

Patients scheduled for an Amwell Telehealth Visit join the visit through the Patient Portal or a Just-In Time invitation. The most efficient way to join the visit is through the Patient Portal.

Joining Through the Patient Portal

The patient needs to enroll in the Patient Portal prior to signing into the portal to join their visit.

NOTE: Please confirm with patients the web browser they are using on their device. Amwell supports Chrome, Edge, and Firefox. Chrome is the preferred browser.

STEP 1: Patient signs into the **Patient Portal** using the appropriate sign-on information.

STEP 2: Under the **Appointments** widget the patient will see their Telehealth appointment, who the appointment is scheduled with, and the time of the appointment.

NOTE: Some practices may require the patient to join the visit 15 minutes prior to their appointment.

STEP 3: Patient clicks **Join Now** to join their visit.

NOTE: The **Join Now** button is visible 30 minutes prior to the patient's appointment and two hours after the appointment.

STEP 4: Patient's browser on their device opens.

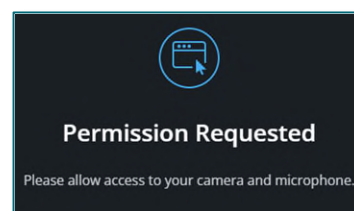
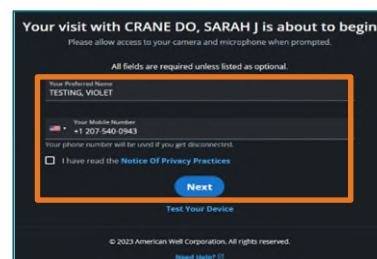
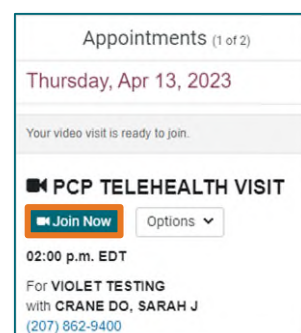
STEP 5: Patient reviews their **Preferred Name**, **Preferred Mobile Number**, and clicks the **Notice of Privacy Practice**.

- The information automatically pulls in from the Patient Portal and can be updated if needed.
- The mobile number provides the provider a call back number if the visit gets disconnected.

STEP 6: Patient clicks **Next**.

STEP 7: Patient is prompted to **Allow** access to their camera and microphone, click **Allow**.

- If the patient does not Allow access the patient will see a pop-up **Permission Requested** and they are not able to join the visit.



- STEP 8:** After allowing access the patient is brought to the **Visit Preview** where they can click **Join Visit** to be brought into the video visit.
- On the **Visit Preview** screen, the patient can turn their camera or microphone on or off.

Joining By a Just-In Time Invitation

A **Just-In Time** invitation is sent to patients either by email or text message if they have not enrolled in the portal or their visit is not visible on the portal (ex. Pediatric Behavioral Health visits). These invites are sent by the clinical staff or provider at the practice.

- STEP 1:** The patient receives either a text message or an email with the link to join the visit.

- STEP 2:** Patient clicks the link from the email or text message.

- STEP 3:** Patient's browser opens on device.

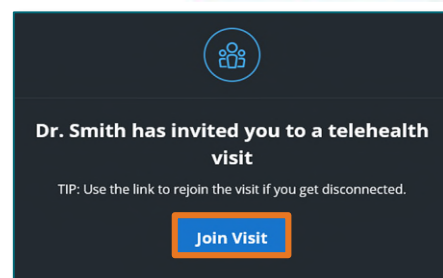
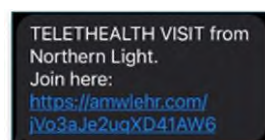
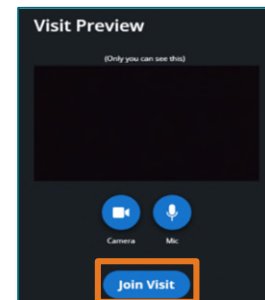
- STEP 4:** Patient enters **Preferred Name**, **Preferred Mobile Number**, and clicks the **Notice of Privacy Practices**.

NOTE: The mobile number provides the provider with a call back number if the visit gets disconnected.

- STEP 5:** Patient clicks **Next**.

- STEP 6:** Patient is prompted to **Allow** access to their camera and microphone, click **Allow**.

- STEP 7:** After allowing access the patient is brought to the **Visit Preview** where they click **Join Visit** to be brought into the video visit.



Issues with Video or Sound

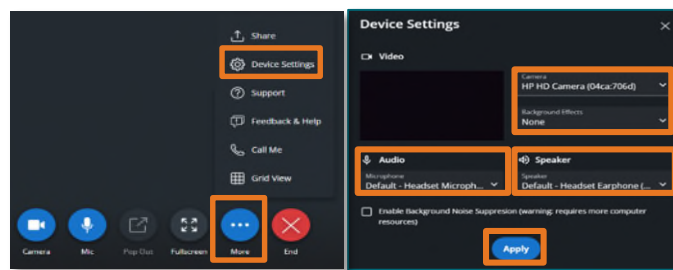
If the patient states that they can not be seen or heard in their visit, they will have to change their **Device Settings** within the Amwell video visit.

- STEP 1:** In the visit have the patient click **More** button found at the bottom of their video.

- STEP 2:** Select **Device Settings**.

- STEP 3:** Patient can then adjust their settings, as needed.

- STEP 4:** Click **Apply** to save the settings.



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.