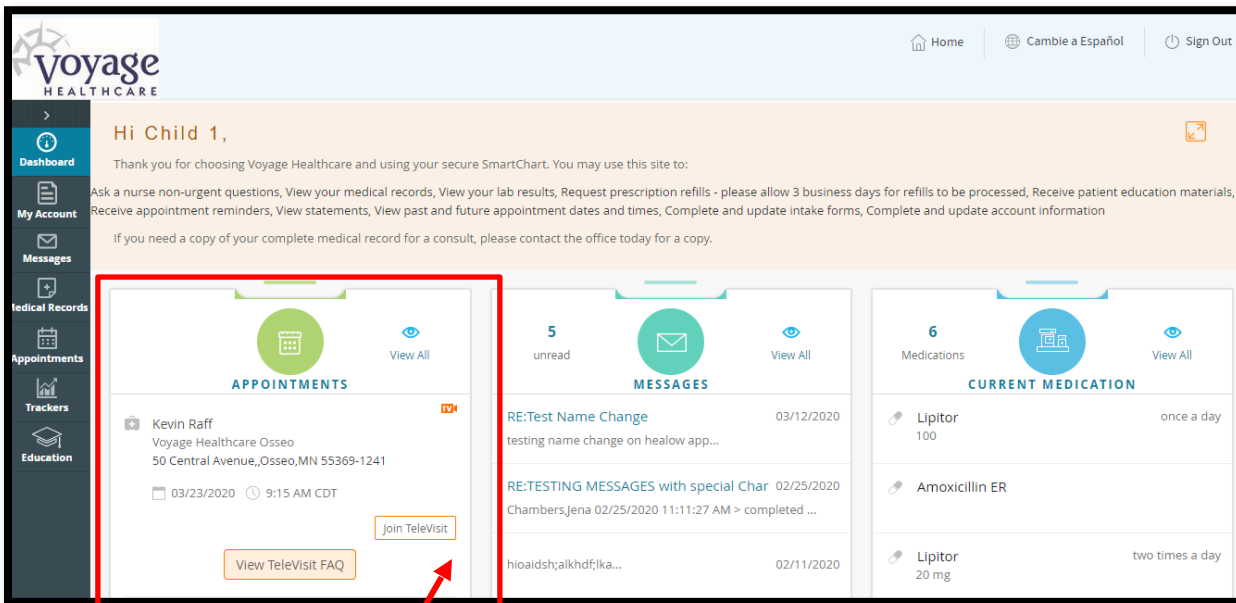


How to Participate in a Virtual Voyage Visit

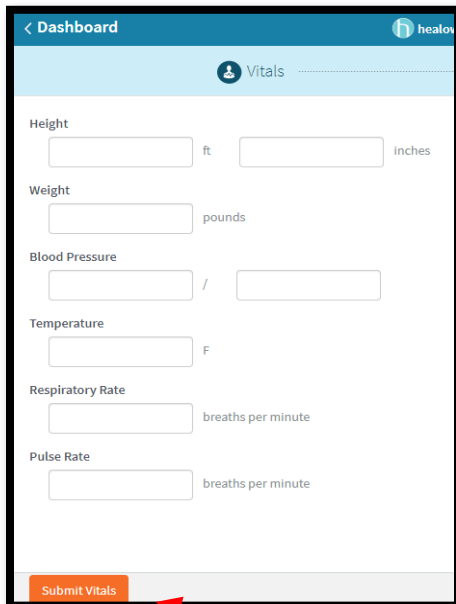
Virtual Voyage Visit is accessible on our SmartChart Patient Portal or healow App on your smartphone

To start a Virtual Voyage Visit via SmartChart Patient Portal:

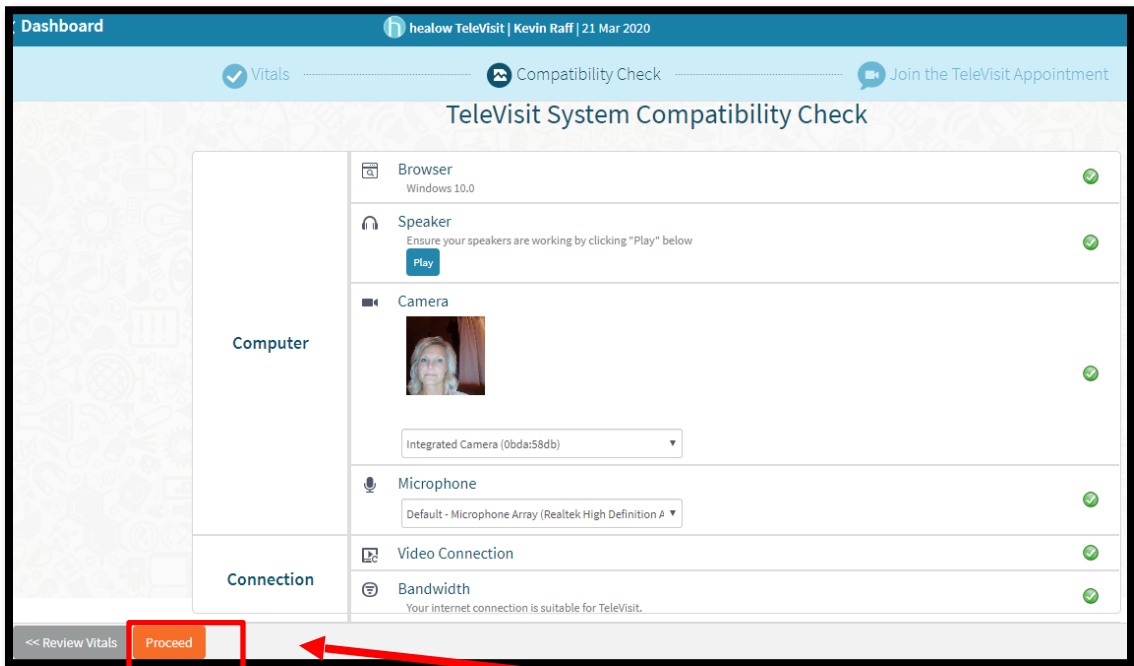
1. Log into SmartChart Patient Portal username and password credentials
The SmartChart window opens, displaying any upcoming appointments



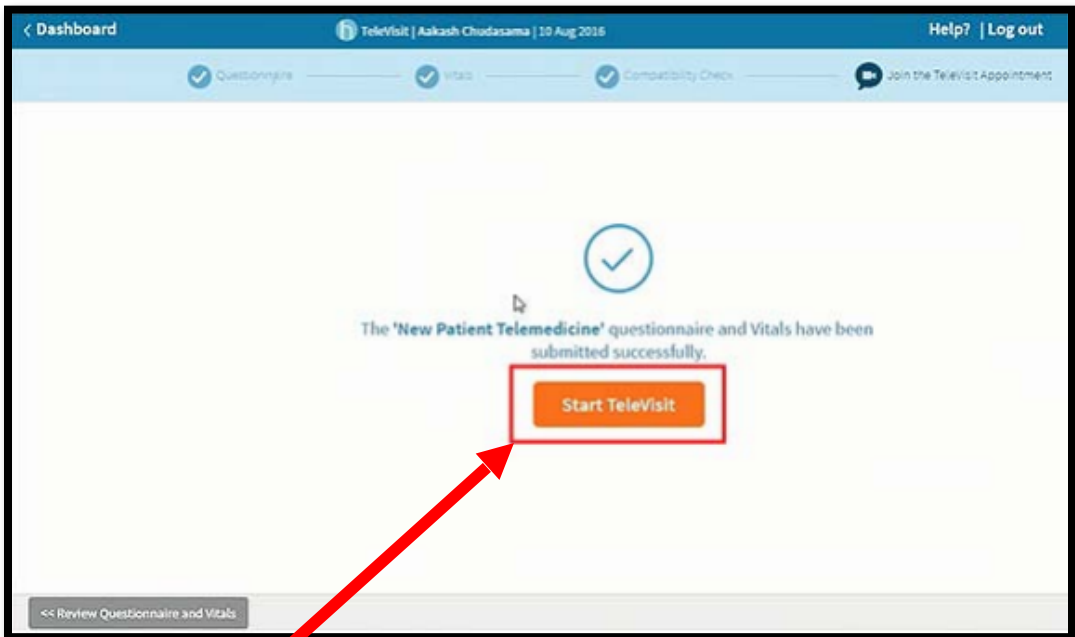
2. Click *Join TeleVisit* button
3. Enter Vitals information as able



4. Click *Submit Vitals* button



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

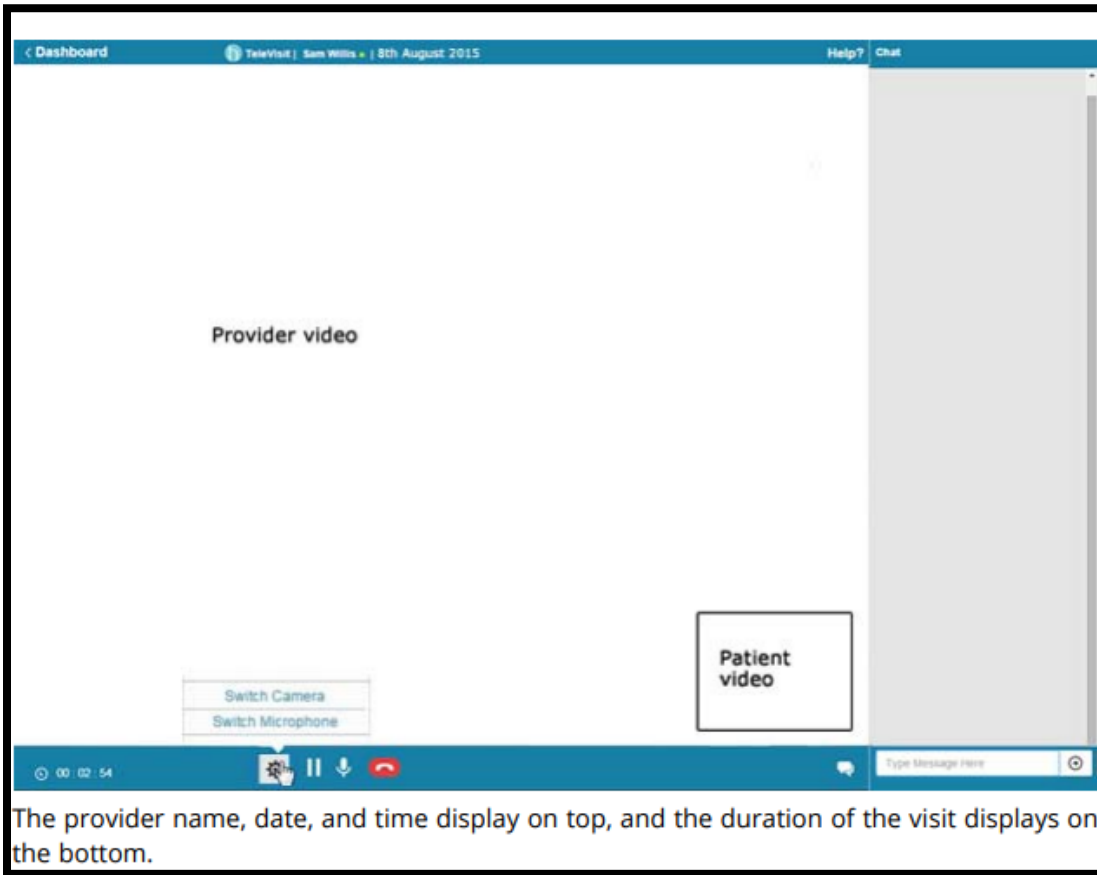


6. Click *Start TeleVisit* button. The Start TeleVisit button will turn orange 30 minutes before the scheduled appointment time.



