

CONNECT FOR CARE ONLINE APPOINTMENTS

Amwell Patient Account Instructions:

- Once you have called the office and scheduled a Connect For Care appointment, the following steps will occur:
- You will receive an initial email that looks like the image below:



2. Follow instructions on the email by clicking on the blue [Amwell](#) link. You will then be provided a temporary password.



Amwell

Dear TBH Test,

With Amwell, you can talk to one of our doctors immediately and securely from the comfort of your home or work, when it's convenient for you. No appointment needed.

To activate your account:

Go to [Amwell](#) and login with the credentials provided below:

Temporary Password: 4e306c5f

The first time you login you will need to choose a permanent password.

Your username has been sent in a separate email.

If you have any questions, our customer service will be pleased to help you at 1-888-548-8555.

We look forward to seeing you online!

Sincerely,

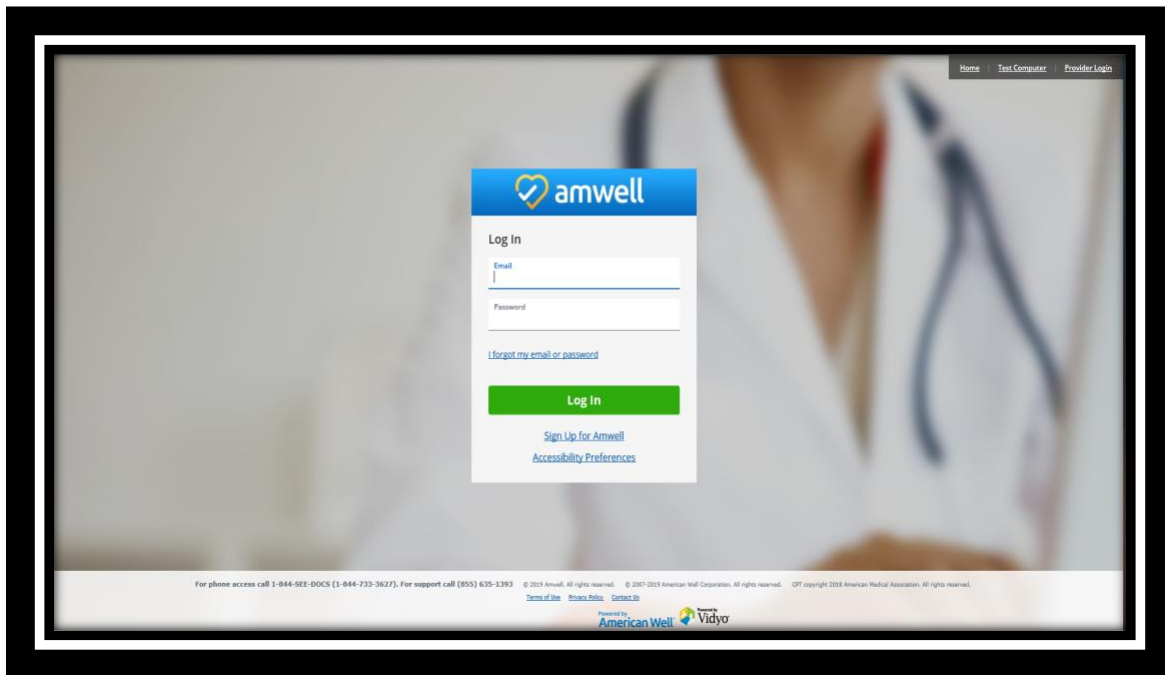
Amwell



This email message was sent to tbhtesthospital@gmail.com from Amwell.

If you are not the intended recipient and/or do not wish to receive any further emails from this sender, [click here to unsubscribe](#).

3. Next, the Log In screen will appear:



4. Please enter username and the temporary password previously given and click **Log In**.



5. You will then be prompted to enter a New Password of your choice.



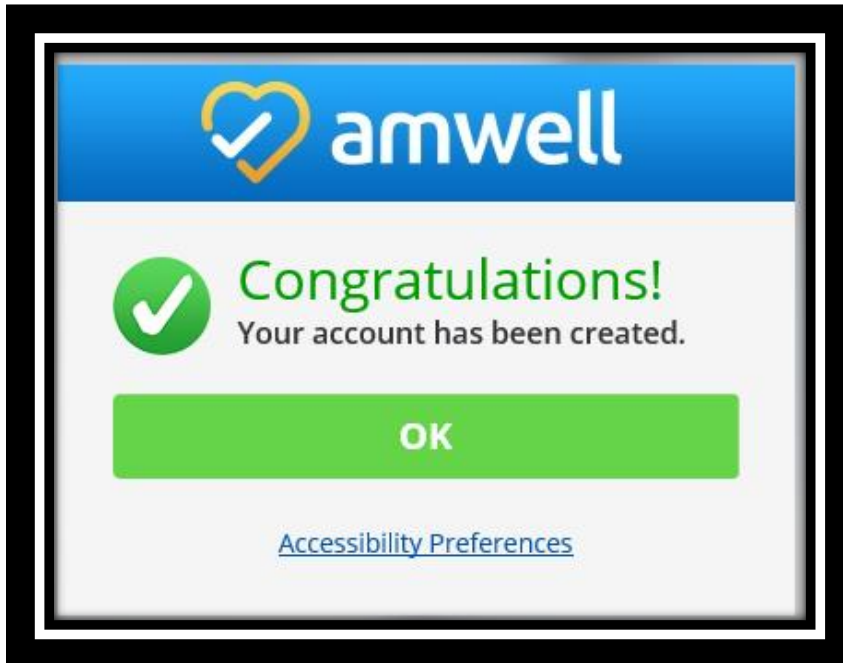
The screenshot shows the Amwell TBH Test registration form. At the top is the Amwell logo. Below it is a light blue box containing the text "TBH Test" and "Date of Birth: 01/01/1980". The form includes a text input field for the email address "tbhtesthospital@gmail.com", a text input field for a new password with the placeholder "Choose a New Password", and a dropdown menu for the state, currently set to "Ohio". There is an unchecked checkbox for "I agree to these Terms of Use." and a green "Continue" button at the bottom.

