Making healthcare better.

doctor care anywhere.



Dr Bayju Thakar, CEO & Dan Curran, CFO

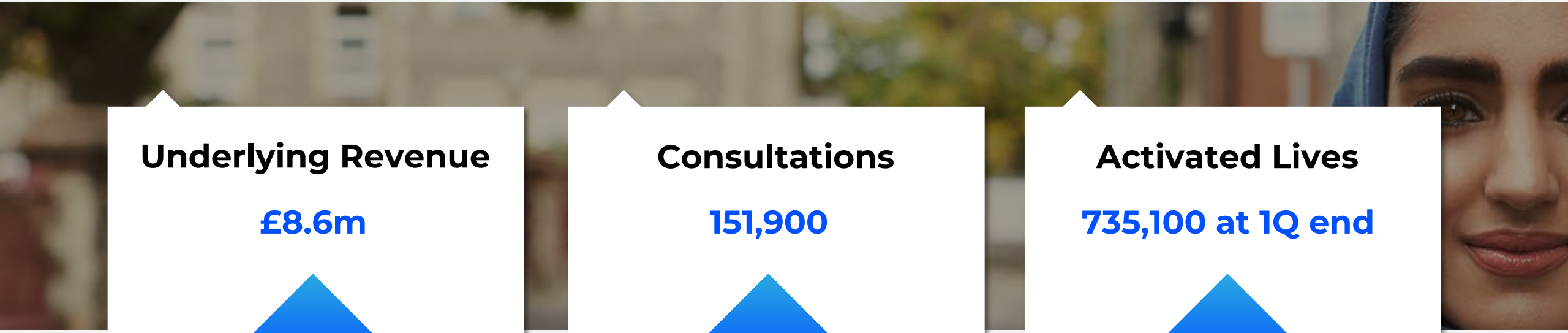
Investor Presentation: 1Q 2022

21 April 2022

doctorcareanywhere.com

Revenue growth continues

On track to meet guidance



Underlying Revenue

£8.6m

Up 95% on 1Q21

Consultations

151,900

Up 68% on 1Q21

Activated Lives

735,100 at 1Q end

Up 48% on 1Q21

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Positive start to 2022

1Q22 underlying revenue of £8.6m, up 95% on pcp

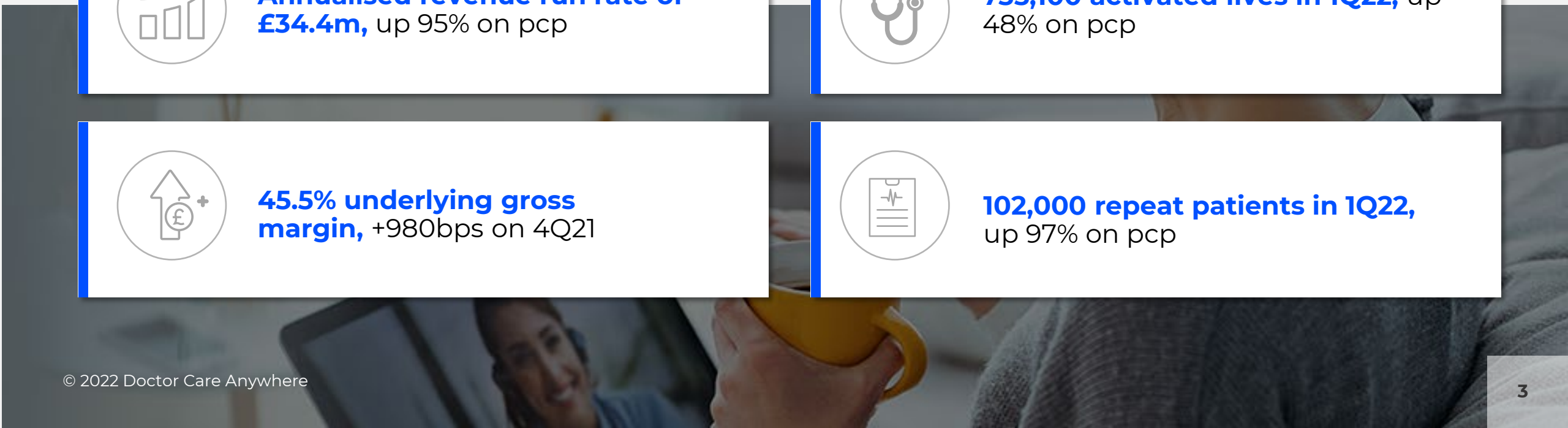
151,900 consultations delivered in 1Q 2022, up 68% on pcp