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:

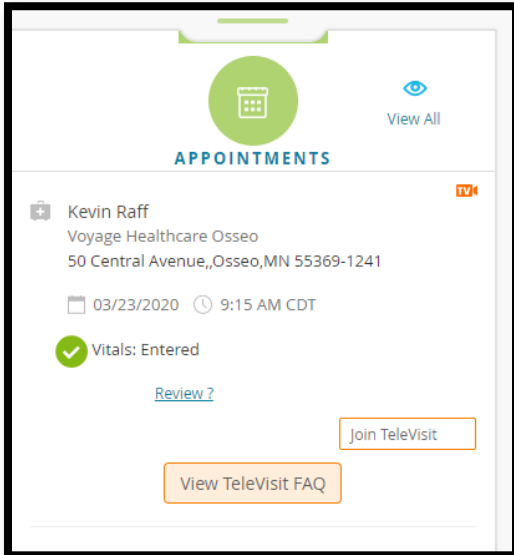
Feature	Description
	<p>The Gear icon enables the patient to switch on the camera and microphone before joining the call. Click the <i>Gear</i> icon display the following options:</p> <ul style="list-style-type: none"> ▪ Switch Camera - Click this button to display the name of the webcam driver. Click the name of a webcam driver to switch the webcam. ▪ Switch Microphone - Click this button to display the name of the microphone driver. Click the name of a microphone driver to switch microphones.
	<p>Click to pause the patient-facing camera. Click again to start the patient-facing camera.</p>

(Continued on next page...)

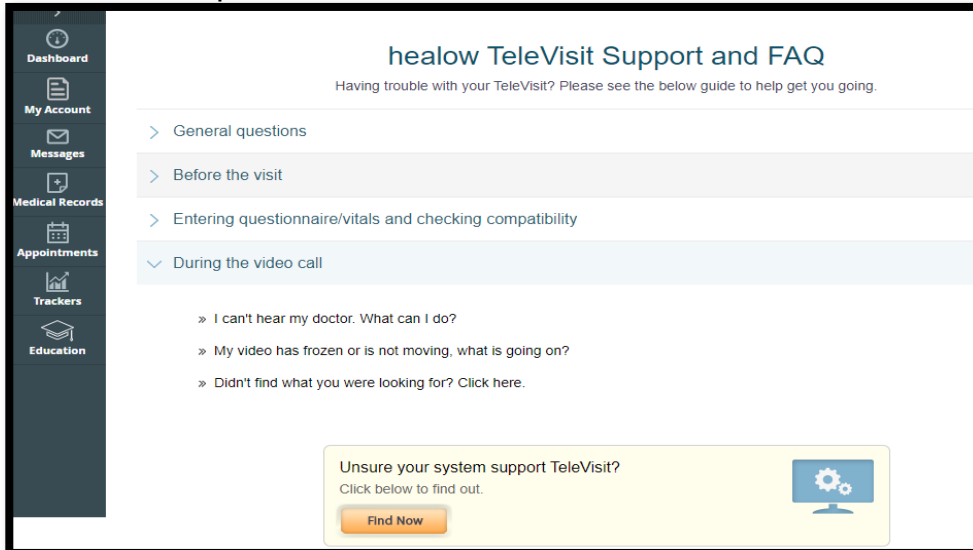
	<p>Click to mute the microphone. Click again to enable the microphone.</p>
	<ol style="list-style-type: none"> 1. Click to open the Chat window. 2. Start typing the text and click the arrow button:  <p>The patient receives a chat notification.</p>
	<p>Click to end the video call.</p> <p>When the patient clicks this button, the following message displays on the patient side: Path: <i>Are you sure you want to end the call?</i></p> <ul style="list-style-type: none"> ■ No - Click to continue the session. ■ Exit - Click to end the session. <p>When the patient clicks <i>Exit</i>, the following message displays on the provider side: Path: <i>Your call is completed.</i></p> <p>The patient displays as <i>Offline</i> on the healow TeleVisits window for the provider.</p>
	<p>Click to open the eClinicalWorks Live Chat window. Patients can chat directly with an eClinicalWorks representative if they encounter any problems during the healow TeleVisit session.</p>
	<p>Click to return to the healow Dashboard. When the patient clicks the Dashboard button, the following message displays: Path: <i>Return to the dashboard will end the TeleVisit. Are you sure you want to exit?</i></p> <ul style="list-style-type: none"> ■ Exit - Click to exit the healow TeleVisit session. <p>If the patient clicks <i>Exit</i>, the healow TeleVisit session is disconnected and the following message displays on the provider's healow TeleVisit window: Path: <i>Patient Offline</i></p> <ul style="list-style-type: none"> ■ Cancel - Click to continue the healow TeleVisit session.
	<p>Click to exit the TeleVisit session.</p> <p>When the patient clicks this button, the following message displays for the provider:</p>

