



Marathon
Health™

Roanoke, County of

January 2023

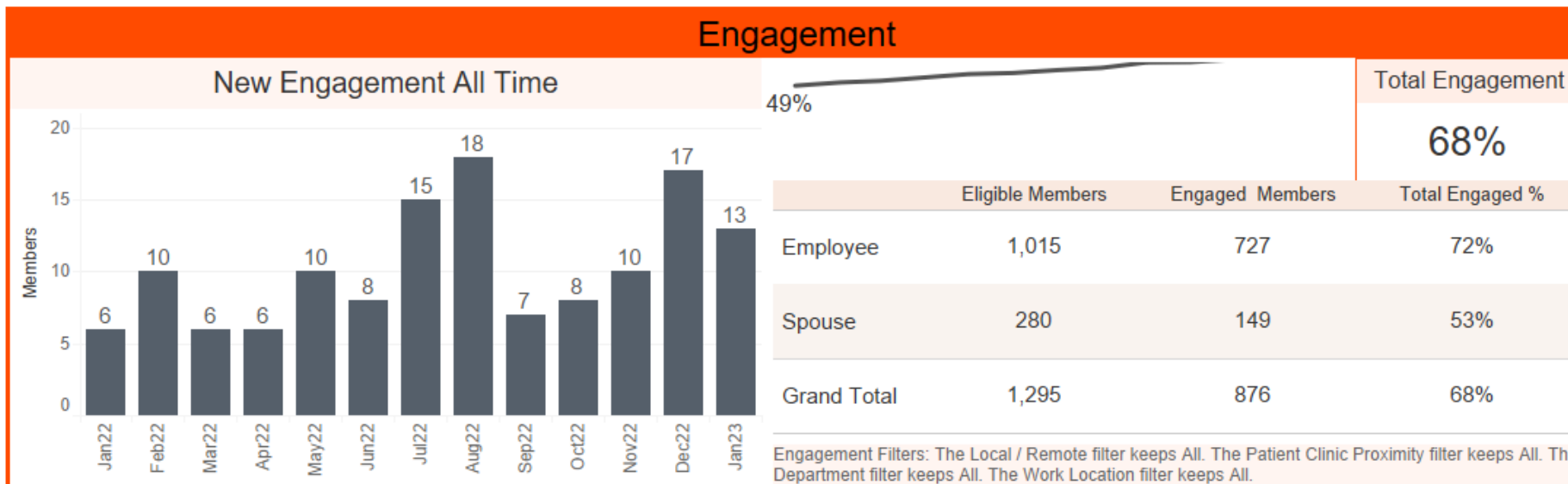
