COVID-19 and Telemedicine

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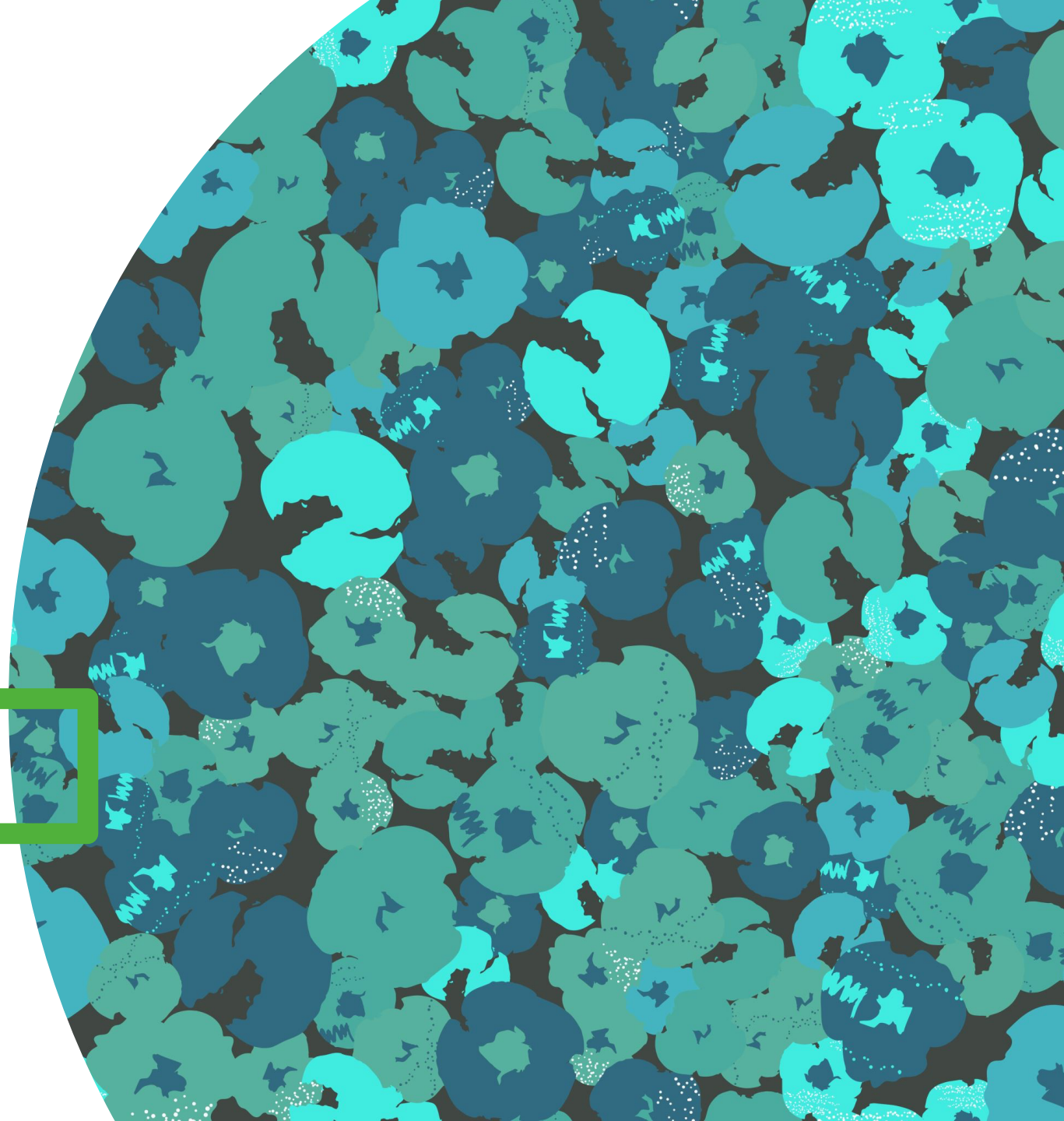
Partner, Digital Healthcare Partners

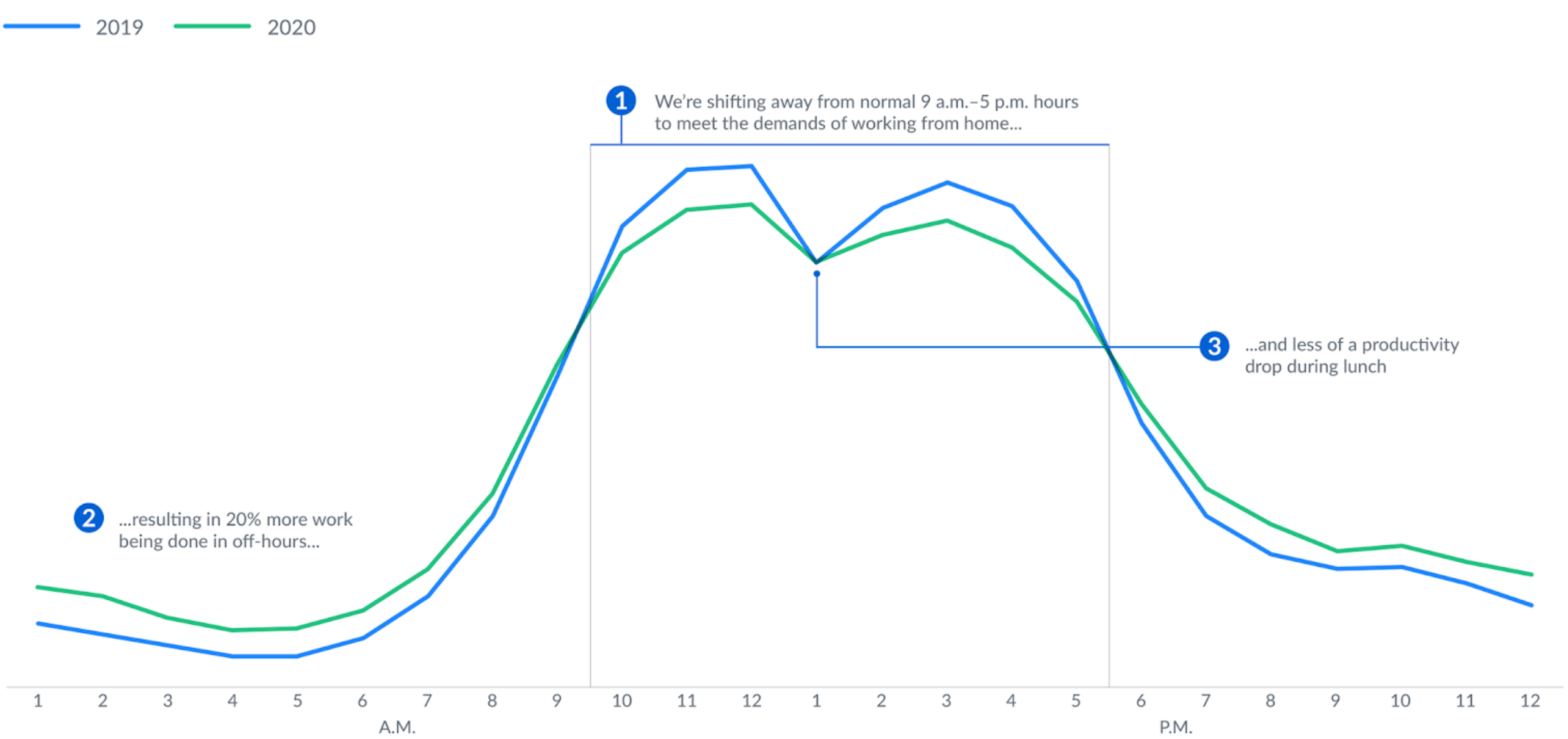


World after COVID-19

Working from home has shifted some of our work into off-hours

File views in Box from March 2019 to March 2020 for U.S. Pacific Time users, normalized for user growth

box
Data Insights



States started working from home at different times

Dates when 20–50%+ of customers shifted away from their primary location

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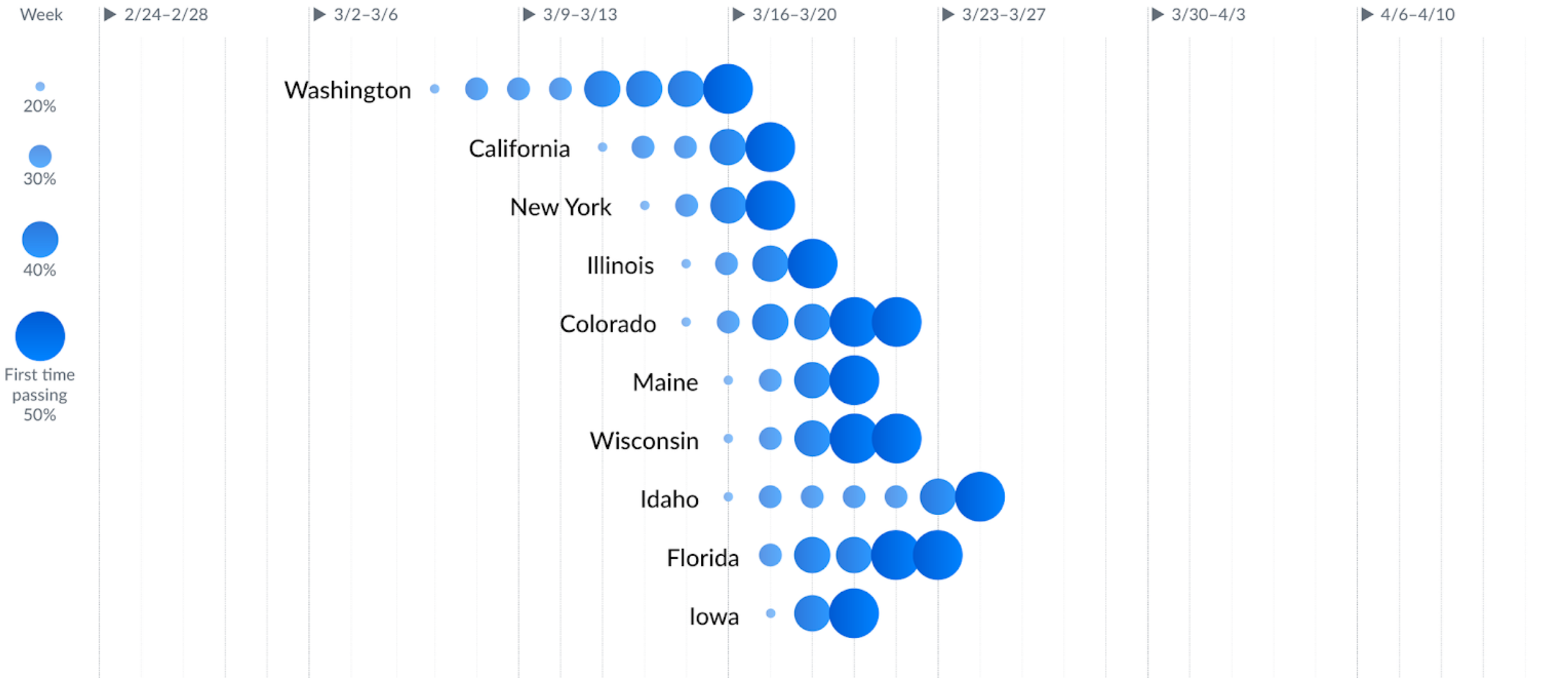
Data Insights



Countries started working from home at different times

Dates when 20–50%+ of customers shifted away from their primary location

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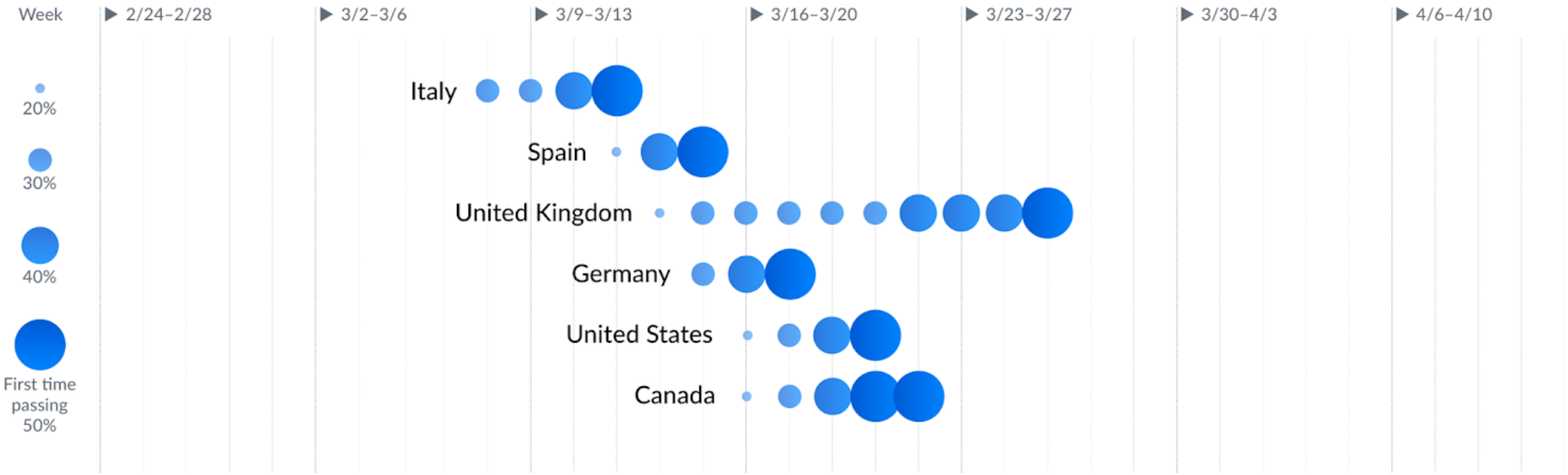
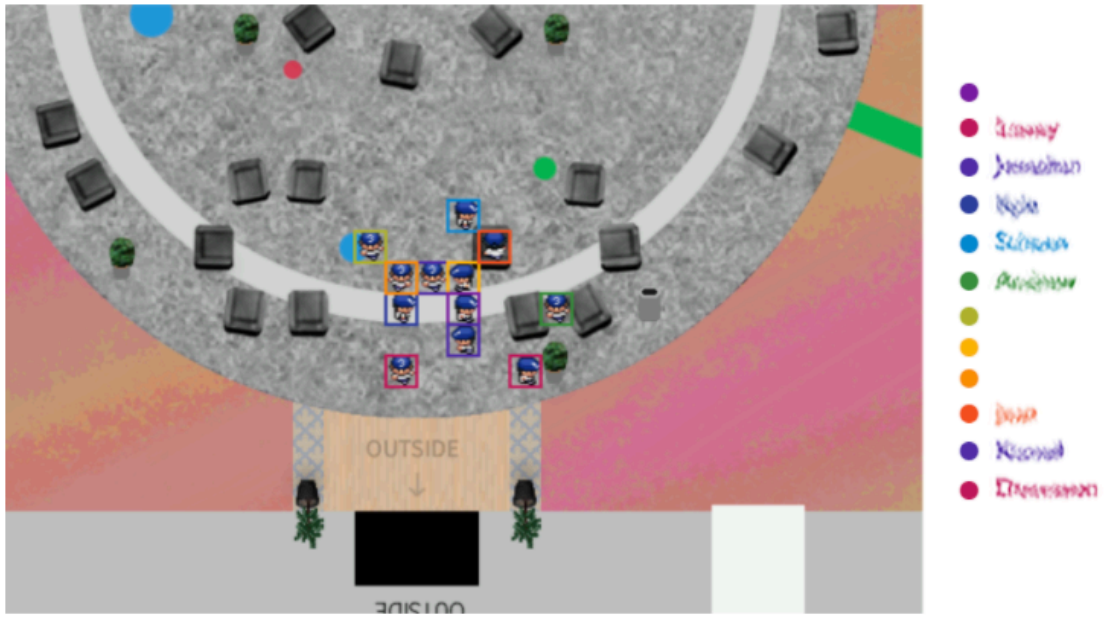
Data Insights

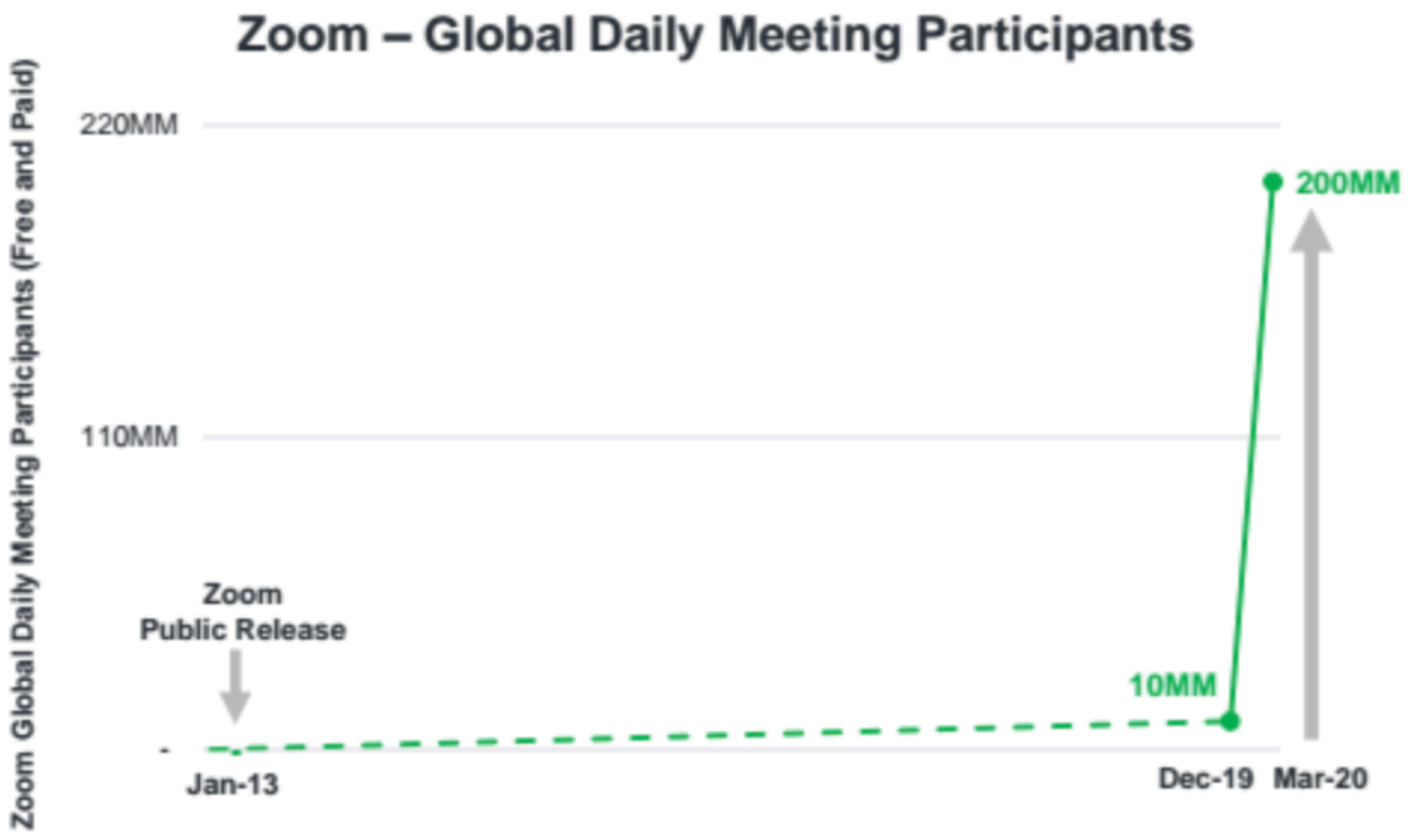


Online Town is designed to support any kind of gathering.

Parties, reunions, remote offices, hangouts, conferences, happy hours, summits..



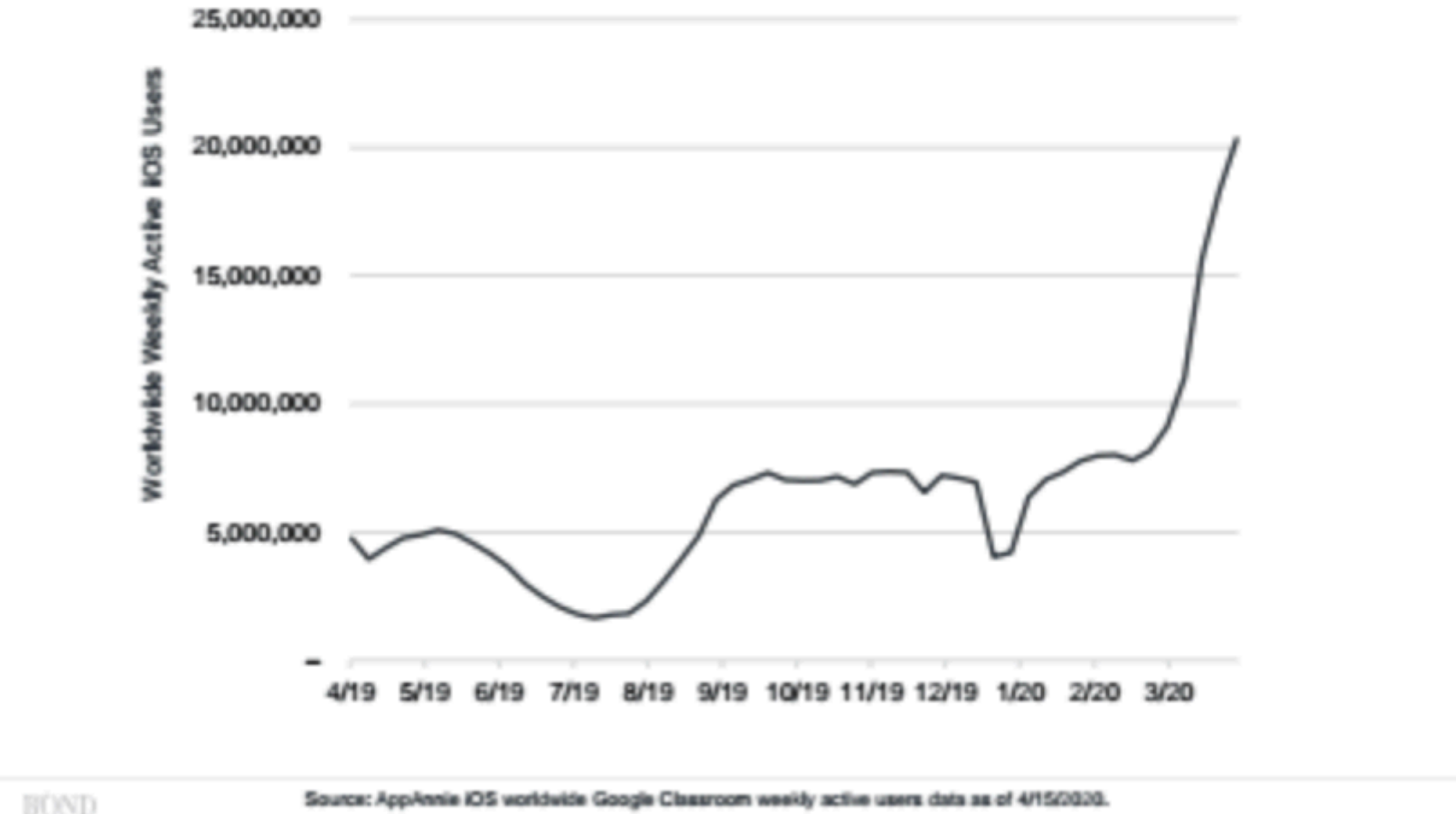
Online Town works by fading each user's audio and video based on how far they are from each other



Wolrd after COVID-19

BOND

Source: Zoom, "A Message to Our Users." April 1, 2020. Represents maximum daily meeting participants.



Wolrd after COVID-19

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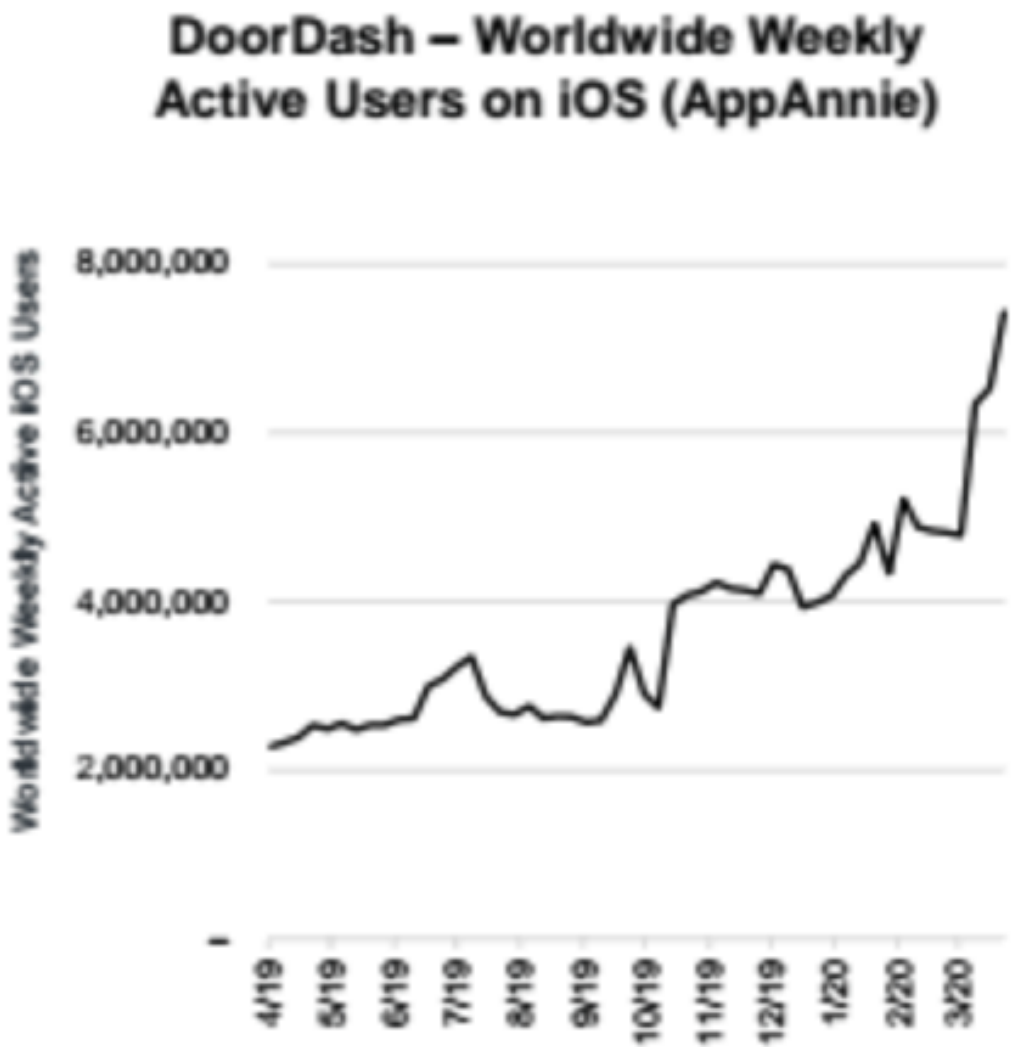
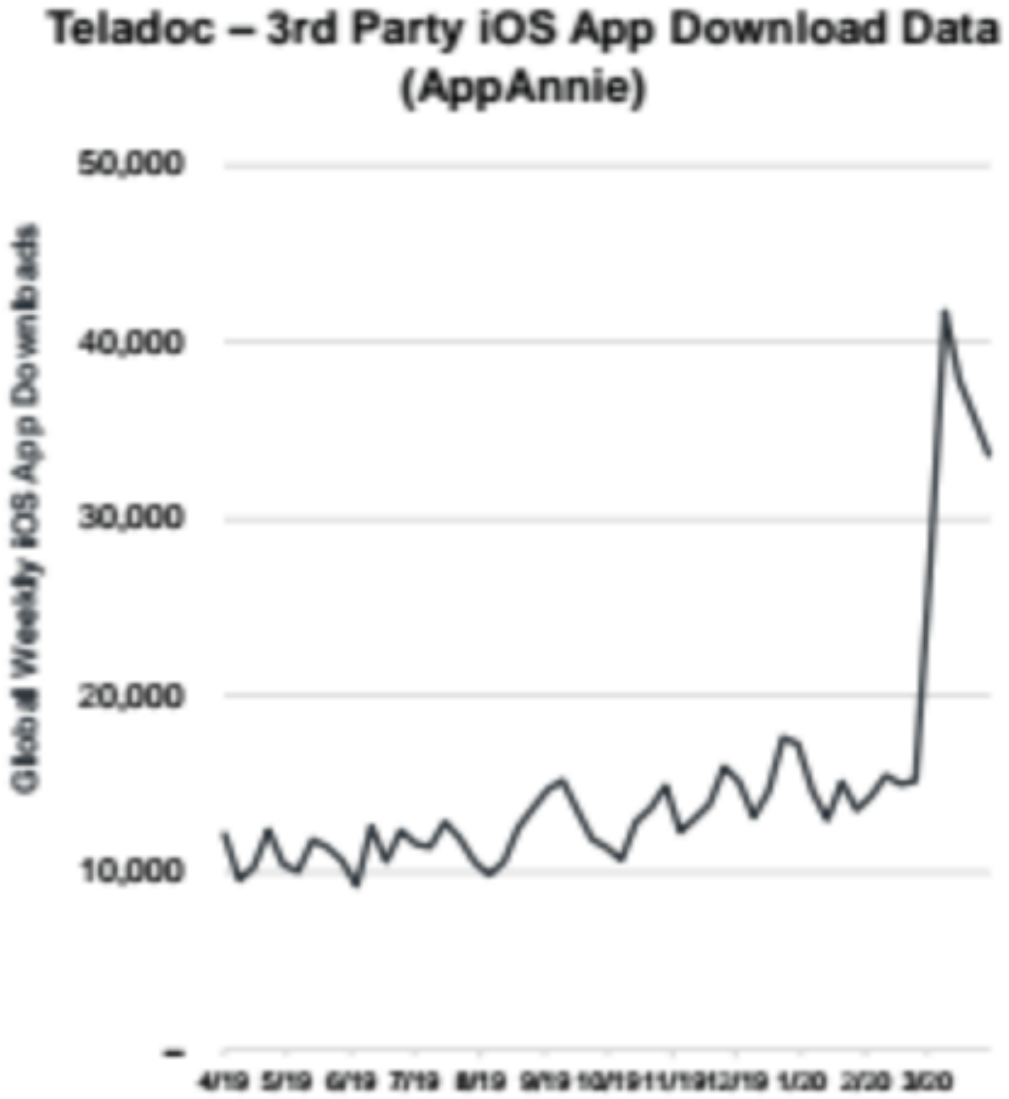


Wolrd after COVID-19



Will Telemedicine become successful after COVID-19?

Opportunities and Challenges

Types of Telemedicine

Live Video Conferencing

- Patient and healthcare provider use two-way conferencing for real-time consultations.
- Often used to treat common illnesses, assist with triage decisions and with psychotherapy sessions.

Store-and-Forward (Asynchronous transfer)

- Patient's record or data is transmitted to a healthcare provider electronically for treating patient outside of real-time.
- Commonly used in rural areas for primary care providers to send data to specialists at another location for consultation and analysis.

Remote Patient Monitoring (RPM)

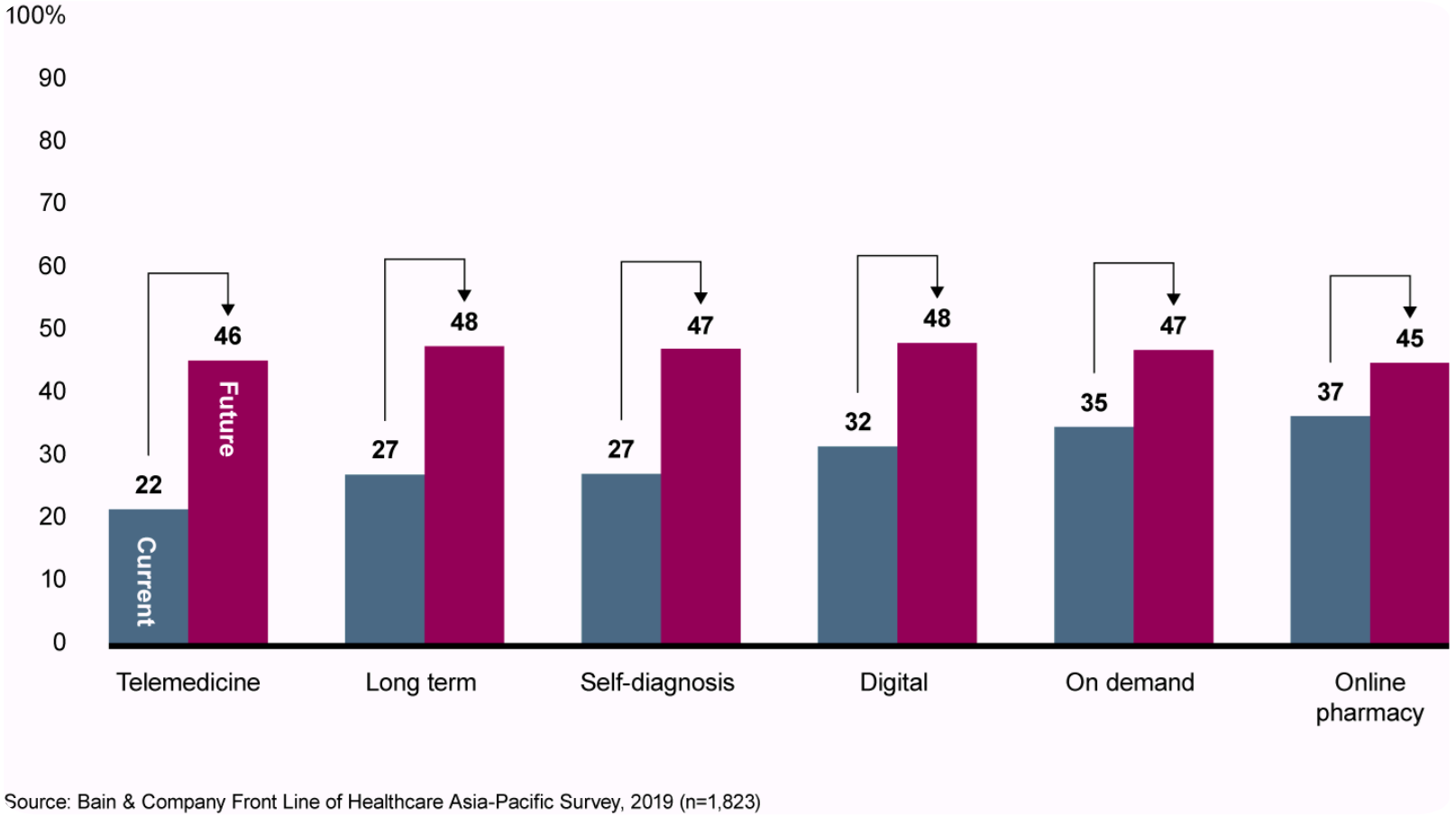
- Patient's health and medical data is sent in real-time for monitoring.
- Effective in the senior health industry.

Mobile Health (mHealth)

- Use of any mobile communications device, as well as software applications to support healthcare.

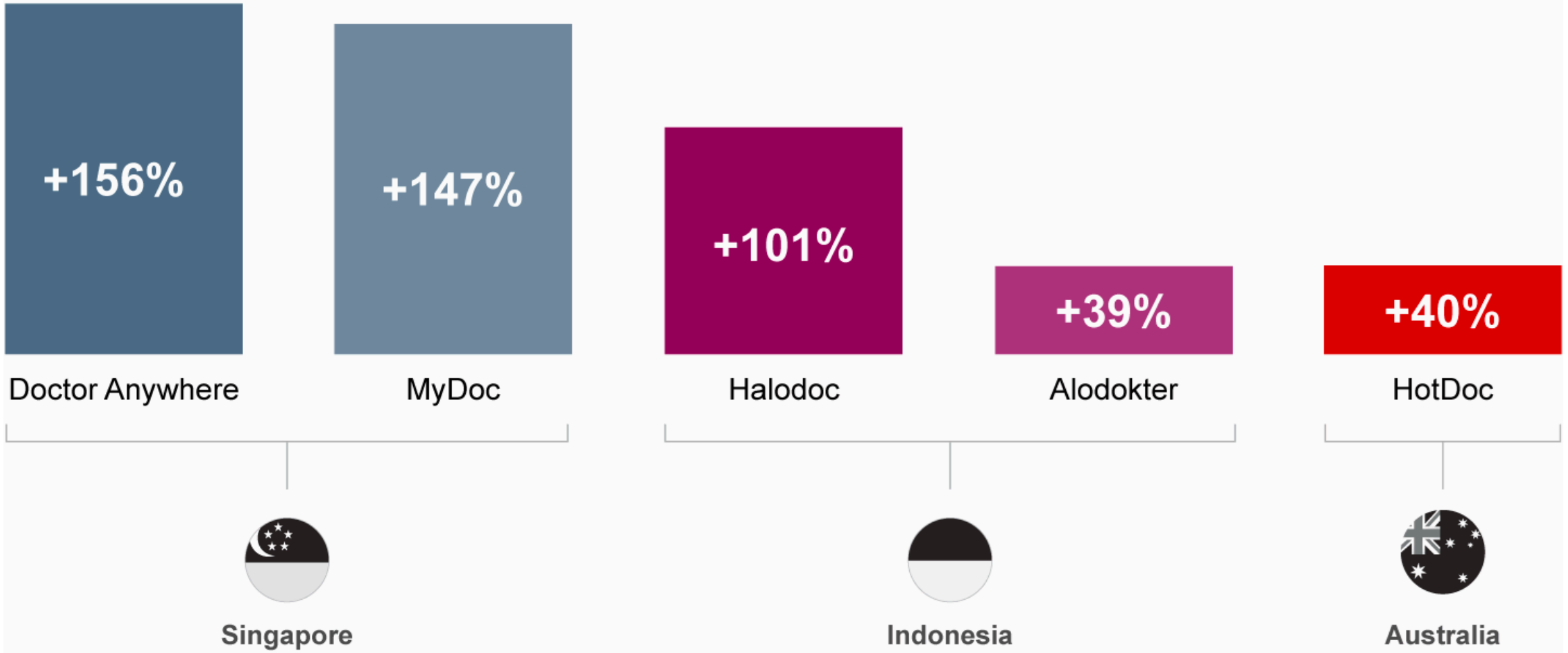
IDTechEx Research

Consumer's Expectations

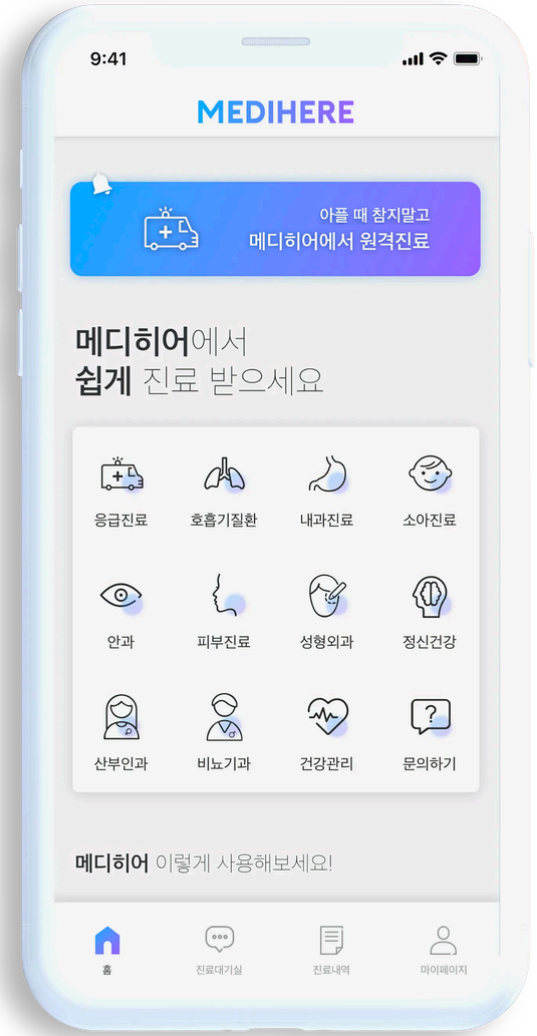


Source: Bain & Company Front Line of Healthcare Asia-Pacific Survey, 2019 (n=1,823)

Daily active users, March 2020 percentage increase vs. 2019 average



Source: SimilarWeb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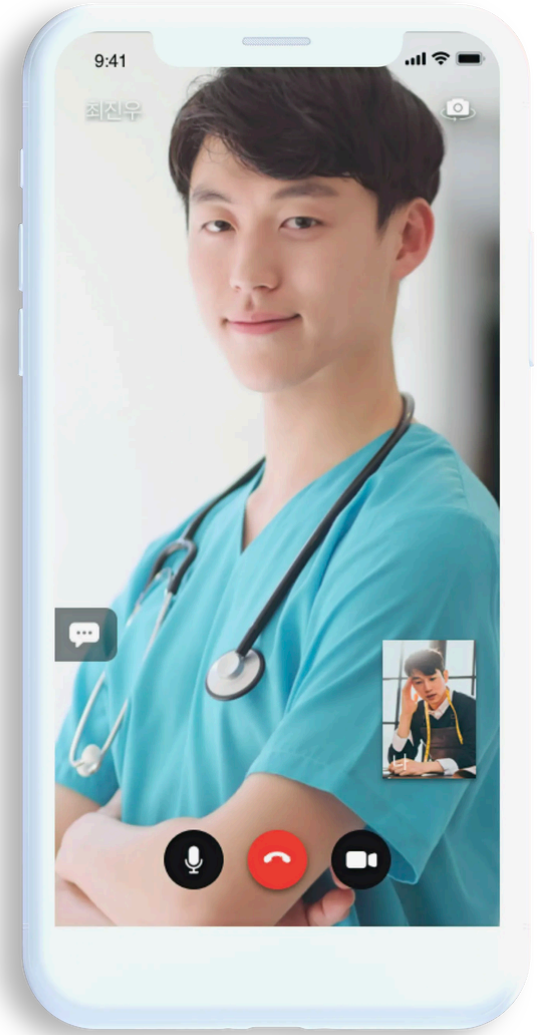
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코로나19 현황 02.26 09:00 기준
확진자 1,146명
검사진행 16,734
격리해제 22
사망자 11
코로나 스캐너
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내주변 코로나 상황을 확인해보세요.
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Driving Forces of Telemedicine Rise

- **Patient acceptance**
  - Pandemic make virtual visits on telemedicine platforms have become the safe and convenient solution
  - Patines were able to gain access to medical advice and treatment without any risk of contracting the virus
- **Government support**
  - Pandemic cleared the benefits of digital health platforms
  - Governments quickly made digital health platforms available to the general public
- **Insurer acceptance**
  - Many insurers quickly added telemedicine services to standard policies
  - Multiple insurers across the region now have set up special partnerships with telemedicine platforms to sponsor free consultations.

Why Stakeholders Accept It?

Providers:

Serve patients more effectively.

Integrate offline / online care to deliver better patient experiences and lower the cost of care.

Use telemedicine for add-on services such as drug delivery, appointment scheduling, electronic records management and ongoing monitoring of conditions.

Payers:

Improve plans / performance

Develop partnerships with digital insurgents to create differentiated healthcare plans, while lowering cost of care

Harness patient data and analytics to improve pricing and claims management

Regulators:

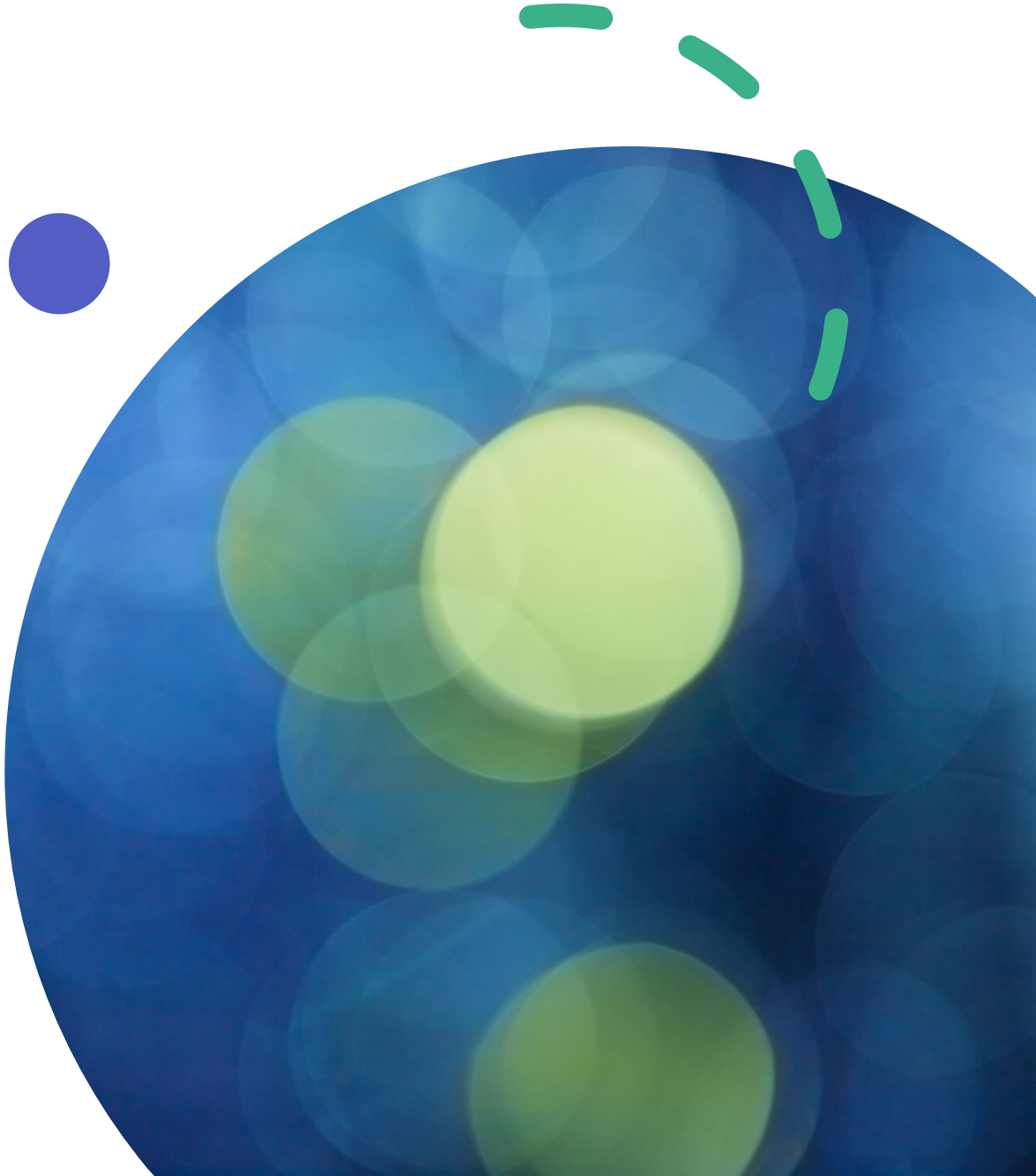
Foster public health objectives.

Improve access to healthcare and the quality of patient outcomes, allowing patients in remote areas with urgent care needs to see physicians rapidly.

Take advantage of new services and data ecosystems in healthcare policy decisions.

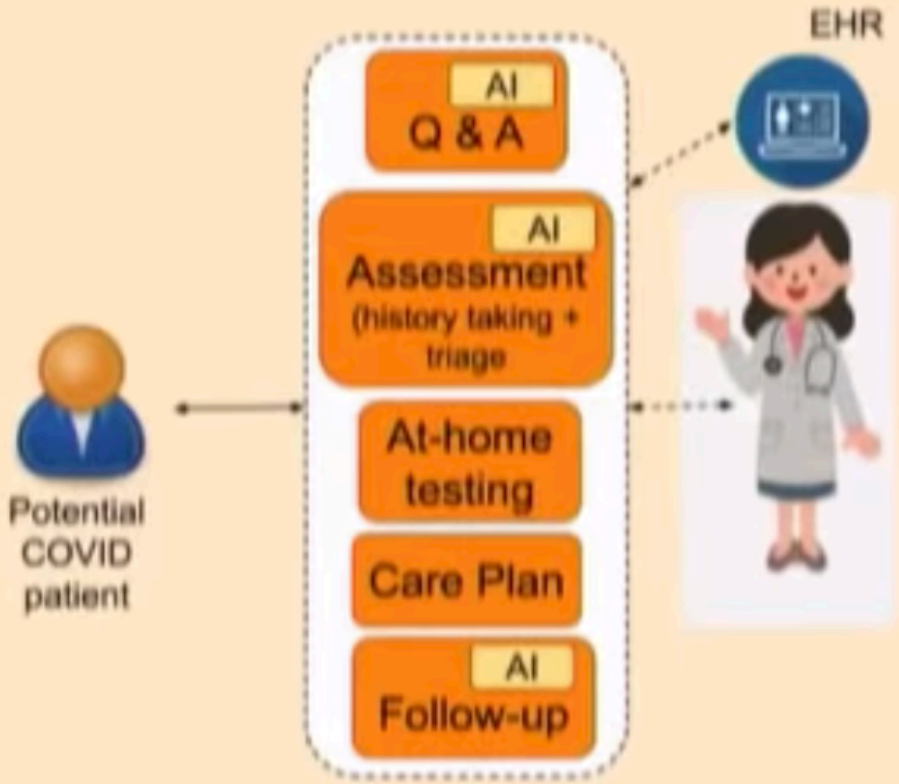
Future?

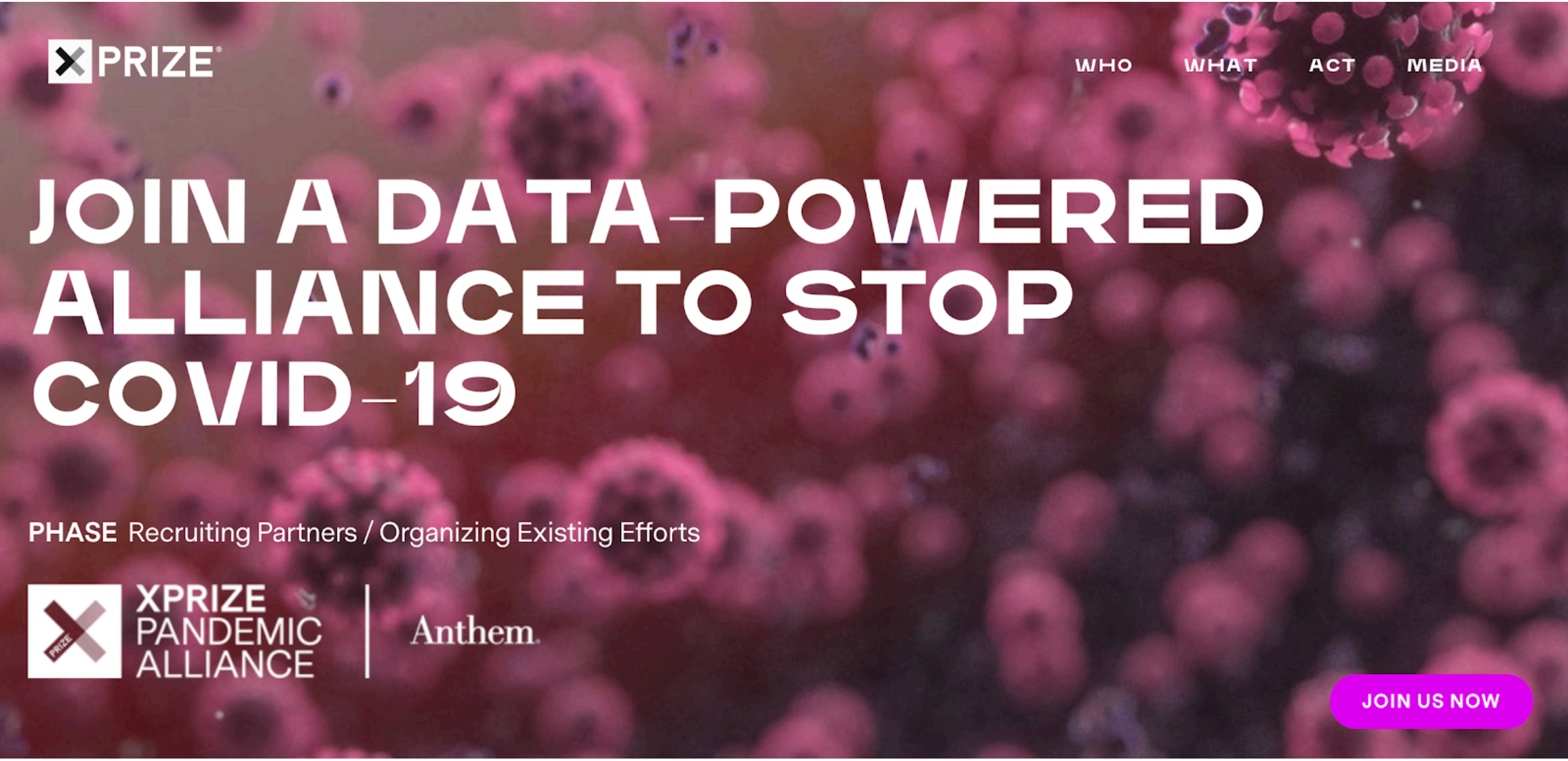
- Mobile-First Care: Accessible and Affordable
- Integrated with EHR and personal activity data
- Analytics for Insurers to assure efficiency
- Personalized medicine
- AI + Human in the Loop
- AI Triage
- At home testing
- Synergy with home-healthcare devices



Curai health

Our approach to COVID-19

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