



2020 Amwell Manual Contents

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I. Getting Started

1. What is the 'Amwell' Platform?

The 'Amwell' platform allows you to have live video visits with patients from computers and mobile devices from anywhere within the United States at any hour of the day.

2. How to Use This Guide

This guide provides an overview of functionality and reviews the features available to providers within the 'Amwell' platform beginning with an explanation of device requirements and proceeding through the steps of launching and documenting a telehealth visit. In the following document you will learn:

- Webservice manner best practices
- How to complete live video visits, including intake and documentation
- How to complete scheduled visits, manage current availability and schedule follow up visits

3. System Requirements - Web Access (PC/Mac)

For access via the web, ensure that your workstation meets the following requirements:

- High-speed broadband internet access (e.g., cable, DSL) is recommended
- A hardwired internet connection is preferred
- A minimum bandwidth of 1 Mb/s upload/download is required. However, bandwidth of 3 Mb/s is recommended for optimal experience
- Operating Systems:
 - Windows: 7, 8, and 10
 - Mac: OS X 10.6 "Snow Leopard" or later (Intel CPUs only)
 - NOTE: Linux OS (including Chromebook devices) are not supported
- Processor: 2 GHz Intel Core 2 Duo or equivalent
- Memory: 2 GB or more
- Hard Disk: 40 MB or more free space
- Adobe Reader: 7 or greater installed

4. Hardware/Software Requirements

- Camera/Video - The telehealth solution will work with most built-in or external USB webcams. If you do not have a built-in webcam the following is recommended:

- Microsoft Lifecam (<https://www.microsoft.com/accessories/en-us/webcams>)
- Audio - to minimize feedback use headphones, or a headset with a built-in microphone. If you would like an external microphone the following is recommended:
 - Phoenix Duet PCS or Executive (<http://www.phnxaudio.com/duet/>)
- Monitor/Screen Setup - if you are documenting in your existing EMR/EHR system, a dual monitor setup is preferred. This allows the EMR/EHR system to be used on one of monitor, while viewing the patient video on the other monitor. Alternatively, if dual monitors are not an option, a single monitor can be used. If using a single monitor, the monitor should be large enough in size (21.5" with 1080p HD minimum) to allow for the patient video window and the EMR/EHR system window to exist side-by-side, with minimal or no overlap. The minimum size of the video window is 740 X 550
 - Recommendation: 27" 4k monitor(s) with UHD support (for most accurate color rendition and long-term support for emerging standards)

5. Supported Browsers

You can access the platform from the web. You will also need to ensure that both JavaScript and Cookies are enabled in your browser settings.

- Google Chrome (latest version recommended; one version prior supported)
 - Visit: <http://www.google.com/chrome>

6. Video Recommendations

To take advantage of the video capabilities, ensure that there is no conflicting software running in the background. Applications that may try to use your webcam (e.g., WebEx, GoToMeeting, Skype, etc.) can cause an issue. Be sure that you have quit and/or exited out of any of these applications prior to launching a visit.

If you experience issues connecting with video, contact your network administrator to ensure the network is configured correctly to allow video to operate and that you are not being blocked by a firewall or security program.

7. Troubleshooting

- Issues with connectivity: run 'Test My Computer' and alert your network as first layer of triage. If this is not the issue, email support.
- Issues with system being down/URL not working: First confirm with your IT department that the domain name has not changed. If this is not the issue, email support.
- All other issues may be reported to 'Amwell'.



II. Video Conferencing Best Practices

1. Wear Appropriate, Professional Clothing

Patients are used to seeing you dress professionally in a physical setting and the same applies when providing care online. Always wear professional attire, Urgent Care providers should wear a white coat.

2. Sit in Front of a Simple Background

Patients will be able to see you best if the environment behind you is a simple, solid color. Many providers opt to purchase a room divider which removes the distraction of your background.

3. Practice in a HIPAA Compliant Space

Keep the door closed and ensure that no one “walks in” on your consult to prevent breaching patient privacy. Imagine your patient’s horror if someone walked into your brick and mortar office in the middle of a visit. A car is not an acceptable place to practice telemedicine. Consider using a white noise machine to ensure the patient’s privacy.

4. Sit Two to Three Feet Away from Camera

Patients need to see your whole face in a video visit, it is very unsettling if only part of your face is visible. Cameras should be positioned at or above face level so the camera is not looking up at you. If you are using a mobile device use always use a stand.

5. Ensure Proper Lighting and Control Background Noise

Having a well-lit room creates the best visual experience to allow patients to see your facial expressions and cues. Front or overhead lighting is required, as back lighting creates a silhouette effect. Ensure all background noise, such as traffic noise coming through open windows, is kept at a minimum.

6. Have Headphones or a Headset On-hand

Microphone and speaker position can cause unwanted feedback, try adjusting the location or the speaker and microphone volume to fix this. If this does not correct the problem, connect your headset, this can significantly limit background noise. As soon as your conversation begins, confirm the patient can hear you.

7. Confirm you are Available on ‘Provider Callback’ Phone Number

As you review the patient’s intake information always confirm you are available on the ‘Provider Callback’ number in case you or the patient opt to launch a phone visit.

8. Make Eye Contact by Looking into the Camera

To make eye contact look directly into the camera rather than the patient’s video on your screen. This will make the patient feel like you are talking to and looking directly at them.





9. Say What You're Doing Off-screen

Unlike in a face-to-face discussion, the webcam has a naturally limited line of sight. This means that any actions outside of the narrow view of the camera will not be obvious to the patient – this can be very distracting. This may include taking notes and looking up of reference materials. A simple “I’m just looking up some details on your condition” will put the patient at ease.





10. Use the Text Chat Function (Web Experience Only)

You may find it helpful for both you and the patient if you add recommendations to the chat window as you speak them through the video. Patients consume information in different ways, and some find it helpful to hear and see your recommendations, especially if you are suggesting something that is unfamiliar to them. This also creates a record of such instructions that can be referred to later.

Urgent Care, Sleep Medicine

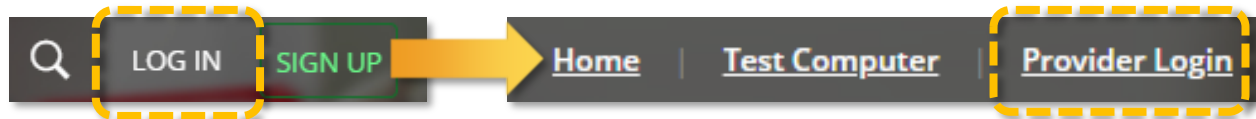
			
Look Professional Wear a white coat with a dress shirt	Find a Quiet Room Find a private, quiet space for visits	Get Camera Ready Place the camera at eye level, 2-3 feet away	Avoid Backlighting Make sure your face is well-lit from the front

Therapy, Psychiatry, Registered Dieticians

			
Look Professional Wear professional clothing	Find a Quiet Room Find a private quiet space for visits	Get Camera Ready Place the camera at eye level, 2-3 feet	Avoid Backlighting Make sure your face is well-lit from the front

III. Logging In

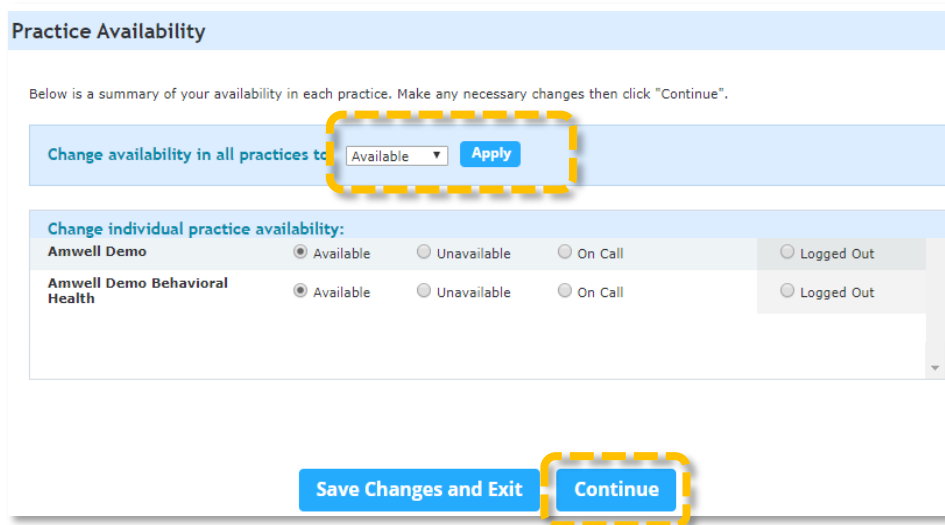
1. To begin click 'Log In' in the top right corner of the page, click 'Provider Login'.



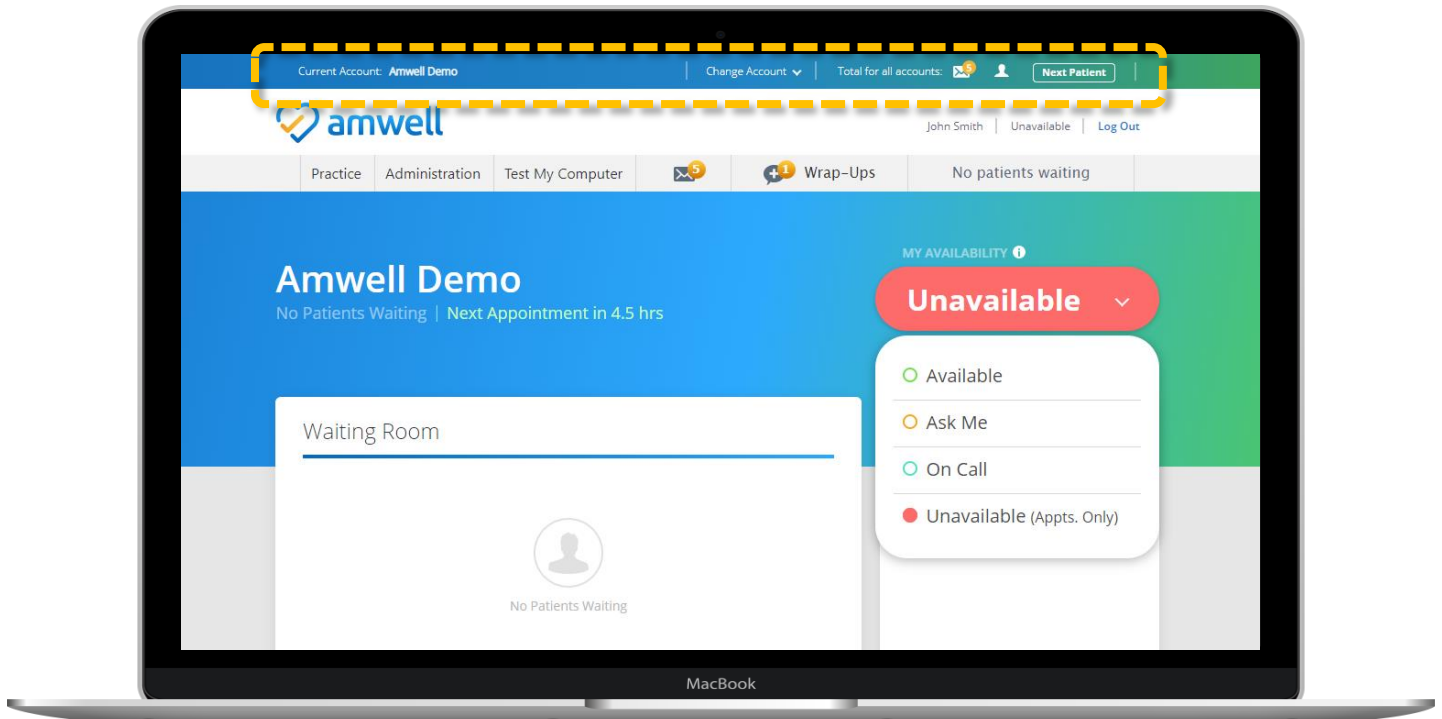
2. Enter your username and password, click 'Log In'.



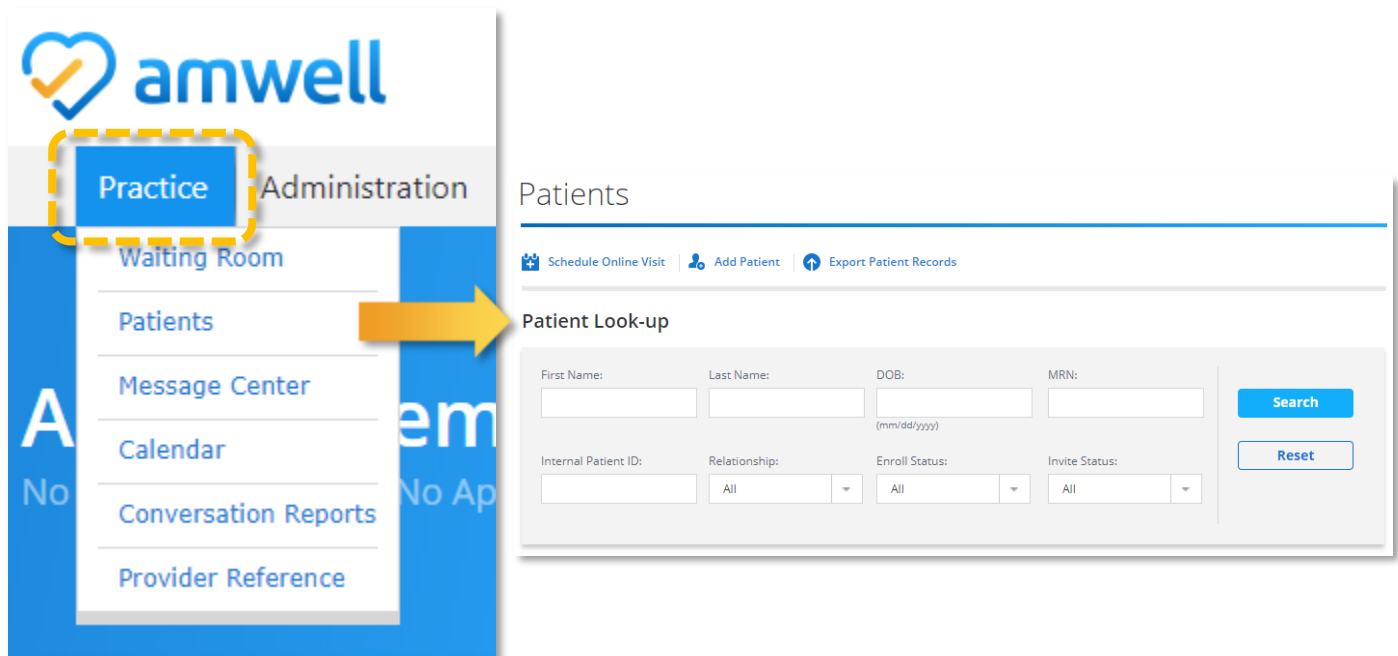
3. If your account is enrolled in more than one practice you will be directed to the 'Practice Availability' page. You can set your availability from the 'Change availability in all practices to' section or you can set availability for specific practices listed under 'Change individual practice availability' section. Click 'Continue'.



