



East Hawaii Health

Telehealth Support

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Patient Portal Information Handout

Telehealth User Guide

What is a Portal Telehealth Visit?

A portal telehealth visit is a scheduled visit using the East Hawaii Patient Portal. This access to your healthcare team allows our medical professionals to interact and communicate with you by computer screen, smartphone, or tablet.

Why would I want a Portal Telehealth Visit?

Here are just a few reasons why you might consider or even prefer a Portal Telehealth Visit:

- | Convenience | Quality | Life Balance |
|---|---|--|
| <ul style="list-style-type: none">• Comfortable location• Avoid travel, traffic, and parking | <ul style="list-style-type: none">• No waiting room time• Private, patient centered care | <ul style="list-style-type: none">• Better health management• Less time away from family and work |

I want to have Portal Telehealth Visits, what do I need?

You will need:

- An active East Hawaii Patient Portal account
- A computer -OR- a smartphone -OR- a laptop -OR- a tablet WITH a high-speed internet connection. You might also need speakers
- A quiet, private, well-lit space to talk with your care team.

How do I get an East Hawaii Patient Portal account?

Ask the East Hawaii Clinic office staff for an account when you check in or check out. Clinic office staff will verify or collect your email address. Once we have your email address recorded in your patient chart, we will send you an enrollment email. The email you receive will be from easthawaiipatientportal@hhsc.org and should look like the email below. This message will include a link. Click the link to set up your East Hawaii Patient Portal account. The link is only good for 5 days. Depending on your email settings, the message might be in your spam/trash/junk mail.

From: easthawaiipatientportal@hhsc.org [<mailto:easthawaiipatientportal@hhsc.org>]

Sent: Tuesday, June 2, 2020 11:01 AM

To: Patient@example.com

Subject: Enrollment Email

Dear Patient

Click the link below to complete and submit your East Hawaii Patient Portal.

<https://easthawaiipatientportal.hhsc.org:444/extsignon.mthz?signonurl=%2FPhm-PhmHome.HomePage.WR.mthr%3Fhcis%3DHIEWEB.TST615AF%>

You can instead fill out an Authorization for Disclosure of Protected Health Information to Patient Portal form and turn it in to our Medical Records department or the clinic you go to. Expect up to one week from the day you submit your form for Medical Records to send you an **Enrollment email**. The form is available online at <https://hilomedicalcenter.org> to download, print, and complete.

When you click the link from your enrollment email you will see this screen. Create a new Logon ID. Create a password and re-enter it to confirm. Choose and answer three security questions. The security questions you choose and answers you enter will be used if you need to reset your Logon ID or password.

The next screen is the user agreement. Scroll to the bottom and click Accept.

Your portal account has been created.

PATIENT INFORMATION

Thank you for choosing Hilo Medical Center, Ka'u Rural Health Clinics, and Puna Community Medical Center. To better serve you, we are now scheduling telehealth visits to connect you with your care team from any location.

Preferred Platforms

Accessing the telehealth visit from your computer or laptop



The preferred browsers for Telehealth Visits are Chrome, Safari, Edge, or Firefox. Please ensure you have the following: a web camera (so we can see you) and headset or microphone (so we can hear you) and speakers or headphones (so you can hear us).

Accessing the telehealth visit from your smartphone or tablet



To access the patient portal on your device, download the MEDITECH MHealth mobile application from the app store.

Once downloaded, click on the application and select Hilo Medical Center as your Hospital. Then, enter your logon and password.

