



User Manual

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] is a telemedicine platform that offers secure, instantaneous, HIPAA-compliant video calls between providers and patients for non-emergency medical issues such as allergies, flu, pink eye, and more. With this platform, providers can ensure safe and efficient healthcare services while allowing patients to receive medical attention in a timely and convenient manner.

[REDACTED] enables providers to send meeting links to patients via text or email, allowing them to connect in under a minute by utilizing secure video conferencing technology for real-time communication. After completing the self-service sign up process, providers can immediately begin telehealth visits with their patients.

System & Network Requirements

This section provides details on the minimum technical requirements necessary to enable [REDACTED] for Patients, Providers, and Guests.

You can conduct a Quick Technical Check for your device by clicking here [REDACTED] [Pre-Visit Technical Check](#).

Web Browser Requirements

The table below outlines the web browser requirements for accessing [REDACTED].

Table 1: Web Browser Requirements

Operating System	Supported Web Browser	Unsupported Web Browser
Windows	<ul style="list-style-type: none">• Chrome (Preferred)• Edge Chromium• Firefox• Internet Explorer 11	<ul style="list-style-type: none">• Opera
Mac	<ul style="list-style-type: none">• Safari• Chrome (Preferred)• Firefox	<ul style="list-style-type: none">• Edge Chromium• Opera
Chrome OS	<ul style="list-style-type: none">• Not Supported	<ul style="list-style-type: none">• Chrome

Android	<ul style="list-style-type: none"> • Mobile Chrome 	<ul style="list-style-type: none"> • Edge Chromium • Opera • Firefox • Silk • Samsung Internet
iOS <i>iPhone, iPad</i>	<ul style="list-style-type: none"> • Mobile Safari 	<ul style="list-style-type: none"> • Chrome • Edge Chromium • Opera • Firefox

Note: Ensure that your browser window maintains a width of at least 960px. Otherwise, some features and functionality may not be available. Additionally, the last three versions of each browser listed above will be supported.

Mobile Device Requirements

Device Compatibility:

- iOS 13.6* - *iPhone and iPad*
- Android 9.0+

* In general, current and one version behind should be used for optimal experience.

Hardware Requirements

The following table provides information on the minimum hardware and operating system requirements for

Table 2: Hardware Requirements

Operating System	Requirements
Windows PC	<ul style="list-style-type: none"> • 64-bit Microsoft Windows 8 or newer operating system • Minimum of 4 GB of RAM • For SD video: a processor capable of running at speeds of 1.5 GHz or higher • For HD video: a quad-core processor capable of running at speeds of 2.4 GHz or higher
Mac	<ul style="list-style-type: none"> • OS X 10.3 or newer operating system • At least 2 GB of RAM installed • A G4 or Intel processor

Video Bandwidth Requirements

██████████ software will work with webcams that are USB-based and are certified for use with the user's operating system.

Table 3: Video Bandwidth Requirements

Device	Video Bandwidth
PC and Mac	<ul style="list-style-type: none">• Minimum video bandwidth: 1 Mbps per call participant• Recommended video bandwidth: 2 Mbps per call participant• High-Definition video is available on networks that can support a sustained connection at 3 Mbps upload and 2 Mbps download. High-Definition requires a compatible camera.
iPhone and Android Phones	Video is supported over Wi-Fi and with some cellular networks.
iPad Tablet	Video is supported over Wi-Fi and with some cellular networks.

Note: Browsers running inside a virtual machine such as Citrix may experience low-quality video. We recommend working with Citrix to optimize your virtual machines for video streaming.

Email Delivery Requirements

██████████ software sends invitations via email for:

- Provider registration
- Video visits

To ensure proper and timely delivery of these messages, your mail and spam servers should allow emails from "@amwellnow.com"

When to Use

This section aims to highlight the distinction between AnywhereCare Now and the AnywhereCare App, and to provide guidance on when to utilize each service.

██████████ is an on-demand virtual healthcare service that connects patients with board-certified healthcare providers for immediate healthcare needs. ██████████ allows providers to send a meeting link to members via text or email to quickly connect with their patients in less than a minute.

██████████ is a platform that provides patients with access to healthcare providers for non-urgent medical issues, such as consultations, prescription refills, coaching, counseling, and follow-up care.

Table 4: When to Use

Use If:	Now	App
Member does not have an email address	✓	
Member is hesitant to try a virtual visit	✓	
Member missed their in-person appointment and wants to connect immediately for a follow-up call	✓	
Rapid transition from telephone to face-to-face interaction is necessary or requested	✓	
Member is an established AWC user		✓
Member requests ongoing support and/or future appointments	✓	✓
Member should have or would like access to the entire AnywhereCare ecosystem and service offerings		✓

Note: will only send one appointment notification to the member and one Outlook Calendar invite to the provider. The invite will not include any patient information. does not include calendar management dashboards or automatic appointment reminders. If a member cancels their appointment, the provider's Outlook Calendar will not update automatically with the change. The provider will have to remove the canceled appointment manually.

