

**Minutes of the Meeting  
of the Board of Trustees of the  
Fire and Police Retiree Health Care Fund, San Antonio  
May 22, 2023**

**PRESENT:** Henry Trevino, Fire Department Retiree Representative;  
Chris Lutton, Police Department Representative;  
Mike Despres, Retired Police Representative;  
Doug Berry, Fire Department Representative;  
Jason Sanchez, Police Department Representative;  
Councilperson Melissa Cabello Havrda, City of San Antonio; and  
Mayoral Appointee Tom Silliman, City of San Antonio.

**ABSENT:** Andrew Estrada, Fire Department Representative;  
Councilperson John Courage, City of San Antonio; and

**OTHERS  
PRESENT:** James Bounds, Executive Director; and  
Frank Burney, Martin & Drought, P.C.

At 10:00 a.m., Chair Berry called the meeting to order. The roll was called, and a quorum was declared present. The minutes from the meeting held on April 24, 2023, were reviewed and unanimously approved upon motion by Trustee Sanchez and second by Trustee Despres with a minor change relating to Former Fire President Steele.

**EXECUTIVE  
SESSION:** None.

**MEMBERS  
TO BE  
HEARD:** None.

**ACTION  
ITEMS:**

1. Investments: Will meet later on May 22, 2023.
2. Personnel/Audit: Strategic Planning Committee is scheduled for later on May 22, 2023.
3. Benefits: Next meeting June 7, 2023 at 10:00 a.m.
  - a. Alternative Therapy List: postponed until next month.

- b. Intercept Program: Mr. Bounds reported on reduction in costs for expensive specialty drugs but still large expenditures for specialty drugs.
4. Legislative: Mr. Burney reported on two bills:
  - a. SB 1446 which imposes on pension funds' restrictions and reporting on ESG and proxy reporting; and
  - b. HB 471 which requires one-year paid leave for public safety employees who have LOD injury/illnesses.
5. Administrative Report:
  - a. Expenses: Mr. Bounds presented the expenditures for the Fund. Upon motion by Trustee Despres and second by Trustee Cabello Havrda, a list of expenses and claims and the Financial Report were unanimously approved by the Board.
  - b. Clinics by Health by Design: Representatives of Health by Design provided a utilization report on Clinics. Capacity exists to handle additional patients but usage is up year-over-year.

Specialty Services show high utilization of PT and Endocrinology but only 60% utilization on Behavioral Health.
  - c. Schedule for Elections: Upon motion by Trustee Sanchez and second by Trustee Lutton, the 2023 Election Schedule was approved.
  - d. Update on Real Estate by Forsite: A meeting will be scheduled for Monday, June 5, 2023, at 10:00 a.m.
6. Consultant Report:
  - a. Legal: None.
7. Educational Opportunities:

Upon motion by Trustee Sanchez and second by Trustee Despres, the Board approved attendance at any of the following educational opportunities:

  - IFEBP: Fraud Prevention Institute for Employee Benefit Plans, July 24-25, 2023

- IFEBP Certificate Series: Communicating Employee Benefits, July 24-25, 2023
- IFEBP: Alternative Investment Strategies, July 18-20, 2023

8. Recess: Upon motion by Trustee Despres and second by Trustee Sanchez, the Board recessed the meeting. The meeting reconvened at 1:05 p.m.
9. Next Meeting: The next regularly scheduled meeting will be June 26, 2023 at 10:00 a.m.

ADJOURNMENT: There being no further business, a motion was made by Trustee Silliman and second by Trustee Lutton that the meeting adjourn. The motion carried unanimously. The meeting adjourned at 1:08 p.m.

Enclosures

- Financial Statement
- List of approved claims and expenses
- Agenda
- Minutes

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AGENDA  
BOARD OF TRUSTEES MEETING  
FIRE AND POLICE RETIREE HEALTH CARE FUND  
LOCATED AT 11603 W. COKER LOOP, SUITE 210, SAN ANTONIO, TX 78216  
Monday, May 22, 2023-10:00 a.m.

Members of the public may provide comment on any Agenda item, consistent with procedural rules governing the Board meetings and state law. Public comment may be provided as follows:

- a. Written: Submit written comments, along with name and address, by emailing them to Leticia Deleon at [leticia.deleon@swbell.net](mailto:leticia.deleon@swbell.net) by 12:00 p.m. on the day before the meeting. Comments will be read into the record during the designated time on the agenda.
- b. In Person: Speakers shall be given the opportunity to speak at the beginning of the meeting during “Public Comment” for up to 3 minutes (6 minutes if translation is needed).

1. Call to Order:

2. Roll Call: Doug Berry, Henry Trevino, Andrew Estrada, Chris Lutton, Michael Despres, Jason Sanchez, Councilperson Melissa Cabello Havrda, Councilperson John Courage, Tom Silliman.

3. EXECUTIVE SESSION (Discussion only – Closed to Public):

The Board of Trustees may recess the meeting to the public at any time and hold an Executive Session pursuant to the Texas Open Meetings Act, Chapter 551.071, of the Texas Government Code. Such Act provides for Executive Session on any matter to be considered during the meeting as it relates to consultation with attorneys, real property, personnel and other matters. While any matter on the agenda may also be discussed, these specific matters may be discussed with counsel in Executive Session:

- a. **Government Code §551.072 – Discussions Regarding Purchase, Exchange, Lease, or Value of Real Property if Deliberation in an Open Meeting Would Have a Detrimental Effect on the Position of Health Fund in Negotiations with a Third Party;**
- b. **Government Code §551.071 - All Matters Where Health Fund Seeks the Advice of its Attorney as Privileged Communications under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas;**
- c. **Pending or Contemplated Litigation; and**
- d. **Government Code §551.074- Personnel Matters involving Senior Executive Staff and Employees of Health Fund.**

4. Minutes (Discussion and possible action):

- Board Meeting Minutes for April 24, 2023

5. Public Comment
6. Committee Reports (discussion and possible action):
  - a. Investments:
  - b. Personnel/Audit:
  - c. Benefits:
    - Alternative Therapy List
    - Intercept program
  - d. Legislative:
7. Administrative report (discussion and possible action):
  - a. Draft financial reports and list of expenditures for April 2023
  - b. Update on clinics by Health by Design
  - c. Proposed schedule for elections
  - d. Update on Real Estate by Forsite
8. Consultant Reports (discussion and possible action):
  - a. Legal: Report by Frank Burney
9. Educational Opportunities (discussion and possible action):
  - IFEBP: Fraud Prevention Institute for Employee Benefit Plans  
July 24-25, 2023
  - IFEBP Certificate Series: Communicating Employee Benefits  
July 24-25, 2023
  - IFEBP: Alternative Investment Strategies  
July 18-20, 2023
10. Adjournment:

**NOTE:**

Speakers may address the Board regarding any specific Agenda Item, on any matter related to Fund business, or on matters that are within the scope of the authority and legislative functions of the Board. Speakers shall be given the opportunity to speak at the beginning of the meeting during "Public Comment" for up to 3 minutes (6 minutes if translation is needed.) Enumerated agenda items are assigned numbers for ease of reference only and will not necessarily be considered by the Board in that particular order. For those who need assistance due to physical challenges, accommodations can be made by contacting James Bounds at 210-494-6500.

