



Telehealth - Amwell Now On-Demand 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 and Microsoft Edge are the preferred web browsers.

Audio and Video Recommendations

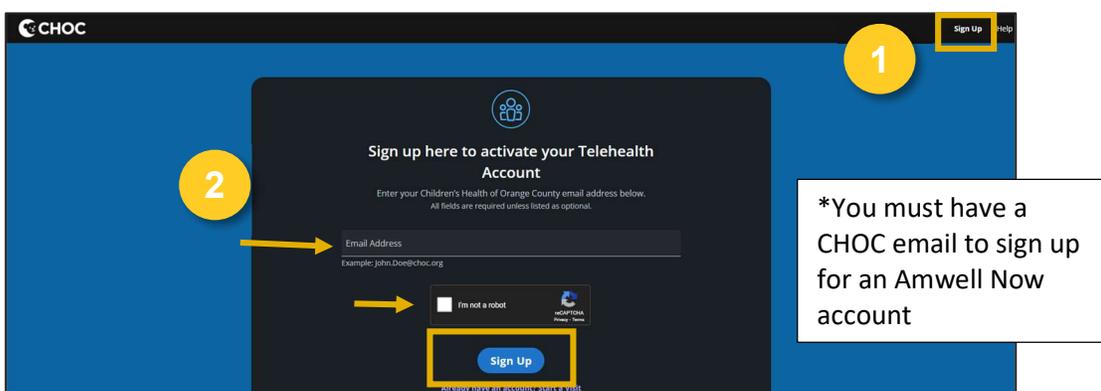
Close conflicting software running in the background. Applications such as WebEx, Teams, GoToMeeting, Skype, FaceTime, etc. may override access to the webcam. Quit and/or exit these applications prior to launching a visit to avoid technical issues.

Activate Account



Navigate to the sign-up 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 CHOC 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.

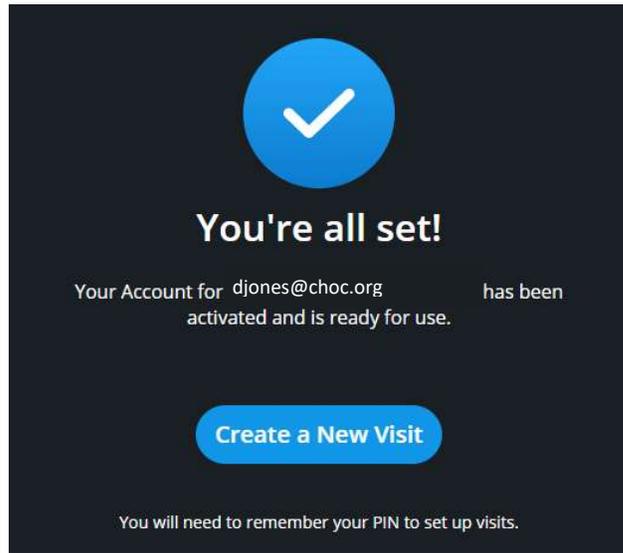
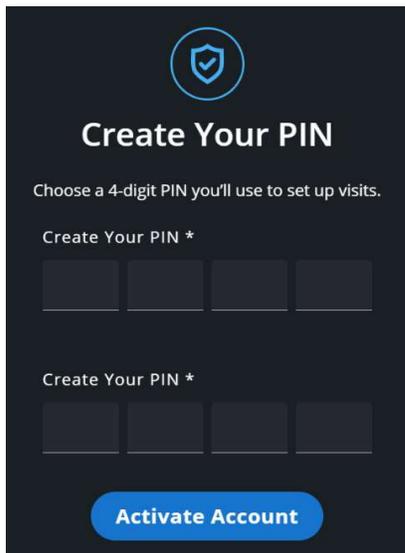


If you do not see your confirmation email in your inbox, check your spam or junk folder and double check the spelling of your email address on the Sign-Up page.

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.



Save your PIN. Your PIN will be used to setup every visit. To reset your PIN, click the Sign-Up button and reenroll.



