



Outpatient Therapy Services Now Available

Aultman Therapy Services is excited to provide a new service to enhance the occupational, physical and speech therapy experience of our established patients. If your condition is appropriate for online visits, AultmanNow allows you to access your physical therapist, occupational therapist or speech language pathologist for an online video visit using your mobile device or computer without leaving your home or office.



What is AultmanNow?

AultmanNow is a faster, easier way to have an online therapy consultation 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 therapy visit with AultmanNow?

- When you and your therapist agree together that an online visit meets your rehabilitation needs.
- To progress your therapy treatment with the assistance of your therapist - without having to travel to the clinic.

What are the benefits of an online visit?

With an online visit, you do not have to leave your home or drive to go to an appointment. Instead you have the ability to visit your therapist in the comfort of your own home or office. In addition, you can invite a family member or guest to join the online visit, if applicable. They can view and listen to the therapist without having to be present (not even in the same state).

What is the cost of an online visit?

Some insurance companies cover online visits. If your insurance does not cover them, a 30-minute visit with a therapist costs just \$49, paid by credit card or health savings account card.

How do online visits with AultmanNow work?

It is easy to sign up from your mobile phone, computer, laptop or iPad. 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." If you have an Apple device, go to the App Store. If you have an Android device, use the Google Play Store.
- **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.

Sign up for an account by filling in your contact information and setting up a username and password. You will only need to do this the first time you use AultmanNow. Be sure to keep your password for future appointments.

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. Be prepared to tell your therapist about any changes in your medications or your condition.
- A short video will play until the therapist is ready to connect. Once the therapist connects, you will have 30 minutes to complete your visit.
- When the visit is complete, you must end the visit, then rate your therapist and your experience. You may review your visit information by going to the patient portal.



How do I schedule an online clinic visit?

You may schedule a future online visit during your in-person visit to our clinic. As long as your care can be provided safely and effectively online, and your therapist is active with AultmanNow, you can also schedule an appointment by calling one of our participating offices listed below:

- Aultman Alliance: 330-596-6700
- Aultman Carrollton: 330-627-6801
- Aultman Louisville: 330-875-6050
- Aultman Massillon: 330-834-4101
- Aultman Navarre: 330-879-5952
- Aultman North: 330-244-8113
- Aultman Orrville: 330-684-4735
- Aultman Tusc: 330-363-6215
- Lymphedema Care Clinic: 330-363-9077

In addition, you can log on to AultmanNow at any time to see if your therapist is available. Once logged into AultmanNow, click on Therapy. Then click on "Visit Now" to see if your therapist is available now. If not and you wish to schedule a future appointment, simply call one of the offices listed above. You will receive an email confirming your appointment and the appointment will show up in the AultmanNow app under the calendar.

What if my appointment was scheduled by my therapist?

You will receive an email confirming the date and time of the appointment, or an appointment will be sent to you on the AultmanNow app calendar. You will log into your appointment through that email or through the app on the day of your visit.

Will the therapist have access to my chart?

If you have been a patient at Aultman Alliance Community Hospital, Aultman Orrville Hospital or Aultman Hospital, the therapist will have access to see your hospital record.

What should I expect the day of my online visit?

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

- 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 located in the email. If you are using the app calendar, click on the appointment time and "Get Started."
- Complete all information screens. Be sure to enter the phone number where you can be reached if you get disconnected. Select "Continue."
- 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 the same email address to sign in for visit.
- In the "your visit" screen include the reason for today's visit. Select "Continue."
- Check the "notice of privacy" box and select "Continue."
- The medical history, medications and vital signs sections are optional. You are NOT required to complete them for your visit. Simply select "Continue."
- Complete the payment information. If your insurance company covers therapy e-visits, enter the coupon code given to you by your therapist to bypass payment. If needed, enter your credit card information or health savings account card number and select "Continue."
- Allow AultmanNow to access your video, camera and recording settings for the online visit.
- A short video will play until the therapist is ready to connect.
- Once a therapist 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 therapist experience. Log out by selecting the 3 dots ... and select "log out."

For any questions regarding your online therapy visit, please call the facility you called to schedule your appointment (see phone numbers above). Please visit 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

