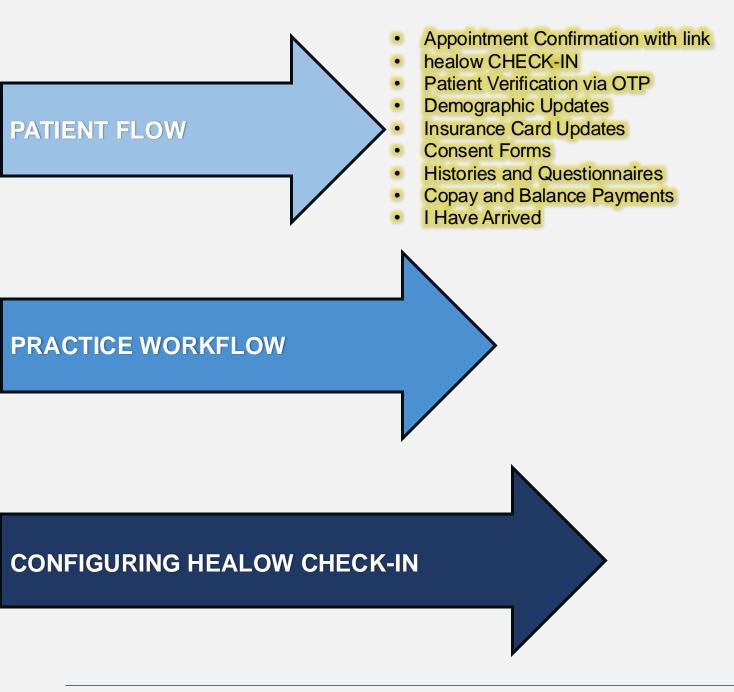
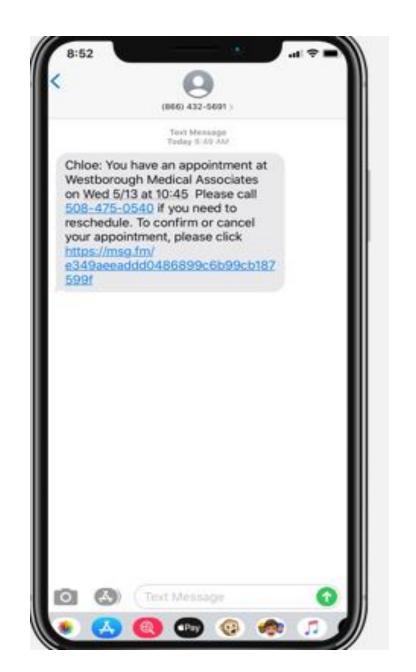
A Contactless Check-In Experience by healow

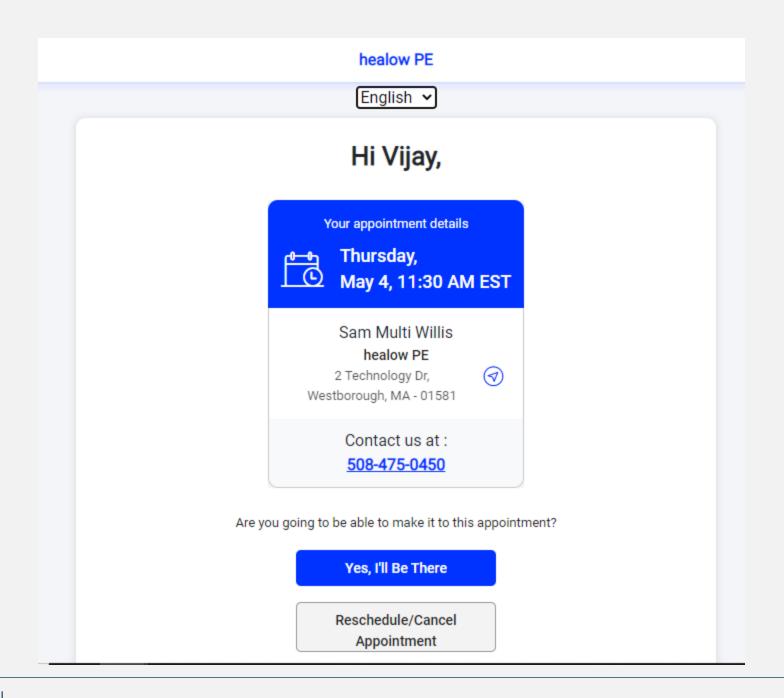


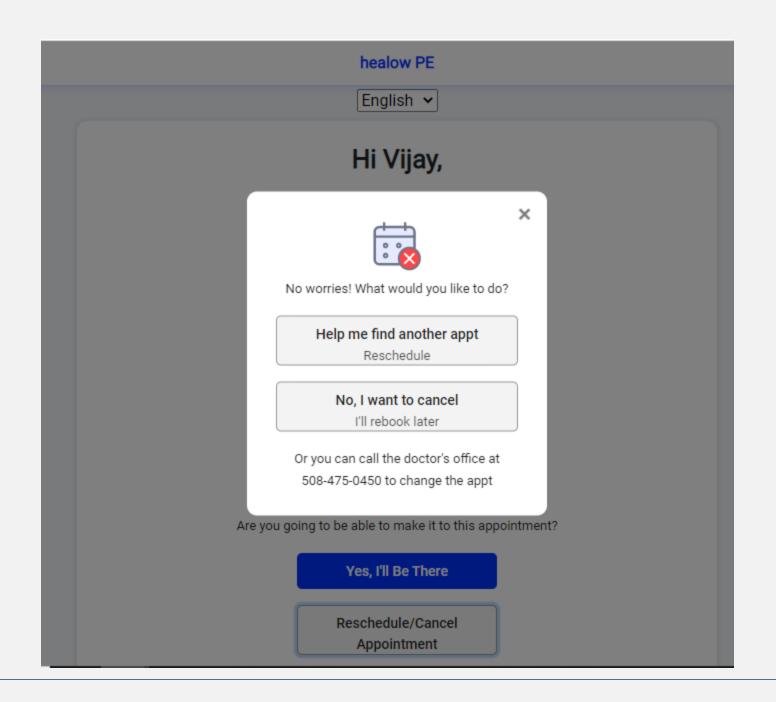


Appointment Confirmation with Link

Patient will receive an SMS/Text reminder for their upcoming visit.





