American Well Health Hub FAQ

Question from User	Possible Issue	Response to User
Kiosk is acting very slow	Kiosk Out of Memory	Restart the Kiosk with the restart button and try again.
The unit is not on / not displaying the app	Kiosk is not on	Press and hold the power button until the kiosk turns on and launches the 19Gale software.
	Unit is not plugged in correctly	Ensure the power adapter is plugged in correctly to the powered USB hub. Ensure the powered USB hub is correctly plugged into the kiosk Ensure the power adapter is correctly plugged into the wall.
	Application is not launched	Ensure the 'Gale' application is running. Select it from the list of apps and select 'Always' open from the popup.
The app is not in the correct language	Press the language button	Toggle between Spanish and English using the Language button on the top right of the status bar.
I can't see the home page or Health Coach Page	Refresh the page	Refresh the page by double clicking on the Home or Health Coach Icon on the bottom.
	No network	Connect to wifi or use an ethernet network connection. Refer to "Connecting to a Network" at the bottom of this document for more details. *If network is connected escalate to 19labs tier 2*

	Wrong configuration	Ensure URL's have been correctly implemented for the Home and Health Coach pages. For assistance *escalate to LHO tire 2*
I can't create an account (Sign Up)	No network	Connect to wifi or use an ethernet network connection. Refer to "Connecting to a Network" at the bottom of this document for more details. *If network is connected escalate to 19labs tier 2*
	Amwell network	Click the top status bar near the clock to launch the dashboard. Under the Call Center section, ensure "EHR" reads "Available". *If it reads "Not Available" escalate to 19labs tier 2*
	Missing required field(s)	Ensure all required fields are filled out and with the correct format. Ensure "I agree to the Terms of Use" is checked.
	Account already exists	Ensure there isn't already an account for the name and email
I can't log in	Forgot email or password	Select "Forgot email or password?" from the login popup and follow the prompts to recover the email or password.
	No network	Connect to wifi or use an ethernet network connection. Refer to "Connecting to a Network" at the bottom of this document for more details. *If network is connected escalate to 19labs tier 2*
	Amwell network	Click the top status bar near the clock to launch the dashboard. Under the Call Center section, ensure "EHR" reads "Available". *If it reads "Not Available" escalate to 19labs tier 2*
	No account	Ensure the user has a valid account.

	Credentials	Ensure the user has entered the correct username and password. If they have forgotten their password, they may recover it by selecting “Forgot email or password?”
Why do I have to set my location?		US law requires telemedicine suppliers to be licensed in the location of the kiosk. If your default location is not in the same state detected by the kiosk you will need to verify your state. A popup will appear if the location set in your profile does not match the location detected on the Health Hub. Setting a correct location will ensure you see the correct providers for your location.
How do I change my password?	Forgot email or password	Select “Forgot email or password?” from the login popup and follow the prompts to recover the email or password.
	Go to User Account > Account Profile	Click “Guest” or “Log In” from the top left of the status bar and log in. Click your user name to go to your Account Profile. Click edit, and select “Change Password”..
I want to add or update my health insurance	Go to User Account > Account Profile	Click “Guest” or “Log In” from the top left of the status bar and log in. Click your user name to go to your Account Profile. Click edit, and update your health insurance details.
How do I change my location?	Use dropdown after login	If prompted, confirm your current state after entering your login credentials. A popup will appear if the location set in your profile does not match the location detected on the Health Hub.
	Go to User Account > Account Profile	Click “Guest” or “Log In” from the top left of the status bar and log in. Click your user name to go to your Account Profile. Click edit, and update your location using the dropdown.

I can't save my profile	Check for required fields	If you have removed any required fields you will not be able to update your profile. Ensure details like name, email, and phone number are filled in and formatted correctly.
How do I change my credit card details?	Go to User Account > Payment Info	1. Click your name in the top left of the Status Bar 2. Navigate to "Payment Info" 3. Click "Edit" and enter a new CC 4. Press Save
	Enter credit card details during the Call Intake process	Complete credit card details beneath the "New Payment Information" section on the Payment Details page during the Call Intake sequence.. Press "Apply Changes" to save.
How do I update my medical history?		1. Click your name in the top left of the Status Bar 2. Navigate to "Medical History" 3. Click "Edit" and make changes 4. Press Save *Note: Medications are only for display and cannot be edited*
The scale will not connect	Batteries are too low or dead	Replace the batteries with 2 x AAA batteries
	Press the "Connect" button	On the "Take Measurement" page of the Weight Scale, press the round, green "Connect" button.

