

Virtual Urgent Care (Amwell) Frequently Asked Questions CommonSpirit Health Support Team

Document Revisions		
Revision Details	Revision Date	Updated By
Added new FAQ titled <i>What is the preferred browser when using the Virtual Urgent Care (Amwell) platform?</i>	4/2/2020	M. Marshall
Added ZenDesk link to <i>Help Desk Resource Hub</i> .	3/28/2020	M. Marshall
Added new FAQ regarding who is using the VUC_Amwell platform.	3/28/2020	M. Marshall
Added links to Knowledge Management articles Priscilla created for help desk resources.	3/28/2020	M. Marshall

Questions	Answers
How do providers access the Amwell product training?	<p>They can access training from either of the two sources below:</p> <ul style="list-style-type: none"> ∞ If they are logged onto the CommonSpirit Health network, they can access ZenDesk training here. ∞ If they are using a personal computer, they can access the training here. Password is ProviderTraining75 and is required to access the Amwell training sites.
How do providers receive their Virtual Care Anywhere (Amwell) credentials?	<p>New users should send an email to Digitalcare@commonspirit.org. Upon receipt of their request, the assigned digital team member will complete the intake and commence the provisioning process. If more information is required, the digital team member will reach out to the user to complete the process.</p> <p>If there is a need to enroll multiple physicians simultaneously, have the physician's office manager or clinical informaticist reference this link for instructions on what information to provide and the preferred format.</p>
Will the VUC (Amwell) platform be added to Access Dignity Health?	No. Provisioning will only occur via the provisioning steps above.
What equipment is required to conduct a Virtual Care Anywhere (Amwell) video visit?	<p>Providers will need one of the following:</p> <ul style="list-style-type: none"> ∞ A computer with an internal or external camera.

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	<ul style="list-style-type: none"> ⌘ The application is configured to work with a wide range of web browsers such as Chrome, Explorer or Firefox. ⌘ An iPhone or iPad with the camera enabled and our provider app downloaded. We recommend using a stand for your phone or iPad during visits to keep the camera stable.
Can providers connect to the Virtual Care Anywhere (Amwell) while on VPN?	No. CommonSpirit Health's VPN network capacity is not currently equipped to support a large number of video streaming clients and business operational traffic simultaneously.
How to triage escalated support tickets?	<p>Helpdesk Support resources can triage unresolved 2nd and 3rd tier support via routing ServiceMatters and ServiceNow tickets in the following ways:</p> <ul style="list-style-type: none"> ⌘ Legacy Dignity Health route to <i>C19-Amwell Virtual Urgent Care</i> queue. ⌘ Legacy CHI route to <i>C19-Amwell Virtual Urgent Care</i> queue.
Where can I find the Support reference materials?	You can access up to date support reference materials here .
Who is using the Virtual Urgent Care (Amwell) product?	<p>Currently, 50+ physicians of the initial 100 identified are utilizing the platform.</p> <p>The goal is to make this platform available to all physicians across the entire CommonSpirit Health enterprise, which equates to approximately 2400 providers. Enrollment however is optional.</p>
Where do I access internal Knowledge Management articles?	<p>You can access key KM articles via the links listed below:</p> <ul style="list-style-type: none"> ⌘ Legacy Dignity Health ⌘ Legacy CHI
What is the preferred browser when using the Virtual Urgent Care (Amwell) platform?	<p>The preferred browser specifics, by user group, is outlined below:</p> <ul style="list-style-type: none"> ⌘ CHI Providers using Virtual Care Anywhere – Google Chrome or Mozilla Firefox ⌘ DH Providers using Virtual Care Anywhere – Google Chrome ⌘ DH Providers using Scheduled Video Visits – Google Chrome