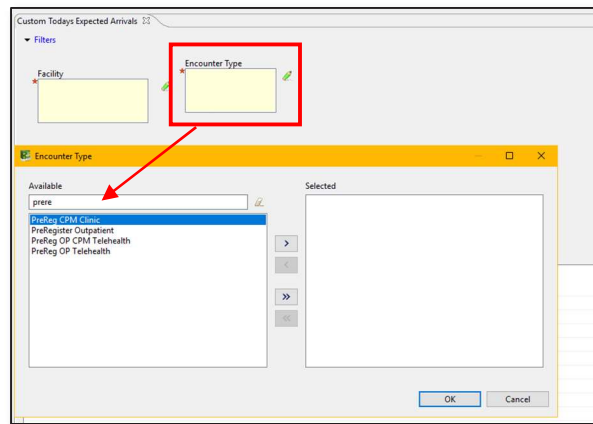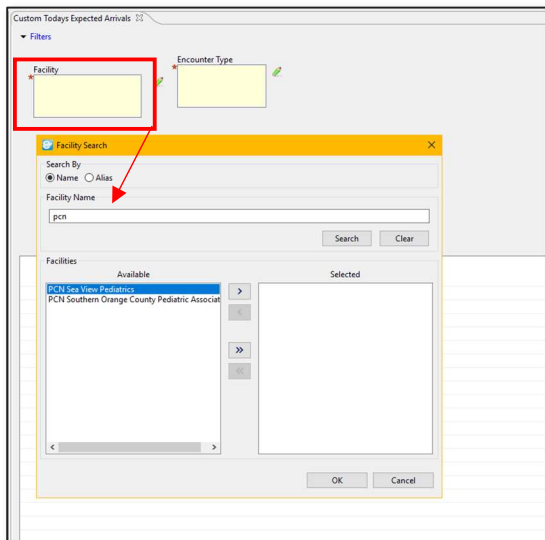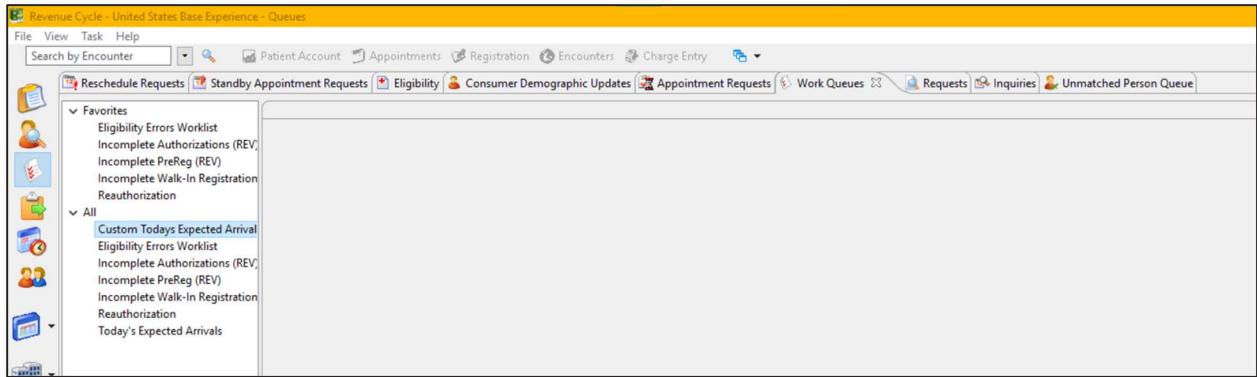## Amwell Telehealth

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.

