Patient Best Practices:

- **Please do not operate a motor vehicle during your visit.**
- Ensure you have a strong WIFI connection **prior to your visit.**
- Have any medications/over-the-counter drugs/supplements you are currently taking on hand in case your provider asks about them.
- If other members of your household are streaming videos/games on your WIFI network, it may cause your visit video and audio to lag. If possible, ask others to refrain from using the WIFI network for the duration of your visit.
- Have the device of your choice turned on and charged **30 minutes** prior to your visit.
- If you are hard of hearing, use headphones equipped with a mic for better audio.
- **Be in a quiet, private place** (Home office, movie room, or bedroom are great places to do a virtual visit) as your visit does require the discussion of your personal health information.
- Your provider may be running early or late. **Be ready for your visit 15 minutes early.**
- **Click your visit link as soon as you receive it.** Your provider is ready for you once they send you the link.
- Check your screen lock/auto-rotate settings if using a smartphone or tablet. Your visit will prompt you to rotate your device to landscape mode to take up as much of your screen as possible. **There are instructions on the last page of this guide that can help you with this.**
- If possible, have your device's camera at eye-level and be in good lighting where the provider can clearly see your face and your surroundings to ensure an optimal visit experience.
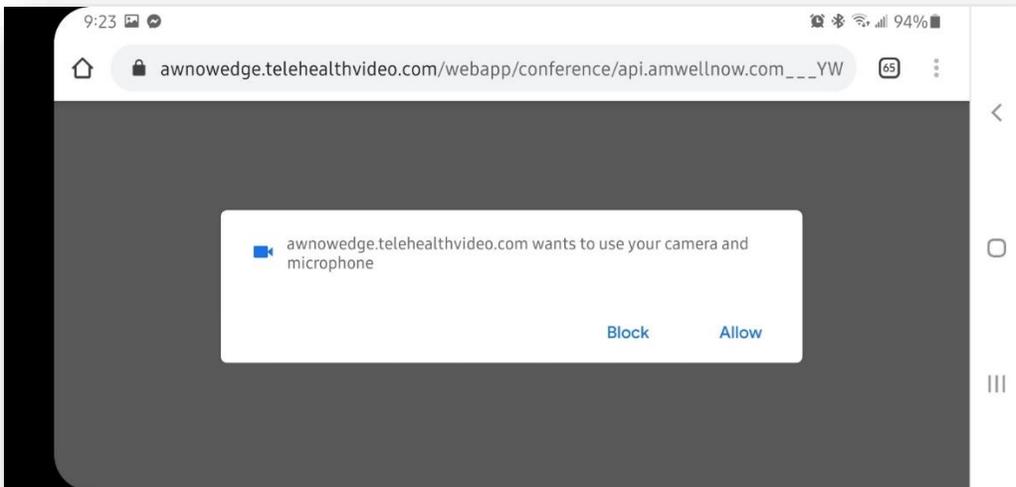
1. Your provider will either text or email you a link for your visit.
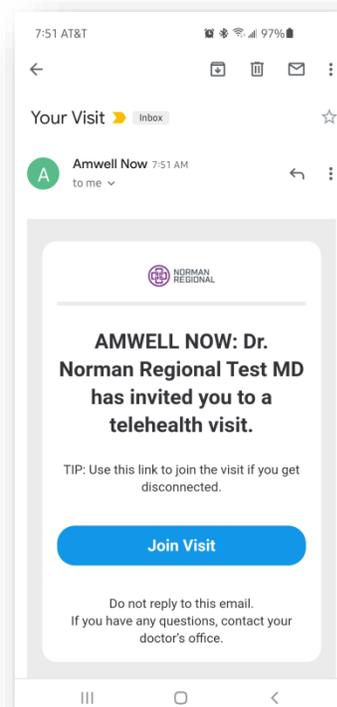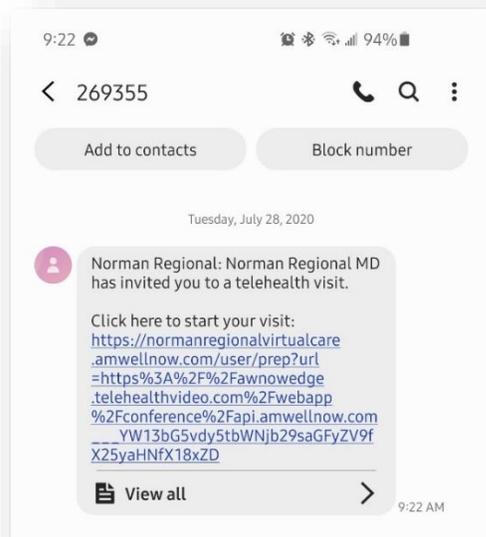
2. Tap on the link and type in your name. The tap on the blue "Join Visit" button.
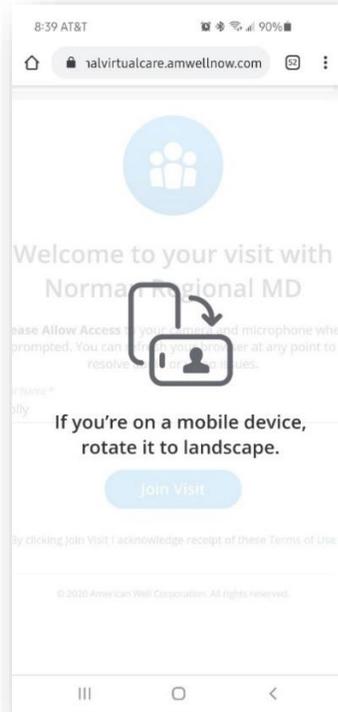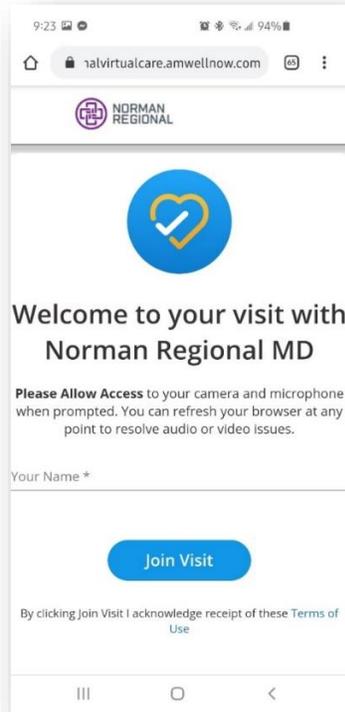
3. If prompted, rotate your device to landscape orientation, and then allow access to your camera and mic.

4. Your visit will begin once you enter the virtual exam room. To end the visit, tap the red "power" icon at the bottom of the window.
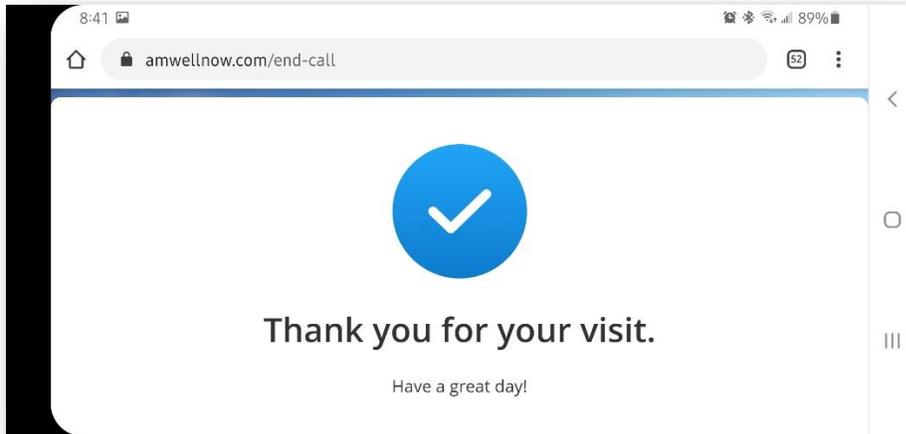
- **What browser can I use for my visit?**
    - Any browser should work as long as you have given your browser access to your mic and camera. However, Google Chrome and Safari are the recommended browsers.
- **My provider emailed me a link and I can't find the email. Where is it?**
    - Check your spam and promotions folder in your inbox. You can mark the email as "not spam" so any further emails go to your main inbox.
