



Amwell Telehealth

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.

Telehealth Visit

1. Observe that the patient has arrived with the “Arrived” status on the Ambulatory Organizer (AO).

Time	Duration	Patient	Details	Status
1:00 PM Appel, Keren L MD	1 hr	TESTAMWELL, ONE 16 Years, Male	Gastro Telehealth Return	Arrived Orange HC

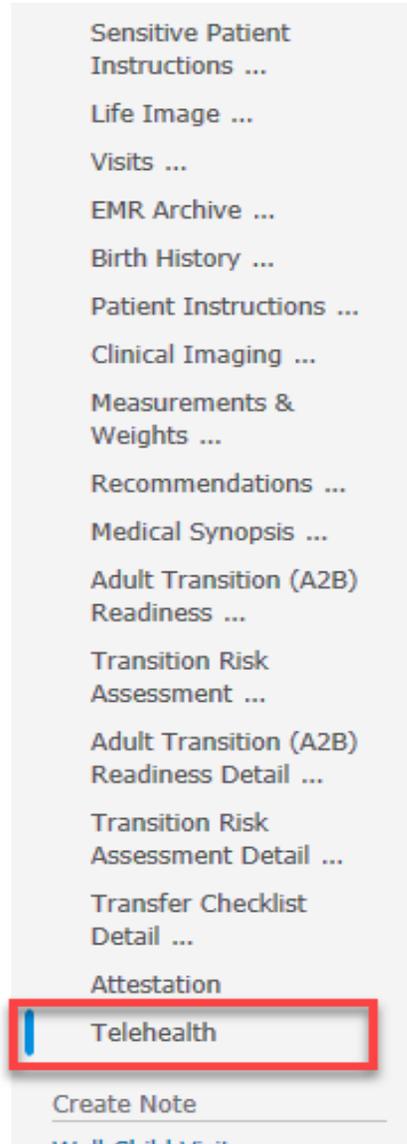
2. Check in patient on the AO. Left click the Arrived status and select “Check In”.

Time	Duration	Patient	Details	Status
1:00 PM Appel, Keren L MD	1 hr	TESTAMWELL, ONE 16 Years, Male	Gastro Telehealth Return	<div style="border: 1px solid red; padding: 5px;"> Arrived Or No Arrived : 48+ hrs Check In Cancel No Show Hold </div>

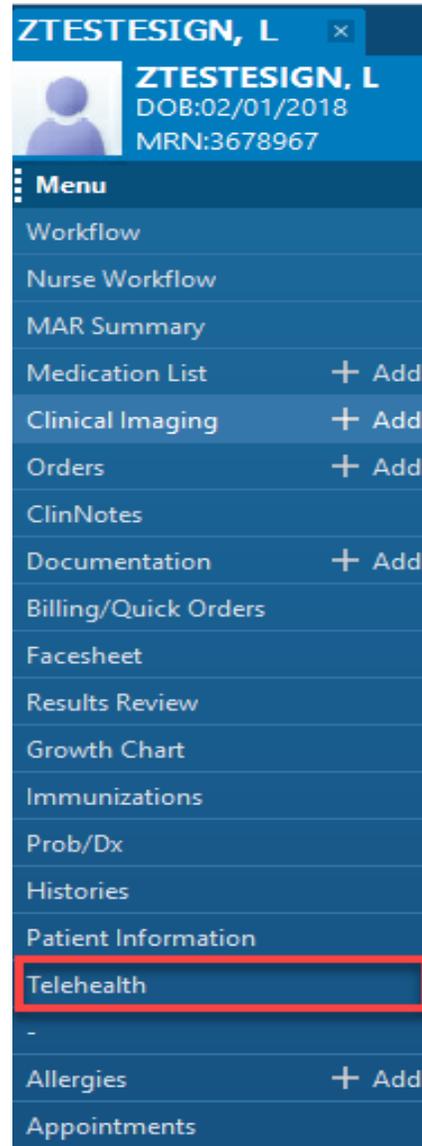


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3. Open the patient's chart and click the "Telehealth" tab in the Outpatient Workflow Mpage or in the Table of contents. *** Please note that the integrated telehealth platform may take up to 15 seconds to load***



