

# Review of: "Viewpoint: Strategic Insights and a Scoping Review of Telehealth Platforms and SWOT Analysis of Amazon's Clinical Endeavors"

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I would like to thank the authors for the possibility to read and review this article.

I think that the topic is very interesting, especially in the light of the current dialogue between practitioners and scholars about the role of digitalization and the use of remote systems for patients' care and assistance.

From a methodological perspective, it does not clearly emerge what the objectives and the research questions of the study are and, as a consequence, what the inclusion criteria (and, on the other hand, the exclusion criteria) for the literature review are. In addition, a table summarizing the included evidence might help the reader to understand the main topics, the settings, the digital solutions, and the telemedicine systems adopted and analysed in the papers, as well as the main achieved results (from both a quantitative and a qualitative perspective).

Considering the already published evidence and studies, adding grey literature might support a more comprehensive understanding of the topic, including practical cases or clinical experiences.

The SWOT analysis is clearly presented and defined, even if a development of the included elements might be provided, defining potential improvement areas and potential activities that should be performed to address current gaps, pointing out the opportunities, and containing the threats.

With reference to the legal aspects, a deeper investigation should be conducted, underlying possible risks in terms of patients' data privacy and protection, as well as possible concerns related to data management, storage, and sharing.

A discussion section is lacking and should be introduced also to present and define the contributions of the study, the main limitations, as well as the future developments.