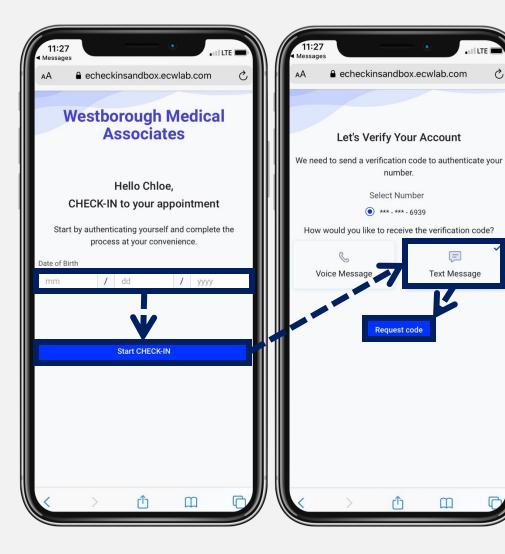


Patient

Verification

The patient will enter in their date of birth to begin the verification process

> Once the date of birth is crossreferenced, the patient will be prompted to validate their account with a one time passcode that is sent to them



number.

Select Number

*** - *** - 6939

Text Message

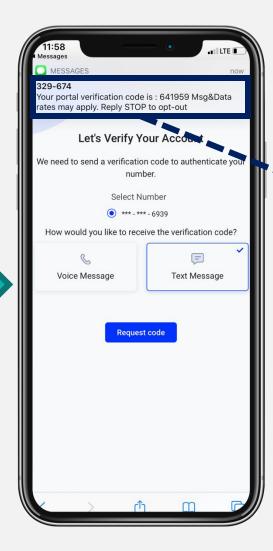


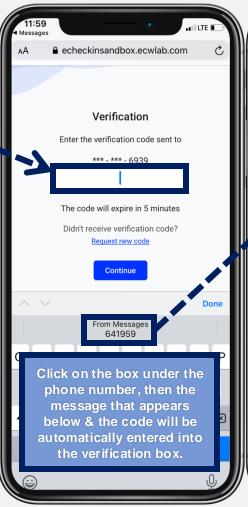
Code

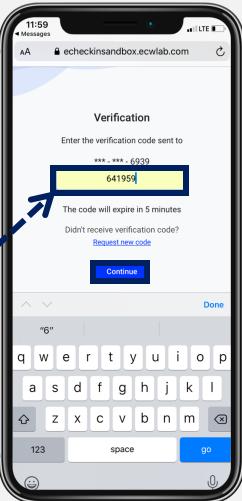
Validation

Patients will receive an OTP code that once entered, will complete their verification process

> Once the patient has chosen the method that they wish to receive the One Time Passcode (OTP), they will enter it into the verification box



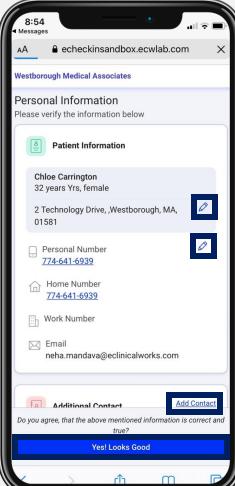


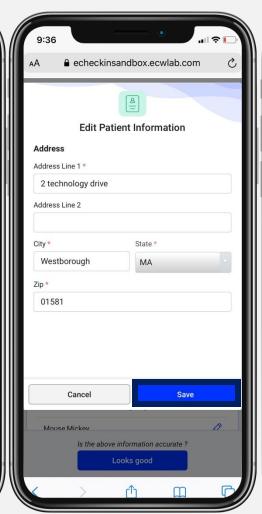


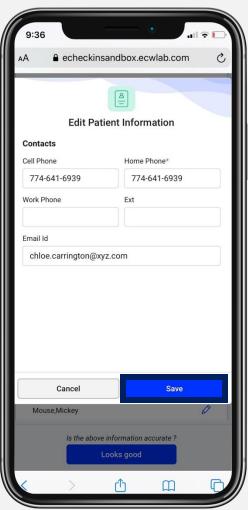
Demographics Updates

Patients will be able to verify and/or update their personal information via healow CHECK-INkeeping their contact information up to date

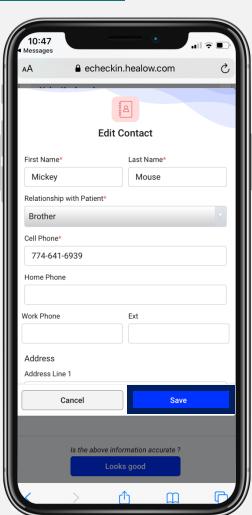
> Patients can complete healow **CHECK-IN days** before their appointment!







Patients can verify their demographics- updating their address, home and cell phone numbers, email address, & emergency contacts- all through their phone!



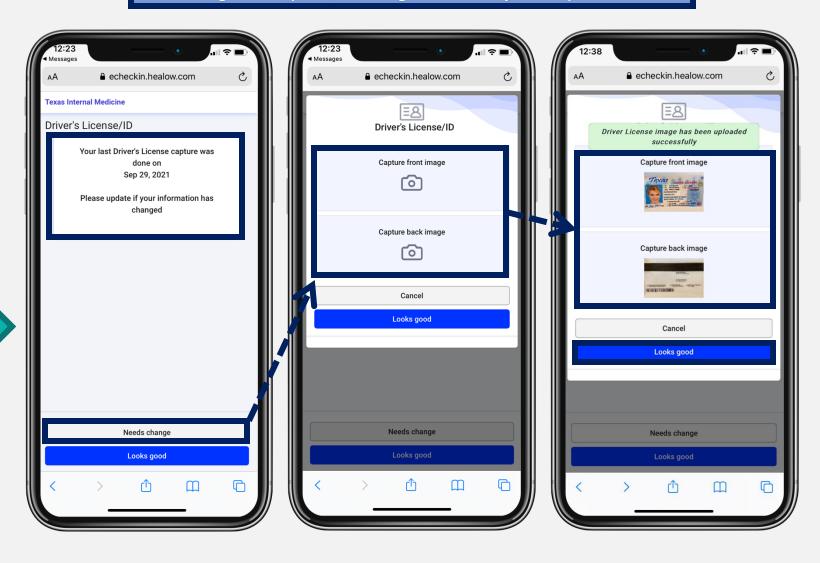
Driver's License

Updates

Patients will be able to verify that their Driver's License is still up to date and accurate, and scan a new version of their Driver's License which is directly uploaded into their Patient Documents

