



Welcome to TeleVisits with Entira Family Clinics! We are excited to be able to offer this service to you.

With TeleVisits you will need to have a Patient Portal Account to have a Virtual Office Visit with your provider.

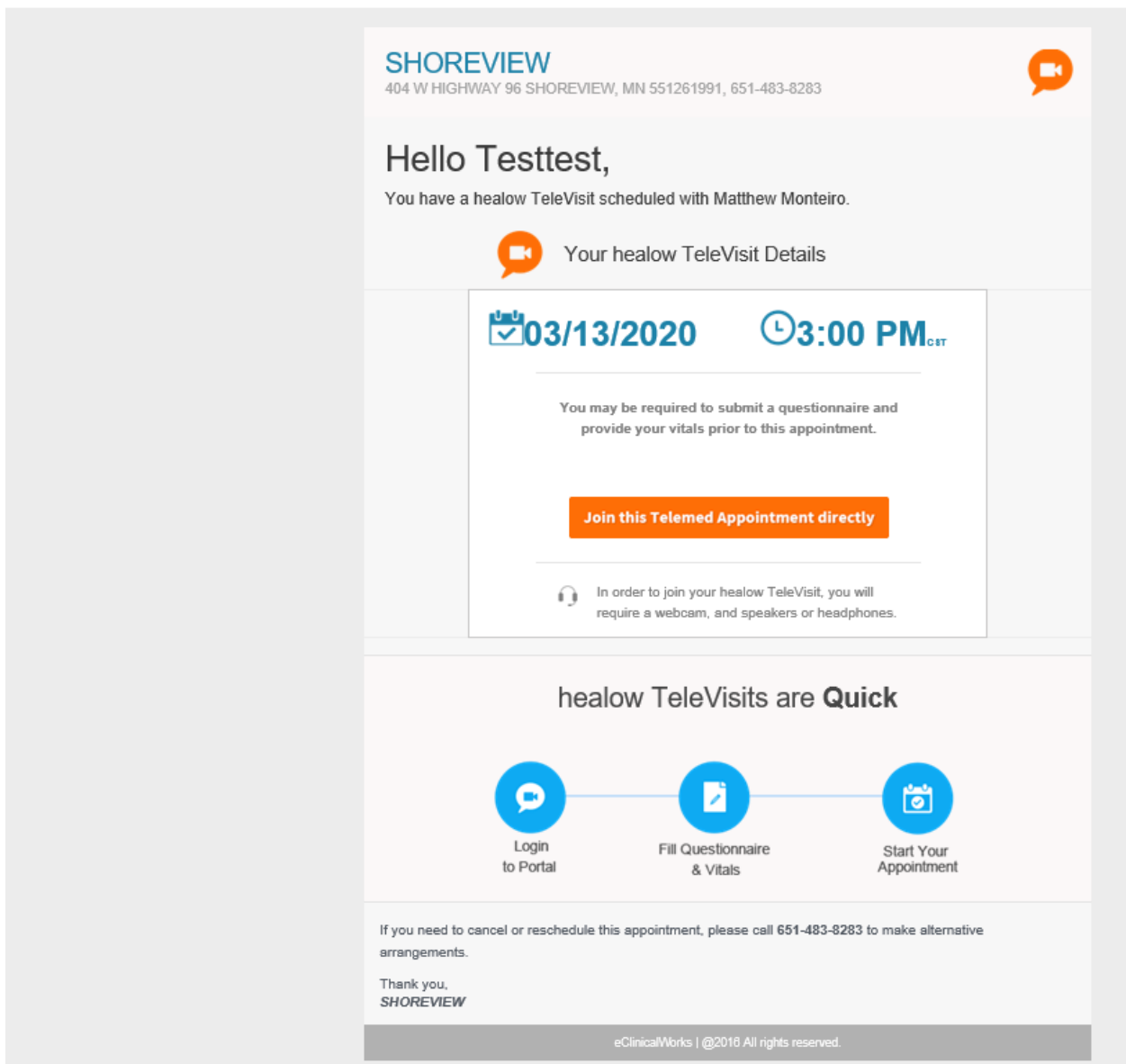
You can access it from any computer with a web camera and microphone, or use the Healow App on your mobile device. (iPhone, iPad, Android, or tablet)

