

# PATIENT EXPERIENCE



## The Patient Experience

Your patients can't always get to you, so reach them with telehealth via mobile and web video visits, on-demand "walk-in" kiosks, or a concierge telephone service. Use your own clinicians to staff the service – or add our dedicated telehealth provider network for 24/7/365 coverage.

### Bring care to patients where and when they need it

- Let patients see doctors through mobile app, web, kiosk, and telephone points of care
- Visits can be on demand – or patients can use our intuitive self-scheduling tool
- Offer ePrescriptions, clinician's notes, secure messaging, and patient education materials
- Document visits in the telehealth platform and share with your EMR – or document in your existing system

### Offer the best patient experience – anywhere

- Patients can share health history, upload images, and input questions at intake
- Easy registration and intake, with an option to select and save a preferred pharmacy
- Save diagnoses, notes, prescriptions, and patient instructions

### Staff with clinicians patients know and trust – yours

- Patients select their provider based on a profile that includes a photo, introductory video, education, years of experience, languages spoken, and patient ratings
- Health systems can staff the service with their own clinicians – or add 24/7/365 coverage with Online Care Group, our exclusive network of experienced, board-certified doctors
- Online Care Group offers medical, diet and nutrition, and behavioral health services

# The Patient Experience: How can you use it?

Use our telehealth platform to reach patients in any setting – with access through mobile, web, kiosk, and telephone, your patients will never be more than a few clicks away from care.

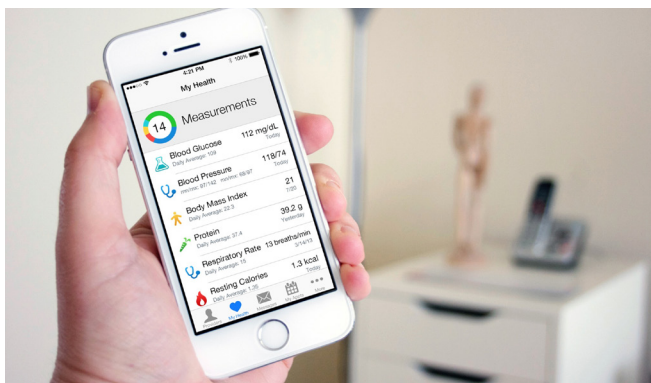
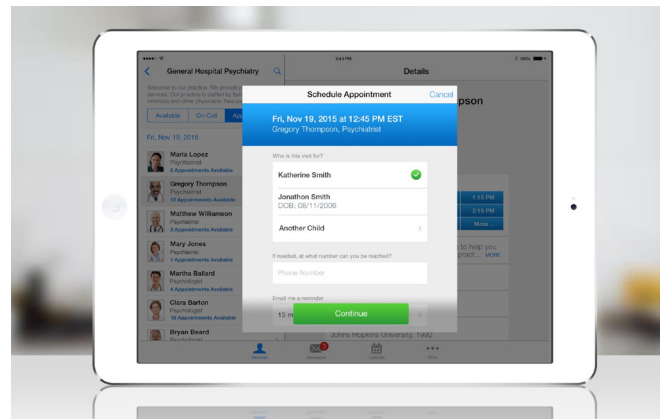


## Convenient on-demand urgent care

The last thing a patient with a case of the flu wants to do is sit around in a waiting room for hours. With the app or a telehealth kiosk patients can have a visit on demand, seeing a doctor over video immediately. They can see a doctor from home or have a “walk-in” visit at a kiosk in a hospital.

## Easy behavioral health follow-ups

Discharging a patient from a psychiatric ward requires a follow-up appointment. These patients will appreciate having the required check-in from the comfort and privacy of their homes. They will also like the option of developing a regular therapy relationship online through scheduled telehealth appointments.



## Better chronic disease management

Many patients with chronic conditions have mobility limitations. Scheduled telehealth visits give them a way to keep up with their care regimens from home. They can share data from the Apple Health app, like information collected by body weight scales, smart blood pressure monitors, and heart rate monitors.

American Well is transforming the way healthcare is delivered. We empower health systems, health plans and employers with telehealth technology and clinical services. We make doctor visits accessible to everyone in just minutes over mobile, kiosk, phone, or web.