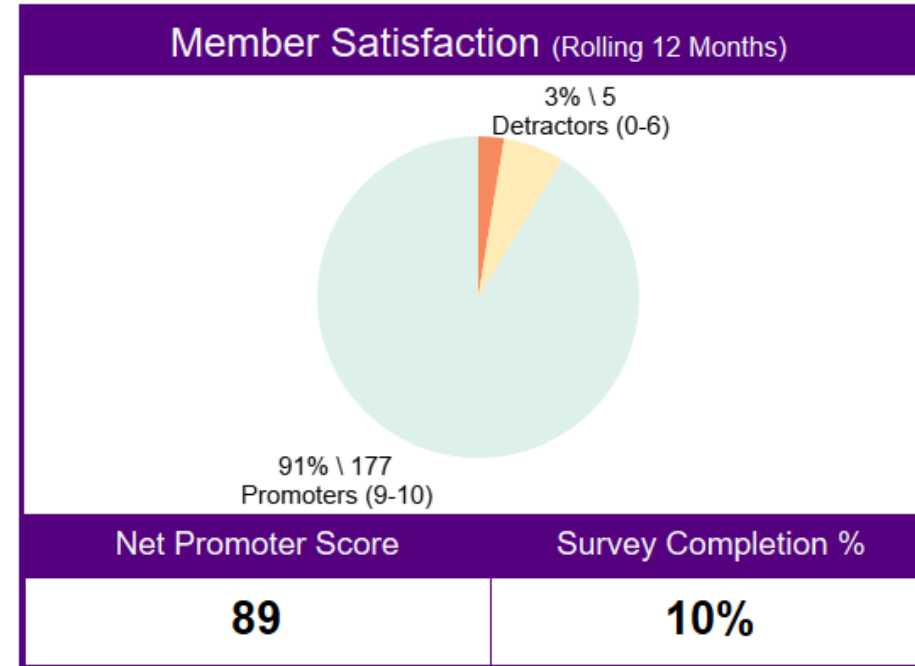
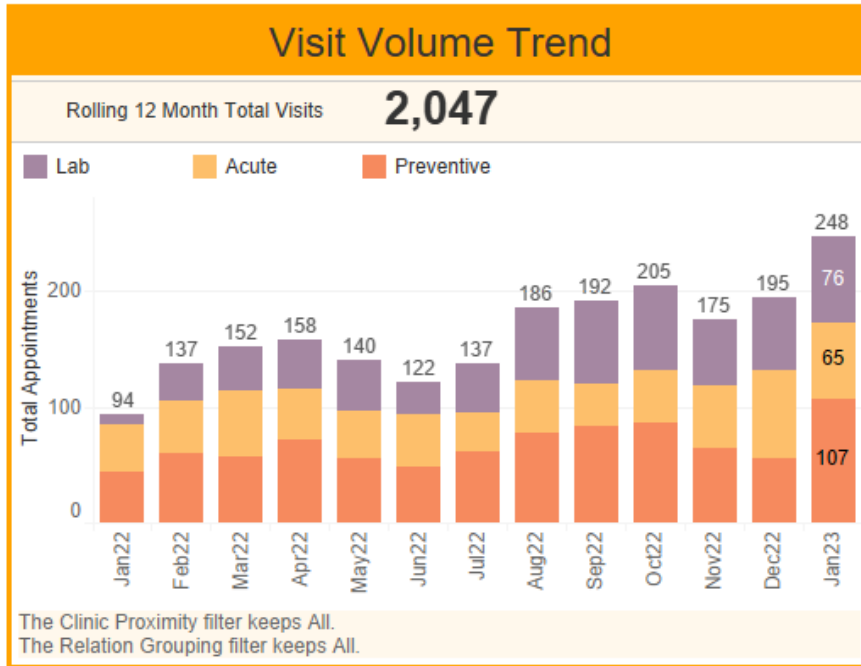
Trend period displays 13 months.

