



Dermatology Specialty Care

Presenter Name

Uncomplicated. The way healthcare should be.

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Less than 4 dermatologists per 100,000 people in the US¹

32.3 Days

Average wait time to see a dermatologist in person (for 15 major metro areas) and as long as 3-6 months in many other areas²

43%

Of patients who seek help from a medical professional who doesn't specialize in skincare, because they can't get an appointment with a dermatologist, are not properly diagnosed³

- 1) Smart DR, *Physician Characteristics and Distribution in the U.S.*, American Medical Association, 2009
- 2) 2017 Merritt Hawkins "Survey of Physician Appointment Wait Times", Sept. 2017
- 3) Dermatology in primary care: Prevalence and patient disposition, American Academy of Dermatology, 2001 Aug;45(2):250-5

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MDLIVE offers virtual consultations for more than 3,000 skin, hair and nail conditions through our exclusive partnership with DermatologistOnCall.

- Largest national network of board-certified dermatologists
- Manage chronic, low-risk skin conditions, such as acne, rosacea and eczema
- Skin cancer “spot checks” for members concerned about suspicious spots or moles on their skin
- Providing members with an easy and convenient way to access specialty skincare with an average turnaround time of 18 hours from request to diagnosis
- Huge reduction in lost productivity when employees don't need to miss work to see a dermatologist for themselves or their children.



Top 6 diagnosis account for nearly 60% of visits

- ✓ Acne
- ✓ Dermatitis
- ✓ Neoplasm of Uncertain Behavior
- ✓ Eczema
- ✓ Rosacea
- ✓ Psoriasis

If a biopsy or further in-person intervention is needed, all dermatologists have local practices for easy follow-up.

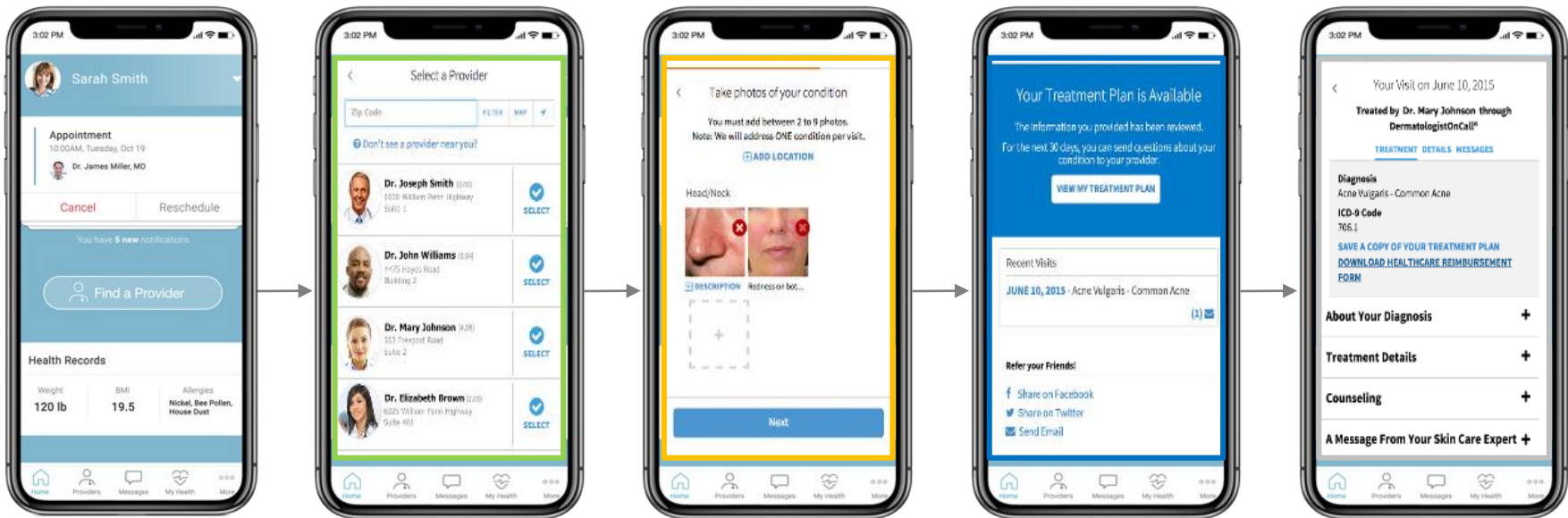
93%
patients
successfully
treated online

34%
repeat visits

98%
patient
satisfaction rating

Easy to use technology leads to patient satisfaction!

- ✓ Accessible via web or mobile-responsive web app
- ✓ Consultations completed via asynchronous “store and forward” photos*



Select dermatology

Choose a board-certified dermatologist

Upload photos of the issue or condition

Receive a detailed diagnosis, treatment plan, and prescriptions

Send questions to the dermatologist for up to 30 days

*Consultations completed via live video hybrid (synchronous + asynchronous) where required by state



In a 2017 Children’s Hospital of Philadelphia study, parents rated their willingness to use teledermatology to have their kids’ skin conditions diagnosed – versus waiting for an office appointment – an 8 out of 10, with 10 being “very willing.”

