



# Member Stories & Feedback

Real emails, app messages, and other feedback from Amaze's members along with real user stories.

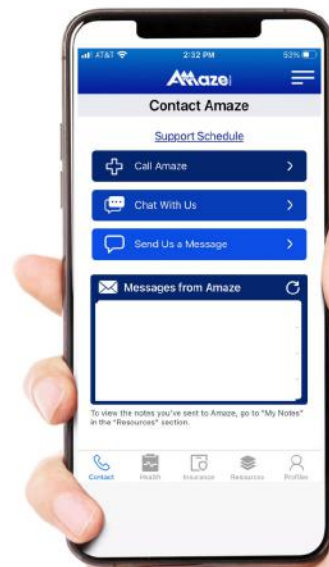


We don't like to brag, but if we don't share what others say and think about Amaze, we won't get as many people to invite us into their lives.

And we are very proud of the difference our team is making in people's lives.

**All of the quotes, testimonials and stories in this eBook are real.**

We make *extraordinary*  
care ordinary.



AmazeHealth.com

“

I own and operate a large logistics business in Denver with 400 employees in 9 states. We retained Amaze Health in April of 2020 to help us manage through the pandemic. Amaze quickly became our “go to” resource for questions and concerns regarding COVID-19 and employee health in general. Now, a year later, my clients rave about using Amaze for nearly all of their healthcare needs.



"I wholeheartedly endorse Amaze!"  
-DDH, President, Colorado client

“

I have some health issues that require me to see an endocrinologist. Due to a change in health coverage, I lost my current endocrinologist and do not have a PCP. So, I scheduled a new patient visit a couple of months ago to be established with a PCP, but the appointment isn't for 2.5 months. In the meantime, I was days away from being out of my medication. I contacted Amaze and had the most wonderful experience. Victoria was friendly and helpful, and the Nurse Practitioner, Greg, was incredibly patient stating “take your time, it's the beauty of working at Amaze, I don't have another patient just waiting for me so I can take my time working with you.”

In the close to 30 minutes that I was on the line with Amaze, I felt reassured that someone was actually going to finally help me. Greg got my labs ordered and my prescription refilled. And before our call even ended, Victoria had already sent me an email asking for my acceptance of the endocrinologist that they would be sending a referral to.

"In 30 minutes, Amaze solved an issue for a seasoned insurance veteran (me) that hadn't been solved in over a year. My company wants to make Amaze mandatory for every one of our customers."

-K.B, Member and insurance agent.

“

My family and I have been using Amaze for a few months. It's AWESOME! It is night and day different from our company provided telehealth service. I've used Amaze to obtain prescriptions when my primary doctor required an office visit simply to check the box and charge our insurance for an office visit, just to renew a prescription.

We used it for simple consultations – “is this terrible coughing & sneezing from a cold or from allergies?” Just this weekend, I had an accident with my dog (we were playing and he accidentally punctured my skin with his teeth). Rather than going to Urgent Care to get it looked at, I initiated a text with Amaze.

After a few back & forth questions, the Amaze doctor called me to discuss. The call ended with her prescribing an antibiotic as a safety precaution. Contrast that with the other telehealth service my company had been using. If I had initiated a call with them it would have been 24 hrs. before receiving contact back.

"In all I can think of at least ten times we've used Amaze, saving at least \$2,500, in just the 8 months since we were given access."

-AVG, Father and Amaze member

“

Hi Sam! First of all, my mom and I want to thank you from the bottom of our hearts. It is in fact going to be FREE! I am wondering why the pharmacist didn't tell her this was possible from the get-go.

Oh well, we know now that she doesn't have to lose another hour of sleep worrying about the cost of this drug.

**Amaze member. We did not ask or require her mother to become an Amaze customer.**

A \$10,000 medication was actually free thanks to a little research by Samantha, one of Amaze's Physician Assistants.



“

I can attest that your team of professionals are MORE THAN AMAZING! I can't begin to tell you how much I appreciate the time, personal attention, care and follow up that Lubov, Dr. Roger, and Dottie have provided to my husband's care the past two weeks. He has some unusual health issues and I've been at a loss trying to figure out the best place to turn to.

Lubov spent so much time researching his symptoms as well as the best specialist to see him. Dottie meanwhile has been checking in on him and we truly feel like we have our own team of specialists! Dr. Roger has been a tremendous asset. He has provided us with more detailed insight than all of our current providers combined.

All I can say is that your team is truly making a difference in the lives of the patients you help.

**Member and insurance agent with three Amaze clients.**





“

Good Morning, Yes, I started both prescriptions. You are a lifesaver. I'm not sure how our company found you, but I am definitely singing your praises. I will keep you posted, Thank you again!

**Member for two months.**

“

Whew!!!! Thanks be to Jesus. Honestly, I feel like this is somewhat of a miracle thanks be to you. I feel for the people who don't have others to advocate for them.

**New customer after her first call to Amaze.**

“

My ear and throat feels all healed...YAY!!! Thanks again for your help and checking in on me, I really appreciate it all!

**Amaze customer after their third interaction.  
Amaze gets unsolicited feedback on more than  
90% of all patient interactions.**

“

Great! Perfect. Again... I so appreciate you.

