



CONVERGE

Product Update

June 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 the following data:

Code	ICD-9-CM
G43.909	
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, a video call window shows a smiling woman with long dark hair. The Amwell logo is visible in the top left corner of the video call. At the bottom of the video call window, there are icons for video, audio, chat, and a menu. In the top right corner of the video call window, a smaller inset shows a female healthcare professional.



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Converge Core

Display Notification to Users Who are Speaking While Muted - (Available Now)

All participants in the visit will receive a visual notification when speaking while muted.

This notification appears when a given participant's microphone detects audio and will disappear after 5 seconds when no audio is detected/transmitted.

Users can unmute themselves via the "Mic" button as well as via the "UNMUTE" button on the notification window.



Muted Message View in Application (Desktop View)

Support for International Phone Numbers (Available Now)

We have expanded the telephony capabilities in Converge to allow phoning and sending text messages to international numbers.

Please Note: When entering phone numbers for participants in Converge, you must type the country code or select the country you are calling from the dropdown menu before entering the phone number.

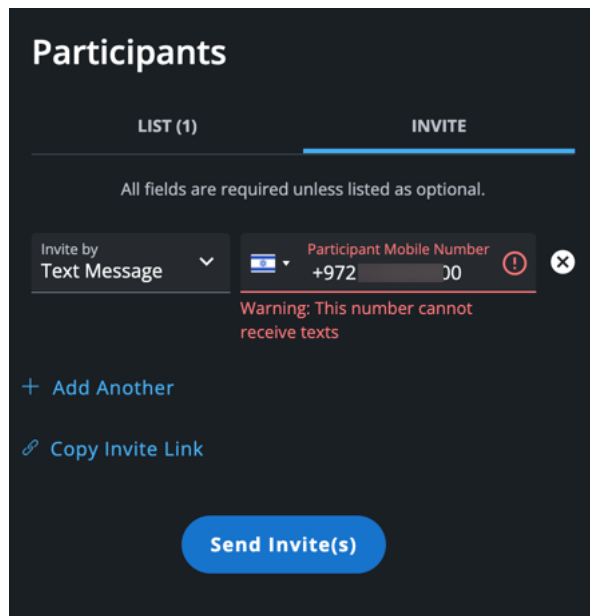


Select Country Dropdown View (Desktop)

Warning When Attempting to Send a Text Message to a Landline - (Available Now)

Converge will warn a user when attempting to send a text/SMS invite to a landline. Using a real time lookup of phone numbers, Converge will validate that the entered number is a real phone number, and also retrieve information on whether the phone is a landline.

If Converge sees that the phone number is a landline, a message will show “this number cannot receive texts”. This is a warning only - the user can still try to send the invite when this warning displays. The service that Converge uses to retrieve a phone number’s status and details may not always be perfectly up to date, but this should help give some real time feedback to ensure that invites get delivered.



Landline Warning Message (Desktop)

Status of the Dial Pad for Navigating Phone Trees

Amwell supports phone calling capabilities to dial out to third parties, including interpreter services. We have previously enabled a dial pad feature for navigating phone trees (for example “press 1 for Spanish”). However, *we have found that the current implementation of the Dialpad/keypad is not up to our standards.* Often, the key command is not properly sent to the phone tree, causing frustration. For this reason, **we have temporarily removed this feature**, and are hard at work on a much more reliable approach that should also improve the whole experience of phone dialing. We will follow up in the next product update with a timeline for the new version of this feature.

In the meantime, **the address book feature** which we can set up to pre-populate phone numbers **is a great way to automatically navigate phone trees**. For example, we can add address book entries for each language supported by your interpreter service, and as part of the phone call, we will automatically send the right digits to navigate the phone tree before connecting the call. **Reach out to your account director if you would like to leverage this address book functionality.**

Scheduled Visits within the EHR

Direct Invite for Epic EHR

Converge now supports the Direct Invite functionality that is part of the core telehealth capabilities within Epic. Clinicians now can send a text or email invite to a patient directly from Epic, which takes the patient directly into the visit without having to log in to MyChart. The message is sent from Epic servers with your own custom “from” addresses and branding. It includes a link that allows the patient to launch straight to Converge for that visit. *This gives attendants, schedulers, and clinicians a way to send invites ahead of the appointment without having to launch into the video room within Amwell.*

Patients joining the visit from these invitation links trigger the connection status events in Epic that will cause the green camera icon to light up and the appointment to switch to “arrived/checked in” within Epic.



Camera Indicator and Status Text (Desktop)

To enable the email and text buttons within Epic Hyperspace, please reach out to your Epic TS and Amwell account manager for documentation. Configuration is required on both the Epic and Amwell sides to enable this functionality.

For Cerner, we have previously released the ability for clinicians to send invites and see active participants in the visit from within PowerChart without having to launch into the video room. In March, we announced this update to Cerner that allows clinicians to send a visit invitation directly from Cerner PowerChart ([available here](#)).

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