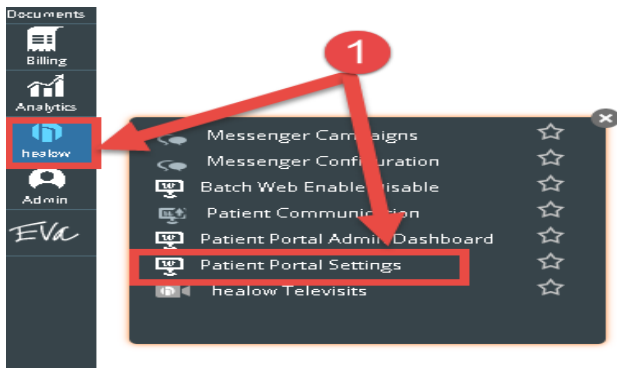


Configuring TeleVisit Email Reminders in eClinicalWorks

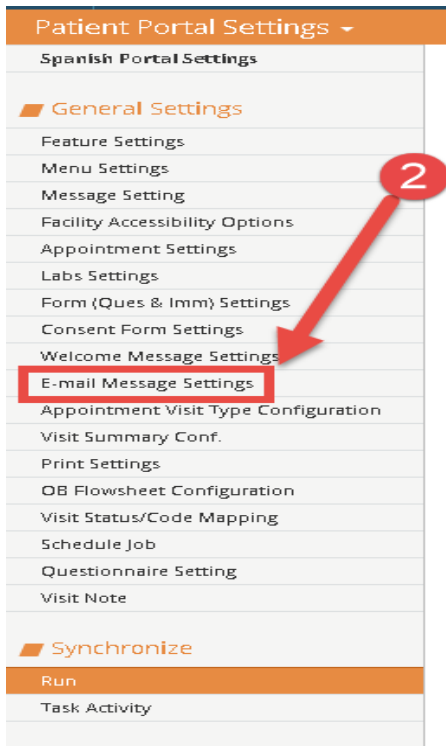
Version 1.0 (Released April 10, 2020)

On March 30, 2020, eClinicalWorks updated the TeleVisit solution to allow patients to start TeleVisits directly on their devices without logging into their healow app or patient portal. Providers can send TeleVisit reminders and links directly to patient emails. Use this guide to set up email reminders in eClinicalWorks.

Step 1: Click the Healow Icon and select Patient Portal Settings



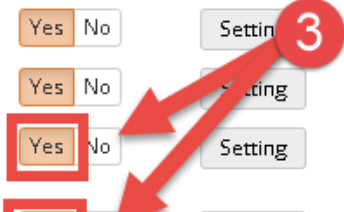
Step 2: Select E-mail Message Settings:



Step 3: Select “YES” for both Reminder Appointment Notifications and Confirmation Appointment Notifications:

Patient Portal Settings ▾

Spanish Portal Settings		Email Settings	
General Settings		E-mail Appointment Reminders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="button" value="Setting"/>
Feature Settings		E-mail Appointment Confirmations	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="button" value="Setting"/>
Menu Settings		E-mail Alert Reminders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="button" value="Setting"/>
Message Setting		E-mail Lab Published Information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="button" value="Setting"/>
Facility Accessibility Options		E-mail Statement Information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="button" value="Setting"/>
Appointment Settings		E-mail New Message Information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="button" value="Setting"/>
Labs Settings		E-mail Username,Password on Web Enabling	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="button" value="Setting"/>
Form (Ques & Imm) Settings		TeleVisit E-mail Reminder Appointment Notifications	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="button" value="Setting"/>
Consent Form Settings		TeleVisit E-mail Confirmation Appointment Notifications	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="button" value="Setting"/>
Welcome Message Settings			
E-mail Message Settings			
Appointment Visit Type Configuration			
Visit Summary Conf.			
Print Settings			
OB Flowsheet Configuration			
Visit Status/Code Mapping			



