



Health
Recovery
Solutions

2020

YEAR IN REVIEW

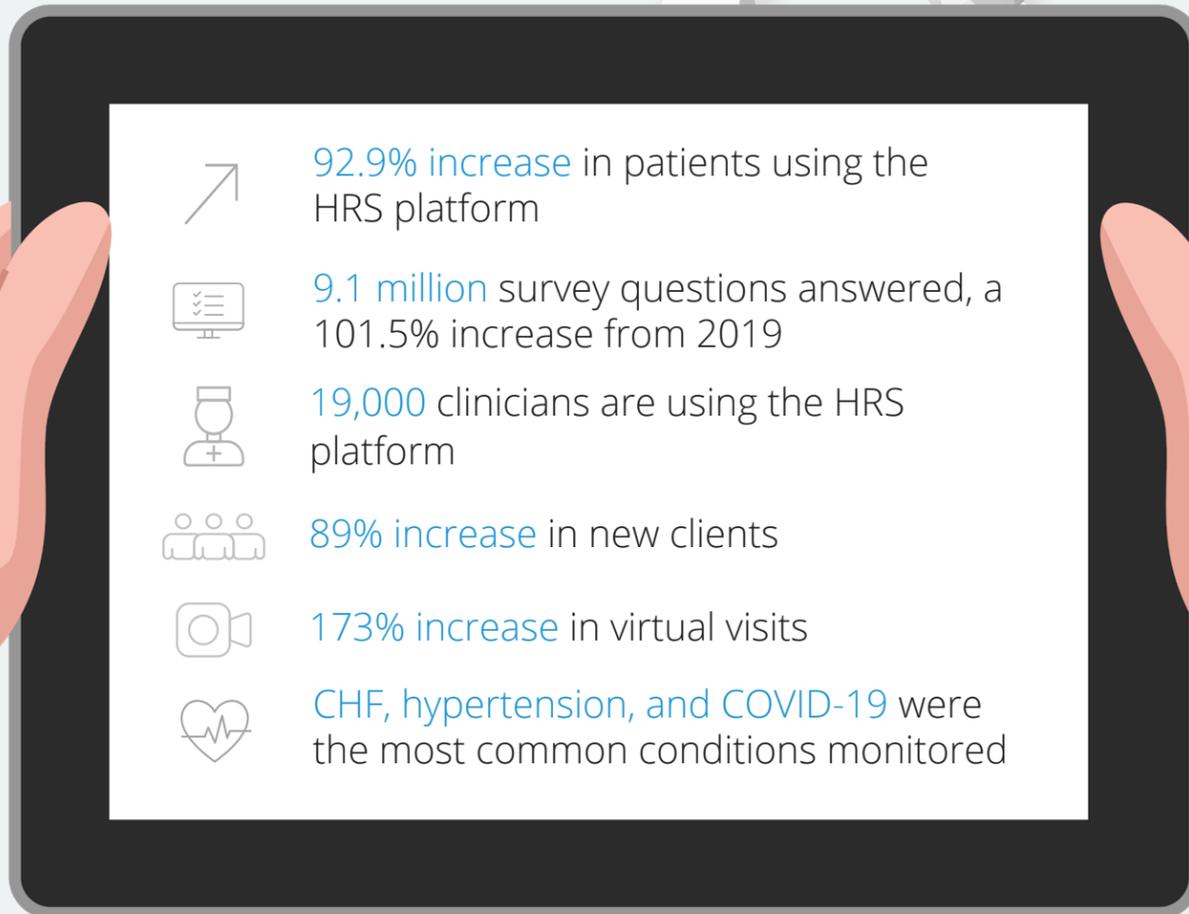
The background features a stylized illustration of a broken window with jagged white shards in the foreground. Behind the shards is a light blue wall with two windows, each containing a blue vertical bar. To the right, a blue bench is partially visible, and a clock face is shown in the upper right corner.

A Challenging and Groundbreaking Year for Health Care

2020 brought unforeseen challenges, drastically changing how we live, how we connect, and how we serve and learn from each other. Through difficult times, HRS clients proved to be innovative, adaptive, and resilient.

With 2020 coming to a close, HRS wants to highlight the people who drive our mission forward—the HRS clients who tirelessly serve patients, and the HRS employees who help make our mission possible.

2020 By the Numbers



15.7 million

COVID-19-specific symptom surveys recorded

vital measurements taken across the HRS platform

1.2 million



HRS technology is used in 46 states



Youngest patient enrolled
5 weeks old

77
average age



Oldest patient enrolled
104 years old



353 patients born in 2020 enrolled in HRS

PRODUCT



First patients on **PatientConnect Voice**



Bluetooth peripherals integrated into **PatientConnect Mobile**

zoom Zoom integration for **virtual visits**

11,222,539
total development minutes
(or 20,375 hours)

SUPPORT

★★★★★ 92% customer satisfaction



Improved average email **reply time** by 3 mins between 2019 and 2020

LOGISTICS



12K+

PatientDirect orders completed by HRS logistics in 2020

90%
increase in clients using PatientDirect

162%
increase in units under management

HRS GROWTH



119% increase in HRS employees



New hires located across **14** new states



51,453 internal Zoom meeting hours across **15,871 meetings**



Officially launched **HRS Academy**

VISION ^{7/6} VIRTUAL



17 client speakers across two days



Most popular session: Launching a New Telehealth Program in the Midst of a Pandemic



9 sessions with **3** sponsors

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