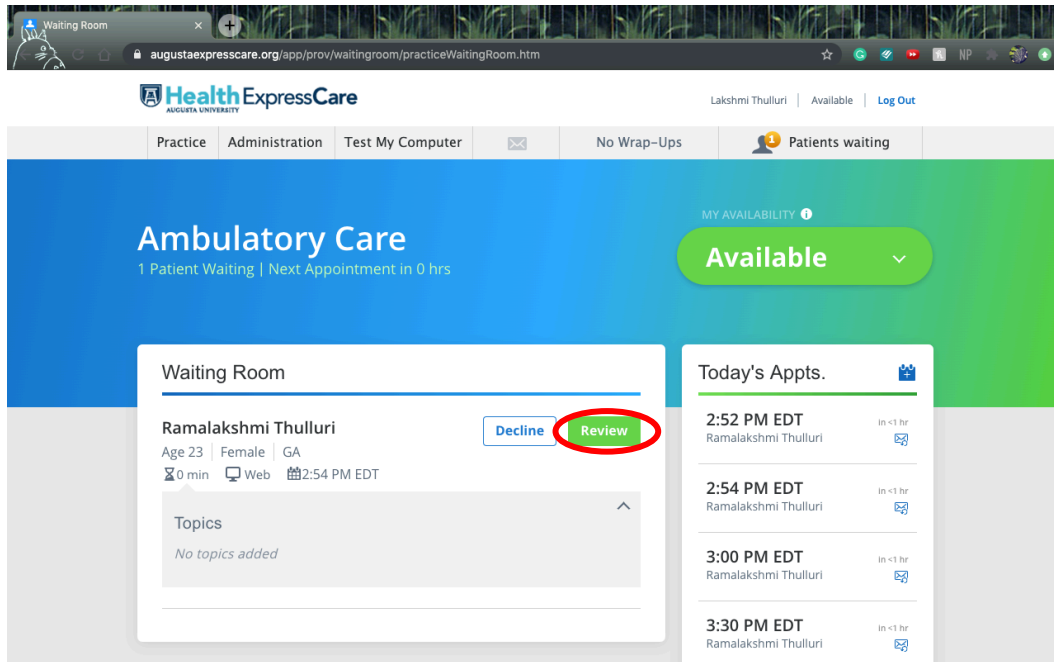
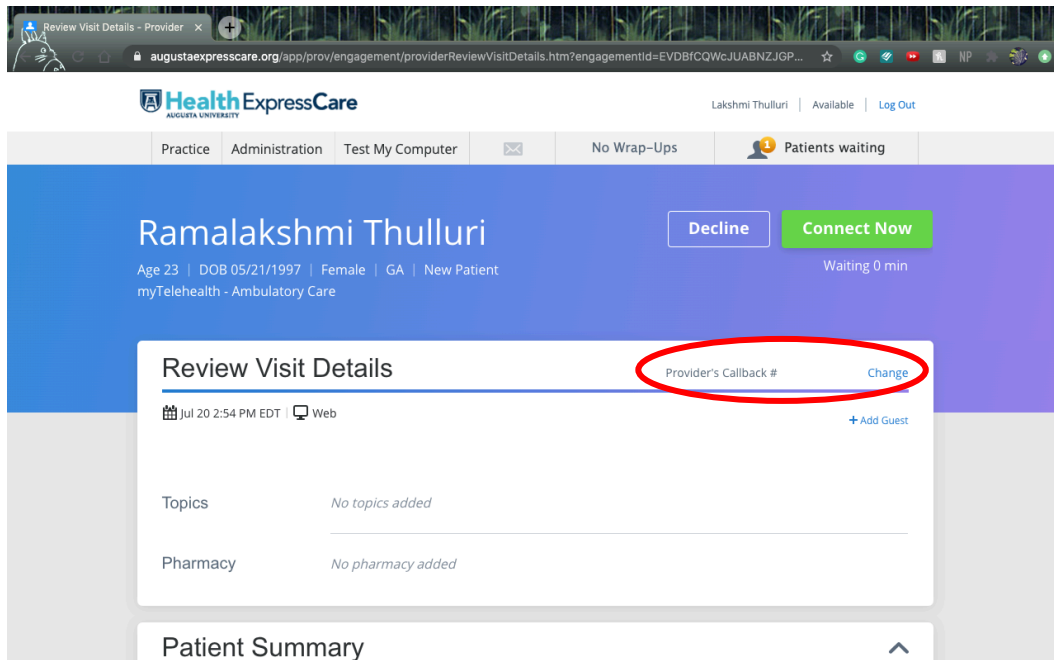


