



West Virginia Telemedicine

GALE-Athena EMR integration
August 2026

EMR - Workflow overview

Proposed - GALE App / Athena Workflow

1. GALE Operator authenticates into GALE using their Athena credentials (*operator must be on the Athena list of providers*)
2. GALE Operator searches for existing patient from Athena (*patients are not created on GALE*)
3. GALE Operator selects patient
 - a. Patient info from Athena is displayed on GALE
 - b. Selects a visit reason
 - c. Encounter is created
4. GALE Operator takes vital signs (blood pressure, pulse ox, images etc.)
5. GALE Operator initiates a virtual visit with a Remote Provider (*Optional*)
 - a. Provider answers calls and reviews patient details
 - b. Provider may add a clinical note to the encounter
 - c. Provider saves the patient profile to attach the clinical note - *This will prompt a save on the GALE device*
6. GALE Operator ends call
 - a. Patient details, encounter, vitals etc. are saved and uploaded to Athena (automatically if prompted by Remote Provider)
7. GALE Operator logs out
 - a. If Provider did not prompt save, GALE Operator will be prompted to save and the encounter will be uploaded to Athena

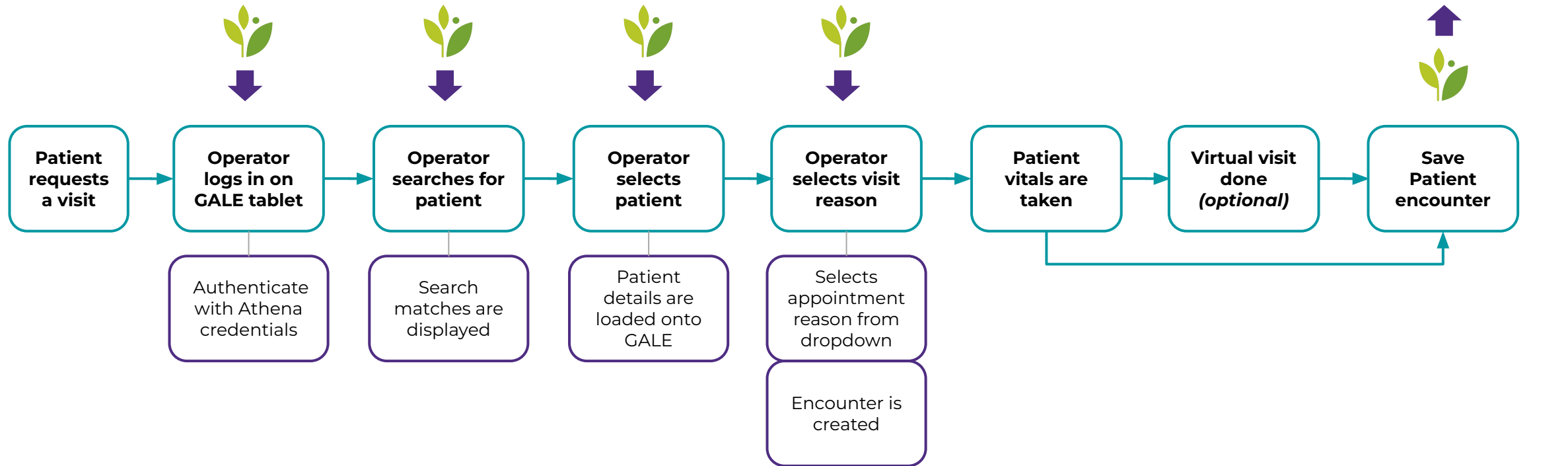
Workflow diagram

Completed on Athena prior to GALE visit:

1. User account is created
2. Patient is enrolled

Uploaded to Athena:

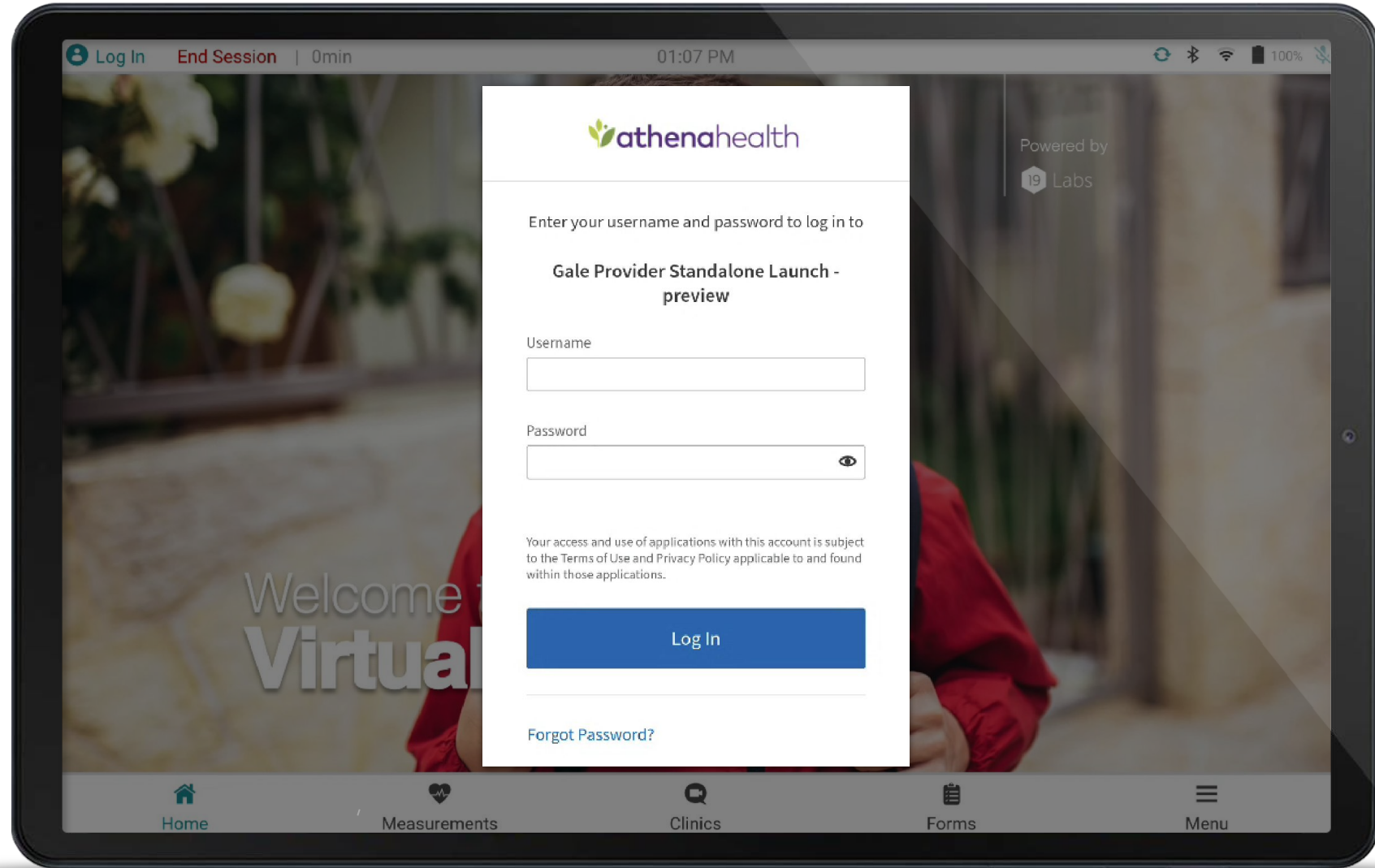
- Observations
- Documents
- Clinical notes



Patient Workflow

Authentication

1. GALE operators authenticate into the EMR system



Patient Workflow

Search for a Patient

1. Search for patient *
 - a. First Name
 - b. Last Name
 - c. Date of Birth
2. Check patient in

* All patients must be created on Athena prior to starting a visit

Athena End Encounter | 4min 02:10 PM

Powered by 19 Labs

Search Patients

First Name: Bernard Last Name: Smith

Date of Birth: 2003-08-14

Search

Results: Bernard Smith Female 05/14/2003

Patient Check-In

Check in Bernard Smith?