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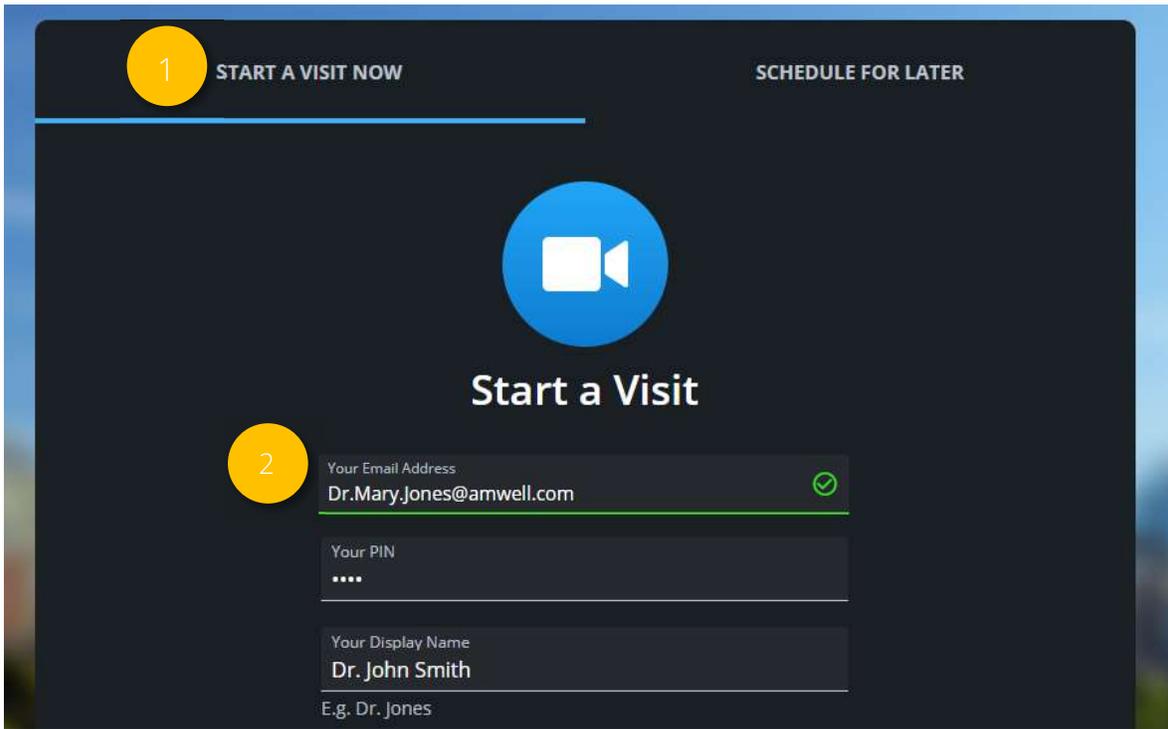
Start a Visit Now

Navigate to “Telehealth Now” in CHOC Apps or on PAWS → Tools & Resources → Web Tools → Telehealth Now.

1. Click Start a Visit Now.

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

2. Enter your email address, PIN, and preferred display name. Your display name will appear in your invitation to your patient and within the visit.



