

# Doctor On Demand User Experience

April 2020

 on demand



# **DOD COVID-19**

## **Current Home Screen**

# Coronavirus Updates

- DOD has added information to our web and app homescreens to address growing concerns about COVID-19 in the U.S. The information provides education, frequently asked questions and a free assessment tool.
- Released week of 3/3/20
- Coronavirus Landing Page:  
[www.doctorondemand.com/coronavirus](http://www.doctorondemand.com/coronavirus)
- Frequently Asked Questions:  
[https://www.doctorondemand.com/coronavirus-faq?utm\\_source=consumer&utm\\_medium=web&utm\\_campaign=COVID19\\_LPFAQ\\_FAQ](https://www.doctorondemand.com/coronavirus-faq?utm_source=consumer&utm_medium=web&utm_campaign=COVID19_LPFAQ_FAQ)
- Assessment tool:  
<https://patient.doctorondemand.com/coronavirus/1>

The screenshot shows the Doctor On Demand website homepage. At the top, there is a navigation bar with the logo 'dr. on demand', menu items 'What We Treat' and 'Businesses', and buttons for 'Sign In' and 'Join Now'. Below the navigation bar is a dark blue banner with white text: 'Concerned about coronavirus? We've put together what you need to know about COVID-19, including an assessment on how to protect your health.' and a white button labeled 'Coronavirus Center'. The main content area features a large image of a person holding a smartphone displaying a video call with a doctor. Overlaid on this image is the text 'Our doctors are in, 24/7' in a large, white, sans-serif font. Below this text is a smaller paragraph: 'The CDC is recommending video visits to help avoid exposure and reduce the risk of being exposed to germs in the waiting room.' and a blue button labeled 'Start Virtual Visit'. At the bottom of the page, there is a dark blue footer with white text: 'Connect with a doctor over live video in minutes. Available 24/7, nights and weekends.' and a white button labeled 'See a Doctor' with a right-pointing arrow.

dr. on demand What We Treat Businesses Sign In Join Now

Concerned about coronavirus? We've put together what you need to know about COVID-19, including an assessment on how to protect your health. Coronavirus Center

## Our doctors are in, 24/7

The CDC is recommending video visits to help avoid exposure and reduce the risk of being exposed to germs in the waiting room.

Start Virtual Visit

Connect with a doctor over live video in minutes. Available 24/7, nights and weekends. See a Doctor

## Homescreen

# Web

- From DOD home screen
- Returning member can Login In (top right hand bar)
- New Member select “Join Now”
  - “Take a new approach to your health screen: is presented for member to create their account
  - New member - agrees to terms and conditions and selects “Create Account”
  - Returning members can also Sign in from this screen

dr. on demand What We Treat Businesses Sign In Join Now

Concerned about coronavirus? We've put together what you need to know about COVID-19, including an assessment on how to protect your health. Coronavirus Center

## Our doctors are in, 24/7

The CDC is recommending video visits to help avoid exposure and reduce the risk of being exposed to germs in the waiting room.

Start Virtual Visit

Connect with a doctor over live video in minutes. Available 24/7, nights and weekends. See a Doctor >

dr. on demand

### Take a new approach to your health

Join over 1 million people who are already using Doctor On Demand and start feeling better today.

EMAIL:

DATE OF BIRTH:

PASSWORD:

I agree to Doctor On Demand's terms of Use, Informed Consent & Privacy Policy

Create Account

Already a member? Sign in

Deborah C. ★★★★★  
"I have used Doctor On Demand on 3 occasions. Dr. [redacted] my previous provider has been very helpful while being compassionate and professional. I would highly recommend this service. No waiting rooms, no hassle, and quality care!"

Bryan B. ★★★★★  
"Very professional and prompt. The doctors are so wonderful. I have not to find another service, if anything, that is as convenient as this. Life changing."

Veronica M. ★★★★★  
"My insurance agent referred me to this app. I'm so glad she did. I was able to talk to a doctor within 5 minutes, and get a prescription filled in an hour. And I don't have to miss work. Even in the worst cases, I don't have to wait around in a waiting room to see a doctor. I will definitely be using this app again! It's the best and super convenient."

