

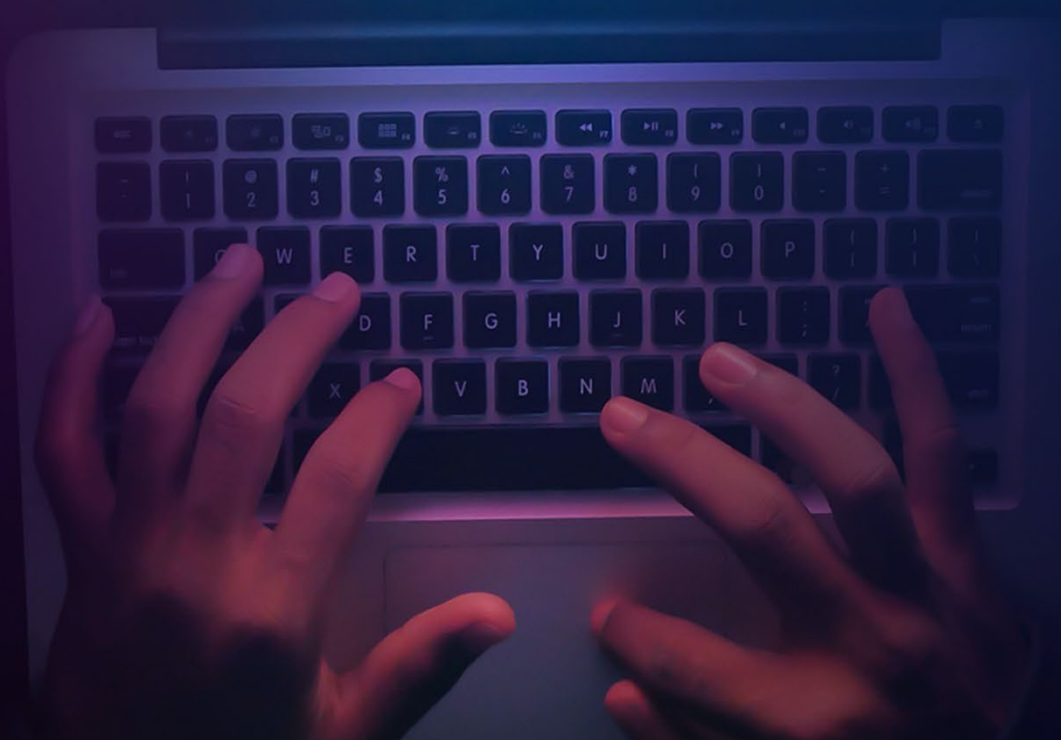


CONVERGE

Product Update

December 2022

The screenshot displays the Amwell Converse interface. On the left, a sidebar contains navigation icons for Intake, Patient Record, Type, and Interpreter. The main content area is titled "Patient Record" and includes tabs for Demographics, Conditions, Medications, Lab Results, Immunizations, and Allergies. The "Demographics" tab is active, showing patient information for Kate Smith: Date of Birth: May 13, 1953; Age: 76; Gender: Female; Address: 123 Main St Boston, MA 02116, US; Phone: +1-617-555-1212; Preferred Language: Spanish. Below this, the "Conditions" section shows a table with columns for Code, Condition, Status, Severity, Effective Dates, and Notes. The table contains one entry: Code G43.909, Condition Migraine, unspecified, not intractable, without status migrainosus, Status Active, Severity Moderate, Effective Dates 5-6-2020, and Notes Unchanged - Negative MRI of skull on 8/16/2020. On the right, a video call window shows a smiling woman with long dark hair. A smaller inset window in the top right corner shows a female healthcare professional. At the bottom of the video call window, there are icons for video, microphone, mute, and a menu.

