

Patient View: Start to Finish (iPhone)

Patients can enter the visit from an SMS text message sent by the provider or staff from within the Converge visit console.

Step 1: Patient receives link to join visit from 1-888 number.

TELEHEALTH VISIT: Siffringer, Dana (2) has invited you to a telehealth visit.

Click here to start your visit:

<https://amwlehr.com/LVqCbycvyWnHjy42A>

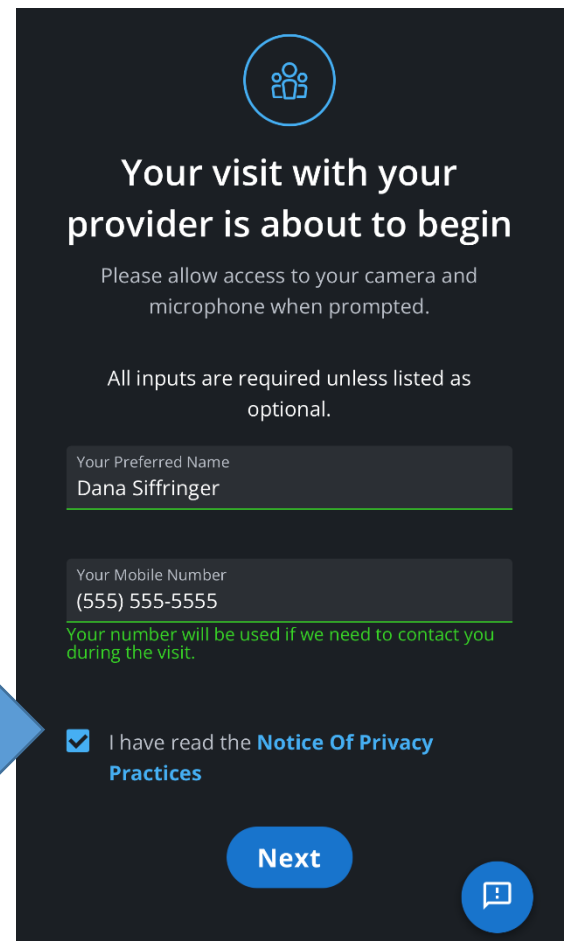
TIP: Use this link to rejoin the visit if you get disconnected.

*Patients can use the same link if visit is disconnected. No more rescheduling or sending a new invite!

Patient Intake and Arrival Status

After patients click the link, they are brought to a landing page where they are prompted to enter demo information. Patients will need to use Safari as their browser for the visit. If they have another browser set as their default browser, such as Google Chrome, they will be prompted to copy the visit link and past it into Safari.

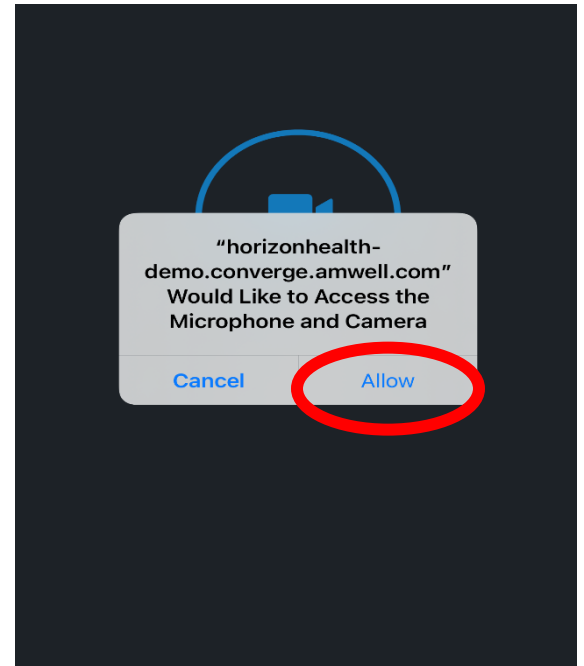
Step 2: Patient enters in Preferred Name, Phone Number and check mark the Notice of Privacy Practices. Click next.