Employee of Utah client

“

It must be hard work being that awesome! I appreciate your help!

Employee of Colorado client

“

You guys are so incredibly awesome! She is doing great now! Thanks so much for following up

Amaze member answering a check-in regarding her daughter.

“ Wow that was so super fast and easy! Yes we got an appointment- thank you so much for helping!”

Employee of Texas client

“ Thank you for the warm wishes! I also appreciate your support. I learned some great tools that have been very helpful for me, and I will continue to use them in this next chapter! Wish you all the best.

Employee of Utah client

“ It was delightful to chat with you this morning! Thank you for your advice and mostly helping me to feel good about my path! I am so grateful! Have a lovely afternoon!

Employee of Colorado client

“

I have noticed a huge difference, it just took some time. She's so much happier, no outbursts, wakes up easily and in a good mood, more talkative, holds better conversations. She told me yesterday that she's having a lot more fun at school. Thank you so much...it's life changing.

**Amaze member for two months**

“

Thank you for your help, I really appreciate your guys service!

**Employee of Texas client**

“

Thank you so much! I'm glad I finally reached out to someone at Amaze. I should have done this a long time ago. Take care.

**Amaze member for four months**

“

I just wanted to tell you that I have used Amaze twice within the last few months and they are wonderful! Such a great resource. Please tell whoever was involved with this that I greatly appreciate Amaze.

**New Amaze member to their HR manager**



“

I just want to thank Dottie and all of the staff at Amaze. Not only do they help navigate connecting through to a doctor, stay on the line and then place the prescription for you, but then make a follow up call to ensure everything went as planned.

On this particular occasion, the doctor who provided the prescription unknowingly selected the most expensive brand possible.

With one quick text, Dottie gave me a call to let me know she had resubmitted the prescription to the pharmacy and lowered the cost from \$143 to \$32. Now that is what I call an AMAZing experience!

**Amaze member after his first encounter.**



“

He is much better. Had it not been for Joanna determining he was in heart failure; I fear the outcome would have been much different.

I cannot thank all of your team enough for jumping on the very serious situation and providing the care my dad needed.

**Daughter and Amaze member**





“

I wanted to take the opportunity to thank the Amaze team and express my appreciation for the assistance you, and specifically Joanna provided me after my recent stroke.

You don't always have the energy or presence of mind to be your own advocate. That is where Joanna stepped in. She was instrumental in helping me find specialists and hospital facilities who could accommodate telehealth appointments and perform tests – during a pandemic when everything was shut down.

Most importantly she educated me on the questions to ask at the hospital and the specialists who were treating me.

I'm so grateful to have Amaze as part of my benefits through work.

**Grateful Amaze member**

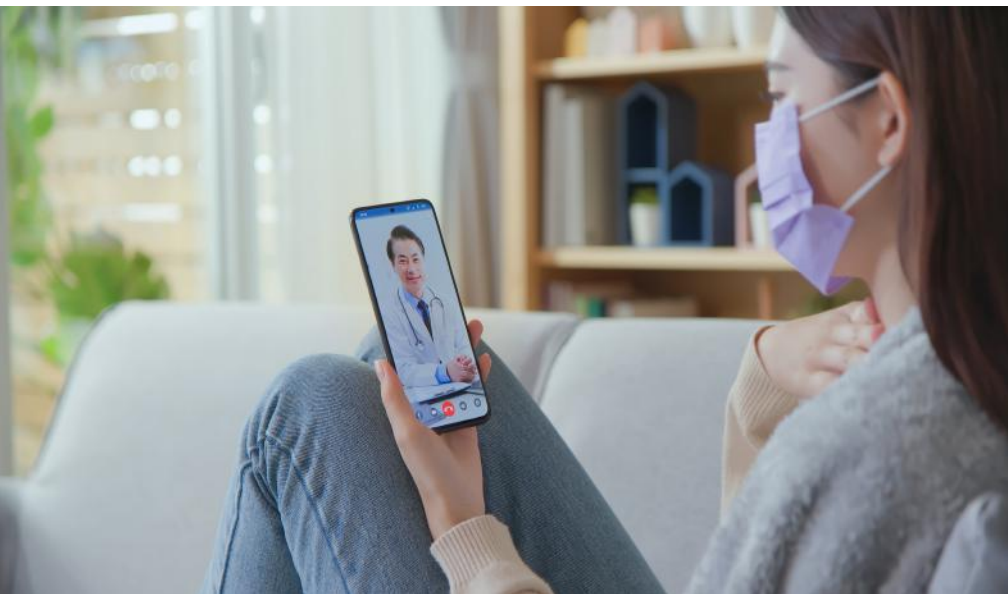


“

I called Amaze today! They were so helpful and got me the answers I needed. Before calling them, I called my PCP and was told she was out of the office, and I would need to wait until Monday for assistance.

Going into the weekend made me a bit uncomfortable, but after speaking with Dottie at Amaze, I can say now I am good and will have a worry-free weekend.

**New member of Utah client**





# User Stories



## Avoiding an Unnecessary C-Section

Janet is a 31 year old woman who had been an Amaze client for over a year. About 37 weeks into her pregnancy, Janet sent a note to Amaze's medical team via her mobile app. The note merely said, "my OB is scheduling me for a C-Section tomorrow morning."

Janet was not looking for any assistance. She was happy with her obstetrician who had also delivered her first child, but since she had developed a relationship with several members of the Amaze medical team over the prior year, she decided to let us know about the scheduling of her C-section (we encourage our clients to let us know about everything).

An Amaze medical provider received Janet's note and called her to simply ask, "Why?" Janet's answer: "My doctor says it's because my water level is low." The Amaze medical provider then shared this with Amaze's perinatologist, Dr. Sina Haeri, who responded, "That's not a good reason to do a C-section. I'm going to call her," referring to Janet.

Dr. Haeri explained to Janet that "low water" was not sufficient reason to perform a C-section, a risky and expensive procedure that should be avoided unless necessary. Dr. Haeri asked Janet's permission to call her doctor which he did immediately. Ten minutes later, Janet's doctor called her to let her know he thought inducing her would be sufficient.

Inducement involves an IV-infused hormone called Pitocin that is intended to induce labor. The next morning, Janet was induced and gave birth that afternoon to a normal, healthy, 7 lb 5 oz baby boy.



But here's what we really want everyone to think about: Imagine if, instead of Amaze, it had been an insurance company denying authorization for the scheduled C-section because it was not medically necessary. Janet and her husband would have been furious that an insurance company dare to stand between Janet and her doctor, telling them what they can and cannot do at a time when they are feeling most vulnerable.

Instead, the same result was arrived at through partnership, counseling, education, and choice. Amaze did not—and does not—tell a patient what they can and cannot do. Instead, we guide people to make their own choices—because we know good medicine also means lower costs.

Amaze is a one-of-a-kind partner because at Amaze, our medical providers ARE our patient's advocates and partners.





## Confidence to Seek Alternatives

Linda had been experiencing pain for some time. At first, it would come and go. Occasionally, it was what seemed more like a backache. At other times, it was pain in her legs; and sometimes, she would get sharp pain in the pelvic area.

Unsure what was going on, Linda mostly just took Motrin and tried to live with it. Then, in February, Linda went in for a regular check-up with her primary care physician who told her it sounded like she might have uterine fibroids – non-cancerous growths in and on the uterus.

Her PCP told her that she might need a hysterectomy and advised her to see her OB/GYN. So, Linda scheduled an appointment called “hysterectomy consultation” on her Google calendar with her OB/GYN who she had been seeing for 21 years. Dr. Francis, in fact, had delivered all three of Linda’s children who were now 20, 17 and 14.

With that one word – “hysterectomy” – in the appointment title, the Amaze system automatically sent Linda an email with important, context-based information that included:

1. A data sheet about the procedure
2. A list of the most important questions to ask her doctor
3. A link to a video about hysterectomies
4. A button to talk to an Amaze medical professional prior to her OB\GYN appointment if she had any questions she wanted to discuss in advance

Linda's appointment was at 10:30 on Thursday, so she took the morning off from work. On the way to her appointment, her phone buzzed with a reminder about the data sheet and list of questions. The reminder was triggered automatically because she had crossed a "geo-fence" that told Amaze she was within a half mile of her doctor's office, and that she was within 30 minutes of her appointment. While in the waiting room, Linda picked up her phone and reviewed the data sheet and list of questions.

When Dr. Francis came in, he performed an ultrasound in the office, confirming the fibroids and the need for a hysterectomy. Linda then referred to the questions on her phone. She asked him who would do the procedure. Dr. Francis answered that he would; he did hysterectomies every other Thursday morning at the local hospital. Linda asked for more details about the procedure. The doctor explained that the surgery was very routine – general anesthesia, an "open procedure" which involved making a four-inch incision, and a recovery period of at least two weeks.

She then asked the next question on her list: "What percentage of hysterectomies do you do laparoscopically?" There was an awkward pause before the doctor answered, "Well, I'm more of a traditionalist. I don't really believe in doing them laparoscopically. I'm much more confident in the results with an open procedure."

Linda was done with her questions. Instead of scheduling the surgery at the front desk on her way out, like Dr. Francis suggested, she said she would call later. She wanted to think about it and do more research.



When she got to her car, her phone buzzed with a pop-up asking her whether there was anything Amaze could do for her. Linda pressed, “Talk to a Medical Professional,” and spoke with an Amaze physician right there on the spot. The doctor confirmed Linda’s impressions – that Dr. Francis had probably never learned to do hysterectomies laparoscopically. The Amaze physician also explained that there was even a less risky, third alternative to consider – vaginal hysterectomy.

The call only lasted a few minutes, but Linda now realized that she needed to consider other options and get a second opinion. An Amaze Member Advocate helped her navigate the app to identify three other in-network specialists, and she set up an appointment with one the following week. She felt reassured when this specialist told her he performed minimally-invasive hysterectomies multiple times weekly, and she was ready to move forward.