6. Enter New Password > Accept Terms > Click Continue

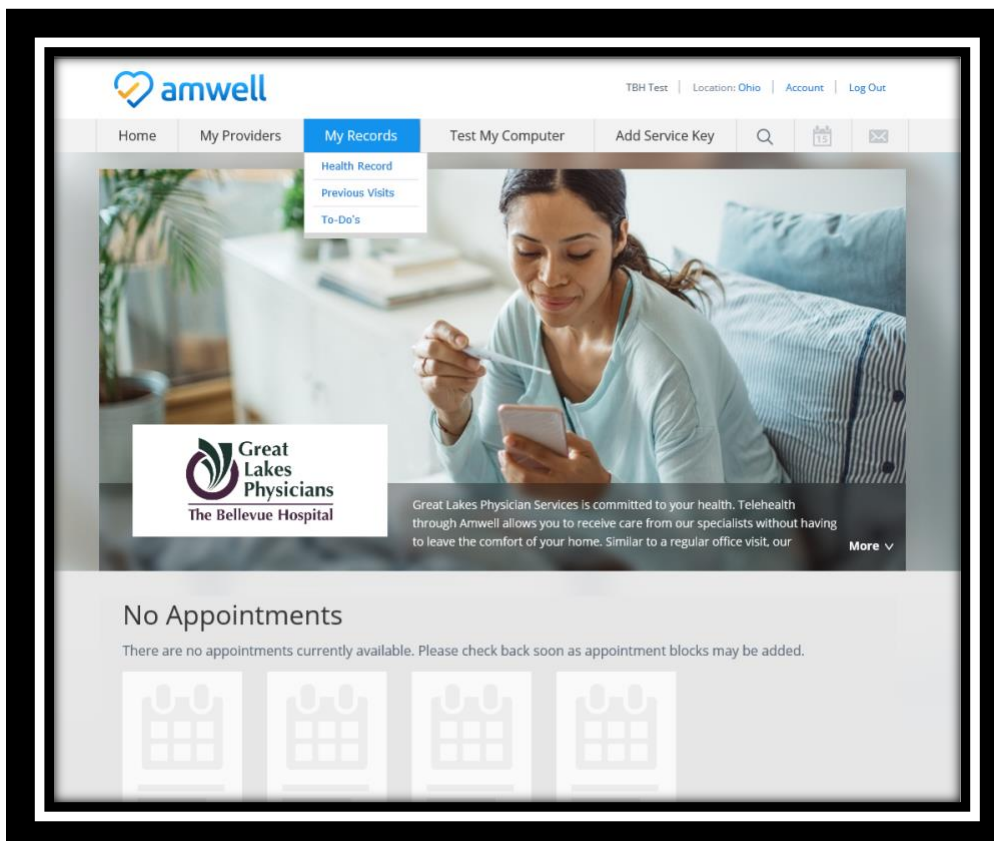


This screenshot shows the same Amwell TBH Test registration form as the previous one, but with the password field filled with ten dots. The "I agree to these Terms of Use." checkbox is now checked. The "Continue" button remains at the bottom.

7. You have successfully completed the Sign-Up for Amwell > Click **OK**



8. You will automatically return to the main Amwell Screen. You do not have to do anything on this page. You may log-out and close this window.



9. Continue to check your email for a WELCOME message from Amwell.



Welcome!

Hi TBH,

Thanks for signing up with Amwell! You can now see doctors and other clinicians quickly and easily with your phone, tablet, or personal computer.

To have a visit, download our app or visit amwell.com and sign in using your username (tbhtesthospital@gmail.com) and password.

How to Access

Download the App



 App Store

 Google play

Visit us Online



Sign in

We look forward to seeing you again soon!

The Amwell Team

RECOMMENDATION for Patient to Test Computer prior to Visit

Steps to Test Computer:

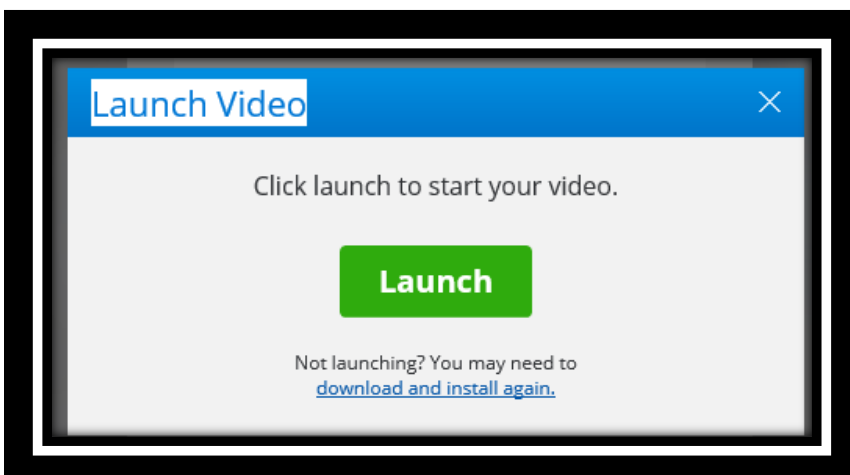
1. It is recommended that you test your computer and video prior to your online visit. Go To Amwell website at www.amwell.com



