

Your Complete Telehealth Solution



American Well™
Online Care

During an Online Care visit, patients can see and talk to healthcare providers, making the conversation feel very personal and intimate.

Your Guide to Online Care

What is Online Care?

Your complete telehealth solution

Online Care from American Well™ is a web-based telehealth software platform that allows patients and healthcare providers to have immediate, live visits through video, secure text chat and/or phone.

Unique Advantages

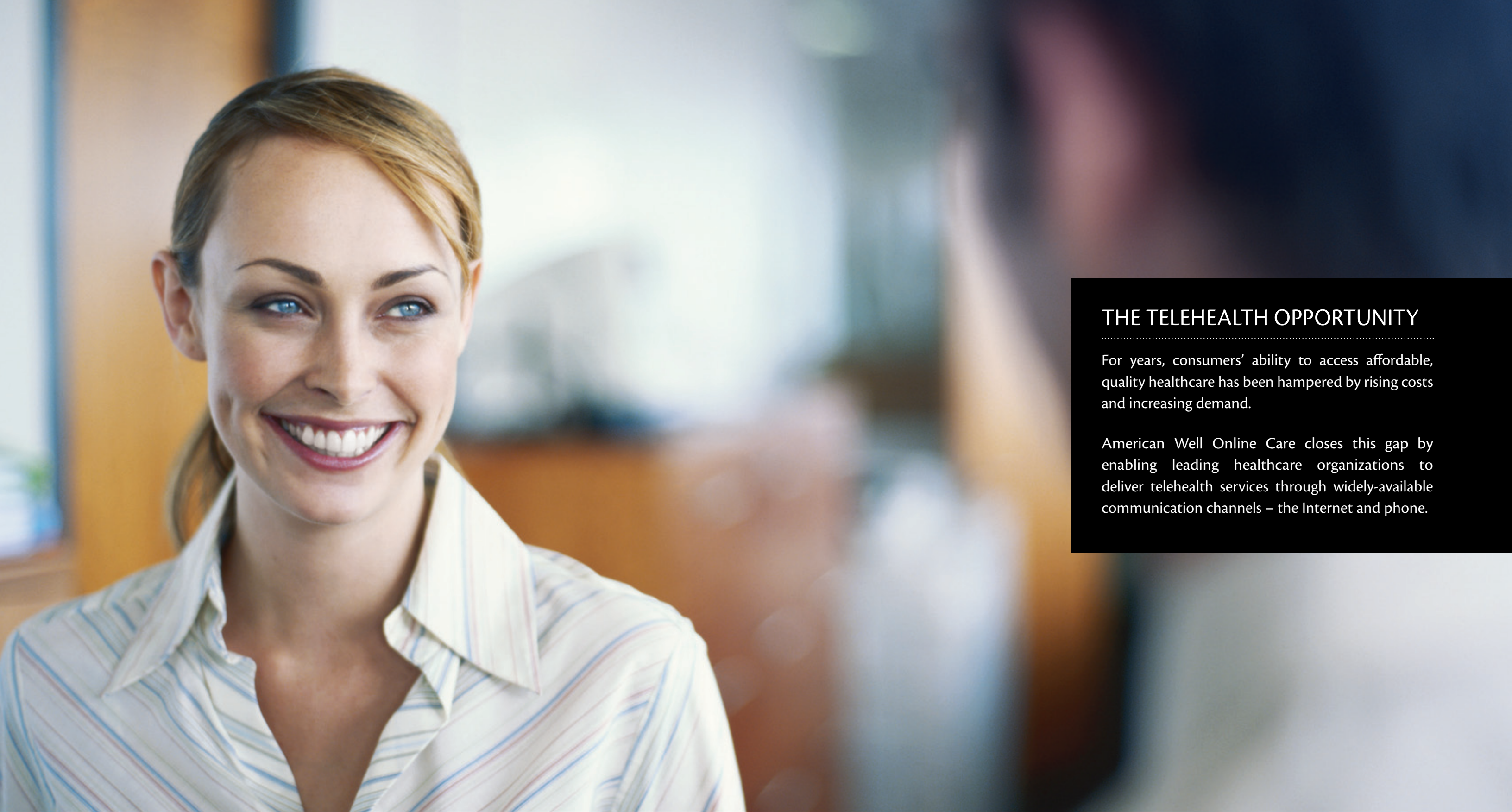
Far more than video chat, Online Care is designed to deliver meaningful care

