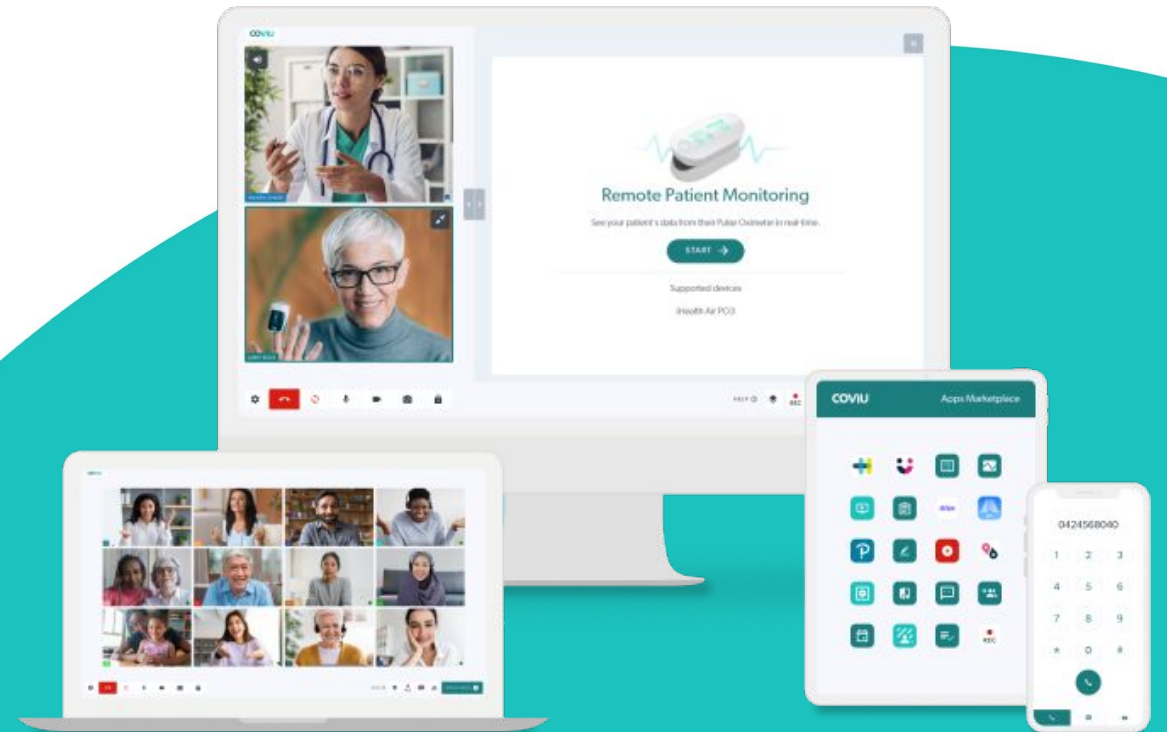


WINTER ROC 2022

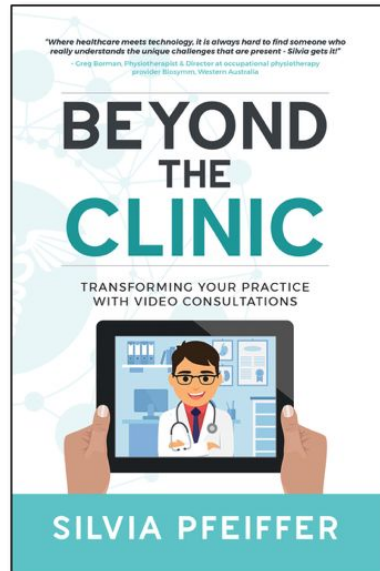
Unified Phone and Video Health

Dr. Silvia Pfeiffer
CEO CoviU Global Pty Ltd

COVIU Simple & Secure
Telehealth

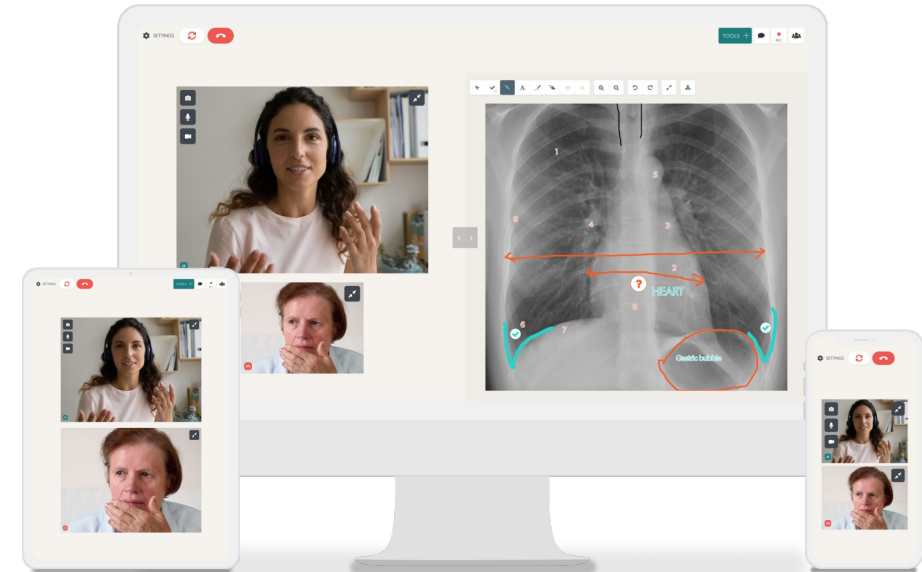


Introduction



PhD Computer Science

CSIRO Research Scientist
Coviu is 2nd Startup
Google, Mozilla, W3C



Coviu Video Telehealth

CSIRO Spinout in 2018
7.5+m video visits
HIPAA compliant

How does telehealth improve patient care?



Makes it easier for patients to attend appointments and benefit from their doctor's advice.

