



A modern healthcare benefit that your
employees will love.

 REZILIENT

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WELCOME TO
REZILIENT

Rezilient is primary care, reimagined.

We're not telehealth and we're not a traditional doctor's office.

We combine the best parts of both.

We're offering a next-gen concierge primary care benefit to innovative employers: easy to book, timely appointments at our CloudClinics, traditional telehealth at home, and 24/7 messaging.

Traditional healthcare initiatives aren't working.

The rising cost of employer-sponsored healthcare benefits is creating a growing problem for employers.

The cost of healthcare has grown up to 12% annually for the last decade, reaching a total cost of \$3.3 trillion in the US in 2016.

A whopping \$1.2 trillion—nearly 50%—is due to wasteful and avoidable spending on healthcare initiatives that don't have substantial long-term impact.

Meanwhile, the quality of healthcare has become inconsistent and difficult to measure.

Employers have invested in countless schemes to reduce spending and improve health outcomes including: employee cost sharing, managed care, disease management, free preventive care, health savings accounts, and narrow provider networks.

While these programs have had some success, employers need new solutions that can have measurable long-term impact.

One of the most effective solutions is employer-sponsored primary care.

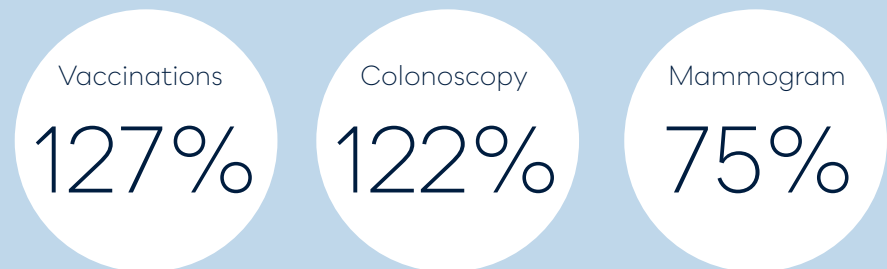
The Power of Primary Care

Shrinking primary care utilization in the US is leading to a preventable hospitalization rate that is 50% higher than the global average.

As the patient's first point of entry into the healthcare system and the medical home for highly personalized ongoing care, primary care is uniquely positioned to be a force for positive healthcare change in the United States.

A multitude of studies have shown that a strong primary care foundation is essential to reducing costs and improving the quality of care: the stronger the foundation is, the better the outcomes.

In a recent study*, researchers found that if a patient has one or more primary care visits per year, their likelihood of receiving preventative health interventions increased by:



But legacy doctor's offices are outdated and struggle to offer coordinated, timely, tech-forward care.

Wait times have risen to an average of 24.1 days** and convenience comes at the cost of continuity of care: while telehealth utilization has spiked during the pandemic, overall primary care visits have decreased by around 19%.***

Our mission at Rezilient is simple: to enable employers to build a healthcare strategy centered around the first line of defense in the healthcare system by making access to primary care convenient, timely and seamless.

