



# CONVERGE

## Patient Record

Intake



Patient Record

Demographics

Conditions

Medications

Lab Results

Immunizations

Allergies

Hide Sections ^

### Demographics

Date of Birth: May 13, 1953  
Age: 76  
Gender: Female  
Address: 123 Main St Boston, MA 02116, US  
Phone: +1-617-555-1212  
Preferred Language: Spanish

### Conditions

Code	G43.909
Condition	Migraine, unspecified, not intractable, without status migrainosus
Status	Active
Severity	Moderate
Effective Dates	5-6-2020
Notes	Unchanged. Negative MRI of skull on 8/10/2020



## A NEW MODEL FOR CARE DELIVERY



# INTRODUCING CONVERGE

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A portrait of Roy Schoenberg, MD, MPH, President and CEO of Amwell. He is a man with short dark hair and glasses, wearing a dark suit jacket over a light blue shirt. He is looking slightly to the right with a thoughtful expression. The background is a blurred blue and purple gradient.

# CONVERGE A NEW PATH FORWARD FOR TELEHEALTH

2021

ROY SCHOENBERG, MD, MPH  
President and CEO, Amwell

NOV

DEC

JAN

FEB

MAR

APR

MAY

JUN

JUL

AUG

SEP

**In the early days of COVID-19, telehealth was asked in no uncertain terms to save the day.**

Telehealth was no longer an experiment in innovation; it was the only way for clinicians to keep their obligations to their patients in need. It became a mission-critical pipeline supporting a significant volume of care. Virtually overnight, telehealth joined the electronic health record (EHR) and claims processing

systems as a critical piece of healthcare infrastructure.

Our understanding of telehealth has evolved rapidly along the way. What had once been an application used primarily to expand access to transactional urgent care became, during the pandemic, a digital alternative for office

visits of all kinds. Now telehealth is becoming an integral arm of care delivery, helping us reimagine how care can be distributed. Telehealth's role is transitioning from expanding *where* care can happen to redefining *how* care happens.

The telehealth of today is much more than just video visits. It has grown to encompass hybrid care models, asynchronous and automated care, remote patient monitoring, patient and provider engagement — and the flow of data that drives all of the above. As a result, the need for a telehealth platform that is reliable, flexible, scalable, secure, and fully integrated with other healthcare systems has never been greater.

Converge has been designed from the ground up with the holistic understanding that the future care of any one patient will inevitably blend a mix of physical, virtual, and automated experiences.

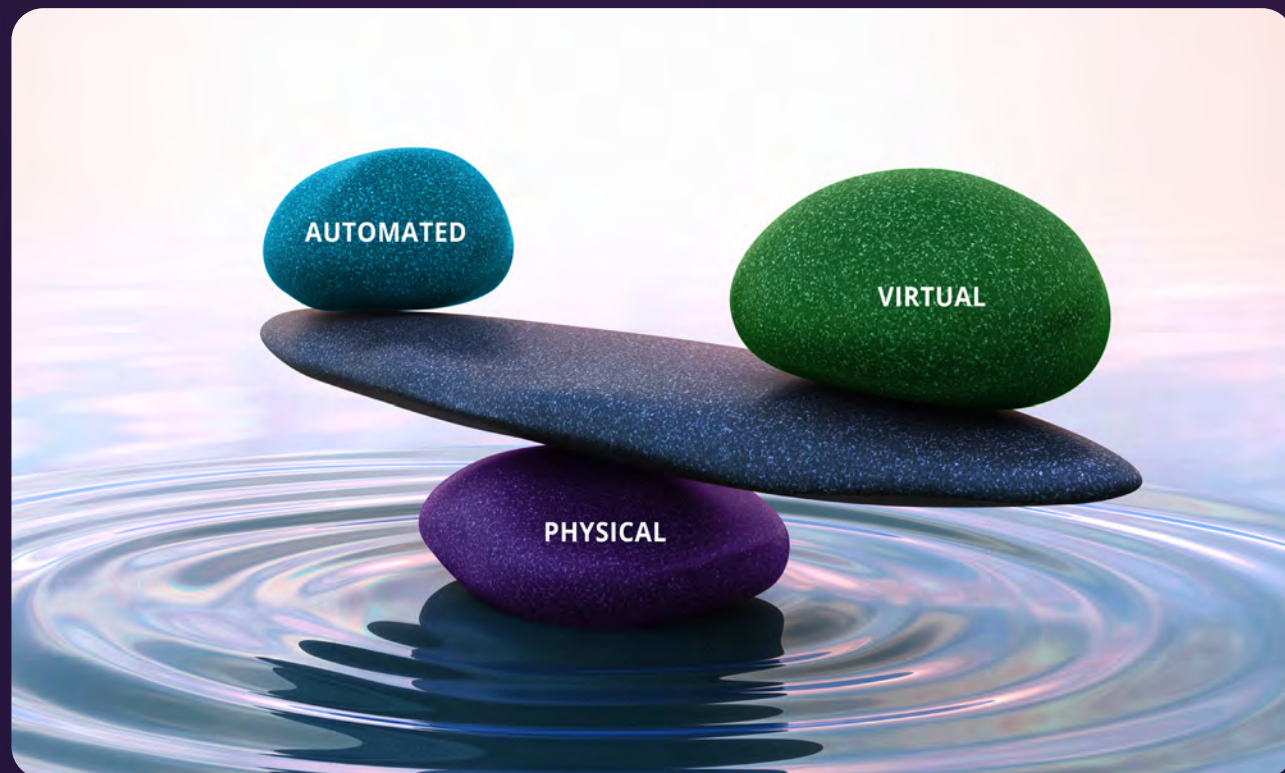
Enter Converge, the latest version of the Amwell platform. Converge offers state-of-the-art data architecture and video capabilities, unprecedented flexibility and scalability, and a groundbreaking user experience designed around the needs of patients and providers. Converge isn't just a new codebase. It represents a whole new approach, a reimagining of virtual care and its place in care delivery. Converge has been designed from the ground up with the holistic understanding that the future care of any one patient will inevitably