Check In

Welcome to Your Virtual Clinic

Home Measurements Clinics

Patient Workflow

Visit Reason

Select a visit reason for the Patient

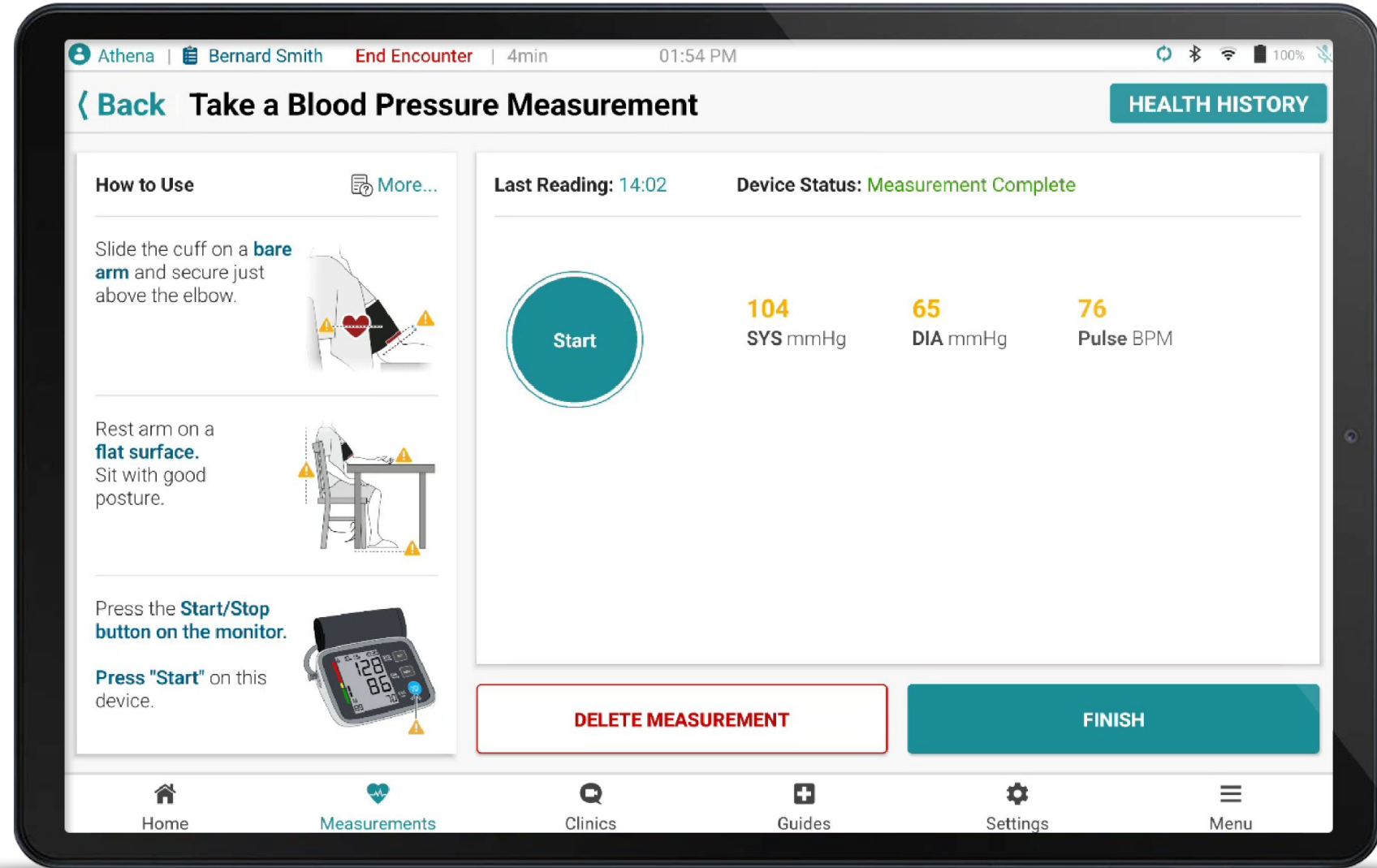
The image shows a tablet displaying the 19Labs Virtual Clinic interface. The screen is divided into several sections:

- Top Status Bar:** Displays 'Athena | Bernard Smith | End Encounter | 4min | 02:11 PM' and system icons for refresh, Bluetooth, Wi-Fi, and 100% battery.
- Background Image:** A young boy wearing a blue surgical mask and a red jacket, standing outdoors.
- Modal Window:** A white box with a blue header 'Select Encounter Reason'. It contains a dropdown menu with the text '-- Select --' and a blue 'Submit' button.
- Text Overlay:** The text 'Welcome to Your Virtual Clinic' is displayed in a large, semi-transparent font over the background image.
- Bottom Navigation Bar:** A dark grey bar with six icons and labels: Home (house icon), Measurements (heart rate icon), Clinics (speech bubble icon), Guides (plus icon), Settings (gear icon), and Menu (hamburger icon).

