



Caring for Communities & the Role of Digital Health

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Medavie Overview

Medavie Overview



7,200+ PROFESSIONALS

Employed and managed



NATIONAL COVERAGE

Serving clients from coast-to-coast
with operations in most provinces



2.9+ MILLION COVERED

Providing health benefits to
nearly 1 in 12 Canadians



\$4.4+ BILLION

Annual claims administered



2.4+ MILLION SERVED

Managing EMS services for nearly
1 in 15 Canadians



1 MILLION+

Annual medical contacts with
patients



MEDAVIE

Our Values

- **Caring**
We show compassion in everything we do
- **Accountable**
We follow through on our commitments
- **Responsive**
We have the courage to act and adapt
- **Innovative**
We encourage and value new ideas
- **Community-minded**
We achieve more together



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Our Innovation Philosophy

To provide a personalized health care experience while leveraging digital solutions (supported by humans) to improve accessibility and health outcomes.



Our Person-Centered Approach to Care



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Our Presence in Northern Ontario

- Through Indigenous Services Canada, providing paramedic service to support Canada's northern Indigenous communities.
- Beginning May 2020, our teams have been providing direct patient care, consultation and assisting with local health care programs.
- Working alongside other health care professionals in these communities, including First Nations and Inuit Health Branch-employed nurses, ensuring that nursing stations and health centers can continue to provide life-saving care to their communities.



The Evolution of Health Care

Trends fueling Digital Health

Health care is undergoing a transformation and putting people-centric care at the forefront.

Technology

Consumerism

Personalization

IMPACT TO HEALTH CARE



The digital channel has enabled on demand access to health care from anywhere.



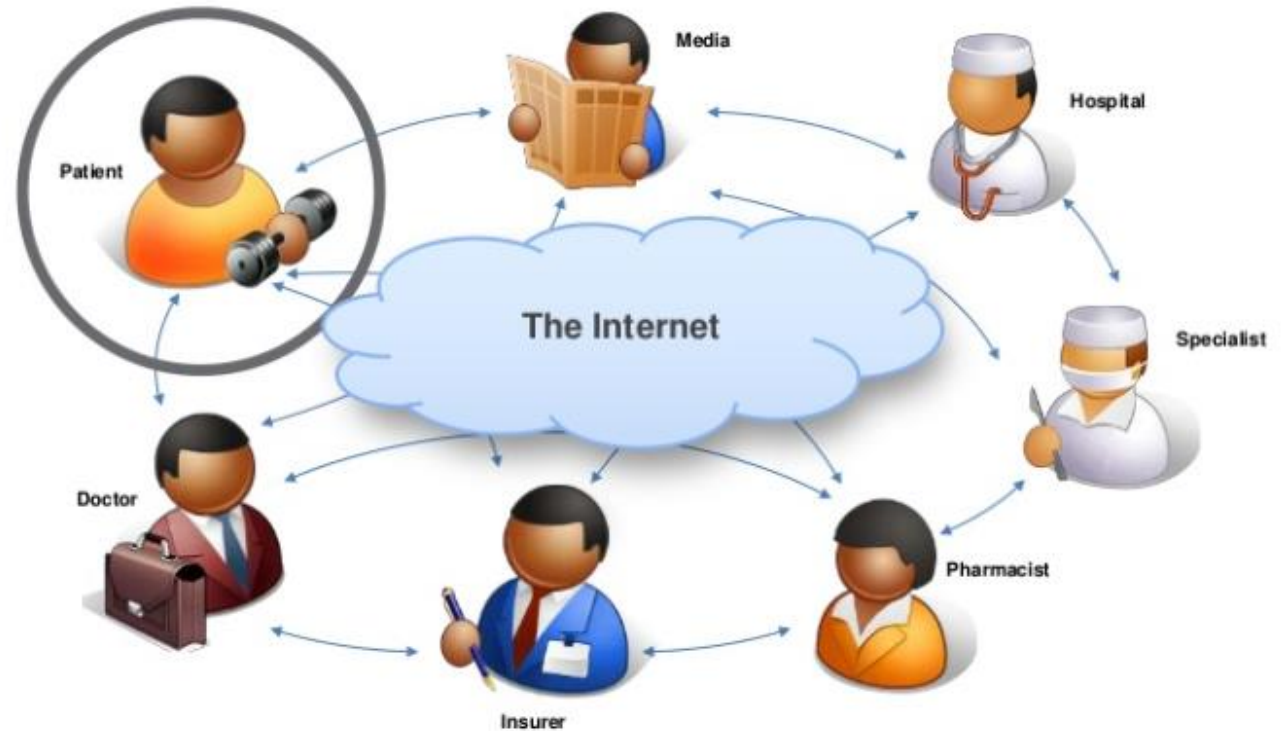
Health care consumerism is influencing the options Canadians have at their disposal.



