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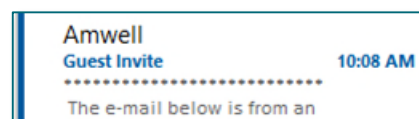
STEP 2: An email, titled **Amwell**, will be available in the inbox.

- 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.

NOTE: **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.**
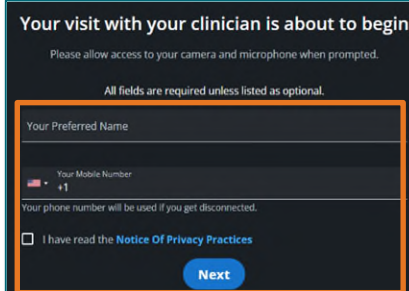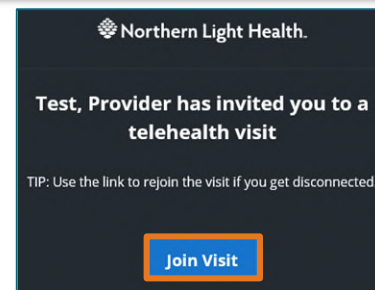

STEP 6: Click **Next**.

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.**

Downtime Procedure

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