



# CONVERGE

## Scheduled Visits within the EHR

*Patient User Guide – Web Experience (Cerner)*



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***\*If the browser language is set to Spanish, it will be automatically detected by the product.***

# Joining a Visit

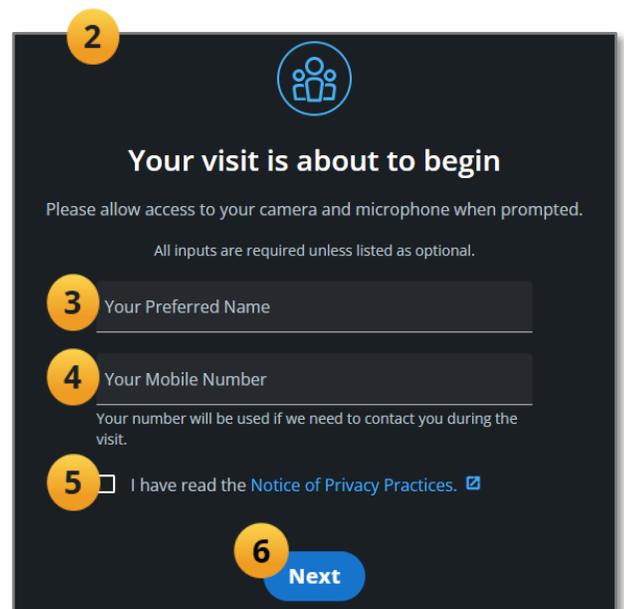
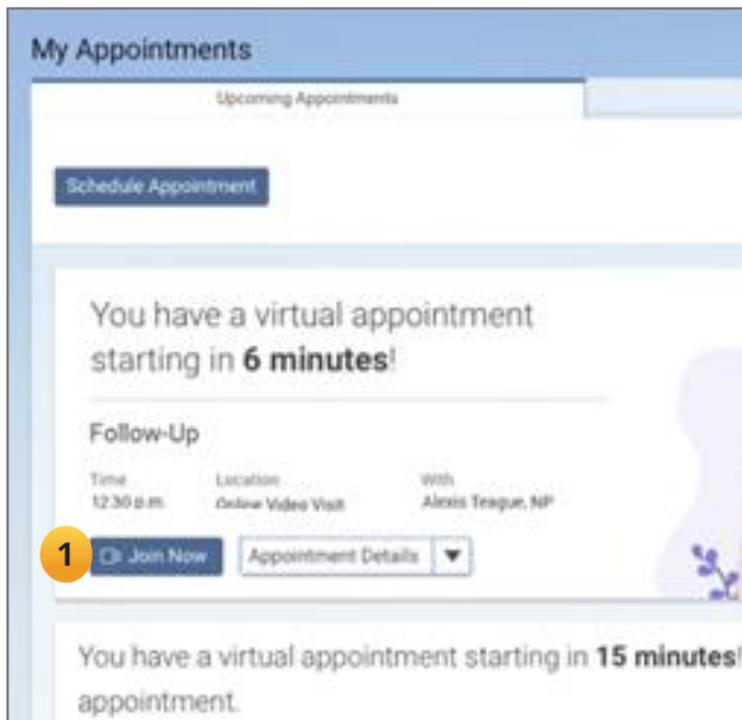
Once your scheduled video visit is confirmed, you will receive reminders based on your account settings.



You can join your video visit through web or mobile devices. There is no required app download. As a best practice, if joining the visit through a web browser or mobile device, it is recommended that a [Chrome browser](#) is used (if accessing through a Windows or Android device) or a [Safari browser](#) (if accessing through a Mac or iOS device).

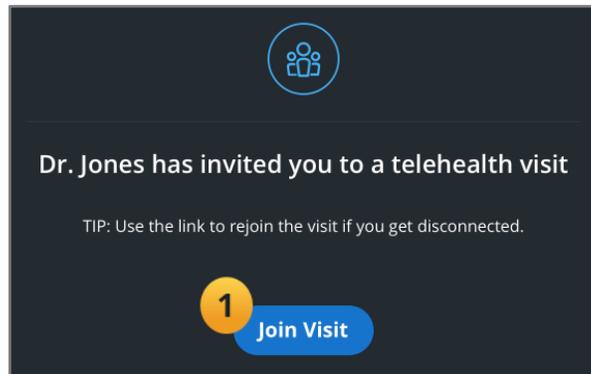
## Joining a visit from the HealtheLife Patient Portal

1. Once you complete the check-in process within the HealtheLife portal, you will be able to join the visit by selecting **Join Now**.
2. You will then be brought to the **Welcome Page** for your visit.
3. Your **Preferred Name** will automatically populate; however, it can be edited.
4. Your **Mobile Number** will also automatically populate; however, it can also be edited.
5. Check the box to acknowledge the **Notice of Privacy Practices**.
6. Select **Next**.
7. You will then be brought through a pre-visit technology check.