The power to deliver the right message at the right time all along the continuum of health.

The E-Patient

- Equipped
- Engaged
- Enabled
- Empowered



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The Evolution of Health Care

Yesterday



Doctors & first responders



In-person care

Today



Chronic diseases



Medications



Mental health



Disability management



Coordinated care delivered by a variety
of highly skilled professionals

Combination of in-person care and digital health



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Digital Health

Blending digital health technology with in-person health care services helps to enhance access, reduce delays and create efficiencies.

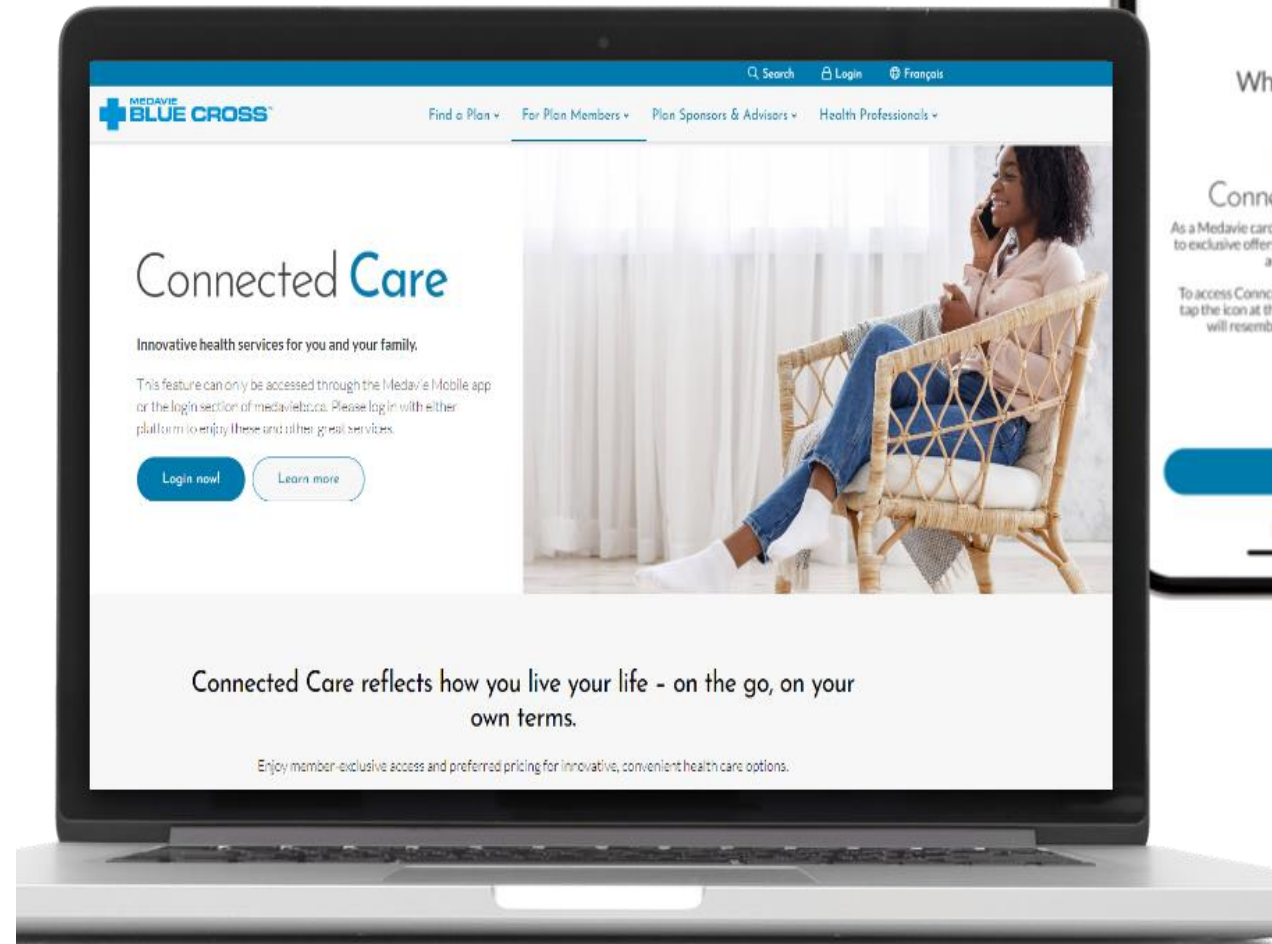


- Emergency Medical Records
- Wearable technologies
- Data analytics
- Remote patient monitoring
- Health and wellness apps
- Secure video and messaging

