Preparing for Your Visit

Make sure you have reliable internet access.

Have your insurance card and medication list on hand.

Find a quiet space with minimal distractions.

Joining a Visit via Text (SMS) Invitation:

1. You will receive a text message from +1 (617) 819-0951 inviting you to your telehealth visit.

2. Tap on the link in the text message.

3. The link will direct you to a web browser. Here you will enter your Preferred Name and your Mobile Number.

4. Once you check the box agreeing to the Notice of Privacy Practices, click Next.

5. You will then receive a pop-up asking to allow access to your microphone and camera. Click Allow.
Joining a Visit via Text (SMS) Invitation (Continued):

6. This will place you into the telehealth visit where you will wait for a care team member to join.

7. There are video controls you can use during the video call to control your camera and microphone. You can also use the Chat function to send a message to the care team member or provider during your visit.

8. When the visit is over, your provider will hang up the call and you can click the End button.

9. Here you will be asked if you want to leave the visit or stay in the visit. If your visit is over click the red Leave Visit button.

10. After the visit, you will be able to rate how the quality of the video and audio. You can then close out your web browser.
Joining a Visit via Email Invitation:

1. You will receive an email from Amwell (amwlehr@amwlehr.com) for your upcoming telehealth visit.

2. Tap on Join Visit in the email.

3. The link will direct you to a web browser. Here you will enter your Preferred Name and your Mobile Number.

4. Once you check the box agreeing to the Notice of Privacy Practices, click Next.

5. This will place you into the telehealth visit where you will wait for a care team member to join.

6. There are video controls that you can use during the video call to control your camera and microphone. You can also use the Chat function to send a message to the care team member or provider during your visit.

7. When the visit is over, your provider will hang up the call and you can click the End button.

8. Here you will be asked if you want to leave the visit or stay in the visit. If your visit is over click the red Leave Visit button.