



Digital & Connected Health Technology Solutions & the Evolving Insurance Landscape





The Insurance Evolution



The Healthcare Technology Revolution



Insurtech meets Health Tech



Why MyDoc



The Insurance Evolution

The Asian insurance market in numbers



9.2

percent

Increase in global insurance premiums in 2015 and 2016

10

percent

Average increase in Asian insurance costs, far above GDP growth

4

billion

Investment in insurtech in 2016, up from 2.6B in 2015

15

percent

The percentage of insurtech deals in Africa & Asia in 2016

>10

percent

The percentage of insurance coverage for most Asian markets



Insurance premiums are rising on a global level with Asia leading the charge at 10% increase.



Insurtech spend is rapidly rising, but Asia is only grabbing a small piece of the US\$4B investment in 2016

Change is inevitable & fast



325

percent

Y.O.Y. increase in
insurtech investments
since 2011

2.1

percent

Increase in global
insurance premiums –
fastest raise in
decades

71

percent

Rise in elderly
population in Asia
compared to 31% in
Europe

11.5

percent

2016 medical cost
increase for insurers
against 2.1% inflation



Policy holders

Increasing costs of healthcare equates to higher premiums or less insurance benefits

Insurers

Rising health costs reduce margins and policyholder goodwill



Costs are increasing rapidly for policy holders and insurers, including premium rates and medical costs. There is a desperate need for change.



Technology has become the only viable option with more money and time investment being pushed in mobile or big data solutions for insurance.

The Healthcare Technology Revolution



Patients

Rising healthcare costs, reducing satisfaction in services and lack of access deters patients from seeking healthcare

Providers

Providing care in an inefficient system leads to increase expenditure and lower quality of care

2

hours

Average waiting time for 95%
of patients at Singapore
polyclinics

66

billion

S\$ cost of elderly healthcare
by 2030

1.2

billion

S\$ increase in government
expenditure on healthcare

However, the industry is
changing at a rapid pace...

Technology, is the
forefront of this change

Wireless Communication



First level of wireless communication with the introduction of beepers, pagers and overhead voice systems in hospitals

Information Access



Digital search or online databases improving information access for patients and providers. Implementation of EHR in healthcare

Telemedicine Services



Basic telemedicine services to provide easier access to doctors and improve healthcare penetration in hard-to-access markets



Improved healthcare efficiency helped propel the industry forward. Improved access and a greater information database was crucial for improving the overall care experience



However, there were gaps in the technology that limited its effectiveness. Improvements in tech infrastructure paved the way for the next generation of health tech

Wearable Technology



Infusing healthcare tech into wearable and functional devices was instrumental in driving utilization and acceptance by patients

Portal/Platform Technology



Platforms that connect provide the entire patient experience was key to simplifying the patient & provider experience

Remote Monitoring



Sensor technology enables remote tracking measurement for elderly care and empowers care providers to effectively manage patients



The new innovations focused on efficiency and cost reduction through technology. This led to the acceleration of healthcare technology and push to further innovate to manage the rising healthcare costs



Healthcare moved into the big data space with efforts to reduce cost, drive preventive health and improve efficacy. Insurance benefited heavily from the introduction of big data in healthcare

Insurtech meets Health Tech

Insurers are looking for solutions to the key issues that plague the industry. They can be summarized into 3 funnels

Cost Reduction

- *Reduce the impact of rising healthcare cost*
- *Manage premium costs without impacting the bottom line*

Automation

- *Remove inefficiencies of a manual system to drive efficiency*
- *Reduce barriers to entry for new customers & engage policy holders*

Health Data

- *Utilise healthcare data to drive patient engagement*
- *Use data patterns for preventive health and effective insurance products*

Wellness
Network
Insurtech
Healthcare
ePrescription
Long-term patient care
Online-Offline
Chat bot
Care network
Consults
Health Data
Automation
AI
Insurance
Digital health
Specialist
Doctor
eMC
Patient engagement



Case Studies

MyDoc works with insurer partners to provide the following services:

- *Telemedicine services*
- *Online prescription services*
- *Data tracking and analysis*
- *Personal Health Records*
- *Lab integration tools*



RESULTS

36%

*Reduction in average
healthcare cost per policy
holder*

3.5x

*the industry utilization
average for digital health
services*

Virtual medical assistants reduce primary care time and patient cost, as well as improve inefficiency and automate the care experience. They offer:

- *Patient engagement tools*
- *EMR integration services*
- *Virtual assistant services for diagnosis and triage*



RESULTS

60%

Of primary care volume can be managed by virtual assistants

90%

Reduction in provider time required per consult to provide the same quality

Discovery & AIA launched a customer loyalty programme built around wearables and data to encourage prevention and better health practices.