Technology Enabling On-demand Access to Health Care from Anywhere

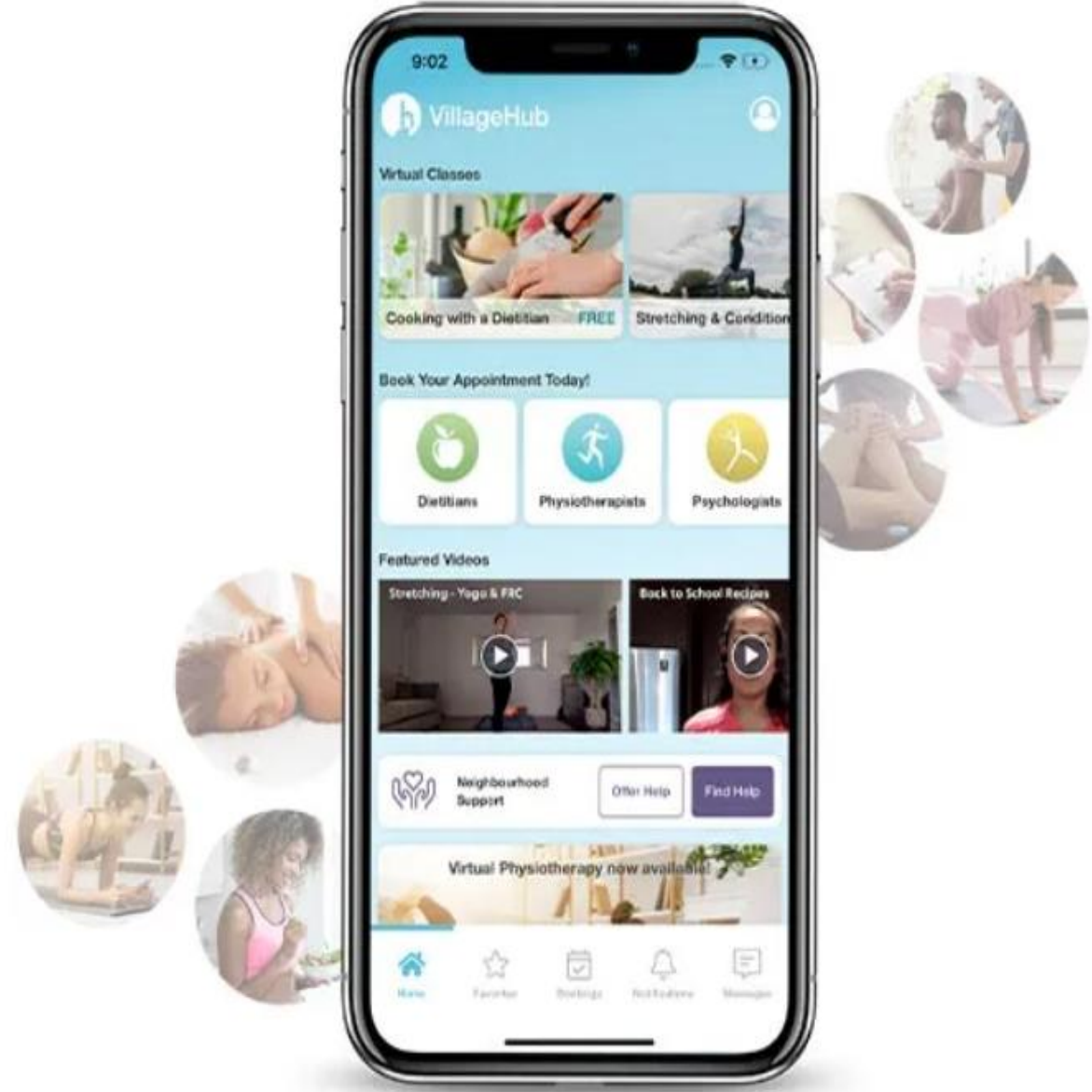
Connected Care Digital Health Platform

- Secure member access to emerging health services at preferred pricing, including:
 - Diabetes Care
 - Online Doctors
 - Personalized Medicine
 - Digital Therapy
 - Virtual Physiotherapy
 - Mindfulness



