

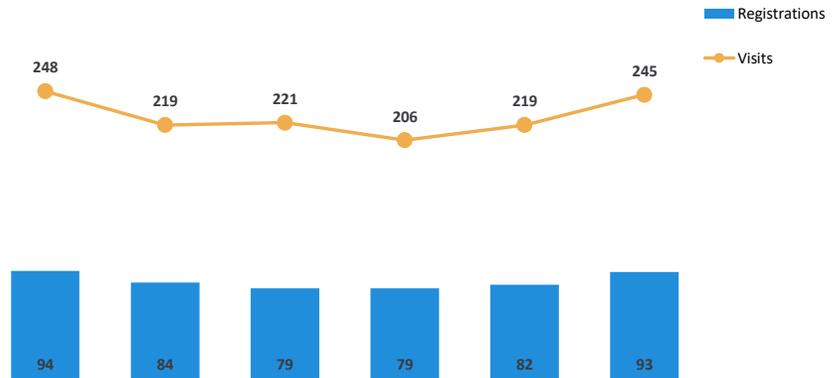
**Note:** Only Doctor On Demand visits with an associated claim submission to the Payer are included in the Engagement Report -- any free, discounted, uncovered, or other non-claim visits are not included. This is true of all metrics, trends, and aggregations.

**Year To Date Activity**

Registration Summary	YTD
# Registered	93

Visit Summary	YTD
# Unique Visitors	203
# Visits	245

**Monthly Activity**



Registration Summary	Prior	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	LTD
# Registered	8,553	94	84	79	79	82	93	9,064

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.

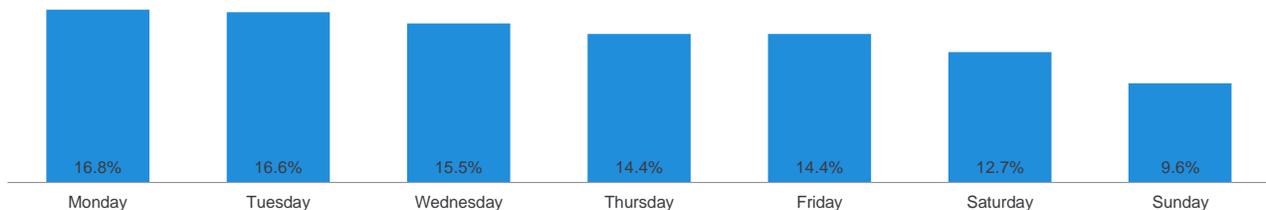
Visit Summary	Prior	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	LTD
# Unique Visitors	3,142	201	185	183	182	191	203	3,602
# Visits	6,560	248	219	221	206	219	245	7,918
Visit Frequency	% 1 Visit	59.4%	84.6%	84.3%	85.2%	89.0%	82.8%	57.8%
	% 2 Visits	19.0%	10.9%	13.5%	10.9%	8.8%	13.8%	18.4%
	% 3 Visits Or More	21.6%	4.5%	2.2%	3.8%	2.2%	3.4%	23.8%

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.

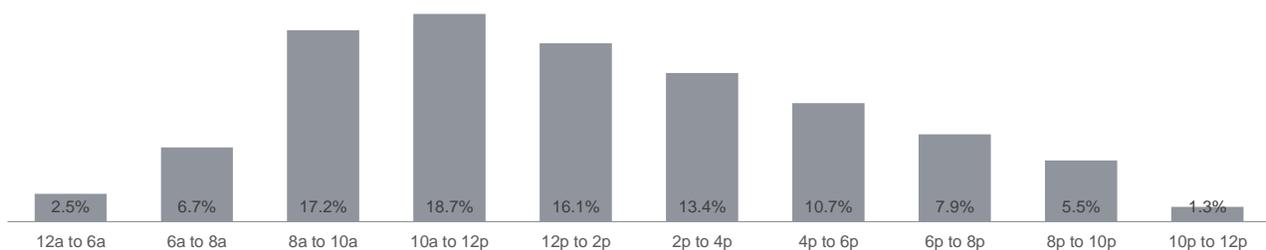
Visit Type Summary	Prior	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	LTD
Medical	5,461	207	176	166	171	184	185	6,550
Mental Health	Therapy	621	21	17	27	16	28	740
	Psychiatry	478	20	26	28	19	25	628

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

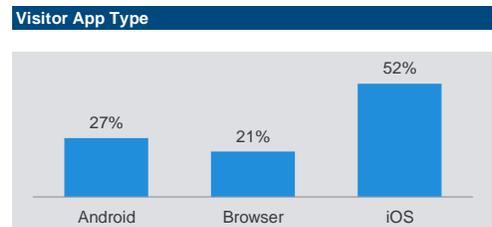
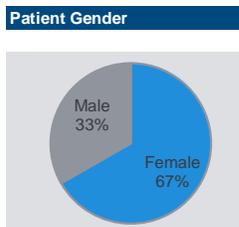
**Day Of Week**