2. Select 'Test Computer' in the right-hand corner of the screen.



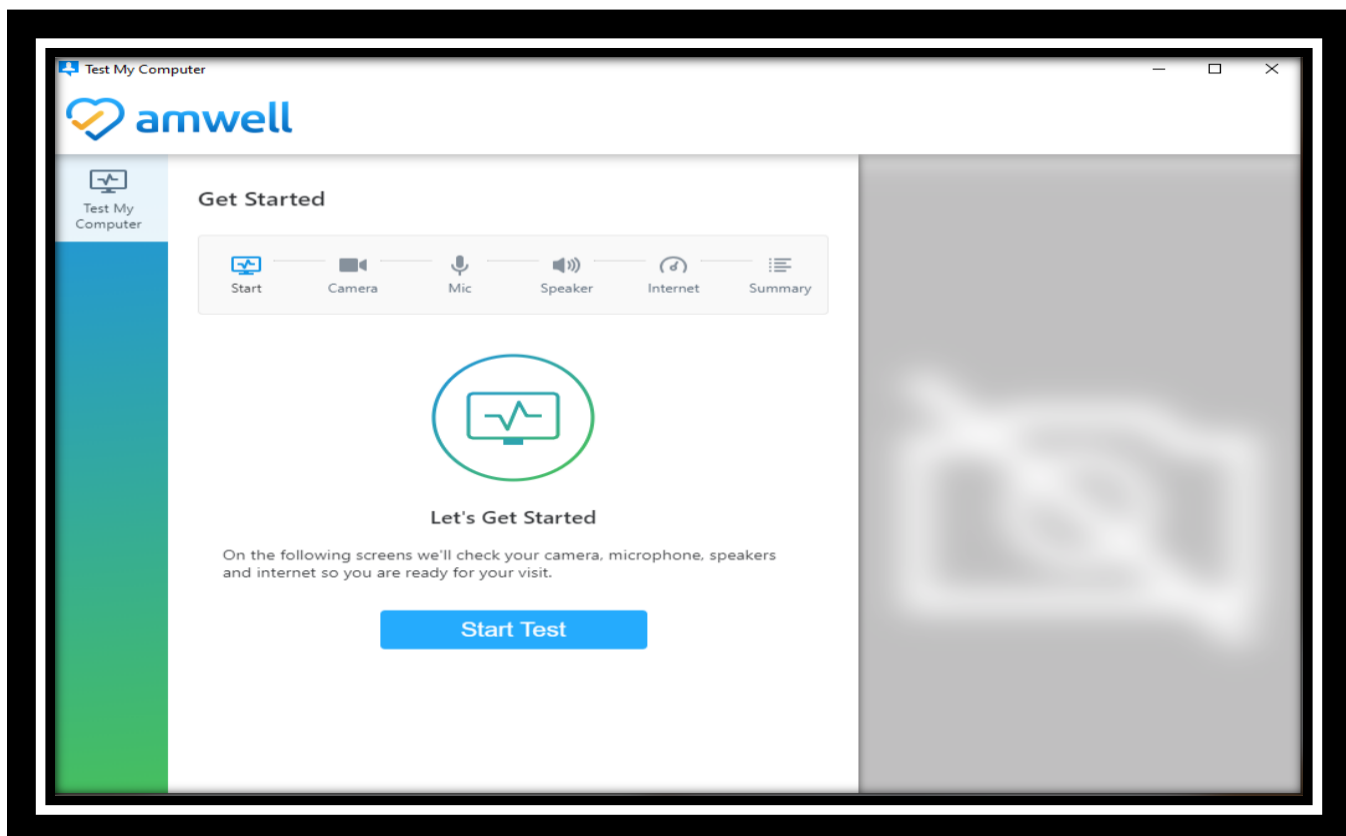
3. Click **Launch**.



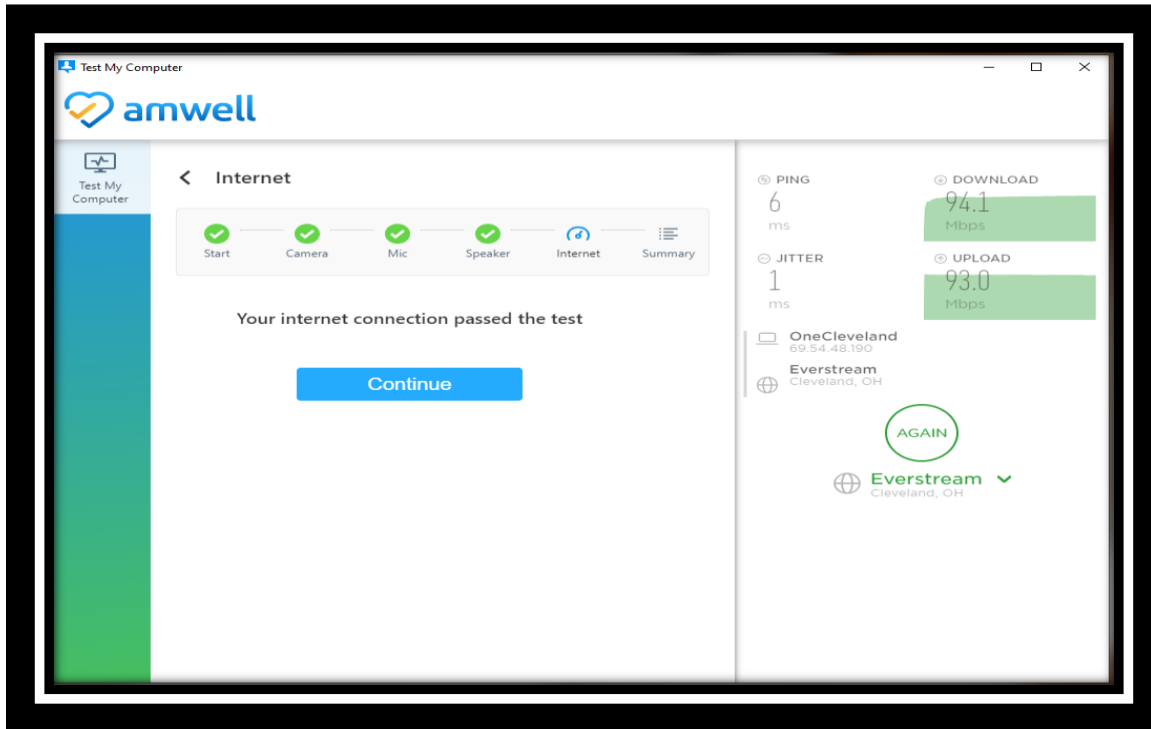
4. Click **Allow**.