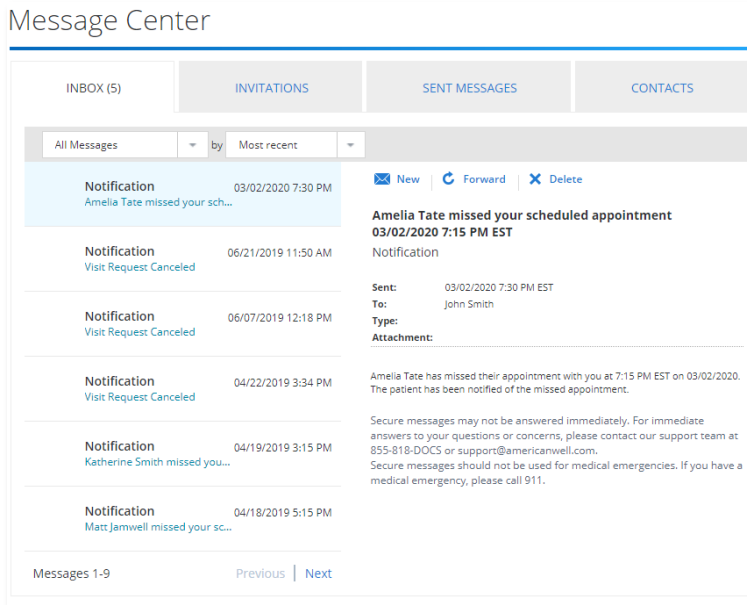
4. You will be directed to your waiting room. From this page you will manage your availability, incoming patients, visit documentation and more. If you are enrolled in more than one practice on the top of your waiting room you will see your current account, a dropdown to switch between accounts, messages across accounts, patients waiting and a button to click next patient.



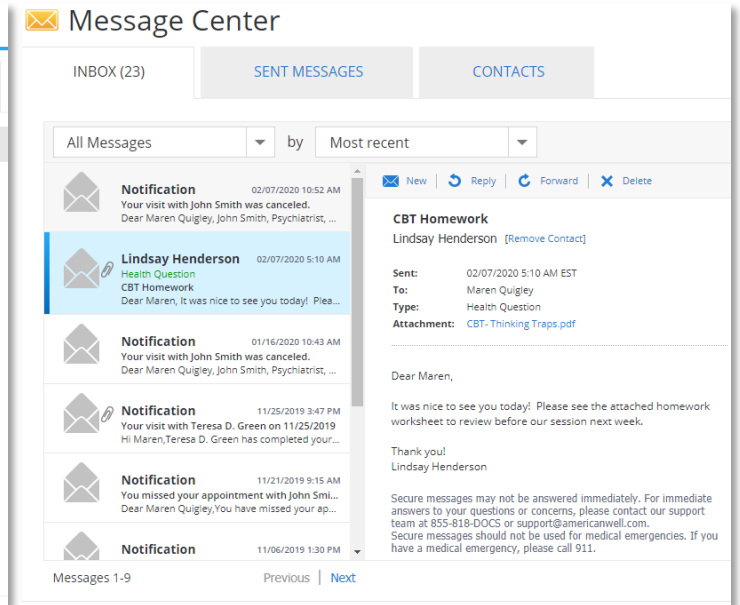
5. Hover over 'Practice'. The first link, 'Waiting Room' directs you to the page you see when you first log in. 'Patients' directs you to your patient panel. Use this section to look up previous patients if you need to add an addendum to their record or send a stand-alone prescription.



- 6. 'Message Center' allows you to connect with patients in a HIPAA compliant, secure manner. The message center displays both messages from patients and system notifications, messages function similar to emails. Click into the message you would like to review, to send a new message click 'New', attachments can be added to messages. Patients access your messages through a similar experience in the patient facing Message Center.

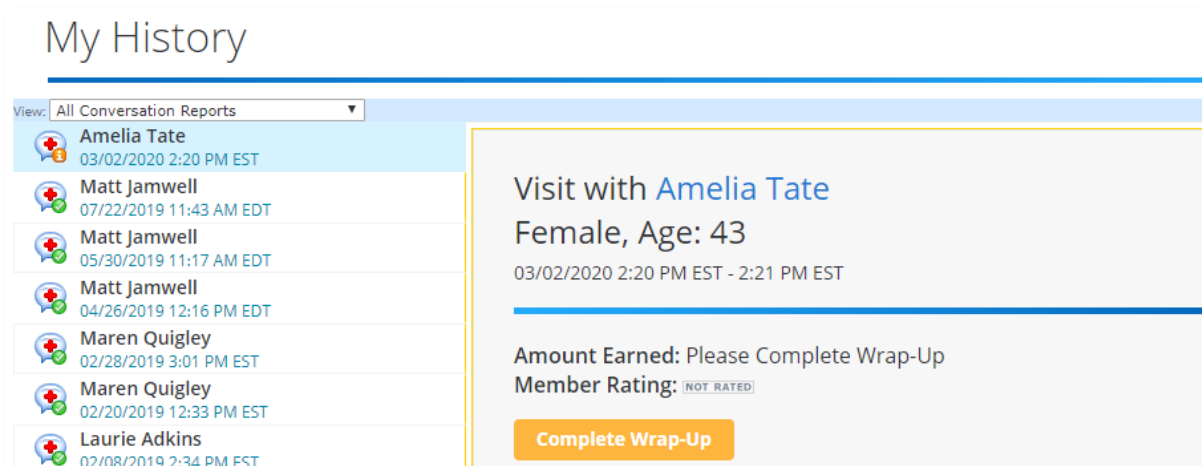


Provider Message Center




Patient Message Center

- 7. Next is 'Calendar', refer to the calendar section of this manual to learn more about the provider calendar.
- 8. 'Conversation Reports' displays your visit history, click the links to review documentation you have submitted via a wrap-up every time you see a patient. If you have open wrap-ups they will be listed first, click 'Complete Wrap-Up' to finish your documentation.



9. 'Provider Reference' links to UpToDate and MedlinePlus.


Provider Reference



UpToDate
UpToDate is an evidence-based, peer-reviewed information resource that can answer questions quickly.
[Learn More](#)

MedlinePlus
Trusted health information for you. MedlinePlus is a service of the U.S. National Library of Medicine and the National Institutes of Health.
[Learn More](#)

10. 'Administration' links to person and practice admin sections. Within **Personal Admin** you can edit your patient facing profile, preferences for notifications, login credentials and can manage your mobile devices. Within **Practice Admin** you can edit the practice setup, signup page, practice personnel and settings.

Administration Test My Computer 

Personal Admin	Practice Admin
Profile	Practice Home
Preferences	Sign Up Page
Login Credentials	Personnel
Manage Mobile Devices	Settings

When you make edits to your profile, they will be reflected on the page the patient sees as they enter a visit with you. When patients initiate an on demand visit they have two options, they can either opt for the first available provider and they will be connected with the provider with the fewest number of patients waiting, or they can review your provider profile which was created in onboarding and is editable within personal admin. Visit cost will vary depending on insurance, platform and practice settings, you will always receive your contracted rate.

See the first available provider

The quickest way to start your visit.

[Get Started](#)



Mia Finkelston
Family Physician



“ I go by Dr. Mia and I'm part of the Online Care Group, a national telehealth group. I look forward to being your treating physician. Some areas of my expertise are general medicine, nutrition, women's health and patient education. I am committed to provide you with the best care possible to keep you at the top of your game. I have over 20 years of community medicine and hospital experience to offer to you. Feel free to connect with me right now. ”

Visit Cost: \$69.00 (may be covered by insurance)

Languages
English

Professional Education
Drexel University, 1992


Years of Experience


Residency

[On Demand Visit Profile](#)

Patients who initiate a scheduled visit can schedule an appointment by date or provider.


Schedule an Appointment

 Choose by Date ▼

 Choose by Provider ▲

Scheduled Visit – Book an Appointment

If the patient opts to schedule an appointment with a specific provider, they can review your profile created in onboarding and see your availability by clicking the ‘Schedule Appt’ button.



TREATS AGES 10+

Lindsay Henderson
Psychologist
★★★★★

[Schedule Appt](#)

“ Hello my name is Dr. Lindsay Henderson and I'm part of the Online Care Group. I am a licensed psychologist specializing in adolescents, young adults, and adults around life transitions and parenting challenges. Additionally, I work with adolescents and families at McLean Hospital and am an Instructor at Harvard Medical School. My goal is to help individuals feel they have more control over their life circumstances and can experience higher levels of satisfaction across all areas of functioning. ”

Visit Cost: **\$99.00** (may be covered by insurance)

Languages	Professional Education
English	Massachusetts School of Professional Psychology, 2009
Years of Experience	Location
11 years	Somerville, MA
Primary Care Provider	

Scheduled Visit – Select Provider

11. To edit your notification preferences hover over ‘Administration’ and under personal admin click ‘Preferences’. Click ‘Edit’ in the top right corner. Set your email and text message alerts and reminders.

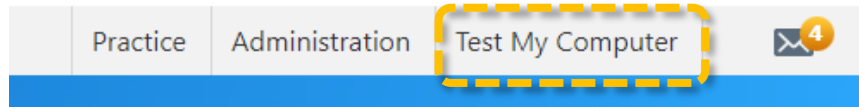
Email Alerts and Reminders [Edit](#)

Notify me by email when I receive secure messages:	Yes
Remind me by email before an appointment starts:	No
Send a calendar message by email when appointments are scheduled or canceled:	No

Text/Pager Alerts and Reminders [Edit](#)

Cell Number (SMS):	(857) 262-0848
When a patient enters my Waiting Room:	Yes
Appointment is scheduled or canceled:	No
Appointment reminders:	No

12. Click 'Test My Computer'. Click 'Start Test'. Follow the 'Test My Computer' prompts. Click 'Yes' to proceed to the next step. Test your camera, microphone, speaker and internet speed. When you have completed the required steps click 'Done'. Run 'Test My Computer' each time you sign on to ensure your video software is up to date. Close the 'Test My Computer' page and return to your waiting room.



Get Started

Start Test

Camera

Select a Camera
Microsoft® LifeCam Cinema(TM) (045e:075d)

Is your video area on the right?

No Yes

Microphone

Select a Microphone
Default - Desktop Microphone (Microsoft® LifeCam Cinema(TM))

Speak or make a noise. Did the green bars move?

No Yes

Speaker

Select a Speaker
Default - Headphones (ThinkPad Dock USB Audio) (17ef:306f)

Click the play button. Did the sound play?

No Yes

Internet

Press the GO button to test if your internet connection is strong enough for a visit.

Skip Speed Test

85.5 Mbps
PING 11 ms
JITTER 1 ms
Comcast Business
Speedtest

Your internet connection passed the test

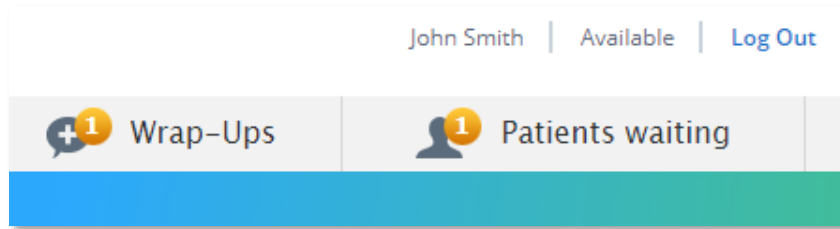
Continue

Summary

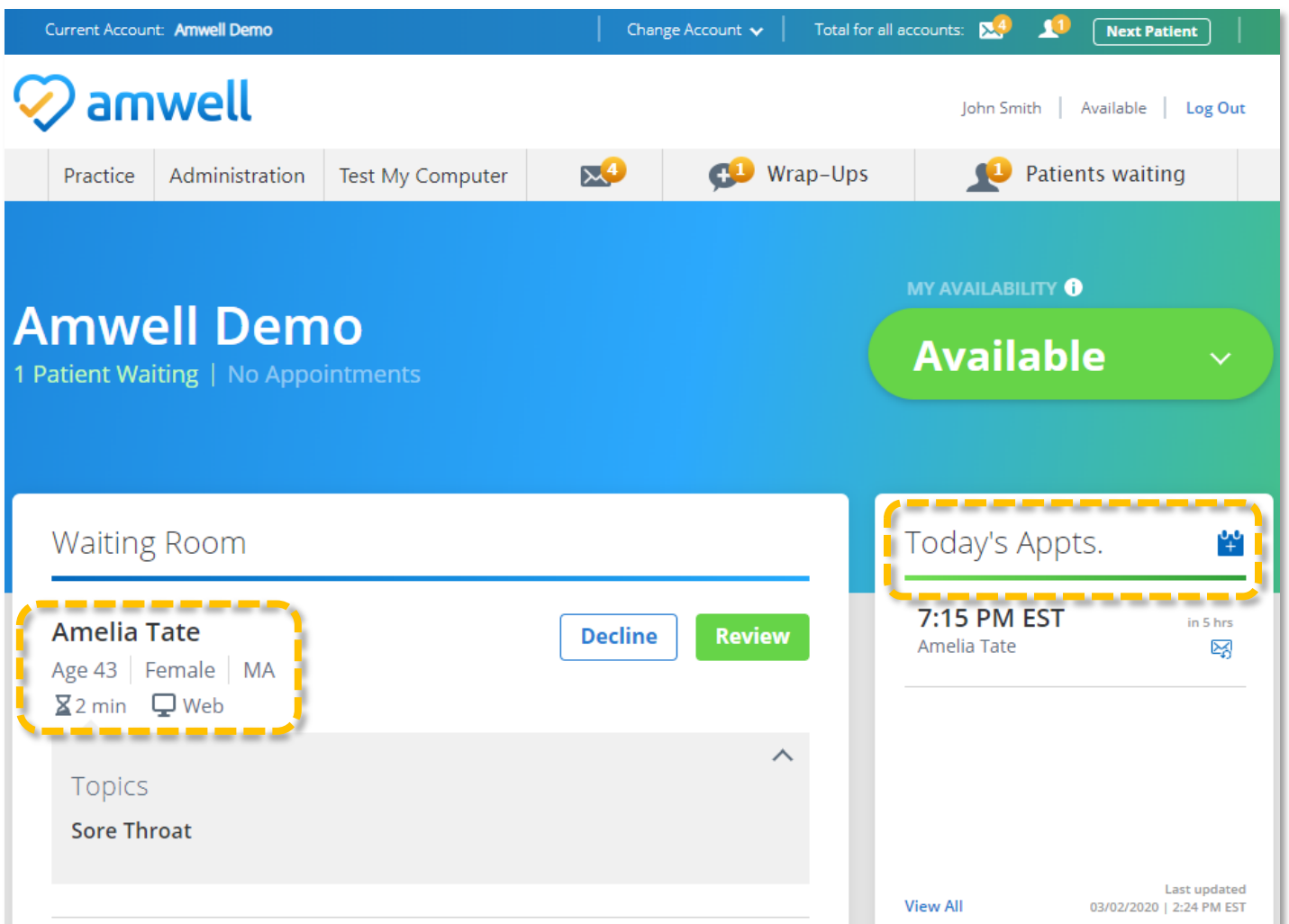
Your computer is ready for online visits