## Homescreen

# Web Coronavirus Assessment Tool

- From DOD home screen
- Member selects “Start Assessment” button from top ribbon. Assessment is free.
- Member then select “Begin” to take quick 1-2 minute assessment (8 questions)

The screenshot shows the top navigation bar with the 'dr. on demand' logo, 'What We Treat' dropdown, 'Businesses' dropdown, 'Sign In', and 'Join Now' button. A dark blue banner contains the text 'Concerned about coronavirus? We've put together what you need to know about COVID-19, including an assessment on how to protect your health.' and a 'Coronavirus Center' button. The main content area features a large image of a person holding a smartphone displaying a video call with a doctor. The text reads: 'Our doctors are in, 24/7'. Below this is a sub-headline: 'The CDC is recommending video visits to help avoid exposure and reduce the risk of being exposed to germs in the waiting room.' and a 'Start Virtual Visit' button. At the bottom, a dark blue footer contains the text 'Connect with a doctor over live video in minutes. Available 24/7, nights and weekends.' and a 'See a Doctor' button with a right-pointing arrow.

## Coronavirus Risk Assessment

Based on CDC guidelines, we've prepared an assessment to help you determine what precautions you should take in the event coronavirus (COVID-19) impacts your community.

The assessment should take less than two minutes and will provide you with personalized prevention recommendations based on your answers.

Begin

## Homescreen

# Web Coronavirus Assessment Tool

- After completing questions, member is presented with the COVID-19 risk
- Option to “see a doctor today”
- Option to “view FAQs”
- Another option to discuss your results with a doctor?

< Previous 1/8

Do you have a cough or shortness of breath?

Yes

No

### Your Results

RISK LEVEL

**Low**

Based on your responses, we recommend you review the general precautions listed below to protect yourself and your family from COVID-19 (coronavirus disease 2019).

If you have additional questions about the risk of coronavirus disease or other general medical questions, please schedule a video visit with one of our doctors.

[See a doctor today](#) [View FAQs](#)

## Homescreen

# Web Coronavirus Assessment Tool

- Frequently Asked Questions and “Looking to discuss your results with a doctor are on the same page as Risk Results.

### How can you protect yourself and your family from the coronavirus?

- Avoid non-essential travel to countries or areas where cases of the coronavirus have been identified. Find up-to-date COVID-19 information for travelers on the [CDC's Website](#).
- Wash your hands frequently to prevent exposure to the virus. Just like any other virus, germs can be spread by touch. If you are using alcohol-based hand sanitizer, make sure it contains at least 60% alcohol for best results.
- Disinfect surfaces that are used by others. COVID-19, like many other viruses, is thought to live on surfaces from several hours up to a few days. This can lead to exposure to the virus by touching the infected surface and then touching your nose, eyes or mouth. Wash your hands after disinfecting surfaces.
- Equip your home with basic medical supplies, including:
  - Thermometer – It is important to be able to monitor your temperature if you start to develop cough or other symptoms of a virus. Get a thermometer from your local pharmacy and make sure it is working properly.
  - Over-the-counter remedies to treat symptoms – This should include fever and pain reducers (such as acetaminophen or ibuprofen), as well as cough medications.
  - Fluids – Keep plenty of water and electrolyte replacements on hand.
- Discuss postponement of non-essential medical procedures with your doctor.
- Consider alternative child care options if daycares and schools were to close.
- Talk to your employer about their plan if an outbreak occurs in your local area, including remote work and office closures.
- Purchase water and food supplies that can last for more than two weeks. In the event of local spread, stores may be closed temporarily.
- Make sure you have up to a 3-month supply of any prescription medications you are taking at home. Reach out to your doctor to request refills or an extra supply for chronic medications.
- Use a mask if you have respiratory symptoms (coughing or sneezing), have a suspected COVID-19 infection with mild symptoms, or are caring for someone with a suspected COVID-19 infection.
- If you are feeling sick, consider using a virtual care provider instead of going in-person to an urgent care facility or emergency room to limit your exposure to others who may have the virus.

### Looking to discuss your results with a doctor?

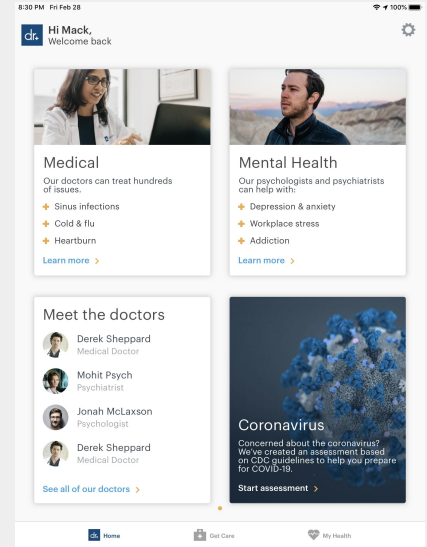
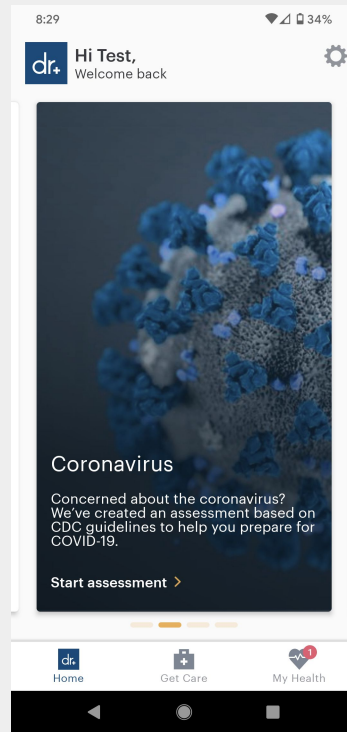
Get Started

