



Your Quick Start Guide

To help you navigate this guide, we've divided it into seven sections:

- Part 1: Downloading the App
- Part 2: Creating Your Account
- Part 3: Registering for a Video Visit (Medical)
- Part 4: Starting Your Video Visit
- Part 5: Post-Visit Activity
- Part 6: Scheduling a Behavioral Health Appointment (Web)
- Part 7: Scheduling a Behavioral Health Appointment (Mobile)

Step 1 | On your smartphone or tablet, open your app store.



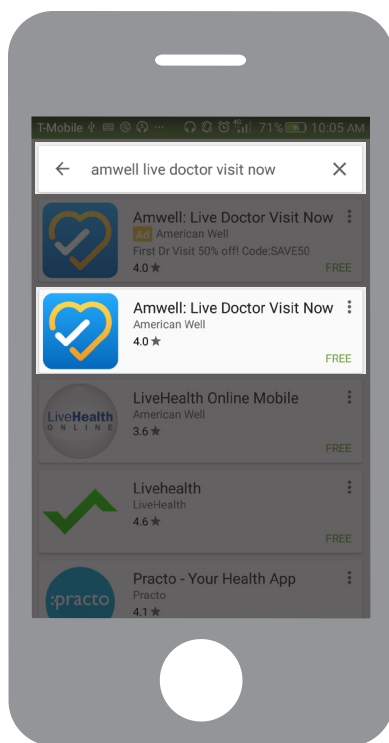
If you have an Apple device, go to the Apple App Store.



If you have an Android device, go to the Google Play Store.

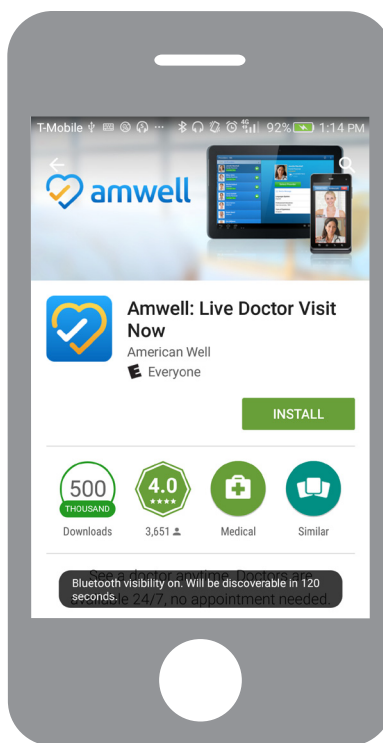
Step 2

In your app store's search bar, search for "AmWell Live Doctor Visit Now."



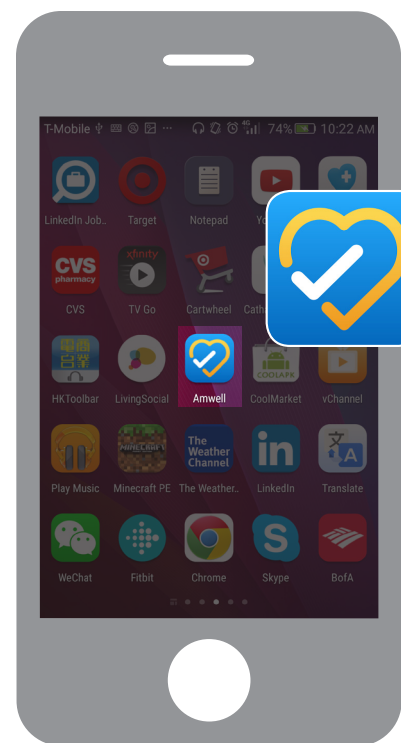
Step 3

Download and install the app.



Step 4

Locate the app icon on your device, and select it to run the app.



Step 1 | Before creating your account, have the following information available:**Blue Cross Member ID**

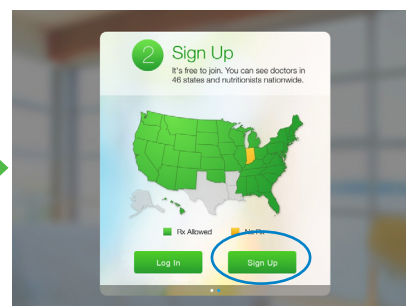
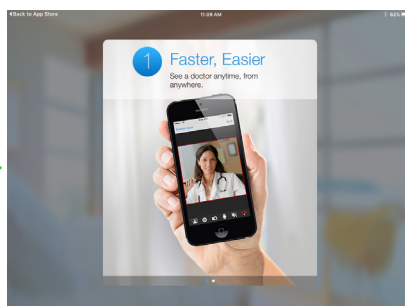
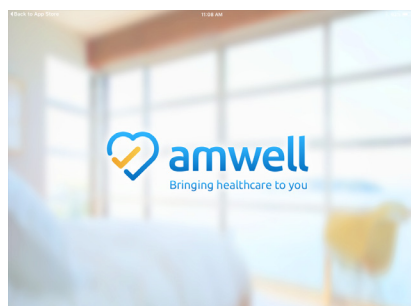
- Enter your name exactly as it is displayed on your member ID card.
- You'll need both your Subscriber ID # (this is listed below your name on the card).

**Telehealth Blue Cross Member Service Key**

Enter the Service Key **"BCBSMA"** to complete your registration and make sure you gain access to the appropriate member costs for video visits.

**Medical History**

Have a general summary of your medical history ready—it will help better inform your doctor.

Step 2 | Open your app, swipe left, and select "Sign Up".**Step 3** | On the "About You" window, fill in each field.

