2020 Amwell Medical Manual Contents

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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.

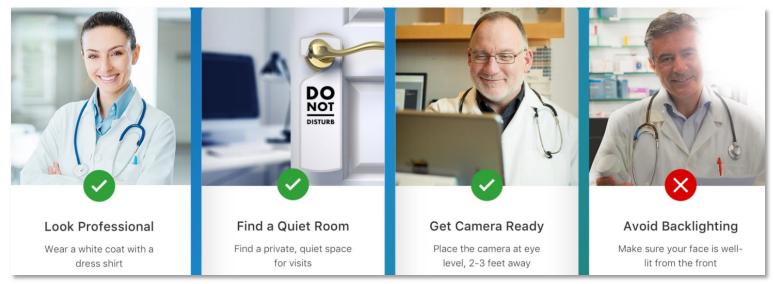
9. Say What You're Doing Off-screen

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.

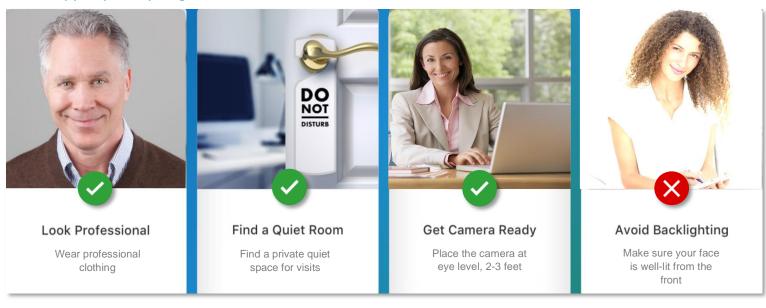
10. Use the Text Chat Function (Web Experience Only)

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.

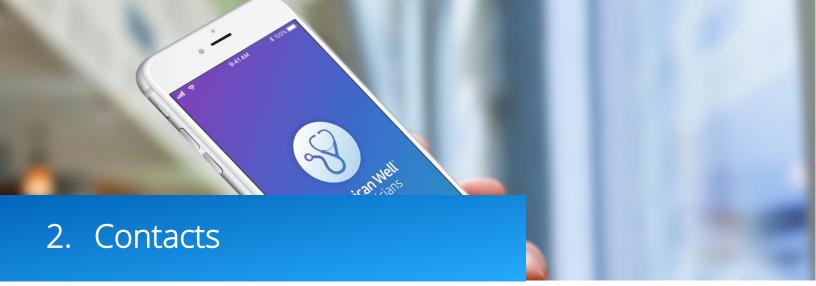
Urgent Care, Sleep Medicine



Therapy, Psychiatry, Registered Dieticians



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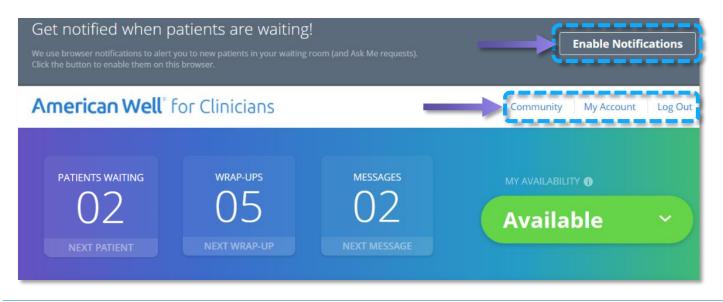
- 1. General Questions: Provider.Relations@AmericanWell.com
- 2. Urgent Care Clinical Questions: Medical.Directors@AmericanWell.com
- 3. Technical Questions 24/7/365: 855-347-4108, NOC.Alerts@AmericanWell.com
- 4. Patient Emergency: 855-921-6664
- 5. Rx Questions: (888) 982-7956
- 6. High Wait Time Text Message Alerts are Sent From: 617-766-5389
- 7. Quality Questions: Quality.Review@AmericanWell.com
- 8. Community site: <u>https://americanwell.force.com/customer</u>
- 9. American Well for Clinicians Web App: <u>https://americanwellforclinicians.com/hub/login/</u>
- 10. 'Platform' requested when setting up American Well for Clinicians App:
 - i. Urgent Care: OnlineCareGroup
 - ii. Behavioral Health: OnlineCareGroupTherapy



To begin log into the American Well for Clinicians App: <u>https://americanwellforclinicians.com</u>.

The American Well for Clinicians app acts as a dashboard which organizes all visit requests across every group of patients from one easy to use page. The overarching system the patient enters through is referred to as a "Platform" and the specific group the patient is enrolled in is referred to as a "Practice".

- **a.** When you log in click 'Enable Notifications' to allow desktop notifications to appear when practicing.
- **b.** At the top of the dashboard are three links. 'Community' links to the provider community site, 'My Account' allows you to edit your account settings and 'Log Out' closes the dashboard. Before logging off always switch your availability to 'Unavailable'.
- c. Moving down the page there are three icons.
 - i. 'Patients Waiting': displays the number of patients waiting. Click 'Next Patient' to launch the visit.
 - ii. 'Wrap-Ups': displays outstanding documentation for patient visits. Click 'Next Wrap-Up' to complete outstanding Wrap-Ups. It is imperative that all Wrap-Ups are completed within 24 hours.
 - iii. 'Messages': displays unread messages, click 'Next Message' to review open messages.

