



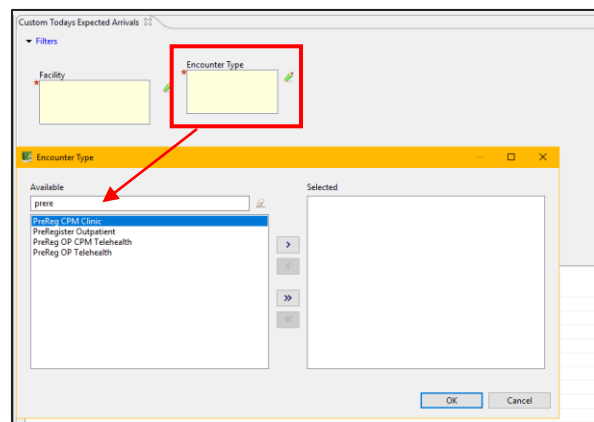
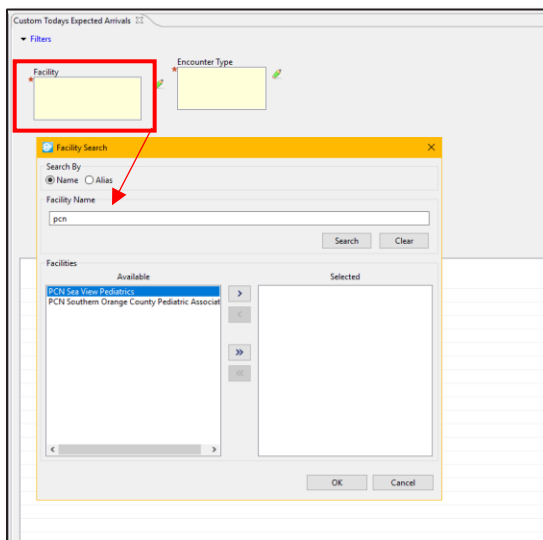
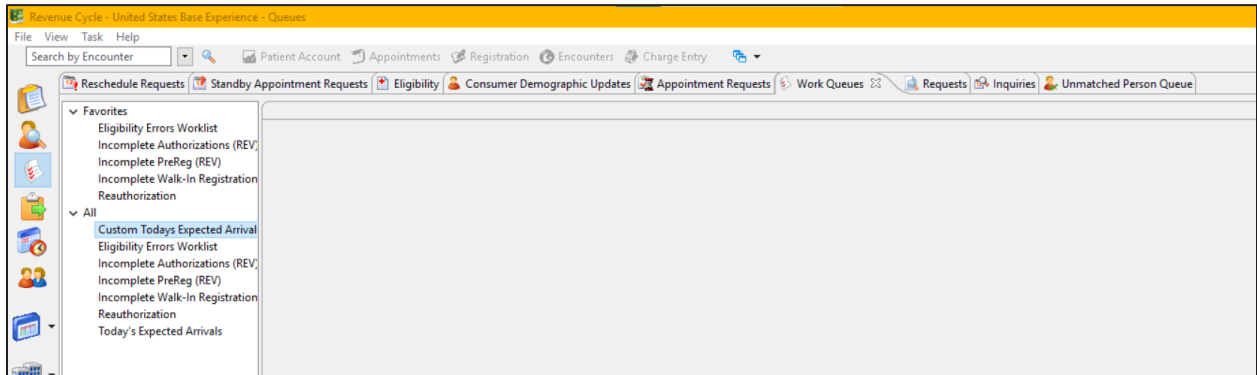
Amwell Telehealth

Amwell's Converge virtual platform will be replacing Zoom for telehealth visits. Some key benefits with the new telehealth platform are:

1. Amwell is integrated to Cerner (accessible through "Workflow" Mpage, "telehealth" tab, Table of Contents).
2. Meeting room is unique for that patient and that visit. There is no longer a shared waiting room where there is risk of privacy errors or patient identity confusion.
3. Meeting Room is patient centric and no longer linked to a provider host.
4. Ambulatory Organizer will display "Arrived" when patient has joined the session.
5. Interpretation services are just a few clicks away.

