

Virtual Primary Care

High-quality, virtual-first, primary care integrated with behavioral health.

36% of adults in their 30s do not have a primary care provider (PCP) and nearly half of the US population hasn't had a visit with a primary care provider in a given year¹. At the same time, evidence shows that chronic disease patients utilize ER services 18–32% less as a result of having a PCP². To improve overall health and wellness while reducing healthcare costs, you need a primary care option that is flexible, convenient, and compatible with employee lifestyles, and purpose-designed and proven to improve clinical outcomes and reduce overall healthcare costs.

Unlike traditional telemedicine programs, Virtual Primary Care goes beyond just acute and urgent care needs. Doctor on Demand's Virtual Primary Care solution delivers virtual-first, integrated, longitudinal PCP-led whole person care across the full continuum of medical and behavioral health needs for your plan members.

Improving the employee health benefits experience

- **High-quality, diverse, employed providers** and an expert Care Team that have the ability to build long-term relationships with employees
- A Collaborative Care model that **fully integrates behavioral health capabilities** to address medical and behavioral health needs
- Empowered providers that can **connect members to high-quality, in-network resources** for a comprehensive, coordinated care experience
- **Flexible care modalities, easy-to-use interfaces, remote monitoring with primary care device kits, and ability to sync with Apple HealthKit and Google Fit** for an enhanced employee experience



Results³

63%

of patients intending to go to the ER redirected to more appropriate sites of care or self-care

25%

A1C reduction for those >9.0

77%

of patients studied experienced an improvement in either systolic or diastolic blood pressure

83%

of members experienced an improvement in depression symptoms after 8 therapy visits

4.9/5.0

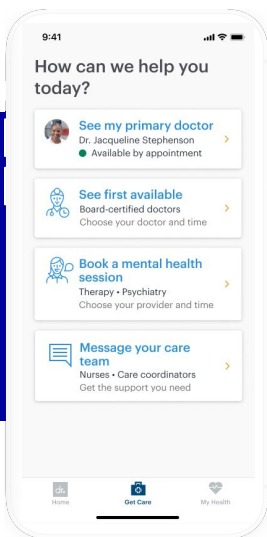
member satisfaction score

+78

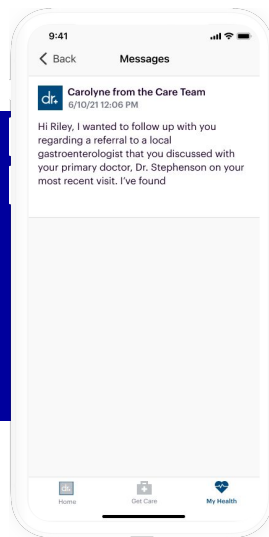
Client Net Promoter Score (NPS) across our health plan book of business

Regence BlueCross BlueShield of Utah is an Independent Licensee of the Blue Cross and Blue Shield Association. Doctor on Demand® is a separate company that provides telehealth services for Regence members.

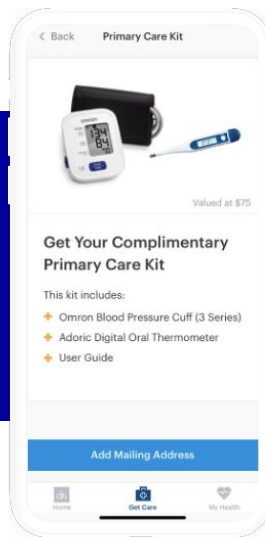
¹ AIM, 2020; ² PCC, 2019; ³ Included Health, data on file



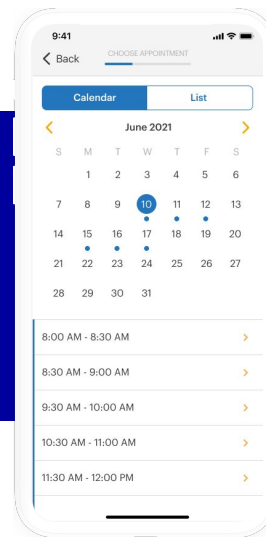
Engaged members with convenient virtual care solutions



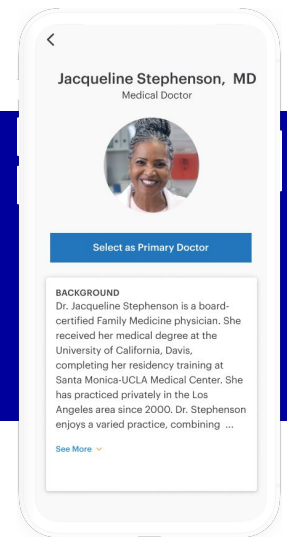
Referrals to in-network providers through our high-tech + high-touch platform



Preventive care and chronic conditions management with Primary Care kits*



24x7 care anytime, anywhere simplifying barriers to health



Diverse, employed providers for better care outcomes

“

Following surgery, I was looking for answers about a prescription. By reaching out to Doctor on Demand, I received support far beyond what I needed. During the visit, the team uncovered several comorbidities and set up a customized multi-week care plan covering my asthma, MS medication, mental wellbeing, nutrition, and arthritis management. Knowing the impact my physical conditions have had on my mental health, my PCP connected me to the behavioral health team for ongoing therapy.”

–Janet, Primary Care Member

Benefits of purchasing Virtual Primary Care:

- Preferred pricing
- Pre-wired solution that simplifies implementation
- No set up costs
- Dedicated account management and support

*Note: Care kits’ availability varies by selected package. Check with your account representative for details.

For sales inquiries, reach out to your account representative.

Visit www.drondemand.com for more information on virtual care solutions from Doctor on Demand by Included Health.