

Supported Devices:

iPhones or iPads running on iOS 8 and above.

Step 1: Download the App

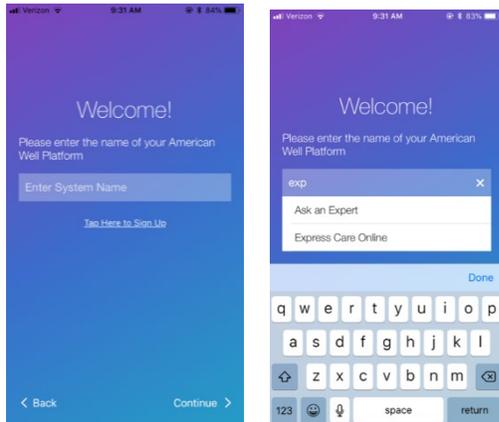
Search for 'American Well for Clinicians' in the iTunes App Store and install the app on your device.



American Well for Clinicians App Icon

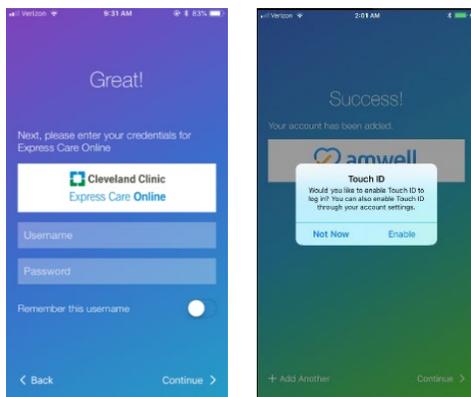
Step 2: First-Time Setup

The first time you use the app you will be asked to enter the name of your American Well platform: **Express Care Online**. Tap on 'Continue.' **DO NOT TAP 'SIGN UP'**



Step 3: Log In

Enter the credentials for your account. **Please slide circle to the right to remember your username.**



Username: _____

Password: _____

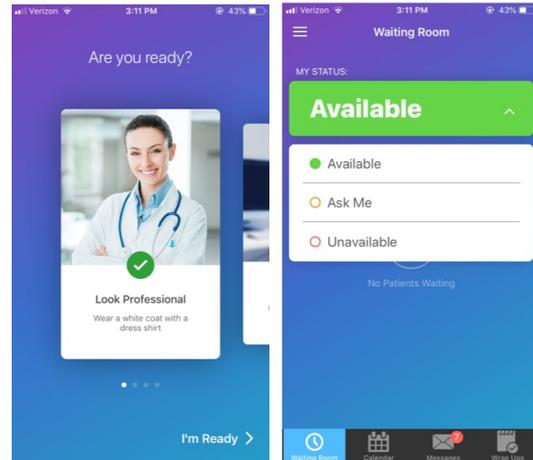
After entering you log in credentials, you will be prompted to enable Touch ID. Please tap **ENABLE**.

Step 4: Waiting Room: Availability Status

You can view and change your availability status from your waiting room by tapping the arrow in the 'My Status' section.

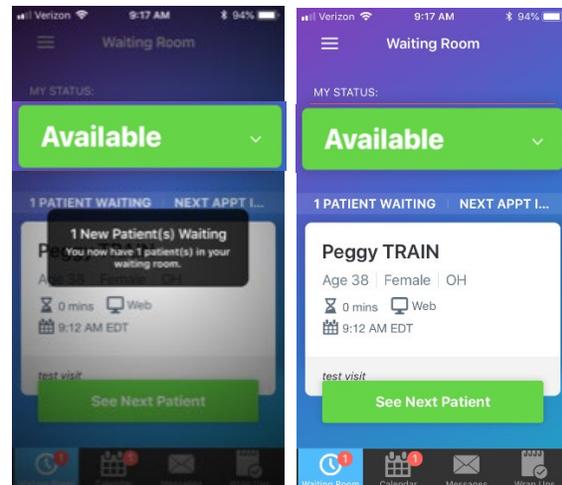
You must keep yourself **Unavailable**:

- **Unavailable:** Only a patient with a scheduled appointment can enter your waiting room.



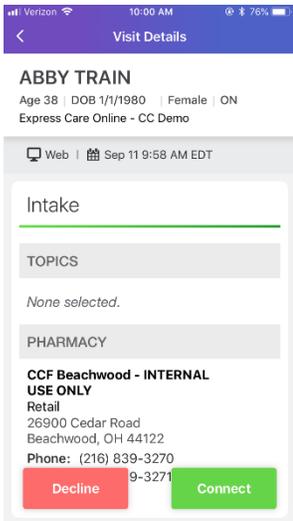
Step 5: Waiting Room: Patients Waiting

View your list of waiting patients and choose to see a patient.



The green **'See Next Patient'** button automatically routes you to the first patient in your list based on the longest wait time. You can also tap the name of any patient in your Waiting Room list to see him or her by clicking on the arrow where it says '# of Patients Waiting'

The calendar icon at the bottom will mimic your Epic Outpatient Schedule of Virtual Visit



Step 6: Review Visit Details

After selecting a patient, you will have the opportunity to review his/her intake information. All of this information will also be in EPIC.

Step 7: Accepting a Visit

Once you have reviewed the patient's information, tap on the green 'CONNECT' button to start the virtual visit.

Step 8: Virtual Visit

You will see live video of your patient on the top half of your screen. Your 'Provider Toolbar' allows you to refresh video, take notes, monitor visit length, and end the visit.



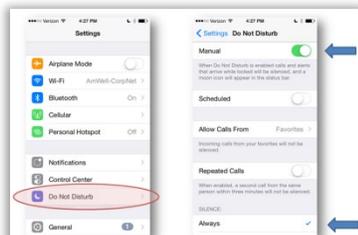
When there are just a few minutes left in the visit, the system will display an alert asking if you wish to extend the time.

Step 9: Ending a Visit

You or the patient can choose to end the visit at any time. The visit can also end if time runs out and you have declined an extension.

Recommendation:

Activate the 'Do Not Disturb' feature in Settings prior to the start of the video visit. This feature will silence incoming calls and ensure your visit isn't interrupted.



Step 10: Completing visit wrap up

When the visit ends, you will land on the Wrap Up screen. If you tap 'Done', you will be prompted to indicate whether you want to finalize the report now or later.

Note: the visit will not be formally completed and any charges to the patient will not be sent to EPIC until the Wrap Up has been submitted.

To finalize the Wrap Up, tap 'Done.'

Step 11: Log Out

You can close the application and complete your documentation in Epic. It is important to select the corresponding Charge Capture Code in accordance with the price of the Virtual Visit in Epic.

Step 12: Epic Charge Capture

Once you have completed your virtual visit documentation using an ECO template within the Distance Health encounter, scroll to the bottom of your navigator

Click on "Charge Capture"

Click on "On Demand Established Patient" or "On Demand New Patients"

Select charge capture code for that aligns with services you provided to the patient:

