



Doctor Care Anywhere
Bell Potter Healthcare Conference

10 November 2021

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We are Doctor Care Anywhere




Our vision
A world where healthcare
is the best it can be

About Doctor Care Anywhere



We are a UK-based telehealth company with operations in the UK, Republic of Ireland and Australia, providing pan-European services




Doctor founded and clinically led



Enterprise grade secure technology platform



Focus on clinical safety and governance



Delivering end to end digital health services across primary, diagnostics and secondary care

- ✓ 2.4m lives
- ✓ 1,500+ corporate customers
- ✓ 400+ GPs
- ✓ 30+ specialists
- ✓ 300+ colleagues



A Certified Partner



A Trusted Partner



Our innovative patient journey improves payor economics...

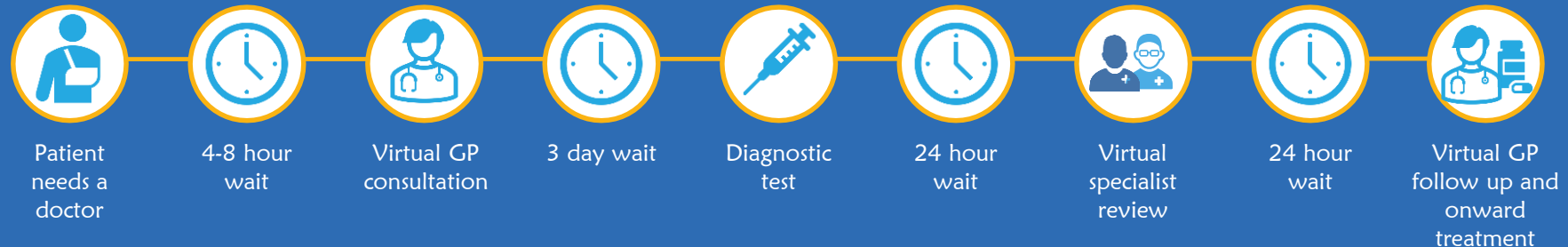


Traditional UK patient journey



Reflective of a typical UK patient journey. There may be variations depending on geography, presenting symptoms and suspected diagnosis.

Our Internet Hospital patient journey



And is a real point of differentiation for channel partners....