Member engagement lookback period considers the Last 18 Months.

Current Period for Activity Details and Dispensed Rx (if applicable) displays 1 month(s).

Engagement views omit rows with fewer than 0 eligible members for visual clarity.

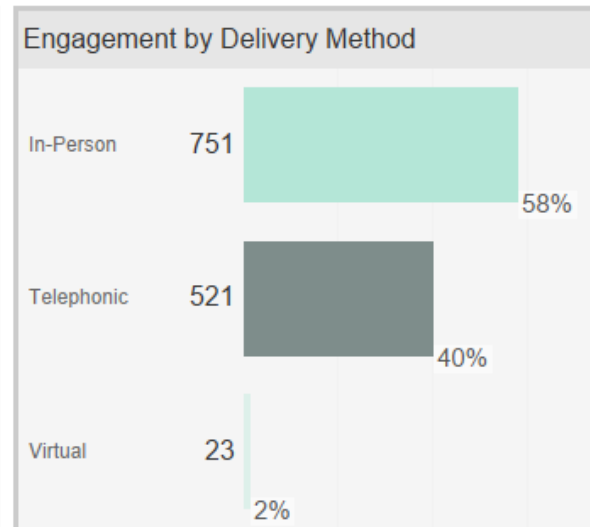
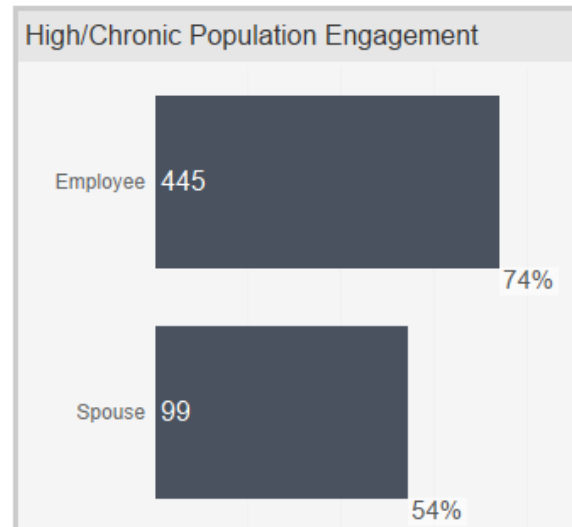
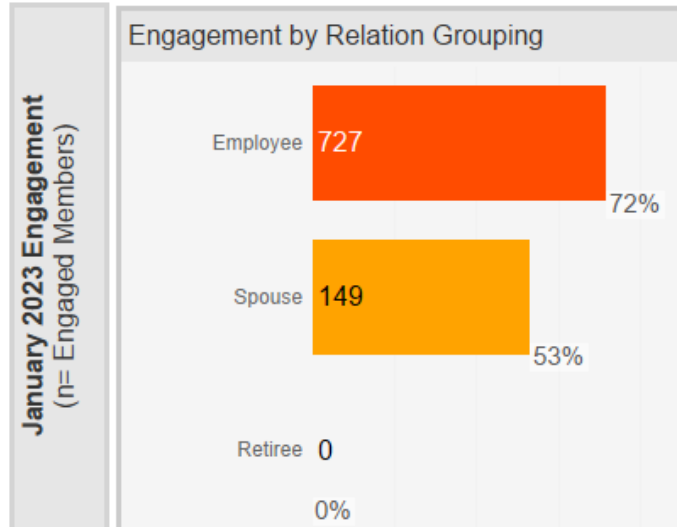
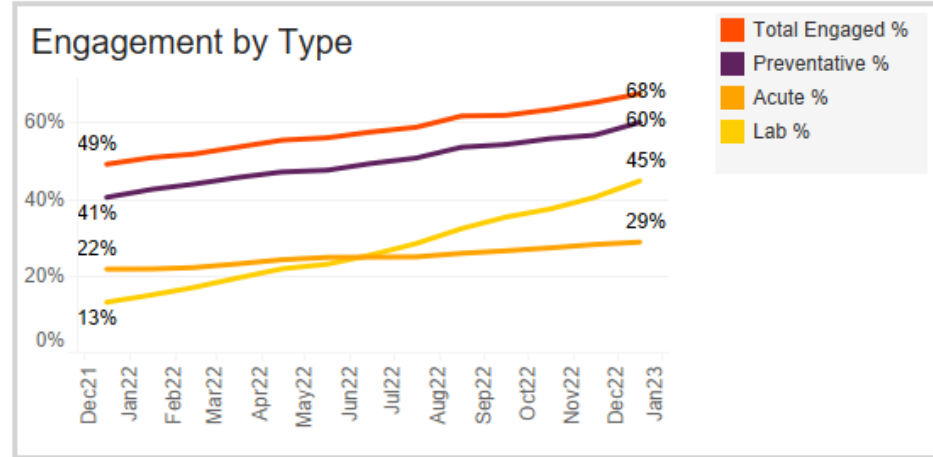
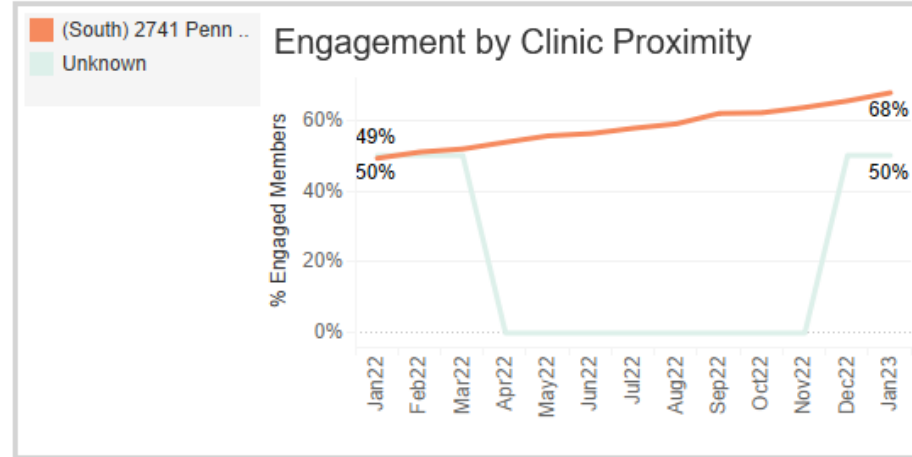
Volume views omit rows with fewer than 0 total appointments for visual clarity.