# Amwell: Joining and Conducting an appointment

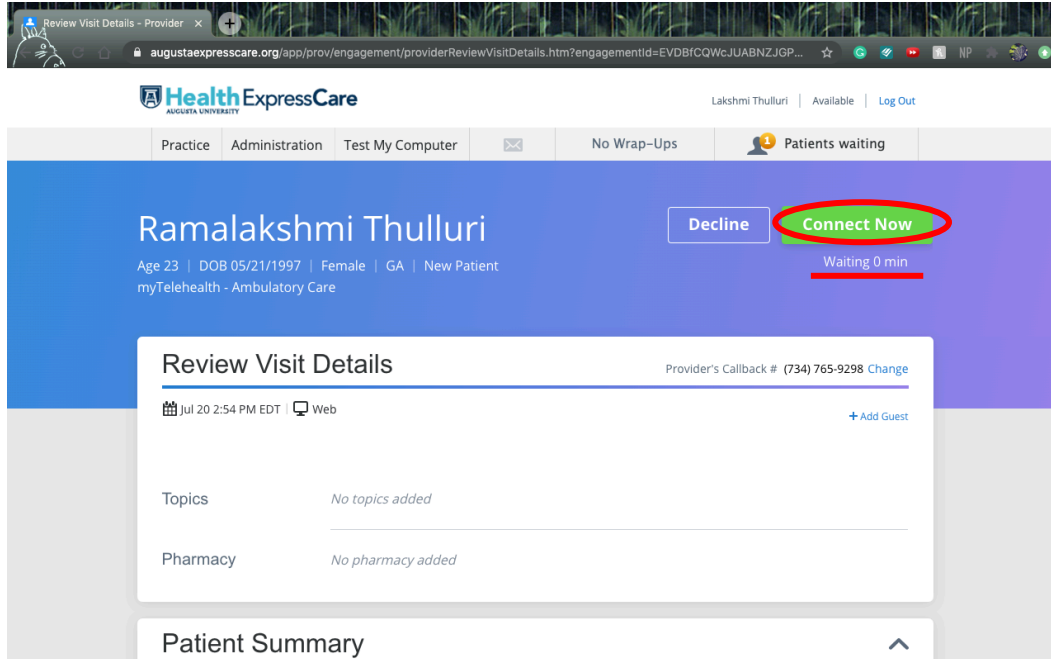
1. From the homepage, click on the “Review” button associated with the patient name under “Waiting Room”



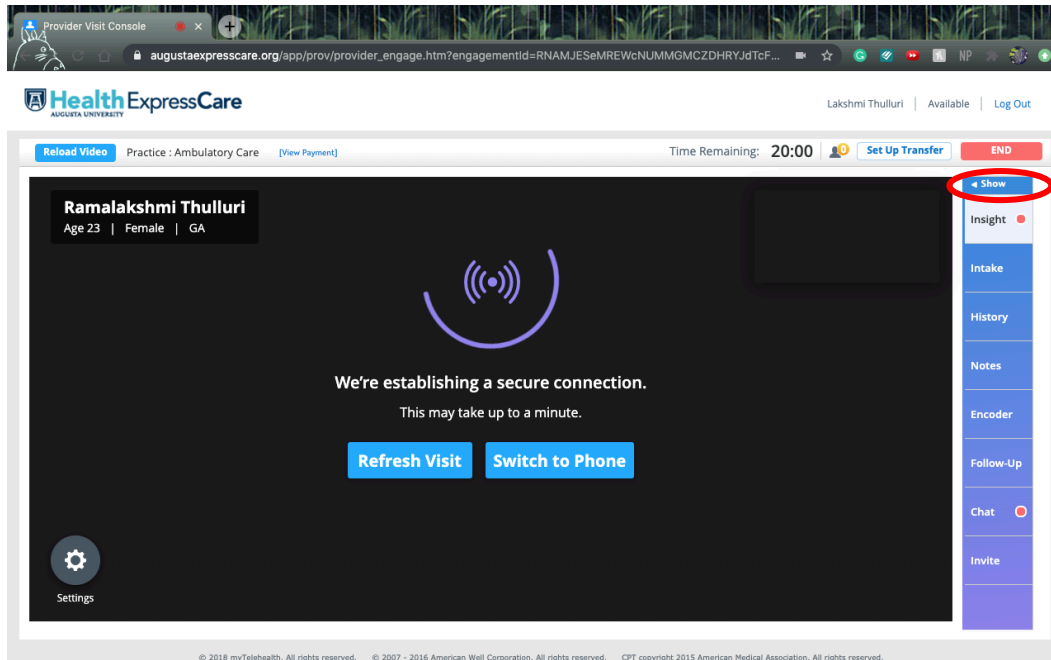
2. The patient’s information will then be visible, and you can scroll through everything that they filled out prior to the appointment. Make sure to provide a callback number under “Review Visit Details”



