

one medical

RESEARCH STUDY

Navigating the deferred care crisis.

Defining the future of work.



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ABOUT ONE MEDICAL

One Medical is the membership-based primary care practice on a mission to make getting quality care more affordable, accessible, and enjoyable for all through a blend of human-centered design, technology, and an exceptional team. Our members enjoy seamless access to comprehensive care at inviting offices near where they work, live and shop in twelve major U.S. markets, as well as 24/7 access to virtual care. In addition to a direct-to-consumer membership model, we work with more than 8,000 companies to provide One Medical health benefits to their employees.

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Widespread concerns around COVID-19 caused many people to defer health care last year.

The CDC estimates that around 4 in 10 U.S. adults skipped or postponed medical care during the pandemic, including urgent care (12%) and routine care (32%).¹ While the health consequences of deferred care have largely been studied, few studies have examined the emotional and psychological toll of having to delay care. Furthermore, it's not clear whether the general population understands the impact that care avoidance can have on all aspects of their health and well-being. Nor do we know whether corporations, who provide health insurance for around 49% of Americans, have a complete picture of the situation.²

To learn more about deferred care and the broader awareness around this issue,

One Medical partnered with independent research firm Workplace Intelligence to conduct a survey of 816 HR leaders and 802 full-time employees. The survey assessed the extent of care avoidance, as well as its impact on workers, their families, and companies. The study also asked employees about their health priorities after the pandemic, their expectations for their healthcare benefits, and the role they want their primary care providers to play in helping them move forward.

Finally, the survey explored how companies are adjusting their strategies to address the impact of deferred care, and it uncovered several key ways that employers can move the needle on this important issue by better supporting employees.

The results revealed that around half of workers who avoided care last year have already suffered both physically and emotionally as a result. While the vast majority of companies (86%) are concerned about their employees' health worsening this year as a result of deferred care, they're also worried about the long-term cost implications:

80% of HR leaders say healthcare costs increased in 2021.

78% of HR leaders predict costs will increase in 2022, by on average 7.5%.

97% of HR leaders said their companies will make changes to address rising costs, including investing in primary care and identifying new services or benefits.





65%

of employees said they'd give up key perks like bonuses, vacation, and flexible hours for better healthcare benefits.

For employees, the timing couldn't be more critical. After over a year of uncertainty, many are exhausted from having to oversee their children's homeschooling or provide their own childcare, all while working full-time and trying to stay safe from COVID-19 exposure.

Emotionally drained and in an ever-worsening state of health, workers are anxious to take charge of their health again – so much so that 65% said they'd give up key perks like bonuses, vacation, and flexible hours for better healthcare benefits. But they don't want to go it alone. Employees expect their employers to support them now more than ever before, not only by providing better healthcare benefits,

but also by ensuring that they have access to best-in-class primary care providers who can guide them on their journey to better physical and mental health.

In fact, after the pandemic both employees and HR leaders want primary care providers to play a more comprehensive care role. These perspectives reflect a new vision for primary care as the foundational partner to help people navigate their healthcare using a much more holistic, coordinated, and patient-centered approach. But first, employers will need to revisit their healthcare or benefits strategy to determine whether they are truly investing in the health of their workers.

Indeed, the survey uncovered significant opportunities for employers to better support the well-being of their most important asset – their people. And given the costs and consequences of deferred care, there's never been a more pressing need for them to do so.



01 The deferred care crisis



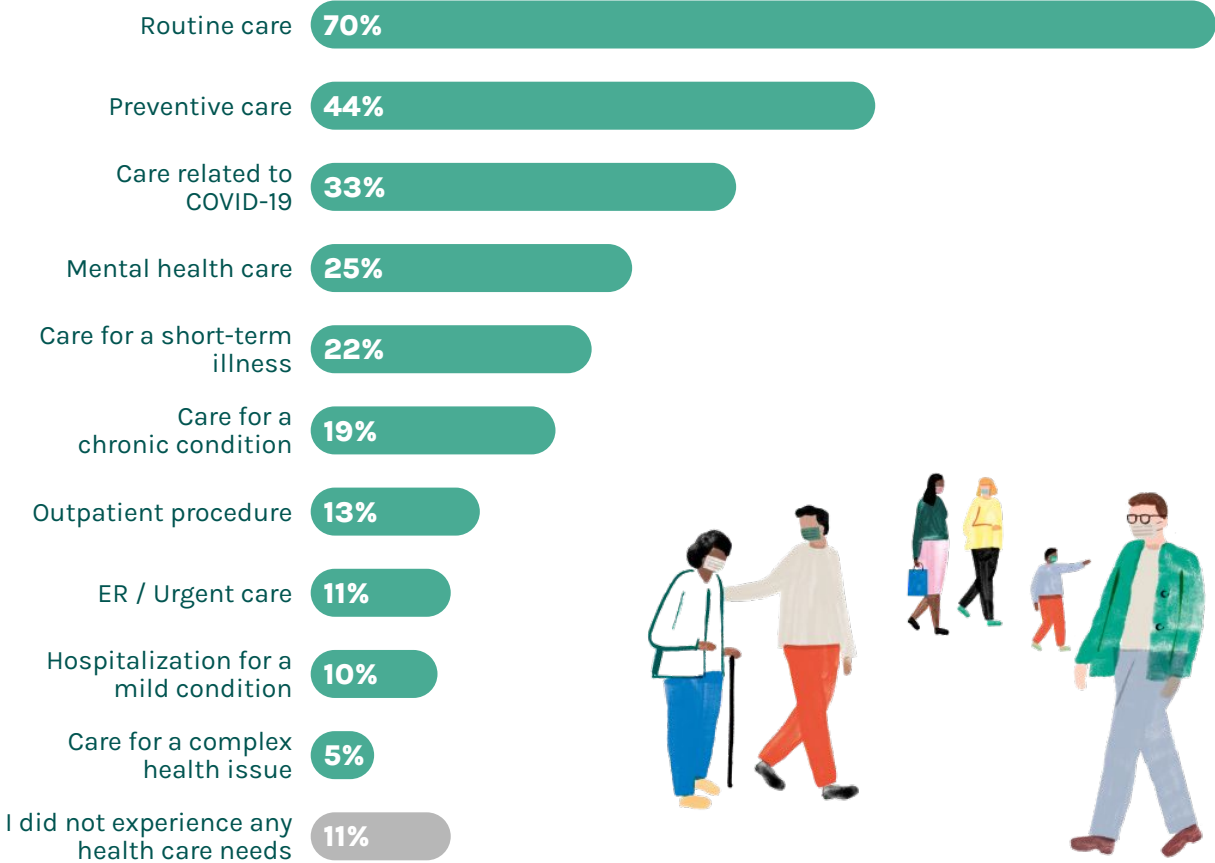
Overview of deferred care.

