



# CONVERGE

## Product Update

March 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 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, microphone, mute, and a menu.



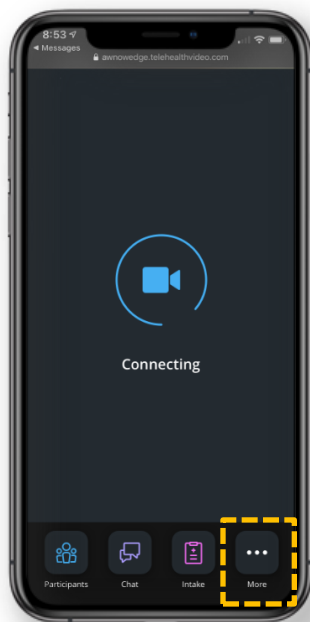
## Converge Visit Experience

### Call Me Option

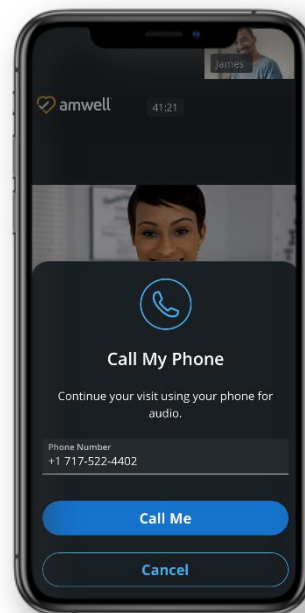
This new option provides a **valuable service to clinicians and patients in two ways:**

**First, during patient check-in** Converge will check to see if a patient is using a supported mobile device. If a patient is using a device that is not supported, Converge will show a screen that allows the participant to enter their phone number so Converge can add them to the visit by calling their device. This ensures patients and other visit attendees can join the visit regardless of device capabilities.

**Secondly, this option provides participants with the flexibility** to use their phone for audio, while joining the same visit using a supported computer or tablet devices' camera and screen. This option is accessible from the More menu in the mobile visit console and prompts the user to enter their phone number so Converge can add them to the call by calling their device.



**More Menu (Mobile)**



**Call Me Option (Mobile)**

Currently only two devices have been identified as incompatible with the Converge platform (Samsung A12 and A32); however, many clinicians and patients will want to use this option.

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