

EVIDENCE STUDIES

# The power of a fuller care experience

Enabling whole person  
care at scale for better  
outcomes and efficiency



Recent findings on patient engagement,  
health outcomes, and workflow efficiency.

# Introduction

The healthcare industry in the United States faces significant challenges, including the rising prevalence of chronic diseases and escalating healthcare costs. According to the Centers for Disease Control and Prevention ([CDC](#)), six in ten adults in the U.S. have a chronic disease, and four in ten have two or more. Chronic diseases are the leading cause of death and disability, contributing to the nation's \$4.1 trillion in annual healthcare expenditures.

Whole person care is a comprehensive approach that moves beyond merely treating specific patient symptoms, addressing broader individual factors across physical, mental, emotional, and social well-being ([NCCIH 2021](#)). It emphasizes collaboration and partnership between providers and patients and emerges as a vital solution to the healthcare challenges of today. Implementing whole person care, however, can be challenging, time-consuming, and taxing on care providers, with recent research showing over half of physicians are reporting burn out ([Medscape](#)).

This report demonstrates the positive impact Fullscript has on providers who practice whole person care. When strong technology and clinical guidance merge, providers are empowered to deliver personalized and outcomes-driven care for patients at scale while improving their efficiency, workflow, and practice sustainability. This approach not only improves the quality of care but also contributes to the evolution of healthcare practices in an ever-changing industry.

Fullscript is a leading healthcare platform redefining the future of whole person care. Founded in 2011, the company provides over 100,000 providers and 10M patients access to personalized and effective care. Fullscript enables a frictionless care experience that is more sustainable for providers and more attainable for patients, resulting in time saved, more personalized care, stronger adherence, and, ultimately, better outcomes.



# Clinical research study of patient engagement and health outcomes

## Executive summary

Fullscript partnered with the Texas Center for Lifestyle Medicine, a multidisciplinary health center, and researchers from the University of Maryland School of Medicine, to study differences in practice engagement and impact on health outcomes for patients who use Fullscript. We reviewed clinical data from 672 patients. Patients who received a Fullscript treatment plan had 73% more total clinic visits (+3.93) throughout the study period, while patients who placed an order through Fullscript had 34% more visits (+3.56). Patients who placed a Fullscript order also experienced greater improvements in lab markers of folate, iron, vitamin B12, zinc, and triglycerides—a clinically meaningful change in lab values of 22–45% within the reference range.

## Study design

The study was a collaboration between Fullscript, the [Texas Center for Lifestyle Medicine](#) (TCLM), and researchers from the University of Maryland School of Medicine, using clinical data from **672 patients** at the TCLM clinic. The majority of patients were female (76.9%), had received a Fullscript treatment plan (90.9%), and had placed an order (69.8%). There were no meaningful differences in having a treatment plan or placing an order based on sex or age.

To be included in the engagement analyses, patients must have had an initial visit at TCLM between July 2021 and July 2023; data for these patients was collected up until January 31, 2024 to allow for follow up visit analysis. To be included in the lab analyses, patients had to have had at least two lab tests between July 2021 and January 31, 2024.



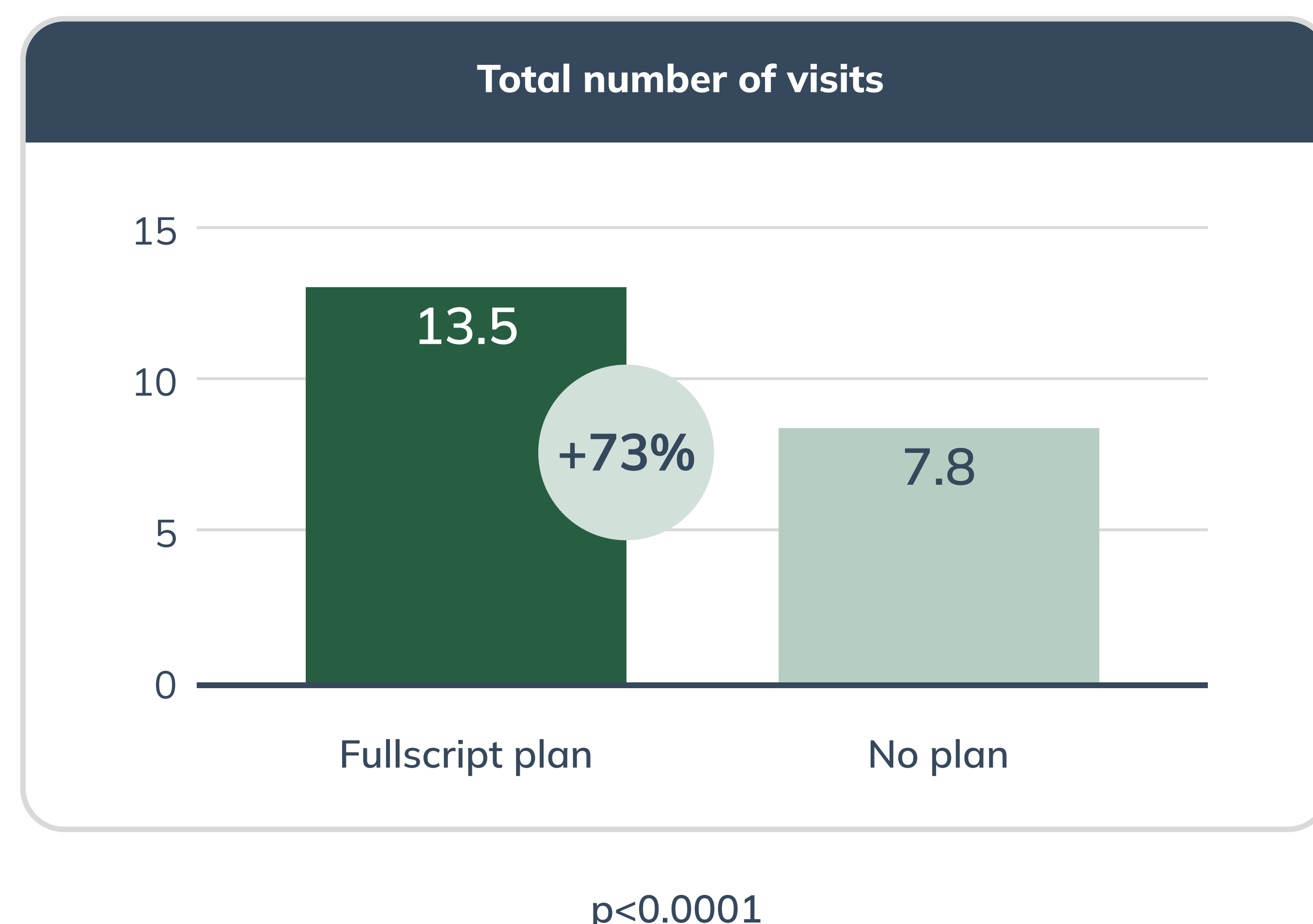
## Key findings

### 1. Patients with a Fullscript treatment plan stay better engaged with providers

Patients who received a Fullscript treatment plan (n=611) had an average of 13.5 appointments at TCLM during the study period, compared to 7.8 for those who did not receive a treatment plan (n=61; p<0.0001) (**Table 1**). In unadjusted analyses,

patients who received a Fullscript treatment plan were significantly more likely to have had an appointment at TCLM during the study period, for both total visits and all other types of visits, with the exception of health coach visits (where the difference was not statistically significant).