blend a mix of physical, virtual, and automated experiences. In practical terms, this means taking the digital care capabilities you care about — virtual primary care, post-discharge follow-up, chronic condition management, remote patient monitoring — and aligning them into a single telehealth operating system that aggregates all of the data from these care experiences to provide powerful real-time insight.

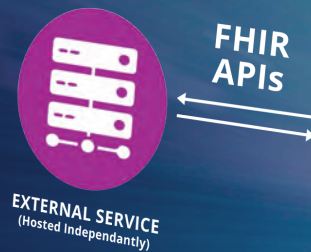
By providing a single platform for the digital distribution of care, Converge will accelerate

innovation and interoperability, transform the patient and provider experience, and enable care delivery models in which automated interactions in the space between visits become just as important as the visit itself.

Realizing the vast potential of telehealth will require the digital health ecosystem to come together and collaborate in new ways. That's why we built Converge — to enable those connections and reimagine the future of healthcare.



# THE INFRASTRUCTURE FOR DIGITAL CARE DELIVERY



## An open, flexible, scalable platform

Extensibility and scalability are critical to supporting current and future telehealth use cases, and we designed Converge's open architecture with these principles in mind. With Converge, Amwell has created a shared infrastructure for digital care delivery and a single meeting place for the entire ecosystem of patients, providers, payers, and innovators. Cloud- and FHIR- native and open to outside developers, Converge is flexible, future-proof, and infinitely scalable.



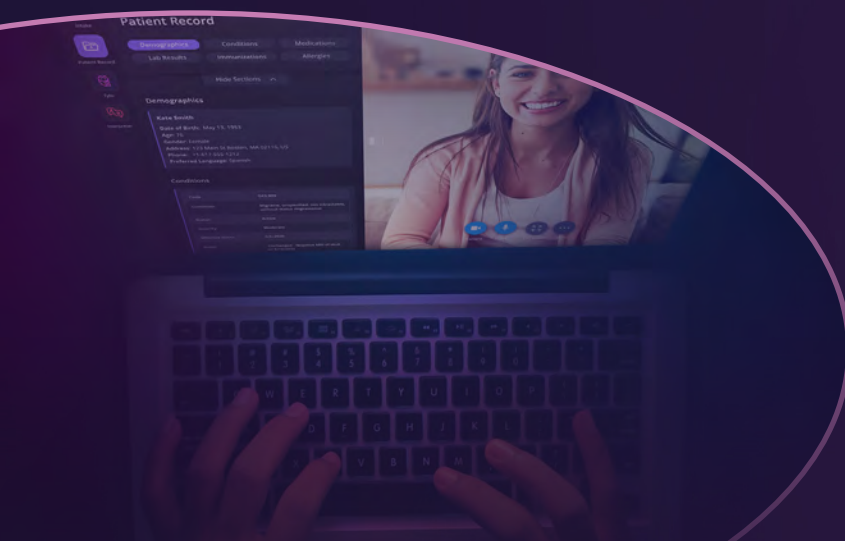
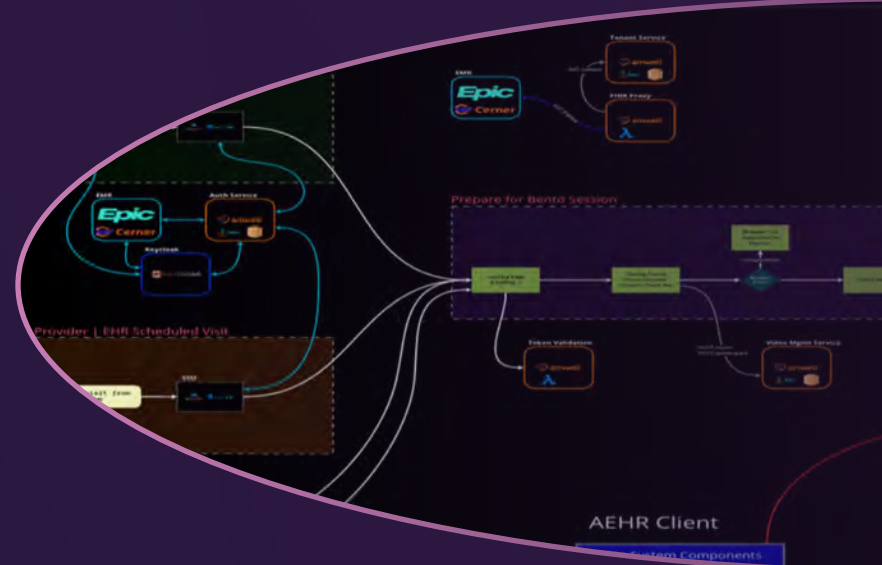


