

Inpatient consults for Mercy patient needing a Nephrology consult.

Mercy Provider Requests a Nephrologist Consult

- STEP 1:** Mercy provider calls Northeast Nephrology at 973-8833 and asks for the Mercy nephrology provider.
- STEP 2:** Mercy provider and nephrologist discuss if consult is needed.
- STEP 3:** Mercy provider will place consult order with Nephrologist in comment section.
- STEP 4:** Mercy provider will notify nursing staff the time of visit to ensure cart is in patient's room.
- STEP 5:** Nursing staff at Mercy will obtain Telehealth Informed Consent from patient.
- STEP 6:** Nephrologist will call the cart and connect to patient.

Connecting to Amwell Cart via Quick Connect

- STEP 1:** Click **Clinical Links** in the weblinks toolbar in Cerner.
- STEP 2:** Click **Amwell Telehealth Quick Connect**.
- STEP 3:** Sign in with appropriate email address and password.
- STEP 4:** Type the patient's room number in the **Room name** field.
- STEP 5:** Click **Select invitation method** and select **Endpoints**.
- STEP 6:** Click **All Facilities** and select **NLH – Mercy (1)**.
- STEP 7:** Click **Search** and select **Mercy-IPAD 1**.
- STEP 8:** Click **Invite Participants**.
- This initiates the call into the selected cart.
- STEP 9:** Click **Join Room Now** to join the call.
- STEP 10:** At the end of the call, refer to **Recent Connections** as needed.

NOTE: If needed to reconnect to a cart, send a new invite to the cart by completing steps 5-9.

NOTE: If connecting from mobile device, follow Amwell Touchpoint (AW Touchpoint) workflow.