If you need assistance getting logged into the patient portal or downloading the healow App, please call our offices at 651-328-8441 (non emergency phone number answered M-F 8am-5pm)

You can request an appointment from your portal account, or call our Scheduling Department at 651-788-4444. Be sure to let them know you would like to schedule a TeleVisit. Once scheduled the following will occur:

You will receive an email that looks a little like this:


 no-reply@eclinicalmail.com |
Telemed Appointment Confirmation from your doctor's office





The screenshot shows an email from SHOREVIEW. The header includes the clinic name, address (404 W HIGHWAY 96 SHOREVIEW, MN 551261991, 651-483-8283), and a video call icon. The main body of the email greets the patient as 'Hello Testtest,' and informs them of a scheduled TeleVisit with Matthew Monteiro. It provides the date and time: 03/13/2020 at 3:00 PM CDT. A prominent orange button says 'Join this Telemed Appointment directly'. Below this, there is a note about submitting a questionnaire and vitals, and a requirement for a webcam and headphones. A section titled 'healow TeleVisits are Quick' features three steps: 'Login to Portal', 'Fill Questionnaire & Vitals', and 'Start Your Appointment'. The footer contains cancellation instructions, a thank you message, and the clinic name.

SHOREVIEW
404 W HIGHWAY 96 SHOREVIEW, MN 551261991, 651-483-8283


Hello Testtest,
You have a healow TeleVisit scheduled with Matthew Monteiro.

 Your healow TeleVisit Details


 **03/13/2020**  **3:00 PM** CDT


You may be required to submit a questionnaire and provide your vitals prior to this appointment.


[Join this Telemed Appointment directly](#)

 In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones.

healow TeleVisits are **Quick**

 Login to Portal

 Fill Questionnaire & Vitals

 Start Your Appointment

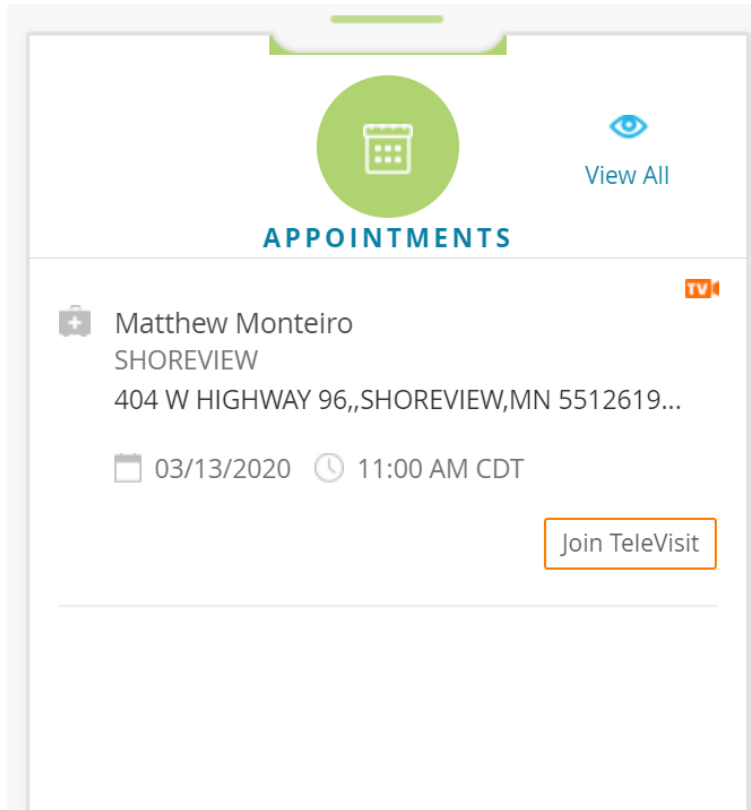
If you need to cancel or reschedule this appointment, please call 651-483-8283 to make alternative arrangements.

