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Introduction:

Hello, and welcome to your **Telehealth eVisit** at the **University of Tennessee Medical Center**.

In an effort to minimize travel for our patients during these unprecedented times, our clinics are now offering the option for telehealth appointments. For the convenience of our patients, telehealth appointments are available through your smartphone, mobile device, laptop, or desktop computer with a camera and speaker capabilities. Detailed instructions on how to join an appointment with your device can be found below. If you continue to have issues after following the below steps, please feel free to contact AmWell support at 888-637-7605 or Clinical.support@americanwell.com as well as calling the clinic where your provider is located for assistance. If there are technical problems **during** your appointment, your provider may call you to continue the visit in a different way. We appreciate your patience as we continue to improve this experience.

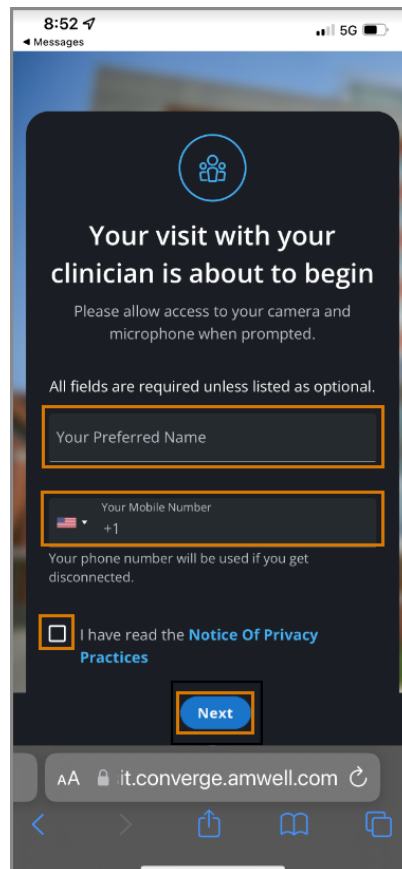
Before your eVisit appointment, you will be contacted by the clinic to ask how you would like to join the eVisit appointment. If you choose to join by phone or other mobile device, a text message invitation will be sent to the phone number you have provided shortly before your appointment. If you choose to join by computer, an email invitation will be sent to the email address you have provided shortly before your appointment.

Tips for a Successful eVisit:

- Check that your smartphone or tablet is up-to-date.
- Make sure you have a good Wi-Fi connection for your visit or that your cellular connection is good
- Find a quiet place for your eVisit so you do not have any interruptions
- iPhone and Android phones: Video is supported over Wi-Fi and with most cellular networks. You may incur fees if you do not use a Wi-Fi connection.
- Perform a test connection before your visit and if you have problems, contact AmWell support. <https://amwellconcerge.avizia.com/#/techcheck>

Get Started Web Browser (Mobile Devices):

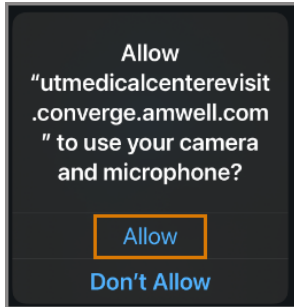
- Once you have received the text message invitation, no app is needed, Simply select the link and you will be automatically directed to “AmWell Converge”
 1. Enter your preferred name.
 2. Your Mobile number with area code
 3. Select the box “I have read the Notice Of Privacy Practices”
 4. Select Next.



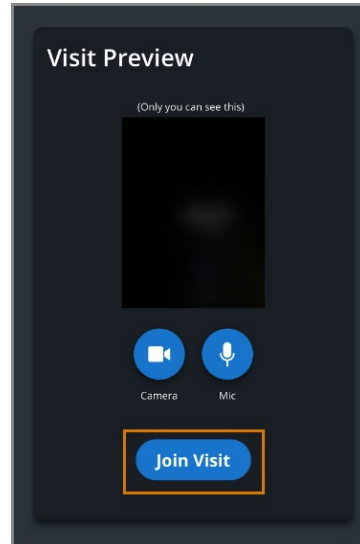
Please Note:

- For **iPhone Mobile Devices** users Safari is the supported web browser
- For **Android Mobile Devices** it is recommended to utilize the Google Chrome web browser.

Next, select **Allow** to “Allow utmedicalcenterevisit.converge.amwell.com” to use your camera and microphone?

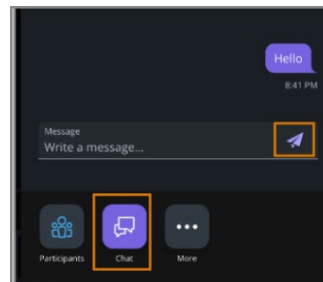
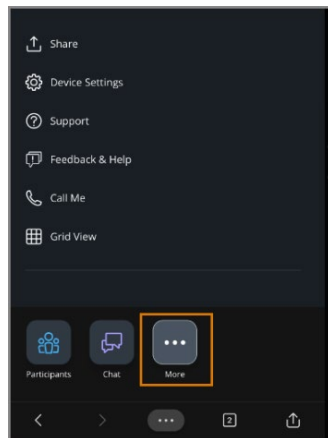


“**Visit Preview**” will display. Make sure Camera and Mic are both on. Then select “**Join Visit**”

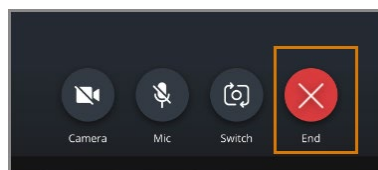


While in the visit, patient’s will see icons to use while in virtual visit.

