



Digital Health

Making care available whenever,
wherever you need it.



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Why Digital Health

Access is a key part of the strategy for employers looking to maximize their population's health, improve patient experiences, and save money. Digital health can bridge the convenience gap, making it easier for employees and their families to access the care they need.

In 2022, 22% of adults reported delaying or not getting care due to non-financial barriers like appointment availability, difficulty getting to their provider's office, or inability to schedule an appointment during regular business hours.¹ Whether they're juggling multiple jobs, caring for children, or located in a community with a provider shortage, it's difficult to take time out of a hectic day to coordinate appointments. But when care is delayed for any reason, people's health suffers, and the consequences can be devastating, including unmanaged chronic conditions, unaddressed health concerns, and uncertainty for them and their families.

Employees in every industry are looking for more convenient ways to get the care that they and their loved ones need, without breaking the bank or further disrupting their already busy lives. Employers can offer the solution: Digital healthcare makes getting care as simple as a phone or video call and, when paired with in-person care in a hybrid approach, can open the door to convenient, high-quality care no matter what barriers their employees might be facing.

It's a solution that goes beyond sick care.

Whether they're in the breakroom at work or on their back porch, having access to providers from the devices in their pockets can help employees address a wide number of health concerns, from routine primary care questions to treating workplace injuries to getting coaching on how to manage their medications.

81M

Americans live in Primary Care Health Professional Shortage Areas²

23.5 days

average wait time for family medicine services in the U.S.³

48 days

average wait time for behavioral health services in the U.S.⁴

The Evolution of Telehealth

Telehealth, a term used interchangeably with virtual health, telemedicine, and telecare, is a solution many companies have integrated into their standard healthcare benefits offering. What is telehealth exactly? Defined broadly, it is a virtual interaction with a medical provider via phone, video, or secure message instead of a face-to-face office visit.

It offers unparalleled convenience for people everywhere while playing a vitally important role when in-person care is not preferred. Over the years, virtual care delivery has continued to evolve as new technologies and advancements come to market and healthcare consumers find their preferences are changing. There are three channels that telehealth providers can use to engage patients: asynchronous, synchronous, and a hybrid approach. Each channel has its unique benefits and use cases.



ASYNCHRONOUS

With asynchronous care, patients and providers can interact on their own time. Providers can send secure messages to check in on a patient's health status, share lab results, or respond to a medication refill request. Asynchronous interactions can also involve the secure transfer of health information from one provider to another for independent medical review or assessment. This often involves a specialist or other healthcare provider for things like second opinions and e-consults.

Asynchronous telehealth is extremely convenient for patients, allowing them to schedule and check-in for appointments, receive preventive care reminders, access after-visit summaries, and review lab results on their own time from a secure portal. Whether accessed from a phone or computer, asynchronous interactions help individuals stay on top of their health and seamlessly communicate with a provider when it's most convenient for them.



SYNCHRONOUS

Synchronous virtual visits are real-time interactions with a provider that are either telephonic or face-to-face secure video chats. Care can range from preventive visits and simple check-ups to on-the-spot guidance or middle-of-the-night "what nows." This approach complements in-person treatment, ensuring individuals can meet their everyday needs while giving them the freedom to choose which solution works best for them.

Synchronous telehealth delivers value to patients through increased access and convenience, making it an important part of an integrated healthcare delivery strategy for organizations.



HYBRID

Combining asynchronous and synchronous telehealth modalities offers distinct capabilities to both providers and patients. In the age of intelligent technology and advanced telecommunications, hybrid capabilities and care types continue to expand across healthcare industries and consumer technology.

Medical devices like blood pressure cuffs and heart rate monitors transmit data directly to a patient's medical record, allowing members to track their health in real-time and gathering accurate data so providers have greater visibility into their health status and can take specific action if needed. This smart technology allows providers to intervene as appropriate, or in critical moments, and track health improvement (or regression) over time. This shows promise for patients with chronic health conditions like diabetes, hypertension, or asthma. It also helps individuals stay informed and encourages them to play a more active role in their health.



Common **Telehealth Products**

Virtual care has an expansive reach and makes connecting to a variety of providers and care types seamless. However, not all platforms are created equal. Quality can vary widely from provider to provider and many point solutions lack continuity, aren't connected to the broader healthcare ecosystem, and don't provide comprehensive services.