Generating claims savings

25%

Estimate of claims savings due to reduced appts downstream intervention

Retention rates in excess of

95%

Estimate of corporate renewals

Satisfying our patients

80+

Consistent Net Promoter Score

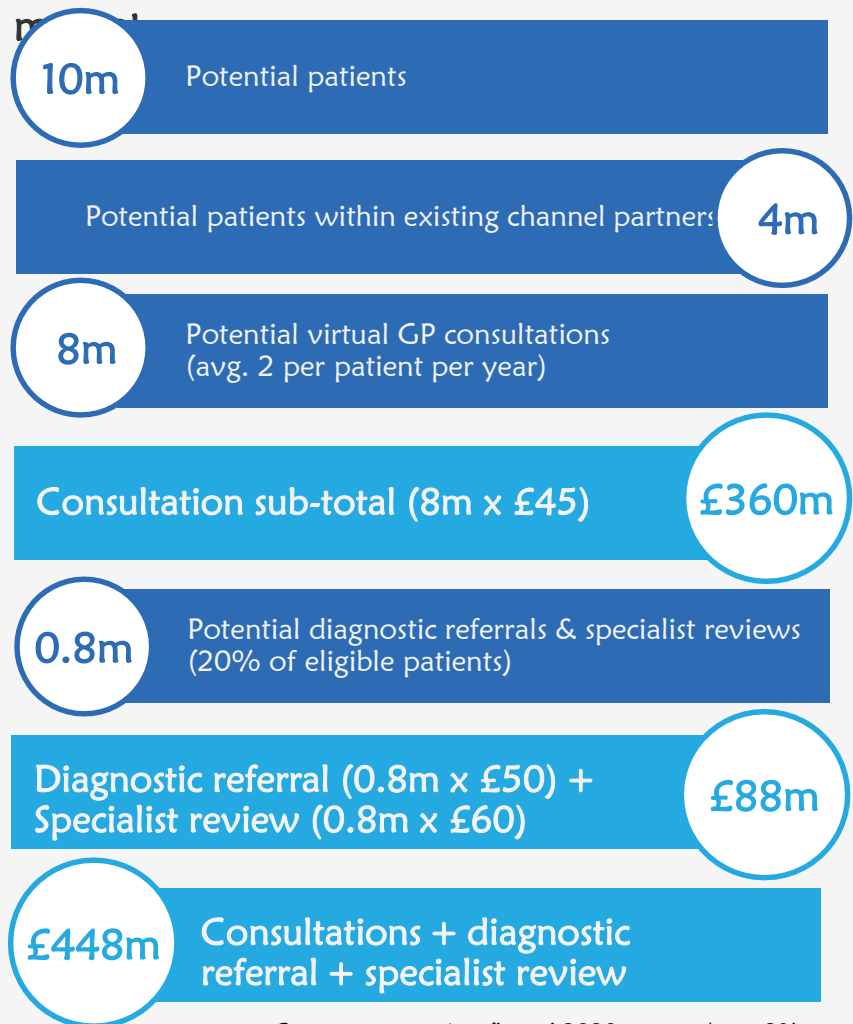
High repeat user rate

65%

Consultations delivered to returning patients in Q3 2021

Strong market access to grow and be a domestic and international winner

An example of our UK addressable market



Current penetration (based 2020 revenue) : <3%



Our Internet Hospital revenue drivers



Additional clinical pathways will generate incremental revenue streams on top of those above such as mental health and chronic management

Our achievements for the year to date

Revenue YTD
£17 million
(AUS\$ 31million)

Activated lives YTD
603,200

Consultations YTD
297,000
Record 117,000 in
3Q

Diagnostic journeys
completed YTD
10,700



Expanded internationally.....

Australia

Acquisition of telehealth and tele-mental health provider



Republic of Ireland

New channel partner relationships



Strong growth with record revenue, consultations and diagnostic referrals in 3Q



£5.8 million (AUS\$10.7 million) unaudited revenue for 3Q 2021
up 21.6% on 2Q 2021



603,200 Activated Lives at end 3Q 2021
up 8.0% on 2Q 2021



116,800 consultations delivered in 3Q 2021
up 30.6% on 2Q 2021



Record 45,800 consultations delivered in September 2021 (inc. GP2U)
up 42.2% on 2Q 2021 highest month



65% of 3Q 2021 consultations delivered to returning patients
Consistent net promoter score of 80+



41,000 patients have first consultation in 3Q 2021
record number of new patients using our service



5,100 diagnostic journeys completed in 3Q 2021
up 54.5% on 2Q 2021



New diagnostic specialties and pathways added to our service
Neurology, Urology, Gynaecology



Acquired Australian provider GP2U
Entered Irish self pay market via Boots Ireland, part of Walgreens Boots Alliance



Reaffirm guidance for FY2021 for organic revenue growth of at least 100% above FY 2020
excluding impact of acquisition

What does our future look like?

A focus on growth...

Maximise our existing UK potential

- Drive activations
- Drive diagnostic referrals
- Leverage unique capabilities

Build on international channels

- Australia via HCF and supporting GP practices
- Republic of Ireland via Boots
- Pan-European via Allianz

Building the capabilities to win...

➤ Smarter triage

- Broadening workforce, managing time

➤ Pathway optimisation

- Already demonstrated through Internet Hospital
- Deliver in-person/digital GP service with Nuffield Health

➤ Intelligent patient record

- Increasing scope of care
- Improving clinician and patient experience

Summary



We are a leading digital health provider in the UK with a proven and unique business model that is sticky for our customers and that can produce attractive economics for Doctor Care Anywhere.



Growth potential is very significant both in the UK and now internationally having already expanded into 2 new countries in the 2021.



We are staying ahead of the curve by building capability that will allow us to serve greater numbers of patients more effectively.

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Q&A

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