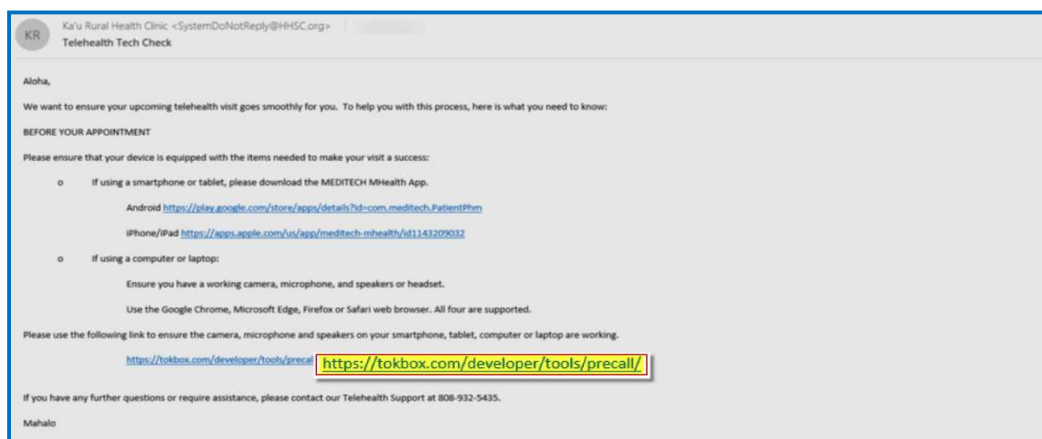
Getting Ready for your Telehealth Visit

Prior to your scheduled telehealth visit, you will receive two emails:

- 1) **Telehealth Visit Tech Check** to test your device prior to check-in
- 2) A **Telehealth Visit Appointment link** to start your scheduled Telehealth Check-in.

Email # 1 Telehealth Visit Tech Check

The email will contain a link for you to test the device you will be using for your telehealth visit.



Click the Run Test button. Your computer or device will be evaluated to make sure your telehealth visit will run smoothly.

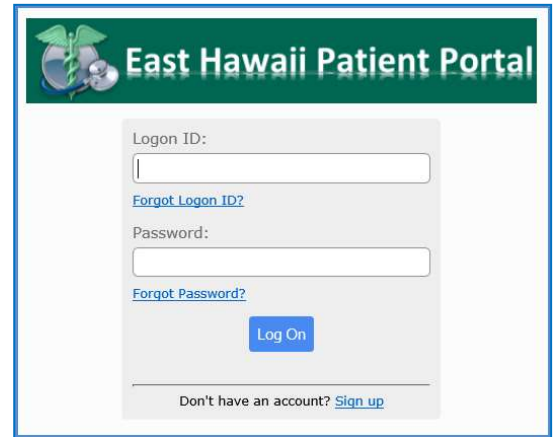
Note: You may see a pop-up asking for access to your camera and microphone. Click Allow to complete the test.

Email #2: Appointment Link

You will receive a link to start your telehealth visit. You may access this link 20 minutes prior to your appointment date and time. You can also access your visit by logging directly into the Patient Portal website or MHealth mobile application.