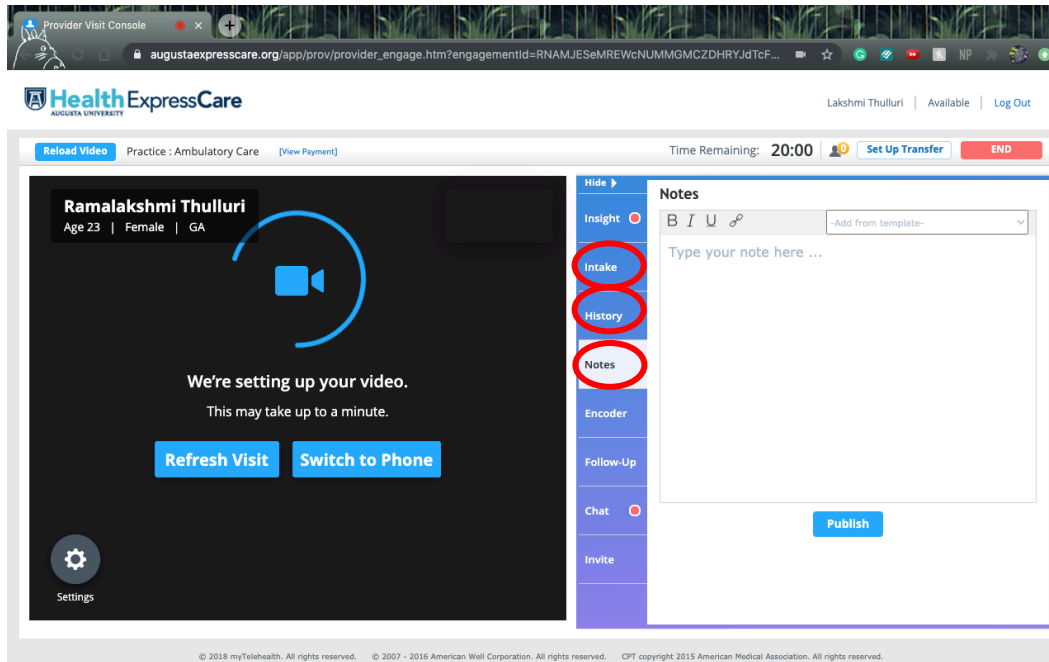
3. Once you have reviewed the patient’s information, select “Connect Now” in the top right of the screen. Just below this button, there is a timer showing how long the patient has waited.



