

CHOC is now using a new telehealth system called Amwell. If you've had a telehealth appointment previously, this will be a different system. Don't worry: The system is easy to navigate.

### Preparing for Your Visit:



Make sure you have reliable internet access and test your video and audio settings. The use of public Wi-Fi is not recommended to ensure for a secure and reliable connection.



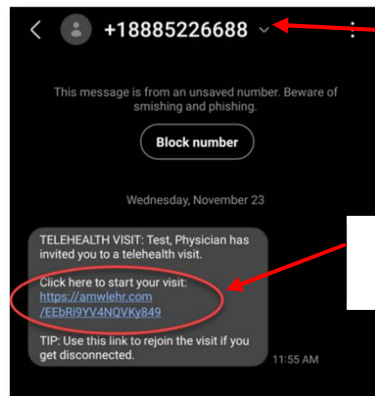
Have your insurance card and medication list on hand.



Find a quiet space with minimal distractions.

### Joining a Visit Via Text (SMS) Invitation:

1. You will receive a text message from **(888)522-6688** or **(617) 652-5066** inviting you to your telehealth visit **within 72 hours** of your scheduled visit.



\*Tip – Save the phone numbers to your contacts as “CHOC Telehealth”

Tap the link in the text message to start visit

2. The link will direct you to a web browser.

Your visit with your clinician is about to begin

Please allow access to your camera and microphone when prompted.

All fields are required unless listed as optional.

Your Preferred Name

Your Mobile Number

Your phone number will be used if you get disconnected.

☐ I have read the [Certificate of Agreement for Telehealth Services and Notice of Privacy Practices](#)

Next

Test Your Device

Enter **Patient's Preferred Name** and **Mobile Number**.

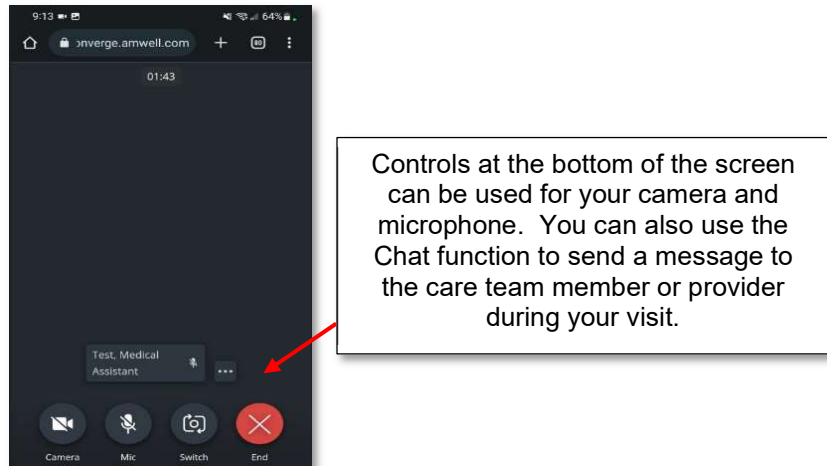
Check the box agreeing to the Certificate of Agreement for Telehealth Services and Notice of Privacy Practices. Click **Next**.

Make sure your device is ready for a visit by **testing your device**.

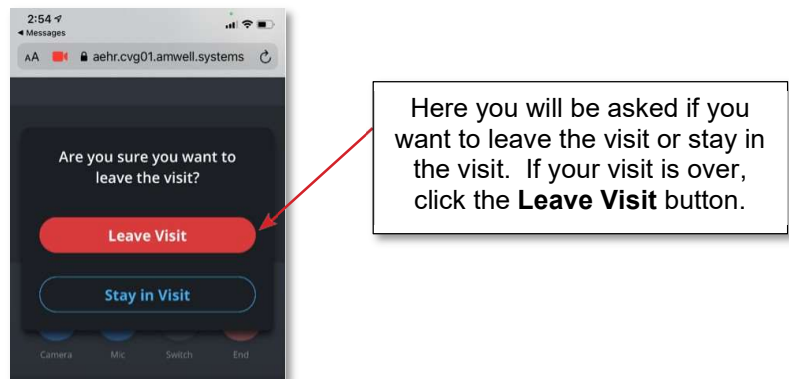
3. You will then receive a pop-up asking to allow access to your microphone and camera.



