



Telehealth - Amwell Now Scheduled Visits

What is Amwell Now?

Amwell Now offers HIPAA compliant, secure, instantaneous video connectivity for providers and patients. After completing the self-service sign up process providers can immediately begin telehealth visits with patients through text message or email invitations.

Amwell Now is the commercial name but CHOC will be naming the solution Telehealth Now. Telehealth Now is to be used only by clinics that do not currently use Cerner or as a backup procedure when Cerner is unavailable.

Preparing for Amwell Now Visits

Browser Recommendations

Ensure browsers are running the latest version of available software. Google Chrome is the preferred web browser.

Audio and Video Recommendations

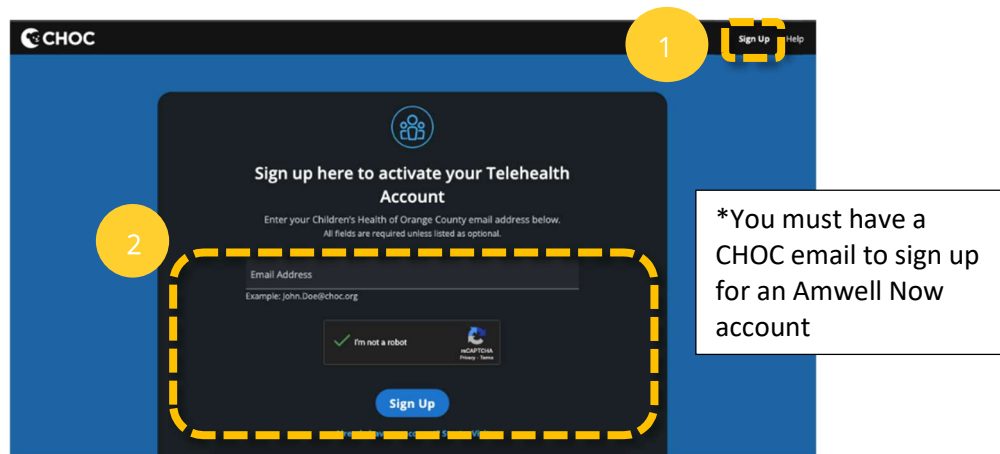
Close conflicting software running in the background. Applications such as WebEx, Teams, GoToMeeting, Skype, FaceTime, etc. may override access to the webcam. Quit and/or exit these applications prior to launching a visit to avoid technical issues.

Activate Account



Navigate to your sign in page. Find “Telehealth Now” icon in CHOC Apps or on PAWS → Tools & Resources → Web Tools → Telehealth Now

1. Click Sign Up in the top right of the page.
2. Enter your CHO email address, click the I’m not a robot verification and click Sign Up.



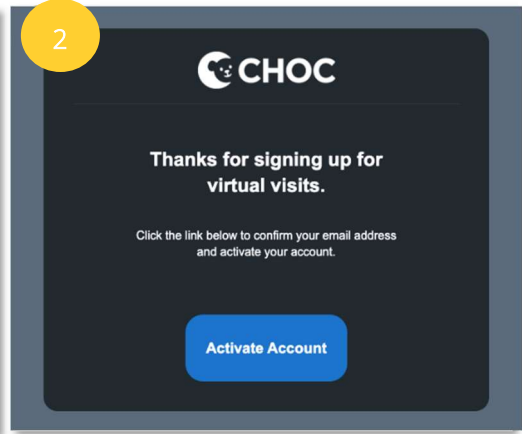
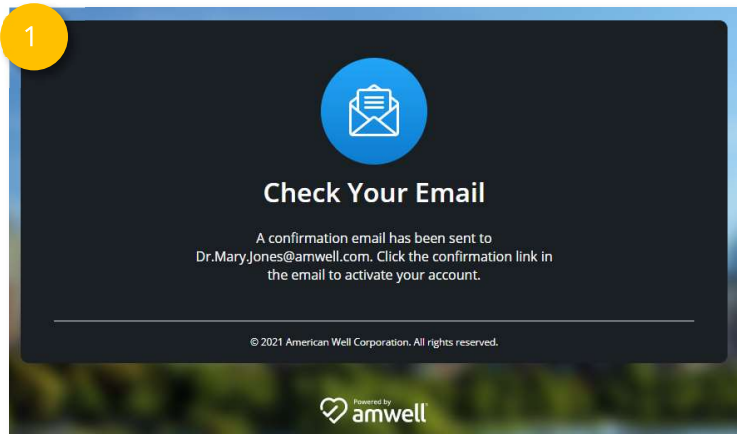


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Confirm Email

You will be directed to the Check Your Email page.

