

# MD Live

By EVERNORTH

## Virtual primary care patient journey

### Jack – VPC patient

- + 49 years old, single with no children.
- + Full-time, blue-collar employee.
- + Lives in a rural area without easy access to a PCP office.



### JANUARY - Registration

- Jack learns his employer-offered health insurance includes MD Live Virtual Primary Care (VPC) and has a \$0 copay.
- He discovers he can receive Wellness Screenings, Routine Care, and Health Monitoring Programs through the service.

### FEBRUARY - Wellness screening

- Jack has been feeling fatigued, so he decides to schedule a Wellness Screening with a primary care physician (PCP).
- He can choose from a wide range of providers to help him find the best fit. He views physician bios detailing their specialties, years in practice, and language fluencies to help make his decision.
- Before Jack's Wellness Screening, he gets the necessary lab work done and completes a brief health risk assessment with the help of the MD Live chatbot.
- During his Wellness Screening, Dr. Williams and Jack discuss his lifestyle habits and other general health and well-being concerns. They also discuss his lab results, which show that Jack may have hypertension.
- Jack was unaware of his high blood pressure, which would have otherwise gone undetected and untreated.
- Dr. Williams assigns him to a Health Monitoring Program and schedules a follow-up, routine care visit for early April to discuss the results of his at-home blood pressure monitoring.

### MARCH - Health monitoring program

- Jack begins tracking his blood pressure and receives notifications, including recommended actions, when his results are out of range.

### APRIL - Routine care visit

- Jack has a follow-up Routine Care visit with Dr. Williams. They review and discuss his blood pressure tracking history.
- Through the MD Live integration with Surescripts, Dr. Williams prescribes Jack an on-formulary vasodilator. She suggests that Jack take advantage of the home delivery savings his Rx benefits offer for a 90-day supply.
- Dr. Williams also orders follow-up labs that she'll review and share with Jack via online messaging prior to his next Routine Care visit.

### MAY - Health monitoring program

- Jack continues tracking his blood pressure and begins taking his medication, as prescribed by Dr. Williams.

### JUNE - Routine care visit

- Jack has his next Routine Care visit with Dr. Williams. They review and discuss his continued blood pressure tracking, and she makes necessary adjustments to his medication and Health Monitoring Program.

### JULY - DECEMBER - Health monitoring program

- Jack continues his tracking. He's now making improved nutrition and fitness choices and adhering to his prescription medication instructions.

### JANUARY - Preparation and wellness screening

- Jack has his annual lab work done in preparation for his upcoming Wellness Screening.
- Jack has his second Wellness Screening with Dr. Williams, building an ongoing relationship with her as his PCP.