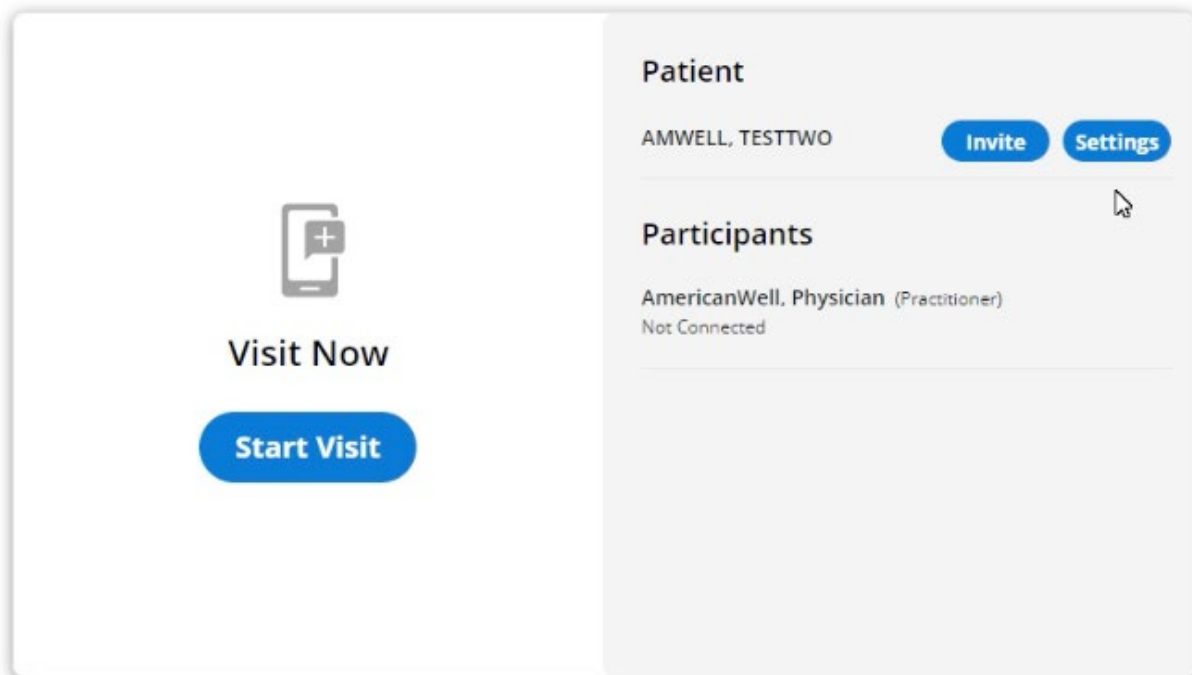


Cerner Enhancement

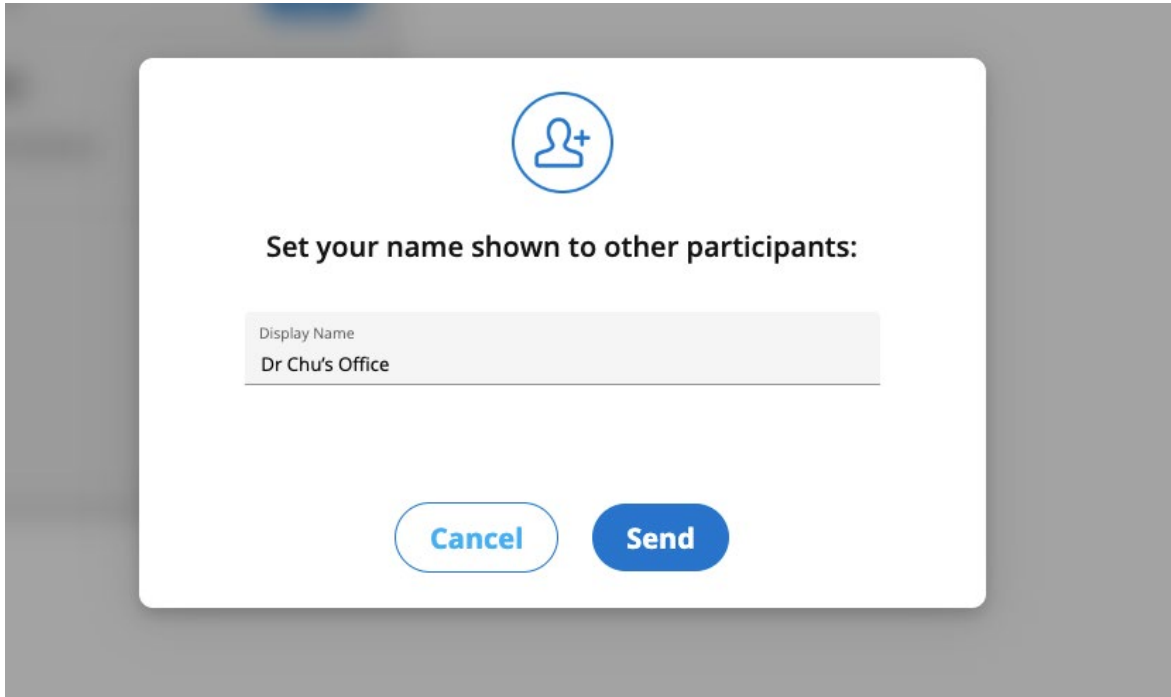
Change display name of Providers and Support Staff within the Cerner mPage – Available Now

We have added the ability for clinicians within Oracle Cerner Powerchart to **change their name that is displayed in invites and within the visit**. For example, an attendant or scheduler could open the patient chart in PowerChart and change their name from (for example) 'Jane Doe' to 'Dr. Smith's Front Desk' on the visit invitation. Another common use case is for sensitive visits with high-risk patients, where clinicians may not want their full name shown in the video visit. The display name set in the embedded Cerner mPage will carry through to the participant list within the video room.