After adjustment for age and sex (potential confounding variables) in multivariate regression models, having a Fullscript treatment plan was associated with a higher number of total visits and all specific types of visits at TCLM (including health coaches).



**Table 1 – Number and types of visits associated with receiving a Fullscript treatment plan**

Visit type	Mean # of visits		p value	Relative increase in visits for patients with a Tx plan **
	Tx plan (n=611)	No Tx plan (n=61)		
<b>Total visits</b>	<b>13.5</b>	<b>7.8</b>	<0.0001	<b>+3.93</b>
<b>Any one-on-one visit *</b>	<b>8.0</b>	<b>5.6</b>	<0.0001	<b>+1.86</b>
<b>Physician</b>	<b>5.7</b>	<b>3.9</b>	<0.0001	<b>+1.28</b>
<b>Infusion</b>	<b>2.3</b>	<b>0.7</b>	<0.0001	<b>+0.91</b>
<b>Procedures</b>	<b>2.2</b>	<b>1.1</b>	<0.0001	<b>+0.59</b>
<b>Health coach</b>	<b>1.3</b>	<b>1.6</b>	NS (p=0.36)	<b>+0.3</b>
<b>Group visit</b>	<b>0.98</b>	<b>0.38</b>	0.001	<b>+0.57</b>
<b>Dietitian</b>	<b>0.93</b>	<b>0.05</b>	<0.0001	<b>+0.28</b>

NS: Not statistically significant.

\* Defined as a visit with a physician, dietitian, or health coach

\*\* Multivariate analysis, after adjustment for age and gender (p<0.0001)

## 2. Patients with a Fullscript order stay better engaged with providers

Patients who placed an order through Fullscript (n=464) had an average of 14.1 appointments at TCLM during the study period, compared to 10.5 for those who did not place an order (n=201; p=0.001) (Table 2). Overall the differences between the number of visits for patients who ordered (compared to those who did not) were less pronounced than for those who received a treatment plan, likely because those who ordered were a subset of those who received a plan (dilution effect). After adjustment for age and sex in multivariate regression models, placing an order through Fullscript was associated with a statistically significant higher number of total visits, one-on-one visits, physician visits, and procedure visits.

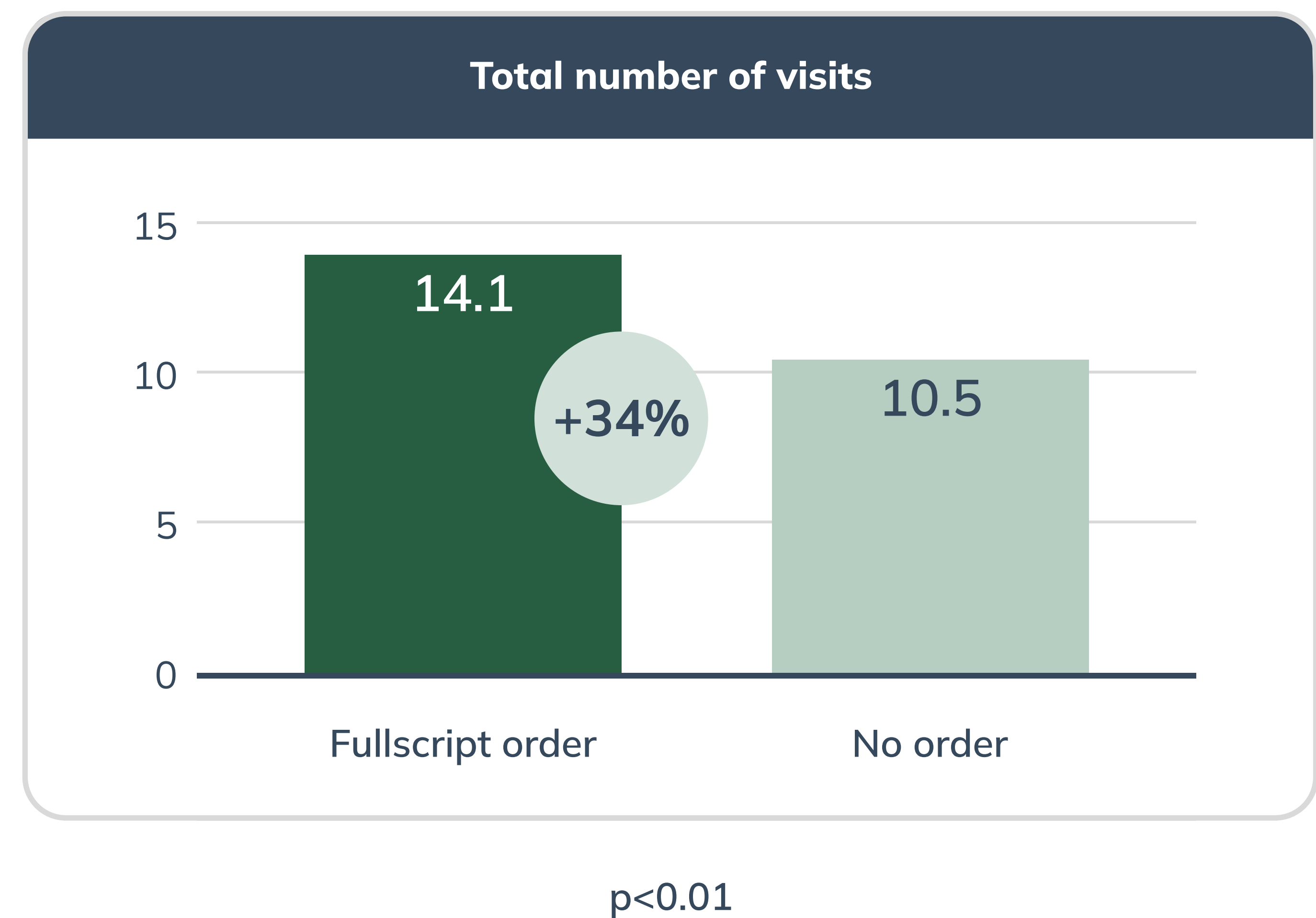


Table 2 – Number and types of visits associated with placing an order through Fullscript

Visit type	Mean # of visits		p value (bivariate, unadjusted)	Relative increase in visits for patients who placed an order **
	Placed an order (n=464)	Did not place an order (n=201)		
<b>Total visits</b>	<b>14.1</b>	<b>10.5</b>	0.01	<b>+3.56</b>
<b>Any one-on-one visit *</b>	<b>8.2</b>	<b>6.9</b>	0.02	<b>+1.33</b>
<b>Physician</b>	<b>5.8</b>	<b>5.0</b>	0.02	<b>+0.81</b>
<b>Infusion</b>	2.4	1.7	NS (p=0.24)	NS (p=0.33)
<b>Procedures</b>	<b>2.4</b>	<b>1.4</b>	0.02	<b>+0.97</b>
<b>Health coach</b>	1.4	1.1	NS (p=0.09)	NS (p=0.07)
<b>Group visit</b>	1.1	0.59	NS (p=0.06)	NS (p=0.12)
<b>Dietitian</b>	0.89	0.75	NS (p=0.36)	NS (p=0.38)

NS: Not statistically significant.

\* Defined as a visit with a physician, dietitian, or health coach.

\*\* Multivariate analysis, after adjustment for age and gender (p<0.05).