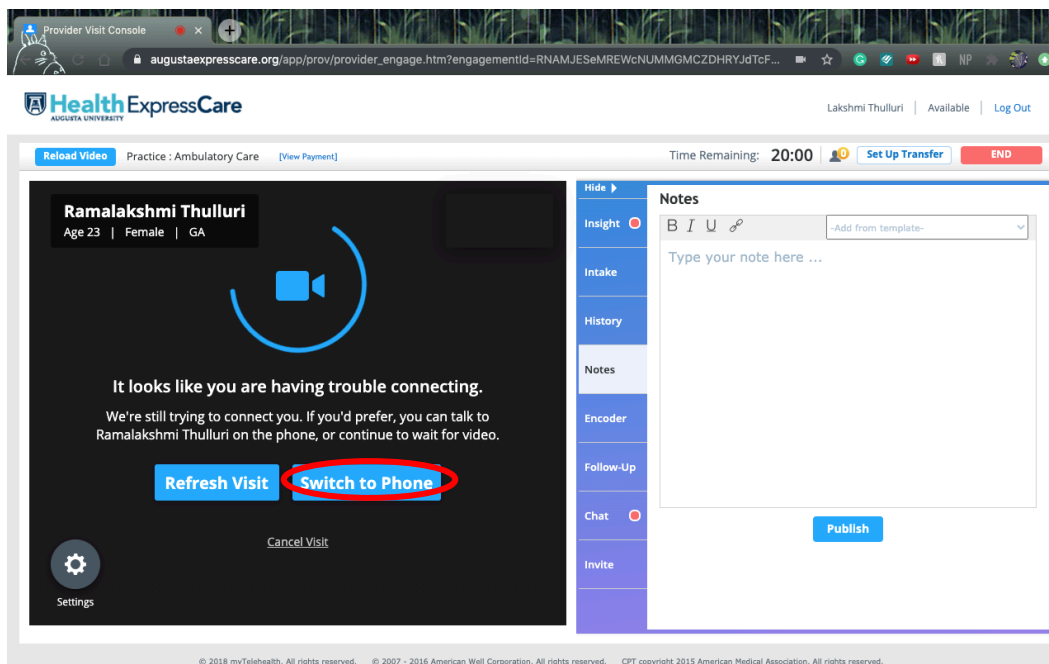
4. On the video screen, you can access information about the patient by pressing on the “Show” icon in the right-top side



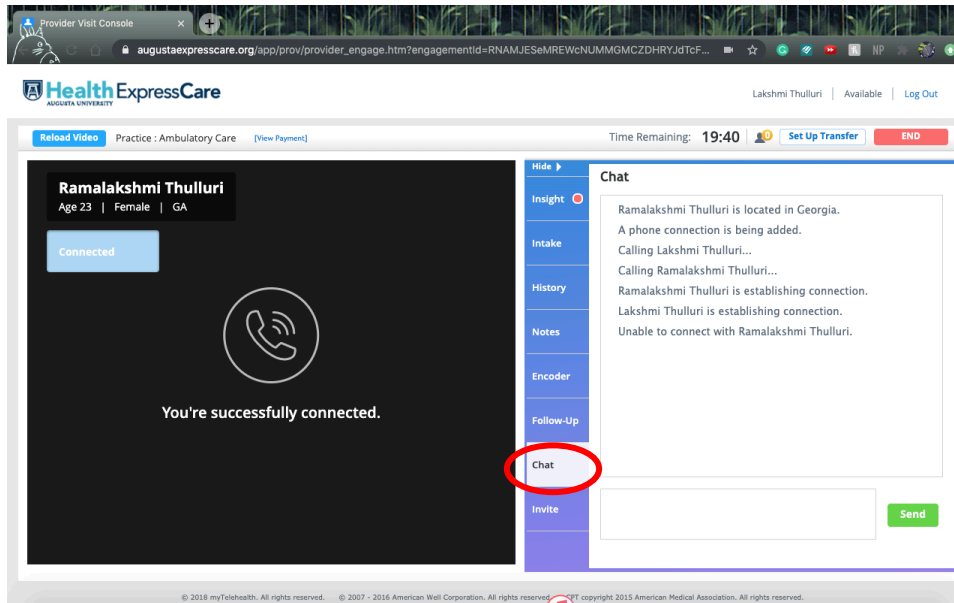
5. You can view different categories such as history and patient intake, as well as take notes during the call.



