

TELEMEDICINE CART  
**American Well C250**



Thousands of Providers,  
Unlimited Use Cases.  
All in One Cart.

**American Well®**



## SUPERIOR PROVIDER EXPERIENCE

This purpose-built cart comes pre-configured and will automatically display your active workflows so you can get started right away. Providers can start a telehealth consult with one touch and peripheral images are seamlessly integrated into the telehealth consult. Remote providers also benefit from having full control of the camera and 20x zoom to diagnose patients with the same precision as in-person care.

- Purpose-built operating system
- One-touch consult
- Peripheral integration
- 20x zoom camera
- Remote camera control

## EASY ACCESS TO THOUSANDS OF PROVIDERS

The American Well C250 cart connects you to not just your own providers, but to thousands of cloud providers in the Online Care Group or through ecosystem partners in The Exchange. The American Well software will look for available providers in the American Well provider network, dynamically route them to the cart and only display available providers on the cart's interface.

- Your own providers
- Online Care Group
- The Exchange
- Provider Service Organizations

## WORRY-FREE FLEET MONITORING

Ensure your telehealth solution is up and running at all times by tracking the status of your devices, enabling auto-alerts and over-the-air updates, and proactively responding to support needs. 24/7/365 management service is available as an add-on option.

- Full system control
- Seamless OTA updates
- Remote monitoring

# At a Glance

The **American Well C250** Telemedicine Cart is the first cart to connect you to the American Well provider network as well as to your own providers, giving you access to thousands of specialists on demand. This versatile cart supports every workflow, from patient triage to specialist consults, and is designed to help you scale your telehealth program.

## BENEFITS

- Access to American Well's provider network
- Start a telehealth consult with one touch
- Seamless integration of peripheral images
- New 20x zoom camera and remote camera control
- Fleet Monitoring



# Use Cases

## ED Triage

Divert select ED cases to onsite virtual visits on the C250 telemedicine cart and address increasing patient volumes and patient wait times in the emergency department to improve efficiency. With just one touch to start a virtual visit, the C250 simplifies ED staff connections to remote providers who can utilize tools like enhanced camera control and integrated peripherals to assess patients and enable a quicker discharge of the patient.

## Telestroke

Utilizing the C250 cart for telestroke care allows providers to more quickly diagnose and treat stroke patients. New cases can be created with one click to document vital information in the stroke intake form. The cart's agility and small footprint make it a great solution for busy emergency departments, allowing on-site staff the ability to move it quickly to where it is needed most. Enhanced camera control and 20x zoom enable the remote neurologist to examine the patient carefully and recommend the best treatment.

## Acute Behavioral Health

Increasing numbers of mental health patients presenting in the ED are driving demand for more efficient and flexible treatment solutions. The C250 telemedicine cart permits staff to bring in a psychiatrist with one touch. The agile cart can be easily moved in and out of treatment rooms to ensure patient safety. Leveraging American Well's provider network through the C250, health systems can address psychiatrist shortages, ensure better treatment for patients in mental distress, and reduce lengths of stay.

## School Health

Being able to access care in a school environment provides students and parents a convenient means of seeking care without missing school or work. The C250 telemedicine cart allows onsite staff to connect to a board-certified provider in American Well's provider network or to your own providers. The cart's user-friendly interface makes it easy to use, and the seamless integration of peripheral devices helps with diagnosis of illnesses and the treatment of chronic diseases.

# TELEMEDICINE CART

## American Well C250

### SAFETY

- Registered with the US FDA as a Class I Medical Device
- Compliant with FDA 21 CFR 820 Quality System Requirements
- Certified to the IEC 60601-1 Electrical Safety Standard
- Manufactured in ISO 13485:2016 certified production facility
- Certified to the FCC 47 CFR Part 15: Radiate Emissions

### DIMENSIONS

- 72" (182.88cm) max. height (adjustable)
- 19" (48.26cm) wide
- 21" (53.34cm) depth

### CAMERA

- Integrated or PTZ (optional)
- 10x or 20x zoom with PTZ option

### DISPLAY

- 13.3" Display
- Control option: Touchscreen (optional USB keyboard)

### INPUTS/OUTPUTS

- 4 - USB 2.0
- 1 - USB 3.0
- 1 - integrated microphone 3.5 mm

### NETWORK

- Wired Ethernet
- Integrated wireless (2.4 GHz and 5 GHz, 802.11 a/b/g/n/ac), WPA and WPA2, 802.1X (PEAP)

### POWER

- Lithium Iron battery provides 3 hrs

### STORAGE

- Lockable Drawer (7.5" x 11.5" x 2.25")



## WHAT WE DO

American Well is a leading telehealth platform in the United States and globally, connecting and enabling providers, insurers, patients, and innovators to deliver greater access to more affordable, higher quality care.

American Well believes that digital care delivery will transform healthcare. The Company offers a single, comprehensive platform to support all telehealth needs from urgent to acute and post-acute care, as well as chronic care management and healthy living. With over a decade of experience, American Well powers telehealth solutions for over 130 health systems comprised of 2,000 hospitals and 55 health plan partners with over 7,000 employers – covering over 150 million lives.

For more information, please visit [AmericanWell.com](https://www.AmericanWell.com)