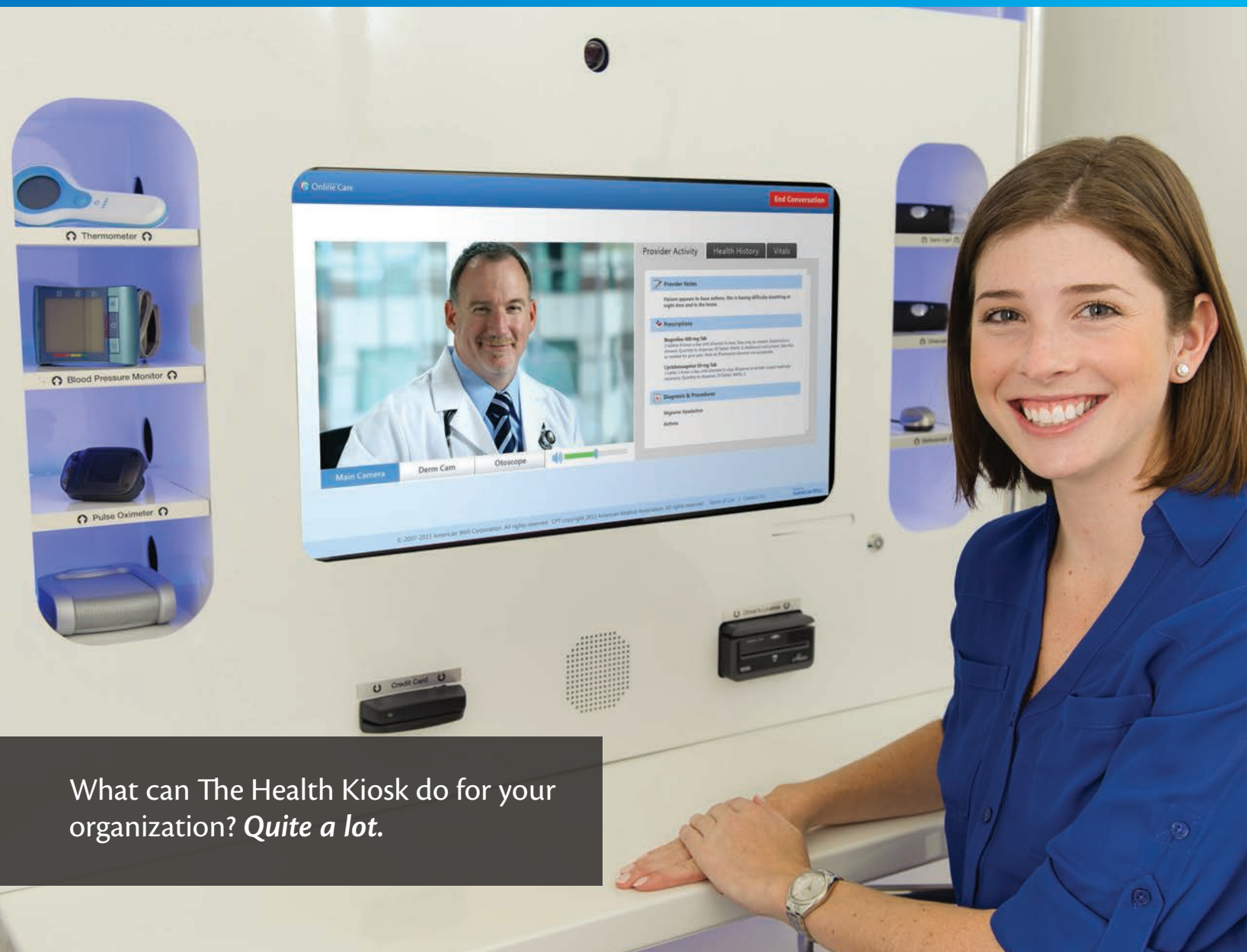




AMERICAN WELL

The Health Kiosk

The best parts of the doctor's office, all in one convenient place. A new take on the modern clinic lets you bring healthcare anywhere.



What can The Health Kiosk do for your organization? *Quite a lot.*

The Health Kiosk

The Ultimate Convenience

We all face challenges in accessing convenient, affordable care. The Health Kiosk can overcome common barriers like appointment availability, time and travel costs by bringing healthcare right to where patients are.

The kiosk offers your organization a professionally designed, point-of-care service that includes:

- Immediate, high-definition video consults
- Integrated peripheral and biometric devices for high quality, real-time exams
- Self-guiding, intuitive technology
- Nationwide, board-certified physician network, available 24/7/365¹

¹Organizations can use their own clinicians to deliver services, locally or nationally.

Key Features

- Touchscreen interface
- High-definition webcam
- Integrated peripheral and biometric devices²
- Vital sign collection, supported by video tutorials
- ePrescribing / pharmacy integration
- Credit card and driver's license readers
- Real-time eligibility
- Branded exterior panels
- Programmable LED interior & exterior lighting

²Devices include: stethoscope, dermatoscope, otoscope, thermometer, pulse oximeter, blood pressure cuff and scale.



Employers

Deliver more affordable, convenient care – at work. The kiosk brings together unmatched value for both employers and their employees:

- Open a low-cost clinic
- Reduce absenteeism
- Improve productivity
- Increase employee satisfaction
- Extend your existing clinic staff to serve other locations online

Retailers

Offer doctor visits in stores and become a one-stop health and wellness destination. Retail outlets are uniquely positioned to deploy the kiosk to consumers with minimal overhead:

- Increase store traffic
- Expand and attract customers
- Capture RX/OTC transactions
- Combine physical staff with online staff
- Build partner programs



Health Systems

Provide a compelling acute care option for local consumers and those in surrounding areas. Health systems can leverage their brand equity with the kiosk:

- Acquire and retain patients
- Offer an alternative for non-emergent ER visits
- Project care offsite and at partner locations
- Grow brand loyalty
- Ensure continuity

The Health Kiosk Models

All come equipped with the same technology and devices that support informed, meaningful visits. Additional information on the physical features included with each is outlined below.



Size: 7.5' x 5.5' x 8'

Enclosed

The Enclosed Model can be placed in public areas to create a convenient, private space. Physical features include:

- Sliding privacy door³
- Four brandable exterior panels
- Programmable LED lighting behind panels and in device slots
- External touchscreen tablet, programable to play custom media
- Automatic hand sanitizer
- Air purifier/white noise machines
- Overhead lighting and "In Use" light
- Noise canceling acoustic fabric on the ceiling for added privacy



Size: 4.25' x 2' x 5'

Console

The Console Model can be placed in an available space that does not require the added privacy of the enclosure. Physical features include:

- One brandable exterior panel
- Programmable LED lighting in device slots
- Handset for private audio



Size: 41" x 11" x 31"

Desktop

The Desktop Model is the most compact kiosk design allowing for portability and placement on a desk or table. Physical features include:

- One brandable exterior panel
- Programmable LED lighting in device slots
- Handset for private audio

³Meets fire code and handicap accessibility requirements.



The Patient Experience

The Health Kiosk by American Well facilitates live, on-demand healthcare consultations from a physical point of care. Our consumer-friendly technology and integrated tools support high quality interactions — seamlessly capturing intake information, clinical data, health insurance coverage, and payment. After each visit, the patient receives a comprehensive electronic summary of any notes, diagnoses, prescriptions, and follow-ups from the visit. This summary can be shared with treating physicians at any time to support continuity of care.

Launching The Health Kiosk: Staffed vs. Unstaffed

The kiosk supports a self-guided touchscreen experience and can operate without any staff required. This gives organizations the flexibility to launch kiosks in the way that best fits with their objectives. There are, however, added patient benefits to incorporating staff with kiosk services.

Staffed Kiosk Benefits

- Facilitating exams
- Ensuring sanitation between visits
- Promoting interactions with specialty care clinicians
- Assisting with peripheral devices, including the otoscope*
- Timely reporting of maintenance issues
- Addressing common questions

*Otoscope only available for use in staffed kiosks.