## Homescreen

# Mobile App

- Android and iOS app homescreen

- iPad homescreen

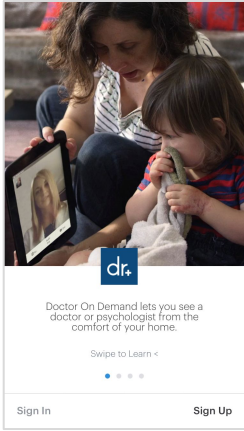




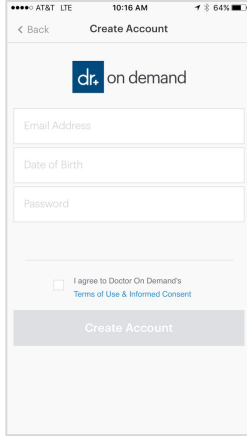
# User Experience

# Health Plan Registration Flow

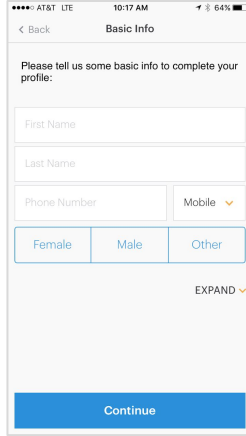
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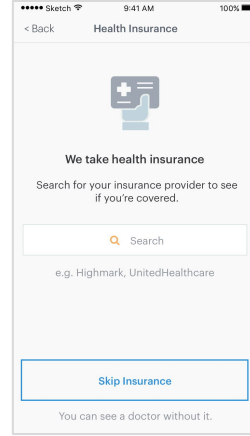
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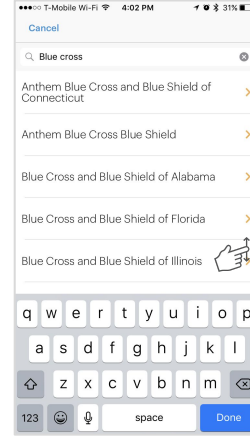
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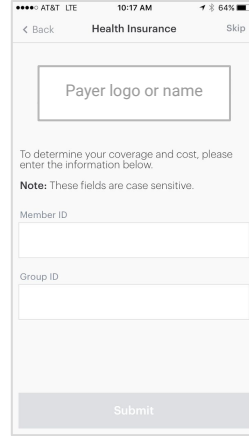
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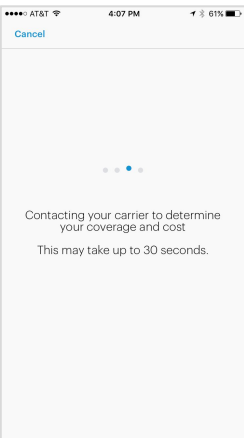
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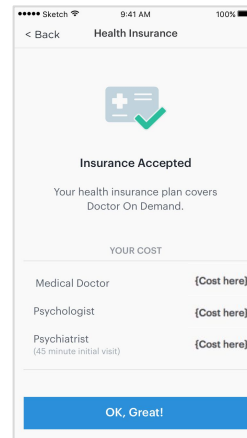
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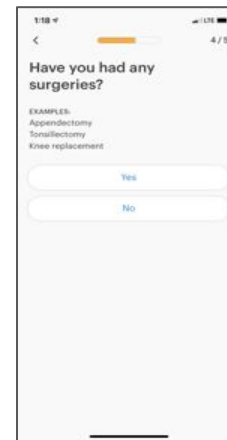
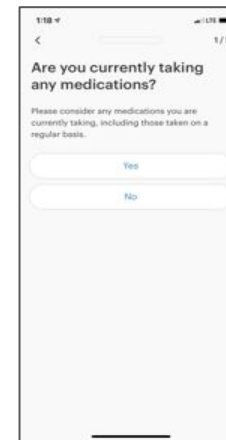
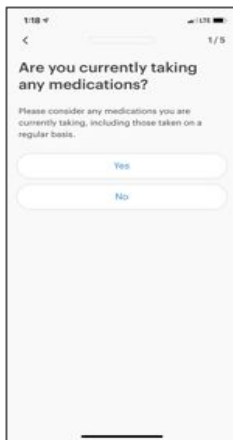
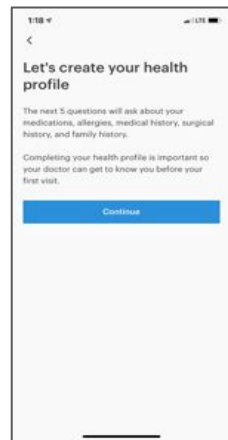
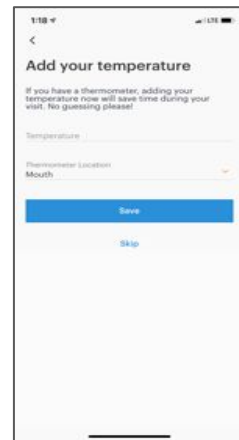
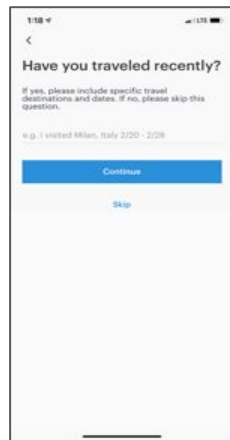
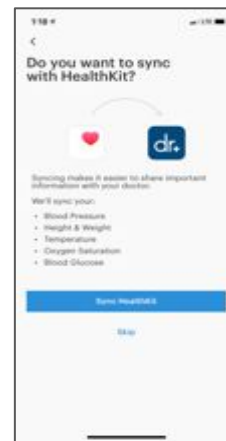
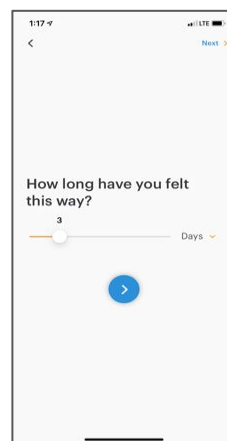
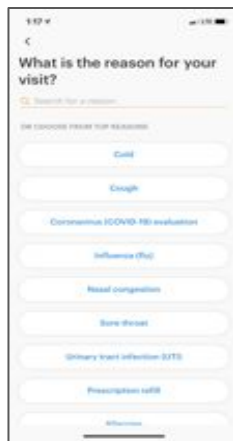
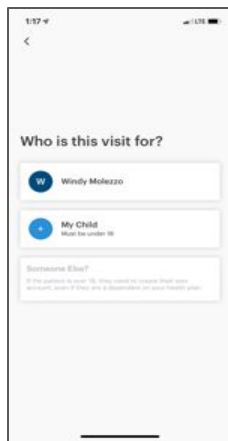
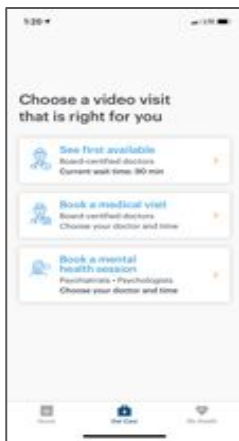
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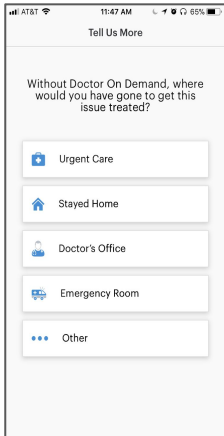
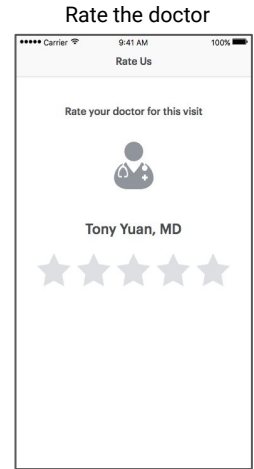
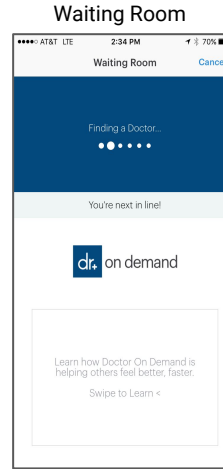
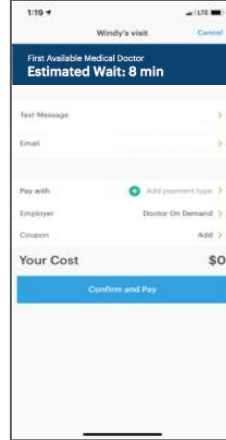
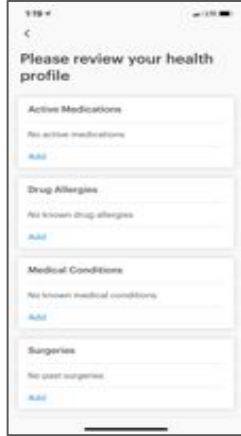
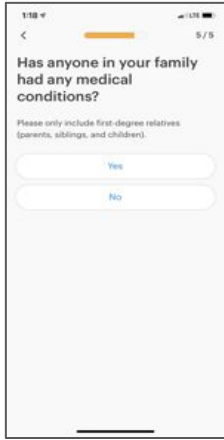
8



