

Improving the patient experience with Care Clinic



Henry's journey to better health

51 years old

Managing diabetes and hypertension

Doesn't have an established Primary Care Provider

Henry and wife travel to Arizona to visit their son

Upon landing in Arizona, Henry realizes he's left his diabetes medication at home.

Henry visits the website of his health insurance, Everwell Health, and logs into his member account to check his coverage options in Arizona.

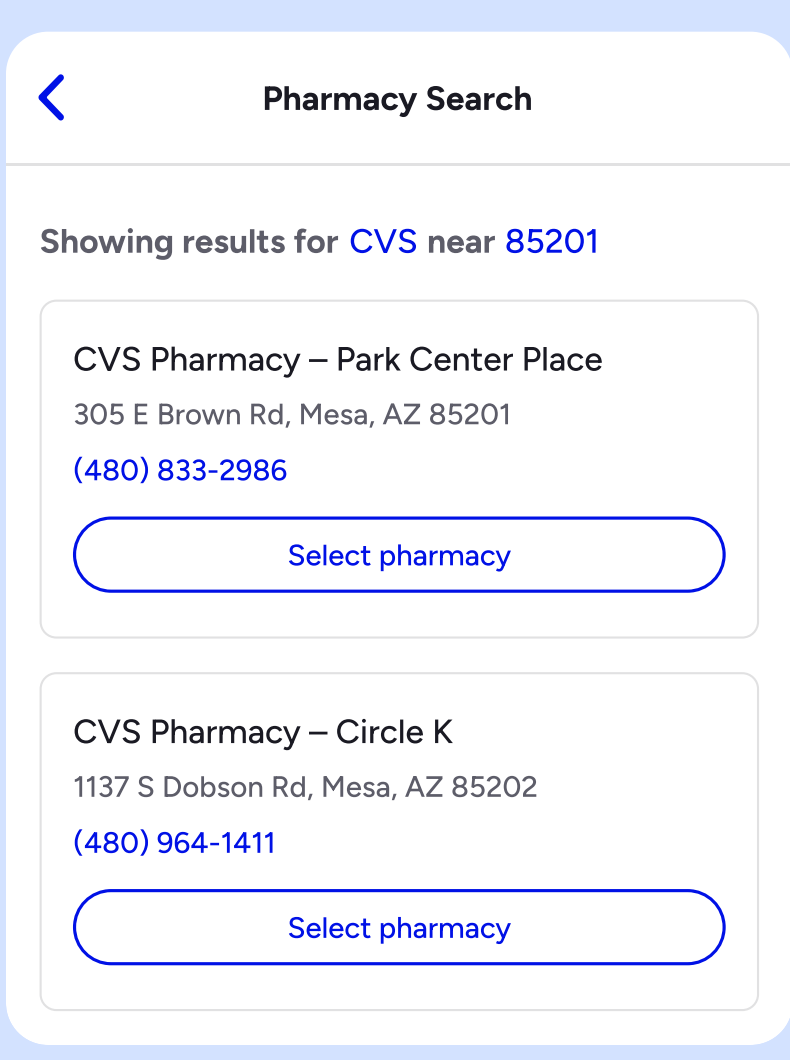
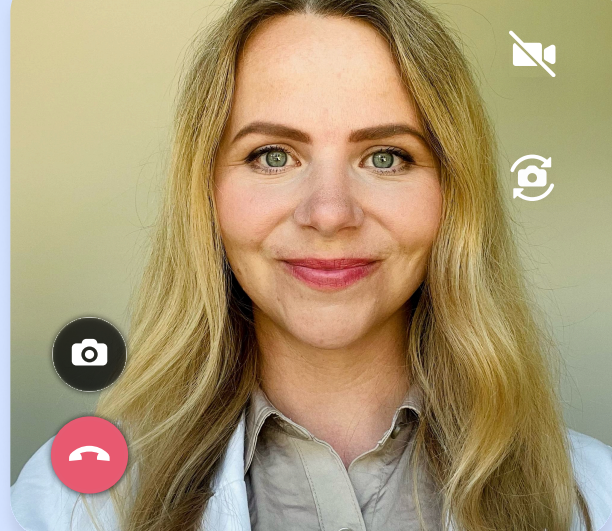
Everwell Health suggests an on-demand virtual visit for \$0 through their partnership with Doctor On Demand by Included Health.

