

# Joining TeleVisits via email

When a video visit is scheduled, the patient receives an confirmation email with a link to join TeleVisit.. A second reminder email is sent to the patient 10 minutes before Televisit with same link to join video visit. Note: This mode does not require the patient to be logged into Patient Portal or Healow App.

The screenshot displays an email client interface. On the left is a sidebar with a search bar, folder selection ('Current Folder'), and filters ('All', 'Unread'). Below the filters is a link to 'Recover items recently removed from this folder'. The email list shows two messages from 'HealthNet' with subject lines 'Telemed Appointment Reminder from your doctor's office' and 'Telemed Appointment Confirmation from your doctor's office', both dated 'Wed 4/1'. The main pane shows the selected email with the following details:

- Subject:** Telemed Appointment Confirmation from your doctor's office
- From:** no-reply@eclinicalmail.com
- To:** [Redacted]
- Date:** Wed 4/1/2020 11:13 AM
- Actions:** Reply, Reply All, Forward, and a menu icon.
- Warning:** [EXTERNAL] This email was sent by someone outside of HealthNet. Always use caution when opening attachments or clicking on links from unknown senders.
- Sender Info:** Northeast Health Center, 3908 Meadows Drive Indianapolis, IN 462053114, 317-957-2150. Includes a video call icon.
- Body:** Hello Girl,

## Northeast Health Center

3908 Meadows Drive Indianapolis, IN 462053114, 317-957-2150



# Hello Grizzle,

You have a healow TeleVisit scheduled with Cheryl Newbold-Thompson.



### Your healow TeleVisit Details



**04/01/2020**



**10:45 AM<sub>EST</sub>**

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.

From a Smart phone or computer, click on the email link you receive from the doctor's office. No Patient Portal login required.

Enter and submit vitals\* and Proceed. \*This step is optional.

healow TeleVisit | Kristin Hem | 05 May 2020 [Login](#) [Help?](#)

[Vitals](#) [Compatibility Check](#) [Join the TeleVisit Appointment](#)

Entering Vitals below is **optional**.

Height  
 ft  inches

Weight  
 pounds

Blood Pressure  
 /

Temperature  
 F

Respiratory Rate  
 breaths per minute

Pulse Rate  
 beats per minute

[Next](#) [Skip](#)




- Your computer will perform a System Compatibility check on the: browser, speaker, camera, microphone, video connection and bandwidth to ensure a good video and audio experience during Televisit. Click “Proceed” after check is completed

Dashboard | healow TeleVisit | Richard Reifenberg | 25 Mar 2020

Vitals | Compatibility Check | Join the TeleVisit Appointment

### TeleVisit System Compatibility Check

Category	Component	Status
Computer	Browser Windows 10.0	✓
	Speaker Ensure your speakers are working by clicking "Play" below <a href="#">Play</a>	✓
	Camera  Integrated Camera (5986:2113)	✓
	Microphone Default - Microphone Array (Conexant SmartAudio HD)	✓
Connection	Video Connection	✓
	Bandwidth Your internet connection is suitable for TeleVisit.	✓

<< Review Vitals | **Proceed**

**Note:** If using Smart Phone, Allow access to Camera and Mic to the Healow application under phone settings.

# Telemedicine Consent

After the system check, review and “Accept” the Telemedicine Consent and click “Proceed”.

## TeleVisit Consent Form

Telemedicine allows my provider to diagnose, consult, treat, and educate using interactive audio, video, or data communication about my treatment. I understand: I have a right to privacy with telemedicine under the same laws that protect the privacy of my medical information for in-person visits. Any information I share during my visit, is usually private. There are some exceptions, like having to report child, elder, and dependent adult abuse. If my provider thinks I am a danger to myself or others, they have the right to break privacy to prevent the threat of danger. While I may benefit from telemedicine, there is no guarantee that all treatment will be effective. There are risks unique to telemedicine. Some of these risks include the chance that communication by my provider could be disrupted, interrupted, or distorted by technical failures. Communication could be accessed by persons who are not permitted to have my medical information. Telemedicine treatment is different from in-person treatment and my provider may decide I would be better served by an in-person visit. I can stop my consent to telemedicine at any time by giving written notice. All of my questions have been answered. I have read, understand, and agree to participate in telemedicine.

Accept (Clicking "Accept" indicates an electronic signature has been obtained explaining requirements, understanding and acceptance of medical services being rendered electronically.)

Decline

Proceed

Last, click “Start TeleVisit” and join virtual waiting room. When the provider joins, you will be able to see and speak with your provider.

Note: Patients may join the virtual waiting room up to 30 minutes before scheduled start time. Providers are able to start video visit before scheduled start time.