### 3. Patients who ordered through Fullscript experienced improved health outcomes

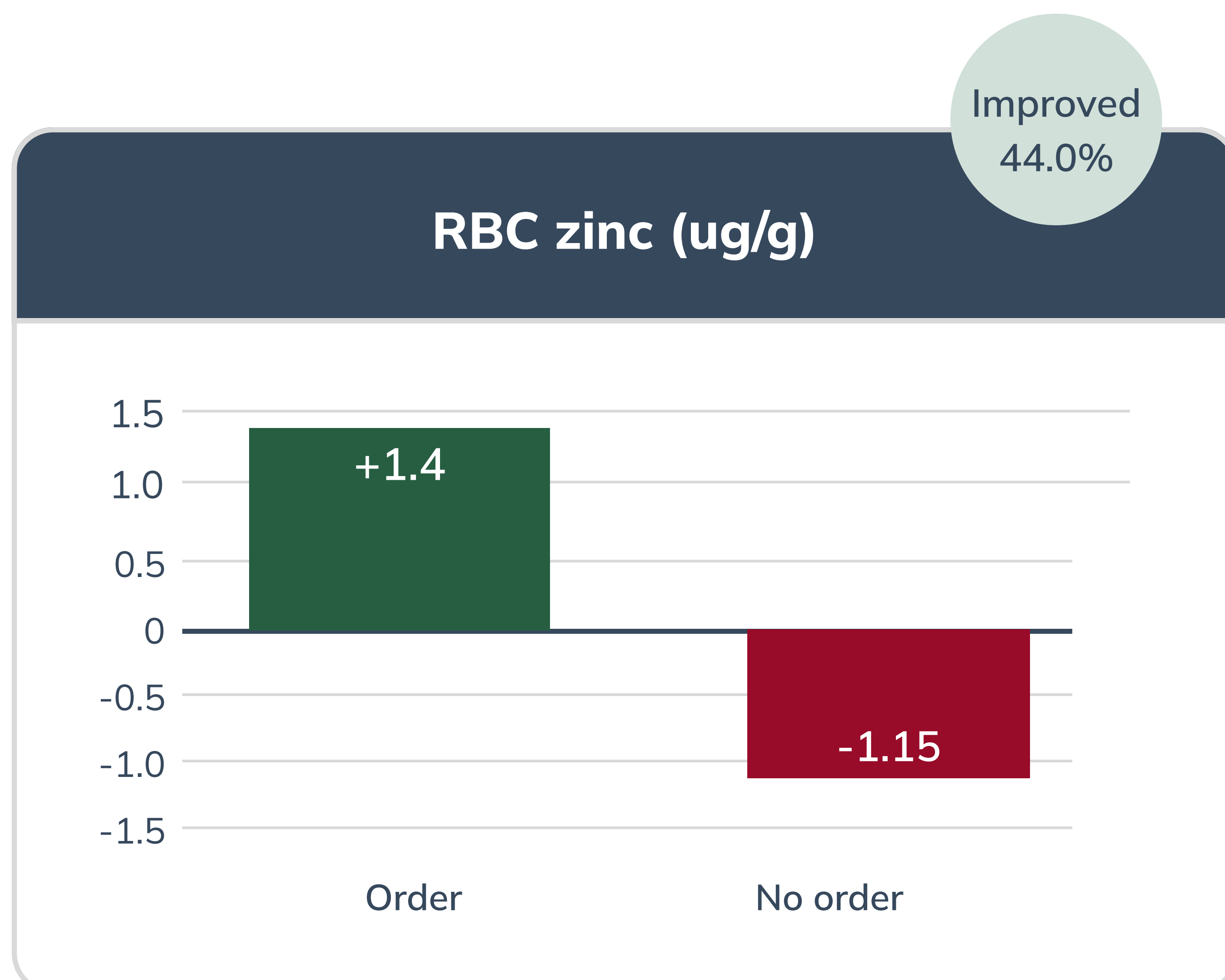
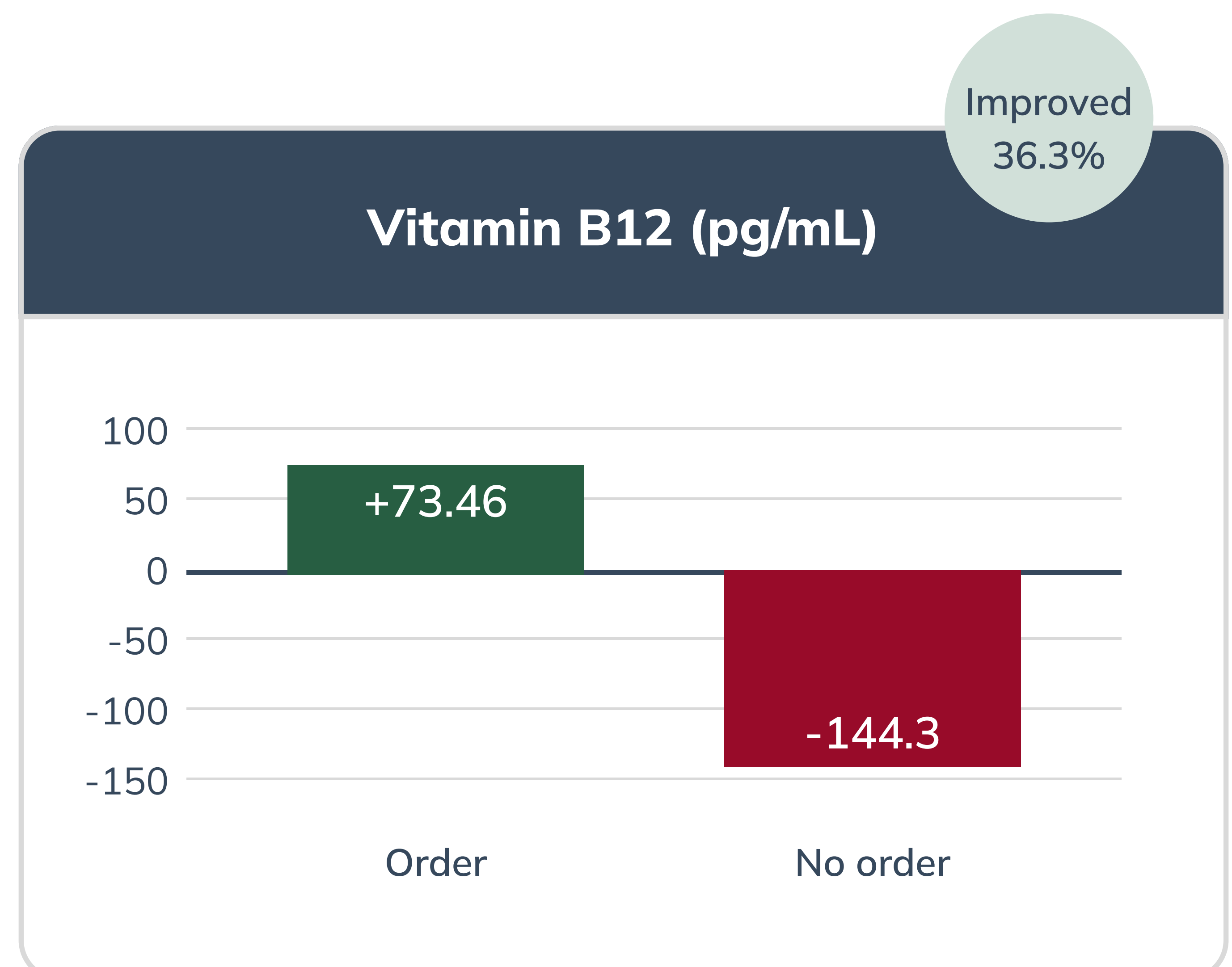
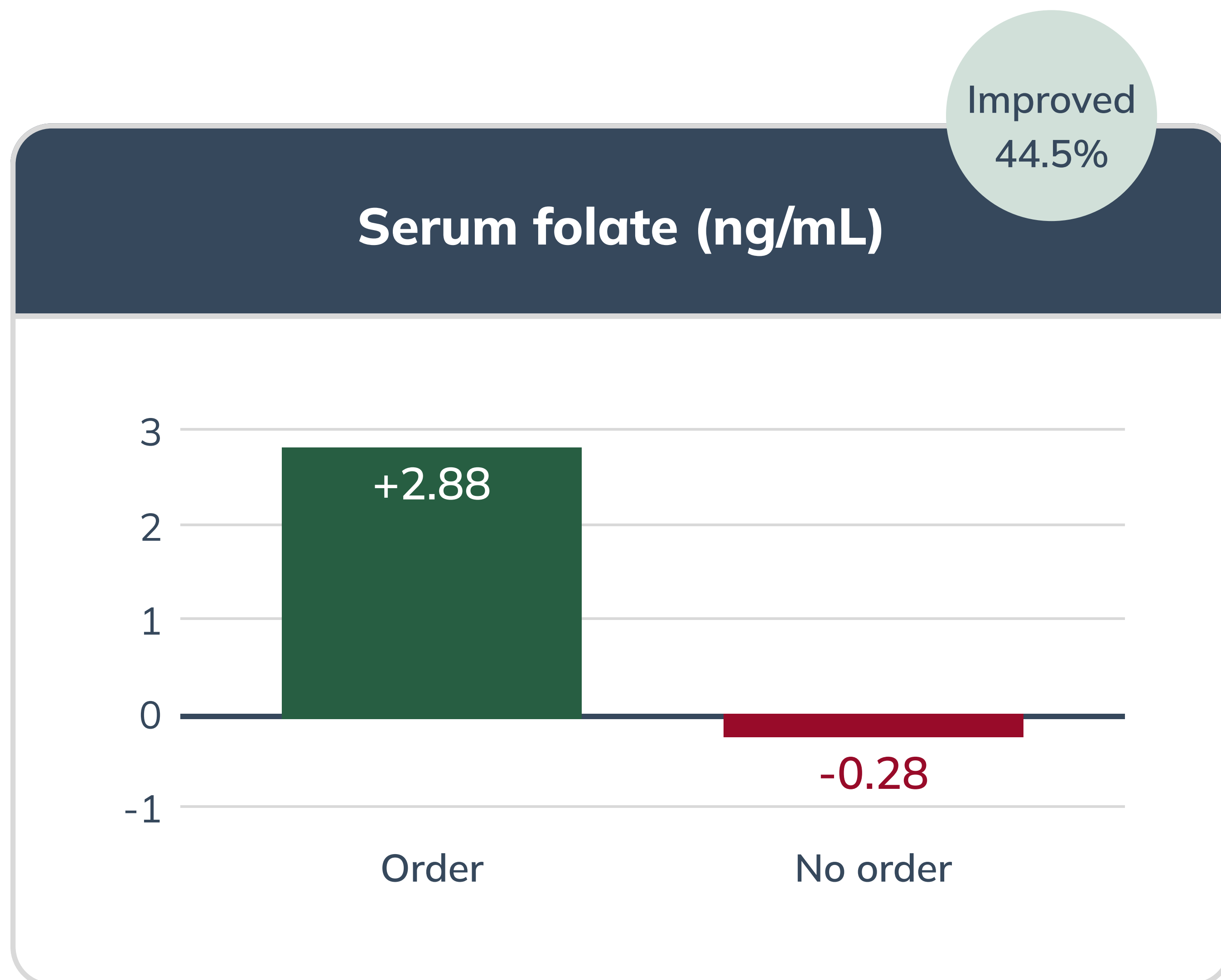
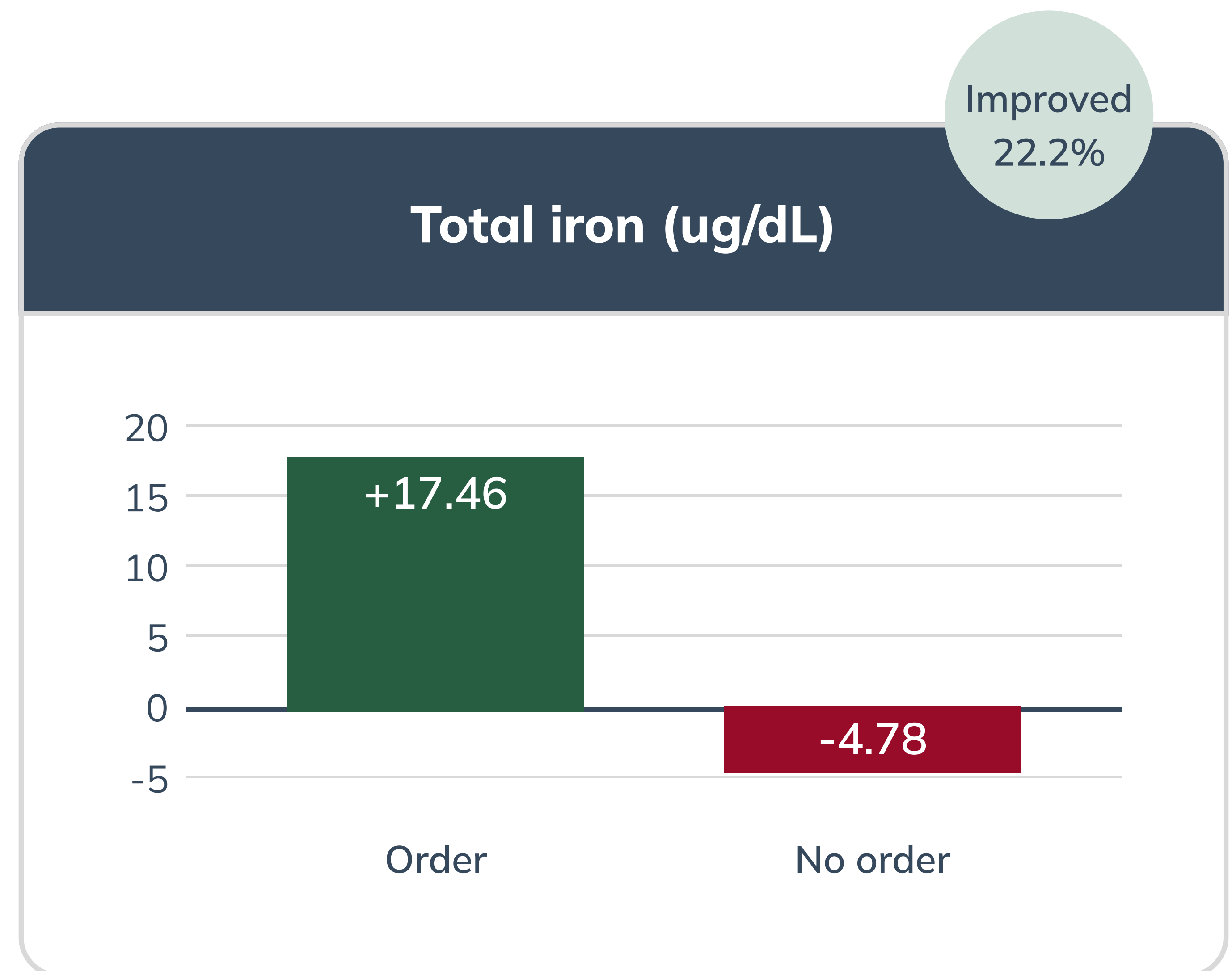
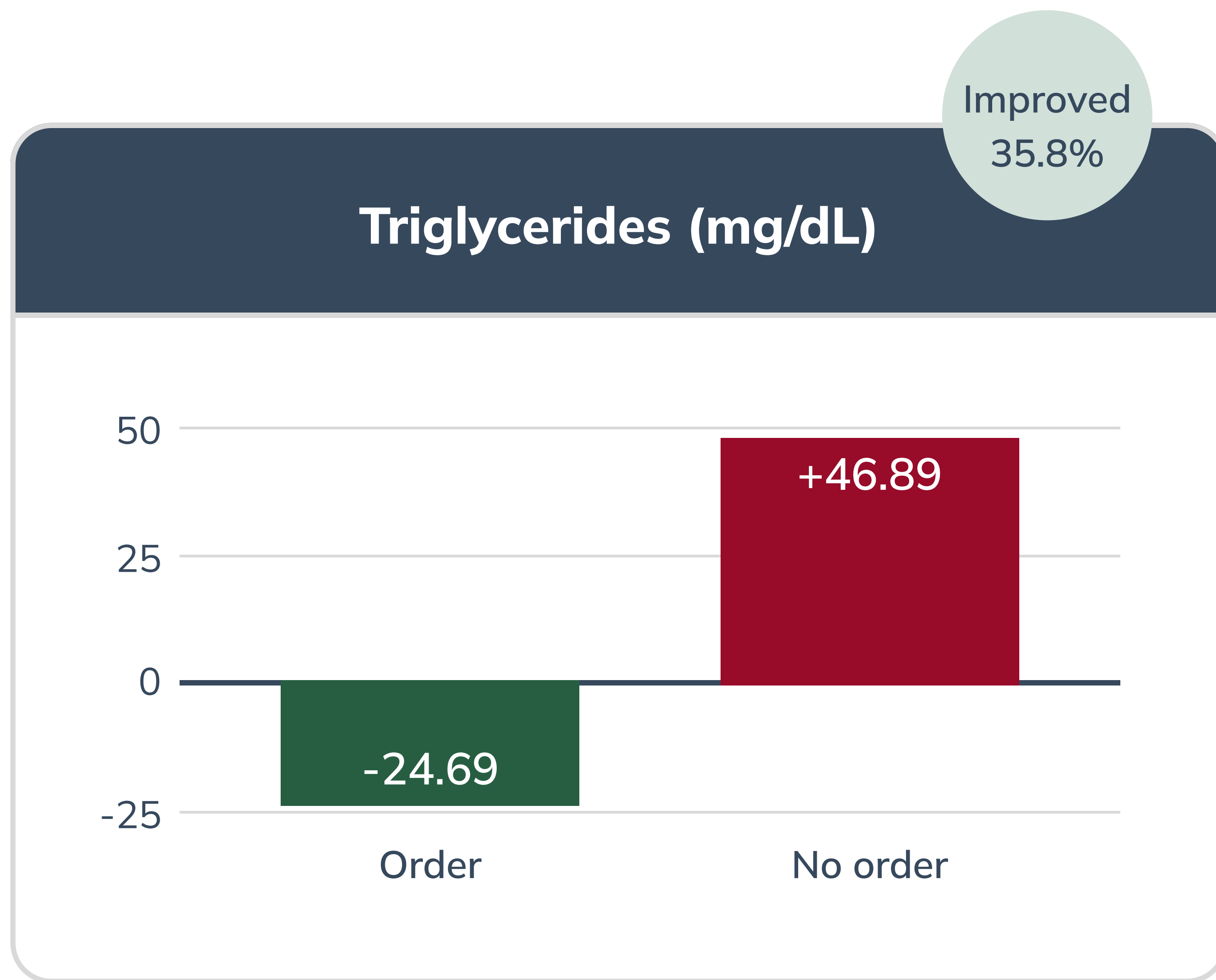
There were a minimum of 80 patients who had completed at least two lab tests during the study period for each of the lab markers analyzed. The mean time between the first and most recent lab test in the sample was 388 days, meaning it was a clinically meaningful length of time that would allow us to draw conclusions regarding differences between groups. Results that were considered statistically significant ( $p < 0.05$ ) are shown in **Table 3** and **Figure 1** (on the next page).

**Table 3 – Changes in lab markers associated with patients who placed an order through Fullscript**

Biomarker	First vs. most recent lab test		Pooled difference	% Improvement relative to reference range
	Fullscript order	No order		
<b>Triglycerides (mg/dL)</b> <i>Range: 0–200 mg/dL</i>	<b>-24.69</b>	<b>+46.89</b>	71.58 mg/dL	<b>35.8%</b>
<b>Total iron (ug/dL)</b> <i>Range: 50–150 ug/dL</i>	<b>+17.46</b>	<b>-4.78</b>	22.24 ug/dL	<b>22.2%</b>
<b>Serum folate (ng/mL)</b> <i>Range: 1.9–9.0 ng/mL</i>	<b>+2.88</b>	<b>-0.28</b>	3.16 ng/mL	<b>44.5%</b>
<b>Vitamin B12 (pg/mL)</b> <i>Range: 200–800 pg/mL</i>	<b>+73.46</b>	<b>-144.30</b>	217.76 pg/mL	<b>36.3%</b>
<b>RBC zinc (ug/g)</b> <i>Range: 7.2–13.0 ug/g</i>	<b>+1.40</b>	<b>-1.15</b>	2.55 ug/g	<b>44.0%</b>

Reference ranges as per American Board of Internal Medicine.

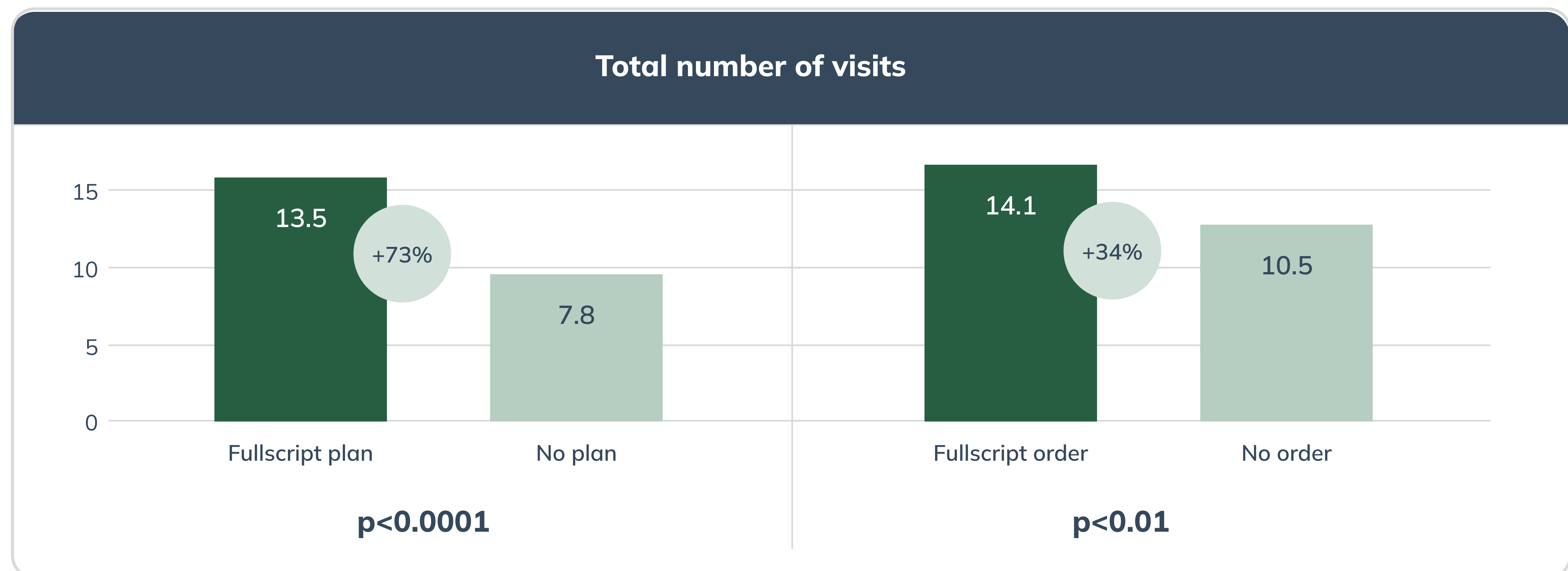
Figure 1 – Changes in lab markers associated with patients who placed an order through Fullscript