## Don't Stop Doing What You Love

Jack is a healthy 70-year-old man who still plays tennis twice a week as he's done for more than 40 years. But Jack's knees have been starting to bother him, so he scheduled a visit with his family doctor to have them checked out. Jack was afraid his tennis days were coming to an end.

When Jack added the appointment to his iPhone's calendar, his Amaze app saw it and prompted a call from an Amaze medical provider to simply see if we could help.

After speaking to Jack for a few minutes, several things became obvious:

1. Jack's family doctor was not the right place to go. Waiting three weeks and spending the money on an office visit simply was not a productive or timely way to address Jack's problem. The doctor was likely to simply refer Jack to an orthopedist. Amaze could eliminate that step.

2. Since Jack really wanted see an orthopedist, Amaze provided recommendations and a referral to orthopedists in the area that accepted Medicare.

3. However, Amaze also advised Jack that recently, Medicare has been requiring patients to see a physical therapist in the hope that therapy might alleviate their pain before authorizing an orthopedist to do anything. Jack could go see an orthopedist in about 7 weeks (the earliest appointment he could get), or Amaze could help him find a physical therapist to see right away (and he could still make an appointment with an orthopedist for 7 weeks later).

Jack went to see the physical therapist who noticed that he was not wearing tennis shoes that provided the support he needed. The physical therapist also helped Jack with some exercises to stretch and strengthen his quadriceps and hamstrings.

While Jack had assumed he needed a knee replacement, the physical therapist helped him realize he had many good years ahead of him with the knees he was born with.

Amaze helped Jack avoid wasted time and money going to his primary care doctor, wasted time and money going to the orthopedist only to be referred to a physical therapist, and got him to a well-qualified physical therapist in just three days.

Jack is back to playing tennis twice a week. He sees the physical therapist once a month and has joined a gym to work on strengthening his leg muscles.

He never spent any money addressing his knee problem with his family doctor or an orthopedist.





## Responsiveness in Your Time of Need

Barbara is a 28-year-old woman. She recently took an at-home pregnancy test which came back positive. She and her husband were very excited about having their first child. Barbara called a local obstetrician's office and made an appointment to be seen the following week.

Barbara calculated that she was about five weeks pregnant. One morning soon after, and before her visit to the obstetrician, Barbara woke up and noticed some vaginal bleeding. She was afraid that she was having a miscarriage.

Most miscarriages happen early—before the 12th week of pregnancy—and sometimes happen before a woman even realizes she is pregnant. In fact, 10% to 20% of all pregnancies are known to result in miscarriage and the number is likely much higher because they are never even recognized. Most miscarriages are the result of what is called a “non-viable” pregnancy. Often, this is due to a chromosomal abnormality that prevents the fetus from developing further, and there are no medical interventions that can prevent this. Even so, having a miscarriage is a traumatic experience, and many women do not know what to do next.

After discovering the bleeding, Barbara called the obstetrician's office. They told her to go to the emergency room and barely talked to her. Her anxiety was growing and she felt like the obstetrician's office was not at all responsive to her needs. They explained nothing to her over the phone, instead merely directing her to the emergency room. Anxiety grew to fear it must be serious if she had to immediately go to the ER.

As Barbara's husband drove her to the ER, Barbara called Amaze. She was immediately connected to a physician assistant (PA) with experience in women's care and who has two children of her own.

Amaze's PA explained that "yes, it could be a miscarriage." Barbara and her Amaze partner discussed the commonality of early-stage miscarriages, why they happen, why there was nothing Barbara could have done to prevent it, and why most miscarriages aren't really an emergency. It was also explained to Barbara that in the ER, they would do an ultrasound to determine if there was anything more that needed to be done and that it would be very expensive and impersonal if done in the ER. Together Barbara and her medical partner agreed that she really should be seen in the obstetrician's office.

So, Amaze called the obstetrician's office to advocate on Barbara's behalf, explaining the situation, and emphasizing that sending a woman to the ER in this situation was essentially negligent. It wasn't negligent medical care, per se, it was negligent patient care. It was negligent on a human level and it was negligent on a financial level. Barbara was scared and the ER would just traumatize her that much more. The obstetrician's office relented and told Amaze to go ahead and send Barbara there. They would make time for her.

The above story is just one more example of how Amaze educates and advocates for its members. Amaze is a medical provider first and foremost, but we are also here to help our customers navigate and deal with their other medical providers.





## Finding the Right Doctor

Peter is 46 years old. He is fit, rarely ever gets sick, and has no family history of any significant illness. He has gone to an urgent care twice in the last ten years for strep throat, but otherwise, does not “go to the doctor.”

Now that he is getting older, however, he has been thinking it is time to start seeing a primary care physician (PCP). But since there has been no rush, he hasn't acted. Every once in a while, he asks friends if they like their doctors, hoping for a recommendation. Generally, they say, “Ehh, they're fine.” The few times someone has given a strong recommendation, Peter has called the office only to be told the doctor is not accepting new patients or does not take his insurance.

