From the Office of Health Informatics

Telehealth

Scheduled Amwell Telehealth Visit

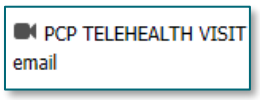
June 30, 2026

The Scheduled Amwell Telehealth Visit workflow is similar to an Office Visit workflow. The most efficient way to access the Amwell App to perform video visits is within Cerner.

Scheduled Amwell Telehealth Video Visit

The scheduled **Amwell Telehealth Video Visit** workflow uses the Ambulatory Organizer or Multi-Patient Task List to access the daily schedule, which ensures the right FIN is selected.

- If the patient has come into the office to join a scheduled Amwell Telehealth Visit with a provider or clinician working remotely, follow the Amwell Office Visit Workflow.
- Providers use the HPI component to insert the **/telehealth** auto text and complete the required documentation.



Joining a Scheduled Amwell Telehealth Video Visit

- **Ambulatory Organizer**

STEP 1: Click the patient's name to open the chart.

- The **Details** column indicates **Telehealth Visit** with a video icon. Additional details documented at registration alert staff to how the patient will join.

- **Multi-Patient Task List**

STEP 1: From the **Multi-Patient Task List**, double-click the patient's name to open the chart.

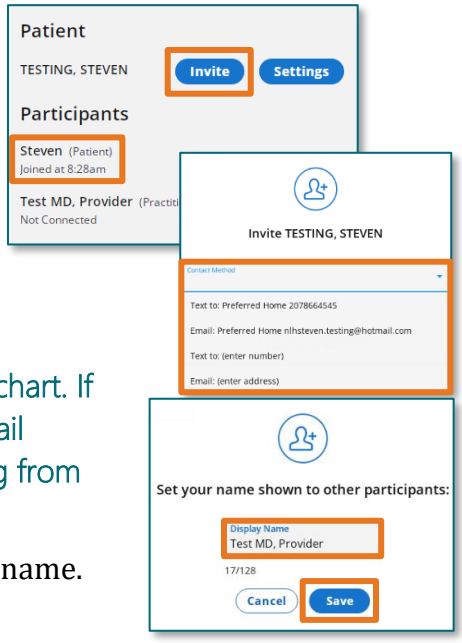
- Reference the **Scheduling Appointment Book** to determine if the appointment is a Telehealth appointment.
- The patient needs to be checked in from the **Scheduling Appointment Book** to populate to the **Multi-Patient Task List**.
- Open the Amwell visit prior to opening documentation within the Multi-Patient Task List.

NOTE: To quickly access the Telehealth component, right-click the patient's name, select Open Patient's Chart, and click Telehealth.

- **Open the Amwell Visit**

STEP 1: Navigate to the **Telehealth** component located on the Table of Contents.

- If the patient has already joined the visit, their preferred name and the time they joined displays.
- If the patient needs to be invited to the visit, send a **Just in Time** invitation.
    - To send a **Just in Time** invitation, click **Invite**.
    - Click the dropdown arrow in the **Contact Method** box.
    - Click **Send**.



NOTE: The Just in Time invitation pulls in information from the patient's chart. If the patient is joining the visit by a different phone number or email address this needs to be manually entered. If the patient is joining from phone, the invite must be sent after joining the visit.

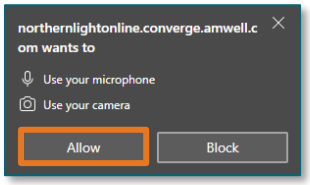
STEP 2: Click **Settings** prior to starting to the visit to update the display name.

- Click **Save**.

STEP 3: Click **Start Visit** to launch the visit into a browser window.

STEP 4: Select **Allow** for access the microphone and camera.

- This needs to be completed the first time a visit is initiated and after the browser cache has been cleared.



STEP 5: The **Visit Preview** window opens.

- Video and microphone settings can be turned on or off prior to joining the meeting.

STEP 6: Click **Join Visit**.

NOTE: Ensure your ID badge is worn so the patient can see it during the visit.

➢ Adding Participants

STEP 1: Click the **Participants** button in the left margin of the screen.

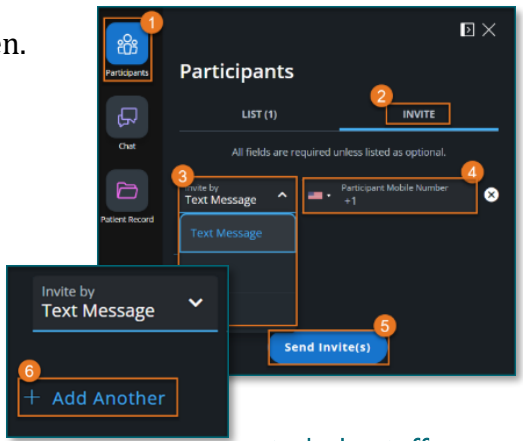
STEP 2: Click **INVITE**.

STEP 3: Click the dropdown for **Invite by** to select the participant's preferred method of contact.

STEP 4: Enter the participant's phone number or email address.

STEP 5: Click **Send Invite(s)**.