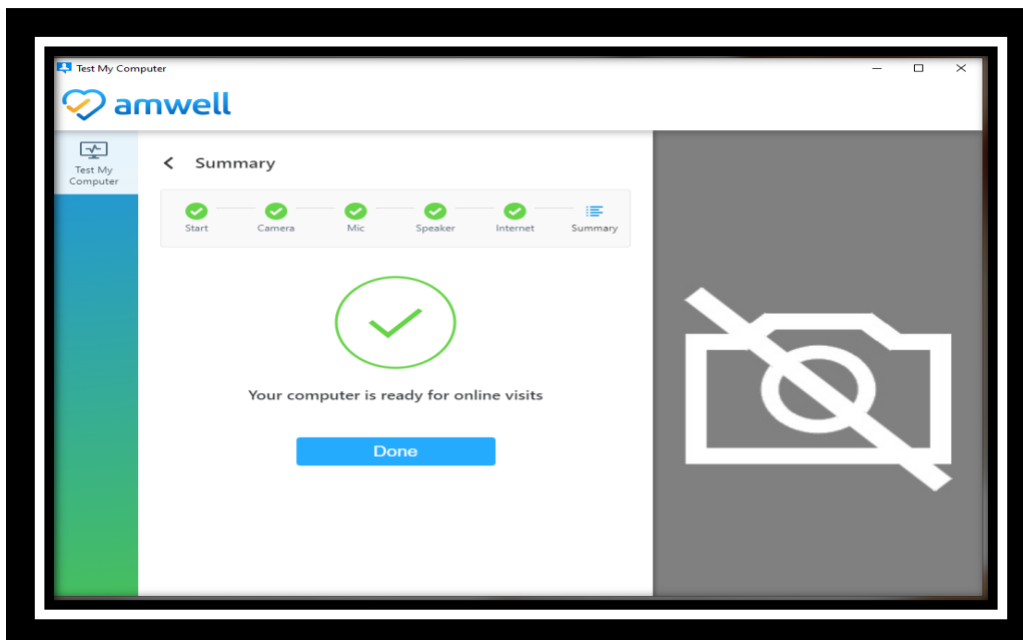
5. Click **Start Test**



6. Click **Continue**.



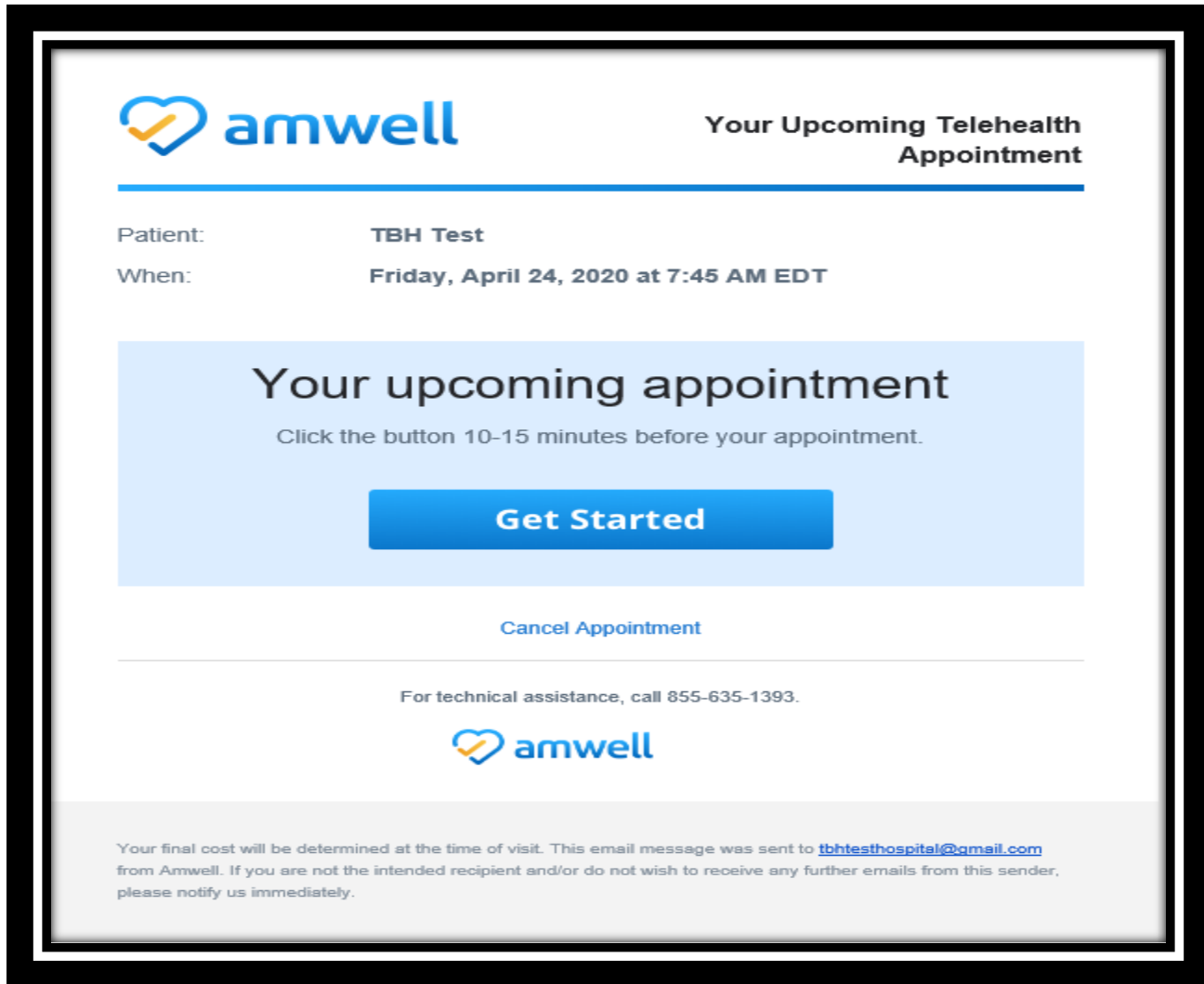
7. Click **Done**.



