

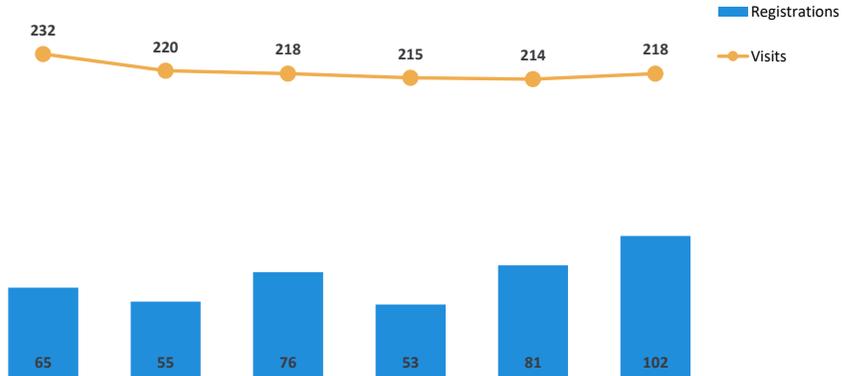
**Note:** Only Doctor On Demand visits with an associated claim submission to the Payer are included in the Engagement Report -- any free, discounted, uncovered, or other non-claim visits are not included. This is true of all metrics, trends, and aggregations.

**Year To Date Activity**

Registration Summary	YTD
# Registered	591

Visit Summary	YTD
# Unique Visitors	1,032
# Visits	1,786

**Monthly Activity**



Registration Summary	Prior	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	LTD
# Registered	9,125	65	55	76	53	81	102	9,557

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.

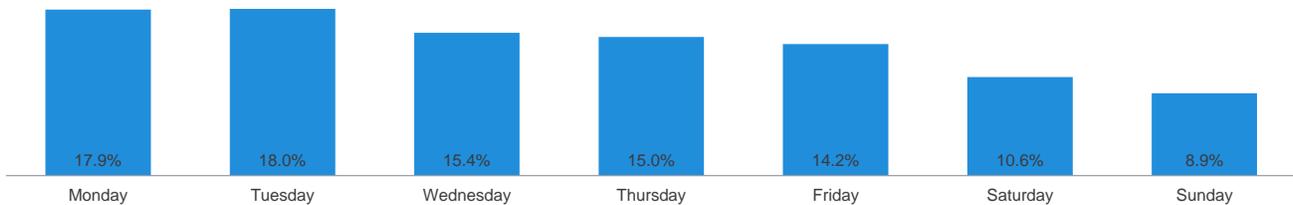
Visit Summary	Prior	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	LTD	
# Unique Visitors	3,655	195	185	194	187	187	189	3,993	
# Visits	8,143	232	220	218	215	214	218	9,460	
Visit Frequency	% 1 Visit	57.0%	86.2%	84.9%	88.1%	88.8%	87.7%	86.8%	54.5%
	% 2 Visits	18.6%	9.7%	11.9%	11.3%	7.5%	10.2%	11.6%	19.1%
	% 3 Visits Or More	24.4%	4.1%	3.2%	0.5%	3.7%	2.1%	1.6%	26.4%

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.

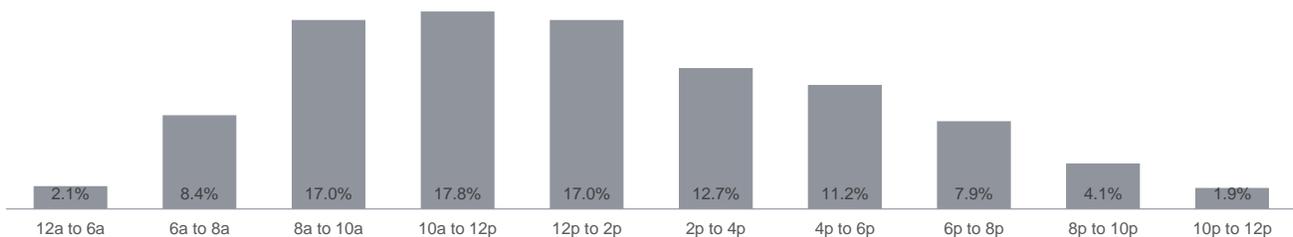
Visit Type Summary	Prior	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	LTD	
Medical	6,719	168	158	164	165	168	180	7,722	
Mental Health	Therapy	763	36	33	20	27	26	19	924
	Psychiatry	661	28	29	34	23	20	19	814

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

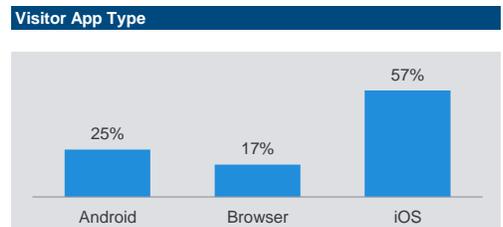
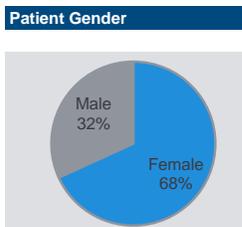
**Day Of Week**