CPM Workflow to Activate Encounter Prior to Check-In

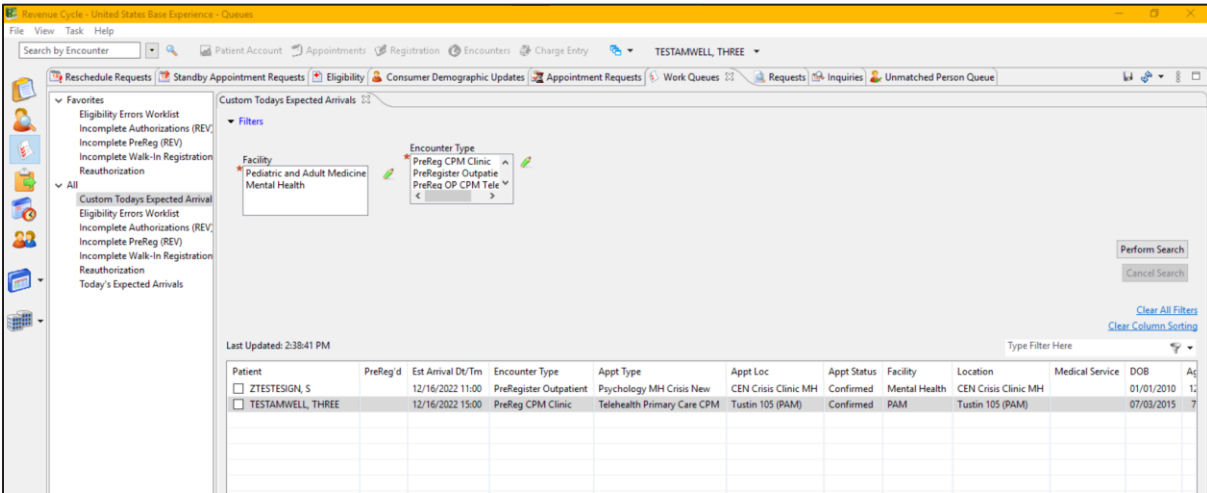
1. Launch and log into Revenue Cycle.
2. Navigate to the Scheduling **Custom Todays Expected Arrivals**. Select and enter **Facility** and **Encounter Type** filters. When selecting encounters, choose encounters that start with "prereg..."