4. This will place you in the telehealth visit where you will wait for a care team member to join.

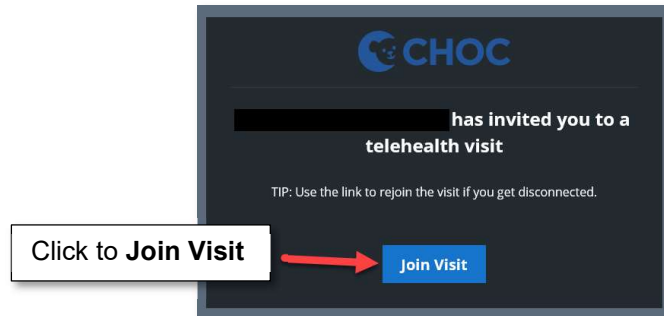


5. Please stay in the visit until seen by all care team members. When the visit is over, your provider will end the visit and you can click the **End** button.



### Joining a Visit Via Email Invitation:

1. You will receive an email from Amwell ([amwlehr@amwlehr.com](mailto:amwlehr@amwlehr.com)) for your upcoming telehealth visit.



2. The link will direct you to a web browser.

Your visit with your clinician is about to begin

Please allow access to your camera and microphone when prompted.

All fields are required unless listed as optional.

Your Preferred Name

Your Mobile Number

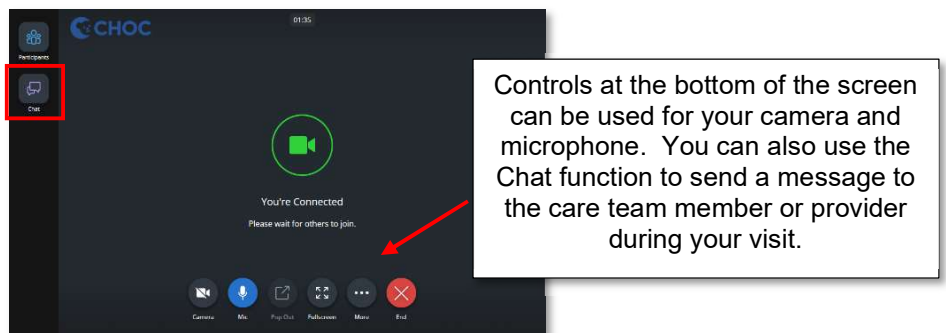
☐ I have read the [Notice Of Privacy Practices](#)

Next

Enter **Patient's Preferred Name and Mobile Number.**

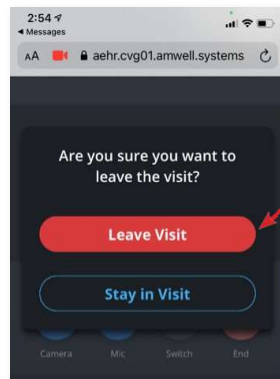
Check the box agreeing to the Certificate of Agreement for Telehealth Services and Notice of Privacy Practices. Click **Next.**

3. This will place you into the telehealth visit where you will wait for a care team member to join.



## Amwell Telehealth

4. Please stay in the visit until seen by all care team members. When the visit is over, your provider will end the visit and you can click the **End** button.



Here you will be asked if you want to leave the visit or stay in the visit. If your visit is over, click the **Leave Visit** button.