THE  
FUND

RETIREE HEALTH  
& WELLNESS  
SAN ANTONIO FIRE AND POLICE

Minutes of the Meeting  
of the Board of Trustees of the  
Fire and Police Retiree Health Care Fund, San Antonio  
April 24, 2023

PRESENT: Henry Trevino, Fire Department Retiree Representative;  
Chris Lutton, Police Department Representative;  
Mike Despres, Retired Police Representative;  
Doug Berry, Fire Department Representative;  
Jason Sanchez, Police Department Representative;  
Councilperson Melissa Cabello Havrda, City of San Antonio;  
Mayoral Appointee Tom Silliman, City of San Antonio.

ABSENT: Andrew Estrada, Fire Department Representative;  
Councilperson John Courage, City of San Antonio;

OTHERS: James Bounds, Executive Director; and  
PRESENT: Frank Burney, Martin & Drought, P.C.

At 10:00 a.m., Chair Berry called the meeting to order. The roll was called, and a quorum was declared present. The minutes from the meeting held on February 27, 2023, were reviewed and unanimously approved upon motion by Trustee Trevino and second by Trustee Lutton.

EXECUTIVE  
SESSION: None.

MEMBERS  
TO BE  
HEARD:

- a. Curtis Franz: He reported on a claim for medical services requiring surgery, in-patient, and out-patient care. He asserts that there was a delay in providing claims and bills paid. He asserts that corrected EOBs needed to be provided and some were 60 days late. He cited other examples of problems with pre-certification.
- b. Former Fire President Steele (Local 624): He related to the Board that his wife was experiencing numbness in her arm and went to a provider on an emergency basis. He was later advised that the provider was out-of-network from WebTPA and the claim was denied. He followed up with WebTPA for an appeal of the decision that the visit was an emergency and should be covered. He alleges that he has not been provided a final

determination of his claim. He requested the Board pay such claim (\$1,000.00). Current claims are being paid.

Chair Berry requested that both these issues be referred to Benefits Committee on June 7, 2023 for further evaluation.

ACTION  
ITEMS:

1. Investments: Next meeting will be May 22, 2023 at 1:00 p.m.
2. Personnel/ Audit: Mr. Bounds reported on a search for a Finance Director for the Health Fund. Upon motion by Trustee Sanchez and second by Trustee Despres, the Board unanimously approved funds for the search for a new Finance Director (not to exceed \$50,000.00).
3. Benefits: No report. The next meeting is on May 22, 2023.
4. Legislative: Mr. Burney report on two bills, SB1446 and HB2068. Both impose restrictions on public retirement systems ability to invest and vote proxies on investments with ESG. SB1446 has been approved in the Senate and has been sent to the House.
5. Administrative Report:
  - a. Expenses: Mr. Bounds presented the expenditures for the Fund. Upon motion by Trustee Sanchez and second by Trustee Cabello Havrda, a list of expenses and claims and the Financial Report were unanimously approved by the Board.
  - b. Clinics: Mr. Bounds reported on progress in clinic construction at Roosevelt and Loop 410. Estimated completion in twelve (12) months.
  - c. Foster & Foster: Upon motion by Trustee Despres and second by Trustee Lutton, the Board unanimously ratified the engagement of Foster & Foster as actuary for the Health Fund (Silliman abstained).
6. Consultant Report:
  - a. Legal: None.
7. Educational Opportunities:

Upon motion by Trustee Lutton and second by Trustee Despres, the Board approved attendance at any of the following educational opportunities:

- IFEBP Certificate Series Employee Benefits Courses: July 28-29, 2023
- NCPERS: 2023 Annual Conference & Exhibition Ace: May 21-24, 2023
- NAPPA San Antonio, Texas: June 27-30, 2023

8. Next Meeting: The next regularly scheduled meeting will be May 22, 2023 at 10:00 a.m.

ADJOURNMENT: There being no further business, a motion was made by Trustee Sanchez and second by Trustee Cabello Havrda that the meeting adjourn. The motion carried unanimously. The meeting adjourned at 11:07 a.m.

Enclosures

- Financial Statement
- List of approved claims and expenses
- Agenda
- Minutes

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F&P Retiree Health Care Fund - Calendar  
Statement of Plan Net Assets  
April 30, 2023

April 30, 2023                      December 31, 2022

**ASSETS**

Cash - City	\$	0.00	\$	0.00
Cash - Trust		564,931.69		30.00
Leasehold Improvements		39,621,035.01		39,485,284.96
Investments - Trust		520,206,788.03		504,508,739.83
Accrued Interest - Trust		2,560,999.30		2,083,894.62
Pre-paid Expenses		1,195,195.00		51,782.80
		<hr/>		<hr/>
<b>Total Assets</b>		<b>564,148,949.03</b>		<b>546,129,732.21</b>

**LIABILITIES**

Claims Payable		4,631,090.04		4,789,918.41
Accounts Payable		(142,873.17)		92,509.26
Security Lending Collateral		0.00		0.00
		<hr/>		<hr/>
<b>Total Liabilities</b>		<b>4,488,216.87</b>		<b>4,882,427.67</b>
		<hr/>		<hr/>
<b>Net Assets Held in Trust</b>	<b>\$</b>	<b>559,660,732.16</b>	<b>\$</b>	<b>541,247,304.54</b>

F&P Retiree Health Care Fund - Calendar  
Statement of Changes in Plan Net Assets  
For the Four Months Ending April 30, 2023

	Current Month	Current Budget	Year to Date	YTD Budget
<b>Additions</b>				
Contributions:				
City of San Antonio	\$ 3,631,276.34	3,674,000.00	\$ 16,368,824.42	16,534,000.00
Active	1,816,699.50	1,837,000.00	8,186,341.96	8,266,000.00
Retirees less than 30	131,859.00	126,000.00	507,911.58	504,000.00
COBRA	0.00	4,000.00	16,733.41	13,000.00
Children	51,100.00	47,000.00	205,450.00	185,000.00
Total Contributions	<u>5,630,934.84</u>	<u>5,688,000.00</u>	<u>25,285,261.37</u>	<u>25,502,000.00</u>
Investment Income:				
Interest	101,052.92	178,800.00	411,657.79	716,300.00
Net Appreciation of Inves	1,794,592.31	2,676,000.00	12,181,168.19	10,694,000.00
Other Income	34.99	1,000.00	35,123.19	4,000.00
Less Investment Expense	(27,633.33)	(27,600.00)	(107,133.32)	(106,100.00)
Net Investment Income	<u>1,868,046.89</u>	<u>2,828,200.00</u>	<u>12,520,815.85</u>	<u>11,308,200.00</u>
Total Additions	<u>7,498,981.73</u>	<u>8,516,200.00</u>	<u>37,806,077.22</u>	<u>36,810,200.00</u>
<b>Deductions</b>				
Members Benefit Paymen	3,165,738.90	2,875,000.00	10,739,045.34	11,497,000.00
COBRA Benefit Payment	0.00	5,000.00	2,307.15	15,000.00
Children's Benefit Payme	10,394.43	47,000.00	69,301.38	188,000.00
General and Administrati	1,946,478.11	1,387,900.00	8,581,995.73	5,582,400.00
Total Deductions	<u>5,122,611.44</u>	<u>4,314,900.00</u>	<u>19,392,649.60</u>	<u>17,282,400.00</u>
Net Increase	<u>2,376,370.29</u>	<u>4,201,300.00</u>	<u>18,413,427.62</u>	<u>19,527,800.00</u>

