

**Note:** Only Doctor On Demand visits with an associated claim submission to the Payer are included in the Engagement Report -- any free, discounted, uncovered, or other non-claim visits are not included. This is true of all metrics, trends, and aggregations.

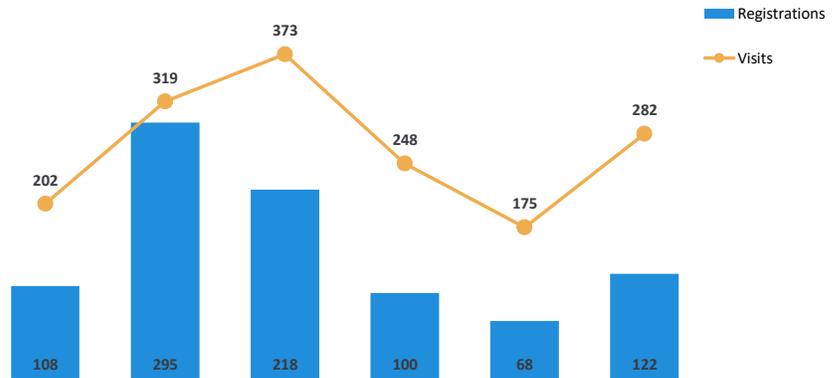
**Year To Date Activity**

Registration Summary	YTD
# Registered	1,030

Visit Summary	YTD
# Unique Visitors	1,164
# Visits	1,820

**Monthly Activity**



Registration Summary	Prior	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	LTD
# Registered	7,620	108	295	218	100	68	122	8,531

Note: Registration month is captured per the date of Doctor On Demand registration, not the date when the member entered health insurance to his/her profile.

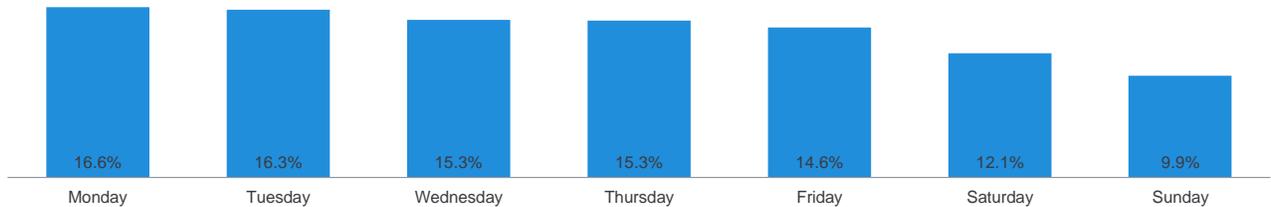
Visit Summary	Prior	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	LTD
# Unique Visitors	2,478	183	284	307	212	152	236	3,142
# Visits	4,960	202	319	373	248	175	282	6,559
Visit Frequency	% 1 Visit	60.5%	90.2%	89.4%	86.3%	87.5%	85.2%	59.4%
	% 2 Visits	20.1%	9.3%	9.2%	9.8%	10.4%	11.4%	19.0%
	% 3 Visits Or More	19.5%	0.5%	1.4%	3.9%	3.3%	2.0%	21.6%

Note: Because a visitor can be unique in multiple months, but only once over history, Prior + Monthly "# Unique Visitors" will not sum to the Total.

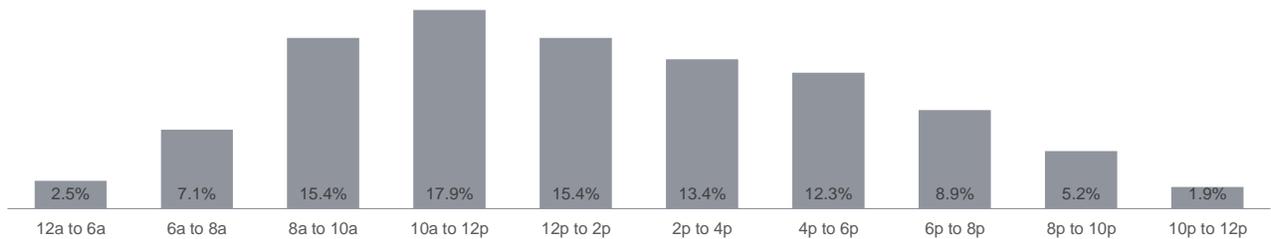
Visit Type Summary	Prior	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	LTD
Medical	4,128	177	272	320	204	124	236	5,461
Mental Health	Therapy	500	11	20	24	25	24	621
	Psychiatry	332	14	27	29	19	34	477

**Six Month Trends: Visit Time And Demographics**

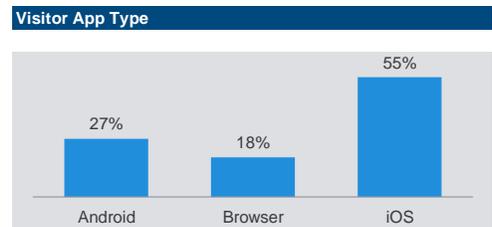
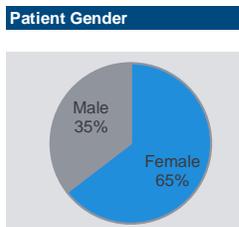
**Day Of Week**



