

# **Welcoming Walk-Thru of eCW:**

## **Web Version**

eClinical Works User's Group

- Requested Topics of Coverage:
  - Healow Check-In
  - Kiosk
  - Electronic payment options
  - Shortcuts for Web Version
  - Open Forum

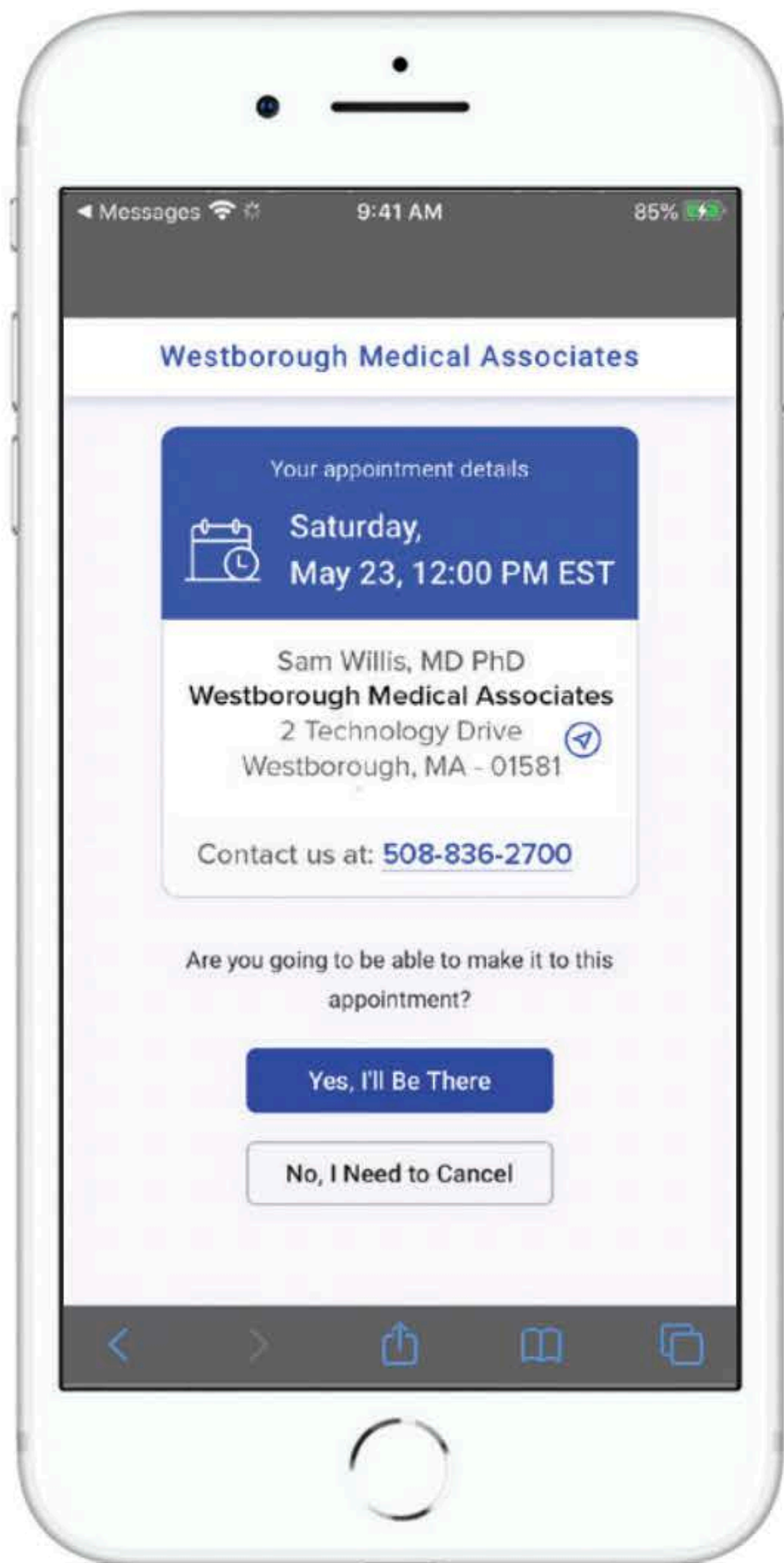
# healow CHECK-IN

With healow® CHECK-IN, we've made the previsit process more convenient and efficient. Patients can now check in for their appointments on a smartphone or computer from the comfort of their home. healow CHECK-IN is perfect for those times you don't want patients sitting in your waiting room, and helps your front-office with more efficient preparation for patient encounters anytime.