May 22, 2023

Expenses Paid since last Board Meeting

6144	CSU	Ins	69,160.11
6145	Leticia DeLeon	Supplies	50.00
6146	Net2Phone	April	1,043.71
	Frost		\$ -

Expenses to be paid at this Board Meeting

6147	Andrew Estrada	Phone	\$ 70.00
6148	AT&T Mobility	May	\$ 68.75
6149	Doug Berry	Phone	\$ 70.00
6150	GDC	May	\$ 10,994.34
6151	Henry Trevino	Phone	\$ 70.00
6152	Jason Sanchez	Phone	\$ 70.00
6153	Christopher Lutton	Phone	\$ 70.00
6154	Martin Drought	April	\$ 7,500.00
6155	Meketa	May	\$ 20,833.33
6156	Mike Despres	Phone	\$ 70.00
6157	USI	May	\$ 8,083.34
6158	T-Mobile	May	\$ 83.33
	CDS Muery	April	\$ -
	Farimond	April	\$ -
	Raba Kistner	April	\$ -
	RVK	April	\$ -
	City Base West	May	\$ -
	Clinic	May	\$ -
	Office	May	\$ -
			<hr/>
		Total	\$ 118,236.91

# ALL WELLNESS CENTERS

MONTHLY SUMMARY FOR APR 2023

1,249

Total Distinct Patients

28

New Patient Appointments

1,624

MD Appointments

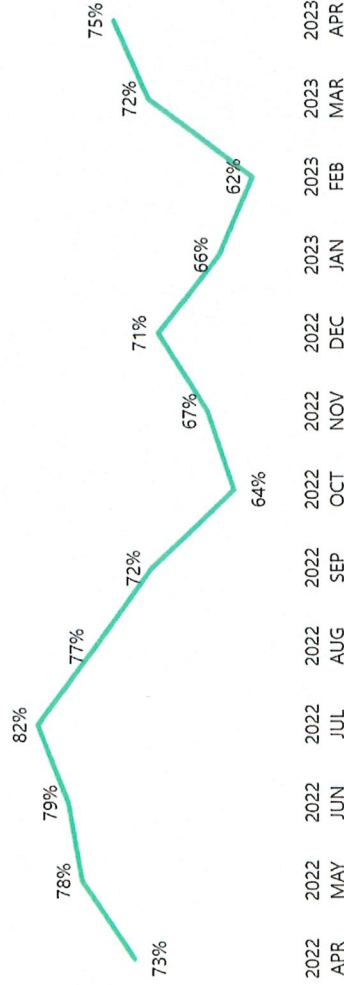
836

RN Appointments

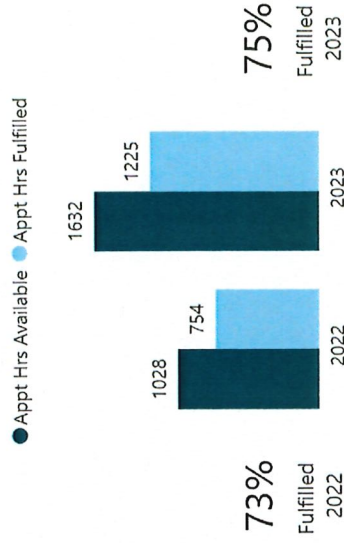
0.8

Average Days to Acute Appointment

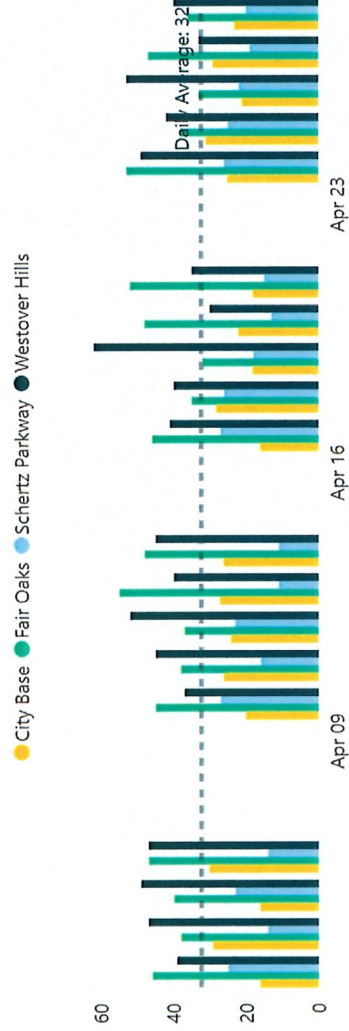
UTILIZATION OF PHYSICIAN APPOINTMENT TIME BY MONTH



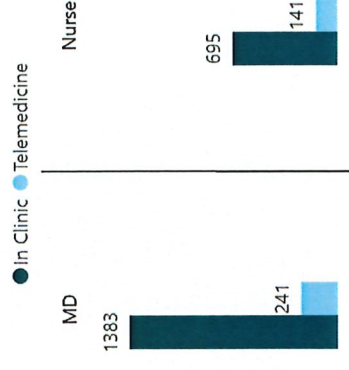
UTILIZATION OF MD APPOINTMENT TIME



DAILY APPOINTMENTS



APPOINTMENTS BY CHANNEL



# ALL WELLNESS CENTERS

APR YEAR-TO-DATE

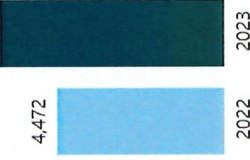
## WELLNESS CENTER UTILIZATION

4,941 Total Eligible    2,352 Patients Seen YTD    47.6% of Total Eligible

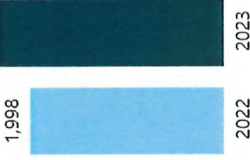
## myPCP PATIENTS

2,765 myPCP    ↑ 11.5% myPCP Change YTD    56.0% of Total Eligible

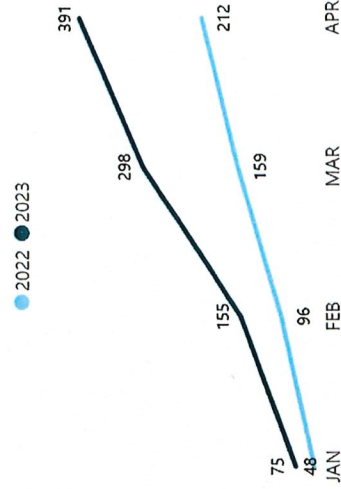
## TOTAL MD APPOINTMENTS YTD



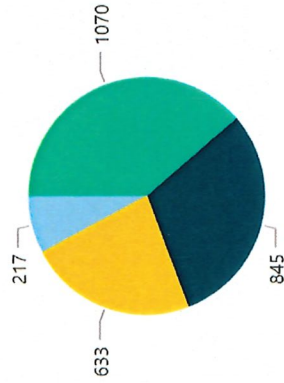