PRIMARY CARE

Previously, telehealth products were primarily focused on acute and episodic care for urgent or after-hours needs as an alternative to pricey emergency room visits. However, modern solutions have significantly expanded the types of care that employees can access virtually. Centralized digital solutions that go beyond short-term illness and injury care help patients better manage their health and facilitate seamless transitions between in-person and virtual visits. This typically takes shape as a primary care home which allows patients to establish a long-term relationship with a consistent primary care provider while benefiting from the convenience of virtual care. Increasing access to holistic digital healthcare that addresses long- and short-term needs of patients is an essential component to any self-insured organization's benefit plan.



BEHAVIORAL HEALTH

With nearly one in five adults in the U.S. living with a mental illness,⁵ the need for behavioral health support has become essential to maintaining overall health. Virtual behavioral health connects people to a licensed behavioral health provider from the comfort of their home or on the go. With top-notch digital care services, individuals can schedule an appointment through a secure healthcare portal where they can receive counseling for a variety of needs, including anxiety, ADHD, PTSD and depression. After an initial consult, a treatment plan is developed to address their unique goals and help them work towards optimal mental and emotional wellbeing.



PHARMACY

Virtual pharmacy platforms provide easier access to medications through convenient prescription delivery. However, a comprehensive solution should go beyond simply dispensing medications. It should focus on proactive support across a broader population from prescription delivery and refills (ideally at a lower cost than retail settings) to treatment monitoring and follow-up, behavior change coaching, and more. Pharmacists should proactively build relationships with patients and ensure they have everything they need to realize optimal outcomes and support ongoing health needs like chronic conditions.



WELLNESS

Making healthier choices and changing behaviors is foundational to medical care and disease prevention, and it doesn't have to be in-person. Virtual wellness programs help people build healthier habits by emphasizing the importance of healthy lifestyle choices including, nutrition, sleep, hydration, staying substance-free, and incorporating movement into their daily lives. Digital wellness programs help create a culture of engagement and wellness through a combination of traditional health measurement tools and a digital platform. From biometric screenings and health assessments to social engagement and introducing healthy habits, employers have the tools to create healthier, happier workforces.



OCCUPATIONAL HEALTH

When injuries occur after hours, access to medical care can often be limited. One in four injured workers requires an ER visit for initial treatment,⁶ and these visits have become increasingly expensive, with the average medically consulted injury now costing over \$40,000.⁷ Organizations need a solution that ensures workers receive the appropriate level of care whenever and wherever they need it. Virtual occupational health addresses this challenge by offering 24/7 access to injury and illness care, including follow-up from MDs and RNs. Virtual occupational health supports employees from the initial injury evaluation and treatment through return-to-work or stay-at-work recommendations, reducing costs and improving accessibility for workers.



WEIGHT MANAGEMENT

Obesity drives an estimated \$173 billion annual medical spend as it is linked with costly chronic conditions like heart disease, type 2 diabetes, musculoskeletal conditions and even some cancers.⁸ For patients struggling with overweight or obesity, weight management programs provide invaluable support on their weight loss journey. Patients have regular touchpoints with medical professionals who provide accountability, structure, and access to medically appropriate weight loss medication, giving them the opportunity to consult with the experts on the right treatment plan for them.



CARE MANAGEMENT

If left unmanaged, chronic conditions can be costly for employees and their organizations, with the cost of chronic disease projected to grow to \$47 trillion by 2030.⁹ The solution? To connect employees with the support and resources they need to build healthy habits and manage, improve, and even reverse their conditions. Care managers work one-on-one with employees to offer personalized assessments, educate patients on their condition, and design tailored care plans, resulting in measurable improvements in health, wellness, and productivity of an employer's population.



CARE NAVIGATION

A significant portion of healthcare spend comes from outside the primary care setting, including specialty care, inpatient treatment, and outpatient procedures. One way to ensure that employees and their families are getting the best quality care for the best value is by implementing a virtual care navigation solution. Care navigation solutions leverage analytics tools and a team of healthcare experts to guide people to in-network specialty care in their communities and then ensure they get appropriate follow-up care from their regular primary care providers. This concierge referral coordination and hands-on approach ensures employees and their families never have to navigate their healthcare needs alone.



SECOND OPINIONS

Right now, the U.S. healthcare system wastes between \$760 and \$935 billion annually on medical spending.¹⁰ Objective insights at critical moments ensure patients receive the right diagnoses and treatment plans while avoiding unnecessary or duplicative care. If someone receives an abnormal test result, undergoes ineffective treatment, or is told by a provider they need major surgery, they may benefit from a second opinion. Second opinions may require in-person care, but they are increasingly conducted virtually.