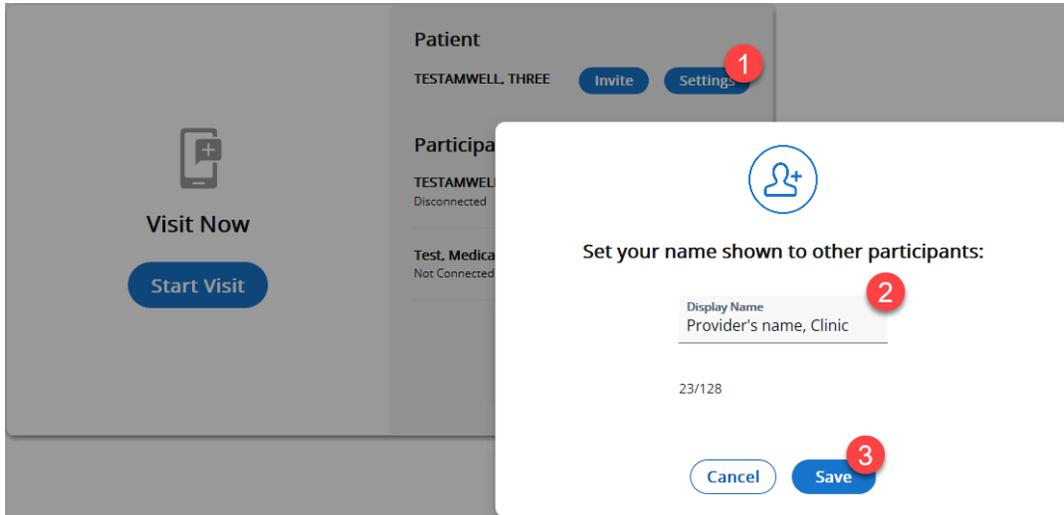
OR



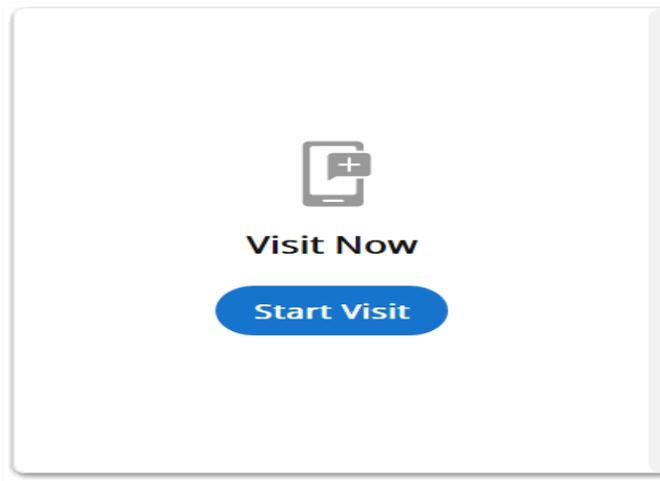


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- Verify that the “**Display Name**” is associated with the appropriate provider/clinic. Click “**Settings**” and update the Display Name as needed (*i.e., Dr. Grant, Gastrointestinal Clinic*).