It means that people in rural or regional areas are able to access high-quality care that would have otherwise been beyond their reach without time-consuming, expensive travel.

It means Australians living with chronic conditions can attend regular appointments without exhausting their boss's patience, reducing no-shows and maintaining continuity of care. It also means patients can choose the best provider for their needs, not simply the nearest.

Terminology

Since the pandemic, the following words have been used interchangeably:

- telehealth
- telemedicine
- virtual care

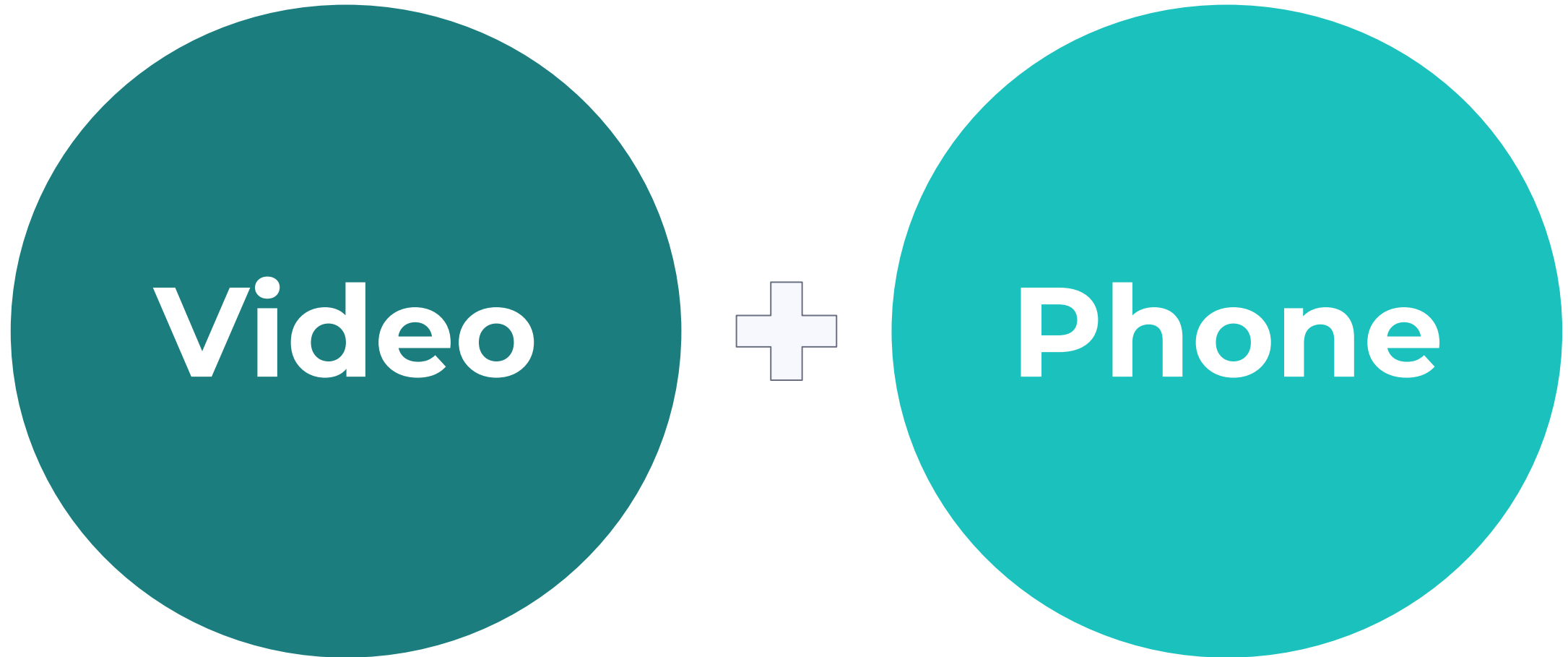
BTW: “mHealth” is redundant as all digital care now has to work on mobile