## DISTINCT PATIENTS SEEN YTD



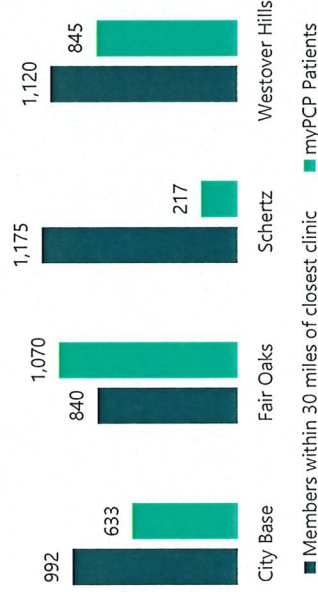
## CUMULATIVE WELL+BEING EXAMS



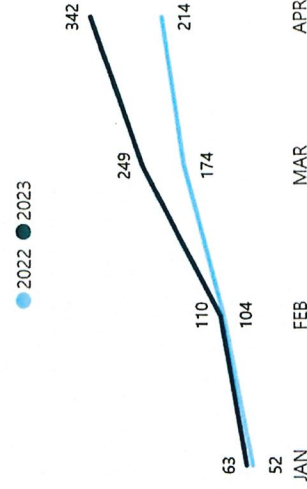
## myPCP PATIENTS BY LOCATION



## myPCP AND PROXIMITY TO WELLNESS CENTERS



## CUMULATIVE ESTABLISH CARE APPOINTMENTS



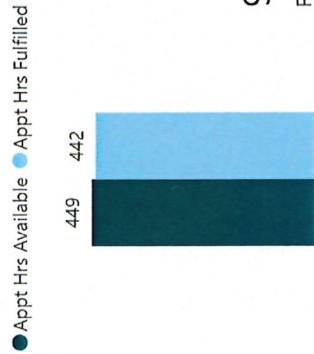
City Base    Fair Oaks    Schertz    Westover Hills

# WESTOVER HILLS: PHYSICIAN

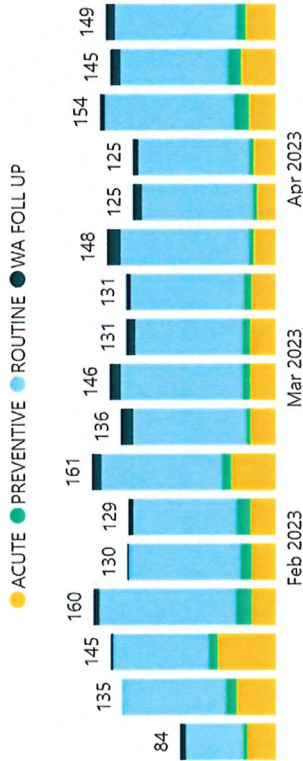
MONTHLY SUMMARY FOR APR 2023

375 Total Distinct Patients      573 Total Appointments      0 Pediatric Appointments      5 New Patient Appointments      24 Establish Care Appointments      1.0 Average Days to Acute Appointment  
● Appt Hrs Available   ● Appt Hrs Fulfilled      *First time patient visit*      *Patient chooses HBD as their PCP*

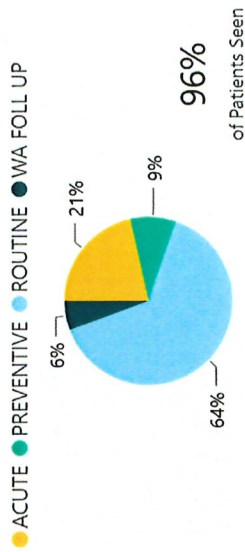
## UTILIZATION OF APPOINTMENT TIME



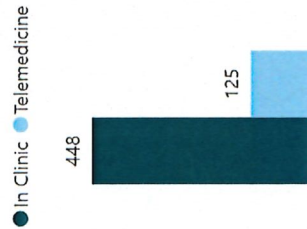
## APPOINTMENTS BY WEEK



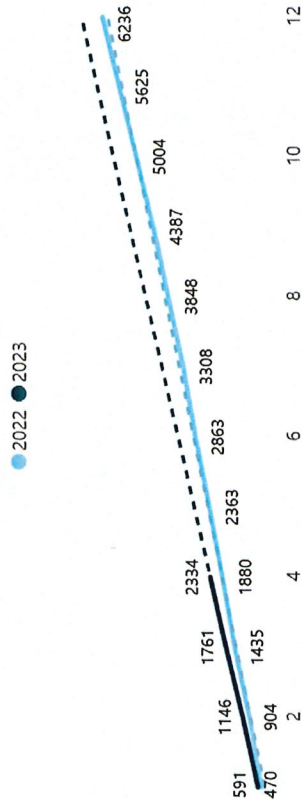
## HBD PCP Patients



## APPOINTMENTS BY CHANNEL



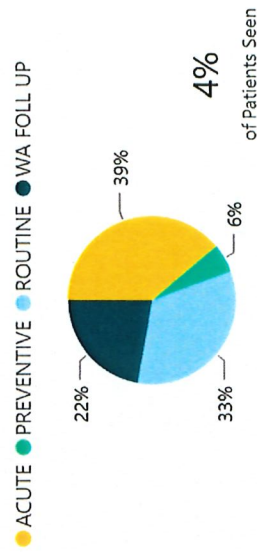
## CUMULATIVE APPOINTMENTS AND TREND



## Appointment Turnaround Time

ACUTE: 24-48 HRS    PREVENTIVE: 7-10 DAYS  
 ROUTINE: ≥ 30 DAYS    WA FOLL UP: WELL+BEING FOLLOW UPS

## Non-HBD PCP Patients



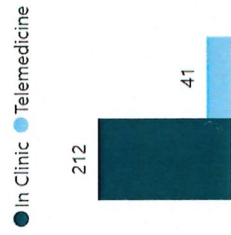


# WESTOVER HILLS: NURSE

MONTHLY SUMMARY FOR APR 2023

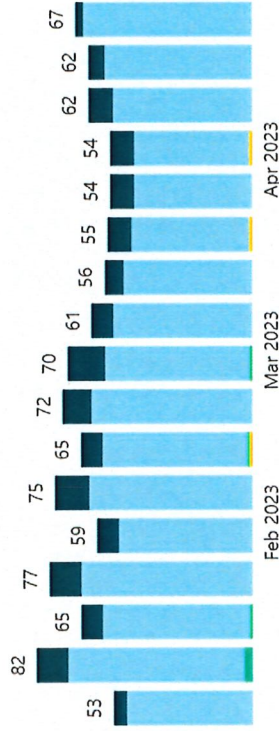
**253** Total Appointments  
**191** Total Distinct Patients

## APPOINTMENTS BY CHANNEL

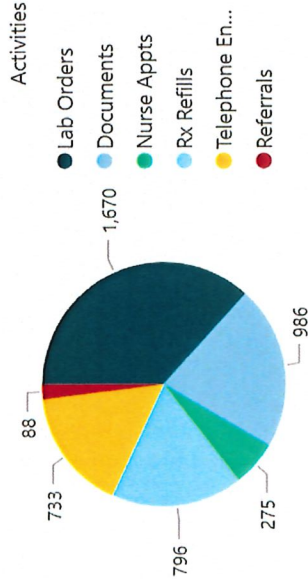


## APPOINTMENTS BY WEEK

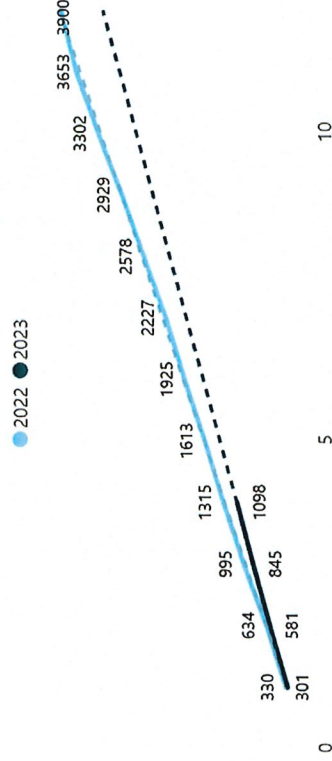
● ACUTE ● PREVENTIVE ● ROUTINE ● WELLNESS