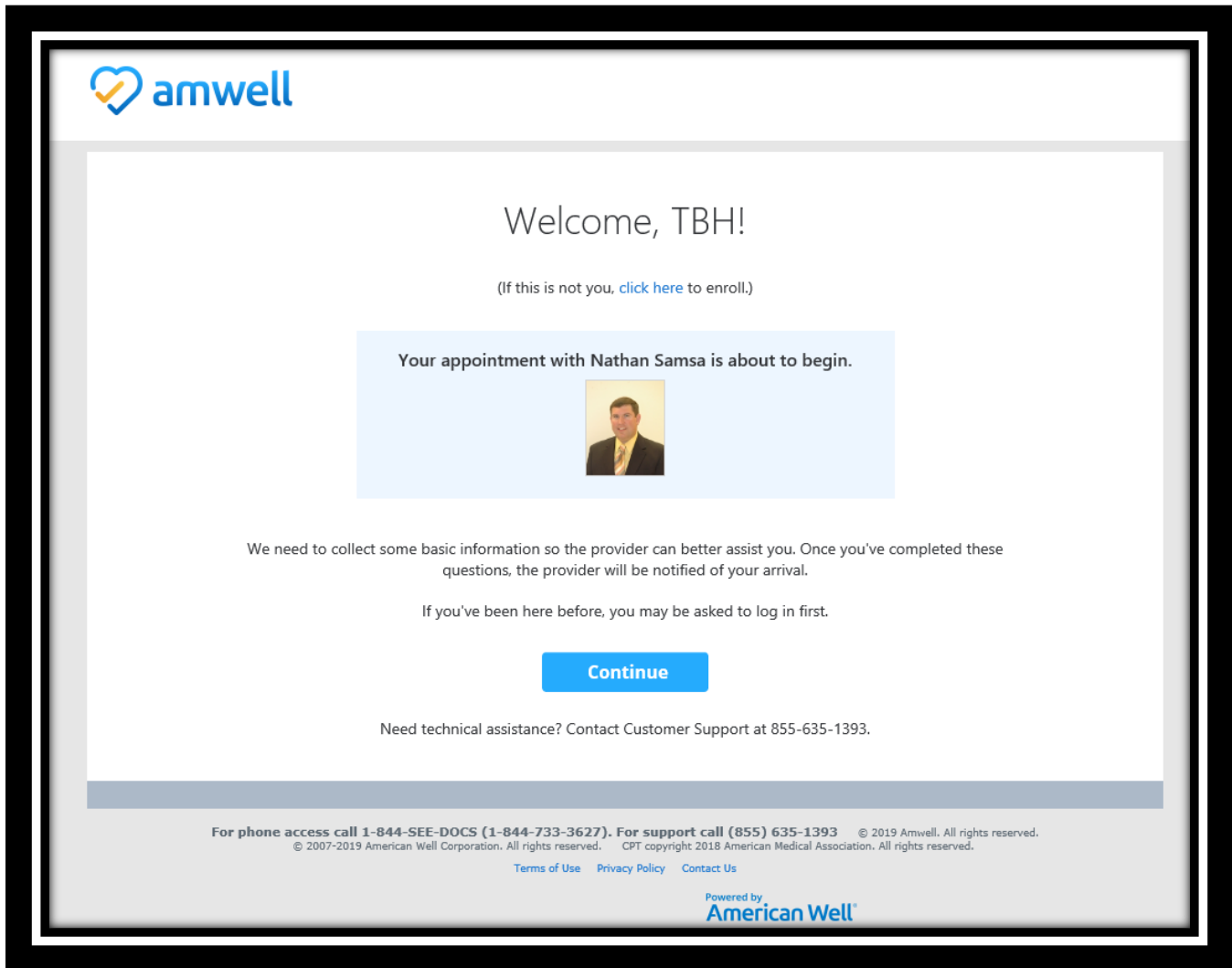
8. Your computer testing has successfully been completed.

Your Actual Appointment:

1. You will receive an email for your upcoming appointment > Click on Get Started
 - ❖ Please note, you can't connect to your appointment until 10-15 minutes prior to your scheduled time.



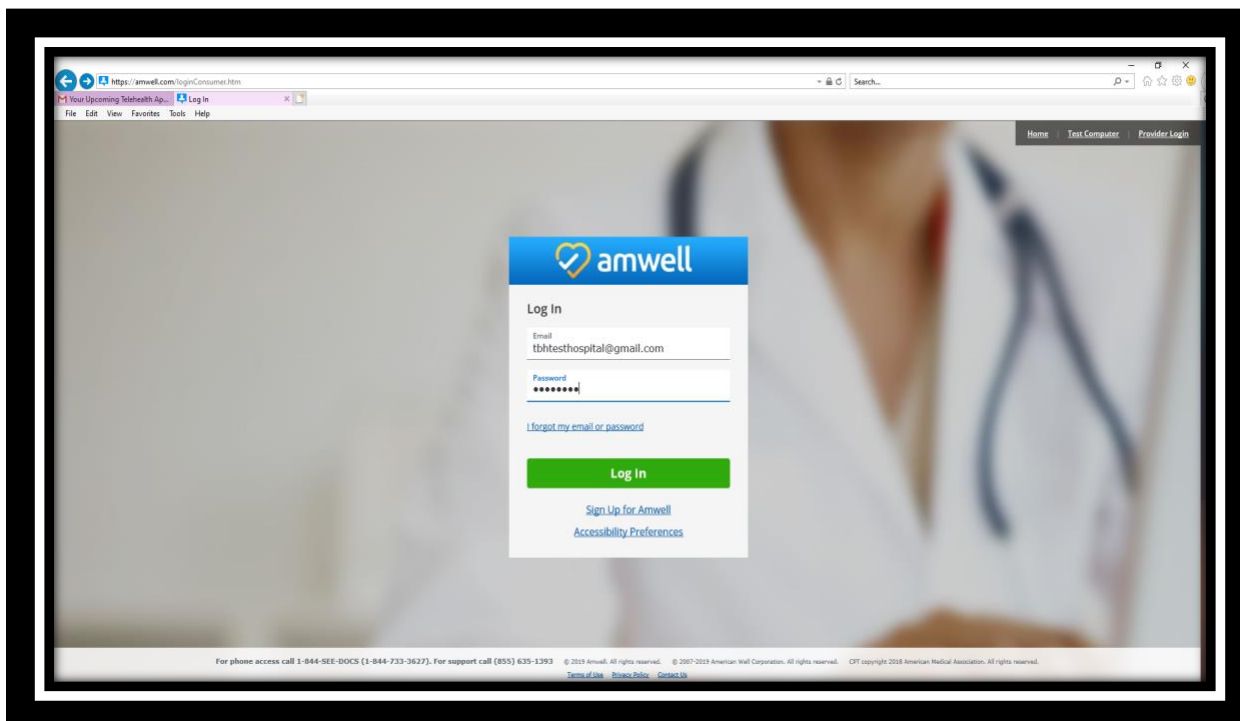
2. A WELCOME screen will populate with a photo of the provider you are scheduled to meet with > Click **Continue**.