	Bluetooth is not on	Click the top status bar near the clock to launch the dashboard. Under the Connectivity section, ensure “Bluetooth” reads “Connected”. If bluetooth is disconnected: 1. Click the word “Connectivity” on the dashboard 2. Click “Bluetooth” 3. Click the bluetooth toggle into the on position
	Bluetooth cannot find the scale	*Escalate to 19labs tier 2*
My weight measurement doesn’t show up on the Health hub	Batteries are too low or dead	Replace the batteries with 2 x AAA batteries
	Press the “Connect” button	On the “Take Measurement” page of the Weight Scale, press the round, green “Connect” button.
	Bluetooth is not on	Click the top status bar near the clock to launch the dashboard. Under the Connectivity section, ensure “Bluetooth” reads “Connected”. If bluetooth is disconnected: 1. Click the word “Connectivity” on the dashboard 2. Click “Bluetooth” 3. Click the bluetooth toggle into the on position
The blood pressure cuff will not connect	The blood pressure cuff batteries are too low or dead	1. Press the edge of the battery cover. Lift up to remove 2. Remove the old batteries 3. Replace with four 1.5 V AAA size alkaline batteries in accordance with the mark +/- indication in the battery compartment.

		4. Replace the battery cover
	The blood pressure cuff is not powered on	Press the small blue button on the bottom of the cuff to put the cuff into advertisement mode. It should display PCL on the cuff's screen. Press the "Start" button once the monitor is turned on. Turn the cuff off and on again or wait for it to power off on its own and power it back on again.
	Press the "Start" button	On the "Take Measurement" page of the Blood Pressure Monitor, press the round, green "Start" button.
	Bluetooth is not on	Click the top status bar near the clock to launch the dashboard. Under the Connectivity section, ensure "Bluetooth" reads "Connected". If bluetooth is disconnected: 1. Click the word "Connectivity" on the dashboard 2. Click "Bluetooth" 3. Click the bluetooth toggle into the on position
	Bluetooth cannot find the blood pressure cuff	*Escalate to 19labs tier 2*
My blood pressure measurement doesn't show up on the Health hub	Press the "Start" button	On the "Take Measurement" page of the Blood Pressure Monitor, press the round, green "Start" button.
	The blood pressure cuff is not powered on	Press the small blue button on the bottom of the cuff to put the cuff into advertisement mode. It should display PCL on the cuff's screen. Press the "Start" button once the monitor is turned on.

		Turn the cuff off and on again or wait for it to power off on its own and power it back on again.
	There is an error	The cuff is too loose or too tight: adjust the velcro fastener. There is too much body movement: stay still and calm for 1-2 minutes before taking a measurement. Do not move while the measurement is being taken. The cuff is placed over bulky clothing: place the cuff on bare skin, or over a thin shirt. The cuff is not positioned correctly on the arm: ● Ensure the cuff is facing the correct way with the power button facing up ● Ensure the cuff is placed at heart level ● Ensure the machine is facing away from the body ● Ensure the cuff is ½” above the elbow
How do I submit my measurements to my provider?	Before a visit: Measurements Summary	Health Coach tab: 1. Go to the Health Coach page and click on the “Review and Submit Data” on the bottom right of the screen. 2. Remove any measurements you do not want to share. 3. Accept the terms. 4. Submit the measurements.

Measurements tab:

1. Go to the Measurements page and click on the “Measurements Summary” on the top right of the screen.
2. Remove any measurements you do not want to share.
3. Accept the terms.
4. Submit the measurements.

All providers with access to your health history will have access to these measurements.

Only measurements taken during the current session will be submitted to the summary.

During a visit:

Visit Details

Once you are in a visit with a provider, the provider will instruct you to use the diagnostic devices. They will have access to this data for the duration of the call. To upload this data to your health history, submit the data after the visit.

After a Visit:

Measurements Summary

Health Coach tab:

1. Go to the Health Coach page and click on the “Review and Submit Data” on the bottom right of the screen.
2. Remove any measurements you do not want to share.
3. Accept the terms.
4. Submit the measurements.

		Measurements tab: 1. Go to the Measurements page and click on the “Measurements Summary” on the top right of the screen. 2. Remove any measurements you do not want to share. 3. Accept the terms. 4. Submit the measurements. All providers with access to your health history will have access to these measurements. *Only measurements taken during the current session will be submitted to the summary.*
I can’t see my usual clinics (Practices)	Scroll left and right to view more	There may be additional clinics to the right of the screen. Drag and hold the right side of the screen and move it left to view the additional clinics.
	Not logged in	Each user has a specific set of practices available to them. Log in to see the full set of practices.
	Wrong credentials	Each user has a specific set of practices available to them. Log in with the correct credentials to see expected practices.
I can’t see any providers or my provider	Wrong State set in profile	Check the state in the profile
	Amwell network	Click the top status bar near the clock to launch the dashboard. Under the Call Center section, ensure “EHR” reads “Available”. *If it reads “Not Available” escalate to 19labs tier 2*
	Provider has recently declined a call	If a provider declines a call from a user, that provider will not be available for that user for 30 minutes.

