Alexa Transmits and Receives Patient Information

Amazon’s Alexa Skills Kit is a health care game change.

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The e-commerce and technology giant Amazon has introduced software that allows developers to create new health tools for its voice assistant, Alexa.

The Alexa Skills Kit software helps developers build voice programs, or tools, that enable Amazon to securely transmit a patient’s private information in compliance with the health privacy law known as the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Amazon invited six health care providers to build voice programs using the kit to create new tools meant to enhance consumers’ experience:

Express Scripts created a new tool that enables members to check the status of home delivery prescriptions and receive Alexa notifications when shipped.

Cigna developed Cigna Health Today, which allows eligible employees with one of the company’s large national accounts to manage their health improvement goals and increase opportunities for earning personalized wellness incentives.

Boston Children’s Hospital created Children’s Enhanced Recovery After Surgery (ERAS), through which parents and caregivers of children in the ERAS program can provide updates on their children’s recovery progress to their care teams and receive information regarding post-op appointments.

Providence St. Joseph Health developed Swedish Health Connect, a tool that allows customers to find a nearby urgent care center and schedule same-day appointments.

Atrium Health’s customers in North and South Carolina can now use a tool to find a nearby urgent care center and schedule a same-day appointment.

Livongo, a consumer digital health company, created a tool that permits members to query their last blood sugar reading and blood sugar measurement trends and receive insights and personalized health nudges.

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