

## How to Participate in a Virtual Voyage Visit

Virtual Voyage Visit is accessible on our SmartChart Patient Portal or healow App on your smartphone

To start a Virtual Voyage Visit via SmartChart Patient Portal:

1. Log into SmartChart Patient Portal username and password credentials The SmartChart window opens, displaying any upcoming appointments

| VOY                  | ase<br>HCARE                                                                                                                                                                                                        |                                                |                                                                                                                                     |                      | ሰ Home 🌐 Camt                                               | oie a Español 🕛 Sign Out |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------|-------------------------------------------------------------|--------------------------|
|                      | Hi Child 1,<br>Thank you for choosing Voyage Healthcare and<br>sk a nurse non-urgent questions. View your medic<br>aceive appointment reminders, View statements,<br>If you need a copy of your complete medical re | cal records, View your<br>View past and future | r lab results, Request prescription refills - p<br>appointment dates and times, Complete a                                          |                      |                                                             |                          |
| +<br>Hedical Records | APPOINTMENTS                                                                                                                                                                                                        | <b>O</b><br>View All                           | 5<br>unread MESSAGES                                                                                                                | <b>O</b><br>View All | 6<br>Medications                                            | View All                 |
| Trackers             | <ul> <li>Kevin Raff</li> <li>Voyage Healthcare Osseo</li> <li>50 Central Avenue, Osseo, MN 55369-124</li> <li>03/23/2020 ③ 9:15 AM CDT</li> </ul>                                                                   | 11                                             | RE:Test Name Change<br>testing name change on healow app<br>RE:TESTING MESSAGES with specia<br>Chambers.Jena 02/25/2020 11:11:27 AM |                      | <ul> <li>Lipitor<br/>100</li> <li>Amoxiciliin ER</li> </ul> | once a day               |
|                      | View TeleVisit FAQ                                                                                                                                                                                                  | John relevisit                                 | hioaidsh;alkhdf;lka                                                                                                                 | 02/11/2020           | Lipitor<br>20 mg                                            | two times a day          |

- 2. Click Join TeleVisit button
- 3. Enter Vitals information as able

| < Dashboard      |                    | healou |
|------------------|--------------------|--------|
|                  | 👃 Vitals           |        |
| Height           |                    |        |
| Weight           | ft                 | inches |
|                  | pounds             |        |
| Blood Pressure   |                    |        |
| Temperature      |                    |        |
|                  | F                  |        |
| Respiratory Rate | breaths per minute |        |
| Pulse Rate       |                    |        |
|                  | breaths per minute |        |
|                  |                    |        |
| Submit Vitals    |                    |        |

4. Click Submit Vitals button

| Dashboard     |            | healow TeleVisit   Kevin Raff   21 Mar 2020                                    |        |
|---------------|------------|--------------------------------------------------------------------------------|--------|
|               | Vitals     | Compatibility Check Doin the TeleVisit Appoin                                  | ntment |
| OKS-JL        |            | TeleVisit System Compatibility Check                                           |        |
|               |            | Browser<br>Windows 10.0                                                        | ۲      |
|               |            | Speaker     Ensure your speakers are working by clicking "Play" below     Play | 0      |
|               | Computer   | Camera                                                                         | ø      |
|               |            | Integrated Camera (0bda:58db)                                                  |        |
|               |            | Microphone           Default - Microphone Array (Realtek High Definition A *   | 0      |
| 700000        |            | 😥 Video Connection                                                             | 0      |
|               | Connection | Bandwidth     Your internet connection is suitable for TeleVisit.              | 0      |
| Review Vitals | ed 🚽       |                                                                                |        |

5. Once the compatibility check has completed, Click Proceed button

| < Dashboard        | 6               | TeleVisit   Aakash Chudasama | Help?  Log out                                                                   |                                |
|--------------------|-----------------|------------------------------|----------------------------------------------------------------------------------|--------------------------------|
|                    | O Questionnyine | 🔿 waa                        | Compatibility Check                                                              | Join the Televisit Appointment |
| << Review Question | naire and Weaks | D<br>The 'New Patient Tele   | medicine' questionnaire and Vitals<br>submitted successfully.<br>Start TeleVisit | have been                      |

- 6. Click Start TeleVisit button. The Start TeleVisit button will turn orange 30 minutes before the scheduled appointment time.
- 7. Waiting Room Displays that you are now waiting for your Provider to join