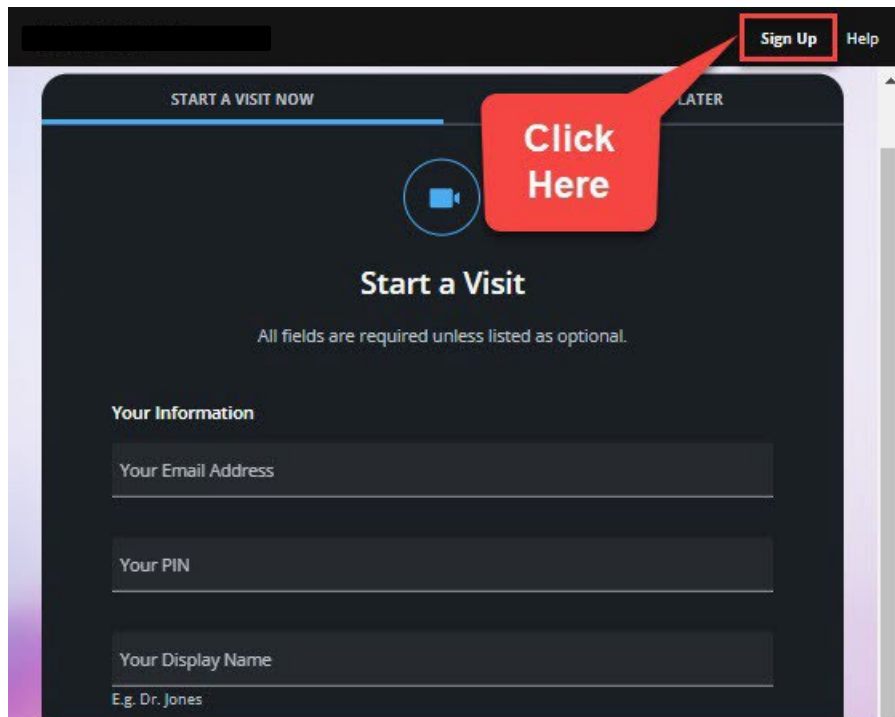
Using

This chapter provides step-by-step instructions on how to use [REDACTED]. From signing up and initiating a call to adding participants and interpreters, this guide will help you navigate the platform's features and ensure seamless communication with your patients.

Signing Up with a New Account

You can sign up with a new account by completing the following steps.

1. Navigate to the [REDACTED] [Home Page](#).
2. Click **Sign Up** in the upper-right corner of the screen.

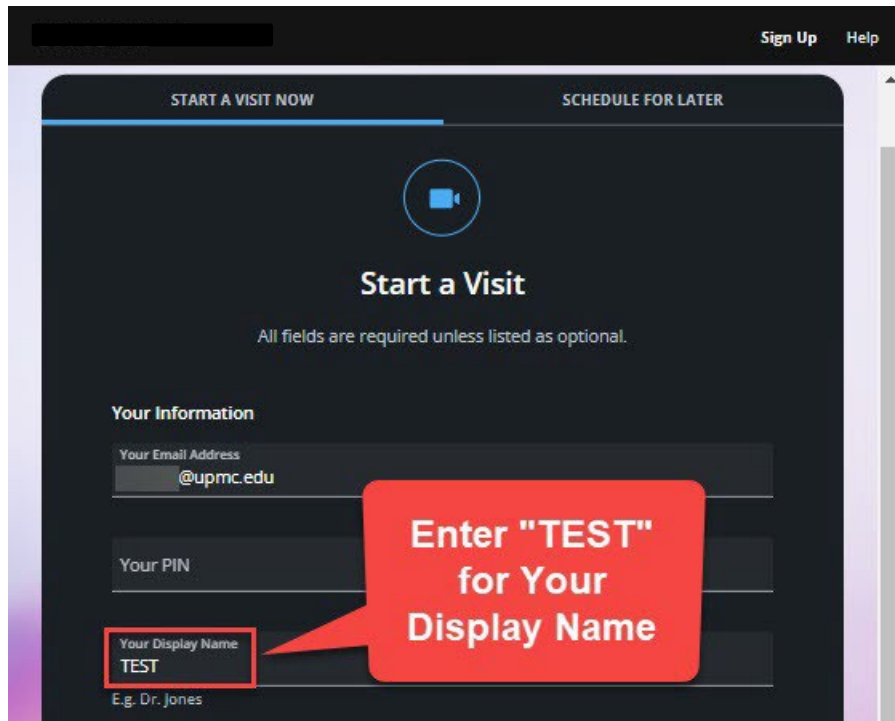


3. Type in your [REDACTED] address and complete the CAPTCHA confirmation.
4. Click the **Sign Up** button. A confirmation email will be sent to your [REDACTED] email address to activate your account.
5. Click the **Activate Your Account** link to set up your 4-digit PIN code. You will need this PIN to login to all future appointments.
6. Click **Create a New Visit** to start a visit. See [Starting a Visit](#) on the next page for further instructions.