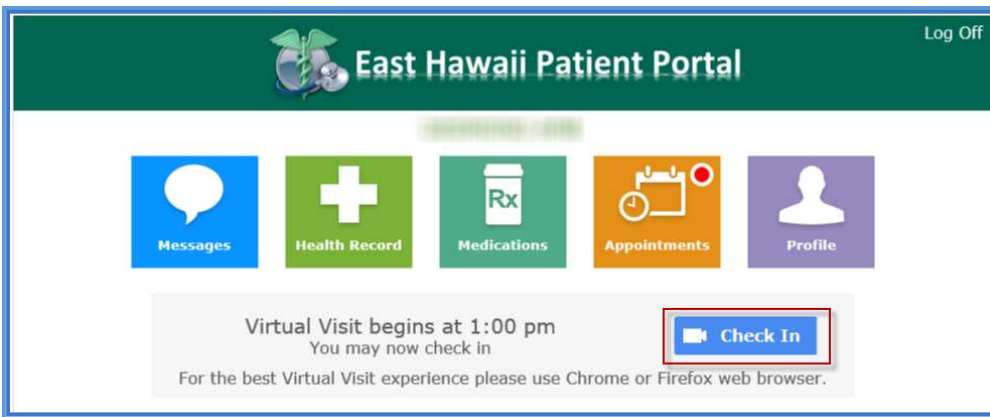
Checking in your Telehealth Visit

1. Access your portal account by entering your Logon ID and Password



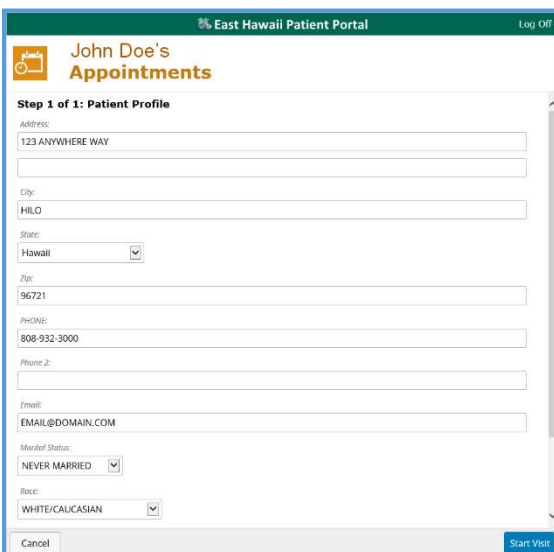
The screenshot shows the login interface for the East Hawaii Patient Portal. At the top, there is a green header with the portal logo and name. Below the header, there are two input fields: "Logon ID:" and "Password:". Each field has a corresponding "Forgot" link: "Forgot Logon ID?" and "Forgot Password?". A blue "Log On" button is positioned below the password field. At the bottom of the login area, there is a link for "Don't have an account? Sign up".

2. Click the blue **Check In** button



The screenshot displays the main dashboard of the East Hawaii Patient Portal. The header includes the portal logo and a "Log Off" link. Below the header, there are five navigation buttons: "Messages", "Health Record", "Medications", "Appointments", and "Profile". A central banner area contains a notification: "Virtual Visit begins at 1:00 pm. You may now check in." Below this notification is a blue "Check In" button with a video camera icon, which is highlighted with a red box. A note at the bottom of the banner suggests using Chrome or Firefox for the best experience.

