

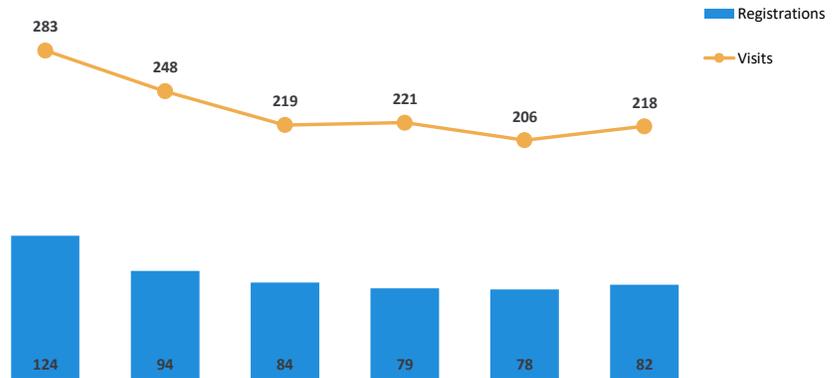
Note: Only Doctor On Demand visits with an associated claim submission to the Payer are included in the Engagement Report -- any free, discounted, uncovered, or other non-claim visits are not included. This is true of all metrics, trends, and aggregations.

Year To Date Activity

Registration Summary	YTD
# Registered	1,452

Visit Summary	YTD
# Unique Visitors	1,665
# Visits	2,933

Monthly Activity



Registration Summary	Prior	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	LTD
# Registered	8,427	124	94	84	79	78	82	8,968

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.

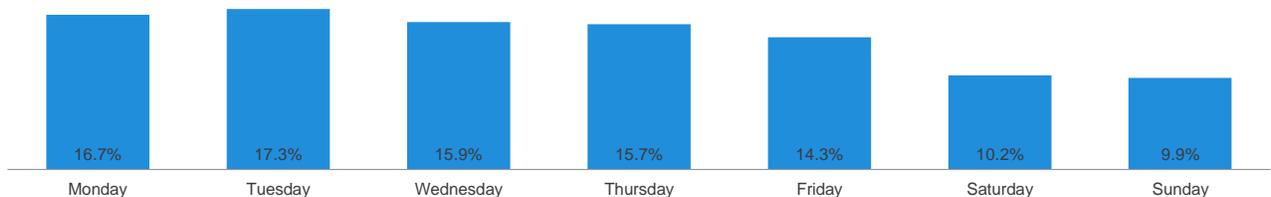
Visit Summary	Prior	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	LTD	
# Unique Visitors	3,042	236	201	185	183	182	190	3,521	
# Visits	6,277	283	248	219	221	206	218	7,672	
Visit Frequency	% 1 Visit	59.7%	84.7%	84.6%	84.3%	85.2%	89.0%	88.9%	58.1%
	% 2 Visits	19.4%	11.9%	10.9%	13.5%	10.9%	8.8%	7.9%	18.4%
	% 3 Visits Or More	20.9%	3.4%	4.5%	2.2%	3.8%	2.2%	3.2%	23.5%

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.

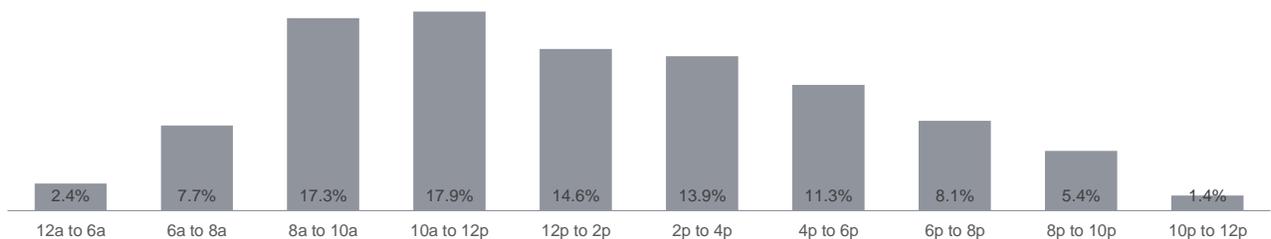
Visit Type Summary	Prior	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	LTD	
Medical	5,225	236	207	176	166	171	183	6,364	
Mental Health	Therapy	597	24	21	17	27	16	10	712
	Psychiatry	455	23	20	26	28	19	25	596

Six Month Trends: Visit Time And Demographics

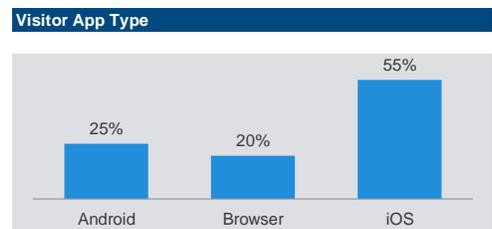
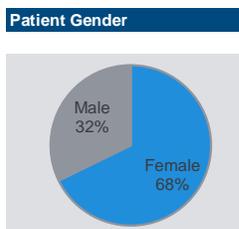
Day Of Week



Hour Of Day



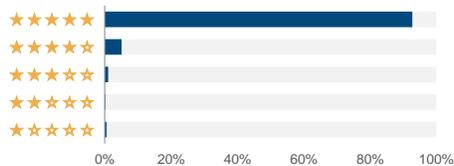
Patient Age	Percentage
0 to 17 (Custodial)	6%
18 to 29	24%
30 to 49	48%
50 and over	23%