## OTHER CLINIC ACTIVITIES 4,548

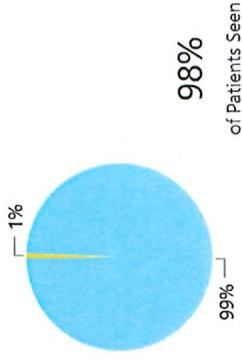


## CUMULATIVE APPOINTMENTS AND TREND



## HBD PCP Patients

● ACUTE ● ROUTINE



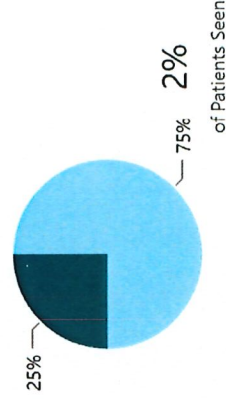
98% of Patients Seen

## Appointment Turnaround Time

ACUTE: 24-48 HRS PREVENTIVE: 7-10 DAYS  
 ROUTINE: ≥ 30 DAYS WELLNESS: WELL+BEING EXAMS

## Non-HBD PCP Patients

● ROUTINE ● WELLNESS



2% of Patients Seen

# FAIR OAKS: PHYSICIAN

MONTHLY SUMMARY FOR APR 2023

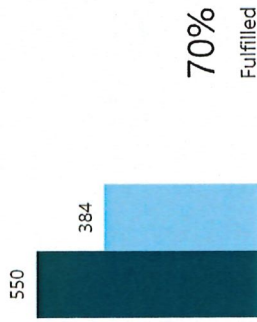
330 Total Distinct Patients      533 Total Appointments      Pediatric Appointments      New Patient Appointments      Establish Care Appointments      Average Days to Acute Appointment

105      127      120      138      108      121      97      151      119      120      132      139      112      136      141      144

0.4

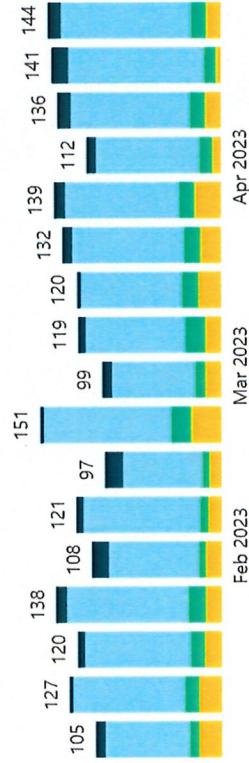
## UTILIZATION OF APPOINTMENT TIME

● Appt Hrs Available ● Appt Hrs Fulfilled



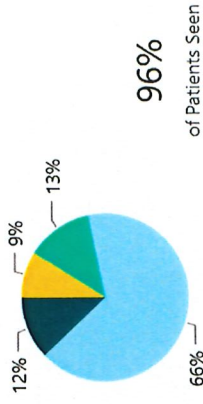
## APPOINTMENTS BY WEEK

● ACUTE ● PREVENTIVE ● ROUTINE ● WA FOLL UP



## HBD PCP Patients

● ACUTE ● PREVENTIVE ● ROUTINE ● WA FOLL UP



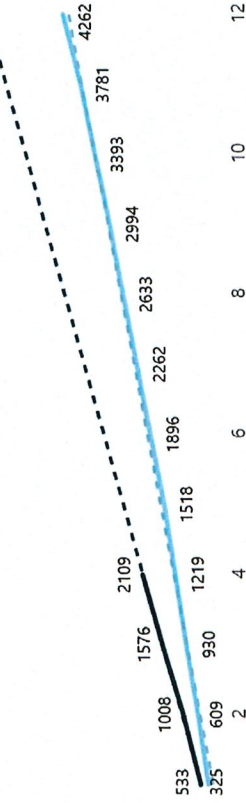
## APPOINTMENTS BY CHANNEL

● In Clinic ● Telemedicine



## CUMULATIVE APPOINTMENTS AND TREND

● 2022 ● 2023



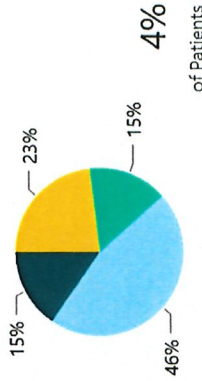
## Appointment Turnaround Time

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ROUTINE: ≥ 30 DAYS      WA FOLL UP: WELL+BEING FOLLOW UPS

## Non-HBD PCP Patients

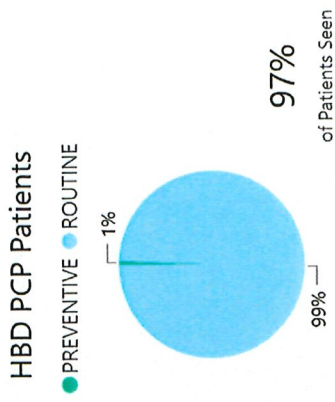
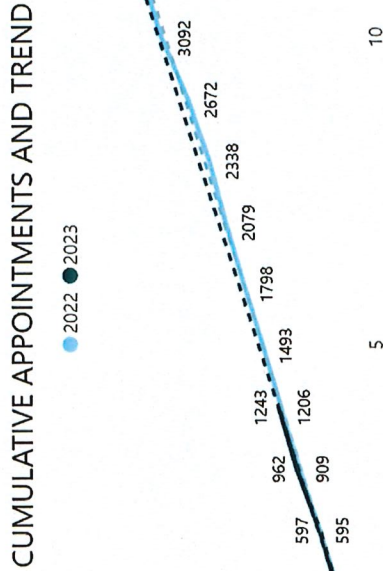
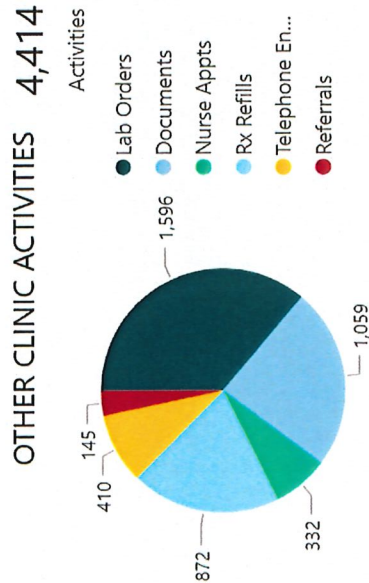
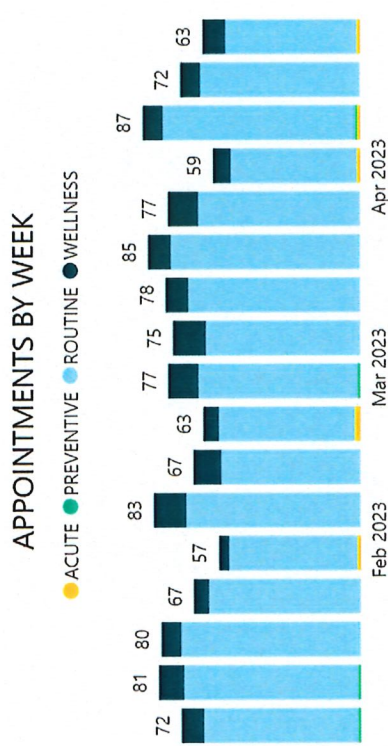
● ACUTE ● PREVENTIVE ● ROUTINE ● WA FOLL UP