CENTERS OF EXCELLENCE

Sometimes patients need more complex care than what can be offered by their primary care provider or a local healthcare facility. Connecting providers with Centers of Excellence virtually gives patients with complex, serious, or rare conditions expedited access to best-in-class specialty care. Leading providers utilize one shared electronic health record for streamlined interoperability, so patients receive expedited access to these facilities. This seamless connection aids rapid evaluation, accurate diagnosis, appropriate treatment, and a seamless transition back to their regular provider's care post-treatment.



Advanced Primary Care and Digital Health



The best-in-class approach to better experiences, better health, and better value.

Advanced primary care is an integrated healthcare model that combines comprehensive in-person care and digital care for patients, with the goal of enhancing the patient's experience, lowering costs, and improving health outcomes. For a healthcare approach to be considered advanced primary care, digital health must be included to bring this revolutionary approach to life.

When advanced primary care and digital health are brought together, what results is care that is:



ACCESSIBLE

Employers taking an advanced primary care approach to their benefits offer a combination of digital and in-person healthcare options, ensuring they can meet their people where they are (either locally or in all 50 states) and providing access to care when they need it (appointment-based or on demand, 24/7). For example, if an employee or dependent can't go to a wellness center located on campus, they can still connect with their local provider virtually during regular office hours. As a result, employers can provide a meaningful way to capture all of a member's healthcare needs, no matter where they are and no matter where they go.



PATIENT-CENTERED

The way each person accesses their healthcare is unique, and an organization's solutions should account for that. Member portals, like the My Premise Health app, give patients the ability to manage their health records, schedule and conduct virtual or in-person visits, direct message their providers, request medication refills, view test results, and much more. When members have a direct line to their care team in the palm of their hand, they can develop long-term relationships, and get support that accounts for their personal needs, experiences, strengths, challenges, and environment.



VALUE-DRIVEN

The traditional healthcare system is a volume-based, fee-for-service model that directly correlates with wasteful medical spending. This service model is built around people being charged on a per-service basis and providers are incentivized to see as many patients as possible, as fast as possible, detracting from overall quality of care delivered. This results in a poor patient experience, and ultimately only addresses symptoms and not underlying issues or problems.

In contrast, advanced primary care is a value-based care model that focuses on outcomes, clinical quality, convenience, and patient experience. Measured by the Healthcare Effectiveness Data and Information Set (HEDIS), a tool used by more than 90% of America's health plans to measure care and service performance, clinical quality can be quantified to ensure employees and their families receive high-quality care. In a value-based care model, providers are fully accountable to patients and are incentivized to produce better health outcomes and deliver an exceptional patient experience.



TEAM-BASED

In advanced primary care, care teams not only build relationships with their patients, but also collaborate with each other to provide patients with the best possible care. Organizational infrastructure like a shared electronic health record (EHR) and virtual and in-person spaces allows providers to work together to provide the best care for members. As a result, this integrated care team can create a seamless care experience, deliver operational excellence, and ultimately reduce a population's health risk.



OUTCOMES-BASED

Proactively finding people who need help and connecting them to the best care possible is healthcare at its best. In advanced primary care, providers can use predictive analytics, advanced technologies, and innovative partnerships to take a systematic approach when closing gaps in care, especially for those managing chronic conditions. This information is integrated into telehealth to ensure patients receive the support and guidance they need throughout their care journeys. This leads to better outcomes, lower costs, and exceptional patient experiences.



MIND AND BODY

Patients get healthier when healthcare considers their physical health, mental health, and environment. Offering the same level of care for your total eligible population means going beyond their physical health, with in-person and virtual access to licensed behavioral health counselors who can work with them to address common behavioral health challenges such as stress, anxiety, grief, depression, and ADHD. By investing in their employees' mental wellbeing, employers reduce lost productivity, costly community healthcare visits, and employee turnover for a happier, healthier workforce.



CONTINUOUS

Through an advanced primary care approach, providers stay connected with their patients, even when making a referral. Whenever necessary, primary care providers refer to high-value specialists that are cost-effective with a history of high-quality care and continue to check in with the patient to make sure they're getting the care that they need. Once specialty care is complete, primary care providers pick up right where they left off with their patient, continuing to support them through whatever health challenges they're facing.

