Configuring TeleVisit Text 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 text TeleVisit reminders and links directly to patients. Use this guide to set up text reminders in eClinicalWorks.
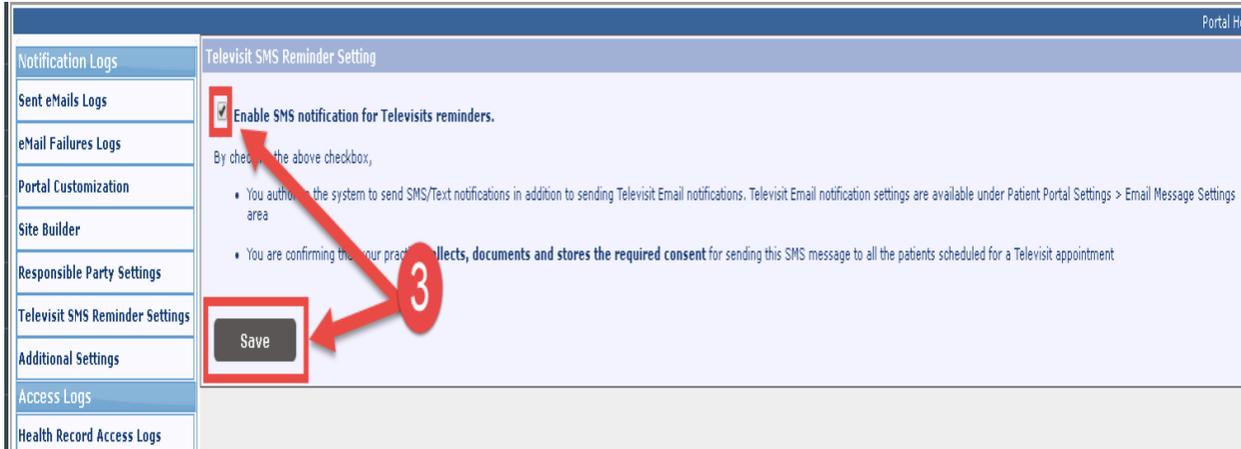
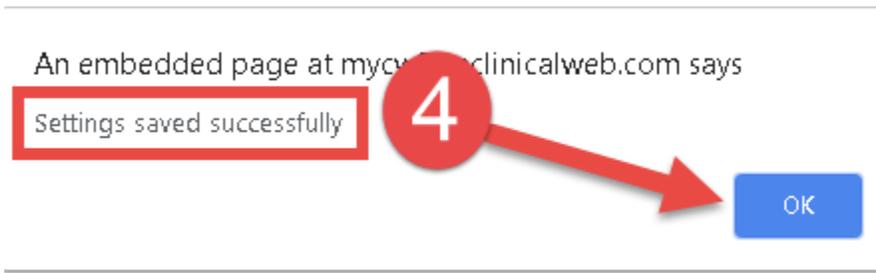**Step 1:** **Click on the Healow icon and select the Patient Portal Admin Dashboard option.**

Step 2: **Select the Televisit SMS Reminder Settings.**
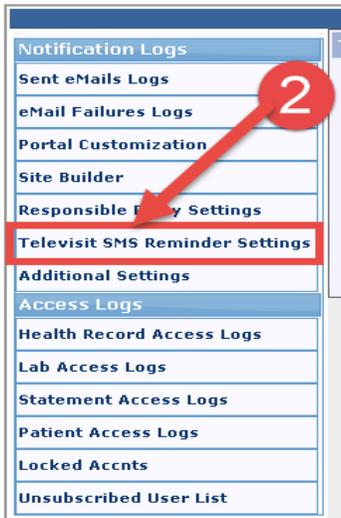
Step 3: **Check the box to Enable SMS notification for Televisit reminders and click the Save button.**

Step 4: **Click OK to acknowledge Settings saved successfully.**

A text message containing the link to the Televisit will be sent to the patient 30 minutes prior to the scheduled appointment time. The link to the Televisit will become active 15 minutes prior to the scheduled appointment time.

Once the link is active and the patient clicks it, the Vitals 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.

> **For questions, please contact:**
>
> Lee Emeni (lemeni@e-healthdc.org)
> Nicole Kemper (nicole@govhealth.com)
> Jim Costello (jcostello@dcpca.org)