**Hour Of Day**



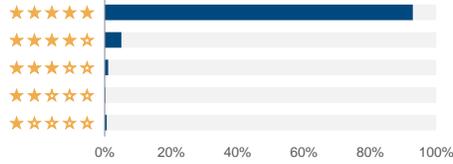
Patient Age	Percentage
0 to 17 (Custodial)	6%
18 to 29	23%
30 to 49	48%
50 and over	23%



**Historical Visit Experience**

5,964 Visit Ratings (1-5 Stars):

Average: **4.9**  
Stars:



Avg Connection Time (On Demand Visits Only): **8.8 Minutes**

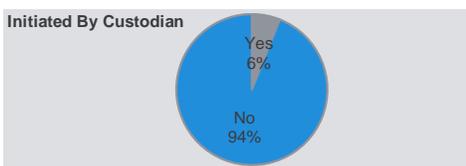
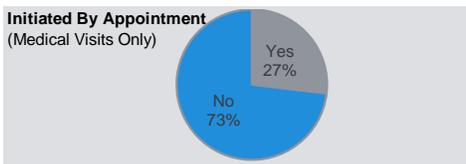
**Historical Post Visit Survey Results**

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

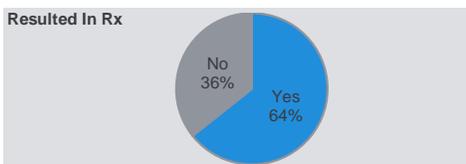
Note: Survey presented only when no other post visit action was required

Response	# Responses	% Responses
Emergency Room	81	3%
Urgent Care	1,501	52%
Doctor's Office	828	29%
Stayed Home	373	13%
Other	126	4%

**Six Month Trends: Visit Initiation**



**Six Month Trends: Visit Result**



**Historical Top 15 Symptoms**

Symptom	# Symptoms	% of All Sym
Head / Neck: Headache	1,857	6.1%
General Symptoms: Fatigue / weakness	1,838	6.1%
Chest: Cough	1,808	6.0%
Head / Neck: Sore throat	1,673	5.5%
General Symptoms: Difficulty sleeping	1,489	4.9%
Head / Neck: Nasal discharge	1,364	4.5%
Head / Neck: Congestion / sinus problem	1,164	3.8%
General Symptoms: Fever	1,022	3.4%
Head / Neck: Congestion/sinus problem	1,002	3.3%
General Symptoms: Loss of appetite	862	2.8%
Genitourinary: Discomfort / burning with urination	774	2.5%
Genitourinary: Frequent urination	761	2.5%
Gastrointestinal: Sore throat	562	1.9%
Chest: Shortness of breath	550	1.8%
Head / Neck: Difficulty / pain swallowing	519	1.7%

**Historical Top 15 ICD10 Codes**

ICD10 Code And Description	# ICD10s	% of All ICD10
N39.0 - Urinary tract infection, site not specified	715	7.0%
J01.90 - Acute sinusitis, unspecified	521	5.1%
J06.9 - Acute upper respiratory infection, unspecified	521	5.1%
J02.9 - Acute pharyngitis, unspecified	304	3.0%
F41.1 - Generalized anxiety disorder	290	2.8%
R05 - Cough	270	2.6%
J20.9 - Acute bronchitis, unspecified	227	2.2%
Z76.0 - Encounter for issue of repeat prescription	220	2.1%
F43.23 - Adjustment disorder with mixed anxiety and depressed mood	187	1.8%
F41.9 - Anxiety disorder, unspecified	159	1.5%
J01.80 - Other acute sinusitis	151	1.5%
Z63.0 - Problems in relationship with spouse or partner	147	1.4%
F33.1 - Major depressive disorder, recurrent, moderate	133	1.3%
J01.00 - Acute maxillary sinusitis, unspecified	118	1.1%
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	570	6.9%
amoxicillin-clavulanate	564	6.8%
predniSONE	534	6.4%
nitrofurantoin	517	6.2%
albuterol	507	6.1%
fluticasone nasal	244	2.9%
sulfamethoxazole-trimethoprim	215	2.6%
fluconazole	214	2.6%
azithromycin	212	2.6%
amoxicillin	211	2.5%
methylPREDNISolone	210	2.5%
doxycycline	172	2.1%
ipratropium nasal	170	2.1%
oseltamivir	168	2.0%
sertraline	157	1.9%

**Historical Top 15 Lab Orders**

Lab Name	# Lab Orders	% of All Orders
TSH with Reflex to Free T4	81	10.4%
Comprehensive Metabolic Panel	69	8.9%
Urinalysis, Complete with Reflex	68	8.7%
CBC+diff	58	7.5%
Lipid Panel	49	6.3%
Urine Culture, Routine	45	5.8%
Hemoglobin A1c	40	5.1%
Vitamin D	34	4.4%
Chlamydia/GC, Urine	30	3.9%
B12/Folate	25	3.2%
Urinalysis, Complete	24	3.1%
Basic Metabolic Panel	18	2.3%
RPR w/ Reflex	14	1.8%
SARS-CoV-2 IgG	12	1.5%
T. Vaginalis, Urine MALE	12	1.5%