

Amwell's Converge virtual platform will be replacing Zoom for telehealth visits. 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.

P. ame:	Home Phone:		v	P.			MRN:		
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Person Resource Location Eligibility Rec Inquiry: Location Inquiry -W/ Antwal Time Location type: Ambulatory(s)	BEG DATE 12/16/2022 - 11:30	ARRIVE DT TM	PERSON NAME ERMTESTCC, JAMES	STATE Confirmed	APPT TYPE Gastro Telehealth New	RESOURCE Appel, Keren L MD	ENCNTR TYPE PreReg OP Teleheath	PERSON HP Aetna PPO	ENCNTR HP Aetna PPO
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4. Right click on the appointment and select **Person**, then **Modify Encounter**.

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- 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.

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





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**.

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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**.

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9. MA/RN Checks In the appointment on the Ambulatory Organizer. Right click and select Check In.

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

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

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

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Workflow if Non-Clinical Staff Checks In Patient

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

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Person	>	Health Maintenance Organizer
Link	>	
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- 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.

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



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**.

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

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

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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**.

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