

Coronavirus Information



Virtual Medicine ▶ A video visit with a doctor using your computer or smart device



Access whenever you want 24/7

No travel or wasted time.

Be prepared register now.

Cost sharing and copayments are waived through June 15th.

Amwell clinicians caring for any patient presenting with an acute lower respiratory illness and fever will obtain a detailed history, which should include the standard review of systems, past medical history, a list of medications and medication allergies PLUS:

- History of travel from Wuhan City, China (or surrounding area) within the last 14 days
- Close contact with a person who is under investigation (PUI) for or who is confirmed positive for 2019-nCoV

The clinician will immediately refer patients with a positive history of recent travel to Wuhan City or contact with a person under investigation for 2019-nCoV to a local urgent care center or emergency department for additional testing and coordination with state and local health authorities

What can I do to stay healthy?

The CDC recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

- **Avoid close contact with people who are sick.**
- **Avoid touching your eyes, nose, and mouth.**
- **Call a physician if you are sick.**
- **Stay home when you are sick.**
- **Cover your cough or sneeze with a tissue, then throw the tissue in the trash.**
- **Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.**
- **Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.**

The CDC has provided guidance for assessing a person's risk for acquiring coronavirus. If you are concerned that you may have been exposed to coronavirus, please set up a consultation or talk to your local health care provider.

For more information on this topic:

www.cdc.gov/coronavirus/2019-ncov/index.html

www.HighmarkAnswers.com

Your Benefits. Your Choices. Your Health.

AMWELL

Here's How to Have a Virtual Doctor's Visit



Create an Account

Follow the simple directions.

1. Visit amwell.com and follow the instructions to register or download the mobile app.
2. Select “Sign Up” or “Join Now.”
3. Enter your name, address, etc.
4. Complete the brief online health history form.
5. Enter your health insurance information.

Choose type of service

Pick the type of care you want to receive.

1. Choose from medical, children’s medical, adolescent therapy, therapy, and psychiatry.

Select your doctor

You can choose the doctor that’s right for you.

1. Look through doctor’s profiles.
2. Choose a doctor and click.

Note: In some cases, a doctor may be assigned to you.

Enter your health info and start the visit

Tell us what you’d like to discuss.

1. Tell us if the visit is for you or your child.
2. Tell the doctor the reason for your visit.
3. Begin your live video visit.

Wrap up

Get information fast after your visit.

1. View the doctor’s notes and diagnosis.
2. If you are prescribed medication, it will automatically be sent to your pharmacy.

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