# AMWELL TELEHEALTH PLATFORM **FAQ**

## Access

☐ Are there different versions of Amwell?

**Yes, CHOC is currently using two different Amwell platforms: Amwell Converge & Amwell Now.**

**Amwell Converge is the platform that is integrated within the patient's chart. This is accessed via the 'Telehealth' page in the dark blue Table of Contents, as well as the Workflow mpage for the specialties currently using this feature.**

**Amwell Now is the platform primarily used for unscheduled visits. This is accessed via CHOC Apps by searching for 'Telehealth Now' and is a stand-alone solution for impromptu visits.**

☐ Do I need to create an account to use Amwell?

**For scheduled visits that are integrated and accessed using Amwell Converge, no.**

**For unscheduled visits created via Amwell Now, yes.**

**Create a profile by going to the CHOC Apps page > Search 'Telehealth Now' > Click icon.**

- **On the Telehealth Now home page, click 'Sign Up' in the top right corner of the screen.**
- **A CHOC email address must be used to create an account.**
- **A link will be sent to your email and clicking this link will activate your account.**
- **You will then be prompted to create a personal PIN ID to use when creating new visits.**

☐ What if I forget my personal PIN ID for Amwell Now?

**Sign up again with a new PIN and it will replace your old one.**

☐ Can I access the scheduled visit from my phone using PowerChart Touch?

**No. The Amwell platform is not currently integrated with PowerChart Touch.**

# Scheduling

☐ Is there a way to verify whether an invite has already been sent to the patient/family?

**There is currently no way to track that a visit link has been sent to the patient/family, but a solution for this has been requested.**

☐ How can I make it known what the preferred method of contact is for the patient?

**Currently, the suggested workflow is by adding a note in the Ambulatory Organizer when the appointment gets scheduled. A solution for this has been requested.**

☐ Is there a way to modify the text or email message prior to sending the appointment link?

**No. An automatic message is generated.**

☐ Does the invitation link expire?

**Yes, it expires 72 hours after it has been sent to the patient/family.**

☐ My patient/family said they never received their link. What do I do?

**Providers or associates can resend the link by accessing the Telehealth page from the FIN encounter. There will be an 'Invite' button with the option to send via text or email.**

# Platform Tools

☐ Is there a whiteboard function available in Amwell?

**As of now, there is no whiteboard function, however, the Telehealth team is currently looking into options. If the use of a whiteboard function is necessary for the visit, please use Zoom.**

☐ Are we able to give the patient/family control of the screen?

**No. This is currently not a function available.**

☐ Can sessions be recorded?

**Contact the Telehealth team for sessions needing to be recorded. Approved sessions will be recorded by using Zoom.**

☐ Is there a way to turn off the music while waiting for an interpreter to join the visit?

**No, this is through LanguageLine Solutions. A solution for this has been requested.**

☐ Can I upload my own video backgrounds to be used?

**No, pre-populated CHOC-approved backgrounds\* are available for use.**

*\*Be sure to scroll through the list to see all 10 options!*

☐ When the patient has been 'popped out', is the patient window static?

**No, you can move the window around the screen by hovering over the window with the mouse and left-clicking the mouse to grab the window to move. You can also re-size the window to a larger size by hovering the mouse at the borders of the image until the double arrows appear. Left click and hold the mouse to extend the window to a desired size.**

# Troubleshooting

☐ I and/or the patient is experiencing technical issues during the visit, what can I do?

**Prior to disconnecting completely, refresh the browser to reset the visit. This will <u>not</u> terminate the session.**

☐ What happens if the patient drops from the call?

**<u>Option A:</u> Ask them to refresh the browser tab their visit is in.**

**<u>Option B:</u> They can click the link to re-join the visit.**

**<u>Option C:</u> You can invite them again from the visit.**

☐ What happens if I can't hear or see my patient?

**They likely did not grant the page access to their camera and/or microphone. For <u>both</u> desktop and mobile devices, ask them to leave and re-join the visit, but to be sure to grant access when prompted. Alternative troubleshooting solutions for mobile devices below.**

**<u>Mobile device:</u>**

**<u>Apple iOS:</u>**

- Navigate to **General Settings** > Select **Safari**
- Select **Camera**
- Select **Allow** and repeat these steps for the **Microphone**

**<u>Android:</u>**

- Navigate to browser settings on your Android device
- Select **Site settings**
- Select **Camera**
- Select the visit URL
- Select **Allow**. Repeat these steps for the **Microphone**
- Ensure both state **Allow**

☐ My patient and I seem to be in 2 different rooms?

**One of two scenarios can cause this to happen:**

1. **The provider opened the incorrect FIN to open the telehealth platform from the patient's chart.**

2. **The patient is using the link from another telehealth visit they held within 72 hours of the currently scheduled visit.**

**To ensure the proper FIN encounter was selected, access the patient's chart from your schedule on the Ambulatory Organizer (home) page. An invite for the visit you are in may need to be resent to the patient for them to join you in the correct one.**

*\*The best way to think of it is every FIN encounter has its <u>own</u> telehealth room.*

☐ Is Amwell compatible with all browsers and devices?

**Please see below for all web browser and mobile device compatibility requirements.**

## MOBILE DEVICE REQUIREMENTS:

| Operating System Compatibility | Device Compatibility |
|---|---|
| iOS 13.6* | iPhone 7 or newer<br>iPad 5th generation or newer |
| Android 9.0+* | Any phone running Kit Kat v4.4.0 or newer |

**\*Please note that Amwell Converge does <u>NOT</u> support <u>A12 and A32 Samsung</u> devices at this time.**

\*In general, current and two version behind should be used for optimal experience.

## WEB BROWSER REQUIREMENTS:

| OS Platform | Supported Web Browser | Unsupported |
|---|---|---|
| Windows | Chrome *(preferred)*<br>Edge Chromium<br>Firefox<br>IE11* *(requires download of executable)* | Opera |
| Mac | Chrome<br>Firefox* *(pop up feature has been disabled)*<br>Safari* *(pop up feature has been disabled)* | Edge Chromium<br>Opera |
| Linux | Not supported | Chrome |
| Chrome OS | Not supported | Chrome |
| Android | Mobile Chrome<br>Samsung Internet | Edge Chromium<br>Firefox<br>Opera<br>Silk |
| iOS *(iPhone, iPad)* | Mobile Safari | Chrome<br>Edge Chromium<br>Firefox<br>Opera |

- In unsupported browser is used, an error screen will prompt user to copy the visit link and use a supported browser.

- The current and last two versions of each browser will be supported.

- Ensure that your browser window maintains at least 960px width. Otherwise, some features and functionality may not be available.