



Atrium Health Behavioral Health

AmWell Video Visit Instruction Guide

Video Visit Instructions For:

Your Mobile Device: Pages 2-5

Your Computer: Pages 6-9

Atrium Health Virtual Care From Your Mobile Device

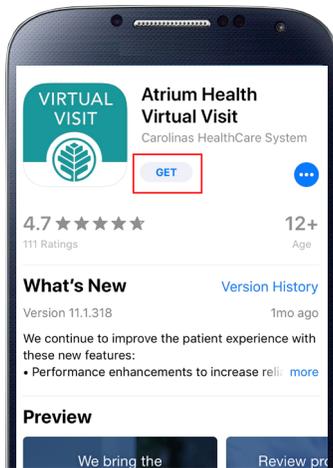


How to download the Virtual Visit App

Go to the Google Play Store or Apple App Store. Search for Atrium Health Virtual Visit. You will see this app icon:



1) Click **GET**.

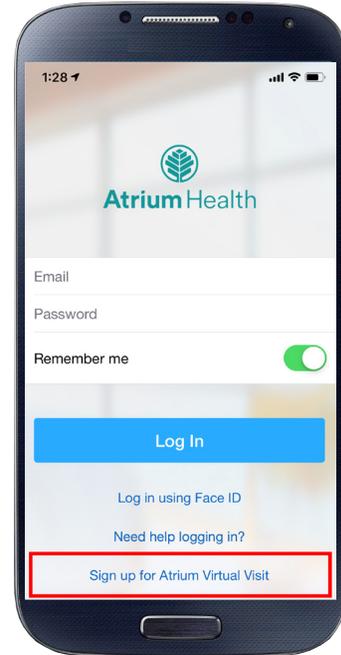


2) Click **INSTALL** to download the app to your mobile device.



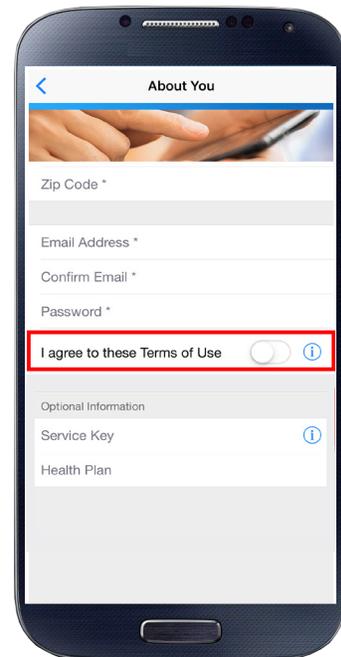
How to register for the Video Visit*

- 1) On the login screen for Atrium Health Virtual Visit, click **Sign up for Atrium Health Virtual Visit.**



- 2) Complete the **About You** section. Read the **Terms of Use.**

- 3) Scroll to the bottom of the screen and click **“Continue.”**





How to check in for your Video Visit

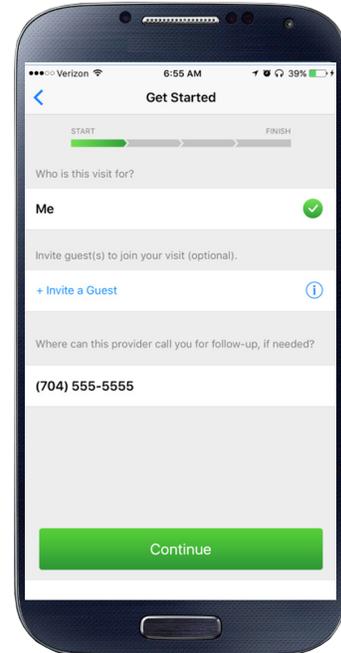
You must be in North Carolina or South Carolina at the time of your visit.