Thank you,
SHOREVIEW

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It includes all of your appointment details and even provides a link that will allow you to join your TeleVisit in one of the supported Web Browsers (Google Chrome is preferred)

Another option is to login to your patient portal account and join the TeleVisit directly from the link provided




You will then be directed to a page that allows you to enter your vital signs and answer any questionnaires your provider may ask you to complete

The screenshot shows a patient portal interface for entering vital signs. The header includes a back arrow, 'Dashboard', and 'healow TeleVisit | Matthew Monteiro | 13 Ma'. Below the header, there are tabs for 'Vitals' and 'Compatibility'. The 'Vitals' section contains input fields for Height (5 ft 5 inches), Weight (185 pounds), Blood Pressure, Temperature, Respiratory Rate, and Pulse Rate.

Once submitted, a compatibility check will be run making sure you're TeleVisit with your provider will be a smooth one.

The screenshot shows the 'TeleVisit System Compatibility Check' page. At the top, there is a navigation bar with 'Dashboard', 'healow TeleVisit | Matthew Monteiro | 13 Mar 2020', and 'Help? | Logout'. Below this is a progress bar with three steps: 'Vitals' (checked), 'Compatibility Check' (active), and 'Join the TeleVisit Appointment'. The main content area is titled 'TeleVisit System Compatibility Check' and contains a table of system components:

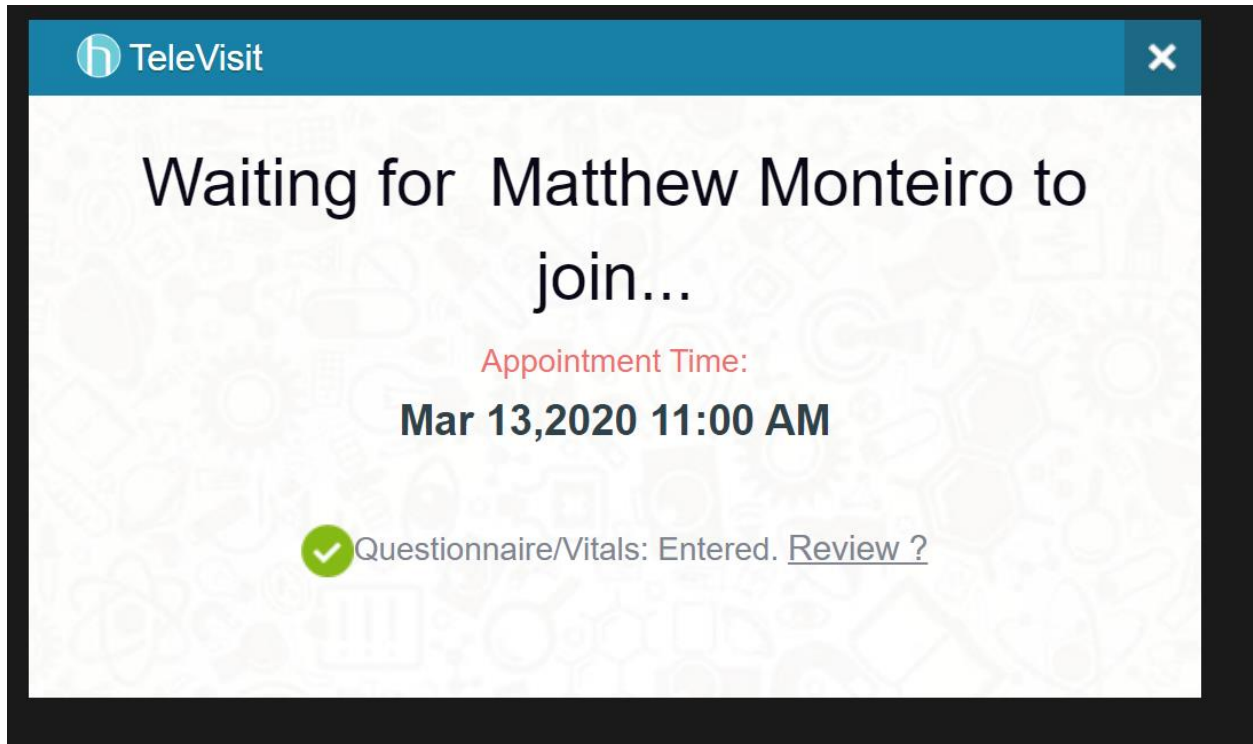
Category	Component	Status
Computer	Browser Windows 10.0	✓
	Speaker Ensure your speakers are working by clicking "Play" below Play	✓
	Camera  Microsoft Camera Front	✓
	Microphone Default - Microphone Array (Realtek High Definition)	✓
Connection	Video Connection	⚙️
	Bandwidth	📶

At the bottom left, there are buttons for '<< Review Vitals' and 'Skip'.