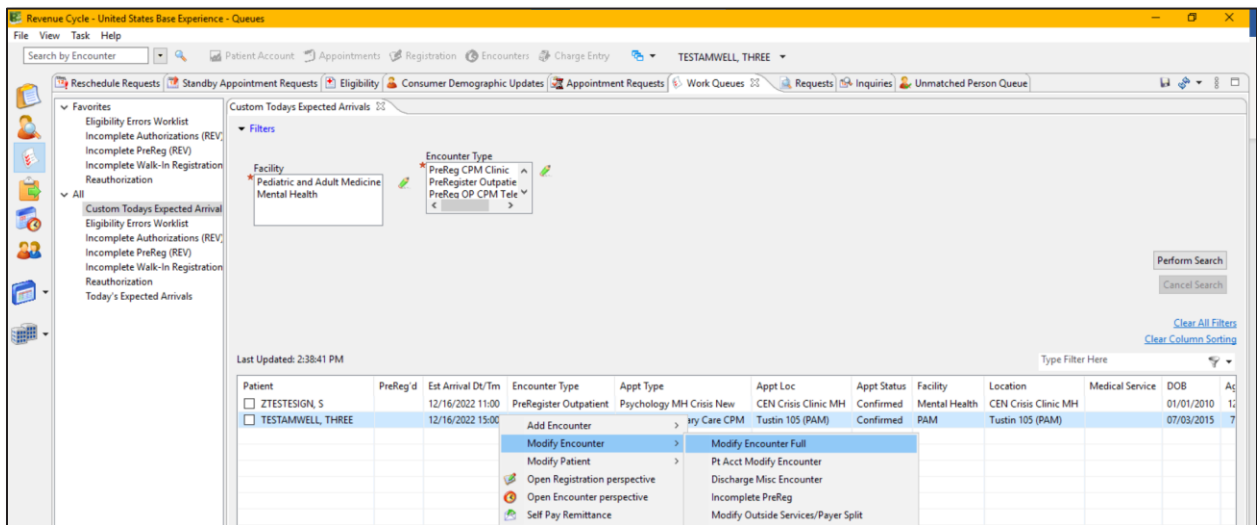


Amwell Telehealth

3. Click **Find**. Patient and appointment data returns.



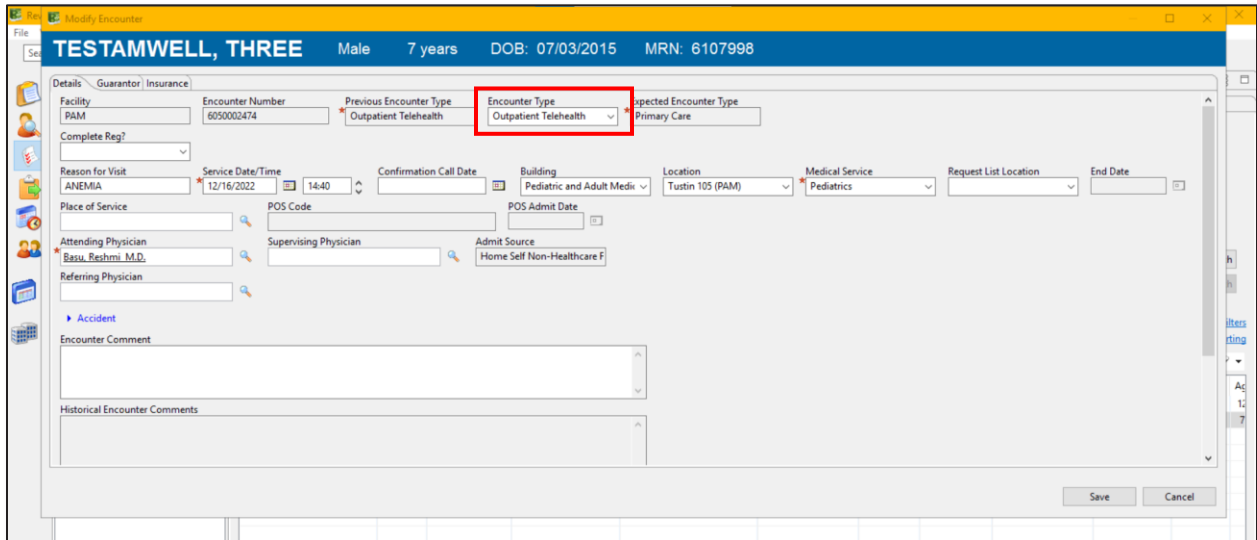
4. Right click on the appointment and select **Modify Encounter**, then **Modify Encounter Full**.