- US board certified dermatologists through a unique partnership with DermatologistOnCall
- Average 12-15 years clinical practice experience
- 93% clinical resolution
- 72% of consultations result in a Rx
- 98% patient satisfaction rate
- Over 5% of charts reviewed monthly
- 0 malpractice claims

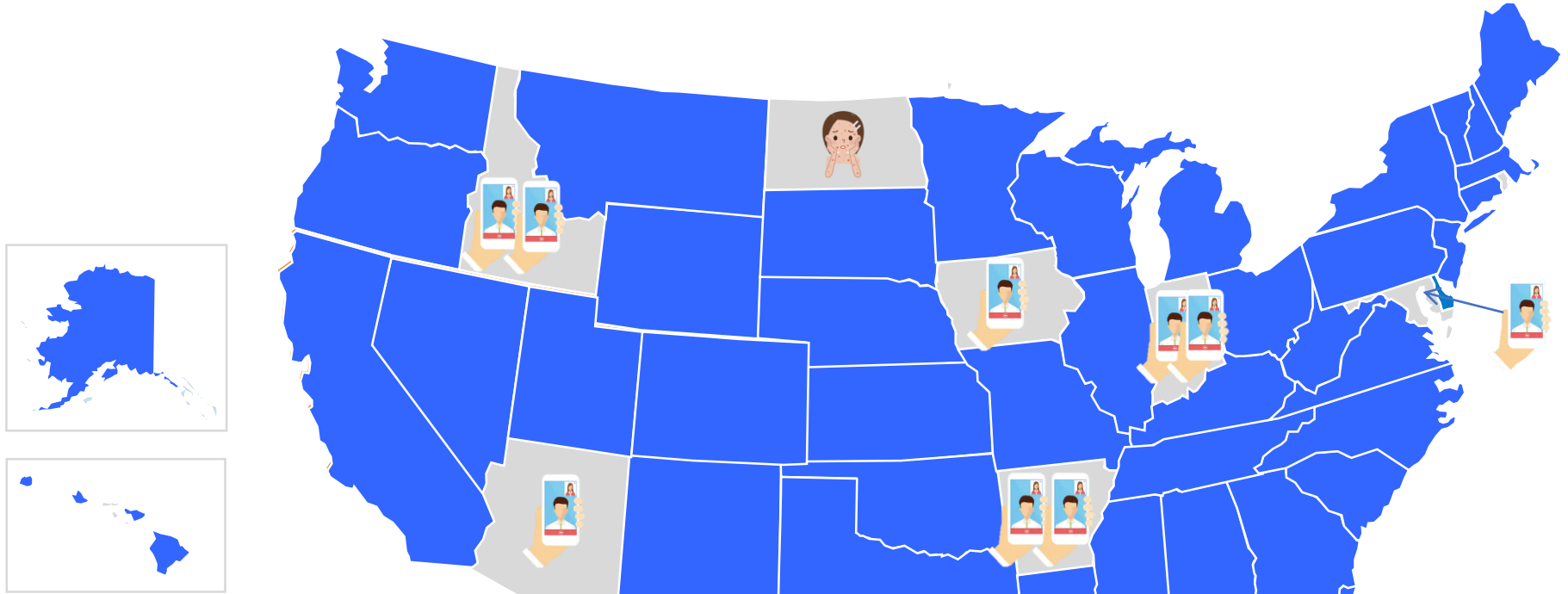


Appendix

| | | |
|---|--------------|----------------------|
| 1. Acne * | 30.8% | <i>Always there.</i> |
| 2. Dermatitis * | 12.8% | |
| 3. Neoplasm of Uncertain Behavior | 4.9% | |
| 4. Eczema * | 4.3% | |
| 5. Rosacea * | 3.0% | |
| 6. Psoriasis Vulgaris | 2.7% | |
| 7. Seborrheic Keratosis - SK | 2.2% | |
| 8. Folliculitis | 2.2% | |
| 9. Tinea Versicolor - TV | 1.3% | |
| 10. Cutaneous Reaction Arthropod Bite (Insect bites) | 1.0% | |
| 11. Androgenic Alopecia - AA - Male Pattern Baldness | 0.9% | |
| 12. Molluscum Contagiosum - MC | 0.9% | |
| 13. Actinic Keratosis | 0.8% | |
| 14. Dysplastic "Atypical" Melanocytic Nevus - DMN | 0.8% | |
| 15. Herpes Labialis - Cold Sores | 0.7% | |
| All other | 30.6% | |

*Aggregated various forms of similar diagnosis

Visit Modality by State



No restrictions



Video required for first visit



Video required for every visit



Existing patients only