Annualised revenue run rate of £34.4m, up 95% on pcp

735,100 activated lives in 1Q22, up 48% on pcp

45.5% underlying gross margin, +980bps on 4Q21

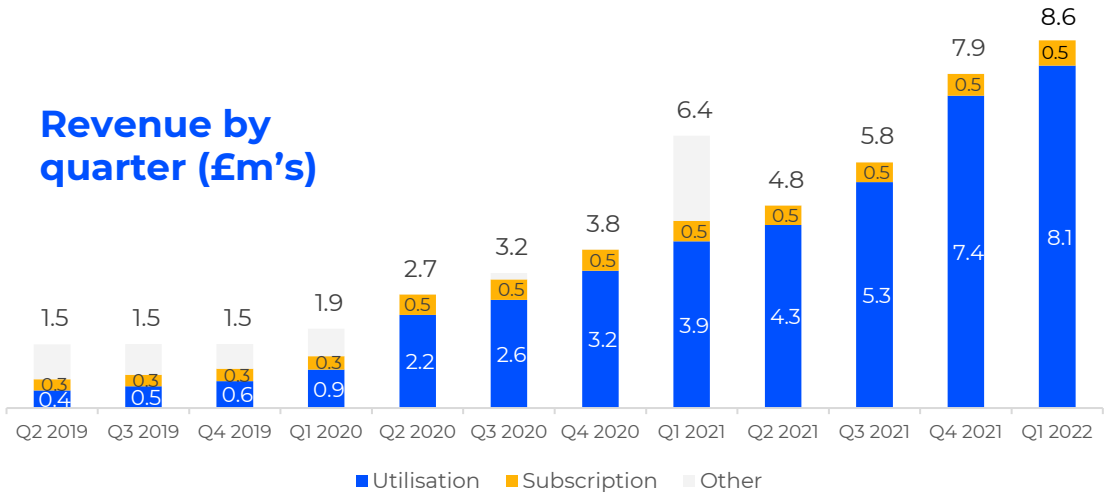
102,000 repeat patients in 1Q22, up 97% on pcp



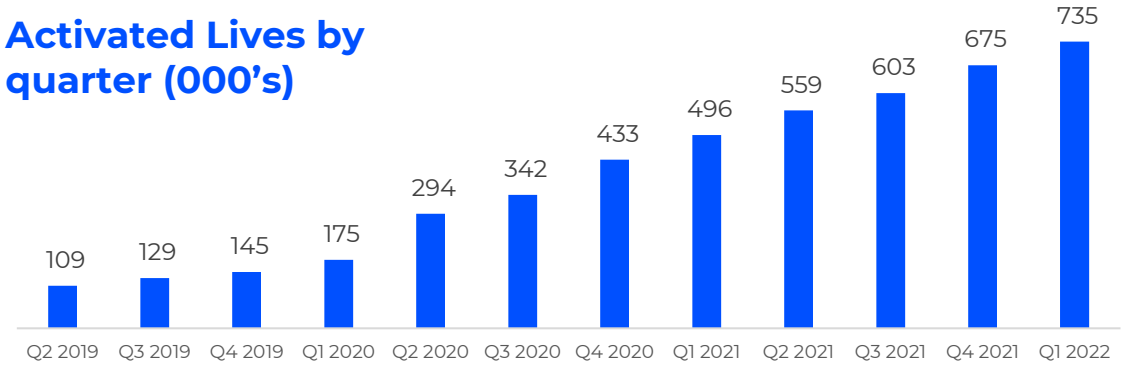
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We continue to grow across our key metrics

