

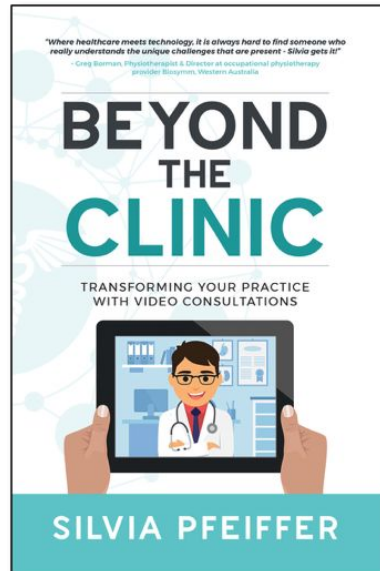
coviu.com

Expanding footprint and improving access to care with video telehealth

Coviu x Youthrive



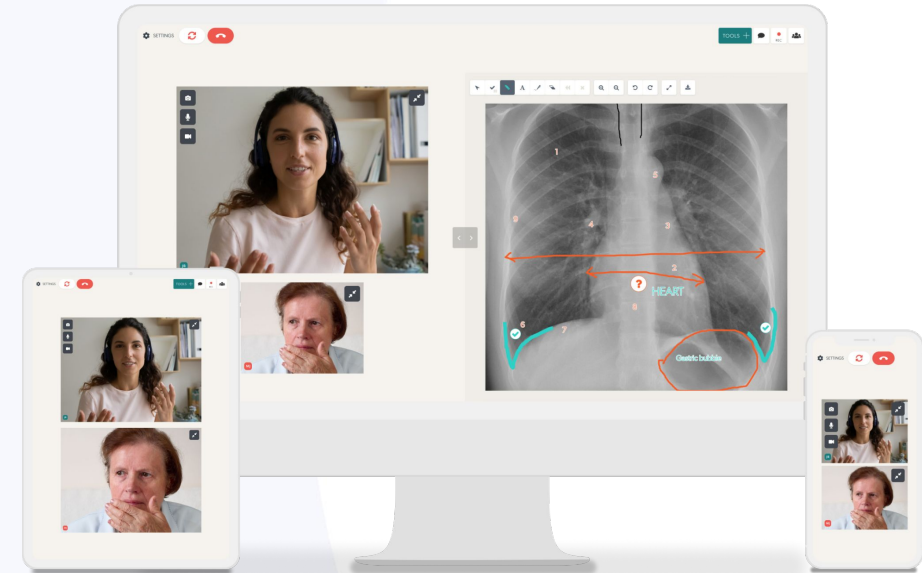
Coviu introduction



Dr Silvia Pfeiffer

CEO Coviu Global

PhD Computer Science
Former Google, Mozilla, CSIRO



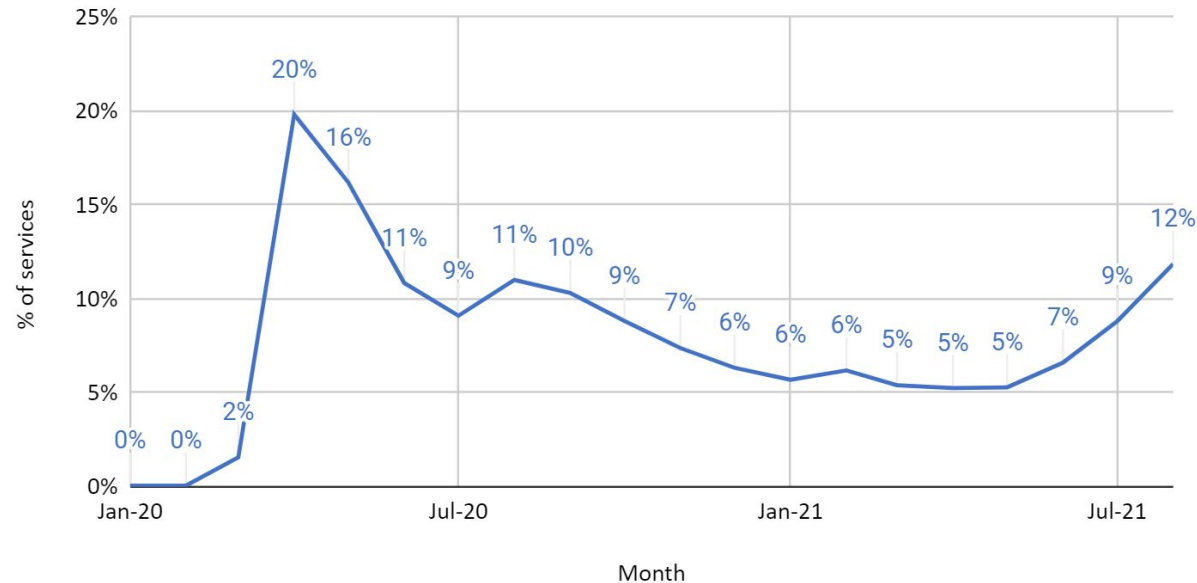
Coviu Video Telehealth

CSIRO Spinout in 2018

5+m video visits
42 staff

Allied health as a telehealth leader

Percentage of Medicare-funded Allied Health consults delivered through telehealth