# Medical Visit User Experience 3/19/20 (Call Flow)



# Medical Visit User Experience - Continued



# Confirm Page - Insurance applied or not yet added

Carrier 9:41 AM 100%

< Back Cody's visit

First Available Medical Doctor  
**Estimated Wait: 8 min**

Reminders

Enable Notifications

Email cody@doctorondemand.com >

Payment

Pay with VISA .... 1111 >

Insurance Check for coverage >

Coupon Add >

Your Cost {Cost here}

**Confirm and Pay**

On Demand  
Insurance not yet added

Carrier 9:41 AM 100%

< Back Cody's visit

First Available Medical Doctor  
**Estimated Wait: 8 min**

Reminders

Enable Notifications

Email cody@doctorondemand.com

Payment

Pay with VISA .... 1111 >

Insurance {Health Plan name} >

Coupon *Can't be combined with insurance*


Your Cost {Cost here}

**Confirm and Pay**

On Demand  
Insurance Applied

Carrier 9:41 AM 100%

< Back Visit with Dr. Tong

Sept 28 For: Cody · 15 min  
**8:00pm** 

Reminders

Enable Notifications

Email cody@doctorondemand.com >

Payment

Pay with VISA .... 1111 >

Insurance {Health plan name} >

Coupon *Can't be combined with insurance*

Your Cost {Cost here}

**Confirm Appointment**

CANCELLATION POLICY: You can cancel your appointment up to 30 minutes before the start time without being charged.