## Discussion

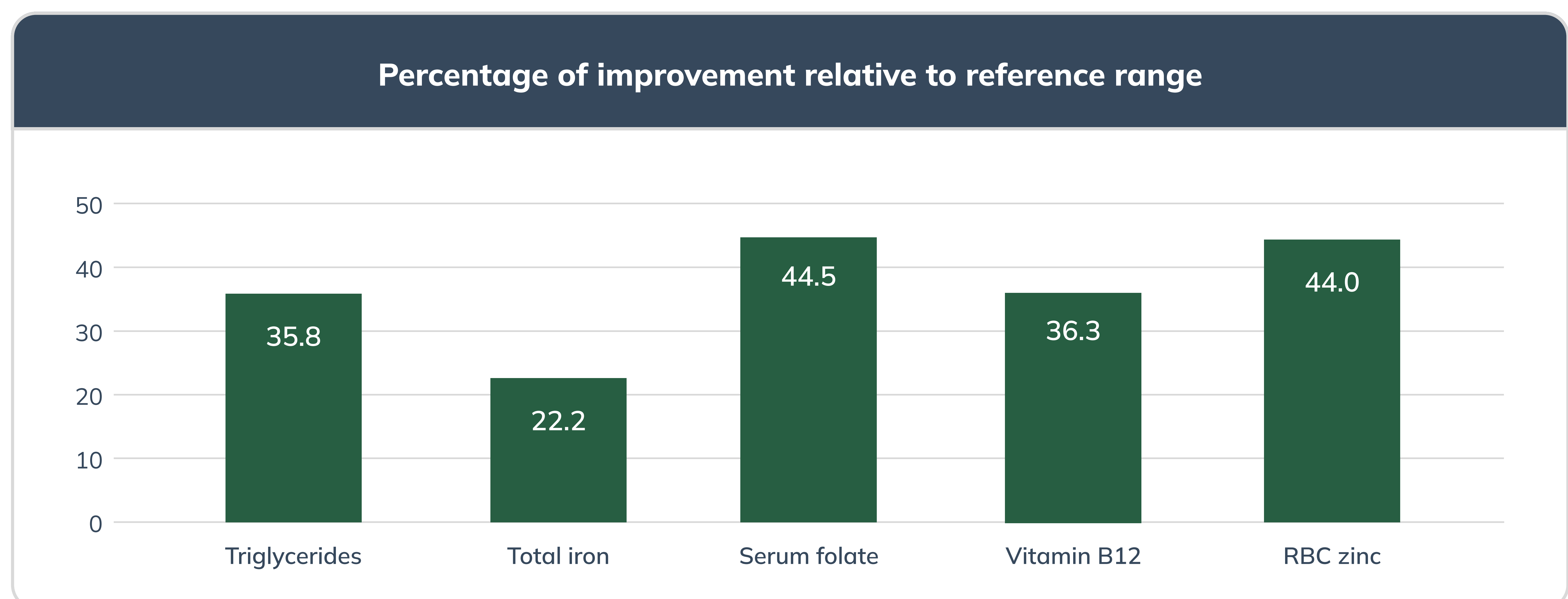
Overall, clinic engagement was 73% higher for patients who received a Fullscript treatment plan, compared to those who did not, and 34% higher for patients who placed a Fullscript order, compared to those who did not (Figure 2).

Figure 2 - Total number of visits



For five key lab markers relevant to chronic disease – triglycerides, iron, folate, vitamin B12, and zinc – patients who ordered through Fullscript experienced clinically significant improvement; patients who did not order experienced a decline in lab marker results. When the absolute (pooled) difference for a marker was reflected as a percent difference within a reference range, we observed **clinically meaningful change** in lab values of 22-45% for patients who placed a Fullscript order (Figure 3).

Figure 3 – Percentage improvement of lab markers relative to reference range



Taken together, these findings suggest that the Fullscript platform helps drive increased patient engagement—an important marker of treatment adherence—and greater improvements in lab markers.



## STUDY 2



# Time-saving workflow efficiency for healthcare providers

## Introduction

This study evaluates Fullscript's impact on provider efficiency, drawing from a survey of 454 participants, including new (under six months) and experienced users.

The survey conducted with Fullscript providers demonstrates significant improvements in clinical workflow efficiency and satisfaction. New users particularly benefit from time savings, with 60.16% reporting a decrease in time spent on creating treatment plans. Additionally, 47.76% of experienced users and 48.78% of new users report enhanced efficiency. Notably, 42.28% of new users save between 1 to 3 hours per week, and a combined 67.76% of experienced users and 77.24% of new users reported improved or greatly improved workflow efficiency.

## Study design

454 Fullscript providers were surveyed (334 experienced users (> 6 months) and 123 new users (< 6 months), employing random stratified sampling with core modalities to ensure a representative sample of Fullscript users across various professional backgrounds.

**74%**

of new users reported saving time each week using Fullscript

**77%**

of new users reported improved or greatly improved workflow efficiency

**42%**

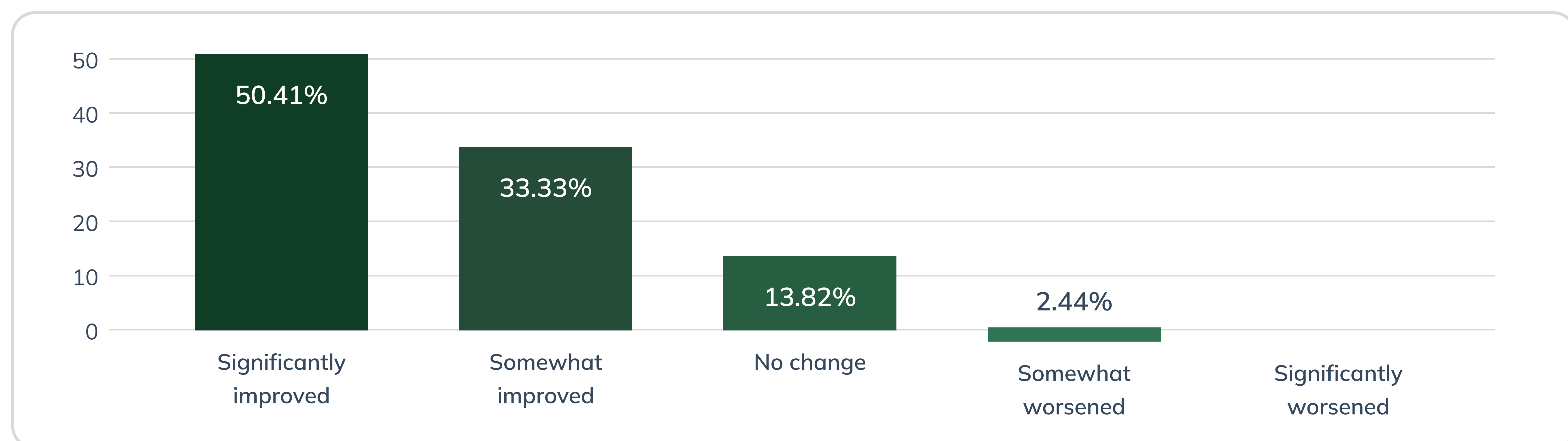
of new users reported saving at minimum 1-3 hours per week on treatment plan

## Key findings

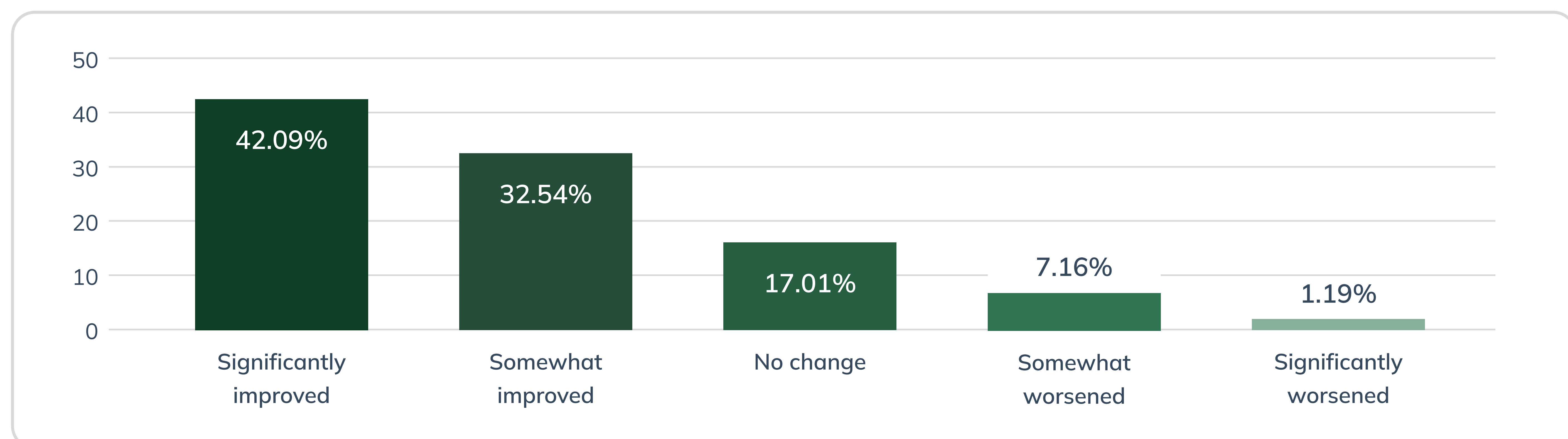
### 1. New and experienced providers save time creating treatment plans using Fullscript



**New users:** 50.41% reported significant improvements, and 33.33% reported somewhat improved (total 83.74%).



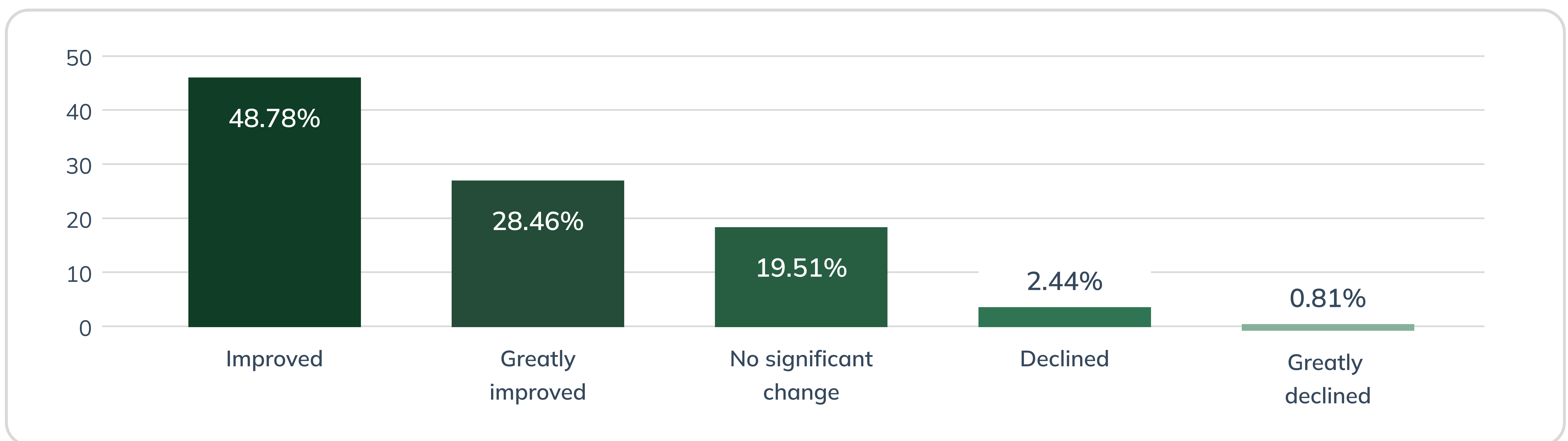
**Experienced users:** 42.09% reported significant improvements, and 32.54% reported somewhat improved (total 74.63%).



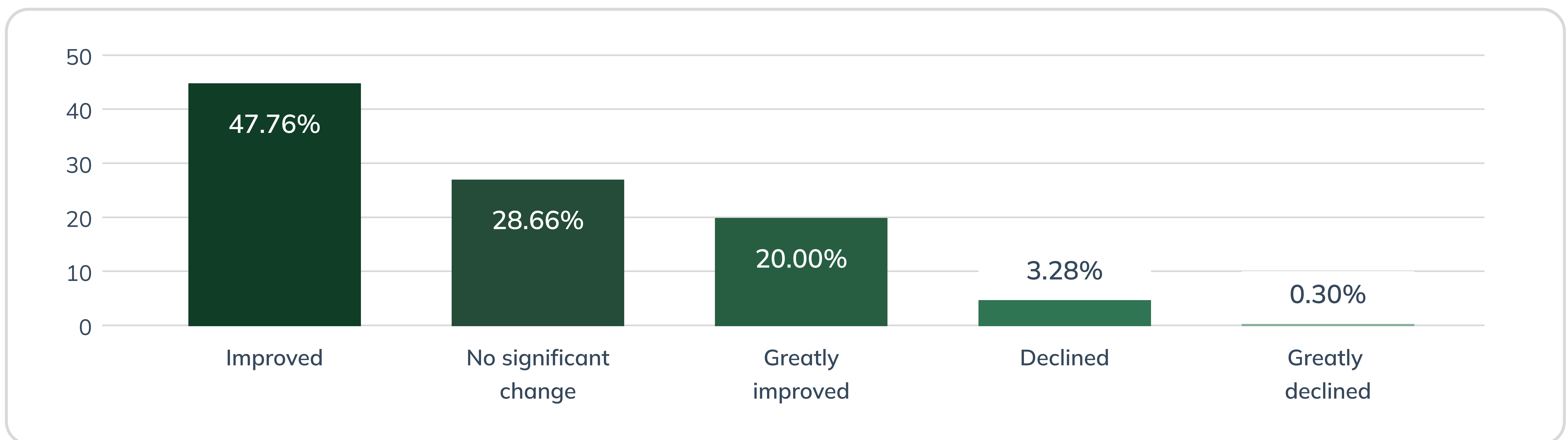
2. New and experienced providers reported improved workflow efficiency using Fullscript

<p><b>All users (weighted average):</b></p> <p>67.76% reported improved workflow efficiency.</p>	<p><b>New users (123 respondents):</b></p> <p>77.24% of new users reported improved workflow efficiency.</p>	<p><b>Experienced users (334 respondents):</b></p> <p>67.76% of experienced users reported improved workflow efficiency improved (improved + greatly improved) 67.76% for experienced users.</p>
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**New users:** 28.46% reported greatly improved workflow efficiency, and 48.78% reported improvements (total 77.24%).



