

There may be occasions where a patient or participants will need to be briefly dismissed from an Amwell video visit. This workflow outlines the steps to disconnect a patient and/or participants from the visit, lock the room to prevent re-entry, and unlock the room to allow re-entry.

Disconnecting Patient or Participant from Amwell Telehealth Video Visit

Inform the patient or participants that they be disconnected from the Amwell Video Visit and let them know how long they should wait before attempting to rejoin the video visit. They can rejoin by using the **Join Now** in the patient portal or the link that was sent via text message or email. All participants need to use the link in the text message or email they received to rejoin the visit.

STEP 1: Click **Participants** along the left pane of the video visit.

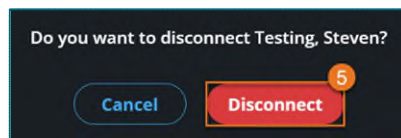
STEP 2: Click **List**.

STEP 3: Click the ellipses to the far right of the patient's name.

STEP 4: Click **Remove From Visit**.

STEP 5: Click **Disconnect**.

- Repeat steps 3 - 5 to remove additional participants.

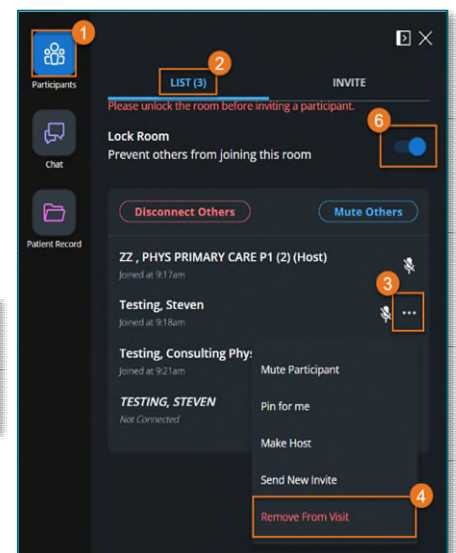


STEP 6: Click the **Lock Room** slider.

- The room is now locked. The patient and participants will be unable to rejoin the video visit until the room has been unlocked.
- A notification appears in the bottom left corner if the patient or participant attempt to join the meeting prior to the room being unlocked.

STEP 7: Click the **Lock Room** slider when the time has arrived for the patient and participants to rejoin the video visit.

NOTE: Patients can be reinvited to the meeting if needed, by selecting the **Invite Patient** button. Participants can be reinvited by clicking the **invite** tab and sending a new link.



Test is waiting to join the visit. Please unlock the room from the Participants panel.

