

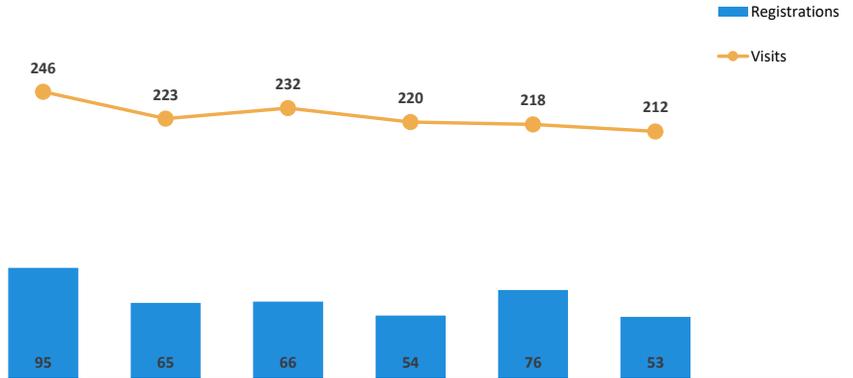
Note: Only Doctor On Demand visits with an associated claim submission to the Payer are included in the Engagement Report -- any free, discounted, uncovered, or other non-claim visits are not included. This is true of all metrics, trends, and aggregations.

Year To Date Activity

Registration Summary	YTD
# Registered	409

Visit Summary	YTD
# Unique Visitors	815
# Visits	1,351

Monthly Activity



Registration Summary	Prior	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	LTD
# Registered	8,985	95	65	66	54	76	53	9,394

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.

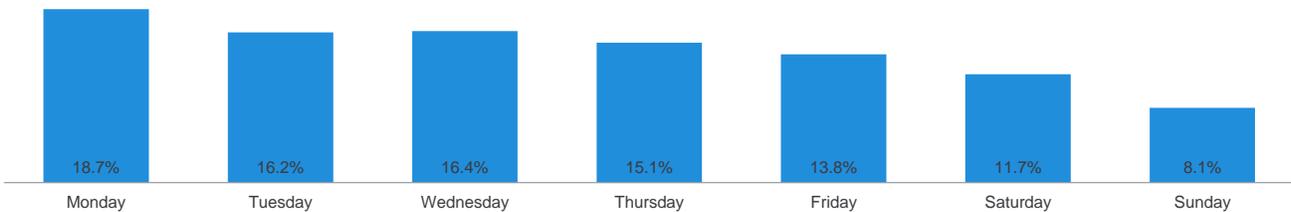
Visit Summary	Prior	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	LTD	
# Unique Visitors	3,521	204	177	195	185	194	185	3,866	
# Visits	7,674	246	223	232	220	218	212	9,025	
Visit Frequency	% 1 Visit	58.1%	82.8%	79.1%	86.2%	84.9%	88.1%	88.6%	55.1%
	% 2 Visits	18.4%	13.7%	17.5%	9.7%	11.9%	11.3%	8.1%	18.9%
	% 3 Visits Or More	23.5%	3.4%	3.4%	4.1%	3.2%	0.5%	3.2%	26.0%

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.

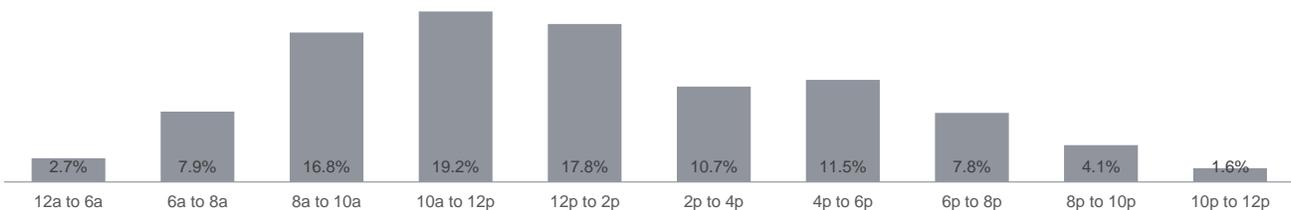
Visit Type Summary	Prior	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	LTD	
Medical	6,365	186	168	168	158	164	164	7,373	
Mental Health	Therapy	713	28	22	36	33	20	25	877
	Psychiatry	596	32	33	28	29	34	23	775

Six Month Trends: Visit Time And Demographics

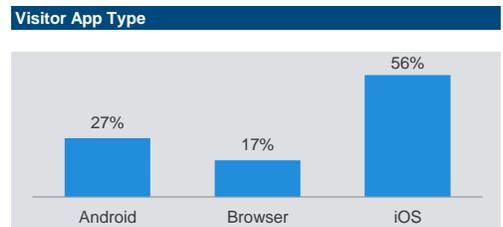
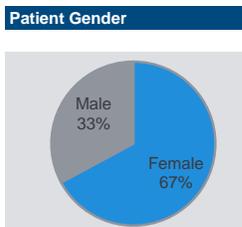
Day Of Week



