

Pilot Go Live Support

AdventHealth is providing the necessary support to markets as they are going live with Telehealth Consults.

- Hendersonville – Behavioral Health 4.1.2020
- CFD-N&S – COVID Cohort 4.2.2020
- Shawnee – Emergency Department 4.3.2020

Technical Support Line (Microsoft Teams) [+1 407-785-6600](tel:+14077856600) Conference ID: 122 019 052#

Hours of Operation:

Thursday – Friday 7:00 a.m. – 5:00 p.m. EST

Afterhours support through [ServiceNow](#) ticket system

Post go live support:

Following command center support end users will submit their technical problems or request through the [ServiceNow](#) portal or calling the AIT Service desk directly.

Use cases it supports:

- Provider to Provider acute and post-acute consults
- Provider to Consumer: Group Counseling Sessions
- Provider to Consumer/Clinician: Acute Settings (patient in quarantine)
- Provider to Consumer: SNF

Hardware and Software Needs:

INITIATING END		RECEIVING END	
Hardware Needs:		Hardware Needs:	
<ul style="list-style-type: none"> • Laptop, computer, or Chromebook • Microphone • Camera 		<ul style="list-style-type: none"> • Mobile phone, tablet, laptop, computer, or Chromebook • Microphone • Camera 	
Software Needs:		Software Needs:	
Internet browser:	Google Chrome or Apple Safari	Mobile phone or Tablet:	AW Touchpoint app
		Internet browser:	Google Chrome or Apple Safari
		Each device needs a generic email address	

Training:

[Review training materials here](#)

What to do if you have questions?

Please reach out to AIT Virtual Care Team at AITVirtualCareTechnology@AdventHealth.com

*Additional information provided on [SharePoint](#)