

### Engagement Summary

Engagement Metric	As % Of Total Population: 0		
	2021-11	YTD Annualized	LTD
% Registered	-	-	-
% Unique Engagement (Visitors / Lives)	-	-	-
% Overall Engagement (Visits / Lives)	-	-	-

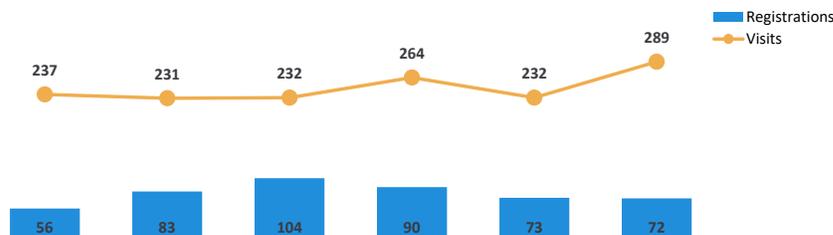
### Year To Date Activity

Registration Summary	YTD
# Registered	840

Visit Summary	YTD
# Unique Visitors	1,398
# Visits	2,718

### Monthly Activity Last Six Months



Registration Summary	Prior	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	LTD
# Registered	9,550	56	83	104	90	73	72	10,028

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

Visit Summary	Prior	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	LTD	
# Unique Visitors	3,865	198	197	196	196	187	231	4,239	
# Visits	9,575	237	231	232	264	232	289	11,060	
Visit Frequency	% 1 Visit	53.1%	86.4%	85.3%	84.2%	78.1%	84.0%	83.1%	51.4%
	% 2 Visits	19.1%	8.6%	12.7%	14.3%	13.8%	10.2%	10.8%	19.0%
	% 3+ Visits	27.8%	5.1%	2.0%	1.5%	8.2%	5.9%	6.1%	29.6%

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.

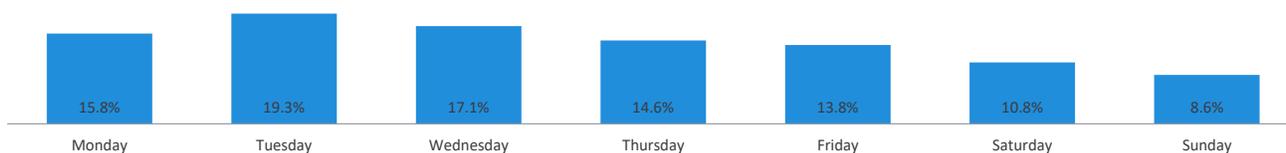
Visit Type Summary	Prior	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	LTD	
Medical	7,617	174	182	190	190	179	246	8,778	
Mental Health	Therapy	1,011	32	27	22	49	36	29	1,206
	Psychiatry	947	31	22	20	25	17	14	1,076

Benefit Summary	Prior	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	LTD
# Visits With Benefit Applied	9,327	230	225	228	260	227	283	10,780
# Visits Without Benefit Applied	248	7	6	4	4	5	6	280

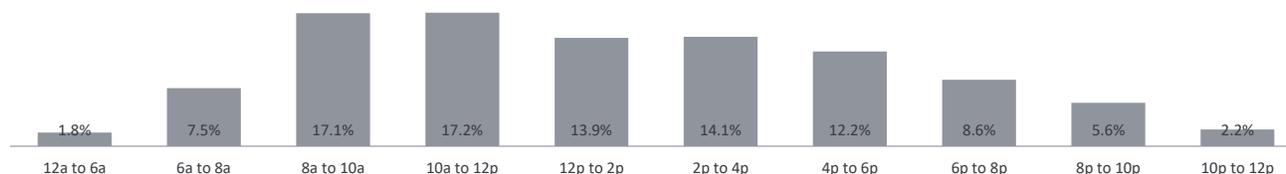
Note: Benefit not applied on visits by ineligible members, visits by members not properly associated to organization / insurance, or on visits where a discount has been applied

### Six Month Trends: Visit Time And Demographics

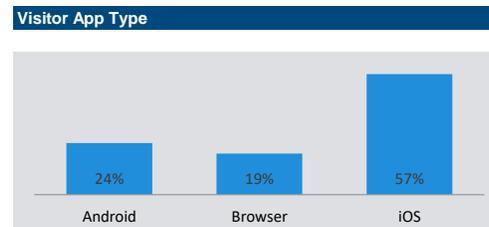
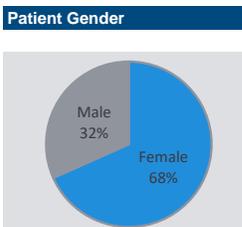
#### Day Of Week



