



Online Palliative Care Visits Now Available

Aultman Palliative Care is excited to provide a new service to improve your health care experience! We now have online video visits available through AultmanNow!



Your palliative care nursing team will give you the information on how to do an online video visit. All you need is a mobile phone (iPhone or Android) or a laptop with a camera. Your online video consultation will take place in your home with your nurse or provider. This new service improves efficiency and communication with your care team. Additionally, it can help answer questions about your medical symptoms and can be used to facilitate family meetings by inviting family members as guests to join your online video visit.

What is AultmanNow?

AultmanNow is a faster, easier way to consult your care team online 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 visit with AultmanNow?

Online visits are perfect for:

- Questions regarding medications.
- Questions about symptoms or other concerns.

What are the benefits of an online visit?

With an online visit, you don't have to leave the comfort of your home to have your questions answered. In addition, your family members or guests can view and listen to the provider without having to be physically present. Timely intervention through online visits can improve clinical outcomes and increase patient/family satisfaction due to real-time connection. Lastly, online visits reduce the cost of care and significantly reduce and/or eliminate travel time.

What is the cost of an online visit?

Online visits with the palliative physician or nurse practitioner will be billed to your insurance just as an "in-person" visit would be. Deductibles and copays may apply.

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 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.

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. If you have any questions or issues, call Aultman Palliative Care at 330-479-2375.

Will the provider have access to my chart?

Yes - the provider will have access to your chart to document your visit.



How do I schedule an online visit?

Call Aultman Palliative Care at 330-479-2375 to request an online visit. You must first download the AultmanNow app as noted above. You will select the 'visit now' tab if you need to speak to a nurse regarding a medical issue. Otherwise, you will receive an email from "do-not-reply@aultmannow.com" confirming your scheduled appointment. In addition, the appointment will show up in the AultmanNow app under the "Calendar" section.

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. You must have your username and password for the online visit. Log on to AultmanNow about 10-15 minutes prior to your visit time to get ready for your online appointment. Make sure you have your medication list or pill bottles ready for the visit.

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 NOT required, please 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. Complete the remaining questions.
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 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 palliative care visit, please call 330-479-2375. Please visit aultman.org/aultmannow for a detailed video on how to have an online visit. If you have technical issues, please call the technical support line at 1-844-606-1603 or email aultmannow@americanwell.com.

