



# CONVERGE

## Product Update

September 2022

**Patient Record**

Demographics    Conditions    Medications  
Lab Results    Immunizations    Allergies

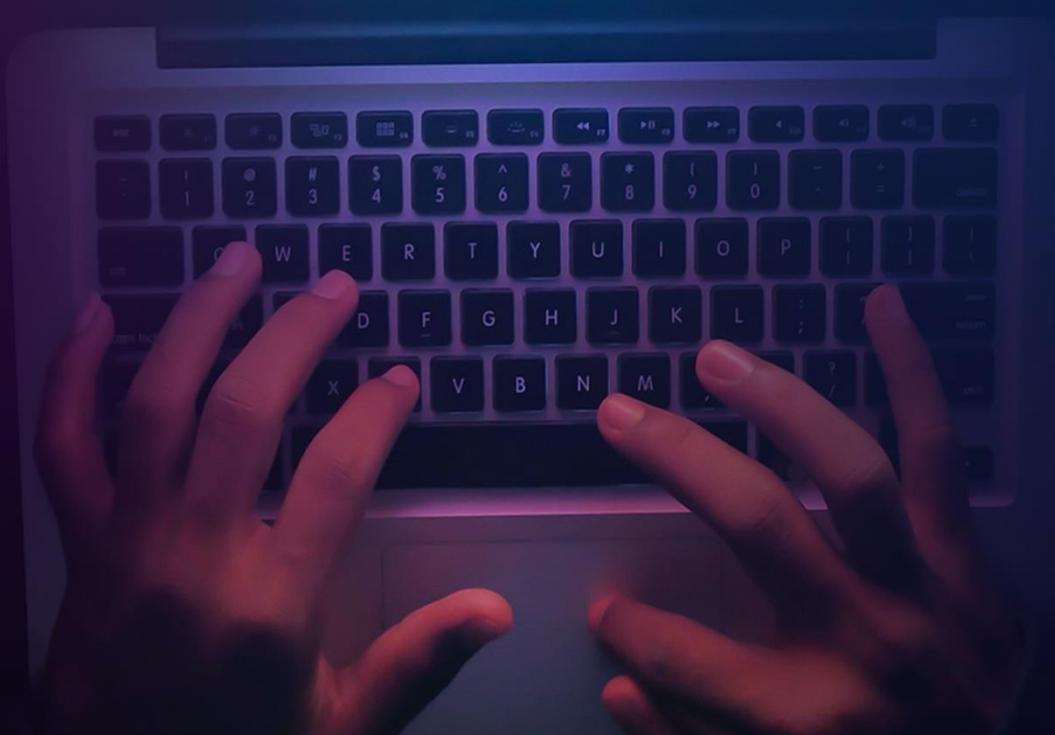
Hide Sections ^

**Demographics**

**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

**Conditions**

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 8/16/2020



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## Converge Core

### Phone Calling

Amwell supports phone calling capabilities to dial out to third parties including interpreter services. Use the keypad to navigate to the appropriate resource (for example, 'dial 1 for Spanish') from within a call. These changes include some other improvements for phone calling:

1. Masking the full phone number from being visible to other participants to protect privacy
2. Giving audio feedback to the caller with a 'phone ringing tone'
3. Allowing the caller to **hang up the call before merging it into the room** if it goes to voice mail

For the keypad to function reliably, we had to make some changes to how phone calls are initiated. Now, the **phone call starts in a side panel as a separate audio channel from the main video room**. The host/caller can then navigate the phone tree before merging this separate audio channel into the main room. Once this feature has been enabled in your environment, all phone calls will follow this new user experience.

The host/caller can choose to have a “sidebar” conversation with the resource being called or they can click the 'Merge Call' button to add the participant to the room so they can hear and be heard by all participants. Let's walk through how Phone Calling and Navigating Phone Trees work.

## How it Works

From an active visit, the host/clinician can start a phone call using the Participants panel. For example, you can **(1)** click the Participant’s Button in the upper left of the Visit Console, **(2)** select the Invite tab in the Participants panel and **(3)** select to enter a phone number or pick from a preselected address book. If the visit has a patient context populated (such as when launching from Epic or Cerner), you can make a phone call with the patient’s phone number.

