



# FREQUENTLY ASKED QUESTIONS ABOUT healow TELEVISITS

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April 2020

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# FREQUENTLY ASKED QUESTIONS

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The following sections provide answers to frequently asked questions about healow TeleVisits™ topics, including the basics, EMR, hello2healow™, the patient perspective, and payments.

For detailed billing information, refer to the *healow TeleVisits Billing Setup - Mar 2020* document, both available on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal (*knowledge > Documents & Videos > COVID-19 Information > healow Telehealth Solutions > healow TeleVisits*).

For more information about healow TeleVisits pricing models, refer to the *healow TeleVisits Pricing FAQ*, available on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal.

## Basics

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### **What are the first steps I should take to initiate healow TeleVisits?**

Attend a healow TeleVisits Setup webinar (or watch a recorded version available on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal: *knowledge > documents and videos > Patient Engagement - healow*).

Download and review documentation available on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal (search for *healow*).

Activate healow TeleVisits, register your providers, create a visit type for televisits (check the *healow TeleVisits* box), and create any questionnaire or create templates, as required.

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### **Must I have an active Patient Portal account to use the healow TeleVisits module?**

Yes, the practice must have activated eClinicalWorks Patient Portal and patients must be Web-enabled to use healow TeleVisits.

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### **What are the advantages to using healow TeleVisits?**

TeleVisits enables providers to see patients efficiently *via* voice and video, without requiring an in-person office visit. TeleVisits is fully integrated with your eClinicalWorks® system.

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## Who schedules televisits, the patient or the provider? How is a televisit initiated?

Televisits are scheduled by the practice's office staff from the Resource Schedule window in the eClinicalWorks EMR. The scheduling staff can schedule the televisit appointment on the Resource Schedule window (like an office visit), but only the provider can start the televisit appointment in the Progress Notes.

Patients can also request or schedule a televisit if the practice has enabled these functionalities in the eClinicalWorks Patient Portal or healow App.

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## Can I just use FaceTime® or Skype® to make a televisit call?

No, healow TeleVisits provides a platform for virtual video visits using the webcam and audio on the provider's and patient's computers. healow TeleVisits technology uses a secure, encrypted connection between the EMR and the patient, ensuring that confidentiality is maintained.

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## Are there national/regional resources that would help me with televisits?

Yes, visit: <https://www.telehealthresourcecenter.org/> for additional telehealth resources, both nationally and regionally.

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## Does eClinicalWorks provide additional resources for starting with TeleVisits?

Yes, the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal includes resources such as print material, videos, and webinars (in English and Spanish) that your staff can access to learn more about healow Patient Engagement products, including healow TeleVisits and hello2healow.

Contact [televisits@healow.com](mailto:televisits@healow.com) or create a support case on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal with any questions.

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## How long should it take me to be operational with healow TeleVisits?

Your practice can set up healow TeleVisits using the On-Demand Product Activation in the eClinicalWorks EMR/PM solution. Setup can be completed in less than an hour depending on the practice's required configurations. eClinicalWorks suggests identifying the required visit types and questionnaires prior to configuring healow TeleVisits.

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## Costs

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### What are the available price models for healow TeleVisits?

#### *Option A: Minute Payment Model*

\$50 per 250 minutes per month for all participating providers in the practice

#### *Option B: Per Visit Payment Model*

\$2 per televisit

Due to the COVID-19 pandemic, for March 2020 through June 2020, eCW will bill the practice whichever is lesser: the practice's selected price model or \$100 per provider per month.

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### Where do I select the payment model I want to use?

Initially, you will select a payment model during On-Demand Activation. To change your payment model after activating healow TeleVisits, open a Sales Request case on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal, select *Sales Request > Products > Electronic Medical Records > My request is not listed*, and then enter *TeleVisits Pricing Change* in the Reason field. Any change in payment model will take effect at the next monthly billing cycle.

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### Do we need to sign a contract for healow TeleVisits services or can I just activate the product via On Demand Activation?

You can activate healow TeleVisits from the On-Demand Activation in the eClinicalWorks EMR.

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### How is the practice billed?

The practice is billed on a monthly basis, on the first of every month (the billing cycle is per calendar month).