8. Once the Provider joins the Virtual Voyage Visit, they will appear in the larger window and you will appear in the smaller window



The following list describes the features available in the Virtual Voyage Visit window for patients:

| Feature | Description                                                                                                                                                                      |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| •       | The Gear icon enables the patient to switch on<br>the camera and microphone before joining the<br>call. Click the <i>Gear</i> icon display the following<br>options:             |
|         | <ul> <li>Switch Camera - Click this button to display<br/>the name of the webcam driver. Click the<br/>name of a webcam driver to switch the<br/>webcam.</li> </ul>              |
|         | <ul> <li>Switch Microphone - Click this button to<br/>display the name of the microphone driver.<br/>Click the name of a microphone driver to<br/>switch microphones.</li> </ul> |
|         | Click to pause the patient-facing camera. Click again to start the patient-facing camera.                                                                                        |

| Ŷ           | Click to mute the microphone. Click again to enable the microphone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|             | <ol> <li>Click to open the Chat window.</li> <li>Start typing the text and click the arrow button:</li> </ol> Chat          Chat         Enter text here         O         The patient receives a chat notification.                                                                                                                                                                                                                                                                                                                                                           |  |
|             | <ul> <li>Click to end the video call.</li> <li>When the patient clicks this button, the following message displays on the patient side:</li> <li>Path: Are you sure you want to end the call?</li> <li>No - Click to continue the session.</li> <li>Exit - Click to end the session.</li> <li>When the patient clicks <i>Exit</i>, the following message displays on the provider side:</li> <li>Path: Your call is completed.</li> <li>The patient displays as Offline on the healow TeleVisits window for the provider.</li> </ul>                                           |  |
| Help?       | Click to open the eClinicalWorks Live Chat<br>window. Patients can chat directly with an<br>eClinicalWorks representative if they encounter<br>any problems during the healow TeleVisit<br>session.                                                                                                                                                                                                                                                                                                                                                                            |  |
| < Dashboard | <ul> <li>Click to return to the healow Dashboard. When the patient clicks the Dashboard button, the following message displays:</li> <li>Path: Return to the dashboard will end the TeleVisit.</li> <li>Are you sure you want to exit?</li> <li>Exit - Click to exit the healow TeleVisit session.</li> <li>If the patient clicks Exit, the healow TeleVisit session is disconnected and the following message displays on the provider's healow TeleVisit window:</li> <li>Path: Patient Offline</li> <li>Cancel - Click to continue the healow TeleVisit session.</li> </ul> |  |
| ×           | Click to exit the TeleVisit session.<br>When the patient clicks this button, the<br>following message displays for the provider:                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |

## Accessing Virtual Voyage Visit Help:

1. Click the View TeleVisit FAQ button



2. Click a link to expand the information in that section



To start a Virtual Voyage Visit via healow App:

1. Open healow App



2. Click on APPOINTMENTS box



3. Click on Televisit video icon



4. Click on Start Televisit



5. Enter Vitals and Click Submit Vitals



6. Click Start TeleVisit

| 9:54 <del>1</del> |                 | <b>.</b> ∎ ≎ ∎. |
|-------------------|-----------------|-----------------|
| < Back            | Ready?          |                 |
|                   |                 |                 |
|                   |                 |                 |
|                   |                 |                 |
|                   |                 |                 |
|                   |                 |                 |
|                   | Start TeleVisit |                 |
|                   |                 |                 |

7. Wait for Provider to Join Virtual Voyage Visit

| 9:54 <del>1</del>            |           |           | all 🗢 🗈 |  |  |  |
|------------------------------|-----------|-----------|---------|--|--|--|
| < <u>Back</u>                |           | n Raff    |         |  |  |  |
| +                            |           |           |         |  |  |  |
|                              |           | ng for    |         |  |  |  |
|                              | Kevin Raf | f to join |         |  |  |  |
|                              | +2        |           |         |  |  |  |
| Appointment Time             |           |           |         |  |  |  |
| Mar 21                       | E at 2020 | 07.70     | PM      |  |  |  |
| Mar 21,5at 2020 03:39 PM     |           |           |         |  |  |  |
| Questionnaire/Vitals entered |           |           |         |  |  |  |