3. Verify or update your demographics.

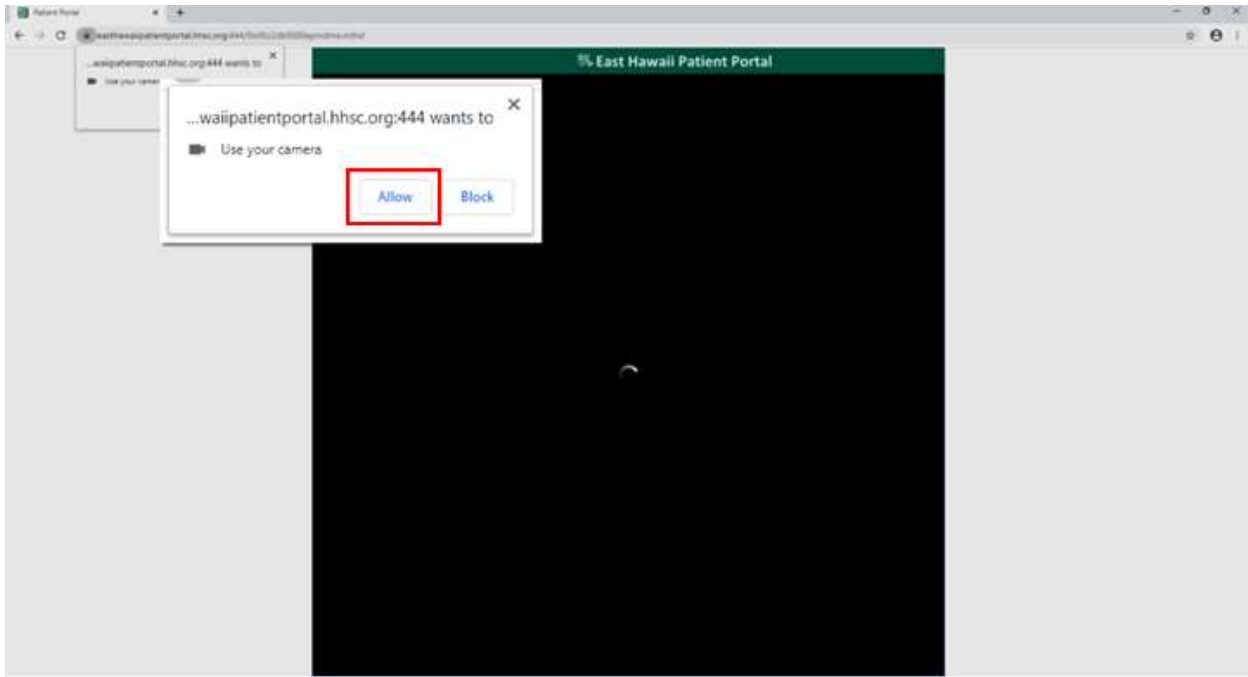


The screenshot shows the "Patient Profile" form for John Doe. The form is titled "Step 1 of 1: Patient Profile" and includes the following fields: "Address" (123 ANYWHERE WAY), "City" (HILO), "State" (Hawaii), "Zip" (96721), "Phone 1" (808-932-3000), "Phone 2", "Email" (EMAIL@DOMAIN.COM), "Marital Status" (NEVER MARRIED), and "Race" (WHITE/CAUCASIAN). There are "Cancel" and "Start Visit" buttons at the bottom of the form.

4. Click **Start Visit**

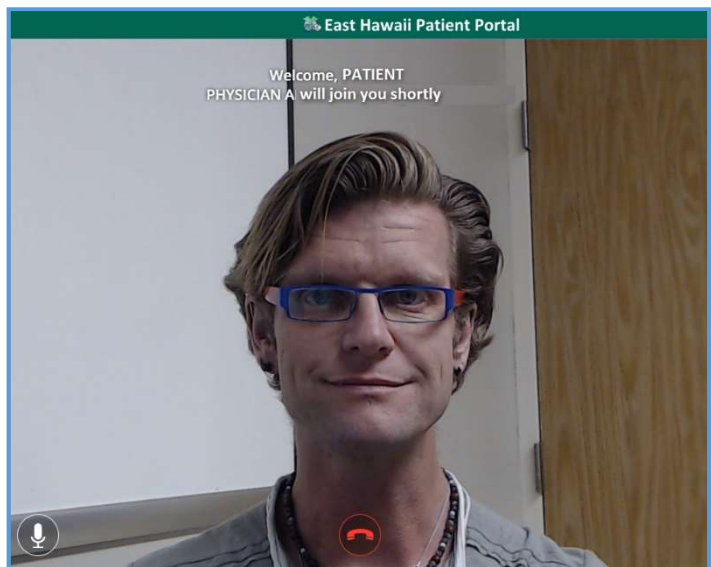


Note: You may see a pop-up from your browser asking for access to your camera. Click Allow

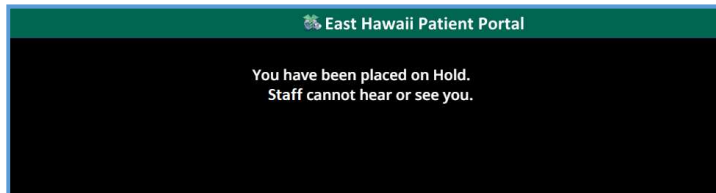


5. You will see a preview of what your camera is looking at. Make sure your camera can see you.

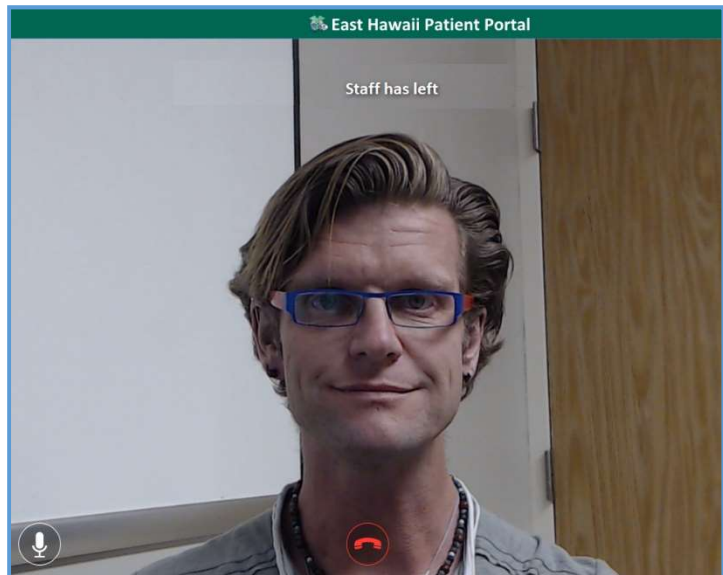
6. Clinic staff will join you and start your telehealth visit.