## Cloud-native and infinitely scalable

With Converge, the challenges in scaling telehealth that so many healthcare providers experienced during the pandemic are a thing of the past. Converge's cloud-native, multitenant architecture makes use of highly elastic and horizontally scalable managed services. As telehealth continues to evolve amid uncertain times, Converge ensures that Amwell's clients and partners have the flexibility and agility they need to scale telehealth services 10X — or 1,000X — if needed.

## Built to integrate, with FHIR at the core

Interoperability is at the core of Converge. A FHIR-native platform, Converge relies on open APIs for functionality, data exchange, and security, adhering strictly to HITRUST, EDI, SSO, IDP, and PCI, in addition to FHIR. Converge offers standard plug-ins for Cerner, Epic, and Surescripts — with more to come — and its open architecture is designed to integrate seamlessly with the many other systems that drive healthcare.



## Future-proof technology

Converge's flexible architecture also ensures the underlying technology never becomes outdated. An abstraction layer between Converge and key subsystems — such as payments, identity management, and core video — makes it easy to swap in state-of-the-art services in a modular fashion. Today, for instance, Converge's best-in-class video experience is powered by Twilio. If a next-generation video engine with even higher quality and reliability becomes available tomorrow, however, it can be added to Converge with minimal disruption.

## A marketplace for innovation

To make Converge even better, faster, and smarter, we have opened it to others to build on and expand its abilities. Converge hosts and operates applications created by outside developers, whether to serve their own organizations or offer innovations to our large ecosystem. The FHIR APIs at Converge's core can invoke and give context to any external service, which can then be hosted inside the telehealth experience, right in the field of view between the patient and the clinician. Apps from several key partners are available now, though it's just the beginning:



- **Google.** In-visit automated transcription and translation, driven by Google's natural language processing technology.
- **Tyto Care.** Tools for remote physical exams, available to physicians right in the EHR.
- **Cleveland Clinic.** Instant access to 3,500 experts in 550 specialties for virtual second opinions from a world leader in care delivery.
- **Conversa.** Configurable and automated text-based conversations to support a wide range of clinical needs.



## A business exchange for the healthcare ecosystem

The combination of an open architecture and an app marketplace enables stakeholders across the healthcare ecosystem to tap into Amwell's network of clients and partners. Converge introduces a common technology pipeline that allows healthcare services to flow among various users — not just hospitals and health systems, but also payers, employers, and government agencies. With Converge, we lift the virtual barriers and enable our clients to connect and exchange services with one another, instantly, online. Now, Amwell partners can put their own telehealth service in front of a new population, for the first time ever.

