



CONVERGE

Product Update

January 2022

The screenshot displays the Amwell Converge 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 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 the Amwell logo in the top left corner. A small inset in the top right shows a doctor. At the bottom of the video call, there are icons for video, audio, chat, and a menu.

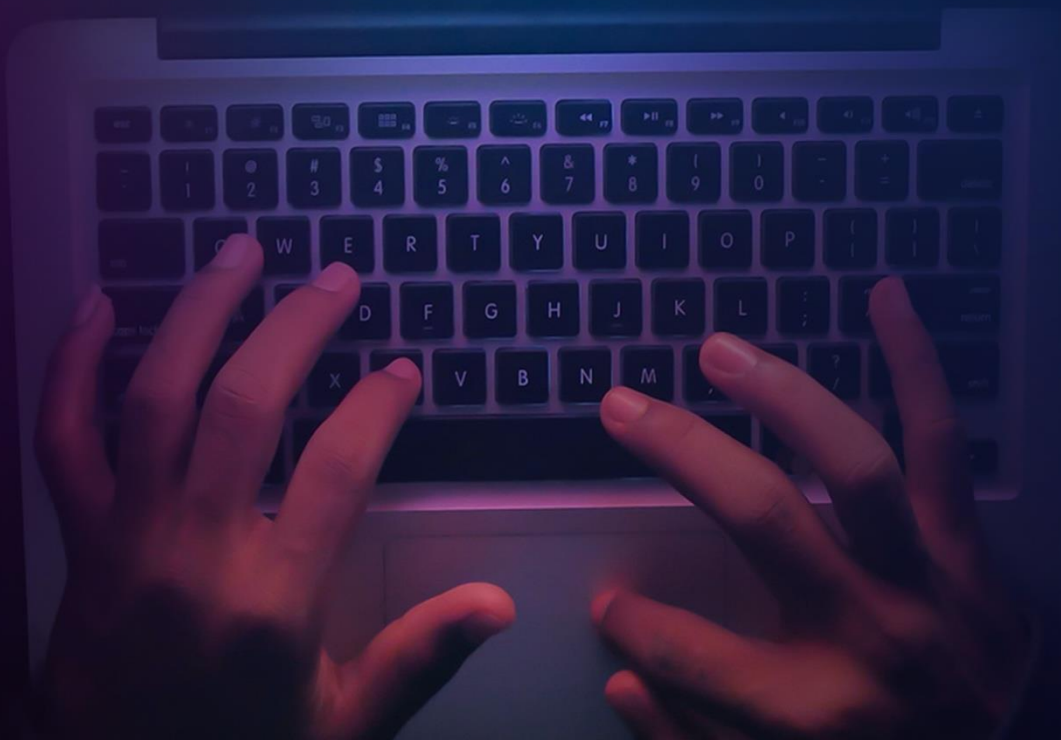


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Happy New Year!

Your support and valuable feedback have been key ingredients to our success throughout the years. As we kick off 2022, our entire team here at Amwell is excited to continue having meaningful interactions with you so we can collectively equip patients and clinicians with the tools to realize a better healthcare experience.

What's New with Converge?

This edition of the Amwell Converge Product Update contains some exciting enhancements to the Converge Platform. Inside you'll find

- New Menu Changes allowing patients and clinicians to toggle on and off both background blur and their self-view without leaving the visit or complicated settings changes
- A Preview Modal that simplifies turning Video and Microphone on and off
- An increase in the visit link expiration for in-visit invites and a new error-state for when participants land on an expired link
- To reduce patient confusion, Amwell Now emails and SMS visit invitations no longer display Amwell branding
- An enhancement to the Participant's Panel lets the clinician see who has been invited and allows them to resend invitations from within the visit to help reduce no shows

