

Amwell Telehealth

CHOC is now using a new telehealth system called Amwell. If you've had a telehealth appointment previously, this will be a different system. Don't worry: The system is easy to navigate.

Preparing for Your Visit:



Make sure you have reliable internet access and test your video and audio settings. The use of public Wi-Fi is not recommended to ensure a secure and reliable connection.

Close apps, such as social media apps, running in the background to improve your device's performance to support the video and prolong battery life.



Have your insurance card and medication list on hand.



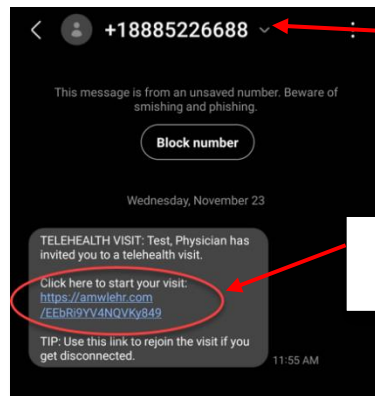
Find a quiet space with minimal distractions.



Set your phone to "**Do not disturb**" to avoid interruptions to the video connection when a text message or phone call is received.

Joining a Visit Via Text (SMS) Invitation:

1. You will receive a text message from **(888)522-6688** or **(617) 652-5066** inviting you to your telehealth visit **within 72 hours** of your scheduled visit.



*Tip – Save the phone numbers to your contacts as "CHOC Telehealth"

Tap the link in the text message to start visit

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2. The link will direct you to a web browser.

Your visit with your clinician is about to begin

Please allow access to your camera and microphone when prompted.

All fields are required unless listed as optional.

Your Preferred Name

Your Mobile Number

+1

I have read the [Certificate of Agreement for Telehealth Services and Notice of Privacy Practices](#)

Next

Test Your Device

Enter Patient's Preferred Name and Mobile Number.

Check the box agreeing to the Certificate of Agreement for Telehealth Services and Notice of Privacy Practices. Click **Next**.

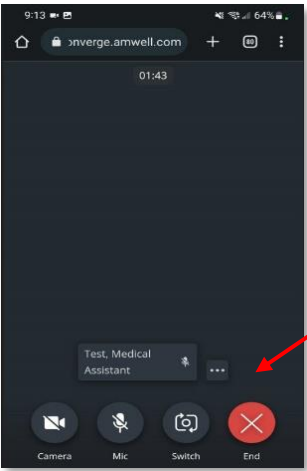
Make sure your device is ready for a visit by **testing your device**.

3. You will then receive a pop-up asking to allow access to your microphone and camera.



Click **Allow**

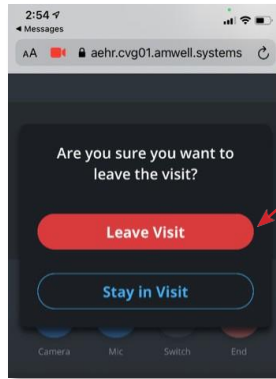
4. This will place you in the telehealth visit where you will wait for a care team member to join.



Controls at the bottom of the screen can be used for your camera and microphone. You can also use the Chat function to send a message to the care team member or provider during your visit.

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- Please stay in the visit until seen by all care team members. When the visit is over, your provider will end the visit and you can click the **End** button.

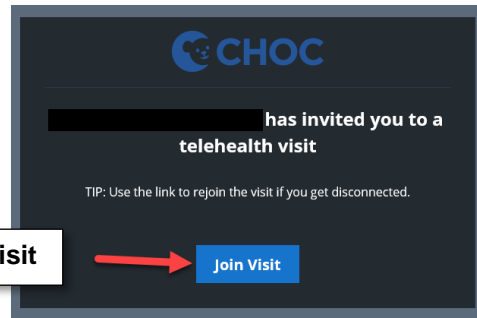


Here you will be asked if you want to leave the visit or stay in the visit. If your visit is over, click the **Leave Visit** button.

Joining a Visit Via Email Invitation:

- You will receive an email from **CHOC** (amwlehr@amwlehr.com) for your upcoming telehealth visit.

*Tip – Save the email address to your contacts as “CHOC Telehealth”



Click to **Join Visit**

- The link will direct you to a web browser.

Your visit with your clinician is about to begin

Please allow access to your camera and microphone when prompted.

All fields are required unless listed as optional.

Your Preferred Name

Your Mobile Number

Your phone number will be used if you get disconnected.

I have read the [Notice Of Privacy Practices](#)

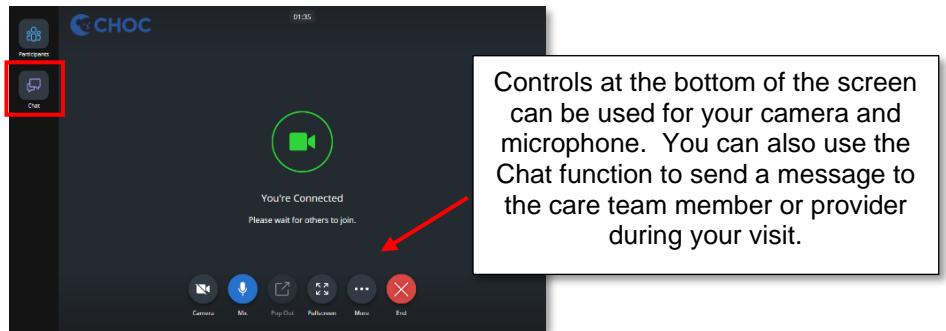
Next

Enter **Patient's Preferred Name and Mobile Number**.

