



Online Primary Care Now Available

Aultman Medical Group is excited to provide a new service to enhance your experience of our established patients. AultmanNow allows you to see a Aultman Medical Group primary care provider through your computer or mobile device without leaving your home or office!



What is AultmanNow?

AultmanNow is a faster, easier way to visit the doctor 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 primary care visits are perfect for the evaluation and treatment of:

- Routine follow-up appointments
- Nonemergent medical conditions
- Depression and anxiety
- Rashes, moles, and other skin conditions
- Medication management and questions
- Attention deficit/hyperactivity disorder monitoring
- Medication refills

What are the benefits of an online visit?

- With an online primary care visit, you do not have to take off work to go to an office appointment. Instead, you have the ability to have a provider answer your questions in the comfort of your own home or office.
- Your family members can be invited to the online visit, as well. They can view and listen to the provider without having to be present (not even in the same state) with a family member.

What is the cost of an online visit?

Your insurance company will be billed for your visit. If you do not have insurance, you will receive a bill from your physician.

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 to connect. Please note your computer must be equipped with a 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 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 your physician's office.

How do I schedule an online clinic visit?

Call your physician's office to schedule a telehealth appointment. The office will tell you what type of visit and what time.

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. Step-by-step instructions for each type of visit are listed below.

How to Do a Scheduled Visit:

1. Go to the email that you received from 'do-not-reply@aultmannow.com.'
2. Open the email with your scheduled appointment time, or just go to the AultmanNow app's calendar about 10-15 minutes prior to your appointment time.
3. Select the blue "Get Started" button.
4. The AultmanNow online doctor visit screen will appear. (You may need to select "open" on your mobile phone).
5. The AultmanNow main screen will appear. Log in, entering your email address for the username and your password. Please keep this password for future visits.

6. The calendar notification will show up. Tap on the appointment time calendar notification.
7. Appointment details will appear with provider name, date and time of the appointment. Select the green button, "Get Started."
8. Complete the information screens and be sure to enter a phone number where you can be reached if you get disconnected. 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 same email address to sign in for the visit. Select "Continue."
9. Complete the "Your visit" screen and include the reason for today's visit. Answer any other questions that are asked.
10. Scroll down to the bottom and check the notice of privacy box, then select "Continue."
11. The next 3 screens are Medical History, Medication and Vitals. They are optional to fill out but will be helpful to your provider if you choose to complete them.
12. Complete the payment information and select "Submit." If you were given a coupon code, be sure to enter the code here.
13. If prompted, allow AultmanNow to access your video, camera and recording settings for the online visit.
14. A video will play while you are waiting for your provider to review your information and connect.
15. Once connected, your provider's picture appears on the bottom of the screen and you are in the top right corner of the screen.
16. The buttons at bottom of the screen are camera on/off, microphone, switch camera view, invite a guest, reload video and speaker.
17. When your visit is complete, select "End" in the top right corner, then select "End Visit."
18. Rate your provider and your overall experience and select "OK."
19. Answer the question "If you had not used AultmanNow today, where would you have gone instead?" Then, press "Done."
20. To log out, select the 3 dots at the bottom right corner and select "Log Out."

How to Do an On-Demand Appointment

1. Log in to the AultmanNow app or visit the website at www.aultmannow.com. If using the website, the patient login box is located in the top right corner.
2. Select the practice you wish to visit and select "Visit Now."
3. Select the provider you would like to do your visit. The provider must show in a green color. Select "Start Visit" to begin your video visit. If a provider is showing offline or is seeing another patient, he/she will show in a yellow color. This means you will not be able to do an on-demand visit with them at this time. Refresh the screen to be taken

- back to the home screen. Call the office if your provider is still showing offline.
4. Once you have chosen the provider, hit the "Select Provider" button.
5. Complete all information screens. Be sure to enter the phone number where you can be reached if you get disconnected. 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 same email address to sign in for visit. Select "Continue."
6. In the "your visit" screen, include the reason for today's visit and type any other questions you may have.
7. Check the "notice of privacy" box and select "Continue."
8. The next 3 screens are Medical History, Medication and Vitals. These screens are optional and not required for the visit. If you wish, you can skip these questions and just select "Continue."
9. To set up your video, select "Download & Launch" and then select "open" or "allow."
10. A short video will play until the provider is ready to connect.
11. Buttons at bottom of the screen are camera on/off, microphone, full screen and reload camera. There is also a 'call me' button along with settings in the bottom left corner. If you are having issues with the speaker, microphone or camera - go into settings and select the proper device from the drop-down list.
12. Once the 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 your progress along with any questions that you may have.
13. When the visit is complete, end the visit and rate your provider and overall experience. You will need to answer the question at the bottom "If you had not used AultmanNow today, where would you have gone instead?" Then, select "Submit."
14. You can choose to send the visit summary to your primary care physician via fax or email. You can also email it to yourself. Then, select "Done."
15. Log out of AultmanNow. If using the website, the log out option is located in the top right of your screen. If using the mobile app, select the 3 dots in the bottom right and select "Log Out."

For any questions regarding your online primary care visit, please call your physician's office. If you have questions about AultmanNow, call the technical support line at 1-844-606-1603 or email aultmannow@americanwell.com.