## Joining a Visit from an Email Invitation

1. Open the email invitation and select **Join Visit**.



2. A new browser window will open, and you will be brought to the **Welcome Page** for your visit.
3. Enter your **Preferred Name**, **Mobile Number**, and check the box to acknowledge the **Notice of Privacy Practices**.
4. Select **Next**.
5. You will then be brought through a pre-visit technology check.

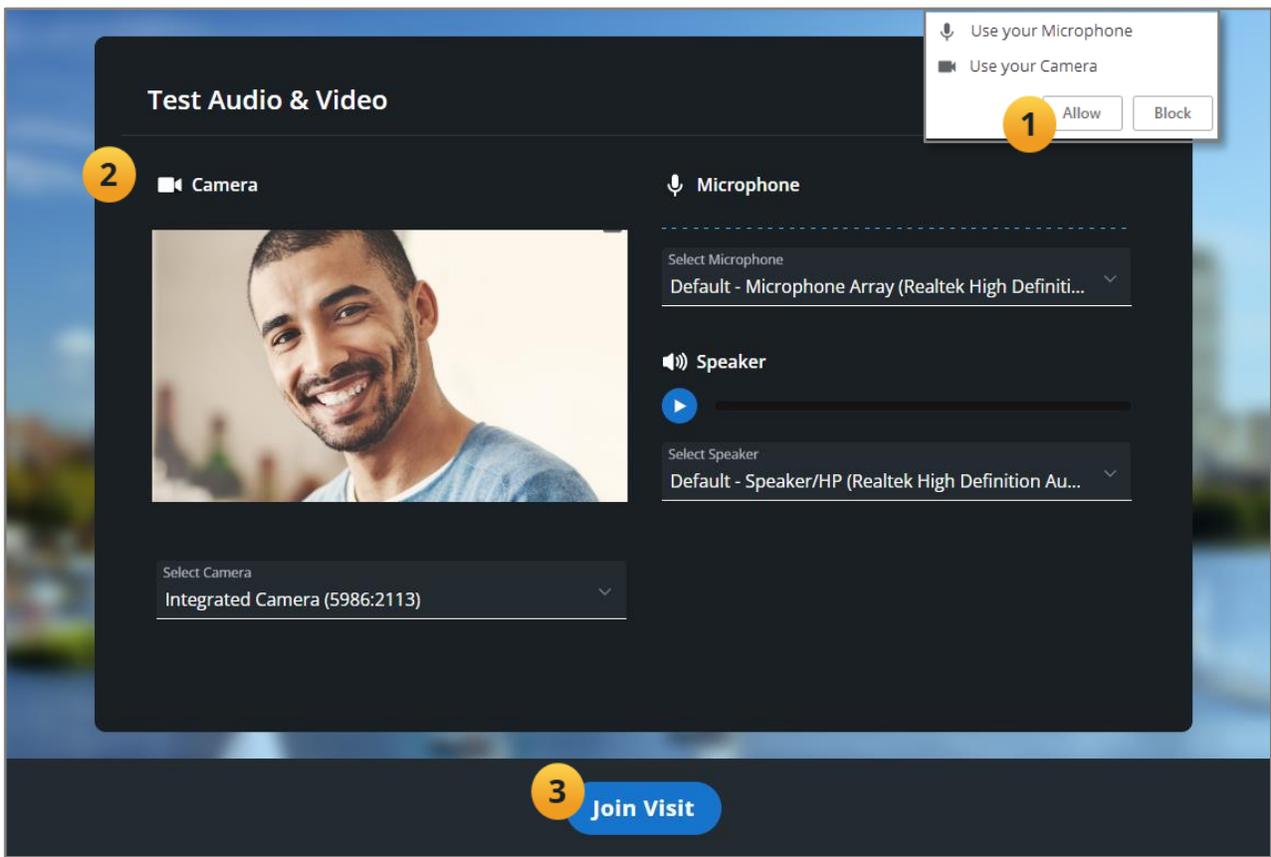
 A dark-themed mobile interface for a telehealth visit. At the top is a circular icon with three stylized figures. Below it, the text reads "Your visit is about to begin". Underneath is a smaller line of text: "Please allow access to your camera and microphone when prompted." Below that is another line of text: "All inputs are required unless listed as optional." There are two input fields: "Your Preferred Name" and "Your Mobile Number". Below the "Your Mobile Number" field is a line of text: "Your number will be used if we need to contact you during the visit." Below that is a checkbox labeled "I have read the Notice of Privacy Practices." with a small document icon. At the bottom, there is a blue button labeled "Next" with a yellow circle containing the number "4" next to it. At the very bottom, there is a small line of text: "© 2021 American Well Corporation. All rights reserved." and a link "Need Help? [external icon]".