*Note Engagement filter criteria. Using Engagement Range of Last 18 Months.

Engagement includes all visit types unless otherwise noted.

Eligible Members	Engaged Members	Total Engaged %
1,296	876	68%

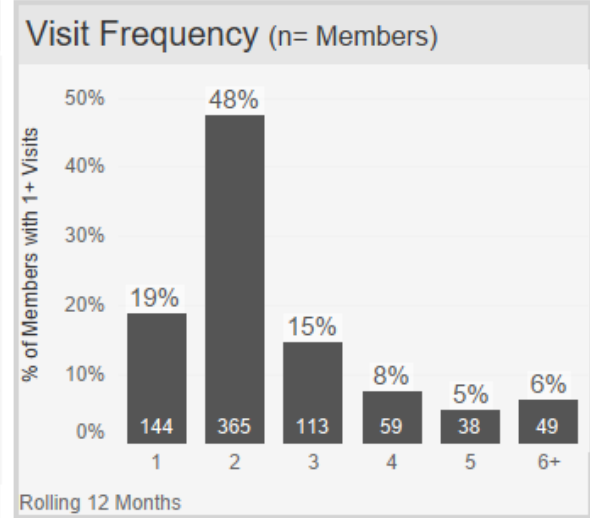
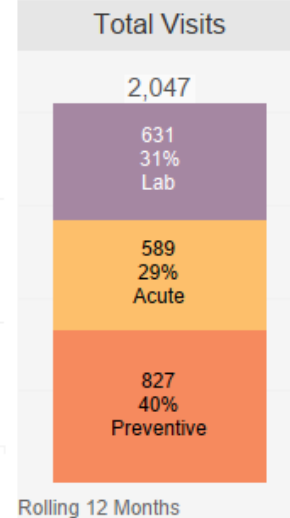
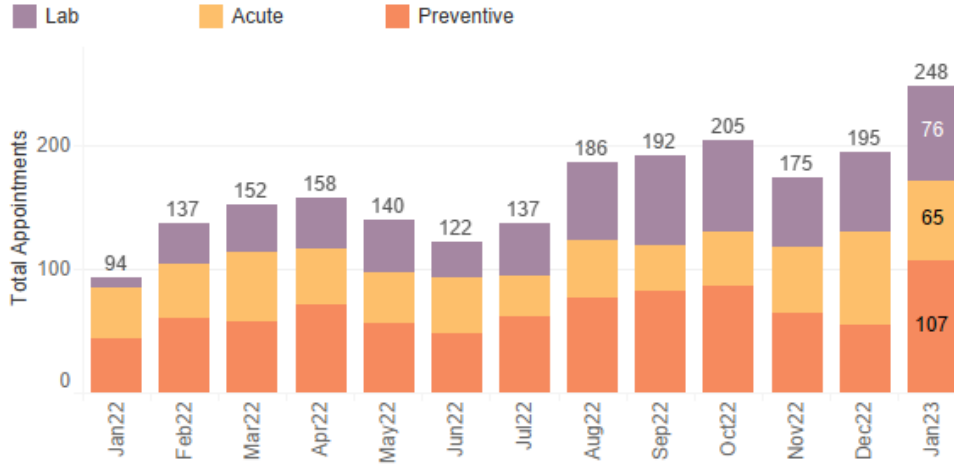


Filters Applied
Local / Remote filter keeps All.
The Patient Clinic Proximity filter keeps All.
The Department filter keeps All.
The Work Location filter keeps All.
The Relation Grouping filter keeps All.