> Patients will be able to see when they last scanned their Driver's License, and will be able to scan a new copy if needed

Newly updated Driver's License cards will display in the appointment right chart panel, enabling staff to easily view updates



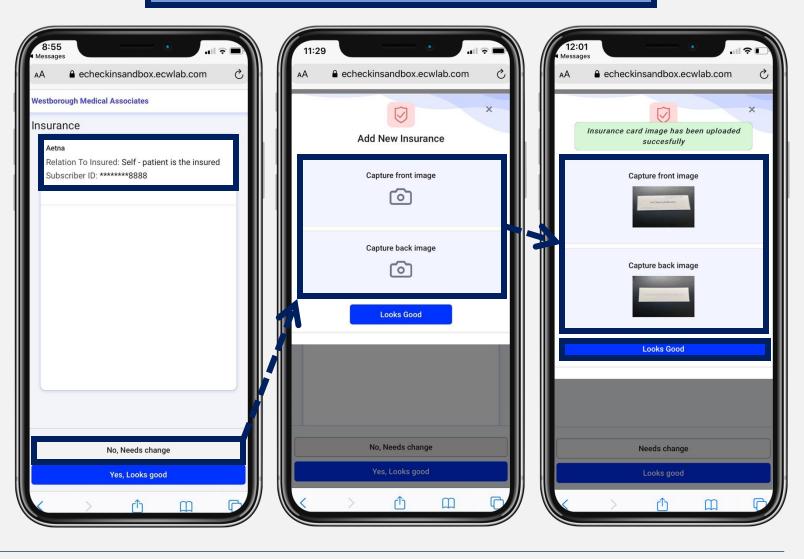
Insurance

Updates

Patients will be able to verify and/or update their insurance information via healow CHECK-IN, ensuring that your staff has up to date insurance cards stored in the patient's chart documents

The patient will be able to view the current insurance information registered in their demographics, then verify if it is still up to date and accurate, or needs to be modified

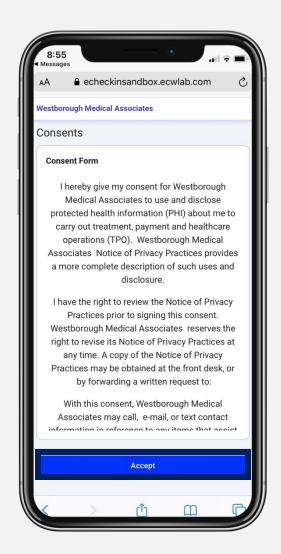
Newly updated insurance cards will display in the appointment right chart panel- allowing staff to easily view updates and add in the new insurance to the patient's demographics

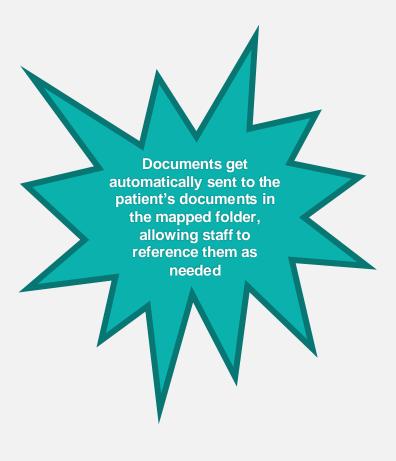


Consent

forms

Patients can accept required consent forms on the go!





healow PE Appointment Information Personal Information Additional Information Driver's License/ID Insurance ⊚ Consents For Communication Medications Medical Histories Surgical History Allergies Hospitalizations

Consent(s)

Consent Form

RELEASE OF INFORMATION TO FAMILY AND OTHERS

I hereby authorize the release of Protected Health Information from my medical and/ or financial records from Envision Physician Services to anyone specifically listed below, which is in addition to disclosures sets forth in the Notice of Privacy Practices and any additional disclosures that I authorize.

CONSENT TO TREAT

I further authorize and consent to the Practice's physicians and their assistants and other Practice professional staff providing outpatient medical treatment, supplies, services, equipment and other items related to my healthcare to me as determined to be necessary in their professional judgment. I have been informed of the nature and purpose of the treatment, and potential common side effects thereof, as well as alternative treatment modalities, the approximate estimated duration of my treatment, and that I am able to withdraw my consent for treatment either orally or in writing at any time, prior to or during the anticipated treatment period.

Accept

healow PE Appointment Information Personal Information Additional Information Driver's License/ID Insurance **Consents** For Communication Medications Medical Histories Surgical History Allergies Hospitalizations

Consent(s)

VI. Complaints.

If you believe your privacy rights have been violated, you may file a complaint with us or with the Secretary of the federal Department of Health and Human Services. To file a compliant with the DHHS put your complaint in writing and address it to the U.S. Department of Health & Human Services, 200 Independence Ave. S.W., Washington DC, 20201. Or call them at 877-696-6775. To file a complaint with us, put your complaint in writing and address it to our Envision Healthcare Corporation HIPAA Privacy Officer at Envision Healthcare Corporation 1A Burton Hills Blvd, Nashville, TN 37215. You may also contact our Privacy Officer at 877-835-5267 to file a complaint, or if you have questions or comments about our privacy practices. We will not retaliate against you for filing a complaint.

Effective Date: April 14, 2003.

