amwell®

CONVERGE

Product Update

Fall 2021

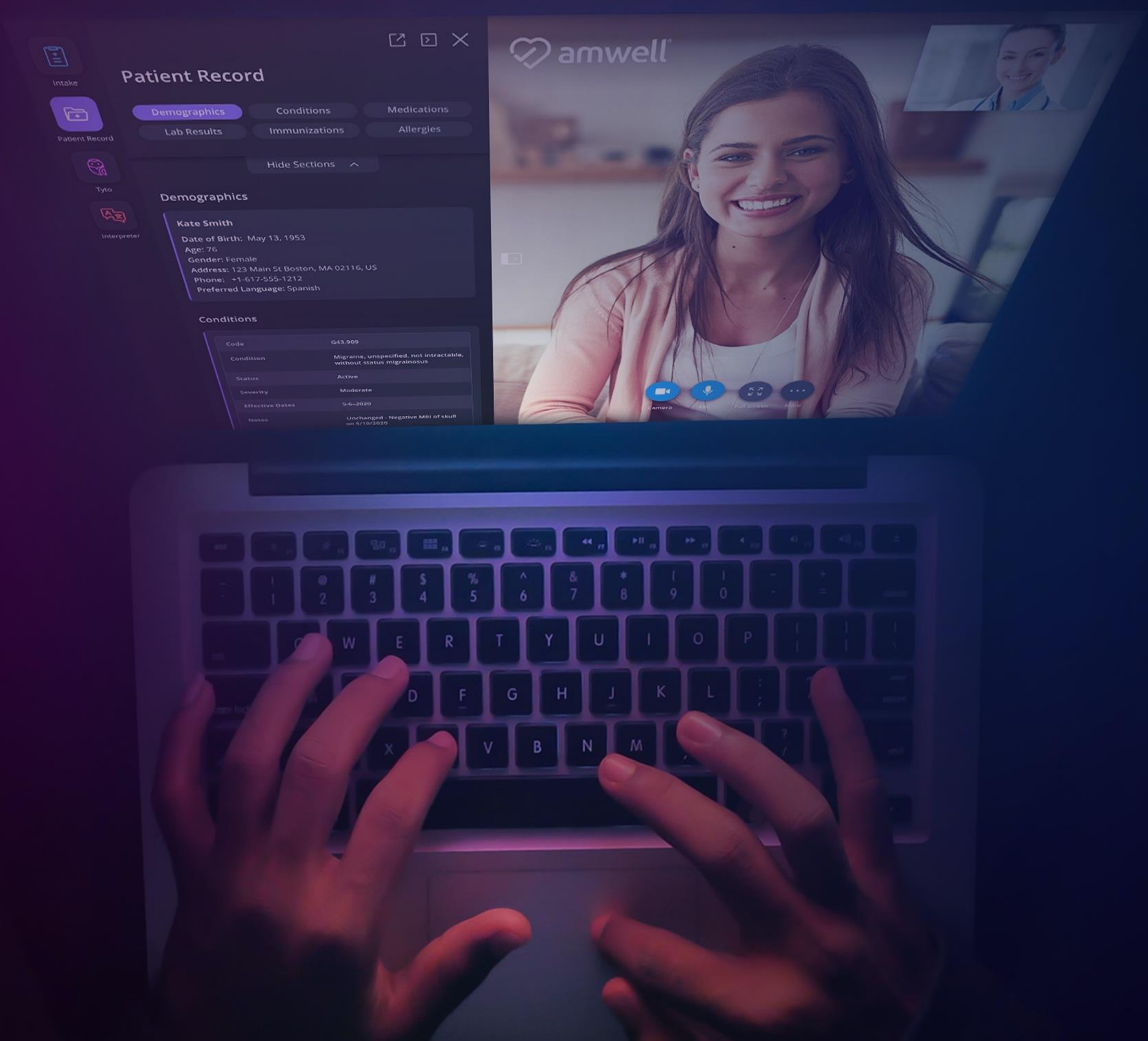


Table of Contents

Introducing Product Updates

Our new format consolidates product updates from all over the Converge platform and is meant to provide easy navigation to content. The Product Update will be distributed monthly for your convenience.
Included in our new comprehensive Product Updates are:

- Detailed descriptions of new features and functionalities
- Links to new and pertinent training and walk-throughs
- Content organized by Modules, with the following sections:
  - New Patient Experiences
  - New Provider Experiences
  - New Administrator and Staff Experiences

What is Converge?

Amwell Converge is Amwell's next-generation and cloud-native platform enabling rapid innovation and scalability. Built for clinicians and patients, it features a single meeting place with one interface across all access points, smart collaboration tools and customizable in-visit apps as well as fast, reliable, and HIPAA-compliant video connectivity.

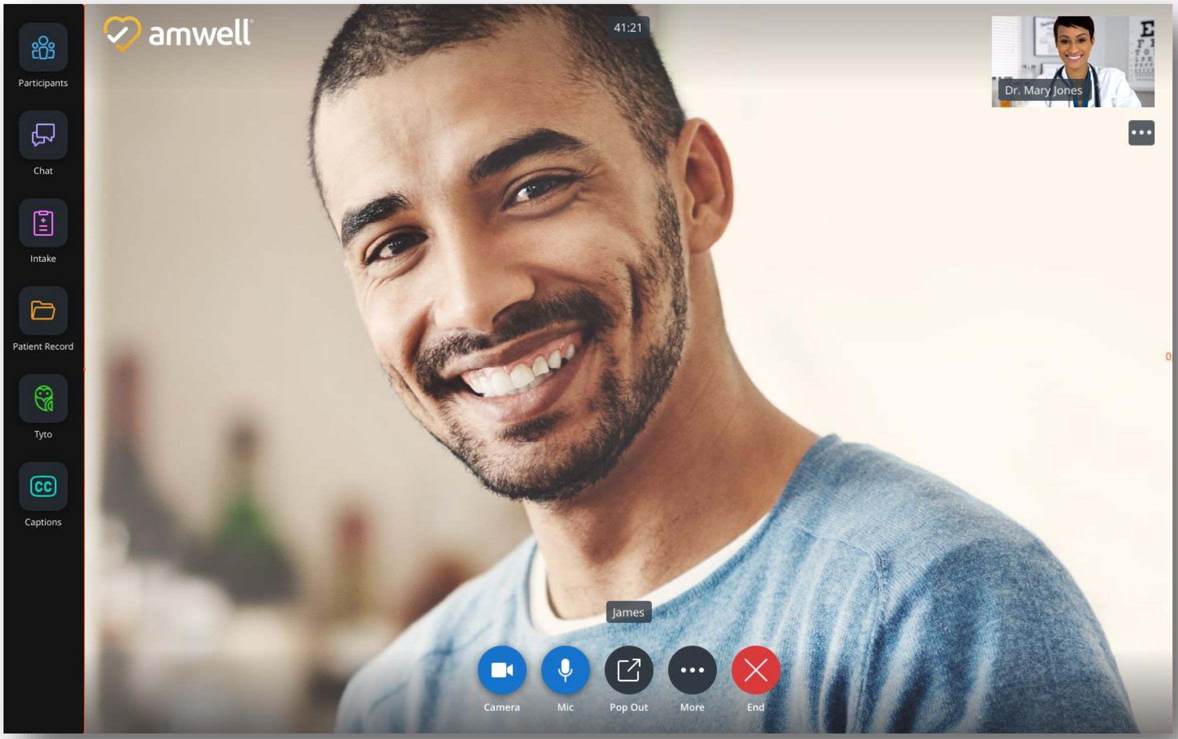
Scheduled Visits within the EHR

What is Scheduled Visits within the EHR?

Overview

Scheduled Visits within the EHR is an EHR-embedded scheduled visits solution and is included in the Scheduled Visits Module. Patients and providers can quickly launch video visits from the EHR (Epic and Cerner only).

Scheduled Visits within the EHR in Epic leverages context-aware linking and the connection status API to enable patient check-in through MyChart and provider connection through Hyperspace, Haiku, or Canto. Scheduled Visits within the EHR in Cerner leverages Smart on FHIR to enable patient check-in through HealtheLife and provider launch from PowerChart.

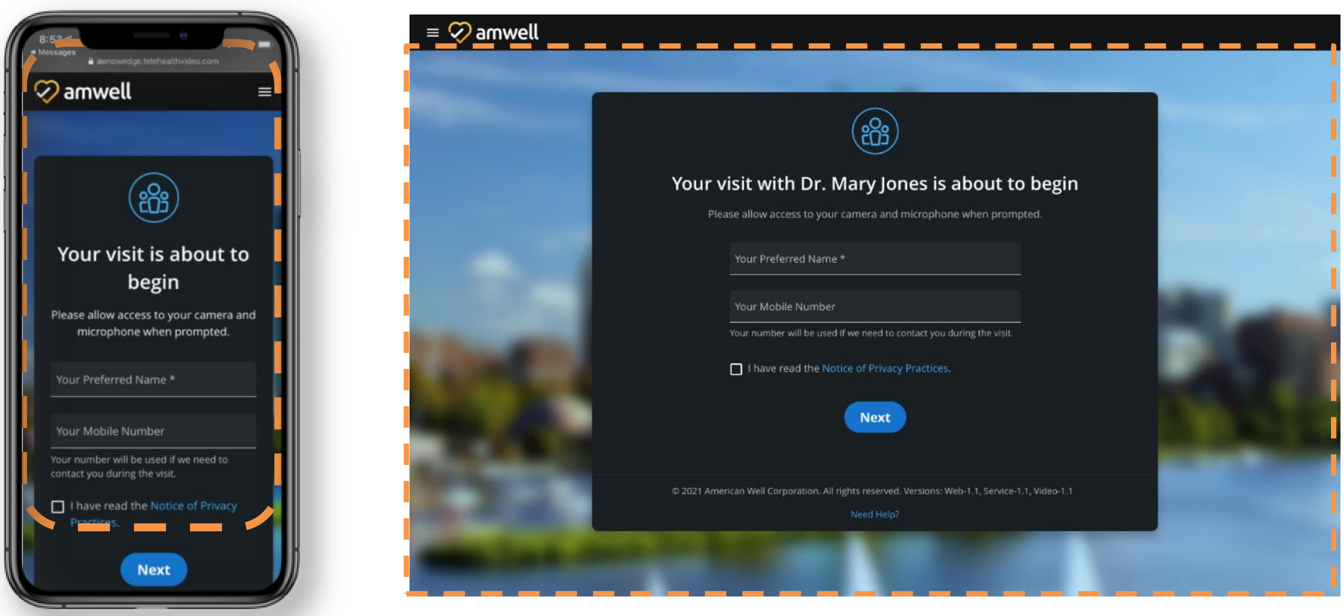


Clinician Visit Console

Branded Experience

Scheduled Visits within the EHR can be configured with a logo and background image to offer a branded experience to patients and providers. The background image appears on patient intake pages, the Help page, and the Satisfaction Ratings page. The logo appears to patients and providers on intake pages and in the visit console. Please work with your account team to configure branding elements.

Logo in Visit Console (Mobile and Desktop)



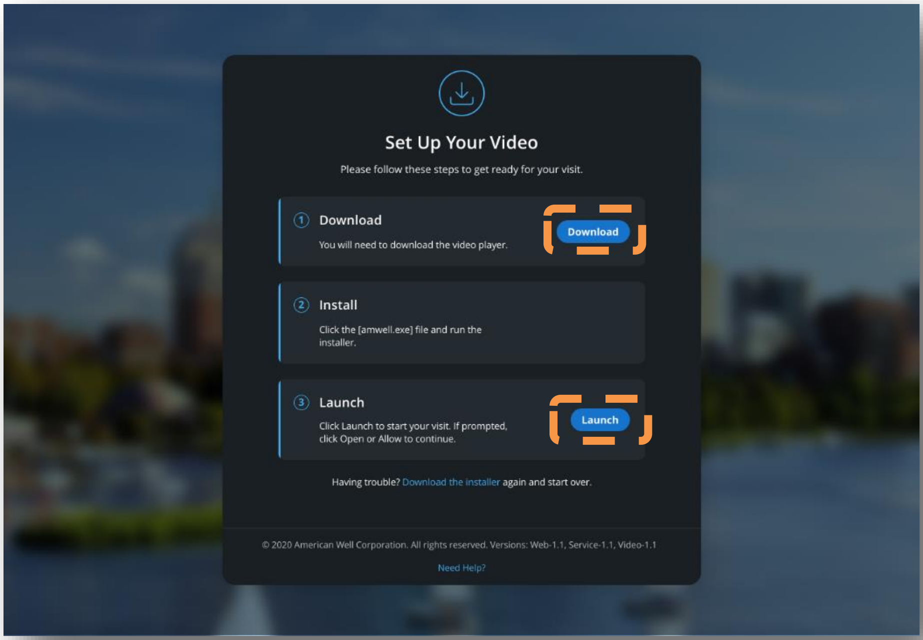
Background Image (Mobile and Desktop)

Patient Experience

Ease of Use

Scheduled Visits within the EHR is accessible on native mobile and web browsers. Patients can quickly connect for a scheduled visit with their provider and access in-visit applications. Please see the System and Network Requirements documentation for information on supported browsers and devices. Please note that when using Internet Explorer on a desktop device, patients are prompted to use Electron for the visit.