**Hour Of Day**



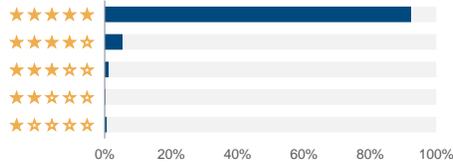
Patient Age	Percentage
0 to 17 (Custodial)	8%
18 to 29	22%
30 to 49	49%
50 and over	21%



**Historical Visit Experience**

5,045 Visit Ratings (1-5 Stars):

Average: **4.9**  
Stars:



Avg Connection Time (On Demand Visits Only): **9.1 Minutes**

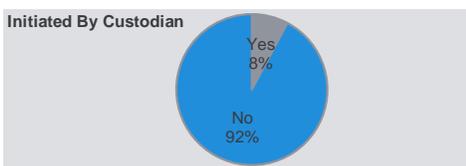
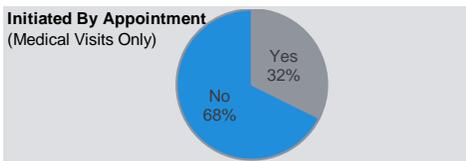
**Historical Post Visit Survey Results**

**Without Doctor On Demand, where would you have gone to get this issue treated?**

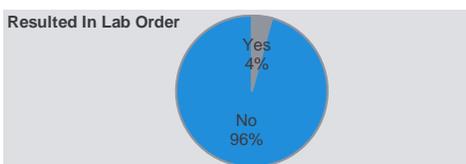
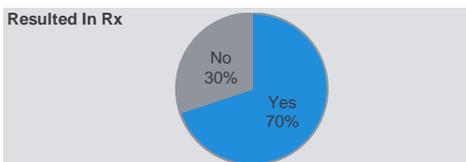
Note: Survey presented only when no other post visit action was required

Response	# Responses	% Responses
Emergency Room	68	3%
Urgent Care	1,245	53%
Doctor's Office	655	28%
Stayed Home	277	12%
Other	93	4%

**Six Month Trends: Visit Initiation**



**Six Month Trends: Visit Result**



**Historical Top 15 Symptoms**

Symptom	# Symptoms	% of All Sym
Chest: Cough	1,642	6.3%
Head / Neck: Headache	1,614	6.2%
General Symptoms: Fatigue / weakness	1,587	6.1%
Head / Neck: Sore throat	1,530	5.8%
General Symptoms: Difficulty sleeping	1,283	4.9%
Head / Neck: Nasal discharge	1,254	4.8%
Head / Neck: Congestion/sinus problem	1,002	3.8%
General Symptoms: Fever	929	3.5%
Head / Neck: Congestion / sinus problem	918	3.5%
General Symptoms: Loss of appetite	748	2.9%
Genitourinary: Discomfort / burning with urination	635	2.4%
Genitourinary: Frequent urination	625	2.4%
Gastrointestinal: Sore throat	562	2.1%
Chest: Shortness of breath	478	1.8%
Head / Neck: Difficulty / pain swallowing	456	1.7%

**Historical Top 15 ICD10 Codes**

ICD10 Code And Description	# ICD10s	% of All ICD10
N39.0 - Urinary tract infection, site not specified	605	7.2%
J06.9 - Acute upper respiratory infection, unspecified	495	5.9%
J01.90 - Acute sinusitis, unspecified	463	5.5%
J02.9 - Acute pharyngitis, unspecified	259	3.1%
J20.9 - Acute bronchitis, unspecified	219	2.6%
F41.1 - Generalized anxiety disorder	204	2.4%
R05 - Cough	191	2.3%
Z76.0 - Encounter for issue of repeat prescription	162	1.9%
F43.23 - Adjustment disorder with mixed anxiety and depressed mood	147	1.8%
Z63.0 - Problems in relationship with spouse or partner	147	1.8%
J01.80 - Other acute sinusitis	128	1.5%
F41.9 - Anxiety disorder, unspecified	120	1.4%
J01.00 - Acute maxillary sinusitis, unspecified	116	1.4%
J11.1 - Influenza due to unidentified influenza virus with other respiratory features	113	1.3%
F33.1 - Major depressive disorder, recurrent, moderate	98	1.2%

**Historical Top 15 Rx**

Rx	# Visits	% of All Rx
benzonatate	529	7.6%
amoxicillin-clavulanate	497	7.1%
predniSONE	481	6.9%
albuterol	431	6.2%
nitrofurantoin	428	6.2%
fluticasone nasal	209	3.0%
methylPREDNISolone	193	2.8%
azithromycin	184	2.6%
amoxicillin	180	2.6%
sulfamethoxazole-trimethoprim	178	2.6%
fluconazole	172	2.5%
oseltamivir	162	2.3%
ipratropium nasal	154	2.2%
doxycycline	142	2.0%
sertraline	123	1.8%

**Historical Top 15 Lab Orders**

Lab Name	# Lab Orders	% of All Orders
TSH with Reflex to Free T4	55	10.8%
Urinalysis, Complete with Reflex	47	9.3%
Comprehensive Metabolic Panel	40	7.9%
Urine Culture, Routine	34	6.7%
CBC+diff	32	6.3%
Lipid Panel	30	5.9%
Hemoglobin A1c	26	5.1%
Vitamin D	23	4.5%
Urinalysis, Complete	19	3.7%
B12/Folate	18	3.6%
Chlamydia/GC, Urine	18	3.6%
Basic Metabolic Panel	12	2.4%
SARS-CoV-2 IgG	10	2.0%
RPR w/ Reflex	8	1.6%
Glucose, Serum	7	1.4%