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Manipal Hospitals partners with Google Cloud to transform patient experience

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To leverage Google Cloudâ??s AI/ML tools and core compute technologies along with using Amwell platform



Manipal Hospitals 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.

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.