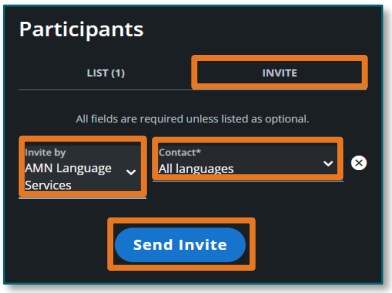
- If the patient or participant has not joined the visit after five minutes, use the **Phone** option to call them.



NOTE: When a call is placed within a visit, the Dialpad is available to help staff navigate through an automated phone menu.

STEP 6: Click **+ Add Another** to invite additional people to the visit.

Requesting Interpreter Services in Amwell



- If a patient requires an interpreter, **Interpreter Services** can be contacted within the Scheduled Amwell Telehealth Video Visit.

STEP 1: In the Scheduled Amwell Telehealth Video Visit, click the **Participants** tile.

STEP 2: Click **INVITE**.

STEP 3: Click **Invite by** and select **AMN Language Services**.

STEP 4: Click the **Contact*** dropdown and select **All languages**.

STEP 5: Click **Send Invite(s)**.

- Once the Invite is sent, **Interpreter Services** joins the call to determine the language needed. The appropriate interpreter is then included in the Amwell Telehealth Video Visit.

NOTE: This service does not include ALS. For ALS, follow the Zoom workflow.

Chat

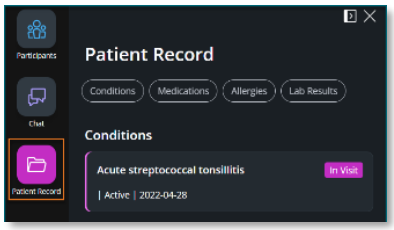
- If staff start the meeting prior to the patient joining, the chat is locked until the patient joins. When new participants join, the chat history is not available. All messages sent can be seen by everyone when in the visit.

STEP 1: Select the **Chat** button in the left margin.

STEP 2: Type the message in the chat.

STEP 3: Click **Send**.

Patient Record



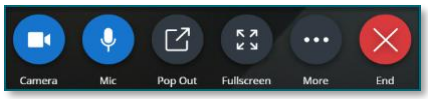
STEP 1: Click the **Patient Record** button in the left margin.
- This displays the patient's conditions, medications, allergies, and lab results alongside the patient video.

NOTE: The patient does not have access to the Patient Record button and only has access to Participants and the Chat.

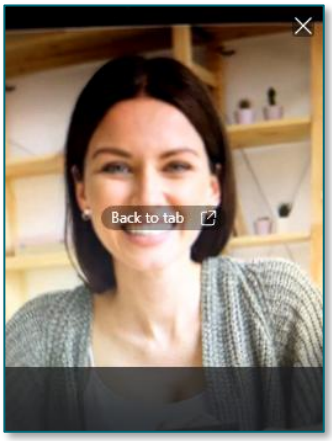
Amwell Telehealth Visit Functions

At the bottom of the Amwell video window there are different buttons with additional functionalities.

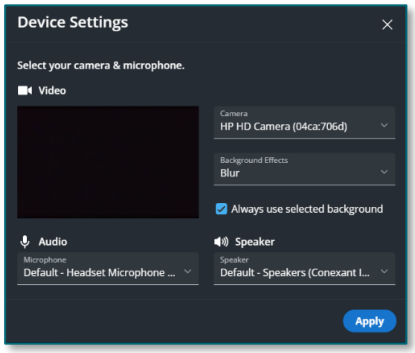
- **Camera** and **Mic**
  - Allows you to toggle these on/off.



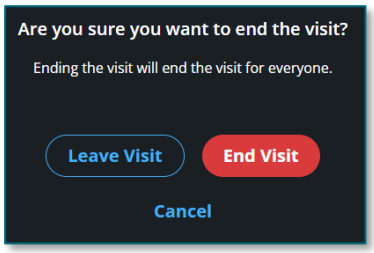
- **Share**
  - Selecting **More** allows clinical staff to share audio or what is on their screen to patients during a visit.
    - This is helpful if a provider or clinician want to share a video or demonstration during their visit.



- **Pop Out**
  - Allows movement of the patient(s) to any location on the monitors.
    - This is helpful while documenting in the health record as the video stays in the front while working, allowing for continuous video interaction with the patient.
  - **Back to tab** button returns the video back to the browser.
- **Fullscreen**
  - Enlarges the patient video in the browser.
- **More**
  - Provides additional options including **Share**, **Device Settings***, **Support**, **Feedback & Help**, **Call Me**, and **Grid View**.
    - **Device Settings** allows changes to the camera and audio settings to match the devices being used.
    - **Background Effects** allows a blur screen or NLH background to be applied.
      - The background effect can be selected as a default.



- **End**
  - **Leave Visit**: Upon completing intake documentation, this keeps the patient in the virtual exam room for the provider.
    - Notify the provider that the patient is ready to be seen.
  - **End Visit**: Disconnects all participants from the visit.
  - **Cancel**: Resumes interaction with the patient.



NOTE: After the visit has ended, staff will see how long the visit lasted for documentation.

Downtime Procedure

During 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 place a ticket to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.