About You

First Name

Last Name

Date of Birth

Gender

Your Location

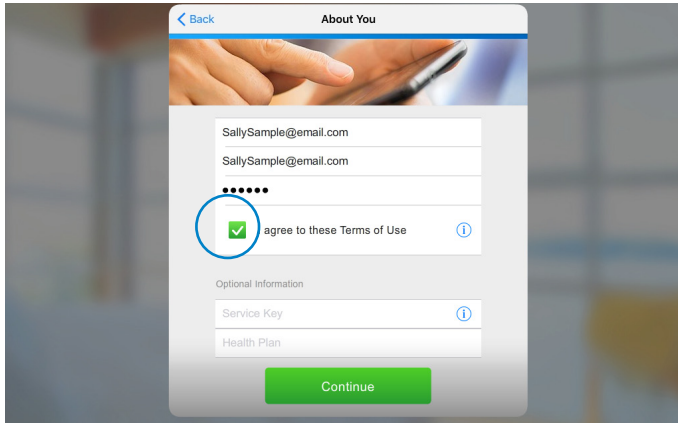
Email Address

Confirm Email

Password

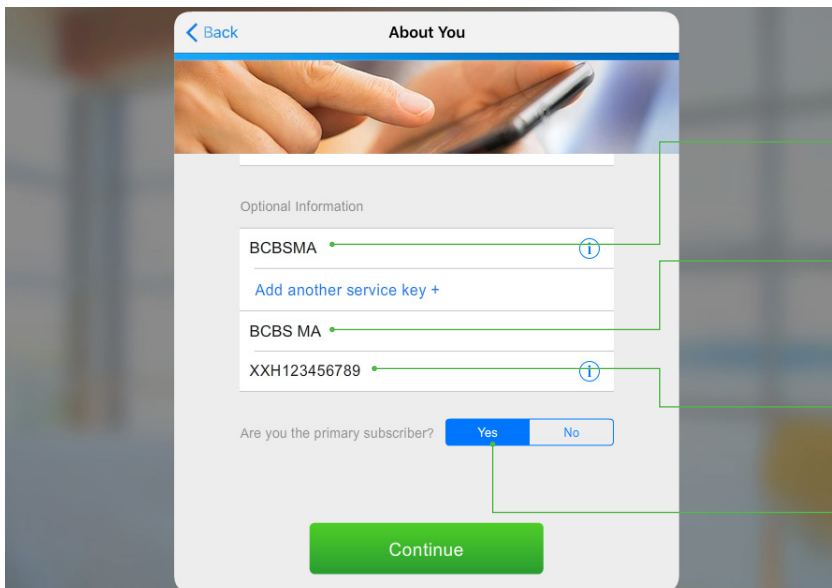
Continue

Step 4 | To continue creating your account, you'll need to accept the Terms of Use.

A screenshot of a mobile app's 'About You' registration screen. The screen has a blue header with a back arrow and the title 'About You'. Below the header is a banner image of hands holding a pen. The form contains several input fields: 'Email' (filled with 'SallySample@email.com'), 'Phone' (filled with 'SallySample@email.com'), and a password field (masked with dots). Below these is a checkbox labeled 'I agree to these Terms of Use' which is checked and circled in blue. Underneath is an 'Optional Information' section with fields for 'Service Key' and 'Health Plan'. At the bottom is a green 'Continue' button.

If you cannot progress to the next section at any time during account creation or registration, confirm that you have completed all required information.

Step 5 | At the bottom of the “About You” window, you’ll see an “Optional Information” section. This information is required to receive your discounted member rate.

A screenshot of the 'About You' registration screen, focusing on the 'Optional Information' section. This section includes a 'Service Key' field with a dropdown menu showing 'BCBSMA' and a plus icon to add more. Below it is a 'Health Plan' dropdown menu showing 'BCBS MA'. A 'Member ID' field contains the text 'XXH123456789'. At the bottom of this section is a question 'Are you the primary subscriber?' with 'Yes' and 'No' radio buttons. A green 'Continue' button is at the very bottom. Green lines with circular endpoints point from the text instructions on the right to the 'BCBSMA' dropdown, the 'BCBS MA' dropdown, the 'Member ID' field, and the 'Yes' radio button.

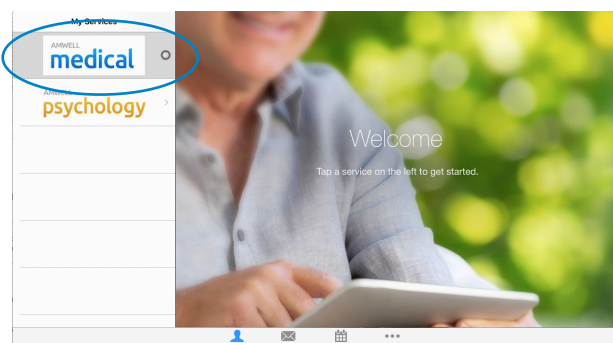
Enter your Blue Cross Service Key “**BCBSMA**” into the Service Key field.

From the drop-down menu in the health plan field, select “**BCBS MA**” (Please note, there is a space here between BCBS and MA).

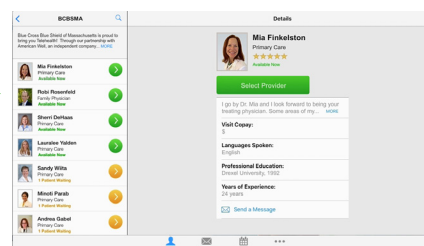
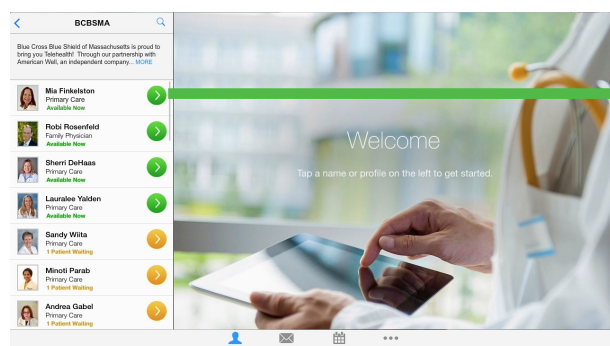
Next, enter your Member ID number. If you provided your insurance information earlier in the registration process, it will pre-populate here.

Note: You'll need to identify yourself as the primary subscriber before continuing.

Step 1 | Next, select the type of service you want, either Medical or Psychology (behavioral health). For the purposes of this guide, select AmWell Medical.

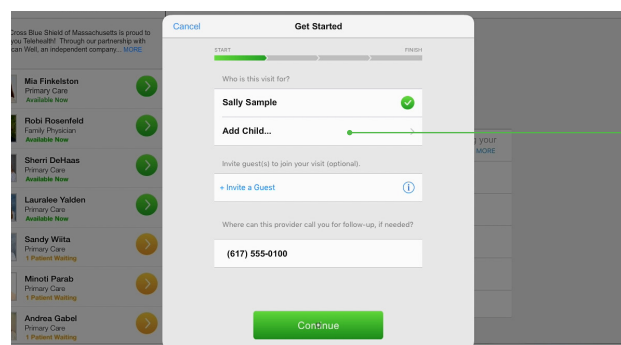


Step 2 | You will see a list of doctors and their current statuses: available; seeing a patient; offline and unavailable. Select the doctor you'd like to see.



Note: To learn more about a specific doctor, select their name to view their profile.

Step 3 | Next you'll see the "Get Started" window. Fill in all fields, making sure you identify the patient.