7. You may be placed on hold during your visit. Please wait. We will be with you shortly.



8. When the nurse logs off, you will see a message that the nurse has left and the screen will show your camera again. Please wait for the provider to arrive.



Finishing up

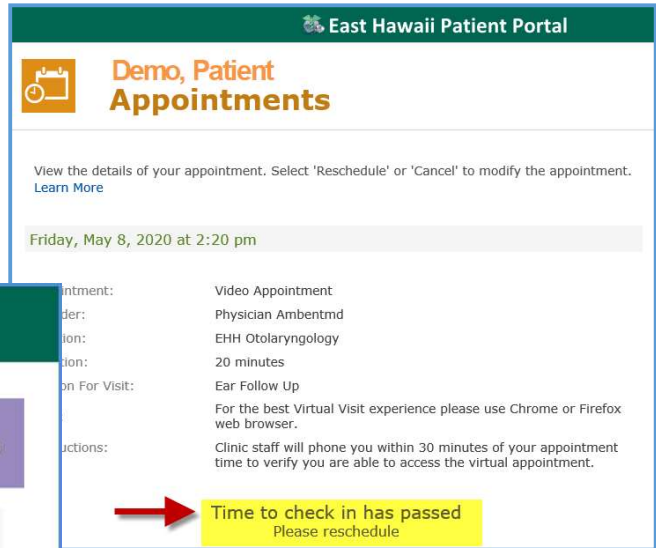
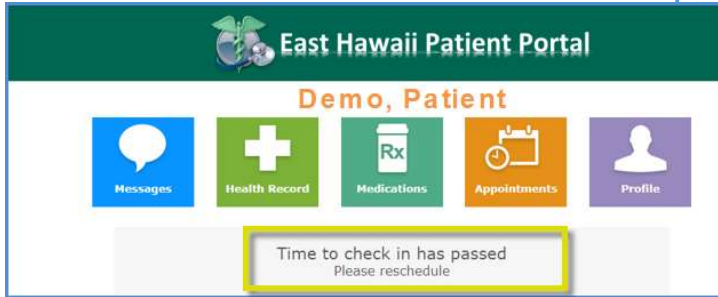
The provider will let you know once you have completed your appointment and you may click the hang up icon.



Frequently Asked Questions:

Q: What happens if I check in too late for my telehealth visit?

A: Message appears in patient portal stating check-in has passed and to please contact the clinic to reschedule appointment.



Q: What happens if I get disconnected?

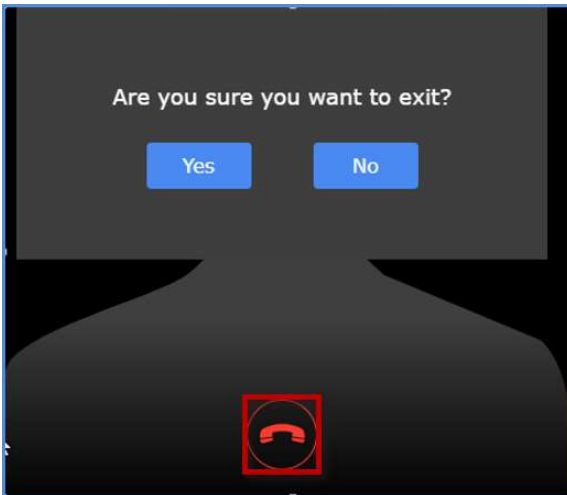
A: From the East Hawaii Patient Portal Home page, click on the Check In button



Q: How do I exit or end my telehealth visit?

A: Click on red phone to exit or end your telehealth visit

MHealth Mobile app navigation:



Click to Switch Camera



Click to Mute call. Upon selection this places the call on hold. Provider cannot hear or see you.



Click to end/exit call

Q: I have more questions after my visit, who do I call?

A: Please call your clinic.