If the practice activates healow TeleVisits after the first of the month and selects the 250 minutes payment model, they will be billed \$50 for the remainder of the first month and then will be billed \$50 on the first of the next month and every first of the month thereafter. Minutes remaining at the end of each month cannot be rolled over to the next month.

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### Is there an additional fee to download the healow TeleVisits agent?

No, there are no additional fees other than the aforementioned pricing models.

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**Once I activate healow TeleVisits, am I immediately charged for the service?**

Minutes begin to charge on your first connection with a patient. The per visit cost begins to charge at the time of the initial televisit with a patient.

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**If we chose one payment model, and then decide to switch to the other payment model, how do we do that?**

To change your payment model after activating healow TeleVisits, open a Sales Request case on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal, select *Sales Request > Products > Electronic Medical Records > My request is not listed*, and then enter *TeleVisits Pricing Change* in the Reason field. Any change in payment model will take effect at the next monthly billing cycle.

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**Is there a *testing period* time that I can use to train my staff and not be charged for the service? Is there a test patient we can use and not be charged for those televisits?**

You will not be charged for any televisit appointment that was made for a patient with *Test* as their name.

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**If I opt for the \$2 per televisit model, am I limited in the number of minutes within each encounter?**

Minutes are unlimited with the \$2 per televisit plan.

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**Is the rate calculated per practice or per provider?**

Minutes are calculated at the practice level.

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**If providers use different locations, will they be charged separately per location?**

Minutes and visit costs will be charged regardless of location.

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**Can I add resources, such as physician assistants, as providers?**

Both staff and providers can connect with patients using h2h via audio or video call.

The use of healow TeleVisits is restricted to licensed providers who are registered in the system as televisits participants.

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**If we choose the \$50 dollars per 250 minutes option, and exceed the 250 minutes, how are we charged?**

Once the monthly allotment of 250 minutes has been used, a new \$50 charge for an additional 250 minutes will be charged to the practice. Minutes remaining at the end of the month cannot be rolled over to the next month.

[Return to Topics](#)**In the \$2 per televisit model, when does the charge occur, at the time the patient checks in, or when the patient and provider connect?**

When the provider and patient make the connection.

[Return to Topics](#)**Are there any hidden fees for things like support, etc.?**

There are no additional or hidden fees other than the two different pricing models.

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## TeleVisits Consent Forms

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**What is required to obtain patient consent for telehealth services?**

Telehealth consent is a legal document between your practice and your patients. eCW suggests consulting with your legal counsel for their assistance in creating a telehealth consent form. This document is typically a general consent to provide telehealth services, along with any state-specific language, based on the states in which your providers are licensed.

Practices may also consult the [Telehealth Resources Center](#), which is a federally funded organization that provides assistance to practices implementing telehealth solutions, including telehealth consent form templates.

Once you have a Consent Form that is appropriate for your practice, create a support case on the [my.eclinicalworks.com](#) Customer Portal and an eCW Support Technician will activate the Telehealth Consent Form item key and help you set up the Consent Form.

Your form will be entered into the Telehealth Consent Form area in the eClinicalWorks application when the feature is enabled.

After the consent form is configured, all patients joining a televisit appointment, either from the healow App or from the Patient Portal, will be required to accept the terms of the consent form before proceeding with the televisit appointment.

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### Can I have multiple consent forms?

No, each practice can only have one telehealth consent form.

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### Is it mandatory to have a consent form?

State regulations may dictate whether a consent form is mandatory for telehealth visits. However, healow TeleVisits does not require a configured consent form to function. The practice can choose to activate the consent form functionality or not. eCW suggests consulting your legal counsel or <https://www.telehealthresourcecenter.org> for state requirements.

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## EMR

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### How do I use questionnaires with healow TeleVisits?

#### To use questionnaires with healow TeleVisits:

1. Create the questionnaire using the questionnaire designer in the EMR.
2. Create the telehealth visit type code from *Admin band > Admin > User Admin > Visit Type Codes* by checking the *healow telehealth* box for the telehealth visit type.
3. Link the new questionnaire to your telehealth visit type code from *healow band > Patient Portal Settings > Questionnaire Setting*.