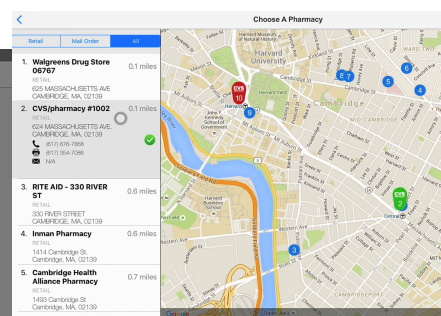
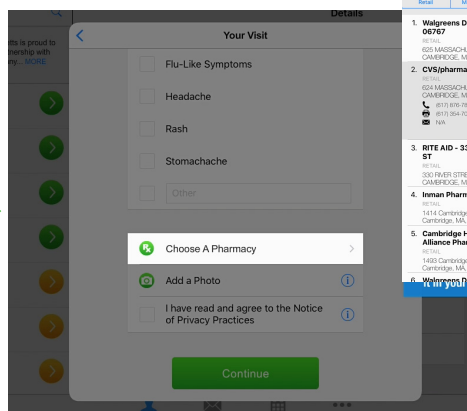
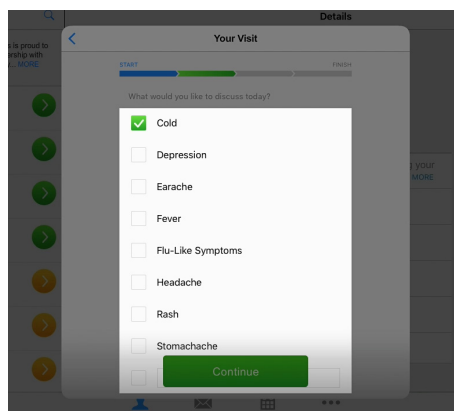


Note: If the visit is for your child, please select "Add a child".

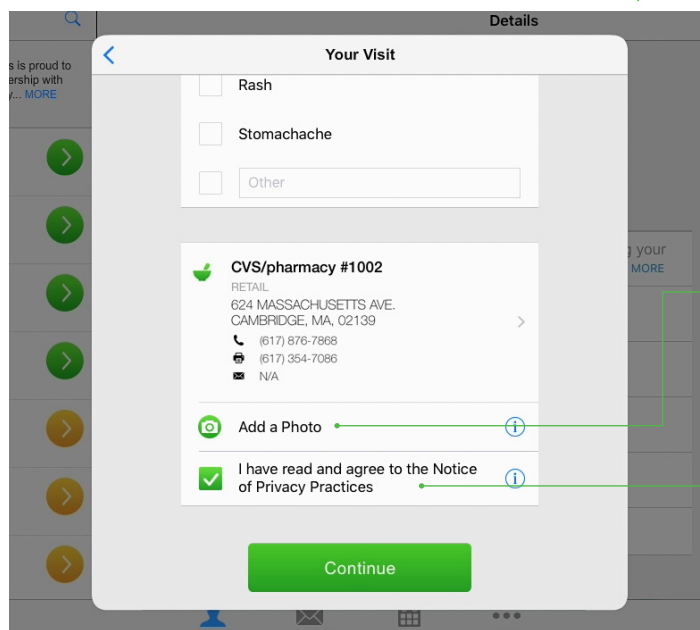
Step 4

In the “Your Visit” window, select all conditions that apply to your health and that you’d like to discuss with the doctor.

At the bottom of the “Your Visit” window, you can assign a local pharmacy to your account. Select the “Choose a Pharmacy” field and enter your location information into the search bar.



Select a location that’s convenient for you. Please note you can change your assigned pharmacy at any time by going to your account settings.



To add a photo, upload an image by selecting the “Add a Photo” field.

Review the Notice of Privacy Practices, and if you agree, check off the box and continue.

Step 5 | In the “Medical History” window, check off any condition that relates to your personal medical history.

The screenshot shows the 'Medical History' window in the Answell app. On the left, there is a list of healthcare providers with their names, roles, and availability status. The main area of the window is titled 'Medical History' and contains a progress bar at the top. Below the progress bar, there is a section titled 'CONDITIONS' with the question 'Have you ever been diagnosed with any of the following conditions?'. A list of conditions follows, each with an unchecked checkbox: Alcoholism/Cirrhosis, Allergies, Anxiety, Arthritis, Asthma, Atrial Fibrillation, Attention Deficit Disorder, and B. A green 'Continue' button is located at the bottom of the list.

Step 6 | In the “Medications” window, search for and select all medications you’re currently taking.

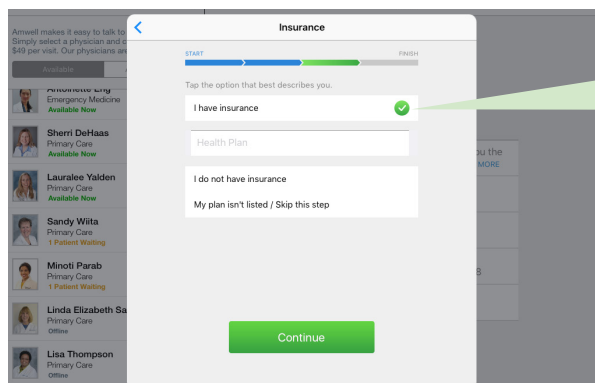
The screenshot shows the 'Medications' window in the Answell app. On the left, there is a list of healthcare providers. The main area of the window is titled 'Medications' and contains a progress bar at the top. Below the progress bar, there is a section titled 'MEDICATIONS' with the question 'Are you currently taking any medications?'. There is a search bar with 'allegra' entered and a 'Search' button. Below the search bar, there is a list of search results: Allegra, Allegra-D 12 Hour, Allegra ODT, Allegra-D 24 Hour, and Allegra Intensive Relief. A green 'Continue' button is located at the bottom of the list.

Step 7 | In the “Vitals” window, fill in any of the information you have.

The screenshot shows the 'Vitals' window in the Answell app. On the left, there is a list of healthcare providers. The main area of the window is titled 'Vitals' and contains a progress bar at the top. Below the progress bar, there is a section titled 'VITALS' with the question 'Do you know your current vitals? (optional)'. There are three input fields: 'BLOOD PRESSURE' (with sub-fields for Systolic and Diastolic), 'TEMPERATURE', and 'WEIGHT'. Below these fields, there is a checkbox labeled 'Share my Health Summary and Medication History' which is checked. A green 'Continue' button is located at the bottom of the window.