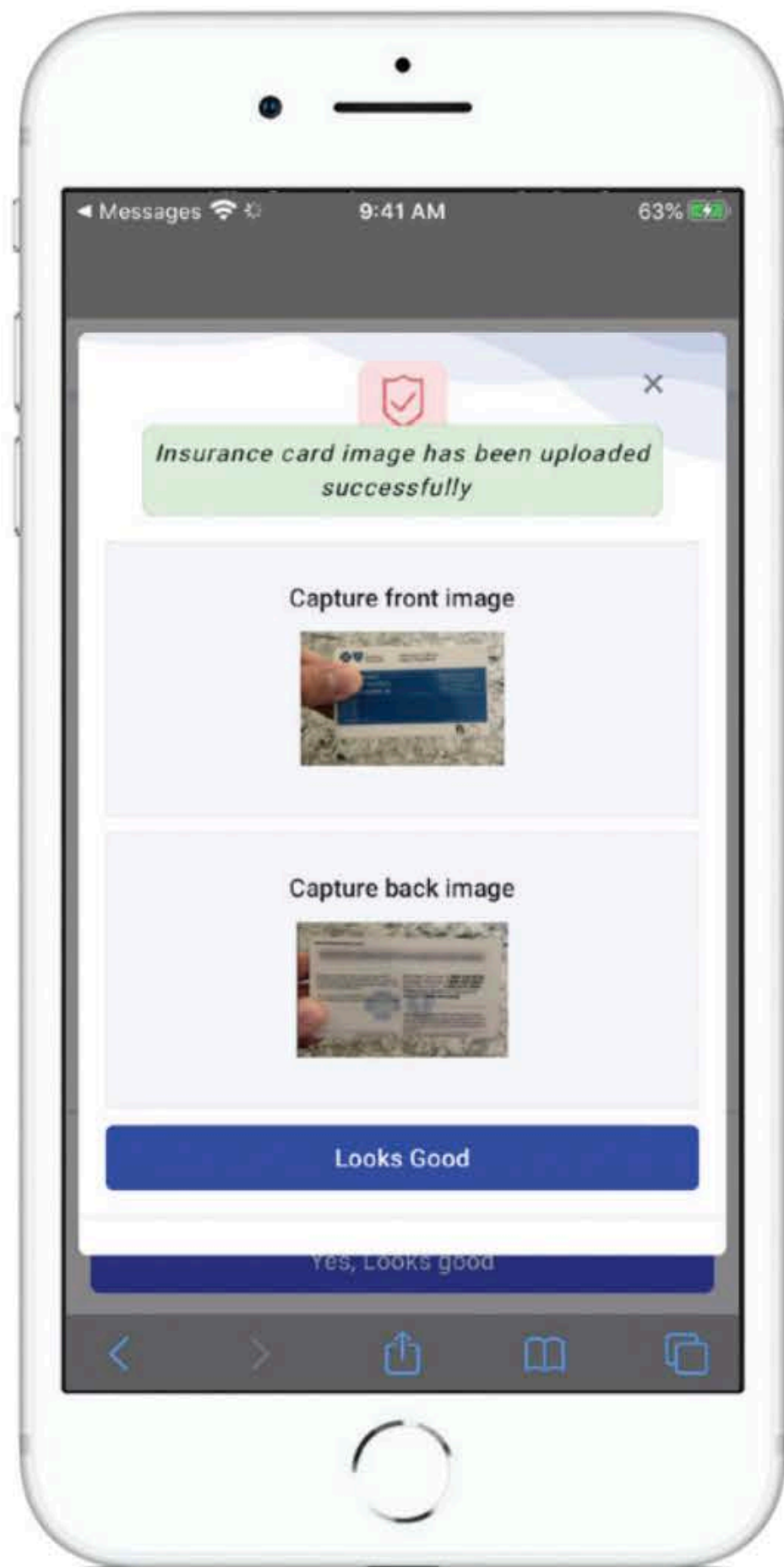
1. The day before a patient's appointment, healow CHECK-IN automatically sends a text reminder to the patient's phone and to the healow app. By clicking the reminder link, patients confirm their appointment and start the check-in process.
2. During check in, patients review their demographics, confirm insurance, sign consent forms, fill out questionnaires, and review medications, allergies, hospitalizations, and surgical histories.
3. Using healow Payment Services, your patients then make copayments or tend to balances.
4. When the patient arrives for their appointment, they click 'I have arrived' — letting you know they're ready to be seen and how and where to find them.



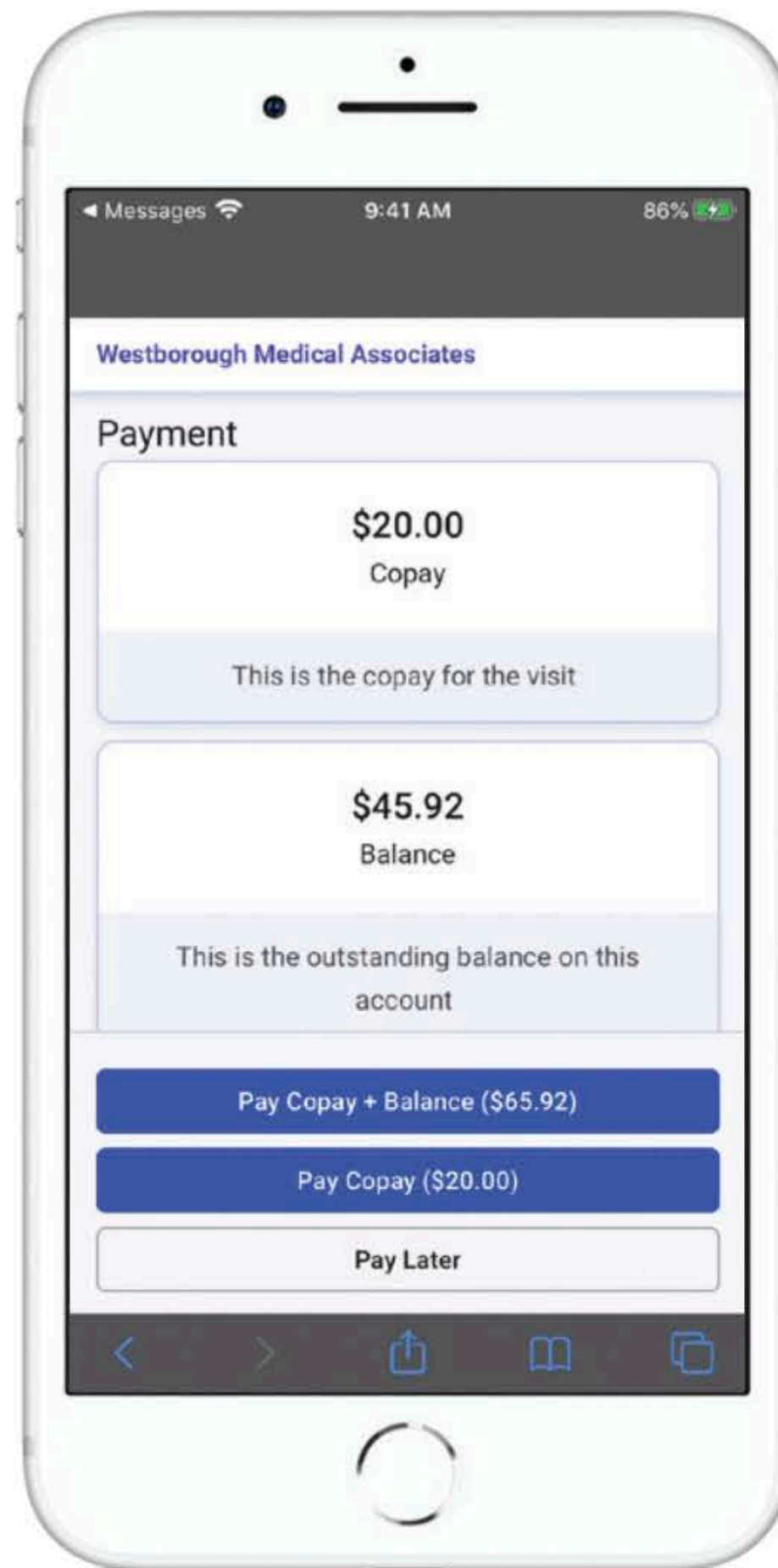
1.