* <https://bmcfampract.biomedcentral.com/articles/10.1186/s12875-020-01216-8>

** <https://www.merrithawkins.com/trends-and-insights/article/surveys/>

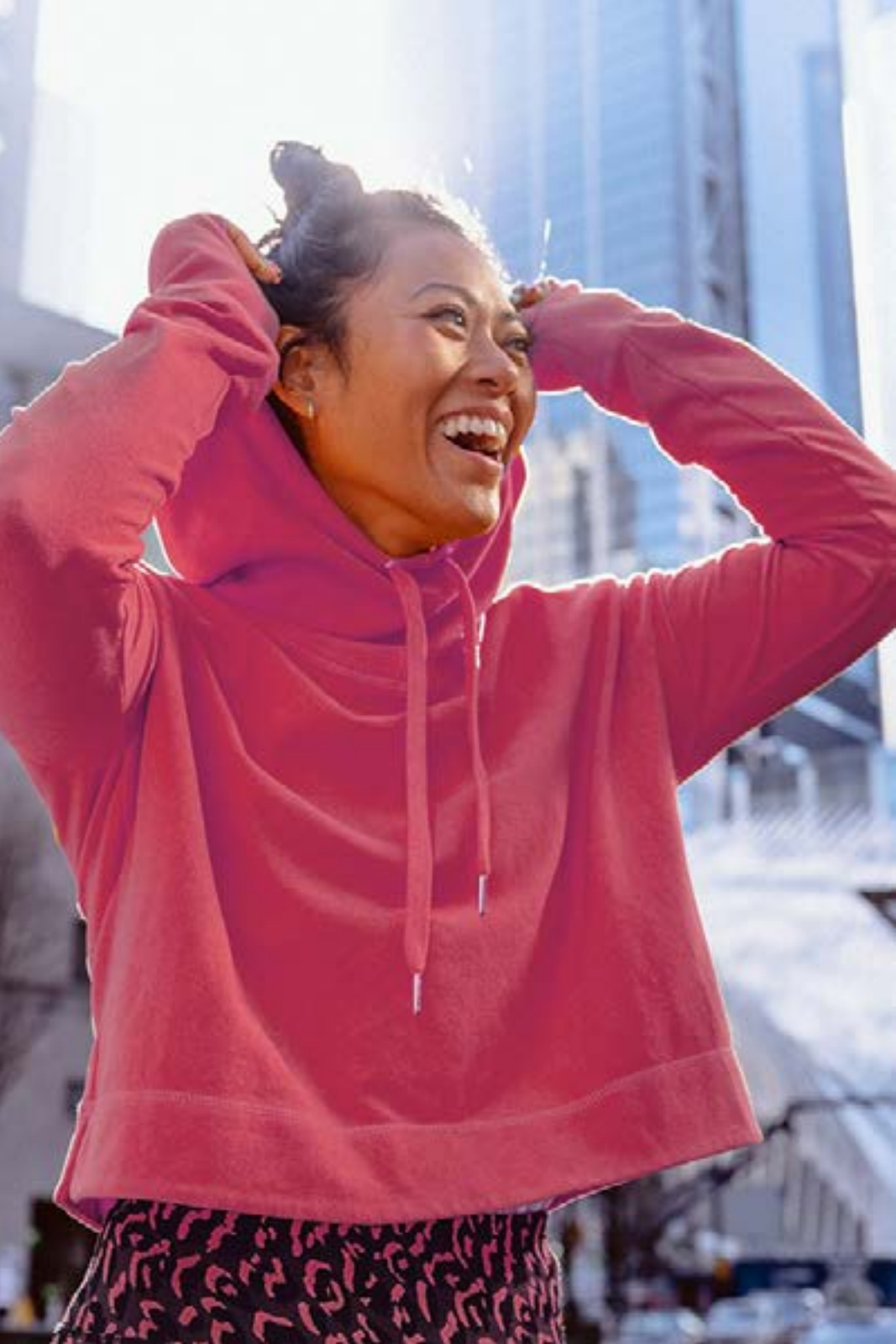
*** <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2777779?widget=personalizedcontent&previousarticle=0>



Rezilient combines the convenience of traditional telehealth with the hands-on care of a doctor's clinic.

We virtually beam our doctors into our CloudClinics. Our doctors can be anywhere, while our CloudClinics are conveniently placed close to where people live, work and shop. Each CloudClinic is staffed by an experienced nurse who becomes the doctor's hands.

Under the guidance of the remote physician, the CloudClinic nurse performs the exams, labs and imaging. During the exam, our connected devices send data to the doctor in real time.



GOOD FOR YOUR PEOPLE
AND YOUR BOTTOM LINE

A modern primary care benefit that your employees will love

Easy to book, timely appointments at any CloudClinic and 24/7 telehealth and messaging

Continuity of care across all channels—no doctor switching

Attract and retain talent

Support the mental and physical health of your people

Instill a culture of health

Set yourself apart as an employer with a tech-forward healthcare benefit

Primary care that lowers costs, improves outcomes and drives employee utilization



Highly accessible

Easy to book, timely appointments at any CloudClinic, at-home telehealth and 24/7 messaging.