1. Open your email account.
2. Open the confirmation email and click Activate Account.

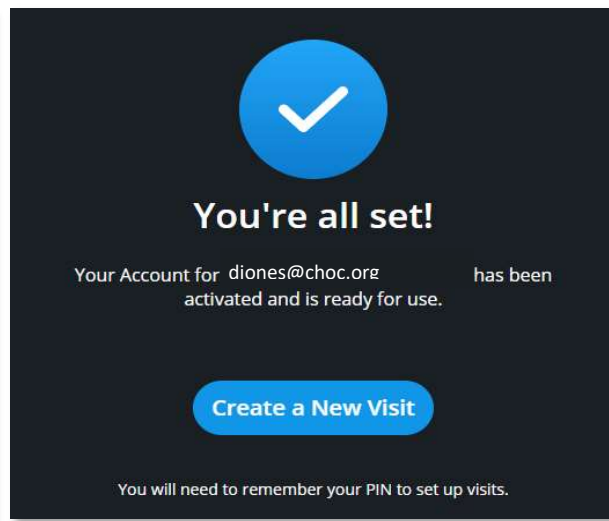
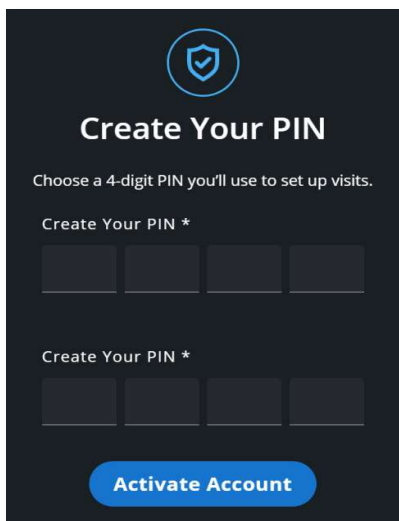


If you do not see your confirmation email in your inbox, check your spam or junk folder and double check the spelling of your email address on the Sign-Up page.

Create Pin

You will be directed to the Create Your PIN page. Choose your unique 4-digit PIN. Set a pin you will easily remember; it will be used to set up every visit.

- Forget your pin? Follow the steps above to reactivate your account and set a new pin.





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Create a Visit

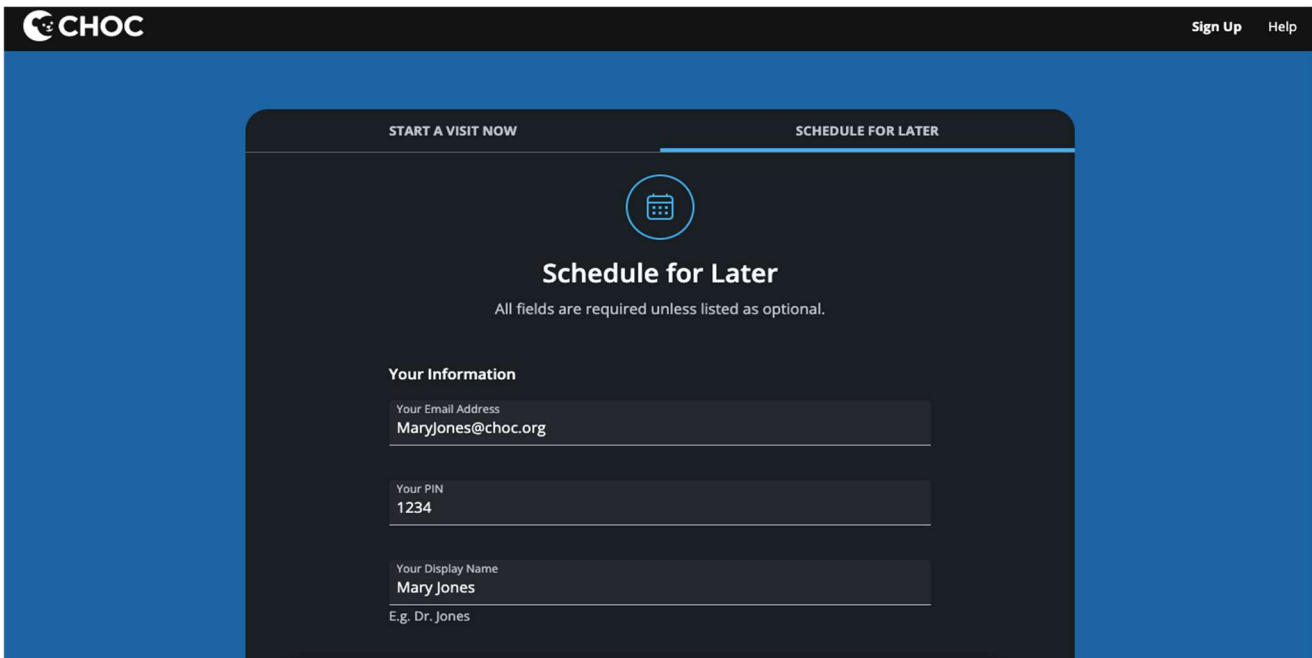
When your account is set up, you are ready to begin initiating telehealth visits.