3. A Log In screen will appear next.



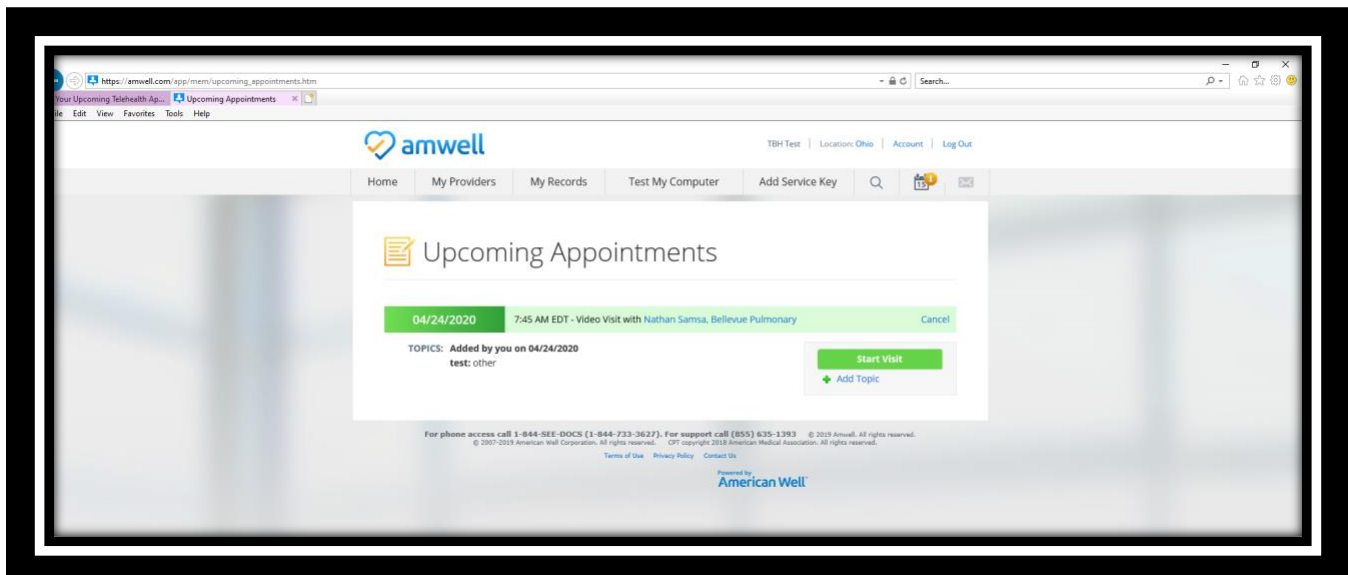
4. Enter your Username > Password> Click **Log In**.



5. Click on the Calendar (see green arrow).



6. Your upcoming appointment(s) will appear > Click **Start Visit**.



7. Enter your phone number in case your provider needs to call you back > Click **Continue**.

amwell TBH Test | Location: Ohio | Account | Log Out

Get Started Your Visit Pharmacy

Get Started

What phone number should a provider call for follow-up, if needed?*

(419) 483-4040

Would you like to email guests (up to four) to join your visit? ⓘ

+ Add a guest

Back Continue

For phone access call 1-844-SEE-DOCS (1-844-733-3627). For support call (855) 635-1393 © 2019 Amwell. All rights reserved.
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8. Enter the reason for your visit > Checkmark the acknowledge of receipt box > Click **Continue**.

amwell TBH Test | Location: Ohio | Account | Log Out

✓ Get Started Your Visit Pharmacy

Your Visit

What would you like to discuss today?

cough

☒ I acknowledge receipt of these Notice of Privacy Practices

Back Continue

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9. Medical History window will appear. (You may skip this step) > Click **Continue**.

✓ Get Started

Your Visit

Pharmacy

Medical History

CONDITIONS

Have you ever been diagnosed with any of the following conditions?

☐ Alcohol Use Disorder

☐ Allergies

☐ Anxiety

☐ Arthritis

☐ Asthma

☐ Atrial Fibrillation

☐ Attention Deficit Disorder

☐ Back Pain

☐ Bipolar Disorder

☐ Blood Clots

☐ Breast Disease

☐ Cancer

☐ Chronic Fatigue Syndrome

☐ Chronic Kidney Disease

☐ Chronic Liver Disease

☐ Chronic Wounds

☐ Cirrhosis

☐ Congestive Heart Failure

☐ Constipation

☐ COPD (Emphysema, Bronchitis)

☐ Crohn's Disease

☐ Depression

☐ Diabetes (Type 1)

☐ Diabetes (Type 2)

☐ DVT (leg clots)

☐ Eating Disorder

☐ Eczema

☐ Epilepsy

☐ Erectile Dysfunction

☐ Fibromyalgia

☐ Gastrointestinal Bleeding

☐ Glaucoma

☐ Gout

☐ Headaches

☐ Hearing Loss

☐ Heart Disease

☐ Heartburn, Reflux

☐ High Blood Pressure/Hypertension

☐ High Cholesterol

☐ Immune Deficiency

☐ Irritable Bowel Syndrome

☐ Kidney Stones

☐ Macular Degeneration

☐ Migraine

☐ Osteoporosis

☐ Overactive Bladder

☐ Overweight/Obesity

☐ Pneumonia

☐ Prostate Disease

☐ Pulmonary Emboli (lung clots)

☐ Seizures

☐ Stomach Ulcers

☐ Stroke

☐ Thyroid Disease (Low or High)

☐ Ulcerative Colitis

☐ Urinary Incontinence

☐ Urinary Tract Infections

ALLERGIES

Are you allergic to any of the following medications?

☐ Cephalosporins (Omnicel, Keflex, Ceftin)

☐ Dilantin (Phenytoin)

☐ Hydrocodone, Codeine

☐ Insulins

☐ Non-steroidal anti-inflammatories (Ibuprofen, Naproxen)

☐ Penicillins (Amoxicillin, Ampicillin)

☐ Sulfas (Bactrim, Septra)

☐ Tegretol (Carbamazepine)

☐ Tetracyclines (Minocycline, Doxycycline)

MEDICATIONS

Are you currently taking any medications?

Medication Name

Enter Medication Name

Add

VITALS

Do you know your current vitals?

Blood Pressure

Temperature

Weight

Systolic

mmHg

°F

lbs

Diastolic

mmHg

SHARE A FILE

Would you like to share a photo, lab result, or other information with your provider?