    - Use your email's search feature to search for "Amwell Now" which will quickly pull up the email regardless of what folder it went to.
- **I lost the connection to my visit. How do I get back in?**
    - If your connection fails and you are dropped from the call, the provider remains in the virtual visit "room." You can click on the text or email visit link you were initially sent for the visit to rejoin the visit you were in.
    - If you are using a phone, you may need to disconnect from WIFI and use cellular data. This may result in data charges to your plan. These charges are your responsibility and NRHS will not be held responsible for any charges that may be incurred.
- **My visit link doesn't work. What do I do?**
    - Call your provider's office and inform them you're trying to do a visit with your provider on Amwell Now and the link did not work. The provider will send you a new link.
    - If the problem persists, the provider may schedule a new virtual visit through the Norman Regional Virtual Care app, which is available for free in your App Store or Google Play Store.
- **Why can't the provider see me?**
    - Make sure you gave your browser permission to access your camera.
    - Check that your camera is not covered.
    - Close your browser and open the link again.
    - Make sure your camera is sharing during the visit by tapping the screen and looking at the icons on the bottom of their screen. If the video icon has a slash through it, you need to tap it to begin sharing your video.
    - Check your browser settings. Your browser may not allow your camera to be used by AmWell Now .
    - Refresh your browser. Sometimes this serves as a quick fix.
- **Why can't the provider hear me?**
    - Make sure you gave your browser permission to access your mic.
    - Close your browser and open the link again.
    - Make sure your mic is sharing by tapping the screen and looking at the icons on the bottom of their screen. If the mic icon has a slash through it, you need to tap it to begin sharing your mic.
    - Check your browser settings. Your browser may not allow your mic to be used by AmWell Now.
    - Refresh your browser. Sometimes this serves as a quick fix.
- **If I use my smart phone for a visit and I get a phone call during the visit, will it cut off the virtual visit?**
    - Receiving a phone call will not end your virtual visit. Simply decline the call to continue the virtual visit.
    - If your audio is disrupted after declining the call or you cannot hear the provider, disconnect the video visit, then click on your original video link the provider sent via text or email to get back into the call.
- **I'm getting a lot of audio feedback during my visit. How do I fix it?**
    - Use headphones equipped with a mic for your visit.
    - Turn down the volume on your device.
- **Why does the video lag?**
    - There may be a poor WIFI connection or mobile signal. Move to an area with a better connection.
    - If you're using a WIFI connection and there are multiple people streaming videos on the same network, this may slow down the video signal and degrade the quality. If possible, ask others sharing your network if they can reduce the number of users on the network during your visit.
    - If you are using a phone, you may need to disconnect from a poor WIFI signal and use cellular date. This may result in data charges to your plan. These charges are your responsibility and NRHS will not be held responsible for any charges that may be incurred.

- **I started a visit and the video of me is sideways. How do I fix it?**
  - Rotate your device 90⁰ and then rotate it back. This should correct your video orientation.
  - Depending on your device settings, you may have rotation lock/screen lock/portrait orientation turned on or locked. If so, you may need to change this setting.
  - On an iPhone: pull down the menu from the top right of the screen and click the rotation lock icon until it says "rotation lock: off." If the icon is white, the setting is locked. To unlock it, simply tap on the icon and it will turn black.
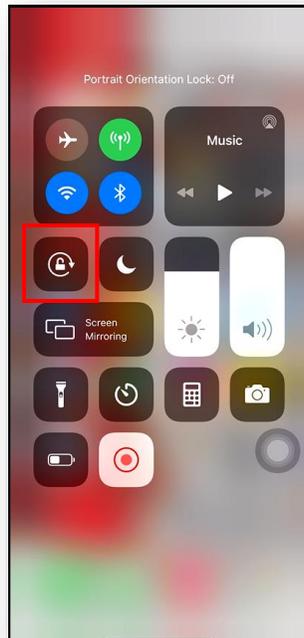
  - On an Android: pull down the menu from the top of the screen and click the "auto rotate" button so it is highlighted blue and turned on. If your icon is grey, the setting is turned off and you simply tap on the icon to turn it on.