

**Subject:** Covid Vaccine Booking

**Date:** Sunday, January 17, 2021 at 7:06:20 PM Pacific Standard Time

**From:** Amir Rubin

**To:** Employee 10

**CC:** Employee 16, Employee 17

Dear [REDACTED],

Congratulations again on the rightly deserved Paragon recognition. I am reaching out to see if you or someone can be a go to contact to offer vaccine scheduling support for enterprise key accounts and other people. [REDACTED]—and [REDACTED] before her--have been so incredible supporting here. For example some key ONEM members and enterprise leaders above 75+ have already reached out, including [REDACTED] [REDACTED], [REDACTED] Enterprise Client [REDACTED], [REDACTED] [REDACTED] and his spouse [REDACTED].

Booking these folks at some point this week in SF would be great some time later in the day or otherwise.

Thanks so much for any help!

Amir

## Short Message Report

Conversations: 1	Participants: 12
Total Messages: 24	Date Range: 1/18/2021 - 1/19/2021

### Outline of Conversations



provider-covid19 • 24 messages between 1/18/2021 - 1/19/2021 • Employee 18 Employee 19  
Employee 20 Employee 21 Employee 22 Employee 23 Employee 24 Employee 7  
Employee 25 Employee 26 Employee 3 Employee 27

Messages in chronological order (times are shown in GMT +00:00)



provider-covid19

**Employee 20** 1/18/2021, 5:18 PM  
<Ihere> Patients in phase 1A are not having luck with scheduling appointments for the vaccine. Any guidance for them?

**Employee 3** 5:29 PM  
Hey [REDACTED] as far as I know right now the best advice is keep checking

**Employee 27** 5:30 PM  
good Q. there have been news items about this "backdoor" way to get vax even if not in the "right phase" by just showing up wherever vax is being given

**Employee 22** 5:56 PM

**Employee 20** am hoping to work with the 4EC manager to get some manager blocks for those in tier 1a. she returns tomorrow so will know more then.

**Employee 20** 1/19/2021, 12:46 AM  
Thanks [REDACTED]

**Employee 21** 1/18/2021, 5:20 PM  
<Ihere> good morning 🌞, for those pts asking us about end of day vaccine doses (left over doses), do we have verbiage for VMT to review this question with them so we can appropriately advise them, thank you.

**Employee 3** 5:31 PM  
Hi [REDACTED] I'm not sure what you were told previously but my understanding is that there is maybe at max one or two shots available if none at all and there are thousands of people who are eligible so I think the best advice is just if you get a call to come in great but otherwise you should be going through the recommended process to try and get an appointment.

**Employee 21** 5:35 PM  
yeah, not told anything but didn't know if there was a list/if our offices call pts for these 1-2 remaining doses, apologize if this has been reviewed, been off for a bit so wanted to revisit this, thank you [REDACTED]

**Employee 18** 1/19/2021, 4:22 AM  
Hi [REDACTED] that's one of the FAQs on this <a href="https://docs.google.com/document/d/1Bcv3OdmKTLgyfWgmLWBZNqIF5kRHAJR0CMLeb6uWdhg/edit?ts=5fff6ea5#heading=h.avtmsu1kslyo">CICARE language resource</a> for vaccine questions if you want to steal some of that language next time. I've reassured patients we don't have a list, but we're ensuring eligible patients are being called if that happens and doses are not being wasted.

**Employee 21** 3:04 PM  
thanks so much **Employee 18**  
:hug: 1 • **Employee 18**

**Employee 25** 1/18/2021, 11:02 PM  
<Ihere> thought I'd ping this, a SD pt brought it to my attention, is scheduled for vaccine tomorrow, wanted to know if this impacts her appt? <a href="https://fox5sandiego.com/news/california-news/state-pauses-use-of-moderna-vaccine-batch-after-allergic-reactions/">https://fox5sandiego.com/news/california-news/state-pauses-use-of-moderna-vaccine-batch-after-allergic-reactions/</a>  
State pauses use of COVID-19 vaccine batch after allergic reactions in San Diego  
State health leaders are telling vaccine providers to stop using one batch of Moderna COVID-19 vaccines after a few suspected allergic reactions at the Petco Park vaccination site in San Diego.

Attachment: message11\_att1.txt (129 bytes)

**Employee 26** 1/19/2021, 12:20 AM

I heard about this but have not seen any local updates

Employee 26

12:20 AM

on how it affects or does not affect OC distribution

Employee 7

2:10 AM

Employee 25 Our leadership and inventory teams in SD and OC are checking their Moderna lot and cross-referencing their appointments. They will reach out to the patients who are impacted. Of note, we are following CDPH guidance and pausing administration of this specific lot number.

Employee 25

2:37 PM

Thank you for your response!

Employee 25

2:54 PM

Employee 7 Just to confirm, the office will continue to vaccinate as long as it's not from this specific lot or are they going to pause all Moderna vaccines?

Employee 25

3:05 PM

I told pt I'd follow up with add'l info on her appt this am - thanks

Employee 7

5:02 PM

Employee 25 We are only pausing this specific lot but will continue any other vaccines from different lot numbers

Employee 7

7:21 PM

Employee 25 update: I confirmed that we did not have any of this lot in San Diego so it did not impact San Diego at all.

Employee 19

1/18/2021, 11:44 PM

\*<!here>\* Pt had COVID in mid-Nov, (definite, had a positive PCR and symptoms). Now with very low risk exposure (brief encounter with co-worker on outside construction site, with mask on). Wants to know if he needs to quarantine and how much risk he might be to his roommates. Does the fact that he's less than 3 months from his infection mean he can avoid quarantine?

Employee 27

1/19/2021, 2:16 PM

I would say that is not much of an exposure, no quarantine.

Employee 24

12:58 AM

\*<!here>\*, a pt is requesting testing for SIBO, do we do that, or do we just refer to GI?

Employee 23

12:58 AM

in DC we do not

Employee 24

12:58 AM

Thank you. I didn't think so, but since I'm new, I figured better to ask.

**COVID-19 VACCINE DISTRIBUTION AGREEMENT BETWEEN THE  
COUNTY OF SAN MATEO  
AND ONE MEDICAL GROUP, INC**

This Distribution Agreement (the “Agreement”) is entered into between the County of San Mateo (“County”) and One Medical Group, Inc, (“Recipient”) whereby the County will redistribute or direct specified allocations of the COVID-19 Vaccine to Recipient. The County and the Recipient may be referred to herein individually as a “Party” or collectively as the “Parties.” For purposes of this Agreement, “COVID-19 Vaccine” or “vaccine” means any vaccine that has been approved by the U.S. Food and Drug Administration for use to combat COVID-19, including by way of an Emergency Use Authorization.

WHEREAS, the County will be receiving allocations from the State of California of COVID-19 vaccines in accordance with the Centers of Disease Control (CDC) and the California Department of Public Health (CDPH) guidelines;

WHEREAS, the County has elected to redistribute and/or allocate the vaccines it receives to various recipients who are enrolled in COVIDReadi; and

WHEREAS, the CDC and CDPH require the County to ensure that secondary locations receiving COVID-19 vaccine, constituent products, or ancillary supplies comply with certain requirements and conditions in order to receive the vaccine;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. The County expects to allocate or distribute to Recipient COVID-19 vaccines allocated or received by the County as part of its allocations from the federal or state governments provided that Recipient complies with all of the requirements set forth in this Agreement. The quantity, type, and timing of the allocation or distribution of the COVID-19 Vaccine to Recipient shall be reasonably determined by the County in accordance with all directives from CDPH and all applicable state and federal guidance, laws, and regulations, and is within the County’s discretion.

2. As an express condition of receiving a direct or indirect allocation or distribution of COVID-19 vaccines from the County, Recipient hereby agrees that it shall:

- a. Provide the County with a fully completed and signed Vaccination Provider Profile (Section B of the CDC COVID-19 Vaccination Program Provider Agreement) and comply with all program requirements;
- b. Fully comply with all relevant CDC, CDPH, and County requirements and guidance for receiving, storing, and administering the vaccine;
- c. Keep records of the vaccines it receives from the County, which shall include receiving locations, lot numbers, expiration dates, and numbers of doses and shall

provide such records to the County, CDPH, the CDC, or any other relevant regulatory agency upon reasonable request;

- d. Capture vaccine administration and vaccine management data specific to County allocated vaccines and provide County with a weekly report;
  - e. Coordinate with the County to receive only the quantity of vaccine that is needed to minimize waste;
  - f. Ensure Recipient only vaccinates persons currently eligible to be vaccinated at the time the vaccine is administered, as determined by the County in its implementation of direction from CDPH and the CDC or otherwise consistent with County guidance on vaccine administration among eligible tiers. Recipient is responsible for ensuring it closely monitors updates from the County on the categories of persons currently eligible to be vaccinated, including through the County's website regarding vaccine information for healthcare providers: <https://www.smchealth.org/covid-19-vaccination>
  - g. Fully adhere to all requirements in the CDC COVID-19 Vaccination Program Provider Agreement including but not limited to:
    - i. Receiving and storing vaccines in storage units,
    - ii. Reporting the updated daily inventory to VaccineFinder, and
    - iii. Reporting doses administered, wasted, spoiled, and expired daily;
  - h. Maintain cold chain procedures in accordance with the guidance in the [CDC's Vaccine Storage & Handling Toolkit](#).
3. Recipient hereby agrees that it will not further redistribute the vaccine without first obtaining all necessary approvals from the County, State of California, and the federal government.
4. **Indemnification.** Recipient will indemnify, defend, and hold harmless the County its officers, agents, and employees from any claim, liability, loss, injury, or damage arising out of, or in connection with, compliance with the terms and conditions of this Agreement by Recipient and/or its agents, employees, or sub-contractors, excepting only loss, injury, or damage caused by the sole negligence or willful misconduct of personnel employed by the County. It is the intent of the parties that this Agreement provide the broadest possible coverage for the County. Recipient shall reimburse the County for all costs, attorneys' fees, expenses and liabilities incurred with any litigation in which the Recipient contests its obligation to indemnify, defend and/or hold harmless the County under this Agreement and does not prevail in that contest.
5. **Membership.** To receive a vaccine from Recipient, patients enroll as One Medical members, if not already enrolled. Patients will be offered a code to register for a sixty-day membership (a "Trial"). No membership fees are chargeable for the Trial. After

the Trial, patients can choose to enroll in full, paid membership by filling out necessary enrollment and payment information. No patients in the Trial are required to extend membership.

6. **Privacy.** Protected health information disclosed in connection with vaccination will be subject to the One Medical Notice of Privacy Policies, located here: <https://www.onemedical.com/hipaa/>. Other personal information shall be subject to and treated in accordance with the Privacy Policy, located here: <https://www.onemedical.com/privacy/>.
7. **Party Authorization.** Each individual executing this Agreement on behalf of a Party represents that he or she is duly authorized to execute and deliver this Agreement on that Party's behalf.
8. **Effective Date and Termination.** This Agreement is effective on the earlier of (1) the date fully executed or (2) the date Recipient receives, directly or indirectly, an allocation or redistribution of vaccine from the County. Either Party may terminate this Agreement at any time upon thirty (30) days prior written notice.
9. **Controlling Law.** The validity of this Agreement and of its terms, the rights and duties of the parties under this Agreement, the interpretation of this Agreement, the performance of this Agreement, and any other dispute of any nature arising out of this Agreement shall be governed by the laws of the State of California without regard to its choice of law or conflict of law rules. Any dispute arising out of this Agreement shall be venued either in the San Mateo County Superior Court or in the United States District Court for the Northern District of California.
10. **Material Breach.** Should Recipient materially breach any terms of the Agreement, Recipient, and such breach is not cured within thirty (30) days' notice, Recipient will not be eligible for future agreements with the County for three (3) years upon the termination of the Agreement, at County's sole option.
11. **No Cost to County.** Recipient agrees that the vaccination administration services are provided at no cost to County and will not invoice County for any service provided. Nothing herein prevents Recipient from billing to health insurance or other government program(s) for the uninsured in connection with vaccine administration, subject to applicable laws.
12. **Invoice Patient Directly.** Recipient agrees that should the patient's health insurance or government program deny coverage for vaccination administration, it will not bill the patient for such services.
13. **All Notices.** All notices under this Agreement are deemed fully given when written, addressed, and sent either by overnight delivery, or certified or registered mail, postage prepaid, return receipt requested as follows:

To the County:

[Redacted]

To Recipient:

One Medical

Attention: Legal Notice

[Redacted]

14. **Severability.** If any paragraph, term, condition or provision of this Agreement shall be found by a court of competent jurisdiction to be invalid or unenforceable, or if any paragraph, term, condition or provision is found to violate or contravene the substantive laws of the State of California, then the paragraph, term, condition or provision so found shall be deemed severed from this Agreement, but all other paragraphs, terms, conditions and provisions shall remain in full force and effect.

15. **Integration.** This Agreement supersedes all prior oral and written proposals and communications, if any, and sets forth the entire Agreement of the parties with respect to the subject matter hereof, and may not be altered or amended except in writing, signed by an authorized representative of each Party.

16. **Assignment.** No Party shall assign, transfer, or otherwise substitute its interest or obligations in this Agreement without the prior written consent of the other Parties.

17. **Electronic Copy.** Unless otherwise prohibited by law, the parties agree that an electronic copy of a signed contract, or an electronically signed contract, has the same force and legal effect as a contract executed with an original ink signature. The term "electronic copy of a signed contract" refers to a transmission by facsimile, electronic mail, or other electronic means of a copy of an original signed contract in a portable document format.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates written below.

**Signed:**

One Medical Group, Inc.

[Redacted Signature]

Andrew Diamond  
President

1/19/2021 | 5:2

Date

County of San Mateo

[Redacted Signature]

Deputy County Manager

1/19/2021 | 5:30 PM PST

Date



## Short Message Report

Conversations: 1	Participants: 2
Total Messages: 4	Date Range: 1/19/2021

### Outline of Conversations

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DLPSUN9M5 • 4 messages on 1/19/2021 • Employee 185 • employee 10

Messages in chronological order (times are shown in GMT +00:00)

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DLPSUN9M5

Employee 185

1/19/2021, 9:02 PM

Hiiii, I wanted to see if we can possibly escalate or send out messaging. It seems like we are having a high volume of team members requesting we book their family members into vax slots. I don't think this is appropriate. A few admins got pings requesting to know when our appts were going live so they could register their fam and send them our way. Sounds like its happening at other vax hubs as well

employee 10

9:14 PM

ahh yea that isnt appropriate

employee 10

9:14 PM

i can escalate!

Employee 185

9:29 PM

thank you!

## Short Message Report

Conversations: 1	Participants: 2
Total Messages: 7	Date Range: 1/20/2021

### Outline of Conversations



DMTPTL4AZ • 7 messages on 1/20/2021 • Andrew Diamond •

Employee

Messages in chronological order (times are shown in GMT +00:00)

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DMTPTL4AZ

AD

Andrew Diamond

1/20/2021, 6:38 PM

Quick question for you. I had someone with 37K followers Tweet at me asking about registering their elderly patients to get vaccinated. They want to know if there's a way to bypass the \$200 reg. I can send them to this page: <a href="http://onemedical.com/OMVAX">onemedical.com/OMVAX</a>. But the question is, should I ask them to DM me in Twitter, or should I post it for everyone to see?

Employee

6:39 PM

do not post for everyone, please ● ask them to DM you

Employee

6:39 PM

and then share

AD

Andrew Diamond

6:40 PM

ok thanks!

AD

Andrew Diamond

6:44 PM

This could blow up a bit. I might quickly get a lot of new Twitter followers DM'ing me for that link. ●

AD

Andrew Diamond

6:44 PM

But so be it...

Employee

6:45 PM

yeah i know none of this is ideal. but the goal is to really limit the use of that link i think...until vaccine capacity increases and we can serve all these new members

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**From:** Employee 10 [redacted]  
**on behalf of** [redacted]  
**Sent:** 1/21/2021 1:58:30 PM  
**To:** Employee 17 [redacted]  
**CC:** Employee 9 [redacted]  
**Subject:** Re: Introduction to [redacted]

on it! Responded to [redacted] in a separate thread.

Thanks!

On Wed, Jan 20, 2021 at 2:48 PM Employee 17 [redacted] wrote:  
Hi [redacted] I let [redacted] know about this request. Might want to connect with [redacted] in [redacted] to figure out best way to help get them their vaccines?

Thank you!!



Employee 17 [redacted]

----- Forwarded message -----

**From:** Employee 17 [redacted]  
**Date:** Mon, Jan 18, 2021 at 9:56 AM  
**Subject:** Re: Introduction to [redacted]  
**To:** [redacted]@gmail.com>  
**Cc:** [redacted]@outlook.com>, [redacted]@gmail.com>, [redacted]@gmail.com>

Hello [redacted]

I have forwarded your information to our wonderful vaccine operations manager, Employee 10 [redacted] He will reach out to you to help get you both scheduled for vaccine appointments soon.

Sincerely,



Employee 17 [redacted]

On Mon, Jan 18, 2021 at 9:50 AM [redacted]@gmail.com> wrote:  
Dear [redacted]

Thank you.

My wife and I live in [REDACTED] and we are [REDACTED] and [REDACTED] years old. We are looking forward to getting the COVID-19 vaccine.

Thank you and best regards,

[REDACTED]

[REDACTED]

Mobile: [REDACTED]

[REDACTED]

On Jan 18, 2021, at 8:14 AM, Employee 17 [REDACTED] wrote:

Hi [REDACTED]

So very nice to virtually meet you [REDACTED]

I am adding Employee 10 [REDACTED] to this email as he is our wonderful national vaccine operations manager and is much closer to all things involving our covid vaccine roll out.

[REDACTED] can you help with letting them know what our vaccine roll out in LA looks like and how we might be able to help?

Warm regards,



Employee 17 [REDACTED]

On Fri, Jan 15, 2021 at 8:06 PM [REDACTED]@outlook.com> wrote:

Dear [REDACTED]

[REDACTED] parents, [REDACTED], live in Los Angeles and are older than 75. They would like to learn more about the possibility of getting COVID vaccines through one medical and I was hoping you might be able to reach out to them directly to share what you know about one medical's plans and approach in LA county. They are copied here on this email. In addition, [REDACTED] cell is [REDACTED]. They are not yet one medical members but live close to the [REDACTED] locations and will sign up to be vaccinated if that makes sense. They receive their usual primary care through [REDACTED]

Thank you so much for your advice and support!

[REDACTED]



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**From:** [REDACTED]@onemedical.com [REDACTED]@onemedical.com]  
**on behalf of** [REDACTED]@gmail.com > [REDACTED]@gmail.com]  
**Sent:** 1/21/2021 8:38:50 PM  
**To:** feedback@onemedical.com  
**CC:** [REDACTED]@gmail.com]  
**Subject:** Delete my mother's sign-up for "free trial" created today immediately!!!

Thurs. Jan 21, 2021 12:35pm

It appears I mistakenly signed my mother up for this about 30min ago - I'm just trying to get her the COVID vaccine and I was referred to this website from the LAC DPH website to get a COVID vaccine - I DO NOT want to sign her up for One Medical (as it is not clear from the website what it even is) - I'm requesting that my mother's sign-up/account is immediately cancelled, as it was created in error - the website is very confusing and not upfront as to what it is. We are just looking to get her the COVID vaccine and NOTHING MORE!

Please send a confirmation of this deletion immediately.

Thank you


[REDACTED]



## Short Message Report

Conversations: 1	Participants: 47
Total Messages: 226	Date Range: 1/20/2021 - 1/21/2021

### Outline of Conversations

 **membership advisors national** • 226 messages between 1/20/2021 - 1/21/2021

Employee 206  
Employee 207 Employee 208 Employee 209 Employee 210 Employee 211 Employee 212  
Employee 141 Employee 213 Employee 214 Employee 215 Employee 216 Employee 217  
Employee 218 Employee 219 Employee 220 Employee 221 Employee 32 Employee 222  
Employee 223 Employee 224 Employee 225 Employee 227 Employee 227 Employee 228  
Employee 229 Employee 230 Employee 231 Employee 232 Employee 233 Employee 234 Employee 235  
Employee 236 Employee 237 Employee 238 Employee 239 Employee 240  
Employee 241 Employee 242 Employee 243 Employee 244 Employee 245  
Employee 246 Employee 247 Employee 248

Messages in chronological order (times are shown in GMT +00:00)



membership\_advisors\_national

Employee 248

1/20/2021, 1:02 PM

DISCLAIMER

set the channel topic: OPEN

Employee 248

1:02 PM

<!here> \*Room is now open and MAs are here to help!  
\*Please include pt. Name, chart links (when applicable) and the reason for your reach out, this will help us to more quickly respond.\*  
\*Answers to many common questions and troubleshooting tips can be found on the membership wiki page\*: \*<a href="https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0">https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0</a>\*

Employee 2228

1:03 PM

DISCLAIMER

set the channel topic: OPEN! <a href="https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0">https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0</a>

Employee 246

1:14 PM

<!here> Hi! Could someone refund this pt their membership fee when they have a chance please? I would but the "issue refund" button is blocked out for me. The pt does not need membership anymore and only signed up 5 days ago! <a href="https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0">https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0</a>

:gotit: 1

Employee 2228

1:23 PM

Hi In looking, it seems as though they were deactivated 1st, so MAs can't do anything about the refund. Please send a ticket to IT for help on the refund

Employee 246

1:24 PM

Oh okay! Thank you!

2:02 PM

<!here> - can someone please look into the charge to my personal bank account for a family member that signed up using my discount code? The patient is and \$200 charged to my debit card. I would like refund ASAP

:gotit: 1

2:02 PM

<!here> - please s/p me

Employee 223

2:08 PM

<!here> <a href="https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0">https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0</a> Pt left voicemail, she is having trouble signing her parents up for membership. Task created.

:gotit: 1

Employee 248

2:09 PM

thanks

Employee 227

3:11 PM

<!here> Goodmorning!! <a href="https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0">https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0</a>

I have this pt who would like her account deleted in order

to create a new one, as she didn't use the correct link to sign up. Do we need to delete the account, or can we go in and fix this for her somehow?

:gotit: 1 [REDACTED]

Undefined Participant

3:13 PM

<!here> from Employee 212 [REDACTED]

\*District:\* New York

\*Request:\* Registraion  
[REDACTED]

\*Chart Link:\* <a [REDACTED]

\*Insurance:\*

\*Details:\* Pt needs to renew membership with waiver for financial hardship

Employee 248 [REDACTED]

3:14 PM

Hey [REDACTED] so she definitely doesn't need to create a new account. Whatever she's trying to do, we can address with the account she's already created. If she's trying to activate a sponsored membership, she can do that with her existing account.

Employee 248 [REDACTED]

3:15 PM

She would need to go to <a href="http://onemedical.com/myhealth">onemedical.com/myhealth</a> to activate her sponsored membership through work.

Employee 248 [REDACTED]

3:15 PM

Does that make sense?

Employee 211 [REDACTED]

3:15 PM

okay thanks [REDACTED]

[REDACTED]

Hello [REDACTED] will assist you with your request shortly.

3:17 PM

Employee 212 [REDACTED]

3:17 PM

Employee 248 [REDACTED]

3:17 PM

Employee 212 [REDACTED]

3:17 PM

Hello! :meow\_peek:

[REDACTED]

Thank you for looking!

3:17 PM

Employee 248 [REDACTED]

3:17 PM

Heeyyy :wendylook:

Employee 212 [REDACTED]

3:17 PM

How's things?

Employee 212 [REDACTED]

3:18 PM

I also have the pt otl, if you want to speak with him c:

**Employee 248** 3:18 PM  
Of course! I'm hanging in there! Can you let him know I'll call him right back? Just wrapping up this call.  
:celerymandance: 1 [REDACTED]

**Employee 248** 3:19 PM  
I hope you've been well 😊 nice to see a familiar face from the Admin world.

**Employee 212** 3:19 PM  
I let him know!  
:happycamper: 1 • [REDACTED]

**Employee 248** 3:19 PM  
Thank you!

**Employee 212** 3:19 PM  
I'm hanging in there too - today is a sigh of some relief thankfully!  
♥ 1 • [REDACTED]

**Employee 227** 3:21 PM  
Ahh, I see! I will let her know! Thank you!!

**Employee 248** 3:21 PM  
No problem! 🌱

**Employee 238** 3:54 PM  
[REDACTED]

morning :pup-wave: , I have a pt who signed up with us just to get covid vax. she is wondering if she can get the \$199 waived  
:gotit: 1 [REDACTED]

**Employee 226** 4:13 PM  
hey is she a healthcare worker?

**Employee 238** 4:13 PM  
:yesparty:

**Employee 226** 4:13 PM  
on it

**Employee 238** 4:14 PM  
thank you thank you 🙌!

**Employee 226** 4:15 PM  
Refund issued almost done with placing under the 60 day trial

**Employee 238** 4:21 PM  
Thank you [REDACTED]  
how long til pt sees the refund amount in her bank?

**Employee 226** 4:34 PM  
5 days is the usual  
👍 1 [REDACTED]

Employee 224

4:43 PM

<!here> Does the 60 day code from the DPH only cover new members? Is anything in place for out limited access, deactivated, or expired members looking to get vaccinated?

[REDACTED]

4:53 PM

<!here> from [REDACTED]

\*District:\* DC

\*Request:\* 30 Day Trial

[REDACTED]

[REDACTED]

\*Insurance:\* Self pay

\*Details:\* Can I please have assistance applying a 30 day membership to this patient? Thanks! 🙏

Employee 239

4:54 PM

[REDACTED] If they are part of the eligible group, limited pts can call to be booked. inactive accounts can be activated my an MA so long as we're able to confirm they're eligible.

Employee 224

4:55 PM

Thank you [REDACTED] For eligible deactivated/expired pts, should this be in the form of an MCN?

Employee 239

4:56 PM

Yeah, that's perf.

[REDACTED]

4:58 PM

Hello [REDACTED] will assist you with your request shortly.

Employee 224

4:58 PM

Thank you!

Employee 215

4:58 PM

Thanks for your help [REDACTED]

Employee 216

4:59 PM

[REDACTED] Hi! No worries! The account has be converted 🙏 let us know if you need anything else!

[REDACTED]

5:42 PM

<!here> from [REDACTED]

\*District:\* DC

\*Request:\* Waiver

[REDACTED]

[REDACTED]

\*Insurance:\*

\*Details:\* Hey team , looks like [REDACTED] is needing assistance with reinstating her AMF which has been waived for the past few years. thanks for the help 🙏

[REDACTED]

5:51 PM

Hello [REDACTED] will assist you with your request shortly.

[REDACTED]

5:51 PM

<!here> from [REDACTED]

\*District:\* San Francisco Bay Area

\*Request:\* Other

[REDACTED]

\*Insurance:\*

\*Details:\* Patient is here at front desk and was a prior member of 3 years, wants to reactivate their membership but says they do not have the funds to do so at this time. Would someone be able to reach out and call him?

Employee 225

5:52 PM

Hi [REDACTED] I am sorry we missed you! Thank you for creating a task and marking it HP, we will get back to her ASAP 🙏

[REDACTED] 5:52 PM

Hello [REDACTED] will assist you with your request shortly.

Employee 217

5:53 PM

[REDACTED] Hi! I can help. Do you know what he goes by?

Employee 217

5:53 PM

Employee 214

5:53 PM

<!here> I have a complicated pt on the phone who is interested in joining OM but needs to know when she should be refunded 100% when they cancel their membership, they want to sign up and use the services then cancel membership without losing an money on \$199 . tried explaining but she has an attitude and so rude asking to speak with manager. Anyone available to handle this call.

:gotit: 1 [REDACTED]

Employee 208

5:54 PM

Employee 208

5:54 PM

Thank you so much!

Employee 217

5:54 PM

For sure, calling now

Employee 217

5:56 PM

[REDACTED] he didn't pick up, I'll call again

Employee 220

5:56 PM

<!here> hi! i have a pt who has an incomplete membership. notified the pt and she said she's tried calling a few times and wasn't able to get to anyone. wants to renew as limited access. created a task and sent to y'all! <a

:gotit: 1 [REDACTED]

Employee 208

5:57 PM

Did you call [REDACTED]? maybe try again, thats the cell number he gave me. sorry

Employee 217

5:58 PM

Oh, I was calling the number in 1Life

Employee 226

6:01 PM

Thank you we will reach out

:thumbsup\_all: 1 [REDACTED]

**Employee 214** 6:01 PM  
<!here>:friendlyfollowup: pt is still on the phone

**Employee 226** 6:02 PM  
could you make a task? or send an email to <mail [REDACTED]> we can just give her alternatives to membership since she would need to register book and attend her appointment and then cancel on the same day for her to get a full refund lol

**Employee 226** 6:02 PM  
which doesn't make sense since we have alternatives to the membership

**Employee 214** 6:02 PM  
NO CHART FOR PT YET

**Employee 214** 6:03 PM  
sorry about the caps!

**Employee 226** 6:03 PM  
I get that i mean can you collect her info and email us we can just call her and assist with alternatives to membership and registration

**Employee 214** 6:04 PM  
[REDACTED] pt is not willing to provide me with any infor wants to be transferred

**Employee 214** 6:05 PM  
difficult pt I am sorry!

**Employee 214** 6:06 PM  
she is commanding for a transfer. I am left with no option other than having her on the phone to wait for someone to take the call

**Employee 226** 6:09 PM  
its cool no worries just let me get into no ready so you can transfer her over

**Employee 226** 6:10 PM  
okay you can transfer over now

**Employee 214** 6:10 PM  
Thank you

**Employee 214** 6:10 PM  
OMG!

**Employee 141** 6:29 PM  
<!here> Hi! For a SF ped pt [REDACTED] can anyone help apply a discount to their AMF and refund \$50? They used to pay \$149 dash [REDACTED]  
:gotit: 1 • [REDACTED]

**Employee 229** 6:47 PM  
<!here> Hi this member wants a full refund and to deactivate her membership  
:gotit: 1 • [REDACTED]

**Employee 217** 6:48 PM  
[REDACTED] hi, sorry for the delay! Checking now

Employee 217 6:48 PM

hi,can you send a chart link please?

Employee 217 6:49 PM

we can do a 1 time courtesy discount for this year, but his new rate will be \$199 going forward

Employee 217 6:49 PM

let me know!

7:04 PM

<!here> from  
\*District:\* Los Angeles  
\*Request:\* Other

\*Insurance:\*  
\*Details:\* Pt membership expired but he wants to renew it and asked if he can use 2 different cards to renew membership. I wasn't sure about this question so I thought I'd reach out and see if someone could call him back with an answer!

7:10 PM

Hello I will assist you with your request shortly.

Employee 226 7:10 PM

Hey currently stripe only lets us take one payment method

Employee 226 7:11 PM

i set a task for myself to follow up with the patient btw

Employee 231 7:12 PM

Ok, thanks for that info so I know in the future! Appreciate it :fingerguns:  
:yourewelcome: 1 •

Employee 226 7:13 PM

no worries i wish we could take multiple payments though

Employee 141 7:16 PM

Hi thank for your help! Can they keep their \$149 moving forward? Per pt, she tried to call us to renew the membership but since our phone is back up, she couldn't reach out.

Employee 141 7:16 PM

Employee 213 7:31 PM

<!here> HI team, on the phone with new pt. whose discount code from another member didn't go through wondering if there was a way she could get that applied?

:gotit: 1 •

Employee 243 7:39 PM

PT ( ) in SF - membership has expired. He is willing to renew. can he be added to SF/NorCal Covid19 Vax waitlist?

:gotit: 1 •

Employee 216 7:41 PM

Hi Can you ping me the code and pt's pending account?



Employee 213 7:42 PM

Hi [REDACTED] thanks, she actually has an activated account, I believe she messed up on clicking the link <a

ummanes/new-vax

Employee 216 7:42 PM

Hi [REDACTED] he can get trial but will need to communicate with admins if he can get vaccines

Employee 213 7:42 PM

I'll call her back for the code #

Employee 216 7:44 PM

Thanks [REDACTED] can you also ask what the code offered? ex. discount, enterprise membership, etc.

Employee 213 7:44 PM

Sure

:thankyoububble: 1 [REDACTED]

Employee 213 7:46 PM

Unfortunately she is not picking up, but I just messaged here, I think she said it was a \$30 off code, sent to her by her sister who is also a member.

Employee 213 7:47 PM

Can I let you know when I hear back from her?

Employee 216 7:47 PM

Ahh I see, we currently have a \$25 dollar off link but no \$30. But yes, after confirming please let me know and I can apply the discount ☺)

Employee 213 7:48 PM

ah ok, maybe it was \$25 ☺ Thanks I'll let you know, I appreciate your help!

Employee 243 7:57 PM

one more - PT ([REDACTED]) in LA area, membership expired. Can they be added to the covid vax waitlist. would you be able to follow-up re: renewal?

Employee 243 7:57 PM

Employee 241 8:02 PM

<!here> can you cancel pt's membership? She tried to do this online but didn't see any option. For my education, how are members who sign up for the trial membership able to cancel? Also, is it now a 60 d trial and not 30d? What code should they be using for the trial memberhsp? Thanks for your help! <a

Employee 243 8:04 PM

CA is currently stopping all moderna vax, due to allergic reactions. I will call the PT on Thur to offer waitlist. he is willing to renew

Employee 239 8:10 PM

Hi! We're not giving out a code or anything, pts must register by going through their local department of public health website. If they do so it will take them to a specific one medical landing page that has the code embedded. This trial is 60 days instead of 30 to allow them to get both doses. We do still have the 30 day trial intended for pts to try us out for primary care. It's not really important that pts on the 60 day trial cancel because it's non-renewing and the pt doesn't provide any cc

**Employee 239** 8:10 PM  
Would you still like me to deactivate this account?

[REDACTED] 8:12 PM  
<!here> from [REDACTED]  
\*District:\* San Francisco Bay Area  
\*Request:\* Registraion  
[REDACTED]  
\*Chart Link:\* [REDACTED]  
\*Insurance:\* unknown  
\*Details:\* Is wanting to change the card on file used non FSA/HSA card wants to refund and change the card. Needs a call ASAP.

---

**Employee 241** 8:21 PM  
Yes please, thank you for this info!

**Employee 241** 8:22 PM  
One more question, is this membership for vaccine in all districts?

**Employee 241** 8:24 PM  
Also the pt said she had to enter credit card info so she wanted to be sure she didn't get charged

**Employee 239** 8:25 PM  
[REDACTED] OK, I'll deactivate that for you. The vax is not yet in all districts. Here is an outline for you <a href="https://sites.google.com/onemedical.com/coronavirusguidelines/vaccines/local-delivery-status">https://sites.google.com/onemedical.com/coronavirusguidelines/vaccines/local-delivery-status</a>

**Employee 241** 8:25 PM  
Thanks

**Employee 241** 8:27 PM  
[REDACTED] Thanks for sharing, I'm aware that's the vaccine isn't available in all our offices. I was just wondering about the 60d membership. Are you saying it's not available yet because certain districts/offices do not have vaccine?

**Employee 209** 8:27 PM  
<!here> When patient's cancel, is the membership fee prorated?

**Employee 209** 8:27 PM  
patient on line asking

**Employee 239** 8:28 PM  
Yes, that's correct. That trial is only for pts eligible for vaccine and therefor is only available in places where the vaccine is offered.

**Employee 245** 8:28 PM  
yes it is

**Employee 241** 8:28 PM  
And they get a code from their local DPH, we do not provide the code - did I get that right?

**Employee 209** 8:29 PM  
thanks

**Employee 245** 8:30 PM  
No problem! Also, sorry MAs. I totally thought this was the trainig wheels room for some reason 🙄

Employee 237

8:30 PM

<Ihere> I came across this task and want to reply back to the pt but I need a little assistance with the membership page. It looks like the membership was cancelled today, but the chart is still showing active. There is a note stating the pt wanted to use a trial code, but it wasn't applied and would like refund of membership costs. Can anyone help me figure out if the membership is actually cancelled and if so, can we fix it to add a trial code? <a

:gotit: 1

Employee 239

8:30 PM

As far as pts are concerned there is no code. They must visit the local department of public health website. If they follow prompts through the site regarding the vaccine it should eventually give a list of facilities where they can get the vaccine if they're eligible. If they happen to click on one medical it will take them to a specific landing page on our site to register for the vax. From that landing page if they click to register it's automatically signing them up for a trial.

Employee 239

8:31 PM

We're not giving out any codes.

Employee 241

8:31 PM

Gotcha, thanks for clarifying! Let me know when you've deactivated pt's account so I let her know ●

Employee 226

8:31 PM

can assist with this. I will apply the full refund and place under 2 month trial

Employee 226

8:32 PM

Do you want me to respond to the message as well?

Employee 237

8:32 PM

Thank you so much

Employee 237

8:32 PM

oh that would be great too

Employee 237

8:32 PM

appreciate it

:yourewelcome: 1

Employee 239

8:36 PM

account is deactivated! Please feel free to ping me if you have other questions!

Employee 209

8:36 PM

<Ihere> NY pt, Would anyone be able to assist this mom? They came in for the appt today and I saw this task in their chart. <a

:gotit: 1

8:37 PM

Hello will assist you with your request shortly.

Employee 217

8:38 PM

hi! I'm sorry we missed you here! Can you please make us a task so that we can follow u?

Employee 217

8:38 PM

\*up?

Employee 222

8:38 PM

up yes

Employee 217

8:38 PM

[REDACTED] hi, checking now

Employee 217

8:38 PM

lol thanks [REDACTED]

Employee 217

8:40 PM

done

Employee 222

8:40 PM

Just really needs a call back today she is very TLC

Employee 217

8:46 PM

[REDACTED] I just spoke to her, she's all set

Employee 241

8:47 PM

Thanks [REDACTED] Have a good afternoon!

:gotit: 1 [REDACTED]

Employee 221

9:01 PM

<!here> hi pt in office, she went through the WA DOH when registering and its showing her account as pending. <a

[REDACTED] can we get this fixed so she can be on the 60 day trial? She showed proof from the DOH that she is eligible for the vax today.

:gotit: 1 [REDACTED]

Employee 233

9:03 PM

Hi [REDACTED] Taking a look now

Employee 221

9:03 PM

thank you

Employee 233

9:03 PM

Pt is now active under 60 day trial for vax

Employee 233

9:04 PM

Please let us know if you need anything else :highfive2:

♥ 1 [REDACTED]

Employee 221

9:04 PM

amazing, thank you!

Employee 211

9:06 PM

Thanks [REDACTED] Would you be able to reply to the pt?

👍 1 [REDACTED]

Employee 221

9:08 PM

<!here> Hey yall! Ive been having issues trying to get this patient a refund for their membership, the were trying to sign up for a free trial but was charged the full fee can someone take look please <a

:gotit: 1 [REDACTED]

Employee 234

9:08 PM

<!here> hi! I have an elderly patient [REDACTED] otl that needs help with registering. anyone free to help her?

:gotit: 1 [REDACTED]

**Employee 213** 9:11 PM  
<!here> Hi team. when canceling a membership, if it was made yesterday, would the refund go through automatically?  
:gotit: 1 • [REDACTED]

**Employee 234** 9:12 PM  
<!here> :friendlyfollowup: anyone free? she is still otl

**Employee 228** 9:13 PM  
what kind of help does she need?

**Employee 234** 9:13 PM  
she needs help creating a membership

**Employee 239** 9:13 PM  
[REDACTED] think some admins have lost refund permissions as a test. I'm happy to refund deactivate this pt.  
Sounds like she can't move forward with the vaccine with us since we didn't give her the first one.

**Employee 228** 9:14 PM  
Not if you deactivated 1st. It would need to be refunded 1st and then deactivated. The refund doesn't happen immediately. Usually 3-5 business days

**Employee 213** 9:14 PM  
ah ok great, is there a reason why I'm not able to click on the refund button it is not clickable

**Employee 228** 9:15 PM  
Hmm. Does she have access to a computer and just need us to walk through the process with her? I'm asking because we can't manually reg pts anymore

**Employee 234** 9:16 PM  
she just needs help with the process

**Employee 228** 9:16 PM  
Okay cool. Pls xfer to my MAX unavail

**Employee 234** 9:17 PM  
sent, thank you!

**Employee 237** 9:21 PM  
<!here> is there a way for me, as an admin, to add a trial code for a pt who has an incomplete membership? She received her 1st dose vax and will be coming back for 2nd dose in a couple weeks. I have the san diego code approved for our area. <a [REDACTED]

**Employee 239** 9:24 PM  
[REDACTED] I set this up for you. I don't think there is a way for you to do it on your end. Thank you for reaching out!

**Employee 237** 9:33 PM  
[REDACTED] thank you so much  
:highfive: 1 • [REDACTED]

**Employee 206** 9:33 PM  
<!here> pt wants to sign 2 members of his family up for a free trial. theyre located in seattle. do we have a 60day code for seattle?? or even a 30?? if so can someone send it to me

**Employee 217** 9:38 PM  
Correct! Thank you so much [REDACTED]

**Employee 217** 9:41 PM  
I believe I also have two more task like this in my task queue would it be ok to send you those pt charts as well?

**Employee 222** 9:43 PM  
Thank you so much!

**Employee 239** 9:58 PM  
[REDACTED] Hey! Are these patients looking for primary care?

**Employee 239** 9:59 PM  
If I know what they're looking for that will help me guide you

**Employee 206** 9:59 PM  
yes

**Employee 239** 10:00 PM  
OK, and we know they're in network?

**Employee 239** 10:01 PM  
Just want to confirm cause we're getting a lot of tasks and reachout requests for pts who signed up for trials w/o checking insurance and end up being OON

**Employee 206** 10:01 PM  
i can ask

**Employee 239** 10:02 PM  
Yes please! Thank you

**Employee 230** 10:02 PM  
<!here> Working a Billing case and found an old message chain that this pt sent over with a follow up so back to bottom of the queue. Assigned to Memembership advisors but thought best to get someone to claim if they have a chance. (Shes about to find out her insurance is also OON) <a [REDACTED]

:gotit: 1 [REDACTED]

**Employee 216** 10:22 PM  
Hi [REDACTED] I will reach out to pt!  
♥ 1 [REDACTED]

**Employee 230** 10:22 PM  
Hey [REDACTED]  
:blob\_hearts: 1 [REDACTED]

**Employee 219** 11:43 PM  
<!here> Pt just wants to renew membership, but has a discounted fee that she pays. Can someone please help assist her, she can take a call today Thank you <a [REDACTED]

:gotit: 1 [REDACTED]

**Employee 237** 11:48 PM  
<!here> pt signed up with SD30FREE and CC was charged. I have refunded the CC but the account still needs to reflect promo. Thanks <a [REDACTED]

:gotit: 1 [REDACTED]

**Employee 242**

11:52 PM

Hi <here> pt forgot to use the OMVAX code and got charged. I refunded the membership but the account still needs to be converted. dashboard">h [REDACTED]

:gotit: 1 [REDACTED]

**Employee 247**

1/21/2021, 12:11 AM

<here> Hi! I have a non member who is 81 yrs old looking to get a vaccine, in SF. She's in phase 1b. How would I go about helping her sign up?

:gotit: 1 [REDACTED]

**Employee 210**

12:27 AM

<here> hi! pt with some issues with the vaccine code. wondering if anyone can take a look <a [REDACTED]

:gotit: 1 [REDACTED]

**Employee 242**

12:30 AM

<here> hey team! If a patient has an employee sponsored membership, does that apply to their dependents as well? If so, what is the discount code for dependants?

:gotit: 1 [REDACTED]

**Employee 235**

12:34 AM

Not necessarily/it depends on the enterprise client! You can check the list of clients and whether dependents are covered <a href="https://sites.google.com/a/onemedical.com/one-medical-wiki/enterprise-team">here</a>

:thankyububble: [REDACTED]

**Employee 235**

12:36 AM

<here> Hey folks, Helping out a CCSP-er who got a call from an elderly patient who didn't mean to register - can one of y'all refund them? Appreciate y'all! :thankful: <a [REDACTED]

:gotit: 1 [REDACTED]

**Employee 233**

12:40 AM

Hi [REDACTED] thank you so much for your patience. Taking a look now

**Employee 233**

12:41 AM

My colleague, took care of the reach out! Thank you for pinging and providing us with the heads up!

:sun: 1 [REDACTED]

**Employee 233**

12:42 AM

Hi [REDACTED] Thank you for your patience. Looking into this now

**Employee 233**

12:46 AM

All taken care of! Followed up with pt via message. Thank you for your help with this pt!

**Employee 233**

12:46 AM

Hi [REDACTED] thank you for your patience. Looking into this now

**Employee 233**

12:47 AM

All taken care of. Now active under trial. Thank you for your help with this pt and for reaching out!

**Employee 242**

12:48 AM

thank you! :heartbounce: and no worries i know we are all slammed rn :teamwork:

♥ 1 [REDACTED]

**Employee 233**

12:48 AM

Hi [REDACTED] Thank you so much for your patience. I apologize for the delay. I would redirect the pt to the SFDPH. At this point we are still only vaccinating those who were referred to us by the DPH.

**Employee 233** 12:49 AM

Hi [REDACTED] Thank you for your patience. Looking into this now

**Employee 216** 12:50 AM

[REDACTED] Hi [REDACTED] Thanks for reaching out! refund submitted and account deactivated ●

**Employee 233** 12:50 AM

Converted to VAX trial. Thank you for creating that task for us!

**Employee 233** 12:51 AM

Thank you for the assist here [REDACTED] please feel free to ping here or SP me if you have any follow up questions after looking at the enterprise list ●

:noproblems: 1 • [REDACTED]

**Employee 244** 12:53 AM

I got him all set up, they are good to go ●

**Employee 232** 1:17 AM

<!here> pt has 3 year old child is it correct that AMF is \$175

:gotit: 1 • [REDACTED]

**Employee 240** 1:19 AM

<!here> Hi team. a pt moved from sbay to austin and wants to change their home office and select a new pcp. I am having a hard time doing that on 1life. Any tips on how to do it?

:gotit: 1 • [REDACTED]

**Employee 32** 1:25 AM

Hi [REDACTED] I can help!

**Employee 32** 1:29 AM

If you go to the patient's chart and scroll down to the left bottom most side bar and look for "Account" under Account, you will see "Office/PCP" where you can change the location as well as the elected PCP. Here are some photos:

**Employee 216** 1:30 AM

Hi [REDACTED] We offer \$25 discount for new PEDS members but we also have a promotion going on right now where pts can sign up their kids for \$75

**Employee 232** 1:31 AM

[REDACTED] amazing - he was using the free trial code to create the account for covid testing but is interested in continuing possibly after that - should I make a misc. task when the child chart is created e- following up tomorrow with them

**Employee 240** 1:32 AM

Hi [REDACTED] Thank you for your reply. I tried that but I only see offices in the bay area.

**Employee 210** 1:32 AM

Thanks a lot!!

**Employee 240** 1:32 AM

[REDACTED]

**Employee 244** 1:34 AM

<!here> pt wants an annual wellness exam & needs an OV for her Valtrex refill, do I need to book separate appts?

[REDACTED] 1:35 AM



valtrex usually doesn't need an OV

Employee 207 1:35 AM

i would just book the PE and put a renewal request for the valtrex

Employee 244 1:36 AM

I didn't think so, but she received a message telling her to have a follow up for the Valtrex before refilling (I could see it in her messages...)

Employee 207 1:37 AM

weird

Employee 244 1:37 AM

she is a limited access pt idk if that matters

Employee 207 1:37 AM

there should be time to do it during the PE

Employee 244 1:37 AM

coolio. no need to be charged for 2 OVs if not necessary

Employee 207 1:37 AM

yup!

Employee 232 1:39 AM

<|here> I am newer to the team and I tried to add the members card to this account to update (account was showing pending- I am not sure if I did it correct - can someone check and call him back if I did not cb: <a

:gotit: 1 •

Employee 216 1:41 AM

yes please! 🙏)

Employee 225 1:41 AM

Hey taking a look!

Employee 225 1:42 AM

Awesome payment was updated successfully! 🙌👍 thank you!

👏 1

Employee 225 1:46 AM

<|here> from  
\*District:\* Los Angeles  
\*Request:\* Other

\*Chart Link:\*

\*Insurance:\*

\*Details:\* Pt stated that she would like to sign up for One Medical to get a vaccinated. I informed her that she needs to register through LADPH but insisted that she had a friend that was able to get vaccinated without an account.

Email:

DOB:

---

Attachment: message225\_att1.txt (24 bytes)

Employee 217 1:46 AM

\*<|here> Hey everyone we're closed until tomorrow morning!\*

\*-Please create a Misc. Clerical task for existing patients.\*

\*-For new/potential patients without a chart please email us at <mailto:█@onemedical.com|ma@onemedical.com> with their name, phone number and email address along with any context about the support that is needed\*

\*Please check our new wiki for answers to common questions and support on navigating membership: <a href="https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0">https://sites.google.com/onemedical.com/membership-advisors?pli=1&authuser=0</a>\*

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**From:** [REDACTED] Enterprise Client  
**on behalf of** [REDACTED]  
**Sent:** 1/21/2021 2:10:15 AM  
**To:** Employee 10 [REDACTED]@onemedical.com]  
**CC:** Employee 16 [REDACTED]@onemedical.com]; Amir Rubin [REDACTED]@onemedical.com]; [REDACTED]  
Enterprise Client [REDACTED]  
**Subject:** Re: Vaccination Scheduling for [REDACTED]

No worries - thank you, [REDACTED] I'm available on my cell [REDACTED]

Best,  
[REDACTED]

[REDACTED]

---

**From:** [REDACTED]@onemedical.com>  
**Sent:** Wednesday, January 20, 2021 7:07:53 PM  
**To:** [REDACTED] Enterprise Client  
**CC:** Employee 16 [REDACTED]@onemedical.com>; Amir Rubin [REDACTED]@onemedical.com>; [REDACTED]  
Enterprise Client [REDACTED]  
**Subject:** Re: Vaccination Scheduling for [REDACTED]

Hello [REDACTED]

So sorry to have missed your call! Just catching up on my emails this evening. Let me give you a call now and we'll see what we can do for [REDACTED]

Most Warmly,  
[REDACTED]

On Wed, Jan 20, 2021 at 5:06 PM [REDACTED] Enterprise Client > wrote:

Hi [REDACTED]

I left you a voicemail earlier this afternoon but wanted to follow up with an email as I know you're probably juggling a lot of calls. Do you have any availability for [REDACTED] on [REDACTED] or [REDACTED] completely open both days. We look forward to hearing from you and thanks very much again in advance!

Best,

[REDACTED]

[REDACTED]

[REDACTED]

Enterprise Client

---

**From:** [REDACTED]  
**Sent:** Wednesday, January 20, 2021 11:09 AM  
**To:** [REDACTED] Enterprise Client >; Amir Rubin [REDACTED]@onemedical.com>  
**Cc:** Employee 10 [REDACTED]@onemedical.com>; Employee 16 [REDACTED]@onemedical.com>  
**Subject:** RE: Vaccination Scheduling for [REDACTED]

Amir – thank you very much again!

