

From the Office of Clinical Informatics Telehealth Quick Connect Workflow

February 26, 2024

The Quick Connect workflow allows providers to connect remotely to the Amwell carts onsite at Northern Light facilities.

Connecting to Amwell Cart via Quick Connect

- **<u>STEP 1</u>**: Click **Clinical Links** in the weblinks toolbar in Cerner.
- **<u>STEP 2</u>**: Click **Amwell Telehealth Quick Connect**.
- **<u>STEP 3</u>**: Sign in with appropriate email address and password.
- **<u>STEP 4</u>**: Type the patient's room number in the **Room name** field.
- **<u>STEP 5</u>**: Click **Select invitation method** and select **Endpoints**.
 - To connect to a laptop via an email, select Email for the invitation method and enter the appropriate email and navigate to Step 8.
- **<u>STEP 6</u>**: Click **All Facilities** and select the appropriate facility.
- **<u>STEP 7</u>**: Click **Search** and select the appropriate cart.
- <u>NOTE</u>: Communication to the connecting site may be required to ensure the correct cart is called.
- **<u>STEP 8</u>**: Click **Invite Participants**.
 - This initiates the call into the selected cart.
- **<u>STEP 9</u>**: Click **Join Room Now** to join the call.
- **<u>STEP 10</u>**: At the end of the call, refer to **Recent Connections** as needed.
- <u>NOTE</u>: If needed to reconnect to a cart, send a new invite to the cart by completing steps 5-9.

Downtime Procedure

During a Cerner downtime, this workflow remains the same.

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	Quick Connect	
	Room name Add one or more people below: Image: Control of the second	×
	Search Y Add Another	
	Invite Participants	

Quick Connect		
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Invitation sent success	fully	
1 participant(s) invited.		
Invite more by sending them this link	-	
https://conference.amwell.com/invite/h2y3wqq	o4er fi	
Invitation will expire after 24 hours	Recent Connections	
Join Room Now	Room name	11
Create Another Room	16 Dec, 12:49pm	
	 0 Active Participant 	
	Copy Invitation link	Ō
	Enter Room	

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.