Addressing **social drivers of health**

Our personal health and wellness are driven by how we live inside and outside of work. The differences in cultural norms, socioeconomic factors, and geographic factors are vast and explain why some Americans live healthier lifestyles than others. These factors are referred to as social drivers of health, and addressing them is critical to optimizing care for your population.

Find Help with Premise is a free online platform that makes it easy for anyone in the U.S. to find and apply for social services just by typing in their ZIP code, such as transit assistance, food resources, and housing help.

Searches are always completely anonymous, and the platform pulls results from applicable national, state, county, city, and even neighborhood programs. Because good health starts in our homes, schools, workplaces, neighborhoods, and communities, providing resources to address these drivers will help create social and physical environments that promote good health for all. In the first three months after the platform was launched, Premise saw over 5,300 searches for a wide variety of resources in communities of all sizes. Through Find Help with Premise, members can also search for providers by ethnicity or LGBTQ+ status, ensuring they are comfortable seeking care.



People open up when they feel seen and supported. That starts with a healthcare partner who puts them first.

Resources like Find Help with Premise aren't about referring a patient out to a resource and being done – this social service platform should welcome difficult conversations and work with patients to deliver high-quality care and experiences that lead to healthier lives.



Bigger Challenges Require **Better** Solutions

For the world's organizations, the healthcare industry today represents a source of frustrating risk with increasing costs. There is a lack of care coordination and continuity.

Systems are fragmented and virtual capabilities are limited. When evaluating solutions, it's important to remember that when it comes to healthcare, we're all patients – leaders should choose a provider that offers the patient experience they would want to receive. So, where should you begin when evaluating digital health solutions? An essential component of high-quality virtual primary care is a collaborative approach. When virtual and onsite solutions are powered by a team of dedicated providers, it is easier to coordinate care for patients, regardless of the avenue by which they choose to pursue healthcare. Additionally, when this collaborative care team is all working together on the same electronic health record (EHR), providers have access to the same robust data set, and sharing information is seamless. This simplifies the experience and helps providers track a patient's health, ultimately closing gaps and improving overall care.

At Premise, patients can virtually connect to providers across the care team. From the physicians who quarterback primary care across the ecosystem to the behavioral health counselor who specializes in solution-focused psychotherapy – there is always someone available to support your employee population. Comprehensive virtual primary care services including preventive care, condition management, travel medicine, ergonomic assessments, specialist and referral management, wellness, lab services, women's health, pediatrics, and more are available at their fingertips, along with immediate care for short-term illnesses. Complementing the local care team, our comprehensive virtual solution also includes non-clinical support that guides patients throughout their journeys. Premise Health's member experience team and care navigators are available to answer questions, facilitate a white glove experience, and identify patients who need help the most.

Virtual primary care makes calling a medical professional as easy as phoning a friend, puts healthcare in your people's pockets, and gives them someone to answer questions big or small, 24/7. It's like the old-fashioned at-home doctor's visit, but better. It's seamless, high-tech but still high-touch, and available to workers when, where, and how it's most convenient to them.

Care in the Cloud

Over-complicated healthcare systems have long stood as a barrier for many patients, causing some to opt out of care altogether. As patient experience has grown in importance, however, organizations have begun to focus on how technology can simplify care experiences and deliver better health outcomes. Ideally, technology should offer patients access to a secure portal that allows them to manage and interact with their health anytime, anywhere.

A secure patient portal solves for high-value total population care that is fully integrated across digital and local provider teams. Consistent access to a single medical record across all products allows providers to view important health information when they're talking to the patient, close care gaps, and ensure more holistic care that enhances health outcomes.

At Premise Health, this means equipping our teams with a single electronic health record aligned to our industry-leading clinical approach, offering greater value to organizations and members alike.

