

UMR

2022-09 Engagement Report

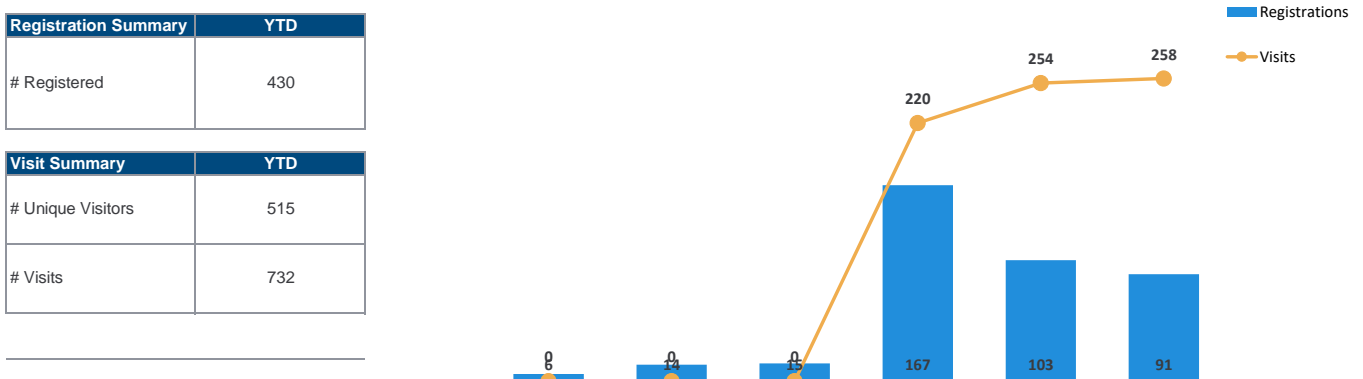
Note: Only Doctor On Demand visits with an associated claim submission to the Payer are included in the Engagement Report -- any free, discounted, uncovered, or other non-claim visits are not included. This is true of all metrics, trends, and aggregations.

Year To Date Activity

Registration Summary	YTD
# Registered	430

Visit Summary	YTD
# Unique Visitors	515
# Visits	732

Monthly Activity



Registration Summary	Prior	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	LTD
# Registered	495	6	14	15	167	103	91	891

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.

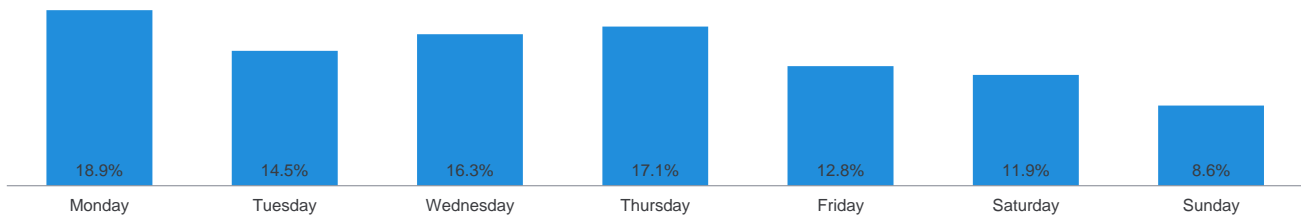
Visit Summary	Prior	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	LTD
# Unique Visitors	0	0	0	0	178	216	206	515
# Visits	0	0	0	0	220	254	258	732
Visit Frequency	% 1 Visit	-	-	-	82.0%	85.6%	81.6%	73.8%
	% 2 Visits	-	-	-	14.0%	12.0%	13.1%	17.5%
	% 3 Visits Or More	-	-	-	3.9%	2.3%	5.3%	8.7%

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.

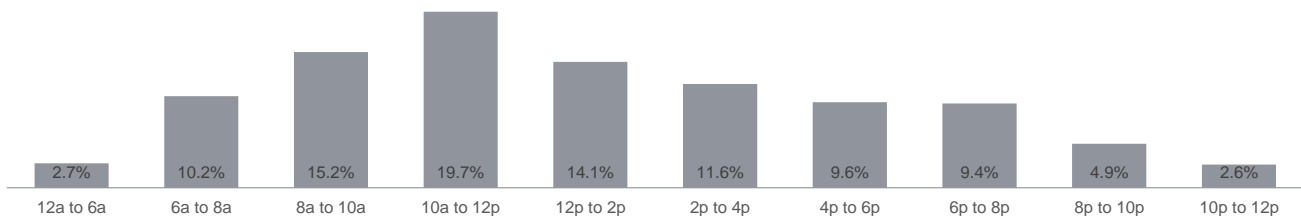
Visit Type Summary	Prior	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	LTD
Medical	0	0	0	0	205	209	201	615
Mental Health	Therapy	0	0	0	0	8	45	85
	Psychiatry	0	0	0	0	7	12	32

Six Month Trends: Visit Time And Demographics

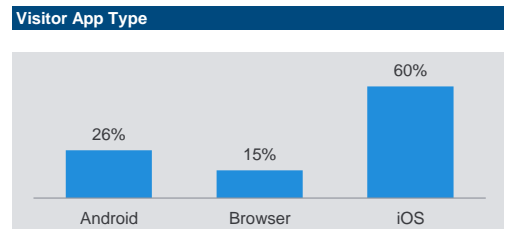
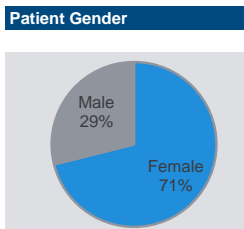
Day Of Week