» Attach a file

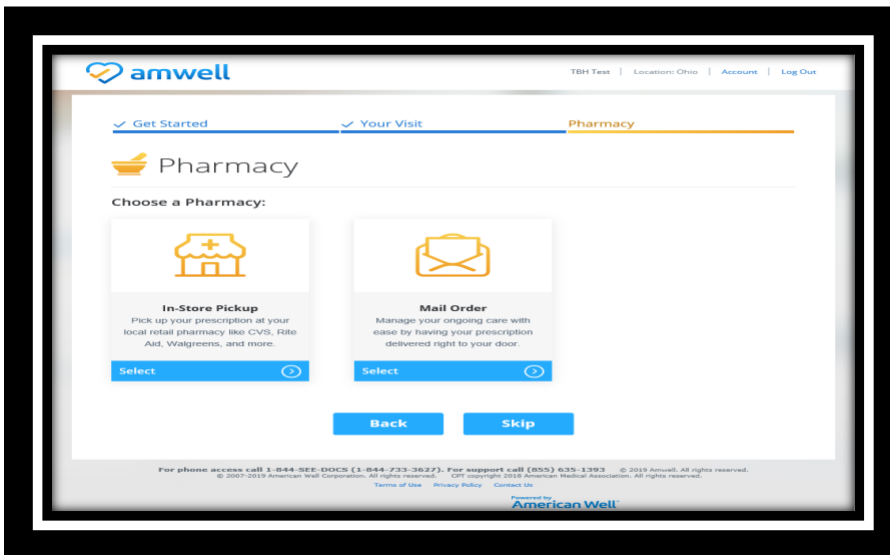
☒ Share my health summary, previous visits, and medication history with my Amwell provider

Back

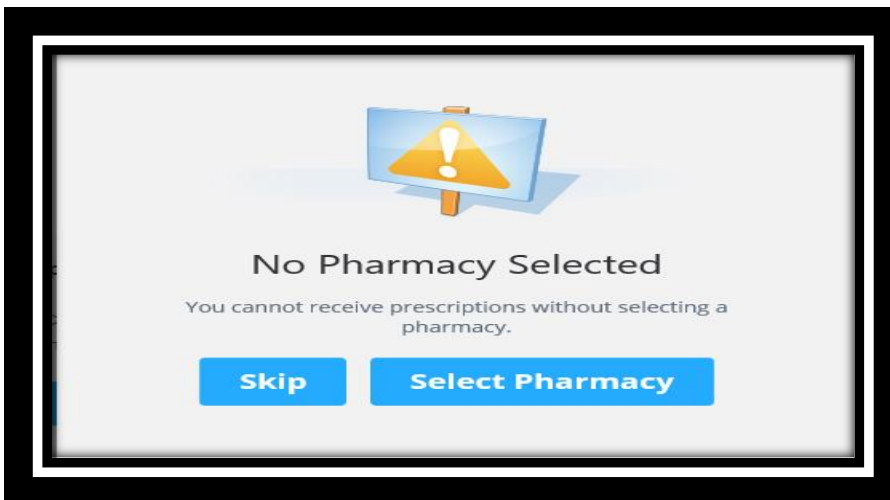
Continue

For phone access, call 1-844-888-8088 (1-844-733-8273). For support, call (888) 835-3363. © 2019 Amwell. All rights reserved.
© 2017-2019 Amwell Medical Corporation. All rights reserved. CPT codes: 99213, 99214, 99215, 99216, 99217, 99218, 99219, 99220, 99221, 99222, 99223, 99224, 99225, 99226, 99227, 99228, 99229, 99230, 99231, 99232, 99233, 99234, 99235, 99236, 99237, 99238, 99239, 99240, 99241, 99242, 99243, 99244, 99245, 99246, 99247, 99248, 99249, 99250, 99251, 99252, 99253, 99254, 99255, 99256, 99257, 99258, 99259, 99260, 99261, 99262, 99263, 99264, 99265, 99266, 99267, 99268, 99269, 99270, 99271, 99272, 99273, 99274, 99275, 99276, 99277, 99278, 99279, 99280, 99281, 99282, 99283, 99284, 99285, 99286, 99287, 99288, 99289, 99290, 99291, 99292, 99293, 99294, 99295, 99296, 99297, 99298, 99299, 99300, 99301, 99302, 99303, 99304, 99305, 99306, 99307, 99308, 99309, 99310, 99311, 99312, 99313, 99314, 99315, 99316, 99317, 99318, 99319, 99320, 99321, 99322, 99323, 99324, 99325, 99326, 99327, 99328, 99329, 99330, 99331, 99332, 99333, 99334, 99335, 99336, 99337, 99338, 99339, 99340, 99341, 99342, 99343, 99344, 99345, 99346, 99347, 99348, 99349, 99350, 99351, 99352, 99353, 99354, 99355, 99356, 99357, 99358, 99359, 99360, 99361, 99362, 99363, 99364, 99365, 99366, 99367, 99368, 99369, 99370, 99371, 99372, 99373, 99374, 99375, 99376, 99377, 99378, 99379, 99380, 99381, 99382, 99383, 99384, 99385, 99386, 99387, 99388, 99389, 99390, 99391, 99392, 99393, 99394, 99395, 99396, 99397, 99398, 99399, 99400, 99401, 99402, 99403, 99404, 99405, 99406, 99407, 99408, 99409, 99410, 99411, 99412, 99413, 99414, 99415, 99416, 99417, 99418, 99419, 99420, 99421, 99422, 99423, 99424, 99425, 99426, 99427, 99428, 99429, 99430, 99431, 99432, 99433, 99434, 99435, 99436, 99437, 99438, 99439, 99440, 99441, 99442, 99443, 99444, 99445, 99446, 99447, 99448, 99449, 99450, 99451, 99452, 99453, 99454, 99455, 99456, 99457, 99458, 99459, 99460, 99461, 99462, 99463, 99464, 99465, 99466, 99467, 99468, 99469, 99470, 99471, 99472, 99473, 99474, 99475, 99476, 99477, 99478, 99479, 99480, 99481, 99482, 99483, 99484, 99485, 99486, 99487, 99488, 99489, 99490, 99491, 99492, 99493, 99494, 99495, 99496, 99497, 99498, 99499, 99500, 99501, 99502, 99503, 99504, 99505, 99506, 99507, 99508, 99509, 99510, 99511, 99512, 99513, 99514, 99515, 99516, 99517, 99518, 99519, 99520, 99521, 99522, 99523, 99524, 99525, 99526, 99527, 99528, 99529, 99530, 99531, 99532, 99533, 99534, 99535, 99536, 99537, 99538, 99539, 99540, 99541, 99542, 99543, 99544, 99545, 99546, 99547, 99548, 99549, 99550, 99551, 99552, 99553, 99554, 99555, 99556, 99557, 99558, 99559, 99560, 99561, 99562, 99563, 99564, 99565, 99566, 99567, 99568, 99569, 99570, 99571, 99572, 99573, 99574, 99575, 99576, 99577, 99578, 99579, 99580, 99581, 99582, 99583, 99584, 99585, 99586, 9