MD Appointment  
Insurance applied

# Cancellation Policy shown before appt is booked

## Confirm/Payment page before booking

The warning on the initial payment screen currently looks like below (for MD visit, see below the confirm button):

Carrier 9:41 AM 100%

< Back Visit with Dr. Tong

Sept 28 For Cody · 25 min 8:00pm

Reminders

Enable Notifications

Email cody@doctordemand.com

Payment

Pay with VISA \*\*\*\* 1111

Insurance Check for coverage

Coupon Add

Your Cost \$75

[Confirm Appointment](#)

CANCELLATION POLICY: You can cancel your appointment up to 4 hours before the start time without being charged.

## Confirmation Email:

We include the language around missing an appointment in the confirmation email, part of which is screen-shotted below.

### MD Appt:

**Optimize your setup**

Look for the following:

- + **Strong internet connection.** While cellular data will work, we recommend Wi-Fi.
- + **Safe and private space.** So you feel comfortable discussing personal information.
- + **Bright lighting.** Light should be directed toward your face.

**Cancellation Policy**

Please note: You will be charged for the full amount if you are more than 5 minutes late to your appointment or cancel less than 4 hours in advance.

**Need Help?**

If you have any questions, feel free to reply to this email or call (800) 997-6196. We are always happy to help!

dr. on demand 275 Battery Street Suite 650 • San Francisco, CA 94111

### BH Appt:

**Optimize your setup**

Look for the following:

- + **Strong internet connection.** While cellular data will work, we recommend Wi-Fi.
- + **Safe and private space.** So you feel comfortable discussing personal information.
- + **Bright lighting.** Light should be directed toward your face.

**Cancellation Policy**

Please Note: You will still be charged for the full amount if you miss your appointment or cancel less than 24 hours in advance.

**Need Help?**

If you have any questions, feel free to reply to this email or call (800) 997-6196. We are always happy to help!

dr. on demand [275 Battery Street Suite 650 • San Francisco, CA 94111](#)

# Missed appointment email

If the patient misses an appointment, they get an email similar to the one below that shows the amount they have been charged.

----- Forwarded message -----

From: **Doctor On Demand** <[support@ex.doctorondemand.com](mailto:support@ex.doctorondemand.com)>

Date: Wed, Jun 6, 2018 at 5:06 PM

Subject: Your Missed Appointment

To: [qasync6@gmail.com](mailto:qasync6@gmail.com)



Hello, Mack

We're sorry you missed your Doctor On Demand appointment. Per our appointment policy, your payment method has been charged \$23.00.

Doctor On Demand is committed to your complete satisfaction. Questions? Please reply to this email or call our support team using the number below.

Sincerely,  
Doctor On Demand Support  
[www.doctorondemand.com](http://www.doctorondemand.com)  
[1\(800\) 997-6196](tel:18009976196)



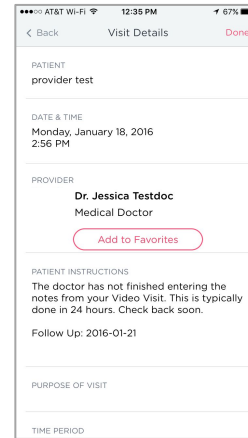
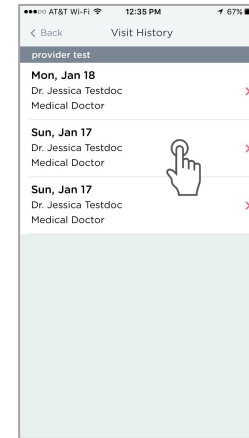
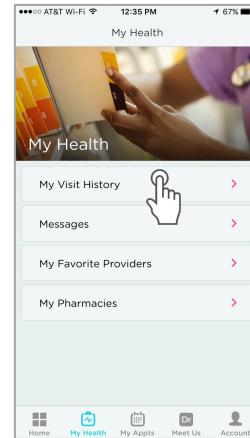
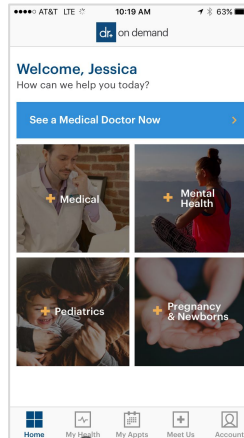
[275 Battery • San Francisco, CA 94111](#)