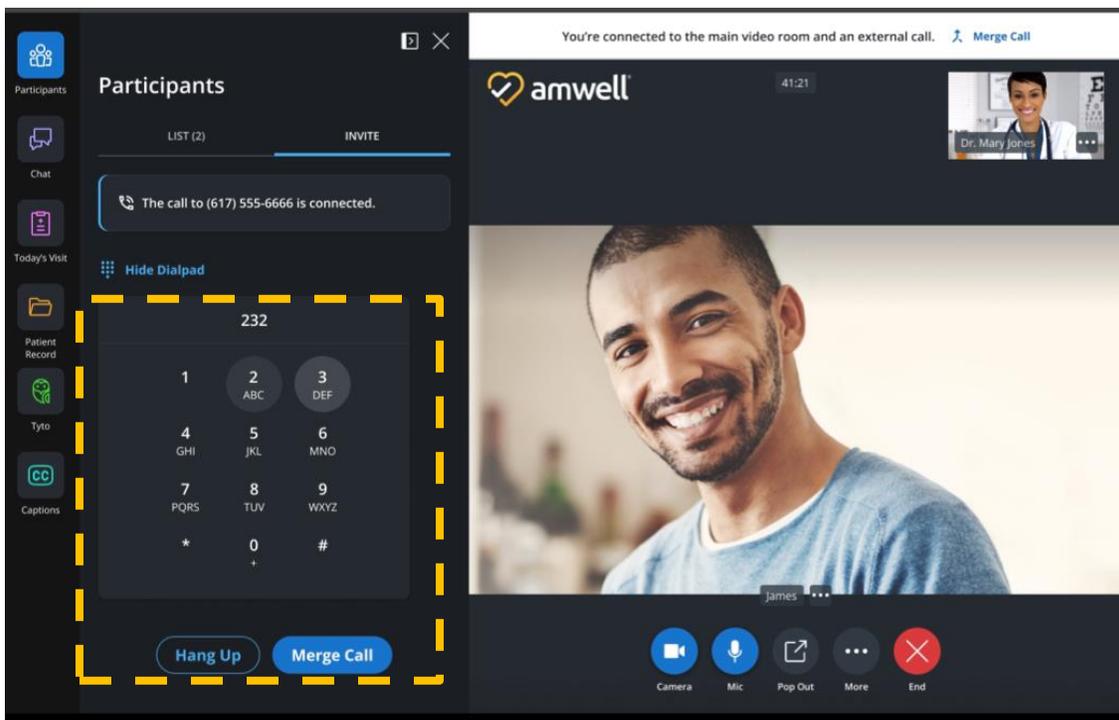


Participants Panel (Desktop)

## When the Phone Call Starts...

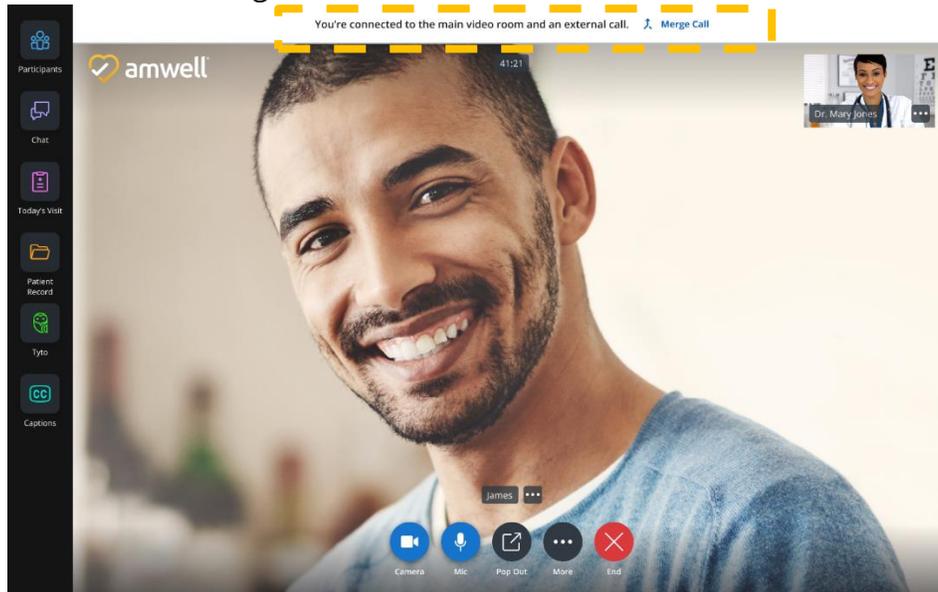
### this initiates a “Sidebar Call” with the new participant

