
From: Andrew Diamond [REDACTED]@onemedical.com]
on behalf of Andrew Diamond [REDACTED]@onemedical.com> [REDACTED]@onemedical.com]
Sent: 2/10/2021 5:20:01 PM
To: Employee 183 [REDACTED]@onemedical.com]
Subject: Re: Social Media Highlights/Lowlights 2.1 — 2.8

Thanks [REDACTED]. For the folks Tweeting that we're requiring people (esp. teachers) to pay \$199, are you able to respond/clarify from the OM handle?

On Wed, Feb 10, 2021 at 6:01 AM Employee 183 [REDACTED]@onemedical.com> wrote:

Hi all,

Here's a quick look at the highlights and lowlights from social last week. Please reach out with any questions.

Week 2.1 — 2.8

Following the announcement of our vaccine partnership in D.C., we received a high volume of questions and complaints on social last week, as many DC teachers and childcare providers were confused about how to book appointments and struggled to find available slots. In addition to this, we continued to receive messages from members about long wait times and unanswered messages, particularly from individuals looking for time-sensitive prescription refills and those with billing complaints. It's worth noting that we also heard from several members requesting refunds after signing up for One Medical and having difficulty connecting with our team. On a positive note, we have seen several posts from people who have already gotten their vaccines at One Medical, noting how quick and painless the process is.

Customer Service Complaints: 50 (does not include follow up messages, multiple posts by the same user or general questions)

- Resolved via social: 25
- Requested patient info for follow up: 25
- Received patient info and escalated to customer service team: 14
- Resolved by customer service team: 14

Lowlights:

Hi there, I have been calling and emailing and have had no success getting any response from your app or phone number. I am growing quite impatient and disappointed in your customer service. I need help finding out if you accept my insurance, should you not accept it, I will be requesting a full refund.

I am already so disappointed in the lack of customer service - no one picks up the phone or returns calls, no one replies to emails or anything. It's getting out of hand for a company that is trying to improve healthcare.

...

The LOW-LIVES @onemedical w/whom I booked+confirmed an app't. 2 receive a 2nd dose of a COVID-19 shot changed its rules+now say they R only giving those shots 2 people who got their 1st shots w/ #onemedical. What ASSHOLES! Let the buyers beware...! @lapublichealth @KNBC4Desk

...

Is it just me or does @OneMedical have extremely high turnover for GPs?

Worse, GPs disappear with no mention or handoff or next steps. Just a wall of unfamiliar faces with available appointment slots.

GPs are not a fungible commodity. Long-term trust+rapport+context matter.

...

These ppl are asking one of the lowest paid professions in DC and across the country to pay \$199 to sign up for a free vaccine. I'll pass.

Hello

I have sent multiple messages through the portal and left voicemails to get a prior authorization for medication but have not heard back, it's been several weeks which is unacceptable. I have called the help line only to be put on hold. Please advise.

Lori

Good evening, I am an organizer in Washington DC helping Spanish speaking child care providers sign up for vaccine slots. When we try to sign up, the portal doesn't allow us to complete the registration unless we pay the \$199 fee. Is there a way to bypass this? They weren't able to make the last round because of this issue and will be unable to again on Monday unless clearer instructions are given. We don't even know what time those slots will be released so we can't even be ready when those come up

Trying to get help - my insurance company has reached out several times with no reply, and I can't get on the phone with anyone to try and resolve. Just puts me on hold for + an hour each time. Pls help.

Hi there, I've been waiting for an email back for a week; can you look into this for me?



...

this would be helpful IF 1-appointments were ACTUALLY available and 2) when you won the lottery and got an appointment time they ACTUALLY had the vaccine to give you.

[REDACTED] ...
@onemedical I've tried calling multiple times (usually wait on hold 30-45 min before the call is dropped) and emailing. No one has responded. How do I contact you about an issue?

9:38 AM · Feb 4, 2021 · Twitter for iPhone

2 Likes



[REDACTED] · Feb 4 ...
Oh, and I have never received a call back after any voicemail I've left in the past 6 months.

Hello, the billing team won't respond to my questions. Please help. Thank you, [REDACTED]

[REDACTED] [REDACTED] How?!?! I haven't been able to get a slot, and I keep trying! 🙄🙄🙄 When do slots get added, @onemedical ? Help a worried teacher out! 🙏

[REDACTED] ...
Not cool, @onemedical
I'm a member, and this pisses me off.

[REDACTED] Feb 3
SCOOP: Publicly traded One Medical has knowingly let patients jump the line for vaccines. My latest for @Forbes forbes.com/sites/leahrose...

I've tried everything- no one answers the phone, no one replies to vms or emails

[REDACTED] Have you gone out of business???



...

[REDACTED]

This process has been incredibly frustrating. Teachers and day care providers do not have time to continuously refresh a web page, wondering if appointments slots have been opened. Is there a specific date/time that you will be releasing more appts? 2 days is trying my patience.

I joined and paid and can not log into my account I have called multiple times, left messages, called and waited on phone fir over 45 mins and cant speak to anyone?! I regret joining and think ppl should know that you are ill prepared to support customers especially paying customers.