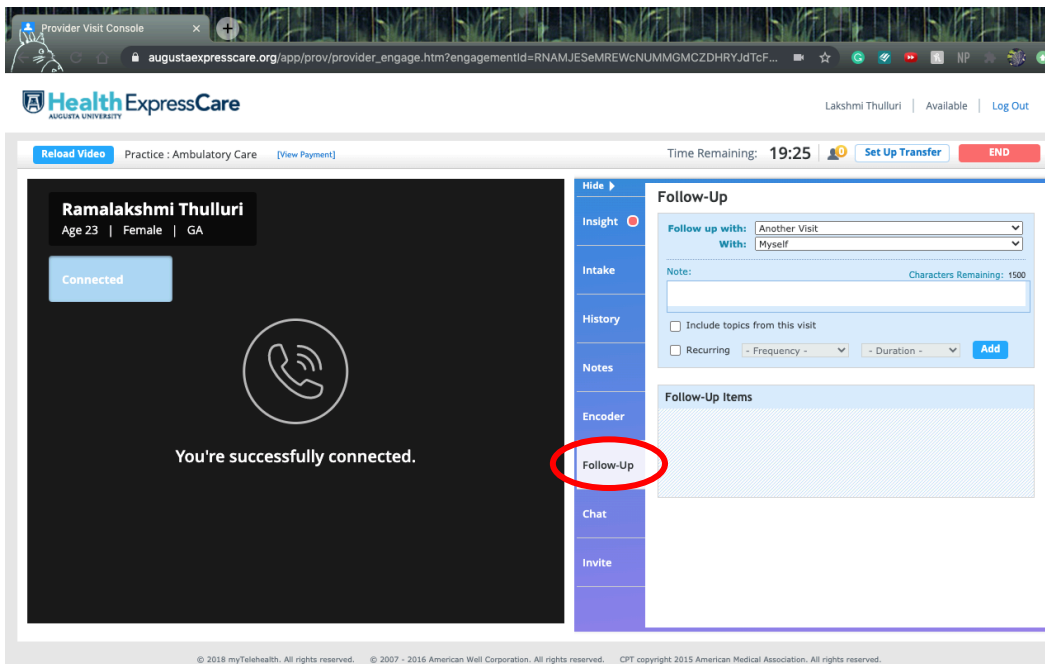
6. If you run into technical difficulties with either the camera or audio, you can “Switch to Phone,” and your phone number will be called to continue the session.



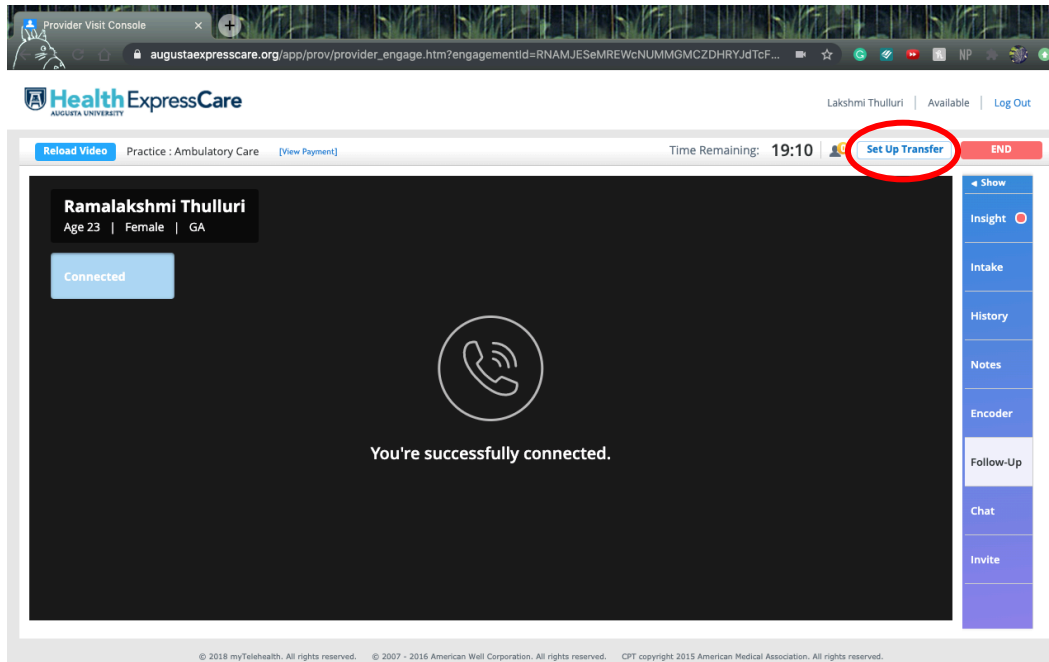
7. Also, you can alternatively use the chat box to speak to the patient.



