

Transforming the Delivery of Healthcare

FOR CANADIAN HOSPITALS AND HEALTH SYSTEMS





Virtual Care Is Healthcare

At Teladoc Health, we see virtual care as an integral part of the healthcare experience. As the leading global provider of whole person care, we envision integrated care plans that address each patient's needs and enable seamless collaboration between multiple care professionals. Our platform connects with existing systems and empowers clinicians to provide their patients with the care they need, regardless of location. Access to high-quality care is accelerated for Canadians through our systems that provide integration at scale.

Prior to 2020, there were significant barriers to the adoption of virtual care in Canada, with only 1.3% of clinicians using it as a part of their regular practice. Since the COVID-19 pandemic, the utilization of virtual care now accounts for 30% of all patient encounters. The need to incorporate virtual experiences simultaneously with in-person care has only been magnified by the pandemic, with trends showing a clear path to hybrid digital-physical care on a whole system or enterprise level at scale.

Canadians have observed significant delays and barriers, and the growing burden on our healthcare system will continue to impact patients seeking treatment for both acute and chronic conditions.

Patients are ready for a virtual-first experience

Teladoc Health is on a mission to empower people everywhere to live their healthiest lives. We partner with health systems, health authorities, hospitals and other healthcare delivery organizations across Canada to provide solutions that integrate seamlessly with existing workflows and clinical information systems.

Virtual care allows treatment to take place beyond traditional medical settings and brings care into the lives of Canadians who need it most.

Aging populations are distributed across the country, and improving access through virtual care reduces travel time and barriers associated with mobility or disability, and increases independence for seniors who wish to manage conditions from home. Teladoc Health creates solutions that are proactive, improve access and conveniently fit into existing workflows for hospitals and health systems.

Canadians aged 18-34 are most likely to report a lack of access to primary care physicians and are looking for alternatives to improve their experience. With Teladoc Health, we can connect these individuals to the type of care they need, when they need it while saving time, cost and mitigating readmissions.



People are not just thinking about virtual care for their urgent care needs. They are increasingly and continuously considering virtual care for ongoing, complex and mental health care needs.



Telehealth utilization has stabilized at levels **38x higher** than before the pandemic.¹



91% of adults who have used virtual care would do so again in the future, instead of an in-person visit.²



Adoption and engagement with virtual health has **increased** across all age cohorts.³

¹ McKinsey & Company. "Telehealth: A quarter-trillion-dollar post-COVID-19 reality?" July 2021.

² PWC. Global Top Health Industry Issues. 2021

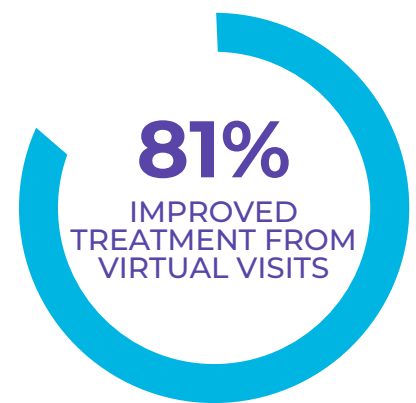
³ The Advisory Board. How Covid-19 transformed virtual care preferences, January 12, 2021.



Advantages of Virtual Care

- Removes geographical barriers, allowing patients to see the most appropriate and available clinician for their specific needs
- Enables remote patient monitoring, allowing patients to receive thorough care from the comfort of home
- Relieves pressure on emergency departments and reduces surges of patient volumes in any single location, easing pressure on staff
- Addresses whole-person needs for people with co-morbidities
- Frees up time for nurses on hospital wards, allowing them to focus on activities that bring the most value
- Patients already demonstrating a strong propensity to migrate to virtual solutions, largely due to convenience
- Reduces patient travel and commute time, enhancing the likelihood of receiving proactive touchpoints with care professionals
- Reduces wait times to see specialists

A formula for improved health outcomes overall, with proven results



Our Story

For 20 years, Teladoc Health is the global leader in virtual whole person care, helping millions of people resolve their healthcare needs with confidence.

Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world

Our products are designed to democratize access across Canada and allow patients to receive high-quality care from anywhere, regardless of location.

Teladoc Health provides a core set of tools and services for a seamless user experience designed to scale for any use case and thousands of users.

We enable patients and physicians to conveniently schedule appointments or request on-demand telehealth consults and virtual services for any clinical use case, ensuring timely access and quality outcomes.



Our Solutions

Hospitals and health systems are embracing the shift to virtual healthcare delivery to address patient and physician demand, expand clinical care and capabilities, reduce expenses, and diversify their offerings to meet their communities' needs. Our enterprise virtual care platform, Solo™, is purpose-built to meet hospitals and health systems' evolving needs at unmatched quality and scale.



An Unrivaled Solution

Teladoc Health is rated #1 for Virtual Care Platform & Highest Telehealth Satisfaction, and has been recognized as Best in KLAS for Virtual Care Platforms in the “Best in KLAS: Software & Service” report for the third year running.



SaaS platform available on web, desktop and mobile devices



Digital patient intake with configurable journeys



Analytics portal and data-sharing service



End-to-end care coordination with configurable user workflows



Providers and patients can initiate consults



Updated user interface for seamless virtual visits



Electronic medical record (EMR) interoperability



Administrative view for easy program and user management



Audio-only consults available



One software platform. Every use case.

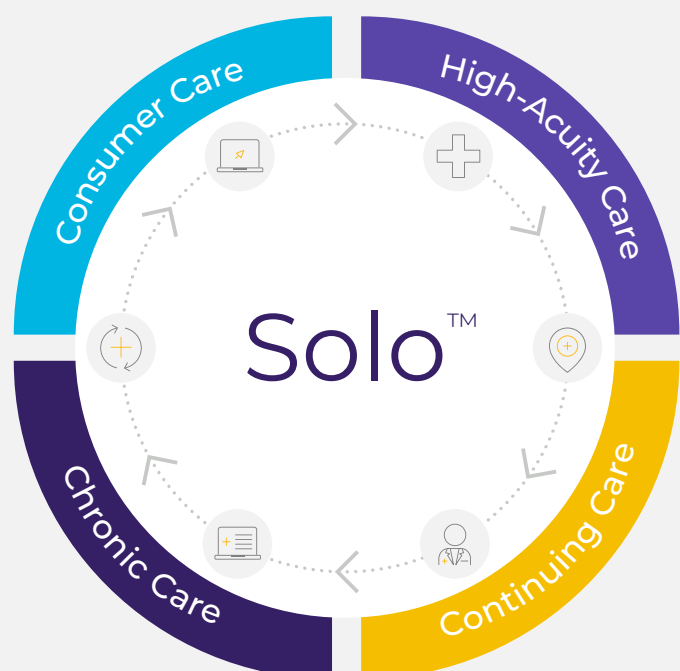
Today's hospitals and health systems have access to more resources than ever. Yet too often, the very tools designed to support administrative and clinical workflows remain disconnected, making it difficult to access and act on enterprise information.

Solo™ is an enterprise virtual care platform designed for any use case, healthcare setting, and budget. Cloud-based and purpose-built for hospitals and health systems, Solo creates a patient-centric, integrated, and scalable virtual care experience. It enables on-demand and scheduled virtual care 24/7 via mobile app, secure online video, and telephone. With Solo, users have all of the clinical workflow and administrative tools to deliver care through a patient's entire virtual journey.

Close workflow gaps around patient intake, scheduling, documentation, image access and analytics. Give your providers everything they need to offer world-class care - anywhere, anytime - by connecting people, healthcare systems, health information technology (HIT) systems, devices, and third-party software applications on a single platform.

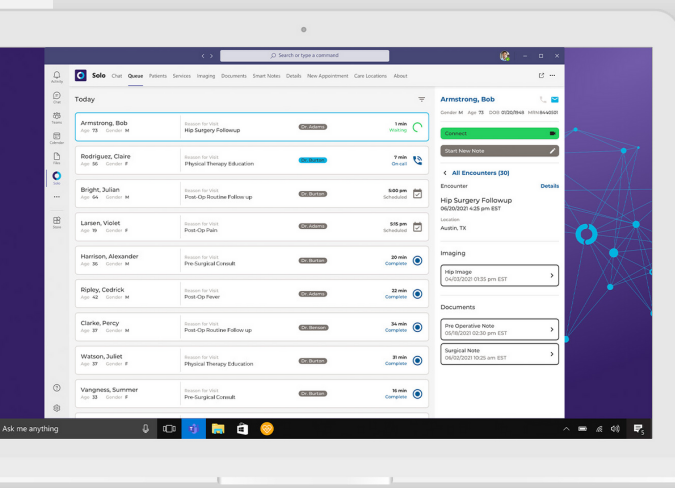
From scheduled or on-demand access to your care team, to providing life-saving care when minutes matter most.