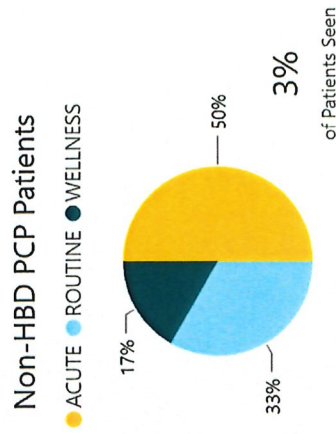


# FAIR OAKS: NURSE

## MONTHLY SUMMARY FOR APR 2023



**Appointment Turnaround Time**  
**ACUTE:** 24-48 HRS **PREVENTIVE:** 7-10 DAYS  
**ROUTINE:** ≥ 30 DAYS **WELLNESS:** WELL+BEING EXAMS



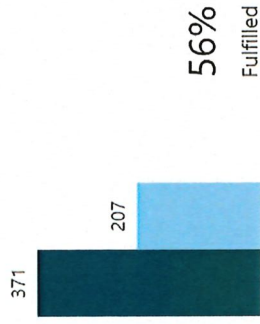
# SCHERTZ: PHYSICIAN

MONTHLY SUMMARY FOR APR 2023

**153** Total Distinct Patients    
 **258** Total Appointments    
 **1** Pediatric Appointments    
 **51** New Patient Appointments    
 **51** Establish Care Appointments    
 **1.4** Average Days to Acute Appointment  
Patient chooses HBD as their PCP    
First time patient visit

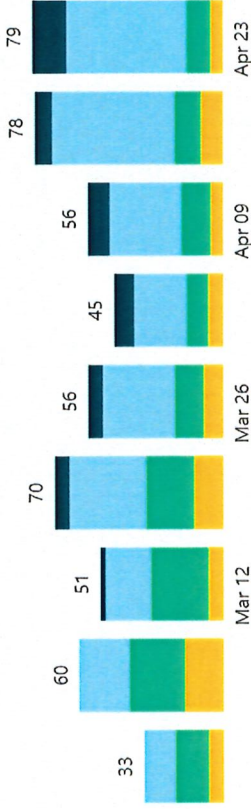
## UTILIZATION OF APPOINTMENT TIME

● Appt Hrs Available ● Appt Hrs Fulfilled



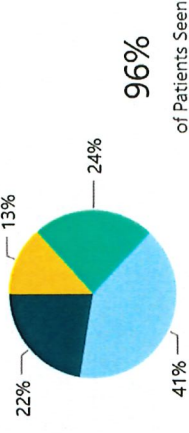
## APPOINTMENTS BY WEEK

● ACUTE ● PREVENTIVE ● ROUTINE ● WA FOLL UP



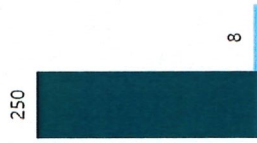
## HBD PCP Patients

● ACUTE ● PREVENTIVE ● ROUTINE ● WA FOLL UP



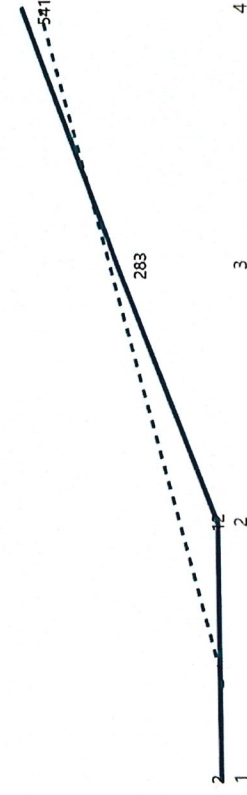
## APPOINTMENTS BY CHANNEL

● In Clinic ● Telemedicine



## CUMULATIVE APPOINTMENTS AND TREND

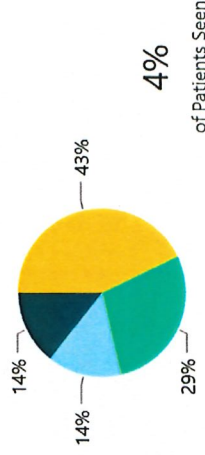
● 2023



**Appointment Turnaround Time**  
**ACUTE:** 24-48 HRS    **PREVENTIVE:** 7-10 DAYS  
**ROUTINE:** ≥ 30 DAYS    **WA FOLL UP:** WELL+BEING FOLLOW UPS

## Non-HBD PCP Patients

● ACUTE ● PREVENTIVE ● ROUTINE ● WA FOLL UP



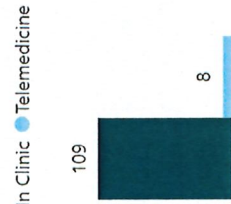
# SCHERTZ: NURSE

## MONTHLY SUMMARY FOR APR 2023

117 Total Appointments      95 Total Distinct Patients

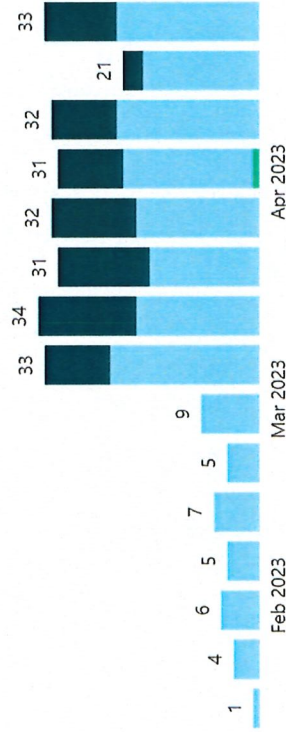
APPOINTMENTS BY CHANNEL

● In Clinic ● Telemedicine



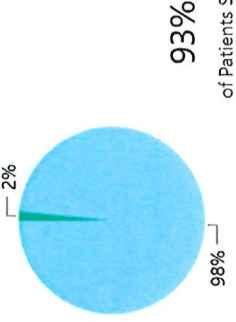
### APPOINTMENTS BY WEEK

● PREVENTIVE ● ROUTINE ● WELLNESS



### HBD PCP Patients

● PREVENTIVE ● ROUTINE



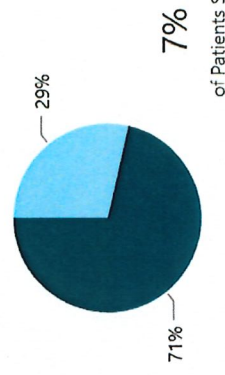
93% of Patients Seen

### Appointment Turnaround Time

ACUTE: 24-48 HRS    PREVENTIVE: 7-10 DAYS  
ROUTINE: ≥ 30 DAYS    WELLNESS: WELL+BEING EXAMS

### Non-HBD PCP Patients

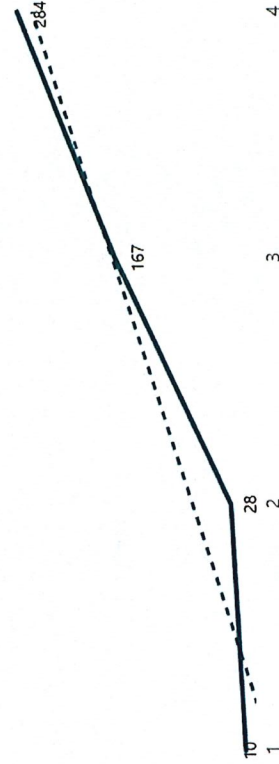
● ROUTINE ● WELLNESS



7% of Patients Seen

### CUMULATIVE APPOINTMENTS AND TREND

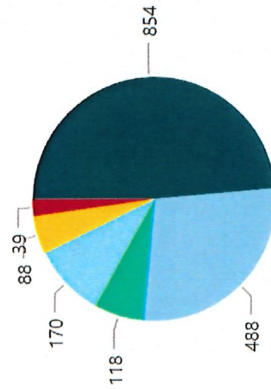
● 2023



### OTHER CLINIC ACTIVITIES 1,757

Activities

● Lab Orders ● Documents ● Nurse Appts ● Rx Refills ● Telephone En... ● Referrals



# CITY BASE: PHYSICIAN

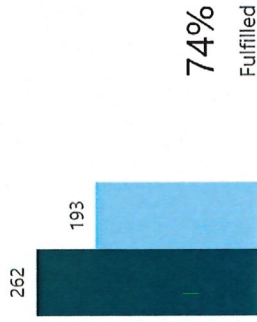
MONTHLY SUMMARY FOR APR 2023

219 Total Distinct Patients      260 Total Appointments      0 Pediatric Appointments      3 New Patient Appointments      4 Establish Care Appointments      0.5 Average Days to Acute Appointment

● Appt Hrs Available   ● Appt Hrs Fulfilled      ● ACUTE   ● PREVENTIVE   ● ROUTINE   ● WA FOLL UP      ● ACUTE   ● PREVENTIVE   ● ROUTINE   ● WA FOLL UP

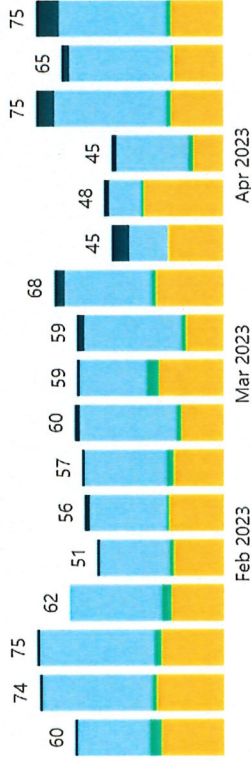
## UTILIZATION OF APPOINTMENT TIME

● Appt Hrs Available   ● Appt Hrs Fulfilled



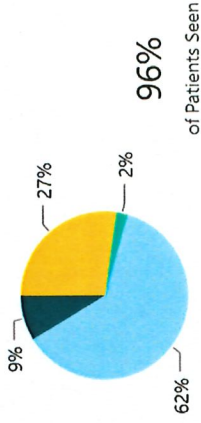
## APPOINTMENTS BY WEEK

● ACUTE   ● PREVENTIVE   ● ROUTINE   ● WA FOLL UP



## HBD PCP Patients

● ACUTE   ● PREVENTIVE   ● ROUTINE   ● WA FOLL UP



of Patients Seen

## Appointment Turnaround Time

ACUTE: 24-48 HRS   PREVENTIVE: 7-10 DAYS  
ROUTINE: ≥ 30 DAYS   WA FOLL UP: WELL+BEING FOLLOW UPS

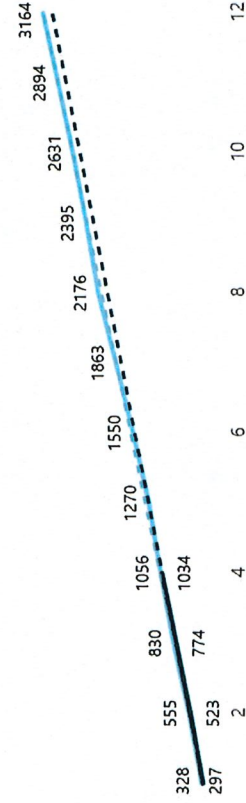
## APPOINTMENTS BY CHANNEL

● In Clinic   ● Telemedicine



## CUMULATIVE APPOINTMENTS AND TREND

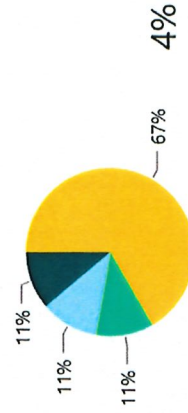
● 2022   ● 2023



of Patients Seen

## Non-HBD PCP Patients

● ACUTE   ● PREVENTIVE   ● ROUTINE   ● WA FOLL UP



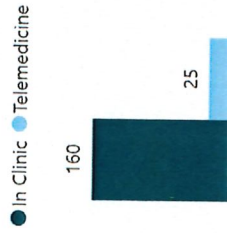


# CITY BASE: NURSE

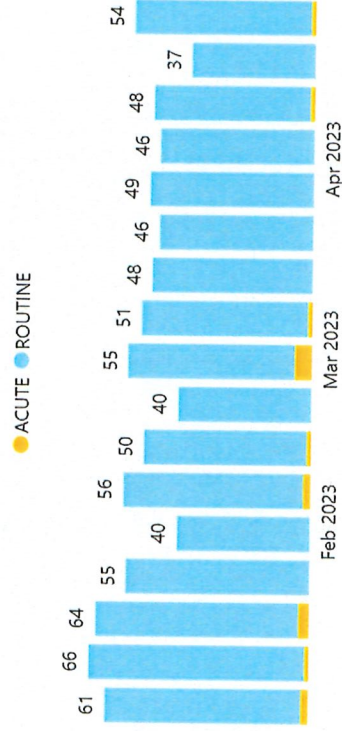
MONTHLY SUMMARY FOR APR 2023

185 Total Appointments  
 138 Total Distinct Patients

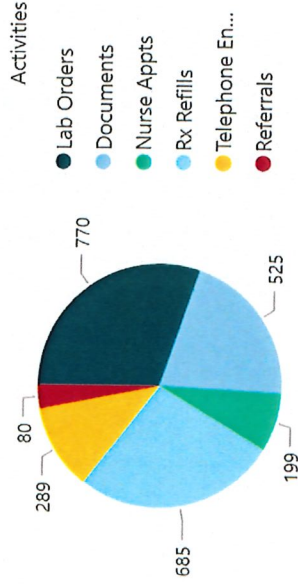
## APPOINTMENTS BY CHANNEL



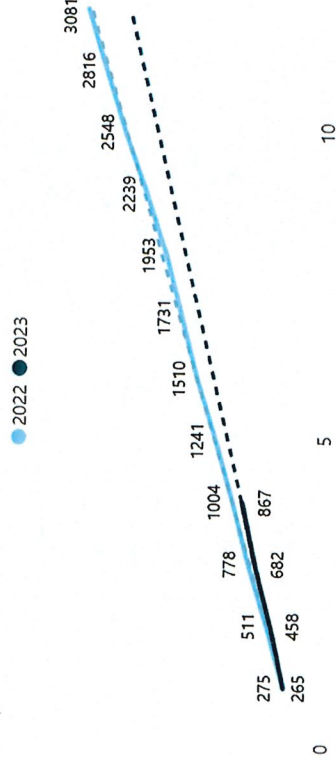
## APPOINTMENTS BY WEEK



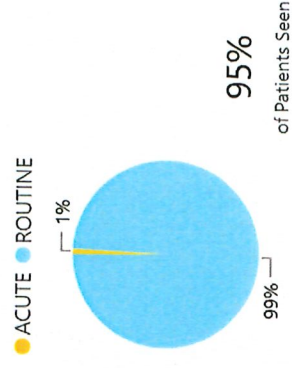