# TRANSFORMING THE VIRTUAL CARE EXPERIENCE

## Design that puts patients and providers first

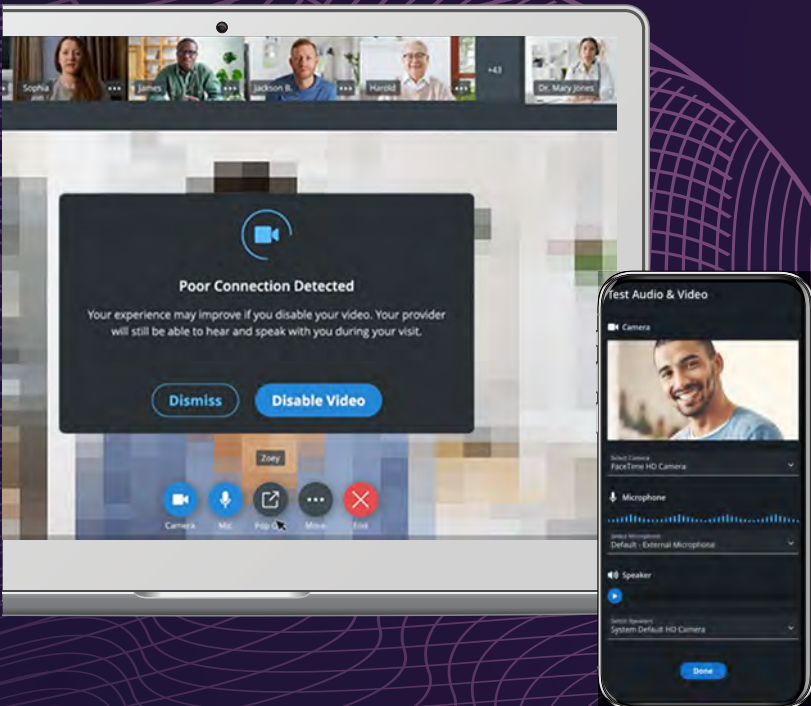
From banking to ecommerce, we expect our digital experiences to just work, and work for us. Why should healthcare be any different? Converge brings simplicity, intuitive design, and smooth user experience into the world of care delivery, putting a fluid and responsive interface, quick-and-easy connectivity, and the power of AI and personalized insights into the hands of patients and providers.

## Flexible, fluid interface

Fully integrated telehealth requires seamless handoffs across multiple systems and devices: EHRs, payer portals, native apps, tablets, smartphones, TVs. Converge is built for this dynamic interchange. The interface and user experience are responsive to the patient and provider's environment, morphing elegantly to fit any screen size and resolution. As the display expands or contracts, the video window and the surrounding tools intelligently adjust to the optimal layout for patient and provider alike. When needed, the video window also pops out into a window that floats over other applications, enabling providers to work gracefully with the EHR or another system of record without losing the face-to-face connection with the patient.



## REAL-TIME VIDEO TROUBLESHOOTING



## Fast and reliable connectivity

No matter how intuitive the interface, if a patient can't join a visit or the audio and video connection fails, nothing else matters. That's why every element of Converge has been designed with simplicity, reliability, and ease of use in mind:

- **Click to join.** Patients can join video visits simply by clicking on a email or text message — no registration or download required.
- **Tech checks.** Automated tech checks ensure adequate connectivity, browser compatibility, and the correct A/V settings, minimizing the risk of dropped or interrupted visits.
- **Real-time troubleshooting.** If connectivity issues do arise during a visit, the smart video engine proactively diagnoses the problem and recommends actions to alleviate them and keep the conversation going.

## PRE-VISIT TECH CHECKS

## A digital home for providers

Converge provides a single place for virtual care. In addition to being fully integrated in the EHR, Converge is also integrated with mission-critical devices including Amwell's fleet of carts, peripherals, and Hospital TVs. A clinician logged into the EHR can find, locate, and virtually walk into any room in which a cart or device is stationed — to shorten the time to needle with telestroke, balance the load of a busy ED, or provide a psychiatric consult. Converge enables clinicians to roam the floors digitally and round on patients from anywhere, while sitting at an EHR console in a sister facility or even attending from home.



AMWELL CAREPOINTS  
INTEGRATION



AI-POWERED CLINICAL APPS

## In-visit tools and insights

Converge's extensible app marketplace enables providers and patients to access in-visit data and take action on the care being delivered. Apps including real-time transcription and translation (powered by **Google**) and remote patient monitoring and exams (from **Tyto Care**) provide an unprecedented level of access and communication for patients as well as providers.

For clinicians, Converge promises a rich set of interactive, AI-powered capabilities that compliment the EHR experience, including documentation, order entry, patient education, and clinical decision support. Imagine a world where medical information can be automatically extracted to create personalized clinical suggestions based on deep clinical history and insights. This is the future of informed care delivery.

An elderly woman with long, wavy grey hair is sitting up in a hospital bed. She is wearing a grey t-shirt and a smartwatch on her left wrist. She is holding a bright pink cup in her left hand and eating from it with her right hand. A smartphone with a red case lies on the blue blanket in front of her. The background shows a hospital room with a white pillow and a yellow container on a stand.

