Medical Director, American Well

Position Summary:

The Medical Director will provide clinical and thought leadership for American Well prospects as well as internal sales and marketing teams, to drive widespread adoption of telehealth and the American Well platform. This person will evangelize the American Well platform to key decision makers at large health delivery/hospital systems throughout the country. This person will also play a role as a clinical telehealth practitioner for American Well’s affiliated professional corporation, the Online Care Group (OCG). This physician will report to the Chief Medical Officer of American Well.

Responsibilities and Requirements:

Sales and marketing

- Lead sales meetings as the clinical subject matter expert and key point of contact for health system clinicians
- Confidently and credibly present product solutions, product presentations, demonstrations, conference calls, Technical discussions/due diligence, executive discussions, web seminars and related sales activities
- Develop and maintain relationships with clinical leaders (CMOs, Medical Directors, CMIOs) who are considering acquiring the American Well platform and or services
- Provide clinical thought leadership for all clinical aspects of American Well’s market-facing materials (website, presentations, documents, etc.)
- Assist prospects and clients in the development of workflows, use cases and reimbursement models
  - Occasionally represent American Well at conferences and other public speaking forums
- Significant travel required to meet with prospects and clients

Clinical activities

- Minor clinical role as a telehealth clinician
- Clinical and operational support and backup for the Chief Medical Officer and other medical directors

Miscellaneous

- Assist in developing the strategy, use cases, and workflows for new clinical programs
- Provide support for ongoing regulatory and compliance activities
- Help design and prioritize key product enhancements
- Other duties as assigned
Qualifications:

The following are a summary of expected qualifications:

- Trained in Family Medicine, Emergency Medicine, Pediatrics or Internal Medicine
- Board certified, and state licensed in good standing
- At least 10 years clinical experience post-residency
- Inspiring and engaging personality
- Experience as a medical director or administrator preferred
- Experience in sales and marketing, or other business-related activities
- Demonstration of superior clinical skills and patient satisfaction
- Demonstration of leadership and management skills
- Experience in the practice of telehealth preferred
- Demonstration of solid technical and computer skills
- Reliable and well-organized
- Experience in some or all of the following:
  - Public speaking
  - New medical program development
  - Clinical committees or departments
  - Quality management
  - Clinical protocol or care guideline development
  - Physician management
  - Credentialing
  - Regulatory intervention and compliance
  - Training

About American Well:

Headquartered in Boston, Massachusetts, American Well is the nation’s leading telehealth company, providing an online platform for patients and physicians to have immediate, live and clinically meaningful conversations through video, secure chat, and phone. Founded in 2006 by Drs. Roy and Ido Schoenberg, American Well’s mission is to transform healthcare delivery through technology. American Well’s Online Care system is used today by the Nation’s largest health plans, health systems, employers, and retail outlets. American Well-powered services are now available to over 100 million patients.

About the Online Care Group:

The Online Care Group is a telehealth medical group that provides acute medical care, behavioral health and dietary telehealth services in 48 states on a 24/7 basis, as well as behavioral health and nutrition services in 50 states. Care is delivered utilizing American Well’s telehealth platform. This platform allows patients and consumers to connect with providers immediately, or on a scheduled basis, from wherever they are located. The Online Care Group has innovated in order to provide care that is high quality, patient centric and consistent.