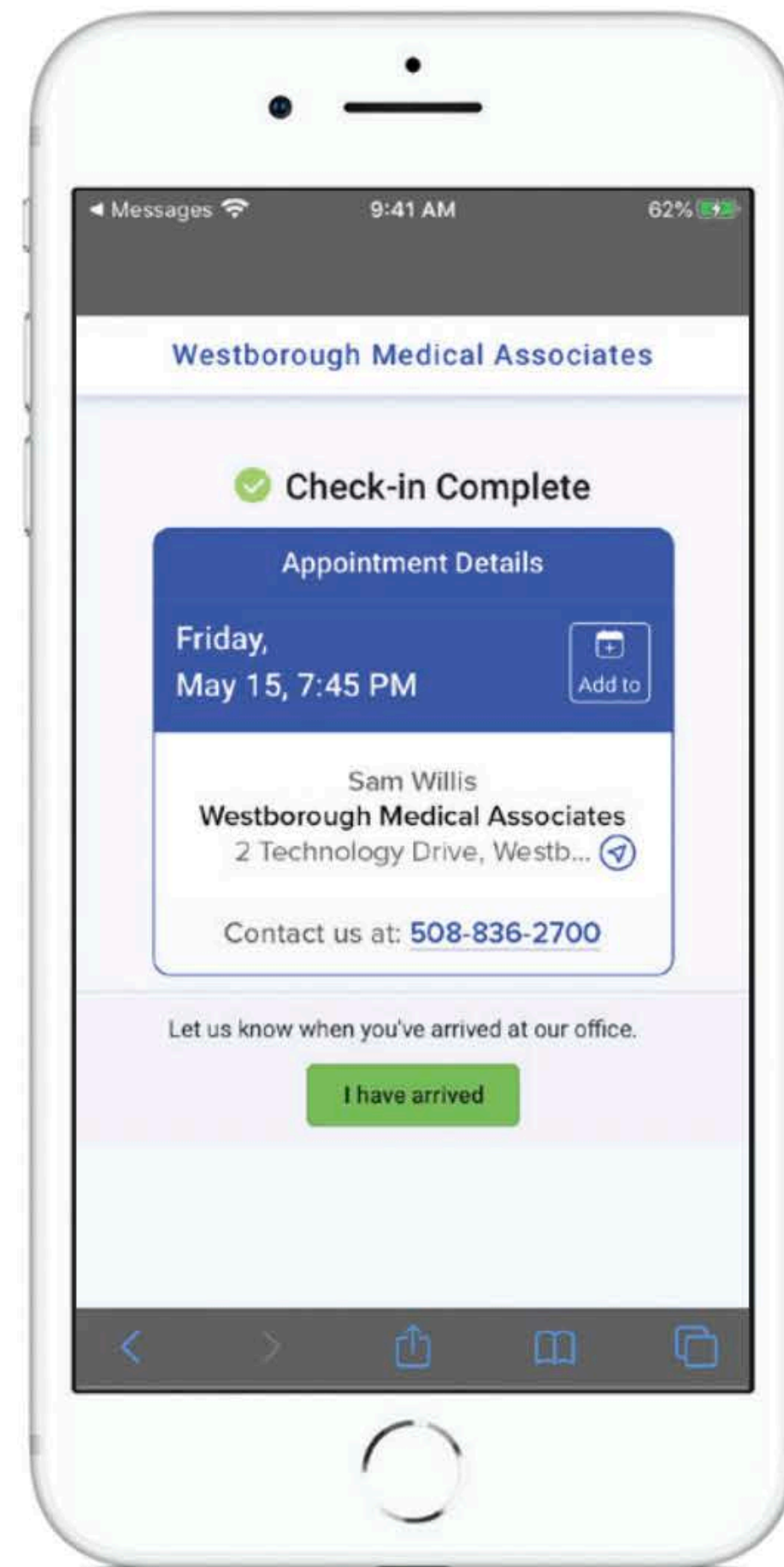
2.



3.



4.