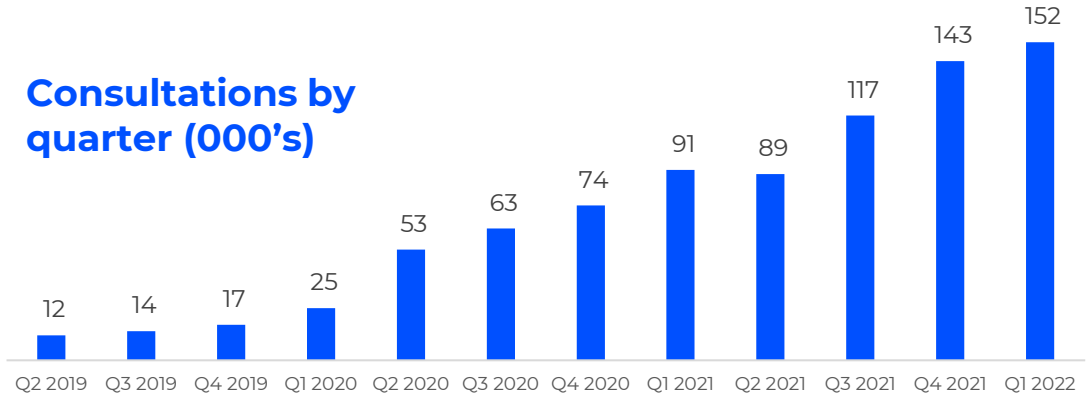
Revenue by quarter (£m's)



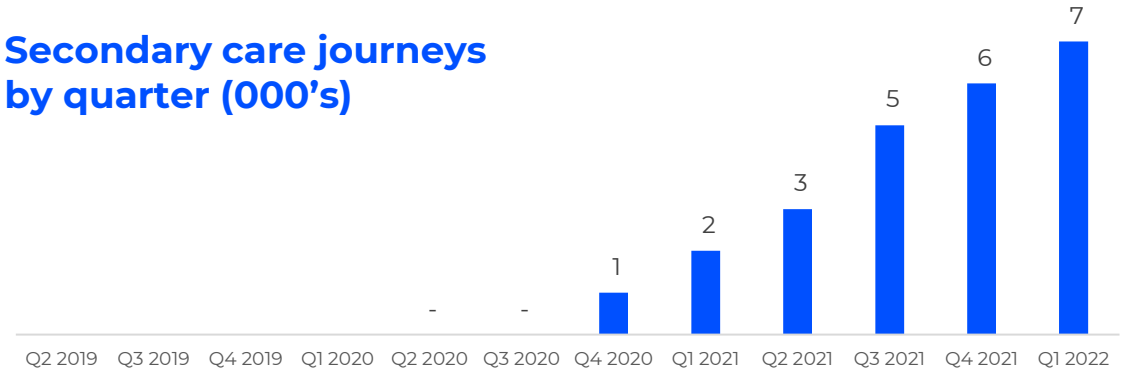
Activated Lives by quarter (000's)



Consultations by quarter (000's)



Secondary care journeys by quarter (000's)



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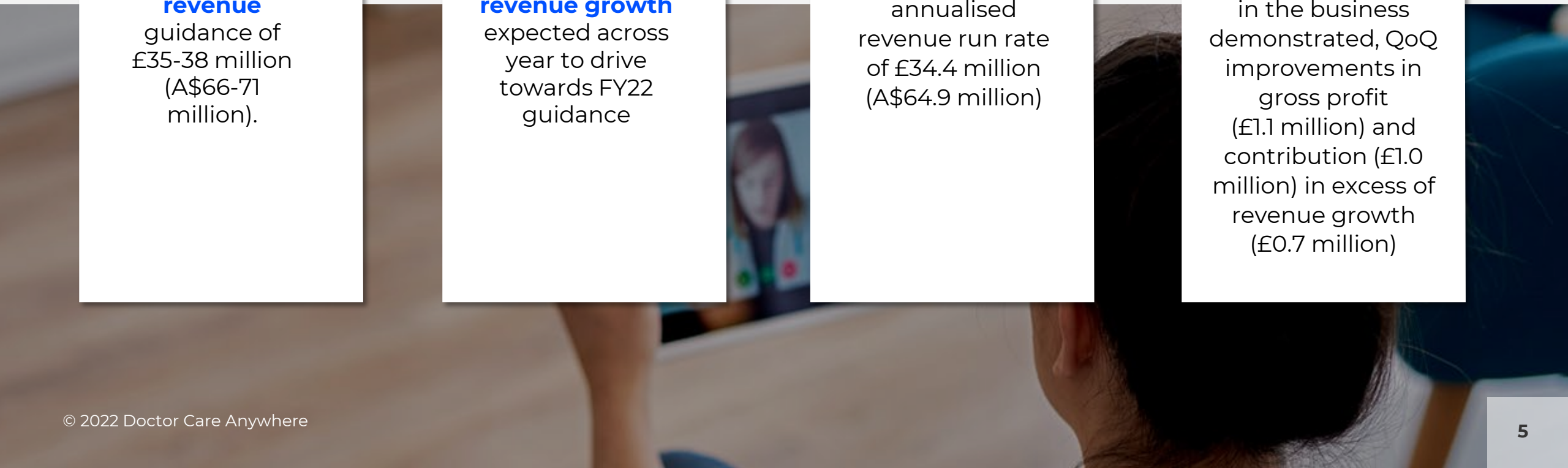
Fully funded and on track to achieve EBITDA profitability by 1H FY23 end

