



## Online Visits Now Available

AMG Heart Core is excited to provide a new service to enhance the experience of our post-operative patients. AultmanNow allows you to see a provider through your computer or mobile device without leaving your home!



### What is AultmanNow?

AultmanNow is a faster, easier way to visit the provider - online using your smartphone, tablet or computer. Private and secure, you can use AultmanNow in the location of your choice, such as home or work.

### When would I use an online visit with AultmanNow?

Online visits are perfect for:

- Questions regarding your medications, post op instructions or discharge from the hospital.
- Post-operative questions about your surgery.

### What are the benefits of an online visit?

With an online visit, you can have a provider answer your questions in the comfort of your own home. In addition, family members can be invited to the online visit by an email on their mobile phone. They can view and listen to the provider without having to be present (not even in the same state) with a family member.

### What is the cost of an online visit?

There is no charge for post-operative visits within 90 days after your surgery.

### How do online visits with AultmanNow work?

It is easy to sign up from your computer, laptop, iPad or on your mobile device. You will need a video camera on your computer or mobile smartphone, and an email address.

*On your computer or laptop:*

Visit [www.aultmannow.com](http://www.aultmannow.com) to connect. Please note

your computer must be equipped with video camera, microphone and audio capabilities for an online video visit.

*On your mobile smartphone device:*

Download the AultmanNow app by searching for "Aultmannow." If you have an Apple device, go to the App Store. If you have an Android device, use the Google Play Store.

Fill in your contact information and set up a username and password. (You will only have to do this the first time you use AultmanNow.) Be sure to keep your password for your appointments. If you have any questions or issues, call AMG Heart Core at 330-363-1342.

### How do I schedule an online clinic visit?

Contact Heart Core at 330-363-1342 to schedule an online visit. You must first download the AultmanNow app as noted above. You will need to add the service key Heartcore (first time use only) to see the practice name. You will receive an email from "do-not-reply@aultmannow.com" confirming your appointment. In addition, the appointment will show up in the AultmanNow app under "Calendar" section.

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## What should I expect the day of my online visit?

Log on to AultmanNow about 10-15 minutes prior to your visit time to get ready for your online appointment. Make sure you have your medication list or pill bottles ready for the visit.

1. Open the email you received with your appointment information. You will start your visit by clicking on the "Get Started" button located in your email. You can also log on to the AultmanNow app and select the calendar icon at the base of the screen and select your scheduled appointment time.
2. Log in by entering your email address (username) and password. Please keep this for any future visits.
3. The appointment details will appear. Select the green "Get Started" button.
4. Complete the information screens (Note: You DO NOT need to complete the medical history or medication screens - just select "Continue.") and be sure to enter the phone number where you can be reached if you get disconnected.
5. If you want to add a guest to join your online visit, enter the email address of the guest. They will receive an email invite for the visit. They must use same email address to sign in for the visit.
6. In the "your visit" screen, include the reason for today's visit.
7. Check the "notice of privacy" box and select "Continue."
8. Skip the payment information and just select "Continue."
9. Allow AultmanNow to access your video, camera and recording settings for the online visit.
10. A short video will play until the provider is ready to connect.
11. Once a provider connects, he/she will conduct a live video or phone visit where you can see him/her at the top of the screen (if you choose the video option) and discuss progress, struggles, and ask any questions you may have.
12. When the visit is complete, end the visit and rate your provider experience.

For any questions regarding your online visit, please call 330-363-1342. If you have questions about AultmanNow, call the technical support line at 1-844-606-1603 or email [aultmannow@americanwell.com](mailto:aultmannow@americanwell.com).