# Link to Demo Video of Healow Check-In

[https://my.eclinicalworks.com/eCRM/portal/  
home.jsp#q=YXBwLmxvYWRQYWdlKCdtb2R1bGVzL2Ntcy9wcmV2aWV3VGVtcGxhdGUuanN  
wP3Byb2R1Y3RfaWQ9MTE4Jyk=](https://my.eclinicalworks.com/eCRM/portal/home.jsp#q=YXBwLmxvYWRQYWdlKCdtb2R1bGVzL2Ntcy9wcmV2aWV3VGVtcGxhdGUuanNwP3Byb2R1Y3RfaWQ9MTE4Jyk=)



## eClinicalWorks Kiosk App for iPad®

### It's time to modernize your patient check-in

With eClinicalWorks Kiosk technology, check-in is fast, efficient and secure, offering convenience to your patients and freeing your front-office staff for other tasks.



#### Demographic Updates

Patients can register through Kiosk and update their demographic information.



#### Consent Signing and Acceptance

Consent forms can be electronically signed and stored with a time stamp, no scanning needed.



#### Forms and Questionnaires

Customizable electronic forms, with easy data import into Progress and SOAP notes.



#### Collecting Payments Electronically

Full or partial payments can be made using credit or debit cards.



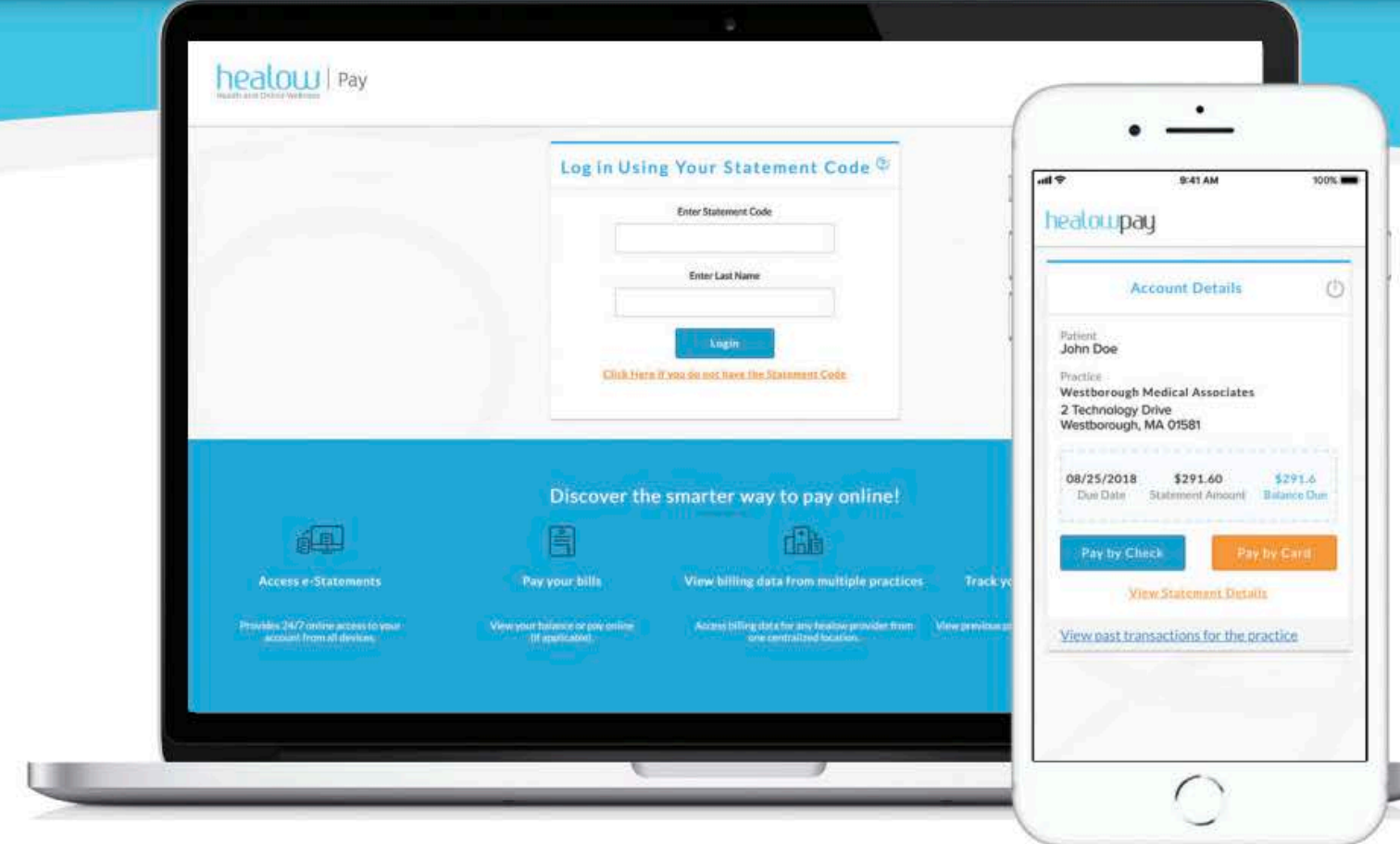
#### Scanning Licenses and Cards

Patients can scan their driver's license and any insurance cards.



# Link to Demo Video of Kiosk

[https://my.eclinicalworks.com/eCRM/portal/  
home.jsp?q=YXBwLmxvYWRQYWdlKCdtb2R1bGVzL2Ntcy9wcmV2aWV3VGVtcGxhdGUuanNwP3Byb2R1Y3RfaWQ9Mzk0  
nKQ==](https://my.eclinicalworks.com/eCRM/portal/home.jsp?q=YXBwLmxvYWRQYWdlKCdtb2R1bGVzL2Ntcy9wcmV2aWV3VGVtcGxhdGUuanNwP3Byb2R1Y3RfaWQ9Mzk0nKQ==)



# healow Pay

## Reaching every patient. An easier way to pay.

healow Pay™ makes it easy for your patients to pay their bills online. And that could mean less paperwork and faster collections for your practice. Get started today by enabling healow Pay and the associated eClinicalMessenger® Patient Balance With text2pay Notification\* campaign for collecting payments.

