Preparing for Amwell Now Visits

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

Activate Account
  • Click Sign Up in the top right of the page.
  • Enter your email address, click the I’m not a robot verification and click Sign Up.
  • You will be directed to the Check Your Email page.
  • Open the confirmation email and click Activate Account. If you do not see the confirmation email, please check your junk email.
  • Create Pin- Choose your unique 4-digit PIN.

Create a Visit
  1. Enter Your Email address, Your PIN, and Your Display Name.
  2. Invite Patient via text or email. Choose Add a guest to invite Provider and any other guests.
  3. Add a Note if applicable and click Start a Visit.
     As the visit opens, click Allow to grant access your camera and microphone if prompted.
  4. A Visit Preview window will open. Click Join Visit to enter Video Visit.
  5. When your connection is established, a toolbar appears on the bottom of the window. The toolbar includes:
     1) Invite additional guests via SMS text
         i. To manage all participants included in the visit:
             1. Select the Participants app in the left side panel. List view will open, which displays all visit participants. You can Disconnect All, Mute All or manage an individual participant.
             2. To manage an individual participant, select the ellipse [...] and a dropdown will open. You can Mute a participant, Pin the focus on one participant, make the participant the host, or remove a participant.
                a. Make a participant the host is helpful if you have opened the visit on a provider’s behalf or need to leave the visit but would not like to end the visit for all participants.
     2) Chat with participant
     3) Turn video on/off
     4) Mute yourself
     5) Pop Out: Float the patient video window Full Screen
     6) Fullscreen
     7) More:
         i. Share your screen with the participant(s)
         ii. Device settings
         iii. Virtual backgrounds.
8) **End:** If leaving the visit before the provider joins or when both patient and provider are in the visit, choose “Leave Visit”. This will allow the patient and provider to remain in the visit after you leave.

**Inviting an Interpreter**

For spoken languages:

1. 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.

2. Once the operator answers, indicate the **language needed**. An interpreter will then join the call within 30 seconds (it will be audio-only).

For American Sign Language (or when a video interpreter is needed)

3. Click on “**+ Add a guest**” and send an **email invitation** to interpretation@imail.org.

4. Call **Language Services at 833-266-0518** and inform dispatch that a video invitation for a video interpreter has been sent to interpretation@imail.org, and confirm the language needed.

5. Language Services will forward the link to a qualified interpreter, who will join the call. Allow 10-15 minutes for the interpreter to join.

**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. 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.

How to Change Default Web Browser for iPhone or iPad:

1. Settings -> Scroll to the Safari App
2. Select Default Browser App
3. Select Safari. A checkmark next to Safari will confirm this is now your default browser

How to Change Default Web Browser to Chrome for Android