REDWOOD COMMUNITY HEALTH COALITION

Serving Sonoma, Napa, Marin & Yolo Counties

QUICK LAUNCH QUICK TIPS

Helpful hints on how to quickly implement eCW's Telehealth module

1 ## USE THE BROWSER VERSION

If utilizing .EXE, *Healow Agent* will need to be installed on each machine visits will be conducted on. Browser bypasses this step

2 ## CHECK REMOTE ACCESS CONFIGURATIONS

RDP vs VPN Tunnel
VPN is ideal due to camera and microphone use during televisits

3 ## TEMPLATES

Build a Template with coding & language for Telehealth billing for ease of documentation and to ensure clean claims.

4 ## TRAIN, TRAIN TRAIN!!

Start with support staff on how to Web Enable & link Proxy Portal accounts.

Schedule a test patient and sit with Provider to walk through the process. eCW has confirmed they will not bill sites for visits with a patient last name of Test.

5 ## WEBSIDE MANNER

- Ideal to be done in a non-shared space (exam room/office)

- Headsets w/ noise cancelling microphones for each workstation

- For more tips check out part 7 of this CCI article

6 ## WEB ENABLING PRIORITIES

Make it a priority to web enable all patients. Utilize support staff to walk patients through getting logged in and setting up their Healow app @ time of appointment booking.

7 ## HEALOW APP

Having patients use their *Healow App* for their Televisit makes the connection much smoother and less time consuming for support staff.

8 ## ECW TECH TIPS

- The *Visit Status* must be *Pending* (day of appt) for Televisit connection

- Telehealth visits can only be initiated through a Provider log in

Guide put together with the help and insight from Summer @ West County Health Centers. Thank you!