Traditional definition of “Telehealth”:

Telehealth is the **distribution of health-related services and information via electronic information and telecommunication technologies.**

so: anything technology-mediated in healthcare.

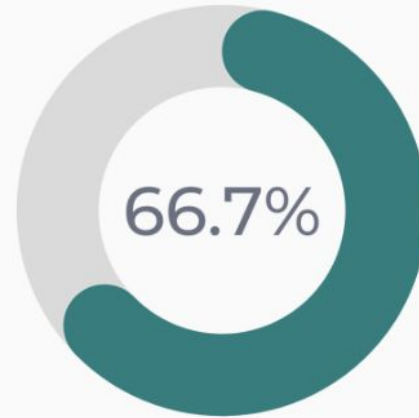
Integrated Virtual Care



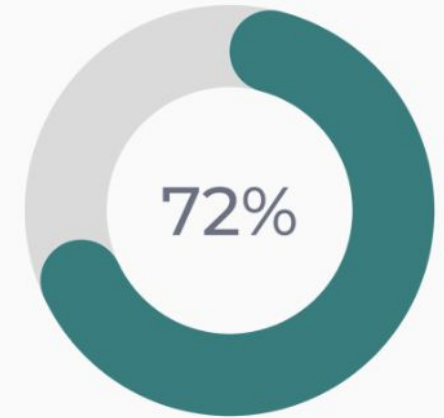
Australians want Video Consultations



Believe video telehealth saves time

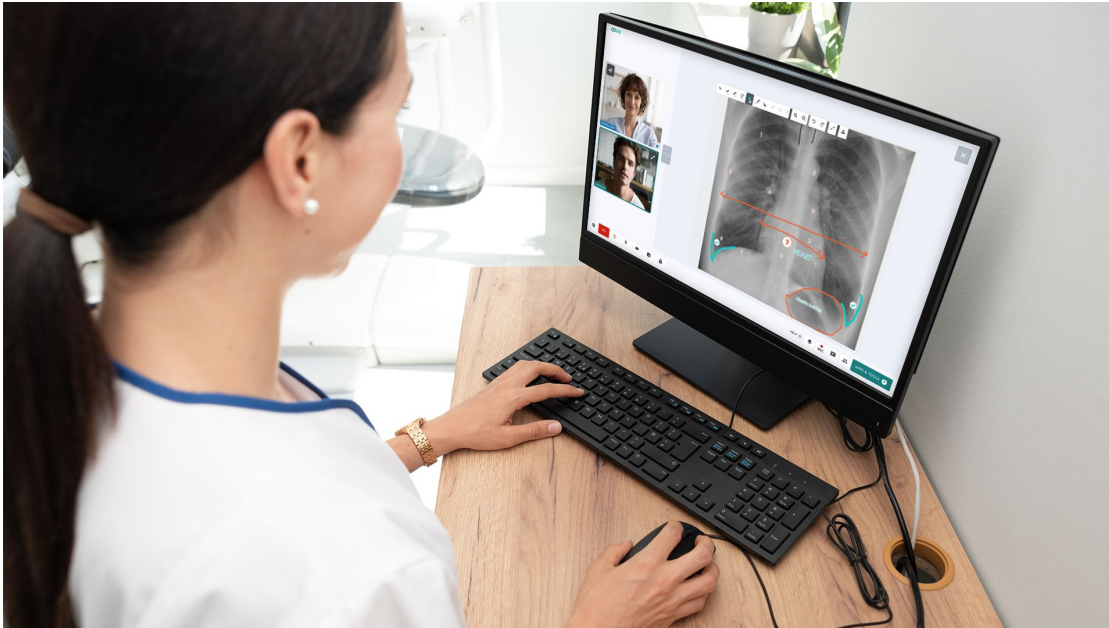


Believe video telehealth makes healthcare more accessible



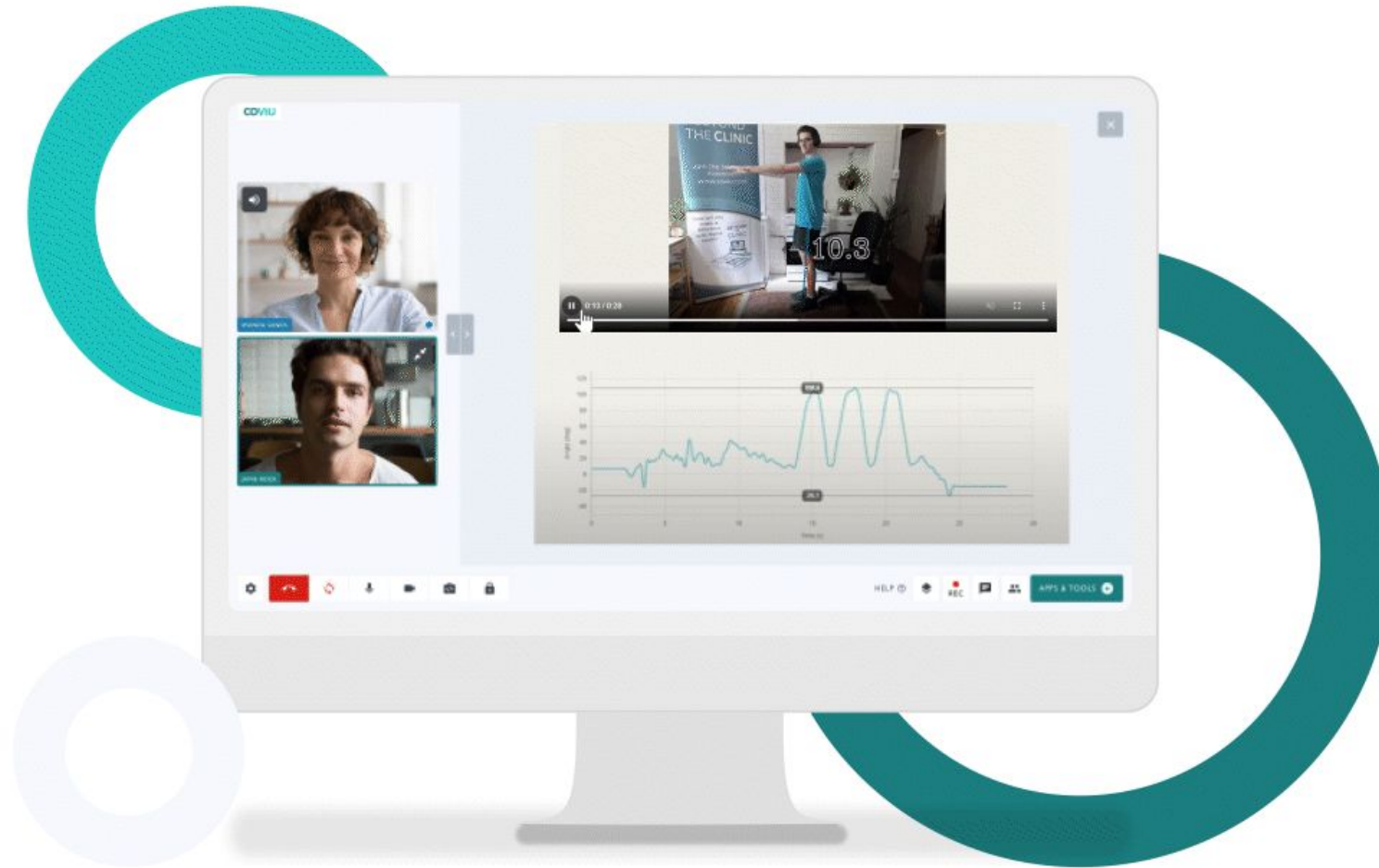
Believe video telehealth is comparable to in-person care