They offered:

- *Regular biometric measurement through devices*
- *Access to relevant health and wellness data and plans*
- *Analysis of the real-time data*
- *Variable costs per user to improve*



RESULTS

6m

Users world-wide for the Vitality Programme

8

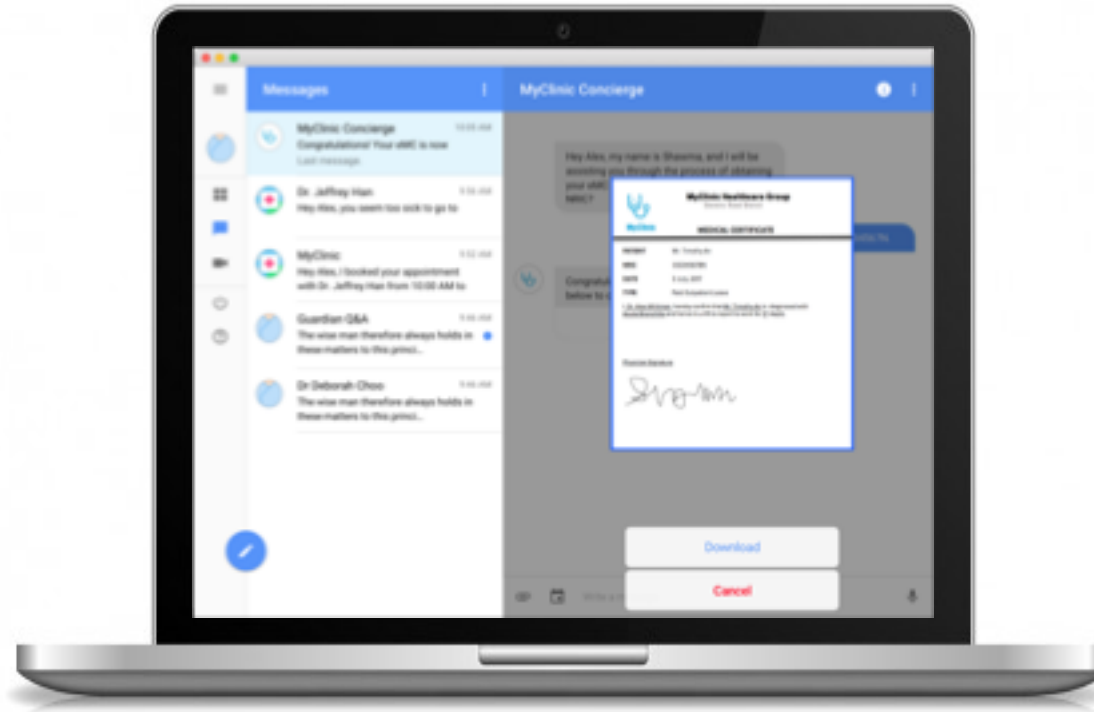
Difference (years) between life expectancy for Vitality vs Non-Vitality members

Why MyDoc

What is MyDoc



MyDoc is the first and only digital healthcare platform in Asia. We provide high quality digital health services to patients and corporates, to provide effective care whenever and wherever it is needed.



What does MyDoc do?



We simplify healthcare by

TRACKING HEALTHCARE DATA

CONNECTING PATIENTS TO THE CARE TEAM
THEY NEED

REDUCING ERRORS IN HEALTHCARE

AUTOMATING PROVIDER AND PATIENT
PROCESS

SAVING TIME AND EFFORT FOR BOTH PATIENTS
AND PROVIDERS



85

percent

Follow-up rate after health screenings compared to 10% industry standard

3

multiple

Utilisation rate of the MyDoc service by patients compared to Teladoc

90

percent

Patient engagement for the age-group above 40 years in Singapore



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