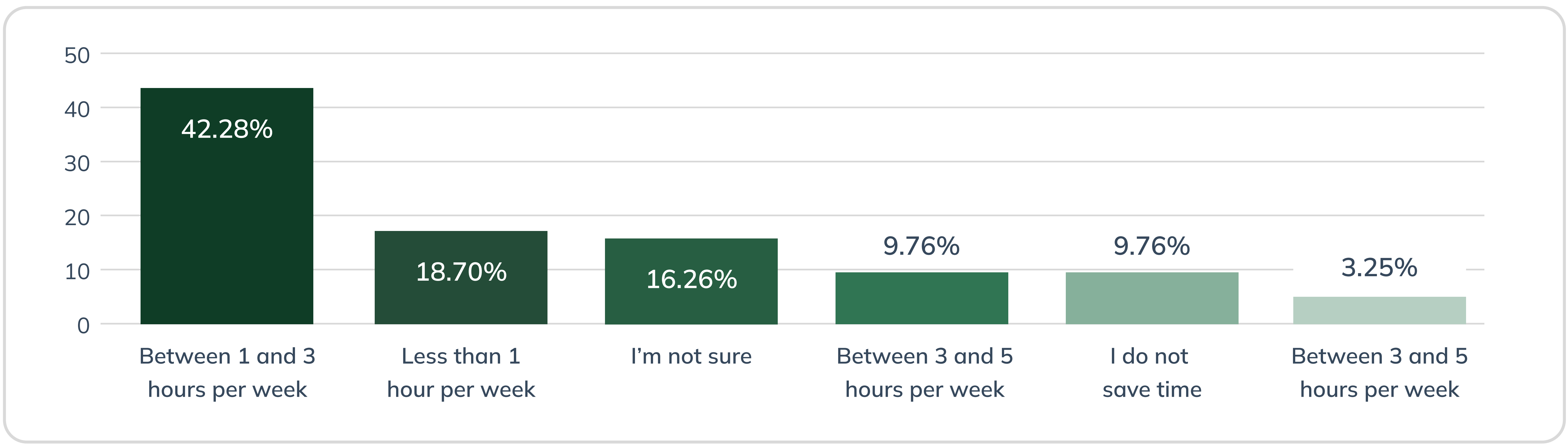
**Experienced users:** 20.00% reported greatly improved efficiency, and 47.76% reported improvements (total 67.76%).



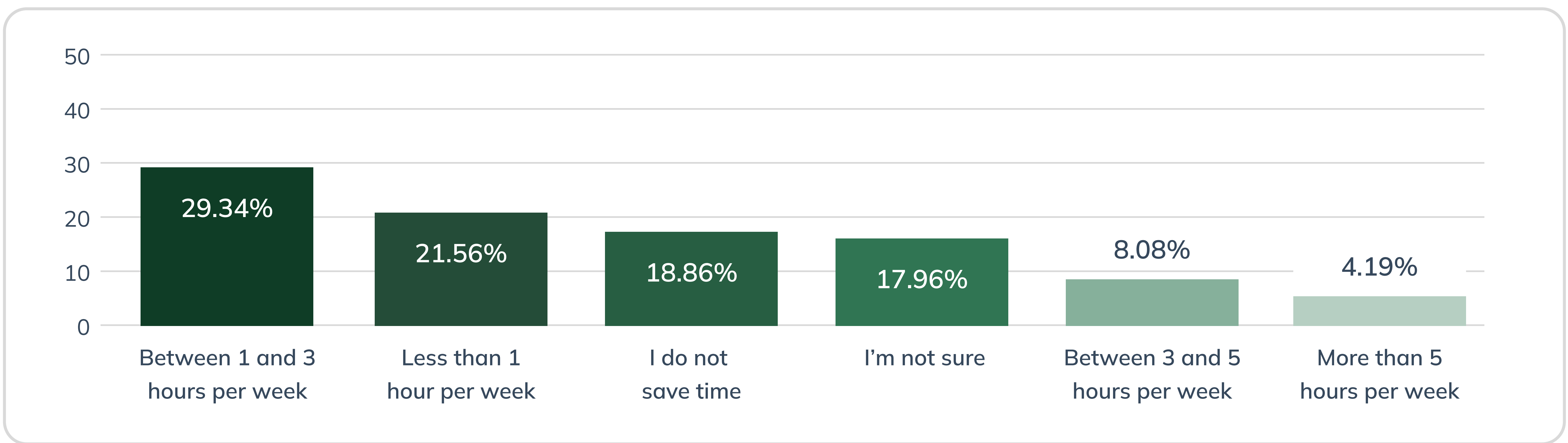
### 3. New and experienced providers reported time savings using Fullscript

<p><b>All users (weighted average):</b></p> <p>64.47% reported saving some time each week.</p>	<p><b>New users:</b></p> <p>74.00% of new users (123 respondents) reported saving time per week.</p>	<p><b>Experienced users:</b></p> <p>60.95% of experienced users (334 respondents) reported saving time per week.</p>
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**New users (123 respondents):** 55.29% of new users reported saving more than 1 hour per week.



**Experienced users (334 respondents):** 41.61% of experienced users reported saving more than 1 hour per week.



## Discussion

Fullscript significantly improves efficiency in creating supplement treatment plans, finding appropriate supplements, and managing overall workflow, benefiting both new and experienced users. By streamlining administrative tasks, integrating with EHR systems, and providing comprehensive supplement management, Fullscript's role in alleviating provider burnout and enhancing patient outcomes is evident from these findings. Automated refill reminders, EHR integrations, and real-time updates ensure consistent and efficient care, making Fullscript an essential tool in modern healthcare.

By saving significant time and reducing the complexity of treatment plan creation, Fullscript helps providers focus more on patient care and less on paperwork. This reduction in administrative burdens directly contributes to alleviating provider burnout, making Fullscript an essential tool for scaling whole person care. 75% of consumers today demand a collaborative care experience with a provider (McKinsey); they're looking for more than a 5-minute appointment—they want a partner in their health. Fullscript is uniquely positioned to empower providers to foster a collaborative care environment that meets modern patient expectations.

## Fullscript's role in advancing whole person care

The findings from these studies underscore Fullscript's significant impact on the healthcare system for both providers and patients. By enhancing patient engagement and health outcomes, improving clinical workflow efficiency, and supporting provider well-being, Fullscript proves to be an essential partner in modern healthcare. Its comprehensive suite of tools enables providers to deliver scalable, sustainable, and effective whole person care, fostering greater collaboration between doctor and patient.



**Driving the future of whole person care**

Learn more at [fullscript.com/evidence](https://fullscript.com/evidence)