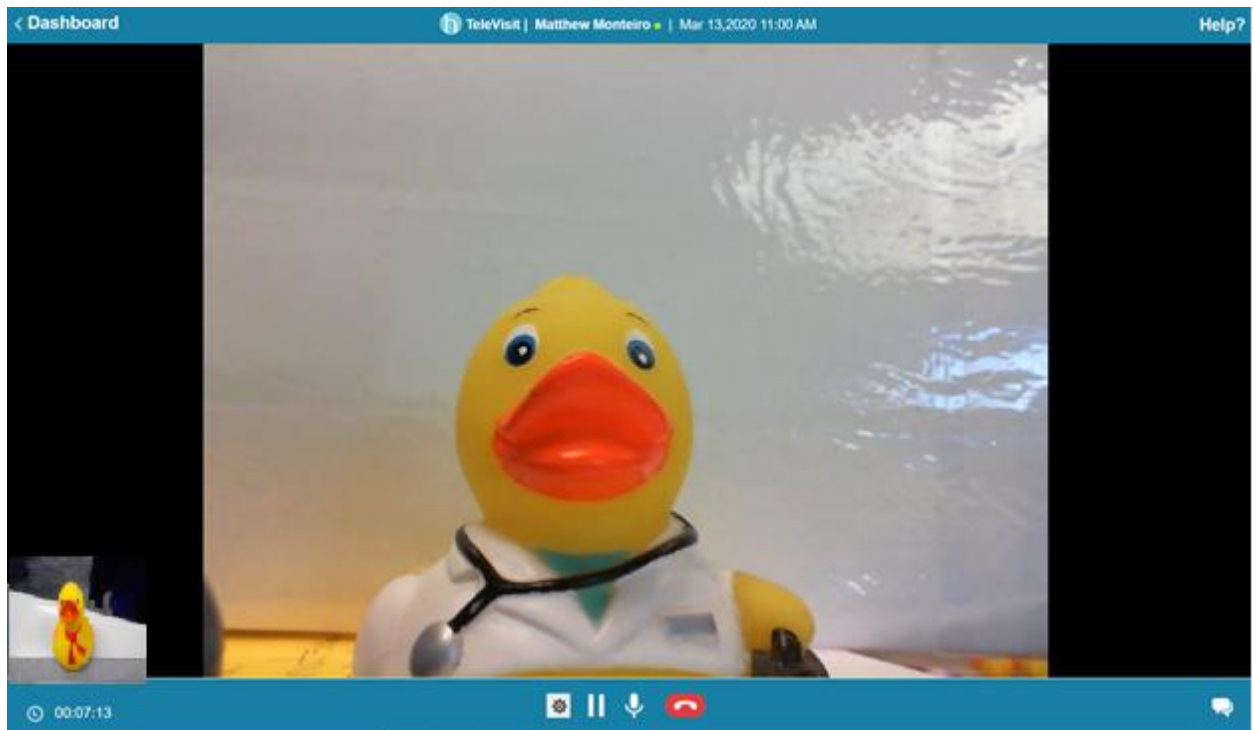
When it has been confirmed that your system will function properly and your vitals and/or questionnaires have been submitted, you can start your TeleVisit by entering the virtual waiting room.

The screenshot shows the success screen after the compatibility check. The navigation bar is the same as in the previous screenshot, but the progress bar now shows 'Vitals' (checked), 'Compatibility Check' (checked), and 'Join the TeleVisit Appointment' (active). The main content area features a large blue checkmark icon in a circle, followed by the text 'The Vitals have been submitted successfully'. Below this is an orange button labeled 'Start TeleVisit'. At the bottom left, there is a button for '<< Review Vitals'.

Your provider will be notified that you have entered the waiting room.



Once your provider is ready, they will join the TeleVisit and you will be able to speak with each other on a HIPAA Compliant secured connection.



Using the tools on the bottom of your screen, you can pause the video feed, mute the microphone, disconnect, and chat



Once you're finished with your provider, you will be asked to Exit the Televisit