- Clinicians needed to pick up telehealth overnight
- Medicare funded Allied Health consults conducted through telehealth jumped from 0% to 20%
- CoviU's usage grew from just 400 calls per day to over 25,000
- Second peak is proving more persistent

Telehealth funding

- Government announced medicare reimbursements for telehealth consultations
- NDIS funded for Telehealth
- Private Health Insurances reimbursements available for Telehealth consultations



National Disability
Insurance Scheme





Amy Turner

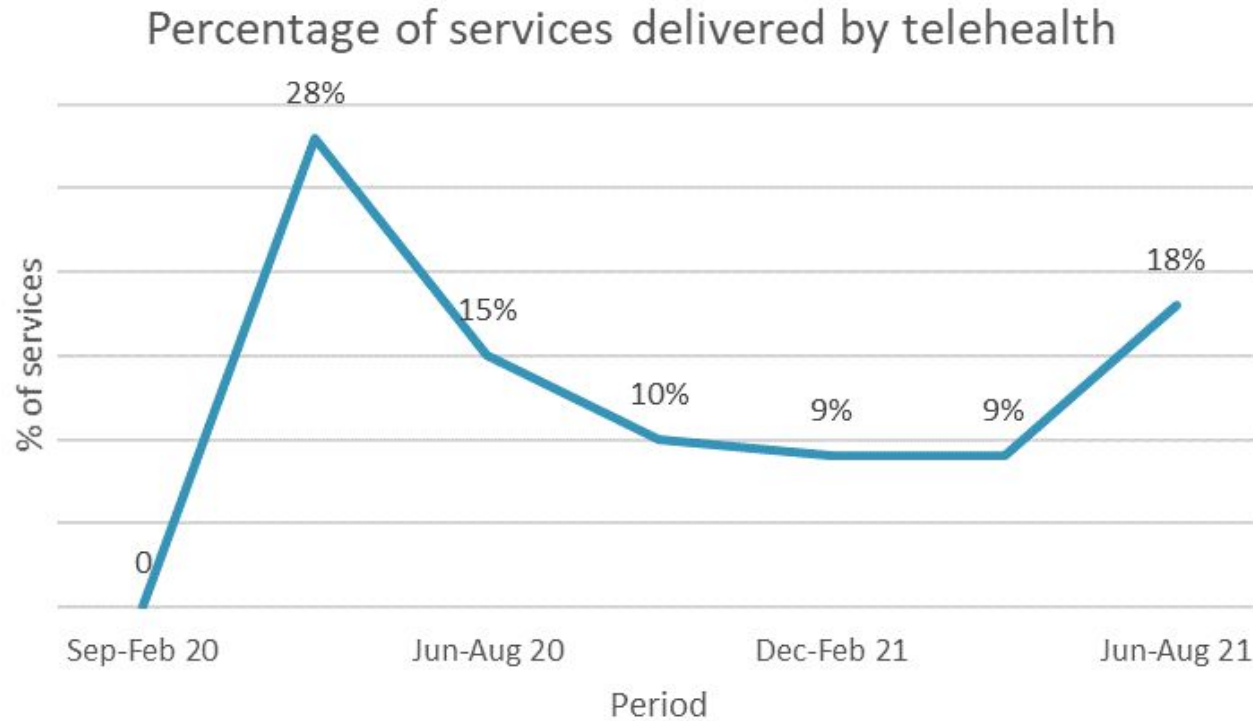
Chief Operating Officer

Master of Business Administration

Bachelor of Speech Pathology



Telehealth at Youthrive



Over
6,000
telehealth
sessions
delivered

Telehealth transition



Benefits of telehealth



Increased access to
care for clients



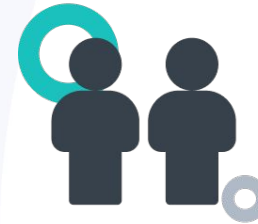
Increased operational
efficiencies



Expansion of clinical
footprint

Benefits of telehealth

- Continuity of care
- Flexible and convenient
- Reduced travel
- Improved wait-times



Increased access to care for clients

Benefits of telehealth



Increased operational
efficiencies

- Optimised staffing resources
- Reduced cancellation rates
- Improved staff productivity
- Enhanced profitability

Benefits of telehealth

- Increased reach of service delivery
- Services delivered with no physical footprint
- Enhanced impact



Expansion of clinical
footprint

Client feedback on telehealth

70%

said telehealth
worked 'extremely
well' or 'very well'