Employees experienced a wide variety of healthcare needs during COVID-19, yet over half skipped or postponed getting care.

Nearly 9 out of 10 employees experienced at least one healthcare need during the past year. While routine care and preventive care topped the list, one-third of workers required care related to COVID-19, including testing, treatment, and vaccination. Mental health care was also needed by 25% of workers, largely due to the mental health crisis brought on by the pandemic.

Despite these often-critical needs, many employees skipped or postponed getting the care they required. Over half (54%) said they deferred health care at least once, and around the same percentage (55%) postponed or skipped their regular visits to their primary care provider. Of those who deferred care, 70% did so 1-3 times, and 30% did so 4 times or more.

89% of employees needed health care last year.



Key deferred care findings:

HR leaders reported even higher levels of deferred routine care among their workforce:

67% said their employees skipped or postponed primary care. Over half (55%) said this care was delayed by just a few months; however, 12% said that workers skipped all routine care.

Notably, the survey revealed significant differences in avoidance of care by age.

A much higher percentage of younger workers (ages 25-34) said they deferred care (71%), compared to just 29% of older workers (ages 55-64). And employees didn't just delay care for themselves – 33% of working parents also postponed or skipped care for their children.



of all employees deferred care last year



of working parents deferred care for their children



of employees ages 25-34 deferred care



of employees ages 55-64 deferred care



Why employees delayed care.

Not surprisingly, COVID-19 topped the list – but other longstanding factors also played a role.

Employees cited a number of reasons for deferring primary care during the past year. **Fear of contracting COVID-19 was the top reason**, selected by nearly half (46%) of respondents.

However, employees also noted other challenges, largely tied to scheduling issues or inconveniences associated with seeing their provider. While some of these obstacles are clearly linked to COVID-19, others – for example, excessive wait times and high co-pay costs – have long been impediments to regular care-seeking. The average wait time for a new patient to see a physician is 24 days, up 30% from 2014 when the average wait time was still nearly three weeks (18.5 days).³

HR leaders were also asked to weigh in on the reasons why their employees deferred primary care.

While they agreed that fear of COVID-19 and scheduling issues were the top reasons, 30% believe their employees don't think a checkup is necessary and 24% said workers don't know which screenings are most critical. Yet just 12% and 9% of employees selected these options, indicating that they understand their own health care needs more than HR leaders may realize.

In the wake of the pandemic, employees need healthcare more than ever – and there's an opportunity for companies to address some of the real barriers to care-seeking behaviors instead of the perceived issues uncovered in the survey.

Top reasons for postponing care:

Fear of contracting COVID-19

46%

Workplace or personal scheduling issues

23%

I'm unable to get an appointment with my provider

19%

Waiting time in the provider's office is too long

17%

My provider permanently closed their office and I cannot find a new provider

17%

The provider's office is inconvenient to get to

17%

I'm worried about getting behind on my work

17%

My premium or co-pay cost is too high

15%

A checkup isn't necessary since I'm healthy

12%

I don't know which screenings are most critical

9%



02 Deferred care impact and outlook



Employees' perspective on care avoidance impact.

Employees experienced these outcomes as a result of having to skip or postpone care:



55%
Made them feel worried and anxious



50%
Caused them to feel unhealthier overall



49%
Made their family feel worried and anxious



49%
Negatively affected their mental health



48%
Caused their chronic disease / health issues to progress



45%
Negatively affected their physical health



44%
Negatively impacted their ability to work



43%
Caused them to lose sleep

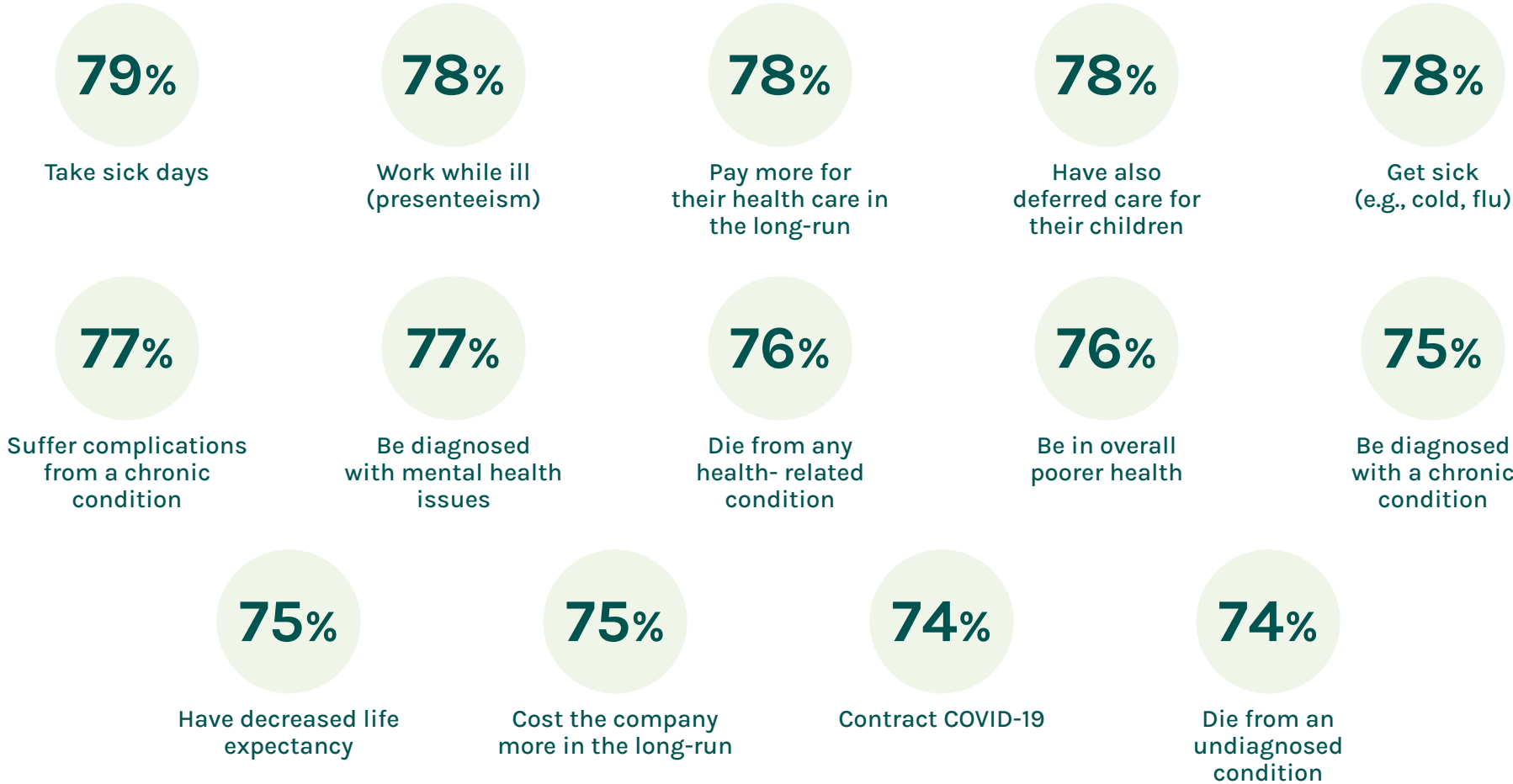


42%
Caused them to struggle with substance overuse (drugs, alcohol)



HR leaders' perspective on care avoidance impact.

HR leaders say that employees who deferred care this year are more likely to:



% who "strongly agree" or "agree"

The consequences of deferred care.

Employees and HR leaders reported negative outcomes due to care avoidance last year.

For employees, having to defer care added additional stress on top of concerns about their already declining health: 22% of respondents reported that their physical health worsened during the pandemic and 32% said their mental health worsened. Other research indicates that the pandemic's toll on mental health may be even more extensive. One poll found that 4 in 10 U.S. adults have reported symptoms of anxiety or depressive disorder, up from just one in ten before the pandemic.⁴

Employees who deferred care reported a wide range of outcomes, from worsened health to sleep and substance abuse issues. Other results from the survey validated these findings. Specifically, employees who avoided care were significantly more likely to be in poor health than those who did not defer care. Among workers who reported that they are currently in "excellent" or "good" physical and mental health, 48% postponed or skipped care, versus 71% of workers who reported that they are in "poor" or "very poor" health.

Decades of research show that employee health is directly linked to on-the-job performance, not to mention absenteeism and presenteeism. It's no surprise, then, that both employees and HR leaders said that care avoidance has negatively affected these work-related areas. But while most HR leaders recognize the consequences of postponing care and nearly 9 out of 10 are concerned about the outcomes, the survey revealed that there's still room for education and growth. When asked about the consequences of deferred care, around one-quarter of HR leaders were either "neutral" or disagreed that workers would experience any negative outcomes.

Among employees who are in excellent or good health, 48% deferred care last year.

Among those who are in poor or very poor health, 71% deferred care.

The majority of HR leaders are worried about the effects of deferred care.



86%

are concerned about their employees' health worsening this year.



88%

are concerned about the cost of employee healthcare increasing this year.



The high price of deferred care.

HR leaders say the costliest employee behavior is avoidance of healthcare, and they predict that the deferred care crisis will elevate healthcare costs for years to come.

Worsening employee health, coupled with the sudden surge in care utilization now that employees are putting more importance on their well-being than ever before, has led to a significant increase in healthcare costs that respondents predict will linger for some time.

8 out of 10 HR leaders said their benefit costs increased in 2021 compared to their pre-pandemic costs, and approximately the same number predict that costs will rise in 2022.

On average, respondents said that costs increased by 7% in 2021 and they predict a 7.5% increase in 2022.

Nearly all (97%) of HR leaders said they plan to take action to stay ahead of this concerning trend. Respondents highlighted a variety of tactics and approaches they'll employ, including proactive strategies like investing in new services and benefits, navigation solutions, primary care, virtual care, and pharmacy solutions.