Village Hub

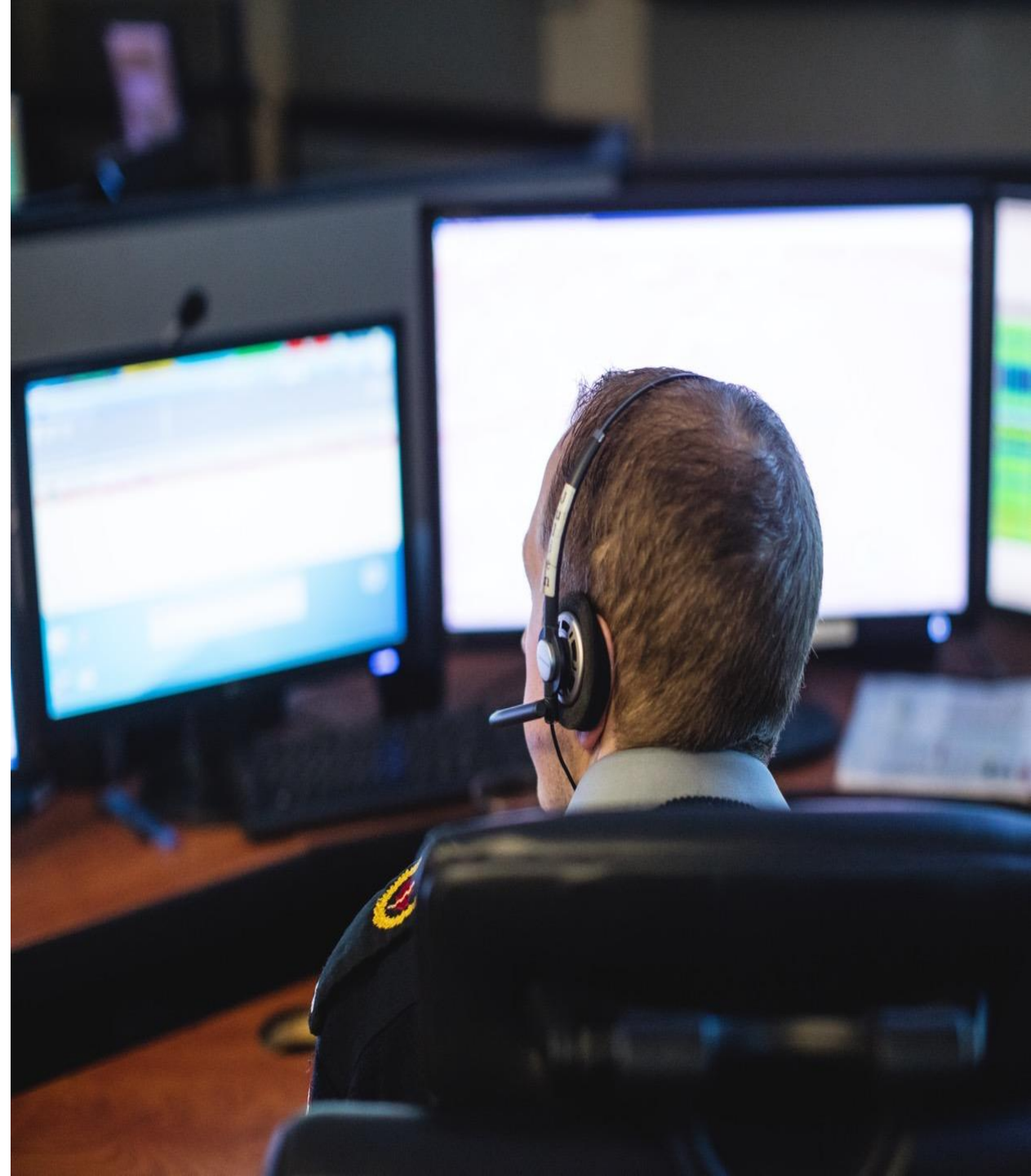
- A one-stop experience to help individuals manage their health and wellness services, goals and activities.
 - Search for certified Providers in your area or with appointments
 - Keep track of your past appointments and upcoming bookings
 - Create favourites and rate your provider experiences
 - Participate in health and wellness classes with certified professionals (either live or on-demand)



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811 / Telehealth Systems

- Access to health information and advice via telephone for non-urgent health-related issues and questions. Services include:
 - 811 TeleHealth– Nova Scotia and PEI
 - Mental Health and Addictions (NS only)
 - NFP (Need a Family Practice) Registry
 - Cape Breton Integrated Health Program Clinical Support Nurse
 - COVID-19 Pandemic Response Services
 - Collaborations with community-centered care for long-term care residents, supported Emergency Department discharge and chronic disease patients



Digital Health Community

Partnerships add value to the overall health and wellness ecosystem, unlocking new knowledge and innovation.

By working together with our digital health partners, we offer holistic technology solutions that are shown to improve health outcomes for our patients, plan members and communities where we live and work.



Petit BamBou



A Look to the Future

Future Potential and Considerations

- Opportunity to make health, wellness and caregiving services more accessible and user-friendly to address geographical differences and other health care challenges
- Digital health solutions need to be grounded in data, analytics and insights to drive usage, deepen engagement, improve customer experience and build new services
- Partnerships and integrations with health platforms and health records will be key, along with enabling self tracking data



Questions?

