

Onsite Clinic, Offsite Savings

Learn How Symbol Drives Real
Healthcare Savings For Employers
and Their Employees



The Primary Care Crisis

America's facing a primary care provider (PCP) shortage and employers are paying for it.

Studies repeatedly show that lack of primary care leads to poorer health outcomes and higher medical spend.¹ That's because without a dedicated primary care provider (PCP), employees experience fragmented care, medical waste, and higher downstream healthcare costs.

Unfortunately, nearly 1/3 Americans don't have a PCP.³ And those that do have a provider, obtaining timely appointments is a challenge — with a recent survey showing that the average wait for a family medicine visit is about three weeks.⁴ This is problematic as inaccessibility to PCPs not only delays essential medical support but also contributes to higher healthcare costs and poorer health outcomes.

Direct primary care is associated with a **~13%** reduction in overall demand for health care services and **~41%** reduction in emergency department usage.²

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Skyrocketing Costs, Sicker Employees — Something Isn't Adding Up

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Today's primary care shortage is causing ER & urgent care overuse

UP TO
2/3

of hospital emergency room visits could be avoided with better primary care access.⁵

30%

of emergency department visits are made by individuals without a primary care provider.⁶

ER and urgent care centers rarely provides follow-up care, lack crucial patient history to inform treatment decisions, and are not designed to manage chronic diseases — all leading to repeated high-cost episodes.⁷

Employers are experiencing the consequences of PCP inaccessibility. Today's healthcare spend is rising – with an expected **9% increase in 2025**

– in part, because employees are using the ER and urgent care for their primary care needs.⁸ This misuse of the system leads to fragmented care, over treatment, and inefficiencies.

Luckily, there is a way to reverse this trend. Direct primary care delivers the medical support employees need to prevent disease progression, improve medication adherence, and treat acute illness. Studies show that employees who report having a primary care physician are shown to save employers **33%** in healthcare costs annually, regardless of their health conditions.⁹

For employers in the Southeast, **Symbol Health** is the premier choice solution. Our approachable model removes traditional barriers to primary care access while aligning incentives with employers through a shared risk model that prioritizes cost savings and better outcomes. Read on to learn how we make primary care accessible to you and your employees.

Symbol Health in Action:

A Case Study in Employer Cost Savings



The Challenge

A mid-sized employer Gulf Shores, AL with 788 lives, was struggling with **rising healthcare costs, high ER utilization, poor chronic disease management** among employees. They needed a solution to control their medical costs. They partnered with Symbol Health to deliver it.

The Symbol Health Solution

Based on the employer's need and claims data, Symbol Health devised a strategy to:

- ✓ Launch an onsite health center with full primary care, mental health, and occupational health services
- ✓ Transition employees from ER and urgent care dependence to consistent primary care visits
- ✓ Implement chronic disease management programs with proactive follow-ups
- ✓ Add a prescription management program that enabled onsite medication dispensing

The Results



ENGAGEMENT

100%

employee engagement

78 %

spouse or offspring engagement



UTILIZATION TYPE

48%

of appointments for preventative care in 2024

35%

of appointments for acute care in 2024



RISK MANAGEMENT

77%

of participants improved or maintained risk movement biometric screenings



COST SAVINGS

5%

reduction in PEPM spend year over year*

49%

in diversion savings**, reducing costs from \$288,575 to \$146,869

44%

decrease in medical supplies spend

21%

decrease in brand medications spend

*Over 10-year period
**Primary Care

DIABETIC PATIENTS

79% of diabetic patients engaged with Symbol Health

49% savings for engaged diabetic patients compared to non-engaged patients

\$40,475 saved per month

\$485,475 saved per year

HYPERTENSIVE PATIENTS

74% of hypertensive patients engaged with Symbol Health

47% savings for engaged hypertensive patients compared to non-engaged patients

\$51,254 saved per month

\$615,048 saved per year

OBESE PATIENTS

59% of obese patients engaged with Symbol Health

5% savings for engaged obese patients compared to non-engaged patients

\$3,109 saved per month

\$37,308 saved per year



Patient Satisfaction
Survey Report

Net Promoter Score

Net Promoter Score (NPS) is a key measure of customer satisfaction and loyalty. NPS can vary significantly across industries, with healthcare averaging between 25-46, as reported by SurveySensum and Userpilot. These differences can depend on factors like region, services offered, data collection methods, survey populations, and timeframes. Below are a few NPS scores from well-known companies for comparison:

COMPANY	NPS SCORE
 Costco	52
 Amazon	49
 Google	42
 Target	36
 Walmart	9
 Best Buy	-3
 eBay	-6



Net Promoter Score
Gulf Shores Health Center



"I am so thankful to have the symbol clinic in Gulf Shores for medical needs and for the coaching to better my health."

- Dewey N.



"Don't change anything at all, the service is always the best and I have never had a bad experience with the staff. As always, Farrah King is a pleasure to speak with and very helpful in providing suggestions that fit my needs."

- Jeffrey S.



"I can't speak highly enough of Symbol Clinic. The entire experience, from the moment I walked in was fantastic."

- Anonymous



The Symbol Health Way

A true partner for onsite primary care that you and your people will love

Symbol Health isn't just an onsite clinic—it's an integrated healthcare partner.

Our approachable solution **removes traditional barriers to primary care access** while aligning incentives with employers through a **shared risk model** that prioritizes cost savings and better outcomes.

How We Drive Real ROI and Employee Satisfaction:

1. Cost Containment: Lowering Total Healthcare Spend

Reduces unnecessary ER & urgent care visits by

XX%

Lowers overall employer healthcare costs by

XX%
annually

Decreases specialist referrals and pharmacy spend by

XX%*

*relative to community alternatives

3. High Employee Engagement: Proven Results

75%

average clinic utilization rate—significantly higher than industry benchmarks.

99%

of patients give Symbol Health 5-star ratings.

93

Net Promoter Score (NPS)—demonstrating industry-leading patient satisfaction.

2. Shared Risk Model: A True Partnership for Success

No per-employee-per-month (PEPM) fees—employers only pay for services rendered

Symbol assumes staffing risk, ensuring a seamless, cost-efficient operation.

Symbol aligns incentives using performance guarantees and risk-sharing agreements

4. Chronic Disease Management: Improving Health, Cutting Costs

XX%

improvement in chronic condition management (diabetes, hypertension, etc.)

XX%

increase in preventive screenings & primary care engagement

Symbol's streamlined referral process ensures patients receive continuous, effective care.

The Power of Localized, Regional Care

Employees trust local providers. Symbol's decade-plus experience in the Southeast delivers that trust and fosters the deep relationship patients need to get healthier. Unlike national competitors, we have a deep-rooted presence in the Southeast, bringing localized expertise and care tailored to regional challenges.

XX

Savings For
Employers

75%

Average Patient
Engagement

93

NPS SCORE
2024 Book of
Business Results

**Ready to Reduce Healthcare Costs &
Improve Workforce Health?**

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