For quick access to launch a visit add the Create a New Visit page to your bookmarks.

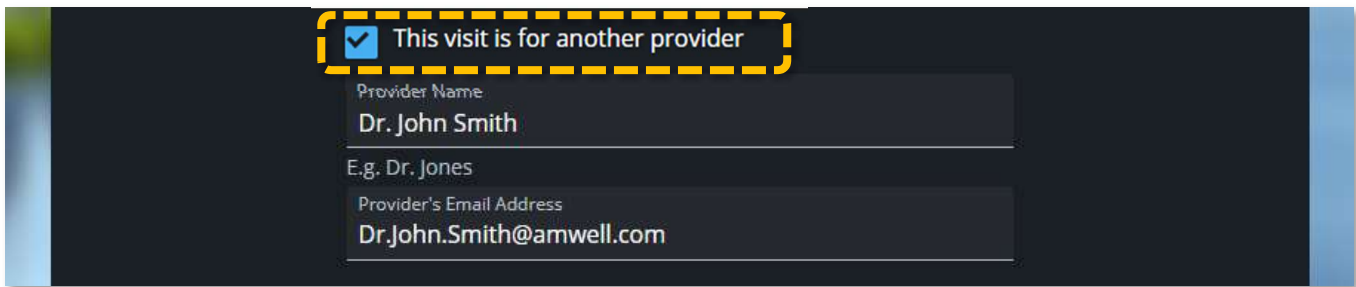
Schedule a Visit for Later

To schedule an appointment, open the **Schedule for Later** tab.

1. Enter your email address, PIN, and display name.



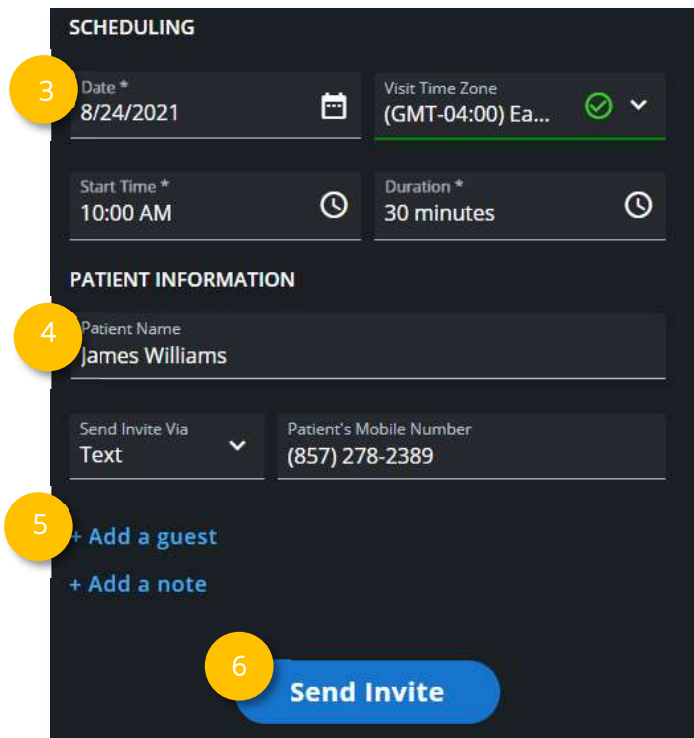
2. To schedule an appointment on a provider’s behalf, click the **This visit is for another provider** check box. Enter the provider’s name and email address. They will receive a calendar invitation which includes a link to join the visit.





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3. Set the date, visit time zone, start time and duration of the visit.
4. Enter either the patient’s email address or cell phone number.
5. To add a guest click **Add a guest**. A field for the guest’s contact information will appear below the Patient Information section. Enter the guest’s contact details. We recommend limiting your visit to 15 guests, though additional guests can be added.
6. Click send invite.