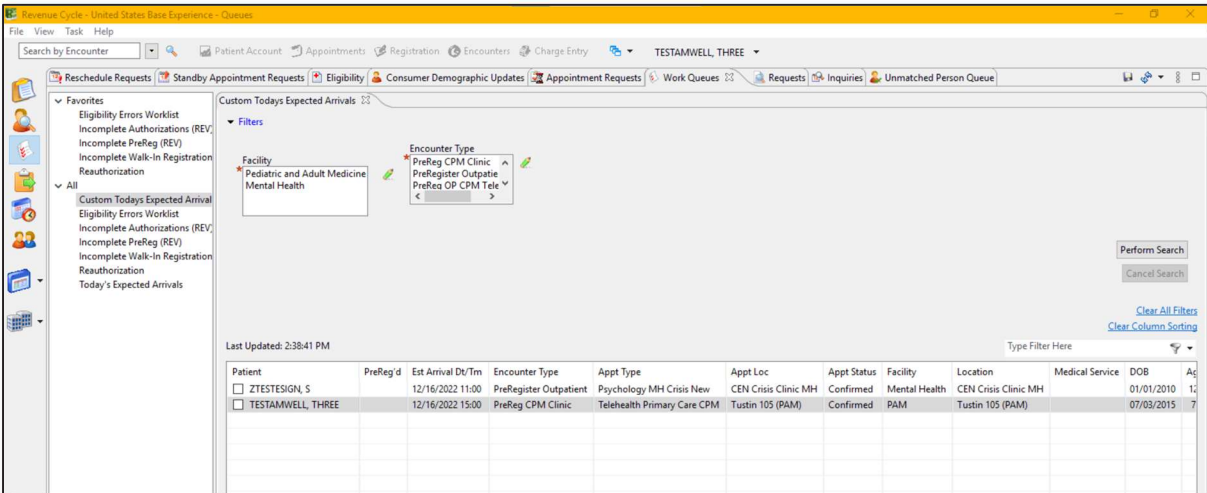### CPM Workflow to Activate Encounter Prior to Check-In

1. Launch and log into Revenue Cycle.
2. Navigate to the Scheduling **Custom Todays Expected Arrivals**. Select and enter **Facility** and **Encounter Type** filters. When selecting encounters, choose encounters that start with "prereg…".
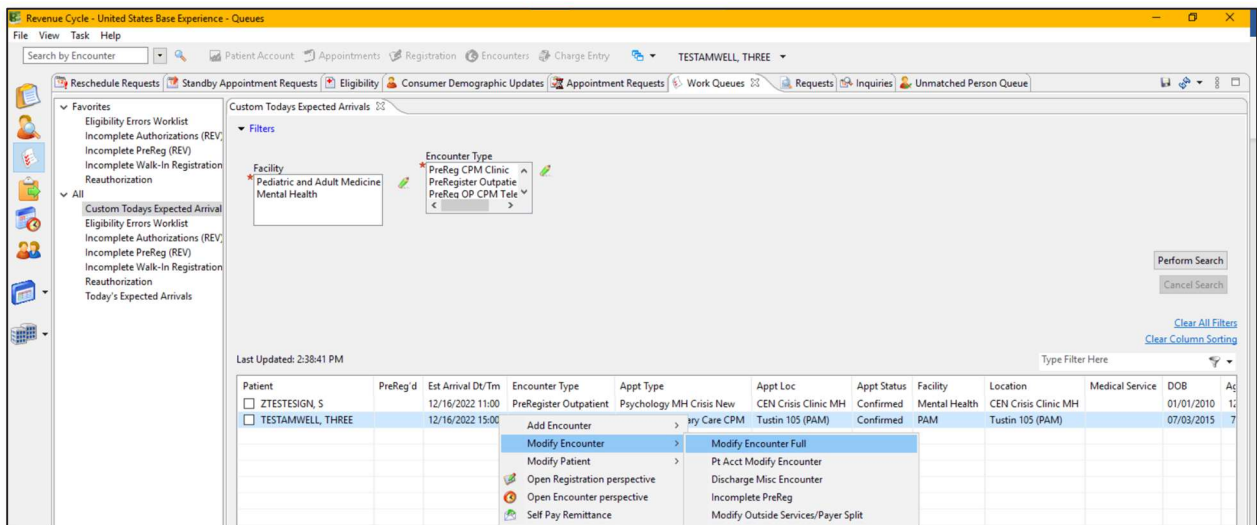
Amwell Telehealth

