

# Everyday & Urgent Care

Immediate, accessible video-first virtual care for members with acute needs.

Telehealth is more common than ever, with 46% of people having completed a telehealth visit<sup>1</sup>. And as average wait times with primary care providers holds steady at 20+ days<sup>2</sup> and 50% of U.S. adults struggle to get healthcare on nights and evenings<sup>3</sup>, members need a more flexible option.

With Everyday & Urgent Care we offer solution offers accessible video-first care for acute needs. Our multidisciplinary team of employed clinicians provide 24/7 care on demand or by appointment, to improve access to care and deliver a better care experience for your members. Additionally, our solution efficiently lowers costs by reducing total medical encounters and redirecting to in-network care, as needed.

## We deliver top rated services across a spectrum of medical needs.

- **24/7 access to care across all 50 states** with wait times <10 minutes for everyday & urgent care needs for your members and their dependents, including on-demand acute pediatric care
- **Employed provider model** provides better clinical and diversity training and ensures high quality care
- **Clinicians cross-trained in behavioral health, primary dermatology, and geriatric medicine**, reducing the need for unnecessary referral to specialists
- **Video-first model with phone-based options**, as needed and easy-to-use interfaces, deliver an enhanced member experience

## Results

**92%**

Case resolution rate

**63%**

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

**3-5x**

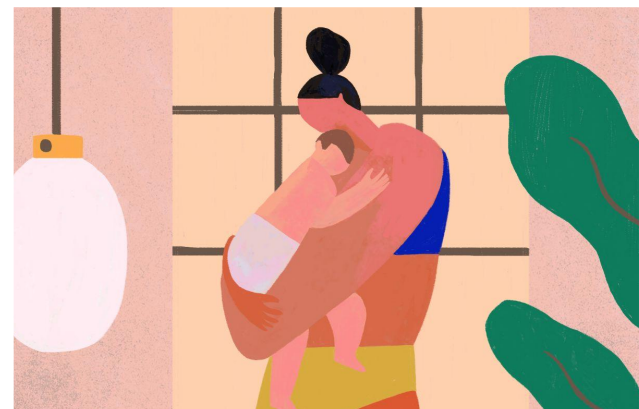
lower 14-day revisit rate when compared to other telemedicine companies

**4.9/5**

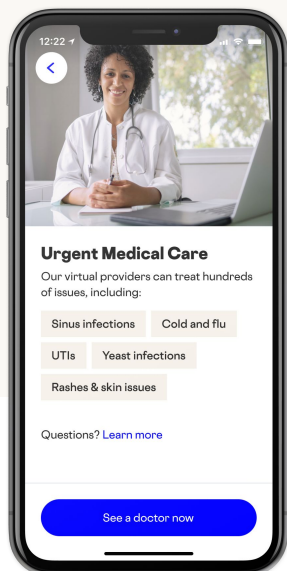
Member rating

**+75**

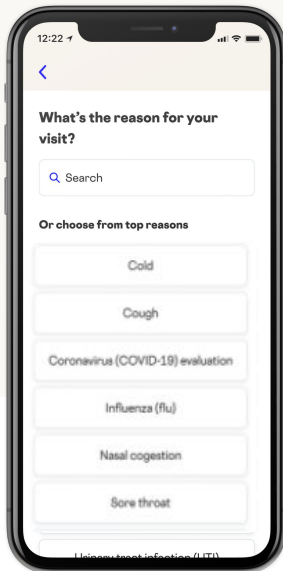
Net Promoter Score with partners



<sup>1</sup>McKinsey, 2021; <sup>2</sup> Merritt Hawkins, 2022; <sup>3</sup> The Commonwealth Fund, 2016



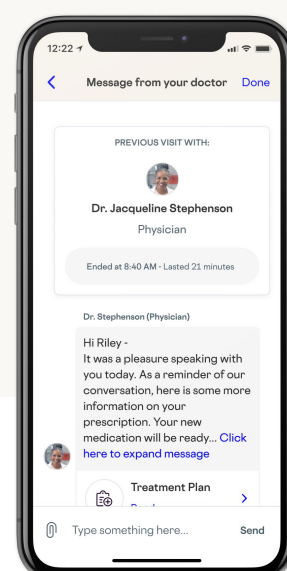
Thoughtfully designed, **easy-to-use interface**



**Smart intake flow** that recognizes the reason for visit and knows what to ask for



**24/7 on demand visits** via a video first model for members and their dependents



**Post-visit summaries** and treatment plans

“

The doctor was very thorough and easy to understand and nice! It was obvious he knew what he was talking about and we even discussed a couple of health issues that came up unrelated to the reason for the current visit. I wished he was local so I could make him my primary care physician!”

-Everyday & Urgent Care Member

**Contact us for a demo**

Email: [healthplans@includedhealth.com](mailto:healthplans@includedhealth.com)