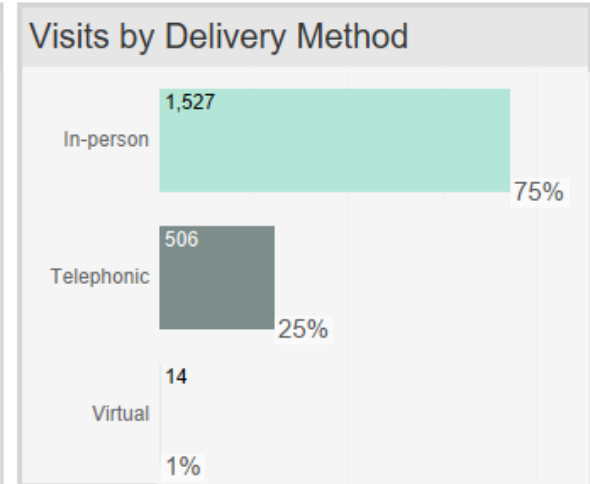
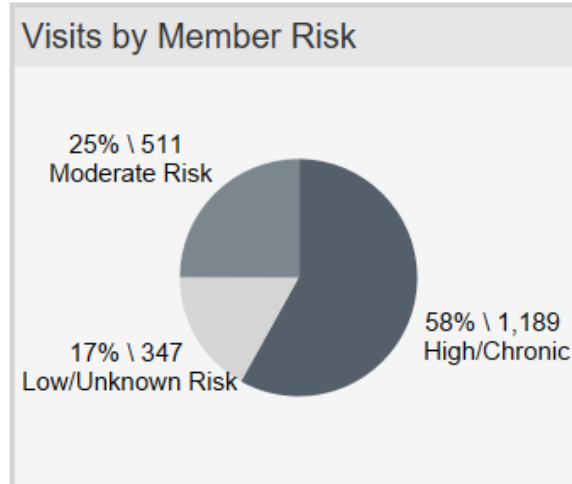
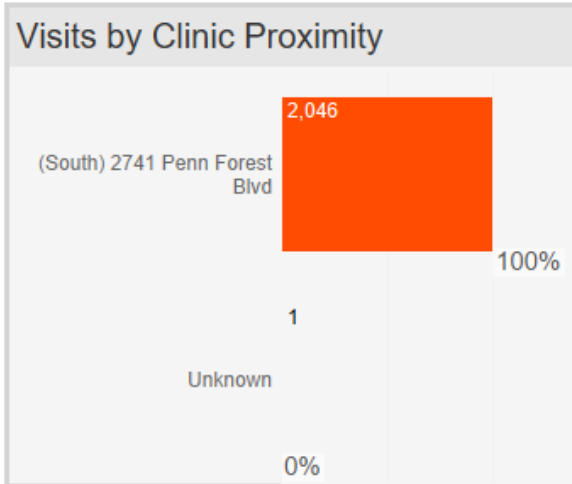


Total Visits in Rolling 12 Months	% Preventive Visits	% Repeat Visits in Rolling 12 Months (2+ Visits)
2,047	40%	81%

