



Build a healthy workforce with Doctor Care Anywhere

Accessible healthcare for your
employees, anytime, anywhere



Who are Doctor Care Anywhere?



Service details:

Doctor Care Anywhere is one of the **UK's largest private provider** of telehealth services in the UK.

1,600

We work with over **1,600 corporates** via insurers, healthcare providers and corporate customers, to connect patients to a range of digitally enabled telehealth services.

100%

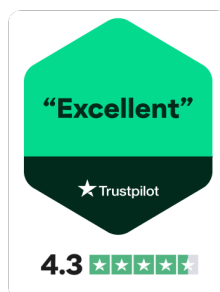
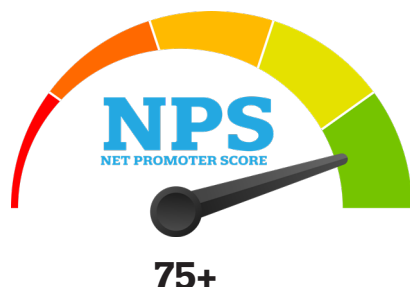
of Doctor Care Anywhere appointments took place within 24 hours

Clinically led

We put the patient at the heart of everything we do and provide an end-to-end health service.

96%

of Doctor Care Anywhere appointments took place within 8 hours



Our annual subscription includes:



Worldwide access, 24/7,
365 days a year¹



Up to 20-minute appointments
by video or phone



Appointments available with GPs
and Advanced Clinical Practitioners



Schedule appointments through
a dedicated app, there's
no need to call in or
wait.



Access to our
wellbeing tool –
My Health



Prescriptions delivered to a chosen
address or local
pharmacy²



**Ability to add up
5 family members³**



**Access to fit notes
and referrals**



**Appointments shared with NHS GP
(with consent)**

¹ Subject to appointment availability

² Available in most circumstances. Prescriptions are only available in the UK.

³ At an extra cost

How much does absenteeism cost UK businesses?



Factors	Figure
No. of employees	500
Avg. UK annual salary Average cost per day per employee £136.40 (assuming an 8 hour working day. Average cost per minute £0.28. Source)	£35,464

Absenteeism cost to business by seeing traditional NHS GP	Figure
Avg. Time taken for an in-person appointments (minutes) Report shows average employee takes 2.5 hours sick leave for health appointments and average UK working day is 8 hours. Source	150
Cost to UK businesses from use of traditional GP	£21,312.50

Absenteeism cost to business by seeing DCA Clinician	Figure
Maximum time taken for a Doctor Care Anywhere GP appointment (minutes)	20
Cost of absenteeism to UK businesses from use of Doctor Care Anywhere GP Cost based on Employees only missing 20 Minutes of work with DCA Service (Average time taken for DCA appointment 20 mins * Average cost per min) * Number of employees	£2,841.67
Absenteesim Savings	£18,470.83



How much does presenteeism cost UK businesses?



Factors	Figure
No. of employees	500
No. of days presenteeism when ill (over the course of the year) <small>Sources indicate that, on average, employees are unproductive for 49.7 working days each year. Of this time, approximately 20% of working hours are lost, which translates to about 9.9 days per year. Source</small>	9.9 days

Presenteeism cost to business	Figure
Cost to business of presenteeism (9.9 days lost by Avg x cost per day per employee) x (number of employees)	£675,180.00
% time for presenteeism reduced if access to DCA <small>Assuming that presenteeism can be reduced by c.5% through quicker access to primary healthcare, medication, and addressing illness earlier.</small>	5%
Cost saving (on presenteeism) based on DCA use	£33,759.00



Why do we really need an online GP as part of our benefits package?



An accessible online GP could **save UK businesses £1.5bn** in lost time



Attract and retain the best talent

Differentiate from competitors

Offering healthcare as part of your benefit package can help you attract the best people to your growing business. It can also make it easier to retain them and keep them well.



Reduce absenteeism

Improve their health

With easy access to a healthcare professional 24/7, your employees will be able to fit appointments around their work and lifestyle commitments with no need to take time off from work.

33%

of people say they would've taken fewer sick days if they could have seen a GP sooner (CEBR).



