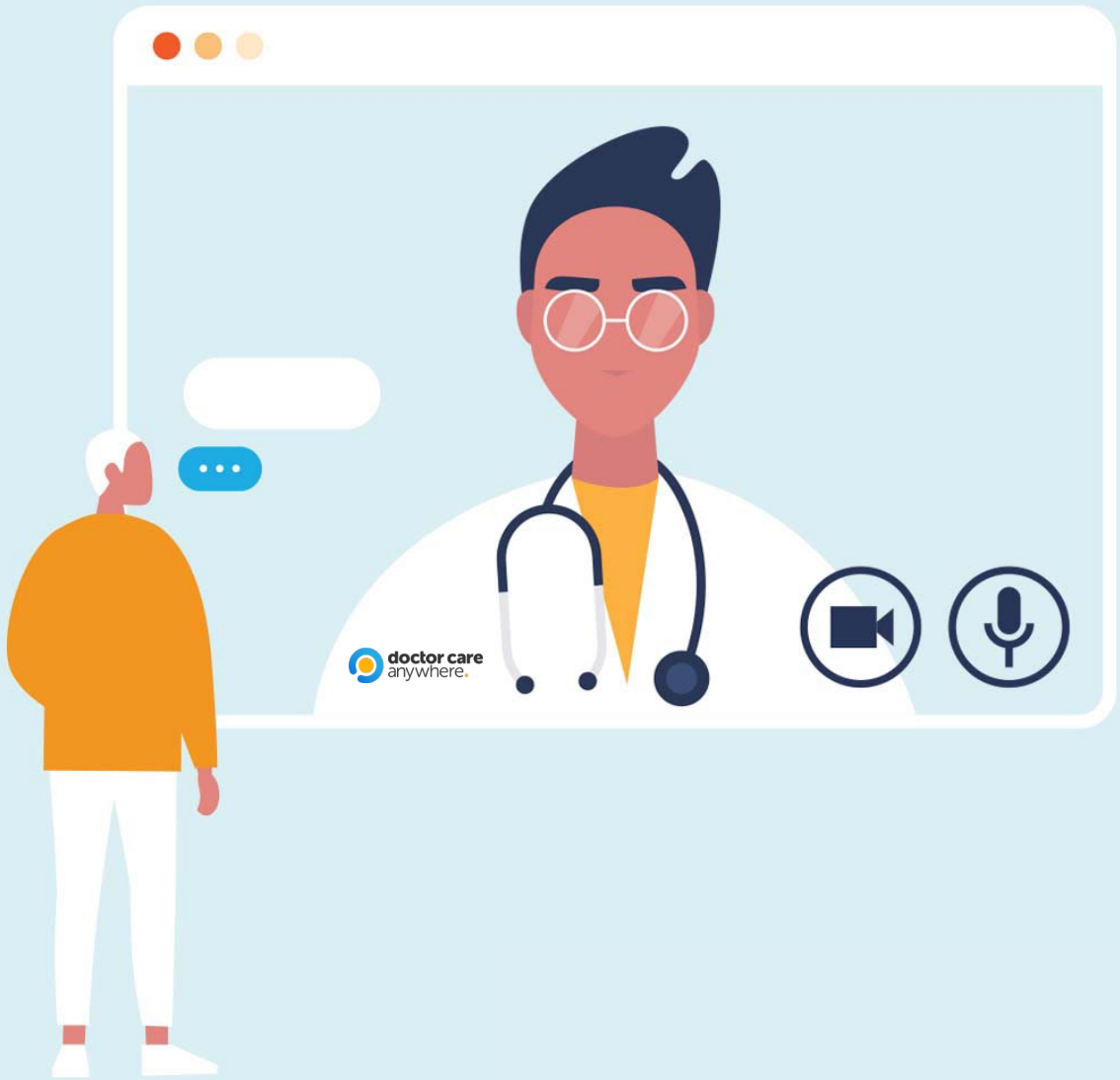
Doctor Care Anywhere

Investor Presentation: 4Q 2021

Transforming lives through better healthcare

27 January 2022

Dr Bayju Thakar, CEO & Dan Curran, CFO



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Strong end to 4Q, meeting revenue guidance and building momentum for 2022

Revenue
£7.9m in 4Q21



Up 35.9% on 3Q21

Consultations
143,300 in 4Q21



Up 22.7% on 3Q21

Activated Lives
675,000 at 4Q end



Up 11.9% on 3Q21

£7.9 million (AUS$14.6 million) unaudited revenue for 4Q 2021 2021
up 35.9% on 3Q 2021

£25.0 million (AUS$46.3 million) unaudited revenue for FY 2021, meeting guidance
up 115.7% on FY 2020

35.7% gross profit margin in 4Q 2021
up 5.4ppt on 3Q 2021

143,300 consultations delivered in 4Q 2021
up 22.7% on 3Q 2021

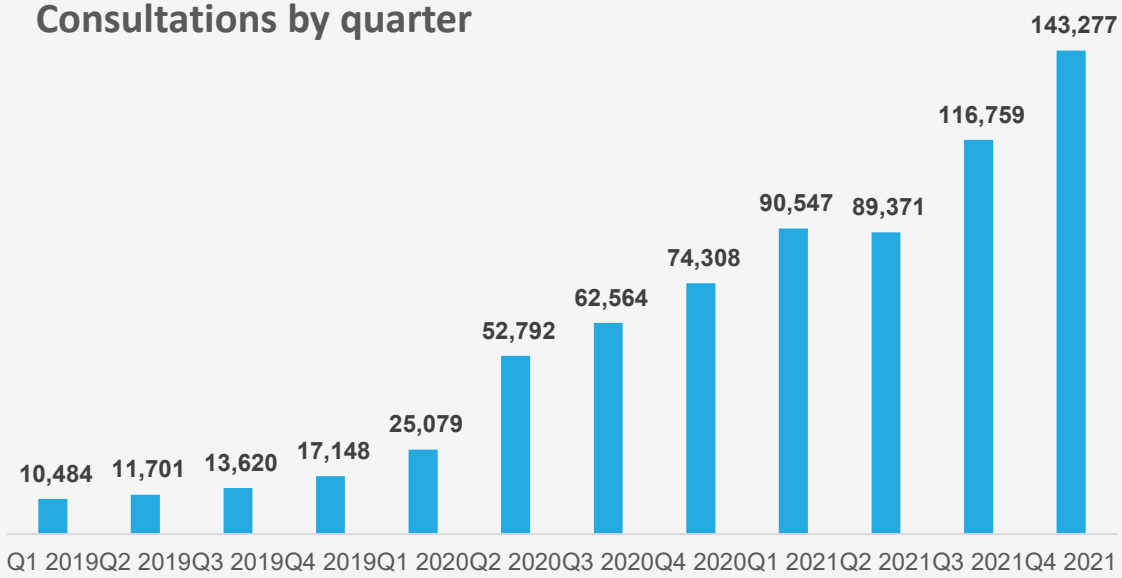
65% of 4Q 2021 consultations delivered to returning patients, 50,500 to new patients
New patient consults up 23.6% on 3Q 2021