10 [REDACTED]

I'm available at your convenience today and will look out for your call on my office line [REDACTED]

Best,

[REDACTED]

[REDACTED]

Enterprise Client

**From:** [REDACTED] Enterprise Client  
**Sent:** Tuesday, January 19, 2021 10:03 PM  
**To:** Amir Rubin [REDACTED]@onemedical.com> Enterprise Client  
**Cc:** Employee 10 [REDACTED]@onemedical.com> [REDACTED]@onemedical.com>  
**Subject:** Re: Vaccination Scheduling for [REDACTED]

Thank you very much, Amir.

Best,

[REDACTED]

[REDACTED]

---

**From:** Amir Rubin [REDACTED]@onemedical.com>  
**Sent:** Tuesday, January 19, 2021 7:42:18 PM  
**To:** [REDACTED] Enterprise Client  
**Cc:** Employee 10 [REDACTED]@onemedical.com>; Employee 16 [REDACTED]@onemedical.com>; [REDACTED] Enterprise Client  
**Subject:** Re: Vaccination Scheduling for [REDACTED]

We're pleased this worked out well and will endeavor to assist here as well.

On Jan 19, 2021, at 6:18 PM, [REDACTED] Enterprise Client > wrote:

Hi [REDACTED] 10

[REDACTED] have successfully received their first dose – they said the process was extremely efficient and we cannot thank you enough.

[REDACTED] Enterprise Client s [REDACTED] is also hoping to get vaccinated in the coming week – is this something you can assist with? If so, [REDACTED] take any date/time you have available – just let us know and we'll relay to [REDACTED]

member of One Medical and [REDACTED] birthdate i [REDACTED] We realize this is another huge ask but anything you can do would be greatly appreciated.

Best,

[REDACTED]

[REDACTED]

Enterprise Client  
[REDACTED]

---

**From** [REDACTED] Enterprise Client  
**Sent:** Tuesday, January 19, 2021 12:22 PM  
**To:** Employee 10 [REDACTED]@onemedical.com>  
**Cc:** Amir Rubin [REDACTED]@onemedical.com>; Employee 16 [REDACTED]@onemedical.com>; [REDACTED] Enterprise Client  
**Subject:** RE: Vaccination Scheduling for [REDACTED]

Hi 10 [REDACTED]

Thanks very much for all of your help today – we really appreciate the quick turnaround. [REDACTED] and [REDACTED] will be there!

Best,

[REDACTED]

[REDACTED]

[REDACTED]

Enterprise Client

From: Employee 10 [redacted]@onemedical.com>

Sent: Tuesday, January 19, 2021 12:09 PM

To: [redacted] Enterprise Client >

Cc: Amir Rubin [redacted]@onemedical.com>; Employee 16 [redacted]@onemedical.com>; [redacted]

[redacted] Enterprise Client

Subject: Re: Vaccination Scheduling for [redacted]

Hey [redacted]

Great connecting with you over the phone today. If for any reason [redacted] and [redacted] are not able to make the appointments we set up this afternoon, please contact me on my cell. [redacted]

Warmly,

Employee 10 [redacted]

On Tue, Jan 19, 2021 at 11:05 AM [redacted] Enterprise Client > wrote:

Hi [redacted] 10

Certainly – I'm available on [redacted] and look forward to your call.

Best,

[redacted]

[Redacted]

Enterprise Client

**From:** Employee 10 [Redacted]@onemedical.com>  
**Sent:** Tuesday, January 19, 2021 11:00 AM  
**To:** [Redacted] Enterprise Client >  
**Cc:** Amir Rubin [Redacted] Enterprise Client @onemedical.com>; Employee 16 [Redacted] @onemedical.com>; [Redacted]  
**Subject:** Re: Vaccination Scheduling for [Redacted]

Hi There [Redacted]

This is Employee 10 [Redacted] and I am supporting with Vaccine Operations. Nice to virtually meet you! We have received our first vaccine allocation in San Francisco and I'd be happy to support getting [Redacted] scheduled. Would it be alright if I gave you a call later this morning to coordinate the details?

Looking forward to connecting,

10 [Redacted]

On Tue, Jan 19, 2021 at 9:02 AM [Redacted] Enterprise Client > wrote:

Hi Amir,

It's a pleasure to meet you via email – I hope this finds you well and healthy. Will you be receiving a vaccine allocation this week? We'd love to get [Redacted] scheduled asap.

Best,

[Redacted]



[Redacted]

[Redacted] Enterprise Client

---

**From:** Amir Rubin [Redacted]@onemedical.com>  
**Sent:** Tuesday, January 19, 2021 8:11 AM  
**To:** [Redacted] Enterprise Client  
**Cc:** Employee 16 [Redacted]@onemedical.com>; Employee 10 [Redacted]@onemedical.com>; [Redacted] Enterprise Client  
**Subject:** Re: Vaccination Scheduling for [Redacted]

It is our pleasure to serve you all. We hope to have some further vaccine allocation and be able to schedule shortly.

Sincerely,

Amir

On Jan 19, 2021, at 8:32 AM, [Redacted] Enterprise Client wrote:

Amir, your diligence and care in looking out for us at [Redacted] Enterprise Client – especially during the pandemic – has been truly incredible. We could not ask for a better, more conscientious, kind and caring partner!

We can't thank you enough for making it possible for [Redacted] to receive the vaccine as soon as the supply is available. I have copied [Redacted] here to connect with [Redacted] 16 and [Redacted] in scheduling the appointment.

Amir, thank you again, your team has been amazing, which speaks volumes to your remarkable leadership. We are forever grateful to you and One Medical!

Best regards,

[Redacted]

[Redacted]

Enterprise Client

[Redacted]

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**From:** Amir Rubin [Redacted]@onemedical.com>  
**Sent:** Monday, January 18, 2021 8:08 PM  
**To:** [Redacted] Enterprise Client >; Employee 16 [Redacted]  
[Redacted]@onemedical.com>; Employee 10 [Redacted]@onemedical.com>  
**Subject:** Vaccination Scheduling for [Redacted]

Dear [Redacted]

It was great connecting. Given the age of [Redacted] your [Redacted] of Enterprise Client he is eligible for vaccination as the supply becomes available in San Francisco. My colleagues 16 and 10 can assist in trying to get him scheduled as soon as possible.



My best,  
Amir

## Short Message Report

Conversations: 1	Participants: 4
Total Messages: 15	Date Range: 1/22/2021

### Outline of Conversations

---

 **health-equity-dwg** • 15 messages on 1/22/2021 • **Employee 29** • **Employee 30** • **Employee 31** • 

Messages in chronological order (times are shown in GMT +00:00)



health-equity-dwg

1/22/2021, 7:30 PM

good morning everyone <here> I made a few edits for your review. I attached the vaccination site handout that I referenced (I think the race, ethnicity, and gender field options should be edited from a HE standpoint)

Employee 29

7:42 PM

ok ill take a look

Employee 30

7:37 PM

<here> just want to throw out there that I am really worried about equity issues as OM ramps up on vaccines. the messages about vaccines in arms being the priority above other issues and the gaming of the system by tech-savvy healthy young affluent people that we are seeing are really concerning to me. I think this doc is a good start but am wondering if you all also share those concerns and if yes if you might want to brainstorm the most productive ways to try to give input/make change.

Employee 29

7:40 PM

This is very concerning....particularly the self-booking. I have already had so many ppl asking to get to the front of the line when they are not eligible at this point, so unfortunately I dont think we can trust patients to self book. I am open to brainstorming and maybe we need to actually discuss this prior to releasing the recommendations or include that in our recommendations. Was this presented at a meeting today? I was at the Town Hall but didn't see that.

Employee 29

7:42 PM

this will definitely become problematic, no doubt about it just from seeing how COVID testing occurred at least here in DC

7:44 PM

I agree - today I received my vaccine and people were already waiting in line as an attempt to "jump the phase line"

7:45 PM

OM is not an exception to the CDC phase guidelines

:upvote: 1 •

Employee 29

7:47 PM

And we have that in the reccs but we should also maybe state it more strongly. I will take a stab at that and see what you all think. I hoping to get the Reccs out quickly given the vaccine rollo-out is heavily underway, but I do want us to do it right a tthe same time. I will go ahead and share it with from PH DWG even though we may likely make some changes

7:53 PM

If I may be so frank - I also find it problematic that members of the product team and remote staff who do not fall into phase 1a and 1b received the vaccine due to being OM employees. Those people were given priority over our higher risk patients

Employee 30

7:56 PM

do you all think we should/could discuss?

Employee 30

7:56 PM

i know it is hard to find time, but think it may be worth a conversation

Employee 29

8:02 PM

yes, i do think we should discuss asap....ill be available after my last pt appt today 5:10EST. I also miraculously have 2 open slots 3:10-4:10EST today if you all are available in the next few mins, doesn't have to be all of us . We could also shoot for early next Monday or Tuesday....or Thursday if we ultimately cant find a time since this is a priority

Employee 29

8:03 PM

FYI i also reached out to about our concerns waiting to hear back from her as well , not sure how much she has

been involved

Employee 29

8:13 PM

Update: [REDACTED] is going to reach out to the strategy team to find out if they have a mechanism to ensure only patients that are eligible can self book, she was under that impression, but I presume that may be very hard so she said she will check and let me know. Currently, per [REDACTED] they would have to sign an attestation re: eligibility prior to booking, of course this alone is still quite problematic

Employee 31

11:02 PM

Lets all chat. I'm free Tuesday afternoon. I think its a good discussion but also quite nuanced, so would be good to discuss and approach that OM may be receptive to.

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**From:** Andrew Diamond [REDACTED]  
**on behalf of** Andrew Diamond [REDACTED]  
**Sent:** 1/23/2021 10:31:35 AM  
**To:** Employee 186 [REDACTED]  
**CC:** Employee 187 [REDACTED]; Employee 4 [REDACTED]; Employee 188 [REDACTED]; Employee 189 [REDACTED]; Employee 2 [REDACTED]; Employee 183 [REDACTED]; Employee 10 [REDACTED]; Employee 190 [REDACTED]  
**Subject:** Re: Berkeley OneMedical Landing Page

Sorry I'm late to see this. Just to clarify, we can should turn people away if they're egregiously breaking the rules. If a 26 year old Google employee books an appointment, we can ask why they consider themselves eligible. If we don't like their answer, we can ask for evidence, since everyone has been advised to bring evidence of eligibility to their appointment. Flagrant violators probably *should* turned away to prevent further abuse of our system.

The basis for not checking IDs on *everyone* systematically is that

1. We don't want to slow things down unnecessarily (e.g. checking an ID for someone who clearly *looks* to be at least 80 years old)
2. We don't want to scare away people who might not have IDs (e.g. undocumented workers)

That said, it's totally fine to check ID or ask for proof of eligibility on a case-by-case basis, should anyone appear to be abusing our trust.

Hope that helps, thanks!

A

On Thu, Jan 21, 2021 at 3:14 PM Employee 186 [REDACTED] wrote:  
Hi all,

Excited for Berkeley DPH roll out starting tomorrow afternoon and appreciate everyone's support.

I am concerned however the vaccine is not getting to the folks for whom Berkeley has intended and that even with the landing page distributed to their list it may be a challenge for those patients to secure a visit. I wonder if we need to be more explicit in communicating this to Berkeley given they have been so clear in communicating to us whom they want to be vaccinated (Berkeley residents, age 75+). Is it possible that they would ask for data on who we vaccinated?

In looking at the data for just Friday 1/22..

Out of the 20+ patients booked, **only 2** are age 75+ and residents of Berkeley

10 are SF residents ranging in age from 29-86

The remaining folks are spread from across the Bay Area (San Mateo, San Jose, Atherton, RWC) but all under the age requirement.

I know we're not turning people away and everyone needs a vaccine, but also want to ensure that we're being good stewards of this partnership.

[REDACTED]

On Thu, Jan 21, 2021 at 2:04 PM [REDACTED] wrote:

Hi [REDACTED]

We are deep in our data from our outreach list. Given the time crunch ahead of appointments tomorrow, please feel free to open up tomorrow's appointments to OneMedical members who are 75+.

We will provide the landing page link to people who are 75+ from our initial outreach to sign up for appointments on Saturday and Monday.

Thank you!

[REDACTED]

---

[REDACTED]

From: Employee 187 [REDACTED]

Sent: Thursday, January 21, 2021 10:01 AM

To: Andrew Diamond [REDACTED]

Cc: Employee 4 [REDACTED]

Employee 188 [REDACTED]

Employee 189 [REDACTED]

Employee 2 [REDACTED]

Employee 183 [REDACTED]

Employee 186 [REDACTED]

Employee 10 [REDACTED]

**Subject:** Re: Berkeley OneMedical Landing Page

Hello,

Excited to get this going. We have the Berkeley vax landing page <https://onemedical.com/BERKELEYVAX/> which can be distributed. Please let us know when you plan to send and we'll plan to make appointments available after that.

[REDACTED]

On Thu, Jan 21, 2021 at 12:43 AM Andrew Diamond <[REDACTED]> wrote:

Excellent, thank you all and we're excited to work with you!

Andrew

On Wed, Jan 20, 2021 at 7:18 PM Employee 4 <[REDACTED]> wrote:

Thanks, [REDACTED]

[REDACTED] and [REDACTED] will be leading the implementation and can coordinate on appointment timing, etc.

We're excited to work with you and start vaccinating Berkeley!

Best,

[REDACTED]

On Wed, Jan 20, 2021 at 3:08 PM [REDACTED] wrote:

Hi [REDACTED]

My apologies for the delay as we did some coordinating on the City of Berkeley end.



We just launched our vaccine interest form, which we hope will help us reach eligible community members in Phase 1a and 1b Tier 1.

We would like to provide the OneMedical link to community members who sign up on our interest list, using an equity lens to help prioritize those who are most vulnerable. We are hoping that OneMedical can fill any gaps with their members.

Thank you – we're excited to get this off the ground!

[Redacted]

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**From:** [Redacted]  
**Sent:** Sunday, January 17, 2021 5:57 PM  
**To:** Employee 4  
**Cc:** Employee 187; Andrew Diamond; [Redacted]; Employee 189; [Redacted]; Employee 2; Employee 183; [Redacted]; Employee 186; Employee 10  
**Subject:** Re: Berkeley OneMedical Landing Page

Great, thank you! We'll take a look and reach back with any questions within the next couple of days.

Best,

[Redacted]

Sent from my iPhone

On Jan 17, 2021, at 5:19 PM, Employee 4 wrote:

**WARNING:** This email originated outside of City of Berkeley.  
**DO NOT CLICK ON** links or attachments unless you trust the sender and know the content is safe.

Sorry- my cat literally hit send, lol.

We made a Berkeley specific landing page  
here: <https://onemedical.com/BERKELEYVAX/>

Cheers,



On Sun, Jan 17, 2021 at 5:18 PM Employee 4 [redacted] wrote:

Hi all,

Quick update - we made a Berkel

On Sun, Jan 17, 2021 at 2:02 PM Employee 4 [redacted] wrote:

Hi [redacted]

Here's the link for bay area DPH referrals to register for their free 60 day trial and book their appointment:

<https://onemedical.com/SFVAX/>

On the site, you'll see that we've listed the DPHs that are currently referring patients to us, including the City of Berkeley, and that patients should book an appointment at an office in their county.


At the time of booking, we clarify that appointments are only for eligible populations and require that the patient completes an attestation. We'll also reach out to our 75+ members to make sure they are aware that they can begin booking their vaccine appointments.

We're excited to begin vaccinating Berkeley!

Best,




On Sun, Jan 17, 2021 at 12:49 PM Employee 4 wrote:

Thanks,  Copying our marketing leaders, who are updating the Berkeley landing page. We'll send the link shortly!

Best,



On Sat, Jan 16, 2021 at 11:40 AM  wrote:

Good morning everyone,

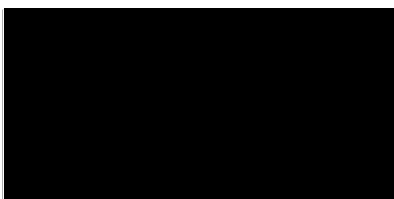
As we begin our partnership next week, the City of Berkeley is confirming that the 400 doses provided to OneMedical through the state (to arrive next week) will be for eligible Phase 1b, Tier 1 populations who are **75 years or older**.

Could you update the landing page for Berkeley and send us the link? We are compiling our eligible lists of community members throughout the next few days.

Thank you!



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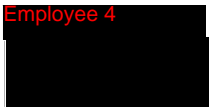




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Employee 4



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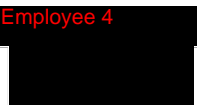
Employee 4



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Employee 4



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Employee 4

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Employee 4

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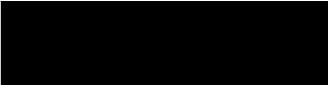
Employee 187



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Employee 186



If you're having a medical emergency, call 911.  
Communication between One Medical patients and our healthcare providers is confidential.  
If you received this message in error, please delete it and let us know immediately.

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**From:** fbforwarding@onemedical.com [fbforwarding@onemedical.com]  
**on behalf of** [REDACTED]@gmail.com > [REDACTED]@gmail.com]  
**Sent:** 1/23/2021 4:08:45 AM  
**To:** feedback@onemedical.com  
**Subject:** Help Needed

Hello,

I am a health practitioner and was directed by UCLA to your company as a site that was going to be administering the COVID vaccine. I was under the impression that I signed up for the free trial and then proceeded to make an appointment to receive the COVID vaccine. I then got an email confirming that my credit card was charged. I could not see a way to proceed with scheduling without submitting my credit card information. I need to cancel this membership as I intended to initiate the free trial.

I emailed admin@onemedical.com one week ago but never got a response.

I have tried calling every day but can never get through. Additionally, I tried making an appointment by calling but could also never get through. If I had a medical issue that needed addressing I was disappointed to know a quick phone call would prove impossible. When I tried to access the online portal for appointments it coincidentally said all doctors were at a meeting. I guess it's bad timing on all accounts.

I'm hopeful I can get some help...I would like to keep my appointment for the COVID vaccine, but need to cancel the membership and trade it for the trial.

Thank you in advance.

Best regards,

[REDACTED]  
[REDACTED]@gmail.com

**From:** [REDACTED]@gmail.com >  
**Date:** January 16, 2021 at 6:30:55 PM PST  
**To:** admin@onemedical.com  
**Subject:** Free trial

Hello,

I am a health practitioner and was directed by UCLA to your company as a site that was going to be administering the COVID vaccine. I was under the impression that I signed up for the free trial and then proceeded to make an appointment to receive the COVID vaccine. I then got an email confirming that my credit card was charged. I could not see a way to proceed with scheduling without submitting my credit card information. I hope that the amount will be refunded once the trial is over....or can someone help right the situation now? I tried calling but was on hold for hours and gave up.

Please help.

Thank you,

[REDACTED]  
[REDACTED]@gmail.com

**Subject:** COVID Vaccination

**Date:** Monday, January 25, 2021 at 7:07:18 PM Pacific Standard Time

**From:** Amir Rubin

**To:** [REDACTED]

**CC:** [REDACTED]

Dear David,

Can you facilitate getting a COVID vaccination scheduled for [REDACTED], copied here. [REDACTED] is the [REDACTED] of [REDACTED], one of our enterprise accounts, and is 68 years old. He lives in San Mateo county but also does business in San Francisco county, and would be willing to travel to the best location to get this done as soon as available (SF, Redwood City, Sunnyvale).

Much appreciated!

Amir



## Short Message Report

Conversations: 1	Participants: 2
Total Messages: 4	Date Range: 1/24/2021 - 1/25/2021

### Outline of Conversations

---



• 4 messages between 1/24/2021 - 1/25/2021

Employee 191 • Employee 41

Messages in chronological order (times are shown in GMT +00:00)

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Employee 191

1/24/2021, 8:24 PM

<Ihere>, I feel that as vaccines become more widely available, making effort to vaccinate in areas that are more accessible to POC. I've given a lot of vaccines, very few POC, and no black people. That really hit me on Friday and it didn't feel good. POC are disproportionately affected by COVID 19 for many reasons. We could also let people know about opportunities to volunteer with programs in those communities, since they may have more access to vaccines. From what I understand, at least in our area, there is a great need for volunteers.

I just want to keep my focus in that I want to invest in things that are value added. Going where the needs are is one way to do that.

Just a thought!

Employee 41

1/25/2021, 5:43 AM

Hi [REDACTED] Thanks for your insight and I completely agree with all of the above! We are sending proposals to king county DPH and DOH to see if there are opportunities for us to support larger vaccine efforts- like pop up vaccine sites in communities where there is a greater need. I know going where the needs are (as you mentioned) is one way king county is working on ways to vaccinate POC and those disproportionately affected by Covid. If we aren't able to do this work directly we should definitely circulate opportunities for people to volunteer - I've heard of a few mass vaccine sites that would likely need volunteers as well. If we only continue to vaccinate people in 1-2 of our offices we should brainstorm on how we can collaborate with the DOH and DPH to reach POC. I know things like our current locations and hours can be barriers. I know the DOH is interested in hearing from the community on how they can increase access and engagement in the covid vaccine with communities disproportionately impacted. I'll send you a link to those meetings if you'd like to attend! One of our VMT providers, [REDACTED] has signed up to attend. Please continue sending us any/all ideas you have. Really appreciate your input!

:thankyoububble: 1 • [REDACTED]

Employee 41

5:44 AM

<a href="https://www.doh.wa.gov/emergencies/covid19/vaccineinformation/engagement/collaborative">https://www.doh.wa.gov/emergencies/covid19/vaccineinformation/engagement/collaborative</a>

Attachment: message3\_att1.txt (140 bytes)

Employee 41

5:46 AM

:upvote:They ask people interested in joining to submit their request to join by Wednesday January 27th.

## Short Message Report

Conversations: 1	Participants: 2
Total Messages: 35	Date Range: 1/26/2021

### Outline of Conversations

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D01BWKZJLKY • 35 messages on 1/26/2021 •

Employee 10 •

Employee 32

Messages in chronological order (times are shown in GMT +00:00)

 **D01BWKZJLKY**

**Employee 10** 1/26/2021, 4:07 PM  
hey [redacted]! any chance we can squeeze in a vaccine referral for amir? i sent ya an email about it last night, but not sure if yo [redacted] seen it yet

**Employee 32** 4:24 PM  
Yes! I'm sure we can get him in this week. Any chance we have a window of time that works best for him? I can add him in as soon as I publish a schedule so we can save a spot!

**Employee 10** 4:50 PM  
why dont we say as close to lunchtime as possible on any day

**Employee 10** 4:51 PM  
<a href="https://one.1life.com/admin/[redacted]/membership-dashboard">https://one.1life.com/admin/[redacted]/membership-dashboard</a>

**Employee 10** 4:51 PM  
here is the chart link

**Employee 32** 4:51 PM  
Got it. I plan to post the rest of the schedule for our moderna vax soon but I'm trying to make sure we keep our scheduling inventory separate to make sure we won't be going back and forth all day

**Employee 10** 4:58 PM  
sounds good!

**Employee 10** 4:58 PM  
just let me know when we get him in so I can loop in the enterprise team and amir!

**Employee 32** 5:00 PM  
He is booked for this Thursday, Jan. 28 at 12:40pm

**Employee 32** 5:14 PM  
Also, which types of people are we actually seeing at Transbay? Just Group 1A? Also 1B?  
Also, is the qualifying age 65 or 75?

**Employee 10** 5:15 PM  
we are doing 1a AND 65+ per governor newsom

**Employee 32** 5:15 PM  
OK! Seeing different messaging sources give different "elderly" ages and just want to be sure! Thank you!

**Employee 10** 5:42 PM  
thank you SO much for getting [redacted] booked

**Employee 10** 5:42 PM  
any chance we could do one more?

**Employee 32** 5:42 PM  
Sure! Hit me!

**Employee 32** 7:01 PM  
Hi **Employee 10** - question for you- a lot of people self booking are not qualifying as a resident or someone who works in S [redacted] be:

- Cancelling them off the schedule?
- Even if they meet other eligibility requirements?
- Blocking people/ auto cancelling people who double book? People are holding spots for others and double booking. We're trying to catch all of them but it's hard to reach out to each person we catch in enough time.

**Employee 10** 7:34 PM  
if they meet other eligibility requirements okay to keep them on

**Employee 10** 7:34 PM  
we dont know if they work in SF and if they do, they qualify to be vaccinated here

**Employee 10** 7:35 PM  
we should discourage double booking

**Employee 10** 7:35 PM  
especially if theyre holding spots for folks that arent one medical members or who may not meet eligibility requirements

**Employee 32** 7:40 PM  
:thankyoububble:

**Employee 10** 8:25 PM  
<a href="https://one.1life.com/[REDACTED]/account">https://one.1life.com/[REDACTED]account</a>

**Employee 10** 8:25 PM  
this is the other VIP for amir if there is still avialablity to get her in later this week

**Employee 10** 8:26 PM  
just book the slot and ill let them know where we can slot her in

**Employee 32** 8:40 PM  
Would it be possible to wait until tomorrow to get them booked? All of my manager slots for the week have already been taken and every other spot is filled. We're hoping to get 100 pfizer vaccines from 4EC but don't want to publish a schedule until I know for certain how many we will have.  
If we need to get this person in right away, I can try to see if I can Jimmy-wrench (crowbar) my way into adding more slots.

**Employee 10** 8:58 PM  
we can wait until tomorrow!

**Employee 10** 8:58 PM  
lets just follow up then

**Employee 32** 8:58 PM  
OK! I know [REDACTED] is busy today but hope to get confirmation soon.

**Employee 32** 9:09 PM  
I got the patient in! I was just checking and there was a cancelllation for tomorrow. At 1pm! Let me know if they can't make and I'll cancel the visit!