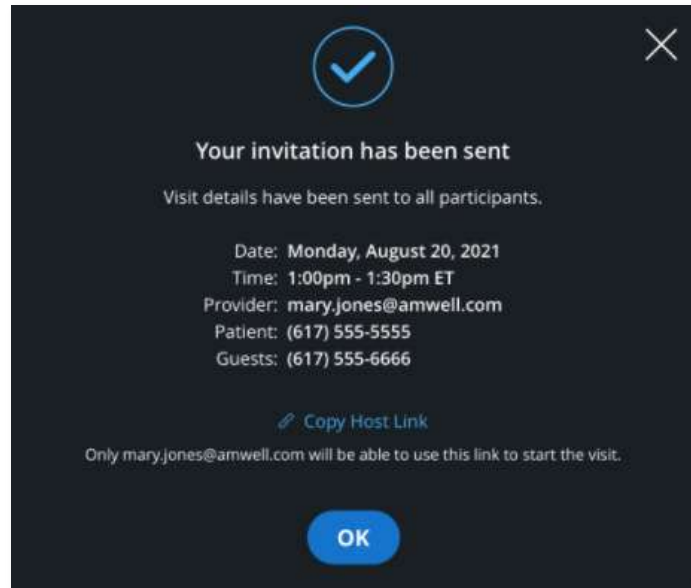
The screenshot shows a dark-themed interface for scheduling a telehealth visit. It is divided into two main sections: SCHEDULING and PATIENT INFORMATION. Callout 3 points to the 'Date *' field (8/24/2021) and the 'Visit Time Zone' dropdown (GMT-04:00 Ea...). Callout 4 points to the 'Patient Name' field (James Williams). Callout 5 points to the '+ Add a guest' and '+ Add a note' buttons. Callout 6 points to the 'Send Invite' button. Other fields include 'Start Time *' (10:00 AM), 'Duration *' (30 minutes), 'Send Invite Via' (Text), and 'Patient's Mobile Number' ((857) 278-2389).

If you click the **Add a guest** button and do not enter contact information for the guest, you will not be able to initiate the visit. Click **Remove** to clear the guest field.

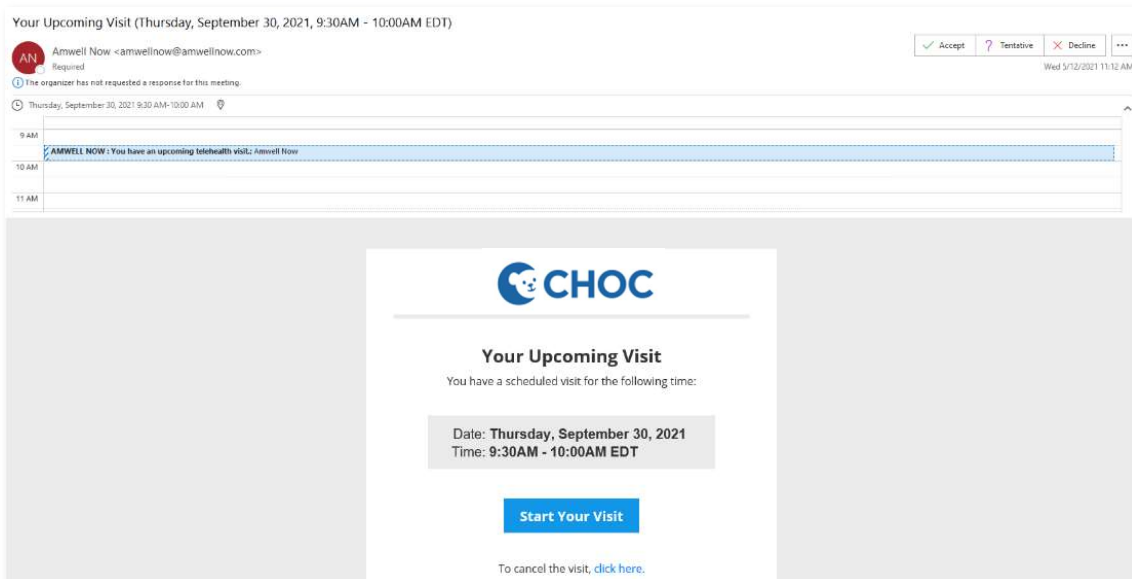


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7. A confirmation window will open, click **Copy Host Link** to save the link in your calendar click Ok.



8. You will also receive a calendar invite with a link to join the visit. We recommend accepting upon receipt to ensure it will be added to your calendar.