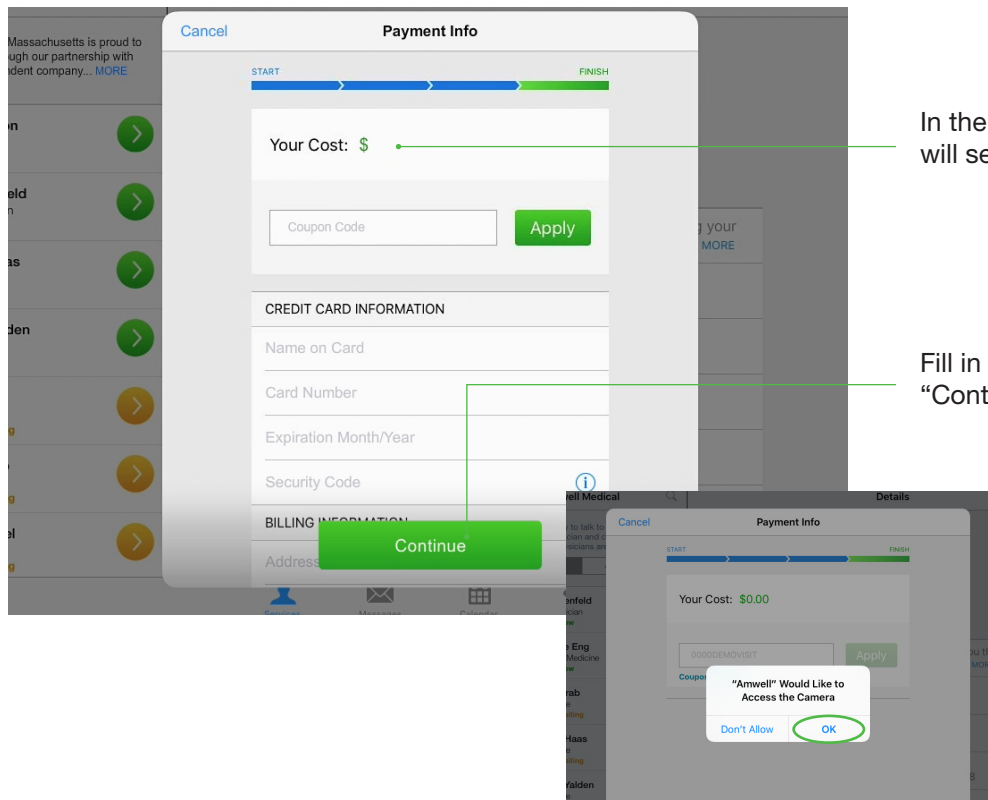
To share your Health Summary and Medication history with the doctor, check off the box at the bottom of the “Vitals” window.

Step 8 | To reconfirm your insurance information, select “I have insurance.”



If you entered this information during the account creation process, it should be pre-populated in the “Insurance” window.

Step 9 | Now provide your payment information.

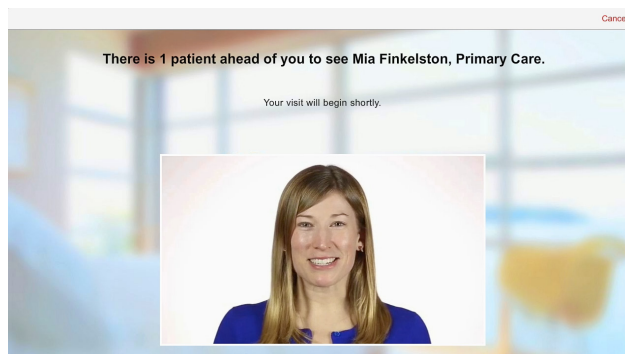


In the “Payment Info” window, you will see the total cost of your visit.

Fill in all required fields and select “Continue.”

Note: Some devices may ask you to grant the Amwell app access to your device’s camera. You’ll need to approve access to have a video visit.

When you're done registering, you'll be transferred to your doctor's virtual waiting room for a brief welcome video from Amwell.



Once connected and transferred from the virtual waiting room, your doctor will begin the visit with an introduction and some preliminary questions about your medical history.

You can perform these functions from the video visit screen:

Refresh video: Use this icon to refresh your video screen.

Add a guest: Use this icon to add a guest to your doctor video visit.

End video visit: To end your visit, select this icon.



Settings: You can access and adjust your settings here.

Take a photo: Take and share a photo using this icon.

Mute device's microphone: You can adjust and mute the microphone on your device using this icon.

Volume: Use this icon to adjust the volume of your video visit.

End video visit: To end your visit, select this icon.

After you end your video visit, you'll see the "Thank You" window.

Thank You

This concludes your visit with Mia Finkelston, Primary Care. Thank you for using American Well!

Your credit card was charged \$

Prescription(s) will be sent to:

CVS/pharmacy #1002
RETAIL
624 MASSACHUSETTS AVE.
CAMBRIDGE, MA, 02139
(617) 878-7868
(617) 354-7086
N/A

Diagnoses & Procedures
Illness, unspecified
ONLINE E/M BY PHYS/Q/HP

Follow-Up Suggestions
N/A

Note: Mia Finkelston is still editing these entries.
Share this summary by email.
[HIPAA Notice](#)

☐ sallysample@email.com

+ Add PCP's Email

+ Add Another Email

If you had not used Amwell today, where would you have gone instead?

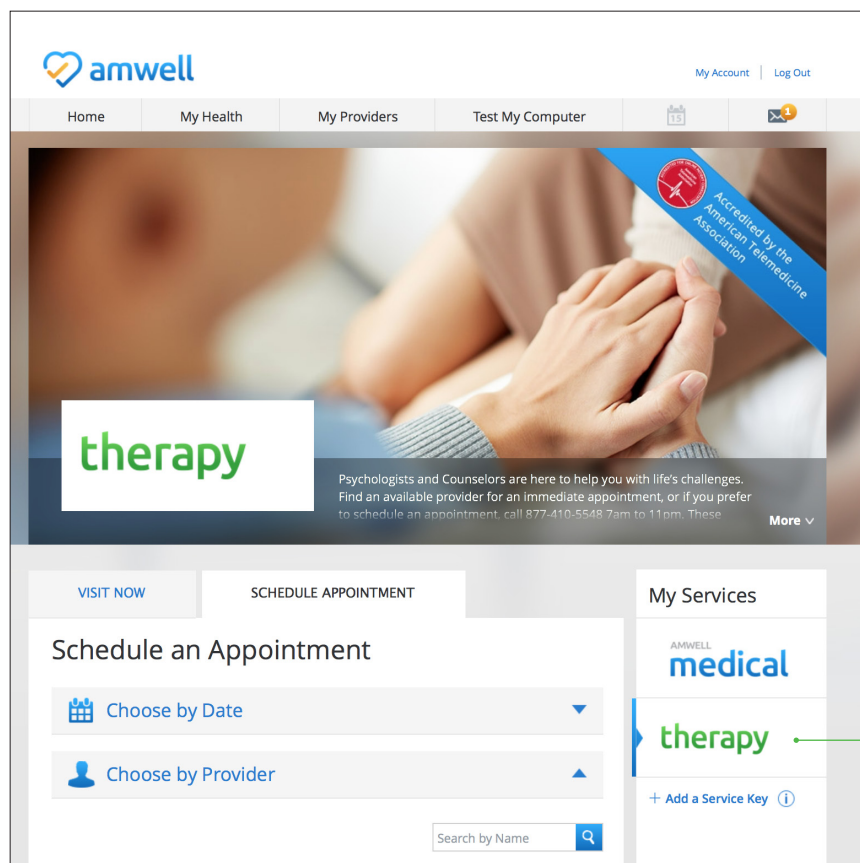
Select an answer

Done

Here you'll see the total cost for your visit, and any prescriptions and supporting documents that the doctor is providing to you.

