

Manipal Hospitals Partners with Google Cloud to Transform Patient Experience

Manipal Hospitals will leverage Google Cloud's AI/ML tools and core compute technologies along with using Amwell platform to ease patient navigation across the healthcare chain's service offerings

Bangalore, India - 09-11-2022 – Manipal Hospitals, the second-largest healthcare service provider in India, and Google Cloud have announced a partnership to support the former to improve patient care, clinician experiences, and improve the hospital chain's network efficiency. Manipal Hospitals will leverage Google Cloud's technology to enable virtual care services across its chain of hospitals in the country, create a new e-pharmacy platform that allows patients to order medicines directly from the hospital, and to build remote patient monitoring to improve overall care. Manipal Hospitals will also use Google Cloud's conversational artificial intelligence (AI) tools to improve customer interactions, offering patients 24/7 care.

Through its partnership with Google Cloud, Manipal Hospitals will use the Amwell platform to enable virtual visits. The Amwell deployment is part of a suite of digital care delivery enablement solutions designed to provide a simple and intuitive experience for patients and providers alike and to easily allow health systems to quickly scale their digital care delivery across the full continuum while leveraging multiple modalities.

"Over the past two years, there has been an extensive focus on digital transformation of healthcare. The government, private hospitals and health-tech start-ups have focused on creating digital solutions for the efficient delivery of healthcare. The partnership with Google Cloud will enable us to solve some of our most complex medical issues using innovative technology, better anticipate the needs of the people we serve, and improve access to care, whenever and wherever patients need us," said **Dilip Jose, MD & CEO, Manipal Hospitals**.

Karthik Rajagopal, COO, Manipal Hospitals, added, "I believe that the partnership will help promote penetration of Manipal's clinical healthcare services in Tier II and III markets while making it convenient for both clinicians and patients. The partnership is critical to further clinical excellence of our healthcare system in markets with inequitable access to quality healthcare. Today, even the remotest areas of our country have access to the internet and smartphones. This, along with the penetration of Google Cloud in our country provides us the opportunity to deliver high-quality care in markets that we are not present in,"

Working with Google Cloud, Manipal Hospitals will transform the way it advances virtual care with AI-enabled digital diagnostics. The hospital chain will leverage Google's tech to build multichannel conversational AI experiences across its appointment booking, searching for doctors, and other important patient tasks.

"Data-driven innovation is growing exponentially in healthcare, and this collaboration will help Manipal Hospitals use data, AI, and machine learning (ML) to improve patient experiences and outcomes," said **Bikram Singh Bedi, Managing Director at Google Cloud India**. "With Google Cloud's technology and Manipal's healthcare expertise, we have a unique opportunity to help the hospital network develop features that can dramatically improve the lives of people across the country."

"Manipal Hospitals is an incredibly forward-thinking organization that is innovating the care experience and believes that digital care delivery can vastly improve care access," said **Ido Schoenberg, Chairman and CEO, Amwell**. "Amwell is proud to partner with Manipal Hospitals to help further accelerate their vision for revolutionizing the healthcare industry through advanced clinical excellence, patient centricity, and ethical practices, with digital care. This also marks an important milestone for our partnership with Google Cloud as Manipal Hospitals represents our first joint-client in India."

About Google Cloud

Google Cloud accelerates every organization's ability to digitally transform its business. We deliver enterprise-grade solutions that leverage Google's cutting-edge technology – all on the cleanest cloud in the industry. Customers in more than 200 countries and territories turn to Google Cloud as their trusted partner to enable growth and solve their most critical business problems.

About Manipal Hospitals

As a pioneer in healthcare, Manipal Hospitals is among the top healthcare providers in India serving over 4 million patients annually. Its focus is to develop an affordable, high-quality healthcare framework through its multispecialty and tertiary care delivery spectrum and further extend it to out-of-hospital care. With the completion of the acquisition of 100% shareholding in Columbia Asia Hospitals Private Limited and Vikram Hospital (Bengaluru) Private Limited, the integrated network today has a pan-India footprint of 27 hospitals across 15 cities with 7,600+ beds, and a talented pool of 4,000 doctors and an employee strength of over 11,000.

Manipal Hospitals provides comprehensive curative and preventive care for a multitude of patients from around the globe. Manipal Hospitals is NABH, AAHRPP accredited and most of the hospitals in its network are NABL, ER, Blood Bank accredited and recognized for Nursing Excellence. Manipal Hospitals has also been recognized as the most respected and patient-recommended hospital in India through various consumer surveys.

About Amwell

Amwell is a leading digital care delivery enablement platform in the United States and globally, connecting and enabling providers, insurers, patients, and innovators to deliver greater access to more affordable, higher quality care. Amwell believes that digital care delivery will transform healthcare. The Company offers a single, comprehensive platform to support all digital health needs from urgent to acute and post-acute care, as well as chronic care management and healthy living. With over a decade of experience, Amwell powers digital health solutions for over 2,000 hospitals and 55 health plan partners with over 36,000 employers, covering over 80 million lives. For more information, please visit <https://business.amwell.com/>.

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