



## Online Diabetes Consultations Now Available

Aultman Diabetes 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 diabetes educator for an online video visit through your mobile device or computer 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 for a diabetes consultation in the location of your choice, such as home or work.

### When would I use an online visit with AultmanNow for diabetes?

An online diabetes education consultation is perfect for:

- Those who have a busy schedule and are not able to make it to Aultman for an appointment.
- Any non-emergent diabetes questions related to: glucometers, treating high or low blood sugars, medications, injections, physical activity and blood sugars, complications, disease process, carbohydrate counting, continuous glucose monitors, insulin pumps, and/or blood sugar goals.

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

With online visits, you do not have to rearrange your schedule or take off work to go to an appointment. Instead, you can have an online visit and get your questions answered by a diabetes educator in the comfort of your own home, car or even at work on a lunch break. In addition, you can invite a guest or support person to join the online visit with you. The guest can connect, view and listen to the healthcare professional without having to be present with you or even within the same state.

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

A 30-minute diabetes consultation with a diabetes educator is just \$50. You can use your credit card or a health savings account.

### 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](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.



### How do I schedule an online diabetes education visit?

You can schedule your own visit through the AultmanNow app or by calling the office. To schedule with the app, simply log into AultmanNow and click on "Diabetes." Select the "Schedule" button, select a provider, date desired and time. Review your appointment details before clicking "Continue" and then "Schedule Appointment." You will receive an email confirming your visit and the appointment will also show up in the AultmanNow app under the calendar. If you prefer to call and schedule your visit, simply call the Aultman Diabetes office at 330-363-5235.

### What if my appointment was scheduled by my diabetes educator?

You will receive an email 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?

If you were a patient at Aultman Orrville Hospital or Aultman Hospital, the diabetes consultant will have access to view your medical 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. Or you will receive an appointment reminder in the AultmanNow calendar at the base of the screen. Click on the appointment time and then click "Get Started."
2. Complete all information screens. Be sure to enter the phone number where you can be reached if you get disconnected. Select "Continue."
3. 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 the visit.
4. In the "Your Visit" screen, include the reason for today's visit. Select "Continue."
5. Check the "Notice of Privacy" box and select "Continue."
6. The medical history, medications and vital signs sections are optional. You are NOT required to complete them for your visit. Simply select "Continue." Please note: Height and weight are necessary for calculating calories.
7. Complete the payment information. Enter your credit card information or health savings account card number and select "Continue."
8. Allow AultmanNow to access your video, camera and recording settings for the online visit.
9. A short video will play until the provider is ready to connect.
10. Once the connection occurs, the dietitian starts your online video visit.
11. 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.
12. When the visit is complete, end the visit and rate your provider experience. Log out by selecting the 3 dots ... and select "log out."

For technical support issues, please contact American Well at 1-844-606-1603 or email: [aultmannow@americanwell.com](mailto:aultmannow@americanwell.com). Please visit [aultman.org/](http://aultman.org/) AultmanNow for a detailed video on how to schedule an online visit. For questions regarding an online visit, please call 330-363-2877.