3. Click **Find**. Patient and appointment data returns.

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

Amwell Telehealth

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

6. Encounter Type drops off the list.

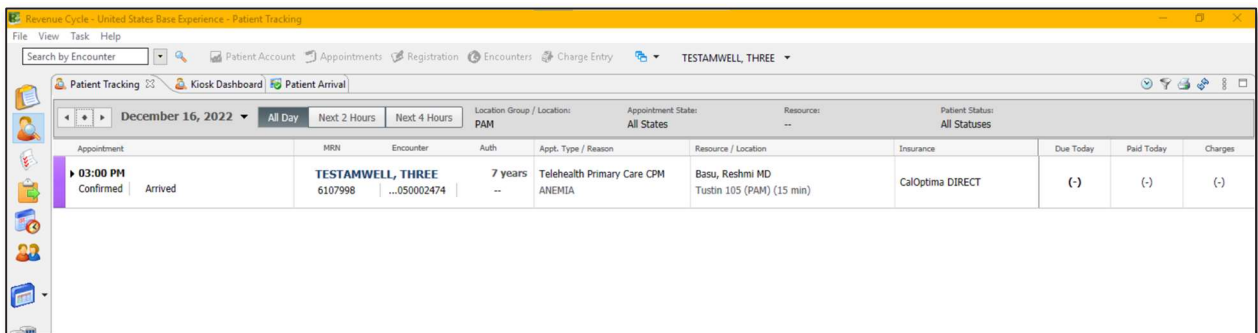

7. Telehealth appointment has started.
