



## Typical Telemedicine Company

### UTILIZATION RATE

**70%**

**20%**

[1]

### NET PROMOTER SCORE

**+87**

**+9**

[2]

### PATIENT REQUIREMENTS

**Name  
Date of Birth**

**Name, Date of Birth, Email, Phone  
Number, Credit Card, Verification,  
Street Address, Zip Code, State  
& more**

### DIAGNOSTIC TESTING

**FREE  
in your home**

**NOT AVAILABLE**

### APPROPRIATE TEST ORDERS

**100%**

**1-3%**

[3 & 4]

[1] EZaccessMD 5 year average vs. 2Q 2021 Teledoc Earnings Conference Call

[2] EZaccessMD average NPS vs. Customer Guru Estimated Teledoc NPS

[3] Uscher-Pines, Lori et al. "Access and Quality of Care in Direct-to-Consumer Telemedicine." *Telemedicine journal and e-health : the official journal of the American Telemedicine Association* vol. 22,4 (2016): 282-7. doi:10.1089/tmj.2015.0079.

[4] \*HEALTH AFFAIRS VOL. 37, NO. 12 : TELEHEALTH  
Quality Of Care For Acute Respiratory Infections During Direct-To-Consumer Telemedicine Visits For Adults