Patient Workflow

Take Measurements

Take vital signs and/or images

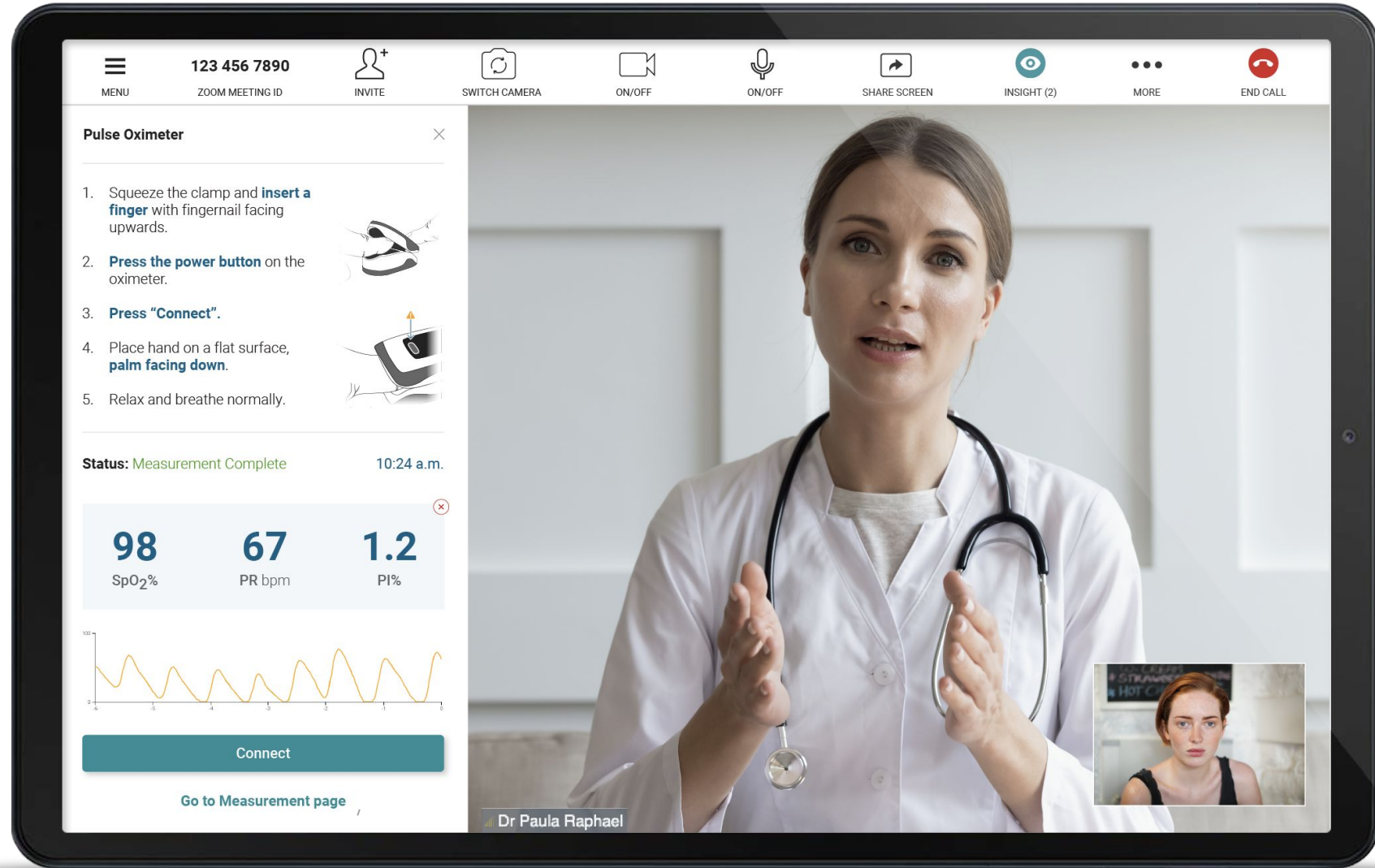


Patient Workflow

Visit with a Remote Clinician

1. Start a video call with a remote provider
2. Take additional measurements if required
3. End call

Note: If Clinician wants to add Clinical notes, remain on the call until they done so, and have received a notification the profile will be saved.



