

Improve Employee Productivity. Control Medical Costs.



When it comes to healthcare, employers face a tall order. They must strive to improve employee well-being, while still assembling a benefits mix that can confront a host of challenges:

- **Rising medical costs**, which typically result in cost shifting and benefit reduction
- **Lost productivity**, caused by employee difficulty in accessing timely, appropriate care
- **The need to differentiate** benefits from competitors, in order to attract and retain top talent

Introducing Online Care

For an increasing number of employers, an innovative service called Online Care is playing an important role in managing these challenges. Online Care is a telehealth service developed by American Well that allows your employees and their family members to have live, face-to-face consultations – either immediate or scheduled – with quality healthcare providers, using two-way video, secure text chat and/or phone. Providers can discuss symptoms, provide guidance, diagnose and even prescribe, as appropriate.

Key Features

Online Care supports clinically meaningful encounters in the following ways:

- Enables employees to record and share personal health information to help providers deliver informed care
- Provides multiple, simultaneous communication options for providers to assess patients, as well as the ability to code diagnoses and to prescribe when appropriate
- Automatically captures a complete record of each online visit, which can be forwarded to PCPs and exported to medical records, and other third-party systems if desired

Benefits of Online Care

- **Reduced medical costs**, by shifting appropriate health concerns to the lower-cost setting of the home or workplace, and away from ERs, urgent care centers, provider offices, and/or retail clinics
- **Increased productivity**, by resolving acute medical issues on-demand, eliminating travel, delays, or the absenteeism that occurs when care is postponed
- **Improved employee satisfaction**, by offering care whenever and wherever employees and their family members need it