

### Amwell: Telemedicine Technology Solutions

Formerly known as American Well, Amwell is a telemedicine solution service. We reviewed one of their lightweight solutions, Amwell Now, a telehealth platform used to connect physicians with patients via video calls, without requiring the patient to create an account.

Children's Health Use case: Virtual Health Behavioral Therapy in Foster Care Clinic

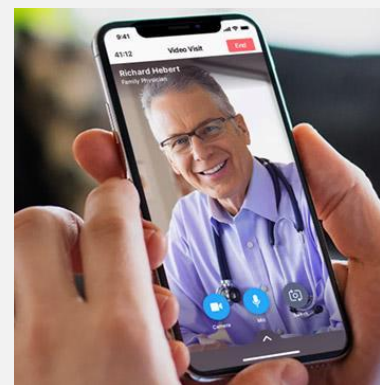


Image of product and version

## PEDS SCORE 8 / 10

### HIGHLIGHTS

#### Positives:

- Extremely user friendly, "even those unacquainted with technology can use it!"
- Amwell team is very flexible and customer service oriented

#### Opportunities:

- Amwell Now is not integrated into EMR however Amwell Enterprise offers EMR integration
- Add "decline" option for patient invites, to reduce clinicians waiting online for virtual "no-shows"
- Lacks ability to share files, whiteboard, and share desktop / video simultaneously.

### CLINICIAN PERSPECTIVE

#### Workflow Integration: 7 / 10

While the solution easily fits into the clinician workflow, multiple opportunities exist:

- Not integrated in EMR; must be accessed separately.
- Patients do not have option to decline invite; this results in clinicians waiting for virtual "no-shows"
- Lacks ability to share files, whiteboard, and share desktop / video simultaneously.

#### Ease of Use: 9 / 10

Very simple and easy to use, however some complications occasionally occur.

- Pre-scheduled links expire after 15 minutes of the visit's scheduled start time, and provider will need to send a new link to patient

#### Training Support: 9 / 10

Content is easy to follow but is very general and could be better modified for healthcare providers.



### CONSUMER PERSPECTIVE

#### Accessibility: 9 / 10

Fairly accessible, however requires internet and device with video and/or audio compatibilities, which can be a challenge in "digital desert" communities.

A solution is needed to bring telemedicine-capable technology to homes without access to high-speed internet.

#### Ease of Use: 10 / 10

Very easy to use; patients click on link that directs them to appointment.

#### Satisfaction: 10 / 10

Patients are overall very satisfied with how simple and convenient the virtual visits are conducted through Amwell Now. Patients do not have to create an account to join meetings, it is as simple as a click away.



### COST

*Compared to alternative options*

#### Initial and Ongoing Cost: 10 / 10

Very cost efficient compared to other similar platforms.



### PEDS APPROVED

*Features specifically designed with pediatrics in mind*

- Not Applicable – This pediatric use case doesn't require any peds-specific features.
- Amwell Now can serve both adult and pediatric populations.



### OPPORTUNITIES FOR IMPROVEMENT

- Features to add:
  - Patient decline or accept invite link
  - Integrate file/doc sharing and editing by both parties
  - Add a whiteboard on both ends
  - Add more options to view participants such as gallery and speaker view
- Potential changes:
  - Maintain a log of where invitation links were sent
  - Keep screensharing in the same window as participants, so both parties can still see each other
  - Make chat feature more visible

### TECH CHECKLIST

#### **Network Uplink: 10 / 10**

Uses existing open ports; no custom firewall access required. Only requires internet connectivity and a browser.

#### **Security: 10 / 10**

All data in Amwell Now is encrypted using protocols such as TLS 1.3 (and later) and AES-256 encryption, respectively. It uses Sophos Endpoint Security & Control software to monitor systems and Sophos Intrusion Detection software (with Behavioral Genotype Protection built in) that blocks malicious programs before execution.

#### **Support Model: 9 / 10**

Provides FAQ online, email, and phone support with an average of a two-hour turnaround time. Would prefer faster response times.