
From: [REDACTED] Employee 14 [REDACTED]@onemedical.com]
on behalf of [REDACTED]@onemedical.com > [REDACTED]@onemedical.com]
Sent: 1/12/2021 9:27:00 PM
To: [REDACTED]@ph.lacounty.gov]; [REDACTED]@ph.lacounty.gov]
CC: [REDACTED]@ph.lacounty.gov]; [REDACTED]@onemedical.com]; [REDACTED]
[REDACTED]@onemedical.com]; [REDACTED]@ph.lacounty.gov]
Subject: Re: One Medical to Pick Up Vaccines

Hi All,

Wanting to just close the loop here and make sure everything is good to go for us to continue to do vaccinations!

We were able to remove the hyperlink under "get care." However, if you're on the web (and not the app) you have to click get care to get into the booking flow.

Hopefully, this alleviates and further issues.

Let us know. I want to make sure we are live for people to book appointments as we are about to publish appointments for the next couple of weeks! (I will reach out to [REDACTED] to talk through vaccine numbers.)

Thanks all!

[REDACTED] Employee 14

District Operations Manager | Los Angeles
One Medical

On Tue, Jan 12, 2021 at 9:26 AM [REDACTED]@ph.lacounty.gov> wrote:

It sounds like it's really easy to get dead ended into having to provide CC info. For instance, each and every single link on your website that leads to COVID Vaccine now takes me right back to the CC Info screen. Basically, providing you my CC info the now the only thing I can ever do on your website. This is problematic and only serves as a barrier to what we are collectively trying to achieve.

[REDACTED]

From: [REDACTED] Employee 14 [REDACTED]@onemedical.com>
Sent: Tuesday, January 12, 2021 8:41 AM
To: [REDACTED]@ph.lacounty.gov>
Cc: [REDACTED]@onemedical.com>; [REDACTED]@onemedical.com>; [REDACTED]@ph.lacounty.gov>; [REDACTED]@ph.lacounty.gov>
Subject: Re: One Medical to Pick Up Vaccines

CAUTION: External Email. Proceed Responsibly.

Hi Ali,

Thank you for letting us know and reaching out. So I think what happened is someone went directly to the main One Medical site and attempted the regular registration and not the 60 day trial. When you register as a regular patient with a year long commitment, there is a fee and prompts you for a cc.

The banner/ message that you are referencing is in fact there but only to make it as clear as possible that our focus is currently 1A community members.

Let us know if you want to have a zoom and walk through a mock sign up so everyone feels good about the process!

We definitely want to stay open for DPH community members so can make ourselves available throughout the day.

Thank you!

Employee 14

District Operations Manager | Los Angeles
One Medical

On Mon, Jan 11, 2021 at 11:51 PM [REDACTED]@ph.lacounty.gov> wrote:

Hi [REDACTED]

[REDACTED] and I tried to register today so that we could understand how to explain the system to people who visit our health care worker sign up site.

When [REDACTED] tried to sign up this evening he could not get past a credit card screen. I made an account this morning but didn't sign up for vaccine and when I tried to make an appointment this evening I logged but then had to click on "home" which shows this message The latest on COVID-19 vaccines: Vaccines are not yet available without a referral from your health department. Read about availability in your area on our blog. When I went back to the link on our webpage, I took me back in a circle to the log in page again.

OM-SSCC-0003931

In light of these concerns we have only posted that the clinic is open tomorrow (Tues 1/12). Please can you test the system and if special instructions are needed, please let us know what to advise clients .



CC [redacted] as discussed

one medical

Please finish completing your registration.

Payment Information

1234 1234 1234 1234

MM / YY

CVC

Add discount code

Annual Membership Fee

\$199

Your membership is valid until Jan 11, 2022

When you submit payment you will be charged for your first year. The full annual membership fee renews yearly as a recurring charge to your credit card on file unless you cancel, which you can do on the membership settings page. We will notify you prior to any fee change.

Join One Medical