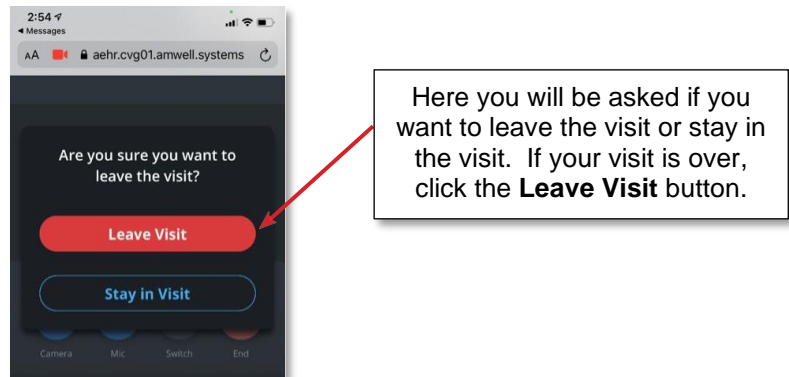
Check the box agreeing to the **Certificate of Agreement for Telehealth Services and Notice of Privacy Practices**. Click **Next**.

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- This will place you into the telehealth visit where you will wait for a care team member to join.



- Please stay in the visit until seen by all care team members. When the visit is over, your provider will end the visit and you can click the **End** button.



**After the visit, you will be able to rate how the quality of the video and audio. You can then close out your web browser.*

***If disconnected, you can rejoin the visit using the same link they used to enter the visit.*

Patient Troubleshooting:

If you are unable to connect to your visit, please consider the following:

- **Supported web browsers:** Windows: Edge, Chrome, Firefox, IE11; Mac: Safari.
- Confirm your internet connection.
- Confirm the device is charged.
- Does your browser require an update?
- Clear your browser cache and browsing history.
- Ensure all software and applications that utilize your device’s audio and camera are closed.
- Disconnect from any VPN.
- Refresh the visit page.
- Restart your device.

 **Updating your Browser**

Chrome:


1. On your computer, open Chrome.
2. At the top right, click More [...] (3 vertical dots).
3. Click Update Google Chrome.
4. If you do not see this button, you are already on the latest version.
5. Click Relaunch.

Safari:

1. On your computer, go to Apple Menu.
2. Select Software Update.
3. If there are updates available, click Update Now.

Microsoft Edge:

1. On your computer, open Microsoft Edge.
2. At the top right, click More [...] (3 vertical dots).
3. Select Settings.
4. Click About Microsoft Edge
5. If the page does not show an update option, you are already on the latest version. If an update is available, select download and install and follow the prompts.

 **Clearing Cache & Browser History**

Chrome:

1. On your computer, open Chrome.
2. At the top right, click More (3 vertical dots).
3. Click More tools and select Clear Browsing Data.
4. Data.
5. At the top, choose the time range.
6. To delete everything, select All Time.
7. Check the boxes next to Cookies and Other Site Data and Cached Images and Files.
9. Click Clear Data.

Safari:

1. On your computer, go to Settings.
2. Select Safari.
3. Click Clear History and Website Data.

Microsoft Edge:

1. On your computer, open Microsoft Edge.
2. At the top right, click More [...] (3 vertical dots).
3. Select Settings.
4. Click Privacy, search, and services.
5. Below Clear Browsing Data, click Choose what to Clear
6. Click Clear now.

Mobile Device Minimum Requirements

Operating System Compatibility	Device Compatibility
iOS 16.4.1* iPad OS 16.4.1*	iPhone 12 or newer iPad Pro 11 or newer
Android 10.0+*	Any phone running Android 10.0 or newer

***Please note that Converge does NOT support A12 and A32 Samsung devices at this time.**

* For optimal experience, no older than two versions behind the current OS should be used.

Frequently Asked Questions

1. My provider cannot hear me, what can I do?

Next, confirm if you are using Google Chrome or Safari on an iOS device (iPhone or iPad) for the visit. If so, refresh the browser page. You may need to attempt a browser refresh more than once until audio is successfully received.

2. My video is black, what can I do?

You may have opened a different application on your mobile device. Return to the visit window and the video will resume.

3. My video is frozen, what can I do?

The video may appear frozen if you do not have a strong internet connection. Recommend that you connect to Wi-Fi, move closer to your router and limit household streaming.

4. My video is blocked on my mobile device, what can I do?

Follow these steps to unblock your camera:

Android:

1. **Navigate to browser settings on your Android device.**

2. Select **Site settings**.

3. Select **Camera**.

4. **Select the visit URL.**

5. Select **Allow**. Repeat these steps for the **Microphone**.

6. Ensure both state **Allow**.

iOS:

1. Navigate to the **General Settings** > and select **Safari**.

2. Select **Camera**.

3. Select **Allow** and repeat these steps for the **Microphone**.

5. I was dropped from the visit when I received a text message or phone call.

Set your phone to “**Do Not Disturb**.”

Android – swipe down from the top of your screen with 2 fingers. Then tap **Do Not Disturb** tile.

iOS – swipe down from the top of your Home Screen to open Control Center. Tap the Focus button where the **Do Not Disturb** crescent mood appears.

How to Get Help:

<https://www.choc.org/patients-family/telehealth/>

Problems entering the visit?

Click “Need help” at the bottom of the welcome page.

Been waiting for a long time?

Click “More” then “Support”, scroll to the bottom to contact your clinic. To re-enter into the video visit, hit the back arrow key on your mobile device.