Hour Of Day



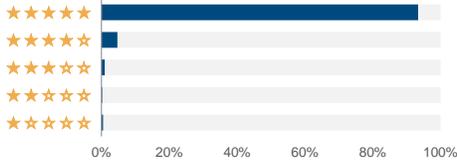
Patient Age	Percentage
0 to 17 (Custodial)	5%
18 to 29	22%
30 to 49	50%
50 and over	23%



Historical Visit Experience

6,750 Visit Ratings (1-5 Stars):

Average: **4.9**
Stars:



Avg Connection Time (On Demand Visits Only): **8.6 Minutes**

Historical Post Visit Survey Results

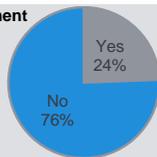
Without Doctor On Demand, where would you have gone to get this issue treated?

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

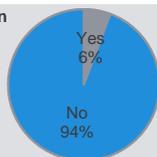
Response	# Responses	% Responses
Emergency Room	108	3%
Urgent Care	1,754	50%
Doctor's Office	986	28%
Stayed Home	474	14%
Other	161	5%

Six Month Trends: Visit Initiation

Initiated By Appointment
(Medical Visits Only)

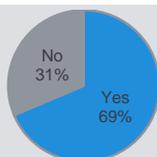


Initiated By Custodian

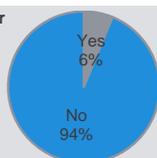


Six Month Trends: Visit Result

Resulted In Rx



Resulted In Lab Order



Historical Top 15 Symptoms

Symptom	# Symptoms	% of All Sym
Head / Neck: Headache	1,996	6.0%
General Symptoms: Fatigue / weakness	1,990	5.9%
Chest: Cough	1,903	5.7%
Head / Neck: Sore throat	1,773	5.3%
General Symptoms: Difficulty sleeping	1,645	4.9%
Head / Neck: Nasal discharge	1,430	4.3%
Head / Neck: Congestion / sinus problem	1,317	3.9%
General Symptoms: Fever	1,064	3.2%
Head / Neck: Congestion/sinus problem	1,002	3.0%
General Symptoms: Loss of appetite	930	2.8%
Genitourinary: Discomfort / burning with urination	911	2.7%
Genitourinary: Frequent urination	895	2.7%
Chest: Shortness of breath	593	1.8%
Skin: Skin rashes / bumps	573	1.7%
Head / Neck: Ear pain	572	1.7%

Historical Top 15 ICD10 Codes

ICD10 Code And Description	# ICD10s	% of All ICD10
N39.0 - Urinary tract infection, site not specified	854	7.3%
J01.90 - Acute sinusitis, unspecified	558	4.7%
J06.9 - Acute upper respiratory infection, unspecified	546	4.6%
F41.1 - Generalized anxiety disorder	344	2.9%
J02.9 - Acute pharyngitis, unspecified	339	2.9%
Z76.0 - Encounter for issue of repeat prescription	293	2.5%
R05 - Cough	291	2.5%
F43.23 - Adjustment disorder with mixed anxiety and depressed mood	244	2.1%
J20.9 - Acute bronchitis, unspecified	230	2.0%
F41.9 - Anxiety disorder, unspecified	202	1.7%
J01.80 - Other acute sinusitis	164	1.4%
F33.1 - Major depressive disorder, recurrent, moderate	157	1.3%
Z63.0 - Problems in relationship with spouse or partner	149	1.3%
F33.9 - Major depressive disorder, recurrent, unspecified	128	1.1%
F34.1 - Dysthymic disorder	126	1.1%

Historical Top 15 Rx

Rx	# Visits	% of All Rx
nitrofurantoin	622	6.6%
amoxicillin-clavulanate	609	6.5%
predniSONE	602	6.4%
benzonatate	589	6.2%
albuterol	548	5.8%
fluticasone nasal	255	2.7%
fluconazole	248	2.6%
sulfamethoxazole-trimethoprim	245	2.6%
methylPREDNISolone	223	2.4%
amoxicillin	221	2.3%
azithromycin	221	2.3%
FLUoxetine	197	2.1%
doxycycline	192	2.0%
escitalopram	187	2.0%
sertraline	184	2.0%

Historical Top 15 Lab Orders

Lab Name	# Lab Orders	% of All Orders
TSH with Reflex to Free T4	103	10.2%
Comprehensive Metabolic Panel	92	9.1%
CBC+diff	77	7.6%
Urinalysis, Complete with Reflex	74	7.3%
Lipid Panel	68	6.7%
Urine Culture, Routine	61	6.1%
Hemoglobin A1c	57	5.7%
Vitamin D	45	4.5%
Chlamydia/GC, Urine	35	3.5%
Urinalysis, Complete	35	3.5%
B12/Folate	28	2.8%
Basic Metabolic Panel	22	2.2%
RPR w/ Reflex	16	1.6%
T. Vaginalis, Urine FEMALE	14	1.4%
T. Vaginalis, Urine MALE	13	1.3%