

HEALOW VISIT WORKFLOW

Schedule TeleVisit in eCW.
Ensure patient is Web-enabled
so they can access the
TeleHealth visit.



Day before appointment, MAs conducts pre-visit planning (i.e. reviewing labs, vaccines, referrals, etc.)



On the day of the appointment, the patient will receive a text message with a link for their TeleVisit.



Provider logs on to conducts TeleVisit with patient.



MAs reminds patient to log on at scheduled time and advises patient if provider is runnling late.



10 minutes before the appointment, an MA calls the patient to conduct intake (previsit questions).



Patient logs off Healow.



Provider communicates discharge plan/ needed follow-up with the MA.



Appropriate department (i.e. Front Office, Back Office, Referrals) contacts patient for required follow-up.