



## Online Oncology Support Visits Now Available

Aultman Oncology Services is excited to provide a new service to enhance the health care experience of our patients. AultmanNow allows you to access your oncology support team 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 my oncology care?

Online visits are perfect for the following:

- Questions for a nurse navigator.
- Review of cancer survivorship plan.
- Questions for the oncology social worker.
- Pre-surgical educational visits.

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

With an online visit, you do not have to take off work to go to an appointment. Instead you have the ability to get your questions answered in the comfort of your own home or office. In addition, family members can be invited to the online visit. 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 may be able to self-schedule your appointment to find times that work best for you.

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

Currently, there is no cost for a visit with our oncology support team.

### How do online visits with AultmanNow work?

It is easy to sign up from your computer, laptop, iPad or mobile device. You will need a video camera on your computer or mobile smartphone, 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](http://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.

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### How do I schedule an online oncology support visit?

Some of our oncology support professionals offer a self-scheduling option. If you are scheduling yourself for a visit, you must first download the AultmanNow app as noted above.

You will then 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."

### What if my appointment was scheduled by my support team?

You will receive an email or text confirming the date and time of the appointment. You will log into your appointment through that email on the day of your visit.

### Will the provider have access to my chart?

The oncology support team member you will see is an Aultman oncology staff member. He/she will have access to your Aultman Hospital records and will document in your Aultman medical record or nurse navigation records.

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

Make sure you have downloaded the AultmanNow app prior to your visit and sign up to create an account. Log on to AultmanNow 10-15 minutes prior to your visit time to get ready for your online appointment. Have any information you will need for your visit available prior to logging on.

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. 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: The medical history and medication screens are optional - if you choose not to complete them, just select "Continue"). 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 330-363-6011. Please visit [aultman.org/aultmannow](http://aultman.org/aultmannow) for a detailed video on how to schedule an online visit. If you have any technical issues, please call 1-844-606-1603 or email [aultmannow@americanwell.com](mailto:aultmannow@americanwell.com).