6,500 diagnostic journeys completed in 4Q 2021
up 27.5% on 3Q 2021

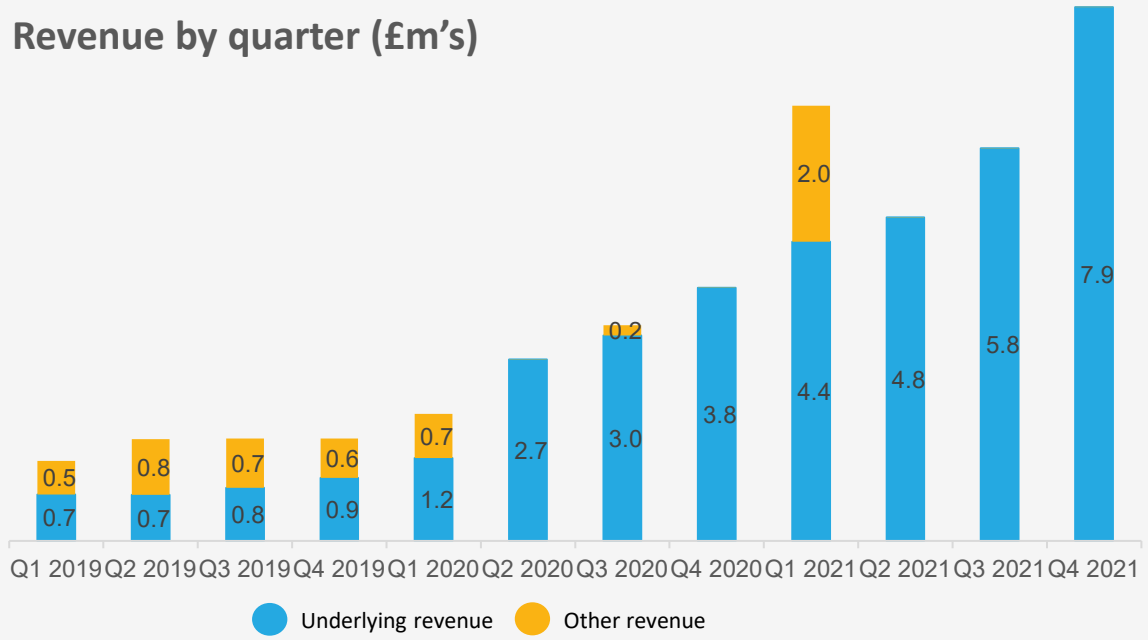
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We continue to grow across our key metrics

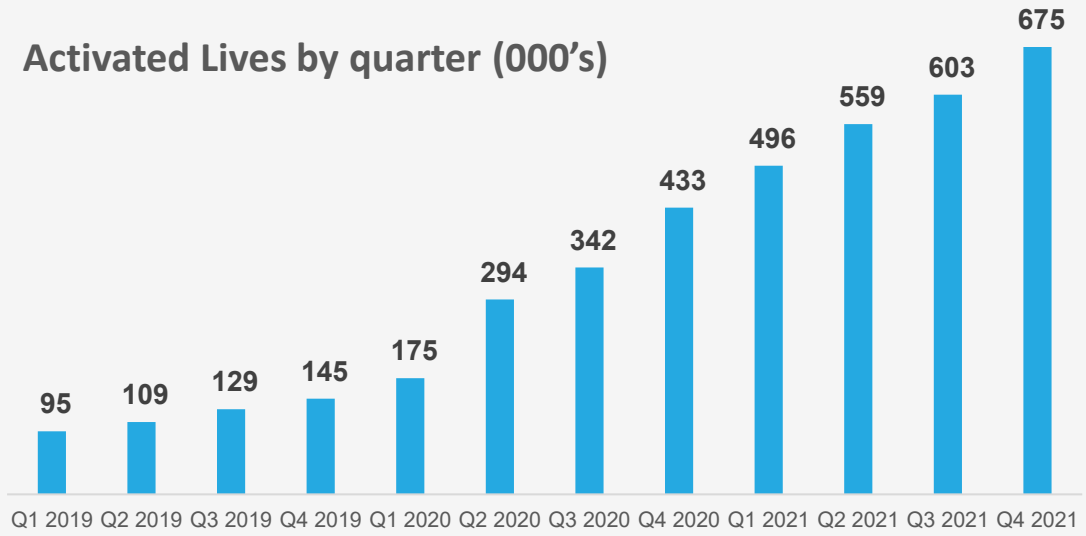
Consultations by quarter



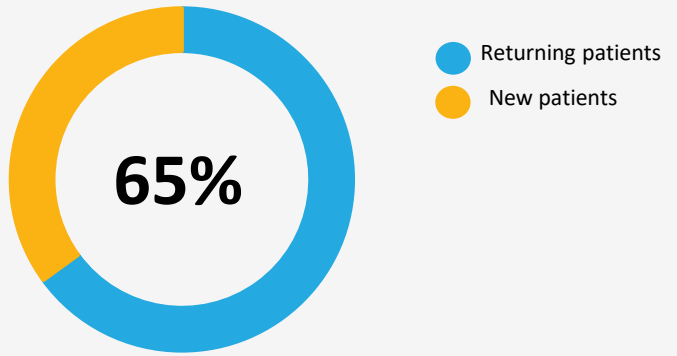
Revenue by quarter (£m's)



