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 receipt of completed configuration documents.

- **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
- Your own providers can be added to the practice
- COVID-19 targeted intake form
- Access to service keys and custom URL (clientname.amwell.com)
- Configuration and branding of Practice to support your desired offering and end user experience:
  - Branded enrollment page
  - Branded landing page
  - Visit price
  - Set up of coupon codes (optional)
  - Reporting set-up post launch
- Visit summaries can be downloaded as pdf files (optional)

Provider training
Get your providers ready to see patients with our quick start training videos that range from tutorials on how to set up your account to how to conduct virtual visits.
- Product video
- Clinical 101 video
- Abdominal Exam Video
- Assessing Patient Appearance Video
- HEENT Exam Video
- Musculoskeletal Exam Video
- Respiratory Exam Video

Engagement services
Amwell will provide a package of sample marketing and communication materials to help you address your patients and community on the use of telehealth during the COVID-19 pandemic. These materials include, but are not limited to:
- Best practices on where and how to communicate your telehealth service
- Messaging recommendations specific to COVID-19
- Email templates for both enrolled and non-enrolled users
- Sample communications across a variety of channels, including mobile messaging, phone scripting, social media, your website, and print collateral

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