Tips:

- **Connect to Wi-Fi for the best video quality and connection.**
- **Please be ready to show your photo ID.**
- **Although your visit is virtual (not in person), you'll discuss your healthcare needs with one of our providers.**

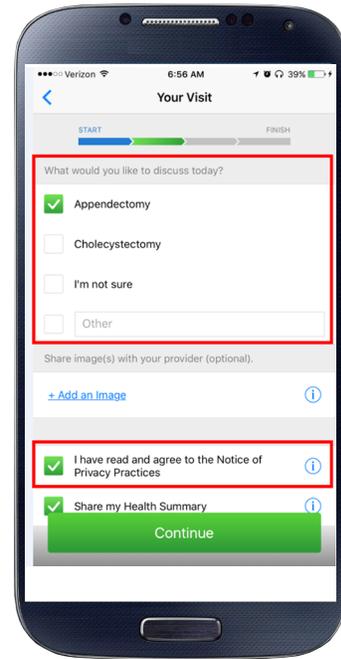
1) **Log in** to the Atrium Health Virtual Visit app 10 minutes before your appointment. Or **click on the link** given in the email you received that confirmed your appointment.

2) Complete the sections in the “**Get Started**” screen.



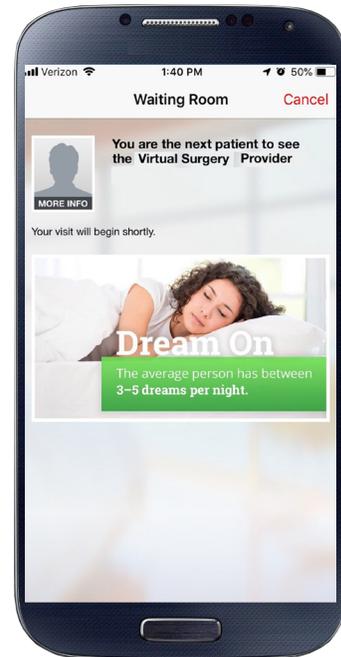
3) In the “**Your Visit**” section:

- Review the “**Notice of Privacy Practices**” and check the box.
- Check the “**Share my Health Summary**” if you wish to share your after-visit summary with your primary care provider (optional).



You are now checked in!

You will be in the waiting room until the healthcare provider is ready to see you.



Complete your Video Visit with a healthcare provider

Atrium Health Virtual Care From Your Computer



How to access the Virtual Visit website

Enter the following web address into the address bar at the top of your screen and press “Enter” on your keyboard to go to the website:

AtriumHealthVirtualVisit.org



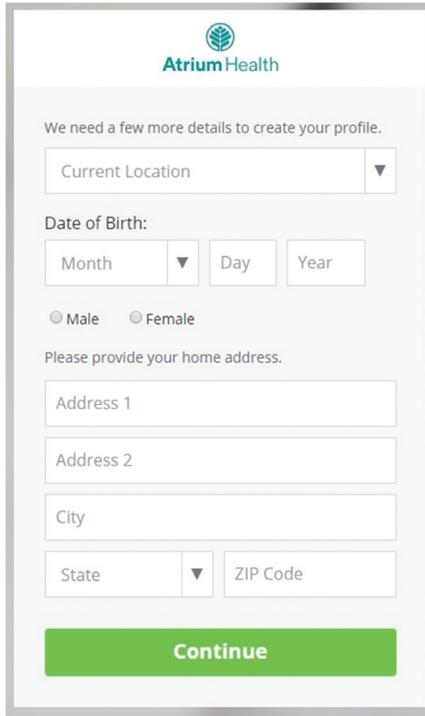
How to register for the Video Visit*

1) On the login screen for Atrium Health Virtual Visit:

- Enter your information and create a password.
- Read the Terms of Use and check the box.
- Click Sign Up.