Visits by Visit Category per Month

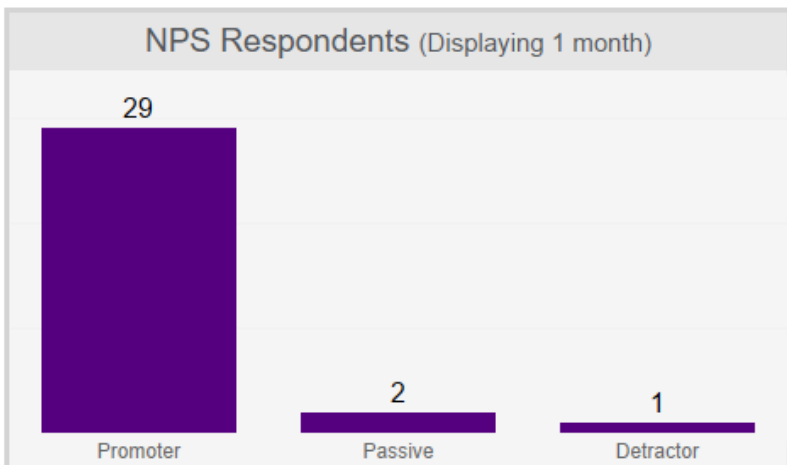


12 Month Totals Ending January 2023 Volume (n= Visits)

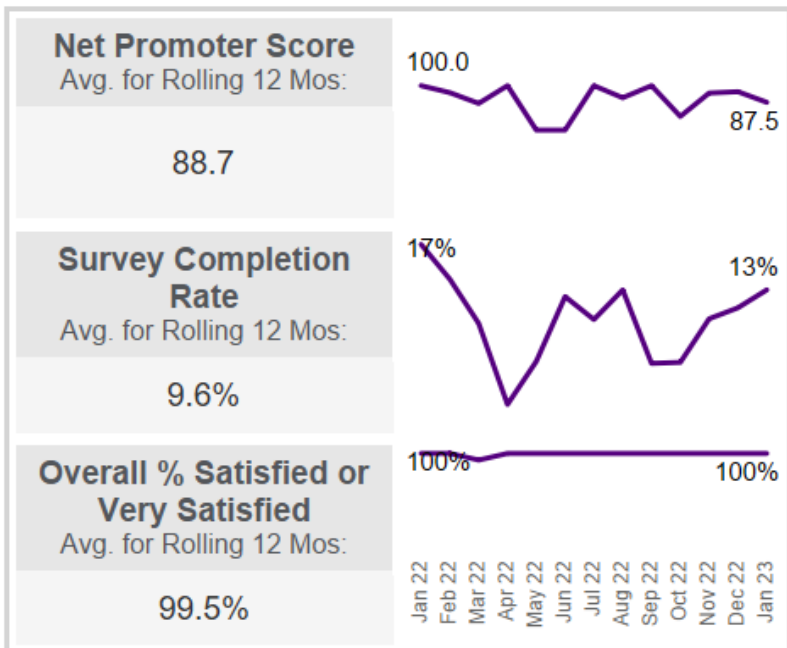


Filters Applied

The Clinic Proximity filter keeps All.
The Relation Grouping filter keeps All.



Averages and Trends



Survey Comments (Displaying 1 month)

Marathon Health and Wellness South	JENNIFER AND MEREDITH ARE AMAZING!!!
Marathon Health and Wellness South	staff is very nice
Marathon Health and Wellness South	I love coming here. I always feel like I am heard, and I love that they remember me.
Marathon Health and Wellness South	Both staff members are great examples of excellent customer/patient service. They were exemplary in their care, concern and empathy for my current health status.
Marathon Health and Wellness South	Great care
Marathon Health and Wellness South	Awesome staff
Marathon Health and Wellness South	Excellent service, and competent care! It's nice to be seen by people that seem to genuinely care.
Marathon Health and Wellness South	Jennifer and Meredith are excellent and work so well with clients. Very caring and thoughtful.

Definitions

Net Promoter Score
How likely are you to recommend Marathon Health to your friends or colleagues?
Promoters: 10 - 9, Passives: 8 - 7, Detractors: 6 - 0
Calculation: (Promoters - Detractors) / Total Responses * 100

Survey Completion Rate
Total Completed Surveys / Checked-out Appointments

Overall Experience
How would you rate your overall experience?
Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied.