Historical Visit Experience

5,789 Visit Ratings (1-5 Stars):

Average: **4.9**
Stars:



Avg Connection Time (On Demand Visits Only): **8.7 Minutes**

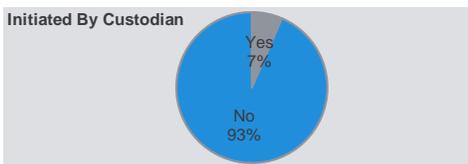
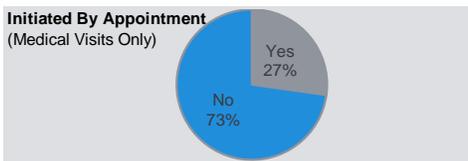
Historical Post Visit Survey Results

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

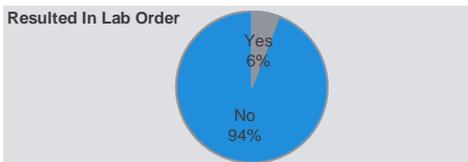
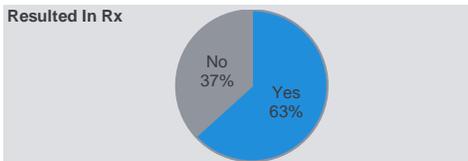
Note: Survey presented only when no other post visit action was required

Response	# Responses	% Responses
Emergency Room	78	3%
Urgent Care	1,444	52%
Doctor's Office	796	29%
Stayed Home	351	13%
Other	114	4%

Six Month Trends: Visit Initiation



Six Month Trends: Visit Result



Historical Top 15 Symptoms

Symptom	# Symptoms	% of All Sym
Head / Neck: Headache	1,826	6.1%
General Symptoms: Fatigue / weakness	1,794	6.0%
Chest: Cough	1,779	6.0%
Head / Neck: Sore throat	1,654	5.6%
General Symptoms: Difficulty sleeping	1,458	4.9%
Head / Neck: Nasal discharge	1,351	4.5%
Head / Neck: Congestion / sinus problem	1,124	3.8%
General Symptoms: Fever	1,006	3.4%
Head / Neck: Congestion/sinus problem	1,002	3.4%
General Symptoms: Loss of appetite	845	2.8%
Genitourinary: Discomfort / burning with urination	757	2.5%
Genitourinary: Frequent urination	747	2.5%
Gastrointestinal: Sore throat	562	1.9%
Chest: Shortness of breath	536	1.8%
Head / Neck: Difficulty / pain swallowing	508	1.7%

Historical Top 15 ICD10 Codes

ICD10 Code And Description	# ICD10s	% of All ICD10
N39.0 - Urinary tract infection, site not specified	701	7.1%
J06.9 - Acute upper respiratory infection, unspecified	519	5.2%
J01.90 - Acute sinusitis, unspecified	514	5.2%
J02.9 - Acute pharyngitis, unspecified	297	3.0%
F41.1 - Generalized anxiety disorder	277	2.8%
R05 - Cough	261	2.6%
J20.9 - Acute bronchitis, unspecified	221	2.2%
Z76.0 - Encounter for issue of repeat prescription	200	2.0%
F43.23 - Adjustment disorder with mixed anxiety and depressed mood	177	1.8%
F41.9 - Anxiety disorder, unspecified	152	1.5%
J01.80 - Other acute sinusitis	148	1.5%
Z63.0 - Problems in relationship with spouse or partner	147	1.5%
F33.1 - Major depressive disorder, recurrent, moderate	127	1.3%
J01.00 - Acute maxillary sinusitis, unspecified	117	1.2%
J11.1 - Influenza due to unidentified influenza virus with other respiratory symptoms	113	1.1%

Historical Top 15 Rx

Rx	# Visits	% of All Rx
benzonatate	557	7.0%
amoxicillin-clavulanate	553	6.9%
predniSONE	520	6.5%
nitrofurantoin	506	6.3%
albuterol	484	6.0%
fluticasone nasal	237	3.0%
sulfamethoxazole-trimethoprim	211	2.6%
amoxicillin	207	2.6%
methylPREDNISolone	207	2.6%
azithromycin	205	2.6%
fluconazole	204	2.5%
ipratropium nasal	169	2.1%
oseltamivir	167	2.1%
doxycycline	165	2.1%
sertraline	146	1.8%

Historical Top 15 Lab Orders

Lab Name	# Lab Orders	% of All Orders
TSH with Reflex to Free T4	79	10.8%
Urinalysis, Complete with Reflex	65	8.9%
Comprehensive Metabolic Panel	64	8.8%
CBC+diff	54	7.4%
Lipid Panel	44	6.0%
Urine Culture, Routine	42	5.8%
Hemoglobin A1c	36	4.9%
Vitamin D	31	4.2%
Chlamydia/GC, Urine	29	4.0%
B12/Folate	25	3.4%
Urinalysis, Complete	24	3.3%
Basic Metabolic Panel	17	2.3%
RPR w/ Reflex	13	1.8%
SARS-CoV-2 IgG	12	1.6%
T. Vaginalis, Urine MALE	12	1.6%