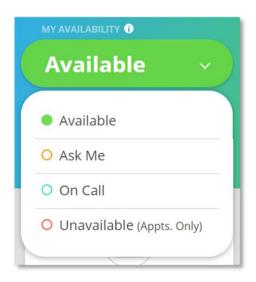


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d. 'Waiting Room': displays incoming patients. The patient's name, length of wait, platform and practice are displayed. High priority patients are highlighted in red text with a 'High Priority' badge.

02	05	02	Available 🗸 🗸
NEXT PATIENT	NEXT WRAP-UP	NEXT MESSAGE	
Waiting Room			Today's Appts. 🗳
Amelia Tate		Review	4:15 PM EDT in 35 mins
Amelia Tate Age 42 Female MA	eb NEW]	Review	
Amelia Tate		Review	4:15 PM EDT In 35 mins Mary Jones

- e. 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.
 - i. Available: Providers seeing patient for on-demand visits (Urgent Care) will set their availability to 'Available'. This allows patients to initiate a visit and enter your virtual waiting room. Only use the available status when you can guarantee you will accept the first patient to enter your waiting room within the first two minutes.
 - ii. Ask Me: Only providers seeing patient for on-demand visits (Urgent Care) will use 'Ask Me'. 'Ask Me' sends an alert 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: Not used by Amwell Medical Providers.
 - 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 for waiting for an extended amount of time in your waiting room. Always set your status to 'Unavailable' before logging off.

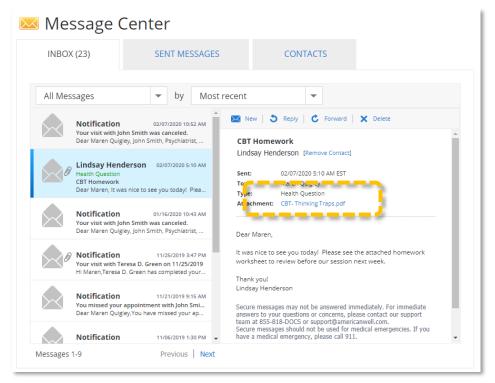
- f. Documentation occurs in the 'Wrap-Ups' section. Wrap-Ups are generated after every visit; click the patient's name and you will be directed to the platform and practice the visit took place in. Click the 'Show Completed' button to display all submitted documentation.
- g. The 'Unread Messages' section shows all messages sent to you by patients. Click 'Show System Notifications' to see auto generated messages.

Vrap-Ups show of	Completed 1	Unread Messages Show System Notifications		
Maren Quigley Amwell, OCG Final Certification Practice	Yesterday 10:57 AM	Maren Quigley Amwell, OCG Final Certification Practice Following Up	Toda 11:33 AN	
arah Ricciarelli	05/10/2018			

If you would like to send a patient a secure message you will need to scroll down to the platforms section of the dashboard. Click 'Messages' next to the platform and practice you saw the patient in.

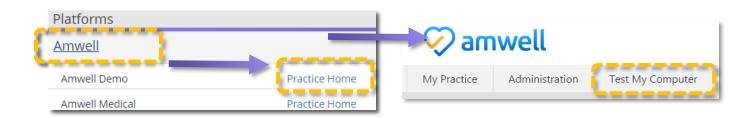
Platforms				
Amwell				
Amwell Demo	Practice Home	Messages	Recent Visits	Patient Lookup
Amwell Medical	Practice Home	Messages	Recent Visits	Patient Lookup

You will be directed to your 'Message Center' where you can connect with patients in a HIPAA compliant, secure manner. Never connect with patients outside of the platform. Behavioral Health providers often use secure messages to send patients homework or additional documentation.

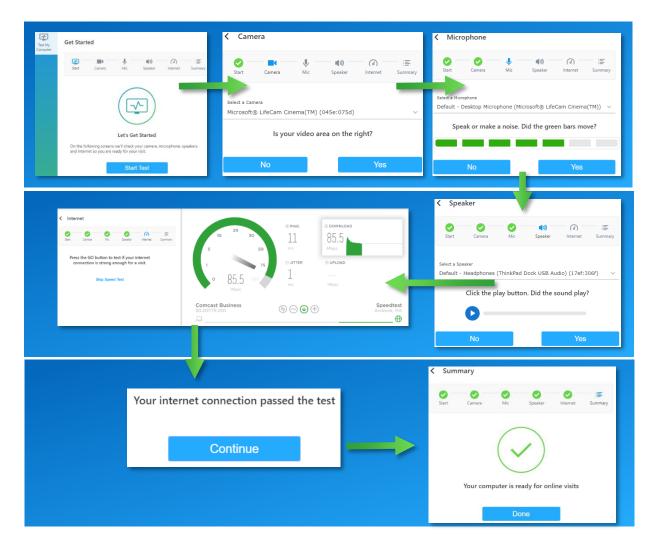


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h. Next you will install the video software, scroll down to the 'Platforms' section. Click into the first platform listed and click 'Practice Home'. All platforms use the same video software. When brought to the practice waiting room page, click 'Test 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.



i. 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 dashboard.



