19 November 2024

Bell Potter Healthcare Conference 2024 - Presentation

Doctor Care Anywhere Group PLC (ASX:DOC, "Doctor Care Anywhere" or "the Company") announces that its Chief Executive Officer Ben Kent will be presenting virtually at the Bell Potter Healthcare conference 2024 on Tuesday 19 November at 17.00 (AEDT).

A copy of the presentation is attached.

This ASX announcement has been authorised for release by the Board of Directors.

About Doctor Care Anywhere:

Doctor Care Anywhere Group PLC is one of the UK's largest private providers of telehealth services. The Company works with insurers, healthcare providers and corporate customers to connect patients to a range of digitally enabled telehealth services on its proprietary platform. It is committed to delivering the best possible patient experience and clinical care through digitally enabled, joined up, evidence-based pathways.

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Bell Potter Healthcare Conference

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Introduction to DCA

Doctor Care Anywhere (DCA) Group PLC is one of the UK's largest private providers of telehealth services. We offer private virtual General Practitioner (GP) and Advanced Clinical Practitioner (ACP) appointments, 24 hours a day, 365 days a year via video and phone.

- DCA is a UK-based digital health company that is committed to delivering high-quality, effective and efficient care to its patients, whilst reducing the overall cost of providing clinical services.
- DCA works with health insurers, healthcare providers and corporate customers to connect patients to a range of digitally enabled telehealth services on its proprietary platform.
- DCA was founded in 2013. DCA has a strategic relationship with AXA Health to offer virtual GP services to AXA's customers under the AXA Doctor at Hand brand.

£21.8M
Revenue in H1 2024

1.1m
Activated lives

389k
Consultations in H1 2024

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DCA is a digital health business

Digital health is growing fast and will help to solve health system challenges

- Rapid growth in adoption of digital health solutions
  - Accelerated by Covid-19 pandemic
  - Advances in technology including AI

- Digital health has big potential benefits
  - increased efficiency, more joined-up care, a better patient journey
  - helping to solve health system challenges

- UK digital health sector is forecast to grow at 7-8% pa[1]
- The UK health insurance sector, a key source of demand for our services, is also forecast to grow strongly

(1) Source: Statista Market Insights

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DCA is transforming at pace

DCA has the expertise and the ambition to be the UK market leader in digitally enabled primary care

2023	Launched new operating model - mixed clinical workforce Delivered financial turnaround
2024	Expanded our customer base Developing new proposition and revenue model Further workforce restructure Initiating operational transformation Targeting underlying cash neutral in H2
Future	UK market leader in digitally enabled primary care

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UK Health system: the challenge

Darzi investigation: “The NHS is in serious trouble”

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NHS under pressure

“NHS has faced **rising demand for healthcare** from a society in distress”

“Surge in multiple long-term conditions and in mental health needs”

Primary care: “People are struggling to see their GP”

“**Waiting lists** for community services and mental health **have surged**”

“Waiting times for hospital procedures have ballooned”

“Covid-19 pandemic: **The NHS delayed, cancelled or postponed far more routine care** than any comparable health system”

Source: Lord Ara Darzi’s Independent Investigation of the NHS in England, September 2024

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Employee sickness absence is rising and costs employers £££

DCA's new propositions aim to address employers' unmet need

Corporate Health and Wellbeing	Provides significant opportunities for DCA
• Only 25% of employers offer health cover [1]	Significant headroom for growth
• Long term sickness absence has risen to nearly 8 days per year per employee [1]	We will **focus on the corporate market**, where there is unmet need and lower customer acquisition cost
• Cost to the employer: £1,000 per employee per year	We will develop **whole of workforce** propositions that focus on the major causes of lost productivity

(1) Source: Chartered Institute of Personnel and Development (CIPD), which defines Long-term sickness absence as 4 weeks or more

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Our service

DCA delivers high quality digital health services

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My Health
Health & wellbeing toolkit

Patient
Comes to DCA for a healthcare need

Health Navigator (Medical Device)
Assigns patient to most appropriate treatment pathway

Virtual GP
Consultation by GPs

Virtual ACP
Consultation by Advanced Clinical Practitioners

Secure medical record

Open referral

- **Diagnostic tests**
  In partnership with Medichecks
- **MRI, CT, X-ray, & Ultrasound scans**
  In partnership with Scan.com
- **Mental health support**
  In partnership with HelloSelf
- **Medical letters**
  In partnership with Zoomdoc