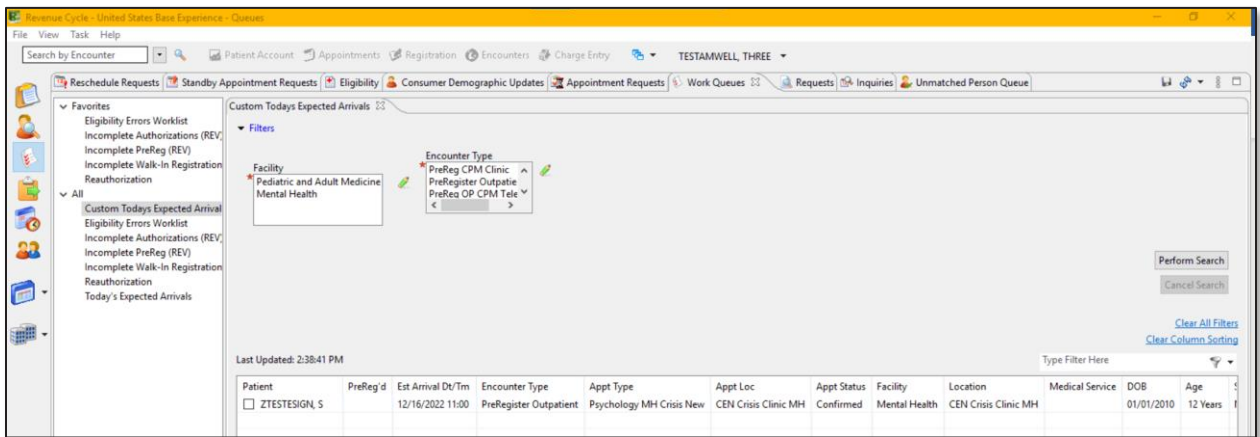


Amwell Telehealth

- Update the encounter. Ensure the Encounter Type = **Outpatient Telehealth**. Complete all necessary and required fields. Click Save.



- Encounter Type drops off the list.

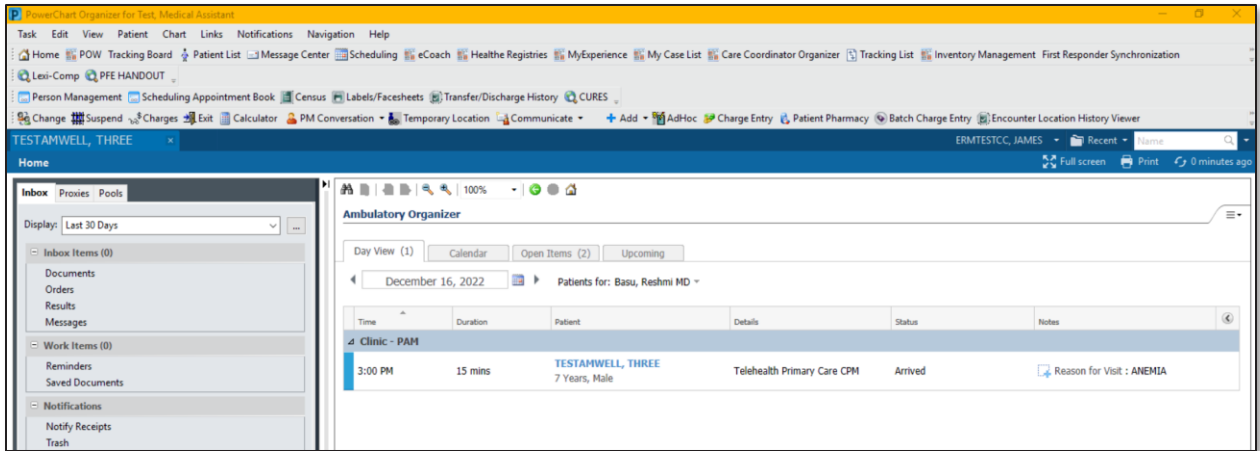


- Telehealth appointment has started.