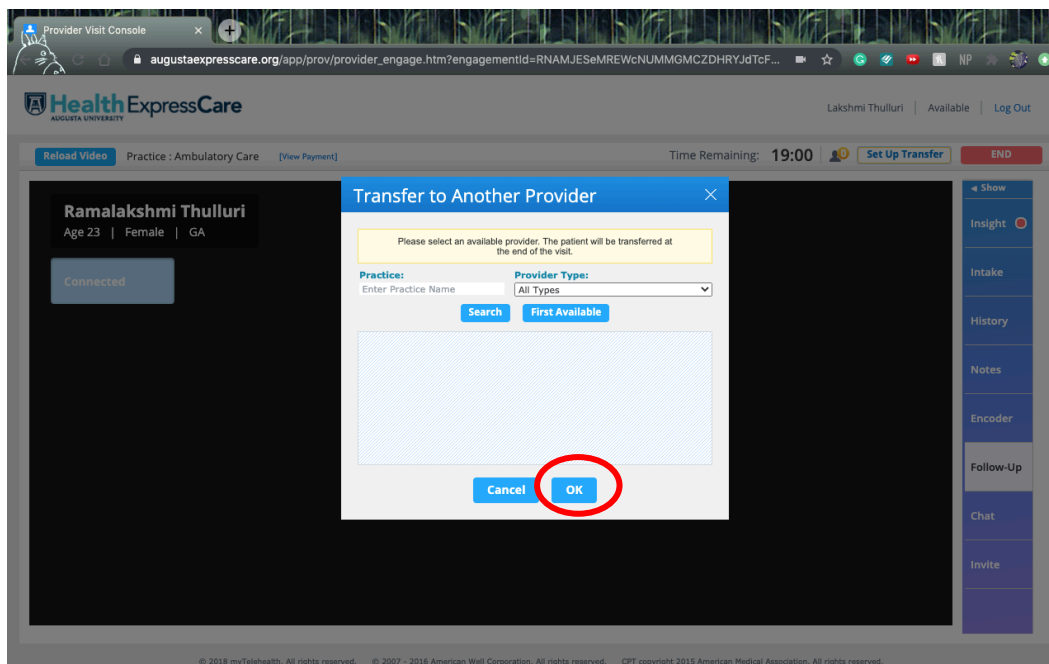
8. If a follow-up appointment is necessary, select "Follow-Up" from the menu. Enter frequency and duration here as well as any notes for further discussion.



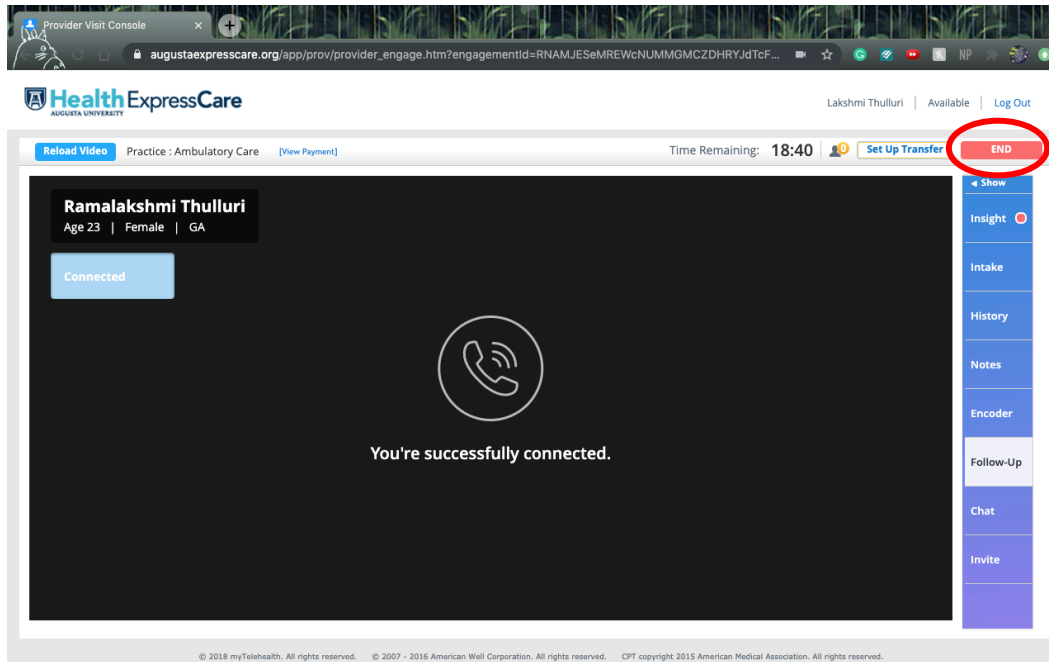
9. If a referral or transfer of providers is needed, select “Set Up Transfer” in the right top side of the screen.