With Electron, patients are guided through the process to download, install, and launch Electron for the current and future visits. The patient's visit experience will launch in a new tab.



Electron Visit Experience (Patient Desktop)

Language Support

Scheduled Visits within the EHR offers support for Spanish speaking patients. When the browser's default language is set to Spanish, all content is accessible in Spanish for the patient. To switch between English and Spanish, patients can update their browser's default language. The language cannot be changed during the visit.

Launching a Visit

Patients that have access to a patient portal can easily enter the visit from the appointment calendar in Epic MyChart or Cerner HealtheLife. The interaction will be documented directly in the patient record in the EHR for continuity of care.

Patients that do not have access to a patient portal can enter the visit from an SMS text message or email invitation sent by the provider or staff from within the Converge visit console. By clicking the link provided in the visit invitation, the patient flows through the intake and visit experience outlined below.

Patient Intake and Arrival Status

After launching the visit from the patient portal or from a visit invitation (SMS text message or email), patients are brought to a landing page where they are prompted to confirm or enter the following:

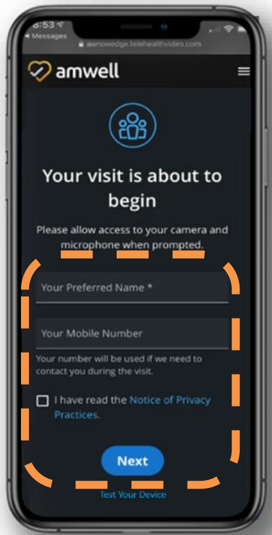
- **Display Name:** The patient's name will pre-populate from the EHR. Patients can edit this name for the visit. This is the name that will be displayed to the other participants in the visit.
- **Phone Number:** The patient's phone number will pre-populate from the EHR. Patients can edit the number. This is the phone number that will be used if the participant needs to be contacted during the visit.
- **Notice of Privacy Practices:** The patient will agree to the Notice of Privacy Practices, which can be fully viewed in a new browser tab by clicking on the hyperlinked text.

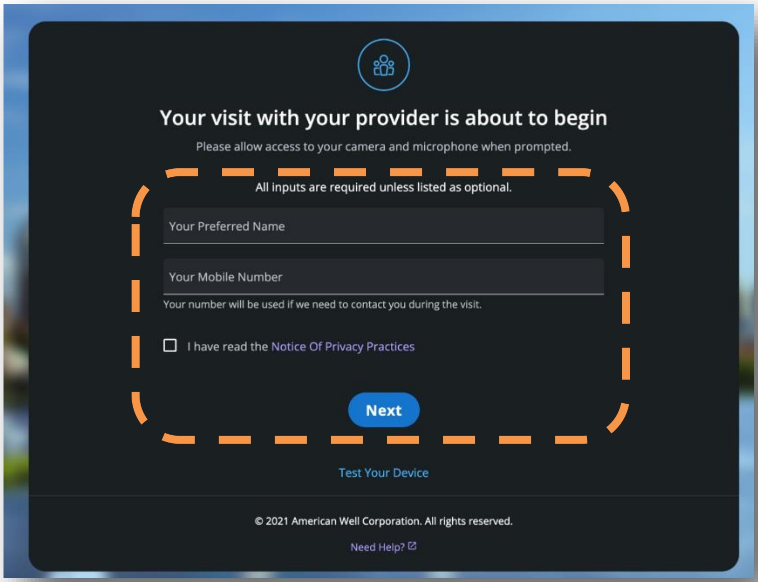
For Epic visits: When the patient completes the intake form, a notification is sent to the EHR that checks the patient in for the visit. The SetExternalConnectionStatus API is sent to Epic, which marks the encounter with an "Arrived" status visible to staff and Providers in Epic Hyperspace. The "Join Visit" button changes color to green and become active so staff or the Clinician can see that the patient has joined the visit.

For Cerner visits: When the patient completes the intake form, a notification is sent to the EHR that checks the patient in for the visit. The check-in marks the encounter with an "Arrived" status visible to staff and providers in PowerChart.

Patient Intake

To proceed with the visit, **the patient must complete the two fields on the About to Begin screen and select the Next button**.





Patient Intake Screen

Accessing the Visit

After the patient completes the two fields and selects the Next button, the browser will trigger a permissions pop-up that will ask the participant to either allow access, or block access, to their camera and microphone.

Once the participant allows the browser to access their camera and microphone, they will then be sent into the visit.

Note: You must allow access to these media streams to have a successful visit

Pre-Visit Tech Check - Optional

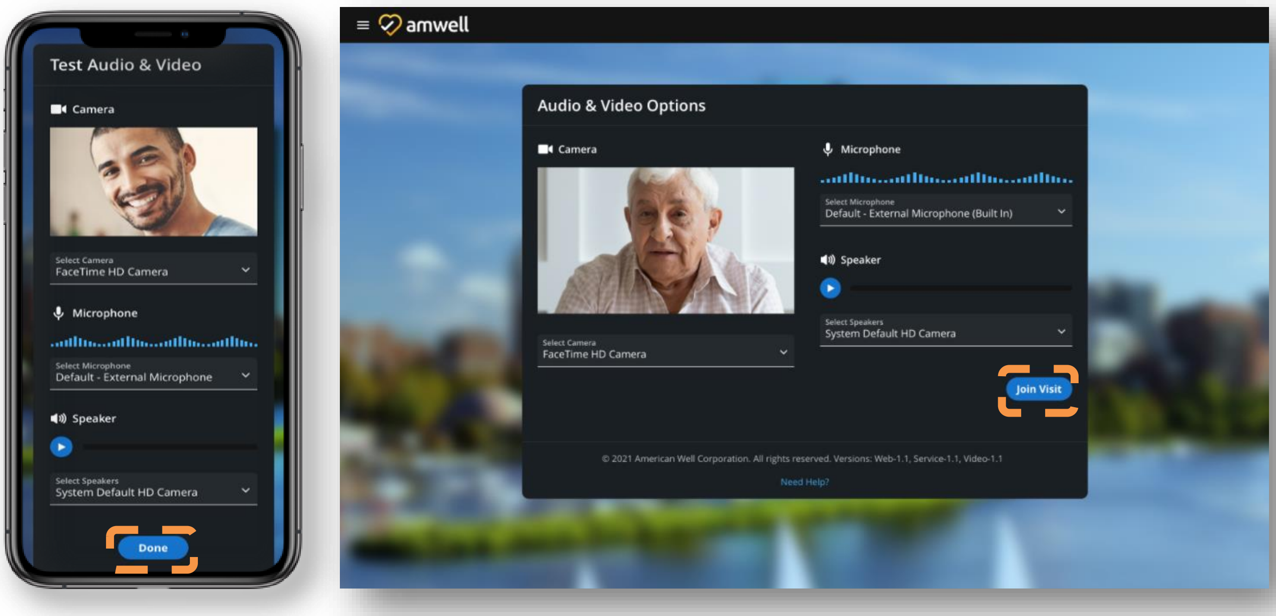
If the patient selects the “Test Your Device” option, they are presented with the Tech Check. This is currently an optional feature and is not required to join the visit.

The tech check detects a system default output for camera, microphone, and speaker. If these devices are enabled, the tech check displays each output by default. The patient can switch the device selection for camera, microphone, or speaker if more than one option is available on their device.

If the tech check is unable to detect one or more devices, an error message is displayed to the patient indicating that they need to enable the device to proceed.

The three tests confirm that the devices are connected and working. The camera test shows the patient's self-view. The microphone test shows animation when sound is detected from the microphone. The speaker test is initiated by hitting the "Play" button and stopped using the "Stop" button. A bandwidth test is completed to determine if the connection meets minimum bandwidth requirements. If it does not, an error message is displayed within the self-view to warn the patient they may experience poor connectivity.

Once the patient has devices selected, clicking the "Done" button at any time transitions the patient into the visit.



Patient Pre-Visit Tech Check (Mobile and Desktop)

Virtual Background Experience

This new feature will provide all consumers and clinicians the ability to select a virtual background, or blur, option in the visit.

Background Selection and Application

A participant can choose their preferred background in visit via the Device Settings option within the More Menu. Selecting a background option will provide the participant with a preview of that background in their self-view video stream.

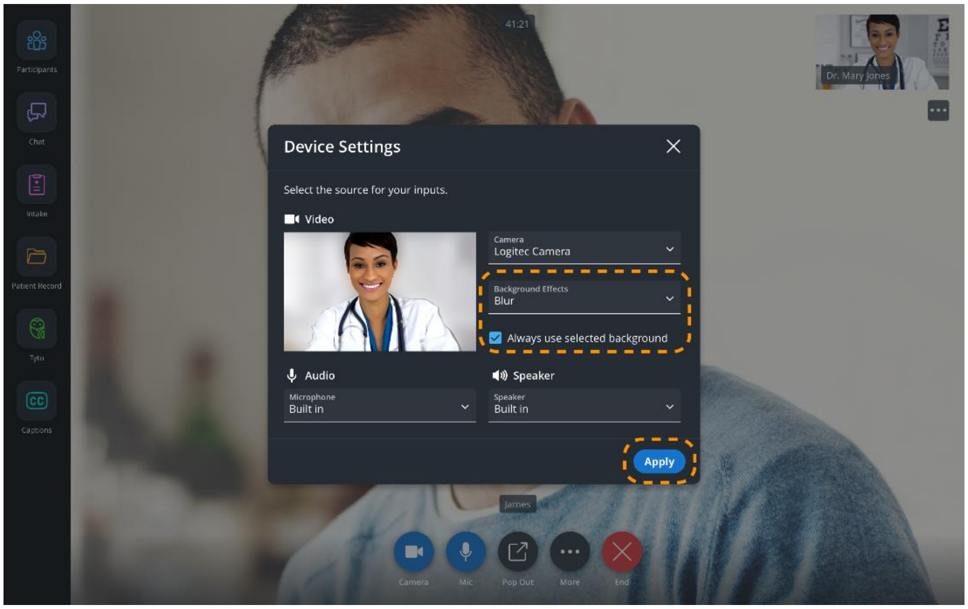
The default set of background options (without any customization) will include the following:

- Blur
- Office
- Pond

A participant can also opt-in to save their virtual background for future visits. This allows them to select the option one time and have it persist visit-to-visit without having to navigate to the device settings at the beginning of each visit.

Note: In the event the browser (or visit) is refreshed, participants who have checked the "always use selected background" option will maintain that selection.

Note: This feature is currently only supported on Desktop, not Mobile.



Device Settings Menu with Background Effect option

Customizing Your Virtual Background Experience

Administrators for a given tenant will now be able to submit images to be uploaded into our system. These images will need to follow specific dimension ranges to effectively surface in a visit.

Administrators should work with their implementation managers and account teams when submitting their virtual background images. Click Here for the dimensions and name conventions for custom backgrounds.