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a. Make yourself available for a visit: 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. 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

Launch a Visit with the First Available Provider

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)

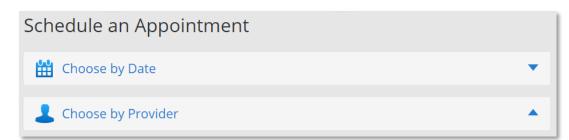
Languages English **Professional Education** Drexel University, 1992

Years of Experience 27 years **Residency** Harrisburg hospital, 1995

On Demand Visit Profile

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



Scheduled Visit – Book an Appointment

enderson sychologist	Visit Cost: \$99.00 (may be covered Languages English Years of Experience 11 years	Professional Education Massachusetts School of Professional Psychology, 2009 Location Somerville, MA					
indsay lenderson sychologist	Languages English	Professional Education Massachusetts School of					
lenderson	Languages	Professional Education Massachusetts School of					
	VISIC COSC: \$99.00 (may be covered	b by insurance)					
THE	Visit Cost #00.00 (marks serve						
TREATS AGES 10+	functioning.	/					
	can experience higher levels	individuals feel they have more control over their life circumstances and can experience higher levels of satisfaction across all areas of					
	Additionally, I work with adolescents and families at McLean Hospital and am an Instructor at Harvard Medical School. My goal is to help						
	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.						

Scheduled Visit – Select Provider

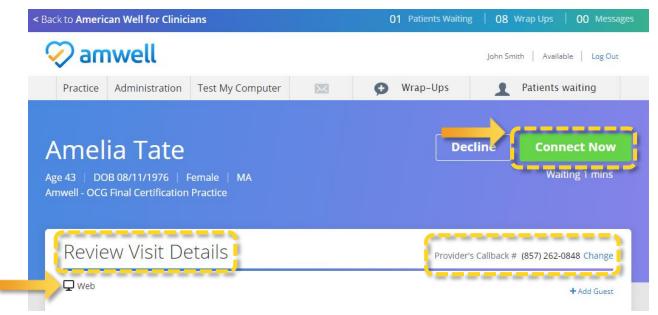
If the patient opts to schedule an appointment with a specific provider they can review your profile created in onboarding and see your set availability by clicking the 'Schedule Appt' button.

b. To launch the visit: Click 'Next Patient' from the American Well for Clinicians web app. You will be directed to the platform and practice the patient has initiated the visit through.



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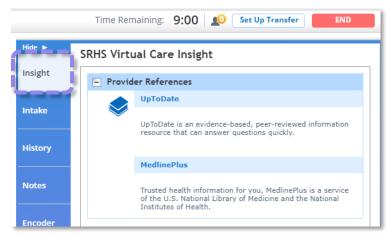
c. Review Visit Details: Review the patient's health summary, confirm you are available on the phone number listed in Provider's Callback #, double check the patient's modality and click 'Connect Now'. Patients can launch visits via web, app and the kiosk.



d. Browser Permissions: Click 'Launch'. You will be prompted to allow the browser to access your microphone and camera, click 'Allow'.

Launch Video	amwell.com wants to Use your microphone Use your camera Use your camera Use your camera	ile Log Out
Click launch to start your video.	Allow Block Time Remaining: 9:30 Set Up Transfer	END
Not launching? You may need to download and install again.		Insight 🔎 Intake

e. 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.



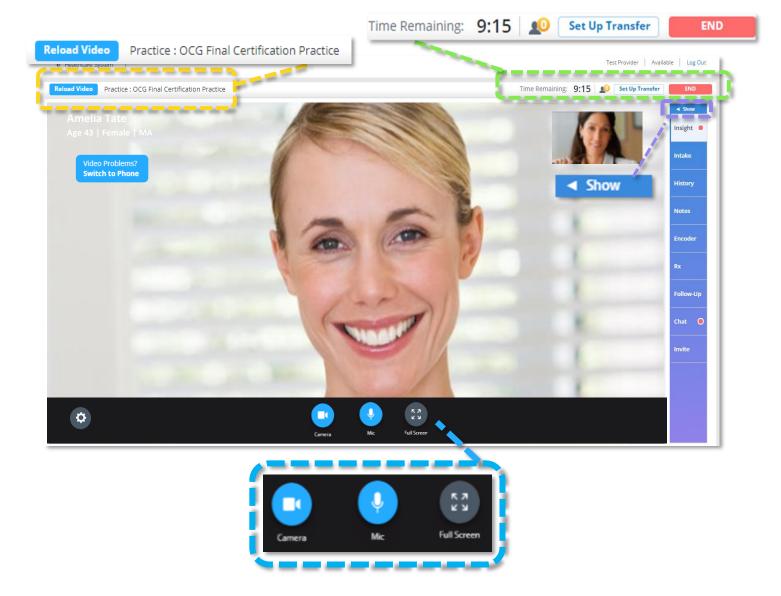
🧭 amwell 🛛 Medical Group12

f. 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, if you run out of time the timer will automatically extend the visit time, you will not be paid more for seeing the patient past the allotted visit length. The timer is never visible to the patient. The icon of a person alerts you if there are patients waiting to see you, you will not use the 'Set Up Transfer' button, click the red 'End' button to end the visit. Click the 'Show' button to expand the documentation panel.