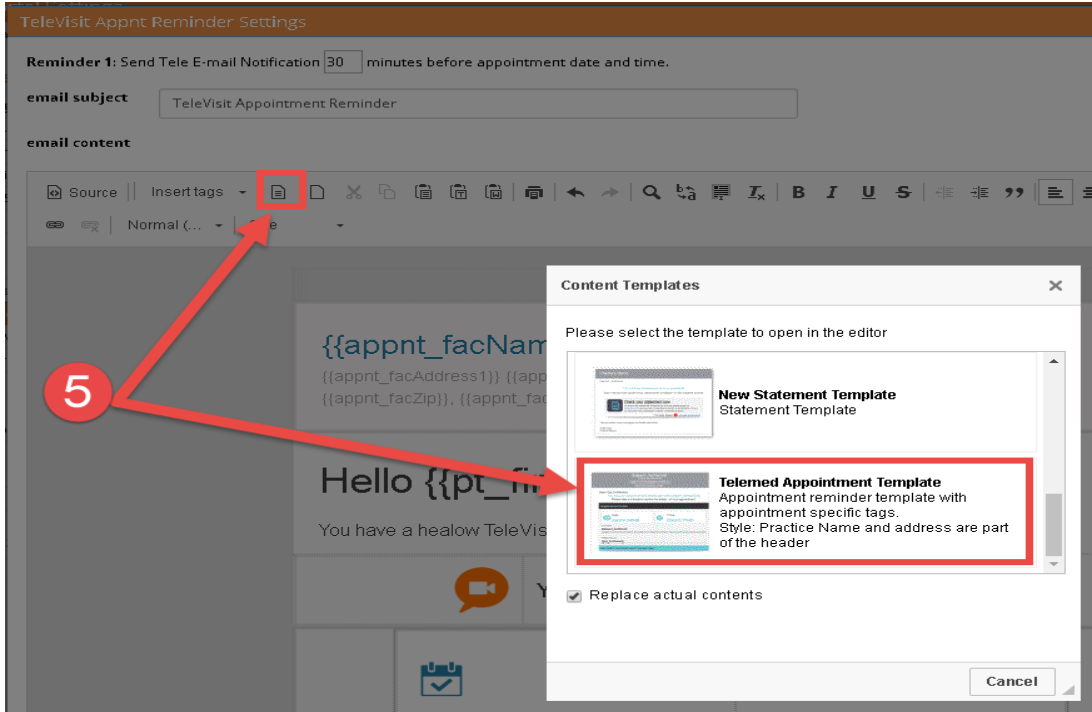
Step 4: Click the Setting button for each option to customize the message.

Email Settings

E-mail Appointment Reminders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="button" value="Setting"/>
E-mail Appointment Confirmations	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="button" value="Setting"/>
E-mail Alert Reminders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="button" value="Setting"/>
E-mail Lab Published Information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="button" value="Setting"/>
E-mail Statement Information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="button" value="Setting"/>
E-mail New Message Information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="button" value="Setting"/>
E-mail Username,Password on Web Enabling	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="button" value="Setting"/>
TeleVisit E-mail Reminder Appointment Notifications	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="button" value="Setting"/>
TeleVisit E-mail Confirmation Appointment Notifications	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="button" value="Setting"/>



Step 5: Select Icon for Content Templates and scroll down to the Telemed Template and select it for each setting.



Step 6: Once the Template populates the message, Click Save button in the lower right corner.



Step 7: Click OK to acknowledge the Data Saved Successfully message.



A Televisit e-Mail Reminder Appointment Notifications

An email containing the link to the Televisit will be sent to the patient 30 minutes prior to the scheduled appointment time. The patient can use this link to start the Televisit. After clicking the Televisit link, the Vitals questionnaire window will display for the patient to complete. Instruct the patient to leave the fields blank and click the Submit Vitals button. None of the vital fields are mandatory. A “Start Televisit” button will display for the patient to click. Once the Start Televisit button is clicked the patient will be in the virtual waiting room and the TV Jellybean for the provider will turn Red indicating the patient is waiting. Clicking the TV Jellybean will display all the appointments with a scheduled Televisit for the day and a Green Radio button will display next to the patient in the virtual waiting room.

Televisit e-mail Confirmation Appointment Notifications

An email confirming a Televisit appointment has been scheduled will be sent to the patient. This email is sent immediately after the Televisit appointment is booked. (Note, if a patient books a televisit appointment two months in the future, they will receive the email confirmation on the date the appointment was made. Consequently if the patient books a Televisit appointment for the same day, they will receive the Televisit confirmation appointment reminder that day.)

The email confirmation appointment notification is always sent when the appointment is booked. The email appointment reminder notification is always sent 30 minutes prior to the scheduled appointment time.

For questions, please contact:

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