Video Consultations

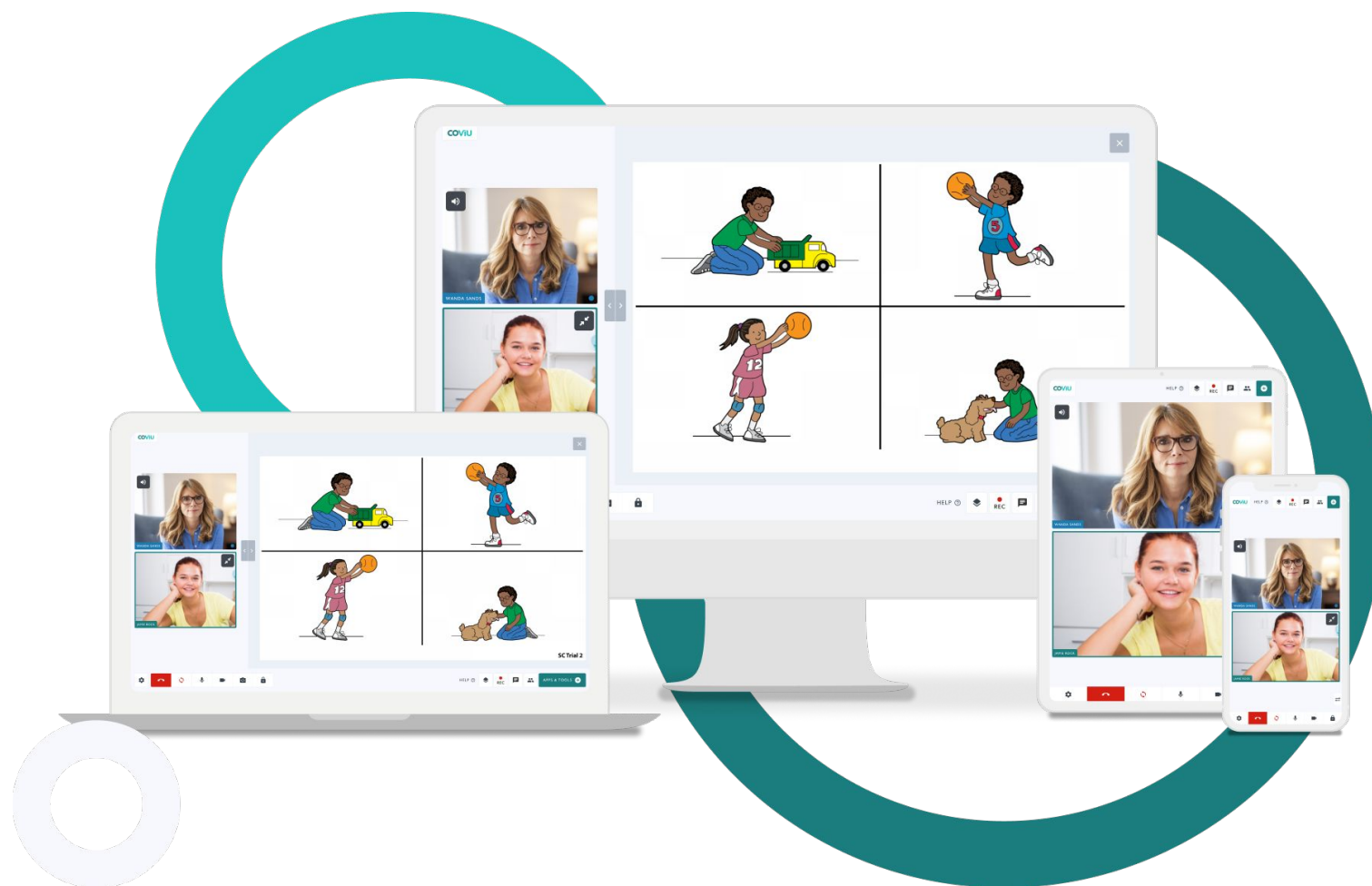


- Fewer medication errors
- Greater diagnostic accuracy
- Improved decision making
- Inclusion of family members and others
- Reduced travel times
- Multidisciplinary care
- Continuity of care
- Protection from illness
- Build better rapport
- Great for long consultations

