> <p>To capture:</p> <ol style="list-style-type: none"> 1. Click the camera button. The TeleVisits window expands and displays the Image Upload area in the right pane. 2. Drag the cursor to select an area, and then release the cursor to capture the screenshot. Once captured, the captured photo displays on the right pane. 3. Select the picture, and then click the <i>Upload</i> button to save the picture in Patient Documents:  <p>The captured image displays in Progress Notes under Images:</p> <p>Billing Information: Visit Code: ▼ Procedure Codes: ▼</p> <p>Images: </p> <p>To hide the Image Upload pane, click the following icon:</p> 
	<p>Click to mute the microphone. Click again to enable the microphone.</p>
	<p>Click to pause the provider-facing camera. Click again to start the provider-facing camera.</p>

Feature	Description
	<p>Click this button to display the following message:</p>  <ul style="list-style-type: none"> ■ Click <i>Checkout</i> to end the call and change the patient's visit status to <i>Checkout</i>. When the provider clicks this button, the patient sees the following message: <i>Your call has completed.</i> ■ Click <i>End Call</i> to temporarily suspend the call without affecting the visit status. ■ Click <i>Cancel</i> to remove the message.