

# NEWS BRIEF

Provided by: Creative Benefits, Inc.

## Amazon Announces Virtual Medical Clinic for Its Employees

On Sept. 24, 2019, Amazon announced on a website, [Amazon.care](#), that it is launching a virtual health clinic for its Seattle-based employees and their families. Amazon is working with Oasis Medical Group, a Washington state-based company, to provide the telemedicine and in-person services. This pilot program, which is being called Amazon Care, would also provide in-home follow-up appointments for employees and be used to prescribe medications.

### Amazon Care Details

This new app-based benefit offering is designed to provide convenient primary care services to covered employees. Amazon states that covered employees can use the telemedicine service to connect with a provider to obtain health care advice or a diagnosis.

If the provider decides that further examination is necessary, they can use Mobile Care, a service within the program that sends a nurse to the employee's location. Mobile Care can be used to collect samples, conduct lab tests or physical exams, and administer vaccines.

Employees can also receive any prescribed medications through the app. Many prescriptions can be delivered to employees within two hours or can be sent to a pharmacy for pickup.

The app will not provide emergency care services and will only be available on weekdays from 8 a.m. to 9 p.m., and on weekends from 8 a.m. to 6 p.m.

### Amazon in the Health Care Industry

Amazon Care's announcement is just the latest in health care-related moves by Amazon. In 2018, the

company acquired online pharmacy PillPack, and teamed up with Berkshire Hathaway and JP Morgan to create a new health care company. In early 2019, the company also partnered with health care organizations that were interested in developing skills for Alexa to make it possible for the device to handle patient information.

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*"We're currently piloting a health care benefit designed to help Amazon employees get fast access to health care without an appointment, at the convenience of their schedules, at their preferred location (home, office or virtual)."*

- Amazon spokesperson

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These moves have made it possible for the company to address rising health care costs internally, but they've also allowed Amazon to get its footing in the health care industry. Amazon's growing presence in the market will only continue to pressure industry giants to make changes to improve their efficiencies and combat rising health care costs.

