

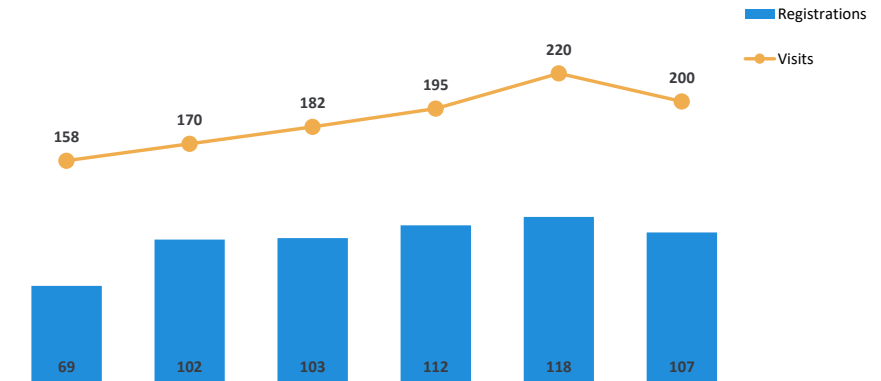
**Note:** Only Doctor On Demand visits with an associated claim submission to the Payer are included in the Engagement Report -- any free, discounted, uncovered, or other non-claim visits are not included. This is true of all metrics, trends, and aggregations.

**Year To Date Activity**

Registration Summary	YTD
# Registered	225

Visit Summary	YTD
# Unique Visitors	353
# Visits	420

**Monthly Activity**



Registration Summary	Prior	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	LTD
# Registered	7,067	69	102	103	112	118	107	7,678

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.

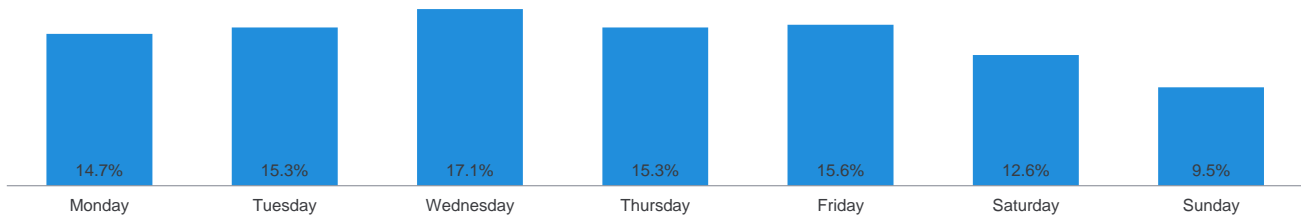
Visit Summary	Prior	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	LTD
# Unique Visitors	2,104	134	158	161	171	194	181	2,563
# Visits	4,033	158	170	182	195	220	200	5,158
Visit Frequency	% 1 Visit	62.0%	85.1%	93.0%	88.8%	89.5%	88.1%	60.0%
	% 2 Visits	20.4%	12.7%	6.3%	9.3%	8.8%	10.3%	20.3%
	% 3 Visits Or More	17.5%	2.2%	0.6%	1.9%	1.8%	1.5%	19.7%

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.

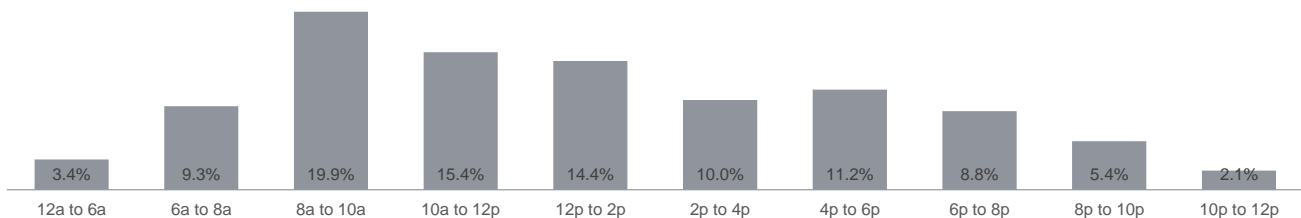
Visit Type Summary	Prior	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	LTD
Medical	3,361	122	141	153	163	187	175	4,302
Mental Health	Psychology	444	11	8	12	12	13	511
	Psychiatry	228	25	21	17	20	14	345

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

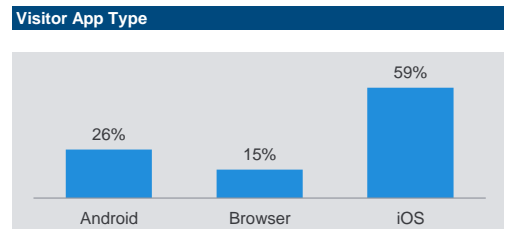
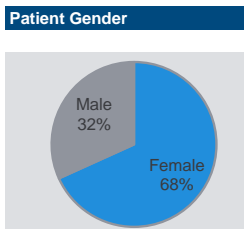
**Day Of Week**



**Hour Of Day**



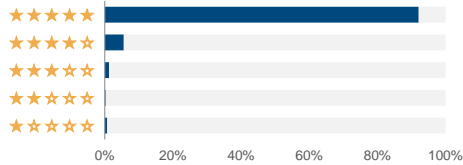
Patient Age	Percentage
0 to 17 (Custodial)	9%
18 to 29	19%
30 to 49	49%
50 and over	24%



**Historical Visit Experience**

3,983 Visit Ratings (1-5 Stars):

Average: **4.9**  
Stars:



Avg Connection Time (On Demand Visits Only): **6.0 Minutes**

**Historical Post Visit Survey Results**

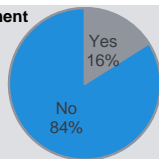
*Without Doctor On Demand, where would you have gone to get this issue treated?*

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

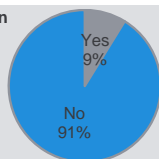
Response	# Responses	% Responses
Emergency Room	46	3%
Urgent Care	965	57%
Doctor's Office	455	27%
Stayed Home	166	10%
Other	58	3%

**Six Month Trends: Visit Initiation**

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

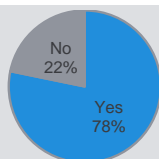


**Initiated By Custodian**

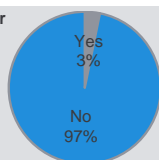


**Six Month Trends: Visit Result**

**Resulted In Rx**



**Resulted In Lab Order**



**Historical Top 15 Symptoms**

Symptom	# Symptoms	% of All Sym
Chest: Cough	1,452	6.7%
Head / Neck: Headache	1,361	6.2%
General Symptoms: Fatigue / weakness	1,351	6.2%
Head / Neck: Sore throat	1,347	6.2%
Head / Neck: Nasal discharge	1,144	5.2%
General Symptoms: Difficulty sleeping	1,074	4.9%
Head / Neck: Congestion/sinus problem	1,002	4.6%
General Symptoms: Fever	829	3.8%
Head / Neck: Congestion / sinus problem	660	3.0%
General Symptoms: Loss of appetite	642	2.9%
Gastrointestinal: Sore throat	562	2.6%
Genitourinary: Discomfort / burning with urination	495	2.3%
Genitourinary: Frequent urination	485	2.2%
Head / Neck: Difficulty / pain swallowing	383	1.8%
Chest: Shortness of breath	373	1.7%

**Historical Top 15 ICD10 Codes**

ICD10 Code And Description	# ICD10s	% of All ICD10
N39.0 - Urinary tract infection, site not specified	487	7.4%
J06.9 - Acute upper respiratory infection, unspecified	427	6.5%
J01.90 - Acute sinusitis, unspecified	396	6.0%
J02.9 - Acute pharyngitis, unspecified	220	3.4%
J20.9 - Acute bronchitis, unspecified	190	2.9%
Z63.0 - Problems in relationship with spouse or partner	133	2.0%
R05 - Cough	131	2.0%
F43.23 - Adjustment disorder with mixed anxiety and depressed mood	125	1.9%
Z76.0 - Encounter for issue of repeat prescription	121	1.8%
J01.00 - Acute maxillary sinusitis, unspecified	111	1.7%
J11.1 - Influenza due to unidentified influenza virus with other respiratory symptoms	109	1.7%
J01.80 - Other acute sinusitis	107	1.6%
F41.1 - Generalized anxiety disorder	100	1.5%
F41.9 - Anxiety disorder, unspecified	83	1.3%
J01.10 - Acute frontal sinusitis, unspecified	70	1.1%

**Historical Top 15 Rx**

Rx	# Visits	% of All Rx
benzonatate	449	8.3%
amoxicillin-clavulanate	428	7.9%
predniSONE	397	7.3%
nitrofurantoin	329	6.1%
albuterol	324	6.0%
methylPREDNISolone	182	3.3%
fluticasone nasal	167	3.1%
azithromycin	163	3.0%
amoxicillin	156	2.9%
oseltamivir	155	2.9%
sulfamethoxazole-trimethoprim	136	2.5%
fluconazole	132	2.4%
ipratropium nasal	117	2.2%
doxycycline	111	2.0%
dextromethorphan-promethazine	93	1.7%

**Historical Top 15 Lab Orders**

Lab Name	# Lab Orders	% of All Orders
TSH with Reflex to Free T4	41	11.5%
Urinalysis, Complete with Reflex	38	10.6%
Comprehensive Metabolic Panel	25	7.0%
Urine Culture, Routine	24	6.7%
CBC+diff	22	6.1%
Lipid Panel	22	6.1%
Hemoglobin A1c	18	5.0%
Vitamin D	16	4.5%
B12/Folate	15	4.2%
Chlamydia/GC, Urine	13	3.6%
Urinalysis, Complete	13	3.6%
Basic Metabolic Panel	8	2.2%
Glucose, Serum	7	2.0%
RPR w/ Reflex	6	1.7%
T3, Free	5	1.4%