Henry is directed to download the Doctor On Demand app and register for an account.

In less than 10 minutes, Henry registers and is seen by Dr. Kennedy, clinician at Doctor On Demand.

Since Henry doesn't have a primary care provider, Dr. Kennedy also recommends that he schedule a visit with a Doctor On Demand Primary Care Provider (PCP) to establish a longitudinal relationship.

Dr. Kennedy prescribes medication to hold Henry over for a few days and his prescription is sent to a local pharmacy of his choosing.



+30 days

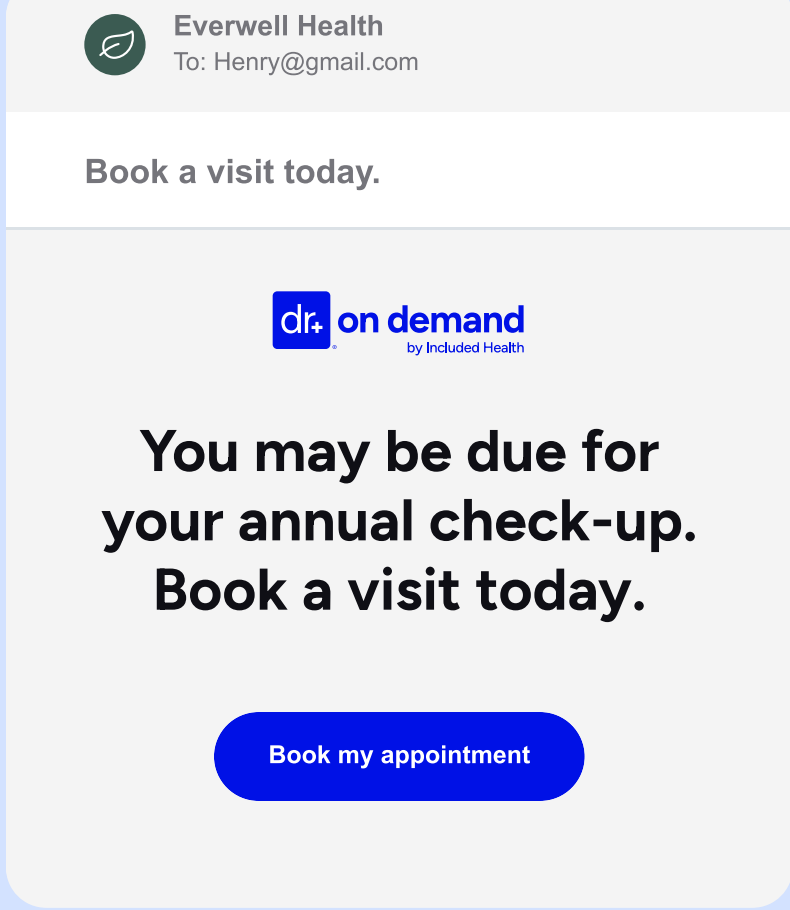
Henry opens an email from Doctor On Demand

Henry has not scheduled a PCP appointment yet, the email from Everwell Health is a great reminder — his first interaction with Doctor On Demand last month was easy enough so he gives it a shot.

He visits the Doctor On Demand app where he's able to view a list of qualified PCPs.

Henry chooses Dr. Lesser, who offers evening appointments, and is available just three days later.

A Primary Care kit is mailed to Henry that includes a blood pressure cuff and thermometer.



+3 days

Henry completes his Primary Care visit with Dr. Lesser

Before the visit, Henry receives push notifications reminding him that his Primary Care visit will begin soon. He joins the virtual visit from the comfort of his smartphone.