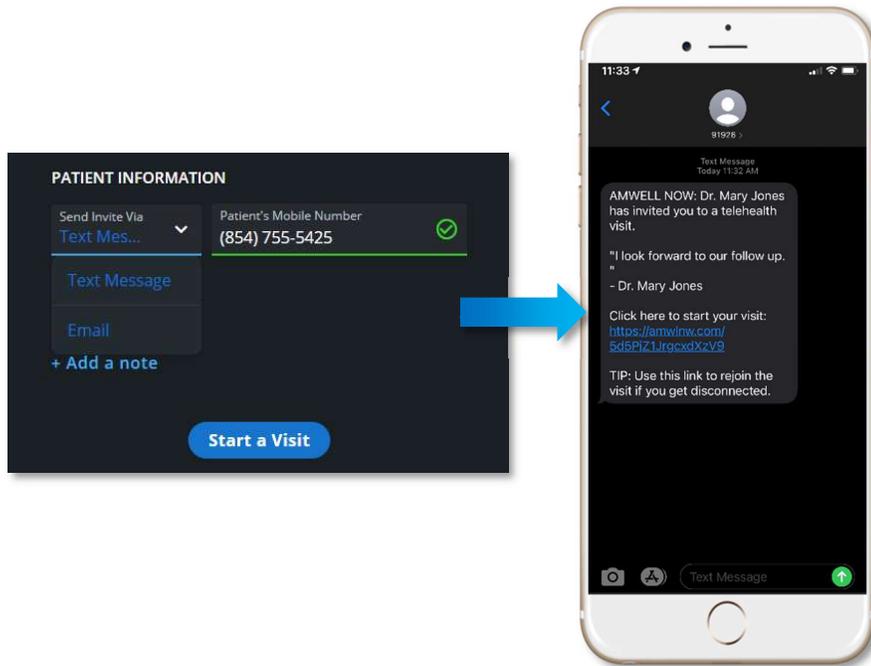
3. If you would like to invite a second provider to the visit, click Invite another provider to this visit. Click the **Send Invite Via** dropdown menu, to select text message or email. Enter the provider’s contact details.



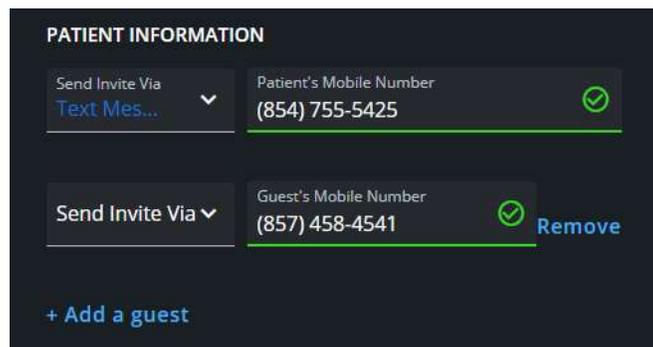


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- To send an invitation to the patient click the **Send Invite Via** dropdown menu to select text message or email. The patient’s invitation will include a link to join the visit immediately and a reminder to use the same link to rejoin the visit if they are disconnected.



- 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.

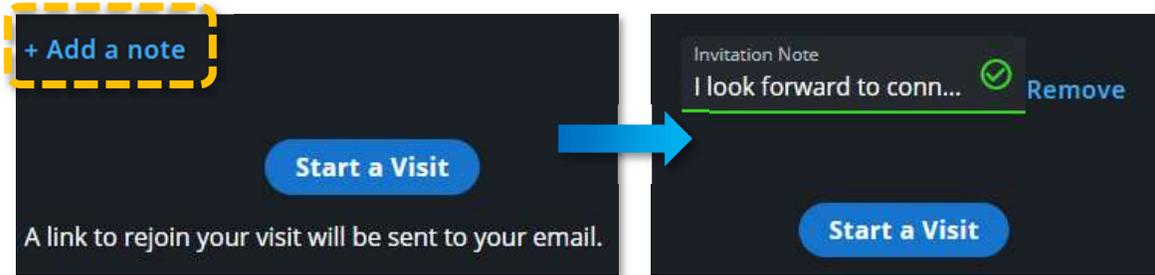


If you click the **Add a guest** button and do not enter contact information for the guest, you will not be able to initiate the visit. Click **Remove** to clear the guest field.