## OTHER CLINIC ACTIVITIES 2,548



## CUMULATIVE APPOINTMENTS AND TREND



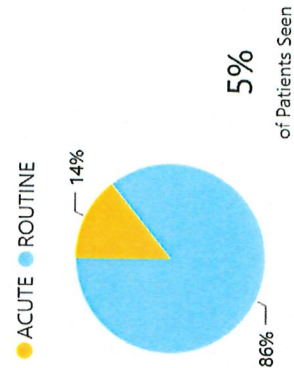
## HBD PCP Patients



### Appointment Turnaround Time

ACUTE: 24-48 HRS PREVENTIVE: 7-10 DAYS  
 ROUTINE: ≥ 30 DAYS WELLNESS: WELL+BEING EXAMS

## Non-HBD PCP Patients

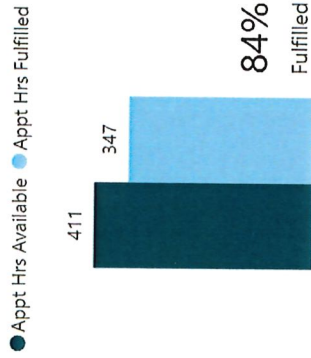


# SPECIALTY SERVICES

MONTHLY SUMMARY FOR APR 2023

## PHYSICAL THERAPY

### UTILIZATION OF APPOINTMENT TIME



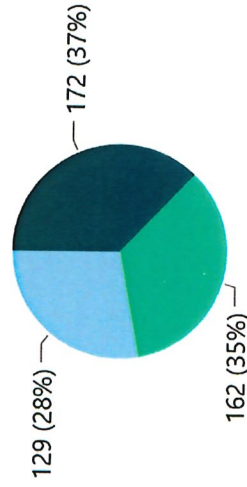
463

Total Appointments

153

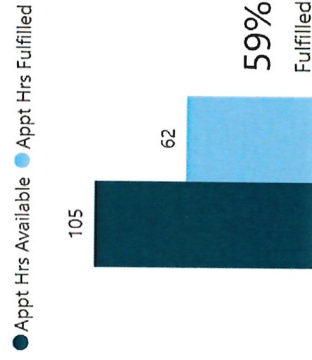
Total Distinct Patients

### APPOINTMENTS BY LOCATION



## BEHAVIORAL HEALTH

### UTILIZATION OF APPOINTMENT TIME



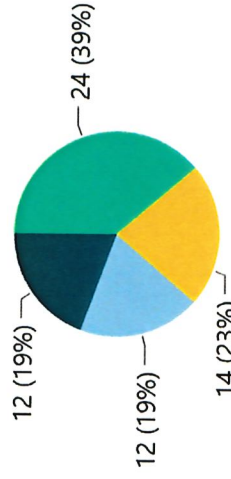
62

Total Appointments

42

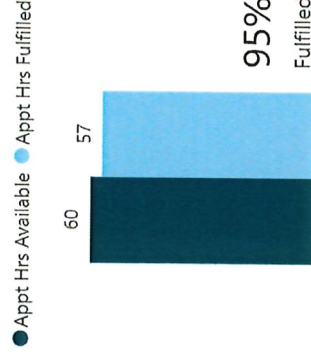
Total Distinct Patients

### APPOINTMENTS BY LOCATION



## ENDOCRINOLOGY

### UTILIZATION OF APPOINTMENT TIME



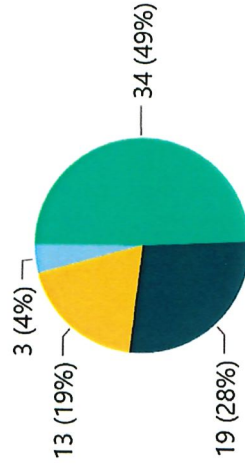
69

Total Appointments

69

Total Distinct Patients

### APPOINTMENTS BY LOCATION

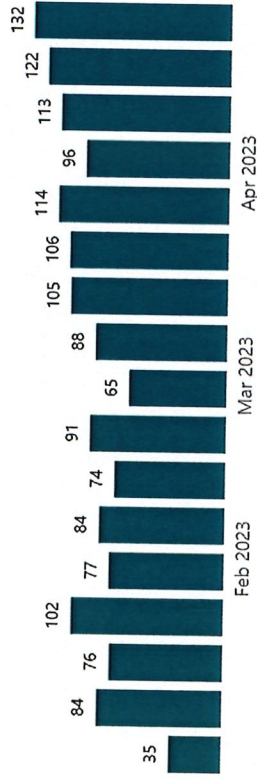


● Fair Oaks ● City Base ● Schertz Parkway ● Westover Hills

# SPECIALTY SERVICES: YEAR-TO-DATE

MONTHLY SUMMARY FOR APR 2023

## APPOINTMENTS BY WEEK



## PHYSICAL THERAPY

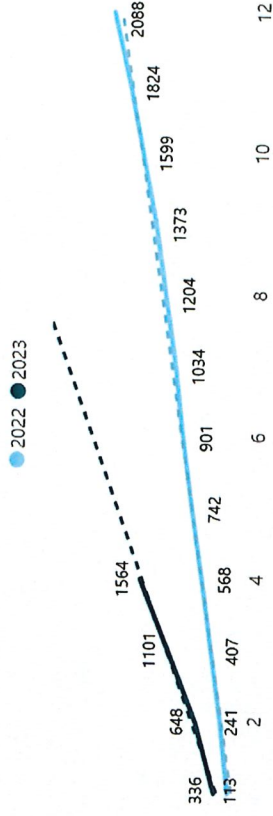
1,564

Appointments YTD

246

Distinct Patients

## CUMULATIVE APPOINTMENTS AND TREND



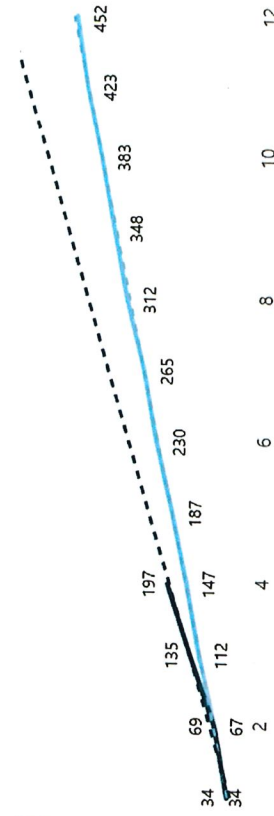
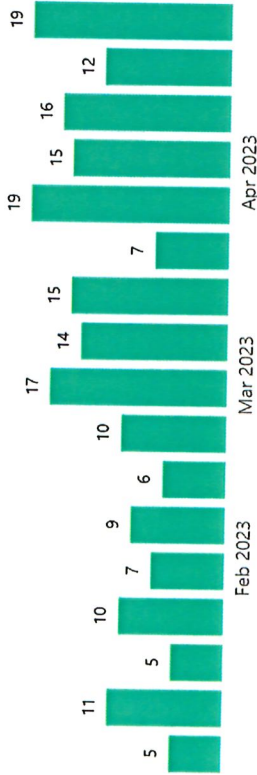
## BEHAVIORAL HEALTH

197

Appointments YTD

63

Distinct Patients



## ENDOCRINOLOGY

251

Appointments YTD

184

Distinct Patients