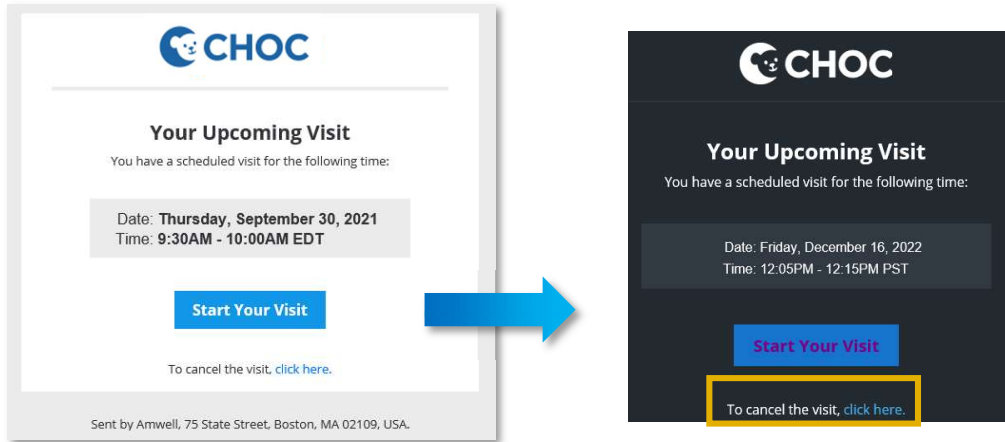


It is a best practice to add visit links into your calendar immediately after scheduling.



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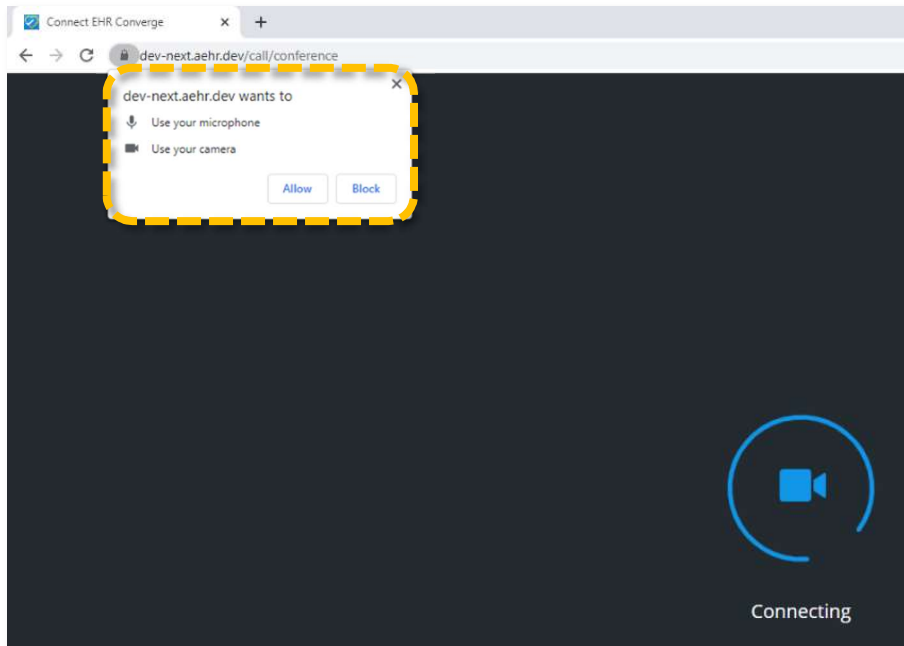
- At the time of the meeting click **Start Your Visit**, the video window will launch. To cancel a scheduled appointment, use the cancel visit option. You will be prompted to enter your reason for cancellation which will be sent to all participants. Click **Cancel Visit**.



In the Visit

As the visit opens, first grant your browser permission to access your camera and microphone. If you do not grant your browser permission, you will not be able to see or hear your patient and will receive the Browser Permission error message.

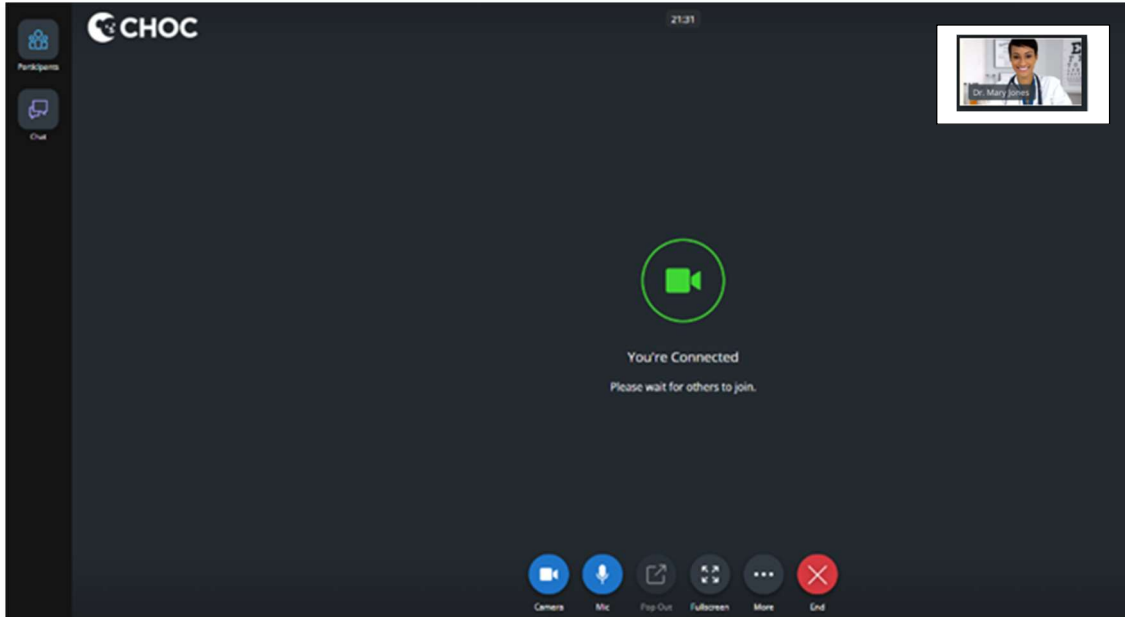
- Click Allow.