Build employee satisfaction

Increase productivity

Show your employees that you really value what they do for you by investing in their health and wellbeing. A healthier and happier workforce will, in turn, increase productivity.

30%

of people admitted that they never go to see their GP when they feel unwell because it is too difficult to take time off work (CEBR)

1 in 20 patients

have to wait at least a month to see their NHS GP. [Source](#)

Offering DCA as part of a benefits package ensures a faster route to healthcare

DCA provides 24/7 consultations with same day appointments available.

41%

of adults take half a day to attend GP appointments.

Competitor analysis



	Private patients only	Global access	Consultation duration	24 hour appointments	Ability to select GP of choice	Prescription delivery	Async services (QuickConsult)	Wellbeing tool	Fit notes available	Referrals available	Full electronic health record	Device access (web, iOS, Android or app)	ISO certified	Appointment with ACPs
doctor care anywhere.	✓	✓	Up to 20 minutes appointments	24..7	✓	✓	✓ Coming soon	✓ My Health	✓	✓	✓	✓	✓	✓
eMed®	Private and NHS	✓	10 minutes	24..7	✓ Over the phone only not in app	✓	✗	✗	✓ Only offer sickness certificates	✓	✓	✓	✓	✓
² SQUAREHEALTH ALWAYS THERE HEALTHCARE	Private and NHS	✓	15 minutes	8am-8pm, 7 days a week	Unknown	✓	✗	✗	✓ Additional charge to user £15	✓ Additional charge to user £15	✓	✓	✓	✓
LIVI	Private and NHS	Over the phone medical outside the UK	At least 15 minutes. More time available for those that need it	8am and 10pm on weekdays and 8am to 4pm on weekends	✗	✗	✗	✗	✓	✓	GP Practice holds these	✓	✓	✓
HEALTH HERO	Private and NHS	✓	Unknown	8am - 10pm 7 days a week	✗	✓	✓	✗	✓	✓	✓	✗ Only web based	✓	✓

More than just a GP service



Our network of healthcare professionals are available to give medical advice, answer questions and give peace of mind, when its needed.

Advanced Clinical Practitioners – *providing care for your employees.*

Our team of Advanced Clinical Practitioners¹ (ACPs) are all highly qualified in clinical practice and can help with a wide variety of health concerns and are the 'go-to' for minor ailments or a flare up of illness.

What can our Advanced Clinical Practitioners do?

- ✓ Assess your condition
- ✓ Diagnose and treat your symptoms, including issuing prescriptions
- ✓ Plan any follow up treatment that is needed
- ✓ If needed they can also refer your further treatment



A GP appointment, without visiting the waiting room.

You can choose the doctor you would like to speak with by video, or phone, at a time that fits into your schedule. There is no need to de-register from your regular GP, as Doctor Care Anywhere works seamlessly alongside it and with your permission your notes can be shared with your usual GP.

¹ Advanced Clinical Practitioners appointments are available 8am to 8pm, Monday to Sunday - including public holidays.