Revision Date: May 10, 2017

Sign below with your authorization



Modify Modify

Accept

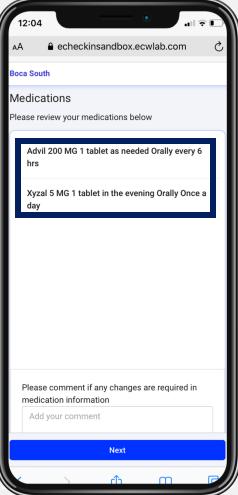
Update

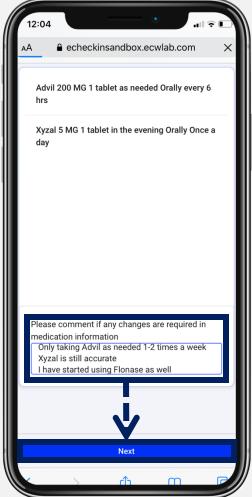
History

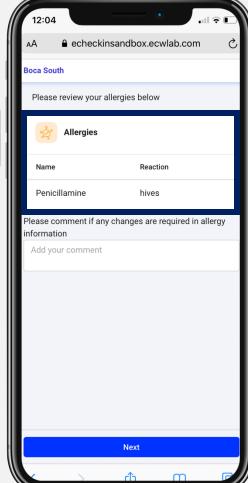
Patients can validate their current meds, allergies, surgical history, hospitalizations history

Patients can view the current meds, allergies, surgical history, and hospitalization history in their chart- and make comments to update it as needed!

Comments get routed to the EMR for back office staff to validateand then update, as needed, within the patient's chart









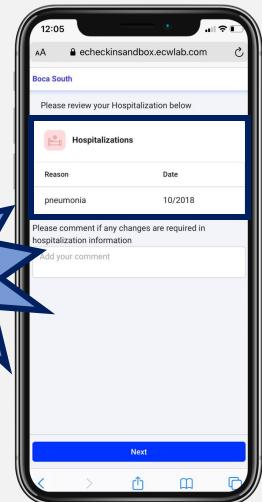
Update

History

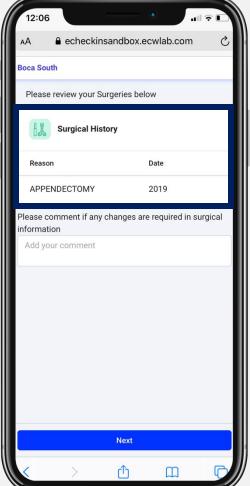
Patients can validate their current meds, allergies, surgical history,& hospitalization history

Streamlined
Process that
saves time for
your back
office!

Comments get routed to the EMR for back office staff to validateand then update, as needed, within the patient's chart





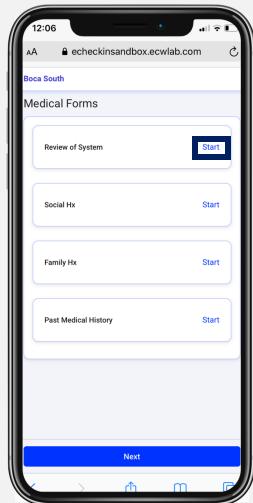




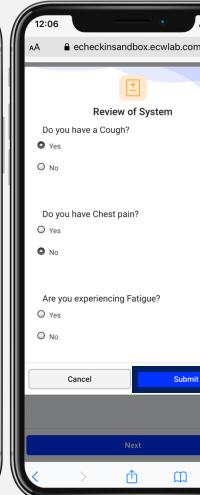
Questionnaires

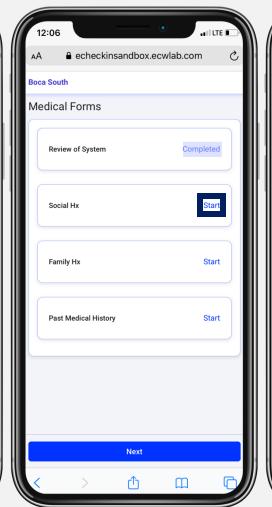
Patients can complete different health questionnaires that can be imported directly into their Progress Note

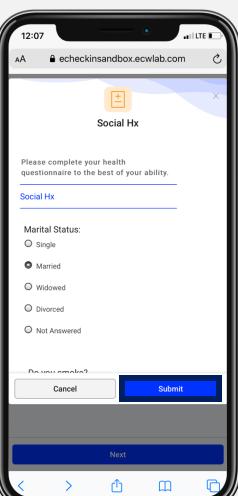
> Responses get routed to the EMR for back office staff to validate- and then import straight into the patient's chart!



Questionnaires can be linked via visit type, provider, & facility- to help obtain as much background information as possible on the patient. Map different questionnaires to different visit types to ask unique questions that relate specifically to the visit!





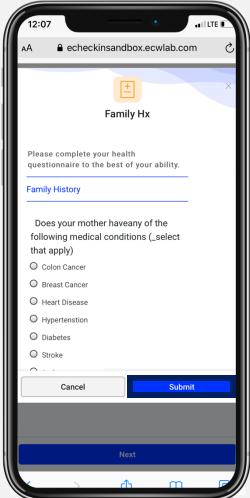


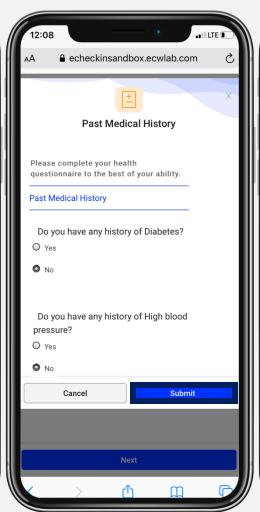
Questionnaires

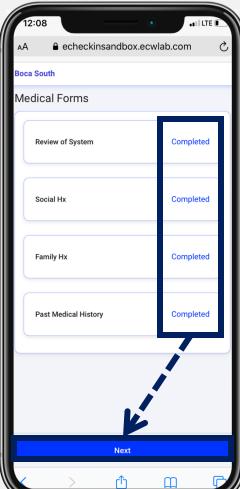
Patients can complete different health questionnaires that can be imported directly into their Progress Note

Capture important meaningful use data using an easy, streamlined process!