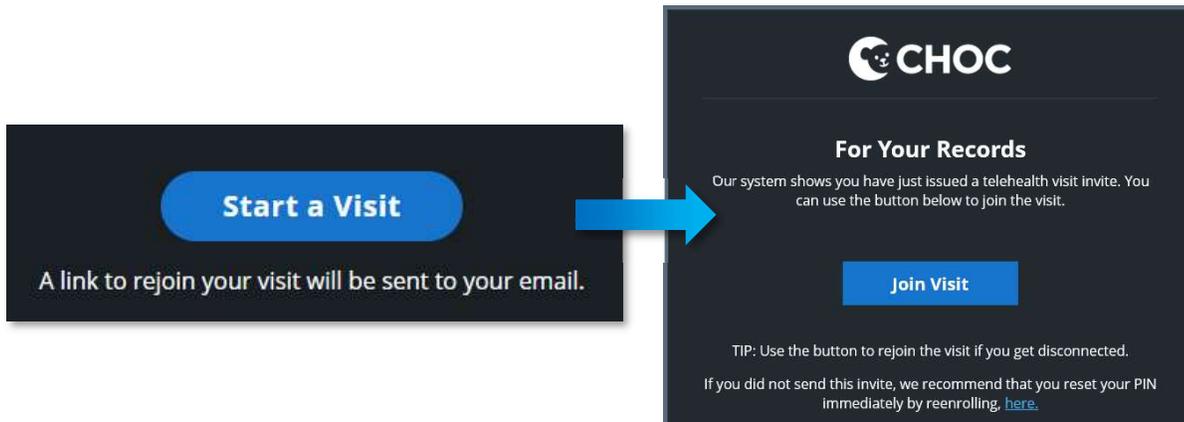


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- 6. Add a note for your patient by clicking Add a note. The notes field allows limited characters as they are often delivered via text message.



- 7. When you are ready to begin click **Start a Visit**. You will also receive an email with the visit link, if you are disconnected click the Join Visit button to reenter the visit.