**Employee 32** 9:09 PM  
**Employee 10**

**Employee 10** 11:16 PM  
great!

**Employee 10** 11:16 PM  
and this would be at transbay?

Employee 32

11:29 PM

Yes!

Employee 10

11:32 PM

youre a miracle worker

Employee 32

11:34 PM

<a

href="https://media.giphy.com/media/xT9lgC5oWqb6F3lvtm/giphy.gif">https://media.giphy.com/media/xT9lgC5oWqb6F3lvtm/giphy.gif</a>

*Image: message35\_att1.gif (5 MB)*

## Short Message Report

Conversations: 1	Participants: 1
Total Messages: 1	Date Range: 1/26/2021

### Outline of Conversations



#provider-covid19 1 message on 1/26/2021 - Employee 3

**Messages in chronological order** (times are shown in GMT +00:00)

---



#provider-covid19

---

Employee 3

1/26/2021, 4:55 PM

Right - we are doing our best but we will not 100% be able to ensure no one gets vaccinated early, and scanning schedules and cancelling appointments is not recommended.



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**From:** [REDACTED]@cityofberkeley.info]  
**on behalf of** [REDACTED]@cityofberkeley.info> [REDACTED]@cityofberkeley.info]  
**Sent:** 1/26/2021 4:27:32 PM  
**To:** [REDACTED]@onemedical.com  
**Subject:** Berkeley - OM partnership concerns

Good morning Andrew,

Thank you for meeting with us yesterday to discuss vaccine distribution. As you heard in that meeting we have significant concern with the inability of many Berkeley people to get vaccine appointments through OM. Our public health department heard many complaints from people who we sent the sign up link to who couldn't get an appointment. I heard several complaints from two City Council members of the same nature.

It is critical that people who we send an appointment link to can get an appointment with OM in Emeryville quickly. Even if the appointment is two weeks out, being able to schedule it is crucial. I thought we were clear and all agreed that after last Friday all doses sent to OM were to be reserved for people identified by the City of Berkeley. If we send 400 more doses of vaccine to OM and 400 appointment links to Berkeley residents then those 400 people need to be able to sign up promptly and painlessly and get on the schedule. Given what has transpired I do not have confidence that is happening and I am sufficiently concerned that I am reaching out to other potential partners. I hope that we can work through it and get completely aligned on Wednesday and move quickly through 160 shots a day at OM for Berkeley residents identified by the City.

Thanks,

[REDACTED]

Deputy City Manager  
City of Berkeley

## Short Message Report

Conversations: 1	Participants: 30
Total Messages: 72	Date Range: 1/26/2021 - 1/27/2021

### Outline of Conversations



**covid-vaccine-strategy** • 72 messages between 1/26/2021 - 1/27/2021 • Employee 2 • Employee 16  
Andrew Diamond • Employee 66 • Employee 192 • Employee 183 • Christine Morehead • Employee 8  
Employee 9 • Employee 182 • Employee 193 • Employee 194 • Jenni Vargas • Employee 195  
Employee 196 • Employee 57 • Employee 197 • Employee 1 • Employee 188 • Employee 198 • Employee 43  
Employee 4 • Employee 199 • Employee 200 • Employee 100 • Employee 201  
Employee 202 • Employee 3 • Employee 107

Messages in chronological order (times are shown in GMT +00:00)



covid-vaccine-strategy

Andrew Diamond

1/26/2021, 8:08 AM

<https://www.bizjournals.com/sanfrancisco/news/2021/01/25/salesforce-lands-major-california-s-covid-role.html>

Salesforce lands major role in California's Covid vaccination efforts Salesforce is playing a major role in California's vaccine efforts.

Image: message1\_att1.jpg (68 KB)

Employee 183

4:16 PM

interesting!....also "In addition to the My Turn system, the governor is also having his vaccine team develop a unified statewide network that includes health care systems and providers, as well as county health agencies, to provide efficient and equitable distribution of the vaccines."

Employee 4

6:13 PM

Here's the My Turn pilot site - <https://myturn.ca.gov/> let's think about how our process would work with this. Looks like LA may be converting to it

Employee 9

6:24 PM

this looks similar to the phase finder in Washington state has

Employee 3

2:47 PM

<Here> There is a thread in the provider Covid room asking for us to scan schedules and use CiCARE to cancel vaccine appointments for people who those aren't eligible. My understanding is we are not doing this. If any, our mechanism to manage this is validating eligibility when they check in for their appointment. Have there been any discussions of this of late? What is our current overall philosophy/approach, outside of what we are requested to do by a specific DPH?

Employee 100

3:26 PM

i think with such emphasis on prioritization and vaccine supply we should be asking those ppl to allow ppl who qualify to book but that is not our current practice as far as i know

Andrew Diamond

3:43 PM

- we're doing this, to the greatest extent we possibly can. Schedule scanning is extremely time-consuming. Keep in mind that at our current admin staffing levels, with massive surges in calls and messages due to vaccination, we have very long phone hold times and many thousand tasks in our task backlog.

Employee 43

4:04 PM

It's also hard to tell who is eligible or not just by looking at a 1Life profile. You could be a healthcare worker or home health aid who hasn't put in your occupation, who is 25, and therefore eligible in SF. We start schedule scanning and we open ourselves up to bias. And as Andrew pointed out, it's quite time-consuming.

Employee 3

4:05 PM

So, we ARE schedule scanning but it's difficult obviously due to extra workload? If that is the case, should we be encouraging providers to help? The vocal ones seems to want to be the "judge and jury" when it comes to "inappropriate" vaccine appts

Employee 3

4:06 PM

Right - I am not for schedule scanning

Employee 3

4:06 PM

But we have providers who feel we aren't doing enough to "control" who gets vaccinated

Employee 43 4:15 PM

This sounds like a coaching opportunity for the vocal providers. We should loop in their relevant leaders so they can have conversations. To the best of my knowledge, we are not schedule scanning, nor do we plan to start, but [REDACTED] can confirm.

Employee 3 4:16 PM

Ok - that's what I'm trying to clarify

Employee 3 4:17 PM

Let's see if we can hop on a call super quick

Employee 201 4:32 PM

Manage the feels

Employee 16 4:33 PM

no plans to schedule scan, and like almost everything covid related, we cant control everything. we have to accept the uncertainty and discomfort.

:plus-1: 3 • Andrew Diamond • [REDACTED]

Andrew Diamond 5:27 PM

Some managers are, however, "schedule scanning" on an as-needed basis. I've heard of at least a couple of examples, and I think that's fine. It's like "spot checking."

Andrew Diamond 5:28 PM

But yes, as with everything in COVID, comfort with uncertainty and lack of perfect control is crucial.

Employee 3 5:28 PM

Yep

Employee 4 5:31 PM

[REDACTED] I think you can communicate that schedule scanning is not an effective or unbiased way to prevent misuse. Instead, we are beefing up efforts on the front end with messaging, attestation, and appt types. And if someone on the ground has a question about someone's eligibility when they arrive, they can always ask for proof if needed.

:upvote: 1 • Andrew Diamond

Employee 3 5:32 PM

Thanks [REDACTED], sounds good

Employee 202 3:44 PM

*Joined the conversation*

[REDACTED] has joined the group

Employee 202 3:44 PM

*Left the conversation*

[REDACTED] has left the group

Employee 1 6:00 PM

Can someone please confirm we have opened appt slots for the DC Charter Schools? As in, they are now discoverable in the app and those teachers have the appropriate registration info (i.e. no user error issues.) We are still seeing quite a few complaints on Twitter today and I'd like to go back and confirm with these folks that they can register for appts today, with slots starting tomorrow, if possible. Thanks!

Employee 199 6:04 PM

I believe appts published were blocked by restriction tags needed to be added to GU testing. [REDACTED] can you confirm? Do you know what time schedules are expected to go live?

Employee 199 6:05 PM

(Just checked the app and it is currently not live, but I know team is turning on today)

Employee 16 6:07 PM  
DC team says [redacted] is helping and should be ready any minute

Employee 1 6:09 PM  
okay can you guys ping me when you get the word this is now up and running?

Employee 199 6:10 PM  
yup!

Employee 192 6:10 PM  
Employee 1 Vax appointments are now PT bookable in DC  
👤 3 Employee 183 Employee 199

Employee 1 6:12 PM  
okay thank you Employee 192  
👍 1 Employee 192

Employee 1 6:40 PM  
\*For future similar situations\*: delays or issues of this magnitude need to be flagged to me early with updates shared as often as possible, please. I am now fielding questions from CBS and NBC in DC, as well as the Washington Post. Teachers are very upset and taking their grievances to the media. To confirm, I am okay to publicly confirm this was NOT a tech issue, but that we delayed opening appt slots until we could confirm our vaccine inventory (to accurately reflect that inventory against the slots we make available.) Is this accurate?

Employee 192 6:50 PM  
Employee 1 yes but we also had a delay receiving the vaccines. They were supposed to arrive yesterday and actually arrived today.

Employee 1 6:51 PM  
yes I note that as well in how I'm responding to media. "We can confirm that DC Charter teachers and staff can now register and schedule their vaccine appointments through the One Medical app. We experienced a delay in the arrival of our vaccine allocation from DC Health, which in turn caused a delay in opening our scheduling tool. Our appointment slots are mapped directly against the vaccine inventory we have on hand. This is to ensure judicious use of all doses and to efficiently book the appropriate amount of patients each day."

Employee 16 6:52 PM  
that is correct to my understanding Employee 1

Employee 1 6:53 PM  
okay thanks all. Really need help here staying in front of these issues, so thanks in advance for flagging these things as soon as possible in the future. LOTS of press attention on vaccine roll out issues and i am doing my best to keep One Medical's name out of those types of stories 🙏 thanks again

Employee 1 7:26 PM  
Do we know anything about this Employee 192

Employee 199 8:19 PM  
Employee 2 ^^

Employee 2 8:23 PM  
appointment type update hadn't flooded to the swipe copy - it's been updated now. Employee 183 can you make sure DC knows about the update? Additionally, on the membership confirmation page we provide the regular instructions, not DC specific, which is likely causing confusion. We knew about that risk with using a second appt type (cc: Employee 66)

Employee 192  
👍 1 Employee 183

Employee 66 8:33 PM  
Yep, as [redacted] mentioned, there is only one trial member confirmation page nationally. We can't customize by market. That page tells new members to book "COVID Vaccine". This was a limitation and risk discussed when deciding to experiment with the new appointment type in DC.

Employee 199

Employee 182 9:23 PM

Employee 66 Just chiming in here, I think the patient is referring to the address of the DPH referral site. It says WA instead of DC.

Employee 2 9:50 PM

Employee 192 Employee 66 can we get that page updated?

Employee 192 10:44 PM

Employee 2 Employee 182 this is now corrected

Employee 66 6:25 PM

my friend connected me with a contact at Boston DPH. Is it still worth me reaching out, or is the recent contact we've made working out for us?

Employee 100 7:03 PM

can you provide that contact info the the boston public health liaison

Employee 195 7:53 PM

Employee 183 Employee 4 Ascension in Austin is willing to give us at least 300 doses right now. They have a stock pile and do not want to be in the vax business. They would look to us to store the vaccine and they need reporting on their usage, they also will refer patients to us - membership growth. Let me know what else you need to make this happen

13 • Andrew Diamond • Christine Morehead •  
Andrew Diamond •  
7 • Andrew Diamond

Employee 4 7:53 PM

Yes yes!

Employee 194 7:55 PM

That's great

Employee 4 7:55 PM

Can you connect them with Director, Global Supply Chain and NOL  
And copy me as well?

Employee 4 7:56 PM

FYI Andrew Diamond

Employee 183 9:35 PM

so great - thank you I can't come to the internal sync on this today, but will catch up with after

Employee 4 10:23 PM

will have details on the DPH/state level approvals

Employee 188 7:55 PM

Joined the conversation

has joined the group

Employee 4 7:56 PM

Also can they provide us with ongoing supply?

Employee 195 7:58 PM

Maybe, they told me that 300 doses is a "rounding error" on their supply

Employee 195 7:58 PM

I think we need to prove ourselves as a good partner in this

**Employee 4** 7:59 PM  
oh, we'll prove that ●

**Employee 57** 8:04 PM  
we'll need to set up reporting there asap ill let the teams know

**Employee 57** 8:13 PM  
state of TX has still not approved our office application, or for our access into state IIS to report vaccinations. not answering calls or emails. [REDACTED] oes anyone at ascension have a point person at state of TX - the dph or IIS? we need to report administrations within 24 hrs

**Employee 195** 8:15 PM  
[REDACTED] will ask  
:thankyoububble: 1 [REDACTED]

**Andrew Diamond** 8:15 PM  
This is fantastic!!!

**Employee 183** 9:32 PM  
this is great [REDACTED] thank you!

**Employee 188** 8:14 PM  
[REDACTED] we are meeting in a couple of hours to discuss Ascension. thanks!  
:thankyoububble: 5 • [REDACTED]

[REDACTED] 9:23 PM  
Just heard that MGB (Boston HSP) is launching a Mass Vax Site at their HQ in Somerville (Mass)

**Employee 3** 9:26 PM  
[REDACTED] I am being asked by [REDACTED] on my team about the huddle recap emails. Are those going out? If so could you include them? Thanks!

**Employee 16** 9:28 PM  
Due to confidentiality issues, we won't be distributing anything written beyond the core group

**Employee 16** 9:28 PM  
you are welcome to share details with your team

**Employee 3** 9:29 PM  
I see - I thought there was some kind of digest. No problem thanks.  
:upvote: 1 [REDACTED]

**Employee 4** 1/27/2021, 1:52 AM  
<!here> Any update on the Austin convo?

**Employee 195** 2:05 AM  
Not much. First thing is we need to be registered with the state. I have asked Ascension if they can help expedite. We can't take possession of vaccines until that happens

**Employee 4** 2:05 AM  
Ok- let's add this as an escalation in huddle tomorrow [REDACTED]

**Employee 4** 2:06 AM  
need to get registration approved asap





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**From:** Employee 33 [REDACTED]@onemedical.com]  
**on behalf of** Employee 33 [REDACTED]@onemedical.com > [REDACTED]@onemedical.com]  
**Sent:** 1/27/2021 7:25:16 PM  
**To:** Bjorn Thaler ([REDACTED]@onemedical.com); Employee 34 [REDACTED]@onemedical.com]; Employee 35 [REDACTED]@onemedical.com]; Employee 36 [REDACTED]@onemedical.com]; [REDACTED] 37 [REDACTED]@onemedical.com]  
**Subject:** Re: 60 day free memebrship

We're not, but we are seeing a huge influx of standard paying consumer members, but that might only be signing up to get the vaccine. We're investing as we speak.

On Wed, Jan 27, 2021 at 10:55 AM Bjorn Thaler [REDACTED]@onemedical.com > wrote:  
want to make sure that we don;t count these 60 day free trials as members, just like we didn't count the 30 day trials as members.



**Bjorn Thaler**

Chief Financial Officer - One Medical  
San Francisco

Tel: [REDACTED]

Direct: [REDACTED]

Cell [REDACTED]

[REDACTED]@onemedical.com

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**From:** Employee 183  
**on behalf of** [redacted]  
**Sent:** 1/28/2021 7:25:16 PM  
**To:** [redacted]  
**CC:** Employee 9 [redacted] Employee 203 [redacted]  
Employee 56 [redacted] Employee 4 [redacted]  
Employee 10 [redacted]  
**Subject:** Re: Vaccine Allocation and Appointment Information

Hi [redacted]  
Thanks for the update and for sharing this example. We're looking into what could work on our end and will get back to you.

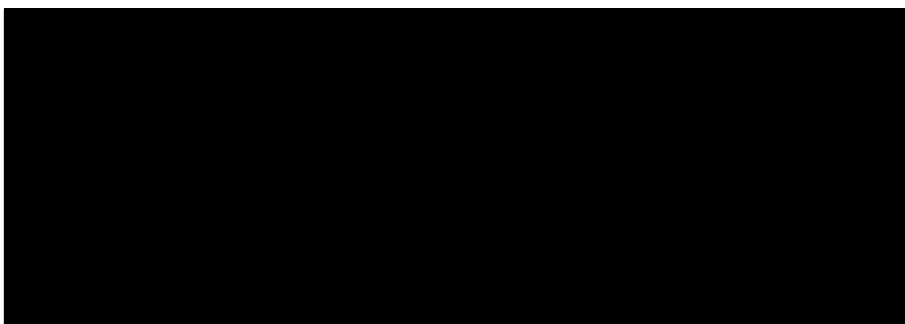
thanks!  
[redacted]

On Wed, Jan 27, 2021 at 5:06 PM [redacted] > wrote:

Hi all,  
DPH leadership is not comfortable putting the link up publicly, the way that registration stands right now. Say we were to put up the link, we are not able to provide sufficient vaccine, slots are not opened up, yet we have several thousand citizens sign up for One Medical memberships for no reason, that would be really bad. It is unclear if/when we will see an increase in our vaccination allocations from the state. It could be weeks/months. I do not think that waiting for vaccine flow to increase is a good solution to this problem.

We will soon move ahead with putting Safeway's link up, because they ask for information after the availability. I have attached their instruction graphics, for your team to take a look at it.

We are requesting some type of workaround for this in order to make the link public. As we move forward to phases 65+ and 1b we will no longer be linking groups manually, the way we have been doing it. It will be mainly automated using these links. Please let us know what can be done, and if we need to discuss.



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**From:** [redacted]  
**Sent:** Tuesday, January 26, 2021 8:47 PM  
**To:** Employee 183 [redacted]  
**Cc:** Employee 9 [redacted] Employee 203 [redacted]  
Employee 56 [redacted] Employee 4 [redacted]

Employee 10

**Subject:** Re: Vaccine Allocation and Appointment Information

Good question, I guess as soon as we give you more vaccine. Just got our numbers for next week, not much better than last week. A little under 12,000 for the county. Will let you know how many we can send your way by Friday am.

---

**From:** Employee 183

**Sent:** Tuesday, January 26, 2021 7:33:22 PM

**To:**

**Cc:** Employee 9

Employee 203

Employee 56

Employee 4

Employee 10

**Subject:** Re: Vaccine Allocation and Appointment Information

Hi

Thanks for circling back on this. Yes, that's right - I'll workshop something with marketing and send you a recommendation. When are we thinking of putting the link back up?

thank you!

On Tue, Jan 26, 2021 at 9:29 AM > wrote:

Hi

Wanted to discuss working on the copy with you. What would you suggest in order to help with this issue? DO you suggest we add something about limited vaccine availability, and a brief blurb on what happens to your membership if there are no vaccines?

---

**From:** Employee 183

**Sent:** Tuesday, January 19, 2021 2:01 PM

**To:**

**Cc:** Employee 9

Employee 203

Employee 56

Employee 4

Employee 10

**Subject:** Re: Vaccine Allocation and Appointment Information

Hi [REDACTED]

Thanks for looping us in on this. Yes, the booking flow with One Medical does start with registration, then leads to booking the appointment. This is so that One Medical can create the patient's chart and track their history, including appointments booked, and send confirmation emails, etc.

I can understand the experience right now is frustrating, as there aren't available appointments. I think that will continue to be the root cause of booking issues, so we'd love to ramp up availability. Right now, our inventory is limited due to the lower vaccine supply, but we are ready to add more appointments should we be able to get more vaccines! Is there any way to get more vaccines this week so we can open up more appointments? I can imagine the Moderna lot issue impacted your supply - but can't hurt to ask in the hopes of getting more folks in :)

We are prepared to begin offering 7K appointments per week (vaccine pending) to increase the availability of appointments, as well, and hopefully can solve for this root cause!

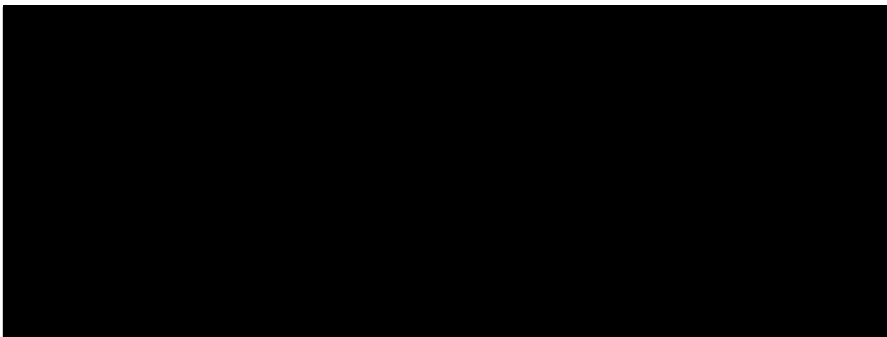
For this week, I agree, it is wise to take the link down off the site and we can add back on when there is more availability. We can also think about copy we could put alongside the link on the site to set expectations and improve that experience. If you could send a screenshot of how it looks on your site, we can brainstorm some copy!

thank you!

On Mon, Jan 18, 2021 at 9:32 PM [REDACTED] wrote:

Hi [REDACTED]

It was brought to our attention that you need to become a member before you can see appointment availability. Seeing as we have had multiple times this week where One Medical has been out of appointment slots, we do not think it's appropriate for people to be signing up for membership without knowing if there are slots available. Is it possible to show availability before they sign up? Our leadership chose to take the public link down from the website until we can discuss this with you.



From: Employee 183  
Sent: Friday, January 15, 2021 6:02 PM  
To: Employee 9  
Cc: Employee 203, Employee 56  
Employee 4  
Employee 10

Subject: Re: Vaccine Allocation and Appointment Information

Hi [redacted]

Sorry about the multiple threads here! To your questions:

- 2. We've been tracking ~20% OM members and 80% DPH referrals + IHSS, and can expect something similar for next week. So between IHSS & other DPH referrals, that is **~1,400 appointments**.
- 3. Given the lower allocation, we are going to scale back the IHSS walk-ins this week to **980** - leaving ~400 for other DPH referrals.
- 4. Great to hear about the link! The primary implication is inflow :) the more people who have the link, the more demand. There may be people who cannot get an appointment this week - but we encourage folks to check back regularly, and hopefully we can offer more vaccines the following week.
  - a. The app doesn't take out location options for folks, but we could include messaging on the DPH website and/or the OM landing page to direct folks to the Transbay and EC4 locations. What do you think about that?
  - b. Yes! The swipe copy [here](#) is still accurate with regard to sign up and booking instructions - are you looking for something else? Screenshots for booking in addition to [registration](#) perhaps?

Thank you for all of your ongoing partnership on this!  
Best,

[redacted]

On Fri, Jan 15, 2021 at 1:46 PM Employee 9 wrote:

If that's all we'll get this week we will take them. We were in the process of increasing our staffing to handle ~7000 vaccinations with hours of operation between 6am and 11pm. With these numbers decreased we'll match accordingly. Will there be possibility to get additional next week as we've received additional this at 4EC?

Thank you,  
[redacted]

On Fri, Jan 15, 2021 at 12:53 PM [redacted] wrote:

Hi [redacted]

My apologies, this week we got far less vaccine than what we anticipated. If you want, we can deliver the 800 Moderna to your Transbay site? Pfizer is being shipped directly to EC4. Does that work?

Thank you,

[redacted]

**From:** Employee 203 [REDACTED]

**Sent:** Friday, January 15, 2021 12:16 PM

**To:** [REDACTED]

**Cc:** Employee 183 [REDACTED] Employee 56 [REDACTED]

Employee 4 [REDACTED] Employee 9 [REDACTED] Employee 10 [REDACTED]

**Subject:** Re: Vaccine Allocation and Appointment Information

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

[REDACTED]

Thank you for the update. Based on our conversation earlier this week, this was our initial request:

- 1500 Moderna - Embarcadero
- 975 Pfizer - Embarcadero
- 2000 Moderna - Transbay

Based on response below do we have any product allocated to Transbay. Is there any chance of getting any allocation for the other site?

Thanks,

[REDACTED]

On Fri, Jan 15, 2021 at 2:06 PM [REDACTED] wrote:

Good Morning One Medical Leaders,

Thanks again for your collaboration, we are super excited with the rapid ramp up of your vaccination efforts! Wanted to update you on a few things and ask for clarification:

1. We are allocating 1775 doses to you - 975 Pfizer first dose and 800 Moderna first dose. They should arrive on Tuesday, 1/19 at your Embarcadero 4 site.
2. In terms of which of your members you can start vaccinating, we ask that you prioritize those in phase 1a and recommend reaching out to those 75 and older. Awaiting further guidance on those that are 65 and older. After you decide how many members you would like to vaccinate this upcoming week, could you let us know how many open slots you would have for our targeted populations?
3. How many walk-in slots are you holding for IHSS workers this upcoming week?
4. We will add your [link](#) to our website today. Are there any implications we should know about before doing so?
  - a. Is it possible to only include locations and appointments that are open within SF?
    - i. Under appointments every location in the bay area is listed and SF workers have been signing up for available appointments in a different county.
  - b. Can you please approve sharing the instructions/guidance on how to sign up for an appointment, we can share that information with those we extend the invitation link to.

Thanks again!

[REDACTED]

--  
Thank you,



Employee 9



Employee 183



Employee 183



Employee 183

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Employee 183



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**From:** [Employee 16]@onemedical.com]  
on behalf of [Employee 16]@onemedical.com> [redacted]@onemedical.com]  
**Sent:** 2/5/2021 9:18:52 PM  
**To:** [Employee 38]@onemedical.com]; [Employee 39] [redacted]@onemedical.com]; [Employee 40] [redacted]@onemedical.com]; [Employee 7] [redacted]@onemedical.com]; [Employee 41] [redacted]@onemedical.com]  
**Subject:** Fwd: COVID-19 Vaccine Update

Can someone check in with him here verbally? He appears to be fishing for something.