Hour Of Day



Patient Age	Percentage
0 to 17 (Custodial)	7%
18 to 29	16%
30 to 49	55%
50 and over	23%



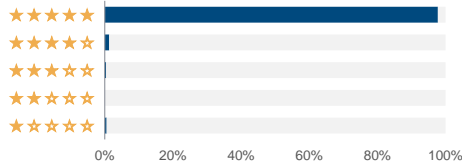
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2022-09 Engagement Report

Historical Visit Experience

531 Visit Ratings (1-5 Stars):

Average: **5.0**
Stars:



Avg Connection Time (On Demand Visits Only): **21.1 Minutes**

Historical Post Visit Survey Results

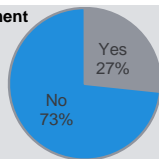
Without Doctor On Demand, where would you have gone to get this issue treated?

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

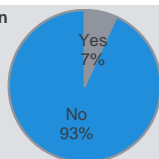
Response	# Responses	% Responses
Emergency Room	10	4%
Urgent Care	95	42%
Doctor's Office	52	23%
Stayed Home	38	17%
Other	30	13%

Six Month Trends: Visit Initiation

Initiated By Appointment
(Medical Visits Only)

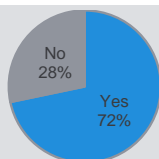


Initiated By Custodian

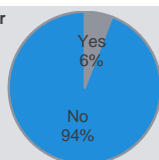


Six Month Trends: Visit Result

Resulted In Rx



Resulted In Lab Order



Historical Top 15 Symptoms

Symptom	# Symptoms	% of All Sym
Head / Neck: Congestion / sinus problem	208	7.4%
Chest: Cough	176	6.3%
General Symptoms: Fatigue / weakness	164	5.8%
Head / Neck: Headache	158	5.6%
Head / Neck: Sore throat	140	5.0%
General Symptoms: Difficulty sleeping	137	4.9%
Head / Neck: Nasal discharge	99	3.5%
General Symptoms: Fever	75	2.7%
Genitourinary: Frequent urination	75	2.7%
Head / Neck: Difficulty / pain swallowing	75	2.7%
Head / Neck: Ear pain	74	2.6%
General Symptoms: Loss of appetite	72	2.6%
Chest: Sputum / productive cough / phlegm	71	2.5%
Genitourinary: Discomfort / burning with urination	71	2.5%
Skin: Skin rashes / bumps	63	2.2%

Historical Top 15 ICD10 Codes

ICD10 Code And Description	# ICD10s	% of All ICD10
N39.0 - Urinary tract infection, site not specified	74	7.2%
U07.1 - COVID-19	72	7.1%
F41.1 - Generalized anxiety disorder	43	4.2%
R05.9 - Cough, unspecified	38	3.7%
F41.9 - Anxiety disorder, unspecified	31	3.0%
J06.9 - Acute upper respiratory infection, unspecified	31	3.0%
J02.9 - Acute pharyngitis, unspecified	28	2.7%
Z76.0 - Encounter for issue of repeat prescription	25	2.4%
J01.90 - Acute sinusitis, unspecified	22	2.2%
R21 - Rash and other nonspecific skin eruption	17	1.7%
J20.9 - Acute bronchitis, unspecified	15	1.5%
F43.20 - Adjustment disorder, unspecified	14	1.4%
I10 - Essential (primary) hypertension	13	1.3%
J01.00 - Acute maxillary sinusitis, unspecified	12	1.2%
E03.9 - Hypothyroidism, unspecified	11	1.1%

Historical Top 15 Rx

Rx	# Visits	% of All Rx
benzonate	62	7.2%
nitrofurantoin monohydrate/macrocystals	47	5.5%
predniSONE	34	3.9%
nirmatrelvir/ritonavir	33	3.8%
amoxicillin/potassium clavulanate	30	3.5%
albuterol	28	3.3%
ipratropium nasal	22	2.6%
albuterol sulfate	21	2.4%
prednisone	19	2.2%
sulfamethoxazole-trimethoprim	19	2.2%
ipratropium bromide	18	2.1%
amoxicillin	17	2.0%
azithromycin	15	1.7%
methylPREDNISolone	15	1.7%
cephalexin	14	1.6%

Historical Top 15 Lab Orders

Lab Name	# Lab Orders	% of All Orders
Comprehensive Metabolic Panel	15	8.5%
CBC+diff	13	7.4%
Urinalysis, Complete with Reflex	13	7.4%
TSH with Reflex to Free T4	10	5.7%
Lipid Panel	8	4.5%
Chlamydia/GC, Urine	7	4.0%
Hemoglobin A1c	7	4.0%
Thyroid Stimulating Hormone (TSH)	7	4.0%
Urine Culture, Routine	7	4.0%
Vitamin D	7	4.0%
T4, Free (Thyroxine)	6	3.4%
B12/Folate	4	2.3%
HIV-1/2 Ag/Ab, 4th Generation	4	2.3%
T. Vaginalis, Urine FEMALE	4	2.3%
Urinalysis, Complete	4	2.3%