During the video visit, Dr. Lesser reviews Henry's chart, including Henry's urgent care visit with Dr. Kennedy last month and Henry's medical records outside of Doctor On Demand, which are accessible through the Doctor On Demand's EHR record sharing system.

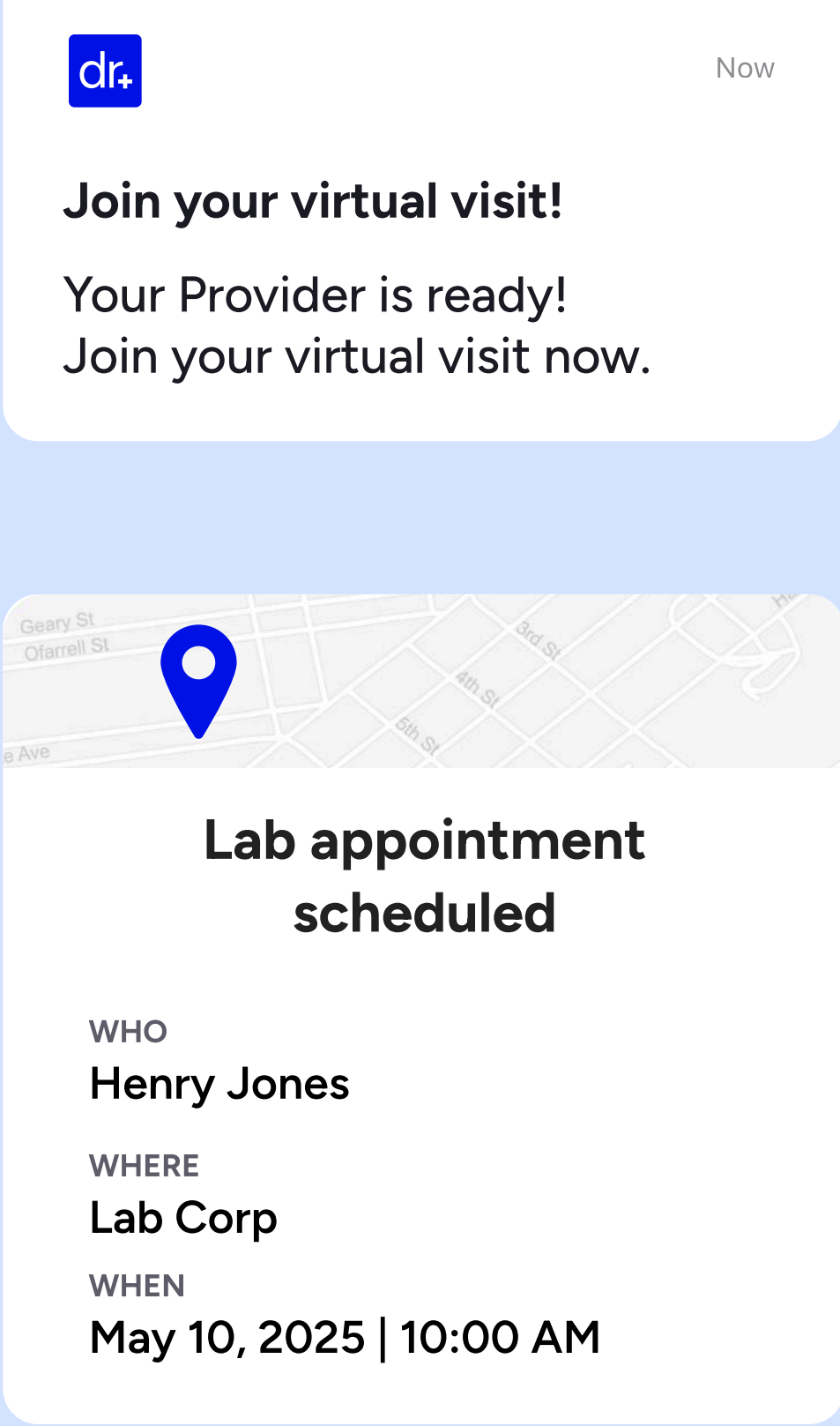
Dr. Lesser takes time to get to know Henry and reviews his health goals.