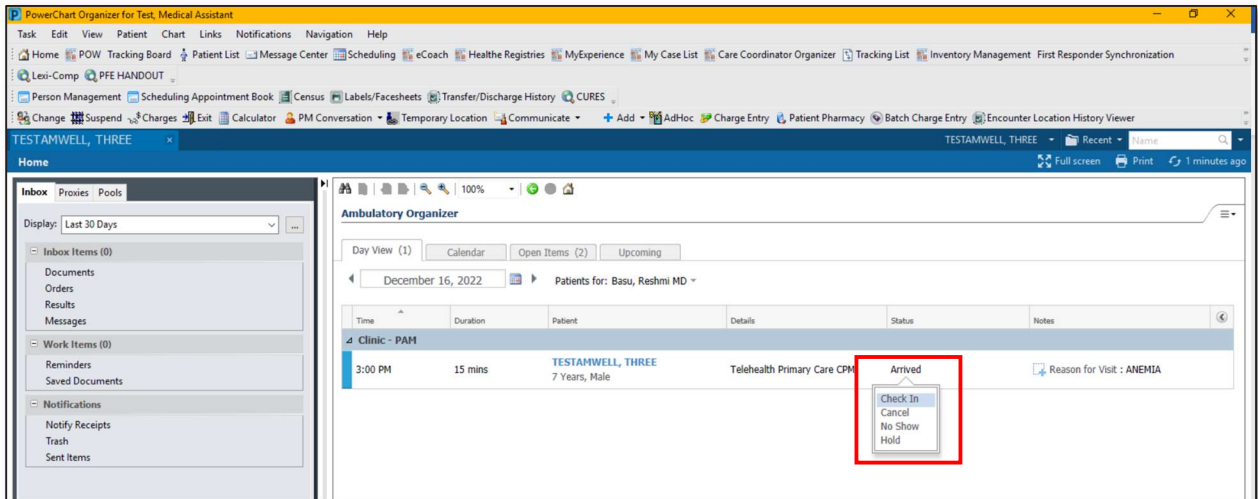
Amwell Telehealth

8. Patient Arrives and the Status on the Ambulatory Organizer displays as **Arrived**.
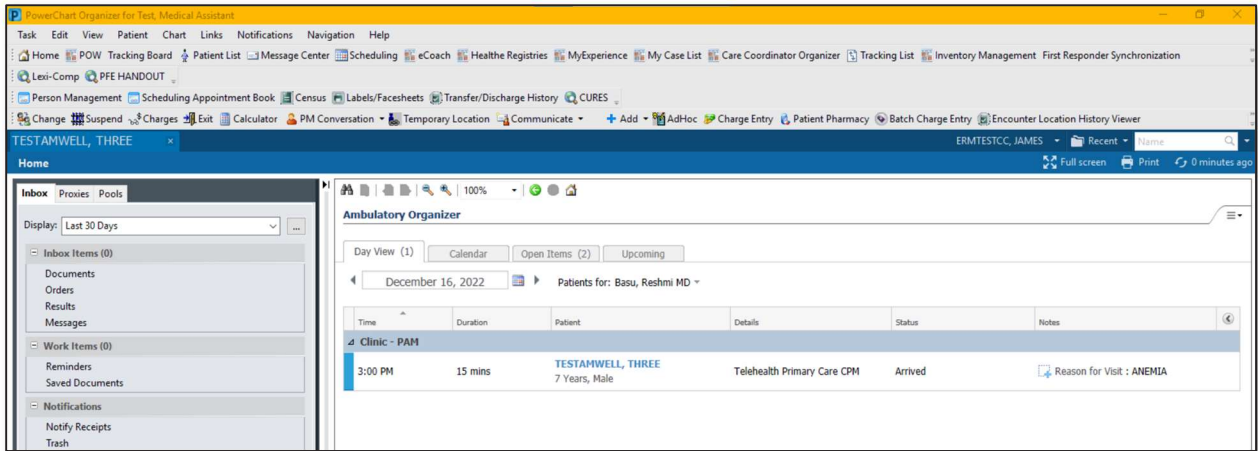
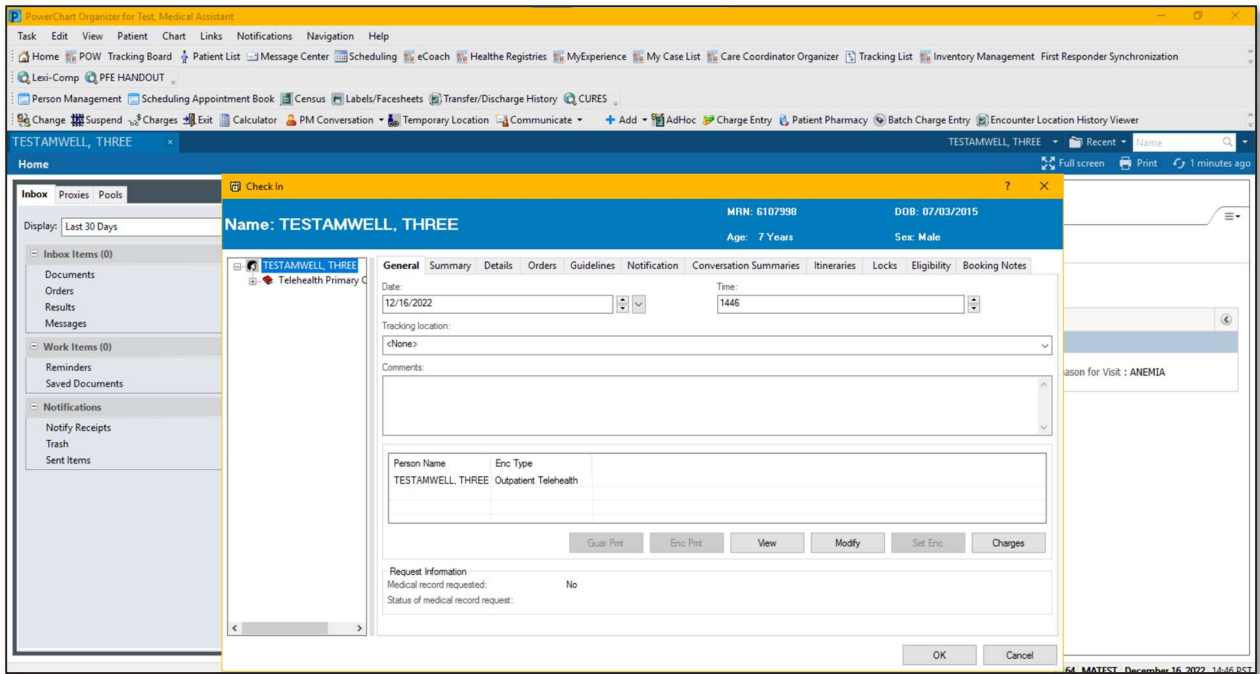9. Status on the Patient Tracking in Revenue Cycle displays as Arrived.