With healow Pay, your patients don't need to log in to a Patient Portal account. And there's no need to remember a username or password.

healow Pay and the Patient Balance With text2pay Notification work with your practice's billing cycle, sending automated communications† that let patients quickly and easily pay their balances at healowpay.com.

### You can allow patients to:

- Pay through a **text** message (text2pay)
- Click the link in an **email** reminder to pay
- Receive a **voice message** reminder with their outstanding balance

### Practices that have not enabled this campaign can still enjoy the benefits of online payments by:

- Including a **statement code in the mailed billing statements** that patients may use at healowpay.com
- Placing a "Bill Pay" button on your website that takes patients directly to healowpay.com

**Talk to us today to learn how healow Pay and eClinicalMessenger could help your practice speed collections, reduce days in A/R, and deliver greater convenience to your patients.**

\*Standard eClinicalMessenger rates apply.

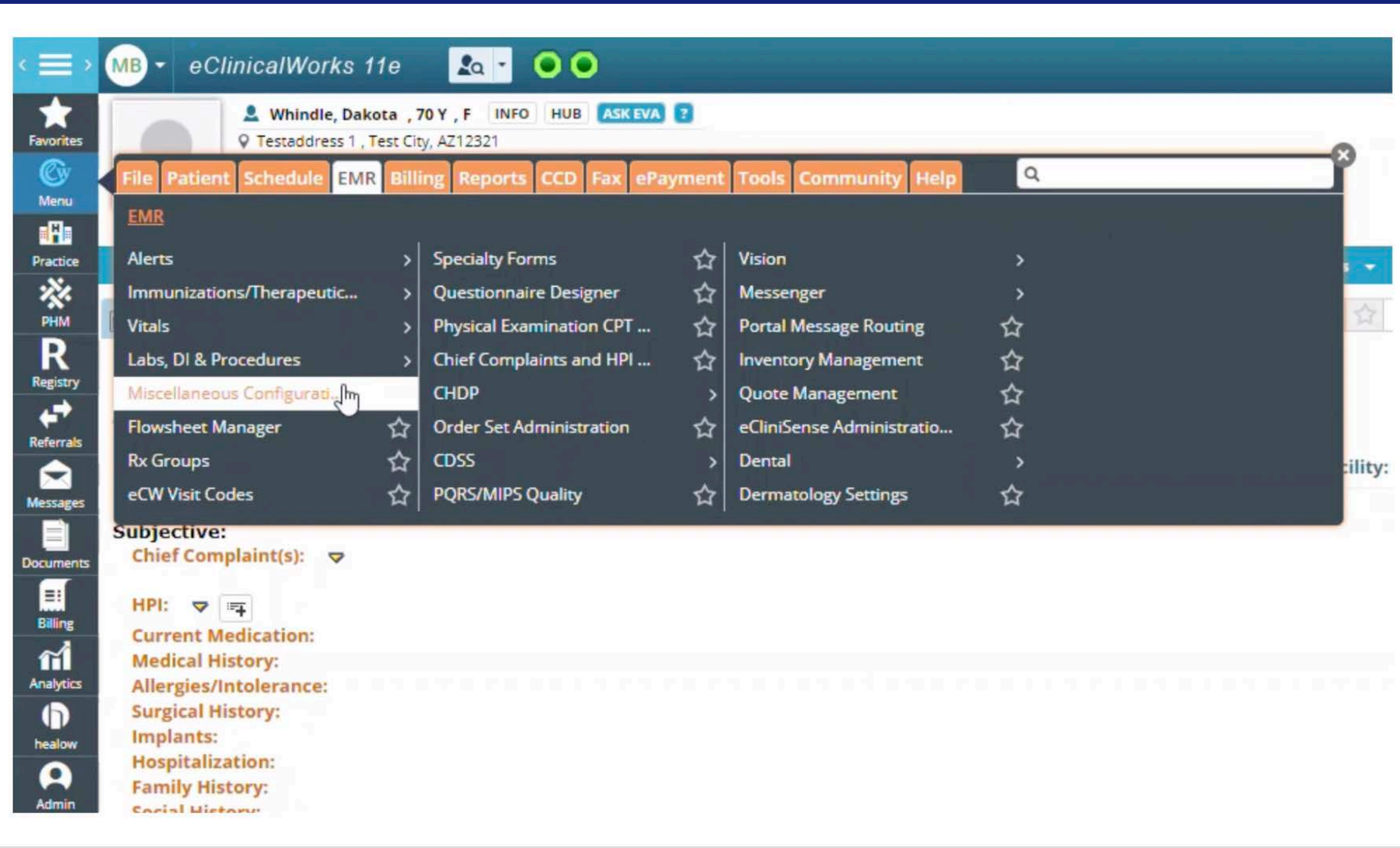
†Practices must obtain prior consent from patients to receive payment solicitations and communications.



# Link to Demo Video of Payment Options

[https://my.eclinicalworks.com/eCRM/portal/  
home.jsp?q=YXBwLmxvYWRQYWdlKCdtb2R1bGVzL2Ntcy9wcmV2aWV3VGVtcGxhdGUuanNwP3  
Byb2R1Y3RfaWQ9MTIzJyk=](https://my.eclinicalworks.com/eCRM/portal/home.jsp?q=YXBwLmxvYWRQYWdlKCdtb2R1bGVzL2Ntcy9wcmV2aWV3VGVtcGxhdGUuanNwP3Byb2R1Y3RfaWQ9MTIzJyk=)

# Macro Shortcuts



HPI  
Social History  
Family History  
ROS  
Vitals  
Examination  
Physical Examination  
Assessment  
Treatment Notes  
Procedures  
Preventative Medicine



