

October 2019

The Future Of Healthcare At Your Fingertips

Prepared for NTUC (NICA)

Private & Confidential



About WhiteCoat

WhiteCoat is a **digital healthcare** provider offering **on-demand** integrated primary care (GP) services using **real-time video** communication



1

General Consultation

Diagnosis and treatment of common acute conditions

2

Chronic Illness Management

Continuity of care for chronic illnesses + medication refill

3

Medical Referrals

Expedited referrals to specialists, lab / imaging providers etc.

4

Health Screening Review

Review of health screening results for optimisation of medical management

5

Prescription + Delivery of Medication

Door-to-door delivery of doctor-prescribed medication within 90 mins





WhiteCoat Is Safe And Reliable

Helmed by a core in-house experienced doctor team which is fully registered with the Singapore Medical Council (SMC), WhiteCoat has the medical expertise to **guarantee on-demand telemedicine.**

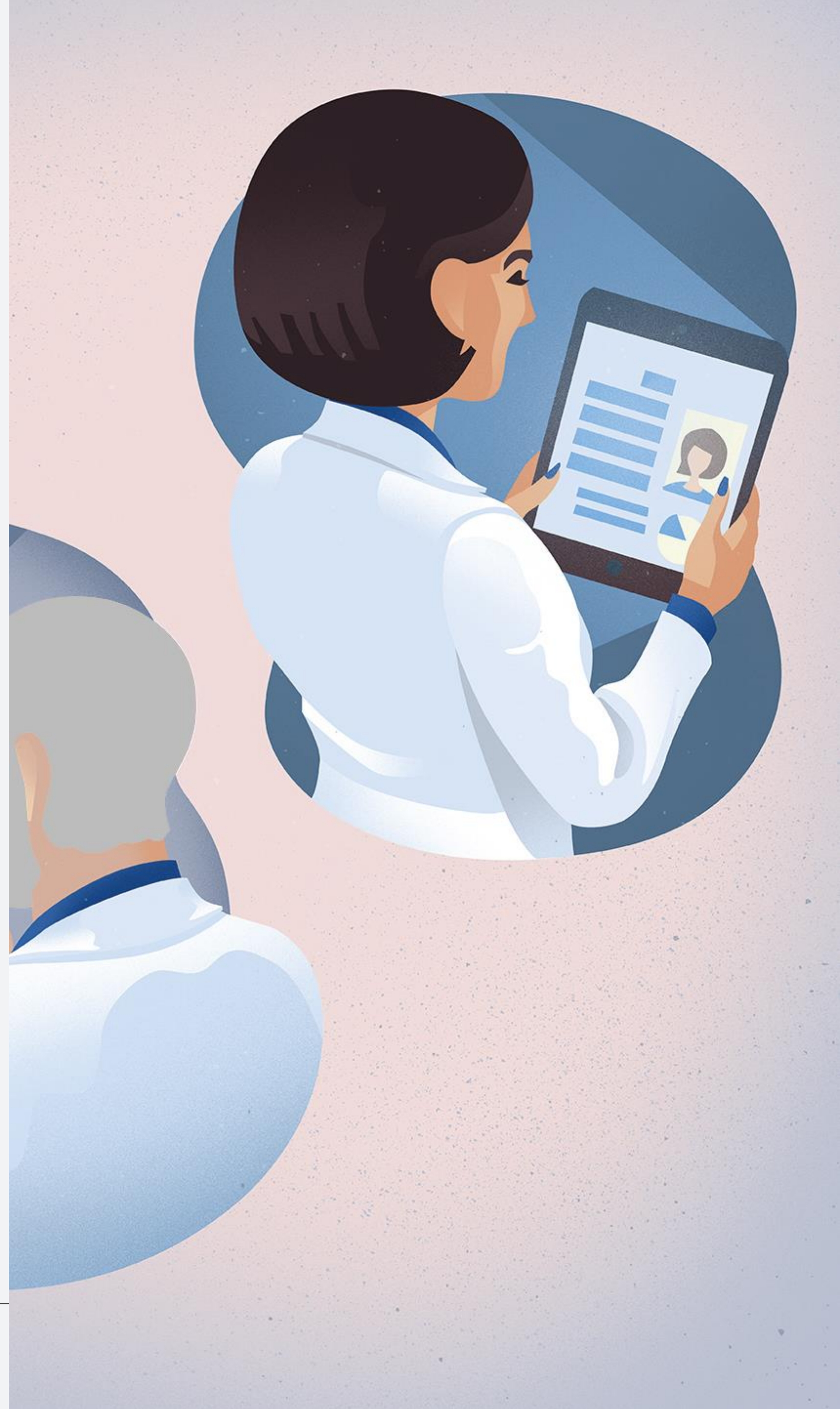


WhiteCoat is the **earliest participant** in Ministry of Health Singapore's (MOH) **regulatory sandbox for telemedicine providers.**



Accessible and affordable healthcare, anytime and anywhere

- 1** REQUEST A DOCTOR | Tap the app and select or have our Singapore-licensed doctor of choice assigned to you
- 2** MATCHING | Carry on with your daily routine while receiving live wait time updates until the doctor is available to see you
- 3** CONSULT | Get a full diagnosis and treatment plan from the comfort of wherever you are via real-time video consult
- 4** PAYMENT & CLAIMS SUBMISSION | Payment is cashless via debit / credit card
- 5** MEDICATION & MEDICAL DOCUMENTS | Wait for medication to be delivered to your doorstep and receive your medical documents in-app



