Preparing for Amwell Now Visits

Preferred web browsers:
- Google Chrome (Preferred), Safari, Microsoft Edge

Activate Account
1. **Click Sign Up in the top right of the page.**
2. Enter your email address, click the I’m not a robot verification and click Sign Up.

Confirm Email
**You will be directed to the Check Your Email page.**
1. Open the confirmation email and click Activate Account. If you do not see the confirmation email, please check your junk email.
2. **Create Pin-you will be directed to the Create Your PIN page. Choose your unique 4-digit PIN.**

Create a Visit
As the visit opens, first grant your browser permission to access your camera and microphone. If you do not grant your browser permission, you will not be able to see or hear your patient and will receive the Browser Permission error.
1. **Click Allow.**
2. As the visit opens your camera icon in the center of the page confirms you have successfully connected to the visit. The visit timer, located on the top of the video window, keeps track of the visit length.
3. When your connection is established, a toolbar appears on the bottom of the window. The **toolbar includes:**
   1) **Invite additional guests via SMS text**
   2) **Chat with participant**
   3) **Turn video on/off**
   4) **Mute yourself**
   5) **Pop Out: Float the patient video window Full Screen**
   6) **More: Share your screen with the participant(s), device settings, and virtual backgrounds.**

Inviting an Interpreter
1. For spoken languages:
2. Click the participants icon, select invite, and choose interpreter from the drop down menu and select interpreter again from the drop down menu for contact.
3. Once the operator answers, indicate the language needed. An interpreter will then join the call within 30 seconds (it will be audio-only).
4. For American Sign Language (or when a video interpreter is needed)
5. Click on “+ Add a guest” and send an email invitation to interpretation@imail.org.
6. Call Language Services and inform dispatch that a video invitation for a video interpreter has been sent to interpretation@imail.org, and confirm the language needed.
7. Language Services will forward the link to a qualified interpreter, who will join the call. Allow 10-15 minutes for the interpreter to join.

**Lock the Room**
As the visit host you have the ability to lock the visit room, this will prevent additional guests from joining the visit. This setting is reset every visit.

1. To use, click into the **List** tab.
2. Click the toggle next to **Lock Room**.
3. The room must be unlocked in order to invite additional participants.

**Invite Participants**
Both you and your patient can invite additional participants into the visit at any time. Invitations can be sent through text messages, emails and phone calls. To invite a participant:

1. Open the **INVITE** tab.
2. Within the **Invite Via** dropdown, select the mode in which you would like to send the invitation to join the visit (text message, email, phone, or interpreter). Enter the associated phone number or email address.
3. Click **Add Another** if you would like to add more participants to the visit. Click **Send Invite**. The Invitation(s) will be sent to the listed participants.
4. Use the **Copy Invite Link** button to share the visit link as you like.

*Using the Google browser on your Android phone type intermountain.amwellnow.com.*

   a. Select the 3 dots at the right of the browser, then Select “Add to Home Screen”.

   b. Name the icon “AmWell Now” and click “Add”.
c. The AmWell Now icon will now be added to your Home Screen. You can now access AmWell Now using this desktop shortcut.

Using the Safari or Google browser on your iPhone or iPad type intermountain.amwellnow.com.
d. Click on the Send To icon at the bottom of your screen, then click on “Add to Home Screen”.

e. Name the icon “AmWell Now” and click “Add”.

Frequently Asked Questions
Connection Issues
1. I was disconnected from my visit – how do I get back in?
   a. When you create a visit, you also receive an email with a link to your visit. Click the Join Visit button to reenter the visit.

2. My patient cannot see or hear me. I cannot see or hear my patient.
   a. Check your browser/device permissions to ensure you have allowed access to your camera and microphone. Use Chrome or Safari as your web browsers. Check your internet speed and connection and/or advise your patient to do so.
   b. If the patient’s audio is not received, very faint, or intermittent, please confirm if the patient is using Safari on an iOS device (iPhone or iPad) for their visit. If so, instruct them to refresh the browser page. Encourage the patient to connect to Wi-Fi, move closer to their router and confirm they have not clicked the Mic button to mute themselves.
   c. The patient may have opened a different application on their mobile device which they are looking at as they wait for the visit to begin. The patient will still hear your audio, so ask them to return to the visit window.
   d. When they return their video will resume.

General
1. How can I access text or images from visit? How do I add comments, bill or prescribe?
   a. Amwell Now does not retain text and images from visit. Amwell Now is designed to work parallel to your existing EHR solution. Any documentation, prescribing, and billing should be handled in your EHR system.

2. What is the limit to the amount of people that can join the visit?
   a. The limit is set to 15 participants as a default.

3. Do I need to be connected to my hospital’s VPN in order to see patients?
   a. VPN connection is NOT needed to see patients using AmWell Now.