About six months ago, Peter started having an odd feeling in his hands and feet. It would come and go, and was not very severe, so at first he ignored it—but now he thinks it's time to act. Since it has been going on for many months, Peter figures it isn't something he needs to go to the emergency room for, or even urgent care. His friend said he should see a neurologist. He has called eleven so far—none will schedule an appointment without a referral from another doctor, and they don't have appointments available for months. Since he doesn't have a PCP to refer him and has found that most of these offices also don't have initial visits available for weeks or months, Peter is frustrated and just lets the problem persist.

Then, Peter was invited to an Amaze class through his company. In the class, Peter learned about the many resources available to him through Amaze, paid for by his company and free of charge to him. After class, Peter immediately used this service, and called one of Amaze's doctors, a family medicine specialist. The doctor gladly provided the referral he needed. The following day, a Member Advocate called and provided him with information for two highly-regarded neurologists who could both see him the following week.

Until Peter needed to access America's healthcare system himself, he could not have fathomed how difficult it has become to navigate the system and access good care. Peter was able to turn to Amaze for help.







## Injured and Out of Town

Tom and Susan's 15-year-old son Will was playing water polo at a tournament in Albuquerque. It was an exciting game and Will was on defense, just in front of the goal, when he came up from underwater and turned to block the ball. He was a second too late and the ball was already on its way, striking him forcefully on the side of his head.

Will swam to the side of the pool. His parents looked on with concern, not really knowing what had happened or whether they needed to go to him. Some friends caught Tom's attention and waved them over. They said that when Will swam to the side of the pool, he looked very disoriented. Will was helped out of the pool and taken to a quiet office where he could lie down and be assessed. He was conscious but confused. The pool manager and lifeguard on duty both agreed that he should go to the hospital to be evaluated, and they called an ambulance.

While waiting for the ambulance, Tom remembered the Amaze class he had attended at work a few months before. Tom found the Amaze app on his phone and hit "Talk to a Medical Professional." He and the doctor talked for just a minute. The doctor asked him questions about Will's condition and determined that Will might have a concussion. However, he then said, "Since the paramedics are on their way, they will be able to do a better assessment of Will, and will advise treatment accordingly. Feel free to call back if you have any questions. I can help walk you through what to do next."

The ambulance arrived and the EMTs checked Will's vital signs and examined him for a concussion. Because he was showing definite signs of a concussion, they recommended taking him to the hospital. Since Tom and Susan were out of town and away from their normal doctor, they had no idea if their insurance would cover such a trip or if the hospital was in-network.

Susan told the paramedics to go ahead and take Will to the hospital. As they started moving Will onto their stretcher, Tom said, "Hang on. Can you give me just a moment?" Tom called back and spoke to the Amaze doctor he'd spoken to a few minutes earlier. He asked the doctor if the ambulance was necessary. The doctor asked, "If this happened at home, would you have called an ambulance or simply driven Will to the hospital?" Tom answered, "We would have driven Will ourselves." The doctor then asked, "Did you ask the paramedics if there is any reason you can't drive Will to the hospital yourself?" Tom replied, "No, but I will." Finally, the doctor told Tom to ask the EMTs which hospital they were going to take Will to.

The paramedics said that they were going to the hospital that owned the ambulance service. It was about six miles (ten minutes) away. They said that Will was stable, and that Tom and Susan could take Will themselves.



Next, Tom and Susan called an Amaze Member Advocate from their app. She helped them to find a close hospital that was in their insurance network. They drove Will to the hospital themselves and he received the care he needed.

Looking back on that day, Tom and Susan were appreciative they had the support of Amaze. They did not want to take any chances with their son's condition, but they needed to be reminded that if they were at home and in charge, they would have handled things differently. The ambulance would have billed \$1,800 and the EMTs were going to take Will to a hospital that was not in Tom and Susan's insurance network. With greater knowledge and self-confidence, along with the ability to talk to a medical professional right away, they made a better decision and saved money, without compromising the care their son received.





## Major Surgery or Minor Procedure

The pain in Mike's right calf started at about a 3 of 10 on the pain scale. For someone in his mid-70s, such minor annoyances were common, and he mostly ignored it for several weeks; but then the pain increased to what he described as a 6 on the 10-point scale, though beyond the pain, everything else remained relatively unchanged and the pain never spread beyond one specific place in the calf. As the pain increased, Mike described it as feeling like someone had stuck a very pointed knife into his calf muscle.

Mike was a well-versed layman when it came to medical issues and he researched the problem on the internet, looking for clues as to the likely cause of the pain and what might help. Living in a thriving Florida city, Mike had many choices of physician specialists, and he researched orthopedists, neurologists, and physiatrists in his city.

From his research, Mike decided to see a well-regarded physiatrist who put him through a series of tests concentrating on nerve conduction. The tests did not isolate a specific cause of his pain, but they did show an obvious vein blockage over the area of the calf where Mike was experiencing the pain. The physiatrist stated that he had little doubt this was causing the pain, so he referred Mike to a vascular surgeon who agreed with the diagnosis and stripped the appropriate vein from Mike's leg. But the pain continued to get worse.



The physiatrist then referred Mike to a pain management specialist, essentially deciding to treat his symptoms and not the cause. The pain specialist prescribed a nerve-blocking medication that he knew would stop the pain, hoping that time would take care of the rest. Mike did not tolerate the medication and decided that pain management wasn't the appropriate long-term solution.

