

# Synapse. Virtual Care for Next Generation Primary Care.

Doctor On Demand enables full mind and body care, inclusive of preventive health, chronic care, urgent care, and integrated behavioral health, in coordination with your healthcare ecosystem partners and TPAs closing the gap in continuity of care.



## Why Doctor On Demand Believes in Primary Care



People who have a PCP **save 33%** on healthcare over their peers who only see specialist



Adults with a PCP have **19% lower odds of premature death** than those who only see specialists



It takes an average of **24 days** to schedule an appointment with a doctor



## Inventing Virtual Primary Care with Synapse

Through our national practice of employed physicians, psychologists, nurses, and other health professionals and state-of-the-art technology, Synapse delivers the most comprehensive suite of primary care services in the telehealth marketplace. Synapse offers far more than virtual urgent care visits. Our physician-led care teams are also available for wellness visits, preventive screenings, chronic care, behavioral health, and full primary care for those employees without a primary care physician.

## Synapse reduces healthcare costs by providing your employees with easy access to a comprehensive suite of primary care services

By expanding access to primary care, Synapse will lead to: fewer hospitalizations; fewer trips to emergency rooms, urgent care centers, and medical offices; and earlier detection and resolution of potentially costly health issues. All of these outcomes will result in significant cost savings over time.

Synapse also helps you realize cost savings through better care coordination, smart referrals, and ecosystem integrations:

- + By connecting with your existing ecosystem partners and directing employees toward them, where indicated.
- + By using smart-intake processes to identify the most appropriate settings of care.
- + By guiding employees who need additional care, outside of Doctor On Demand, to your recommended in-network providers (pharmacies, labs, imaging centers, specialists, etc.).
- + By simplifying the employees' healthcare experiences and reducing fragmentation.

## How Synapse Virtual Primary Works

Primary Care Focused Intake



PCP Visit



Labs, Radiology, and In-network Referrals



Assign PCP

Mental Health Assessments

Results and Follow-up

**Services employers receive at no additional cost**

+ **Coordinated Care Team**  
We provide healthcare to your employees through dedicated teams of physicians, nurses, psychologists, pharmacists, and care coordinators. Our care teams enable the delivery of fully integrated mind and body care, with care plans tailored to each individual's specific healthcare needs.

+ **Member Engagement**  
With ongoing support from our account managers, we provide customized and population segmented marketing and engagement programs to promote high value utilization of our services, so that you receive the maximum return on your investments in the Synapse virtual care platform.

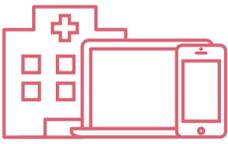
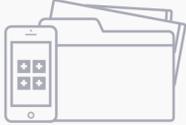
+ **Continuity of Care**  
We support ongoing provider patient relationships, and care coordination and connectivity with providers and healthcare services inside and outside of Doctor On Demand.

## Why Doctor On Demand Believes in Primary Care Comments from Our Patients

“ [My doctor] is so fantastic and caring. I absolutely love her. I totally love her! She was willing to listen and was genuinely sweet. She asked all the appropriate questions. **I wish she was my primary care physician.** Unfortunately she isn't able to be. This experience was the best.

“ [My doctor] gave me an idea of what the causes could be of my symptoms in simple terms, then recommended a course of action based on what we knew now and what I should do if things change. **I wish she could be my primary care!**

# dr+ on demand vs. Other Telehealth Providers

 <p><b>Expansive Urgent Care</b> (able to treat more)</p>	 <p><b>Limited Urgent Care</b> (limited scope)</p>
<p><b>Chronic Care Management</b></p> 	<p><b>No Chronic Care</b></p> 
 <p><b>Preventative Care</b> (e.g. wellness, screenings)</p>	 <p><b>No Preventative Care</b></p>
<p><b>Primary Care for those without a PCP</b></p> 	<p><b>No Primary Care</b></p> 
 <p><b>Clinically Integrated Behavioral Health</b></p>	 <p><b>Fragmented Behavioral Health</b></p>
<p><b>A single fully integrated platform</b></p> 	<p><b>Collection of disconnected point solutions</b></p> 
 <p><b>Providers work together</b> (connectivity)</p>	 <p><b>Each provider is an island</b> (no connectivity)</p>
<p><b>One app, with one medical record &amp; intake</b></p> 	<p><b>Multiple apps, medical records, intake processes</b></p> 
 <p><b>Led by a practice of employed physicians</b></p>	 <p><b>Led by a call-center of contracted physicians</b></p>
<p><b>Physicians follow-up with patients</b></p> 	<p><b>Physicians do not follow-up with patients</b></p> 
 <p><b>Physicians work within care teams</b></p>	 <p><b>Physicians do not work with care teams</b></p>
<p><b>Uses connected devices</b> (e.g. for remote monitoring, chronic care)</p> 	<p><b>Do not use connected devices</b></p> 