**Configure Macros (What are Macros?)**

| Macro List                 |                | Configure Options              |             |
|----------------------------|----------------|--------------------------------|-------------|
| Macro Name                 | Macro Shortcut | Macro Name*                    | Macro Text* |
| Covid                      | CV             | Pain Visit Follow up - relapse |             |
| Curran                     | cn             | PVFUR                          |             |
| depression                 | DP             |                                |             |
| Fever                      | FV*            |                                |             |
| foot pain                  | fp             |                                |             |
| hypertenstion              | hyp            |                                |             |
| Install                    | It             |                                |             |
| knee pain                  | kp*            |                                |             |
| Leg Cramps                 | LG             |                                |             |
| Medical wellness           | Mw             |                                |             |
| Nausea                     | ns             |                                |             |
| Pain in the Neck           | NP             |                                |             |
| Pain Visit Follow up - rel | PVFUR          |                                |             |
| test                       | sp             |                                |             |
| testing                    | jv             |                                |             |
| wheelchair                 | WCH            |                                |             |

Share it with other users ☐

For

OK Cancel

HPI WHINDLE, Dakota Jul 12, 1950 (70 yo F) Acc No. 10779 ASK EVA Appt: (02/09/2021 10:00 am, ESTPT)

Pt. Info Encounter Physical Hub

Back pain

Hypertension

cardiologist 1

COVID HPI

Patient Seen For:

Back pain

General Cognitive Assessment

Back pain

\*\*\*General HPI

\*\*test\*\*

first question

Allergy / Asthma

FR Test

Allergy/Asthma

Functional Status

AAA

Asthma

HD Diabetes

Asthma

Find in Back pain

| c/o | Denies | Symptom            | Duration | Notes |
|-----|--------|--------------------|----------|-------|
|     |        | Patient complai... |          |       |
|     |        | present for        |          |       |
|     |        | Exercising         |          |       |
|     |        | Pain Scale         |          |       |

Denies All Clear All Custom

Header Footer

PVFUR

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Denies All Clear All Custom

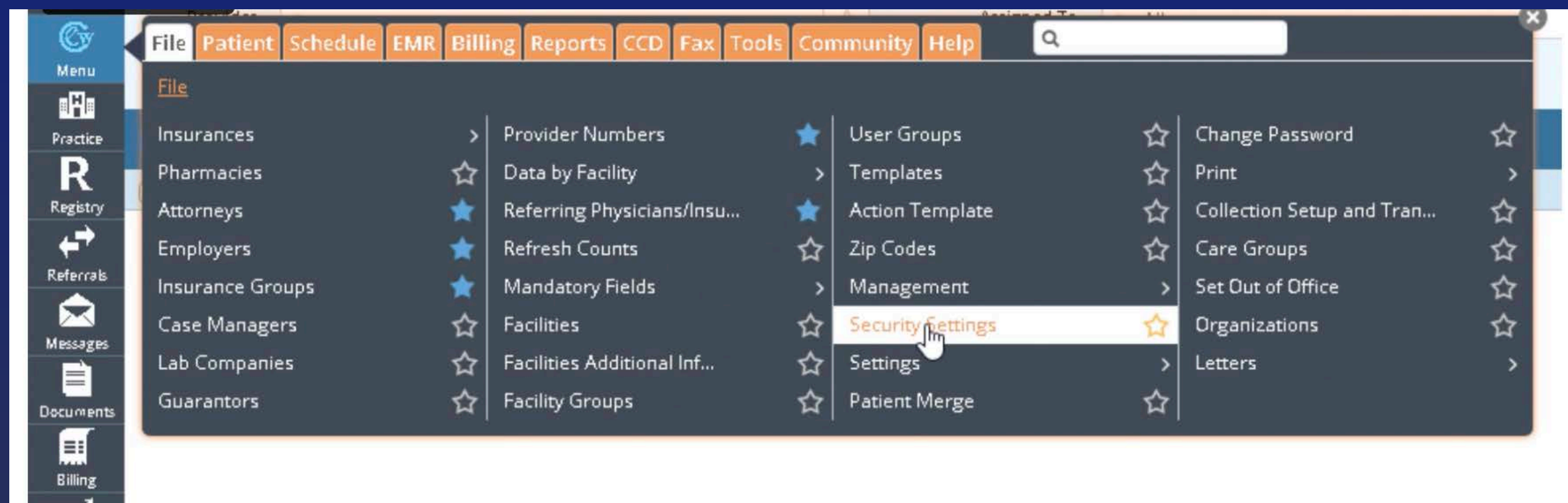
Header Footer

Patient is experiencing a relapse of symptoms. Bed rest is recommended until our next visit.

Once created, type macro shortcut in a notes window then click: control and spacebar at the same time.