On track to achieve FY22 revenue guidance of £35-38 million (A$66-71 million).

Continued consultation and revenue growth expected across year to drive towards FY22 guidance

Strong visibility with Q1 annualised revenue run rate of £34.4 million (A$64.9 million)

Improving operating leverage in the business demonstrated, QoQ improvements in gross profit (£1.1 million) and contribution (£1.0 million) in excess of revenue growth (£0.7 million)



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The market opportunity for Doctor Care Anywhere is enormous

Global Market for Healthcare

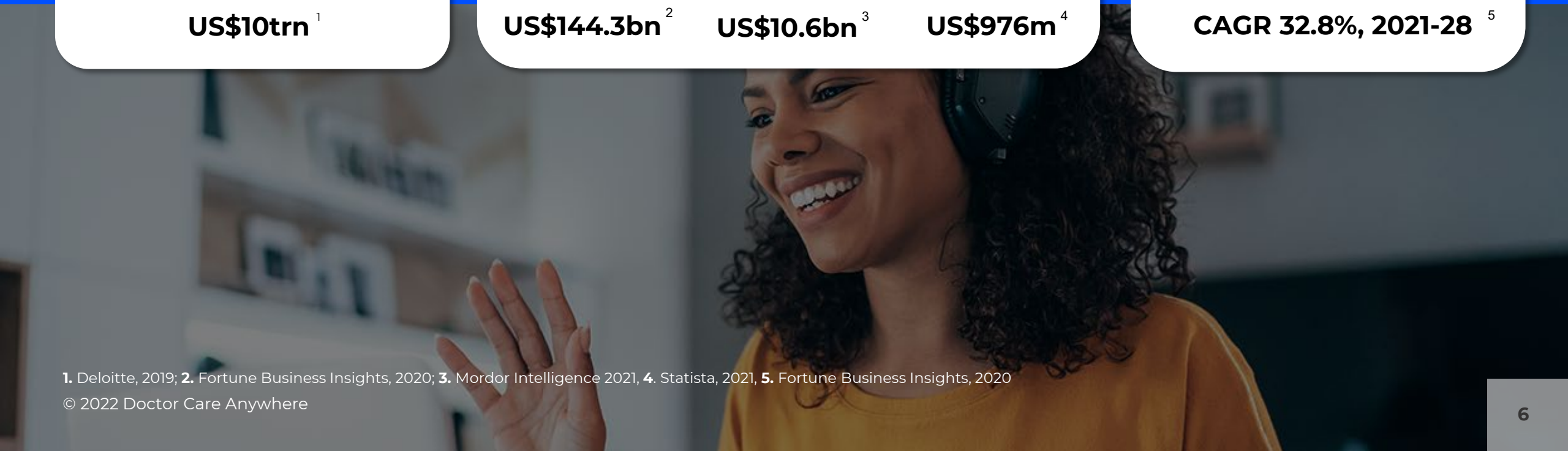
US$10trn [1]

Telehealth Markets

Global	Europe	Australia
US$144.3bn [2]	**US$10.6bn** [3]	**US$976m** [4]

Global telehealth market growth

CAGR 32.8%, 2021-28 [5]



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

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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