- The gray “ellipsis” icon will allow patient options.
- The purple “Chat” allows chats to provider during visit.

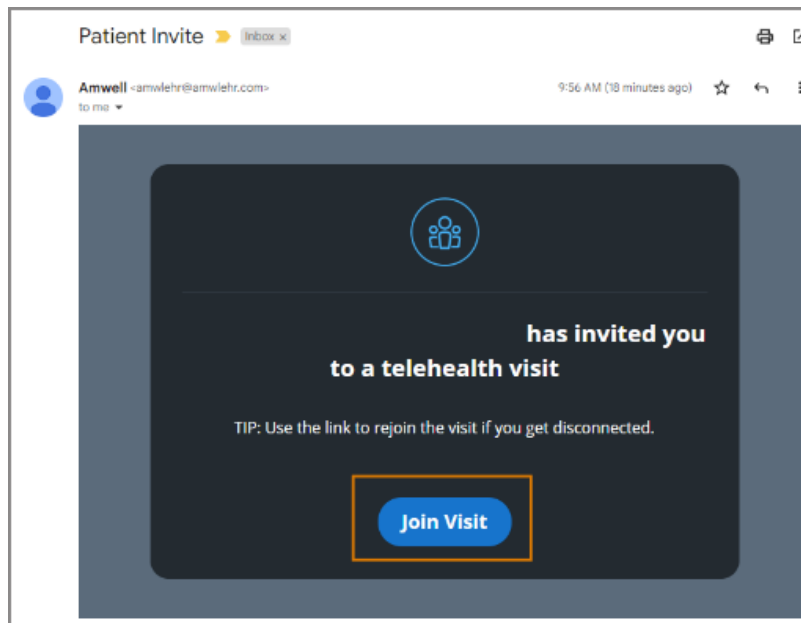


To End the call, tap your screen and select “**End**”



Get Started (Computers):

1. If you want to use your laptop or desktop, you can get an invite by email. Your computer will need a camera and speaker for a video visit.
 2. You will need the latest version of the following internet browser (Chrome, Edge, or Firefox). Chrome is the preferred browser. Download it at <https://www.google.com/chrome/>
 3. Make sure your camera and microphone work before the visit, using <https://amwellconciierge.avizia.com/#/techcheck>
 4. Be sure to give the website permission to use the camera and microphone.
- ☞ The first email you will receive will be a **confirmation email** about your scheduled appointment date and time. (This will not be the email you will join for the visit.) A second email will be sent on the day of appointment)
 - ☞ On the day of your scheduled appointment, check your email inbox for an invite at the time of your appointment (you may need to refresh periodically).
 - ☞ Click "Join Visit" on your email to start your virtual visit.

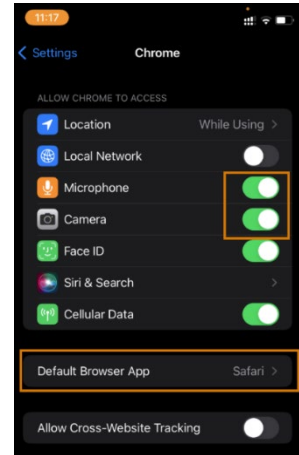


Troubleshooting: Camera and Microphone Issues

iPhone:



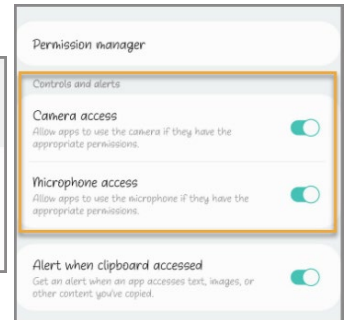
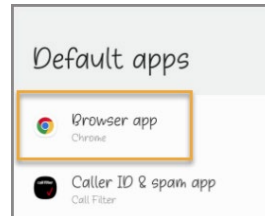
1. Go to Settings
2. Turn on the microphone and camera by making sure the buttons are switched to green. Turn Cellular data on if Wi-Fi is not available.
3. Make sure Default Browser is set to Safari



Android:



1. Go to Settings
2. Click on Apps then Default Apps.
3. Make sure Browser App is set to Chrome
4. Scroll down and click on "permissions"
5. Turn on the microphone and camera by making sure the buttons are switched from gray to green



Computer:

1. Click on the lock icon located in the top left of the address bar
2. Click on Site Settings
3. Turn on the microphone and camera by making sure dropdowns are set to Allow

