

# THE SERVICE PROCESS

The customer begins her service journey on the CleopatraRX website that facilitates connections with third party consulting physicians and a compound pharmacy.

**1**

**QUALIFY**

Customer chooses to complete the online questionnaire to begin the treatment qualification process.

**2**

**PRE-SCREEN**

Customer questions clarified with Registered Nurse otherwise referenced as the Patient Care Coordinator.

**3**

**PAYMENT FORM COLLECTED**

Customer selects to move forward with the telehealth appointment, and credit card information is gathered.

**4**

**TELEHEALTH NOTIFICATION**

Physician is notified that there is a patient file to review, and appointment to be held.

**5**

**TELEHEALTH APPOINTMENT**

Patient and physician discuss if the PearlPAK treatment is appropriate for their specific conditions.

**6**

**PAYMENT PROCESSING**

Transaction for telehealth visit processed. (\$49)

The customer journey is structured to provide a frictionless and compassionate experience.