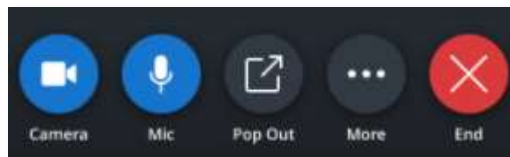


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2. As the visit opens your video will appear in the top right of the page. The green camera icon in the center of the page confirms you have successfully connected to the visit. The visit timer, located on the top center of the video window, keeps track of the visit length.



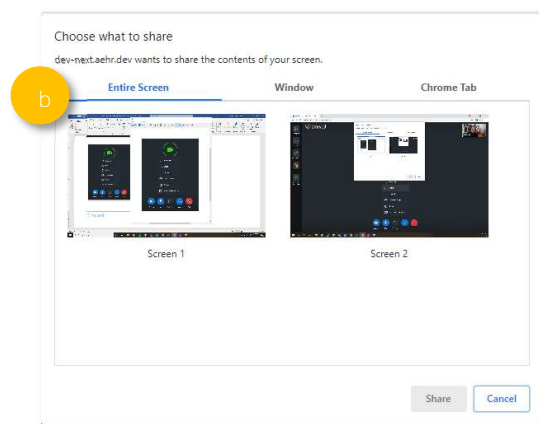
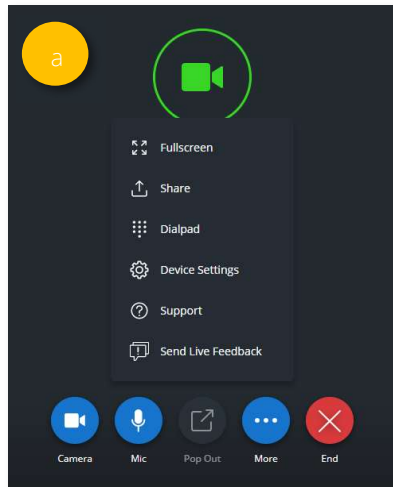
3. When your connection is established, a toolbar appears on the bottom of the window. The toolbar includes:
 - a. **Camera:** Turn your camera on and off by clicking the Camera icon, when enabled the icon is blue. It is a best practice to keep your camera turned on for video visits.
 - b. **Mic:** Mute and unmute your mic by clicking the Mic icon.
 - c. **Pop Out:** Float the patient video window, this is a helpful feature if documenting your visit in a different window.
 - d. **More:** Access additional features described below.
 - e. **End:** Disconnects the visit. It is a best practice to encourage patients to end the visit to prevent the feeling of an abrupt ending.



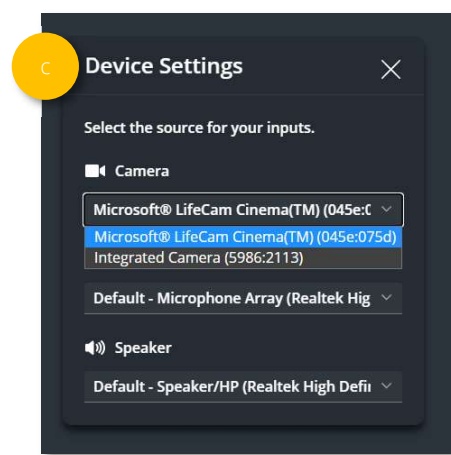


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4. To access additional features, open the **More** icon.
 - a. **Fullscreen**: Expand your video to full screen.
 - b. **Share**: Share your screen with the patient. A pop up will open, select the content you would like to share. Please be mindful of patient’s PHI when sharing your screen.
 - Share either the entire screen (this will show every window and notification which pops up on your screen)
 - One window (this will show the entire screen of one window)
 - Web browser tab (this will show a specific tab within your internet browser)



