



CONVERGE

Product Update

July 2022

The screenshot displays the Amwell Converse interface. On the left is a sidebar with navigation icons for Intake, Patient Record, Type, and Interpreter. The main area is titled 'Patient Record' and contains several tabs: Demographics, Conditions, Medications, Lab Results, Immunizations, and Allergies. The 'Demographics' tab is active, showing patient information for Kate Smith, including her date of birth (May 13, 1953), age (76), gender (Female), address (123 Main St Boston, MA 02116, US), phone number (+1-617-555-1212), and preferred language (Spanish). Below this, the 'Conditions' section shows a table with details for a migraine condition.

Code	G13.909
Condition	Migraine, unspecified, not intractable, without status migrainosus
Status	Active
Severity	Moderate
Effective Dates	5-6-2020
Notes	Unchanged - Negative MRI of skull on 8/16/2020

On the right side of the interface is a video call window. It features the Amwell logo in the top left corner and a small inset video of a healthcare provider in the top right corner. The main video shows a smiling woman with long dark hair. At the bottom of the video call window are several control icons: a microphone, a video camera, a mute icon, and a more options menu.

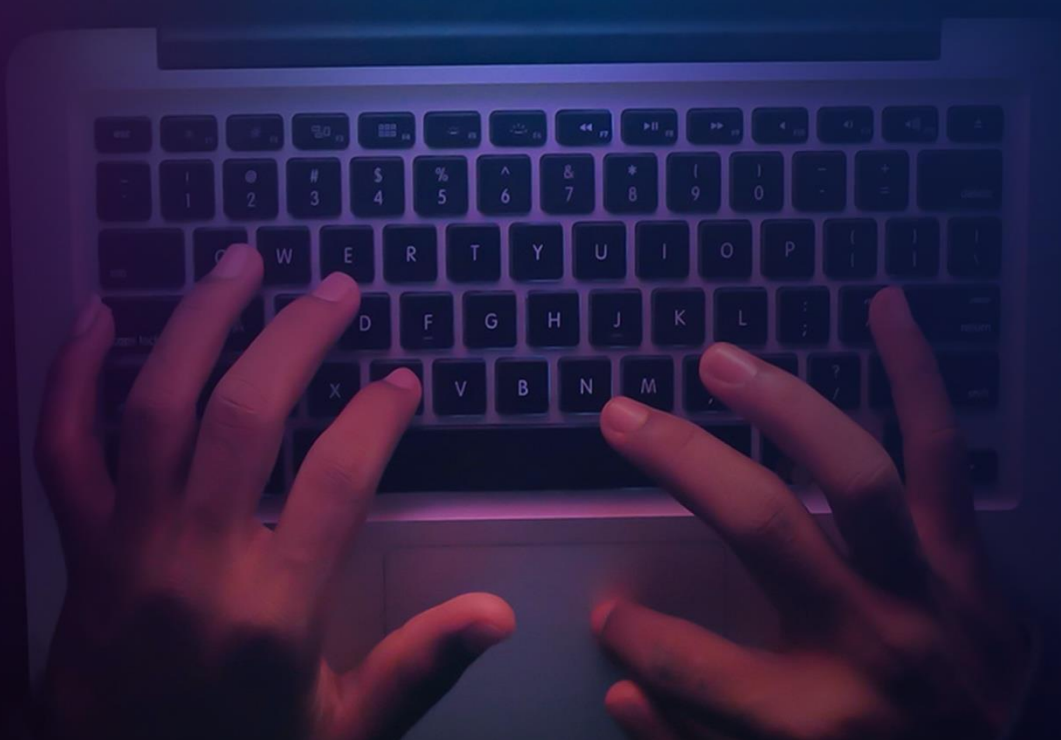


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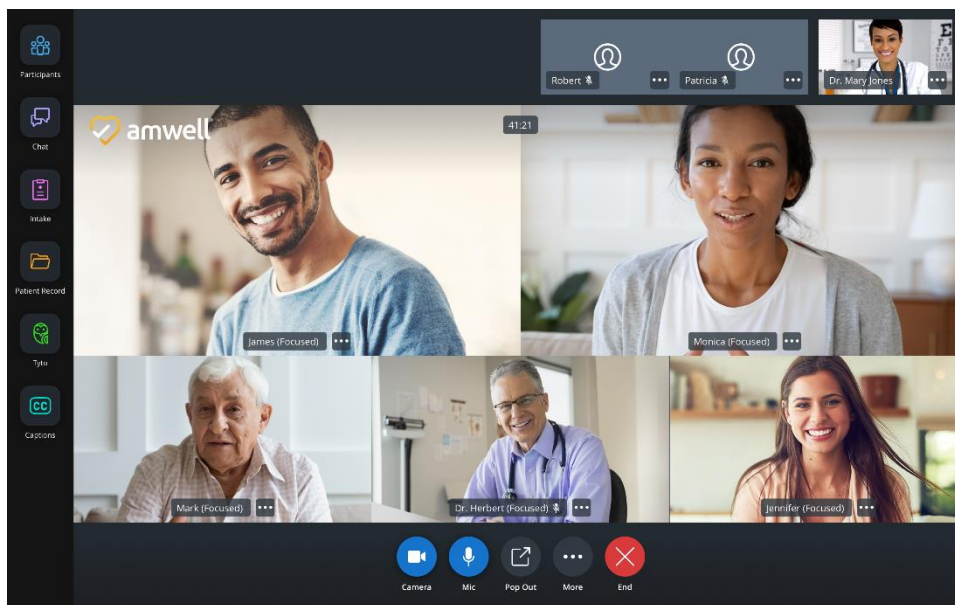


Converge Core