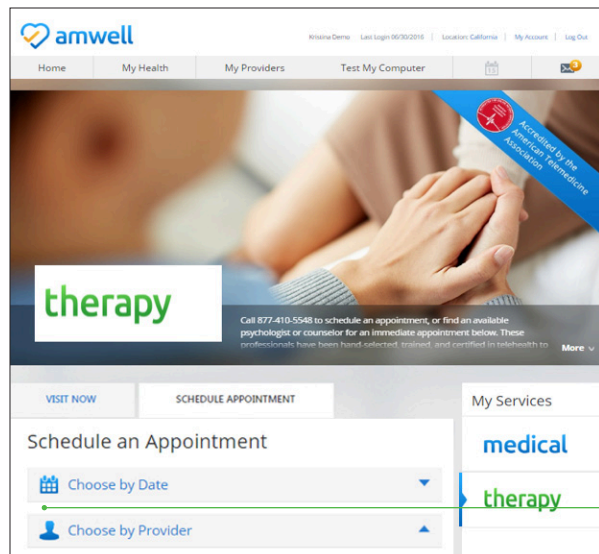
To share these documents with your primary care provider or any other contact, enter their email using the "Add PCP's Email" or "Add another Email" links.

Before ending your experience, Amwell asks that you answer the question at the bottom of the "Thank You" window.



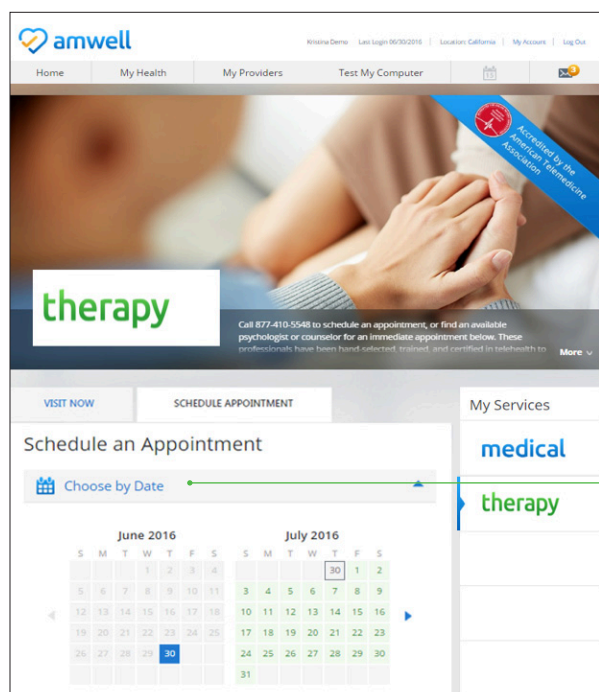
Click the Therapy icon
in the My Services section

Scheduling an Appointment (Web)



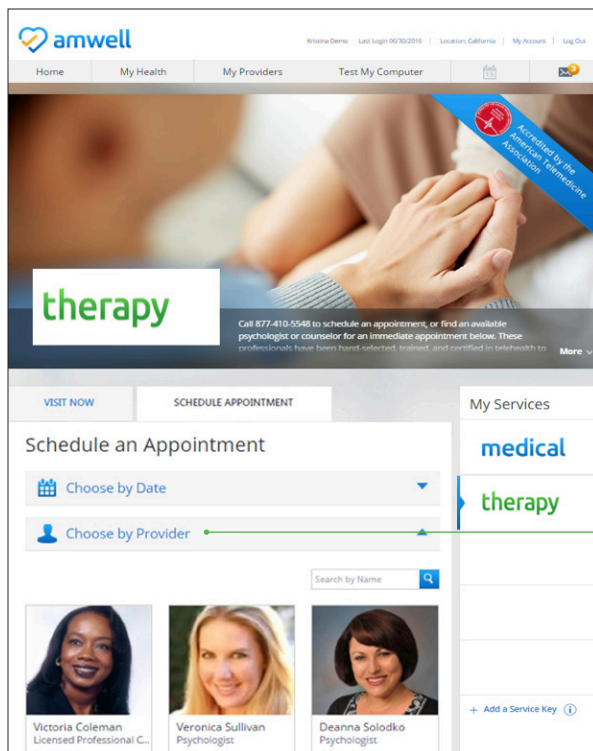
Choose by Date
or Choose by Provider.

Scheduling an Appointment – By Date (Web)



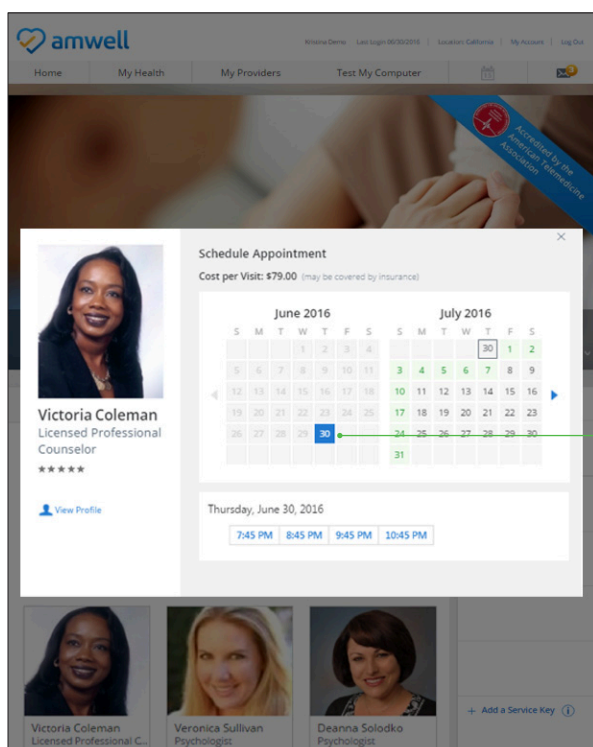
Choose by Date:
Search by desired date to view
list of available providers and
appointment times