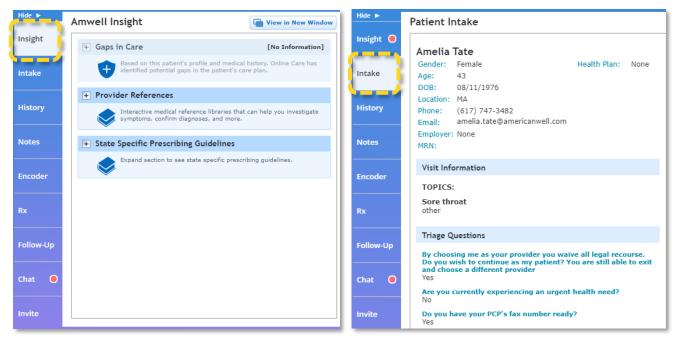
The patient's name, gender and state are always listed in the top left of the video console. If the video connection is not strong enough use the 'Switch to Phone' button, you will receive a call on to the number listed as 'Provider Callback #' on the review visit details page. Check the insight tab 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.

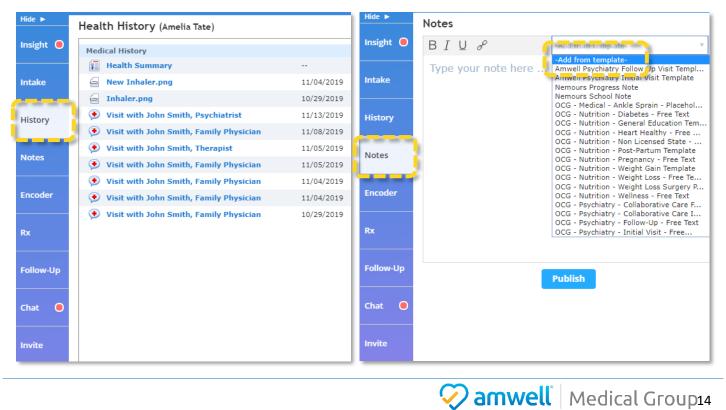


🧭 amwell 🛛 Medical Group13

g. 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.



- h. 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.
- i. 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.

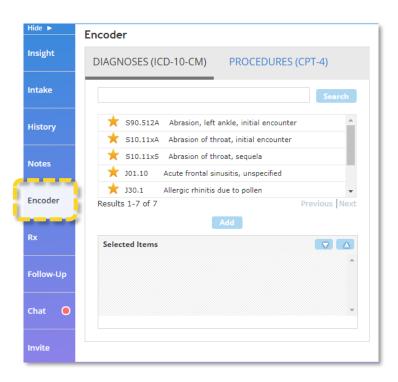
Edit PlaceHolders ×	Notes ×
Mode of Communication: Mode	BIU do -Add from template-
History: The patient has had a headache for Duration . The headache is located	We strongly encourage you to share the following record of today's visit with your primary care physician.
Location , and is described as Description . Recent changes include	Contact phone number: Address: Mode of Communication:
Changes . Current pain scale (1-10): Pain scale .	History of Presenting Problem: Past Medical History/medications: Past Mental Health History Social/Family History: Developmental History: Legal History:
The patient is also experiencing Other symptoms which has been present for	Edge filedby: Education/Occupation: Skills/Strengths: Support System:
Duration days.	Mental Status Examination:
History of headache: Headache history	Publish
Additional pertinent positives:	Free Text Note Template
Pertinent negatives	
Past medical history: PMH	

Placeholder Note Template

j. 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. Never use ICD-10 codes that include: W, X, Y, Z.

k. If CPT code is not prepopulated use:

- i. Urgent Care 99422
- ii. Behavioral Health 90834
- iii. Psychiatrists Initial: 99204 GT
- iv. Psychiatrists Follow Up: 99213 GT