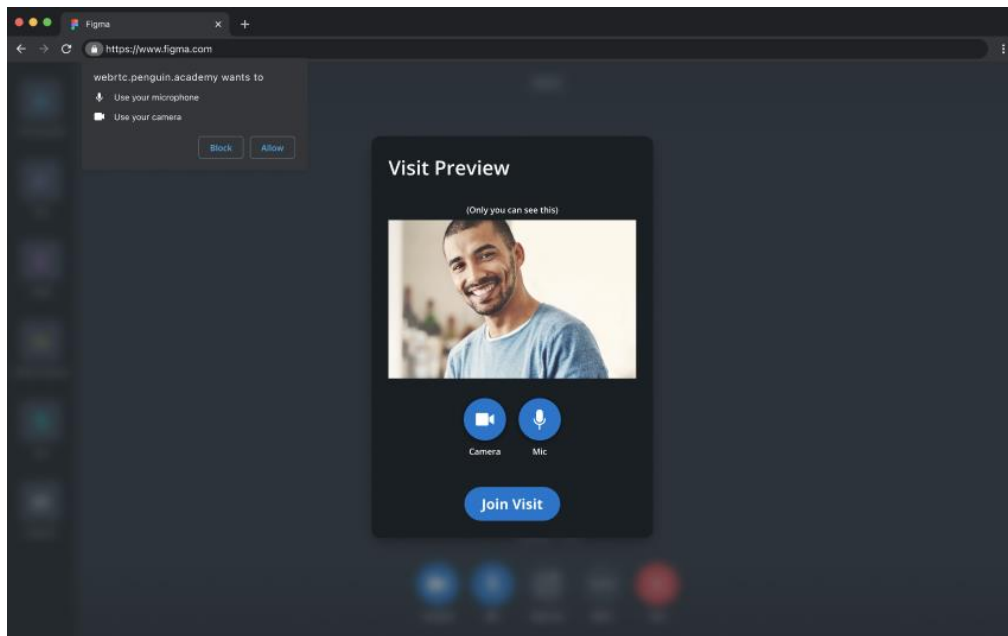
Let's get started!

Converge Core

The enhancements in this section are being added to all Converge Products. You should expect to see these new features the next time you have a virtual visit.

Preview Modal

This Modal allows patients and clinicians to preview their video feed and toggle their microphone and camera on or off prior to their full entry into the visit. Once the participant is satisfied with their selections, they click Join Visit to continue with the visit workflow.

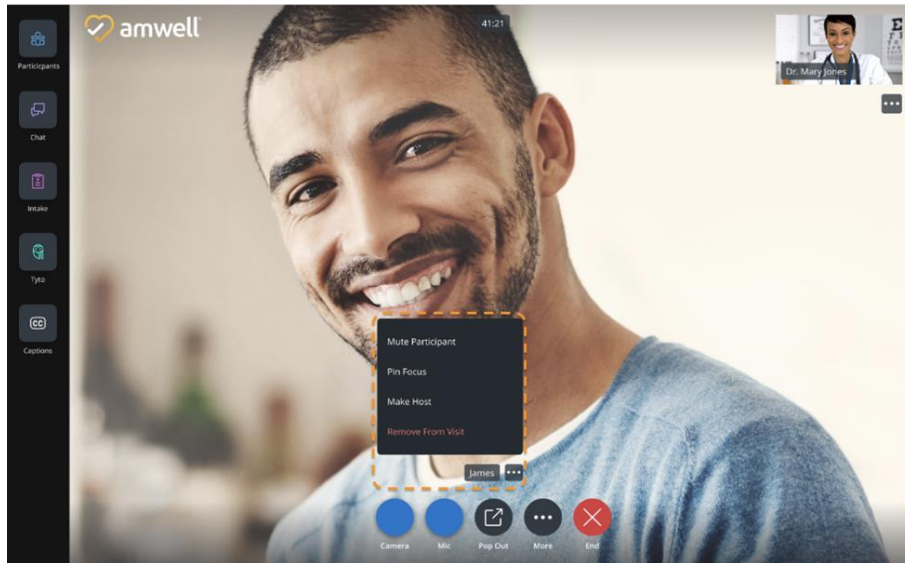


Visit Preview (Mobile and Desktop)

Note: Every time the browser is refreshed, the preview screen will reappear. This is because the platform needs to re-engage the browser's permissions to enable access to the participant's media streams (camera and microphone).