I can't find my pharmacy / no pharmacies are displayed / the wrong pharmacy is displayed	Entered wrong ZIP	Only pharmacies in the corresponding ZIP code will be displayed on the map and in the list.
	Pharmacy isn't available	No all pharmacies are available. A familiar pharmacy may not be a part of the American Well list.
I entered my credit card but I still can't start a visit	Check payment details	Ensure the credit card is entered accurately and is valid. Press "Apply Changes" to save. Red boxes indicate an error with the text field.
My coupon code isn't working	Check coupon code	Ensure the coupon code is entered accurately. It must match exactly. The coupon code must be associated with the American Well environment. Press "Apply Changes" to save.
I entered a coupon code but I still can't start the call	Check coupon code	Ensure the coupon code is entered accurately. It must match exactly. The coupon code must be associated with the American Well environment. Press "Apply Changes" to save.
	Check coupon code value	If the coupon code does not match the value of the visit, a credit is required to pay the balance.
The call won't start	The doctor hasn't answered the call	Sometimes it takes a few minutes for the doctor to answer the call. If the waiting room indicated "waiting for doctor" this probably just means the doctor is reviewing your visit details.
	No network	Connect to wifi or use an ethernet network connection. Refer to "Connecting to a Network" at the bottom of this document for more details. *If network is connected escalate to 19labs tier 2*

	Amwell network	Click the top status bar near the clock to launch the dashboard. Under the Call Center section, ensure “EHR” reads “Available”. *If it reads “Not Available” escalate to 19labs tier 2*
I want to cancel the call	Cancel during intake	If you are visiting a provider under the “Visit Now” category (e.g., not a Scheduled Appointment) you can cancel the call at any time during the intake process simply by leaving the practice or pressing “cancel” on the bottom right of the screen.
	Cancel while waiting for doctor	Press the cancel button at the bottom of the waiting room screen.
My video is not working		*Escalate to 19labs tier 2*
I can’t hear the doctor	Increase the audio	Leave the call, adjust audio in settings and restart call
	Headphones are plugged in	Check for Headphones plugged into the front - Speakers are disabled while headphones are attached.
The doctor can’t hear me	Ensure microphone is exposed	Ensure there is nothing covering the microphone on the left side of the Health Hub. *If nothing is covering or blocking microphone escalate to 19labs tier 2*
I can’t schedule an appointment	Not logged in	You must be logged in to see Practices and Providers that allow for scheduled appointments.
	There are no available appointments	For the selected day For the selected doctor
	No network	Connect to wifi or use an ethernet network connection. Refer to “Connecting to a Network” at the bottom of this document for more details. *If network is connected escalate to 19labs tier 2*

	Amwell network	Click the top status bar near the clock to launch the dashboard. Under the Call Center section, ensure “EHR” reads “Available”. *If it reads “Not Available” escalate to 19labs tier 2*
I didn’t get an email or text reminder for my appointment	Reminder box was not checked	Ensure when you are scheduling an appointment you check off which reminders you would like to recieve.
	Incorrect email or phone number	The email reminder will be sent to the email you have used for your user account. The phone reminder will be sent to the number you have on file or the number you specified in the Schedule Appointment dialogue box.
	Amwell network	Click the top status bar near the clock to launch the dashboard. Under the Call Center section, ensure “EHR” reads “Available”. *If it reads “Not Available” escalate to 19labs tier 2*
How do I start a scheduled appointment?	Clinics > Upcoming Appointments	1. Log in 2. Go to Clinics > Upcoming Appointments 3. If it is within 15 minutes of the appointment: press “Start Appointment” and follow prompts

Sensor Error Messages

Sensor	Error	Response to User
Blood Pressure Cuff	E-1: Inflation or pressure	Contact customer support for assistance
	E-4: Measurement error	Refit cuff tightly and correctly. Relax and repeat the measurement. *If error still remains escalate to 19labs*
	E-A / E-E: Meter issue	Review the instructions and repeat the test. *If the meter still does not work, escalate to 19labs*
	E-b: Battery	There is not enough battery power to do a test. Change the batteries and repeat the test. How to change the batteries: 1. Press the edge of the battery cover. Lift up to remove 2. Remove the old batteries 3. Replace with four 1.5 V AAA size alkaline batteries in accordance with the mark +/- indication in the battery compartment. 4. Replace the battery cover
Weight Scale	LED or Display is not on	Ensure the batteries are installed correctly (poles of the batteries are facing the correct direction) Ensure the batteries are not dead. Replace with 2 x AAA Ensure the weight being measured is not below 9.9lbs (4.5kg) Ensure the scale displays 0 before attempting to measure any weight. Tap the scale and wait for the 0 before measuring.
		The battery level is insufficient. Replace with 2 x AAA.
		The weight being measured exceeds the limit of 399lbs (180kg). The weight being measured is less than the minimum weight of 6.6lbs (3kg).

Connecting to a Network

Wi-Fi

1. From the menu, open settings
2. Click on Wi-Fi.
3. Connect to a secure network.

- *Note: Connect with your IT team to ensure you are on the correct network*

Ethernet

1. Plug in an ethernet cable into the powered USB hub and the other end into an ethernet wall socket.
2. Connect the powered USB hub to the Kiosk through the USB C connector.
3. If an ethernet icon appears on the top left of the status bar, the unit is successfully connected to a network and does not require a Wi-Fi connection.
4. Note: IT departments may need more information on the device to successfully connect the healthhub to their network.