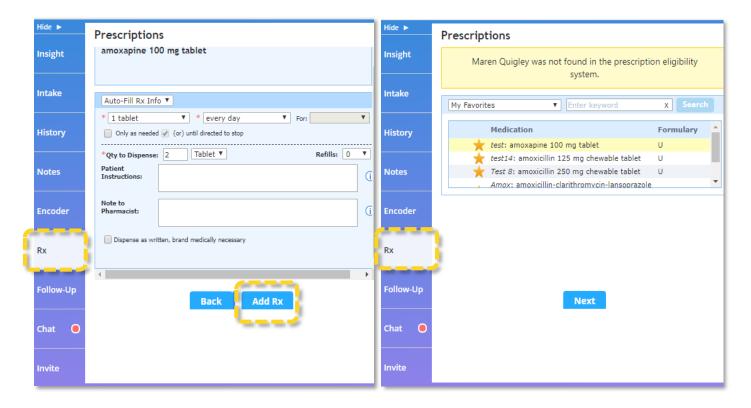
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I. Prescriptions: In the Rx tab select source, enter medication and click 'Search'. Select the medication, select either 'Auto-Fill Rx Info' or 'Manual Rx Info'. Enter dosing information. Notes to the patient and/or pharmacist are optional, some providers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

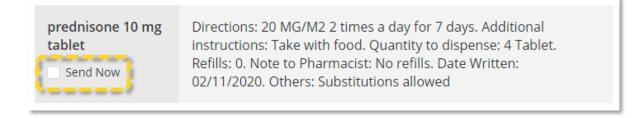
Prescribing of the following medications is not permitted: narcotics, controlled substances, Gabapentin, Tramadol, Nubain, Pseudoephedrine, Ephedrine and Fioricet.

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

Frequently prescribed brand name/generic top medications: Zoloft/Sertraline, Wellbutrin/Buproprion, 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.



m. 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.

Hide ►	Follow-Up	
Insight 🖲	Follow up with: Sick Slip 🔻	
Intake History	• yper © like ○ Injury Remarks: Please excuse Amelia Tate for two days due to illness.	INDIVIDUAL SICK SLIP John Smith, MD NPI: 0811198908
Notes	Add	
Encoder		✓ Illness Injury
	Follow-Up Items	Patient Name: Amelia Tate
Rx	Referral to PCP X Delete	Date: 02/11/2020
Follow-Up		Remarks:
	•	Please excuse Amelia Tate for two days due to illness.
Chat 😑		
Invite		

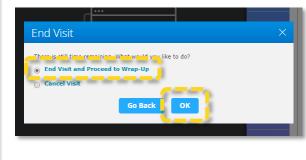
n. Chat: A basic referral can be created by selecting referral from the dropdown. You will not be able to select a specific provider but the patient will receive the referral as a pdf file and will be able to follow up on your suggestion. If the 'Chat' is greyed out, the patient is using the app and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

Hide ►	Follow-Up	Hide ►	Chat
Insight 🖲	Follow up with Referral	Insight	Amelia Tate is located in Massachusetts.
Intake	Another Visit To: Self-Care Tools Sick Slip Referral Evaluate and treat this patient for:	Intake	Amelia Tate has shared health history John Smith
History		History	Thank you for starting a visit, I am reviewing your history and will be with you in a minute!
Notes		Notes	
Encoder	Add	Encoder	
	Follow-Up Items		
Rx	Referral to PCP	Rx	
Follow-Up		Follow-Up	
Chat 🔵		Chat	Send
Invite		Invite	

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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.

Hide ►	Invite Guests
Insight	Invited Guests
Intake	Mary.Jones@gmail.com ×
History	Enter an email address and we'll send your guest a link to join the visit
Notes	Email Address
Encoder	+ Add guest
Rx	Send Invite
Follow-Up	
Chat	
Invite	



p. Visit Summary: Following the visit you will be directed to the 'Wrap-Up Visit' page, also referred to as a 'Wrap-Up'. 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.

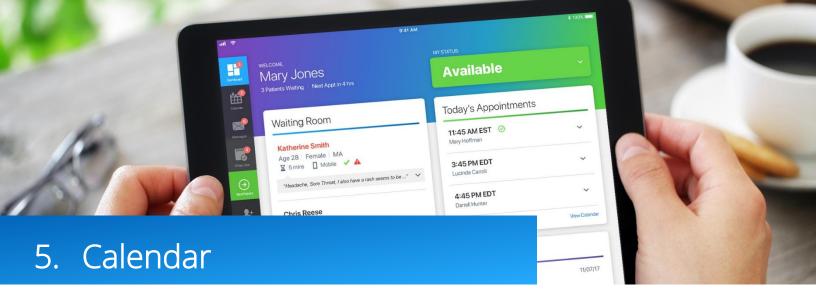
Amelia Tate Age 43 DOB 08/11/1976 Female MA Amwell - OCG Final Certification Practice		Cancel Visit Submit Wrap-Up	ntr		NOTE DIAGNOSIS
Wrap Up	Visit	Call Patient Schedule Online Visit	ttei	(PROCEDURE
🖵 Web		No guests attended	11.	đ	PRESCRIPTION
Notes			U.	\triangleleft	PHARMACY
	Mode of Communication: Web History: Not currently taking any medications Additional pertinent positives: No Pertinent negatives: No Past medical history: Previous history of strep throat Medications: No medications		nal	5	FOLLOW-UP



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Click 'Continue' to return to the American Well for Clinicians Web App.

