

Engagement Summary

Engagement Metric
% Registered
% Unique Engagement (Visitors / Lives)
% Overall Engagement (Visits / Lives)

As % Of Employee Population: 29,930		
2022-01	YTD Annualized	LTD
0.5%	5.5%	34.3%
0.8%	10.1%	14.7%
1.1%	12.7%	38.8%

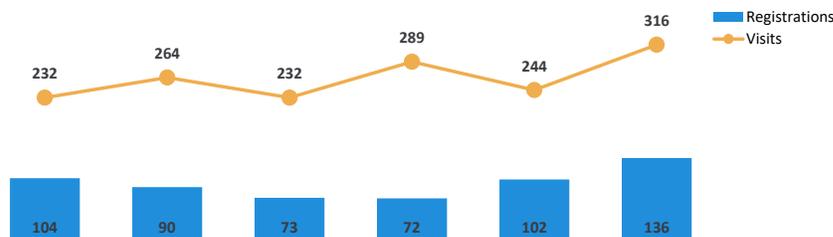
As % Of Total Population: 51,831		
2022-01	YTD Annualized	LTD
0.3%	3.1%	19.8%
0.5%	5.9%	8.5%
0.6%	7.3%	22.4%

Year To Date Activity

Registration Summary	YTD
# Registered	136

Visit Summary	YTD
# Unique Visitors	253
# Visits	316

Monthly Activity Last Six Months



Registration Summary	Prior	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	LTD
# Registered	9,693	104	90	73	72	102	136	10,270

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	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	LTD	
# Unique Visitors	3,976	196	196	187	231	209	253	4,401	
# Visits	10,043	232	264	232	289	244	316	11,620	
Visit Frequency	% 1 Visit	52.3%	84.2%	78.1%	84.0%	83.1%	88.5%	83.0%	51.3%
	% 2 Visits	19.3%	14.3%	13.8%	10.2%	10.8%	8.1%	11.9%	18.9%
	% 3+ Visits	28.4%	1.5%	8.2%	5.9%	6.1%	3.3%	5.1%	29.9%

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.

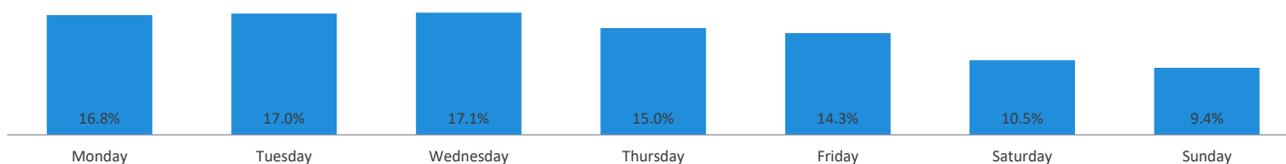
Visit Type Summary	Prior	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	LTD	
Medical	7,973	190	190	179	246	196	254	9,228	
Mental Health	Therapy	1,070	22	49	36	29	28	37	1,271
	Psychiatry	1,000	20	25	17	14	20	25	1,121

Benefit Summary	Prior	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	LTD
# Visits With Benefit Applied	9,782	228	260	227	283	241	312	11,333
# Visits Without Benefit Applied	261	4	4	5	6	3	4	287

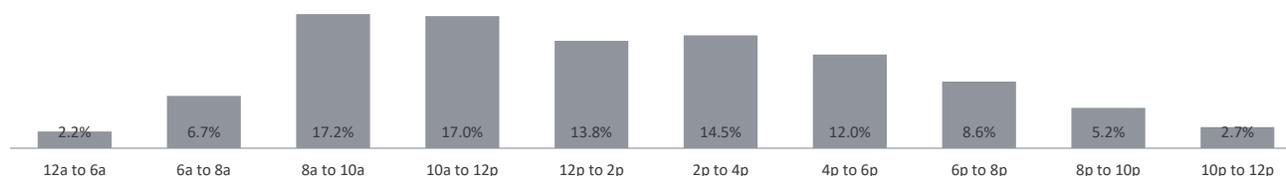
Note: Benefit not applied on visits by ineligible members, visits by members not properly associated to organization / insurance, or on visits where a discount has been applied

Six Month Trends: Visit Time And Demographics

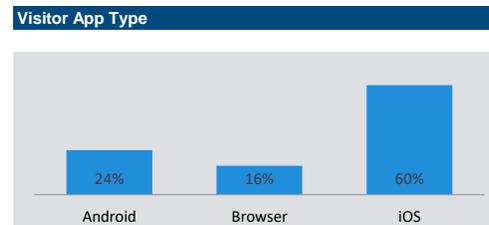
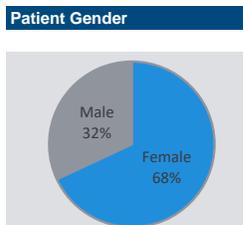
Day Of Week