Done

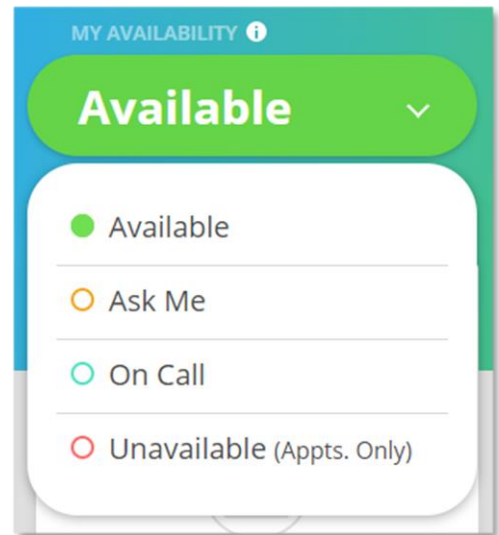
13. The envelope icon links to the Message Center. 'Wrap-Ups' displays outstanding documentation for patient visits. Click 'Wrap-Ups' to complete outstanding Wrap-Ups. 'Patients Waiting' displays the number of patients waiting.



14. 'Waiting Room': displays incoming patients. The patient's name, age, gender, state, length of wait, device and visit topic are displayed. High priority patients are highlighted in red text with a 'High Priority' badge. 'Today's Appts.' lists your upcoming appointments, click the Patient's name to see appointment details. Click the blue calendar icon to schedule an appointment. Refer to the calendar section for scheduling details.



15. **Manage your availability:** set your availability for on demand visits in the 'My Availability' dropdown. Scheduled appointments are managed in the 'Today's Appts' tab. If you are scheduled to see a patient for an appointment keep your availability set to 'Unavailable (Appts. Only)', patients with scheduled appointments are able to enter your waiting room, this prevents a second patient from waiting for an extended amount of time while you complete your scheduled visit.

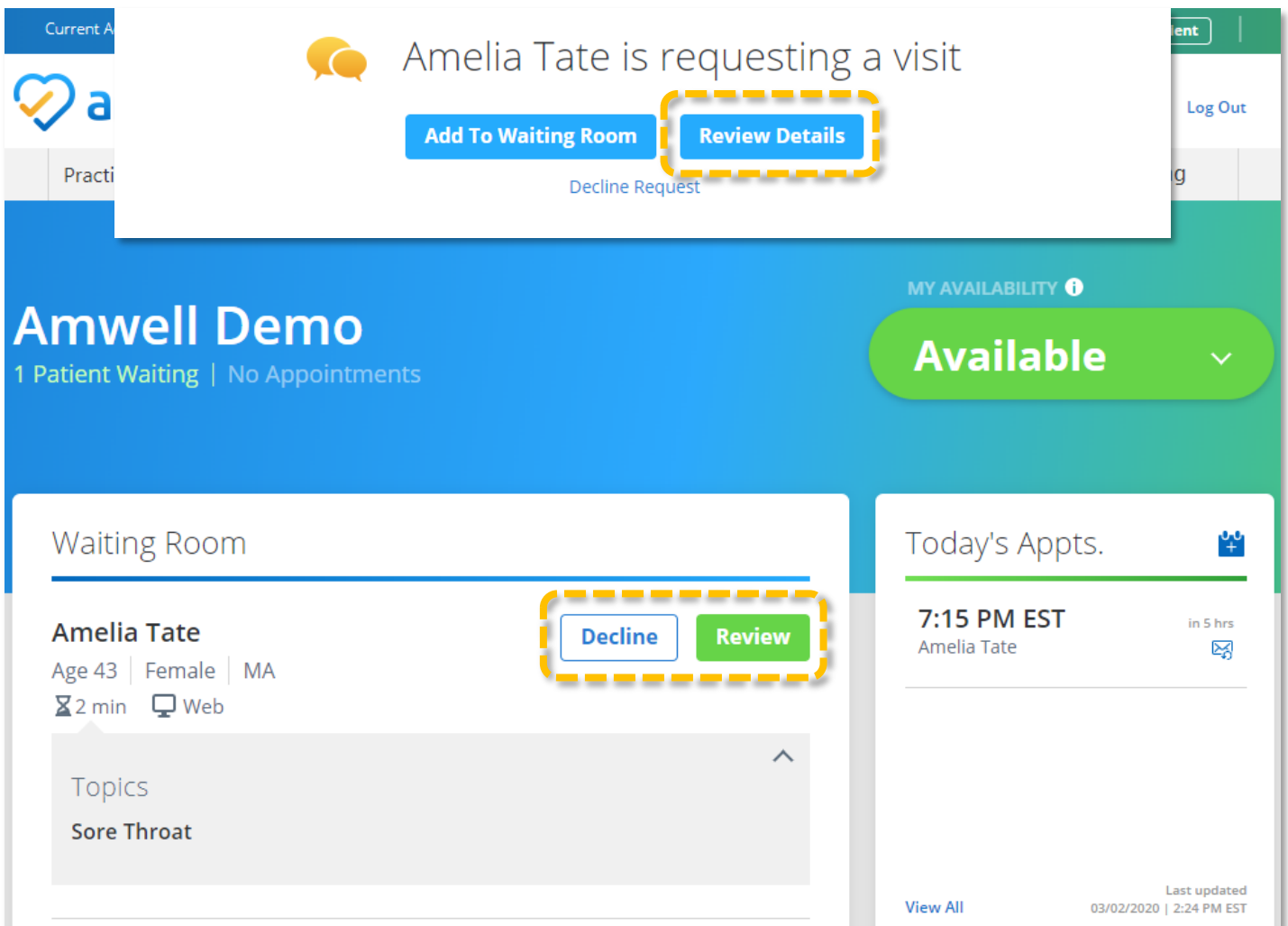


- i. **Available:** to see patients for on-demand visits (Urgent Care) set your availability to 'Available'. This allows patients to initiate a visit and enter your virtual waiting room.
- ii. **Ask Me:** Only use 'Ask Me' if you are seeing patient for on-demand visits (Urgent Care). 'Ask Me' sends a notification to the network when a patient requests a visit, the first provider to accept the visit will receive the patient. 'Ask Me' status provides more flexibility, you can accept, decline or ignore visit requests, whereas when set to 'Available' you are responsible for seeing patients when they enter your waiting room.
- iii. **On Call:** 'On Call' keeps your account available to patients even if the system logs you out. Use 'On Call' if for example you are doing other things in the office and want to be notified if a patient enters your waiting room. You must change your status to 'Unavailable' when your 'On Call' shift is over.
- iv. **Unavailable (Appts Only):** Providers who see patients for scheduled visits (Therapy, Psychiatry, Registered Dieticians and more) will keep their status set to 'Unavailable Appts Only'. Patients who schedule an appointment receive a link to enter your waiting room, this prevents a second patient from waiting for an extended amount of time in your waiting room. Always set your status to 'Unavailable' before logging off.



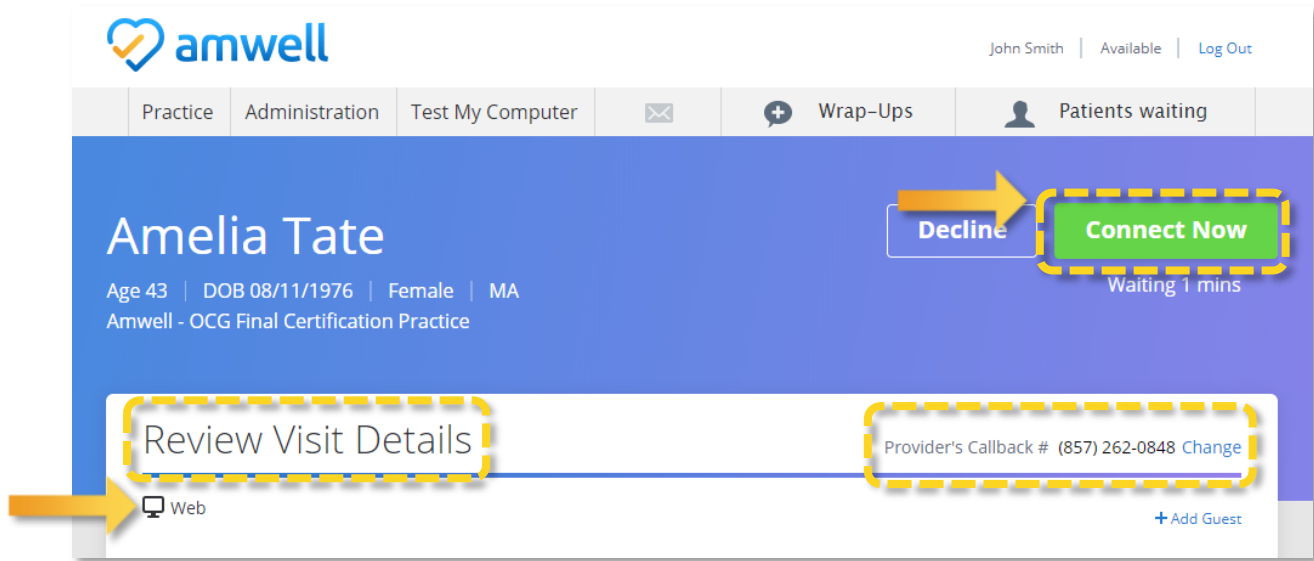
IV. See Your First Patient

1. **Set your availability:** Log into your account, set your availability. When a patient enters your waiting room a drupe will appear and an alert will play. Click **'Review Details'** from the drupe or **'Review'** from the Waiting Room.

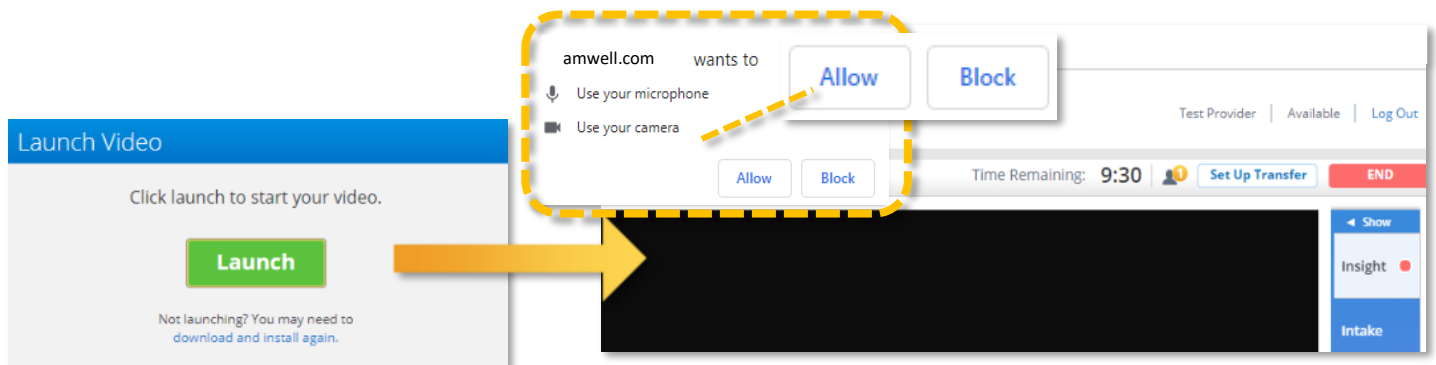


The screenshot displays the Amwell Demo interface. At the top, a notification banner states "Amelia Tate is requesting a visit" with a speech bubble icon. Below this, there are three buttons: "Add To Waiting Room", "Review Details" (highlighted with a dashed orange border), and "Decline Request". The main header area shows "Amwell Demo" with "1 Patient Waiting | No Appointments" and a green "Available" status button with a dropdown arrow. The "Waiting Room" section features a card for "Amelia Tate" (Age 43, Female, MA) with a "2 min" wait time and "Web" visit type. This card includes "Decline" and "Review" buttons (the "Review" button is highlighted with a dashed orange border) and a "Topics" section listing "Sore Throat". The "Today's Appts." section shows an appointment for "7:15 PM EST" for "Amelia Tate" in "5 hrs", with a "View All" link and a timestamp "Last updated 03/02/2020 | 2:24 PM EST".

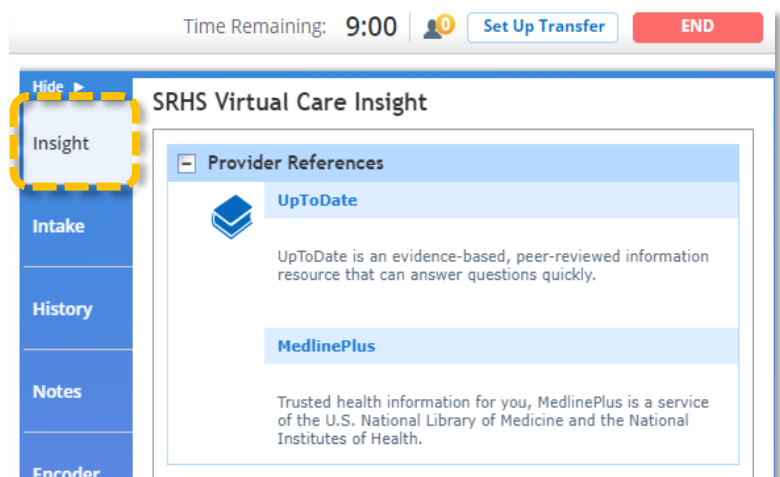
2. **Review Visit Details:** You will be directed to the Patient’s details. Review the patient’s health summary, confirm you are available on the phone number listed in ‘**Provider’s Callback #**’, double check the patient’s modality and click ‘**Connect Now**’. Patients can launch visits via web, app and the kiosk.