The screenshot shows a web browser window displaying the Atrium Health Virtual Visit registration page. On the left, there is a dark grey sidebar with the Atrium Health logo and the text 'Talk to a Provider Now'. Below this, it says 'Atrium Health Virtual Visit makes access to medical services private, secure, and convenient.' and a 'Learn More >' link. The main content area is white and contains the Atrium Health logo at the top. Below the logo are several input fields: 'First Name', 'Last Name', 'Email', 'Confirm Email', and 'Password'. There is a checkbox labeled 'I agree to these Terms of Use.' with a link to 'Terms of Use'. A prominent green 'Sign Up' button is highlighted with a red rectangular border. Below the button, there is a link that says 'Already have an account? Log In'.

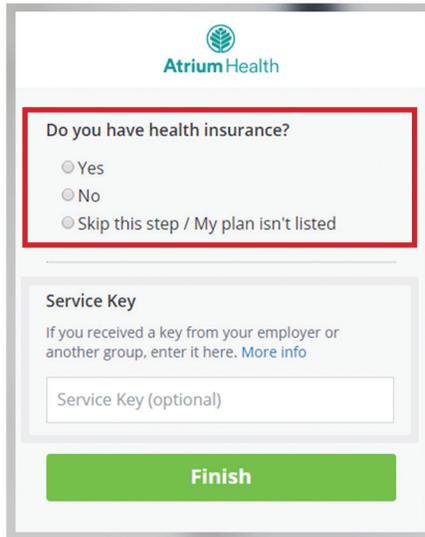
2) Enter more information to create your profile.



The screenshot shows the Atrium Health profile creation interface. At the top is the Atrium Health logo. Below it, a message reads: "We need a few more details to create your profile." The form includes a "Current Location" dropdown menu. Under "Date of Birth:", there are three input fields for "Month", "Day", and "Year". Below these are radio buttons for "Male" and "Female". A section titled "Please provide your home address." contains five input fields: "Address 1", "Address 2", "City", "State" (a dropdown), and "ZIP Code". At the bottom of the form is a green "Continue" button.

3) Select your health insurance information.

4) Click “**Account**” at top right-hand corner.



The screenshot shows the Atrium Health health insurance selection interface. At the top is the Atrium Health logo. A red-bordered box highlights the question "Do you have health insurance?" with three radio button options: "Yes", "No", and "Skip this step / My plan isn't listed". Below this is a "Service Key" section with the text: "If you received a key from your employer or another group, enter it here. [More info](#)". There is an input field for "Service Key (optional)". At the bottom of the form is a green "Finish" button.



How to check in for your Video Visit

You must be in North Carolina or South Carolina at the time of your visit.

Tips:

- Please complete “**Test My Computer**” function prior to appointment.
- Please be ready to show your photo ID.
- Although your visit is virtual (not in person), you’ll discuss your healthcare needs with one of our providers.

1) **Log in** to the Atrium Health Virtual Visit website 10 minutes before your appointment. Or **click on the link** given in the email you received that confirmed your appointment.

2) Complete the sections in the “**Get Started**” screen.

Get Started Your Visit

Get Started

There is 1 patient ahead of you to see Nurse, Virtual Medical Assistant

Where can this provider call you for follow-up, if needed?

- -

Would you like to invite someone to join your visit? (Optional) ⓘ

[+ Add a guest](#)

3) In the “**Your Visit**” section:

- Check the “**Share my health summary, previous visits and medication history**” if you wish to share your after-visit summary with your primary care provider (optional).
- Review the “**Notice of Privacy Practices**” and check the box.

✓ Get Started **Your Visit**

Your Visit

What would you like to discuss today?

Appendectomy I'm not sure

Cholecystectomy Other

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

I acknowledge receipt of these [Notice of Privacy Practices](#)

[Back](#) [Continue](#)

You are now checked in!

You will be in the waiting room until the healthcare provider is ready to see you.

You are the next patient to see the Nurse, Virtual Medical Assistant

Your provider will be with you soon | [Cancel Visit](#)

[VIEW PROFILE](#)

Text me when the provider is ready to see me



Complete your Video Visit with a healthcare provider



Atrium Health



Atrium Health