[REDACTED]

Hi! I've been on hold on the phone for almost an hour and I'm curious if one medical phone customer service is actually active or will I be waiting through the night? Thank you if you have any info!!

...

[REDACTED]

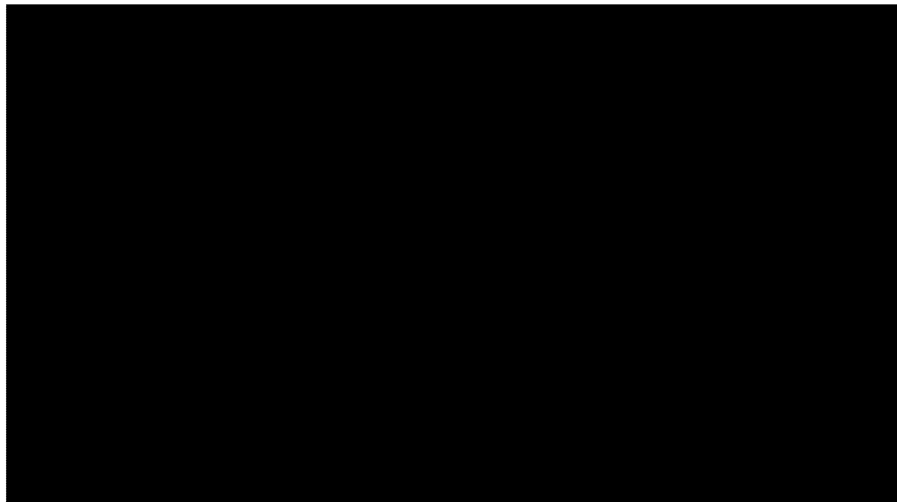
Continuously trying for the second day in a row. No luck. Keep getting "hang in there " message which adds to the frustration.

I am so dissatisfied with the service I am paying for. I just want to refill a prescription and it's been over a week since anyone has done anything. I messaged the admin team, the medical team, did a facetime treat me now, spent hours waiting on hold on the phone line and I still cannot get the meds I need and have been taking for quite sometime now. I literally just paid for a renewal and at this point I just want my money back and I will find a new doctors office. I realize the times we are in, but I cant believe something as simple as a prescription request would be this difficult.



...

THREAD: [REDACTED] of Promoting Love and Wisdom #ChildCare Ctr recounts her messy experience with attempting to schedule #DC #CovidVaccine appts thru @OneMedical yesterday, Feb 1, the first day of eligibility for #earlychildhood educators. @OSSEDC @SPACEsInAction



[REDACTED] ...
.**@onemedical: Your system is not accessible to people over 75, anyone who struggles using the internet, people who don't have internet, smartphones, credit card etc. How can this be #Berkeley's vacc solution? It has extreme inequity baked into it.** [REDACTED] /1

9:35 AM · Feb 2, 2021 · Twitter Web App



[REDACTED] Feb 2 ...

And **@onemedical** is giving vaccinations to its members under-65 without verifying that they are frontline workers. They are an inaccessible system for seniors; and they have vaccine inventory for their relatively wealthy customers. Capitalism. [REDACTED]



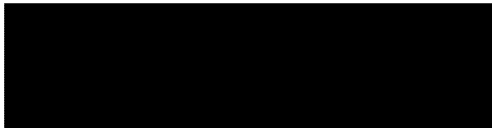
Hey One Medical. My membership expired yesterday, but I still have an unanswered billing-related question from Jan 20 in my message system. I'm unable to follow up as the message system is disabled for non-members, how do I proceed? Thank you,
[REDACTED]

I was tricked into a membership with the company when I was trying to get my appointment for my second dose of my COVID vaccine. They had an offer that indicated that the fee would be waived as I was referred through the health department. Then that same day they charged me \$199 for a membership that I don't need. I contacted them immediately through their app and there was no response. Finally an administrative assistant named [REDACTED] replied and said that she referred my question to their "Membership Department" and after that I have sent several messages with no reply on their part.

I believe they are taking advantage of the COVID crisis to increase their membership and deceiving people into their program. It's been two weeks and I haven't heard from them- even though I have continued to reach out.

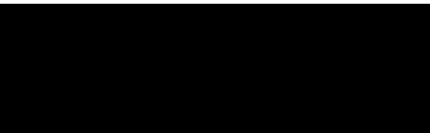
When a customer feels ignored, the customer has the choice of taking the complaint to a third party, which is what I have done. I am in health care marketing and I would be ashamed if my company does what these people are doing- especially during the times we are living in.

Is the system completely swamped by folks trying to make vaccine appointments? I understand that doses and appointments are limited, but I can't even get into the "What would you like to be seen for? Screen (and I can't even log in to the app). Will the tech be upgraded to support the demand?"



...

Can't get a date to get vaccinated. When will appointments be available?



...

I'm a DC charter school employee. How can I schedule an appointment for the vaccine without paying the @onemedical \$200 membership? Communication regarding the vaccine has been egregious.

[REDACTED] ...
Are teachers still only able to register by invitation, or is there a platform where any teacher can now register for a vaccine?