2
Listed entities operating in the European telehealth market

DOC
Largest, private provider of telehealth consultations in the UK



Significant growth potential across existing book

Eligible Lives at 1Q22 end
2.6m

If Activated Lives reached
1m

and every Activated Life had
2x
consultations a year

annual revenue would be
>£100m

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What makes us different

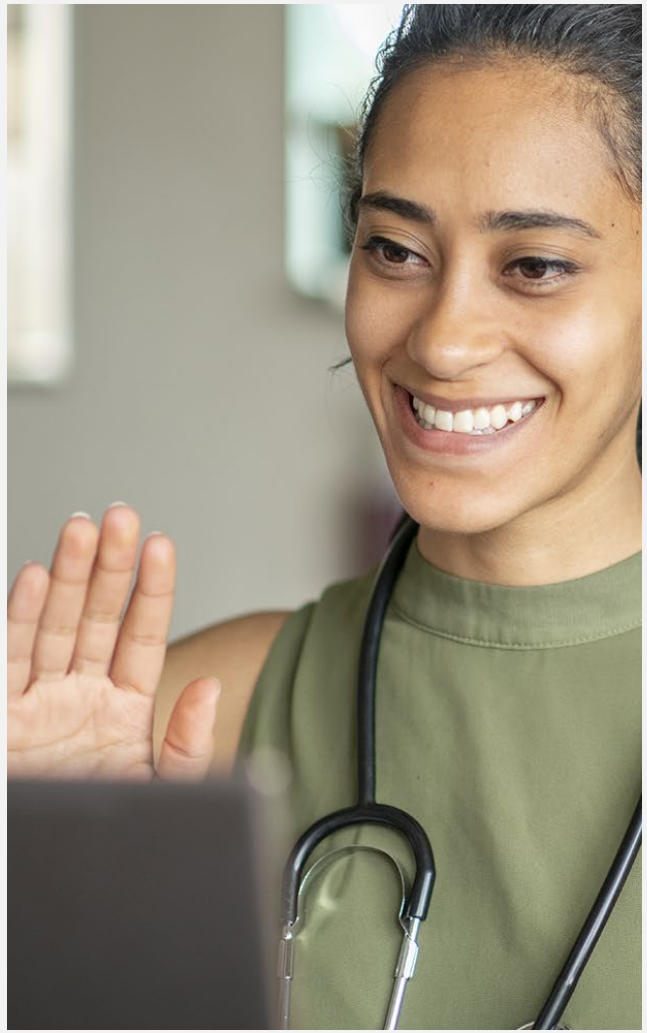
Joined-up online to offline care

Integrated care pathways, joining up journeys across:

- Virtual to in-person
- Primary to secondary care

BENEFITS

- **Faster patient journeys**
- **Better patient outcomes**
- **Higher levels of patient satisfaction**
- **Less waste, saving money for health systems**



Unique operating model

Technology-driven triage into consultations with a mixed clinical workforce, consulting in variable timeslots across different modalities, depending on patient need

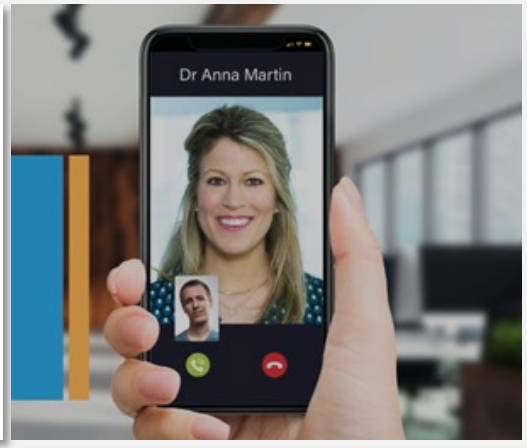
BENEFITS

Drives ability to scale profitably, through overcoming supply / demand mismatch in health systems, through optimising allocation of clinical resource to patient need

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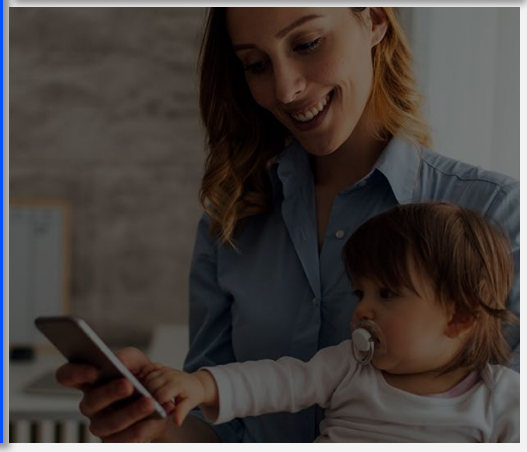
We are well positioned for the future

