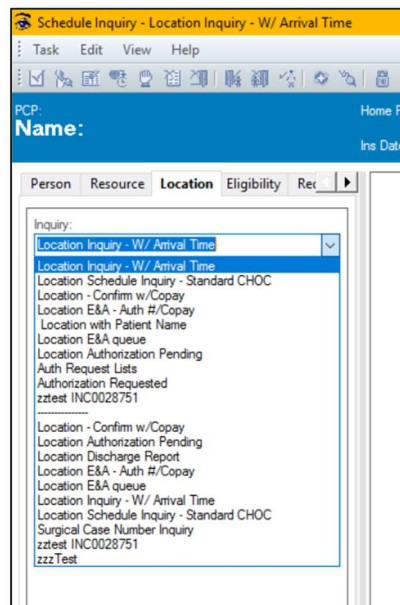## Amwell Telehealth

Amwell's Converge virtual platform will be replacing Zoom for Telehealth visits starting 01/24/2023. Some key benefits with the new telehealth platform are:

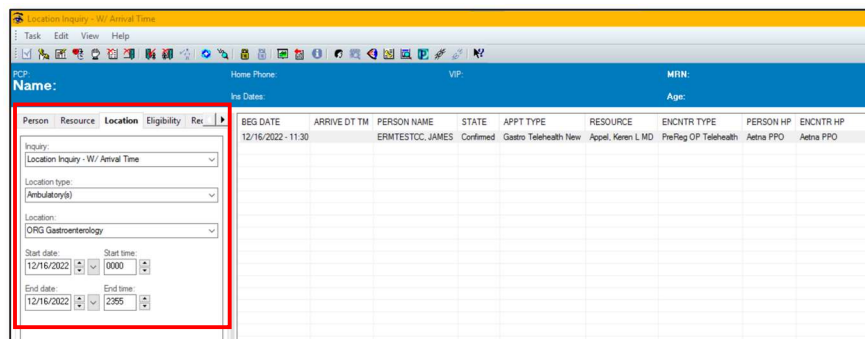1. Amwell is integrated to Cerner (accessible through "Workflow" Mpage, "telehealth" tab, Table of Contents).
2. Meeting room is unique for that patient and that visit. There is no longer a shared waiting room where there is risk of privacy errors or patient identity confusion.
3. Meeting Room is patient centric and no longer linked to a provider host.
4. Ambulatory Organizer will display "Arrived" when patient has joined the session.
5. Interpretation services are just a few clicks away.

SchApptBook Workflow to Activate Encounter Prior to Check-In

1. Launch and log into Scheduling Appointment Book.
2. Navigate to the Scheduling **Location Inquiry – W/Arrive Time** and select **Locations**.
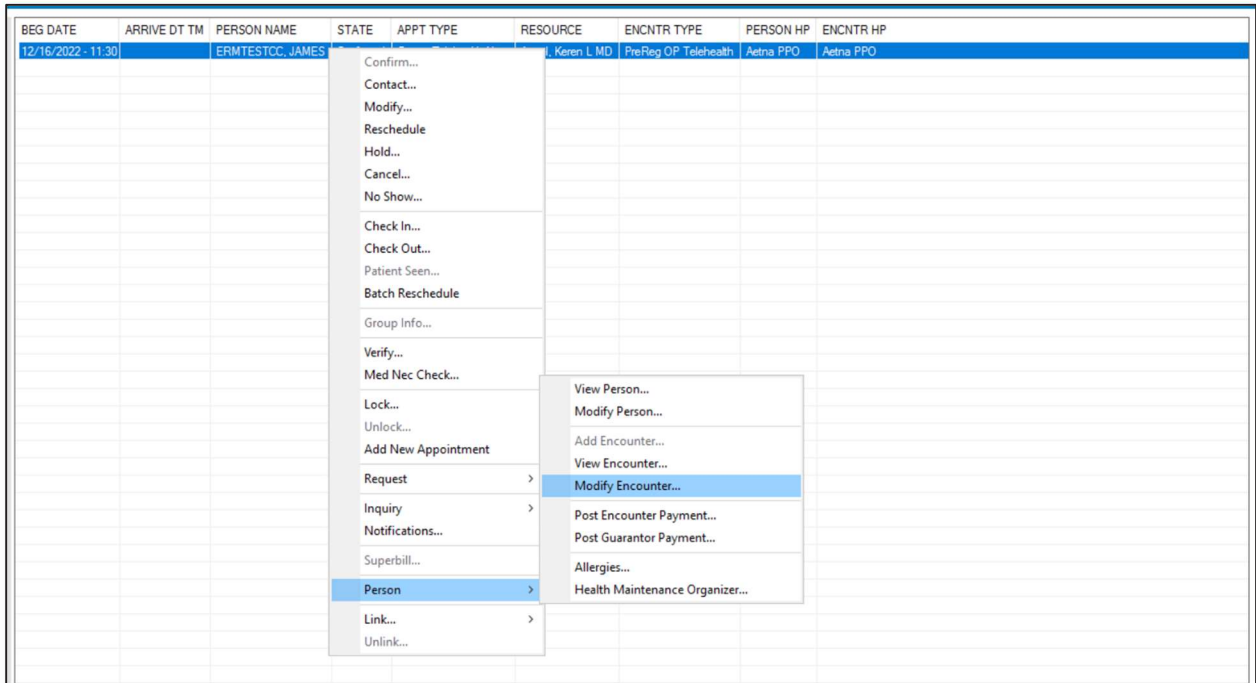