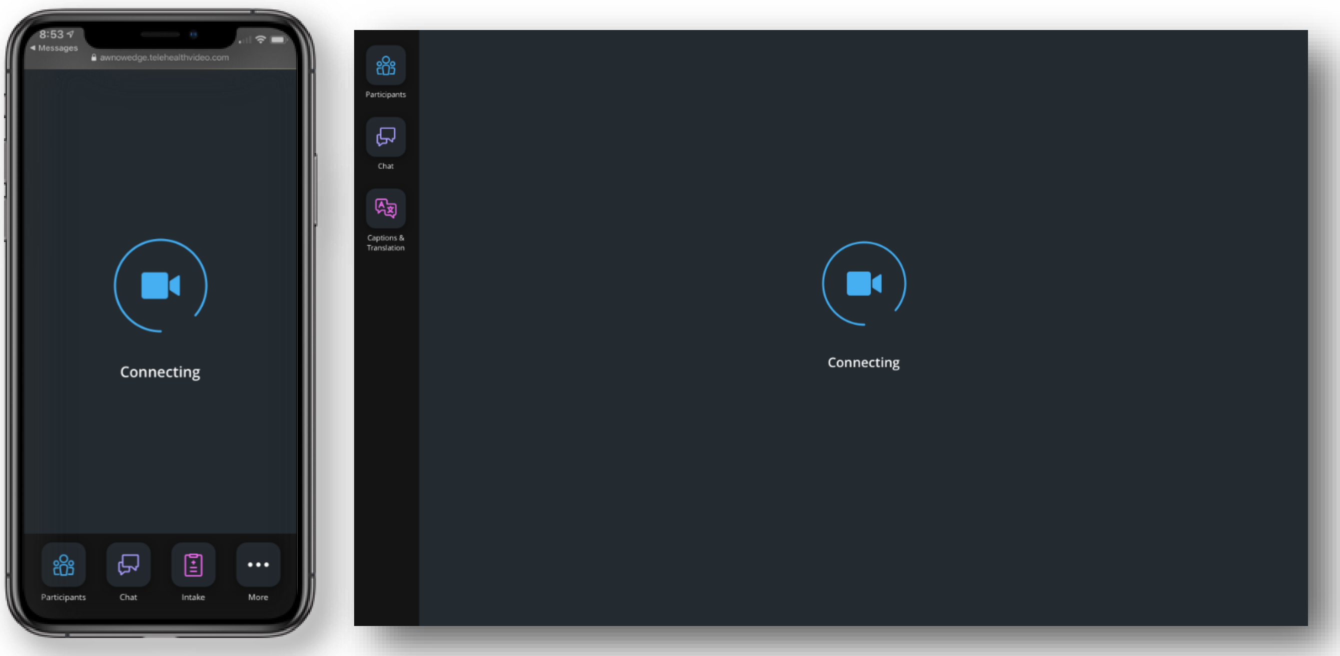
The Video Visit

Scheduled Visits within the EHR uses Converge's single meeting place visit experience. Major enhancements including faster connection speeds for a quick and seamless start to video visits, and improved adaptive video that provides a smooth, stable connection by adjusting to low bandwidth in real-time. The updated visit experience also features a new fluid UX that smartly conforms to desktop, tablet, and phone views.

Loading Screens and Permissions Overlay

When a patient is the first to enter a visit, they are presented with a "Connected" screen, alerting them that they are the first to join and should wait for others.

Patients entering the visit who have a camera or microphone disconnected are presented with a browser permission overlay. This overlay asks the patient to confirm their camera and microphone are accessible by checking the device system's settings. The overlay also advises the patient to close any other applications that may be using their camera or microphone, as this could disrupt the in-visit audio/video experience. If a patient runs into an issue loading the visit, they may retry and load the visit again.



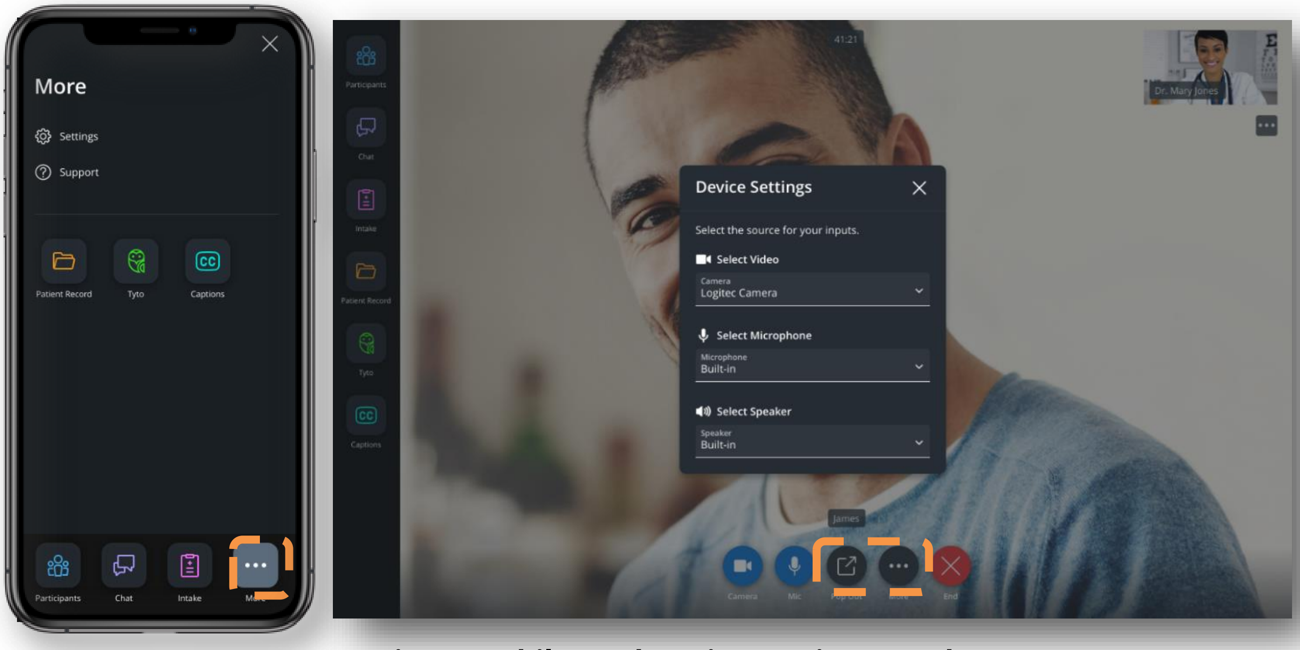
Patient Visit Console – Loading Screens (Mobile and Desktop)

Core Functions

The core video console functions have been designed to support a high-quality, intuitive visit experience for all participants. The "Camera" icon allows patients to toggle their camera on and off. Patients can also toggle front-facing and back-facing camera views (mobile only). The "Mute / Unmute" icon allows patients to toggle their microphone on and off. The "Pop Out" icon can pop the video out and re-size it to their preference. Once popped out, the video can be moved to a separate browser window, where it will persist (Desktop only).

The "More" button opens a flyout that lists additional features and functionality for the patient. These include:

- **Share Screen (Desktop only):** All patients can share their screen, with a choice to share the entire screen, a specific application, or a specific browser window. When a screen is shared, the dominant speaker is moved to the film strip participant display at the top of the console.
- **Device settings:** Located within the "More" menu ellipsis, this opens device settings where the patient can check or change their video and audio outputs.
- **Fullscreen mode:** A patient can enter Fullscreen mode by clicking the "More" menu ellipsis next to the camera and microphone icons and selecting "Fullscreen." To exit full screen mode, the patient may either press "Esc" on their keyboard or open the "More" button to turn off Fullscreen mode.



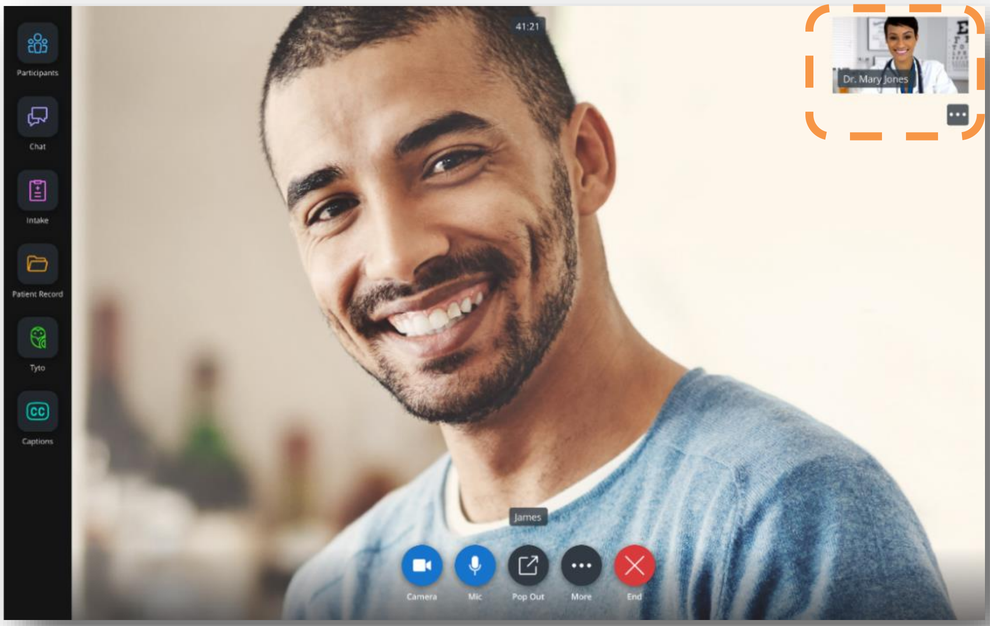
More Settings (Mobile) and Device Settings (Desktop)

Visit Layout

The in-visit layout of the video experience has been optimized to support two-way visits between a provider and a patient, as well as multi-way video visits.

Two-Way Visits

In this layout, the patient viewing their screen will see the "self-view" camera at the top right-hand side of their screen. They will also see the other participant in the main view of the screen, appearing largest and most prominent.



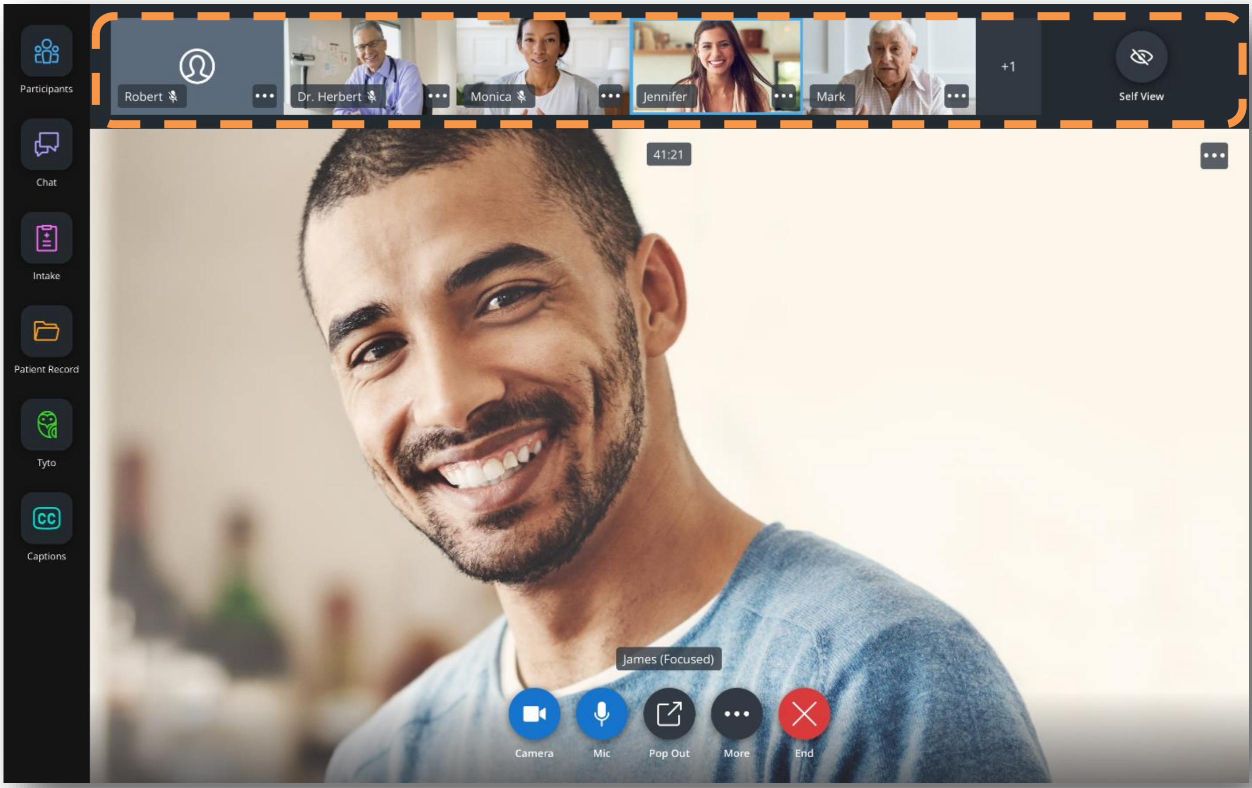
Two-Way Visit Layout

Multi-Way Video

In this layout, when a third participant joins the visit, a film strip is activated at the top of the screen for all participants to view. As additional participants join, video thumbnails will cycle into the film strip until it reaches five individual participants (counting seven total in the visit, including the self-view participant and the main display dominant speaker). Dominant speakers are dynamically cycled in and out of film strip as they speak.