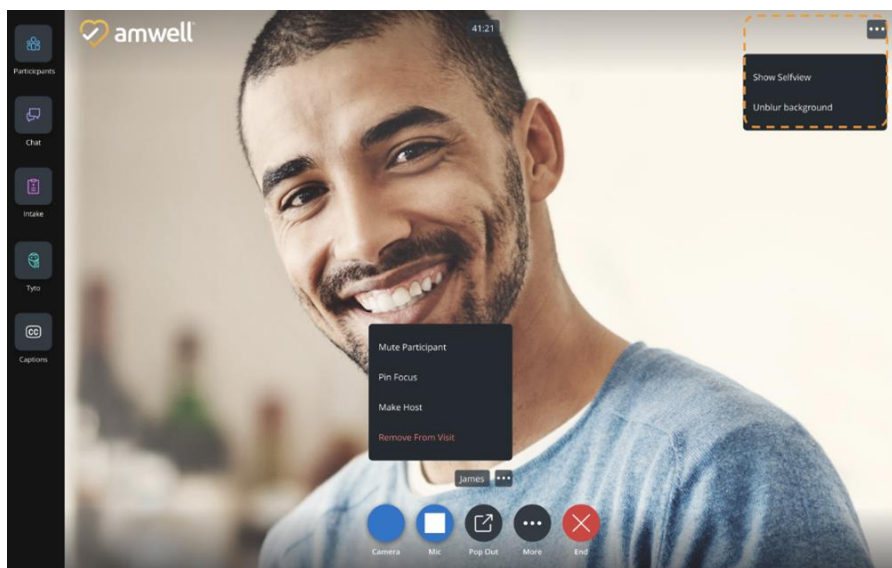
Visit Console Menu Changes

We've changed the position of the viewer's menu from the top right of the window to the center of the screen just right of the speaker's name. No changes to the menu items, just a change in the menu's position on the screen to make it easier to access during a visit.



Main Menu Repositioned

A new menu has replaced the top right, dropdown menu under the self-view window. This menu allows the user to blur their video background (Desktop and Chrome Browser Only) and to toggle the self-view window on and off while the visit is in progress.

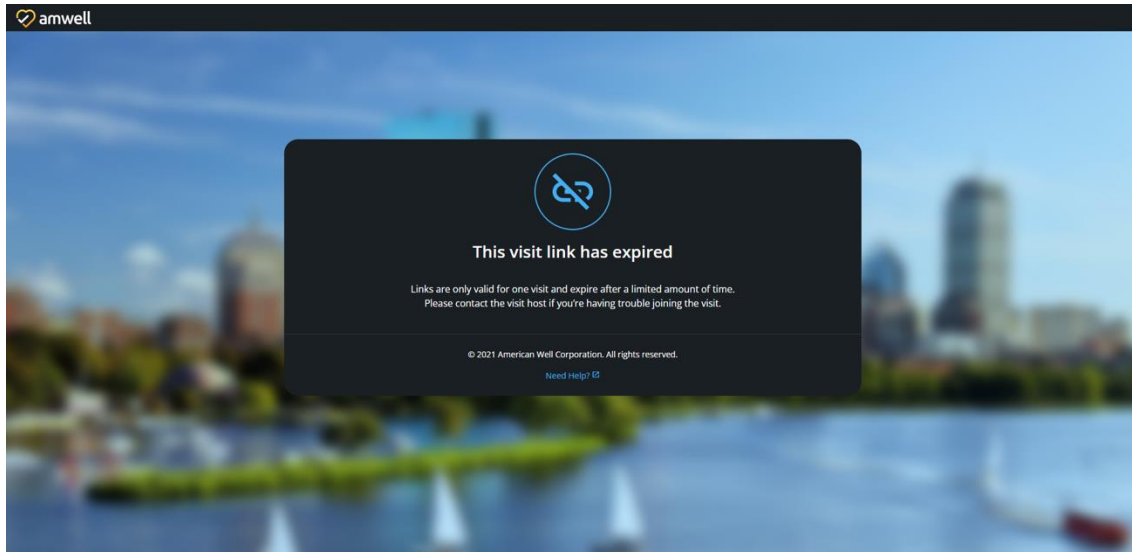


New Dropdown Menu Under Self-View Window

Increased Visit Link Expiration for In-Visit Invites

We have extended the SMS and Email invite links to stay active for 48 hours after being sent, as opposed to the original 4-hour limit.

If a patient, guest, or clinician attempts to join a visit link that is past the 48-hour limit, the following error will be displayed.

