

Deliver Cost-Effective Care. Expand Your Reach.



Delivery networks play a pivotal role in our health care system – working every day to deliver efficient, effective care to patients nationwide. However, a rapidly changing landscape presents a host of challenges:

- A foundation of rising medical costs
- The advent of risk-based and accountable care contracts for revenue generation
- Challenges with care coordination for at-risk and chronically ill patients, who are becoming critical to both the revenue and cost equations

Introducing Online Care

For delivery networks, telehealth is playing an increasingly important role in managing these challenges. American Well™ Online Care is the industry's leading telehealth solution, allowing hospital systems, large provider groups and others to bring care directly into the homes of patients, anywhere and at any time. Online Care enables immediate, live online visits using video, secure text chat and/or phone – expanding your ability to deliver informed, coordinated and clinically meaningful care.

Key Features

Online Care supports clinically meaningful encounters in the following ways:

- **Live, immediate online visits** using video, secure text chat, and/or phone
- Secure, HIPAA-compliant, **fee-based messaging** with patients
- Online visit **appointment scheduling**
- **Patient health history**, both self-reported and drawn from existing systems, for sharing during visits
- **ePrescribing** capabilities
- **Clinical tools** and assessments

Benefits of Online Care

- **Improved margins** by creating a low-cost option for delivering appropriate care, and converting phone calls/emails into paid encounters
- **Expanded geographical reach and scope of clinical services** by opening up healthcare access to patients in new areas and creating online programs targeted to specific populations, such as diabetics
- **Enhanced care coordination and readiness for “accountable care,”** through remote monitoring capabilities and improvements in follow-up care
- **Differentiation from competition,** by providing a convenient and valuable new online healthcare service

Key Features (cont.)

- **Export of patient records** into EMR systems
- **Automatic payment** from the patient's credit/debit card, at the conclusion of each visit

Clinical Operating Principles

In addition, Online Care upholds several key principles to support the delivery of responsible care:

- Both patient and physician are clearly identified and authenticated
- Physicians are informed of patient's clinical profile ahead of encounter
- ePrescribing of controlled medications is not allowed on the system
- A complete audit trail is captured and easily reviewed
- Physicians are able to follow up online and in person

Bringing Online Care To Your Delivery Network

With Online Care, American Well makes introducing telehealth services straightforward. We bring a turn-key deployment process so that you can quickly begin offering Online Care to your own patients or to others in the community. American Well's teams support your success with the following services:

- Telehealth service design
- Solution implementation and deployment
- Provider and patient marketing and communications

How To Get Started

Some of the nation's leading healthcare organizations are already benefiting from Online Care. To learn more, contact:

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