



Online Primary Care Now Available

Canton South Medical Center is excited to provide a new service to enhance your experience of our established patients. AultmanNow allows you to see a Canton South Medical Center primary care provider through your computer or mobile device without leaving your home or office!



What is AultmanNow?

AultmanNow is a faster, easier way to visit the doctor online using your smartphone, tablet, iPad or computer. It is private and secure, and you can use AultmanNow in the comfort of your own home.

When would I use an online visit with AultmanNow?

Online primary care visits are perfect for the evaluation and treatment of:

- Nonemergent medical conditions
- Depression and anxiety
- Rashes, moles, and other skin conditions
- Medication management and questions
- Attention Deficit/Hyperactivity Disorder monitoring.

What are the benefits of an online visit?

- With an online primary care visit, you do not have to take off work to go to an office appointment. Instead, you have the ability to have a provider answer your questions in the comfort of your own home or office.
- Your family members can be invited to the online visit, as well. They can view and listen to the provider without having to be present (not even in the same state) with a family member.
- Additionally, you can self-schedule your appointment to find times that work best for you.

What is the cost of an online visit?

- For a 15-minute primary care visit, the cost is \$49 - paid either by credit card or Health Savings Account card. A receipt is always available.

- If the visit is unable to be completed for some reason, such as technology issues or conditions that are inappropriate for virtual visits, the provider will NOT charge the patient's credit card.

Does insurance cover my online visit?

Some insurances will cover online telehealth visits. Please contact your insurance company for details regarding coverage on your plan. You may pay for your visit with a health savings account or credit card. You can also obtain a claim receipt at any time.

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 to connect. Please note your computer must be equipped with a 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. Add the service key: CSMC to see the practice. (You will only have to do this the first time you use AultmanNow). Be sure to keep your password for future appointments. If you have any questions or issues, call Canton South Medical Center at 330-484-2584.

Will the provider have access to my chart?

Yes - the provider you see is a regular provider at Canton South Medical Center (and may even be your primary care provider). The provider will have access to, and document in, your normal Aultman OneChart. If indicated, the provider will also be able to electronically prescribe medications, or order tests and labs.

What should I expect the day of my online visit?

- Make sure you have downloaded the AultmanNow app and created an account before your 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.
- A short video will play until the provider is ready to connect. Once the provider connects, you will have 15 minutes to complete your visit.
- When the visit is complete, you must end the visit, then rate your provider and your experience. You may review your visit information by going to the patient portal.

How do I schedule an online clinic visit?

Canton South Medical Center offers a self-scheduling option for our established patients.

- If you are scheduling yourself for a visit, you must first download the AultmanNow app as noted above. You will need to add the service key CSMC (first time use only) and then select "AMG - Canton South Medical Center," then "Schedule."
- You will now select your provider, date and time desired. Review your appointment details and click "continue." Then click on "Schedule Appointment."
- You will receive an email confirming your appointment. In addition, the appointment will show up in the AultmanNow app under "Calendar."

Canton South Medical Center staff can also schedule your online visit for you. If you use this method, you will receive an email confirmation with the date and time.

- Prior to your appointment time, go to the email that you received or just go to the AultmanNow app calendar.
- Select the green "Get Started" button. Enter your email address for the username (the same email address sent to you) and password. Please keep this for future visits.
- Appointment details will appear with provider name, date and time of the appointment. Select green "Get Started" button.
- Complete the information screens and be sure to enter the phone number where you can be reached if you get disconnected.
- If you want to add a guest to join the 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.
- In the "your visit" screen, include the reason for today's visit.
- Check the "notice of privacy" box and select "Continue."
- Complete payment information, then select "Continue."
- Allow AultmanNow to access your video, camera and recording settings for the online visit.
- A short video will play until the provider is ready to connect.
- 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. You will be on the bottom of the screen.
- When the visit is complete, end the visit and rate your provider experience.

For any questions regarding your online primary care visit, please call 330-484-2584. Please visit aultman.org/aultmannow for a detailed video on how to schedule an online primary care visit. If you have questions about AultmanNow, call the technical support line at 1-844-606-1603 or email aultmannow@americanwell.com.

