



Health Content Members Use Most

2020 IN REVIEW

Individuals across the globe have experienced an unprecedented year. For our clients and members, having access to vetted, up-to-date health content and services has never been more important. Here are some of the ways members found value through their health platform.

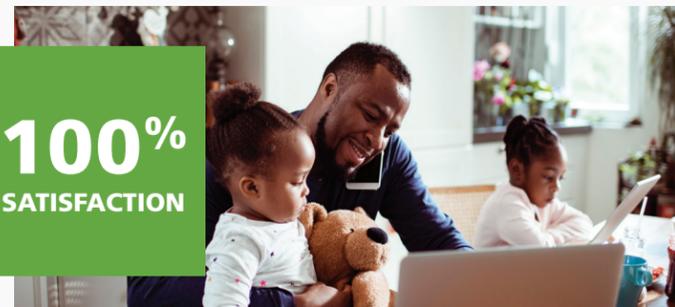


TOP 5 TOPIC AREAS MEMBERS VISITED

1. Doctors' & experts' insight
2. Support services
3. Conditions breakdown
4. Nutrition content
5. COVID-19 information

THERE WERE 50% MORE PERSONALIZED INFORMATION PACKAGES SENT TO MEMBERS THIS YEAR THAN LAST YEAR.

Aside from health content, we saw a 50% increase in requests for additional, personalized information, delivered directly to the individual. 100% of recipients said they were very satisfied with the personalized information package and would highly recommend the service to a colleague or loved one.



"I really appreciated the contact I had with the people I talked to. They guided me, took care of me, and made me feel secured. This has been reassuring for me in the face of my health problem. Thank you."



Helping people learn, cope, and improve.

I give the coaching program a 5/5. I am ready to face obstacles by myself and have started to enjoy life again. Our work together has allowed me to see that I can trust life by focusing on my values. I really enjoyed working with my coaches because they allowed me to express myself and helped me calm down and focus on my goals.

I write this quick note to sincerely thank your Health Information Specialist for her exceptional support and efficiency in the difficult mission she was entrusted with: finding a family doctor to my spouse who was getting discouraged having no medical follow-up. Well, mission accomplished brilliantly; your specialist found a family doctor (next door) in less than 24 hours. I am really impressed. My spouse already has a first appointment next week. Thank you!

THE MOST POPULAR ARTICLES THIS YEAR WERE:

1. **COVID-19**
Trustworthy information, live updates, resources and tools powered by A.I
2. **Disability Management**
Identify and manage mental and physical health challenges
3. **Counselling**
Quick access to content and remote resources
4. **Ways to Boost Brain Power**
Improve health literacy
5. **How to Get the Most out of Visiting a Doctor**
Effectively navigate the current health care system

THE MOST USED HEALTH TOOLS ON OUR PLATFORM:

- Health Risk Assessment (HRA)**
A self assessment that proactively guides health management across key categories
- Physician Search**
Reliable database of medical experts
- Medications Library**
Ingredients, side-effects and key information
- Condition Search**
Identify and understand conditions
- Calorie Calculator**
Personally manage nutrition goals

Find out how we can help you personally manage your members' health.

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Know More. Manage Risk.

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The data and information provided are aggregated results derived from total platform usage.