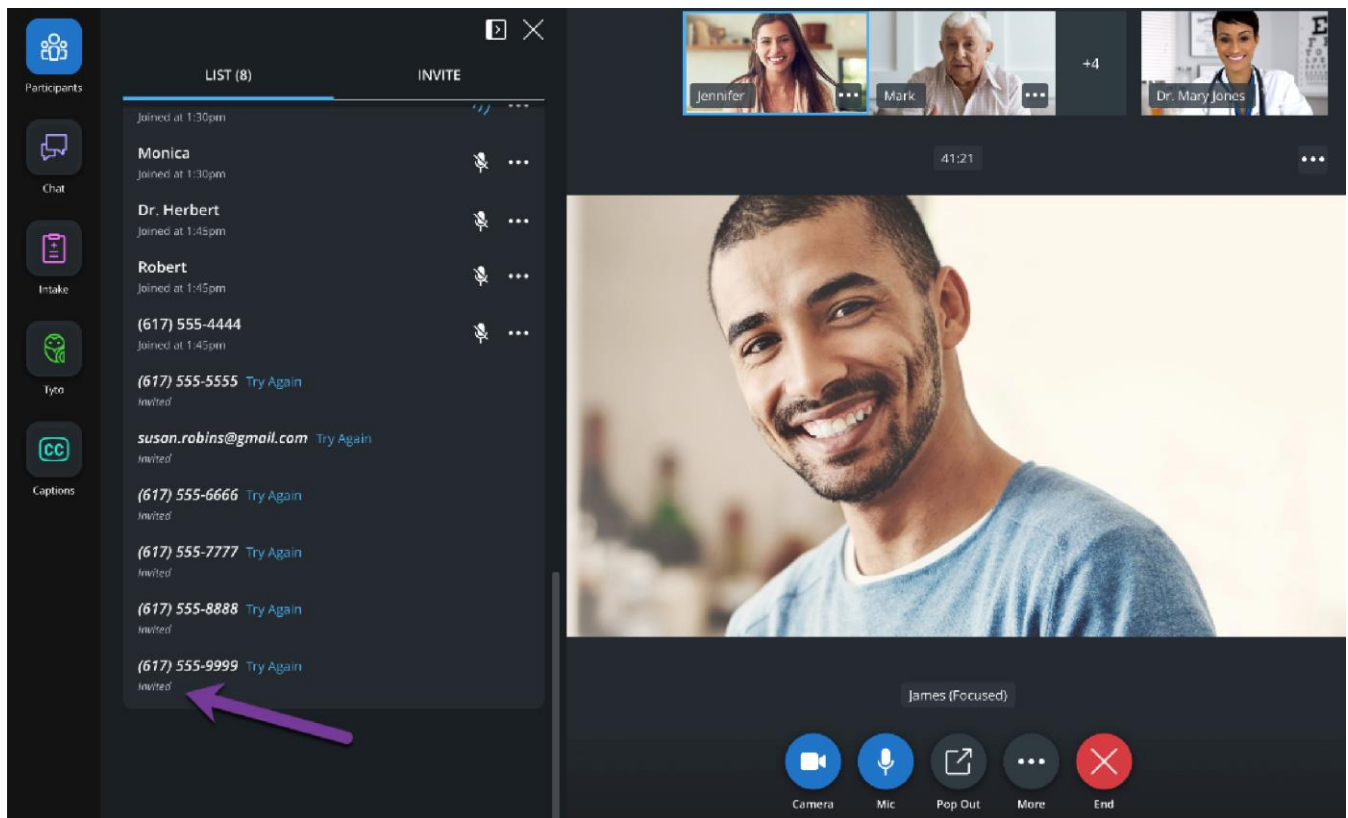


Link Expiration Notice

Invited or Joined Status in Participant Panel

During a Converge visit, the “Invited” or “Joined” status of the guest’s name, email or phone number is displayed in the participant panel. This way, clinicians will see who hasn’t joined the visit yet and can either resend the visit invitation email or SMS message by clicking the “Try Again” link or correct any mistakes to the email or phone number and try again.

This enhancement will help reduce patient no show-rates and cancellations.



Invited or Joined Status in Participant Panel

News from the Core of Converge

Some clients experienced audio and video issues with Amwell Now and Scheduled Visits within the EHR, particularly in multi-way video conversations, which we are working closely with Twilio to resolve. We have temporarily disabled the following features in order to provide the optimal Audio and Video experience:

- **Mute Monitor**
 - This disables the "speaking while muted" notification feature
 - Remains disabled
- **Speaking Indicator**
 - This disables the volume level sensor on the participant list within the participant's app. This sensor was previously surfaced next to a given participant's name when they were speaking
 - Reason: disabling temporarily to reduce CPU usage
 - Remains disabled
- **Network Monitoring**
 - This disables a native Twilio feature that will automatically turn off a participant's video when their network quality is extremely poor.
 - Reason: This feature was falsely turning off participant's video streams under certain network conditions
 - Remains disabled

Amwell focuses on resolving issues as quickly as possible and returning to normal operations. We will keep you updated as we progress. We sincerely apologize for any issues you may have experienced.