Fast track referral to AXA Health network

AXA Health

E-Prescriptions
Medication delivery or pick-up

Reviews 799 • Great 4.2 VERIFIED COMPANY

High quality

NPS

Excellent patient experience

24

Always on 24/7/365

Pathway navigation in action

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DCA sells directly to companies and to distribution partners

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Delivering digital health services to their employees and members

Insurers

AXA Health
AON
alliance health group

Health providers

Nuffield Health

Employee engagement platforms

perkbox
TELUS Health
Benefex
pluxee
e-days

Direct relationships

Meta
UNIVERSAL MUSIC GROUP
MONUMENT
JTI
epassi MYHEALTH DISCOUNTS
ORACLE
AMG

Serving 1,500+ organisations

Google
ebay
gsk
Microsoft
mitie
JAGUAR
LAND ROVER
BRITISH AIRWAYS
Roche
BARCLAYS
AMERICAN EXPRESS

BMW
Shepherds Friendly

Coca-Cola
plusnet
Epping Forest District Council
The Park Academies Trust
ROYAL LANCASTER LONDON
FareShare Yorkshire

2024 focus: expand customer base and propositions

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Use digital health expertise and tight operational control to achieve underlying profitability and cash generation

Customers

AXA Health

Serve AXA with quality and value

Win new customers: focus on UK private sector, Corporate needs

Service

Enhance our consultation service

- Develop technology platform to enable flexible proposition to meet different customer needs
- Optimise workforce management and operations to increase margins and reduce costs

Develop new Corporate propositions

- Our product and clinical experts design digitally enabled care pathways
- We select the best health & technology partners
- Our technology experts connect the parts
- We curate a great patient experience that delivers quicker and better health outcomes

Profit

Financial goals

- Diversify DCA revenue model
- Build on underlying profitability & achieve cash generation

Optimising our workforce management and operations

DCA's more flexible clinical workforce drives higher gross margin

	Consultation mix (GP:ACP)	Gross Margin
Future	60:40	↗ 60%
H1 2024	80:20	55%
H2 2023	83:17	48%
H1 2023	100:0	44%

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New proposition #1: Improving access to mental health services

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Guiding the patient to the most appropriate treatments based on clinical assessment. Delivered by DCA and its curated digital health partners

Engage

Patient engages digitally with DCA

Triage

Patient completes assessment and is triaged by a mental health professional through digital channels

Navigate

1. Navigated straight through to treatment based on clinical assessment

2. DCA consultation to navigate to correct treatment

Treatment

- Self-help and digital tools
- Digitally guided counselling/digitally guided CBT
- Virtual, face-to-face therapy/counselling
- Specialist pathways e.g. psychiatry

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AI-driven healthcare pathways: supporting optimal patient care at every step