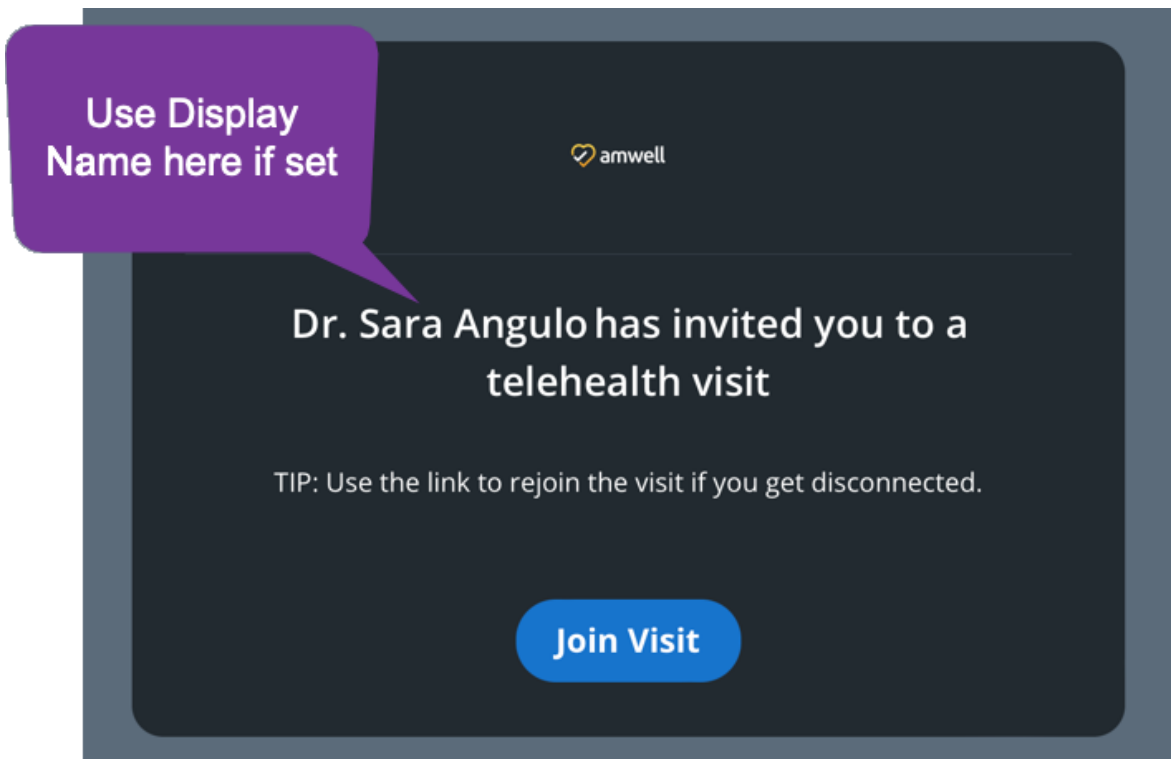
Click the Settings button in the top right of the embedded Cerner mPage within PowerChart and enter a new display name. This name will then be remembered across appointments and encounters for that user within PowerChart. When sending an invite or launching into the video room, this display name will be used.



Start Visit Screen (Desktop)



Set Invitation Name Screen (Desktop)



Text Invitation (Mobile)

Amwell Now

Instance Redirect on Converge – Available Now

We have released a back-end feature to Converge that forces the automatic redirection of Amwell Now users to the proper sub-domain on Converge. Now, when attempting to start or schedule a visit, reset the user's PIN, or register for the first time on an incorrect Amwell Now sub-domain, the user will be redirected to the correct sub-domain automatically. **Users are encouraged to bookmark the new URL** and use it going forward.

This new feature only applies to Amwell Now on Converge and not previous versions of Amwell Now on other platforms.

This results in a better experience for the user (and customers) by ensuring users are using the correct instance of Amwell Now by automatically redirecting them to the correct sub-domain.

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