Also, should he have email access if he's on leave? I'm concerned about how he is intending to use this thread.

[redacted]

----- Forwarded message -----

**From:** [Employee 42]@onemedical.com>  
**Date:** Fri, Feb 5, 2021 at 12:32 PM  
**Subject:** Re: COVID-19 Vaccine Update  
**To:** Andrew Diamond [redacted]@onemedical.com>  
**CC:** Doug Gunderson [redacted]@onemedical.com>, [Employee 16] [redacted]@onemedical.com>

Andrew - thank you for your thoughtful response and illumination into our distribution philosophy as it relates to equity and perceived equity. Per your invite for feedback to this team and your insight I owe two high stakes observations shared in writing with respect to limited discussion opportunity with key stakeholders:

- The value of investing in onsite program managers for complex/ambiguous high stakes roll-outs such as COVID-19 vaccine
  - Having a process/project manager who does not manage the site allocated to each district ensures processes are executed to standard
    - This ensures high stakes decision making is held accountable to standards i.e. the site is not deciding when to give up on calling DPH eligible individuals AND deciding which friends and families would be inadvertent beneficiaries of this decision (multiply those rare instances by two with booster included)
- Asking corporate team members who are not working on essential work to volunteer to be trained and and execute virtual work, such as inbound phones and patient care tasks
  - High stakes work such as vaccine pop up sites ought to be opportunities primarily for professional front line healthcare workers with proven track-record for executing in-person service offerings under the pressure of a high patient volume site
  - Saving scarce vaccine doses for full time frontline health workers, which offers our high risk patients more access to the vaccine

It is my intention to point to the mechanisms that build trust with frontline healthcare workers as a management group. It is my intention to serve this team with these suggestions.

Have a relaxing weekend,

On Thu, Feb 4, 2021 at 3:21 PM Andrew Diamond [redacted]@onemedical.com> wrote:  
[redacted] thanks so much for reaching out.

On the spoilage prevention issue, the DPHs are inviting only as many people as they send us vaccines to administer. When we have doses at the end of the day (only 1-5 doses per site), we need to move *quickly* to find recipients for those doses, so that the doses don't spoil and so that the team that's been working the site all day can administer the doses and go home for some badly-needed rest. There will always be a chance of extra doses, regardless of whether the site closes at 5:00 or 8:00 or 10:00 PM (unless we were to stay open 24h, which is a good goal but currently impractical based on vaccine supply.) Therefore we need a list of people on "standby" who can get to the site quickly, and who aren't going to panic if they're *not* called.

In general, DPHs don't provide us with standby lists, as they've found (and we've repeatedly validated) that such lists create more angst than they prevent. (The patients on their lists don't want to wait around all day on standby only to learn that they're not called, and then worry about when they *will* be called.) Moreover, we've found that we have to make up to 10 phone calls just to get one person to come in, and that's just way too long. Instead, we've created internal standby lists from among our own members, but even then we sometimes run out of names and/or time. In those cases, we will happily give a vaccine to *anyone* -- we'll literally take people off the street -- to avoid spoilage. Keep in mind that we're talking about 1-5 doses of vaccine out of anywhere from 100 to 500-ish doses that we might give at that site that day. Our DPH partners are strongly supportive of this approach, by the way. And I'm sure you've seen stories [like this one](#), celebrating the spirit of doing *whatever it takes* to make sure no dose goes to waste!

With regard to our own staff getting vaccinated, we're proudly vaccinating Clubhouse & Treehouse personnel who have volunteered to work at vaccination sites, either as admins or as vaccinators themselves. We've had dozens of CH/TH folks working weekends and evenings at our vaccination sites, checking in patients, monitoring patients, etc. Many have even taken a 6-hour training course to learn how to vaccinate, etc. Working at a vaccination site is invaluable for helping us achieve our vaccination targets and is a clear criterion for getting vaccinated!

I hope that information is helpful! I would reframe the scenarios you've described as precisely *on cue*, and like you I'm very proud to work with a team that's doing such a superb job of helping to end this pandemic.

Thanks again, [REDACTED]  
Andrew

On Thu, Feb 4, 2021 at 10:20 AM [Employee 42 \[REDACTED\]@onemedical.com](#) wrote:

Hey Andrew - thanks for this note. Appreciate all you and the Senior Management team is doing for this large, highly complex vaccine roll-out.

I think one disconcerting thing that's been shared with me by another leader from the vaccine clinic in the Seattle market is that leaders were asking friends and family members who weren't necessarily DPH eligible to come get the vaccine with the intent of reducing spoilage.

For such a scarce vaccine, I would think it would be more in our ethos to vaccinate the DPH and eligible list at all cost, even if it means scheduled extended hours at our vaccine clinics. I'd have to think if you go down the list far enough, there shouldn't be a reason to vaccinate ineligible friends and family of clinic staff (appears/is unequal). Even one more vaccine in one more eligible arm benefits us all.

Additionally, it was apparent from the employee sign up sheet for front line staff that local Clubhouse/Treehouse employees who do not have in-office patient facing roles were signing up with the field staff to receive dose one. I would imagine if these employees are high risk for a health reason, they would be required to utilize patient channels.

Overall, I'm proud to be part of an organization on the front line of this effort, but am hoping that either more skilled project managers or better processes will improve these significant miscues.

Best,

Employee 16

On Thu, Feb 4, 2021 at 9:33 AM Andrew Diamond [REDACTED]@onemedical.com> wrote:  
*Internal Use Only - Do Not Forward or Share*

Dear One Medical team,

We're writing to reaffirm our approach to vaccinating our communities against COVID-19:

**We're committed to supporting our communities equitably and fairly**

- We are working to vaccinate all eligible people in our communities, far beyond our existing members, and especially groups prioritized by our partners at Departments of Public Health (DPHs), to the greatest extent our supply of vaccines will allow.

**We're committed to adhering to state and local DPH guidelines**

- We strive to ensure eligibility at the time of booking. Our teams have worked around-the-clock to build systems to educate patients and confirm the eligibility of those who book appointments. Further, we ask all patients to be prepared to show evidence of eligibility at their appointment.
- We're verifying eligibility at vaccination sites whenever necessary, and we turn away patients who abuse our trust. We also strive to avoid wasting appointments and doses, and to avoid putting our front-line teams in the position of having to "police" the vaccines, especially considering that forcing people to show ID may exclude some of the most important vaccine recipients.
- The vast majority of our vaccine recipients have met eligibility criteria. In rare cases, others have been vaccinated to avoid spoilage of vaccines.

As always, we welcome your feedback. Feel free to reach out to us or your local leaders if you have any additional concerns. Thank you all so much for the tireless and life-saving work you're all doing for our communities in this critical time.

Andrew Diamond

Employee 16

Doug Gunderson

--

Employee 42

Operations Manager

One Medical

Employee 16

*"Most often, failure is a lack of process over a lack of talent"*

--

Employee 42

Operations Manager

One Medical

Employee 16

*"Most often, failure is a lack of process over a lack of talent"*



Employee 16

VP of Service Delivery

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**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

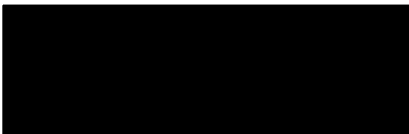
I have sent multiple messages through the portal and left voicemails to get a prior authorization for medication but have not heard back, it's been several weeks which is unacceptable. I have called the help line only to be put on hold. Please advise.

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?



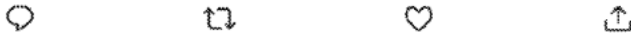
...

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...](https://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]

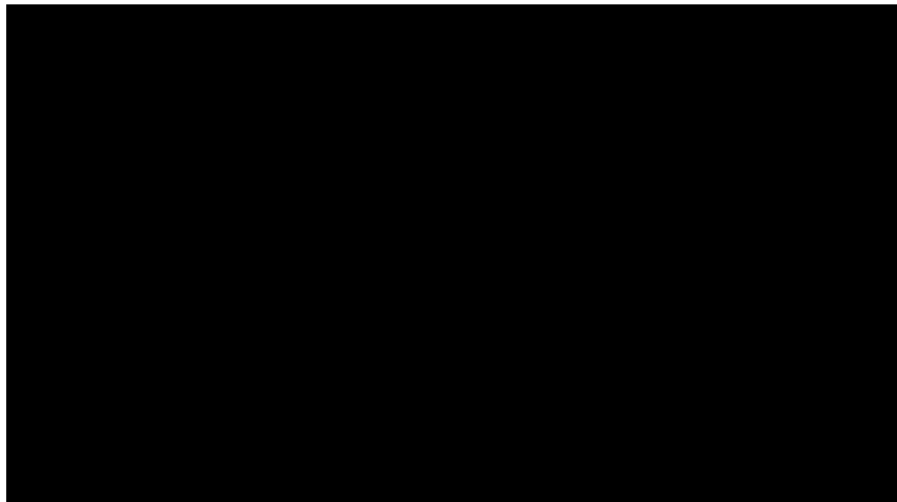
Continuously trying for the second day in a row. No luck. Keep getting "hang in there " message which adds to the frustration.

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]



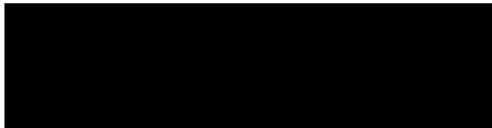
Hey One Medical. My membership expired yesterday, but I still have an unanswered billing-related question from Jan 20 in my message system. I'm unable to follow up as the message system is disabled for non-members, how do I proceed? Thank you,  
[REDACTED]

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.

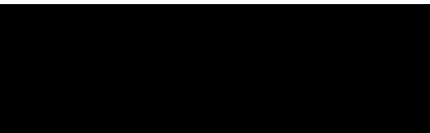
When a customer feels ignored, the customer has the choice of taking the complaint to a third party, which is what I have done. I am in health care marketing and I would be ashamed if my company does what these people are doing- especially during the times we are living in.

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



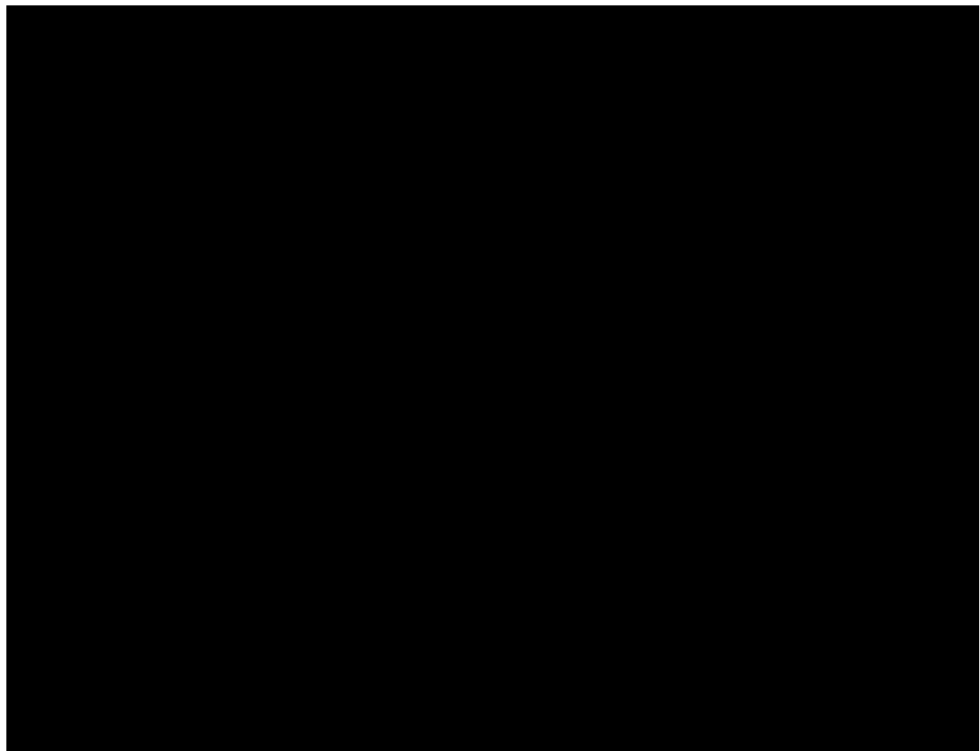
...

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

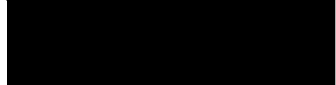


\*\*\*

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



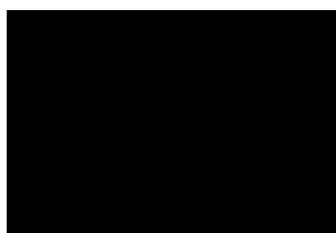
I'm so blessed to have access to quality health care. The fine people of @onemedical are doing God's work.



...

@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!**

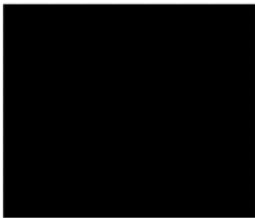
We are so grateful that our teachers and staff at IDEA now have access to the COVID-19 vaccine. 🙏🙏🙏

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,



## Short Message Report

Conversations: 1	Participants: 46
Total Messages: 106	Date Range: 2/10/2021 - 3/4/2021

### Outline of Conversations



**provider-covid19** • 106 messages between 2/10/2021 - 3/4/2021 • Employee 62 • Employee 115 • Andrew Diamond • Employee 109 • Employee 110 • Employee 111 • Employee 112 • Employee 113 • Employee 56 • Employee 114 • Employee 116 • Employee 117 • Employee 118 • Employee 73 • Employee 119 • Employee 75 • Employee 120 • Employee 121 • Employee 77 • Employee 122 • Employee 79 • Employee 123 • Employee 83 • Employee 124 • Employee 125 • Employee 126 • Employee 44 • Employee 91 • Employee 127 • Employee 128 • Employee 129 • Employee 130 • Employee 131 • Employee 132 • Employee 132 • Employee 100 • Employee 134 • Employee 104 • Employee 3 • Employee 135 • Employee 136 • Employee 27 • Employee 137 • Employee 55 • Employee 108 • Employee 138



Messages in chronological order (times are shown in GMT +00:00)



provider-covid19

Employee 77

2/10/2021, 1:52 PM

<here> hi team. how is everyone handling all the asthma messages with people who have intermittent asthma sx on PRN rx requesting a letter to get vaccinated? thanks

Employee 119

1:53 PM

This was good for me to know

Employee 119

1:53 PM

<a

href="https://advances.massgeneral.org/rheumatology/journal.aspx?id=1810">https://advances.massgeneral.org/rheumatology/journal.aspx?id=1810</a>

Asthma Not Associated with Poorer Outcomes in COVID-19 Patients Massachusetts General Hospital researchers found that inpatients with COVID-19 who had asthma were less likely than COVID-19 inpatients without asthma to require ICU admission or mechanical ventilatio

Employee 119

1:53 PM

i tell patients that and they previously were relived- now are disappointed

Employee 132

1:54 PM

I've been linking the CDC website that states moderate-severe asthma \*may\* be an indication, and that they don't meet that criteria.

Employee 77

1:54 PM

i know so much resistance that i'm wondering if i should just stop explaining

Employee 77

1:54 PM

they all then say they have moderate symptoms

Employee 83

1:55 PM



Employee 113

2:02 PM

hi **Employee 77** would say that asthma severity is based on treatment and not symptom control. If there is pushback and they say that symptoms are poorly controlled then maybe they need to get evaluated for their asthma and that might change severity status and impact management including vaccine eligibility. Hopefully that will decrease the back and forth.

Employee 113

2:04 PM

**Employee 113** new york state has included moderate and severe asthma as criteria to get vaccinated among other chronic medical illnesses hence the uptick of patients asking about the letter.

Employee 132

2:05 PM

**Employee 132** got it, thank you - MA still had it as a "consideration" for criteria when I last checked

Employee 113

2:07 PM

yeah. there is so much variability among states. so confusing. 🤔

Employee 77

2:15 PM

**Employee 77** that's a great tip thanks so much

:sun: 1 • **Employee 77**

Employee 117

2:23 PM

I'm thinking of sending the chart we use defining intermittent, moderate, and severe asthma to patients. I'm in a back and forth with someone who doesn't need ICS and reaches for albuterol twice a year, "but it's pretty severe in those

times."

Employee 77

2:24 PM

this is what i have been writing

Employee 77

2:26 PM

Currently the list for people who are eligible starting 2/15/21 is for moderate to severe asthma.

<https://covid19vaccine.health.ny.gov/phased-distribution-vaccine>

Moderate- severe asthma is defined as: daily symptoms- needing daily maintenance therapy, disturbs or restricts daily life, and symptoms wake you up at least once a week from your sleep.

Your exercise/allergy/seasonal induced asthma is under the mild intermittent/ mild persistent category.

Phased Distribution of the Vaccine

Image: message16\_att1.jpg (164 KB)

1

Employee 3

2:44 PM

I hope we can remove individual providers having to decide for individual patients if they qualify. Would it be helpful to have a message template or other resource that clarifies the criteria so patients can determine if they meet criteria? And if they don't but feel they should we'd ask them to schedule an OV or RV?

3

Employee 77

2:46 PM

I think that would be really helpful and also more clear instructions as well. like right now i'm saying no to anyone who is on Albuterol PRN and not on maintenance therapy. not sure if i'm doing the right thing or not. of course i would love it if they ALL could get vaccinated

Employee 3

2:50 PM

Ok let me see if we can help

Employee 3

2:50 PM

Of course me too

Employee 132

3:39 PM

that would be great, thank you!

Employee 125

5:38 PM

I do think it would be helpful to take the burden off individual providers. Here is my worry with if we have patients determining if they meet criteria: we are going to have a huge influx of patients who do not meet criteria in vaccine appointments. How do we then manage that? We have a lot of young healthy patients who are not eligible for a long time. I worry that somehow we are causing more stress for the patients if we placed the determination solely into their hands.

Employee 3

5:52 PM

Totally. I think the intention would be to be very clear about how eligibility is defined - "do you use a rescue inhaler most days? do you take a controlled medicine? have you had to go to the ER in the past due to asthma?" so they don't have to decide alone, but ultimately they can see for themselves how this determination is made. Then, the question is, if they answer "no" to all, and still feel like their asthma is moderate, we'll need to have a conversation.

Employee 3

5:52 PM

What alternative(s) do you suggest?

Employee 125

6:30 PM

I think I am speaking to general medical eligibility and not specifically with asthma (I know this thread started with asthma). I can appreciate how tricky this situation is because we are trying to not "police" what patients report and also from the provider side I am having difficulty getting my older, sicker patients vaccinated (because of supply issues and appointment issues) while hearing about younger ineligible patients having been vaccinated because they said self-reported that they were a "healthcare provider" but were actually a nanny. It seems like there needs to be some kind of middle ground. I am not sure how to make suggestions because I really don't

understand how it is working right now even after I spent a day in an SF vaccine office.

Employee 3

6:37 PM

I see what you mean. I'm not sure if you've been watching Andrew's videos but he talks about this - we aren't letting a few people who violate our trust dictate how we offer vaccines. Our goal is to get as many eligible people (and eventually as many people period) vaccinated as we can. The problems getting older, sicker patients vaccinated - as I understand it - is much more related to vaccine availability than bad actors.

Employee 3

6:38 PM

I think the new addition coming of medical eligibility is going to be messy too, and our role is primarily to get vaccines into arms, not to set up barriers. That said, I agree we should be educating people about what is fair, how we intend to offer vaccines etc.

Employee 3

6:38 PM

I had a patient tell me he had lots of colds last year, and does that mean he has an immune deficiency and should be prioritized, and I said no.

Employee 3

6:39 PM

But if someone told me they are using their albuterol almost daily (when at a previous visit they said they were only using it sporadically) I don't think I'd push back too hard if they really wanted to get vaccinated.

Employee 3

6:39 PM

This is also all so new and moving so fast - we have to stay open to adopting new approaches if our current approach isn't cutting it, IMO.

Employee 125

6:58 PM

I appreciate your responses and agree. I have watched Andrews video's and agree on needing to get into arms asap (and not slow down with 1 or 2 "bad actors"). I think we do have issues with some of our less tech savy older patients not getting as quickly as they should (and no appointments for providers to get them into).....and this is something that I don't want us to loose sight of as a tech based org who have less tech savy older patients.

Employee 3

8:03 PM

For sure. I know we are keeping those people in mind as we create processes. If you feel like that's still an issue can you share an example with me? I am happy to escalate.

Employee 3

8:03 PM

Most if not all gov't based sign ups are web-based as well.

Employee 79

8:04 PM

What about advair daily, listed in PL, but last Rx 2/2020?

Employee 3

8:05 PM

IMO if the person has asthma and they are taking advair (and want the vaccine) I would not stop them

Employee 79

8:10 PM

Thanks Employee 3

👍 1 Employee 3

Employee 133

3:21 PM

seeing a pt who was told that his peanut allergy means that he may have difficulty with the covid vaccines....i haven't heard this. anyone else?

Employee 110

3:28 PM

my understanding is that anyone who has a hx of severe allergic reactions needs to be monitored for 30 mins (not 15) but are okay to get the vaccine (unless severe allergic rxn was to a component of the vaccine or other vaccines)

Employee 110

3:29 PM

but havent heard anything specifically about 🐻 ! curious what others think

**Employee 3** 3:34 PM  
:upvote:

**Employee 136** 3:38 PM  
from the CDC "CDC recommends that people with a history of severe allergic reactions not related to vaccines or injectable medications—such as food, pet, venom, environmental, or latex allergies—get vaccinated. People with a history of allergies to oral medications or a family history of severe allergic reactions may also get vaccinated."

**Employee 136** 3:39 PM  
if they have a history of anaphylaxis they should wait 30 min after in observation, otherwise the standard 15 min

**Employee 133** 6:13 PM  
thanks everyone

**Employee 138** 5:02 PM  
<!here> - hi there. is asthma considered a risk factor for vaccine prioritization?

**Employee 130** 5:02 PM  
only if moderate-severe  
♥ 1 • [REDACTED]

**Employee 134** 5:02 PM  
[REDACTED] moderate or severe

**Employee 138** 5:02 PM  
ok thanks

**Employee 117** 5:04 PM  
But you have to spell out to patient what "moderate/severe" mean. I have folks who are not on ICS and use their albuterol 2-3 times a dya, who think they have moderate/severe asthma.

**Employee 138** 5:10 PM  
right ok, thanks. this will be a challenge.

**Employee 3** 5:10 PM  
Guys, I'm sincerely hoping we can not have to argue with members about what is or isn't eligible. Daniel Garfinkel I thought daily albuterol is considered moderate persistent?

**Employee 3** 5:11 PM  
Yes - def a challenge - I'm going to try to get alignment clinically and clarity on how best to support members without having to get into us vs them situations... fingers crossed!

**Employee 3** 5:12 PM  
I'm also hearing that this "resource constrained" period with vaccines may be ending in the next month or two which means no more of any of this!  
[REDACTED]

**Employee 138** 5:14 PM  
thank you. also have a pt who had a collapsed lung as a teenager (now healed) who wonders if he can be vaccinated early. any thoughts on this?

**Employee 62** 5:21 PM  
• Pulmonary Disease, including but not limited to, COPD (chronic obstructive pulmonary disease), asthma (moderate-to-severe), pulmonary fibrosis, cystic fibrosis, and 9/11 related pulmonary diseases

**Employee 62** 5:22 PM  
Id think not unless he has permanent lung scarring?

**Employee 3** 5:22 PM  
that doesn't sound like a current health condition

**Employee 138** 6:01 PM  
thank you everyone.

**Employee 137** 5:14 PM  
<!here> do people think a pt with a hx of a 2mm carotid artery aneurysm would qualify for the vaccine based on NYS guidelines??

**Employee 163** 5:21 PM  
<!here> good morning! we have questions about the standard work for the Mesa rapid PCR. should we be collecting send-out PCR as well, since the sensitivity is slightly lower?  
<a href="https://onemedical.slack.com/archives/C01ANAL395G/p1612826451144900?thread\_ts=1612819952.139400&amp;cid=C01ANAL395G">https://onemedical.slack.com/archives/C01ANAL395G/p1612826451144900?thread\_ts=1612819952.139400&amp;cid=C01ANAL395G</a>  
Peter CardielloBut also with Esther to add in a lab corp PCR for neg Mesa Accula with asymptomatic travelers before (a) holiday weekend or to return to school or visit an elderly relative.From a thread in #provider-covid19

**Employee 163** 5:22 PM  
i think we were under the impression that these would replace sending PCR to labcorp, but this thread makes it seem as if we should still do both? thanks so much!

**Employee 3** 5:26 PM  
My understanding is Mesa is meant to be used when you need a rapid result, like when someone is symptomatic, in which case it does not need reflex unless you think it's very possibly a false positive (so depending on pre-test probability).

**Employee 3** 5:26 PM  
Otherwise the lab send-out PCR test is still default

**Employee 3** 5:26 PM  
Anything to add here?

**Employee 163** 5:37 PM  
got it thanks!

**Employee 108** 6:34 PM

**Employee 163** are we talking about our internal One Medical employee testing? If so, sending out a follow up PCR to Labcorp is definitely not recommended. The idea is for the rapid PCR to replace the Labcorp send out for our team members!

**Employee 163** 6:57 PM  
oh sorry i meant for patients ●

**Employee 44** 7:56 PM

**Employee 163** Our preferred rapid testing for patients is broken down into 2 clinical categories: symptomatic and asymptomatic.  
For *\*Symptomatic\** patients - our *\*BD or Abbott\** is the preferred rapid test. The need for reflex to labcorp PCR is spelled out the the CDC guide about pretest probability.  
For *\*Asymptomatic\** patients - we want to offer the *\*Mesa\** rapid PCR. This test does not require a reflex to labcorp for confirmation.