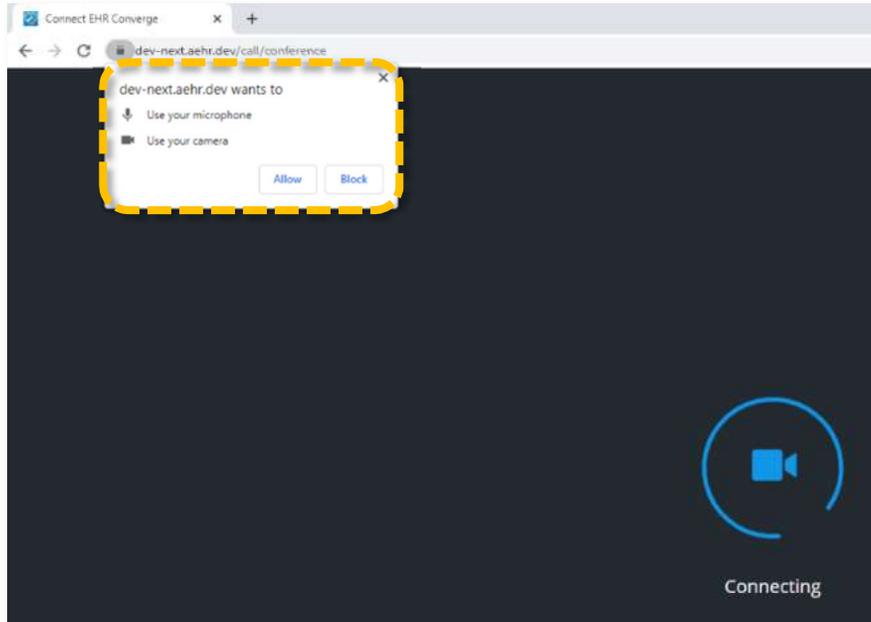


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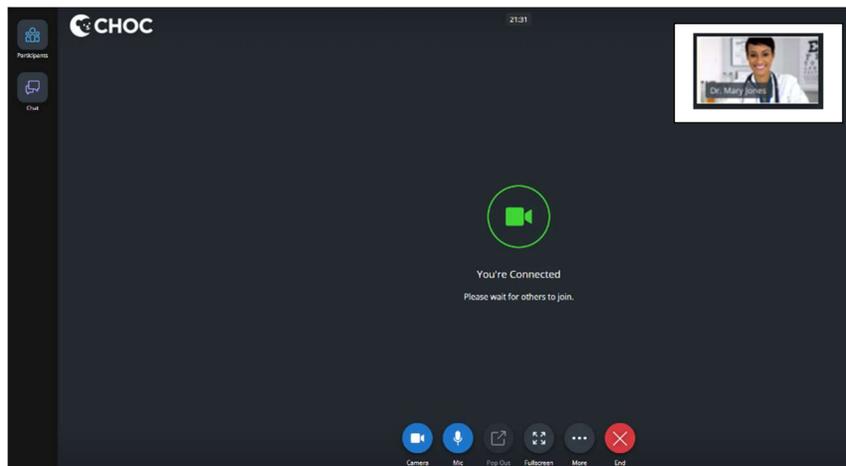
In the Visit

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 a Browser Permission error message.

1. Click Allow.



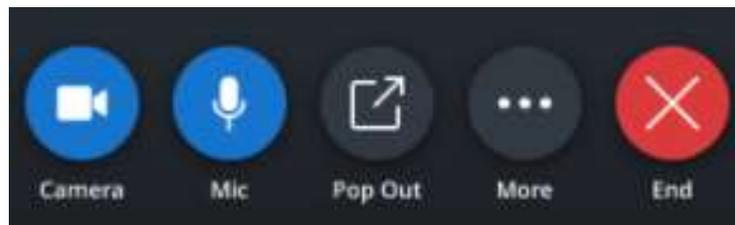
2. As the visit opens your video will appear in the top right of the page. The green camera icon in the center of the page confirms you have successfully connected to the visit. The visit timer, located on the top center of the video window, keeps track of the visit length.



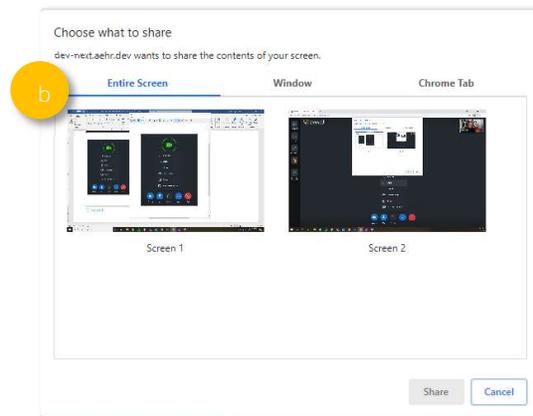
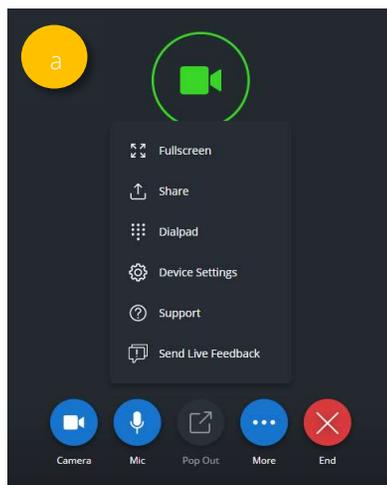


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3. When your connection is established, a toolbar appears on the bottom of the window. The toolbar includes:
 - a. **Camera:** Turn your camera on and off by clicking the Camera icon, when enabled the icon is blue. It is a best practice to keep your 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.



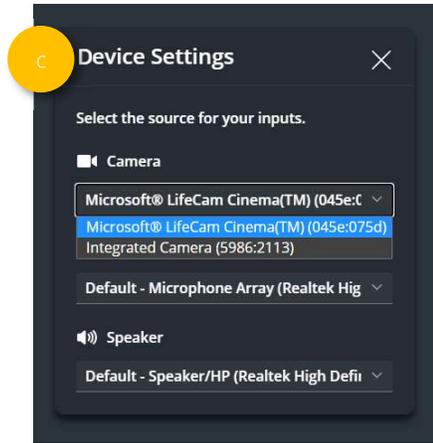
4. To access additional features, open the **More** icon.
 - a. **Fullscreen:** Expand your video to full screen.
 - b. **Share:** Share your screen with the patient. A pop up will open, select the content you would like to share. Please be mindful of patient’s PHI when sharing your screen.
 - Share 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)



