

## From the Office of Health Informatics Telehealth Amwell Office Visit Workflow August 27, 2025

Amwell Guest Invite

The e-mail below is from an

Northern Light Health.

Test, Provider has invited you to a telehealth visit

TIP: Use the link to rejoin the visit if you get disconnected

Join Visit

10:08 AM

The Amwell office allow patients without access to a computer, smartphone, or Wi-Fi to participate in a telehealth visit with a provider who is working remotely.

## **Joining Amwell Office Visit**

**STEP 1**: Clinical staff open the Outlook application on the dedicated device the patient will be using to join

the scheduled Amwell Telehealth Video Visit.

NOTE: Prior to the visit, it needs to be communicated that the

patient is joining from the dedicated email address on the

office device.

**STEP 2:** An email, titled **Amwell**, will be available in the inbox.

 For assistance on sending an email invitation, follow the Scheduled Amwell Telehealth Video Visit Workflow.

**STEP 3:** Open the email.

**STEP 4**: Click **Join Visit**.

**STEP 5:** Patient enters their preferred name, mobile number, and clicks the **Notice of Privacy Practice** 

checkbox.

<u>NOTE</u>: Mobile Number is a required field. If a patient does not have a mobile phone, insert the office

phone number where the patient is joining the meeting.

**STEP 6:** Click **Next**.

**STEP 7:** Allow access to video and voice if needed.

STEP 8: Click Join Visit.

**STEP 9**: The patient joins the visit.

NOTE: After the patient completes the Amwell office visit, clinical

staff need to delete the email with the Amwell link and NLH

Global Distribution emails.

## Your visit with your clinician is about to begin Please allow access to your camera and microphone when prompted. All fields are required unless listed as optional. Your Preferred Name Your Mobile Humber 1 Tour phone number will be used if you get disconnected. 1 Thave read the Notice Of Privacy Practices Next

## **Downtime Procedure**

During Oracle Health (Cerner) downtime, Amwell is not available. Place a phone call to the patient via a mobile or landline device.

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please <u>place a ticket</u> to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.