Employee 44

7:57 PM

Employee 128

8:19 PM

thanks Employee 44 from that previous thread that i linked, sounds like most people have been using mesa with reflex to labcorp for asymptomatic people because of concerns about mesa's lower sensitivity. i wonder if this could be clarified? thanks so much!

Employee 44

11:23 PM

Thanks for directing me to the thread - I'll look to clarify this nationally!

Employee 126

2/12/2021, 12:12 AM

Does the Mesa Accula PCR also pick up dead viral genetic material in someone with recent infection after they are no longer contagious similar to the Labcorp PCR?

Employee 131

2/10/2021, 6:29 PM

<!here> breast feeding and covid vaccine any recommendation? thanks

Employee 91

6:37 PM

<a href="https://www.health.harvard.edu/blog/wondering-about-covid-19-vaccines-if-youre-pregnant-or-breastfeeding-2021010721722">https://www.health.harvard.edu/blog/wondering-about-covid-19-vaccines-if-youre-pregnant-or-breastfeeding-2021010721722</a>

Wondering about COVID-19 vaccines if you're pregnant or breastfeeding? - Harvard Health BlogIf you are pregnant or are thinking about becoming pregnant, or have recently given birth and are breastfeeding, you may have questions about getting a COVID-19 vaccine. Get informed by consulting trusted health sources, and talk with your medical providers about your options.

Image: message73\_att2.jpg (244 KB)

Employee 91

6:37 PM

most likely fine- not enough data

Employee 117

6:37 PM

OK to get from what I've read. If breastfeeding lying on side, give it in opposite arm.

Employee 91

6:37 PM

It is important to know:

- There is no virus in the mRNA vaccines. You cannot get COVID, or give your baby COVID, by being vaccinated. The components of the vaccine are not known to harm breastfed infants.
- When you receive the vaccine, the <a href="https://abm.memberclicks.net/abm-statement-considerations-for-covid-19-vaccination-in-lactation">small mRNA vaccine particles</a> are used up by your muscle cells at the injection site and thus are unlikely to get into breast milk. Any small mRNA particles that reach the breast milk would likely be digested.
- When a person gets vaccinated while breastfeeding, their immune system develops antibodies that protect against COVID-19. These antibodies can be passed through breast milk to the baby. Newborns of vaccinated mothers who breastfeed can benefit from these antibodies against COVID-19.

Employee 131

6:55 PM

thanks you

Employee 116

7:51 PM

New recommendations per State DPH call on Friday says ok to vaccine pregnant women (and lactating women).

Employee 124

2/16/2021, 9:20 PM

I like this decision tool a lot <a href="https://www.bmc.org/sites/default/files/documents/covid/COVIDVaccineSharedDecisionMakingInformationfor%20PregnantWoman.pdf">https://www.bmc.org/sites/default/files/documents/covid/COVIDVaccineSharedDecisionMakingInformationfor%20PregnantWoman.pdf</a>

Employee 123

2/10/2021, 6:47 PM

<here> sorry if I missed this. Do we have an official position/communication for patients requesting post-vaccine antibody testing.

Employee 3

6:48 PM

Not a written official position but it's not needed or recommended.

Employee 3

6:48 PM

and the PH DWG are working on this

Employee 123

7:21 PM

i think it's worth standardizing/templating

Employee 56

7:23 PM

writing this up right now... only needed if someone is in a clinical trial (and shouldn't be ordering for that person anyway)

Employee 123

7:24 PM

I think we might also need to clarify that there are different tests, so someone saying "do you do ab testing" we differentiate between post vaccination vs post infection

Employee 118

7:09 PM

<a href="https://www.eurekalert.org/pub\_releases/2021-02/mskc-mrl020821.php">https://www.eurekalert.org/pub\_releases/2021-02/mskc-mrl020821.php</a>. Many may have seen this but I thought it would be worth sharing  
MSK researchers learn what's driving 'brain fog' in people with COVID-19A unique collaboration among experts from several areas within MSK leads to findings about how inflammation appears to be driving the neurologic effects seen in some COVID-19 patients.

Employee 127

7:34 PM

that's really interesting, thanks for sharing it would be interesting to know if they find the same finding in those who weren't hospitalized and had milder courses of COVID. I suspect it will raise the "do we use steroids in mild to moderate" question as well

Employee 104

7:51 PM

<here> I have a new patient with a h/o lyme (treated several times x 2 years but reports that infection is still persisting) requesting that we complete a form saying she is immunocompromised and at increased risk of COVID infection. Any advice on this scenario?

Employee 91

8:01 PM

I would advise that she get a form from the specialist that is treating her lyme disease as s/he will have the most recent lab work

Andrew Diamond

8:08 PM

My take is that "immunocompromised" is intended to refer to people with moderate to severely impaired immune function, either due to genetic deficiencies, cancers, untreated HIV, or medications for autoimmune disease.

Andrew Diamond

8:09 PM

I'd also reassure the patient that we'll be on to Phase 2 soon; everyone just needs a bit more patience after a long year of patience.

[REDACTED]  
**Andrew Diamond**

8:10 PM

And of course if a specialist wants to weigh in that's fine!

**Employee 104**

8:11 PM

I agree, that definition is more consistent with CDC's take on "immunocompromised." She also does not have a Lyme disease specialist at this time. I referred her to Hopkins since they have a chronic lyme department but was not sure if she was able to arrange an appt.

**Andrew Diamond**

8:52 PM

I think that's reasonable. Given that it might be hard for her to get an appointment, and even if she does get one they might say "no," and given the risk of making her feel like we're "passing the buck" -- an alternate approach for the future would be to lean into the "I think you're great!" message. Basically saying, "Honestly, I think your immune system is fantastic, especially compared to the folks who are included in the 'immunocompromised' category. You're gonna make it through the next month or two or three, and we're gonna get you vaccinated."

(Unless of course you're worried about her, in which case you should just fill out the form!)

**Employee 120**

3/4/2021, 2:50 PM

**Employee 27**

2/10/2021, 8:01 PM

Hi, is the pt on immunosuppressive therapy?

**Employee 73**

10:11 PM

<!here> [REDACTED] has there been discussion for healthy together and employee testing to stop checking PCR in the office as long as you don't red badge, and perhaps only using the MESA for those that red badge. Given that we are all vaccinated now it seems like an overuse of our health care resources to continue to swab all offices every 2 weeks, what are your thoughts??

**Employee 108**

10:16 PM

Hi [REDACTED] Absolutely something to keep thinking about and reassessing. Right now, with rates still being high, we'll continue with the PCR every 2 weeks (except for those who've had a known positive in the preceding 90 days) but will absolutely keep rethinking our approach! So glad you are doing the same--I appreciate it so much. Certainly, as more people are vaccinated and we learn about the vaccines and what it means for testing and the results thereafter, we will also refine.

**Employee 108**

10:18 PM

I will be one of the loudest celebrating the discontinuation of q2 weekly Healthy Together testing but I don't think we're at a place where we can do it just yet.

**Employee 73**

10:22 PM

**Employee 108** thanks for the explanation that makes sense! Just logistically thinking about doing MESA testing on the whole office will likely take a whole day because of the time constraints and need at times to repeat the test 2-3 times for one person

**Employee 3**

10:35 PM

:link-thumbsup:

**Employee 122**

11:10 PM

[REDACTED] hear that. Sutter is a pretty big office. I think we are going to try and stagger everyone so testing is spread out over the course of the week. You can use this doc <a href="https://docs.google.com/spreadsheets/d/15PGpkuPrEFuHHkScLMn1Th2SNCqDnEFeq564791RJFE/edit#gid=1147552263">https://docs.google.com/spreadsheets/d/15PGpkuPrEFuHHkScLMn1Th2SNCqDnEFeq564791RJFE/edit#gid=1147552263</a>

**Employee 121**

11:46 PM

<!here> for patients with no exposure risk with pernio/chilblains presentation, are we still suspicious of covid? seems like



everyone i sent for testing last year in the setting of acral lesions (covid toes/fingers) tested negative. Its still in our algorithm, but i'm not sure if covid causality has been debunked.

Employee 114

2/11/2021, 12:30 AM

hello <here> is there a tier upgrade for a yo healthy female in SF who will be assuming care for her parents? I told her I think she would need to be employed as a caregiver but she would like me to investigate. <a href="https://ui.1life.com/#/patients/7/chart/summaries/edit">https://ui.1life.com/#/patients/7/chart/summaries/edit</a>

Employee 79

12:48 AM

Hi SF isn't doing informal caregivers yet. She either needs to be employed by the state (IHSS) or a private company indicating she is a caregiver. We would ask her to bring a paystub or badge + his ID to confirm eligibility.

Employee 114

12:49 AM

fantastic i was right and now i have proof!

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**From:** [Redacted] Employee 10 [Redacted]@onemedical.com]  
on behalf of [Redacted] Employee 10 [Redacted]@onemedical.com > [Redacted]@onemedical.com]  
**Sent:** 2/11/2021 6:01:36 PM  
**To:** [Redacted] Employee 14 [Redacted]@onemedical.com]  
**Subject:** Fwd: Follow-up & Request

Hey Hey [Redacted]

Let me know if you have any ability to add this VIP for a vaccine appointment. If it is a hard no, that's totally fine. I'm happy to push back.

Warmly,

[Redacted]

----- Forwarded message -----  
**From:** [Redacted] Enterprise Client >  
**Date:** Wed, Feb 10, 2021 at 1:36 PM  
**Subject:** RE: Follow-up & Request  
**To:** [Redacted] Employee 10 [Redacted]@onemedical.com >

Hi [Redacted]

Thank you for your response and care here.

Our San Francisco colleagues were able to secure an appointment with UCSF. If possible, can we please just focus on the colleague in LA?

1. [Redacted] – Los Angeles (Venice)

[Redacted]

[Redacted] Enterprise Client

[Redacted] Employee 10

[Redacted]

[Redacted] Enterprise Client

**From:** Employee 10 [REDACTED]@onemedical.com>  
**Sent:** Wednesday, February 10, 2021, 12:24 PM  
**To:** Enterprise Client [REDACTED]  
**Subject:** Re: Follow-up & Request

Hey There [REDACTED]

Apologies for the delay in my response!

At this time our vaccine supplies are quite constrained in both San Francisco and Los Angeles. We have no clear indication of whether or not we'll receive additional vaccines for this or next week. I'll do my best to see what availability our field teams have, but might not be able to make these happen as easily as our first few.

Warmly,

[REDACTED]

On Mon, Feb 8, 2021 at 3:02 PM

Enterprise Client [REDACTED]

> wrote:

Hi [REDACTED]

I hope all is well with you. Last week I sent you a package as a token of appreciation for your help, hopefully you received and found some time to enjoy.

Additionally, I wanted to ask if I could ask for your help to schedule a few appointments this week. Each of the colleagues listed below are One Medical clients and qualify for the vaccination.

Please see names of the individuals listed below and their location:

1. [REDACTED] San Francisco (Pacific Heights)
2. [REDACTED] – San Francisco (Pacific Heights)
3. [REDACTED] Los Angeles (Venice)

Please let me know if there's any availability this week for an appointment for each of the names listed above.

Thank you in advance for your help!

Best,

[Redacted]

[Redacted]

Enterprise Client

Employee 10

[Redacted]

[Redacted]

[Redacted]

[Redacted]

The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer. This message cannot be guaranteed to be



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**From:** Employee 204  
**on behalf of** [REDACTED]  
**Sent:** 2/17/2021 10:56:16 PM  
**To:** Employee 183; Employee 4  
**CC:** Employee 9; Employee 188; Employee 10  
**Subject:** Re: Data for SF DPH needed today

Hi all,

I also noticed when doing a quick audit that many of the days with a missing attestation were Saturdays & Sundays, when we have rotating managers and different admins from our normal crew that work at 4EC. I think that's likely the cause of those being missed, since those folks are not as familiar with the work as [REDACTED] and the regular Monday through Friday team. This is definitely part of the weekend MOD standard work, but I can certainly check in with [REDACTED] to make sure this is emphasized to our weekend crew.

[REDACTED]  
On Wed, Feb 17, 2021 at 1:36 PM Employee 10 [REDACTED] wrote:  
Hey All,

If i had more time I'd be able to dig deeper, but here is what i have found so far:

- 1) most of these folks are self booked consumer members.
- 2) Some of them were at EOD and therefore were likely to have self booked into appointments we released in order to avoid spoilage.
- 3) others were members that clearly had been trying to book appointments all over the bay for vaccines and were turned away multiple times or were abusing the system

As for why these folks don't have attestations in charts, the best I can say is that it was likely due to human error. With all the schedule scanning and standard work to take care of at check-in these few fell through the cracks.

best,

[REDACTED]  
On Wed, Feb 17, 2021 at 12:30 PM Employee 10 [REDACTED] wrote:  
Hey All,

Yes I will take a look at 1:00pm and get back to you.

Best ,

[REDACTED]  
On Wed, Feb 17, 2021 at 11:57 AM Employee 9 [REDACTED] wrote:  
[REDACTED]

Doing a quick spot check these all these seem to all be walk in visits. That could mean that we they were to prevent spoilage. I'm not able to see the walk in time stamp.

[Redacted]

Are you able to track down the walk in time stamps?

Thanks,

[Redacted]

On Wed, Feb 17, 2021 at 11:14 AM Employee 183 [Redacted] wrote:

Hi [Redacted]

Hoping you can help us **today** on some information we need to share with the city of SF by EOD. (This is important to us being able to open Oracle!) We got a request from SF for some data on our vaccinations to date, and part of it is breaking out how many people we've vaccinated by age and eligibility.

There is one group we need to learn more about before sharing information back with SF **today**:

- About 70 of our members are <65 and **do not** have an attestation on file.
- Please find the file of these individuals attached. A quick Googling of them indicates many are engineers/non-eligible.

Can you help us understand this group? Do we know if they are part of the group we vaccinated so as not to have wastage, or why they don't have attestations on file?

Any info we have on them will be helpful!

thank you so much!

[Redacted]

--



Employee 183  
[Redacted]

--

Thank you,



Employee 9  
[Redacted]



Employee 10



Employee 10



Employee 204



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**From:** Employee 183  
on behalf of [REDACTED]  
**Sent:** 2/20/2021 2:49:04 AM  
**To:** Andrew Diamond [REDACTED] Employee 205  
**CC:** Employee 37 [REDACTED] Employee 1  
Employee 4 [REDACTED] Employee 41 [REDACTED]  
**Subject:** Re: Offering exclusive vaccine access may affect your allocation

Thanks, Andrew! [REDACTED] Employee 205 as FYI as well.

[REDACTED] I've looped you in with the DOH's PIO (I'm learning all the acronyms) and am happy to help coordinate with them.

thanks all!  
best,

On Fri, Feb 19, 2021 at 5:53 PM Andrew Diamond [REDACTED] wrote:

Great thanks so much! I'll defer to KS but the document you have in responding to the Forbes article looks good, and we can add that we are also reviewing all booked vaccine appointments and canceling any ineligible patients we can find.

Massive thanks again for working on this!!!  
[REDACTED]

On Fri, Feb 19, 2021 at 5:42 PM [REDACTED] Employee 183 wrote:

+1 to that, Andrew - good suggestion and we included it! [REDACTED] Employee 41 here as well as she's been a great partner in communicating with the DOH on this.

[REDACTED] and I spoke with the WA DOH today after sending our email. Here's a summary of what we learned:

- They are understanding and want to clear up both this issue and other rumors about One Medical that are within the DOH.
- It sounds like the Forbes article has been circulating in the DOH/gov - even to the Governor, causing lots of questions about us as a vaccine provider. And then a couple residents wrote into their compliance hotline that they had to pay for a membership (seems like they didn't use the provided DPH link), and it exacerbated already high tensions.
- They have removed us from their Vaccine Finder tool until this is cleared up - they are happy to help us clear it up ASAP.
- Our contact will let us know if other rumors come up.

#### Next steps:

- They want to hear our response to the Forbes article. Specifically, our contact told us to connect with their Public Information Office (PIO). They want to be able to respond to constituents who have concerns about those allegations in Forbes and might even draft a statement.
- [REDACTED] 'd like to loop you and/or [REDACTED] into the connection with the PIO. I know you have a lot on your plate, so let me know if we should follow up with [REDACTED] and take this off your list.
- [REDACTED] For talking points around Forbes, I have this [document](#) - is it okay to share any of this written out, or should these talking points just be...talked?



- For the confusion around registration, we'll need to workshop better language for the Vaccine Finder site to make it crystal clear how to register. I'll work with [REDACTED] on that and any clarifications we might need to the landing page.

Thanks for the work on this all!  
best,  
[REDACTED]

On Fri, Feb 19, 2021 at 10:48 AM Andrew Diamond [REDACTED] wrote:  
Yeah, let's be crystal-clear that we're aware of their policies and fully agree with them, and we would never want nor arrange for our members to have exclusive access to COVID vaccines.  
Thanks!  
[REDACTED]

On Fri, Feb 19, 2021 at 8:42 AM [REDACTED] Employee 183 wrote:  
Thanks so much, [REDACTED] and will do, [REDACTED]

Yes, we'll give the DPH contact a call today. I suspect it was someone who used the incorrect sign up link, but will find out.

thanks!  
[REDACTED]

On Fri, Feb 19, 2021 at 7:23 AM [REDACTED] Employee 37 wrote:  
Thanks all!

[REDACTED].let's sync on this when you have it ready to go.



[REDACTED] Employee 37

On Thu, Feb 18, 2021 at 8:22 PM [REDACTED] Employee 1 wrote:  
Thanks for flagging this, [REDACTED]

[REDACTED] yes feel free to pull in language from existing materials I've compiled and let me know if you need my input on any aspects of our response where you don't have existing messaging to pull from.

I'm sure this is already a part of the plan, but is someone intending to call the DoH there tomorrow? I think we may need to get more context into how they are getting this bad intel so we can properly mitigate these issues moving forward.

Thanks all

On Thu, Feb 18, 2021 at 10:36 PM [REDACTED] Employee 183 wrote:  
+Andrew Diamond [REDACTED] Employee 4 as FYI

Thanks for escalating, [REDACTED]. It looks like a misunderstanding about our membership - based on [REDACTED] email, it is possible someone tried to sign up the normal way vs. via the free membership landing page and reported us to the DOH.

I think we can clear this up with them. We met with [REDACTED] a few weeks ago and explained our process then (of the free 90-day access), but it is likely that she has forgotten, as it was quick, and we haven't worked with her specifically since.

[REDACTED] I see talking points about this in our existing doc (below). Are you okay if we use these to craft an email back to WA DOH? Anything else you want to be sure to note?

[REDACTED] I see [REDACTED] looped me in on the thread as well and I'll reply to her too.

thanks!

**Why One Medical is registering vaccine patients for complimentary 90 day access to its membership platform:**

- We are requiring eligible patients to **register** for One Medical prior to receiving the vaccine as this creates a unique patient chart for each new patient (in this case, a vaccine recipient,) allowing them to book their vaccination appointment easily and get reminders for their second dose. These patients can also take advantage of the full One Medical experience, including 24/7 access to on-demand virtual care services. The easiest way to understand this is to think of it as a replacement for filling out paperwork in a doctor's office or online portal, and instead it is our way of getting the necessary information from new patients while also allowing them to have a seamless care experience with booking tools and access to our care team.
- To clear up any misconceptions here, we are not asking people to register for a One Medical account to then convert them to annual dues-paying members. The primary focus is on a seamless care experience and not on converting people to annual paid members. In fact, we are not collecting any credit card information as a part of the enrollment process for DPH referred patients, meaning there is zero intent of automatically enrolling patients for paid memberships at the end of the trial period.

On Thu, Feb 18, 2021 at 7:18 PM [REDACTED] <sup>Employee 37</sup> wrote:  
Hello [REDACTED]

If we didn't already have enough going on, please see the note we just got from DOH in Seattle. All of our appts come through their site. We only fill in at the end of day if there could be spoilage and we cannot get someone to replace a cancelled or missed appointment.



[REDACTED] <sup>Employee 37</sup>

----- Forwarded message -----

From: [REDACTED] <sup>Employee 41</sup>  
Date: Thu, Feb 18, 2021 at 6:52 PM  
Subject: Fwd: Offering exclusive vaccine access may affect your allocation  
To: [REDACTED] <sup>Employee 38</sup>, [REDACTED] <sup>Employee 37</sup>  
[REDACTED] <sup>Employee 7</sup>

Just got this email. Quite disheartening as we have vaccinated so many people that found us through the DOH and so many efforts to vaccinate the eligible public. Can we get some support with a good response?

Thanks,

[REDACTED]

----- Forwarded message -----

From: [REDACTED]  
Date: Thu, Feb 18, 2021 at 6:45 PM  
Subject: Offering exclusive vaccine access may affect your allocation  
To: Employee 41 [REDACTED]

### One Medical,

We have received reports that your facilities have been offering exclusive appointments for COVID-19 vaccine or reserving doses for privileged groups.

**VIP scheduling, reserving doses for inequitable or exclusive access, and similar practices will not be tolerated. If you continue to give out vaccine inequitably or engage in behaviors listed below or similar, we may reduce or stop your vaccine allocations.**

The Department of Health is committed to a safe and effective vaccine, transparency in our decisions, and leading with equitable allocation of the vaccines. Because we do not have enough vaccine at first to offer it to everyone, this means we have had to make tough decisions about who gets it first.

The vaccine is to be distributed in fair and equitable manner. This does NOT include behaviors such as:

- VIP appointment scheduling
- Offering special or exclusive appointments
- Holding back doses for privileged groups, such as donors, **members (requiring credit card information)**, or employees
- Vaccinating people before they're eligible
- Other similar exclusivity practices that don't allow everyone access to available vaccine.

Limiting public access to the vaccine continues barriers experienced regularly by vulnerable communities rather than working to overcome them. This not fair to the people of Washington. As Gov. Jay Inslee said in his Jan. 26 news conference, VIP invitations and exclusive preference are "not acceptable for us. We need to give everybody a fair shot at the vaccine."

We developed Washington's framework for vaccine allocation and prioritization through an ongoing, robust public process. The framework balances federal guidance with the unique needs of our state and seeks to address health inequities that stem from historical injustices. When you distribute vaccine preferentially, you continue rather than address these inequities. This behavior is not in keeping with vaccine allocation in Washington.

As Inslee said Tuesday, "this is a moment where we have to pull together." We want you to continue providing COVID-19 vaccine in Washington, so please let us know if you need help understanding our [vaccine allocation and prioritization guidance](#) or how to make distribution equitable in your clinic. Thank you for understanding and for giving all people in Washington an equitable chance at this life-saving protection.

Sincerely,



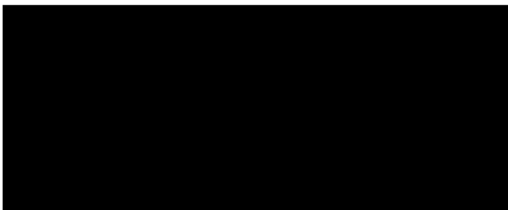
COVID-19 Vaccine Accountability Supervisor

Office of Immunization and Child Profile

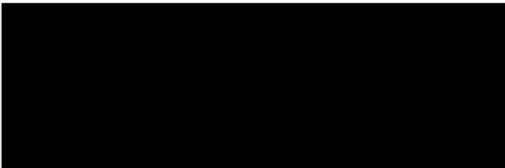
Washington State Department of Health



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If you're having a medical emergency, call 911.  
Communication between One Medical patients and our healthcare providers is confidential.  
If you received this message in error, please delete it and let us know immediately.





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**From:** Employee 183  
on behalf of [REDACTED]  
**Sent:** 2/23/2021 2:58:55 AM  
**To:** [REDACTED]  
**CC:** Employee 41 | Employee 205 | Employee 1  
[REDACTED]  
**Subject:** Re: Connection with One Medical PR team

Hi [REDACTED]

Thank you for the detailed reply. We are working with our marketing team on those requests and will circle back with you this week on what we are able to do. You are completely right that we are working hard to support the community and are very enthusiastic about supporting the vaccination effort, thank you for noting that! We hope to be able to continue these efforts.