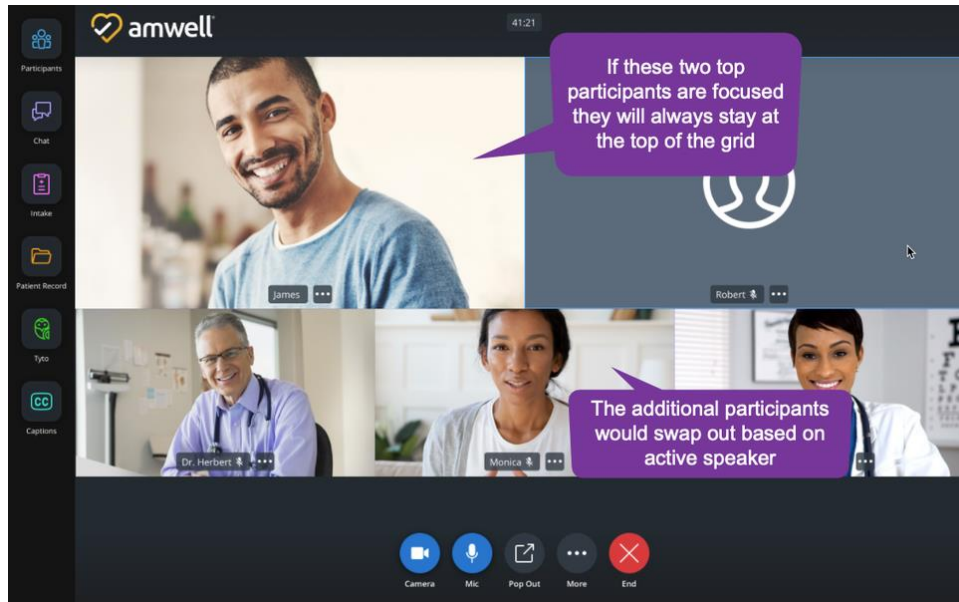
Pinning Multiple Participants - (Available Now)

Patients and clinicians are now able to pin up to 7 participants to their main screen in both default and grid views. Participants who are pinned, move from the “filmstrip” to the video grid, next to the self-view of the participant, in the order pinned.

Note: None of these behaviors affects all participants. When you Pin a participant, it only affects your view of the video console and no one else's.



Pinning in Default View (Desktop)



Pinning in Grid View (Desktop)

Extended Invitation Expiration to 72 Hours - (Available Now)

Visit invitations for Amwell Now, Scheduled Visits from within the EHR, and AMG now have an extended expiration window from 48 to 72 hours. This extended expiration window gives clinicians and their admins greater flexibility when scheduling virtual visits on Amwell Now and Converge.

Amwell Now

Patient and Provider TOU Customization - (Available Now)

The TOU content for Amwell Now for Providers (located within the Sign-Up flow) and Patients (located on the pre-visit interstitial page) can now be configured in two ways:

- Providers and Patients/Guests both have separate TOUs
- Providers and Patients/Guests both have the same TOU

Please work with your account team members to upload your legal TOU for configuration on Amwell Now.

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