3. Enter Filter criteria and select **Find**. Patient and appointment data returns.
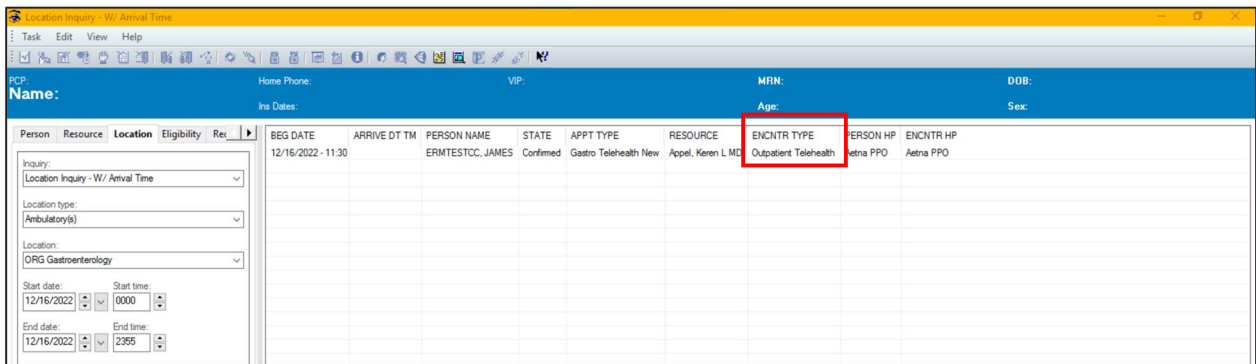
Amwell Telehealth

4. Right click on the appointment and select **Person**, then **Modify Encounter**.

5. Update the encounter. Ensure the Encounter Type = **Outpatient Telehealth**. Complete all necessary and required fields. Click Save.
6. Notice in the Encounter Type field of the **Location Inquiry – W/ Arrive Time**, **Outpatient Telehealth** now displays the encounter is active.

Encounter has now been activated on day of service. Appointment remains in a **Confirmed** status until the patient arrives for the telehealth visit.
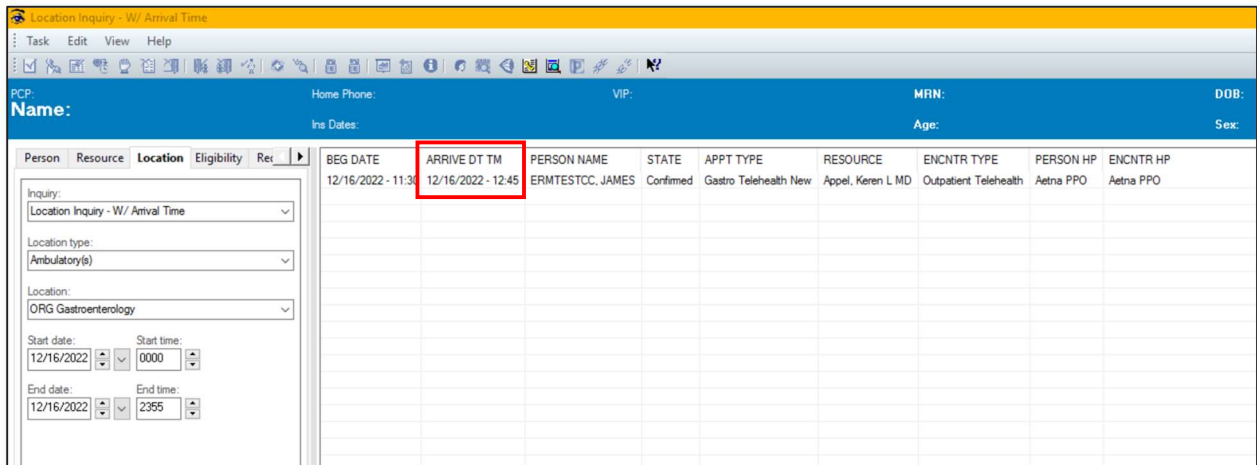
Amwell Telehealth

Telehealth appointment has started, and the patient joins the visit.