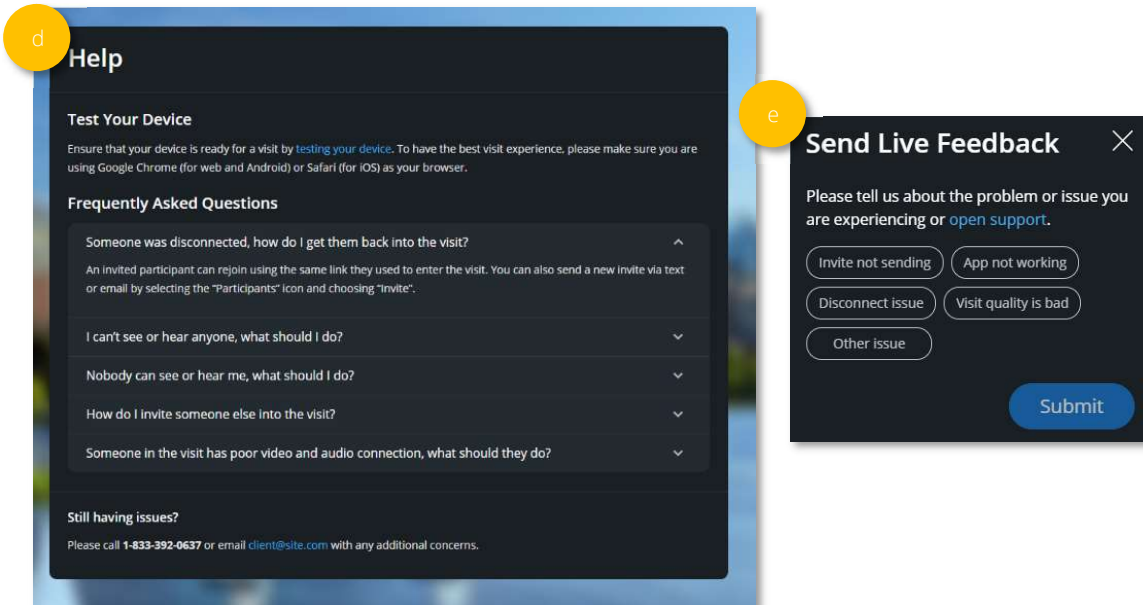
- c. **Device Settings**: Adjust the device connected to your visit by selecting the device you would like to use from the camera and speaker dropdowns.





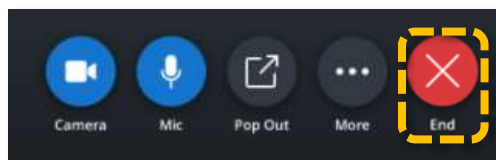
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- d. **Support:** Access frequently asked questions and a device technology check. Use the Test Your Device technology check any time you encounter an issue establishing video connection with patients or connecting your camera and microphone to visits. Patients complete a similar technology check before entering every visit.
- e. **Send Live Feedback:** Send real time feedback.



End the Visit

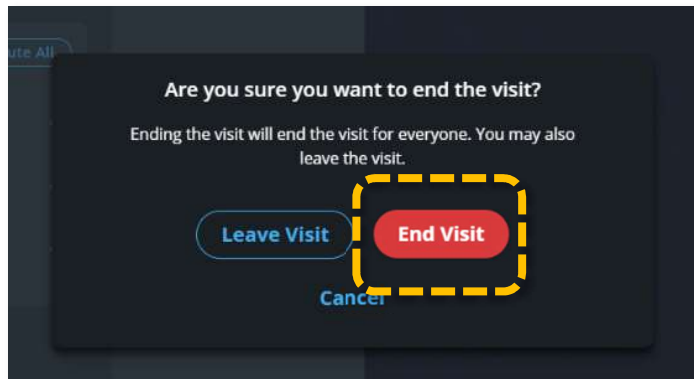
1. When your visit has completed, prompt the patient to click to **End** the visit. If they are unable to do so use the **red End** button to disconnect.