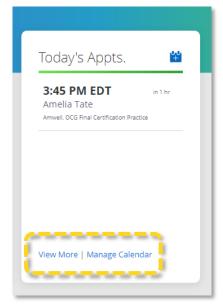
q. Log Out: Before logging out set your availability to 'Unavailable'. Click the menu button in the top left and click 'Log Out'.



If you plan to see patients through scheduled appointments (therapists, psychiatrists and registered dieticians) 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 platforms and 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.

 Upcoming appointments will be listed in the 'Today's Appt' section of the American for Clinicians Web App. Click 'Manage Calendar' in the 'Today's Appt' section. You have one calendar which manages your availability across every platform. Add your availability in any platform and practice and it will appear to all patients.

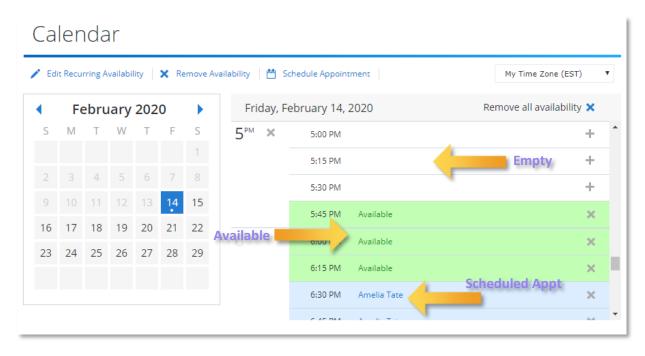


2. Add Availability to the Calendar: Tap the 'Edit Recurring Availability' button on the calendar, this will allow you to add and edit recurring availability rules. You must add availability in one-hour increments to make slots available for patient self-scheduling. At the time of the appointment log into the PME and set availability to 'Unavailable'. Patients with scheduled appointments will be able to enter your waiting room.

	Add Recurring Availability
🖍 Edit Recurring Availability 🗙 Remove Availability 💾 Schedule Appointment	Start Time End Time
August 2019 Monday, August 12, 20	Image: Start Date End Date
SMTWTFS 3 PM X 3:00 PM /	Image: Control of the contro
1 2 3 3.15 DM	Apply to
	Cancel Save

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- 3. Using the Calendar: 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. <u>Availability must be added in one-hour increments.</u>
 - Scheduled Appointments: These are slots in which an appointment has been scheduled. These slots are blue.



4. 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.

ppointment Details ×						
🖉 Cancel Appt 🕚 Reschedule 🖾 Resend Reminder						
te - Female, Age: 4	3 Video Visit					
Scheduled: August 12, 2019 at 3:45 PM EDT Practice: OCG Final Certification Practice System: amwell.com Patient Phone: (617) 747-3482 Patient Email: amelia.tate@americanwell.com Guests: + Invite Guest						
Enrollment Tech Check Complete						
	opt Reschedule te - Female, Age: 4 August 12, 2019 at 3:45 PM E OCG Final Certification Practi amwell.com (617) 747-3482 amelia.tate@americanwell.com + Invite Guest Appointment set Send Reminder link above to r Image: Composition of the set Image: Composition of the set Image: Composition of the set Appointment set Image: Composition of the set	ppt				

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5. 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'.



Schedule Online Visit

- 6. 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'.
- **7.** Entering the patient's health insurance information is optional. Click 'Next'.

February 2020 Wednesday, February 12, 2020							
S	М		W			S	My Time Zone (EST)
						1	1:15 PM
2	3	4	5	6	7	8	1:30 PM
9	10	11	12	13	14	15	1:45 PM
16	17	18	19	20	21	22	2:00 PM
23	24	25	26	27	28	29	2:15 PM
							2:30 PM
							2:45 PM
Wednesday, February 12, 2020 at 2:15 PM							

Schedule Onli	ne Visit					
Visit Details						
Patient:	Amelia Tate					
Provider:	John Smith, Psychiatrist					
Visit Time:	Fri, Feb 14, 2020 6:30 PM EST					
Visit Type:	Video					
Patient Cost:	\$0.00 💼 😂 💴					
	Collected from the patient at the time of visit. Add coupon					
Invitation Optio	ns					
Note to Patient (opt	Note to Patient (optional):					
Invite Guests:	Invite Guests:					
+ Add Guest						
	Back Complete Visit Setup					

8. Review the patient's information, click 'Complete Visit Setup'. Click 'Ok'.

Sector and the sector of the s

9. Click the blue icon next to 'Today's Appts.' to schedule an appointment from the web app, you will be directed through the same steps you completed when scheduling an appointment from the Wrap-Up.

merican Well [®] f	or Clinicians	•	Community My Account Log Out
PATIENTS WAITING 02 NEXT PATIENT	WRAP-UPS 05 Next WRAP-UP	MESSAGES 02 NEXT MESSAGE	MY AVAILABILITY Available
Waiting Room			Today's Appts. 🗳
Amelia Tate Age 42 Female MA 3 minutes ago W Amwell. OCG Final Certification Practice "Rash"		Review	4:15 PM EDT in 35 mins Mary Jones Amwell, OCG Final Certification Practice
		MacBook	_



a. Webside manner:

- Professional/secure office environment
- Lab coat/professional attire
- Good lighting
- Look at camera
- Engage with patient
- Allow for questions/education

b. Practice expectations:

- Evidence Based Practice
- 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
- Use of template thorough documentation to support diagnosis and treatment plan
- Visits should last at least three minutes

c. Prescribing:

- No controlled substances
- No Gabapentin, Sudafed, Fiorcet, Tramadol
- No Lifestyle meds i.e. ED, weight loss, Lastisse
- 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.
- Conditional scripts should be an exception and used for extenuating circumstances

d. Common urgent care conditions:

- i. Sinusitis
 - Follow GL for treatment of sinusitis i.e. severe symptoms, double sickening, duration of symptoms
 - 1st line choice of antibiotics for uncomplicated sinusitis Augmentin/Amoxicillin
 - Doxycycline second line
 - Steroids are not indicated for uncomplicated sinusitis

ii. Pharyngitis

- No empiric treatment for Health Care Systems
- Document Centor criteria and exposure to strep
- 1st line treatment PCN/Amoxicillin, 1st line
- No steroids

iii. UTI

- No pediatric UTI refer in for in person evaluation
- No male's dysuria/UTI- refer in for in person evaluation
- Uncomplicated, nonrecurrent female UTI 18-55
- 1st line Macrobid/Bactrim
- Pyridium/Azo

iv. Otalgia/OM

- No ability for otoscopy code as Otalgia
- Very conservative approach with treatment of otalgia/presumed OM
- 1st line of treatment Augmentin/Amoxicillin

v. URI /Bronchitis

- Viral
- Supportive measures
- No antibiotics

vi. PNA

• Refer in for auscultation

vii. Influenza

- Tamiflu treatment within first 48 hours of symptoms
- Can consider post-exposure prophylaxis per guideline
- High risk age, respiratory refer in for in person evaluation

viii. Low back pain

- Supportive measures rest, ice, NSAIDS
- Conservative quantity of muscle relax, max 20 quality sedation precautions

ix. Bacterial Vaginosis:

- Refer for culture
- Conservative approach to treatment with previously diagnosed/cultured BV infection



7. Master Class - Optimize Your Practice with Tips and Tricks from Practicing Providers

a. Save Top ICD-10 Codes as Favorites

- i. When documenting visits in the encoder click the yellow star next to the ICD-10 code to save it is a favorite for future visits. Favorites are currently platform specific, meaning you will need to save favorites across each platform, about 80% of volume comes through Amwell and LHO, begin by favoriting ICD-10 codes in these two platforms.
- ii. Some providers find it easier to find an ICD-10 code in a google search, find the code and copy and paste it in.
- iii. Never use ICD-10 codes that include: W, X, Y, Z as the primary billing code.

incoder >
DIAGNOSES (ICD-10-CM) PROCEDURES (CPT-4)
Search
★ S90.512A Abrasion, left ankle, initial encounter
★ S10.11xA Abrasion of throat, initial encounter
★ S10.11xS Abrasion of throat, sequela
★ J01.10 Acute frontal sinusitis, unspecified
★ J30.1 Allergic rhinitis due to pollen
Results 1-8 of 8 Previous Next
Add

Urgei	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			

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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 F41.1 Generalized anxiety disorder F43.23 Adjustment disorder with mixed anxiety and depressed mood F41.9 Anxiety disorder, unspecified F33.1 Major depressive disorder, recurrent, moderate F43.22 Adjustment disorder with anxiety F43.21 Adjustment disorder with depressed mood F43.20 Adjustment disorder, unspecified Z63.0 Problems in relationship with spouse or partner 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 F33.9 13 Major depressive disorder, recurrent, unspecified F32.1 Major depressive disorder, single episode, moderate 15 F43.10 Post-traumatic stress disorder, unspecified

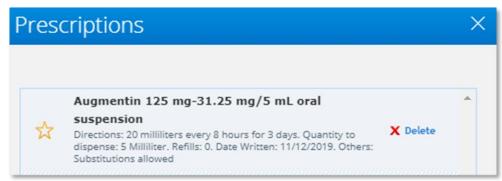
Psych	Psychiatry Top ICD-10 Codes					
1	F33.1	Major depressive disorder, recurrent, moderate				
2	F41.1	Generalized anxiety disorder				
3	F41.9	Anxiety disorder, unspecified				
4	F33.41	Major depressive disorder, recurrent, in partial remission				
5	F33.0	Major depressive disorder, recurrent, mild				
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				

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Nutri	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	110	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				

b. 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 the follow medications is prohibited: narcotics, controlled substance, Gabapentin, Tramadol, Nubain, Pseudoephedrine, Ephedrine.