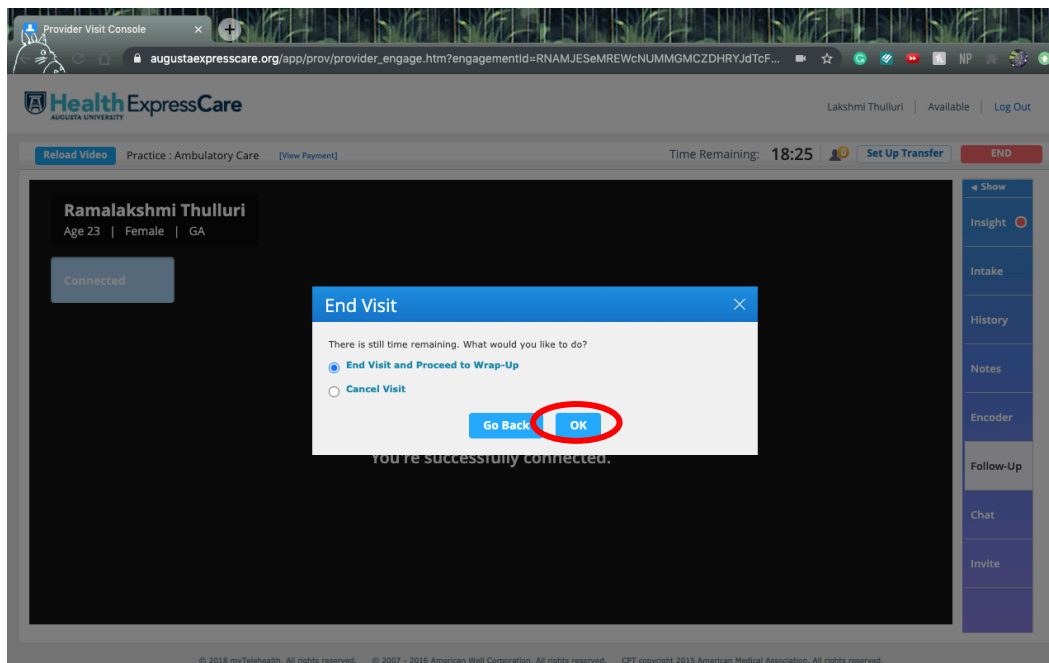
10. Here you can enter practice name and provider type along with any notes necessary. Once you are done, select “OK”



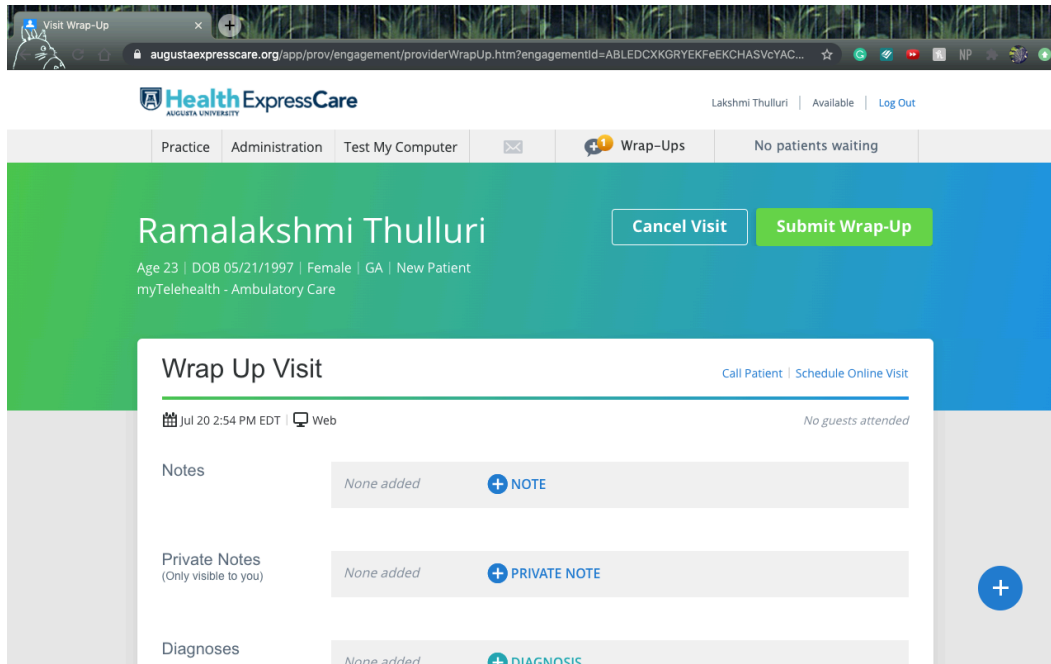
11. Once the appointment is over, select “END” in the top-right corner.