**Note:** Only one questionnaire can be linked to a visit type code.

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### Are questions mandatory in the questionnaire? Can I make some mandatory, and others not?

No, questions are not mandatory; patients can skip questions.



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### Is healow TeleVisits available via eClinicalMobile® or eClinicalTouch®?

At this time, providers must enable and use healow TeleVisits in the eClinicalWorks EMR.

Providers can use h2h in eClinicalMobile.

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### Can we use templates in telehealth visits that we have already created for our practice?

Yes, and eCW suggests using existing templates for fast Progress Notes completion.

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**If I am unable to find a provider when activating providers for healow TeleVisits, what do I do?**

Create a support case on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal.

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**Should I create templates for different patient types, *i.e.*, new patients, follow-up, *etc.*?**

Yes, if you have specific questions you ask for different visit types, eCW suggests retaining these workflows for televisit appointments.

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**Can I see new patients via televisit?**

Yes, new patients must be registered and Web-enabled in the EMR first, and then they can be seen in a televisit.

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**Can patients send photos via televisit?**

Not at this time, but you can take a photo from the televisit and save it to patient documents.

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**What does the patient see during the televisit?**

The patient only sees the provider via the webcam.

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**Can I see more than one patient at a time during a televisit?**

No, only one patient encounter can be open and documented during a televisit.

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**How is the provider notified when a patient checks into the televisit waiting room?**

The Resource Schedule indicates that the appointment is in the *ARR* status, and the TV Quick-Launch button turns red.

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**If a patient enters their own vitals, does that information save in the Progress Notes for the visit?**

Vitals can be viewed by the provider and found in the Patient Documents folder. Vitals will not be listed in a structured format and must be manually entered into the Vitals section in the Progress Notes by the provider. Providers may import the some or all information from questionnaires into the patient's Progress Notes.

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**For provider enrollment, am I able to update the zip code if it automatically populates?**

Please open a support case on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal.

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**Can a provider e-prescribe during a televisit encounter?**

All the functionality of the EMR to place orders is available to providers who engage in a televisit with a patient.

Providers are responsible for using these tools in accordance with their state's laws and regulations. eCW suggests contacting your state medical board for more information about your states e-prescription regulations.

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**Can a provider add information to the Progress Notes during the televisit?**

Yes, Progress Notes can be updated during a televisit just as in an office visit.

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**What do I do if a provider is marked as *Already registered with P2P*?**

Create a support case on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal.

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## hello2healow

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**What is h2h? How is it helpful to my practice and how does it differ from healow TeleVisits?**

hello2healow enables clinical and non-clinical staff to make on-demand audio or video calls to patients who have enrolled for h2h. Unlike traditional televisits, there is no need for a booked appointment to have a virtual visit with patients.

After h2h has been activated and patients have enrolled in h2h from their app, new icons will display in various modules of the EMR, including: Patient Hub, Telephone/Web Encounter, PHM Hub, Progress Notes, and Office Visits. Eva, the eClinicalWorks Office Assistant, can also make h2h calls using voice commands. h2h functionality also includes call logs, detailed analytics, and h2h statuses at a patient level.

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### How does my practice set up h2h?

Like healow TeleVisits, h2h can be activated from the On-Demand Activation in the eClinicalWorks EMR. You will be automatically enrolled in the \$50/250 minutes price model.

h2h is available in eClinicalWorks Browser Version 11.40.23.

Due to the COVID-19 pandemic, for March 2020 through June 2020, eCW will bill the practice whichever is lesser: the \$50/250 minutes price model or \$100 per provider per month.

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### Are both staff and providers able to communicate with patients with h2h?

Yes, staff and providers can use h2h in the eClinicalWorks EMR and providers can also use h2h in eClinicalMobile.

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## Patient Experience

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### How do patients access the televisit?

Patients will access their televisit appointment *via* the healow App (free to download for patients), their eClinicalWorks Patient Portal account, an appointment reminder e-mail link, or an SMS/text message on their phone (no Patient Portal login required).

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### Do patients need an e-mail address to access televisits?

Yes, patients must have an e-mail address and be Web-enabled to utilize healow TeleVisits.

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### How can patients without an e-mail address access televisits?