HR leaders predict rising employee healthcare costs.

In 2021

80% → **7%**
say costs increased average increase

In 2022

78% → **7.5%**
predict costs will increase average increase predicted

97%

of HR leaders will make changes to help reduce the cost of employee health care.

Around one-third will make the following changes:

- ✓ Analyze employees' use of programs with care outcomes
- ✓ Expansion / investment in primary care
- ✓ Invest in virtual care and/or telemedicine
- ✓ Employ care navigation solutions
- ✓ Identify new services / benefits to address rising areas of cost
- ✓ Change plan design to incentivize health behaviors
- ✓ Invest in improved risk screening
- ✓ Invest in PBM (Pharmacy Benefit Manager) or a similar solution



The outlook on care utilization.

Employees will resume seeing their primary care providers in-person after the pandemic, but some will opt for virtual care.

Although the effects of deferred care will linger for some time, the overall outlook for care utilization is positive. In fact, the survey findings revealed that in-person primary care visitation will return to almost exactly its pre-pandemic level. Before COVID-19, 85% of employees said they visited their primary care provider in-person at least once per year. During the pandemic, this number dropped to 63%; however, 85% of workers said they intend to see their

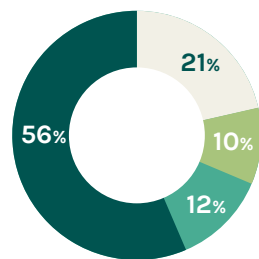
provider in-person at least once per year once they're no longer concerned about COVID-19.

Virtual care, on the other hand, has emerged from the pandemic with higher levels of utilization than ever before. Before COVID-19, fewer than half (44%) of employees ever saw their provider virtually. But nearly two-thirds (63%) saw their provider virtually during the pandemic, and 64% said they'll continue to see their

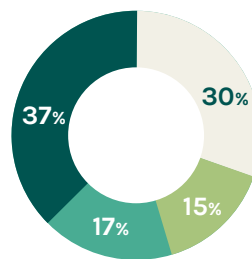
provider virtually in some capacity. The preference for virtual care is even higher among younger employees (ages 25-34), among whom 77% intend to see their provider virtually. Employers should keep this trend in mind as they reevaluate their existing healthcare benefits and determine the future of work for their staff. Not only is virtual care key when it comes to providing a diverse offering of health care modalities, it may be critical to keep employee populations healthy and engaged.

Virtual primary care visitation

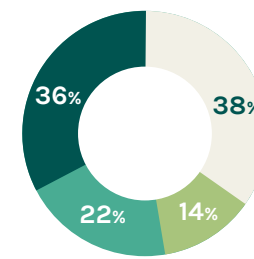
Employees: How often did / do you intend to see your provider virtually?



Before COVID-19



During COVID-19



After COVID-19



● Never ● 2 times per year or more ● Yearly ● Rarely / only when needed

03 Redefining healthcare's role in the future of work



New priorities and expectations.

Employees are putting much more importance on their health and the health of their families, and they expect their companies to support them on their journey.

As our society continues to weather the COVID-19 pandemic, there's still a lot of uncertainty about what the future holds.

However, employees are anxious to begin reversing the negative health effects they've experienced, including the consequences of having to defer care. In fact, one of the silver linings of the pandemic is that many people experienced an awakening to the importance of their own health and the health of those they're closest to.

Given this shift, it's no surprise that health and well-being have risen to the top of the priority list for many workers. The survey revealed that improving physical health (diet, activity levels, cholesterol, blood pressure, etc.) and mental health (stress levels, loneliness, insomnia, etc.) top the priority list for employees, followed by ongoing COVID-19 safety and prevention.

As many hope primary care visitation returns to its pre-pandemic levels, it's clear that employees want to take personal ownership of their health.

However, workers also want more from the companies that are responsible for their benefits. As this report highlights later on, a significant percentage of employees don't feel that their employers are invested in their health or the health of their families, and many aren't completely satisfied with their healthcare benefits.

However, they'll expect their employers to improve their healthcare options now that their well-being is a top priority for them. They'll also look to their companies to adopt a more holistic approach to healthcare, one that includes patient-centered primary care as the foundation for their care experience.



Top 3 employee priorities for their health & well-being:

1

Improve their overall physical health

2

Improve their overall mental health

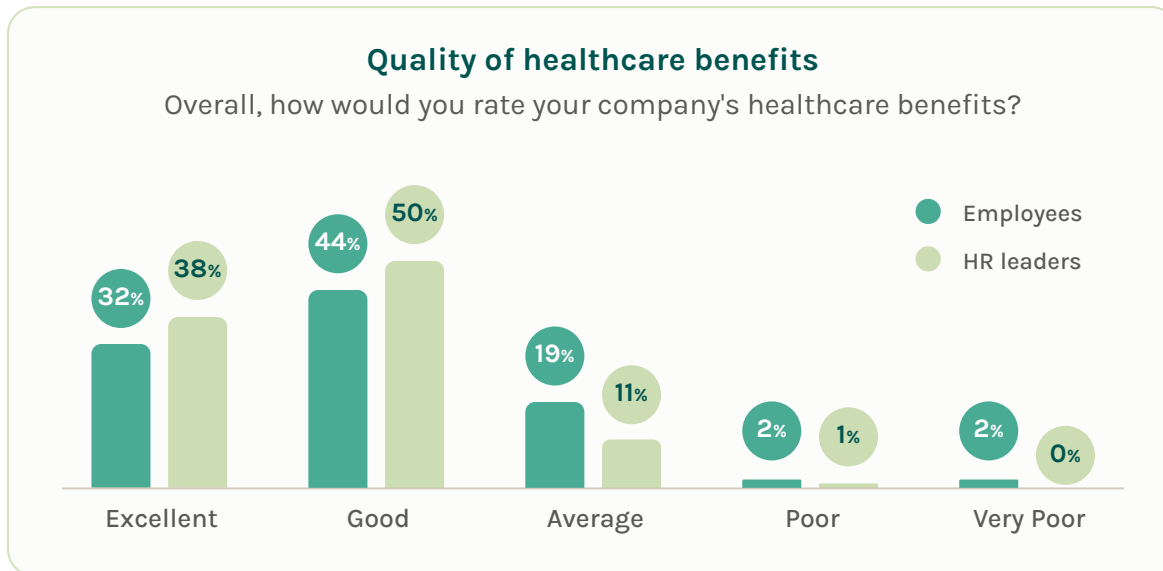
3

COVID-19 safety and prevention



The path to improved health starts with access to better healthcare.

While most employees and HR leaders rate their benefits positively, there's room for improvement.



Just 32% of employees rate their healthcare benefits as “excellent” and 44% rate them as “good.”

HR leaders also see areas for improvement, but a slightly higher percentage say their benefits are “excellent” (38%) or “good” (50%). Similar findings were uncovered when respondents were asked to rate specific aspects of their benefits, including their value, the ease of using

their benefits, the care employees receive from their benefits, and the relationship employees have with their primary care providers.

While these numbers seem to indicate a relatively high level of satisfaction, other findings reveal that **employees are, in fact, desperate for better healthcare.** Respondents were asked whether they'd sacrifice key benefits in

exchange for a best-in-class healthcare offering – one that is a good value, high-quality, and patient-centered. Among workers who are dissatisfied with their healthcare, nearly two-thirds (65%) would give up at least one benefit or perk in exchange for better healthcare. For employers, this should be a strong signal that a change is badly needed – and soon.

65%

of employees would give up at least one of the following benefits or perks in exchange for best-in-class healthcare:*

29%
Flexible hours

22%
Monetary bonus

24%
Paid sick leave

21%
Paid vacation

24%
Professional development

20%
Retirement planning / 401(k) matching

*Excludes employees who do not have these workplace benefits and those who are satisfied with their healthcare.



Defining best-in-class healthcare.

The healthcare features that matter most to employees:

89%
Affordability

89%
Ease of using their benefits

87%
Top quality providers who they trust

86%
Fast access to in-person care

85%
Focus on preventive health

82%
Convenient access to in-person care

82%
Seamless specialty care coordination

79%
Access to experts to help them navigate healthcare

77%
Best-in-class technology that supports their healthcare journey

77%
Access to mental/behavioral health solutions

65%
Ability to have remote/virtual care appointments

64%
24/7 on-demand virtual care



A wide range of features matter to today's workers.

Affordability is crucial to engagement, according to nearly 9 out of 10 workers. But despite its importance, 55% of employees and HR leaders said their health care is too costly. Part of the solution, according to the majority of respondents, is for companies to cover more of their employees' healthcare costs.

In fact, over three-quarters (76%) of employees and 87% of HR leaders said their company should cover more or all costs. Other essential features reflect employees' desire for convenience and support; for example, fast and easy access to care (including virtual care), and access to tools and experts that can support their journey.

As employers adapt their healthcare benefits to offset the health and financial impacts of deferred care, it's critical that they keep these employee priorities top of mind.

Those who don't will not only fail to reverse the effects of care avoidance, but they'll also risk falling behind in an increasingly competitive talent landscape.

Nearly all (99%) of HR leaders and 87% of employees agreed that providing a healthcare offering that is a good value, high-quality, and patient-centered increases job satisfaction, engagement, retention, recruitment or likelihood to recommend the company, and productivity.



Affordability is key:

55% of employees

55% of HR leaders

Say employee health care is too costly

76% of employees

87% of HR leaders

Say companies should cover more or all healthcare costs

27% of employees

23% of HR leaders

Say companies should cover all healthcare costs



04 The critical role of primary care





Establishing a clear definition of primary care.

Respondents were provided with several definitions to set the foundation around this important topic.

Primary care is sometimes confused with other types of care, for example internal medicine. The following definition of primary care was provided to ensure that respondents had a clear understanding of the topic at-hand:

What is primary care?

Primary care includes the everyday care you may need, for acute and chronic physical and mental health concerns. Typically, primary care is the first place you can turn to for preventive services (like an annual physical) and get guidance and support, before you get sick and before you see a specialist.

In addition, research finds that one-third of U.S. adults aren't aware that nurse practitioners and physician assistants can provide the same services as primary care physicians.⁵ Given this confusion, the following definition was provided both to educate respondents and to ensure survey accuracy:

A primary care provider acts as your first point of contact for care, and takes responsibility for providing you with continuous and comprehensive care. This care may include chronic, preventive, and acute care, and you could receive this care either virtually, at the provider's office, or in a hospital setting. Your primary care provider may be a physician, a nurse practitioner, or a physician assistant.

The renewed focus on primary care.

There's already widespread agreement about the importance and benefits of primary care.

The majority (80%) of employees and 89% of HR leaders said it's "extremely" or "moderately" important to see a primary care provider on a regular basis. In addition, employees noted that their primary care provider is the first person they turn to for advice when they have general questions or concerns about their health and well-being.

