

# Everyday & Urgent Care with Behavioral Health

Highly-accessible, video-first virtual care for acute needs and behavioral health.

Access to physical and mental health can be challenging for many Americans. With 50% of U.S. adults struggling to get health care on nights and evenings<sup>1</sup> and 68% of people with a mental health need experiencing gaps in care<sup>2</sup> the need for access to high-quality, on demand healthcare and compassionate behavioral health support is more prevalent than ever.

Our Everyday & Urgent Care and Behavioral Health solutions offer accessible video-first care for the whole-person. Our multidisciplinary team of employed clinicians provide on-demand care for a range of common medical conditions. While our coaches and behavioral health specialists deliver a full spectrum of care, ranging from subclinical to clinical conditions. With internal cross-referrals and records sharing, integrated prescriptions and labs, and support for connected devices we bring convenient, accessible behavioral health care to everyone.

## We treat a wide range of everyday, urgent care, and behavioral health needs.

- **24/7 anytime, anywhere access** gives members on-demand medical care with a board-certified provider in <5 minutes
- **Highly employed provider model** provides better clinical and diversity training, ensures high quality care
- **Clinicians cross-trained** in behavioral health, primary dermatology, and geriatric medicine
- **24/7 access to coaching** with connection through chat to a certified coach within seconds for subclinical conditions and everyday life stressors
- **Therapists and psychiatrists, covering 44 specialist areas** to meet any need, and 90+% availability for a behavioral health provider within 7 days, with same-day, evening, and weekend options
- **Chart-sharing and cross-referrals** between our medical and behavioral health practices, and integrated prescriptions and labs ensure a **fully coordinated member experience**



## Results

**95%**

case resolution rate

**14-day**

revisit rate comparable to in-office visits and 3.5x lower than other telehealth companies

**53%**

Reduction in depression symptoms after four psychiatry visits

**40%**

Reduction in depression symptoms over eight therapy sessions

**4.9/5**

member rating

<sup>1</sup> [The Commonwealth Fund](#), 2016; <sup>2</sup> [Robert Wood Johnson Foundation](#) 2011

## Improved Member Experience



Thoughtfully designed, easy-to-use interface for an enhanced member experience

Video-first virtual care model for convenient access, regardless of location

## Everyday & Urgent Care

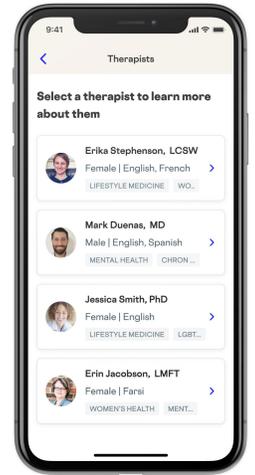


Smart intake flow recognizes the reason for visit and knows what to ask for to streamline

## Behavioral Health



Coaching delivers on-demand chat-based support for sub-clinical behavioral health conditions



Therapy and psychiatry focus areas allow members to select a provider based on their specific needs



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!"

-Included Health Member



"I'm gaining so much insight into my thought process and ways to deal with it. She has a wonderful way of making me feel safe and unafraid to talk about my feelings. Dr. Mohan is a treasure!"

- Included Health Member

Contact [enterprise@includedhealth.com](mailto:enterprise@includedhealth.com) for a demo.



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