If at any point you are disconnected from the visit or the visit is interrupted, repeat the steps above to rejoin the visit.

## Completing the Pre-Visit Technology Check (Tech Check)

The Tech Check ensures your audio and video are setup for a successful video visit.

1. If prompted, select **Allow** to allow access to microphone and camera during the visit.
2. To complete additional testing, please review the testing options:
  - **Camera:** Can you see yourself?
  - **Microphone:** Can you see the audio bar moving when you talk out loud?
  - **Speaker:** Select play. Can you hear the test audio?
3. Select **Join Visit** once your tech check is complete. You will then be brought into your video visit. Your visit will begin once the provider joins the call.

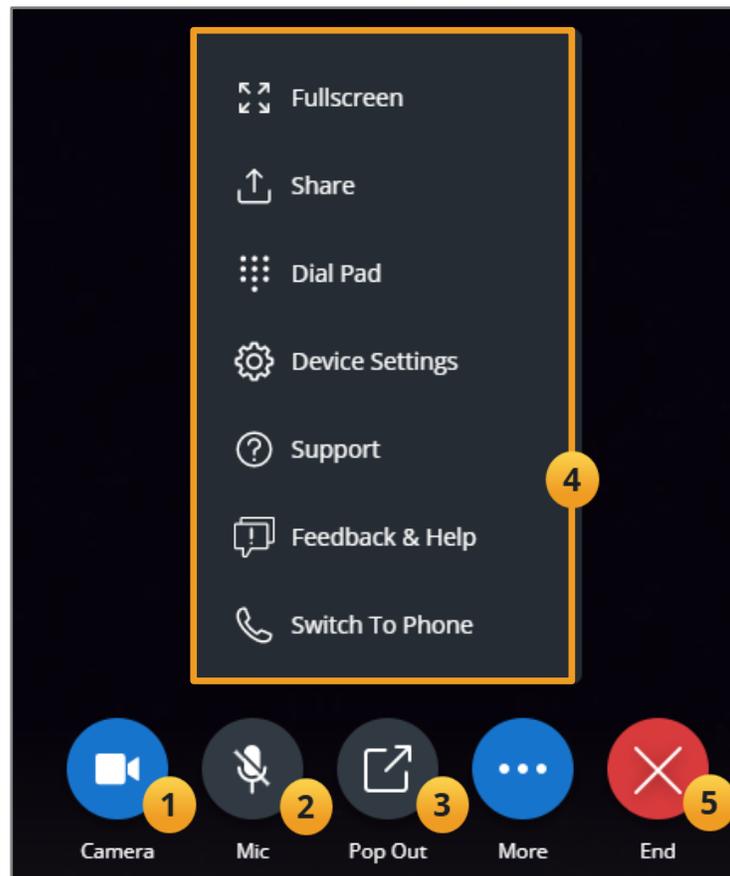


## In-Visit Controls

Once your visit begins, you will be able to adjust your camera and microphone, pop-out your screen, and access a number of other settings. These controls are located at the bottom of your visit window.