Most respondents said that employees who regularly see their primary care provider enjoy a wide range of personal, health-related, and work-related benefits, including those shown on the far right. The majority (85%) of HR leaders also noted that their companies save money when their workers receive regular care, and 84% said their companies benefit from reduced employee presenteeism (working while ill).

The vast majority of HR leaders understand the benefits of primary care.

89%

say it's important to see a primary care provider on a regular basis.

85%

say their company saves money when employees regularly see their primary care providers.

84%

say employees are less likely to work while ill (presenteeism) when they regularly see their primary care providers.

The benefits of primary care*

Better physical health

90% of employees

89% of HR leaders

Better mental health

80% of employees

90% of HR leaders

Better overall well-being

86% of employees

91% of HR leaders

Long-term healthcare savings

78% of employees

88% of HR leaders

Fewer sick days

69% of employees

82% of HR leaders

Increased productivity

66% of employees

90% of HR leaders



*% who "strongly agree" or "agree" that regularly seeing a primary care provider has the following benefits for employees

Anchoring primary care to your health care strategy.

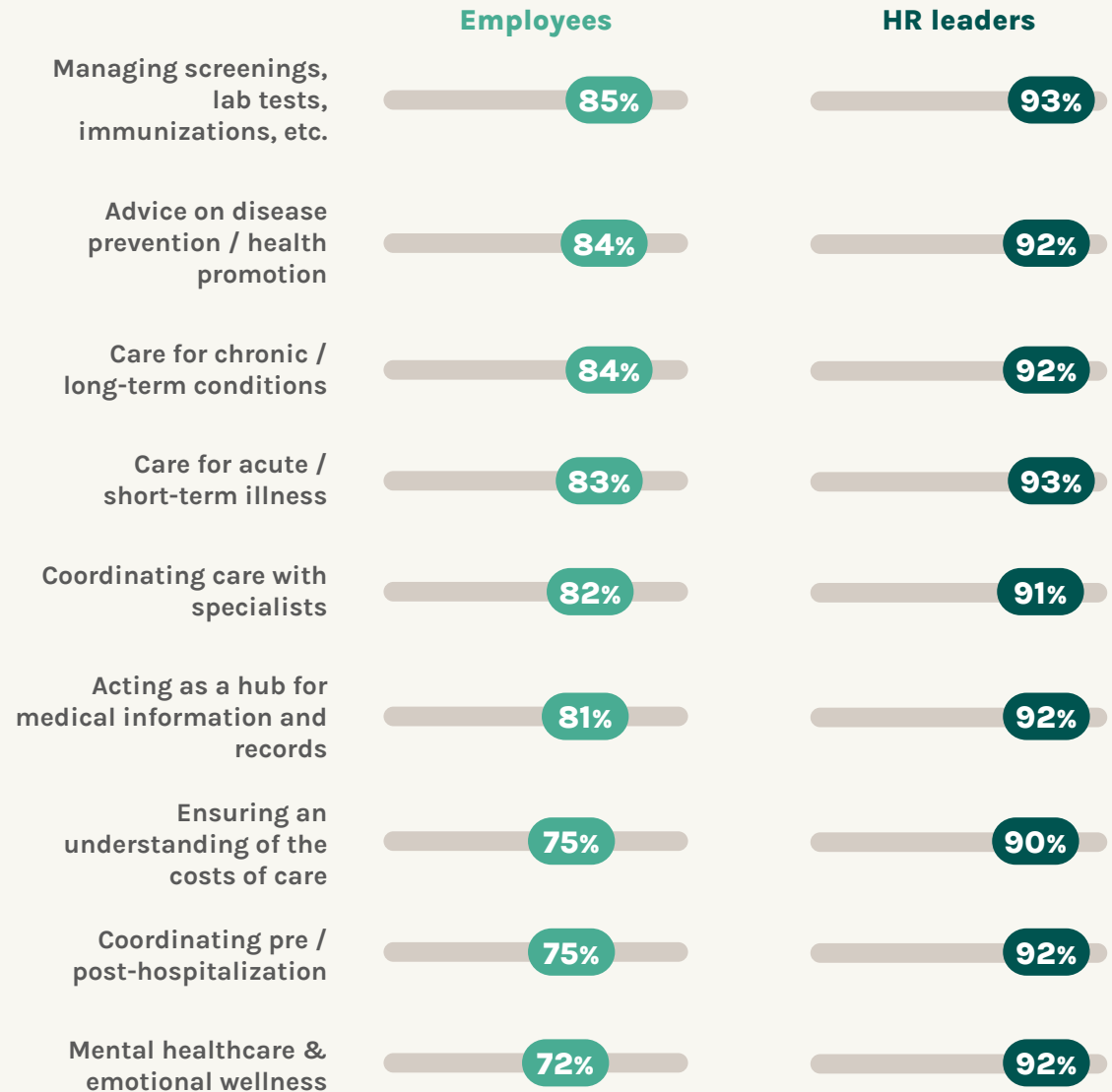
After the pandemic, employees and HR leaders expect primary care providers to play a more comprehensive care role than ever before.

On average, 80% of employees would like their providers to manage the wide array of care responsibilities shown on the right. Nearly all (92%) of HR leaders agree that providers should play a significant role in these areas.

The expanding role of primary care

Employees: What role would you like your primary care provider to play in the following aspects of your care?

HR leaders: What role should primary care providers play in the following aspects of employees' care?



% who said a "very" or "somewhat" significant role



Primary care helps to address the broken system that costs too much and isn't working for patients, providers, or employers. Instead, respondents acknowledged that primary care providers should be seen as the foundational partner to help employees get the best care possible.

