

# CIRRUS MD

## One Month Reporting from Actual CirrusMD Client

Reporting Month

### Membership & Utilization

17,155

Member Base ⓘ

1,291

Total Registrations ⓘ

1,692

Total Qualified Encounters ⓘ

11.1%

Annualized Utilization ⓘ

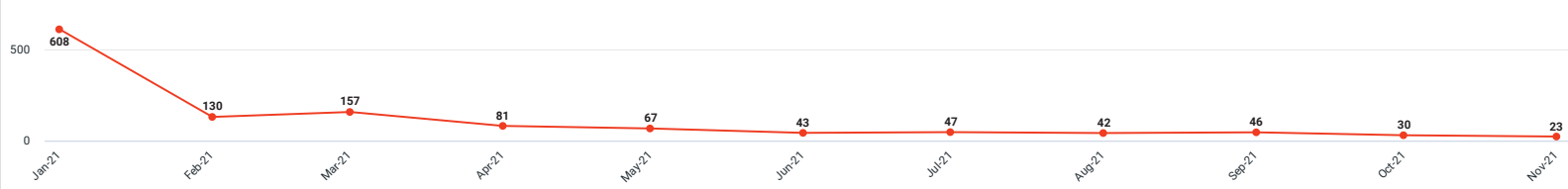
71.3%

Repeat Users ⓘ

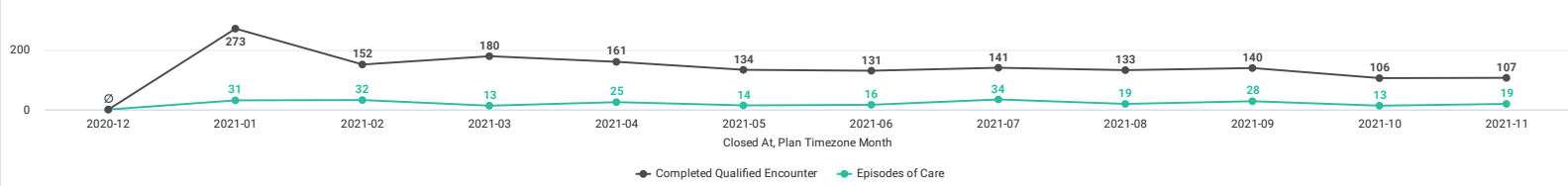
827

Unique Patients Using the Service ⓘ

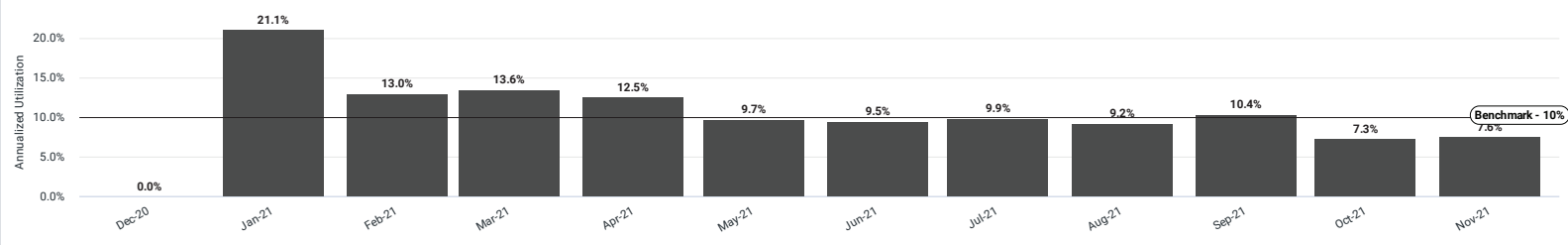
Registration Trend (Rolling 12 Months)



Completed Encounters Trend (Rolling 12 Months)



Utilization Trend (Rolling 12 months)