3. **Browser Permissions:** Click ‘**Launch**’. You will be prompted to allow the browser to access your microphone and camera, click ‘**Allow**’.

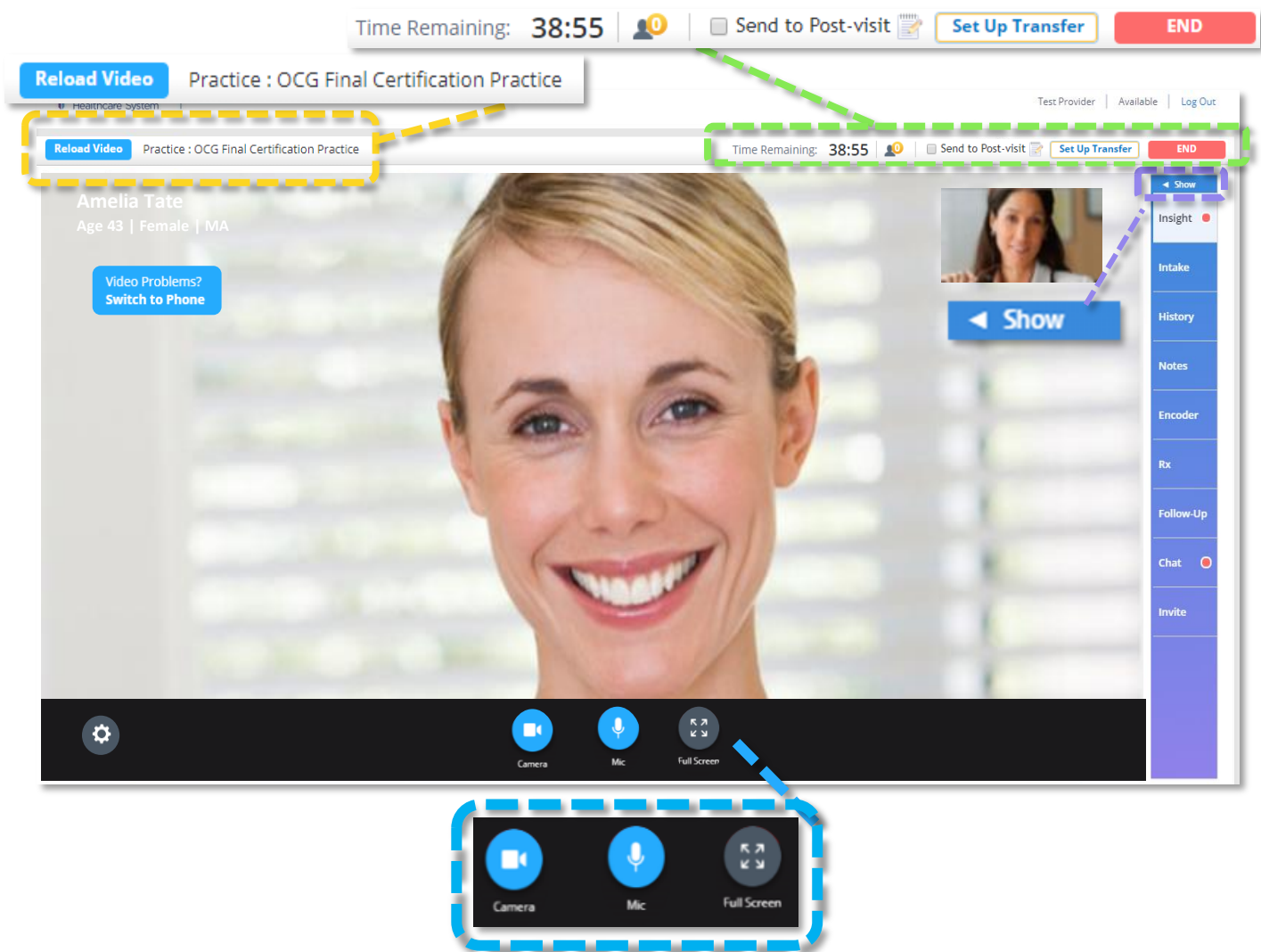


4. **Insight:** The patient video will open. Always open the ‘**Insight**’ section of the patient’s health summary. Important practice specific guidelines and state prescribing guidelines are kept up to date in this section.

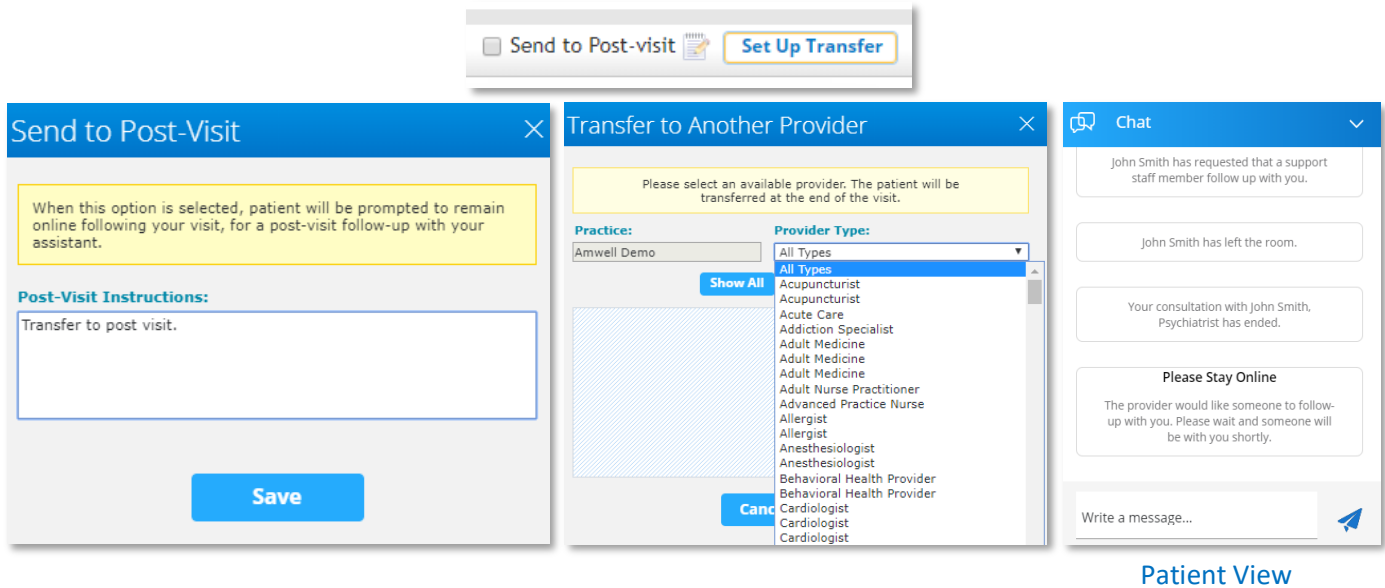


5. **Video Window:** In the top left of the video window is the 'Reload Video' button which momentarily interrupts the video and creates a stronger connection, to the right is the practice the patient has entered the visit through. The visit timer is set to a standard visit length automatically and is never visible to the patient. The icon of a person alerts you if there are patients waiting to see you, 'Set Up Transfer' and send to post visit are discussed below. Click the red 'End' button to end the visit. Click the 'Show' button to expand the documentation panel.
6. **Patient Details:** The patient's name, gender and state are always listed in the top left of the video. If the video connection is not strong enough use the 'Switch to Phone' button, you will receive a call on to the number listed as 'Provider Callback #' on the review visit details page. Check the insight tab to see phone only prescribing rules for your state.

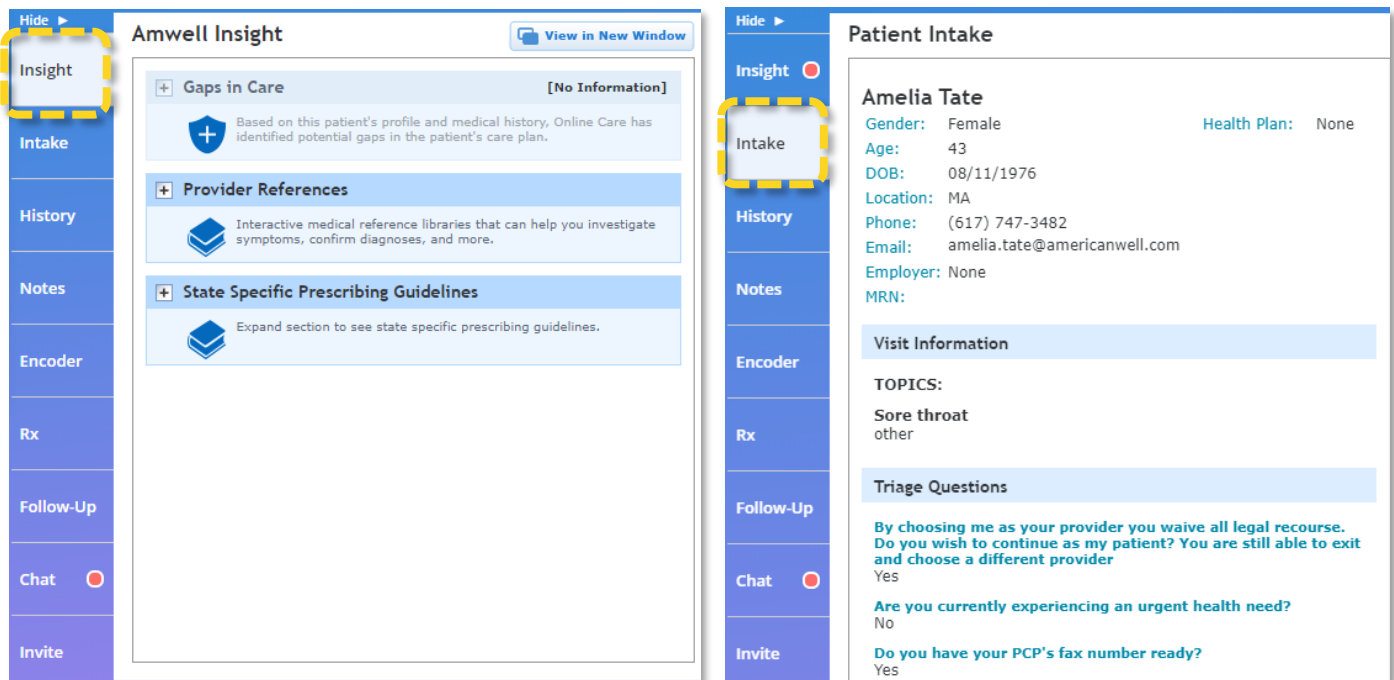
On the bottom of the window the gear icon opens the video settings. The camera icon adjusts your video view, the mic button mutes your microphone and the full screen icon expands the patient video.



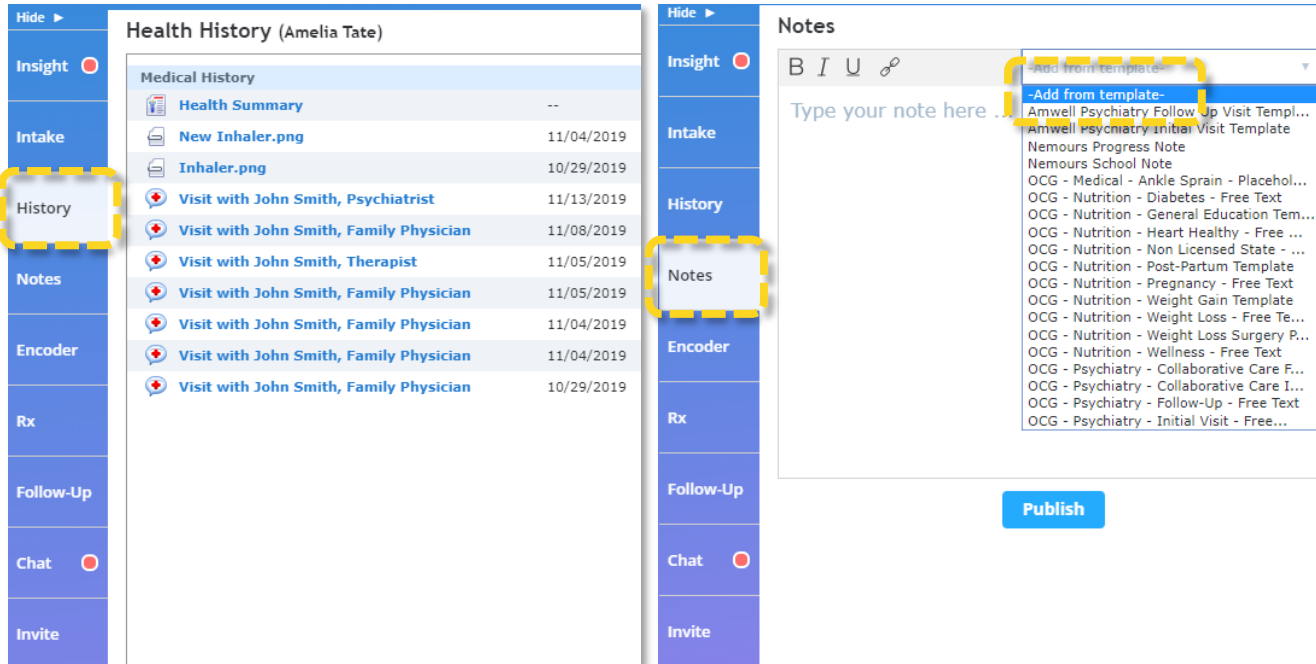
7. **Send to Post Visit:** When the 'Send to Post Visit' button is clicked the visit will end and the patient will be directed to a follow up visit with practice staff. Check with your administrator to see if you will use this workflow. 'Set Up Transfer' allows you to send the patient to a follow up visit with another available provider.