- Host will hear the Sidebar Call ring until the call is answered or dropped
- The Host stays connected to and can interact with the Main Visit Console while this sidebar call is also happening.
- Host can optionally mute their camera and/or Mic in the Main Visit Console. This will allow the provider or attendant to optionally stay visible and connected with the patient while they get the New Participant queued up.
- *The keypad will be visible in this sidebar call to navigate a phone tree.* When finished navigating the phone tree, the host should click the 'Merge Call' button.
- **Note:** The keypad cannot be used to make phone calls and can only be used after a call has started to navigate a phone tree.



Sidebar Call with Keypad Showing (Desktop)

If the host leaves the sidebar call connected and navigates away from that panel, they will see a prompt in the header to merge the call.



**Merge Call Prompt in Visit Screen (Desktop)**

Once merged into the room, the phone participant is treated like other participants and can hear everyone else in the room.



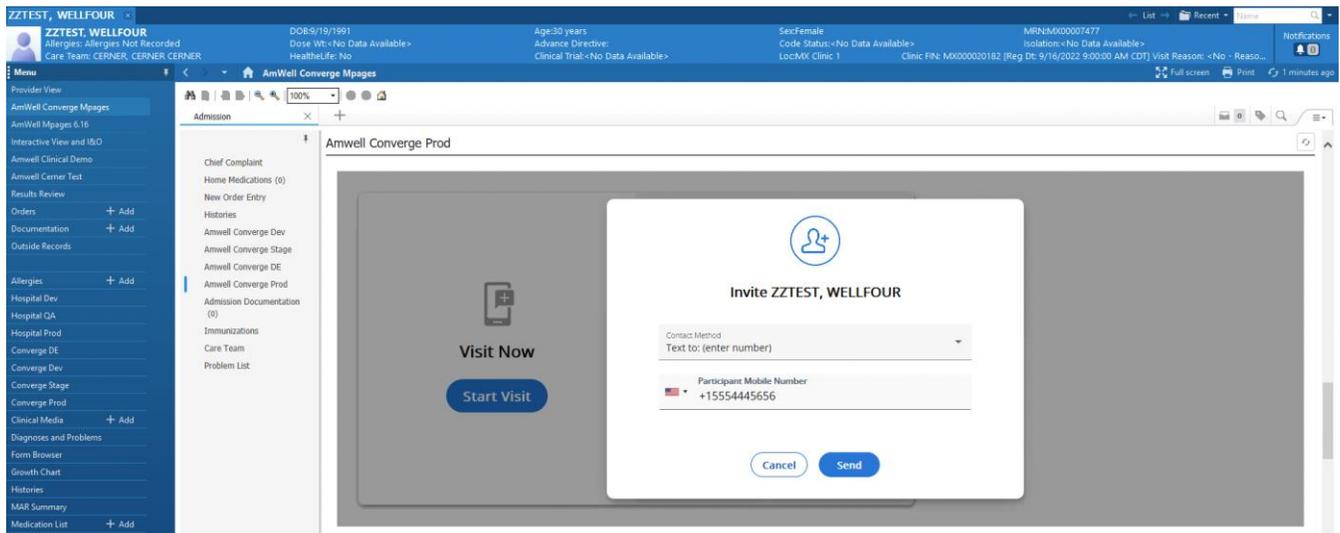
**Sidebar Call Merged Into Visit (Desktop)**

**This functionality also works alongside the existing address book** to allow quick navigation of preconfigured Address Book contacts to add interpreters, providers, and other participants to current visit sessions. Contact your Account Manager about configuring your Address Book(s) contacts.

## Oracle Cerner Update

### Oracle Cerner: Type in the Patient Email or Phone number for Invites – Available Now

The embedded Converge UI within Oracle Cerner Powerchart now allows the attendant or provider to send an email or text invite to the patient by entering the address manually. In the past, the invite needed to be selected from the pre-populated contact information stored in the patient’s chart in Millennium. **Now, the user can choose to type in the phone or email address to send the invite**, in the same way that is possible within the actual visit. Note that manually entered addresses here do not save permanently to the patient’s chart.



Center Invitation Screen (Desktop)

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