Hour Of Day



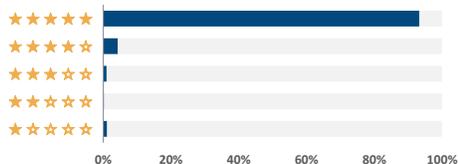
Patient Age	Percentage
0 to 17 (Custodial)	10%
18 to 29	18%
30 to 49	48%
50 and over	24%



Historical Visit Experience

8,197 Visit Ratings (1-5 Stars):

Average: **4.9**
Stars:



Avg Connection Time (On Demand Visits Only): **11.0 Minutes**

Historical Post Visit Survey Results

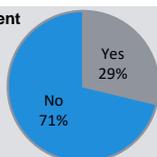
Without Doctor On Demand, where would you have gone to get this issue treated?

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

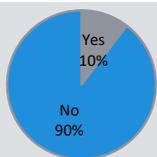
Response	# Responses	% Responses
Emergency Room	161	4%
Urgent Care	2,164	49%
Doctor's Office	1,196	27%
Stayed Home	640	15%
Other	247	6%

Six Month Trends: Visit Initiation

Initiated By Appointment
(Medical Visits Only)

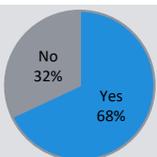


Initiated By Custodian

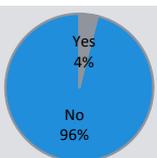


Six Month Trends: Visit Result

Resulted In Rx



Resulted In Lab Order



Historical Top 15 Symptoms

Symptom	# Symptoms	% of All Sym
General Symptoms: Fatigue / weakness	2,458	6%
Head / Neck: Headache	2,416	6%
Chest: Cough	2,366	6%
Head / Neck: Sore throat	2,147	5%
General Symptoms: Difficulty sleeping	2,049	5%
Head / Neck: Congestion / sinus problem	1,863	4%
Head / Neck: Nasal discharge	1,683	4%
General Symptoms: Fever	1,273	3%
General Symptoms: Loss of appetite	1,145	3%
Genitourinary: Discomfort / burning with urination	1,113	3%
Genitourinary: Frequent urination	1,094	3%
Head / Neck: Congestion/sinus problem	989	2%
Head / Neck: Ear pain	778	2%
Head / Neck: Difficulty / pain swallowing	732	2%
Chest: Shortness of breath	724	2%

Historical Top 15 ICD10 Codes

ICD10 Code And Description	# ICD10s	% of All ICD10
N390 - Urinary tract infection, site not specified	1,049	7%
J0190 - Acute sinusitis, unspecified	697	5%
J069 - Acute upper respiratory infection, unspecified	648	5%
F411 - Generalized anxiety disorder	446	3%
J029 - Acute pharyngitis, unspecified	419	3%
Z760 - Encounter for issue of repeat prescription	355	3%
R05 - Cough	337	2%
J209 - Acute bronchitis, unspecified	285	2%
F4323 - Adjustment disorder with mixed anxiety and depressed mood	275	2%
F419 - Anxiety disorder, unspecified	270	2%
J0180 - Other acute sinusitis	214	2%
F331 - Major depressive disorder, recurrent, moderate	202	1%
F339 - Major depressive disorder, recurrent, unspecified	180	1%
U071 - COVID-19	170	1%
Z630 - Problems in relationship with spouse or partner	154	1%

Historical Top 15 Rx

Rx Name	# Rx	% of All Rx
nitrofurantoin	755	7%
predniSONE	755	7%
benzonatate	747	6%
amoxicillin-clavulanate	711	6%
albuterol	689	6%
fluticasone nasal	308	3%
fluconazole	299	3%
sulfamethoxazole-trimethoprim	288	3%
azithromycin	259	2%
FLUoxetine	256	2%
amoxicillin	244	2%
methyIPREDNISolone	242	2%
doxycycline	235	2%
sertraline	224	2%
escitalopram	222	2%

Historical Top 15 Lab Orders

Lab Name	# Lab Orders	% of All Orders
TSH with Reflex to Free T4	121	9%
Comprehensive Metabolic Panel	120	9%
CBC+diff	94	7%
Urinalysis, Complete with Reflex	93	7%
Lipid Panel	85	7%
Urine Culture, Routine	81	6%
Hemoglobin A1c	79	6%
Vitamin D	61	5%
Chlamydia/GC, Urine	45	4%
Urinalysis, Complete	44	3%
B12/Folate	34	3%
Basic Metabolic Panel	27	2%
RPR w/ Reflex	23	2%
Stool O&P	19	2%
Stool Culture	18	1%