He then made an appointment with his family physician. Just before his visit, Mike suddenly developed a "foot drop" – which is where the forefoot is so weak that it literally drops. This weakness is caused by irritation or damage to a branch of the sciatic nerve that controls the muscles involved in lifting the foot.

His family physician agreed with the idea that the sciatic nerve was the culprit. He was sent to an orthopedist and underwent an MRI of his spine. This revealed two issues. The first involved a small bone spur that was pinching the L5 nerve and the other was several bulging and degenerative discs at the L4, L5, and S1 levels.

The orthopedist immediately suggested a spinal fusion to replace the bad discs and was confident this would fix his calf pain. He explained that the surgery involved would be complex, require about 6 months of relative inactivity and physical therapy, and would cost anywhere from \$75,000 to \$125,000.

Though he was tempted to immediately follow the doctor's recommendation, Mike remembered to ask a question he was taught in the Amaze class. "Doctor, what is the alternative?"

The doctor said it was possible that simply removing the bone spur would help Mike's calf pain, but he still insisted that the bigger procedure would be more effective. Mike then asked, "If I was your dad, would you recommend starting with the minor procedure of removing the bone spur or the bigger fusion surgery?" The doctor paused and then replied that he was not sure. Mike then said that, with all due respect, he would opt for the removal of the bone spur and if that didn't solve the problem, he would consider the fusion.

Mike had the bone spur removal procedure performed about two weeks later. It was out-patient surgery with a one-inch incision. He went home two hours later, rested for a day, and then played golf the following day. The total cost came in around \$1,500, fully paid for by insurance. The pain resolved and has not returned. Mike was thankful for the simple things he learned in his class with Amaze, which was simply the confidence and knowledge to ask the right questions at the right time.





## No, You Are Not Having a Stroke

When James initiated a chat with a member of Amaze’s medical team, he explained that one side of his face was feeling numb and weak.

Medical professionals are trained to assume the worst and to then work backwards from there. If there’s a life-threatening medical event occurring, the difference of a few minutes can be crucial. Yet it only took a couple of questions—less than two minutes—for Amaze’s medical provider to conclude that what James was experiencing was most likely something known as Bell’s palsy. The likelihood of a stroke was quickly ruled out.

However, out of an abundance of caution, and because James also suffers from high blood pressure, he was directed to a local urgent care to be checked out. Going to an emergency room was absolutely unnecessary.

An hour or so later, James called Amaze—from the urgent care. “The medical provider refuses to see me,” James said. “They are telling me I have to go to the emergency room.”

Amaze quickly assessed the situation and confirmed that James was in no danger. He was told it was fine to leave the urgent care, “against medical advice,” and that we would send him another urgent care. The second urgent care we called also declined to see James. The third, after an Amaze medical team member spoke to the on-duty doctor, agreed to see James.

The doctor quickly confirmed the diagnosis. It was Bell's palsy, not a stroke. Had James gone to the emergency room, the bill would quickly have run into the many thousands of dollars and quite possibly more than \$10,000. It is guaranteed that he would have been connected to an IV and had an emergency CT scan done—this is ER stroke protocol at every hospital in the U.S.

Why was the Amaze team so confident in the diagnosis? Because James explained that the numbness and weakness had started coming on a week earlier, he's young, he was having no other neurological issues, he was able to type in the chat window to initiate his encounter, and was not having any other effects on the rest of his body. The Amaze medical team took the time to thoroughly assess the situation. Amaze is also not driven by the often excessively conservative protocols that are applied at hospitals and urgent cares.

We are grateful to the doctor at the third urgent care who was willing to speak to us, evaluate James in person, and confirm the diagnosis. The doctor was equally grateful to us for our diligent patient care. James was never in any danger, saved many thousands of dollars and hours of his time, and avoided unnecessarily exposing his brain to the equivalence of more than 100 x-rays.

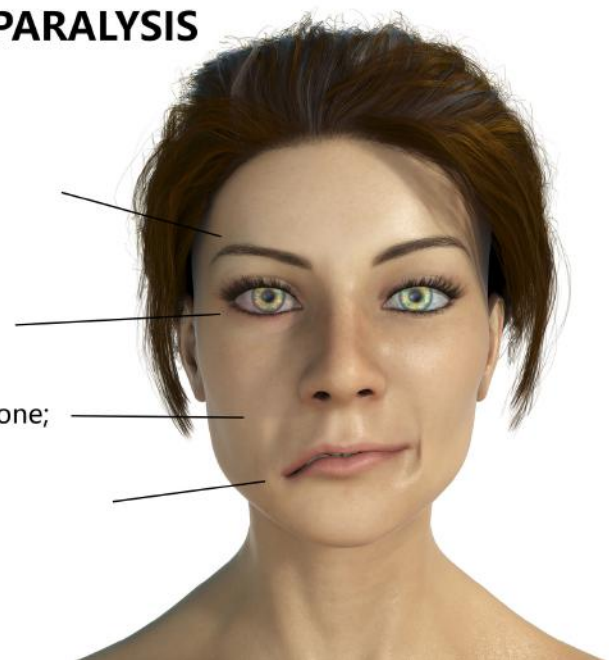
### **FACIAL NERVE PARALYSIS**

Inability to wrinkle brow

Drooping eyelid;  
inability to close eye  
resulting in irritation

Asymmetrical facial muscle tone;  
inability to smile

Drooping corner of mouth;  
dry mouth







## Why the Right Questions Matter

Jack is in the ER waiting for the physician to see his 14-year-old daughter Lindsey. She was in the middle of a basketball game when she collided with another player and fell to the ground. Her head abruptly hit the floor.

