

From the Office of Clinical Informatics Telehealth Scheduled Amwell Telehealth Video Visit – Patient February 26, 2024

Patients scheduled for an Amwell Telehealth Video Visit can join the visit through the Patient Portal or a Just-In Time invitation. The most efficient way to initiate join the visit is through the Patient Portal.

Joining a Scheduled Amwell Telehealth Video Visit

Patient Portal

The patient needs to enroll in the Patient Portal prior to signing into the portal to join their visit.

<u>NOTE</u> :	Please confirm with patients the web browser they are using on their device. Amwell supports Chrome, Edge, and Firefox. Chrome is the preferred browser.		
<u>STEP 1</u> :	Patient signs into the Patient Portal using the appropriate sign formation.	Appointments (1 of 2)	
<u>STEP 2</u> :	Under the Appointments widget the patient will see their Te appointment, who the appointment is scheduled with, and the of the appointment.	lehealth e time	
NOTE:	Some practices may require the patient to join the visit 15 minutes prior to their appointment.	Options V 02:00 p.m. EDT For VIOLET TESTING with CRANE DO, SARAH J	
<u>STEP 3</u> :	Patient clicks Join Now to join their visit.	(207) 862-9400	
NOTE:	The Join Now button is visible 30 minutes prior to the patient's appointment and 2 hours after the appointment.		
<u>STEP 4</u> :	Patient's browser on their device opens.	r visit with CRANE DO, SARAH J is about to begin Please allow access to your camera and microphone when prompted.	
<u>STEP 5</u> :	 Patient reviews their Preferred Name, Preferred Mobile Number, and clicks the Notice of Privacy Practice. This information automatically pulls in from the Patient Portal. 	All fields are required unless listed as optional. four Preferred Name EESTING, VIOLET Your Mobile Number	
		H 1 207-540-0943 Jour phone number will be used if you get disconnected. I have read the Notice Of Privacy Practices	
I	 If needed, the patient can update their preferred name and mobile number. 	Test Your Device	
	 The mobile number provides the provider a call back number if the visit gets disconnected. 	© 2023 American Well Corporation. All rights reserved. Need Help? 🖸	

<u>STEP 6</u>: Patient clicks Next.

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- **<u>STEP 7</u>**: Patient is prompted to **Allow** access to their camera and microphone, click **Allow**.
 - If the patient does not allow access the patient will see a popup **Permission Requested** and they are not able to join the visit.
- **<u>STEP 8</u>**: After allowing access the patient is brought to the **Visit Preview** where they can click **Join Visit** to be brought into the video visit.
 - On the **Visit Preview** screen, the patient can turn their camera or microphone on or off.
- Just-In Time Invitations

A **Just-In Time** invitation is sent to patients either by email or text message if they have not enrolled in the portal or their visit is not visible on the portal (ex. Pediatric Behavioral Health visits). These invites are sent by the clinical staff or provider at the practice.

<u>STEP 1</u>: The patient receives either a text message or an email with the link to join the visit.





TELETHEALTH VISIT from Northern Light. Join here: https://amwlehr.com/ <u>IVo3aJe2uqXD41AW6</u>

- **<u>STEP 2</u>**: Patient clicks the link from the email or text message.
- **<u>STEP 3</u>**: Patient's browser opens on device.
- <u>STEP 4</u>: Patient enters **Preferred Name, Preferred Mobile Number**, and clicks the **Notice of Privacy Practices**.
- <u>NOTE</u>: The mobile number provides the provider with a call back number if the visit gets disconnected.
- **<u>STEP 5</u>**: Patient clicks **Next**.
- **<u>STEP 6</u>**: Patient is prompted to **Allow** access to their camera and microphone, click **Allow**.

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- **<u>STEP 7:</u>** After allowing access the patient is brought to the **Visit Preview** where they click **Join Visit** to be brought into the video visit.
- Issues with Video or Sound

If the patient states that they can not be seen or heard in the visit, they will have to change their **Device Settings** within the Amwell video visit.

- **<u>STEP 2</u>**: Select **Device Settings**.
- **<u>STEP 3</u>**: Patient can then adjust their settings, as needed.
- **<u>STEP 4</u>**: Click **Apply** to save the settings.

Downtime Procedure

During Cerner downtime, Amwell is not available. Phone calls will need to be placed 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.