**Hour Of Day**



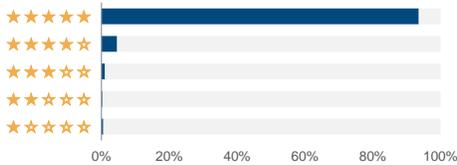
Patient Age	Percentage
0 to 17 (Custodial)	6%
18 to 29	19%
30 to 49	50%
50 and over	24%



**Historical Visit Experience**

7,057 Visit Ratings (1-5 Stars):

Average: **4.9**  
Stars:



Avg Connection Time (On Demand Visits Only): **9.0 Minutes**

**Historical Post Visit Survey Results**

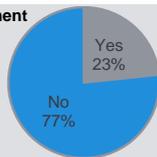
*Without Doctor On Demand, where would you have gone to get this issue treated?*

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

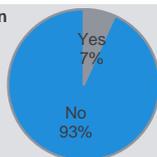
Response	# Responses	% Responses
Emergency Room	121	3%
Urgent Care	1,866	50%
Doctor's Office	1,041	28%
Stayed Home	523	14%
Other	178	5%

**Six Month Trends: Visit Initiation**

**Initiated By Appointment**  
(Medical Visits Only)

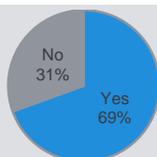


**Initiated By Custodian**

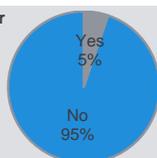


**Six Month Trends: Visit Result**

**Resulted In Rx**



**Resulted In Lab Order**



**Historical Top 15 Symptoms**

Symptom	# Symptoms	% of All Sym
General Symptoms: Fatigue / weakness	2,072	5.9%
Head / Neck: Headache	2,068	5.9%
Chest: Cough	1,977	5.6%
Head / Neck: Sore throat	1,822	5.2%
General Symptoms: Difficulty sleeping	1,724	4.9%
Head / Neck: Nasal discharge	1,462	4.2%
Head / Neck: Congestion / sinus problem	1,393	4.0%
General Symptoms: Fever	1,103	3.1%
Head / Neck: Congestion/sinus problem	1,002	2.9%
General Symptoms: Loss of appetite	971	2.8%
Genitourinary: Discomfort / burning with urination	956	2.7%
Genitourinary: Frequent urination	942	2.7%
Chest: Shortness of breath	615	1.8%
Head / Neck: Ear pain	603	1.7%
Skin: Skin rashes / bumps	599	1.7%

**Historical Top 15 ICD10 Codes**

ICD10 Code And Description	# ICD10s	% of All ICD10
N39.0 - Urinary tract infection, site not specified	911	7.4%
J01.90 - Acute sinusitis, unspecified	577	4.7%
J06.9 - Acute upper respiratory infection, unspecified	562	4.5%
F41.1 - Generalized anxiety disorder	372	3.0%
J02.9 - Acute pharyngitis, unspecified	355	2.9%
Z76.0 - Encounter for issue of repeat prescription	314	2.5%
R05 - Cough	313	2.5%
F43.23 - Adjustment disorder with mixed anxiety and depressed mood	253	2.0%
J20.9 - Acute bronchitis, unspecified	237	1.9%
F41.9 - Anxiety disorder, unspecified	215	1.7%
J01.80 - Other acute sinusitis	174	1.4%
F33.1 - Major depressive disorder, recurrent, moderate	158	1.3%
Z63.0 - Problems in relationship with spouse or partner	150	1.2%
F33.9 - Major depressive disorder, recurrent, unspecified	134	1.1%
F34.1 - Dysthymic disorder	131	1.1%

**Historical Top 15 Rx**

Rx	# Visits	% of All Rx
nitrofurantoin	661	6.7%
amoxicillin-clavulanate	629	6.4%
predniSONE	623	6.3%
benzonatate	620	6.3%
albuterol	577	5.8%
fluticasone nasal	268	2.7%
sulfamethoxazole-trimethoprim	264	2.7%
fluconazole	258	2.6%
methylPREDNISolone	230	2.3%
amoxicillin	226	2.3%
azithromycin	222	2.2%
FLUoxetine	212	2.1%
doxycycline	203	2.1%
sertraline	195	2.0%
escitalopram	189	1.9%

**Historical Top 15 Lab Orders**

Lab Name	# Lab Orders	% of All Orders
TSH with Reflex to Free T4	107	9.9%
Comprehensive Metabolic Panel	99	9.2%
CBC+diff	81	7.5%
Urinalysis, Complete with Reflex	80	7.4%
Lipid Panel	71	6.6%
Urine Culture, Routine	68	6.3%
Hemoglobin A1c	61	5.7%
Vitamin D	50	4.6%
Urinalysis, Complete	38	3.5%
Chlamydia/GC, Urine	35	3.3%
B12/Folate	30	2.8%
Basic Metabolic Panel	24	2.2%
RPR w/ Reflex	16	1.5%
T. Vaginalis, Urine FEMALE	14	1.3%
T. Vaginalis, Urine MALE	13	1.2%