Patients may elect to use the e-mail address of a guardian or authorized caretaker.

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### Do patients need an eClinicalWorks Patient Portal account to access televisits?

Yes, patients must be Web-enabled and have an eClinicalWorks Patient Portal account.

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**Can we use send the televisits link in a text message instead of an e-mail?**

Yes, SMS televisit reminders can be enabled from the *healow* >Patient Portal Admin Dashboard > Televisit SMS Reminder Settings tab > Televisit SMS Reminder Settings tab by checking the *Enable SMS notification for Televisits reminders* box. Patients will receive an SMS/text message prior to their scheduled televisit appointment at the same time configured for e-mail reminders.

For more information, refer to the *healow TeleVisits - SMS Appointment Reminders* document, available on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal.

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**How long are the SMS/text and e-mail links valid for patients?**

The SMS/text and e-mail and appointment links to join a televisit are valid from the time the links are sent through 11:59:59 PM on the day of the appointment (based on the time zone in which the appointment is booked).

For example, a patient's appointment is at 4:00 PM on January 31<sup>st</sup>. They received the televisit link at 3:30 PM on the 31<sup>st</sup>. They can join the Virtual Room any time between 3:30 PM and 11:59:59 PM on Jan 31<sup>st</sup>.

SMS/text and email appointment reminders are sent to the patient at the same time. Practices can configure when these appointment reminders are sent by navigating to: Patient Portal Settings > Email Reminders > TeleVisit Appointment Email Reminder Notifications > Settings)

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**Is there a separate charge to the patient for a televisit appointment?**

There is no separate charge to the patient (aside from the provider fee or co-payment).

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**Are patients able to see the e-mail address that is associated to the provider?**

No, the provider e-mail address is never shared with the patient.

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## Payments

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### Can patients pay their co-payment at the conclusion of the televisit appointment or prior to the appointment starting?

Practices may contact their patients in advance to arrange for pre-payment of charges before the patient completes the televisit.

Practices can also enable e-payments on the eClinicalWorks Patient Portal to collect co-payments electronically prior to the televisit.

To collect credit or debit card payments, the practice must have an e-payment partner in place.

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### How can I find out more about using e-payments to collect payments from patients?

Contact your SAM or create a support case on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal.

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## healow TeleVisits Analytics

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### Where do I see my minutes used for televisits?

TeleVisits analytics are available in eClinicalWorks Version 11.40.23.

Access TeleVisits analytics from the *Analytics band > healow Analytics > Telehealth Solutions* and then select the *TeleVisits* or *h2h* tab, as applicable

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### How do I access healow TeleVisits Analytics?

Access TeleVisits analytics from the *Analytics band > healow Analytics > Telehealth Solutions* and then select the *TeleVisits* or *h2h* tab, as applicable

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### How can I track the practice's televisits call usage?

On the Telehealth Solutions Analytics window, select the *TeleVisits* tab and then click *Dashboard* to view the Call Duration and Wait Times analyses.

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**Can I track televisits call usage by provider?**

Yes. On the Telehealth Solutions Analytics window, select the *TeleVisits* tab and then click *Dashboard*. In the *Provider Facility Summary* section, search for a provider to view their call usage statistics.

[Return to Topics](#)**Can I track call usage by patient?**

Yes. On the Telehealth Solutions Analytics window, select the *TeleVisits* tab and then click *Dashboard*. The *Call Summary* section displays the call usage data by patient, including the provider, facility, appointment date and time, and visit type information. Click the *i* icon to display the start and end time of the visit, the visit duration, the patient's device, the provider's device, and the reason the call was ended.

[Return to Topics](#)**What are the date ranges I can use for Telehealth Analytics?**

Last 7 days, Last 30 days, 3 Months, 6 Months, MTD and Year, YTD and Year.

[Return to Topics](#)**What if I use both healow TeleVisits and h2h? Can I see my total minutes used?**

Yes, the same information for h2h is available by clicking on the h2h tab in the Telehealth Solutions Analytics window.

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# APPENDIX A: DOCUMENTATION TERMS AND CONDITIONS

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# APPENDIX B: NOTICES

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**healow®**

**healow TeleVisits™**

**hello2healow™**

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