Testing a Call

You can make a test call using [REDACTED] by completing the following steps:

1. Navigate to the [REDACTED] [Home Page](#).
2. Enter your UPMC email address and 4-digit PIN.
3. Enter "TEST" for **Display Name**. This helps us differentiate between a test call and a real visit with a patient.



The screenshot shows a web interface for starting a visit. At the top, there are links for 'Sign Up' and 'Help'. Below these are two tabs: 'START A VISIT NOW' (which is active) and 'SCHEDULE FOR LATER'. The main heading is 'Start a Visit' with a subtext 'All fields are required unless listed as optional.' Below this is a section titled 'Your Information' containing three input fields: 'Your Email Address' (with '@upmc.edu' entered), 'Your PIN', and 'Your Display Name' (with 'TEST' entered). A red callout box with a speech bubble points to the 'Your Display Name' field, containing the text 'Enter "TEST" for Your Display Name'. At the bottom of the 'Your Display Name' field, there is a placeholder text 'E.g. Dr. Jones'.

4. Enter the mobile phone number or email address for the test call in **Patient Information**.
5. Click **Start a Visit** to begin the test call. See [Starting a Visit](#) below for more information.

Starting a Visit

You can initiate a new visit with a member by completing the following steps:

1. Navigate to the [REDACTED] [Home Page](#).
2. Enter your UPMC email address, 4-digit PIN, and Display Name (e.g. "Dr. John Doe")
3. Enter the patient's Mobile Phone Number. If you would like to use the patient's email address, click the carat for the dropdown menu located under Patient Information and select Email. Enter the patient's email address.

START A VISIT NOW SCHEDULE FOR LATER

Sign Up Help

Start a Visit

All fields are required unless listed as optional.

Your Information

Your Email Address
@upmc.edu

Your PIN

Your Display Name
Dr. John Doe
E.g. Dr. Jones

+ Invite another provider to this visit

Patient Information

Send Invite Via
Text

↑

Patient's Mobile Number

Text

Email

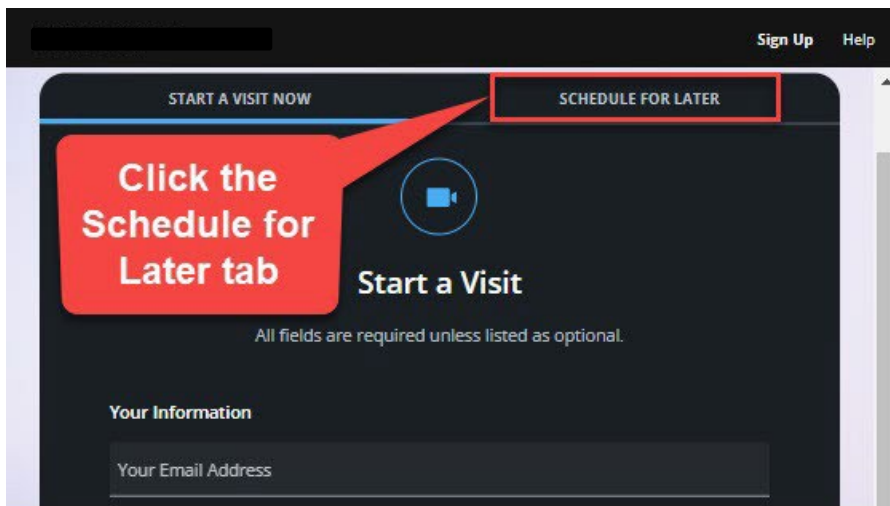
Click Carat to Select Email Option

4. Click **Start a Visit** button to begin the call.
5. A **Visit Preview** screen will pop up to connect your Camera and Microphone before starting the call.
6. Click **Join Visit** button to connect with the member. Once the member has entered their information, the video call will be connected.
7. If you would like to add participants to the call, such as another provider or interpreter, please see [Adding a Guest or Interpreter to a Call](#) on the next page or [Adding a Provider to a Call](#) on page 10.
8. To end the call, click the **End** button, then **Leave Visit**. See [Ending the Visit](#) on page 11 for more information.