Amwell Now

Terms of Use Acknowledgement Added to the Provider Enrollment Workflow

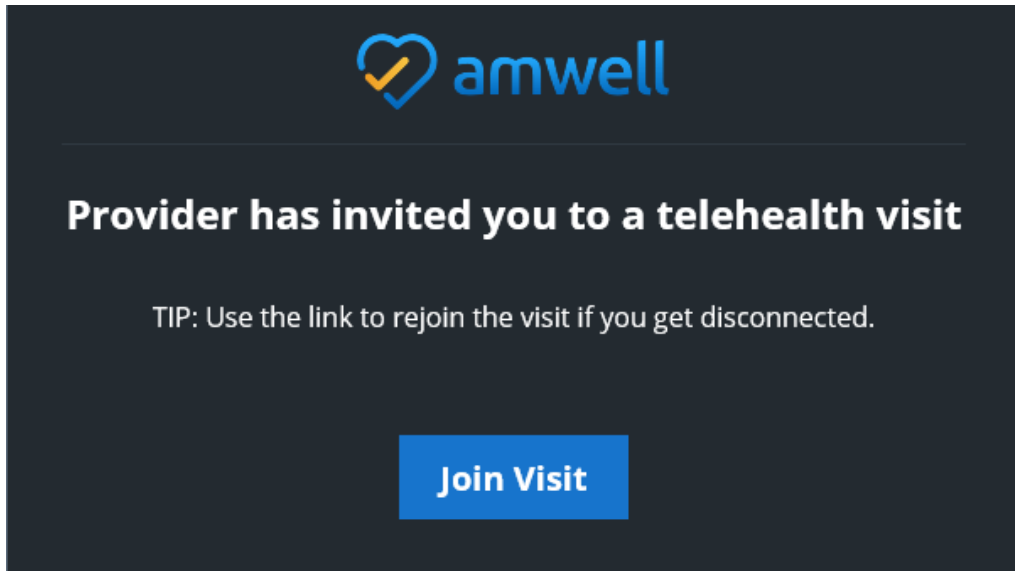
While signing up on Amwell Now, clinicians will be prompted to acknowledge the Amwell Terms of Use (TOU) prior to setting their PIN and activating their account. Clinicians must acknowledge the TOU before the account can be activated.

Provider Terms of Use Acknowledgement

Removal of Product Name from Amwell Now Email & SMS Invitations

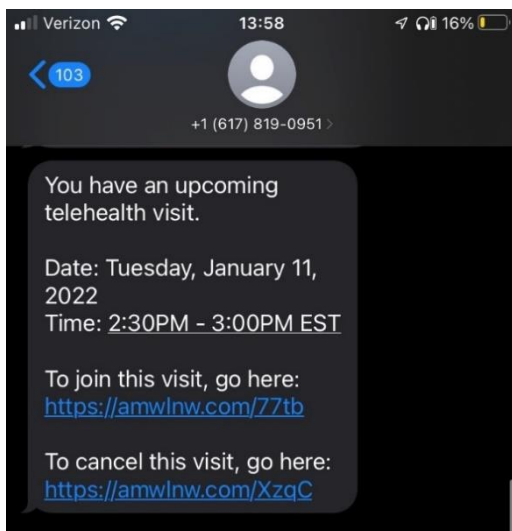
The Amwell Now email & SMS invitations to patients and guests on Converge have been modified to omit the product name “AMWELL NOW:” from the invite notification.

Patients and guests will now see just the provider’s name and the subsequent phrase notifying them that they have been invited to a visit.

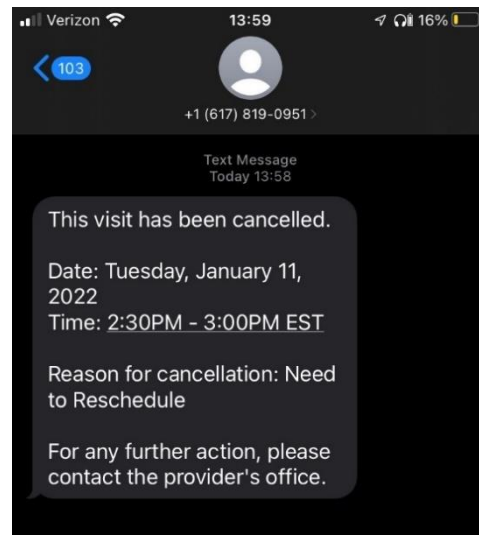


Notification of Scheduled Visit

The SMS invitations for both the pre-visit on demand invites, as well as the cancellation notices have also been modified to omit the product name “AMWELL NOW:”.



Pre-visit Scheduled for Later Invite



Notification of Cancelled Scheduled Visit

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