### Chat Outcomes

13.0

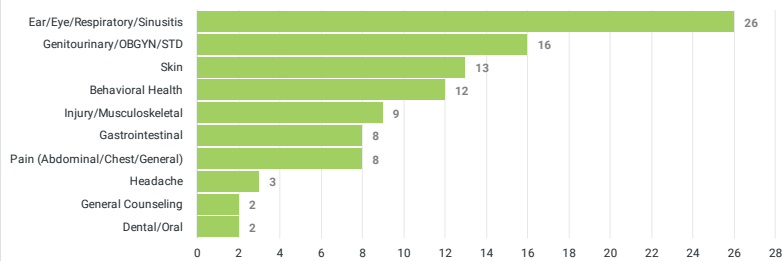
seconds ⓘ

30.6

minutes ⓘ

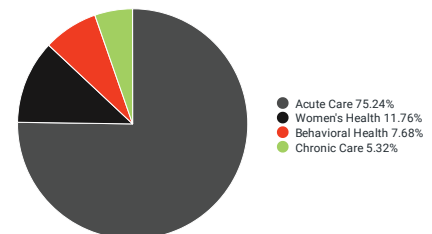
Disease Categories

Top 10 for Reporting Month



Virtual Primary Care Categories

Reporting Month

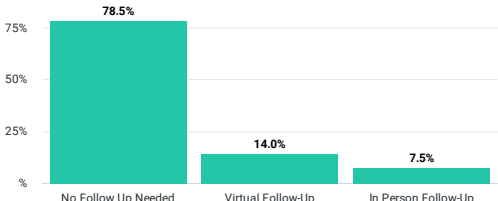


# 92.5%

Encounter Resolution Rate ⓘ

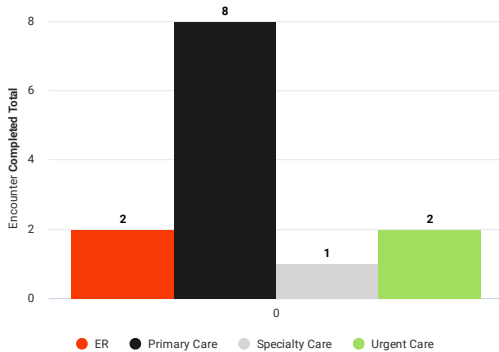
## Resolution Type

Reporting Month



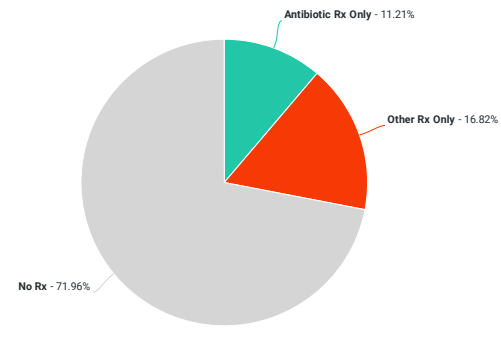
## Referrals

Reporting Month



## Prescription Breakdown

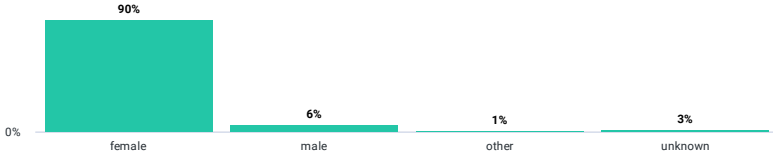
Reporting Month



## Patient Demographics & Usage Habits

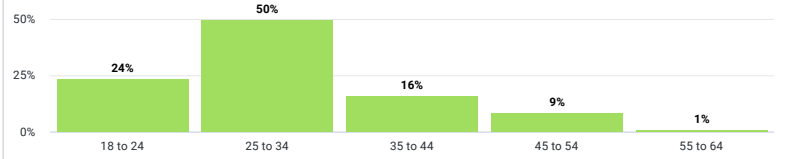
### Gender

Reporting Month

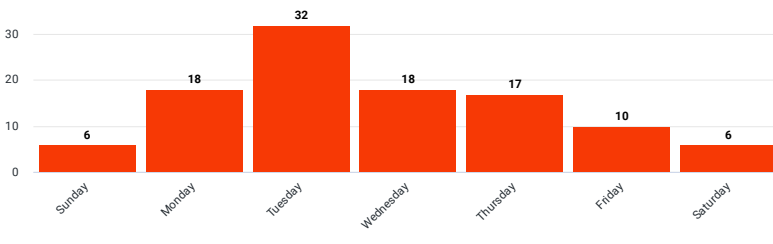


### Age Range

Reporting Month

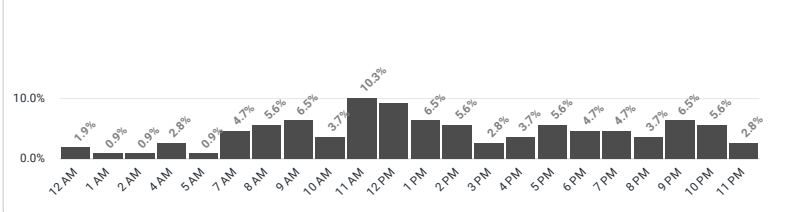


### Encounters by Day of Week



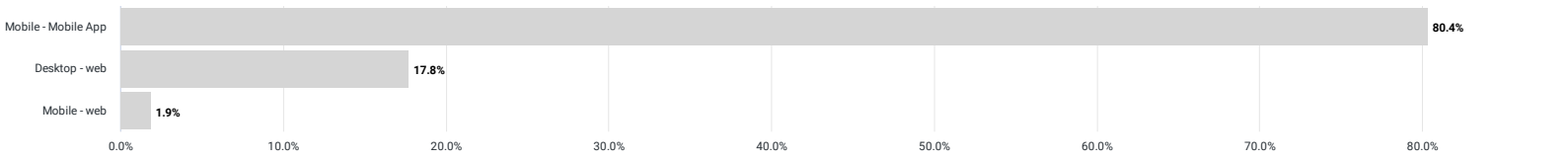
### Encounters by Time of Day

Reporting Month



## Patient Device Usage

Reporting Month



## Post-Encounter Survey Results

# 423

Sample Size ⓘ

# 96.2%

Patient Satisfaction ⓘ

# 4.79

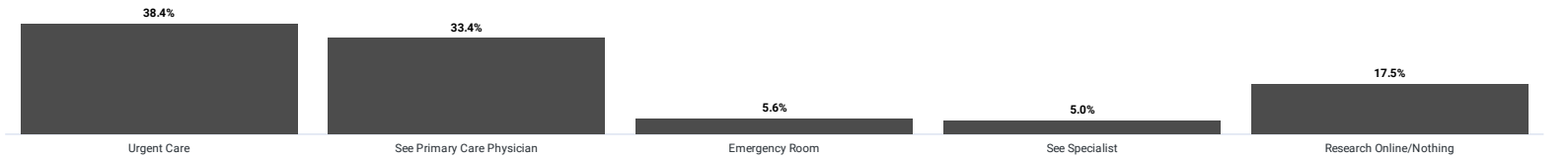
Provider Rating (out of 5 stars) ⓘ

# 4.83

Technology Rating (out of 5 stars) ⓘ

## YTD Alternative Course of Action & Patient Redirection

Patient Self-Reported



## Glossary

**Member Base:** Eligible membership for the reporting month

**Registration:** Total number of eligible members that completed registration process and set password for program

**Qualified Encounters:** An encounter that has a progress note (completed) or a qualified dismissed reason.

**Repeat Users:** Patients completing 2+ encounters within reporting period - CirrusMD Benchmark: 30%

**Episode of Care:** a 7 day timeframe in which a user can access unlimited encounters; measured from the time a user first initiates a chat for medical care with a physician, regardless of if the encounter is for the same issue or a new issue within the 7 day period.

