



FREQUENTLY ASKED QUESTIONS ABOUT healow TELEVISITS

April 2020

TOPICS

FREQUENTLY ASKED QUESTIONS _____ 5

BASICS _____ 5

What are the first steps I should take to initiate healow TeleVisits? _____	5
Must I have an active Patient Portal account to use the healow TeleVisits module? _____	5
What are the advantages to using healow TeleVisits? _____	5
Who schedules televisits, the patient or the provider? How is a televisit initiated? _____	6
Can I just use FaceTime® or Skype® to make a televisit call? _____	6
Are there national/regional resources that would help me with televisits? _____	6
Does eClinicalWorks provide additional resources for starting with TeleVisits? _____	6
How long should it take me to be operational with healow TeleVisits? _____	6

COSTS _____ 7

What are the available price models for healow TeleVisits? _____	7
Where do I select the payment model I want to use? _____	7
Do we need to sign a contract for healow TeleVisits services or can I just activate the product via On Demand Activation? _____	7
How is the practice billed? _____	7
Is there an additional fee to download the healow TeleVisits agent? _____	7
Once I activate healow TeleVisits, am I immediately charged for the service? _____	8
If we chose one payment model, and then decide to switch to the other payment model, how do we do that? _____	8
Is there a <i>testing period</i> 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? _____	8
If I opt for the \$2 per televisit model, am I limited in the number of minutes within each encounter? _____	8
Is the rate calculated per practice or per provider? _____	8
If providers use different locations, will they be charged separately per location? _____	8
Can I add resources, such as physician assistants, as providers? _____	8
If we choose the \$50 dollars per 250 minutes option, and exceed the 250 minutes, how are we charged? _____	9
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? _____	9

Are there any hidden fees for things like support, etc.? _____ 9

TELEVISITS CONSENT FORMS _____ 9

What is required to obtain patient consent for telehealth services? _____ 9

Can I have multiple consent forms? _____ 10

Is it mandatory to have a consent form? _____ 10

EMR _____ 10

How do I use questionnaires with healow TeleVisits? _____ 10

Are questions mandatory in the questionnaire? Can I make some mandatory, and others not? _____ 10

Is healow TeleVisits available *via* eClinicalMobile® or eClinicalTouch®? _____ 10

Can we use templates in televisits that we have already created for our practice? _____ 10

If I am unable to find a provider when activating providers for healow TeleVisits, what do I do? _____ 11

Should I create templates for different patient types, *i.e.*, new patients, follow-up, etc.? _____ 11

Can I see new patients via televisit? _____ 11

Can patients send photos via televisit? _____ 11

What does the patient see during the televisit? _____ 11

Can I see more than one patient at a time during a televisit? _____ 11

How is the provider notified when a patient checks into the televisit waiting room? _____ 11

If a patient enters their own vitals, does that information save in the Progress Notes for the visit? _____ 11

For provider enrollment, am I able to update the zip code if it automatically populates? _____ 12

Can a provider e-prescribe during a televisit encounter? _____ 12

Can a provider add information to the Progress Notes during the televisit? _____ 12

What do I do if a provider is marked as *Already registered with P2P*? _____ 12

HELLO2HEALOW _____ 12

What is h2h? How is it helpful to my practice and how does it differ from healow TeleVisits? _____ 12

How does my practice set up h2h? _____ 13

Are both staff and providers able to communicate with patients with h2h? _____ 13

PATIENT EXPERIENCE	13
How do patients access the televisit?	13
Do patients need an e-mail address to access televisits?	13
How can patients without an e-mail address access televisits?	13
Do patients need an eClinicalWorks Patient Portal account to access televisits?	13
Can we use send the televisits link in a text message instead of an e-mail?	14
Is there a separate charge to the patient for a televisit appointment?	14
Are patients able to see the e-mail address that is associated to the provider?	14
PAYMENTS	15
Can patients pay their co-payment at the conclusion of the televisit appointment or prior to the appointment starting?	15
How can I find out more about using e-payments to collect payments from patients?	15
HEALOW TELEVISITS ANALYTICS	15
Where do I see my minutes used for televisits?	15
How do I access healow TeleVisits Analytics?	15
How can I track the practice's televisits call usage?	15
Can I track televisits call usage by provider?	16
Can I track call usage by patient?	16
What are the date ranges I can use for Telehealth Analytics?	16
What if I use both healow TeleVisits and h2h? Can I see my total minutes used?	16
APPENDIX A: DOCUMENTATION TERMS AND CONDITIONS	17
APPENDIX B: NOTICES	18
Trademarks	18

FREQUENTLY ASKED QUESTIONS

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 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 Customer Portal.

Basics

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 Customer Portal: *knowledge > documents and videos > Patient Engagement - healow*).

Download and review documentation available on the 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.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

Does eClinicalWorks provide additional resources for starting with TeleVisits?

Yes, the 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 or create a support case on the my.eclinicalworks.com Customer Portal with any questions.

[Return to Topics](#)

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.

[Return to Topics](#)

Costs

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.

[Return to Topics](#)

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 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.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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

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

[Return to Topics](#)

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.

[Return to Topics](#)

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 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.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

Is the rate calculated per practice or per provider?

Minutes are calculated at the practice level.

[Return to Topics](#)

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

Minutes and visit costs will be charged regardless of location.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

TeleVisits Consent Forms

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.

[Return to Topics](#)

Can I have multiple consent forms?

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

[Return to Topics](#)

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.

[Return to Topics](#)

EMR

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.

[Return to Topics](#)

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

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



[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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 Customer Portal.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

What does the patient see during the televisit?

The patient only sees the provider via the webcam.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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 Customer Portal.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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

Create a support case on the my.eclinicalworks.com Customer Portal.

[Return to Topics](#)

hello2healow

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

Patient Experience

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).

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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

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

[Return to Topics](#)

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 Customer Portal.

[Return to Topics](#)

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 31st. They received the televisit link at 3:30 PM on the 31st. They can join the Virtual Room any time between 3:30 PM and 11:59:59 PM on Jan 31st.

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)

[Return to Topics](#)

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).

[Return to Topics](#)

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.

[Return to Topics](#)

Payments

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.

[Return to Topics](#)

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 Customer Portal.

[Return to Topics](#)

healow TeleVisits Analytics

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

[Return to Topics](#)

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

[Return to Topics](#)

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.

[Return to Topics](#)

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.

[Return to Topics](#)

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®

healow®

healow TeleVisits™

hello2healow™

eClinicalWorks®, healow®, healow TeleVisits™ and hello2healow™ are registered trademarks or trademarks of eClinicalWorks, LLC.

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

FaceTime®

FaceTime® is a registered trademark of Apple, Inc.

Skype®

Skype® is a trademark of Microsoft Corporation.