

# Business Uses Spanning the Care Continuum

The use case potential for telehealth is limitless. American Well has over a decade of experience, best practices and practical know-how to help you establish telehealth use cases that will serve your organization's initiatives, extend your clinical assets, and bring care to your patients and the communities you serve. We have partnered with our extensive client base to develop more than 100 unique use cases. These use cases consider current workflow, patient and consumer population, engagement, and desired flow to optimize and automate an online experience. Often, use cases are created around areas of specialty or service, patient population, disease-specific conditions, and group type.

The flexibility to create unique, automated workflows around a highly customized experience and population is one of our key differentiators. American Well's technology can be configured to meet the vast requirements of our partners' priorities, programs, and initiatives. No other company in the market provides such capabilities. American Well's philosophy is to create a partnership with our client. Through a collaborative approach, we work tirelessly to create meaningful ways to incorporate telehealth into your overall vision. The following are not hypothetical but rather extensive examples from the spectrum of ever-growing use cases we have deployed with and for our clients.

## Urgent/On-Demand Care

- Direct to consumer
- Retail/kiosk care
- Pediatrics
- Nutrition and wellness
- Employer groups and employee health
- Extended nurse line services

## Behavioral Health

- Therapy and counseling
- Adult psychiatry
- Pediatric psychiatry
- Correctional facilities
- Counseling for transgender patients
- Medication management
- Depression and sleep disorders

## Chronic Disease Management

- Diabetes
- Asthma
- Chronic obstructive pulmonary disease
- Readmissions diversion
- Hypertension

## Home Health

- Medicaid/Medicare home services
- Assisted living care for seniors
- Traveling nurse services

## Workplace Services

- Workers' compensation
- Physical therapy and rehabilitation
- Occupational health
- Employee assistance programs

## Pediatrics

- Urgent care
- Behavioral health
- Allergy
- School-based health

## Provider-to-Provider

- Primary care physician to specialist
- Case manager to provider/care team
- Case/disease manager to patient
- Care/disease manager to provider
- Primary care physician to nutritionist
- Retail nurse to primary care physician
- Therapist to primary care physician
- Psychiatrist to primary care physician
- Hospital/emergency department to specialist
- Second opinion
- Pharmacology
- Oncology
- Neurology
- Colorectal

## Maternity

- Pre- and post-operative
- Lactation consulting
- Mother and baby
- High-risk pregnancy

## Health & Wellness

- Nutrition counseling
- Wellness programs
- Tobacco/smoking cessation
- Weight management

**Business Uses Spanning the Care Continuum****Pre- and Post-Discharge Care**

- Ear, nose, and throat
- Comprehensive Care for Joint Replacement
- Orthopedics
- Cardiology
- Sleep and respiratory management
- Post-surgery care

**Kiosks**

- Pharmacies
- Grocery stores
- Correctional facilities
- Employer sites
- School nurses
- University campuses

**Scheduled Visits**

- Follow-up chronic care management
- Urgent care
- Nutrition counseling
- Behavioral health
- Rheumatology
- Dermatology

**Care Collaboration**

- Patient-centered medical homes
- Provider-driven care management
- School-based healthcare
- Skilled nursing facilities
- Long-term acute-care facilities
- Population health management
- Load balancing
- Prescription management

**Patient Triage**

- Nurse and medical assistant triage
- Screening for sick visits

**Language Services**

- Spanish
- Language translation