
Amazon Rolls Out Telehealth Service Nationwide in U.S.



In-person care services are expanding to more than 20 new cities in 2022, bringing even more care options to Amazon Care's growing customer base.

Amazon Care launched in September 2019 to bring the most patient-centric health care to customers when and where they need it. Amazon Care combines the best of virtual care and in-person services, and as more and more organizations look for convenient, comprehensive, high-quality health care solutions, we're seeing growing demand and excitement for Amazon Care's unique hybrid care offering.

Amazon Care's virtual health services are now available nationwide—and in-person services will be rolled out in more than 20 new cities this year. The expansion comes as we continue to invest in growing our clinical care team and our in-person care services to bring convenient, quality care to more customers across the U.S.

The COVID-19 pandemic has led to an increased demand to bring care to patients' homes—whether that be virtually or through in-home care services. Amazon Care is uniquely positioned to fill a critical gap in the health care system because it combines the best of virtual care with a new approach to in-person care. The combination allows patients to receive a wider range of care, from on-demand primary care to chronic care management, in the comfort of their home. Care Medical doctors and nurses across the country are dedicated to treating Amazon Care customers, so patients are able to build lasting relationships with their health care providers over time.

Working in lockstep with our customers to address their growing needs, Amazon Care is on track to rapidly expand in-person care locations throughout 2022. The service is already available in Seattle, Baltimore, Boston, Dallas, Austin, Los Angeles, Washington, D.C., and Arlington. In 2022, we plan to bring in-person care services to more than 20 additional cities—including major metropolitan areas like San Francisco, Miami, Chicago, and New York City—so customers can access care where and when they need it most.

With a patient satisfaction rating of 4.7 out of 5, Amazon Care is becoming the partner of choice for organizations looking to advance workplace benefits. New customers including Silicon Labs, TrueBlue, and Whole Foods Market have joined the lineup of companies offering Amazon Care to their employees nationwide. The companies said three key differentiators stood out: Amazon Care's comprehensive solution; on-demand access to high-quality clinicians through Care Medical, Amazon Care's clinical services provider; and a seamless patient experience.

"Patients are tired of a health care system that doesn't put them first. Our patient-centric service is changing that, one visit at a time," says Kristen Helton, director of Amazon Care. "We've brought our on-demand urgent and primary care services to patients nationwide. As we grow the service, we'll continue to work with our customers to address their needs."

Amazon Care provides immediate access to a wide range of urgent and primary care services, including COVID-19 and flu testing, vaccinations, treatment of illnesses and injuries, preventive care, sexual health, and prescription requests and refills. When issues can't be resolved over video, Amazon Care will dispatch a nurse practitioner to a patient's home for additional care where in-person care is available, ranging from routine blood draws to listening to a patient's lungs.

Source: [Amazon](#)

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