Members have access to care whenever and wherever they need it through same-day, in-person visits at CloudClinics as well as integrated 24/7 virtual care.

Rezilient meets basic care needs quickly and conveniently, meaning people can avoid quicker but more expensive options, such as heading to the ER, to urgent care, or directly to a specialist.



Personalized

Our members choose the doctor who suits them, not just the doctor that's closest to them.

Unlike some primary care systems that make patients see a different doctor in-person than they do on telehealth, Rezilient members can see the same doctor in CloudClinics, via telehealth and 24/7 messaging.

This means Rezilient members get comprehensive, connected care and can build a solid, long-term doctor-patient relationship for improved overall health outcomes.



Seamless, modern and connected

Scheduling an appointment is as easy as getting a rideshare.

Our simple, streamlined app guides members to the most clinically appropriate appointment. We'll never send a member to a CloudClinic if at-home telehealth will work.

Rezilient drives employee utilization by making the appointment experience intuitive and seamless. It's healthcare people actually want to use.



Comprehensive primary care

We do everything that a traditional doctor's office can do, and a whole lot that telehealth can't.

Because our CloudClinics are staffed by experienced nurses who are under the guidance of primary care physicians, Rezilient can do the exams, labs and imaging that simply isn't possible with traditional telehealth.

We offer a broad range of primary care that's good for your people and your bottom line.

What to expect from Rezilient

8%

Our research shows that a primary care benefit can result in an 8% reduction in cost of care. This is attributed to a reduction in visits to the ER, urgent care and specialists.

60%

Average employee engagement of similar, less tech-forward primary care benefits.

90_{NPS}

Average net promoter score (NPS) for patient satisfaction of similar, less tech-forward primary care benefits.



Going above and beyond to deliver exceptional primary care

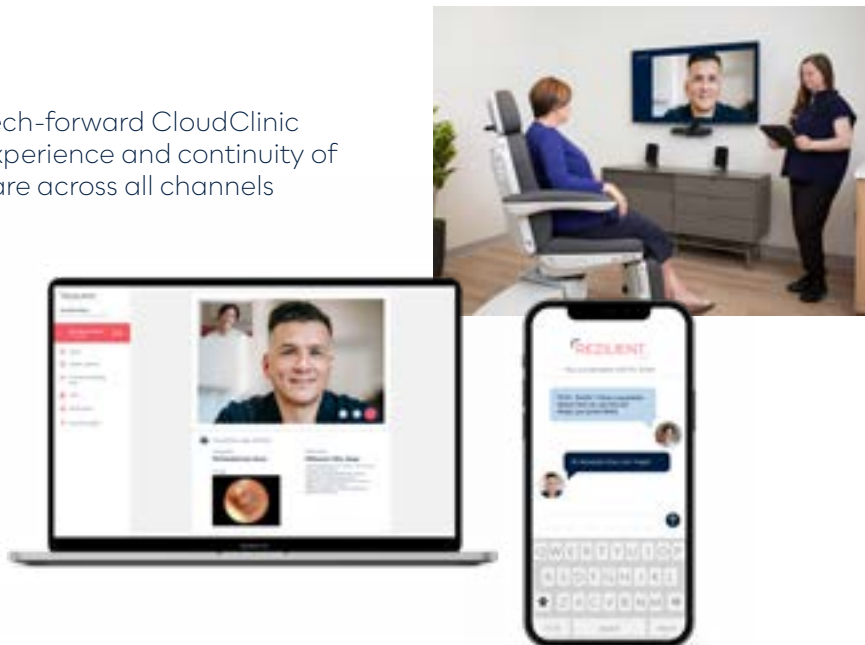


Seamless onboarding and appointment scheduling

Customized communications strategy based on the unique challenges your employee population faces. We aim to maximize preventative care utilization and instill a culture of health in the community, and maximize your ROI.



Tech-forward CloudClinic experience and continuity of care across all channels



Support for the entire healthcare journey for comprehensive primary care and chronic health management



We'd love to hear from you.

Get in touch to discuss how a Rezilient Health benefit
can create a healthier workforce for you.

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