Scheduling an Appointment – By Provider (Web)



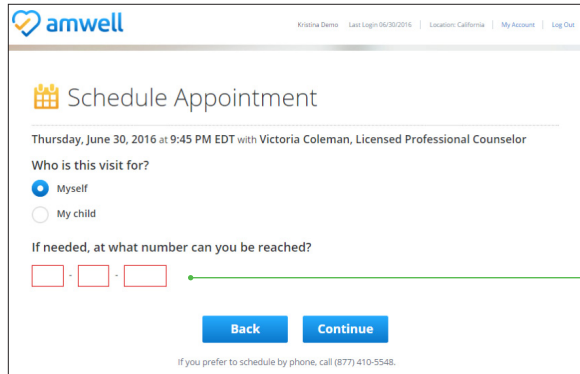
Choose by Provider:

Search by desired provider to view list of providers and appointment availability



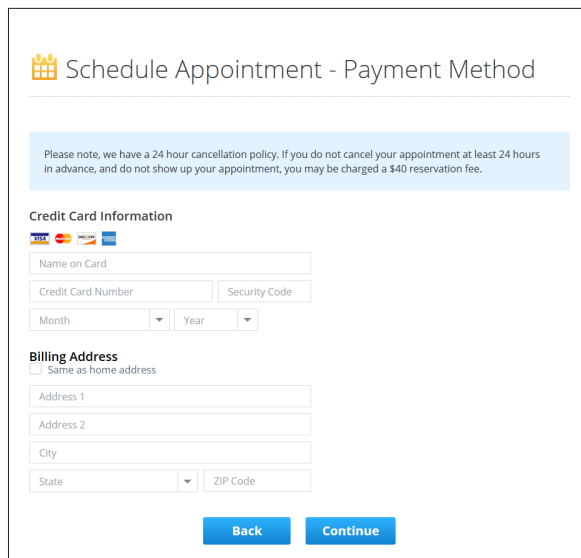
Select desired provider, and that provider's availability is displayed. Select desired appointment. Dates in green show days with available appointments.

Confirm Appointment Details (Web)



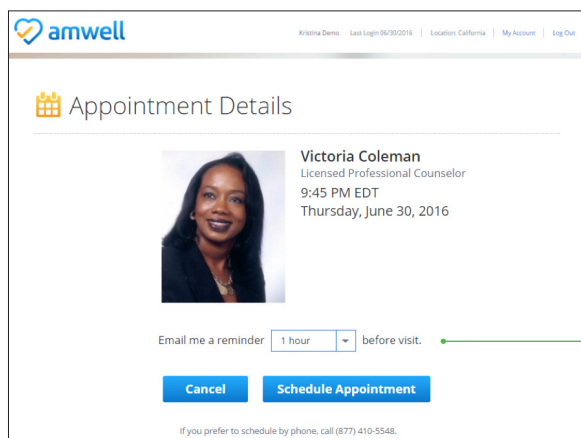
The screenshot shows the 'Schedule Appointment' page on the Amwell website. At the top, the Amwell logo is on the left, and user information (Kristina Demo, Last Login 06/30/2016, Location: California, My Account, Log Out) is on the right. The main heading is 'Schedule Appointment' with a calendar icon. Below it, the appointment details are: 'Thursday, June 30, 2016 at 9:45 PM EDT with Victoria Coleman, Licensed Professional Counselor'. The question 'Who is this visit for?' has two radio button options: 'Myself' (selected) and 'My child'. Below this, the question 'If needed, at what number can you be reached?' is followed by three empty input boxes. At the bottom are 'Back' and 'Continue' buttons. A small note at the very bottom says 'If you prefer to schedule by phone, call (877) 410-5548.'

Once desired appointment is selected, confirm who the appointment is for, and phone number



The screenshot shows the 'Schedule Appointment - Payment Method' page. It features a blue informational box stating: 'Please note, we have a 24 hour cancellation policy. If you do not cancel your appointment at least 24 hours in advance, and do not show up your appointment, you may be charged a \$40 reservation fee.' Below this is the 'Credit Card Information' section with icons for Visa, Mastercard, and American Express. It includes input fields for 'Name on Card', 'Credit Card Number', 'Security Code', 'Month', and 'Year'. The 'Billing Address' section has a checkbox for 'Same as home address' and input fields for 'Address 1', 'Address 2', 'City', 'State', and 'ZIP Code'. 'Back' and 'Continue' buttons are at the bottom.

Confirm Appointment Details (Web)

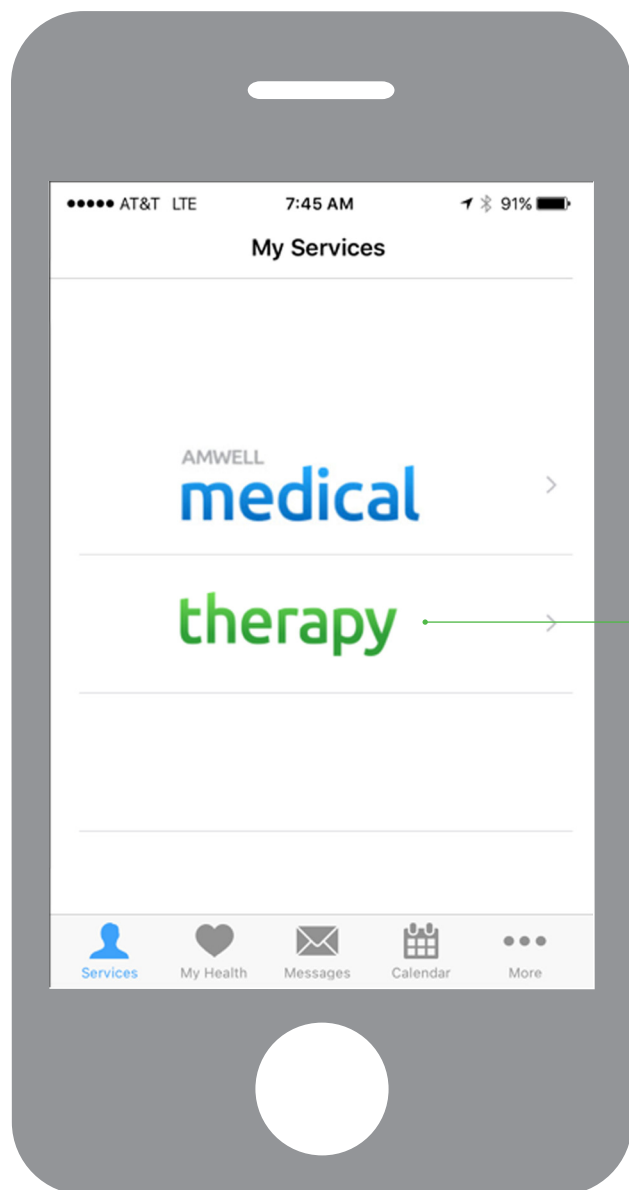


The screenshot shows the 'Appointment Details' page. It features the Amwell logo and user information at the top. The main heading is 'Appointment Details'. Below it is a profile picture of Victoria Coleman, a Licensed Professional Counselor, with the appointment details: '9:45 PM EDT Thursday, June 30, 2016'. Below the photo is a reminder setting: 'Email me a reminder' followed by a dropdown menu set to '1 hour' and the text 'before visit.'. At the bottom are 'Cancel' and 'Schedule Appointment' buttons. A small note at the very bottom says 'If you prefer to schedule by phone, call (877) 410-5548.'