7. Patient/parent/guardian joins the telehealth appointment. The appointment status on the Ambulatory Organizer automatically changes to **Arrived**.
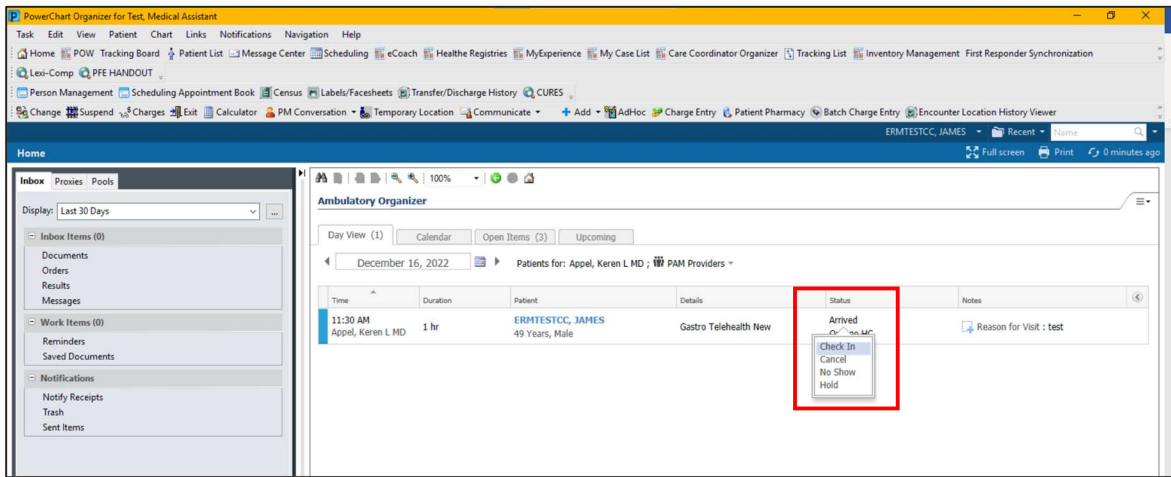

