



## Information on Physician Network

Physicians are U.S. board-certified in internal medicine, pediatrics and family medicine. They are credentialed every 3 years with NCQA certified provider credentialing standards.

Physicians are licensed in their respective state(s).

Physicians have an average of 15 years of practice experience.

All physicians are verified through the National Physician Data Base (NPDB) and the American Medical Association (AMA) for medical licensure, training and education, work history and malpractice history.

Physicians have specialized training in talking with patients and diagnosing over the phone and with online video, while adhering to a set of 130 proprietary, evidence-based, clinical practice guidelines for the telephonic and audio-video treatment of common, uncomplicated medical conditions.

## Patient/Member Rating of Services

- 95% of patients/members overall satisfaction
- 96% of patients/members physician satisfaction
- 17 minute consultation duration (average)
- 16 minute call back time (average)
- 90% of patients/members issue(s) resolved

### Common Healthcare Challenges Addressed:

Cold/Flu, Bronchitis, Allergies, Poison Ivy, Pink Eye, Urinary Tract Infection, Respiratory Infection, Sinus Problems, Ear Infection, Rash, Sore Throat and others.

### Most Common Prescriptions:

Amoxicillin, Azithromycin, Bactrim DS, Augmentin, Cipro, Tessaion peries, Flonase Nasal Spray, Pyridium, Prednisone, Diflucan.