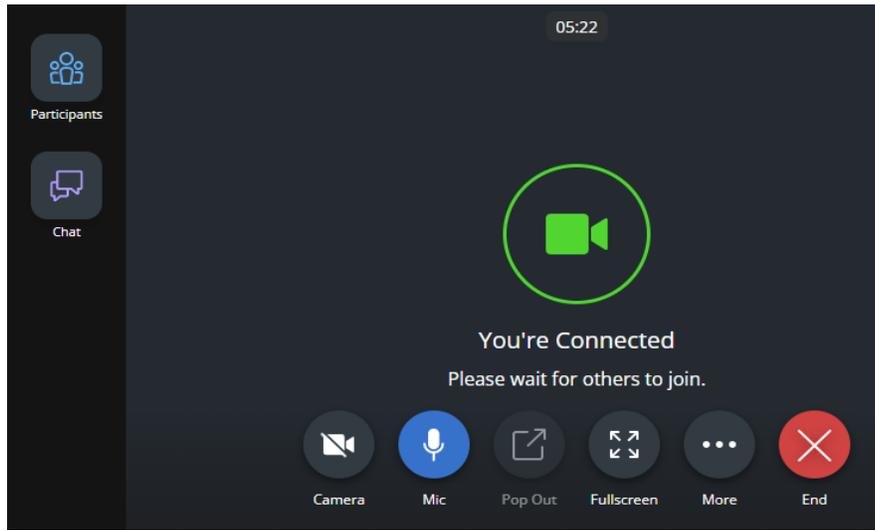
- On the telehealth page, click “**Start Visit**”.



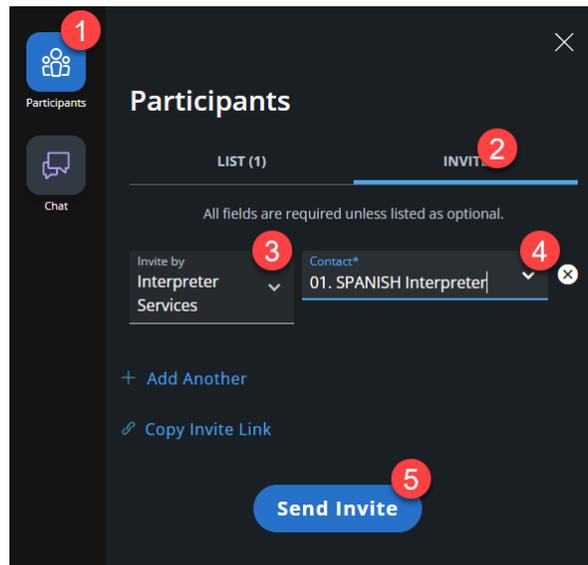
- The video visit will open, where the patient will be waiting for you.



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6. To add additional participants and/or an interpreter to the call:
 - 1) Click **"Participants"**,
 - 2) Select the **"Invite"** tab,
 - 3) In the **"select by"** menu, select contact method to add a participant or select **"Interpreter Services"**,
 - 4) Select the language needed,
 - 5) Click **"Send Invite"**.

