

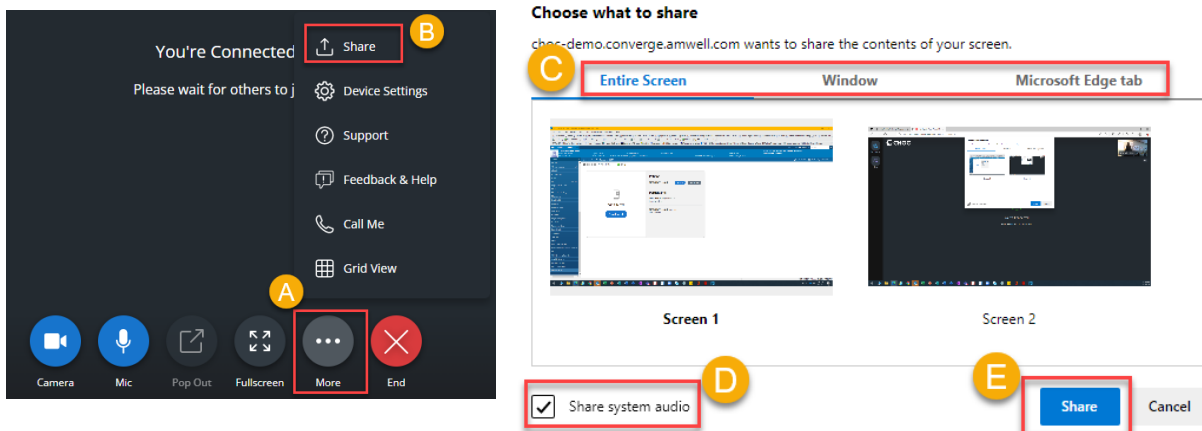
TELEHEALTH PROVIDER TRAINING FAQ FOLLOW-UP

Telehealth (Amwell Converge) and Telehealth Now (Amwell Now)

1. Does *Telehealth* have the functionality to hand control over to the patient to sign documents shared on the screen?
 - No. Currently this functionality is not available. An enhancement request was submitted to Amwell for consideration.

2. Do we still have the capability to record as we did with Zoom?
 - By default, CHOC Children’s telehealth encounters are NOT recorded. Your request to record will be reviewed by the telehealth team and if necessary a committee comprised of member representation from Compliance, HIM, InfoSec, and our provider network. Telehealth and/or Committee approval is required before recording is enabled on a Zoom account. Recording will not be available on AmWell. Recordings are permitted for, but not limited to, research purposes that comply with the governing IRB-approved protocol and guidelines established by CHOC Children’s Office of Research Compliance; for internal training and support purposes and not part of any patients’ legal medical record. If interested, please contact the telehealth team Dana Nguyen, David Clark, or Lisa Stofko for a request form. Complete the form in detail to ensure the committee is well informed regarding your use case to record.

3. Can I share my screen with the patient?
 - Yes. Select “More” (A) then “Share” (B). A pop-up window will appear to select what you want to share. Select the window you want to share (C). If you are sharing a video with audio, select “Share system audio” (D) and “Share” (E).



4. Is *Telehealth* and *Telehealth Now* solutions in Spanish?
 - **Mobile devices** – yes. The device’s operating system must be changed to the preferred language to have the solution in Spanish or another language. **Note:** the text or email invitation message the patient receives will be in English. Once launching into the visit, the patient will be able to navigate the solution in their preferred language.
 - **Desktop** – yes. The web browser’s language may be changed to the preferred language. Each web browser’s workflow varies to make the change.
5. Can I share documents in the chat?
 - No, however, a solution has been reviewed and approved by ISD to be able to share a hyperlink to a document on the chat for the patient to upload. Contact the telehealth team, Lisa Stofko or Dana Nguyen to inquire.
6. What is the difference between “Leave Visit” and “End” visit?
 - “Leave Visit” allows a participant to exit the visit without terminating the visit for all participants. This is important if you are part of teams centered care visit.
 - “End” visit will terminate the visit for all participants.
7. Is sending the link a manual process?
 - Yes, the link sent via an invitation is completed within *Telehealth* embedded in Cerner.
8. Do patients use the same link to join the telehealth session?
 - Each link is unique and encounter specific. Patients can click the same link to rejoin the visit if disconnected.
 - If the patient deletes the text and/or email message with the link, a new invitation with a link may be sent. When re-sending an invitation, you must select the FIN associated with the telehealth appointment.
9. Is it possible to have group sessions in *Telehealth*?
 - No. Group sessions will be facilitated via *Telehealth Now*. *Telehealth Now* is the platform primarily used for unscheduled visits. It is an independent platform outside of Cerner.
 - Contact the telehealth team Dana Nguyen, David Clark, or Lisa Stofko for additional information on *Telehealth Now*.
10. When to use a CHOC interpreter?
 - CHOC interpreters may be requested for visits when sharing sensitive health patient information or extended visits. A request must be submitted for a CHOC interpreter via [PAWS | Interpreter Services Request Form](#).
 - LanguageLine Solutions, embedded into *Telehealth*, is the primary translation service for telehealth visits. Audio only is available currently; video is in progress.
 - An ASL interpreter workflow is being evaluated and tested. The telehealth team will follow-up with a confirmed workflow on how to incorporate an ASL interpreter via video into the telehealth visit.
11. Is the patient hot sheet translated into Spanish?
 - Yes. The hot sheet is translated into Spanish. It includes screen shots in both English and Spanish of the *Telehealth* solution to assist in guiding the patient through the telehealth visit.