In fact, primary care can be a key part of a company's benefits strategy as they search for a solution to reduce costs and improve outcomes during this peri-pandemic period.

However, the reality is that at most organizations, primary care is largely an untapped resource. By building their benefits strategy on a stronger primary care foundation, employers can bolster their chances for success — all while building a benefit program that employees will be excited to participate in. But to bring this vision to life, it's essential to find a high-value, comprehensive primary care solution that focuses on building meaningful relationships with patients.



05 Closing the care gaps



Companies will need to demonstrate their commitment by investing in health care for their employees and their families in the coming year.

Despite widespread agreement on the importance and role of primary care, the survey revealed that some companies may unknowingly be missing the mark. Most HR leaders said that their companies are invested in employees' health, they reported that staff are encouraged to seek out care, and they indicated that they're communicating regularly with employees about their healthcare benefits.

However, a much lower percentage of workers agreed that their employers are excelling in these areas. It could be that businesses simply aren't cutting through the noise in today's

busy workplace, or perhaps their efforts aren't overcoming the broader cultural issues that can affect care-seeking behaviors among employees.

No matter the reason, the findings highlighted a clear opportunity for employers to take a hard look at their company's efforts around health care and health promotion.

Because while it's true that many employees are more comfortable with seeing their providers now, a perceived lack of employer support will undoubtedly contribute to ongoing care gaps and cascading healthcare costs, unless companies take action.

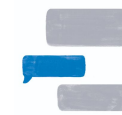
Employers can bolster their efforts in these three ways:



1. Demonstrating greater commitment



2. Promoting care-seeking behaviors



3. Addressing communication gaps



Step up your commitment to employees and their families.



Respondents were asked whether their company is invested in various aspects of employees' health, as well as the health of their families.

Being invested was defined as having an employer that provides support and resources, and all levels of leadership show that they care. On average, 81% of HR leaders said their companies are invested

in these areas, versus just 55% of employees – a 26% gap.

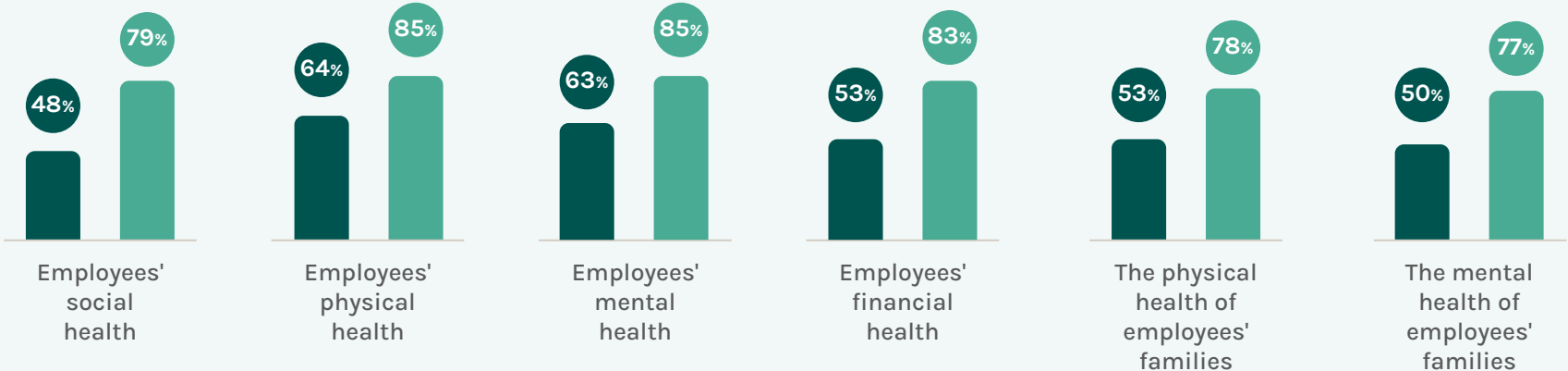
One way to boost employee perceptions? Provide a better healthcare offering, one that focuses on patient experience, holistic health (including mental and behavioral solutions), and benefits designed specifically for family members and children.

Organizations also need to be sensitive to their employees' financial situations, which can vary greatly. With this in mind, it's critical that employers offer solutions like same- and next-day appointments with high quality providers so that workers can avoid costly treatment options like emergency room and urgent care.

Company investment

Employees: How invested is your employer in the following aspects of your health?

HR leaders: How invested is your company in the following aspects of employees' health?



% who said "very" or "somewhat" invested

● Employees

● HR leaders

Encourage your workforce to get the care they need.



On average, 79% of HR leaders versus just 46% of employees said their company “always” or “often” encourages employees to see a health care provider for various care needs.

For employers, it’s not enough to offer best-in-class healthcare benefits if employees aren’t using them or don’t

feel that it’s possible to use them within the constraints of their job. Recall that 23% of respondents deferred care because of scheduling issues, and 17% said they were worried about getting behind on their work.