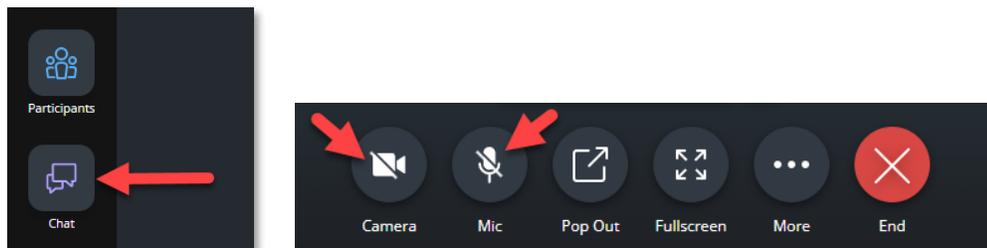


7. When your connection is established, toolbars appear on the bottom and side of the window. The toolbars include:

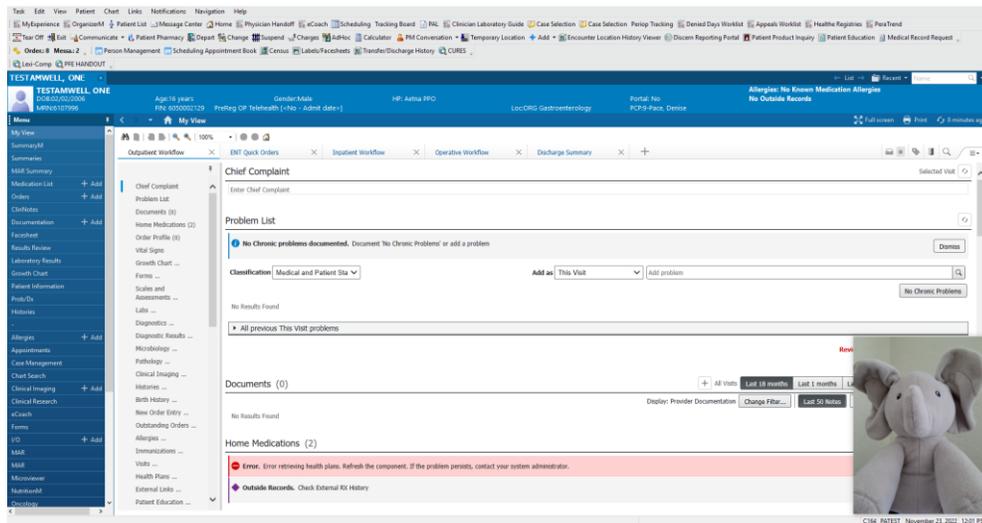


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- Camera:** Turn your camera on and off by clicking the Camera icon, when enabled the icon is blue. It is a best practice to keep your camera turned on for video visits.
- Mic:** Mute and unmute your mic by clicking the Mic icon.
- Pop Out:** Float the patient video window, this is a helpful feature if documenting your visit in a different window.
- More:** Access additional features described below.
- End:** Leave or Disconnect the visit.
- Chat:** text feature on side toolbar



- To pop out the video so you can chart in the background, click the **“Pop Out”** button with the small square and arrow.





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9. If you are not the last person to see the patient, please inform the patient that the next member of their care team will be in the visit shortly and to remain in the video visit (inform the patient to **NOT DISCONNECT**)
10. To close the visit, select the “End” button.

Are you sure you want to end the visit?

Ending the visit will end the visit for everyone.

OR

Leave Visit

End Visit

Cancel

To leave the visit but keep the patient and care team within the visit, select **Leave Visit**.

To close the visit, select the **End Visit** button.

Clicking the End Visit button will terminate the visit for everyone

11. Exit out of the browser.
12. If you have issues with your microphone, speaker, camera, or would like to change your background, click the “More” button and then click “Device Settings”. You will now be able to check which devices are connected and pick your background.

You're Connected

Please wait for others to j

- Share
- Device Settings
- Support
- Feedback & Help
- Call Me
- Grid View

Device Settings

Select your camera & microphone.

Video

Camera: USB Video Device (046d:0821)

Background Effects: CHOC Zoom Background Ch...

Always use selected background

Audio

Microphone: Default - Microphone (USB Au...)

Speaker: Headphones (Realtek(R) Audio)

Apply



Amwell Telehealth

Team Care Clinics and Multi-Disciplinary Clinics

- Note: AmWell does not offer the functionality to replace the provider “conference rooms” created in Zoom
- Clinics will instead, need to use MS Teams to discuss patients amongst team members.
 - A. Turn off video in MS Teams if keeping both Teams and AmWell open concurrently
 - B. Otherwise, leave the MS Teams meeting before going to the patient in AmWell

AUDIO & VIDEO RECOMMENDATIONS:

Ensure there is no conflicting software running in the background. For example, applications that may compete to use your webcam (e.g., Zoom, Teams, GoToMeeting, FaceTime, etc.). Please ensure to quit and/or exit these applications prior to launching a visit.

SUPPORTED WEB BROWSERS:

Edge
Chrome

VDI, TAP AND GO or WORKSPACE/WORKSPACE PLUS REQUIREMENTS

1. When joining via a device equipped with VDI, Tap and Go or Workspace/Workspace Plus: Must use headphones or a CHOC-approved device equipped with VDI or Tap and Go to prevent the patient from hearing an echoing sound on their side.
2. At the conclusion of telehealth appointments, “**End**” the Amwell session. Not “**Ending**” the Amwell session before badging out of a Tap N Go device will keep your camera and microphone turned on, posing a privacy risk.