As the eighth participant joins a visit, their video thumbnail is hidden from view and cycled into an "Additional Participants" panel next to the film strip, illustrated as "+ #" ("#" equates to the number of participants not in view in the film strip). When a participant clicks on the "Additional Participants" panel in the film strip, the participants panel app on the left-hand drawer expands to show the full list of participants.

Throughout the visit, all participant names are displayed at the bottom of their respective video stream. If a participant is sharing or spotlighted (focus mode), this is denoted next to their name in parentheses ((NAME, Sharing); (NAME, Focused)). This name tag also appears in parentheses on the participants panel next to the name of the participant spotlighted or sharing a screen.



Multi-Way Visit Layout (Desktop)

Visit Timer

A timer begins counting from “0:00” when the first participant joins.

Spotlight Participant

In the visit, the ability to spotlight a participant is denoted as “Pin Focus.” It is accessible via the ellipsis next to a participant name in both the film strip and the participant panel. Removing the spotlight from a participant is denoted as “Release Focus” under the ellipsis next to a participant name in both the film strip and participant panel.

When a participant is spotlighted (focus mode), their video becomes center-screen for all other participants. The spotlighted participant will continue to see the dominant speaker in their main display. All participants can add and remove spotlight from another participant. They can also override another participant’s spotlight.

If a participant is spotlighted and another participant shares their screen, they will remain spotlighted in the background as they view the shared screen. Once the other participant stops sharing, the spotlight will return to the participant and surface them back into the main display.

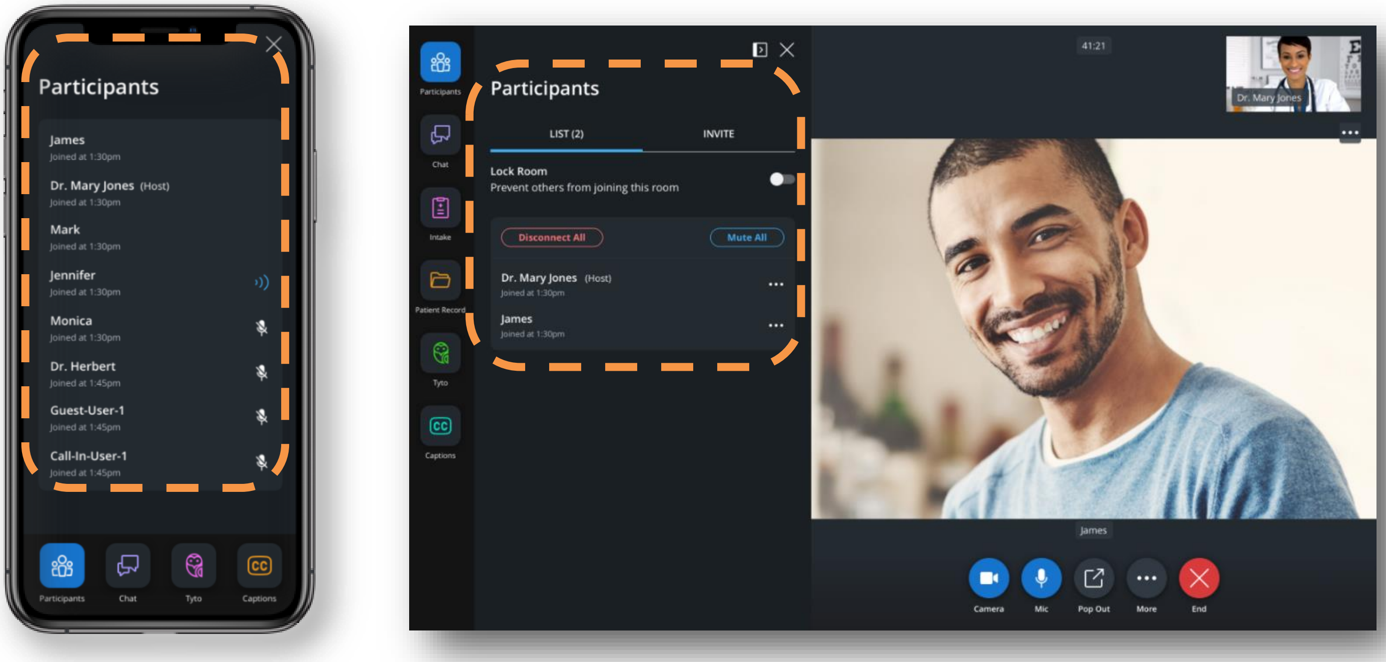
Invite Others

Patients can invite a guest to join the visit from the “Invite” tab within the participant's panel. The patient will select SMS text message, email, or phone call as the invitation method then “Send Invite(s)” after entering the email or phone number for the guest. If the entry is incorrectly formatted or invalid, the patient is prompted to re-enter the email address or phone number. The patient can invite up to 13 other participants, for a total of 15 total participants on the call at one time. If there is an entry error, the successfully entered invites are sent and the patient is prompted to update the others and try again. Once the invitation is sent, the invited participant receives an SMS message, email, or phone call to join visit.

“Invite” tab within Participants Panel (Mobile and Desktop)

Participant List

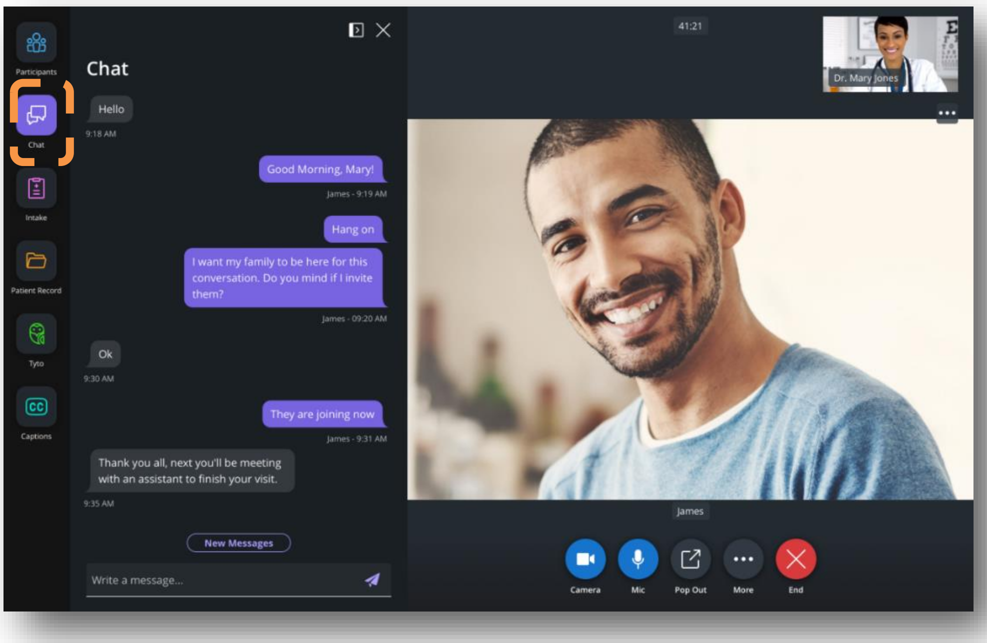
The Participant List gives patients a view of all other participants in the visit, including the provider, invited guests, or invited interpreters. It includes the name of the participant in the visit for those that joined via video and the phone number for any participants that joined via phone audio. The time the participant joined is noted for each. Hosts are indicated with the label “(Host).” The participant list is sorted in the order of: Host(s), remaining participants by “Join Time,” and then participants who are “Invited” but have not yet joined.



Participant List (Mobile and Desktop)

Chat

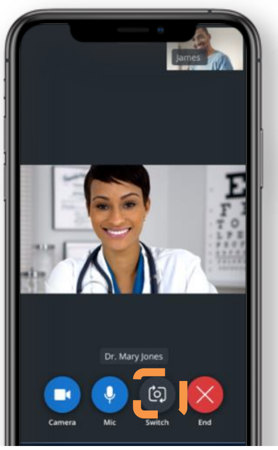
"Chat" becomes available to a patient when one additional participant is also present. Patients can type a chat message and click "Enter" (desktop) or the "Send" icon (desktop or mobile) to send the message. Chat messages are visible to all participants in the visit. Patients can scroll back to see chat history, beginning from the time they joined. When a participant has the chat application open, there is a visual indicator when another participant is typing. Once a message is sent, the name of the participant who sent the chat with the timestamp appears next to the message. When the chat application window is closed, patients are visually notified when a new chat is received with an increasing number indicating the number of new, unread messages.



Chat (Mobile and Desktop)

Front-facing Camera Toggle

When using a mobile device, participants can click the camera toggle icon to switch between their front-facing and rear-facing camera view. The front-facing view is the default camera view at the start of the visit.

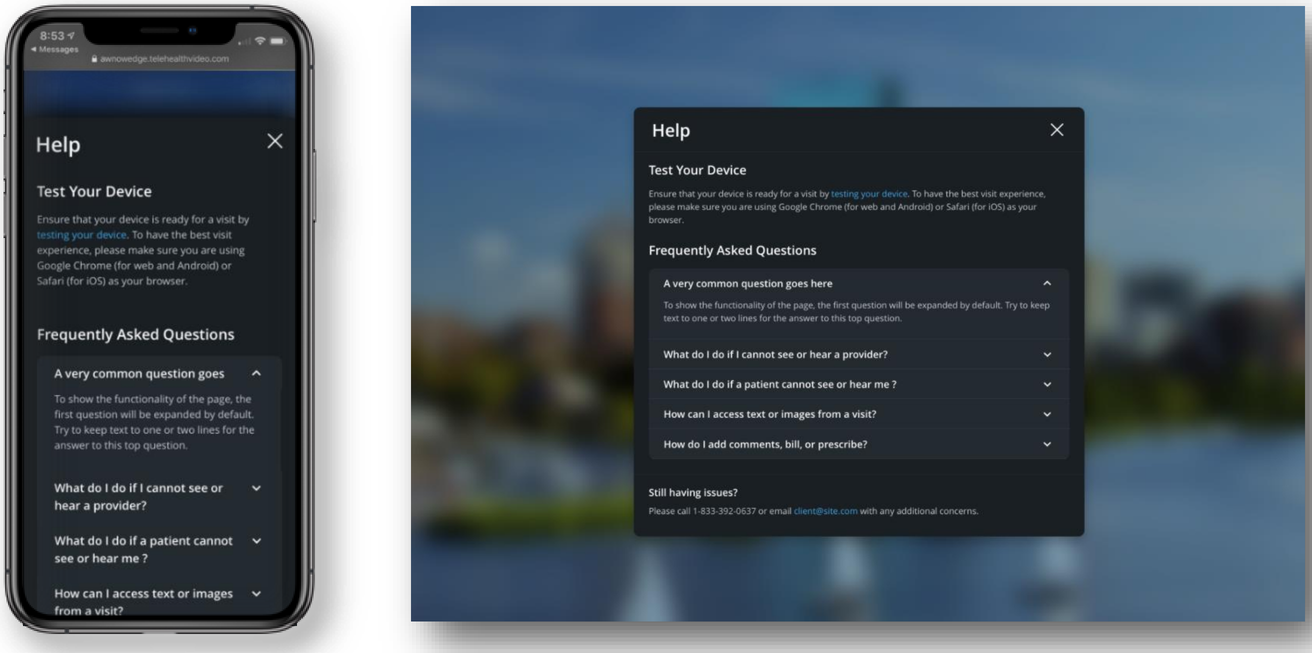


Front-facing Camera Toggle (Mobile)

Help Page

A Help Page is accessible to patients in the visit console browser footer. This page includes a list of FAQs and troubleshooting steps for common issues encountered when launching or having a visit. The page also includes a link to launch the tech check and configurable contact information for Customer Support.

A link to the Help Page is also presented to patients if they experience an error when completing the tech check.