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		

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c. Keep List of Patients

Keep a list of patient initials, DOB, state and platform to refer to if changes need to be made to the patient record following visits. As a reminder do not keep personal identifying information for patients such as full name on computers or desks, as this is a violation of HIPAA.

d. 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 on the fly typing HPI while maintaining eye contact with the patient. This is not required.

e. 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.

Hide ►	Health History (Amelia Tate)					
Insight 🖲	Medical History					
Intake 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				

f. 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 in a state you are not licensed in.

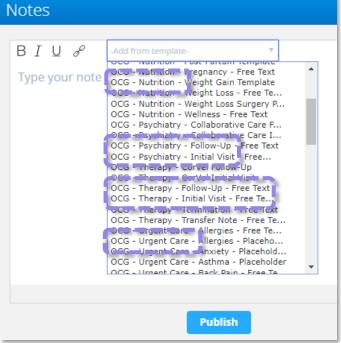


g. Look at Age and Platform:

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, platform 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).



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



i. Save or publish before leaving note templates

Edit PlaceHolders	× Notes	×
 2. Home care: a. May use nasal saline, or Neti-Pot b. Acetaminophen or ibuprofen as needed for pain c. Sleep with head/chest elevated for better drainage 3. Referral or follow up: a. As needed for worsening or onset of new symptoms 	BIU & Add from template-	*
4. Medical decision making: MDM	Contact phone number: Address: Mode of Communication:	
 Additional recommendations: 1. If you received a prescription at this visit and you have a question or problem please call 888-982-7956 for prescription assistance 2. Please print a copy of this note and send it to your regular doctor, or take it to your next visit so it may be included in your medical record 3. Please see your primary care provider on an annual basis or more frequently if directed 4. Additional recommendations: Additional recommendations 	e History of Presenting Problem: Past Medical History/medications: Past Mental Health History Social/Family History: Developmental History: Legal History: Education/Occupation: Skills/Strengths: Support System:	
The patient voiced understanding and agreement with plan. Cancel Save	Mental Status Examination: Bevised Brief Psychiatric Bating Scale (B.BBPS) Publish	•
	The state of the s	

Placeholder Note Template

Free Text Note Template

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j. Always Review Insight Section

nsight	^
Gale Real-time Medical Information Real-time Medical Information provided by 19 Labs Gale Devices	
Provider References Interactive medical reference libraries that can help you investigate symptoms, confirm diagnoses, and more.	
State Specific Prescribing Guidelines Expand saction to see state specific prescribing guidelines.	

k. 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. To add an addendum to a patient record scroll down to the telehealth platforms section of the American Well for Clinicians web app. Click 'Patient Look Up' in the platform and practice you saw the patient in.

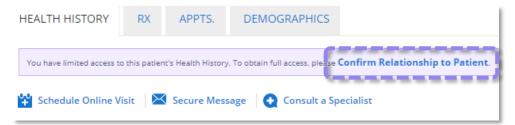
Telehealth Platforms				
Amwell				^
OCG Final Certification Practice	Practice Home	Messages	Recent Visits	Patient Lookup

b. You will be directed to the Patient Look-Up. Enter the Patient's First and Last Name. Click Search. Click the patient's name to open their record.

Schedule Online Visit	🔏 Add Patient 🛛 🎧	Export Patient Re	ecords			
atient Look-up						
First Name:	Last Name:	DOB:		MRN:		
Amelia	Tate					Search
		(mm/dd/y	(ענעי			
Internal Patient ID:	Relationship:	Enroll St	atus:	Invite St	tatus:	Reset
	All	- All		- All		*
					Sort by:	Relationship to Patient 🔻
Eull Nome	Sex	DOB	Enrolled	Invited	MRN	Relationship to Patient (j)
	Female	08/11/1976	Yes	No		Online Physician



c. Confirm relationship to patient.



d. Enter your initals and click confirm.

order to view this patient's full medical profile, please confirm your relationship th this patient and your right to view this patient's medical history.
Amelia Tate, Female Date of Birth: 08/11/1976 Your Initials (JS) JS I ertify that I have an established clinical relationship with this patient, and am authorized to view this patient's medical information and treatment history.
Cancel Confirm

e. Click 'Attach a File'.

HEALTH HISTORY	RX INSIGHT APPTS.	DEMOGRAPHICS
Schedule Online Vis	it 🛛 🔀 Secure Message 🛛 💽 Con	nsult a Specialist 🛛 🖉 Attach a File 🛛 🟠 Export to CCR 🛛 👩 Create Medical Home
View: All Entries	- Sort By: Ty	rpe
Summary	Health Summary	
Video	Sleep Medicine I	11/12/2019

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

history. The select	locate a file and attach it to this patient's health ed file must be an allowed file type (e.g., .pdf, .doc,
MB.	mp, .flv, .mpeg, .mp4), and must be no larger than 20
	n will be visible to this patient, as well as any other re access to the patient's Health Profile.
* File:	Browse
* Type:	- select -
* Date:	
	(e.g., 5/16/2001)
Summary (255	chars max):
	Cancel Attach

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