Delivering Virtual Health as a service
A purpose shaped by:

- Enhancing people’s experience of care
- Simplify cooperation between patients and providers of care
- Reducing healthcare costs
- Removing system inefficiencies
- Bringing the health system together
- Deliver the Future of Work for Health
Delivering products to improve care

Aceso

Aceso
snapscan

Aceso
pinga

Aceso
radiology analytics
We are driven by a single purpose

Making Health Better.
Health industry challenges

Needs are infinite, resources are finite.
A new opportunity exists to improve health

A new virtual primary care model is taking flight

FROM THIS

- Patients must contact call-centres
- Patient questionnaires are emailed or physically sent
- Difficult to change appointments
- Patients get frustrated

TO THIS

- See their records and results
- Patients book online
- Pay for their care at appointment setting
- Can see their doctor virtually
- Order prescription refills
Healthcare must adapt to expectations

- **Patients would use virtual health to manage prescriptions**: 93%
- **Patients believe virtual health would help them stick to appointments and follow wellness regimes**: 91%
- **Providers are more comfortable using virtual health post covid-19**: 64%
- **Patients are now interested in using virtual health going forward to costs, time and travel**: 76%
What is Virtual Health and how does it deliver on the promise?
Our Unique Value Proposition

- Fully integrated, agnostic Virtual Health platform
- Multiple virtual waiting rooms for all lengths of care
- E-forms
- Integrated payment gateway
- Billing and invoicing
- Flexible front end for your own brand
- Operational dashboard
Consultation workflow

Provider

Consultation link/details in PMS

Review notes/Triage questionnaire

Start video consult

VIDEO CALL

VOICE CALL

Start call to patient

Consult ends

Further action required?

NO

Enter notes

Process ENDS

YES-CONSULT

Consult booked

YES - PRESCRIPTION

Prescription created/ordered

Booking link/info: Email/SMS confirmation

SENT TO PATIENT
Appointment booking

Patient

- Call practice
- Practice website
- Practice portal
- Clicks “Book an appointment”

Triage questions

- Emergency
- Patient directed to 111

Consultation method:

- Phone
- Video

Patient’s personal details

- Enrolment status/fee determined

Choose clinic/doctor; date/time

Enrolment Form

- NES/Health summary lookup

Check availability

- Booking links/Info: Email/SMS confirmation

Payment

Booking confirmed

Integrated into PMS
Post booking

Patient

Change of appointment

YES - RESCHEDULE

YES - CANCEL

Integrated into PMS

Integrated into PMS

Email/SMS reminder/notification

NO

Integrated into PMS

Video call commences

Video call commences

Consult ENDS

Further action required?

Process ENDS

YES - CONSULT

Consult booked

YES - PRESCRIPTION

Prescription created/ordered

Enter virtual waiting room

Doctor phone call

VIDEO CALL

VOICE CALL
Extra time slots can be dynamically opened at the end of the day to service overflow demand.
Patient scenario

Kate has a sore throat which has worsened over time. She is at home with her kids but she needs to see a doctor.

Goes to Aceso’s Virtual Health’s website

Enters personal details

Preferred booking time

Secured payment gateway

Confirmation of booking received

Virtual waiting room

Virtual Health consult begins
Admin scenario

Jane looks after the administration at Aceso Virtual Health service.

Checks roster and clinician scheduling.

Review bookings and waiting room.

Jane can organise questionnaires for patients to fill in while in the virtual waiting room.
Clinician scenario

Dr. Baker wants to view her next scheduled appointment

Checks waiting room

Looks at other appointments for the day

Dr. Baker enters a Virtual Health consult
DEMO
References

Tamaki Health are the management service organisation for East Tāmaki Healthcare, Local Doctors and White Cross network of medical clinics. As the largest independent primary healthcare group in New Zealand, their network has 40+ clinics that together provide more than a million consults a year.

Tamaki Health offers Aceso’s Virtual Health platform known as Bettr to their patients as they are committed to delivering a full range of general practice and urgent care services.

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Our Team

Virtual Health is supported by a team of 80+ developers, business analysts, and delivery managers across our wider organisation. Some of our developers:

- **Gabe Rijpma**: CEO
- **Will Barnett**: Head of Strategy, Co-Founder
- **Dalibor Frtunik**: Head of Product, Co-Founder
- **Bindy Williams**: Marketing Manager
- **Tom Varghese**: Strategic Business Development
- **Scott Brownless**: (PhD) Head of Data
- **Chris Savage**: Project Delivery Manager
- **Dragan Shahpaski**: CTO
- **Marijana Neshkovska**: Pinga Delivery Lead
- **Filip Nikoloski**: Senior Architect
- **Vesna Trajkovska**: Pinga Delivery SME
- **Hristijan Churukoski**: Senior Developer
- **Jadranka Velinska**: Pinga Database Engineer
- **Dimitar Spasovski**: Senior Developer
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