Accessing Virtual Voyage Visit Help:

1. Click the *View TeleVisit FAQ* button

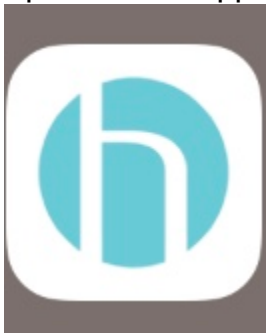


2. Click a link to expand the information in that section



To start a Virtual Voyage Visit via healow App:

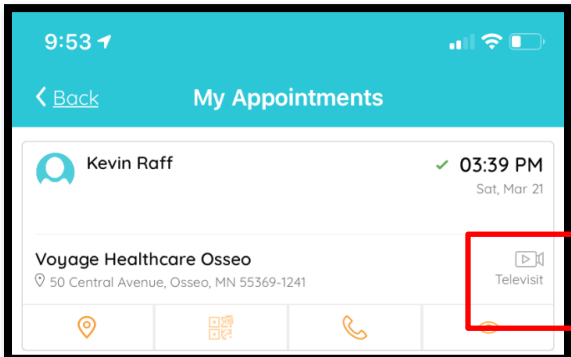
1. Open healow App



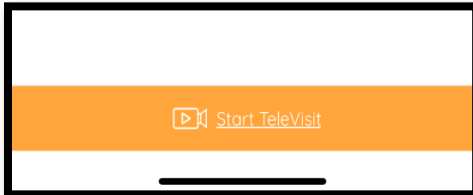
2. Click on *APPOINTMENTS* box



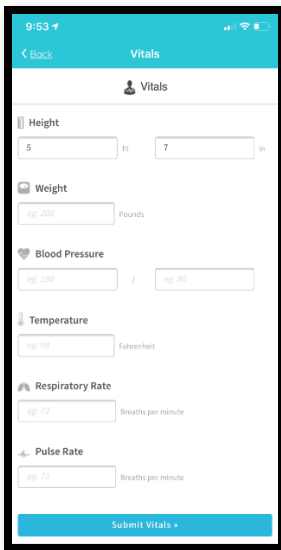
3. Click on *Televisit* video icon



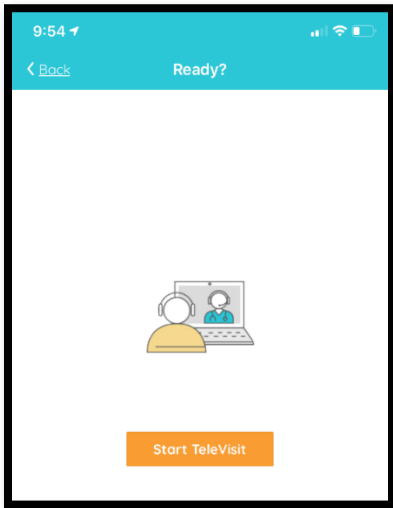
4. Click on *Start Televisit*



5. Enter Vitals and Click *Submit Vitals*



6. Click Start TeleVisit



7. Wait for Provider to Join Virtual Voyage Visit

