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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 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.

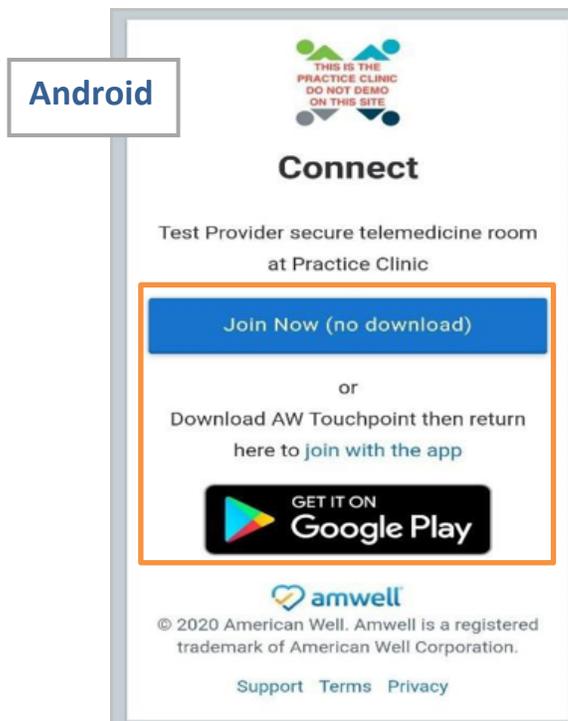
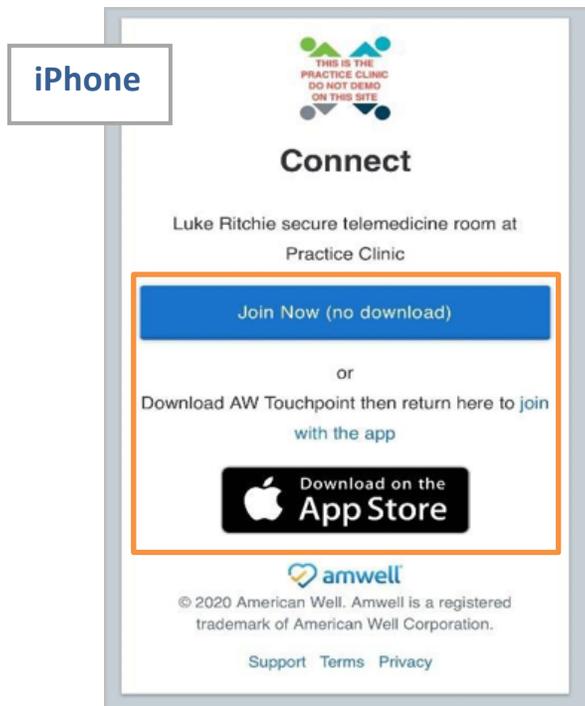
Before your eVisit appointment, you will be contacted by the clinic to ask how you would like to join the eVisit appointment. If you choose to join by phone or other mobile device, a text message invitation will be sent to the phone number you have provided shortly before your appointment. If you choose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

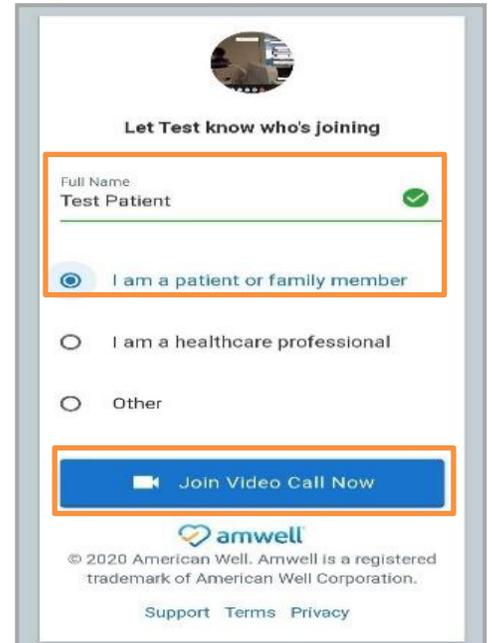
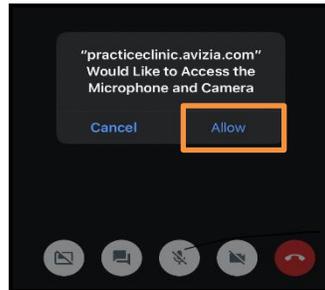
- Check that your smartphone or tablet is up-to-date.
- Make sure you have a good Wi-Fi connection for your visit or that your cellular connection is good.
- Find a quiet place for your eVisit so you do not have any interruptions.
- iPhone and Android phones: Video is supported over Wi-Fi and with most 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://amwellconcierge.avizia.com/#/techcheck>

Get Started Web Browser (Mobile Devices):

- Once you have received the text message invitation, you will be prompted to join the visit with two options. **Join Now (no download)** or **“join with the app”**.
- The **Join Now** option does not require you to download an app to your smartphone/device. Simply tap the **“Join Now”** button which will open the mobile device’s default browser.
- Please note for **Android Mobile Devices** it is recommended to utilize the Google Chrome web browser.
- Please note for **iPhone Mobile Devices** users Safari is the supported web browser



- Enter your name and then select that you are a patient or family member
- Select Join Video Call Now
- Make sure to “Allow access to microphone settings” if prompted



Get Started AW Touchpoint (Mobile Devices):

1. In your device’s App Store, search for the “AW Touchpoint” app.
2. Download the AW Touchpoint app before your visit.
3. You will not need a login. A link will be texted to you before or at the time of your visit.
4. If you are using an iPhone, please utilize the Safari Web Browser.
5. If you are using an Android phone, please utilize the most current Chrome Web Browser.
6. Click the link to display the video call invitation, where you can join the visit.



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.
5. Check your email inbox for an invite at the time of your appointment (you may need to refresh periodically).
6. Click “Join meeting” to display the video call invitation, where you can join the visit.

Troubleshooting: Camera and Microphone Issues

iPhone:



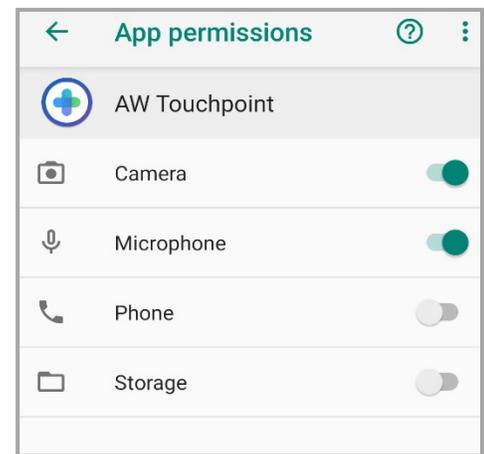
1. Go to Settings
2. Search for AW Touchpoint and click on the app
3. Turn on the microphone and camera by making sure the buttons are switched to green. Turn Cellular data on if Wi-Fi is not available.



Android:



1. Go to Settings
2. Search for AW Touchpoint and click on the app
3. Scroll down and click on "permissions"
4. 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