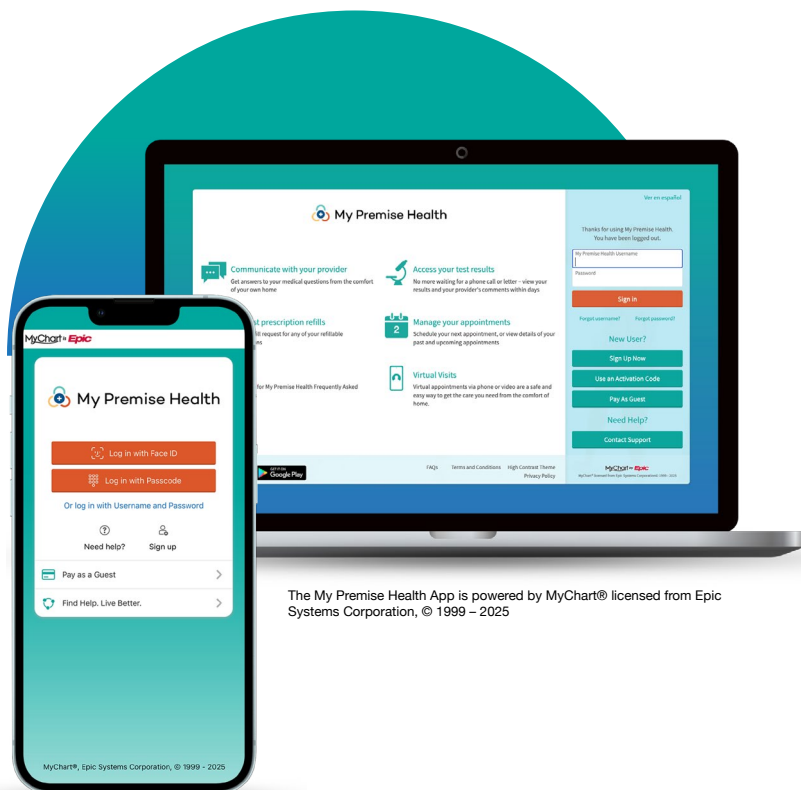


The app that puts care in your hands.

The My Premise Health app gives members access to their healthcare activities and goals in one convenient, secure place that can be reached from any mobile device or online connection.

It allows members to:

- > Send no-cost, secure direct messages to providers
- > Access virtual care anytime, anywhere
- > Schedule appointments in real time
- > View lab results
- > Manage prescriptions and medications
- > Complete forms ahead of their appointment
- > Sync trackers and smart devices
- > Manage and pay medical bills



The My Premise Health App is powered by MyChart® licensed from Epic Systems Corporation, © 1999 – 2025

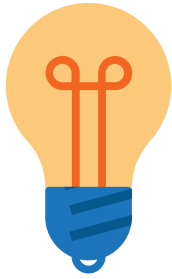
It's all connected to **you.**

The purpose of health technology is to put everything a patient needs at their fingertips – making life easier and more enjoyable. Digital health makes it easy for patients to view and manage their health records at the press of a button. And when that technology has achieved the coveted HITRUST CSF Certified status since 2017, employers and patients alike can rest easy knowing their most sensitive data is secure.

In addition, patients can sync thousands of wearable health devices and apps to provide real-time updates, keeping them fully engaged in positive lifestyle choices. Sophisticated remote monitoring tools such as glucometers, blood pressure cuffs, and fitness trackers allow providers to prevent incidents by monitoring conditions and adjusting treatment plans accordingly.

But what does this look like in action? Say a member managing diabetes begins taking a new medication at the recommendation of their provider. The member takes their blood sugar readings through a connected glucometer, which shares the results with their provider via the member app. At their next appointment, the provider reviews the collected data and uses it to determine if the new medication is effective. This technology makes it easier for the provider and member to work together to determine the best treatment plan, promoting better health outcomes.





Things to Consider

1

Hold healthcare to a higher standard.

When evaluating partners, organizations should focus on delivering a solution that ensures their members can experience the unparalleled convenience of at-home visits from a dedicated and collaborative care team that gets to know them wherever they choose to interact (either digitally or in-person). That should include an advanced primary care approach that puts the patient at the center of the care experience and brings together a comprehensive care team to address both their minds and bodies in a comprehensive approach.

2

Know your population's needs.

Providing everyone with convenient access to high-quality care is vital, but it's even more important to focus on helping those patients with comorbidities who need additional support the most. Traditional population health approaches have focused on the fact that a small segment of patients typically drive the majority of cost, but they fail to recognize a key factor: Most of those high-cost claimants won't be high-cost the following year. So, while it's important to serve all those who need care, it's critical to proactively engage with those who need it most. Look for a solution that leverages data-driven insights to engage patients with greater care needs. Empowered with that information, providers can better manage patient care – resulting in better outcomes, reduced costs, and patients who feel supported throughout their care journeys.

3

Simplify and streamline.

