



amwell®

CONVERGE

Product Update

August 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 | 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 8/18/2020 |

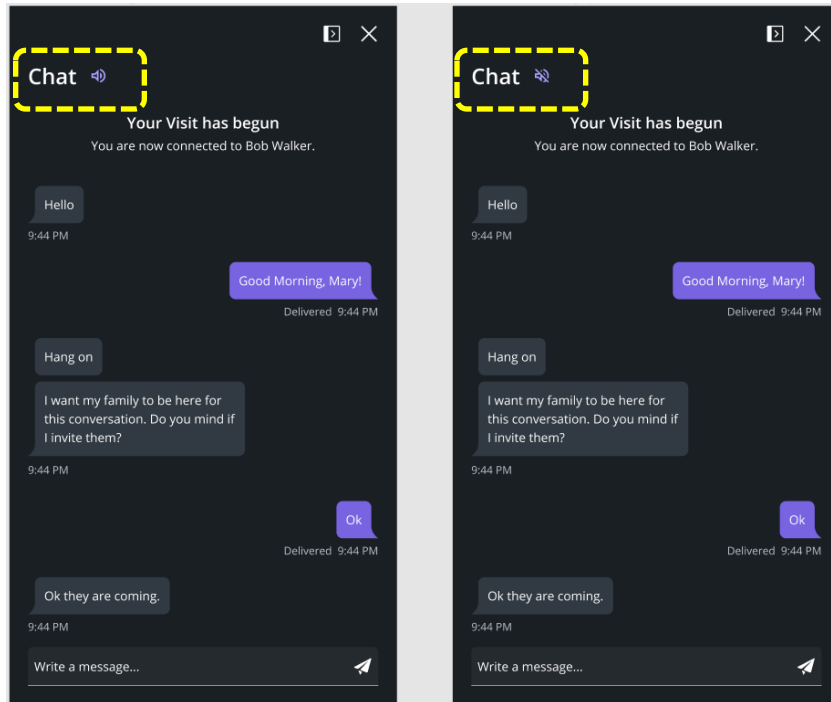
On the right side of the interface is a video call window. It features the Amwell logo in the top left corner and a small inset video of a healthcare provider in the top right corner. The main video shows a smiling woman with long dark hair. At the bottom of the video call window are several control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



Converge Core

Audible Notifications for In-visit Chat (Available Now)

Both Patients and Clinicians can now hear when a chat message is received. This audible alert can be toggled On/Off by clicking the Speaker Icon at the top of the Chat window.



Chat Notice On

Chat Notice Off

Grid View Expansion – (Available Now)

The Grid View layout in the visit can now support up to 16 concurrent participant video feeds in a 4x4 Grid. This capability replaces the 3x3 Grid View capability release earlier this summer and is available now.

This expanded view is particularly helpful for group therapy sessions, group patient education sessions and other telehealth activities where seeing as many patients as possible in the main visit console is crucial.

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