Scheduling a Visit for Later

You can schedule a future appointment by completing the following steps:

1. Navigate to the [Home Page](#).
2. Click on the **Schedule for Later** tab.



3. Enter your UPMC email address, 4-digit PIN, and Display Name. If scheduling on the behalf of another provider, click **+This visit is for another provider** below your Display Name. Enter that Provider's name and UPMC email address.
4. Enter in the **Date** of the future appointment, the **Visit Time Zone**, **Start Time**, and **Duration** of the visit.
5. Enter the mobile phone number or email address of the patient in the **Patient Information** field. If you would like to add a guest or interpreter, click **+Add a guest** and see [Adding a Guest or Interpreter to a Call](#) below for more information.

Adding a Guest or Interpreter to a Call

You can add multiple guests, including interpreters, to an [video call](#). If you would like to add a provider to the call, see ["Adding a Provider to a Call" on page 10](#). There are two ways to add a guest to the call: before the call is initiated, or during the call.

Adding a Guest Before a Call

To add a guest or interpreter before a call is initiated:

1. Navigate to the [REDACTED] [Home Page](#).
2. Enter your [REDACTED] email address, 4-digit PIN, and Display Name.
3. Enter the Patient Information. See [Starting a Visit](#) on page 6 for more information.
4. Click **+ Add a guest** below the Patient Information box.

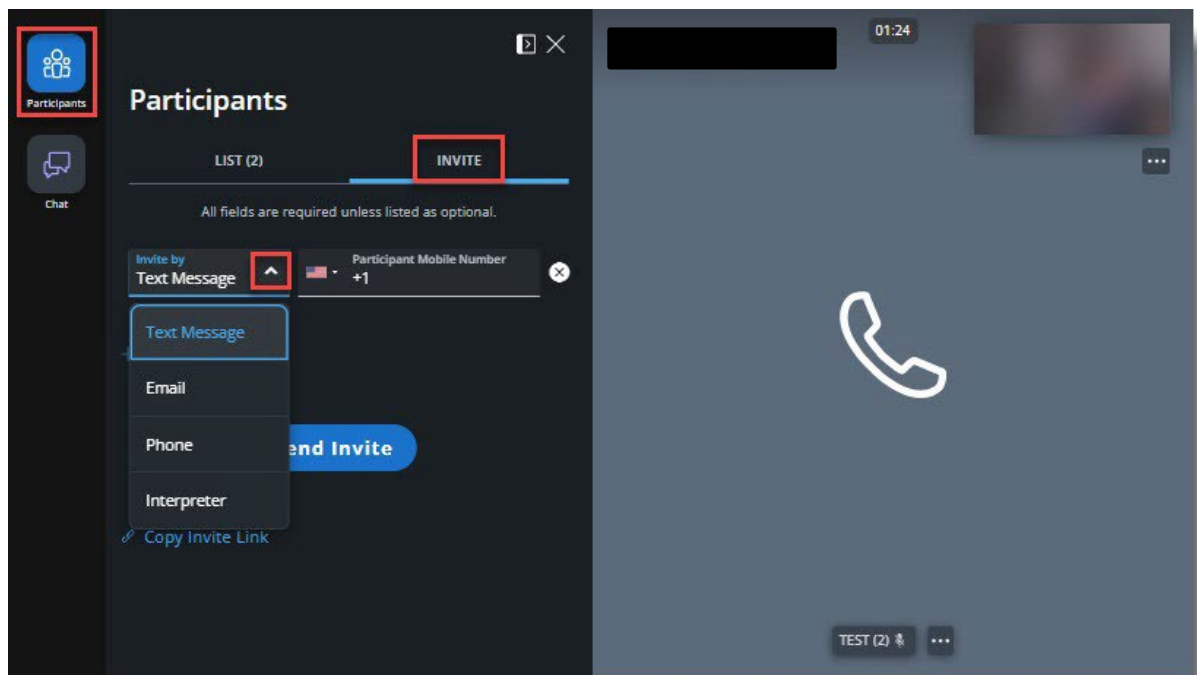
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5. Enter the Guest or Interpreter's contact information.
6. Click **+ Add a guest** to add additional participants to the call.
7. Click **Start a Visit** to send all invitations to the call. See [Starting a Visit](#) on page 6 for further instructions on initiating a new visit.

Adding a Guest During a Call

To Add a Guest or Interpreter during a call:

1. Click the **Participants** button in the upper-left corner.
2. Click the **Invite** tab to the right.
3. Click the carat ▼ to choose **Text Message**, **Email**, **Phone**, or **Interpreter** from the dropdown menu. Please note that the **Phone** and **Interpreter** options are Audio Only.



4. Enter the Guest's contact information based on your previous selection from the dropdown menu.
5. Click **+ Add Another** if more Guests are needed on the call.
6. Click **Send Invite** to send the invitation to all Guests.