# History (Available after a Visit)

After a user has had a visit, they will always have access to visit details and the call history.

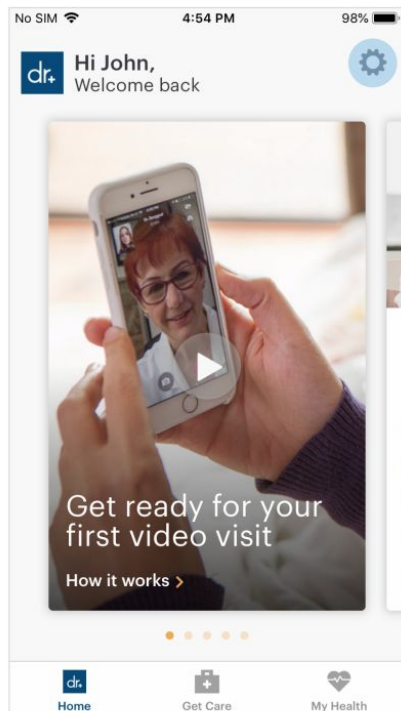
1. Select **“My Health”** on the Home Screen
2. Select **“My Visit History”**
3. Select the **appropriate Call Visit** to review
4. View the **“Visit Details”**

Doctor On Demand want users to have access to their health record and be able to see their healthcare in action.



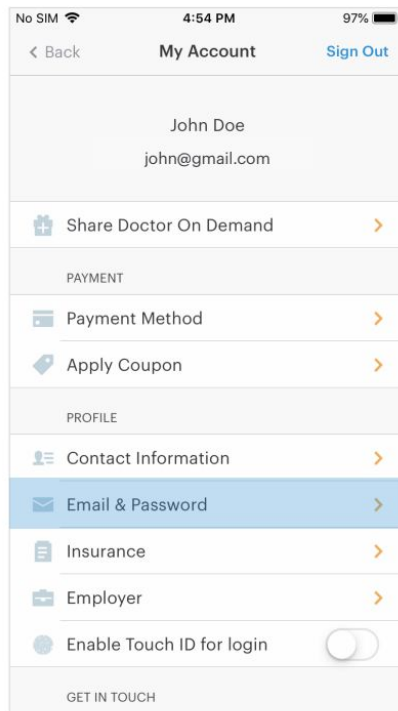


# How To Update Your Email



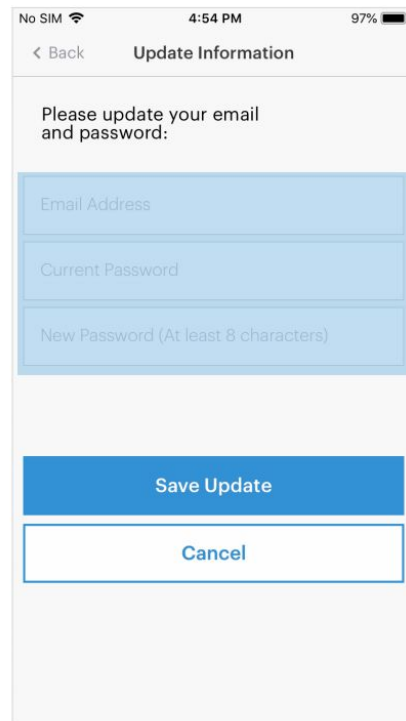
1

Log in and select settings in top right corner.



2

Select Email & Password



3

Update email. You don't need to update your password as long as you confirm your current password.

# My Pricing Feature