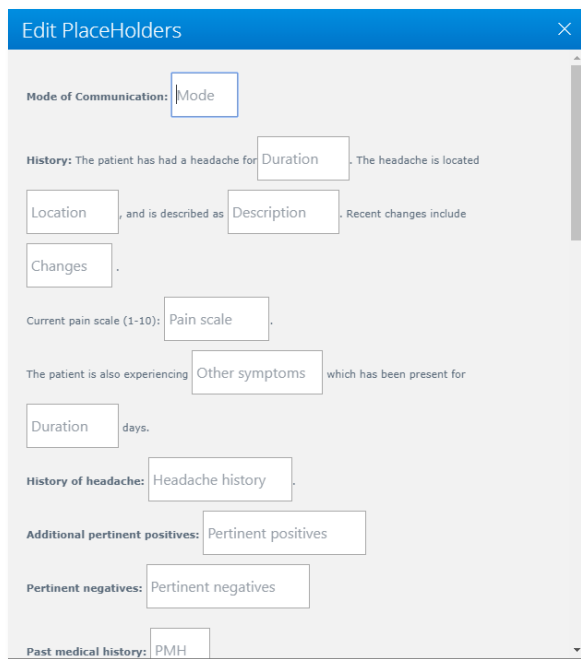
8. **Insight and Intake:** The first tab of the documentation panel is 'Insight'. This section details Gaps in Care, Provider References, State Specific Prescribing Guidelines and Referrals. Always check the insight section when you open a visit. The next tab, 'Intake' displays patient details and triage questions.



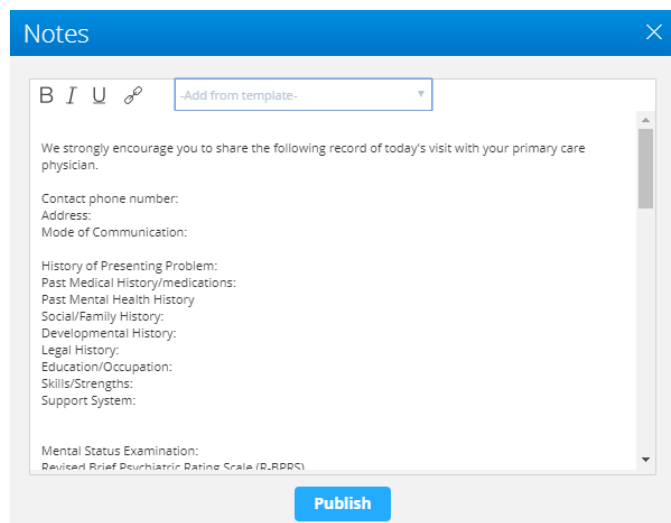
9. **History:** Links to patient's previous visits and attachments, the patient's history is also available for review on the 'Review Visit Details' page prior to the visit. Patients have the option to attach photos or documents prior to the visit, links to view are included in the 'Health History' section.
10. **Notes:** Click the '-Add from template-' drop down to access templates, always use a template to document your visits. There are two types of note templates, placeholders and free text. Many providers optimize their practice by completing notes throughout the visit, this is not required but will help you move from patient to patient quicker. Keep in mind patients receive a copy of the note following the visit.



Always click save prior to exiting the note template. Click publish to save the free text note template. Notes can also be edited from the wrap up.

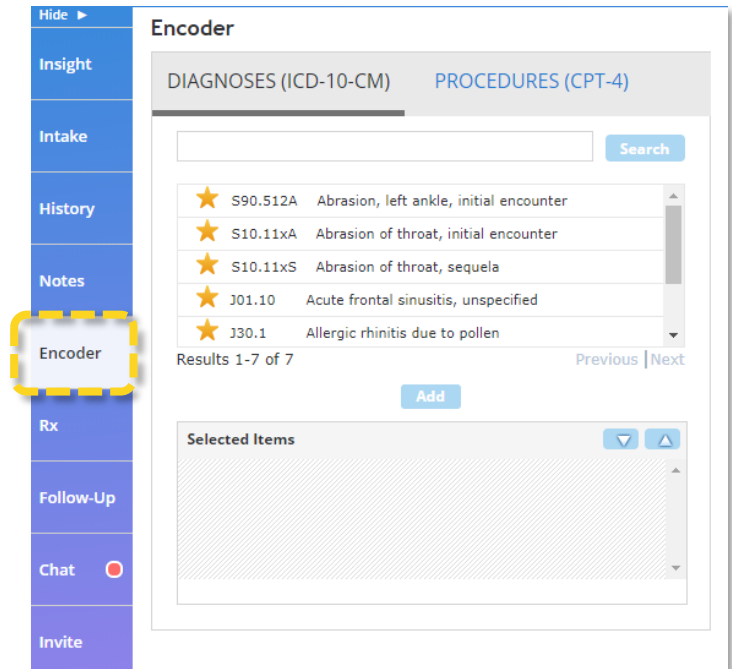


Placeholder Note Template



Free Text Note Template

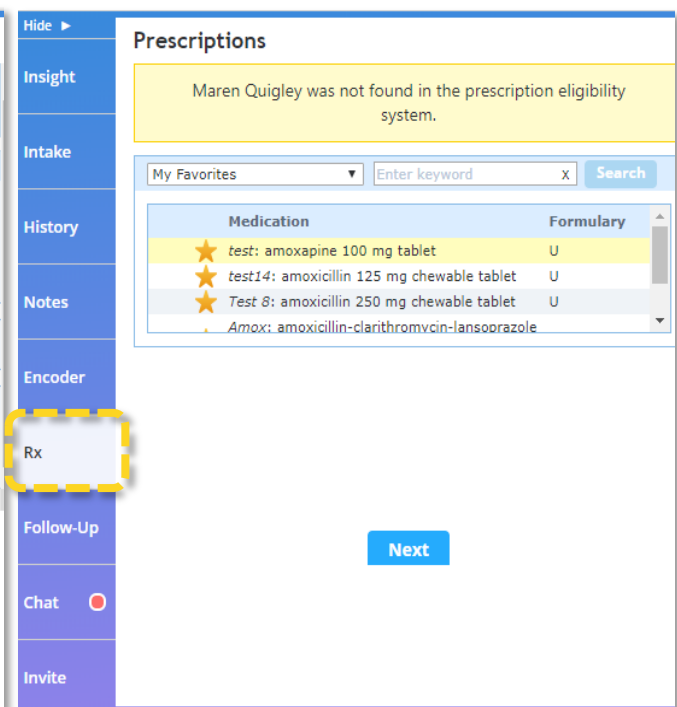
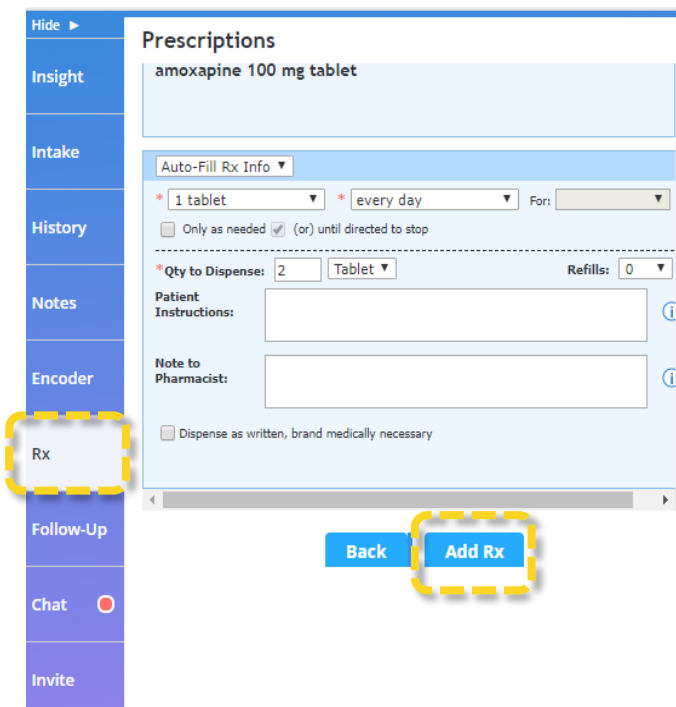
11. **Encoder:** Every visit requires a CPT-4 and ICD-10 code. Search for the appropriate keyword, select the code and click 'Add'. To favorite a code, click the yellow star next to the code. CPT codes are prepopulated after the video visit in the Wrap-Up, never change a prepopulated CPT code.



12. **Prescriptions:** In the Rx tab select source, enter a medication and click 'Search'. Select the medication, select either 'Auto-Fill Rx Info' or 'Manual Rx Info'. Enter dosing information. Notes to the patient and/or pharmacist are optional, some providers add a second prescription option into the note section to reduce pharmacy callbacks. Click the yellow star next to the prescription name to favorite it, favorite frequent prescriptions to help streamline your documentation.

Frequently prescribed Urgent Care medications: Augmentin, Tamiflu, Amoxicillin, Macrobid, Prednisone, Bactrim, Tessalon Perles, Polytrim, Azithromycin, Doxycycline monohydrate, Polymyxin B sulf-trimethoprim

Frequently prescribed brand name/generic top medications: Zolof/sertraline, Wellbutrin/Bupropion, Lexapro/escitalopram, Prozac/fluoxetine, Celexa/citalopram



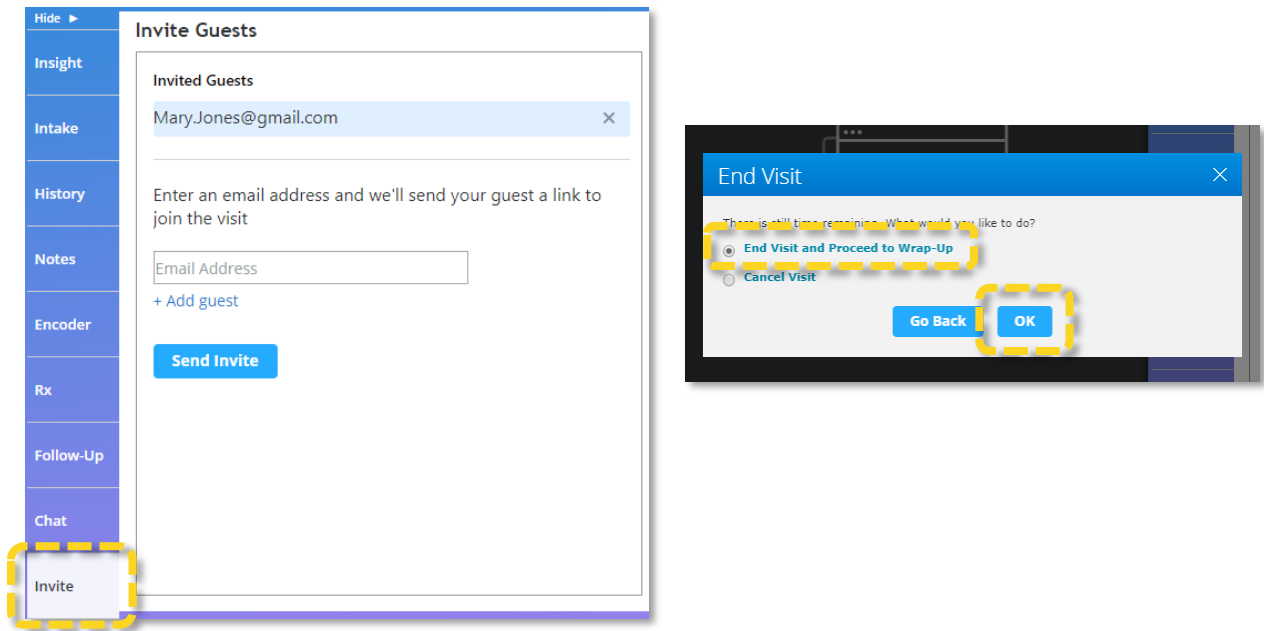
After the visit on the Wrap-Up page you will have the option to click 'Send Now' which will release the prescription to the pharmacy immediately, if you do not use 'Send Now' the prescription will not be sent until you submit the Wrap-Up.

<p>prednisone 10 mg tablet</p> <p><input type="checkbox"/> Send Now</p>	<p>Directions: 20 MG/M2 2 times a day for 7 days. Additional instructions: Take with food. Quantity to dispense: 4 Tablet. Refills: 0. Note to Pharmacist: No refills. Date Written: 02/11/2020. Others: Substitutions allowed</p>
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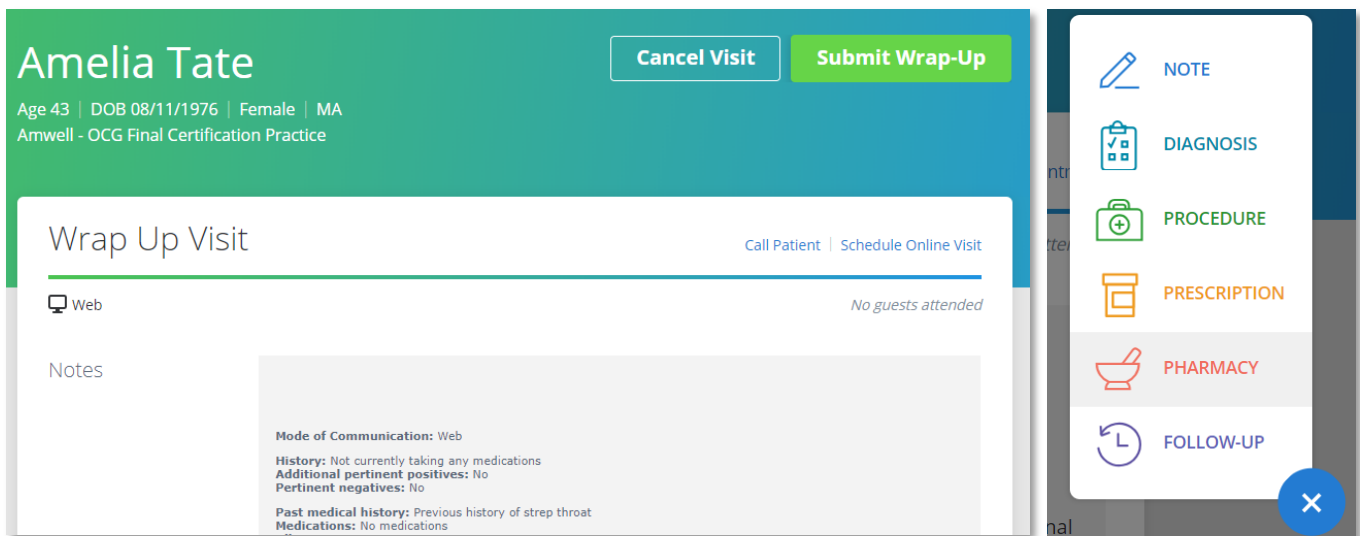
13. **Follow Up:** In the 'Follow Up' tab you can create a sick slip due to illness or injury. Enter a description in the remarks section and click 'Add'. Patients receive sick slips as a pdf via secure messages when the Wrap-Up is submitted.