Help Page (Mobile and Desktop)

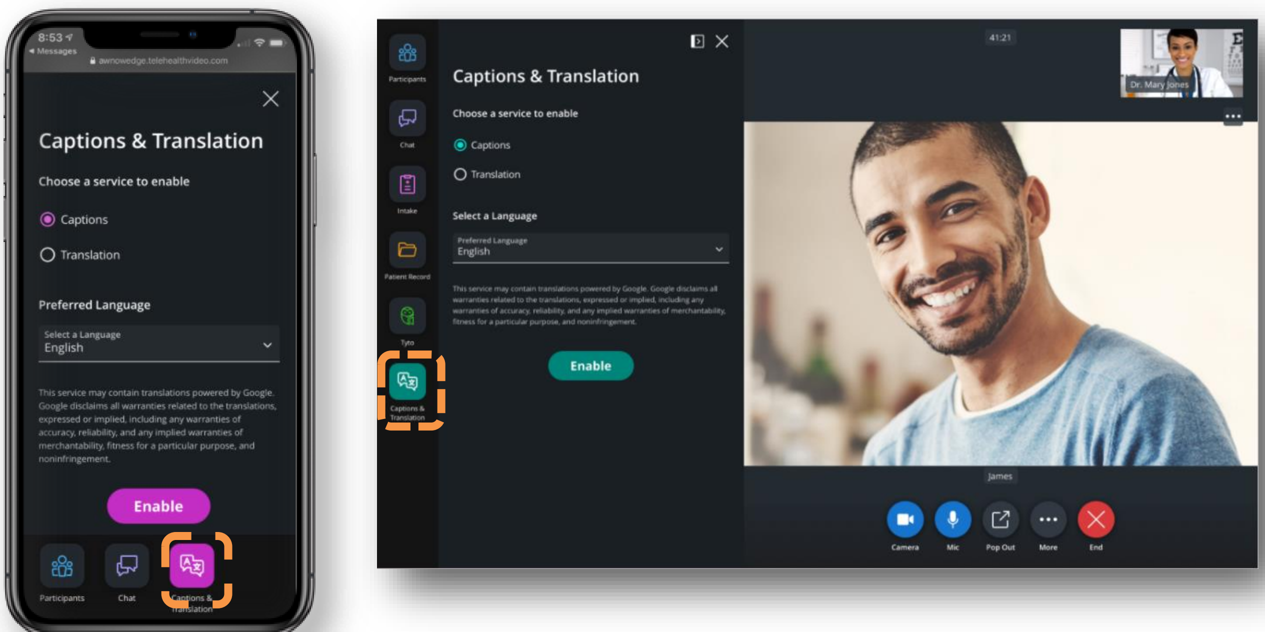
Captions and Translations - Beta

Captions offer an improved experience for hard of hearing participants, reduce barriers to care and expand access to broader, more diverse patient populations. Clinical outcomes are optimized by ensuring patients and Clinician s can fully communicate with one another.

Patients can enable text to speech captions for the duration of the visit by selecting the Captions and Translations tab. The name of the active speaker is shown in addition to the captions, to ensure cohesive understanding of the conversation (maximum of 11 characters or otherwise shortened). Patients can select their preferred language from the list of supported languages: English, Arabic, Bengali, Chinese, French, German, Hebrew, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Turkish and Vietnamese.

Clinicians can disable captions for all participants. Captions are also disabled when at least one participant has entered the visit with an unsupported browser or device. Please see the Minimum Technical Requirements for more information on supported browsers.

Patients receive a notification when the provider has blocked or unblocked captions, translation is enabled by another participant using the same language as the one selected for captions, or a participant with an unsupported browser or device joins the visit while captions are on.



Captions (Mobile and Desktop)

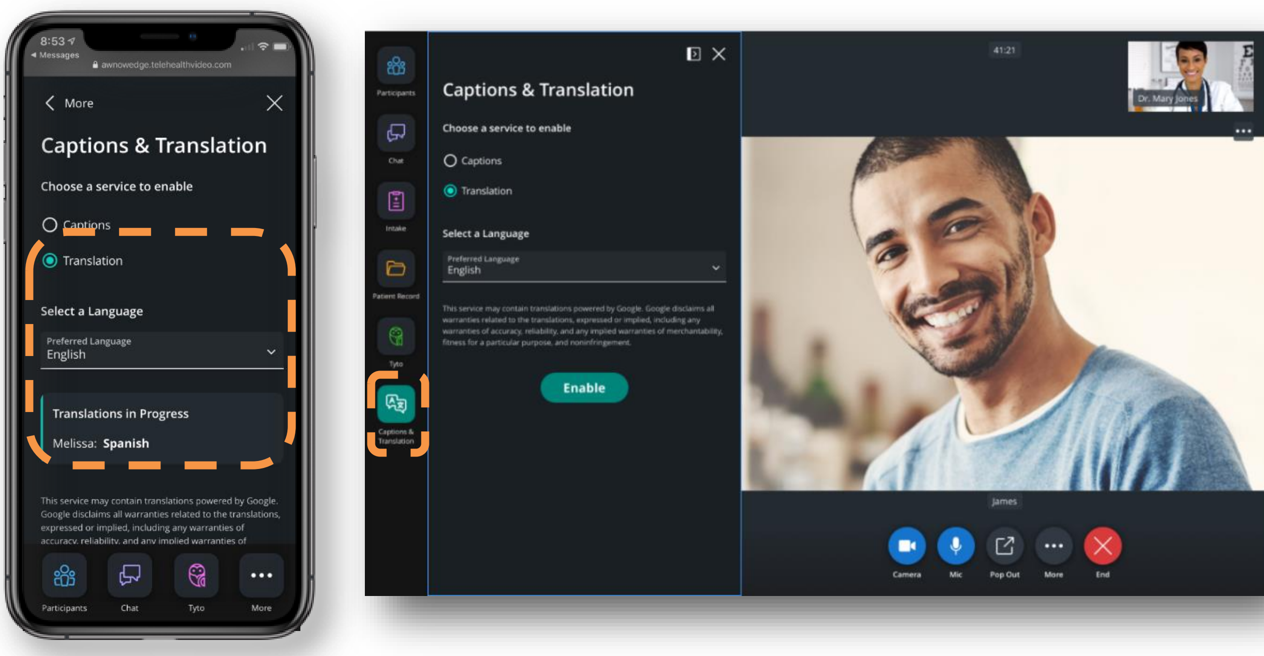
Real time translation in the visit offers an improved experience for non-native speakers.

Patients can enable real-time translations and to translate other participants' language into their preferred language in captions by selecting the Captions and Translations tab. Patients can select their spoken language from the list of supported languages: English, Arabic, Bengali, Chinese, French, German, Hebrew, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Turkish and Vietnamese. If translation is enabled by another participant, a pop-up window will appear, prompting the patient to select a language.

Clinicians may disable translation service for all participants. Translation is also disabled when at least one participant has entered the visit with an unsupported browser or device. Please see the Minimum Technical Requirements for more information on support browsers.

Patients receive a notification when the provider has blocked or unblocked translation, captions are enabled by another participant using the same language as the one selected for translation, or a participant with an unsupported browser or device joins the visit while translation is on.

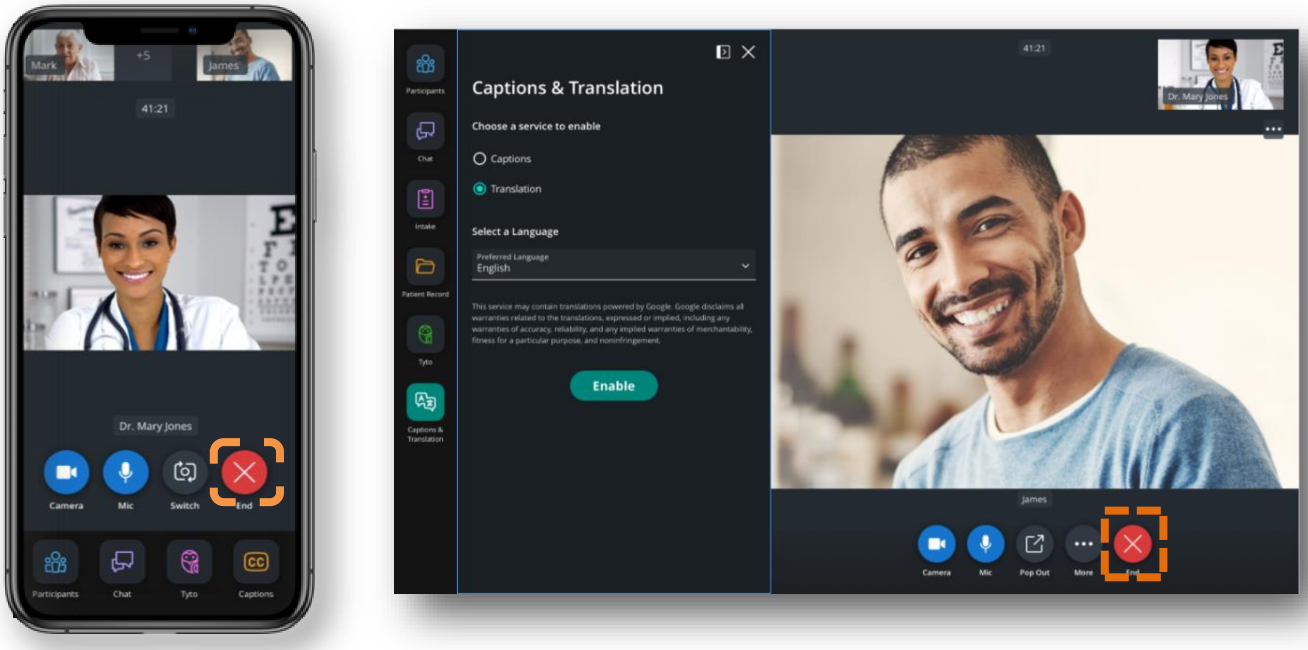
Translated text is displayed in Italics (captions are not italicized).



Captions & Translations (Mobile and Desktop)

Completing the Visit

To leave the visit, patients click the red "X" button accessible from the video tools section of the visit console. After clicking the button, patients are prompted to cancel the request if they would like to return to the visit or complete the request to leave the visit. A "Patient Leave" event is sent to the EHR when the patient leaves, enabling a status update in the encounter.

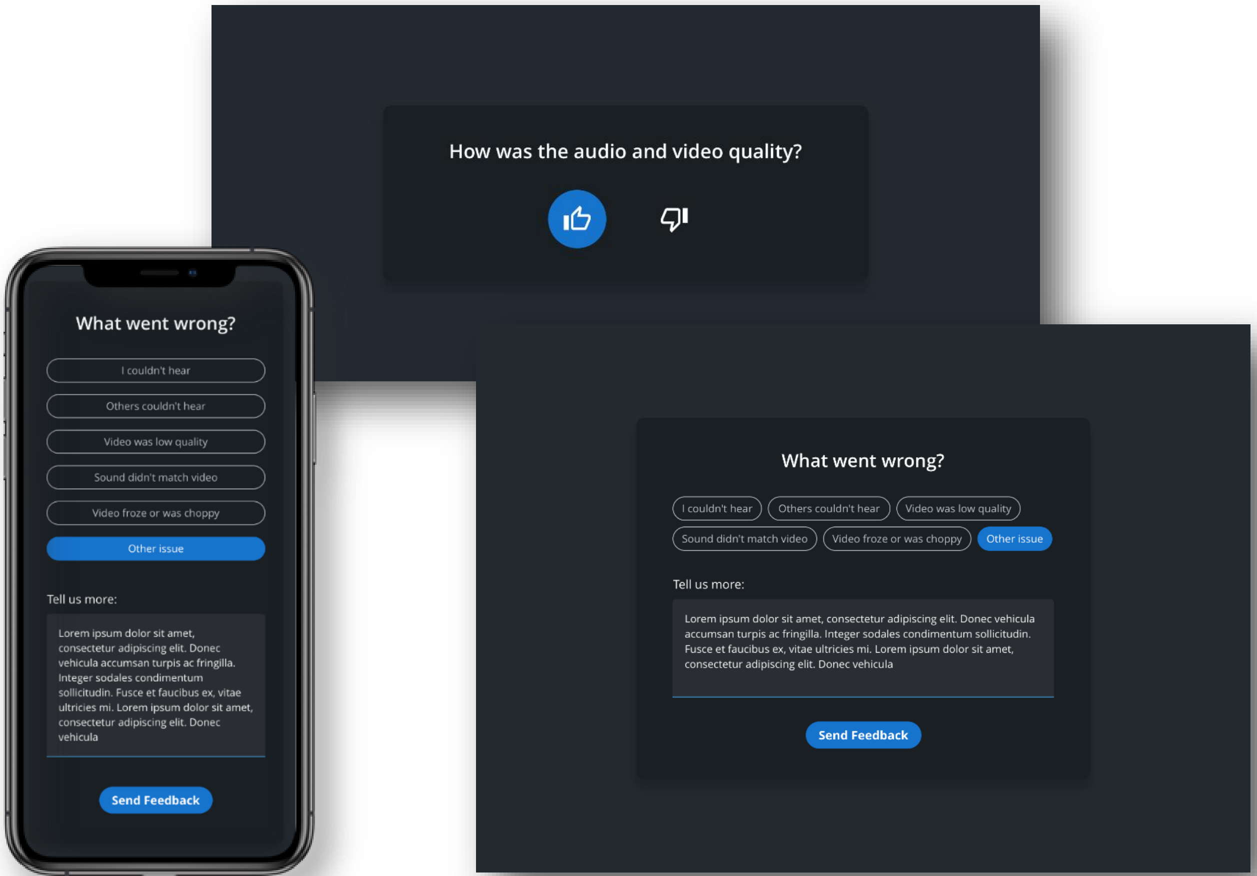


Leave Visit (Patient Mobile and Desktop)

Satisfaction Ratings

To gather information regarding patient visit satisfaction around audio and video quality, ratings are collected following each visit. When a participant exits the visit, they are prompted to choose either a "thumbs up" or "thumbs down" icon. If the participant chooses "thumbs up," they are sent to a "Thank you for your feedback" screen. If the participant chooses "thumbs down," a screen to collect additional feedback will appear with six, multi-select options. The options include:

- "I couldn't hear"
- "Others couldn't hear"
- "Video was low quality"
- "Sound didn't match video"
- "Video froze or was choppy"
- "Other Issue" (prompting fee text box for additional feedback)



Satisfaction Ratings (Mobile and Desktop)

Clinician Experience

Clinician Experience Overview

The Scheduled Visits within the EHR Module is accessible to providers via Epic and Cerner. Clinicians launch into the visit from the patient's record and document directly in the EHR encounter created for the appointment.