Activated Lives by quarter (000's)



Returning patient percentage 4Q 2021



We’re solving healthcare’s biggest problems: access, fragmentation, cost

doctor care anywhere.



Significant and growing wait times of 2-3 weeks in primary care and 12-18 weeks in secondary care common, even pre-COVID

Swift access to primary care or onward referral to secondary care. Reducing wait times

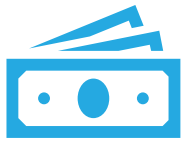
DOC PROOF POINT



Fragmented health journeys and lack of data integration frustrate patients and clinicians, deliver poorer outcomes and add to costs

Online to offline connected patient journeys. Transparent and joined-up healthcare improves outcomes and reduces costs

DOC PROOF POINT



Increasing costs for payors. Resulting from waiting times, increased chronicity of disease, ageing populations and lack of standardization of care

Improving claims savings by up to 25% for payors. Reducing unnecessary appointments and downstream costs of care

DOC PROOF POINT

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The market opportunity for Doctor Care Anywhere is enormous…

Global Market for Healthcare



US$10trn [1]

Telehealth Markets

Global



US$144.3bn [2]

Europe



US$10.6bn [3]

Australia



US$976m [4]

Global telehealth market growth



CAGR 32.8%, 2021-28 [5]

With significant demand in the UK alone…

9m
People in the UK have private medical insurance

1 in 5
Patients in the UK paid for private care in 2021

6m
Patients on waiting list for care in the UK

And we are uniquely placed…

2
Listed entities operating in the European telehealth market

1
Largest, private provider of telehealth consultations in the UK

To continue driving our future growth…



2.4m
Eligible lives



1m
Illustrative activations



2x
Avg. consults per year

£

£110m
Revenue just from existing book

1. Deloitte, 2019; 2. Fortune Business Insights, 2020; 3. Mordor Intelligence 2021, 4. Statista, 2021, 5. Fortune Business Insights, 2020

Our competitive advantage

Business model

- Joining up the whole patient pathway; online to offline
- Proprietary algorithms that optimise the care pathway
- A proven value proposition for our partners



Long-term partners

- Biggest market players
- Long switching time
- Significant investment
- Delivering long-term partnerships
- Supported by brand association



Integration

- Integrated systems
- Automated data flows
- Driving efficiency
- Supporting structured ways of working



Patient Satisfaction

- 80+ NPS scores
- 65% returning patients in 3Q and 4Q
- 95% renewals



Operating Model: new capability that will allow us to scale more profitably

Health Navigator

Allocating patient need to the most effective resource to deliver benefits to patients, clinicians and payors

QuickConsult	Virtual GP	Mixed Clinical Workforce	In-Person GP
For the treatment of simple health conditions without the need to speak to a health professional	15- or 20-minute timeslots based on the patient's health concern, with ability for specialist referral	Appointments with Advanced Nurse Practitioners, expanding our workforce	The first national integration of virtual and in-person GP services via one digital platform







Better utilisation of broader workforce to deliver cost-effective healthcare at scale

We are well positioned for the future

1. We have proven we can solve the big structural problems in healthcare 
2. We have the use cases to drive exciting growth over the next 3-5 years 
3. Our online to offline strategy is the future of health service delivery 
4. Our margin improvement is set to continue 

Questions?