All the best,  
[REDACTED]

On Mon, Feb 22, 2021 at 11:22 AM [REDACTED] wrote:

One Medical Team,

Thank you for meeting with me on Friday to discuss your current practices surrounding trial membership. I know the idea behind the trial membership was to create vaccine access for non-Members. However, after further discussions with our leadership the Department has decided that in the context of vaccine access, any type of subscription requirement (trial or otherwise) is not consistent with creating equitable access to the COVID vaccine. From our discussion I know that creating equitable access to vaccine is something that you are also committed to. In order to continue receiving vaccine from the COVID-19 Vaccine Program One Medical will need to:

- Remove all phrasing around membership related to COVID-19 vaccine appointments on your website (we recognize that you will still need to collect some contact information in order for the person to schedule a vaccine appointment, that's fine, just shouldn't collect any cc info and should stop calling it a membership or trial membership)
- Make it more clear on your website what link is the right link (you mentioned some more colorful website banners to help with this)
- Make it more clear on your website that any information collected is to make an appointment and that a person's cc info will not be collected (for example you could say, "for non-members seeking COVID-19 vaccine appointments, please click here") (the information collected at this point may feed into your system in the same way as before but all references to being a member would be eliminated, meaning it would now look to the public like other provider processes for scheduling a covid vaccine appointment)

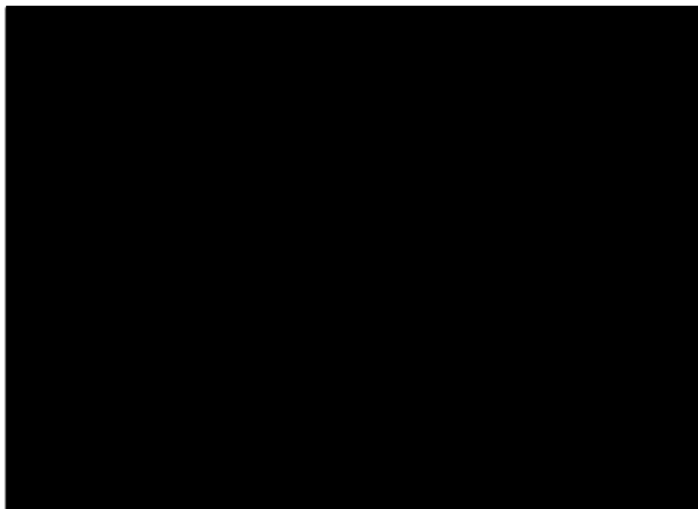
If you don't believe these changes will work for your scheduling system we do have a system called PrepMod that the state paid for which can support scheduling appointments. It is free for providers to use and the

PrepMod link would be the public facing link to sign up for appointments. You can even build your clinics in it with lot numbers and link it to your IIS profile so doses decrement from your inventory.

In our call Friday it is clear that you are working hard to help the community and I think this could provide an excellent opportunity for us to work through these concerns and show the public that you are here to help. Please let us know if you have questions about the steps above and please let us know if you'd like to utilize PrepMod. Once the steps above are complete, we will review and then work towards adding One Medical's information back to our website.

If you have further questions or concerns, I am happy to help.

Sincerely,



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**From:** [Redacted] Employee 183  
**Sent:** Friday, February 19, 2021 6:48 PM  
**To:** DOH-PIO (DOH) <[Redacted]@doh.wa.gov>  
**Cc:** [Redacted] Employee 205; [Redacted] Employee 1; [Redacted]



Employee 41

@doh.wa.gov>

Subject: Connection with One Medical PR team

External Email

Hello PIO team,

My name is Employee 183 and I'm on the One Medical team working to help vaccinate WA. My colleague, Employee 41, NP-C, and I met with [redacted] today regarding some concerns from the DOH stemming from the Forbes article about One Medical.

Unfortunately, the article misrepresented One Medical and our policies, and we'd love to connect with you to correct this mischaracterization and share our response to it.

I'd like to introduce you to our external communications team, Employee 1 and Employee 41 (cc'd), who can help share our response with you and coordinate on any communications. Would it be helpful to schedule a quick conversation Monday to discuss live?

Thank you for your partnership on vaccinating WA and for connecting with us so we can help to clear up the misrepresentation.

best,

Employee 183

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Employee 183

OM-SSCC-0002695

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**From:** Employee 16 [REDACTED]  
**on behalf of** [REDACTED]  
**Sent:** 2/26/2021 9:57:21 PM  
**To:** Andrew Diamond [REDACTED] Doug Gunderson [REDACTED]  
**BCC:** [REDACTED]  
**Subject:** Vaccine Eligibility Verification

Hello Everyone,

The foundation of primary care is trust. We want to trust our patients, just as they trust us. However, vaccine supply scarcity is unfortunately causing a limited number of bad actors to abuse our trust. And now we're concerned that recent media coverage might drive more "vaccine hunters" to One Medical. These are outliers and not reflective of the vast majority of eligible and incredibly appreciative patients we have vaccinated so far. That said, we must not allow people with dishonorable intentions to hinder our ability to keep doing this life-saving work. Therefore, we must continue to iterate and improve our standard work to be even more vigilant. Our continued good-standing with our local and state health officials will allow us to play an even larger and more impactful role in the national vaccine roll out.

In the spirit of continuous improvement, **we will be implementing our Los Angeles standard work for in-person COVID vaccine eligibility verification at all of our vaccination sites nationally.** (Our New York shelter sites follow their own process, and we won't be making any changes to these processes at this time). This new standard work goes *above and beyond* the steps required and recommended by the Departments of Health, and include verifying documentary evidence of county of residence, age (when applicable), and employment (when applicable). We will share more specifics and updated standard work documents with teams today.

We will continue our robust processes which include self-attestation through our website and app as well as schedule scanning.

Transforming healthcare is incredibly hard work, and we thank each and every one of you for your dedication to our mission, our members, and the health of our communities.

Andrew Diamond  
Doug Gunderson

Employee 16 [REDACTED]

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Employee 16 [REDACTED]

# COVINGTON

BEIJING BRUSSELS DUBAI FRANKFURT JOHANNESBURG  
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SAN FRANCISCO SEOUL SHANGHAI WASHINGTON

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March 15, 2021

The Honorable James E. Clyburn  
Select Subcommittee on the Coronavirus Crisis  
U.S. House of Representatives  
Washington, D.C. 20515

Dear Chairman Clyburn:

On behalf of our client 1Life Healthcare, Inc. (“1Life”) and its affiliated professional corporations (collectively “One Medical”), this letter is an initial response to your March 1, 2021, letter to One Medical. One Medical appreciates the opportunity to provide information regarding the company’s proactive efforts to support the nationwide COVID-19 vaccine administration, its collaboration with public health authorities across the United States to vaccinate priority populations, its practices with respect to government guidelines regarding vaccine eligibility, and its efforts to improve processes where the company has found that it could do better, particularly with respect to eligibility requirements. We also hope that this letter will serve to correct what we believe to be inaccurate or incomplete information that has been reported in the media.

As discussed with your staff, this is an initial response, and we anticipate providing additional documents and information on a rolling basis. The company’s review of these matters is ongoing, and the information below is provided to the best of our current understanding.

## **Introduction**

One Medical is an independent, primary care, healthcare practice. 1Life is the administrative and managerial services company for the affiliated physician-owned One Medical professional corporations that deliver medical services in-office and virtually. 1Life and the affiliated One Medical professional corporations do business under the One Medical brand. As of December 31, 2020, One Medical employed 1,957 full-time employees, including doctors, physician assistants, nurse practitioners, nurses, phlebotomists, support staff, and others who provide primary care services, including internal medicine, pediatrics, women’s health, men’s health, LGBTQ+ care, vaccinations, wellness and prevention, behavioral health, urgent care, reproductive health, and treatment of chronic illnesses. One Medical’s mission is to improve the delivery of healthcare to provide higher quality care while reducing the total cost of care. As of December 31, 2020, One Medical served patients at more than 100 locations across 13 markets in the United States. The company has facilities in Atlanta, Austin, Boston, Chicago, Los Angeles, New York City, Orange County, Phoenix, Portland, San Diego, Seattle, the San Francisco Bay Area, and Washington, D.C. It is launching in the near future in Houston, Texas; Raleigh-Durham, North Carolina; Milwaukee, Wisconsin; and Columbus, Ohio.

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One Medical, like many primary care providers, accepts most major insurance plans, Medicare, and many plans offered through Affordable Care Act exchanges. In addition, One Medical operates on a membership model in which many of its patients pay an annual fee, currently around \$199 per year, for services beyond those that are traditionally covered by insurance. The membership provides access to One Medical's suite of 24/7 digital health and other member services, which includes unlimited access to on-demand video chat and messaging with no additional billing to insurance or individuals.<sup>1</sup> One Medical's approach to primary care is designed around patients' needs and can deliver highly responsive care and service. For example, One Medical offers same-day and next-day appointments, commits to starting appointments on time, provides on-site lab services, and offers a variety of online services including on-demand video consultations anytime of the day or night, as well as online appointment scheduling. To encourage longer and less-rushed appointments, clinical staff are salaried and thus not compensated by the number of patients they see. One Medical does not require paid membership to call and receive care in any office.

As of December 31, 2020, One Medical served approximately 549,000 members. There are two ways to become a One Medical member. First, patients may sign up directly with One Medical by paying the annual fee. Second, many companies offer One Medical memberships to their employees as an employment benefit and a means of reducing overall healthcare costs. As of December 31, 2020, more than 8,000 employers provided One Medical memberships to their overall workforce (and sometimes dependents), and nearly 60% of One Medical members receive their memberships through their employers.

The company has also brought significant innovation to medical technology, developing and building its own comprehensive electronic health records platform that is used for all aspects of providing care. By reducing the administrative burdens on providers, this technology permits them to spend more time with their patients delivering clinical care. The platform also provides members with access to services through the One Medical Mobile App, including online appointment booking, online prescription renewal requests, 24/7 on-demand virtual provider visits, and digital access to other services and health information.

### **COVID-19 Pandemic Response and Testing**

As it has for all healthcare providers, the COVID-19 pandemic presented significant challenges for One Medical. But it also provided an opportunity for the company to leverage its flexible and nimble national model to make a significant impact in the fight. In the early days of the pandemic, the company's providers received a large influx of inquiries from both existing One Medical members and new patients seeking advice regarding the virus or treatment for respiratory symptoms. At the same time, One Medical was moving quickly to secure personal protective equipment for its providers and reconfigure its offices to provide a safer environment for patients and providers alike. The company modified certain offices to provide care to patients experiencing respiratory complications, in an effort to relieve the burden on hospitals and permit them to treat the patients with more serious medical needs. In New York City, when

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<sup>1</sup> As discussed further below, One Medical has recently offered its services at no cost to the greater community as part of its efforts to confront the unique public health challenges of the pandemic.

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extra hospital medical staff support was needed last summer, One Medical deployed a number of its providers to deliver care in emergency rooms and units within Mount Sinai Health facilities.

Early in the pandemic, One Medical recognized the significant public need for increased access to COVID-19 testing and began to explore ways that it could assist. One Medical's operational and technology model enabled quick mobilization, including digital COVID-19 screening, testing services, test result follow-up, and clinical plans. In addition to providing COVID-19 testing and counseling across all of its markets, the company stood up several COVID-19 testing sites at medical offices, outdoor drive-through locations, employer sites, schools, and universities across the country. By April 2020, One Medical was operating more than a dozen test sites nationwide in New York City, Washington, D.C., Chicago, Phoenix, Los Angeles, Portland, San Diego, and the San Francisco Bay Area.

Recognizing that there was a broader need to serve the general public, on April 8, 2020, One Medical announced that it would offer its COVID-19 testing services to the community regardless of membership. (It had already previously offered free access to essential workers.) Following this change, anyone in the public could register for One Medical using a special registration code that permitted signing up without charge. Letting the community access services in this way served to facilitate the testing process, enabling One Medical to provide access to its testing services, capture the information needed, including permitting patients to access test results through the One Medical App, and care for patients who tested positive. This process also provided patients with thirty days of no-charge access to One Medical's full range of consumer membership benefits, including 24/7 on-demand virtual consultations, which were especially valuable for accessing virtual or digital medical care during the various shelter-in-place orders in effect last year.

One Medical also offered testing services in partnership with local public health authorities. One Medical provided community testing services at large-scale outdoor testing sites in San Francisco, New York City, and the District of Columbia. Working with city governments and local departments of health, the company provided COVID-19 testing for people in some of the hardest-hit areas of major cities, including all five boroughs of New York City. Through its own offices and in partnership with local health authorities and employers throughout the country, One Medical had the capacity to perform tens of thousands of tests per week in this critical time of need.

### **COVID-19 Vaccinations**

From the beginning of the pandemic, One Medical recognized that it should play a significant role in the inoculation of the larger community. Primary care providers such as One Medical are often responsible for about half of all vaccines administered in the United States in a typical year. In 2020, for example, One Medical administered hundreds of thousands of routine vaccines to its members. Moreover, the company's recent experience with COVID-19 testing indicated that it could potentially help the public more broadly, in addition to its members, by using its experience, resources, and technology platform to collaborate with and support public health officials in the distribution of vaccines.

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In November 2020, One Medical began outreach to state and local public health authorities to offer its services to support community vaccinations, much as it had done with COVID-19 testing throughout the pandemic. As discussed further below, several departments of public health around the United States collaborated with One Medical to administer vaccines in their jurisdictions. Similar to its community testing approach, One Medical provided free registration codes to allow the public to access One Medical's vaccination services. Because of the localized structure of the vaccine rollout and the individualized needs and requirements of each jurisdiction, the processes applicable to vaccinations were highly variable.

Additionally, as is widely known, the government's vaccine distribution process was generally fragmented and disorderly. There were complex, overlapping, and often conflicting guidance from federal, state, and local authorities, guidance in certain areas was missing or inadequate, and the guidance that existed often changed rapidly from one day to the next. One Medical dedicated significant resources and personnel to working with local departments of public health to implement vaccine programs in line with the departments' expectations, and the company implemented numerous changes in its procedures to reflect the guidance of public health authorities. Nonetheless, the company faced significant challenges in this chaotic and evolving environment.

Notwithstanding these challenges, as of March 8, 2021, One Medical has vaccinated approximately 35,000 patients across all of its locations. Generally, the vaccinated population consisted of the following:

(1) Patients referred directly to One Medical for vaccination by the relevant local department of public health. This patient population has included, for example, in-home healthcare workers in San Francisco, homeless individuals and shelter staff in New York City, and teachers in Washington, D.C. Approximately 21,439 patients (57.9% of total patients vaccinated) are in this category.<sup>2</sup>

(2) Patients who met vaccination eligibility criteria based on the varying guidelines. This population included, for example, healthcare workers, frontline essential workers, and persons over age 75 or 65, depending on timing and applicable criteria. These patients included both members of the community who accessed One Medical's vaccine administration services using the free registration code process as well as existing One Medical members. Approximately 13,051 patients (35.3% of total patients vaccinated) are in this category.

(3) Certain employees of One Medical, predominantly its healthcare providers, others working directly on site in primary care facilities, and employees who volunteered to serve patients in One Medical's existing and planned vaccination facilities. One Medical also vaccinated, in consultation with the Department of Public Health in San Francisco, the location of its corporate headquarters, certain other employees who were residents of San Francisco. A handful of its support employees were vaccinated in other jurisdictions. Approximately 1,095 employees (3.0% of total patients vaccinated) are in this category.

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<sup>2</sup> See footnote 8 regarding the number of patients.

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(4) In seeking to respond to the Subcommittee's inquiry, One Medical has identified a small percentage of vaccinations that it cannot at this time retrospectively determine fell into one of the categories above. One Medical is continuing to seek to identify information about these patients, although some information may be impossible to obtain retroactively. Approximately 1,433 patients (3.9% of total patients vaccinated) are in this category.

Although its review is ongoing, One Medical believes that several different types of patients could be included in the fourth category above. First, One Medical estimates that approximately half of these vaccinations represent patients who were vaccinated in an effort to ensure that all vaccine doses were used before expiration. Consistent with guidelines from the Centers for Disease Control and Prevention and vaccine manufacturers, One Medical has policies and procedures for distribution of unused doses before expiration. One Medical's records unfortunately do not generally contain a code or other indicator in patient records to identify such vaccinations positively.<sup>3</sup> Second, One Medical believes that this category includes patients vaccinated in the short period following the start of vaccination when appointment booking language was clear that it was for eligible patients only but before One Medical required affirmative attestations of eligibility. One Medical believed these patients to be eligible, though it does not have a record of attestation. Third, this category includes patients who attested to a vaccine eligibility phase that was not then eligible for a vaccine in a relevant county, and who were apparently not identified for cancellation by One Medical's manual schedule-scanning review process. Fourth, this category includes certain patients vaccinated during short periods of confusion about eligibility guidelines from various governmental entities. Finally, it may also include patients who were eligible to receive a vaccine, including individuals whose eligibility may have been confirmed at the point of care, but for whom One Medical's records do not include information sufficient to determine eligibility retroactively today.<sup>4</sup>

### **Vaccine Eligibility**

Although One Medical has been providing COVID-19 vaccines for only about two and a half months, its process for determining vaccine eligibility has changed and evolved several times as the company sought to address the changing environment for vaccine distribution and to respond to input from the public health authorities in the cities and counties in which it was vaccinating patients.

When One Medical began engaging with departments of public health to assist with COVID-19 vaccinations in late 2020, the sense of urgency was truly overwhelming. At that time, the country was setting new records for COVID-19 infections and deaths each day, and public health authorities were warned of new, more contagious, and deadlier variants of the virus. With tens of millions of doses of vaccines waiting to be administered, leading public health authorities were arguing fervently for accelerating vaccine administration.

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<sup>3</sup> See footnote 9 regarding One Medical's effort to identify vaccinations provided under these end-of-day procedures.

<sup>4</sup> In instances where One Medical learned that its procedures were intentionally not followed, the company took employment actions that will be addressed in a subsequent submission.



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With this in mind, and guided by a shared desire to offer vaccinations to at-risk patient populations as quickly as possible, One Medical and its department of public health partners initially adopted a policy of relying on patients' determinations of their eligibility to be vaccinated. This approach, which One Medical believes most vaccine providers used, was intended to allow for a rapid expansion of available vaccinations for all eligible patients. In particular, relying on patients was seen as critical to reaching high-risk patients who may have been unable or afraid to produce documentation of their eligibility, including frontline essential workers, home health workers, and childcare workers.

Since the company began offering vaccinations in early January, One Medical's frontline teams have identified and turned away hundreds of ineligible patients at the point of care. Many of those turned away have become emotional, and at times, volatile or physically threatening towards One Medical employees. Nonetheless, the company has turned away people identified as ineligible at the point of care and will continue to do so as necessary to meet public health prioritization goals.

The first public health authority to pursue vaccinations through One Medical was the San Francisco Department of Public Health, which sought One Medical's assistance in vaccinating in-home healthcare workers under the city's In-Home Support Services program. This effort launched at the end of December 2020.

Given that there were no public scheduling and attestation software systems launched at this time for this vaccination program, One Medical designed a registration system similar to the process that the company used for public access to its COVID-19 testing program earlier in the year (that is, a dedicated registration code and webpage). This process initially proved challenging for some patients with language or technology barriers. Following consultation with the San Francisco Department of Public Health, One Medical altered the approach to handling the referrals to a manual verification of a Department-provided list with additional onsite staff to assist with any technology or language barriers. To further increase access, and again in consultation with the Department, One Medical next provided dedicated walk-in hours for patients referred by the Department. During these walk-in hours, One Medical checked patient names against the list of names or checked for text or email confirmation provided by the Department. Even while the walk-in process was ongoing, One Medical launched a revised dedicated website for Department referrals on January 5, 2021. The website includes instructions on registering for a vaccination appointment and stated that appointments are "available only to those referred by San Francisco Department of Public Health who are currently eligible for vaccination." The vaccine appointments on the company's reservation platform were labeled "DPH Visit." On January 8, 2021, One Medical added additional language to the appointment screens indicating that "COVID-19 vaccinations are not available without a referral from your local Dept. of Health."

In early January 2021, One Medical anticipated that vaccine eligibility would be expanded to include some of its members as well as members of the community using a free code provided by One Medical, similar to its approach with COVID testing. On January 7, 2021, One Medical launched a landing page on the company's website to provide information regarding vaccination eligibility criteria and prioritization plans. This website has been updated regularly throughout recent weeks to provide One Medical members and the public with current information regarding eligibility criteria in the jurisdictions in which One Medical operates. On

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January 8, 2021, One Medical distributed an e-mail to its members regarding its vaccination of phase 1a patients referred by local departments of public health. That e-mail stated that One Medical was vaccinating only eligible patients referred to the company by local departments of public health.

On January 11, 2021, in consultation with the San Francisco Department of Public Health and other departments of public health with which One Medical had initiated partnerships, One Medical began offering vaccination appointments to its own eligible patients, in addition to those referred by the departments. One Medical again updated its vaccination appointments to indicate that appointments were available for “COVID Vaccine (Eligible Tier Only).” This changed title was also accompanied by a new subtitle that read, “Only available to people who currently meet the eligibility criteria in their county.” This appointment process was available both to existing One Medical members and members of the public who registered for free.<sup>5</sup>

On January 14, 2021, One Medical implemented a new eligibility attestation page as part of the COVID-19 vaccination appointment workflow. The attestation page directed patients to review the eligibility guidelines and confirm eligibility for the applicable phase. Patients are directed to answer “truthfully and only for” the individual patient. Patients can select phase 1a, phase 1b, phase 1c, or phase 2, and each option is accompanied by a short description of the categories of patients falling into a particular eligibility phase. **Importantly, since January 14, 2021, a patient scheduling an appointment for a COVID-19 vaccination has been required as a matter of policy to provide an attestation of eligibility upon finalizing an appointment.**<sup>6</sup>

Recognizing that some patients may seek to register for an appointment outside of the applicable eligibility tier, on January 25, 2021, One Medical instituted a process by which employees conducted manual reviews of the day’s scheduled vaccination appointments. When scanning the appointments, One Medical personnel will cancel an appointment that is identified to be missing an eligibility attestation or accompanied by an attestation for a tier that is not

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<sup>5</sup> Once vaccination appointments were open to One Medical members and the public, One Medical personnel regularly assisted eligible patients in scheduling appointments. It is possible that some of the circumstances described in this letter have been misunderstood or mischaracterized as efforts to vaccinate ineligible patients. As noted above, the company’s review of these matters is ongoing.

<sup>6</sup> Media reports have mischaracterized certain internal discussions regarding patient eligibility. As noted, after January 14, 2021, the appointment booking process required that patients attest to eligibility. Several media reports have misquoted an internal discussion, quoting an employee as follows: “If this person sees themselves in a tier that is being vaccinated they can attest to that and make an appointment. You don’t get to make the decision if someone ‘gets’ [a] vaccine or not.” The actual internal communication was the following: “We are asking people to attest - so if this person sees themselves in a tier that is being vaccinated currently they can attest to that and make an appointment. You don’t *have* to make the decision if someone ‘gets’ vaccine or not” (emphasis added).

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currently eligible for a vaccine. The company estimates that it has canceled more than 4,000 appointments identified to be ineligible for a vaccine.<sup>7</sup>

On February 26, 2021, in response to concerns about falsified attestations, One Medical instituted additional processes to confirm a patient's eligibility in person, during the appointment, and before vaccination. For example, if a patient's eligibility is based on age, One Medical now requires a patient to provide proof of age before vaccination. If eligibility is based on employment – for example, as a healthcare worker – One Medical requires demonstration of employment, such as an employment identification card or a paystub.

### Vaccinations by Location

In response to the Subcommittee's request, below is additional information regarding COVID-19 vaccines administered at One Medical facilities across the United States. Where applicable, additional context and details regarding information that has been mischaracterized in the media is also included.

#### *Arizona*

**Maricopa County.** In Maricopa County, One Medical began vaccinations of eligible One Medical members and community members using the free registration code on February 4, 2021. Second dose vaccinations are ongoing.

Total vaccinations <sup>8</sup> :	735
Eligible, healthcare/frontline essential:	325
Eligible, age 65+:	336
Eligible, essential worker/serious condition:	28
Employee:	4
Spoilage avoidance <sup>9</sup> :	17

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<sup>7</sup> Media reports have highlighted an employee's internal communication stating, "scanning schedules and cancelling appointments is not recommended." This statement was erroneous. At the time of this communication, One Medical had already decided to implement schedule scanning as described above.

<sup>8</sup> This, and the following data, reflect One Medical's best efforts to respond to the Subcommittee's requests for information regarding vaccinated individuals. There are significant challenges associated with providing this information retrospectively. For example, because some patients received first and second vaccinations at different One Medical facilities, the number of vaccinations exceeds the total number of unique patients who received vaccinations from One Medical providers.

<sup>9</sup> As noted, One Medical's generally records do not identify vaccinations administered in connection with wastage-avoidance procedures. Moreover, One Medical's procedures for spoilage-avoidance changed over time. In an effort to respond to the Subcommittee's request, One Medical sought to identify vaccinations that occurred after 3:00 p.m. local time for purposes of identifying end-of-day vaccinations.

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Other or unknown: 25

### *California*

**Alameda County.** One Medical began offering appointments for vaccination to One Medical members and community members using the free registration code on January 25, 2021, after the company implemented an attestation requirement for all appointments.

On February 2, 2021, an Alameda County representative sought information regarding the One Medical members being offered vaccinations in the county. In response, a One Medical employee inadvertently provided information regarding the number of One Medical members in each eligibility tier instead of specifically addressing the county's direct question regarding the narrower subset of One Medical members who were then eligible to be vaccinated. Due to this miscommunication, the County expressed concern regarding One Medical's apparent intention to administer vaccination to its members not in currently eligible tiers. One Medical has since sought to clarify with County officials that its providers did not intend to offer vaccination appointments to ineligible patients, and the company has continued to administer vaccinations to eligible patients in the County.

Total vaccinations:	1,928
Referred or verified by public health officials:	121
Eligible, healthcare/frontline essential:	766
Eligible, age 65+:	678
Eligible, essential worker/serious condition:	178
Employee:	3
Spoilage avoidance:	88
Other or unknown:	94

**Berkeley.** One Medical began offering appointments for vaccinations to City of Berkeley referrals, community members using the free registration code, and its eligible members on January 11, 2021. One Medical began vaccinating patients, including eligible One Medical members and patients referred by the city, on January 22, 2021.

On January 25, representatives of the City of Berkeley raised concerns regarding the limited number of appointments that had been reserved by patients referred to One Medical by the city from the appointments made available to all patient groups. In response to these concerns, One Medical immediately reserved its remaining appointments in order to serve patients referred by the City of Berkeley exclusively and contacted more than 400 patients referred by the city to attempt to fill those appointments.