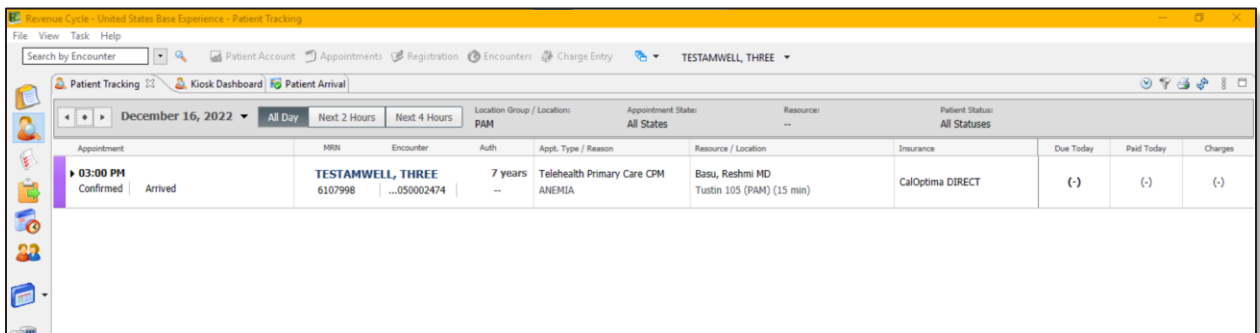


Amwell Telehealth

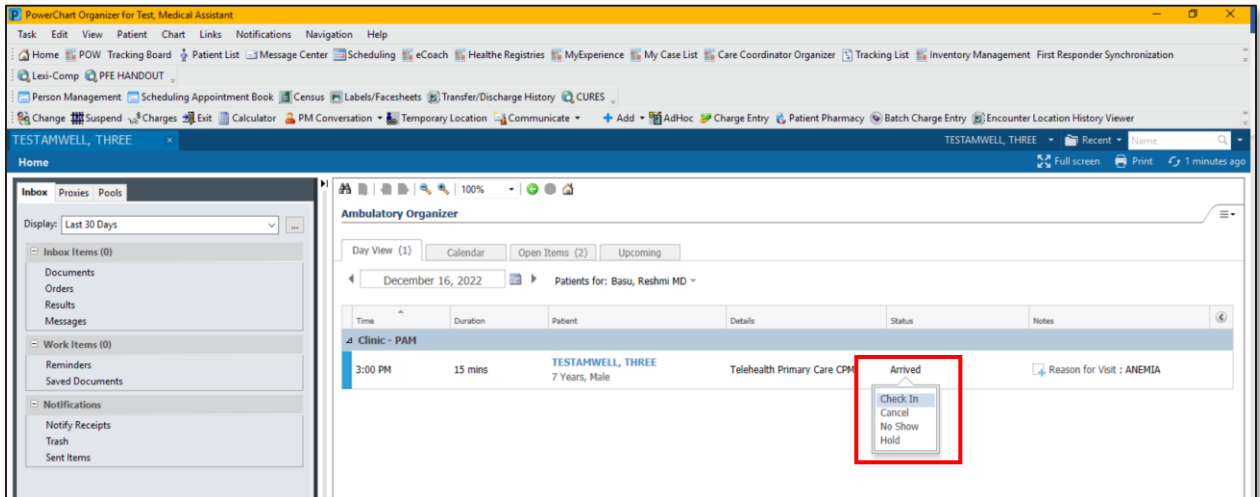
8. Patient Arrives and the Status on the Ambulatory Organizer displays as **Arrived**.



9. Status on the Patient Tracking in Revenue Cycle displays as **Arrived**.



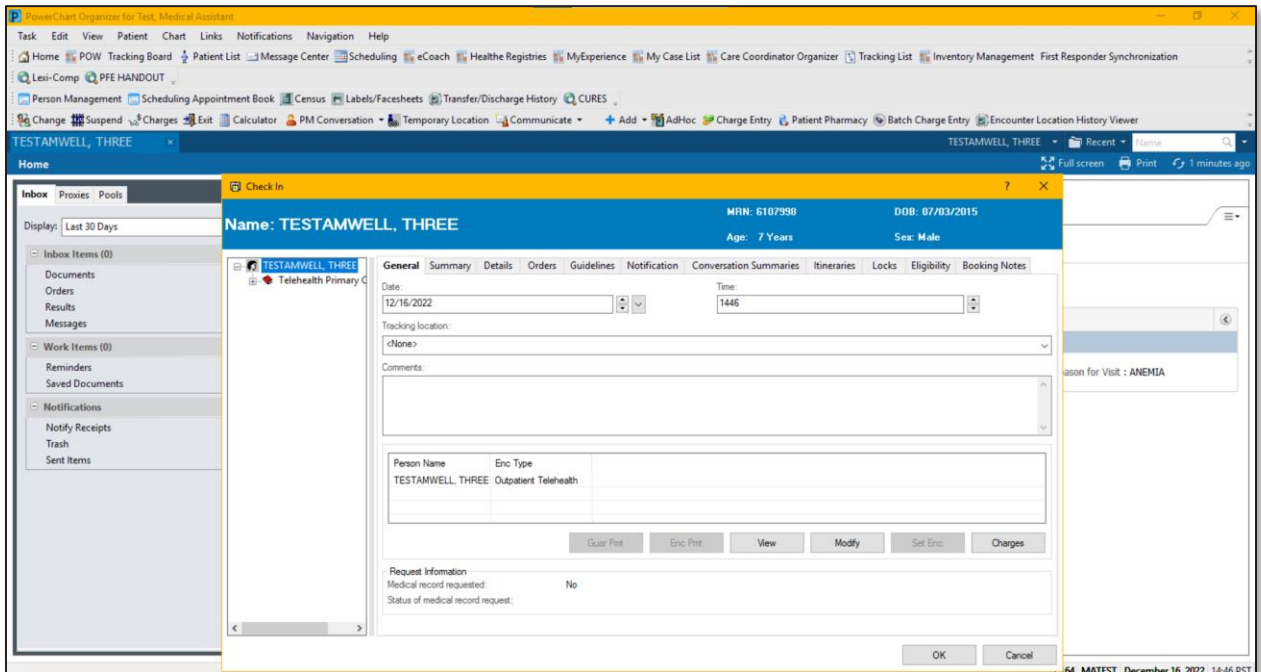
10. MA/RN Checks In the appointment on the Ambulatory Organizer. Right Click and select **Check In**.