Dr. Lesser instructs Henry on the proper use of his blood pressure cuff so he can check his blood pressure regularly at home.

Dr. Lesser also spends time reviewing Henry's preventive care needs, and captures all visit notes into the EHR.

Dr. Lesser orders preventive and screening labs including a cholesterol panel, and orders kidney function tests and hemoglobin A1c to monitor Henry's chronic conditions.

The labs orders are sent to Henry's preferred lab location.



+7 days

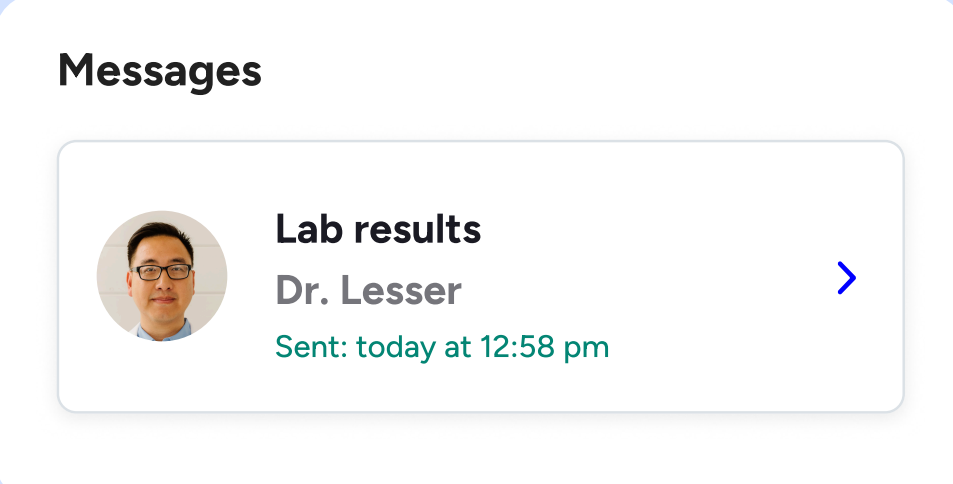
Henry completes blood work and lab visit

Lab results are received by Dr. Lesser and shared with Henry via the Doctor On Demand app.

Dr. Lesser reviews Henry's labs and sends Henry the results along with a note explaining the results and next steps. Henry's labs show elevated A1C and cholesterol, despite his medication.

Dr. Lesser recommends that Henry schedule a follow up visit to review the results in more detail.

Henry's labs are integrated into the EHR which enables data-sharing with Everwell Health and other provider organizations.