8. Within the Scheduling Appointment Book location inquiry, staff can now see when the patient has joined the telehealth appointment. The appointment now displays the **Arrival Date and Time**.
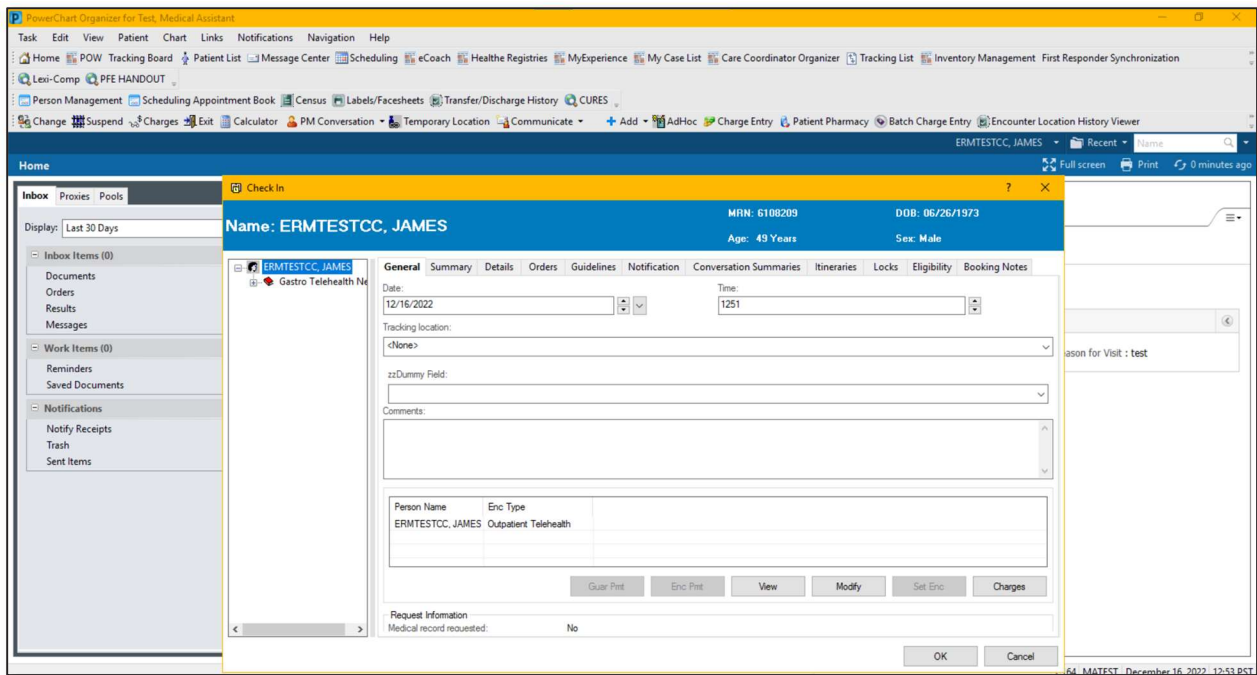
9. MA/RN Checks In the appointment on the Ambulatory Organizer. Right click and select **Check In**.
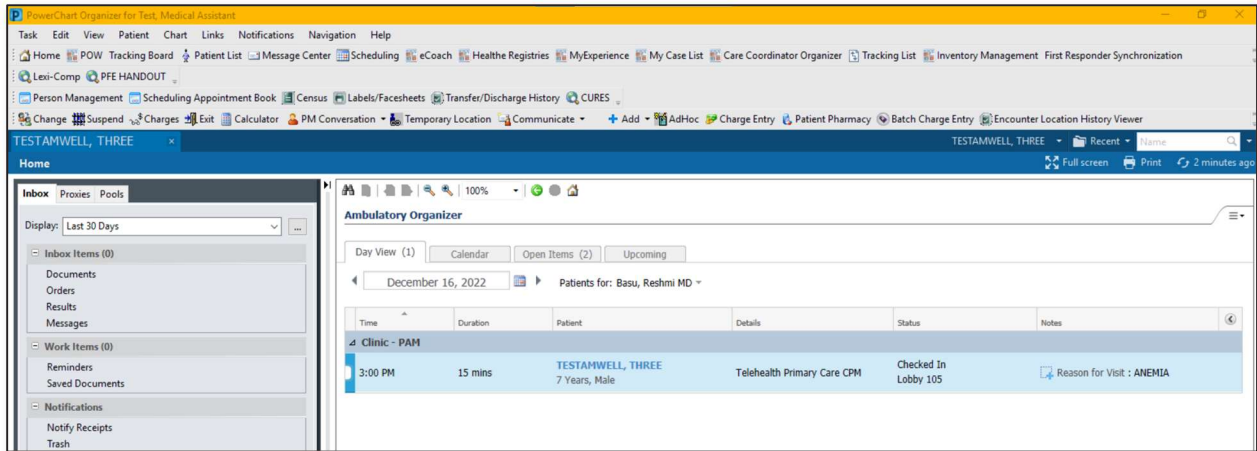

10. Scheduling Appointment window appears. Confirm the correct patient selected and the encounter type is **Outpatient Telehealth**. Click **OK**.
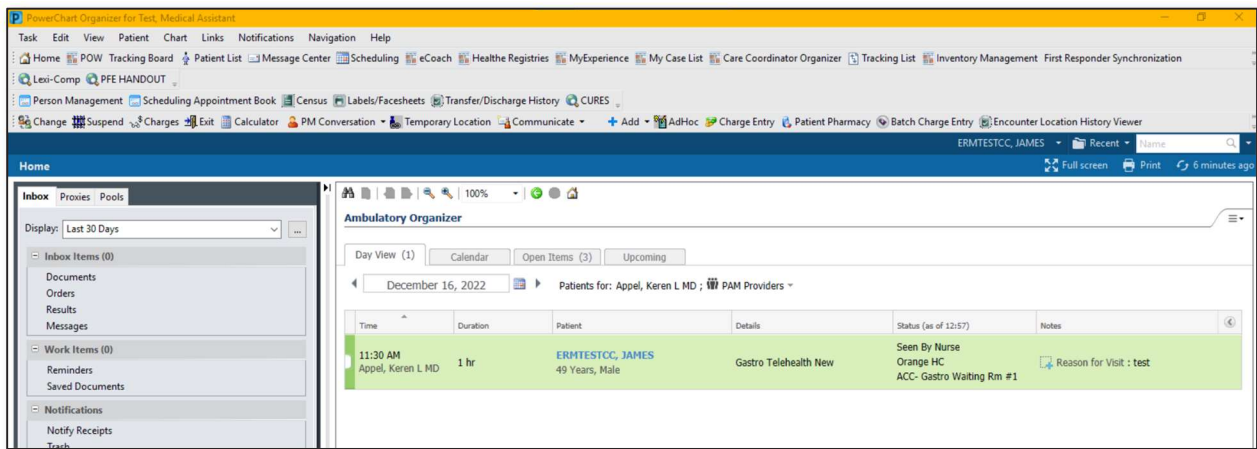
Amwell Telehealth

