

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 visit¹. And as average wait times with primary care providers holds steady at 20+ days² and 50% of U.S. adults struggle to get healthcare on nights and evenings³, 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

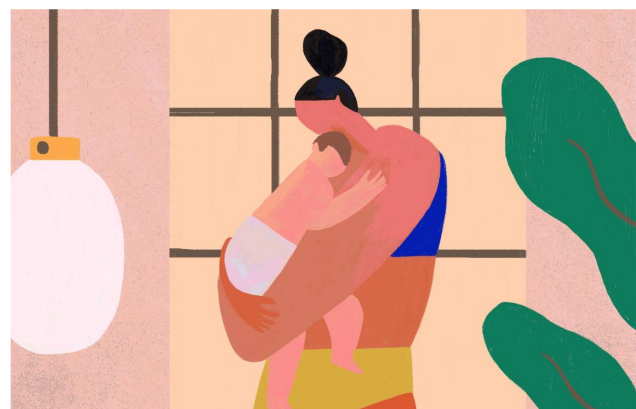
lower 14-day revisit rate when compared to other telemedicine companies

4.9/5

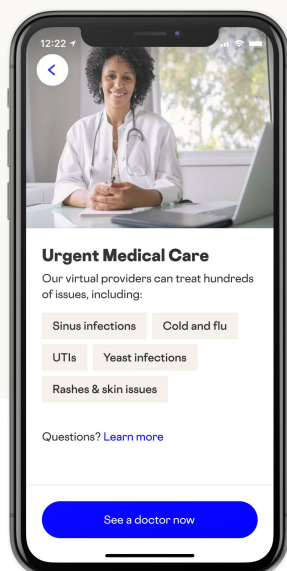
Member rating

+75

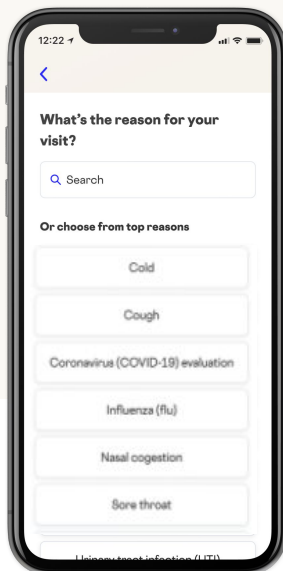
Net Promoter Score with partners



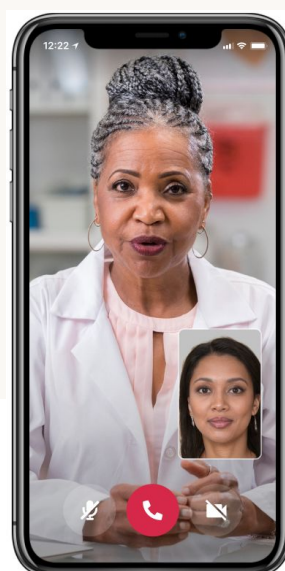
¹ McKinsey, 2021; ² Merritt Hawkins, 2022; ³ The Commonwealth Fund, 2016



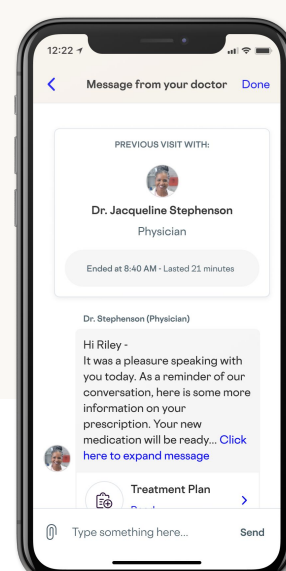
Thoughtfully designed,
easy-to-use interface



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



Grand Rounds + Doctor on Demand are now **Included Health**

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