14. **Chat:** A basic referral can be created by selecting referral from the dropdown. You will not be able to select a specific provider but the patient will receive the referral as a pdf file and will be able to follow up on your suggestion. If the 'Chat' is grayed out, the patient is using the app and chat is not available.

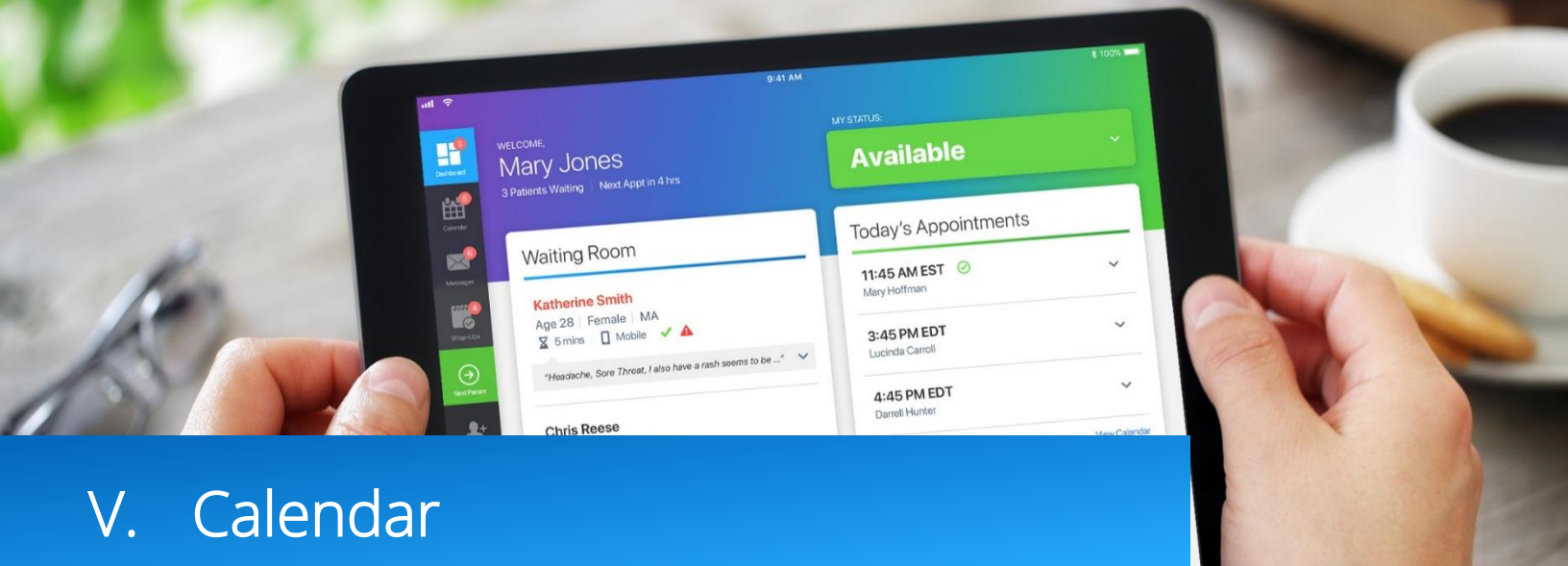
15. **Invite:** 'Invite' allows both patients and providers to invite a guest into the visit. To end the visit prompt the patient to click the red 'End Visit' button. A pop up will appear, select 'End Visit and Proceed to Wrap-Up' and click 'OK'. Note: clicking 'Cancel Visit' will delete the record of the visit, this should only be used if there was a technical issue and no clinical care was provided.



16. **Visit Summary:** Following the visit you will be directed to the 'Wrap-Up Visit' page. Each visit you complete will generate a visit summary. Document the visit and click 'Submit Wrap-Up'. You will not be able to edit the Wrap-Up after it is submitted, but you will be able to add an addendum to the patient's record if you need to make an adjustment.



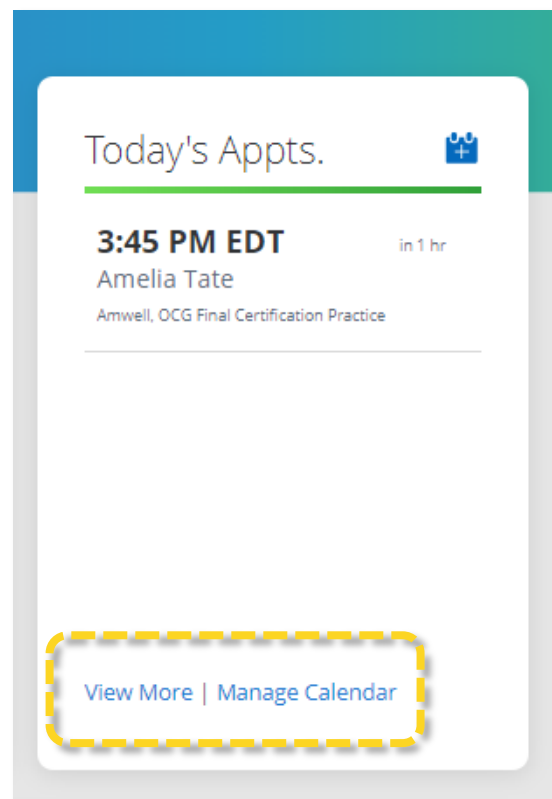
17. **Log Out:** Before logging out set your availability to 'Unavailable'. Click the menu button in the top left and click 'Log Out'.



V. Calendar

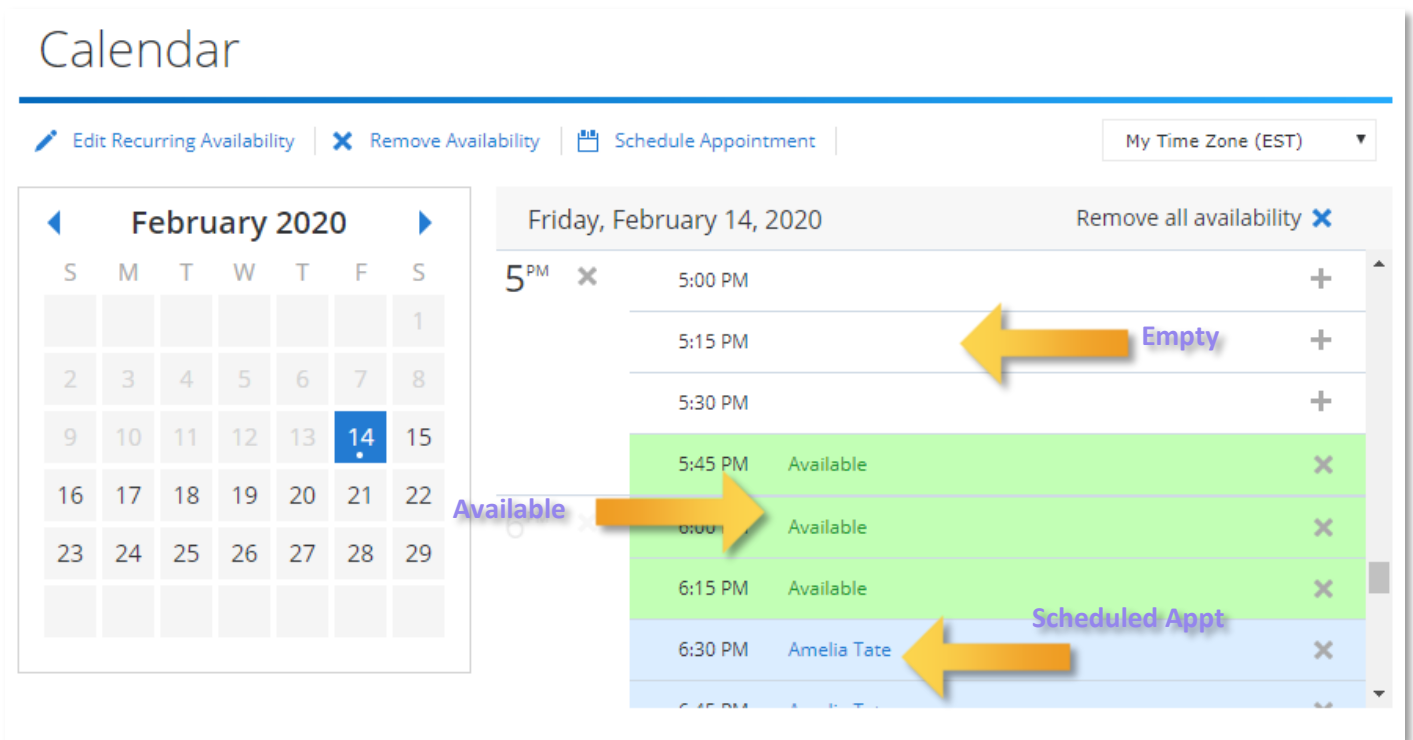
To see patients for scheduled visits you will need to add availability into your calendar to allow patients to schedule appointments with you. You have one calendar which manages your availability across all practices. Adding availability into the calendar allows patients to schedule an appointment with you. You must add availability for the full duration of the visit for it to appear for patients to book. Appointments have a buffer built into them, for a 45-minute visit add four 15-minute slots, a 15-minute buffer is tied to 45-minute visits. For a 25-minute visit a 5-minute buffer is included, add two 15-minute slots to your calendar.

1. **Manage Calendar:** Upcoming appointments will be listed in the 'Today's Appt' section of the waiting room. Click 'Manage Calendar' in the 'Today's Appt' section. You have one calendar which manages your availability across every practice, add in your availability and it will appear to all patients.

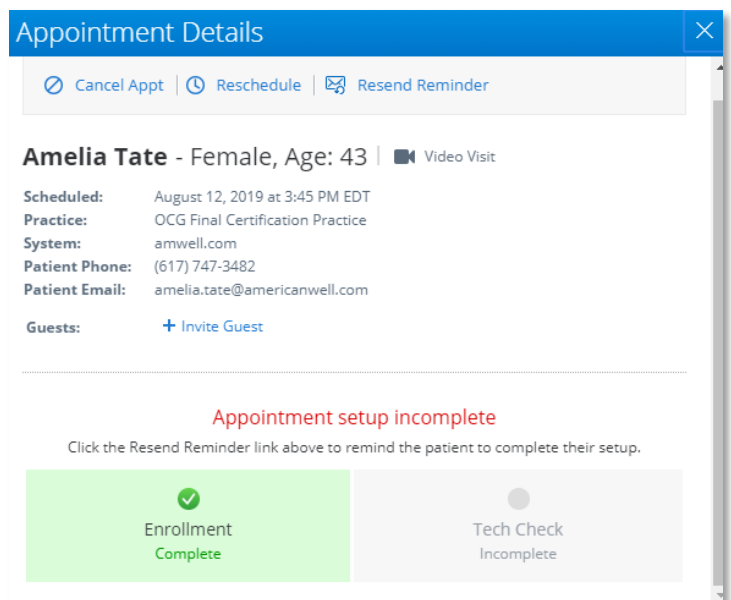


2. **Manage Your Availability:** There are three types of time slots in the calendar:

- **Empty:** These are slots that have not been made available for patient-self scheduling. These slots are white. Click an empty slot to make it available or to schedule an appointment.
- **Available Appointment Slots:** These are slots that have been set as available for patient self-scheduling and are currently open. These slots are green. Click 'remove appointment slot' if you would like to make that time unavailable.
- **Scheduled Appointments:** These are slots in which an appointment has been scheduled. These slots are blue.



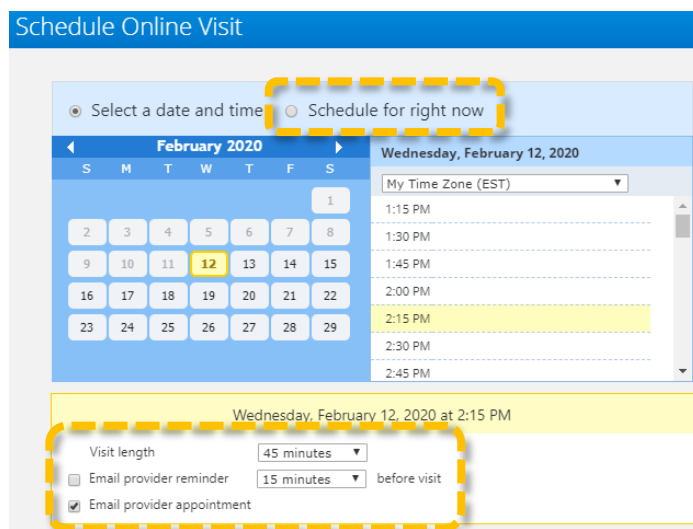
3. **Appointment Details:** Tap on an appointment on the calendar to display additional details. The patient's name, age, contact information and appointment setup status will appear. Patients are prompted to complete a tech check before launching a visit with you. If they have not yet completed the tech check you will see the red 'Appointment setup incomplete' notice and can resend the reminder link complete setup.



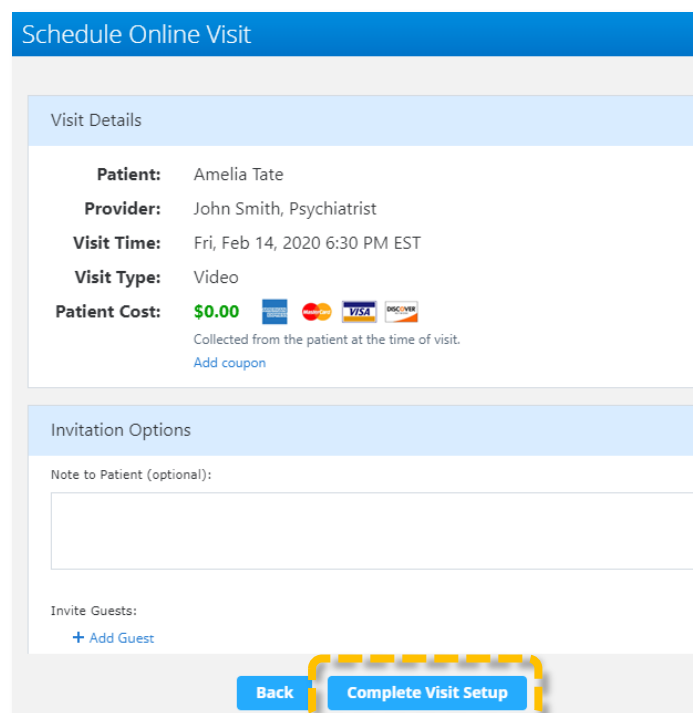
4. **Scheduling a Follow up Appointment in the Visit Summary:** You can schedule follow up appointments with patients from the visit summary page and from the calendar. You are responsible for scheduling follow up appointments and adjusting the appointment visit length. When the visit has been completed you will be directed to the visit summary page. To schedule a follow up appointment click **'Scheduled Appointment'**. Select **'Me'**. Click **'Next'**.



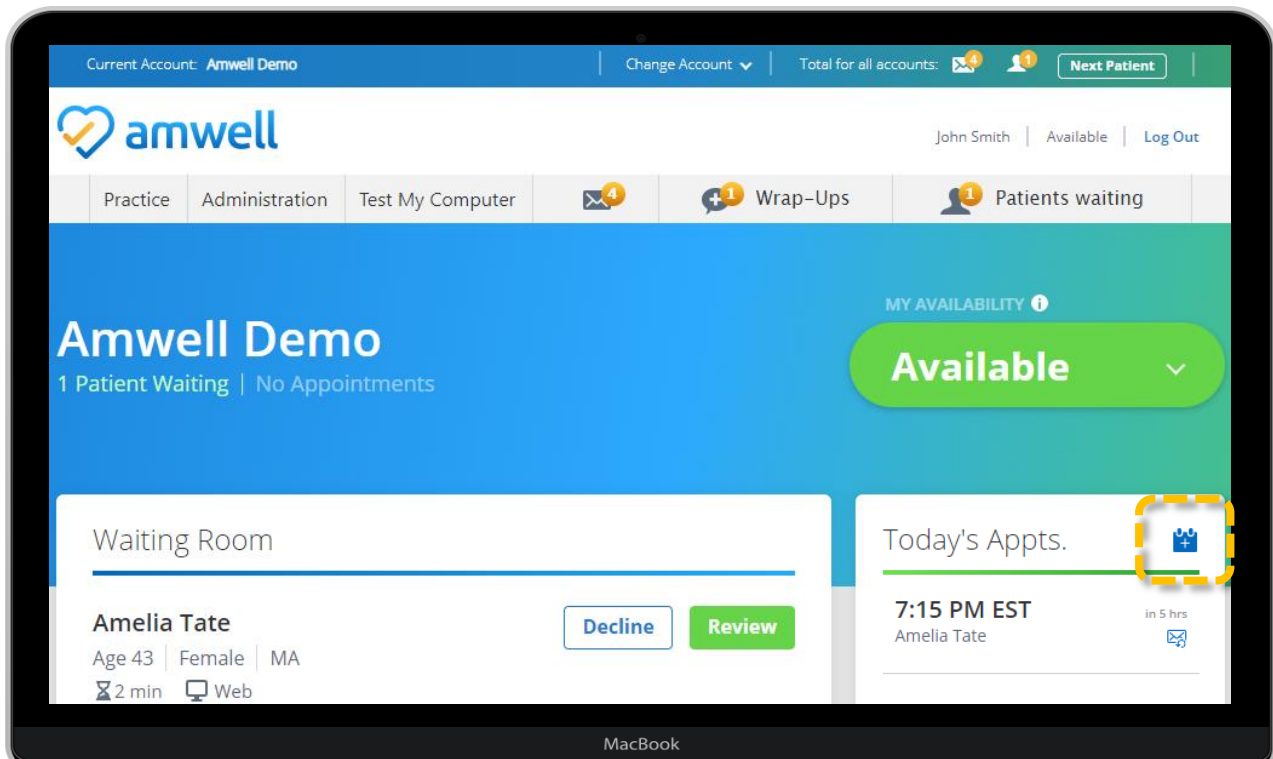
5. **Set Appointment Details:** Set the date and time of the appointment. Psychiatrists will have the option to set the visit length, from the **'Visit Length'** drop down select the appropriate visit length. To schedule a visit now click **'Schedule for right now'**. Click **'Next'**. Entering the patient's health insurance information is optional. Click **'Next'**.



6. **Complete Visit Set Up:** Review the patient's information, click **'Complete Visit Setup'**. Click **'OK'**.



7. **Schedule from Your Waiting Room:** Click the blue icon next to 'Today's Appts.' to schedule an appointment from your waiting room, you will be directed through the same steps you completed when scheduling an appointment from the Wrap-Up.





VI. Training Cheat Sheet

1. **Webside manner:**
 - a. Professional/secure office environment
 - b. Lab coat/professional attire
 - c. Good lighting
 - d. Look at camera
 - e. Allow for questions/education

2. **Practice expectations:**
 - a. Evidence Based Practice
 - b. Antibiotic stewardship – no antibiotic for viral process, antibiotic for evidence-based criteria and duration of symptoms. Educated patients that antibiotics do not have value with viral conditions and will likely cause unwanted side effects
 - c. Use of template – thorough documentation to support diagnosis and treatment plan
 - d. Visits should last at least three minutes

3. **Prescribing suggestions:**
 - a. No controlled substances
 - b. No Gabapentin, Sudafed, Fiorcet, Tramadol
 - c. No Lifestyle meds i.e. ED, weight loss, Lastisse
 - d. Bridge refills- A 30-day bridge supply is preferred but can be increased to a maximum of a 90-day supply at the provider's discretion.
 - e. Conditional scripts should be an exception and used for extenuating circumstances

4. **Common urgent care conditions and suggestions for treatment:**
 - a. **Sinusitis**
 - i. Follow GL for treatment of sinusitis i.e. severe symptoms, double sickening, duration of symptoms
 - ii. First line choice of antibiotics for uncomplicated sinusitis – Augmentin/Amoxicillin
 - iii. Doxycycline second line
 - iv. Steroids are not indicated for uncomplicated sinusitis

 - b. **Pharyngitis**
 - i. No empiric treatment for Health Care Systems
 - ii. Document Centor criteria and exposure to strep

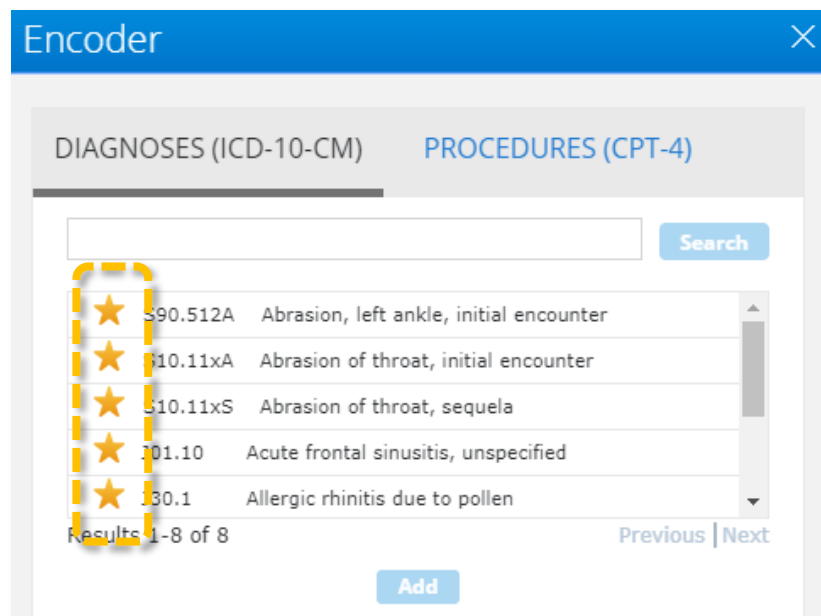
- iii. First line treatment PCN/Amoxicillin, first line
- iv. No steroids
- c. UTI
 - i. No pediatric UTI – refer in for in person evaluation
 - ii. No male’s dysuria/UTI- refer in for in person evaluation
 - iii. Uncomplicated, nonrecurrent female UTI 18-55
 - iv. First line Macrobid/Bactrim
 - v. Pyridium/Azo
- d. Otagia/OM
 - i. No ability for otoscopy - code as Otagia
 - ii. Very conservative approach with treatment of otalgia/presumed OM
 - iii. 1st line of treatment Augmentin/Amoxicillin
- e. URI /Bronchitis
 - i. Viral
 - ii. Supportive measures
 - iii. No antibiotics
- f. PNA
 - i. Refer in for auscultation
- g. Influenza
 - i. Tamiflu treatment within first 48 hours of symptoms
 - ii. Can consider post-exposure prophylaxis per guideline
 - iii. High risk age, respiratory – refer in for in person evaluation
- h. Low back pain
 - i. Supportive measures rest, ice, NSAIDS
 - ii. Conservative quantity of muscle relaxants, max 20 quantity – sedation precautions
- i. Bacterial Vaginosis:
 - i. Refer for culture
 - ii. Conservative approach to treatment with previously diagnosed/cultured BV infection



VII. Tips and Tricks from Practicing Providers

1. Save Top ICD-10 Codes as Favorites

When documenting visits in the encoder click the yellow star next to the ICD-10 code to save it as a favorite for future visits. Some providers find it easier to find an ICD-10 code in a google search, find the code and copy and paste it in. Never use ICD-10 codes that include: W, X, Y, Z as the primary billing code.



Urgent Care Top ICD-10 Codes

1	J01.90	Acute sinusitis, unspecified
2	J06.9	Acute upper respiratory infection, unspecified
3	J02.9	Acute pharyngitis, unspecified
4	N30.00	Acute cystitis without hematuria
5	J01.00	Acute maxillary sinusitis, unspecified
6	J20.9	Acute bronchitis, unspecified
7	N39.0	Urinary tract infection, site not specified
8	R05	Cough

9	J01.10	Acute frontal sinusitis, unspecified
10	J11.89	Influenza due to unidentified influenza virus with other manifestations
11	R21	Rash and other nonspecific skin eruption
12	R69	Illness, unspecified
13	J00	Acute nasopharyngitis [common cold]
14	N76.0	Acute vaginitis
15	J30.9	Allergic rhinitis, unspecified

Therapy Top ICD-10 Codes

1	F41.1	Generalized anxiety disorder
2	F43.23	Adjustment disorder with mixed anxiety and depressed mood
3	F41.9	Anxiety disorder, unspecified
4	F33.1	Major depressive disorder, recurrent, moderate
5	F43.22	Adjustment disorder with anxiety
6	F43.21	Adjustment disorder with depressed mood
7	F43.20	Adjustment disorder, unspecified
8	Z63.0	Problems in relationship with spouse or partner
9	F33.0	Major depressive disorder, recurrent, mild
10	F43.12	Post-traumatic stress disorder, chronic
11	F41.0	Panic disorder episodic paroxysmal anxiety without agoraphobia
12	F34.1	Dysthymic disorder
13	F33.9	Major depressive disorder, recurrent, unspecified
14	F32.1	Major depressive disorder, single episode, moderate
15	F43.10	Post-traumatic stress disorder, unspecified

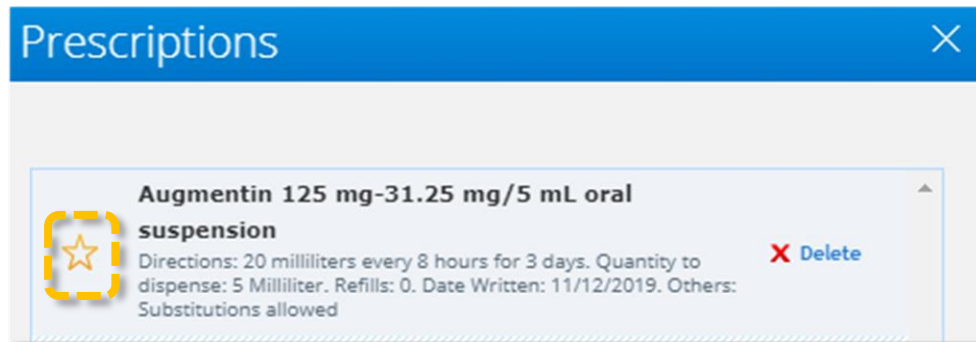
Psychiatry Top ICD-10 Codes

1	F33.1	Major depressive disorder, recurrent, moderate
2	F41.1	Generalized anxiety disorder
3	F41.9	Anxiety disorder, unspecified
4	F33.41	Major depressive disorder, recurrent, in partial remission
5	F33.0	Major depressive disorder, recurrent, mild
6	F31.81	Bipolar II disorder
7	F41.0	Panic disorder episodic paroxysmal anxiety without agoraphobia
8	F33.2	Major depressive disorder, recurrent severe without psychotic features
9	F31.9	Bipolar disorder, unspecified
10	F33.42	Major depressive disorder, recurrent, in full remission
11	F32.1	Major depressive disorder, single episode, moderate
12	F42.9	Obsessive-compulsive disorder, unspecified
13	F43.12	Post-traumatic stress disorder, chronic
14	F34.1	Dysthymic disorder
15	F33.9	Major depressive disorder, recurrent, unspecified

Nutrition Top ICD-10 Codes		
1	E66.9	Obesity, unspecified
2	Z71.3	Dietary counseling and surveillance
3	E66.3	Overweight
4	E66.8	Other obesity
5	E78.00	Pure hypercholesterolemia, unspecified
6	I10	Essential (primary) hypertension
7	R69	Illness, unspecified
8	E11.9	Type 2 diabetes mellitus without complications
9	E78.5	Hyperlipidemia, unspecified
10	E66.09	Other obesity due to excess calories
11	Z39.1	Encounter for care and examination of lactating mother
12	R63.6	Underweight
13	E66.01	Morbid (severe) obesity due to excess calories
14	R03.0	Elevated blood-pressure reading, without diagnosis of hypertension

2. Save Prescriptions as Favorites

After adding the prescription into the patient’s record click the yellow star to save as a favorite. When adding favorites, it is most useful to define a specific diagnosis, or an age range (flu for kids <60kg or otitis externa). To align with state and federal regulations and to ensure we do not enable drug seeking behaviors, prescribing of narcotics and controlled substances are prohibited.



Urgent Care Top Prescriptions		Psychiatry Top Prescriptions
1.	Augmentin	Zoloft/Sertraline
2.	Tamiflu	Wellbutrin/ Bupropion
3.	Amoxicillin	Lexapro/Escitalopram
4.	Macrobid	Prozac/Fluoxetine
5.	Prednisone	Celexa/Citalopram
6.	Bactrim	
7.	Tessalon Perles	
8.	Polytrim	
9.	Azithromycin	
10.	Doxycycline monohydrate	
11.	Polymyxin B sulf-trimathoprim	

3. Document in Conversation with Patient

As you become familiar seeing patients online you can optimize your practice by pulling up a template upon verifying chief complaint and document in the visit typing HPI while maintaining eye contact with the patient. This is not required.