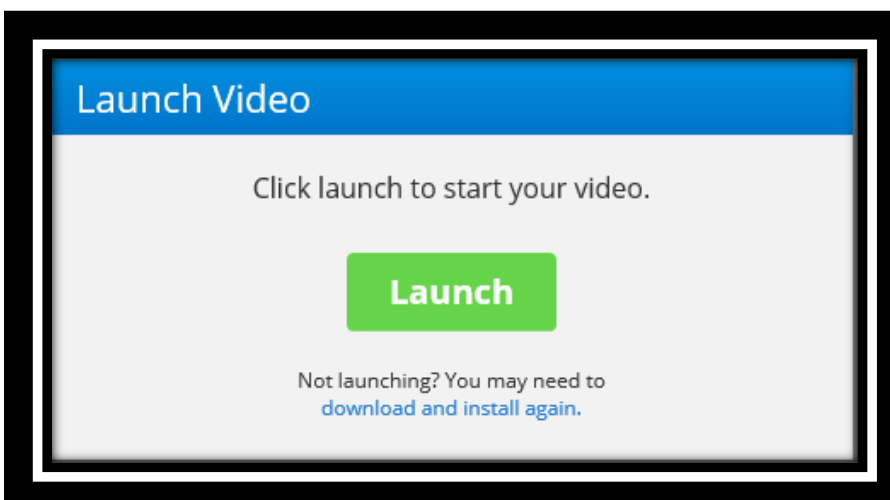
10. The Pharmacy Screen will appear > Click **Skip**.



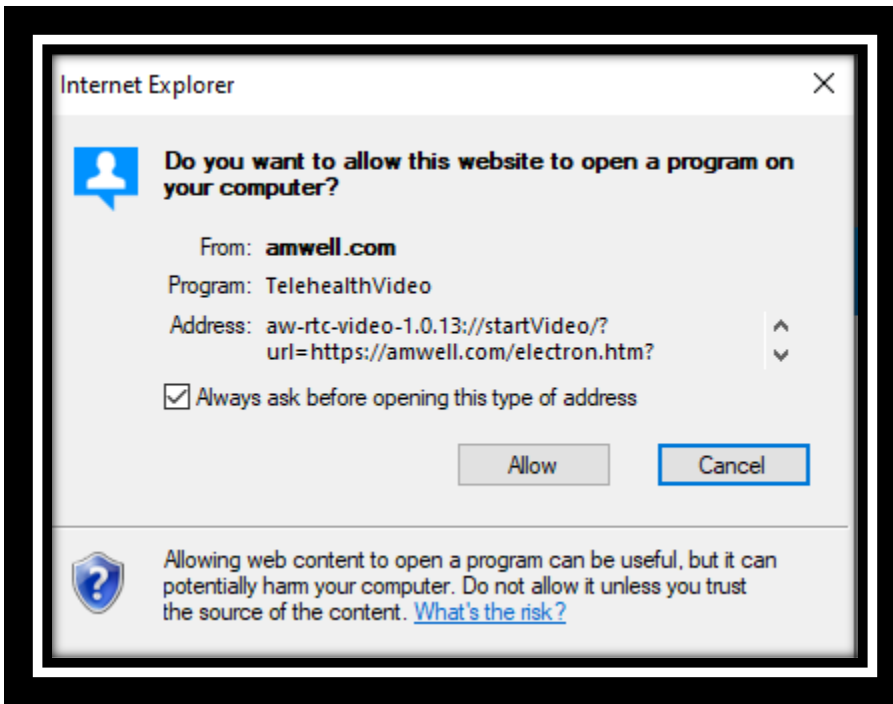
11. Click **Skip** again.



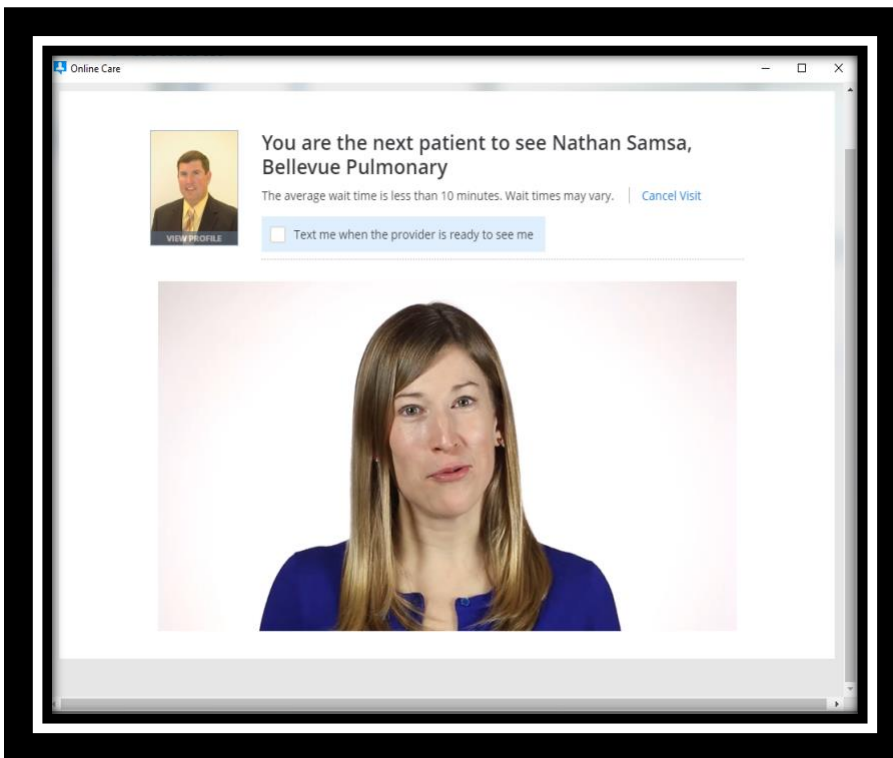
12. Click **Launch**.



13. Click **Allow** when the Internet Explorer window opens.



14. You will now be in the “Waiting Room” and will wait for your provider to connect to the online visit.



If you have an issues with your Log In or your connection to the online visit, please call Amwell’s Customer Support at (855) 635-1393.