10. MA/RN Checks In the appointment on the Ambulatory Organizer. Right Click and select **Check In**.
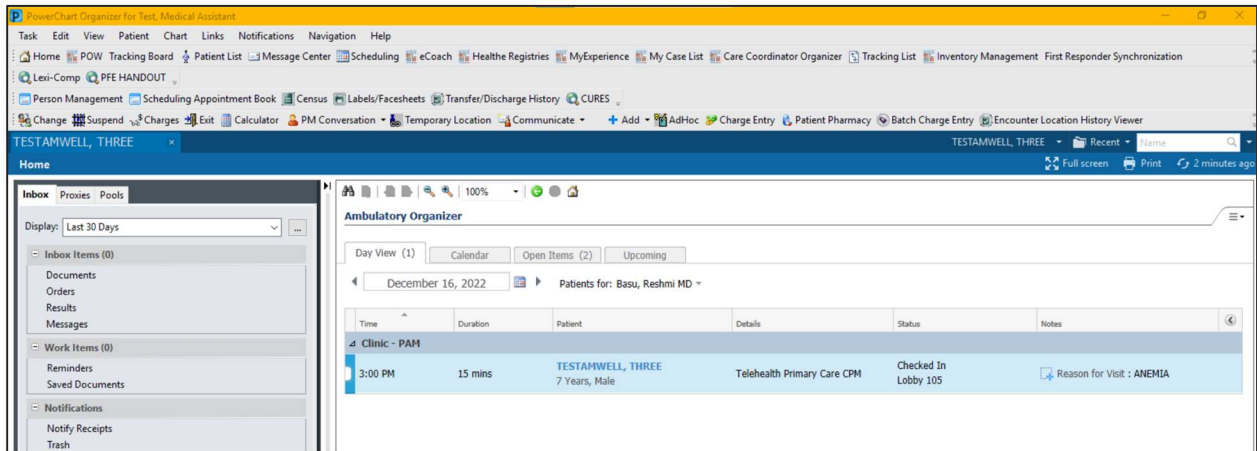
Amwell Telehealth

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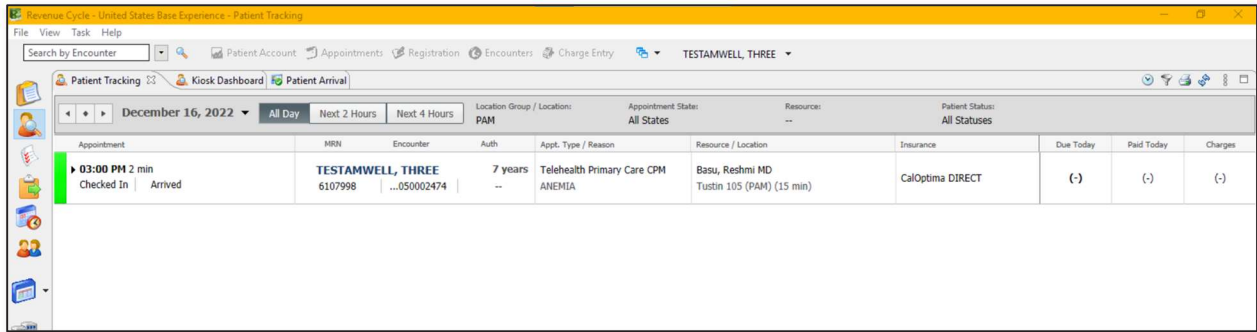

12. Appointment state changes to **Checked In** and the row is highlighted in blue.

13. Appointment State in Revenue Cycle Patient Tracking displays as **Checked In**.

14. MA/Provider sees patient and ends the session when the visit is complete.