



Babylon by TELUS Health

Innovative healthcare solutions



Agenda

1 Background Context

2 Babylon by TELUS Health

- Solution Overview
- Target Patients and experience
- Appointment types, user feedback and demographics

3 Discussion



Canadian healthcare challenge



No family doctor



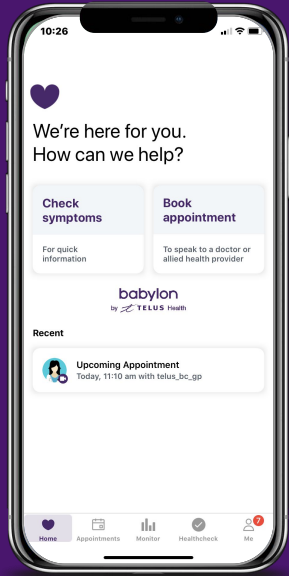
Unnecessary ER visits



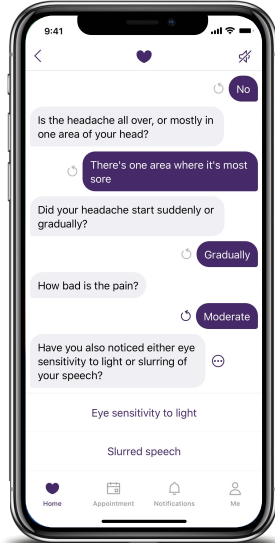
Mental Health Barriers

TELUS Health's goal is to improve access to healthcare in a cost efficient manner

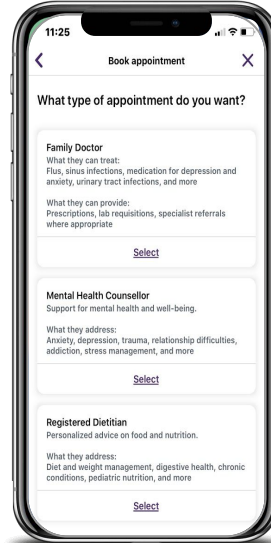
Consumer Solution



Download the app



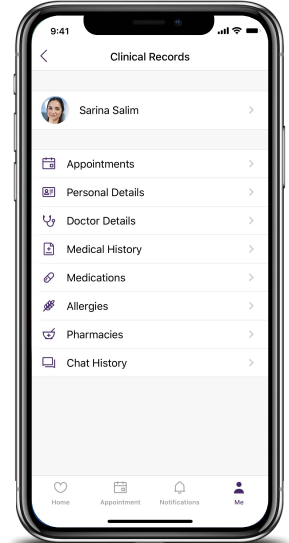
Check your symptoms



Book an appointment



GP, Mental Health and Dietitians



Health record, other value added services

Some of our patients



**I have no
family doctor**



**I have after
hours needs**



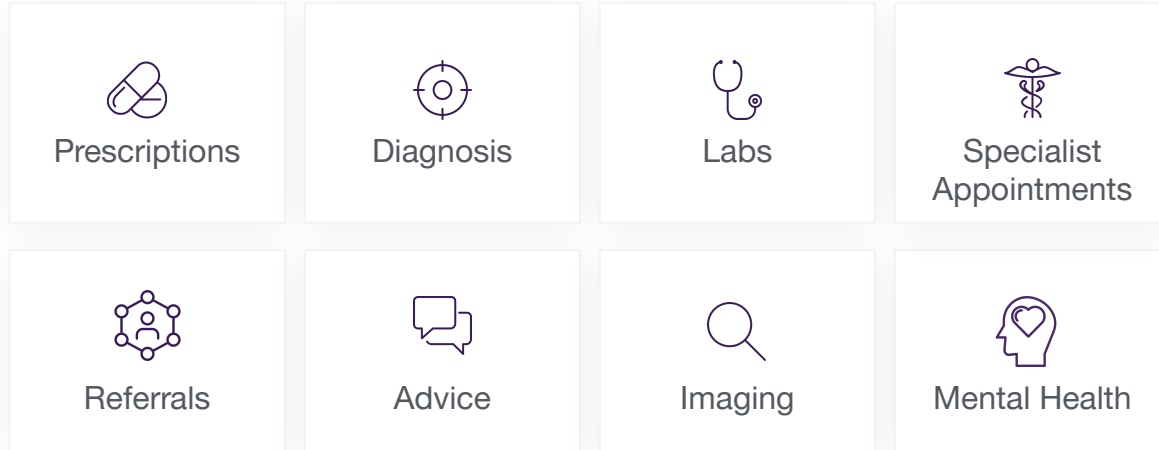
**I live in a
rural area**



**I have mobility
issues**

Patients are encouraged to consult their family doctor if they have one.

Manage **80%+** of primary care needs virtually



We have a concierge team in place to support patients “end to end” throughout their health journey

Babylon by TELUS Health Usage

Majority of patients are aged 20-39, 60% are female, and average consultation rating is 4.9/5

Top Appointment Reasons

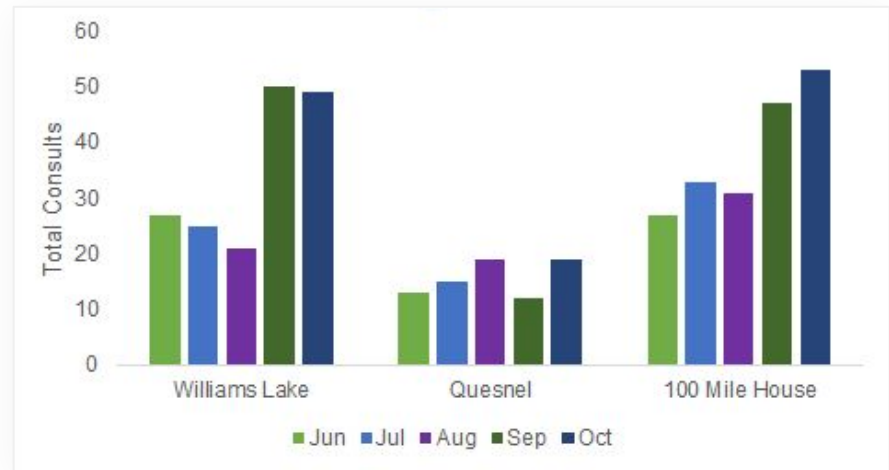
- Mental Health
- Sexual Health and contraception
- Skin
- Cough, cold, fever and respiratory
- Gastrointestinal symptoms
- UTI



Patient Reported Indicators

- 90% indicated their concern was fully resolved virtually
- 7% avoided an ER visit
- 40% are unattached

Consults by Region (Jun-Oct 2020)



Opportunities to collaborate:

- 1) Promote the service selectively in communities that have a need
- 2) Open invitation to connect with local GPs to work together



Q & A