

The purpose of an Amwell office visit is to allow patients without access to a computer, smartphone, or Wi-Fi to participate in a telehealth visit with a provider who is working remotely.

Joining Amwell Office Visit

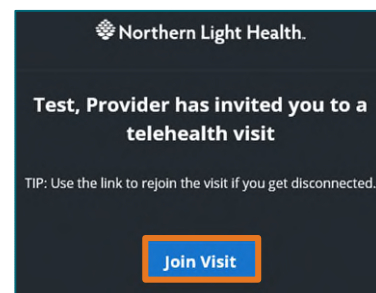
STEP 1: Clinical staff open the Outlook application on the dedicated device the patient will be using to join the scheduled Amwell Telehealth Video Visit.

NOTE: Prior to the visit, it needs to be communicated that the patient is joining from the dedicated email address on the office device.



STEP 2: An email, titled **Amwell**, will be available in the inbox.

- For assistance on sending an email invitation, follow the [Scheduled Amwell Telehealth Video Visit Workflow](#).



STEP 3: Open the email.

STEP 4: Click **Join Visit**.

STEP 5: Patient enters their preferred name, mobile number, and clicks the **Notice of Privacy Practice** checkbox.

NOTE: Mobile Number is a required field. If a patient does not have a mobile phone, insert the office phone number where the patient is joining the meeting.

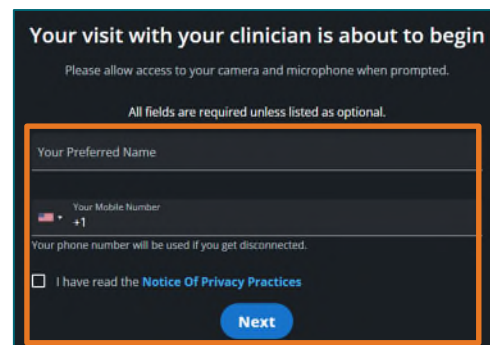
STEP 6: Click **Next**.

STEP 7: Allow access to video and voice if needed.

STEP 8: Click **Join Visit**.

STEP 9: The patient joins the visit.

NOTE: After the patient completes the Amwell office visit, clinical staff need to delete the email with the Amwell link and NLH Global Distribution emails.



Downtime Procedure

During Cerner downtime, Amwell is not available. Place a phone call to the patient via a mobile or landline device.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at:
 207-973-7728 or 1-888-827-7728.