Highlights:

[REDACTED] ...
A regular reminder that @onemedical is fantastic. Scheduled a PCR test ~30mins ahead and was in-and-out in five minutes, all before my scheduled time.

[REDACTED] ...
The mood here at @onemedical Embarcadero Center has been nothing short of jubilant. People are playing songs like Happy and Sexy Back on their phones while we wait, and dancing into the office when their name is called.

[REDACTED] ...
Adding my voice to the chorus. OneMedical is worth every penny.

[REDACTED] ...
I'm a massive fan of @onemedical. Suuuuper nonjudgmental, inclusive, respectful, convenient.

[REDACTED] ...
Thank you @onemedical for vaccinating our 82 year old friend today [REDACTED] Kaiser was terrible and even though he's their patient (for now) you took care of him. Thank you again!

[REDACTED] ...
Got my dad vaccinated 📍

Thank you to the nurses, doctors, staff and scientists and @onemedical

Have a nice Saturday

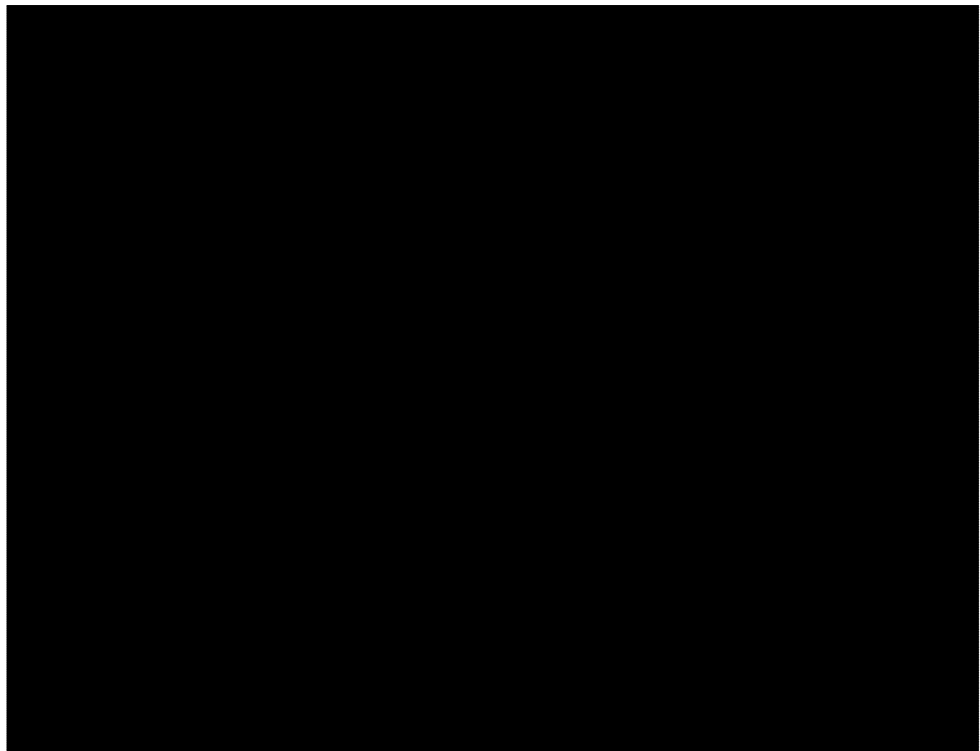


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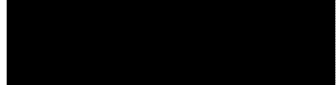
after using @onemedical i'm never going to back to old primary care again



Thank you @OneMedical for my awesome 97 year old Mom's Covid Vaccine!
Thank you #DollyParton for being the ultimate mensch #Moderna and thank you to the wonderful [redacted] incredible leader at One Medical



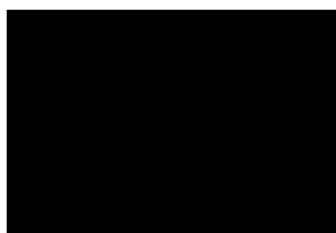
I'm so blessed to have access to quality health care. The fine people of @onemedical are doing God's work.



...

@onemedical hey there, first time, long time. Are you guys planning on opening a Denver area location at all? I loved your clinics when I lived in Brooklyn.

Sela staff member are getting their first dose of the Covid vaccine. Thank you dcsboe @onemedical dcpcsb and mayor_bowser for providing this opportunity for our teachers!



Halfway there! Thanks to the **#frontlineworkers** **@onemedical** for making it so easy!



...

.@onemedical was able to vaccinate my 75+ father, 65+ stepmother and BUSD teacher wife, when the vaccine was not available anywhere else. I very much appreciate it!



...

I had my first **#medical **#appointment** with **@onemedical** yesterday and am so pleased with my experience. Thank you for a wonderful visit and quick turnaround on the lab work!**

We are so grateful that our teachers and staff at IDEA now have access to the COVID-19 vaccine. 🙏🙏🙏

Many teachers and staff have been able to get their first dose over the last few days with **@onemedical** and **childrensnational**.

This is one more step in slowing the spread and getting us back into the classroom!

#vaccinated #SchoolReopeningStrategy #covid_19

Show Less



Thanks,