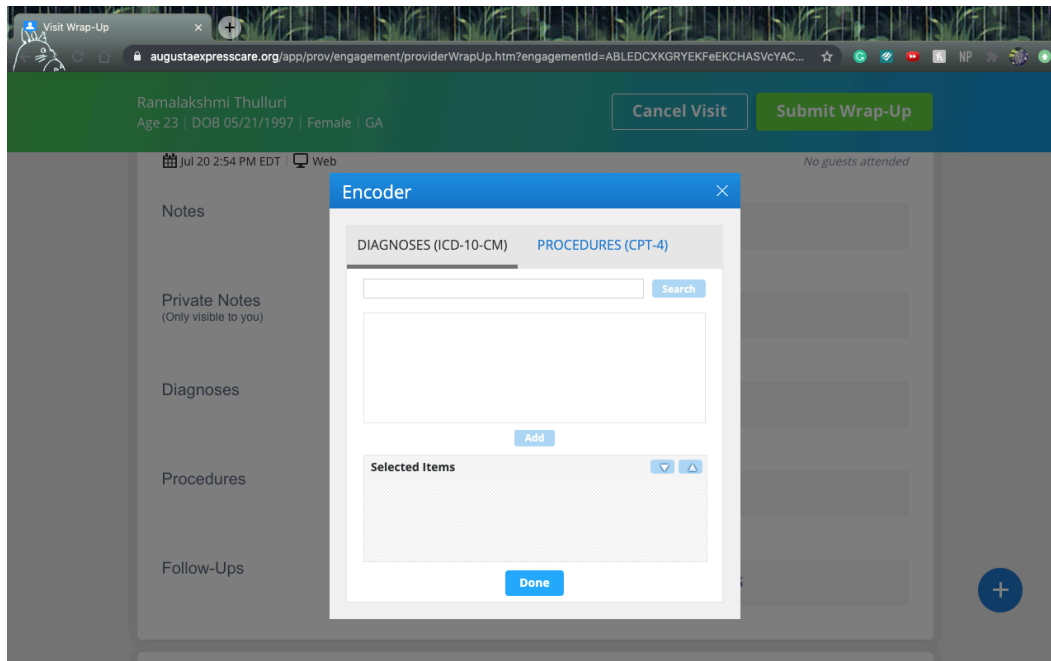
12. Select “End Visit and Proceed to Wrap Up” and press “OK”



13. Here you can enter notes and follow-up information that you were not able to enter during the visit.



14. You MUST enter either a diagnosis or procedure to be added to complete the wrap-up.



15. Select "Submit Wrap-Up" to finish.

The screenshot shows a web browser window displaying the HealthExpressCare interface. The browser's address bar shows the URL: [augustaexpresscare.org/app/prov/engagement/providerWrapUp.htm?engagementid=ABLEDCXXKGRYEKFeEKCHASVcYAC...](https://augustaexpresscare.org/app/prov/engagement/providerWrapUp.htm?engagementid=ABLEDCXXKGRYEKFeEKCHASVcYAC...). The page header includes the HealthExpressCare logo and the user's name, Lakshmi Thulluri, with status 'Available' and a 'Log Out' link. A navigation bar contains tabs for 'Practice', 'Administration', 'Test My Computer', 'Wrap-Ups', and 'No patients waiting'. The main content area features a green header with the patient's name, 'Ramalakshmi Thulluri', and two buttons: 'Cancel Visit' and 'Submit Wrap-Up'. The 'Submit Wrap-Up' button is circled in red. Below the header, a white box titled 'Wrap Up Visit' displays visit details: 'Jul 20 2:54 PM EDT | Web' and 'No guests attended'. It also has sections for 'Notes', 'Private Notes', and 'Diagnoses', each with a '+ NOTE', '+ PRIVATE NOTE', and '+ DIAGNOSIS' button respectively. A blue '+' button is visible on the right side of the white box.