Once desired appointment date/time is selected and details are confirmed, an email confirmation will be sent to the member

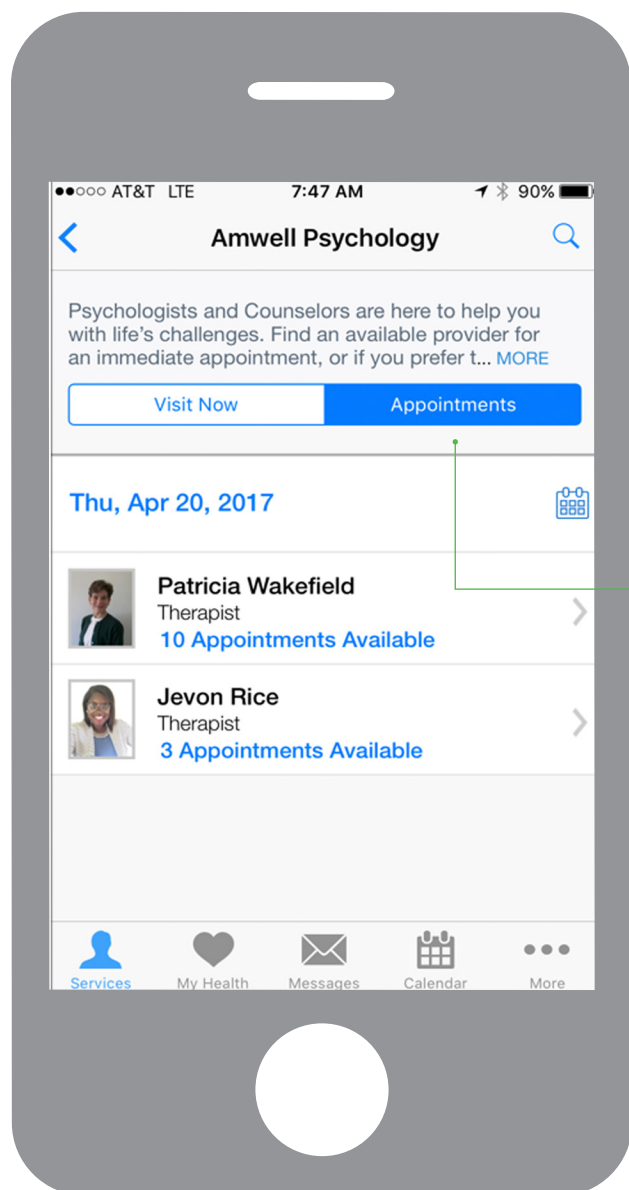
NOTE: Select to have an email reminder sent before the visit

Home Page (Mobile)



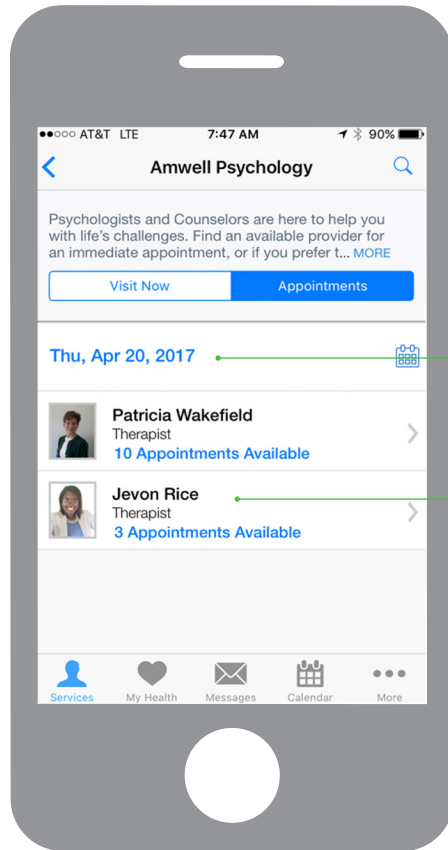
Click the Therapy icon
in the My Services section

Scheduling an Appointment (Mobile)



You may schedule an appointment for a specific provider or date/time by clicking the Appointments tab.

Scheduling an Appointment – By Date (Mobile)

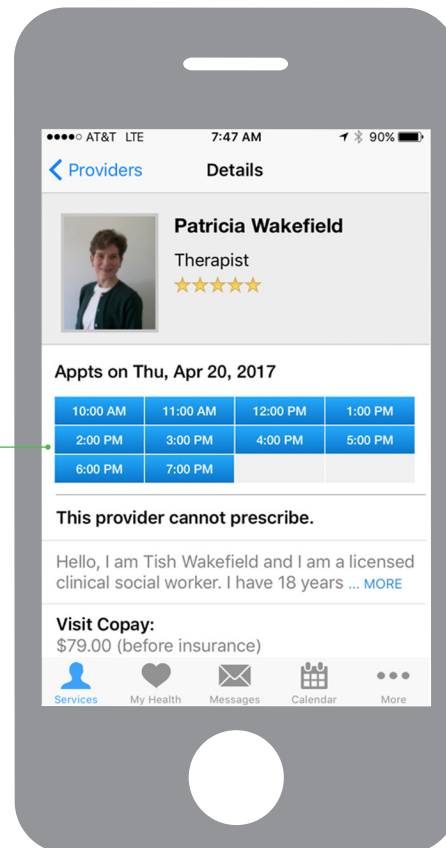


Choose by Date:

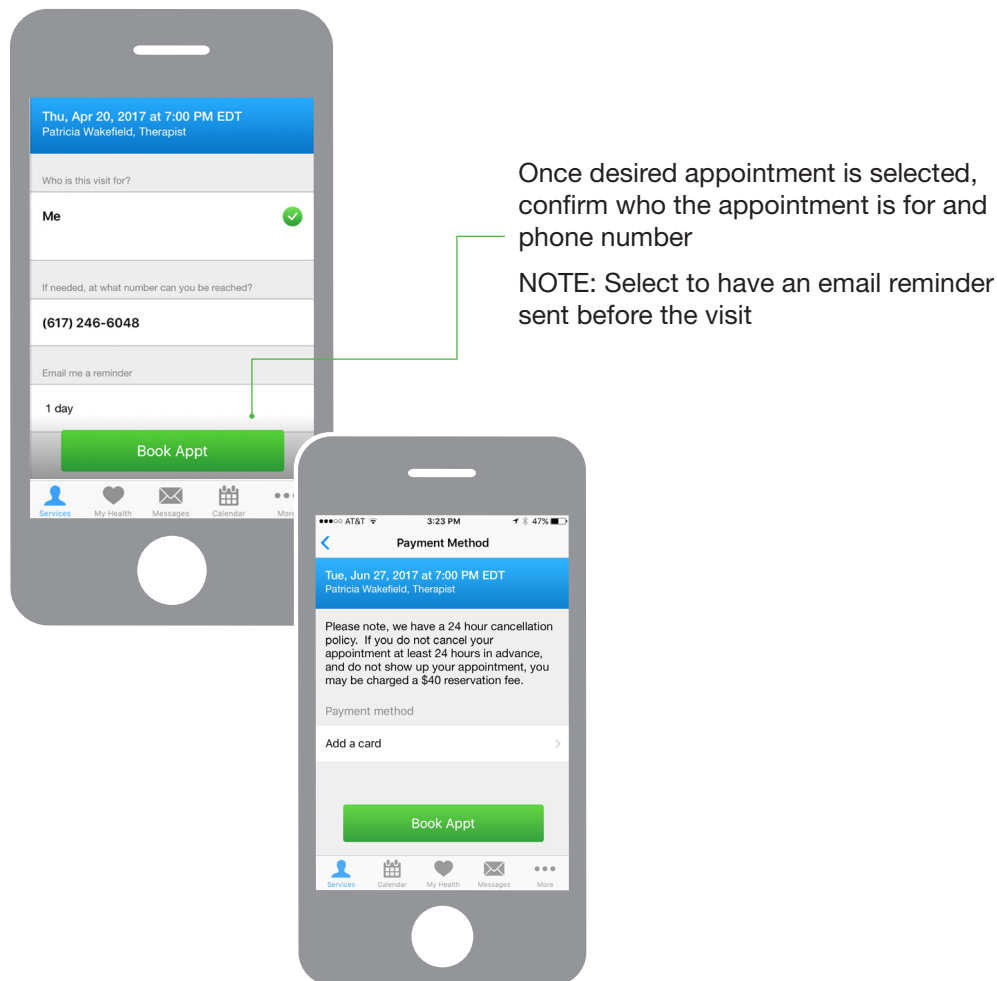
Search by desired date to view list of available providers and appointment times.

Click a provider's name to see their available appointments

Select an available appointment time from the list provided



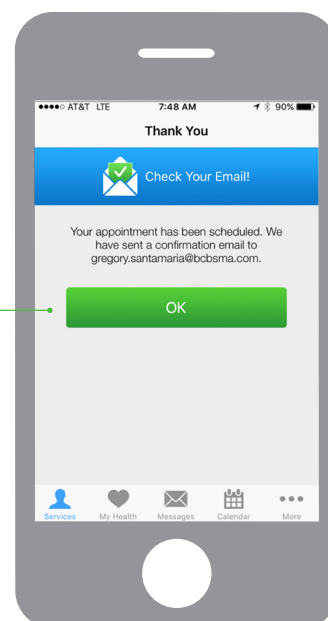
Confirm Appointment Details – By Date (Mobile)



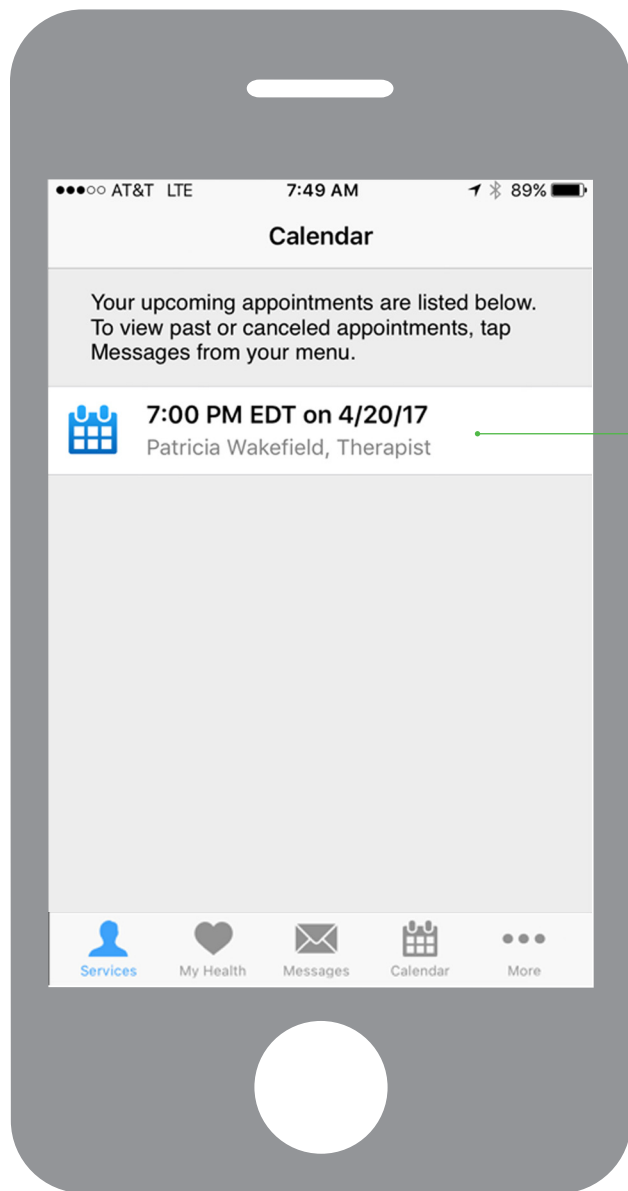
Appointment Confirmation – By Date (Mobile)

Your upcoming visit will now show in the Calendar section

When it is time to join your visit (5-10 minutes before the scheduled time), click on the appointment to complete the intake process and start the visit



Calendar View– (Mobile)



Your upcoming visit will now show in the Calendar section

When it is time to join your visit (5-10 minutes before the scheduled time), click on the appointment to complete the intake process and start the visit