BENEFITS

- Supports multiple, simultaneous communication modes, including video, secure text chat, phone and secure messaging
- Allows patients to access their choice of providers (including their own, or new ones) either on-demand, or for scheduled online visits
- Brings clinical analytics, claims data, and other sources of patient insight into the live online visit
- Identifies, authenticates and populates the profiles of both patient and provider
- Captures automatically a complete record of each visit, which patients can share and providers can bring into EMR systems, supporting continuity of care

FEATURES

- | | | |
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| ■ Brokering patient traffic | ■ Eligibility & clinical data exchange | ■ Record capture to EMR systems |
| ■ Managing provider availability | ■ ePrescribing | ■ Conversation record management |
| ■ Online visit scheduling | ■ Clinical tools | ■ Automatic payment |
| ■ PHR integration | ■ Assessments | ■ Configurable reporting |
| ■ High-definition video | ■ Collaborative workflow support | ■ Apps for iPhone & iPad |



THE TELEHEALTH OPPORTUNITY

For years, consumers' ability to access affordable, quality healthcare has been hampered by rising costs and increasing demand.

American Well Online Care closes this gap by enabling leading healthcare organizations to deliver telehealth services through widely-available communication channels – the Internet and phone.



Online Care supports multiple options for care delivery with three groups of capabilities: Telehealth Consultations, Online Practices and Clinical Collaboration.

Online Care Capabilities

Telehealth Consultations

Live online visits can take place anytime, anywhere

Patient-to-Provider: Patients can select a suitable provider from those available. Next, the provider reviews the patient's clinical information and the live conversation begins using video, chat and/or phone. During the conversation, the provider discusses symptoms, diagnoses, and prescribes medications, as appropriate. A complete record of the interaction is captured automatically and can be shared with primary care physicians, maintaining continuity of care.

Provider-to-Provider: Providers can conduct online visits with specialists, without arranging a referral or an additional visit. For example, the primary care physician and his or her patient can consult with another specialist in real-time, during an actual office visit.

BENEFITS:

- Immediate access
- Choice of providers
- Anytime, anywhere healthcare delivery

Online Practices

Providers can extend their care, online

New Care Channel: Providers can complement their existing brick-and-mortar practices, or join forces to establish practices that exist only online, seeing both current and new patients.

Tailored Online Services: Patients can gain access to comprehensive clinical programs centered around certain populations, conditions or health issues, with providers assembled to meet their needs.

BENEFITS:

- New income-generating services
- More efficient patient management
- Tailored online-only services

Clinical Collaboration

Providers can coordinate care using online tools

Medical Home Tools: PCPs can create multi-disciplinary teams that come together online to manage a common care plan for a patient, then communicate with one another, immediately, as needed.

ACO Support: Providers can enhance care coordination by improving follow-up care for patients at risk, including the reduction of preventable re-admissions.

BENEFITS:

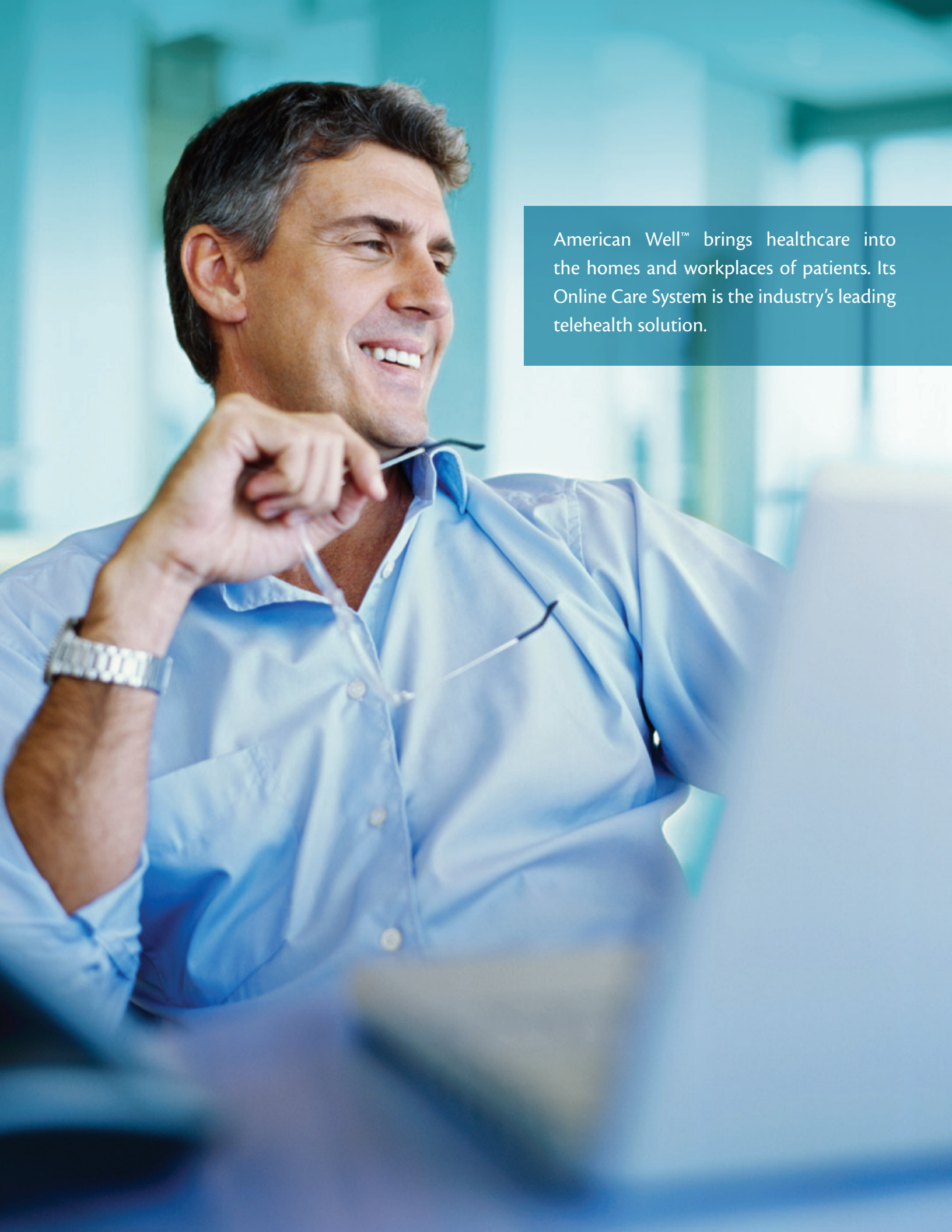
- Medical home creation
- Care coordination
- Referral elimination



COMPREHENSIVE TELEHEALTH. DELIVERED.

Online Care brings together all of the elements needed for a rich, clinically meaningful online visit. Through a broad range of capabilities, customers have the opportunity to create a customized telehealth service according to their business priorities and market needs.

American Well partners with each customer to make its service a success – from implementation to adoption and value realization.



American Well™ brings healthcare into the homes and workplaces of patients. Its Online Care System is the industry's leading telehealth solution.

About American Well™

Who We Are

Transforming healthcare delivery through technology

Based in Boston, Massachusetts, American Well was founded in 2006 by industry veterans Drs. Roy and Ido Schoenberg. The mission of American Well is to improve access to quality care by removing traditional barriers to healthcare delivery such as distance, mobility, and time constraints – while enabling providers to deliver quality care in a flexible and convenient manner.

What We Do

Bringing telehealth to you, around the world

American Well brings healthcare into the homes and workplaces of patients. We are fulfilling our mission across the country and around the world by connecting providers and patients for live, immediate, and clinically meaningful encounters using the Web or phone. Currently, the Online Care service has been deployed by national and local health plans, delivery networks, retail pharmacies, large employers and standalone physician practices.

How We Support You

Ensuring a dedicated partnership to make your telehealth service a success

We partner with and support our customers throughout the introduction of their telehealth services, from solution design and set-up to its adoption by consumer, provider and employer groups. We provide:

IMPLEMENTATION SERVICES	GO-TO-MARKET SERVICES
<ul style="list-style-type: none"> ▪ Functional & technical design ▪ Building & configuration ▪ Testing ▪ Data & financial integration ▪ Hosting 	<ul style="list-style-type: none"> ▪ Messaging for consumers, employers and providers ▪ A package of marketing assets ▪ Out-of-the-box plans & programs ▪ Ongoing execution support

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