To meet the needs of their full population, employers are often forced to work with multiple, independent point solutions, none of which are integrated, and some of which overlap and deliver limited engagement or results. This creates a disjointed patient experience and is costly for organizations. Look for a solution that integrates all of your care needs into one vendor, simplifying your experience as well as your workers. Additionally, many providers boast about their personalized electronic health records, but what they don't tell you is that it doesn't natively connect to any other providers in the community. When evaluating a provider's EHR, the key to success is finding a balance between innovation and integration.



About **Premise Health**

We're the leading direct healthcare provider and one of the **largest digital providers** in the country. We're on a mission to **ditch the status quo** and put you on the right side of healthcare.

Premise partners with its clients to connect their populations to high-quality, cost-effective healthcare through in-person (onsite and nearsite wellness centers and events) and digital (virtual care products, remote monitoring, and connected devices) access models. It operates more than 800+ onsite and nearsite wellness centers in 46 states and Guam and has virtual access in all 50 states.

Often times when organizations approach us as a potential partner, they're still nailing down the goals they want to reach through direct healthcare. We believe a clearly defined goal is necessary when evaluating which of our products will best serve your employees, so we strive to work closely alongside our clients to help identify the "why" and meet the needs of your entire population. Premise Health, the world's leading direct healthcare provider, is different on purpose, delivering far more products than anyone in the industry that are easily accessible whenever and wherever members need them.

Digital Wellness Center

The gold standard of virtual care.



The Digital Wellness Center delivers virtual care to members in all 50 states through a single, secure, cloud-based portal supported by a centralized care team that works together to offer a broad spectrum of services.



VIRTUAL PRIMARY CARE

Premise-employed providers serve as a member's primary care physician, focusing on long-term health from routine preventive services to acute and chronic condition management.



VIRTUAL BEHAVIORAL HEALTH

Provide convenient, one-on-one access to counseling from the comforts of home for optimal mental and emotional wellbeing.



VIRTUAL OCCUPATIONAL HEALTH

Offer medically appropriate guidance for work-related injuries and illnesses, nurse triage and first aid, advice on safe return-to-work strategies, and more.



VIRTUAL PHARMACY

Going beyond simply dispensing medication, pharmacists play an essential role on the care team by helping providers and members make smarter healthcare decisions.



CARE MANAGEMENT

Show members the way to powerful change that can reverse, manage, and improve chronic conditions through proactive outreach and personalized care plans.



CARE NAVIGATION

Care navigators identify and refer members to high-value providers and facilities using a data-driven approach that utilizes best-in-class cost and quality data.



CARE EXCELLENCE

A Centers of Excellence (COE) referral solution that gives members with complex and rare health needs expedited access to the highest-quality specialty care at Mayo Clinic.



CARE CONSULT

A virtual second opinion solution from Mayo Clinic specialists that ensures members receive the right diagnoses and treatment plan while avoiding unnecessary care.

Next-generation care that's **more convenient and connected.**

Total population care

Reaching your entire population with fully integrated, data-driven primary care services anytime, anywhere.

Dedicated provider team

Unlike other digital vendors, our salaried physicians and clinical team members receive the same training and value-based incentives as our onsite providers.

Concierge member experience

Our high-tech and high-touch virtual concierge team coordinate and help members navigate care from start to finish.

Continuity of care

Using our comprehensive clinical care network combined with data-driven community referrals, finding care in the community is easy.

A member portal that does it all.

Whether members are on the go or at home, they can access all their healthcare needs in one central place via My Premise Health. Making appointments, refilling medications, viewing records, filling out forms, and even seeing a provider are made possible through this secure member portal.

This level of convenience makes calling a medical professional as easy as phoning a friend and gives members someone to reach out to with questions big or small, 24/7. It's like when doctors used to make house calls, only better. It's seamless, high-tech but still high-touch, and available to members when, where, and how it's most convenient to them.



Leading the pack in digital accreditation.

In 2024, our Digital Wellness Center became the **first ever virtual solution accredited by the Accreditation Association for Ambulatory Health Care (AAAHC)**, under our multi-site accreditation. AAAHC is a leader in ambulatory health care accreditation and maintains national quality standards for patient-centered medical homes across the country. As the first digital wellness center to be accredited, we were honored to work alongside AAAHC to develop their new framework for digital accreditation.

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**It's not simply a premise.
It's the future of healthcare.**

Let's talk about what you need,
and how we can help.

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