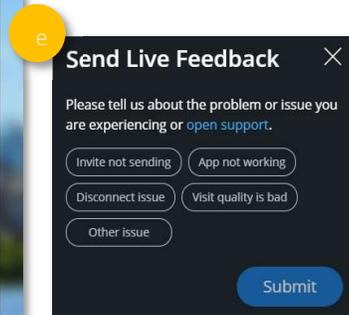
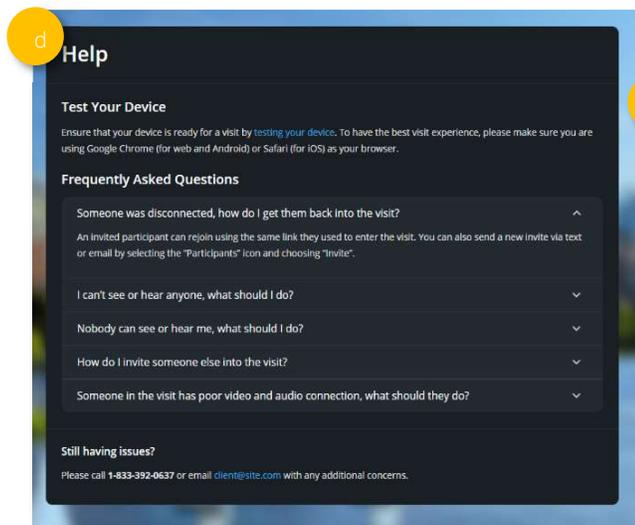


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- c. **Device Settings:** Adjust the device connected to your visit by selecting the device you would like to use from the camera and speaker dropdowns.



- 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.

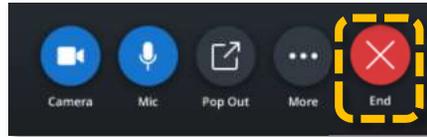




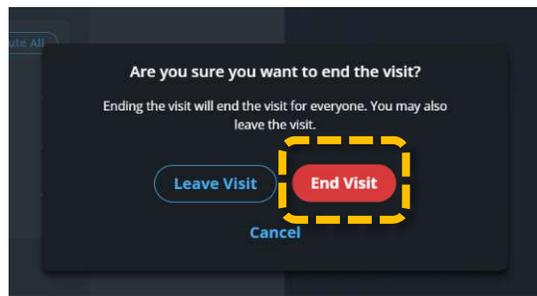
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End the Visit

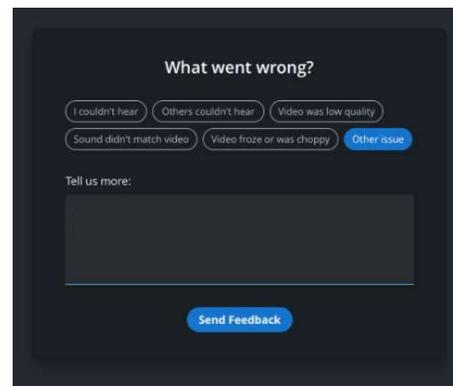
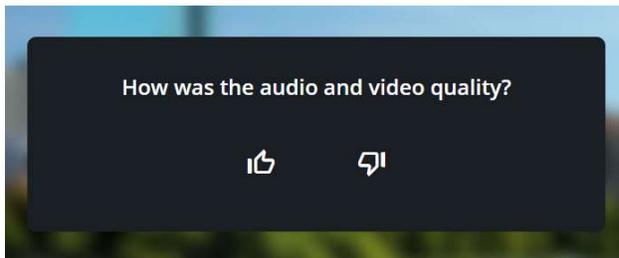
1. When your visit has completed, prompt the patient to click to **End** the visit. If they are unable to do so use the **red End** button to disconnect.



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.