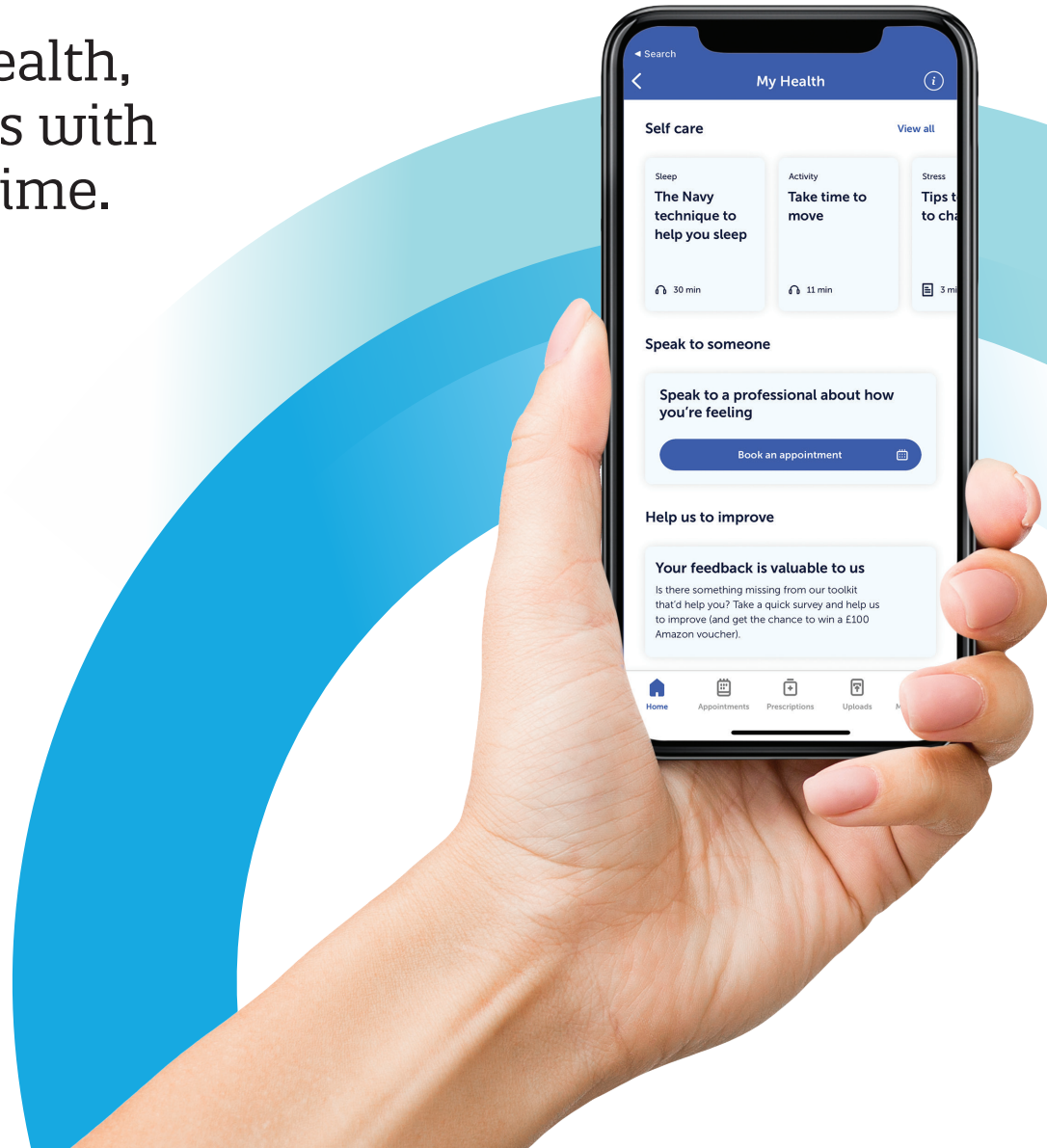


My Health - self-care content and tool



Our wellbeing platform My Health, is designed to provide patients with the right support at the right time.

Rooted in the 6 pillars of lifestyle medicine, My Health has been designed with a focus on promoting positive wellbeing and encouraging healthy behaviour change for our patients. My Health provides access to a carefully curated library of reading, audio resources, and mindfulness exercises on nutrition, physical activity, sleep, stress, and relationships.



What ongoing support will I receive?



You'll be assigned a dedicated Customer Success Manager providing end-to-end support from onboarding to renewal.

Our CSM's are trained to help maximise utilisation of the service, ensuring you feel the full benefit of implementing DCA

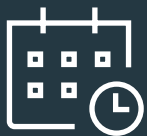
Management Information, and quarterly reviews to track success plans in inform wellbeing strategy.

Launch toolkit to ensure take up and awareness of the healthcare service.



Engagement series - we'll help you, and your employees, understand more about DCA and the support we can provide.

From health tips to more information on the service, we provide you with the tools to help your employees activate and utilise the service.



Our Patient Experience Team are available 7 days of the week - over the phone or email, offering advice and assistance on booking appointments, prescriptions, referrals and access issues.

contactus@doctorcareanywhere.com
+44 (0)330 088 4980

Onboarding

Corporate onboarding

- ✓ Onboarding is a quick and efficient process. Contract signature to 'go live' can be as little as 10 days depending on the business.
- ✓ There is no implementation fee.