4. Review, Copy and Paste Patient’s Health History from Prior Visits

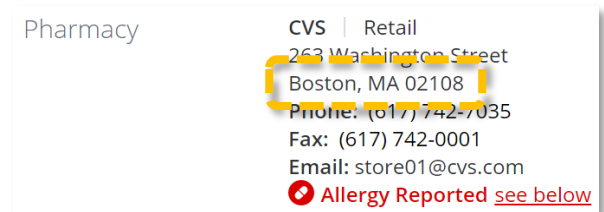
Save time by reviewing a previous note and copy and pasting past medical history, past surgical history, standard of care, medications, etc. Alternately, you can copy and paste from the history tab. Always reconcile health history with the patient.



Health History (Amelia Tate)	
Medical History	
Health Summary	--
New Inhaler.png	11/04/2019
Inhaler.png	10/29/2019
Visit with John Smith, Psychiatrist	11/13/2019
Visit with John Smith, Family Physician	11/08/2019

5. Check Location of Patient’s Pharmacy

When entering the visit with the patient review the patient’s pharmacy in addition to location, this often reveals if a patient is currently located in a state you are not licensed in.

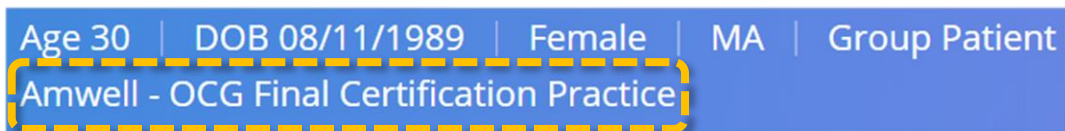


Pharmacy

CVS | Retail
263 Washington Street
Boston, MA 02108
Phone: (617) 742-7035
Fax: (617) 742-0001
Email: store01@cvs.com
Allergy Reported [see below](#)

6. Look at Age and Platform

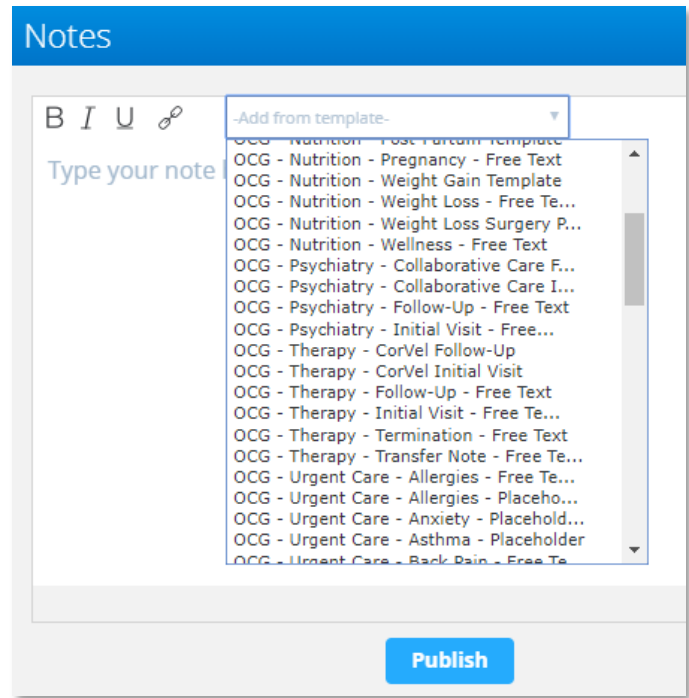
If there is a disconnect between the platform and the patient age explain to the patient that you will need to cancel the visit and ask them to connect on the age-appropriate practice. The patient’s age and practice are listed on the Review Visit Details page prior to entering the visit. Once you have explained to the patient why you need to cancel the visit, end the visit and click the cancel the visit button (ex. patient age is >18 and LHO-Medical for Kids, connect and redirect).



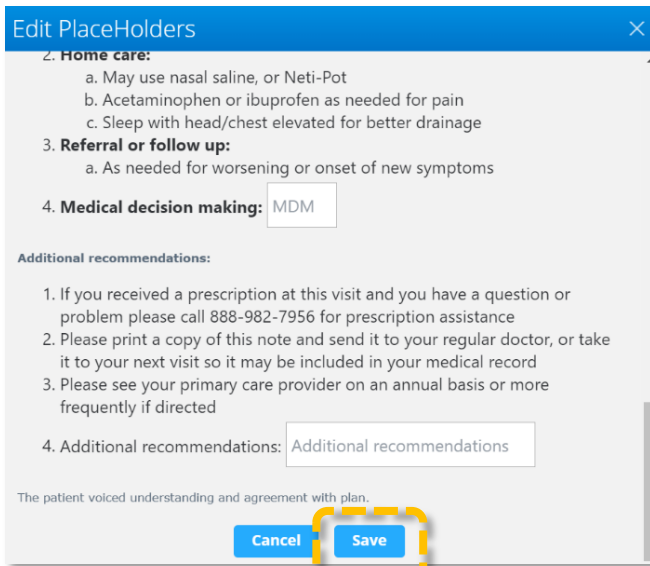
Age 30 | DOB 08/11/1989 | Female | MA | Group Patient
Amwell - OCG Final Certification Practice

7. Use Note Templates

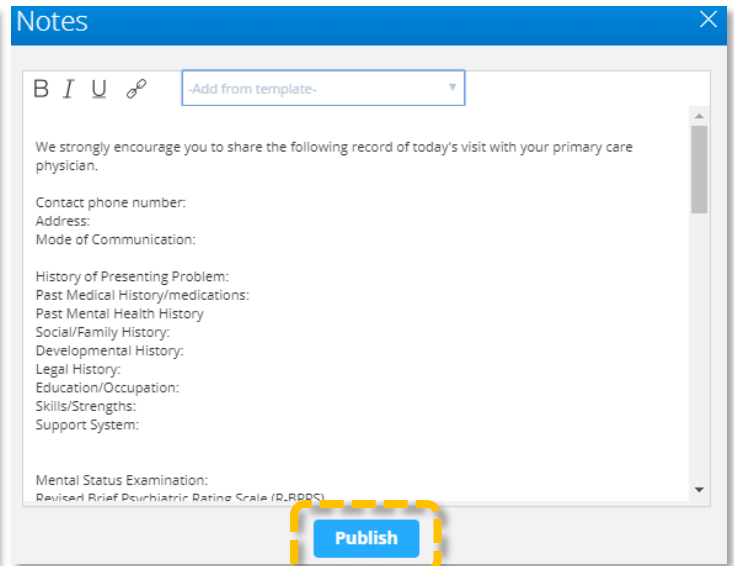
There are note templates loaded for every provider type, click – Add from Template – to review



8. Save or Publish before Leaving Note Templates

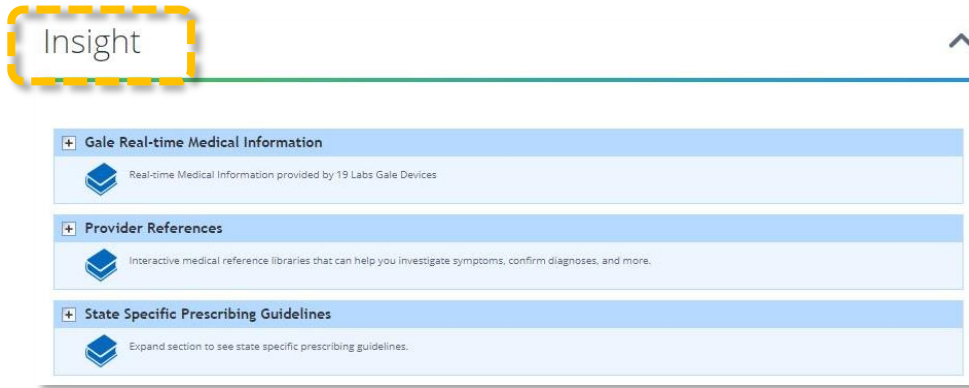


Placeholder Note Template



Free Text Note Template

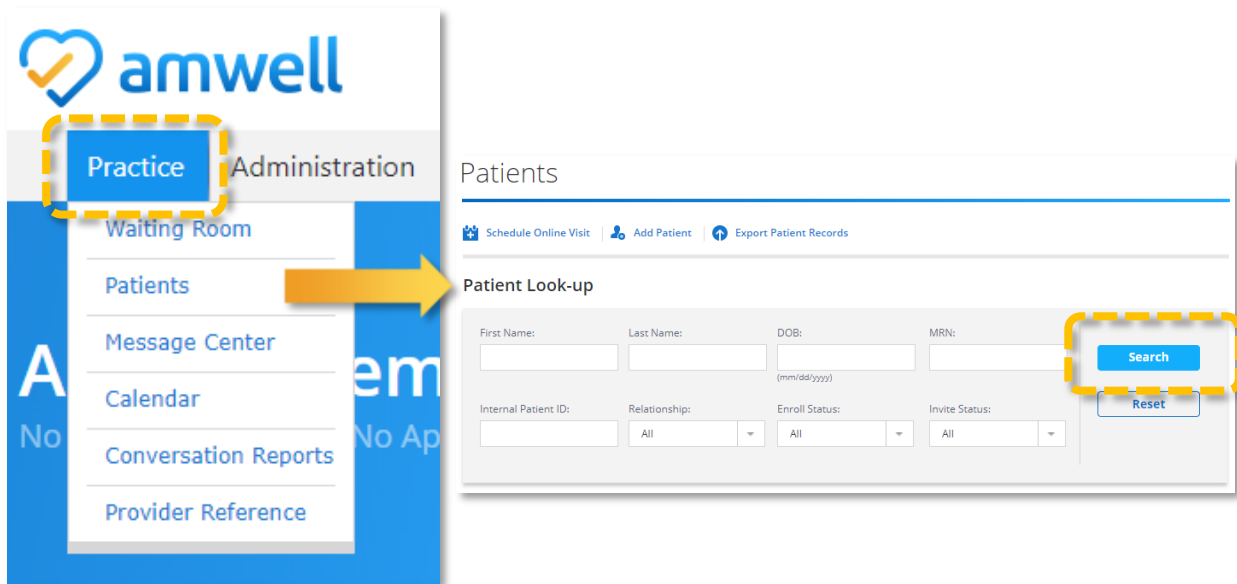
9. Always Review Insight Section



10. Add an Addendum After a Visit

Wrap-ups cannot be edited after they have been submitted, but an addendum can be added to the patient record. Add an addendum anytime you make a change to the patient's record following a visit.

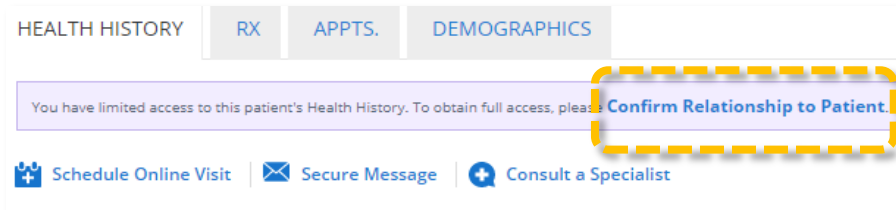
- a. Hover over 'Practice'. Click 'Patients', you will be directed to your patient panel. Enter the patient's first and last name, click 'Search'.



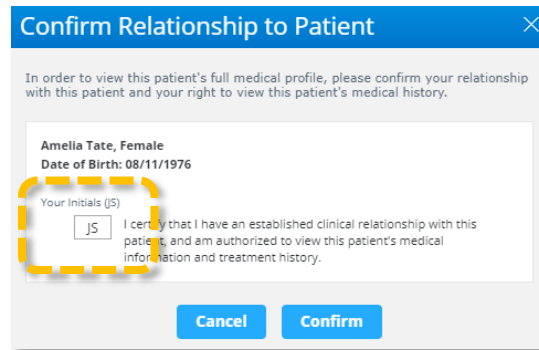
- b. Select the patient.

Full Name	Sex	DOB	Enrolled	Invited	MRN	Relationship to Patient ⓘ
Amelia Tate	Female	08/11/1976	Yes	No		Online Physician

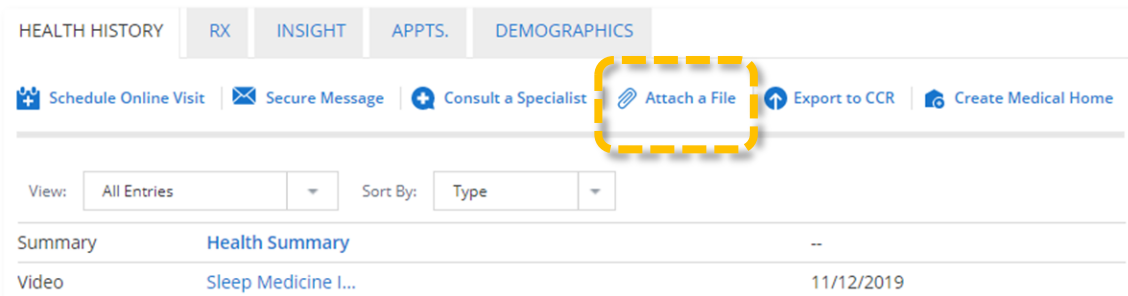
- c. Click 'Confirm relationship to patient'.



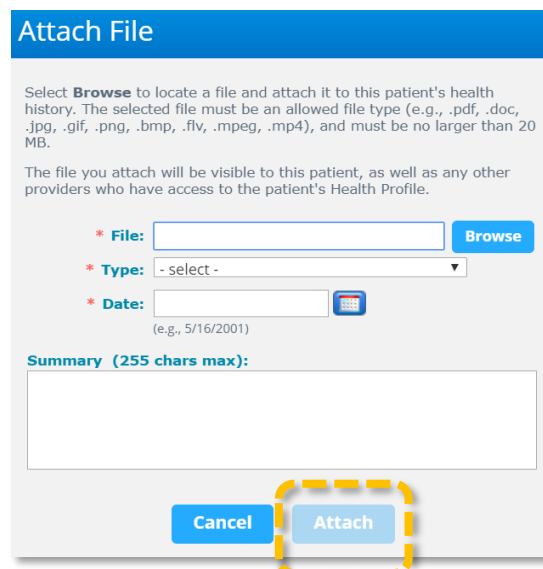
- d. Enter your initials and click 'Confirm'.



- e. Click 'Attach a File'.



- f. Select the file, type, date and add a summary. Click 'Attach'. The file will now be linked to the patient's health history.



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