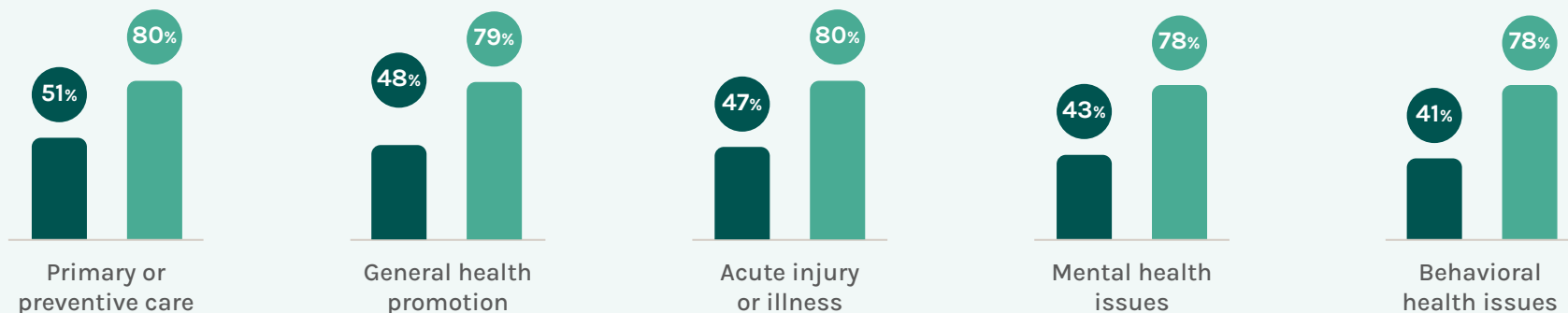
There’s a clear opportunity and a pressing need for employers to better promote and welcome the practice of care-seeking behaviors in the workplace.

In fact, as we continue to navigate the deferred care crisis, we enter a critical turning point for companies, who can either continue with the status quo or meet the moment and build a new future where employees and their families feel that they’re truly being taken care of. Some level of investment and even a cultural shift may be required, but given the high cost of care avoidance, these changes are certain to be worth the effort.

Promotion of care-seeking behaviors

Employees: How often does your company encourage you to see a health care provider for the following reasons?

HR leaders: How often does your company encourage employees to see a health care provider for the following reasons?

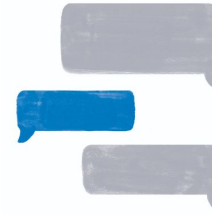


% who selected "always" or "often"

● Employees

● HR leaders

Identify and address communication gaps.



Finally, leaders should align on how they communicate to their employees; most noticeably now with remote and hybrid working environments. The vast majority (87%) of HR leaders said they communicate with employees about their healthcare benefits weekly, monthly, or quarterly, but fewer than half (47%) of employees agreed.

In addition, just 48% of employees said they're aware of all of their employer's healthcare offerings. HR leaders believe the situation is even worse: just 32% said their employees are aware of all of their company's healthcare offerings. Your company may have an excellent communication program in place, but it might not be cutting through all the noise.

A consultative clinical partner can address knowledge gaps with resourceful marketing or communication materials to get your employees to engage. And there's never been a better time to boost or enhance your outreach to employees about their healthcare benefits. In the aftermath of the pandemic, workers will want to know that their employers are there to support them, especially when it comes to their health.

Communication about healthcare benefits

Employees: How often does your company communicate with you about your healthcare benefits?

HR leaders: How often does your company communicate to employees about their healthcare benefits?



It's time to put your employees' health front and center

Your team members are ready to take the reins on their health, but is your company optimizing the way you support them?

If there's one key takeaway from the survey, it's that there are significant opportunities for companies to invest more in their employees' health at a time when workers need support more than ever before. It's critical that you meet your employees in this pivotal moment, when they're so desperate for

better healthcare that 65% would give up other key benefits to ensure that they and their families remain healthy and happy. Businesses that take steps to improve their healthcare offering and their internal efforts around health promotion will not only be doing what's right for their people, they'll also be well-positioned for success in an increasingly competitive marketplace.

Methodology

Research findings are based on a survey conducted by Workplace Intelligence and Savanta, Inc. and paid for by 1Life Healthcare Inc. between June 2–June 17, 2021. The survey audience included 816 HR leaders and 802 employees who were working full-time, at least 25 years old, and living in the U.S. Panel participants are recruited through a number of different

mechanisms and sources, and have completed on average 300 profiling data points prior to taking part in any surveys. Respondents were invited to take part in this survey via email and were provided with a small monetary incentive for doing so. Results of any sample are subject to sampling variation.



Prioritize your employees' health with One Medical.

About One Medical for Business

One Medical is a national, membership-based primary care practice. We are a modern healthcare benefit that delivers high-quality healthcare; from preventive care, chronic illness management, LGBTQ+ services, mental health care, and COVID-19 screening and testing, One Medical is your team's healthcare homebase.

With 24/7 access to virtual care nationally and 100+ offices across sixteen U.S. cities and growing, we're here whenever and wherever wherever your team needs care.

We're here to help you build a health care strategy to meet your employees in this pivotal moment of redefining healthcare's role in the future of work.

Our model assists with:



Attracting & retaining employees with a benefit they'll love



Engaging employees so they can live healthier, more productive lives



Combining the best of primary care with innovative technology to lower costs over time

We're innovators in healthcare — elevating every aspect of the primary care experience to make it faster, easier, and more affordable for patients to get the care they need.

We use technology to strengthen the relationship between patient, provider, and if needed our hospital specialty partners, creating a seamless experience that saves time and leads to better outcomes.

We're proud to be an advanced primary care practice that employees use and love for more than 8,000 employers nationwide.





❖ one medical

What you can expect from One Medical.

8%

Cost-of-care reduction – attributed to reduction in visits to the ERs, urgent care, and specialists, based on a 3-year client study

72%

Of employees rated One Medical as their most valuable benefit

90
NPS

Net Promoter Score (NPS) for patient satisfaction

Let's talk.

Curious about how primary care can be foundational to your benefits strategy?

Learn more about building a successful and engaging health care program with One Medical.

Get in touch

onemedical.com/business



Citations:

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