

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...".



Custom Todays Expected Arrivals	
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3. Click **Find**. Patient and appointment data returns.

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File View	v Task Help												
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4. Right click on the appointment and select Modify Encounter, then Modify Encounter Full.

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

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6. Encounter Type drops off the list.

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7. Telehealth appointment has started.





8. Patient Arrives and the Status on the Ambulatory Organizer displays as Arrived.

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9. Status on the Patient Tracking in Revenue Cycle displays as Arrived.

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

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

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

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

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