Even through chronic care management and continuing care, Solo provides whole-person care through every stage of the health journey.



A Transformative Virtual Care Experience

Solo brings world-class communication tools together with the world's leading virtual care platform to ease care delivery across your organization and beyond.



Integrated, streamlined workflows

Unified, purpose-built clinical environment

Secure, 24/7 patient care

Enhanced clinical collaboration

- Easy and secure access to clinical data within a virtual visit supports more personalized care
- Real-time clinical collaboration includes connections with unaffiliated sites and care providers outside of the network

Better user experience

- Intuitive, personalized care experience bridges in-person and virtual care, while easing access to high-quality care

Greater efficiency

- System interoperability helps contribute to lower costs and support care delivery at scale
- Combined offering helps rationalize administrative and clinical technologies, maximizing your existing investments

Expanded care delivery

- Connected devices maximize clinical resources across the enterprise and reduce overhead by delivering care virtually

High-Acuity Care, Anywhere

Identify appropriate high-risk transfers from ED or OR to in-patient settings, and from ED/OR/in-patient settings to the home or convalescent care sites. Give clinicians easy access to the information they need to deliver treatment quickly and confidently in critical care environments, including:

- Neonatology
- Acute Neurology
- Critical Care
- Behavioural Health
- Inpatient Care Solutions
- Stroke

Problems we are solving:

- Broaden overall access to specialists across multiple sites, spanning large geographies, and across multiple care locations including the home.
- Reduce mortality rates for mothers & infants.
- Reduce patient travel for high risk assessments.
- Reduce provider travel to remote clinics and hospitals.



Chronic Condition Management

Empower people with chronic conditions to live healthier lives through behavior change tools, health coaching and personalized plans for reaching their health goals.

Teladoc Health addresses common, high-cost conditions from a whole person perspective. Our programs include connected devices, behavior change tools, health coaching and personalized plans to drive sustained improvements in health and well-being. The conditions most addressed through our solutions include:

Mental Health

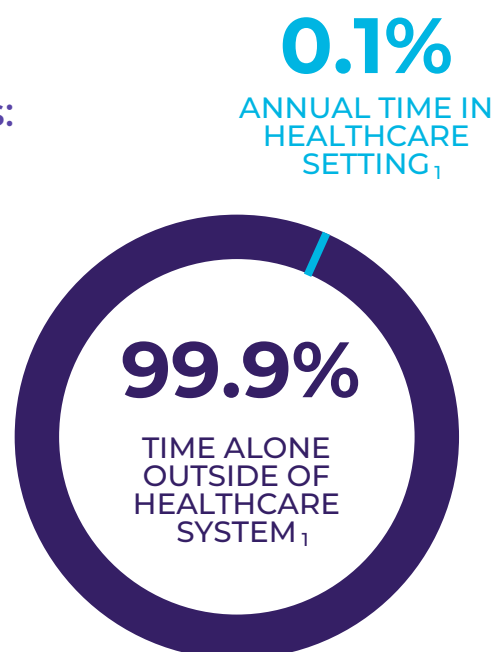
Diabetes

Hypertension

Congestive Heart Failure

Challenges of facility and visit-based models in managing chronic conditions:

- Lack of a business model or care model for whole-person treatment
- People expect a consumer experience like other services they encounter daily
- Data is disconnected, out-of-date and rarely used to the full extent of its value
- Healthcare providers are under-resourced



1. Diabetes Hands Foundation, Presented at ADA Conference 2015.



Reimagining the future of healthcare in Canada.

With our whole person virtual care solutions, we work with our partners in the public and private sectors to deliver solutions that address Canadian's needs throughout the entire continuum of care. Our platform provides our customers with a single solution that integrates seamlessly with existing technologies to provide best in class virtual care to patients globally.



We're here to help.

Visit:

teladochealth.com/en-CA/health-systems/

For more information, contact:

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