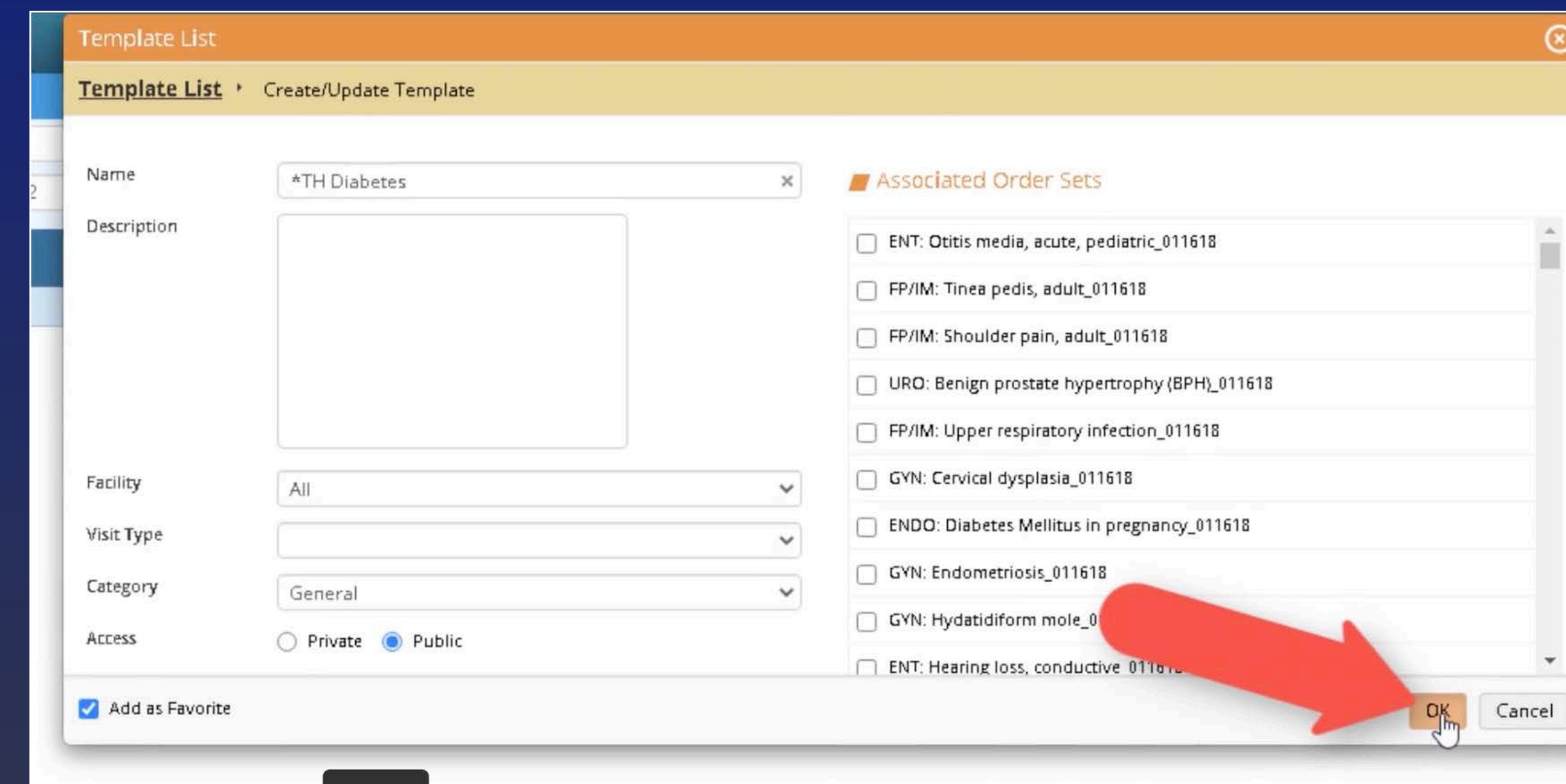
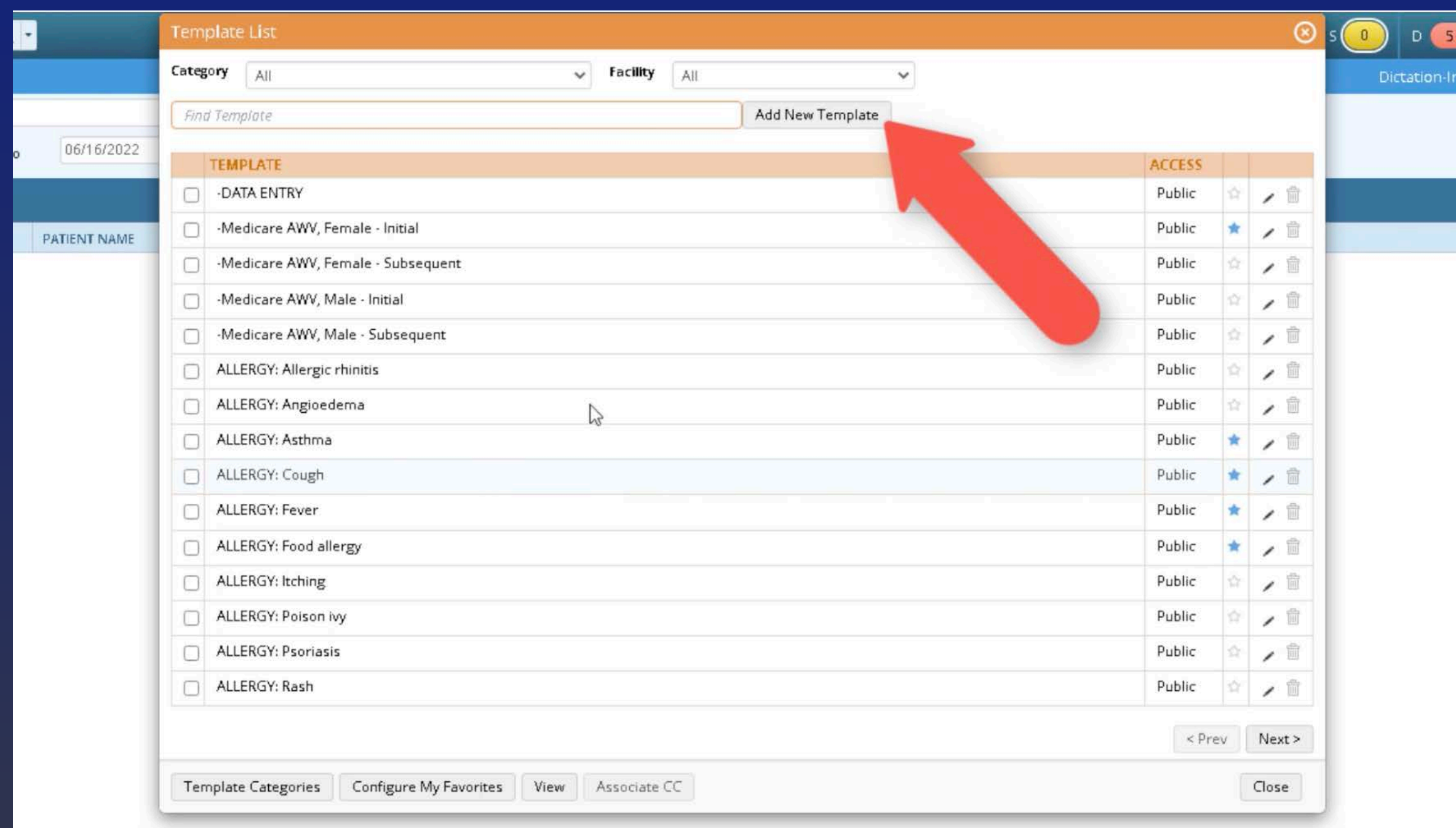


