



Online Breastfeeding Support Visits Now Available

The Aultman Birth Center is excited to provide a new service to enhance the breastfeeding experience of our new moms. AultmanNow allows you to access your lactation consultant through your computer or mobile device without leaving your home or office!



What is AultmanNow?

AultmanNow is a faster, easier way to have a health care visit using your smartphone, tablet, iPad or computer. Private and secure, you can use AultmanNow in the comfort of your own home.

When would I use an online visit with AultmanNow for breastfeeding?

Online visits are perfect for:

- Questions regarding breastfeeding.
- Difficulty with breastfeeding.

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?

A 30-minute online visit with a breastfeeding consultant is just \$25. You can use your credit card or a health savings account.

Will the provider have access to my chart?

If you were a patient at Aultman Orrville Hospital or Aultman Hospital, the lactation consultant will have access to see your hospital record.

How do online visits with AultmanNow work?

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

On your mobile smartphone device:

Download the AultmanNow App by searching for "aultmannow" in the App Store for Apple or Google Play Store for Android device.

On your computer or laptop:

Go to www.aultmannow.com to connect to a provider. Please note your computer must be equipped with a video camera, microphone and audio capabilities for an online visit.

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 future appointments.

How do I schedule an online visit with my lactation consultant if I am using a computer?

You can pick an appointment time and date that works for you. To schedule a lactation consultation, visit us on the web at www.AultmanNow.com.

1. If it is your first time, you will need to sign up and create an account with AultmanNow. No service key needed if you are prompted.
2. Select the practice called "Breastfeeding."
3. Select the "Schedule Appointment" tab.
4. Select "Choose by Provider."
5. Select "Schedule Appt." underneath your provider's picture.
6. Select the time slot you want to have the appointment.
7. Review appointment details and click "Continue."
8. Click "Schedule Appointment."
9. You will receive an email confirming your appointment. Click "OK."

What should I expect the day of my online visit if I am using a computer?

Please prepare for your visit and log on to AultmanNow at least 5-10 minutes prior to your appointment time.



1. You will receive an email reminding you of the appointment. You will start your visit by clicking on the "Get Started" button located in your email. The next screen is letting you know you that your appointment is about to begin and who your appointment is with. Click "Continue" near the bottom of the screen.
2. Log in to AultmanNow with your email address and the password you created. Complete all information screens. 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. Click "Continue."
3. Check the "Notice of Privacy Practices" box and select "Continue."
4. Medical history is optional to complete. Select "Continue."
5. If you have a pharmacy set up in AultmanNow, you can select it and click "Continue." Next, you will complete the payment information. Enter your credit card information or health savings account card number and select "Start Visit."
6. Allow AultmanNow to access your video, camera and recording settings for the online visit, if prompted.
7. A short video will play until the provider is ready to connect.
8. Buttons at bottom of the screen are camera, microphone, full screen, reload video and grid view - for more than two people in the visit. You can invite a guest on the left side of the screen just like you could at the beginning of the visit.
9. Once the 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). Now you can discuss your progress and ask any questions that you may have.
10. When the visit is complete, click the "End Visit" button in the top right. Select "End Visit" again when asked if you are sure if you want to end the visit.
11. You will be asked to rate your provider and your overall experience. You must answer the question at the bottom, "If you had not used AultmanNow today, where would you have gone?"
12. Click "Submit," then "Done." You can now "Log Out" at the top right.

How do I schedule an online visit with my lactation consultant using the mobile app?

To schedule a lactation consultation, you must first download the AultmanNow app on your mobile device. If it is your first time, you will need to sign up and create an account with AultmanNow. No service key needed if you are prompted.

1. Select the "Breastfeeding" practice.
2. Select your provider that has an available time slot.

3. Select the time slot that you want to have the appointment.
4. Add your phone number so that you can be reached in case you get disconnected.
5. Select "Book Appt."
6. You will receive an email confirming your appointment.

What should I expect the day of my visit if I am using the mobile app?

Please prepare for your visit and log on to AultmanNow at least 5-10 minutes prior to your appointment time.

1. You will receive an email reminding you of the appointment. You will start your visit by clicking on the "Get Started" button located in your email.
2. Tap the banner at the top of your screen to open the AultmanNow app. It will prompt you to download it - if you don't already have it downloaded.
3. Log in to the app and select "Get Started."
4. Make sure your phone number is included in case you get disconnected. Select "Continue."
5. Agree to the 'Notice of Privacy' by clicking the button to the right. Select "Continue."
6. Next is medical history. This is optional. You can just select "Continue."
7. If you have the ability to, you can enter your vitals next and then select "Continue."
8. You will then complete the payment information. Enter your credit card information or health savings account card number and select "Submit."
9. A short video will play until the provider is ready to connect.
10. Once the 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). You can discuss your progress and ask any questions that you may have.
11. There are buttons at the bottom of your screen. Press the carrot at the bottom to open up the menu for speaker, volume, microphone volume and camera on/off, add guest and end visit.
12. When the visit has ended, select "End" at the top right then select "End Visit."
13. You will have the chance to rate your provider and your overall experience by selecting how many stars you want to rate. Click "OK." You must answer the question at the bottom, "If you had not used AultmanNow today, where would you have gone?" Once you select your answer, select "Done."
14. Click the three dots in the lower right corner and select "Log Out."

For any questions regarding your online visit, please call The Aultman Birth Center at 330-363-5400. For technical support issues, please contact American Well at 1-844-606-1603 or email: aultmannow@americanwell.com.