Launching from the Electronic Health Record

Cerner: At the time of the scheduled appointment, the provider navigates to the patient record and clicks "Start Visit" to open the Scheduled Visits within the EHR Module SMART App from PowerChart. The visit is launched in a new browser window.

Epic: At the time of the scheduled appointment, the provider navigates to the patient record and clicks "Start Visit" to open the Scheduled Visits within the EHR Module SMART App from Hyperspace, Haiku, or Canto. The visit is launched in a new browser window or a mobile browser, as appropriate.

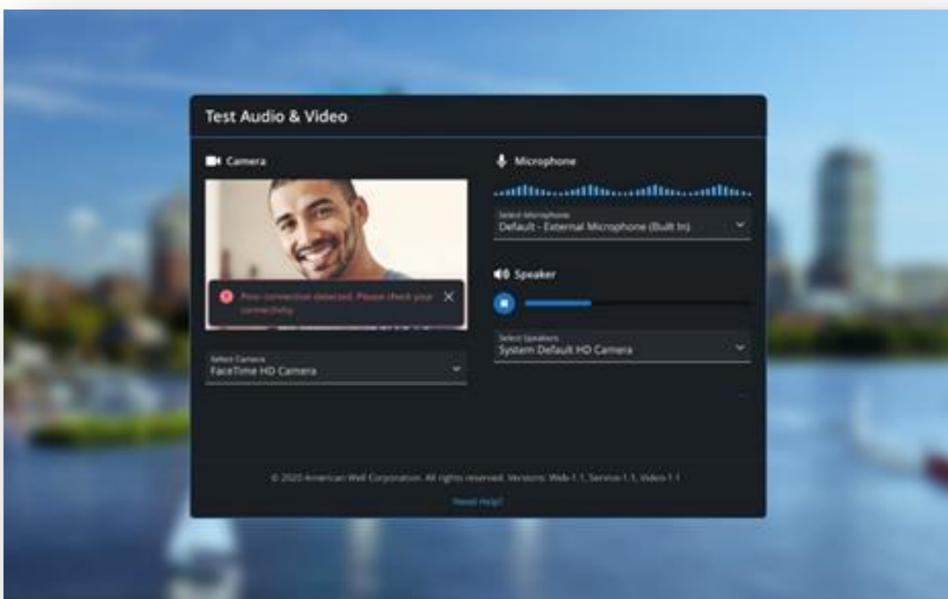
Standalone Tech Check

Clinicians can complete a standalone tech check to test their device's readiness for a successful video visit. Clinicians can launch the tech check from the Help Page.

The tech check detects a system default output for camera, microphone, and speaker. If these devices are enabled, the tech check displays each output by default. The provider can switch the device selection for camera, microphone, or speaker if more than one option is available on their device.

If the tech check is unable to detect one or more devices, an error message is displayed to the provider indicating that they need to enable the device to proceed.

The three tests confirm that the devices are connected and working. The camera test shows the provider's self-view. The microphone test shows animation when sound is detected from the microphone. The speaker test is initiated by hitting the "Play" button and stopped using the "Stop" button. A bandwidth test is completed to determine if the connection meets minimum bandwidth requirements. If it does not, an error message is displayed within the self-view to tell the provider they may experience poor connectivity.



Standalone Tech Check (Clinician Desktop)

The Video Visit

Scheduled Visits within the EHR uses Converge's single meeting place visit experience. Major enhancements including faster connection speeds for a quick and seamless start to video visits, and improved adaptive video that provides a smooth, stable connection by adjusting to low bandwidth in real-time. The updated visit experience also features a new fluid UX that smartly conforms to desktop, tablet, and phone views.

Loading Screens and Permissions Overlay

When a provider is entering the visit, they will see a "Connecting" spinner state. When a provider is the first to enter a visit, they are presented with a "Connected" screen to indicate they should wait for others to join.

Clinicians entering the visit who have a camera or microphone disconnected are first presented with a browser permission overlay. This overlay will ask the provider to confirm that their camera and microphone are accessible by checking the device system's settings. The overlay will also notify the provider to close any applications that may be using their camera or microphone, as this could disrupt their in-visit audio/video experience.

When the provider connects to the visit, an API call is fired back to Epic or Cerner. This call gives an indication that the provider has joined the visit, which can be used for status updates in Epic or Cerner.

Browser Not Supported (Electron)

When using Internet Explorer on a desktop device, providers are prompted to use Electron for the visit. Clinicians are guided through the process to download, install, and launch Electron to be used for the current and future visits. The provider's visit experience will launch in a new tab. If there is an error launching the Electron visit experience, providers are prompted to try again.

Spanish Support

Converge for EHR offers support for Spanish speaking providers. When the browser's default language is set to the Spanish, all content is accessible in Spanish for the provider. To switch between English and Spanish, providers can update their browser's default language. The language cannot be changed during the visit.

Invite Others

Clinicians can invite patients or other providers to join the visit from the "Invite" tab within the Participant Panel. The provider will select SMS text message, email, or phone call as the invitation method then "Send Invite(s)" after entering the email or phone number. If the entry is incorrectly formatted or invalid, the clinician is prompted to re-enter the email address or phone number. The clinician can invite up to 13 other participants, for a total of 15 total participants on the call at one time. If there is an entry error, the successfully entered invites are sent and the provider is prompted to update the others and try again. Once the invitation is sent, the invited participant receives an SMS text message, email, or phone call to join the visit.

"Invite" Tab (Mobile and Desktop)

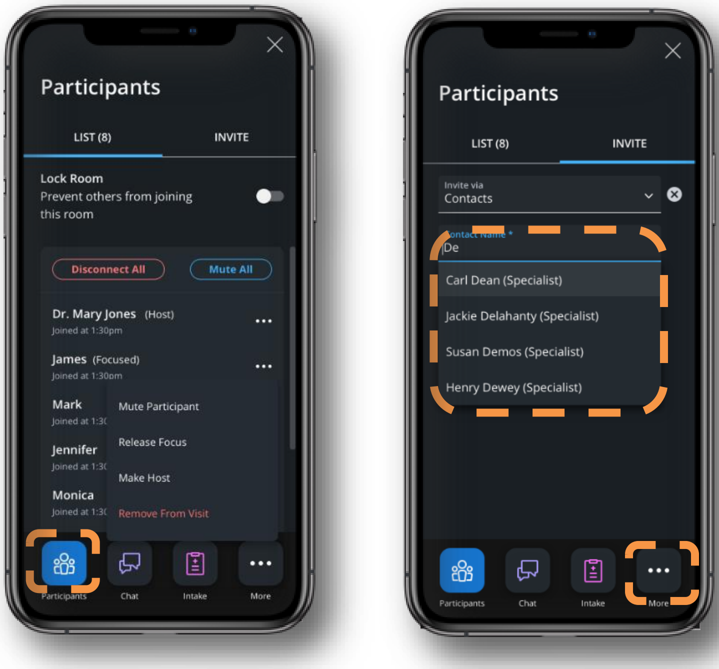
Participant List

The Participant List gives providers a view of all other participants in the visit, including the patient, invited guests, or invited interpreters. It includes the name of the participant in the visit for those that joined via video and the phone number for any participants that joined via phone audio. The time the participant joined is noted for each. Hosts are indicated with the label "(Host)." The participant list is sorted in the order of: Host(s), remaining participants by "Join Time", and then participants who are "Invited" but have not yet joined.

Participant List (Mobile and Desktop)

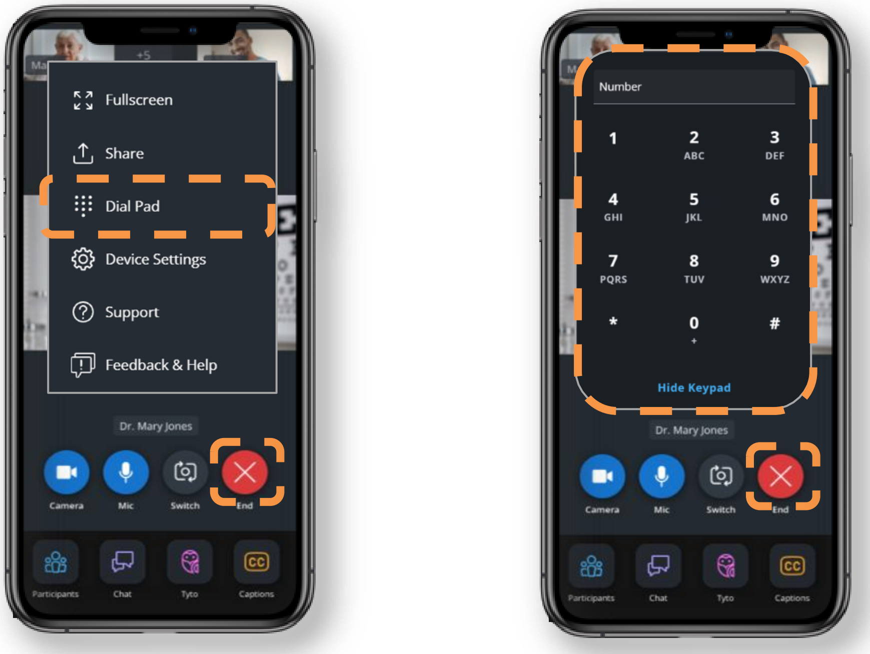
Address Book

In addition to the baseline invite methods (SMS text message, email, phone), hosts can also invite participants using a pre-configured list of contacts in one or more address books. When this information is configured, the host will see the name of the address book listed as a participant invite option. Address Book contacts are configured per tenant. Once the address book is selected, the host can search or choose from a list of contacts that were added to that address book and click the 'Send Invite' button to initiate the invitation. Please reach out to your Amwell account team to request an address book configuration and see configuration details below.



Invite via Address Book

If the contact invited to the visit is an Interactive Voice Response (IVR) and requires pressing numbers to navigate a phone tree (e.g., “Press ‘1’ to connect to an interpreter”), the phone tree navigation is pre-configured so the host does not need to take any action. The host can surface a dial pad from the “More” menu, but please note there is a known issue where noise interference can impact the IVR’s ability to respond to the dial pad presses. The dial pad cannot be used to initiate phone calls.



Dialpad

Address Book Configuration Information

Address books allow providers or hosts to easily invite commonly used contacts to the video visit and is very beneficial to group contacts. For example, an address book for Interpreter Services that has multiple contacts for different languages, or an address book for different specialists that are commonly used. There is no limit to the number of address books that can be created for each tenant.