AI Diagnostic Tools



Standardised Assessments



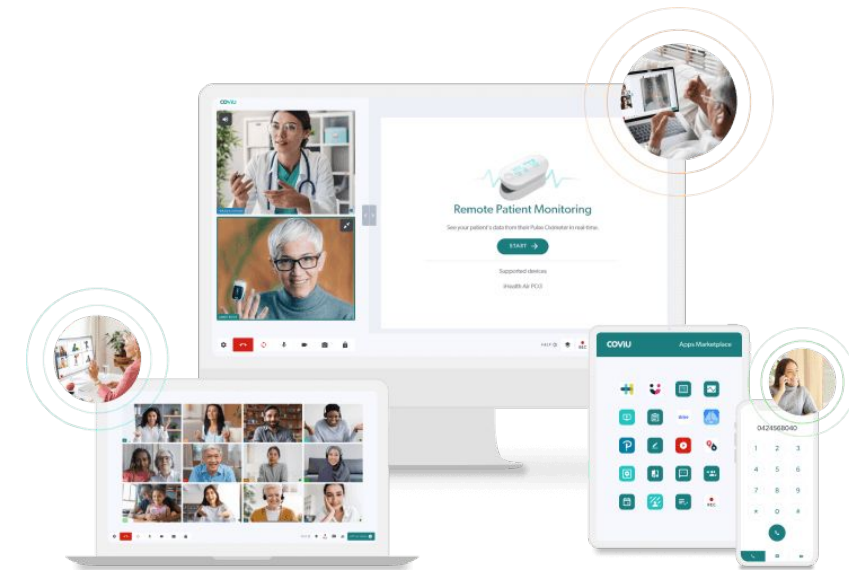
Phone Consultations



- Let your patients call you for appointments and allow your clinic staff to triage the calls even if they have to be remote
- Free up a reception line
- Reach patients who either don't have access (especially in rural areas) to or are resistant to using video telehealth
- Privacy and security - no need to use your personal phone for business communications
- Manage a call centre/hotline where multiple call centre operators can respond to incoming calls using the same line
- Lower overheads
- Reporting to APHRA

Advantages of an Integrated Platform

- Make clinic management easier for your practice
- Reporting, particularly for Medicare audits
- Sticking to Medicare rules
- Free up line with receptionist
- No need to buy a second phone for clinician
- Security and safety of clinicians with no patient access to their private number