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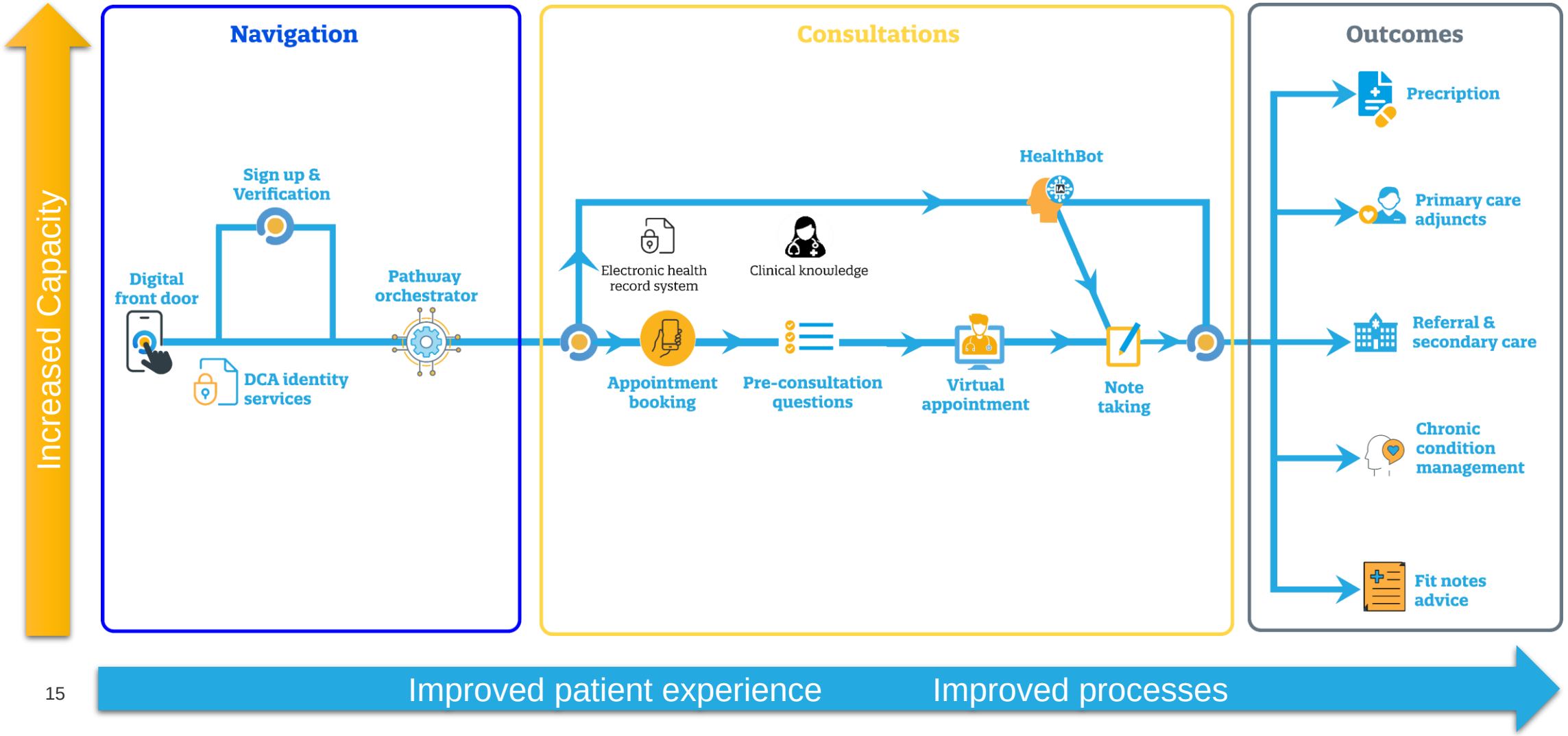
DCA will use AI for process automation, streamlined pathways, enhanced navigation



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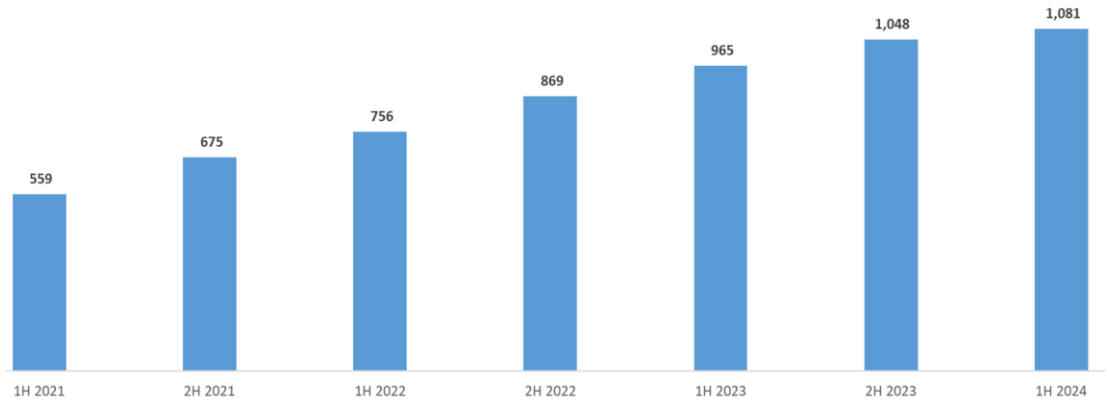
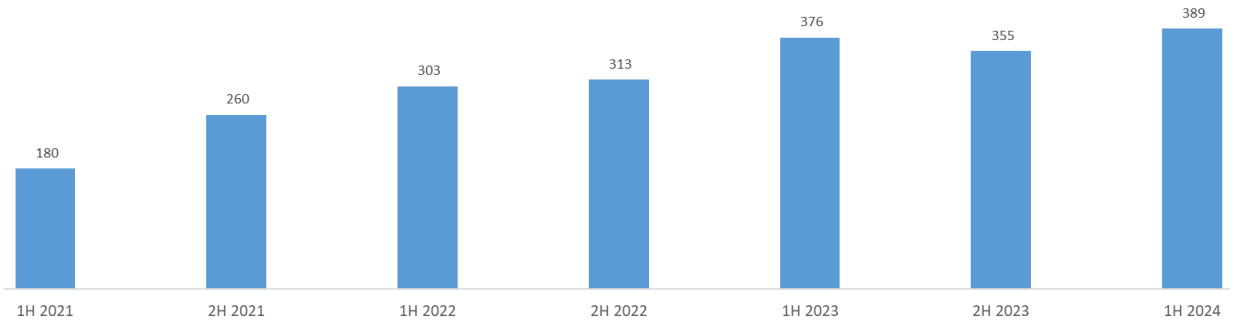
Focus on profitable growth