Please reach out to your Amwell account team to request an address book configuration

When creating an address book, administrators need to configure the following parameters:

- Tenant ID
- Address Book ID (no need to configure, this is auto generated)
- Address Book Name
- Contact Name
  - First Name
  - Last Name
- One of the following:
  - SMS number
  - phone number
  - email address
  - SIP Address (audio)

Address books are added as another invite method in addition to SMS text message, email, and audio phone invite methods. When inviting from the Address Book, the name is visible in the "Invite via" drop down for providers or hosts. Please consider this when naming each Address Book. For example, "Invite via Address Book", "Invite via Interpreter Service", or "Invite via Cardiologist List." Within an address book, if a contact has multiple contact methods, multiple contacts need to be created. Any clarifying information can be added to the Last Name. **For example:**

- **Contact 1:**
  - First Name: John
  - Last Name: Doe (email)
  - Email: JohnDoe@email.com
- **Contact 2:**
  - First Name: John
  - Last Name: Doe (phone)
  - Phone Number: 123-456-7890

Host Controls

Lock-Room

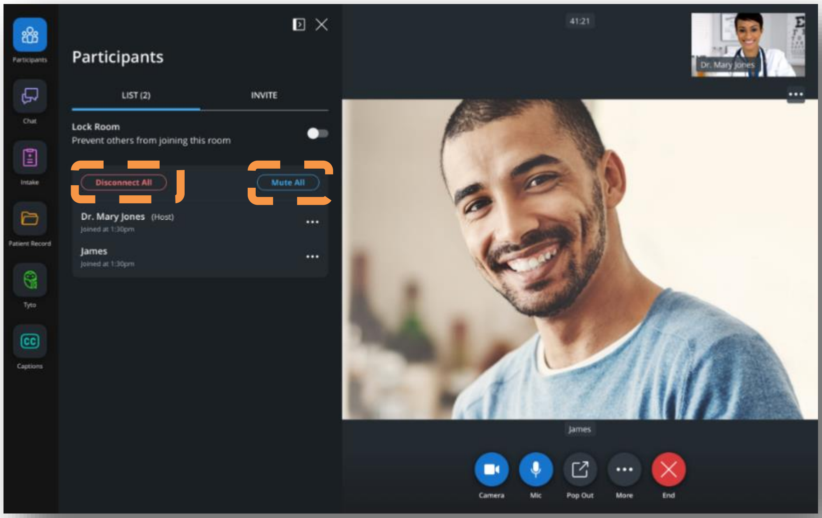
All hosts will have the ability to lock a visit, which blocks all non-hosts from entering. Hosts trying to enter a locked room will still be able to enter. When a participant attempts to enter a locked visit, they are presented with a modal that notifies them the room is locked and they should wait for the host to admit them. All hosts in the visit are notified with a toast notification at the bottom of their video console of each participant waiting to enter. To admit participants, they should unlock the room in the participant panel. The toast message includes the name of the participant. The messages will stack on top of each other when there are multiple participants waiting to enter. These messages will persist until the host closes the toast message by clicking the “X” icon.

Disconnect All (Video Participants)

Hosts will have the ability to disconnect all participants in bulk except themselves and other hosts from the visit via the participant’s panel. When they choose to disconnect all participants, the host is presented with an overlay asking for confirmation they want to remove all participants from the visit. Please note that this feature does not apply to phone-only participants.

Mute All (Video Participants)

Hosts will have the ability to mute all participants accept themselves in bulk via the Participant panel. Please note this feature does not apply to phone-only participants.



Disconnect All and Mute All (Clinician Desktop)

Mute Individual Participants (Video Participants)

Hosts can mute individual participants by clicking on their respective ellipsis menu next to the video thumbnails in the film strip or the ellipsis next to the names on the Participant panel. Please note this feature does not apply to phone-only participants.

Disconnect Individual Participants (Video Participants)

Hosts can disconnect individual participants by clicking on their respective ellipsis menu next to the video thumbnails in the film strip or the ellipsis next to their name on the Participant panel. When they choose to disconnect the participant, the host is presented with an overlay asking for confirmation that they want to remove the participant from the visit. Please note this feature does not apply to phone-only participants.

Assign Host (Video Participants)

All hosts will have the ability to assign host capabilities to other non-hosts via the ellipses in a participant's video thumbnail or next to their names in the participant's panel. Please note that this feature does not apply to phone-only participants.

Additional Host Controls Disconnect, Mute, and Assign Host (Clinician Desktop)

Participant List

The Participant List gives providers a view of all other participants in the visit, including the patient, invited guests, or invited interpreters.

The participant list includes the name of the participant in the visit for those that joined via video and the phone number for any participants that joined via phone. The time the participant joined is noted for each participant. Hosts are indicated with the label "(Host)."

The participant list is sorted by:

- (1) Host(s)
- (2) Remaining participants by "Join Time"
- (3) Participants who are "Invited" but have not yet joined

Participant List (Mobile and Desktop)

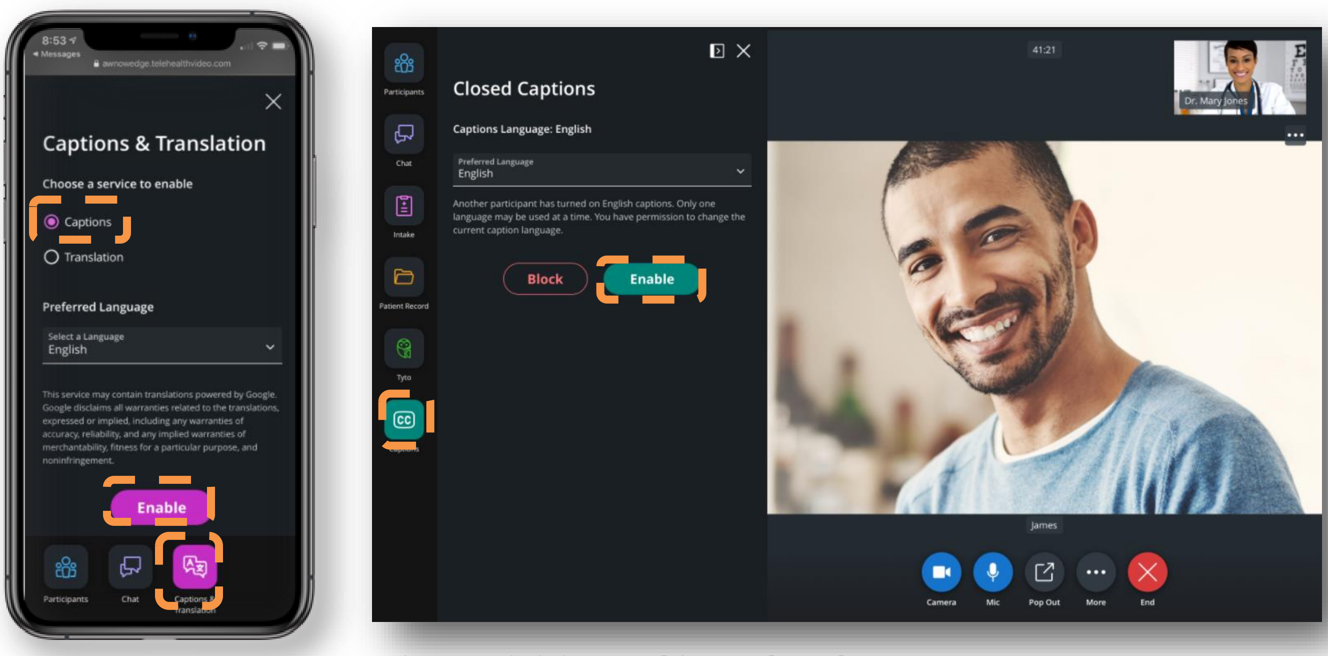
Captions & Translations - Beta

Captions offer an improved experience for hard of hearing participants, reduce barriers to care and expand access to broader, more diverse patient populations. Clinical outcomes are optimized by ensuring patients and Clinicians can fully communicate with one another.

Clinicians can enable text to speech captions for the duration of the visit via the Captions and Translations tab. The name of the active speaker is shown in addition to the captions, to ensure cohesive understanding of the conversation (maximum of 11 characters or otherwise shortened). Clinicians can select their preferred language from the list of supported languages: English, Arabic, Bengali, Chinese, French, German, Hebrew, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Turkish and Vietnamese.

Clinicians can choose to block caption availability for all participants. Captions are also automatically disabled when at least one participant has entered the visit with an unsupported browser. Please see the Minimum Technical Requirements for more information on supported browsers.

Patients receive a notification when the provider has blocked or unblocked captions, translation is enabled by another participant using the same language as the one selected for captions, or a participant with an unsupported browser or device joins the visit while captions are on.



Captions (Clinician Mobile and Desktop)

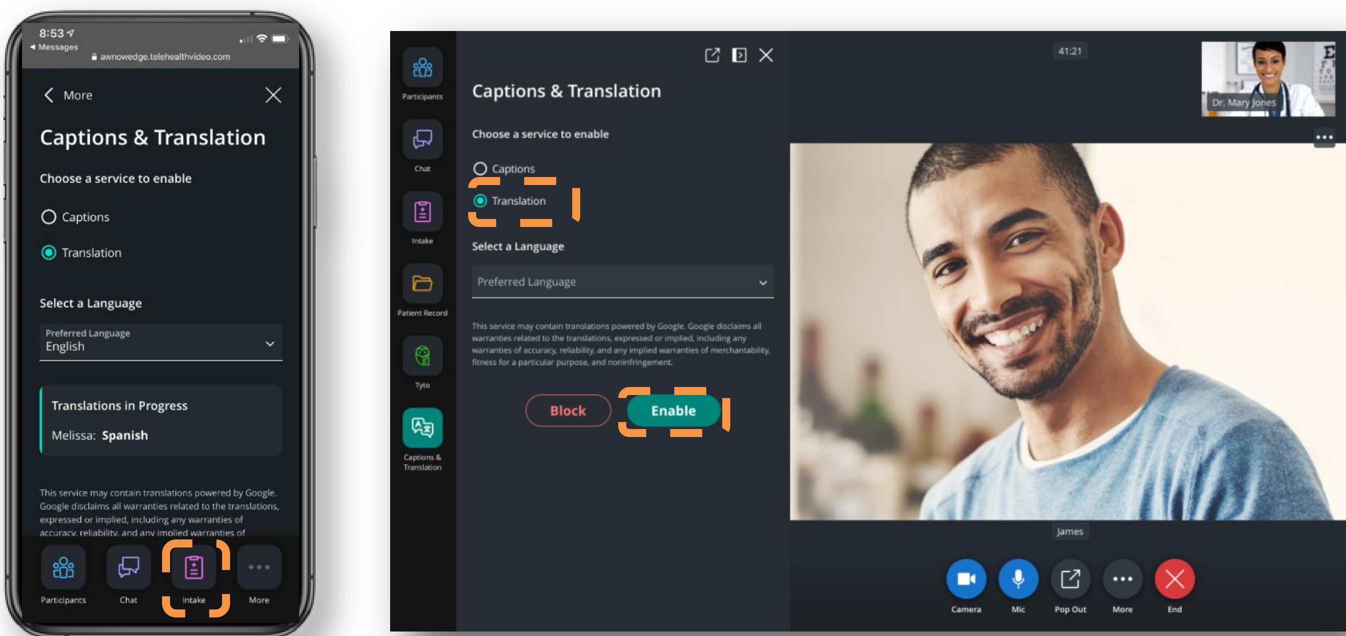
Real time translation in the visit offers an improved experience for non-native speakers.

Clinicians can enable real-time translations and translate other participants' language into their preferred language in captions via the Captions and Translations tab. Clinicians can select their spoken language from the list of supported languages (English, Arabic, Bengali, Chinese, French, German, Hebrew, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Turkish and Vietnamese). If translation is enabled by another participant, a pop-up window will appear, prompting the provider to select a language.

Clinicians may disable translation service for all participants. Translation is also disabled when at least one participant has entered the visit with an unsupported browser or device. Please see the Minimum Technical Requirements for more information on supported browsers.

Clinicians receive a notification when another provider has blocked or unblocked translation, captions are enabled by another participant using the same language as the one selected for translation, or a participant with an unsupported browser or device joins the visit while translation is on.

Translated text is displayed in Italics (captions are not italicized).