11. Appointment state changes to **Checked In** and the row is highlighted in blue.

12. MA completes intake documentation, appointment status displays highlighted in green on the Ambulatory Organizer.
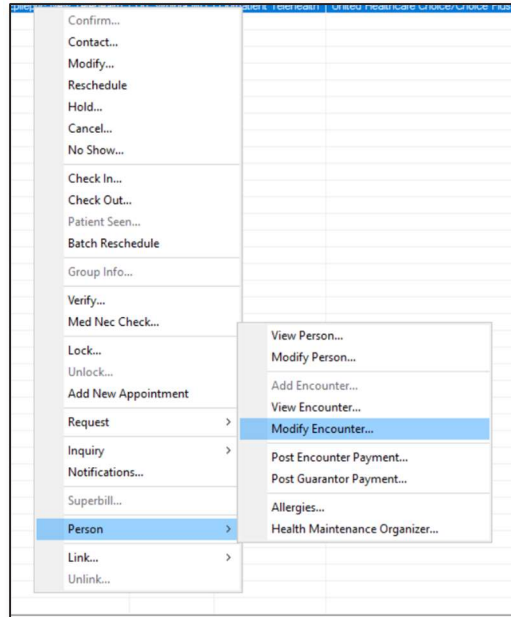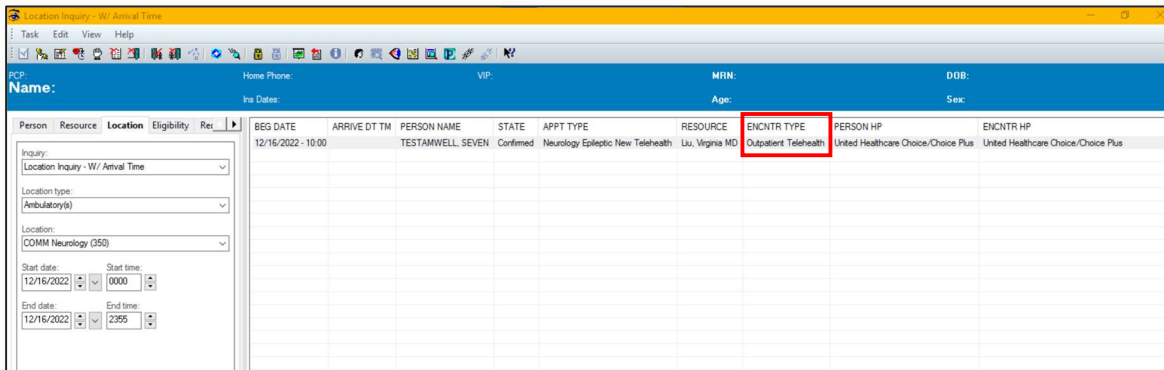
Amwell Telehealth

Workflow if Non-Clinical Staff Checks In Patient

1. Navigate to the appointment and select **Person**, then **Modify Encounter**.

2. Update the encounter. Ensure the Encounter Type = **Outpatient Telehealth**. Complete all necessary and required fields. Click Save.

