



HIGHLIGHTS OF TELEMEDICINE PILOT EXPERIENCE EMPLOYEES OF EXCELLUS BLUECROSS BLUESHIELD

February – October 2016



68%

of eligible employees registered for the company's telemedicine platform service.



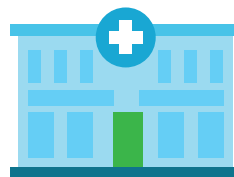
8%

of registered employees used the service during the pilot time period.

Overall experience ratings:



If telemedicine was not an option:

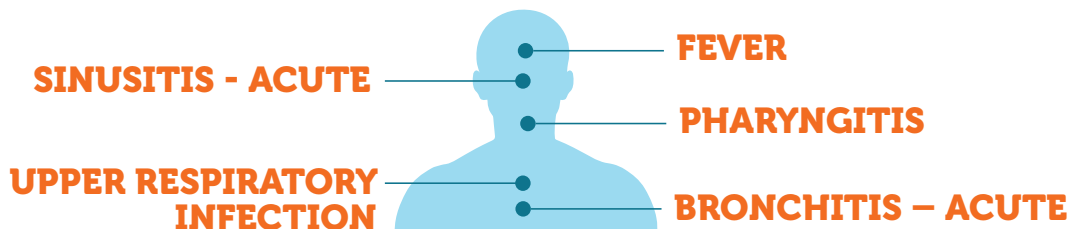


50%
would have used
Urgent Care.



2%
would have
used the ER.

Top diagnoses for telemedicine visits:





Common types of medicines prescribed during telemedicine visits:

- Cough suppressants
- Bronchodilators
- Antifungals
- Corticosteroids
- Antibiotics



19.5%

had telemedicine visits by video



80.5%

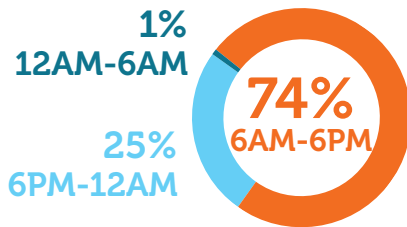
had telemedicine visits by telephone



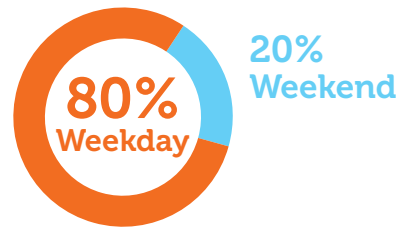
Average wait-time until a telemedicine visit:

5 minutes
11 seconds

When telemedicine visits take place

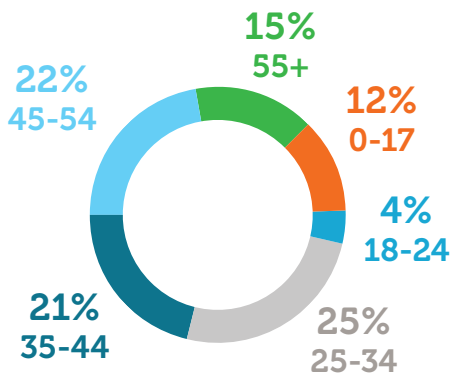


Time of day



Weekday/weekend

Age of patients using telemedicine:



Patient gender using telemedicine:

