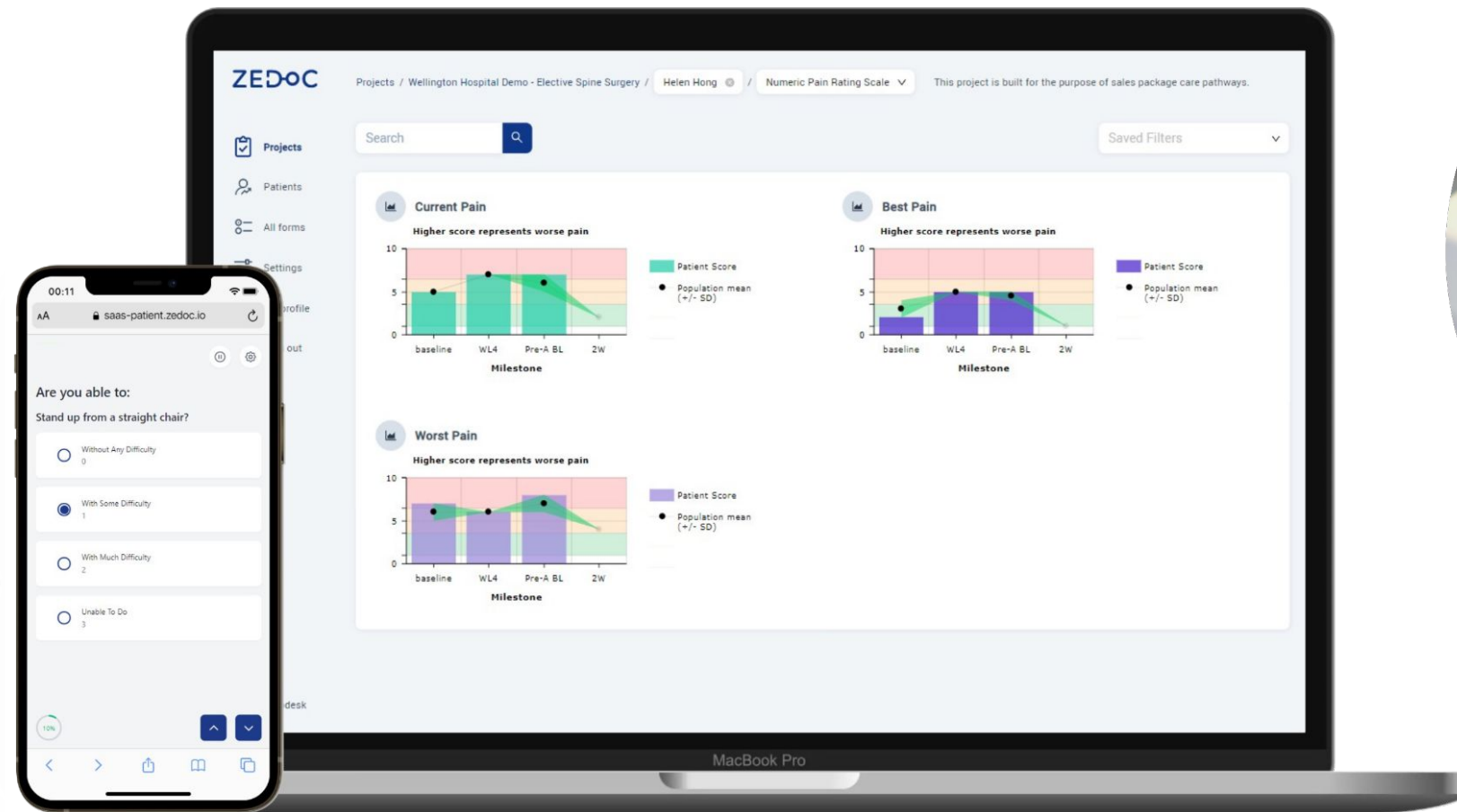




# PROMs, PREMs, PCQs, and more

Global Experience - Specialised Technology



We are a global healthcare company that supports providers, payers and health systems in the digitisation of patient care journeys and systematic collection of patient-reported measures (PROMs + PREMs) to enable value-based care models.

- Founded by clinicians and informatics experts
- Virtual and value-based focus
- ISO27001 Certified, GDPR and HIPAA Compliant
- Operating in 7 countries

**Mission** | Pioneer a new era in healthcare where patients, providers and payers closely collaborates to deliver improved health outcomes and a higher quality of life for all, by measuring and utilising outcomes that matters to patients the most.

## We are transforming healthcare delivery for millions of people across the globe

>10m population	>2m patients	>150 projects	>75% response rate	>2,200 HCPs
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# Partnering with organisations at all stages of value based care roll out



Note: This is a non-exclusive list

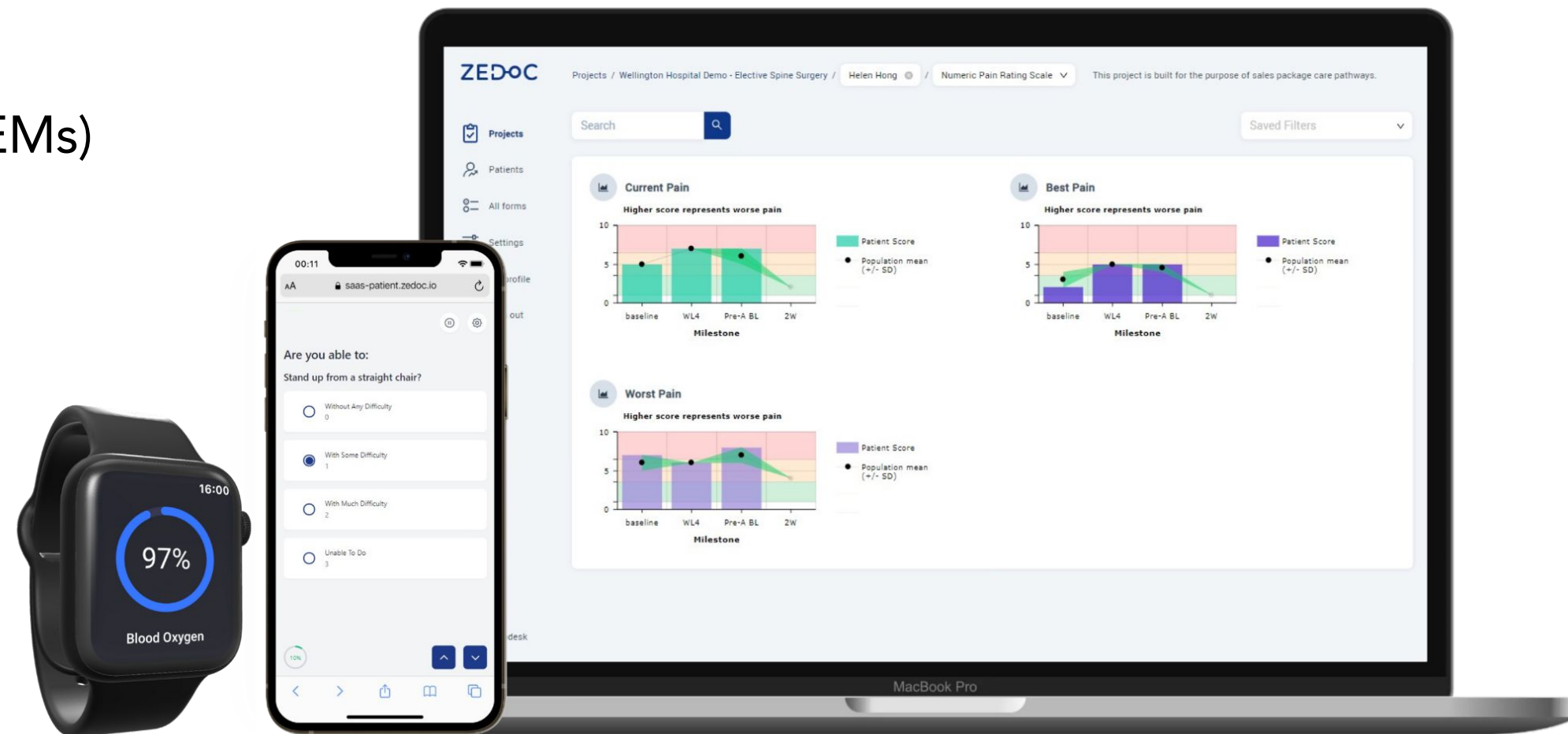
# ZEDOC - One product, one service for PROMs, PREMs, PCQs & care



## pathways

Our digital health platform, ZEDOC, is an all-in-one, purpose-built solution for collecting, delivering, & analysing critical healthcare information at every step of a patient's care journey. This includes:

- Collect
  - Patient-reported outcome (PROMs)
  - Patient-reported experience measures (PREMs)
  - Clinician-reported outcomes (CROMs)
  - Patient Activation Measures (PAMs)
  - Pre Clinical Questionnaires (PCQs)
  - Casemix
  - Wearable and medical devices
- Deliver
  - Patient engagement and education
  - Value driven automation of clinical pathways
  - Built in **ICHOM** sets
- Analytics & decision support visualisation



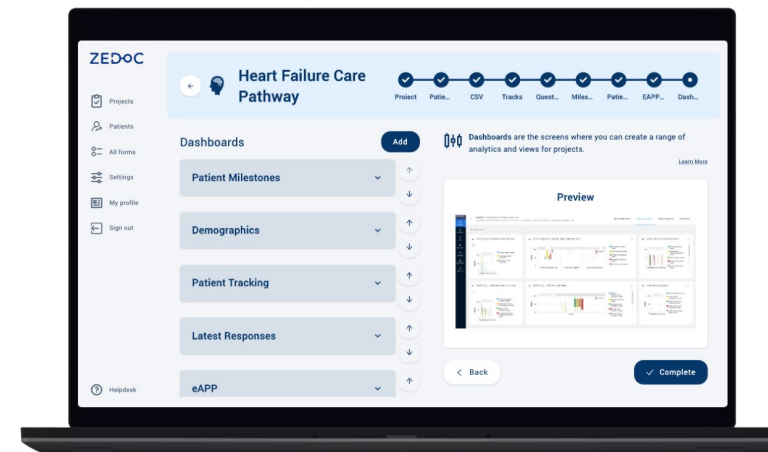




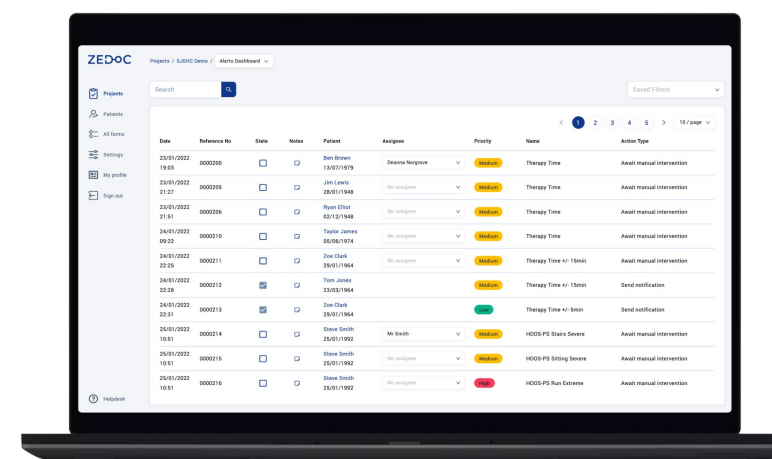
## Content Management



Form Builder

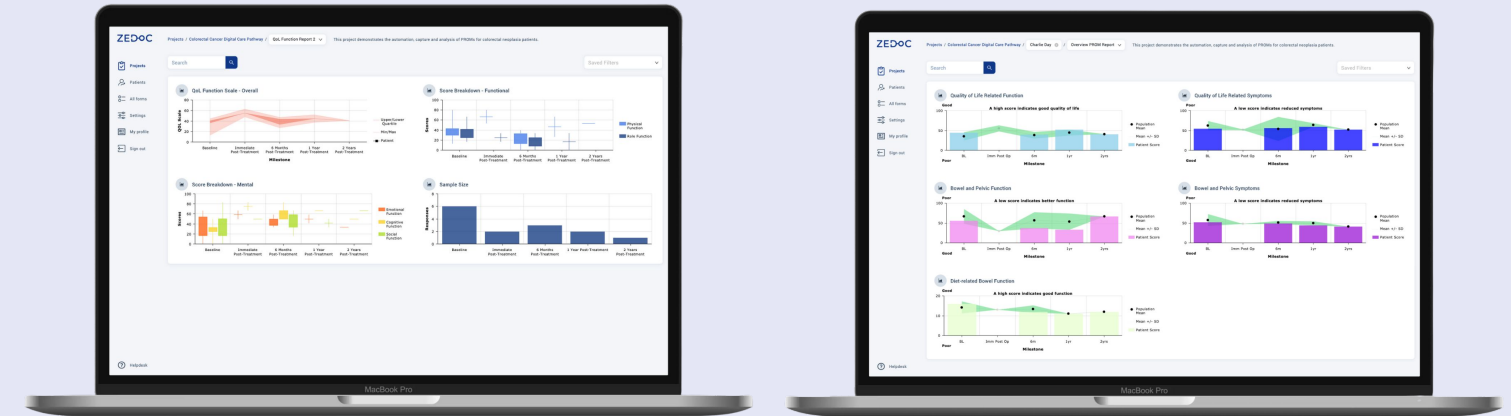


Project Wizard

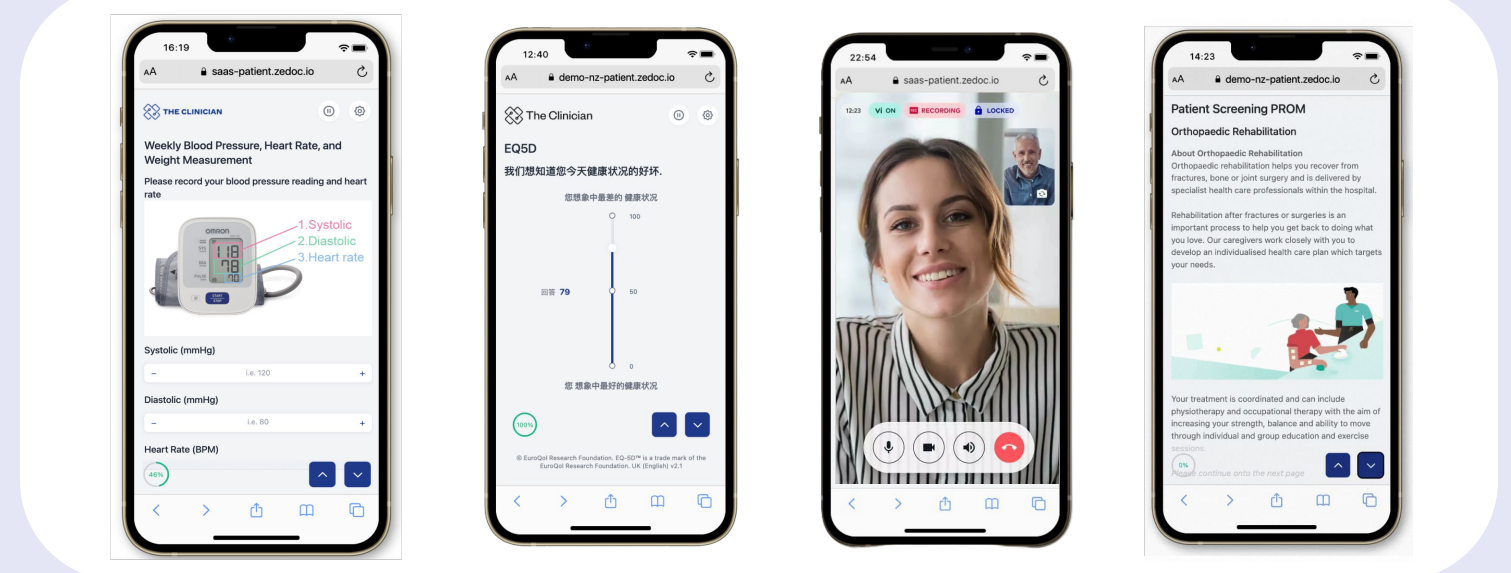


Alert Engine

## Portals



Provider Portal - Control Center & Visualisation



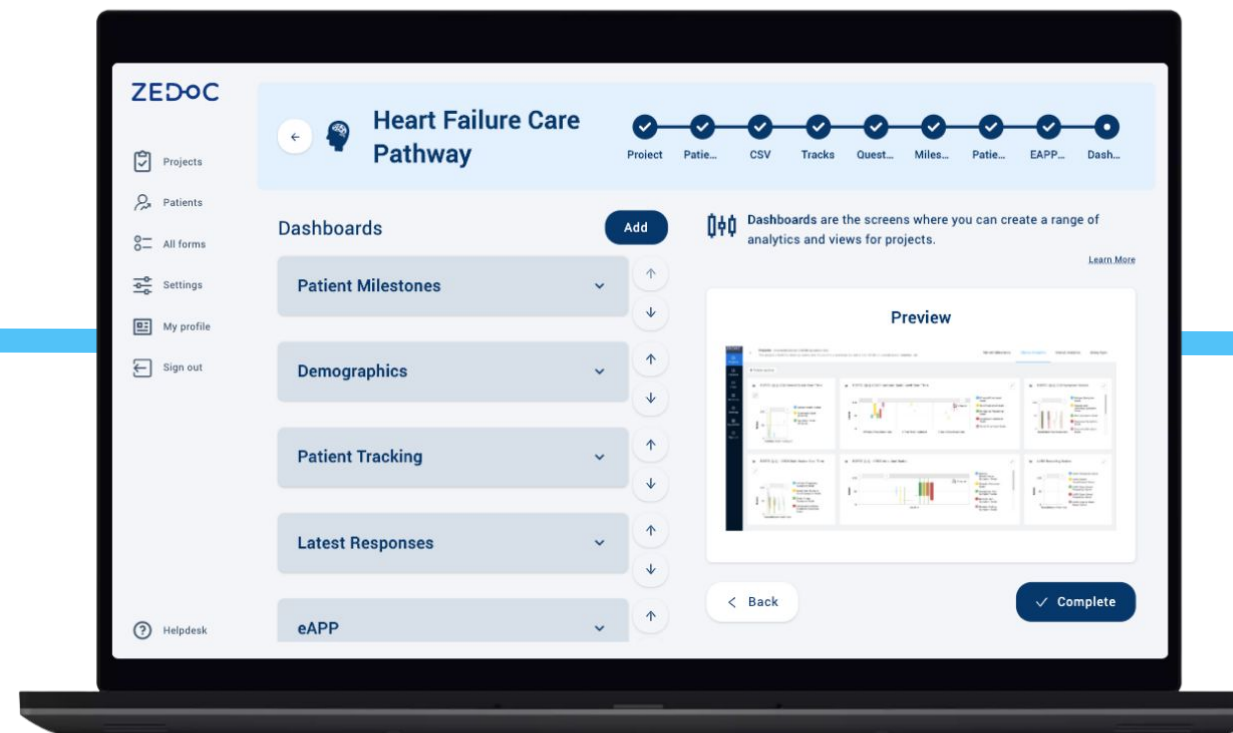
Patient Portal - engagement & education

# ZEDOC - Surveys & project configuration at the backend



Doctors / nurses / admins  
log into ZEDOC

Form Builder - build surveys,  
formulae and logic

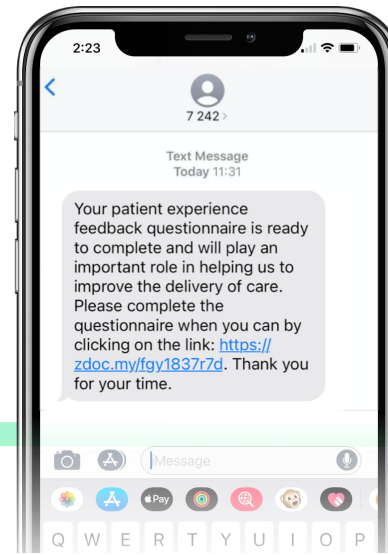


Project Wizard - define program  
parameters, visualization and alerts

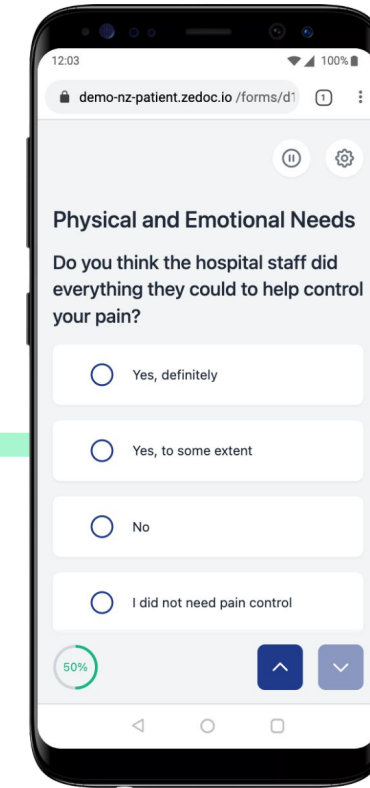
# ZEDOC Platform - Patient engagement & care pathway | No "apps"



Doctors / nurses enroll patients into pre-configured pathway



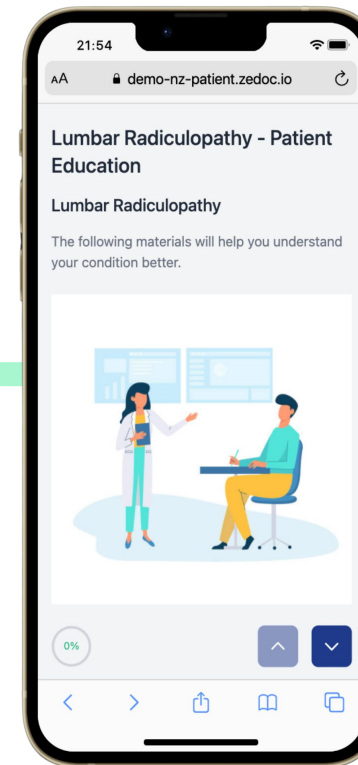
Personalized SMSs / Emails automatically sent at preset time with links to assessments



Patients report data on web link



Automated reminders for patients and alerts for providers



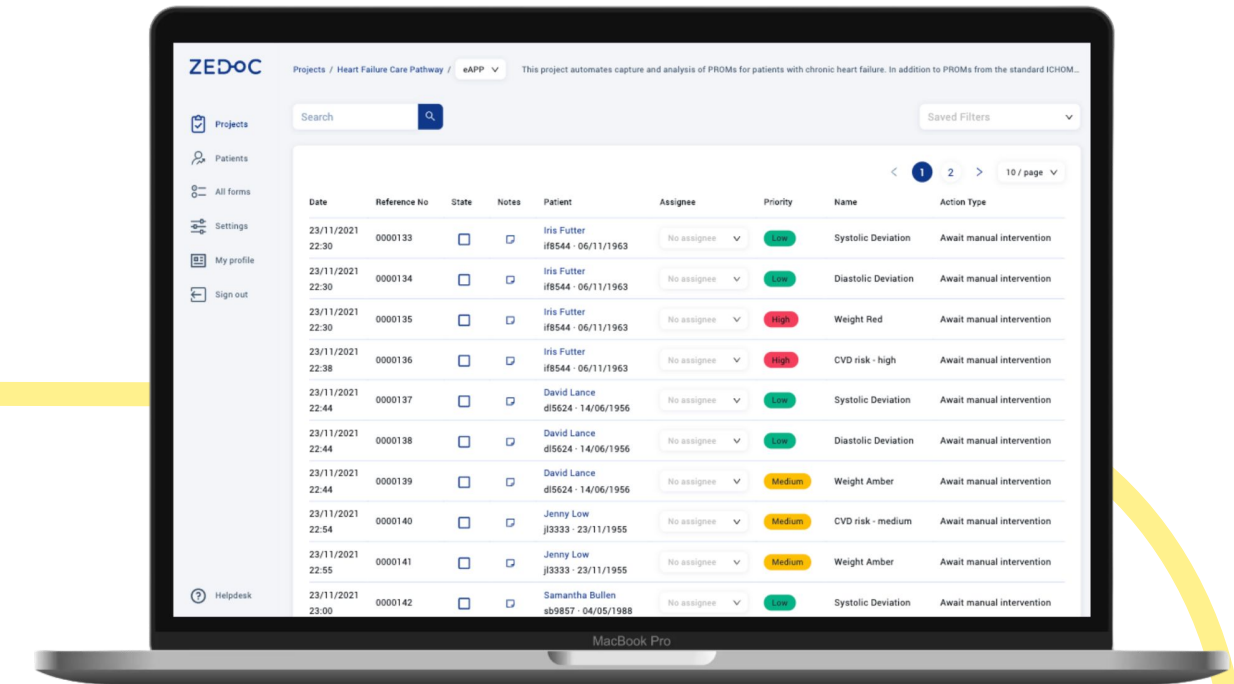
Outcome based delivery of educational interventions.



# ZEDOC Platform - Physician interface & decision making



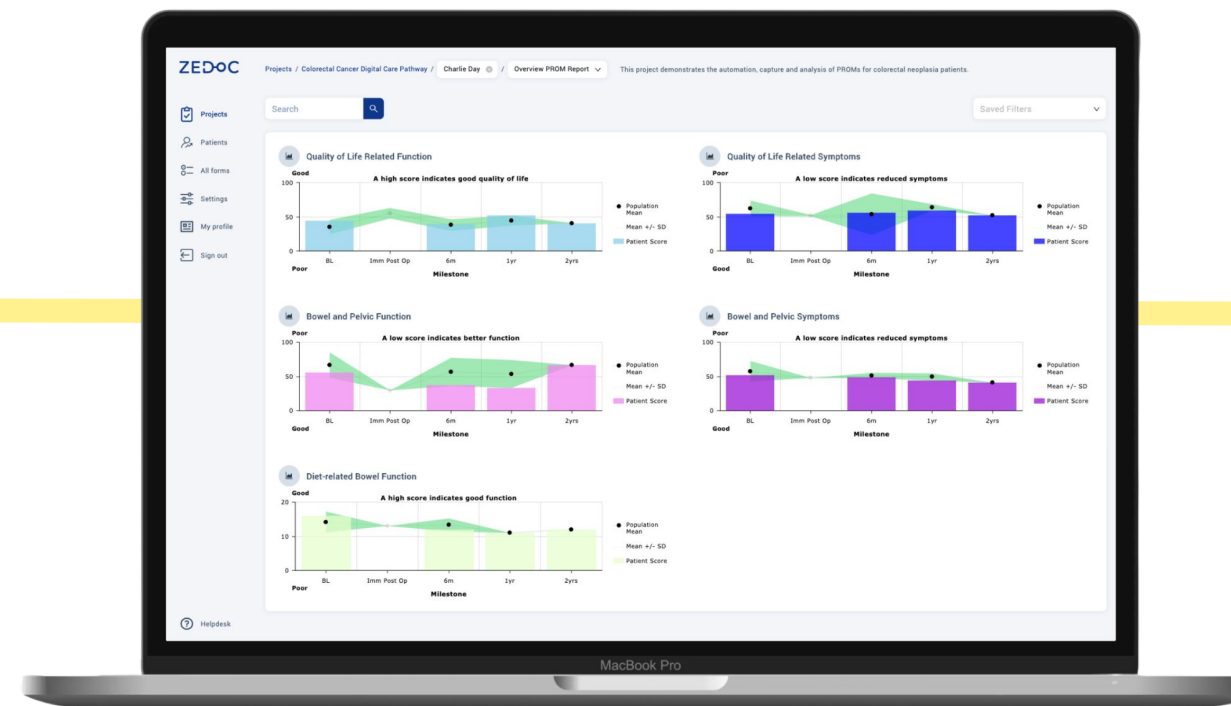
Control center to view all patients, individual patient responses, manage alerts, allocate tasks within care team



Doctors / nurses log into ZEDOC at clinic / in hospital premises



Positive value for patients & healthcare system



Real time analytics and visualization for clinical team



Automated email alerts to care team based on threshold breaches

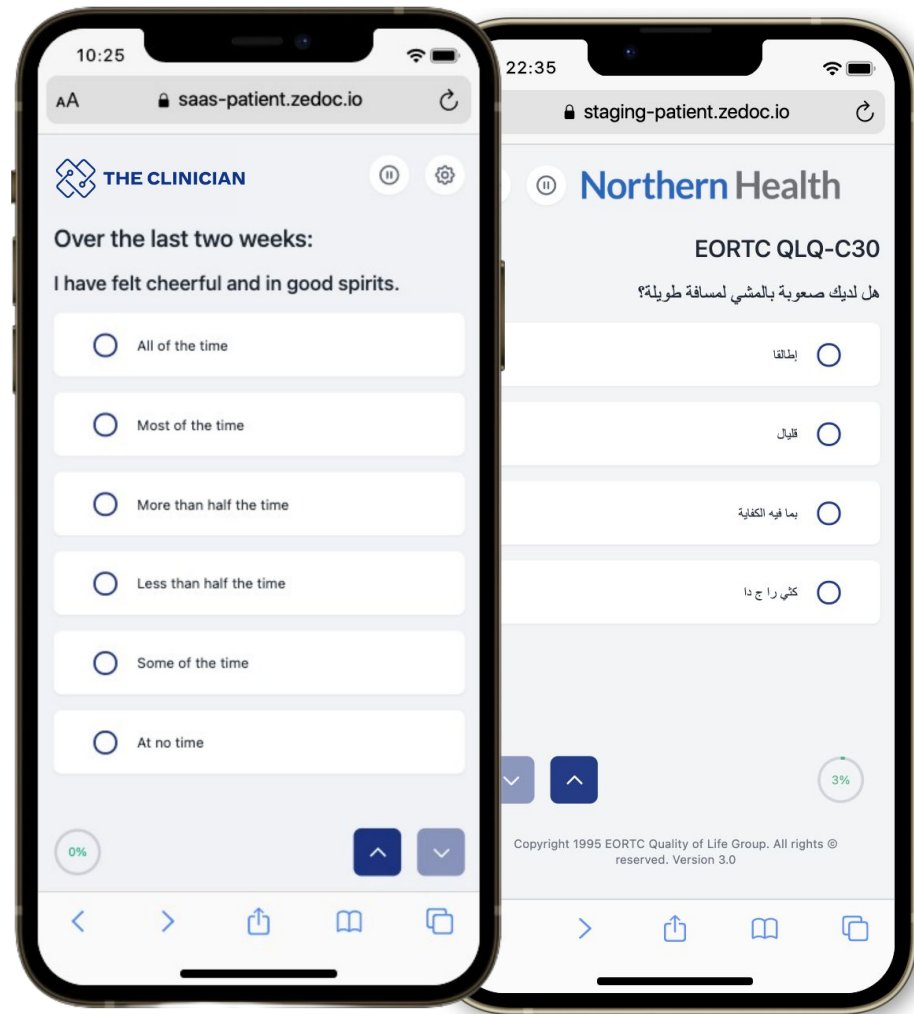


# ZEDOC Patient Portal - Low-Friction & Rich User Experiences

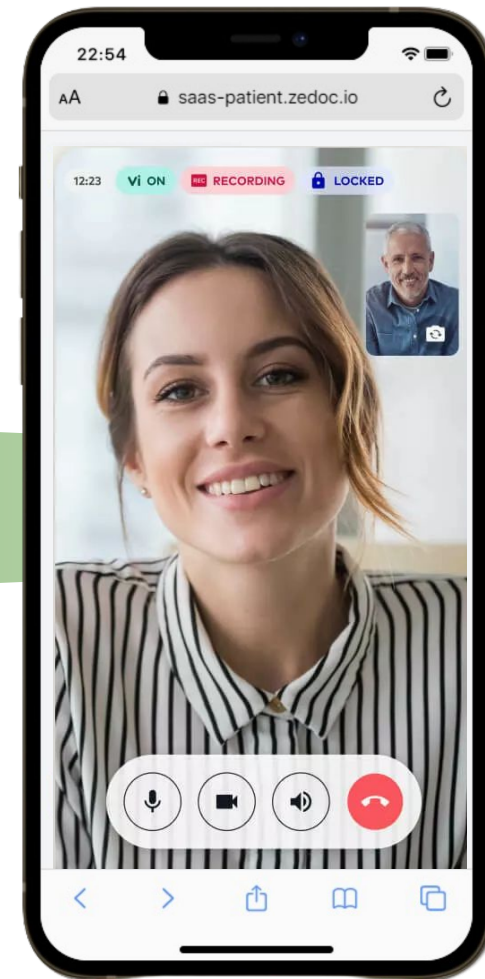


ZEDOC's patient-facing portal is an easy-to-use interface that can be embedded into existing health applications.

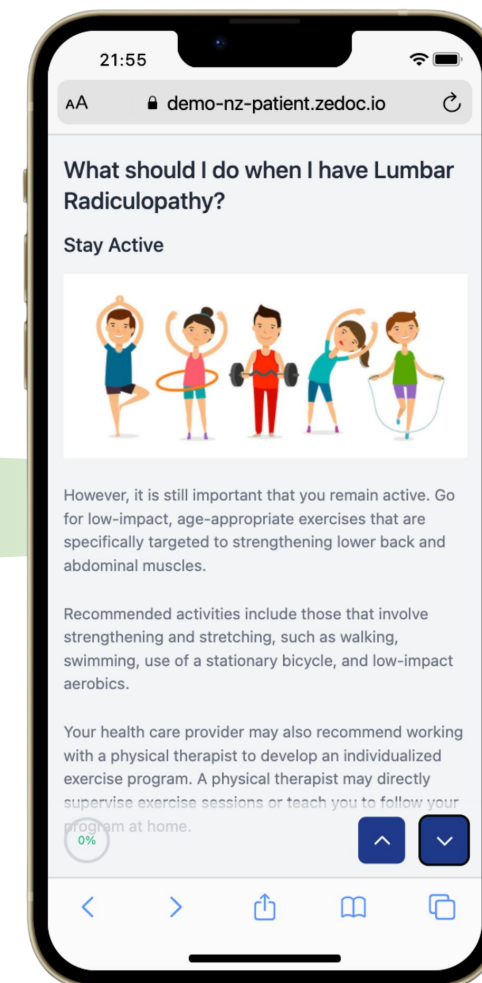
It delivers PROMs and PREMs as well as self management content and can also record objective data collected from wearables and medical devices. Through integration it also supports teleconsultation.



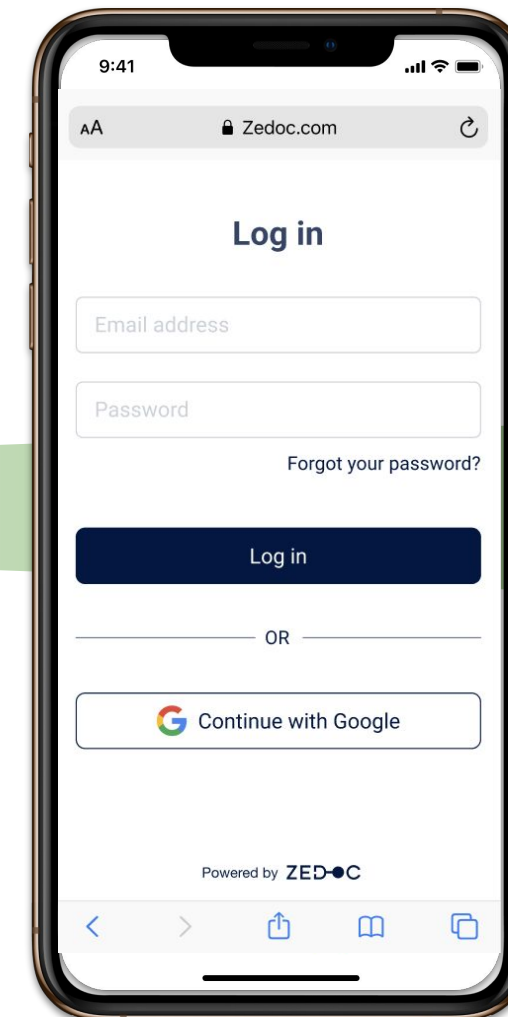
Multi-language delivery of PROMs and PREMs



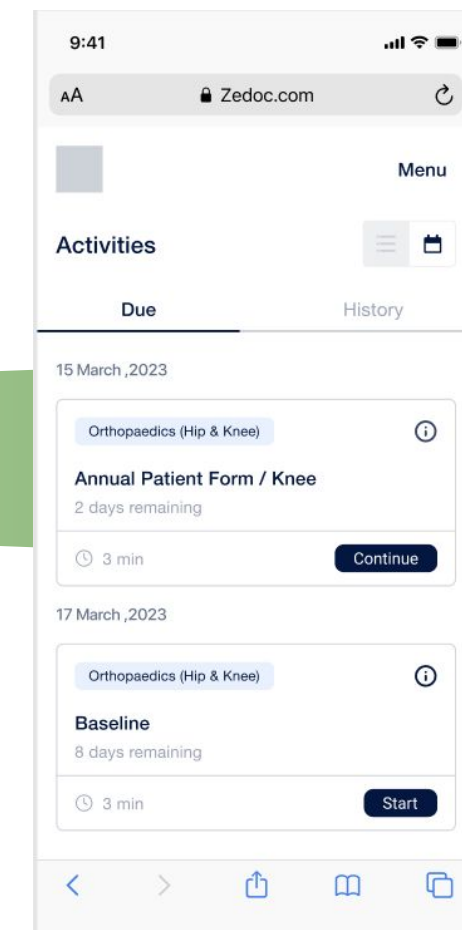
Integration with Telehealth Providers



Delivery of targeted educational and multimedia content



Review historical results



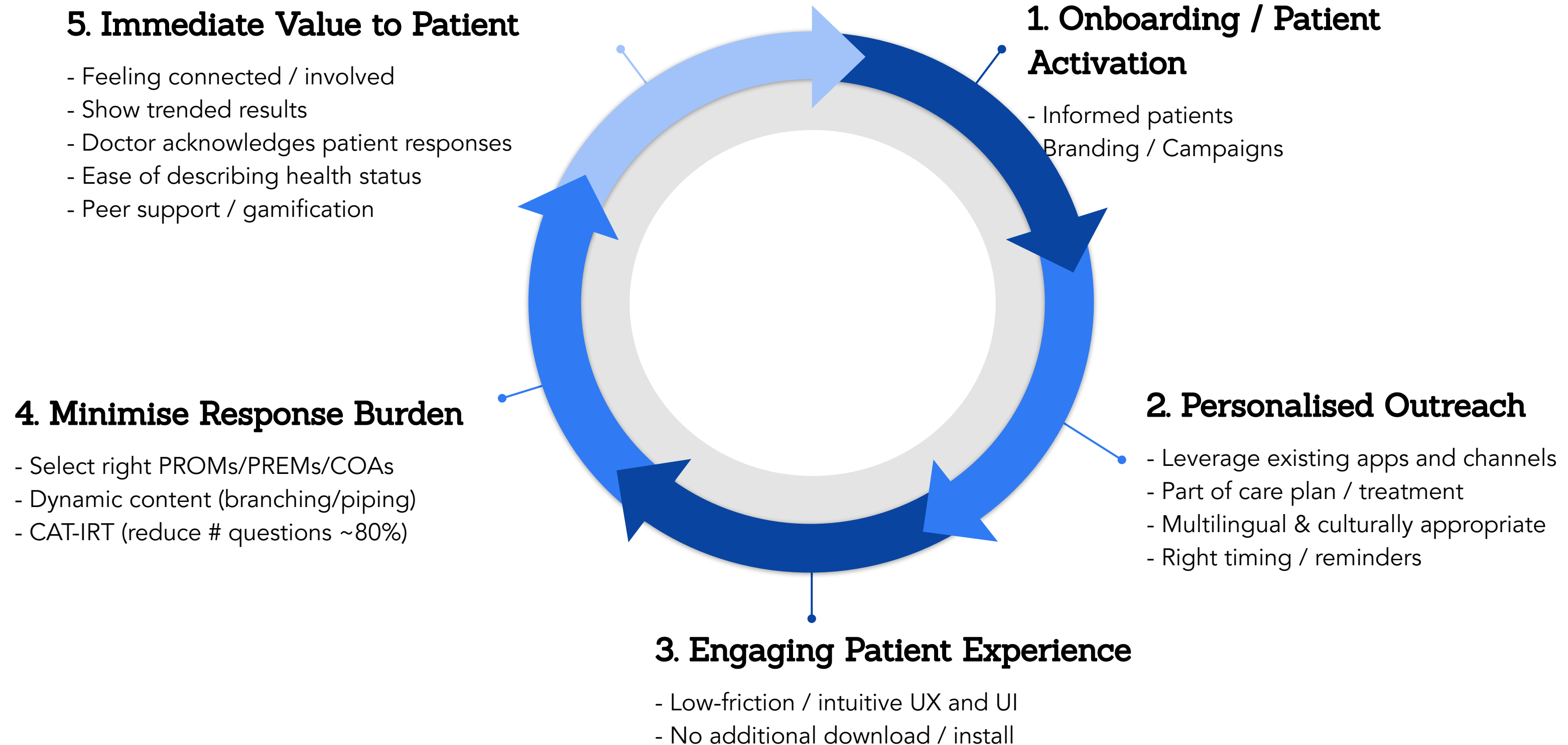
View of track and upcoming activities



# Delivering exceptional patient engagement and response rates



We have a proven track record of delivering digital care pathways that keep patients active and engaged.



# ZEDOC was crafted together with the value based care community



We work closely with key opinion leaders in the value based care ecosystem.

<p>Value based assessment bodies</p>   	<p>Universities</p>     
<p>Clinical quality</p> 	

ZEDOC's flexibility provides opportunity for agile collaboration on value based care programs. Our PROMs and PREMs modules have evolved from purposeful and focussed partnerships with:

- Clinicians / Nurses / Allied Health staff
- Medical informaticians
- Epidemiologists & statisticians
- Population health researchers
- Behavioral health experts
- Computer scientists



## Patient Symptom Dashboard

Search

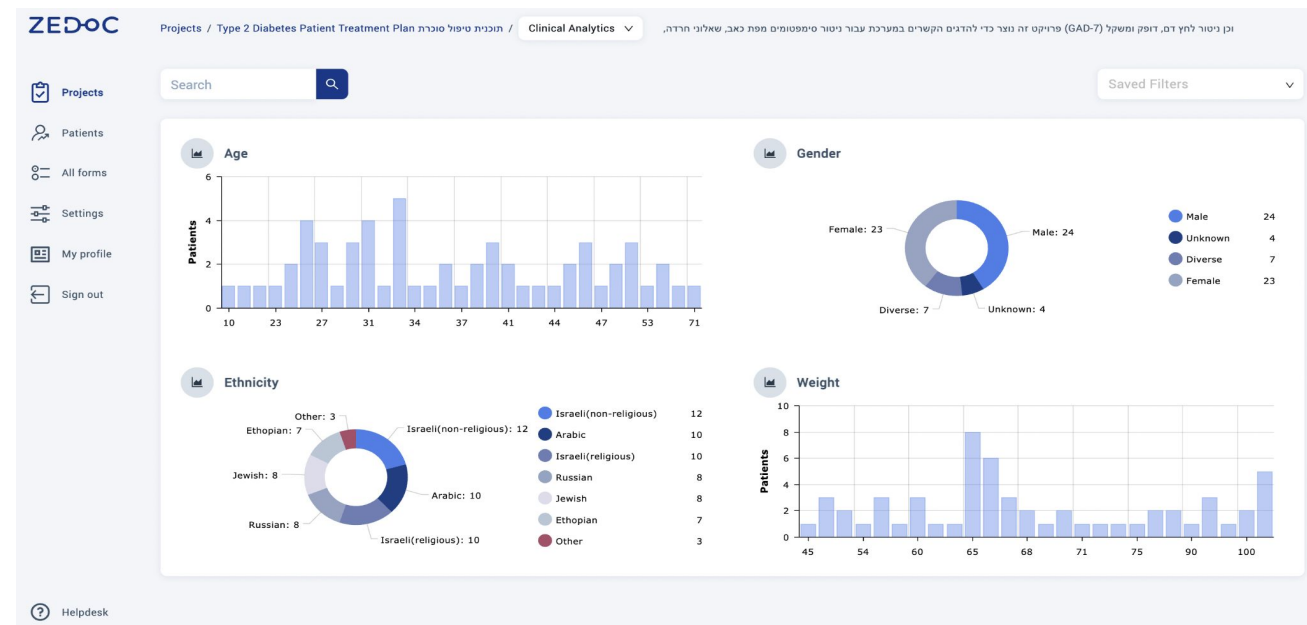
1 / 10 / page

Notes	Patient	Date	Missed	Fever	Weight Loss	Loss of Appetite	Haemoptysis	Ulcers/soreness	Fatigue	Pain	C
<input type="checkbox"/>	Rebecca ♀ · 1979-01-01 ID0004	21/07 11:03	0	No	Yes	Yes	No	8	8	8	0
<input type="checkbox"/>	Andrii ♂ · 1966-01-01 ID0001	14/07 14:35	0	Yes	Yes	Yes	No	9	10	10	1
<input type="checkbox"/>	Jane Bright ♀ · 1965-07-14 ID0002	14/07 12:54	0	No	Yes	No	Yes	10	9	9	1
<input type="checkbox"/>	John Doe ♂ · 1988-07-14 ID0003	14/07 12:51	0	No	Yes	Yes	Yes	10	10	10	1

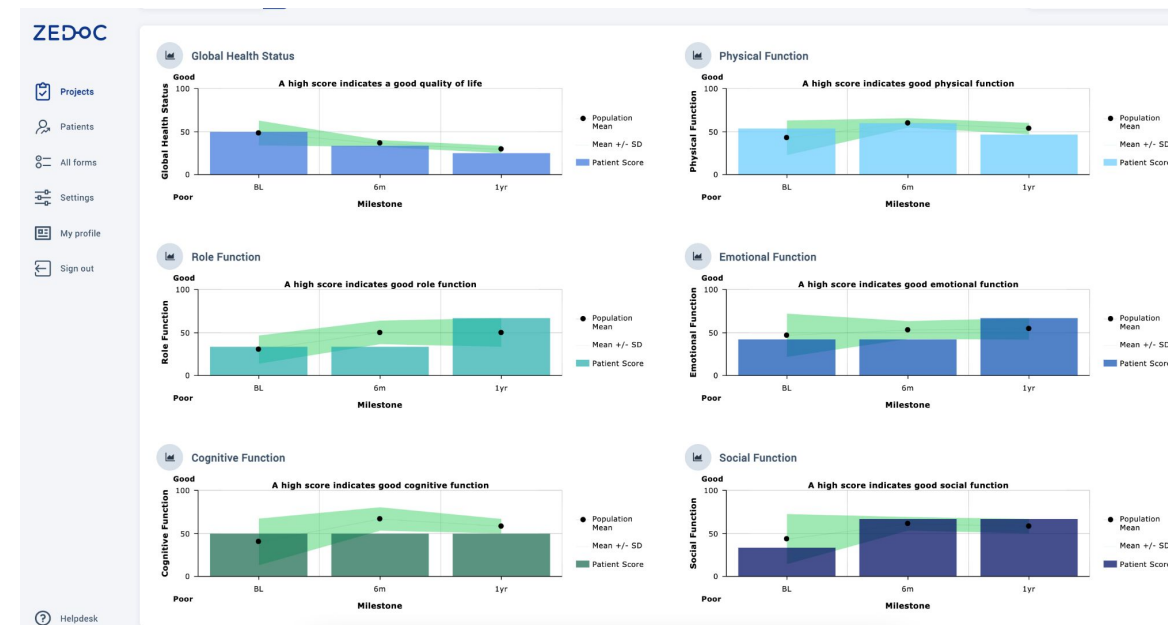
## Population composites



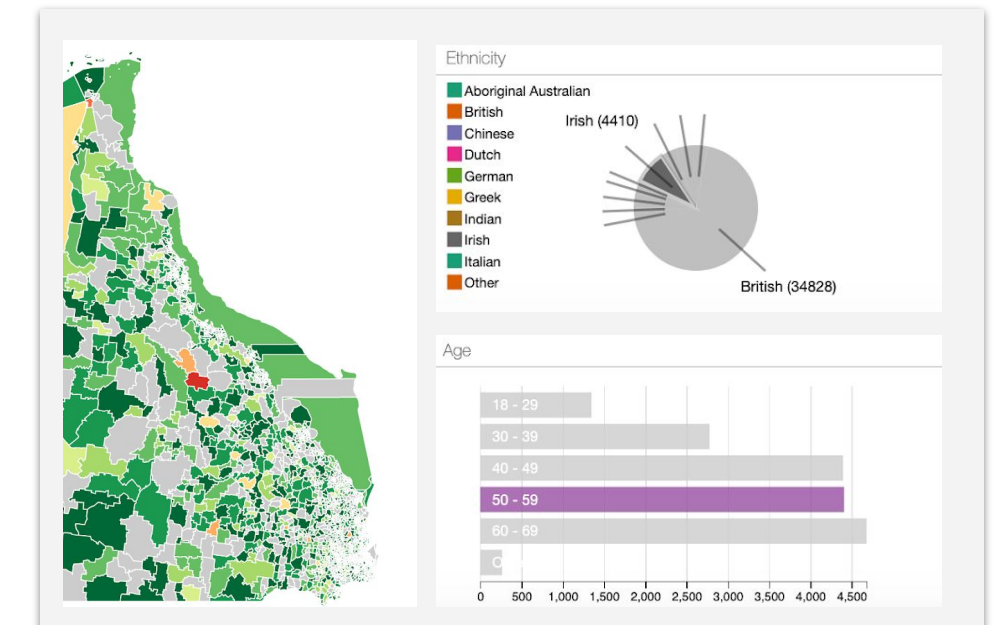
## Patient Demographics



## QoL Functions

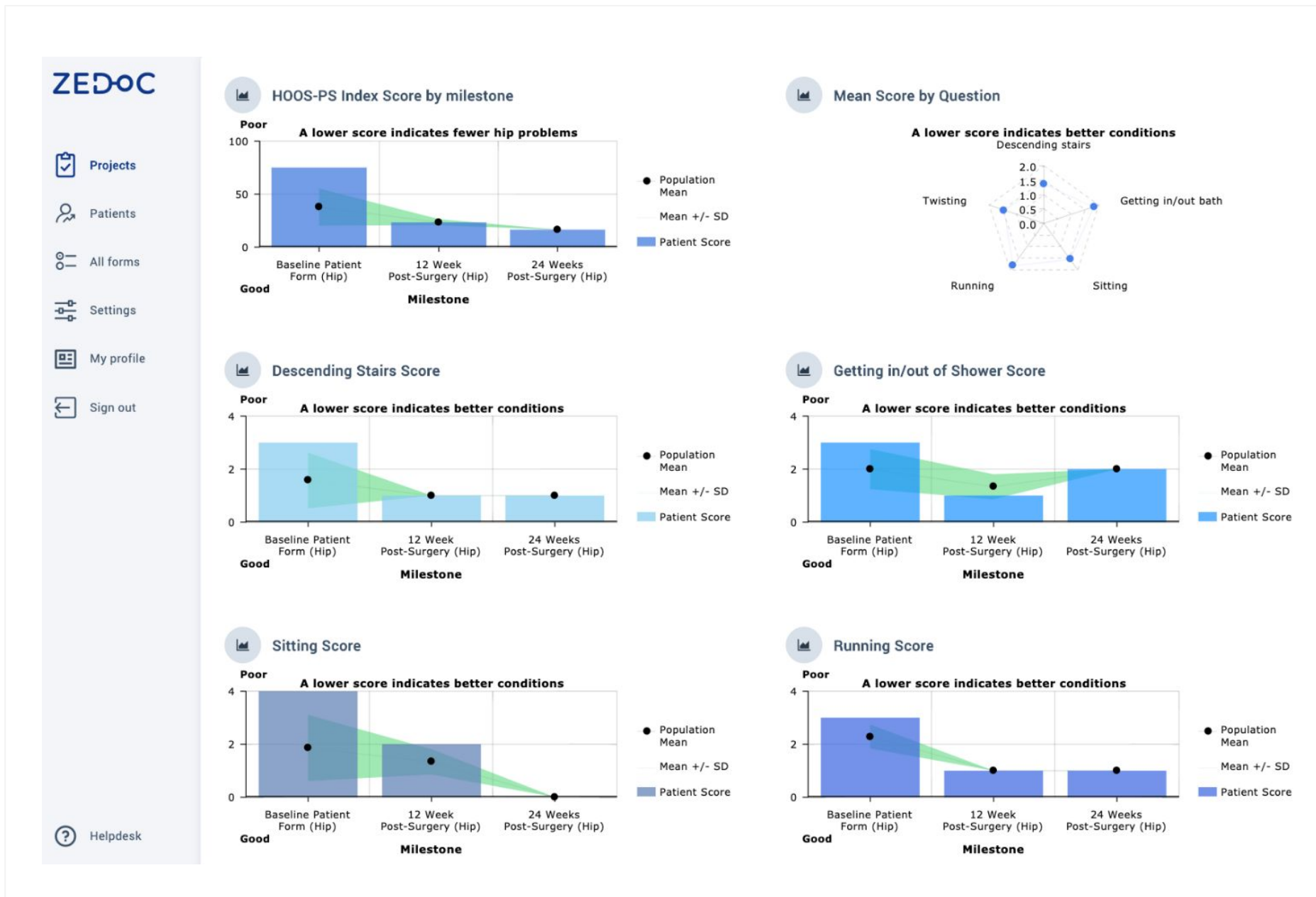


## Live QoL Heatmap

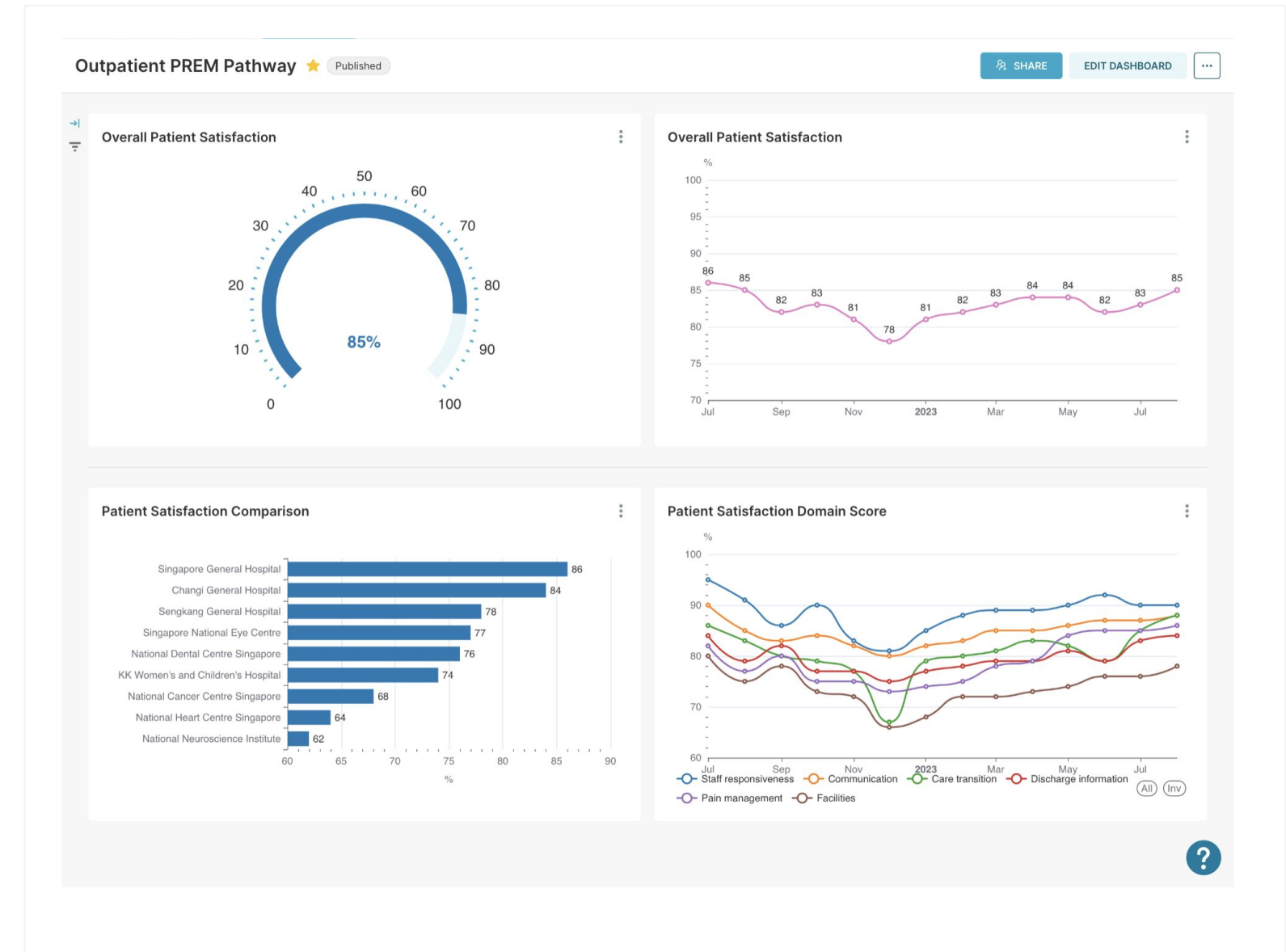




# ZEDOC PROMS/PREMs - improving decisions by listening to patients



PROMs decision support



PREMs decision support

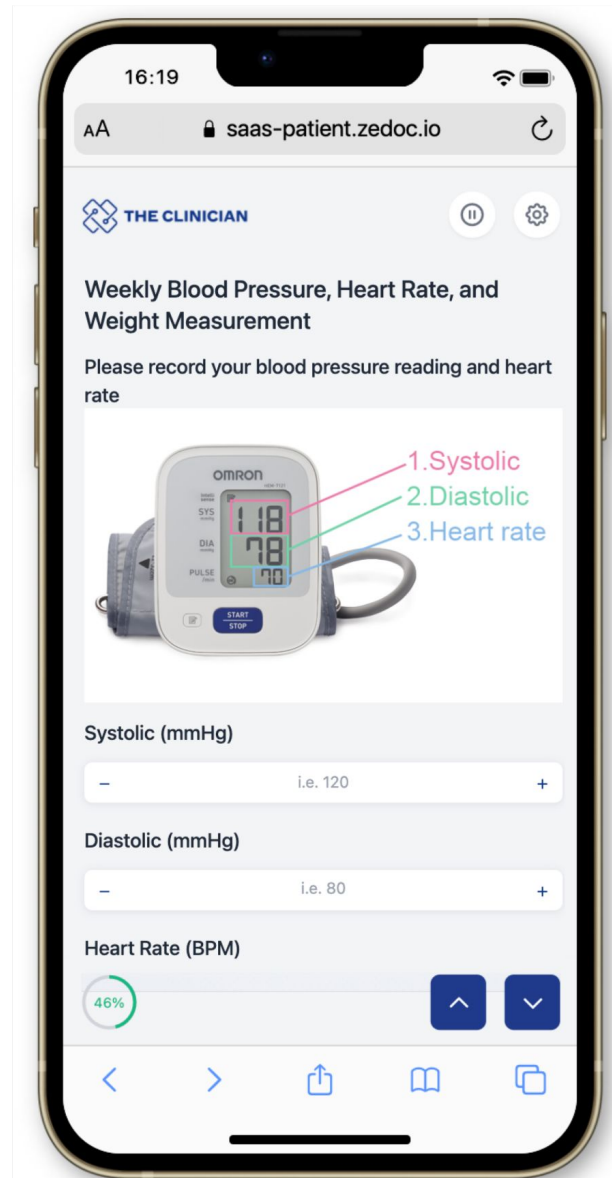
# Automated alerting functional to proactively identify deterioration



Care teams can monitor symptoms and be alerted in real-time of deterioration. When a patient reports an unsatisfactory / beyond the "normal" range response (eg. feet swelling every morning), alerts are sent to clinical teams for immediate intervention.

Patient reports health status via ePRO / objective data on their own device

High risk patients with complications are alerted to clinical teams with predefined action type (eg. await manual notification, send notification to patient, etc))



ZEDOC

Projects / Heart Failure Care Pathway - PROMs + RPM + Screening / eAPP

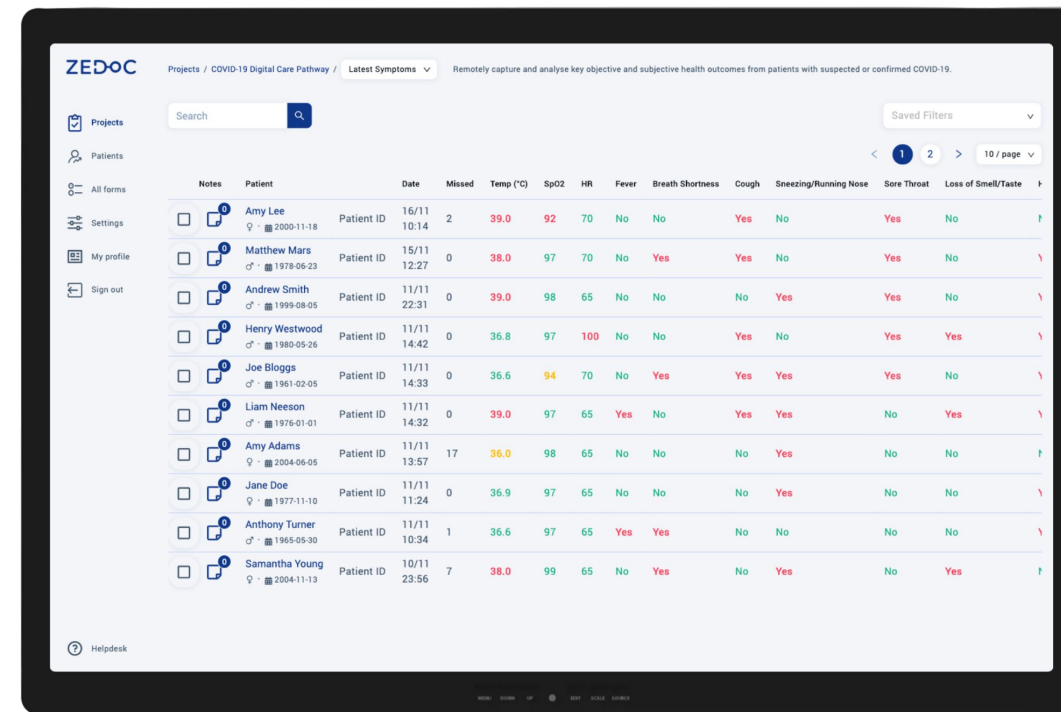
Priority = high

Date	Reference No	State	Notes	Patient	Assignee	Priority	Name	Action Type
24/11/2021 15:40	0000156	<input type="checkbox"/>	<input type="checkbox"/>	Iris Fuller if8542 · 07/11/1963	No assignee	High	Weight Red	Await manual intervention
24/11/2021 17:38	0000157	<input type="checkbox"/>	<input type="checkbox"/>	Patricia Black pb8321 · 03/04/1958	No assignee	High	CVD risk - high	Await manual intervention
24/11/2021 18:09	0000164	<input type="checkbox"/>	<input type="checkbox"/>	Abigail Turner at5263 · 15/06/1954	No assignee	High	CVD risk - high	Await manual intervention
10/10/2022 14:22	0000622	<input type="checkbox"/>	<input type="checkbox"/>	Warren Cap wc6295 · 23/08/1967	No assignee	High	Consecutive high BP	Await manual intervention
02/02/2023 13:20	0000701	<input type="checkbox"/>	<input type="checkbox"/>	Tamaryn Hankinson 22233444 · 07/08/1975	No assignee	High	Consecutive high BP	Await manual intervention
13/02/2023 11:25	0000711	<input type="checkbox"/>	<input type="checkbox"/>	Abby Lin 1234523456	No assignee	High	Consecutive high BP	Await manual intervention

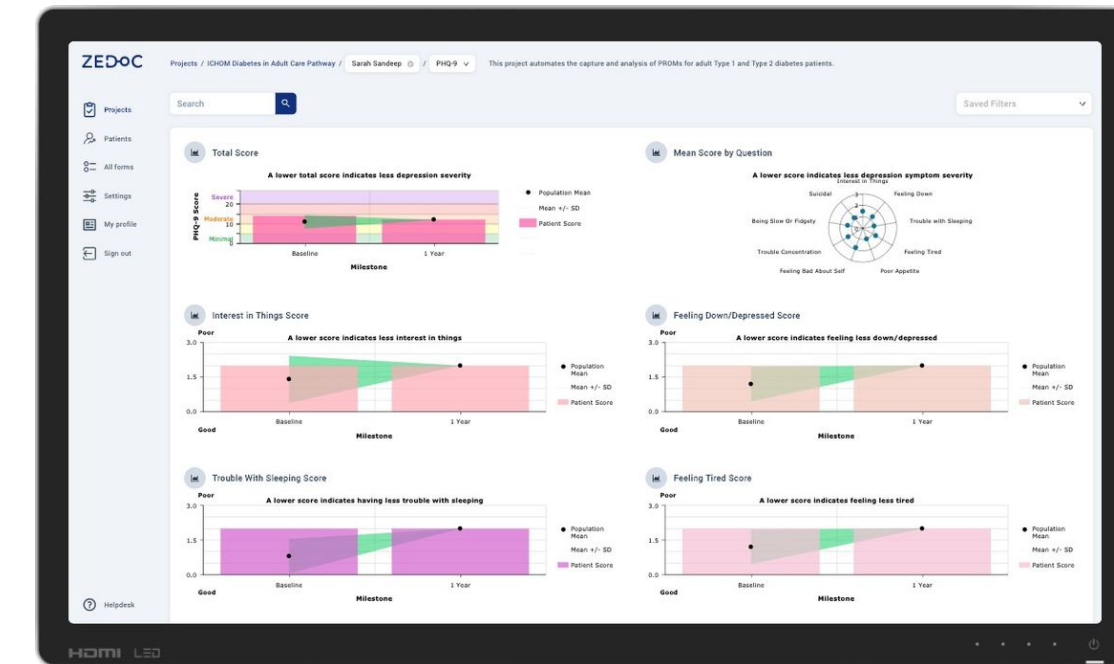
# Data analytics - Micro Level



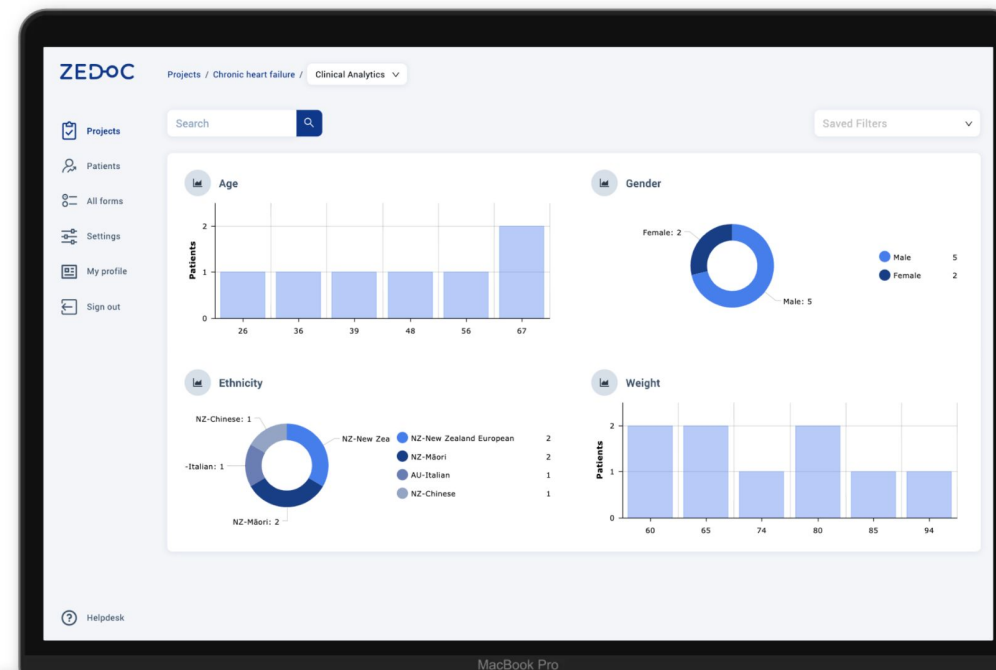
Micro-level analytics provide patients and providers with real-time, actionable data to make the best possible decisions.



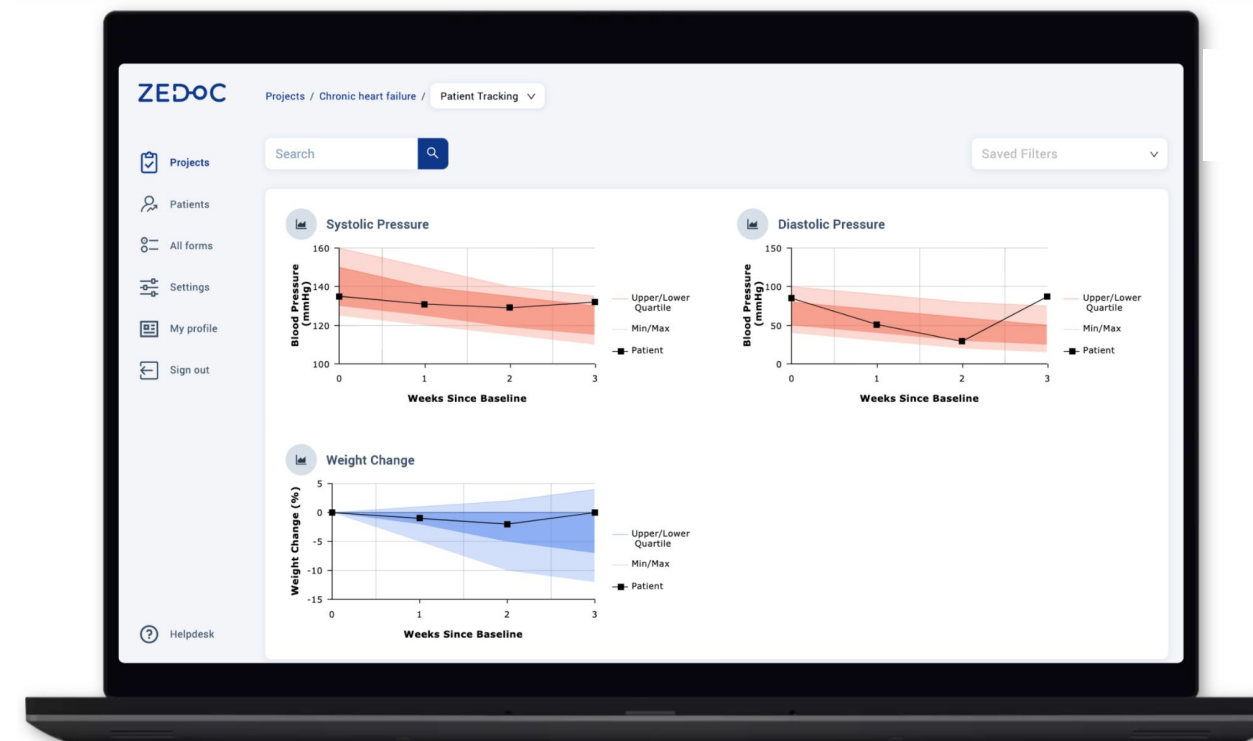
Symptom Charts



PROM Scores



Demographics & Social Determinants of Health



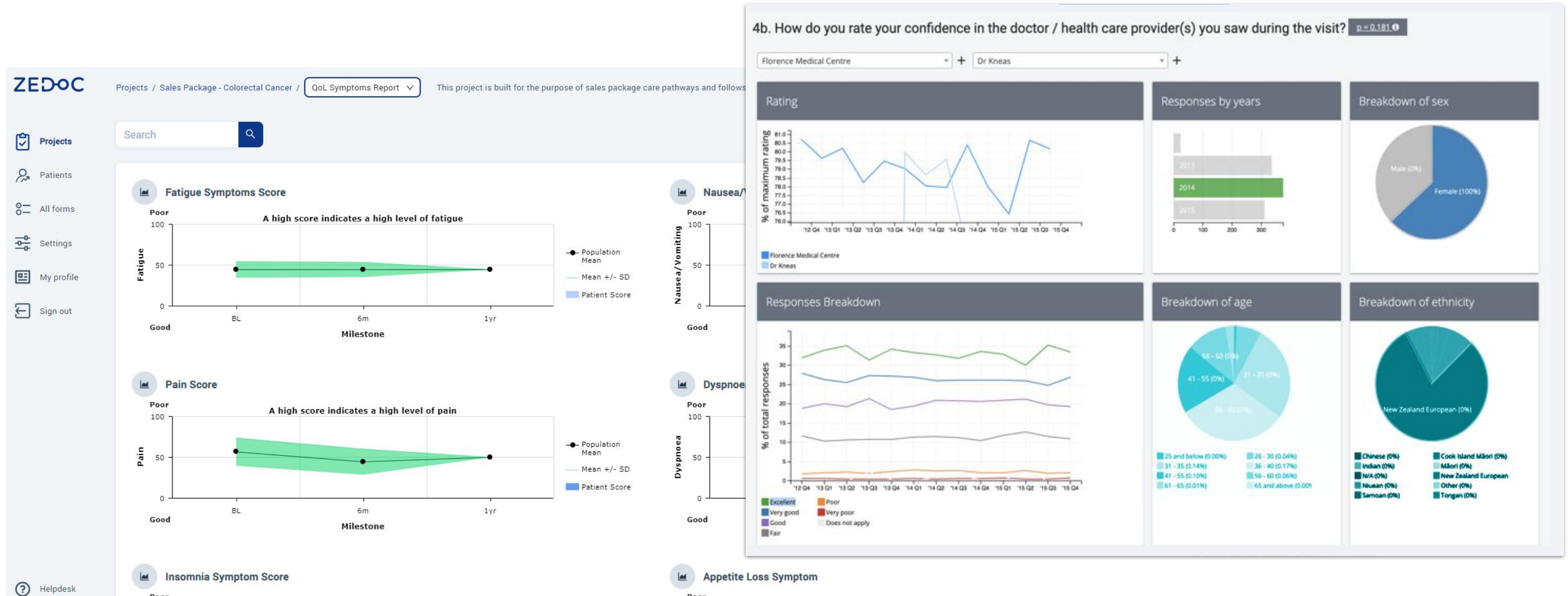
Objective Vitals



# Data analytics - Meso Level



Meso-level analytics at the organisational (e.g. individual hospital or department) level provide the data and insights required to reduce variation in care outcomes, drive quality improvement and improve performance.







## The Program

- Selected as the PROMs/PREMs partner for the public health system in Singapore.
- Implemented in all public hospitals including Singapore General Hospital, ranked 8th in the world.
  - Ranking was based on hospital quality, medical expert recommendations, publicly available data and PROMs implementation status
- Our PROMs/PREMs system allows 'no-code' design of pathways and implementation of population health measures.



## The Results

- The only 3rd party system that works across the Ministry of Health firewall.
- More than 100 PROMs and PREMs projects running in multiple disease areas.
- Ministry of Health setting outcome based KPIs for specialties.
- Efforts being extended to increase patient activation through targeted education.



## The Program

South Australia selected The Clinician for the systematic collection and analysis of patient reported measures (PROMs and PREMs) across the entire state.

The Clinician empowers patients to report on what matters most to them while giving health services the patient-centred outcomes data needed to drive high quality and value-based care.

Aggregated data will also be used at a system level to measure service quality, drive continuous improvement and inform value-based healthcare models.



## The Results

- The Clinician's platform is being fully integrated with South Australia's existing health information ecosystem and will be scaled out across conditions for 5000 clinical users and more than 1 million patients over the next 3 years.

*"We are thrilled to announce our partnership with The Clinician to implement a digital solution for the state-wide collection and reporting of Patient Reported Measures for South Australia."*

Megan Scott - Director of Patient Reported Measures Program - Centre for Excellence and Innovation in Health



## The Program

TAC (Transport Accident Commission) is the government-owned insurer responsible for supporting the recovery of individuals injured in transport accidents.

TAC has partnered with The Clinician to develop and implement the Enhanced Recovery Program, an digital program automating collection and analysis of patient reported outcome measures to drive targeted, value-based care for TAC clients.



## The Results

- The program was launched in July 2023 with a select group of providers and The Clinician's platform is successfully capturing and reporting the outcomes that matter most to patients back to providers and TAC.
- This program is listed as one of [TAC's key Initiatives](#) as part of their value-based healthcare strategy pillar

*"This program will improve the experiences of our clients and providers and help us support the most effective care and best possible outcomes for people injured in transport accidents."*

Lidia Stojanovski - Senior Manager for Value-Based Healthcare - Transport Accident Commission





## The Program

Verbal Beginnings, a leading provider of ABA therapy, partnered with The Clinician to support the delivery of consumer-centric care by enabling the digital collection and analysis of health outcomes of children with ASD from the perspective of families and caregivers.



## Using high quality outcomes data to improve care delivery

The outcomes collected follow standards set out by [ICHOM](#) and measure the following domains:

Problem solving

Sleep evaluation

Communication

Anxiety + depression

Quality of life

A working group of over 20 clinicians at Verbal Beginnings have been utilising the outcomes data to supplement the clinical support they provide to their clients for the purpose of personalizing and enhancing care delivery.

verbal  
beginnings

*Taking this step toward the evaluation of client-centered outcomes for children with Autism will help us establish the effectiveness of our services, help positively influence the field of ABA, and lead to better outcomes for the Autism population as a whole.*

Diana Wolf, co-Chief Executive Officer, co-Founder

Diana Wolf, co-Chief Executive Officer and co-Founder, Verbal Beginnings





## The Situation

To ease pressure on physical emergency departments, Northern Health launched the VVED, enabling patients to access emergency care on their own devices from home.

Northern Health selected The Clinician to replace the VVED's original technology with an improved digital front door solution.

## The Program

In 8 weeks, we implemented the new VVED solution with streamlined digital patient intake and a clinical tracking dashboard for timely access to virtual care.

The solution included 22 languages as well as SMS verification, automated clinical tracking, and a streamlined integration to support telehealth consultations.

## The Results

- >140,000 patients have used the VVED service since April, 2022
- >450 clerical and clinical staff with access to the platform
- Average wait times of 30 minutes to see triage nurse via telehealth
- 80% discharge rate from the VVED preventing physical presentations



*"Working with The Clinician has been absolutely fantastic. They have taken the time to understand the problem and have produced a bespoke product that has exceeded our expectations in both quality and timely delivery"*

Dr Loren Sher - Clinical Director of the VVED