40%

said they wanted to
continue video
telehealth after
COVID-19

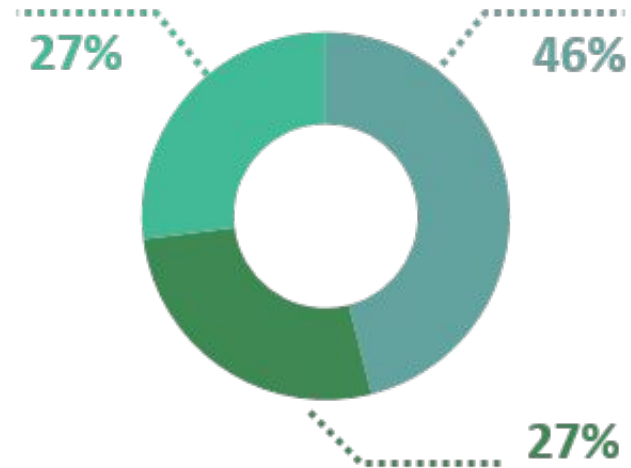
5%

were prepared to
use telehealth as a
full-time service
model

Clinician feedback on telehealth



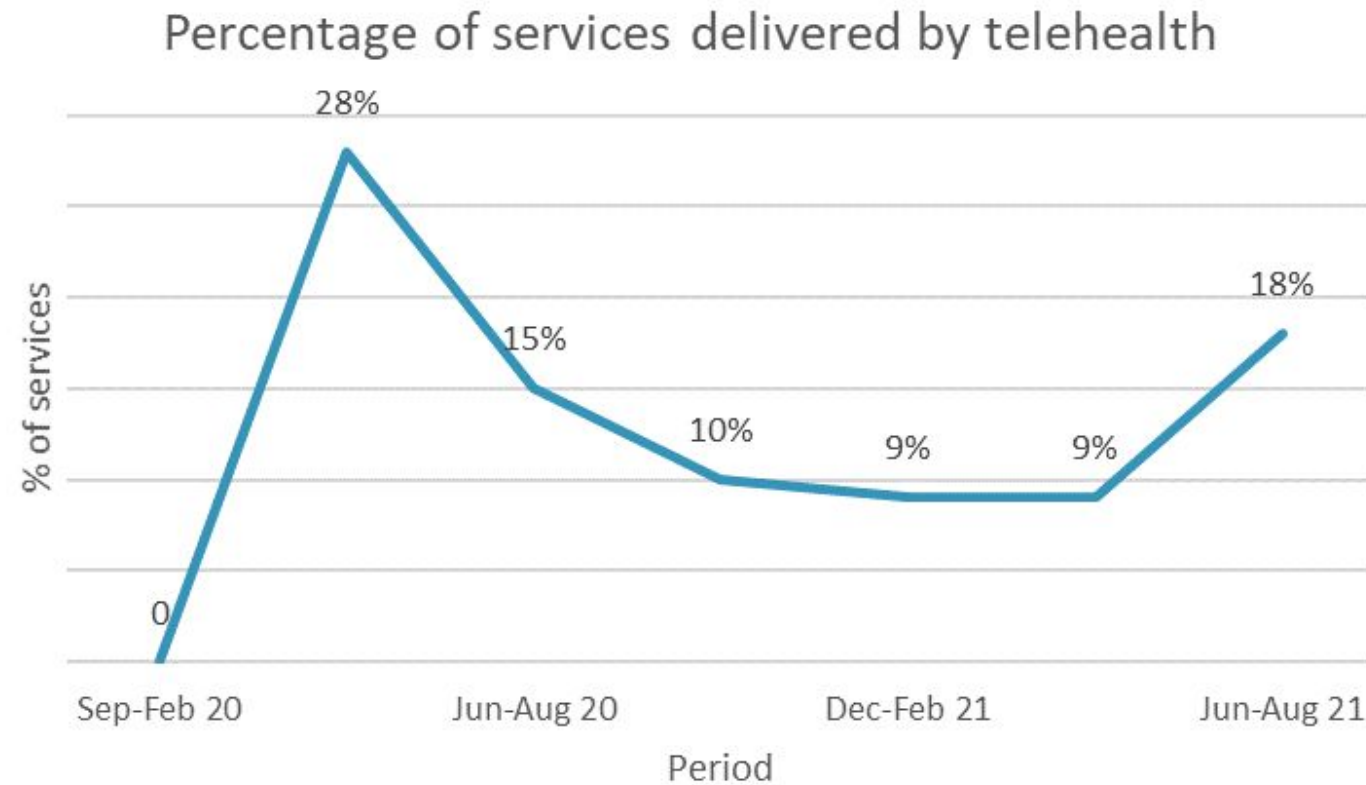
April 2020



November 2021

- Likes telehealth
- Neither likes nor dislikes
- Dislikes telehealth

Telehealth at Youthrive



The future of telehealth at Youthrive

- Blended service delivery model
- More training and support for clinicians
- Expanding telehealth services
- Ongoing quality assurance



Read full case study



Questions?



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