On January 28, 2021, city representatives expressed concern regarding the number of referred patients who were able to obtain appointments during the first week of vaccinations in the city. In an effort to provide these patients with a dedicated avenue for obtaining vaccinations, One Medical proposed adopting walk-in hours for patients referred by the city for the upcoming week, with no appointments for One Medical members during that period. The next day, the city proposed an indefinite prioritization for its referred patients. One Medical had proposed that appointments after February 15 be divided evenly between referred patients and eligible One Medical members. To date, the city has not responded to this proposal.

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Total vaccinations:	829
Referred or verified by public health officials:	108
Eligible, healthcare/frontline essential:	170
Eligible, age 65+:	401
Eligible, essential worker/serious condition:	107
Employee:	2
Spoilage avoidance:	17
Other or unknown:	24

**Los Angeles County.** One Medical began offering appointments for vaccinations to referrals from the Los Angeles Department of Public Health, community members using the free registration code, and eligible One Medical members on January 11, 2021. One Medical began vaccinating patients in Los Angeles County on January 12, 2021.

Soon after vaccinations in the county were underway, the Department alerted One Medical to reports of potentially ineligible patients reserving vaccination appointments and receiving vaccinations, apparently due to use by these ineligible individuals of the referral code provided by the Department for use by eligible community members. After learning of these reports, One Medical implemented a proof of eligibility verification procedure at the point of care for vaccination appointments in Los Angeles. One Medical also needed to hire security staff as a result of this change. In hindsight, despite the concerns articulated above, One Medical believes it would have been better to extend this requirement across all jurisdictions in which it was operating, rather than only where a problem had been reported in Los Angeles. One Medical now requires identification or other verification of eligibility for vaccinations based on age or employment unless otherwise directed by a state or local public health department.<sup>10</sup>

On February 26, 2021, the Department raised a concern regarding ineligible patients, but subsequently indicated that the concerns related to a vaccination site operated by the Federal Emergency Management Agency, not One Medical.

Total vaccinations:	6,125
Referred or verified by public health officials:	4,589
Eligible, healthcare/frontline essential:	428
Eligible, age 65+:	699

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<sup>10</sup> The State of California has not adopted clear state-wide guidelines requiring identification for age or employment and has instead allowed county authorities to issue requirements governing vaccinations in their jurisdictions. When the California Department of Public Health announced that the state would begin allowing vaccinations of patients with high-risk medical conditions or disabilities, the Department instructed providers to rely on self-attestation as the method of verification. See Cali. Dep't of Public Health, *Fact Sheet* (March 11, 2021), <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/vaccine-high-risk-factsheet.aspx> ("To protect confidentiality, verification documentation of the diagnosis or type of disability is not required but instead anyone meeting the eligibility requirements will be asked to sign a self-attestation that they meet the criteria for high-risk medical conditions or disabilities.").

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Eligible, essential worker/serious condition:	91
Employee:	3
Spoilage avoidance:	178
Other or unknown:	137

**Marin County.** One Medical began vaccinating patients in Marin County on January 27, 2021.

Total vaccinations:	651
Referred or verified by public health officials:	72
Eligible, healthcare/frontline essential:	91
Eligible, age 65+:	443
Eligible, essential worker/serious condition:	15
Employee:	3
Spoilage avoidance:	18
Other or unknown:	9

**Orange County.** One Medical began vaccinating patients in Orange County on January 13, 2021.

Total vaccinations:	333
Referred or verified by public health officials:	102
Eligible, healthcare/frontline essential:	29
Eligible, age 65+:	92
Eligible, essential worker/serious condition:	3
Employee:	93
Spoilage avoidance:	3
Other or unknown:	11

**San Diego County.** One Medical began vaccinating patients in San Diego County on January 13, 2021.

Total vaccinations:	638
Referred or verified by public health officials:	12
Eligible, healthcare/frontline essential:	98
Eligible, age 65+:	467
Eligible, essential worker/serious condition:	13
Employee:	6
Spoilage avoidance:	8
Other or unknown:	34

**San Mateo County.** One Medical began offering appointments for medical laboratory workers referred by the San Mateo County Health Department on January 13, 2021. A week later, One Medical began offering vaccine appointments in the county to enrollees in the Health Plan of San Mateo (a Medi-Cal health plan for the underserved), as well as eligible One Medical members and patients using the free One Medical code.

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On January 20, 2021, San Mateo County raised concerns regarding the limited number of appointments available to patients referred by the county. In response to these concerns, One Medical blocked future appointments, canceled remaining One Medical eligible member appointments for the week, and reserved the remainder of the allocation of vaccines for Health Plan of San Mateo. Thereafter, on January 22, 2021, One Medical began vaccinating patients in San Mateo County who were referred by the San Mateo County Health Department. Following consultation with the county, One Medical again made available vaccination appointments for eligible One Medical members and community members on February 3, 2021.

On February 4, 2021, One Medical understands that the California Department of Public Health alerted educators in the state that they were eligible for vaccinations beginning the following day. In response to that message, school leadership in San Mateo County shared a link to One Medical's online appointment booking site with a number of educators in the Burlingame School District. At the time, One Medical was not involved or aware of this e-mail. As a result of these communications, on February 5, 2021, employees of Burlingame public schools arrived at a One Medical facility in San Mateo County seeking vaccinations, of which approximately 70 were under age 65. These teachers showed their proof of eligibility (*i.e.*, communications they received from the state or school district) to the One Medical staff. Lacking definitive guidance from state and local authorities, the One Medical staff administered vaccinations to the teachers. One Medical leadership has since clarified that on-site staff will seek further guidance from more senior supervisors when facing conflicting information regarding eligibility criteria. This incident resulted from confusion about incorrect guidance provided to the educators. San Mateo subsequently terminated the agreement with One Medical and requested cancellation of about 700 second-dose appointments.

Total vaccinations:	1,847
Referred or verified by public health officials:	1,039
Eligible, healthcare/frontline essential <sup>11</sup> :	225
Eligible, age 65+:	405
Eligible, essential worker/serious condition:	57
Employee:	17
Spoilage avoidance:	65
Other or unknown:	39

**San Francisco.** As described above, One Medical's vaccination efforts in San Francisco were undertaken in partnership with the San Francisco Department of Public Health. One Medical began vaccinating patients in San Francisco on December 29, 2020. One Medical frequently communicated with the Department on its current vaccine efforts as well as numerous Department proposals for One Medical to assist with mass vaccinations sites, which One Medical offered to do.

Total vaccinations:	5,677
Referred or verified by public health officials:	2,482
Eligible, healthcare/frontline essential:	789

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<sup>11</sup> The teachers were categorized based on their attestations. In some cases, teachers may not have made an attestation and therefore may fall in the "other" category.

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Eligible, age 65+:	1,176
Eligible, essential worker/serious condition:	180
Employee:	724
Spoilage avoidance:	136
Other or unknown:	190

**Santa Clara County.** One Medical began vaccinating patients in Santa Clara County on January 21, 2021.

Total vaccinations:	420
Referred or verified by public health officials:	25
Eligible, healthcare/frontline essential:	82
Eligible, age 65+:	211
Eligible, essential worker/serious condition:	58
Employee:	8
Spoilage avoidance:	16
Other or unknown:	20

## *Illinois*

**Cook County.** One Medical began vaccinating community members using the free registration code and eligible One Medical members on January 21, 2021.

Total vaccinations:	3,014
Referred or verified by public health officials:	1
Eligible, healthcare/frontline essential:	1,879
Eligible, age 65+:	515
Eligible, essential worker/serious condition:	546
Employee:	14
Spoilage avoidance:	28
Other or unknown:	31

## *New York*

**New York City.** One Medical partnered with the New York City Health Department and the Mayor's office to vaccinate homeless persons and shelter workers beginning on January 15, 2021. Through this partnership, One Medical has vaccinated several thousand patients to date. One Medical members who have been vaccinated in New York City are those who have received end-of-day leftover doses to prevent spoilage, in consultation with City health officials.

Total vaccinations:	3,922
Referred or verified by public health officials:	3,621
Eligible, healthcare/frontline essential:	17
Eligible, age 65+:	55
Eligible, essential worker/serious condition:	8
Employee:	163
Spoilage avoidance:	10
Other or unknown:	48



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### *Washington, D.C.*

On February 2, 2021, in partnership with D.C. Health, One Medical launched a mass vaccination site for school teachers and child care workers referred by D.C. Health. On February 25, 2021, with approval from D.C. Health, One Medical began offering vaccination appointments to eligible One Medical members and community members using the free code through [vaccinate.dc.gov](https://vaccinate.dc.gov). At that time, the company required all patients reserving vaccination appointments through One Medical to attest that they were eligible to receive a vaccine. Appointments are now exclusively made through [vaccinate.dc.gov](https://vaccinate.dc.gov) and are verified as eligible through the D.C. site and its booking process. In partnership with D.C. Health, One Medical has been expanding its vaccination efforts in this jurisdiction.

Total vaccinations:	9,171
Referred or verified by public health officials:	7,908
Eligible, healthcare/frontline essential:	814
Eligible, age 65+:	87
Eligible, essential worker/serious condition:	208
Employee:	15
Spoilage avoidance:	70
Other or unknown:	69

### *Washington*

In King County, One Medical began offering appointments for vaccinations to referrals from the Washington State Department of Health, community members using the free registration code, and eligible One Medical members on January 11, 2021. One Medical began vaccinating patients in King County on January 12, 2021. Patients are directed to One Medical from the Department of Health's site, called Phase Finder. Patients verify eligibility on Phase Finder and are requested to bring confirmation of their results to their appointment. One Medical requests these results at time of appointment. On February 22, 2021, representatives of the Washington State Department of Health requested the removal of language referring to trial memberships from One Medical's appointments workflow, as well as other modifications to make clear that One Medical did not require patients to provide credit card information in order to reserve a vaccination appointment. One Medical implemented these changes and, after receiving approval from the Department of Health, One Medical updated its appointments workflow on March 1, 2021. One Medical is currently working with the Department of Health on additional modifications.

Total vaccinations:	1,716
Referred or verified by public health officials:	1,358
Eligible, healthcare/frontline essential:	97
Eligible, age 65+:	163
Eligible, essential worker/serious condition:	21
Employee:	32
Spoilage avoidance:	24
Other or unknown:	21

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### Improvements

Throughout its partnerships with public health authorities, One Medical has worked continuously to improve its COVID-19 vaccination processes and proactively address concerns as they arise, including as described above. One Medical takes very seriously the media reports regarding the company's policies regarding vaccinations and adherence to eligibility guidelines. Even as improvements to its processes were ongoing, the media reports underlined the importance of its continuous improvement effort. The following is a summary of key improvements that One Medical has implemented in recent weeks, particularly with respect to its efforts to provide vaccinations based on current eligibility guidelines.

- On February 26, 2021, the company revised its COVID-19 vaccination procedures to require staff to conduct identification and employment verification at the point of care for vaccinations administered at One Medical locations.<sup>12</sup> Under the company's current procedures, a patient's age-based eligibility is verified through review of government-issued identification, and a patient's occupation-based eligibility is confirmed through review of an IRS Form W-2, paystub, employee identification, or employer letter.
- In conjunction with these revisions, managers and vaccination site leaders have conducted trainings for on-site staff in all One Medical facilities conducting COVID-19 vaccinations. These trainings included guidance on applicable eligibility criteria, acceptable verification materials, checkpoints in the verification process, and instructions on reporting any errors or concerns. Vaccination teams were further trained on addressing issues with patients whose eligibility cannot be verified at the point of care.
- One Medical made a series of changes to its attestation process including (1) on February 16, One Medical included an additional page directing patients who have attested to an ineligible phase to cancel their appointments, (2) on February 27, One Medical added clear and highlighted language specifying that patients will be asked for documentation of eligibility upon arrival for a vaccination appointment, and (3) on February 28, One Medical required patients attesting to eligibility on the basis of their employment to identify their occupation and employer.
- On March 2, 2021, the company added a banner to the top of its public-facing homepage reiterating the company's commitment to complying with vaccine eligibility guidelines and providing a link with additional information regarding the company's vaccine eligibility verification procedures.

In addition to these process improvements, One Medical's senior leadership has reinforced the company's commitment to verifying the eligibility of vaccinated patients through company-wide communications and in-person and virtual meetings with all vaccination and

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<sup>12</sup> These procedures do not apply in jurisdictions where the relevant health authorities have implemented different eligibility processes of their own, such as New York City and the District of Columbia.

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office leaders to review the company's updated processes and resources. These communications have further emphasized One Medical's commitment to open communication, along with employees being provided with resources to provide feedback and escalate concerns.

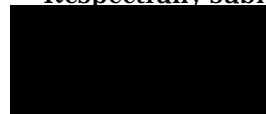
Going forward, One Medical will conduct regular audits of its vaccination procedures through a weekly sampling of vaccinated patients to identify trends or areas for potential improvement of the company's eligibility verification processes. Likewise, to reinforce compliance with these processes, the company will publish written training materials on its electronic training platform describing vaccination eligibility criteria and One Medical's eligibility verification processes. Importantly, One Medical will continue to monitor changes to vaccination eligibility guidelines in the jurisdictions in which it offers vaccinations and will revise its eligibility verification procedures as necessary to comply with such changes.

One Medical believes that its providers have played a vital role in delivering vaccinations safely and efficiently to tens of thousands of healthcare and other frontline workers, seniors, and vulnerable patients across the country. The company firmly believes that getting more vaccines into the hands of trusted primary care providers is crucial to getting more vaccines into the arms of all Americans, and One Medical very much wants to continue to be a part of that effort.

\* \* \*

Documents and information provided to the Subcommittee may contain confidential business and financial information that One Medical considers proprietary and competitively sensitive. Disclosure of such information would harm One Medical and undermine the competitive marketplace. If the Subcommittee should nonetheless consider the public release of such materials, we respectfully request that One Medical be given advance notice and an opportunity to discuss the matter with you, so that we may explain One Medical's basis for objecting to public release of the materials.

Respectfully submitted,

A solid black rectangular box redacting the signature of Brian D. Smith.

Brian D. Smith

cc: The Honorable Steve Scalise, Ranking Member

# COVINGTON

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April 23, 2021

The Honorable James E. Clyburn  
Select Subcommittee on the Coronavirus Crisis  
U.S. House of Representatives  
Washington, D.C. 20515

Dear Chairman Clyburn:

On behalf of our client 1Life Healthcare, Inc. (“1Life”) and its affiliated professional corporations (collectively “One Medical”), this letter is a supplemental response to your March 1, 2021, letter to One Medical. This letter first responds to the request for information regarding One Medical’s employment actions related to compliance with state and local vaccination prioritization guidelines.

As a preliminary matter, One Medical takes allegations of wrongdoing very seriously and is committed to investigating allegations related to the company’s COVID-19 vaccination efforts. For example, following public reports regarding the company’s vaccinations and adherence to eligibility guidelines, One Medical instituted a dedicated COVID-19 communication channel and distributed a companywide message that encouraged employees to report concerns regarding administration and distribution of COVID-19 vaccines. More generally, as discussed in our March 15 response, One Medical has worked continuously throughout the recent months to improve its COVID-19 vaccination processes and proactively address concerns as they arise. These efforts include instances in which One Medical has taken employment actions related to vaccine distribution.<sup>1</sup>

## Los Angeles

In early January 2021, a One Medical provider in Los Angeles County contacted her district manager to inquire about the availability of a vaccination appointment for her husband. At that time, county guidelines provided that only individuals in Phase 1a (*i.e.*, healthcare and frontline essential personnel) were eligible to receive vaccinations. One Medical understands that the provider’s husband was not then eligible to receive a vaccination under these guidelines, and the provider’s district manager responded that One Medical would not vaccinate patients who were not eligible under the county’s guidelines.

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<sup>1</sup> Due to issues related to medical privacy and personal information concerning employees, these events are discussed generally in this response. To the extent that the Committee requests more specific information, we would be happy to discuss the matter with your staff.

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Beginning on January 13, 2021, and over the course of several days, the One Medical provider contacted a One Medical phlebotomist involved in administering vaccinations to inquire regarding the availability of a vaccination for her husband. On the morning of January 17, 2021, the One Medical provider volunteered to work at a One Medical vaccination site. While there, she told the phlebotomist that she had an extra vaccine dose and asked the phlebotomist to assist in the vaccination of her husband. The phlebotomist agreed and assisted the One Medical provider in vaccinating the provider's husband in the parking lot outside of the One Medical vaccination site.

One Medical supervisors became aware of this incident on January 22, 2021. Following an investigation, One Medical terminated both the provider and the phlebotomist who administered the vaccination. The provider was terminated for violating One Medical's policy related to vaccine distribution and One Medical's Code of Business Conduct; the phlebotomist was terminated for violating company policy related to vaccine distribution. One Medical terminated the provider on February 10, 2021, and the phlebotomist on February 7, 2021.

### **Director of Strategic Operations**

On February 19, 2021, One Medical's human resources team received a report that the company's Director of Strategic Operations appeared to be using her position to circumvent the standard One Medical vaccination scheduling process. One Medical's investigation indicated that the employee contacted multiple site leads at various One Medical vaccination sites to seek to include friends and family members on lists of patients who would be contacted by One Medical administrative staff in connection with end-of-day procedures. One Medical believes that four individuals were vaccinated as a result of these efforts.

Although One Medical understands that the vaccinated people met applicable eligibility criteria, One Medical concluded that the employee's actions were contrary to company instructions regarding vaccinations, including specific directions to the employee. As a result of One Medical's investigation, the company terminated the employee on March 5, 2021.

### **Other Employment Matters**

One Medical is currently conducting investigations that may result in additional employment actions. One Medical may supplement this response as a result of additional employment actions taken at the conclusion of these, or future, investigations. In addition, One Medical is aware of at least one instance in which an employee resigned while an investigation was pending and before One Medical concluded the investigation or took employment action.

\* \* \*

Second, One Medical is today producing documents numbered OM-SSCC-0002061 to OM-SSCC-0002365. These documents, collected through targeted searches, contain the following: One Medical policies relating to scheduling coronavirus vaccination appointments and screening patients for eligibility under vaccination prioritization guidelines; materials responsive to a request from your staff for marketing materials associated with One Medical's vaccination efforts. As discussed with your staff, we are continuing to collect and review

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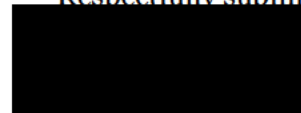
information and materials in response to the Subcommittee's requests, and we will make supplemental productions on a rolling basis.

\* \* \*

The materials and information provided today may contain confidential personal, medical, business, or financial information that One Medical considers proprietary and competitively sensitive. One Medical respectfully requests that these materials and information be treated as confidential. If the Subcommittee should nonetheless consider the public release of such materials or information, we respectfully request that One Medical be given advance notice and an opportunity to discuss the matter with you, so that we may explain One Medical's basis for objecting to public release of the materials or information.

Please let us know if you have any questions about the materials and information being provided today.

Respectfully submitted,

A large black rectangular redaction box covering the signature of the sender.

Robert K. Kelner  
Brian D. Smith

cc: The Honorable Steve Scalise, Ranking Member

# COVINGTON

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May 14, 2021

The Honorable James E. Clyburn  
Select Subcommittee on the Coronavirus Crisis  
U.S. House of Representatives  
Washington, D.C. 20515

Dear Chairman Clyburn:

On behalf of our client 1Life Healthcare, Inc. (“1Life”) and its affiliated professional corporations (collectively “One Medical”), this letter is a supplemental response to your March 1, 2021, letter to One Medical. This letter first responds to a request from your staff for additional information regarding the resignation of a One Medical employee in connection with the investigation described in our March 23 letter.

On February 24, 2021, One Medical received an anonymous report through its online compliance reporting system that the husband of an employee may have received a vaccination at the company’s Chicago vaccination site at a time when he was ineligible to be vaccinated under then-applicable Cook County prioritization guidelines.<sup>1</sup> According to the report, the reporter learned of this potential issue upon reviewing a social media posting by the employee.

Through subsequent investigation, One Medical learned that the employee and her husband were both One Medical members, and the employee was on sabbatical from the company after relocating [REDACTED]. Due to a serious medical condition, we understand that the employee’s husband was eligible under phase 1b to receive a vaccination in [REDACTED]. At the husband’s request, a One Medical medical provider in [REDACTED], provided a letter indicating that the husband was eligible to receive a vaccination under phase 1b. The employee contacted another One Medical employee to inquire about the availability of vaccination appointments at the company’s vaccination site in Chicago. (At that time, we believe the Chicago site would have been the closest One Medical facility offering vaccinations.) The employee reported that both she and her husband were eligible to receive vaccinations. Thereafter, prior to his vaccination appointment, the husband completed One Medical’s eligibility attestation survey and reported that he fell into phase 1c by virtue of his serious medical condition. Although One Medical is unable to determine why the husband indicated he was phase 1c, the office staff at One Medical’s Chicago vaccination site relied on the employee’s representation that her husband was eligible to receive the vaccine. Both the

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<sup>1</sup> As previously noted, due to issues related to medical privacy and personal information concerning employees, these events are discussed generally in this response. To the extent that the Committee requests more specific information, we would be happy to discuss the matter with your staff.

## COVINGTON

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employee and her husband received their first-dose vaccinations from One Medical on January 29.

Before his second-dose appointment, the employee's husband again completed One Medical's eligibility attestation survey and attested that he fell into phase 1c by virtue of his serious medical condition. As a result, he was alerted that he should cancel his appointment, consistent with One Medical's scheduling scanning process previously described to the Subcommittee. That contact prompted him to contact One Medical to confirm whether he would be permitted to receive a second-dose vaccination. Consistent with what One Medical understands to be the applicable standard of care for patients who have received a first-dose vaccination, One Medical providers administered a second vaccination to the employee and her husband on February 26.

As previously indicated, the employee involved in this incident resigned while One Medical's investigation of the incident was pending, thus precluding further employment action. We continue to investigate matters associated with this incident, and we will provide additional information as warranted and as it becomes available.

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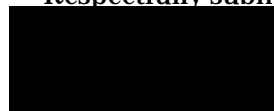
Second, One Medical is today producing documents numbered OM-SSCC-0004895 to OM-SSCC-0006590. Today's production includes documents identified as responsive to one or more of the requests included in your March 1 letter. As discussed with your staff, we are continuing to collect and review information and materials in response to the Subcommittee's requests, and we will make supplemental productions on a rolling basis.

\* \* \*

Certain of the documents produced today may contain confidential business and financial information that One Medical considers proprietary and competitively sensitive. One Medical respectfully requests that these materials be treated as confidential. If the Subcommittee should nonetheless consider the public release of such materials, we respectfully request that One Medical be given advance notice and an opportunity to discuss the matter with you, so that we may explain One Medical's basis for objecting to public release of the materials.

Please let us know if you have any questions about the materials and information being provided today. We will continue to make regular productions of documents as they are collected and reviewed.

Respectfully submitted,



Robert K. Kelner  
Brian D. Smith

cc: The Honorable Steve Scalise, Ranking Member



# COVINGTON

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July 2, 2021

The Honorable James E. Clyburn  
Select Subcommittee on the Coronavirus Crisis  
U.S. House of Representatives  
Washington, D.C. 20515

Dear Chairman Clyburn:

On behalf of our client 1Life Healthcare, Inc. (“1Life”) and its affiliated professional corporations (collectively “One Medical”), this letter is a supplemental response to your March 1, 2021, letter to One Medical. One Medical appreciates the opportunity to address your questions and is committed to cooperating with your inquiry.

Today, we are producing documents numbered OM-SSCC-0018022 to OM-SSCC-0027591. Today’s production includes documents identified as responsive to one or more of the requests included in your March 1 letter. As discussed with your staff, we are continuing to collect and review information and materials in response to the Subcommittee’s requests, and we will make supplemental productions on a rolling basis, though we believe we are getting close to completing our document productions.

Your staff requested additional information regarding free One Medical memberships described in our April 30 letter. As previously described, One Medical created dedicated registration codes to allow individuals referred by one of One Medical’s department of public health partners to obtain a free trial membership that allows patients to access One Medical’s vaccination appointment process. One Medical also created a similar registration code for patients who were not already One Medical members and who were not otherwise referred by a department of public health. As of June 14, 2021, only 399 of the nearly 69,000 patients (about 0.58%) who initiated free short-term trial memberships using one of these codes are paying One Medical members. These members represent approximately 0.07% of One Medical’s overall membership as of March 31, 2021. We understand that each of these members affirmatively chose to become paying One Medical members following the conclusion of their free trial membership period.

Your staff also requested information regarding the number of One Medical members who cancelled their membership due to an inability to obtain a vaccination appointment. One Medical generally does not track or attribute a former member’s reason for terminating a membership. Moreover, although a One Medical member who chooses to cancel a membership receives an optional survey regarding the decision to terminate a membership, this optional survey does not include a category related to a former member’s efforts to obtain specific services from One Medical. As a result, One Medical is unable to determine how many former

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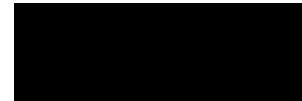
members may have canceled their membership due to an inability to obtain a vaccination appointment.

\* \* \*

Certain of the documents produced today may contain confidential business and financial information that One Medical considers proprietary and competitively sensitive. One Medical respectfully requests that these materials be treated as confidential. If the Subcommittee should nonetheless consider the public release of such materials, we respectfully request that One Medical be given advance notice and an opportunity to discuss the matter with you, so that we may explain One Medical's basis for objecting to public release of the materials.

Please let us know if you have any questions about the materials and information being provided today. We will continue to make regular productions of documents as they are collected and reviewed.

Respectfully submitted,

A solid black rectangular redaction box covering the signature of Brian D. Smith.

Brian D. Smith

cc: The Honorable Steve Scalise, Ranking Member