When the doctor came in the room, he asked Lindsey and Jack a few questions about what had happened. After a very thorough exam, he said, “Young lady, it looks like you were lucky. You seem okay – perhaps a minor concussion, but that’s it.” then, turning to Jack, the doctor continued, “We’ll just do a quick CT scan to make sure we’re not missing anything and you should be on your way in an hour.”

When they had first pulled into the hospital’s ER parking lot, they had crossed an Amaze geo-fence which triggered a pop-up message on Jack’s phone. It said: “Hope everything is okay. Don’t let us slow you down if it’s not. But if you’d like to talk to an ER physician right now, just click here.”

At the time, Jack had declined the pop-up, not wanting to waste any time. Once in the waiting room, however, he remembered the message and opened the Amaze app. He read a data sheet and watched a quick video on concussions. He also reviewed a list of questions he had learned in the Amaze class – questions to always be thinking about.

So, when the doctor now said Lindsey had a minor concussion and that they would “just do a quick CT scan,” Jack decided to ask a couple of those questions.

“Doctor, is there any alternative? What if we don’t do the CT scan?” The doctor seemed taken aback for a second, but then asked, “Are you worried about the cost?”

“It’s not that,” Jack replied. “I’m mostly concerned about the fact that a CT scan contains a lot of radiation, which could lead to cancer. I would just rather avoid it.”

The doctor answered, “Well, honestly, I don’t think it’s essential to do the CT scan. If we don’t, though, I’d really like to keep Lindsey for an hour or so for observation.” Jack gladly agreed.

As the doctor left the room, Jack thought to himself, “Wow! We just saved thousands of dollars and avoided exposing my daughter to unnecessary radiation, just by asking for a little more information.” Jack was grateful Amaze had provided him with some basic knowledge and the self-confidence to ask a few simple questions.





## Benefits of an Independent Medical Partner

Steven is a very new Amaze customer. A year ago, Steven had a minor medical procedure performed on his prostate. The procedure included something known as “cryoablation,” which is essentially a means of destroying diseased tissue by freezing it. He found it to be a very unpleasant experience.

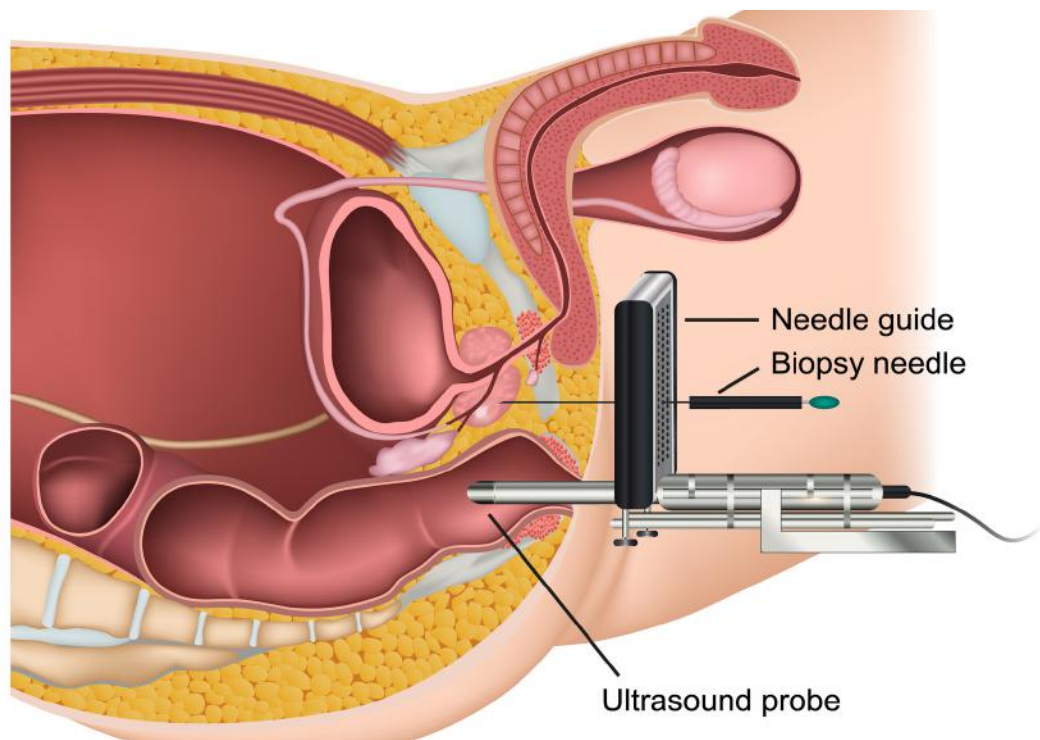
Most recently, Steven received a call from his doctor’s office telling him it was time to schedule a follow-up MRI of the prostate and a biopsy to ensure the problem had not re-emerged.