# Templates



| template                             |   |                     |
|--------------------------------------|---|---------------------|
| Security Item Name                   | Security Item Desc  | Security Group Name |
| Allow To Download Letter             | Permission to download letter template(s)   | Miscellaneous       |
| Allow to modify templates globally   | Allow user to update/delete other's templates also  | Miscellaneous       |
| Immunization Templates customization | Allow user to create/update Immunization Clinic Templates   | Miscellaneous       |
| Manage access to letter templates    | Permission to update or delete letter templates   | Miscellaneous       |
| Templates{Admin or Practice Level}   | Allows access to the Progress Notes Templates {File menu} to create a new template or edit an existing template Also available from the Progress Notes screen If this setting is disabled, the user can only view templates | Miscellaneous       |
| Templates{Personal}                  |   | Miscellaneous       |
| Mini Templates                       | Allow user to create, edit, delete and reorder category specific templates{mini templates} created by the loggedin user within the ROS, Examination, Physical Examination and Procedures hyperlink of the Progress Notes    | Miscellaneous       |
| Mini Templates {Admin}               | Allow user to create, edit, delete and reorder category specific templates{mini templates} for any mini template within the ROS, Examination, Physical Examination and Procedures   | Miscellaneous       |





eClinicalWorks 11e

SW

T, TEMPLATES, 42 Y, M

123 Main Street, Anytown, MA 01234

01/01/1980 | 508-836-2700

App(L): 04/10/01  
PCP: Willis, Sam Multi  
Lang: English  
Translator: No

Ins: Self Pay  
Acc Bal: \$ 0.00  
Guar: T, TEMPLATES  
Gr Bal: \$0.00

NOTES

SECURE NOTES

HEALOW  
Web Enable Patient

Medical Summary OB Summary CDSS Rx Labs DI Procedures Growth Chart Imm T.Inj Encounters Patient Docs Flowsheets Notes

Progress Note Scribe Orders

Quick Order

T, TEMPLATES Jan 1, 1980 (42 yo M) Acc No. 8663

Patient: T, TEMPLATES DOB: 01/01/1980 Age: 21 Y Sex: Male

Phone: 508-836-2700 Primary Insurance:

Address: 123 Main Street, Anytown, MA-01234

Account Number: 8663 Encounter Date: 01/01/2001 Provider: Sam Willis, MD TEST

**Subjective:**

**Chief Complaint(s):**

- ↑TH Diabetes

**HPI:**

**Current Medication:**

**Medical History:**

**Allergies/Intolerance:**

**ROS:**

**Objective:**

**Vitals:**

**Past Results:**

**Examination:**

**Assessment:**

**Assessment:**

**Plan:**

**Treatment:**

**Procedures:**

**Immunizations:**

**Therapeutic Injections:**

**Diagnostic Imaging:**

**Lab Reports:**

**Procedure Orders:**

**Next Appointment:**

**Billing Information:**

**Visit Code:**

**Procedure Codes:**

**Images:**

UpToDate

Quick Search

Overview DRTLA History CDSS Order Sets Templates

T, TEMPLATES Jan 1, 1980 (42 yo M) Acc No. 8663

Problem List SNOMED

Right Panel data last modified on: 03/29/2018 11:36 AM

**Global Alerts**

**Advance Directive**

**Problem List**

All

296.641 Presence of right artificial hip joint

132.9 Chronic sinusitis, unspecified

**HCC RAF Scores**

Visit Not Eligible

**HCC Gap Recommendations**

Visit Not Eligible

**Allergies**

**Medication Summary**

Group By: Medication -- All --

Acetaminophen 80 mg tablet chewable: Discontinued

**Immunizations**

**Therapeutic Injections**

**Circle Of Care**

Send Print Fax Record Lock Details Templates Claim Letters Ink Attachments

PN last refreshed: 11:33:33 -0600

Type in desired information for the template, but do NOT include patient specific information: (allergies, family history, surgical history, meds, etc.)



06/15/2022

UpToDate

Quick Search

OverviewDRTLADRTLAHistoryCDSSOrder SetsTemplates

HENDERSON, Tyne 📅 Apr 2, 1996 {26 yo F} 🏠 Acc No. 9156

⚠️ PLEASE REVIEW ALL COPIED/MERGED TEMPLATE DATA FOR COMPLETENESS

▼ My Favorite Templates 🔍

⬅️ 📌 \*TH Diabetes 👁

⬅️ 📌 \*TH Knee 👁

⬅️ 📌 -DATA ENTRY 👁

⬅️ ⚪ ALLERGY: Allergic rhinitis 👁

⬅️ 📌 CARDIO: Hypertension 👁

▶ IMMUNIZATION TEMPLATES

⬅️ ➕ Test TH

Questions or requests for more information:  
[abbigale.wilson@gmail.com](mailto:abbigale.wilson@gmail.com)