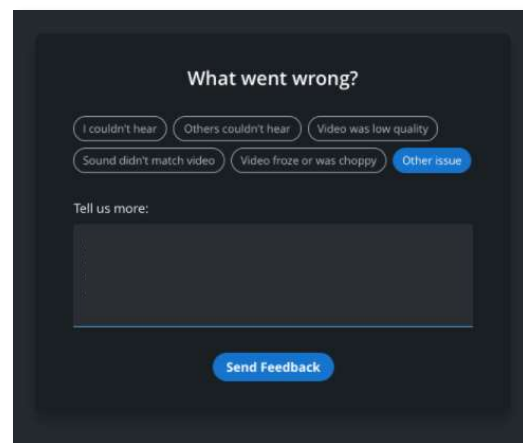
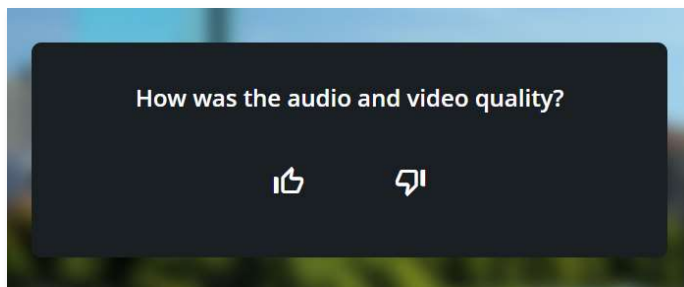


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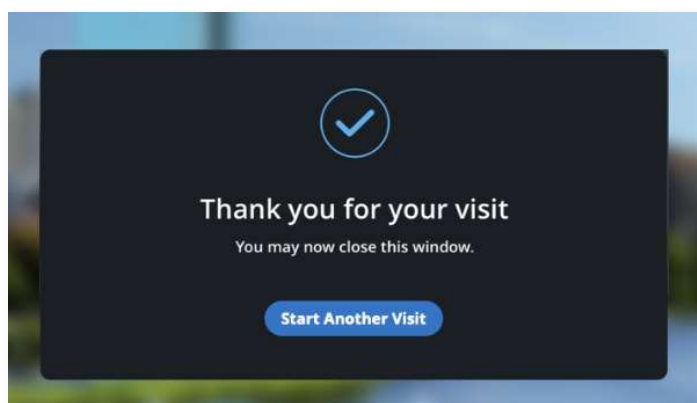
2. Confirm you would like to end the visit by clicking **End Visit**.



3. Rate your audio and video quality. If you had a poor experience, you will be prompted to add additional feedback.



4. To start another visit, click the **Start Another Visit** button.





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Frequently Asked Questions

Signing up

1. How can I reset my PIN?
 - a. PINs are set during account creation. If you need a new PIN, simply repeat the sign-up process. This will void your old PIN and allow you to create a new one. You can repeat this process as often as you need.
2. I did not receive my signup email – what do I do?
 - a. Check your Spam or Promotional email folders. Consult your IT department to check if delivery of emails is blocked.

Connection Issues

1. When I try to start a visit, I get redirected to another browser.
 - a. To have the best visit experience, please make sure you are using Google Chrome (for web and Android) or Safari (for iOS) as your browser.
2. I was disconnected from my visit – how do I get back in?
 - a. When you create a visit, you also receive an email with a link to your visit. Click the **Join Visit** button to reenter the visit.
3. Audio and Video Issues – Provider and/or Patient
 - a. Confirm browser/device permissions to ensure access to camera and microphone was allowed and that you are using a preferred web browser. Check your internet connection.
 - b. If the audio is not received, very faint or intermittent, refresh the browser page.
 - c. Connect to Wi-Fi, move closer to the router, and confirm the **Mic** button is not muted.
4. Why do I see a black screen instead of the patient's video?
 - a. The patient may be looking at a different application on their mobile device as they wait for the visit to begin. The patient will still hear your audio, so ask them to return to the visit window. When they return their video will resume.
5. The patient's video froze, what should I do?
 - a. The patient's video may appear frozen if they put their browser window into the background of their device. The patient will still receive your audio, so ask them to return to the visit. When they return, their video will resume. If the issue persists encourage the patient to connect to Wi-Fi and move closer to their router.



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General

1. I cannot locate the Start a Visit page.
 - a. From the sign-up page, click the **Already have an account? Start a Visit** text.
2. How can I access text or images from visit? How do I add comments, bill, or prescribe?
 - a. Amwell Now does not retain text and images from visit. Amwell Now is designed to work parallel to your existing EHR solution. Any documentation, prescribing, and billing should be handled in your EHR system.
3. What is the limit to the amount of people that can join the visit?
 - a. The limit is set to 15 participants as a default, if you would like to adjust this limit, please contact the telehealth team to facilitate with Amwell.
4. How long can the visit run until? Is there a cutoff time?
 - a. There is no cutoff time for the visit.
5. Are the video visits recorded?
 - a. Your video interaction with the patient is **NOT** recorded.
6. Is this technology HIPAA compliant?
 - a. Yes, the platform is HIPAA-compliant and has additional security features and safeguards in place.