#### Hour Of Day



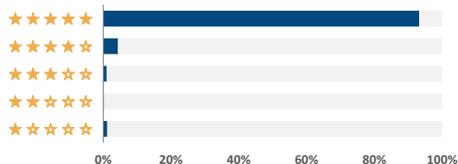
Patient Age	Percentage
0 to 17 (Custodial)	9%
18 to 29	17%
30 to 49	50%
50 and over	24%



### Historical Visit Experience

7,830 Visit Ratings (1-5 Stars):

Average: **4.9**  
Stars:



Avg Connection Time (On Demand Visits Only): **9.4 Minutes**

### Historical Post Visit Survey Results

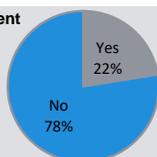
*Without Doctor On Demand, where would you have gone to get this issue treated?*

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

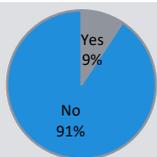
Response	# Responses	% Responses
Emergency Room	154	4%
Urgent Care	2,088	49%
Doctor's Office	1,160	27%
Stayed Home	608	14%
Other	230	5%

### Six Month Trends: Visit Initiation

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

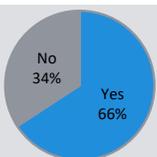


**Initiated By Custodian**

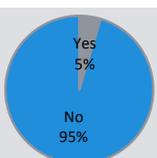


### Six Month Trends: Visit Result

**Resulted In Rx**



**Resulted In Lab Order**



### Historical Top 15 Symptoms

Symptom	# Symptoms	% of All Sym
General Symptoms: Fatigue / weakness	2,326	6%
Head / Neck: Headache	2,281	6%
Chest: Cough	2,218	6%
Head / Neck: Sore throat	2,019	5%
General Symptoms: Difficulty sleeping	1,951	5%
Head / Neck: Congestion / sinus problem	1,677	4%
Head / Neck: Nasal discharge	1,586	4%
General Symptoms: Fever	1,201	3%
General Symptoms: Loss of appetite	1,088	3%
Genitourinary: Discomfort / burning with urination	1,070	3%
Genitourinary: Frequent urination	1,052	3%
Head / Neck: Congestion/sinus problem	989	3%
Head / Neck: Ear pain	712	2%
Skin: Skin rashes / bumps	693	2%
Chest: Shortness of breath	690	2%

### Historical Top 15 ICD10 Codes

ICD10 Code And Description	# ICD10s	% of All ICD10
N390 - Urinary tract infection, site not specified	1,006	8%
J0190 - Acute sinusitis, unspecified	658	5%
J069 - Acute upper respiratory infection, unspecified	604	5%
F411 - Generalized anxiety disorder	413	3%
J029 - Acute pharyngitis, unspecified	387	3%
Z760 - Encounter for issue of repeat prescription	339	3%
R05 - Cough	337	3%
F4323 - Adjustment disorder with mixed anxiety and depressed mo	270	2%
J209 - Acute bronchitis, unspecified	264	2%
F419 - Anxiety disorder, unspecified	260	2%
J0180 - Other acute sinusitis	201	2%
F331 - Major depressive disorder, recurrent, moderate	189	1%
F339 - Major depressive disorder, recurrent, unspecified	169	1%
Z630 - Problems in relationship with spouse or partner	152	1%
F341 - Dysthymic disorder	144	1%

### Historical Top 15 Rx

Rx Name	# Rx	% of All Rx
nitrofurantoin	722	7%
predniSONE	699	6%
benzonatate	678	6%
amoxicillin-clavulanate	664	6%
albuterol	639	6%
fluconazole	288	3%
fluticasone nasal	280	3%
sulfamethoxazole-trimethoprim	276	3%
FLUoxetine	247	2%
azithromycin	242	2%
methylPREDNISolone	239	2%
amoxicillin	231	2%
doxycycline	223	2%
sertraline	214	2%
escitalopram	209	2%

### Historical Top 15 Lab Orders

Lab Name	# Lab Orders	% of All Orders
TSH with Reflex to Free T4	115	9%
Comprehensive Metabolic Panel	112	9%
Urinalysis, Complete with Reflex	91	7%
CBC+diff	88	7%
Lipid Panel	80	7%
Urine Culture, Routine	77	6%
Hemoglobin A1c	73	6%
Vitamin D	57	5%
Chlamydia/GC, Urine	42	3%
Urinalysis, Complete	42	3%
B12/Folate	31	3%
Basic Metabolic Panel	26	2%
RPR w/ Reflex	21	2%
Stool O&P	19	2%
Stool Culture	18	2%