Accessing the Visit

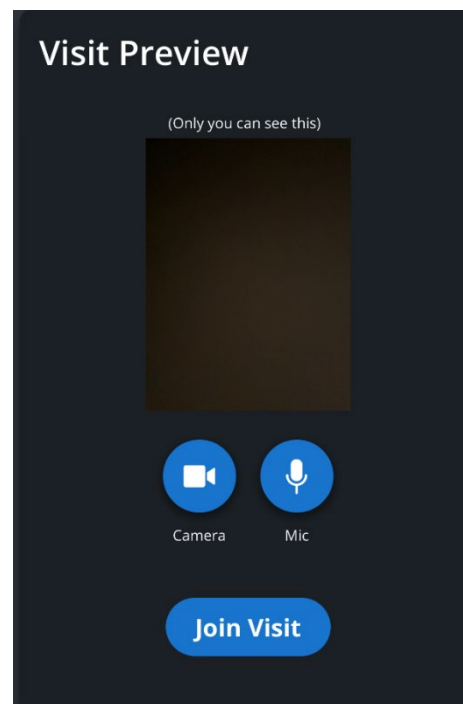
After clicking next the browser will trigger a permissions pop-up that will ask the patient to allow access, to their camera and microphone.

Step 3: Patient must allow the browser to access their camera and microphone. They will then be sent into the visit.

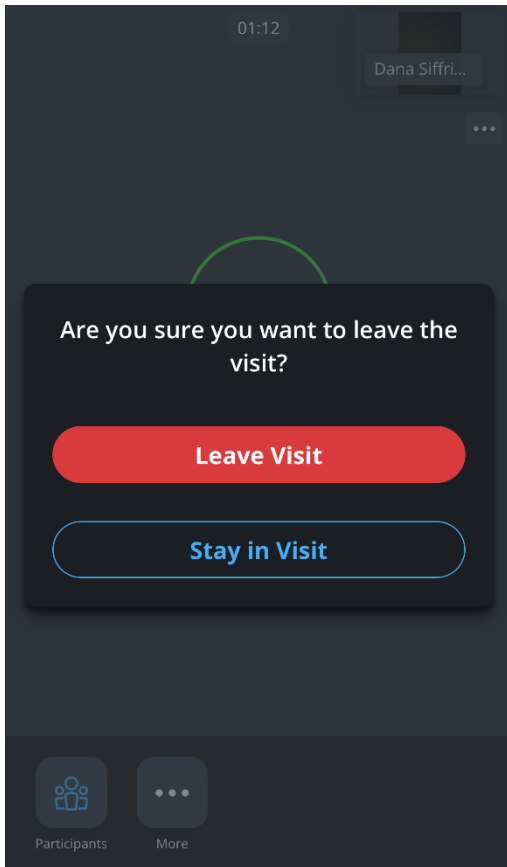
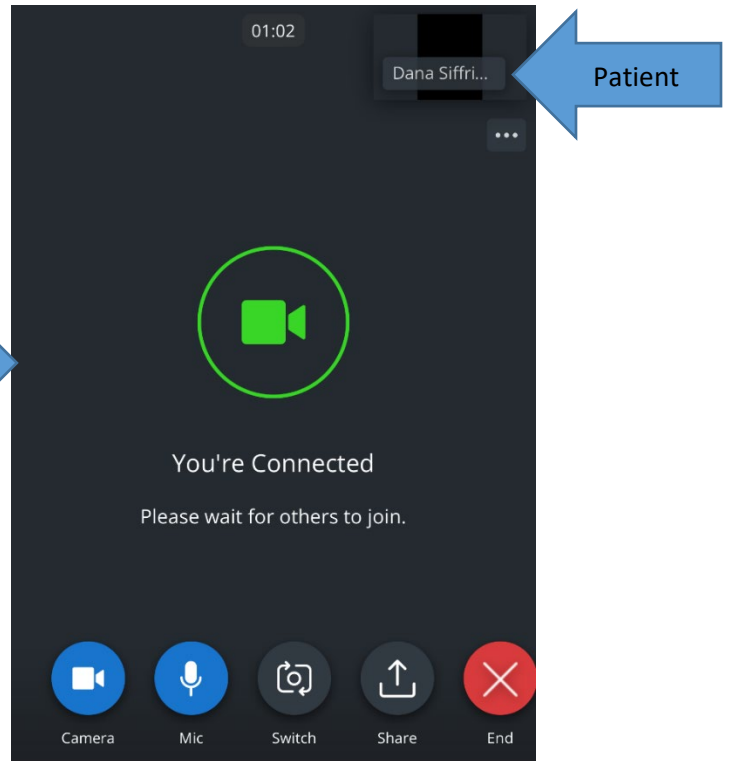
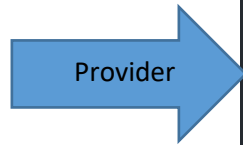


Patient will next come to a Visit Preview. This will show them their self-view.

Step 4: Patient will click "Join Visit."



Patient is now connected to the visit and will see their provider here!



Ending the Visit

Patient will click the red X and select Leave Visit