Improved Patient Journey

BEFORE

Unnecessary travel time to & from the clinic

Long waiting time to see a doctor

Lack of optionality & pricing transparency

GP with medical records in paper form

Extended waiting time to purchase and collect medication

Limited / no access to medical records



NOW

Consult from anywhere

See a GP in <10 mins

Optional medication purchase & itemised invoice

Centralised digital medical records for safe + seamless treatment

Medication delivered within 90 mins

Instant access to medical records and documents in-app



1. COST EFFECTIVENESS

2. INCREASED ACCESS

3. IMPROVED OUTCOMES

1

Flat consult fee

Regardless of consult duration

2

Follow-up consult within 72 hours

Provided at no charge if consulting for the same condition(s)

3

Optional medication purchase

Select only the medication required which reduces claim spend

4

Extended operating hours

Reduces unnecessary visits to specialists or A&E

5

Waiver of consult fee

No consult fee charged if condition is unsuitable for teleconsult



1. COST EFFECTIVENESS

2. INCREASED ACCESS

3. IMPROVED OUTCOMES

On-demand tele-consults with waiting times < 10 mins

Extensive service hours (operating daily including P.H.)

Fastest island wide door-to-door delivery within 90 mins of consult

Core in-house team comprising only Singapore-registered GPs focused on tele-consultations

Able to refer to an extensive network of healthcare partners:



GP Clinics



Specialists

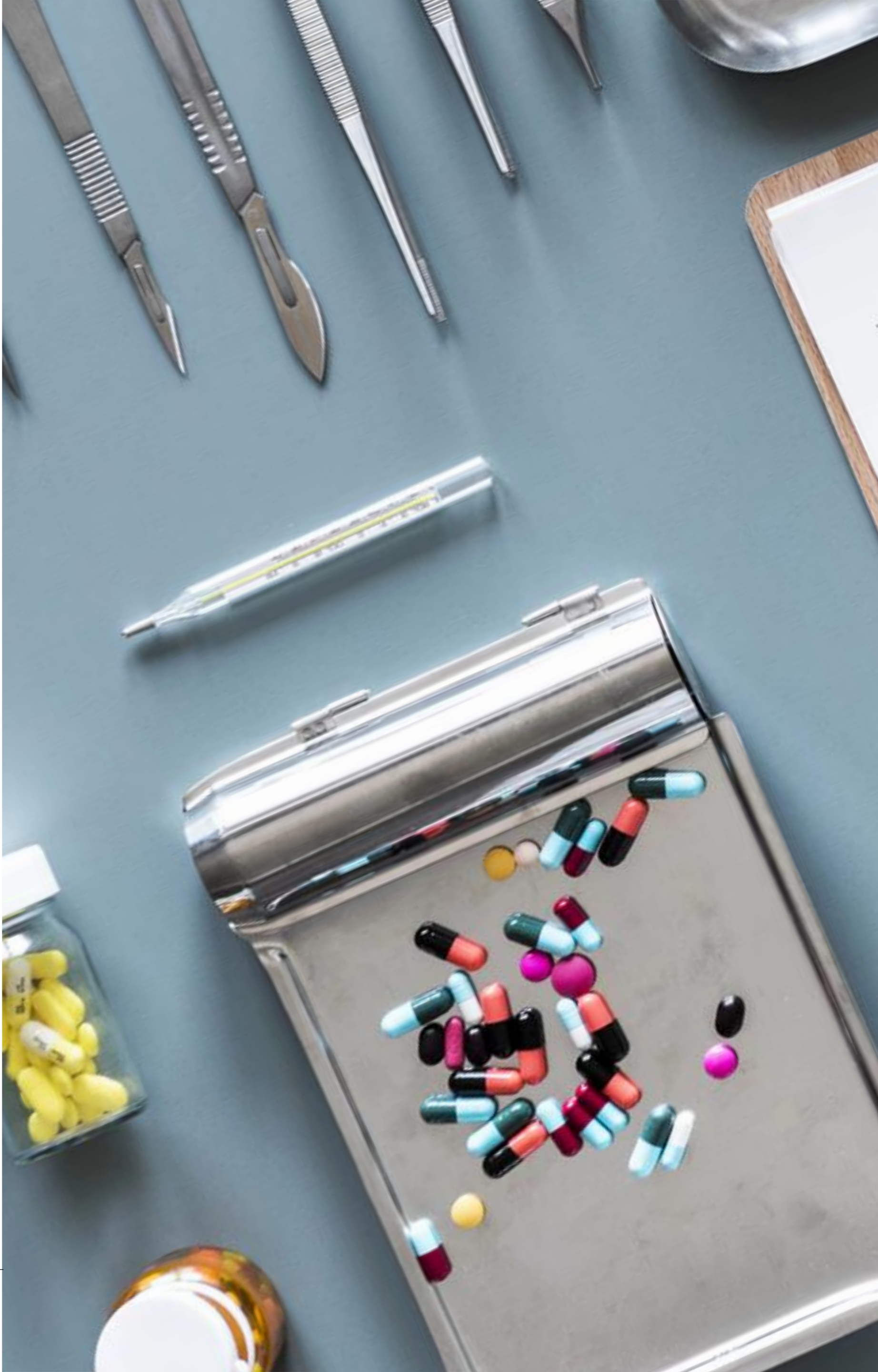


Lab / Radiology Partners



Corporate Proposal

	RETAIL RATE		NTUC (NICA) CORPORATE RATE	
	Office Hours	After Hours	Office Hours	After Hours
Fee For Service Model	\$25	\$50	\$15	\$30
Optional Medication Purchase	As Charged	As Charged	As Charged	As Charged
Same Day Island-wide Delivery	Flat \$5	Flat \$5	Flat \$5	Flat \$5



Conclusion

A doctor in
every **family**
home
office
classroom
community