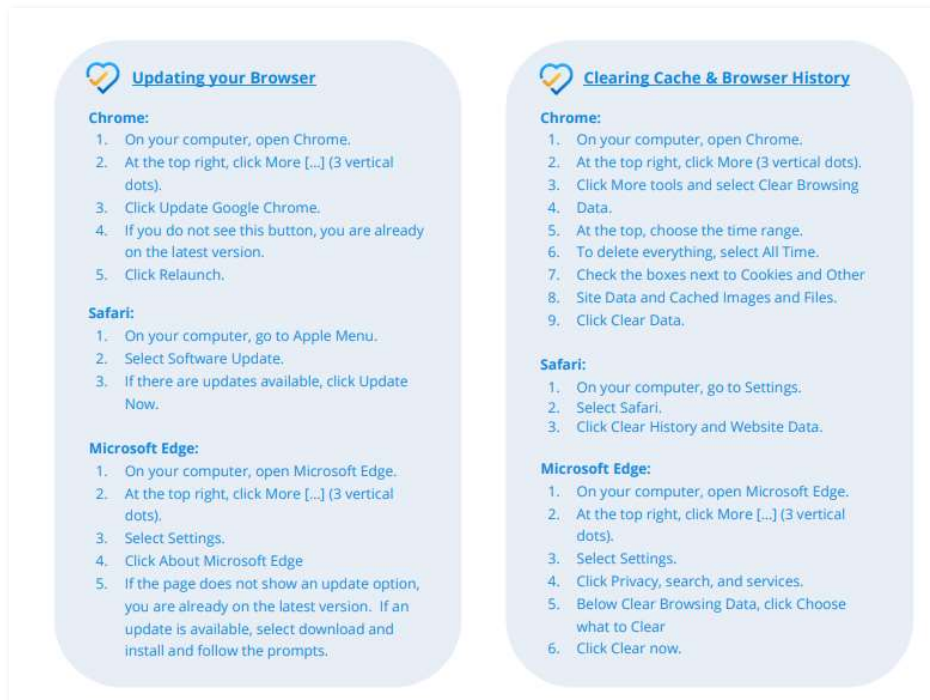
*\*After the visit, you will be able to rate how the quality of the video and audio. You can then close out your web browser.*

*\*\*If disconnected, you can rejoin the visit using the same link they used to enter the visit.*

### Patient Troubleshooting:

If you are unable to connect to your visit, please consider the following:

- **Supported web browsers:** Windows: Edge, Chrome, Firefox, IE11; Mac: Safari.
- Confirm your internet connection.
- Confirm the device is charged.
- Does your browser require an update?
- Clear your browser cache and browsing history.
- Ensure all software and applications that utilize your device's audio and camera are closed.
- Disconnect from any VPN.
- Refresh the visit page.
- Restart your device.



The image shows two side-by-side instructional cards with a light blue background and rounded corners. Each card has a heart icon with a checkmark in the top left corner.

**Updating your Browser**

**Chrome:**

1. On your computer, open Chrome.
2. At the top right, click More [...] (3 vertical dots).
3. Click Update Google Chrome.
4. If you do not see this button, you are already on the latest version.
5. Click Relaunch.

**Safari:**

1. On your computer, go to Apple Menu.
2. Select Software Update.
3. If there are updates available, click Update Now.

**Microsoft Edge:**

1. On your computer, open Microsoft Edge.
2. At the top right, click More [...] (3 vertical dots).
3. Select Settings.
4. Click About Microsoft Edge
5. If the page does not show an update option, you are already on the latest version. If an update is available, select download and install and follow the prompts.

**Clearing Cache & Browser History**

**Chrome:**

1. On your computer, open Chrome.
2. At the top right, click More (3 vertical dots).
3. Click More tools and select Clear Browsing Data.
4. Data.
5. At the top, choose the time range.
6. To delete everything, select All Time.
7. Check the boxes next to Cookies and Other Site Data and Cached Images and Files.
8. Click Clear Data.

**Safari:**

1. On your computer, go to Settings.
2. Select Safari.
3. Click Clear History and Website Data.

**Microsoft Edge:**

1. On your computer, open Microsoft Edge.
2. At the top right, click More [...] (3 vertical dots).
3. Select Settings.
4. Click Privacy, search, and services.
5. Below Clear Browsing Data, click Choose what to Clear
6. Click Clear now.

### How to Get Help:

<https://www.choc.org/patients-family/telehealth/>

Problems entering the visit?

Click "Need help" at the bottom of the welcome page.

Been waiting for a long time?

Click "More" then "Support", scroll to the bottom to contact your clinic. To re-enter into the video visit, hit the back arrow key on your mobile device.