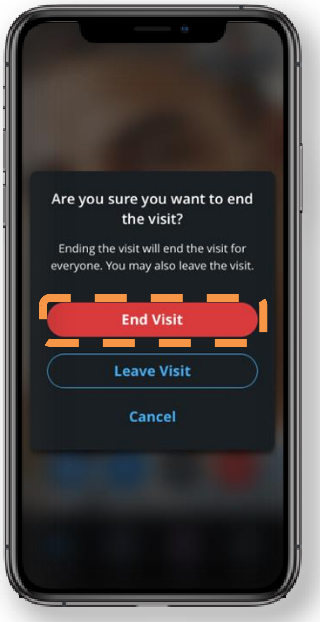
Translations (Clinician Mobile and Desktop)

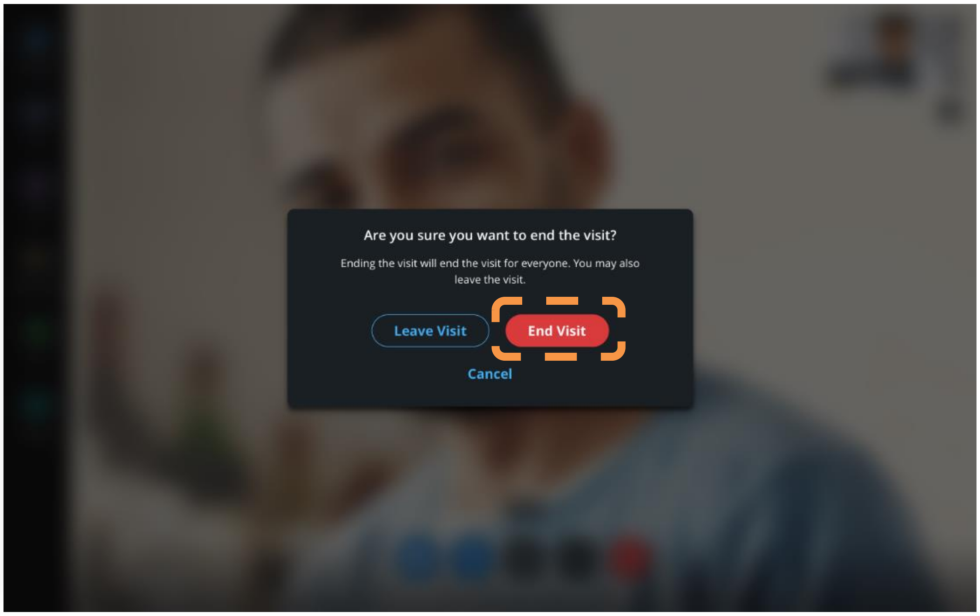
Completing the Visit

Clinicians can leave or end the visit from within the visit console. To leave the visit, providers can click the red “X” icon and then select “Leave Visit.” When a provider chooses to leave the visit, it remains active for the other participants. A provider may rejoin the visit at any time.

To end the visit for all, providers can click the red “X” icon and then select “End Visit.” This will end the visit for all participants in the visit. Clicking the “Cancel” button enables providers to return to the visit.

A “Clinician Left” message is sent to Epic or Cerner that will indicate that the Clinician is no longer active in the visit.





End Visit (Clinician Mobile and Desktop)

Analytics

Converge now features enhanced, self-service reporting capabilities via Looker. You may now access easy-to-view dashboards and pre-configured reports that track your organization’s success at any time including utilization, patient and provider satisfaction, and call quality metrics.

Over 150 distinct dimensions and measures across the supported reports can be used to generate unique insights. These can be used to track key metrics such as: visit counts, total active providers, participant satisfaction, and visit success.

Reporting for Converge now includes the following self-service reports:

- **Participant Connection Details –** provides insight into each individual participants' connection to a visit. This report can be leveraged to understand their device and browser, how the participant rated video/audio quality, and how long they were connected to a visit.
- **Conference Details –** represents one of potentially many connections between two or more participants through the duration of a single visit; this report aggregates insight across participant connections to represent a single conference.
- **Visit Details –** provides insight at the highest level of interaction and represents an event (i.e., scheduled visit) in which two or more people connect virtually for the purpose of rendering care. This report can be leveraged to gain insight into utilization of apps throughout the duration of the visit, the amount of time all participants were connected with one another, and more.
- **Client Configuration –** contains information about the client setup like the client ID, domain, and name. This report shows a record of all published changes over time.

Reporting for Converge Amwell Now includes the following insights:

- **Amwell Now Scheduled Visits –** gain insight upcoming scheduled Amwell Now visits, including information about the scheduler and intended participants.
- **Converge Amwell Now Users –** track the providers who have registered to use Amwell Now solution. This can be leveraged to understand how many active providers are using Amwell Now.

Visit Success Rate – Update

Visit success has been updated to now account for situations where **two or more providers are connected at the same time**. A successful visit represents an event in which two or more people connect virtually for the purpose of rendering care or an opinion. Previously, visits were identified as successful in reporting if a provider and patient or invited guest overlapped for at least 20 seconds with audio on the same call. This logic has been updated to include visits with two or more providers. Reporting will now identify a visit as successful if a provider and a provider or patient or invited guest overlap for at least 20 seconds with audio on the same call. This change may result in a slight increase of visit success rate (%) as well as count of successful visits (#).

Amwell Now

Upgrade to Converge (Available Now)

Amwell Now was recently upgraded to version 3.0 so that all features and functionality leverage the Converge platform. The update included the following feature and experience improvements:

Faster connection speeds that enable a quick and seamless start to video visits.

Improved connectivity and adaptive video that provides a smooth, stable connection by responding to low bandwidth in real time.

New dark mode UI and a refreshed user experience for a more intuitive look and feel.

Required Consumer tech check to ensure patients are ready for the visit when it starts.

Modular in-visit apps like Captions and Translations, Chat, Address Book, and Participants, all of which enhance the ability to diagnose and treat patients.

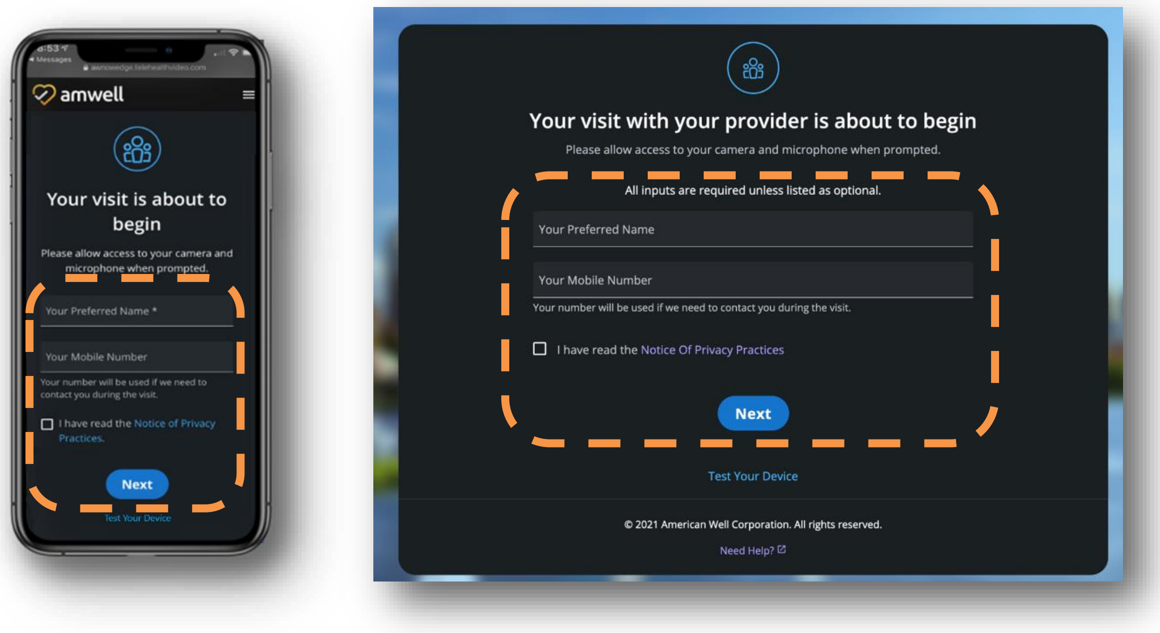
Satisfaction ratings that enable patients and providers to provide valuable feedback on the quality of their in-visit experience.

Update to the Patient Intake Experience

A change has been made to the Patient Intake process making the Tech Check optional. Patients no longer need to complete the tech check to access the visit screen. Instead, patients will access a Visit Preview screen. Here is the new workflow:

Patient Intake

To proceed with the visit, **the patient must complete the two fields on the About to Begin screen and select the Next button**.



Patient Intake Screen

Accessing the Visit

After the patient completes the two fields and selects the Next button, the browser will trigger a permissions pop-up that will ask the participant to either allow access, or block access, to their camera and microphone.

Once the participant allows the browser to access their camera and microphone, they will then be sent into the visit.

Note: You must allow access to these media streams to have a successful visit

Pre-Visit Tech Check - Optional

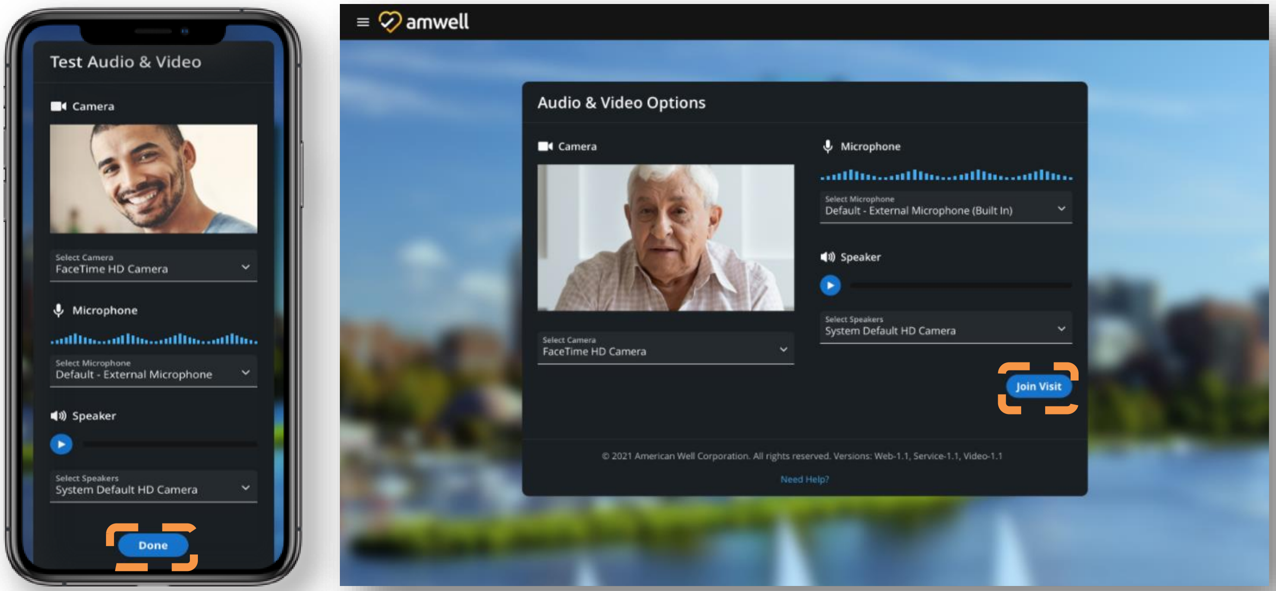
If the patient selects the "Test Your Device" option, they are presented with the Tech Check. This is currently an optional feature and is not required to join the visit.

The tech check detects a system default output for camera, microphone, and speaker. If these devices are enabled, the tech check displays each output by default. The patient can switch the device selection for camera, microphone, or speaker if more than one option is available on their device.

If the tech check is unable to detect one or more devices, an error message is displayed to the patient indicating that they need to enable the device to proceed.

The three tests confirm that the devices are connected and working. The camera test shows the patient's self-view. The microphone test shows animation when sound is detected from the microphone. The speaker test is initiated by hitting the "Play" button and stopped using the "Stop" button. A bandwidth test is completed to determine if the connection meets minimum bandwidth requirements. If it does not, an error message is displayed within the self-view to warn the patient they may experience poor connectivity.

Once the patient has devices selected, clicking the "Done" button at any time transitions the patient into the visit.



Patient Pre-Visit Tech Check (Mobile and Desktop)

Amwell Now Enhancements

We are continuing to make enhancements and fixes to Amwell Now. Here is a look at the updates we made in the new 4.0 Release which focused primarily on backend changes with minor end-user enhancements:

- **Shortened Shareable Host Link:** Providers and schedulers are now able to copy a shortened host link URL when scheduling visits.
- **New Backend Identity Provider:** The backend Identity Provider for Amwell Now has been enhanced to a newer Identity Provider for storing and authenticating new and existing users.
- **Various Platform Stability Enhancements:** Additional enhancements have been made to the code infrastructure to enhance the stability and operationalization of the platform.

Please reach out to your Amwell account team with questions about this release!

Amwell Now Training Resources

- Provider Scheduled Visit
    - Scheduled Provider Manual
    - Scheduled provider Quick Start Guide
- Provider: On Demand Visit
    - On Demand Provider Manual
    - On Demand Quick Start Guide
- Provider: Existing User
- Patient Experience
- Staff Manual
- Patient Manual
- Troubleshooting

Scheduled Visits within the EHR Training Resources

- Provider Experience (Epic)
- Provider Experience (Cerner)
- Staff Experience (Epic)
- Staff Experience (Cerner)

Converge Apps Training, Guides & Resources

- Address Book Overview
- Captions & Translation App Experience
- Customer Address Book Request Form
- System & Network Requirements
- Virtual Backgrounds Experience & Implementation Guide