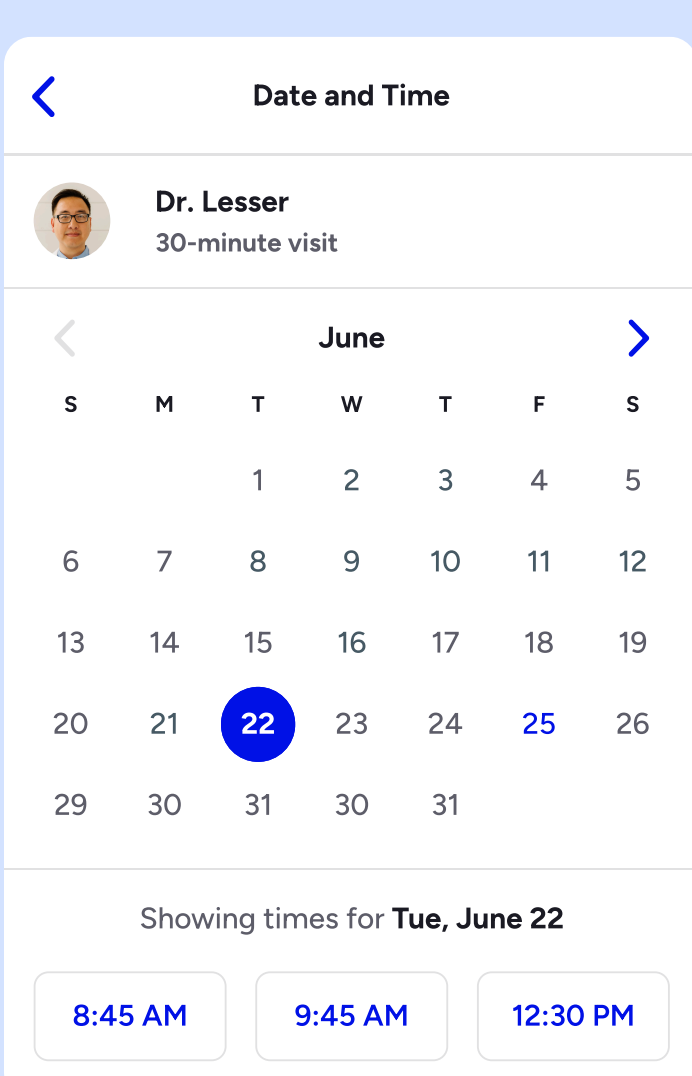


+2 days

Henry meets with Dr. Lesser to discuss lab results

During the follow-up visit, Dr. Lesser provides a detailed explanation of Henry's lab results, and recommends starting Henry on an additional medication for his diabetes and a cholesterol-lowering medication. Dr. Lesser notes that Everwell Health offers diabetes management programs for members and informs Henry of his options to enroll.

Dr. Lesser requests a one month follow up, and Henry schedules the appointment right away.



+30 days

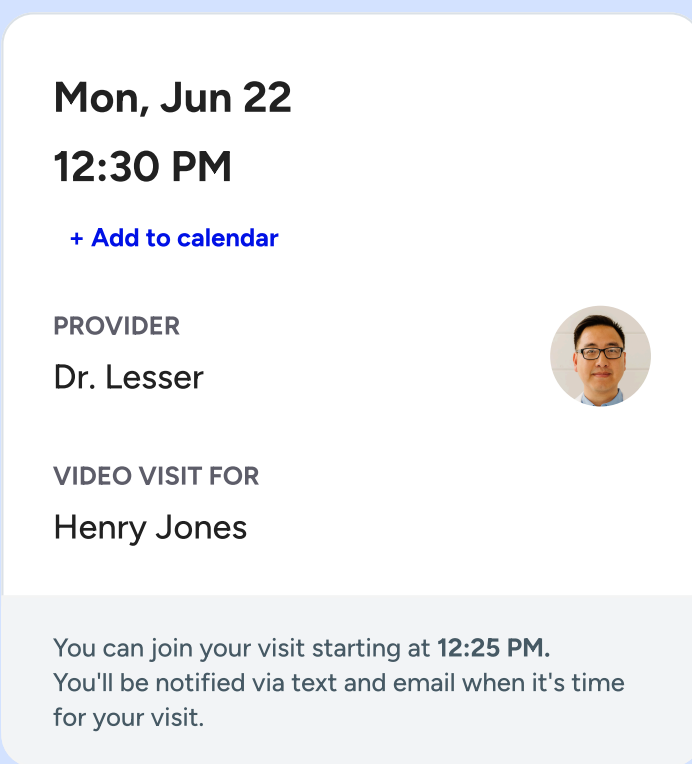
One month check in

During the one month check in, Dr. Lesser asks how Henry is doing on his new medications.

Henry feels positive about the changes he's implemented and he is regularly monitoring his blood pressure and blood sugar.

Henry also shares that he enrolled in Everwell Health's diabetes management program last week.

They agree to continue follow up appointments every three months.



+1 year

Henry's health outcomes improve

Over the course of the year, Henry and Dr. Lesser have continued to follow up regularly

Henry has lost 15 pounds and his blood pressure is now in the normal range, and his A1C has also improved

Henry feels empowered and in control of his health