Payments & Check-In Complete

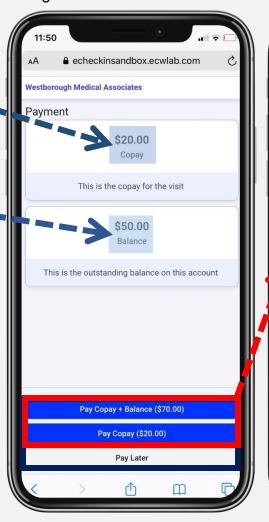
Patients can pay their copay and/or balance prior to their appointment via a secure terminal through

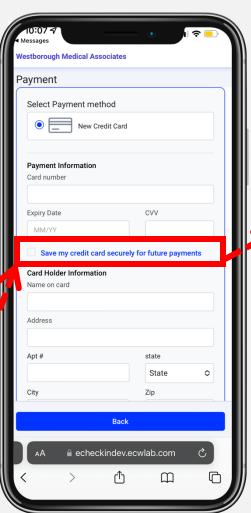
Patients can view and pay the copay amount owed for their visit

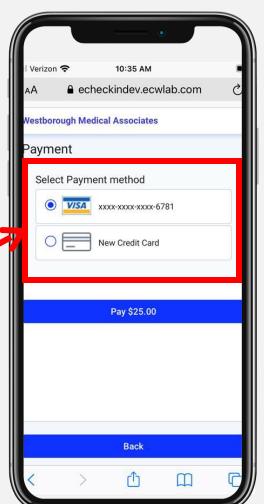
healow CHECK-IN

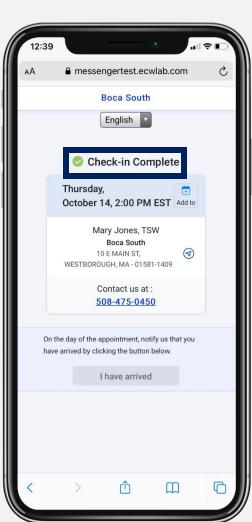
Patients can view and pay the total balance that they owe

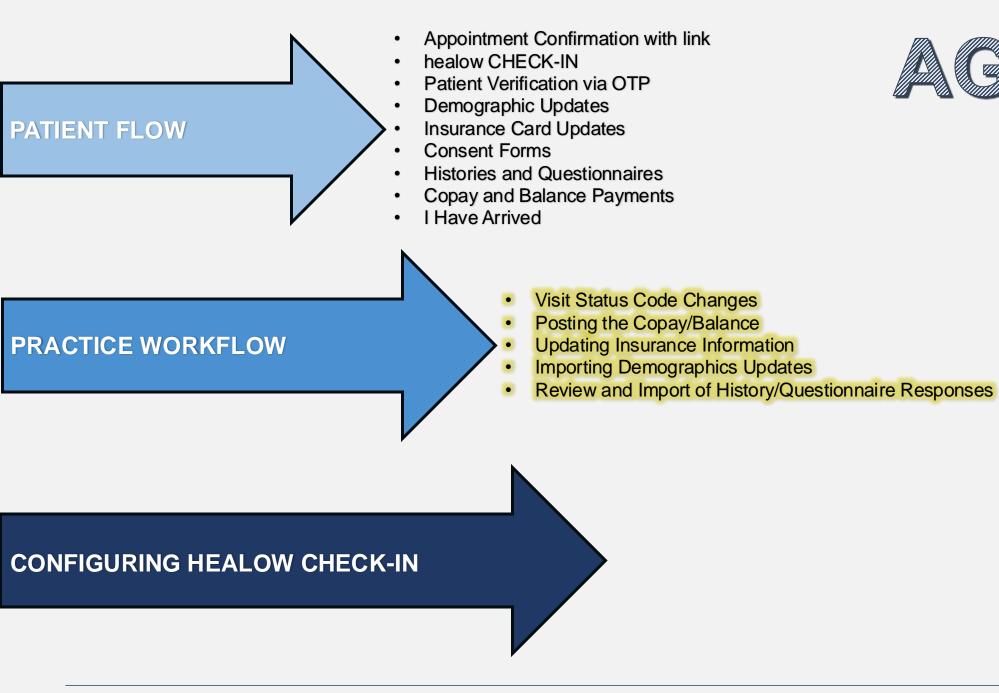
Customize the options that patients can see for Pay Copay, Pay Copay + Balance, and/or Pay Later













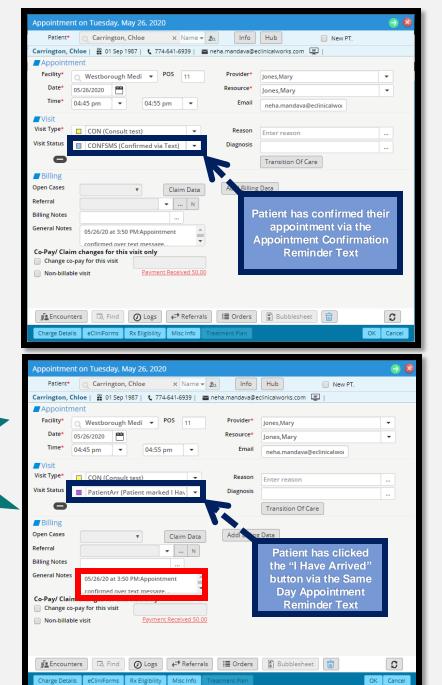
Visit Status

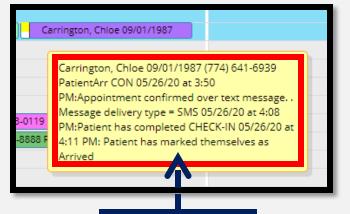
Code

Changes

Track whether your patients have confirmed their appointment, completed healow CHECK-IN, and/or marked themselves as arrived

Appointment Visit Status & notes get updated as the patient moves along through the different steps of the healow CHECK-IN process





General notes update as the patient moves along through the check-in process, allowing for staff to reference if needed (by hovering over the appointment, or opening the appointment screen)



ppointment on Tuesday, May 26, 2020

Visit Type*

Visit Status

Billing

Open Cases

Referral

Carrington, Chloe

CON (Consult test)

Co-Pay/ Claim changes for this visit only

Change co-pay for this visit Non-billable visit

Post the copay and/or balance payment made by the patient through healow CHECK-IN