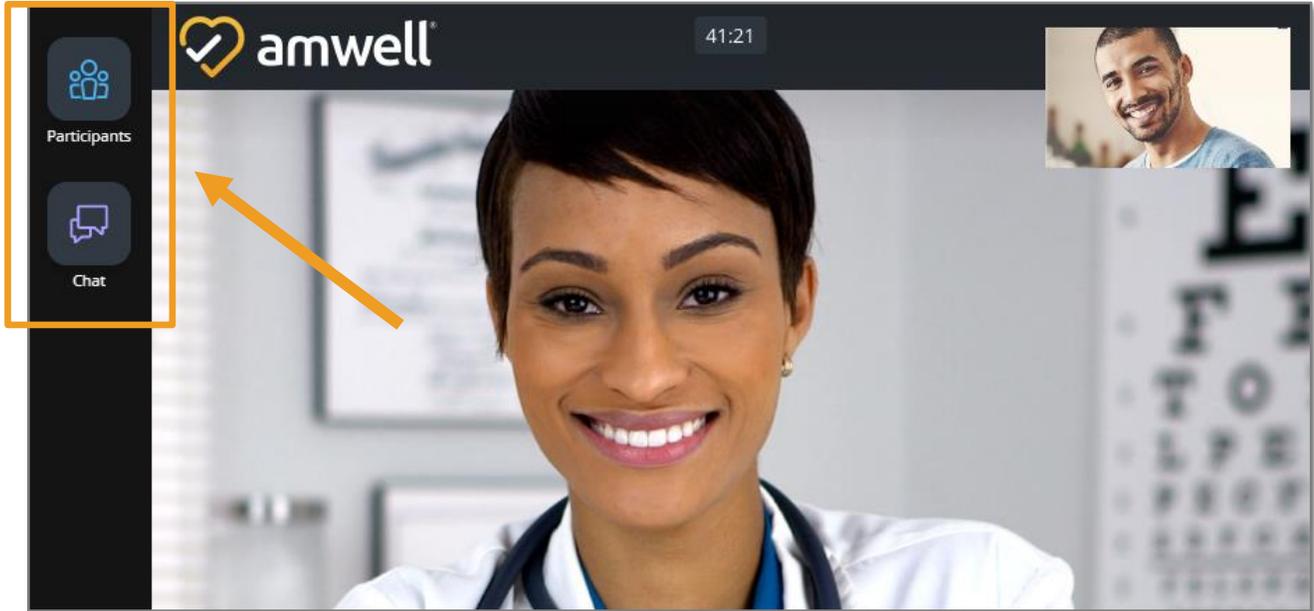
## In-Visit Video Controls

1. **Camera** – Turn your video on or off by selecting the **Camera** button within the Call Control Panel. If enabled, it will be highlighted in blue.
2. **Mic** – Turn your microphone on and off by selecting the **Mic** button. If turned on, it will be highlighted in blue.
3. **Pop Out** – Pop out the video of the provider.
4. **More [...]** – The **More** button will display additional in-visit controls and settings.
  - a. **Fullscreen** – The visit window will automatically fill the entire screen. If Full screen is not in use, you can drag and position your visit window as you see fit.
  - b. **Share** – Share your selected screen, application, or a specific tab within a Chrome browser.
  - c. **Dialpad** – Used as needed.
  - d. **Device Settings** – Adjust your camera, microphone, and speaker selections.
  - e. **Support** – Provides frequently asked questions and the ability to test your device.
  - f. **Feedback & Help** – Allows you to send in-visit feedback and access the Help page.
  - g. **Switch to Phone** – Switch to a phone call.
5. **End** – The **End** button, will allow you to end the visit.



# In-Visit Apps

The In-Visit Apps (Participants & Chat) are located on the left side of your visit window.

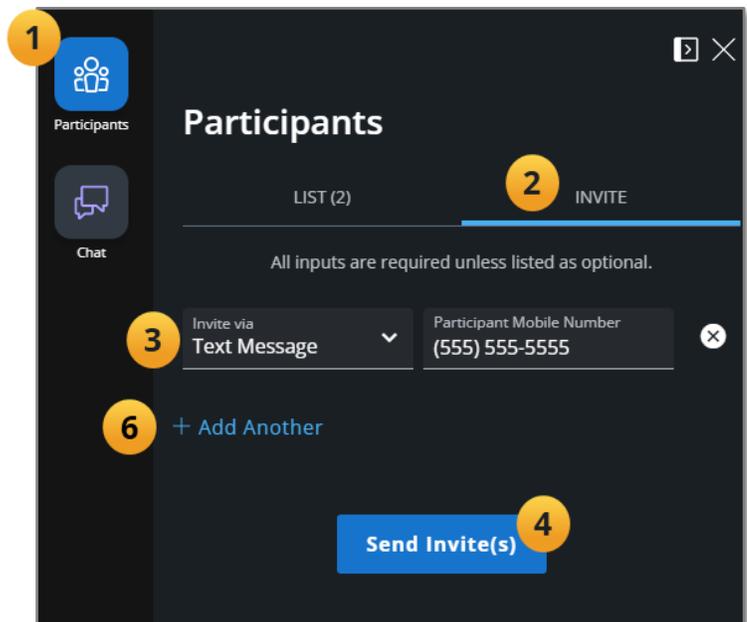


## Participants

The Participants App will allow you to view the current participants in your visit and add additional guests to your visit, such as family members.

### Adding Participants

1. To invite a guest, select the **Participants app**.
2. Select the **Invite** tab.
3. From the drop down, select **Text Message, Email, or Phone** and enter the details.
4. Select **Send Invite(s)**.
5. They will receive the invite immediately.
6. Select **+Add Another** to invite multiple guests.



## Chat

The Chat app will allow you to chat with other members of your visit including the provider, staff, or other visit participants.

1. Select the **Chat** app.
2. Type your chat in the message field.
3. Click **Enter** on your keyboard or select **Send**.
4. The provider or staff will be alerted to your message. When they respond, you will receive a new message alert on the Chat app.