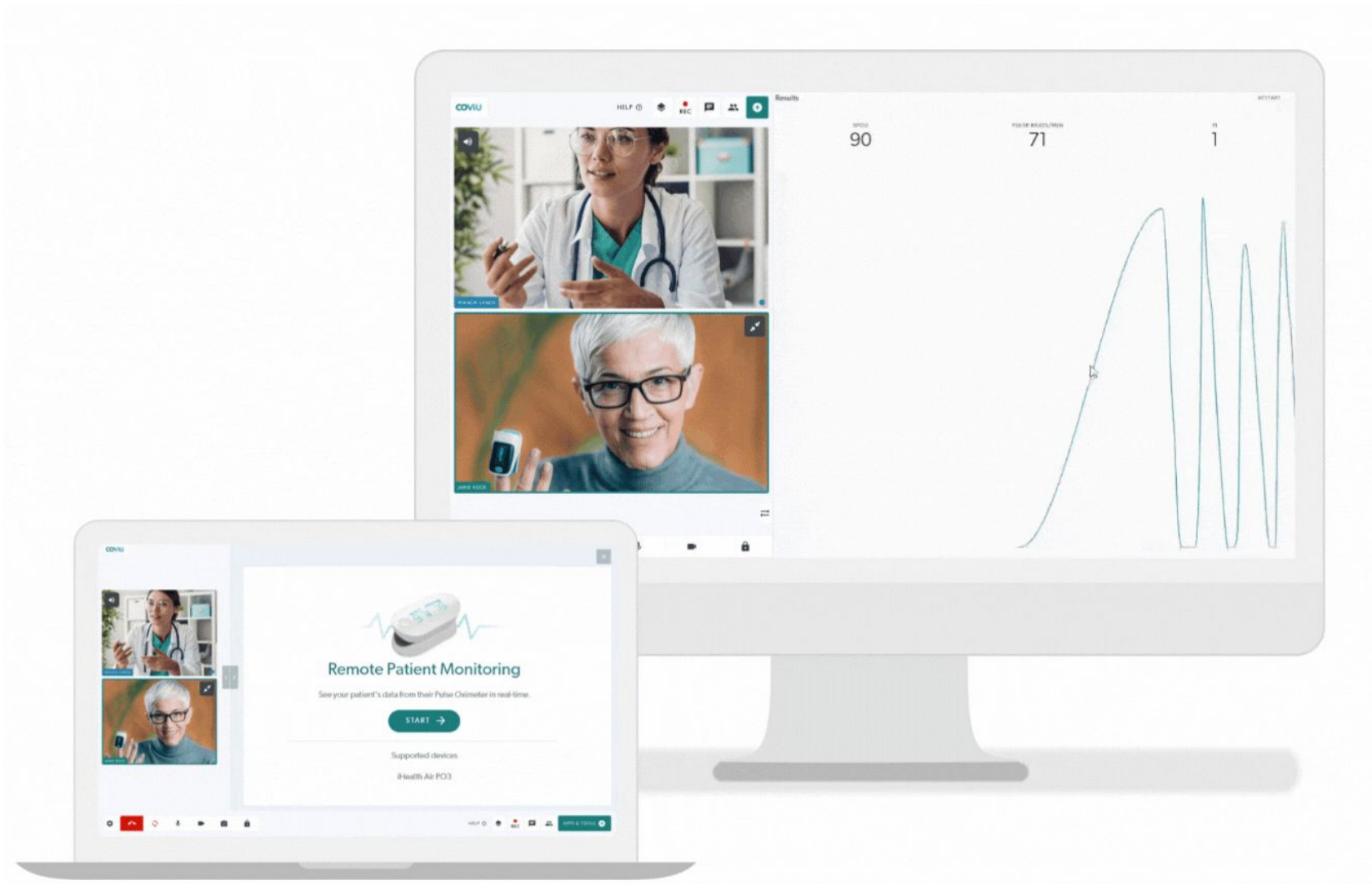


Opportunities of Virtual Care

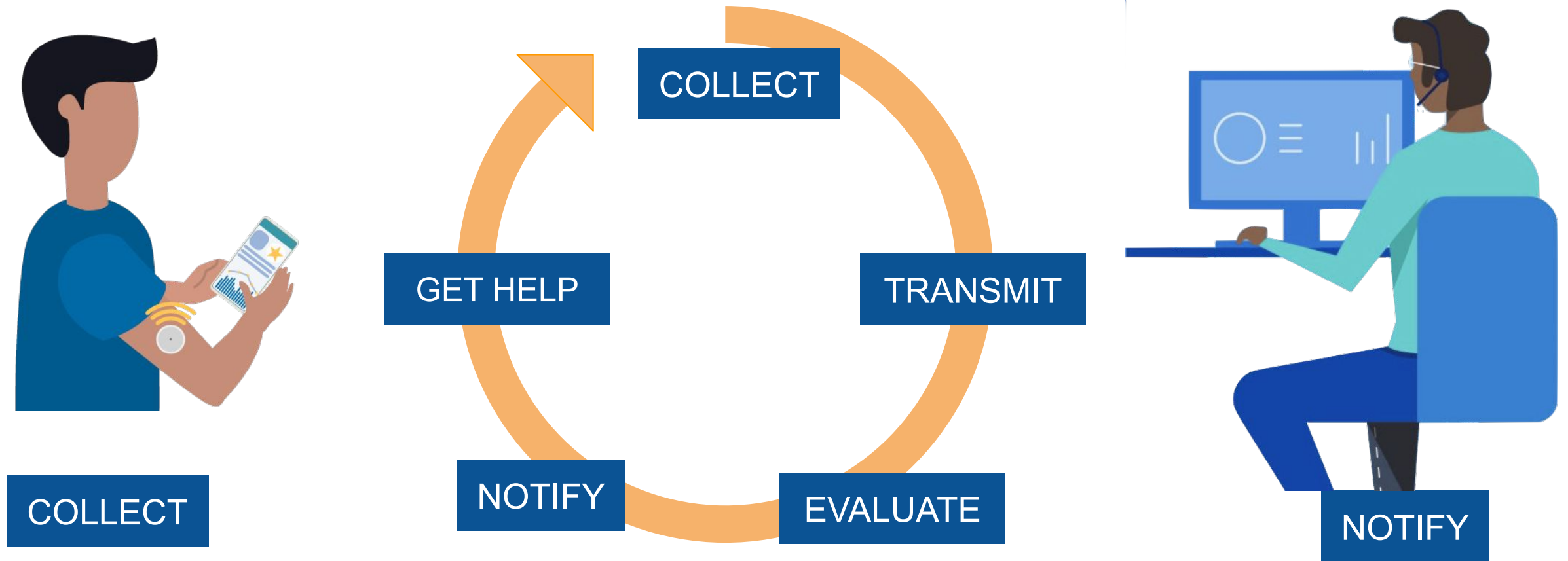


- Adding staff that work from home, part-time
- Clinician-to-clinician communication built into the virtual care platform
- Remote patient monitoring - a new opportunity
- Staffing in rural areas
- More patient access

Remote Patient Monitoring

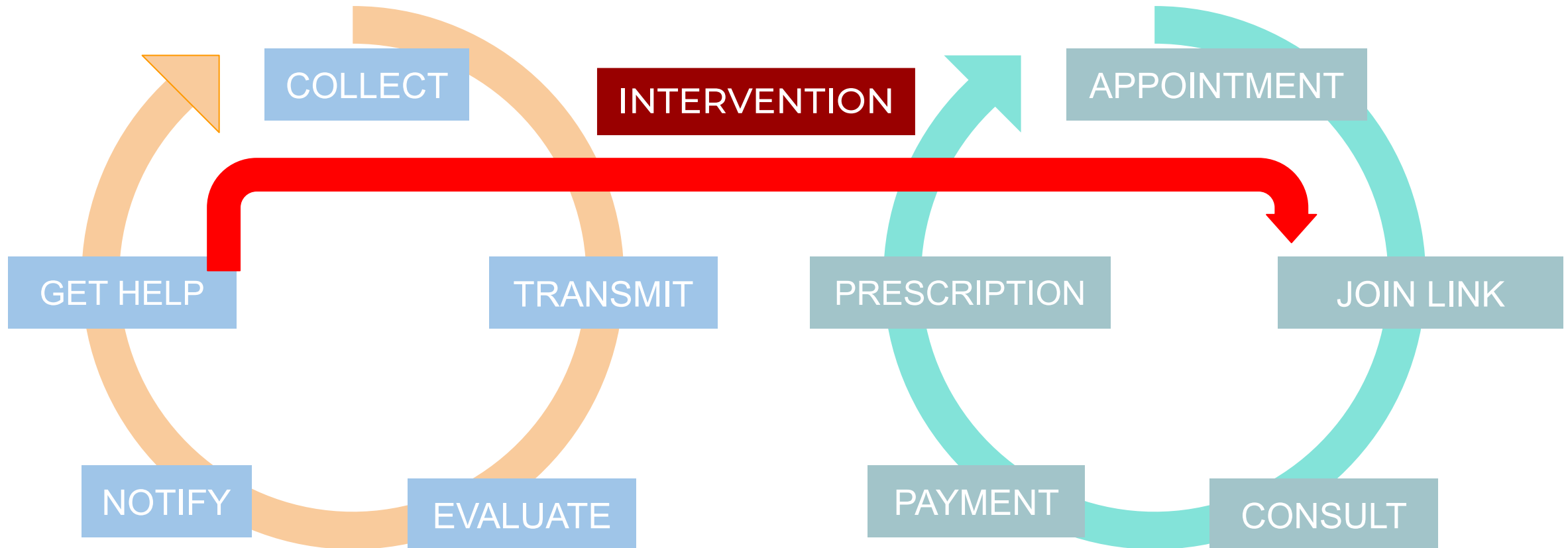


Typical setup of remote monitoring



Why we need an integration

From Patient Concern to Immediate Action



Recent changes in MBS

Changes to MBS



- Removal of most patient-end support services with specialists
- The rule that you have to see a patient in person first has been abolished with the exception of GPs. Some exemptions apply eg homelessness, person affected by COVID, natural disaster affected area
- 30/20 rule which changes the 30 patient rule likely to come into force 1 October
- Old loadings for specialists are gone

What Coviu provides



- Elevated Telehealth - Virtual Care Engagement App
- 80+ Clinicians, 7.5 M + Consults
- Demos

Start a Free Trial:
www.coviu.com