



From the Office of Clinical Informatics
Northern Light Health
Acadia Amwell
Clinical EHR Flash Flyer

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Table of Contents

Amwell Telehealth Visits.....2

Frequently Asked Questions 2

- When should the patient call the patient helpdesk? 2
- If there is no video, what do I do?..... 2
- Why are there multiple participants listed with (Practitioner) at the end of their name?..... 2
- Why am I seeing (Practitioner) at the end of my name if my position is different?..... 2
- How do I lock the room once I have dismissed a participant? 2
- How do I change my audio and video settings in Amwell and Zoom? 2
- Do I need a headset to join an Amwell visit?..... 2
- Where is the Telehealth button located?..... 3
- What if the patient only has a landline? 3
- What if I cannot hear or see my patient or they cannot hear or see me? 3
- Does the chat function save the conversation in the chart or is it deleted after the visit? 3
- How long is the Amwell Invite Link active?..... 3
- Can I test my headset and camera prior to joining a visit? 3

Known Issues & Updates 4

- Will Augmedix be able to join the Amwell visit?..... 4

Important Reminders..... 4

- On-Site Visits..... 4
- Switching audio, video, or microphone device being used and not showing in the drop-down..... 4
- Scheduling Details..... 4
- Updating Display Name to send Just-In-Time invite 4
- Just-In-Time Invitation 4
- Pediatric Appointment Types Not Visible on Patient Portal..... 4
- Checking in patients on the Ambulatory Organizer 4
- Keeping One Cerner Session Open at a Time..... 5
- Feedback..... 5

[Click here for the latest Registration, Scheduling, Referral Management, Experian, Charge Management, and other Revenue Cycle updates!](#)

Amwell Telehealth Visits

Frequently Asked Questions

When should the patient call the patient helpdesk?

- Best practice is to assist the patient getting into the Amwell visit. If with assistance the patient is still having issues a phone call can be placed to the patient within the Amwell Application.
- The patient helpdesk should be called after all attempts have been tried. Patients should also be encouraged to test their own device once they have received the link or are able to join the visit on the portal.
 - Northern Light Patient Help Desk Line (833-217-9640)

If there is no video, what do I do?

- A phone call can be placed to the patient within the Amwell Application.

Why are there multiple participants listed with (Practitioner) at the end of their name?

- Anyone who has the patient's chart open or did have the patient's prior to refreshing the screen will be listed as a participant even if they are not on the Telehealth component or joining the Amwell visit.

Why am I seeing (Practitioner) at the end of my name if my position is different?

- Anyone who is accessing the patient's chart will have (Practitioner) at the end of their name. We are working with Amwell to see if this can show as the person's position instead.

How do I lock the room once I have dismissed a participant?

- Please refer to the flyer on the Lock Room workflow [Amwell - Lock Room \(northernlighthouse.org\)](#).

How do I change my audio and video settings in Amwell and Zoom?

- Please refer to the flyer for assistance on changing audio and video settings [Audio Camera Settings in Amwell and Zoom \(northernlighthouse.org\)](#).

Do I need a headset to join an Amwell visit?

- No, a headset is not required to join an Amwell visit.

Where is the Telehealth button located?

- The Telehealth button is located in the Table of Contents on the left hand side at the top.

What if the patient only has a landline?

- Phone calls are made within the Amwell application once connected:
 - Select Participants.
 - Click INVITE.
 - Select **Phone** and enter the patient's phone number.
 - Click **Send Invite** to call patient.

What if I cannot hear or see my patient or they cannot hear or see me?

- Select **More**.
- Click **Device Settings**.
- Select the **Audio, Speaker and Camera** that matches what you are currently using for the video visit.
- Click **Apply**.
- If the patient is experiencing issues, they can call the Patient Help Desk at 833-217-9640 or email the telehelpdesk@northernlight.org.

Does the chat function save the conversation in the chart or is it deleted after the visit?

- The chat within the visit will not save to the patient's chart. Once the visit has ended the chat will be deleted.
- If new participants are added to the visit, they will not be able to view previous messages within the chat but will be able to view any chat messages sent after joining.

How long is the Amwell Invite Link active?

- The Amwell Invite Link is active for 72 hours; however, it is crucial that only one link be sent to a patient for each visit as with each invite the link changes for the patient.

Can I test my headset and camera prior to joining a visit?

- Yes, prior to the visit you can test your device by visiting the link below:
 - [Test your devices - Telehealth Visit - Northern Light Health \(amwell.com\)](https://amwell.com)

Known Issues & Updates

Will Augmedix be able to join the Amwell visit?

- Northern Light Health IS, is working to resolve the issue.

Important Reminders

On-Site Visits

- Patients who are joining in on-site visit will not be able to join from the Patient Portal and will need to be sent a Just-In-Time link. Please refer to the flyer on Amwell Office Visit Workflow [Amwell Office Visit Workflow \(northernlighthouse.org\)](http://northernlighthouse.org)

Switching audio, video, or microphone device being used and not showing in the drop-down

- Go to the test webpage as that seems to be able to locate the device, then you can update it within the Amwell Visit. [Test your devices - Telehealth Visit - Northern Light Health \(amwell.com\)](http://amwell.com)

Scheduling Details

- Please refer to BSS education on documenting in the schedule details of how the patient will be joining the Amwell visit.

Updating Display Name to send Just-In-Time invite

- Remove the current name, type in preferred name that will be visible to patient and add position in parentheses. For example: (MA). Do not type in the provider's name.

Just-In-Time Invitation

- The Just-In-Time invitation does not include the date and time of the appointment. Please communicate with patients not to join the appointment until the appointment time.

Pediatric Appointment Types Not Visible on Patient Portal

- Any pediatric appointment types will not be visible on the patient; therefore a Just-In-Time invitation will need to be sent by email or text message.

Checking in patients on the Ambulatory Organizer

- From the Ambulatory Organizer under Status, click Confirmed and select Checked-In.
 - This will only need to be completed when the patient joins from an email or text message link.
- If the patient joins from the Patient Portal, the patient will be automatically checked in.
- After the charge order has been placed, the patient will be automatically checked out on the Ambulatory Organizer.

Keeping One Cerner Session Open at a Time

- **Slowness issues have been reported when there are multiple PowerChart sessions opened at once.**
 - To maintain patient safety and efficiency, please only have one PowerChart session at one time.

Feedback

- **At the end of the Amwell telehealth visit you will be asked to rate your experience with a thumbs up or thumbs down.**
 - This feedback is tracked and will help us to improve your experience if you had any issues during the visit.