Appendices

Transforming lives through
better healthcare

Operating and Financial metrics

				Variance			Variance	
	4Q 2021	YTD 2021	3Q 2021	Q on Q	3Q 2021 %	4Q 2020	PCP	4Q 2020 %
Revenue (£ in millions)	7.9	25.0	5.8	2.1	35.9%	3.8	4.1	107.7%
Gross profit margin (%)	35.7%	41.6%	30.3%	5.4 ppt		46.8%	(11.1) ppt	
Contribution margin (%)	17.4%	20.0%	3.1%	14.6 ppt		22.7%	(5.3) ppt	
Underlying revenue (£ in millions)	7.9	23.0	5.8	2.1	35.9%	3.8	4.1	107.7%
Underlying gross profit (£ in millions)	2.8	8.4	1.8	1.0	61.1%	1.8	1.0	58.5%
Underlying contribution (£ in millions)	1.4	3.0	0.2	1.2	726.5%	0.9	0.5	59.7%
Underlying gross profit margin (%)	35.7%	36.6%	30.3%	5.4 ppt		46.8%	(11.1) ppt	
Underlying contribution margin (%)	17.4%	13.0%	3.0%	14.6 ppt		22.7%	(5.3) ppt	
Utilisation – eligible lives at period end (in 000s)	2,299.3	2,299.3	2,216.5	82.8	3.7%	2,040.8	258.5	12.7%
Subscription – eligible lives at period end (in 000s)	140.4	140.4	165.6	(25.2)	(15.2%)	181.0	(40.6)	(22.4%)
Eligible lives at period end (in 000s)	**2,439.7**	**2,439.7**	**2,382.1**	**57.6**	**2.4%**	**2,221.8**	**217.9**	**9.8%**
Utilisation – activated lives at period end (in 000s)	621.9	621.9	554.5	67.4	12.2%	385.1	236.8	61.5%
Subscription – activated lives at period end (in 000s)	53.1	53.1	48.7	4.4	9.1%	47.4	5.7	12.0%

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Operating and Financial metrics

	4Q 2021	YTD 2021	3Q 2021	Variance Q on Q	Variance 3Q 2021 %	4Q 2020	Variance PCP	Variance 4Q 2020 %
Activated lives at period end (in 000s)	**675.0**	**675.0**	**603.2**	**71.8**	**11.9%**	**432.5**	**242.5**	**56.1%**
Utilisation - activation % (at period end)	27.0%	27.0%	25.0%	2.0 ppt		18.9%	8.1 ppt	
Subscription – activation % (at period end)	37.8%	37.8%	29.4%	8.6 ppt		26.2%	11.6 ppt	
Activation % (at period end)	**27.7%**	**27.7%**	**25.3%**	**2.4 ppt**		**19.5%**	**8.2 ppt**	
Utilisation – average activated lives (in 000s)	616.5	518.0	536.0	80.5	15.0%	350.4	266.1	75.9%
Subscription – average activated lives (in 000s)	51.5	47.9	47.5	4.0	8.4%	46.8	4.7	10.0%
Average activated lives (in 000s)	**668.0**	**565.9**	**583.5**	**84.5**	**14.5%**	**397.2**	**270.8**	**68.2%**
Utilisation – consultations (in 000s)	123.6	398.9	106.6	17.0	15.9%	67.7	55.9	82.4%
Subscription – consultations (in 000s)	8.3	26.3	6.7	2.0	23.1%	6.6	1.7	26.3%
Other – consultations (in 000s)	11.4	14.7	3.4	8.0	234.7%	-	11.3	
Consultations (in 000s)	**143.3**	**440.0**	**116.8**	**26.5**	**22.7%**	**74.3**	**68.9**	**92.8%**
Utilisation – annualised utilisation (%)	80.2%	102.7%	79.6%	0.6ppt		77.3%	2.9%	3.7%
Subscription – annualised utilisation (%)	64.4%	73.2%	56.7%	7.7 ppt		56.1%	8.3%	14.8%
Annualised utilisation (%)	**79.0%**	**75.1%**	**77.7%**	**1.3 ppt**		**74.8%**	**4.1%**	**5.5%**

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End

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