

# TELEHEALTH USER GUIDE

## Preparing for Your Visit



Make sure you have reliable internet access.



Have your insurance card and medication list on hand.

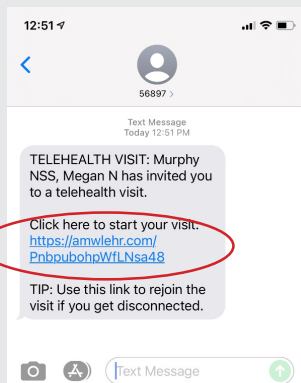


Find a quiet space with minimal distractions.

## ▶ Joining a Visit via Text (SMS) Invitation:

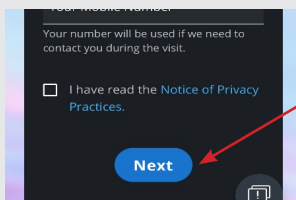
**1** You will receive a text message from **568-97** to your mobile device for your upcoming telehealth visit.

**2** Tap on the link in the text message

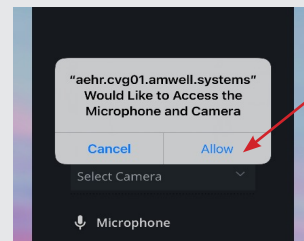


**3** The link will direct you to a web browser. Here you will enter your “**Preferred Name**” and your “**Mobile Number**”.

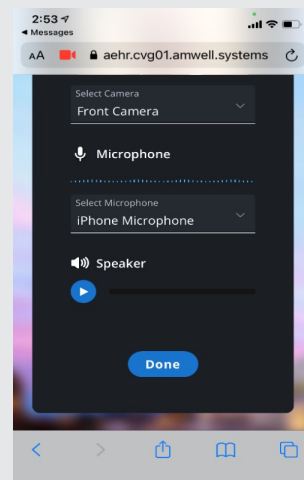
**4** Once you check the box agreeing to the Notice of Privacy Practices, click **Next**.



**5** After you click next, you will receive a pop up asking to allow access to your microphone and camera. Click **Allow**

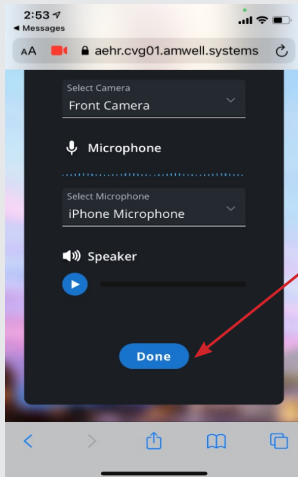


**6** After clicking allow, you will be prompted to complete a technology check, where you can select and ensure your camera, microphone and speaker are all working properly.

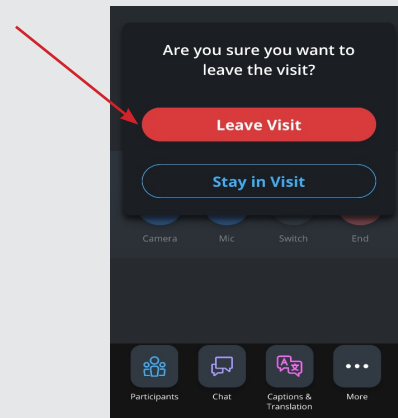


## ▶ Joining a Visit via Text (SMS) Invitation (*Continued*):

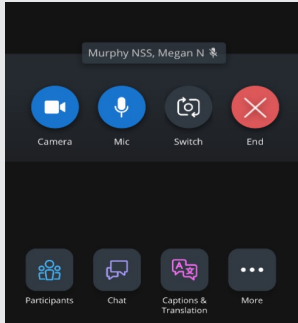
- 7 After ensuring your camera, microphone and speaker work, click **Done**.



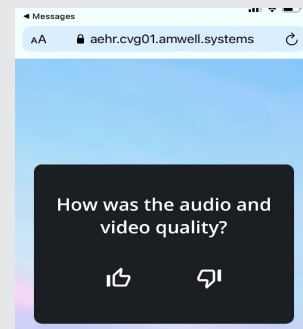
- 11 Here you will be asked if you want to leave the visit or stay in the visit. If your visit is over click red "**Leave Visit**" button.



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

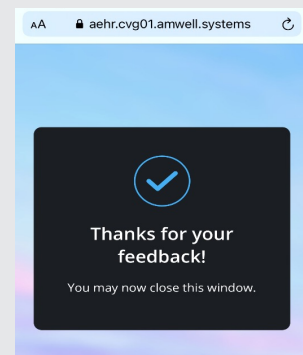


- 12 After the visit, you will be able to rate the video and audio quality. You can then close out your web browser.



- 9 There are video controls that you can use during the video call (camera, mute, flip camera, and end call).

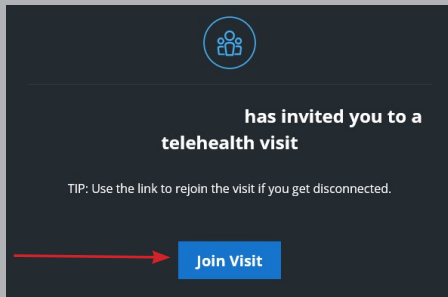
- 10 When the visit is over, your provider will hang up the call and you can click the **End button**.



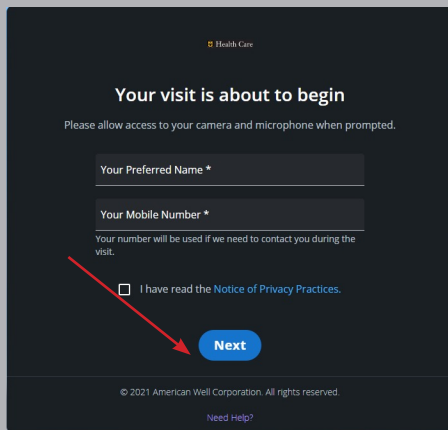
## ▶ Joining a Visit via Email Invitation:

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

2 Tap on **Join Visit** in the email



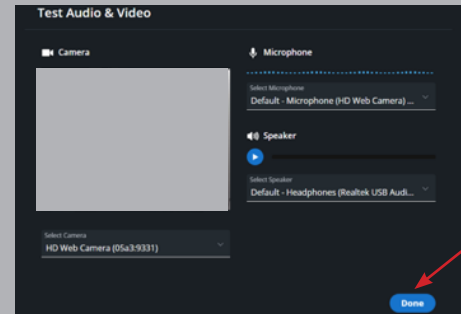
3 The link will direct you to a web browser. Here you will enter your "**Preferred Name**" and your "**Mobile Number**".



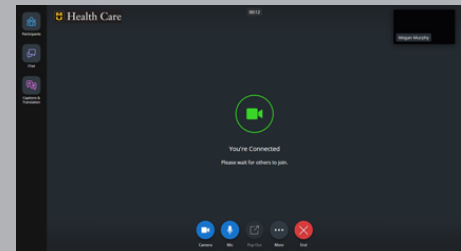
4 Once you check the box agreeing to the Notice of Privacy Practices, click **Next**.

5 After clicking next, you will see a technology check screen where you can make sure your camera, microphone, and speaker are all working properly.

6 After making sure your camera, microphone and speaker work, click **Done**.



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



8 There are video controls that you can use during the video call (camera, mute, flip camera and end call). You can also use the "**Chat**" function to send a message to the care team member or provider during your visit.

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

10 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.