**Monthly Utilization:** Total qualified encounters / monthly membership total \* (days in year / days in month) - CirrusMD Benchmark = 10%

**Annualized Utilization:** YTD Utilization Rate = YTD Total qualified encounters / average monthly membership \* (days in year / YTD days in year) - CirrusMD Benchmark = 10%

**Median Physician Response Time:** Median time from when patient initiated chat to Physician initial response. CirrusMD Benchmark = < 60 sec

**Median Encounter Duration:** Median length of encounters from when Patient initiates chat to when Provider completes with progress note. - CirrusMD Benchmark = 30 - 40 min

**Resolution Type:** Outcome of encounter (Resolved - no additional action required; In-Person Follow-Up - referred to another provider, Virtual Follow-Up - will follow-up on CirrusMD). - CirrusMD Benchmark = 83% Resolved

**Prescriptions Rate:** Breakout of total percentage of encounters that had a resolution of a prescription written. - CirrusMD Benchmark = 26% antibiotic RX rate

**Disease Categories:** Types of encounters that are seen on the platform within reporting month based off of ICD-10 codes

**Virtual Primary Care Categories:** Types of encounters seen within CirrusMD's Virtual Primary Care Model. Typical categories within an in-office PCP setting to use as benchmark are: Acute Care - 35%, Mental Health - 25%, Women's Health - 20%, Chronic Care - 20%

**Usage Type:** Clinical outcome of encounter based on ICD10 code(s) applied by Provider.

**Patient Satisfaction:** Overall Patient satisfaction (binary thumbs up or thumbs down) captured with a post encounter in-app survey. - CirrusMD Benchmark = 93%

**Technology Rating:** Overall technology rating, out of 5 stars, captured with a post encounter in-app survey

**Provider Rating:** Overall provider rating, out of 5 stars, captured with a post encounter in-app survey

**Alternative Course of Action & Patient Redirection:** Patient self-reported metric on "where would you have gone if you didn't have access to CirrusMD?" question within post encounter in-app survey. Redirection data can be used to calculate potential avoidable costs savings due to redirection from a brick and mortar and annual return on investment.