Strengthening financial performance

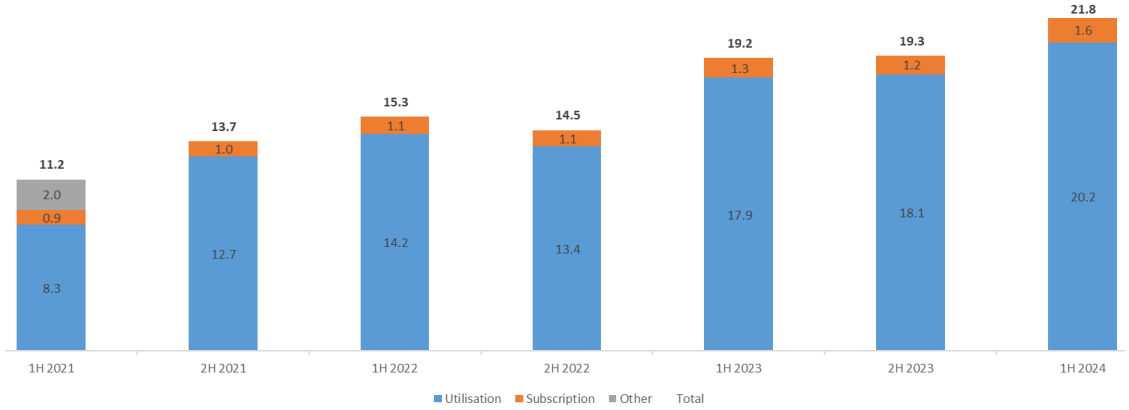
Growing into profitability



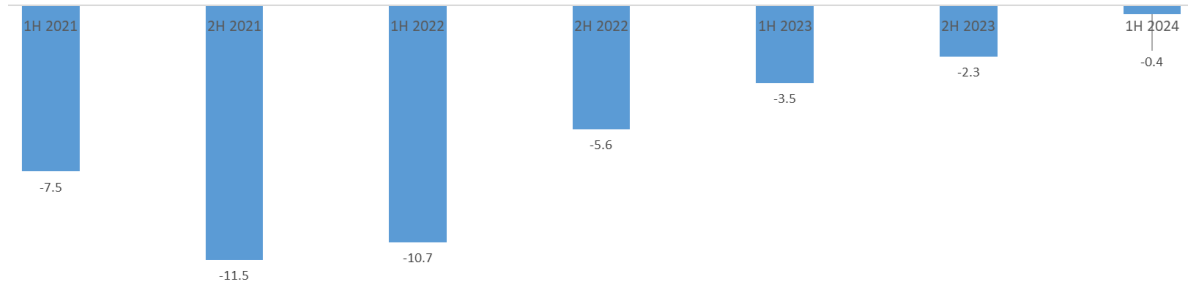
Activated Lives by half year ('000)



Consultations by half year ('000)



Revenue by half year (£m)



EBITDA by half year (£m)

Q3 24 key results

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Approaching cashflow breakeven

1.1m

Activated lives

+10% on Q3 23

+2% on Q2 24

162,600

Consultations

-10% on Q3 23

-14% on Q2 24

£(0.2)m

Underlying cash outflow

87% improvement on Q3 23

Breakeven in Q2 24

Market guidance

Gross margin	55-60% by end of 2024
Revenue growth H2 2024 vs H2 2023 (excluding AXA secondary care pathways)	0-5%
Underlying cashflow in H2	Neutral

DCA has the expertise and the ambition to be the UK market leader in digitally enabled primary care

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We have built the foundation for growth – now we will seize the opportunity

Medium term priorities

- Expand our services and customer base beyond VGP and AXA
- Diversify our revenue model
- Further margin improvement and cost base reduction
- Achieve profitability and cash generation

Financial goals

Medium term ambition (3-5 years)	• Revenue growth 10%+ • EBITDA margin 10-15%

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