Patient onboarding

- ✓ All employees will receive an activation email with instructions on how to access the service.
- ✓ Patients onboard to the platform themselves in a few simple steps, which can be completed in under 10 minutes.
- ✓ Patient identity verification is necessary requirement for CQC registration. As the service is online, our GP's need to ensure they are consulting with the correct patient.
- ✓ There is no age limit for using DCA however, dependants under 18 must be accompanied by an adult during the consultations. We'll also need proof of guardianship as part of the verification process.



Key benefits



1. Healthcare benefits that can be offered as a **whole workforce solution**.



2. Improve **motivation** and increase **morale**.



3. 24/7 healthcare at their fingertips, your employees can access **fast and convenient** healthcare **whenever, whenever**.



4. **Fraction of the cost** of Private Medical Insurance.



5. Access to **private healthcare** without needing to de-register from regular NHS GP.



6. **Early intervention** to stop people from waiting and getting sicker.



7. Doctors that are specifically trained in **virtual consulting**.



8. **Security and Governance** to the highest possible standards.



9. High user **NPS** and **satisfaction scores**.



10. Dedicated support to assist with employee queries and the provision of **easy to follow** utilisation reports.



11. **Attract and retain talent** by investing in your employees.

Objection handling:

We have a free service with our Private Medical Insurance, why do we need an additional online healthcare service?

Many businesses who have PMI, will likely have a online GP included with this. However, not all companies will cover their whole workforce, or will have a reduced for coverage for non-C-suite employees.

We serve many partners who have PMI in place for a proportion of their workforce, and have utilised our service to cover their uninsured staff.

A large drinks company have Bupa in place for higher grade employees and DCA for warehouse staff

A large bank have Aviva for higher grade employees and DCA for non management

Many PMI providers will have a cap on the number of appointments users can have a year, this is how costs are kept low. In 2021 GPs delivered an average 6.5 consultations per person.

DCA members, and their family and friends, can have unlimited appointments throughout the year.

Aviva have a cap of 3 GP consultations a year.

[Source here](#)



Corporates rarely extend PMI cover to employees families and friends.

DCA offers the ability to extend services to dependants with both corporate, and employee self-pay, options.

PMI providers will assume on low utilisation of their service to ensure margins stay intact, a higher utilisation will likely see an increase in cost the following year.

DCA encourages utilisation through health content and welcome/reminder emails

PMI providers will often have hidden costs, such as charges for referrals and fitnotes.

This is covered within a DCA subscription.

Aviva charge patients £15 for fit notes and referrals

Objection handling:



Why would we need an online healthcare service when we already have a cash plan?



Cash plans are cheaper however, they offer reduced cover and work on a low utilisation model. There will often be a limit on the period of cover, what you can claim for or how often you can use the service. **DCA's service is unlimited with no hidden costs to members**

We complement cash plans, with members being able to use their cash plan benefit to cover a secondary referral received by DCA.

Why would we need an online healthcare service, when we already have an EAP service?

An EAP service is not a healthcare service and cannot provide prescriptions or secondary care referrals to patients. All our GPs are required to have 5 years' experience, to be GMC registered and have a membership with the Royal College of General Practitioners. Our Advanced Clinical Practitioners are fully qualified, highly skilled, and trained clinicians, who've undertaken post graduate training and masters' qualifications in clinical practice.



We can signpost into these services and have our own EAP service to work alongside our healthcare offering.

Objection handling:

Why are you more expensive than your competitors?

- ✓ We offer **appointments 24/7, 365 days** a year whilst many competitors have a limit on when appointments are offered.
- ✓ There are **no hidden costs** - referrals and fit notes are wrapped up in the cost of our subscriptions. Many competitors will charge a fee to the end user for these services.
- ✓ We're much **more than just a GP service**, we offer appointments with Advanced Clinical Practitioners, all members have access to My Health – our wellbeing tool for free.
- ✓ We offer a **quality service**. Within the 12 months after their first appointment, members utilise our service a further 1.2 times.
- ✓ Our **NPS score of +75** reflects positive customer experiences.
- ✓ We offer up to 20-minute appointments depending on the health concern with our clinicians. Other online healthcare service providers will only offer up to 15-minute slots which can lead to consultations being rushed. We put the patient first and ensure they have a time slot sufficient to delve into the concern and provide a more accurate diagnosis.





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