Westborough Medi → POS 11

PatientArr (Patient marked | Hav

05/26/20 at 3:50 PM:Appointment confirmed over text message

04:55 pm ▼

Claim Data

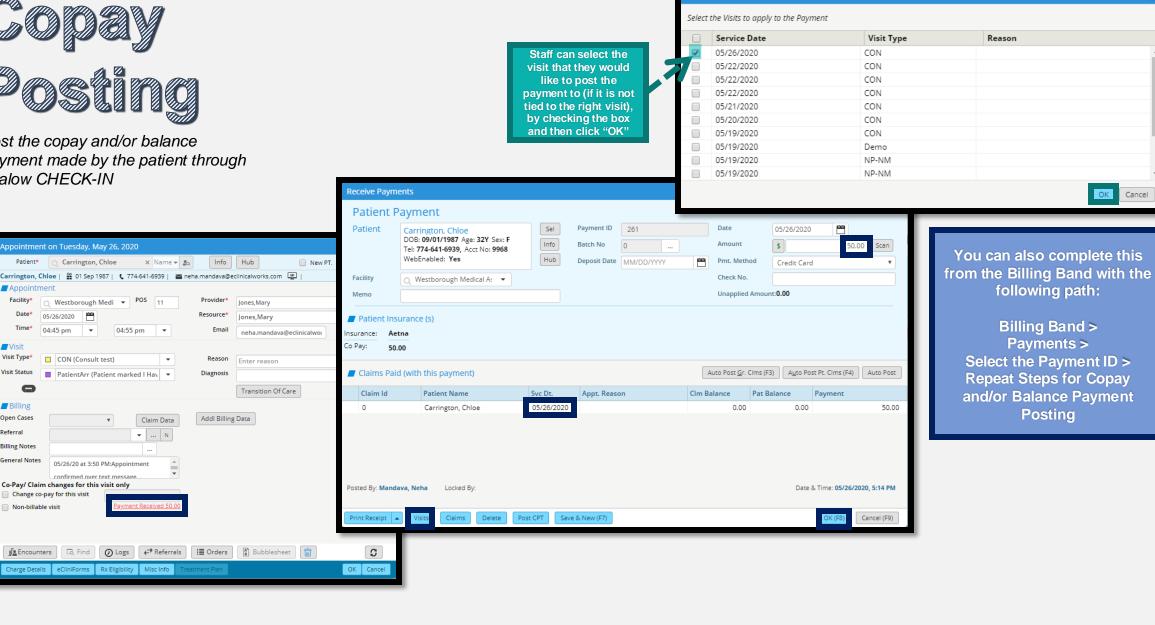
Info Hub

Resource*

Reason

Addl Billing Data

Diagnosis



Patient Visits (Carrington, Chloe)

Cancel

Charge Details | eCliniForms | Rx Eligibility | Misc Info

pay & Balance

Jones, Mary

Jones, Mary

Diagnosis

Addl Billing Data

ppointment on Tuesday, May 26, 2020

Visit Type*

Visit Status

■ Billing

Open Cases

Billing Notes

Referral

Carrington, Chloe

CON (Consult test)

Co-Pay/ Claim changes for this visit only

Change co-pay for this visit

Non-billable visit

Westborough Medi ▼ POS 11

■ PatientArr (Patient marked I Hav ▼

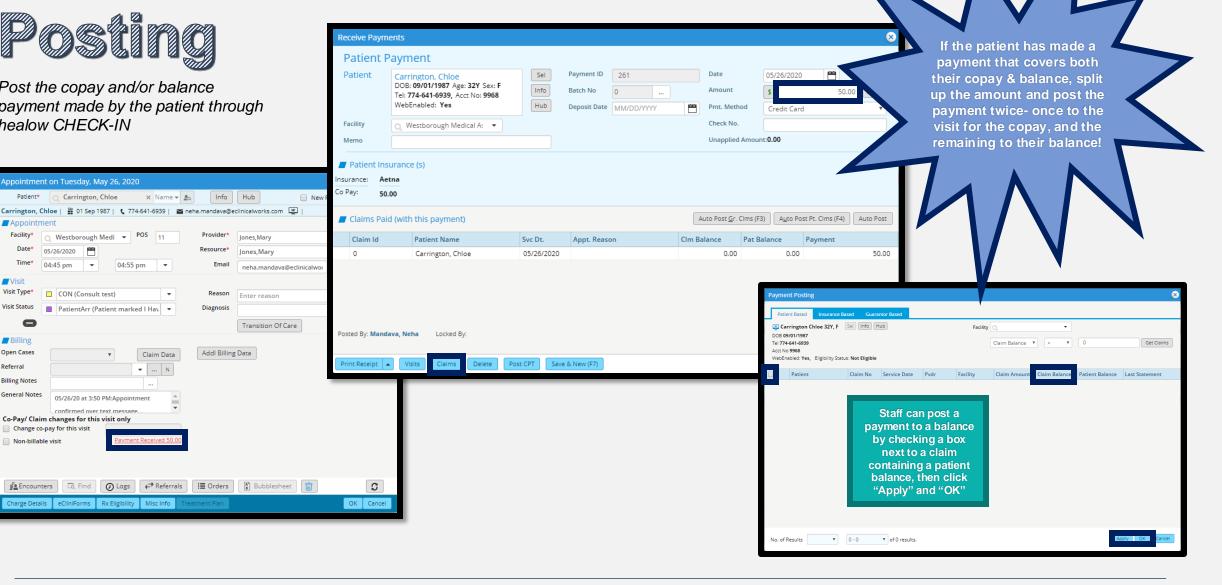
05/26/20 at 3:50 PM:Appointment

Post the copay and/or balance payment made by the patient through healow CHECK-IN

x Name ▼ 🙎 Q

Claim Data

▼ ... N

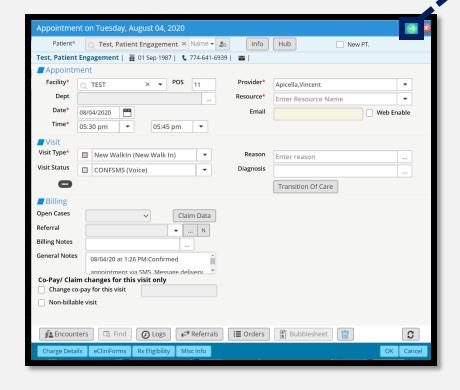


Charge Details eCliniForms Rx Eligibility Misc Info

Right Chart Panel

Updates

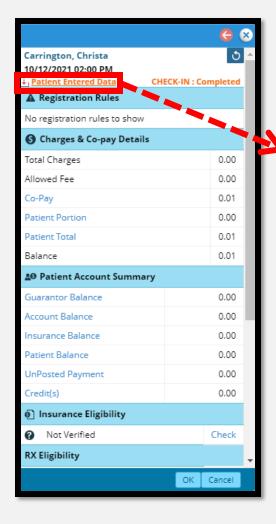
The right chart panel will display CHECK-IN Completed if the patient has submitted the required data via healow CHECK-IN. Patient Entered Data will display if the patient has submitted any demographic and/or insurance card changes.



