

## WORKFLOW: TELEVISIT APPOINTMENTS

1. Front Desk – Confirms patient is web enabled – ask the patient if they have used the portal before
  - Confirm the correct email address
  - Confirm patient has camera and microphone on their device
  - Confirm correct insurance and if any forms are needed
2. MA - calls patient 5-10 minutes prior to appointment time to walk them through login
  - Confirm Meds
  - Request appropriate vitals
  - Patient initiates televisit – this puts them in the virtual waiting room
3. MD – Links up with televisit
  - Download Questionnaire form – click Healow Hub download (top center of screen)
  - Enters labs, meds, etc.
  - Confirms pharmacy/lab order
  - Advises MA of what needs to be done after call
  - Lock visit after coding
4. Billing – send in bills under televisit encounter
  - eventually work with eCW to arrange for copay prior to visit

## PATIENT WORKFLOW FOR TELEHEALTH VISIT ON LAPTOP OR DESKTOP COMPUTER

Confirm patient has access to the web portal – Go to [Fallcreekmd.com](http://Fallcreekmd.com)

- Enter username and password
- Look for Appointments
- Click Join Televisit
- Complete the Viral Questionnaire if ill – otherwise go the bottom and click Submit Questionnaire
- Complete Vitals Questionnaire to the best of your ability – then click Submit
- Next is Compatibility Check – If you need assistance, call the clinic
- If all Compatibility checks out, then click Proceed
- There will be a Start Televisit Link – Click this link 5-10 minutes prior to your appointment time
- Now you are in the virtual Waiting Room – Your provider will get a message that you are waiting

## PATIENT WORKFLOW FOR TELEHEALTH VISIT ON IPHONE OR ANDROID PHONE USING HEALOW APP

1. Go to your app store and download Healow App (Google Play or Apple App Store)
2. Once downloaded, open the app
  - Click get started
  - Find my provider – click find my doctor
  - Search by practice name – Fall Creek Internal Medicine and Bend Oregon – click search

- Click on the correct facility (Practice Code JIBCAA)
  - Takes you to the login page – if you do not have a log-on it will send your log-on and temporary password to your email
  - Enter your username and password for the Web Portal
  - Agree to terms
  - Create a 4 digit pin – confirm
  - Click next – don't use fingerprint
  - Agree again to continue
  - Enter your mobile number
  - You will be texted a four-digit access code – enter that code
  - Allow picture and to record video – allow Healow to record audio
  - Click complete enrollment
  - You will get a confirmation of your enrollment – click proceed
3. A Pie chart will appear – select appointment
- 5-10 minutes prior to your appointment click Start Televisit – then click Review Questionnaire and Vitals
  - Complete all the questions, or skip if they do not apply to you
  - Complete the Vitals to the best of your ability – Submit
  - There will be an orange box to click to enter the virtual waiting room – this will send a message to your doctor letting them know you are in the Virtual Waiting Room (Do NOT USE the Check In on the Pie wheel)
  - Your doctor will click into the visit