

Amwell hits on consumers' top UX pain points with telehealth tech stack

Article

Telehealth giant **Amwell** [unveiled](#) its new platform, **Converge**, which lets users access all of its offerings, devices, and third-party applications in one location with a single code base.

- The platform will support a more streamlined virtual care experience for patients while giving Amwell's partners a simpler way to integrate their services with Amwell telehealth visits, like Google Cloud's AI-powered transcription services.

Amwell's roster of remote patient monitoring (RPM) can more easily integrate with its telehealth visits—which should help it facilitate an increasingly popular hybrid care model.

- **Amwell already partners with RPM vendors like Biobeat and Tyto Care—who will be key in the transition to a care model that combines in-person and virtual elements.** Vendors like Amwell have [expressed](#) that hybrid care is what the long-term future of telehealth will look like, and RPM will likely be a key tool during this transition since it'll allow providers to keep track of patients' health between in-person or virtual visits. For example, Biobeat [supplies](#) Amwell patients with a wearable wrist-monitor or chest-monitor, which can let providers continuously monitor vital signs like blood pressure during and after a telehealth encounter.
- **Creating a platform capable of hosting third-party applications means Amwell can integrate future RPM partners' tech into its telehealth services more quickly.** Once Amwell strikes a new RPM partnership, it won't have to spend time or resources figuring out how to integrate its new partners' tools into its tech stack since it's already built the framework to do so.

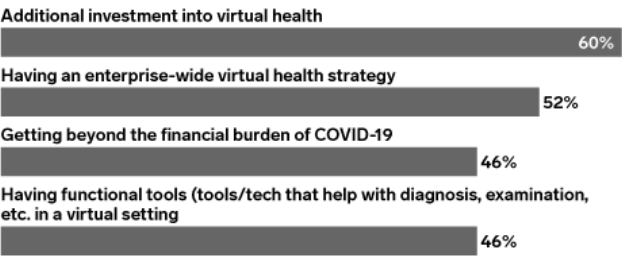
Consolidation between digital health apps should also help improve the virtual care user experience on both the provider and patient end.

- **Many docs ([86%](#)) say the rise of telehealth amplified their interoperability and integration challenges, which compounds an already heavy admin burden.** Many providers still can't [access](#) telehealth applications through their electronic health record (EHR) system—and this sort of friction will have an effect on long-term provider telehealth adoption: Over **30%** of docs cited lack of integration with the EHR as a reason they'd abandon telehealth post-pandemic, [per](#) an August 2020 Healthcare Coalition survey.

Over [49%](#) of consumers say they want a smoother and more intuitive healthcare experience—something that can be achieved by converging virtual care offerings into one location. And Amwell isn't the only telehealth giant consolidating its tech to make it easier for patients to use: **Teladoc**[boasts](#) the fact that members can register for and access Livongo's programs within the Teladoc app for a “seamless member experience.”

US Health Organizations' Top Initiatives to Optimize Adoption of Virtual Health* According to US Clinical Leaders, Fall 2020

% of respondents



*Note: n=50; initiatives for year 2021; 76% of respondents were from US health systems with annual revenues above \$1 billion; *continuous, connected care via digital and telecommunication technologies, includes virtual visits (telephone or video), remote monitoring, asynchronous communication, and clinician or provider-facing solutions such as virtual consults and virtual second opinions*
Source: Deloitte, "Virtual Health Accelerated," Feb 18, 2021

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