Patient Workflow

Observations

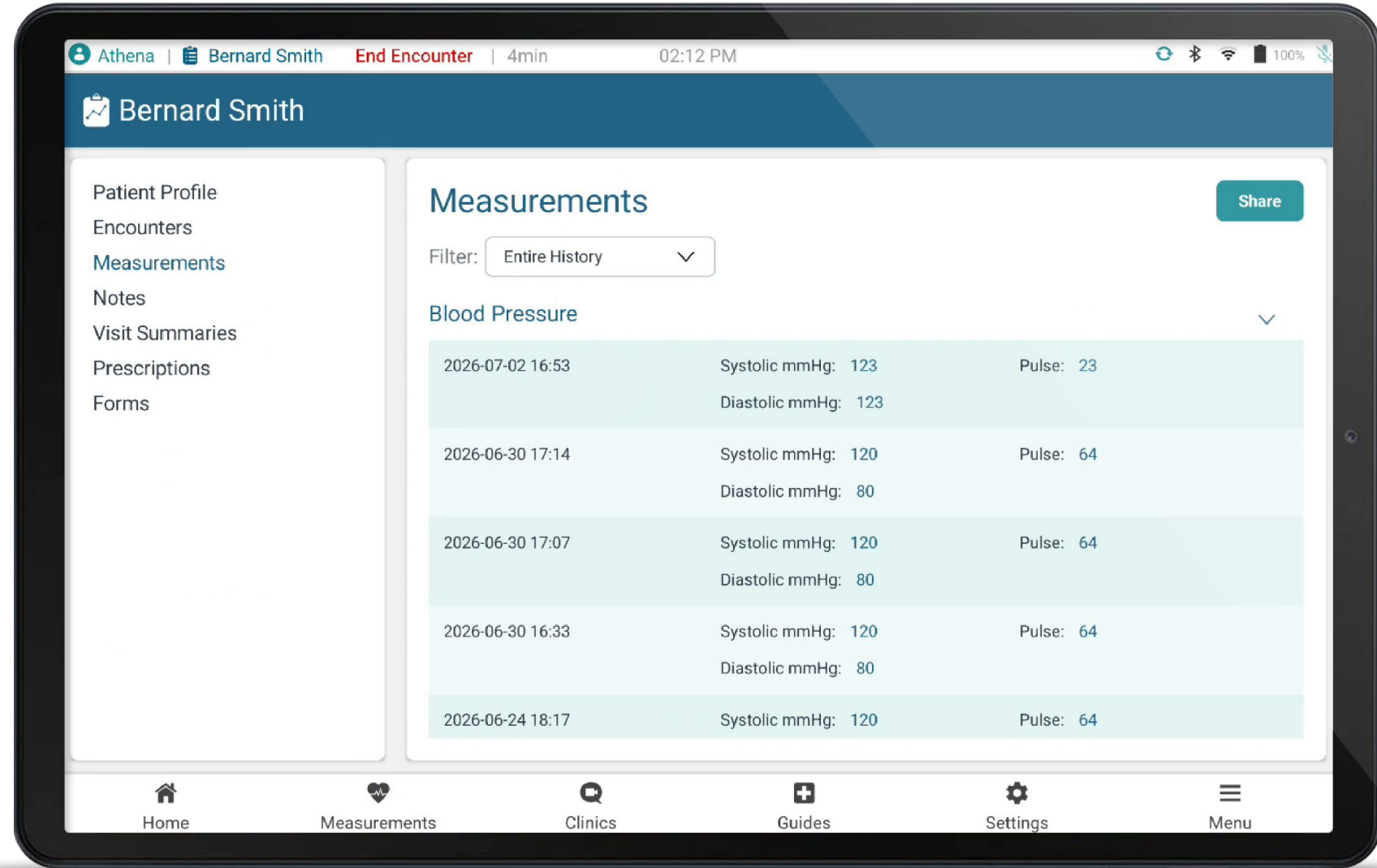
1. End encounter
2. Measurements are uploaded from GALE to Athena

a. Vitals

b. Images

Not uploaded:

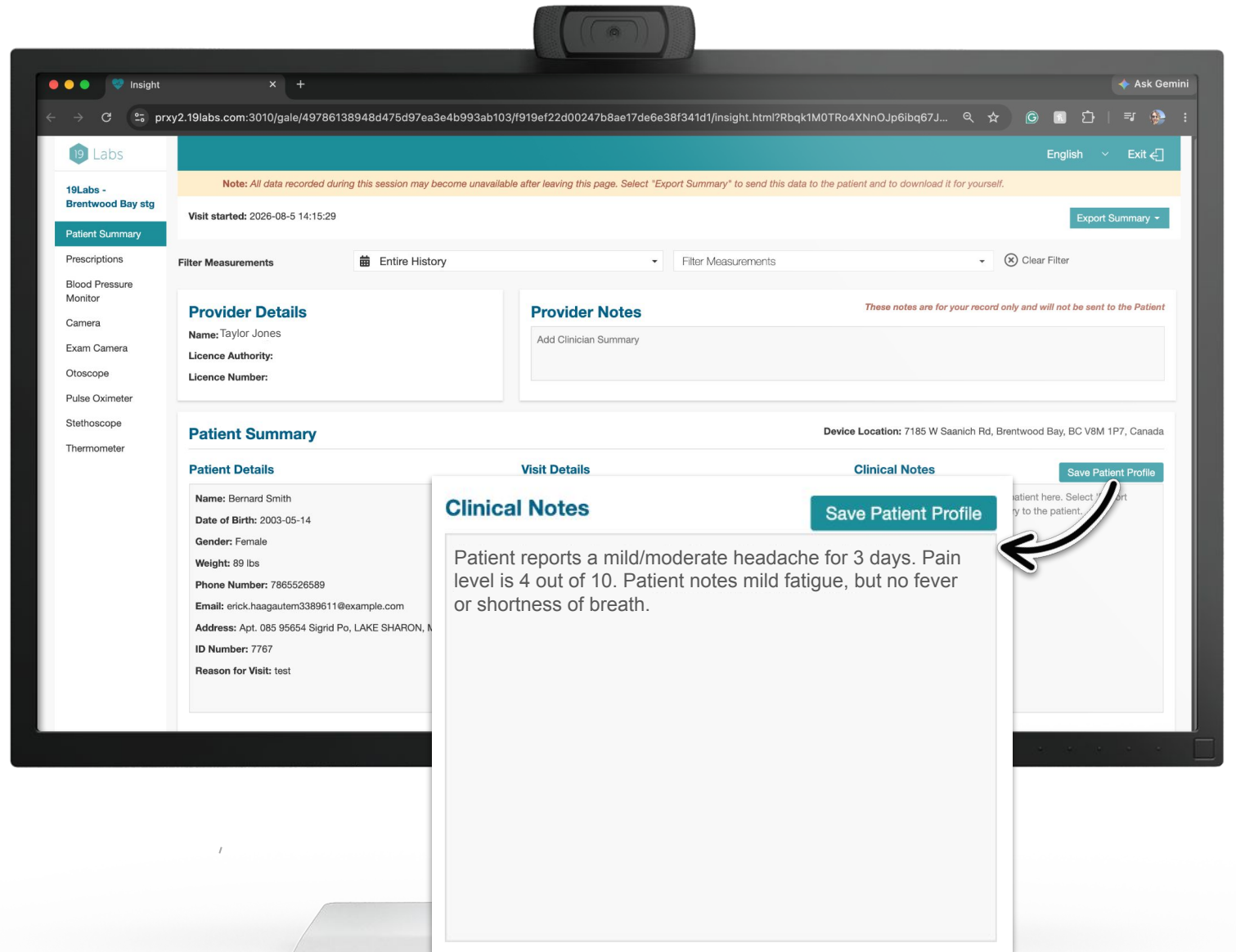
- c. PDF (ECG, Ultrasound, other reports)
- d. mp4 (stethoscope)



Clinician Experience

Clinician Experience - GALE Insights

1. Review call details
2. Answer call
3. Review Patient details
4. Add Clinician notes
 - a. Select **Save Patient Profile** to send to Athena encounter
5. Export summary
 - a. Send to GALE: Operator can print summary for patient/file/parent etc. *(not saved to Athena currently)*
 - b. Download: PDF downloaded to local computer



Clinician Experience

Clinician Experience - Athena

1. Reason for visit
2. Intake: Vitals uploaded
3. ROS: Clinical note, if sent from Insights
4. PE: images uploaded

* Image shown is a test environment and not real patient data