Since the recommendation came from the surgeon who had done the original procedure, Steven felt like asking more questions of the doctor would be futile. So instead, he turned to Amaze, who he had just learned was his new, independent, medical partner.

Discussing the situation with Amaze, Steven was advised to revisit the situation with his doctor. Amaze’s medical provider was confident, but researched the matter further to be sure. Upon completing her research, it was clear that there was no medical literature whatsoever that suggested an MRI and/or repeat of the biopsy was recommended. The literature was quite clear: if there were no symptoms (which there were not) and Steven’s PSA was stable or had gone down, then there was no reason to do anything else other than continue to monitor the situation. A PSA test is done via a simple blood test that looks for certain proteins produced by the cells of the prostate.

Armed with this information and a renewed sense of confidence powered by knowledge, Steven decided it was time to talk to his doctor. And, much to his surprise, the doctor confirmed Amaze's research and recommendations, and agreed that the procedures were unnecessary. The doctor went on to explain that repeating the procedures was merely something new the hospital was promoting.

A relatively large percentage of tests and medical procedures are completely unnecessary, even though many come with risks and potential side effects. Having an independent medical partner enables Amaze's customers to more easily ask questions gain access to information, and receive advice that they know they can trust.







## What if It's More Serious Than the Flu?

Like a growing number of Americans who get their health insurance through an employer, Jane has a high-deductible individual plan, so she avoids going to the doctor unless it's absolutely necessary. Fortunately, Jane is in relatively good health, so even when she does catch a bug, she's usually able to tough it out. She hasn't been to the doctor in over a year.

One morning, Jane woke up and wasn't feeling well. She brushed it off, got ready for work, and headed into the office. As the day went on, she continued to feel worse. Her stomach was hurting, and she felt a little feverish. When she got home, she skipped dinner, took some Tylenol, and collapsed into bed.

By the next morning, she was feeling even worse – she was nauseated, had a sore throat, and her body ached. After inputting her symptoms into the Amaze symptom checker, it looked like she might have the flu and decided it would be best to call in sick. She tried drinking some water and went back to sleep. By evening, Jane felt terrible.

“This is definitely the flu,” she thought to herself, “But what if it's something more serious?” Even with that thought lingering in her mind, she still didn't want to risk the cost of going to the ER.

Her PCP's office was already closed, so she pulled up the Amaze app and clicked the button to video chat with an Amaze Member Advocate. Within a few seconds, she was greeted by an advocate, who already had Jane's dashboard displayed on his screen.

After talking with Jane, the advocate compiled a list of after-hours facilities in the area that accepted her insurance. The list included both the local hospital emergency room, and an urgent care facility that had just opened less than a mile from Jane's house. Based on their conversation and the local ER's rating as a high-cost provider, the Amaze advocate recommended that Jane head to the urgent care if she wanted to be evaluated further.

He asked Jane if she felt well enough to drive, if she had a ride, or if he could help arrange transportation. Jane said she felt well enough to drive herself, so the advocate triggered a text with directions to Jane's phone. He also advised Jane that she would receive an alert with an "Urgent Care Visit

Checklist" as soon she pulled into the facility parking lot. Jane made it safely to the urgent care facility and was comforted when she saw the promised alert on her phone. After checking in and having her vitals taken, she was seen by a physician who ordered some quick tests. While waiting for the results, she reviewed the Urgent Care Visit Checklist. The doctor came in soon after, and thankfully, confirmed that Jane did indeed have the flu. Jane made sure to ask the doctor the questions on her checklist, and had all of her questions sufficiently answered.

Jane headed home with an antiviral medication and some peace of mind, knowing that she had made the right decision to seek assistance from Amaze to obtain quick, quality care.







## Don't Avoid Medical Attention

Samantha is an 86-year-old widow. She lives alone in a small home that is about 10 miles from the nearest city. While she still drives to the local market that is only a couple of miles from home, she really doesn't like to get on the highway to go to a doctor's office, so her son drives her there for her regular appointments.

Samantha has a history of urinary tract infections. Not too long ago, it got pretty bad because she ignored her symptoms and did not want to bother her son to come and take her to the city to see a doctor or go to an urgent care. Unfortunately, this is all too common.

To try and help, Samantha's son bought her a subscription to Amaze. He wanted her to always be able to call and talk to someone. Upon taking Samantha's medical history, Amaze convinced her to order a set of test strips that would allow her to do a preliminary test for a urinary tract infection herself, right at home. Each test costs just a few dollars.

Now, whenever Samantha feels like she could be developing a urinary tract infection, she merely pees in a plastic cup at home, just like she used to do at the doctor's office. Then, Samantha calls Amaze and reviews her symptoms and the test strip results with them. If she does have a urinary tract infection, either a pharmacy can deliver her medication or her son can pick it up for her.

Now, Samantha doesn't have to agonize over bothering someone to drive her to the doctor and her son doesn't worry about his mother ignoring important medical symptoms.

