



## Online Clinic Visits Now Available

Aultman Weight Management is excited to provide a new service to enhance your experience and cut down on your visits to our office. AultmanNow allows you to see your registered dietitian or medical provider through your computer or mobile device without leaving your home!



### What is AultmanNow?

AultmanNow is a faster, easier way to visit the Aultman Weight Management (AWM) clinic - 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 AWM clinic visits are perfect for:

- Those who have a busy schedule and are not able to physically come to clinic or follow up with medical provider exams consistently.
- Those who need extra support during the reducing or maintenance phase.
- For non-emergency questions or concerns.

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

With online clinic visits, you do not have to rearrange your schedule or take off work to go to an office appointment. Instead, you can have your weekly clinic visit and get your questions answered by a registered dietitian or a provider in the comfort of your own home, car or even at work on a lunch break.

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

For a 15-minute clinic visit with a dietitian, the cost is \$25. For a 15-minute follow-up medical provider exam, the cost is \$50.

### 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 should only need to use this the first time you log in. If you have any questions or issues, call AWM at 330-491-1670.

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

Call the AWM office to schedule your online visit. You will then receive an email confirmation with the date and time.

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

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

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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. 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. Complete all information screens. Be sure to enter the phone number where you can be reached if you get disconnected. Select "Continue."
3. In the "your visit" screen, include the reason for today's visit.
4. Check the "notice of privacy" box and select "Continue."
5. Complete payment information, then select "Continue."
6. Allow AultmanNow to access your video, camera and recording settings for the online visit.
7. A short video will play until the provider is ready to connect.
8. 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.
9. When the visit is complete, end the visit and rate your provider experience.

### **Does insurance cover my online visit?**

At the present time, insurance companies do not cover this service. Patients may pay with a credit card or a health savings account card.

For any questions regarding your online AWM visit, please call 330-491-1670. 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).