We have proven we can **solve the big structural problems in healthcare**

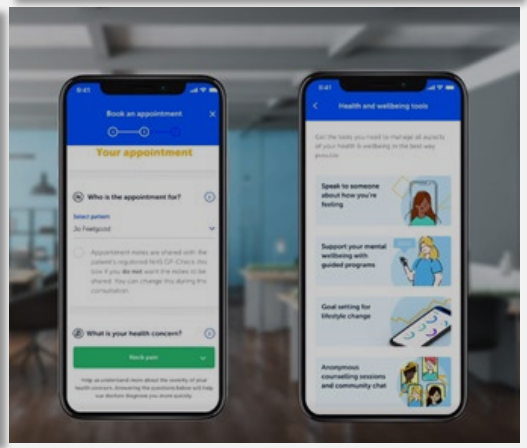


Our **online to offline strategy and new operating model** is the future of health service delivery





We have the use cases to **drive exciting growth** over the next 3-5 years



Our **margin improvement** demonstrated in Q1 is set to continue

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Questions?



Appendices

Transforming lives through better healthcare

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Operating and Financial metrics

			Variance			Variance	
	1Q 2022	4Q 2021	Q on Q	4Q 2021 %	1Q 2021	PCP	1Q 2021 %
Revenue (£ in millions)	8.6	7.9	0.7	9%	6.4	2.2	34%
Gross profit margin (%)	45.5%	35.7%	980bps		60.7%	(1,520bps)	
Contribution margin (%)	27.8%	17.4%	1,040bps		44.6%	(1,680bps)	
Underlying revenue (£ in millions)	8.6	7.9	0.7	9%	4.4	4.2	95%
Underlying gross profit (£ in millions)	3.9	2.8	1.1	39%	1.9	2.0	105%
Underlying contribution (£ in millions)	2.4	1.4	1.0	71%	0.9	1.5	167%
Underlying gross profit margin (%)	45.5%	35.7%	980bps		43.2%	230bps	
Underlying contribution margin (%)	27.8%	17.4%	1,040bps		20.0%	780bps	
Utilisation – eligible lives at period end (in 000s)	2,395.3	2,299.3	96.0	4.2%	2,192.7	202.6	9.2%
Subscription – eligible lives at period end (in 000s)	172.5	140.4	32.1	22.9%	185.0	(12.5)	(6.8%)
Eligible lives at period end (in 000s)	**2,567.8**	**2,439.7**	**128.1**	**5%**	**2,377.7**	**190.1**	**8%**
Utilisation – activated lives at period end (in 000s)	680.2	621.9	58.3	9%	449.8	230.4	51%
Subscription – activated lives at period end (in 000s)	54.9	53.1	1.8	3%	46.2	8.7	19%

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Operating and Financial metrics

			Variance			Variance	
	1Q 2022	4Q 2021	Q on Q	4Q 2021 %	1Q 2021	PCP	1Q 2021 %
Activated lives at period end (in 000s)	**735.1**	**675.0**	**60.1**	**9%**	**496.0**	**239.1**	**48%**
Utilisation - activation % (at period end)	28.4%	27.0%	140bps		20.5%	790bps	
Subscription – activation % (at period end)	31.8%	37.8%	(600bps)		24.9%	690bps	
Activation % (at period end)	**28.6%**	**27.7%**	**90bps**		**20.9%**	**770bps**	
Utilisation – average activated lives (in 000s)	664.8	616.5	48.3	8%	427.0	237.8	56%
Subscription – average activated lives (in 000s)	54.2	51.5	2.7	5%	45.9	8.3	18%
Average activated lives (in 000s)	**719.0**	**668.0**	**51.0**	**8%**	**472.9**	**246.1**	**52%**
Utilisation – consultations (in 000s)	136.4	123.6	12.8	10%	84.2	52.2	62%
Subscription – consultations (in 000s)	8.1	8.3	(0.2)	(2%)	6.4	1.7	27%
Other – consultations (in 000s)	7.4	11.4	(4.0)	(4%)	-	7.4	-
Consultations (in 000s)	**151.9**	**143.3**	**8.6**	**6%**	**90.6**	**61.3**	**68%**
Utilisation – annualised utilisation (%)	82.0%	80.2%	180bps		78.8%	320bps	
Subscription – annualised utilisation (%)	60.1%	64.4%	(430bps)		55.6%	450bps	
Annualised utilisation (%)	**80.4%**	**79.0%**	**140bps**		**76.6%**	**380bps**	

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