# THE SPACE BETWEEN VISITS

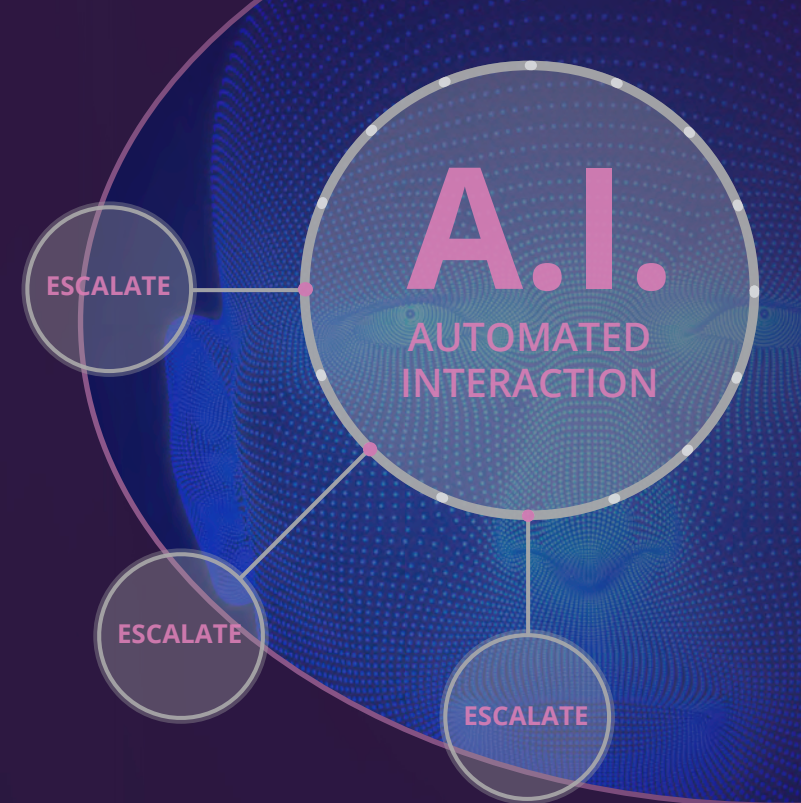
## Always-on digital companionship for patients

Converge is bringing telehealth into the space between visits — that stretch of time where patients for the most part are left alone, when they actually experience the care their clinicians prescribe. Now, that space can be filled by automated interactions and evidence-based clinical programs that improve treatment adherence, guide patients toward better outcomes, and escalate into virtual and in-person care when needed, all in a cost-effective and scalable way.

## Intelligent omnipresent care

As digital care enters the mainstream, creating an always-on, technology-assisted healthcare presence around patients is now in reach. This omnipresent care can't be achieved with clinicians alone; there simply aren't enough of them (there is no better example than behavioral health), and their face time is prohibitively expensive. It can only be achieved, at scale, using intelligent automation.

The future lies in fluid and immediate transitions between automated, digital, and physical care experiences. Digital companionship — an automated, watchful presence next to the patient — must carry the ability to escalate, when needed, to virtual visits or in-person care with clinicians of various skill sets. Converge is paving the way to this radically new, efficient, and reassuring care experience.



## A library of automated interactions

Effective digital companionship depends on ongoing, dynamic interactions between patients and care teams. With its open architecture, Converge supports far more — and far more complex — interactions built on artificial intelligence, machine learning, natural language processing, customer relationship management, behavioral science, and more. The data Converge collects from each digital interaction makes future interactions not only more targeted but also more predictive, pointing the way toward earlier interventions and improved outcomes.

### Digital Interactions

- Virtual visits (e.g., urgent care)
- Post-discharge follow-ups
- Physician-led remote examinations

### Automated Interactions

- Data collection from remote sensors
- AI-powered chatbots
- Physical / mental health assessments
- Service reminders (e.g., vital sign checks)

# Clinical 'recipes' from leading experts

Amwell is far from the only entity creating digital care experiences. The same spirit of collaboration and innovation behind the Converge app marketplace applies to our library of digital interactions. Converge captures and curates the most authoritative resources created by Amwell's vast ecosystem of clinicians, institutions, and partners. If a health system is an authority on cardiovascular care, for instance, its "recipe" for patient rehab after a bypass operation can be made available on Converge.

Entities across the ecosystem can now spread their industry-leading expertise and make a meaningful difference far beyond their four walls, all while retaining ownership of their intellectual property. Patients, meanwhile, no longer need to travel a great distance or wait many months to access world-class care — the resources they need are accessible through the device in their hands.