3. Notice the Encounter Type field of the **Location Inquiry – W/ Arrive Time**, **Outpatient Telehealth** now displays the encounter is active.
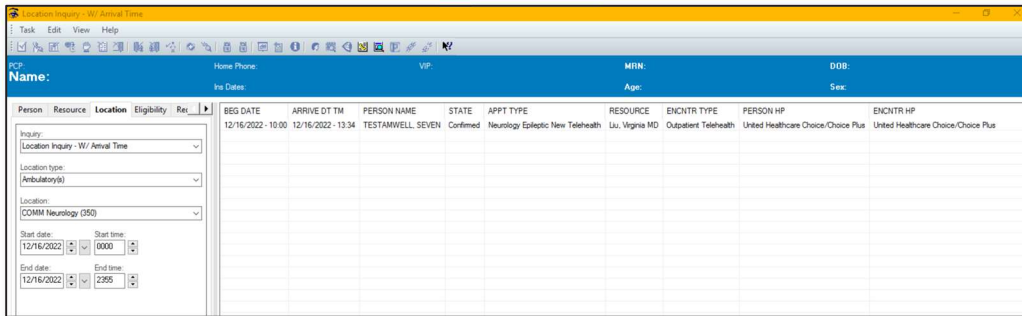

Encounter has now been activated on day of service. Appointment remains in a **Confirmed** status until the patient arrives for the telehealth visit.
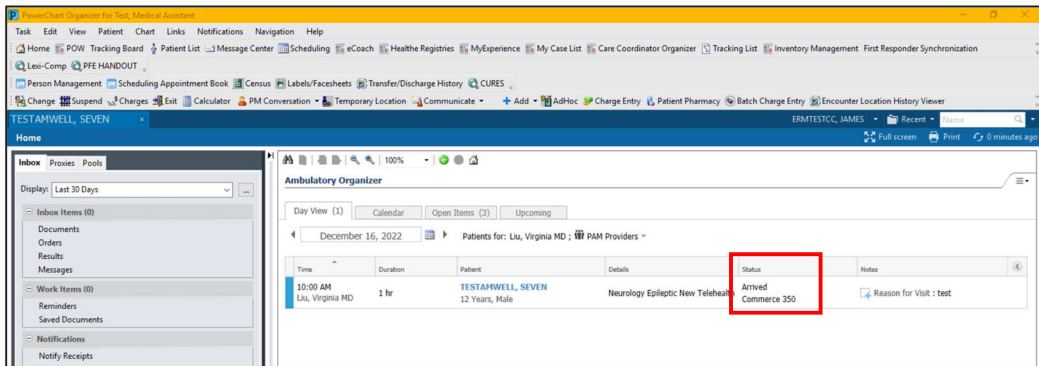
Amwell Telehealth

Telehealth appointment has started, and the patient joins the visit.

4. Patient/parent/guardian joins the telehealth appointment. The appointment status on the Ambulatory Organizer automatically changes to **Arrived**.
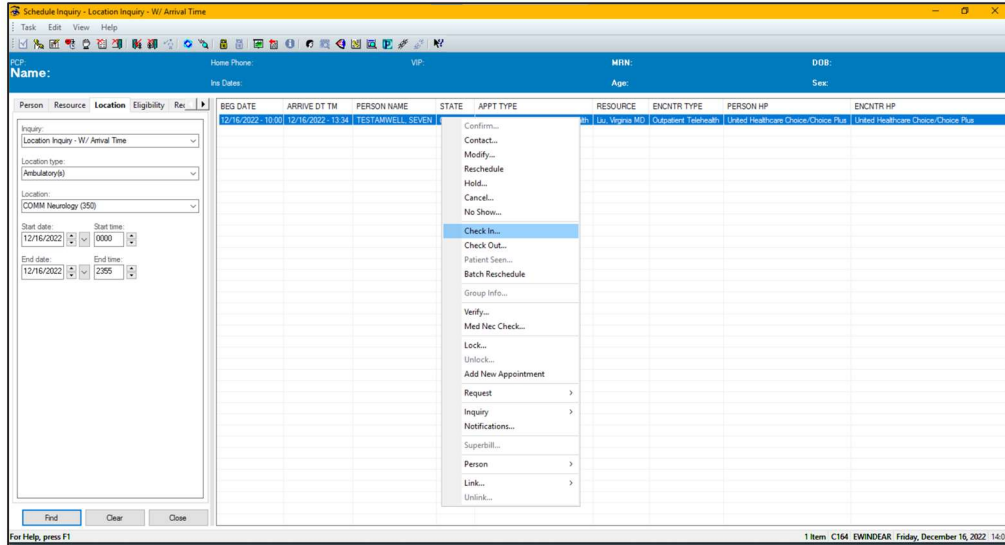

5. Appointment Status on the Ambulatory Organizer displays a status of **Arrived**.

6. To check in the appointment, navigate to the Scheduling **Location Inquiry – W/ Arrive Time** and select **Checked In.**

7. Check-In window appears, click **OK** to save and the Check-In window closes. Refresh the scheduling inquiry and the appointment state now displays as **Checked In**.