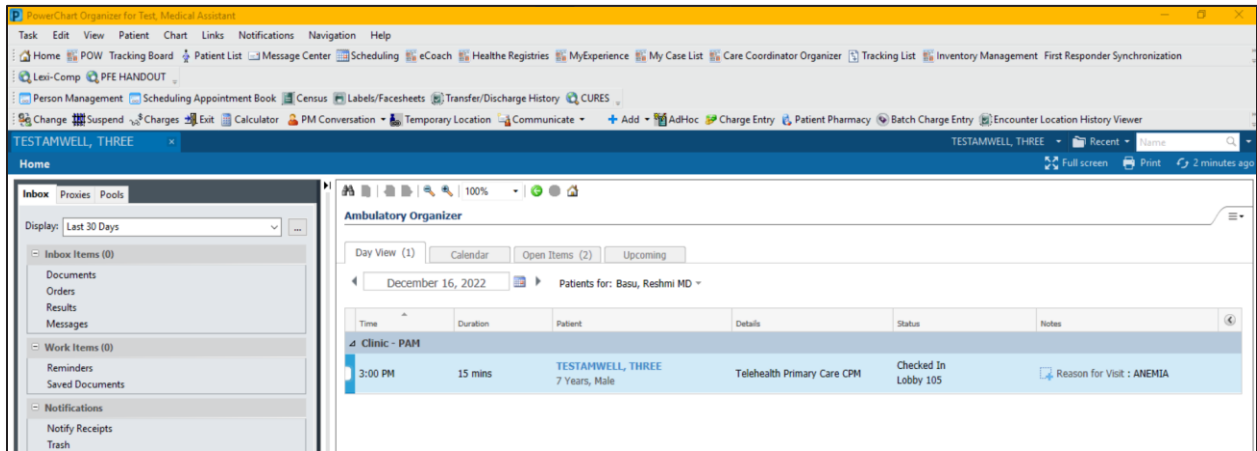


Amwell Telehealth

11. Scheduling appointment window appears. Confirm the correct patient selected and the encounter type is **Outpatient Telehealth**. Click OK.



12. Appointment state changes to **Checked In** and the row is highlighted in blue.





Amwell Telehealth

13. Appointment State in Revenue Cycle Patient Tracking displays as **Checked In**.

Appointment	MRN	Encounter	Auth	Appt. Type / Reason	Resource / Location	Insurance	Due Today	Paid Today	Charges
03:00 PM 2 min Checked In Arrived	TESTAMWELL, THREE 6107998	...050002474	7 years --	Telehealth Primary Care CPM ANEMIA	Basu, Reshmi MD Tustin 105 (PAM) (15 min)	CalOptima DIRECT	(-)	(-)	(-)

14. MA/Provider sees patient and ends the session when the visit is complete.