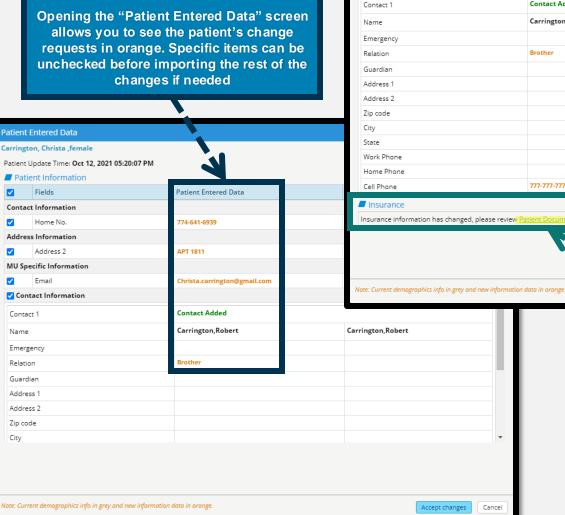


Patient Entered D

Click "Patient Entered Data" from within the patient's appointment right chart panel to view and import changes



allows you to see the patient's change requests in orange. Specific items can be unchecked before importing the rest of the changes if needed



atient Entered Data Carrington, Christa, female

Patient Information Fields

Contact Information

Patient Update Time: Oct 12, 2021 05:20:07 PM

Patient Entered Data

Contact Added

Brother

777-777-7777

for updated insurance card informatio

Carrington,Robert

When you scroll down on the screen, you might see an "Insurance" section. A phrase that states that "insurance information has changed" means that the patient has submitted new insurance card pictures. You can click the "Patient Document" button to go directly into the Patient Documents screen where you can view the card images & modify the insurance information as needed

Current Demographics Data

Click "Accept

changes" to automatically import

the checked

demographic change

requests!

Carrington,Robert

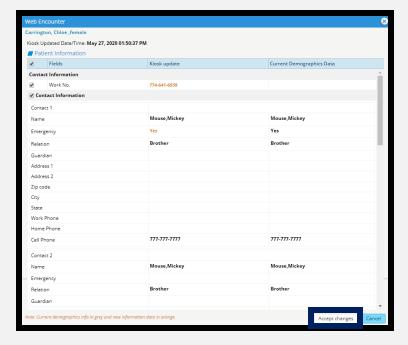
lmporting

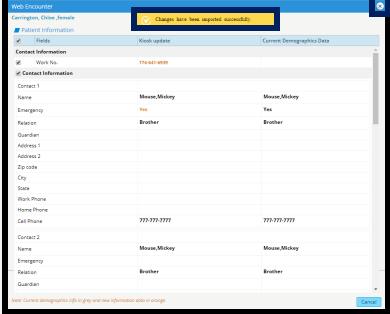
Demographic

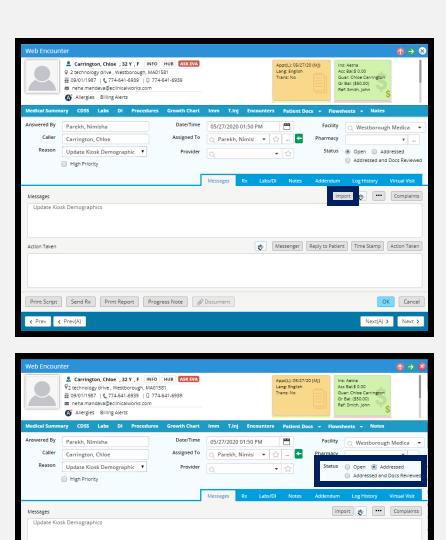
Updates

Import updated demographic information straight into the patient's info from the T jellybean or the "Encounters" button in the appointment screen









ab Messenger Reply to Patient Time Stamp Action Taken

Next(A) >

Action Taken

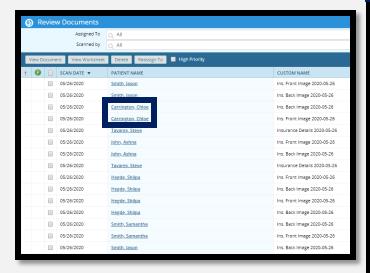
⟨ Prev ⟨ Prev(A)

Print Script Send Rx Print Report Progress Note Document

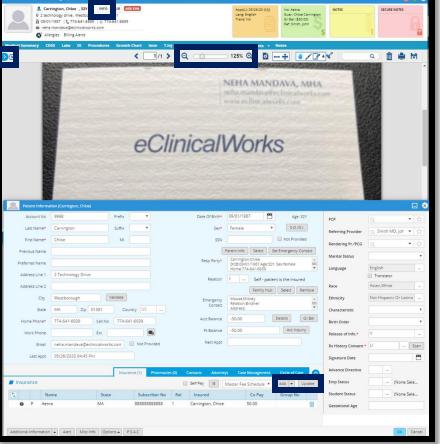
Updating Insurance

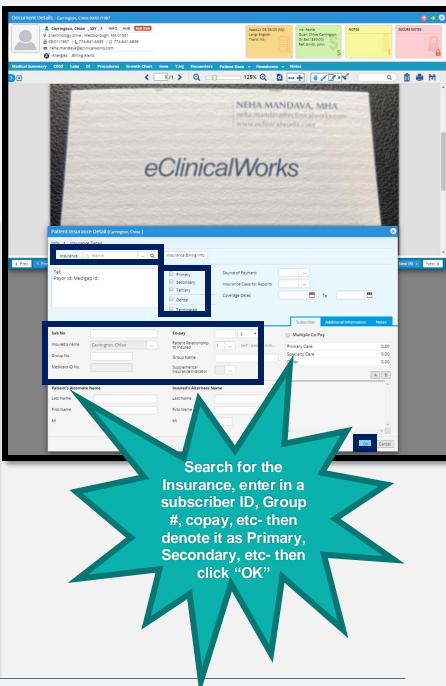
Information

You can also view newly updated insurance cards through the D jellybean and update information as needed



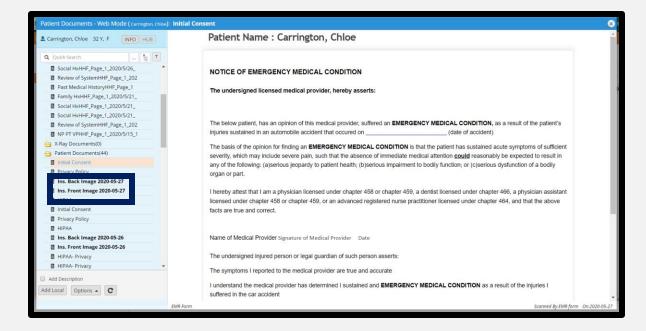
To put in a new insurance, click on "Info", then drag the blue bar to move the demographics screen so that it is not covering the insurance card, then click on "Add" or "Update" to enter in the new insurance details

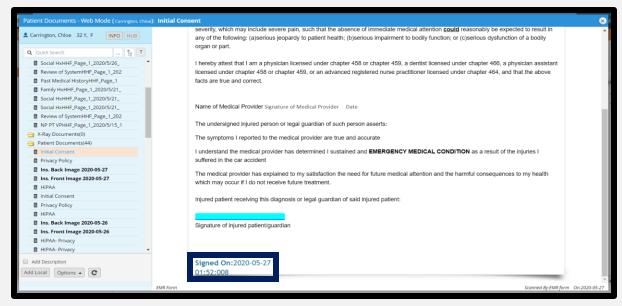




Viewing Consent Forms

Navigate to the Patient's Documents to view updated Consent Forms that import from healow CHECK-IN



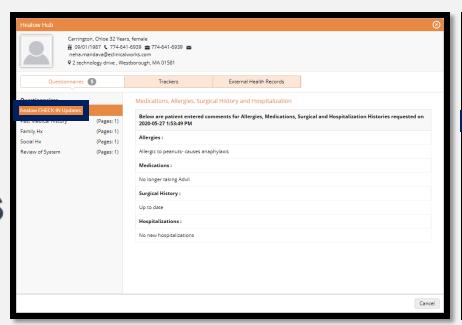


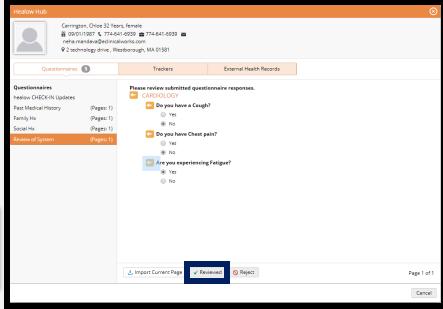
Review & Import of History & Questionnaires

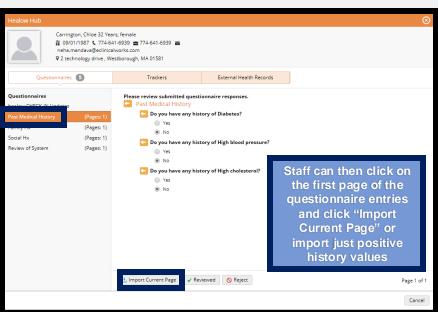
Chart the patient's progress note with electronically imported updates

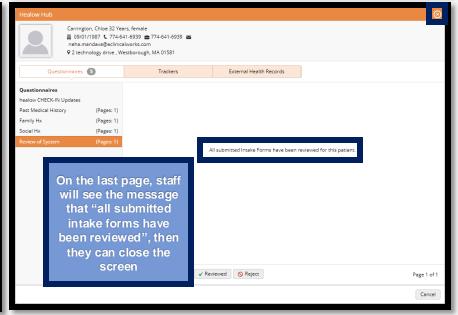
View updates to medications, allergies, surgical history, and hospitalizations and make changes accordingly in the chart. Then import in questionnaire responses directly into the note!











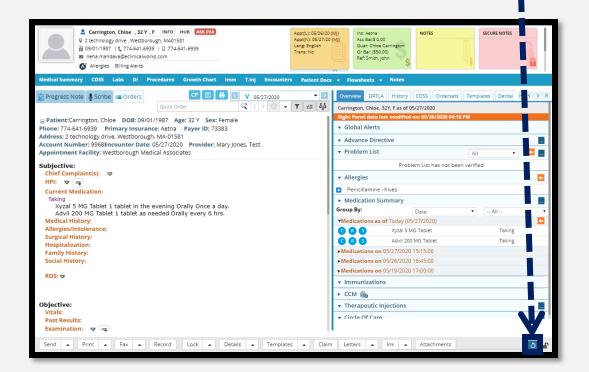
Review & Import of

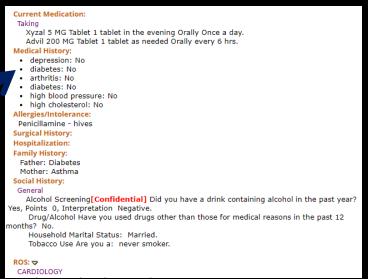
History &

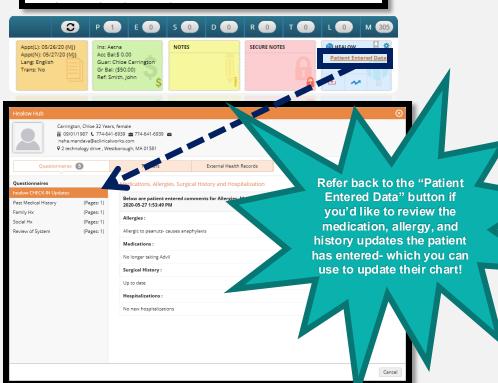
Questionnaires

Chart the patient's progress note with electronically imported updates

Click on the refresh button on the bottom right corner of the Progress Note to see the imported data flow into the relevant sections!







Thank you!

patientengagement@eclinicalworks.com

healow PE

