COVID-19 Response Module

Telehealth can serve as a force multiplier in the public health response to the COVID-19 outbreak, improving access to care directly from the home and directing people to the right level of healthcare to mitigate the impact and spread of COVID-19. This Module is designed to equip you with a ready-to-use solution and includes access to a preconfigured Practice on Amwell staffed with providers of the Amwell Medical Group, engagement materials to drive patient adoption as well as reporting on enrollments and utilization in your practice.

Clinical Services
The Amwell Medical Group (AMG) has been proactive from the outset of COVID-19 to ensure care delivered across its national telehealth network conforms to national standards.

- **Access to Amwell Medical Group:** The COVID-19 practice is staffed with independently licensed general medical providers, who receive ongoing updates and training on the COVID-19 outbreak
- **COVID-19 specific workflows** to guide clinical operations and quality
- **Always-on-call infection control officer**
- **High-risk patient referrals** can be customized to your preferred process/location with instructions for AMG providers in the Insights tab

Practice Setup and Configuration
We will set up and configure a staffed Practice on Amwell that will be ready for your patients within 3 business days of contracting and delivery of branding.

- **Express setup of a COVID-19 Practice on Amwell** including optimized on-demand workflow
- Staffed with trained urgent care providers from the Amwell Medical Group
- COVID-19 targeted intake form
- Access to custom URL (clientname.amwell.com) and service key
- Configuration and branding of Practice to support your desired offering and end user experience:
  - Branded enrollment page
  - Branded landing page
  - Visit price
  - Reporting set-up post launch

Engagement services
Amwell has assembled communication and marketing templates to help you address your patients and community on the use of telehealth to screen for and initiate treatment of COVID-19.

- Patient email templates
  - Enrollment emails
  - Ongoing communication
  - Templates to migrate patients to your own branded platform
- Push notification templates
- Social post content
  - Twitter
  - Facebook
  - Instagram
- Web content
  - Home page headline
  - Web page copy
- Phone channels / IVR sample voice text

Success tracking
- Access to Looker report to track enrollments and visit utilization of your COVID-19 Practice after launch.